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Chapter 1

Getting Help

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

Thank you for purchasing our convertible tablet PC!

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

Your new Gateway convertible tablet PC is designed to provide an exceptional balance of performance and portability. Your convertible tablet PC uses the latest chipset and mobile processor technologies to manage the processor speed and power consumption for a greater battery life experience. This design provides you with maximum performance when plugged into AC power balanced with optimized battery life when on battery power.

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

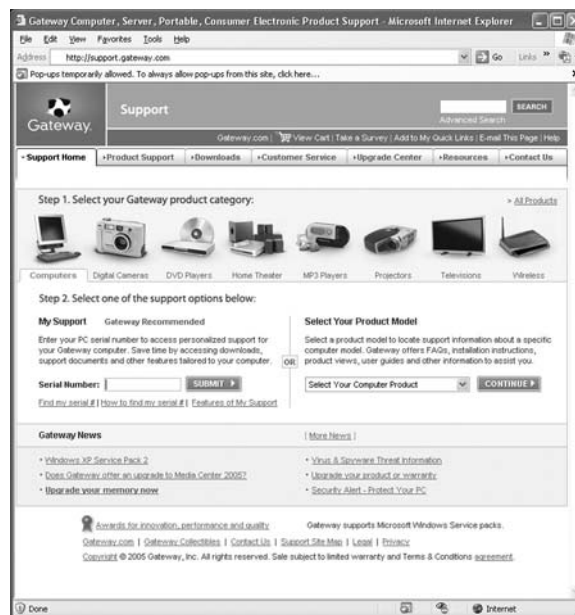
Gateway stands behind our value proposition to our customers — to provide best-of-class service and support in addition to high-quality, brand-name components at affordable prices. If you ever have a problem, our knowledgeable, dedicated customer service department will provide you with fast, considerate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

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

Thank you again, from all of us at Gateway.

Gateway Web site

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



Using Support

The Support site is divided into seven major areas:

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

Support Home

Tap or click **Support Home**. To view support documents for your convertible tablet PC, type your serial number in the **Serial Number** box, then tap or click **Submit**.

Tap or click the arrow button to open the **Select Your Computer Product** box, then tap or click **Notebook Computers** to access product documentation, specifications, and guides for all Gateway notebooks.

Product Support

Tap or click **Product Support** to view a list of all the products that Gateway supports.

Downloads

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

Customer Service

Tap or click **Customer Service** to view information about your account and general information about warranties and special offers.

Upgrade Center

Tap or click **Upgrade Center** to view and purchase upgrades for your convertible tablet PC.

Resources

Tap or click **Resources** to access utilities to help you manage your convertible tablet PC.

Contact Us

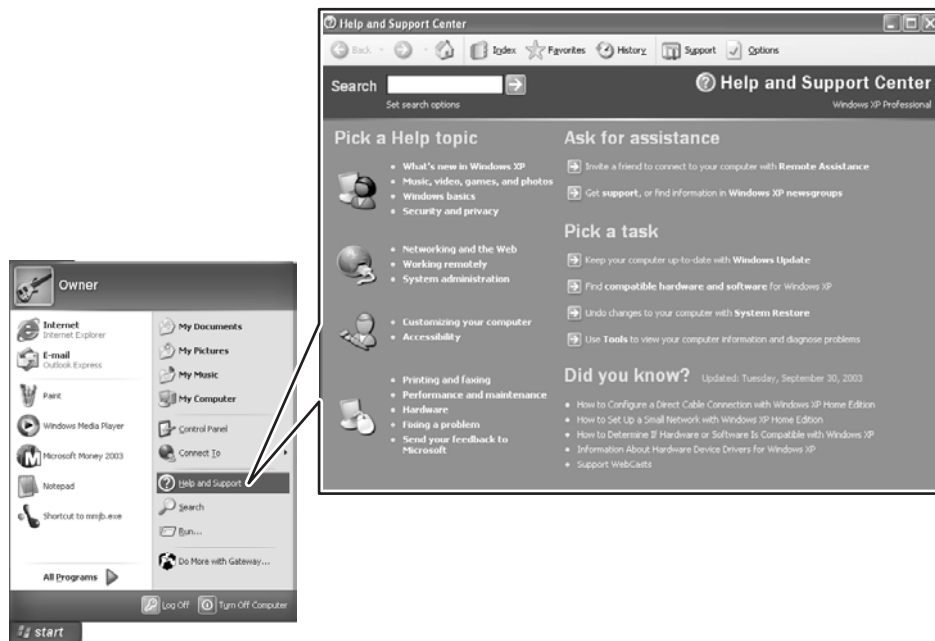
Tap or click **Contact Us** to access links to customer care with a live technician, including chat and e-mail. Tap or click **Call Us** to get a list of Gateway telephone numbers for both sales and support. For more information, see [“Telephone support” on page 147](#).

Help and Support

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

▶ To start Help and Support:

- Tap or click **Start**, then tap or click **Help and Support**. Help and Support opens.



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

Searching for a topic

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

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

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

To view a list of your search results, tap or click the results header for the type of results you want to view.

To view a topic, tap or click the topic name in the **Search Results** list.

BigFix

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

To start BigFix:

- Tap or click **Start, All Programs, Accessories, System Tools**, then tap or click **BigFix**.



▶ **To learn more about using BigFix:**

- From the BigFix program, tap or click **Help**, then tap or click **Tutorial**.



Using Your Computer guide

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

▶ **To access the Using Your Computer guide:**

- Tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.



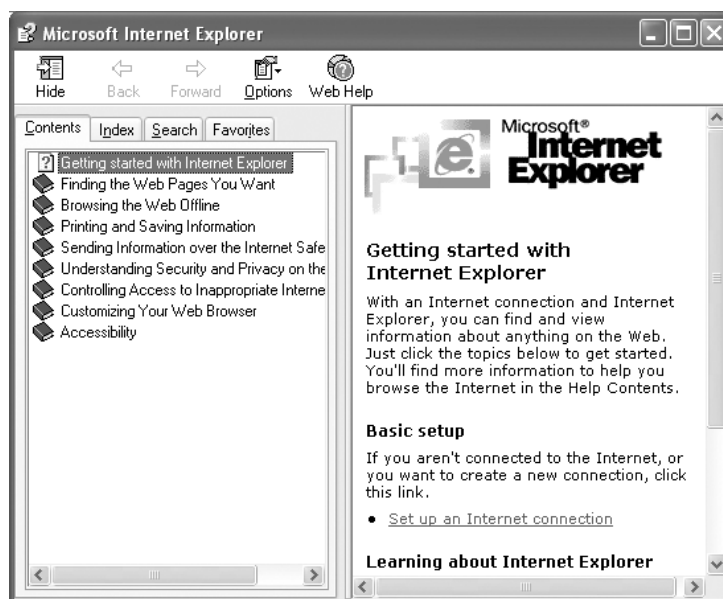
Online help

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



Chapter 1: Getting Help

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.





Chapter 2

Checking Out Your Gateway Convertible Tablet PC

- Identifying features
- Locating your convertible tablet PC's model and serial number
- Locating the Microsoft Certificate of Authenticity
- Locating the specifications for your convertible tablet PC
- Purchasing accessories

Front

Component	Icon	Description
LCD panel release latch		Open the LCD panel by sliding the release latch.
Pen		Write, tap, and input directly on your convertible tablet PC's display using the cordless pen.
Speaker		Provides audio output when headphones or amplified speakers are not plugged in.
Microphone jack		Plug a microphone into this jack.
Headphone jack		Plug amplified speakers or headphones into this jack. The built-in speakers are turned off when speakers or headphones are plugged into this jack.
Memory card reader		Insert a memory card from a digital camera, MP3 player, PDA, or cellular telephone into the memory card reader. For more information, see "Using the memory card reader" on page 65 . The memory card reader supports Memory Stick [®] , Memory Stick Pro [®] , MultiMediaCard [™] , and Secure Digital [™] .

Left

Component	Icon	Description
Power connector		Plug the AC adapter cable into this connector.
Docking port		Connect the port replicator to this port. Warning: Power is passed through this port. This docking connection is certified to UL 1950 for use only with port replicators designed for your Gateway notebook.
Monitor port		Plug an analog VGA monitor or projector into this port. For more information, see “Viewing the display on a projector or monitor” on page 69 .
Ethernet jack		Plug a 10/100/1000 Ethernet network cable into this jack. The other end of the cable can be plugged into a cable modem, DSL modem, or an Ethernet network jack. For more information, see “Connecting to a cable or DSL modem or to an Ethernet network” on page 26 .
USB ports		Plug USB devices (such as a diskette drive, flash drive, printer, scanner, camera, keyboard, or mouse) into these ports.

Component	Icon	Description
IEEE 1394 port		Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital camcorder) into this 4-pin IEEE 1394 port.
PC Card slot		Insert one Type II PC Card into this slot. For more information, see “Adding and removing a PC Card” on page 67 .
Power switch		Slide to turn the power on or off. You can also configure the power switch for Standby/Resume mode. For more information on configuring the power switch mode, see “Changing Power-Saving Settings” in <i>Using Your Computer</i> which has been included on your hard drive. To access this guide, tap or click Start, All Programs , then tap or click Gateway Documentation .
Speaker		Provides audio output when headphones or amplified speakers are not plugged in.

Right

Right

Component	Icon	Description
Modular bay		Use this bay for a DVD drive or combination DVD/CD-RW drive. For more information, see “Changing modules” on page 60. To determine the type of drive in the modular bay, examine the drive tray’s plastic cover and compare the logo to those listed in “Identifying drive types” on page 62. Important: Your convertible tablet PC may have come with a DVD or combination DVD/CD-RW. To order a different module, contact Gateway.
Ventilation fan		Helps cool internal components. Warning: Do not work for long periods with the convertible tablet PC resting on your lap. If the air vents are blocked, the convertible tablet PC may become hot enough to harm your skin. Caution: Do not block or insert objects into these slots. If these slots are blocked, your convertible tablet PC may overheat resulting in unexpected shutdown or permanent damage to the convertible tablet PC. Caution: Provide adequate space around your convertible tablet PC so air vents are not obstructed. Do not use the convertible tablet PC on a bed, sofa, rug, or other similar surface.
Kensington™ lock slot		Secure your convertible tablet PC to an object by connecting a Kensington cable lock to this slot.
Modem jack		Plug a modem cable into this jack. For more information, see “Connecting the dial-up modem” on page 25.

Bottom

Component	Icon	Description
System label		Includes the product model number. For more information, see “Identifying your model” on page 17 .
Memory bay		Install a memory module into this bay. For more information, see “Adding or replacing memory” on page 87 .
Pen latch		Slide to release the pen.
Battery latch		Slide to release the battery. For more information, see “Changing batteries” on page 78 .
Battery		Provides power when the convertible tablet PC is not plugged into AC power.
Hard drive bay		The hard drive is located in this bay. For more information, see “Replacing the hard drive kit” on page 100 .

Keyboard area

Component	Icon	Description
Keyboard		Provides all the features of a full-sized computer keyboard. For more information, see “Using the keyboard” on page 33 .
Touchpad		Provides all the functionality of a mouse. For more information, see “Using the EZ Pad touchpad” on page 39 .

LCD panel

Component	Icon	Description
Microphone		Record audio through this microphone. The built-in microphone is turned off while an external microphone is connected. For the location of your microphone jack, see “Left” on page 11 and “Back” on page 106 .
Tablet control buttons		See “Tablet Control Buttons” on page 37 for a description of each button.
Status indicators		Inform you of the power status or when a drive is in use. For more information, see “Status indicators” on page 31 .
Power button		Press to turn the power on or off. You can also configure the power button for Standby/Resume mode. For more information on configuring the power button mode, see “Changing Power-Saving Settings” in Using Your Computer which has been included on your hard drive. To access this guide, click Start , All Programs , then click Gateway Documentation .

Identifying your model

Important



The labels shown in this section are for informational purposes only. Label information varies by model, features ordered, and location.

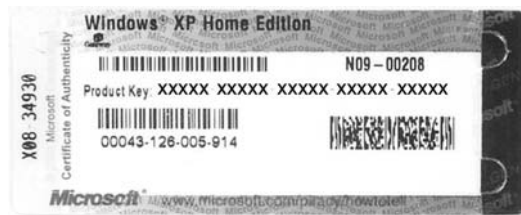
Gateway model and serial number

The label on the bottom of your convertible tablet PC contains information that identifies your convertible tablet PC model and its features. Gateway Customer Care will need this information if you call for assistance.

