

Gateway Profile™ 5/5.5

User Guide



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Chapter 1

Getting Help

- Using the Gateway Web site
- Using Help and Support
- Using BigFix
- Using Your Computer guide
- Using online help
- Contacting Gateway

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.

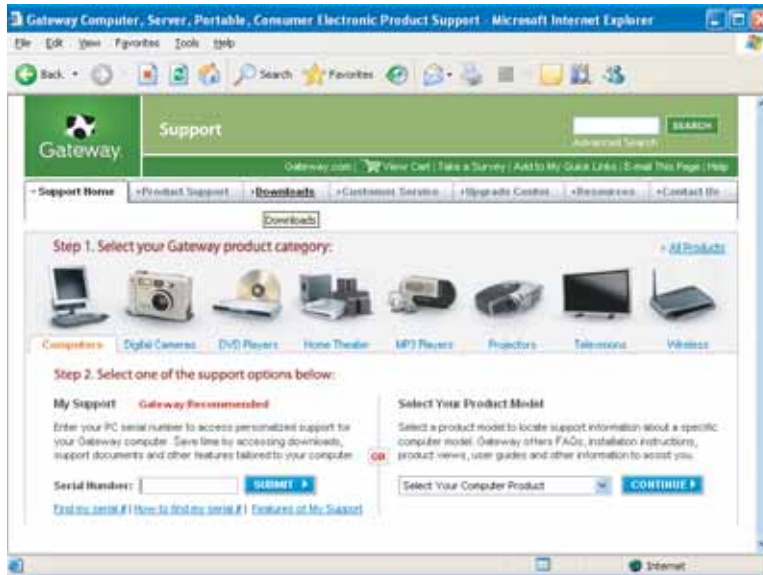
Gateway stands behind our value proposition to our customers — to provide best-of-class service and support in addition to high-quality, brand-name components at affordable prices. If you ever have a problem, our knowledgeable, dedicated customer service department will provide you with fast, considerate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

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.



Using Support

The Support site is divided into seven major areas:

- Support Home
- Product Support
- Downloads
- Customer Service
- Upgrade Center
- Resources
- Contact Us

Support Home

Click **Support Home**, then click **Computers**. To view support documents for your computer, type your serial number in the **Serial Number** box, then click **Submit**.

Click the arrow button to open the **Select Your Computer Product** box, then click **Profile Computer Series** to access product documentation, specifications, and guides for all Gateway Profile computers.

Product Support

Click **Product Support** to view a list of all the products that Gateway supports.

Downloads

Click **Downloads** to get the latest software updates for BIOS and driver upgrades. By entering your serial number you get drivers specific to your computer. Click **Browse All Downloads** to walk through a step-by-step wizard to locate your drivers.

Customer Service

Click **Customer Service** to view information about your account and general information about warranties and special offers.

Upgrade Center

Click **Upgrade Center** to view and purchase upgrades for your computer.

Resources

Click **Resources** to access utilities to help you manage your computer.

Contact Us

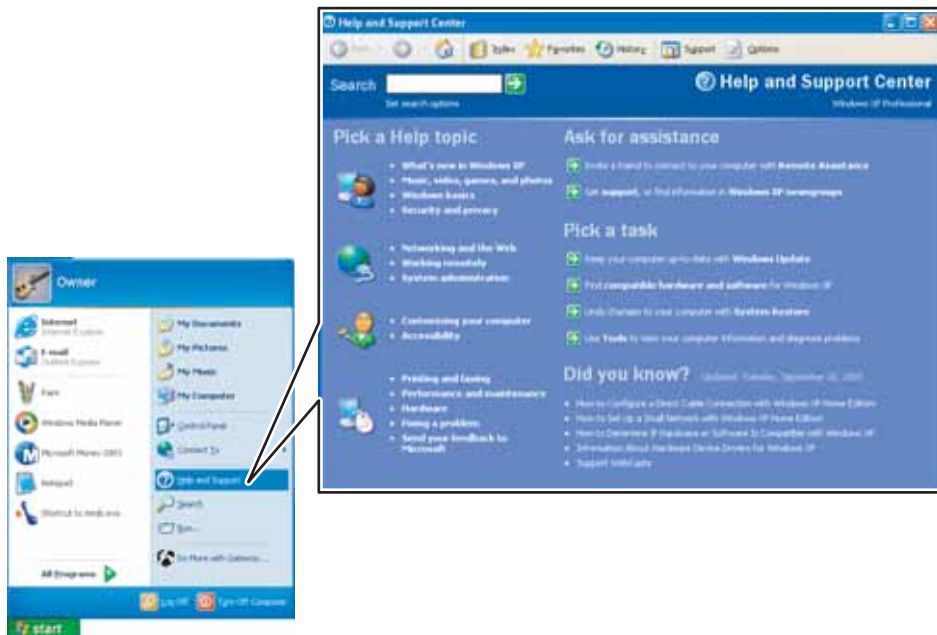
Click **Contact Us** to access links to customer care with a live technician, including chat and e-mail. Click **Call Us** to get a list of Gateway telephone numbers for both sales and support. For more information, see [“Telephone support” on page 96](#).

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.

BigFix

Your computer may include 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**.



Using Your Computer guide

In addition to this guide, the *Using Your Computer* guide has been included on your hard drive. This guide includes information on using Windows, using the Internet, sending a fax, and changing power-saving settings as well as other topics.

To access the Using Your Computer guide:

- Click **Start**, **All Programs**, then click **Gateway Documentation**.



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.



Gateway contact information

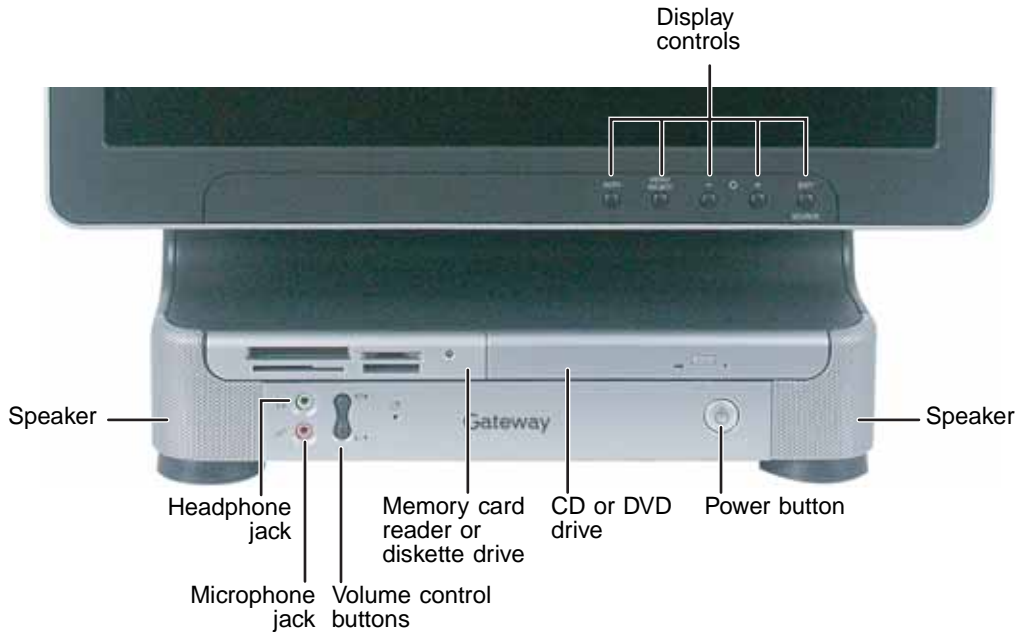
To help you locate Gateway contact information, you can find the Gateway Web site, Online Support, and technical support contact information on the label located on your computer case.





Chapter 2


Checking Out Your Gateway Computer

- Identifying features
- Locating your computer model and serial number
- Locating the Microsoft Certificate of Authenticity
- Locating the specifications for your computer
- Purchasing accessories

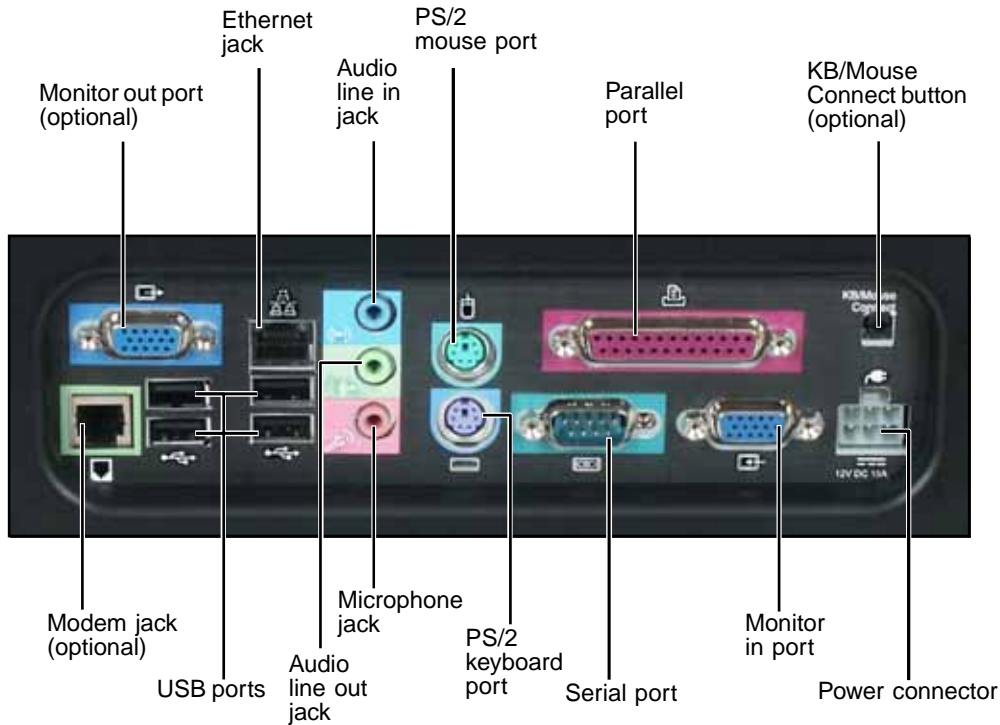
Front
















Component	Icon	Description
Display controls		Use these controls to enter the OSD (on-screen display) and adjust the computer display settings. For more information about the computer display and OSD, see “Computer display” on page 34 .
Speakers		Provide stereo audio output when headphones or amplified speakers are not plugged in.
Headphone jack		Plug headphones into this jack.
Microphone jack		Plug a microphone into this jack to record sound.
Volume control buttons	 	Press these buttons to adjust speaker volume.

