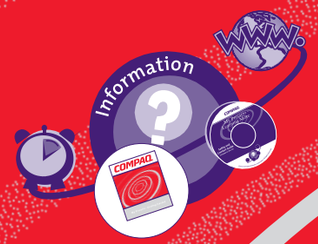
COMPAQ



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COMPAQ

www.compaq.com

My Presario - Getting Started

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Compaq Presario
First Edition (November 2000)
Part Number 214905-372

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1 Introduction

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Congratulations! As the owner of a new Compaq Internet PC, you have joined the worldwide community of Presario computer users. After your computer is set up and connected to the Internet, you can explore vast regions of information, entertainment, and online services.

This guide is designed to help you:

- Get acquainted with computer features you'll want to try during the first few days or weeks.
- Keep your computer running smoothly using the tools on your computer.
- Solve problems if they occur.

Using This Guide

This guide is designed for both beginners and experienced computer users. You can read from cover to cover to learn basic information about your computer or scan the guide for information on a specific topic.

Refer to the electronic Glossary on this CD for brief definitions of computer terms in everyday language.

This chapter shows you how to use this guide and directs you to other sources of information.

Note: The computer features, components, and the software described in this guide may differ slightly from those in your Compaq Presario Internet PC.

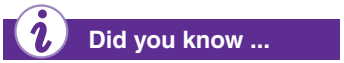
Symbols and Graphics Used

Warnings and cautions are displayed to protect you from injury, your equipment from damage, and your files from data loss.

The following words and symbols have special meaning in this guide and in the CD documentation:

Failure to follow directions could result in bodily harm or loss of life.

Caution: Failure to follow directions could result in damage to equipment or loss of data.



Understanding the background or concept can help you solve a problem.

Helpful hints make using your computer easier and faster.

Another document or another page in this document has related information.

Note: Comments or interesting points of information are presented.

Where Can I Find Information?

Information is available in several forms: printed documents, electronic documents on the CD that came with your computer, and the Compaq Web site. Use this guide as your first point of reference, and then refer to the following documents:

- Quick Setup poster
- Safety and Comfort flyer
- Warranty Certificate
- My Presario—Learning More
- Getting Started: Microsoft Windows manual

Did you know ...

The Compaq Web site is available worldwide. As you explore the Internet, go to the following address for information about products, services, and "cool" activities:

www.compaq.com

Warranty Certificate

The warranty details the Compaq commitment to repair or replace parts during the warranty period, and it lists important Compaq telephone numbers.

Note: In the event of a mechanical problem, contact Compaq, not the retailer that sold you the computer.

Keep the warranty in a safe place for future reference.

Replacing Parts

The Easy Access design of your Internet PC allows you to access internal components—in most cases, without using any tools.

The *My Presario—Learning More* guide on this CD describes procedures for upgrading and replacing computer components. If you experience a problem and you are unable to resolve the issue after referring to this guide and the other documents on this CD, contact Compaq Technical Support. If a replacement part is needed, the technician will send the replacement part, along with illustrated instructions for removing the factory-installed part and replacing it.

Upgrading Your Computer

Expand your Presario performance with upgrades, increased memory and additional peripherals, digital cameras and printers. To learn more, visit the online store:

www.compaq.com

Safety and Comfort

Your computer is an electrical device. Treat it with care to avoid personal injury and damage to the equipment.

Warning

To reduce the risk of electric shock and damage to the equipment, read the Safety and Comfort guide on this CD before performing any procedures involving the internal components of your computer.

Did you know ...

During an electrical storm, disconnect your computer (and all peripherals) from the power source. After shutting down your computer, turn off the power button on the surge protector.

The *My Presario—Learning More* CD contains a section on Safety and Comfort which provides information about how to:

- Set up your work area for maximum comfort.
- Practice good posture, hand position, work habits, and health habits while using your computer.
- Use a grounding plug to prevent electrical shorts, shocks, or fires.
- Use a surge protector to regulate the flow of electricity to the computer, modem, and all peripherals, such as a printer, speakers, and monitor.
- Become static-free before removing the side panel.

Using the *My Presario—Learning More* CD

This CD has information on the following topics:

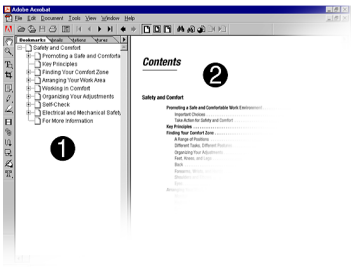
- Advanced features of your computer
- Solving computer problems
- Safety and comfort
- Compaq service and support
- Upgrading your computer
- Government regulatory information

Did you know ...

Electronic documents often have hyperlinks to help you find information quickly. When you pass the cursor over a hyperlink, a small hand symbol is displayed. When you click a hyperlink, it jumps to the referenced page. Hyperlinks are represented by navigation buttons, colored text, and images.

Follow these procedures to navigate through the My Presario—Learning More CD:

1. Choose the topic or manual you want to learn more about by clicking two times.
2. The screen displays the file hierarchy in the navigation panel on the left ❶ and the contents on the right ❷.

   Note: Click the **Plus +** sign next to a topic in the left panel to display subtopics
3. Click the topic you want to view. The screen displays the topic you selected.

   Note: If necessary, use the scroll bars or the scroll mouse to view the entire page. Scrolling allows you to move right left, up, or down the page.
4. To view additional topics, click topics from the navigation panel ❶.

   Note: You can click the **Show/Hide** button to close the navigation panel and enlarge the contents panel.
5. After you finish, click the word **Exit** (a hyperlink) in the lower right corner of the screen or click the **Close** button in the upper right corner of the screen (on the title bar).

Setting Up Your Computer

2

In This Chapter

Your Computer at a Glance, 2-2

Setting Up Your Computer, 2-3

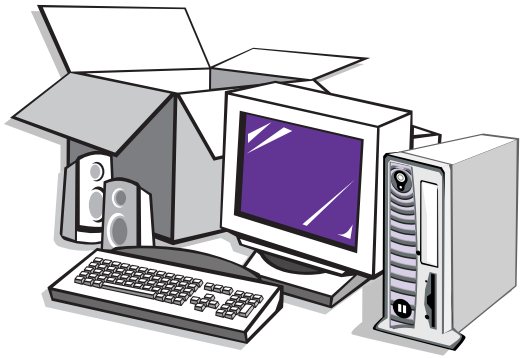
Registration, 2-4

Setting Up an Internet Service Provider (ISP) Account, 2-5

Setting Up Your Printer, 2-6

Your Internet PC is designed for complete ease of use—from setting up to adding new components. It was also designed to allow the option of using it as a Desktop PC or Slim Tower PC, whichever suits your needs. This chapter introduces you to the internal and external features of your computer. It also walks you through the process of registering your computer and setting up an Internet Service Provider (ISP) account.

Note: Illustrations and features shown may differ slightly from your computer. All descriptions in this reference refers to the tower position.



Your Computer at a Glance

Before you begin, you'll want to become familiar with the components of your Compaq Presario.

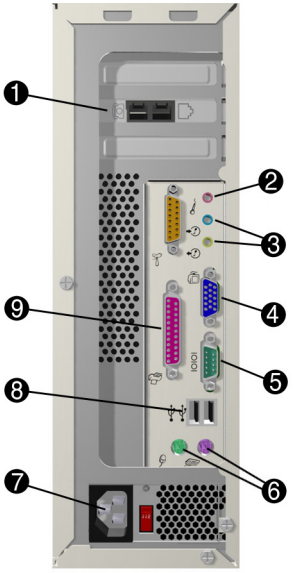
Tip

Some components, such as the keyboard and mouse, have color-coded connectors that match the ports on the back of your computer.

What's in Front?

1. Power On button
2. CD-ROM, CD-RW, or DVD-ROM drive
3. Disk drive
4. Two universal serial bus (USB) ports for connecting peripheral devices, such as gamepads, joysticks, and video cameras

What's in Back?



1. Modem port for connecting to a phone line
2. Microphone port
3. Audio In / Audio Out
4. Monitor port
5. Serial port for connecting a serial device such as a printer
6. PS2 ports for connecting a keyboard or mouse
7. A/C Power port
8. USB ports for connecting an Internet keyboard, mouse, or other USB device
9. Parallel port for connecting a peripheral device such as a printer

Note: Connectors or ports may vary depending on different model releases.

Setting Up Your Computer

If a cable is disconnected or you move your computer to another location, this topic helps you to quickly set up again.

Tip

It's a good idea to purchase a surge protector to protect your computer from electrical spikes and power surges.

See also ...

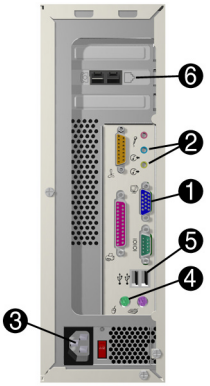
The Quick Set-Up poster that came with your computer is a visual guide to setting up your computer.

