## REFERENCEGUIDE





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### **CHAPTER 1**

#### About this reference

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

### About this guide

This guide includes information and maintenance instructions that are specific to your model of Gateway notebook. For all other notebook information, see your online *User Guide*.

### Accessing the online User Guide

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

- Help and technical support
- Using and customizing Windows and other software
- Controlling audio and video settings
- Using the Internet
- Protecting your files
- Playing and recording media
- Networking
- Maintenance and troubleshooting
- To access the online *User Guide*:
  - Click Start, All Programs, then click Gateway Documentation.

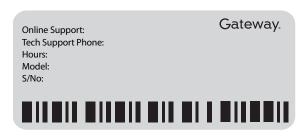


### Gateway contact information

#### Gateway model and serial number

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

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



# Microsoft Certificate of Authenticity

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



#### For more information

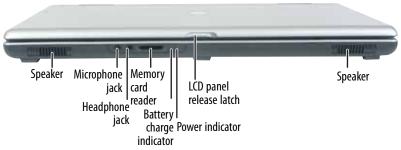
For more information about your notebook, visit Gateway's *Support* page at <a href="www.gateway.com">www.gateway.com</a> or the Web address shown on your notebook's label. The *Support* page also has links to additional Gateway documentation and detailed specifications.

## **CHAPTER 2**

### **Checking Out Your Notebook**

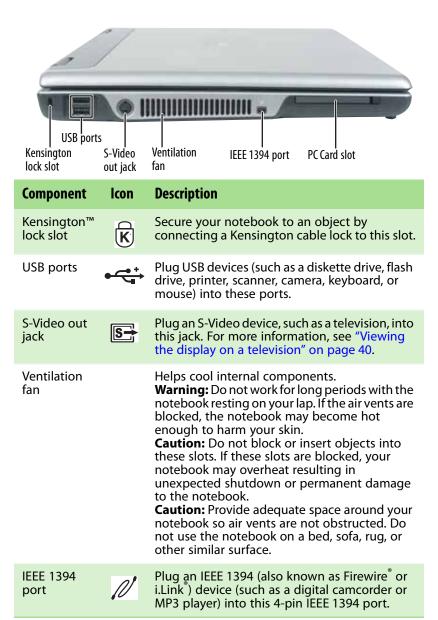
- Front
- Left
- Right
- Back
- Bottom
- Keyboard area

### **Front**



| Component                      | lcon | Description  |
|--------------------------------|------|--|
| Speakers                       |      | Provide audio output when headphones or amplified speakers are not plugged in.   |
| Microphone<br>jack             | By   | Plug a microphone into this jack.  |
| Headphone<br>jack              |      | Plug amplified speakers or headphones into this jack. The built-in speakers are turned off when speakers or headphones are plugged into this jack.   |
| Memory<br>card reader          |      | Insert a memory card from a digital camera, MP3 player, PDA, or cellular telephone into the memory card reader. For more information, see "Using the memory card reader" on page 35. The memory card reader supports Memory Stick®, Memory Stick Pro®, MultiMediaCard™, and Secure Digital™ cards. |
| Battery<br>charge<br>indicator | I +) | <ul> <li>LED blue - battery is fully charged.</li> <li>LED purple - battery is charging.</li> <li>LED blinking red - battery charge is very low.</li> <li>LED solid red - battery is malfunctioning.</li> </ul>  |
| Power<br>indicator             | Ф    | <ul> <li>LED on - notebook is on.</li> <li>LED blinking - notebook is in Standby mode.</li> <li>LED off - notebook is off.</li> </ul>  |
| LCD panel release latch        |      | Press to open the LCD panel.   |

#### Left



| Component    | lcon | Description  |
|--------------|------|--|
| PC Card slot |      | Insert one Type II PC Card into this slot. For more information, see "Adding and removing a PC Card" on page 36. |

### Right



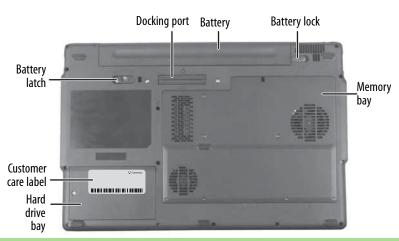
| Component          | lcon     | Description   |
|--------------------|----------|---|
| CD or DVD<br>drive |          | Insert CDs or DVDs into this drive. For more information, see "Using the CD or DVD drive" on page 32. To determine the type of drive in your notebook, examine the drive tray's plastic cover and compare the logo to those listed in "Identifying drive types" on page 32. |
| USB ports          | <b>←</b> | Plug USB devices (such as a diskette drive, flash drive, printer, scanner, camera, keyboard, or mouse) into these ports.  |

### Back



| Component        | lcon | n Description   |  |
|------------------|------|---|--|
| Ethernet<br>jack | 器    | Plug an Ethernet network cable into this jack. The other end of the cable can be plugged into a cable modem, DSL modem, or an Ethernet network jack. For more information, see "Connecting to a cable or DSL modem or to a network" on page 17. |  |
| Modem<br>jack    | Ç    | Plug a dial-up modem cable into this jack. For more information, see "Connecting the dial-up modem" on page 16.   |  |
| Monitor<br>port  |      | Plug an analog VGA monitor or projector into this port. For more information, see "Viewing the display on a projector or monitor" on page 39.   |  |
| Power connector  | ===  | Plug the AC adapter cable into this connector.  |  |

### **Bottom**



| Component              | lcon | Description  |  |
|------------------------|------|--|--|
| Docking<br>port        |      | Connect the optional port replicator to this port. <b>Warning:</b> Power is passed through this port. This docking connection is certified to UL 1950 for use only with port replicators designed for your Gateway notebook. |  |
| Battery                |      | Provides power when the notebook is not plugged into AC power.   |  |
| Battery lock           | + 1  | Slide to unlock the battery. For more information, see "Changing batteries" on page 45.  |  |
| Battery<br>latch       | 1 +) | Slide to release the battery. For more information, see "Changing batteries" on page 45.   |  |
| Customer<br>Care label |      | Includes the Customer Care contact information. For more information, see "Gateway contact information" on page 3.   |  |
| Hard drive<br>bay      |      | The hard drive is located in this bay. For more information, see "Replacing the hard drive kit" on page 72.  |  |
| Memory<br>bay          |      | Install a memory module into this bay. For more information, see "Adding or replacing memory modules" on page 69.  |  |

### Keyboard area



| Component            | lcon | Description   |
|----------------------|------|---|
| Power<br>button      | Ф    | Press to turn the power on or off. You can also configure the power button for Standby/Resume mode. For more information on configuring the power button mode, see "Changing notebook power settings" on page 49. |
| Keyboard             |      | Provides all the features of a full-sized, computer keyboard. For more information, see "Using the keyboard" on page 21.  |
| Status<br>indicators |      | Inform you when a drive is in use or when a button has been pressed that affects how the keyboard is used. For more information, see "Using the status indicators" on page 20.                                    |
| Touchpad             |      | Provides all the functionality of a mouse. For more information, see "Using the EZ Pad touchpad" on page 26.  |

### **CHAPTER 3**

### **Using Your Gateway Notebook**

- · Connecting the AC adapter
- Connecting the dial-up modem
- Connecting to a cable or DSL modem or to a network
- Starting your notebook
- Turning off your notebook
- Restarting (rebooting) your notebook
- Using the status indicators
- Using the keyboard
- Using the EZ Pad touchpad
- Adjusting the volume
- Turning your wireless radio on or off

### Connecting the AC adapter

Warning

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

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

#### To connect the AC adapter:

1 Connect the power cord to the AC adapter.



**2** Connect the AC adapter to your notebook's power connector.



#### (A) Caution

Make sure that you use the AC adapter that came with your notebook or one of the same type purchased from Gateway. Replace the power cord if it becomes damaged. The replacement cord must be of the same type and voltage rating as the original cord or your notebook may be damaged.

### Important If the battery is not fully charged before

you use your notebook on battery power for the first time, the battery life may be much shorter than you *expect. If the battery* life seems short even after being charged for three hours, the battery may need to be recalibrated. For information on recalibrating the battery, see "Recalibrating the battery" on page 46.

Important
If the battery charge indicator does not turn blue after three hours, contact Gateway Customer Care at the location shown on the Customer Care label. For more information, see "Gateway contact information" on page 3.

- 3 Plug the power cord into a wall outlet. The battery charge indicator turns on (see "Front" on page 6 for the location of the battery charge indicator). If the battery charge indicator does not turn on, complete the following steps until it turns on:
  - a Unplug the adapter from your notebook, then plug it back in.
  - b Press FN+F1 to toggle the status lights on and off.
- 4 When you finish using your notebook for the first time, turn off your notebook and leave your notebook connected to AC power until the battery charge indicator turns blue.