Component	Icon	Description
Diskette drive or memory card reader		<p>Diskette drive: Use this drive to store smaller files on diskettes. For more information, see “Using the diskette drive” on page 40.</p> <p>Memory card reader: Use this to read from and write to memory cards. For more information, see “Using the memory card reader” on page 41.</p>
CD or DVD drive		<p>Use this drive to listen to audio CDs, install games and programs, watch DVDs, and store large files onto recordable CDs or DVDs. For more information, see “Using the CD or DVD drive” on page 43 and “Creating CDs and DVDs” on page 45.</p> <p>This drive may be a CD, recordable CD, DVD, or recordable DVD drive. To identify your drive type and for more information about your drive, see “Identifying drive types” on page 43.</p>
Power button		<p>Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. For more information on changing the power button setting, see “Changing Power-Saving Settings” in <i>Using Your Computer</i> which has been included on your hard drive. To access this guide, click Start, All Programs, then click Gateway Documentation.</p>

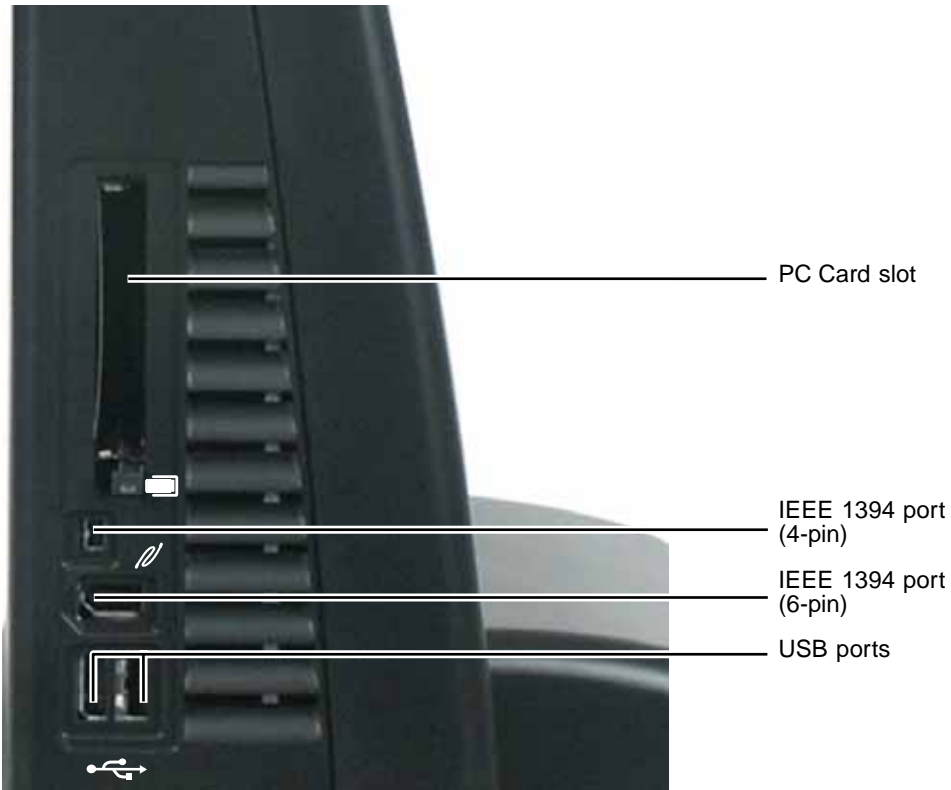
Back






Component	Icon	Description
Monitor (VGA) out port (optional)		Plug a projector or an additional monitor into this port.
Ethernet jack		Plug an Ethernet network cable or a device (such as a DSL or cable modem for a broadband Internet connection) into this jack. For more information, see “Connecting to a wired Ethernet network” on page 33.
Audio line in jack		Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer.
PS/2 mouse port		Plug a Personal System/2 [®] (PS/2) mouse into this port.
Parallel port		Plug a parallel device (such as a printer) into this port. For more information, see “Installing a printer, scanner, or other peripheral device” on page 38.

Component	Icon	Description
KB/Mouse Connect button (optional)		Establishes communication between your wireless keyboard, wireless mouse, and your computer. For more information, see the <i>Wireless keyboard setup guide</i> .
Modem jack (optional)		Plug a modem cable into this jack. For more information, see “Connecting the modem” on page 33 .
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 38 .
Audio line out jack		Plug an external audio output source (such as external speakers) into this jack.
Microphone jack		Plug a microphone into this jack to record sound.
PS/2 keyboard port		Plug a Personal System/2® (PS/2) keyboard into this port.
Serial port		Plug a serial device into this port. For more information, see “Installing a printer, scanner, or other peripheral device” on page 38 .
Monitor (VGA) in port		Plug an external video source into this port.
Power connector		Plug the power cord into this connector.

Right side



Component	Icon	Description
PC Card slot		Insert a Type I or Type II PC Card into this slot. For more information, see “Adding and removing PC Cards” on page 46.
IEEE 1394 ports		Plug IEEE 1394 (also known as Firewire® or i.Link®) devices (such as a digital video camera) into these 4-pin and 6-pin IEEE 1394 ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 38.
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 38.

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.



Finding your specifications

For more information about your computer, such as memory size, memory type, and hard drive size, see visit Gateway's *eSupport* page at support.gateway.com. The *eSupport* page also has links to additional Gateway documentation and detailed specifications. For more information, see "Gateway Web site" on page 3.

Accessories

To order accessories, visit the Accessory Store at accessories.gateway.com.

Memory

Large programs, such as multimedia games or graphics programs, use a lot of memory. If your programs are running more slowly than you think they should, try adding more memory.

Printers

You can attach almost any type of printer to your computer. The most common types are inkjet and laser printers, which print in color or black and white. See "Installing a printer, scanner, or other peripheral device" on page 38 for more information about attaching a printer.

Inkjet printers and cartridges are relatively inexpensive, but they are slower than laser printers. Using an inkjet color printer, you can print pictures, banners, and greeting cards, as well as documents.

Laser printers and cartridges are more expensive, but they print much faster than inkjet printers. Laser printers are better than inkjet printers when you are printing large documents.

Storage Devices

If you need additional storage space or you want to back up your files, you can add storage devices to your computer.

If your computer does not include a recordable CD or DVD drive, you can purchase an external drive that plugs into a USB or IEEE 1394 port. You can free up hard drive space by backing up files, then removing them from your hard drive. Writable CDs can hold as much as 700 MB of data. Single layer writable DVDs can hold as much as 4700 MB of data. Dual layer writable DVDs hold as much as 8500 MB of data. For more information about using recordable drives, see [“Creating CDs and DVDs” on page 45](#).

If you need to back up your entire system, you probably need a tape backup (TBU) drive. TBU drives, like tape recorders, use magnetic tape cartridges to store data. Tape drive cartridges can store 2 GB, 20 GB, 40 GB, 130 GB, or more of data.

If you want to increase your internal storage space, try replacing your existing hard drive with a larger drive.

USB flash drive

Use a USB flash drive for storing files or transferring files to another computer.

Uninterruptible power supplies

A standby, uninterruptible power supply (UPS) protects your computer from data loss during a total power failure. A UPS uses a battery to keep your computer running temporarily during a power failure so you can save your work and shut down your computer correctly. A UPS may also provide protection from power surges.

Chapter 3

Getting Started

- Using your computer safely
- Protecting your computer from power source problems
- Turning your computer on and off
- Adjusting the volume
- Using the keyboard and the mouse
- Using the computer display
- Installing peripheral devices

Working safely

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



Reducing eye strain

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

- Position the computer desk and display 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 display.
- 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.

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 computer so the top of the display is no higher than eye level, the 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 display.

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 eyes.
- Find ways to break up the work day, and schedule a variety of tasks.

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.


