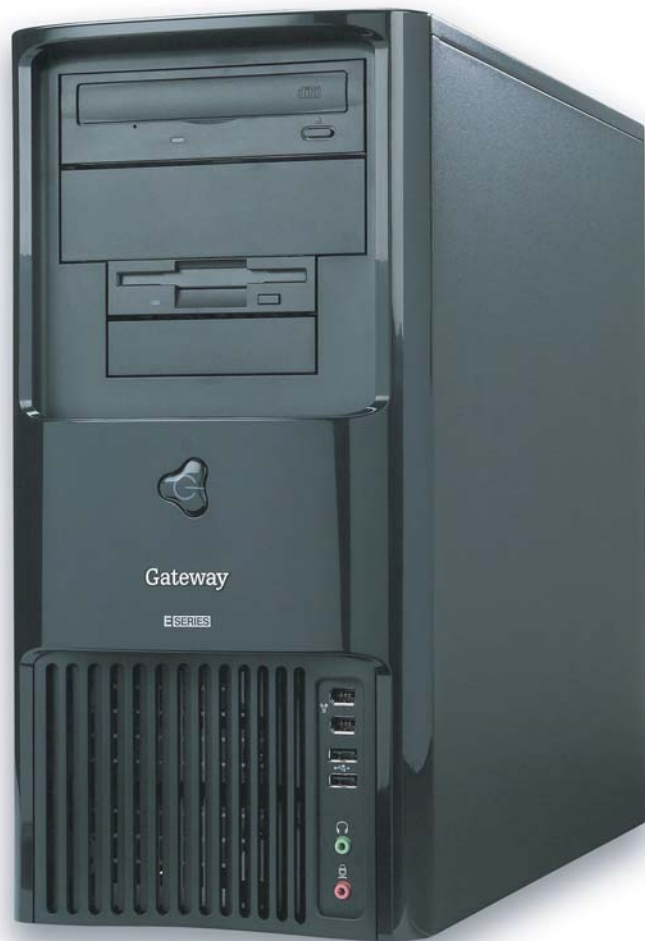


Gateway E-6500

User Guide



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Chapter 1

Getting Help

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

Thank you for purchasing our computer!

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

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

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

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

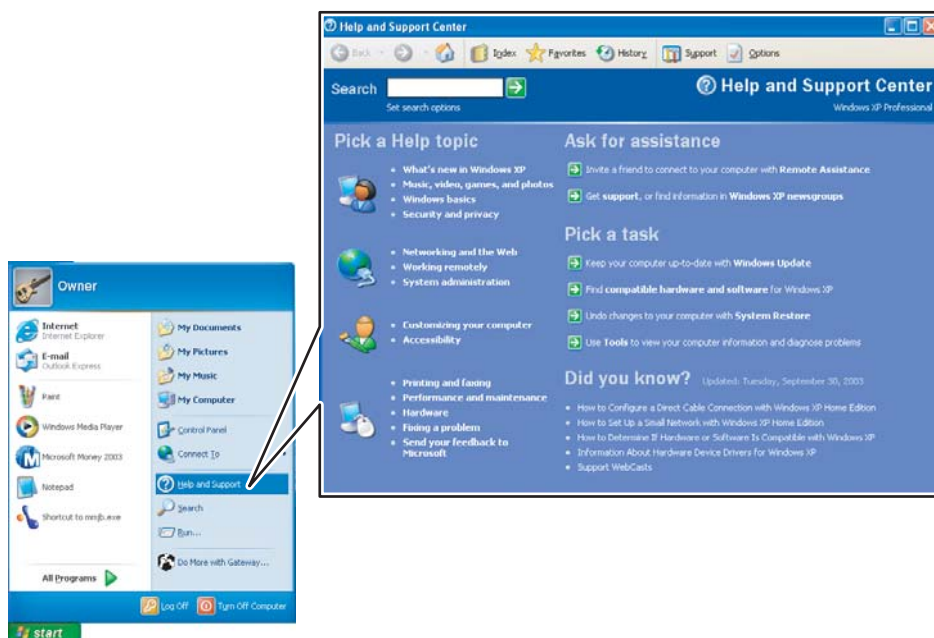
Thanks again, from all of us at Gateway.

Help and Support

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


To start Help and Support:

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



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

Searching for a topic

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

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

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

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

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

Using Your Computer guide

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

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

- Click **Start**, **All Programs**, then click **Gateway Documentation**.

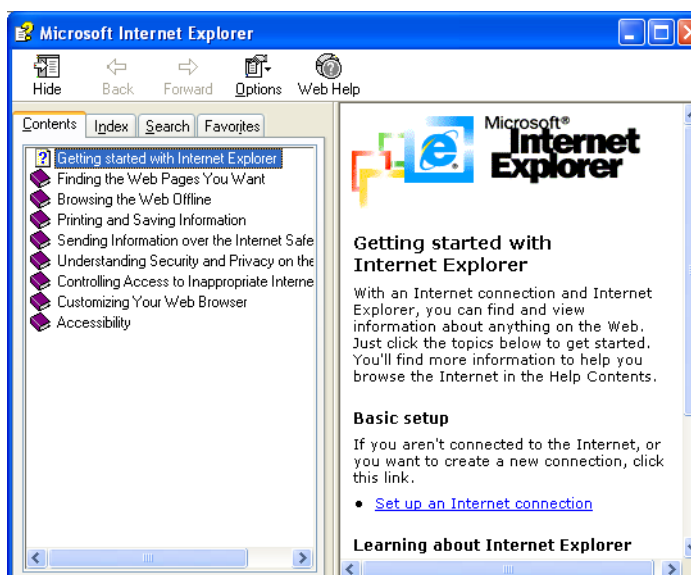


Online help

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



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



Gateway contact information

For Technical Support, see the *Gateway Business Service Plans* guide that came with your system.

Identifying your computer

You can find your computer's serial number on a label on the side of the computer case.



Gateway

Online Support:
Tech Support Hours:
Tech Support Phone:

9003644

Chapter 2

Checking Out Your Gateway Computer






- Identifying features
- Locating your computer model and serial number
- Locating the Microsoft Certificate of Authenticity
- Locating the specifications for your computer
- Purchasing accessories

Front

Your computer includes the following components.

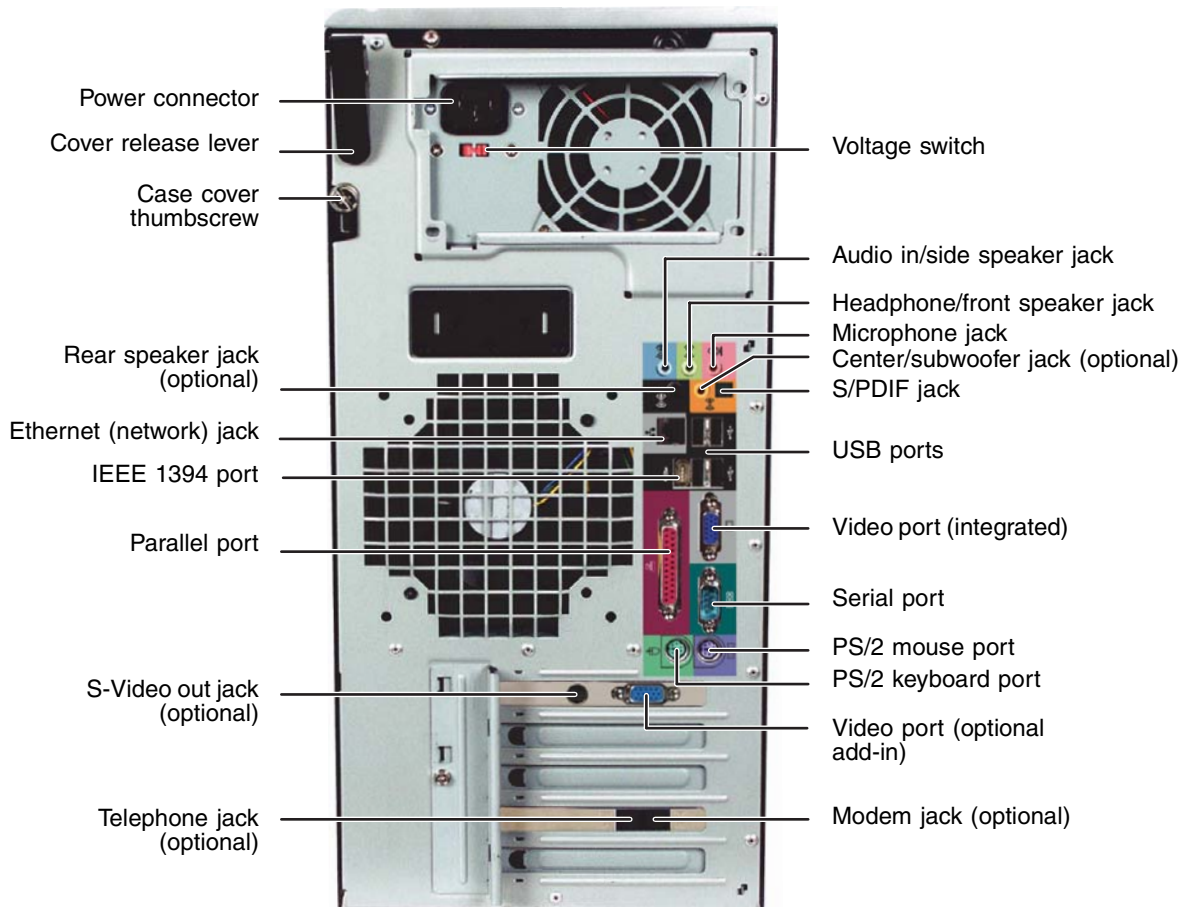



| Component | Icon | Description |
|--------------|------|--|
| DVD/CD drive | | Use this drive to listen to audio CDs, install games and programs, watch DVDs, and store large files onto recordable discs (depending on drive type). This drive may be a CD, recordable CD, DVD, or recordable DVD drive. To identify your drive type and for more information about your drive, see "Identifying drive types" on page 38. |






| Component | Icon | Description |
|-----------------------------------|---|---|
| Power button / Power indicator |  | Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. The button lights when the computer is turned on. |
| USB ports |  | Plug a USB (Universal Serial Bus) device (such as a printer, scanner, camera, keyboard, or mouse) into this port. For more information, see “Installing a printer, scanner, or other peripheral device” on page 34. |
| IEEE 1394 ports |  | Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital camcorder) into these 4-pin IEEE 1394 ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 34. |
| Zip drive | | Use this drive to store larger files on Zip disks. For more information, see “Using the Zip drive” on page 37. |
| Diskette drive (optional) | | Insert a standard 3.5-inch diskette into the optional diskette drive. For more information, see “Using the diskette drive” on page 36. |
| Headphone jack |  | Plug powered, analog front speakers, an external amplifier, or headphones into this jack. This jack is color-coded orange. |
| Microphone jack |  | Plug a microphone into this jack. This jack is color-coded red or pink. |