Gateway
model
number

Microsoft Certificate of Authenticity

The Microsoft Certificate of Authenticity label found on the bottom of your convertible tablet PC includes the product key code for your operating system.



Finding your specifications

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

Accessories

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

Batteries and automobile/airplane power adapters

If you run your convertible tablet PC on battery power for extended periods, you may want to buy an additional battery so you can swap batteries when necessary. See “[Changing batteries](#)” on page 78 for more information about using an additional battery.

With an automobile/airplane power adapter, you can save battery power by plugging your convertible tablet PC into an automobile cigarette lighter or an airplane in-flight power receptacle.

Carrying cases

Gateway has large-capacity carrying cases if you need additional space for accessories or supplies.

Memory

Large programs, such as multimedia games or graphics programs, use a lot of memory. If your programs are running more slowly than you think they should, try adding more memory. See “[Adding or replacing memory](#)” on page 87 for more information.

Port replicators

Although you can attach devices directly to your convertible tablet PC, a port replicator lets you make all of those connections at one time. When you travel with your convertible tablet PC, you merely disconnect from the port replicator instead of unplugging all the devices.

A port replicator also provides additional ports and other expansion features not included with your convertible tablet PC. See “[Using the Optional Port Replicator](#)” on page 103 for more information about using a port replicator with your convertible tablet PC.

Printers

You can attach almost any type of printer to your convertible tablet PC. The most common types are inkjet and laser printers, which print in color or black and white.

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

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

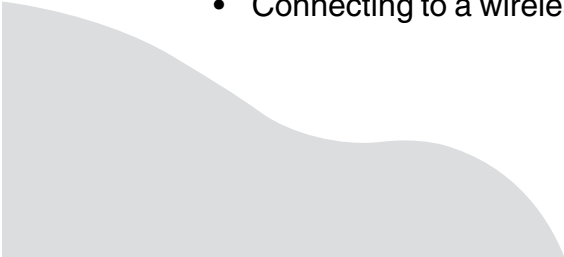
USB flash drive

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



Chapter 3

Getting Started

- Installing the battery
 - Connecting the AC adapter
 - Connecting the dial-up modem
 - Connecting to a cable or DSL modem or to an Ethernet network
 - Turning your convertible tablet PC on and off
 - Using the status indicators
 - Using the keyboard, buttons, and the EZ Pad touchpad
 - Using the display and pen
 - Adjusting the volume
 - Connecting to a wireless network
- 

Installing the battery



To install the battery:

- 1 Close the LCD panel.
- 2 Turn your convertible tablet PC over so the bottom is facing up.
- 3 Hold the battery label-side down and lower it into the open battery bay until the battery clicks into place.

- 4 Slide the battery lock to the locked position.



Connecting the AC adapter

You can run your convertible tablet PC using an AC adapter or your convertible tablet PC's battery. The battery was shipped to you partially charged. You should use the AC adapter right away to fully charge the battery. Allow three hours for the battery to fully charge.

Important



If the battery is not fully charged before you use your convertible tablet PC on battery power for the first time, the battery life may be much shorter than you expect. If the battery life seems short even after being charged for three hours, the battery may need to be recalibrated. For information on recalibrating the battery, see ["Recalibrating the battery" on page 77](#).

 To connect the AC adapter:

- 1** Connect the power cord to the AC adapter.

Caution



Make sure that you use the AC adapter that came with your convertible tablet PC or one of the same type purchased from Gateway.

Replace the power cord if it becomes damaged. The replacement cord must be of the same type and voltage rating as the original cord or your convertible tablet PC may be damaged.

- 2** Connect the AC adapter to your convertible tablet PC's power connector.

- 3 Plug the power cord into a wall outlet. The battery charge indicator turns on (see “[Status indicators](#)” on page 31 for the location of the battery charge indicator). If the battery charge indicator does not turn on, unplug the adapter from your convertible tablet PC, then plug it back in.
- 4 When you finish using your convertible tablet PC for the first time, turn off your convertible tablet PC and leave your convertible tablet PC connected to AC power until the battery charge indicator turns blue.

Warning



Do not attempt to disassemble the AC adapter. The AC adapter has no user-replaceable or user-serviceable parts inside. The AC adapter has dangerous voltages that can cause serious injury or death. Contact Gateway about returning defective AC adapters.

Important



If the battery charge indicator does not turn blue after three hours, contact Gateway Customer Care at support.gateway.com.



Protecting from power source problems

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

Warning



High voltages can enter your convertible tablet PC through both the power cord and the modem connection. To protect your convertible tablet PC and avoid electrical shock, use a surge protector. If you have a telephone modem, use a surge protector that has a modem jack. If you have a cable modem, use a surge protector that has an antenna/cable TV jack. During an electrical storm, unplug both the surge protector and the modem.

Connecting the dial-up modem

Your convertible tablet PC has a built-in 56K modem that you can use to connect to a standard telephone line.

Warning



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

 To connect the modem:

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



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

Your convertible tablet PC has a network jack that you can use to connect to a cable or DSL modem or to an Ethernet network.



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

- 1 Insert one end of the network cable into the network jack  on the back of your convertible tablet PC.

- 2 Insert the other end of the network cable into a cable modem, DSL modem, or Ethernet network jack.

- 3 Start your convertible tablet PC.



Starting your convertible tablet PC

To start your convertible tablet PC:

- 1** Slide the latch on the front of your notebook, then lift the LCD panel.
- 2** If you do not have the power on lid lift feature activated, press the power switch button on the LCD panel. For more information, see [“Turning on the Power on Lid Lift feature” on page 28.](#)

The power button is preset to On/Off mode. However, you can also set it to function in Standby/Resume mode.

Tips & Tricks



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

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



Warning



Do not work for long periods with the convertible tablet PC resting on your lap. If the air vents are blocked, the convertible tablet PC may become hot enough to harm your skin.

Caution



Provide adequate space around your convertible tablet PC so air vents are not obstructed. Do not use the convertible tablet PC on a bed, sofa, rug, or other similar surface.

Turning on the Power on Lid Lift feature

The Power on Lid Lift feature turns on your convertible tablet PC whenever you open the LCD panel. Your convertible tablet PC was shipped to you with the Power on Lid Lift feature turned off.



To turn on the Power on Lid Lift feature:

- 1** Turn on your convertible tablet PC.
- 2** As soon as it starts and you see a startup screen, press **F2**. The BIOS Setup utility opens.
- 3** Open the **Advanced** menu.
- 4** Highlight **Wake From Lid**, then select **Enabled** by pressing the spacebar.
- 5** Open the **Exit** menu, then highlight **Exit Saving Changes** and press **ENTER**.
- 6** Select **Yes**, then press **ENTER**.



Waking up your convertible tablet PC

When you have not used your convertible tablet PC for several minutes or if you close the LCD panel without turning off your convertible tablet PC, it may enter a power-saving mode called *Standby*. While in Standby, the power indicator flashes.

If your convertible tablet PC is in Standby mode, press the power button to “wake” it up.

Tips & Tricks



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

Turning off your convertible tablet PC

▶ To turn off your convertible tablet PC:

- 1 Tap or click **Start**, then tap or click **Turn Off Computer**. The *Turn Off Computer* dialog box opens.
- 2 Tap or click **Turn Off**. Windows shuts down and turns off your convertible tablet PC.

Important



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



Restarting (rebooting) your convertible tablet PC

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

To close unresponsive programs and restart your convertible tablet PC:

- 1 Press the Windows Security button . The *Windows Security* dialog box opens. For more information, see [“Tablet Control Buttons” on page 37](#).
- OR-
- Press **CTRL+ALT+DEL**. The *Windows Security* dialog box opens.
- 2 Tap or click **Task Manager**. The *Windows Task Manager* dialog box opens.
- 3 Tap or click the program that is not responding.
- 4 Tap or click **End Task**.
- 5 Tap or click **X** in the top-right corner of the *Windows Task Manager* dialog box.
- 6 If your convertible tablet PC does not respond, turn it off, wait ten seconds, then turn it on again.

Important



If your convertible tablet PC does not turn off immediately, complete the following steps until your convertible tablet PC turns off:

- 1 Slide and hold the power switch for about five seconds, then release it.
- 2 Insert a straightened paper clip into the reset hole on the bottom of your convertible tablet PC.
- 3 Unplug the power cord and remove the battery for more than 10 seconds.

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



Status indicators

Status indicators inform you when a drive is being used or when a button has been pressed that affects how the keyboard is used.

Indicator	Icon	Description
Wireless network (optional)		▪ LED on - Wireless network is turned on. ▪ LED off - Wireless network is turned off.
Drive		▪ LED blinking - The hard drive or DVD drive is in use. ▪ LED off - The hard drive or DVD drive is not in use.
Num lock		▪ LED on - Numeric keypad is turned on. ▪ LED off - Numeric keypad is turned off.
Caps lock		▪ LED on - Caps lock is turned on. ▪ LED off - Caps lock is turned off.

Indicator	Icon	Description
Battery charge		The LED shows the battery activity and status. ▪ LED blue - battery is fully charged. ▪ LED purple - battery is charging. ▪ LED blinking red - battery charge is very low. ▪ LED solid red - battery is malfunctioning. This LED only lights up when your convertible tablet PC is connected to AC power or the battery charge is very low.
Power		The LED shows your convertible tablet PC's power status. ▪ LED on - convertible tablet PC is on. ▪ LED blinking - convertible tablet PC is in Standby mode. ▪ LED off - convertible tablet PC is off.

Using the keyboard

Your convertible tablet PC features a full-size keyboard that functions the same as a desktop computer keyboard. Many of the keys have been assigned alternate functions, including shortcut keys for Windows, function keys for specific system operations, and the Num Lock keys for the numeric keypad.

Function keys/
System keys

Navigation keys/
Volume keys

FN key Windows
key

Numeric Application Arrow keys/LCD
keypad key brightness keys

Tips & Tricks



You can attach an external keyboard to the convertible tablet PC or port replicator using a USB port. You do not need to shut down the convertible tablet PC to connect a USB keyboard.

Key types

The keyboard has several different types of keys. Some keys perform specific actions when pressed alone and other actions when pressed in combination with another key.

Key type	Icon	Description
Function keys		Press these keys labeled F1 to F12 to perform actions in programs. For example, pressing F1 may open help. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
System keys		Press these colored keys in combination with the FN key to perform specific actions. For more information, see “System key combinations” on page 35 .
Navigation keys		Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document.
Volume keys		Press these colored keys in combination with the FN key to increase or decrease the volume or to turn off all sound.
FN key		Press the FN key in combination with a colored system key to perform a specific action.
Windows key		Press this key to open the Windows Start menu. This key can also be used in combination with other keys to open utilities like F (Search utility), R (Run utility), and E (Explorer utility).
Numeric keypad		Use these keys to type numbers when the numeric keypad is turned on. Press FN+PAD LOCK to turn on the numeric keypad.
Application key		Press this key for quick access to shortcut menus and help assistants in Windows.
Arrow keys		Press these keys to move the cursor up, down, right, or left.
LCD brightness keys		Press these colored keys in combination with the FN key to control the screen brightness.

System key combinations

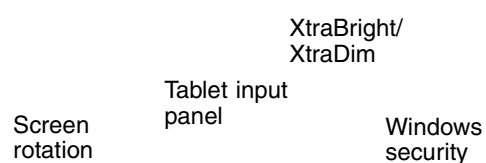
When you press the FN key and a system key at the same time, your convertible tablet PC performs the action identified by the text or icon on the key.

Press and hold FN, then press this system key...	To...
	Turn the optional wireless network on or off. For more information, see the printed network guide that came with your notebook. 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. 802.11g (also known as wireless Ethernet or Wifi) communication devices are examples of devices that provide wireless communication.
	Enter Standby mode. Press the power button to leave Standby mode. For more information, see "Changing Power-Saving Settings" in <i>Using Your Computer</i> which has been included on your hard drive. To access this guide, click Start, All Programs, then click Gateway Documentation.
	Toggle the notebook display in the following order: ▪ The LCD ▪ An external monitor or projector (a monitor or projector must be plugged into the monitor port on your notebook) ▪ Both displays at the same time For more information, see "Viewing the display on a projector or monitor" on page 69.
	Play or Pause the CD or DVD.
	Stop playing the CD or DVD.

