

USER GUIDE

Gateway Profile 6



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CHAPTER 1 Getting Help

- Using the Gateway Web site
- Using Help and Support
- Using online help
- Finding the Microsoft Certificate of Authenticity

CHAPTER 1: Getting Help www.gateway.com

Thank you for purchasing our computer!

You have made an excellent decision choosing Gateway. We are sure that you will be pleased with the outstanding quality, reliability, and performance of your new computer. Each and every Gateway computer uses the latest technology and passes through the most stringent quality control tests to ensure that you are provided with the best product possible.

Please read this manual carefully to familiarize yourself with our range of services and support. We have highlighted some basic care and safety information to help you keep your computer in good operating condition.

Gateway stands behind our value proposition to our customers—to provide best-of-class service and support in addition to high-quality, brand-name components at affordable prices. If you ever have a problem, our knowledgeable, dedicated customer service department will provide you with fast, considerate service.

We sincerely hope that you will receive the utmost satisfaction and enjoyment from your new Gateway computer for years to come.

Thanks again, from all of us at Gateway.

Using the Gateway Web site

Gateway's online support is available 24 hours per day, 7 days per week and provides the most current drivers, product specifications, tutorials, and personalized information about your computer. Visit the Gateway Support Web site at support.gateway.com.



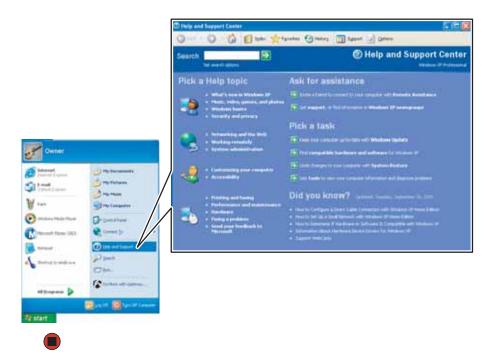
www.gateway.com Using Help and Support

Using Help and Support

Your computer includes *Help and Support*, an easily accessible collection of help information, troubleshooters, and automated support. Use Help and Support to answer questions about Windows and to help you quickly discover and use the many features of your Gateway computer.

To start Help and Support:

■ Click Start, then click Help and Support. Help and Support opens.



You can find help information by clicking a link, performing a search, or browsing the index.

Searching for a topic

To search for a topic in Help and Support, type a word or phrase (keyword) in the **Search** box located at the top of any Help and Support screen, then click the arrow button.

For each search, you receive the following search result types:

- Suggested Topics—These topics are located in Help and Support and are relevant to your search topic.
- Full-text Search Matches—These topics are located in Help and Support and contain the words you entered in the **Search** box.
- Microsoft Knowledge Base—These topics are located on the Microsoft Web site and contain the words you entered in the **Search** box. You must be connected to the Internet to search for and access these topics.

To view a list of your search results, click the results header for the type of results you want to view. To view a topic, click the topic name in the **Search Results** list.

CHAPTER 1: Getting Help www.gateway.com

Using online help

Many programs provide information online so you can research a topic or learn how to perform a task while you are using the program. You can access most online help information by selecting a topic from a **Help** menu or by clicking a **Help** button.



You can search for information by viewing the help contents, checking the index, searching for a topic or keyword, or browsing through the online help.



Finding the Microsoft Certificate of Authenticity

The Microsoft Certificate of Authenticity label found on the back or side of your computer includes the product key code for your operating system. If you ever reinstall Windows from the installation CD or DVD, you will need to enter these numbers to activate Windows.



CHAPTER 2

Getting Started

- Working safely
- Starting your computer
- Turning off your computer
- Restarting your computer
- · Using the keyboard
- Using the mouse
- Connecting the dial-up modem
- Connecting to a cable or DSL modem or to a wired Ethernet network
- Installing a printer, scanner, or other device

Working safely

Before using your computer, read the following recommendations for setting up a safe and comfortable work area and avoiding discomfort and strain.



Feet are flat on the floor

Reducing eye strain

Sunlight or bright indoor lighting should not reflect on the monitor screen or shine directly into your eyes.

- Position the computer desk and monitor so you can avoid glare on your screen and light shining directly into your eyes. Reduce glare by installing shades or curtains on windows, and by installing a glare screen filter on your monitor.
- Use soft, indirect lighting in your work area. Do not use your computer in a dark room.
- Avoid focusing your eyes on your computer screen for long periods of time. Look away from your computer occasionally, and try to focus on distant objects.

www.gateway.com Working safely

Setting up your computer desk and chair

When you are setting up your computer desk and chair, make sure that the desk is the appropriate height and the chair helps you maintain good posture.

- Select a flat surface for your computer desk.
- Adjust the height of the computer desk so your hands and arms are positioned parallel to the floor when you use the keyboard and mouse. If the desk is not adjustable or is too tall, consider using a keyboard drawer.
- Use an adjustable chair that is comfortable, distributes your weight evenly, and keeps your body relaxed.
- Position your chair so the keyboard is at or slightly below the level of your elbow. This position lets your shoulders relax while you type.
- Adjust the chair height, adjust the forward tilt of the seat, or use a footrest to distribute your weight evenly on the chair and relieve pressure on the back of your thighs.
- Adjust the back of the chair so it supports the lower curve of your spine. You can use a pillow or cushion to provide extra back support.

Setting up your computer and computer accessories

- Set up the monitor so the top is no higher than eye level, the monitor controls are within reach, and the screen is tilted to be perpendicular to your line of sight.
- Place your keyboard and mouse at a comfortable distance. You should be able to reach them without stretching.
- Set paper holders at the same height and distance as the monitor.

Sitting at your computer

- Avoid bending, arching, or angling your wrists. Make sure that they are in a relaxed position when you type.
- Do not slouch forward or lean far back. Sit with your back straight so your knees, hips, and elbows form right angles when you work.
- Take breaks to stand and stretch your legs.
- Avoid twisting your torso or neck.

Avoiding discomfort and injury from repetitive strain

- Vary your activities to avoid excessive repetition.
- Take breaks to change your position, stretch your muscles, and relieve your eves.
- Find ways to break up the work day, and schedule a variety of tasks.

CHAPTER 2: Getting Started www.gateway.com



High voltages can enter your computer through both the power cord and the modem connection. Protect your computer by using a surge protector. If you have a telephone modem, use a surge protector that has a modem jack. If you have a cable modem, use a surge protector that has an antenna/cable TV jack. During an electrical storm, unplug both the surge protector and the modem.

Protecting from power source problems

During a power surge, the voltage level of electricity coming into your computer can increase to far above normal levels and cause data loss or system damage. Protect your computer and peripheral devices by connecting them to a surge protector, which absorbs voltage surges and prevents them from reaching your computer.

An uninterruptible power supply (UPS) supplies battery power to your computer during a power failure. Although you cannot run your computer for an extended period of time with a UPS, a UPS lets you run your computer long enough to save your work and shut down your computer normally.

Starting your computer

To start your computer:

- 1 Connect the cables to your computer according to the setup poster.
- 2 Press the power button on your computer.





Your computer has a built-in variable speed fan. In addition, your computer uses a powerful processor which produces heat. Both the system fan and processor can run at different speeds at times to ensure proper system cooling. You may notice an increase in the fan noise when the fan is running at high speed and a decrease in the fan noise when it switches to normal speed.

- 3 If you are starting your computer for the first time, follow the on-screen instructions to set up your computer.
- 4 Attach and turn on any peripheral devices, such as printers or scanners, and see the documentation that came with the device for setup instructions.



Waking up your computer



For more information about changing the power button mode, see "Changing power-saving settings" on page 87. When you have not used your computer for several minutes, it may enter a power-saving mode called Standby. While in Standby, the power indicator flashes.

If your computer is in Standby mode, move the mouse or press the power bútton to "wake" it up.

Turning off your computer



When you turn off your computer, certain components in the power supply and system board remain energized. In order to remove all electrical power from your computer, unplug the power cord and modem cable from the wall outlets. We recommend disconnecting the power cord and modem cable when your computer will not be used for long



If for some reason you cannot use the Turn Off Computer option in Windows to turn off your computer, press and hold the power button for about five seconds, then release it.



To turn off your computer:

- 1 Click **Start**, then click **Turn Off Computer**. The *Turn Off Computer* dialog box opens.
- 2 Click **Turn Off**. Windows shuts down and turns off your computer.



Restarting your computer

If your computer does not respond to keyboard or mouse input, you may have to close programs that are not responding. If closing unresponsive programs does not restore your computer to normal operation, you may have to restart (reboot) your computer.



To close unresponsive programs and restart your computer:

- 1 Press CTRL+ALT+DEL. The Task Manager window opens.
- 2 Click the **Applications** tab, then click the program that is not responding.
- 3 Click End Task.
- **4** Click **x** in the top-right corner of the *Windows Task Manager* dialog box.
 - OR -

If your computer does not respond, turn it off, wait ten seconds, then turn it on again. You are done.

5 Click Start, Shut Down, click the arrow to open the What do you want the computer to do? list, click Restart, then click OK.

As a part of the regular startup process, a program to check the disk status runs automatically. When the checks are finished, Windows starts.



Important
If your computer does not turn off, press
and hold the power button for about five
seconds, then release it.

Using the keyboard

Premium multimedia keyboard features

The keyboard has several different types of keys and buttons. Your keyboard also has status indicators that show which keyboard feature is active.

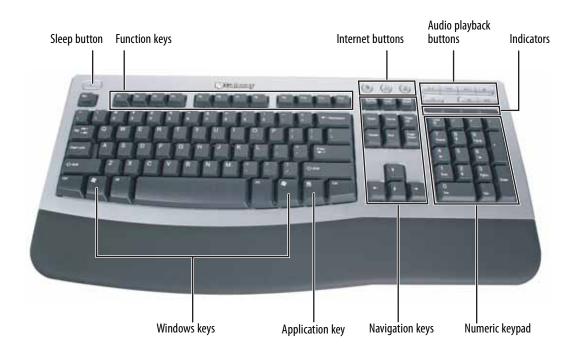


Feature	lcon	Description
Editing buttons		Press these buttons to copy, cut, and paste.
Function keys		Press these keys to start program actions. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
Internet buttons		Press these buttons to launch your Internet home page, search, or e-mail programs.
Audio playback buttons		Press these buttons to play your audio files and to adjust the volume.
Navigation keys		Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document.
Indicators		Show if your $Num\ Lock$, $Caps\ Lock$, or $Scroll\ Lock$ keys are activated. Press the corresponding key to activate the function.
Windows keys		Press one of these keys to open the Windows Start menu. These keys can also be used in combination with other keys to open utilities like ${\bf F}$ (Search utility), ${\bf R}$ (Run utility), and ${\bf E}$ (Explorer utility).
Application key	$\overline{\Sigma}$	Press this key to access shortcut menus and help assistants in Windows.
Directional keys		Press these keys to move the cursor up, down, right, or left.
Numeric keypad		Press these keys to type numbers when the numeric keypad (NUM LOCK) is turned on.

www.gateway.com Using the keyboard

Elite multimedia keyboard features

The keyboard has several different types of keys and buttons. Your keyboard also has status indicators that show which keyboard feature is active.



Feature	lcon	Description
Sleep button		Press this button to activate your computer's Sleep (power-saving) mode.
Function keys		Press these keys to start program actions. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
Application buttons		Press these buttons to launch your Internet home page, search for files, or launch the calculator program.
Audio playback buttons		Press these buttons to play your audio files and to adjust the volume.
Indicators		Show if your NUM LOCK, CAPS LOCK, or SCROLL LOCK keys are activated. Press the corresponding key to activate the function.
Windows keys		Press one of these keys to open the Windows Start menu. These keys can also be used in combination with other keys to open utilities like ${\bf F}$ (Search utility), ${\bf R}$ (Run utility), and ${\bf E}$ (Explorer utility).
Application key	$\overline{\Sigma}$	Press this key to access shortcut menus and help assistants in Windows.
Editing buttons		Press these buttons to copy, cut, and paste.
Navigation keys		Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document. Press the arrow keys to move the cursor.
Numeric keypad		Press these keys to type numbers when the numeric keypad (NUM LOCK) is turned on.

Using the mouse

The mouse is a device that controls the pointer movement on the computer display. This illustration shows the standard mouse.



As you move the mouse, the *pointer* (arrow) on the display moves in the same direction.





You can use the *left* and *right buttons* on the mouse to select objects on the display.

You can use the *scroll wheel* on the mouse to move through a document. This feature is not available in all programs.

То	Do this	
Move the pointer on the computer display		Move the mouse around on the mouse pad. If you run out of space on your mouse pad and need to move the pointer farther, pick up the mouse, set it down in the middle of the mouse pad, then continue moving the mouse.
Select an object on the computer display	click	Position the pointer over the object. Quickly press and release the left mouse button once. This action is called <i>clicking</i> .
Start a program or open a file or folder	click, click	Position the pointer over the object. Quickly press and release the left mouse button twice. This action is called <i>double-clicking</i> .
Access a shortcut menu or find more information about an object on the computer display.	click	Position the pointer over the object. Quickly press and release the right mouse button once. This action is called <i>right-clicking</i> .
Move an object on the computer display.	click (hold) and drag	Position the pointer over the object. Press the left mouse button and hold it down. Move (drag) the object to the appropriate part of the computer display. Release the button to drop the object where you want it.

For more information about how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other mouse settings, see "Changing the mouse settings" on page 87. For instructions on how to clean the mouse, see "Cleaning the mouse" on page 127.

Connecting the dial-up modem

To reduce the risk of fire, use only No. 26
AWG or larger telecommunications line

Your computer may have a built-in 56K modem (optional) that you can use to connect to a standard telephone line.

To connect the optional modem:

- 1 Insert one end of the modem cable into the modem jack on the right side of your computer.
- 2 Insert the other end of the modem cable into a telephone wall jack. The modem will not work with digital or PBX telephone lines.
- **3** Start your computer, then start your communications program.



Connecting to a cable or DSL modem or to a wired Ethernet network



Your computer is equipped with a built-in Ethernet port. For information about setting up a wired or wireless Ethernet network, see "Networking Your Computer" on page 91. Your computer has a network jack that you can use to connect to a cable or DSL modem or to a 10/100 wired Ethernet network.



To connect to a cable or DSL modem or to an Ethernet network:

- 1 Insert one end of the network cable into the network jack and on the right side of your computer.
- 2 Insert the other end of the network cable into a cable modem, DSL modem, or network jack.



Installing a printer, scanner, or other device

Important
I a printer, scanner, or

Before you install a printer, scanner, or other peripheral device, see the device documentation and installation instructions. Your computer has one or more of the following ports: IEEE 1394 (also known as Firewire or i.Link), Universal Serial Bus (USB), serial, and parallel. You use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your computer. For more information about these ports, see your Hardware Reference.

IEEE 1394 and USB ports support *plug-and-play* and *hot-swapping*, which means that your computer will usually recognize such a device whenever you plug it into the appropriate port. When you use an IEEE 1394 or USB device for the first time, your computer will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.



peripheral devices, click **Start**, then click **Help and Support**. Type the keyword **installing devices** in the **Search** box, then click the arrow. Parallel and serial port devices are not plug-and-play. See the device documentation for detailed information and installation instructions.

CHAPTER 3 Using Windows XP

- Using the Windows desktop
- Working with files and folders
- Searching for files
- Working with documents
- Shortcuts

Using the Windows desktop

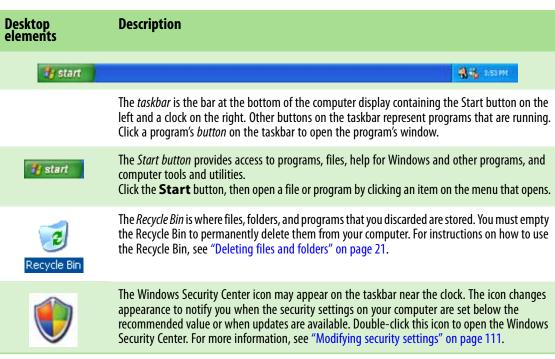
For more information about the Windows desktop, click Start, then click Help and Support. Type the phrase Windows desktop in the Search box, then click the arrow.

After your computer starts, the first screen you see is the Windows *desktop*. The desktop is like the top of a real desk. Think of the desktop as your personalized work space where you open programs and perform other tasks.

Your desktop may be different from this example, depending on how your computer is set up.

The desktop contains the taskbar, the Start button, and the Recycle Bin icon.





Using the Start menu

? Help & Support

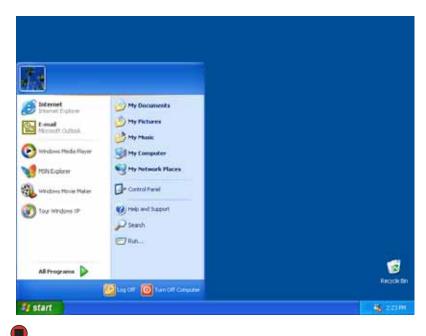
For more information about the Windows Start menu, click **Start**, then click **Help and Support**. Type the phrase **Windows Start menu** in the **Search** box, then click the arrow.

Shortcut Start ⇒ All Programs ⇒ You can start programs, open files, customize your system, get help, search for files and folders, and more using the Start menu.



To use the Start menu:

- 1 Click the **Start** button on the lower left of the Windows desktop. The Start menu opens showing you the first level of menu items.
- 2 Click **All Programs** to see all programs and files in the Start menu. When you move the mouse pointer over any menu item that has an arrow next to it, another menu, called a *submenu*, opens and reveals related files, programs, or commands.
- 3 Click a file or program to open it.



Adding icons to the desktop

For more information about desktop icons, click Start, then click Help and Support. Type the phrase desktop icons in the Search box, then click the



You may want to add an icon (shortcut) to the desktop for a program that you use frequently.



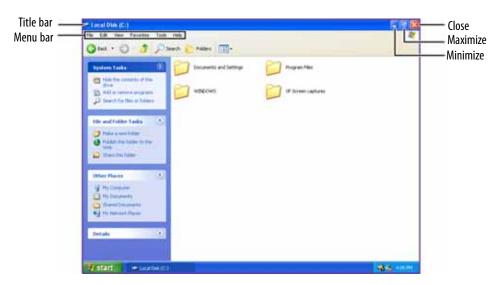
- 1 Click Start, then click All Programs.
- 2 Right-click (press the right mouse button) the program that you want to add to the desktop.
- 3 Click **Send To**, then click **Desktop (create shortcut)**. A shortcut icon for that program appears on the desktop.



Identifying window items

For more information about windows, click **Start**, then click **Help and Support**. Type the keyword **window** in the **Search** box, then click the arrow.

When you double-click the icon for a drive, folder, file, or program, a window opens on the desktop. This example shows the Local Disk (C:) window, which opens after you double-click the **Local Disk (C:)** icon in the *My Computer* window.



Every program window looks a little different because each has its own menus, icons, and controls. Most windows include these items:

Window item		Description
Local Disk (C:)		The <i>title bar</i> is the horizontal bar at the top of a window that shows the window title.
		Clicking the <i>minimize button</i> reduces the active window to a button on the taskbar. Clicking the program button in the taskbar opens the window again.
		Clicking the <i>maximize button</i> expands the active window to fit the entire computer display. Clicking the maximize button again restores the window to its former size.
		Clicking the <i>close button</i> closes the active window or program.
File Edit View Favorites	Tools Help	Clicking an item on the <i>menu bar</i> starts an action such as Print or Save.

Working with files and folders

You can organize your files and programs to suit your preferences much like you would store information in a file cabinet. You can store these files in folders and copy, move, and delete the information just as you would reorganize and throw away information in a file cabinet.

Viewing drives

For more information about files and folders, click Start, then click Help and Support. Type the phrase files and folders in the Search box, then click the arrow.

Drives are like file cabinets because they hold files and folders. A computer almost always has more than one drive. Each drive has a letter, usually Local Disk (C:) for the hard drive and 3½ Floppy (A:) for the diskette drive. You may also have more drives such as a CD or DVD drive.

- To view the drives on your computer:
 - Click Start, then click My Computer.





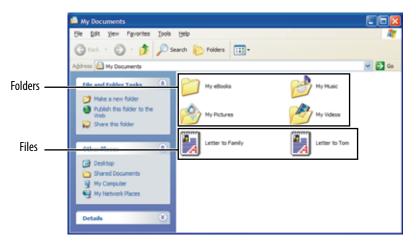
- To see the files and folders on a drive:
 - Double-click the drive icon. If you do not see the contents of a drive after you double-click its icon, click **Show the contents of this drive**.



Creating folders

Folders are much like the folders in a file cabinet. They can contain files and other folders.

Files are much like paper documents—letters, spreadsheets, and pictures—that you keep on your computer. In fact, all information on a computer is stored in files.





