

- 3 Click the **Settings** tab.



- 4 Select a setting from the **Colors** list. For most purposes, the color depth should be 32-bit True Color.
- 5 If you want to save your changes, click **OK**. Windows tells you it will apply your changes when you click **OK** again.
- 6 Click **OK**.



Adjusting the screen area

You can change the screen area to a size you prefer. For example, you can increase the screen area to fit more icons on your desktop, or you can decrease the screen area to make reading and identifying objects on the display easier. The larger the screen area, the smaller individual components of the screen, such as icons and menu bars, appear.

HelpSpot



For more information on adjusting the screen area, double-click the **HelpSpot** icon on your desktop.



To change the screen area:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 Click/Double-click the **Display** icon. The Display Properties window opens.
- 3 Click the **Settings** tab.



- 4 Drag the **Screen area** slider to the size you prefer.

- 5 If you want to save your changes, click **OK**. Windows tells you it will apply your changes when you click **OK** again.
- 6 Click **OK**.



Applying a color scheme

A color scheme is a set of colors that you can apply to your Windows environment. For example, you can change the appearance of such things as the desktop, windows, and dialog boxes. You can select an existing scheme or create your own.

HelpSpot



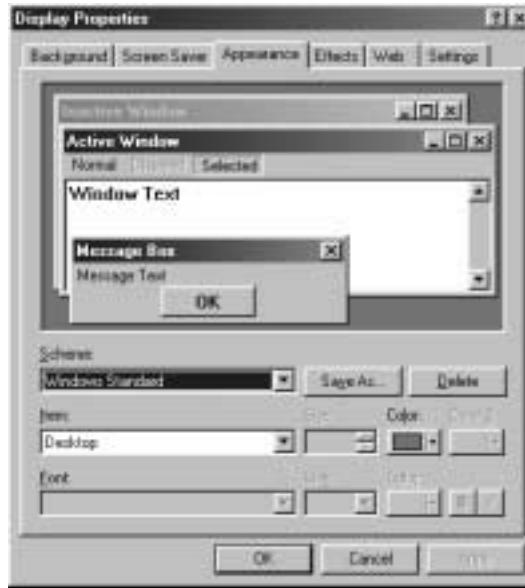
For more information on applying a color scheme, double-click the **HelpSpot** icon on your desktop.



To select a color scheme:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 Click/Double-click the **Display** icon. The Display Properties window opens.

- 3 Click the **Appearance** tab. If you want to apply one of Windows' color schemes, go to Step 6.



- 4 If you want to create a new scheme, select various items from the **Item** list and change their settings.
- 5 Click **Save As**, type a name for the new scheme, then click **OK**.
- 6 Select a color scheme from the **Scheme** list. An example of the scheme appears in the window above the list.
- 7 Click **OK**.



Changing the desktop background

The Windows desktop background can be changed to either a picture or HTML document. Windows provides several background pictures. You can also use pictures or HTML documents that you have created or retrieved from other sources.

Important



If Active Desktop is turned on and you have chosen to display Web content, the standard desktop background will be partially or completely hidden, so you may not be able to see changes you have made in the background. For more information about Active Desktop, see HelpSpot.

HelpSpot



For more information on changing the desktop background, double-click the **HelpSpot** icon on your desktop.



To change the desktop background:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 Click/Double-click the **Display** icon. The Display Properties dialog box opens.

- 3 Click the **Background** tab.



- 4 Select a background picture from the **Select a background picture or HTML document as Wallpaper** list.

- OR -

Select a background picture from another location by clicking **Browse**.

- 5 If you want the picture you chose to cover the entire screen, select **Tile** from the **Picture Display** list.
- 6 If the picture you chose does not cover the entire screen and you did not choose to tile the image in Step 5, you can change the solid color behind the picture by clicking **Pattern**, selecting a pattern from the **Pattern** list, then clicking **OK**.
- 7 Click **OK**.



Selecting a screen saver

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

HelpSpot



For more information on changing the screen saver, double-click the **HelpSpot** icon on your desktop.



To select a screen saver:

- 1** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2** Click/Double-click the **Display** icon. The Display Properties dialog box opens.

- 3 Click the **Screen Saver** tab.



- 4 Select a screen saver from the **Screen Saver** list. Windows previews the screen saver.
- 5 If you want to customize the screen saver, click **Settings** and then make your changes. If the **Settings** button is not available, you cannot customize the screen saver you selected.
- 6 If you want to password protect your screen saver, select the **Password protected** checkbox, click **Change**, type your password, confirm it, then click **OK**.
- 7 If you want to change the time before the screen saver is activated, click the up or down arrows next to the **Wait** box.
- 8 Click **OK**.



Changing the touchpad settings

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

HelpSpot



For more information on changing the touchpad settings, double-click the **HelpSpot** icon on your desktop.



To change your touchpad settings:

- 1** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens. If you do not see the **Mouse** icon, click **view all Control Panel options**.
- 2** Double-click the **Mouse** icon. The Mouse Properties dialog box opens.



3 Click one of the tabs to change your touchpad settings:

- **Buttons** lets you change the button configuration and the double-click speed.
- **Pointers** lets you customize the appearance of your cursor and pointer.
- **Motion** lets you set your pointer speed and pointer trails.
- **Orientation** lets you change the direction the pointer moves on the screen.
- **Tapping** lets you set the tapping speed.
- **Gestures** lets you assign a function to tapping specific zones on the touchpad.
- **Others** lets you select a sound associated with using the Touchpad.

For more information on the touchpad settings, click **Help**.

4 Click **OK** to save changes.



Programming the multi-function buttons

The Multi-function Keyboard Utility lets you change the actions of some of the multi-function buttons.

HelpSpot



For more information on programming the multi-function buttons, double-click the **HelpSpot** icon on your desktop.



To program the multi-function buttons:

- 1** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens. If you do not see the **Multi-function Keyboard** icon, click **view all Control Panel options**.
- 2** Double-click the **Multi-function Keyboard** icon. The Gateway Multi-function Keyboard utility window opens.



- 3** Click the tab corresponding to the multi-function button to make changes to its function, then click **OK**. To see which button each tab corresponds to, see “Multi-function buttons” on page 24.



Allocating system memory

Graphics memory and system memory share the memory installed in your notebook. By default, the Solo 1200 allocates 8MB of the total memory to graphics. Some software, such as graphic intensive games, may require you to allocate more memory to graphics. You can choose to allocate up to 32MB of the total memory for graphics.

Caution



Increasing the memory allocated to graphics decreases the system memory. Allocating too much memory to graphics may adversely affect the performance of your notebook.



To allocate system memory:

- 1 Restart your notebook. As soon as you see a startup screen, press F2. The BIOS Setup utility opens.
- 2 Click **Advanced**, then select **Shared memory**.
- 3 Select the graphics memory size you want to allocate, then click **OK**.
- 4 Exit the BIOS Setup utility by clicking **Exit**, then selecting **Save and Exit**.
- 5 Click **OK**.



Upgrading Your Notebook

11

This chapter provides information about adding hardware devices to your notebook. Topics include:

- Adding a PC Card
- Replacing memory
- Replacing the hard drive

Adding a PC Card

Your notebook has a PC Card slot (also known as PCMCIA card slot). This slot accepts Type I, II, and III cards.

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

HelpSpot

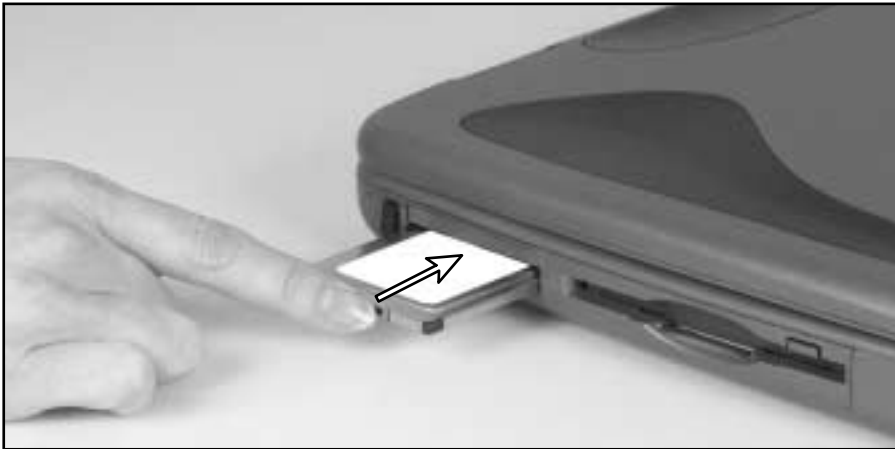


For more information on adding a PC Card, double-click the **HelpSpot** icon on your desktop.



To insert a PC Card:

- Push the card firmly into the PC Card slot label-side up until the outer edge of the card is flush with the side of the notebook.





To remove a PC Card:

- 1** Release the eject button by pressing the PC Card eject button once.
- 2** Eject the PC Card by pressing the eject button again.



Preventing static electricity discharge

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

Caution



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

Warning



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

Before installing memory or replacing the hard drive, follow these guidelines:

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

Warning



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

- Touch a bare metal surface on the back of the computer.
- Unplug the power cord and modem cable.
- Remove the battery pack.