Press and hold FN, then press this system key...	To...
	Skip back one CD song or DVD track.
	Skip ahead one CD song or DVD track.
	Turn on Num Lock so you can use the numeric keypad. Press this key combination again to turn off Num Lock. The Num Lock status indicator appears when this function is turned on.
	Increase the brightness of the display.
	Decrease the brightness of the display.
	Mute the sound. Press the key combination again to restore the sound. For more information, see “Adjusting the volume” on page 48 .
	Increase volume. For more information, see “Adjusting the volume” on page 48 .
	Decrease volume. For more information, see “Adjusting the volume” on page 48 .

Tablet Control Buttons

Press the tablet control buttons to control the convertible tablet PC while it is in tablet mode. The buttons have dimples so you can press them with your pen.



Button	Icon	Press to...
Screen rotation		Rotate the display orientation. For more information, see "Changing display orientation" on page 44 .
Windows security		Open the Windows Task Manager. Also is used for domain authentication or logon screen.
Tablet input panel		Open the tablet input panel.

Button	Icon	Press to...
XtraBright/XtraDim		Increase the LCD panel brightness above the normal brightest setting for 255 seconds. Use this feature in bright lighting situations, such as outside in bright sunlight. Press a second time to decrease the brightness below the normal dimmest setting. Use this feature in dim lighting situations. Press a third time to return the display to the normal brightness setting. Important: Using this feature will affect battery performance. For more information, see “XtraBright/XtraDim” on page 45.

Using the EZ Pad touchpad

The EZ Pad™ consists of a touchpad, two buttons, and a scroll zone.

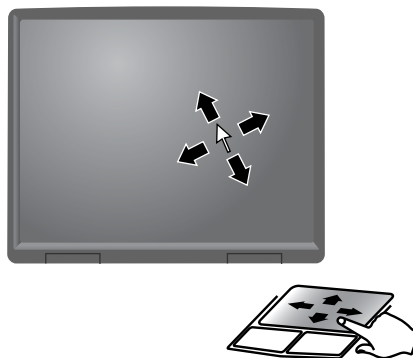
Touchpad

Scroll
zone

Left button

Right button

When you move your finger on the touchpad, the *pointer* (arrow) on the screen moves in the same direction. You can use the scroll zone to scroll through documents. Use of the scroll zone may vary from program to program.



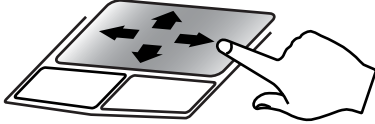
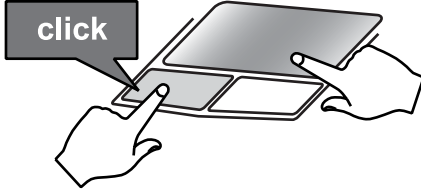
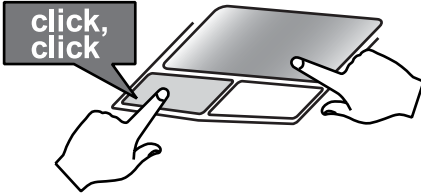
Chapter 3: Getting Started

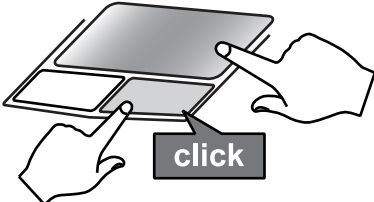
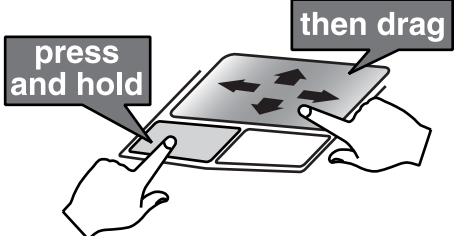
You can use the EZ-Pad *left* and *right* buttons below the touchpad to select objects.

Tips & Tricks



For instructions on how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other touchpad settings, see “Changing the mouse or touchpad settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

To...	Do this...
Move the pointer on the screen.	 Move your finger around on the touchpad. If you run out of space and need to move the pointer farther, lift your finger, move it to the middle of the touchpad, then continue moving your finger.
Select an object on the screen.	 Position the pointer over the object. Quickly press and release the left button once. This action is called <i>clicking</i>.
Start a program or open a file or folder.	 Position the pointer over the object. Press the left button twice in rapid succession. This action is called <i>double-clicking</i>.

To...	Do this...
Access a shortcut menu or find more information about an object on the screen.	 Position the pointer over the object. Quickly press and release the right button once. This action is called <i>right-clicking</i>.
Move an object on the screen.	 Position the pointer over the object. Press the left button and hold it down, then use the touchpad to move (drag) the object to the appropriate part of the screen. Release the button to drop the object where you want it.

Tips & Tricks



You received your notebook with the EZ Pad touchpad set to only accept clicking by using the touchpad buttons. You can change this feature to allow tapping on the touchpad to simulate clicking the left button. For more information, see “Changing the mouse or touchpad settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

Using the display

Your convertible tablet PC's screen combines the eye-soothing readability of a liquid-crystal display with the responsiveness of a pen controller. The screen provides a hard, smooth writing surface, minimizes glare, and increases readability.

- Unlike other touchscreens and PDAs, your convertible tablet PC's display responds only to your convertible tablet PC's pen. Your convertible tablet PC will not respond to a PDA pen or the touch of a fingertip.
- Steady your hand on the display surface while writing. The pressure of your hand or fingers will not affect any open programs.
- Switching from AC to battery power dims the display slightly to save battery power.

Important



If you prefer maximum brightness while on battery power, use the XtraBright/XtraDim button. For more information, see ["Tablet Control Buttons" on page 37](#).

Converting the display from notebook to tablet mode



To convert the display from notebook mode to tablet mode:

- 1** Open the LCD panel to the normal viewing position.
- 2** Locate the rotation direction arrow on the LCD panel hinge.

Rotation direction arrow

- 3** Rotate the LCD panel in the direction of the rotation direction arrow until the panel is backwards. The panel *soft-locks* into the final position.

- 4 Close the LCD panel onto the keyboard. There is a click when the LCD panel latch locks.



Changing display orientation

You can change the display orientation from the default, landscape (horizontal), to portrait (vertical) or secondary landscape (180 degrees from the default) using the Screen Rotation button. For more information, see [“Tablet Control Buttons” on page 37](#).



To change display orientation:

- Press the Screen Rotation button to step through display orientations.



To change orientation properties:

- Double-tap or double-click the **Tablet and Pen Settings** icon  in the taskbar, then tap or click the **Display** tab.



Adjusting brightness

To adjust screen brightness:

- Use the increase brightness and decrease brightness keys on the keyboard. For more information, see [“System key combinations” on page 35.](#)



XtraBright/XtraDim

Use XtraBright to increase the LCD panel brightness above the normal brightest setting for 255 seconds. Use this feature in bright lighting situations, such as outside in bright sunlight.

Use XtraDim to decrease the brightness below the normal dimmest setting. Use this feature in dim lighting situations.

To use XtraBright/XtraDim:

- Press the XtraBright/XtraDim button to increase the LCD panel brightness above the normal brightest setting for 255 seconds. For more information, see [“Tablet Control Buttons” on page 37.](#)

-OR-

- Press the XtraBright/XtraDim button a second time to decrease the brightness below the normal dimmest setting. For more information, see [“Tablet Control Buttons” on page 37.](#)



Using the pen

Your convertible tablet PC's pen is the only device that can write, tap, and input directly on your convertible tablet PC's display.

Caution



A finger-tap or PDA stylus has no effect on your convertible tablet PC's display, and ink pens and other pointed objects could damage the surface. Always use the pen that came with your convertible tablet PC. You can order extra pens from Gateway.

Caution



Do not sharply strike the display. Although the display is durable, it can break.

The pen can do everything a mouse does. Just think “tap” instead of “click”.

With a mouse:	With a pen:
Point and click	Point and tap
Double-click	Double-tap
Click-and-drag	Tap-and-drag
Right-click	Button-tap (press the pen button while tapping or press and hold with the pen)

Storing and removing the pen

To store the pen in your convertible tablet PC:

- 1 Locate the pen holder on the right side of your convertible tablet PC. For more information, see [“Right” on page 12](#).
- 2 Slide the pen into the holder with the pocket clip down until the pen clicks into place.





To remove the pen from our convertible tablet PC:

- 1** Locate the pen latch on the bottom of your convertible tablet PC.
For more information, see [“Bottom” on page 14](#).
- 2** Slide the pen latch until the pen is released from the pen holder.



Adjusting the volume

You can use the volume control to adjust the overall volume of your convertible tablet PC.

To adjust the overall volume level using hardware controls:

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

-OR-

Use the mute and volume control buttons on the keyboard. For more information, see [“System key combinations” on page 35](#).



Tips & Tricks



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

Turning your wireless radio on or off

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 802.11a, IEEE 802.11b, and IEEE 802.11g 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 use or turning on the wireless device.

Your Gateway convertible tablet PC may have a factory-installed wireless networking mini-PCI card.



To turn the wireless radio on or off:

- Press FN+F7.



Chapter 3: Getting Started



Chapter 4

Using Windows XP Tablet PC 2005

- Using Tablet PC extensions
- Adjusting tablet and pen settings

Using Windows XP Tablet PC 2005

The Microsoft Windows XP Tablet PC 2005 operating system is a fully functioning version of Windows XP Professional with added pen-based computing features:

- *Tablet and Pen Settings* — set properties for the pen, tablet buttons, and display screen
- *Tablet PC Input Panel (TIP)* — use its writing pad, soft keyboard, and voice recognition for entering data
- *Windows® Journal* — hand-write documents, then turn them into text or image files
- *Sticky Notes* — make a quick note with your pen or voice and drop it into another program
- *Document annotation* — insert handwritten notes into Word documents and other programs
- *Enhanced speech and voice recognition* — say what you are thinking, and your tablet will understand
- *Inkball* — practice and master pen input with this game of strategy
- *MicroSoft OneNote* — capture, organize, and reuse your notes on notebook computers, desktop computers, or tablet PCs.

The **What's New in Windows XP** link in the Help and Support Center and the *Windows XP Start Here* booklet that shipped with your tablet PC can help you learn more about using Windows XP Tablet PC 2005.

Using Tablet PC extensions

Calibration

The first time you use your convertible tablet PC, you should calibrate your pen for both portrait and landscape orientations. Calibration ensures the accuracy of the pen and adjusts the screen's performance for different users.

If the on-screen pointer does not seem to line up with the tip of the pen—for example, because someone else has used your convertible tablet PC and adjusted it for their own use—recalibrate it to your tapping patterns.

Recalibrate if you write with the opposite hand from the previous user—right-handed writer to left-handed writer.

To open the calibration program:

- Double-tap or double-click  (**Tablet and Pen Settings**) in the taskbar. Tap or click **Properties**, then tap or click **Calibrate**. Follow the on-screen instructions.

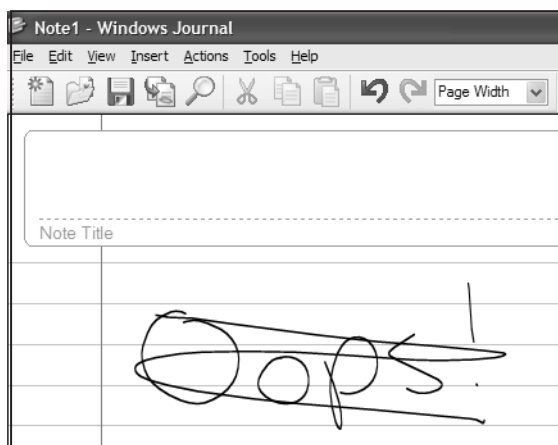


Gestures

A gesture is a shape you draw with your tablet PC pen to send a command to your convertible tablet PC. In Input Panel, you can also use gestures to control the insertion point in the active program. When you use these gestures, you get the same result as pressing the corresponding key on a standard keyboard.

- Open the Tablet Input Panel by waving the pen back and forth over the screen.
- Backspace by drawing a right-to-left line on the display surface.
- In most text input programs, you can erase text by scratching it out. Windows interprets a scratchout as a *delete* command.

