Gateway Computer

Gateway

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CHAPTER 1
Getting Help

- Gateway Web site
- Help and Support
- BigFix
- Online help

Thank you for purchasing our notebook!

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

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

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

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

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

Thank you again, from all of us at Gateway.

Gateway Web site

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

Using Support

The Support site is divided into seven major areas:

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

Support Home

Click **Support Home**, then click **Notebooks**. To view support documents for your notebook, type your serial number in the **Serial Number** box, then click **Submit**.

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

Product Support

Click **Product Support** to view a list of all the products that Gateway supports.

Downloads

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

Customer Service

Click **Customer Service** to view information about your account and general information about warranties and special offers.

Upgrade Center

Click **Upgrade Center** to view and purchase upgrades for your notebook.

Resources

Click **Resources** to access utilities to help you manage your notebook.

Contact Us

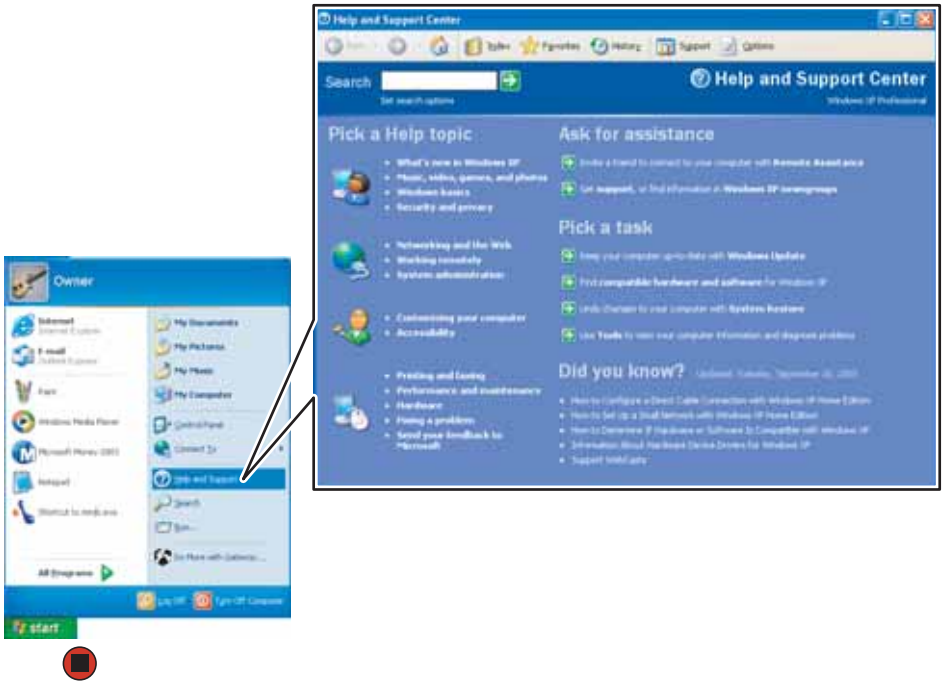
Click **Contact Us** to access links to customer care with a live technician, including chat and e-mail. Click **Call Us** to get a list of Gateway telephone numbers for both sales and support. For more information, see "Telephone support" on page 167.

Help and Support

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

To start Help and Support:

- Click **Start**, then click **Help and Support**. Help and Support opens.



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

Searching for a topic

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

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

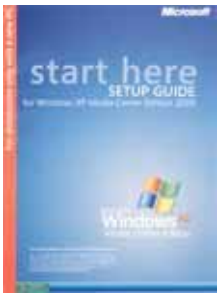
- Suggested Topics - These topics are located in Help and Support and are relevant to your search topic.
- Full-text Search Matches - These topics are located in Help and Support and contain the words you entered in the **Search** box.
- Microsoft Knowledge Base - These topics are located on the Microsoft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

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

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

Getting help in Media Center

If your notebook has Windows XP Media Center Edition, you can access online help or refer to the printed *Windows XP Media Center Edition Guide*.



To access Media Center help:

1 In the *Media Center* window, move the mouse to activate the Media Center tool bar. The tool bar appears at the top of the window.

2 Click the **Help** icon in the tool bar.

BigFix

Your notebook may include BigFix. BigFix monitors your notebook 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:

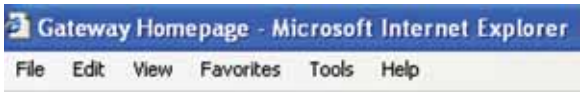
- Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **BigFix**.

To learn more about using BigFix:

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

Online help

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



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

CHAPTER 2
Using Windows XP

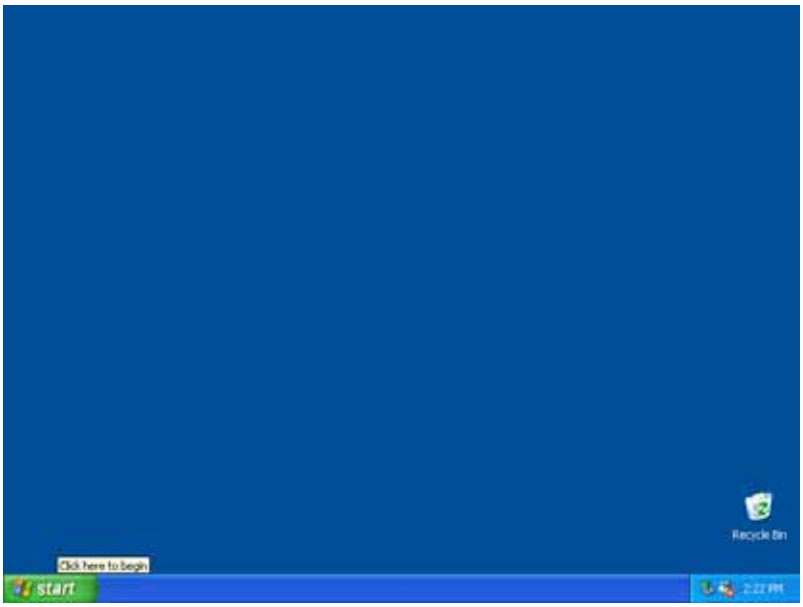
- About the Windows desktop
- Identifying window items
- Using Windows XP Tablet PC 2005
- Working with files and folders
- Searching for files
- Working with documents
- Shortcuts

About the Windows desktop

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

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

Your desktop may be different from this example, depending on how your notebook is set up.



The desktop contains the taskbar, the Start button, and the Recycle Bin icon.

Desktop elements	Description
	The *taskbar* is the bar at the bottom of the notebook display containing the Start button on the left and a clock on the right. Other buttons on the taskbar represent programs that are running. Click a program's *button* on the taskbar to open the program's window.
	The *Start button* provides access to programs, files, help for Windows and other programs, and computer tools and utilities. Click the **Start** button, then open a file or program by clicking an item on the menu that opens.
	The *Recycle Bin* is where files, folders, and programs that you discarded are stored. You must empty the Recycle Bin to permanently delete them from your notebook. For instructions on how to use the Recycle Bin, see "Deleting files and folders" on page 17.
	The Windows Security Center icon may appear on the taskbar near the clock. The icon changes appearance to notify you when the security settings on your notebook are set below the recommended value or when updates are available. Double-click this icon to open the Windows Security Center. For more information, see "Modifying security settings" on page 129.

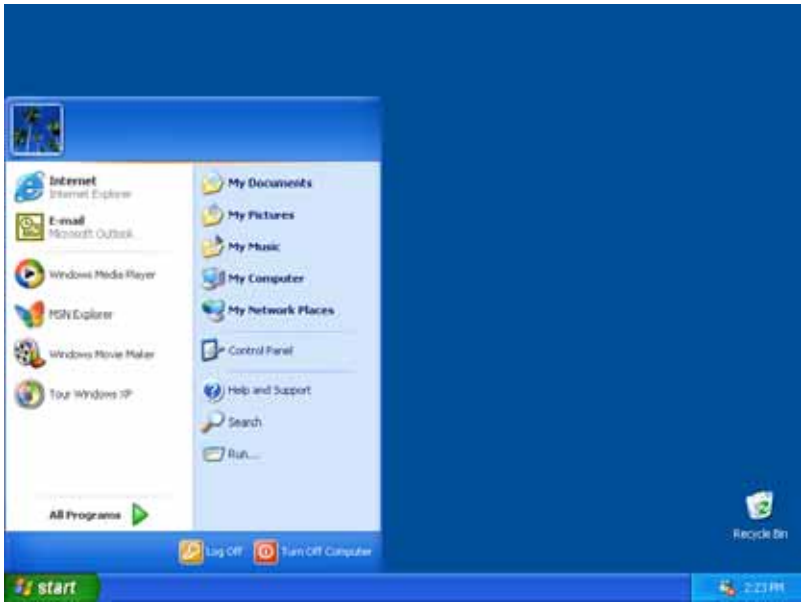
Using the Start menu

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

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

To use the Start menu:

1. Click the **Start** button on the lower left of the Windows desktop. The Start menu opens showing you the first level of menu items.
2. Click **All Programs** to see all programs and files in the Start menu. When you move the mouse pointer over any menu item that has an arrow next to it, another menu, called a *submenu*, opens and reveals related files, programs, or commands.
3. Click a file or program to open it.



Adding icons to the desktop

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

You may want to add an icon (shortcut) to the desktop for a program that you use frequently.

To add icons to the desktop:

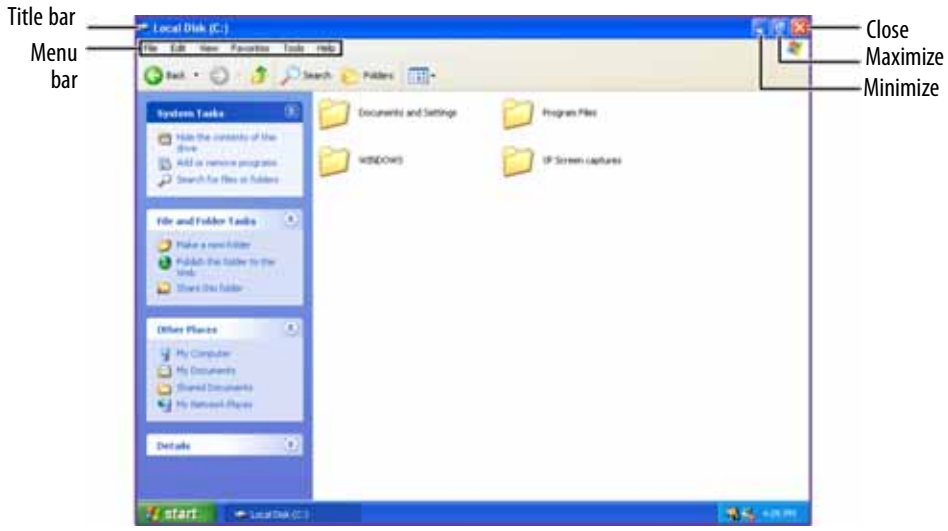
1. Click **Start**, then click **All Programs**.
2. Right-click (press the right mouse or touchpad button) the program that you want to add to the desktop.
3. Click **Send To**, then click **Desktop (create shortcut)**. A shortcut icon for that program appears on the desktop.

Identifying window items

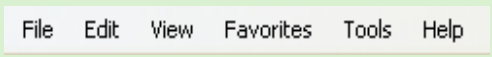
Help and Support

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

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



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

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

Using Windows XP Tablet PC 2005

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

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

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

Using Tablet PC extensions

Calibration

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

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

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

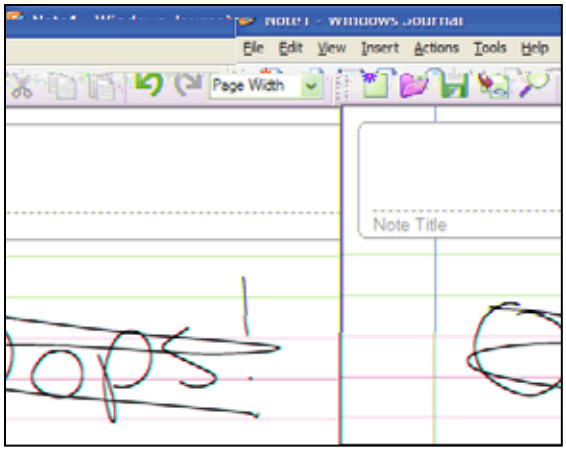
To open the calibration program:

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

Gestures

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

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



- You will find more information about gestures and gesture symbols, as well as handwriting tips, in the TIP help. For more information, see "Tablet Input Panel (TIP)" on page 13.

Pen button

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

Tips

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

Tablet Input Panel (TIP)

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

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

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

TIP tips

- Open a program for your input (for example, a word processing program or a Web form) before using the writing pad or soft keyboard.
- To adjust writing pad and keyboard settings, tap or click the **Tools and Options** icon , then tap or click **Options**.

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

Using speech recognition

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

- Set up speech recognition through your tablet PC Input Panel's **Tools** menu.
- Learn more about voice commands in the **Accessibility** section of the Help and Support Center.
- Use the built-in microphone or an external microphone.
- To modify the speech recognition function, see "Adjusting the Tablet PC Input Panel Settings" on page 127.

Working with files and folders

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

Viewing drives

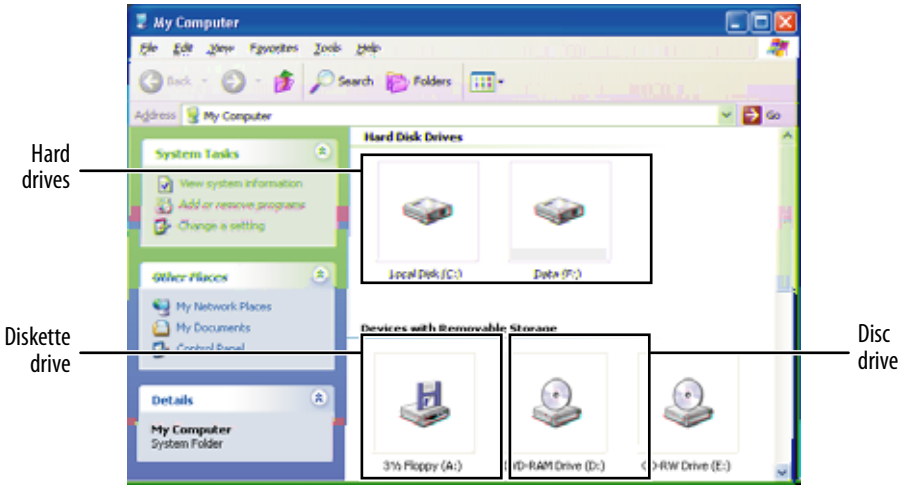
Help and Support

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

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

To view the drives on your notebook:

- Click **Start**, then click **My Computer** on the Start menu.



To see the files and folders on a drive:

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

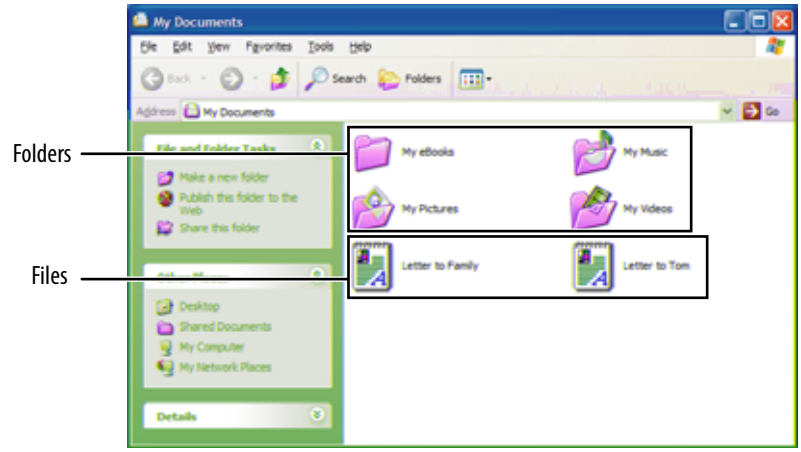
Creating folders

Help and Support

*For more information about creating files and folders, click **Start**, then click **Help and Support**. Type the keyword **creating files and folders** in the **Search** box, then click the arrow.*

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

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



To create a folder:

1. Click **Start**, then click **My Computer** on the Start menu.
2. Double-click the drive where you want to put the new folder. Typically, Local Disk (C:) is your hard drive and 3½ Floppy (A:) is your diskette drive. If you do not see the contents of the drive, click **Show the contents of this drive**.
3. If you want to create a new folder inside an existing folder, double-click the existing folder. If you do not see the contents of the drive or folder, click **Show the contents of this drive** or **Show the contents of this folder**.
4. Click **File**, **New**, then click **Folder**. The new folder is created.
5. Type a name for the folder, then press **ENTER**. The new folder name appears by the folder icon.

For information about renaming folders, see "Shortcuts" on page 24.

Copying and moving files and folders

Important

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

Help and Support

*For more information about copying files and folders or moving files and folders, click **Start**, then click **Help and Support**. Type the keyword **copying files and folders** or **moving files and folders** in the **Search** box, then click the arrow.*

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

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

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

To copy a file or folder to another folder:

1. Locate the file or folder you want to copy. For more information, see "Viewing drives" on page 14 and "Searching for files" on page 19.
2. Right-click (press the right mouse or touchpad button) the file or folder that you want to copy. A pop-up menu opens on the desktop.
3. Click **Copy** on the pop-up menu.
4. Open the destination folder.
5. With the pointer inside the destination folder, right-click.
6. Click **Paste**. A copy of the file or folder appears in the new location.

To move a file or folder to another folder:

1. Locate the file or folder you want to move. For more information, see "Viewing drives" on page 14 and "Searching for files" on page 19.
2. Right-click (press the right mouse or touchpad button) the file or folder that you want to move. A pop-up menu opens on the desktop.
3. Click **Cut** on the pop-up menu.
4. Open the destination folder.
5. With the pointer inside the destination folder, right-click.
6. Click **Paste**. The file or folder you moved appears in its new location and is removed from its old location.

Deleting files and folders

Help and Support
*For more information about deleting files and folders, click **Start**, then click **Help and Support**. Type the keyword **deleting files and folders** in the **Search** box, then click the arrow.*

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

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

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

To delete files or folders:

1. In My Computer or Windows Explorer, click the files or folders that you want to delete. For instructions on how to select multiple files and folders, see "Shortcuts" on page 24.

   If you cannot find the file you want to delete, see "Searching for files" on page 19.

2. Click **File**, then click **Delete**. Windows moves the files and folders to the Recycle Bin.

To recover files or folders from the Recycle Bin:

1. Double-click the **Recycle Bin** icon. The *Recycle Bin* window opens and lists the files and folders you have thrown away since you last emptied it.
2. Click the files or folders that you want to restore. For instructions on how to select multiple files and folders, see "Shortcuts" on page 24.
3. Click **File**, then click **Restore**. Windows returns the deleted files or folders to their original locations.

To empty the Recycle Bin:

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

Help and Support
*For more information about emptying the Recycle Bin, click **Start**, then click **Help and Support**. Type the keyword **emptying the Recycle Bin** in the **Search** box, then click the arrow.*

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

Browsing for files and folders

Help and Support

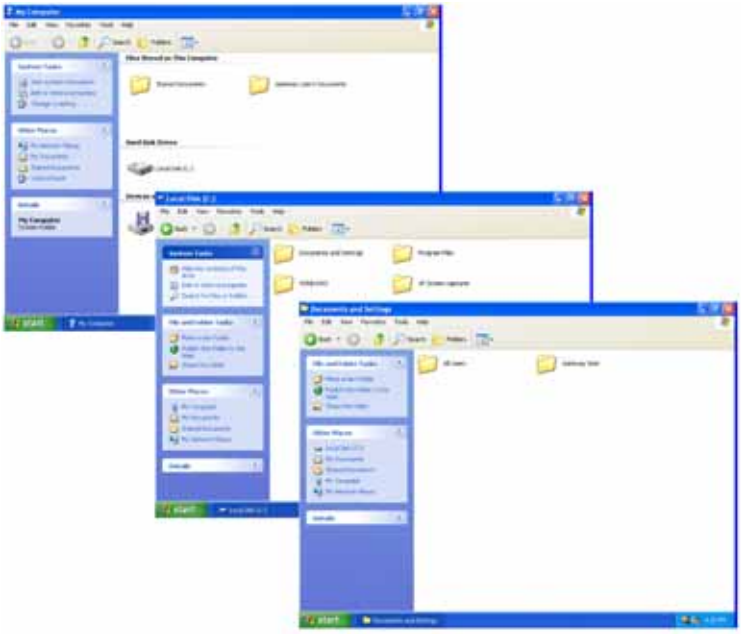
*For more information about browsing for files and folders, click **Start**, then click **Help and Support**. Type the keyword **files and folders** in the **Search** box, then click the arrow.*

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

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

To browse for a file:

1. Click **Start**, then click **My Computer**. The *My Computer* window opens.
2. Double-click the drive or folder that you think contains the file or folder that you want to find. If you do not see the contents of a folder, click **Show the contents of this drive** or **Show the contents of this folder**.



3. Continue double-clicking folders and their subfolders until you find the file or folder you want.

Searching for files

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

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

You can also combine search criteria to refine searches.

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

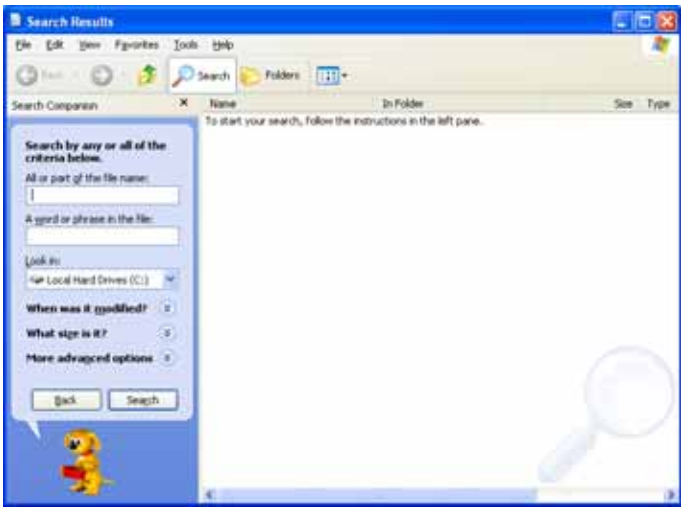
Using the Windows Search utility

Help and Support

*For more information about searching for files and folders, click **Start**, then click **Help and Support**. Type the keyword **searching** in the **Search** box, then click the arrow.*

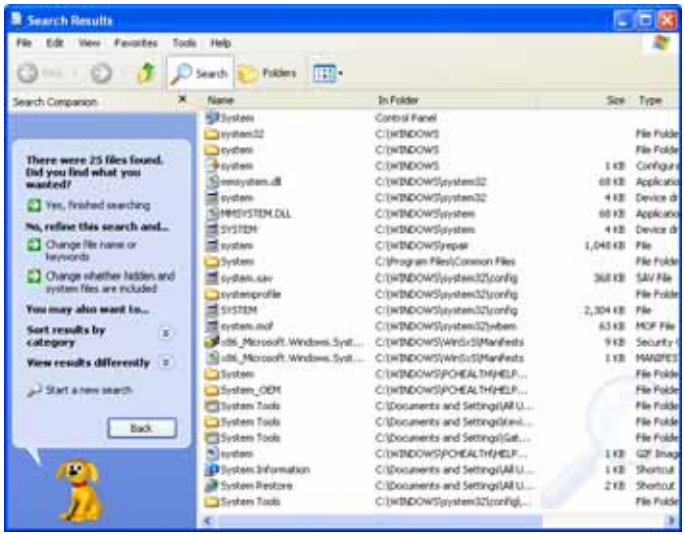
To find files and folders using the Search utility:

1. Click **Start**, then click **Search**. The *Search Results* window opens. Click **All files and folders**.



2. If you want to search by file or folder name, type in all or part of the file or folder name in the name box in the left pane of the window.
   - If you type all of the name, Search will list all files and folders of that name.
   - If you type part of the name, Search will list all of the file and folder names containing the letters you typed.

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



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

Using advanced search options

Search can find files meeting more criteria than file name. You can narrow your search by selecting the search options that you want. You can search by the:

- Date the file was created or modified.
- Size of the file.
- Type of file, such as a program or a text document.

Working with documents

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

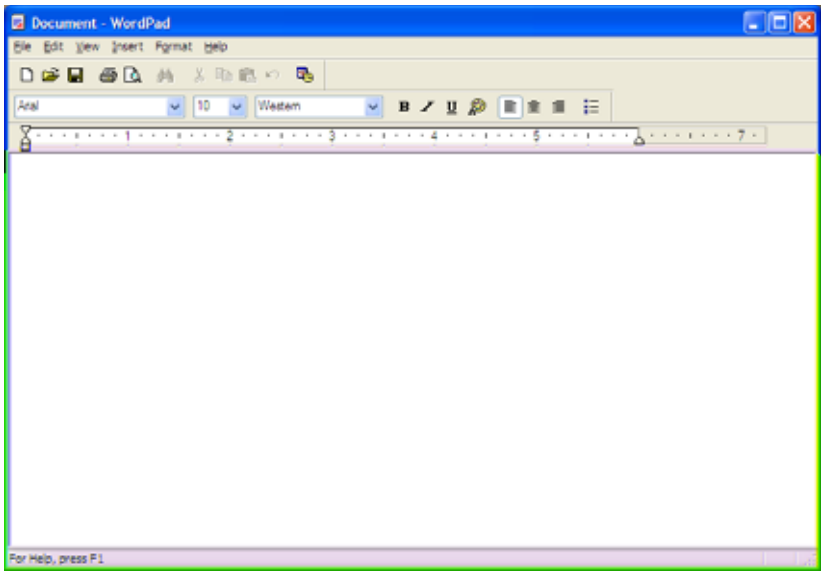
The following examples show how to create, save, open, and print a document using Microsoft® WordPad. Similar procedures apply to other programs such as WordPerfect, Microsoft Word, and Microsoft Excel.

