Using Your Solo 1100 Contents

Learning about Your Notebook

This chapter shows the features that are available on your notebook. It also describes the various resources that you can access for more information.

Keyboard and LCD

Component	Description
A Color Liquid Crystal Display (LCD)	Provides sharp resolution with backlighting.
B Keyboard	Provides the functionality of a desktop keyboard.
C EZ Pad^{TM} touchpad	Controls pointer movement.

Right side

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Component		Icon	Description
A	CD drive		Insert data or audio CD discs into this drive.
B	CD eject button		Press to eject the CD discs tray from the drive.
C	Volume wheel		Use to adjust volume for built-in speakers, external speakers, and headphones. Other port volume levels are controlled by multimedia programs.
D	Modem port		Insert modem cable into this port.

.

Left side

Component	Icon	Description

A	PC Card eject buttons	▬	Press an eject button to remove PC Cards from PC Card slots. See "Using PC Cards" for more information.
B	PC Card slots		Insert PC Cards Type I, II, or III into these slots. See "Using PC Cards" for more information.
C	Diskette drive		Insert a standard 3.5-inch diskette into this drive.
D	Diskette drive eject button		Press the eject button to remove a diskette from the drive.

Back

	Component	Icon	Description
A	Kensington lock slot	🔒	Secure your notebook to an immovable object by connecting a Kensington cable lock to this slot.
B	Parallel port	🖨	Connect a parallel device such as a printer to this port.

C	Serial port	[IOIOI]	Connect a serial device to this port such as a digital camera.
D	VGA port		Connect a monitor cable to this port.
E	Speaker out/ headphone port		Connect external speakers or headphones to this port. Supports small unamplified speakers. (1/8-inch/3.5-mm jack)
F	External microphone port		Connect an external microphone to this port to record audio. (1/8-inch/3.5-mm jack)
G	USB (Universal Serial Bus) port		Plug a USB serial device into this port such as a USB Iomega Zip^{TM} drive.
H	PS/2 port		Connect a PS/2 device to this port such as a keyboard or mouse.
I	Power connector		Connect the AC power adapter to this port.

Top

This light turns on...	**when...**
A Power	The notebook is powered by the AC adapter. Check LED for notebook power status: • LED on - power is ON. • LED off - power is OFF or in suspend.
B Battery charge	The battery is installed. The LED shows battery activity and status. • Green - battery fully charged. • Orange - battery is being charged. • Red - battery is low. • Blinking and red - battery is very low. • Blinking and orange - battery is malfunctioning.

Bottom

Getting Help

■ Before calling for technical support

■ Technical support resources

Safety and Regulatory Information

Index

	Component	Icon	Description
A	Battery bay		Insert battery into this bay.
B	System identification label		Find the product model number, serial number, display type, and processor speed on this label. See "Identifying your model" for more information on your label.
C	Battery release latch		Slide to release battery pack.
D	Memory bay		Install or remove SO-DIMM memory modules in this bay.
E	Hard disk drive bay		Open the cover to replace hard disk drive.

Status indicators

		This light turns on...	**when...**
A	⊘	CD drive	The notebook is accessing the CD drive.
B	🖴	Hard disk drive	The notebook is accessing the hard disk drive.
C	💾	Diskette drive	The notebook is accessing the diskette drive.
D	🔒1	Pad lock	The Pad lock is enabled.
E	🔒A	Caps lock	The caps lock is enabled.
F	🔒↓	Scroll lock	The scroll lock is enabled.

Accessories

Gateway offers various accessories that can help you make the most of using your Solo notebook:

- Batteries
- Automobile/airplane adapters

- Memory modules
- Hard disk drives
- External keyboards, monitors, and speakers
- Network cards
- Printers
- Tape backup units
- Software
- Carrying cases

For more information on these or other Gateway accessories for your notebook, visit our Web site at www.gateway.com or call 1.800.846.2000.

Identifying your model

The label on the bottom of your computer contains model information that can help Client Care diagnose your problem if you call for assistance. Label information varies by model. Two examples are shown here.

a. Revision code and display type/processor size

b. Gateway model number
c. Gateway serial number
d. Gateway part number

For more information . . .

Gateway has provided these additional documentation resources to help you get the most out of your Gateway PC.

Microsoft Windows® manual

Use this manual to find information about using the operating system, getting help, organizing your files, using programs, troubleshooting, and learning about other advanced features such as connecting to a network.

Welcome to Windows

Use the interactive Windows tutorial, "Discovering Windows 98", to become more familiar with Windows features and learn more about using and getting the most out of your computer.

Start the program by clicking **Start**, then selecting **Programs**, **Accessories**, **System Tools**, then **Welcome to Windows**. The Windows tutorial starts.

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 software. This online

information is organized so that you can find the information you need quickly. Most online help information can be accessed by selecting a topic from a **Help** menu or by clicking a **Help** button.

Usually you can search for information by looking for a keyword, browsing through the contents of the online help, or searching for a topic.

Gateway Web site

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

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

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

For more information about connecting to the Internet, see "Using the Internet".

Viewing technical specifications

If you want to knowing your computer processor type, total memory, hard disk drive size, and other details, view the specifications on the Gateway Web site.

To view the technical specifications for your computer:

1. Connect the www.gateway.com or other ISP account.

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3. Click the **Tech Support**, **Technical Documents**, then **Documentation Library.**

4. Under **Systems**, click **Portables**.

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Getting Started

This chapter explains how to:

- Connect your AC power adapter
- Start up your computer
- Use Windows desktop icons, buttons, and taskbar
- Control document and program windows
- Use the start menu
- Manage files and folders
- Browse or search for files and folders

Connecting your AC power adapter

Your notebook battery was shipped to you partially charged and ready to use. You may want to use the AC adapter right away to complete charging the battery.

Warning Replace the power cord if it becomes damaged. The replacement cord must be of the same type and voltage rating as the original cord or the notebook may damaged.

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

To connect the AC adapter:

1. Connect the power cord to the AC adapter.
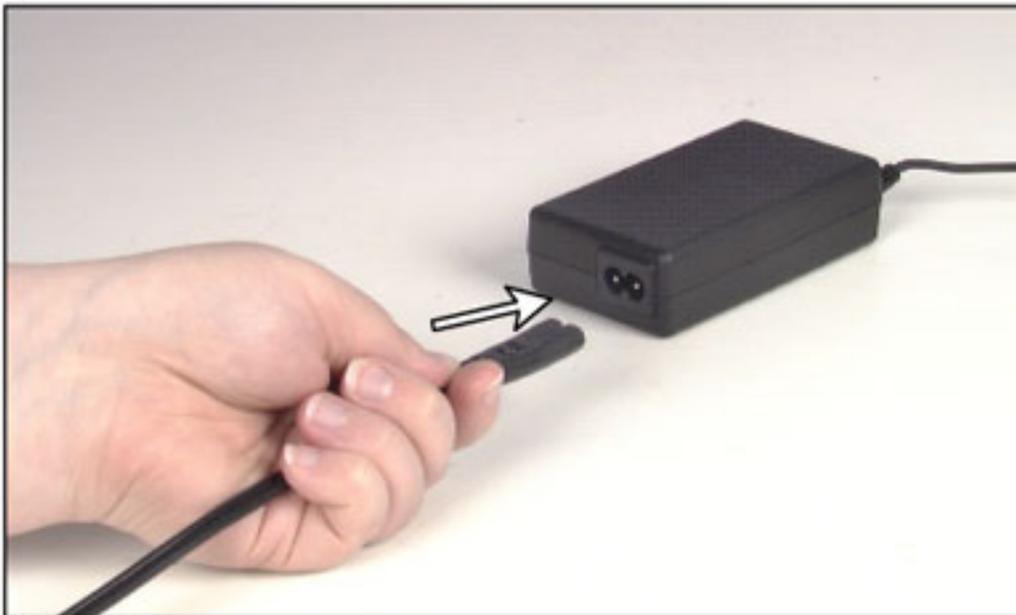
2. Plug the adapter into the notebook power connector.
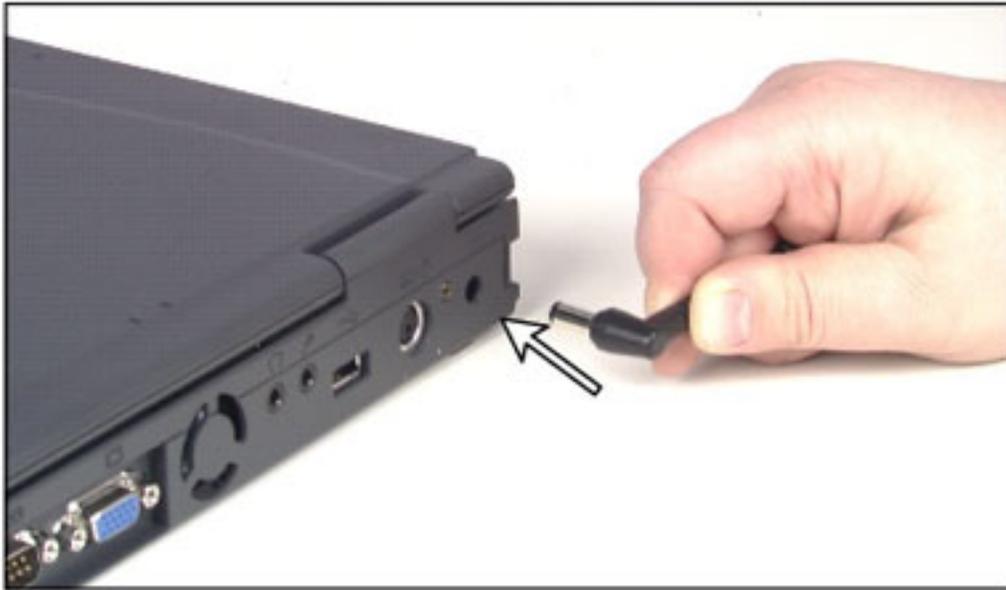
3. Plug the power cord into an electrical outlet.

Starting your notebook

To start the notebook:

1. Open your notebook by sliding the latch on the front face of your notebook to the right and lifting the cover.

2. Press the power button.

The power button is preset to On/Off mode. You can set it to function either in On/Off or Standby/Resume mode. See "Changing power management settings" for more information.

Windows 98 basics

This section discusses some basic Windows 98 concepts. To find out more about Windows 98, see the "Getting Started Microsoft Windows 98" guide.

The Windows desktop

Once you have your computer running and have completed all the setup screens, the first screen you see is the Windows *desktop*. The desktop is the area on the screen where you work. Think of the desktop as your personalized workspace where you open programs and perform other tasks.

Your desktop may be different from the example shown below, depending on how your computer is set up.
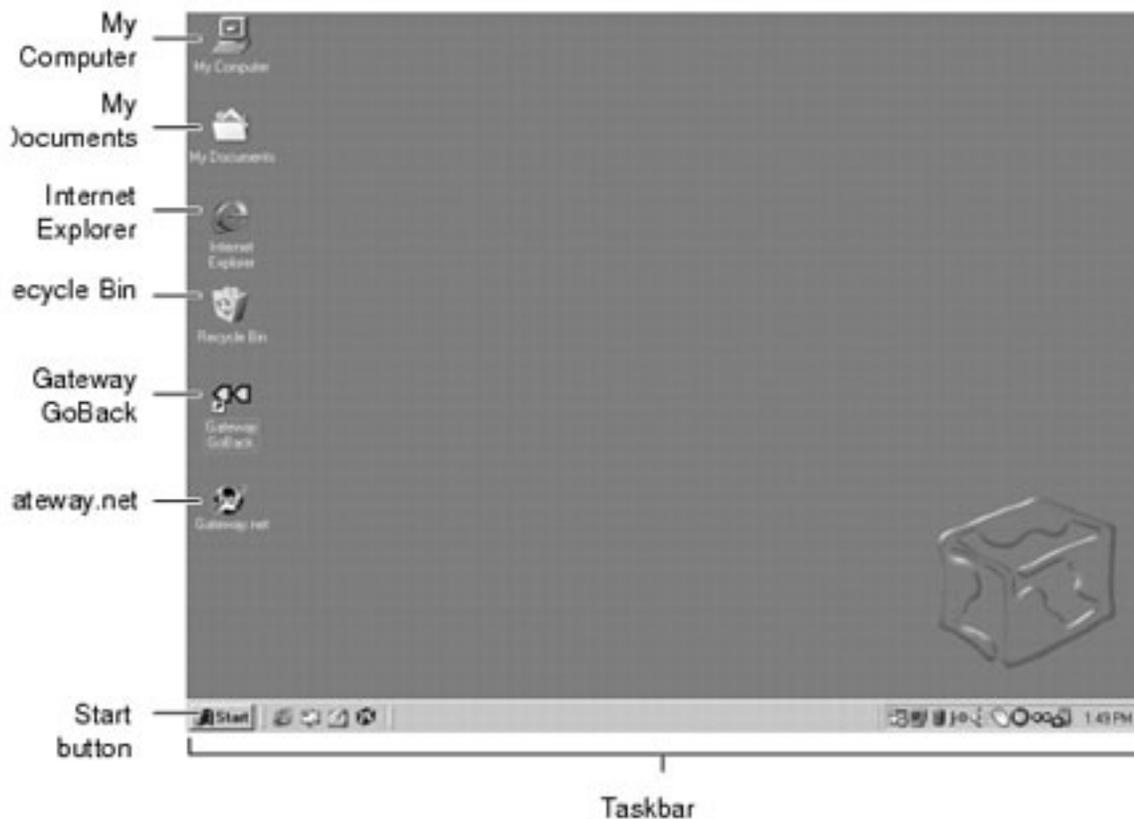
The table below describes some of the *icons*, *buttons*, and other elements on the desktop. Some common elements are:

■ *Icons* - graphic representations of objects that you select and open, such as a drive, disk, folder, document, or program.

■ *Buttons* - graphic representations of controls that you use to change the state of desktop elements such as the window size.

Desktop element	Description
My Computer	The *My Computer* icon provides access to drives and other computer controls on your computer. Double-click **My Computer** to view the drives and folders on your computer.

The *My Documents* icon is a folder that was created for you to store your personal files. You can create other folders to save files in, but My Documents is a folder that is easy to find and is accessible from the desktop. Double-click **My Documents** to view your files, folders, and drives.

The *Recycle Bin* is where files, folders, and programs that you delete are stored until you decide to permanently delete them. You must empty the Recycle Bin to permanently delete these items from your computer. Double-click **Recycle Bin** and follow the instructions on the left of the window to do various file maintenance activities such as restoring deleted files.

Microsoft Internet Explorer is a program that lets you view Web sites and Web pages on the Internet. Before viewing Web sites or pages on the Internet, you need to connect to gateway.net or another Internet Service Provider (ISP). After you connect to your ISP, double-click **Internet Explorer** to start the Web browser. See "Connecting to your account" for more information about connecting to gateway.net.

Gateway GoBack is a program that lets you "go back" in time to resolve computer problems. Double-click Gateway GoBack to open the Main menu. See "Using Gateway GoBack" for more information.

The *Gateway.net* icon lets you connect to the gateway.net ISP (Internet Service Provider). Double-click **Gateway.net** to dial-up gateway. net.

Start

The *Start* button provides access to programs that let you open documents, get help, search for files on your computer, and more. Click **Start** to access the menu for starting programs. Click on a file or program name to open it.

Start   1:43 PM

The *taskbar* is the gray area at the bottom of the screen that contains the **Start** button on the left and a clock on the right. You may also see other buttons on the taskbar that represent programs that are running. Single-click on a *taskbar button* to bring a program window onto the desktop to use.

Working with windows

When you double-click on the icon for a drive, disk, folder, document, or program a *window* opens. This example shows **System (C:)** in My Computer after double-clicking the **System (C:)** icon.

Every program window looks a little different because each has its own menus, icons, and controls.

The table below describes how to control a window. To find out more about controlling a window see the "Getting Started Microsoft Windows 98" guide.

Window element	Description
	The *title bar* is the horizontal bar at the top of a window that shows the name of the program and document.
	Click the *Minimize button* to reduce the active window to a button on the taskbar. Click the program button in the taskbar to open the window again.
	Click the *Maximize button* to expand the active window to fit the full screen. Click the maximize button again to restore the window to the smaller size.
	Click the *Close button* to close the active window or program.
	Click a menu bar item to perform a command in a program.

Starting a program using the Start menu

Using the **Start** button you can start programs, open documents, customize your system, get help, search for items on your computer, and more.

To open a **Start** menu item, first click **Start**. The start menu pops up showing you the first level of the menu items. When you move the mouse pointer over any menu item that has an arrow next to it, another menu, or submenu, opens and reveals related files, programs, or commands. Click on a file or program to open it.
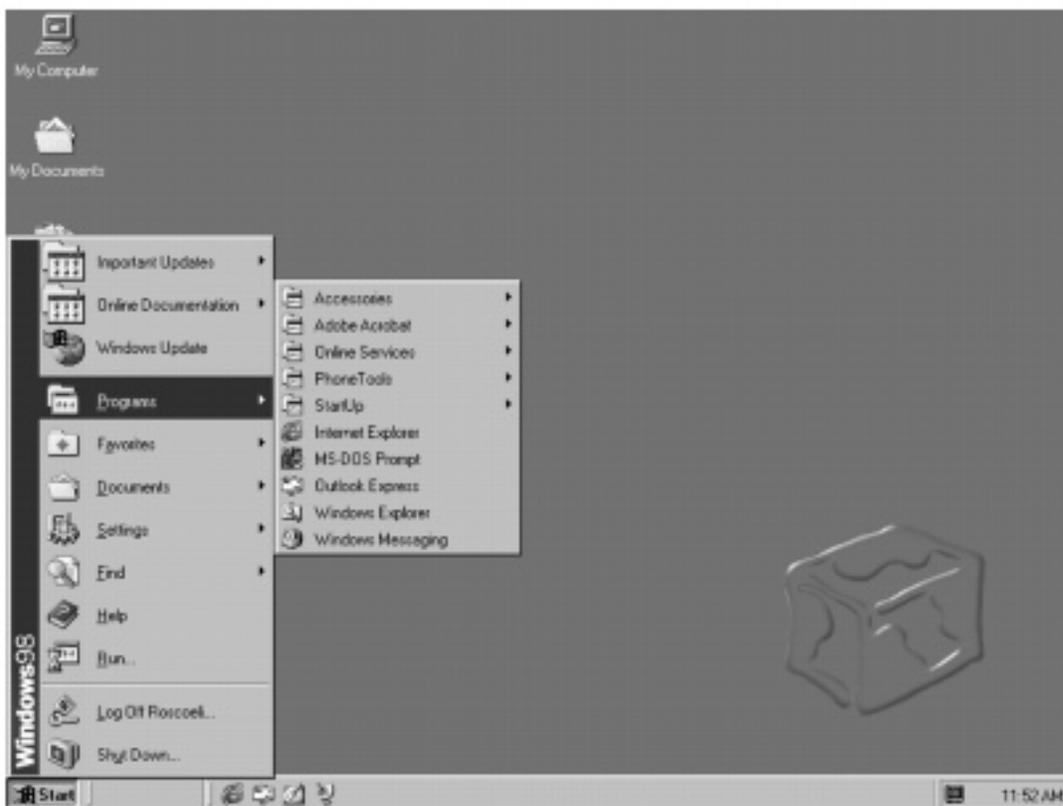
Managing files and folders

In Windows, you can organize your online documents and programs like you would organize print documents (letters, spread sheets, and instructions) in a file cabinet. On your computer, you store documents and programs called *files,* in *folders*. Folders can contain both files and other folders.
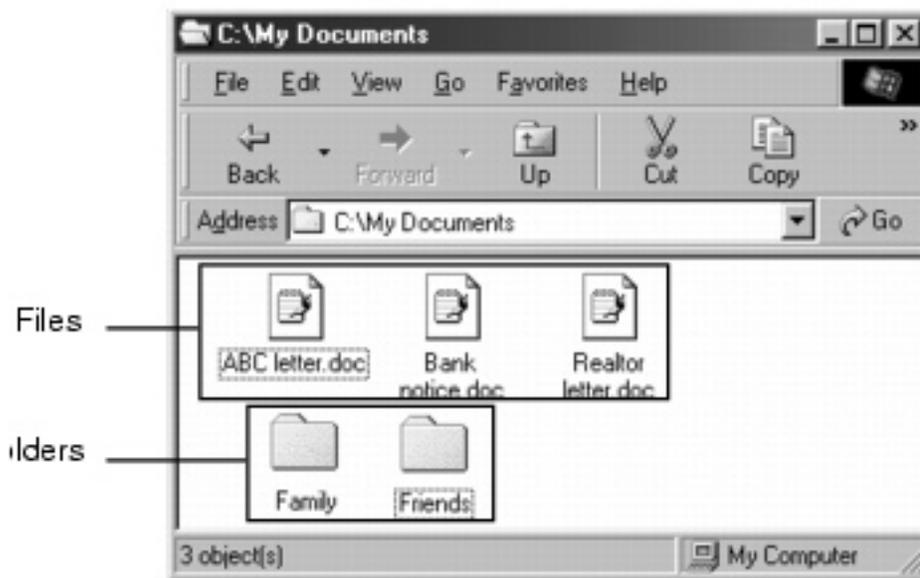
You can copy, move, delete, and organize files and folders on *drives*, which are like filing cabinets because they can hold files and folders. Your computer can have several different types of drives. For example, you may have a diskette drive, a hard disk drive, and a CD-ROM drive. A computer may have other types of drives, such as a Zip drive or a Tape drive.

