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CHAPTER**1**
About This Reference

- About this guide
- Accessing the online User Guide
- Gateway contact information
- Microsoft Certificate of Authenticity
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About this guide

This guide includes information and maintenance instructions that are specific to your model of Gateway computer. Some illustrations in this guide may look different than your computer because hardware options and port locations may vary. For all other computer information, see your online *User Guide*.

For more information

For more information about your computer, visit Gateway's *Support* page at www.gateway.com or the Web address shown on your computer's label. The *Support* page also has links to additional Gateway documentation and detailed specifications.

Accessing the online *User Guide*

In addition to this guide, your *User Guide* has been included on your hard drive. Your *User Guide* is an in-depth, easy-to-read manual that includes information on the following topics:

- Help and technical support
- Using and customizing Windows and other software
- Controlling audio and video settings
- Using the Internet
- Protecting your files
- Playing and recording media
- Networking

▶ **To access your *User Guide*:**

- Click ⊛ (**Start**), **All Programs**, then click **Gateway Documentation**.
  ■

Gateway contact information

See your setup poster for Customer Care contact information. The label on the top of your computer contains information that identifies your computer model and serial number. Customer Care will need this information if you call for assistance.

Microsoft Certificate of Authenticity

The Microsoft Certificate of Authenticity label found on the back or side of your computer includes the product key code for your operating system. If you ever reinstall Windows from the installation DVD, you will need to enter these numbers to activate Windows.

CHAPTER**2**
Checking Out Your Computer

- Front
- Back

Front

> ✓ **Important**
> Your computer's hardware options may vary from this illustration.

Memory card reader

Optical disc drive

Video in jack (optional)

Audio left in jack (optional)

Audio right in jack (optional)

IEEE 1394/ FireWire™ port

Microphone jack

Headphone jack

USB ports

Copy button

Optical disc drive (optional)

Power button

IR sensor

Bluetooth activity indicator (blue)

IR (remote control) activity indicator (red)

Wireless network connection indicator (green)

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Component	Icon	Description
Memory card reader		Insert a memory card from a digital camera, MP3 player, PDA, cellular telephone, or other device into the memory card reader.
Optical disc drive		Use this drive to listen to audio CDs, install games and programs, watch DVDs, and store large files onto recordable discs (depending on drive type). This drive may be a CD, recordable CD, DVD, recordable DVD, or Blu-ray drive. For more information about your drive, see "Identifying optical drive types" on page 23.
Video, Audio left, and Audio right jacks (optional)		Connect your video camera to these jacks.
IEEE 1394 port	**1394** FireWire	Plug IEEE 1394 (also known as Firewire®) devices (such as a digital camcorder) into this 6-pin IEEE 1394 port.
Microphone jack		Plug a microphone into this jack.
Headphone jack		Plug powered, analog front speakers, an external amplifier, or headphones into this jack.
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB external drive, printer, scanner, camera, keyboard, or mouse) into these ports.
Copy button		Press this button for fast, one-touch copying of photos from your memory card to a folder on your computer. The activity indicator inside teh button lights while files are being copied.
Power button		Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode.

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Back

> ✓ **Important**
> Your computer's hardware options and port locations may vary from this illustration.
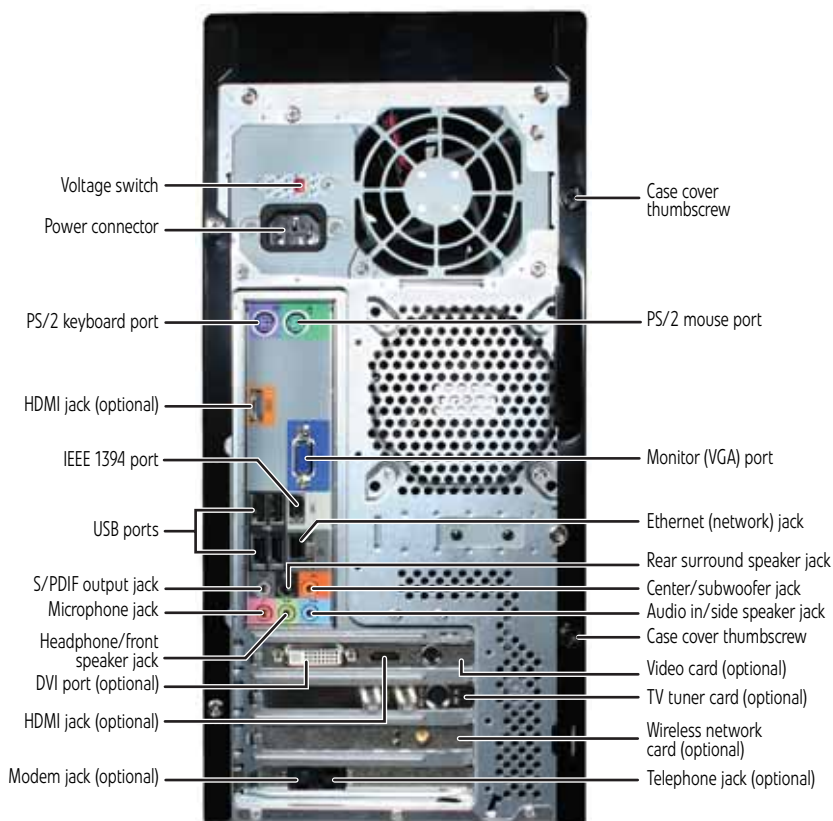
Component	Icon	Description
Voltage switch		The switch is preset at the factory. Make sure that this is set to the correct voltage for your area.
Power connector		Plug the power cord into this connector.
PS/2 keyboard port	⌨	Plug a PS/2 keyboard into this port.

Component	Icon	Description
HDMI jack		Plug an HDMI cable into this jack and an HDMI input jack on a TV or other A/V device. HDMI carries a high-quality digital video and digital audio signal.
IEEE 1394 port	1394 / FireWire	Plug IEEE 1394 (also known as Firewire™) devices (such as a digital camcorder) into this 6-pin IEEE 1394 port. For more information, see "Installing a printer, scanner, or other device" on page 30.
USB ports	⠿	Plug USB (Universal Serial Bus) devices (such as a USB printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see "Installing a printer, scanner, or other device" on page 30.
S/PDIF output jack		Plug an optical cable from an amplifier or entertainment system into this jack for digital sound.
Microphone jack (pink plug)	🎤	Plug a microphone into this jack.
Headphone/analog speakers jack (green plug) –OR– Front speakers jack	((⇶))	This jack is user configurable for one of the following: Headphone: Plug headphones or amplified speakers into this jack (Default). Stereo out: Plug your front left and right speakers into this jack. For more information, see "Configuring the audio jacks" on page 30.
DVI port (optional)		Connect a DVI cable to this optional port and to a DVI-capable display.
Modem jack (optional)	⬚	Plug a modem cable into this jack. For more information, see "Connecting a dial-up modem" on page 16.
Case cover thumbscrew		Remove this screw before opening the case.
PS/2 mouse port	🖱	Plug a PS/2 mouse into this port.
Monitor (VGA) port		Plug a VGA (blue connector) monitor cable into this port.

Component	Icon	Description
Ethernet (network) jack		Plug an Ethernet network cable or a device (such as a DSL or cable modem for a broadband Internet connection) into this jack. For more information, see "Learning about the Internet" in the online *User Guide*.
Rear speaker jack (black plug)		Plug your rear right and left speakers into this jack. For more information, see "Configuring the audio jacks" on page 30.
Center/subwoofer jack (orange plug) (optional)		Plug your center speaker and subwoofer into this jack. For more information, see "Configuring the audio jacks" on page 30.
Audio input (Line in) jack (blue plug) –OR– Side speaker jack		This jack is user configurable for one of the following: Stereo in: Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer (Default). Stereo out: Plug your side left and right speakers into this jack. For more information, see "Configuring the audio jacks" on page 30.
Video card (optional)		Plug a VGA or DVI monitor into the VGA (blue) or DVI (white) port on this card, if installed.
TV tuner card (optional)		Plug a video tuner or antenna into this card, if installed.
Wireless network card (optional)		Lets you wirelessly connect to a wireless-enabled network.
Telephone jack (optional)		Plug the cord from your telephone into this jack.

CHAPTER**3**
Setting Up and Getting Started

- Working safely and comfortably
- Preparing power connections
- Connecting to a broadband modem or network
- Connecting a dial-up modem
- Starting your computer
- Turning off your computer
- Restarting (rebooting) your computer
- Using the keyboard
- Using the mouse
- Using optical drives
- Using the memory card reader
- Adjusting the volume
- Configuring the audio jacks
- Installing a printer, scanner, or other device

Working safely and comfortably

Before using your computer, follow these general guidelines for setting up a safe and comfortable work area and avoiding discomfort and strain:

- Keep hands and arms parallel to the floor.
- Adjust the screen so it is perpendicular to your line of sight, and the top of the screen is no higher than eye level.
- Place your feet flat on the floor or on a footrest.
- Keep ventilation openings clear of obstructions.

Top of screen is not higher than eye level

Screen is perpendicular to your line of sight

Hands and arms are parallel to the floor

Feet are flat on the floor

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Reducing eye strain

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

- Position the computer desk and screen so you can avoid glare on your screen and light shining directly into your eyes. Reduce glare by installing shades or curtains on windows, and by installing a glare screen filter.
- Use soft, indirect lighting in your work area. Do not use your computer in a dark room.
- Set paper holders at the same height and distance as the monitor.
- Avoid focusing your eyes on your computer screen for long periods of time. Every 10 or 15 minutes, look around the room, and try to focus on distant objects.

Setting up your computer desk and chair

When you are setting up your computer desk and chair, make sure that the desk is the appropriate height and the chair helps you maintain good posture.

- Select a flat surface for your computer desk.
- Adjust the height of the computer desk so your hands and arms are positioned parallel to the floor when you use the keyboard and touchpad. If the desk is not adjustable or is too tall, consider using an adjustable chair to control your arm's height above the keyboard.
- Use an adjustable chair that is comfortable, distributes your weight evenly, and keeps your body relaxed.
- Position your chair so the keyboard is at or slightly below the level of your elbow. This position lets your shoulders relax while you type.
- Adjust the chair height, adjust the forward tilt of the seat, or use a footrest to distribute your weight evenly on the chair and relieve pressure on the back of your thighs.
- Adjust the back of the chair so it supports the lower curve of your spine. You can use a pillow or cushion to provide extra back support.

Sitting at your computer

- Avoid bending, arching, or angling your wrists. Make sure that they are in a relaxed position when you type.
- Do not slouch forward or lean far back. Sit with your back straight so your knees, hips, and elbows form right angles when you work.
- Take breaks to stand and stretch your legs.
- Avoid twisting your torso or neck.

Avoiding discomfort and injury from repetitive strain

- Vary your activities to avoid excessive repetition.
- Take breaks to change your position, stretch your muscles, and relieve your eyes.
- Find ways to break up the work day, and schedule a variety of tasks.

Preparing power connections

Protecting from power source problems

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

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

An *uninterruptible power supply* (UPS) supplies battery power to your computer during a power failure. Although you cannot run your computer for an extended period of time with a UPS, a UPS lets you run your computer long enough to save your work and shut down your computer normally.

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Checking the voltage selection

> ⚠ **Caution**
>
> If you set the voltage selection switch incorrectly, your system will be damaged. Make sure this switch is set correctly for your location before turning on your computer. In the United States, the utility power is supplied at a nominal 115 volts at 60 Hz. The power supply should always be set to this when your computer is operating in the United States. In other areas of the world, such as Europe, the utility power is supplied at 230 volts at 50 Hz. If your computer is operating in an environment such as this, the voltage switch should be moved to 230.