Back


Your computer includes the following components:



| Component | Icon | Description |
|--------------------------------------|---|--|
| Power connector | | Plug the power cord into this connector. |
| Cover release lever | | Lift this lever to open the computer cover. |
| Case cover thumbscrew | | Remove this screw before opening the case. |
| Rear speaker jack (black) (optional) |  | Plug your rear right and left speaker into this optional jack. For information on configuring this jack, see “Configuring the audio jacks” on page 31. |

| Component | Icon | Description |
|--|---|--|
| Ethernet (network) jack |  | <p>Plug a 10/100 Ethernet network cable or a device (such as a DSL or cable modem for a broadband Internet connection) into this jack.</p> <p>For more information, see “Networking Your Computer” on page 81.</p> |
| IEEE 1394 port |  | <p>Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital camcorder) into this 6-pin IEEE 1394 port.</p> <p>For more information, see “Installing a printer, scanner, or other peripheral device” on page 34.</p> |
| Parallel port |  | <p>Plug a parallel device (such as a printer) into this port. For more information, see “Installing a printer, scanner, or other peripheral device” on page 34.</p> |
| S-Video out jack (optional) |  | <p>Plug a standard S-Video cable into this optional jack. Plug the other end of the cable into an S-Video jack on a television.</p> |
| Telephone jack (optional) | | <p>Plug a telephone cable into this jack.</p> |
| Voltage switch | | <p>Before turning on your computer, make sure that this switch is in the correct position for the correct power available. The switch is preset at the factory with the correct voltage for your area.</p> <p>In the United States, the utility power is supplied at a nominal 115 volts at 60 Hz. The power supply should always be set to this when your computer is operating in the United States. In other areas of the world, such as Europe, the utility power is supplied at 230 volts at 50 Hz. If your computer is operating in an environment such as this, the voltage switch should be moved to 230.</p> |
| Audio input (Line in) jack (blue) -OR- Side speaker jack |  | <p>If the back of your computer has five audio jacks, this jack is user configurable for one of the following:</p> <ul style="list-style-type: none"> ▪ Stereo in: plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer (Default). ▪ Stereo out: plug your side left and right speakers into this jack. <p>If the back of your computer has three audio jacks, this jack is the audio input (line in) jack. Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer. For information on configuring this jack, see “Configuring the audio jacks” on page 31.</p> |

| Component | Icon | Description |
|---|---|--|
| Headphone/analog speakers jack (green) -OR- Front speakers jack |  | If the back of your computer has five audio jacks, this jack is user configurable for one of the following: <ul style="list-style-type: none"> ▪ Headphone: plug headphones or amplified speakers into this jack (Default). ▪ Stereo out: plug your front left and right speakers into this jack. <p>If the back of your computer has three audio jacks, this jack is the headphone/analog speaker (line out) jack. Plug powered speakers, an external amplifier, or headphones into this jack. For information on configuring this jack, see “Configuring the audio jacks” on page 31.</p> |
| Microphone jack (red or pink) |  | Plug a microphone into this jack. |
| Back speaker jack (black) (optional) |  | Plug your back speaker into this optional jack. For information on configuring this jack, see “Configuring the audio jacks” on page 31 . |
| Center/subwoofer jack (orange) (optional) |  | Plug your center speaker and subwoofer into this optional jack. For information on configuring this jack, see “Configuring the audio jacks” on page 31 . |
| S/PDIF audio jack (black jack in the orange field) | | Plug a single Toslink™ optical fiber connector into this jack for digital audio. S/PDIF (Sony/Phillips Digital Interface) provides digital audio output from a CD or DVD. |
| USB ports |  | Plug USB (Universal Serial Bus) devices (such as a printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 34 . |
| Video port (integrated) |  | Plug a monitor into this port if you do not have an add-in video port. |
| Serial port |  | Plug a serial device into this port. For more information, see “Installing a printer, scanner, or other peripheral device” on page 34 . |
| PS/2 mouse port |  | Plug a Personal System/2® (PS/2) keyboard into this port. |
| PS/2 keyboard port |  | Plug a PS/2 mouse into this port. |
| Video port (optional add-in) | | Plug a monitor into this port, if available. Otherwise, plug your monitor into the integrated video port. |

| Component | Icon | Description |
|--------------------------|---|------------------------------------|
| Modem jack (optional) |  | Plug a modem cable into this jack. |

Locating your serial number

Important



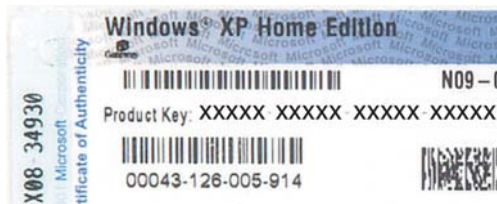
The labels shown in this section are for informational purposes only. Label information varies by model, features ordered, and location.

The label on the side of your computer case includes your computer serial number. Gateway Technical Support will need this information if you call for assistance.



Microsoft Certificate of Authenticity

The Microsoft Certificate of Authenticity label found on the back or side of your computer includes the product key code for your operating system.



Finding your specifications

For more information about your computer, such as memory size, memory type, and hard drive size, visit Gateway's Support page at support.gateway.com. The Support page also has links to additional Gateway documentation and detailed specifications.



Accessories

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

Memory

Large programs, such as multimedia games or graphics programs, use a lot of memory. If your programs are running more slowly than you think they should, try adding more memory.

Printers

You can attach almost any type of printer to your computer. The most common types are inkjet and laser printers, which print in color or black and white. See [“Installing a printer, scanner, or other peripheral device” on page 34](#) for more information about attaching a printer.

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

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

Storage Devices

If you need additional storage space or you want to back up your files, you can add storage devices to your computer.

With a recordable CD or DVD drive, you can free up hard drive space by backing up files, then removing them from your hard drive. Writable CDs can hold as much as 700 MB of data. Single layer writable DVDs can hold as much as 4700 MB of data. Dual layer writable DVDs hold as much as 8500 MB of data. For more information about using recordable drives, see [“Creating CDs and DVDs” on page 40](#).

If you need to back up your entire system, you probably need a tape backup (TBU) drive. TBU drives, like tape recorders, use magnetic tape cartridges to store data. Tape drive cartridges can store 2 GB, 20 GB, 40 GB, 130 GB, or more of data.

If you want to increase your internal storage space, try replacing your existing hard drive with a larger drive.

USB flash drive

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

Uninterruptible power supplies

A standby, uninterruptible power supply (UPS) protects your computer from data loss during a total power failure. A UPS uses a battery to keep your computer running temporarily during a power failure so you can save your work and shut down your computer correctly. A UPS may also provide protection from power surges.

Chapter 3

Getting Started

- Using your computer safely
- Protecting your computer from power source problems
- Turning your computer on and off
- Adjusting the volume
- Configuring audio jacks
- Connecting the modem and network
- Installing peripheral devices

Working safely

Before using your computer, read the following recommendations for setting up a safe and comfortable work area and avoiding discomfort and strain.



Reducing eye strain

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

- Position the computer desk and monitor so you can avoid glare on your screen and light shining directly into your eyes. Reduce glare by installing shades or curtains on windows, and by installing a glare screen filter on your monitor.
- Use soft, indirect lighting in your work area. Do not use your computer in a dark room.
- Avoid focusing your eyes on your computer screen for long periods of time. Look away from your computer occasionally, and try to focus on distant objects.

Setting up your computer desk and chair

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

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

Setting up your computer and computer accessories

- Set up the monitor so the top is no higher than eye level, the monitor controls are within reach, and the screen is tilted to be perpendicular to your line of sight.
- Place your keyboard and mouse at a comfortable distance. You should be able to reach them without stretching.
- Set paper holders at the same height and distance as the monitor.

Sitting at your computer

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

Avoiding discomfort and injury from repetitive strain

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

Protecting from power source problems

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

Warning



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

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

Checking the voltage selection

A power supply is integrated into your computer to provide power to the system board, add-in cards, and peripheral devices. The voltage selection for your location is typically set at the factory. Use the power selection switch on the back of your computer to set the power supply to 115V or 230V. To verify that your system has the correct setting for your environment, check the voltage selection switch.

Caution



If you set the voltage selection switch incorrectly, your system will be damaged. Make sure this switch is set correctly for your location before turning on your computer.

In the United States, the utility power is supplied at a nominal 115 volts at 60 Hz. The power supply should always be set to this when your computer is operating in the United States. In other areas of the world, such as Europe, the utility power is supplied at 230 volts at 50 Hz. If your computer is operating in an environment such as this, the voltage switch should be moved to 230.

To set the voltage selection switch:

- Use a tool such as an opened paper clip to slide the voltage selection switch to the correct voltage position.



Starting your computer

To start your computer:

- 1 Connect the monitor, keyboard, and mouse to your computer. See the setup poster for setup instructions.
- 2 Turn on your computer.
- 3 If you are starting your computer for the first time, follow the on-screen instructions to set up your computer.



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

- 4 Plug in and turn on any peripheral devices, such as printers or scanners, and see the documentation that came with the device for setup instructions.



