

# User's Guide



Gateway®

**Gateway desktop series**

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Visit **[registration.gateway.com](http://registration.gateway.com)** and discover the benefits of being a customer of Gateway.

Remark: All images are for reference purposes only. Actual configuration may vary.

# STARTING YOUR COMPUTER

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Thank you for purchasing this Gateway computer!

This guide has been designed to introduce you to the features of your computer and assist in your computing experience.

After setting up and starting your computer, as shown in the setup instructions, it will ask you questions that will help you connect to the Internet. Your computer will then configure installed software.

## REGISTRATION

When using your computer for the first time, it is recommended that you register it. This gives you access to some useful benefits, such as:

- Faster service from our trained representatives.
- Membership in the Gateway community: receive promotions and participate in customer surveys.
- The latest news from Gateway.

### *How to register*

During the initial startup of your computer, a window will invite you to register. Please fill in the information and click **Next**. The second window you'll see contains optional fields that will help us to provide you with a more personable customer service experience.

### Another option

Another way to register your Gateway product is to visit our website at **registration.gateway.com**. Choose your country and follow the simple instructions.

After registering, you will be sent a confirmation email with important information that you should keep in a safe place.

## SOFTWARE INSTALLATION

Your computer will automatically install software and prepare your computer for use. This may take some time, please do not turn off your computer; wait until the installation has finished.

## RECOVERY

You should create recovery discs as soon as you are able. The *Gateway Recovery Management* program allow you to create recovery discs and then to restore or reinstall applications and drivers provided by Gateway. You will need a pack of writable DVDs.

## HAVING TROUBLE?

Gateway provides several options to support your purchase.

### Gateway support

Make sure you write down your computer serial number, date and place of purchase and model name on the area provided in this guide; save your proof of purchase. Before you call us, please write down any error

message that accompanies the problem, and have the computer in front of you and switched on if possible. Having these items to hand when contacting us will ensure better and quicker service.

### Gateway website

Remember to visit [www.gateway.com](http://www.gateway.com) - Check out the support section for up-to-date information, help, drivers and downloads.

### Warranty and contact information

You can find information about the warranty for your computer and how to contact technical support in your computer's Warranty.

# COMPUTER BASICS

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## SAFETY AND COMFORT

### Safety precautions

Please follow the guidelines below to use your computer comfortably and to avoid health problems.

#### Computer environment

Make sure that the computer:

- Is used on a stable surface, stand or table. A fall can seriously damage the computer.
- Is not used on a surface that vibrates, or used when taking part in sport, exercise or other activities in a dynamic environment. Vibration or movement can loosen fastenings, damage internal components and even cause battery leakage.
- Is away from direct sunlight and sources of heat.
- Is away from magnetic fields or any device generating static electricity.
- Is kept at least 30 centimetres (one foot) away from a mobile phone.
- Is not in a dusty or damp environment.
- Is not used near water. Never spill liquids of any kind on or into your computer.
- Is not placed on a carpet or any other surface that may have an electrical charge.

## Cables

Make sure that:

- Cables are not strained and that there is no risk of people walking or tripping over them.
- Other devices do not crush the cables.
- The power cable is connected to the computer before connecting the power cable to the AC power outlet.
- The power cable is unplugged from the power outlet before disconnecting the power cable from the computer.
- Three-pin power cords are connected to a grounded power outlet.
- The power outlet is easily accessible and as close to the computer as possible (do not overload it with too many adapters).

If your computer uses an external AC adapter:

- Do not cover or place objects on the AC adapter. Allow the adapter to cool properly during use by keeping it clear of objects.
- Only use the AC adapter that is supplied with your computer. Although other adapters may look similar, using them can damage your computer. If a replacement is required, use only parts certified for use with your computer.

## Cleaning your computer

- Always unplug your computer from the power outlet before cleaning it.
- Do not use liquid or aerosol cleaners, use a damp cloth instead.
- Never spray cleaning product directly on the screen.

- If dust has accumulated inside your computer, do not use a vacuum cleaner to remove it.
- If you spill liquid on your computer or any device attached to it, switch it off immediately, unplug the power cord and make sure it is completely dry before switching it on again. Wait overnight if necessary.

**Note:** *If your computer includes slots for memory cards or expansion devices, plastic 'dummies' may be installed in the card slots. Dummies protect unused slots from dust, metal objects or other particles. Save the dummies for use when no cards are in the slots.*

### Servicing your computer

Do not attempt to service your computer yourself, as opening or removing covers may expose you to dangerous voltage or other risks. Refer all servicing to qualified service personnel.