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.

Installing memory

Your portable computer uses memory modules called SO-DIMMs (Small Outline Dual Inline Memory Modules). The modules are available in various capacities and any module can be placed in any available slot. Use PC100 or PC133 memory modules when upgrading your memory.



To add or replace memory modules:

- 1** Follow the instructions under “Preventing static electricity discharge” on page 140.
- 2** Shut down the notebook, then disconnect the power cord and modem cable.
- 3** Turn the notebook over, then remove the main battery. For more information, see “Changing batteries” on page 109.

Warning



Disconnect the power cord, remove the battery, and disconnect the modem cable before you remove the memory bay cover. Replace the cover before you restore power or reconnect the modem cable.

- 4** Remove the memory bay cover screw.

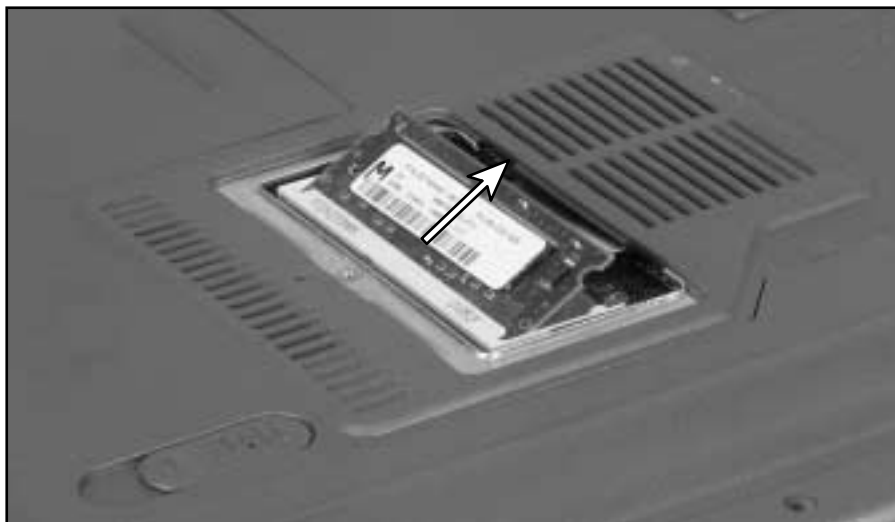


- 5** Remove the memory bay cover.

- 6** Gently press outward on the clips at both ends of the memory module until the module tilts upward.



- 7** Pull the memory module out of the slot.



- 8** Hold the new or replacement module at a 30-degree angle and press it into the empty memory slot. This module is keyed so that it can only be inserted in one direction. If the module does not fit, make sure the slot in the module lines up with the tab in the memory bay.

Important



Use only PC100 (100 MHz) or PC133 (133 MHz) memory modules.

- 9** Gently push the module down flat until it clicks in place.
- 10** Replace the memory bay cover, insert the battery, connect the AC adapter, and turn on your notebook.



Replacing the hard drive

If you would like more hard drive capacity, you can replace your original drive with a higher-capacity drive.



To replace the hard drive:

- 1** Follow the instructions under “Preventing static electricity discharge” on page 140.
- 2** Shut down the notebook, then disconnect the AC adapter and modem cables.
- 3** Turn the notebook over, then remove the main battery. For more information, see “Changing batteries” on page 109.

Warning

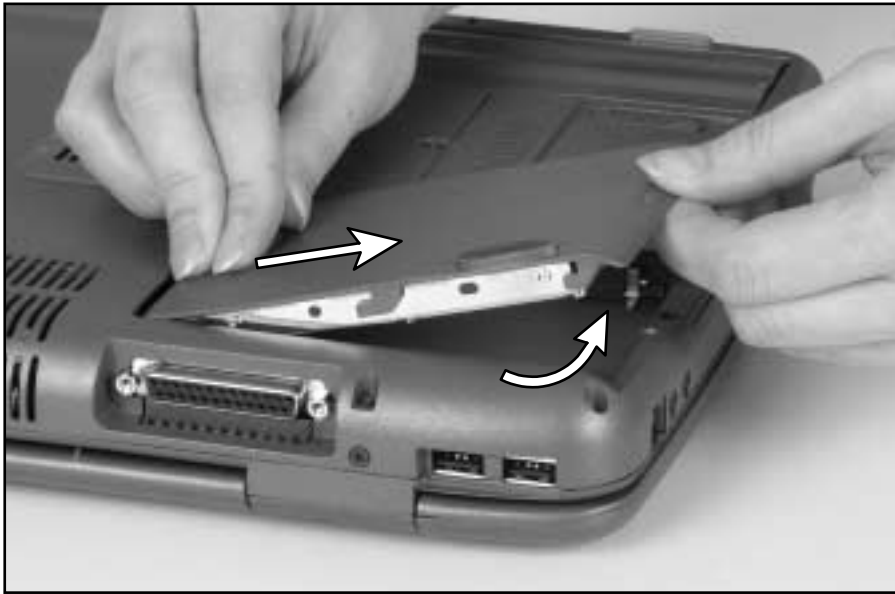


Disconnect the power cord, remove the battery, and disconnect the modem cable before you remove the hard drive. Replace the hard drive before you restore power or reconnect the modem cable.

- 4** Remove the screw that secures the hard drive to the notebook.



- 5** Slide the hard drive kit out.



- 6** Lift the hard drive kit up.
- 7** Place the new hard drive kit onto the notebook case.
- 8** Slide the hard drive kit in.
- 9** Replace the screw to secure the hard drive to the notebook.
- 10** Reinstall the battery, connect the AC adapter, and turn on your notebook.



Networking Your Computer

12

Connecting your home, small office, or home office computers lets you share drives, printers, and a single Internet connection among the connected computers.

This chapter contains information about:

- Benefits of a home, small office, or home office network
- The Gateway Connected Home
- Network connection types
- Your networking shopping list

Using a network

A network lets you:

- Share a single Internet connection
- Share computer drives
- Share peripherals
- Stream audio and video files
- Play multi-player games

Sharing a single Internet connection

A network makes sharing the Internet easy. Each computer or Internet appliance that is connected to the network can share the same modem and telephone line or broadband connection and access the Internet at the same time. This saves on the cost of installing another telephone line for your second computer and paying for a second Internet Service Provider (ISP) account.

Important



Most ISPs allow multiple users at the same time.

If you use America Online as your ISP, you can:

- Log onto America Online through one of your screen names and the other computers can access the Internet using an Internet browser.
- Upgrade your service to America Online for Home Networks. This service allows more than one of your screen names to be online through your home network at one time.

Sharing drives

With a network, you can copy files from computer to computer by copying and pasting or dragging and dropping. You will no longer waste your time transferring files by using diskettes. In addition, you can *map* a drive from a computer on the network to a drive on another computer, and access the file as if it were located on the hard drive of the computer you are using.

Sharing peripherals

Each computer that is connected to the network can share the same peripherals, such as a printer. Select print from the computer you are currently using and your file is automatically printed on your printer no matter where it is located on your network.

Streaming audio and video files

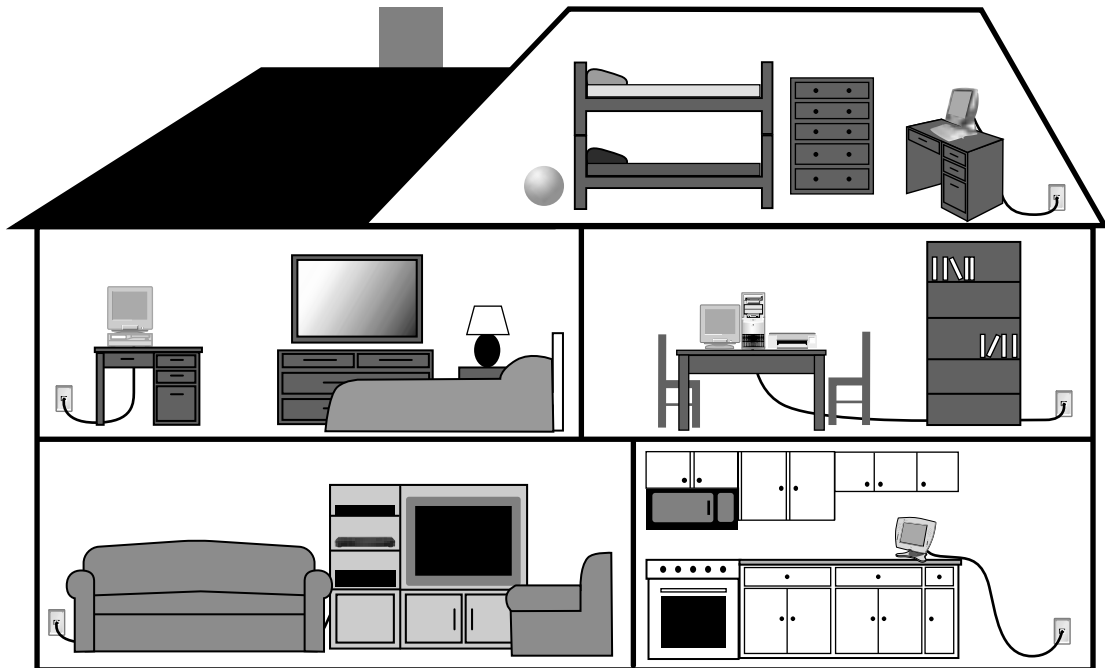
With a network, you can store audio files (such as the popular .MP3 files) and video files on any networked computer, then play them on any of the other computers or devices connected to your network, a process called streaming. Add a digital music player such as the Gateway Connected Music Player, and you can integrate your stereo system into your network as well.

