4

Getting Help

This chapter tells you about additional information resources available to help you use your computer. It includes the following topics:

- HelpSpot™
- Online help
- Gateway Web site

Tips & Tricks

To access the contents of this manual while you are traveling, download an electronic copy from www.gateway.com/support/manlib/.

HelpSpot

Your notebook may include *HelpSpot*™, an easily accessible collection of Help information, troubleshooters, instructional videos, and automated support. Use HelpSpot to answer questions about Windows and to help you quickly discover and use the many features of your Gateway computer.

To start HelpSpot:

- Click **Start**, then select **Help**.

  -OR-

  Double-click the **Gateway Help and Support** desktop icon.

HelpSpot opens.

If this is the first time you have started HelpSpot on your computer, you will experience a brief wait while HelpSpot builds the help database, then HelpSpot will display an introductory video.

You can find help information by clicking a link, performing a search, or browsing the index. To learn about how to work with documents and programs, use your mouse, and other topics, click the **Getting Started** link on the HelpSpot main page.

HelpSpot Videos

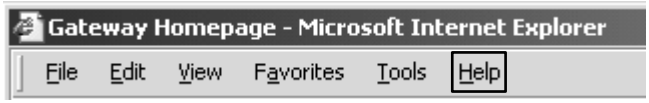
HelpSpot contains several short videos to help introduce you to new concepts or show you how to perform various tasks.

To play a HelpSpot video:

- To play a video in HelpSpot, click **Videos** on the HelpSpot navigation bar, then click a video title. The video plays.

Online help

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



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

Gateway Web site

Gateway provides a variety of information on its Web site to help you use your computer.

Visit the Gateway Web site at www.gateway.com for:

- Technical documentation and product manuals
- Technical tips and support
- Hardware drivers
- A glossary of computer terms
- Frequently asked questions (FAQs)

For more information about connecting to the Internet, see “Learning about the Internet” on page 88.

You can access the following resources through the Gateway Web site or through HelpSpot:

Resource	Service description	Location
Gateway Update Utility	This utility automatically finds, downloads, and installs the latest drivers for your Gateway-supplied hardware.	www.gateway.com/support/index.shtml
Chat with Gateway CoPilot	Use this remote-help utility that allows Gateway to deliver live person-to-person computer support to you. Any time you engage in a live chat session, a Gateway support representative has the ability to resolve your in-warranty technical issue in real time. This is done by simultaneously viewing your desktop, controlling the mouse and keyboard, and chatting with you.	www.gateway.com/support/index.shtml -OR- HelpSpot
Chat with Search Assistant	Engage in a live Internet chat session to help you find data on the Gateway.com Technical Support Web site. If the assistants cannot direct you to the solution on the Technical Support site, they will refer you to the area or department that can.	www.gateway.com/support/index.shtml -OR- HelpSpot
Email Tech Support	Get the answers to your technical inquiries by e-mail from a Gateway Technical Support representative.	www.gateway.com/support/index.shtml
Frequently Asked Questions	Get the answers to many of our most common customer service-related questions.	www.gateway.com/support/index.shtml
Chat with Customer Service	Engage in a live Internet chat session with a Gateway Customer Service Assistant about a non-technical issue.	www.gateway.com/support/index.shtml -OR- HelpSpot
E-mail Customer Service	Get the answers to your non-technical inquiries by e-mail from a Gateway Customer Service Assistant.	www.gateway.com/support/index.shtml

Resource	Service description	Location
Chat with eSales Advisor	Get a personalized look at what system is best suited for your own individual needs. To use this service, fill out the eSales Advisor Questionnaire. The eSales Advisor will contact you by telephone and discuss the Gateway solution that best fits your needs.	www.gateway.com -OR- HelpSpot
Order Status	Get information on whether your order has been received, is in production, or has been shipped. You will also be given an estimated or actual shipping date, depending on the status. This information is updated daily and is available 24 to 36 hours after an order is placed.	www.gateway.com

Windows Basics

5

Read this chapter to get basic information on how to:

- Work on the Windows desktop
- Manage files and folders
- Work with documents
- Use shortcuts
- Transfer software from your old computer