Unplug your computer from the wall outlet and refer servicing to qualified service personnel when:

- the power cord or plug is damaged, cut or frayed,
- liquid was spilled into the product,
- the product was exposed to rain or water,
- the product has been dropped or the case has been damaged,
- the product exhibits a distinct change in performance,
- the product does not operate normally after following the operating instructions

**Note:** Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.

## **Health precautions**

- The computer and accessories may contain small parts. Keep them out of the reach of small children.
- If you work or play for hours at a time, then make sure you take regular breaks. Look away from the computer's screen once in a while. Do not use your computer if you are tired.
- To protect your hearing, when using speakers or headphones, increase volume gradually until you can hear clearly and comfortably; do not increase the volume level after your ears have adjusted. Do not listen to high volumes for extended periods. Do not increase the volume to block out noisy surroundings; decrease the volume if you cannot hear people speaking near you.
- Ensure that the computer's ventilation slots and openings are never obstructed or covered. Do not place the computer on a soft surface (such as a carpet, chair or bed) that may block ventilation slots.
- Do not push objects of any kind into ventilation or case slots as they may touch dangerous voltage points or short-out parts that may result in a fire or electric shock.
- Some disorders of the hands, wrists, arms, neck, shoulders, legs and back may be associated with, or aggravated by certain repetitive

actions. To reduce your risk of developing these disorders, type with your wrists straight and your hands and wrists floating above the keyboard. If you experience periods of pain, tingling, numbness or other discomfort, please contact your doctor.

- We advise that parents monitor the use of games by their children. If you or your child experience any of the following symptoms: dizziness, blurred vision, eye or muscle twitches, loss of consciousness, disorientation, any involuntary movement or convulsion, IMMEDIATELY discontinue use and consult your doctor. This may happen even if the person has no medical history of epilepsy.

# SETTING UP YOUR COMPUTER

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## **ARRANGING A COMFORTABLE WORK AREA**

Working safely and comfortably begins with the arrangement of your work space and the proper use of equipment. For this reason, it is very important to take time and think about how you are going to arrange your work area. Refer to the diagram on the following page as you set up your system.

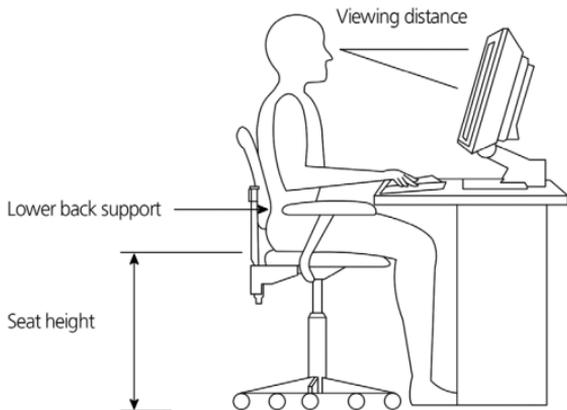
Here are some points to consider:

### **Adjusting your chair**

Having the right kind of chair does not necessarily mean you'll be properly supported. It is necessary to adjust your chair to fit your body. Proper body posture will make you more comfortable and productive.

- Avoid tilting your chair. If you have a chair that tilts, lock the tilt knobs so that your chair will not tilt forward or backward while you are using your computer.
- Adjust your chair height in such a way that you can sit on it with your thighs parallel to the floor and your feet resting flat on the floor.
- Rest your body on the chair back. Your torso works harder to maintain balance if you do not rest your body on the chair back.

## Positioning your PC



Take note of the following when selecting a location for your computer:

- Do not put your computer near any equipment that might cause electromagnetic or radio frequency interference, such as radio transmitters, televisions, copy machines or heating and air-conditioning equipment.
- Avoid dusty areas and extremes of temperature and humidity.
- You may place your computer beside your desk or under your table, as long as it does not block the space you need for working and moving.

## **Positioning your monitor**

Place your monitor at a comfortable viewing distance, usually 50 to 60 cm away. Adjust the display in such a way that the top of the screen is at or slightly below eye level.

## **Positioning your keyboard**

The location of the keyboard is a very important factor for your posture. Placing it too far away will make your body lean forward, forcing you to sit in an unnatural position. Placing it too high will add tension to your shoulder muscles.

- The keyboard should be placed just above your lap. Adjust the keyboard height by flipping the folding stands located under the keyboard.
- Keep your lower arms parallel to the floor as you type. Your upper arms and shoulders should be relaxed. Then try typing with a light touch. If you feel any shoulder or neck strain, stop for a while and check your posture.
- Position your keyboard in front of your monitor. Putting your keyboard beside your monitor will make you turn your head while you type which could add tension to your neck muscles.

## **Positioning your mouse**

- The mouse should be placed on the same surface as your keyboard so that you can reach it with ease.