#### Protecting from power source problems

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

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

### Connecting the dial-up modem

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

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



#### To connect the modem:

1 Insert one end of the modem cable into the modem jack ┌७ on the back of your notebook.



- 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 notebook, then start your communications program.



## Connecting to a cable or DSL modem or to a network

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



#### To connect to a cable or DSL modem or to a wired Ethernet network:

1 Insert one end of the network cable into the network jack 島 on the back of your notebook.



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



### Starting your notebook



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

#### Caution

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

#### Tips & Tricks For more information

or more information about changing the power button mode, see "Changing notebook power settings" on page 49.

#### To start your notebook:

- 1 Slide the latch on the front of your notebook, then lift the LCD panel.
- **2** Press the power button located above the keyboard.



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



#### Waking up your notebook

Tips & Tricks
For more information
about Standby mode,
see "Changing
notebook power
settings" on page 49.

When you have not used your notebook for several minutes or if you close the LCD panel without turning off your notebook, it may enter a power-saving mode called *Standby*. While in Standby, the power indicator flashes. If your notebook is in Standby mode, press the power button to "wake" it up.

### Turning off your notebook

**M** Important

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



- To turn off your notebook:
  - 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 notebook.



#### Restarting (rebooting) your notebook

Important

If your notebook does not turn off immediately, complete the following steps until the notebook turns off: 1. Press and hold the power button for about five seconds, then release it. 2. Unplug the power cord and remove the battery for more than 10 seconds. If your notebook does not respond to keyboard, touchpad, or mouse input, you may have to close programs that are not responding. If closing unresponsive programs does not restore your notebook to normal operation, you may have to restart (reboot) your notebook.



#### To close unresponsive programs and restart your notebook:

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

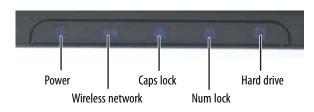
As a part of the regular startup process, a program to check the disk status runs automatically. When the checks are finished, Windows starts.



### Using the status indicators

Important
If none of the
indicators are on, you
may need to press
FN+F1 to toggle the
status indicators on.

Status indicators inform you when a drive is being used or when a button has been pressed that affects how the keyboard is used. The status indicators are located below the touchpad.



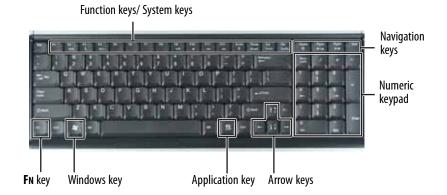
| Indicator                         | lcon    | Description  |
|-----------------------------------|---------|--|
| Power                             | Ų       | <ul> <li>LED on - Notebook is<br/>turned on.</li> <li>LED off - Notebook is<br/>turned off or in standby<br/>mode.</li> </ul>              |
| Wireless<br>network<br>(optional) | (((•))) | <ul> <li>LED on - wireless IEEE<br/>802.11 radio is turned on.</li> <li>LED off - wireless IEEE<br/>802.11 radio is turned off.</li> </ul> |
| Caps lock                         | A       | <ul> <li>LED on - caps lock is<br/>turned on.</li> <li>LED off - caps lock is<br/>turned off.</li> </ul>                                   |
| Num lock                          | 1       | <ul> <li>LED on - numeric keypad is<br/>turned on.</li> <li>LED off - numeric keypad is<br/>turned off.</li> </ul>                         |
| Hard drive                        | 0       | <ul> <li>LED blinking - hard drive is<br/>being accessed.</li> <li>LED off - hard drive is not<br/>being accessed.</li> </ul>              |

### Using the keyboard

#### 🔽 Tips & Tricks

You can attach an external keyboard to the notebook using a USB port. You do not need to shut down the notebook to connect a USB keyboard.

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



#### Key types

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

| Key type         | lcon | Description  |
|------------------|------|--|
| Function<br>keys |      | Press these keys labeled <b>F1</b> to <b>F12</b> to perform actions in programs. For example, pressing <b>F1</b> may open help. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions. |

| Key type           | lcon                | Description   |
|--------------------|---------------------|---|
| System<br>keys     |                     | Press these colored keys in combination with the <b>FN</b> key to perform specific actions. For more information, see "System key combinations" on page 23.   |
| Navigation<br>keys |                     | Press these keys to move<br>the cursor to the beginning<br>of a line, to the end of a line,<br>up the page, down the<br>page, to the beginning of a<br>document, or to the end of<br>a document.                          |
| Numeric<br>keypad  |                     | Use these keys to type numbers when the numeric keypad is turned on. Press <b>Fn</b> +1 to turn on the numeric keypad.  |
| Fn key             |                     | Press the <b>Fn</b> key in combination with a colored system key to perform a specific action.  |
| Windows<br>key     |                     | Press this key to open the Windows <b>Start</b> menu. This key can also be used in combination with other keys to open utilities like <b>F</b> (Search utility), <b>R</b> (Run utility), and <b>E</b> (Explorer utility). |
| Application key    | $\overline{\Sigma}$ | Press this key for quick access to shortcut menus and help assistants in Windows.   |
| Arrow keys         |                     | Press these keys to move<br>the cursor up, down, right,<br>or left.   |

#### System key combinations

When you press the  $\mathbf{F}\mathbf{N}$  key and a system key at the same time, your notebook performs the action identified by the text or icon on the key.

| Press and hold FN, then press this system key | То  |
|---|---|
| F1  | Toggle the status indicators on or off. For more information, see "Using the status indicators" on page 20.   |
| F2 (((•)))                                    | Turn the optional wireless network on or off. For more information, see "Wireless Networking" in your online <i>User Guide</i> . <b>Warning:</b> Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11g, IEEE 802.11b, and IEEE 802.11a communication devices are examples of devices that provide wireless communication. |
| F3  | Enter Standby mode. Press the power button to leave Standby mode. For more information, see "Changing notebook power settings" on page 49.  |
| F4  | <ul> <li>Toggle the notebook display in the following order:</li> <li>The LCD</li> <li>An external monitor or projector (a monitor or projector must be plugged into the monitor port on your notebook)</li> <li>Both displays at the same time For more information, see "Viewing the display on a projector or monitor" on page 39.</li> </ul>  |
| F5  | Display the power status box in the upper-left corner of your display. The box shows the battery charge level, the BIOS version, and whether the optional wireless network is being used. Press the key combination again to close this box.  |

| Press and hold FN, then press this system key | То   |
|---|--|
| F6<br><b>★</b>                                | Turn the optional Bluetooth feature on or off.  Warning: Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. Bluetooth communication devices are examples of devices that provide wireless communication.   |
| F8<br><b>★</b>                                | Increase the LCD panel brightness above the normal brightest setting. Use this feature in bright lighting situations, such as outside in bright sunlight.  Press a second time to decrease the brightness below the normal lowest brightness setting. Use this feature in dim lighting situations.  Press a third time to return the display to the normal brightness setting.  Important: Using this feature will affect battery performance. |
| F9<br>•/II                                    | Play or pause the CD or DVD.   |
| F10   | Stop playing the CD or DVD.  |
| F11   | Skip back one CD track or DVD chapter.   |
| F12<br>▶                                      | Skip ahead one CD track or DVD chapter.  |
| <b>1</b>                                      | Increase the brightness of the display.  |

| Press and hold FN, then press this system key | То   |
|---|--|
| <b>↓</b> ‡                                    | Decrease the brightness of the display.  |
| Home  | Mute the sound. Press the key combination again to restore the sound. For more information, see "Adjusting the volume" on page 28. |
| PgUp  | Increase volume. For more information, see "Adjusting the volume" on page 28.  |
| PgDn<br><b>I</b> (1) ▼                        | Decrease volume. For more information, see "Adjusting the volume" on page 28.  |

### Using the EZ Pad touchpad

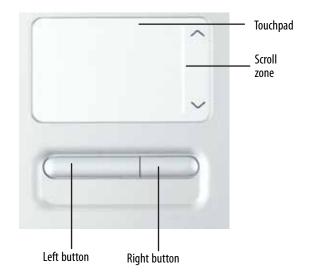
#### Tips & Tricks

For instructions on how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other touchpad settings, see "Changing the mouse or touchpad settings" in the online User Guide.

#### 🔼 Tips & Tricks

You received your notebook with the EZ Pad touchpad set to only accept clicking by using the touchpad buttons. You can change this feature to allow tapping on the touchpad to simulate clicking the left button. For more information, see "Changing the mouse or touchpad settings" in the online User Guide.

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



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





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

#### To...

#### Do this...

Move the pointer on the screen.



Move your finger around on the touchpad. If you run out of space and need to move the pointer farther, lift your finger, move it to the middle of the touchpad, then continue moving your finger.