To create a folder:

- 1 Click **Start**, then click **My Computer** on the Start menu.
- 2 Double-click the drive where you want to put the new folder. Typically, Local Disk (C:) is your hard drive and 3½ Floppy (A:) is your diskette drive. If you do not see the contents of the drive, click **Show the contents of this drive**.
- 3 If you want to create a new folder inside an existing folder, double-click the existing folder. If you do not see the contents of the drive or folder, click Show the contents of this drive or Show the contents of this folder.
- 4 Click File, New, then click Folder. The new folder is created.
- **5** Type a name for the folder, then press **ENTER**. The new folder name appears by the folder icon.



For information about renaming folders, see "Shortcuts" on page 28.

Copying and moving files and folders

The clipboard stores whatever you cut or copy until you cut or copy again. Then the clipboard contains the new information only. Therefore, you can paste copies of a file or folder into more than one place, but as soon as you copy or cut a different file or folder, the original file or folder is deleted from the clipboard.

The skills you need to copy and move files are called *copying*, *cutting*, and *pasting*.

When you copy and paste a file or folder, you place a copy of the file or folder on the Windows clipboard, which temporarily stores it. Then, when you decide what folder you want the copy to go in (the destination folder), you paste it there.

When you *cut and paste* a file or folder, you remove the file or folder from its original location and place the file or folder on the Windows clipboard. When you decide where you want the file or folder to go, you paste it there.

For more information about copying files and folders or moving files and folders, click Start, then click Help and Support. Type the phrase copying files and folders or moving files and folders in the Search box, then click the arrow.

To copy a file or folder to another folder:

- 1 Locate the file or folder you want to copy. For more information, see "Viewing drives" on page 19 and "Searching for files" on page 22.
- 2 Right-click (press the right mouse button) the file or folder that you want to copy. A pop-up menu opens on the desktop.
- 3 Click **Copy** on the pop-up menu.
- 4 Open the destination folder.
- **5** With the pointer inside the destination folder, right-click.
- 6 Click **Paste**. A copy of the file or folder appears in the new location.



To move a file or folder to another folder:

- 1 Locate the file or folder you want to move. For more information, see "Viewing drives" on page 19 and "Searching for files" on page 22.
- 2 Right-click (press the right mouse button) the file or folder that you want to move. A pop-up menu opens on the desktop.
- 3 Click Cut on the pop-up menu.
- 4 Open the destination folder.
- 5 With the pointer inside the destination folder, right-click.
- 6 Click **Paste**. The file or folder you moved appears in its new location and is removed from its old location.



Deleting files and folders

When you throw away paper files and folders, you take them from the file cabinet and put them in a trash can. Eventually the trash can is emptied.

In Windows, you throw away files and folders by first moving them to the Windows trash can, called the *Recycle Bin*, where they remain until you decide to empty the bin.

You can recover any file in the Recycle Bin as long as the bin has not been emptied.

1

To delete files or folders:

1 In My Computer or Windows Explorer, click the files or folders that you want to delete. For instructions on how to select multiple files and folders, see "Shortcuts" on page 28.

If you cannot find the file you want to delete, see "Searching for files" on page 22.

2 Click **File**, then click **Delete**. Windows moves the files and folders to the Recycle Bin.





To recover files or folders from the Recycle Bin:

- 1 Double-click the **Recycle Bin** icon. The *Recycle Bin* window opens and lists the files and folders you have thrown away since you last emptied it.
- 2 Click the files or folders that you want to restore. For instructions on how to select multiple files and folders, see "Shortcuts" on page 28.
- 3 Click **File**, then click **Restore**. Windows returns the deleted files or folders to their original locations.



To empty the Recycle Bin:

- 1 Double-click the **Recycle Bin** icon on the desktop. The *Recycle Bin* window opens.
- 2 Click **File**, then click **Empty Recycle Bin**. Windows asks you if you are sure that you want to empty the bin.
- 3 Click Yes. Windows permanently deletes all files in the Recycle Bin.



Caution
Emptying the Recycle Bin permanently erases any files or folders in the bin. These files cannot be restored.

For more information about emptying the Recycle Bin, click Start, then click Help and Support. Type the phrase emptying Recycle Bin in the Search box, then click the arrow.

Searching for files

If you are looking for a particular file or folder or a set of files or folders that have characteristics in common, but you do not remember where they are stored on your hard drive, you can use the Search utility to search by:

- Name or part of a name
- Creation date
- Modification date
- File type
- Text contained in the file
- Time period in which it was created or modified

You can also combine search criteria to refine searches.

Files and folders found using this utility can be opened, copied, cut, renamed, or deleted directly from the list in the results window.

www.gateway.com Searching for files

Using the Windows Search utility

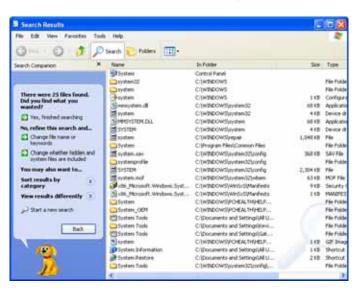
For more information about searching for files and folders, click Start, then click Help and Support. Type the keyword searching in the Search box, then click the arrow.

To find files and folders using the Search utility:

1 Click Start, then click Search. The Search Results window opens. Click All files and folders.



- 2 If you want to search by file or folder name, type in all or part of the file or folder name in the name box in the left pane of the window.
 - If you type all of the name, Search will list all files and folders of that name.
 - If you type part of the name, Search will list all of the file and folder names containing the letters you typed.
- **3** Click **Search**. When the search is completed, Windows lists the files and folders whose names contain the text that you searched for.



4 Open a file, folder, or program by double-clicking the name in the list.



Using advanced search options

Search can find files meeting more criteria than file name. You can narrow your search by selecting the search options that you want. You can search by the:

- Date the file was created or modified.
- Size of the file.
- Type of file, such as a program or a text document.

Browsing for files and folders

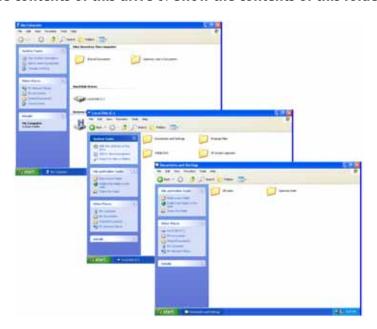
A file or folder that you need is rarely right on top of your Windows desktop. It is usually on a drive inside a folder that may be inside yet another folder, and so on.

Windows drives, folders, and files are organized in the same way as a real file cabinet in that they may have many levels (usually many more levels than a file cabinet, in fact). So you usually will have to search through levels of folders to find the file or folder that you need. This is called *browsing*.



To browse for a file:

- 1 Click **Start**, then click **My Computer**. The *My Computer* window opens.
- 2 Double-click the drive or folder that you think contains the file or folder that you want to find. If you do not see the contents of a folder, click **Show** the contents of this drive or **Show** the contents of this folder.



3 Continue double-clicking folders and their subfolders until you find the file or folder you want.





www.gateway.com Working with documents

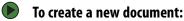
Working with documents

Computer documents include word processing files, spreadsheet files, or other similar files. The basic methods of creating, saving, opening, and printing a document apply to most of these types of files.

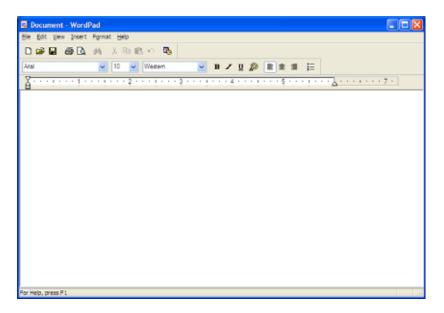
The following examples show how to create, save, open, and print a document using Microsoft WordPad. Similar procedures apply to other programs such as WordPerfect, Microsoft Word, and Microsoft Excel.

For more information about using a program, click **Help** on its menu bar.

Creating a new document



1 Click **Start**, **All Programs**, **Accessories**, then click **WordPad**. Microsoft WordPad starts and a blank document opens.



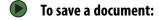
2 Begin composing your document. Use the menus and toolbar buttons at the top of the window to format the document.



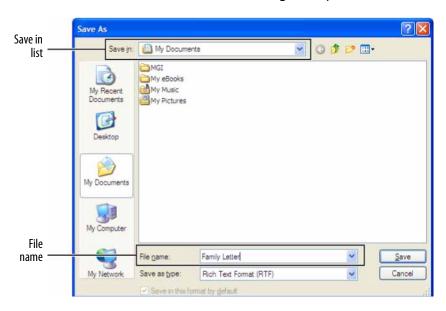
Saving a document

For more information about saving documents, click **Start**, then click **Help and Support**. Type the keyword **saving** in the **Search** box, then click the arrow.

After you create a document, you need to save it if you want to use it later.



1 Click **File**, then click **Save**. The *Save As* dialog box opens.



- 2 Click the arrow button to open the **Save in** list, then click the folder where you want to save the file. If you do not see the folder you want, browse through the folders listed below the *Save in* list.
- **3** Type a new file name in the **File name** box.
- 4 Click Save.



www.gateway.com Working with documents

Opening a document

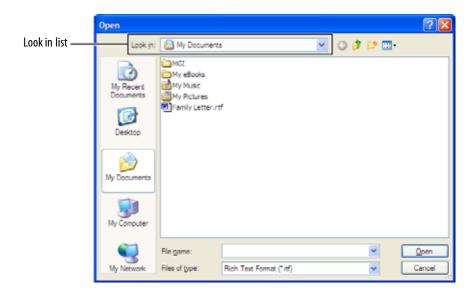
Help & Support

For more information about opening documents, click **Start**, then click **Help and Support**. Type the phrase **opening files** in the **Search** box, then click the

To view, revise, or print an existing document, first you need to open it. Open the document in the program that it was created in.



- 1 Start the program.
- 2 Click File, then click Open.
- 3 Click the arrow button to open the **Look in** list, then click the folder you want to open. If you do not see the folder you want, browse through the folders listed below the *Look in* list.



4 Double-click the document file name. The document opens.



Printing a document

For more information about printing documents, click Start, then click Help and Support. Type the keyword printing in the Search box, the arrow the arrow.

To print a document, you must have a printer connected to your computer or have access to a network printer. For more information about installing or using your printer, see the printer documentation.

To print a document:

- 1 Make sure that the printer is turned on and loaded with paper.
- 2 Start the program and open the document.
- 3 Click **File**, then click **Print**. The *Print* dialog box opens.
- 4 Set the print options, then click **OK**. The document prints.



Shortcuts

For more information about Windows keyboard shortcuts, click Start, then click Help and Support. Type the phrase Windows keyboard shortcuts in the Search box, then click the arrow.

The following table shows a few shortcuts that you can use in Windows and almost all programs that run in Windows. For more information about shortcuts, see your Windows or program documentation.

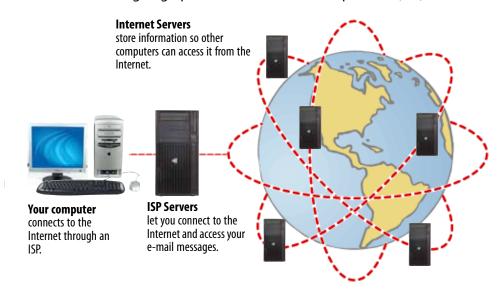
То	Do this	
Copy a file, folder, text, or graphic	Click the item, then press $\mathbf{CTRL} + \mathbf{C}$.	
Cut a file, folder, text, or graphic	Click the item, then press $\mathbf{CTRL} + \mathbf{X}$.	
Paste a file, folder, text, or graphic	Click inside the folder or window where you want to paste the object, then press $\mathbf{CTRL} + \mathbf{V}$.	
Select multiple items in a list or window	Click the first item, press and hold down the \boldsymbol{CTRL} key, then click each of the remaining items.	
Select multiple adjacent items in a list or window	Click the first item in the list, press and hold down the SHIFT key, then click the last item in the list.	
Permanently delete a file or folder	Click the file or folder, then press $\mathbf{SHIFT} + \mathbf{DELETE}$. The file or folder is permanently deleted. The file or folder is not stored in the Recycle Bin.	
Rename a file or folder	Click the file or folder, press ${f F2}$, type the new name, then press ${f ENTER}$.	
Close the active window or program	Press $\mathbf{ALT} + \mathbf{F4}$.	
Switch to a different file, folder, or running program	Press ALT + TAB .	

CHAPTER 4 Using the Internet

- Learning about the Internet
- Setting up an Internet account
- Using the World Wide Web
- Using e-mail

Learning about the Internet

The *Internet* is a worldwide network of computers linked together to provide information to people everywhere. The two most popular services on the Internet are e-mail and the World Wide Web. You can access this network by connecting your computer to a telephone, DSL (Digital Subscriber Line), or cable television line and signing up with an Internet service provider (ISP).



M Important

To determine if you have an Ethernet jack on your computer, see your computer's hardware reference. If you do not have an Ethernet jack on your computer and would like to purchase an Ethernet card, visit the Accessory Store at accessories.gateway.com. If you want to access the Internet you need:

- A **modem**—a device that connects your computer to other computers or servers using a telephone, DSL, or cable television line. Your computer may have a built-in dial-up telephone modem. Cable and DSL modems connect to your computer through an Ethernet jack and provide a faster connection speed than a standard telephone modem.
- An Internet service provider—a company that provides access to the Internet through an ISP server. When you connect to an ISP, the ISP server lets you access the Internet and your e-mail messages. Check your telephone book for a list of Internet service providers available locally.
- A **Web browser**—a program that displays information from the World Wide Web. Microsoft Internet Explorer was included with your computer. For more information, see "Using the World Wide Web" on page 31.
- An **e-mail program**—a program that lets you create, send, and receive e-mail messages over the Internet. Microsoft Outlook or Outlook Express was included with your computer. For more information, see "Using e-mail" on page 33.

Setting up an Internet account

Before you can view the information on the World Wide Web, you need to set up an Internet account with an Internet service provider (ISP). To set up an ISP service or to transfer an existing account to this computer, contact the ISP directly.

Dial-up Internet connections are those using a telephone system to connect to the Internet. This may include ordinary analog telephone lines, ISDN connections, and in some cases ADSL over PPP, or other technologies. Because dial-up connections are designed to be temporary connections to the Internet, dial-up charges (with both your telephone company and Internet service provider) often increase the longer you connect to the Internet. To minimize the cost for dial-up Internet users, we suggest that you only connect to the Internet during your e-mail and Web browsing session, then disconnect when you are finished. Your Internet service provider can provide instructions on how to connect to and disconnect from the Internet.

Cable and DSL modems, a connection known as broadband, use your cable television or special telephone lines to connect to your ISP and access the Internet. In many instances, broadband is considered an always-connected service. With this type of service, your cost is the same regardless of the amount of time you use your Internet connection.

Accessing your Internet account

For general information about using Internet accounts, click Start, then click Help and Support. Type the keyword ISP in the Search box, then click the

The method you use to access your Internet account varies from ISP to ISP. Contact your ISP for the correct procedure.

Using the World Wide Web

The World Wide Web is a multimedia window to the Internet that gives you access to millions of information sources.

Information on the Web comes to you on *Web pages*, which are electronic documents that you view using a Web page display program called a *browser*. You can use any of the commercially available Web browsers, like Microsoft Internet Explorer or Netscape Navigator.

Web pages can contain text, animations, music, and other multimedia features. A group of related Web pages is called a *Web site*. You can access Web sites to shop, track investments, read the news, download programs, and much more.

You can explore a Web site or visit other Web sites by clicking areas on a Web page called *links* or *hyperlinks*. A link may be colored or underlined text, a picture, or an animated image. You can identify a link by moving the mouse pointer over it. If the pointer changes to a hand, the item is a link.



To learn more about using the Web browser features, click **Help** in the menu bar.

Connecting to a Web site

After you set up an account with an Internet service provider (ISP), you can access the many information sources on the World Wide Web.

To connect to a Web site:

- 1 Connect to your Internet account.
- 2 Depending on the method you use to connect to your Internet account, you may need to start your Web browser. Click **Start**, then click **Internet**. Your default Web browser opens showing an opening page or welcome screen.
- 3 To go to a different Web site, type the *address* (called a *URL* for "Universal Resource Locator") in the browser address bar (for example www.gateway.com), then click **GO** on the browser address bar.



- OR -

On the current Web page, click a link to a Web site.

The Web browser locates the server computer on the Internet, downloads (transfers) data to your computer, and displays the page on the site that you requested.



Sometimes Web pages display slowly. The speed that a Web page displays on your screen depends on the complexity of the Web page and other Internet conditions. Additionally, the speed of your connection will determine how fast Web pages display.

For more information about connecting to a Web site, click Start, then click Help and Support. Type the keywords connecting to Web site in the Search box, then click the arrow.

www.gateway.com Using e-mail

Downloading files

Caution

To protect your computer against viruses, make sure that you scan the files you download. For more information, see "Protecting your computer from viruses" on page 107. Downloading is the process of transferring files from a computer on the Internet to your computer.



To download files or programs from a Web site:

- 1 Connect to your Internet account.
- 2 In the address bar, type the address of the Web site that contains the file or program you want to download, then click **GO** on the browser address bar.
 - OR -

Click a link on a Web page to navigate to the Web site containing the file that you want to download.

- 3 Create or locate the folder where you want to store the file on your computer. For more information, see "Working with files and folders" on page 19.
- 4 Click the link on the Web page for the file that you want to download.
- 5 Follow the on-screen instructions for saving the file in the folder that you want. A copy of the file is downloaded to your computer. The time that it takes to transfer the file to your computer depends on file size and Internet conditions.
- 6 Open the folder that you created.
- 7 Install or view the downloaded file by double-clicking it. If applicable, follow the instructions provided on the Web site to run or install the program.



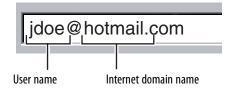
For more information about downloading files, click Start, then click Help and Support. Type the keywords downloading files in the Search box, then click the arrow.

Using e-mail

E-mail (electronic mail) lets you send messages to anyone who has an Internet connection and e-mail address. E-mail is usually a free service of your Internet account.

The Internet never closes, so you can send e-mail messages at any time. Your e-mail messages arrive at most e-mail addresses in minutes.

An *e-mail address* consists of a user name, the @ symbol, and the Internet domain name of the Internet service provider (ISP) or company that "hosts" that user. Your e-mail address is assigned when you sign up for an account with an ISP. For example, a person with an account with Hotmail might have an e-mail address that is similar to this one:



Sending e-mail

To send e-mail using Outlook or Outlook Express:

- 1 Connect to your Internet service provider.
- 2 Click Start, then click E-Mail. Your default e-mail program opens.
- 3 Click New.
- 4 Type the e-mail address of the recipient you want to send e-mail to in the **To** box.
- **5** Type the subject of your e-mail in the **Subject** box.
- 6 Type the e-mail message.
- **7** When finished, click **Send**. Your e-mail is sent over the Internet to the e-mail address you specified.



Tips & Tricks
Most e-mail programs let you attach files,
such as photographs, to your e-mail. For
more information, see the help for your

e-mail program.

Checking your e-mail

For general information about using e-mail, click **Start**, then click **Help and Support**. Type the keyword **e-mail** in the **Search** box, then click the arrow.



- 1 Connect to your Internet service provider.
- 2 Click **Start**, then click **E-Mail**. Your default e-mail program opens.
- 3 Click Send/Recv.
- **4** Double-click the message you want to read.



Tips & Tricks
To protect your computer from viruses, check any e-mail attachments using McAfee SecurityCenter. For more information, see "Protecting your computer from viruses" on page 107.

For more information about managing and organizing your e-mail messages, see the online help in your e-mail program.

CHAPTER 5

Sending and Receiving Faxes

- Installing and configuring Microsoft Fax
- Sending a fax
- Receiving and viewing a fax

Installing and configuring Microsoft Fax

This chapter describes using Microsoft Fax and your dial-up modem. You cannot send or receive a fax using a cable or DSL modem by following these instructions. Many Internet services exist that let you send or receive faxes using a broadband connection.

Your dial-up modem cable must be installed before you can send and receive faxes. You cannot use your standard telephone modem to connect to the Internet while sending and receiving faxes.

Installing Fax

Microsoft Fax lets you send and receive faxes using your dial-up modem. When Windows was originally installed on your computer, Fax may not have been installed.



To install Fax:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. Click/Double-click **Add and Remove Programs**. The *Add or Remove Programs* dialog box opens. Click **Add/Remove Windows Components**. The Windows Components Wizard opens.
- 2 Click Fax Services, then click Next.
- 3 Click Finish to exit the Windows Components Wizard.
- **4** Click **Exit** to close the *Welcome to Microsoft Windows XP* dialog box.

-OR-

Click **Close** to close the *Add or Remove Programs* dialog box.



Configuring Microsoft Fax

The first time you run the Fax
Configuration Wizard, you may need to
provide information in the Location
Information and the Phone and Modem
Options dialog boxes.

Before you send your first fax, you need to set up your user information. Your fax cover sheets and fax headers contain this information, some of which is required by law. The Fax Configuration Wizard opens the first time you try to send a fax.



