

Chapter 7

Upgrading Your Convertible Tablet PC

- Adding and replacing memory
- Replacing the hard drive

Preventing static electricity discharge

Important



Before installing memory or replacing the hard drive, you should read and understand the information in this section.

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

Warning



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

Warning



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

Before installing memory or replacing the hard drive, 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

Your convertible tablet PC 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 the slot. Use only memory modules designed for your Gateway convertible tablet PC for upgrading your memory.

SO-DIMMs are located in two places inside your convertible tablet PC. Both SO-DIMMs can be upgraded. For instructions on upgrading the SO-DIMM located on the bottom of your convertible tablet PC, see [“Adding or replacing memory in the memory bay” on page 88](#). For instructions on upgrading the SO-DIMM located under the keyboard of your convertible tablet PC, see [“Replacing memory under the keyboard” on page 91](#).

Adding or replacing memory in the memory bay

Important



Use only memory modules designed for the Gateway M275.

Memory bay

To add or replace memory modules:

- 1 Follow the guidelines under [“Preventing static electricity discharge” on page 86](#).
- 2 Turn off your convertible tablet PC.
- 3 Disconnect the AC adapter, modem cable, and network cable.
- 4 Disconnect all peripheral devices and remove any PC cards.
- 5 Disconnect your convertible tablet PC from the optional port replicator (see [“Disconnecting from the port replicator” on page 110](#)).

- 6** Turn your convertible tablet PC over so the bottom is facing up.
- 7** Remove the battery (see [“Changing batteries” on page 78](#)).
- 8** Loosen the two memory bay cover screws, then remove the memory bay cover.

Screws

- 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.

Important



Use only memory modules designed for the Gateway M275.

12 Gently push the module down until it clicks in place.

13 Replace the memory bay cover and tighten the cover screws.

14 Insert the batteries, then turn your convertible tablet PC over.

15 Reattach the optional port replicator.

16 Connect the power adapter, modem cable, and network cable, then turn on your convertible tablet PC.



Replacing memory under the keyboard

Important

Use only memory modules designed for the Gateway M275 for upgrading your memory.

Installing replacement memory under the keyboard is a process consisting of three procedures that must be done in sequence:

- 1 Open the keyboard compartment.
- 2 Replace the memory.
- 3 Reattach the keyboard.

Opening the keyboard compartment

To open the keyboard compartment:

- 1 Follow the guidelines under [“Preventing static electricity discharge” on page 86](#).
- 2 Turn off your convertible tablet PC.
- 3 Disconnect the AC adapter, modem cable, and network cable.
- 4 Disconnect all peripheral devices and remove any PC cards.
- 5 Disconnect your convertible tablet PC from the optional port replicator (see [“Disconnecting from the port replicator” on page 110](#)).
- 6 Turn your convertible tablet PC over so the bottom is facing up.
- 7 Remove the battery (see [“Changing batteries” on page 78](#)).

- 8 Remove the two keyboard screws marked with a K.

Screw

Screw

- 9 Turn your convertible tablet PC over so the top is facing up.
- 10 Open the LCD panel to the normal viewing position.

- 11** Insert the small flat-blade screwdriver under the bottom of the keyboard bezel between the **F11** and **F12** keys and gently pry it up.

Important



Inserting a piece of cloth between the screwdriver and keyboard will help prevent damage to your convertible tablet PC.

- 12** Remove the bezel from your convertible tablet PC by pulling the bezel toward you and at the same time lifting its front to clear the keyboard. You will hear small snapping sounds as the bezel comes away from your convertible tablet PC. Be careful not to break off the tabs found on the bottom of the bezel.

- 13** With a small Phillips screwdriver, remove the four keyboard screws and put them in a safe place.

Screws

- 14** Lift the back edge of the keyboard, then slowly rotate it toward you so it lies **keys-down** on top of your convertible tablet PC. Be careful not to damage the LCD panel or unplug the keyboard ribbon cable.



Replacing the memory



To replace the memory:

- 1** Gently press outward on the clip at each end of the memory module until the module tilts upward.

- 2** Pull the memory module out of the slot.

- 3 Hold the 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.

Important



Use only memory modules designed for the Gateway M275.

- 4 Gently push the module down until it clicks in place.



Reattaching the keyboard



To reattach the keyboard:

- 1 Rotate the keyboard toward the LCD panel until the keyboard is almost face-up.
- 2 Insert the tabs on the front of the keyboard under the palm rest.

Tabs

- 3** Gently press the keyboard down until it is flat all the way across. The keyboard should easily fall into place. Be careful not to damage the LCD panel.
- 4** Replace the four keyboard screws.

Screws

- 5** Slide the tabs on the bottom side of the bezel under your convertible tablet PC frame.

- 6 Press down on the bezel in several places to make sure it is correctly mounted. The bezel is correctly mounted when you can run your finger along the bezel and find no loose spots. The bezel should be flat all the way across.

Warning



If the bezel is not correctly replaced, your convertible tablet PC could be damaged when you try to close the LCD panel.

- 7 Turn your convertible tablet PC over so the bottom is facing up.
- 8 Replace the two keyboard screws.
- 9 Insert the battery, then turn your convertible tablet PC over.
- 10 Reattach the optional port replicator.
- 11 Connect the power adapter and modem and network cables, then turn on your convertible tablet PC.



Replacing the hard drive kit

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

Hard
drive

To replace the hard drive kit:

- 1** Back up any data you want to transfer to the new hard drive. For more information, see “Backing up files” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.
- 2** Follow the guidelines under “Preventing static electricity discharge” on page 86.
- 3** Turn off your convertible tablet PC.
- 4** Disconnect the AC adapter, modem cable, and network cable.
- 5** Disconnect all peripheral devices and remove any PC cards.
- 6** Disconnect your convertible tablet PC from the optional port replicator (see “Disconnecting from the port replicator” on page 110).

- 7** Turn your convertible tablet PC over so the bottom is facing up.
- 8** Remove the battery (see [“Changing batteries” on page 78](#)).
- 9** Remove the two hard drive kit screws.

Screws

- 10** Slide the old hard drive kit out of your convertible tablet PC.