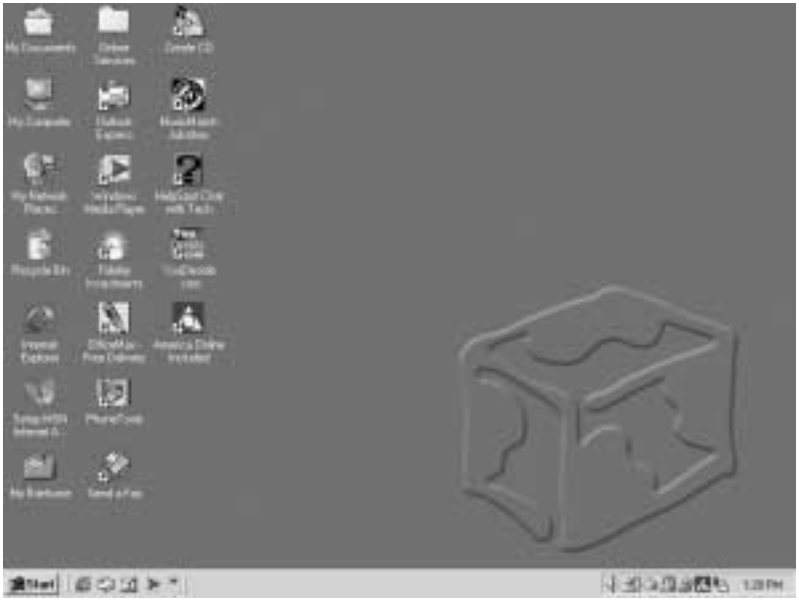
HelpSpot

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

About the Windows environment

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

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



Desktop items

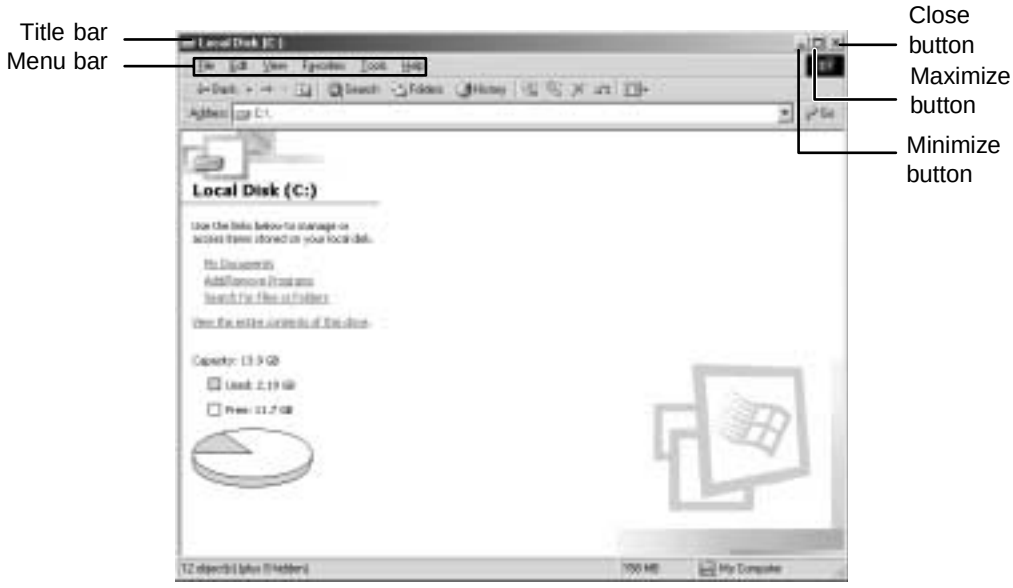
Icons are graphic representations of objects on the desktop that you select and open, such as a drive, folder, file, or program. *Buttons* are graphic representations of controls that you use to open windows or apply changes.

Desktop icons, buttons, and elements	Description
My Computer	The *My Computer icon* provides access to drives and other computer controls. Double-click the **My Computer** icon to view the drives and folders on your computer.
My Documents	*My Documents* is a folder where you store your personal files. You can create other folders to save files in, but My Documents is easy to find because it is on the desktop. Double-click the **My Documents** icon to view your personal files and folders.
Recycle Bin	The *Recycle Bin* is where files, folders, and programs that you discarded are stored. You must empty the Recycle Bin to permanently delete them from your computer. For instructions on how to use the Recycle Bin, see “Deleting files and folders” on page 68.
Internet Explorer	Microsoft Internet Explorer is a program called a *browser* that lets you view Web sites and Web pages on the Internet. Double-click the **Internet Explorer** icon to open the browser.
America Online Included	The *America Online Included* icon lets you connect to the America Online ISP (Internet Service Provider). Double-click the **America Online Included** icon to dial the service.
	Gateway may have included an easily accessible interactive guide called *HelpSpot*. This guide is designed to provide help information and let you quickly discover and use the features of your computer. Double-click the **HelpSpot** icon to begin.