Waking up your computer

When you have not used your computer for several minutes or have not turned off your computer, it may enter a power-saving mode called *Standby*. While in Standby, the power indicator flashes.

If your computer is in Standby mode, move the mouse or press the power button to “wake” it up.

Tips & Tricks



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

Turning off your computer

Warning

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

**To turn off your computer:**

- 1** Click **Start**, then click **Turn Off Computer**. The *Turn Off Computer* dialog box opens.
- 2** Click **Turn Off**. Windows shuts down and turns off your computer.

Important

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



Restarting (rebooting) your computer

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

To close unresponsive programs and restart your computer:

- 1** Press **CTRL+ALT+DEL**. The *Task Manager* window opens.
- 2** Click the **Applications** tab, then click the program that is not responding.
- 3** Click **End Task**.
- 4** Click **X** in the top-right corner of the *Windows Task Manager* dialog box.
- 5** If your computer does not respond, turn it off, wait ten seconds, then turn it on again.

Important



If your computer does not turn off, press and hold the power button for about five seconds, then release it.

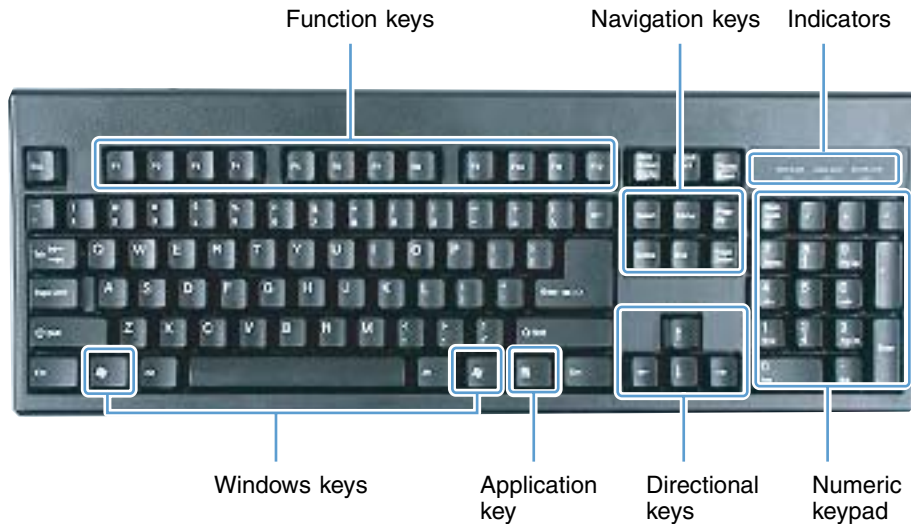
As a part of the regular startup process, a program to check the disk status runs automatically. When the checks are finished, Windows starts.



Using the keyboard

Standard keyboard

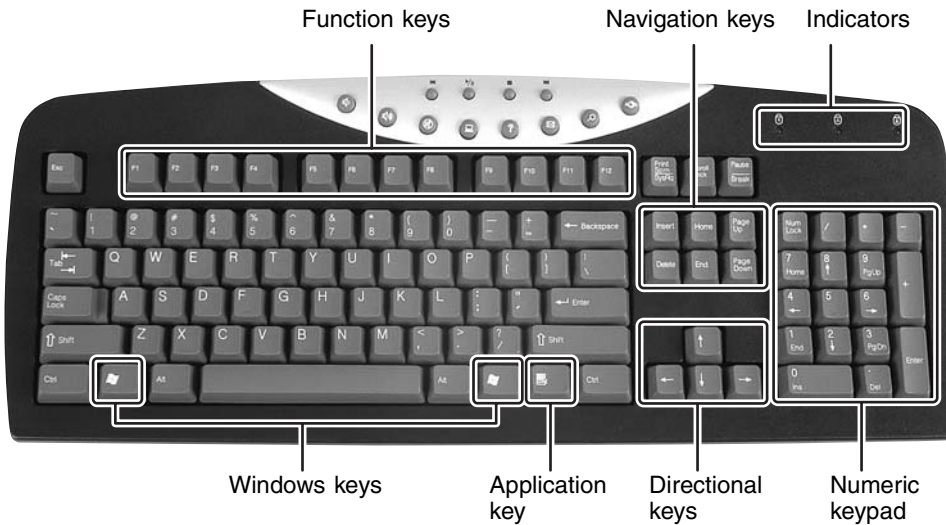
This keyboard is the basic model of keyboard available with your computer.



| Press these keys... | To... |
|---------------------|---|
| Function keys | Start program actions. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions. |
| Navigation keys | Move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document. |
| Indicators | Show if your NUM LOCK, CAPS LOCK, or SCROLL LOCK keys are activated. Press the corresponding key to activate the function. |
| Windows keys | Open the Windows Start menu. These keys can also be used in combination with other keys to open utilities like F (Search utility), R (Run utility), and E (Explorer utility). |
| Application key | Access shortcut menus and help assistants in Windows. |
| Directional keys | Move the cursor up, down, right, or left. |
| Numeric keypad | Type numbers when the numeric keypad (NUM LOCK) is turned on. |

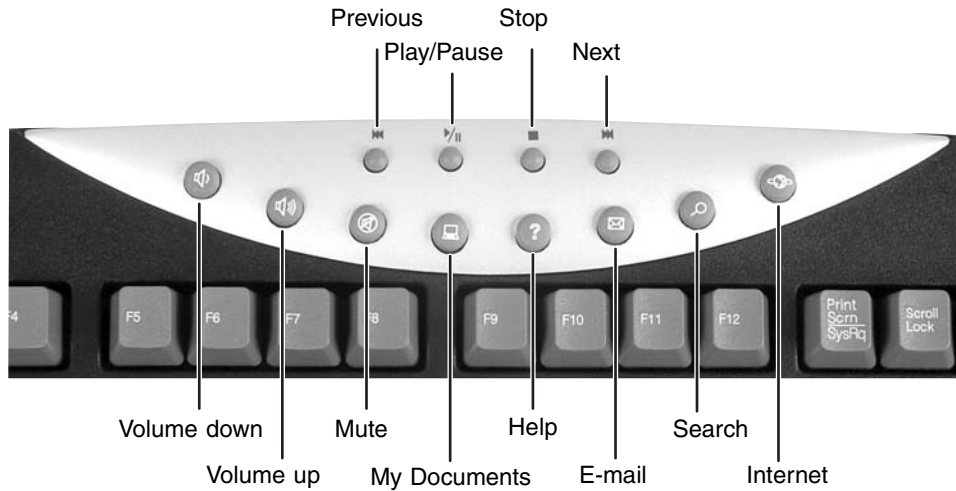
Multifunction keyboard

This keyboard is the full-featured model available with your computer.



| Press these keys... | To... |
|---------------------|---|
| Function keys | Start program actions. Each program uses different function keys for different purposes. See the program's help to learn more about function key actions. |
| Navigation keys | Move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document. |
| Indicators | Show if your NUM LOCK, CAPS LOCK, or SCROLL LOCK keys are activated. Press the corresponding key to activate the function. |
| Windows keys | Open the Windows Start menu. This key can also be used in combination with other keys to open utilities like F (Search utility), R (Run utility), and E (Explorer utility). |
| Application key | Access shortcut menus and help assistants in Windows. |
| Directional keys | Move the cursor up, down, right, or left. |
| Numeric keypad | Type numbers when the numeric keypad (NUM LOCK) is turned on. |

Special-function buttons



| Special-function buttons | Icons | Press to... |
|--------------------------|-------|---|
| Previous | ⏮ | Return to the previous CD track or DVD chapter. |
| Play/Pause | ⏮/⏭ | Start or pause the play of the CD or DVD. |
| Stop | ■ | Stop the play of the CD or DVD. |
| Next | ⏭ | Move to the next CD track or DVD chapter. |
| Volume down | 🔊) | Decrease the volume. |
| Volume up | 🔊)) | Increase the volume. |
| Mute | 🔊/X | Turn off all sound. |
| My Documents | 📁 | Opens the My Documents folder. |
| Help | ? | Open online help. |
| E-mail | ✉ | Open your e-mail program. |
| Search | 🔍 | Open online search. |
| Internet | 🌐 | Open your Web browser. |

Adjusting the volume

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

To adjust the overall volume level using hardware controls:

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

-OR-

If you have a multi-function keyboard, use the mute and volume control buttons. For more information, see [“Special-function buttons” on page 29](#).

Tips & Tricks



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




Configuring the audio jacks

If the back of your computer has six audio jacks, five of the jacks are universal jacks (which use a round mini-jack connector) and one of the jacks is an S/PDIF digital audio connector for optical cable. The five universal jacks can be used for more than one purpose. For example, the blue jack on the computer can be a stereo in jack or a stereo out jack. For more information on how each jack can be used, see [“Back” on page 10](#). To use the universal audio jacks for something other than the default audio device, you need to configure them.

To configure the universal audio jacks:

- 1 Connect your audio device(s) to the computer audio jack(s).
- 2 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Sounds, Speech, and Audio Devices**. Click/Double-click **Sounds and Audio Devices**, then click **Advanced** under Speaker Settings. The *Advanced Audio Properties* dialog box opens.

-OR-

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

- 3 Configure the audio jacks for your speaker setup.



Connecting the modem


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

Warning



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

To connect the modem:

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



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

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

Important




Your computer is equipped with a built-in Ethernet port.

For information about setting up a wired or wireless Ethernet network, see [“Networking Your Computer” on page 81](#).



To connect to an Ethernet network:

- 1** Insert one end of the network cable into the network jack  on the back of your computer.
- 2** Insert the other end of the network cable into a cable modem, DSL modem, or Ethernet jack.



Installing a printer, scanner, or other peripheral device

Important



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

Your computer has one or more of the following ports: IEEE 1394 (also known as Firewire[®] or i.Link[®]), Universal Serial Bus (USB), serial, and parallel. You use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your computer. For more information about port locations, [“Checking Out Your Gateway Computer” on page 7](#).

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

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

Help and Support



For more information about installing peripheral devices, click **Start**, then click **Help and Support**.

Type the keyword **installing devices** in the **Search** box

Search , then click the arrow.