For more information about using a program, click **Help** on its menu bar.

Creating a new document

To create a new document:

1 Click **Start**, **All Programs**, **Accessories**, then click **WordPad**. Microsoft WordPad starts and a blank document opens.



2 Begin composing your document. Use the menus and toolbar buttons at the top of the window to format the document.

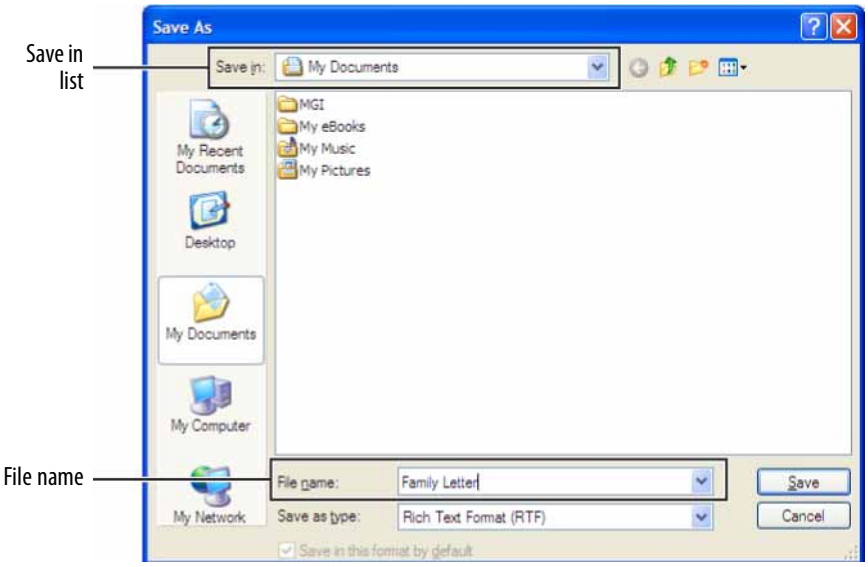
Saving a document

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

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

To save a document:

1 Click **File**, then click **Save**. The *Save As* dialog box opens.



2 Click the arrow button to open the **Save in** list, then click the folder where you want to save the file. If you do not see the folder you want, browse through the folders listed below the *Save in* list.

3 Type a new file name in the **File name** box.

4 Click **Save**.

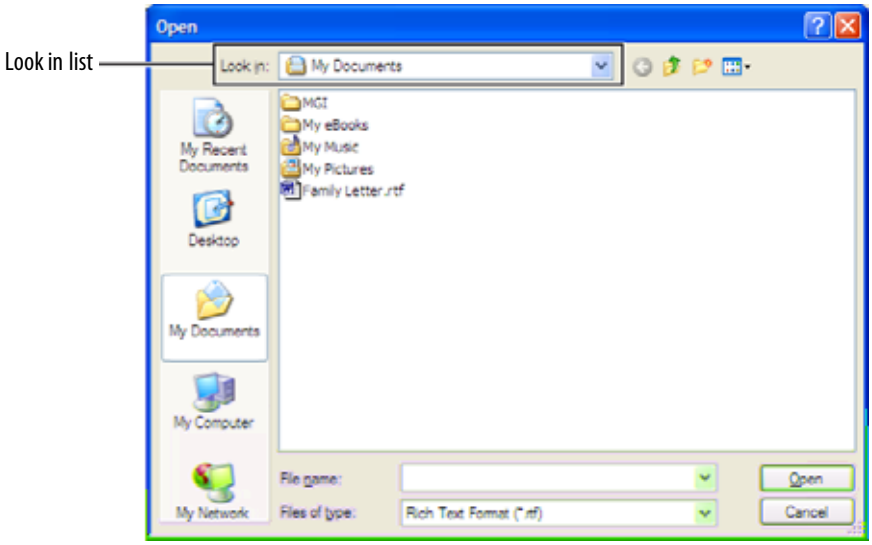
Opening a document

Help and Support
*For more information about opening documents, click **Start**, then click **Help and Support**. Type the keyword **opening files** in the **Search** box, then click the arrow.*

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

To open a document:

1. Start the program.
2. Click **File**, then click **Open**.
3. Click the arrow button to open the **Look in** list, then click the folder you want to open. If you do not see the folder you want, browse through the folders listed below the *Look in* list.



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

Printing a document

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

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

To print a document:

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

Shortcuts

Help and Support

*For more information about Windows keyboard shortcuts, click **Start**, then click **Help and Support**. Type the keyword **Windows keyboard shortcuts** in the **Search** box, then click the arrow.*

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

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

CHAPTER 3
Recovering Your System

- System recovery options
- Drivers and applications recovery
- Recovering your system

System recovery options

Most computer problems can be solved by following the information in "Troubleshooting" on page 147 or at support.gateway.com. Problem-solving may also involve re-installing some or all of the notebook's software (also called recovering or restoring your system). Gateway provides everything you need to recover your system under most conditions. A backup copy of your operating system is provided on a CD or DVD, and a backup copy of your factory-installed drivers and applications is saved on a hidden area of your hard drive.

We recommend that you make a backup of your factory-installed software as soon as you get your new Gateway system.

- "Drivers and applications recovery" on page 26 tells you how to record (or *burn*) the *Drivers and Applications Recovery* discs. Using a recovery disc that you have recorded is only one of several ways you can restore your system to working order. Recovery discs let you recover your device drivers and software that came pre-installed on your notebook.

If you are still having problems even after you follow troubleshooting steps, you can use Microsoft System Restore to roll back your system to a previous condition when drivers and programs worked correctly.

- "Recovering your system using Microsoft System Restore" on page 32 describes how to return your system to a previous working condition.

If you are still experiencing problems, you may need to reinstall specific software, such as a device driver.

- "Recovering specific files and software" on page 31 describes how to install specific, factory-installed software and device drivers.

Finally, in order to recover your system you may need to reinstall everything, including the operating system, so your notebook has its original factory settings.

- "Recovering your system from the hard drive" on page 33 tells how to completely reinstall the original factory software.

Drivers and applications recovery

Your notebook's hard drive contains everything you need to completely restore your system, including Windows XP, device drivers, and other programs. You can also restore device drivers or programs by using *Drivers and Applications Recovery* discs, which you create. You can immediately create the recovery discs (recommended), or you can wait until later.

For more information on creating recovery discs, see "Creating drivers and applications recovery discs" on page 27.

For more information on using your network to store and create recovery discs, see:

- "Copying drivers and applications recovery files to a network" on page 28
- "Creating discs from recovery files on a network" on page 29

Creating drivers and applications recovery discs

You can use drivers and applications recovery discs to restore device drivers or programs. You can create an unlimited number of drivers and applications recovery disc sets. Before you continue, make sure that your notebook has a recordable drive. If your notebook does not have a recordable drive, see "Copying drivers and applications recovery files to a network" on page 28.

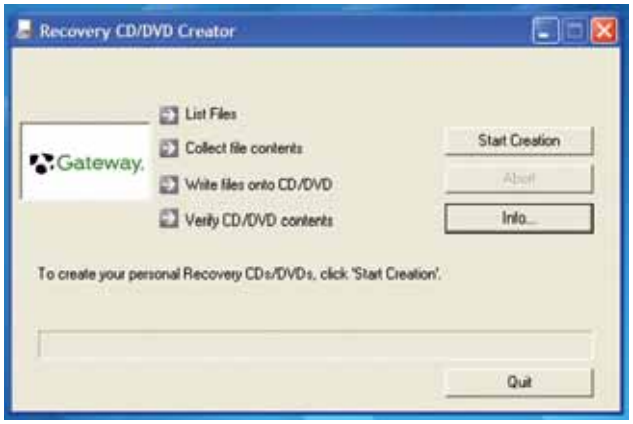
Important

If you are recording to CDs, make sure that they are CD-R and not CD-RW discs. If you are recording to a DVD, make sure that it is a DVD-R or DVD+R disc, not DVD-RW or DVD+RW discs.

To record a set of drivers and applications recovery discs:

1. Make sure that you have blank discs ready. Depending on the type of recordable drive your notebook has, you need either several CD-R discs or one DVD-R or DVD+R disc.
2. Click **Start**, **All Programs**, **System Recovery**, then click **Create My Drivers-Applications CD(s)**. A message asks you if you want to "Burn ISO" (record recovery discs) or "Create ISO" (copy the files to a drive).

3. Click **Burn ISO**. The *Recovery CD/DVD Creator* dialog box opens.



4. Click **Start Creation**. A message tells you the number of blank discs that are required for the recovery disc set.
5. Click the type of recordable disc you want to use.
6. Make sure that you have the appropriate number and type of blank discs, then insert a blank disc into the recordable drive.

Important

*Use a permanent marker to label each disc "Gateway Driver and Application Recovery." 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.*

7 Click **OK**. The program prepares the recovery files, then records the recovery files to the blank disc(s).

8 If a message tells you to insert another blank disc, remove the completed disc, then insert a blank disc.

9 When you see the message "The Recovery ISO Image has been created successfully," remove the last disc from the drive, then click **OK**.

10 Store the discs in a safe place for future use. You are done.

Copying drivers and applications recovery files to a network

You can copy driver and application recovery files to a network location, so you can burn unlimited sets of drivers and applications recovery discs from a different notebook that has a recordable drive.

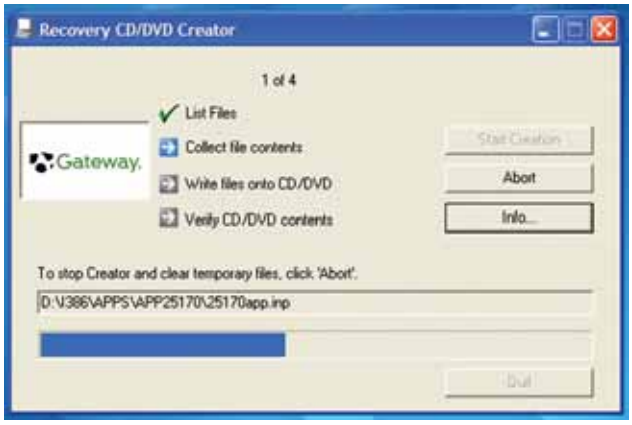
To copy drivers and applications recovery files to a network:

1 Click **Start**, **All Programs**, **System Recovery**, then click **Create My Drivers-Applications CD(s)**. A message asks you if you want to "Burn ISO" (record recovery discs) or "Create ISO" (copy the files to a drive).

2 Click **Create ISO**, then find the network location you want to save the driver and application recovery files to.

3 Click **OK**. The program prepares the recovery files, then copies them to the location you specified.

4 When you see the message "The Recovery ISO Image has been created successfully," click **OK**. You are done.



Tips & Tricks

Store your recovery (ISO) images in a folder that indicates which computer the files are for. For example, store the files for a Gateway 7200XL in a folder named GW 7200XL Apps Recovery.

To create discs from the files you just copied, see "Creating discs from recovery files on a network" on page 29.

Creating discs from recovery files on a network

Before you continue, make sure that your computer has a recordable drive.

To create recovery discs from recovery files stored on a network:

Important

If you are recording to CDs, make sure that they are CD-R and not CD-RW discs. If you are recording to DVDs, make sure that they are DVD-R or DVD+R discs, not DVD-RW or DVD+RW discs.

1 Make sure that you have blank discs ready. If the ISO filenames start with *CD*, you will need blank CDs. If the ISO filenames start with *DVD*, you will need blank DVDs.

Important

Use the correct type of blank disc for the recovery (ISO) file. For example, if the recovery (ISO) file was created for a DVD, make sure you use a blank DVD+R or DVD-R disc.

2 Insert a blank disc into the recordable drive of any networked computer. You need one blank disc for each recovery (ISO) file.

3 Click **Start**, then click **My Computer**.

4 Open the network location of the recovery files.

5 Double-click the file for the first disc. Your media burning software opens.

6 Follow the on-screen instructions of your media burning software to complete the burning of the recovery disc(s).

Important

*Use a permanent marker to label each disc "Gateway Drivers and Applications Recovery." 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.*

7 When the disc is complete, remove that disc and insert another.

8 Repeat steps 5-7 for each recovery file until each file is recorded onto a disc. You are done.

Recovering your system

Important

If your hard drive has failed and you cannot restore the software from the hard drive, contact Gateway Customer Care for help. For a fee, Customer Care may be able to provide a set of recovery discs to restore your notebook. For more help, you can find the Gateway Customer Care contact information on the label located on the bottom of your notebook.

If you have problems with your notebook and you need to recover your system, you can restore specific drivers and programs from a set of recovery discs, roll back your system to a previous condition when drivers and programs were working correctly, or reinstall everything from the notebook's hard drive.

- To selectively restore device drivers or programs, see "Recovering specific files and software" on page 31.

  - OR -

- To restore your system to a previous condition when software and device drivers were working correctly, see "Recovering your system using Microsoft System Restore" on page 32.

  - OR -

- To reinstall everything, see "Recovering your system from the hard drive" on page 33.

Recovering specific files and software

You can perform a partial recovery by recovering specific files, such as device drivers and most pre-installed software. If you need to recover software that did not come pre-installed on your system, you need to follow the software's own instructions for installation.

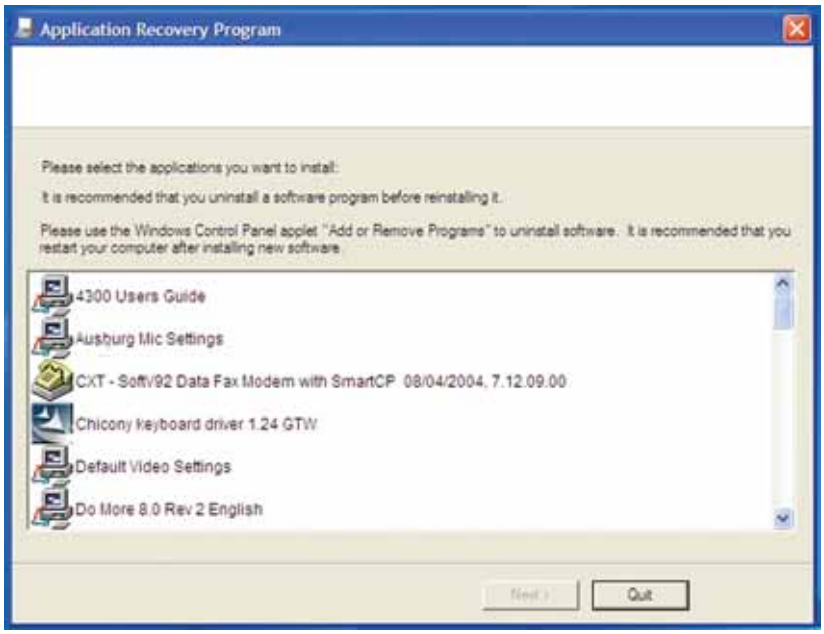
You can recover specific files using either the Start menu or a drivers and applications recovery disc that you have created.

To recover specific drivers and software:

1. Click **Start**, **All Programs**, **System Recovery**, then click **Application & Driver Recovery**. The *Application Recovery* program opens.

   - OR -

   Turn on your notebook, then insert the drivers and applications recovery disc #1 (if available) into the CD or DVD drive. The *Application Recovery* program opens.



2. Click the driver or application you want to install. To select multiple items, press and hold **CTRL** while clicking each item.
3. Click **Next**. The items you selected are installed. When the installation is finished, a message asks you if you want to install more drivers or applications.
4. Click **Yes** to install more drivers or applications, or click **Quit** to exit.
5. Store the discs in a safe place for future use. You are done.
6. If your system still has problems, follow the directions in "Recovering your system using Microsoft System Restore" on page 32.

Recovering your system using Microsoft System Restore

Before using Gateway System Recovery, you should try Microsoft System Restore to determine whether you can restore your system to a previous condition.

Every time you install new device drivers or software, and every 24 hours (while your notebook is turned on), Microsoft System Restore takes a "snapshot" of your system settings and saves it as a *restore point*. In most cases of hard-to-resolve software problems, you can return to one of these restore points to get your system running again.

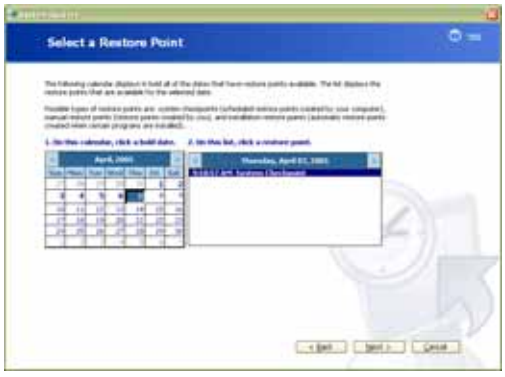
To restore using Microsoft System Restore:

1. Press **F1**. The *Microsoft Windows XP Help and Support Center* opens.

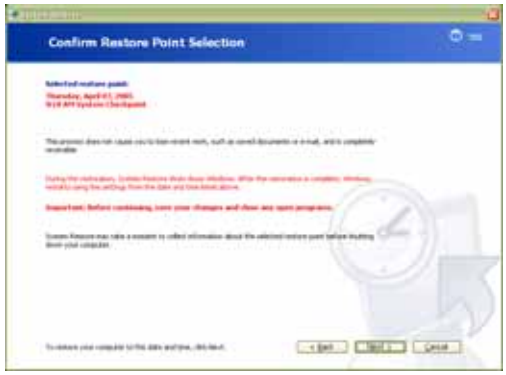
2. Click **Undo changes to your computer with System Restore**. The *Welcome to System Restore* dialog box opens.

3. Click **Restore my computer to an earlier time**, then click **Next**. The *Select a Restore Point* dialog box opens.

4. Click a bold date on the calendar (Step 1 on the screen), then click a restore point in the list (Step 2 on the screen).



5 Click **Next**. The *Confirm Restore Point Selection* dialog box opens.



6 Make sure that you want to use the restore point you selected, and read all notices on the screen.

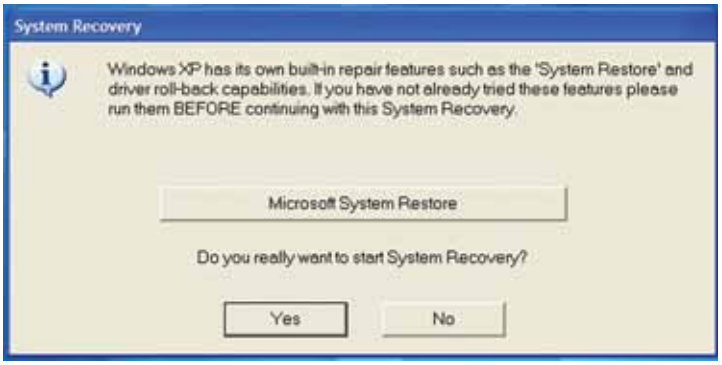
7 Click **Next**, then follow the on-screen instructions to finish the restoration. If completing Microsoft System Restore does not solve your problem, restart Gateway System Recovery. See "Recovering your system from the hard drive" on page 33 for instructions.

Recovering your system from the hard drive

To recover from the hard drive:

1 Get the operating system disc that came with your notebook and have it ready.

2 If you can still run Windows, click **Start**, **All Programs**, **System Recovery, System Recovery**, then click **Yes**. Your notebook restarts, then the System Recovery program starts.



- OR -

Turn on or restart your notebook, then press **F11** while your notebook is starting.

3 Insert the *Operating System Recovery CD/DVD* when prompted. The System Recovery program starts.

Caution

The Full System Restore option deletes all files on your hard drive except the restore files. Make sure that you back up all personal data files before continuing this process.

4 Click a system recovery option:

- **Full System Restore (Destructive)** reformats the hard drive and restores the system software as it was when you purchased your notebook. This process deletes your data files.
- **Full System Restore with Backup (recommended)** moves the contents of the hard drive to the **C:\My Backup** folder and installs a new copy of Windows XP. This option saves your existing data files, but all programs must be reinstalled and the program settings reconfigured. You need at least 4 GB of hard drive space to use this restore option.

5 Click **Next**. The *System Restore - Format and Recover* dialog box opens.

6 Click **Yes**. Files are restored to your hard drive. When file recovery has finished, the *System Restore* dialog box opens.

7 Click **Restart**. Your notebook restarts, and Windows finishes its setup and installation.

Important

After you restore your system, it will appear with the same files and programs it had when it shipped from the factory. You still need to download Windows updates and antivirus updates to bring your notebook's software up to date.

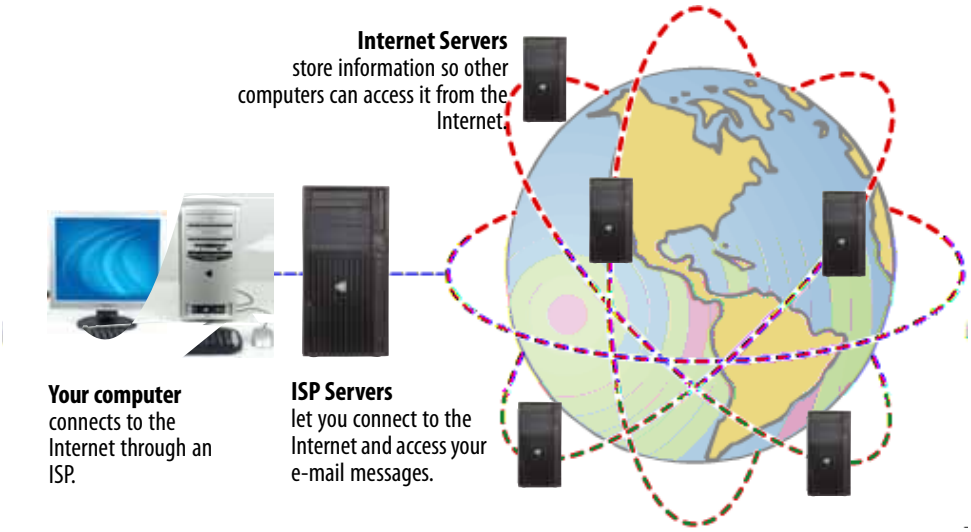
8 Reconnect your Internet cable and all USB peripheral devices. You are done.

CHAPTER 4
Using the Internet

- Learning about the Internet
- Setting up an Internet account
- Using the World Wide Web
- Using e-mail

Learning about the Internet

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



If you want to access the Internet you need:

- A **modem**—a device that connects your notebook to other computers or servers using a telephone, DSL, or cable television line. Your notebook has a built-in dial-up telephone modem. Cable and DSL modems connect to your notebook through an Ethernet jack and provide a faster connection speed than a standard telephone modem.
- An **Internet service provider**—a company that provides access to the Internet through an ISP server. When you connect to an ISP, the ISP server lets you access the Internet and your e-mail messages. Check your telephone book for a list of Internet service providers available locally.
- A **Web browser**—a program that displays information from the World Wide Web. Microsoft Internet Explorer was included with your notebook. For more information, see "Using the World Wide Web" on page 37.
- An **e-mail program**—a program that lets you create, send, and receive e-mail messages over the Internet. Microsoft Outlook or Outlook Express was included with your notebook. For more information, see "Using e-mail" on page 39.

Setting up an Internet account

Before you can view the information on the World Wide Web, you need to set up an Internet account with an Internet service provider (ISP). To set up an ISP service or to transfer an existing account to this notebook, contact the ISP directly.

Dial-up Internet connections are those using a telephone system to connect to the Internet. This may include ordinary analog telephone lines, ISDN connections, and in some cases ADSL over PPP, or other technologies. Because dial-up connections are designed to be temporary connections to the Internet, dial-up charges (with both your telephone company and Internet service provider) often increase the longer you connect to the Internet. To minimize the cost for dial-up Internet users, we suggest that you only connect to the Internet during your e-mail and Web browsing session, then disconnect when you are finished. Your Internet service provider can provide instructions on how to connect to and disconnect from the Internet.

Cable and DSL modems, a connection known as broadband, use your cable television or special telephone lines to connect to your ISP and access the Internet. In many instances, broadband is considered an always-connected service. With this type of service, your cost is the same regardless of the amount of time you use your Internet connection.

Accessing your Internet account

Help and Support

*For general information about using Internet accounts, click **Start**, then click **Help and Support.** Type the keyword **ISP** in the **Search** box, then click the arrow.*

The method you use to access your Internet account varies from ISP to ISP. Contact your ISP for the correct procedure.

Using the World Wide Web

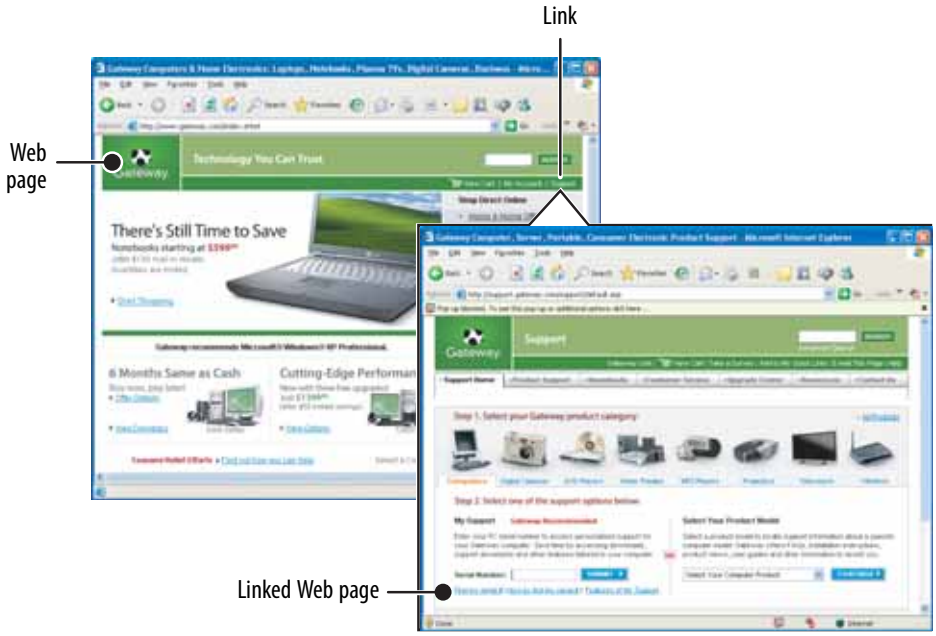
The World Wide Web is a multimedia window to the Internet that gives you access to millions of information sources.