- Adjust its position to allow enough space for movement without making you stretch or lean over.
- Use your arm to move the mouse. Do not rest your wrist on the table when moving the mouse.

# USING YOUR COMPUTER

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## **CONNECTING THE COMPUTER**

Setting up your computer is easy. For the most part, you only have four things to connect: the mouse, the keyboard, the monitor, and the power cable.

*Note: The peripherals shown in the connections below are for your reference only. Actual device models may vary.*

*Please follow the instructions provided on the setup guide.*

### **Connect your mouse and keyboard**

#### **PS/2 interface**

Plug the PS/2 mouse and keyboard cable into the PS/2 keyboard port (purple port) and mouse port (green port) located on the rear panel of your computer.

#### **USB interface**

You can also plug a USB mouse or a USB keyboard cable into any of the USB ports located on the front and rear panels of your computer.

#### **Wireless**

Certain computers include a wireless mouse and keyboard. Please follow the instructions provided on the setup guide.

## Connect a monitor

To connect a monitor, simply plug the monitor cable into the appropriate port located on the rear panel of your computer.

*Note: The type of connection can vary. Use a cable that matches both your monitor and your computer. Refer to the monitor manual for additional instructions and information.*

## Connect to a broadband network

### Individual network configuration

Connect one end of the network cable on the network port on the rear of the computer, then connect the other end of the network cable into the cable modem or network jack or hub on your network.

*Note: Consult your operating system help files for information on how to configure your network setup.*

## Connect to power

1. Plug the power cable into the power cable socket located on the rear panel of your computer.
2. Plug the other end of the power cable into a power outlet.

**Caution: Before you proceed, check the voltage range in your area. Make sure that it matches your computer's voltage setting. If they don't match, change your computer's voltage setting according to your area's voltage range.**

## **TURNING ON YOUR COMPUTER**

After making sure that you have properly set up the system, applied power, and connected all the necessary peripherals, you can now power on the system.

*Important: Make sure that the power cable is properly plugged into an electrical outlet. If you are using a power strip or an AVR (Auto-Voltage Regulator), make sure that it is plugged in and turned on.*

## **TURNING OFF YOUR COMPUTER**

1. On the Windows taskbar, click on the Start button, then click Shut Down.
2. Turn off all peripherals connected to your computer.

If you cannot shut down your computer normally, press and hold the power button for at least four seconds. Quickly pressing the button may put the computer in suspend mode only.

## **USING THE OPTICAL DRIVE**

Your computer may come with an optical drive. This drive is located on the front panel of your computer. The drive allows you to play all common CD, DVDs, and optionally Blu-ray discs. You may also save information and create your own CDs or DVDs with appropriate software and special writable discs (e.g by using a CD-R, CD-RW, DVD-R or DVD-RW).

Optical discs are compact, lightweight and easy to carry around. However, they are delicate and must be handled with care.

## **To insert a disc into your computer's optical drive:**

1. Press the optical drive's eject button.
2. When the disc tray slides open, place the disc gently on the tray. Make sure that the label or title side of the disc is facing upward.  
When holding a disc, hold it by the edges to avoid leaving smudges or fingerprints.
3. Push the tray and it will close automatically or press the eject/load button.

## **Taking care of your optical discs**

- Keep your disc in its case when not in use to avoid scratches or other damage. Any kind of dirt or damage can affect the data on the disc, impair the disc lens reader on the optical drive, or stop the computer from successfully reading the disc.
- When handling discs, always hold them by the edges to avoid smudges or fingerprints.
- When cleaning discs, use a clean, dust-free cloth and wipe in a straight line from the center to the edge. Do not wipe in a circular motion.
- Clean you optical drive periodically with a cleaning kit; cleaning kits may be purchased at any computer or electronics shop.

# UPGRADING YOUR COMPUTER

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## EXPANDING THROUGH OPTIONS

Your computer offers you many options for a complete computing experience.

### Connectivity options

Ports allow you to connect peripheral devices to your computer. For instructions on how to connect different external devices to the computer, read the following section.

#### Memory card reader

Memory cards are used in a wide selection of digital cameras, PDAs, MP3 players and mobile phones.

#### Inserting a memory card

1. Align the card so that the connector points towards the port, with the connectors facing down.
2. Carefully slide the card into the port. If you find you need to use any force to insert the card, try reorientating the card slightly.
3. Push the card until it clicks into place. A few millimetres of the card will extend from beyond the slot.



If the card contains some files, the *Windows Auto Play* window may appear (this depends on the contents of the card) and ask you if you wish to use a program to access the contents of the card. Select an option here if it is appropriate, otherwise select **Cancel**. If the card contains no files, or unknown files, a window will open showing the contents of the card.