To configure Microsoft Fax:

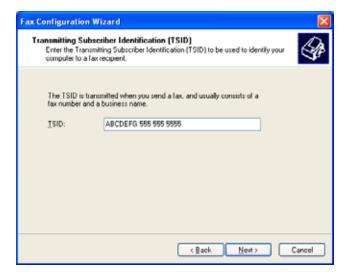
- 1 Click Start, All Programs, Accessories, Communications, Fax, then click Fax Console. The Fax Configuration Wizard opens.
- 2 On the *Welcome to Fax Configuration Wizard* screen, click **Next**. The *Sender Information* screen opens.



- 3 Type the information about yourself that you want to appear on your fax cover page, then click **Next**. The *Select Device for Sending or Receiving Faxes* screen opens.
- 4 Click the arrow to open the **Please select the fax device** list, then click the modem you are using to send and receive faxes.
- **5** If you want the modem to automatically answer the telephone in order to receive faxes, click the **Enable Receive** check box.
- **6** Click **Next**. The *Transmitting Subscriber Identification (TSID)* screen opens.



7 Type the transmitting fax identifier information. This identifier information is required by law. You can type as many as 20 characters in the text box. We suggest using eight characters for your identifier name, followed by 12 characters for your telephone number.



- 8 Click Next.
- **9** If you set up your computer to receive faxes, type the receiving fax identifier information, then click **Next**. This identifier information is required by law and can be the same identifier that you typed in Step 7. The *Routing Options* screen opens.
- 10 If you set up your computer to receive faxes, select a folder you want to store received faxes in and a printer you want to print received faxes on, then click **Next**. The *Configuration Summary* screen opens.
- 11 Click Finish. The fax console opens.
- 12 If the Windows Security Alert dialog box opens, click **Unblock**.





www.gateway.com Sending a fax

Setting up your cover page template

You can create your own cover page template that you can use in place of the cover page templates that Microsoft Fax provides for you. To create a cover page template, you use the Fax Cover Page Editor. On this template, you insert information fields that automatically import values you enter in both the Send Fax Wizard and the Fax Configuration Wizard when you send your fax.



To set up your fax cover page template:

- 1 Click Start, All Programs, Accessories, Communications, Fax, then click Fax Cover Page Editor. The Cover Page-Fax Cover Page Editor opens. If the Cover Page Editor Tips dialog box opens, click OK.
 - If you want to include fields that are imported from the Send Fax Wizard or the Fax Configuration Wizard (such as To or From), add them to the page by using the **Insert** menu, then move them to the appropriate place on your template. You can also use the Insert menu to include information that is automatically calculated (such as number of pages or date and time sent).
 - If you want to include text that always appears on your cover page (such as a letterhead or address), draw a box using the text box tool, type your text inside of it, then move the box to the appropriate place on your template.
 - If you want to include a logo that appears on your cover page, copy it to the Windows clipboard, then paste it into the Cover Page Editor and move it to the appropriate place on your template.
- 2 To save your cover page template, click **File**, then click **Save As**. The *Save As* dialog box opens with your personal cover pages folder already in the **Save in** list.
- 3 Type the new cover page template name.
- 4 Click Save.



Sending a fax

Sending a quick fax

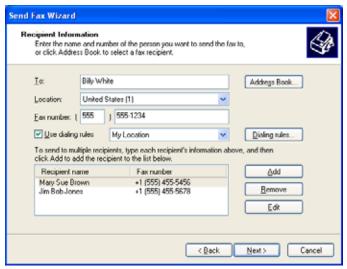
You can use the Send Fax Wizard to send a simple one-page fax to one or more recipients.



To send a simple fax:

- 1 Click Start, All Programs, Accessories, Communications, Fax, then click Send a Fax. The Send Fax Wizard opens.
- **2** On the *Welcome to Fax Configuration Wizard* screen, click **Next**. The *Recipient Information* screen opens.
- 3 Type the name and fax number of the recipient of your fax.
- 4 If you need to use the area code for your recipient, click **Use dialing rules** to type the full ten-digit fax number.

5 If you want to send your fax to more than one recipient, click **Add** and type the name and fax number of the next recipient.



- **6** When you have added all your recipients, click **Next**. The *Preparing the Cover Page* screen opens.
- 7 Click the arrow to open the **Cover page template**, then click the cover page template you want to use.
- 8 Type the subject text in the **Subject line** area.
- **9** Type the message text in the **Note** area, then click **Next**. The *Schedule* screen opens.
- 10 Select when you want to send the fax and a priority for the fax, then click **Next**. The *Completing the Send Fax Wizard* screen opens.
- 11 Click Finish.
- 12 If the *Windows Security Alert* dialog box opens (see page 38), click **Unblock**.



Faxing from programs

- To fax a document directly from most programs:
 - 1 Open your document in the program it was created in.
 - 2 Click File, then click Print. The Print dialog box opens.
 - **3** Click the arrow button to open the **Name** list, then click the **Fax** printer.
 - 4 Click **Print**. The Send Fax Wizard opens.
 - 5 Complete the wizard by following the instructions in "Sending a fax" on page 39.



www.gateway.com Sending a fax

Faxing a scanned document

To fax a document that you have scanned:

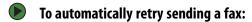
1 Scan the document using the program for your scanner.

- 2 With the scanned file open, click **File**, then click **Print**. The *Print* dialog box opens.
- 3 Click the arrow button to open the **Name** list, then click the **Fax** printer.
- 4 Click **Print**. The Send Fax Wizard opens.
- 5 Complete the wizard by following the instructions in "Sending a fax" on page 39.



Automatically retry sending a fax

You can set up Fax so it continues to try sending your fax if the receiving fax machine is busy. Fax is automatically set up to retry three times at ten minute intervals.



- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
- 2 If your Control Panel is in Category View, click **Printers and Other Hardware**. Click **View installed printers or fax printers**. The *Printers and Faxes* window opens.

-OR-

If your Control Panel is in Classic View, double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.

- 3 Right-click **Fax**, then click **Properties**. The *Fax Properties* dialog box opens.
- 4 Click the **Devices** tab, then click **Properties**. The *Modem* dialog box opens.
- 5 Specify the number of retries and the amount of time between retries.
- 6 Click OK.



Canceling a fax

You can cancel a fax that you have set up to send at a time in the future.



- 1 If Fax is not open, click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Console opens.
- 2 Click **Outbox**, then right-click the fax you want to cancel.

- 3 Click **Delete** to cancel the fax.
- 4 Click Yes.



Automatically canceling a fax

If your computer tried to send a fax and failed to connect to a fax machine, you can automatically cancel a failed fax.



- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
- 2 If your Control Panel is in Category View, click **Printers and Other Hardware**. Click **View installed printers or fax printers**. The *Printers and Faxes* window opens.

-OR-

If your Control Panel is in Classic View, double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.

- 3 Right-click **Fax**, then click **Properties**. The *Fax Properties* dialog box opens.
- 4 Click the **Devices** tab, then click **Properties**. The *Modem* dialog box opens.
- 5 Click the Cleanup tab.
- **6** Click to select the **Automatically delete failed faxes after** check box and specify the number of days.
- 7 Click OK.



Receiving and viewing a fax

To receive and view a fax:

- 1 Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Console opens. When the Fax Console is open, it detects incoming faxes and stores them in the Inbox.
- 2 To view a fax, click **Inbox**, then double-click the fax you want to view. The fax viewer opens, where you can view and print the fax.

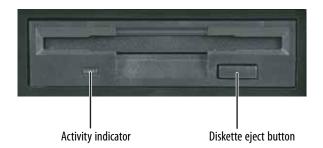


CHAPTER 6Using Your Computer Hardware

- Using the diskette drive
- Using the CD or DVD drive
- Using the memory card reader
- Using a second monitor
- Installing an uninterruptible power supply

Using the diskette drive

The optional diskette drive uses 3.5-inch diskettes (sometimes called floppy disks). Diskettes are useful for storing files or transferring files to another computer.



To use a diskette:

- 1 Insert the diskette into the diskette drive with the label facing up.
- 2 To access a file on the diskette, click **Start**, then click **My Computer**. Double-click the diskette drive letter (for example, the A: drive), then double-click the file name.
- **3** To remove the diskette, make sure that the drive activity indicator (a small LED) is off, then press the diskette eject button.



Using the CD or DVD drive

You can use your computer to enjoy a wide variety of multimedia features.

Identifying drive types

Your Gateway computer may contain one of the following drive types. Look on the front of the drive for one or more of the following logos:

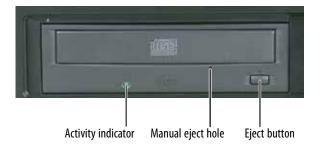
If your drive has this logo	This is your drive type	Use your drive for
COMPACT	CD drive	Installing programs, playing audio CDs, and accessing data.
	CD-RW drive	Installing programs, playing audio CDs, accessing data, and creating CDs.
Rewritable H	DVD/CD-RW drive	Installing programs, playing audio CDs, accessing data, creating CDs, and playing DVDs.

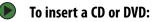
www.gateway.com

Using the CD or DVD drive

If your drive has this logo	This is your drive type	Use your drive for
₽ VP	DVD drive	Installing programs, playing audio CDs, playing DVDs, and accessing data.
RW DVD+ReWritable	DVD+RW	Installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data to CDs and DVD+R or DVD+RW discs.
RW/R	DVD R/RW drive	Installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data to CDs and DVD+R, DVD+RW, DVD-R, and DVD-RW discs.
DVD+R DL	Double layer DVD+RW	Installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data to CDs and double layer DVD+R discs. Note: To use the double layer capability of the double layer recordable DVD drive, the blank DVDs you purchase must state Double Layer, Dual Layer, or DL. Using other types of blank media will result in less capacity.
MULTI RECORDER	DVD-RAM/-RW Drive	Installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data to CDs and DVD-RAM, DVD-R, or DVD-RW discs.

Inserting a CD or DVD





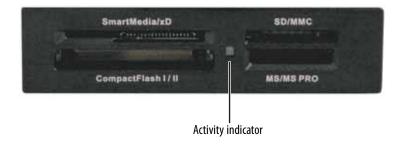
- 1 Press the eject button on the CD or DVD drive.
- 2 Place the disc in the tray with the label facing up.
- **3** Press the eject button to close the tray.



When you place a single-sided disc in the tray, make sure that the label side is facing up. If the disc has two playable sides, place the disc so the name of the side you want to play is facing up.

Using the memory card reader

You can use the optional memory card reader to transfer pictures from a digital camera to your computer. You can also use the memory card reader to transfer data between your computer and a device that uses memory cards, such as a PDA, MP3 player, or cellular telephone.



Memory card types

The memory card reader supports the following card types:

Card Type	Slot	Insert
SM (SmartMedia [™])	Upper left	Label facing down (gold contact area facing up)
xD	Upper left	Label facing up
Secure $Digital^{^{TM}}$	Upper right	Label facing up
MultiMediaCard [™]	Upper right	Label facing up
CompactFlash®	Lower left	Label facing up
IBM Microdrive [™]	Lower left	Label facing up
Memory Stick [®]	Lower right	Label facing up
Memory Stick PRO [™]	Lower right	Label facing up

Each slot is assigned a different drive letter (for example, the E: and F: drives) so data can be transferred from one memory card type to another.

www.gateway.com Using a second monitor

Using a memory card



To avoid memory card damage or errors while using a memory card, insert only one memory card in a slot at a time.

To insert a memory card:

- 1 Insert the memory card into the memory card slot as indicated in the previous table.
- 2 To access a file on the memory card, click **Start**, then click **My Computer**. Double-click the drive letter (for example, the **E**: drive), then double-click the file name.



To remove a memory card:

Wait for the memory card reader access indicator to stop blinking, then pull the memory card out of the slot.



Do not remove the memory card or turn off the computer while the memory card reader access indicator is blinking. You could lose data. Also, remove the memory card from the reader before you turn off the computer.



Do not use the remove hardware icon in the taskbar to remove the memory card.

Using a second monitor

Important

The dialog boxes shown in this section are for demonstrative purposes only and may not represent the screens on your computer.

If your computer has a video card installed, you can connect an additional monitor or projector to your computer.

To use a projector or additional monitor:

- 1 Turn off your computer.
- 2 Plug the projector or monitor cable into your video card's VGA or DVI out port.
- **3** Turn on your computer.
- 4 Plug the projector's or monitor's power cord into an AC power outlet, then turn it on. Windows recognizes the new hardware and searches for its driver. You may need to install the driver from the disc supplied by the manufacturer or download the driver from the manufacturer's Web site.
- 5 After the driver is installed, right-click any empty space on the desktop, then click **Properties**. The *Display Properties* dialog box opens.

6 Click the Settings tab.



- 7 Right-click the second monitor icon (labeled 2), then click **Attached**.
- 8 Click Apply.
- 9 Adjust properties such as Screen Resolution or Color Quality if necessary.
- 10 Click OK.



Installing an uninterruptible power supply

Shortcut

Start ⇒ Control Panel ⇒ Performance
and Maintenance ⇒ Power Options ⇒
UPS ⇒ Select

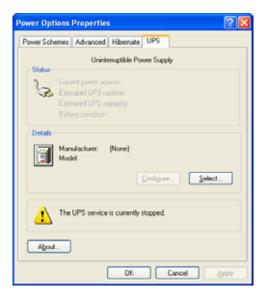
For more information about setting up an uninterruptible power supply, see the UPS documentation, or click **Start**, then click **Help and Support**. Type the phrase **uninterruptible power supply** in the **Search** box, then click the arrow.

To install an uninterruptible power supply (UPS):

- 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Performance and Maintenance.
- 2 Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.

- 3 Click the **UPS** tab.
- **4** Click **Select**. The *UPS Selection* dialog box opens.
- **5** Click the manufacturer and model of the UPS device, then click the serial port where the UPS device is attached.
- **6** Click **Finish**, then click **OK**.





CHAPTER 7

Using Your Computer Software

- Adjusting the volume
- · Configuring the audio jacks
- Playing music and movies
- · Creating audio files and music libraries
- Creating and editing videos
- Creating music CDs and video DVDs
- Creating and copying data CDs and DVDs
- Using advanced multimedia software features

Adjusting the volume

For more information about adjusting the volume, click **Start**, then click **Help** and **Support**. Type the phrase adjusting volume in the **Search** box, then click the arrow.

You can adjust volume using your speakers' controls or the Windows volume controls. You can also adjust the volume of specific sound devices in your computer.

To adjust the overall volume using hardware controls:

■ Press the volume up and volume down buttons on the right side of your computer.



-OR-

Use the mute and volume control buttons on the keyboard. For more information, see "Using the keyboard" on page 10.



To adjust the overall volume from Windows:

- 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Sounds, Speech, and Audio Devices.
- 2 Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.

www.gateway.com Adjusting the volume

3 Click the Volume tab.

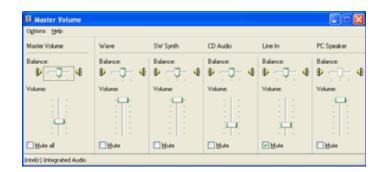


4 Drag the **Device Volume** slider to change the volume or click to select the **Mute** check box, then click **OK**.



- To adjust device volume levels:
 - 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Sounds, Speech, and Audio Devices.
 - 2 Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.
 - 3 Click the Volume tab.





4 Click Advanced in the Device volume area.

If the device you want to adjust does not appear in the window, click **Options**, **Properties**, the check box next to the audio device you want to adjust, then click **OK**.

- 5 Drag the volume level and balance sliders for the device you want to adjust. For more information about the volume controls, click **Help** in the window.
- 6 Click X in the top-right corner of the window to close it.



Configuring the audio jacks

The five audio jacks on the side of your computer are universal jacks. This means that they can be used for more than one purpose. For example, the blue jack can be a stereo in jack or a stereo out jack. For more information on how each jack can be used, see your *Hardware Reference*. To use the audio jacks for something other than the default audio device, you need to configure the audio jacks.





- 1 Connect your audio device(s) to the computer audio jack(s).
- 2 Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
- 3 Click Sounds, Speech, and Audio Devices or Sounds and Audio Devices, then click Advanced under Speaker Settings. The Advanced Audio Properties dialog box opens.

-OR-

If your computer has the Realtek Sound Effect Manager installed, double-click the Sound Effect Manager icon on the taskbar. The *Realtek* dialog box opens.

4 Configure the audio jacks for your speaker setup.



Playing music and movies

Playing WAV audio files

Sound Recorder is a simple Windows program that lets you record and play WAV files. WAV is the most common audio file format used for your Windows system sounds.



All Programs

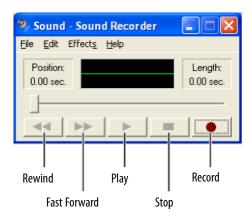
Accessories

Entertainment

Sound Recorder

To play a WAV audio file in Sound Recorder:

1 Click Start, All Programs, Accessories, Entertainment, then click Sound Recorder. The Sound Recorder opens.



- 2 Click **File**, then click **Open**. The *Open* dialog box opens.
- 3 Click the file you want to play, then click **Open**.
- 4 Play the file by clicking ▶ (play), then stop playing the file by clicking (stop).



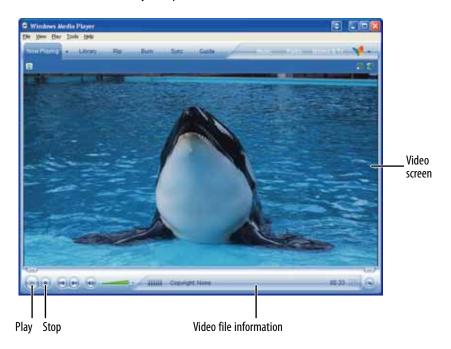
Playing audio and video files

Windows Media Player can play several types of audio and video files, including WAV, MIDI, MP3, AU, AVI, and MPEG formats. For more information about using Windows Media Player, click **Help**.



To play a file using Windows Media Player:

Click Start, All Programs, then click Windows Media Player. Windows Media Player opens.



- 2 Click **File**, then click **Open**. The *Open* dialog box opens.
- 3 Click the file you want to play, then click **Open**.
- 4 Play the file by clicking ▶ (play), then stop playing the file by clicking **■** (stop).



Playing CDs or DVDs

M Important Some music CDs have copy protection software. You may not be able to play these CDs on your computer.



To watch a DVD you must have a DVD drive in your computer. If you do not have a DVD drive and would like to add an internal or external drive, visit the Accessory Store at accessories.gateway.com.

CHelp & Support For more information about playing CDs

or DVDs, click Start, then click Help and Support. Type the phrases playing CDs or playing DVDs in the Search box, then click the arrow.

You can play CDs using Windows Media Player, and you can play DVDs using Windows Media Player and CyberLink PowerDVD.

A standard Compact Disc (CD) holds an entire album of digital songs, and can be played on a CD player or your computer's CD drive.

A Digital Versatile Disc (DVD) is similar to a standard CD but has greater data capacity. Because of this increased capacity, full-length movies or several albums of music can fit on a single disc. DVDs can be played on a DVD player or a DVD drive-equipped computer.

Playing a CD or DVD using Windows Media Player

Use Windows Media Player to listen to CDs or watch DVDs. For more information about using Windows Media Player, click **Help**.

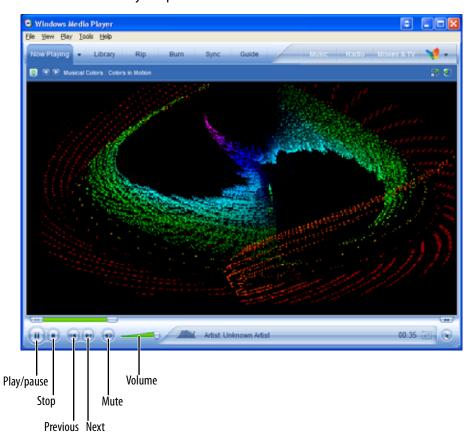
www.gateway.com Playing music and movies



To play a CD or DVD:

- 1 Make sure that the speakers are turned on or headphones are plugged in and that the volume is turned up.
- 2 Insert a CD or DVD into the CD or DVD drive.
- 3 If a dialog box opens with a list of CD players or DVD players, click **Windows Media Player**. Windows Media Player opens.
 - OR -

If a dialog box does not open with a list of CD players or DVD players, click **Start**, **All Programs**, then click **Windows Media Player**. Windows Media Player opens.



4 Click ▶ (play). If you do not hear sound or you want to change the volume, see "Adjusting the volume" on page 52.



For more information about playing

DVDs using CyberLink PowerDVD, click Start, All Programs, CyberLink

PowerDVD, then click PowerDVD Help.

🕜 Help & Support

Playing a DVD using CyberLink PowerDVD



To play a DVD using CyberLink PowerDVD:

- 1 Make sure that the speakers are turned on or headphones are plugged in and that the volume is turned up.
- 2 Click **Start**, **All Programs**, **CyberLink PowerDVD**, then click **PowerDVD**. The PowerDVD video screen and control panel open.