Creating folders

➜ To create a folder:

1. Double-click the **My Computer** icon. The My Computer window opens.

2. Double-click the drive or folder, for example **System (C:)**, where you want to put the new folder. The drive or folder dialog box opens.

3. Select **File**, then **New**, then **Folder**. The new folder is created.

4. Type a name for the folder, then press **Enter**. The new folder name appears under the folder.

Copying, moving and deleting files

As you work with files and folders, you will need to copy them, move them, and delete them. The basic skills you need to copy and move files are called *copying*, *cutting*, and *pasting*.

- When you *copy and paste* a selection, you place a *copy* of the file you selected on the Windows *clipboard*, which stores it. Then, when you decide what folder you want the copy to go in, you *paste* it there.
- When you *cut and paste* a selection, you remove the file from its folder and place the file on the Windows clipboard. When you decide where you want the file to go, you paste it there.

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

➜ To copy a file to another folder:

1. Right-click the file you want to copy. A pop-up menu opens.

2. Select **Copy**.

3. Open the folder where you want to put a copy of the file.

4. With the pointer inside the folder, right-click the mouse button.

5. Select **Paste.** A copy of the file appears in the new location.

➜ To move a file to another folder:

1. Right-click the file you want to copy. A pop-up menu opens.

2. Select **Cut**.

3. Open the folder where you want to move the file to.

4. With the pointer inside the folder, right-click the mouse button.

5. Select **Paste**. The file appears in its new location and is removed from its old folder.

Browsing and searching for files

Just as in a filing cabinet, a file that you might need is rarely right on top. It is usually inside a folder and sometimes even inside a folder inside a folder. Windows drives, folders, and files are organized in the same way-- they may have many levels (usually many more levels than a filing cabinet, in fact) so you usually will have to search through levels of folders to find the file you need. This is called *browsing*.

➜ To browse for a file:

1. Double-click the **My Computer** icon.

2. Double-click the drive or folder you want to open.
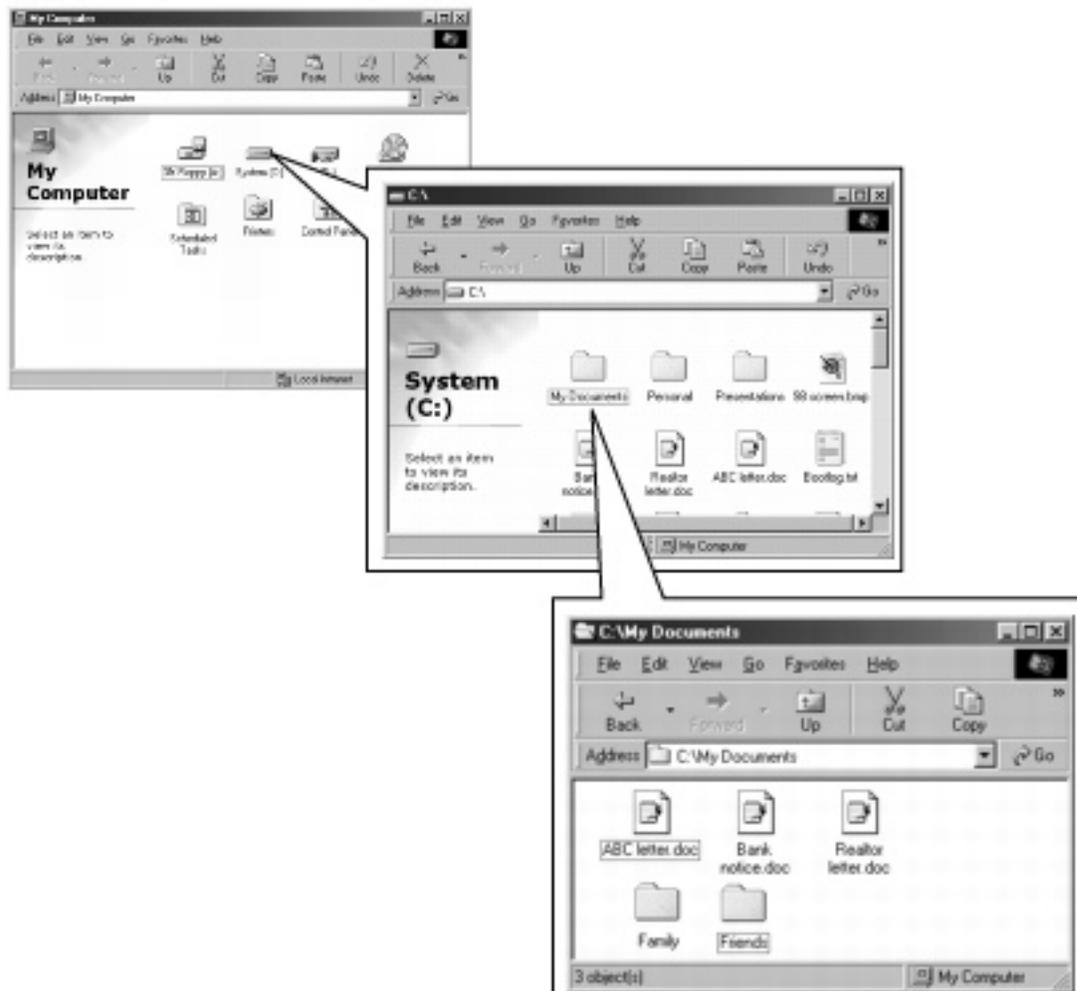
3. Continue double-clicking folders stored in other folders until you find the file or folder you want.

If you cannot remember where you put a file or folder, you can find it using the Find program in Windows.

To find files and folders using the Find program:

1. Click **Start**, then select **Find**, then **Files or Folders**. The Find dialog box opens.
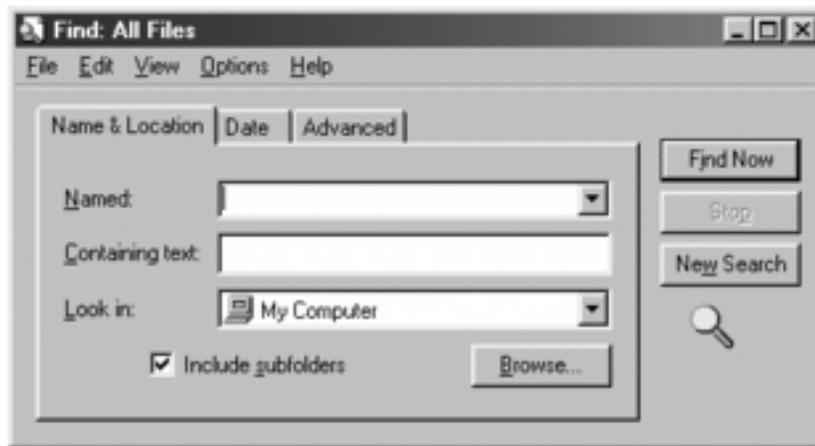
2. In the appropriate boxes, type in whatever you know about the file. For example:

   - All or part of the file name
   - Text that is inside the file
   - The date it was created or modified
   - A time period it was created or modified in

3. Click **Find Now**. The computer begins the search.

   When your system is finished searching, you see a list of the files and folders containing the text that you searched for or satisfying the criteria that you entered. For example, if you need to find a file name that has the word "system" in it, but you do not know the exact file name, you type in the word "system" and click **Find Now**.
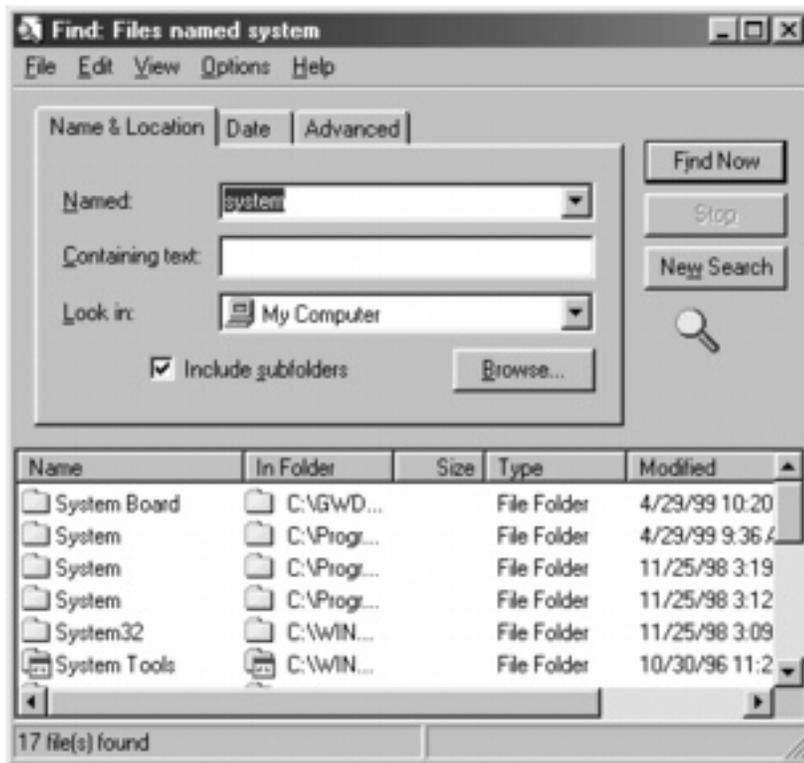
After the system searches, all the files and folders that contain the word "system" appear in a list in the Find dialog box along with their file locations and other details. You can open a file, folder, or program by double-clicking the name in the list.

Using the Keyboard and Touchpad

This chapter describes where various keys are located on the keyboard and how to use Function combination keys, Pad lock keys, and the touchpad. It also explains how to disable the touchpad to use an external mouse.

Using the keyboard

Your notebook features a full-size keyboard that has the full functionality of a desktop computer keyboard. Many of the keys have been assigned alternate functions, including shortcut keys for Windows, function keys for specific system operations, and Pad lock keys for the numeric keypad.

You can attach an external keyboard to the notebook using the PS/2, USB, or serial port. You do not need to shut down the notebook before connecting an external PS/2 keyboard.

Key	Action
A Function combination keys	Press one of the Function combination keys (such as **F4**, **F10** etc.) with one the two **Fn** keys to perform a specific function.
B **Fn** (function) keys	Press one of the two **Fn** keys with one of the Function combination keys (such as **F4**, **F10** etc.) to perform a specific function.
C Windows logo key	Press to activate the Windows **Start** button menu. This key can be used with other keys on the keyboard to open the Windows Help (H), Find (F), Run (R) or Explorer (E) programs.
D Numeric keypad	Press **Fn**+**F9** to activate the numeric keypad.
E Right-click key	Press for quick access to shortcut menus and help assistants in Windows.

Function combination keys

By pressing one of the two **Fn** keys and one of the Function combination keys, the notebook performs various functions such as displaying the power status, enabling the scroll lock, and adjusting the brightness of the LCD screen.

Fn **+** F4 Standby = **Function**

Function combination key
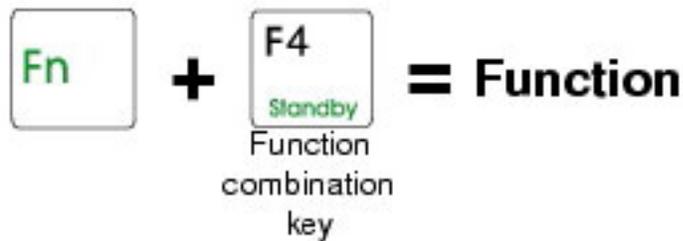
The following table lists the Function combination keys and a description of the corresponding function:

Combination key	Function
F3 LCD/CRT	Toggles between the LCD display, external monitor, both displays at the same time, or TV display (NTSC or PAL format).
F4 Standby	Enters Standby mode for Windows 98. Press the power button to exit Standby mode.
F9 Pad Lock	Enables the Pad lock function so you can use the numeric keypad. The Pad lock status indicator appears while this function is enabled. Press this key combination again to disable the function.
F10 Scroll Lock	Enables the Scroll lock function so that you can scroll through large volumes of text. (This is only available in some programs.) The Scroll Lock status indicator appears while this function is enabled. Press this key combination again to disable the function.

F11 Pause	Pauses the display when the text is scrolling very quickly. (This is only available in some programs.) Press any key to continue the text flow.
F12 Break	Breaks the text scrolling in a DOS screen. (This is only available in some programs.)
	Increases LCD brightness.
	Decreases LCD brightness.
	Increases LCD contrast.
	Decreases LCD contrast.

Pad lock keys

Activate Pad lock by pressing the **Fn**+**F9** key combination. When Pad lock is activated, you can use the embedded numeric keypad shown below. Press the **Fn**+F9 key combination again to disable the function.
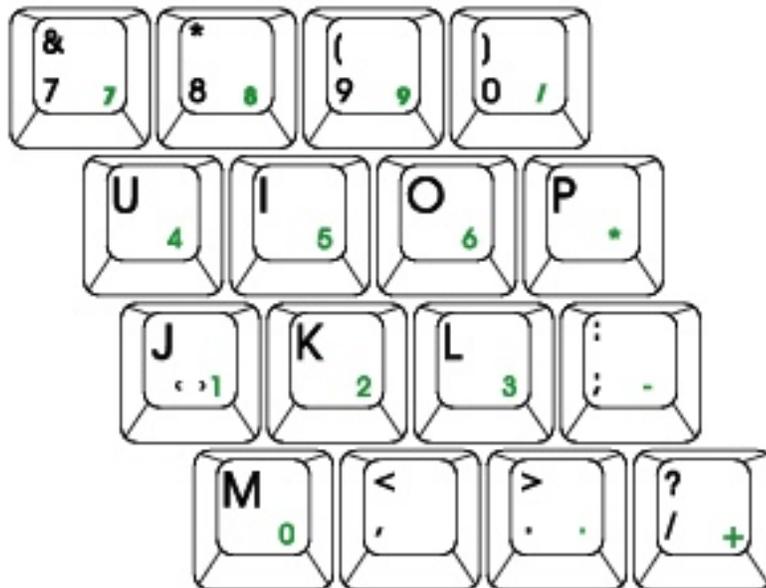
Using your EZ Pad touchpad

Your notebook comes with the EZ Pad touchpad. Like a mouse, the touchpad controls the pointer movements on the notebook display.
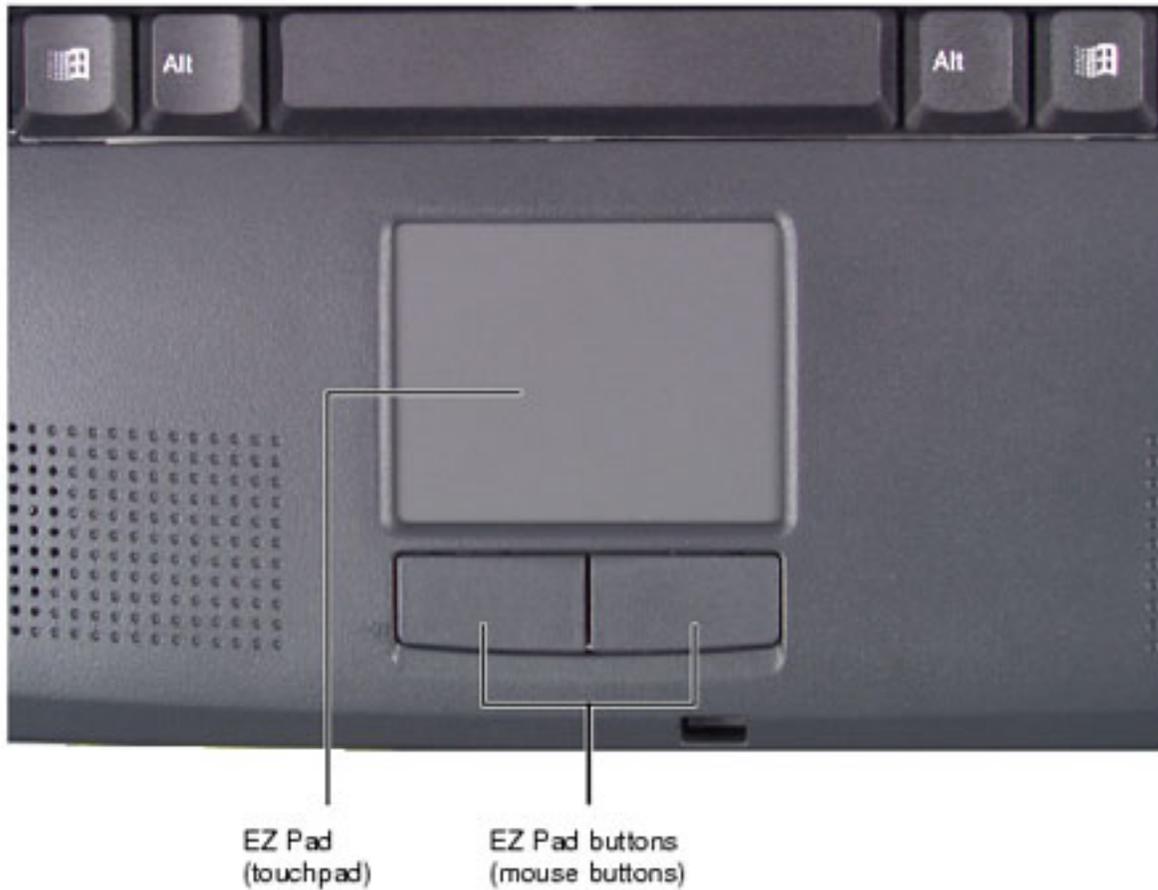
Touchpad actions

Use the touchpad to select, click, and drag items on your notebook screen. The following table shows the various actions you can perform with your touchpad:

To do this...	Do this...	
Move pointer	Slide finger.	
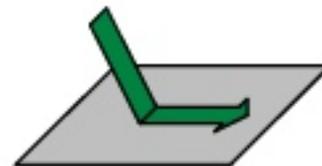
Left mouse button click	Tap one finger.	
Right mouse button click	Tap 2 fingers.	
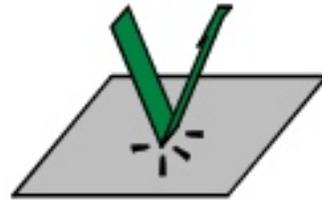
Using Multimedia

This chapter shows you how to:

- Install programs or use multimedia CDs
- Listen to music
- Adjust volume
- Record and play an audio file
- Adjust the screen settings

Installing programs or using multimedia CDs

To install programs or use other multimedia CDs (such as games and education CDs), insert the program CD into the CD drive and wait for the CD to autostart. Follow the on-screen instructions.