- 11** If your new hard drive already includes the hard drive kit bracket, go to [Step 16](#).

-OR-

If you need to move the hard drive kit bracket from your old hard drive kit to your new hard drive, go to [Step 12](#).

- 12** Remove the two screws that secure the hard drive to the hard drive kit bracket.

Screw

Screw

- 13** Remove the bracket from the old drive.
- 14** Insert the new drive into the bracket, label side up, so the screw holes line up.
- 15** Replace the two screws that secure the bracket to the drive.
- 16** Place the new hard drive kit into the bay and slide it into the connector.
- 17** Replace the screws that secure the hard drive kit to your convertible tablet PC.
- 18** Insert the battery, then turn your convertible tablet PC over.
- 19** Reconnect the optional port replicator.
- 20** Connect the power adapter, modem cable, and network cable, then turn on your convertible tablet PC.
- 21** For instructions on installing Windows, your drivers, and your applications, see the instructions in the restore booklet that came with your convertible tablet PC.




Chapter 8

Using the Optional Port Replicator

- Identifying features
- Connecting and disconnecting the port replicator
- Securing the port replicator with a locking cable


Top

Power button

Component	Icon	Description
Power button		Press to turn the power on or off.









Right

USB
ports

Component	Icon	Description
USB ports		Plug USB devices (such as a diskette drive, flash drive, printer, scanner, camera, keyboard, or mouse) into these ports.

Back

Headphone jack
IEEE 1394 port
USB port
Parallel port
Serial port
Monitor port
Ethernet jack
Power connector

Component	Icon	Description
Headphone 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.
IEEE 1394 port		Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital camcorder or external hard drive) into this 4-pin IEEE 1394 port.
USB port		Plug a USB device (such as a diskette drive, flash drive, printer, scanner, camera, keyboard, or mouse) into this port.
Parallel port		Plug a parallel device (such as a printer) into this port.
Serial port		Plug a serial device into this port.
Monitor port		Plug an analog VGA monitor or projector into this port.
Ethernet jack		Plug a 10/100/1000 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 an Ethernet network” on page 26.
Power connector		Plug the AC adapter cable into this connector.

Connecting to the port replicator

You can attach your notebook to the port replicator while your notebook is off, on, or in Standby mode.

Attaching to the port replicator

To attach your notebook to the port replicator:

1 Connect the power cord to the AC adapter that was packaged with your port replicator.

2 Connect the AC adapter to your port replicator's power connector. For more information, see [“Back” on page 106](#).

Important



The notebook may detect additional devices and add drivers after being attached to the port replicator. This process must be completed for components to work correctly. Follow any on-screen instructions, if necessary.

Important



The port replicator's power button controls both the notebook and the port replicator only after the port replicator is connected to AC power.

Important



The notebook's monitor port is disabled when the port replicator is connected to the notebook. If you want to use an external monitor, plug it into the monitor port on the port replicator.

Important



The notebook's Ethernet jack is disabled when the port replicator is connected to the notebook. If you want to connect to a cable or DSL modem, or to an Ethernet network, plug the Ethernet cable into the Ethernet jack on the port replicator.

Important



If you are using a USB or parallel port printer connected to the port replicator, you must select **Virtual printer port for USB** during the Windows printer installation. Windows will not be able to detect your printer if you make a different selection.

Important



This port replicator does not support Fast IR.

Disconnecting from the port replicator

You can separate your notebook from the port replicator while your notebook is off or on (not in Standby or Hibernate mode).

To separate your notebook from the port replicator:

1 If your notebook is off, go to [Step 2](#).

-OR-

If your notebook is on, click **Start**, then click **Undock Computer**. The Undock Computer menu item appears in the Start menu only while the notebook is docked.

2 Unplug the port replicator from the notebook.



Chapter 9

Maintaining Your Convertible Tablet PC

- Caring for your convertible tablet PC
- Cleaning your convertible tablet PC
- Protecting your convertible tablet PC from viruses
- Updating Windows
- Restoring your system

Caring for your convertible tablet PC

To extend the life of your convertible tablet PC:

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

Display screen

- Use only your convertible tablet PC's pen on the display. Do not write on the surface with an ink pen or pencil.
- Nothing heavier than your writing hand should be placed on top of the display.
- Protect the display surface from unnecessary contact by turning the screen so it is in the notebook orientation and closing it when transporting the Gateway convertible tablet PC. For more information, see [“Converting the display from notebook to tablet mode” on page 43](#).
- Never spray or pour liquids directly on the display surface.
- Avoid prolonged exposure to direct sunlight.
- Use the special cleaning cloth included with your convertible tablet PC to wipe away dust and fingerprints. Dampen the cloth with water or a mild window glass cleaner solution but never spray anything directly on the surface. If liquid collects around the edges, wipe it up immediately.

Using the Pen

- Always store the pen in the Gateway convertible tablet PC's pen holder when not in use. For more information, see [“Right” on page 12](#).
- Store extra pens horizontally in a box or drawer.
- Pens should not be stored vertically on the tip because constant tip pressure can affect pen-screen interaction.
- The pen has electronics in it, so it should not be exposed to or immersed in liquids.

Replacing the pen point

Normal use can wear down the pen's point, and also cause it to pick up abrasive particles that may scratch the display. Therefore, the pen ships with extra points and a replacement tool.

To replace the pen point:

1 Use the replacement tool to grab the old point and pull it out of the pen.

2 Insert a new point and apply slight pressure to set it in place.



Cleaning your convertible tablet PC

Keeping your convertible tablet PC clean and the vents free from dust helps keep your convertible tablet PC performing at its best. You may want to gather these items and put together a convertible tablet PC 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

Warning



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

Always turn off your convertible tablet PC and other peripherals before cleaning any components. Also, remove the battery before cleaning any components.

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

Your convertible tablet PC is cooled by air circulated through the vents on the case, so keep the vents free of dust. With your convertible tablet PC 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 convertible tablet PC.

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 convertible tablet PC and turn the convertible tablet PC upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it.

Cleaning the convertible tablet PC screen

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.