3 Insert a DVD into the DVD drive, then click ► (play). The DVD plays.
To control the DVD or adjust the volume, use the controls in PowerDVD.

Creating audio files and music libraries

Creating music files



For more information about making or playing an audio recording, click **Start**, then click **Help and Support**. Type the phrases **recording audio** or **playing audio** in the **Search** box, then click the

You can create several types of audio files for your listening enjoyment, including WAV, MP3, and WMA files.

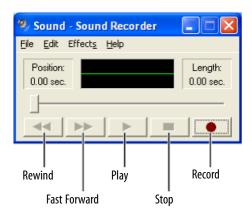
Recording WAV audio files

Sound recorder is a simple Windows program that lets you record and play WAV files. WAV is the most common audio file format used for your Windows system sounds. For information about playing WAV files, see "Playing WAV audio files" on page 55.



To record a WAV audio file:

- 1 Plug a microphone into one of the Microphone jacks on the right side of your computer.
- 2 Click Start, All Programs, Accessories, Entertainment, then click Sound Recorder. The Sound Recorder opens.



- 3 Click (record), then speak into the microphone.
- **4** When you finish recording, click **■** (stop).
- 5 Click File, then click Save As. The Save As dialog box opens.
- **6** Name the recording, specify the location where you want to save the recording, then click **Save**. The recording is saved.



Important
Some music CDs have copy protection
software. You cannot copy tracks from
these CDs.

Creating WMA and MP3 music files

Using Windows Media Player, you can copy the tracks from a music CD to your computer's hard drive as WMA or MP3 files. WMA and MP3 are methods for digitally compressing high-fidelity music into compact files without noticeably sacrificing quality. WMA files end in the file extension **WMA**, and MP3 files end in the file extension **MP3**.

To create WMA or MP3 files:

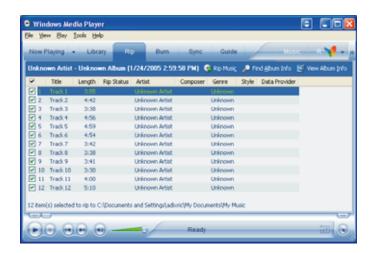
- 1 Insert a music CD into your CD or DVD drive.
- 2 If a dialog box opens with a list of CD players, click **Windows Media Player**. Windows Media Player opens.
 - OR -

If a dialog box does not open with a list of CD players, click **Start**, then click **Windows Media Player**. The Windows Media Player opens.



- 3 Click Tools, Options, then click the Rip Music tab.
- 4 Click the arrow to open the **Format** list, then click either **mp3** or **Windows Media Audio.** For more information on the differences between the two types of files, click **Learn more about MP3 formats**.

5 Click **File**, **CDs and Devices**, **Rip Audio CD**, then click the drive that contains the audio CD.



- 6 Click to clear the check box for any track you do not want to record.
- 7 Click Rip Music. Windows Media Player records the tracks to your hard drive as WMA files. A progress bar appears next to each track as it is recorded.



Building a music library

Use Windows Media Player to build a music library. You can organize your music *tracks* (individual MP3 or WMA audio files) by categories, find a track quickly by sorting, and add information to a music file.

You can add music tracks to your music library by:

- **Creating MP3 or WMA files**—When you create MP3 or WMA files from the tracks on your music CD, Windows Media Player automatically adds these files to your music library.
- **Dragging and Dropping**—Drag and drop files from Windows Explorer or your desktop to the music library.
- **Downloading files from the Internet**—When you are connected to the Internet, WMA and MP3 files that you download are automatically added to your music library.

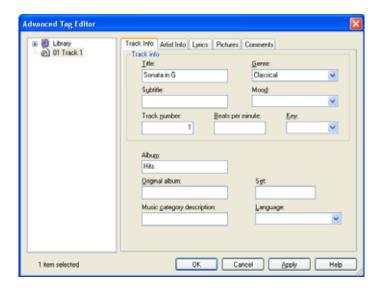
During the download process, WMA and MP3 files may become corrupt. If you are having trouble listening to, or working with, a downloaded file, try downloading the file again.

Editing track information

After you add a WMA or MP3 file to your music library, you can edit the track's information.

To edit track information:

- 1 Click **Start**, **All Programs**, then click **Windows Media Player**. Windows Media Player opens.
- 2 Click the **Library** tab.
- 3 Right-click the track you want to edit, then click **Advanced Tag Editor**. The *Advanced Tag Editor* dialog box opens.



- 4 Enter track information such as Title, Artist, Album, and Genre.
- 5 Click **OK**. The new track information appears in the Windows Media Player library.



Creating and editing videos

If your home video camera supports it, it can be connected to your computer so that you can download video from the camera as data files. You can also create video from a Web cam attached to your computer. For instructions on how to create video, see your camera's user guide.

Editing videos

For more information about editing videos, click **Start**, then click **Help and Support**. Type the phrase **Windows Movie Maker** in the **Search** box, then click the arrow.

Windows Movie Maker is a video capture program that lets you capture and edit full-motion video, single images, and audio through the IEEE 1394 port (optional) on your computer. For more information about using Windows Movie Maker, see its online help.

You may have received additional movie editing software with your computer. For more information about using this software, including additional features not available in Windows Movie Maker, see that program's online help.

Transferring your video to your computer

To transfer your video to your computer:

- 1 Connect your video camera to your computer by following the camera manufacturer's instructions.
- 2 If a dialog box opens with a list of video editing programs, click **Windows Movie Maker**. Windows Movie Maker opens.
 - OR -

If a dialog box does not open with a list of video editing programs, click **Start**, **All Programs**, then click **Windows Movie Maker**. Windows Movie Maker opens.



Windows Movie Maker recognizes your camera and the Video Capture Wizard opens.



3 If the wizard does not open, click Capture From Video Device.

4 Complete the screens in the Video Capture Wizard, clicking **Next** after each one.

When you reach the final screen, Windows Movie Maker rewinds the video tape in your camera and *captures* it onto your hard drive.

For information about the settings in the Video Capture Wizard, click **Learn more about video settings** in the wizard, or click **Help**, then click **Help Topics** in Windows Movie Maker.



Video files may require a significant amount of free hard drive space depending on your settings. A one hour tape may require more than 10 GB of hard drive space for storage with additional space required for editing.

Editing your video

After your video file is captured on your computer, you can edit it. Some of the edits you can make to your video include:

- Splitting your video into more than one clip or combining two or more clips into one clip
- Trimming unwanted material from the beginning or end of your clip
- Inserting video transitions between clips
- Adding video effects
- Adding narration
- Adding music
- Adding titles and credits

For information about the editing your video, click **Help**, then click **Help Topics** in Windows Movie Maker.

Saving your video

After you finish editing your video, you can save it to one of the following places. Under Movie Tasks:

- Click **Save to My Computer** to save your movie to your hard drive.
- Click **Save to CD** to save your movie to a recordable CD.
- Click **Send in e-mail** to send your video as an e-mail attachment.
- Click **Send to the Web** to *post* or send your video to your Web site so friends and family can watch your video on the Web.
- Click **Send to DV Camera** to play your video back to your video camera so you can record it on tape and view it on your television.

Creating music CDs and video DVDs

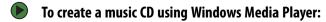
Creating a music CD

Important
hat you do not use your

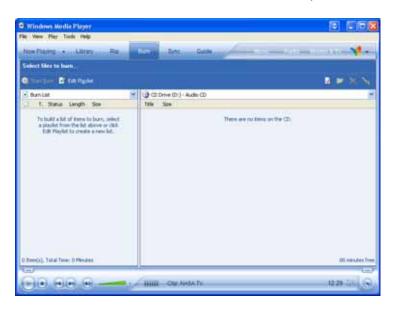
We recommend that you do not use your computer for other tasks while creating CDs or DVDs.

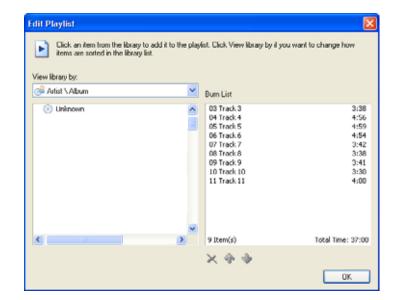
If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

Creating a music CD using Windows Media Player



- 1 Click **Start**, **All Programs**, then click **Windows Media Player**. Windows Media Player opens.
- 2 Insert a blank, writable CD into your CD or DVD drive.
- 3 If a dialog box opens, click **Take no action**, then click **OK**.
- 4 Click the **Burn** tab. The *Select files to burn* window opens.





5 Click **Edit Playlist**. The *Edit Playlist* dialog box opens.

- **6** Click songs in the left column to add them to the playlist. After all the songs are added to your list, click **OK**.
- 7 Click Start Burn.



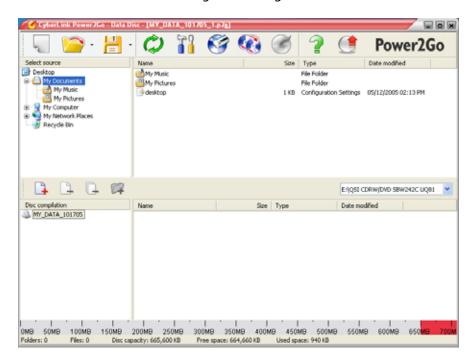
Creating a music CD using CyberLink Power2Go

- To create a music CD:
 - 1 Insert a blank, writable CD into your CD or DVD drive.
 - 2 If a dialog box opens, click **Take no action**, then click **OK**.

3 Click Start, All Programs, CyberLink DVD Solution, Power2Go, then click Power2Go. Power2Go opens along with the Select a Burning Task dialog box.



4 Click **Music Disc** in the left column, select **CD** in the right column, then click **OK**. The *Select a Burning Task* dialog box closes.



- 5 In the top pane, browse to the folder that contains the files or folders you want to burn to the CD, then click to select the file or folder. Press and hold the CTRL key to select multiple files.
- **6** Drag the files or folders into the bottom pane.

7 After you select all your files, click

The Configuration/Information dialog box opens.



8 If you have one CD burner, click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the CD.

-OR-

If you have more than one CD burner, select the burner, then click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the CD.



9 When a message tells you that the recording is complete, click **OK** to start the LabelPrint program or click **Cancel** to return to Power2Go.



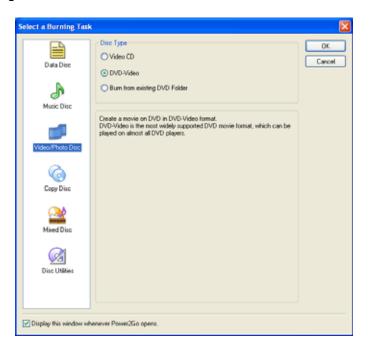
Creating a video DVD

You can create a video DVD using CyberLink Power2Go.

Creating a video DVD using CyberLink Power2Go

- To create a video DVD using Cyberlink Power2Go:
 - 1 Insert a blank, writable DVD into your DVD drive.
 - 2 If a dialog box opens, click **Take no action**, then click **OK**.

3 Click Start, All Programs, CyberLink DVD Solution, Power2Go, then click Power2Go. Power2Go opens along with the Select a Burning Task dialog box.

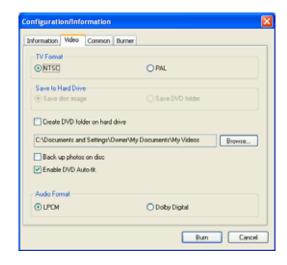


4 Click **Video/Photo Disc** in the left column, select your disc type in the right column, then click **OK**. The *Select a Burning Task* dialog box closes.



- 5 Click the **Add Files** 1 button. The *Open* dialog box opens.
- 6 Browse to the folder that contains the video files you want to burn to the DVD. Click to select the file(s). Press and hold the CTRL key to select multiple files.
- **7** Click **Import**. The video files appear in the *Video* pane.

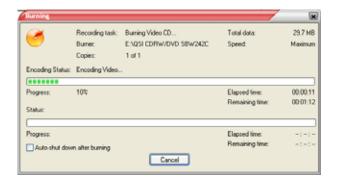
- 8 Click the icon next to the **Background Image** box to select the image that appears behind your menu.
- **9** Click the icon next to the **Background Music** box to select the music that plays while your menu appears.
- 10 Type the title you want to appear on your menu in the Menu Caption Text box.
- 11 After you set up your DVD, click . The Configuration/Information dialog box opens.



- **12** Click the **Video** tab, then select the television and audio format for your DVD.
- 13 Click the Burner tab.
- 14 If you have one DVD burner, click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the DVD.

-OR-

If you have more than one DVD burner, select the burner, then click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the CD or DVD.



15 When a message tells you that the recording is complete, click **OK** to start the LabelPrint program or **Cancel** to return to Power2Go.



Creating and copying data CDs and DVDs

Creating a data CD or DVD

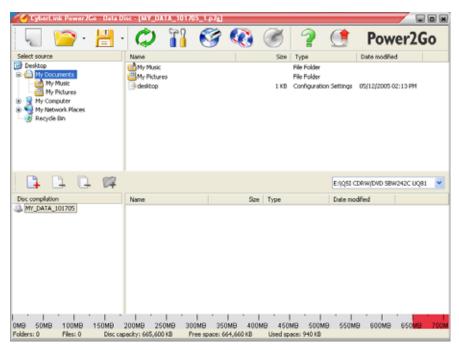
Some CDs have copy protection software.
You cannot create MP3 files from these CDs and you may not be able to listen to these CDs on your computer.

To create a data CD or DVD:

- 1 Insert a blank, writable CD or DVD into your CD or DVD drive.
- 2 If a dialog box opens, click **Take no action**, then click **OK**.
- 3 Click **Start**, **All Programs**, **CyberLink DVD Solution**, **Power2Go**, then click **Power2Go**. Power2Go opens along with the *Select a Burning Task* dialog box.



4 Click **Data Disc** in the left column, select your disc type in the right column, then click **OK**. The *Select a Burning Task* dialog box closes.



- 5 In the top pane, browse to the folder that contains the files or folders you want to burn to the CD or DVD, then click to select the file or folder. Press and hold the CTRL key to select multiple files.
- 6 Drag the files or folders into the bottom pane.
- 7 After you select all your files, click . The Configuration/Information dialog box opens.



8 If you have one CD or DVD burner, click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the CD or DVD.

-OR-

If you have more than one CD or DVD burner, select the burner, then click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the CD or DVD.

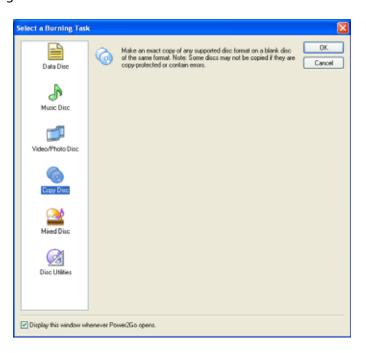


9 When a message tells you that the recording is complete, click **OK** to start the LabelPrint program or **Cancel** to return to Power2Go.



Copying a CD or DVD

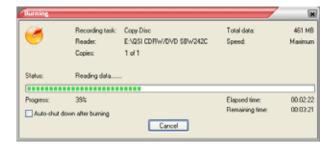
- To copy a disc:
 - 1 Click **Start**, **All Programs**, **CyberLink DVD Solution**, **Power2Go**, then click **Power2Go**. Power2Go opens along with the *Select a Burning Task* dialog box.



2 Click **Copy disc** in the left column, then click **OK**. The *Copy Disc* dialog box opens.



- 3 Insert the music CD, data CD, or data DVD you want to copy into your CD or DVD drive.
- **4** Click the arrow to open the **From** list, then click the drive that contains your source disc.
- 5 Click the arrow to open the **To** list, then click your recordable CD or DVD drive.
- **6** Click **Copy**. The *Burning* dialog box opens.



If you are using one drive, Power2Go copies the tracks or files to your hard drive. If you are using two drives, Power2Go copies the tracks from the source disc to the blank, recordable disc.

- 7 If you are using one drive, a message prompts you to insert a CD or DVD. Remove the source CD or DVD, insert a blank, writable CD or DVD, then wait for the message box to close. Power2Go copies the files from your hard drive to the writable CD or DVD.
- **8** When a message tells you that the recording is complete, click **OK**.



Using advanced multimedia software features

Windows Media Player advanced features

You can use Windows Media Player to transfer WMA and MP3 files to your portable music player, to listen to Internet radio, and to watch Internet TV. For more information, see the Windows Media Player online help.

CyberLink Power2Go advanced features

Power2Go includes the following disc utilities:

- Burn Disc Image and Save Disc Image create an exact image of a disc on your hard drive and then burn that exact image onto a disc.
- Erase Disc erases a rewritable disc.
- **Rip Audio** copies audio tracks from an audio CD to your hard drive as an MP3, WAV, or WMA file.
- Audio Converter converts an audio file to a different audio format.

CHAPTER 8Customizing Your Computer

- Adjusting the desktop display settings
- Adjusting monitor settings
- Using the extended desktop
- Changing the mouse settings
- Changing power-saving settings

Adjusting the desktop display settings

If you are using a monitor, you can adjust the screen settings for brightness, contrast, and horizontal and vertical image position using the controls on the front of your monitor. For more information about these adjustments, see your monitor's user quide.

Adjusting the color depth and screen area are two of the most basic display settings you may need to change. You can also adjust settings such as the screen background and screen saver.

Adjusting the color depth

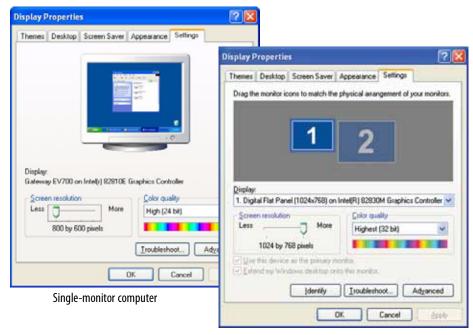
Color depth is the number of colors your screen displays. Various image types require various color depths for optimum appearance. For example, simple color drawings may appear adequately in 256 colors while color photographs need millions of colors to be displayed with optimum quality.

Windows lets you choose from several color depth settings. We recommend that you use the 32-bit True Color setting at all times.

If the color in your images seems "false" or "jumpy," especially after you have played a game or run a video-intensive program, check the color depth setting and return it to 32-bit True Color, if necessary.

To change the color depth:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.
- **2** Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.
- 3 Click the **Settings** tab.



Dual-monitor computer

- For more information about adjusting display settings, click **Start**, then click **Help and Support**. Type the phrase **changing display settings** in the **Search** box, then click the arrow.
- 4 Click the arrow button to open the **Color quality** list, then click the color depth you want.
- 5 Click **OK**, then click **Yes**.



Adjusting the screen resolution

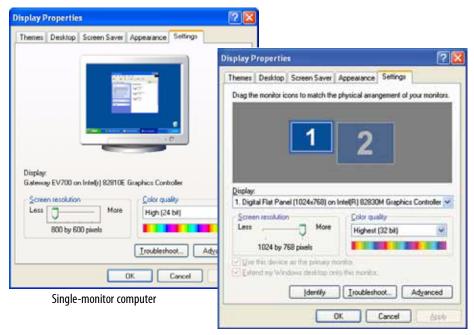
For more information about adjusting screen resolution, click **Start**, then click **Help and Support**. Type the phrase **changing screen resolution** in the **Search** box, then click the arrow.

You can increase the screen resolution to fit more icons on your desktop, or you can decrease the resolution to make reading the display easier. The higher the resolution, the smaller individual components of the screen (such as icons and menu bars) appear.

То

To adjust the screen resolution:

- 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Appearance and Themes.
- **2** Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.
- 3 Click the **Settings** tab.



Dual-monitor computer

- **4** Drag the **Screen resoluccmtion** slider to the size you prefer.
- 5 Click **OK**, then click **Yes**.



Changing the colors on your Windows desktop

You can change the colors of Windows desktop items, such as the background color and dialog box title bars.

To change desktop colors:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.
- **2** Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.
- 3 Click the Appearance tab.



- 4 Click the arrow button to open the **Color scheme** list, click the color scheme you want, then click **OK**. The new colors appear on your desktop.
 - OR -

If you want to create a new color scheme as part of a desktop theme, see the following procedure.



To create a new color scheme as part of a desktop theme:

- 1 Click **Advanced**. The *Advanced Appearance* dialog box opens.
- 2 Click the arrow button to open the **Item** list, then click the item you want to change.
- **3** Change the color or font settings for the item.
- 4 Click **OK**, then click the **Themes** tab.
- 5 Click **Save As**, type a name for the new theme, then click **OK** twice. The new colors appear on your desktop.