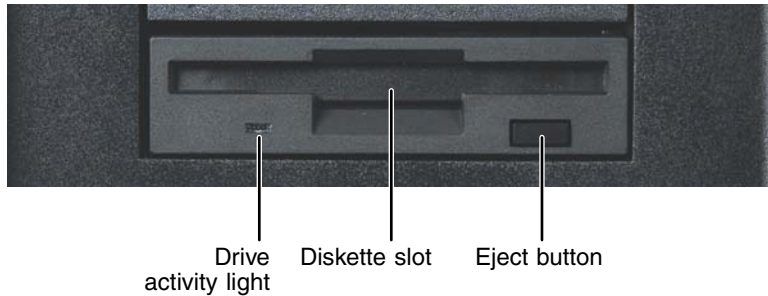
Chapter 4

Using Drives and Ports

- Using the diskette drive
- Using the Zip drive
- Using CD or DVD drives

Using the diskette drive

The optional diskette drive uses 3.5-inch diskettes (sometimes called floppy disks). Diskettes are useful for storing files or transferring files to another computer.



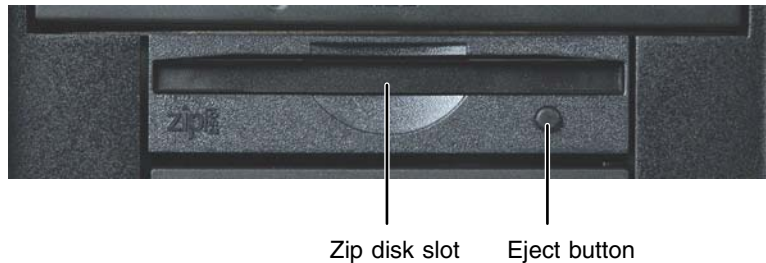
To use a diskette:

- 1** Insert the diskette into the diskette drive with the label facing up.
- 2** To access a file on the diskette, click **Start**, then click **My Computer**. Double-click the drive letter (for example, the A: drive), then double-click the file name.
- 3** To remove the diskette, make sure that the drive activity light is off, then press the diskette eject button.



Using the Zip drive

Omega Zip drives, like diskette drives, use disks to store data. Zip disks can store 100 MB, 250 MB, or 750 MB of data. You can use a Zip drive to back up files you do not use so you can remove them from your hard drive. Zip drives also provide an easy way to transfer files between computers (if both computers have internal Zip drives or if you have one external, portable Zip drive).



To use a Zip disk:

- 1** Insert the Zip disk into the Zip drive with the label facing up.
- 2** To access a file on the Zip disk, click **Start**, then click **My Computer**. Double-click the drive letter (for example, the B: drive), then double-click the file name.
- 3** To remove the Zip disk, press the eject button.



Using the CD or DVD drive

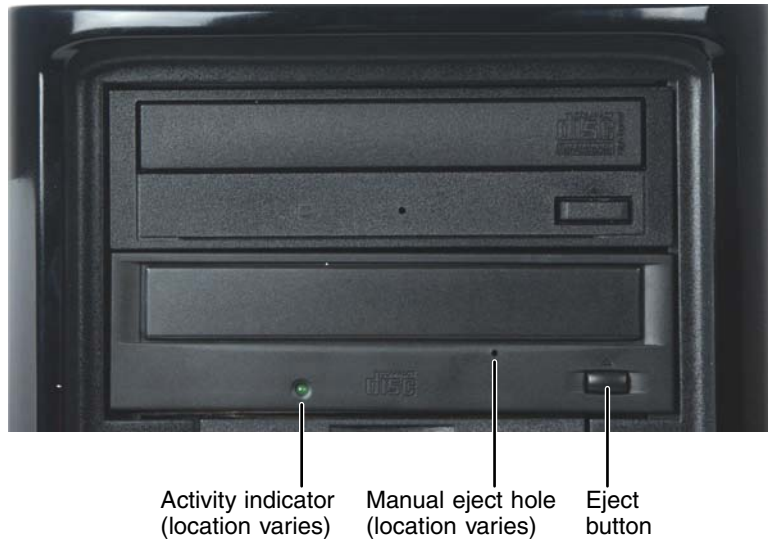
You can use your computer to enjoy a wide variety of multimedia features.


Identifying drive types

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

| If your drive has this logo... | This is your drive type... | Use your drive for... |
|---|----------------------------|---|
|  | CD drive | Installing programs, playing audio CDs, and accessing data. |
|  | CD-RW drive | Installing programs, playing audio CDs, accessing data, and creating CDs. |
|  | DVD/CD-RW drive | Installing programs, playing audio CDs, accessing data, creating CDs, and playing DVDs. |
|  | DVD drive | Installing programs, playing audio CDs, playing DVDs, and accessing data. |
|  | DVD+RW | Installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data to DVD+R or DVD+RW discs. |
|  | DVD R/RW drive | Installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data to DVD+R, DVD+RW, DVD-R, and DVD-RW discs. |


Inserting a CD or DVD



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

To insert a CD or DVD:

- 1 Press the eject button on the CD or DVD drive.
- 2 Place the disc in the tray with the label facing up.

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

- 3 Press the eject button to close the tray.



Playing a CD

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

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

Tips & Tricks



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

Playing a DVD

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

Tips & Tricks



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

Creating CDs and DVDs

You can use the CD and DVD burning program on your computer to copy tracks from a music CD to your hard drive, copy or create data CDs and DVDs, create music CDs, create video DVDs, and more.

Tips & Tricks



For more information about creating CDs and DVDs, see “Creating CDs and DVDs” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

Chapter 5

Maintaining Your Computer

- Caring for your computer
- Updating Windows
- Protecting your computer from viruses
- Cleaning your computer
- Restoring your system
- Opening the computer case
- Adding memory and replacing the battery

Caring for your computer

To extend the life of your computer:

- When transporting your computer, we recommend that you put it in the original packaging materials.
- Keep diskettes and your computer away from magnetic fields. Magnetic fields can erase data on both diskettes and hard drives.
- Avoid subjecting your computer to extreme temperature changes.
- Keep all liquids away from your computer. When spilled onto computer components, 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.
- Do not block the ventilation fan.
- When storing your computer for an extended period of time, unplug AC power.

Updating Windows

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

To run Windows Update:

- 1 Connect to the Internet.
- 2 Click **Start**, **All Programs**, then click **Windows Update**.
- 3 Click **Scan for Available Updates**.



Help and Support



For more information about Windows Update, click **Start**, then click **Help and Support**.

Type the keyword **Windows Update** in the HelpSpot **Search** box

Search , then click the arrow.

Protecting your computer from viruses

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

Protect your computer from a virus by:

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

Tips & Tricks



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

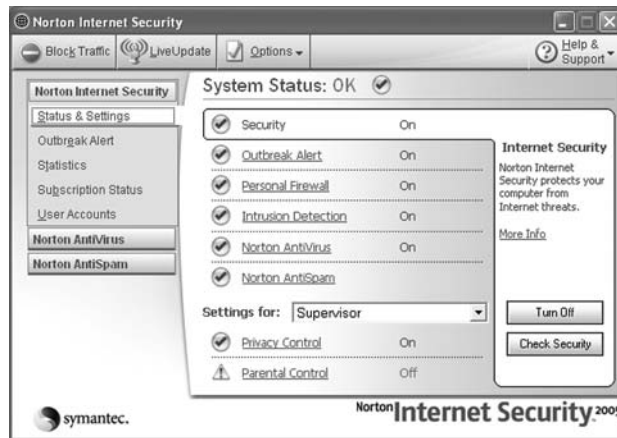
Help and Support



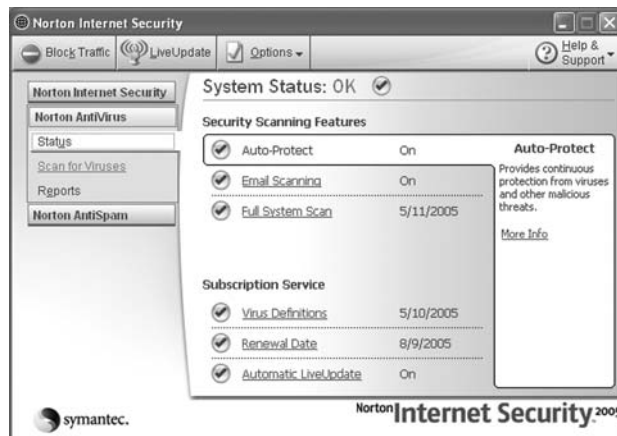
For more information about protecting your computer against viruses, click **Start**, then click **Help and Support**. Type the keyword **viruses** in the **Search** box , then click the arrow.

▶ To scan for viruses:

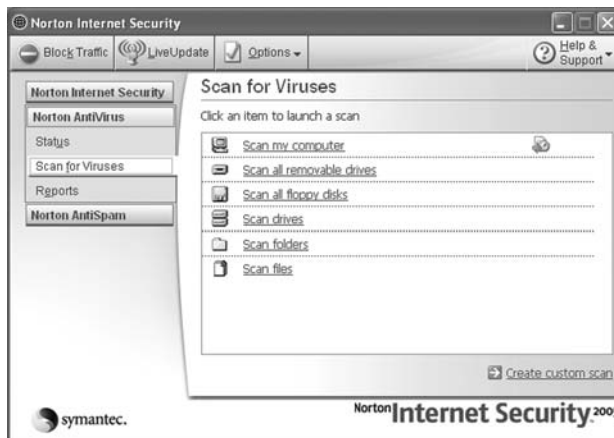
- 1 Click **Start, All Programs, Norton Internet Security**, then click **Norton Internet Security**. Norton Internet Security opens.



- 2 Click **Norton AntiVirus**.



3 Click **Scan for Viruses**.



4 Click the type of scan you want to make in the Scan for Viruses area.



To remove a virus:

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



To update Norton Internet Security:



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

- 1** Make sure that you are connected to the Internet.
- 2** Click **Start, All Programs, Norton Internet Security**, then click **Norton Internet Security**. Norton Internet Security opens.
- 3** Click **LiveUpdate**. The LiveUpdate wizard opens.