- To erase, draw a short, wide “Z.”



- You will find more information about gestures and gesture symbols, as well as handwriting tips, in the TIP help. For more information, see [“Tablet Input Panel \(TIP\)” on page 55.](#)

Pen button

The pen button serves the same function as the right button on a mouse. Press it and tap (button-tap) to open right-click menus when they are available.

Tips

- Hold the pen the same way you hold a writing pen, and steady your writing hand by resting it on the display surface.
- Line up the pointer before you tap, in cases where the pointer and pen point are out of alignment. The screen reads the position of the pointer, not the tap.
- Store the pen in the convertible tablet PC's pen holder. Store extra pens in a drawer to avoid prolonged pressure on the pen tip.
- The pen has internal electronics, so keep it dry and avoid contact with liquids.

- Your convertible tablet PC responds to most Penabled™ EMR pens manufactured by Wacom®.

Tablet Input Panel (TIP)

Tap the **Keyboard** icon  near the Start button to open the Tablet Input Panel (TIP). Use the TIP to enter data by hand, soft keyboard, or voice into a word processing program or a text-entry form.

- Access the TIP keyboard and writing pad by tapping or clicking the tabs near the bottom of the window.

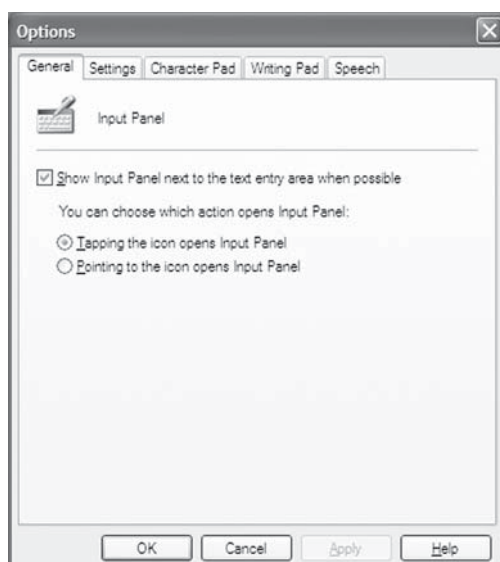


- To set up speech options, tap or click the **Tools and Options** icon , then tap or click **Speech**.

TIP tips

- Open a program for your input (for example, a word processing program or a Web form) before using the writing pad or soft keyboard.

- To adjust writing pad and keyboard settings, tap or click the **Tools and Options** icon , then tap or click **Options**.



- For security and accuracy when entering masked text (such as passwords), use your convertible tablet PC Input Panel's soft keyboard instead of the writing pad.



Using speech recognition

The convertible tablet PC is designed to accept and interpret the human voice, both for dictation (speech recognition) and for keyboard-equivalent voice commands.

- Set up speech recognition through your convertible tablet PC Input Panel's **Tools** menu.
- Learn more about voice commands in the **Accessibility** section of the Help and Support Center.

- Use the built-in microphone or an external microphone.
- To modify the speech recognition function, see [“Adjusting the Tablet PC Input Panel Settings” on page 58.](#)

Adjusting tablet and pen settings

Windows XP Tablet PC 2005 includes a control panel for adjusting pen, display, and button preferences such as:

- Right-handed or left-handed use
- Pen calibration in portrait and landscape modes
- Button functions
- Pen actions such as double-tapping

To change tablet and pen settings:

- 1** Tap or click the **Tablet and Pen Settings** icon  in the taskbar, then tap or click **Properties**. The *Tablet and Pen Properties* dialog box opens.
- 2** Tap or click the **Pen Options** tab.
- 3** Change the pen options settings, then tap or click **OK**.



Programming the buttons

Most of the tablet control buttons on your convertible tablet PC can be reprogrammed with new functions.

To reprogram button functions:

- 1** Tap or click the **Tablet and Pen Settings** icon  in the taskbar, then tap or click **Properties**. The *Tablet and Pen Properties* dialog box opens.
- 2** Tap or click the **Tablet Buttons** tab.

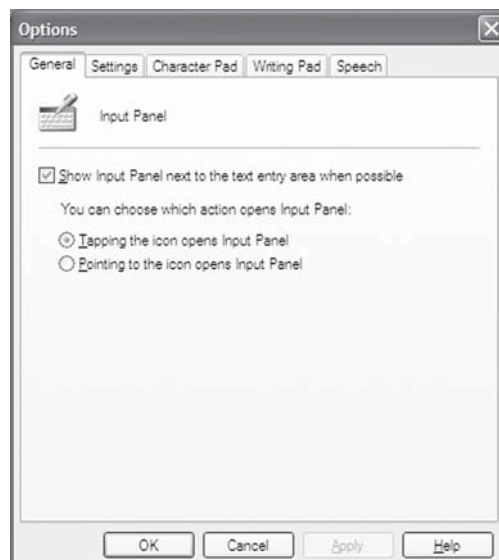
- 3 Change the button settings, then tap or click **OK**.



Adjusting the Tablet PC Input Panel Settings

- ▶ To adjust writing pad, writing tools, and speech settings:

- 1 Tap or click the **Keyboard** icon .
- 2 Tap or click the **Tools and Options** icon , then tap or click **Options**.



- 3 Tap or click a tab, then change the input panel settings.





Chapter 5

Using Drives and Ports

- Changing modules
- Using DVD drives
- Using the media card reader
- Using a PC Card
- Viewing the display on a monitor, projector, or television
- Connecting a video camera to your convertible tablet PC

Changing modules

Your convertible tablet PC's modular bay supports different *bay modules*, such as a DVD or combination DVD/CD-RW drive.

Modular bay
lock screw
Modular
bay latch

To change bay modules:

- 1** Make sure that the drive is empty.
- 2** Turn off your convertible tablet PC (do not place it in Standby or Hibernate mode).
- 3** Close the LCD panel.
- 4** Disconnect your convertible tablet PC from the optional port replicator (see [“Disconnecting from the port replicator” on page 110](#)).

Changing modules

- 5** Turn your convertible tablet PC over so the bottom is facing up.
- 6** Remove the module bay lock screw.

Screw

- 7** Slide and hold the module bay latch. The module may move out slightly.
- 8** Slide the module out.

- 9 Firmly push the new module straight into the bay until the latch clicks into place.
- 10 Replace the module bay lock screw.



Using the DVD drive

You can use your convertible tablet PC to enjoy a wide variety of multimedia features.

Important



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

Identifying drive types

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

If your drive has this logo...	This is your drive type...	Use your drive for...
	DVD drive	Installing programs, playing audio CDs, playing DVDs, and accessing data. You cannot use this drive to create CDs or DVDs.
	Combination DVD/CD-RW drive	Installing programs, playing audio CDs, playing DVDs, accessing data, and recording music and data to recordable CDs. You cannot use this drive to create DVDs.

Inserting a CD or DVD

Eject button

Manual eject hole

Activity indicator

To insert a CD or DVD:

- 1** Press the eject button on the DVD drive. After the tray opens slightly, pull the disc tray completely open.
- 2** Place the disc in the tray with the label facing up, then press down carefully on the disc until it snaps into place.

Important



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

- 3** Push the tray in until it is closed.



Playing a CD

Use a music program or Windows Media Player on your convertible tablet PC to:

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

Tips & Tricks



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

Playing a DVD

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

Tips & Tricks



For more information about playing DVDs, see “Using Windows Media Player” and “Using CyberLink PowerDVD” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

Creating CDs

You can use a CD burning program, Windows XP, Windows Media Player, or Windows Movie Maker to copy or create data CDs, create music CDs, create video CDs, and more.

Tips & Tricks



For more information about creating CDs, see “Using Windows Media Player”, “Using Nero Express”, and “Editing videos” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

Using the memory card reader

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

Memory card types

The memory card reader supports Memory Stick®, Memory Stick Pro®, MultiMediaCard™, and Secure Digital™.

Inserting a memory card

To insert a memory card:

- Insert the memory card into the memory card slot with the label facing up and the arrow on the label pointing towards the convertible tablet PC.

Important



Insert the SmartMedia card with the label facing down. Your convertible tablet PC only accepts 3.3V SmartMedia cards.



Using a memory card



To access a file on a memory card:

- 1 Tap or click **Start**, then tap or click **My Computer**.
- 2 Double-tap or double-click the drive letter (for example, the E: drive), then double-tap or double-click the file name.



Removing a memory card

Important



Do not use the remove hardware  icon in the taskbar to remove the memory card. If you use the remove hardware icon, your convertible tablet PC may not recognize your memory card reader until you restart your convertible tablet PC.

 To remove a memory card:

- 1** Push the memory card into the convertible tablet PC. The memory card pops out slightly.
- 2** Pull the memory card out of the convertible tablet PC.
- 3** Insert the protector into the memory card slot.



Adding and removing a PC Card

Your convertible tablet PC has a PC Card slot (also known as a PCMCIA card slot). This slot accepts one Type II card. You do not need to restart your convertible tablet PC when changing most cards because your convertible tablet PC supports *hot-swapping*. Hot-swapping means that you can insert a PC Card while your convertible tablet PC is running. If your PC Card does not work after hot-swapping, see the PC Card manufacturer's documentation for further information.

 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 your convertible tablet PC.



 To remove a PC Card:

- 1 Tap or click the remove hardware  icon in the taskbar, the PC Card name, then tap or click **Stop**.

-OR-

Turn off your convertible tablet PC.

Important



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

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

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



Viewing the display on a projector or monitor

You can use your convertible tablet PC for giving presentations by connecting an external monitor or projector to your monitor (VGA) port. Your convertible tablet PC supports simultaneous LCD and CRT display. Simultaneous display lets you control the presentation from your convertible tablet PC and at the same time face your audience.

To use a projector or external monitor:

- 1** Turn off your convertible tablet PC.
- 2** Plug the projector or monitor cable into the VGA port on your convertible tablet PC or optional port replicator. For the location of the VGA port, see [“Left” on page 11](#) and [“Back” on page 106](#).
- 3** Turn on your convertible tablet PC.

Chapter 5: Using Drives and Ports

- 4 Plug the projector's or monitor's power cord into an AC power source and turn it on. Windows recognizes the new hardware and searches for its driver. You may need to install the driver from the disc supplied by the manufacturer or download the driver from the manufacturer's Web site.
- 5 After the driver is installed, button-tap or right-click any empty space on the desktop, then tap or click **Properties**. The *Display Properties* dialog box opens.
- 6 Tap or click the **Settings** tab.
- 7 Button-tap or right-click the second monitor icon (labeled 2), then tap or click **Attached**.
- 8 Tap or click **Apply**.
- 9 Adjust properties such as **Screen Resolution** or **Color Quality** if necessary.
- 10 Tap or click **OK**.



Important



Press **FN+F3** to switch between viewing the display on the LCD panel and viewing the display on the projector or monitor.

Important



If an external monitor or projector is connected and you close the LCD panel, your convertible tablet PC may turn off the LCD panel, but will not enter Standby mode.

Viewing the display on a television

The S-Video out jack on your optional port replicator lets you view your convertible tablet PC display on a television screen using a standard S-Video cable.

Important



To turn on external video by default, connect the television (or other external video device) before starting your convertible tablet PC.

Important



Audio is not transmitted through the S-Video out jack. Use the built-in speakers or a set of headphones or external powered speakers, or connect your convertible tablet PC to a stereo system using the headphone jack to hear sound while playing a DVD. DVD playback to a VCR will be scrambled by copyright protection software.



To view your convertible tablet PC display on a television:

- 1** With your convertible tablet PC off, connect one end of a standard S-Video cable to the S-Video out jack on your port replicator. For the location of the S-Video out jack, see [“Back” on page 106](#).
- 2** Connect the other end of the cable to the Video in jack on your television or VCR.
- 3** Turn on the television or VCR.
- 4** Start your convertible tablet PC.

Chapter 5: Using Drives and Ports

- 5** Tap or click **Start**, then tap or click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, tap or click **Appearance and Themes**.
- 6** Tap/Double-tap or click/double-click the **Display** icon. The *Display Properties* dialog box opens.
- 7** Tap or click the **Settings** tab.
- 8** Tap or click **Advanced**. The *Multiple Monitors and Intel Properties* dialog box opens.
- 9** Tap or click the **Intel Extreme Graphics** tab.
- 10** Tap or click the **Graphics Properties** button. The *Intel Graphics Controller Properties* dialog box opens.