If the CD does not autostart, you can browse for setup files such as setup.exe or install.exe using My Computer. For more information about browsing for files, see "Browsing and searching for files".

If you do not hear the audio or you want to increase or decrease the volume, see "Adjusting the volume".

Listening to music

Use the CD drive and the Windows CD Player to listen to music. When you insert your music CD into the drive, the CD begins playing and the CD Player displays on the screen. Use the CD Player to play, pause, fast-forward, rewind, or go to the next or previous track.

If you do not hear the audio or you want to increase or decrease the volume, see "Adjusting the volume". When you are through listening to

the CD click **Eject** to open the CD drive tray.

If the CD Player does not open automatically when you insert your music CD, you can open it from the Start menu. Click **Start**, then select **Programs**, **Accessories**, **Entertainment**, then **CD Player**. When the CD Player opens, click the play button.
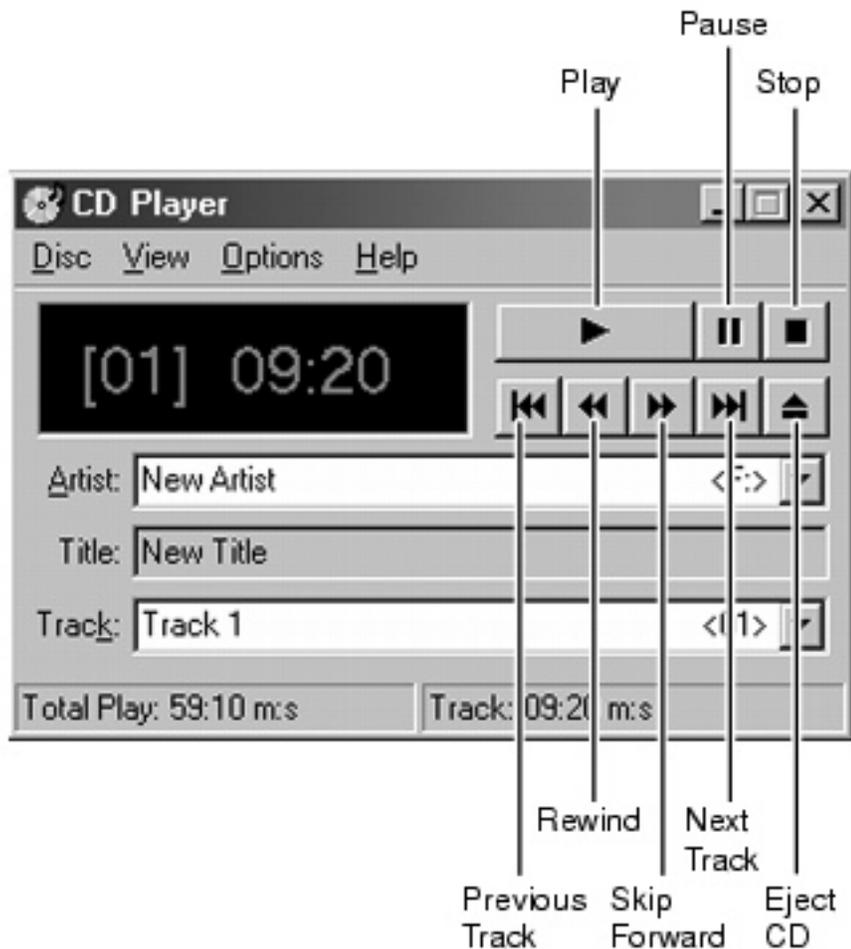
Adjusting the volume

You can control volume by adjusting the volume with the volume control wheel on the side of your notebook. You can also adjust the volume settings in Windows. Even if you are adjusting the volume in Windows, the volume control wheel must be turned on or you will not be able to hear any sound.

To adjust the volume settings:

1. Double-click the speaker icon in the right corner of the task bar. The Volume control dialog box opens.
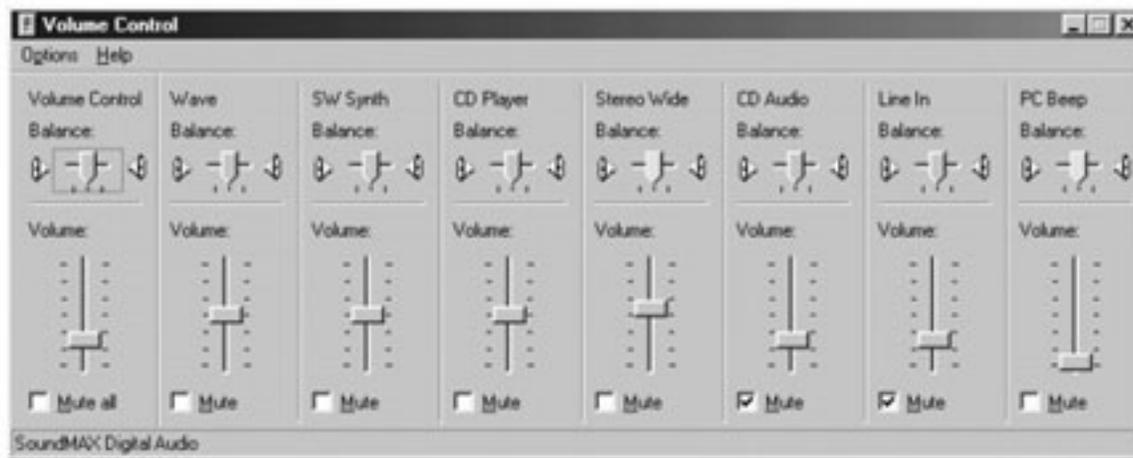
2. If the device you want to adjust appears in the Volume Control dialog box, go to Step 5.

   - OR -

   If the device does not appear in the Volume Control dialog box, go to Step 3.

3. Select **Options**, then **Properties**. The Audio Properties dialog box opens.
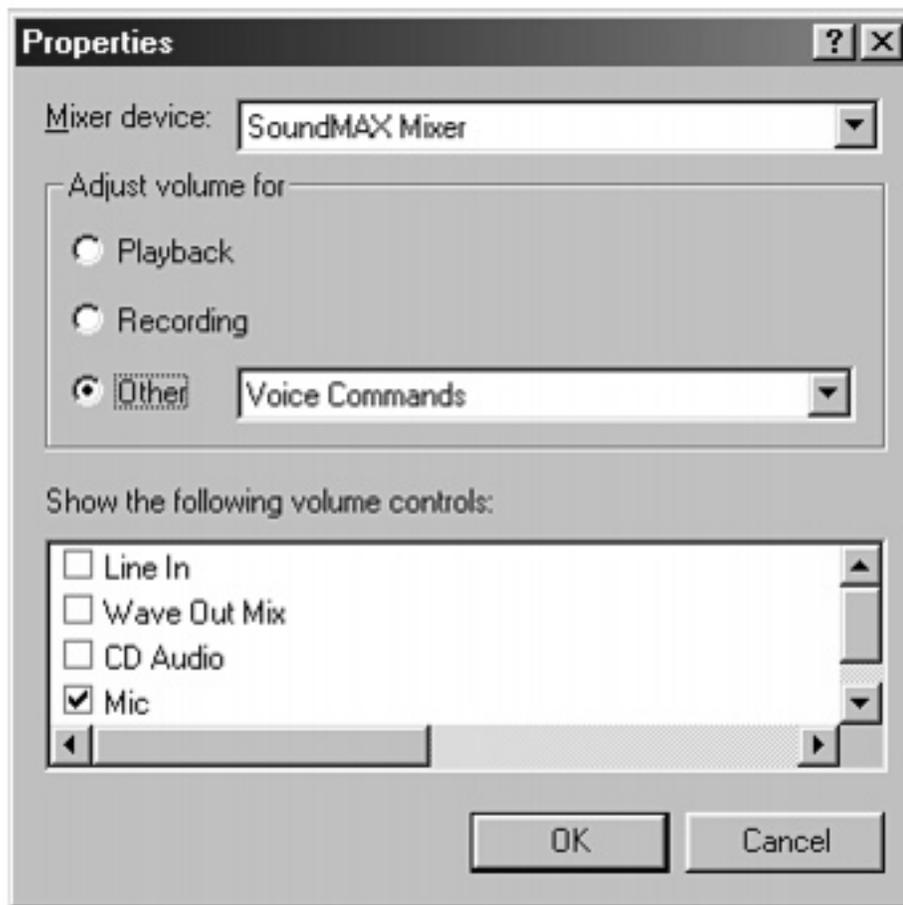
4. Select the audio device you want to appear in the Volume Control dialog box, then click **OK**.

5. Move the slider up or down to change the volume level or move the balance slider left or right to adjust the balance.

   For more information about the volume controls, select **Help** in the Volume Control dialog box.

6. When you finish adjusting the sound settings, click **X** to close the volume control box.

Recording and playing audio

Use the instructions below to make an audio recording by talking into the built-in microphone or an external microphone connected to the microphone port. Connecting an external microphone disables the built-in microphone.

Microphone

➔ To make an audio recording:

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

2. Click ● (Record).

3. Speak into the microphone.

4. When you finish recording, click ■ (Stop).

5. Select **File**, then **Save As**. The Save As dialog box opens.

6. Name the recording, specify the path, then click **Save**. The recording is saved.

To play back a recording in Sound Recorder:

1. Click **Start**, then select **Programs**, **Accessories**, **Multimedia**, then **Sound Recorder.** The Sound Recorder window opens.

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

3. Select the file to play back.

4. Click **Open**.

5. Click ▶ (Play). To stop playing the recording, click ■ (Stop).

Adjusting the screen settings

You can change the display resolution in the Display Properties window.

To change the color depth and screen area resolution:

1. Click **Start**, then select **Settings**, then **Control Panel.** The Control Panel window opens.

2. Double-click the **Display** icon. The Display Properties window opens.

3. Click the **Settings** tab. The **Settings** tab opens.
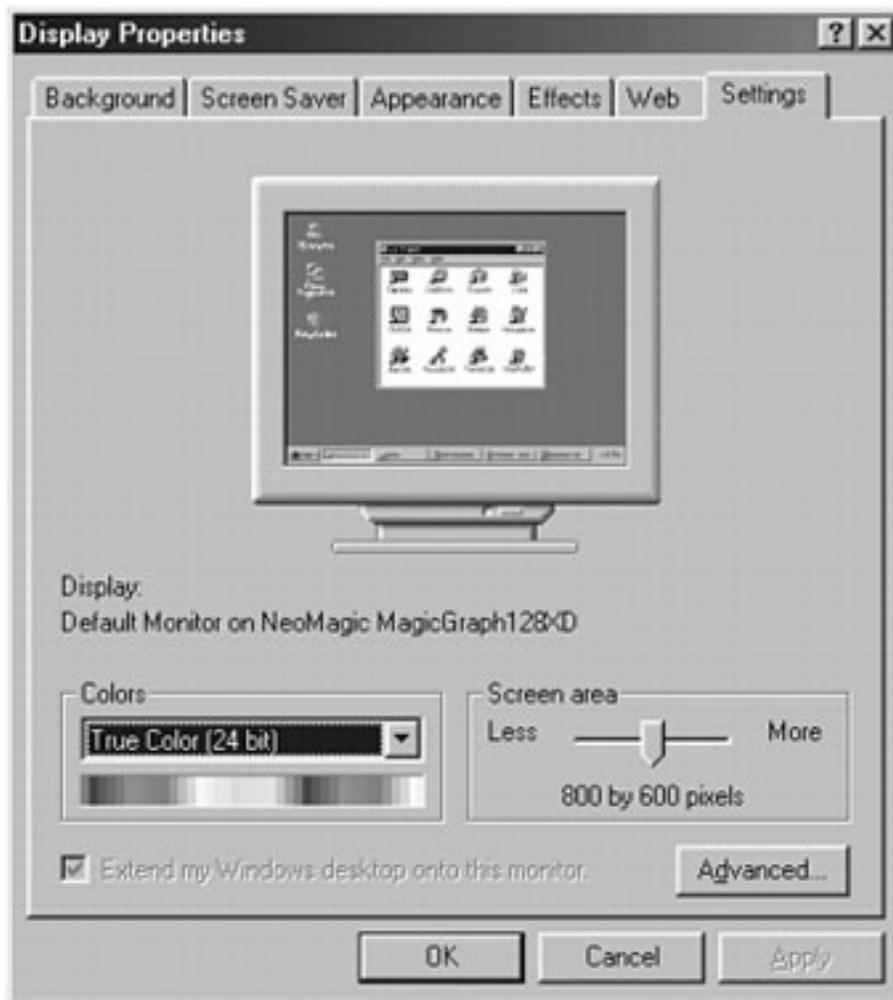
4. Select the color depth or number of colors used for the *screen display* from the **Colors** drop-down list.

5. Drag the **Screen area** slider to select the *screen area* or number of pixels used for the horizontal and vertical screen display.

6. Click **OK**.

Using the Internet

This chapter provides information about the Internet and basic instructions about setting up gateway.net Internet service to access the World Wide Web (WWW), e-mail, and other Internet services.

Learning about the Internet

The *Internet* is a worldwide network of computers linked together to provide information to users everywhere. You can access this global network by connecting your computer to a phone line and signing up with an Internet Service Provider (ISP). The two most popular services on the Internet are e-mail and the World Wide Web (WWW).
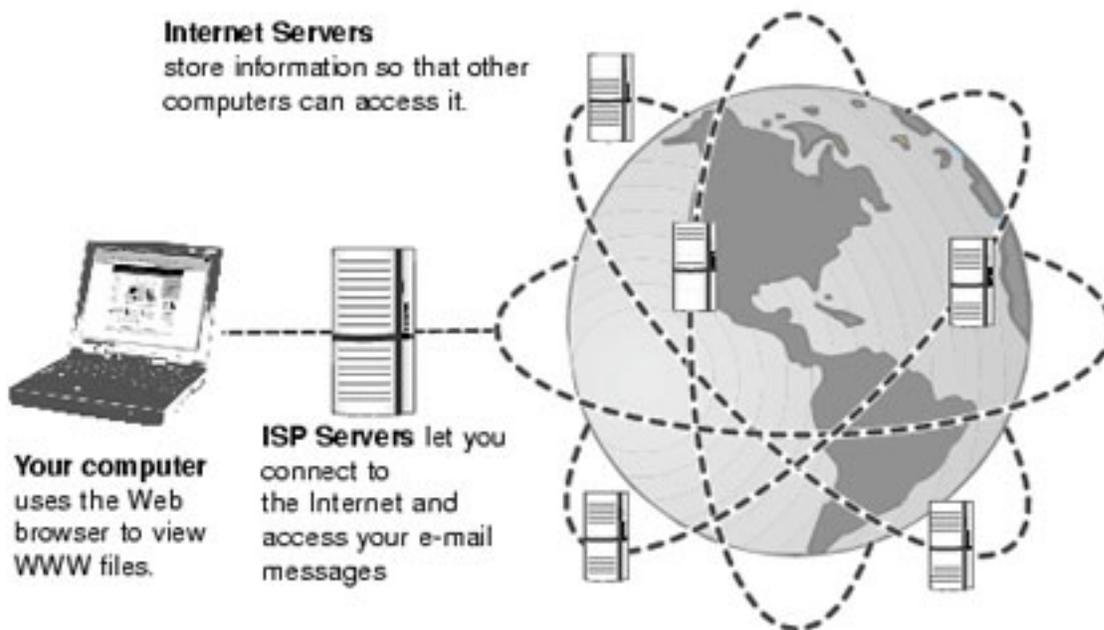
If you want to access the Internet you need:

- A **modem** - a device that is installed in your computer. When it is connected to a phone line, it is able to connect with other computers or servers. If you have a modem jack on your computer, you have a modem.

- An **Internet Service Provider (ISP) account** - a service purchased from a company that provides access to the Internet through their ISP server. When you connect to an ISP, such as gateway.net^{SM}, the ISP server lets you access the Internet and access your e-mail messages.

- An **e-mail program** - a program that lets you send and receive e-mail messages over the Internet.

- A **Web browser** - a program that displays information from the World Wide Web on your computer.

Using gateway.net

Before you can view the information on the Web, you need to set up an account with ISP. If you selected gateway.net as an ISP, follow these instructions to set up and connect to your account.

Setting up an account

To set up an Internet account with gateway.net:

1. Double-click the **Register with gateway.net** icon.

2. Follow the on-screen instructions.

After setting up your gateway.net account, your e-mail and Web browser programs are automatically set up. You can connect to the Internet immediately and access your e-mail services after thirty minutes.

Connecting to your account

To connect to your gateway.net Internet account:

1. Double-click the **Connect to gateway.net** icon. The gateway.net Sign-In dialog box opens.

2. If your user name is not entered, type it in the **User Name** text box.

3. If your password is not entered, type it in the **Password** text box. Asterisks appear on the screen when you type in your password so that onlookers cannot see your password.

4. If the dialer is not set to dial automatically, click **Connect**. The computer dials a gateway.net access phone number.

   After connecting, the Web browser opens and the default Web site opens. For information about the Web and the Web browser, see "Using the World Wide Web."

Disconnecting from your account

Caution Make sure that your computer disconnects properly from your Internet account. If you do not have a "unlimited hours" ISP account, you may have to pay for the time that you are connected.

To disconnect from your gateway.net Internet account:

1. Close your e-mail application. If you have unsent e-mail in your out box, you are asked to send it.

2. Close all Web browser windows.

3. On the taskbar, double-click the **gateway.net** icon. A dialog box opens and tells you that you are connected to gateway.net.

4. Click **Disconnect**. Your modem disconnects from the Internet.

Using the World Wide Web

The *World Wide Web* (WWW) is a user-friendly multimedia window to the Internet that gives you easy access to millions of sources of information on *Web pages* and *Web sites*, which are collections of pages. On the Web you can shop, track investments, read the news, download programs, visit entertainment sites, and much more.

Visiting a Web site

After you have connected to the Internet with the help of your ISP, you can visit Web sites by typing the *Web address* (for example, `www.gateway.com`) in the *address bar*, then clicking **Go** or pressing **Enter**. The Web

browser locates the server computer on the Internet, transfers, or *downloads*, data to your computer, and displays the page in the Web browser window.

Sometimes Web pages load or display slowly. The speed that a Web page displays on your screen depends on the complexity of the Web page and other Internet conditions.

Using links

You can travel through a Web site or visit other Web sites by clicking areas on the Web page called *links*, or *hyperlinks*. A link can be colored text (sometimes underlined), a picture, or an animated image. If you move your mouse over a link, your pointer will change to a "hand."

Using the toolbar buttons

In your Web browser, use *toolbar* buttons to:

- Move backward and forward through the pages you have recently visited.
- Stop a Web page from loading.
- Refresh a Web page that is having difficulty loading or has updated information on it.
- Go to the default home page you have marked.
- Save or mark your favorite Web page addresses.
- View the history of recent Web page visits.