Warning



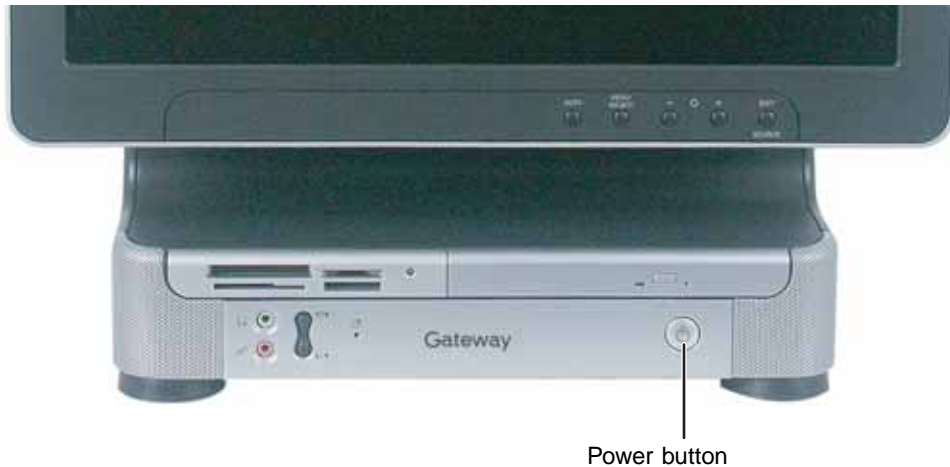
High voltages can enter your computer through both the power cord and the modem connection. Protect your computer by using a surge protector. If you have a telephone modem, use a surge protector that has a modem jack. If you have a cable modem, use a surge protector that has an antenna/cable TV jack.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

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. See the setup poster for more information.
- 2** Press the power button.



- 3** If you are starting your computer for the first time, follow the on-screen instructions to set up your computer.

Important



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.

- 4** 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

When you have not used your computer for several minutes or have not turned off your computer, 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 button to “wake” it up.

Tips & Tricks



For more information about changing the power button mode, see “Changing Power-Saving Settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

Turning off your computer

Warning



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 periods.

For more information about changing the power button mode, see “Changing Power-Saving Settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

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.

Important



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.



Restarting (rebooting) 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.
- 5** If your computer does not respond, turn it off, wait ten seconds, then turn it on again.

Important



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

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



Using the cord cover

After you have the power cord and peripheral device cables connected to your computer, you can install the optional cord cover to make your computer look less cluttered.

▶ To install the optional cord cover:

- Align the tabs on the top of the cover with the slots above the back ports, then swing the cord cover's bottom tabs into the slots on the bottom of the computer (view shown from below for clarity).



Tips & Tricks



If you have difficulty sliding the cover's bottom tabs into the computer slots, press the bottom corners of the cord cover inward while pressing the cord cover into place.



▶ To remove the cord cover:

- Press the cord cover's bottom tabs inward, then rotate the cord cover away from the computer.



Locking your computer

You can install a Kensington™ cable lock to prevent the theft of your computer or its internal components. While the cable lock is installed, the computer's back panel cannot be removed.

▶ To lock your computer:

- Install a cable lock into the Kensington lock slot on the back of your computer.



Adjusting the volume

You can use the volume controls to adjust the overall volume and the volume of specific sound devices in your computer.

To adjust the overall volume level using hardware controls:

- If you are using external speakers, turn the knob on the front of the speakers.

-OR-

Use the mute and volume control buttons on the multifunction or wireless keyboard. For more information, see [“Using the keyboard” on page 27](#).

Tips & Tricks

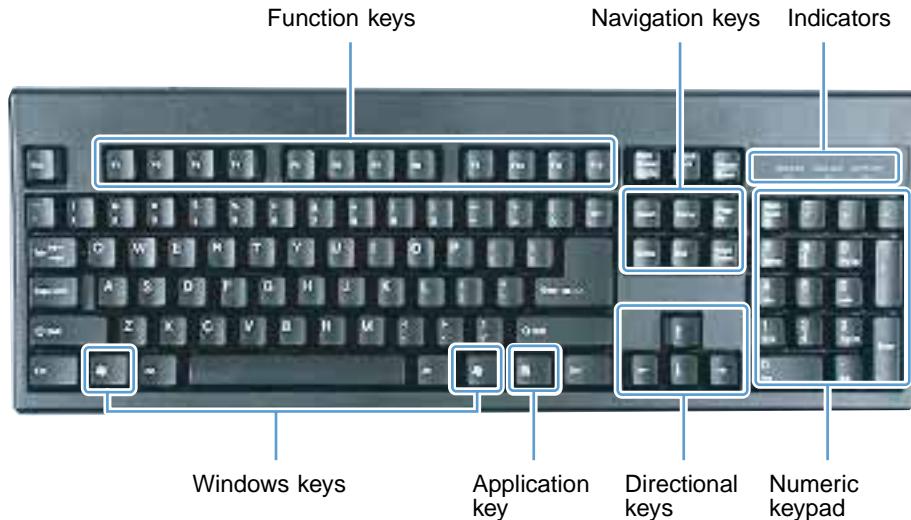


For instructions on how to adjust the volume in Windows, see “Adjusting the Volume” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

Using the keyboard

Standard keyboard

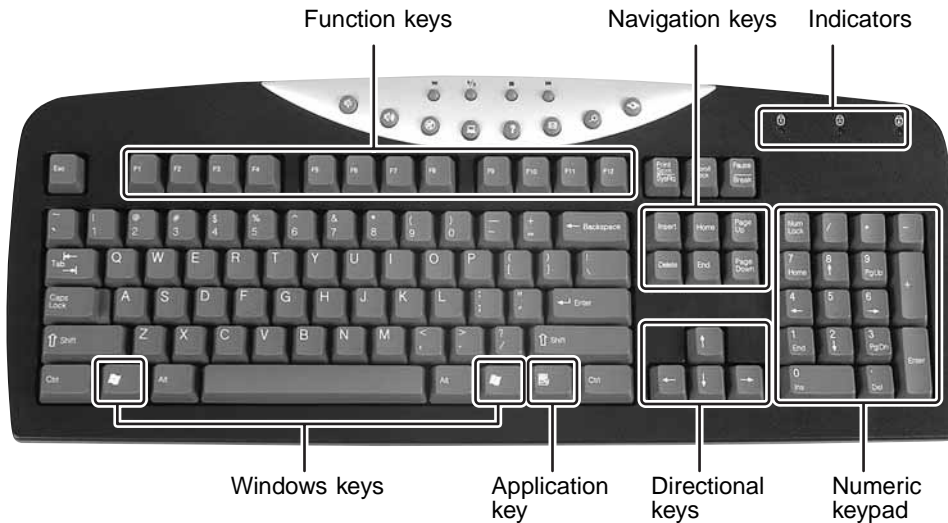
This keyboard is the basic model of keyboard available with your computer. Your keyboard's appearance may vary.



Press these keys...	To...
Function keys	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.
Navigation keys	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	Open the Windows Start menu. These keys can also be used in combination with other keys to open utilities like F (Search utility), R (Run utility), and E (Explorer utility).
Application key	Access shortcut menus and help assistants in Windows.
Directional keys	Move the cursor up, down, right, or left.
Numeric keypad	Type numbers when the numeric keypad (NUM LOCK) is turned on.

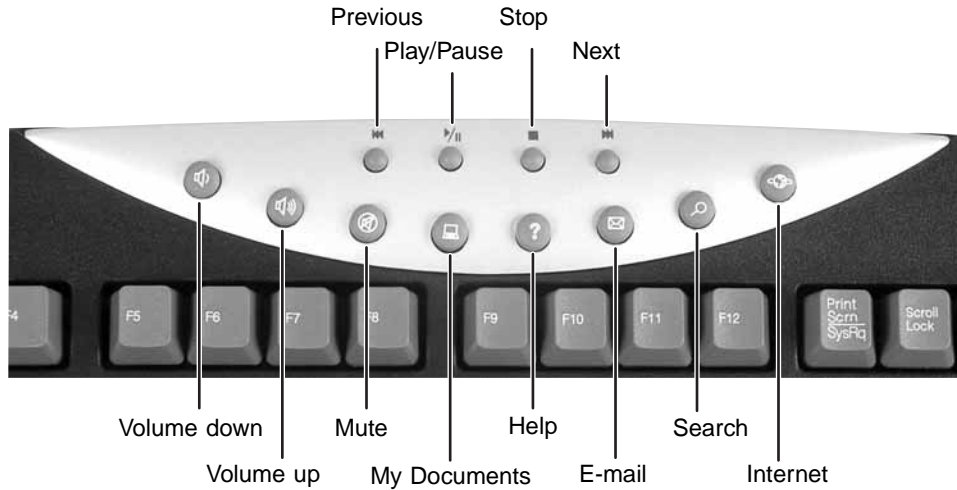
Multifunction keyboard

This keyboard is the full-featured model available with your computer.





Press these keys...	To...
Function keys	Start program actions. Each program uses different function keys for different purposes. See the program's help to learn more about function key actions.
Navigation keys	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	Open the Windows Start menu. This key can also be used in combination with other keys to open utilities like F (Search utility), R (Run utility), and E (Explorer utility).
Application key	Access shortcut menus and help assistants in Windows.
Directional keys	Move the cursor up, down, right, or left.
Numeric keypad	Type numbers when the numeric keypad (NUM LOCK) is turned on.