- 11** Tap or click the **Television** button.

Important



If you are traveling internationally, you may need to change the video standard. For example, many televisions in Asia use PAL instead of NTSC.

- 12** Tap or click **Apply**.



Changing from one display to another

After you have set up the second display on your convertible tablet PC to be a television, you can quickly switch between viewing the display on the LCD panel and viewing it on the television.

To...	Press
Change the display from the LCD panel to the television	CTRL+ALT+F2
Change the display from the television to the LCD panel	CTRL+ALT+F3

Connecting a video camera to your convertible tablet PC

Your convertible tablet PC has a 4-pin IEEE 1394 port (also known as a Firewire® or i.Link® port) for connecting devices such as a video camera.

To connect your video camera to your convertible tablet PC:

- 1 Connect one end of the IEEE 1394 cable to your video camera. For the location of the IEEE 1394 port, see [“Left” on page 11](#).

Important



For more information about using the IEEE 1394 port on your video camera, see your camera's documentation.

- 2 Connect the other end of the cable to the IEEE 1394 port  on the side of your convertible tablet PC.



Tips & Tricks



For more information about editing video, see “Editing videos” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start**, **All Programs**, then tap or click **Gateway Documentation**.



Chapter 6

Managing Power

- Checking and recharging the battery
- Recalibrating the battery
- Changing batteries
- Extending the life of the battery

Monitoring the battery charge

Your new Gateway convertible tablet PC is designed to provide an exceptional balance of performance and portability. Your convertible tablet PC uses the latest chipset and mobile processor technologies to manage the processor speed and power consumption for a greater battery life experience. This design provides you with maximum performance when plugged into AC power balanced with optimized battery life when on battery power.

Closely monitor the battery charge. When the battery charge gets low, change the battery or connect to AC power immediately to prevent losing any unsaved work. To monitor the battery charge:

- Double-tap or double-click the power cord icon  or battery icon  in the taskbar. The *Power Meter* dialog box opens.

Important



If the power cord or battery icon does not appear on the taskbar, tap or click the show hidden icons  button. If the icon still does not appear, make sure that **Always show icon on the taskbar** is checked on the Advance tab in the *Power Options Properties* dialog box.

For more information, see “Changing advanced settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start**, **All Programs**, then tap or click **Gateway Documentation**.

- Pressing FN+STATUS to view the power status box, which opens in the upper-left corner of the screen. The power status box shows the current power source, the battery charge level, and the power management mode.
- Look at the battery charge indicator (see [“Status indicators” on page 31](#)):
 - LED blue - battery is fully charged.
 - LED purple - battery is charging.
 - LED blinking red - battery charge is very low.
 - LED solid red - battery is malfunctioning.
- Wait for a Low Battery warning message to appear.

If your battery charge indicator displays what looks like an inaccurate charge, you may need to recalibrate the battery. For more information, see [“Recalibrating the battery” on page 77](#).

Recharging the battery

The battery recharges while it is installed and your convertible tablet PC is connected to AC power. While the battery recharges, the battery charge indicator turns on and the power cord icon in the taskbar has a lightning bolt .

Important



If the power cord or battery icon does not appear on the taskbar, tap or click the show hidden icons  button. If the icon still does not appear, make sure that **Always show icon on the taskbar** is checked on the Advance tab in the *Power Options Properties* dialog box.

For more information, see “Changing notebook power settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start**, **All Programs**, then tap or click **Gateway Documentation**.

Recalibrating the battery

If your convertible tablet PC 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 periodically to maintain the accuracy of the battery gauge.

To recalibrate the battery:

- 1** Connect the AC adapter, then turn on your convertible tablet PC.
- 2** As soon as your convertible tablet PC starts and you see a startup screen, press F2. The BIOS Setup utility opens.
- 3** Open the **Advanced** menu.
- 4** Highlight **Battery Auto Learning**, then select **Enabled** by pressing the spacebar.

5 Open the **Exit** menu, then highlight **Exit Saving Changes** and press **ENTER**.

6 Select **Yes**, then press **ENTER**.

The battery recalibration process begins and a screen opens showing you the progress. The entire process will take several hours.

Important



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

When the recalibration has finished, the message “Press [Esc] key to exit” appears.

7 Press **Esc**. The battery charge indicator now displays an accurate battery charge. If the battery charge indicator does not show an accurate charge, contact Gateway Customer Care.



Changing batteries

If your convertible tablet PC is connected to AC power, you can change the battery while your convertible tablet PC is turned on. If your convertible tablet PC is not plugged into an AC outlet, you must turn your convertible tablet PC off while changing the battery.

Warning



Danger of explosion if battery is incorrectly replaced.

Replace only with a battery specifically manufactured for your Gateway convertible tablet PC. Discard used batteries according to local hazardous material regulations.

The battery used in this device may present a fire or chemical burn hazard if mishandled. Do not disassemble, heat above 212°F (100°C), or incinerate. Dispose of used battery promptly. Keep away from children.

Battery latch Battery
Battery lock

 To change the battery:

- 1** Disconnect your convertible tablet PC from the optional port replicator (see [“Disconnecting from the port replicator” on page 110](#)).
- 2** If your convertible tablet PC is on and is connected to AC power, go to [Step 3](#).

-OR-

If your convertible tablet PC is on and is not plugged into an AC outlet, save your work and turn off your convertible tablet PC.
- 3** Close the LCD panel.
- 4** Turn your convertible tablet PC over so the bottom is facing up.

Chapter 6: Managing Power

- 5** Slide the battery lock to the unlocked position, then slide the battery release latch.
- 6** Lift the battery out of the bay.
- 7** Place a recharged battery into the bay and press down until it snaps into place.
- 8** Slide the battery lock to the locked position.
- 9** Turn your convertible tablet PC over.

- 10 Open the LCD panel and press the power button.



Extending battery life

Conserving battery power

To conserve power while using the battery to power your convertible tablet PC:

- Dim the display as low as is comfortable. For dim or dark environments, use the XtraBright/XtraDim button to set your display to the dimmest setting possible.
- Remove PC Cards when you do not need them. Many PC Cards use a small amount of power while inserted, even if they are not being used.
- Modify the power management settings for maximum power savings.

Tips & Tricks



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

- Close the LCD panel to turn off the display while you are not using your convertible tablet PC. The display stays off until you open the panel again.
- Use Hibernate mode for maximum power savings while your convertible tablet PC is not in use.

Tips & Tricks



For more information about using Hibernate mode, see “Changing notebook power settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start**, **All Programs**, then tap or click **Gateway Documentation**.

- Use the DVD drive only when necessary. This drive uses a large amount of power.
- Recharge the battery often, take an extra battery, and fully recharge the batteries before traveling. For more information, see [“Recharging the battery” on page 77](#) and [“Changing batteries” on page 78](#).

Tips & Tricks



For more information about traveling with your convertible tablet PC, see “Traveling with your notebook” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

- Turning off the Power on Lid Lift feature. For more information, see [“Turning on the Power on Lid Lift feature” on page 28](#).

Using alternate power sources

To extend battery life, use alternate power sources whenever possible.

- If traveling internationally, take electrical adapters. Save the battery for times when you cannot use a power adapter. If you plan on taking your AC power adapter, also take a single-plug surge protector.
- If you will have access to an EmPower™ in-flight power receptacle, an automobile power outlet, or an automobile cigarette lighter, use a power inverter. Save the battery for times when you cannot use a power adapter.
- To find AC power outlets in airports, look for them next to support pillars, in large areas such as boarding gates, and under banks of telephones.

Changing power modes

You can use the following power modes to lengthen the life of your convertible tablet PC's battery:

- *Standby* - while your convertible tablet PC is in Standby, it switches to a low power state where devices, such as the display and drives, turn off.

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

Using power saving modes

Always save your work before using Standby mode. In Standby mode, your convertible tablet PC reduces or turns off the power to most devices except memory. However, the information in memory is not saved to the hard drive. If power is interrupted, the information is lost.

When in Hibernate mode, your convertible tablet PC saves all memory information to the hard drive, then turns the power completely off.

If your convertible tablet PC is...	...and you want to...	...then
On	Enter Standby mode	Press FN+F4 .
On	Enter Hibernate mode (must be activated)	Tap or click Start , then tap or click Turn Off Computer . Press and hold SHIFT , then tap or click Hibernate .
In Standby or Hibernate mode	Exit Standby or Hibernate mode	Press the power button.

Chapter 6: Managing Power



Chapter 7

Upgrading Your Convertible Tablet PC

- Adding and replacing memory
- Replacing the hard drive

Preventing static electricity discharge

Important



Before installing memory or replacing the hard drive, you should read and understand the information in this section.

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

Warning



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

Warning



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

Before installing memory or replacing the hard drive, 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 components by their edges. Avoid touching the edge connectors. Never slide components over any surface.
- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of your workbench or other grounded connection.
- Touch a bare metal surface on your workbench or other grounded object.

Adding or replacing memory

Your convertible tablet PC 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 the slot. Use only memory modules designed for your Gateway convertible tablet PC for upgrading your memory.

SO-DIMMs are located in two places inside your convertible tablet PC. Both SO-DIMMs can be upgraded. For instructions on upgrading the SO-DIMM located on the bottom of your convertible tablet PC, see [“Adding or replacing memory in the memory bay” on page 88](#). For instructions on upgrading the SO-DIMM located under the keyboard of your convertible tablet PC, see [“Replacing memory under the keyboard” on page 91](#).

Adding or replacing memory in the memory bay

Important



Use only memory modules designed for the Gateway M275.

Memory
bay

To add or replace memory modules:

- 1** Follow the guidelines under [“Preventing static electricity discharge” on page 86](#).
- 2** Turn off your convertible tablet PC.
- 3** Disconnect the AC adapter, modem cable, and network cable.
- 4** Disconnect all peripheral devices and remove any PC cards.
- 5** Disconnect your convertible tablet PC from the optional port replicator (see [“Disconnecting from the port replicator” on page 110](#)).

Adding or replacing memory

- 6** Turn your convertible tablet PC over so the bottom is facing up.
- 7** Remove the battery (see [“Changing batteries” on page 78](#)).
- 8** Loosen the two memory bay cover screws, then remove the memory bay cover.

Screws

- 9** If you are removing a module, gently press outward on the clip at each end of the memory module until the module tilts upward.

10 Pull the memory module out of the slot.

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

Important



Use only memory modules designed for the Gateway M275.

12 Gently push the module down until it clicks in place.

13 Replace the memory bay cover and tighten the cover screws.

14 Insert the batteries, then turn your convertible tablet PC over.

15 Reattach the optional port replicator.

16 Connect the power adapter, modem cable, and network cable, then turn on your convertible tablet PC.



Replacing memory under the keyboard

Important



Use only memory modules designed for the Gateway M275 for upgrading your memory.

Installing replacement memory under the keyboard is a process consisting of three procedures that must be done in sequence:

- 1 Open the keyboard compartment.
- 2 Replace the memory.
- 3 Reattach the keyboard.

Opening the keyboard compartment

To open the keyboard compartment:

- 1 Follow the guidelines under [“Preventing static electricity discharge” on page 86](#).
- 2 Turn off your convertible tablet PC.
- 3 Disconnect the AC adapter, modem cable, and network cable.
- 4 Disconnect all peripheral devices and remove any PC cards.
- 5 Disconnect your convertible tablet PC from the optional port replicator (see [“Disconnecting from the port replicator” on page 110](#)).
- 6 Turn your convertible tablet PC over so the bottom is facing up.
- 7 Remove the battery (see [“Changing batteries” on page 78](#)).

Chapter 7: Upgrading Your Convertible Tablet PC

- 8** Remove the two keyboard screws marked with a **K**.

Screw

Screw

- 9** Turn your convertible tablet PC over so the top is facing up.
- 10** Open the LCD panel to the normal viewing position.

- 11** Insert the small flat-blade screwdriver under the bottom of the keyboard bezel between the **F11** and **F12** keys and gently pry it up.

Important



Inserting a piece of cloth between the screwdriver and keyboard will help prevent damage to your convertible tablet PC.