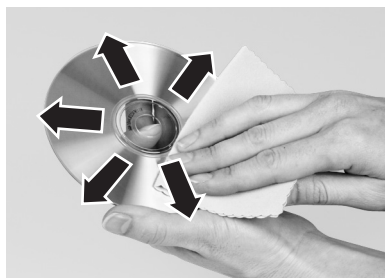
Caution



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

Cleaning CDs or DVDs

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



Protecting your convertible tablet PC from viruses

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

Protect your convertible tablet PC from a virus by:

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


Tips & Tricks



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

Help and Support



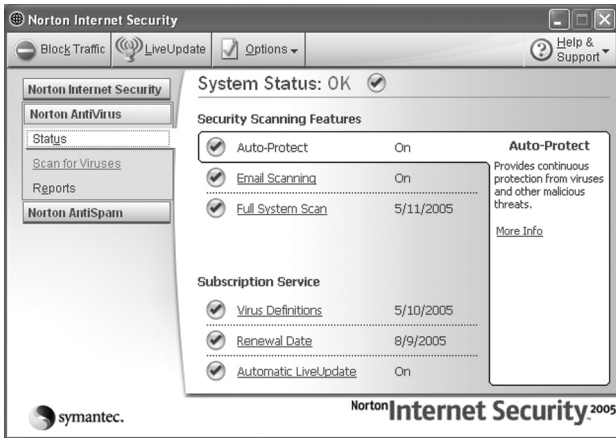
For more information about protecting your convertible tablet PC against viruses, tap or click **Start**, then tap or click **Help and Support**. Type the keyword **viruses** in the **Search** box Search , then tap or click the arrow.

To scan for viruses:

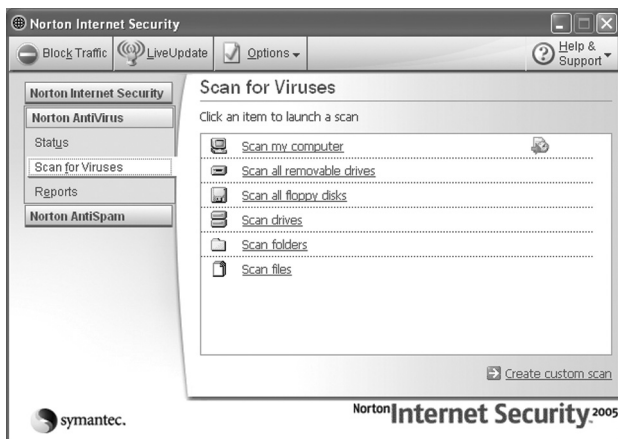
- 1 Tap or click **Start, All Programs, Norton Internet Security**, then tap or click **Norton Internet Security**. Norton Internet Security opens.



- 2 Tap or click **Norton AntiVirus**.



- 3 Tap or click **Scan for Viruses**.



- 4 Tap or click the type of scan you want to make in the Scan for Viruses area.



To remove a virus:

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



To update Norton Internet Security:

Important



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

- 1 Make sure that you are connected to the Internet.
- 2 Tap or click **Start, All Programs, Norton Internet Security**, then tap or click **Norton Internet Security**. Norton Internet Security opens.
- 3 Tap or click **LiveUpdate**. The LiveUpdate wizard opens.
- 4 Follow the on-screen instructions to update your Norton Internet Security program with the latest virus protection files.
- 5 When the program has finished, tap or click **Finish**.



Updating Windows


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

To run Windows Update:

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



Help and Support

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

Restoring your system


Microsoft System Restore

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

To run Microsoft System Restore:

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

**Help and Support**

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

Reinstalling programs and drivers

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

To reinstall your program or driver:

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



Restoring your convertible tablet PC to the original configuration

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

To restore your convertible tablet PC to the original configuration:

- 1 Turn on your convertible tablet PC, then press F11.
- 2 Follow the on-screen instructions.



Chapter 10

Troubleshooting

- Troubleshooting typical hardware and software problems
- Getting telephone support
- Using automated troubleshooting systems

Safety guidelines

While troubleshooting your convertible tablet PC, follow these safety guidelines:

- Never remove the memory bay cover or hard drive while your convertible tablet PC is turned on, while the battery is installed, and while the modem cable, network cable, and AC power adapter are connected to your convertible tablet PC.
- Make sure that you are correctly grounded before accessing internal components. For more information about preventing damage from static electricity, see [“Preventing static electricity discharge” on page 86](#).
- After you complete any maintenance tasks where you remove the memory bay cover or hard drive, make sure that you replace the cover or drive, reinstall any screws, then replace the battery before you start your convertible tablet PC.

Warning



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

First steps


If you have problems with your convertible tablet PC, try these things first:

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

Help and Support



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

Search , then tap or click the arrow.

Troubleshooting

Audio

Audio troubleshooting is covered under [“Sound” on page 145](#).

Battery

Battery troubleshooting is covered under [“Power” on page 142](#).

CD drives

CD drive troubleshooting is covered under [“DVD drives” on page 128](#).

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



Help and Support

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

▶ 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** Button-tap or right-click the device or port you want to disable, then tap or click **Disable**. The device or port is disabled.



Display

The screen is too dark

- Adjust the brightness using the system keys. For more information, see [“System key combinations” on page 35](#).
- Adjust the brightness using the XtraBright/XtraDim feature. For more information, see [“XtraBright/XtraDim” on page 45](#).

The screen resolution is not correct

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

Tips & Tricks

For instructions on changing the screen resolution, see “Adjusting the screen resolution” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast using the system keys. For more information, see [“System key combinations” on page 35](#).

- Change the display settings.

Tips & Tricks



For instructions on changing the display settings, see “Adjusting the screen and desktop settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

- Move your convertible tablet PC 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.

The display is blank

- Adjust the brightness using the system keys. For more information, see “[System key combinations](#)” on page 35.
- Make sure the convertible tablet PC is not in standby or hibernate mode. For more information, see “[Changing power modes](#)” on page 82.
- The convertible tablet PC may be sending its display to an external monitor or television. Press FN + F3 several time to toggle through the attached display, an external monitor, or both. Press CTRL+ALT+F3 to switch the output from a television to the attached display.