Tip

If you have home networking, refer to the home networking documentation for instructions on connecting your phone lines.

Follow these steps to set up your computer:

Note: Do not set up the printer until your computer has been set up.



1. Connect the monitor according to the color coding, icons, and the instructions from the monitor manufacturer.
2. Connect the speaker cable and microphone cable (if applicable).
3. Connect the power cable.
4. Connect the mouse to the PS2 port.
5. Connect the keyboard to the USB port at the back of the unit.
6. Connect the telephone cable between the Modem Line In port and the wall outlet.
7. Plug the monitor and computer power cables into the wall outlet or surge protector.
8. Turn on the monitor, and then press the **Power On** button to turn on your computer.

Note: If you are setting up your computer for the first time, follow the on-screen instructions to register both your operating system and your computer. The next topics discuss the registration process.

Registration

The first time you turn on your computer, you are guided through the registration process before accessing the Windows desktop. It is very important that you register:

- Windows with Microsoft
- Your new computer with Compaq

Registering with Microsoft enables you to receive software updates, and important notices about new Microsoft products.

Registering with Compaq enables you to receive technical support for the hardware, software updates for Compaq programs, and other special offers.

Did you know ...

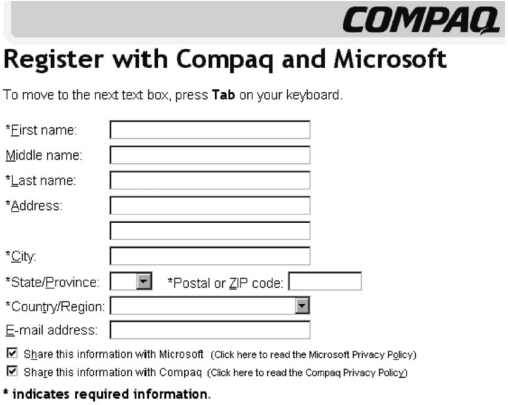
Any time you install new software or hardware, be sure to register it with the manufacturer.

Registering with Compaq and Microsoft

The registration screen allows you to register with Microsoft and Compaq from the same display. When you have entered your personal information (name, address, etc.), you can choose to register with Microsoft or with Compaq or both.

To register the Windows operating system with Microsoft, fill in the first check box. To register your computer with Compaq, fill the second check box. We recommend that you check both boxes. When you've filled in the necessary registration information, click the **Next** button to move to the next screen.

When you have finished, you are ready to set up an account with an Internet Service Provider (ISP). Refer to the following page.



Setting up an Internet Service Provider (ISP) Account

An ISP gives you access to the Internet. Just as you need an account with a cable company to have cable service, you must also have an ISP account to access the Internet and to use eMail.

After setting up your Internet connection, you can press the **Instant Internet** button on your Internet keyboard, and then like magic—you're on the Web!

Did you know ...

If you have problems connecting to an ISP, call the ISP for assistance.

After registering with Compaq and Microsoft, you are prompted to set up an ISP account.

To set up your account, do one of the following:

- If you want *Compaq.NET powered by MSN* as your ISP, click the **Compaq.NET powered by MSN** icon and follow the on-screen instructions.
- If you already have *Compaq.NET powered by MSN* as your ISP, click **I already have Compaq.NET powered by MSN** and follow the on-screen instructions.
- If you want America Online *(*AOL) as your ISP, click the **America Online** icon and follow the on-screen instructions.
- If you already have AOL as your ISP, click **I already have America Online** and follow the on-screen instructions.
- If you already have an existing Internet account other than *Compaq.NET powered by MSN* or AOL, click **I Already Have an Internet Provider** and follow the on-screen instructions.

Note: If you do not sign up for an ISP account now, you can click the ***Free Internet Trial*** icon on your desktop and sign up any time you like.

Setting Up Your Printer

A printer allows you to print any document from this CD, your eMail, and Web sites.

Did you know ...

Compaq registration must be complete before you plug in your printer and run the printer setup Disk.

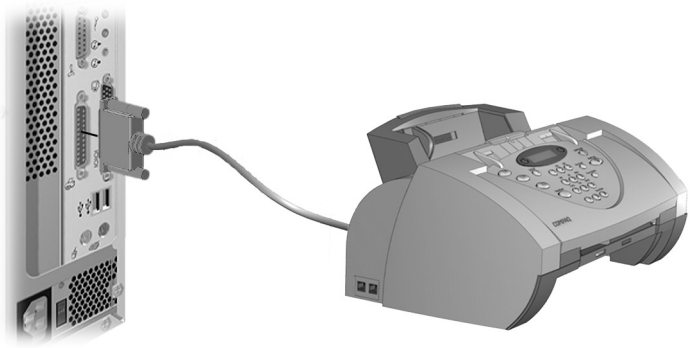
Did you know ...

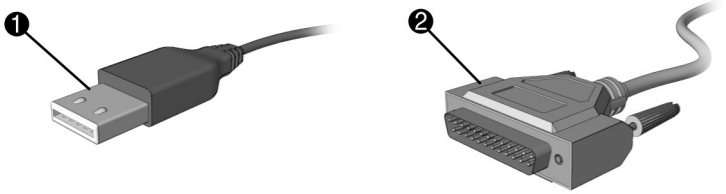
Most new computers have a Universal Serial Bus (USB) port for a new printer that uses the latest technology. Older printers, which plug into a parallel port, cannot be connected to a USB port. Your printer may use a USB plug ❶ (rather than a parallel plug ❷) for installation.

Note: Location and style of connectors may vary by model.

After setting up and registering your computer, you are ready to set up your printer. Complete the following steps:

1. Set up your computer and complete the registration procedures, described on previous pages.
2. Set up the printer according to the printer manufacturer's instructions.
3. Connect the printer to the back of your computer according to the icons.
4. Turn on your computer (if it's not already on).
5. Turn on the printer.
6. Follow the on-screen instructions. If prompted, insert the printer setup Disk that contains the printer drivers.





Using Your Computer

3

In This Chapter

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Keyboard Buttons, 3-3

Scroll Mouse, 3-10

Speakers, 3-12

Diskette, Hard Drive, CD-ROM, and DVD-ROM Drives, 3-13

In this chapter, you learn about the following exciting, easy-to-use features of your computer:

- **Keyboard**—Become familiar with the keyboard and all its capabilities, including one-button access to the Internet!
- **Scroll Mouse**—See how easy it is to use the scroll mouse, and learn shortcuts to save time.
- **Speakers**—Enjoy the experience of high-quality sound with your computer.
- **Hard Drive, CD-ROM, and DVD-ROM Drives**—Use the various drives to listen to your favorite CDs or to watch movies.

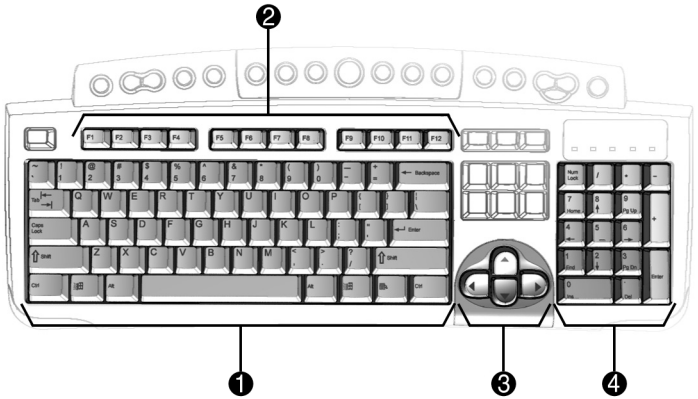
Keyboard Basics

The standard keys perform the following functions:

- **Main keys** are the typewriter-style keys.
- **Function keys** are the **F1** through **F12** keys. Two of these keys are active even without a program running. **F1** allows you to get help on Windows-related topics. **F3** allows you to search for files or folders.
- **Arrow keys** can be used for games and to navigate in a document or Web site. These keys allow you to move left, right, up, and down, using the keyboard instead of the mouse.
- **Numeric keys** work like a calculator keypad.

Getting to Know the Standard Keyboard Keys

Some keys have special functions when used alone or combined with other keys. These functions vary depending on the program you are using.



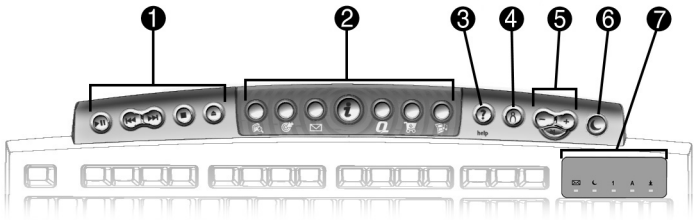
No.	Description
❶	Main Keys
❷	Function Keys
❸	Arrow Keys
❹	Numeric Keys

Note: Style of keyboard may vary.