Information on the Web comes to you on *Web pages*, which are electronic documents that you view using a Web page display program called a *browser*. You can use any of the commercially available Web browsers, like Microsoft Internet Explorer or Netscape Navigator.

Web pages can contain text, animations, music, and other multimedia features. A group of related Web pages is called a *Web site*. You can access Web sites to shop, track investments, read the news, download programs, and much more.

You can explore a Web site or visit other Web sites by clicking areas on a Web page called *links* or *hyperlinks*. A link may be colored or underlined text, a picture, or an animated image. You can identify a link by moving the mouse or touchpad pointer over it. If the pointer changes to a hand, the item is a link.

To learn more about using the Web browser features, click **Help** in the menu bar.



Connecting to a Web site

Tips & Tricks

To protect your children from accessing objectionable Web sites, use the Parental Control feature in McAfee SecurityCenter which came with your notebook.

Help and Support

*For general information about connecting to a Web site, click **Start**, then click **Help and Support.** Type the keyword **connecting to Web site** in the **Search** box, then click the arrow.*

After you set up an account with an Internet service provider (ISP), you can access the many information sources on the World Wide Web.

To connect to a Web site:

1. Connect to your Internet account.
2. Depending on the method you use to connect to your Internet account, you may need to start your Web browser. Click **Start**, then click **Internet**. Your default Web browser opens showing an opening page or welcome screen.
3. To go to a different Web site, type the *address* (called a *URL* for "Universal Resource Locator") in the browser address bar (for example **www.gateway.com**), then click **GO** on the browser address bar.

- OR -

On the current Web page, click a link to a Web site.

The Web browser locates the server computer on the Internet, *downloads* (transfers) data to your notebook, and displays the page on the site that you requested.

Sometimes Web pages display slowly. The speed that a Web page displays on your screen depends on the complexity of the Web page and other Internet conditions. Additionally, the speed of your connection will determine how fast Web pages display.

Downloading files

Caution

To protect your notebook against viruses, make sure that you scan the files you download. For more information, see "Protecting your notebook from viruses" on page 133.

Help and Support

*For general information about downloading files, click **Start**, then click **Help and Support.** Type the keyword **downloading files** in the **Search** box, then click the arrow.*

Downloading is the process of transferring files from a computer on the Internet to your notebook.

To download files or programs from a Web site:

1. Connect to your Internet account.
2. In the address bar, type the address of the Web site that contains the file or program you want to download, then click **GO** on the browser address bar.

   - OR -

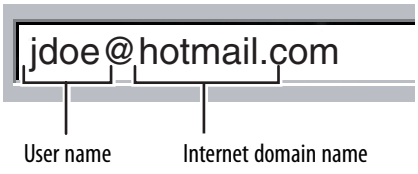
   Click a link on a Web page to navigate to the Web site containing the file that you want to download.
3. Create or locate the folder where you want to store the file on your notebook. For more information, see "Working with files and folders" on page 14.
4. Click the link on the Web page for the file that you want to download.
5. Follow the on-screen instructions for saving the file in the folder that you want. A copy of the file is downloaded to your notebook. The time that it takes to transfer the file to your notebook depends on file size and Internet conditions.
6. Open the folder that you created.
7. Install or view the downloaded file by double-clicking it. If applicable, follow the instructions provided on the Web site to run or install the program.

Using e-mail

E-mail (electronic mail) lets you send messages to anyone who has an Internet connection and e-mail address. E-mail is usually a free service of your Internet account.

The Internet never closes, so you can send e-mail messages at any time. Your e-mail messages arrive at most e-mail addresses in minutes.

An *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. Your e-mail address is assigned when you sign up for an account with an ISP. For example, a person with an account with Hotmail might have an e-mail address that is similar to this one:



Sending e-mail

Tips & Tricks

Most e-mail programs let you attach files, such as photographs, to your e-mail. For more information, see the help for your e-mail program.

To send e-mail using Outlook or Outlook Express:

1. Connect to your Internet service provider.
2. Click **Start**, then click **E-Mail**. Your default e-mail program opens.
3. Click **New**.
4. Type the e-mail address of the recipient you want to send e-mail to in the **To** box.
5. Type the subject of your e-mail in the **Subject** box.
6. Type the e-mail message.
7. When finished, click **Send**. Your e-mail is sent over the Internet to the e-mail address you specified.

Checking your e-mail

Caution

To protect your notebook from viruses, check any e-mail attachments using McAfee SecurityCenter which came with your notebook. For more information, see "Protecting your notebook from viruses" on page 133.

Help and Support

*For general information about using e-mail, click **Start**, then click **Help and Support.** Type the keyword **e-mail** in the **Search** box, then click the arrow.*

To check your e-mail using Outlook Express:

1. Connect to your Internet service provider.
2. Click **Start**, then click **E-Mail**. Your default e-mail program opens.
3. Click **Send/Receive** or **Send/Recv**.
4. Double-click the message you want to read.

For more information about managing and organizing your e-mail messages, see the online help in your e-mail program.

CHAPTER 5
Protecting your notebook

- Hardware security
- Data security
- Security updates
- Traveling securely

Hardware security

You probably purchased your notebook so you can take it with you. Because it's light-weight and compact, it's easy to carry. But these features also make it easy for someone else to steal. You may be able to replace your notebook with a call to your insurance agent, but you cannot replace the information stored on your notebook.

Kensington lock slot

The first step in notebook security is preventing your notebook from being stolen.

Attach a cable lock to the Kensington lock slot on your notebook, then wrap the cable lock to a solid object like a desk or table. You can buy a cable lock at most electronics stores and many department stores.

For the location of the Kensington lock slot, see your hardware reference.

CompuTrace

Tips & Tricks

Use Computrace Complete's online help to get the program up and running. If your notebook does not already have Computrace Complete installed, contact Gateway at www.gateway.com/business to purchase the service.

If someone steals your notebook, you may be able to get it back by using tracking software.

Your notebook may be enabled to take advantage of Computrace® Complete, a service you can purchase to help find your notebook if it is stolen. This program automatically reports the location of your notebook once a day while it is connected to the Internet. If your notebook is stolen, the frequency increases to every fifteen minutes. A recovery team can give local law enforcement agencies tracking information and documentation to get subpoenas and search warrants to recover your notebook.

Data security

The second step in notebook security is keeping your data safe and secure.

Trusted Platform Module (TPM)

Tips & Tricks

Use the TPM user guide or the program's online help to get TPM up and running.

Your notebook may be Trusted Platform Module (TPM) 1.2 hardware-ready. TPM is a component of your notebook that is better than commercially available software security. TPM uses a combination of hardware data encryption and password access. If your notebook includes TPM compliant hardware, your notebook may also include the software necessary to take full advantage of its TPM capabilities. If your notebook has TPM hardware but does not include the TPM software, you can upgrade your notebook when the software is available.

Computrace

Your notebook may include Computrace® Complete. If your notebook is stolen, you can use Computrace Complete to remotely delete personal information from your hard drive.

Notebook startup and hard drive password

Tips & Tricks

Make sure that you use a password you can remember. The password feature is very secure, and you cannot bypass it. If you forget your password, you will have to return your notebook to Gateway so we can reset it.

Use a startup and hard drive password to keep other people from using your notebook. You have to enter your password when you turn on your notebook or access your files.

These passwords are set in your notebook's BIOS setup utility. Use a password that you can remember but that would be hard for someone else to guess.

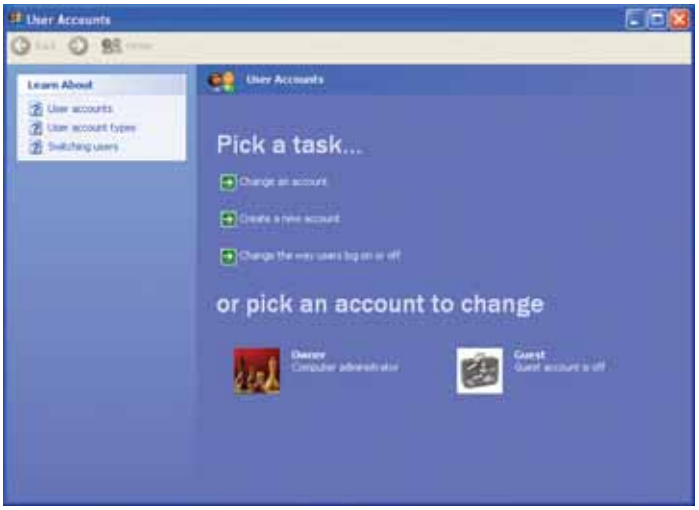
Windows XP user accounts

Help and Support

*For more information about Windows XP user accounts, click **Start**, then click **Help and Support.** Type the keyword **user accounts** in the **Search** box, then click the arrow.*

Windows lets you set up a user account for each person who uses your notebook. When you set up user accounts, Windows sets up a My Documents folder for each account. You can assign a password to each account so only the account owner can access files in the My Documents folder.

When you set up a user account, you can also limit the programs that a user can install or run.



Protecting your notebook from viruses

A *virus* is a program that attaches itself to a file on a computer, then spreads from one computer to another. Viruses can damage data or cause your notebook to malfunction. Some viruses go undetected for a period of time because they are activated on a certain date.

Help and Support

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

Protect your notebook from a virus by:

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

Tips & Tricks

For more information about modifying security settings, see "Modifying security settings" on page 129.

Your new Gateway notebook may have the McAfee SecurityCenter installed. The McAfee SecurityCenter includes the following components:

- *McAfee VirusScan* is an anti-virus subscription service. You can use VirusScan to protect your notebook from viruses, worms, Trojan horses, and hybrid attacks.
- *McAfee Personal Firewall Plus* blocks unwanted inbound and outbound Internet traffic to prevent hacker attacks.
- *McAfee Privacy Service* protects against online identity theft by blocking the transmission of personally identifiable information. This service also filters offensive online content (including pop-ups, ads, and web-bugs) and monitors, controls, and logs where children surf.
- *McAfee Spamkiller* prevents identified spam from reaching your e-mail inbox and protects you against known *Phishing* scams.

Using McAfee SecurityCenter

You received your notebook with McAfee VirusScan, McAfee Personal Firewall, and McAfee Spamkiller turned on and McAfee Privacy Service turned off. To turn on the Privacy Service, as well as keep the other services turned on, you must connect to the Internet and register McAfee SecurityCenter when prompted.

Starting McAfee SecurityCenter

To start McAfee SecurityCenter:

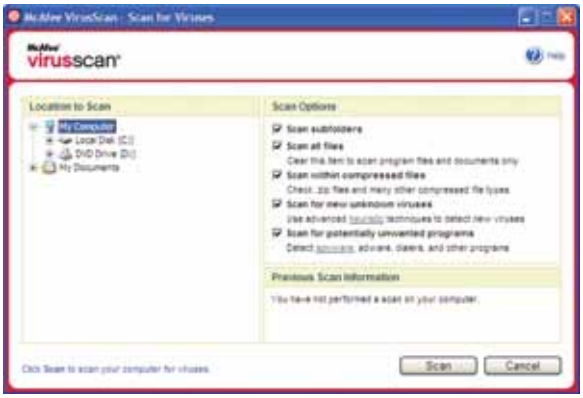
- Click **Start**, **All Programs**, **McAfee**, then click **McAfee Security Center**. McAfee SecurityCenter opens.

Scanning for and removing viruses

To scan for viruses:

1. Start McAfee SecurityCenter.
2. Click **virusscan**.

3 Click **Scan My Computer for Viruses**.



4 Click the location you want to scan, then select your scan options.

5 Click **Scan**.

To remove a virus:

1 If McAfee SecurityCenter finds a virus, follow all on-screen instructions to remove the virus.

2 Turn off your notebook and leave it off for at least 30 seconds.

3 Turn on your notebook and rescan for the virus.

Updating your virus definitions

Important
To update McAfee SecurityCenter after the subscription period expires, you must extend your subscription.

You should update your virus definitions regularly to protect your notebook from the latest viruses.

To update your virus definitions:

1 Make sure that you are connected to the Internet.

2 Start McAfee SecurityCenter.

3 Click **Update**. The McAfee SecurityCenter Updates wizard opens.

4 Click **Check Now**.

5 If it is time to extend your subscription, an alert appears on your screen. Click **Renew my subscription** to extend your subscription and continue updating McAfee SecurityCenter.

Using Windows XP Security Center

Help and Support

Security updates

To keep your notebook secure, you need to keep Windows XP and your notebook's system software up to date.

Windows Update

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

If a hacker finds a way to bypass the security features built into Windows XP, Microsoft creates a high-priority Windows update to fix the problem. You should update Windows regularly to keep your notebook secure.

- Express—Click **Express** to download high-priority updates. These updates include security updates.
- Custom—Click **Custom** to download high-priority, Windows software, and hardware driver updates. These updates include security updates.

Windows XP Security Center

Use the Windows XP Security Center to schedule automatic updates. Windows can routinely check for the latest important updates for your notebook and install them automatically.

To schedule automatic updates:

1 Click **Start**, **Control Panel**, then double-click **Security Center**.

2 Click **Automatic Updates**. The *Automatic Updates* dialog box opens.

3 Make your changes to the schedule settings, then click **OK**.

BigFix

Your notebook may include BigFix. BigFix monitors your notebook 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.

Traveling securely

Tips & Tricks

For more tips about traveling with your notebook, see "Traveling with Your Notebook" on page 143.

Use the following tips when traveling with your notebook.

- Charge your battery before you leave. Security personnel at airports and train stations may ask you to turn on your notebook.
- Have your notebook hand-inspected or sent through the x-ray scanner, but never carry it through the metal detector.
- Always keep your notebook with you in airports, train stations, or bus terminals. Be ready to claim your notebook as soon as it passes through the x-ray machine in security checkpoints.
- Write down your notebook model number and serial number in case of theft or loss, and keep the information in a safe place. Also, tape your business card or an address label to your notebook and accessories.
- Whoever sits next to you or behind you can see your notebook display. Avoid working with confidential files until you can be sure of privacy.
- Carry proof of ownership or a merchandise passport when you travel internationally.
- Check with your insurance company and credit card company to learn about emergency travel assistance if your notebook is lost or damaged.

CHAPTER 6
Connecting Devices

- Installing a printer, scanner, digital camera, or other peripheral device
- Viewing the display on a projector or monitor
- Viewing the display on a television
- Connecting a video camera to your notebook
- Using an optional port replicator

Installing a printer, scanner, digital camera, or other peripheral device

Important

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

Tips & Tricks

For the location of these ports on your notebook, see the poster or hardware guide. For the location of these ports on an optional port replicator, see the port replicator user guide.

Help and Support

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

Your notebook or optional port replicator has one or more of the following ports: IEEE 1394 (also known as Firewire® or i.Link®), Universal Serial Bus (USB), serial, parallel, TV out, S/PDIF (digital audio), and S-Video (digital video). You use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your notebook or port replicator.

IEEE 1394 and USB ports support *plug-and-play* and *hot swapping*, which means that your notebook 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 notebook will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.

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

Installing a USB printer or scanner

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

Installing a parallel port printer

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

To install your printer:

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

   - OR -

   If Windows does not detect the printer, go to the next step.
5. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
6. Click/Double-click the **Printers and Faxes**, then click **Add Printer**. The Add Printer wizard opens.
7. Install your printer by following the on-screen instructions.

Viewing the display on a projector or monitor

Important
The dialog boxes shown in this section are for demonstrative purposes only and may not represent the screens on your notebook.

Important
*Press **FN+F4** to switch between viewing the display on the LCD panel and viewing the display on the projector or monitor.*

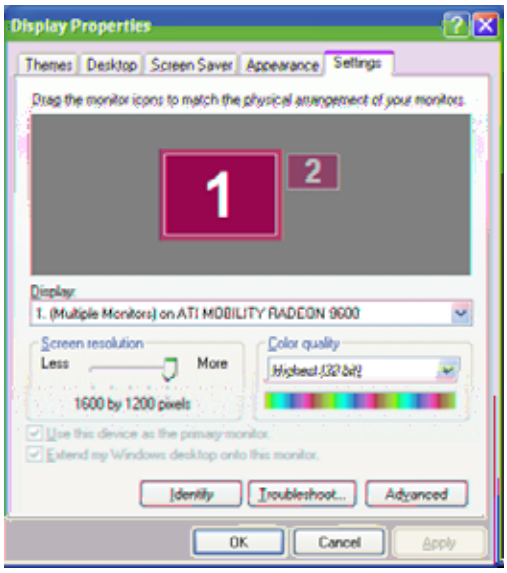
Important
If an external monitor or projector is connected and you close the LCD panel, your notebook may turn off the LCD panel, but will not enter Standby mode.

Tips & Tricks
For the location of the VGA port on your notebook, see the poster or hardware guide. For the location of the VGA port on an optional port replicator, see the port replicator user guide.

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

To use a projector or external monitor:

1. Turn off your notebook.
2. Plug the projector or monitor cable into the VGA port on your notebook or optional port replicator.
3. Turn on your notebook.
4. Plug the projector's or monitor's power cord into an AC power source and turn it on. Windows recognizes the new hardware and searches for its driver. You may need to install the driver from the disc supplied by the manufacturer or download the driver from the manufacturer's Web site.
5. After the driver is installed, right-click any empty space on the desktop, then click **Properties**. The *Display Properties* dialog box opens.
6. Click the **Settings** tab.



7. Right-click the second monitor icon (labeled *2*), then click **Attached**.
8. Click **Apply**.
9. Adjust properties such as **Screen Resolution** or **Color Quality** if necessary.
10. Click **OK**.

Viewing the display on a television

Important
The TV out feature is available only on select Gateway notebooks.

Important
The dialog boxes shown in this section are for demonstrative purposes only and may not represent the screens on your notebook.

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

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

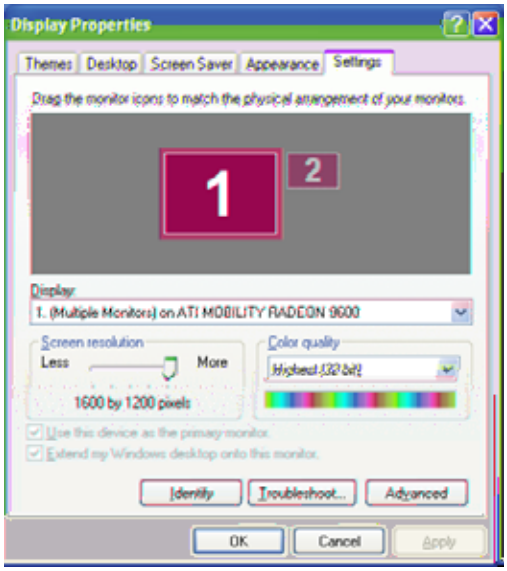
Tips & Tricks
*To see if your notebook supports **Fn+F4** to control TV out, see the poster or hardware guide.*

Tips & Tricks
For the location of the S-Video out jack on your notebook, see the poster or hardware guide. For the location of the S-Video out jack on an optional port replicator, see the port replicator user guide.

The S-Video out jack on your notebook or port replicator lets you view your notebook display on a television screen using a standard S-Video cable.

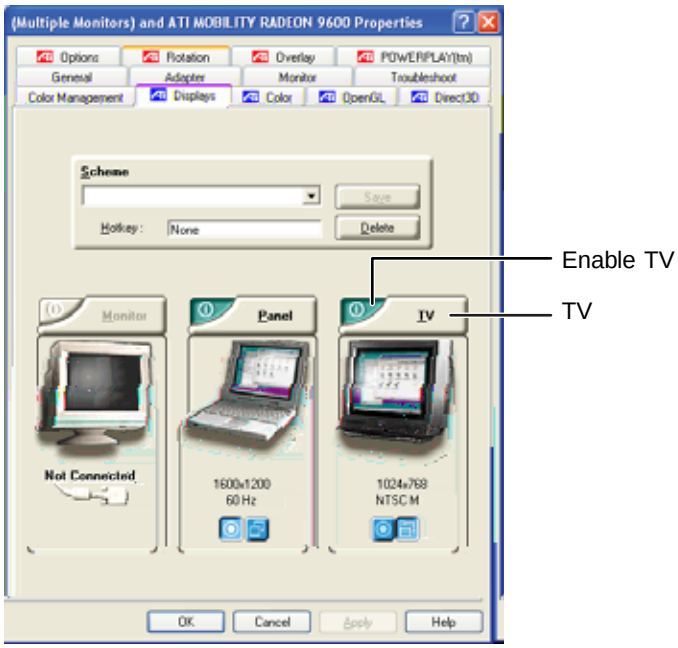
To view your notebook display on a television (for notebooks that do not support the F4 key to control the television feature):

1. With your notebook off, connect one end of a standard S-Video cable to the S-Video out jack on your notebook or optional port replicator.
2. Connect the other end of the cable to the Video in jack on your television or VCR.
3. Turn on the television or VCR.
4. Start your notebook.
5. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.
6. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.
7. Click the **Settings** tab.



8. Click **Advanced**. The *Multiple Monitors Properties* dialog box opens.

9 Click the **Displays** tab.



Important

*If the **Enable TV** and **TV** buttons are grayed out, your notebook has not detected the television. Make sure that the television is turned on and connected correctly. You may need to turn your notebook off, then back on again.*

10 Click the **Enable TV** button if it is not already enabled, then click **Apply**.

To view your notebook display on a television (for notebooks that support the F4 key to control the television feature):

1 With your notebook off, connect one end of a standard S-Video cable to the S-Video out jack on your notebook or optional port replicator.

2 Connect the other end of the cable to the Video in jack on your television or VCR.

3 Turn on the television or VCR.

4 Start your notebook.

5 Press **FN+F4** several times until the notebook display is shown on your television.

Modifying television settings

Important

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

To modify television settings:

1 On the *Multiple Monitors Properties* dialog box **Displays** tab, click **TV**. The *TV Properties* dialog box opens.

2 Modify the settings, then click **OK**.

Connecting a video camera to your notebook

Important

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

Tips & Tricks

For the location of the IEEE 1394 port on your notebook, see the poster or hardware guide. For the location of the IEEE 1394 port on an optional port replicator, see the port replicator user guide.

Tips & Tricks

For more information about editing video, see "Creating and editing videos" on page 72.

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

To connect your video camera to your notebook:

1 Connect one end of the IEEE 1394 cable to your video camera.

2 Connect the other end of the cable to the IEEE 1394 port or 1394 on your notebook or optional port replicator.

Using an optional port replicator

Important

Port replicators are available only for select Gateway notebooks.

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

A port replicator also provides additional ports and other expansion features not included with your notebook. For more information about using a port replicator, see the port replicator user guide.

CHAPTER 7
Using Multimedia

- Adjusting the volume
- Playing music and movies
- Creating audio files and music libraries
- Creating and editing videos
- Creating music CDs and video DVDs
- Creating and copying data CDs and DVDs
- Advanced multimedia software features

Adjusting the volume

Help & Support

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

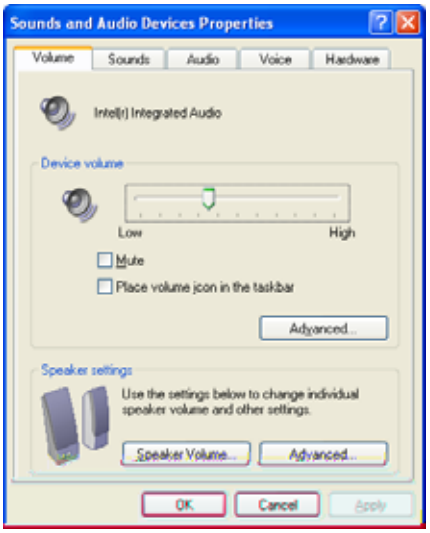
Shortcut

*Click the speaker icon in the System Tray. The volume control opens. Move the volume control If the speaker icon does not appear in the system tray, open the Sounds and Audio Devices Properties dialog box as described to the right, click **Place volume icon in the task bar**, then click **Apply**.*

You can use the Windows volume controls to adjust the overall volume and the volume of specific sound devices in your notebook.

To adjust the overall volume level from Windows:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Sounds, Speech, and Audio Devices**.
2. Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.
3. Click the **Volume** tab.



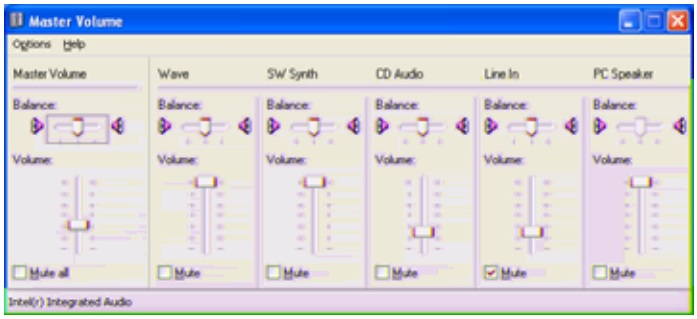
4. Drag the **Device Volume** slider to change the volume or click to select the **Mute** check box, then click **OK**.

To adjust specific volume levels:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Sounds, Speech, and Audio Devices**.
2. Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.

3 Click the **Volume** tab.

4 Click **Advanced** in the **Device volume** area.



If the device you want to adjust does not appear in the window, click **Options**, **Properties**, the check box next to the audio device you want to adjust, then click **OK**.

5 Drag the volume level and balance sliders for the device you want to adjust. For more information about the volume controls, click **Help** in the window.