DVD drives

Your convertible tablet PC 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.
- The DVD drive may not be inserted completely into the modular bay. Press the module into the bay, then try to access the disc again.

- Make sure that the disc label is facing up, then try again.
- 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 convertible tablet PC.
- Your convertible tablet PC may be experiencing some temporary memory problems. Shut down and restart your convertible tablet PC.
- Clean the disc. For more information, see [“Cleaning CDs or DVDs” on page 116](#).

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 convertible tablet PC.
- Make sure that the volume control on your convertible tablet PC is turned up. For more information, see [“System key combinations” on page 35](#).
- Make sure that the Windows volume control is turned up.

Tips & Tricks



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

- Make sure that Mute controls are turned off. For more information about the mute setting, see [“System key combinations” on page 35](#).
- Make sure that headphones are not plugged into the headphone jack on the convertible tablet PC 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 116](#).
- Your convertible tablet PC may be experiencing some temporary memory problems. Shut down and restart your convertible tablet PC.

- Reinstall the audio device drivers. For more information, see [“Downloads” on page 4](#).

A DVD movie will not play

- Make sure that the label or side you want to play is facing up, then try again.
- The DVD drive may not be inserted completely into the modular bay. Press the module into the bay, then try to access the disc again.
- Shut down and restart your convertible tablet PC.
- Clean the DVD. For more information, see [“Cleaning CDs or DVDs” on page 116](#).
- DVD discs and drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc’s regional code and your DVD drive’s regional code must match.

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

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

- Make sure that a DVD player program has been installed on your convertible tablet PC.

Tips & Tricks



For instructions on playing a DVD, see [“Playing a DVD” on page 64](#).

A DVD does not produce sound on a TV

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

You cannot eject a CD or DVD

Your convertible tablet PC must be turned on to remove CDs and DVDs. If you do not want to turn on your convertible tablet PC, manually eject the disc by inserting an opened paper clip into the manual eject hole. See “[Inserting a CD or DVD](#)” on [page 63](#) for the location of the manual eject hole.

File management

A file was accidentally deleted

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

To restore deleted files:

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


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



Help and Support



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

Search , then tap or click the arrow.

Hard drive

You see an “Insufficient disk space” error message

- Delete unnecessary files from the hard drive using Disk Cleanup.

Tips & Tricks



For instructions on deleting unnecessary files, see “Using Disk Cleanup” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

- Empty the Recycle Bin by button-tapping or right-clicking the **Recycle Bin** icon, then tapping or clicking **Empty Recycle Bin**.

Caution




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

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

Help and Support



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

You see a “Data error” message

This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error checking program.

Tips & Tricks



For instructions on fixing hard drive problems, see “Checking the hard drive for errors” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

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

- Make sure that the hard drive is installed correctly. Remove it, firmly reinsert it, then restart your convertible tablet PC. For more information, see [“Replacing the hard drive kit” on page 100](#).
- If your convertible tablet PC has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

Internet

You cannot connect to the Internet

- If you are using a dial-up modem, make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See [“Right” on page 12](#) to make sure that the connections have been made correctly.

-OR-

If you are using a cable or DSL modem, make sure that the modem cable is plugged into the Ethernet network jack and not the modem jack. See [“Left” on page 11](#) or [“Back” on page 106](#) to make sure that the connections have been made correctly.

- Make sure that you do not have a problem with your modem. For more information, see [“Modem \(dial-up\)” on page 136](#).
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.

Help and Support



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

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

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

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

Connecting to a Web site takes too long

Many factors can affect Internet performance:

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

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

- Tap or 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 built-in keyboard does not work

- Attaching a PS/2 keyboard to your port replicator while your convertible tablet PC is running may deactivate the built-in 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 convertible tablet PC 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 convertible tablet PC.

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

- The numeric keypad is turned on. See “[Key types](#)” on page 34 for instructions on turning off your numeric keypad.

Memory

You see a “Memory error” message

- Make sure that the memory module is inserted correctly in the memory bay slot. For more information, see “[Adding or replacing memory](#)” on page 87.
- 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 convertible tablet PC.

Help and Support



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

Memory card reader

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

- Reboot your convertible tablet PC.

Modem (cable or DSL)

- Make sure that the modem cable is plugged into the Ethernet network jack and not the modem jack. See “Left” on page 11 or “Back” on page 106 to make sure that the connections have been made correctly.
- See the documentation that came with your modem for additional troubleshooting information.

Modem (dial-up)

Your modem does not dial or does not connect

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See “Right” on page 12 to make sure that the connections have been made correctly.
- Make sure that your convertible tablet PC 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 Tap or click **Start**, then tap or click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, tap or click **Printers and Other Hardware**.
- 2 Tap/Double-tap or click/double-click the **Phone and Modem Options** icon, then tap or click the **Dialing Rules** tab.


- 3 Tap or click the location from which you are dialing, then tap or click **Edit**.
- 4 Make sure that all settings are correct.



Help and Support



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

Search , then tap or click the arrow.

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

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

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

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

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP for technical support.
- See if the modem works with a different communications program. The problem may be with just one program.
- Review the troubleshooting information under [“Internet” on page 133](#).

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 convertible tablet PC has a v.90 modem, the speed at which you can upload (send) data is limited to 33.6K. If your convertible tablet PC 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 convertible tablet PC

- Make sure that the line connected to the modem is working and plugged into the appropriate port on your convertible tablet PC. See [“Right” on page 12](#) to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use the modem cable that came with your convertible tablet PC. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your convertible tablet PC.
- Run Windows modem diagnostics.


To run modem diagnostics:

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



Help and Support



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

The modem is noisy when it dials and connects

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

To turn down the modem volume:

- 1 Tap or click **Start**, then tap or click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, tap or click **Printers and Other Hardware**.
- 2 Tap/Double-tap or click/double-click the **Phone and Modem Options** icon, then tap or click the **Modems** tab.

- 3 Tap or click the modem you want to adjust, then tap or click **Properties**.
- 4 Tap or click the **Modem** tab, then adjust the **Speaker volume** control.
- 5 Tap or click **OK** twice to close the *Phone and Modem Options* dialog box.