The *power supply*, a component built into your computer, provides power to the system board, add-in cards, and peripheral devices. The power supply's voltage selection for your location is typically set correctly for your location at the factory, but you can change it to match the electrical service available in your usage area (such as while in another country). Use the power selection switch on the back of your computer to set the voltage to 115V or 230V.

▶ **To set the voltage selection switch:**

1 Disconnect your computer's power cable.

2 Use a tool such as an opened paper clip to slide the voltage selection switch to the correct voltage position. The switch is located on the back of your computer, near the power cable connector. To see the location, see "Back" on page 8.
   ∎

Connecting to a broadband modem or network

> ✔ **Important**
>
> Your computer may be equipped with a built-in Ethernet (network) jack. For information about setting up a wired or wireless Ethernet network, see your online *User Guide*.

You can connect your computer to a cable or DSL modem or to a wired Ethernet network.

▶ **To connect to a broadband modem or to an Ethernet network:**

1 Insert one end of the network cable into the network jack 🖧 on the back of your computer.

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

Connecting a dial-up modem

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

Your computer may have a 56K modem that you can use with a standard telephone line to connect to the Internet or fax documents.

▶ **To connect the modem:**

1 Insert one end of the modem cable into the modem jack 🖵 on the modem at the back of your computer.

2 Insert the other end of the modem cable into a telephone wall jack. (The modem will not work with digital or PBX telephone lines.)

3 If you want, you can connect a telephone to the **PHONE** jack on the modem at the back of your computer.
   ■

Starting your computer

▶ **To start your computer:**

1 Connect the power, network, mouse, and keyboard cables to your computer according to the setup poster.

2 Press the power button on the front of your computer. If your computer does not turn on, check the power cable connections.

✓ Important
Your computer has a built-in, variable-speed fan. In addition, your computer uses a powerful processor which produces heat and has its own cooling fan. Both the system fan and processor fan can run at different speeds at times to ensure correct system cooling. You may notice an increase in the fan noise when the fan is running at high speed and a decrease in the fan noise when it switches to normal speed.

3 If you are starting your computer for the first time, follow the on-screen instructions to select the language and time zone and to create your first user account.

4 Attach and turn on any USB or audio peripheral devices, such as printers, scanners, and speakers. If you need to attach a peripheral device to the parallel or serial ports, turn off your computer first. See the documentation that came with each device for its setup instructions.

5 To open your computer's Start menu, click ⊛ (**Start**). From that menu, you can run programs and search for files. For more information on using your computer's menus, see "Using Windows" and "Customizing Windows" in your online *User Guide*.

■

Waking up your computer

> **Tip**
> For more information about changing the power button mode, see the "Customizing" chapter in your online *User Guide*.

When you have not used your computer for several minutes, it may enter a power-saving mode called *Sleep*. While in Sleep mode, the power indicator on the power button flashes.

If your computer is in Sleep mode, press a key on the keyboard or press the power button to "wake" it up. If the computer remains in Sleep mode, press the power button.

Turning off your computer

> **Warning**
> When you turn off your computer, certain components in the power supply and system board remain energized. In order to remove all electrical power from your computer, unplug the power cord and modem cable from the wall outlets. We recommend disconnecting the power cord and modem cable when your computer will not be used for long periods.

> **Important**
> If you cannot use the Shut Down option in Windows to turn off your computer, press and hold the power button for about five seconds, then release it.

Putting your computer into Sleep mode is the easiest way to power down your computer. Although it does not turn your computer completely off, it does turn off or slow down most system operations to save power, and saves your desktop layout so the next time you restore power, the programs are laid out just as you left them. Waking your computer from a Sleep state is much faster than turning on your computer after it has been turned completely off.

▶ **To put your computer to sleep:**

1 Click ⊕ (**Start**), then click ▭⏻▭ (power). The computer saves your session and partially shuts down to save power.

2 To "wake" your computer, press a key on the keyboard or press the power button. If the computer remains in Sleep mode, press the power button.
■

▶ **To turn off your computer:**

1 Click ⊕ (**Start**), click the arrow next to the lock icon, then click **Shut Down**. The computer turns off.
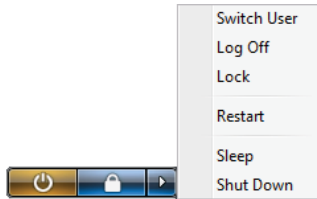
2 To completely disconnect all power (such as for servicing internal components), also disconnect the power cord.
■

Restarting (rebooting) your computer

As a troubleshooting step, you may need to restart (reboot) your computer.

▶ **To restart your computer:**

1 Click ⊕ (**Start**), click the arrow next to the lock icon, then click **Restart**. Your computer turns off, then turns on again.
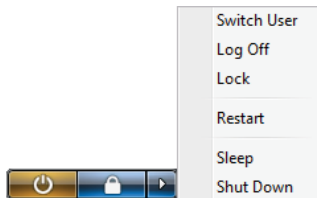
- OR -

Press **CTRL+ALT+DELETE** twice.

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2 If your computer does not turn off, press and hold the power button until the computer turns off (about five seconds), then press it again to turn the computer back on.
■

Using the keyboard

The keyboard has several different types of keys and buttons. Your keyboard also has status indicators that show which keyboard feature is active.

Function keys   Audio playback keys

Windows key   Fn key Application Navigation keys Numeric keypad
          key

Feature	Icon	Description
Function keys		Press these keys to start program actions. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
Audio playback keys		Press these keys to play your audio files and to adjust the volume.
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** (Find/Search), **R** (Run), and **E** (Computer).
Fn key		Press this key in combination with keys that have alternate functions defined, such as the **F9–F12** keys.

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Feature	Icon	Description
Application key		Press this key to access shortcut menus and help assistants in Windows.
Navigation keys		Press these keys to move the cursor and to copy, cut, and paste objects.
Numeric keypad		Press these keys to type numbers when the numeric keypad (**NUM LOCK**) is turned on.

Using the mouse

Scroll wheel   Right button

Left button
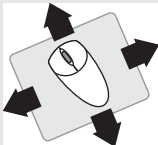
The *mouse* is a device that controls the pointer movement on the computer display. This illustration shows the standard mouse.

As you move the mouse, the *pointer* (arrow) on the display moves in the same direction.
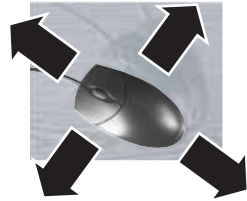
You can use the *left* and *right buttons* on the mouse to select objects on the display.

You can use the *scroll wheel* on the mouse to move through a document. This feature is not available in all programs.

To...	Do this...	
Move the pointer on the computer display		Move the mouse around. If you reach the edge of your mouse pad and need to move the mouse farther, lift the mouse and place it in the middle of the mouse pad, then continue moving the mouse.
Select an object on the computer display	click	Position the pointer over the object. Quickly press and release the left mouse button. This is called *clicking*.
Start a program or open a file or folder	click, click	Position the pointer over the object. Quickly press and release the left mouse button twice. This is called *double-clicking*.

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To...	Do this...	
Access a shortcut menu or find more information about an object on the display.	**click**	Position the pointer over the object. Quickly press and release the right mouse button once. This is called *right-clicking*.
Move an object on the computer display.	**click (hold)** **and drag**	Position the pointer over the object. Press the left mouse button and hold it down. Move (drag) the object to the appropriate part of the computer display. Release the button to drop the object where you want it. This is called *clicking and dragging*.

For more information about how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other mouse settings, see the "Customizing" chapter in your online *User Guide*. For instructions on how to clean the mouse, see "Cleaning the mouse" on page 55.

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Using optical drives

Features

Your optical drive has the following basic components:

Flip-down door   Eject button
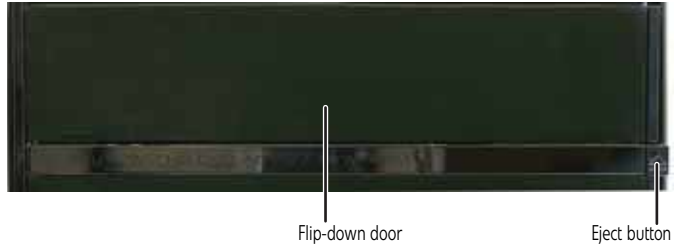
Loading an optical disc

▶ **To insert an optical disc:**

1 Press the eject button on the optical disc drive.

> ✅ **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.

2 Place the disc in the tray with the label facing up.

3 Press the eject button to close the tray.
■

Identifying optical drive types

Your computer may contain one of the following drive types. Press the drive's eject button, then look on the front of the drive's disc tray for one or more of the following logos:

If your optical drive has this logo...	Your drive type is...	Use your drive for...
⬚ COMPACT disc	**CD**	Installing programs, playing audio CDs, and accessing data.
COMPACT disc ReWritable High Speed	**CD-RW**	Installing programs, playing audio CDs, accessing data, and creating CDs.

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If your optical drive has this logo...	Your drive type is...	Use your drive for...
	DVD/CD-RW	Installing programs, playing audio CDs, accessing data, creating CDs, and playing DVDs.
	DVD	Installing programs, playing audio CDs, playing DVDs, and accessing data.
	DVD+RW	Installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data to CDs and DVD+R or DVD+RW discs.
	DVD R/RW	Installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data to CDs and DVD+R, DVD+RW, DVD-R, and DVD-RW discs.
	Double layer DVD+RW	Installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data to CDs and double layer DVD+R discs. Note: To use the double layer capability of the double layer recordable DVD drive, the blank DVDs you purchase must state Double Layer, Dual Layer, or DL. Using other types of blank media will result in less capacity.
	DVD-RAM/-RW	Installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data to CDs and DVD-RAM, DVD-R, or DVD-RW discs.
	Blu-ray Disc	Installing programs, playing audio CDs, playing DVDs, playing Blu-ray Discs, accessing data, and recording video and data to CDs, DVD-RAM, DVD-R, DVD-RW, and Blu-ray discs.

Playing discs

Playing a CD

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

A standard compact disc (*CD*) can hold an entire album of digital songs and can be played on a CD player or your computer's CD drive.

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

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

For more information about playing CDs, see your online *User Guide*.

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. DVDs can be played on a DVD player or a DVD drive-equipped computer. For more information about playing DVDs, see your online *User Guide*.

Playing a Blu-ray Disc

Blu-ray Disc is a high-capacity optical disc that can store much more data than a DVD. A dual-layer Blu-ray Disc can hold 50 GB of files, about 23 hours of standard-definition video, or about nine hours of high-definition video. Blu-ray Discs can be played on a Blu-ray-compatible player or a Blu-ray drive-equipped computer. For more information about playing Blu-ray Discs, see your online *User Guide*.

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Creating discs

Recording to optical discs

You can use the disc burning program on your computer to copy tracks from a music CD to your hard drive, copy or create data discs, create music CDs, create video DVDs, and more. For more information about creating CDs and DVDs, see your online *User Guide*.

Creating audio and video files

You can create audio and music files, either from scratch or from music CDs. You can also create video files from home video. For more information, see your online *User Guide*.

Copying optical discs

You can copy optical discs to make backups of your data. For more information, see your online *User Guide*.