Playing multi-player games

With a home network, you can play multi-player games. Load a game like *Microsoft Midtown Madness 2* on your computers, and in minutes, you and your friends can race in competing cars through the streets of San Francisco.

Introducing the Gateway Connected Home

The Gateway Connected Home connects all your computers and other devices so that you can share files, programs, peripherals, and much more from any computer in your house. The picture below shows an example Gateway Connected Home.



Components of a Gateway Connected Home

The Gateway Connected Home begins with two computers and a connection. From there, you can add computers and devices to fit your specific needs. You can connect:

- Any or all of your connected computers to your Internet connection simultaneously.
- A Gateway Connected Touchpad to your connected home so that more than one screen name can log onto America Online simultaneously.



- Your notebook computer to your connected home so you can share files and print at home.



- A Gateway Connected Music Player to your connected home to play audio files, located on any connected computer, anywhere in your home, either through your stereo system or through powered speakers.



Selecting a network connection

One of the biggest decisions you will need to make when creating your network is what type of connection you will use. Gateway supports both wired and wireless connections.

Wired connections

HPNA (Home Phoneline Networking Alliance) and Ethernet are two popular types of wired networks.

HPNA

Creating an HPNA network is as easy as knowing where your telephone jacks and computers are located. HPNA uses your home's standard telephone lines and telephone jacks instead of special cabling to connect computers. You can use your networked computers at the same time as you connect to your ISP, send a fax, or talk on your telephone. For the best performance, your computers or Internet appliances should have HPNA 2.0 network cards or jacks for connecting to your network.

Important



If you have more than one telephone line in your home or office, make sure that all the computers in your network are connected to jacks that share the same telephone number.

Ethernet or Fast Ethernet

Ethernet is a type of connection commonly used in offices around the world. This type of connection can also be used to build small computer networks in the home. Ethernet is available at two different speeds: standard Ethernet, which runs at the same speed as HPNA 2.0, and Fast Ethernet, which runs up to ten times faster. To create an Ethernet network, you or your electrician must install special cables in your home or office. Your computers or Internet appliances must have Ethernet cards or jacks for connecting to a 10 or 10/100 Ethernet switch or hub. If you are connecting just two computers, you can eliminate the switch or hub and use a special *crossover* cable.

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.

Broadband Internet connections

You can use your computer's Ethernet or USB jack for more than just networking. Many broadband Internet connections, such as cable modems and DSL modems, connect to your computer's Ethernet or USB jack. Typically, if one computer is connected to the Internet, other networked computers also access the Internet through the shared Internet connection. A broadband, versus dial-up, connection adds speed and an "always on" connection to your home network.

Wireless connections

Instead of connecting your computers with wires, you can consider two types of wireless networks.

Warning



Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11b (also known as wireless Ethernet or Wifi) and Bluetooth communication devices are examples of devices that provide wireless communication.

Important



If your system came equipped with an internal radio frequency wireless device, see "Safety, Regulatory, and Legal Information" on page 215 for general wireless regulatory and safety guidelines. To find out if your system has an internal wireless device, check the label (see "Identifying your model" on page 8).

Wireless Ethernet

A wireless Ethernet network (also known as IEEE 802.11b or WiFi) exceeds the speed of either HPNA 2.0 or standard Ethernet. In addition, this type of network allows you the freedom to move about your home or office with your computer. For example, you can take your notebook computer from your home office to your patio without having a telephone or Ethernet jack available. Although you save on the cost of wiring, the higher cost of wireless Ethernet equipment may result in a wireless network costing more than a wired one.

Bluetooth

Bluetooth is a short-range wireless method for creating a network. Like wireless Ethernet, Bluetooth allows your computer to send and receive data without wiring. However, unlike the wireless Ethernet, the range and speed of the Bluetooth connection are greatly reduced. Bluetooth is an ideal method for connecting a notebook computer, PDA, pager, cellular telephone, and printer that are all in close proximity.

Assessing your connection needs

To select the type of network that will work best for you, consider how you will use your network.

HPNA

An HPNA network is appropriate if:

- Your home, small office, or home office has a telephone jack with the same telephone number in each room that has a device you want to connect
- You have several Windows-based computers that are used for drive sharing, printing to a single printer, or surfing the Internet
- Your notebook computer has one of the following:
 - An HPNA jack for connecting to a telephone jack
 - A USB port to connect to an HPNA adapter
- Cost savings is more important than network speed
- Your connection speed needs are less than 10000 Kbps (see “Comparing data transfer speed” on page 157)

Ethernet

An Ethernet or Fast Ethernet network is appropriate if:

- You are building a new home, or your existing home already has Ethernet cable installed in each room that has a device you want to connect
- You are creating a network in an office or business
- Network speed is more important than cost savings

- You have a combination of Windows-based computers and non-Windows-based computers that are used for drive sharing, printing to a single printer, or surfing the Internet
- Your notebook computer has an Ethernet jack for connecting to the network

Wireless Ethernet (IEEE 802.11b, WiFi)

A wireless Ethernet network is appropriate if:

- You are looking for an alternative to using your telephone line or installing cable for connectivity
- Network speed and the ability to move about with your computer are more important than cost savings
- You have several Windows-based computers that are used for drive sharing, printing to a single printer, or surfing the Internet
- Your notebook computer has wireless Ethernet (IEEE 802.11b) for networking
- Your connection speed needs are less than 11000 Kbps (see “Comparing data transfer speed” on page 157)

Bluetooth

A Bluetooth network is appropriate if:

- You are looking for an alternative to using your telephone line or installing cable for connectivity
- Your PDA, pager, cellular telephone, or printer has Bluetooth for networking
- Your connection needs are less than 1000 Kbps (see “Comparing data transfer speed” on page 157)

Comparing data transfer speed

When deciding between connection types, compare the different data transfer speeds provided by each to the programs you plan to run on your network. The following table shows types of programs that you may run in your home or small office and the connection speed each requires.

Type of Program	Speed Required
Voice over IP (VoIP)	5-20 Kbps
Multiplayer Game	20-80 Kbps
Dial-up Internet	24-56 Kbps
MP3 Audio Streaming	80-200 Kbps
Printer Sharing	80-200 Kbps
Broadband Internet	100-1000 Kbps
File Sharing	300-40000 Kbps
MPEG Video Streaming	4000-8000 Kbps

The following table shows the Gateway-supported network type and the maximum speed of each.

Connection	Type	Rated Maximum Speed
Bluetooth	Wireless	1000 Kbps
HPNA 2.0	Wired	10000 Kbps
Ethernet	Wired	10000 Kbps
Wireless Ethernet (IEEE 802.11b)	Wireless	11000 Kbps
Fast Ethernet	Wired	100,000 Kbps

When comparing the speed at which your network will need to run to the speed you can get from the connection type, you should consider which programs may run at the same time on your network.

For example, you have stored several MP3 audio files on your network. You typically play music on your Gateway Connected Music Player, and at the same time your teenager may play music on another computer. Playing two MP3 audio files simultaneously requires $200 \text{ Kbps} + 200 \text{ Kbps} = 400 \text{ Kbps}$. If at the same time you are playing two MP3 audio files, you also print a file to your printer, the speed required increases to $200 \text{ Kbps} + 200 \text{ Kbps} + 200 \text{ Kbps} = 600 \text{ Kbps}$.

A comparison of the two tables on the previous page shows that HPNA 2.0, Ethernet, and wireless Ethernet can handle most programs on a network. If you anticipate using a combination of programs that regularly exceed 10000 Kbps, you should consider installing Fast Ethernet for your connection.

Network shopping list

Use the following shopping lists when purchasing equipment for your network.

HPNA

For an HPNA network you need:

- An HPNA card installed in each desktop computer

- OR -

An HPNA/V.90 combination card installed in each desktop computer

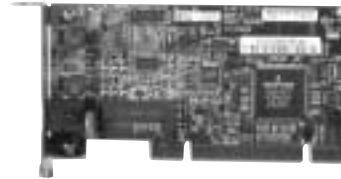
- OR -

A USB HPNA adapter attached to each desktop or notebook computer

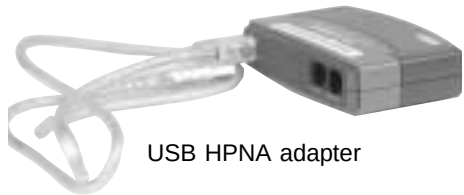
- OR -

A HPNA PC card installed in each notebook computer

- Telephone cord going from each computer to the closest telephone jack



HPNA card



USB HPNA adapter

Important



Your Gateway computer may already have a factory installed HPNA/V.90 combination card.

All HPNA components should be HPNA 2.0. A mixture of HPNA 1.0 and HPNA 2.0 components will result in your network running at a slower speed.