Mouse

See also “[Pen](#)” on page 142 and “[Touchpad](#)” on page 145.

The external mouse does not work

- Make sure that the mouse cable is plugged in correctly.
- Shut down and restart your convertible tablet PC.
- 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

You cannot connect to your company network

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

You cannot connect to your home network


- If your convertible tablet PC is a member of a domain at your workplace, you may not be able to connect your convertible tablet PC 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 convertible tablet PC 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.

- Every home network is unique. See the documentation that came with your network equipment for troubleshooting information.

Help and Support

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

Passwords

Your convertible tablet PC 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 convertible tablet PC for repair. Call Gateway Customer Care for instructions.

PC Cards

You installed a PC Card and now your convertible tablet PC 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 126](#).

Pen

The convertible tablet PC does not respond to the pen

- You are not using the correct pen. Use only Penabled digitizer pens by Wacom such as your convertible tablet PC's pen. The convertible tablet PC does not respond to some other tablet pens or plastic pens.

The pen tip does not line up with the pointer when you tap the screen

- The pen and display need recalibrating in both Landscape and Portrait mode. Recalibrate through the **Pen Settings** tab of the *Tablet and Pen Settings* dialog box.

Tips & Tricks



For instructions on recalibrating pen settings, see “Adjusting tablet and Pen Settings” in *Using Your Tablet PC* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

Power

Your convertible tablet PC is not working on AC power

- Make sure that your AC power adapter is connected correctly to your convertible tablet PC. For more information, see [“Connecting the AC adapter” on page 22](#).
- If your convertible tablet PC 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 convertible tablet PC is not working on battery power

- Check the power management settings.

Tips & Tricks



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

- Make sure that the battery is installed correctly. For more information, see “[Installing the battery](#)” on page 22.
- Make sure that the battery is fully recharged. For more information, see “[Recharging the battery](#)” on page 77.
- Make sure that the battery is calibrated correctly. For more information, see “[Recalibrating the battery](#)” on page 77.
- Let the battery return to room temperature.

Printer

The printer will not turn on

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

The printer is on but will not print

- Check the cable between the printer and your convertible tablet PC. 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 Tap or click **Start**, then tap or click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, tap or click **Printers and Other Hardware**.
- 2 Tap/Double-tap or click/double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
- 3 Button-tap or right-click the name of the printer you want to be the default printer, then tap or 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 Tap or click **Start**, then tap or click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, tap or click **Printers and Other Hardware**.
- 2 Tap/Double-tap or click/double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
- 3 Button-tap or right-click the name of the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, tap or click **Use Printer Offline** to clear the check mark.



Help and Support



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

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

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

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

Sound

You are not getting sound from the built-in speakers

- Make sure that headphones are not plugged into the headphone jack.
- Make sure that the volume control on your convertible tablet PC is turned up. For more information, see [“System key combinations” on page 35](#).
- Make sure that the Windows volume control is turned up.

Tips & Tricks



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

- Make sure that Mute controls are turned off. For more information about the mute setting, see [“System key combinations” on page 35](#).

Help and Support



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

Touchpad

The touchpad does not work

Attaching a PS/2 mouse to your port replicator may deactivate the touchpad.

The convertible tablet PC is not responding when you click or tap on the touchpad

- Turn on the touchpad.

Tips & Tricks



For instructions on how to adjust the touchpad settings, see “Changing the mouse or touchpad settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start, All Programs**, then tap or click **Gateway Documentation**.

The pointer moves unexpectedly

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

Tips & Tricks



For instructions on how to adjust the touchpad settings, see “Changing the mouse or touchpad settings” in *Using Your Computer* which has been included on your hard drive. To access this guide, tap or click **Start**, **All Programs**, then tap or click **Gateway Documentation**.

Video

The projector or external monitor is not working

- Make sure that you have pressed FN+F3 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 71](#).
- 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 71](#).

Telephone support

Before calling Gateway Customer Care

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

- Make sure that your convertible tablet PC 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.

Warning



To avoid bodily injury, do not attempt to troubleshoot your convertible tablet PC problem if:

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

Instead, unplug your convertible tablet PC and contact a qualified computer technician.

- 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 convertible tablet PC is nearby at the time of your call. The technician may have you follow troubleshooting steps.

Telephone numbers

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

Automated troubleshooting system

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

Telephone numbers

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

Resource	Service description	How to reach
Answers by Gateway	Get tutorial assistance for hardware and software issues. This is a fee-based service.	www.gateway.com/answers
Gateway Customer Care	Talk to a Gateway Customer Care representative about a non-tutorial technical support question. (See “Before calling Gateway Customer Care” on page 147 before calling.)	Gateway Customer Care telephone numbers vary by country or region. See the label on the bottom of your convertible tablet PC. For more information, see “Identifying your model” on page 17 .
America Online	Get support for your America Online ISP account.	800-827-6364 (US) 888-265-4357 (Canada)
Sales	Get information about available systems.	888-888-2075 (US) 888-387-7752 (Canada)

Self-help

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 and the *Using Your Computer* guide.
- The software publisher's Web site.

Help and Support



For more how-to information about Windows, tap or click **Start**, then tap or click **Help and Support**. Type the keyword **practice** in the **Search** box

Search →, then tap or click the arrow.

Tutoring

Answers by GatewaySM is a fee-based telephone service that provides answers to all of your “How do I” questions on Gateway computers. For more information, go to www.gateway.com/answers.

Training

Gateway provides the following computer-based training:

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

Appendix A

Safety, Regulatory, and Legal Information

- Safety information
- Regulatory statements
- Environmental information
- Notices

Important safety information

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

Warning



Always follow these instructions to help guard against personal injury and damage to your Gateway convertible tablet PC.