Using the memory card reader

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

SMC/XD memory slot   SD/MMC Serial slot

CF I/II/MD slot   MS Serial slot   USB ports   One-touch Copy button
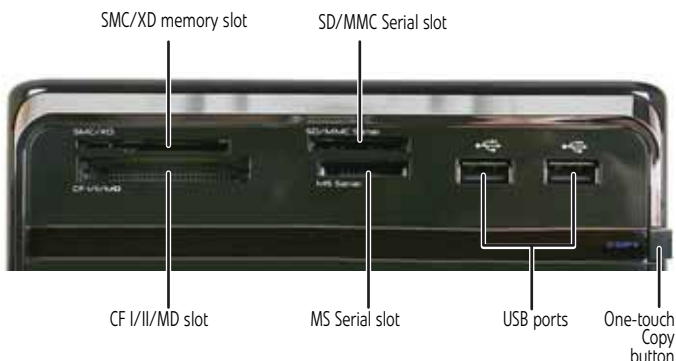
Memory card types

The memory card reader supports several memory card types. To determine which types are supported by your card reader and the slots to use for each type of card, examine the face plate of the reader. Each slot is assigned a different drive letter (for example, the E: and F: drives), so data can be transferred from one memory card type to another.

Using a memory card

⚠ **Caution**
Before inserting a memory card into a slot, make sure that the slot is empty, or you could damage the card reader.

▶ **To insert a memory card:**

1 Insert the memory card into the appropriate memory card slot.

2 To access a file on the memory card, click ⊛ (**Start**), then click **Computer**. Double-click the drive letter (for example, the **E:** drive), then double-click the file name.
■

▶ **To remove a memory card:**

• Pull the memory card out of the slot.

⚠ **Caution**
Remove the memory card from the reader before you turn off the computer.

✓ **Important**
Do not use the **Remove Hardware** icon in the taskbar to remove the memory card, or you will have to restart the computer to re-enable the memory card reader.

■

Adjusting the volume

You can adjust volume using your speakers' controls or the Windows volume controls. You can also adjust the volume of specific sound devices in your computer.

▶ **To adjust the overall volume 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 "Using the keyboard" on page 19.

  ■

▶ **To adjust the volume from Windows:**

1 Click ◀ (**Volume**) on the taskbar. The volume control slider opens.

2 Click and drag the slider up to increase volume and down to decrease volume.

3 To mute the volume, click ◀ (**Mute**). To restore volume, click it again.

4 To adjust device volume levels, click **Mixer**. The *Volume Mixer* dialog box opens, where you can click and drag sliders for individual devices.
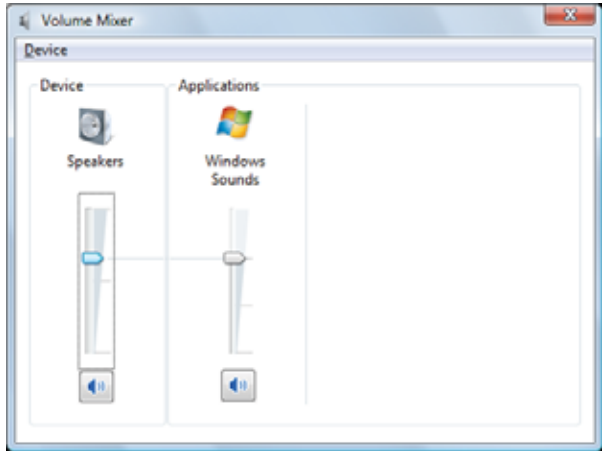
> **Tip**
> Adjust the Windows Sounds slider to change system sounds volume independently of general volume (such as the volume used for music and game sounds).

5 Click **×** in the top-right corner of the window to close it.

> **Help**
> For more information about adjusting the volume, click **Start**, then click **Help and Support**. Type **adjusting volume** in the **Search Help** box, then press **ENTER**.

■

Configuring the audio jacks

If the back of your computer has five audio jacks, they are universal jacks. This means that they can be used for more than one purpose. For example, the blue jack on the computer can be a stereo in jack or a stereo out jack. To use the audio jacks for something other than the default audio device, you need to configure the audio jacks.

▶ **To configure the audio jacks:**

Shortcut
Start ❱ Control Panel ❱ Hardware and Sound ❱ Advanced

1 Connect your audio device(s) to the computer audio jack(s).

2 Click ⊛ (**Start**), then click **Control Panel**. The *Control Panel* window opens.

3 Click **Hardware and Sound**, **Sound**, the **Playback** tab, then click **Configure**.

-OR-

If your computer has the Realtek Sound Effect Manager installed, double-click the Sound Effect Manager icon ◉ on the taskbar. The *Realtek* dialog box opens.

4 Follow the on-screen instructions to configure the audio jacks for your speaker setup.

▪

Installing a printer, scanner, or other device

✔ Important
Before you install a printer, scanner, or other peripheral device, see the device documentation and installation instructions.

Your computer has one or more of the following ports: IEEE 1394 (also known as Firewire®), Universal Serial Bus (USB), serial, and parallel. You use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your computer. For more information about port locations, see .

IEEE 1394 and USB ports support *plug-and-play* and *hot-swapping*, which means that your computer will usually recognize such a device whenever you plug it into the appropriate port. When you use an IEEE 1394 or USB device for the first time, your computer will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.

❓ Help

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

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

CHAPTER**4**
Upgrading Your Computer

- Preventing static electricity discharge
- Opening the case
- Closing the case
- Replacing the color panel
- Installing memory
- Adding or replacing an optical disc drive
- Replacing the memory card reader
- Adding or replacing a hard drive
- Adding or replacing an expansion card

Preventing static electricity discharge

> **⚠ Warning**
> To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer and unplug the power cord and modem and network cables before opening the case.
>
> To prevent risk of electric shock, do not insert any object into the vent holes of the power supply.

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

Before opening the computer case, follow these guidelines:

- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of your computer.
- Turn off your computer.
- Touch a bare metal surface on the back of the computer.
- Unplug the power cord and the modem and network cables.

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

Before working with computer components, follow these guidelines:

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

Opening the case

Your computer case provides easy access to internal components.

Removing the left side panel

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

▶ **To remove the left side panel:**

1 Follow the instructions in "Preventing static electricity discharge" on page 34.

2 Shut down your computer, then disconnect the power cord and modem, network, and all peripheral device cables.

3 Press the power button for ten seconds to drain any residual power from your computer.

4 Remove the two thumbscrews on the back edge of the left side panel.

Thumbscrew

Thumbscrew

5 Slide the side panel toward the back of your computer, then pull the panel away from your computer.
■

35

Removing the right side panel

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

▶ **To remove the right side panel:**

1 Make sure that the left side panel has already been removed by following the instructions in "Removing the left side panel" on page 35.

2 Remove the two Phillips screws on the back edge of the right side panel.

Phillips screw

Phillips screw

3 Slide the side panel toward the back of your computer, then pull the panel away from your computer.
■

Removing the front bezel

> ### Tip
> The *bezel* is the front "face" piece of your computer that has the optical drive faces and the brand logo. It must be removed for some upgrading tasks.

▶ **To remove the front bezel:**

1   Remove the side panels by following the instructions in "Removing the left side panel" on page 35 and "Removing the right side panel" on page 36.

2   Press the three bezel release tabs on the left side of the computer, then swing the left side of the bezel slightly away from the computer.

Bezel release tabs

37

3   On the right side of the computer, press the three bezel release tabs toward the outside until the bezel is released, then pull the front bezel off the computer.

> ⚠️ **Caution**
> If the tabs were pressed correctly, the bezel should be easily removed. If it does not move easily, make sure that the tabs have been pressed far enough to release the bezel.

Bezel release tabs ———
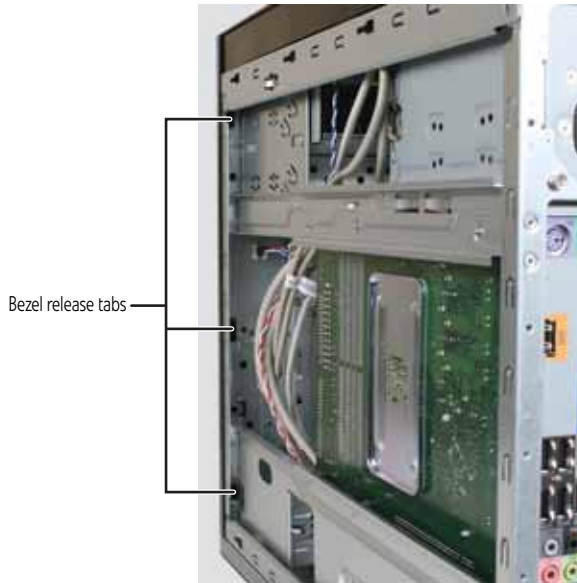
Closing the case

Replacing the front bezel

▶ **To replace the front bezel:**

1   Slide the tabs on the bezel into the slots on the front of the computer until the tabs snap into place.

2   Replace the side panels that you removed previously by following the instructions in "Replacing the side panels" on page 39.

Replacing the side panels

▶ **To replace the side panels:**

1   Make sure that all internal cables are arranged inside the computer so they will not be pinched when you close the computer.

2   Slide the side panels toward the front of the computer until the backs of the side panels are flush with the back of the computer.

3   Secure the right side panel with the two Phillips screws you removed previously, then secure the left side panel with the two thumbscrews you removed previously.

4   Reconnect the cables and power cord.
    ■

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Replacing the color panel

▶ **To replace the color panel on the front bezel:**

1 Remove the front bezel by following the instructions in "Removing the front bezel" on page 37.

2 Press the lower panel release tabs up, and press the upper panel release tabs inward. The color panel should slide out easily.

Tabs —   — Tabs
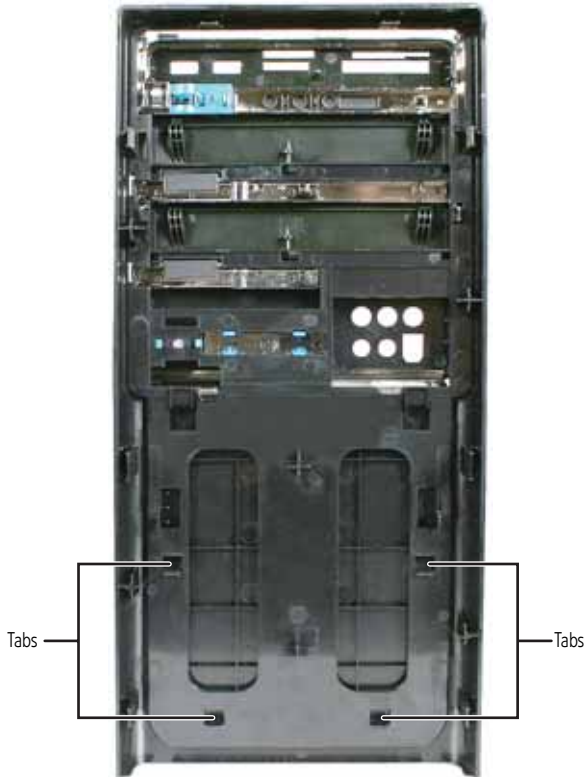
3 Slide the new color panel into position, then firmly press it against the front bezel until it clicks into place.

4 Reinstall the front bezel by following the instructions in "Replacing the front bezel" on page 38.
∎

Installing memory

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

▶ **To install or replace a memory module:**

1 Remove the left side panel by following the instructions in "Removing the left side panel" on page 35.

2 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.