Ethernet

For an Ethernet network you need:

- An Ethernet card installed in each desktop computer

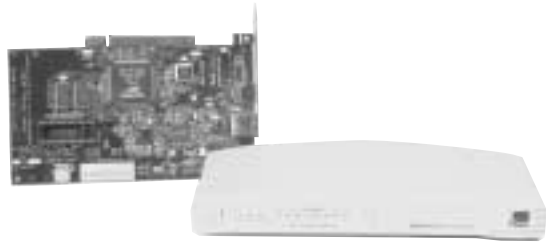
- OR -

An Ethernet jack on each desktop and notebook computer

- OR -

An Ethernet PC card installed in each notebook computer

- An Ethernet hub or switch with enough ports for each computer and device in the network (hubs are slightly cheaper than switches but may run slower than switches)
- Ethernet cable going from each computer to the hub or switch



Ethernet card and hub

Important



All Ethernet components should be either standard Ethernet (10 Mbps) or Fast Ethernet (100 Mbps). A mixture of Ethernet and Fast Ethernet components will result in your network running at the slower speed.

Wireless Ethernet

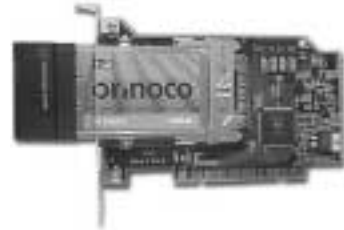
For a wireless Ethernet network you need:

- A wireless Ethernet (IEEE 802.11b) PCI card installed in each desktop computer

- OR -

A wireless Ethernet (IEEE 802.11b) PC card installed in each notebook computer that does not have wireless Ethernet built-in

- A wireless Ethernet (IEEE 802.11b) Access Point if you want to connect your wireless Ethernet to the Internet



Wireless Ethernet PCI card



Wireless Ethernet PC card

Bluetooth

For a Bluetooth network you need:

- A Bluetooth PCI card installed in each desktop computer

- OR -

A Bluetooth PC card installed in each notebook computer that does not have Bluetooth built-in

- Devices with Bluetooth, such as PDAs, pagers, cellular telephones, and printers



Wireless Ethernet Access Point

For more information

For more information about the Gateway Connected Home or networking an office, discuss your particular needs with your Gateway Country Store representative. In addition, several books and Internet sites are dedicated to networking. Refer to these sources for more information about networking your home or office with HPNA, Ethernet, wireless Ethernet, or Bluetooth.

Maintaining Your Notebook

13

This chapter provides basic information about maintaining your computer hardware and software.

Caring for your computer

Here are ways to extend the life of your system:

- Be careful not to bump or drop your computer, and do not put any objects on top of it. The case, although strong, is not made to support extra weight.
- When transporting your computer, we recommend that you put it in a carrying case.
- Keep diskettes, modular drives, and your computer away from magnetic fields. Magnetic fields can erase data on both diskettes and hard drives.
- Never turn off your computer when the hard drive light is on because data on the hard drive could be lost or corrupted.
- Avoid subjecting your computer to extreme temperature changes. The case and LCD panel can become very brittle and easy to break in cold temperatures and can melt or warp in high temperatures. Damage due to either extreme is not covered by your warranty. As a general rule, your computer is safest at temperatures that are comfortable for you.
- Keep all liquids away from your computer. 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.
- Set up a regular maintenance schedule according to the table below to keep your computer running at its best.

Maintenance task	Immediately after purchase	Monthly	When needed	See...
Create an emergency diskette	X			page 165
Check for viruses		X	X	page 167
Manage hard drive space			X	page 169
Clean up hard drives		X	X	page 170
Scan hard drive for errors		X	X	page 171
Defragment hard drive		X	X	page 173
Back up files		X	X	page 175
Recalibrate the battery			X	page 177
Clean computer case			X	page 178
Clean keyboard			X	page 179
Clean screen			X	page 179
Clean mouse			X	page 179

Creating an emergency startup diskette

An *emergency startup diskette* is a diskette that contains critical information that you need to start your computer if Windows fails to start. You should create a startup diskette as soon as you get your computer.

HelpSpot



For more information on creating an emergency startup diskette, double-click the **HelpSpot** icon on your desktop.

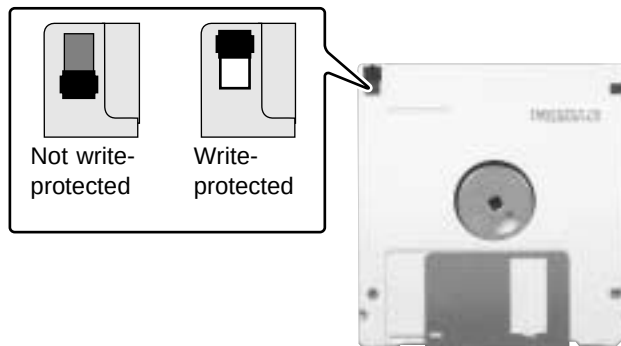


To create an emergency startup diskette:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 Click/Double-click the **Add/Remove Programs** icon. The Add/Remove Programs Properties dialog box opens.
- 3 Click the **Startup Disk** tab.



- 4** Click **Create Disk**. A message tells you to label a new diskette and insert it into the diskette drive.
- 5** Place a new, labeled diskette into the diskette drive.
- 6** Click **OK**. Windows copies files to the emergency startup diskette.
- 7** When Windows finishes copying files, remove the diskette from the diskette drive.
- 8** You should write-protect the diskette, which will prevent the diskette from being erased or infected by viruses, by sliding the tab that is at the top of the diskette to the up position.



- 9** Store your emergency startup diskette in a safe place with your other backup software media.



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:

- Using your Norton® AntiVirus program to check files and programs that are on diskettes, 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.

HelpSpot



For more information on protecting your computer from viruses, double-click the **HelpSpot** icon on your desktop.



To scan for viruses:

- 1** Click **Start**, then select **Programs**, **Norton AntiVirus**, then **Norton AntiVirus**. Norton AntiVirus opens.
- 2** Click **Scan for Viruses**.
- 3** Select the type of scan you want to make in the Scan area, then click **Run Scan Now**.





To remove a virus:

- 1** Find and remove the virus immediately using Norton AntiVirus.
- 2** Turn off your computer and leave it off for at least 30 seconds.
- 3** Turn on the computer and rescan for the virus.



You should periodically update your Norton AntiVirus program to protect against the latest viruses.



To update Norton AntiVirus:

- 1** Click **Start**, then select **Programs, Norton AntiVirus**, then **LiveUpdate - Norton AntiVirus**. The LiveUpdate wizard opens.
- 2** Follow the on-screen instructions to update your Norton AntiVirus program with the latest virus protection files.
- 3** When the program is done updating, click **Finish**.



Managing hard drive space

Windows provides several utilities you can use to manage your hard drive space and keep your hard drive running efficiently.

Checking hard drive space

In Windows, you can see a chart of the available hard drive space.

HelpSpot



For more information on checking hard drive space, double-click the **HelpSpot** icon on your desktop.



To check hard drive space:

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



Using Disk Cleanup

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

HelpSpot



For more information on using Disk Cleanup, double-click the **HelpSpot** icon on your desktop.



To use Windows Disk Cleanup program:

- 1 Double-click the **My Computer** icon. The My Computer window opens.
- 2 Right-click the hard drive that you want to delete files from, then select **Properties**. The System Properties dialog box opens at the **General** tab.



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



Scanning the hard drive for errors

The ScanDisk program examines the hard drive for surface errors and file and folder problems. ScanDisk corrects these problems so that Windows and other programs run efficiently.

If you use your computer several hours every day, you probably want to run ScanDisk once a week. On the other hand, if you use your computer less frequently, once a month may be adequate. Also use ScanDisk if you encounter hard drive problems.

HelpSpot



For more information on using ScanDisk, double-click the **HelpSpot** icon on your desktop.



To run ScanDisk:

- 1 Double-click the **My Computer** icon. The My Computer window opens.
- 2 Right-click the hard drive that you want to check for errors, then select **Properties**. The System Properties dialog box opens.
- 3 Click the **Tools** tab.



- 4** Click **Check Now**. The ScanDisk dialog box opens.
- 5** Select the options to use, then click **Start**. For help, press F1. ScanDisk checks the drive for errors. This process may take several minutes.
- 6** Correct any problems that are found by following the on-screen instructions. After ScanDisk has finished checking the drive for errors, it provides a summary of the problems that it found.
- 7** Click **Close**.



Defragmenting the hard drive

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

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

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

HelpSpot



For more information on defragmenting your hard drive, double-click the **HelpSpot** icon on your desktop.



To run Disk Defragmenter:

- 1 Double-click the **My Computer** icon. The My Computer window opens.
- 2 Right-click the hard drive that you want to defragment, then select **Properties**. The System Properties dialog box opens.

- 3** Click the **Tools** tab.



- 4** Click **Defragment Now**.

- 5** If Disk Defragmenter does not start automatically, click **Start** or **Defragment**.

Disk Defragmenter shows its progress on the screen. When finished, Disk Defragmenter asks if you want to quit the program.

- 6** If you want to defragment another drive, click **No** then follow the on-screen instructions.

- OR -

If you do not want to defragment another drive, click **Yes**.



