

Reinstalling Windows NT 4.0 audio device drivers

Use the instructions in this section to reinstall the drivers that support the audio devices in your computer.



To reinstall the Windows NT 4.0 audio device driver:

- 1** Make sure you ran the Windows NT 4.0 Locator utility to find the audio device driver. For more information, see “Locating Windows NT 4.0 drivers” on page 238.
- 2** Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive.
- 3** If the CD starts automatically, close the CD window.
- 4** If the driver location information for your audio device driver ends with a file name (for example, **setup.exe**), go to Step 5.

- OR -

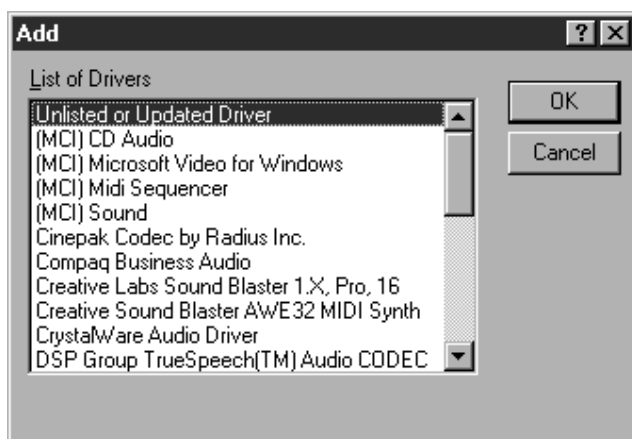
If the driver location information for your audio device driver ends with a backslash (\), go to Step 10.

- 5** Click **Start**, then select **Run**. The Run dialog box opens.
- 6** In the **Open** text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in “Locating Windows NT 4.0 drivers” on page 238.
- 7** Click **OK**.
- 8** Reinstall your audio device driver by following the on-screen instructions. You have completed the driver reinstallation.
- 9** If required, go to “Reinstalling Windows NT 4.0 modem device drivers” on page 246. Otherwise, go to “Reinstalling the Windows NT Service Pack” on page 250.
- 10** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 11** Double-click the **Multimedia** icon. The Multimedia Properties dialog box opens.

12 Click the **Devices** tab.



13 Click **Add**. The Add dialog box opens.



14 Select **Unlisted or Updated** driver in the **List of Drivers** list, then click **OK**. The Install Driver dialog box opens.

- 15** In the **Install Driver** text box, type the drive letter (usually **D:** where **D** is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in “Locating Windows NT 4.0 drivers” on page 238.
- 16** Click **OK**.
- 17** Reinstall your audio device driver by following the on-screen instructions.
- 18** If required, go to “Reinstalling Windows NT 4.0 modem device drivers” on page 246. Otherwise, go to “Reinstalling the Windows NT Service Pack” on page 250.



Reinstalling Windows NT 4.0 modem device drivers

Use the instructions in this section to reinstall the drivers that support the modem in your computer.



To reinstall the Windows NT 4.0 modem device driver:

- 1** Make sure you ran the Windows NT 4.0 Locator utility to find the modem driver. For more information, see “Locating Windows NT 4.0 drivers” on page 238.
- 2** Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive.
- 3** If the CD starts automatically, close the CD window.
- 4** If the driver location information for your modem driver ends with a file name (for example, **setup.exe**), go to Step 5.

- OR -

If the driver location information for your modem driver ends with a backslash (\), go to Step 10.
- 5** Click **Start**, then select **Run**. The Run dialog box opens.
- 6** In the **Open** text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in “Locating Windows NT 4.0 drivers” on page 238.
- 7** Click **OK**.
- 8** Follow the on-screen instructions. You have completed the driver reinstallation.
- 9** If required, go to “Reinstalling Windows NT 4.0 network device drivers” on page 248. Otherwise, go to “Reinstalling the Windows NT Service Pack” on page 250.
- 10** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.

- 11** Double-click the **Modems** icon. The Install New Modem dialog box opens.



- 12** Select **Don't detect my modem; I will select it from a list**, then click **Next**. A second Install New Modem dialog box opens.
- 13** Click **Have Disk**. The Install From Disk dialog box opens.
- 14** In the **Copy manufacturer's files from:** text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in "Locating Windows NT 4.0 drivers" on page 238.
- 15** Click **OK**.
- 16** Click **Next**, then follow the on-screen instructions.
- 17** If required, go to "Reinstalling Windows NT 4.0 network device drivers" on page 248. Otherwise, go to "Reinstalling the Windows NT Service Pack" on page 250.



Reinstalling Windows NT 4.0 network device drivers

Use the instructions in this section to reinstall the drivers that support the network devices in your computer.