Desktop icons, buttons, and elements	Description
	The *Start button* provides access to programs, files, help for Windows and other programs, and computer tools and utilities. Click the **Start** button, then open a file or program by clicking (*selecting*) an item on the menu that opens.
	The *taskbar* is the bar at the bottom of the screen. It contains the **Start** button on the left and a clock on the right. Other buttons on the taskbar represent programs that are running. Click a program's button on the taskbar to activate the program's window.

Window items

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



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

Window item	Description
	The *title bar* is the horizontal bar at the top of a window that shows the name of the program.
	Clicking the *minimize button* reduces the active window to a button on the taskbar. Clicking the program button in the taskbar opens the window again.
	Clicking the *maximize button* expands the active window to fit the entire screen. Clicking the maximize button again restores the window to its former size.
	Clicking the *close button* closes the active window or program.
	Clicking an item on the *menu bar* starts an action such as Print or Save.

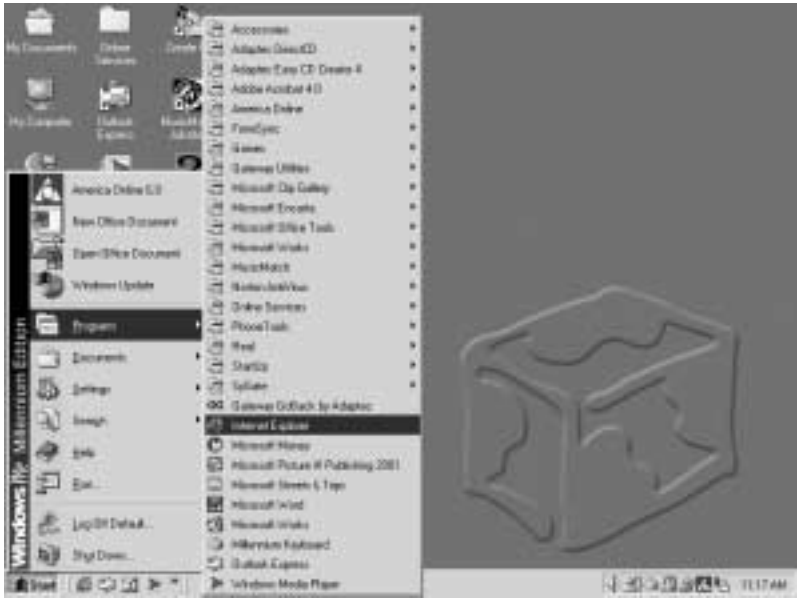
Using the Start menu

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

To open the Start menu:

- Click the **Start** button on the lower left of the Windows desktop. The **Start** menu opens showing you the first level of menu items.

When you move the mouse pointer over any menu item that has an arrow next to it, another menu, or *submenu*, opens and reveals related files, programs, or commands. Click a file or program to open it.



Working with files and folders

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

HelpSpot

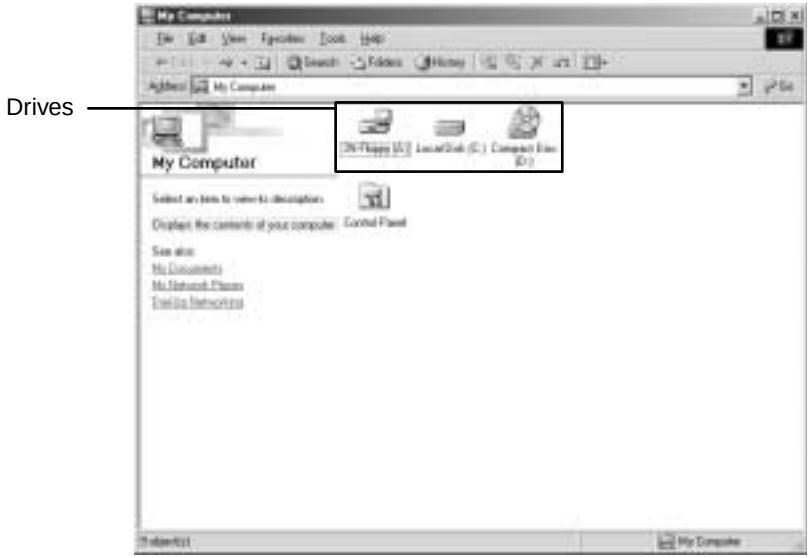
For more information on working with files and folders, double-click the **HelpSpot** icon on your desktop.