Special-function buttons

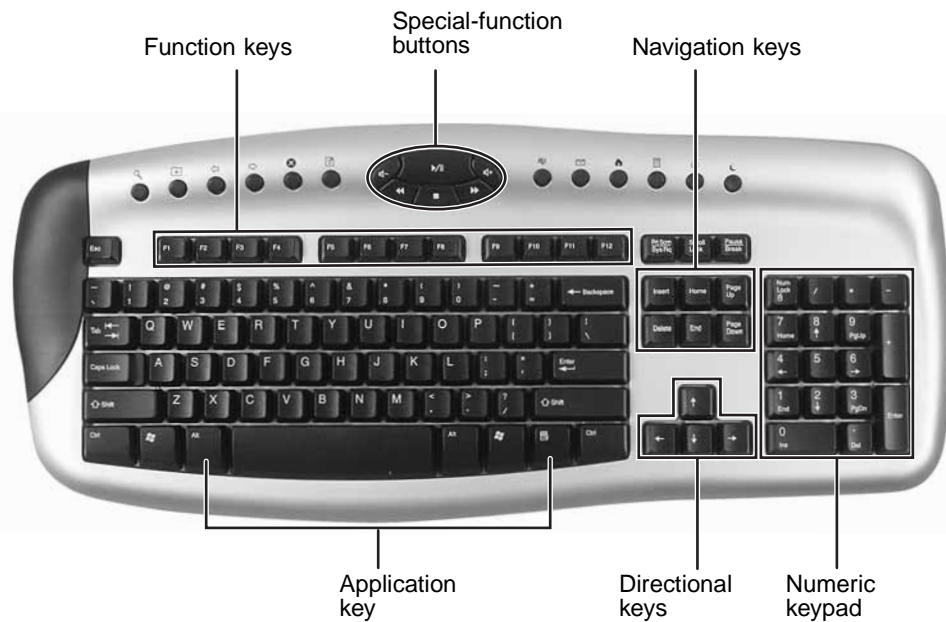


Special-function buttons	Icons	Press to...
Previous		Return to the previous CD track or DVD chapter.
Play/Pause		Start or pause the play of the CD or DVD.
Stop		Stop the play of CD or DVD.
Next		Move to the next CD track or DVD chapter.
Volume down		Decrease the volume.
Volume up		Increase the volume.
Mute		Turn off all sound.
My Documents		Open the My Documents folder. You can customize this button to open another program.
Help		Open online help. You can customize this button to open another program.
E-mail		Open your e-mail program. You can customize this button to open another program.

Special-function buttons	Icons	Press to...
Search		Open online search. You can customize this button to open another program.
Internet		Open your Web browser. You can customize this button to open another program.

Wireless keyboard

This keyboard does not connect to your computer with cables. If a wireless keyboard came with your computer, use the instructions included in the box to set it up and use it.

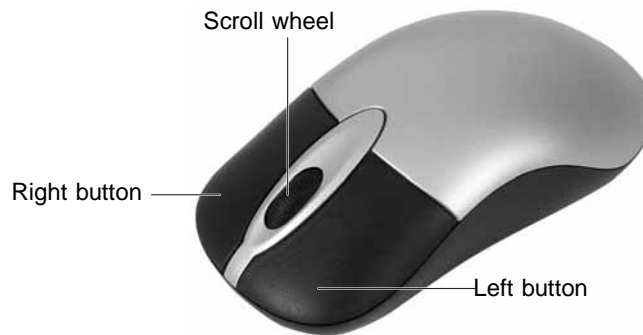


Press these keys...	To...
Function keys	Start program actions. Each program uses different function keys for different purposes. See the program's help to learn more about function key actions.
Special-function buttons	Press these buttons to play your audio files and adjust the volume.
Navigation keys	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.
Application key	Access shortcut menus and help assistants in Windows.

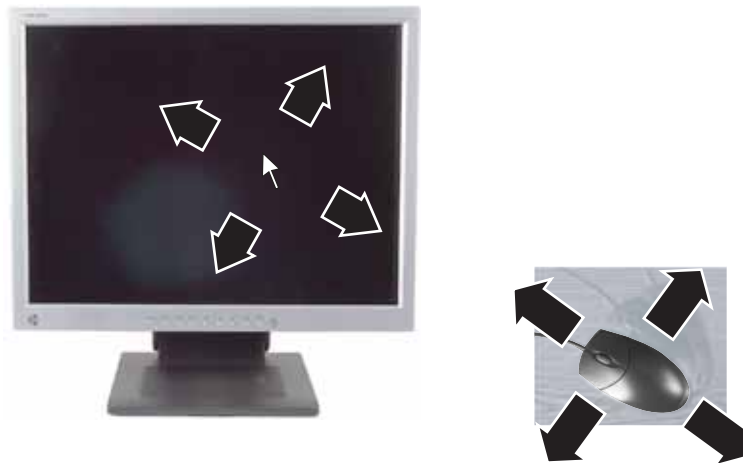
Press these keys...	To...
Directional keys	Move the cursor up, down, right, or left.
Numeric keypad	Type numbers when the numeric keypad (NUM LOCK) is turned on.

Using the mouse

The *mouse* is a device that controls the pointer movement on the computer display.

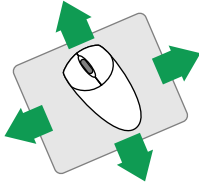
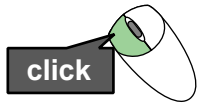
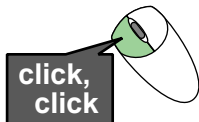
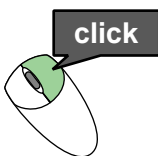
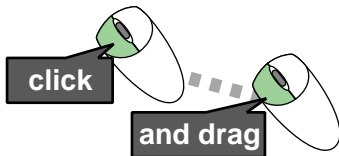


As you move the mouse, the *pointer* (arrow) on the display moves in the same direction.



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.

To...	Do this...
Move the pointer on the computer display	 <p>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.</p>
Select an object on the computer display	 <p>Position the pointer over the object. Quickly press and release the left mouse button once. This action is called <i>clicking</i>.</p>
Start a program or open a file or folder	 <p>Position the pointer over the object. Quickly press and release the left mouse button twice. This action is called <i>double-clicking</i>.</p>
Access a shortcut menu or find more information about an object on the computer display.	 <p>Position the pointer over the object. Quickly press and release the right mouse button once. This action is called <i>right-clicking</i>.</p>
Move an object on the computer display.	 <p>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.</p>

Tips & Tricks



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 or touchpad settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

For instructions on how to clean the mouse, see [“Cleaning the mouse” on page 65](#).

Connecting the modem


Your computer may have the optional 56K modem that you can use to connect to a standard telephone line.

Warning



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

To connect the modem:


- 1 Insert one end of the modem cable into the modem jack  on the back 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 wired Ethernet network

Your computer has a network jack that you can use to connect to wired Ethernet network. For information about setting up a wired or wireless Ethernet network, see [“Networking Your Computer” on page 49](#).

To connect to a wired Ethernet network:

- 1 Insert one end of the network cable into the network jack  on the back of your computer.
- 2 Insert the other end of the network cable into a network jack.



Tips & Tricks



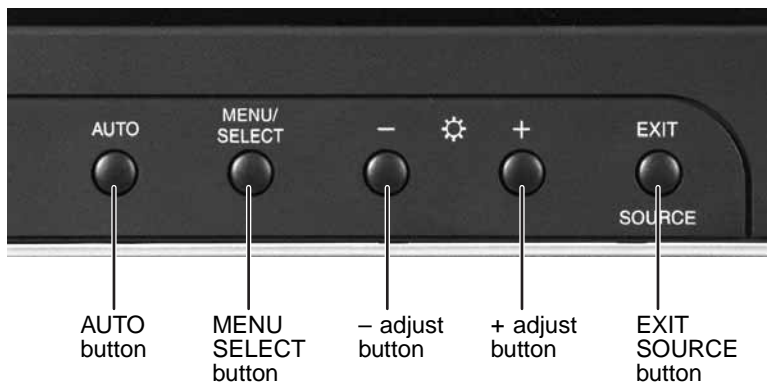
You can use your computer's Ethernet jack for more than just networking. Many broadband Internet connections, such as cable modems and DSL modems, connect to your computer's Ethernet jack. For more information, see “Using the Internet” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

Computer display

You can adjust your computer display image by using external controls (located near the display itself) and software controls (accessible in Windows). For more information about software controls, see “Adjusting the screen and desktop settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

External controls

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



Buttons	Press to...
Auto	Automatically optimize the display's settings.
Menu/Select	View the OSD. Press again to select OSD options.
- and +	OSD active: Move through menu screens and adjust OSD options. OSD inactive: Adjust the brightness.
Exit/Source	OSD active: Deselect a menu screen. Press again to exit the OSD. OSD inactive: Switch to the external video source (if present).

OSD options

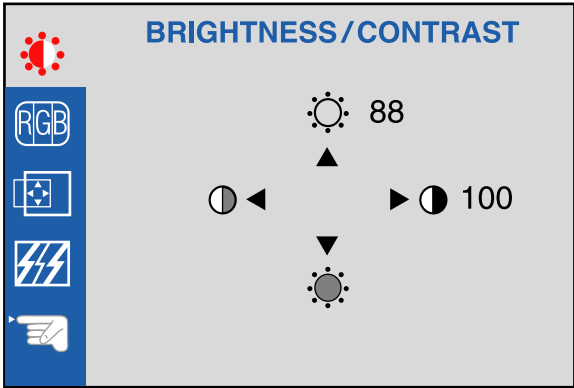
To adjust the OSD settings:

- 1 Press the **MENU/SELECT** button. The OSD menu opens.
- 2 Use the **-** and **+** buttons to highlight a control, then press the **MENU/SELECT** button.
- 3 Use the **-** and **+** buttons to adjust the control to the desired level.
- 4 When you have finished making adjustments, press the **EXIT** button to return to the main menu screen.
- 5 If you want to adjust additional OSD options, repeat [Step 2](#) through [Step 4](#) until all adjustments are made.
- 6 Press the **EXIT** button again to exit the OSD.