Select an object on the screen.



Position the pointer over the object. Quickly press and release the left button once. This action is called *clicking*.

Start a program or open a file or folder.



Position the pointer over the object. Press the left button twice in rapid succession. This action is called double-clicking

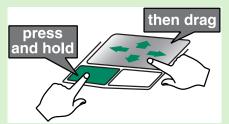
Access a shortcut menu or find more information about an object on the screen.



Position the pointer over the object. Quickly press and release the right button once. This action is called right-clicking.

#### To... Do this...

Move an object on the screen.



Position the pointer over the object. Press the left button and hold it down. then use the touchpad to move (drag) the object to the appropriate part of the screen. Release the button to drop the object where you want it.

#### Adjusting the volume



For instructions on how to adjust the volume in Windows, see "Adjusting the Volume" in the online User Guide. You can use the volume control to adjust the overall volume of your notebook.



#### To adjust the overall volume level using hardware controls:

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

-OR-

Use the mute and volume control buttons on the keyboard. For more information, see "System key combinations" on page 23.



# Turning your wireless radio on or off

Warning Radio freauency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11a, IEEE 802.11b, IEEE 802.11g, and Bluetooth communication devices are examples of devices that provide wireless communication.

Warning

In environments where the risk of interference to other devices or services is harmful or perceived as harmful, the option to use a wireless device may be restricted or eliminated. Airports, hospitals, and oxygen or flammable gas laden atmospheres are limited examples where use of wireless devices may be restricted or eliminated. When in environments where vou are uncertain of the sanction to use wireless devices, ask the applicable authority for authorization prior to using or turning on the wireless device. Your Gateway notebook may have a factory-installed wireless networking card.

- To turn the wireless IEEE 802.11 radio on or off:
  - Press Fn + F2. The wireless status indicator turns on or off. For the location of the wireless status indicator, see "Using the status indicators" on page 20.
- To turn the Bluetooth radio on or off:
  - Press Fn + F6. The first time you use Bluetooth, you need to configure your notebook using the *Initial Bluetooth* Configuration Wizard.



#### CHAPTER 3: Using Your Gateway Notebook

#### Tips & Tricks For more information

For more information about using your notebook on a wireless network, see "Wireless Networking" in the online User Guide.

#### Tips & Tricks

For more information about using Bluetooth, click Start, All Programs, My Bluetooth Places. When the My Bluetooth Places window opens, click Help, then click Bluetooth Help Topics.

# **CHAPTER 4**

# **Using Drives and Accessories**

- Using the CD or DVD drive
- · Using the memory card reader
- · Adding and removing a PC Card
- Installing a printer or other peripheral device
- Viewing the display on a projector or monitor
- Viewing the display on a television
- Ordering accessories

# Using the CD or DVD drive

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

#### Identifying drive types

Your Gateway notebook 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  |
|---|--------------------------------|---|
| COMPACT   | CD drive                       | Installing programs, playing audio CDs, and accessing data. You cannot use this drive to create CDs or DVDs or play DVDs.                                       |
| ROM   | DVD drive                      | Installing programs, playing audio CDs, playing DVDs, and accessing data. You cannot use this drive to create CDs or DVDs.                                      |
| COMPACT TO BE A COMPACT TO BE | Combination<br>DVD/CD-RW drive | Installing programs, playing audio CDs, playing DVDs, accessing data, and recording music and data to recordable CDs. You cannot use this drive to create DVDs. |

| If your drive has this logo | This is your drive type                | Use your drive for  |
|-----------------------------|--|---|
| logo                        |  |   |
| Rewritable H                | Multi-format double layer DVD±RW drive | Installing programs, playing audio CDs, playing DVDs, accessing data, recording music and data to CD-R or CD-RW discs, and recording video and data to DVD-R, DVD+R, DVD-RW, DVD+RW, or double layer DVD+R or DVD-R discs.  Note: To use the double layer capability of the double layer recordable DVD drive, the blank DVDs you purchase must state Double Layer, Dual Layer, or DL. Using other types of blank media will result in less capacity. |

#### Using a CD or DVD

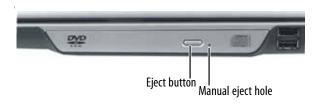


The regional code on your DVD drive is détermined by your notebook's delivery address. The regional code for the United States and Canada is 1. The regional code for Mexico is 4. Your DVD drive's regional code must match the regional code of the disc. The regional code for the disc is on the disc, disc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



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.

Tips & Tricks
For information about
cleaning a CD or DVD,
see "Cleaning CDs or
DVDs" on page 66.





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



# Using the memory card reader

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

#### Memory card types

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

#### Inserting a memory card

- To insert a memory card:
  - Insert the memory card into the memory card slot with the label facing up and the arrow on the label pointing towards the notebook.



#### Using a memory card

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



#### Removing a memory card

**Important** Do not use the remove

hardware 🗞 icon in the taskbar to remove the memory card. If you use the remove hardware icon, your notebook may not recognize your memory card reader until you restart your notebook.



#### To remove a memory card:

- 1 Push the memory card into the notebook. The memory card pops out slightly.
- **2** Pull the memory card out of the notebook.



# Adding and removing a PC Card

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



#### To insert a PC Card:

further information.

■ Push the card firmly into the PC Card slot, label-side up, until the outer edge of the card is flush with the side of your notebook.









1 Click the remove hardware sicon in the taskbar, the PC Card name, then click **Stop**.

-OR-

Turn off your notebook.

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



# Installing a printer or other peripheral device

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

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

# **?** Help and Support

For more information about installing peripheral devices, click **Start**, then click **Help and Support**. Type the keyword **installing devices** in the **Search** box, then click the arrow. IEEE 1394 and USB ports support plug-and-play and hot swapping, which means that your notebook will usually recognize such a device whenever you plug it into the appropriate port. When you use an IEEE 1394 or USB device for the first time, your notebook will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.

#### Connecting a USB printer, scanner, or digital camera

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

Your notebook has a four USB ports for connecting devices such as a diskette drive, flash drive, printer, scanner, camera, keyboard, or mouse.

M Important For more information about using the USB

port on your device, see your device's documentation. To connect your USB device to your notebook:

Connect one end of the USB cable to your device.

2 Connect the other end of the cable to a USB port ← on your notebook.



🛂 Tips & Tricks For the location of the USB ports on your notebook, see"Left" on page 7 and "Right" on page 8.

#### Connecting an IEEE 1394 video camera or MP3 player

🌃 Important For more information about using the IEEE 1394 port on your device, see your device's documentation.

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



To connect your IEEE 1394 device to your notebook:

- 1 Connect one end of the IEEE 1394 cable to your video camera.
- 🔼 Tips & Tricks For more information about editing video, see your User Guide.
- **2** Connect the other end of the cable to the IEEE 1394 port // on your notebook.

# Viewing the display on a projector or monitor

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

Important
If an external monitor
or projector is
connected and you
close the LCD panel,
your notebook may
turn off the LCD panel,

but will not enter Standby mode.

Tips & Tricks
For the location of the
VGA port on your
notebook, see "Back"
on page 9.

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

#### To use a projector or external monitor:

- 1 Turn off your notebook.
- 2 Plug the projector or monitor cable into the VGA port ☐ on your notebook.
- 3 Turn on your notebook.
- 4 Plug the projector's or monitor's power cord into an AC power source and turn it on.

Windows recognizes the new hardware and searches for its driver. You may need to install the driver from the disc supplied by the manufacturer or download the driver from the manufacturer's Web site.

- **5** Right-click any empty space on the desktop, then click **Properties**. The *Display Properties* dialog box opens.
- 6 Click the **Settings** tab.
- **7** Right-click the second monitor icon (labeled 2), then click **Attached**.
- 8 Click Apply.
- 9 Adjust properties such as Screen Resolution or Color Quality if necessary.
- 10 Click OK.



# Viewing the display on a television

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

M Important

notebook.

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



transmitted through an S-Video out jack. Use the built-in speakers or a set of headphones or external powered speakers, or connect your notebook to a stereo system using the headphone jack to hear sound while playing a DVD. DVD playback to a VCR will be scrambled by copyright protection software.

#### 🔼 Tips & Tricks For the location of the

S-Video out jack on your notebook, see "Left" on page 7.

#### 🛂 Tips & Tricks

If you are traveling internationally, you may need to change the video standard. For example, many televisions in Asia use PAL instead of NTSC. The S-Video out jack on your notebook lets you view your notebook display on a television screen using a standard S-Video cable.