About drives

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

To view the drives on your computer:

- Double-click the **My Computer** icon on your desktop.



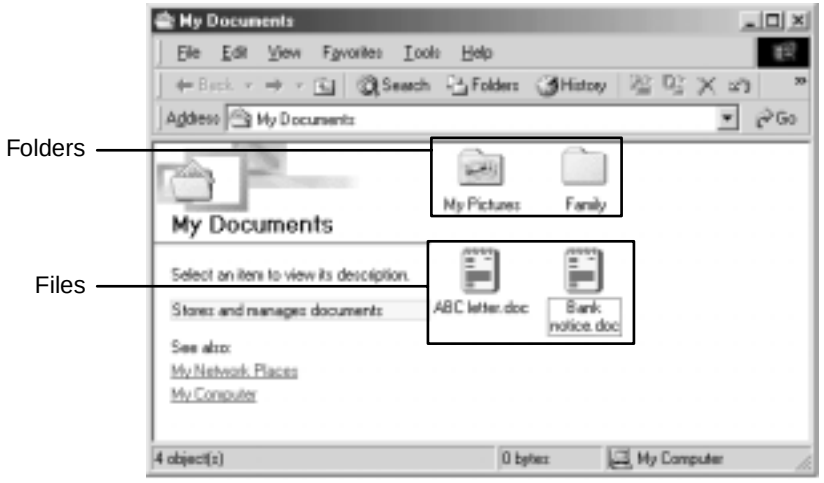
To see the files and folders on a drive:

- Double-click the drive icon. If you do not see the contents of a drive after you double-click its icon, click **View the entire contents of this drive**.

About folders and files

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

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



To create a folder:

1. Double-click the **My Computer** icon on the desktop. The My Computer window opens.
2. Double-click the drive or folder, for example **3½ Floppy (A:)** or **Local Disk (C:)**, where you want to put the new folder.

   The drive or folder window opens. If you do not see the contents of the drive or folder, click **View the entire contents of** [*this drive* or *this folder*].
3. Select **File**, then **New**, then **Folder**. The new folder is created.
4. Type a name for the folder, then press ENTER. The new folder name appears under the folder.

Copying and moving files and folders

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

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

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

Important

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

To copy a file or folder to another folder:

1. Right-click the file or folder that you want to copy. A pop-up menu opens on the desktop.
2. Select **Copy** from the pop-up menu.
3. Open the destination folder.
4. With the pointer inside the destination folder, press the right mouse button.
5. Select **Paste**. A copy of the file or folder appears in the new location.

To move a file or folder to another folder:

1. Right-click the file or folder that you want to move. A pop-up menu opens on the desktop.
2. Select **Cut** from the pop-up menu.
3. Open the destination folder.
4. With the pointer inside the destination folder, press the right mouse button.
5. Select **Paste**. The file or folder you moved appears in its new location and is removed from its old location.

Deleting files and folders

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

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

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

To delete files or folders:

1. In My Computer or Windows Explorer, select the files or folders that you want to delete. For instructions on how to select multiple files and folders, see “Shortcuts” on page 81.
2. Select **File**, then **Delete**. Windows moves the files and folders to the Recycle Bin.

To recover files or folders from the Recycle Bin:

1. Double-click the **Recycle Bin** icon. The Recycle Bin window opens listing the files and folders you have thrown away since you last emptied it.
2. Select the files or folders that you want to restore. For instructions on how to select multiple files and folders, see “Shortcuts” on page 81.
3. Select **File**, then **Restore**. Windows returns the deleted files or folders to their original locations.