- 4 Follow the on-screen instructions to update your Norton Internet Security program with the latest virus protection files.
- 5 When the program has finished, click **Finish**.




Cleaning your computer

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

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

Cleaning the exterior

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

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

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


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

Cleaning the keyboard

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

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

Cleaning the monitor

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

To clean an LCD or flat panel display monitor, use a soft cloth and water to clean the LCD screen. Squirt a little water on the cloth (never directly on the screen), and wipe the screen with the cloth.

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

Cleaning the mouse

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

▶ To clean your optical mouse:

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



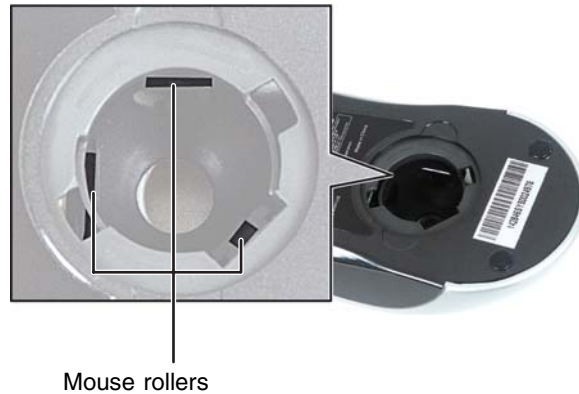
▶ To clean your trackball mouse:

- 1 Turn the mouse upside down.
- 2 Rotate the retaining ring on the bottom of the mouse counter-clockwise, then remove the retaining ring and mouse ball.



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

- 4 Clean the mouse rollers with a cotton swab dipped in isopropyl alcohol.

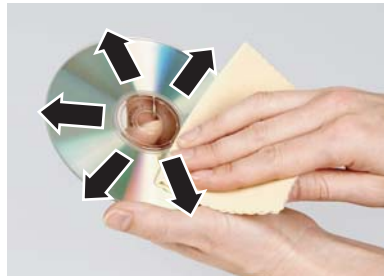


- 5 Replace the mouse ball and lock the retaining ring into place.



Cleaning CDs or DVDs

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



Restoring your system

Microsoft System Restore

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

To run Microsoft System Restore:

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



Help and Support



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

Reinstalling programs and drivers

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

To reinstall your program or driver:

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



Restoring your computer to the original configuration

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


To restore your computer to the original configuration:


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



Preventing static electricity discharge


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

Warning  To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer and unplug the power cord and modem and network cables before opening the case.

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

Before opening the computer case, follow these guidelines:

- Turn off your computer.
- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of your computer.

Warning  To prevent risk of electric shock, do not insert any object into the vent holes of the power supply.

- Touch a bare metal surface on the back of the computer.
- Unplug the power cord and the modem and network cables.

Before working with computer components, follow these guidelines:

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

Opening the case

Your computer case provides easy access to internal components.



Warning

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

Removing the side panel



To remove the side panel:

- 1** Follow the instructions in [“Preventing static electricity discharge”](#) on page 53.
- 2** Shut down your computer, then disconnect the power cord and modem, network, and all peripheral device cables.
- 3** Press the power button to drain any residual power from your computer.
- 4** Remove the thumbscrew from the side panel cover. For the location of the thumbscrew, see [“Back”](#) on page 10.
- 5** Lift the cover release lever.



- 6 Swing the side panel away from the computer, then lift the panel away from the computer.



Removing the front bezel

▶ **To remove the front bezel:**

- Position the computer where you can grasp the front bottom edge of the bezel, then pull the bezel out and away from the case.



Closing the case

Replacing the side panel

 **To replace the side panel:**

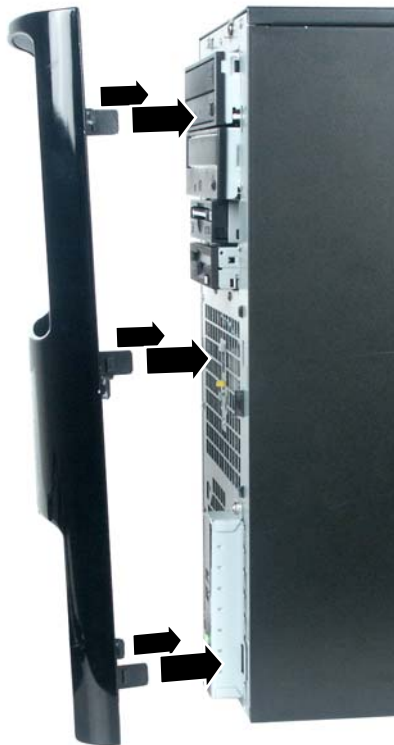
- 1** Make sure that all of the internal cables are arranged inside the case so they will not be pinched when you close the case.
- 2** Align the panel tabs into the bottom case notches, then swing the side panel toward the top of the computer to secure it into place.
- 3** Replace the side panel thumbscrew.
- 4** Reconnect the cables and power cord.



Replacing the front bezel

▶ To replace the front bezel:

- 1** Align the latch pins with the computer latch holes.



- 2** Press the bezel firmly into place.

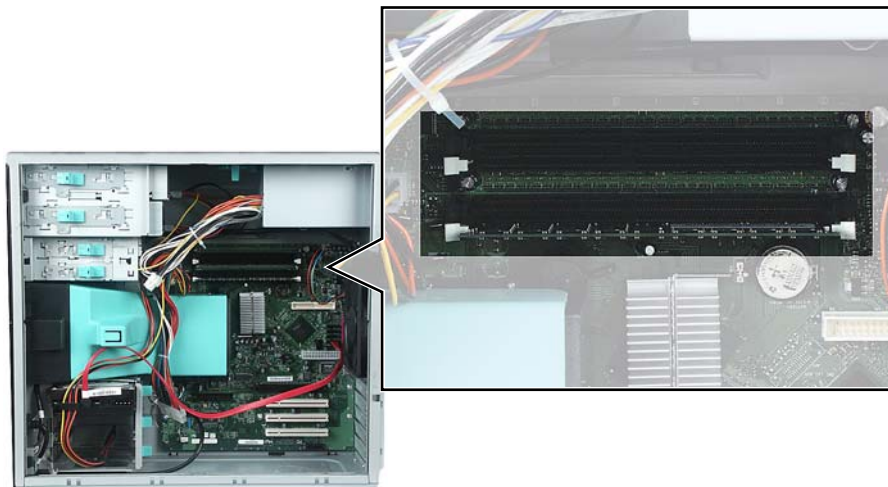


Installing memory

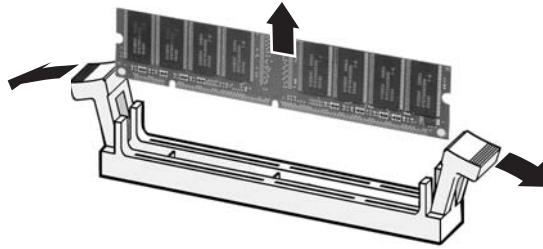
When you upgrade the computer memory, make sure that you install the correct type of memory module for your computer. Your computer uses DIMM memory.

To install or replace DIMM memory:

- 1** Remove the side panel by following the instructions in [“Removing the side panel”](#) on page 54.
- 2** For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.
- 3** Find the memory module banks on your system board.



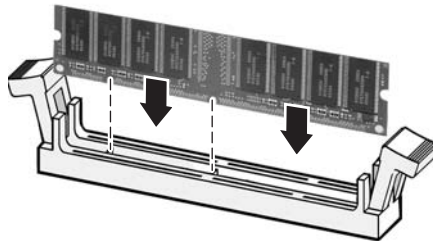
- 4 If you are removing a DIMM from the memory module bank, gently pull the plastic tabs away from the sides of the memory module and remove it.



- OR -

If you are adding a DIMM to an empty memory module bank, gently pull the plastic tabs away from the sides of the memory module bank.

- 5 Align the notches on the new DIMM with the notches on the memory module bank and press the module firmly into the bank. The tabs on the sides of the memory module should secure the memory module automatically. When the module is secure, you hear a click.



- 6 Replace the side panel by following the instructions in [“Replacing the side panel” on page 57](#).
- 7 Return your computer to its upright position.
- 8 Reconnect the cables and the power cord.
- 9 Turn on your computer. Windows starts and the Windows desktop appears.
- 10 Click **Start**, **Control Panel**, then click **Performance and Maintenance** (if in Category view). Click/Double-click **System**. The amount of memory in your computer is shown at the bottom of the *System Properties* dialog box in the General tab.



Replacing the system battery

If the computer clock does not keep time or the settings in the BIOS Setup utility are not saved when you turn off your computer, replace the system battery. Use a battery of the same size and voltage as the original battery that was in your computer.

Warning



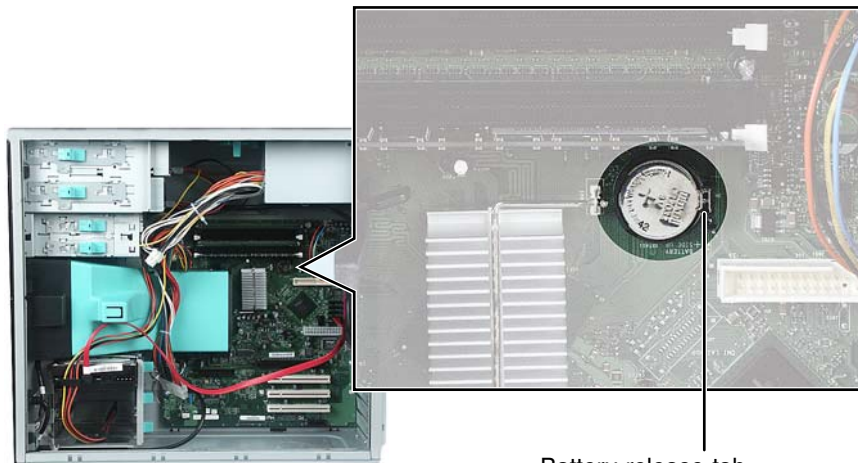
Danger of explosion if battery is incorrectly replaced.

Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries following the manufacturer's instructions.



To replace the battery:

- 1 Restart your computer.
- 2 During the restart, press and hold the F1 key. The main menu of the BIOS Setup utility opens.
- 3 Write down all the values in the menus and submenus, then exit from the utility.
- 4 Shut down your computer.
- 5 Remove the side panel by following the instructions in [“Removing the side panel”](#) on page 54.
- 6 For more stability, place your computer on its side. To avoid scratching the case, place it on a towel or other non-abrasive surface.
- 7 Locate the old battery on the system board and note its orientation. You will need to install the new battery the same way.



Battery release tab

- 8** Push the battery release tab. The battery pops out of the socket.
- 9** Make sure that the positive (+) side of the new battery is facing up, then press the battery into the socket until it snaps into place.
- 10** Replace the side panel by following the instructions in [“Replacing the side panel” on page 57](#).
- 11** Reconnect all external cables and the power cord.
- 12** Turn on your computer.
- 13** Open the BIOS Setup utility.
- 14** In the BIOS Setup utility, restore any settings that you wrote down in [Step 3](#).
- 15** Save all your settings and exit the BIOS Setup utility.



Chapter 6

Troubleshooting

- Troubleshooting typical hardware and software problems

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never remove your computer case cover while your computer is turned on and while the modem cable and the power cord are connected.
- Make sure that you are correctly grounded before accessing internal components. For more information about preventing damage from static electricity, see [“Preventing static electricity discharge” on page 53](#).



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

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

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

First steps

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

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

Troubleshooting

Add-in cards

The computer does not recognize an add-in card

- Shut down and restart your computer.
- Make sure that you have installed the required software. For more information, see the documentation that came with your add-in card.

Audio

Audio troubleshooting is covered under [“Sound” on page 80](#).

CD or DVD drives

The computer does not recognize a disc or the CD or DVD drive

- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the CD or DVD drive.
- If you are trying to play a DVD, make sure that you have a DVD drive. To identify your drive type, see [“Identifying drive types” on page 38](#).
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Clean the disc. For more information, see [“Cleaning CDs or DVDs” on page 50](#).
- Make sure that the drive is configured correctly by following the instructions in the drive documentation.
- Reinstall the device driver.

Audio CD does not produce sound

- Make sure that the disc label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Make sure that the volume controls are turned up. For more information, see [“Adjusting the volume” on page 30](#).
- Make sure that the mute controls are turned off. For more information, see [“Adjusting the volume” on page 30](#).
- Make sure that the speaker cables are connected correctly and securely.
- Shut down and restart your computer.
- Clean the disc. For more information, see [“Cleaning CDs or DVDs” on page 50](#).
- Reinstall the audio device drivers.

A DVD movie will not play

- Make sure that you have a DVD drive. To identify your drive type, see [“Identifying drive types” on page 38](#).
- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the DVD drive.
- Shut down and restart your computer.
- Clean the disc. For more information, see [“Cleaning CDs or DVDs” on page 50](#).
- Reinstall the device driver.
- Make sure that the DVD program has been installed on your computer.
- DVDs and DVD drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc’s regional code and your DVD drive’s regional code must match.

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

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

Computer

The computer will not start

- Make sure that the power cord is connected to an AC power source and your computer is turned on.

Diskette drive

The diskette drive is not recognized

- Shut down and restart your computer.

You cannot save a file to diskette or you see the message “disk is full or write-protected”

- Make sure that the write-protection tab on the upper-right corner of the diskette is down (unprotected).
- Delete unnecessary files on the diskette and try again.
- Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error-checking on the diskette. For more information, see “Checking the hard drive for errors” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

If errors are detected and corrected, try using the diskette again.

You see a “Access Denied” or “Write protect” error message

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

You see a “Disk is full” error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error checking on the diskette. For more information, see “Checking the hard drive for errors” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

You see a “Non-system disk” or “Disk error” error message

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

The diskette drive LED is lit continuously

- Remove the diskette from the drive. If the light stays on, try restarting your computer.

DVD drives

See “CD or DVD drives” on page 66.

File management

A file was accidentally deleted

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

 **To restore deleted files:**

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


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



Help and Support



For more information about restoring deleted files, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the **Search** box
 Search , then click the arrow.

Hard drive

You see an “Insufficient disk space” error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For instructions on deleting unnecessary files, see “Using Disk Cleanup” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty Recycle Bin**.

Caution



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

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

Help and Support



For more information about file management, click **Start**, then click **Help and Support**.

Type the keyword **file management** in the **Search** box

Search , then click the arrow.

You see a “Data error” message

This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error checking program. For instructions on fixing hard drive problems, see “Checking the hard drive for errors” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

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

- If a diskette is in the diskette drive, eject it and restart your computer.
- Press **CTRL+ALT+DEL** to restart your computer.
- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

You see a “Non-system disk” or “disk error” error message

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

Internet

You cannot connect to the Internet

- If you are using a dial-up modem, make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See [“Back” on page 10](#) to make sure that the connections have been made correctly.

- OR -

If you are using a cable or DSL modem, make sure that the modem cable is plugged into the Ethernet network jack and not the modem jack. See [“Back” on page 10](#) to make sure that the connections have been made correctly.

- Make sure that you do not have a problem with your modem. For more information, [“Modem \(dial-up\)” on page 73](#).
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.

Help and Support



For more information about troubleshooting Internet connections, click **Start**, then click **Help and Support**.

Type the keyword **troubleshooting connections** in the **Search** box

Search , then click the arrow.

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

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

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

Connecting to a Web site takes too long

Many factors can affect Internet performance:

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

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

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

Keyboard

The keyboard does not work

- Make sure that the keyboard cable is plugged in correctly. For more information, see the poster that came with your computer.
- Remove all extension cables and switch boxes.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.
- Try a keyboard that you know works to make sure that the keyboard port works.
- Reinstall the keyboard device driver.

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

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

Liquid spilled in the keyboard

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

Memory

You see a “Memory error” message

- Use a third-party diagnostic program to help determine if a memory module is failing.

You see a “Not enough memory” error message

- Close all programs, then restart your computer.

Help and Support

For more information about troubleshooting memory errors, click **Start**, then click **Help and Support**.

Type the keyword **memory error** in the **Search** box

Search , then click the arrow.

Modem (dial-up)

Your modem does not dial or does not connect


- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See [“Back” on page 10](#) to make sure that the connections have been made correctly.
- Make sure that your computer is connected to the telephone line and the telephone line has a dial tone.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set correctly.

**To check the dialing properties:**

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
- 2 Click/Double-click the **Phone and Modem Options** icon, then click the **Dialing Rules** tab.
- 3 Click the location from which you are dialing, then click **Edit**.
- 4 Make sure that all settings are correct.

**Help and Support**

For more information about dialing properties, click **Start**, then click **Help and Support**.

Type the keyword **dialing** in the **Search** box Search , then click the arrow.

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

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

You can also call your telephone service and have the telephone line checked for noise or low line levels.

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

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP for technical support.
- See if the modem works with a different communications program. The problem may be with just one program.
- Review the troubleshooting information under [“Internet” on page 71](#).

Your 56K modem does not connect at 56K

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

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

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

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

The modem is not recognized by your computer

- Make sure that the line connected to the modem is working and plugged into the appropriate port on your computer. See “Back” on page 10 to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use the modem cable that came with your computer. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your computer.
- Run Windows modem diagnostics.

To run modem diagnostics:

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



Help and Support



For more information about modem troubleshooting, click **Start**, then click **Help and Support**.

Type the keyword **modem troubleshooting** in the **Search** box

Search , then click the arrow.

The modem is noisy when it dials and connects

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

To turn down the modem volume:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
- 2 Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
- 3 Click the modem you want to adjust, then click **Properties**.
- 4 Click the **Modem** tab, then adjust the **Speaker volume** control.
- 5 Click **OK** twice to close the *Phone and Modem Options* dialog box.



Monitor

The screen resolution is not correct

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

Tips & Tricks




For more information, see “Adjusting the color depth” in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

Help and Support



For more information about changing the screen resolution, click **Start**, then click **Help and Support**.

Type the keyword **screen resolution** in the **Search** box
Search , then click the arrow.

The computer is running but there is no picture

- Make sure that the monitor is plugged in and turned on. If the monitor is turned on, the power LED should be lit.
- Adjust the brightness and contrast controls to the center position.
- Make sure that the monitor cable is connected to the video port on the back of your computer.
- Check the cable for bent or damaged pins.
- Reinstall the device driver.
- Connect a monitor that you know works to your computer.

The color is not uniform

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

Make sure that:

- Non-shielded speakers are not placed too close to the monitor.
- The monitor is not positioned too close to another monitor, electric fan, fluorescent light, metal shelf, or laser printer.
- You demagnetize the screen using the monitor's degauss feature. For more information on degauss, see your monitor's documentation.

There is a horizontal line or wire visible across the monitor screen

Your monitor may use a thin *damp*er wire, located approximately 1/3 of the way down from the upper screen edge and 1/3 of the way up from the lower screen edge, to stabilize the internal aperture grille. These wires are most obvious when the monitor displays a white background. The aperture grille allows more light to pass through the screen for brighter colors and greater luminescence. The damper wire is a critical part of the overall monitor design and does not negatively affect the monitor's function.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast controls.
- Use the monitor degauss feature (see your monitor documentation) or turn off your computer and monitor, leave them off for at least a half hour, then restart your computer.
- Change the display settings.

Tips & Tricks



For more information, see "Adjusting the screen and desktop settings" in *Using Your Computer* which has been included on your hard drive. To access this guide, click **Start, All Programs**, then click **Gateway Documentation**.

- Move the monitor away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.

For more information about display types, see your monitor and video card documentation.

Mouse

The mouse does not work

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

The mouse works erratically

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

If you have an optical mouse, clean the mouse by wiping the bottom with a clean, damp cloth. Make sure that the optical sensor is clean and free of debris.