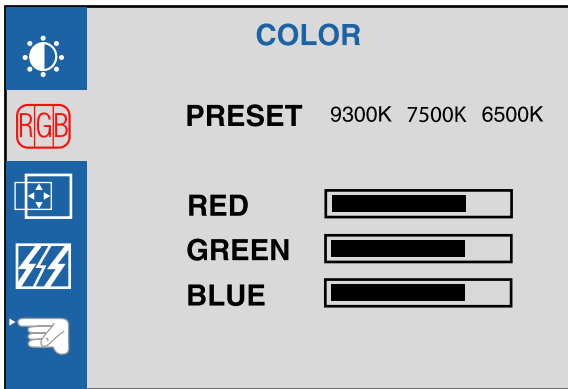
OSD menus

You can access any of these menus in the OSD:

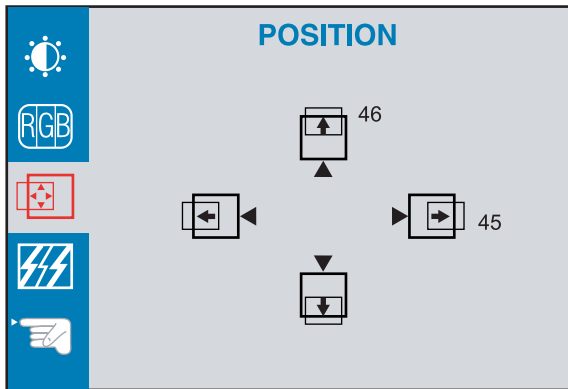
OSD menu	Description
	<p>Brightness. Adjusts the brightness of the computer display. Use the lowest brightness setting you are comfortable with to maximize the life of the display backlights. You may need to readjust brightness after the computer display has warmed up.</p> <p>Contrast. Adjusts the contrast of the computer display.</p>

OSD menu

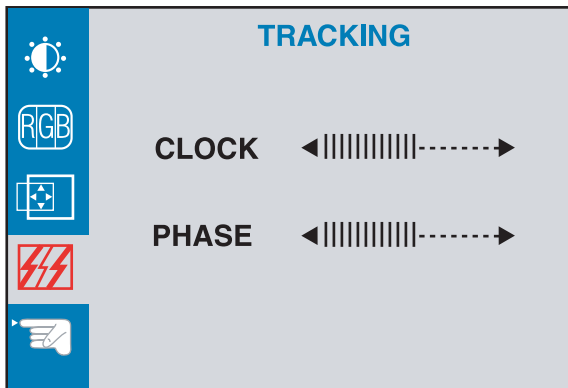
Description



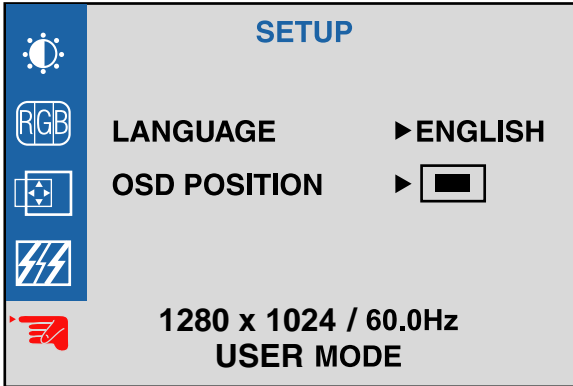
Preset. Adjusts the color temperature. 9300K is bluish white. 6500K is reddish white (default).
Red, Green, Blue. Customize the color levels.



(This menu is unavailable on some models)
Vertical position. Moves the image up and down.
Horizontal position. Moves the image left and right.
 You can also use the Auto function to configure the vertical and horizontal position automatically. For more information on the Auto function, see [“External controls” on page 34.](#)



(This menu is unavailable on some models)
Clock. Minimizes any vertical bars or stripes visible on the computer display background. The horizontal display size will also change.
Phase. Removes any horizontal distortion and clears or sharpens the image of characters.

OSD menu	Description
	<p>Language. Changes the OSD language setting.</p> <p>OSD Position. Adjusts the OSD window position on the display.</p>

For more information about adjusting the color depth and screen resolution using software controls, see “Adjusting the screen and desktop settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

Installing a printer, scanner, or other peripheral device

Important



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 port locations, see [“Checking Out Your Gateway Computer” on page 9](#).

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.

Parallel and serial port devices are not plug-and-play. See the device documentation for detailed information and installation instructions.

Help and Support



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

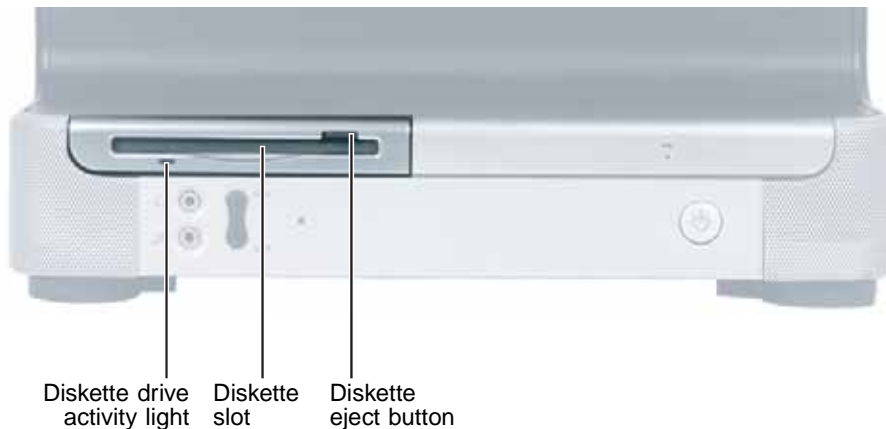
Chapter 4

Using Drives and Ports

- Using the diskette drive
- Using the memory card reader
- Using CD or DVD drives
- Using a PC Card

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.



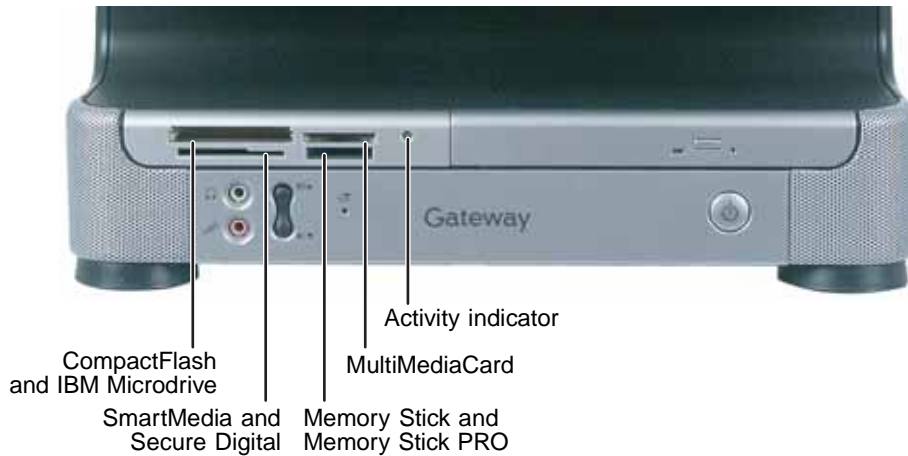
To use a diskette:

- 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 light is off, then press the diskette eject button.



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
CompactFlash®	Upper left	Label facing up
IBM Microdrive™	Upper left	Label facing up
Secure Digital™	Lower left	Label facing up
SM (SmartMedia™)	Lower left	Label facing down (gold contact area facing up)
MultiMediaCard™	Upper right	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 media type to another.

Inserting a memory card

Caution



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

 **To use 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 media reader activity indicator to stop blinking, then pull the media out of the slot.


Caution



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

Important



Do not use the remove hardware  icon in the taskbar to remove the memory card. If you use the remove hardware icon, your computer will not recognize your memory card reader until you restart the computer.










Using the CD or DVD drive

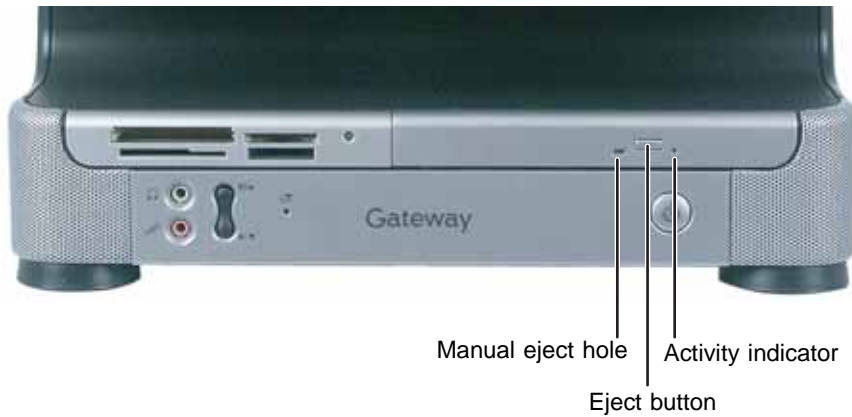
You can use your computer to enjoy a wide variety of multimedia features.