To empty the Recycle Bin:

Caution

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

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

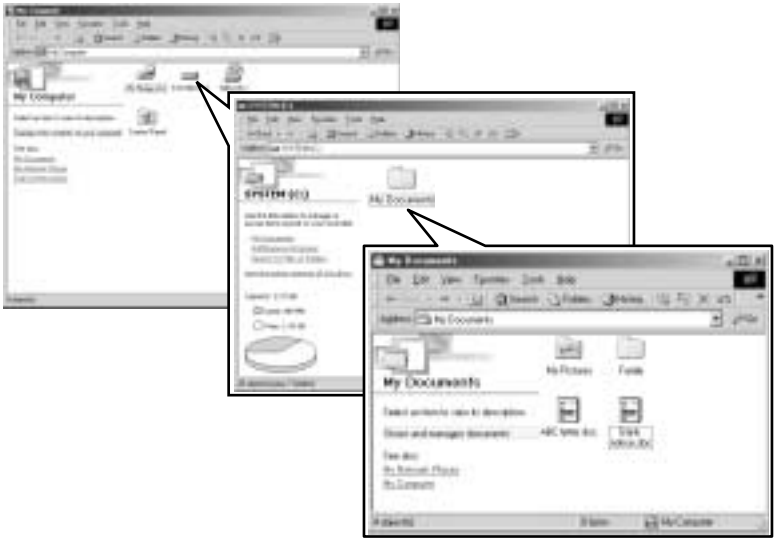
Browsing for files and folders

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

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

To browse for a file:

1. Double-click the **My Computer** icon on the desktop.
2. Double-click the drive or folder that you think contains the file or folder that you want to find.



3. Continue double-clicking folders and their subfolders until you find the file or folder you want. (If you do not see the contents of a folder, click **View the entire contents of this folder**.)

Searching for files

If you are looking for a particular file or folder or a set of files or folders that have characteristics in common, but you do not remember where they are stored on your hard drive, you can use the Search utility in Windows Me and Windows 2000, or the Find utility in Windows 98 to search by:

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

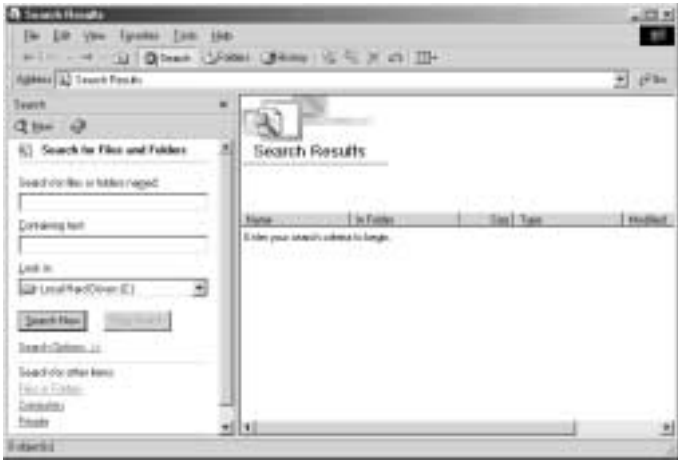
You can also combine search criteria to refine searches.

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

Using the Windows Me or Windows 2000 Search utility

To find files and folders using the Search utility:

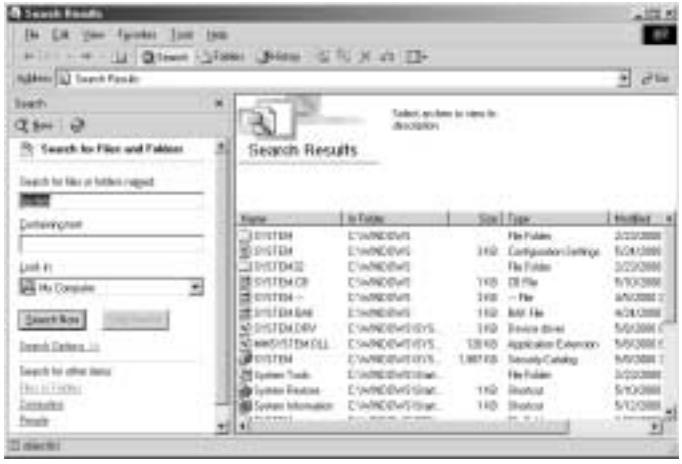
1 Click **Start**, then select **Search**, then **For Files or Folders**. The search dialog box opens.



2 If you want to search by file or folder name, type in all or part of the file or folder name in the **Search for files or folders named** box in the left pane of the window.

- If you type all of the name, Search will list all files and folders of that name.
- If you type part of the name, Search will list all of the file and folder names containing the letters you typed.

3 Click **Search Now**. When the search is completed, Windows lists the files and folders whose names contain the text that you searched for.