- To view your notebook display on a television:
- 1 With your notebook off, connect one end of a standard S-Video cable to the S-Video out jack **s** on your notebook.
- 2 Connect the other end of the cable to the Video in jack on your television or VCR.
- 3 Turn on the television or VCR.
- 4 Start your notebook.
- 5 Click Start, then click Control Panel. The Control Panel window opens. If your Control Panel is in Category View, click Appearance and Themes.
- 6 Click/Double-click the **Display** icon. The Display Properties dialog box opens.
- 7 Click the Settings tab.
- **8** Click **Advanced**. The *Multiple Monitors* Properties dialog box opens.
- 9 Click the Displays tab.
- 10 Click the **Enable TV** button if it is not already enabled, then click **Apply**.



#### Modifying television settings

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



#### To modify television settings:

- 1 On the Multiple Monitors Properties dialog box **Displays** tab, click **TV**. The *TV* Properties dialog box opens.
- 2 Modify the settings, then click **ok**.



## Ordering accessories

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

#### **Batteries**

If you run your notebook on battery power for extended periods, you may want to buy an additional battery so you can swap batteries when necessary. See "Changing batteries" on page 45 for more information about using an additional battery.

#### Carrying cases

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

#### Hard drives

If you want to increase your internal storage space, try replacing your existing hard drive with a larger drive. See "Replacing the hard drive kit" on page 72 for more information.

#### Memory

Large programs, such as multimedia games or graphics programs, use a lot of memory. If your programs are running more slowly than you think they should, try adding more memory. See "Adding or replacing memory modules" on page 69 for more information.

#### Port replicators

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

A port replicator also provides additional ports and other expansion features not included with your notebook.

#### **Printers**

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

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

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

#### USB flash drive

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

# CHAPTER 5 Managing Power

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

# Monitoring the battery charge

🞾 Important If the power cord or battery icon does not appear on the taskbar, click the show hidden icons 🔇 button. If the icon still does not appear, make sure that **Always show** icon on the taskbar is checked on the *Advance tab in the* **Power Options Properties** dialog box. For more information, see "Changing advanced settings" on page 52.

Tips & Tricks
For more information
about the battery

about the battery charge status indicator, see "Front" on page 6.

Tips & Tricks
For more information
about recalibrating
the battery, see
"Recalibrating the
battery" on page 46.

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

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

- Double-click the power cord icon **⑤** or battery icon **⑥** in the taskbar. The *Power Meter* dialog box opens.
- Look at the battery charge status indicator.
- Wait for a Low Battery warning message to appear.

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

# Recharging the battery

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

page 52.

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

# Changing batteries

#### Replacing the battery

Warning Danger of explosion if battery is incorrectly replaced. Replace only with a battery specifically manufactured for your Gateway notebook. Discard used batteries according to local hazardous material regulations. The battery used in this device may present a fire or chemical burn hazard if mishandled. Do not disassemble. heat above 212°F (100°C), or incinerate. Dispose of used



battery promptly. Keep

away from children.

If your notebook is connected to AC power, you can change the battery while the notebook is turned on. If your notebook is not plugged into an AC outlet, you must turn the notebook off while changing the battery or you will lose any unsaved data

#### To replace the battery:

- 1 Disconnect your notebook from the optional port replicator.
- 2 If your notebook is on and is connected directly to AC power (not using a port replicator), go to Step 3.

-OR-

If your notebook is on and is not plugged into an AC outlet, save your work and turn off the notebook.

- 3 Close the LCD panel.
- **4** Turn your notebook over so the bottom is facing up.
- 5 Slide the battery lock to the unlocked position.



**6** Slide the battery release latch, then slide the battery out of the notebook.



7 Slide a recharged battery into the notebook until it snaps into place.



- **8** Slide the battery lock to the locked position.
- 9 Turn your notebook over.
- **10** Reattach the optional port replicator.
- 11 Open the LCD panel and press the power button.



# Recalibrating the battery

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

If your notebook unexpectedly goes into Standby mode while you are using it but the battery charge is not low, you may need to recalibrate your battery. You should also recalibrate the battery periodically to maintain the accuracy of the battery gauge.



If, after completing this procedure, the battery charge indicator still does not show an accurate charge, contact Gateway Customer Care at the location shown on the Customer Care label. For more information, see "Gateway contact information" on page 3

#### To recalibrate the battery:

- Connect the AC adapter, then turn on your notebook.
- 2 As soon as it starts and you see a startup screen, press **F2**. The BIOS Setup utility opens.
- 3 Open the **Advanced** menu.
- 4 Highlight Battery Auto Learning, then select Enabled by pressing the spacebar.
- 5 Open the Exit menu, then highlight Exit Saving Changes and press ENTER.

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

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

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

7 Press Esc. The battery charge indicator now displays an accurate battery charge.



# **Extending battery life**

#### Conserving battery power

Tips & Tricks
For more information
about using power
management settings,
see "Changing
notebook power
settings" on page 49.

Tips & Tricks
For more information
about using Hibernate
mode, see "Activating
and using Hibernate
mode" on page 53.

Tips & Tricks
For more information
about traveling with
your notebook, see
"Traveling with Your
Notebook" on
page 57.

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

- Dim the display as low as is comfortable.
- Remove PC Cards when you do not need them. Many PC Cards use a small amount of power while inserted, even if they are not being used.
- Modify the power management settings for maximum power savings.
- Close the LCD panel to turn off the display while you are not using your notebook. The display stays off until you open the panel again.
- Use Hibernate mode for maximum power savings while your notebook is not in use.
- Use the CD or DVD drive only when necessary. This drive uses a large amount of power.
- Recharge the battery often, take an extra battery, and fully recharge the batteries before traveling. For more information, see "Recharging the battery" on page 44.

#### Using alternate power sources

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

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

#### Changing power modes

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

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

#### Using power saving modes

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

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

| lf your<br>notebook<br>is             | and you<br>want to                                | then   |
|---------------------------------------|---|--|
| On                                    | Enter<br>Standby mode                             | Press <b>Fn+F3</b> .   |
| On                                    | Enter<br>Hibernate<br>mode (must be<br>activated) | Click Start, then click Turn Off Computer. Press and hold SHIFT, then click Hibernate. |
| In Standby<br>or<br>Hibernate<br>mode | Exit Standby or<br>Hibernate<br>mode              | Press the power button.  |

# Changing notebook power settings

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

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

#### Changing the power scheme



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

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

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



#### To change the power scheme:

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



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

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

4 Click OK.



#### Changing alarm options



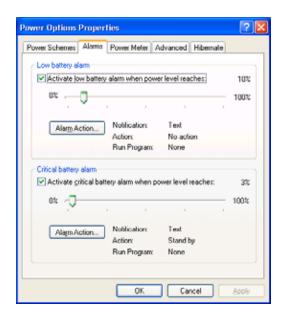
For more information about changing the alarm options, click **Start**, then click **Help and Support**. Type the keyword **alarm options** in the **Search** box, then click the arrow.

*Alarms* can alert you when the battery charge is low.



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

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



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



#### **Changing advanced settings**

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

**Search** box, then click

the arrow.

Help and

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



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

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



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



#### Activating and using Hibernate mode



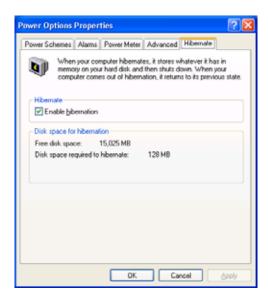
For more information about using Hibernate mode, click **Start**, then click **Help and Support**. Type the keyword **hibernate** in the **Search** box, then click the arrow.

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



#### To activate Hibernate mode:

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



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





As an automatic power savings mode: Open the *Power Options Properties* dialog box, then click the **Power Schemes** tab. Click the arrow button to open a **System hibernates** list, then click the time you want to use.

- OR -

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

As a manually-selected power savings mode:

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



# **CHAPTER 6**

# Traveling with Your Notebook

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

# Packing your notebook

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

## Traveling by air

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

# Dial-up modem

- Take a telephone cord to connect the modem to telephone jacks. If you are traveling internationally, take telephone jack adapters or an acoustic handset coupler.
- Take a telephone line protector.

- Take a telephone line tester to check for unsafe lines, especially if you are traveling internationally.
- Take remote access information with you so you can connect to your ISP while outside of your usual calling area. A list of country dialing codes may be especially useful if you are traveling internationally.

# Radio frequency wireless connections

- Every country has different restrictions on the use of wireless devices. If your notebook is equipped with a wireless device, check with the local radio approval authorities prior to your trip for any restrictions on the use of a wireless device in the destination country.
- If your notebook came equipped with an internal embedded wireless device, see "Safety, Regulatory, and Legal Information" on page 113 for general wireless regulatory guidelines.
- Wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11a, IEEE 802.11b, IEEE 802.11g, and Bluetooth communication devices are examples of devices which use wireless to communicate. To turn off your wireless IEEE 802.11 device, press **FN + F2**. To turn off your Bluetooth device, press **FN + F6**.