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...
	CD drive	Installing programs, playing audio CDs, and accessing data.
	CD-RW drive	Installing programs, playing audio CDs, accessing data, and creating CDs.
	DVD/CD-RW drive	Installing programs, playing audio CDs, accessing data, creating CDs, and playing DVDs.
	DVD drive	Installing programs, playing audio CDs, playing DVDs, and accessing data.
	DVD+RW	Installing programs, playing audio CDs, playing DVDs, accessing data, creating CDs, and recording video and data to DVD+R or DVD+RW discs.
	DVD R/RW drive	Installing programs, playing audio CDs, playing DVDs, accessing data, creating CDs, and recording video and data to DVD+R, DVD+RW, DVD-R, and DVD-RW discs.
	Double layer DVD+RW	Installing programs, playing audio CDs, playing DVDs, accessing data, creating CDs, and recording video and data to 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.

Inserting a CD or DVD



Important



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

▶ To insert a CD or DVD:

- 1 Press the eject button on the CD or DVD drive. After the tray opens slightly, pull the disc tray completely open.
- 2 Place the disc in the tray with the label facing up, then press down carefully on the disc until it snaps into place. You can place your other hand underneath the disc tray to support it while you press the disc into place.



Important

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.

- 3 Gently push the tray in until it is closed.



Playing a CD

Use the music program or Windows Media Player on your computer to:

- Play music CDs
- Create MP3 music files from your music CDs
- Edit music track information
- Use your music files to build a music library

Tips & Tricks

For more information about playing CDs, see “Playing CDs” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

Playing a DVD

A Digital Versatile Disc (DVD) is similar to a standard CD but has greater data capacity. Because of this increased capacity, full-length movies, several albums of music, or several gigabytes of data can fit on a single disc. You can play DVDs with the DVD program or Windows Media Player.

Tips & Tricks

For more information about playing DVDs, see “Playing DVDs” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

Creating CDs and DVDs

You can use the CD and DVD burning program on your computer to copy tracks from a music CD to your hard drive, copy or create data CDs and DVDs, create music CDs, create video DVDs, and more.

Tips & Tricks

For more information about creating CDs and DVDs, see “Creating CDs and DVDs” in *Using Your Computer*. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

Adding and removing PC Cards

Your computer has one PC Card slot (also known as a PCMCIA card slot). This slot accepts Type I and Type II PC Cards.

You do not need to restart your computer when changing most cards because your computer supports *hot-swapping*. Hot-swapping means that you can insert a PC Card while your computer is running. If the PC Card does not work after hot-swapping, see the PC Card manufacturer's documentation for further information.

Adding a PC Card


To insert a PC Card:

- Push the card firmly into the PC Card slot with the label side facing the front of your computer until the outer edge of the card is flush with the side of your computer.



Removing a PC Card

To remove a PC Card:


- 1 Click the remove hardware  icon in the taskbar, then select the PC Card name and click **Stop**.

-OR-

Turn off your computer.

Important



If the remove hardware icon does not appear on the taskbar, click the show hidden icons  button.

- 2 Release the eject button by pressing the PC Card eject button once.



- 3 Eject the PC Card by pressing the eject button again.



Chapter 5

Networking Your Computer

- Introducing networking
- Creating an Ethernet network
- Testing your network
- Troubleshooting your Ethernet network

Introduction to 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.

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.

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.

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.

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.



Equipment you need for a router-based Ethernet network

For 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

Important



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.

Tips & Tricks



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

Creating an Ethernet network

Making sure your broadband connection works

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.

Important



If you do not have a broadband connection already installed, make the necessary arrangements with your ISP. Be sure to find out how soon after the installation the line will be activated.

Important



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.

Naming the computers and the workgroup

Important



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

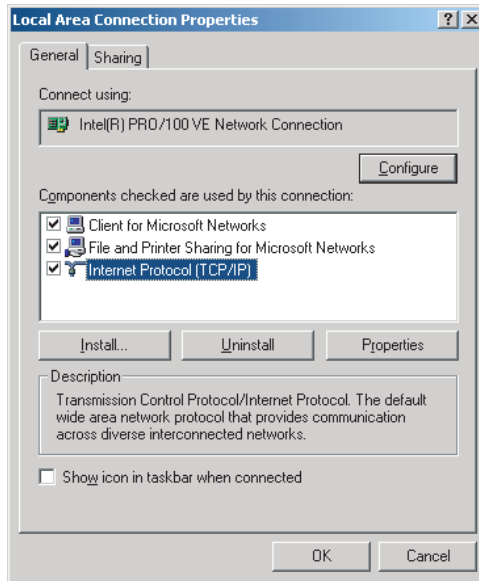
In order to use the TCP/IP protocol on each computer with a router, you must set the protocol to “Obtain an IP address from a DHCP server.”



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.

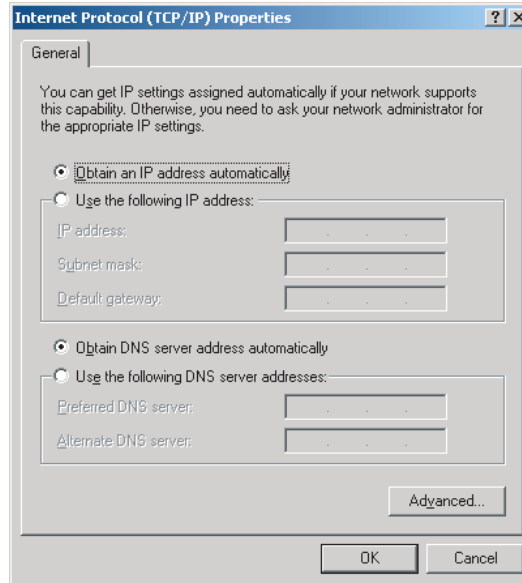


- OR -

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" in 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.

Important



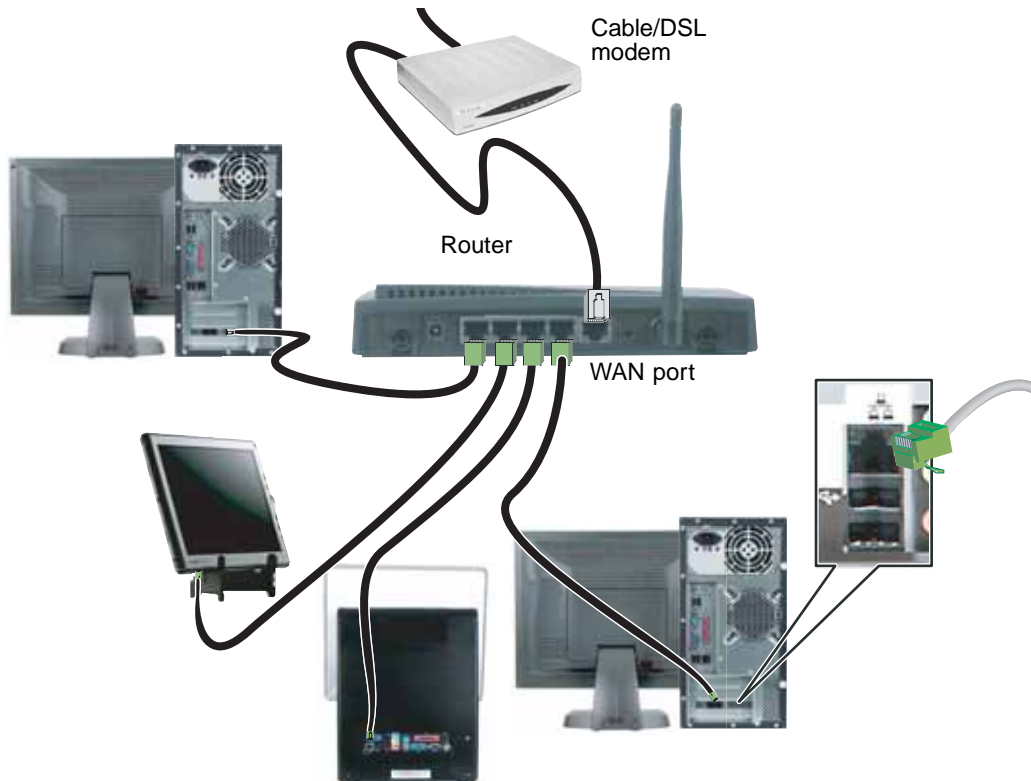
Category 5 cables are available in two different types; straight-through cables, used to connect computers to a router, and crossover cables, used to connect two computers.

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.



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. Check your router documentation for information about installing it and setting network security.

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
- Check all physical cable connections
- Compare the status lights on the front of the router with the patterns described in the router 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 troubleshooting information
- Contact your Internet service provider
- Review the troubleshooting information on [page 92](#).

Using your computer on your network

With a network, you can share your Internet connection, drives, and printers. For information about using your computer on a network, see "Using your computer on a network" in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

Chapter 6

Maintaining Your Computer

- Caring for your computer
- Updating Windows
- Protecting your computer from viruses
- Cleaning your computer
- Restoring your system

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.

Updating Windows

Windows Update is the online extension of Windows that helps you to 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.




To run Windows Update:

- 1 Connect to the Internet.
- 2 Click **Start**, **All Programs**, then click **Windows Update**.
- 3 Click **Scan for Available Updates**.