Keyboard Buttons

The keyboard buttons make it easier and faster to access the Internet, use your favorite software, or listen to your favorite CD. You might even want to watch a movie or send an eMail (electronic mail).

The keyboard buttons are shown in the following illustration. They are discussed in detail on the following pages.

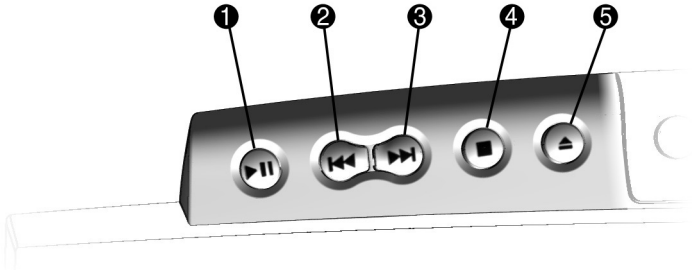


No.	Button	No.	Description
❶	CD/DVD controls	❺	Volume/Mute buttons
❷	Internet Zone	❻	Sleep button
❸	Quick Launch Help	❼	LED status lights
❹	Quick Launch My Program		

Using CD/DVD Control Buttons

The CD/DVD control buttons provide a quick and easy way to play a CD or a DVD movie at the touch of a button.

Many CDs begin playing automatically when inserted into the drive. Refer to Playing an Audio CD in this chapter to play a CD.



Note: Buttons may vary by model.

No.	Description	No.	Description
❶	**Play/Pause** starts or pauses a CD or DVD.	❹	**Stop** ends CD or DVD play, rewind, and fast forward functions.
❷	**Rewind/Previous Track** skips to the previous track.	❺	**Eject/Load CD** ejects or loads the CD or DVD.
❸	**Fast Forward/Next Track** skips to the next track.		

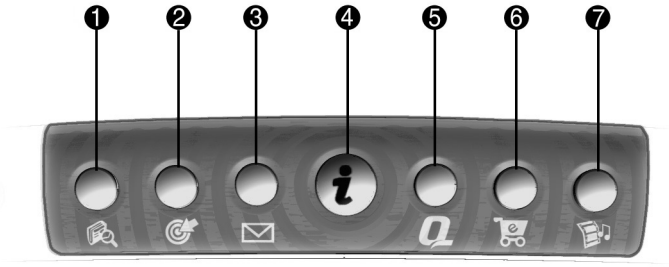
See also ...

Refer to Adjusting the Volume in this chapter to adjust the volume when playing a CD or a DVD.

Using Internet Zone Buttons

With the press of a keyboard button, you can quickly access the Internet, read your eMail, or check out the latest in entertainment.

Depending on which Internet Service Provider (ISP) you have, the default options provided by the Internet Zone buttons may vary.



Note: Button functions may vary by model and by region.

No.	Description
❶	**Search** accesses a Web site that helps you locate news and information on the Internet. Search for topics including news and information, shopping, images, music, and video. The default Web browser is Alta Vista.
❷	**Activity** launches your favorite Internet Zone activity. The default brings you to your Community center, a vibrant online community experience with chat sessions, discussion boards, clubs, home pages, photo albums, and more.
❸	**eMail** provides one-touch access for sending and reading your eMail.
❹	**Instant Internet** provides your daily start point to the Internet. It connects you to a Web page filled with local weather, news, sports and financial information.
❺	**My Presario** is your instant connection to Compaq for getting the most out of your computer and the Internet. Learn about the top Internet Zones or adventure into your favorite Activity Centers to get creative using the Web.
❻	**Retail/Affinity Central** provides an instant connection to your computer store and a variety of leading consumer companies.
❼	**Entertainment** is your online scoop on the world of entertainment featuring music downloads, streaming video, Web casts, entertainment news, and reviews.

Did you know ...

Until you set up your Internet Service Provider (ISP), each Internet button takes you to a window that guides you through the ISP set-up process.

See also ...

Refer to the "Setting Up Your Computer" chapter in this guide for detailed information about setting up your ISP.

Refer to the "Features Inside Your Computer" section of the "Learning More" CD for information about customizing the Internet Zone buttons.

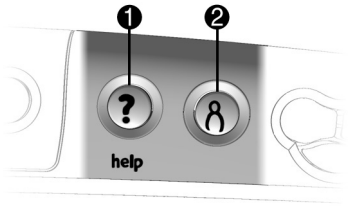
You can access your favorite program, Website, or document by pressing one of the **Quick Launch** Web buttons - **Help** ❶ and **My Program** ❷.

See also ...

Refer to "Preventive Maintenance" on the "Learning More" CD for additional information on service and support.

*The CD also provides instructions for reassigning the **Help** and **My Program** buttons in the "What Do I Have?" section.*

Using Quick Launch Web Buttons



No.	Description
❶	**Help** takes you to the Help pages, for a menu of Help topics and utilities.
❷	**My Program** accesses the utility where you can program the button to launch your favorite software, Web site, or document.

Note: Buttons and their function may vary by model and region.

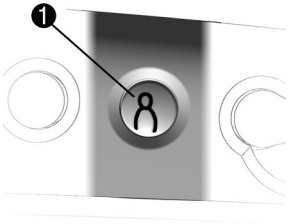
Assigning the My Program Button

After you assign the **My Program** ❶ button settings, pressing the button automatically opens your selected software, Website, or document.

See also ...

Instructions for reassigning this button are found in the "Learning More" guide on the CD.

1. Press the **My Program** ❶ button. A window opens.
2. Select a program or Web site.
3. Click **Next**.
4. Select **Program** or **Document**.
5. Select the program or document you want to assign to the **My Program** ❶ button.
6. Click **OK** to verify your selection.
7. Click **OK**.



Adjusting the Volume

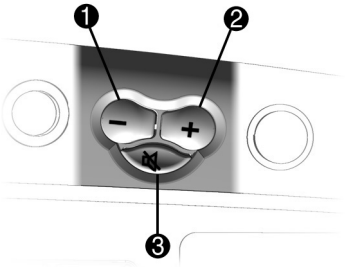
The **Volume Control** buttons allow you to control the volume of your computer. Or, if you want silence, press the **Mute** ❸ button. It's that simple!

Tip

You can also adjust the volume by clicking the Speaker icon located in the system tray at the bottom-right corner of the Windows taskbar.

When listening to or viewing a CD or DVD, use the following buttons on your keyboard to adjust the volume as needed:

- Press the **minus** button ❶ to decrease the volume.
- Press the **plus** button ❷ to increase the volume.
- Press the **mute** button ❸ to turn off the sound.



If you're going to be away from your computer but want to leave the power on, you can let your computer go to sleep. This process allows you to run programs while your computer goes into a low-power state, which saves energy. However, some software (such as DVD software) might disable the sleep mode.

Tip

You can wake your computer by moving the mouse, by clicking a mouse button, or by pressing any of the keyboard buttons.

Did you know ...

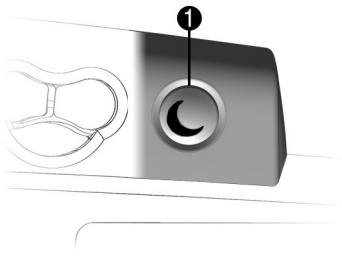
You can change the amount of time that passes before your computer goes to sleep. See the Learning More guide CD for instructions.

Putting Your Computer to Sleep

Press the **Sleep** button ❶ on the keyboard and your computer goes to sleep. Or, your computer will go to sleep automatically if no activity occurs within 20 minutes.

Waking Your Computer

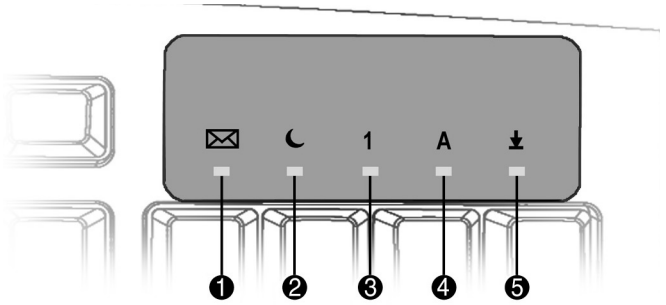
Press the **Sleep** button ❶ on the keyboard and your computer wakes up.



Understanding the System Status Lights

The system lights on the keyboard provide a quick status of your computer and keyboard settings.

The system status lights are shown in the following illustration, and the function of each light is explained.