3 Find the memory slots on your system board.

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

- OR -

If you are adding a memory module to an empty memory slot, gently pull the plastic tabs away from the sides of the memory slot.
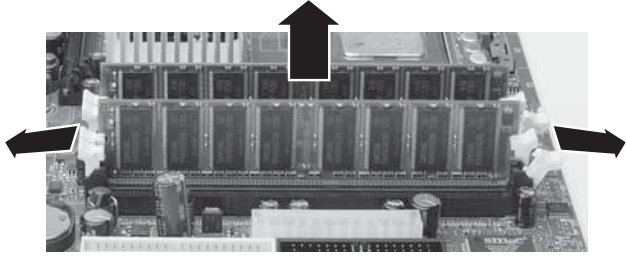
5   Align the notch on the new module with the notch in the memory slot and press the module firmly into the slot. The tabs on the sides of the memory slot should secure the memory module automatically.

6   Replace the side panel by following the instructions in "Replacing the side panels" on page 39.

7   Return your computer to its upright position.

8   Reconnect the cables and the power cord.

9   Turn on your computer. Windows starts and the Windows desktop appears.

10 Click ⑧ (**Start**), right-click **Computer**, then click **Properties**. The amount of memory in your computer is displayed.

■

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Adding or replacing an optical disc drive

> **Tools**
> You need a Phillips screwdriver to add or replace an optical drive.

▶ **To add replace an optical drive:**

1 Remove the front bezel by following the instructions in "Removing the front bezel" on page 37.

2 If you are installing a new drive (not replacing an old one), remove the two drive retention screws in the drive bay, then go to Step 7. For the location of the screws, see the photo in Step 5.

> ✔ **Important**
> The color and shape of your replacement drive's front cover may vary from your original drive.

3 If you are replacing an existing drive, disconnect the cables from the drive, noting their locations and orientation. You will reconnect the cables after you install the new drive.
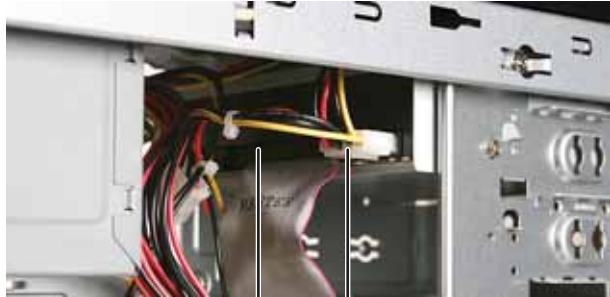
Drive data cable   Drive power cable

4 Note any jumper settings on the old drive and set the jumper on the new drive to be the same.

5 Remove the two drive retention screws.

Drive retention screws
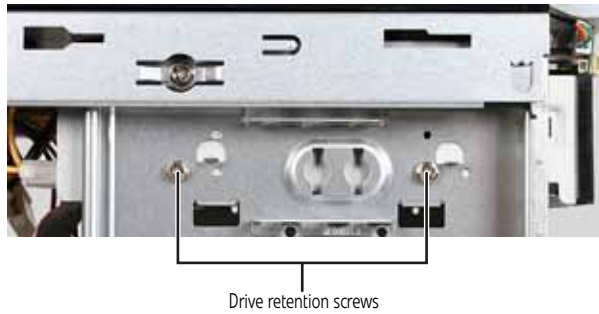
6 Slide the drive forward and out of the drive bay.

7 Slide the new drive into the drive bay, line up the screw holes on the drive bay with the screw holes on the drive, then replace the two drive retention screws.

✓ **Important**

Make sure that the optical drive's screw holes are lined up with the correct holes in the drive bay. If the drive screws are mounted through the wrong holes, the front of the drive will protrude too far out the front of the case for the front bezel to be reinstalled.

8 Reconnect the drive cables using your notes from Step 3, or according to the manufacturer's instructions.

9 Replace the front bezel by following the instructions in "Replacing the front bezel" on page 38.

10 Replace the side panels by following the instructions in "Replacing the side panels" on page 39.
■

Replacing the memory card reader

Tools

You need a Phillips screwdriver to replace the memory card reader.

▶ **To replace the memory card reader:**

1 Remove the front bezel by following the instructions in "Removing the front bezel" on page 37.

2 Firmly press the top bezel release tab. The release tab is in the top of the case, between the power supply and the optical drive.

Tip

The *top bezel* is the plastic piece that forms the top of your computer case. You must remove it to perform maintenance on the memory card reader.

Top bezel release tab

3 Slide the top bezel toward the back of the computer about 3/4 inch, then remove it from your computer.

4 Unplug the cables connected to the card reader, and slide cables out of the clips that hold them down. Make note of the cable locations.

5 Remove the screw that secures the card reader to the computer, then remove the card reader.

Screw

6 Slide the new card reader into place, then secure it with the screw you removed previously.

7 Plug the appropriate cables into the card reader.

8 Place the top bezel on top of the computer, then slide the bezel toward the front of the computer until it clicks into place.

9 Reinstall the front bezel by following the instructions in "Replacing the front bezel" on page 38.

10 Reinstall the side panels by following the instructions in "Replacing the side panels" on page 39.
    ■

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Adding or replacing a hard drive

▶ **To add or replace a hard drive:**

🔧 **Tools**
You need a Phillips screwdriver to add or replace a hard drive.

---

1 Remove the left side panel by following the instructions in "Removing the left side panel" on page 35.

2 Disconnect and label all hard drive cables, noting their locations and orientation. (You will reconnect the cables after you install the new drive.)

Drive data cable   Drive power cable

3 If you are replacing a drive, remove the screws that secure the hard drive to the hard drive cage, then slide the old hard drive out of the cage.

Hard drive screws

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4 If you are replacing a drive, note any jumper settings on the old drive and set the jumper on the new drive to be the same.

- OR -

If you are adding a new drive, set the jumper as instructed by the drive's user guide.

5 Slide the new hard drive into the cage, then secure it to the cage using either the two screws you removed previously or mounting screws provided with your new drive.
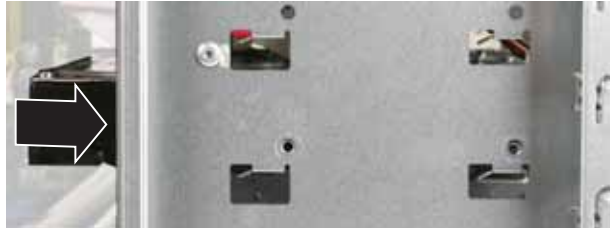
6 Connect the drive cables. If you are replacing a drive, use your notes from Step 2.

7 Replace the left side panel by following the instructions in "Replacing the side panels" on page 39.

8 Reconnect all external cables and the power cord.

9 Turn on your computer.

10 If you are using the new hard drive as your primary drive, install Windows using the operating system DVD that came with your computer. For more information on restoring your system, see "Recovering your system" on page 87.

■

Adding or replacing an expansion card

▶ **To add or replace an expansion card:**

1 Remove the left side panel by following the instructions in "Removing the left side panel" on page 35.

2 If you are replacing an expansion card, disconnect any cables that are attached to the card, noting their locations and orientation. (You may need to reconnect the cables after you install the new card.)

3 Remove the Phillips screw that secures either the metal slot cover or the old expansion card.

4 If you are replacing an expansion card, remove the old card. You can slightly seesaw the card end-to-end to loosen the card, but do not bend the card sideways.

> ⚠️ **Caution**
> Do not touch the contacts on the bottom part of the expansion card. Touching the contacts can cause electrostatic damage to the card.

5 Install the new card into the expansion slot. You can slightly seesaw the card end-to-end to help insert the card, but do not bend the card sideways.

6 If you have just replaced an expansion card, reconnect the expansion card cables (if any) using your notes from Step 2. If you have added a new expansion card, connect its cables according to its user guide.

7 Secure the new expansion card to the case using the screw you removed previously.

8 Replace the left side panel by following the instructions in "Replacing the side panels" on page 39.
    ■

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CHAPTER**5**

Maintaining Your Computer

- Setting up a maintenance schedule
- Caring for your computer
- Cleaning your computer
- Updating Windows
- Using BigFix
- Managing hard drive space
- Scheduling maintenance tasks
- Moving from your old computer

Setting up a maintenance schedule

Use the following table to set up a regular maintenance schedule.

Maintenance task	Weekly	Monthly	When needed
Create system recovery discs	As soon as possible (one time only)		
Check for viruses	X	X	X
Run Windows Update	X		X
Manage hard drive space			X
Clean up hard drives		X	X
Scan hard drive for errors		X	X
Defragment hard drive		X	X
Back up files	X	X	X
Clean computer case and peripheral devices			X

Creating system recovery discs

You should create your system recovery discs as soon as possible. For instructions, see "Preparing for software and device driver recovery" on page 89.

Caring for your computer

To extend the life of your computer:

- Be careful not to bump or drop your computer, and do not put any objects on top of it. The case, although strong, is not made to support extra weight.

- When transporting your computer, we recommend that you put it in the original packaging materials.

- Keep your computer away from magnetic fields. Magnetic fields can erase data on hard drives.

- Never turn off your computer when the drive indicator is on because data on the hard drive could be lost or corrupted.

- Avoid subjecting your computer to extreme temperature changes. The case 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 computer is safest at temperatures that are comfortable for you.

- Keep all liquids away from your computer. When spilled onto computer components, almost any liquid can result in expensive repairs that are not covered under a standard warranty.

- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms and can lead to permanent damage to the computer.

- Do not block the ventilation fan slots. If these slots are blocked, your computer may overheat, resulting in unexpected shutdown or permanent damage to the computer.

- When storing your computer for an extended period of time, unplug AC power.

Cleaning your computer

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

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

Cleaning the exterior

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

- Always turn off your computer and other peripheral devices before cleaning any components.

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

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

Cleaning the keyboard

You should occasionally clean the keyboard to remove dust and lint trapped under the keys.

▶ **To clean the keyboard:**

1 Use an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

2 If you spill liquid on the keyboard, turn off your computer and turn the keyboard upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it.
■

Cleaning the monitor

⚠ **Caution**
A flat-panel display is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based glass cleaners.

▶ **To clean the monitor:**

- To clean an LCD flat panel monitor, use a soft cloth and water to clean the screen. Dampen the cloth (never apply liquid directly to the screen), then wipe the screen with the cloth.

- To clean a CRT monitor, use a soft cloth and glass cleaner to clean the monitor screen. Squirt a little cleaner on the cloth (never directly on the screen), then wipe the screen with the cloth.
■

Cleaning the mouse

If the mouse pointer begins moving erratically across the computer screen or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.

▶ **To clean the mouse:**

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

Cleaning optical discs

Optical discs (CDs, DVDs, and Blu-ray Discs) get dirty from frequent handling.

▶ **To clean an optical disc:**

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

■

Updating Windows

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

For information on running Windows Update, see "Windows Update" in your online *User Guide*. Windows Update can also be controlled through the Windows Security Center. For more information, see "Protecting Your Computer" in your online *User Guide*.

? Help

For more information about Windows Update, click **Start**, then click **Help and Support**. Type **windows update** in the **Search Help** box, then press **ENTER**.

Using BigFix

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

▶ **To start BigFix:**

1 Click ⊛ (**Start**), **All Programs**, **Accessories**, **System Tools**, then click **BigFix**.

2 To learn more about BigFix, click **Help**, then click **Tutorial**.
∎

Managing hard drive space

Windows provides several utilities you can use to check hard drive space, delete unnecessary files, defragment files, and back up files.