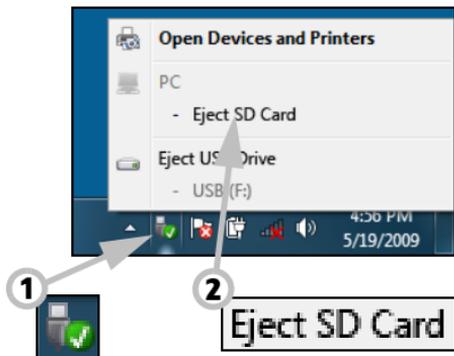
### SD, SDHC and SDXC cards

Different types of SD cards cover different capacities, while using the same overall design. SD cards contain up to 4 GB, SDHC cards contain up to 32 GB, and SDXC cards can contain up to 2048 GB (2 TB). Your computer provides an SDHC or SDXC compatible card reader.

**Note:** *SDXC memory cards can only be used in an SDXC-compatible reader; SD and SDHC cards can be used in either type.*

### Removing a card from an memory card reader

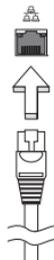
1. Click on the **Safely Remove Hardware** icon in the *Notification Area* (next to the clock).
2. Click on **Eject SD Card** (or the name of the device).
3. Wait until a *Safe to Remove Hardware* message is displayed.
4. Remove the card.



## Built-in networking

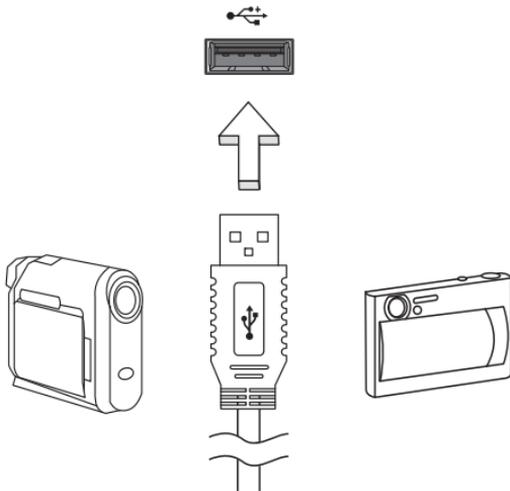
The built-in networking allows you to connect your computer to an Ethernet-based network.

Connect an Ethernet cable from the Ethernet (RJ-45) port on the chassis of the computer to a network jack or hub on your network.



## Universal Serial Bus (USB)

The USB port is a high-speed serial bus which allows you to connect USB peripherals without taking up system resources.



Certain computers may include one or more USB 3.0 ports. These resemble standard USB ports, except they include additional internal connections and are blue. You may use USB 3.0 compatible devices with these ports to benefit from faster transfer speeds.

### Video port

Connect to a monitor with a VGA or DVI port (the type of connection supported depends on your computer's configuration). The appropriate cable is usually included with the monitor.

Follow these steps to connect an monitor to your computer:

1. Check that the computer is powered off and the monitor power switch is turned off.
2. Attach the video cable to the monitor port on the computer. Secure the cable connection with the screws provided.
3. Connect the monitor power cable and plug it into a properly grounded wall outlet.
4. Follow any setup instructions in the monitor's user's guide.
5. Turn on power to the monitor, then the computer.
6. Make sure that the current resolution and refresh rate do not exceed the specifications of the monitor. If necessary change the display settings used by the computer.

**Note:** To access the display controls: Click on **Start, Control Panel, Appearance and Personalization**. Click on the **Display** category, then select **Change Display Settings**.

### High-Definition Multimedia Interface (only for certain models)

HDMI (High-Definition Multimedia Interface) is an industry-supported, uncompressed, all-digital audio/video interface. HDMI provides an interface between any compatible digital audio/video source, such as a set-top box, DVD player, and A/V receiver and a compatible digital audio and/or video monitor, such as a digital television (DTV), over a single cable.

Use the HDMI port on your computer to connect with high-end audio and video equipment. Single cable implementation allows tidy setup and fast connection.



### Headphones and microphone

These two ports allow you to connect audio devices. Use the headphone port to plug in stereo headphones or powered speakers. Plugging an audio device to the headphone port disables the built-in speakers. Use the microphone port to connect an external microphone for mono recording; plugging in an external microphone disables the built-in microphone.

# SOFTWARE

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## USING WINDOWS AND YOUR SOFTWARE

Gateway computers include software to help you use your computer; the programs and categories available on your computer depend on the model purchased. Most of this software is 'pre-installed' and ready to be used; however some software may be provided on a CD or DVD and must first be installed if you wish to use it. To do so, insert the installation CD or DVD. An installation wizard will start automatically and all you have to do is follow the instructions on the screen.