Tip

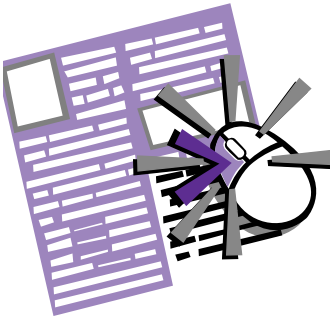
Post Office Protocol (POP) is a commonly used messaging protocol. The most widely used implementation of this protocol is POP3. POP3 is a retrieval protocol, used to retrieve mail messages from a POP server. eMail messages received by the POP server are delivered to a server mailbox, and messages reside there until you retrieve them.

No.	Description
❶	**eMail** indicates when you have eMail waiting to be read. **Note:** This light works only with POP3 Internet services such as Compaq.NET powered by MSN. The light does not work with proprietary Internet services such as AOL.
❷	**Sleep** indicates the computer is in the sleep mode.
❸	**Num Lock** indicates that you can use the numeric key pad to type numbers.
❹	**Caps lock** indicates all text typed will appear as capitalized letters.
❺	**Scroll lock** indicates when the scroll-lock function is engaged, allowing you to scroll through a document without moving the cursor.

Scroll Mouse

Your computer comes with a scroll mouse. The scroll mouse directs a cursor on the Windows desktop. Use the mouse to move quickly and easily through a document or Web site.

Instead of using the scroll bar to display pages, move the scroll wheel on your mouse forward or backward through a document or Web site to save time.

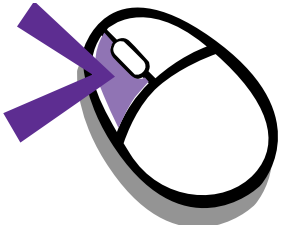


Tip

Some mouse functions may not work with all software.

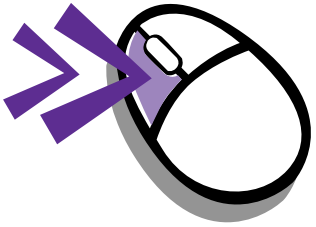
Making Screen Selections

Click by pressing and releasing the left mouse button quickly one time. You will hear a single clicking sound.



Accessing Software and Files

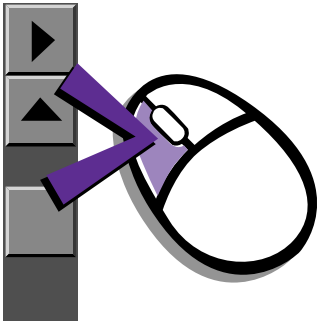
Double-click by pressing and releasing the left mouse button twice, quickly.



Scrolling

Click by pressing and holding down the left mouse button with the cursor positioned on a scroll bar.

Click and hold down on the scroll handle (the box in a scroll bar area) to position text. Or single-click the arrow buttons to move up or down one line at a time.



Autoscrolling

AutoScroll allows you to move forward and backward through a document without having to move the mouse or mouse wheel continuously.

1. Open a program and press the scroll wheel to begin autoscrolling.
2. Move the mouse once in the direction you want to scroll (vertically, horizontally, or diagonally). The farther you move the cursor from the starting point, the faster the scrolling.
3. To stop autoscrolling, press a mouse button.

Did you know ...

The scroll mouse can be customized for a left-handed user from the Mouse Properties dialog box. (Open the Control Panel and right-click the mouse icon)

See also ...

Refer to the "Features Inside Your Computer" section of the "Learning More" CD for additional information about the scroll mouse.

Speakers

Speaker options depend on which model you purchase. The JBL Platinum Series are the standard speakers that come with most new Compaq Presario monitors. You can use the speakers freestanding or mount them to the side of the monitor. For more information, see the documentation that came with the speakers.

To set up the speakers, follow the directions on the monitor Quick Set-Up poster. If you purchased speakers separately, follow the included instructions.

Did you know ...

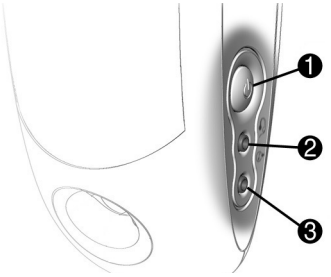
You can plug a digital MP3 portable audio player into the Audio In port on the right side of the speaker (on JBL Platinum Series speakers). Other portable music players include:

- *CD players*
- *Cassette players*
- *AM/FM Stereo*

These devices connect with a stereo cable (3.5 mm/3.5 mm plug) available at most electronic stores and computer retailers.

Turning on the Speakers

To turn the speakers on or off, press the **Power** button on the right side of the speaker.



No.	Description
1	**Power Button**—conveniently allows quick power down when not in use, or to mute the sound. Simply push and release the **Power** button—the light indicates when the power is on.
2	**Headphone Jack**—allows you to connect most stereo headphones for your personal listening pleasure.
3	**Audio-In Port**—an advanced feature that lets you quickly connect your favorite digital MP3 player or any portable audio device and play audio directly through the speakers.

Note: The speakers receive power from the monitor, even when the monitor power is off. This allows your portable music player to be played without turning on your computer.

Adjusting the Volume

If the volume is too low, use the **Volume Control** on the connected digital player to adjust the volume.

1. PC audio (keyboard, software)
2. Audio In port (keyboard)

Diskette, Hard Drive, CD-ROM, and DVD-ROM Drives

Your computer may have one or more drives, depending on the model you purchased:

- Diskette drive
- Hard drive
- CD-ROM drive
- CD-RW drive
- DVD-ROM drive

Each drive has different size capacities for storing information.

The Diskette Drive

The diskette drive uses a diskette to store files. After information is copied onto a diskette, it remains there until you delete or overwrite it.

1. Hold a diskette with the label facing to the right if you have chosen the upright configuration. Hold a diskette upward if you have chosen the desktop configuration. Ensure the diskette is pointing toward the drive as shown in the illustration, then gently push the diskette into the drive.

2. To remove a diskette, press the **Eject** button ❷ on the diskette drive.

▲ **Caution:** Wait until the diskette-drive activity is complete (the activity light ❶ stops glowing) before removing a diskette. Removing a diskette when the drive is reading from or writing to the diskette can damage the diskette or the information stored on it.

Note: Remove the diskette from the drive before shutting down Microsoft Windows.

The Hard Drive

The hard drive stores system files, software, and data files inside your computer. When you install software, download files from the Internet, receive eMail and attachments, or create new files, the computer saves them on your hard drive. The available storage space is gradually used. To regain storage space, you can delete files or programs loaded on your computer, or save them on external media such as diskettes, or CD-R or CD-RW discs.

CD-ROM, CD-RW, or DVD-ROM Drive

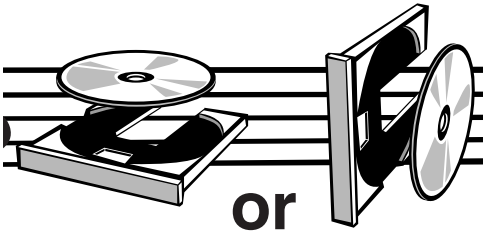
Note: Your computer must be turned on before you can insert or remove a disc.

To insert a CD into an optical drive, follow these steps:

1. Press the **Load/Eject** ❶ button to open the drive door.

2. Carefully lift the disc from the CD case by holding the disc only by the edges to avoid touching the surface.

3. Place the disc into the round area of the slot, label side facing upward for the desktop configuration. If you have chosen the upright configuration, place the disc with the label facing outward. If the tray contains support tabs, carefully slide the disc under the tabs to correctly position it in the tray.



4. Press the **Load/Eject** ❶ button to close the drive door.

A CD-ROM drive allows you to read data from a CD or listen to a music CD.

A CD-RW drive allows you to read and write data to a disc for storage, and allows you to listen to music or read data CDs.

A DVD-ROM drive allows you to view your favorite movies, listen to music, or read information from CDs.

If a CD doesn't play, make sure the drive is closed.

A CD-ROM drive reads CDs, CD-R, and CD-RW media. A DVD-ROM drive reads all CD media, plus DVD discs.

When you have finished listening to the CD, store the disc in its protective case, also called a jewel case.

Removing a Disc from a Drive

1. Press the **Load/Eject** ❶ button to open the drive door.
2. Carefully remove the CD or the DVD from the drive.
3. Press the **Load/Eject** ❶ button on the front of the drive to close the door.
4. Store the disc in its protective case.

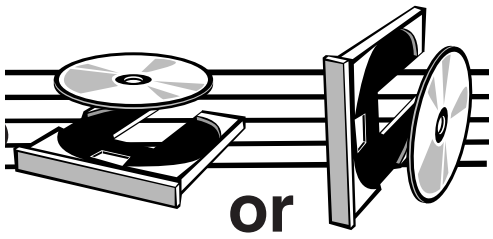
See also ...

To adjust the volume, refer to Adjusting the Volume in this chapter.

Did you know ...

If the CD-ROM, CD-RW, or DVD-ROM drive can't play a disc, check to be sure that the disc is inserted properly and seated securely in the drive. The DVD-ROM drive takes longer to begin playback because it has to determine the type of media being played.