Changing the desktop background

? Help & Support

For more information about changing the desktop background, click **Start**, then click **Help and Support**. Type the phrase changing desktop background in the **Search** box, then click the arrow. You can change the Windows desktop background picture. Windows provides several backgrounds, or you can use pictures that you have created or retrieved from other sources.

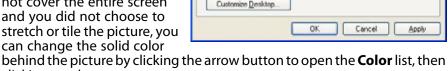
To change the desktop background:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.
- 2 Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.
- 3 Click the **Desktop** tab.
- 4 Click a background picture in the **Background** list.
 - OR -

Click **Browse** to select a background picture from another location.

5 If you want the picture you chose to cover the entire screen, click the arrow button to open the **Position** list, then click Stretch or Tile.

If the picture you chose does not cover the entire screen and you did not choose to stretch or tile the picture, you can change the solid color



6 Click OK.

clicking a color.



Selecting a screen saver



If you are using a monitor (not a flat-panel display), an image may get burned in on your monitor screen if you leave your computer on for long periods of time without using it. You should use a screen saver which constantly changes its image to avoid this damage. Flat panel displays cannot be damaged with imaae burn-in.

You can use a screen saver to keep others from viewing your screen while you are away from your computer. Windows supplies a variety of screen savers that you can choose from, and many more are available from the Internet and as commercial products.



To select a screen saver:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.
- 2 Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.



- 3 Click the Screen Saver tab.
- 4 Click the arrow button to open the **Screen Saver** list, then click the screen saver you want. Windows previews the screen saver.
 - If you want to customize the screen saver, click **Settings**, then make your changes. If the Settings button is not available, you cannot customize the screen saver you selected.
 - If you want to display the Welcome (Login) screen whenever you exit the screen saver,



click the **On resume, display Welcome screen** check box.

- If you want to change the time before the screen saver is activated, click the up or down arrows next to the **Wait** box.
- 5 Click OK.



For more information about selecting a screen saver, click Start, then click Help and Support. Type the phrase screen savers in the Search box, then click the arrow.

Adjusting monitor settings

Use the monitor controls to adjust the display image.

Monitor buttons

This monitor features an on-screen display (OSD) that lets you adjust contrast, brightness, and other settings for the monitor. The monitor saves changes you make to the settings, even if you turn off the monitor.



■ Input

OSD active: Press to move to previous menu. OSD inactive: Press to select the video source.

Auto

OSD active: Press to open a menu or setting. OSD inactive: Press to automatically optimize the monitor's image position, clock, and phase.

■ ※/△ (brightness)

OSD active: Press to move up through menu selections and adjust OSD options.

OSD inactive: Press to adjust the brightness.

■ ①/▽ (contrast)

OSD active: Press to move down through menu selections and adjust OSD options.

OSD inactive: Press to adjust the contrast.

■ Menu

Press to view the OSD. Press again to exit the OSD.

On-screen display options

Adjusting OSD settings

To adjust the OSD settings:

- 1 Press the Menu button. The OSD menu opens.
- 2 Press the △ and ▽ buttons to highlight a setting, then press the Auto button to open the selected menu or setting.
- **3** Press the \triangle and ∇ buttons to adjust the setting to the desired level or change the option.
- 4 Press the Input button to return to a previous menu.
- 5 When you have finished making all adjustments, press the **Menu** button at the Main Menu to exit.



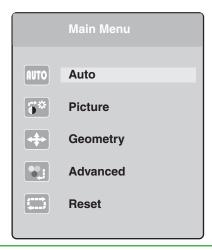
Plelp & Support

For more information about using an extended desktop, click **Start**, then click **Help and Support**. Type the phrase **multiple monitors** in the **Search** box, then click the arrow.

OSD menus

OSD Menu

Main menu



Description

Auto—Automatically adjusts your monitor to its optimum settings. **Picture**—Opens the Picture menu, where you can adjust brightness, contrast, and gamma.

Geometry—Opens the Geometry menu, where you can adjust image size and minimize distortions.

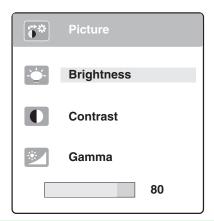
Advanced—Opens the Advanced menu, where you can adjust color balance, change the OSD language, and display information about current monitor settings.

Reset—Resets the monitor to its factory settings.

Adjusting monitor settings

OSD Menu

Picture menu



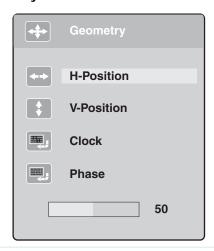
Description

Brightness—Adjusts the amount of light in the darkest portion of the picture. Use the lowest brightness setting you are comfortable with to maximize the life of the monitor backlights. You may need to readjust brightness after the monitor has warmed up.

Contrast—Adjusts the level of white between the lightest and darkest portions of an image.

Gamma—Customizes the gamma level. High gamma levels increase white levels and low gamma levels increase contrast.

Geometry menu



H-Position—Moves the display image left and right.

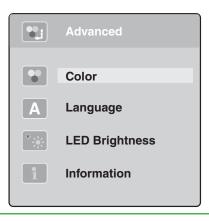
V-Position—Moves the display image up and down.

You can also press the **Auto** button to configure the vertical and horizontal position automatically.

Clock—Minimizes any vertical bars or stripes visible on the screen background. The horizontal screen size will also change.

Phase—Minimizes any horizontal distortion and clears or sharpens the displayed characters.

Advanced menu



Color—Customizes the color levels.

Language—Changes the language of the OSD.

LED Brightness—Changes the brightness of the Standby and Power LED to Day Mode or Nite Mode.

Information—Displays current screen resolution.

Using the extended desktop

If your computer has a video card installed, you can use a second monitor to increase the size of your Windows desktop. You can use the additional desktop space to accommodate additional windows.

To turn on extended desktop:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.
- **2** Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.
- **3** Right-click any empty space on the desktop, then click **Properties**. The *Display Properties* dialog box opens.
- 4 Click the **Settings** tab.



- 5 Click the second monitor icon (labeled 2), then click **Extend my Windows** desktop onto this monitor.
- 6 Click Apply.
- 7 You can open windows in your desktop and drag them over to the second monitor.



For more information about using an extended desktop, click Start, then click Help and Support. Type the phrase multiple monitors in the Search box, then click the arrow.

Changing the mouse settings

For more information about changing mouse settings, click **Start**, then click

mouse settings, click **Start**, then click **Help and Support**. Type the phrase **mouse settings** in the **Search** box, then click the arrow.

Shortcut

Start

Control Panel

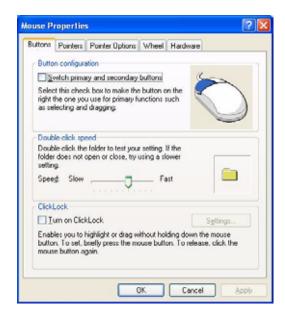
Printers and
Other Hardware

Mouse

You can adjust the double-click speed, pointer speed, left-hand or right-hand configuration, and other mouse settings.

To change your mouse settings:

- 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Printers and Other Hardware.
- **2** Click/Double-click the **Mouse** icon. The *Mouse Properties* dialog box opens.



- 3 Click one of the tabs to change your mouse settings.
- 4 Click **OK** to save changes.



Changing power-saving settings

Changing the power scheme

For more information about changing the power scheme, click Start, then click Help and Support. Type the phrase power scheme in the Search box, then click the arrow.

Shortcut
Start ⇒ Control Panel ⇒ Performance
and Maintenance ⇒ Power Options ⇒

Power Schemes

Power schemes (groups of power settings) let you change power saving options such as when the monitor or hard drive is automatically turned off. You can select one of the defined power schemes or create a custom power scheme.

To change the power scheme:

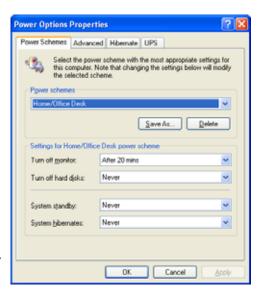
1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Performance and Maintenance.

- 2 Click/Double-click the Power Options icon. The Power Options Properties dialog box opens.
- 3 Click the arrow button to open the Power Schemes list, then click the power scheme you want.
 - OR -

Click an arrow button for the **System standby, Turn off monitor**, or **Turn off hard disks** timer, then click the time you want. To save your custom power scheme, click **Save As** and type a name for the scheme.

4 Click OK.





Changing advanced power settings

For more information about changing the power management settings, click Start, then click Help and Support. Type the phrase power management in the Search box, then click the arrow.

Start

Control Panel

Performance and Maintenance

Power Options

Advanced

Advanced power settings let you assign different power saving modes to the power button.

- To change advanced power management settings:
 - 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Performance and Maintenance.
 - **2** Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.
 - 3 Click the Advanced tab.
 - 4 Click the arrow button to open a Power buttons list, then click the power setting mode you want to use.
 - 5 Click OK.





Activating and using Hibernate mode

For more information about hibernate mode, click **Start**, then click **Help and Support**. Type the phrase **hibernate** in the **Search** box, then click the arrow.

Hibernate (also called save to disk) writes all current memory (RAM) information to the hard drive, then turns your computer completely off. The next time you turn on your computer, it reads the memory information from the hard drive and opens the programs and documents that were open when you activated Hibernate mode.

Shortcut

Start ⇒ Control Panel ⇒ Performance and Maintenance ⇒ Power Options ⇒ Hibernate ⇒ Enable hibernation

To activate Hibernate mode:

- 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Performance and Maintenance.
- 2 Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.
- 3 Click the **Hibernate** tab.
- 4 Click the **Enable hibernation** check box, then click **Apply**. Hibernate mode is now an option you can select in the Power Schemes and Advanced tabs and in the *Shut Down Windows* dialog box.
- 5 Click OK.



To use Hibernate mode:

As an automatic power savings mode:

Open the *Power Options Properties* dialog box, then click

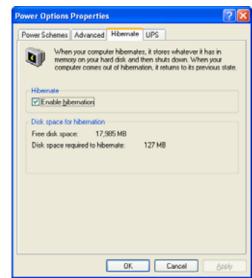
the **Power Schemes** tab. Click the arrow button to open a **System hibernates** list, then click the time you want to use.

-OR-

Open the *Power Options Properties* dialog box, then click the **Advanced** tab. Hibernate is now an option in the **Power buttons** lists.

As a manually-selected power savings mode:
 Click Start, then click Shut Down. Press and hold SHIFT, then click Hibernate.





CHAPTER 9

Networking Your Computer

- · Introducing networking
- Creating an Ethernet network
- Testing your network
- Sharing resources
- Using the network
- Adding a printer to your network

Introducing networking

An Ethernet network consists of two or more computers connected together through an Ethernet cable. This connection type is commonly used in offices around the world and can be used to build computer networks in the home.

Important

Check local code requirements before installing Ethernet cable or other wiring in your home or office. Your municipality may require you to obtain a permit and hire a licensed installer.

Ethernet, Fast Ethernet, or Gigabit Ethernet

Ethernet is available at three different speeds. Standard Ethernet runs at 10 Mbps, Fast Ethernet runs at 100 Mbps, and Gigabit Ethernet runs at 1000 Mbps. Most home networks are built using Standard or Fast Ethernet components. Business networks are typically built using Fast or Gigabit Ethernet components.

To create an Ethernet network, you or your electrician must install special Ethernet cables in your home or office.

Using a router

The most common way to set up an Ethernet network is Dynamic Host Control Protocol (DHCP) using a router. A DHCP network configuration uses a router to automatically assign IP addresses to each computer or network device. For information on setting up a router, see the router's documentation.

www.gateway.com Introducing networking

Example router-based Ethernet network

The following is an example of an Ethernet network. The network is made up of a router, a cable or DSL modem, your computers, and cables connecting each of these components. The router is the central control point for the network.

Attached to the router are all of your computers or Ethernet-ready devices. Also connected to the router is a cable or DSL modem that provides access to the Internet.



access point.



Important Ethernet components

For best results, all Ethernet components should be either standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100), or Gigabit Ethernet (1000 Mbps or 10/100/1000). A mixture of components rated at different speeds will result in your network running at the speed of the slowest rated component.

Equipment you need for a router-based Ethernet networkFor an Ethernet network you need:

- Two or more computers with Ethernet jacks
- One router
- One broadband Internet connection (optional)
- Ethernet cables connecting all of the network equipment

When buying your router, be sure the model includes everything your network needs, including:

- Internet security features, such as a firewall, to protect your network from unwanted intruders
- 4-port switch to eliminate the need for additional network hardware
- DHCP server/dynamic IP address assignment to automatically configure network and IP addresses

Determining if an Ethernet card is already installed on your computer



To determine if an Ethernet card is already installed on your computer:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and** Maintenance.
- 2 Click/Double-click System, click the Hardware tab, then click Device **Manager**. The *Device Manager* window opens.
- 3 Click the plus (+) in front of **Network adapters**. The Ethernet device installed in your computer is listed. If one is not listed, you must install one.



Creating an Ethernet network

Installing Ethernet cards and drivers

After you have determined the type of Ethernet you are using for your network, you need to install Ethernet cards and drivers on the computers that do not have Ethernet already installed. To order wired or wireless Ethernet PCI or PC cards, visit the Accessories Store at <u>accessories.gateway.com</u>.

Use the documentation that comes with your Ethernet cards for instructions on installing the card and any required drivers.

Making sure your broadband connection works



necessary arrangements with your ISP. Be sure to find out how soon after the installation the line will be activated.

Broadband Internet settings will differ from ISP to ISP. Before you begin setting up your network, you should contact your ISP for any specific instructions they have for setting up a network.

Before you change anything about your home setup, make sure that your broadband connection is working correctly. To test the connection, log onto the Internet using your current setup. If the connection is not working, contact your Internet service provider.

Naming the computers and the workgroup





You must give each computer on the network a unique Computer Name and the same Workgroup Name.



To identify this computer on the network:

- 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Performance and **Maintenance**. The *Performance and Maintenance* window opens.
- **2** Click/Double-click **System**. The *System Properties* dialog box opens.
- 3 Click Computer Name.
- 4 Click **Change**. The *Computer Name Changes* dialog box opens.

- 5 Type a unique computer name in the **Computer name** box. This name identifies the computer to other users on the network. Use a computer name of up to 15 characters with no blank spaces. Each computer name must be unique on your network. All-numeric computer names are not allowed. Names must contain some letters.
- 6 Type a name for your workgroup in the **Workgroup** box. Use a workgroup name of up to 15 characters with no blank spaces. The workgroup name must be the same for all computers in your network workgroup, and the name must be different than any computer name on your network.
- 7 Click **OK** to close the *Computer Name Changes* dialog box.



Configuring the TCP/IP protocol

A networking protocol is a language computers use to talk to each other. One of several available protocols must be set up on each computer you plan to use on your network. We recommend you use the Transmission Control Protocol/Internet Protocol (TCP/IP), which is widely accepted and compatible for local area networks (LANs), as well as for Internet communications.

When networking is set up in Windows XP, TCP/IP is automatically installed as the default protocol.

Terms you should know

DHCP—Dynamic Host Configuration Protocol (DHCP) lets a router temporarily assign an IP address to a computer on the network.

IP Address—Internet Protocol (IP) address is a number that uniquely identifies a computer on the network.

Subnet Mask—Subnet mask is a number that identifies what subnetwork the computer is located on. This number will be the same on all computers on a home network.

Using a DHCP server

In order to use the TCP/IP protocol on each computer with a router or access point router, you must set the protocol to "Obtain an IP address from a DHCP server."

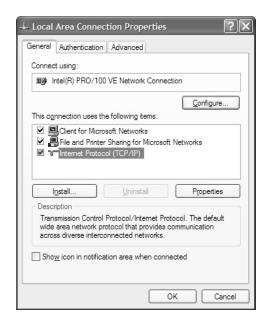


To use a DHCP server

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Network and Internet Connections**. The *Network and Internet Connections* window opens.
- **2** Click/Double-click **Network Connections**. The *Network Connections* window opens.

- **3** Right-click **Local Area Connection**, then click **Properties**. The *Local Area Connection Properties* dialog box opens.
 - OR -

If you do not have a LAN connection setup, click **Create a new connection** and follow the instructions in the New Connection Wizard.



- 4 Click to select the **Internet Protocol (TCP/IP)** check box in the **This connection uses the following items** list. If you do not see TCP/IP, drag the scroll bar to see more choices.
- **5** Click **Properties**. The *Internet Protocol (TCP/IP) Properties* dialog box opens.
- 6 Click the **General** tab.



- 7 Click Obtain an IP address automatically.
- 8 Click **OK** to close the *Internet Protocol (TCP/IP) Properties* dialog box.

- **9** Click **OK** to close the *Local Area Connection Properties* dialog box.
- 10 Click X to close the Network Connections window.
- 11 Repeat this procedure for every computer on your network.



Setting up an Ethernet network

We recommend using category 5, unshielded, twisted-pair cable (approximately 1/4-inch diameter with a thin outer-jacket, containing eight color-coded wires), and equipment compatible with this type of cable. This type of cable is equipped with RJ-45 connectors (like a large telephone jack connector, but with eight pins) on each end.

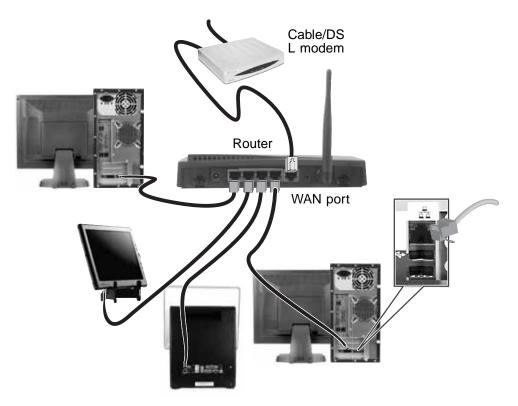
Category 5 cables are available in two different types; straight-through cables, used to connect computers to a router, and crossover cables, used to connect two computers.

To determine which type of cable you have, hold both ends of the cable with the connectors facing away from you and with the spring clip on the bottom. For straight-through cable, the wires on both connectors are attached to copper pins in the same order (same colors, left to right). For a crossover cable, the wires on each connector are attached to the copper pins in a different order (different colors, left to right).

Setting up a network using a router

If you are setting up a network for more than two computers and you will be connecting your network to a high-speed Broadband Internet connection (cable or DSL modem), we recommend the use of a router. A router lets you access the Internet connection from any network computer. The router can assign IP addresses to the computers on the network and can provide firewall protection for your network as well.

In addition to a router, you need a straight-through cable for each computer you want to connect to the network.



To set up a network using a router:

- 1 Plug one end of the power adapter into the AC connector on the router and the other end into a grounded, 110V electrical outlet.
- **2** Turn on your computers.
- 3 Plug one end of a straight-through network cable into any numbered port on the router (except the WAN port). The WAN port is used to connect the router to the DSL or cable modem, and is identified by a label or a switch. Plug the other end of the cable into the network connector on the computer. As each computer is connected to the router, the corresponding green indicator should light on the front of the router, indicating a good connection.
- 4 Repeat Step 3 for each computer on the network.
- **5** For an Internet connection, plug a straight-through cable into the WAN port on the router and the other end into the Ethernet jack on the DSL or cable modem.



Configuring your router

After you have named your computers and set up TCP/IP on them, you can configure your router using your Web browser. For instructions, see your router's documentation.

www.gateway.com Testing your network

Testing your network

Now that your home network is set up, log onto one of your computers and access a favorite Internet Web site.

If you are unable to connect to the Internet:

- Run the New Connection Wizard (for more information, see "To use the Internet Connection Wizard:" on page 134)
- Check all physical cable connections
- Compare the status lights on the front of the router or access point with the patterns described in the router or access point literature
- Temporarily turn off any firewall software on your desktop computer
- Turn off all of the devices, then power them back on
- Refer to your router's or access point's troubleshooting information
- Contact your Internet service provider

Sharing resources

With a network, you can share your Internet connection, drives, and printers.

Sharing drives and printers

Important

To share a printer among the network computers, each computer must have the shared printer's drivers installed. Follow the instructions included with your printer to install the printer drivers on each computer.

With a network, you can *share* drives (for example hard drives and DVD drives) and printers among the computers connected to the network.

After the drives and printers on each network computer are shared, you can access them as though they were attached directly to your computer. Then you can:

- View a network drive
- Open and copy files stored on other network computers
- Print documents on network printers

Sharing drives or folders

If you want to share a drive or folder, use the following instructions.



To share drives or folders:

1 In My Computer or Windows Explorer, right-click the drive or folder that you want to share, then click **Sharing and Security**. The folder properties dialog box opens.

If you share a drive, the entire contents of that drive will be available to everyone on your network. If you share a folder, only the contents of that folder will be available to everyone on the network.

2 Click the **Sharing** tab.



- 3 If this is the first time you have shared a drive or folder, click **Network Setup Wizard** to enable remote access, then follow the on-screen instructions.
 - OR -

If you have previously enabled remote file access and you want to share a drive or folder with others on the network (network sharing), click to select the **Share this folder on the network** check box, type a shared name in the **Shared name** box. To let other users have full permissions to read and write to the shared drive or folder, click to select the **Allow network users to change my files** check box.