### Welcome Center

The first time you turn on your computer, the *Welcome Center* window opens. The *Welcome Center* introduces you to the new features and tools of Windows. You can access the *Welcome Center* later by clicking **Start**  > **Getting Started**.

### Internet security offer

It is vital to protect your computer from viruses and attacks over the Internet (see *Security* on page 40). An comprehensive Internet security suite, including a free trial subscription period, is offered when you first start your computer. You should activate this protection before connecting to the Internet. This security suite protects your computer from the most

recent online threats and protects your personal data (bank account credentials, credit card numbers, passwords, and more).

## Productivity software

**Work Great with Microsoft® Office 2010** - Express your ideas, solve problems and simplify everyday projects with Office 2010.

**Photo editing** - Easily edit and print your photos with Windows Live Photo Gallery. Then share them on Facebook, YouTube™ or Windows Live.

**Search & Decide with Bing™** - Find and organize the answers you need using Bing™, so you can make faster, more informed decisions.

## Gateway Recovery Management

To prepare your computer for system recovery options, you should create a set of recovery discs as soon as possible. See page 66 for more information.

## Playing multimedia files

You may use the media software on your computer to play music, films or photo slide-shows and watch television (if your computer has a TV tuner). Other options allow you to create CDs or DVDs.

One or more media programs are installed on your computer, *Windows Media Player* and optionally *Windows Media Center* are provided by Microsoft. Other media programs may have been installed by Gateway to provide an improved media experience.

## Windows Media Player

Windows Media Player may be used to play MP3 or WMA audio files, CDs or most video files.

 **Note:** *It is not recommended that you use Windows Media Player to play DVD movies. Other media players (such as Windows Media Center) provide additional playback options.*

## Windows Media Center (optional)

Certain computers include all-in-one media 'centers' such as *Windows Media Center*. These programs can handle a variety of multimedia content, presented with simple menus that may be easily controlled with a remote control. You may watch live or recorded TV (if your computer has a TV tuner), listen to digital music, view pictures and personal videos, create CDs and DVDs, or access content from online services.



To start the media program installed on your computer, click on **Start** > **Windows Media Center**.

## Setup

 **Caution:** **If your computer includes a remote control or TV tuner they must be connected and active before starting the media program for the first time.**

The first time you start the media program, it will start a setup wizard, which will configure some basic settings. If available, select the *Express* setup option, you may then configure additional options as needed.

 **Note:** *If you have an Internet connection, the **Guide** (Electronic Program Guide) allows you to view a list of current TV shows. This shows channel and network information, as well as the title, description and scheduled broadcast time of shows.*

### Cyberlink PowerDVD (optional)

If your computer does not include Windows Media Center, or it is equipped with a Blu-ray drive, you may watch movies with *PowerDVD*. You may start *PowerDVD* by inserting a disc and waiting for the program to start automatically.

## AutoPlay

The Windows *AutoPlay* function allows you to choose the way Windows handles media files on devices with removable storage (digital camera, CD, DVD, etc).

If you have inserted a disk that contains files (such as a DVD, USB key or memory card), Windows will display a dialog box and ask you to choose how you want to open the files.

For example, if you have inserted an audio CD or a DVD movie, Windows will automatically display a dialog box and ask you to choose how you



want to play it. If Windows asks you to select a DVD player, we recommend that you always choose the DVD player included with your software collection (e.g. *PowerDVD* or *Windows Media Player*).

## Playing downloaded files

Downloaded files may work with the media programs installed on your computer, or may require specific programs. Files that include DRM functions may only play in specific programs (e.g. iTunes, Windows Media Player) or only on devices certified for use with the each type of file. Other formats may require a specific audio or video *codec* that may not have been installed on your computer.

### Codecs

A codec is software that is used to **compress** or **decompress** a digital media file, such as a song or video. Windows Media Player and other programs use codecs to play and create digital media files.

For example, when you rip a song from an audio CD to your computer, the player uses the Windows Media Audio codec to compress the song into a compact WMA file. When you play that WMA file (or any WMA file that might be streamed from a Web site), the media player uses the Windows Media Audio codec to decompress the file so the music can be played through your speakers.

### *Why do I get a message that says my computer is missing a codec?*

If you get a message that says that your computer is missing a codec, it may be because you are using a file that was compressed using a codec

that Windows or the media player does not include by default. In many cases, you can download and install the missing codec by clicking on the Web Help button in the error message.

Please also see *Windows Help and Support* for more information.

## Playing DVD movies

You can play DVD movies on your computer.