If you have a trackball mouse, see [“Cleaning the mouse” on page 49](#).

Networks


You cannot connect to your company network

Every network is unique. Contact your company computer department or network administrator for help. For more information about setting up a network in your home, see [“Networking Your Computer” on page 81](#).

Help and Support



For more information about network troubleshooting, click **Start**, then click **Help and Support**.

Type the keyword **network troubleshooting** in the **Search** box
Search , then click the arrow.

Passwords

Your computer does not accept your password

Make sure that CAPS LOCK is turned off, then retype the password.

Power

Your computer will not turn on

- Make sure that your power cord is connected correctly to your computer.
- If your computer is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, turned on, and working correctly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure that the power cord is free from cuts or damage. Replace any damaged cables.

Printer

The printer will not turn on

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

The printer is on but will not print

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

To set a default printer:

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



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

You see a “Printer queue is full” error message

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

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

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

- 3 Right-click the name of the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, click **Use Printer Offline** to clear the check mark.



Help and Support



For more information about printer troubleshooting, click **Start**, then click **Help and Support**.

Type the keyword **printer troubleshooter** in the **Search** box

Search , then click the arrow.

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

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

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

Sound

You are not getting sound from the speakers

- Make sure that the speakers are turned on.
- Make sure that the volume controls are turned up. For more information, see [“Adjusting the volume” on page 30](#).
- Make sure that mute controls are turned off. For more information, see [“Adjusting the volume” on page 30](#).
- If you are using external speakers, see the speaker setup poster to check your speaker connections.
- Make sure that the universal jacks are configured correctly. For more information, see [“Configuring the audio jacks” on page 31](#).

Chapter 7

Networking Your Computer

- Introducing networking
- Creating an Ethernet network
- Testing your network
- Troubleshooting your Ethernet network

Introduction to Networking

An Ethernet network consists of two or more computers connected together through an Ethernet cable. This connection type is commonly used in offices around the world and can be used to build computer networks in the home.

Ethernet, Fast Ethernet, or Gigabit Ethernet

Ethernet is available at three different speeds. Standard Ethernet runs at 10 Mbps, Fast Ethernet runs at 100 Mbps, and Gigabit Ethernet runs at 1000 Mbps. Most home networks are built using Standard or Fast Ethernet components. Business networks are typically built using Fast or Gigabit Ethernet components.

To create an Ethernet network, you or your electrician must install special Ethernet cables in your home or office.

Important



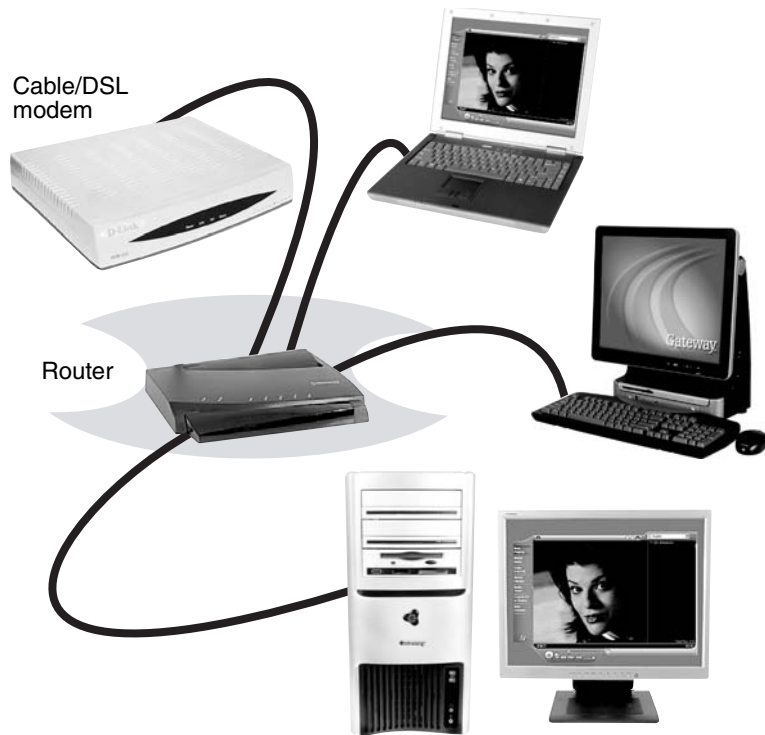
Check local code requirements before installing Ethernet cable or other wiring in your home or office. Your municipality may require you to obtain a permit and hire a licensed installer.

Using a router

The most common way to set up an Ethernet network is Dynamic Host Control Protocol (DHCP) using a router. A DHCP network configuration uses a router to automatically assign IP addresses to each computer or network device.

Example router-based Ethernet network

The following is an example of an Ethernet network. The network is made up of a router, a cable or DSL modem, your computers, and cables connecting each of these components. The router is the central control point for the network. Attached to the router are all of your computers or Ethernet-ready devices. Also connected to the router is a cable or DSL modem that provides access to the Internet.



Tips & Tricks



To add the ability to access a wireless Ethernet network to your wired Ethernet network, connect an access point to the router or use a router that has a built-in access point, such as the Linksys wireless access point router with 4-port switch.

Equipment you need for a router-based Ethernet network

For an Ethernet network you need:

- Two or more computers with Ethernet jacks
- One router
- One broadband Internet connection (optional)
- Ethernet cables connecting all of the network equipment

Important



For best results, all Ethernet components should be either standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100), or Gigabit Ethernet (1000 Mbps or 10/100/1000). A mixture of components rated at different speeds will result in your network running at the speed of the slowest rated component.

Tips & Tricks



When buying your router, be sure the model includes everything your network needs, including:

- Internet security features - such as a firewall to protect your network from unwanted intruders
- 4-port switch - to eliminate the need for additional network hardware
- DHCP server/dynamic IP address assignment - to automatically configure network and IP addresses

Determining if an Ethernet is already installed on your computers



To determine if Ethernet is already installed on your computer:

- 1** Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.
- 2** Click/Double-click **System**, click the **Hardware** tab, then click **Device Manager**. The *Device Manager* window opens.
- 3** Click the plus (+) in front of **Network adapters**. The Ethernet device installed in your computer is listed. If one is not listed, you must install one.



Creating an Ethernet network


Installing Ethernet cards and drivers


After you have determined the type of Ethernet you are using for your network, you need to install Ethernet cards and drivers on the computers that do not have Ethernet already installed. To order wired or wireless Ethernet PCI or PC cards, visit the Accessories Store at accessories.gateway.com.

Use the documentation that comes with your Ethernet cards for instructions on installing the card and any required drivers.


Making sure your broadband connection works

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

Important  If you do not have a broadband connection already installed, make the necessary arrangements with your ISP. Be sure to find out how soon after the installation the line will be activated.

Important  Broadband Internet settings will differ from ISP to ISP. Before you begin setting up your network, you should contact your ISP for any specific instructions they have for setting up a network.

Naming the computers and the workgroup

Important  You must give each computer on the network a unique Computer Name and the same Workgroup Name.

To identify this computer on the network:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**. The *Performance and Maintenance* window opens.
- 2 Click/Double-click **System**. The *System Properties* dialog box opens.
- 3 Click **Computer Name**.
- 4 Click **Change**. The *Computer Name Changes* dialog box opens.
- 5 Type a unique computer name in the **Computer name** box. This name identifies the computer to other users on the network. Use a computer name of up to 15 characters with no blank spaces. Each computer name must be unique on your network. All-numeric computer names are not allowed. Names must contain some letters.
- 6 Type a name for your workgroup in the **Workgroup** box. Use a workgroup name of up to 15 characters with no blank spaces. The workgroup name must be the same for all computers in your network workgroup, and the name must be different than any computer name on your network.
- 7 Click **OK** to close the *Computer Name Changes* dialog box.



Configuring the TCP/IP protocol

A networking protocol is a language computers use to talk to each other. One of several available protocols must be set up on each computer you plan to use on your network. We recommend you use the Transmission Control Protocol/Internet Protocol (TCP/IP), which is widely accepted and compatible for local area networks (LANs), as well as for Internet communications.

When networking is set up in Windows XP, TCP/IP is automatically installed as the default protocol.

Terms you should know

DHCP - Dynamic Host Configuration Protocol (DHCP) lets a router temporarily assign an IP address to a computer on the network.

IP Address - Internet Protocol (IP) address is a number that uniquely identifies a computer on the network.

Subnet Mask - Subnet mask is a number that identifies what subnetwork the computer is located on. This number will be the same on all computers on a home network.

Using a DHCP server

In order to use the TCP/IP protocol on each computer with a router or access point router, you must set the protocol to "Obtain an IP address from a DHCP server."



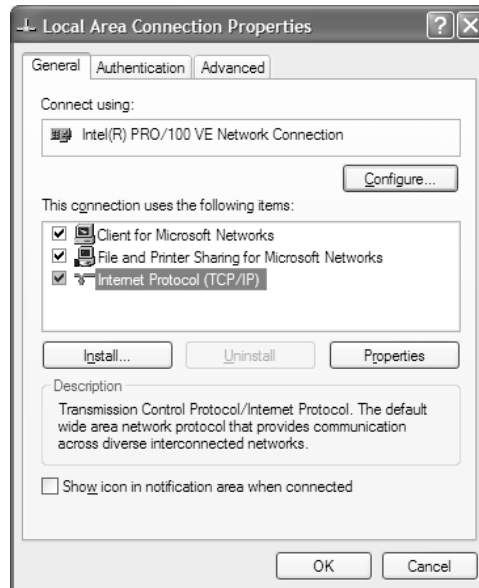
To use a DHCP server

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Network and Internet Connections**. The *Network and Internet Connections* window opens.
- 2 Click/Double-click **Network Connections**. The *Network Connections* window opens.

- 3 Right-click **Local Area Connection**, then click **Properties**. The *Local Area Connection Properties* dialog box opens.