Toolbar
Address bar
Web page
Link
Linked Web page
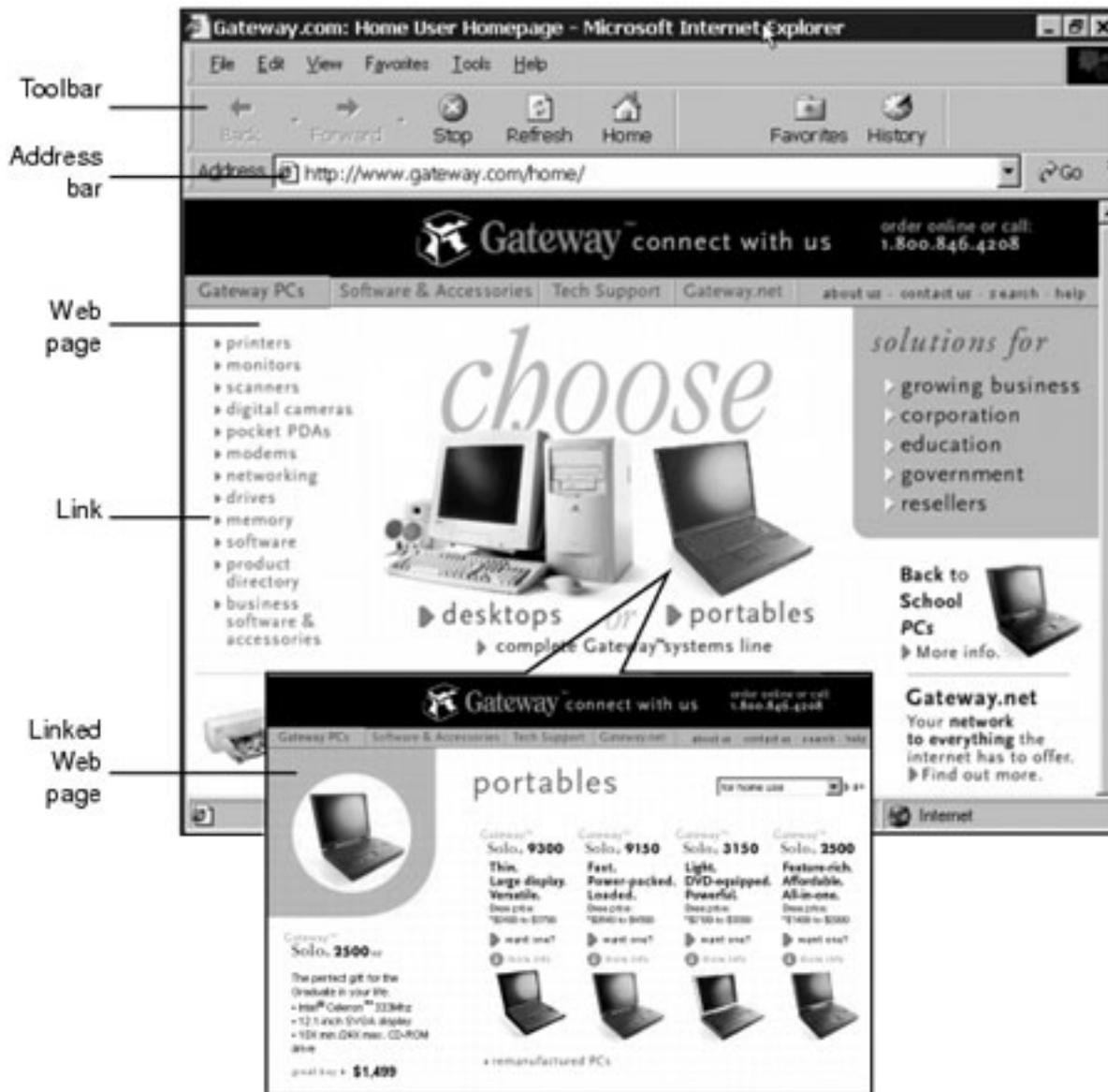
See the online help in your Web browser for additional information on using and setting up your Web browser.

Downloading files

Downloading is the process of transferring files or programs from an Internet server to the hard disk drive on your computer.

To download files or programs from a Web site:

1. Connect to your gateway.net or other ISP account.

2. Open your Web browser.

3. Type in the address of the Web site that contains the file or program that you are going to download.

4. On your computer, create a folder where you want to store the file or program.

5. Click the link for the file that you want to download.

6. Follow the on-screen instructions to save the file in the folder that you created. A copy of the file is transferred to your computer. The time that it takes to transfer the file to your computer depends on file size and other Internet conditions.

7. Make sure you scan the file for viruses. See "Protecting your computer from viruses" for information on checking files for viruses.

8. Locate and open the folder that you created.

9. Install or view the file by double-clicking it. If applicable, follow the instructions provided on the Web site to run or install the program.

10. After you have installed the downloaded program or finished using the file, you can delete it from your computer.

Using e-mail

E-mail (electronic mail) programs let you send messages to anyone who has an Internet connection and e-mail address. Sending e-mail requires no additional fees because it is a free service of your Internet account. The Internet never "closes," so you can send e-mail messages at any time of the day or night. Your e-mail messages can arrive at most Internet e-mail addresses in minutes.

An *e-mail address* consists of a *user name*, the @ symbol, and the *Internet domain name* of the 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 the gateway.net ISP might have an e-mail address that is similar to this one:

User name   Internet domain name
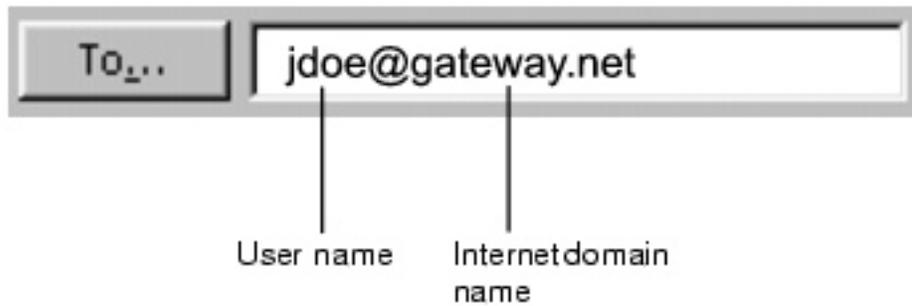
Sending e-mail

→ **To send e-mail:**

1. Connect to your gateway.net or other ISP account.

2. Open your Web browser.

3. If you use the Microsoft Internet Explorer Web browser, click **Mail**, then select **New Message**. The New Message window opens.

   - OR -

   If you use the Netscape Navigator Web browser, select **Communicator**, then **Messenger Mailbox**. The Netscape Messenger e-mail program opens. Click **Message**, then **New Message**.

4. In the new message window, type the e-mail address of the person you want to send your message to in the **To:** field, then type the subject and your message.
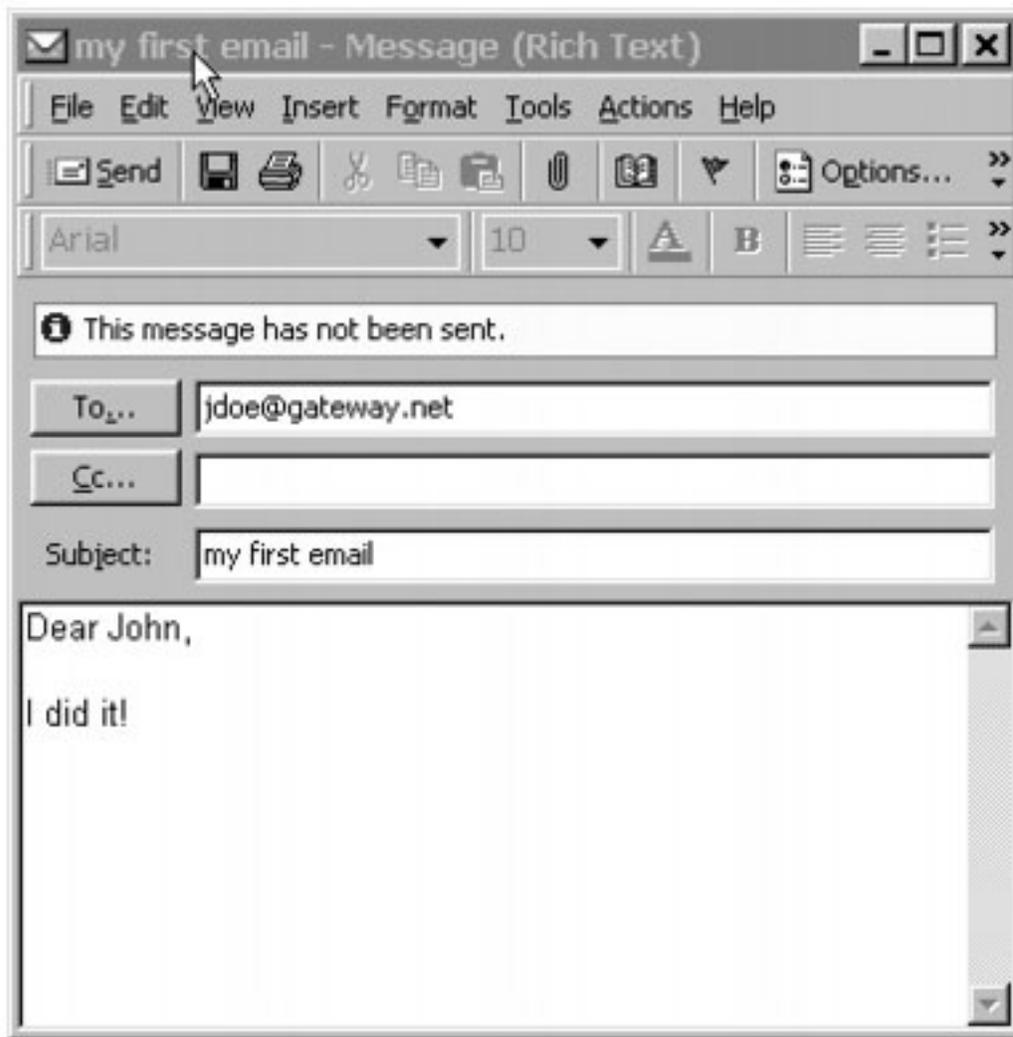
5. Click **Send**. Your e-mail is sent over the Internet to the e-mail address you specified.

Checking your e-mail

➔ **To check your e-mail:**

1. Connect to your gateway.net or other ISP account.

2. Open your Web browser.

3. If you use the Microsoft Internet Explorer Web browser, click **Mail**, then select **Read Mail**. The Microsoft Outlook Express e-mail program opens.

   - OR -

If you use the Netscape Navigator Web browser, select **Communicator**, then **Messenger Mailbox**. The Netscape Messenger e-mail program opens.

4. If you use the Microsoft Outlook Express e-mail program, click **Send/ Recv**.

   - OR -

   If you use the Netscape Messenger e-mail program, click **Get Msg**.

   If you have a new e-mail message, it is downloaded to your computer and appears in your e-mail Inbox.

5. To read a message, double-click it. The message opens.

After you have received your e-mail messages, they remain on your computer until you delete them. You do not need to be connected to the Internet to read messages that you have already received.

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

Maintaining Your Computer

This chapter provides basic information about maintaining your computer hardware and programs. You should perform regular maintenance to keep your computer running efficiently.

Check the following table to set up your best maintenance schedule.

Maintenance task	Immediately after purchase	Monthly	When needed
Create an emergency disk	X		X
Back up files		X	X
Scan hard drive		X	X
Defragment hard drive		X	X
Check for viruses		X	X
Manage hard drive space			X
Clean computer case			X
Clean keyboard			X
Clean screen			X

Clean mouse   X

Caring for your computer

Your Gateway computer is a durable product; however, use a carrying case when you are transporting it.

Here are more ways to extend the life of your computer:

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

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

- Avoid subjecting your computer to extreme temperature changes. The case can become very brittle and easy to break in cold temperatures and could melt or warp in high temperatures. Damage due to either extreme is not covered by your warranty. As a general rule, your computer is safest at temperatures that are comfortable for yourself.

- Keep all liquids away from your computer, especially drinks. Exposure to almost any liquid can result in extremely expensive repairs that are not covered under your warranty.

- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms.

- Keep port covers closed when you are not using the external device ports so that the connectors remain clean and the pins do not get bent or broken.

- Keep diskettes and modular disk drives away from magnetic fields. Magnetic fields can erase data on both diskettes and hard drives.

Protecting from power source problems

Surge suppressors can help protect your computer from power source problems.

Surge suppressors

During a power surge, the voltage level of electricity coming into your computer can increase to far above normal levels and cause data loss or system damage. Protect your computer and peripherals by connecting them to a *surge suppressor*, which will absorb voltage surges and prevent them from reaching your computer.

Warning High voltages can enter your computer through the phone line connected to the modem. To protect your computer during electrical storms, unplug the telephone line from the modem jack or use a telephone line surge suppressor.

Creating an emergency startup diskette

An emergency startup diskette is a diskette that contains critical information that you need to start your computer if Windows fails to start. Using the startup diskette, you can restore the files that are required to return your computer to normal operation.

You should create a startup diskette as soon as you get your computer and when you make configuration changes to your computer, such as adding new hardware or programs.

To create an emergency startup diskette:

1. Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.

2. Double-click the **Add/Remove Programs** icon. The Add/Remove Programs Properties window opens.

3. Click the **Startup Disk** tab. The Startup Disk tab opens.

4. Place a blank diskette into the diskette drive.

5. Click **Create Disk**. A message box appears telling you to insert a new diskette.

6. Click **OK**. Files are copied to the emergency startup diskette. When Windows finishes copying files, remove the diskette from the diskette drive.

7. Label the diskette "Emergency startup diskette."

8. If you want to write-protect your diskette, which will prevent the diskette from being erased or infected by viruses, slide the tab that is at the top of the diskette to the up position.
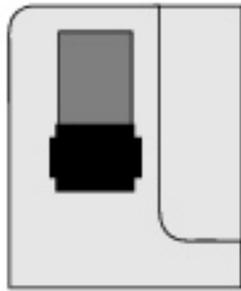
Not write-protected	Write-protected
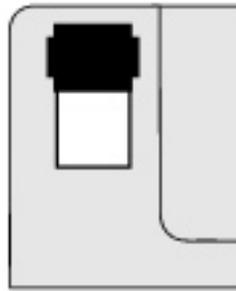
9. Store your emergency startup diskette in a safe place and away from magnetic fields.

Scanning the hard drive for errors

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

Use ScanDisk from once a week to once a month, depending on how often you use your computer. Also use ScanDisk if you encounter hard drive problems.

To run ScanDisk:

1. Double-click the **My Computer** icon. The My Computer window opens.

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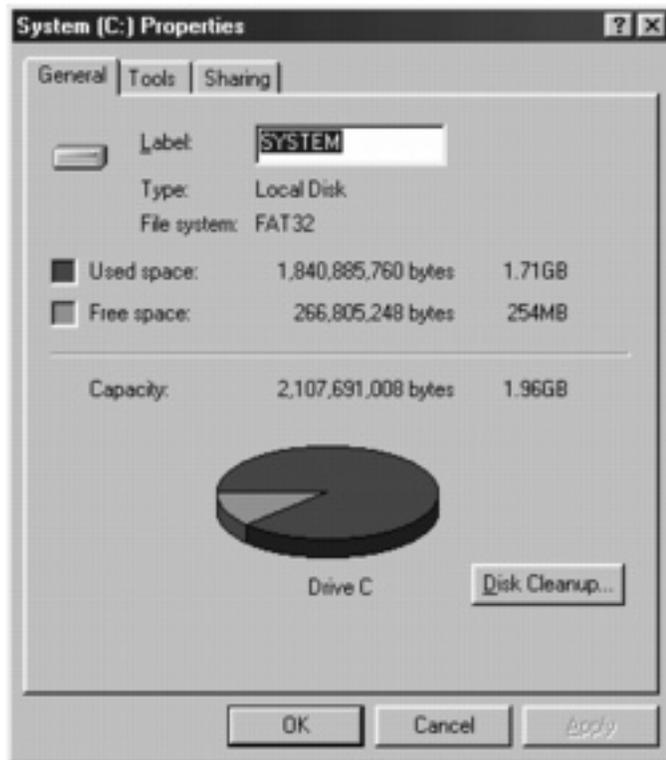
3. Click the **Tools** tab. The Tools tab opens.

4. Click **Check Now**. The ScanDisk dialog box opens.

5. Click **Start**. ScanDisk checks the drive for errors.

6. Correct any problems that are found by following the on-screen instructions. After ScanDisk has finished checking the drive for errors, it provides a summary of the problems that were found.

7. Click **Close**.

Defragmenting the hard drive

When working with files, Windows may divide the file information into pieces and store the pieces in different places on the hard drive. This division of files, called *fragmentation*, is normal. However, to access a file, the hard drive must search for the pieces of the file and put the file back together, which can slow down your hard drive performance.

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

Caution Do not use your keyboard or mouse when the computer is running Disk Defragmenter because you may have restart the process at the beginning. Also, if you are connected to a network, log off any network connections because network communication may restart the Disk Defragmenter process.

To run Disk Defragmenter:

1. Double-click the **My Computer** icon. The My Computer window opens.

2. Right-click the hard drive that you want to defragment, then select **Properties**. The System Properties window opens.

3. Click the **Tools** tab. The Tools tab opens.

4. Click **Defragment Now**.

5. If Disk Defragmenter does start automatically, click **Start**.

    Disk Defragmenter displays the progress on the screen. After the process is over, you are asked if you want to defragment another drive.

6. If you do not want to defragment another drive, click **No**.

Protecting your computer from viruses

A *virus* is a program that attaches itself to a program or data file on a computer and then spreads from one computer to another. Viruses can damage data, cause computers to malfunction, and can display annoying or offensive messages. Some viruses can go unnoticed for long periods of time because they are activated on a certain date or time. Protect your computer from a virus by:

- Using the Norton® AntiVirus to check files and programs that are on diskettes, attached to e-mail messages, or downloaded from the Internet. After you run Norton AntiVirus you can back up your files to diskettes, a separate hard drive, or a high-capacity storage drive.

- Updating Norton AntiVirus periodically to keep up with new viruses.

- Obtaining all programs from reputable sources and checking 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.

The Norton AntiVirus scanning program is located in the **Start** menu. If you need help using the program, select **Help** in the menu bar.

To remove a virus:

1. Find and remove the virus immediately using Norton AntiVirus.

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

3. Turn on the computer and rescan for the virus.

4. If the virus cannot be removed or has caused substantial damage to your computer, use Gateway GoBack to return your computer to its previously working condition. For more information, see "Using Gateway GoBack".

Managing hard drive space

By deleting unnecessary files from your hard drive and managing the space that is automatically allocated for saving certain files, you can help maintain the performance of the hard drive.

Checking hard drive space

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

➡️ **To check hard drive space:**

1. Double-click on the **My Computer** icon. The My Computer window opens.

2. Right-click the hard drive that you want to check for available file space, then select **Properties**. The System Properties window opens and shows the free and used space on the drive.

Backing up files

In order to retrieve files that may have been lost or damaged, you should back up your files regularly to diskettes or other backup media.

You can back up all of the files on your computer or you can select specific files and folders. Use diskettes to do a partial backup of selected files or folders. Use a backup device such as a Zip® drive, tape drive, or other high capacity backup device to do a complete hard drive backup.

Windows 98 includes a backup program to help manage backups. The following instructions describe how to use the backup program. Select **Help** for more information about using the backup program.

If you lose a file that was not backed up, you can restore the file using Gateway GoBack. For more information about restoring files, see "Using Gateway GoBack".

➡️ **To run the Windows backup program:**

1. Double-click the **My Computer** icon. The My Computer window opens.

2. Right-click the hard drive you want to back up, then select **Properties**. The System Properties window opens.

3. Click the **Tools** tab. The Tools tab opens.

4. Click **Backup Now**. The Backup program starts.

5. Follow the on-screen instructions.

Deleting unnecessary files

By deleting unnecessary files from the hard drive, you free up space on the hard drive and help improve its performance. Use the Windows Disk Cleanup utility to delete temporary Windows files, delete temporary Internet files, empty the Recycle Bin, and delete other files.

To use Windows Disk Cleanup:

1. Click **Start**, then select **Programs**, **Accessories**, **System Tools**, then **Disk Cleanup**. The Select Drive window opens.

2. Select the drive you want to clean up and click **OK**. The Disk Cleanup window opens.

3. Click the check box beside each file type you want to delete. For more information about each file type you can delete, read the descriptions in the Disk Cleanup window.