Backing up files

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

You should back up your files regularly to diskettes or a writable CD, if you have a CD-R or CD-RW drive. Use diskettes or writable CDs to do partial backups of selected files or folders. Use a backup device such as a CD-R, CD-RW, or Zip drive, or other high-capacity backup device to do a complete hard drive backup. If you do not have a high-capacity backup device and you want to purchase one, you can contact Gateway's Add-on Sales department or visit our Web site at www.gateway.com.

Using Maintenance Wizard

The Maintenance Wizard lets you schedule maintenance tasks such as running Disk Defragmenter and ScanDisk and deleting unnecessary files.

HelpSpot



For more information on using the Maintenance Wizard, double-click the **HelpSpot** icon on your desktop.



To start the Maintenance Wizard:

- 1 Click **Start**, then select **Programs**, **Accessories**, **System Tools**, then **Maintenance Wizard**. The Maintenance Wizard dialog box opens.



- 2 Select the Maintenance Wizard options that suit your preferences. Remember that your computer must be on during scheduled maintenance tasks.



Recalibrating the battery

If your notebook unexpectedly goes into Standby mode while you are using it but the battery charge is not low, you may need to recalibrate your battery. You should also recalibrate the battery once a year to maintain the accuracy of the battery gauge.



To recalibrate the battery:

- 1** Connect the AC adapter, then turn on your notebook.
- 2** When you see the startup screen, press F2. The BIOS Setup program opens.
- 3** Click **Exit**, then select **Battery Auto-Learning** (set by default to disabled). A checkmark appears to show that it is now turned on.
- 4** Exit the BIOS Setup utility by clicking **Exit**, then selecting **Save and Exit**. The battery recalibration program begins and the notebook will reboot.

After your battery has been recalibrated, the notebook recharges the battery. Recharging may take 12-24 hours. After the battery finishes recharging, the battery meter displays the accurate battery charge. If the battery meter does not show an accurate charge, contact Gateway Technical Support.

Important



Do not interrupt the battery recalibration process. If recalibration is interrupted, you must start the process over again.

- 5** Follow the on-screen instructions to exit the battery recalibration program.



Cleaning your computer

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

- A soft cloth
- An aerosol can of air that has a narrow, straw-like extension
- Isopropyl alcohol
- Cotton swabs
- A CD drive cleaning kit

Cleaning the exterior

Warning



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

Always turn off the computer and other peripherals and remove the battery before cleaning any components.

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

Your computer is cooled by air drawn in through the vents on the case, so keep the vents free of dust. With the 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 the computer.

Cleaning the keyboard

You should clean the keyboard occasionally to free it of dust and lint trapped under the keys. The easiest way to do this is to blow dirt from under the keys using an aerosol can of air with a narrow, straw-like extension.

If you spill liquid on the keyboard, turn off the computer and turn the unit 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 screen

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

Caution



An LCD screen is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based window cleaners.

Cleaning the mouse

If you have a mouse and the mouse pointer begins moving erratically across the screen or becomes difficult to control precisely, then cleaning the mouse will likely improve its accuracy.

HelpSpot



For a video demonstration on cleaning the mouse, double-click the **HelpSpot** icon on your desktop.



To clean your mouse:

- 1 Turn the mouse upside down.
- 2 Rotate the retaining ring on the bottom of the mouse counter-clockwise.



- 3** Remove the retaining ring and mouse ball.



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



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



Reinstalling Device Drivers

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Device drivers are programs that control devices such as monitors, CD drives, and modems. Drivers translate information between computer devices and programs.

Drivers for your original computer hardware are installed at Gateway. If you install a new device, you need to install the drivers provided by the device manufacturer.

You should reinstall device drivers:

- If directed to do so while troubleshooting
- If you see a message indicating that there is a problem with a device driver

This chapter provides instructions for reinstalling device drivers in Windows Me. If you are not comfortable with the procedures covered in this chapter, seek help from a more experienced computer user or a computer service technician.

Reinstalling device drivers

If you just reinstalled Windows Me, the device drivers were automatically reinstalled. However, you need to reinstall device drivers if directed to do so while troubleshooting or if a message tells you that there is a problem with a device driver.

HelpSpot



For more information on reinstalling device drivers, double-click the **HelpSpot** icon on your desktop.



To reinstall Windows Me device drivers:

- 1** Place *Disc 1* of the *System Restoration Kit* into your CD drive. The System Restoration program starts. Go to Step 5.

- OR -

If the program does not start automatically, go to Step 2.
- 2** Click **Start**, then select **Run**. The Run dialog box opens.
- 3** In the **Open** text box, type **D:\RUNMENU.EXE** (where D is the drive letter of your CD drive).
- 4** Click **OK**. The System Restoration Kit program starts.
- 5** If the Welcome to the System Restoration Kit window opens, close it by clicking **OK**.
- 6** Click the **Reinstall** tab.

7 Click **Automatic Installation**, then select multiple device drivers to reinstall.

- OR -

Click **Manual Installation**, then select a single device driver to reinstall.

8 Click **Install**.

9 Follow any additional on-screen instructions. Depending on the driver you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.



Updating device drivers

The Gateway System Restoration Kit contains a device driver update utility that works over the Internet. If you do not have an Internet Service Provider, the update utility works by direct dialing the device driver update service.

HelpSpot



For more information on updating device drivers, double-click the **HelpSpot** icon on your desktop.

Important



If your system came equipped with a wireless device, only use the drivers approved for the country the device will be used in. See the *Gateway System Restoration Kit* or the Gateway Technical Support Web site.

If your system came equipped with an internal radio frequency wireless device, see “Safety, Regulatory, and Legal Information” on page 215 for general wireless regulatory and safety guidelines. To find out if your system has an internal wireless device, check the label (see “Identifying your model” on page 8).



To update Windows Me device drivers:

- 1 Place *Disc 1* of the *System Restoration Kit* into your CD drive. The System Restoration program starts. Go to Step 5.
- OR -
- If the program does not start automatically, go to Step 2.
- 2 Click **Start**, then select **Run**. The Run dialog box opens.
- 3 In the **Open** text box, type **D:\RUNMENU.EXE** (where D is the drive letter of your CD drive).
- 4 Click **OK**. The System Restoration Kit program starts.
- 5 If the Welcome to the System Restoration Kit window opens, close it by clicking **OK**.

- 6** Click the **Update** tab.
- 7** Click **Check Now**. The Connect window opens.
- 8** Install available updated device drivers by following the on-screen instructions. Depending on the driver you are updating, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.



Restoring Software

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If your computer is not working properly, try the following options to correct the problem:

- Reinstall device drivers. For more information, see “Reinstalling Device Drivers” on page 181.
- Troubleshooting. For more information, see “Troubleshooting” on page 191.

If the options above do not correct the problem, you can use the *System Restoration Kit* to reinstall Windows and other software. Find out more about the reinstallation options in “Reinstalling Windows Me” on page 188.

Reinstalling Windows Me

The *System Restoration Kit* steps you through reinstalling Windows Me. It automatically reinstalls the hardware device drivers and some software. The remaining software is installed using the CDs that came with your computer.

HelpSpot



For more information on reinstalling Windows, double-click the **HelpSpot** icon on your desktop.



To reinstall Windows Me and the device drivers:

- 1** Place *Disc 2* of the *System Restoration Kit* in the CD drive. If you have an additional recordable/rewritable CD drive, make sure you do not put the *System Restoration CD* in it.
- 2** Restart the computer.
- 3** Follow the on-screen instructions. The on-screen instructions step you through the operating system and device drivers installation.



Reinstalling programs

If you have problems running a program or if you have reinstalled your operating system, you can reinstall programs from the *System Restoration Kit* and the program CDs. Follow the installation instructions on each CD.

HelpSpot



For more information on reinstalling programs, double-click the **HelpSpot** icon on your desktop.



To reinstall a program from the System Restoration Kit:

- 1** Place *Disc 1* of the *System Restoration Kit* into your CD drive. The System Restoration program starts. Go to Step 5.

- OR -

If the program does not start automatically, go to Step 2.

- 2** Click **Start**, then select **Run**. The Run dialog box opens.
- 3** In the **Open** text box, type **D:\RUNMENU.EXE** (where D is the drive letter of your CD drive).
- 4** Click **OK**. The System Restoration Kit program starts.
- 5** If the Welcome to the System Restoration Kit window opens, close it by clicking **OK**.
- 6** Click the **Reinstall** tab.
- 7** Click **Automatic Installation**, then select the program to reinstall.

- OR -

Click **Manual Installation**, then select the program to reinstall.

- 8** Click **Install**.
- 9** Follow any additional on-screen instructions. Depending on the program you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.





To reinstall a program from a CD:

- 1** Place the program CD in your CD drive.
- 2** Complete the reinstallation by following the instructions included with the program CD.



Troubleshooting

This chapter provides some solutions to common computer problems. Use the information to troubleshoot and correct typical hardware and software issues.

If the suggestions in this chapter do not correct the problem, see “Getting Help” on page 33 for more information about how to get help.

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never remove the hard drive or memory bay cover while your computer is turned on.
- Make sure you are properly grounded before accessing internal components. For more information about preventing damage from static electricity, see “Preventing static electricity discharge” on page 140.

Important



If your system came equipped with an internal embedded wireless device, do not operate the wireless device unless all covers and shields are in place and the system is fully assembled.