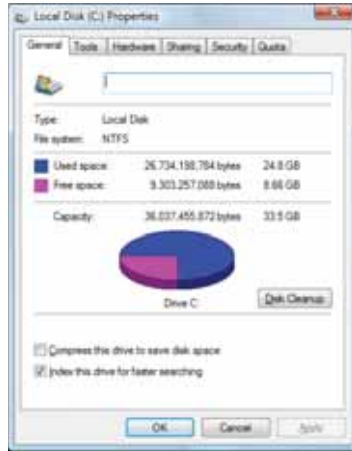## Checking hard drive space

▶ **To check hard drive space:**

> **Shortcut**
> Start ▶ Computer ▶ right-click drive ▶ Properties

1 Click ⊛ (**Start**) then click **Computer**. The *Computer* window opens.
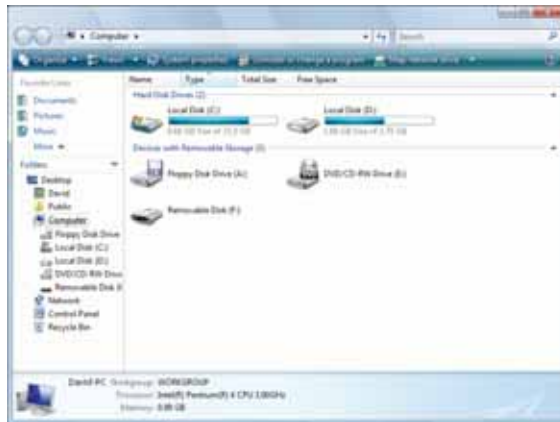
2 Right-click the drive that you want to check for available file space, then click **Properties**. Drive space information appears.

■

Deleting unnecessary files

Delete unnecessary files, such as temporary files and files in the Recycle Bin, to free hard drive space.
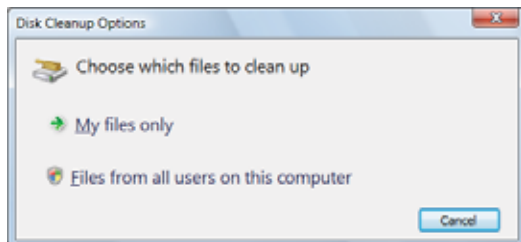
▶ **To delete unnecessary files:**

> **Shortcut**
> Start ❱ Computer ❱ right-click drive ❱ Properties ❱ Disk Cleanup

1 Click ⊛ (**Start**), **All Programs**, **Accessories**, **System Tools**, then click **Disk Cleanup**. The *Disk Cleanup* dialog box opens.

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2 Click one of the options:

- **My files only** cleans only the folders for the currently logged in user.

- **Files from all users on this computer** cleans all folders.

The *Disk Cleanup* dilalog box opens.

3 Click to select the types of files you want to delete, then click **OK**. The types of files you indicated are deleted.

> **? Help**
> For more information about keeping the hard drive free of unnecessary files, click **Start**, then click **Help and Support**. Type disk cleanup in the **Search Help** box, then press **ENTER**.

■

Checking the hard drive for errors

The Error-checking program examines the hard drive for physical flaws and file and folder problems. This program corrects file and folder problems and marks flawed areas on the hard drive so Windows does not use them.

If you use your computer several hours every day, you probably want to run Error-checking once a week. If you use your computer less frequently, once a month may be adequate. Also use Error-checking if you encounter hard drive problems.

▶ **To check the hard drive for errors:**

1 Click ⊕ (**Start**) then click **Computer**. The *Computer* window opens.

2 Right-click the drive that you want to check for errors, click **Properties**, then click the **Tools** tab.

3 Click **Check Now**, then click **Start**. Your drive is checked for errors. This process may take several minutes.

✓ **Important**
Error checking cannot scan a drive while the drive is being used. If you try to check your hard drive for errors, you see a prompt asking you if you want to scan the hard drive later (the next time you restart your computer). If you see this prompt, click **Schedule disc check**.

After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.

4 Correct any problems that are found by following the on-screen instructions.

5 Click **OK**.

? **Help**
For more information about checking the hard drive for errors, click **Start**, then click **Help and Support**. Type **checking for disk errors** in the **Search Help** box, then press **ENTER**.

■

Defragmenting the hard drive

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

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

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

✎ **Tip**
Because defragmenting a drive may take hours to complete (depending on the size of the drive being defragmented), consider starting the process when you will not need the computer for several hours.

▶ **To defragment the hard drive:**

1 Disconnect your computer from the network.

2 Click ⊛ (**Start**), **All Programs**, **Accessories**, **System Tools**, then click **Disk Defragmenter**. The *Disk Defragmenter* dialog box opens.
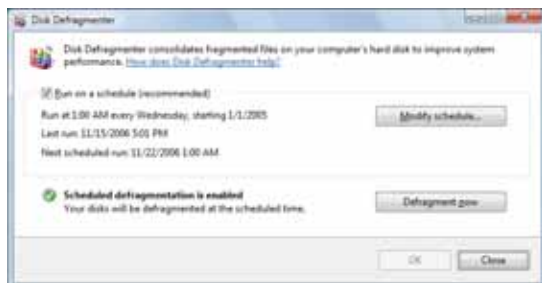
3 Click **Defragment now**. This process may take hours to complete, depending on the size of the drive being defragmented.

? Help

For more information about defragmenting the hard drive, click **Start**, then click **Help and Support**. Type **defragmenting** in the **Search Help** box, then press **ENTER**.

■

Backing up files

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

You should back up your files regularly to a writable optical disc (if you have a recordable drive). Use a backup device, such as a recordable disc drive, to do a complete hard drive backup.

▶ **To back up files:**

1 Click ⊛ (**Start**) then click **Computer**. The *Computer* window opens.

2 Right-click the drive that you want to back up, click **Properties**, then click the **Tools** tab.

3 Click **Backup Now**, then click **Run a file backup now**.

4 Follow the on-screen instructions to select a backup storage location and the files and folders to back up.

> **? Help**
> For more information about backing up files, click **Start**, then click **Help and Support**. Type backup in the **Search Help** box, then press ENTER.

■

Scheduling maintenance tasks

Task Scheduler lets you schedule maintenance tasks such as running Disk Defragmenter and checking your drives for errors.

✓ **Important**
Your computer must be on during scheduled tasks. If your computer is off, scheduled tasks will not run.

▶ **To start the Task Scheduler:**

1   Click ⊛ (**Start**), **All Programs**, **Accessories**, **System Tools**, then click **Task Scheduler**. The *Task Scheduler* dialog box opens.
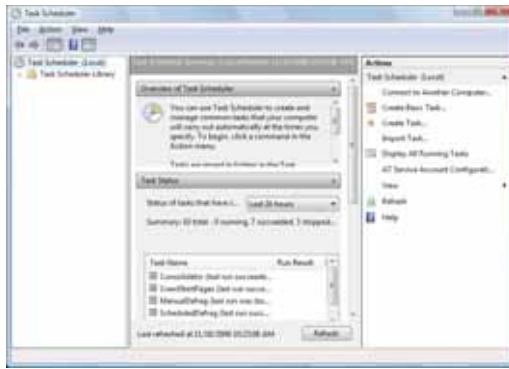
2   Click **Create Basic Task** for basic tasks or click **Create Task** for more complex tasks, then follow the on-screen instructions to finish setting up and scheduling the task.

❓ **Help**
For more information about scheduling tasks, click **Start**, then click **Help and Support**. Type **task scheduler** in the **Search Help** box, then press **ENTER**.

∎

Moving from your old computer

Transferring files and settings automatically

You can move your files, folders, software settings, and user account settings (such as display, Internet, and e-mail settings) from your old computer to your new one using Windows Easy Transfer, providing your old computer uses Windows XP or Windows Vista.

While using Windows Easy Transfer, you will not be able to run other tasks on the computers.

✔ **Important**
If your old computer does not use Windows XP or Windows Vista, you must manually move your data by using a writeable disc, flash drive, or external hard drive.

▶ **To move files and settings from your old computer:**

1   If you want to transfer program settings to your new computer, install those programs on the new computer before running Windows Easy Transfer. Windows Easy Transfer copies only the software's settings, not the software itself, to the new computer.

2   Click ⊕ (**Start**), **All Programs**, **Accessories**, **System Tools**, then click **Windows Easy Transfer**. The *Windows Easy Transfer* dialog box opens.

3   Click **Next**, click **Start a new transfer**, then follow the on-screen instructions to complete the transfer.

? **Help**
For more information about transferring files, click **Start**, then click **Help and Support**. Type **transferring files** in the **Search Help** box, then press **ENTER**.

■

Transferring files and settings manually

You can manually transfer your personal data files by copying them to removable media, such as a writable disc, an external hard drive, a network location, or a flash drive.

Finding your documents

Many programs save your personal data files in the *Documents* or *My Documents* folder. Look in your old computer's documents folder for personal data files.

▶ **To find files in the documents folder:**

1   In Windows Vista, click ⑧ (**Start**), then click **Documents**. The *Documents* folder opens and displays many of your saved personal data files. Go to Step 4.

- OR -

In Windows XP, click **Start**, then click **My Documents**. The *My Documents* window opens and displays many of your saved personal data files. Go to Step 4.

- OR -

In Windows 98, Windows Me, or Windows 2000, double-click the **My Computer** icon on the desktop. Go to the next step.

2   Double-click the **C:** drive icon.

3   Double-click the **Documents** or **My Documents** folder. The *My Documents* window opens and displays many of your saved personal data files.

4   Copy your personal data files to removable media or to another computer on your network.
    ■

Finding other files

Use Windows Find or Search to locate other personal data files. For more information, see "Using Windows" in your online *User Guide*.

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

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

▶ **To find files using Find or Search:**

1 In Windows Vista, click ⊛ (**Start**), then click **Search**. The *Search Results* window opens.

   - OR -

In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens.

   - OR -

In Windows 98, Windows Me, or Windows 2000, click **Start**, **Find** or **Search**, then click **For Files or Folders**. The *Search Results* window opens.

2 Type the filename you want to search for, then press **ENTER**. The search results are displayed.

3 To learn about more search options, click **Help.**
   ■

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CHAPTER**6**
Troubleshooting

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

⚠ Warning
To avoid bodily injury, do not attempt to troubleshoot your computer problem if:

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

Instead, unplug your computer and contact a qualified computer technician.

⚠ Warning
Never open your computer case while your computer is turned on and while the modem cable, network cable, and power cord are connected.

⚠ Warning
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 34.

Try these steps first

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

⚠ Warning
To avoid bodily injury, do not attempt to troubleshoot your computer problem if:

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

Instead, unplug your computer and contact a qualified computer technician.

- Check all cable connections, including power.

- If an error message appears on the screen, write down the exact message. The message may help 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
For more information about troubleshooting, click **Start**, then click **Help and Support**. Type **troubleshooting** in the **Search Help** box, then press **ENTER**.

Error messages

Error message	Action
"Insufficient disk space"	See "You get an "Insufficient disk space" error message" on page 81.
"Data error"	See "You get a "Data error" message" on page 82.
"General failure reading drive C"	See "The hard drive cannot be accessed, or you see a "General failure reading drive C" error message" on page 82.
"Operating system not found"	See "You get an "Operating system not found" error message" on page 82.
"Unable to locate host"	See "You see an "Unable to locate host" message and are unable to browse the Internet" on page 72.
"Download Error"	See "You get a "Download Error" message when Media Center tries to update the Program Guide" on page 86.
"Memory error"	See "You see a "Memory error" message" on page 83.
"Not enough memory"	See "You see a "Not enough memory" error message" on page 84.

Internet and networking

Internet

If you do not find a solution to your problem in this section, the issue may be networking related. See "Networking" on page 76 for more information.

You cannot connect to the Internet

- If you are using a cable or DSL modem, make sure that the modem cable is securely plugged into the Ethernet network jack. See more troubleshooting at "Modem (cable or DSL)" on page 73.

  - OR -

  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 more troubleshooting at "Modem (dial-up)" on page 74.