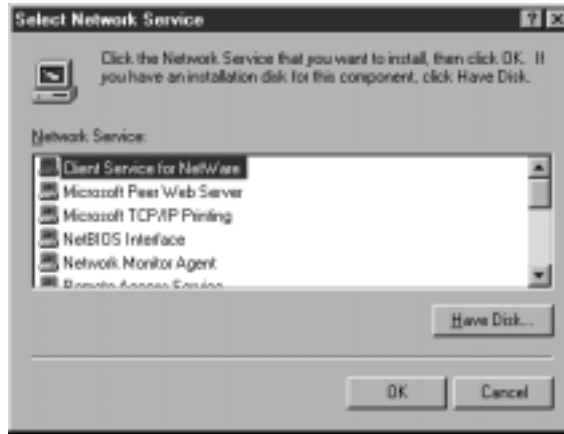
To reinstall the Windows NT 4.0 network device driver:

- 1** Make sure you ran the Windows NT 4.0 Locator utility to find the network device driver. For more information, see “Locating Windows NT 4.0 drivers” on page 238.
- 2** Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive.
- 3** If the CD starts automatically, close the CD window.
- 4** If the driver location information for your network device driver ends with a file name (for example, **setup.exe**), go to Step 5.

- OR -

If the driver location information for your network device driver ends with a backslash (\), go to Step 10.
- 5** Click **Start**, then select **Run**. The Run dialog box opens.
- 6** In the **Open** text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in “Locating Windows NT 4.0 drivers” on page 238.
- 7** Click **OK**.
- 8** Follow the on-screen instructions. You have completed the driver reinstallation.
- 9** Go to “Reinstalling the Windows NT Service Pack” on page 250.
- 10** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 11** Double-click the **Network** icon. The Network dialog box opens.
- 12** Click the **Services** tab, then click **OK**. The Network Services dialog box opens.

- 13** Click **Add**. The Select Network Services dialog box opens.



- 14** Click **Have Disk**. The Insert Disk dialog box opens.
- 15** In the text box, type the drive letter (usually **D:** where D is the drive letter of your CD/DVD drive), then type the driver location (directory path) you found using the procedure in “Locating Windows NT 4.0 drivers” on page 238.
- 16** Click **Next**, then follow the on-screen instructions.
- 17** Go to “Reinstalling the Windows NT Service Pack” on page 250.



Reinstalling the Windows NT Service Pack

The *Windows NT Service Pack* updates Windows NT 4.0 features. After you reinstall Windows NT 4.0 or Windows NT 4.0 device drivers, you need to reinstall the Windows NT Service Pack.



To reinstall the Windows NT Service Pack:

- 1** Restart your computer.
- 2** Insert *Disc 2* of the *System Restoration Kit* into your CD/DVD drive.
- 3** If the CD starts automatically, close the CD window.
- 4** Click **Start**, then select **Run**. The Run dialog box opens.
- 5** In the **Open** text box, type **D:\SP60A\SP6I386.EXE** (where D is the drive letter of your CD/DVD drive).
- 6** Click **OK**.
- 7** Install the Windows NT Service Pack by following the on-screen instructions.



Restoring Software

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If your computer is not working properly, try the following options to correct the problem:

- Reinstall device drivers. For more information, see “Reinstalling Device Drivers” on page 233.
- Troubleshooting. For more information, see “Troubleshooting” on page 257.

If the options above do not correct the problem, you can use the *System Restoration Kit* to reinstall Windows and other software. Find out more about the reinstallation options in “Reinstalling Windows 98, Windows Me, or Windows 2000” on page 252 or “Reinstalling Windows NT 4.0” on page 253.

Reinstalling Windows 98, Windows Me, or Windows 2000

The *System Restoration Kit* steps you through reinstalling Windows 98, Windows Me, or Windows 2000. It automatically reinstalls the hardware device drivers and some software. The remaining software is installed using the CDs that came with your computer.

HelpSpot



For more information on reinstalling Windows, double-click the **HelpSpot** icon on your desktop.



To reinstall Windows 98 or Windows Me and the device drivers:

- 1 Place *Disc 2* of the *System Restoration Kit* in the CD/DVD drive. If you have an additional recordable/rewritable CD drive, make sure you do not put the *System Restoration CD* in it.
- 2 Restart the computer.
- 3 Follow the on-screen instructions. The on-screen instructions step you through the operating system and device drivers installation.



To reinstall Windows 2000 and the device drivers:

- 1 Place *Disc 2* of the *System Restoration Kit* in the CD/DVD drive. If you have an additional recordable/rewritable CD drive, make sure you do not put the *System Restoration CD* in it.
- 2 Restart the computer.
- 3 Press any key when you see the message **Press any key to boot from CD**. The Windows 2000 Setup menu opens.
- 4 Follow the on-screen instructions. The on-screen instructions step you through the operating system and device drivers installation.