Playing an Audio CD



1. Press the **Load/Eject** button to open the drive door. Place the disc into the round area of the slot, label side facing upward for desktop configuration. Hold the disc with label facing outward for the upright position. If the tray contains support tabs, carefully slide the disc under the tabs to correctly position it in the tray.
2. Press **Load/Eject** button to close the drive door.
3. If, after a few seconds, the disc does not automatically start playing, press the **Play/Pause** button on the keyboard.
4. Perform the following tasks using your Internet keyboard as needed:
   - ➜ Click the **Pause** button to pause play.
   - ➜ Click the **Forward** and **Back** buttons to skip tracks.
   - ➜ Click the **Stop** button to stop playing the CD.
   - ➜ Press the **Eject** button on the drive to remove the disc.

Playing a DVD Movie

1. For best performance, close all running programs before inserting a DVD movie, and insert the DVD into the DVD-ROM drive. Playback should begin automatically.
2. If playback does not begin automatically, click the **Start** button on the Windows taskbar.
3. Point to **Programs,** and then **Compaq DVD Express**.
4. Choose **Compaq DVD Player** and then click the **Play** button.

You can play a DVD movie only from a DVD-ROM drive. When you are finished watching a movie, store the DVD in its protective case.

Tip

You can control the actions of the DVD player (pause, rewind, etc.) from the CD/DVD control buttons on the keyboard.

See also ...

Refer to Adjusting the Volume in this chapter to adjust the volume when playing a DVD.

The CD-RW drive allows you to create your own CDs. You can buy two types of media: CD-R and CD-RW.

CD-R media can be played on most of the newer CD players, CD-ROM, and DVD-ROM drives. CD-R media can be written to only once. However, you can write to CD-RW media using multiple recording sessions until you Close out the disc.

CD-RW media can be used to make backups of your personal CDs or hard disk. These discs are reusable and can be erased and rewritten to numerous times.

The Adaptec Easy CD Creator software is intuitive. When you place the cursor over any of the functions, a description of the function is displayed.

See also ...

For more information about using the CD-ROM, CD-RW, or DVD-ROM drives, refer to the My Presario—Learning More guide CD.

Creating Your Own CDs

CDs are created using the Adaptec Easy CD Creator (available on select models). Various uses of the CD-RW drive are shown below:

Note: Confirm that the Easy CD Creator software has been installed before you begin creating CDs.

Media	Uses
Audio	Create personal music CDs with your favorite music tracks and MP3/WMA files.
Data	Create a data CD to store data, such as files or folders from the hard drive. This feature is useful for backing up important files or sharing data with other people.
Direct CD	Write files directly to a CD-R/CD-RW just like you copy files to a diskette or to your hard drive. Drag and drop files from one drive to another in Microsoft Explorer without accessing Easy CD Creator.
CD Copier	Create an entire copy of a CD or a back-up of data files.
Jewel Case Creator	Make custom jewel case inserts and CD labels to indicate the title and contents of a CD (labels are sold separately).

Note: There is an extensive online Help built into the software. To view online Help you must load Adobe Acrobat Reader from the *My Presario—Learning More* CD.

Welcome to the Web

4

In This Chapter

Basic Concepts, 4-2

Compaq Connection Helper, 4-3

Internet Connection, 4-4

Web Searches, 4-5

eMail, 4-6

Content Advisor, 4-10

In just a few moments, you will be on the world-wide Web. You are about to enter an exciting new world as you join the thousands of new users connecting to the Internet for the very first time!

In this chapter, you begin to explore the endless possibilities of the Internet—eMail, shopping, news, entertainment, research, education, and much more. Welcome to the World Wide Web.

Basic Concepts

Internet, Web, URL, hyperlinks, cyberspace—sound confusing?

The Internet definitely has its own terminology. Take a few moments to understand some basic concepts that will help you start surfing the Web.

To begin surfing, you need to establish an Internet Service Provider (ISP) account.

See also ...

Refer to the "Setting Up Your Computer" chapter in this guide for information on how to register for an ISP account.

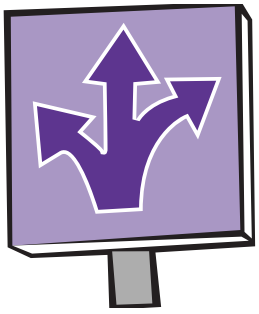
What Is the Internet?

The Internet is a world-wide network of computers connected through standard telephone lines.

The Internet stores and transmits documents, pictures, music, and movies provided by computer users from all over the world.

Information on a particular topic or related topics, gathered in one location on the Internet, is called a Web site.

What Is a Hyperlink?



Imagine you're reading a newspaper. As you read page 1, you may see "For more details, see page 3, column 2."

Hyperlinks in a Web site work the same way. Use the mouse to click a hyperlink, and you can move instantly from page to page, Web site to Web site. Linking files together is what gives the Web its name, weaving and connecting idea to idea, all over the world.

Compaq Connection Helper

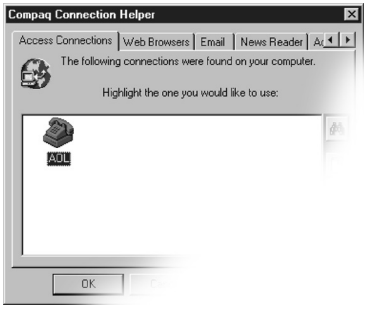
After you have signed up with an Internet Service Provider (ISP), (see "Setting Up Your Computer" in Chapter 2) there are a few things you need to know to be able to surf the Web.

If you choose *Compaq.NET powered by MSN* as your ISP, the Internet buttons on your keyboard are automatically set. However, if you choose AOL as your ISP, you need to use the Compaq Connection Helper to reset the following Internet buttons on your keyboard:

- **Instant Internet** *i*
- **Search**
- **Instant eMail**

Setting the Internet Buttons to AOL

1. On the Windows taskbar, click the **Start** button.
2. Point to **Programs**, and then **Compaq Utilities**.
3. Choose **Compaq Connection Helper**. The Compaq Connection Helper dialog box is displayed.
4. Double-click the **AOL** icon. The Internet keyboard buttons will now access **AOL**.



Internet Connection

See also ...

The My Presario - Learning More guide CD has more information on Web browsers, eMail, and news reader settings.

Web pages are viewed with a Web browser, such as Microsoft Internet Explorer or Netscape Navigator. A Web browser is a program that lets you view and explore information on the Web.

Common features of a Web browser include:

- Home page—your starting point for exploring the Web
- Bookmarks/Favorites—a list of Internet addresses you often visit
- History list—a list of Web sites you have visited

Connecting with Compaq.NET Powered by MSN

If you have chosen *Compaq.NET powered by MSN* as your ISP, press the **Instant Internet** button to access the *Compaq.NET powered by MSN* home page.

Connecting with AOL

If you have chosen AOL as your ISP and completed "Setting the Internet Buttons to AOL," press the **Instant Internet** button to access the AOL home page. Screen varies with version of AOL.

Web Searches

One way to find what you're looking for on the Web is to use a search engine—your personal guide to the Web.

A search engine takes information that is scattered on Web sites all around the world and lists it for easy viewing and printing.

Searching the Web Using Compaq.NET Powered by MSN

1. Press the **Search** button on the Internet keyboard. The search page is displayed.
2. Enter a keyword in the Search box.
3. Click the **Search** button. The search engine displays a list of Web pages containing your keyword.

Searching the Web Using AOL

1. Complete the "Setting the Internet Buttons to AOL" procedure.
2. Press the **Search** button on the Internet keyboard. The AOL search page is displayed.
3. Enter a keyword in the Search box.
4. Click the **Search** button. The search engine displays a list of Web pages containing your keyword.

eMail

eMail (electronic mail) is very similar to the mail the postal carrier delivers to your home or office—except much faster.

You can send letters, pictures, postcards—even music and video clips—to friends, family, and co-workers in an instant.

Outlook Express is an eMail program that comes with your computer. Other eMail programs include AOL and Hotmail.

Tip

If you receive an error message saying that your eMail was undeliverable, check the address, punctuation, and spacing and then try sending it again.

Setting Up Outlook Express eMail

1. Press the **Instant eMail** button on the Internet keyboard.
2. Click the **Send and Receive** button on the toolbar. A dialog box requesting your password is displayed.
3. Type a password.
4. Click **Remember Password** to avoid retyping your password each time you access the Internet.
5. Click **OK**. You are now set up and ready to use eMail.

Typing an eMail Message

Regardless of the eMail software you choose, creating an eMail message is like filling out a form. When typing an eMail message, you must complete the following:

Feature	Description
To:	eMail address of the recipient
Subject:	Summary of your message in a few words
Cc:	Person or persons receiving a copy of your message
Message:	Content of your message

You can also send a Bcc, known as a blind copy. The recipient of the blind copy is not listed on the eMails received by the other recipients.