4 Click OK.



Un-sharing drives and folders

- To un-share drives or folders:
 - 1 In My Computer or Windows Explorer, right-click the drive or folder that you want to un-share, then click **Sharing and Security**.
 - 2 Make sure that the **Share this folder on the network** check box is not selected.
 - 3 Click OK.



Using the network www.gateway.com

Sharing printers



To share printers:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click Printers and Other Hardware.
- 2 Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
- **3** Right-click the name of the printer you want to share, then click **Sharing**.
- 4 Click Share this printer.
- 5 Click OK.



Using the network

After the drives and printers on each network computer are shared, you can:

- View shared drives and folders
- Map a network drive
- Open and copy files stored on other network computers
- Print documents on network printers

Viewing shared drives and folders



? Help & Support

For more information about workgroups, click **Start**, then click **Help and Support**. Type the keyword workgroups in the **Search** box, then click the arrow.



To view shared drives and folders:

- 1 Click **Start**, then click **My Network Places**. The *My Network Places* window opens.
- 2 Click/Double-click Entire Network. The Entire Network window opens. If you do not see the contents of the network after you double-click Entire Network, click entire contents.
- 3 Double-click Microsoft Windows Network.
- 4 Double-click the name of your workgroup. The names of each of the computers in your workgroup are listed.
- 5 Double-click the name of the computer containing the drive or folder you want to view. All shared drives and folders are listed.



Mapping a network drive

After a drive or folder on one computer is mapped as a drive on another computer, the contents of the drive or folder can be accessed as if the drive were attached directly to the computer.

For example, the My Documents folder on computer 1 is mapped as the Z drive on computer 2. To access the My Documents folder on computer 1 from computer 2, double-click the Z drive.

To map a network drive:

- 1 Locate the drive or folder by completing the steps in "Viewing shared drives and folders" on page 101.
- 2 Right-click the drive or folder, then click **Map Network Drive**. The Map Network Drive wizard opens.
- 3 Click the arrow button to open the **Drive** list, then click the drive letter you want to map this drive or folder to.
- 4 Click **Reconnect at Logon** if you want to reconnect to this drive or folder each time you log on to the network.
- 5 Click Finish.



Opening files across the network

To open files across the network:

- 1 Start the program for the file you want to open.
- 2 Click **File**, then click **Open**.
- 3 Browse to the network drive that contains the file you want to open.
- 4 Double-click the folder containing the file, then double-click the file.



Copying files across the network

To copy files across the network:

- 1 Click **Start**, then click **My Computer**. The *My Computer* window opens.
- 2 Browse to the network drive that contains the file you want to copy.
- 3 Browse to the file you want to copy.
- 4 Click the file.
- 5 Click **Edit**, then click **Copy**.

- 6 Double-click the folder where you want to copy the file to.
- 7 Click Edit, then click Paste.



Printing files across the network



Before you can print a file across the network, you must install the driver for the printer on the computer you are sending the file from. You can obtain the printer driver and installation instructions from the CD that shipped with your printer or from the manufacturer's Web site.



To print files across the network:

- 1 Open the file you want to print.
- 2 Click File, then click Print.
- 3 Click the arrow button to open the printer name list, then click the network printer.
- 4 Click OK.



Adding a printer to your network

Instead of plugging a printer into your computer, you can add a printer to your network. To add a printer to the network, do one of the following:

- Connect your printer to your networked computer, then share the printer. For information about sharing printers, see "Sharing drives and printers" on page 99.
- Connect your printer to your access point if the access point includes a USB or parallel port. For more information, see the instructions that came with your access point.
- Use a printer that has built-in wireless networking.
- Use a wireless print server.

CHAPTER 10

Protecting Your Computer

- Using startup and hard drive passwords
- Security updates
- Updating Windows
- Using BigFix

Using startup and hard drive passwords

Tips & Tricks

Make sure that you use a password you can remember. The password feature is very secure, and you cannot bypass it. If you forget your password, you will have to return your computer to Gateway so we can reset it.

Use a startup and hard drive password to keep other people from using your computer. You have to enter your password when you turn on your computer or access your files.

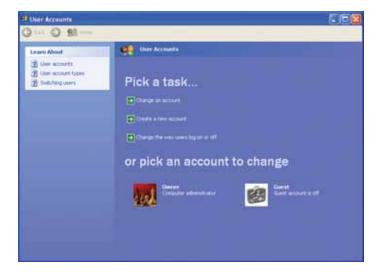
These passwords are set in your computer's BIOS Setup utility. Use a password that you can remember but that would be hard for someone else to guess.

Using Windows XP user accounts

Windows lets you set up a user account for each person who uses your computer. When you set up user accounts, Windows sets up a My Documents folder for each account. You can assign a password to each account so only the account owner can access files in the My Documents folder.

For more information about Windows XP user accounts, click Start, then click Help and Support. Type the phrase user accounts in the Search box, then click the arrow.

When you set up a user account, you can also limit the programs that a user can install or run.



Adding and modifying user accounts

You can create and customize a user account for each person who uses your computer. You can also change between user accounts without turning off your computer.

User account tips

- If you want to create an account for someone, but you do not want that user to have full access to your computer, be sure to make that account *limited*. Remember that limited accounts may not be able to install some older programs.
- If a program or peripheral device is installed in one account, it may not be available in other accounts. If this happens, install the program or device in the accounts that need it.
- Files created in one account are not accessible from other accounts unless the files are stored in the *Shared Documents* folder. The Shared Documents folder is accessible from all accounts on that computer and from other computers on the network.

To add, delete, or modify user accounts:

- 1 Click Start, then click Control Panel.
- 2 Click/Double-click the User Accounts icon. The User Accounts window opens.
- **3** Follow the on-screen instructions to add, delete, or modify a user account.



For more information about user accounts, click **Start**, then click **Help and Support**. Type the phrase **user accounts** in the **Search** box, then click the arrow.

Help & Support

To change between user accounts:

1 Click **Start**, then click **Log Off**. The *Log Off Windows* dialog box opens.





- 2 Click **Switch User**. The Windows *Welcome* screen opens.
- 3 Click the user account that you want to use. When you switch between user accounts, any programs that were running for the previous user continue to run.



Protecting your computer from viruses

A *virus* is a program that attaches itself to a file on a computer, then spreads from one computer to another. Viruses can damage data or cause your computer to malfunction. Some viruses go undetected for a period of time because they are activated on a certain date.

? Help & Support

For more information about protecting your computer against viruses, click **Start**, then click **Help and Support**. Type the keyword **viruses** in the **Search** box, then click the arrow.

Protect your computer from a virus by:

- Using the McAfee VirusScan program to check files and programs that are attached to e-mail messages or downloaded from the Internet.
- Checking all programs for viruses before installing them.
- Disabling macros on suspicious Microsoft Word and Excel files. These programs will warn you if a document that you are opening contains a macro that might have a virus.
- Periodically updating the McAfee VirusScan program to protect against the latest viruses.
- Making sure the Windows Security Center is configured to provide you with the highest level of protection.

For more information about modifying security settings, see "Modifying security settings" on page 111.

Your new Gateway computer has McAfee SecurityCenter installed. McAfee SecurityCenter includes the following components:

- McAfee VirusScan is an anti-virus subscription service. You can use VirusScan to protect your computer from viruses, worms, Trojan horses, and hybrid attacks.
- *McAfee Personal Firewall Plus* blocks unwanted inbound and outbound Internet traffic to prevent hacker attacks.
- McAfee Privacy Service protects against online identity theft by blocking the transmission of personally identifiable information. This service also filters offensive online content (including pop-ups, ads, and web-bugs) and monitors, controls, and logs where children surf.
- *McAfee Spamkiller* prevents identified spam from reaching your e-mail inbox and protects you against known *Phishing* scams.

Using McAfee SecurityCenter

You received your computer with McAfee VirusScan, McAfee Personal Firewall, and McAfee Spamkiller turned on and McAfee Privacy Service turned off. To turn on the Privacy Service as well as keep the other services turned on, you must connect to the Internet and register McAfee SecurityCenter when prompted.



Starting McAfee SecurityCenter

- To start McAfee SecurityCenter:
 - Click Start, All Programs, McAfee, then click McAfee Security Center. McAfee SecurityCenter opens.





Scanning for and removing viruses

- To scan for viruses:
 - 1 Start McAfee SecurityCenter.
 - 2 Click virusscan.



3 Click Scan My Computer for Viruses.



- 4 Click the location you want to scan, then select your scan options.
- 5 Click Scan.



To remove a virus:

- 1 If McAfee SecurityCenter finds a virus, follow all on-screen instructions to remove the virus.
- 2 Turn off your computer and leave it off for at least 30 seconds.
- 3 Turn on your computer and rescan for the virus.



Updating your virus definitions

You should update your virus definitions regularly to protect your computer from the latest viruses.

● T

To update your virus definitions:

- 1 Make sure that you are connected to the Internet.
- 2 Start McAfee SecurityCenter.
- 3 Click **Update**. The McAfee SecurityCenter Updates wizard opens.
- 4 Click Check Now.
- 5 If it is time to extend your subscription, an alert appears on your screen. Click **Renew my subscription** to extend your subscription and continue updating McAfee SecurityCenter.





Using Windows XP Security Center

Windows Security Center helps protect your computer through:

- A firewall
- Automatic Windows updates
- Third-party virus protection software
- Security options in Internet Explorer

Modifying security settings

- To modify security settings:
 - 1 Click **Start**, **Control Panel**, then double-click **Security Center**. The *Windows Security Center* dialog box opens.



- 2 Click Internet Options or Windows Firewall.
- 3 For more information about the Windows Security Center, click **Get help** about Security Center.



Security updates

To keep your computer secure, you need to keep Windows XP and your computer's system software up to date.

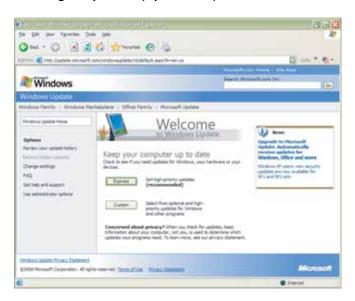
Updating Windows

For more information about Windows
Update, click Start, then click Help and
Support. Type the phrase Windows
Update in the Search box, then click the

Windows Update helps you keep your computer up-to-date. Use Windows Update to choose updates for your computer's operating system, software, and hardware. New content is added to the site regularly, so you can always get the most recent updates and fixes to protect your computer and keep it running smoothly. Windows Update scans your computer and provides you with a tailored selection of updates that apply only to the software and hardware on your computer.

Windows Update

If a hacker finds a way to bypass the security features built into Windows XP, Microsoft creates a high-priority Windows update to fix the problem. You should update Windows regularly to keep your computer secure.



- Express—Click **Express** to download high-priority updates. These updates include security updates.
- Custom—Click **Custom** to download high-priority, Windows software, and hardware driver updates. These updates include security updates.

www.gateway.com Updating Windows

Windows XP Security Center

Use the Windows XP Security Center to schedule automatic updates. Windows can routinely check for the latest important updates for your computer and install them automatically.

To schedule automatic updates:

1 Click Start, Control Panel, then double-click Security Center.



2 Click **Automatic Updates**. The *Automatic Updates* dialog box opens.



3 Make your changes to the schedule settings, then click **OK**.



Using BigFix

BigFix monitors your computer for problems and conflicts. It automatically gathers information about the latest bugs, security alerts, and updates from BigFix sites on the Internet. Whenever BigFix detects a problem, it alerts you by flashing the blue taskbar icon. To fix the problem, click on that icon to open BigFix.

- To start BigFix:
 - Click Start, All Programs, Accessories, System Tools, then click BigFix.



- To learn more about using BigFix:
 - From the BigFix program, click **Help**, then click **Tutorial**.



CHAPTER 11

Recovering Your System

- Understanding system recovery options
- Creating recovery discs
- Recovering your system

Understanding system recovery options

Most computer problems can be solved by following the information in "Troubleshooting" on page 137 or at support.gateway.com. Problem-solving may also involve re-installing some or all of the computer's software (also called recovering or restoring your system). Gateway provides everything you need to recover your system under most conditions. A backup copy of your operating system is provided on a CD or DVD, and a backup copy of your factory-installed drivers and applications is saved on a hidden area of your hard drive.

We recommend that you make a backup of your factory-installed software as soon as you get your new Gateway system.

"Creating recovery discs" on page 116 tells you how to record (burn) the Drivers and Applications Recovery discs. Using a recovery disc that you have recorded is only one of several ways you can restore your system to working order. Recovery discs let you recover your device drivers and software that came pre-installed on your computer.

If you are still having problems even after you follow troubleshooting steps, you can use Microsoft System Restore to roll back your system to a previous condition when drivers and programs worked correctly.

■ "Recovering your system using Microsoft System Restore" on page 122 describes how to return your system to a previous working condition.

If you are still experiencing problems, you may need to reinstall specific software, such as a device driver.

"Recovering specific files and software" on page 121 describes how to install specific, factory-installed software and device drivers.

Finally, in order to recover your system you may need to reinstall everything, including the operating system, so your computer has its original factory settings.

"Recovering your system from the hard drive" on page 123 tells how to completely reinstall the original factory software.

Creating recovery discs

Your computer's hard drive contains everything you need to completely restore your system, including Windows XP, device drivers, and other programs. You can also restore device drivers or programs by using *Drivers and Applications Recovery* discs, which you create. You can immediately create the recovery discs (recommended), or you can wait until later.

For more information on creating recovery discs, see "Creating drivers and applications recovery discs" on page 117.

For more information on using your network to store and create recovery discs, see:

- "Copying drivers and applications recovery files to a network" on page 119
- "Creating discs from recovery files on a network" on page 120

www.gateway.com Creating recovery discs

Creating drivers and applications recovery discs

🌃 Important

If you are recording to CDs, make sure that they are CD-R and not CD-RW discs. If you are recording to a DVD, make sure that it is a DVD-R or DVD+R disc, not DVD-RW or DVD+RW discs.

You can use drivers and applications recovery discs to restore device drivers or programs. You can create an unlimited number of drivers and applications recovery disc sets. Before you continue, make sure that your computer has a recordable drive. If your computer does not have a recordable drive, see "Copying drivers and applications recovery files to a network" on page 119.

Shortcut

Start ⇒ All Programs ⇒ System Recovery ⇒ Create My Drivers-Applications CD(s) \Rightarrow Burn ISO \Rightarrow Start Creation

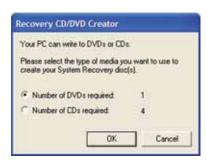
To record a set of drivers and applications recovery discs:

- 1 Make sure that you have blank discs ready. Depending on the type of recordable drive your computer has, you need either several CD-R discs or one DVD-R or DVD+R disc.
- 2 Click Start, All Programs, System Recovery, then click Create My Drivers-Applications **CD(s)**. A message asks you if you want to "Burn ISO" (record recovery discs) or "Create ISO" (copy the files to a drive).
- 3 Click Burn ISO. The Recovery CD/DVD Creator dialog box opens.





- 4 Click **Start Creation**. A message tells you the number of blank discs that are required for the recovery disc set.
- 5 Click the type of recordable disc you want to use.
- 6 Make sure that you have the appropriate number and type of blank discs, then insert a blank disc into the recordable drive.





Use a permanent marker to label each disc "Gateway Driver and Application Recovery." As you remove each disc from the drive, use the marker to label each disc 1 of x, 2 of x, 3 of x, and so on.

7 Click **ok**. The program prepares the recovery files, then records the recovery files to the blank disc(s).



- 8 If a message tells you to insert another blank disc, remove the completed disc, then insert a blank disc.
- **9** When you see the message "The Recovery ISO Image has been created successfully," remove the last disc from the drive, then click **OK**.
- 10 Store the discs in a safe place for future use. You are done.



www.gateway.com Creating recovery discs

Copying drivers and applications recovery files to a network

You can copy driver and application recovery files to a network location, so you can burn unlimited sets of drivers and applications recovery discs from a different computer that has a recordable drive.

Shortcut (

Start ⇒ All Programs ⇒ System

Applications $CD(s) \Rightarrow Create \ ISO \Rightarrow OK$

To copy drivers and applications recovery files to a network:

1 Click Start, All Programs, System Recovery, then click Create My Drivers-Applications CD(s). A message asks you if you want to "Burn ISO" (record recovery discs) or "Create ISO" (copy the files to a drive).



2 Click **Create ISO**, then find the network location you want to save the driver and application recovery files to.



3 Click **OK**. The program prepares the recovery files, then copies them to the location you specified.



4 When you see the message "The Recovery ISO Image has been created successfully," click **OK**. You are done.



Store your recovery (ISO) images in a folder that indicates which computer the files are for. For example, store the files for a Gateway 7200XL in a folder named GW 7200XL Apps Recovery.

To create discs from the files you just copied, see "Creating discs from recovery files on a network" on page 120.

Creating discs from recovery files on a network

Before you continue, make sure that your computer has a recordable drive.

M Important

If you are recording to CDs, make sure that they are CD-R and not CD-RW discs. If you are recording to DVDs, make sure that they are DVD-R or DVD+R discs, not DVD-RW or DVD+RW discs.

Important

Use the correct type of blank disc for the recovery (ISO) file. For example, if the recovery (ISO) file was created for a DVD, make sure you use a blank DVD+R or DVD-R disc.

To create recovery discs from recovery files stored on a network:

- 1 Make sure that you have blank discs ready. If the ISO filenames start with *CD*, you will need blank CDs. If the ISO filenames start with *DVD*, you will need blank DVDs.
- 2 Insert a blank disc into the recordable drive of any networked computer. You need one blank disc for each recovery (ISO) file.
- 3 Click Start, then click My Computer.
- **4** Open the network location of the recovery files.
- 5 Double-click the file for the first disc. Your media burning software opens.
- 6 Follow the on-screen instructions of your media burning software to complete the burning of the recovery disc(s).



- 7 When the disc is complete, remove that disc and insert another.
- 8 Repeat Steps 5-7 for each recovery file until each file is recorded onto a disc. You are done.



Use a permanent marker to label each disc "Gateway Drivers and Applications Recovery." As you remove each disc from

the drive, use the marker to label each disc 1 of x, 2 of x, 3 of x, and so on.

Recovering your system



If your hard drive has failed and you cannot restore the software from the hard drive, contact Gateway Customer Care for help. For a fee, Customer Care may be able to provide a set of recovery discs to restore your computer. For more help, you can find the Gateway Customer Care contact information on the label located on the front or side of your computer.

If you have problems with your computer and you need to recover your system, you can restore specific drivers and programs from a set of recovery discs, roll back your system to a previous condition when drivers and programs were working correctly, or reinstall everything from the computer's hard drive.

- To selectively restore device drivers or programs, see "Recovering specific files and software" on page 121.
 - OR -
- To restore your system to a previous condition when software and device drivers were working correctly, see "Recovering your system using Microsoft System Restore" on page 122.
 - OR -
- To reinstall everything, see "Recovering your system from the hard drive" on page 123.

www.gateway.com Recovering your system

Recovering specific files and software

Shortcut

Next ⇒ Yes.

Start ⇒ All Programs ⇒ System

Recovery ⇒ Application & Driver Recovery ⇒ click driver or application ⇒ You can perform a partial recovery by recovering specific files, such as device drivers and most pre-installed software. If you need to recover software that did not come pre-installed on your system, you need to follow the software's own instructions for installation.

You can recover specific files using either the Start menu or a drivers and applications recovery disc that you have created.

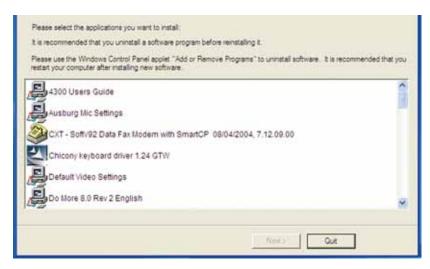


To recover specific drivers and software:

1 Click **Start**, **All Programs**, **System Recovery**, then click **Application & Driver Recovery**. The *Application Recovery* program opens.

- OR -

Turn on your computer, then insert the drivers and applications recovery disc #1 (if available) into the CD or DVD drive. The *Application Recovery* program opens.



- 2 Click the driver or application you want to install. To select multiple items, press and hold CTRL while clicking each item.
- **3** Click **Next**. The items you selected are installed. When the installation is finished, a message asks you if you want to install more drivers or applications.
- 4 Click **Yes** to install more drivers or applications, or click **Quit** to exit.
- **5** Store the discs in a safe place for future use. You are done.
- 6 If your system still has problems, follow the directions in "Recovering your system using Microsoft System Restore" on page 122.



computer...

Next

click a date

click a date

computer...

comput

Recovering your system using Microsoft System Restore

Before using Gateway System Recovery, you should try Microsoft System Restore to determine whether you can restore your system to a previous condition.