Setting up your convertible tablet PC

- Read and follow all instructions marked on the convertible tablet PC and in the documentation before you operate your convertible tablet PC. Retain all safety and operating instructions for future use.
- Do not use this convertible tablet PC near water or a heat source such as a radiator.
- Set up the convertible tablet PC on a stable work surface.
- The convertible tablet PC should be operated only from the type of power source indicated on the rating label.
- Openings in the convertible tablet PC 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 convertible tablet PC for ventilation when you set up your work area. Never insert objects of any kind into the convertible tablet PC ventilation openings.
- Some convertible tablet PCs are equipped with a three-wire power cord to make sure that the convertible tablet PC 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 convertible tablet PC, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the convertible tablet PC. The best way to avoid spills is to avoid eating and drinking near your convertible tablet PC.
- Do not work for long periods with the convertible tablet PC resting on your lap. If the air vents are blocked, the convertible tablet PC may become hot enough to harm your skin.
- Provide adequate space around your convertible tablet PC so air vents are not obstructed. Do not use the convertible tablet PC on a bed, sofa, rug, or other similar surface.
- Some convertible tablet PCs 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 convertible tablet PC is turned off, a small amount of electrical current still flows through the convertible tablet PC. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the convertible tablet PC.
- Unplug the convertible tablet PC from the wall outlet and refer servicing to qualified personnel if:
 - The power cord or plug is damaged.
 - Liquid has been spilled into the convertible tablet PC.
 - The convertible tablet PC does not operate properly when the operating instructions are followed.
 - The convertible tablet PC was dropped or the cabinet is damaged.
 - The convertible tablet PC performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Warning



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

Warning



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

Regulatory compliance statements

Wireless Guidance

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), **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.

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 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



If your notebook came 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.

Caution

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

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 **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.

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.

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. 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.

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.

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:

- Gateway M280
- Gateway TA1

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 notebook.

Caution



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

California Proposition 65 Warning

Warning



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

Mercury Warning

Warning



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

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

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

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

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

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

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

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

When programming or making test calls to emergency numbers:

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

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

the telephone number of the sending machine or such business, other entity, or individual. Refer to your fax communication software documentation for details on how to comply with the fax-branding requirement.

Canada

Industry Canada (IC) Intentional emitter per RSS 210

Low power, Radio transmitter 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.

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 shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

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. 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.

Unintentional emitter per ICES-003

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

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

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

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

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

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

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

Warning



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

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

Japanese Notice

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。

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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）に違反する行為となります。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。

Japanese Wired Network Notice

本機器の 10 Base-T 及び 100 Base-TX の RJ-45 ポートは電気通信事業法に基づく認定機器の後位に接続して使用するものです。それ以外の場合、電気通信事業者は、本機器が直接・間接を問わず電気通信回線に接続されることを拒否することができます。

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.

EPA ENERGY STAR



As an ENERGY STAR® Partner, Gateway has determined that this product meets the ENERGY STAR guidelines for energy efficiency when used with a computer equipped with a Display Power Management System.

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 method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. 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.

IMPORTANT NOTE:

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

To maintain compliance with FCC RF exposure compliance requirements, please avoid direct contact to the transmitting antenna during transmitting.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This product is limited in CH1~CH11 by specified firmware controlled in the USA. Highest SAR test value: 0.096 W/kg.

Index

A

- AC adapter
 - connecting 22
 - connector 11, 106
 - international adapters 82
- accessories
 - purchasing 19
 - safety precautions 153
- airplane power adapter 19
- application key 33, 34
- arrow keys 33, 34
- audio
 - adjusting volume 36
 - back button 36
 - headphone jack 10, 106
 - microphone jack 10
 - muting 36, 48
 - next button 36
 - pause button 35
 - play button 35
 - stop button 35
 - troubleshooting 145
 - volume down button 36
 - volume up button 36
- audio CD
 - cleaning 116
 - playing 64
 - troubleshooting 126
- automobile power adapter 19, 82

B

- battery
 - alternate power sources 82
 - bay 78
 - changing 78
 - charge indicator 32, 76
 - charge status 76
 - charging 22, 77
 - conserving power 81

- icons 76
- installing 78
- latch 14
- locating 14
- managing power 81
- monitoring charge 76
- purchasing 19
- recalibrating 77
- recharging 22, 77
- release latch 14
- replacing 78

bays

- battery 78
- DVD drive 60, 128, 130
- DVD/CD-RW drive 60, 128, 130
- hard drive 14
- memory 14, 87
- module 60, 128, 130

BigFix 6

BIOS Setup utility 28, 77

brightness

- adjusting 45
- keys 36
- system keys 33

buttons

- programming 57
- Screen Rotation 37
- Tablet Input Panel 37
- Windows Security 30, 37
- XtraBright/XtraDim 38, 45

button-tapping 46

C

- cable lock 13
- cable modem 26
- calibrating 53, 142
- Caps Lock indicator 31
- cards
 - inserting memory card 65

- inserting PC Card 67
- memory card slot 10
- PC Card slot 12
- removing memory card 65
- removing PC Card 67
- slots 65, 67
- troubleshooting memory card 135
- troubleshooting PC Card 141
- types of memory cards supported 65
- carrying case 19
- CD
 - cleaning 116
 - creating 64
 - inserting 63
 - playing audio 64
 - troubleshooting 126
- cellular phone
 - memory cards 65
- Certificate of Authenticity 18
- changing bay modules 60
- cleaning
 - audio CD 116
 - case 115
 - CD 116
 - computer exterior 115
 - computer screen 116
 - DVD 116
 - keyboard 116
 - LCD panel 116
 - screen 116
- clicking 40, 46
- closing unresponsive program 30
- connecting
 - AC adapter 22
 - dial-up modem 25
 - external keyboard 33
 - external monitor 69
 - keyboard 33
 - port replicator 107
 - projector 69
 - television 71
 - to cable modem 26
 - to DSL modem 26
 - to Ethernet 26
 - to network 26
 - video camera 74
- connections
 - audio 10
 - broadband Internet 11, 26, 106
 - cable modem 11, 26, 106
 - digital camera 11, 105, 106
 - digital video camera 12, 106
 - docking 11
 - DSL modem 11, 26, 106
 - Ethernet 11, 26, 106
 - external audio 10
 - external diskette drive 11, 105, 106
 - external speakers 10, 106
 - Firewire 12, 106
 - flash drive 11, 105, 106
 - headphone 10, 106
 - i.Link 12, 106
 - IEEE 1394 12, 106
 - keyboard 11, 105, 106
 - microphone 10
 - modem 13, 25
 - monitor (VGA) 11, 69, 106
 - mouse 11, 105, 106
 - network 11, 26, 106
 - parallel 106
 - port replicator 11
 - power 11, 22, 106
 - printer 11, 105, 106
 - projector 69
 - scanner 11, 105, 106
 - serial 106
 - speaker 10, 106
 - S-Video out 71
 - television 71
 - USB 11, 105, 106
 - VGA 11, 69, 106