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

Using advanced search options

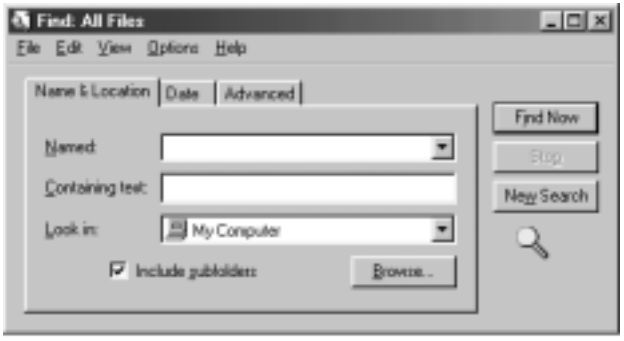
Search can find files meeting more criteria than file name. You can select options to narrow your search by clicking **Search Options** and selecting the options that you want:

- **Date** searches for files that were created or modified on a specific date or during a specific period.
- **Size** searches for files of a specific size.
- **Type** searches for files of a specific type, such as a program or a text document.
- **Advanced Options** give you access to further search options.

Using the Windows 98 Find utility

To find files and folders using the Find utility:

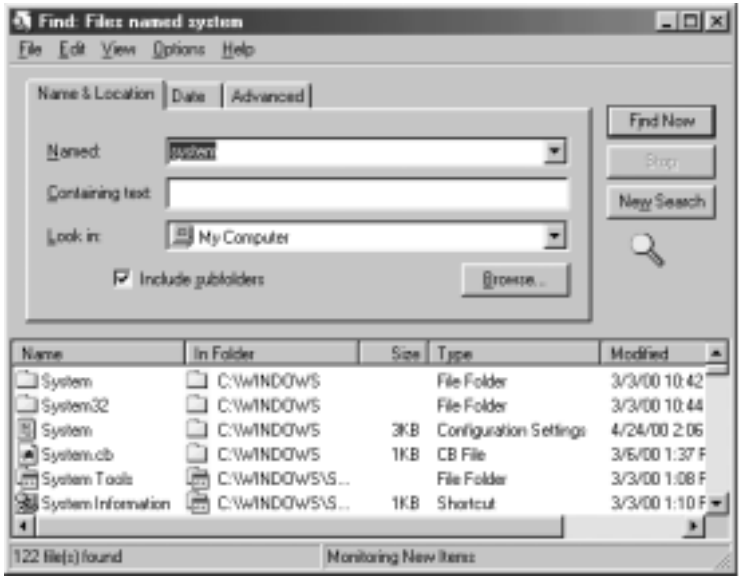
1 Click **Start**, then select **Find**, then **Files or Folders**. The Find: All Files dialog box opens.



2 If you want to search by file or folder name, click the **Name & Location** tab, then type in all or part of the file or folder name in the **Named** text box.

- If you type all of the name, Find will list all files and folders of that name.
- If you type part of the name, Find will list all of the file and folder names containing the letters you typed.

3 Click **Find Now**. When the search is completed, Windows lists the files and folders whose names contain the text that you searched for.



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

Using advanced search options

You can find files meeting more criteria than file name. You can select options to narrow your search by clicking the **Date** or **Advanced** tabs and selecting the options that you want:

- **Date** searches for files that were created or modified on a specific date or during a specific period.
- **Size** searches for files of a specific size.
- **Type** searches for files of a specific type, such as a program or a text document.

Working with documents

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

The following examples illustrate the concepts for creating, saving, opening, and printing a document in Microsoft® Word. Though these examples use Microsoft Word, similar procedures apply to other programs such as Microsoft Excel, Microsoft Works, and Microsoft Publisher.

For more information about using a program, select **Help** on the menu bar.

Creating a new document

HelpSpot

For more information on creating a document, double-click the **HelpSpot** icon on your desktop.

To create a new document:

1. Click **Start**, then select **Programs**, then **Microsoft Word**. Microsoft Word starts and a blank document opens.
2. Select **File**, then select **New**. The New dialog box opens.

3. Click a tab for the type of document you want to create, select a document template style, then click **OK**. The document template opens.
4. Begin composing your document. Use the menus and toolbar buttons at the top of the window to format the document.

Saving a document

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

HelpSpot

For more information on saving a document, double-click the **HelpSpot** icon on your desktop.

To save a document in Microsoft Word:

1. Select **File**, then **Save**. The Save As dialog box opens.
2. Select the folder in which you plan to save the file from the **Save in** list.
3. Type the new file name.