- 12** Remove the bezel from your convertible tablet PC by pulling the bezel toward you and at the same time lifting its front to clear the keyboard. You will hear small snapping sounds as the bezel comes away from your convertible tablet PC. Be careful not to break off the tabs found on the bottom of the bezel.

Chapter 7: Upgrading Your Convertible Tablet PC

- 13** With a small Phillips screwdriver, remove the four keyboard screws and put them in a safe place.

Screws

- 14** Lift the back edge of the keyboard, then slowly rotate it toward you so it lies **keys-down** on top of your convertible tablet PC. Be careful not to damage the LCD panel or unplug the keyboard ribbon cable.



Replacing the memory



To replace the memory:

- 1** Gently press outward on the clip at each end of the memory module until the module tilts upward.

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

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

Important



Use only memory modules designed for the Gateway M275.

- 4 Gently push the module down until it clicks in place.



Reattaching the keyboard

To reattach the keyboard:

- 1 Rotate the keyboard toward the LCD panel until the keyboard is almost face-up.
- 2 Insert the tabs on the front of the keyboard under the palm rest.

Tabs

Chapter 7: Upgrading Your Convertible Tablet PC

- 3** Gently press the keyboard down until it is flat all the way across. The keyboard should easily fall into place. Be careful not to damage the LCD panel.
- 4** Replace the four keyboard screws.

Screws

- 5** Slide the tabs on the bottom side of the bezel under your convertible tablet PC frame.

- 6 Press down on the bezel in several places to make sure it is correctly mounted. The bezel is correctly mounted when you can run your finger along the bezel and find no loose spots. The bezel should be flat all the way across.

Warning



If the bezel is not correctly replaced, your convertible tablet PC could be damaged when you try to close the LCD panel.

- 7 Turn your convertible tablet PC over so the bottom is facing up.
- 8 Replace the two keyboard screws.
- 9 Insert the battery, then turn your convertible tablet PC over.
- 10 Reattach the optional port replicator.
- 11 Connect the power adapter and modem and network cables, then turn on your convertible tablet PC.



Replacing the hard drive kit

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

Hard
drive

To replace the hard drive kit:

- 1** Back up any data you want to transfer to the new hard drive. For more information, see “Backing up files” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.
- 2** Follow the guidelines under “[Preventing static electricity discharge](#)” on [page 86](#).
- 3** Turn off your convertible tablet PC.
- 4** Disconnect the AC adapter, modem cable, and network cable.
- 5** Disconnect all peripheral devices and remove any PC cards.
- 6** Disconnect your convertible tablet PC from the optional port replicator (see “[Disconnecting from the port replicator](#)” on [page 110](#)).

Replacing the hard drive kit

- 7** Turn your convertible tablet PC over so the bottom is facing up.
- 8** Remove the battery (see [“Changing batteries” on page 78](#)).
- 9** Remove the two hard drive kit screws.

Screws

- 10** Slide the old hard drive kit out of your convertible tablet PC.

- 11** If your new hard drive already includes the hard drive kit bracket, go to [Step 16](#).

-OR-

If you need to move the hard drive kit bracket from your old hard drive kit to your new hard drive, go to [Step 12](#).

- 12** Remove the two screws that secure the hard drive to the hard drive kit bracket.

Screw

Screw

- 13** Remove the bracket from the old drive.
- 14** Insert the new drive into the bracket, label side up, so the screw holes line up.
- 15** Replace the two screws that secure the bracket to the drive.
- 16** Place the new hard drive kit into the bay and slide it into the connector.
- 17** Replace the screws that secure the hard drive kit to your convertible tablet PC.
- 18** Insert the battery, then turn your convertible tablet PC over.
- 19** Reconnect the optional port replicator.
- 20** Connect the power adapter, modem cable, and network cable, then turn on your convertible tablet PC.
- 21** For instructions on installing Windows, your drivers, and your applications, see the instructions in the restore booklet that came with your convertible tablet PC.





Chapter 8

Using the Optional Port Replicator

- Identifying features
- Connecting and disconnecting the port replicator
- Securing the port replicator with a locking cable

Top

Power button

Component	Icon	Description
Power button		Press to turn the power on or off.

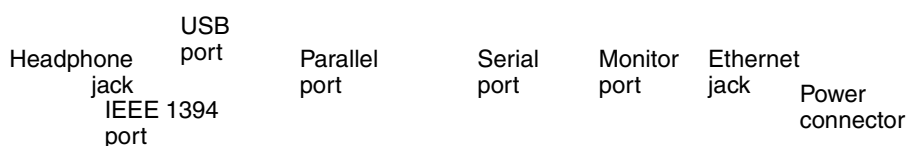
Right

Right

USB
ports

Component	Icon	Description
USB ports		Plug USB devices (such as a diskette drive, flash drive, printer, scanner, camera, keyboard, or mouse) into these ports.

Back



Component	Icon	Description
Headphone jack		Plug amplified speakers or headphones into this jack. The built-in speakers are turned off when speakers or headphones are plugged into this jack.
IEEE 1394 port	1394	Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital camcorder or external hard drive) into this 4-pin IEEE 1394 port.
USB port		Plug a USB device (such as a diskette drive, flash drive, printer, scanner, camera, keyboard, or mouse) into this port.
Parallel port		Plug a parallel device (such as a printer) into this port.
Serial port		Plug a serial device into this port.
Monitor port		Plug an analog VGA monitor or projector into this port.
Ethernet jack		Plug a 10/100/1000 Ethernet network cable into this jack. The other end of the cable can be plugged into a cable modem, DSL modem, or an Ethernet network jack. For more information, see “Connecting to a cable or DSL modem or to an Ethernet network” on page 26.
Power connector		Plug the AC adapter cable into this connector.

Connecting to the port replicator

You can attach your notebook to the port replicator while your notebook is off, on, or in Standby mode.

Attaching to the port replicator



To attach your notebook to the port replicator:

- 1** Connect the power cord to the AC adapter that was packaged with your port replicator.
- 2** Connect the AC adapter to your port replicator's power connector. For more information, see ["Back" on page 106](#).

Chapter 8: Using the Optional Port Replicator

- 3** Plug the power cord into a wall outlet.
- 4** Connect external devices to the ports on the port replicator.
- 5** Plug the port replicator into the port replicator jack on the notebook.
For more information, see [“Left” on page 11](#).

- 6** Press the power button located on the top of the port replicator.



Connecting to the port replicator

Important



The notebook may detect additional devices and add drivers after being attached to the port replicator. This process must be completed for components to work correctly. Follow any on-screen instructions, if necessary.

Important



The port replicator's power button controls both the notebook and the port replicator only after the port replicator is connected to AC power.

Important



The notebook's monitor port is disabled when the port replicator is connected to the notebook. If you want to use an external monitor, plug it into the monitor port on the port replicator.

Important



The notebook's Ethernet jack is disabled when the port replicator is connected to the notebook. If you want to connect to a cable or DSL modem, or to an Ethernet network, plug the Ethernet cable into the Ethernet jack on the port replicator.

Important



If you are using a USB or parallel port printer connected to the port replicator, you must select **Virtual printer port for USB** during the Windows printer installation. Windows will not be able to detect your printer if you make a different selection.

Important



This port replicator does not support Fast IR.

Disconnecting from the port replicator

You can separate your notebook from the port replicator while your notebook is off or on (not in Standby or Hibernate mode).

To separate your notebook from the port replicator:

- 1 If your notebook is off, go to [Step 2](#).

-OR-

If your notebook is on, click **Start**, then click **Undock Computer**. The Undock Computer menu item appears in the Start menu only while the notebook is docked.

- 2 Unplug the port replicator from the notebook.





Chapter 9

Maintaining Your Convertible Tablet PC

- Caring for your convertible tablet PC
- Cleaning your convertible tablet PC
- Protecting your convertible tablet PC from viruses
- Updating Windows
- Restoring your system

Caring for your convertible tablet PC

To extend the life of your convertible tablet PC:

- Be careful not to bump or drop your convertible tablet PC, and do not put any objects on top of it. The case, although strong, is not made to support extra weight.
- When transporting your convertible tablet PC, we recommend that you put it in a carrying case.
- Keep your convertible tablet PC away from magnetic fields. Magnetic fields can erase data on hard drives.
- Never turn off your convertible tablet PC when the drive indicator is on because data on the hard drive could be lost or corrupted.
- Avoid subjecting your convertible tablet PC to extreme temperature changes. The case (and LCD panel) can become 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 convertible tablet PC is safest at temperatures that are comfortable for you.
- Keep all liquids away from your convertible tablet PC. When spilled onto computer components, almost any liquid can result in expensive repairs that are not covered under your warranty.
- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms and can lead to permanent damage to the convertible tablet PC.
- Do not block the ventilation fan slots. If these slots are blocked, your convertible tablet PC may overheat resulting in unexpected shutdown or permanent damage to the convertible tablet PC.
- When storing your convertible tablet PC for an extended period of time, unplug AC power and remove the battery after discharging it partway.

Display screen

- Use only your convertible tablet PC's pen on the display. Do not write on the surface with an ink pen or pencil.
- Nothing heavier than your writing hand should be placed on top of the display.
- Protect the display surface from unnecessary contact by turning the screen so it is in the notebook orientation and closing it when transporting the Gateway convertible tablet PC. For more information, see ["Converting the display from notebook to tablet mode" on page 43](#).
- Never spray or pour liquids directly on the display surface.
- Avoid prolonged exposure to direct sunlight.
- Use the special cleaning cloth included with your convertible tablet PC to wipe away dust and fingerprints. Dampen the cloth with water or a mild window glass cleaner solution but never spray anything directly on the surface. If liquid collects around the edges, wipe it up immediately.

Using the Pen

- Always store the pen in the Gateway convertible tablet PC's pen holder when not in use. For more information, see ["Right" on page 12](#).
- Store extra pens horizontally in a box or drawer.
- Pens should not be stored vertically on the tip because constant tip pressure can affect pen-screen interaction.
- The pen has electronics in it, so it should not be exposed to or immersed in liquids.

Replacing the pen point

Normal use can wear down the pen's point, and also cause it to pick up abrasive particles that may scratch the display. Therefore, the pen ships with extra points and a replacement tool.



To replace the pen point:

1 Use the replacement tool to grab the old point and pull it out of the pen.

2 Insert a new point and apply slight pressure to set it in place.



Cleaning your convertible tablet PC

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

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

Cleaning the exterior

Warning



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

Always turn off your convertible tablet PC and other peripherals before cleaning any components. Also, remove the battery before cleaning any components.

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

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

Cleaning the keyboard

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

If you spill liquid on the keyboard, turn off your convertible tablet PC and turn the convertible tablet PC 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 convertible tablet PC screen

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

Caution



A convertible tablet PC LCD screen is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based glass cleaners.

Cleaning CDs or DVDs

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



Protecting your convertible tablet PC 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 convertible tablet PC to malfunction. Some viruses go undetected for a period of time because they are activated on a certain date.

Protect your convertible tablet PC from a virus by:

- Registering your copy of Norton® Internet Security and subscribing to the virus definition update service. You received a free limited time subscription to the Norton Internet Security service when you purchased your convertible tablet PC.
- Using the Norton Internet Security program to check files and programs that are attached to e-mail messages or downloaded from the Internet.
- Checking all programs for viruses before installing them.
- Disabling macros on suspicious Microsoft Word and Excel files. These programs will warn you if a document that you are opening contains a macro that might have a virus.
- Periodically updating the Norton Internet Security program to protect against the latest viruses.
- Making sure the Windows Security Center is configured to provide you with the highest level of protection.