Reinstalling Windows NT 4.0



To reinstall Windows NT 4.0:

- 1** With *Disc 2* of the *System Restoration Kit* in the CD/DVD drive, restart your computer.
- 2** Reinstall Windows NT 4.0 by following the on-screen instructions.
- 3** After you have reinstalled the operating system, go to “Reinstalling Windows NT 4.0 device drivers” on page 238, then go to “Reinstalling the Windows NT Service Pack” on page 250.



Reinstalling programs

If you have problems running a program or if you have reinstalled your operating system, you can reinstall programs from the *System Restoration Kit* and the program CDs. Follow the installation instructions on each CD.

HelpSpot



For more information on reinstalling programs, double-click the **HelpSpot** icon on your desktop.



To reinstall a program from the System Restoration Kit:

- 1 Place *Disc 1* of the *System Restoration Kit* into your CD/DVD drive. The System Restoration Kit program starts. Go to Step 5.

- OR -

If the program does not start automatically, go to Step 2.

- 2 Click **Start**, then select **Run**. The Run dialog box opens.
- 3 In the **Open** text box, type **D:\RUNMENU.EXE** (where D is the drive letter of your CD/DVD drive).
- 4 Click **OK**. The System Restoration Kit program starts.
- 5 If the Welcome to the System Restoration Kit window opens, close it by clicking **OK**.
- 6 Click the **Reinstall** tab.
- 7 Click **Automatic Installation**, then select the program to reinstall.

- OR -

Click **Manual Installation**, then select the program to reinstall.

- 8 Click **Install**.
- 9 Follow any additional on-screen instructions. Depending on the program you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.





To reinstall a program from a CD:

- 1** Place the program CD in your CD/DVD drive.
- 2** Complete the reinstallation by following the instructions included with the program CD.



Troubleshooting

This chapter provides some solutions to common computer problems. Use the information to troubleshoot and correct typical hardware and software issues.

If the suggestions in this chapter do not correct the problem, see “Getting Help” on page 49 for more information about how to get help.

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never remove the memory bay cover, 3.5” module, or hard drive while your computer is turned on.
- Make sure you are properly grounded before accessing internal components. For more information about preventing damage from static electricity, see “Preventing static electricity discharge” on page 171.

Important



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

First steps

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

- Make sure that the AC adapter is connected to your computer and an AC outlet and that the AC outlet is supplying power.
- If you use a power strip or surge protector, make sure it is turned on.
- If a peripheral device 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 Technical Support in diagnosing and fixing the problem.
- If you added or removed modules or peripheral devices, review the installation procedures you performed and make sure you followed each instruction.
- If an error occurs in a program, consult the printed documentation or the online help.

Important



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

HelpSpot



For more information on troubleshooting, double-click the **HelpSpot** icon on your desktop.

Software support tools

Your system *may* include *PC Doctor* to help you diagnose and fix problems. PC Doctor is a comprehensive hardware diagnostic and system information tool that can test your computer and determine its configuration. PC Doctor provides 85 professional diagnostic tests directly from your computer.

PC Doctor is available from HelpSpot or by clicking **Start**, then selecting **Programs**, then **Gateway Utilities**.

HelpSpot



For more information on using PC Doctor double-click the **HelpSpot** icon on your desktop.

Troubleshooting

CD/DVD drive

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

- The disc may not be properly seated in the tray. When you place a disc on the tray, make sure that you press the disc firmly onto the spindle so that the retainers hold the disc in place.
- The CD/DVD drive may not be completely inserted into the drive bay. Press the drive into the bay, then try to access the disc again.
- Make sure the disc label is facing up.
- Try a different disc. Occasionally discs are flawed and cannot be read by the drive.
- Clean the disc. For more information, see “To clean a CD or DVD:” on page 261.
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.

An audio CD does not produce sound

- Make sure the CD label is facing up.
- Click the speaker icon in the lower right corner of the taskbar and make sure the volume controls are turned up.
- Make sure mute controls are turned off by double-clicking the speaker icon in the lower right corner of the taskbar and making sure that the **Master Out**, **CD Audio**, **MIDI**, **Digital**, and **Wave** mute check boxes are not selected. For more information about setting the mute control, see “Adjusting the volume” on page 102.
- Clean the CD. For more information, see “To clean a CD or DVD:” on page 261.
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.
- Reinstall the audio device drivers. For more information, see “Reinstalling Device Drivers” on page 233.