4. Click **Save**.

Opening a document

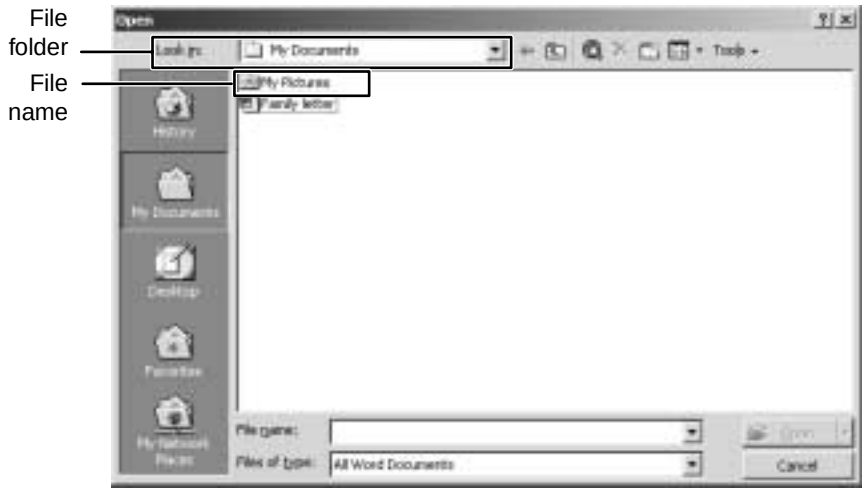
To view, revise, or print an existing document, you need to open it. Open the document in the program it was created in.

HelpSpot

For more information on opening a document, double-click the **HelpSpot** icon on your desktop.

To open a document in Microsoft Word:

1. Click **Start**, then select **Programs**, then **Microsoft Word**. Microsoft Word starts and a blank document opens.
2. Select **File**, then **Open**.
3. Find the folder that contains the file you want to open in the **Look in** list.



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

Printing a document

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

HelpSpot

For more information on printing a document, double-click the **HelpSpot** icon on your desktop.

To print a document in Microsoft Word:

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

Shortcuts

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

To...	Do this...
Copy a file, folder, text, or graphic	Select the item, then press CTRL + C.
Cut a file, folder, text, or graphic	Select the item, then press CTRL + X.
Paste a file, folder, text, or graphic	Select the item, then press CTRL + V.
Select multiple icons on the desktop	Click the first icon, press and hold down the CTRL key, then click each of the remaining icons that you want to select.
Select multiple items in a list or in an Explorer window	Click the first item, press and hold down the CTRL key, then click each of the remaining items.
Select multiple adjacent items in a list	Click the first item in the list, press and hold down the SHIFT key, then click the last item in the list.
Permanently delete a file or folder	Click the file or folder, then press SHIFT + DELETE. The file is permanently deleted and **is not stored in the Recycle Bin.**
Rename a file or folder	Select the file or folder, press F2, type the new name, then press ENTER.
Close the active window or program	Press ALT + F4.
Switch to a different file, folder, or running program	Press ALT + TAB.

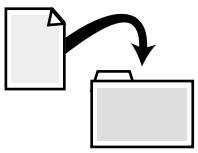
Transferring software and hardware from your old computer

If your new computer is replacing an old computer, you may have personal data files, Internet settings, a printer or other peripheral devices, and other unique computer settings that you want to move from your old computer to your new one.

Gateway Data Mover Plus kit

If both your old and new computers have USB ports, you can use the Gateway Data Mover Plus kit to automatically transfer customized computer settings, such as Desktop settings, sound schemes, Internet and e-mail settings, as well as personal data files, such as documents, spreadsheets, and photographs. This program, with its special USB cable, helps you do this quickly and efficiently. To order the Gateway Data Mover Plus kit, visit the *Gateway Accessory Store* at www.gateway.com.

Transferring files



You can manually transfer your personal data files by copying them to removable media, such as a diskette, CD, or Zip disk, or by using a home network. For more information, see “Networking Your Computer” on page 199.

Finding your files

Many programs automatically save your personal data files in the My Documents folder. Look in your old computer’s My Documents folder for personal data files. Use Windows Find or Search to locate other personal data files.

To find files in the My Documents folder:

1. Double-click the **My Computer** icon on your desktop. The My Computer window opens.
2. Double-click the **C:** drive icon. The C:\ window opens.
3. Double-click the **My Documents** folder. The My Documents window opens and displays many of your saved personal data files.