4. Click **OK**, then click **Yes**. The selected files are deleted.

Cleaning your computer

Keeping your computer clean and the vents free from dust helps keep your system performing at its best. Use the instructions in this section to clean your computer components.

Before you start, you may want to gather these items and put together a computer cleaning kit:

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

Cleaning the keyboard

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

If you spill liquid on the keyboard, turn off the computer and turn the unit upside down to let the liquid drain. Let the keyboard dry before trying to use the keyboard again. If the keyboard does not work after it is dry, you may need to have it replaced.

Cleaning the screen

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

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

Cleaning the exterior

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

Caution When you shut down your computer the power turns off, but some electrical current still flows through the computer. To completely disconnect power from the computer, unplug the power cable and modem cable from the wall outlets and disconnect the battery.

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

Your computer is cooled by air drawn in through the vents on the chassis and blown out through the power supply exhaust fan. Keep vents on the chassis free of dust. With the computer turned off and unplugged, brush the dust away from the vents with a slightly damp cloth. Be careful not to drip any water into the vents. Do not attempt to clean dust from the inside of the computer.

Cleaning the external mouse

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

To clean the external mouse:

1. Turn the mouse upside down.

2. Rotate the retaining ring on the bottom of the mouse counter-clockwise.

3. Remove the retaining ring and mouse ball.

4. Remove any dust, lint, or dirt from the mouse ball with a soft cloth.

5. Clean the mouse rollers with a cotton swab dipped in isopropyl alcohol.
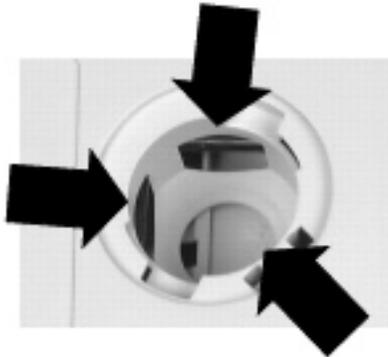
6. Replace the mouse ball and retaining ring.

7. Rotate the retaining ring on the bottom of the mouse clockwise and lock it in place.

Upgrading Your Notebook

This chapter explains how to:

- Prevent static electricity
- Install and remove PC Cards
- Replace a hard disk drive
- Connect a Mini PCI device
- Upgrade memory

Preventing static electricity

To prevent static electricity:

Before opening the computer case, read and follow these precautions to prevent damage from static electricity.

Caution	Static electricity can permanently damage electronic components in the computer. Prevent electrostatic damage to the system by following static

electricity precautions every time you open the computer case.

1. Wear a grounding wrist strap (available at most electronic stores).

2. Turn off the computer power.

3. Remove the battery pack.

4. Remove all external cords and cables.

Also follow these static electricity precautions:

- Avoid static-causing surfaces such as plastic and packing foam in your work area.
- Remove parts from their antistatic bags only when you are ready to use them. Do not lay parts on the outside of antistatic bags because only the inside provides antistatic protection.
- Always hold expansion cards by their edges and their metal mounting brackets. Avoid touching components on the cards and the edge connectors that connect to expansion slots. Never slide cards or other parts over any surface.

Using PC Cards

The PC Card slots (also known as PCMCIA card slots) are located on the right side of your notebook. Install Types I or II PC Cards in the top slot. Install Types I, II, or III PC Cards in the bottom slot.

These PC Cards can be used in your notebook:

- PC Card 16
- PC Card 32 (CardBus)

■ Zoomed Video Cards (Place in bottom slot only. PC eject button for this slot is labeled.)

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

➲ **To insert a PC Card:**

1. Insert the PC Card with the label facing up.

2. Slide the card firmly into the PC Card slot until it is flush with the notebook case.
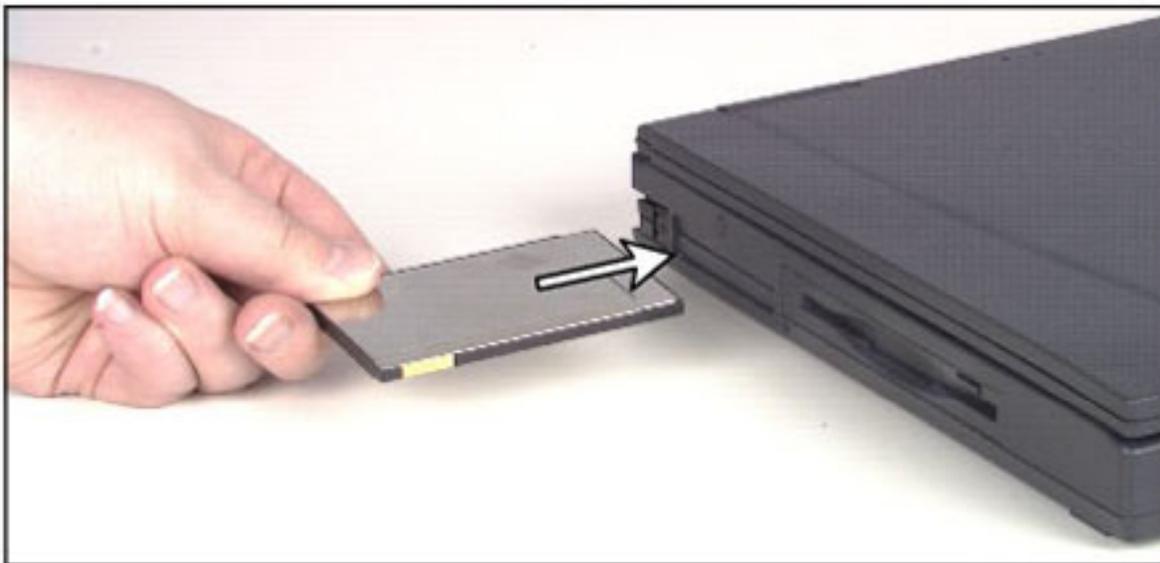
3. Follow the Windows Setup Wizard installation steps the first time you insert a PC Card. Operate the device as recommended in the manual from the PC Card manufacturer.

➲ **To remove a PC Card:**

1. Click the PC Card icon in the taskbar.

2. Click the card you want to remove, then click **OK**.

3. Swing out the eject button.

4. Eject the PC Card by pressing the eject button.
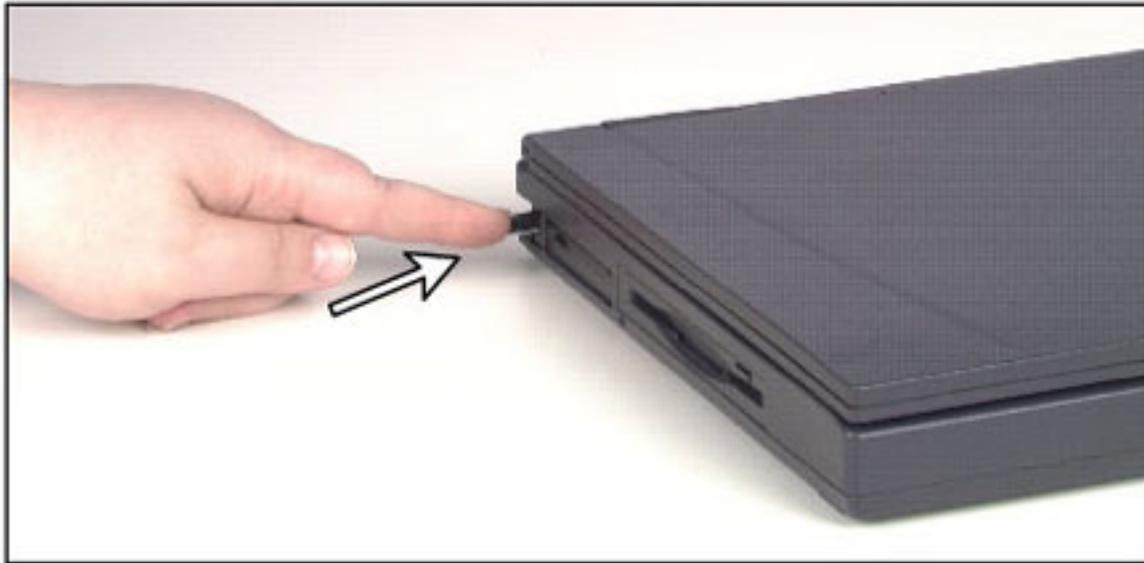
5. Reset the eject button by pressing the eject button again.

Installing memory

Your portable computer uses memory modules called SO-DIMMs (Small Outline Dual Inline Memory Modules). The modules are available in various capacities and any module can be placed in any available slot. Use the procedure in this chapter to add or replace memory modules.

Important	If you change the memory (RAM) and your notebook uses Hibernate (*Suspend to Disk*) mode to save power, you must run a utility for

Hibernate mode to function correctly.

Warning Disconnect all power supply lines before removing the memory expansion bay cover. Replace the memory expansion bay cover before reconnecting power.

To add or replace memory modules:

1. Turn off your computer.

2. Remove the battery pack.

3. Remove the memory bay cover.
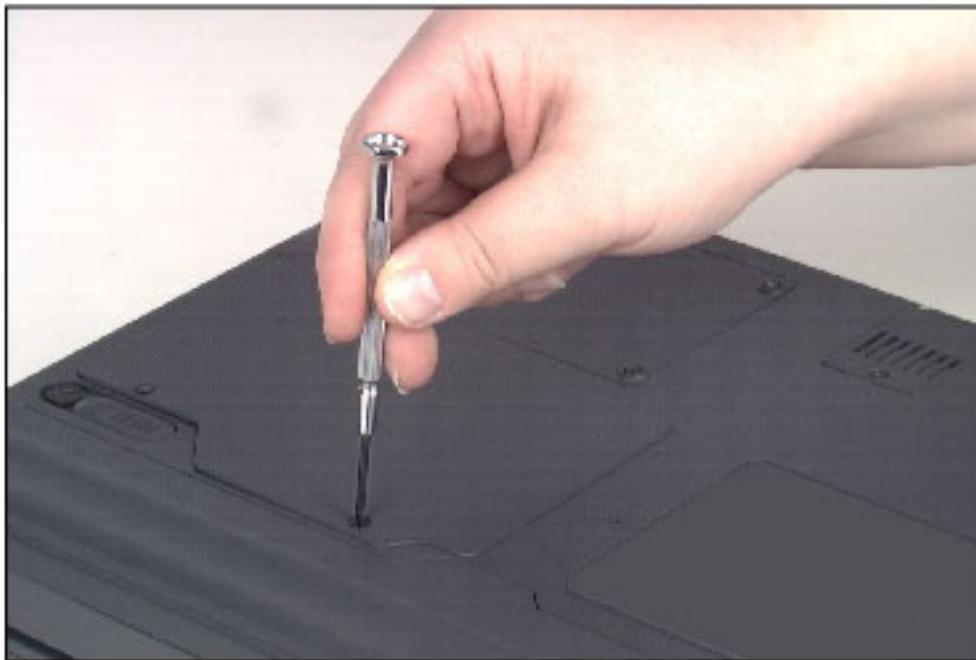
4. If you are removing a module, gently press outward on both clips at either end of the memory module at the same time until the module tilts upward.
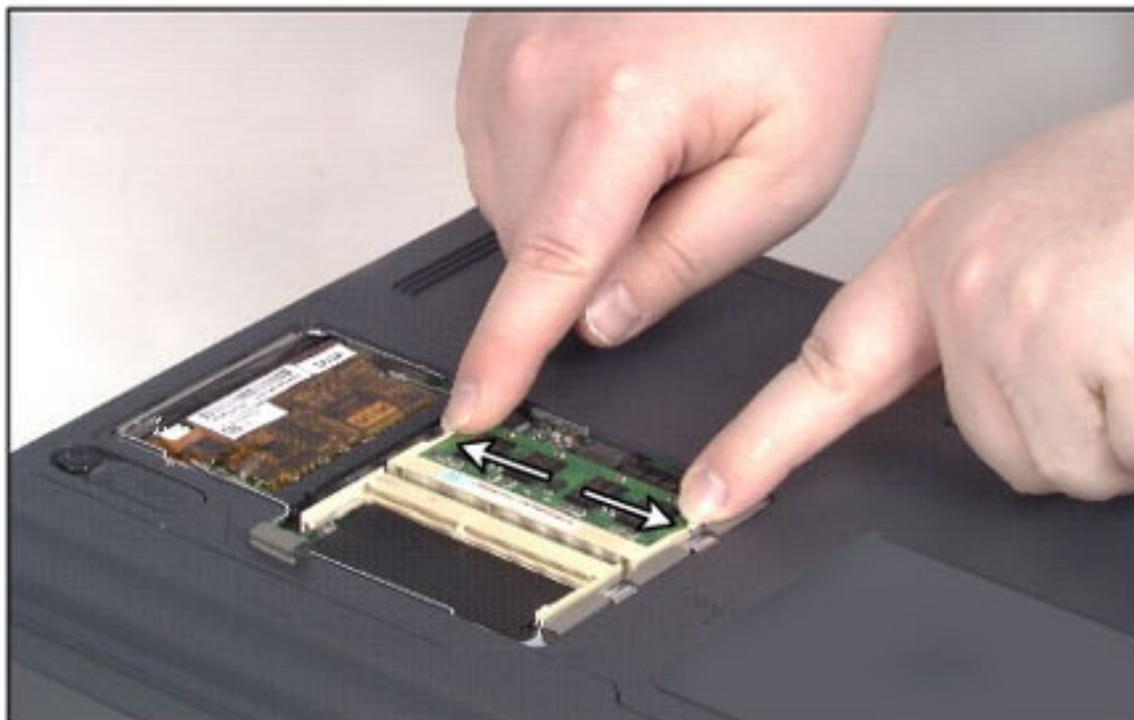
5. Pull the memory module out of the slot.
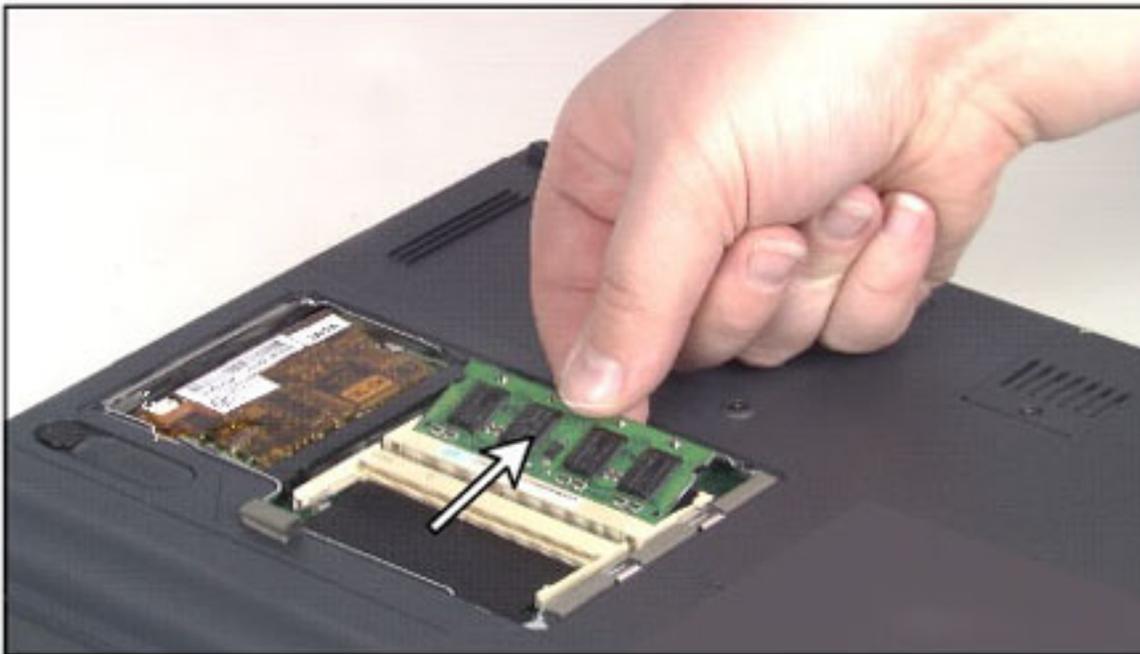
6. Find the appropriate memory module slot. Your notebook can accept one 1-inch wide, PC-66 SO-DIMM and one 1.25-inch wide, PC-66 SO-DIMM.
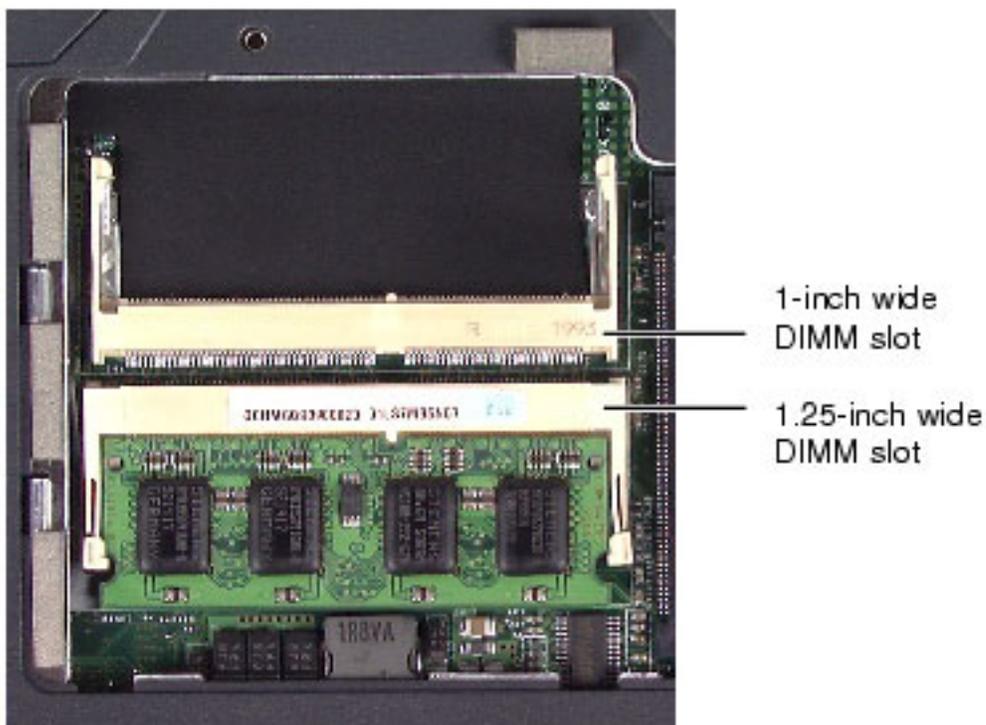
7. Hold the replacement module at a 30-degree angle and slide it into the empty memory slot. Align the small notches on the ends of the module with the matching bumps on the latches and gently push the module down until it clicks in place.

8. Replace the memory bay cover, insert the main battery, and restart the computer.

9. If you do not have the hibernation mode option enabled, you have finished installing the memory module.

   - OR -

   If you are using hibernation mode, press **F8** while the system is starting.

10. Select **Command prompt only** by pressing the down arrow key, then press **Enter**. The command prompt C: appears.

11. Type **chks2d**, then press **Enter**. The Hibernation mode memory file is regenerated.

12. Restart the computer.

Replacing the hard disk drive

You can remove the hard disk drive from your notebook to swap to a second hard disk drive.

If you decide to add a new hard disk drive, then use the documentation that comes with the hard disk drive to prepare the drive for use.

Caution

Do not expose the hard drive to liquid or magnetic fields. Exposure could damage the data on the hard drive.

➡ **To replace the hard disk drive:**

1. Save all work.

2. Click **Start**, then select **Shut Down**, **Shut down**, then click **OK**.

3. Close the LCD lid.

4. Disconnect the AC power.

5. Remove the battery. See "Changing batteries" for instructions on removing the battery.

6. Turn the notebook over.

7. Remove the two screws that hold the hard disk drive panel to the notebook case.

8. Slide the hard disk drive kit out and lift it up.

9. Place the new hard disk drive kit into the notebook case.

10. Secure the new hard disk drive kit with the screw.

11. Turn on the notebook when you are ready to use it.

12. If this is a first-time installation, then follow the instructions that came with the hard disk drive to prepare the drive for use.