Understanding eMail Addresses

To send and receive eMail, you need an eMail address so that your Internet Service Provider (ISP) will know where to "pick up" and "deliver" mail.

Some ISPs allow you to pick an eMail address, but others require you to follow a set pattern:

- your name
- @
- ISP server name

ISP names can be longer and more complex, but basically anything to the right of the @sign is the ISP server name and anything to the left is the user name. For example:

Your ISP will guide you through the process of selecting an Internet name and address unique only to you.

See also ...

The My Presario—Learning More *guide on this CD has information on finding eMail addresses.*

Did you know ...

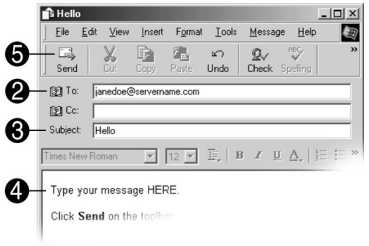
eMail extensions identify the type of server where an organization resides. Some of the most common eMail extensions and their descriptions are as follows:

Extension	Description
.org	organization
.com	commercial
.net	commercial
.edu	education

Sending an eMail Using Outlook Express

Now that you've connected to an ISP, set up Outlook Express, and have an Internet address, it's time to write your first eMail message.

1. Press the **Instant eMail** button on the Internet keyboard.
2. Click the **New Mail Message** icon ❶.
3. Type the recipient's eMail address in the **To...** box ❷.
4. Type the subject of your message in the **Subject** box ❸.
5. Type your message in the message window ❹.
6. Click **Send** ❺.



Tip

eMail addresses are written in a very specific way. Be sure the eMail address you enter contains no spaces and has a period after the server name. Dashes and underscores may be used. Capital letters may be required. Ask eMail recipients exactly how to write their eMail addresses.

See also ...

The My Presario—Learning More *guide CD has more information on using eMail.*

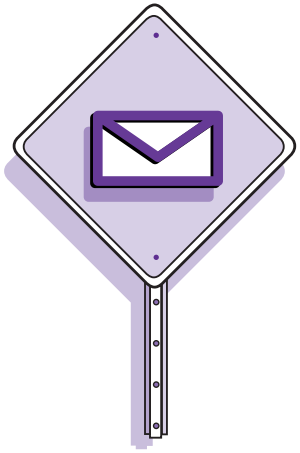
The documentation that came with your computer provides information about setting up a personal address book.

Sending an eMail Using AOL

1. Press the **Instant eMail** button on the Internet keyboard.
2. Click the **Write** icon on the AOL toolbar.
3. Type the recipient's eMail address in the Send To box.
4. Type the subject of your message in the Subject box.
5. Type your message in the message window.
6. Click **Send Now**.

Reading Your Outlook Express eMail Messages

1. Press the **Instant eMail** button on the Internet keyboard.
2. Click **Inbox**. New messages appear in bold type.
3. Double-click the message to display the message text.
4. Click the **Close** button in the upper right corner of the screen to close the eMail, or press the **Delete** key on the keyboard to delete the message. You might also choose to move the message to (file it in) a different folder.



Reading Your AOL eMail Messages

1. Press the **Instant eMail** button on the Internet keyboard.
2. Click the **Read** icon. New messages appear in bold type.
3. Double-click the message to display the message text.
4. Click the **Close** button in the upper right corner of the screen to close the eMail, or press the **Delete** key on the keyboard to delete the message.

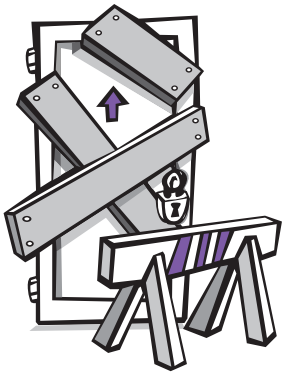
You receive eMail messages automatically, even when your computer is shut down! Your ISP stores these messages until you decide to open your eMail program and read them.

Your eMail status light on the keyboard glows when you have unread eMail, even when the system is turned off.

The eMail status light works only with POP3 Internet services such as *Compaq.NET powered by MSN*. The light does not work with proprietary Internet services such as AOL.

Content Advisor

The Internet provides you with access to a wide variety of information; however, some information may not be suitable for every viewer.



With Content Advisor, you can:

- Control Internet access.
- Set up a password.
- Set up a list of Web sites that cannot be viewed by people who use your computer.
- Determine what people who use your computer can view with or without your permission.

Restricting Internet Content

5. On the Windows taskbar, click **Start**, point to **Settings**, then **Control Panel**, and then **Internet Tools**.
6. Click the **Content** tab.
7. In the Content Advisor area, click **Enable**. The Content Advisor window is displayed.
8. Click a category in the list, and then drag the slider to set the limits you want to use.
9. Repeat this process for each category you want to limit, and then click **OK**.
10. The Create Supervisor Password window is displayed. Enter your password, then re-enter your password to confirm.
11. Click **OK**, and click **OK** on the Internet Properties window.

Common Tasks

5

In This Chapter

Print Basics, 5-2

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In this chapter, you learn how to perform some of the more common activities with your new Internet PC.

More details about these and other everyday activities can be found on the *My Presario—Learning More* guide on this CD.

Print Basics

To print one or more pages from a document file or Web page, you have to connect your printer and install the necessary software. These procedures are detailed in the "Setting Up Your Computer" chapter in this guide.

> **Note:** To see what the document will look like when printed, select the **Print Preview** option from the File menu. This option is available in most software packages.

Tip

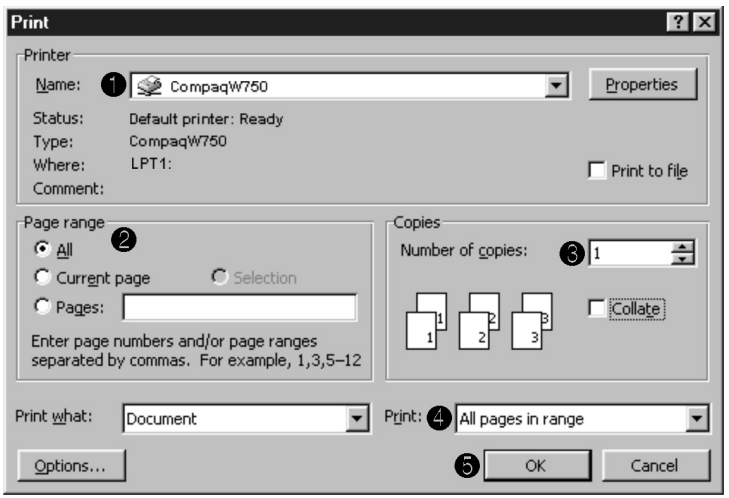
Print options vary depending on the printer you installed.

See also ...

For additional information about your printer, refer to the manufacturer's documentation.

Using the Menu to Print

1. Click **File** on the menu bar.
2. Click **Print**. The Print dialog box is displayed.
3. Select the printing options you want.
   - Select or confirm the printer you want to use ❶.
   - Choose the page range to print ❷.
     - Selecting **All** prints all pages of a document.
     - Selecting **Current page** prints only the page you are viewing.
     - Selecting **Pages** allows you to choose the individual pages you want to print.
   - Select the number of copies you want to print ❸.
   - Select All, Odd, or Even pages in range ❹.



4. Click **OK** ❺.

Games

Did you know ...

You should always use the same disc drive (CD-ROM or DVD-ROM) that you used to install the game when you play the game. If you experience problems installing or playing a game, contact the game manufacturer for assistance, or visit their Web site for updates.

Your new Internet PC is not only a powerful tool for surfing the Internet and running software, it also allows you to play games. Your computer came with several Windows games preinstalled, and many more are available for purchase or by downloading from the Internet. You can even play games online with other players from all over the world.

Before purchasing a game, check the computer requirements (listed on the outside of the game box) to make sure that your computer is configured correctly for the game you want to buy.

Playing Preinstalled Games on Your Computer

1. From the Windows taskbar, click the **Start** button.
2. Point to **Programs**, then **Accessories,** and then **Games**.
3. Click the icon for the game you want to play.

Software

You may want to purchase and install additional software. Software can be installed from a CD, DVD, or diskette, and it can be downloaded from a Web site.

The installation process should automatically begin when you insert the CD into the proper disc drive. If the installation process doesn't automatically begin, refer to the documentation that came with the software. If no documentation exists, follow the procedure listed here to install software from a CD or diskette.

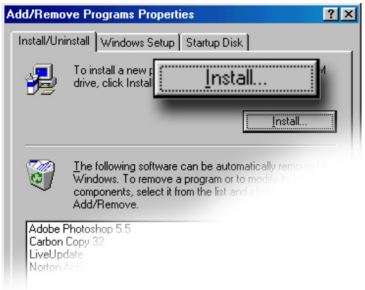
In the event of difficulties with the installation, contact the software manufacturer.