1. Insert the DVD.

***Important!*** *When you launch the DVD player for the first time, the program asks you to enter the region code. DVD content is coded with one of six regions. Please refer to the table below for DVD movie region code information.*

***Once your DVD drive is set to a region code, it will play DVD discs of that region only. You can set the region code a maximum of five times (including the first time), after which the last region code set will remain permanent. Recovering your hard disk does not reset the number of times the region code has been set.***

2. The DVD movie will automatically play after a few seconds.

Region code	Country or region
1	USA, Canada
2	Europe, Middle East, South Africa, Japan
3	Southeast Asia, Taiwan, South Korea
4	Latin America, Australia, New Zealand
5	Former USSR, parts of Africa, India

Region code	Country or region
6	People's Republic of China

**Note:** *To change region code, insert a DVD movie of a different region into the DVD drive.*

### **Playing Blu-ray movies**

If your computer is equipped with a Blu-ray disc drive, you can play Blu-ray movies on your computer.

Simply insert the disc into the optical drive, after a short delay *Cyberlink PowerDVD* will start to play the movie. Use the media controls to control playback.

# INTERNET

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## FIRST STEPS ON THE NET

### Protecting your computer

It is vital to protect your computer from viruses and attacks over the Internet (see *Internet security offer* on page 25 and *Security* on page 40). A comprehensive Internet security program is offered when you first start your computer. You should activate this protection as soon as possible, certainly before you connect to the Internet.

### Choose an Internet Service Provider



Using the Internet has become a natural part of daily computing. Just a few simple steps can connect you to a vast collection of knowledge and communication tools. To accomplish these steps you should first select an *Internet Service Provider* (ISP), which supplies the connection between your computer and the Internet. You should research the ISPs available in your region, not forgetting to talk to friends and family about their experiences or to check reviews and consumer reports. The ISP you select will provide instructions on how to connect to the Internet (you may need additional software or a special 'box' that connects to your phone line).

## Connection types

Depending on your computer model, your location and your communication needs, you have several ways to connect to the Internet.

### Dial-up

Some computers include a telephone dial-up ('modem') connector. This allows you to connect to the Internet using your telephone line. With a dial-up connection, you cannot use the modem and the telephone simultaneously on a single phone line. This type of connection is recommended only if you have limited use of the Internet as the connection speed is low and connection time is typically charged per hour.

### DSL (e.g. ADSL)

DSL (Digital Subscriber Line) is an 'always-on' connection that runs over the phone line. As DSL and phone do not use the same frequencies, you can use your telephone at the same time you are connected to the Internet (this requires a 'micro-filter' on each telephone socket to avoid interference). To be eligible for DSL, you must be located near an DSL-equipped phone exchange (service is sometimes unavailable in rural areas). Connection speeds vary depending on your location, but DSL generally provides very fast and reliable Internet connection. As the connection is always-on, it is generally charged at fixed monthly rates.



**Note:** *A DSL connection requires an appropriate modem. A modem is usually provided by the ISP when you register. Many of these modems include an 'router' that provides network and wi-fi access.*

## Cable

A cable connection provides fast and always-on Internet service via a cable television line. This service is generally available in large cities. You can use your telephone and watch cable TV at the same time you are connected to the Internet.

## **Network connections**

A LAN (Local Area Network) is a group of computers (for example, within an office building or home) that share a common communications line and resources. When you set up a network, you can share files, peripheral devices (such as a printer) and an Internet connection. You can set up a LAN using wired technologies (such as Ethernet) or wireless technologies (such as WiFi or Bluetooth).

## Wireless networks

A wireless LAN or WLAN is a wireless local area network, which may link two or more computers without using wires. Setting up a wireless network is easy and allows you to share files, peripheral devices and an Internet connection.

## What are benefits of a wireless network?

### *Mobility*

Wireless LAN systems allow you and other users of your home network to share access to files and devices connected to the network, for example a printer or scanner.

Also you can share an internet connection with other computers in your home.

### *Installation speed and simplicity*

Installing a wireless LAN system can be fast and easy and eliminates the need to pull cables through walls and ceilings.

### *Components of a wireless LAN*

To set up your Wireless network at home you need to have the following:

#### *Access point (router)*

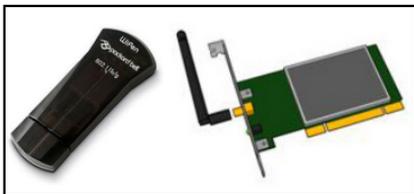
Access points (routers) are two-way transceivers that broadcast data into the surrounding environment. Access points act as a mediator between wired and wireless network. Most routers have a built-in DSL modem that will allow you access to a high speed DSL internet connection. The ISP (Internet Service Provider) you have chosen normally supplies a modem/router with the subscription to their services. Read carefully the documentation supplied with your Access point/router for detailed setup instructions.