- video camera 12, 106
- copyright notice 162
- customer service
 - sales 148
- CyberLink PowerDVD 64

D

- default printer 143
- digital camera
 - serial port 106
 - USB port 11, 105, 106
- digital video camera
 - connecting 74
 - IEEE 1394 port 12, 106
- directional keys 34
- display
 - adjusting brightness 44
 - brightness 45
 - changing orientation 44
 - maintaining 113
 - orientation 44
 - properties 70
 - switching 35
 - troubleshooting 127
 - using 42
- docking port 11
- documentation
 - Gateway Web site 3
 - help 5
 - Help and Support 5
 - online help 7
 - Using Your Computer 7
- double-clicking 40, 46
- double-tapping 46
- dragging 41
- drivers
 - updating 3
- drives
 - changing modular drives 60
 - DVD 13, 62
 - DVD/CD-RW 13, 62
 - hard drive 14, 100

- identifying drive types 62
- installing and replacing 60
- replacing hard drive 100
- troubleshooting 128, 132
- types 62

- DSL modem 26

DVD

- cleaning 116
- drive 62
- inserting 63
- playing 64, 71
- troubleshooting 128

DVD drive

- identifying 62
- locating 13
- replacing drive module 60
- troubleshooting 128
- using 62

DVD/CD-RW drive

- See* DVD drive

E

- electrostatic discharge (ESD) 86
- EmPower power adapter 82
- Ethernet
 - connecting 26
 - jack 11, 26, 106
- external monitor 11, 35, 106
- EZ Pad touchpad
 - See* touchpad

F

- fan 13
- faxes
 - troubleshooting 138
- files
 - opening 40
 - troubleshooting 131
- finding
 - Help and Support topics 6
 - specifications 18
- Firewire port 12, 106

Fn key 33, 34, 35

folders

opening 40

function keys 33, 34

G

Gateway

model number 14, 17

serial number 17, 18

Support 18

Web address 3

Web site 3

H

hard drive

bay 14

indicator 31

installing 100

replacing 100

troubleshooting 132

headphone jack 10, 106

help

online 7

using 5

Help and Support 5

searching 6

starting 5

Using your computer link 5

Hibernate mode 82

hot-swapping 67

I

i.Link port 12, 106

IEEE 1394 port 12, 106

indicators

See status indicators

Inkball 52

inkjet printer 20

installing

battery 78

bay modules 60

devices 126

drives 60

DVD drive 60

DVD/CD-RW drive 60

hard drive 100

memory 87

memory card 65

PC Card 67

Internet

troubleshooting 133, 138

IRQ conflicts 126

J

jacks

See connections

K

Kensington cable lock

lock slot 13

key combinations 35

keyboard

buttons 33

cleaning 116

connecting 33

features 33

icon 55, 58

locating 15

troubleshooting 134

USB port 11, 105, 106

keys

application 33, 34

arrow 33, 34

brightness 33, 34, 36

directional 34

Fn 33, 34, 35

function 34

LCD brightness 34, 36

LCD/CRT 35

navigation 33, 34

numeric keypad 34

Pad Lock 36

Standby 35

system 33, 34

- system key combinations 35
- toggle display 35
- volume control 34
- Windows 33, 34
- wireless network 35

L

label

- model number 14
- serial number 17

labels 18

laser printer 20

latch

- battery 14
- LCD panel release 10
- pen 14, 47

LCD brightness system keys 34

LCD panel

- cleaning 116
- release latch 10
- switching display 35
- troubleshooting 127

LCD/CRT system key 35

lights

- See* status indicators

lock

- Kensington cable 13

M

maintenance

- cleaning 115, 116
- general guidelines 113
- pen 113
- screen 113
- virus protection 117
- Windows Update 120

memory

- adding 91
- bay 14
- installing 87, 91
- purchasing 19
- removing 87, 88, 91

- replacing 87, 91
- troubleshooting 135
- upgrading 91

memory card reader

- locating 10
- memory card types supported 65
- using 65

microphone

- built-in 16

microphone jack 10

Microsoft

- Certificate of Authenticity 18

model number 17

modem

- cable 26
- connecting 25, 26
- dial-up 25
- DSL 26
- jack 13, 25
- troubleshooting 136

modular bay

- latch 60
- lock screw 60
- release latch 60

monitor

- adding external 69
- cleaning 116
- color quality 70
- display properties 70
- port 11, 106
- screen resolution 70

mouse

- troubleshooting 140
- USB port 11, 105, 106

moving

- pointer 40
- screen objects 41

MP3 player

- memory cards 65

multimedia

- adjusting volume 48
- playing DVD 64

- using DVD drive 62
- using Windows Media Player 64
- muting sound 36, 48

N

- navigation keys 33, 34
- network
 - jack 11, 26, 106
 - troubleshooting 140
- networking
 - turning off wireless network 49
 - turning on wireless network 49
- Norton Internet Security 117
- NTSC/PAL jack 71
- Num Lock
 - status indicator 31, 36
 - system key 36
- numeric keypad
 - status indicator 31
 - using 33, 34

O

- online help 5, 7
- opening
 - convertible tablet PC 10
 - files 40
 - folders 40
 - LCD panel 10
 - programs 40
 - shortcut menu 41
- option bays
 - changing modules 60
- orientation
 - changing 44

P

- parallel port 106
- password 141
- PC Card
 - adding 67
 - eject button 67
 - inserting 67

- installing 67
- removing 67
- slot 67
- troubleshooting 141

- PCMCIA card

- See* PC Card

- PDA

- memory cards 65

- pen

- button 54
- calibrating 53, 142
- care 113
- gestures 53
- latch 14, 47
- locating 10
- release latch 14
- replacing point 113
- tips 54
- troubleshooting 142
- using 42, 46