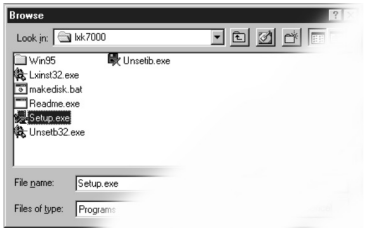
Tip

When selecting software for your computer, make sure the packaging states that it is compatible with your version of Microsoft Windows, your computer memory, processor, and available disk space.

Installing Software from a CD, DVD, or Diskette

1. Close all open programs.
2. From the Windows taskbar, click the **Start** button, point to **Settings**, and then click **Control Panel**.
3. Double-click the **Add/ Remove Programs** icon. The Add/Remove Programs Properties window is displayed.
4. Click **Install**.
5. Insert the CD or diskette into the proper drive and click **Next**. Microsoft Windows will begin the installation process.





If you download software from a Web site, follow the installation instructions usually displayed on the Web page. If installation instructions are not available, complete the steps listed here.

Did you know ...

Before downloading files from the Internet, make sure that call-waiting is disabled, and that your anti-virus utility is running.

If the download process is interrupted, you must restart the download procedure.

See also ...

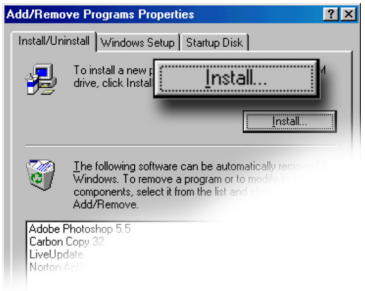
For more information on anti-virus software, see "Preventive Maintenance" on the My Presario—Learning More *CD.*

Did you know ...

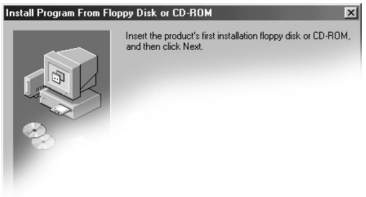
Some software is downloaded in a compressed state. Most Web sites using this technology provide links to download the appropriate utility to uncompress the files.

Installing Software Downloaded from the Internet

1. Before you start downloading, note the location on the hard drive where the files will be stored. Also, be sure that you have enough drive space available.
2. After the download is complete, terminate your Internet connection.



3. Close all other open programs.
4. From the Windows taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.
5. Double-click the **Add/Remove Programs** icon. This window displays.
6. Click **Install**. A window displays.
7. Click **Next**. The Run Installation Program window displays.
8. Click **Browse**.



9. Locate and select the **Setup.exe** or **Install.exe** file for the downloaded software.
10. Click **Open** to begin the installation process.

Need Some Help?

6

In This Chapter

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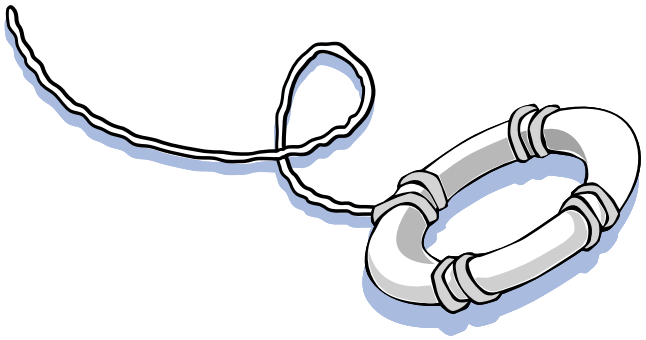
Troubleshooting, 6-4

This chapter provides information on how to identify and fix common problems that could occur with your computer. Without contacting a technician, you can easily diagnose and fix many computer problems on your own.



Helpful Hints

Did you know ...

For Compaq.NET technical support, dial (toll free) 1-800-952-3513.

For Compaq.NET customer support, dial (toll free) 1-800-952-3512.

To avoid long-distance charges when connecting to the Internet, always use a local area telephone number.

See also ...

For additional troubleshooting information relating to your printer or monitor, see the documentation that came with your equipment.

If you encounter problems with your computer, monitor, or software, review the following check list before taking further action:

- Check that the computer and monitor are plugged into a working electrical outlet.
- Check to see that the computer is turned on and the power light located on the front of the computer is on.
- Check to see that the monitor is turned on and the power light on the front of the monitor is on.
- Turn up the brightness and contrast controls of the monitor if the screen is dim.
- Check all cable connections for loose or incorrect connections.
- Remove the diskette from the diskette drive before turning on your computer.
- Run Windows Diagnostics to determine and repair minor problems. Refer to the *My Presario—Learning More* guide CD for instructions.

Entering BIOS (CMOS) Setup Utility

If you need to enter the BIOS setup utility, press the **F10** key whiles the computer powers on. Before Windows starts, a blinking cursor is displayed in the upper right corner on the same screen with the word COMPAQ, displayed in red on a black background. Press the **F10** key when you see the blinking cursor.

Recovery CD

The Recovery CD can reinstall the software to the state it was in when you purchased the computer.

You also have the option of restoring your computer to the way it was when you performed the last User Backup.

Caution: Everything added to the drive since the last User Backup will be lost after you perform a user recovery.

Tip

User Backup creates USER.PQI files. These files are read-only—you cannot edit their contents.

Using the Recovery CD

Restarting your computer with the Recovery CD in the drive displays the following menu of options:

Option	Description
Emergency Diskette	Creates a recovery diskette, which stores the system information that came with your computer. This diskette is necessary if Windows does not start normally. You can start the system with this diskette and access your files.
User Backup	Creates a backup of the current Windows configuration and saves it on a separate partition on your hard drive. The backup is stored in USER. PQI files.
User Restore	Extracts the data from the USER.PQI files stored on the D drive and restores the C drive to the settings that existed at the time of your last User Backup.
Factory Restore	Restores the computer to its original factory condition. You will need to re-enter your factory registration information again, and you may be prompted to insert your emergency diskette.
Exit	Exits the Recovery CD.

Troubleshooting

If a solution does not fix your problem, try all solutions for the symptom or try the solution a second

Information in this section is divided into three areas: Symptom, Problem, and Solution.

The **Symptom** line describes the symptom or warning for the type of problem you are having. The **Problem** column identifies one or more reasons why the symptom may have occurred. The **Solution** column describes what you should do to try to fix the problem.

Note: Some of the symptoms listed for certain troubleshooting problems do not apply to your computer. For specific problems relating to the monitor or printer, refer to the documentation that came with the equipment.

Audio

Symptom
No sound.

Problem	Solution
Speaker cables are not properly connected.	Shut down your computer using the normal shutdown procedure. Reconnect the speakers. Refer to the Quick Set-Up poster for instructions.
Volume has been muted.	On the Windows taskbar, click the **Volume** icon and clear the **Mute** check box.
Computer is in Sleep mode. This mode is identified when the Power Status light on your Internet keyboard is lit in amber.	See Waking Your Computer in the chapter “Using Your Computer” in this guide.

CD-ROM, CD-RW, or DVD-ROM

Symptom	Problem	Solution
CD-ROM, CD-RW, or DVD-ROM drive cannot read a disc or takes too long to start.	CD has been inserted incorrectly.	Reinsert the CD with the label facing the proper direction.
	The DVD-ROM drive takes longer to start because it has to determine the type of media being played, such as audio or video.	Wait at least 30 seconds to let the DVD-ROM drive determine the type of media being played. If the disc still does not start, read the other solutions listed in this topic.
	CD or DVD disc is dirty.	Clean CD or DVD with a CD cleaning kit, available in most computer stores.
	Windows does not detect CD-ROM or DVD-ROM driver.	1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Control Panel**. The Control Panel window is displayed. 2. Double-click the **System** icon. The System Properties dialog box is displayed. 3. Click the **Device Manager** tab. 4. Click the plus sign next to the CD or DVD drive, and select the installed driver. 5. Click the **Remove** button, and click **OK** twice. 6. Restart your computer, and let Windows detect the CD or DVD driver.
Recording audio CDs is difficult or impossible.	Wrong or poor quality media type.	Verify that you are using the correct media for the drive. Try a different brand of media. Quality varies widely between manufacturers.
		Note: See the online Help in the Easy CD Creator software for detailed troubleshooting tips.