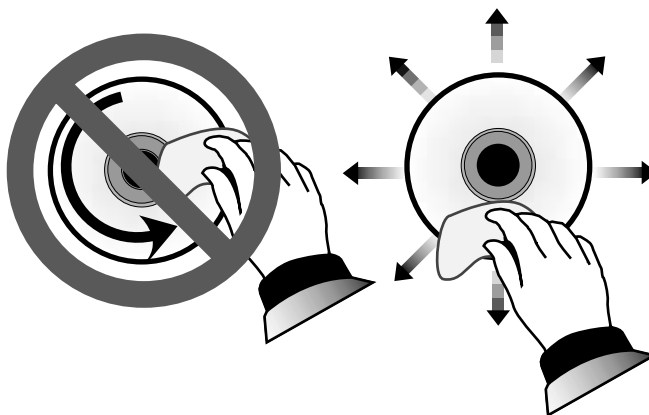
A DVD movie will not play

- Make sure the label is facing up.
- Shut down and restart your computer.
- The DVD's regional code and your computer's regional code may not match. *Regional codes* help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the regional code on the disc and the regional code for the DVD drive must match.

The regional code on your DVD drive is determined by delivery address for your computer. The regional code for the disc is on the disc, disc documentation, or packaging.

**To clean a CD or DVD:**

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



Device installation

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 select **Settings**, then **Control Panel**. The Control Panel window opens. If you do not see the **System** icon, click **view all control panel options**.
- 2 Double-click the **System** icon, then click the **Device Manager** tab. The Device Manager opens.
- 3 Click **Computer**, then click **Properties**. The Computer Properties dialog box opens and displays the IRQs and their hardware assignments.



To free IRQ resources for the new device:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. If you do not see the **System** icon, click **view all control panel options**.
- 2 Double-click the **System** icon, then click the **Device Manager** tab. The Device Manager opens.
- 3 Check the device properties for a resource conflict. A resource conflict appears as a black exclamation point in a yellow circle.
- 4 Remove the device you are trying to install, then determine which one of your ports you can temporarily turn off.
- 5 In the Device Manager, double-click **Ports**, click the port you want to turn off, then click **Properties**.
- 6 In the **Device usage** area, click to select the **Disabled in this hardware profile** check box, then click **OK**.
- 7 When you are finished using the device, return to the Device Manager and turn on the port by clearing the **Disabled in this hardware profile** check box.



Diskette drive

The diskette drive is not recognized

- Shut down and restart your computer.

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

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

You receive a “Disk is full” error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run ScanDisk on the diskette. For more information, see “Scanning the hard drive for errors” on page 223. If errors are detected and corrected, try using the diskette again.

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

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

The light on the diskette drive is lit continuously

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

File management

A file was accidentally deleted



To restore files that were deleted in Windows:

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



Hard drive

You receive an “Insufficient disk space” error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For more information, see “Using Disk Cleanup” on page 222.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon and selecting **Empty Recycle Bin** from the pop-up menu.

Caution



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

- If possible, save your files to a diskette or another drive.
- If the hard drive is full, copy any files not regularly used to diskettes or other backup media, then delete them from the hard drive.

You receive a “Data error” message

- This may be the result of a defective area on the hard drive. To fix hard drive problems, run the ScanDisk program. For more information, see “Scanning the hard drive for errors” on page 223.

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

- If a diskette is in the diskette drive, eject it and restart the computer.
- Make sure that the hard drive is correctly installed. Remove it, firmly reinsert it, then restart your computer. For more information, see “Replacing the main hard drive” on page 175.

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

Internet

You cannot connect to the Internet

- Make sure your computer is connected to the telephone line and the telephone line has a dial tone. Use the Setup card to make sure that the connections have been made correctly.
- If you have the call waiting feature on your telephone line, make sure it is turned off.
- Make sure your account with your Internet Service Provider (ISP) is set up properly. Contact your ISP technical support for help.
- Make sure you do not have a problem with your modem. For information about solving modem problems, see “Modem” on page 267.

You receive 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, you may have a problem with your Internet connection or ISP.

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 company
- The condition of the Internet computers to which you connect and the number of users accessing those computers
- The complexity of graphics and multimedia on Web pages
- Having multiple Web browsers open, performing multiple downloads, and having multiple programs open on your computer

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

- Click the receive button in your e-mail program.
- Make sure your account with your Internet Service Provider (ISP) is set up properly. Contact your ISP technical support for help.

Keyboard

The external keyboard does not work

- Make sure the keyboard cable is plugged in correctly.
- Try a keyboard that you know works to make sure the keyboard port works.
- If you spilled liquid in the keyboard, turn off the computer and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again.

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

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

LCD panel

The screen area is not correct

- Change the screen area and color depth from the Display Properties dialog box. For more information, see “Adjusting the color depth” on page 152 and “Adjusting the screen area” on page 154.