#### *Network cable (RJ45)*

A network cable (also called RJ45 cable) is used to connect the host computer to the access point (see illustration below); this type of cable may also be used to connect peripheral devices to the access point.

## Wireless adapter

This is connected to the computer that you wish to connect to your network, there are different types of wireless adapter available, the most common are:

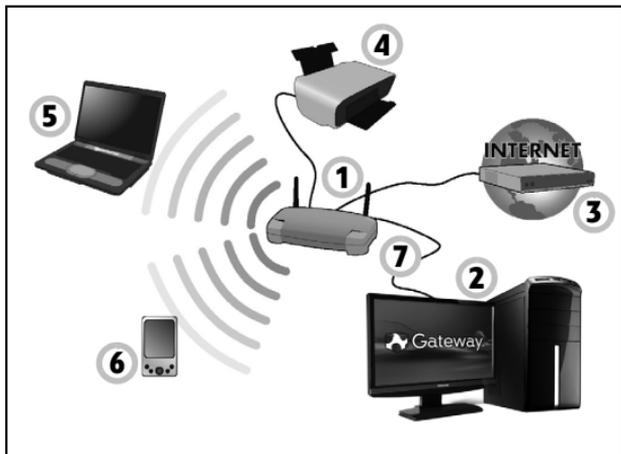


*USB WiFi adapter:* Connects to a free USB port on your computer.

*Wireless Expansion Card:* This card is installed inside your computer in an available expansion slot.

## Diagram of a working network

1. Access point/router
2. Desktop computer
3. Modem
4. Printer
5. Portable computer
6. PDA/Smartphone
7. Network cables (RJ45)



## Turning on/off a wireless network connection

If your computer has wireless access, but does not feature a *Communication* button, you may turn your wireless network on or off, or control what is shared over the network with the network management options. Click on **Start**  > **Control Panel** > **Network and Internet** > **Network and Sharing Center**.

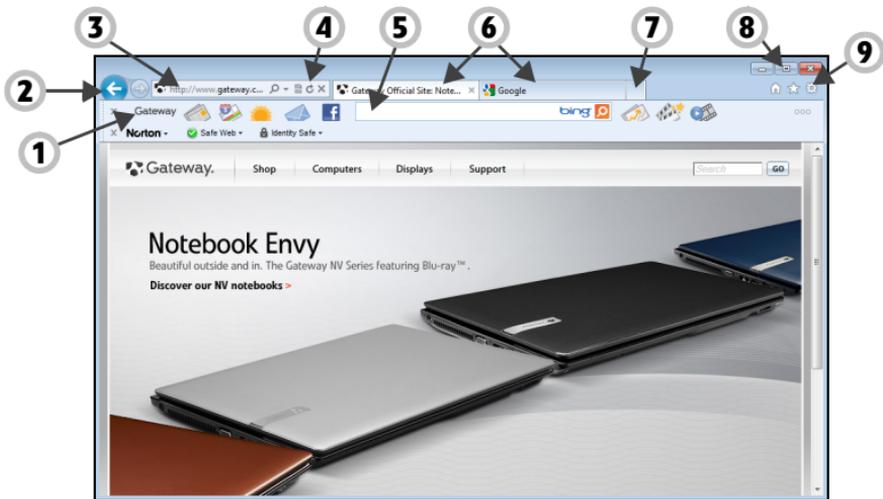
## Surf the Net!

To surf the Internet, you need a program called an Internet browser. *Internet Explorer* provides an easy and secure web browsing experience. As soon as you have your Internet access installed and you are connected, click on the Internet Explorer shortcut located on the Windows desktop and take your Internet experience to a new level!



## Internet Explorer features

The image below shows the Internet Explorer browser's start page. A brief description of some key aspects of the browser are listed below.



1. Bing Bar: Search the web and use Bing tools to alert you of news, fill forms automatically, stay safe online and more.
2. Back and Forward buttons: Navigate through pages you have already visited.
3. Address bar: Type in an Internet address (e.g. www.gateway.com) and press the Enter key on your keyboard, this will take you directly to the address you typed.
4. Refresh: Reload the selected page.

5. Search Box: Search the web without having to open a new page.
6. Tabs: Each tab displays a web page. The tabs allow you to instantly switch from one site to another.
7. New tab: Open a new tab with links to your most popular sites.
8. Reduce, maximize or close the window.
9. Home, Favorites and Tools: Open the home page; manage your favorite websites, feeds and history; and access browser tools, such as Print, Safety or Options.

**Caution:** Internet Explorer includes a *Phishing Filter* that warns you about and helps to protect you from potential or known fraudulent websites (sites that look legitimate but actually are designed to capture your personal information). The address bar will turn yellow and a warning message will be displayed if you visit a suspected phishing site.