6 Click **X** in the top-right corner of the window to close it.

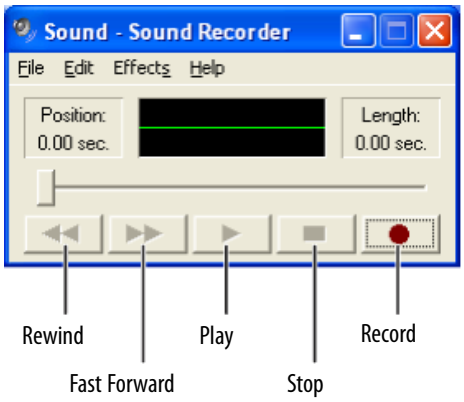
Playing music and movies

Playing WAV audio files

Sound Recorder is a simple Windows program that lets you record and play WAV files. WAV is the most common audio file format used for your Windows system sounds.

To play a WAV audio file Sound Recorder:

1. Click **Start**, **All Programs**, **Accessories**, **Entertainment**, then click **Sound Recorder**. The Sound Recorder opens.



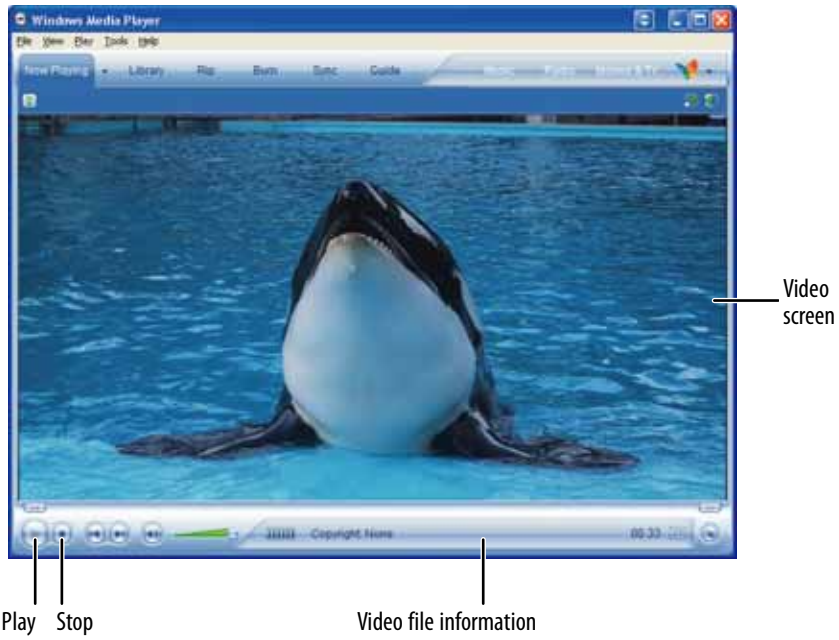
2. Click **File**, then click **Open**. The *Open* dialog box opens.
3. Click the file you want to play, then click **Open**.
4. Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

Playing audio and video files

Windows Media Player can play several types of audio and video files, including WAV, MIDI, MP3, AU, AVI, and MPEG formats. For more information about using Windows Media Player, click **Help**.

To play a file using Windows Media Player:

1 Click **Start**, **All Programs**, then click **Windows Media Player**. Windows Media Player opens.



2 Click **File**, then click **Open**. The *Open* dialog box opens.

3 Click the file you want to play, then click **Open**.

4 Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

Playing CDs or DVDs

Important
Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.

Important
To watch a DVD you must have a DVD drive in your notebook. If you do not have a DVD drive and would like to add an external drive, visit the Accessory Store at accessories.gateway.com.

Help & Support
*For more information about playing CDs or DVDs, click **Start**, then click **Help and Support**. Type the phrases **playing CDs** or **playing DVDs** in the **Search** box, then click the arrow.*

Shortcut
Insert a CD or DVD ⇨ Windows Media Player opens and plays the disc

You can play CDs using Windows Media Player, and you can play DVDs using Windows Media Player and CyberLink PowerDVD.

A standard Compact Disc (*CD*) holds an entire album of digital songs, and can be played on a CD player or your notebook's CD drive.

A Digital Versatile Disc (DVD) is similar to a standard CD but has greater data capacity. Because of this increased capacity, full-length movies or several albums of music can fit on a single disc. DVDs can be played on a DVD player or a DVD drive-equipped notebook.

Playing a CD or DVD using Windows Media Player

Use Windows Media Player to listen to CDs or watch DVDs. For more information about using Windows Media Player, click **Help**.

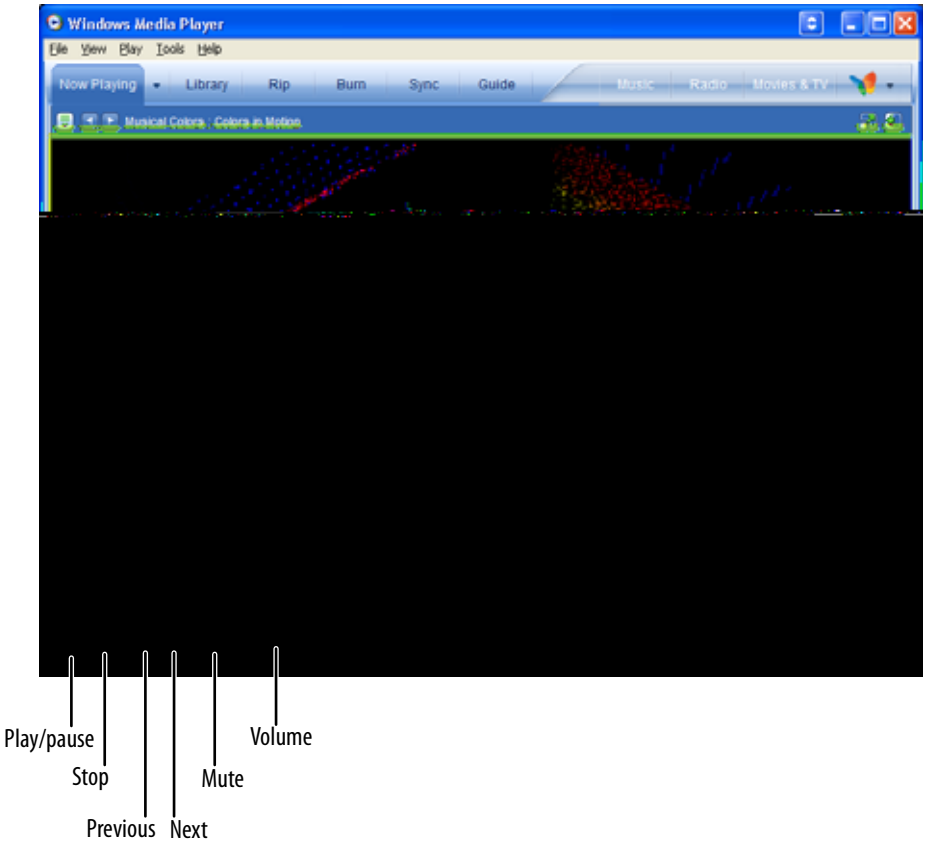
To play a CD or DVD using Windows Media Player:

1. Make sure that the speakers are turned on or headphones are plugged in and that the volume is turned up.
2. Insert a CD or DVD into the CD or DVD drive.

3 If a dialog box opens with a list of CD players or DVD players, click **Windows Media Player**. Windows Media Player opens.

- OR -

If a dialog box does not open with a list of CD players or DVD players, click **Start**, **All Programs**, then click **Windows Media Player**. Windows Media Player opens.



4 Click ▶ (play). If you do not hear sound or you want to change the volume, see "Adjusting the volume" on page 62.

Playing a DVD using CyberLink PowerDVD

To play a DVD using CyberLink PowerDVD:

Help & Support
For more information about playing DVDs using CyberLink PowerDVD, click ***Start***, ***All Programs***,

Creating audio files and music libraries

Creating music files

You can create several types of audio files for your listening enjoyment, including WAV, MP3, and WMA files.

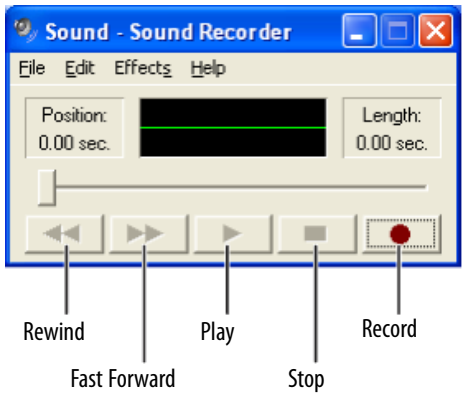
Recording WAV audio files

Sound recorder is a simple Windows program that lets you record and play WAV files. WAV is the most common audio file format used for your Windows system sounds. For information about playing WAV files, see "Playing WAV audio files" on page 64.

Help & Support
*For more information about making or playing an audio recording, click **Start**, then click **Help and Support**. Type the phrases **recording audio** or **playing audio** in the **Search** box, then click the arrow.*

To record a WAV audio file:

1. Plug a microphone into the Microphone jack on your notebook. For the location of the Microphone jack, see your notebook's hardware guide.
2. Click **Start**, **All Programs**, **Accessories**, **Entertainment**, then click **Sound Recorder**. The Sound Recorder opens.



3. Click ● (record), then speak into the microphone.
4. When you finish recording, click ■ (stop).
5. Click **File**, then click **Save As**. The *Save As* dialog box opens.
6. Name the recording, specify the location where you want to save the recording, then click **Save**. The recording is saved.

Important
Some music CDs have copy protection software. You cannot copy tracks from these CDs.

Creating WMA and MP3 music files using Windows Media Player

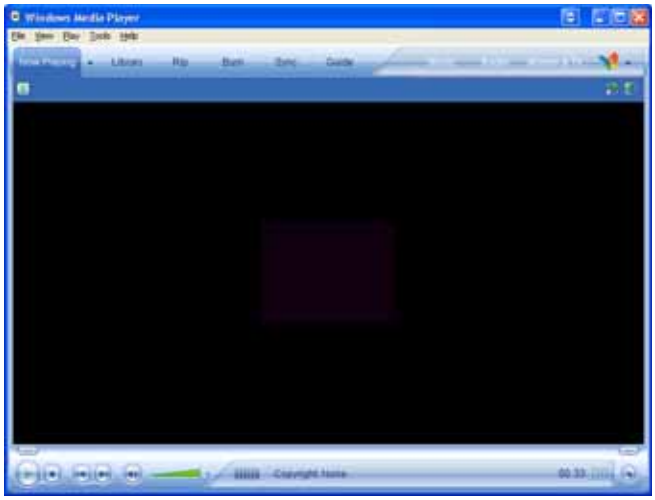
Using Windows Media Player, you can copy the tracks from a music CD to your notebook's hard drive as WMA or MP3 files. *WMA* and *MP3* are methods for digitally compressing high-fidelity music into compact files without noticeably sacrificing quality. WMA files end in the file extension **WMA**, and MP3 files end in the file extension **MP3**.

To create WMA or MP3 files:

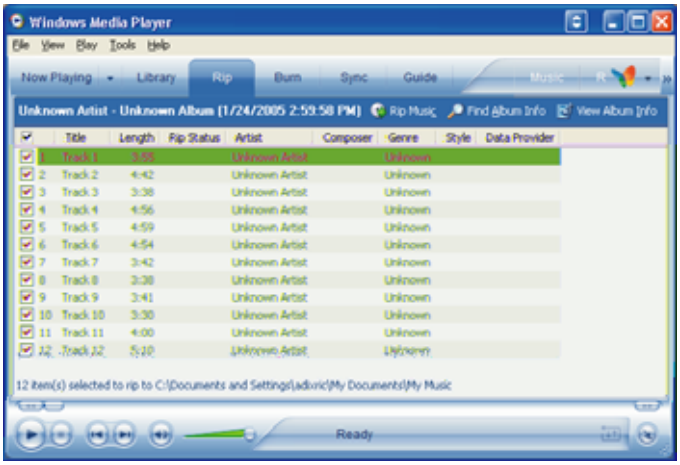
1. Insert a music CD into your CD or DVD drive.
2. If a dialog box opens with a list of CD players, click **Windows Media Player**. The Windows Media Player opens.

   - OR -

   If a dialog box does not open with a list of CD players, click **Start**, then click **Windows Media Player**. The Windows Media Player opens.



3. Click **Tools**, **Options**, then click the **Rip Music** tab.
4. Click the arrow to open the **Format** list, then click either **mp3** or **Windows Media Audio**. For more information on the differences between the two types of files, click **Learn more about MP3 formats**.
5. Click **File**, **CDs and Devices**, **Rip Audio CD**, then click the drive that contains the audio CD.



6. Click to clear the check box for any track you do not want to record.
7. Click **Rip Music**. Windows Media Player records the tracks to your hard drive as WMA files. A progress bar appears next to each track as it is recorded.

Building a music library

Use Windows Media Player to build a music library. You can organize your music *tracks* (individual MP3 or WMA audio files) by categories, find a track quickly by sorting, and add information to a music file.

You can add music tracks to your music library by:

- **Creating MP3 or WMA files**—When you create MP3 or WMA files from the tracks on your music CD, Windows Media Player automatically adds these files to your music library.
- **Dragging and Dropping**—Drag and drop files from Windows Explorer or

Creating and editing videos

If your home video camera supports it, it can be connected to your notebook so that you can download video from the camera as data files. You can also create video from a Web cam attached to your notebook. For instructions on how to create video, see your camera's user guide.

Editing videos

Help & Support

*For more information about editing videos, click **Start**, then click **Help and Support**. Type the phrase **Windows Movie Maker** in the **Search** box, then click the arrow.*

Windows *Movie Maker* is a video capture program that lets you capture and edit full-motion video, single images, and audio through the IEEE 1394 port (optional) on your notebook. For more information about using Windows Movie Maker, see its online help.

You may have received additional movie editing software with your notebook. For more information about using this software, including additional features not available in Windows Movie Maker, see that program's online help.

Transferring your video to your notebook

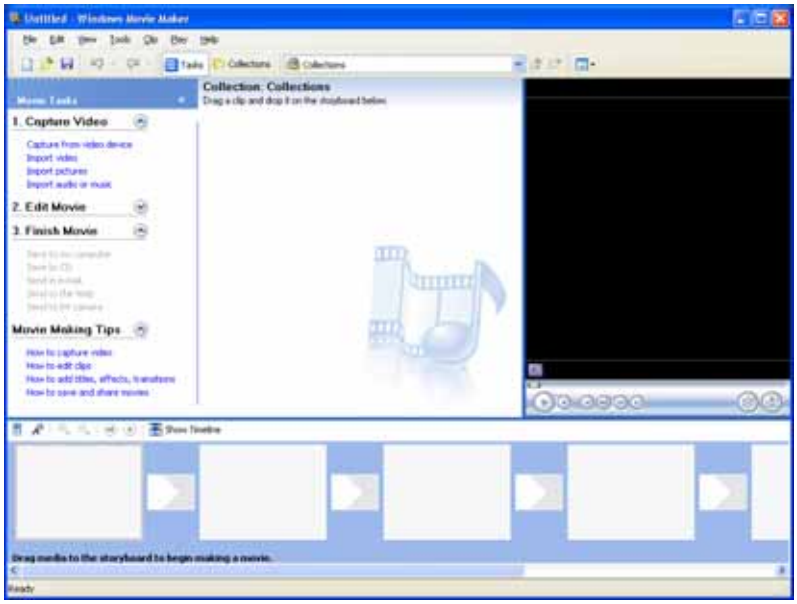
To transfer your video to your notebook:

1 Connect your video camera to your notebook by following the camera manufacturer's instructions.

2 If a dialog box opens with a list of video editing programs, click **Windows Movie Maker**. Windows Movie Maker opens.

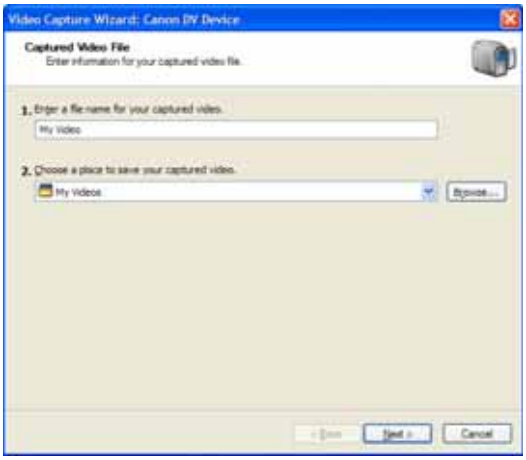
- OR -

If a dialog box does not open with a list of video editing programs, click **Start**, **All Programs**, then click **Windows Movie Maker**. Windows Movie Maker opens.



Windows Movie Maker recognizes your camera and the Video Capture Wizard opens.

3 If the wizard does not open, click **Capture From Video Device**.



Important

Video files may require a significant amount of free hard drive space depending on your settings. A one hour tape may require more than 10 GB of hard drive space for storage with additional space required for editing.

4 Complete the screens in the Video Capture Wizard, clicking **Next** after each one.

When you reach the final screen, Windows Movie Maker rewinds the video tape in your camera and *captures* it onto your hard drive.

For information about the settings in the Video Capture Wizard, click **Learn more about video settings** in the wizard, or click **Help**, then click **Help Topics** in Windows Movie Maker.

Editing your video

After your video file is captured on your notebook, you can edit it. Some of the edits you can make to your video include:

- Splitting your video into more than one clip or combining two or more clips into one clip
- Trimming unwanted material from the beginning or end of your clip
- Inserting video transitions between clips
- Adding video effects
- Adding narration
- Adding music
- Adding titles and credits

For information about the editing your video, click **Help**, then click **Help Topics** in Windows Movie Maker.

Saving your video

After you finish editing your video, you can save it to one of the following places. Under Movie Tasks:

- Click **Save to My Computer** to save your movie to your hard drive.
- Click **Save to CD** to save your movie to a recordable CD.
- Click **Send in e-mail** to send your video as an e-mail attachment.
- Click **Send to the Web** to *post* or send your video to your Web site so friends and family can watch your video on the Web.
- Click **Send to DV Camera** to play your video back to your video camera so you can record it on tape and view it on your television.

Creating music CDs and video DVDs

Creating a music CD

Important

We recommend that you do not use your notebook for other tasks while creating CDs or DVDs.

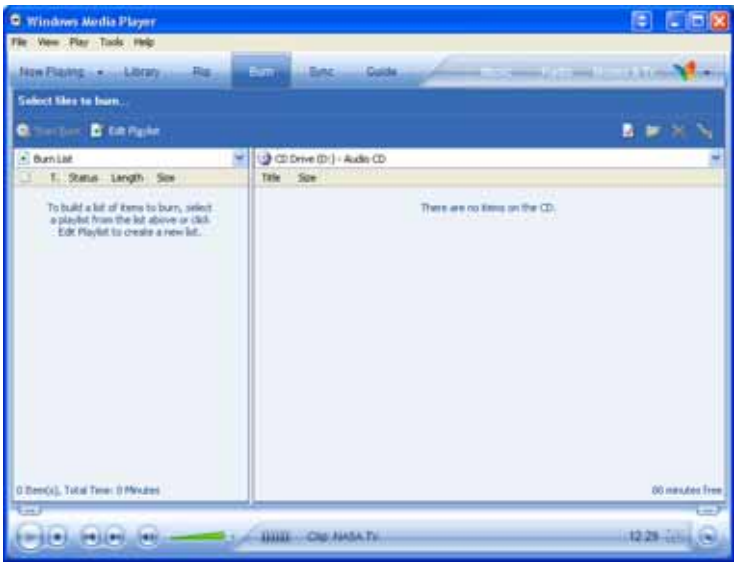
If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

You can create music CDs using either Windows Media Player or CyberLink Power2Go.

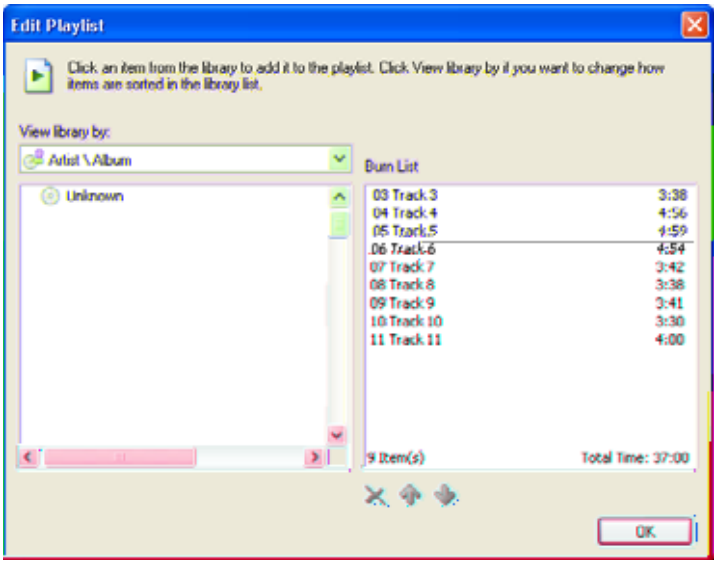
Creating a music CD using Windows Media Player

To create a music CD using Windows Media Player:

1. Click **Start**, **All Programs**, then click **Windows Media Player**. Windows Media Player opens.
2. Insert a blank, writable CD into your CD or DVD drive.
3. If a dialog box opens, click **Take no action**, then click **OK**.
4. Click the **Burn** tab. The *Select files to burn* window opens.



5 Click **Edit Playlist**. The *Edit Playlist* dialog box opens.



6 Click songs in the left column to add them to the playlist. After all the songs are added to your list, click **OK**.

7 Click **Start Burn**.

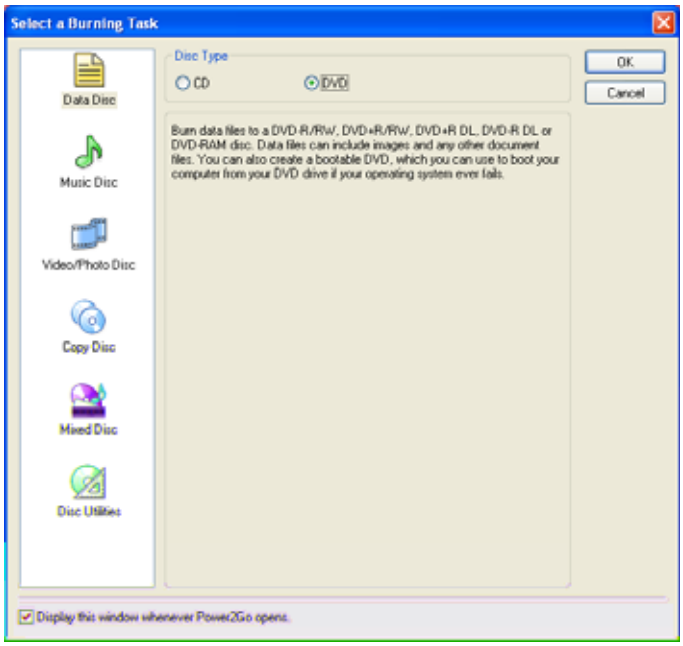
Creating a music CD using CyberLink Power2Go

To create a music CD:

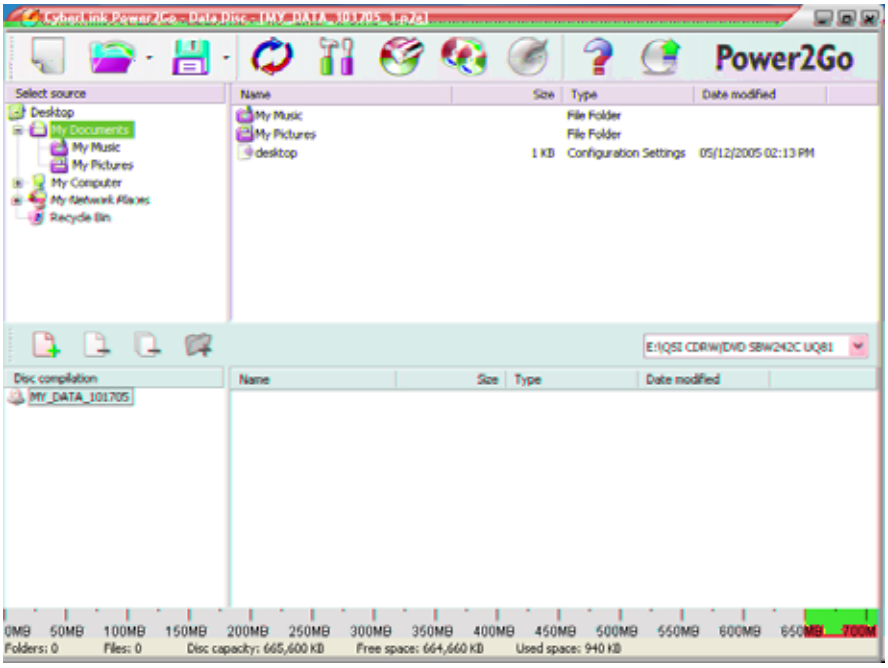
1 Insert a blank, writable CD into your CD or DVD drive.

2 If a dialog box opens, click **Take no action**, then click **OK**.

3 Click **Start**, **All Programs**, **CyberLink DVD Solution**, **Power2Go**, then click **Power2Go**. Power2Go opens along with the *Select a Burning Task* dialog box.



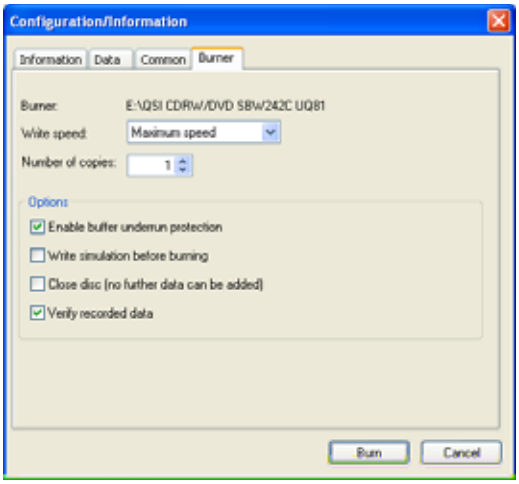
4 Click **Music Disc** in the left column, select **CD** in the right column, then click **OK**. The *Select a Burning Task* dialog box closes.



5 In the top pane, browse to the folder that contains the files or folders you want to burn to the CD, then click to select the file or folder. Press and hold the **CTRL** key to select multiple files.