Diskette Drive

Symptom	Problem	Solution
Not reading drive: “Abort, Retry, Fail?” message appears.	A non-formatted diskette has been inserted.	To format the diskette: 1. Double-click the **My Computer** icon on the Windows desktop. 2. Select the **diskette (A)** drive. 3. Click **File**, and point to **Format**. 4. Select desired options, and click **Start** to begin formatting the diskette.
	Diskette is damaged.	Replace the diskette with a new one.
“Non-system disk or disk error” message is displayed.	A diskette that does not contain system files needed to start your computer has been inserted in drive.	When drive activity stops, remove the diskette and press the **Spacebar**. The computer should start up.
	Disk error has occurred.	Restart your computer by pressing the **Start/ Reset** button. If the error returns, see the next problem “System files have been damaged.”
	System files have been damaged.	1. Insert a start-up diskette into the diskette drive. 2. Restart your computer. 3. At the **A:>** prompt, type **SYS C:** and press the **Enter** key. The following message is displayed: SYSTEM TRANSFERRED. This task restores the system files to the hard drive. 4. Restart your computer.
Diskette drive light stays on.	Hard drive has failed.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

Symptom	Problem	Solution
Diskette drive cannot save information to diskette.	Diskette has been improperly inserted.	Remove the diskette and reinsert it as follows: Insert the edge with the sliding cover into the drive. Push the diskette, arrow pointing toward the computer, all the way in until the diskette stops.
	Diskette is damaged.	Remove the diskette and insert a new diskette. If a problem persists, run the Windows Maintenance Wizard to repair the drive: 1. From the Windows taskbar, click the **Start** button. 2. Point to **Programs**, then **Accessories**, then **System Tools**, and then click **Maintenance Wizard**. 3. Select **Perform maintenance now**. 4. Click **OK**.
	Diskette is not formatted.	To format the diskette: 1. On the Windows desktop, double-click the **My Computer** icon. 2. Select the **diskette (A)** drive. 3. Click **File**, and point to **Format**. 4. Select the desired options, and click **Start** to begin formatting the diskette.
	Diskette is write-protected.	Slide the write-protection tab to the unlocked position on the diskette.
	Diskette is full or file is too big.	Use another diskette or compress the file to reduce the size.
	File save command does not properly execute.	When saving information to the diskette drive, verify that you are using the correct drive letter.
	Diskette is damaged.	Replace the damaged diskette.

Symptom
Diskette drive cannot read a diskette.

Problem	Solution
Diskette drive has failed.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.
Diskette is not formatted.	To format the diskette: 1. On the Windows desktop, double-click the **My Computer** icon. 2. Select the **diskette (A)** drive. 3. Click **File**, and point to **Format**. 4. Select the desired options, and click **Start** to begin formatting the diskette.
Diskette drive has failed.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

Display (Monitor)

Symptom	Problem	Solution
Screen is blank, and monitor power light is not lit.	Monitor power cable is not connected to monitor or wall outlet.	Reconnect the power plug on the back of the monitor and to a grounded (earthed) wall outlet.
Screen is blank.	Monitor is not turned on.	Press the **Power** button on the front of the monitor.
	Monitor connector cable is not properly connected to back of computer.	Inspect the monitor video connector for bent pins. If bent pins do not exist, reconnect the monitor connector cable on the back of the computer.
	Screen saver is enabled.	Press any key, or move the mouse to display the screen.
	Computer is in Sleep mode, as shown on the keyboard LED panel.	See Waking Your Computer in the “Using Your Computer” chapter in this guide.
	If you have a flat-panel monitor (available on select models), you may need a Digital Video Interface and connector.	Refer to your Certificate of Warranty for details.

Hard Drive

Symptom	Problem	Solution
Computer does not respond, or seems to be locked up.	Program in use has stopped responding to commands.	Attempt a normal Windows shutdown. If this fails, press the **Reset** button for four or more seconds to turn off the power. To restart your computer, press the **Reset** button again.
Hard drive error message is displayed.	Part of hard drive has failed.	Run the Windows Maintenance Wizard to repair the drive: 1. From the Windows taskbar, click the **Start** button. 2. Point to **Programs**, then **Accessories**, then **System Tools**, and then click **Maintenance Wizard**. 3. Select **Perform maintenance now**. 4. Click **OK**.
Hard drive fault protection error message is displayed.	Part of hard drive has potential to fail or could already have failed.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

Internet Access

Symptom	Problem	Solution
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not properly set up.	Verify Internet settings, or contact your ISP for assistance.
	Modem is not properly set up.	Reconnect the modem, verifying the following connections: telephone line to telephone (for external phone sets) and telephone line to wall jack (from computer to wall).
	Web browser is not properly set up.	Verify that the Web browser is installed and set up to work with your ISP.
Cannot automatically launch Internet programs.	You must log in to your ISP before certain programs will start.	Log in to your ISP and launch the desired program.
Internet takes too long to download Web sites.	Modem is not properly set up.	Verify that correct modem speed and COM port are selected: 1. Click **Start** and point to **Settings**. 2. Click **Control Panel**. The Control Panel window is displayed. 3. Double-click **Modems**. Windows detects the modem(s) you have installed. 4. Click the **Properties** button. An identification window is displayed. 5. Verify that the correct modem port is set and the maximum speed of your modem is selected. Reset these settings if necessary. 6. Click **OK** to close the identification window. 7. Click **Close** to close the Modems Properties Window. 8. Click The **Close** button in the upper right corner of the Control Panel window to return to the Windows desktop.

Keyboard and Scroll Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by computer.	Keyboard connector is not properly connected.	1. On the Windows taskbar, click the **Start** button. 2. On the Start menu, click **Shut Down...** The Shut Down Windows dialog box is displayed. 3. Select the **Shut down** option. 4. Click **OK**. 5. After the shutdown is complete, reconnect the keyboard to the back of your computer and restart your computer.
	Program in use has stopped responding to commands.	Shut down your computer using the mouse. Refer to the problem below, "Mouse connector is not properly connected."
	Keyboard needs repair.	Refer to your Certificate of Warranty for details.
Mouse does not respond to movement or is too slow.	Mouse connector is not properly connected.	Shut down your computer using the keyboard: 1. Press the **Ctrl** and **Esc** keys at the same time to display the Start menu. 2. Use the up or down arrow key to select **Shut Down...**, and then press the **Enter** key. 3. Select the **Shut down** option. You may need to use the up or down arrow key. 4. Press the **Enter** key to select **OK**. 5. After the shutdown is complete, reconnect the mouse connector on the back of your computer (or the keyboard) and restart your computer.
Mouse will only move vertically or horizontally.	Mouse roller ball is dirty.	Remove the roller ball cover from the bottom of the mouse, and clean with mouse cleaning kit (available in most computer stores).
	Program in use has stopped responding to commands.	Shut down your computer using the keyboard. Refer to the preceding problem "Mouse connector is not properly connected" for details on how to shut down using the keyboard.
	Mouse needs repair.	Call Compaq Technical Support. See your Certificate of Warranty for details.

Memory

Symptom
Insufficient memory message is displayed.

Problem	Solution
All memory in computer is being used by open programs, and memory is needed for desired task.	To avoid Windows automatically running unnecessary programs at startup: 1. From the Windows desktop, click the **Start** button. 2. Select **Run**. 3. In the Open box, type **MSCONFIG**. 4. Click **OK**. The System Configuration Utility dialog box is displayed. 5. Click the **Startup** tab, and clear the check box(es) for any unnecessary programs. Close one or more programs, and restart Windows to recover memory. If the error message is displayed again, repeat the preceding steps and close one or more programs.

Power

Symptom	Problem	Solution
Computer will not turn on.	Line voltage selection switch is not in the proper position for your region (115V/ 230V).	Set the line voltage selection switch to the correct setting for your region, or call Compaq Technical Support for assistance. Refer to your Certificate of Warranty for details.
	Wall outlet is bad.	Test the outlet by connecting a different electrical device to outlet.
"Illegal Operation has Occurred" error message is displayed.	Software being used is not Microsoft-certified for your version of Windows.	Verify that the software is certified by Microsoft for your version of Windows (see program packaging for this information).
	Configuration files are corrupt.	If possible, save all data, close all programs, and restart your computer. If the error message returns, you may need to back up your data files and use the Recovery CD. Refer to the Recovery CD table in this chapter for details. ▲ **Caution:** Factory Restore reformats your hard drive; all data files will be lost.

Symptom	Problem	Solution
Computer will not start.	System files may have been damaged. Insert a start-up diskette or Windows Start-Up diskette to restart your computer.	1. Insert a start-up diskette into the diskette drive. 2. Restart your computer. 3. At the **A:>** prompt, type **SYS C:** and press the **Enter** key. The following message will be displayed: SYSTEM TRANSFERRED. This task restores the system files to your hard drive. 4. Restart your computer. If this task does not restart your computer, call Compaq Technical Support. Refer to your Certificate of Warranty for details.
	Wrong memory modules were used in upgrade, or memory modules were installed in the wrong location.	Verify the installation of memory modules by calling Compaq Technical Support. Refer to your Certificate of Warranty for details.
	Hard drive has been damaged.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

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