The text on the display is dim or difficult to read

- Adjust the brightness controls.
- Move the computer away from sources of electrical interference such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.
- Change the display settings. For more information, see “Adjusting the screen and desktop settings” on page 152.

Memory

You receive a “Memory error” message

- Make sure the memory modules are inserted correctly in the memory bay slot. For more information, see “Installing memory” on page 172.
- Use diagnostic programs to help determine if a memory module is failing. For more information, see “Installing memory” on page 172.

You receive a “Not enough memory” error message

- Close all programs, then restart the computer.

Modem

Your modem does not dial or does not connect

- Make sure your computer is connected to the telephone line and the telephone line has a dial tone. Use the Setup card to make sure that the connections have been made correctly.
- 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 turned off before using the modem. Contact your telephone service to get the correct code to temporarily turn off the service. Also make sure the modem dialing properties are set appropriately.



To check the dialing properties:

- 1** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2** If you do not see the **Modems** icon, click **view all control panel options**.
- 3** Double-click the **Modems** icon, then click **Dialing Properties**. The Dialing Properties window opens.
- 4** Make sure all settings are correct.



- Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. You should not have these devices plugged into the same telephone line as the modem.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.
- Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work properly.
- 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 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 them check the telephone line 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 company.
- Try connecting with the modem at a lower connection speed. If reducing the connect speed lets you connect, contact your telephone company. The telephone line may be too noisy.

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP technical support for help.
- See if the modem works with a different communications program. The problem may be with just one program.

Your 56K modem does not connect at 56K

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

Upload (sending data out from your computer) speeds are limited to 33.6 K for V.90 modems and 48K for V.92 modems.

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

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



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

- 1 Insert *Disc 1* of the *System Restoration Kit*.
- 2 Select **Help**.
- 3 Click **Support Web Site**, then follow the on-screen instructions.
- 4 To check your modem connection speed, select the **Direct Dial** option. After your modem connects, move the mouse cursor over the **Dial-Up Networking** icon (located next to the clock on your Taskbar), your modem connection speed appears.



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 the computer

- Make sure the line connected to the modem is working and plugged into the appropriate port on the modem. Use the Setup card to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).

- Use the modem cable that came with your computer. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your computer.
- Reinstall the device driver. For more information, see “Reinstalling Device Drivers” on page 233.
- Run Windows modem diagnostics.



To run modem diagnostics:

- 1 Close all open programs.
- 2 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel opens.
- 3 If you do not see the **Modems** icon, click **view all control panel options**.
- 4 Double-click the **Modems** icon. The Modems Properties dialog box opens.
- 5 Click the **Diagnostic** tab, click the COM port next to the name of the modem, then click **More Info**. The Modem Info dialog box opens.

If information about the modem appears, the modem passed diagnostics. If no modem information is available, a white screen appears with no data, or if you get an error such as “port already open” or “the modem has failed to respond,” the modem did not pass diagnostics. Contact Gateway Technical Support.



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 this communication as unusual sounds when the modems first connect. If the sounds are too loud, you can turn the modem volume down.



To turn down the modem volume:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window appears.
- 2 If you do not see the **Modems** icon, click **view all control panel options**.

- 3 Double-click the **Modems** icon. The Modems Properties dialog box appears.
- 4 Click the **General** tab, select your modem, then click **Properties**.
- 5 Adjust the **Speaker volume** control.
- 6 Click **OK**.



You received an “Unable to establish protocols” error message

- Reinstall dial-up networking and dial-up networking components.



To reinstall dial-up networking:

- 1 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2 Click/Double-click the **Add/Remove Programs** icon, then click the **Windows Setup** tab.
- 3 Double-click **Communications**.
- 4 Click to clear the **Dial-Up Networking** check box, then click **OK** twice. The System Settings Change dialog box opens.
- 5 Click **Yes**. The computer restarts.
- 6 Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 7 Click/Double-click the **Add/Remove Programs** icon, then click the **Windows Setup** tab.
- 8 Double-click **Communications**.
- 9 Click to select the **Dial-Up Networking** check box, then click **OK** twice. The System Settings Change dialog box opens.
- 10 Click **Yes**. The computer restarts. If you are asked to insert your *System Restoration Kit* CD, do so.