6 Drag the files or folders into the bottom pane.

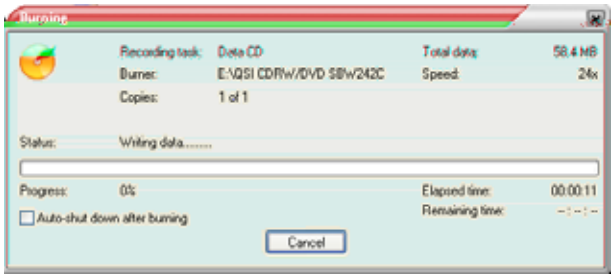
7 After you select all your files, click . The *Configuration/Information* dialog box opens.



8 If you have one CD burner, click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the CD.

-OR-

If you have more than one CD burner, select the burner, then click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the CD.



9 When a message tells you that the recording is complete, click **OK** to start the LabelPrint program or click **Cancel** to return to Power2Go.

Creating a video DVD

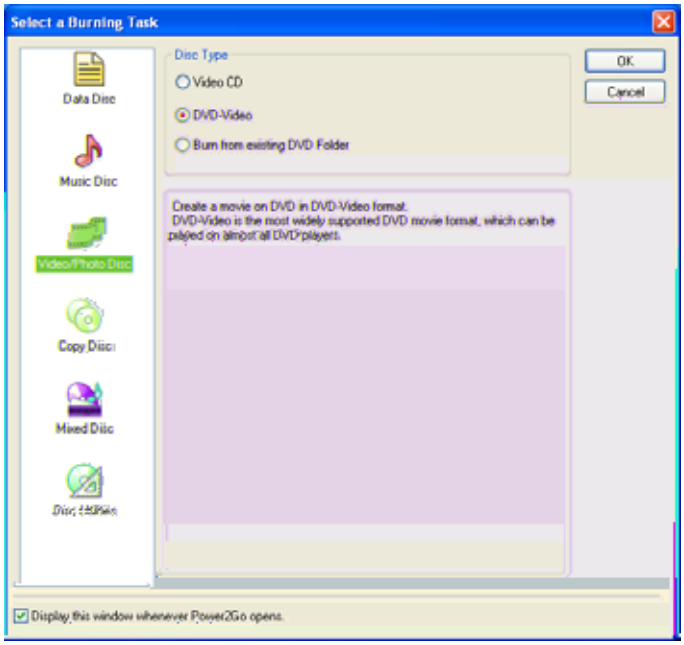
You can create a video DVD using CyberLink Power2Go. If your operating system is Windows XP Media Center, you can also use Media Center to record a video DVD.

TV programs that have been recorded with Media Center can be recorded to DVD and replayed on another Media Center computer or on a non-Media Center computer that has a DVD player and DVD decoder software (such as PowerDVD) installed. The non-Media Center computer must also have Windows XP with Service Pack (SP) 1 or 2, Windows Media Player 9 or later, and the Windows patch Q810243 Update.

Creating a video DVD using CyberLink Power2Go

To create a video DVD using Cyberlink Power2Go:

1. Insert a blank, writable DVD into your DVD drive.
2. If a dialog box opens, click **Take no action**, then click **OK**.
3. Click **Start**, **All Programs**, **CyberLink DVD Solution**, **Power2Go**, then click **Power2Go**. Power2Go opens along with the *Select a Burning Task* dialog box.



4. Click **Video/Photo Disc** in the left column, select your disc type in the right column, then click **OK**. The *Select a Burning Task* dialog box closes.

5 Click the **Add Files** button. The *Open* dialog box opens.

6 Browse to the folder that contains the video files you want to burn to the DVD. Click to select the file(s). Press and hold the **CTRL** key to select multiple files.

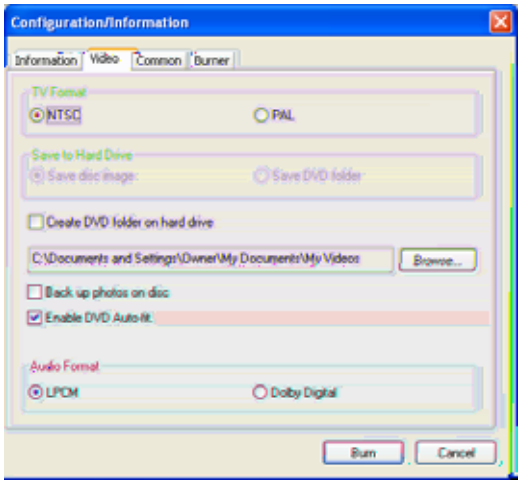
7 Click **Import**. The video files appear in the *Video* pane.

8 Click the icon next to the **Background Image** box to select the image that appears behind your menu.

9 Click the icon next to the **Background Music** box to select the music that plays while your menu appears.

10 Type the title you want to appear on your menu in the **Menu Caption Text** box.

11 After you set up your DVD, click . The *Configuration/Information* dialog box opens.



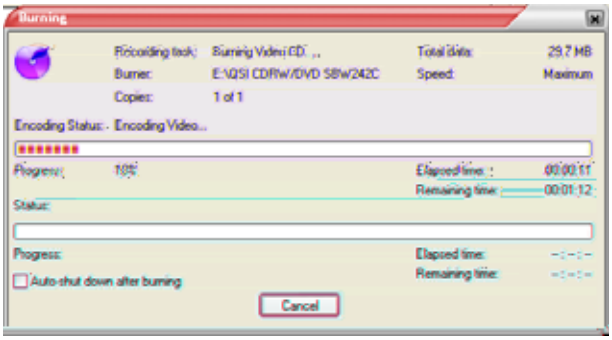
12 Click the **Video** tab, then select the television and audio format for your DVD.

13 Click the **Burner** tab.

14 If you have one DVD burner, click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the DVD.

-OR-

If you have more than one DVD burner, select the burner, then click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the CD or DVD.



15 When a message tells you that the recording is complete, click **OK** to start the LabelPrint program or **Cancel** to return to Power2Go.

To create a video DVD using Windows Media Center:

Important

TV programs that have been recorded with the Media Center can be recorded to DVD and replayed on another Media Center computer or on a non-Media Center computer that has a DVD player and DVD decoder software (such as PowerDVD) installed. The non-Media Center computer must also have Windows XP with Service Pack (SP) 1 or 2, Windows Media Player 9 or later, and the Windows patch Q810243 Update.

We recommend that you do not use your notebook for other tasks while creating CDs or DVDs.

If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

1 Insert a blank, writable DVD-R or DVD-RW disc into your recordable DVD drive.

2 Press the **Start** button on the remote control. Media Center starts.

3 Click **More Programs**, then click **Create CD/DVD.**

4 Click **Video DVD**, then click **OK**.

5 Follow the on-screen prompts to finish burning the DVD. For more information, click the Media Center's **Help** icon.

Creating and copying data CDs and DVDs

Creating a data CD or DVD

Important

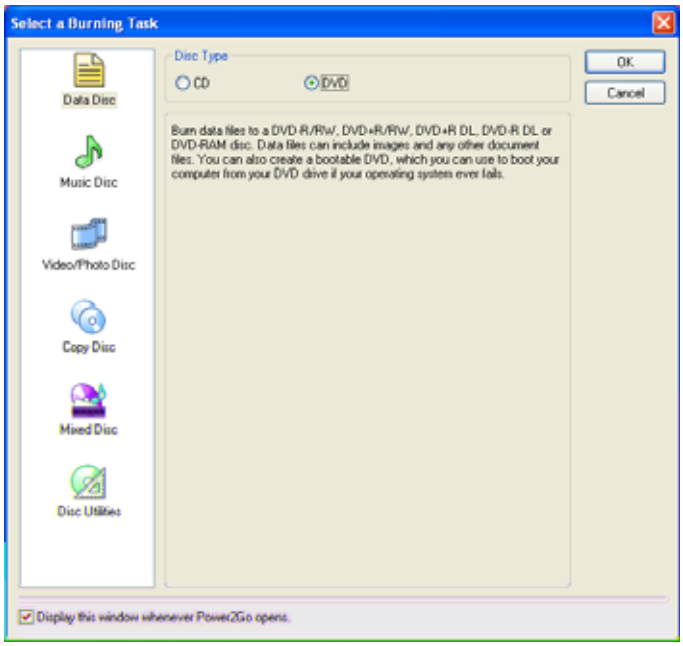
Some CDs have copy protection software. You cannot create MP3 files from these CDs and you may not be able to listen to these CDs on your notebook.

To create a data CD or DVD:

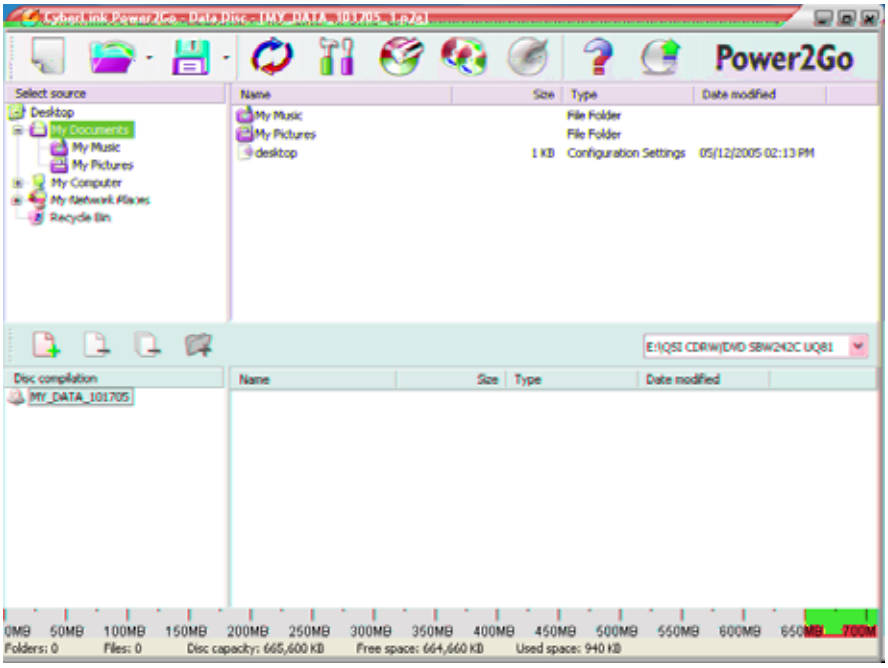
1 Insert a blank, writable CD or DVD into your CD or DVD drive.

2 If a dialog box opens, click **Take no action**, then click **OK**.

3 Click **Start**, **All Programs**, **CyberLink DVD Solution**, **Power2Go**, then click **Power2Go**. Power2Go opens along with the *Select a Burning Task* dialog box.



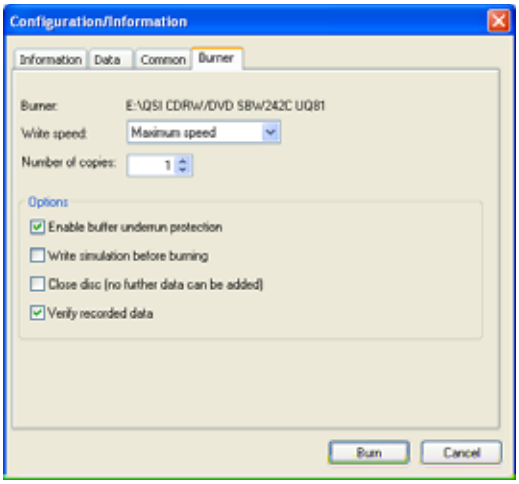
4 Click **Data Disc** in the left column, select your disc type in the right column, then click **OK**. The *Select a Burning Task* dialog box closes.



5 In the top pane, browse to the folder that contains the files or folders you want to burn to the CD or DVD, then click to select the file or folder. Press and hold the **CTRL** key to select multiple files.

6 Drag the files or folders into the bottom pane.

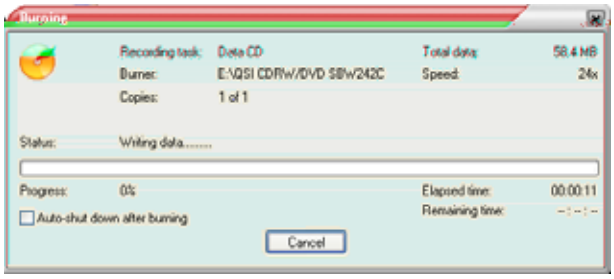
7 After you select all your files, click . The *Configuration/Information* dialog box opens.



8 If you have one CD or DVD burner, click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the CD or DVD.

-OR-

If you have more than one CD or DVD burner, select the burner, then click **Burn**. The *Burning* dialog box opens and Power2Go burns the files to the CD or DVD.

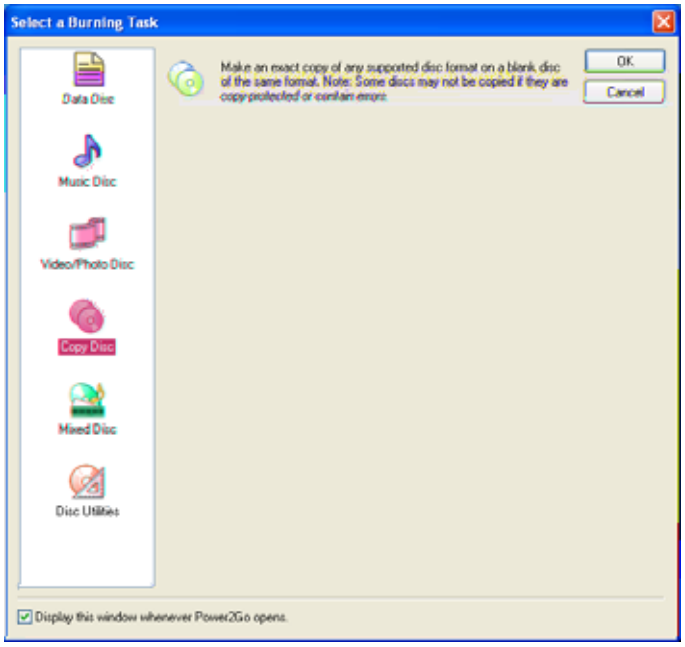


9 When a message tells you that the recording is complete, click **OK** to start the LabelPrint program or **Cancel** to return to Power2Go.

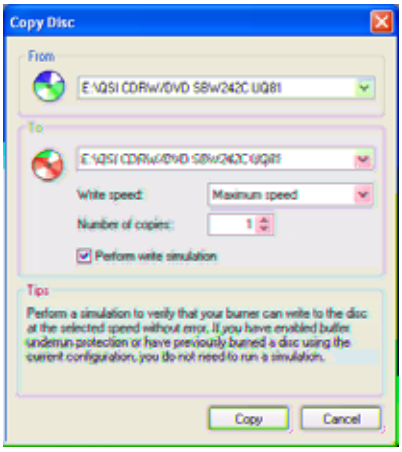
Copying a CD or DVD

To copy a disc:

1 Click **Start**, **All Programs**, **CyberLink DVD Solution**, **Power2Go**, then click **Power2Go**. Power2Go opens along with the *Select a Burning Task* dialog box.



2 Click **Copy disc** in the left column, then click **OK**. The *Copy Disc* dialog box opens.

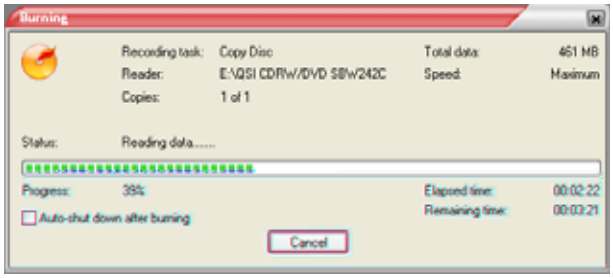


3 Insert the music CD, data CD, or data DVD you want to copy into your CD or DVD drive.

4 Click the arrow to open the **From** list, then click the drive that contains your source disc.

5 Click the arrow to open the **To** list, then click your recordable CD or DVD drive.

6 Click **Copy**. The *Burning* dialog box opens.



If you are using one drive, Power2Go copies the tracks or files to your hard drive. If you are using two drives, Power2Go copies the tracks from the source disc to the blank, recordable disc.

7 If you are using one drive, a message prompts you to insert a CD or DVD. Remove the source CD or DVD, insert a blank, writable CD or DVD, then wait for the message box to close. Power2Go copies the files from your hard drive to the writable CD or DVD.

8 When a message tells you that the recording is complete, click **OK**.

Advanced multimedia software features

Windows Media Player advanced features

You can use Windows Media Player to transfer WMA and MP3 files to your portable music player, to listen to Internet radio, and to watch Internet TV. For more information, see the Windows Media Player online help.

CyberLink Power2Go advanced features

Power2Go includes the following disc utilities:

- **Burn Disc Image** and **Save Disc Image** create an exact image of a disc on your hard drive and then burn that exact image onto a disc.
- **Erase Disc** erases a rewritable disc.
- **Rip Audio** copies audio tracks from an audio CD to your hard drive as an MP3, WAV, or WMA file.
- **Audio Converter** converts an audio file to a different audio format.

CHAPTER 8
Managing Power

- Monitoring the battery charge
- Recharging the battery
- Extending battery life
- Changing notebook power settings

Monitoring the battery charge

Important

*If the power cord or battery icon does not appear on the taskbar, click the show hidden icons button. If the icon still does not appear, make sure that **Always show icon on the taskbar** is checked on the Advance tab in the Power Options Properties dialog box. For more information, see "Changing advanced settings" on page 94.*

Tips & Tricks

For more information about the battery charge status indicator, see the poster or hardware guide.

Tips & Tricks

For more information about recalibrating the battery, see the hardware guide.

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

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

- Double-click the power cord icon or battery icon in the taskbar. The *Power Meter* dialog box opens.
- Look at the battery charge status indicator.
- Wait for a Low Battery warning message to appear.

If your battery charge indicator displays what looks like an inaccurate charge, you may need to recalibrate the battery.

Recharging the battery

Important

*If the power cord icon does not appear on the taskbar, click the show hidden icons button. If the icon still does not appear, make sure that **Always show icon on the taskbar** is checked on the Advance tab in the Power Options Properties dialog box. For more information, see "Changing advanced settings" on page 94.*

The battery(ies) recharge while it is (they are) installed and your notebook is connected to AC power. While the battery(ies) recharge(s), the battery charge indicator turns on and the power cord icon in the taskbar has a lightning bolt .

Extending battery life

Conserving battery power

Tips & Tricks

For more information about using power management settings, see "Changing notebook power settings" on page 92.

Tips & Tricks

For more information about using Hibernate mode, see "Activating and using Hibernate mode" on page 95.

Tips & Tricks

For more information about traveling with your notebook, see "Traveling with Your Notebook" on page 143.

To conserve power while using the battery to power your notebook:

- Dim the display as low as is comfortable.
- Remove PC Cards and IBM Microdrive cards (if supported by your notebook) when you do not need them. Many PC Cards and Microdrive Cards use a small amount of power while inserted, even if they are not being used.
- Modify the power management settings for maximum power savings.
- Close the LCD panel to turn off the display while you are not using your notebook. The display stays off until you open the panel again.
- Use Hibernate mode for maximum power savings while your notebook is not in use.

- Use the CD or DVD drive only when necessary. This drive uses a large amount of power.
- Recharge the battery(ies) often, take an extra battery, and fully recharge the batteries before traveling. For more information, see "Recharging the battery" on page 90.

Using alternate power sources

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

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

Changing power modes

You can use the following power modes to lengthen the life of your notebook's battery(ies):

- *Standby* - while your notebook is in Standby, it switches to a low power state where devices, such as the display and drives, turn off.
- *Hibernate* - (also called *save to disk*) writes all current memory (RAM) information to the hard drive, then turns your notebook completely off. The next time you turn on your notebook, it reads the memory information from the hard drive and opens the programs and documents that were open when you activated Hibernate mode.

Using power saving modes

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

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

If your notebook is...	...and you want to...	...then
On	Enter Standby mode	Press **Fn+F3**.
On	Enter Hibernate mode (must be activated)	Click **Start**, then click **Turn Off Computer**. Press and hold **Shift**, then click **Hibernate**.
In Standby or Hibernate mode	Exit Standby or Hibernate mode	Press the power button.

Changing notebook power settings

You can change the function of your notebook's power button, Standby system key, and power-saving timers by changing power settings on your notebook.

You can customize power settings from the Windows Control Panel by selecting power schemes, setting power alarms, adjusting advanced power settings, and activating Hibernate mode.

Changing the power scheme

Help and Support

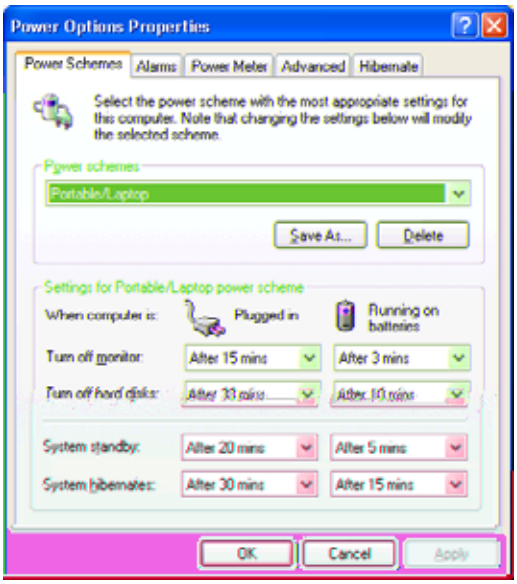
*For more information about changing the power scheme, click **Start**, then click **Help and Support**. Type the keyword **power scheme** in the **Search** box, then click the arrow.*

Power schemes (groups of power settings) let you change power saving options such as when the display or hard drive is automatically turned off. You can select one of the defined power schemes or create a custom power scheme.

The processor installed in your notebook may use Intel® SpeedStep™ technology to conserve battery power. A SpeedStep-equipped processor can change its operating speed according to the power source. Your notebook's default settings operate the processor at full speed while connected to AC power and at reduced speed (which uses less power) while using battery power. You can modify the Intel SpeedStep settings by the power scheme you select.

To change the power scheme:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.
2. Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.



3 Click the arrow button to open the **Power Schemes** list, then click the power scheme you want.

- OR -

Set the timers, then click **Save As** and type a name for the scheme.

4 Click **OK**.

Changing alarm options

Help and Support

*For more information about changing the alarm options, click **Start**, then click **Help and Support**. Type the keyword **alarm options** in the **Search** box, then click the arrow.*

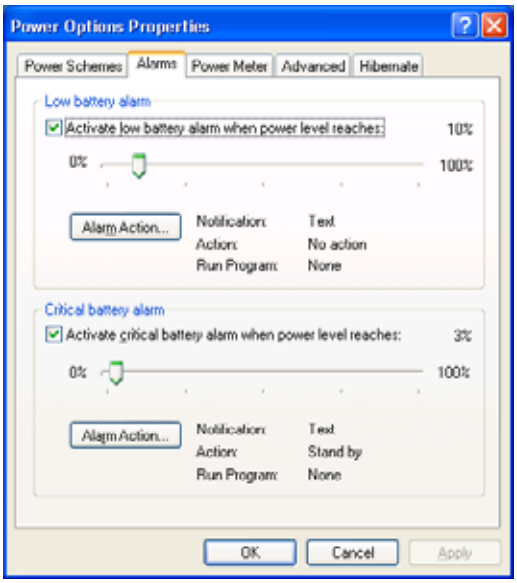
Alarms can alert you when the battery charge is low.

To change the alarm options:

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

2 Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.

3 Click the **Alarms** tab.



4 Adjust the alarm settings, then click **OK**.

Changing advanced settings

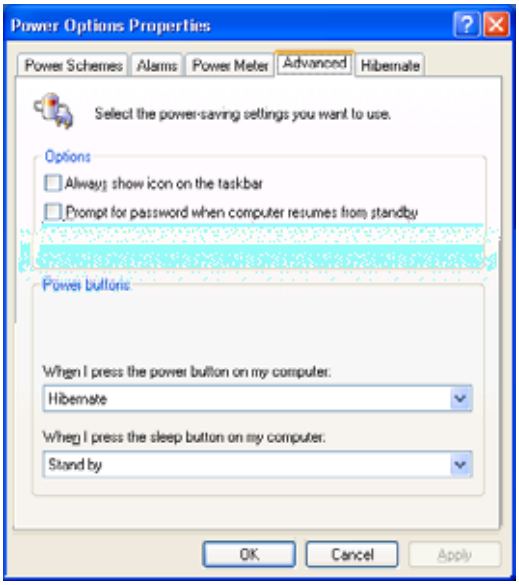
Help and Support

*For more information about changing the power management settings, click **Start**, then click **Help and Support**. Type the keyword **power management** in the **Search** box, then click the arrow.*

Advanced power settings let you assign different power saving modes to the power button and Standby system key. You can also select which power saving mode is activated when you close the LCD panel.

To change advanced power management settings:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.
2. Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.
3. Click the **Advanced** tab.



4. Click the arrow button to open a **Power buttons** list, then click the power setting mode you want to use.
5. Click **OK**.

Activating and using Hibernate mode

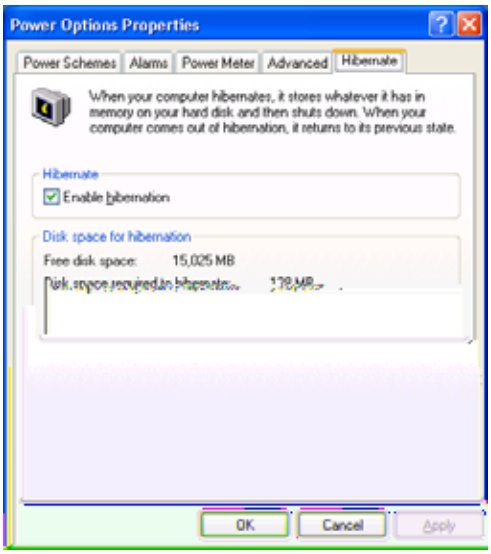
Help and Support

*For more information about using Hibernate mode, click **Start**, then click **Help and Support**. Type the keyword **hibernate** in the **Search** box, then click the arrow.*

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

To activate Hibernate mode:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.
2. Click/Double-click the **Power Options** icon. The *Power Options Properties* dialog box opens.
3. Click the **Hibernate** tab.