First steps

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

- Make sure that the AC 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 it is turned on.
- If a peripheral device 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 Technical Support in diagnosing and fixing the problem.
- If you added or removed modules or peripheral devices, review the installation procedures you performed and make sure you followed each instruction.
- If an error occurs in a program, consult the printed documentation or the online help.

Important



Do not try to troubleshoot your problem if power cords or plugs are damaged, if your computer was dropped, or if the cabinet was damaged. Instead, unplug your computer and contact a qualified computer technician.

HelpSpot



For more information on troubleshooting, double-click the **HelpSpot** icon on your desktop.

Software support tools

Your system *may* include *PC Doctor* to help you diagnose and fix problems. PC Doctor is a comprehensive hardware diagnostic and system information tool that can test your computer and determine its configuration. PC Doctor provides 85 professional diagnostic tests directly from your computer.

PC Doctor is available from HelpSpot or by clicking **Start**, then selecting **Programs**, then **Gateway Utilities**.

HelpSpot



For more information on using PC Doctor, double-click the **HelpSpot** icon on your desktop.

Troubleshooting

CD drive

The computer does not recognize a disc or the CD drive

- The disc may not be properly seated in the tray. When you place a disc on the tray, make sure that you press the disc firmly onto the spindle so that the retaining clips hold the disc in place.
- The CD drive may not be completely inserted into the drive bay. Press the drive into the bay, then try to access the disc again.
- Make sure the disc label is facing up.
- Try a different disc. Occasionally discs are flawed and cannot be read by the drive.
- Clean the disc. For more information, see “To clean a CD:” on page 195.
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.

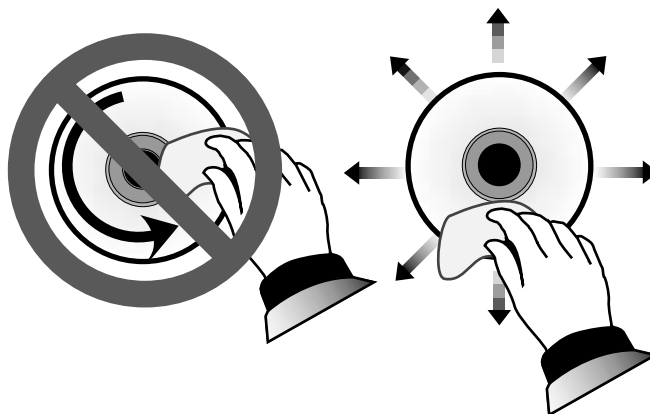
An audio CD does not produce sound

- Make sure the CD label is facing up.
- Click the speaker icon in the lower right corner of the taskbar and make sure the volume controls are turned up.
- Make sure mute controls are turned off by double-clicking the speaker icon in the lower right corner of the taskbar and making sure that the **Master Out**, **CD Audio**, **MIDI**, **Digital**, and **Wave** mute check boxes are not selected. For more information about setting the mute control, see “Adjusting the volume” on page 85.
- Clean the CD. For more information, see “To clean a CD:” on page 195.
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.
- Reinstall the audio device drivers. For more information, see “Reinstalling Device Drivers” on page 181.



To clean a CD:

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



Device installation

You have computer problems after adding a new device

Sometimes a new device, such as a PC Card, can cause a system resource (IRQ) conflict. Check IRQ usage to determine if there is an IRQ conflict.



To check IRQ usage:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens. If you do not see the **System** icon, click **view all control panel options**.
- 2 Double-click the **System** icon, then click the **Device Manager** tab. The Device Manager opens.
- 3 Click **Computer**, then click **Properties**. The Computer Properties dialog box opens and displays the IRQs and their hardware assignments.





To free IRQ resources for the new device:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. If you do not see the **System** icon, click **view all control panel options**.
- 2 Double-click the **System** icon, then click the **Device Manager** tab. The Device Manager opens.
- 3 Check the device properties for a resource conflict. A resource conflict appears as a black exclamation point in a yellow circle.
- 4 Remove the device you are trying to install, then determine which one of your ports you can temporarily turn off. For example, you could turn off the parallel port.
- 5 In the Device Manager, double-click **Ports**, click the port you want to turn off, then click **Properties**.
- 6 In the **Device usage** area, click to select the **Disabled in this hardware profile** check box, then click **OK**.
- 7 When you are finished using the device, return to the Device Manager and turn on the port by clearing the **Disabled in this hardware profile** check box.



Diskette drive

The diskette drive is not recognized

- Shut down and restart your computer.

You receive 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.
- Not all diskettes are IBM-compatible. Make sure 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 receive a “Disk is full” error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run ScanDisk on the diskette. For more information, see “Scanning the hard drive for errors” on page 171. If errors are detected and corrected, try using the diskette again.

You receive a “Non-system disk” or “Disk error” error message

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

The light on the diskette drive is lit continuously

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

File management

A file was accidentally deleted



To restore files that were deleted in Windows:

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



Hard drive

You receive an “Insufficient disk space” error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For more information, see “Using Disk Cleanup” on page 170.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon and selecting **Empty Recycle Bin** from the pop-up menu.

Caution



All deleted files will be lost when you empty the Recycle Bin.

- If possible, save your files to another disk or drive.
- If the hard drive is full, copy any files not regularly used to diskettes or other backup media, then delete them from the hard drive.

You receive a “Data error” message

- This may be the result of a defective area on the hard drive. To fix hard drive problems, run the ScanDisk program. For more information, see “Scanning the hard drive for errors” on page 171.

The hard drive cannot be accessed, or you receive a “General failure reading drive C” error message

- If a diskette is in the diskette drive, eject it and restart the computer.
- Make sure that the hard drive is correctly installed. Remove it, firmly reinsert it, then restart your computer. For more information, see “Replacing the hard drive” on page 145.
- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

Internet

You cannot connect to the Internet

- Make sure your computer is connected to the telephone line and the telephone line has a dial tone. Use the Setup poster to make sure that the connections have been made correctly.
- If you have the call waiting feature on your telephone line, make sure it is turned off.
- Make sure your account with your Internet Service Provider (ISP) is set up properly. Contact your ISP technical support for help.
- Make sure you do not have a problem with your modem. For information about solving modem problems, see “Modem” on page 201.

You receive 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, you may have a problem with your Internet connection or ISP.

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 company
- 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 haven't received any mail

- Click the receive button in your e-mail program.
- Make sure your account with your Internet Service Provider (ISP) is set up properly. Contact your ISP technical support for help.

Keyboard

The external keyboard does not work

- Make sure the keyboard cable is plugged in correctly.
- Try a keyboard that you know works to make sure the keyboard port works.
- If you spilled liquid in the keyboard, turn off the computer and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again.

A keyboard character keeps repeating or you receive a “Keyboard stuck” or “Key failure” error message

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

LCD panel

The screen area is not correct

- Change the screen area and color depth from the Display Properties dialog box. For more information, see “Adjusting the color depth” on page 124 and “Adjusting the screen area” on page 126.

The text on the display is dim or difficult to read

- Adjust the brightness controls.
- Move the computer away from sources of electrical interference such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.
- Change the display settings. For more information, see “Adjusting the screen and desktop settings” on page 124.

Memory

You receive a “Memory error” message

- Make sure the memory modules are inserted correctly in the memory bay slot. For more information, see “Installing memory” on page 141.
- Use diagnostic programs to help determine if a memory module is failing. For more information, see “Installing memory” on page 141.

You receive a “Not enough memory” error message

- Close all programs, then restart the computer.

Modem

Your modem does not dial or does not connect

- Make sure your computer is connected to the telephone line and the telephone line has a dial tone. Use the Setup poster to make sure that the connections have been made correctly.
- 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 turned off before using the modem. Contact your telephone service to get the correct code to temporarily turn off the service. Also make sure the modem dialing properties are set appropriately.



To check the dialing properties:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 If you do not see the **Modems** icon, click **view all control panel options**.
- 3 Double-click the **Modems** icon, then click **Dialing Properties**. The Dialing Properties window opens.
- 4 Make sure all settings are correct.



- Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. You should not have these devices plugged into 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 properly.
- 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 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 them check the telephone line 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 company.
- Try connecting with the modem at a lower connection speed. If reducing the connect speed lets you connect, contact your telephone company. The telephone line may be too noisy.

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP technical support for help.
- See if the modem works with a different communications program. The problem may be with just one program.

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.

Upload (sending data out from your computer) speeds are limited to 48K. Your ISP may not support 48K uploads.

- Check your modem connection speed and dial-up network (DUN) connections by accessing the gateway.your.way dial-up server. The server also contains drivers, patches, and updates for current Gateway hardware and software.

The server provides a secure connection and is a stand-alone server. You cannot use it to access the Internet. The server cannot be accessed Mondays from 8:00 a.m. to 12:00 p.m. Central Time, when the server is backed up.



To access the gateway.your.way dial-up server:

- 1** Insert Disc 1 of the *System Restoration Kit*.
- 2** Select **Help**.
- 3** Click **Support Web Site**, then follow the on-screen instructions.
- 4** To check your modem connection speed, select the **Direct Dial** option. After your modem connects, move the mouse cursor over the **Dial-Up Networking** icon (located next to the clock on your Taskbar), your modem connection speed appears.