Help and Support



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

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.

Protect your computer from a virus by:

- Registering your copy of Norton® Internet Security and subscribing to the virus definition update service. You received a free limited time subscription to the Norton Internet Security service when you purchased your computer.
- Using the Norton Internet Security 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 Norton Internet Security program to protect against the latest viruses.
- Making sure the Windows Security Center is configured to provide you with the highest level of protection.

Help and 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.

▶ To scan for viruses:

- 1 Click **Start, All Programs, Norton Internet Security**, then click **Norton Internet Security**. Norton Internet Security opens.



- 2 Click **Norton AntiVirus**.



3 Click **Scan for Viruses**.



4 Click the type of scan you want to make in the Scan for Viruses area.



▶ To remove a virus:

- 1 If Norton Internet Security 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.



▶ To update Norton Internet Security:

Tips & Tricks



You received a free, limited-time subscription to the Norton Internet Security service when you purchased your computer. To update Norton Internet Security after the free subscription period, you must extend your subscription.

- 1 Make sure that you are connected to the Internet.
- 2 Click **Start, All Programs, Norton Internet Security**, then click **Norton Internet Security**. Norton Internet Security opens.
- 3 Click **LiveUpdate**. The LiveUpdate wizard opens.

- 4 Follow the on-screen instructions to update your Norton Internet Security program with the latest virus protection files.
- 5 When the program has finished, click **Finish**.



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

Warning



When you shut down your computer, the power turns off, but some electrical current still flows through your computer. To avoid possible injury from electrical shock, unplug the power cord and modem cable from the wall outlets.

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

Use a soft cloth and water to clean the display. Squirt a little water on the cloth (never directly on the screen), and wipe the screen with the cloth.

Caution



A flat panel display or computer LCD screen is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based glass cleaners.

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 optical mouse:

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

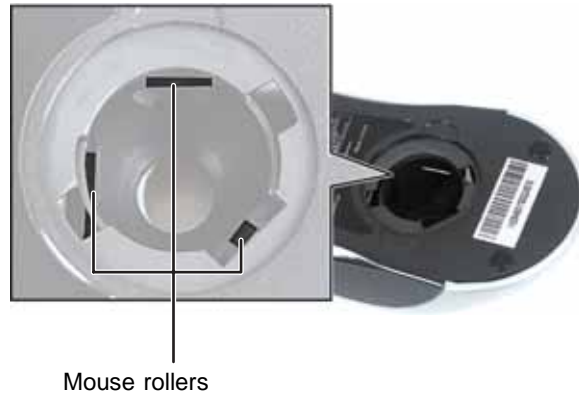


▶ To clean your trackball mouse:

- 1 Turn the mouse upside down.
- 2 Rotate the retaining ring on the bottom of the mouse counter-clockwise, then remove the retaining ring and mouse ball.



- 3 Remove any dust, lint, or dirt from the mouse ball with a soft cloth.
- 4 Clean the mouse rollers with a cotton swab dipped in isopropyl alcohol.



- 5 Replace the mouse ball and lock the retaining ring into place.



Cleaning CDs or DVDs

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



Restoring your system

Microsoft System Restore

If your computer is not working correctly after you install a program or change a setting in the Control Panel, you may need to use Microsoft System Restore to restore the computer to an earlier configuration.

To run Microsoft System Restore:

- 1 Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **System Restore**.
- 2 Follow the on-screen instructions.



Help and Support



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

Reinstalling programs and drivers

If a program or device on your computer is not working correctly, you may need to reinstall your program or driver.

To reinstall your program or driver:

- 1 Click **Start**, **All Programs**, **System Recovery**, then click **Application & Driver Recovery**.
- 2 Follow the on-screen instructions.



Restoring your computer to the original configuration

If Windows does not start or if the two previous procedures do not correct the problem, you may need to restore your computer to the original configuration.

 **To restore your computer to the original configuration:**

- 1** Turn on your computer, then press **F11**.
- 2** Follow the on-screen instructions.



Chapter 7

Upgrading Your Computer

- Opening the computer case
- Upgrading the hard drive
- Adding memory

Preventing static electricity discharge

The components inside your computer are extremely sensitive to static electricity, also known as *electrostatic discharge* (ESD).

Warning



To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer and unplug the power cord and modem and network cables before opening the case.

Caution



ESD can permanently damage electrostatic discharge-sensitive components in your computer. Prevent ESD damage by following ESD guidelines every time you open the computer case.

Before opening the computer case, follow these guidelines:

- Turn off your computer.
- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of your computer.

Warning



To prevent risk of electric shock, do not insert any object into the vent holes of the case.

- Touch a bare metal surface on the back of the computer.
- Unplug the power cord and the modem and network cables.

Before working with computer components, follow these guidelines:

- Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam.
- Remove components from their antistatic bags only when you are ready to use them. Do not lay components on the outside of antistatic bags because only the inside of the bags provide electrostatic protection.
- Always hold expansion cards by their edges or their metal mounting brackets. Avoid touching the edge connectors and components on the cards. Never slide expansion cards or components over any surface.

Opening the case

Your computer case provides easy access to internal components.

Warning



To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer, then unplug the power cord, modem cable, and network cable before opening the case.

▶ To remove the back panel:

- 1 Turn off your computer and remove the cord cover (if installed). For more information, see [“Using the cord cover” on page 24](#).
- 2 Following all static electricity discharge precautions, disconnect the power cord and all other external cables.
- 3 Press the power button to drain any residual power from your computer.
- 4 Remove the four screws on the back of the computer case.



- 5 With your hands positioned on each side of the case, swing the back panel up and away from the case and set the panel aside.



Closing the case

▶ To replace the back panel:

- 1** Lay your computer face-down on a towel or other non-abrasive surface.
- 2** Hook the back panel's tabs into the notches on the top of the open computer's back, then swing the back panel down and press it into place.



- 3** Replace the four screws removed previously.
- 4** Return your computer to an upright position, then reconnect the external cables and power cord.



Replacing the hard drive

Use this procedure to replace the hard drive. The photographs in this procedure show the Profile 5. Although the cable connections for the Profile 5.5 are different, the procedure is the same.

Tips & Tricks



For more stability, place your computer face down to perform this procedure. Avoid scratching the computer display by placing it on a towel or other non-abrasive surface.



To replace the hard drive:

- 1 Create a *Drivers and Applications Recovery* disc using the procedure found in the *Using Gateway System Recovery* online guide. To access this guide, click **Start, All Programs, System Recovery**, then click **Recovery Help Manual**.
- 2 Print the *Using Gateway System Recovery* online guide for use in [Step 15](#).
- 3 Back up any data you want to transfer to the new hard drive. For more information, see “Backing up files” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.
- 4 Open the case by following the instructions in “[Opening the case](#)” on [page 71](#).

Warning



Make sure that you removed all external cables and the power cord.

- 5 Press the drive cage release latch.

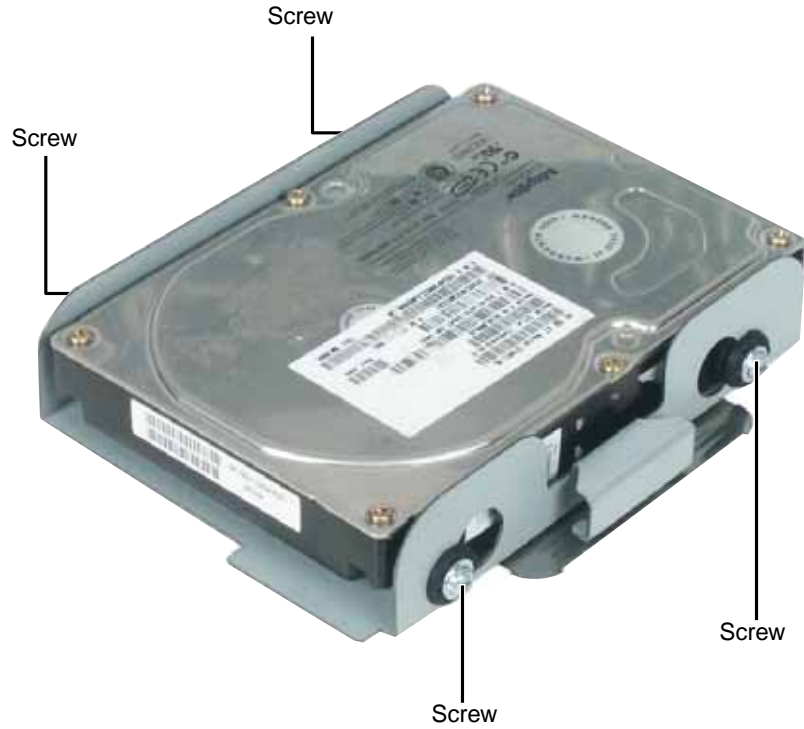


- 6 While holding the latch, pull the drive cage out of the computer. (Profile 5 shown)



- 7 Disconnect the drive cable and power cable from the hard drive.