- Make sure that your account with your Internet service provider (ISP) is set up correctly. For help, contact your ISP technical support.

- Your ISP may be having connection problems. Contact your ISP technical support to determine whether the Internet outage is widespread (a problem they are trying to solve).

> **? Help**
> For more information about troubleshooting Internet connections, click **Start**, then click **Help and Support**. Type **troubleshooting connections** in the **Search Help** box, then press **ENTER**.

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

- You may have typed the URL (Web address) incorrectly. Check the URL, then enter it again, or try a different URL.

- Your Web browser may be experiencing problems. Close your Web browser, then restart it. If that does not allow you to connect, restart your computer.

- The problem may be with your network, not the Internet itself. Check your network cables and network devices (such as switches, routers, and hubs).

- Your ISP may be having connection problems. Contact your ISP technical support to determine whether the Internet outage is widespread (a problem they are trying to solve).

People are sending you e-mails, but you have not received them

- Click the **Receive** or **Send and Receive** button in your e-mail program. This checks your mail server for incoming e-mail.

- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP for technical support.

E-mails you send are returned as undeliverable

- Check the spelling of the e-mail address you are sending e-mail to. A valid e-mail address consists of a user name, the @ symbol, and the Internet *domain name* of the Internet service provider (ISP) or company that "hosts" that user. E-mail addresses never contain spaces and are not case-sensitive.

- If possible, contact the intended recipient by using another method, then ask them to verify their e-mail address.

Modem (cable or DSL)

My computer cannot connect to the Internet.

- Make sure that your modem is connected to the network jack.

- See the documentation that came with your modem for additional troubleshooting information.

- Contact your modem manufacturer for technical support.

Modem (dial-up)

See also "Internet and networking" on page 72.

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.
- Make sure that your computer is connected to the telephone line and the telephone line has a dial tone.
- 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.
- Make sure that call waiting is disabled before using the modem. Contact your telephone service provider to get the correct code to temporarily disable the service.
- Make sure that the modem dialing properties are set correctly.

▶ **To check the dialing properties:**

1 Click ⊛ (**Start**), type **modem**, then press **ENTER**.

2 If the *Location Information* dialog box opens, enter the information for your area, then click **OK**.

3 Click the **Dialing Rules** tab, click the location from which you are dialing, then click **Edit**.

4 Make sure that all settings are correct.
  ∎

> **? Help**
> For more information about dialing properties, click **Start**, then click **Help and Support**. Type **dialing** in the **Search Help** box, then press **ENTER**.

- Check for line noise (scratchy, crackling, or popping sounds), which is a common problem that can cause the modem to connect at a slower rate, interrupt downloads, or even disconnect. 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.

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP for technical support.
- Review the troubleshooting information under "Internet and networking" on page 72.

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.

The modem is not recognized by your computer

- Use the modem cable that came with your computer. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Restart your computer.
- Run Windows modem diagnostics.

▶ **To run modem diagnostics:**

1 Click ⊛ (**Start**), type **modem**, then press **ENTER**.

2 Click the **Modems** tab, then click **Properties**.

3 Click the **Diagnostics** tab, then click **Query Modem**. If information about the modem appears, the modem passed diagnostics. If no modem information is available, a white screen appears with no data, or if you get an error such as *port already open* or *the modem has failed to respond*, the modem did not pass diagnostics.

■

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

The modem is noisy when it dials and connects

▶ **To turn down the modem volume:**

1 Click ⊛ (**Start**), type **modem**, then press **ENTER**.

2 Click the **Modems** tab, then click **Properties**.

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3 Click the **Modem** tab, then adjust the **Speaker volume** control.

4 Click **OK** twice to close the dialog boxes.

■

Networking

You cannot see the other computers on your network

- If a network cable is connected to your computer, make sure that the other end is plugged into a network router, switch, hub, or other network device.

- Make sure that the other computers are turned on.

- If you are using a router, make sure that it is turned on. Most routers have lights that indicate they are working. For more information, see your router's documentation.

- If you are using a router, restart it by unplugging it from power for five seconds.

- Make sure that all computers on your network have the same workgroup name and Subnet Mask.

- If you assigned IP addresses to the computers, make sure that all computers have different IP addresses. For home networks, IP addresses should be **192.168.*N.N*** where *N* is a number you assign between **0** and **254**. The first *N* should be the same for all computers on your network, and the second *N* should be different for all computers on your network.

Your wired network is running slower than you expect

- If your network is running slower than you expect, check the speed of each component. For best results, all components should be standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps), or Gigabit Ethernet (1000 Mbps). Components comprising a mixture of those speeds will result in your network running at the speed of the slowest component.

- For more troubleshooting help, see the documentation for your network components.

? **Help**

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

Power

Your computer will not turn on

- Make sure that the power cord is connected to an AC power source and to your computer, and that your computer is turned on. If your power cables are connected to a power strip, make sure it is turned on.

- Test the outlet by plugging in a working device, such as a lamp.

- Make sure that the power cord is free from cuts or damage, and r eplace any damaged cables.

Display

The screen resolution is not correct

- Change the screen resolution in Windows. For instructions, see your online *User Guide*.

The computer is on, but there is no picture

- Make sure that the computer is not in Standby (power-saving) mode.

- Make sure that the monitor is connected to a power outlet and to a video port on your computer, then make sure that the monitor is turned on. If the monitor is on, its power LED should be on.

- Adjust the monitor's brightness and contrast controls. For more information, see the monitor's documentation.

- Check the video cable for bent or damaged pins.

- Connect a display that you know works (such as a monitor from another computer) to your computer. If the display still works, the original monitor is faulty. If the display does **not** work, the computer's video card (if installed) is faulty.

The color is not uniform

- Make sure that the display warms up for at least 30 minutes before making a final judgment about color uniformity.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast controls.
- Change the display settings. For instructions, see your online *User Guide*.
- For more information about display types, see your display and video card documentation.

? Help

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

Printing

The printer will not turn on

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

The printer is on but will not print

- Make sure that the **Print to file** box is not checked in the *Print* dialog box.
- If the printer you want to print to is not the default printer, make sure that you have selected it in the printer setup.

▶ **To set a default printer:**

1 Click ⊕ (**Start**), type printer, then press **ENTER**. *Control Panel* opens and lists available printers.

2 Right-click the printer you want to be the default printer, then click **Set as Default Printer**.

■

- Reinstall the printer driver. See your printer's user guide for instructions.

- 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 on adding additional memory.

- Contact your printer manufacturer's technical support.

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

Optical discs

Optical discs include CDs, DVDs, and Blu-ray discs.

The computer does not recognize a disc or the disc drive

- Make sure that the disc label is facing up, and make sure that the disc is clean and free from large scratches. For information on cleaning the disc, see "Cleaning optical discs" on page 56.

- Update the device driver. For instructions, see "Checking for device problems" on page 87.

- Your computer may be experiencing some temporary memory problems. Restart your computer.

An audio disc does not produce sound

- Make sure that the Windows volume controls are turned up (and mute is turned off) and that any attached speakers are turned on and connected correctly.

- Make sure that the disc is label side up, and make sure that the disc is clean and free from large scratches. For information on cleaning the disc, see "Cleaning optical discs" on page 56.

A movie disc will not play

- Make sure that the disc is label side up, and make sure that the disc is clean and free from large scratches. For information on cleaning the disc, see "Cleaning optical discs" on page 56.

- The regional code of the movie disc may not match your drive's regional code. Play only discs with a regional code for your region. The DVD regional code for the United States and Canada is **1**, and the regional code for Mexico is **4**. The Blu-ray regional code for North and South America is **A**, although many (if not most) Blu-ray movies are region-free.
- Update the device driver. For instructions, see "Checking for device problems" on page 87.
- Your computer may be experiencing some temporary memory problems. Restart your computer.

Memory card reader

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

- The memory card reader may have been temporarily uninstalled using the **Remove Hardware** icon in the system tray. Restart your computer, and it will recognize the card reader again.

Mouse

The mouse does not work

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

The mouse works erratically

- Clean the mouse by wiping the bottom with a clean, damp cloth. Make sure that the optical sensor is clean and free of debris.
- You may be using the mouse on a transparent, reflective, metallic, or glossy surface. Your mouse uses optical sensors that do not work correctly on these surfaces. Use a mouse pad or a surface with a non-glossy texture, such as fabric.
- The mouse pad may have a printed or fabric pattern on it that interferes with your mouse. Use a different mouse pad.

Keyboard

The keyboard does not work

- Make sure that the keyboard cable is plugged in correctly.
- 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.

Liquid spilled in the keyboard

- Turn off your computer and unplug the keyboard. Wipe off the keyboard, blow the inside dry with a can of compressed air, then turn the keyboard upside down to drain any remaining liquid. Let the keyboard dry for several hours before using it again. If the keyboard does not work after it dries, you may need to replace it.

Files

You get an "Insufficient disk space" error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For instructions, see .

  ❓ **Help**

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

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

  ⚠ **Caution**

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

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

A file was accidentally deleted

- If a file was deleted while holding down the **SHIFT** key, or if the Recycle Bin has been emptied since the file was deleted, the file cannot be restored.

▶ **To restore deleted files:**

1 Double-click the **Recycle Bin** icon.

2 Right-click the file you want to restore, then click **Restore**. The file is restored to the place where it was originally deleted from.
   ■

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

You get a "Data error" message

- This may be the result of a defective area on the hard drive. To fix hard drive problems, run the error checking program. For instructions on fixing hard drive problems, see "Checking the hard drive for errors" on page 83.

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

- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system. See "Recovering your system" on page 87.

You get an "Operating system not found" error message

- Your computer is unable to detect the hard drive. Check cable connections. For instructions on opening your computer case, see "Opening the case" on page 35.

- A USB flash drive or a USB portable music player is connected to one of your computer's USB ports. Unplug the USB device, then restart your computer.

- Your hard drive has no operating system installed on it, or the operating system files cannot be recognized because they have become corrupted or erased. See "Recovering your system" on page 87.

You need to restore your computer to a working condition

- See "Recovering your system" on page 87.

Checking the hard drive for errors

Use Error-checking if you encounter hard drive problems. Error-checking examines the hard drive for file and folder problems, then corrects the data problems that it finds.

▶ **To check the hard drive for errors:**

1 Click ⊛ (**Start**) then click **Computer**. The *Computer* window opens.

2 Right-click the drive that you want to check for errors, click **Properties**, then click the **Tools** tab.

3 Click **Check Now**, then click **Start**. Your drive is checked for errors. This process may take several minutes.

> ✓ **Important**
> Error checking cannot scan a drive while the drive is being used. If you try to check your hard drive for errors, you see a prompt asking you if you want to scan the hard drive later (the next time you restart your computer). If you see this prompt, click **Schedule disc check**.

After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.

4 Correct any problems that are found by following the on-screen instructions.

5 Click **OK**.

> ❓ **Help**
> For more information about checking the hard drive for errors, click **Start**, then click **Help and Support**. Type **checking for disk errors** in the **Search Help** box, then press **ENTER**.

■

Memory

> ❓ **Help**
> For more information about troubleshooting memory errors, click **Start**, then click **Help and Support**. Type **memory error** in the **Search Help** box, then press **ENTER**.

You see a "Memory error" message

- Run the Memory Diagnostic Tool. Click ⊛ (**Start**), type **Memory Diagnostic Tool**, then press **ENTER**. Click **Restart now and check for problems**. Your computer restarts and runs the memory diagnostics.

You see a "Not enough memory" error message

- Close all programs, then restart your computer.
- If you continue to receive this error message, consider adding more memory to your computer.