Every time you install new device drivers or software, and every 24 hours (while your computer is turned on), Microsoft System Restore takes a "snapshot" of your system settings and saves it as a *restore point*. In most cases of hard-to-resolve software problems, you can return to one of these restore points to get your system running again.

Shortcut F1 ⇒ Undo changes... ⇒ Restore my

To restore using Microsoft System Restore:

1 Press **F1**. The Microsoft Windows XP Help and Support Center opens.



- 2 Click Undo changes to your computer with System Restore. The Welcome to System Restore dialog box opens.
- 3 Click Restore my computer to an earlier time, then click Next. The Select a Restore Point dialog box opens.
- 4 Click a bold date on the calendar (Step 1 on the screen), then click a restore point in the list (Step 2 on the screen).







www.gateway.com Recovering your system

5 Click **Next**. The *Confirm Restore Point Selection* dialog box opens.



- **6** Make sure that you want to use the restore point you selected, and read all notices on the screen.
- 7 Click **Next**, then follow the on-screen instructions to finish the restoration. If completing Microsoft System Restore does not solve your problem, restart Gateway System Recovery. See "Recovering your system from the hard drive" on page 123 for instructions.

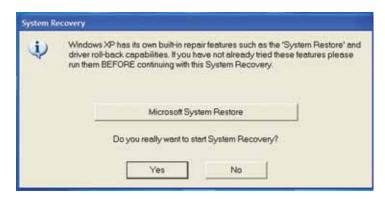


Recovering your system from the hard drive



To recover from the hard drive:

- 1 Get the operating system disc that came with your computer and have it ready.
- 2 If you can still run Windows, click **Start**, **All Programs**, **System Recovery**, **System Recovery**, then click **Yes**. Your computer restarts, then the System Recovery program starts.



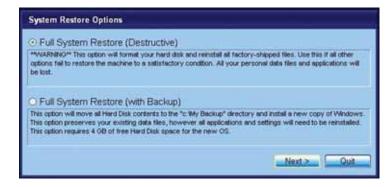
- OR -

Turn on or restart your computer, then press **F11** while your computer is starting.

3 Insert the *Operating System Recovery CD/DVD* when prompted. The System Recovery program starts.



The Full System Restore option deletes all files on your hard drive except the restore files. Make sure that you back up all personal data files before continuing this process. 4 Click a system recovery option:



- Full System Restore (Destructive) reformats the hard drive and restores the system software as it was when you purchased your computer. This process deletes your data files.
- Full System Restore with Backup (recommended) moves the contents of the hard drive to the C:\My Backup folder and installs a new copy of Windows XP. This option saves your existing data files, but all programs must be reinstalled and the program settings reconfigured. You need at least 4 GB of hard drive space to use this restore option.
- **5** Click **Next**. The *System Restore Format and Recover* dialog box opens.
- **6** Click **Yes**. Files are restored to your hard drive. When file recovery has finished, the *System Restore* dialog box opens.
- 7 Click **Restart**. Your computer restarts, and Windows finishes its setup and installation.





After you restore your system, it will appear with the same files and programs it had when it shipped from the factory. You still need to download Windows updates and antivirus updates to bring your computer's software up to date.

CHAPTER 12 Maintaining Your Computer

- Scheduling maintenance
- Caring for your computer
- Managing hard drive space
- Moving from your old computer

Scheduling maintenance

Use the following table to set up a regular maintenance schedule.

Maintenance task	Monthl y	When needed	See
Check for viruses	Х	Х	page 107
Update Windows XP	Χ	Χ	page 112
Manage hard drive space		X	page 127
Clean up hard drives	Χ	Χ	page 129
Scan hard drive for errors	X	Χ	page 129
Defragment hard drive	Χ	Χ	page 130
Back up files	Χ	X	page 131
Clean computer case and peripheral devices		X	page 127

Caring for your computer

To extend the life of your computer:

- When transporting your computer, we recommend that you put it in the original packaging materials.
- Keep diskettes and your computer away from magnetic fields. Magnetic fields can erase data on both diskettes and hard drives.
- Avoid subjecting your computer to extreme temperature changes.
- Keep all liquids away from your computer. When spilled onto computer components, almost any liquid can result in extremely expensive repairs that are not covered under your warranty.
- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms.
- Do not block the ventilation fan.
- When storing your computer for an extended period of time, unplug AC power.

www.gateway.com Caring for your computer

Cleaning your computer

Keeping your computer clean and the vents free from dust helps keep your computer performing at its best. You may want to gather these items and put together a computer cleaning kit:

- A soft, lint-free cloth
- An aerosol can of air that has a narrow, straw-like extension
- Cotton swabs
- A CD or DVD drive cleaning kit

Cleaning the exterior

Always turn off your computer and other peripherals before cleaning any components.

Use a damp, lint-free cloth to clean your computer and other parts of your system. Do not use abrasive or solvent cleaners because they can damage the finish on components.

Your computer is cooled by air circulated through the vents on the case, so keep the vents free of dust. With your computer turned off and unplugged, brush the dust away from the vents with a damp cloth. Be careful not to drip any water into the vents. Do not attempt to clean dust from the inside of your computer.

Cleaning the keyboard

You should clean the keyboard occasionally by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

If you spill liquid on the keyboard, turn off your computer and turn the keyboard upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it.

Cleaning the computer display

To clean a computer LCD screen or flat panel display, use a soft cloth and water to clean the LCD screen. Squirt a little water on the cloth (never directly on the screen), and wipe the screen with the cloth.

To clean a CRT monitor, use a soft cloth and glass cleaner to clean the monitor screen. Squirt a little cleaner on the cloth (never directly on the screen), and wipe the screen with the cloth.

Cleaning the mouse

If the mouse pointer begins moving erratically across the computer screen or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.

To clean your mouse:

■ Wipe the bottom of the mouse with a damp lint-free cloth





shock, unplug the power cord and

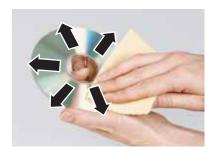
modem cable from the wall outlets.



Cleaning CDs or DVDs

Wipe from the center to the edge, not around in a circle, using a product made especially for the purpose.





Managing hard drive space

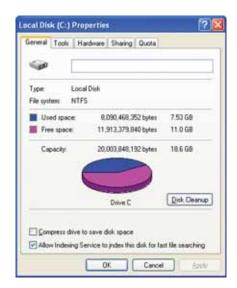
Windows provides several utilities you can use to manage your hard drive.

Checking hard drive space



To check hard drive space:

- 1 Click **Start**, then click **My Computer**. The *My Computer* window opens.
- 2 Right-click the drive that you want to check for available file space, then click **Properties**. Drive space information appears.





Deleting unnecessary files

Start

My Computer

Right-click
drive

Properties

Disk

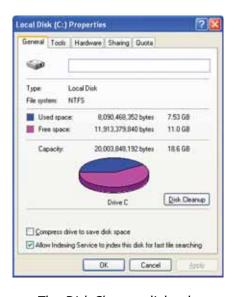
Delete unnecessary files, such as temporary Windows files, to free hard drive space.



Shortcut

To use the Windows Disk Cleanup program:

- 1 Click **Start**, then click **My Computer**. The *My Computer* window opens.
- 2 Right-click the hard drive that you want to delete files from, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens at the General tab.





- 3 Click **Disk Cleanup**. The *Disk Cleanup* dialog box opens.
- **4** Make sure that the check box beside each file type you want to delete is selected. For more information about file types you can delete, read the descriptions in the *Disk Cleanup* dialog box.
- 5 Click **OK**, then click **Yes**.



Checking the hard drive for errors

The Error-checking program examines the hard drive for physical flaws and file and folder problems. This program corrects file and folder problems and marks flawed areas on the hard drive so Windows does not use them.

If you use your computer several hours every day, you probably want to run Error-checking once a week. If you use your computer less frequently, once a month may be adequate. Also use Error-checking if you encounter hard drive problems.



To check the hard drive for errors:

- 1 Click **Start**, then click **My Computer**. The *My Computer* window opens.
- 2 Right-click the hard drive that you want to check for errors, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.

For more information about checking the hard drive for errors, click Start, then click Help and Support. Type the phrase checking for disk errors in the Search box, then click the arrow.

3 Click the Tools tab.



4 Click Check Now.

- 5 Click the options you want to use, then click **Start**. For help, press **F1**. Windows checks the drive for errors. This process may take several minutes. After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.
- **6** Correct any problems that are found by following the on-screen instructions.
- 7 Click OK.



Defragmenting the hard drive

When working with files, sometimes Windows divides the file information into pieces and stores them in different places on the hard drive. This is called *fragmentation*, and it is normal. In order for your computer to use a file, Windows must search for the pieces of the file and put them back together. This process slows the hard drive performance.

The Disk Defragmenter program organizes the data on the drive so each file is stored as one unit rather than as multiple pieces scattered across different areas of the drive. Defragmenting the information stored on the drive can improve hard drive performance.

While the Disk Defragmenter program is running, do not use your keyboard or mouse because using them may continuously stop and restart the defragmenting process. Also, if you are connected to a network, log off before starting Disk Defragmenter. Network communication may stop the defragmentation process and cause it to start over.

For more information about defragmenting the hard drive, click **Start**, then click **Help and Support**. Type the keyword **defragmenting** in the **Search** box, then click the arrow.

To defragment the hard drive:

- 1 Click **Start**, then click **My Computer**. The *My Computer* window opens.
- 2 Right-click the hard drive that you want to defragment, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.
- 3 Click the **Tools** tab.



- 4 Click Defragment Now.
- 5 If Disk Defragmenter does not start automatically, click **Defragment**.
 - Disk Defragmenter shows its progress on the computer display. When finished, Disk Defragmenter asks if you want to quit the program.
- **6** Click **Close**, then click the **X** in the top-right corner to close the *Disk Defragmenter* window.



Backing up files

For more information about backing up files, click **Start**, then click **Help and Support**. Type the phrase **saving files** in the **Search** box, then click the arrow.

Backing up files and removing them from the hard drive frees space for new files on the hard drive. It also protects you from losing important information if the hard drive fails or you accidentally delete files.

You should back up your files regularly to a writable CD or DVD (if you have a recordable drive) or to diskettes (if you have a diskette drive). Use a backup device, such as a recordable drive or Zip drive, to do a complete hard drive backup. For more information, see "Creating and copying data CDs and DVDs" on page 71. If you do not have a high-capacity backup device and you want to purchase one, you can visit the Accessories Store at accessories.gateway.com.

Scheduling maintenance tasks

M Important

Your computer must be on during scheduled tasks. If your computer is off, scheduled tasks will not run.

CHEIP & Support

For more information about using the Scheduled Tasks Wizard, click **Start**, then click **Help and Support**. Type the phrase Scheduled Task Wizard in the Search box, then click the arrow.

The Scheduled Task Wizard lets you schedule maintenance tasks such as running Disk Defragmenter and Error-checking.



- 1 Click Start, All Programs, Accessories, System Tools, then click **Scheduled Tasks**. The *Scheduled Tasks* window opens.
- 2 Double-click the Add Scheduled Task icon. The Scheduled Task Wizard opens.



3 Click Next, then click the task or program you want to schedule and follow the on-screen instructions to customize the task.



Moving from your old computer

Using the Files and Settings Transfer Wizard

You can move your data files and personal settings, such as display, Internet, and e-mail settings, from your old computer to your new one by using the Files and Settings Transfer Wizard. The wizard also moves specific files or entire folders, such as My Documents, My Pictures, and Favorites.



Click Start, All Programs, Accessories, System Tools, then click Files and **Settings Transfer Wizard.**



CHelp & Support For more information about using the Files and Settings Transfer Wizard, click Start, then click Help and Support. Type the phrase using transfer wizard in the **Search** box, then click the arrow.

Transferring files

You can manually transfer your personal data files by copying them to removable media, such as a diskette, writable CD or DVD, USB flash drive, or Zip disk, or by using a home network. For more information, see "Creating and copying data CDs and DVDs" on page 71 or "Using the network" on page 101.

Finding your files

Many programs automatically save your personal data files in the My Documents folder. Look in your old computer's My Documents folder for personal data files. Use Windows Find or Search to locate other personal data files. For more information, see "Searching for files" on page 22.

To find files in the My Documents folder:

- 1 In Windows XP, click **Start**, then click **My Documents**. The *My Documents* window opens and displays many of your saved personal data files. Go to Step 4.
 - OR -

In Windows 98, Windows Me, or Windows 2000, double-click the **My Computer** icon on the desktop. Go to the next step.

- 2 Double-click the C:\ drive icon.
- **3** Double-click the **My Documents** folder. The *My Documents* window opens and displays many of your saved personal data files.
- **4** Copy your personal data files to removable media or to another computer on your network.



You can often identify different data file types by looking at the file's extension (the part of the file name following the last period). For example, a document file might have a .DOC extension and a spreadsheet file might have an .XLS extension.

File type	File usually ends in
Documents	.DOC, .TXT, .RTF, .HTM, .HTML, .DOT
Spreadsheets	.XLS, .XLT, .TXT
Pictures	.JPG, .BMP, .GIF, .PDF, .PCT, .TIF, .PNG, .EPS
Movies	.MPEG, .MPG, .AVI, .GIF, .MOV
Sound and Music	.WAV, .CDA, .MP3, .MID, .MIDI, .WMA

Help & Support

For more information about finding files, click Start, then click Help and Support.

Type the phrase searching for files in the Search box, then click the arrow.

To find files using Find or Search:

- 1 In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens.
 - OR -

In Windows 98, Windows Me, or Windows 2000, click **Start**, **Find** or **Search**, then click **For Files or Folders**. The *Search Results* window opens.

2 Use Windows Find or Search to locate data files by file name or file type. For help on finding files, click Help, then click Help and Support Center or Help Topics. For more information, see "Searching for files" on page 22.



Transferring Internet settings

You can use different methods to transfer your Internet account from your old computer to your new one.

Setting up your ISP

- If your current Internet service provider (ISP) software came preinstalled on your new computer, run that setup program. If it asks to set up a new account or an existing one, choose to set up an existing account.
- If your current ISP software is not preinstalled on your new computer, locate the original Internet setup program provided by your local ISP, or contact your ISP to see if they have an updated version of their software, and install it on your new computer.
- If you use MSN as your ISP, or if you know your ISP settings, use the Windows Internet Connection Wizard.

▶ To use the Internet Connection Wizard:

- 1 Click Start, All Programs, Accessories, Communications, then click New Connection Wizard. The New Connection wizard opens.
- **2** Configure your Internet settings by following the on-screen instructions.



Transferring your e-mail and address book

See your old e-mail program's online help for information on *exporting* and *importing* e-mail messages and the address book. You can often export all of your old e-mail messages or address book to recordable media, then import them into your new computer's e-mail program. You may also want to consider printing the old information or using your old computer to send the e-mail messages to yourself, then using your new computer to retrieve the e-mail messages.

Transferring your Internet shortcuts

You can export and import your old Netscape Navigator bookmarks or Microsoft Internet Explorer favorites. For more information, see your Internet browser program's online help.

For more information about setting up an Internet connection, click **Start**, then click **Help and Support**. Type the phrase **Internet connection** in the **Search** box, then click the arrow.

Installing your old printer or scanner



For more information about restoring your computer's previous settings, click **Start**, then click **Help and Support**. Type the phrase **system restore** in the **Search** box, then click the arrow. Windows may have built-in support for older printers, scanners, or other peripheral devices. This means you do not need any additional software. Newer devices, however, usually require your original software installation discs or diskettes. If you have trouble after you install the software for your old devices, you can use System Restore to restore your computer's previous settings.

Installing a USB printer or scanner

USB devices may have special installation instructions. See your USB device's installation guide.

Installing a parallel port printer

You can usually install parallel port printers by following these steps.



To install your old printer:

- 1 Shut down and turn off your computer.
- **2** Connect your parallel port printer.
- **3** Turn on your printer, then turn on your computer.
- **4** If Windows detects your printer, install your printer by following the on-screen instructions. You are finished.
 - OR -

If Windows does not detect the printer, go to the next step.

- 5 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Printers and Other Hardware.
- 6 Click/Double-click the Printers and Faxes, then click Add Printer. The Add Printer wizard opens.
- 7 Install your printer by following the on-screen instructions.



See your peripheral device's user guide for installation information and tips. Because most installation software is periodically updated, you should also check the manufacturer's Web site for software updates.

Help & Support
For more information about installing a
printer, click Start, then click Help and
Support. Type the phrase installing a
printer in the Search box, then click the

Installing your old programs

Tips & Tricks

If your new computer comes with a newer version of a program, it is usually better to use the newer version than to reinstall the old one.

? Help & Support

For more information about restoring your computer's previous settings, click **Start**, then click **Help and Support**. Type the phrase **system restore** in the **Search** box, then click the arrow. You probably use some programs that did not come installed on your new computer, such as personal finance software, graphics programs, or games.

Spend some time going through your old computer's Start and Programs menus, making note of any programs you want to install on your new computer. Locate your original program installation discs and installation guides. Your original discs and guides should contain any serial numbers or product ID keys that may be required for program installation and registration. Remember to check the publisher's Web site for important program updates.

If you have trouble after installing your old programs, you can restore your computer's previous settings using System Restore.

CHAPTER 13 Troubleshooting

- Safety guidelines
- First steps
- Solving problems
- Telephone support

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never remove your computer case cover while your computer is turned on and while the modem cable, network cable, and power cord are connected.
- Make sure that you are correctly grounded before accessing internal components. For more information about preventing damage from static electricity, see "Preventing static electricity discharge" in your hardware reference.
- To avoid bodily injury, do not attempt to troubleshoot your computer problem if:
 - Power cords or plugs are damaged
 - Liquid has been spilled into your computer
 - Your computer was dropped
 - The case was damaged

Instead, unplug your computer and contact a qualified computer technician.

First steps

If you have problems with your computer, try these things first:

- Make sure that the AC power adapter is connected to your computer and an AC outlet and that the AC outlet is supplying power.
- If you use a power strip or surge protector, make sure that it is turned on.
- If a peripheral device (such as a keyboard or mouse) does not work, make sure that all connections are secure.
- Make sure that your hard drive is not full.
- If an error message appears on the screen, write down the exact message. The message may help Gateway Customer Care in diagnosing and fixing the problem.
- If you added or removed peripheral devices, review the installation procedures you performed and make sure that you followed each instruction.
- If an error occurs in a program, see the program's printed documentation or the online help.

For more information about troubleshooting, click Start, then click Help and Support. Type the keyword troubleshooting in the Search box, then click the arrow.

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Solving problems

Troubleshooting topics are listed in alphabetical order.

Add-in cards

The computer does not recognize an add-in card

- Shut down and restart your computer.
- Make sure that you have installed the required software. For more information, see the documentation that came with your add-in card.

Audio

See "Sound" on page 151.

Battery

See "Power" on page 149.

CD or DVD drives

The computer does not recognize a disc or the CD or DVD drive

- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the CD or DVD drive.
- If you are trying to play a DVD, make sure that you have a DVD drive. To identify your drive type, see "Identifying drive types" on page 44.
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Clean the disc. For more information, see "Cleaning CDs or DVDs" on page 128.
- Restart your computer, then enter the BIOS Setup utility by pressing and holding **F1** while your computer restarts. Make sure that the IDE controllers are enabled.
- Make sure that the drive is configured correctly by following the instructions in the drive documentation.
- Reinstall the device driver.

Audio CD does not produce sound

- Make sure that the disc label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Make sure that the volume controls are turned up. For more information, see "Adjusting the volume" on page 52.
- Make sure that the mute controls are turned off. For more information, see "Adjusting the volume" on page 52.
- Make sure that the speaker cables are connected correctly and securely.
- Shut down and restart your computer.
- Clean the disc. For more information, see "Cleaning CDs or DVDs" on page 128.
- Reinstall the audio device drivers.

A DVD movie will not play

- Make sure that you have a DVD drive. To identify your drive type, see "Identifying drive types" on page 44.
- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the DVD drive.
- Shut down and restart your computer.
- Clean the disc. For more information, see "Cleaning CDs or DVDs" on page 128.
- Reinstall the device driver.
- Make sure that the DVD program has been installed on your computer.
- DVDs and DVD drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc's regional code and your DVD drive's regional code must match.

The regional code on your DVD drive is determined by your computer's delivery address. The regional code for the United States and Canada is 1. The regional code for Mexico is 4. Your DVD drive's regional code must match the regional code for the disc. The regional code for the disc is on the disc, disc documentation, or disc packaging.

If the DVD movie does not play, the disc's regional code and your DVD drive's regional code may not match.

Computer

The computer will not start

■ Make sure that the power cord is connected to an AC power source and your computer is turned on.

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Diskette drive

The diskette drive is not recognized

■ Shut down and restart your computer.