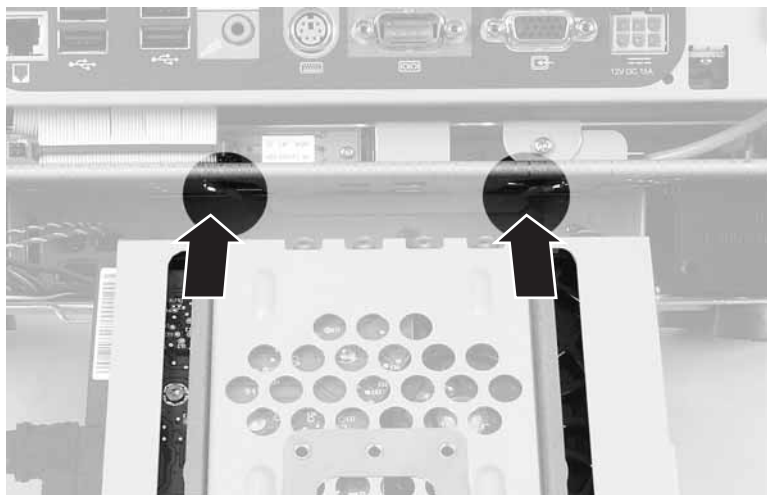
- 8 Remove the four screws that secure the hard drive to the hard drive cage.



- 9 Remove the drive.



- 10 Make sure that the jumpers on the new drive are set the same as the drive you are replacing.
- 11 Insert the new drive into the drive cage and secure it with the four screws removed earlier.
- 12 Connect the drive cable and power cable to the drive.
- 13 Slide the drive cage into the computer until it clicks into place.



- 14 Close the case by following the instructions in [“Closing the case”](#) on page 72.
- 15 For instructions on installing Windows, your drivers, and your applications, see the *Using Gateway System Recovery* online guide you printed in [Step 2](#).



Installing memory

When you upgrade the computer memory, make sure that you install the correct type of memory module for your computer. Your computer uses DIMM memory.

▶ To install or replace DIMM memory:

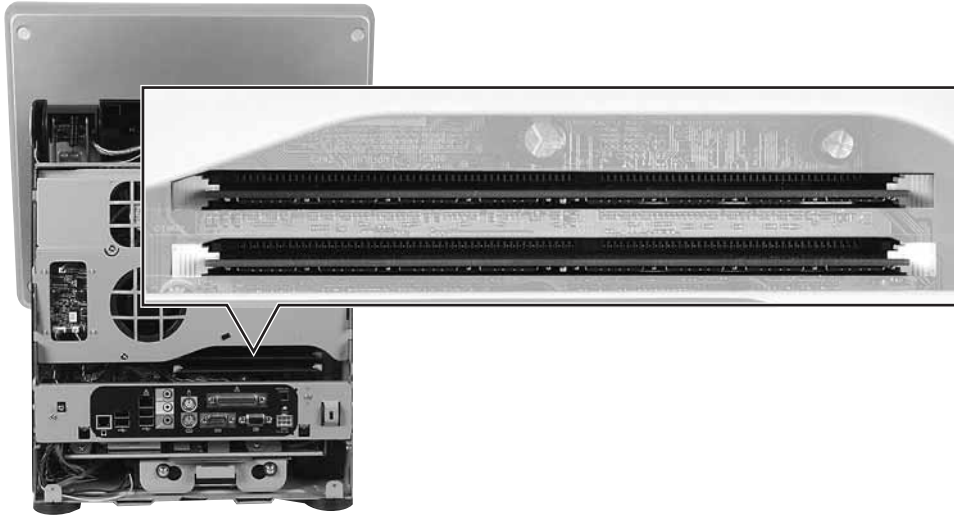
- 1 Open the case by following the instructions in [“Opening the case” on page 71](#).

Warning

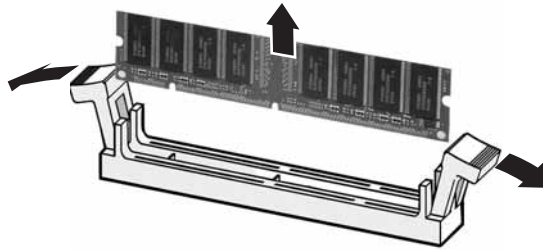


Make sure that you removed all external cables and the power cord.

- 2 Find the memory module banks, sometimes called add-in slots, on your system board.



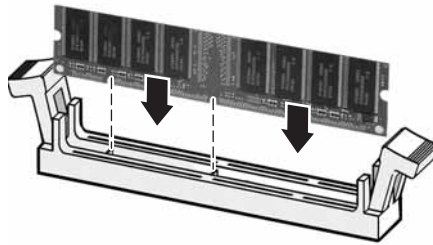
- 3 If you are removing a memory module from the memory module bank, gently pull the plastic tabs away from the sides of the memory module and remove it.



- OR -

If you are adding a memory module to an empty memory module bank, gently pull the plastic tabs away from the sides of the memory module bank.

- 4 Align the notch on the new memory module with the notch on the memory module bank and press firmly into the bank. The tabs on the sides of the memory module should secure the memory module automatically. When the module is secure, you hear a click.



- 5 Close the case by following the instructions in [“Closing the case”](#) on page 72.
- 6 Turn on your computer. Windows starts and the Windows desktop appears.
- 7 Click **Start**, **Control Panel**, then click **Performance and Maintenance** (if in Category View). Click **System**. The amount of memory in your computer is shown at the bottom of the *System Properties* window in the General tab.



Chapter 8

Troubleshooting

- Troubleshooting typical hardware and software problems
- Getting telephone support
- Using automated troubleshooting systems
- Getting tutoring and training

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never remove your back panel while your computer is turned on and while the modem cable and the 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” on page 70](#).

Warning



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.

Help and Support



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

Troubleshooting

Audio

See [“Sound” on page 95](#).

Battery

See [“Power” on page 93](#).

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 43](#).
- 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 66](#).
- 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 26](#).
- Make sure that the mute controls are turned off. For more information, see [“Adjusting the volume” on page 26](#).

- Make sure that the Windows volume control is turned up.

Tips & Tricks



For instructions on how to adjust the volume control in Windows, see “Adjusting the volume” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

- Shut down and restart your computer.
- Clean the disc. For more information, see [“Cleaning CDs or DVDs” on page 66](#).
- 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 43](#).
- 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 66](#).
- 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.

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” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

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 “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 is not correct

Change the screen resolution from the *Display Properties* dialog box.


Tips & Tricks



For more information, see “Adjusting the color depth” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

Help and Support



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

The computer is running but there is no picture

- Adjust the brightness and contrast controls to the center position.
- Reinstall the device driver.

The color is not uniform

Make sure that the computer 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 the computer.
- The computer is not positioned too close to a monitor, electric fan, fluorescent light, metal shelf, or laser printer.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast controls.
- Change the display settings.

Tips & Tricks



For more information, see “Adjusting the screen and desktop settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

DVD drives

See “[CD or DVD drives](#)” on page 81.

File management

A file was accidentally deleted

If a file was deleted 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.



Help and Support



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

Hard drive

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 “Using Disk Cleanup” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty Recycle Bin**.

Caution




All deleted files will be lost when you empty the 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.

Help and Support



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

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” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

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, then 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

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 “[Back](#)” on page 12 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 “[Back](#)” on page 12 to make sure that the connections have been made correctly.

- Make sure that you do not have a problem with your modem. For more information, see “[Modem \(dial-up\)](#)” on page 88.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.

Help and Support

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

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

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.

Help and Support



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

Memory card reader

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

- Reboot your computer.

Modem (dial-up)

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 [“Back” on page 12](#) 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 the **Phone and Modem Options** icon, then click the **Dialing Rules** tab.
- 3 Click the location from which you are dialing, then click **Edit**.
- 4 Make sure that all settings are correct.



Help and Support



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.

- 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 86](#).

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 [“Back” on page 12](#) 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 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.



Help and Support



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

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 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.



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.

- If you have an optical mouse, clean the mouse by wiping the bottom with a clean, damp cloth. Make sure that the optical sensor is clean and free of debris.
- If you have an optical mouse, use it on a patterned, flat surface. The mouse does not perform well on glossy surfaces, such as glass or some desktops.
- If you have a trackball mouse, see [“Cleaning the mouse” on page 65](#).

Networks

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 or cable or DSL modem.
- 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.

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.

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 49](#).

Help and Support



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

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 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 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.



Help and Support



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

- 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.

Sound

You are not getting sound from the speakers

- Make sure that the volume controls are turned up. For more information, see [“Adjusting the volume” on page 26](#).
- Make sure that mute controls are turned off. For more information, see [“Adjusting the volume” on page 26](#).
- Make sure that the Windows volume control is turned up.

Tips & Tricks




For instructions on how to adjust the volume control in Windows, see “Adjusting the volume” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

- If you are using external speakers, see the speaker setup poster to check your speaker connections.

Help and Support



For more information about sound troubleshooting, click **Start**, then click **Help and Support**. Type the keyword **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.

Warning



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. This is a fee-based service.	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 96 before calling.)	Gateway Customer Care telephone numbers vary by country or region. See the label on the front of your computer.
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)


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 *Using Your Computer* guide.
- The software publisher's Web site.

Help and Support



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 fee-based 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

- Safety information
- Regulatory statements
- Notices

Important safety information

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.

Warning



Always follow these instructions to help guard against personal injury and damage to your Gateway system.

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.
- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

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. 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

Use only replacement parts and accessories recommended by Gateway.

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.

Warning



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

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 guarantee 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.

California Proposition 65 Warning

Warning



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

Mercury Warning

Warning



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

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 telephone company.

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.

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 appropriate.

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.

Laser safety statement

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.

Warning



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 drive.

EPA ENERGY STAR



As an ENERGY STAR® Partner, Gateway has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

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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