Audio

You are not getting sound from the speakers

- Make sure that the volume controls are turned up and not muted. For more information, see "Adjusting the volume" on page 28.
- If you are using external speakers:
    - Make sure that the speakers are turned on, and check the speaker connections. See your speakers' user guide for more troubleshooting tips.
    - Make sure that your computer's universal audio jacks are configured correctly. For more information, see "Configuring the audio jacks" on page 30.
- If you are trying to play an audio disc, see "Optical discs" on page 79.

? Help

For more information about sound troubleshooting, click **Start**, then click **Help and Support**. Type **sound troubleshooter** in the **Search Help** box, then press **ENTER**.

Passwords

Your computer does not accept your password

- Windows passwords are case-sensitive. Make sure that **CAPS LOCK** is turned off, then retype the password.

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Expansion cards

The computer does not recognize an expansion card
- Restart your computer.
- Make sure that you have installed the required software. For more information, see your expansion card's documentation.
- Remove the card from your computer's expansion slot, then reinstall the card.

Media Center

This section only covers problems relating to Media Center mode. Media Center mode is available only on Windows Vista Home Premium and Ultimate versions.

> **❓ Help**
> For more information about Windows Media Center, click **Start**, then click **Help and Support**. Type **Media Center** in the **Search Help** box, then press **ENTER**.

The Media Center video display looks bad on your TV
Many factors can significantly affect the video quality:
- **Cable connections**—Loose cables can lower video quality. Check all cable connections.
- **Display type**—The Media Center is best viewed on computer displays. Other types of display devices, including TVs, may provide lower quality video.
- **Type of connection used**—The connection type has an affect on the video quality. Your computer has one or more video outputs. Use the highest quality output your TV and computer supports:
  - A/V cables (basic)
  - S-Video (fair, but not optimized for computer video display)
  - VGA (good)
  - DVI (better)
  - HDMI (best)
- **Quality of video cables**—Poor quality video cables can cause problems. Gateway recommends using high-quality video cables.

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- **Screen resolution**—Many TVs cannot display the high resolution that your computer's video signal uses, and may shift, scramble, or scroll the picture. For a better picture on a TV display, you may need to lower the computer's screen resolution to 800 × 600 or 640 × 480. For more information about changing the screen resolution, see your online *User Guide*.
- **Age of the TV**—Newer TVs usually have more advanced features, produce a better quality picture, and support higher screen resolutions.
- **Type of TV**
  - CRT TVs may have a slight flicker.
  - Plasma TVs may experience image burn-in after extended use.
  - LCD TVs use the same technology as your computer's flat panel display.

You want to change monitor settings to get better TV or DVD image quality

- Adjust the display device brightness, contrast, hue, and saturation. For more information, see the display's user guide.

You need to burn programs that were recorded with your computer to a DVD using Media Center

- Media Center saves recorded programs in the DVR-MS format. You can burn a DVR-MS file to a DVD with DVD recording (burning) software and with Media Center itself. For more information, see the Media Center online help.

You want to play recorded programs on other computers

- A DVR-MS file recorded to DVD can be replayed on another computer running Media Center or on any computer that has a DVD player and DVD decoder software (such as WinDVD). The non-Media Center computer must also have at least Windows XP with Service Pack (SP) 1 or 2, Windows Media Player 9 or later, and the Windows patch Q810243 Update.

You get a "Download Error" message when Media Center tries to update the Program Guide

- You must be connected to the Internet to update the Program Guide. Make sure that your computer is connected to the Internet. For information about manually updating the Program Guide, see the Media Center online help.

Checking for device problems

Faulty devices or corrupt device drivers can cause a variety of problems on your computer. Checking the condition of system devices and the status of their drivers can help pinpoint the problem.

▶ **To check for device problems:**

1 Click ⊛ (**Start**), type **device manager**, then press **ENTER**. *Device Manager* opens.

2 Examine the list of computer device types. A device type with problems have a yellow triangle or red octogon indicating a problem or a failed condition.

3 Click the **+** symbol to the left of the device type to expand the list of devices. The faulty device is marked with a yellow (problems) or red (failed) icon.

4 To update the device driver (a common solution to many device problems), right-click the device, click **Update Driver Software**, then click **Search automatically for updated driver software** and follow the on-screen prompts.

   - OR -

   To check for specific problems, right-click the device, then click **Properties** and examine the information within each of the tabs. Write down this information for future reference and troubleshooting. It may also be useful information to have available if you call Customer Care.
   ■

Recovering your system

You can solve most computer problems by following the information in "Troubleshooting" on page 69 or in the technical support pages at www.gateway.com. Problem solving may also involve re-installing some or all of the computer's software (also called *recovering* or *restoring* your system). Gateway provides everything you need to recover your system under most conditions.

⚠ **Caution**
To prepare your computer for additional system recovery options, you should create a set of software and driver recovery discs as soon as possible. For instructions, see "Preparing for software and device driver recovery" on page 89.

- If only one or two items of software or hardware have stopped working correctly, the problem may be solved by re-installing the software or the hardware drivers. To recover software and drivers that were pre-installed at the factory, see "Recovering pre-installed software and drivers" on page 88. For instructions on reinstalling software and drivers that were not pre-installed, see that product's documentation or support Web site.

- If re-installing software or drivers does not help, then the problem may be solved by returning your system to a previous state when everything was working correctly. For instructions, see "Using Microsoft System Restore" on page 94.

- If nothing else has solved the problem and you want to return your system to factory condition, see "Recovering your system to its factory condition" on page 96.

If you upgrade or exchange your hard drive or if your hard drive is completely erased or corrupted, your only option for system recovery may be to reinstall Windows from the Windows DVD, then recover your pre-installed software and device drivers using recovery discs that you created. (Your computer must have a DVD-compatible drive to use these options.)

- To re-install Windows using the Windows DVD, see "Recovering your system using the Windows DVD" on page 98.

- To re-install your pre-installed software and device drivers using recovery discs, see "Recovering pre-installed software and drivers using recovery discs" on page 92.

Recovering pre-installed software and drivers

You can perform a partial recovery by recovering the software and device drivers that were pre-installed at the factory. If you need to recover software that did not come pre-installed on your system, you need to follow that software's installation instructions.

You can recover pre-installed software and drivers from a set of recovery discs (you must create the discs) or by using Gateway Recovery Center.

Preparing for software and device driver recovery

You can usually recover your pre-installed software and drivers from your hard drive. However, if you ever re-install Windows from the Windows DVD or install a new hard drive, you need to recover your pre-installed software and drivers using a set of *software and driver recovery discs*. Because these discs do not come with your computer, you should create your own set.

⚠️ **Caution**

Although you may not be expecting to need recovery discs, we recommend that you prepare for any eventuality and create a set of recovery discs while you have the opportunity.

You should create a set of discs for recovering your pre-installed software and device drivers, in case you need to use them later for a complete system recovery. (Your computer must have a recordable disc drive to perform this procedure.)

▶ **To create discs for recovering pre-installed software and drivers:**

   1   Click ⊛ (**Start**), **All Programs**, **Gateway Recovery Center**, then click **Gateway Recovery Center**. The *Gateway Recovery Center* opens.

   2   Click **Applications and drivers external media**, then click **Next**. The *What would you like to do?* dialog box opens.

   3   Click **Create system recovery discs**, then click **Next**.

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4 Insert a blank, recordable disc into a recordable disc drive, then click **Next**. If an *AutoPlay* dialog box opens, click the **x** in the upper-right corner to close it.

A dialog box opens that tells you the number of blank discs you need to create a full set of recovery discs.

5 If you have enough blank discs of the specified type, click **I have enough discs**, then click **Next**. If you do not have enough discs, choose a different disc type, or click **Cancel**.

The disc recording begins. Label the discs as they are completed.

> ✔ **Important**
> Use a permanent marker to label each disc "Software and Driver Recovery," along with a short description of which computer the discs are for. If you are recording multiple discs, as you remove each disc from the drive, use the marker to label each disc **1 of** *x*, **2 of** *x*, **3 of** *x*, and so on.

> 🖎 **Tip**
> After a recovery disc is created, your computer names the disc **Recovery13** for disc 1 of a 3-disc set, **Recovery23** for disc 2, and so on.

6 If multiple discs are required, insert the additional blank disks when prompted.

7 When the process is finished, the *Congratulations!* window opens.

8 Click **Finish**.

9 Remove your final disc, then label all of the discs and store them in a safe place.

∎

Recovering pre-installed software and drivers using Gateway Recovery Center

▶ **To recover specific drivers and software:**

1   Click ⊛ (**Start**), **All Programs**, **Gateway Recovery Center**, then click **Gateway Recovery Center**. The *Gateway Recovery Center* opens.

> ✔ **Important**
>
> If you have recently reinstalled Windows or installed a new hard drive, and your Start menu does not contain Gateway Recovery Center as an option, you must recover your software and drivers using software and driver recovery discs you have created. For instructions, see "Recovering pre-installed software and drivers using recovery discs" on page 92.

2   To recover software that was pre-installed, click **Programs**, then click **Application recovery**.
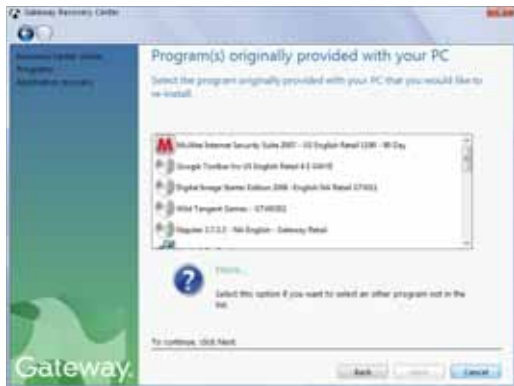
- OR -

To recover device drivers that were pre-installed, click **Hardware**, then click **Device driver recovery**.

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3   Click the software or driver you want to recover, then
click **Next**.
■

Recovering pre-installed software and drivers using recovery discs

If you created a multiple-disc set of recovery discs, each disc
contains a unique set of software and drivers. If a recovery disc
does not offer the software or driver you need to recover, try
another disc.

▶ **To recover software and drivers using recovery discs:**

1   Insert a software and driver recovery disc into a CD or
DVD drive. If an *AutoPlay* dialog box appears,
click Run Grc_Vista.exe. If an *AutoPlay* dialog box does
not appear and Gateway Recovery Center does not start,
open **Computer** and run the file Grc_Vista.exe on the
disc.

The Gateway Recovery Center starts.
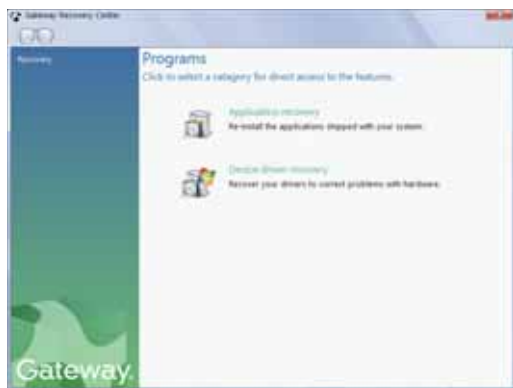
2 To recover pre-installed software, click Application recovery, then click the software you want to recover.