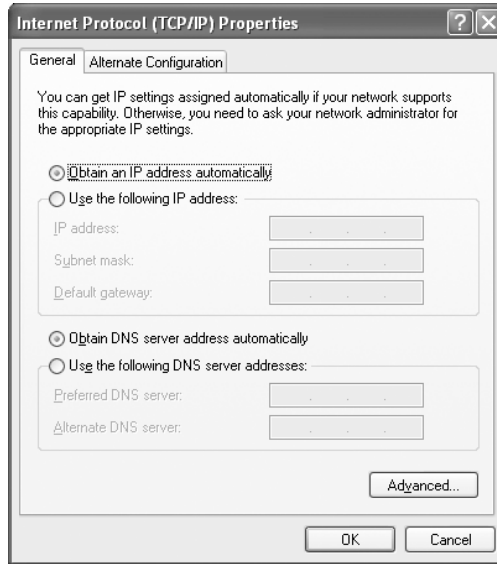
- OR -

If you do not have a LAN connection setup, click **Create a new connection** and follow the instructions in the New Connection Wizard.



- 4 Click to select the **Internet Protocol (TCP/IP)** check box in the **This connection uses the following items** list. If you do not see TCP/IP, drag the scroll bar to see more choices.
- 5 Click **Properties**. The *Internet Protocol (TCP/IP) Properties* dialog box opens.

- 6 Click the **General** tab.



- 7 Click **Obtain an IP address automatically**.
- 8 Click **OK** to close the *Internet Protocol (TCP/IP) Properties* dialog box.
- 9 Click **OK** to close the *Local Area Connection Properties* dialog box.
- 10 Click **X** to close the *Network Connections* window.
- 11 Repeat this procedure for every computer on your network.



Setting up an Ethernet network

We recommend using category 5, unshielded, twisted-pair cable (approximately 1/4" in diameter with a thin outer-jacket, containing eight color-coded wires), and equipment compatible with this type of cable. This type of cable is equipped with RJ-45 connectors (like a large telephone jack connector, but with eight pins) on each end.

Important

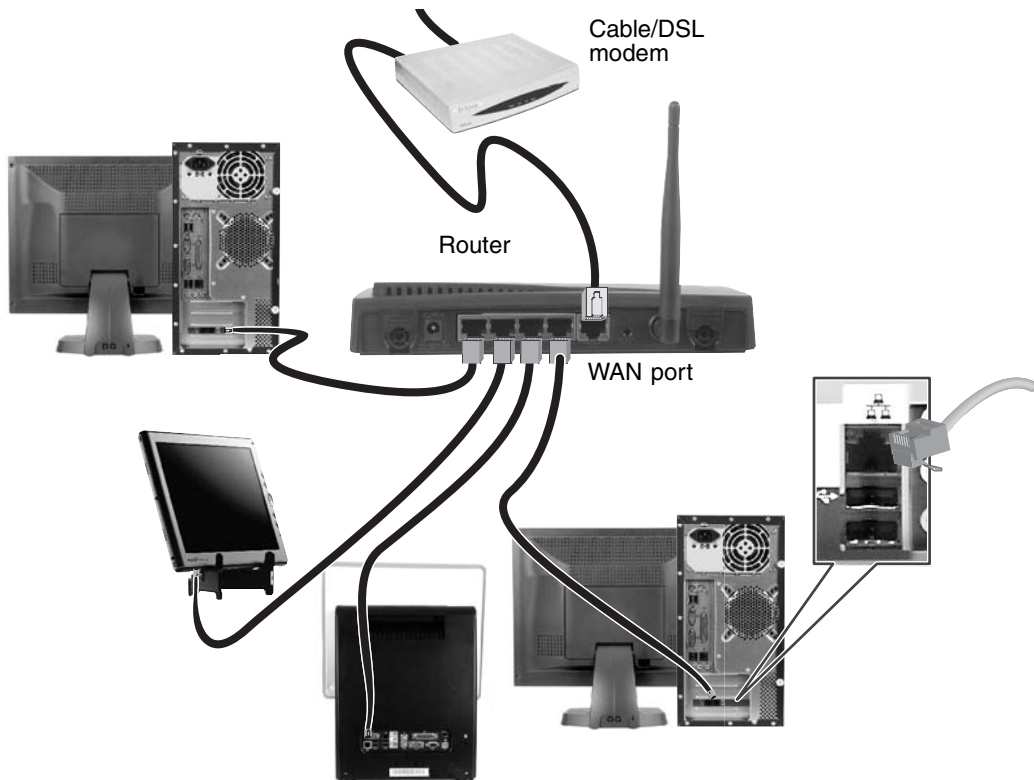
Category 5 cables are available in two different types; straight-through cables, used to connect computers to a router, and crossover cables, used to connect two computers.

To determine which type of cable you have, hold both ends of the cable with the connectors facing away from you and with the spring clip on the bottom. For straight-through cable, the wires on both connectors are attached to copper pins in the same order (same colors, left to right). For a crossover cable, the wires on each connector are attached to the copper pins in a different order (different colors, left to right).

Setting up a network using a router

If you are setting up a network for more than two computers and you will be connecting your network to a high-speed Broadband Internet connection (cable or DSL modem), we recommend the use of a router. A router lets you access the Internet connection from any network computer. The router can assign IP addresses to the computers on the network and can provide firewall protection for your network as well.

In addition to a router, you need a straight-through cable for each computer you want to connect to the network.



To set up a network using a router:

- 1** Plug one end of the power adapter into the AC connector on the router and the other end into a grounded, 110V electrical outlet.
- 2** Turn on your computers.
- 3** Plug one end of a straight-through network cable into any numbered port on the router (except the WAN port). The WAN port is used to connect the router to the DSL or cable modem, and is identified by a label or a switch. Plug the other end of the cable into the network connector on the computer. As each computer is connected to the router, the corresponding green indicator should light on the front of the router, indicating a good connection.
- 4** Repeat [Step 3](#) for each computer on the network.
- 5** For an Internet connection, plug a straight-through cable into the WAN port on the router and the other end into the Ethernet jack on the DSL or cable modem.



Configuring your router

After you have named your computers and set up TCP/IP on them, you can configure your router using your Web browser. For these instructions, we assume that you are using the router to connect your network to a high-speed Broadband Internet connection through an Internet service provider (ISP) and that you are configuring it as a DHCP server.

Important



The following configuration information applies to the Linksys® EtherFast Cable/DSL routers. For any other brand or model of router, see the manufacturer's documentation, which may accompany the router or be available from the manufacturer's Web site.

To configure the Linksys EtherFast Cable/DSL router:

- 1** From one of the computers connected to the network, open your Web browser, type `http://192.168.1.1` in the browser's address box, then press **ENTER**.
- 2** When prompted for a username and password, leave the username box empty and type **admin** in the password box, then click **OK**. The Setup page opens.
- 3** Enter the following values in the appropriate fields:

- **Router Name** and **Domain Name** - Check with your ISP to see if entries are required in these fields and, if so, what entries are required. Normally, leaving the fields blank will work.
- **LAN IP Address** - We recommend that you accept the defaults.
- **WAN IP Address** - If your ISP assigns you a different IP address each time you log on, click **Obtain an IP Address Automatically**. If your ISP requires a fixed IP address, click **Specify an IP Address**, then type the values provided by your ISP.

- 4 When you are finished entering information on the Setup page, click **Apply**.
- 5 Click the **DHCP** tab on the top of the screen.
- 6 Click the **Enable** checkbox, then click **Apply**.
- 7 Press the reset button on your cable or DSL modem, then restart the computer. Your network should be running. Go to ["Testing your network" on page 92](#).



Testing your network

Now that your home network is set up, log onto one of your computers and access a favorite Internet Web site.

If you are unable to connect to the Internet:

- Run the New Connection Wizard (for more information, see [“Using Your Computer guide” on page 4](#))
- Check all physical cable connections
- Compare the status lights on the front of the router or access point with the patterns described in the router or access point literature
- Temporarily turn off any firewall software on your desktop computer
- Turn off all of the devices, then power them back on
- Refer to your router’s or access point’s troubleshooting information
- Contact your Internet service provider

Troubleshooting Your Ethernet network

You cannot see the other computers on your network

- Make sure that your Ethernet cable is plugged into the Ethernet jack on your computer. Make sure that the other end is plugged into a router.
- Make sure that all computers are plugged into a powered electrical outlet and turned on.
- Make sure that the router is plugged into a powered electrical outlet and turned on. Most routers have lights that indicate they are working. For more information, see the documentation that came with your router.
- Make sure that all computers on your network have the same workgroup name.
- Make sure that all computers are using the same Subnet Mask.
- If you assigned IP addresses to the computers, make sure that all computers have different IP addresses. For home networks, IP addresses should be 192.168.N.N where N is a number you assign between 0 and 254. The first N should be the same for all computers on your network and the second N should be different for all computers on your network.

The computer does not recognize an add-in Ethernet card

- Shut down and restart your computer.
- Make sure that you have installed the required software. For more information, see the documentation that came with your Ethernet card.
- Reseat the card. For more information, about opening your computer case, see [“Opening the case” on page 54](#). For more information about your Ethernet card, see the documentation that came with your Ethernet card.

Your Ethernet network is running slower than you expect

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

Appendix A

Safety, Regulatory, and Legal Information

- Safety information
- Regulatory statements
- Notices

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

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. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the system.
- Unplug the system from the wall outlet and refer servicing to qualified personnel if:
 - The power cord or plug is damaged.
 - Liquid has been spilled into the system.
 - The system does not operate properly when the operating instructions are followed.
 - The system was dropped or the cabinet is damaged.
 - The system performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Warning



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

Warning



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

Regulatory compliance statements

United States of America

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

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

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

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

FCC declaration of conformity

Responsible party:

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

Product:

Gateway E-6500

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



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

California Proposition 65 Warning

Warning



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

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

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

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

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

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

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

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

When programming or making test calls to emergency numbers:

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

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

Canada

Industry Canada (IC) Unintentional emitter per ICES-003

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

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

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

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

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

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

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

Warning



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

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

Laser safety statement

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

Warning



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

Environmental information

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

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

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



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

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

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

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

Notices

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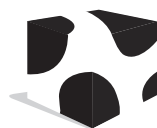
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