To reinstall dial-up networking components:

- 1** Click **Start**, then select **Settings**, then **Control Panel**. The Control Panel window opens.
- 2** If you do not see the **Network** icon, click **view all control panel options**.
- 3** Double-click the **Network** icon.
- 4** If **TCP/IP** is not included in the Network Components list, click **Add**, then select **Protocol**, **Add**, then **Microsoft** as the manufacturer. Click **TCP/IP** on the right side of the dialog box, then click **OK**.
- 5** Click **Client for Netware Networks** (if included), then click **Remove**.
- 6** Click **IPX/SPX** (if included), then click **Remove**.
- 7** Click **NetBeui** (if included), then click **Remove**.
- 8** Make sure the **Primary Network Logon** field is set to **Windows Logon**.
- 9** Click **OK** twice, then restart the computer.



Mouse

The external mouse does not work

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

The external mouse works erratically

- Clean the mouse. For more information, see “Cleaning the mouse” on page 231.

Networks

You cannot connect to your company network

- Every network is unique. Contact your company computer department or network administrator for help.
- If your system came equipped with an internal wireless device, do not operate the wireless device unless the system is fully assembled.

Passwords

The computer does not accept your password

- Make sure that CAPS LOCK and PAD LOCK are turned off, then retype the password.

You forgot your startup password

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

PC Cards

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

- Make sure that the PC Card you installed is not causing a system resource conflict. For more information on resource conflicts, see “Device installation” on page 262.

Power

Your computer is not working on AC power

- Make sure your AC adapter is connected properly to your computer. For more information, see “Connecting the AC adapter” on page 28.
- If your system is plugged into a surge protector, make sure the surge protector is securely connected to an electrical outlet, switched on, and working properly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure the AC adapter cables are free from cuts or damage. Replace any damaged cables.

Your computer is not working on battery power

- Make sure the battery is installed properly. For more information, see “Changing the main battery” on page 132.
- Make sure the battery is fully recharged. For more information, see “Recharging the battery” on page 131.
- Make sure the battery is calibrated correctly. For more information, see “Recalibrating the battery” on page 229.

Your computer will not turn off, even after pressing the power button for five seconds

- If your system has “frozen,” and pressing the power button for five seconds does not turn it off, insert a straightened paper clip into the reset hole on the bottom of your notebook.

Printer

The printer will not turn on

- Make sure 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 the computer. Make sure it is connected to the proper port.
- 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 connector and cable for bent or broken pins.
- Reinstall the printer driver. Use the manual that came with your printer for instructions on installing the printer driver.
- If the printer you want to print to is not the default printer, make sure you have selected it in the printer setup.



To set a default printer:

- 1** Click **Start**, then select **Settings**, then **Printers**.
- 2** Right-click on the name of the printer you want to be the default printer, then select **Set as Default**.



You receive a “Printer queue is full” error message

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



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

- 1** Click **Start**, then select **Settings**, then **Printer**.
- 2** Double-click the icon for the printer you want to use.
- 3** Select **Printer**. If there is a **Use Printer Offline** option on the menu, click 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. Consult the printer documentation for instructions for adding additional memory.

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

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

ScanDisk

When you started your computer, it ran ScanDisk

The computer probably had its power interrupted or was improperly shut down. Windows automatically runs ScanDisk at startup when the computer was improperly shut down.

ScanDisk fixes errors on the hard drive to minimize data loss. To prevent ScanDisk from running when you start your computer, make sure you always shut down by selecting **Shut Down** from the **Start** menu.

Sound

You are not getting sound from the speakers

- Make sure the Windows volume control is turned up by clicking the taskbar speaker icon.
- Make sure that **Mute** is not selected. For more information, see “Adjusting the volume” on page 102.

Video

The screen is too dark

- Adjust the brightness using the system keys.

The external monitor is not working

- Make sure that the monitor power is turned on and that the video cable is properly connected.

The LCD panel 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 Technical Support to identify whether a repair or replacement is justified based on the number of pixels affected.

Telephone support

Before calling Gateway Technical Support

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

- Make sure that your computer is connected properly to a grounded AC outlet that is supplying power. If you use a power strip, make sure that it is switched on.
- If a peripheral 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, refer to the manufacturer documentation and technical support resources.
- If you have “how to” questions about using a program, consult:
 - Online Help
 - Printed documentation
 - The Microsoft Windows documentation
 - The software publisher’s Web site
- Consult the troubleshooting section of this chapter.

Warning



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

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

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

- Have your customer ID, serial number, and order number available, along with a detailed description of your issue, including the exact text of any error messages, and the steps you have taken.
- Verify that the computer is nearby at the time of your call. The technician may have you follow appropriate troubleshooting steps while on the line.