Managing Power Use

This chapter explains how to:

- Check battery status
- Maximize battery life
- Change batteries
- Recalibrate a battery
- Change power management settings
- Change BIOS settings in the Power menu

Checking battery status

The notebook can run on a fully charged battery for several hours of normal use before the battery needs recharging. As long as the AC adapter is properly connected, the battery will charge while your notebook is operating.

Charge level

If you want to check the charge level of your battery, you can:

- Look at the battery indicator light:
    - Green - battery fully charged.
    - Orange - battery is being charged.
    - Red - battery is low.

- Blinking and red - battery is very low.

■ Position the cursor over the power cord or battery icon in the lower right corner of the taskbar. A battery status pop-up window opens.

Low battery

When your battery is low:

■ The battery indicator light is red or blinking and red.

■ The battery icon in the lower right corner of the taskbar has a red "X" over it.

■ The Low Battery window appears, advising you to change your battery or connect to AC power immediately to prevent losing your work.

Battery malfunction

The battery is malfunctioning when the battery indicator light is blinking and orange. If this occurs, see "Recalibrating the battery".

Maximizing battery life

If your notebook is relying only on the battery for power, try these tips to conserve power:

■ Dim the display brightness as low as is comfortable.

■ Remove PC Cards when they are not in use. Many PC Cards use a small amount of battery power while they are installed, even if they are not being used.

■ Close the display panel to turn off the display when the notebook is not being used. The LCD display stays off until you open the lid.

■ Use the CD drive only when necessary. This drive uses a large amount of battery power.

■ While traveling, use the optional automobile/aircraft power adapter to connect your notebook to any available power receptacle. Also, take your AC power adapter to recharge the battery when possible.

■ Modify the Power Management settings for maximum power savings. For more information on changing the power management settings in Windows 98, see "Changing power management settings."

■ Enable Hibernation mode support and use Hibernation mode for power savings while the notebook is not in use.

Changing batteries

Follow this procedure to change your notebook battery pack.

Important Because notebooks operate in Standby mode for only a short time without power, swap batteries quickly.

To change the battery pack:

1. Turn off the computer.

2. Close the cover.

3. Turn your notebook over.

4. Remove the screw from the battery release latch.
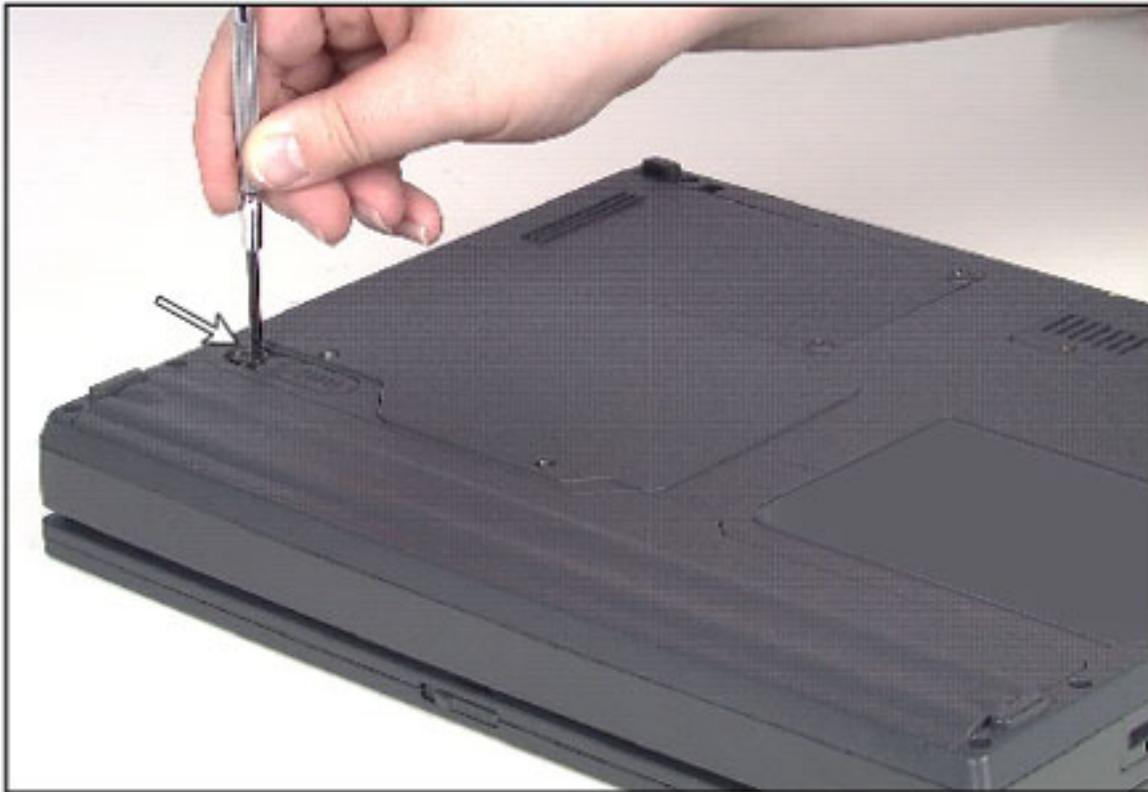
5. Slide the battery release latch to release the battery pack.

6. Hold the latch forward and lift the battery pack straight out from the notebook.

7. Slide the recharged battery into the bay and snap it into place.

8. Open the cover.

9. Turn on the notebook.

Warning Danger of explosion if battery is incorrectly replaced.

Replace only with the Gateway Solo 1100 NiMH battery pack. Discard used batteries according to the manufacturer's instructions.

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

Recalibrating the battery

Recalibrate the battery gauge every two months using the Battery Learning program to increase the accuracy of the battery gauge, which

loses its accuracy over time. The process of recalibrating the battery can take 6-8 hours. You may want to let the Battery Learning program run overnight.

Important Removing the battery or disconnecting the AC power will interrupt the process of recalibrating the battery. If the process is interrupted, you must run the program from the beginning to properly condition the battery.

To recalibrate the battery:

1. Connect the AC adapter to the notebook and to an AC outlet.

2. Insert the battery into the battery bay.

3. Start the notebook.

4. Place the *Gateway Solo 1100 Recovery CD, Disk 2* into the CD drive. The *Gateway Solo 1100 Recovery CD, Disk 2* window opens.

5. Click the **Recalibrate Battery** tab.

6. Click **Restart** to run the Battery Learning program. The computer shuts down and starts using the *Gateway Solo 1100 Recovery CD, Disk 2*.

7. When prompted, select **Recalibrate battery**.

8. Press **Enter**. A screen with a description of the Battery Learning program appears.

9. Press any key. A screen showing the progress of the Battery Learning program appears. Recalibrating the battery takes approximately 6-8 hours.

Important If you need to exit the Battery Learning program, press **Esc**.

10. After the battery is recalibrated, follow the on-screen instructions to exit the Battery Learning program and restart your computer. Make sure that you remove the *Gateway Solo 1100 Recovery CD, Disk 2* before you restart your computer.

Changing power management settings

You can change the behavior of the power button, the Standby button, and the power-savings timers. To change these power management settings, you need to go into the Windows Control Panel.

Opening Power Management Properties

To open Power Management Properties:

1. Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.

2. Double-click the **Power Management** icon. The Power Management Properties dialog box opens.
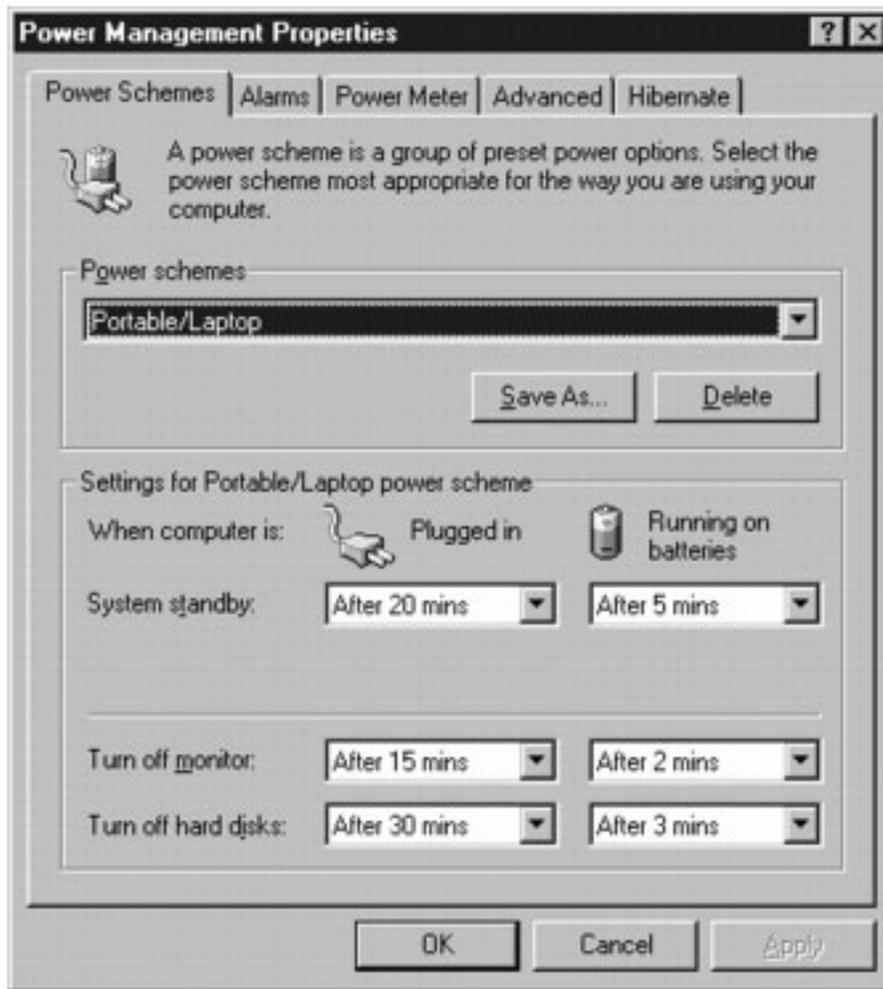
3. Click the appropriate tab to view and modify settings.

Setting power schemes

Within the Power Management Properties window you can change power
saving settings, determining when the monitor or hard disk should be
turned off so that you can save power.

You can select one of the pre-defined power schemes from the **Power
schemes** drop-down list, or you can create your own power scheme. The
Portables/Laptop power scheme changes the settings to maximize the
battery life of your notebook.

To change your power saving options:

1. Open the Power Management Properties window.

2. Click the **Power Schemes** tab.

3. Select a pre-defined power scheme from the drop-down list.

   - OR -

   Set your power saving options. Save the power scheme by clicking **Save As,** typing in a name, then clicking **OK**.

4. Click **OK**.

Changing alarm settings

Your notebook is equipped with alarms that can alert you if your battery power is running low.

To change your power saving options:

1. Open the Power Management Properties window.

2. Click the **Alarms** tab.

Power Management Properties [?] [X]

Power Schemes | Alarms | Power Meter | Advanced | Hibernate |

Low battery alarm
☑ Set off low battery alarm when power level reaches: 10%

0% ———————————— 100%

Alarm Action... | Notification: Text. Action: No action.

Critical battery alarm
☑ Set off critical battery alarm when power level reaches: 3%

0% ———————————— 100%

Alarm Action... | Notification: Text. Action: Standby.

OK | Cancel | Apply
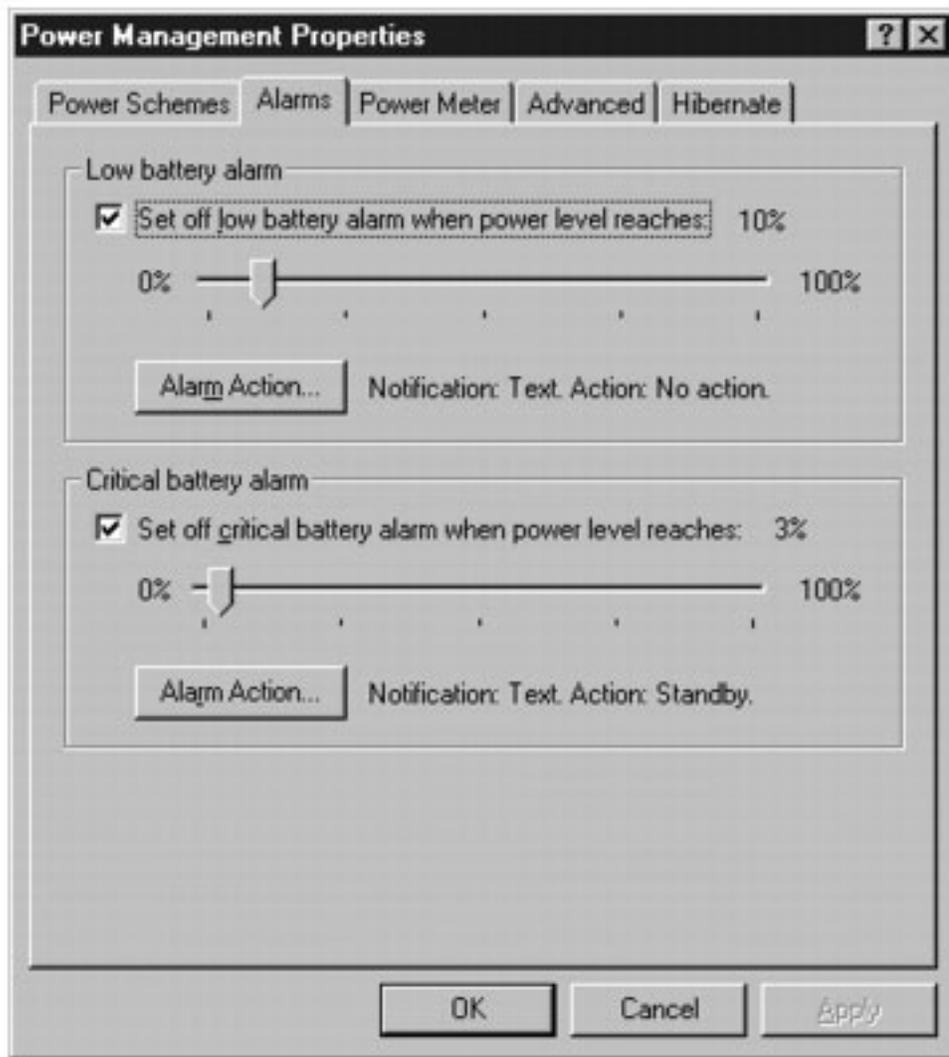
3. Make your alarm settings. You can turn alarms On and Off, set the level of battery power when the alarm rings, and select how you are notified (sound or message).

4. Click **OK**.

Hibernation mode

When you activate the Hibernation power-saving mode (also called *suspend to disk*), all the RAM information, or information about what current files and programs you are working on at the time, is stored on the hard disk drive when the computer is turned off. When the computer is turned on again, the RAM information is read from the hard disk drive and the files and programs are restored to the same condition that they were in when you activated Hibernation mode.

You need to enable the Hibernation mode option before you can select it

in the Advanced tab.

To enable Hibernation mode option:

1. Click **Start**, then select **Settings**, then **Control Panel**.

2. Double-click **Power Management**. The Power Management Properties dialog box opens.

3. Click the **Hibernate** tab.
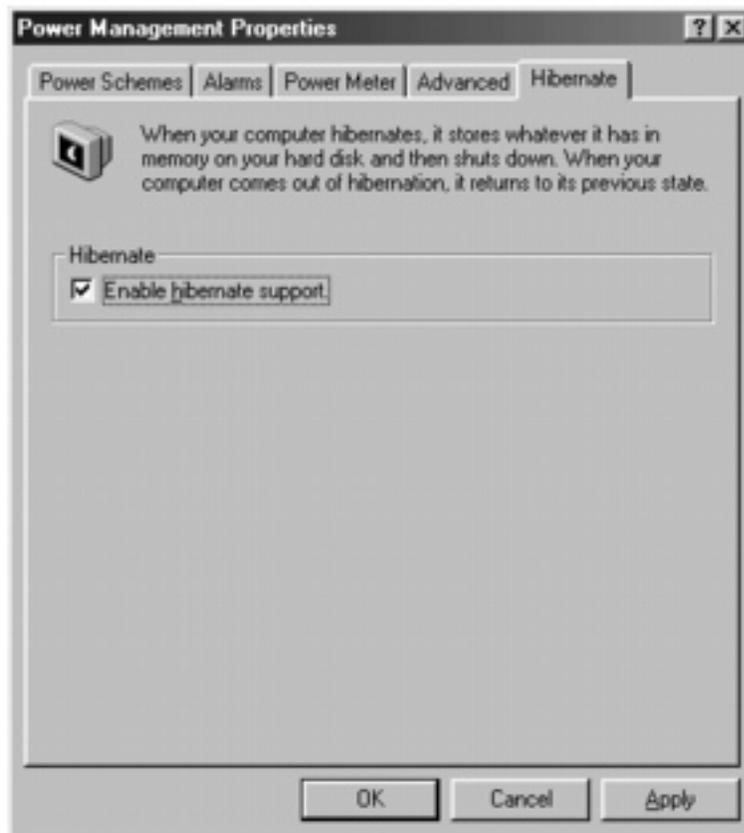
4. Select the **Enable hibernate support** check box, then click **OK**.

Restoring Files and Programs

This chapter helps resolve simple problems like recovering a deleted file and more complex problems like getting your computer operating again when it is not working properly.

Gateway GoBack and the *Gateway Recovery CD* are two important tools available to help you recover from computer problems.

See "Using Gateway GoBack" for information on when you should use Gateway GoBack. If Gateway GoBack does not help you resolve the problem and you have tried other troubleshooting solutions described in "Troubleshooting" then you may need to reinstall Windows. Find out more about reinstallation options in "Reinstalling Windows 98".

Using Gateway GoBack

Gateway GoBack takes the "worry" out of computing. With Gateway GoBack you can "go back" and recover a deleted file or undo software changes.

Even if you do not know what went wrong or how it happened, you can use Gateway GoBack to return your computer to the way it was five minutes ago, an hour ago, or even a week ago.

If you...	see...
❍ Deleted a file ❍ Saved over a file	"Recovering a file".
❍ Installed a software program and your computer is not working like it used to ❍ Downloaded a virus to your computer from the Internet ❍ Deleted an important system file	"Reverting to a previous hard drive configuration".

❍ Are not able to start Windows	"What to do when your computer does not start".
❍ Plan to upgrade or reinstall your operating system ❍ Need to repartition or reformat your drive	"Disabling Gateway GoBack".
❍ Need to boot to a diskette	"Starting your computer using a diskette".
❍ Want to use disk compression	"Using disk compression utilities".
❍ Want to use Norton Speed Disk	"Using Norton Speed Disk".

Before you use Gateway GoBack

If you have never used Gateway GoBack before, double-click the **GoBack** icon on your desktop, then click **Watch a short video to learn more about Gateway GoBack and how to use it** on the Gateway GoBack main menu. This short video explains what Gateway GoBack is and how to use it to correct computer problems.

Recovering a file

Use Gateway GoBack to recover a deleted file or restore a previous version of a file.

To recover a file using the File Recovery window:

1. Double-click the **GoBack** icon on your desktop. The Gateway GoBack main menu opens.

2. Click **Recover a deleted file, or get back an earlier version of a file** in the Gateway GoBack main menu. The Gateway GoBack File Recovery window opens.

3. From the **File** menu, select the hard drive where the file you want to recover was located.

4. Select the file that you want to recover.

5. Click **Recover To**.

6. Save the recovered file to a new location on the hard drive.

Reverting to a previous hard drive configuration

If your computer has stopped working properly, use Gateway GoBack to *revert* the computer to its previously working condition. If you suspect the problem is caused by a computer virus, use your antivirus program to scan for and remove the virus before using Gateway GoBack.