Tips & Tricks



For more information about modifying security settings, see “Modifying Security Settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

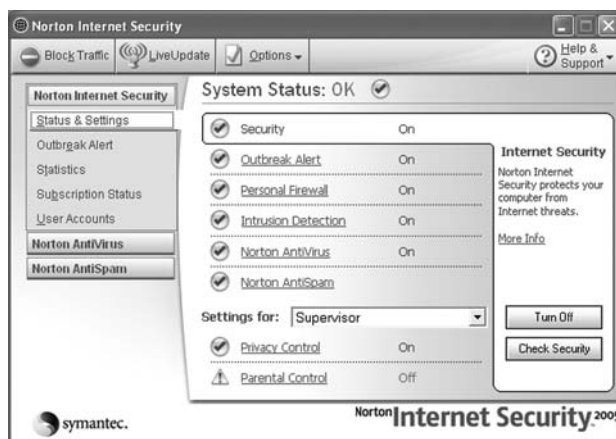
Help and Support



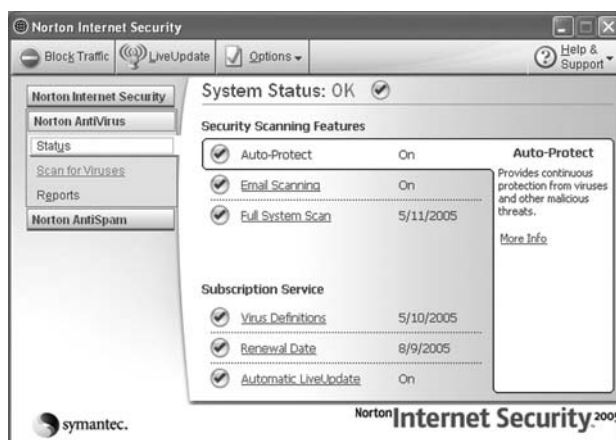
For more information about protecting your convertible tablet PC against viruses, tap or click **Start**, then tap or click **Help and Support**. Type the keyword **viruses** in the **Search** box Search , then tap or click the arrow.

To scan for viruses:

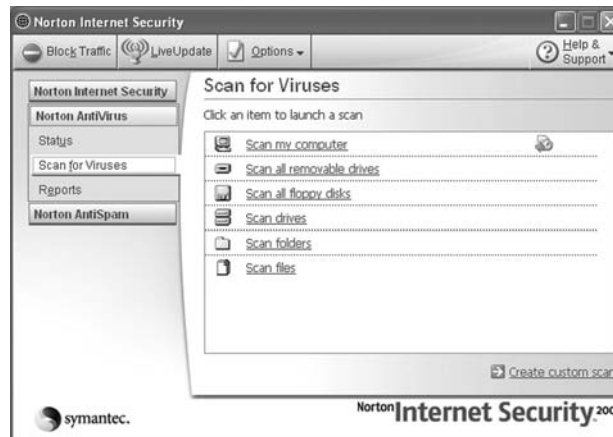
- 1 Tap or click **Start, All Programs, Norton Internet Security**, then tap or click **Norton Internet Security**. Norton Internet Security opens.



- 2 Tap or click **Norton AntiVirus**.



- 3** Tap or click **Scan for Viruses**.



- 4** Tap or click the type of scan you want to make in the Scan for Viruses area.



To remove a virus:

- 1** If Norton Internet Security finds a virus, follow all on-screen instructions to remove the virus.
- 2** Turn off your convertible tablet PC and leave it off for at least 30 seconds.
- 3** Turn on your convertible tablet PC and rescan for the virus.



To update Norton Internet Security:

Important



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

- 1 Make sure that you are connected to the Internet.
- 2 Tap or click **Start, All Programs, Norton Internet Security**, then tap or click **Norton Internet Security**. Norton Internet Security opens.
- 3 Tap or click **LiveUpdate**. The LiveUpdate wizard opens.
- 4 Follow the on-screen instructions to update your Norton Internet Security program with the latest virus protection files.
- 5 When the program has finished, tap or click **Finish**.



Updating Windows

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

To run Windows Update:

- 1 Connect to the Internet.
- 2 Tap or click **Start, All Programs**, then tap or click **Windows Update**.
- 3 Follow the on-screen instructions.



Help and
Support



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

Restoring your system

Microsoft System Restore

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

To run Microsoft System Restore:

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



Help and
Support



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

Reinstalling programs and drivers

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

To reinstall your program or driver:

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



Restoring your convertible tablet PC to the original configuration

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

To restore your convertible tablet PC to the original configuration:

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





Chapter 10

Troubleshooting

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

Safety guidelines

While troubleshooting your convertible tablet PC, follow these safety guidelines:

- Never remove the memory bay cover or hard drive while your convertible tablet PC is turned on, while the battery is installed, and while the modem cable, network cable, and AC power adapter are connected to your convertible tablet PC.
- Make sure that you are correctly grounded before accessing internal components. For more information about preventing damage from static electricity, see [“Preventing static electricity discharge” on page 86](#).
- After you complete any maintenance tasks where you remove the memory bay cover or hard drive, make sure that you replace the cover or drive, reinstall any screws, then replace the battery before you start your convertible tablet PC.

Warning



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

First steps

If you have problems with your convertible tablet PC, try these things first:

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

Help and Support



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

Troubleshooting

Audio

Audio troubleshooting is covered under [“Sound” on page 145.](#)

Battery

Battery troubleshooting is covered under [“Power” on page 142.](#)

CD drives

CD drive troubleshooting is covered under [“DVD drives” on page 128.](#)

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 Tap or click **Start**, then tap or click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, tap or click **Performance and Maintenance**.
- 2 Tap/Double-tap or click/double-click **System**, tap or click the **Hardware** tab, then tap or click **Device Manager**. The *Device Manager* window opens.
- 3 Tap or click **View**, then tap or click **Resources by type**. Double-tap or double-click **Interrupt request (IRQ)**. All IRQs and their hardware assignments are displayed.



Help and Support



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

To free IRQ resources for the new device:

- 1** In the *Device Manager* window, check the device list for a resource conflict. A resource conflict appears as a black exclamation point in a yellow circle.
- 2** Remove the device you are trying to install, then determine which one of the existing devices or ports you can disable.
- 3** Button-tap or right-click the device or port you want to disable, then tap or click **Disable**. The device or port is disabled.



Display

The screen is too dark

- Adjust the brightness using the system keys. For more information, see [“System key combinations” on page 35](#).
- Adjust the brightness using the XtraBright/XtraDim feature. For more information, see [“XtraBright/XtraDim” on page 45](#).

The screen resolution is not correct

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

Tips & Tricks



For instructions on changing the screen resolution, see “Adjusting the screen resolution” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start**, **All Programs**, then tap or click **Gateway Documentation**.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast using the system keys. For more information, see [“System key combinations” on page 35](#).

- Change the display settings.

Tips & Tricks



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

- Move your convertible tablet PC away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.

The display 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 Customer Care to identify whether a repair or replacement is justified based on the number of pixels affected.

The display is blank

- Adjust the brightness using the system keys. For more information, see [“System key combinations” on page 35](#).
- Make sure the convertible tablet PC is not in standby or hibernate mode. For more information, see [“Changing power modes” on page 82](#).
- The convertible tablet PC may be sending its display to an external monitor or television. Press FN + F3 several time to toggle through the attached display, an external monitor, or both. Press CTRL+ALT+F3 to switch the output from a television to the attached display.

DVD drives

Your convertible tablet PC does not recognize a disc

- The disc may not be seated correctly in the tray. When you place a disc on the tray, make sure that you press the disc firmly onto the spindle so the retainers hold the disc in place.
- The DVD drive may not be inserted completely into the modular bay. Press the module into the bay, then try to access the disc again.

- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed and cannot be read by the drive.
- Some music CDs have copy protection software. You may not be able to play these CDs on your convertible tablet PC.
- Your convertible tablet PC may be experiencing some temporary memory problems. Shut down and restart your convertible tablet PC.
- Clean the disc. For more information, see [“Cleaning CDs or DVDs” on page 116](#).

An audio CD does not produce sound

- Make sure that the CD label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your convertible tablet PC.
- Make sure that the volume control on your convertible tablet PC is turned up. For more information, see [“System key combinations” on page 35](#).
- Make sure that the Windows volume control is turned up.

Tips & Tricks



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

- Make sure that Mute controls are turned off. For more information about the mute setting, see [“System key combinations” on page 35](#).
- Make sure that headphones are not plugged into the headphone jack on the convertible tablet PC or optional port replicator.
- If you are using powered speakers, make sure that they are plugged in and turned on.
- Clean the disc. For more information, see [“Cleaning CDs or DVDs” on page 116](#).
- Your convertible tablet PC may be experiencing some temporary memory problems. Shut down and restart your convertible tablet PC.

- Reinstall the audio device drivers. For more information, see [“Downloads” on page 4](#).

A DVD movie will not play

- Make sure that the label or side you want to play is facing up, then try again.
- The DVD drive may not be inserted completely into the modular bay. Press the module into the bay, then try to access the disc again.
- Shut down and restart your convertible tablet PC.
- Clean the DVD. For more information, see [“Cleaning CDs or DVDs” on page 116](#).
- DVD discs and drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc’s regional code and your DVD drive’s regional code must match.

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

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

- Make sure that a DVD player program has been installed on your convertible tablet PC.

Tips & Tricks



For instructions on playing a DVD, see [“Playing a DVD” on page 64](#).

A DVD does not produce sound on a TV

- Audio is not transmitted through the S-Video out jack. Use the built-in speakers, a set of headphones or external powered speakers, or connect your convertible tablet PC to a stereo system to hear sound while playing a DVD.

You cannot eject a CD or DVD

Your convertible tablet PC must be turned on to remove CDs and DVDs. If you do not want to turn on your convertible tablet PC, manually eject the disc by inserting an opened paper clip into the manual eject hole. See [“Inserting a CD or DVD” on page 63](#) for the location of the manual eject hole.

File management

A file was accidentally deleted

If a file was deleted while holding down the **SHIFT** key, the file cannot be restored.

To restore deleted files:

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

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



Help and Support



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

Search , then tap or click the arrow.

Hard drive

You see an “Insufficient disk space” error message

- Delete unnecessary files from the hard drive using Disk Cleanup.

Tips & Tricks



For instructions on deleting unnecessary files, see “Using Disk Cleanup” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

- Empty the Recycle Bin by button-tapping or right-clicking the **Recycle Bin** icon, then tapping or clicking **Empty Recycle Bin**.

Caution



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

- Save your files to another drive. If the hard drive is full, copy any files not regularly used to backup media, then delete them from the hard drive.

Help and Support



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

You see a “Data error” message

This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error checking program.

Tips & Tricks



For instructions on fixing hard drive problems, see “Checking the hard drive for errors” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

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

- Make sure that the hard drive is installed correctly. Remove it, firmly reinsert it, then restart your convertible tablet PC. For more information, see [“Replacing the hard drive kit” on page 100](#).
- If your convertible tablet PC has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

Internet

You cannot connect to the Internet

- If you are using a dial-up modem, make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See [“Right” on page 12](#) to make sure that the connections have been made correctly.

-OR-

If you are using a cable or DSL modem, make sure that the modem cable is plugged into the Ethernet network jack and not the modem jack. See [“Left” on page 11](#) or [“Back” on page 106](#) to make sure that the connections have been made correctly.

- Make sure that you do not have a problem with your modem. For more information, see [“Modem \(dial-up\)” on page 136](#).
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.

Help and Support



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

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

This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties.

Double-check the URL or try a different URL. If the error message still appears, disconnect from the ISP connection and close your browser, then reconnect and open the browser. If you still get the error, your ISP may be having technical difficulties.

Connecting to a Web site takes too long

Many factors can affect Internet performance:

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

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

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

Keyboard

The built-in keyboard does not work

- Attaching a PS/2 keyboard to your port replicator while your convertible tablet PC is running may deactivate the built-in keyboard.

The external keyboard does not work

- Make sure that the keyboard cable is plugged in correctly.
- Remove all extension cables and switchboxes.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.
- Try a keyboard that you know works to make sure that the keyboard port works.

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

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

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

You are pressing a letter key and a number appears on the screen

- The numeric keypad is turned on. See [“Key types” on page 34](#) for instructions on turning off your numeric keypad.

Memory

You see a “Memory error” message

- Make sure that the memory module is inserted correctly in the memory bay slot. For more information, see [“Adding or replacing memory” on page 87](#).
- Use a third-party diagnostic program to help determine if a memory module is failing.

You see a “Not enough memory” error message

Close all programs, then restart your convertible tablet PC.

Help and Support



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

Memory card reader

Drive letter for the memory card slot does not appear in the My Computer window

- Reboot your convertible tablet PC.

Modem (cable or DSL)

- Make sure that the modem cable is plugged into the Ethernet network jack and not the modem jack. See [“Left” on page 11](#) or [“Back” on page 106](#) to make sure that the connections have been made correctly.
- See the documentation that came with your modem for additional troubleshooting information.