Telephone numbers

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

Resource	Service description	How to reach
Automated troubleshooting system (ATS)	Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US) 877-709-2945 (Canada)
Fax on demand support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	800-846-4526 (US) 877-709-2951 (Canada)
Gateway's fee-based software tutorial service	Get tutorial assistance for software issues billed by the minute.	800-229-1103 (charged to your credit card) 900-555-4695 (charged to your telephone bill)
Gateway Technical Support	Talk to a Gateway Technical Support representative about a non-tutorial technical support question. (Refer to "Before calling Gateway Technical Support" on page 277 before calling.) TDD Technical Support (for hearing impaired) is available: Weekdays 6:00 a.m.- 8:00 p.m. Central Time Weekends 6:00 a.m.- 5:00 p.m. Central Time	800-846-2301 (US) 800-846-3609 (Canada and Puerto Rico) (605) 232-2191 (all other countries) (800) 846-1778 (TDD)
America Online	Get support for your America Online ISP account	800-827-6364 (US) 888-265-4357 (Canada)
CompuServe	Get support for your CompuServe ISP account	800-848-8990 (US)
Sales, accounting, and warranty	Get information about available systems, pricing orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-888-2037 (Canada)

Tutoring and training

Gateway's Technical Support professionals cannot provide hardware and software training or tutorial services. Instead, Gateway recommends the following tutoring and training resources.

Self-help

If you have *how-to* questions about using your Gateway-supplied hardware or software, consult the following resources:

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

Tutoring

For help on using hardware or software that came with your Gateway computer, contact Gateway's fee-based tutorial hotline:

- (800) 229-1103 (rate charged per minute; charged to a major credit card.)
- (900) 555-4695 (rate charged per minute; charged to your telephone bill.)

Training

Gateway provides the following in-person and computerized training:

Resource	Service description	For more information
In-Store Training at Gateway Country stores	Our friendly and knowledgeable software trainers can teach you how to use the Internet and the most popular software programs, including Microsoft Word, Excel, and PowerPoint.	www.gateway.com/about/country/softwaretraining.shtml
Gateway CD Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	www.gateway.com/software/training/learning_library.shtml
Online Training from Learn@Gateway	More than 450 online courses are available from Learn@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 computer.	www.learnatgateway.com/

Safety, Regulatory, and Legal Information



Important safety information

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

Warning



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

Setting up your system

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

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

Care during use

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

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Important



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.

Caution



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

Regulatory compliance statements

Wireless Guidance

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz Band, may be present (embedded) in your notebook system. The following section is a general overview of considerations while operating a wireless device.

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.

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 and transmitting.

Some circumstances require restrictions on wireless devices. Examples of common restrictions are listed below:

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.

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 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.

Warning



Every country has different restrictions on the use of wireless devices. Since your system is equipped with a wireless device, when traveling between countries with your system, 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.

Warning



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

Warning



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.

Warning



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

United States of America

Federal Communications Commission (FCC)

Intentional emitter per FCC Part 15

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 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.

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.

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.

Warning



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.

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.

Declaration of conformity

Responsible party:

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

Product:

- Solo 9500
- Solo 9550

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

Caution



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

Telecommunications per FCC part 68 (applicable to products fitted with USA modems)

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

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

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

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

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

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

When programming or making test calls to emergency numbers:

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

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

Canada

Industry Canada (IC)

Intentional emitter per RSS 210

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 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.

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.

Warning



To prevent radio interference to licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Warning



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.

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 DOC notice (for products fitted with an IC-compliant modem)

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

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

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

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

Warning



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

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

Mexico

Intentional emitter

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 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 Mexico if a SCT ID is on the system label.

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 SCT.

Unintentional emitter

At this time there are no mandatory requirements for Unintentional Emitters, however this device does comply with multiple requirements for other countries and regions as listed on the system label and in the users manual.

European Union

The following information is only applicable to systems labeled with the CE mark .

European directives

This Information Technology Equipment has been tested and found to comply with the following European directives:

- EMC Directive 89/336/EEC with amending directives 92/31/EEC & 93/68/EEC as per
 - EN 55022:1998 Class B
 - EN 61000-3-2:1995
 - EN 61000-3-3:1995
 - EN 55024:1998
- Low Voltage Directive (Safety) 73/23/EEC as per EN 60950:1992(A1/A2/A3/A4/A11)
- Radio and Telecom Terminal Equipment Directive 199/5/EC as per
 - CTR21:1998 (if fitted with a modem device)
 - ETS 300 328-2:2000 (if fitted with a 2.4 GHz band embedded wireless device)
 - ETS 301 489-1:2000 (if fitted with a 2.4 GHz band embedded wireless device)
 - ETS 301 489-17:2000 (if fitted with a 2.4 GHz band embedded wireless device)

**European radio approval information
(for products fitted with EU-approved radio devices)**

This Product is a Notebook computer; low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band, may be present (embedded) in your notebook system which is intended for home or office use. 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 European Union or associated areas if a CE mark with a Notified Body Registration Number and the Alert Symbol is on the system label.