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 the computer

- Make sure the line connected to the modem is working and plugged into the appropriate port on the modem. Use the Setup poster to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure 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.
- Reinstall the device driver. For more information, see “Reinstalling Device Drivers” on page 181.
- Run Windows modem diagnostics.



To run modem diagnostics:

- 1** Close all open programs.
- 2** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.
- 3** If you do not see the **Modems** icon, click **view all control panel options**.
- 4** Double-click the **Modems** icon. The Modems Properties dialog box opens.
- 5** Click the **Diagnostic** tab, click the COM port next to the name of the modem, then click **More Info**. The Modem Info dialog box opens.

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. Contact Gateway Technical Support.



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 this communication as unusual sounds when the modems first connect. If the sounds are too loud, you can turn the modem volume down.



To turn down the modem volume:

- 1** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window appears.
- 2** If you do not see the **Modems** icon, click **view all control panel options**.

- 3** Double-click the **Modems** icon. The Modems Properties dialog box appears.
- 4** Click the **General** tab, select your modem, then click **Properties**.
- 5** Adjust the **Speaker volume** control.
- 6** Click **OK**.



You received an “Unable to establish protocols” error message

- Reinstall dial-up networking and dial-up networking components.



To reinstall dial-up networking:

- 1** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2** Click/Double-click the **Add/Remove Programs** icon, then click the **Windows Setup** tab.
- 3** Double-click **Communications**.
- 4** Click to clear the **Dial-Up Networking** check box, then click **OK** twice. The System Settings Change dialog box opens.
- 5** Click **Yes**. The computer restarts.
- 6** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 7** Click/Double-click the **Add/Remove Programs** icon, then click the **Windows Setup** tab.
- 8** Double-click **Communications**.
- 9** Click to select the **Dial-Up Networking** check box, then click **OK** twice. The System Settings Change dialog box opens.
- 10** Click **Yes**. The computer restarts. If you are asked to insert your *System Restoration Kit* CD, do so.





To reinstall dial-up networking components:

- 1** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2** If you do not see the **Network** icon, click **view all control panel options**.
- 3** Double-click the **Network** icon.
- 4** If **TCP/IP** is not included in the Network Components list, click **Add**, then select **Protocol**, **Add**, then **Microsoft** as the manufacturer. Click **TCP/IP** on the right side of the dialog box, then click **OK**.
- 5** Click **Client for Netware Networks** (if included), then click **Remove**.
- 6** Click **IPX/SPX** (if included), then click **Remove**.
- 7** Click **NetBeui** (if included), then click **Remove**.
- 8** Make sure the **Primary Network Logon** field is set to **Windows Logon**.
- 9** Click **OK** twice, then restart the computer.



Mouse

The external mouse does not work

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

The external mouse works erratically

- Clean the mouse. For more information, see “Cleaning the mouse” on page 179.

Networks

You cannot connect to your company network

- Every network is unique. Contact your company computer department or network administrator for help.
- If your system came equipped with an internal wireless device, do not operate the wireless device unless the system fully assembled.

Passwords

The computer does not accept your password

- Make sure that CAPS LOCK and PAD LOCK are turned off, then retype the password.

You forgot your startup password

- The password feature (which is set in the BIOS Setup utility) is very secure, with no easy way to recover a forgotten password. You must return your computer for repair. Call Gateway Technical Support for instructions.

PC Cards

You installed a PC Card and now your computer is having problems

- Make sure that the PC Card you installed is not causing a system resource conflict. For more information on resource conflicts, see “Device installation” on page 195.

Power

Your computer is not working on AC power

- Make sure your AC adapter is connected properly to your computer. For more information, see “Connecting the AC adapter” on page 12.
- If your system is plugged into a surge protector, make sure the surge protector is securely connected to an electrical outlet, switched on, and working properly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure the AC adapter cables are free from cuts or damage. Replace any damaged cables.

Your computer is not working on battery power

- Make sure the battery is installed properly. For more information, see “Changing batteries” on page 109.
- Make sure the battery is fully recharged. For more information, see “Recharging the battery” on page 108.
- Make sure the battery is calibrated correctly. For more information, see “Recalibrating the battery” on page 177.

Printer

The printer will not turn on

- Make sure the power cord is plugged into an AC power source.

The printer is on but will not print

- Check the cable between the printer and the computer. Make sure it is connected to the proper port.
- 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 connector and cable for bent or broken pins.
- Reinstall the printer driver. Use the manual that came with your printer for instructions on installing the printer driver.
- If the printer you want to print to is not the default printer, make sure you have selected it in the printer setup.



To set a default printer:

- 1** Click **Start**, then select **Settings**, then **Printers**.
- 2** Right-click on the name of the printer you want to be the default printer, then select **Set as Default**.



You receive a “Printer queue is full” error message

- Make sure the printer is not set to work offline.



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

- 1** Click **Start**, then select **Settings**, then **Printer**.
- 2** Double-click the icon for the printer you want to use.
- 3** Select **Printer**. If there is a **Use Printer Offline** option on the menu, click to clear the check mark.



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

You receive a “Printer is out of paper” error message

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

ScanDisk

When you started your computer, it ran ScanDisk

The computer probably had its power interrupted or was improperly shut down. Windows automatically runs ScanDisk at startup when the computer was improperly shut down.

ScanDisk fixes errors on the hard drive to minimize data loss. To prevent ScanDisk from running when you start your computer, make sure you always shut down by selecting **Shut Down** from the **Start** menu.

Sound

You are not getting sound from the speakers

- Make sure the Windows volume control is turned up by clicking the taskbar speaker icon.
- Make sure that **Mute** is not selected. For more information, see “Adjusting the volume” on page 85.

Video

Important



If your computer has a DSTN or HPA LCD panel, you may notice some minor screen distortions or ghosting with this technology. Use your contrast Function keys to adjust your screen for best viewing.

The external monitor is not working

- Make sure that the monitor power is turned on and that the video cable is properly connected.

The LCD panel has pixels that are always dark or too bright

- This condition is normal and inherent in the TFT technology used in active-matrix LCD screens. Gateway’s inspection standards keep these to a minimum. If you feel these pixels are unacceptably numerous or dense on your display, contact Gateway Technical Support to identify whether a repair or replacement is justified based on the number of pixels affected.

Telephone support

Before calling Gateway Technical Support

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

- Make sure that your computer is connected properly to a grounded AC outlet that is supplying power. If you use a power strip, make sure that it is switched 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, refer to the manufacturer documentation and technical support resources.
- If you have “how to” questions about using a program, consult:
 - Online Help
 - Printed documentation
 - The Microsoft Windows documentation
 - The software publisher’s Web site
- Consult 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 cabinet 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 issue, including the exact text of any error messages, and the steps you have taken.
- Verify that the computer is nearby at the time of your call. The technician may have you follow appropriate troubleshooting steps while on the line.

Telephone numbers

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

Resource	Service description	How to reach
Automated troubleshooting system (ATS)	Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US) 877-709-2945 (Canada)
Fax on demand support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	800-846-4526 (US) 877-709-2951 (Canada)
Gateway's fee-based software tutorial service	Get tutorial assistance for software issues billed by the minute.	800-229-1103 (charged to your credit card) 900-555-4695 (charged to your telephone bill)
Gateway Customer Care	Talk to a Gateway Customer Care representative about a non-tutorial technical support question. (Refer to "Before calling Gateway Technical Support" on page 211 before calling.) TDD Technical Support (for hearing impaired) is available: Weekdays 6:00 a.m. - 8:00 p.m. Central Time Weekends 6:00 a.m. - 5:00 p.m. Central Time	800-846-2301 (US) 800-846-3609 (Canada and Puerto Rico) (605) 232-2191 (all other countries) (800) 846-1778 (TDD)
America Online	Get support for your America Online ISP account	800-827-6364 (US) 888-265-4357 (Canada)
CompuServe	Get support for your CompuServe ISP account	800-848-8990 (US)
Sales, accounting, and warranty	Get information about available systems, pricing orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-888-2037 (Canada)

Tutoring and training

Gateway's Technical Support professionals cannot provide hardware and software training or tutorial services. Instead, Gateway recommends the following tutoring and training resources.

Self-help

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

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

Tutoring

For help on using hardware or software that came with your Gateway computer, contact Gateway's fee-based tutorial hotline:

- (800) 229-1103 (rate charged per minute; charged to a major credit card.)
- (900) 555-4695 (rate charged per minute; charged to your telephone bill.)

Training

Gateway provides the following in-person and computerized training:

Resource	Service description	For more information
In-Store Training at Gateway Country stores	Our friendly and knowledgeable software trainers can teach you how to use the Internet and the most popular software programs, including Microsoft Word, Excel, and PowerPoint.	www.gateway.com/about/country/softwaretraining.shtml
Gateway Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	www.gateway.com/software/training/learning_library.shtml
Online Training from Learn@Gateway	More than 450 online courses are available from Learn@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.learnatgateway.com/

Safety, Regulatory, and Legal Information



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.
- If your system came equipped with a wireless device, before using, read and follow the precautions in the regulatory section labeled Wireless guidance and any requirements for the country in which the system will be use.

Care during use

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

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Important



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.