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

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

To find files using Find or Search:

1. Click **Start**, then select **Find** or **Search**, then **Files or Folders** or **For Files or Folders**. The Search Results window opens.
2. Use Windows Find or Search to locate data files by file name or file type. For help on finding files, click **Help**, then select **Help Topics**.

Transferring Internet settings

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

Setting up your ISP

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

To use the Internet Connection Wizard:

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

Transferring your e-mail and address book

Refer to your old e-mail program's online help for information on *exporting* and *importing* e-mail messages and the address book. You can often export all of your old e-mail messages or address book to a diskette, then import them from the diskette into your new computer's e-mail program. Alternatively, you may want to consider simply printing the old information or e-mailing it to yourself.

Transferring your Internet shortcuts

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

Reinstalling your old printer or scanner

Older printers, scanners, or other peripheral devices may have Windows support integrated (*built in*), which means you do not need any additional software. Newer devices, however, usually require your original software installation CDs or diskettes.

Reinstalling a USB printer or scanner

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

Reinstalling a parallel port printer

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

To reinstall your old printer:

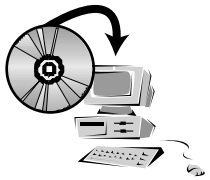
1. Exit Windows and turn off your computer.
2. Connect your parallel port printer.
3. Turn on your printer, then your computer.
4. If Windows detects your printer, install your printer by following the on-screen instructions. You are finished.

   - OR -

   If Windows does not detect the printer, go to the next step.
5. Click **Start**, then select **Settings**, then **Printers**. The Printers window opens.
6. Double-click the **Add Printer** icon. The Add Printer Wizard window opens.
7. Install your printer by following the on-screen instructions.

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

Reinstalling your old programs



You probably use some programs that did not come installed on your new computer, such as personal finance software, graphics programs, or games.

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

Tips & Tricks

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

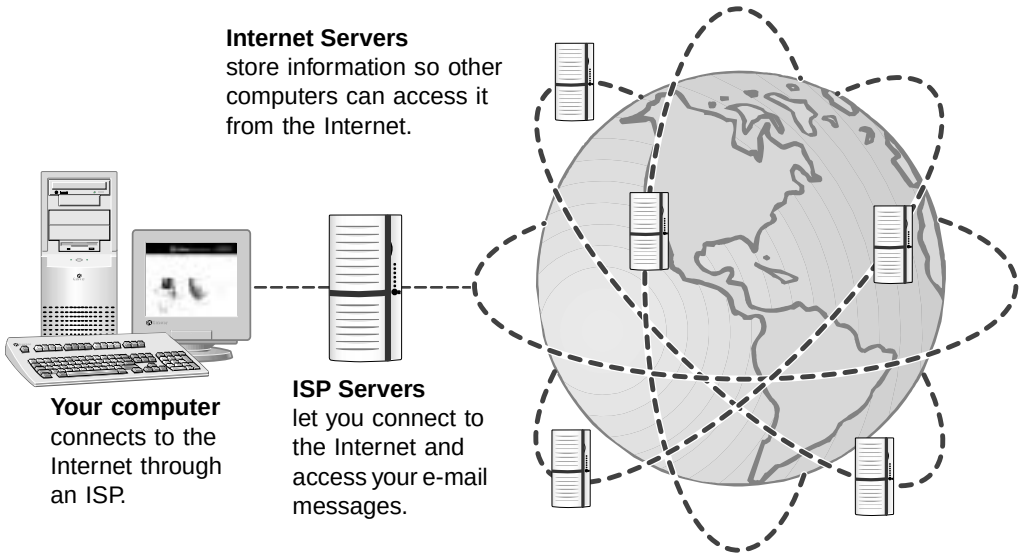
Using the Internet

6

This chapter provides information about the Internet and the World Wide Web, and tells you how to set up the America Online® Internet service so that you can send and receive e-mail and access other Internet resources.

Learning about the Internet

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



If you want to access the Internet you need:

- A **modem** – a device that connects your computer, using a telephone, DSL, or cable line, to other computers or servers.
- An **Internet Service Provider** – a company that provides access to the Internet through an ISP server. When you connect to an ISP, the ISP server lets you access the Internet and your e-mail messages.
- A **Web browser** – a program that displays information from the World Wide Web.
- An **e-mail program** – a program that lets you create, send, and receive e-mail messages over the Internet.