### **Files**

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

## Security

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

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

- Use a startup password to restrict access to your notebook. The startup password is set using the BIOS utility.
- Review the information in "Protecting your notebook" in the online *User Guide*.

#### **Power**

- Take your AC power adapter to recharge the battery. If you are traveling internationally, take power plug adapters.
- Take a portable surge protector to protect your notebook from power surges.
- To get the best performance from your notebook, avoid using the battery whenever possible, monitor the battery charge, and use the most efficient power management settings. For information on conserving battery power, using alternate power sources, and monitoring the battery charge, see "Managing Power" on page 43.

# **Additional tips**

- If you plan to use several USB peripheral devices, take a portable USB hub to provide additional USB ports.
- Take a network cable if you need to connect to a network. Some hotels provide Internet connectivity only through their networks.
- If your notebook has been exposed to cold temperatures, allow it to warm to room temperature before turning it on.

- Carry proof of ownership or a merchandise passport when traveling internationally.
- Consult your insurance company and credit card company to learn about emergency travel assistance if your notebook is lost or damaged.
- Take your recovery discs (see "Drivers and applications recovery" in the online *User Guide*) in case you need to install an additional driver or software.

# CHAPTER 7 Maintaining Your Notebook

- Caring for your notebook
- Cleaning your notebook
- Cleaning CDs or DVDs

# Caring for your notebook

To extend the life of your notebook:

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

# Cleaning your notebook

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

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

#### Cleaning the exterior

When you shut down your notebook, the power turns off, but some electrical current still flows through your notebook. To avoid possible injury from electrical shock, unplug the power

from the wall outlets.

Tips & Tricks

cord, modem cable,

and network cable

You may want to occasionally open the memory bay door and remove dust and lint using an aerosol can of Always turn off your notebook and other peripherals before cleaning any components. Also, remove the battery before cleaning any components.

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

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

#### Cleaning the keyboard

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

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

#### Cleaning the notebook screen

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

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

# Cleaning CDs or DVDs

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





# CHAPTER 8 Upgrading Your Notebook

- · Preventing static electricity discharge
- · Adding or replacing memory modules
- · Replacing the hard drive kit

## Preventing static electricity discharge

Warning
To avoid exposure to

dangerous electrical voltages and moving parts, turn off your notebook, unplug the power cord, modem cable, and network cable, and remove the battery before opening the case.

Warning

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

Important
Before installing or

Before installing or replacing components, you should read and understand the information in this section. The components inside your notebook are extremely sensitive to static electricity, also known as *electrostatic discharge* (ESD).

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

## Adding or replacing memory modules



Tools
Required
You need a small
Phillips screwdriver to
replace memory
modules.

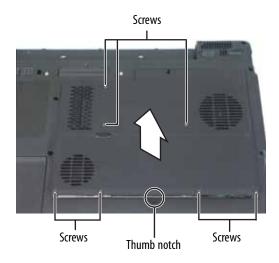
Your notebook uses memory modules called SO-DIMMs (Small Outline Dual Inline Memory Modules). The modules are available in various capacities and any module can be placed in any slot.



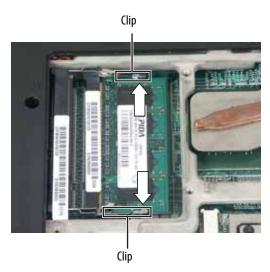
#### To add or replace memory modules:

- 1 Follow the guidelines under "Preventing static electricity discharge" on page 68.
- 2 Turn off your notebook.
- **3** Disconnect from the optional port replicator.
- 4 Disconnect the AC adapter, modem cable, and network cable, if they are connected to the notebook.
- 5 Disconnect all peripheral devices connected to the notebook and remove any PC cards.
- 6 Turn your notebook over so the bottom is facing up, then remove the battery. For more information, see "Changing batteries" on page 45.

**7** Loosen the seven memory bay cover screws (these screws cannot be removed).



- 8 Use the thumb notch to lift the memory bay cover, then remove it. Be careful not to break off the tabs located on the end of the cover opposite of the thumb notch.
- 9 If you are removing a module, gently press outward on the clip at each end of the memory module until the module tilts upward.



**10** Pull the memory module out of the slot.



- 11 Hold the new or replacement module at a 30-degree angle and press it into the empty memory slot. This module is keyed so it can only be inserted in one direction. If the module does not fit, make sure that the notch in the module lines up with the tab in the memory bay.
- **12** Replace the memory bay cover, then tighten the cover screws.
- 13 Insert the battery, then turn your notebook over.
- **14** Connect to the optional port replicator.
- 15 Reconnect the power adapter, modem cable, and network cable (if disconnected in Step 4), then turn on your notebook.



## Replacing the hard drive kit

Tools Required
You need a small
Phillips screwdriver to replace the hard drive kit.

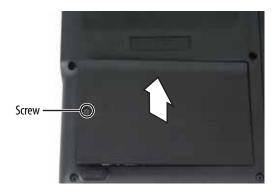
If you would like more hard drive capacity, you can replace your original drive with a higher-capacity drive.



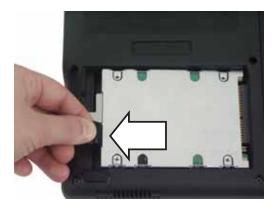
#### To replace the hard drive kit:

- 1 Create a *Drivers and Applications Recovery* disc. For more information, see "Creating Drivers and Applications Recovery discs" in the online *User Guide*.
- 2 Print the "Recovering Your System" chapter from the online *User Guide* for use in Step 23.
- **3** Back up any data you want to transfer to the new hard drive. For more information, see "Backing up files" in the online *User Guide*.
- 4 Follow the guidelines under "Preventing static electricity discharge" on page 68.
- 5 Turn off your notebook.
- **6** Disconnect from the optional port replicator.
- 7 Disconnect the AC adapter, modem cable, and network cable, if they are connected to the notebook.
- 8 Disconnect all peripheral devices connected to the notebook and remove any PC cards.

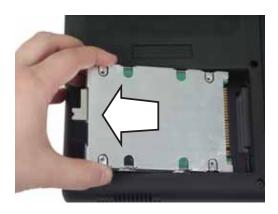
- **9** Turn your notebook over so the bottom is facing up, then remove the battery. For more information, see "Changing batteries" on page 45.
- 10 Loosen the hard drive bay cover screw (this screw cannot be removed), then remove the hard drive bay cover.



11 Pull on the black plastic tab to slide the old hard drive kit away from the hard drive connector.



12 Lift the hard drive kit out of your notebook.



13 If your new hard drive already includes the hard drive kit bracket, go to Step 18.

-OR-

If you need to move the hard drive kit bracket from your old hard drive to your new hard drive, go to Step 14.

14 Remove the four screws that secure the hard drive to the hard drive kit bracket.







- **16** Place the new drive, label side up, onto the bracket so the screw holes line up.
- 17 Replace the screws that secure the kit bracket to the drive.
- **18** Slide the new hard drive kit into your notebook.
- **19** Replace the hard drive bay cover, then tighten the cover screw.
- 20 Insert the battery, then turn your notebook over.
- 21 Connect to the optional port replicator.
- 22 Reconnect the power adapter, modem cable, and network cable (if disconnected in Step 7), then turn on your notebook.
- **23** For instructions on installing Windows, your drivers, and your applications, see the *Recovering Your System* chapter you printed in Step 2.



# CHAPTER 9 Troubleshooting

- Safety guidelines
- First steps
- Troubleshooting
- Telephone support

## Safety guidelines

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

Tips & Tricks
For more information
about preventing
damage from static
electricity, see
"Preventing static
electricity discharge"
on page 68.

While troubleshooting your notebook, follow these safety guidelines:

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

## First steps



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

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

- Make sure that the AC power adapter is connected to your notebook and an AC outlet and that the AC outlet is supplying power.
- Make sure that the power cord is firmly connected to the AC power adapter.
- If you use a power strip or surge protector, make sure that it is turned on.
- Try turning the notebook on with the notebook plugged in and the battery removed, then try turning the notebook on with the notebook unplugged and the battery installed.
- If a peripheral device (such as a keyboard or mouse) does not work, make sure that all connections are secure.
- Make sure that your hard drive is not full.

- If an error message appears on the screen, write down the exact message. The message may help Gateway Customer Care in diagnosing and fixing the problem.
- If you added or removed peripheral devices, review the installation procedures you performed and make sure that you followed each instruction.
- If an error occurs in a program, see the program's printed documentation or the online help.

## **Troubleshooting**

#### **Audio**

Audio troubleshooting is covered under "Sound" on page 107.