Caution



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

Regulatory compliance statements

Wireless guidance

Low power, Radio LAN type devices (radio wave (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. The following section is a general overview of considerations while operating a wireless device.

Limitations, cautions, and concerns for specific countries are listed in the specific country sections (or country group sections). The wireless devices in your system are only qualified for use in the countries identified by the Radio Approval Marks on the system rating label. If the country you will be using the wireless device in, is not listed, contact your local Radio Approval agency for requirements. Wireless devices are closely regulated and use may not be allowed.

The power output of the wireless device or devices that may be embedded in your notebook is well below the RF exposure limits as known at this time. Because the wireless devices (which may be embedded into your notebook) emit less energy than is allowed in wireless frequency safety standards and recommendations, Gateway believes these devices are safe for use. Regardless of the power levels, care should be taken to minimize human contact during normal operation.

As a general guideline, a separation of 20cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on.

Some circumstances require restrictions on wireless devices. Examples of common restrictions are listed below:

Warning



Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11b (also known as wireless Ethernet or Wifi) and Bluetooth communication devices are examples of devices that provide wireless communication.

Warning



In environments where the risk of interference to other devices or services is harmful or perceived as harmful, the option to use a wireless device may be restricted or eliminated. Airports, hospitals, and oxygen or flammable gas laden atmospheres are limited examples where use of wireless devices may be restricted or eliminated. When in environments where you are uncertain of the sanction to use wireless devices, ask the applicable authority for authorization prior to using or turning on the wireless device.

Warning



If your system came equipped with an internal embedded wireless device, do not operate the wireless device unless all covers and shields are in place and the system is fully assembled.

Warning



Wireless devices are not user serviceable. Contact Gateway for service.

Warning



Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it.

United States of America

Federal Communications Commission (FCC)

Intentional emitter per FCC Part 15

Low power, Radio LAN type devices (radio wave (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in the United States of America if an FCC ID number is on the system label.

The FCC has set a general guideline of 20cm (8 inches) separation between the device and the body, for use of a wireless device near the body (this does not include extremities). This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices) that may be embedded in your notebook, is well below the RF exposure limits as set by the FCC.

Warning



Wireless devices are not user serviceable. Contact Gateway for service.

Warning



Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it.

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 into an outlet on a circuit different 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 used. These accessories are required to be used in order to ensure compliance with FCC rules.

Declaration of conformity

Responsible party:

Gateway Companies, Inc.
610 Gateway Drive, North Sioux City, SD 57049
(605) 232-2000 Fax: (605) 232-2023

Product:

- Solo 1200

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

Caution



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

Telecommunications per FCC part 68 (applicable to products fitted with USA modems)

Your modem complies with Part 68 of the Federal Communications Commission (FCC) 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.

An FCC-compliant 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)

Intentional emitter per RSS 210

Low power, Radio LAN type devices (radio wave (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Canada if an Industry Canada ID number is on the system label.

As a general guideline, a separation of 20cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices) that may be embedded in your notebook is well below the RF exposure limits as set by Industry Canada.

Warning



To prevent radio interference to licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Warning



Wireless devices are not user serviceable. Contact Gateway for service.

Warning



Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it.

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 DOC notice (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.

Mexico

Intentional emitter

Low power, Radio LAN type devices (radio wave (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Mexico if a NOM mark is on the system label.

As a general guideline, a separation of 20cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices) that may be embedded in your notebook is well below the RF exposure limits as set by NOM.

Warning



To prevent radio interference to licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Warning



Wireless devices are not user serviceable. Contact Gateway for service.

Warning



Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it.

Unintentional emitter

At this time there are no mandatory requirements for Unintentional Emitters, however this device does comply with multiple requirements for other countries and regions as listed on the system label and in the users manual.

European Union

The following information is only applicable to systems labeled with the CE mark .

European directives

This Information Technology Equipment has been tested and found to comply with the following European directives:

- EMC Directive 89/336/EEC with amending directives 92/31/EEC & 93/68/EEC as per
 - EN 55022:1998 Class B
 - EN 61000-3-2:1995
 - EN 61000-3-3:1995
 - EN 55024:1998
- Low Voltage Directive (Safety) 73/23/EEC as per
 - EN 60950:1992(A1/A2/A3/A4/A11)
- Radio and Telecom Terminal Equipment Directive 199/5/EC as per
 - CTR21:1998 (If fitted with a modem device)
 - ETS 300 328-2:2000 (If fitted with a 2.4 GHz band embedded wireless device)
 - ETS 301 489-1:2000 (If fitted with a 2.4 GHz band embedded wireless device)
 - ETS 301 489-17:2000 (If fitted with a 2.4 GHz band embedded wireless device)

European radio approval information (for products fitted with EU-approved radio devices)

This Product is a Notebook computer; low power, Radio LAN type devices (radio wave (RF) wireless communication devices), operating in the 2.4 GHz band, may be present (embedded) in your notebook system which is intended for home or office use. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in the European Union or associated areas if a CE mark with a Notified Body Registration Number and the Alert Symbol is on the system label.

The power output of the wireless device or devices that may be embedded in your notebook is well below the RF exposure limits as set by the European Commission through the R&TTE directive.

European States qualified under radio approvals:

EU	Austria, Belgium, Denmark, Finland, France (with frequency restrictions), Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden and the United Kingdom.
Accept EU	Iceland, Liechtenstein, Norway and Switzerland

European States with restrictions on use:

EU	France only allows operation on channels 10, 11, 12, & 13 (The frequency range 2446-2483.5 MHz)
Accept EU	No limitations at this time.

Warning



Wireless devices are not user serviceable. Contact Gateway for service.

Warning



Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it.

European telecommunication information (for products fitted with EU-approved modems)

Marking by the symbol  indicates compliance of this equipment to the Radio and Telecom Terminal Equipment Directive 199/5/EC. Such marking is indicative that this equipment meets or exceeds the following technical standards:

CTR 21 (1998) - Attachment requirements for pan-European approval for connection to the analogue Public Switched Telephone Networks (PSTNs) of TE (excluding TE supporting voice telephony services) in which network addressing, if provided, is by means of Dual Tone Multi-Frequency (DTMF) signaling.

Warning



Although this equipment can use either loop disconnect (pulse) or DTMF (tone) signaling, only the performance of the DTMF signaling is subject to regulatory requirements for correct operation. It is therefore strongly recommended that the equipment is set to use DTMF signaling for access to public or private emergency services. DTMF signaling also provides faster call setup.

This equipment has been approved to Council Decision 98/482/EEC—"CTR 21" for Pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the

approval does not, of itself, give an unconditional assurance of successful operation on every PSTN termination point. In the event of problems, you should contact Gateway customer support.

Japan

Wireless devices

この機器の使用上の注意

この機器の使用周波数は 2.4GHz 帯です。この周波数では電子レンジ等の産業・科学・医療用機器のほか、他の同種無線局、工場の製造ライン等で使用されている免許を要する移動体識別用の構内無線局、免許を要しない特定小電力無線局、アマチュア無線局等（以下「他の無線局」と略す）が運用されています。

1. この機器を使用する前に、近くで「他の無線局」が運用されていないことを確認して下さい。
2. 万一、この機器と「他の無線局」との間に電波干渉が発生した場合には、速やかにこの機器の使用チャンネルを更新するか、使用場所を変えるか、又は機器の運用を停止（電波の発射を停止）して下さい。
3. 不明な点、その他お困りのことがおきたときは、この機器をお求めになった販売店までお問い合わせください。

2.4DS4



この無線機器は 2.4GHz 帯周波数、DSSS 変調方式を採用しており、与干渉距離は約 40m です。

VCCI statement

This equipment is in the Class B category (Information Technology Equipment to be used in a residential area or an adjacent area thereto) and conforms to the standards set by the Voluntary Control Council for Interference by Information Technology Equipment aimed at preventing radio interference in such residential areas. When used near a radio or TV receiver, it may become the cause of radio interference. Read instructions for correct handling.

電波障害について

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

Australia and New Zealand

Wireless devices

Low power, Radio LAN type devices (radio wave (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Australia and New Zealand if a C-tick mark is on the system label.

The power output of the wireless device or devices that may be embedded in your notebook is well below the RF exposure limits as set by the Australia Communications Authority (ACA) and Radio Spectrum management Group (RSMG).

Warning



Wireless devices are not user serviceable. Contact Gateway for service.

Warning



Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it.

EMI statement

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS 3548 set out by the Australian Communications Authority and the Radio Spectrum Management Agency.

New Zealand telecommunication statement (for products fitted with Telepermit-approved modems)

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment shall not be set up to make automatic calls to the Telecom '111' Emergency Service.

Important



Under power failure conditions, this telephone may not operate. Make sure that a separate telephone, not dependent on local power, is available for emergency use.

Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's specifications:

Appendix A: Safety, Regulatory, and Legal Information

(a) There shall be no more than 10 calls to the same number within any 30-minute period for any single manual call initiation, and

(b) The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

The equipment shall be set to make sure that automatic calls to different numbers are spaced such that there is no less than 5 seconds between the end of one call attempt and the beginning of another.

The equipment shall be set to make sure that calls are answered between 3 and 30 seconds of receipt of ringing.

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.

Notices

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Macrovision statement

If your computer has a DVD drive and an analog TV Out port, the following paragraph applies:

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

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