To revert your hard drive:

1. Double-click the **GoBack** icon on your desktop. The Gateway GoBack main menu opens.
2. Click **Revert your entire hard disk to a time in the past, or view your hard drive as it was before** in the Gateway GoBack main menu. The Gateway GoBack Drive window opens.
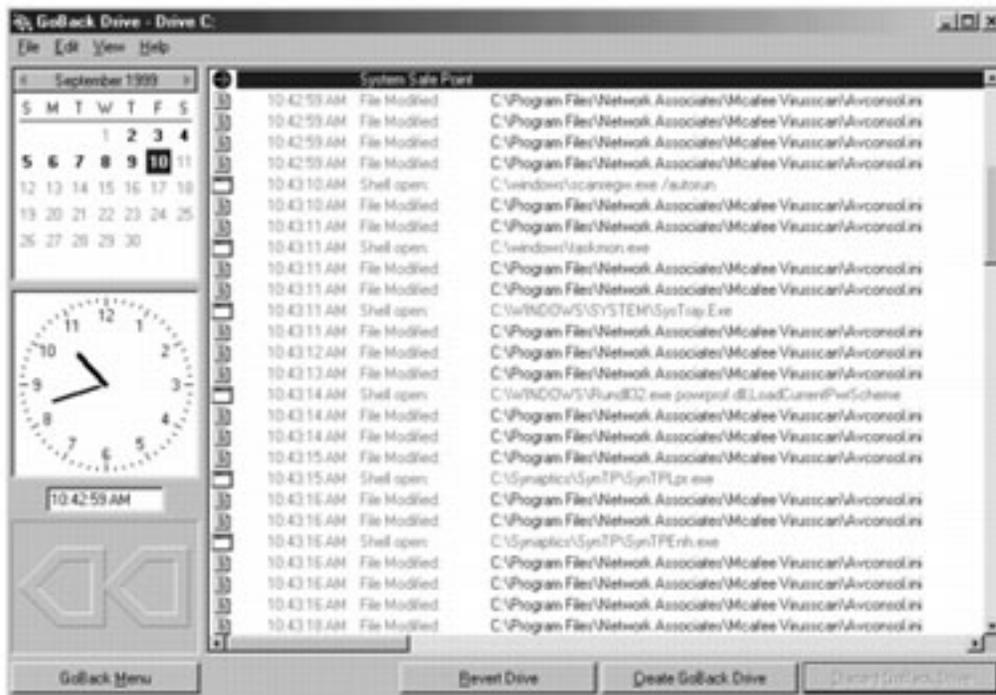
3. From the **File** menu, select the hard drive that you want to revert.

4. Review the event list to see what was happening on your computer.

   The events in the list have icons next to them that identify the event. See "Working with the Event List" in the online help for information about the event icons.

5. Use the calendar and clock to select a time to which you want to revert your hard drive. Gateway GoBack selects the safe point that is nearest to that time.

6. Click **Revert Drive**. Gateway GoBack restarts your computer and sets your hard drive to the selected time.

What to do when your computer does not start

If your computer crashes or Windows has trouble starting, you can use Gateway GoBack to return your computer to its previously working

condition.

➲ To revert your hard drive so you can start Windows:

1. Start your computer. During startup, the Gateway GoBack Screen appears.
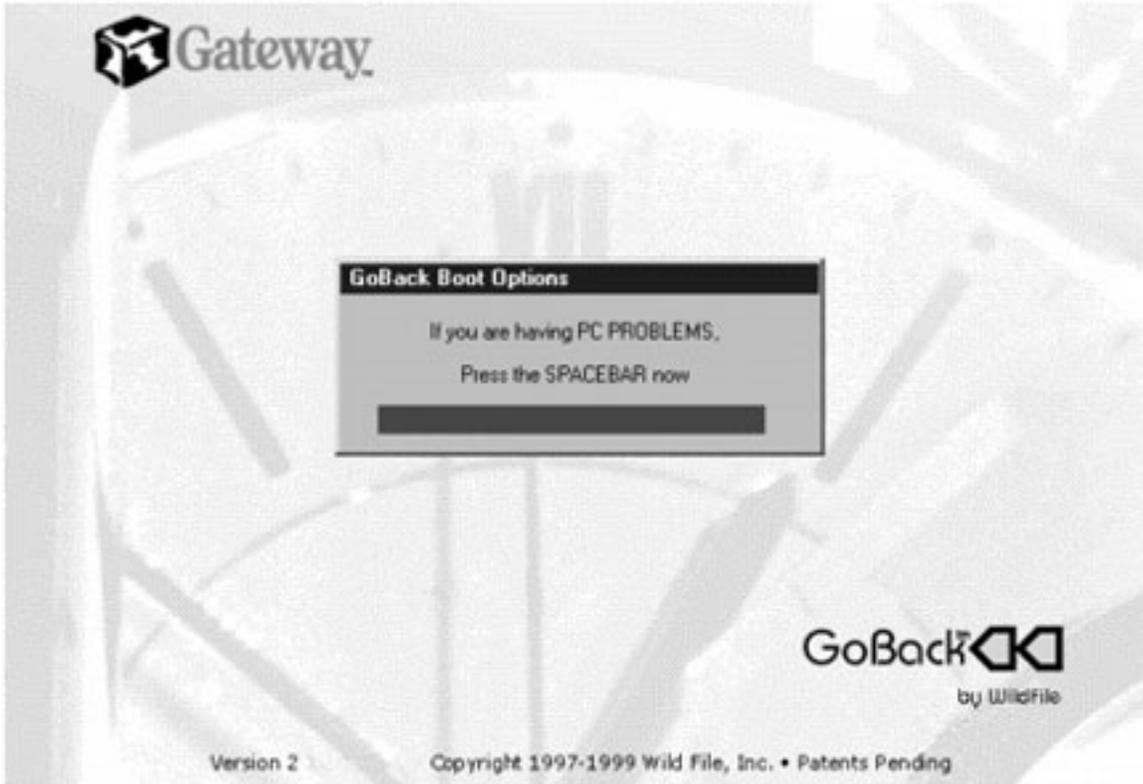
2. Press the spacebar. The Gateway GoBack Boot Menu appears.
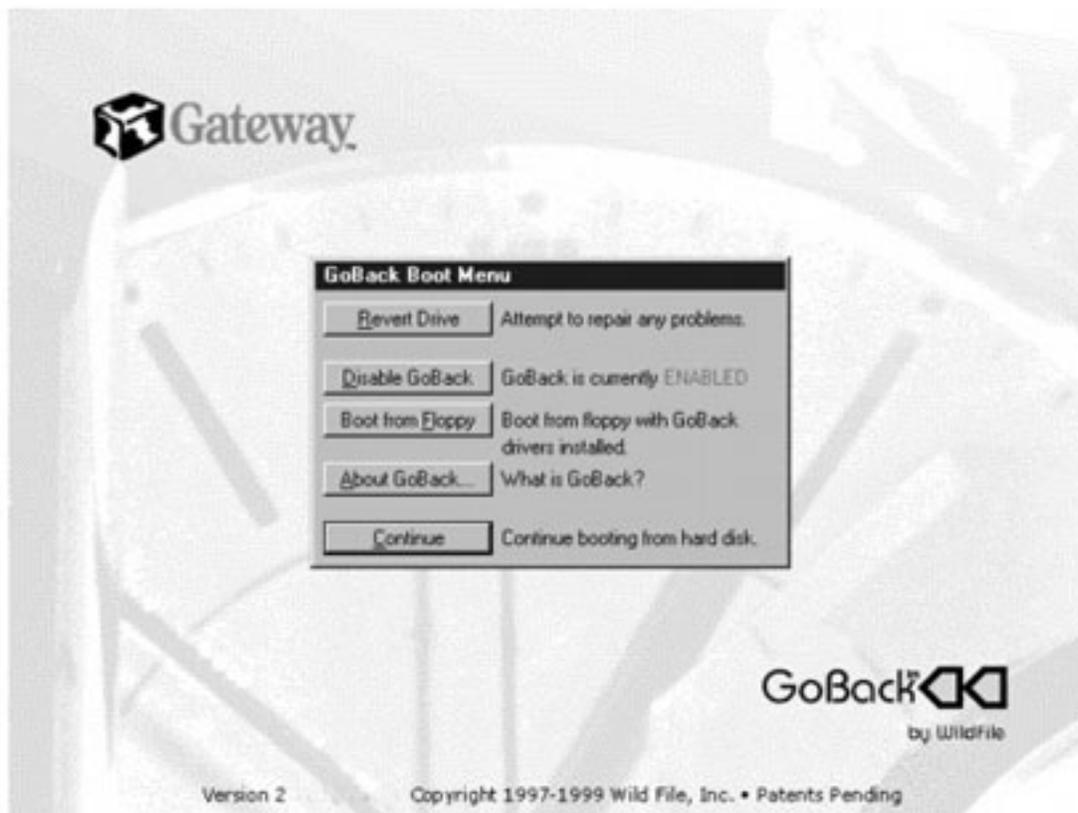
3. Click **Revert Drive**. Gateway GoBack searches the hard drive for safe points, then a dialog box displays the safe points.

4. Select the safe point that Gateway GoBack selects.

   - OR -

   Select a time before or after the recommended time.

   Gateway GoBack asks you if you want to proceed.

Caution If you have more than one hard drive protected by Gateway GoBack, all of these hard drives revert to the same point.

5. Click **Yes**. Gateway GoBack reverts your hard drive and restarts your computer.

6. If your computer does not start correctly, repeat this procedure and revert your hard drive to an earlier safe point so that you can start your computer.

Disabling Gateway GoBack

You can disable Gateway GoBack using the Gateway GoBack Boot Menu or in Windows using Gateway GoBack. Disable Gateway GoBack before you:

- Reload or upgrade Windows.
- Start your computer with an alternate operating system and access files on your hard drive.

■ Use the *Gateway Recovery CD* to recover your computer.

Caution When you disable Gateway GoBack, all of the information about your computer that Gateway GoBack has been tracking is discarded. You will only be able to revert your hard drive or retrieve files from the information that Gateway GoBack creates after it is enabled again. No information will be available before the time that you disabled Gateway GoBack.

To disable Gateway GoBack using the Gateway GoBack Boot Menu:

1. Start up your computer.

2. When the Gateway GoBack screen appears, press the spacebar.

3. Click **Disable GoBack**. Gateway GoBack is disabled.

To disable Gateway GoBack in Windows:

1. Double-click the **GoBack** icon. The Gateway GoBack main menu opens.

2. Click **Options**.

3. Click **Disable GoBack**. Gateway GoBack is disabled.

After you disable Gateway GoBack, a message appears each time you turn on your computer to remind you that Gateway GoBack is disabled. It also provides you with the option to enable Gateway GoBack. When you select the option to enable Gateway GoBack, the program is enabled and begins tracking the changes that are made to the hard drive.

Clearing Gateway GoBack history

If you do not want anyone to see what has been on your computer (for example, when you are working on confidential documents) you can clear your Gateway GoBack history.

Caution When you clear your Gateway GoBack history file, the data is deleted and you will not be able to restore the information.

 To clear your Gateway GoBack history:

1. Double-click the **GoBack** icon. The Gateway GoBack main menu opens.

2. Click **Options**.

3. Click the **History** tab.

4. Click **Clear GoBack History**.

Starting your computer using a diskette

Some programs and games require you to start your computer using a special startup diskette, or *boot* diskette. Gateway GoBack lets you use these startup diskettes and still maintain Gateway GoBack protection.

 To start your computer using a diskette:

1. Start your computer. During startup, the Gateway GoBack screen appears.

2. Insert the program or game diskette into the diskette drive. The Gateway GoBack boot menu opens.

3. Click **Boot from floppy**. Your computer uses the diskette to start.

Caution	If you start your computer with a diskette, you need to select the **Boot from floppy** option in Gateway GoBack or you will not be able to access your Gateway

GoBack-protected hard drives.

Reinstalling Gateway GoBack

If you want to adjust the amount of space allocated to Gateway GoBack or change the location where Gateway GoBack stores this information, you need to uninstall and reinstall Gateway GoBack.

To uninstall Gateway GoBack:

1. Click **Start**, then select **Settings**, then **Control Panel**.

2. Double-click the **Add/Remove Programs** icon. The Add/Remove Programs dialog box opens.

3. Select **GoBack** from the list, then click **Add/Remove**.

4. Follow the on-screen instructions. Gateway GoBack restarts your computer.

Caution	If you reinstall Gateway GoBack, all of the information about your computer that Gateway GoBack has been tracking is discarded. You will only be able to revert your hard drive or retrieve files from the information that Gateway GoBack

creates after it is reinstalled again. No information will be available before the time that you disabled Gateway GoBack.

To reinstall Gateway GoBack:

1. Follow the instructions "To uninstall Gateway GoBack:".

2. Follow the instructions that came with the *Gateway Recovery CD* to reinstall Gateway GoBack.

   The online setup wizard guides you through the installation process. After Gateway GoBack is installed, an icon appears on your desktop and in the status area of your taskbar.

During installation, you need to set aside part of your hard drive so that Gateway GoBack can store data. If you selected **Easy Install** when you installed Gateway GoBack, you set aside approximately 10 percent of your hard drive for Gateway GoBack to use. Approximately one week of data can be stored with this setting. However, the amount of drive information that Gateway GoBack can store depends on how much you use the computer, so you may need to set aside a larger area of your hard drive to store one week of data.

You can check how far back you can revert your hard drive or retrieve a file in the Gateway GoBack Drive window.

Updating your Gateway GoBack software

Gateway GoBack can automatically check the Internet for updates to the program.

To have Gateway GoBack check for updates:

1. Double-click the **GoBack** icon on your desktop. The Gateway GoBack main menu opens.

2. Click **Options**.

3. Click the **Internet** tab.

4. Select **Periodically check the Internet for important GoBack information or updates**.

On the Internet tab you can either click **View Updates** to view information about the latest updates or click **Visit the Gateway Web site** to view Gateway's Web page.

Getting help

If you need more information on how to use Gateway GoBack, you can access Gateway GoBack online help by:

- Clicking **Help** in the Gateway GoBack main menu.
- Selecting a help option from the **Help** menu in the Gateway GoBack Drive window.

Backing up your computer

Using tape drives and large-capacity disk drives to back up the information on your computer can offer additional protection from losing your computer files. Because Gateway GoBack uses your hard drive to store file information, GoBack cannot be used when you have a mechanical problem with the hard drive.

Using disk compression utilities

Gateway GoBack is not supported on drives compressed with a disk-level compression utility such as DriveSpace or DoubleSpace. Gateway GoBack is compatible with file-level compression utilities such as PKZIP, WINZIP, and ARJ.

Using Norton Speed Disk

If you run Norton Speed Disk, make sure that the hidden and system files are marked as "unmovable" in the performance option.

To mark hidden and system files as unmovable:

1. In the Norton Speed Disk window, select **Properties**, then **Options**. The Options window opens.

2. Click **Customize**.

3. Click the **Unmovables** tab.

4. Select the **Hidden** and **System** check boxes.

5. Save your changes by clicking **OK**.

Reinstalling Windows 98

If you have tried Gateway GoBack or other troubleshooting solutions described in "Troubleshooting" and they do not help you resolve your computer problems, then you should reinstall Windows using the *Gateway Solo 1100 Recovery CD* set.

Caution	Before using the *Gateway Solo 1100 Recovery CD* set, make sure that you back up all important personal files on your hard drive and disable Gateway GoBack. See "Backing up your computer" and

"Disabling Gateway GoBack" for more information.

The *Gateway Solo 1100 Recovery CD* set lets you reinstall Windows and other software back to the original Gateway installation. Insert the *Gateway Recovery CD, Disk 1* and restart your computer. Follow the instructions included with the *Gateway Solo 1100 Recovery CD* set.

Caution Before using the *Gateway Solo 1100 Recovery CD* set, make sure that you back up all important personal files on your hard drive. See "Backing up your computer" for more information about creating backup files.

Reinstalling device drivers

You need to reinstall device drivers if asked to do so while troubleshooting or if you see a message indicating that there is a problem with a device driver.

If you just reinstalled Windows 98 using the *Gateway Solo 1100 Recovery CD* set, the device drivers are automatically reinstalled and you do not need to follow the instructions in this section.

➲ To reinstall Windows 98 device drivers:

1. Place the *Gateway Solo 1100 Recovery CD, Disk 2* in the CD drive. The Gateway Software Backup program starts.

   If the program does not start automatically, then double-click the **My Computer** icon, double-click the CD drive icon, then double-click the cow-spotted box icon.

2. Click the **Install Hardware** tab and follow the on-screen instructions.

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

Reinstalling programs

If you are having problems running a program you can reinstall it from the *Gateway Solo 1100 Recovery CD, Disk 2* or from a program CD.

➲ To reinstall software from the Gateway Solo 1100 Recovery CD set:

1. Place the *Gateway Solo 1100 Recovery CD, Disk 2* in your CD drive. The Gateway Recovery CD program starts.

   If the program does not start automatically, double-click the **My Computer** icon, double-click your CD drive icon, then double-click the cow-spotted box icon.

2. Click the **Install Software** tab and follow the on-screen instructions.

3. Select the software you want to reinstall and follow the on-screen instructions.

   Depending on the software you are reinstalling, you may only need to restart your computer to complete the reinstallation. However, for some reinstallations, you may also need to use a setup wizard after your computer restarts. If a setup wizard opens when you restart your computer, follow the on-screen instructions.

To reinstall a program from a program CD:

1. Place the program CD in your CD drive.

2. Complete the reinstallation by following the instructions included with the CD.

To reinstall a program from a program CD:

Troubleshooting

This chapter gives possible solutions to common problems. If the troubleshooting suggestions in this chapter do not fix your problem, see "Getting Help".

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never open the memory bay cover while your computer is turned on.

- Make sure you are properly grounded before accessing internal components. For more information about preventing damage from static electricity, see "Preventing static electricity".

First steps

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

- Make sure the power adapter is connected to your computer and an AC outlet and that the AC outlet is supplying power.

- If a peripheral such as the keyboard, mouse, or printer does not work, make sure all connections are secure.

- Make sure that your hard disk drive is not too full. See "Hard disk drive" for information on freeing up hard disk drive space.

- If an error message appears on the screen, write down the exact message. The message may help technical support in diagnosing and fixing the problem.

- If you added or removed computer components, review the installation procedures you performed and make sure you followed each instruction.

- If an error occurs in a program, consult its online Help and printed documentation.

CD drive

The CD drive will not read CDs

- The CD may not be properly seated in the tray. When you place a CD on the tray, make sure that you press the CD firmly onto the spindle so the retaining clips hold the CD in place.

Device conflicts

You have computer problems after adding a new device

Sometimes when you add a new device, such as a PC Card, the device can cause a system resource (IRQ) conflict. Check your computer IRQ usage in the Device Manager. Use this information to help determine if you are having an IRQ conflict and how to free up resources for a new device.

To check IRQ usage:

    a. Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.

    b. Double-click the **System** icon, then click the **Device Manager** tab. The Device Manager opens.

    c. Click **Computer**, then click **Properties**. The Computer Properties dialog box opens and displays the IRQs and their hardware assignments.

To free IRQ resources:

    a. Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.

    b. Double-click the **System** icon, then click the **Device Manager** tab.

    c. Check the device properties for a resource conflict. A device with a resource conflict appears as a black exclamation point within a yellow circle.

    d. Remove the device you are trying to install.

e. Determine which one of your ports you can temporarily disable. For example, you could disable the IR or serial port.

f. In the Device Manager, double-click **Ports**, click the port you want to disable, then click **Properties**.

g. In the **Device usage** area, click to select the **Disabled in this hardware profile** check box, then click **OK**.

h. When you are finished using the device, return to the Device Manager and enable the port by clicking to clear the **Disabled in this hardware profile** check box.