#### **Battery**

Battery troubleshooting is covered under "Power" on page 103.

#### **CD** drives

CD drive troubleshooting is covered under "DVD drives" on page 82.

#### Device installation



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

## You have computer problems after adding a new device

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



#### To check IRQ usage:

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



#### To free IRQ resources for the new device:

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



#### Display



#### The screen is too dark Adjust the brightness using the system kevs.

#### The screen resolution is not correct

 Change the screen resolution from the Display Properties dialog box. For instructions on changing the screen resolution, see "Adjusting the screen resolution" in the online User Guide. Tips & Tricks
For more information
about adjusting the
brightness and
contrast, see "System
key combinations" on
page 23.

## The text on the display is dim or difficult to read

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

## The display has pixels that are always dark or too bright

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

Tips & Tricks
For more information
about adjusting the
brightness, see
"System key
combinations" on
page 23.

#### The display is blank

- Adjust the brightness using the system keys.
- Make sure the notebook is not in standby or hibernate mode. For instructions on changing the power modes, see "Changing power modes" on page 48.
- The notebook may be sending its display to an external monitor or projector. Press FN + F4 several times to toggle through the attached display, an external monitor or projector, or both.

#### **DVD** drives

#### Your notebook does not recognize a disc

- The disc may not be seated correctly in the tray. When you place a disc on the tray, make sure that you press the disc firmly onto the spindle so the retainers hold the disc in place.
- Make sure that the disc label is facing up, then try again.
- If you are trying to play a DVD, make sure that you have a DVD drive. For more information, see "Identifying drive types" on page 32.
- Try a different disc. Occasionally discs are flawed and cannot be read by the drive.
- Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.
- Your notebook may be experiencing some temporary memory problems. Shut down and restart your notebook.
- Clean the disc. For more information, see "Cleaning CDs or DVDs" on page 66.

#### An audio CD does not produce sound

- Make sure that the CD label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.
- Make sure that the volume control on your notebook is turned up.
- Make sure that the Windows volume control is turned up. For instructions on how to adjust the volume control in Windows, see "Adjusting the volume" in the online *User Guide*.
- Make sure that Mute controls are turned off.

Tips & Tricks
For more information
about using your
volume control, see
"Adjusting the volume"
on page 28.

- Make sure that headphones are not plugged into the headphone jack on the notebook or optional port replicator.
- If you are using powered speakers, make sure that they are plugged in and turned on.
- Clean the disc. For more information, see "Cleaning CDs or DVDs" on page 66.
- Your notebook may be experiencing some temporary memory problems. Shut down and restart your notebook.
- Reinstall the audio device drivers. For more information, see "Gateway Web site" in the online User Guide.

#### A DVD movie will not play

- Make sure that the label or side you want to play is facing up, then try again.
- Make sure that you have a DVD drive. For more information, see "Identifying drive types" on page 32.
- Shut down and restart your notebook.
- Clean the DVD. For more information, see "Cleaning CDs or DVDs" on page 66.
- Make sure that the disc's regional code and your DVD drive's regional code match.
- Make sure that a DVD player program has been installed on your notebook.

### A DVD does not produce sound on a television

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

#### You cannot eject a CD or DVD

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

Tips & Tricks
For instructions on playing a DVD, see "Playing music and movies" in the online User Guide.

Tips & Tricks
For the location of the
manual eject hole, see
"Using the CD or DVD
drive" on page 32.

#### File management

#### **A** Caution

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

## Help and Support

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

#### A file was accidentally deleted

■ Recover the file from the Recycle Bin by following the instructions in "Deleting files and folders" in the online *User Guide*.

#### 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 "Deleting unnecessary files" in the online User Guide.
- Empty the Recycle Bin by right-clicking the Recycle Bin icon, then clicking Empty Recycle Bin.
- Save your files to another drive. If the hard drive is full, copy any files not regularly used to backup media, then delete them from the hard drive.

#### You see a "Data error" message

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

#### riai a arivo





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

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

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

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

■ Eject the diskette from an external diskette drive, then press **ENTER**.

# Tips & Tricks For more information about removing your hard drive, see "Replacing the hard drive kit" on page 72.

#### Internet

## Tips & Tricks For the location of your modem and network jacks, see "Back" on page 9.

**?** Help and Support

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

#### You cannot connect to the Internet

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

-OR-

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

- Make sure that you do not have a problem with your modem. For more information, see "Modem (dial-up)" on page 92.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.

You see an "Unable to locate host" message and are unable to browse the Internet This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties.

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

#### Connecting to a Web site takes too long Many factors can affect Internet performance:

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

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

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

#### **Keyboard**

#### The external keyboard does not work

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

- Try a keyboard that you know works to make sure that the keyboard port works.
- If you spilled liquid in the keyboard, turn off your notebook and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

#### A keyboard character keeps repeating or you see a "Keyboard stuck" or "Key failure" error message

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

#### Tips & Tricks For more information about using your keyboard, see "Úsing the keyboard" on

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

■ The numeric keypad is turned on.

#### Media Center

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

#### The Media Center video display looks bad on your TV

- Many factors, such as the display type, quality of the video source, type of connection used, quality of video cables, display device screen resolution, size of TV, age of the TV, or the type of TV (interlaced or progressive scan), can affect the video quality significantly:
  - **Display type**—The Media Center is best viewed on display devices that were offered with the Media Center computer when you purchased it from Gateway. Other types of

display devices, including retail TVs, may provide lower quality video. If you did not order a display device when you purchased your Media Center computer, a progressive scan display device with a VGA input is the best choice.

- Quality of video source—The quality of the video signal coming into the Media Center computer has an affect on the video quality. The video displayed from the Media Center is only as good as the source video signal. Cable, digital cable, and satellite usually provide better quality than an antenna.
- Type of connection used—You can connect the Media Center computer video output to a TV. However, the connection type has an affect on the video quality. The Media Center has two video outputs:

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

**S-Video**—If your TV does not have a VGA port, but includes an S-Video port, connect the S-Video cable from the Media Center computer's S-Video Out port to the TV's S-Video In port. S-Video display quality is usually good for TV images. The display quality for the Media Center computer functions, however, is not as good as VGA output. S-Video display output is not optimized for computer video display.



Tips & Tricks
For more information
about changing the
screen resolution, see
"Adjusting the screen
resolution" in the
online User Guide.

## Help and Support

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

- Quality of video cables—Poor quality or the incorrect type of video cables can cause problems and affect the video quality. Gateway recommends using high-quality video cables that can be purchased from the Gateway Accessory Store.
- Screen resolution—By default, if your display device was purchased with the Media Center computer, the computer uses a screen resolution of 1024 × 768 for computer monitors and 800 × 600 for the Gateway 42inch Plasma TV. Many TVs cannot display this high of a resolution and may shift, scramble, or scroll the picture. For a better picture on a TV display, you may need to lower the Media Center screen resolution to 800 × 600 or 640 × 480.
- Size of display device—Small computer monitors for standard computer applications are generally not optimized for motion video playback. Although they offer excellent resolutions and refresh rates, they are designed to make static white backgrounds with black text look readable. Some small display devices do not make colorful motion video look its best. Generally, video will look better on a larger display device.
- Age of the TV—Newer TVs usually have more advanced features, produce a better quality picture, and support higher screen resolutions. The Media Center video display will likely be better on a newer model TV.

■ **Type of TV** (interlaced or progressive scan)

Many TVs use interlaced video. Interlaced video displays a video frame with two passes of alternating scan lines. The TV screen first displays the video image odd lines one at a time, sequentially from top to bottom, then it fills in the other half of the video image with the even lines. Because most TVs use this interlaced method to display the picture on the screen, a standard interlaced analog TV will most likely flicker when displaying thin lines and small text. An interlaced video display device will produce a lower quality display, especially when viewing and using the Media Center computer functions.

Progressive scan video displays a video frame with one pass of sequential scan lines. A progressive scan TV displays the entire picture, drawn sequentially from top to bottom, without the odd/even interlacing. This results in a fuller, sharper picture and better display quality for viewing and using the Media Center computer functions. The progressive scan picture is also brighter and easier on your eyes.

## You need to configure your Media Center to output to a TV

Your Media Center computer detects whether you are using a VGA or an S-Video display device and automatically changes the display settings for the type of display device you are using. For more information, review the FAQ topic at www.gateway.com.

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

 Adjust the display device brightness, contrast, hue, and saturation. For more information review the FAQ topic at www.gateway.com.

## You want to know whether you can burn videos that were recorded with your Media Center computer to a DVD

Yes, you can. The Media Center saves recorded videos in the DVR-MS format. You can burn a DVR-MS file to a DVD with DVD recording (burning) software, such as Power2Go, and with the Media Center itself.