Modem (dial-up)

Your modem does not dial or does not connect

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See [“Right” on page 12](#) to make sure that the connections have been made correctly.
- Make sure that your convertible tablet PC is connected to the telephone line and the telephone line has a dial tone.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set appropriately.



To check the dialing properties:

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

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



Help and Support



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

Search , then tap or click the arrow.

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

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

You can also call your telephone service and have the telephone line checked for noise or low line levels.
- Try another telephone line (either a different telephone number in your house or a telephone line at a different location). If you can connect on this line, call your telephone service to fix the original line.
- Try connecting with the modem at a lower connection speed. If reducing the connect speed lets you connect, call your telephone service. The telephone line may be too noisy.

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP for technical support.
- See if the modem works with a different communications program. The problem may be with just one program.
- Review the troubleshooting information under [“Internet” on page 133](#).

Your 56K modem does not connect at 56K

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

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

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

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

The modem is not recognized by your convertible tablet PC

- Make sure that the line connected to the modem is working and plugged into the appropriate port on your convertible tablet PC. See [“Right” on page 12](#) to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use the modem cable that came with your convertible tablet PC. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your convertible tablet PC.
- Run Windows modem diagnostics.

 To run modem diagnostics:

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



Help and Support



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

The modem is noisy when it dials and connects

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

 To turn down the modem volume:

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

- 3 Tap or click the modem you want to adjust, then tap or click **Properties**.
- 4 Tap or click the **Modem** tab, then adjust the **Speaker volume** control.
- 5 Tap or click **OK** twice to close the *Phone and Modem Options* dialog box.



Mouse

See also [“Pen” on page 142](#) and [“Touchpad” on page 145](#).

The external mouse does not work

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

The external mouse works erratically

- Clean the mouse.
- Some mouse pad patterns “confuse” optical mice. Try the mouse on a different surface.

Networks

You cannot connect to your company network

Every network is unique. Contact your company computer department or network administrator for help.

You cannot connect to your home network

- If your convertible tablet PC is a member of a domain at your workplace, you may not be able to connect your convertible tablet PC to your home network workgroup to access shared files or printers on your home network. You may, however, be able to access the Internet through your home network.

Caution



If your convertible tablet PC was a member of a domain before you join a workgroup, it is disjoined from the domain and your computer account disabled. Contact your company computer department or network administrator for more information.

- Every home network is unique. See the documentation that came with your network equipment for troubleshooting information.

Help and Support



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

Passwords

Your convertible tablet PC does not accept your password

Make sure that CAPS LOCK and NUM 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 convertible tablet PC for repair. Call Gateway Customer Care for instructions.

PC Cards

You installed a PC Card and now your convertible tablet PC is having problems

- Make sure that you have correctly installed required software for the PC Card. For more information, see your PC Card's documentation.
- 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 126](#).

Pen

The convertible tablet PC does not respond to the pen

- You are not using the correct pen. Use only Penabled digitizer pens by Wacom such as your convertible tablet PC's pen. The convertible tablet PC does not respond to some other tablet pens or plastic pens.

The pen tip does not line up with the pointer when you tap the screen

- The pen and display need recalibrating in both Landscape and Portrait mode. Recalibrate through the **Pen Settings** tab of the *Tablet and Pen Settings* dialog box.

Tips & Tricks



For instructions on recalibrating pen settings, see "Adjusting tablet and Pen Settings" in *Using Your Tablet PC* which has been included on your hard drive. To access this guide, tap or click **Start**, **All Programs**, then tap or click **Gateway Documentation**.

Power

Your convertible tablet PC is not working on AC power

- Make sure that your AC power adapter is connected correctly to your convertible tablet PC. For more information, see ["Connecting the AC adapter" on page 22](#).
- If your convertible tablet PC is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, turned on, and working correctly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure that the AC power adapter cables are free from cuts or damage. Replace any damaged cables.

Your convertible tablet PC is not working on battery power

- Check the power management settings.

Tips & Tricks



For more information about using power management settings, see "Changing Power-Saving Settings" in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start**, **All Programs**, then tap or click **Gateway Documentation**.

- Make sure that the battery is installed correctly. For more information, see [“Installing the battery” on page 22](#).
- Make sure that the battery is fully recharged. For more information, see [“Recharging the battery” on page 77](#).
- Make sure that the battery is calibrated correctly. For more information, see [“Recalibrating the battery” on page 77](#).
- Let the battery return to room temperature.

Printer

The printer will not turn on

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

The printer is on but will not print

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



To set a default printer:

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



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

You see a “Printer queue is full” error message

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

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

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



Help and Support



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

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

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

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

Sound

You are not getting sound from the built-in speakers

- Make sure that headphones are not plugged into the headphone jack.
- Make sure that the volume control on your convertible tablet PC is turned up. For more information, see [“System key combinations” on page 35](#).
- Make sure that the Windows volume control is turned up.

Tips & Tricks



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

- Make sure that Mute controls are turned off. For more information about the mute setting, see [“System key combinations” on page 35](#).

Help and Support



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

Touchpad

The touchpad does not work

Attaching a PS/2 mouse to your port replicator may deactivate the touchpad.

The convertible tablet PC is not responding when you click or tap on the touchpad

- Turn on the touchpad.

Tips & Tricks



For instructions on how to adjust the touchpad settings, see “Changing the mouse or touchpad settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start**, **All Programs**, then tap or click **Gateway Documentation**.

The pointer moves unexpectedly

- Clean the touchpad with a damp cloth (water only) and wipe it dry.
- Adjust the touchpad settings.

Tips & Tricks



For instructions on how to adjust the touchpad settings, see “Changing the mouse or touchpad settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start**, **All Programs**, then tap or click **Gateway Documentation**.

Video

The projector or external monitor is not working

- Make sure that you have pressed FN+F3 to activate the external monitor option.
- Make sure that the monitor is turned on and that the video cable is connected correctly.

TV out is not working

- Make sure that you have activated TV out. For more information, see [“Viewing the display on a television” on page 71](#).
- Make sure that the television is turned on and that the S-Video cable is connected correctly.
- Televisions in different countries use different standards. If you are traveling, you may need to change the TV Out mode. For more information, see [“Viewing the display on a television” on page 71](#).

Telephone support

Before calling Gateway Customer Care

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

- Make sure that your convertible tablet PC is connected correctly to a grounded AC outlet that is supplying power. If you use a surge protector, make sure that it is turned on.
- If a peripheral device, such as a keyboard or mouse, does not appear to work, make sure that all cables are plugged in securely.
- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.
- If you have "how to" questions about using a program, see:
 - Online Help
 - Printed documentation
 - The Microsoft Windows documentation
 - The software publisher's Web site
- See the troubleshooting section of this chapter.

Warning



To avoid bodily injury, do not attempt to troubleshoot your convertible tablet PC problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your convertible tablet PC
- Your convertible tablet PC was dropped
- The case was damaged

Instead, unplug your convertible tablet PC and contact a qualified computer technician.

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

Telephone numbers

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

Automated troubleshooting system

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

Telephone numbers

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

Resource	Service description	How to reach
Answers by Gateway	Get tutorial assistance for hardware and software issues. This is a fee-based service.	www.gateway.com/answers
Gateway Customer Care	Talk to a Gateway Customer Care representative about a non-tutorial technical support question. (See “Before calling Gateway Customer Care” on page 147 before calling.)	Gateway Customer Care telephone numbers vary by country or region. See the label on the bottom of your convertible tablet PC. For more information, see “Identifying your model” on page 17 .
America Online	Get support for your America Online ISP account.	800-827-6364 (US) 888-265-4357 (Canada)
Sales	Get information about available systems.	888-888-2075 (US) 888-387-7752 (Canada)

Self-help

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

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

Help and Support



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

Search , then tap or click the arrow.

Tutoring

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

Training

Gateway provides the following computer-based training:

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

Chapter 10: Troubleshooting



Appendix A

Safety, Regulatory, and Legal Information

- Safety information
- Regulatory statements
- Environmental information
- Notices

Important safety information

Your Gateway convertible tablet PC is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this convertible tablet PC, it is important that the safety instructions marked on the convertible tablet PC and in the documentation are followed.

Warning



Always follow these instructions to help guard against personal injury and damage to your Gateway convertible tablet PC.

Setting up your convertible tablet PC

- Read and follow all instructions marked on the convertible tablet PC and in the documentation before you operate your convertible tablet PC. Retain all safety and operating instructions for future use.
- Do not use this convertible tablet PC near water or a heat source such as a radiator.
- Set up the convertible tablet PC on a stable work surface.
- The convertible tablet PC should be operated only from the type of power source indicated on the rating label.
- Openings in the convertible tablet PC 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 convertible tablet PC for ventilation when you set up your work area. Never insert objects of any kind into the convertible tablet PC ventilation openings.
- Some convertible tablet PCs are equipped with a three-wire power cord to make sure that the convertible tablet PC 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 convertible tablet PC, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the convertible tablet PC. The best way to avoid spills is to avoid eating and drinking near your convertible tablet PC.
- Do not work for long periods with the convertible tablet PC resting on your lap. If the air vents are blocked, the convertible tablet PC may become hot enough to harm your skin.
- Provide adequate space around your convertible tablet PC so air vents are not obstructed. Do not use the convertible tablet PC on a bed, sofa, rug, or other similar surface.
- Some convertible tablet PCs 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.

Regulatory compliance statements

- When the convertible tablet PC is turned off, a small amount of electrical current still flows through the convertible tablet PC. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the convertible tablet PC.
- Unplug the convertible tablet PC from the wall outlet and refer servicing to qualified personnel if:
 - The power cord or plug is damaged.
 - Liquid has been spilled into the convertible tablet PC.
 - The convertible tablet PC does not operate properly when the operating instructions are followed.
 - The convertible tablet PC was dropped or the cabinet is damaged.
 - The convertible tablet PC performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Warning



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

Warning



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

Regulatory compliance statements

California Proposition 65 Warning

Warning



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

Mercury Warning

Warning



The lamp in this display contains mercury. Do not put in trash. Recycle or dispose as hazardous waste.

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

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

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

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

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

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

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

When programming or making test calls to emergency numbers:

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

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

Appendix A: Safety, Regulatory, and Legal Information

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 transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 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 20 cm (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), which may be embedded in your notebook, is well below the RF exposure limits as set by Industry Canada.

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

Caution



To prevent radio interference to licensed service or co-channel Mobile Satellite systems, 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.

Caution



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. Contact Gateway for service.

Caution



The transmitting device embedded in this notebook may not be used with any antenna other than provide with the notebook.

Caution



The 802.11A radio LAN your notebook may have been equipped with operates in the same frequency range as high power radar, which has priority use, and may damage the radio LAN if both are present and being used in the same area.

Unintentional emitter per ICES-003

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

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

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

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

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

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

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

Warning



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

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

Japanese Notice

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Japanese Modem Notice

本製品を日本で使用する場合は必ず日本国モードでご使用ください。他国のモードをご使用になると電気通信事業法（技術基準）に違反する行為となります。なお、ご購入時は初期値が日本国モードとなっており、ますので、そのままご利用ください。

Japanese Wired Network Notice

本機器の 10 Base-T 及び 100 Base-TX の RJ-45 ポートは電気通信事業法に基づく認定機器の後位に接続して使用するものです。それ以外の場合、電気通信事業者は、本機器が直接・間接を問わず電気通信回線に接続されることを拒否することができます。

Laser safety statement

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

Warning



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

EPA ENERGY STAR



As an ENERGY STAR® Partner, Gateway has determined that this product meets the ENERGY STAR guidelines for energy efficiency when used with a computer equipped with a Display Power Management System.

Environmental information

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

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

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



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

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

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

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

Notices

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Macrovision statement

If your notebook 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.

FCC Warning statement:

This equipment 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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or 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.

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

FCC RF Radiation Exposure Statement:

1. This Transmitter has been demonstrated co-location compliance requirements with Bluetooth / Model No:BCM92045NMD. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This device was tested for typical lap held operations with the device contacted directly to the human body to the back side of the notebook computer. To maintain compliance with FCC RF exposure compliance requirements, avoid direct contact to the transmitting antenna during transmitting.

According to FCC 15.407(e), the device is intended to operate in the frequency band of 5.15GHz to 5.25GHz under all conditions of normal operation. Normal operation of this device is restricted to indoor used only to reduce any potential for harmful interference to co-channel MSS operations.

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