The power output of the wireless device or devices that may be embedded in your notebook is well below the RF exposure limits as set by the European Commission through the R&TTE directive.

European States qualified under wireless approvals:

EU Austria, Belgium, Denmark, Finland, France (with frequency restrictions), Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden and the United Kingdom.


Accept EU Iceland, Liechtenstein, Norway and Switzerland

European States with restrictions on use:

EU In France, the frequency range is restricted to 2446-2483.5 MHz for devices above 10 mW transmitting power such as wireless LAN.

Accept EU No limitations at this time.

European telecommunication information (for products fitted with EU-approved modems)

Marking by the symbol  indicates compliance of this equipment to the Radio and Telecom Terminal Equipment Directive 1999/5/EC. Such marking is indicative that this equipment meets or exceeds the following technical standards:

CTR 21 (1998) - Attachment requirements for pan-European approval for connection to the analogue Public Switched Telephone Networks (PSTNs) of TE (excluding TE supporting voice telephony services) in which network addressing, if provided, is by means of Dual Tone Multi-Frequency (DTMF) signaling.

Warning



Although this equipment can use either loop disconnect (pulse) or DTMF (tone) signaling, only the performance of the DTMF signaling is subject to regulatory requirements for correct operation. It is therefore strongly recommended that the equipment is set to use DTMF signaling for access to public or private emergency services. DTMF signaling also provides faster call setup.

This equipment has been approved to Council Decision 98/482/EEC—“CTR 21” for Pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN termination point. In the event of problems, you should contact Gateway customer support.

Japan

Wireless devices

Low power, Radio LAN type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 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 Japan if a TELEC ID is on the system label.

Operational guidelines for 2.4 GHz band wireless equipment (if equipped)

This equipment uses the 2.4 GHz ISM frequency band. The ISM band is the industrial, scientific, and medical device band. Devices that might also use this band are microwave ovens, other LAN devices, amateur radio stations, licensed premises radio stations, and non-licensed specified low-power radio stations.

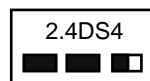
Prior to setting up your device:

- 1 Make sure that there are no other devices in your area using the same frequency band.
- 2 Change the channel, location, or discontinue device use if you are interfering with any other radio station.
- 3 Contact Gateway if you have any problems with this device.

この機器の使用上の注意

この機器の使用周波数は2.4GHz帯です。この周波数では電子レンジ等の産業・科学・医療用機器のほか、他の同種無線局、工場の製造ライン等で使用されている免許を要する移動体識別用の構内無線局、免許を要しない特定小電力無線局、アマチュア無線局（以下「他の無線局」と略す）が運用されています。

1. この機器を使用する前に、近くで「他の無線局」が運用されていないことを確認して下さい。
2. 万一、この機器と「他の無線局」との間に電波干渉が発生した場合には、速やかにこの機器の運用を停止（電波の発射の停止）をして下さい。
3. 不明な点、その他お困りのことがおきたときは、この機器をお求めになった販売代理店までお問い合わせください。



この無線機器は2.4GHz帯周波数、DSSS変調方式を採用しており、与干渉距離は約40mです。

VCCI statement

This equipment is in the Class B category (Information Technology Equipment to be used in a residential area or an adjacent area thereto) and conforms to the standards set by the Voluntary Control Council for Interference by Information Technology Equipment aimed at preventing radio interference in such residential areas. When used near a radio or TV receiver, it may become the cause of radio interference. Read instructions for correct handling.

電波障害について

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

Australia and New Zealand

Wireless devices

Low power, Radio LAN type devices (radio wave (RF) wireless communication devices), operating in the 2.4 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 Australia and New Zealand if a C-tick mark and registration number is on the system label.

The power output of the wireless device or devices that may be embedded in your notebook is well below the RF exposure limits as set by the Australia Communications Authority (ACA) and Radio Spectrum management Group (RSMG).

EMI statement

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS 3548 set out by the Australian Communications Authority and the Radio Spectrum Management Agency.

New Zealand telecommunication statement (for products fitted with Telepermit-approved modems)

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment shall not be set up to make automatic calls to the Telecom '111' Emergency Service.

Important



Under power failure conditions, this telephone may not operate. Make sure that a separate telephone, not dependent on local power, is available for emergency use.

Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's specifications:

- (a) There shall be no more than 10 calls to the same number within any 30-minute period for any single manual call initiation, and
- (b) The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

The equipment shall be set to make sure that automatic calls to different numbers are spaced such that there is no less than 5 seconds between the end of one call attempt and the beginning of another.

The equipment shall be set to make sure that calls are answered between 3 and 30 seconds of receipt of ringing.

Laser safety statement

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

Warning



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

Notices

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

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