## You want to know whether you can play recorded videos on other computers

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

## You want to know whether you can play recorded videos on your home DVD player

Yes, you can. DVDs recorded with the Media Center can be played on a home DVD player.

#### Memory

### 🛂 Tips & Tricks

*For more information* about installing memory, see "Adding or replacing memory modules" on page 69.



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

#### You see a "Memory error" message

- Make sure that the memory module is inserted correctly in the memory bay slot.
- Use a third-party diagnostic program to help determine if a memory module is failing.

#### You see a "Not enough memory" error message

■ Close all programs, then restart your notebook.

#### Memory card reader

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

Reboot your notebook.

#### Modem (cable or DSL)



🔼 Tips & Tricks For the location of your network jack, see "Back" on page 9.

#### The modern does not connect

- Make sure that the modem cable is plugged into the Ethernet network jack and not the modem jack.
- See the documentation that came with your modem for additional troubleshooting information.

#### Modem (dial-up)



For the location of your modem jack, see "Back" on page 9.

#### Your modem does not dial or does not connect

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack.
- Make sure that your notebook is connected to the telephone line and the telephone line has a dial tone.

- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set appropriately.

#### To check the dialing properties:

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



- Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. Do not connect these devices to the same telephone line as the modem.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.

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

■ 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 85.

Your 56K modem does not connect at 56K Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further.

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

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

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

## The modem is not recognized by your notebook

- Make sure that the line connected to the modem is working and plugged into the appropriate port on your notebook.
- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use a different modem cable. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your notebook.
- Run Windows modem diagnostics.
  - 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.

Tips & Tricks
For the location of your modem jack, see "Back" on page 9.



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

- 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.



### 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.



#### Mouse

See also "Touchpad" on page 107.

#### The external mouse does not work

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

#### The external mouse works erratically

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

#### Networks (wired)



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

### You cannot see the other computers on your wired Ethernet network

- Make sure that your Ethernet cable is plugged into the Ethernet jack on your notebook. Make sure that the other end is plugged into a router or cable or DSL modem.
- Make sure that all computers are plugged into a powered electrical outlet and turned on.

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

## Your wired Ethernet network is running slower than you expect

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

### You cannot connect to your company network

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

### Internet Explorer is unable to access the Internet

- Reset the power on your cable or DSL modem and your access point. This reestablishes communication between your Internet Service Provider and your modem and between your modem and your access point.
- If you previously accessed the Internet through a dial-up modem, Internet Explorer may not be set up to access the Internet through a network.

#### n.

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

You cannot connect to your home network

- If your notebook is a member of a domain at your workplace, you may not be able to connect your notebook to your home network workgroup to access shared files or printers on your home network. You may, however, be able to access the Internet through your home network.
- Every home network is unique. See the documentation that came with your network equipment for troubleshooting information.

#### **Networks** (wireless)

## You turned wireless networking on, but it takes a while to connect

When wireless networking is turned on, it automatically scans for available connections. The scan can take approximately 30 seconds to complete.

#### CHAPTER 9: Troubleshooting

**Important** Note any antenna placement constraints in the access point user *guide because the* speed of a wireless network is related to signal strength. Signal strength is affected by the distance between vour wireless network devices, by radio interference, and by interference from natural obstructions such as walls, floors, and doors.

## Your connection on the network seems intermittent or your wireless network is running slower than you expect

■ The speed of a wireless network is related to signal strength. Signal strength is affected by the distance between your wireless network devices, by radio interference, and by interference from natural obstructions such as walls, ceilings, floors, and doors.

If your wireless network is running slower than you expect, you should check your network signal strength. If you find the signal strength is low, try moving to a new location to increase the signal strength.



#### To check the signal strength:

- 1 Click Start, right-click My Network Places, then click Properties. The Network Connections window opens.
- 2 Right-click Wireless Network Connection, then click Status. The Wireless Network Connection Status dialog box opens. The meter shows the signal strength for wireless networking on your computer if other computers with the same network name are within range of your computer.





You are in a wireless network, you can see the network, but cannot communicate, send files, print, or get to the Web

If your access point uses WEP, go to the Windows XP Wireless Networking Properties window and make sure that both the WAP and the WLAN in the computer have matching WEP keys.

## You are in a wireless network, but no available networks are listed in the Windows XP Wireless Networking utility

- If the network you are attempting to access does not broadcast its SSID, you need to request the SSID from the administrator and add that network's information into the wireless utility.
- You may want to try entering ANY as the SSID, which will make the computer try to auto-detect the network.

## Your wireless network is listed as a preferred network, but it has an "x" on it

■ An **x** means your preferred network is not currently available or you are not currently in range to connect.

### Internet Explorer is unable to access the Internet

- Reset the power on your cable or DSL modem and your access point. This reestablishes communication between your Internet Service Provider and your modem and between your modem and your access point.
- If you previously accessed the Internet through a dial-up modem, Internet Explorer may not be set up to access the Internet through a network. Remove the dial-up connection in the Internet Options in Internet Explorer.

## You cannot see other computers on your network

- Your notebook may not have the same workgroup name as the other computers on your network. For more information, see "Naming your computers and workgroup" in the online *User Guide*.
- If your notebook was previously connected directly to your cable or DSL modem, and your ISP requires you to use a static IP address, your notebook is not set up to use a DHCP server. Modify the network properties so your notebook is set up for using a DHCP server.

#### You cannot connect to your network

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

#### Caution

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

### **Passwords**

# Your notebook does not accept your password

Make sure that **CAPS LOCK** and **NUM LOCK** are turned off, then retype the password.

#### You forgot your startup password

The password feature (which is set in the BIOS Setup utility) is very secure, with no easy way to recover a forgotten password. You must return your notebook for repair. Call Gateway Customer Care for instructions.

### **PC Cards**

# You installed a PC Card and now your notebook is having problems

- Make sure that you have correctly installed required software for the PC Card. For more information, see your PC Card's documentation.
- Make sure that the PC Card you installed is not causing a system resource conflict. For more information on resource conflicts, see "Device installation" on page 79.

### Pointing device

See "Touchpad" on page 107.

### **Power**

Tips & Tricks
For instructions on
connecting the
AC power adapter, see
"Connecting the
AC adapter" on
page 14.

#### Your notebook is not working on AC power

Make sure that your AC power adapter is connected correctly to your notebook.

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

## Your notebook is not working on battery power

- Check the power management settings. For more information about using power management settings, see "Changing notebook power settings" on page 49.
- Make sure that the battery is installed correctly.
- Make sure that the battery is fully recharged. For more information, see "Recharging the battery" on page 44.
- Make sure that the battery is calibrated correctly.
- Let the battery return to room temperature.

# Tips & Tricks For instructions on

Tips & Tricks
For instructions on

inserting your battery,

see "Changing

recalibrating your battery, see "Recalibrating the battery" on page 46.

### **Printer**

# Help and Support

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

### The printer will not turn on

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

#### The printer is on but will not print

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



#### To set a default printer:

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



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

## You see a "Printer queue is full" error message

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



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

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



- 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

# Tips & Tricks For more information about using your volume control, see "Adjusting the volume"

## Pelp and Support

on page 28.

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

# You are not getting sound from the built-in speakers

- Make sure that headphones are not plugged into the headphone jack on the notebook or optional port replicator.
- Make sure that the volume control on your notebook is turned up.
- Make sure that the Windows volume control is turned up. For instructions on how to adjust the volume control in Windows, see "Adjusting the volume" in the online *User Guide*.
- Make sure that Mute controls are turned off.

### Status indicators

#### The status indicators are not functioning

■ Make sure the status indicators are turned on. Press **FN+F1** to toggle the indicators.

### Touchpad

#### Touchpad is not working

 Make sure the touchpad is turned on. For more information, see "Changing touchpad settings" in the online User Guide.

# The notebook is not responding when you click or tap on the touchpad

■ Turn on the touchpad. For instructions on how to adjust the touchpad settings, see "Changing touchpad settings" in the online *User Guide*.

### The pointer moves unexpectedly

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

 Adjust the touchpad settings. For instructions on how to adjust the touchpad settings, see "Changing touchpad settings" in the online User Guide.

### **Video**

# The projector or external monitor is not working

- Make sure that you have pressed **FN+F4** to activate the external monitor option.
- Make sure that the monitor is turned on and that the video cable is connected correctly.

#### TV out is not working

- Make sure that you have activated TV out. For more information, see ""Viewing the display on a television" on page 40.
- Make sure that the television is turned on and that the S-Video cable is connected correctly.
- Televisions in different countries use different standards. If you are traveling, you may need to change the TV Out mode. For more information, see "Viewing the display on a television" on page 40.