4. Click the **Enable hibernation** check box, then click **Apply**. *Hibernate* mode is now an option you can select on the Advanced tab in the **Power Options Properties** dialog box and in the *Shut Down Windows* dialog box.

To use Hibernate mode:

- As an automatic power savings mode:

  Open the *Power Options Properties* dialog box, then click the **Power Schemes** tab. Click the arrow button to open a **System hibernates** list, then click the time you want to use.

  - OR -

  Open the *Power Options Properties* dialog box, then click the **Advanced** tab. Hibernate is now an option in the **Power buttons** lists.

- As a manually-selected power savings mode:

  Click **Start**, then click **Shut Down**. Press and hold **SHIFT**, then click **Hibernate**.

CHAPTER 9
Wireless Networking

- Wireless networking
- Setting up your wireless network
- Testing your network
- Sharing resources
- Using the network
- Connecting to hotspots
- Adding a desktop computer to your network
- Adding devices to your network

Wireless networking

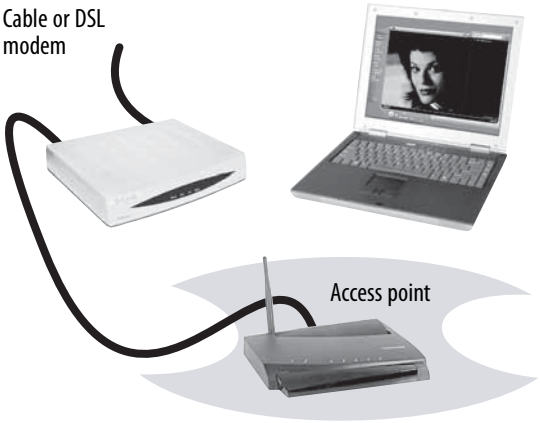
Wireless networking is the latest advance in computer communication. With a wireless home network, you can use your notebook wherever you like. From the comfort of your sofa, kitchen, or patio, you can browse the Internet, send and receive e-mails, transfer files, and use your printer.

You can even browse the Internet and check your e-mail when you are away from your home by connecting to public *hot spots* commonly available in airports, libraries, book stores, and coffee shops.

For the notebook user on the go, wireless networking just makes life easier.

A wireless network uses radio waves to communicate. Typically, a wireless network is made up of an access point, a cable or DSL modem (for Internet access), and your wireless computers.

An access point is a small electronic device that serves as the central control point for your network. You connect your modem to the access point, set up a network connection, then browse the Internet, send e-mail, share files and folders with other networked computers, and access other devices, like a printer or scanner.



Buying wireless equipment

Tips & Tricks

When you buy your access point, make sure it has:
• IEEE 802.11g support. 802.11g is the fastest method for wireless communications. 802.11g is compatible with the older IEEE 802.11b format but not with the competing IEEE 802.11a format. Make sure that you get the correct format that matches your notebook.
• DHCP server/dynamic IP address assignment capability that makes it easier to set up and access your network.
• Internet security features like a firewall to keep intruders out of your network.
• Wireless security features like SecureEasySetup™ or 128-bit WEP encryption.
If you are not sure what to buy, check out Gateway's accessory store at accessories.gateway.com.

For a wireless network you need:

- Your Gateway notebook with built-in wireless networking
- A broadband Internet connection
- An access point

Setting up your wireless network

Setting up your wireless network involves three steps:

1. Make sure your broadband connection works.
2. Set up your access point and network security.
3. Set up your notebook.

Making sure your broadband connection works

Important

If you do not have a broadband connection already installed, make the necessary arrangements with your ISP. Be sure to find out when the line will be activated. Also ask your ISP about any specific instructions you need to follow when you set up your network.

Before you change anything about your home setup, make sure that your broadband connection is working correctly. To test the connection, log onto the Internet using your current setup. If the connection is not working, contact your Internet service provider.

Setting up your access point

A wireless network sends and receives information through radio waves. This means that another computer outside your network can intercept the radio waves and take control of your network.

If you do not set up security for your network, a *hacker* can gain access to your Internet connection to send spam e-mail and to your hard drive to download viruses or view your personal data, like credit card numbers, Social Security numbers, and personal online banking information.

Check your access point documentation for information about installing it and setting network security.

SecureEasySetup

Your notebook may be SecureEasySetup™ ready. SecureEasySetup is a program that Gateway has already installed on select notebook models that helps you easily set up a secure wireless network. If your notebook has SecureEasySetup, make sure that your access point has it also.

When you are ready to set up your wireless network, use the SecureEasySetup wizard on your notebook. Click the SecureEasySetup icon on your Start menu, then follow the on-screen instructions.

The wizard will have you press the SecureEasySetup button on the front of your access point and click the SecureEasySetup button in the Wizard. The software

Setting up your notebook

Important

Each computer on your network needs a unique Computer Name. All the computers on your network need the same Workgroup Name. You may have already named your computer and workgroup the first time you turned on your notebook.

Naming your computers and workgroup

To identify this computer on the network:

1. Click **Start**, right-click **My Computer**, then click **Properties**. The *System Properties* dialog box opens.
2. Click **Computer Name**.
3. Click **Change**. The *Computer Name Changes* dialog box opens.
4. Type a unique computer name in the **Computer name** box. Use a computer name of up to 15 characters with no blank spaces. Make sure that your computer name is unique. Your computer name cannot be all numeric. It must contains some letters.
5. Type a name for your workgroup in the **Workgroup** box. Use a workgroup name of up to 15 characters with no blank spaces. The workgroup name must be the same for all computers on your home network, and the name must be different than any computer name on your network.
6. Click **OK** to close the *Computer Name Changes* dialog box.

Turning the wireless radio on

After you have completed your initial Windows setup, turn on the wireless radio. Press **Fn + F2** on the keyboard to turn on the optional wireless Ethernet radio, or **Fn + F6** to turn on the optional Bluetooth radio. The wireless networking status indicator turns on when the wireless Ethernet radio is turned on.

Help and Support

*For more information about connecting to your network, click **Start**, then click **Help and Support**. Type one of the following keywords in the Help and Support **Search** box, then click the arrow:*

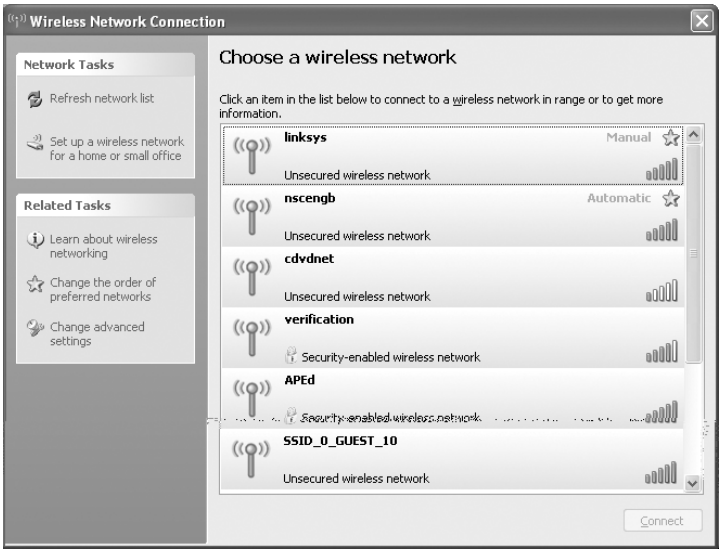
- ***connect to an available network***
- ***manually add a wireless network***
- ***connecting to wireless network.***

Connecting to your network

After you have named your computer and workgroup and turned on your wireless radio, you need to set up the network connection on your notebook.

To connect to your wireless network:

1. Click **Start**, right-click **My Network Places**, then click **Properties**. The *Network Connections* window opens.
2. Right-click the **Wireless Network Connection** icon, then click **View available wireless networks**. The *Wireless Network Connection* dialog box opens.



3. Click the network you created in the **Choose a wireless network** list, then click **Connect**. If you successfully connected to the network, go to "Testing your network" on page 102.

   If you can see the network name in the **Choose a wireless network** list but you cannot connect to it, your network is using security. You will need to modify the security settings for the network in your notebook.

   If your network does not appear in the **Choose a wireless network** list, your network is not broadcasting its SSID. This is not an error and is one way to add security to your wireless network. You will need to manually add the network to your notebook.

Testing your network

Now that your home network is set up, log onto your notebook and access a favorite Internet Web site. If you are unable to connect to the Internet:

- Run the New Connection Wizard
- Make sure that your access point is plugged in and compare the status lights on the front of the access point with the patterns described in the access point documentation
- Temporarily turn off any firewall software on your notebook
- Turn off all of the devices, then turn them back on
- Contact your Internet service provider

Sharing resources

With a network, you can share your Internet connection, drives, and printers.

Sharing drives and printers

Important

To share a printer among the network computers, each computer must have the shared printer's drivers installed. Follow the instructions included with your printer to install the printer drivers on each computer.

With a network, you can *share* drives (for example hard drives and DVD drives) and printers among the computers connected to the network.

After the drives and printers on each network computer are shared, you can access them as though they were attached directly to your computer. Then you can:

- View a network drive
- Open and copy files stored on other network computers
- Print documents on network printers

Sharing drives or folders

If you want to share a drive or folder, use the following instructions.

To share drives or folders:

1. In My Computer or Windows Explorer, right-click the drive or folder that you want to share, then click **Sharing and Security**. The folder properties dialog box opens.

   If you share a drive, the entire contents of that drive will be available to everyone on your network. If you share a folder, only the contents of that folder will be available to everyone on the network.

2 Click the **Sharing** tab.

3 If this is the first time you have shared a drive or folder, click **Network Setup Wizard** to enable remote access, then follow the on-screen instructions.

- OR -

If you have previously enabled remote file access and you want to share a drive or folder with others on the network (network sharing), click to select the **Share this folder on the network** check box, type a shared name in the **Shared name** box. To let other users have full permissions to read and write to the shared drive or folder, click to select the **Allow network users to change my files** check box.

4 Click **OK**.

Un-sharing drives and folders

To un-share drives or folders:

1 In My Computer or Windows Explorer, right-click the drive or folder that you want to un-share, then click **Sharing and Security**.

2 Make sure that the **Share this folder on the network** check box is not selected.

3 Click **OK**.

Sharing printers

To share printers:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click the name of the printer you want to share, then click **Sharing**.
4. Click **Share this printer**.
5. Click **OK**.

Using the network

After the drives and printers on each network computer are shared, you can:

- View shared drives and folders
- Map a network drive
- Open and copy files stored on other network computers
- Print documents on network printers

Viewing shared drives and folders

Help and Support

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

To view shared drives and folders:

1. Click **Start**, then click **My Network Places**. The *My Network Places* window opens.
2. Click/Double-click **Entire Network**. The *Entire Network* window opens. If you do not see the contents of the network after you double-click **Entire Network**, click **entire contents**.
3. Double-click **Microsoft Windows Network**.
4. Double-click the name of your workgroup. The names of each of the computers in your workgroup are listed.
5. Double-click the name of the computer containing the drive or folder you want to view. All shared drives and folders are listed.

Mapping a network drive

After a drive or folder on one computer is mapped as a drive on another computer, the contents of the drive or folder can be accessed as if the drive were attached directly to the computer.

For example, the My Documents folder on computer 1 is mapped as the Z drive on computer 2. To access the My Documents folder on computer 1 from computer 2, double-click the Z drive.

To map a network drive:

1. Locate the drive or folder by completing the steps in "Viewing shared drives and folders" on page 105.
2. Right-click the drive or folder, then click **Map Network Drive**. The Map Network Drive wizard opens.
3. Click the arrow button to open the **Drive** list, then click the drive letter you want to map this drive or folder to.
4. Click **Reconnect at Logon** if you want to reconnect to this drive or folder each time you log on to the network.
5. Click **Finish**.

Opening files across the network

To open files across the network:

1. Start the program for the file you want to open.
2. Click **File**, then click **Open**.
3. Browse to the network drive that contains the file you want to open.
4. Double-click the folder containing the file, then double-click the file.

Copying files across the network

To copy files across the network:

1. Click **Start**, then click **My Computer**. The *My Computer* window opens.
2. Browse to the network drive that contains the file you want to copy.
3. Browse to the file you want to copy.
4. Click the file.
5. Click **Edit**, then click **Copy**.
6. Double-click the folder where you want to copy the file to.
7. Click **Edit**, then click **Paste**.

Printing files across the network

Important

Before you can print a file across the network, you must install the driver for the printer on the computer you are sending the file from. You can obtain the printer driver and installation instructions from the CD that shipped with your printer or from the manufacturer's Web site

To print files across the network:

1. Open the file you want to print.
2. Click **File**, then click **Print**.
3. Click the arrow button to open the printer name list, then click the network printer.
4. Click **OK**.

Connecting to hotspots

Caution

Because hotspots typically do not enable any security measures, the data that you are sending and receiving may be vulnerable. Any of the files on your notebook that are marked for sharing may be accessible to other users on the network.

Important

If you want to access your company's network through a hotspot, contact your network administrator for setup information. You will probably be routed through a VPN connection for maximum security.

A *hotspot* is a high-speed wireless Internet access point available in public locations such as airports, airline clubs, libraries, book shops, and coffee houses.

While you are away from your home or office, hotspots let you send and receive e-mail, surf Web sites, or access your company's network.

You usually need to sign up to get access through hotspot connections. During the sign-up process, the vendor will provide you with the necessary connection information.

To access any new network, obtain information about the network (such as the SSID, password key, and security settings to use) and enter that information.

Adding devices to your network

Adding a desktop computer to your network

After you have your wireless network up and running, you can add your desktop computer to your wireless network. To add a desktop computer to the network, purchase a wireless PCI card or USB adapter for your desktop computer so it can communicate with your network wirelessly.

Adding a printer to your network

Instead of plugging a printer into your notebook, you can add a printer to your wireless network. To add a printer to the network, do one of the following:

- Use a printer that has built-in wireless networking.
- Connect your printer to your networked desktop computer, then share the printer. For information about sharing printers, see "Using the network" on page 105.
- Connect your printer to your access point if the access point includes a USB or parallel port. For more information, see the instructions that came with your access point.
- Use a wireless print server.

CHAPTER 10
Sending and Receiving Faxes

- Installing and configuring Fax
- Sending a simple fax
- Setting up your cover page template
- Faxing from programs
- Faxing a scanned document
- Receiving and viewing a fax
- Canceling a fax
- Automatically retry sending a fax
- Automatically canceling a fax

Installing and configuring Fax

Installing Fax

Important

This chapter describes using Microsoft Fax and your dial-up modem. You cannot send or receive a fax using a cable or DSL modem by following these instructions. Many Internet services exist that let you send or receive faxes using a broadband

Configuring Fax

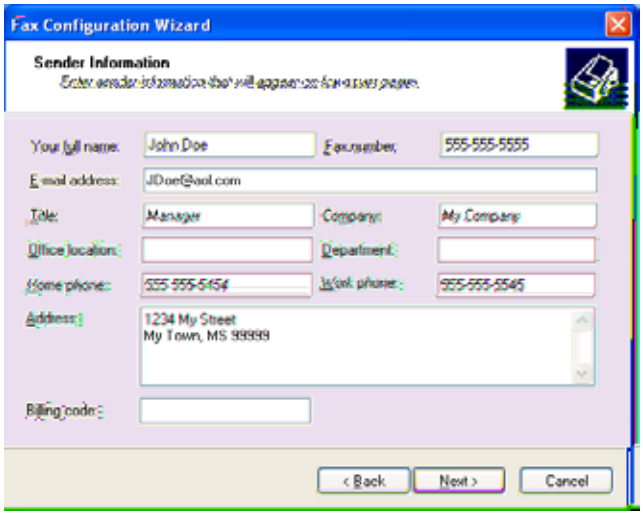
Important

The first time you run the Fax Configuration Wizard, you may need to provide information in the Location Information *and the* Phone and Modem Options *dialog boxes.*

Before you send your first fax, you need to set up your user information. Your fax cover sheets and fax headers contain this information, some of which is required by law. The Fax Configuration Wizard opens the first time you try to send a fax.

To configure Microsoft Fax:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Configuration Wizard opens.
2. On the *Welcome to Fax Configuration Wizard* screen, click **Next**. The *Sender Information* screen opens.

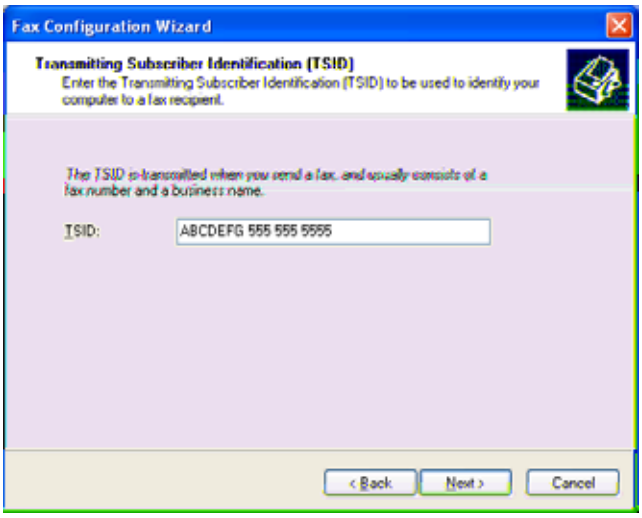


3. Type the information about yourself that you want to appear on your fax cover page, then click **Next**. The *Select Device for Sending or Receiving Faxes* screen opens.
4. Click the arrow to open the **Please select the fax device** list, then click the modem you are using to send and receive faxes.
5. If you want the modem to automatically answer the telephone in order to receive faxes, click the **Enable Receive** check box.
6. Click **Next**. The *Transmitting Subscriber Identification (TSID)* screen opens.

Important

Some fax machines cannot use special characters such as hyphens. We suggest using spaces instead of hyphens in telephone and fax numbers.

7 Type the transmitting fax identifier information. This identifier information is required by law. You can type as many as 20 characters in the text box. We suggest using eight characters for your identifier name, followed by 12 characters for your telephone number.



8 Click **Next**.

9 If you set up your notebook to receive faxes, type the receiving fax identifier information, then click **Next**. This identifier information is required by law and can be the same identifier that you typed in Step 7. The *Routing Options* screen opens.

10 If you set up your notebook to receive faxes, select a folder you want to store received faxes in and a printer you want to print received faxes on, then click **Next**. The *Configuration Summary* screen opens.

11 Click **Finish**. The fax console opens.

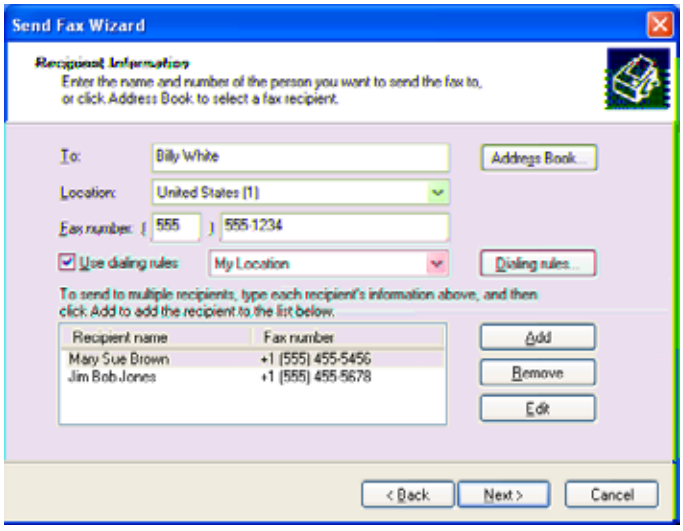
12 If the *Windows Security Alert* dialog box opens, click **Unblock**.

Sending a simple fax

You can use the Send Fax Wizard to send a simple one-page fax to one or more recipients.

To send a simple fax:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Send a Fax**. The Send Fax Wizard opens.
2. On the *Welcome to Fax Configuration Wizard* screen, click **Next**. The *Recipient Information* screen opens.
3. Type the name and fax number of the recipient of your fax.
4. If you need to use the area code for your recipient, click **Use dialing rules** to type the full ten-digit fax number.
5. If you want to send your fax to more than one recipient, click **Add** and type the name and fax number of the next recipient.



6. When you have added all your recipients, click **Next**. The *Preparing the Cover Page* screen opens.
7. Click the arrow to open the **Cover page template**, then click the cover page template you want to use.
8. Type the subject text in the **Subject line** area.
9. Type the message text in the **Note** area, then click **Next**. The *Schedule* screen opens.
10. Select when you want to send the fax and a priority for the fax, then click **Next**. The *Completing the Send Fax Wizard* screen opens.
11. Click **Finish**.
12. If the *Windows Security Alert* dialog box opens (see page 112), click **Unblock**.

Setting up your cover page template

You can create your own cover page template that you can use in place of the cover page templates that Microsoft Fax provides for you. To create a cover page template, you use the Fax Cover Page Editor. On this template, you insert information fields that automatically import values you enter in both the Send Fax Wizard and the Fax Configuration Wizard when you send your fax.

To set up your fax cover page template:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Cover Page Editor**. The Cover Page-Fax Cover Page Editor opens. If the *Cover Page Editor Tips* dialog box opens, click **OK**.

- If you want to include fields that are imported from the Send Fax Wizard or the Fax Configuration Wizard (such as To or From), add them to the page by using the **Insert** menu, then move them to the appropriate place on your template. You can also use the Insert menu to include information that is automatically calculated (such as number of pages or date and time sent).
- If you want to include text that always appears on your cover page (such as a letterhead or address), draw a box using the text box tool, type your text inside of it, then move the box to the appropriate place on your template.
- If you want to include a logo that appears on your cover page, copy it to the Windows clipboard, then paste it into the Cover Page Editor and move it to the appropriate place on your template.

2. To save your cover page template, click **File**, then click **Save As**. The *Save As* dialog box opens with your personal cover pages folder already in the **Save in** list.
3. Type the new cover page template name.
4. Click **Save**.

Faxing from programs

To fax a document directly from most programs:

1. Open your document in the program it was created in.
2. Click **File**, then click **Print**. The *Print* dialog box opens.
3. Click the arrow button to open the **Name** list, then click the **Fax** printer.
4. Click **Print**. The Send Fax Wizard opens.
5. Complete the wizard by following the instructions in "Sending a simple fax" on page 113.

Faxing a scanned document

To fax a document that you have scanned:

1. Scan the document using the program for your scanner.
2. With the scanned file open, click **File**, then click **Print**. The *Print* dialog box opens.
3. Click the arrow button to open the **Name** list, then click the **Fax** printer.
4. Click **Print**. The Send Fax Wizard opens.
5. Complete the wizard by following the instructions in "Sending a simple fax" on page 113.

Receiving and viewing a fax

To receive and view a fax:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Console opens. When the Fax Console is open, it detects incoming faxes and stores them in the Inbox.
2. To view a fax, click **Inbox**, then double-click the fax you want to view. The fax viewer opens, where you can view and print the fax.

Canceling a fax

You can cancel a fax that you have set up to send at a time in the future.

To cancel a fax that has not been sent:

1. If Fax is not open, click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Console opens.
2. Click **Outbox**, then right-click the fax you want to cancel.
3. Click **Delete** to cancel the fax.
4. Click **Yes**.

Automatically retry sending a fax

Important
Fax is automatically set up to retry three times at ten minute intervals.

You can set up Fax so it continues to try sending your fax if the receiving fax machine is busy.

To automatically retry sending a fax:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
2. If your Control Panel is in Category View, click **Printers and Other Hardware**. Click **View installed printers or fax printers**. The *Printers and Faxes* window opens.

   -OR-

   If your Control Panel is in Classic View, double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click **Fax**, then click **Properties**. The *Fax Properties* dialog box opens.
4. Click the **Devices** tab, then click **Properties**. The *Modem* dialog box opens.
5. Specify the number of retries and the amount of time between retries.
6. Click **OK**.

Automatically canceling a fax

If your notebook tried to send a fax and failed to connect to a fax machine, you can automatically cancel a failed fax.

To automatically cancel a failed fax:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
2. If your Control Panel is in Category View, click **Printers and Other Hardware**. Click **View installed printers or fax printers**. The *Printers and Faxes* window opens.

   -OR-

   If your Control Panel is in Classic View, double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click **Fax**, then click **Properties**. The *Fax Properties* dialog box opens.
4. Click the **Devices** tab, then click **Properties**. The *Modem* dialog box opens.
5. Click the **Cleanup** tab.
6. Click to select the **Automatically delete failed faxes after** check box and specify the number of days.
7. Click **OK**.

CHAPTER 11
Customizing Your notebook

- Adjusting the screen and desktop settings
- Changing the mouse, touchpad, or pointing device settings
- Adjusting tablet and pen settings
- Adding and modifying user accounts
- Modifying security settings

Adjusting the screen and desktop settings

Tips & Tricks

If you are using an external monitor, you can adjust the screen settings for brightness, contrast, and horizontal and vertical image position using the controls on the front of your monitor. For more information about these adjustments, see your monitor guide.

Adjusting the color depth and screen area are two of the most basic display settings you may need to change. You can also adjust settings such as the screen background and screen saver.

Adjusting the color depth

Help and Support

*For more information about adjusting display settings, click **Start**, then click **Help and Support**. Type the keyword **changing display settings** in the **Search** box, then click the arrow.*

Color depth is the number of colors your screen displays. Various image types require various color depths for optimum appearance. For example, simple color drawings may appear adequately in 256 colors while color photographs need millions of colors to be displayed with optimum quality.

Windows lets you choose from several color depth settings. We recommend that you use the 32-bit True Color setting at all times.

If the color in your images seems "false" or "jumpy," especially after you have played a game or run a video-intensive program, check the color depth setting and return it to 32-bit True Color, if necessary.