Diskette drive

You receive a "Write protect" error message

- Remove the write protection by sliding the write protect tab over the hole on the back of the diskette. If this does not work, use another diskette.

You receive an "Access Denied" error message

- Make sure the write protection tab is moved over the hole on the back of the diskette.
- Try saving to a new file or diskette.

You receive a "Non-system disk" or "disk error" error message

- Eject the diskette from the diskette drive and press **Enter**.

If the error appears while booting from the hard drive, the hard drive may have gone bad.

File management

A file was accidentally deleted

To restore deleted files:

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

b. Right-click the file you want to restore, then select **Restore**. The file is restored. If the file was deleted at a DOS prompt, it cannot be restored.

Hard disk drive

You receive a "Insufficient disk space" error message

- Delete unnecessary files from the disk using Disk Cleanup. See "Deleting unnecessary files".
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon and selecting **Empty Recycle Bin** from the menu.
- If possible, save your files to another disk or drive.
- If the hard drive is full, copy any files not regularly used to diskettes or other backup media, then delete them from the hard drive.

You receive a "Data error" message

- This may be a result of a defective area on the disk. To fix disk problems run the ScanDisk program. For more information about using this utility, "Scanning the hard drive for errors".

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

- Try restarting by pressing **Ctrl+Alt+Del** a few times.
- Make sure that the hard drive is correctly seated. Remove it and then firmly reinsert it (you should feel it click into place), then restart your computer. For more information, see "Replacing the hard disk drive".

- The computer may be attempting to start from the diskette drive first.

    To set your hard drive as the primary boot device:

    a. During startup, enter BIOS Setup by pressing **F2**.

    b. In the **Boot** menu, change the **Boot sequence** or **Boot Device Priority** setting to place **Hard Drive** or **1st Hard Drive** first on the list.

    c. On the **Exit** menu, select **Exit Saving Changes**, then press **Enter**.

    d. To boot from a diskette, follow steps 1-3 above, but change the **Boot sequence** or **Boot Device Priority** setting to place **Diskette Drive** or **Removable Devices** first on the list.

- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

You receive a "Non-system disk" or "disk error" error message

- Eject the diskette from the diskette drive and press **Enter**.
- If the error appears while booting from the hard drive, the hard drive may have failed.

Internet

You receive a "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, lost your Internet connection, or the ISP is having technical difficulties.

Double-check the URL or try a different URL. If the error message still appears, disconnect the ISP connection and close your browser. Then reconnect and open the browser. If you still get the error, it is

probably a problem with your Internet connection or ISP.

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

- ■ You may need to click on the **Send and Receive** button on your e-mail program.

Keyboard

You receive a "Keyboard stuck" or "Key failure" error message

- ■ Remove any objects resting on the keyboard.
- ■ If the keyboard is clear, press each key to loosen a key that might be stuck, then restart the computer.

Memory

You receive a "Memory error" message

- ■ Make sure the memory modules are inserted correctly and securely on the system board. For instructions on inserting memory modules, see "Installing memory".

You receive a "Not enough memory" error message

- ■ Close any programs you are not using and restart the computer.

Modem

If you still have problems with your modem after trying these troubleshooting tips, see "Run modem diagnostics".

Important For modem technical specifications and command summaries, refer to the technical support page on Gateway's Web site at www.gateway.com.

Specific modem troubleshooting

Your 56K modem does not connect at 56K

Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further. Upload speeds (sending data out your computer) are limited to 33.6K.

- Test for line noise. See "Check your telephone service".
- Reinstall Dial-Up Networking. See page for instructions.
- Reinstall your browser.
- Reinstall the modem drivers.

Your fax communications program says that your maximum send and receive speed is only 14,400 bps when you have a 56K modem

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

Your modem is noisy when it dials and connects

When your modem tries to connect to another modem, it begins *handshaking*. Handshaking is a digital "getting acquainted" conversation between the two modems that establishes connection speeds and communication protocols they will use.

To turn down the modem volume:

1. Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window appears.

2. Double-click the **Modems** icon. The Modems Properties dialog box appears.

3. Click **Properties**.

4. Adjust the **Speaker volume** control.

> **Important**   You can also use AT Commands to adjust your modem speaker volume. For more information, see "AT commands" in your modem command summary available on Gateway's web site (www. gateway.com).

You received an "Unable to establish protocols" error message

You need to reinstall dial-up networking.

To reinstall dial-up networking:

1. Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.

2. Double-click **Add/Remove Programs**, then click the **Windows Setup** tab.

3. Double-click **Communications**.

4. Click to clear the **Dial-Up Networking** check box, then click **OK** twice. The System Settings Change dialog box opens.

5. Click **Yes**. The computer restarts.

6. Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.

7. Double-click the **Add/Remove Programs** icon, then click the **Windows Setup** tab.

8. Double-click **Communications**.

9. Click to select the **Dial-Up Networking** check box, then click **OK** twice. The System Settings Change dialog box opens.

10. Click **Yes**. The computer restarts. If you are asked to insert your operating system CD, do so.

To install dial-up networking components:

1. Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.

2. Double-click the **Network** icon.

3. If **TCP/IP** is not included in the Network Components list, do the following:

   a. Click **Add**, then select **Protocol**, **Add**, then **Microsoft** as the manufacturer.

   b. Click **TCP/IP** on the right side of the dialog box, then click **OK**.

4. Click **Client for Netware Networks**, then click **Remove**.

5. Click **IPX/SPX**, then click **Remove**.

6. Click **NetBeui**, then click **Remove**.

7. Make sure the **Primary Network Logon** field is set to **Windows Logon**.

8. Click **OK** twice, then restart the computer.

General modem troubleshooting

Check your telephone service

- Check your dial tone.
- Test for line noise. Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work properly.

Try listening to the line first. Use your phone to dial a single number (such as 1). When the dial tone stops, listen for crackling or popping noises. Wiggle the modem cable to see if that makes a difference. Make sure the connectors are free from corrosion and any screws in the wall or phone jack are secure.

You can also call your phone service and have them check the phone line for noise or low line levels. Tell them that normal voice service is not affected.

- Try another phone line (either a different phone number in your house, or a phone line at a different location). If you can connect on this line, call your phone company. The phone line may be too noisy.

- If you have additional phone 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 phone service to get the correct code to temporarily disable the service, then change your dialing properties.

- Try connecting at a lower rate. If reducing the connect speed lets you connect, contact your phone company. The phone line may be too noisy.

Check your Internet Service Provider (ISP)

- If you are unable to connect to the Internet, check with your ISP. The ISP may be having some technical difficulties.

Check cable connections

- Make sure the phone cable is going directly from the wall jack to the modem port. Use your Setup poster to make sure that the connections have been made correctly.

- Check for a dial tone by plugging a working phone into the wall outlet.

- Make sure that the modem cable is less than six feet (1.8 meters) long.

■ Disconnect any answering machine, fax machine, or printer which is on the same line as the modem. You should not have any of these devices plugged into the same phone line as the modem.

■ Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with this modem.

■ Remove any line splitters or surge protectors from the phone line during testing.

Check the modem dialing properties

Use the modem dialing properties to change such items as modem volume or to disable such items as call waiting.

To check the dialing properties:

1. Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.

2. Double-click the **Modems** icon, then click **Dialing Properties**. The Dialing Properties window opens.

3. Make sure all settings are correct.

4. If you are not using a calling card or Call Waiting, click to clear the **Dial Using Calling Card** and **Call Waiting** check boxes.

Check the software

■ If you recently installed a new program or new hardware and started having problems, see "Restoring Files and Programs". If the modem then works, contact the software or hardware manufacturer of that product for technical support.

■ Check your software settings. Make sure that you:

▪ Selected the highest transmission speed or baud rate listed.

▪ Selected Fax Class 1.

- Selected NONE for
  parity.
- Selected a word length of
  8.
- Set Stop Bits to
  1.
- Selected RTS/CTS (hardware) flow
  control.

Programs not created by Gateway are called *third-party* software. Gateway does not support third-party software. If you have any difficulties with a third-party software, you need to contact the manufacturer of the program for help.

- See if the modem works with a different communications program. This determines if there is a problem with just one program.

Test your modem Internet connection and speed

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

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

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

1. Double-click the **My Computer** icon, then double-click the **Dial-Up Networking** icon. The Dial-Up Networking window opens.

2. Double-click the **Make New Connection** icon, then type `gateway.your.way` in the **Type a name for the computer you are dialing** text box.

3. Click **Configure**.

4. Click the **Options** tab, click to select the **Bring up terminal**

window after dialing and **Display modem status** check boxes, then click **OK**.

5. Click **Next**.

6. In the **Phone number** text box, type **1-888-888-0520**, then click **Next**. Remember to include any special numbers (such as 9, to get an outside line) that are required by your phone system in the correct text boxes.

7. Click **Finish**. An icon for gateway.your.way appears in the Dial Up Networking window.

8. Right-click the **gateway.your.way** icon, then click **Properties**. The gateway.your.way Properties dialog box opens.

9. Click the **Server Types** tab.

10. Click to clear the **Log on to network**, **NetBEUI**, and **IPX/SPX Compatible** check boxes, then click **OK**.

11. Double-click the **gateway.your.way** icon.

12. Type **gwclient** in the **User Name** text box, then click **Connect**. A black screen opens.

13. Type **gwclient**, then press **F7**. An icon (two blinking computers) appears in the status area of the taskbar, verifying that the modem is connected.

14. Open your Web browser.

15. Type **gateway.your.way** in the **Address** text box, then press **Enter**. If you see a Web page appear, your modem is working correctly.

Run modem diagnostics

If you have not resolved the problem by following the above troubleshooting steps, run Windows modem diagnostics.

To run modem diagnostics:

1. Close all open programs.

2. Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.

3. Double-click the **Modems** icon. The Modems Properties dialog box opens.

4. Click the **Diagnostic** tab, click the COM port next to the name of the modem, then click **More Info**.

   The Modem Info dialog box opens. If information about the modem appears, the modem passed diagnostics. If no modem information is available, a white screen appears with no data, or if you get an error such as "port already open" or "the modem has failed to respond," the modem did not pass diagnostics.

If you still have problems with your modem

If you are still having problems troubleshooting your modem, see "Getting Help". Call on a separate phone line from the one your computer is using, if possible.

Take a few minutes to answer these questions before calling to help the technician narrow the possibilities of what might be happening.

- Are you getting any error messages? If so, write them down and look for a pattern.
- Does the modem dial? Do you hear any dial tone or static-like sounds?
- Do you have two separate phone lines in the house?
- When did the modem stop working?
- What program are you having trouble with?
- Have you tried a different program?

- Have you installed any third-party software?
- Do you have any other devices that need COM ports or serial ports, such as scanners or plotters?

Passwords

The computer does not accept your password.

- Make sure that **Caps lock** and **Pad lock** are turned off, then retype the password.

You forgot your startup password.

- The password feature is very secure, with no easy way to recover a forgotten password. You must return your computer for repair. Call Client Care for instructions.

PC Cards

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

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

Power

The computer is not working with AC power

- Make sure all power connections are secure.
- Make sure electricity is supplied to the outlet for the power cord.
- Make sure the cables are free from cuts or damage. Replace any damaged cables.

The battery is not working.

- Make sure the battery is installed properly. For more information on installing the battery, see "Changing batteries".

- Make sure the battery is charged. For more information see "Checking battery status".

Printers

You receive a "Printer is out of paper" error message

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

You receive a "Print queue is full" error message

- Wait until some files have been printed before sending additional files to the printer. Make sure the printer is not set to work offline.

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

   a. Click **Start**, then select **Settings**, then **Printer**.

   b. Double-click the icon for the printer to which you are printing.

   c. Click **Printer** and make sure no check mark appears by **Use Printer Offline**. If it has a check mark, click **Use Printer Offline** to clear it.

- If you print large files or many files at one time, you may want to add additional memory to the printer. Consult the printer documentation for instructions for adding additional memory.

Your computer cannot print after disconnecting from the docking station

- Make sure your printer is set as the default and is online.

   To check your printer:

a. Click **Start**, then select **Settings**, then **Printers**.

b. Right-click the **Printer** icon for your printer.

c. Make sure that **Set as Default** is selected and that no check mark appears in front of **Use Printer Offline**. If a check mark appears, select **Use Printer Offline** to clear it. The print job you sent while your notebook was docked prints immediately.

ScanDisk

When you started your computer, it ran ScanDisk

The computer probably had its power interrupted or was improperly shut down. Windows automatically runs ScanDisk at startup when it senses that the computer was improperly shut down. ScanDisk fixes errors on the hard drive to minimize data loss. To prevent ScanDisk from running when you start your computer, make sure you always shut down by selecting **Shut Down** from the Start menu.

Software

The installation program for a new game asked if you should update your current DirectX drivers

Usually, you should not update your DirectX drivers. Most games install a version of DirectX that is older than the one on your computer. When the older version is installed, it may cause video display problems. If you are certain that the game version of DirectX drivers are newer than the currently installed version, it is safe to update the drivers.

Sound

You are not getting sound from the speakers

- If you are using external speakers, check your speaker connections.
- Make sure the Windows volume control is turned up by clicking the status bar speaker icon.

■ Make sure that the **Mute** option is not selected.

Video

Important This is a DSTN LCD panel and you may notice some minor screen distortions or ghosting with this technology. Use your brightness and contrast Function combination keys to adjust your screen for best viewing.

The screen is too dark

■ Adjust the brightness and contrast using the Function combination keys.

The external monitor is not working

■ Make sure that the monitor power is turned on.

■ Press **Fn**+**F3**. The display switches to the monitor.

The display is "washed out" when switching between programs

To adjust the colors:

a. Right-click the **MS Office Toolbar** control box.

b. Select **Customize**, then click the **View** tab.

c. Click to clear the **Use Gradient Fill** check box.

The LCD panel does not display properly

■ Press **Fn**+**F3** to make sure the LCD panel mode is selected.

Getting Help

This chapter provides information on the technical support resources that are available to you, when you should use them, and what you should do before you telephone Gateway Client Care.

If you cannot solve your problem using the troubleshooting guidelines in "Before calling for technical support", contact one of the Gateway technical support resources.

Before calling for technical support

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

- Make sure that your computer is connected properly to a grounded AC outlet that is supplying power. If you use a power strip, make sure that it is switched on.

- If a peripheral, such as a keyboard, mouse, or printer, does not appear to work, make sure that all cables are plugged in securely.

- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, refer to the manufacturer's documentation and technical support resources.

- If you have "how to" questions about using your programs, consult:

    - The program online Help
    - The program printed documentation
    - The Microsoft Windows manual
    - The manufacturer's Web site

- Consult the appropriate section in the troubleshooting chapter of this manual.

- On the Windows desktop, double-click the QuickAnswers icon for additional troubleshooting information.

Warning

Do not attempt to troubleshoot your computer problem if power cords or plugs are damaged, if liquid has been spilled into your computer, if your computer was dropped, or if the cabinet was damaged. Instead, unplug your computer and contact a qualified computer technician.

Technical support resources

Gateway offers a wide range of customer service, technical support, and information services. If you have questions or problems, contact the Gateway service that is most appropriate for your needs:

Resource	Service description	How to reach
Automated troubleshooting system	Use an automated menu system and your telephone keypad to find answers to a common problems.	1.800.846.2118
FaxBack support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	1.800.846.4526

Gateway's fee-based software tutorial service	Get tutorial assistance for software issues billed by the issue or by the minute.	1.800.229.1103 (by issue) 1.900.555.4695 (by minute)
World Wide Web	Access a variety of online information about Gateway, its products, and its software and hardware manufacturers.	www.gateway.com/support
Online technical support	Get answers to questions using e-mail. Make sure you include a detailed description of your problem including any error messages and steps you have taken to solve the problem. Include your e-mail address, name, customer ID or order number, and system information.	http://www.gateway.com/support/contact/index.shtml
Gateway Client Care	Talk to a Gateway technical support representative about a non-tutorial support question. Make sure you are at your computer where you can try troubleshooting ideas with the technician. Be prepared to explain the problem including any error	1.800.846.2302 (US) 1.800.846.3609 (Canada)

messages and steps that you have taken to solve the problem. Have your e-mail address, name, customer ID or order number, serial number, and system information available.

Sales, accounting, and warranty	Get information about available systems, pricing orders, billing statements, warranty service, or other non-technical issues.	1.800.846.2000

Safety and Regulatory Information

Important safety information

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

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

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.

- Do not use this product near water or a heat source such as a radiator.

- Make sure you set up the system on a stable work surface.

- The product should only be operated from the type of power source indicated on the rating label.

- If your computer has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.

- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.

- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will only fit into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.

- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.

- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to prevent against voltage surges and build up 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 system. The best way to avoid spills is to avoid eating and drinking near your system.

- Some products have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.

- When the computer is turned off, a small amount of electrical current still flows through the computer. Always unplug all power cables and modem cables from the wall outlets before cleaning the system.

- Unplug the system from the wall outlet and refer servicing to qualified personnel if:

- The power cord or plug is damaged.

- Liquid has been spilled into the system.

- The system does not operate properly when the operating instructions are followed.

- The system was dropped or the cabinet is damaged.

■ The system performance changes.

Regulatory Compliance Statements

American Users

FCC Part 15

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

■ Reorient or relocate the receiving antenna

■ Increase the separation between the equipment and receiver

■ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected

■ Consult the dealer or an experienced radio/TV technician for help.

Compliance Accessories : The accessories associated with this equipment are: shielded video cable. These accessories are required to be used in order to make sure compliance with FCC rules.

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

Declaration of conformity

Responsible party:

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

Product:

Gateway Solo 1100

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

Caution The Federal Communications Commission warns the users that changes or modifications to the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Caution Since the laser beam used in this CD-ROM/ DVD-ROM drive unit is harmful to the eyes, do not attempt to disassemble the cabinet. Refer servicing to qualified personnel only. Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

FCC Part 68 (applicable to products fitted with USA modems)

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

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

instructions for details.

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

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

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

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

When programming or making test calls to emergency numbers:

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

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

Laser safety statement

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

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

Notices

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San Diego, CA 92121 USA

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In the interest of continued product development, Gateway reserves the right to make improvements in this manual and the products it describes at any time, without notices or obligation.

Trademark Acknowledgments

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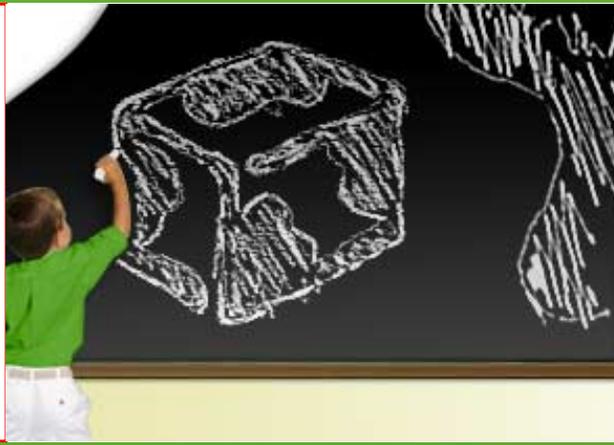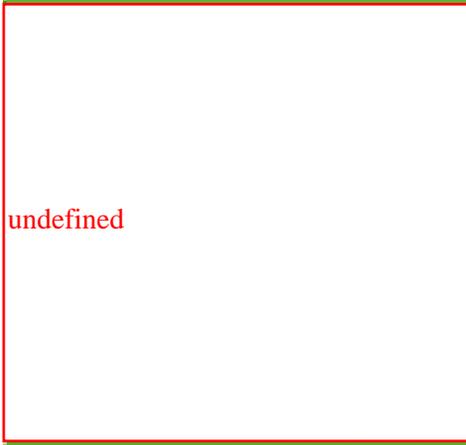
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