- OR -

To recover pre-installed device drivers, click Device driver recovery, then click the type of driver you want to recover.
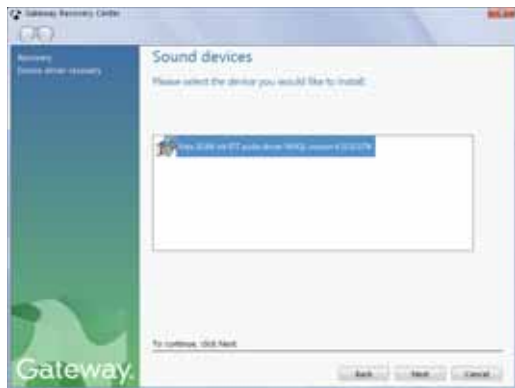
3 Click **Next**.

4 If the software or driver is not shown on the list, and you have a multiple-disc set of recovery discs, close Gateway Recovery Center and try another disc.
■

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Using Microsoft System Restore

Microsoft System Restore periodically takes "snapshots" of your system settings and saves them as *restore points*. In most cases of hard-to-resolve software problems, you can return to one of these restore points to get your system running again.

Windows automatically creates an additional restore point each day, and also each time you install software or device drivers. You can also create a restore point manually. For instructions, see "Manually creating a restore point" on page 95.

> **? Help**
> For more information about using Microsoft System Restore, click **Start**, then click **Help and Support**. Type **windows system restore** in the **Search Help** box, then press **ENTER**.

▶ **To restore using Microsoft System Restore:**

1 Click ⊛ (**Start**), **Control Panel**, **System and Maintenance**, then click **Backup and Restore Center**. The *Backup and Restore Center* opens.
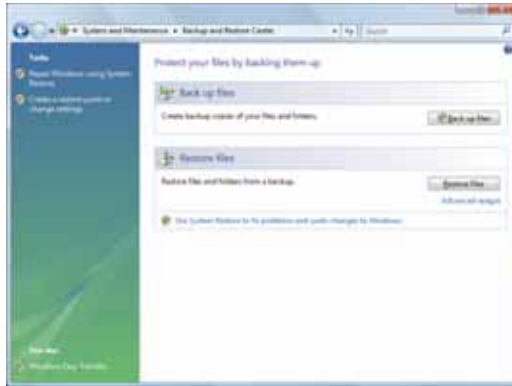
2 On the left side of the window, click **Repair Windows using System Restore**, then click **Next**. The *Choose a restore point* dialog box opens.
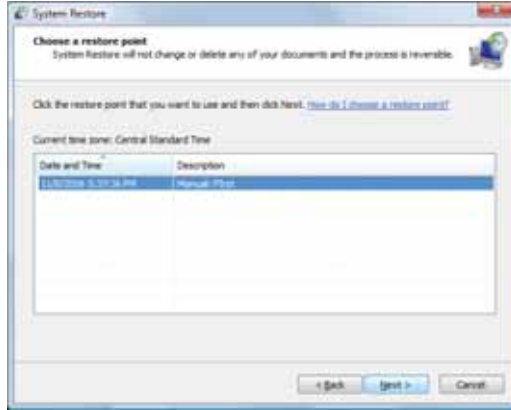
3 Click the restore point you want, click **Next**, then click **Finish**. A confirmation message box appears.

4 Click **Yes**. Your system is restored using the restore point you specified. This process may take several minutes, and may restart your computer.
∎

Manually creating a restore point

▶ **To manually create a restore point:**

1 Click ⊕ (**Start**), **Control Panel**, **System and Maintenance**, then click **Backup and Restore Center**. The *Backup and Restore Center* opens.

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2   On the left side of the window, click **Create a restore point or change settings**, then click **Next**. The *System Properties* dialog box opens to the *System Protection* tab.
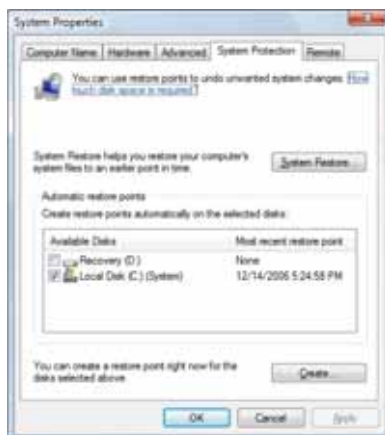
3   Click **Create**. The *Create a restore point* dialog box opens.

4   Type a description for the restore point (such as the date and time), then click **Create**. The restore point is created.

5   Click **OK**.

Recovering your system to its factory condition

If your computer's problems are not solved by any of the other recovery options, you may need to recover its hard drive to its factory condition. This process is called a *factory recovery*.

⚠ **Caution**
A complete factory recovery deletes everything on your hard drive, then reinstalls Windows and any pre-installed software and device drivers. If you can access important files on your hard drive, back them up now.

▶ **To delete everything on your hard drive and re-install all factory software:**

1 If you can still run Windows:

  a Click ⊛ (**Start**), **All Programs**, **Gateway Recovery Center**, then click **Gateway Recovery Center**. The *Gateway Recovery Center* opens.

  b Click **Recovery**, then click **Next**. Your computer restarts.

2 If you cannot run Windows:

  a Turn on or restart your computer.

  b While the computer is starting up, repeatedly press **F8** until the *Recovery Options* screen opens. If Windows starts to load instead, restart the computer and try again.

3 Press the arrow keys on your keyboard to select **Repair Your Computer**, then press **ENTER**.

  Gateway System Recovery starts, and the *System Recovery Options* dialog box opens.

4 Select a language and keyboard layout, then click **Next**.

5 Click the **User name box** to select a Windows user account, click in the **Password** box and type the user account's password (if any), then click **Next**. The *System Recovery Options* menu opens.

6 Click **Restore Application**. The *Welcome to Gateway System Recovery* window opens.

7 Click **Next**.

8 To perform a recovery with data backup (recommended), click **Recovery with automatic data backup**, then click **Next**.

✓ **Important**
  Before your hard drive is recovered, your personal files will be automatically backed up to c:\backup.

- OR -

To perform a full factory recovery without data backup, click **Full factory recovery**, then click **Next**.

⚠ **Caution**
  Continuing with the full factory recovery will delete everything on your hard drive. Make sure that you have backed up any important files you want to save.

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9   Click **Yes**, then click **Next**. The *Factory image recovery* window opens, which shows you the progress of the system recovery.

When recovery is finished, the *Recovery is complete* window opens.

10 Click **Finish**, then click **Restart**. Your computer restarts in its original factory condition. You still need to reinstall any software that was not pre-installed on your computer.

If you selected **Recovery with automatic data backup** in Step 8, you can find your backed up files in c:\backup.
■

Recovering your system using the Windows DVD

If you install a new hard drive or completely re-format your original hard drive, you must recover your system using the Windows Vista operating system DVD. You also need to recover your computer's pre-installed software and device drivers.

▶ **To completely re-install Windows:**

1   If you can still run Windows, back up your personal files, and create a set of software and driver recovery discs (if you have not already done so). For instructions, see "To create discs for recovering pre-installed software and drivers:" on page 89.

2   Insert the Windows DVD into one of your computer's DVD-capable drives, then turn on or restart your computer.

3   When the prompt "Press any key to boot from CD or DVD" appears, press any key on your keyboard. A list of valid boot devices appears.

4   Press the arrow keys to select the drive containing the Windows DVD, then press **ENTER** and follow the on-screen instructions.

5   After Windows is completely re-installed, use the software and driver recovery discs you created to recover your computer's pre-installed software and device drivers. For instructions, see "Recovering pre-installed software and drivers using recovery discs" on page 92.
■

Technical support

Before calling Gateway Customer Care

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

- Make sure that your computer is connected correctly to an AC power outlet that is supplying power. If you use a surge protector or power strip, 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:
  - Its online Help
  - Its printed documentation
  - Its publisher's Web site

- See the troubleshooting section of this chapter.

- Have your customer ID, serial number, and order number available, along with a detailed description of your problem, including the exact text of any error messages, and the steps you have taken.

- Make sure that your computer is nearby at the time of your call. The technician may have you follow troubleshooting steps.

Calling Customer Care

For the contact number, see your setup poster. The label on top of your computer contains information that identifies your computer model and serial number. Gateway Customer Care will need this information if you call for assistance.

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APPENDIX**A**
Legal Notices

- Important safety information
- Regulatory compliance statements
- Environmental information
- Notices

Important safety information

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

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

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.
- The product should be operated only from the type of power source indicated on the rating label.
- If your computer has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.
- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Care during use

⚠️ **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 (for example, No. 24 AWG) UL-listed or CSA-certified telecommunication line cord for your dialup modem connection.

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

Regulatory compliance statements

United States of America

Federal Communications Commission (FCC) Unintentional emitter per FCC Part 15

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet on a different circuit from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Compliance accessories: The accessories associated with this equipment are: shielded video cable when an external monitor is connected. These accessories are required to be used in order to ensure compliance with FCC rules.

FCC declaration of conformity

Responsible party:
Gateway, Inc.
7565 Irvine Center Drive
Irvine, CA 92618
Phone: 800-846-2000

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

This device complies with Part 15 of the FCC Rules. 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.

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.

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.

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When programming or making test calls to emergency numbers:

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

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

Canada

Industry Canada (IC) Unintentional emitter per ICES-003

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

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

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

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

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

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

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.

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.

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

Laser safety statement

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.

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.

Television antenna connectors protection (for systems fitted with TV/cable TV tuner cards)

External television antenna grounding

Important
The instructions are for the person who installs cable to the system. Gateway assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with electric shock.

If an outside antenna or cable system is to be connected to your Gateway PC, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and static charges.

Article 810 of the National Electrical Code, ANSI/NFPSA 70, provides information with regard to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of grounding conductors, location of antenna discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.

Cable distribution system should be grounded (earthed) in accordance with ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of Outer Conductive Shield of a Coaxial Cable.

Lightning protection

For added protection of any Gateway product during a lightning storm or when it is left unattended or unused for long periods of time, unplug the product from the wall outlet and disconnect the antenna or cable system.

Power lines

> ⚠️ **Warning**
> When installing or realigning an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits. Contact with them could be fatal.

Do not locate the antenna near overhead light or power circuits, or where it could fall into such power lines or circuits.
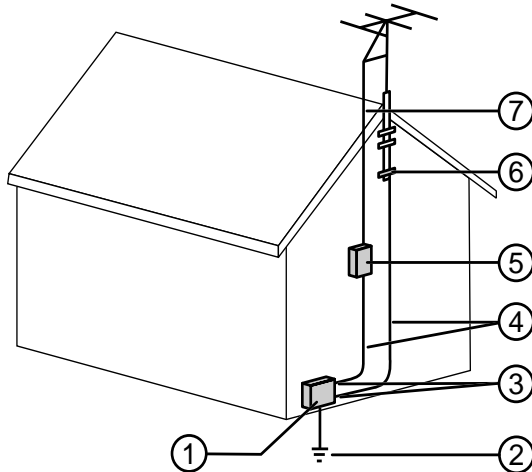
Antenna and satellite grounding

Reference	Grounding component
1	Electric service equipment
2	Power service grounding electrode system (NEC Art 250, Part H)
3	Ground clamps
4	Grounding conductors (NEC Section 810-21)
5	Antenna discharge unit (NEC Section 810-20)
6	Ground clamp
7	Antenna lead-in wire

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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

All Rights Reserved

Trademark acknowledgments

Gateway and the Black-and-White Spot Design are trademarks or registered trademarks of Gateway, Inc. in the U.S. and other countries. Intel, Intel Inside logo, and Pentium are registered trademarks and MMX is a trademark of Intel Corporation. Microsoft, MS, MS-DOS, and Windows are trademarks or registered trademarks of Microsoft Corporation. All other product names mentioned herein are used for identification purposes only, and may be the trademarks or registered trademarks of their respective companies.

Macrovision statement

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

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

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