You cannot save a file to diskette or you see the message "disk is full or write-protected"

- Make sure that the write-protection tab on the upper-right corner of the diskette is down (unprotected).
- Delete unnecessary files on the diskette and try again.
- Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error-checking on the diskette. For more information, see "Checking the hard drive for errors" on page 129. If errors are detected and corrected, try using the diskette again.

You see a "Access Denied" or "Write protect" error message

- Move the write-protection tab in the upper-right corner of the diskette down (unprotected).
- The diskette may be full. Delete unnecessary files on the diskette and try again.
- Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

You see a "Disk is full" error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error checking on the diskette. For more information, see "Checking the hard drive for errors" on page 129.

You see a "Non-system disk" or "Disk error" error message

- Eject the diskette from the diskette drive, then press ENTER.
- Make sure that the diskette you are using is IBM-compatible.

The diskette drive LED is lit continuously

Remove the diskette from the drive. If the light stays on, try restarting your computer.

Display



the screen resolution, click **Start**, then click **Help and Support**. Type the phrase **screen resolution** in the **Search** box, then click the arrow. click the arrow.

The screen resolution is not correct

■ Change the screen resolution from the *Display Properties* dialog box. For more information, see "Adjusting the color depth" on page 78.

The computer is running but there is no picture

■ Adjust the brightness and contrast controls to the center position.

The color is not uniform

- Make sure that the display warms up for at least 30 minutes before making a final judgment about color uniformity.
- Make sure that:
 - Non-shielded speakers are not placed too close to your computer.
 - Your computer is not positioned too close to an external monitor, electric fan, fluorescent light, metal shelf, or laser printer.
 - You demagnetize the screen using the display's degauss feature.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast controls.
- Use the display's degauss feature or turn off your computer, leave it off for at least a half hour, then restart your computer.
- Change the display settings. For more information, see "Adjusting the desktop display settings" on page 78.
- Move your computer away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.

DVD drives

■ See "CD or DVD drives" on page 139.

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Ethernet

You cannot see the other computers on your network

- Make sure that your Ethernet cable is plugged into the Ethernet jack on your computer. Make sure that the other end is plugged into a router.
- Make sure that all computers are plugged into a powered electrical outlet and turned on.
- Make sure that the router is plugged into a powered electrical outlet and turned on. Most routers have lights that indicate they are working. For more information, see the documentation that came with your router.
- Make sure that all computers on your network have the same workgroup name.
- Make sure that all computers are using the same Subnet Mask.
- If you assigned IP addresses to the computers, make sure that all computers have different IP addresses. For home networks, IP addresses should be 192.168.N.N where N is a number you assign between 0 and 254. The first N should be the same for all computers on your network and the second N should be different for all computers on your network.

The computer does not recognize an add-in Ethernet card

- Shut down and restart your computer.
- Make sure that you have installed the required software. For more information, see the documentation that came with your Ethernet card.
- Reseat the card. For more information about opening your computer case, see your hardware reference. For more information about your Ethernet card, see the documentation that came with your Ethernet card.

Your Ethernet network is running slower than you expect

■ If your Ethernet network is running slower than you expect, check the speed of each Ethernet component. For best results, all Ethernet components should be standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100 Mbps), or Gigabit Ethernet (1000 Mbps or 10/100/1000 Mbps). A mixture of Ethernet, Fast Ethernet, and Gigabit Ethernet components will result in your network running at the slowest component speed.

File management

CHelp & Support

For more information about restoring deleted files, click **Start**, then click **Help** and Support. Type the phrase System Restore in the Search box, then click the

A file was accidentally deleted

If a file was deleted at a DOS prompt or in Windows while holding down the **SHIFT** key, the file cannot be restored.



To restore deleted files:

- 1 Double-click the **Recycle Bin** icon.
- 2 Right-click the file you want to restore, then click **Restore**. The file is restored to the place where it was originally deleted from.

If the Recycle Bin was emptied before you try to restore a file, the file cannot be restored.



Hard drive



For more information about file management, click Start, then click Help and Support. Type the phrase file management in the Search box, then click the arrow.

You see an "Insufficient disk space" error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For instructions on deleting unnecessary files, see "Deleting unnecessary files" on page 129.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty Recycle Bin**.
- Save your files to another drive. If the hard drive is full, copy any files not regularly used to backup media, then delete them from the hard drive.

You see a "Data error" message

■ This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error checking program. For instructions on fixing hard drive problems, see "Checking the hard drive for errors" on page 129.

The hard drive cannot be accessed, or you see a "General failure reading drive C" error message

- If a diskette is in the diskette drive, eject it and restart your computer.
- Press CTRL+ALT+DEL to restart your computer.
- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

You see a "Non-system disk" or "disk error" error message

■ Eject the diskette from the diskette drive, then press ENTER.

Internet

See also "Modem (dial-up)" on page 146.

You cannot connect to the Internet

- If you are using a dial-up modem, make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See your hardware reference or setup poster to make sure that the connections have been made correctly.
 - OR -

If you are using a cable or DSL modem, make sure that the modem cable is plugged into the Ethernet network jack and not the modem jack. See your hardware reference or setup poster to make sure that the connections have been made correctly.

- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.
- Make sure that you do not have a problem with your modem. For more information, "Modem (dial-up)" on page 146.

For more information about troubleshooting Internet connections, click **Start**, then click **Help and Support.**Type the phrase **troubleshooting connections** in the **Search** box, then click the arrow.

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You see an "Unable to locate host" message and are unable to browse the Internet

- This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties.
- Double-check the URL or try a different URL. If the error message still appears, disconnect from the ISP connection and close your browser, then reconnect and open the browser. If you still get the error, your ISP may be having technical difficulties.

Connecting to a Web site takes too long

Many factors can affect Internet performance:

- The condition of the telephone lines in your residence or at your local telephone service
- The condition of the Internet computers to which you connect and the number of users accessing those computers
- The complexity of graphics and multimedia on Web pages
- Having multiple Web browsers open, performing multiple downloads, and having multiple programs open on your computer

People are sending you e-mail messages, but you have not received any mail

- Click the receive button in your e-mail program.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP for technical support.

Keyboard

The keyboard does not work

- Make sure that the keyboard cable is plugged in correctly. For more information, see the poster that came with your computer.
- Remove all extension cables and switch boxes.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.
- Try a keyboard that you know works to make sure that the keyboard port works.
- Reinstall the keyboard device driver.

A keyboard character keeps repeating or you see a "keyboard stuck" or "key failure" error message

- Make sure that nothing is resting on the keyboard.
- Make sure that a key is not stuck. Press each key to loosen a key that might be stuck, then restart your computer.

Liquid spilled in the keyboard

If you spilled liquid in the keyboard, turn off your computer and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

Memory

For more information about troubleshooting memory errors, click Start, then click Help and Support. Type the phrase memory error in the Search box, then click the arrow.

You see a "Memory error" message

Use a third-party diagnostic program to help determine if a memory module is failing.

You see a "Not enough memory" error message

■ Close all programs, then restart your computer.

Memory card reader

Drive letters for the memory card slots do not appear in the My Computer window

Reboot your computer.

Modem (cable or DSL)

■ See the documentation that came with your modem for additional troubleshooting information.

Modem (dial-up)

■ See also "Internet" on page 144.

Your modem does not dial or does not connect

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See your hardware reference or setup poster to make sure that the connections have been made correctly.
- Make sure that your computer is connected to the telephone line and the telephone line has a dial tone.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set correctly.



To check the dialing properties:

- 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Printers and Other Hardware.
- 2 Click/Double-click the **Phone and Modem Options** icon, then click the **Dialing Rules** tab.

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For more information about dialing properties, click **Start**, then click **Help and Support**. Type the keyword **dialing** in the **Search** box, then click the arrow.

- 3 Click the location from which you are dialing, then click **Edit**.
- 4 Make sure that all settings are correct.



- Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. Do not connect these devices to the same telephone line as the modem.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.
- Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work correctly.

Listen to the line using your telephone. Dial a single number (such as 1). When the dial tone stops, listen for line noise. Wiggle the modem cable to see if that makes a difference. Make sure that the connectors are free from corrosion and all screws in the wall or telephone wall jack are secure.

You can also call your telephone service and have the telephone line checked for noise or low line levels.

- Try another telephone line (either a different telephone number in your house or a telephone line at a different location). If you can connect on this line, call your telephone service.
- Try connecting with the modem at a lower connection speed. If reducing the connect speed lets you connect, call your telephone service. The telephone line may be too noisy.

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP for technical support.
- See if the modem works with a different communications program. The problem may be with just one program.
- Review the troubleshooting information under "Internet" on page 144.

Your 56K modem does not connect at 56K

Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further.

If your computer has a v.90 modem, the speed at which you can upload (send) data is limited to 33.6K. If your computer has a v.92 modem, the speed at which you can upload data is limited to 48K. Your ISP may not support 48K uploads.

Your fax communications program only sends and receives faxes at 14,400 bps when you have a 56K modem

■ Current fax technology only supports a maximum send and receive rate of 14,400 bps.

The modem is not recognized by your computer

- Make sure that the line connected to the modem is working and plugged into the appropriate port on your computer. See your hardware reference or setup poster to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use the modem cable that came with your computer. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your computer.
- Run Windows modem diagnostics.

To run modem diagnostics:

- 1 Close all open programs.
- 2 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Printers and Other Hardware.
- 3 Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
- **4** Click your modem, then click **Properties**. The *Modem Properties* dialog box opens.
- 5 Click the **Diagnostic** tab, then click **Query Modem**. If information about the modem appears, the modem passed diagnostics. If no modem information is available, a white screen appears with no data, or if you get an error such as *port already open* or *the modem has failed to respond*, the modem did not pass diagnostics.



The modem is noisy when it dials and connects

When your modem tries to connect to another modem, it begins handshaking. Handshaking is a digital "getting acquainted" conversation between the two modems that establishes connection speeds and communication protocols. You may hear unusual handshaking sounds when the modems first connect. If the handshaking sounds are too loud, you can turn down the modem volume.

To turn down the modem volume:

- 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Printers and Other Hardware.
- 2 Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
- 3 Click the modem you want to adjust, then click **Properties**.
- 4 Click the **Modem** tab, then adjust the **Speaker volume** control.
- 5 Click **OK** twice to close the *Phone and Modem Options* dialog box.





www.gateway.com Solving problems

Mouse

The mouse does not work

- Make sure that the mouse cable is plugged in correctly.
- Shut down and restart your computer.
- Remove all extension cables and switch boxes.
- Try a mouse you know is working to make sure that the mouse port works.

The mouse works erratically

- If the mouse pointer begins moving erratically across the computer display or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.
- Clean the mouse by wiping the bottom with a clean, damp cloth. Make sure that the optical sensor is clean and free of debris.

Networks



Search box, then click the arrow.

You cannot connect to your company network

Every network is unique. Contact your company computer department or network administrator for help. For more information about setting up a network in your home, see "Networking Your Computer" on page 91.

Passwords

Your computer does not accept your password

■ Make sure that **CAPS LOCK** is turned off, then retype the password.

Power

Your computer will not turn on

- Make sure that your power cord is connected correctly to your computer.
- If your computer is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, turned on, and working correctly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure that the power cord is free from cuts or damage. Replace any damaged cables.

Printer

The printer will not turn on

- Make sure that the printer is online. Many printers have an online/offline button that you may need to press.
- Make sure that the power cable is plugged into an AC power source.

The printer is on but will not print

- Check the cable between the printer and your computer. Make sure that it is connected to the correct port.
- Make sure that the printer is online. Many printers have an online/offline button that you may need to press so the printer can start printing. Press the button to put the printer online.
- Check the cable for bent or broken pins.
- If the printer you want to print to is not the default printer, make sure that you have selected it in the printer setup.

To set a default printer:

- 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Printers and Other Hardware.
- **2** Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
- 3 Right-click the name of the printer you want to be the default printer, then click **Set as Default Printer**.



■ Reinstall the printer driver. See the guide that came with your printer for instructions on installing the printer driver.

You see a "Printer queue is full" error message

■ Make sure that the printer is not set to work offline.



To make sure that the printer is not set to work offline:

- 1 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Printers and Other Hardware.
- 2 Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
- 3 Right-click the name of the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, click **Use Printer Offline** to clear the check mark.



- Wait until files have been printed before sending additional files to the printer.
- If you print large files or many files at one time, you may want to add additional memory to the printer. See the printer documentation for instructions for adding additional memory.

You see a "Printer is out of paper" error message

After adding paper, make sure that the printer is online. Most printers have an online/offline button that you need to press after adding paper.



www.gateway.com Telephone support

Sound

You are not getting sound from the speakers

- If you are using external speakers, make sure that they are turned on.
- Make sure that the volume controls are turned up. For more information, see "Adjusting the volume" on page 52.
- Make sure that mute controls are turned off. For more information, see "Adjusting the volume" on page 52.
- If you are using external speakers, see the speaker setup poster to check your speaker connections.
- Make sure that the universal jacks are configured correctly. For more information, see "Configuring the audio jacks" on page 54.

For more information about sound troubleshooting, click **Start**, then click **Help and Support**. Type the phrase **sound troubleshooter** in the **Search** box, then click the arrow.

Telephone support

Before calling Gateway Customer Care

If you have a technical problem with your computer, follow these recommendations before contacting Gateway Customer Care:

- Make sure that your computer is connected correctly to a grounded AC outlet that is supplying power. If you use a surge protector, make sure that it is turned on.
- If a peripheral device, such as a keyboard or mouse, does not appear to work, make sure that all cables are plugged in securely.
- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.
- If you have "how to" questions about using a program, see:
 - Online Help
 - Printed documentation
 - The Microsoft Windows documentation
 - The software publisher's Web site
- See the troubleshooting section of this chapter.
- To avoid bodily injury, do not attempt to troubleshoot your computer problem if:
 - Power cords or plugs are damaged
 - Liquid has been spilled into your computer
 - Your computer was dropped
 - The case was damaged

Instead, unplug your computer and contact a qualified computer technician.

- Have your customer ID, serial number, and order number available, along with a detailed description of your problem, including the exact text of any error messages, and the steps you have taken.
- Make sure that your computer is nearby at the time of your call. The technician may have you follow troubleshooting steps.

Telephone numbers

Gateway offers a wide range of customer service, Customer Care, and information services.

Automated troubleshooting system

Service description	How to reach
Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US and Canada)

Telephone numbers

You can access the following services through your telephone to get answers to your questions:

Resource	Service description	How to reach
Answers by Gateway	Get tutorial assistance for hardware and software issues.	www.gateway.com/answers
Gateway Customer Care	Talk to a Gateway Customer Care representative about a non-tutorial technical support question. (See "Before calling Gateway Customer Care" on page 151 before calling) TDD Customer Care (for hearing impaired) is available: Weekdays 8:00 a.m 10:00 p.m. Pacific Time Weekends 8:00 a.m 7:00 p.m. Pacific Time	Gateway Customer Care telephone numbers vary by country or region. See the label on the front or side of your computer. 605-232-2191
Sales, accounting, and warranty	Get information about available systems, pricing, orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-387-7752 (Canada)

www.gateway.com Telephone support

Self-help

If you have *how-to* questions about using your Gateway-supplied hardware or software, see the following resources:

- The printed or online documentation that came with your hardware or software. In many cases, additional product information and online documentation for Gateway-supplied hardware can be found in our Web site's Documentation Library.
- This user guide and the hardware reference.
- The software publisher's Web site.

For more how-to information about Windows, click Start, then click Help and Support. Type the keyword practice in the Search box, then click the arrow.

Tutoring

Answers by GatewaySM is a telephone service that provides answers to all of your "How do I..." questions on Gateway computers. For more information, go to www.gateway.com/answers.

Training

Gateway provides the following computer-based training:

Resource	Service description	For more information
Gateway Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	www.gateway.com/training
Online Training from Learn With Gateway	More than 450 online courses are available from Learn With Gateway. All you have to do is go online and log in. You select the subject matter, and the learning format (self-paced tutorials or virtual classrooms), all from the comfort of your computer.	www.learnwithgateway.com

APPENDIX A

Safety, Regulatory, and Legal Information

- Important safety information
- Regulatory compliance statements
- Environmental information
- Notices

Important safety information



Always follow these instructions to help guard against personal injury and damage to your Gateway system. Your Gateway system is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this product, it is important that the safety instructions marked on the product and in the documentation are followed.

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and
 operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.
- The product should be operated only from the type of power source indicated on the rating label.
- If your computer has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.
- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the system. The best way to avoid spills is to avoid eating and drinking near your system.
- Some products have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced
 incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to
 the manufacturer's instructions.
- When the computer is turned off, a small amount of electrical current still flows through the computer. To avoid electrical shock, always
 unplug all power cables and modem cables from the wall outlets before cleaning the system.
- Unplug the system from the wall outlet and refer servicing to qualified personnel if:
- The power cord or plug is damaged.
- Liquid has been spilled into the system.
- The system does not operate properly when the operating instructions are followed.
- The system was dropped or the cabinet is damaged.
- The system performance changes.

Replacement parts and accessories

Warning Warning

Do not use Gateway products in areas classified as hazardous locations. Such areas include patient care areas of medical and dental facilities, oxygen-laden environments, or industrial facilities.

To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line Use only replacement parts and accessories recommended by Gateway.

Regulatory compliance statements

United States of America

Federal Communications Commission (FCC) Unintentional emitter per FCC Part 15

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no quarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet on a different circuit from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Compliance Accessories: The accessories associated with this equipment are: shielded video cable when an external monitor is connected. These accessories are required to be used in order to ensure compliance with FCC rules.

FCC declaration of conformity

Compliant device:

Gateway Profile

Responsible party:

Gateway, Inc. 7565 Irvine Center Drive Irvine, CA 92618 USA

This device complies with Part 15 of the FCC Rules. Operation of this device is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.

California Proposition 65 Warning

Warning: This product contains chemicals, including lead, known to the State of California to cause cancer, birth defects or reproductive

Telecommunications per Part 68 of the Code of Federal Regulations (CFR 47) (applicable to products fitted with USA modems)

Your modem complies with Part 68 of the Code of Federal Regulations (CFR 47) rules. On the computer or modem card is a label that contains the FCC registration number and Ringer Equivalence Number (REN) for this device. If requested, this information must be provided to the telephone company.

A telephone line cord with a modular plug is required for use with this device. The modem is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68-compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. The telephone company may request that you disconnect the equipment until the problem is resolved.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment cannot be used on telephone company-provided coin service. Connection to party line service is subject to state tariffs. Contact the state public utility commission or public service commission for information.

When programming or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours such as early morning or late evenings.

The United States Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. Refer to your fax communication software documentation for details on how to comply with the fax-branding requirement.

Canada

Industry Canada (IC) Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Telecommunications per Industry Canada CS-03 (for products fitted with an IC-compliant modem)

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should make sure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should make sure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

The **Ringer Equivalence Number** (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Warning

To avoid electrical shock or equipment malfunction do not attempt to make electrical ground connections by yourself. Contact the appropriate inspection authority or an electrician, as

Laser safety statement



Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as "Class 1 Laser Products" under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

Moving parts safety statement



The cooling fan inside the case can cause injury. Before removing the back cover to service the computer, turn off the computer and unplug the power cord

Mercury warning



Hg) _{Lamp(}

Lamp(s) inside this product contain mercury and must be recycled or disposed of according to local, state, or federal laws.

Environmental information

The product you have purchased contains extracted natural resources that have been used in the manufacturing process. This product may contain substances known to be hazardous to the environment or to human health.

To prevent releases of harmful substances into the environment and to maximize the use of our natural resources, Gateway provides the following information on how you can responsibly recycle or reuse most of the materials in your "end of life" product.

Waste Electrical and Electronic Equipment (commonly known as WEEE) should never be disposed of in the municipal waste stream (residential garbage collection). The "Crossed-Out Waste Bin" label affixed to this product is your reminder to dispose of your "end of life" product properly.



Substances such as glass, plastics, and certain chemical compounds are highly recoverable, recyclable, and reusable. You can do your part for the environment by following these simple steps:

- When your electrical or electronic equipment is no longer useful to you, "take it back" to your local or regional waste collection
 administration for recycling.
- In some cases, your "end of life" product may be "traded in" for credit towards the purchase of new Gateway equipment. Call Gateway to see if this program is available in your area.
- If you need further assistance in recycling, reusing, or trading in your "end of life" product, you may contact us at the Customer Care number listed in your product's user guide and we will be glad to help you with your effort.

Finally, we suggest that you practice other environmentally friendly actions by understanding and using the energy-saving features of this product (where applicable), recycling the inner and outer packaging (including shipping containers) this product was delivered in, and by disposing of or recycling used batteries properly.

With your help, we can reduce the amount of natural resources needed to produce electrical and electronic equipment, minimize the use of landfills for the disposal of "end of life" products, and generally improve our quality of life by ensuring that potentially hazardous substances are not released into the environment and are disposed of properly.

Notices

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