To change the color depth:

1. Right-click any empty space on the desktop, then click **Properties**. The *Display Properties* dialog box opens.
2. Click the **Settings** tab.

3. Click the arrow button to open the **Color quality** list, then click the color depth you want.
4. Click **OK**, then click **Yes**.

Adjusting the screen resolution

Help and Support

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

You can increase the screen resolution to fit more icons on your desktop, or you can decrease the resolution to make reading the display easier. The higher the resolution, the smaller individual components of the screen (such as icons and menu bars) appear.

To adjust the screen resolution:

1. Right-click any empty space on the desktop, then click **Properties**. The *Display Properties* dialog box opens.
2. Click the **Settings** tab.

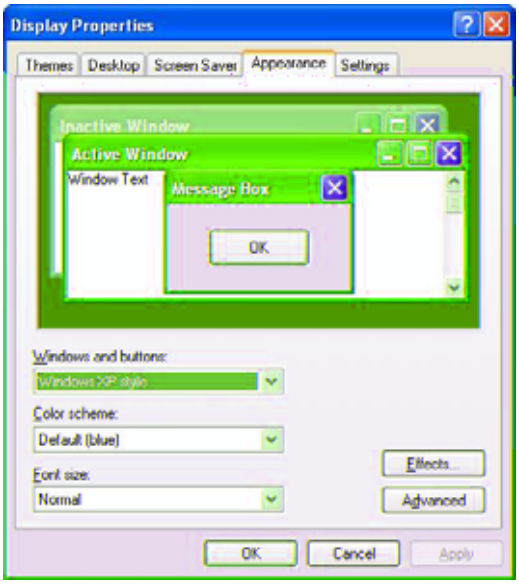
3. Drag the **Screen resolution** slider to the size you prefer.
4. Click **OK**, then click **Yes**.

Changing the colors on your Windows desktop

You can change the colors of Windows desktop items, such as the background color and dialog box title bars.

To change desktop colors:

1. Right-click any empty space on the desktop, then click **Properties**. The *Display Properties* dialog box opens.
2. Click the **Appearance** tab.



3. Click the arrow button to open the **Color scheme** list, click the color scheme you want, then click **OK**. The new colors appear on your desktop.

   - OR -

   If you want to create a new color scheme as part of a desktop theme, see the following procedure.

To create a new color scheme as part of a desktop theme:

1. Click **Advanced**. The *Advanced Appearance* dialog box opens.
2. Click the arrow button to open the **Item** list, then click the item you want to change.
3. Change the color or font settings for the item.
4. Click **OK**, then click the **Themes** tab.
5. Click **Save As**, type a name for the new theme, then click **OK** twice. The new colors appear on your desktop.

Changing the desktop background

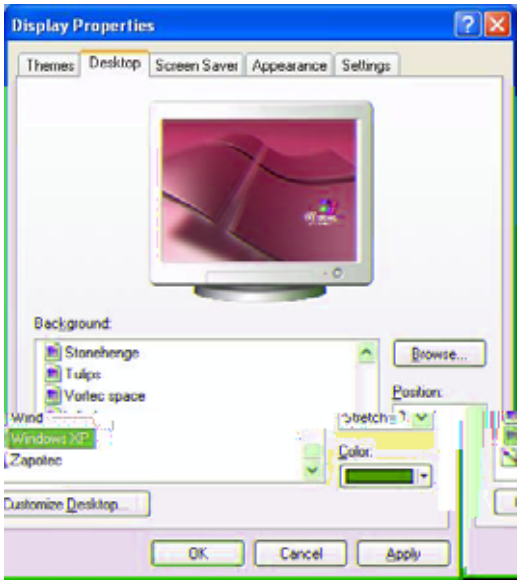
Help and Support

*For more information about changing the desktop background, click **Start**, then click **Help and Support**. Type the keyword **changing desktop background** in the **Search** box, then click the arrow.*

You can change the Windows desktop background picture. Windows provides several backgrounds, or you can use pictures that you have created or retrieved from other sources.

To change the desktop background:

1. Right-click any empty space on the desktop, then click **Properties**. The *Display Properties* dialog box opens.
2. Click the **Desktop** tab.



3. Click a background picture in the **Background** list.

   - OR -

   Click **Browse** to select a background picture from another location.

4. If you want the picture you chose to cover the entire screen, click the arrow button to open the **Position** list, then click **Stretch** or **Tile**.

   If the picture you chose does not cover the entire screen and you did not choose to stretch or tile the picture, you can change the solid color behind the picture by clicking the arrow button to open the **Color** list, then clicking a color.

5. Click **OK**.

Selecting a screen saver

Caution

If you are using an external CRT monitor, an image may get burned in on your monitor screen if you leave your notebook on for long periods of time without using it. You should use a screen saver which constantly changes its image to avoid this damage. Flat panel displays cannot be damaged with image burn-in.

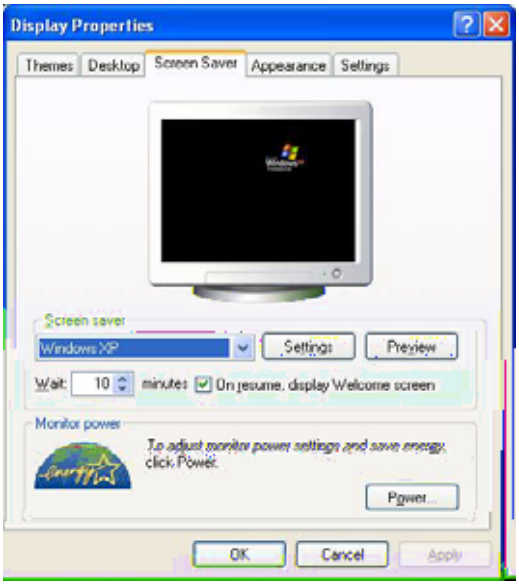
Help and Support

*For more information about selecting a screen saver, click **Start**, then click **Help and Support**. Type the keyword **screen savers** in the **Search** box, then click the arrow.*

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

To select a screen saver:

1. Right-click any empty space on the desktop, then click **Properties**. The *Display Properties* dialog box opens.
2. Click the **Screen Saver** tab.



3. Click the arrow button to open the **Screen Saver** list, then click the screen saver you want. Windows previews the screen saver.
   - If you want to customize the screen saver, click **Settings**, then make your changes. If the Settings button is not available, you cannot customize the screen saver you selected.
   - If you want to display the Welcome (Login) screen whenever you exit the screen saver, click the **On resume, display Welcome screen** check box.
   - If you want to change the time before the screen saver is activated, click the up or down arrows next to the **Wait** box.
4. Click **OK**.

Using an extended desktop

Help and Support

*For more information about using an extended desktop, click **Start**, then click **Help and Support**. Type the keyword **multiple monitors** in the **Search** box, then click the arrow.*

You can use an external monitor to make your desktop larger to accommodate additional windows.

To turn on extended desktop:

1. Right-click any empty space on the desktop, then click **Properties**. The *Display Properties* dialog box opens.
2. Click the **Settings** tab.

3. Click the second monitor icon (labeled *2*), then click **Extend my Windows desktop onto this monitor**.
4. Click **Apply**.
5. You can open windows in your desktop and drag them over to the second monitor.

Changing the mouse, touchpad, or pointing device settings

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

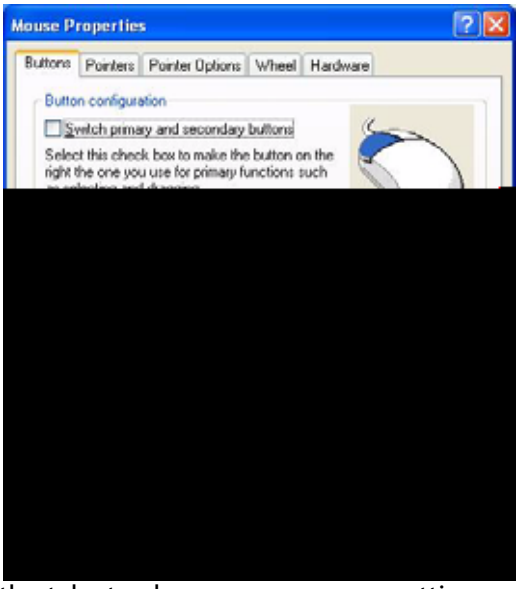
Changing mouse settings

Help and Support

*For more information about changing mouse settings, click **Start**, then click **Help and Support**. Type the keyword **mouse settings** in the **Search** box, then click the arrow.*

To change your mouse settings:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Mouse** icon. The *Mouse Properties* dialog box opens.



3. Click one of the tabs to change your mouse settings.
4. Click **OK** to save changes.

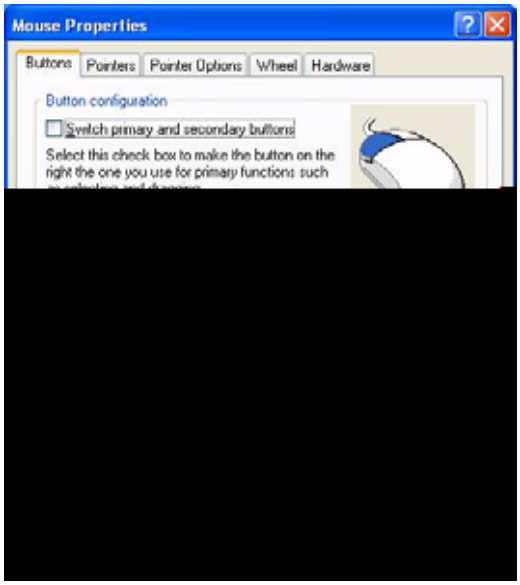
Changing touchpad or pointing device settings

Help and Support

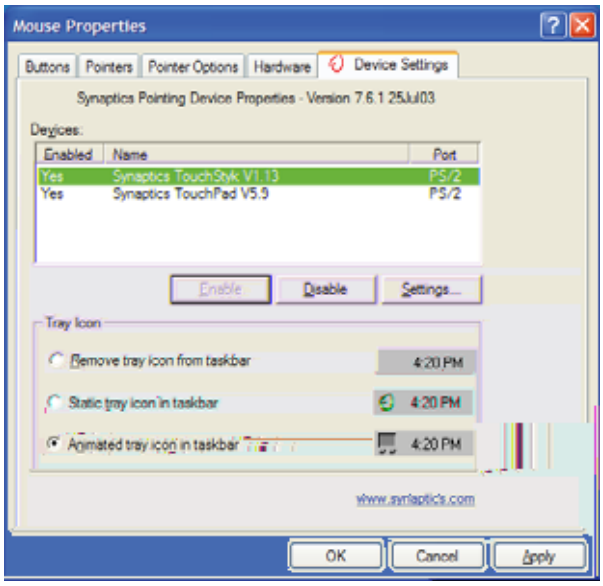
*For more information about changing mouse settings, click **Start**, then click **Help and Support**. Type the keyword **mouse settings** in the **Search** box, then click the arrow.*

To change your touchpad or pointing device settings:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Mouse** icon. The *Mouse Properties* dialog box opens.



3. Click the **Device Settings** tab, then click the device you want to modify.



Tips & Tricks

You can turn the touchpad and optional pointing device on or off, depending on which device you prefer to use.

4. If you want to turn the device on or off, click **Enable** or **Disable**.

Tips & Tricks

*You may have received your notebook with the EZ Pad touchpad set to only accept clicking by using the touchpad buttons. You can change this feature to allow tapping on the touchpad to simulate clicking the left button. To turn on tapping, click **Tapping**, then click **Enable Tapping**.*

5 If you want to modify the device settings, click **Settings**.

6 Click the **+** in front of a setting, then modify the setting.

7 Click **OK** to save changes.

Adjusting tablet and pen settings

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

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

To change tablet and pen settings:

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

2 Tap or click the **Pen Options** tab.

3 Change the pen options settings, then tap or click **OK**.

Programming the buttons

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

To reprogram button functions:

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

Adjusting the Tablet PC Input Panel Settings

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

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

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

Adding and modifying user accounts

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

You can create and customize a user account for each person who uses your notebook. You can also *switch* (change) user accounts without turning off your notebook.

User account tips

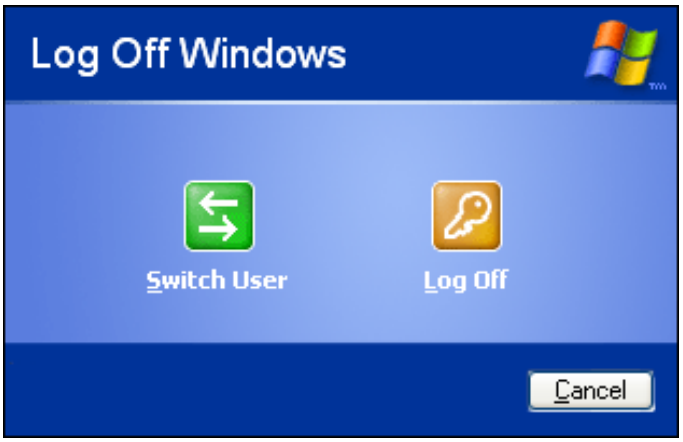
- If you want to create an account for someone, but you do not want that user to have full access to your notebook, be sure to make that account *limited*. Remember that limited accounts may not be able to install some older programs.
- If a program or peripheral device is installed in one account, it may not be available in other accounts. If this happens, install the program or device in the accounts that need it.
- Files created in one account are not accessible from other accounts unless the files are stored in the *Shared Documents* folder. The Shared Documents folder is accessible from all accounts on that notebook and from other notebooks on the network.

To add, delete, or modify user accounts:

1. Click **Start**, then click **Control Panel**.
2. Click/Double-click the **User Accounts** icon. The *User Accounts* window opens.
3. Follow the on-screen instructions to add, delete, or modify a user account.

To switch user accounts:

1. Click **Start**, then click **Log Off**. The *Log Off Windows* dialog box opens.



Caution
*If you click **Log Off**, any programs that were running may be turned off.*

2. Click **Switch User**. The Windows *Welcome* screen opens.
3. Click the user account that you want to use. When you switch between user accounts, any programs that were running for the previous user continue to run.

Modifying security settings

The Windows Security Center helps protect your notebook through:

- a firewall
- automatic Windows updates
- third party virus protection software
- security options in Internet Explorer

To modify security settings:

- Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Security Center**. The *Windows Security Center* dialog box opens.

For more information about the Windows Security Center, click **Get help about Security Center**.

CHAPTER 12
Maintaining Your Notebook

- Caring for your notebook
- Protecting your notebook from viruses
- Updating Windows
- Using BigFix
- Managing hard drive space
- Moving from Your Old Computer

Caring for your notebook

To extend the life of your notebook:

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

Tips & Tricks

If your notebook has two batteries:

To partially discharge the main battery, remove the secondary battery after it is partially discharged.

Cleaning the exterior

Warning

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

Always turn off your notebook and other peripherals before cleaning any components. Also, remove the battery(ies) before cleaning any components.

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

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

Cleaning the keyboard

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

If you spill liquid on the keyboard, turn off your notebook and turn the notebook 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 notebook screen

Caution

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

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

Cleaning CDs or DVDs

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

Protecting your notebook from viruses

Your notebook may include McAfee SecurityCenter, a program designed to protect your notebook from viruses. For more information, see "Protecting your notebook from viruses" on page 44.

Updating Windows

Important

Windows Update can be controlled through the Windows Security Center. For more information, see "Modifying security settings" on page 129.

Help and Support

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

Windows Update is the online extension of Windows that helps you to keep your notebook up-to-date. Use Windows Update to choose updates for your notebook'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 notebook and keep it running smoothly. Windows Update scans your notebook and provides you with a tailored selection of updates that apply only to the software and hardware on your notebook.

To run Windows Update:

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

Using BigFix

Your notebook may include BigFix. BigFix monitors your notebook 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:

- Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **BigFix**.

To learn more about using BigFix:

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

Managing hard drive space

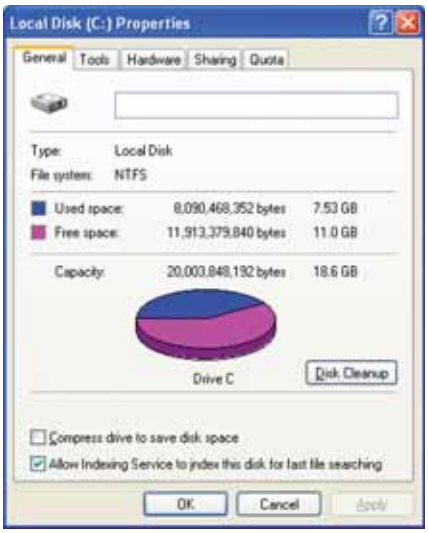
Windows provides several utilities you can use to manage your hard drive.

Checking hard drive space

To check hard drive space:

1 Click **Start**, then click **My Computer**. The *My 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

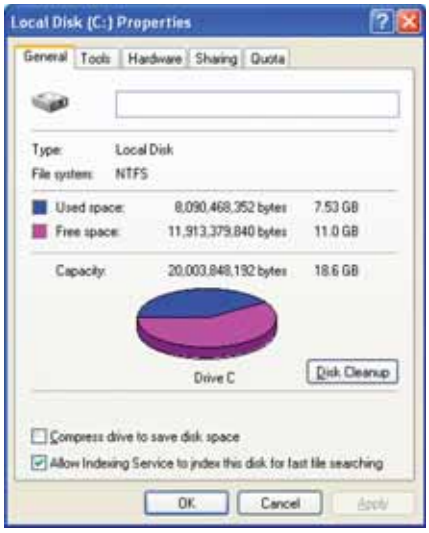
Help and Support

*For more information about keeping the hard drive space free of unnecessary files, click **Start**, then click **Help and Support**. Type the keyword **disk cleanup** in the **Search** box, then click the arrow.*

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

To use the Windows Disk Cleanup program:

1. Click **Start**, then click **My Computer**. The *My Computer* window opens.
2. Right-click the hard drive that you want to delete files from, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens at the General tab.



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

Checking the hard drive for errors

Help and Support

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

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 notebook several hours every day, you probably want to run Error-checking once a week. If you use your notebook 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 **My Computer**. The *My Computer* window opens.
2. Right-click the hard drive that you want to check for errors, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.

3 Click the **Tools** tab.

4 Click **Check Now**.

5 Click the options you want to use, then click **Start**. For help, press **F1**. Windows checks the drive for errors. This process may take several minutes. After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.

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

7 Click **OK**.

Defragmenting the hard drive

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

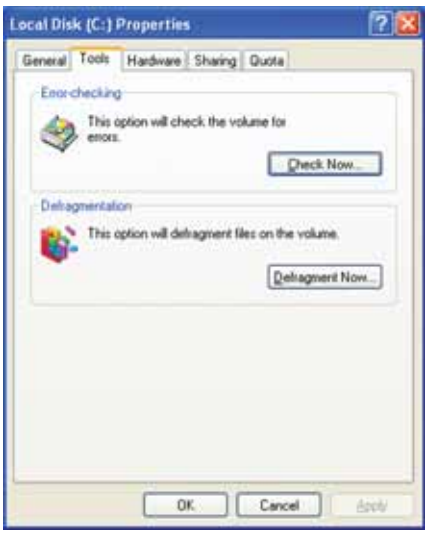
When working with files, sometimes Windows divides the file information into pieces and stores them in different places on the hard drive. This is called *fragmentation*, and it is normal. In order for your notebook to use a file, Windows must search for the pieces of the file and put them back together.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

The Disk Defragmenter program organizes the data on the drive so 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 the Disk Defragmenter program is running, do not use your keyboard or mouse because using them may continuously stop and restart the

To defragment the hard drive:

1. Click **Start**, then click **My Computer**. The *My Computer* window opens.
2. Right-click the hard drive that you want to defragment, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.
3. Click the **Tools** tab.



4. Click **Defragment Now**.
5. If Disk Defragmenter does not start automatically, click **Defragment**.

   Disk Defragmenter shows its progress on the notebook display. When finished, Disk Defragmenter asks if you want to quit the program.
6. Click **Close**, then click the **X** in the top-right corner to close the *Disk Defragmenter* window.

Backing up files

Help and Support

*For more information about backing up files, click **Start**, then click **Help and Support**. Type the keyword **saving files** in the **Search** box, then click the arrow.*

Backing up files and removing them from the hard drive frees space for new files on the hard drive. Backing up 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 CD or DVD (if you have a recordable drive) or to diskettes (if you have a diskette drive). Use a backup device, such as a recordable drive, to do a complete hard drive backup. If you do not have a high-capacity backup device and you want to purchase one, visit the Accessories Store at accessories.gateway.com.

Scheduling maintenance tasks

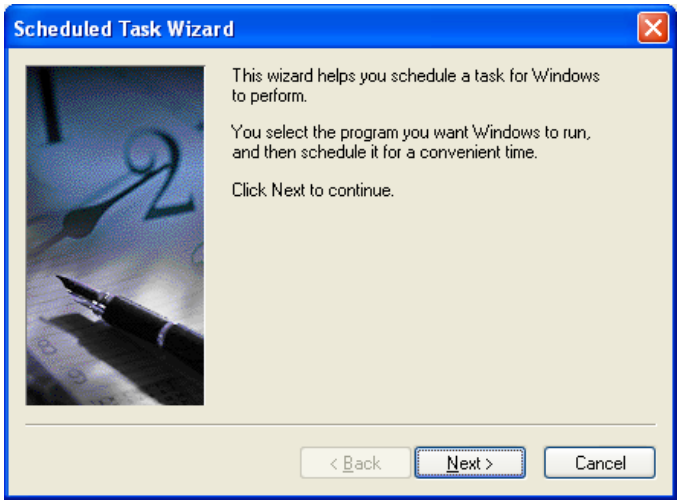
Important
Your notebook must be on during scheduled tasks. If your notebook is off, scheduled tasks will not run.

Help and Support
*For more information about Scheduled Tasks Wizard, click **Start**, then click **Help and Support**. Type the keyword **Scheduled Task Wizard** in the **Search** box, then click the arrow.*

The Scheduled Task Wizard lets you schedule maintenance tasks such as running Disk Defragmenter and Error-checking.

To start the Scheduled Task Wizard:

1. Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Scheduled Tasks**. The *Scheduled Tasks* window opens.
2. Double-click the **Add Scheduled Task** icon. The Scheduled Task Wizard opens.



3. Click **Next**, then click the task or program you want to schedule and follow the on-screen instructions to customize the task.

Moving from Your Old Computer

Using the Files and Settings Transfer Wizard

Help and Support
*For more information about using the Files and Settings Transfer Wizard in Windows XP, click **Start**, then click **Help and Support**. Type the keyword **using transfer wizard** in the **Search** box, then click the arrow.*

You can move your data files and personal settings, such as display, Internet, and e-mail settings, from your old computer to your new one by using the Files and Settings Transfer Wizard. The wizard also moves specific files or entire folders, such as My Documents, My Pictures, and Favorites.

To open the Files and Settings Transfer Wizard:

- Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Files and Settings Transfer Wizard**.

Transferring files

You can manually transfer your personal data files by copying them to removable media, such as a diskette, writable CD or DVD, USB flash drive, or Zip disk, or by using a home network. For more information, see "Creating and copying data CDs and DVDs" on page 82 and "Wireless Networking" on page 97.

Finding your files

Help and Support

*For more information about finding files in Windows XP in Windows XP, click **Start**, then click **Help and Support**. Type the keyword **searching for files** in the **Search** box, then click the arrow.*

Many programs automatically save your personal data files in the My Documents folder. Look in your old computer's My Documents folder for personal data files. Use Windows Find or Search to locate other personal data files. For more information, see "To find files using Find or Search:" on page 141, or "Searching for files" on page 19.

To find files in the My Documents folder:

1. 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 **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.

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 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 Use Windows Find or Search to locate data files by file name or file type. For help on finding files, click **Help**, then click **Help and Support Center** or **Help Topics**. For more information, see "Searching for files" on page 19.

Transferring Internet settings

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

Help and Support

*For more information about setting up an Internet connection in Windows XP, click **Start**, then click **Help and Support**. Type the keyword **Internet connection** in the **Search** box, then click the arrow.*

Setting up your ISP

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

To use the Internet Connection Wizard:

1 Click **Start**, **All Programs**, **Accessories**, **Communications**, then click **New Connection Wizard**. The New Connection wizard opens.

2 Configure your Internet settings by following the on-screen instructions.

Transferring your e-mail and address book

See your old e-mail program's online help for information on *exporting* and *importing* e-mail messages and the address book. You can often export all of your old e-mail messages or address book to recordable media, then import them into your new notebook's e-mail program. You may also want to consider printing the old information or using your old computer to send the e-mail messages to yourself, then using your new notebook to retrieve the e-mail messages.

Transferring your Internet shortcuts

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

Installing your old printer or scanner

Tips & Tricks

For more information about installing printers and scanners, see "Installing a printer, scanner, digital camera, or other peripheral device" on page 54.

Help and Support

*For more information about restoring your notebook's previous settings in Windows XP, click **Start**, then click **Help and Support**. Type the keyword **System Restore** in the **Search** box, then click the arrow.*

Help and Support

*For more information about installing a printer in Windows XP, click **Start**, then click **Help and Support**. Type the keyword **installing a printer** in the **Search** box, then click the arrow.*

Windows may have built-in support for older printers, scanners, or other peripheral devices. This means you do not need any additional software. Newer devices, however, usually require your original software installation discs or diskettes.

If you have trouble after you install the software for your old devices, you can use System Restore to restore your notebook's previous settings.

See your peripheral device's user guide for installation information and tips. Because most installation s4

CHAPTER 13
Traveling with Your Notebook

- Packing your notebook
- Traveling by air
- Dial-up modem
- Radio frequency wireless connections
- Files
- Security
- Power
- Additional tips

Packing your notebook

- Remove all peripheral devices and cables. Remember to pack those you will need while traveling.
- Pack your notebook securely into a briefcase or hand-carried luggage, and keep it separate from toiletries, liquids, and food. Do not pack it in checked luggage.
- Keep your notebook stable during travel. Secure it to prevent it from sliding around in overhead bins and car trunks.