# Telephone support

### **Before calling Gateway Customer Care**

Warning To avoid bodily injury, do not attempt to troubleshoot your notebook problem if: Power cords or plugs are damaged · Liauid has been spilled into your notebook Your notebook was dropped • The case was damaged Instead, unplug your notebook and contact a qualified computer technician.

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

- Make sure that your notebook is connected correctly to a grounded AC outlet that is supplying power. If you use a surge protector, make sure that it is turned on.
- If a peripheral device, such as a keyboard or mouse, does not appear to work, make sure that all cables are plugged in securely.
- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.
- If you have "how to" questions about using a program, see:
  - Online Help
  - Printed documentation
  - The Microsoft Windows documentation
  - The software publisher's Web site
- See the troubleshooting section of this chapter.
- Have your customer ID, serial number, and order number available, along with a detailed description of your problem, including the exact text of any error messages, and the steps you have taken.
- Make sure that your notebook is nearby at the time of your call. The technician may have you follow troubleshooting steps.

### Telephone numbers

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

### **Automated troubleshooting system**

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

### Telephone numbers

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

| Resource                    | Service<br>description   | How to reach  |
|-----------------------------|--|---|
| Answers<br>by<br>Gateway    | Get tutorial<br>assistance for<br>hardware and<br>software<br>issues. This is a<br>fee-based<br>service.   | www.gateway.com/<br>answers   |
| Gateway<br>Customer<br>Care | Talk to a Gateway Customer Care representative about a non-tutorial technical support question. (See "Before calling Gateway Customer Care" on page 109 before calling.) | Gateway Customer<br>Care telephone<br>numbers vary by<br>country or region. See<br>the label on the bottom<br>of your notebook. |

| Resource          | Service<br>description                                       | How to reach                               |
|-------------------|--|--|
| America<br>Online | Get support<br>for your<br>America<br>Online ISP<br>account. | 800-827-6364 (US)<br>888-265-4357 (Canada) |
| Sales             | Get<br>information<br>about<br>available<br>systems.         | 888-888-2075 (US)<br>888-387-7752 (Canada) |

### Self-help



For more information about Windows, click Start, then click Help and Support. Type the keyword practice in the Search box, then click the arrow. If you have *how-to* questions about using your Gateway-supplied hardware or software, see the following resources:

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

### **Tutoring**

Answers by Gateway<sup>SM</sup> is a fee-based telephone service that provides answers to all of your "How do I" questions on Gateway computers. For more information, go to <a href="https://www.gateway.com/answers">www.gateway.com/answers</a>.

### **Training**

Gateway provides the following computer-based training:

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

# APPENDIX A

# Safety, Regulatory, and Legal Information

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

# Important safety information

Warning
Always follow these
instructions to help

instructions to help guard against personal injury and damage to your Gateway system.

Warning

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

**Warning** 

To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord. Your Gateway notebook is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this notebook, it is important that the safety instructions marked on the notebook and in the documentation are followed.

### Setting up your system

- Read and follow all instructions marked on the notebook and in the documentation before you operate your notebook. Retain all safety and operating instructions for future use.
- Do not use this notebook near water or a heat source such as a radiator.
- Set up the notebook on a stable work surface.
- The notebook should be operated only from the type of power source indicated on the rating label.
- If your notebook has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the notebook case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the notebook for ventilation when you set up your work area. Never insert objects of any kind into the notebook ventilation openings.

- Some notebook are equipped with a three-wire power cord to make sure that the notebook is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this notebook, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your notebook is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

#### Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the notebook. The best way to avoid spills is to avoid eating and drinking near your notebook.
- Some notebooks have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.
- When the notebook is turned off, a small amount of electrical current still flows through the notebook. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the notebook.

- Unplug the notebook from the wall outlet and refer servicing to qualified personnel if:
  - The power cord or plug is damaged.
  - Liquid has been spilled into the notebook.
  - The notebook does not operate properly when the operating instructions are followed.
  - The notebook was dropped or the cabinet is damaged.
  - The notebook performance changes.

#### Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

# Regulatory compliance statements

### Wireless guidance

Warning Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. 802.11b (also known as wireless Ethernet or Wifi) and Bluetooth communication devices are examples of devices that provide wireless communication.

Low power, Radio transmitting type devices (radio frequency (RF) wireless communication devices), may be present (embedded) in your notebook system. These devices may operate in the 2.4 GHz (i.e. 802.11b/g LAN & Bluetooth), 5.2 GHz (i.e. 802.11a LAN), and traditional cellular or PCS cellular bands (i.e. Cellular data modem). The following section is a general overview of considerations while operating a wireless device.

Warning where the risk of interference to other devices or services is harmful or perceived as harmful, the option to use a wireless device may be restricted or eliminated. Airports, Hospitals, and Oxygen or flammable gas laden atmospheres are limited examples where use of wireless devices may be restricted or eliminated. When in environments where you are uncertain of the sanction to use wireless devices, ask the applicable authority for authorization prior to use or turning on the wireless device.



If your notebook came equipped with an equipped with an internal embedded wireless device, do not operate the wireless device unless all covers and shields are in place and the notebook is fully assembled.

### (Caution

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Please contact Gateway for service.

Additional limitations, cautions, and concerns for specific countries are listed in the specific country sections (or country group sections). The wireless devices in your system are only qualified for use in the countries identified by the Radio Approval Marks on the system rating label. If the country you will be using the wireless device in, is not listed, please contact your local Radio Approval agency for requirements. Wireless devices are closely regulated and use may not be allowed.

The power output of the wireless device or devices that may be embedded in your notebook is well below the RF exposure limits as known at this time. Because the wireless devices (which may be embedded into your notebook) emit less energy than is allowed in radio frequency safety standards and recommendations, Gateway believes these devices are safe for use. Regardless of the power levels, care should be taken to minimize human contact during normal operation.

Measurements have been performed to show that the RF exposure is below what is considered safe limits; however care should be taken to make sure the user or bystanders keep the transmitter away from their body when the wireless device is transmitting. The transmitting antenna installed in the top third of the lid should be used in a manner to maintain 20 cm (8 inches) from user's or bystander's bodies.

The wireless devices installed in this system are intended to be used indoors. In some areas, use of these devices outdoors is prohibited.

Some circumstances require restrictions on wireless devices. Examples of common restrictions are listed to the left.



Only use drivers approved for the country in which the device will be used. See the Gateway System Restoration Kit, or contact Gateway Customer Care for additional information.

### **Important**

Every country has different restrictions on the use of wireless devices. Since your notebook is equipped with a wireless device, when traveling between countries with your notebook, check with the local Radio Approval authorities prior to any move or trip for any restrictions on the use of a wireless device in the destination country.

### **United States of America**



Wireless devices are not user-serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

### (Caution

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

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

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in the United States of America if an FCC ID number is on the system label.

Caution
In order to comply with
FCC requirements this
transmitter must not
be operated (or
co-located) in
conjunction with any
other transmitter or
antenna installed in
the notebook.

The FCC has set a general guideline of 20 cm (8 inches) separation between the device and the body, for use of a wireless device near the body (this does not include extremities). This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your notebook, is well below the RF exposure limits as set by the FCC.

The wireless devices installed in this system are intended to be used indoors. In some areas, use of these devices outdoors is prohibited.

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

### 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 into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

**Compliance Accessories**: The accessories associated with this equipment are: shielded video cable 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:

■ PA2

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.

### California Proposition 65 Warning

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

### **Mercury Warning**

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

### Caution

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



Recycle or dispose of the used notebook properly according to federal, state and local laws.









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 vour fax communication software documentation for details on how to comply with the fax-branding requirement.

### Canada

#### Caution To prevent radio interference to licensed service or co-channel Mobile Satellite systems, this device is intended to be operated indoors and away from windows to provide maximum shieldina. Equipment (or its

*transmit antenna*) that is installed outdoors is subject to

licensing.

#### Industry Canada (IC) Intentional emitter per RSS 210

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Canada if an Industry Canada ID number is on the system label.



Wireless devices are not user-serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

### Caution

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

#### Caution

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

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your notebook, is well below the RF exposure limits as set by Industry Canada.

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

#### **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.

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.

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.

### **Japan**

本装置は、第二種情報装置(住宅地域またはその隣接した地域において使用されるべき情報装置)で住宅地域での電波障害防止を目的とした情報処理装置等電波障害 自主規制協議会(VCCI)基準に適合しております。

しかし、本装置をラジオ、テレビジョン受信機に、近接してご使用になると、受信 障害の原因となることがあります。本書の説明にしたがって正しい取り扱いをして ください。

#### **Japanese Modem Notice**

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

### Laser safety statement

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 a CD or DVD drive.

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

### **Environmental information**

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

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

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

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

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

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

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

### **Notices**

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#### Macrovision statement

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

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

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