- playing

- audio CD 64
- DVD 64

- pointer

- identifying 39
- moving 40

- port replicator

- attaching notebook 107
- docking port 11
- separating notebook 110
- using 19, 103

- power

- AC adapter 22, 82
- automobile/airplane adapter 82
- battery 30, 76, 77, 78, 81
- button 12, 16, 35, 104
- changing modes 83
- connector 11, 22, 106
- conserving battery power 81
- EmPower adapter 82
- extending battery life 81
- Hibernate mode 82

- indicator 29, 32
- management 75, 81
- source problems 24
- Standby mode 29, 35, 82
- status indicator 32
- troubleshooting 142
- turning off convertible tablet PC 29
- turning on convertible tablet PC 27
- power adapter
 - airplane 19
 - automobile 19
- printer
 - default 143
 - inkjet 20
 - laser 20
 - parallel port 106
 - troubleshooting 143
 - USB port 11, 105, 106
- programs
 - closing unresponsive 30
 - opening 40
- projector
 - adding 69
 - color quality 70
 - display properties 70
 - screen resolution 70

R

RAM

See memory

- rebooting convertible tablet PC 30
- recalibrating battery 77
- recharging battery 77
- replacing
 - See* installing
- reset hole
 - using 30
- resetting convertible tablet PC 30
- restarting convertible tablet PC 30
- restoring system 121

- right-clicking 41, 46
- rocker switch 39

S

- safety
 - caring for computer 112
 - general precautions 152
 - guidelines for troubleshooting 124
 - static electricity 86
- scanner
 - USB port 11, 105, 106
- screen
 - cleaning 116
 - resolution 70
 - troubleshooting 127, 146
- screen objects
 - getting information 41
 - moving 41
 - selecting 40
- Screen Rotation button 37
- searching
 - in Help and Support 6
- security features
 - Kensington cable lock 13
- serial number 17, 18
- serial port 106
- setting up
 - safety precautions 152
- shortcut menus
 - accessing 41
- shortcuts
 - opening menu 41
- shutting down convertible tablet PC 29, 30
- SO-DIMM
 - See* memory
- sound
 - adjusting 36, 48
 - controls 34, 48
 - muting 36, 48
 - troubleshooting 145

- speakers
 - built-in 10, 12
 - jack 10, 106
 - specifications 18
 - speech recognition 52, 55, 56
 - Standby
 - mode 29, 35, 83
 - system key 35
 - starting
 - convertible tablet PC 27
 - programs 40
 - static electricity 86
 - status indicators
 - battery charge 32, 76
 - Caps Lock 31
 - drive activity 31
 - hard drive 31
 - location 16
 - Num Lock 36
 - numeric keypad 31, 36
 - Pad Lock 31
 - power 32
 - Sticky Notes 52
 - Support
 - getting specifications 18
 - using 3
 - surge protector 24
 - Suspend 35
 - S-Video (TV) out
 - jack 71
 - system identification label 14, 17
 - system keys
 - combinations 35
 - locating 33, 34
 - system restore 121
- T**
- Tablet and Pen Settings 52, 57
 - tablet control buttons
 - locating 16
 - Screen Rotation 37
 - Tablet Input Panel 37
 - Windows Security 37
 - XtraBright/XtraDim 38
 - Tablet Input Panel
 - button 37
 - Tablet PC Input Panel 52, 55
 - tapping 46
 - technical support
 - automated troubleshooting 148
 - Support 18
 - Technical Support 148
 - tips before contacting 147
 - tutorial service 148
 - telephone support 147
 - television
 - playing DVD on 71
 - TV out jack 71
 - viewing display on 71
 - tips
 - pen 54
 - touchpad
 - buttons 39, 40
 - clicking 40
 - double-clicking 40
 - dragging screen objects 41
 - locating 15
 - moving pointer 39, 40
 - moving screen objects 41
 - opening files, folders, and programs 40
 - opening shortcut menu 41
 - right-clicking 41
 - rocker switch 39
 - selecting screen objects 40
 - training
 - CD 149
 - classroom 149
 - Gateway Learning Libraries 149
 - Learn With Gateway 149
 - troubleshooting
 - audio 145
 - automated system 148
 - CD drive 126

- device installation 126
- display 127
- DVD drive 128
- faxes 138
- files 131
- general guidelines 125
- hard drive 132
- Internet connection 133, 138
- IRQ conflict 126
- keyboard 134
- LCD panel 127
- memory 135
- memory card reader 135
- modem 136
- mouse 140
- network 140
- passwords 141
- PC Cards 141
- power 142
- printer 143
- safety guidelines 124
- screen 127, 146
- screen area 127
- screen resolution 127
- sound 145
- technical support 147
- telephone support 147
- touchpad 145
- video 146
- Web site connection speed 134
- turning off
 - convertible tablet PC 29, 30
 - wireless network 35, 49
- turning on
 - convertible tablet PC 27
 - wireless network 35, 49
- tutoring
 - fee-based 149

U

- undocking 110
- updating

- device drivers 3
 - Norton Internet Security 117
 - Windows 120
- upgrading 85
- USB port 11, 105, 106

V

- VGA port 11, 69, 106
- video
 - playing 64
 - troubleshooting 146
- video camera
 - connecting 74
- virus
 - protecting against 117
 - removing 117
- voice recognition 52
- volume
 - adjusting 36, 48
 - adjusting modem 139
 - controls 34, 48
 - muting 36, 48
 - system keys 33, 36
 - troubleshooting 145

W

- waking up convertible tablet PC 29
- Web site
 - Gateway 3
- Windows
 - key 33, 34
 - Product Key Code 18
 - restoring 121
 - updating 120
- Windows Journal 52
- Windows Media Player 64
- Windows Security button 30, 37
- Windows Security Center
 - using 117
- Windows XP Tablet PC 2005 52
- wireless network
 - button 35

turning off 49
turning on 49
writing 42, 54

X

XtraBright/XtraDim button 38, 45