Traveling by air

- Charge the battery in case airport security asks you to start your notebook.
- Have your notebook hand-inspected or sent through the X-ray scanner, but never carry it through the metal detector.
- Turn off you notebook for takeoff and landing.
- Turn off all wireless devices while in the aircraft.
- Do not check your notebook as luggage.

Dial-up modem

- Take a telephone cord to connect the modem to telephone jacks. If you are traveling internationally, take telephone jack adapters or an acoustic handset coupler.
- Take a telephone line protector.
- Take a telephone line tester to check for unsafe lines, especially if you are traveling internationally.
- Take remote access information with you so you can connect to your ISP while outside of your usual calling area. A list of country dialing codes may be especially useful if you are traveling internationally.

Radio frequency wireless connections

- Every country has different restrictions on the use of wireless devices. If your notebook is equipped with a wireless device, check with the local radio approval authorities prior to your trip for any restrictions on the use of a wireless device in the destination country.
- If your notebook came equipped with an internal embedded wireless device, see *Safety, Regulatory, and Legal Information* in your notebook user guide for general wireless regulatory guidelines.
- Wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11a, IEEE 802.11b, IEEE 802.11g, and Bluetooth communication devices are examples of devices which use wireless to communicate. To turn off your wireless IEEE 802.11 device, press **FN + F2**. To turn off your Bluetooth device, press **FN + F6**.

Files

- Copy your working files from your desktop computer to your notebook before you travel.
- If you need to access your desktop computer files from your notebook while traveling, set up your desktop computer for remote access. Contact your network administrator for more information about remote access.
- Take extra recordable media for transferring files between computers and backing up files.

Security

- Get a locking cable for your notebook so you can attach a cable lock and leave your notebook in your hotel room while you are away.
- Always keep your notebook with you while waiting in airports, train stations, or bus terminals. Be ready to claim your notebook as soon as it passes through the X-ray machine in security checkpoints.
- Write down your notebook model number and serial number (located on the bottom of your notebook) in case of theft or loss, and keep the information in a safe place. Also, tape your business card or an address label to your notebook and accessories.
- Whoever sits next to you or behind you can see your notebook display. Avoid working with confidential files until you can be sure of privacy.
- Use a startup password to restrict access to your notebook. The startup password is set using the BIOS utility.
- Review the information in "Protecting your notebook" on page 41.

Important

Use a password that you can remember, but that is difficult for someone else to guess. The password feature is very secure, with no easy way to recover a forgotten password. If you forget your password, you must return your notebook to Gateway for service.

Power

- Take your AC power adapter to recharge the battery. If you are traveling internationally, take power plug adapters.
- Take a portable surge protector to protect your notebook from power surges.
- To get the best performance from your notebook, avoid using the battery whenever possible, monitor the battery charge, and use the most efficient power management settings. For information on conserving battery power, using alternate power sources, and monitoring the battery charge, see "Managing Power" on page 89.

Additional tips

- If you plan to use several USB peripheral devices, take a portable USB hub to provide additional USB ports.
- Take a network cable if you need to connect to a network. Some hotels provide Internet connectivity only through their networks.
- If your notebook has been exposed to cold temperaturer534t4(atc149 05045 Tc i)dat

CHAPTER 14
Troubleshooting

- Safety guidelines
- First steps
- Troubleshooting
- Telephone support

Safety guidelines

Warning

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

Tips & Tricks

For more information about preventing damage from static electricity, see the hardware guide.

While troubleshooting your notebook, follow these safety guidelines:

- Never remove the memory bay or hard drive bay cover while your notebook is turned on, while the battery(ies) is installed, and while the modem cable, network cable, and AC power adapter are connected to your notebook.
- Make sure that you are correctly grounded before accessing internal components.
- After you complete any maintenance tasks where you remove the memory bay or hard drive bay cover, make sure that you replace the cover, reinstall any screws, then replace the battery(ies) before you start your notebook.

First steps

Help and Support

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

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

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

Troubleshooting

Audio

Audio troubleshooting is covered under "Sound" on page 165.

Battery

Battery troubleshooting is covered under "Power" on page 164.

CD drives

CD drive troubleshooting is covered under "DVD drives" on page 151.

Device installation

Help and Support

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

You have computer problems after adding a new device

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

To check IRQ usage:

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

To free IRQ resources for the new device:

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

Diskette drive

The diskette drive is not recognized

- Shut down and restart your notebook.
- The modular drive may not be inserted completely into the modular bay. Press the module into the bay, then try to access the diskette again.

You see an "Access Denied" or "Write protect" error message

- Move the write-protection tab in the upper-right corner of the diskette down (unprotected).
- The diskette may be full. Delete unnecessary files on the diskette and try again.
- Not all diskettes are IBM-compatible. Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

You see a "Disk is full" error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error checking on the diskette. If errors are detected and corrected, try using the diskette again. For instructions on running Error checking, see "Checking the hard drive for errors" on page 136.

You see a "Non-system disk", "NTLDR is missing", or "Disk error" error message

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

The modular drive status indicator is lit continuously

- Remove the diskette from the drive. If the indicator stays on, try restarting your notebook.

Display

Tips & Tricks
For more information about using your keyboard, see the poster or hardware guide.

The screen is too dark

Adjust the brightness using the system keys.

The screen resolution is not correct

- Change the screen resolution from the *Display Properties* dialog box. For instructions on changing the screen resolution, see "Adjusting the screen resolution" on page 119.

Tips & Tricks
For more information about using your keyboard, see the poster or hardware guide.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast using the system keys.
- Change the display settings. For instructions on changing the display settings, see "Adjusting the screen and desktop settings" on page 118.
- Move your notebook away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.

The display has pixels that are always dark or too bright

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

Tips & Tricks
For more information about using your keyboard, see the poster or hardware guide.

The display is blank

- Adjust the brightness using the system keys.
- Make sure the notebook is not in standby or hibernate mode. For instructions on changing the power modes, see "Changing power modes" on page 91.
- The notebook may be sending its display to an external monitor or projector. Press **FN** + **F4** several times to toggle through the attached display, an external monitor or projector, or both.

An external monitor or projector is not working

If your notebook is connected to a port replicator, make sure the external monitor or projector is connected to the monitor port on the port replicator and not on the notebook. The notebook's monitor port may be disabled when connected to a port replicator.

DVD drives

Your notebook does not recognize a disc

- The disc may not be seated correctly in the tray. When you place a disc on the tray, make sure that you press the disc firmly onto the spindle so the retainers hold the disc in place.
- If your notebook has a modular drive, it may not be inserted completely into the modular bay. Press the module into the bay, then try to access the disc again.
- Make sure that the disc label is facing up, then try again.
- If you are trying to play a DVD, make sure that you have a DVD drive. See "Identifying drive types" in your hardware guide.
- Try a different disc. Occasionally discs are flawed and cannot be read by the drive.
- Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.
- Your notebook may be experiencing some temporary memory problems. Shut down and restart your notebook.
- Clean the disc. For more information, see "Cleaning CDs or DVDs" on page 133.

An audio CD does not produce sound

Tips & Tricks

For more information about using your volume control, see the poster or hardware guide.

- Make sure that the CD label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.
- Make sure that the volume control on your notebook is turned up.
- Make sure that the Windows volume control is turned up. For instructions on how to adjust the volume control in Windows, see "Adjusting the volume" on page 62.
- Make sure that Mute controls are turned off.
- Make sure that headphones are not plugged into the headphone jack on the notebook or optional port replicator.
- If you are using powered speakers, make sure that they are plugged in and turned on.
- Clean the disc. For more information, see "Cleaning CDs or DVDs" on page 133.
- Your notebook may be experiencing some temporary memory problems. Shut down and restart your notebook.
- Reinstall the audio device drivers. For more information, see "Gateway Web site" on page 2.

Tips & Tricks
For instructions on playing a DVD, see "Playing music and movies" on page 64.

A DVD movie will not play

- Make sure that the label or side you want to play is facing up, then try again.
- Make sure that you have a DVD drive. See "Identifying drive types" in your hardware guide for more information.
- If you notebook has a modular drive, it may not be inserted completely into the modular bay. Press the module into the bay, then try to access the disc again.
- Shut down and restart your notebook.
- Clean the DVD. For more information, see "Cleaning CDs or DVDs" on page 133.
- DVD discs and drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc's regional code and your DVD drive's regional code must match.

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

  If the DVD movie does not play, the disc's regional code and your DVD drive's regional code may not match.
- Make sure that a DVD player program has been installed on your notebook.

Important
The television feature is available only on select Gateway notebooks.

A DVD does not produce sound on a television

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

Tips & Tricks
For the location of the manual eject hole, see "Inserting a CD or DVD" in your hardware guide.

You cannot eject a CD or DVD

Your notebook must be turned on to remove CDs and DVDs. If you do not want to turn on your notebook, manually eject the disc by inserting an opened paper clip into the manual eject hole.

File management

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

A file was accidentally deleted

- Recover the file from the Recycle Bin by following the instructions in "Deleting files and folders" on page 17.

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

Hard drive

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

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

You see an "Insufficient disk space" error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For instructions on deleting unnecessary files, see "Deleting unnecessary files" on page 136.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty 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.

You see a "Data error" message

This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error checking program. For instructions on fixing hard drive problems, see "Checking the hard drive for errors" on page 136.

Tips & Tricks
For more information about removing your hard drive, see the hardware guide.

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

- If a diskette is in the diskette drive, eject it and restart your notebook.
- Make sure that the hard drive is installed correctly. Remove it, firmly reinsert it, then restart your notebook.
- If your notebook has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

You see a "Non-system disk", "NTLDR is missing", or "disk" error message

- Eject the diskette from the diskette drive, then press **ENTER**.

The secondary hard drive is not recognized

- The modular drive may not be inserted completely into the drive bay. Press the drive into the bay, then try to access the drive again.

Internet

Tips & Tricks
For the location of your modem and network jacks, see the poster or hardware guide. For the location of your modem and network jacks on an optional port replicator, see the port replicator user guide.

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

You cannot connect to the Internet

- If you are using a dial-up modem, make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack.

  -OR-

  If you are using a cable or DSL modem, make sure that the modem cable is plugged into the Ethernet network jack and not the modem jack.
- Make sure that you do not have a problem with your modem. For more information, see "Modem (dial-up)" on page 157.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.

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

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

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

Connecting to a Web site takes too long

Many factors can affect Internet performance:

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

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

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

Keyboard

The external keyboard does not work

- Make sure that the keyboard cable is plugged in correctly.
- Remove all extension cables and switchboxes.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.
- Try a keyboard that you know works to make sure that the keyboard port works.
- If you spilled liquid in the keyboard, turn off your notebook and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

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

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

Tips & Tricks

For more information about using your keyboard, see the poster or hardware guide.

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

- The numeric keypad is turned on.

Media Center

To view Media Center troubleshooting information that is not covered in this section, go to the Gateway support Web Site at support.gateway.com.

The Media Center video display look bad on your TV

- Many factors, such as the display type, quality of the video source, type of connection used, quality of video cables, display device screen resolution, size of TV, age of the TV, or the type of TV (interlaced or progressive scan), can affect the video quality significantly:
  - **Display type**—The Media Center is best viewed on display devices that were offered with the Media Center computer when you purchased it from Gateway. Other types of display devices, including retail TVs, may provide lower quality video. If you did not order a display device when you purchased your Media Center computer, a progressive scan display device with a VGA input is the best choice.
  - **Quality of video source**—The quality of the video signal coming into the Media Center computer has an affect on the video quality. The video displayed from the Media Center is only as good as the source video signal. Cable, digital cable, and satellite usually provide better quality than an antenna.
  - **Type of connection used**—You can connect the Media Center computer video output to a TV. However, the connection type has an affect on the video quality. The Media Center has two video outputs:

    VGA—If your TV includes a VGA port, connect the VGA cable from the Media Center computer's VGA (monitor) port to the TV's VGA In port for the best quality. Many TVs do not have a VGA port.

    S-Video—If your TV does not have a VGA port, but includes an S-Video port, connect the S-Video cable from the Media Center computer's S-Video Out port to the TV's S-Video In port. S-Video display quality is usually good for TV images. The display quality for the Media Center computer functions, however, is not as good as VGA output. S-Video display output is not optimized for computer video display.
  - **Quality of video cables**—Poor quality or the incorrect type of video cables can cause problems and affect the video quality. Gateway recommends using high-quality video cables that can be purchased from the Gateway Accessory Store.
  - **Screen resolution**—By default, if your display device was purchased with the Media Center computer, the computer uses a screen resolution of 1024 × 768 for computer monitors and 800 × 600 for the Gateway 42inch Plasma TV. Many TVs cannot display this high of a resolution and may shift, scramble, or scroll the picture. For a better picture on a TV display, you may need to lower the Media Center screen resolution to 800 × 600 or 640 × 480.
  - **Size of display device**—Small computer monitors for standard computer applications are generally not optimized for motion video playback. Although they offer excellent resolutions and refresh rates, they are designed to make static white backgrounds with black text look readable. Some small display devices do not make colorful motion video look its best. Generally, video will look better on a larger display device.

Important
Cable connections must be made correctly for optimal video quality. A poor cable connection can lower video quality.

Tips & Tricks
For more information about changing the screen resolution, see "Adjusting the screen resolution" on page 119.

Help and Support
*For more information about adjusting display settings, click **Start**, then click **Help and Support**. Type the keyword **changing display settings** in the **Search** box, then click the arrow.*

- **Age of the TV**—Newer TVs usually have more advanced features, produce a better quality picture, and support higher screen resolutions. The Media Center video display will likely be better on a newer model TV.
- **Type of TV** (interlaced or progressive scan)

  Many TVs use interlaced video. Interlaced video displays a video frame with two passes of alternating scan lines. The TV screen first displays the video image odd lines one at a time, sequentially from top to bottom, then it fills in the other half of the video image with the even lines. Because most TVs use this interlaced method to display the picture on the screen, a standard interlaced analog TV will most likely flicker when displaying thin lines and small text. An interlaced video display device will produce a lower quality display, especially when viewing and using the Media Center computer functions.

  Progressive scan video displays a video frame with one pass of sequential scan lines. A progressive scan TV displays the entire picture, drawn sequentially from top to bottom, without the odd/even interlacing. This results in a fuller, sharper picture and better display quality for viewing and using the Media Center computer functions. The progressive scan picture is also brighter and easier on your eyes.

You need to configure your Media Center to output to a TV

- Your Media Center computer detects whether you are using a VGA or an S-Video display device and automatically changes the display settings for the type of display device you are using. For more information, review the FAQ topic at support.gateway.com.

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

- Adjust the display device brightness, contrast, hue, and saturation. For more information review the FAQ topic at support.gateway.com.

You want to know whether you can burn videos that were recorded with your Media Center computer to a DVD

- Yes, you can. The Media Center saves recorded videos in the DVR-MS format. You can burn a DVR-MS file to a DVD with DVD recording (burning) software, such as Power2Go, and with the Media Center itself.

You want to know whether you can play recorded videos on other computers

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

You want to know whether you can play recorded videos on your home DVD player

- Yes, you can. DVDs recorded with the Media Center can be played on a home DVD player.

Memory

Tips & Tricks
For more information about installing memory, see the poster or hardware guide.

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

You see a "Memory error" message

- Make sure that the memory module is inserted correctly in the memory bay slot.
- Use a third-party diagnostic program to help determine if a memory module is failing.

You see a "Not enough memory" error message

- Close all programs, then restart your notebook.

Memory card reader

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

- Reboot your notebook.

Modem (cable or DSL)

Tips & Tricks
For the location of your network jack, see the poster or hardware guide. For the location of your network jack on an optional port replicator, see the port replicator user guide.

The modem does not connect

- Make sure that the modem cable is plugged into the Ethernet network jack and not the modem jack.
- See the documentation that came with your modem for additional troubleshooting information.

Modem (dial-up)

Tips & Tricks
For the location of your modem jack, see the poster or hardware guide. For the location of your modem jack on an optional port replicator, see the port replicator user guide.

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

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 notebook is connected to the telephone line and the telephone line has a dial tone.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set appropriately.

To check the dialing properties:

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

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

4 Make sure that all settings are correct.

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

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

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

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP for technical support.
- See if the modem works with a different communications program. The problem may be with just one program.
- Review the troubleshooting information under "Internet" on page 153.

Your 56K modem does not connect at 56K

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

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

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

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

Tips & Tricks

For the location of your modem jack, see the poster or hardware guide. For the location of your modem jack on an optional port replicator, see the port replicator user guide.

The modem is not recognized by your notebook

- Make sure that the line connected to the modem is working and plugged into the appropriate port on your notebook.

- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use the modem cable that came with your notebook. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your notebook.
- Run Windows modem diagnostics.

Help and Support

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

To run modem diagnostics:

1. Close all open programs.
2. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
3. Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
4. Click your modem, then click **Properties**. The *Modem Properties* dialog box opens.
5. Click the **De0r7. Tc 623 12.7(m)6(-14(t)8.Tw (De04.5(og-0.002 TTc 13**

Mouse

See also "Touchpad or optional pointing device" on page 166.

The external mouse does not work

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

The external mouse works erratically

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

Networks (wired)

Help and Support

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

You cannot connect to your network

- If your notebook is connected to a port replicator, make sure the network cable is connected to the Ethernet jack on the port replicator and not on the notebook. The notebook's Ethernet jack may be disabled when connected to a port replicator.

You cannot see the other computers on your wired Ethernet network

- Make sure that your Ethernet cable is plugged into the Ethernet jack on your notebook. Make sure that the other end is plugged into a router or cable or DSL modem.
- Make sure that all computers are plugged into a powered electrical outlet and turned on.
- Make sure that the router is plugged into a powered electrical outlet and turned on. Most routers have lights that indicate they are working. For more information, see the documentation that came with your router.
- Make sure that all computers on your network have the same workgroup name.
- Make sure that all computers are using the same 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 Ethernet network is running slower than you expect

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

You cannot connect to your company network

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

Internet Explorer is unable to access the Internet

- Reset the power on your cable or DSL modem and your access point. This reestablishes communication between your Internet Service Provider and your modem and between your modem and your access point.
- If you previously accessed the Internet through a dial-up modem, Internet Explorer may not be set up to access the Internet through a network.

You cannot connect to your home network

Caution

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

- If your notebook is a member of a domain at your workplace, you may not be able to connect your notebook to your home network workgroup to access shared files or printers on your home network. You may, however, be able to access the Internet through your home network.
- Every home network is unique. See the documentation that came with your network equipment for troubleshooting information.

Networks (wireless)

You turned wireless networking on, but it takes a while to connect

- When wireless networking is turned on, it automatically scans for available connections. The scan can take approximately 30 seconds to complete.

Important

Note any antenna placement constraints in the access point user guide as the speed of a wireless network is related to signal strength. Signal strength is affected by the distance between your wireless network devices, by radio interference, and by interference from natural obstructions such as walls, floors, and doors.

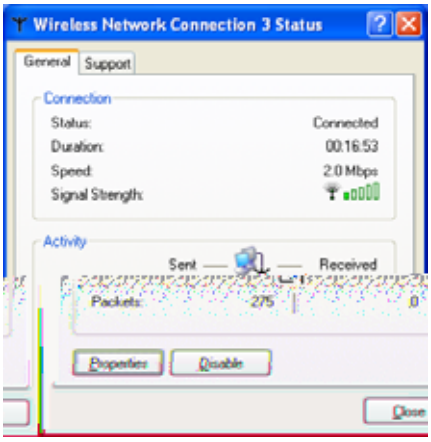
Your connection on the network seems intermittent or your wireless network is running slower than you expect

- The speed of a wireless network is related to signal strength. Signal strength is affected by the distance between your wireless network devices, by radio interference, and by interference from natural obstructions such as walls, ceilings, floors, and doors.

  If your wireless network is running slower than you expect, you should check your network signal strength. If you find the signal strength is low, try moving to a new location to increase the signal strength.

To check the signal strength of your wireless network:

1. Click **Start**, right-click **My Network Places**, then click **Properties**. The *Network Connections* window opens.
2. Right-click **Wireless Network Connection**, then click **Status**. The *Wireless Network Connection Status* dialog box opens. The meter shows the signal strength for wireless networking on your computer if other computers with the same network name are within range of your computer.



You are in a wireless network, you can see the network, but cannot communicate, send files, print, or get to the Web

- If your access point uses WEP, go to the Windows XP *Wireless Networking Properties* window and make sure that both the WAP and the WLAN in the computer have matching WEP keys.

You are in a wireless network, but no available networks are listed in the Windows XP Wireless Networking utility

- If the network you are attempting to access does not broadcast its SSID, you need to request the SSID from the administrator and add that network's information into the wireless utility.
- You may want to try entering **ANY** as the SSID, which will make the computer try to auto-detect the network.

Your wireless network is listed as a preferred network, but it has an "x" on it

- An **x** means your preferred network is not currently available or you are not currently in range to connect.

Internet Explorer is unable to access the Internet

- Reset the power on your cable or DSL modem and your access point. This reestablishes communication between your Internet Service Provider and your modem and between your modem and your access point.
- If you previously accessed the Internet through a dial-up modem, Internet Explorer may not be set up to access the Internet through a network.

You cannot see other computers on your network

- Your notebook may not have the same workgroup name as the other computers on your network. For more information, see "Naming your computers and workgroup" on page 100.
- If your notebook was previously connected directly to your cable or DSL modem, and your ISP requires you to use a static IP address, your notebook is not set up to use a DHCP server.

Caution

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

You cannot connect to your network

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

Passwords

Your notebook does not accept your password

Make sure that **CAPS LOCK** and **NUM LOCK** are turned off, then retype the password.

You forgot your startup password

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

PC Cards

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

- Make sure that you have correctly installed required software for the PC Card. For more information, see your PC Card's documentation.
- Make sure that the PC Card you installed is not causing a system resource conflict. For more information on resource conflicts, see "Device installation" on page 149.

Pen (tablet PC)

The convertible notebook does not respond to the pen

- You are not using the correct pen. Use only digitizer pens sold by Gateway for your convertible notebook. The convertible notebook does not respond to other tablet pens or plastic pens.

Tips & Tricks

For instructions on recalibrating pen settings, see "Adjusting tablet and pen settings" on page 126.

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

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

Pointing device

See "Touchpad or optional pointing device" on page 166.

Power

Tips & Tricks
For instructions on connecting the AC power adapter, see the poster or hardware guide.

Your notebook is not working on AC power

- Make sure that your AC power adapter is connected correctly to your notebook.
- If your notebook is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, turned on, and working correctly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure that the AC power adapter cables are free from cuts or damage. Replace any damaged cables.

Tips & Tricks
For instructions on inserting your battery(ies), see the poster or hardware guide.

Tips & Tricks
For instructions on recalibrating your battery(ies), see the hardware guide.

Your notebook is not working on battery power

- Check the power management settings. For more information about using power management settings, see "Changing notebook power settings" on page 92.
- Make sure that the battery is installed correctly.
- Make sure that the battery is fully recharged. For more information, see "Recharging the battery" on page 90.
- Make sure that the battery is calibrated correctly.
- Let the battery return to room temperature.

Printer

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

The printer will not turn on

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

The printer is on but will not print

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

To set a default printer:

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

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

You see a "Printer queue is full" error message

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

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

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

- Wtirh wieowalowrrrd3.9rt,7(ow)11.3( )TJ -1.011 TD1TD Tc Tp5es.

Touchpad or optional pointing device

Touchpad or optional pointing device is not working

- Make sure the touchpad or optional pointing device is turned on. For more information, see "Changing touchpad or pointing device settings" on page 125.

The notebook is not responding when you click or tap on the touchpad

- Turn on the touchpad. For instructions on how to adjust the touchpad settings, see "Changing touchpad or pointing device settings" on page 125.

The pointer moves unexpectedly

- Clean the touchpad with a damp cloth (water only) and wipe it dry.
- Adjust the touchpad settings. For instructions on how to adjust the touchpad settings, see "Changing touchpad or pointing device settings" on page 125.

Video

The projector or external monitor is not working

- Make sure that you have pressed **FN+F4** to activate the external monitor option.
- Make sure that the monitor is turned on and that the video cable is connected correctly.
- If your notebook is connected to a port replicator, make sure the external

Telephone support

Before calling Gateway Customer Care

Warning

To avoid bodily injury, do not attempt to troubleshoot your notebook problem if:
• Power cords or plugs are damaged
• Liquid has been spilled into your notebook
• Your notebook was dropped
• The case was damaged
Instead, unplug your notebook and contact a qualified computer technician.

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

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

Telephone numbers

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

Automated troubleshooting system

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

Telephone numbers

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

Resource	Service description	How to reach
Answers by Gateway	Get tutorial assistance for hardware and software issues. This is a fee-based service.	www.gateway.com/answers
Gateway Customer Care	Talk to a Gateway Customer Care representative about a non-tutorial technical support question. (See "Before calling Gateway Customer Care" on page 167 before calling.)	Gateway Customer Care telephone numbers vary by country or region. See the label on the bottom of your notebook.
America Online	Get support for your America Online ISP account.	800-827-6364 (US) 888-265-4357 (Canada)
Sales	Get information about available systems.	888-888-2075 (US) 888-387-7752 (Canada)

Self-help

Help and Support

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

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

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

Tutoring

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

Training

Gateway provides the following computer-based training:

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

APPENDIX A
Safety and Legal Information

- Important safety information
- Notices

Important safety information

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

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

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

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

Setting up your system

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

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the notebook. The best way to avoid spills is to avoid eating and drinking near your notebook.
- Some notebooks 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 notebook is turned off, a small amount of electrical current still flows through the notebook. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the notebook.

- Unplug the notebook from the wall outlet and refer servicing to qualified personnel if:
  - The power cord or plug is damaged.
  - Liquid has been spilled into the notebook.
  - The notebook does not operate properly when the operating instructions are followed.
  - The notebook was dropped or the cabinet is damaged.
  - The notebook performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Notices

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Irvine, CA 92618 USA

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Macrovision statement

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

This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. 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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