### Gateway website

To get you started why not visit our website, [www.gateway.com](http://www.gateway.com).

Gateway is dedicated to provide you with on-going personalized support. Check out our *Support* section to get help tailored to your needs.

**www.gateway.com** is your portal to a world of online activities and services: visit us regularly for the latest information and downloads!

## Security

You are probably eager to explore everything the Internet has to offer. In order for you to be safe online, Gateway has pre-installed Symantec's award-winning Norton Internet Security™ on your computer.

Norton Internet Security runs quietly in the background to block today's complex threats and protect your identity when you shop, bank, or browse online.

Norton Internet Security blocks online identity theft, detects and eliminates spyware, removes viruses and Internet worms, protects against hackers.

### Definitions

#### What is a virus?

Malicious software, typically called 'viruses', are programs designed to infect and damage computers. Most viruses are transmitted over the Internet, emails or malicious Web sites. A typical virus will replicate and pass itself undetected to multiple computers. Other forms of nuisance, such as Trojan horses, worms or spam can infect your computer in various ways, using up resources or clogging up a network.

 **Note:** Gateway guarantees that your computer was 100% virus free at the time of purchase and does not cover damages due to viruses.

#### What is spyware?

Spyware refers to generally unwanted programs that are downloaded onto your computer while connected to the Internet, often without you knowing it. Once it has infected your computer, it can snoop on your browsing

activity, collect personal information, cause pop-up ads to appear, or even change the configuration of your computer. Spyware consumes resources on your computer; it can slow down your Internet connection or entire computer system, and even cause crashes.

Spyware is sometimes used by unscrupulous companies to monitor and track the sites you visit on the Internet so as to determine your web-surfing habits and display targeted pop-up ads on your screen. However, some kinds of spyware go beyond simple tracking and actually monitor keystrokes and capture passwords, posing a serious security risk.

### What is malware?

Malicious software, also known as *malware*, is software designed to deliberately harm your computer. For example, viruses, worms, and Trojan horses are malicious software. To help protect your computer against malware, make sure it is using up-to-date antivirus and anti-malware software.

### What is a personal firewall?

A personal firewall is a software program designed to prevent unauthorized access to or from a private network. It acts as a shield to protect your Internet connection from unwanted connections, some of which may attempt to take control of your computer to install or re-distribute viruses or malicious programs. Each connection to your computer is monitored - programs that attempt to receive information without your permission are detected and the firewall will display an alert. You can then decide if you will allow the connection, if the connection is to a program you are currently using then normally you would allow it (i.e. a

game connecting to a multi-player server or an encyclopaedia making a content update).

### *How to protect your computer*

Cybercrime prevention can be straight-forward - when armed with a little technical advice and common sense, many attacks can be avoided. In general, online criminals are trying to make their money as quickly and easily as possible. The more difficult you make their job, the more likely they are to leave you alone and move on to an easier target. The tips below provide basic information on how you can prevent online fraud.

### *Keep your computer current with the latest patches and updates*

One of the best ways to keep attackers away from your computer is to apply patches and other software fixes when they become available. By regularly updating your computer, you block attackers from being able to take advantage of software flaws (vulnerabilities) that they could otherwise use to break into your system.

While keeping your computer up-to-date will not protect you from all attacks, it makes it much more difficult for hackers to gain access to your system, blocks many basic and automated attacks completely, and might be enough to discourage less-determined attackers, so they will give up and look for a more vulnerable computer elsewhere.

More recent versions of Microsoft Windows and other popular software can be configured to download and apply updates automatically so that you do not have to remember to check for the latest software. Taking advantage of auto-update features in your software is a great start toward keeping yourself safe online.

## Protect your computer with security software

Several types of security software are necessary for basic online security. Security software essentials include firewall and antivirus programs. A firewall is usually your computer's first line of defense-it controls who and what can communicate with your computer online. You could think of a firewall as a sort of "policeman" that watches all the data attempting to flow in and out of your computer on the Internet, allowing communications that it knows are safe and blocking "bad" traffic such as attacks from ever reaching your computer.

The next line of defense many times is your antivirus software, which monitors all online activities such as email messages and Web browsing and protects an individual from viruses, worms, Trojan horse and other types of malicious programs. Your antivirus and antispyware software should be configured to update itself, and it should do so every time you connect to the Internet.

Integrated security suites such as Norton Internet Security, which combine firewall, antivirus, antispyware with other features such as antispam and parental controls, have become popular as they offer all the security software needed for online protection in a single package. Many people find using a comprehensive security suite an attractive alternative to installing, configuring and updating several different types of security software.

**A complete version of Norton Internet Security™ is pre-installed on your Gateway system. It includes a free trial subscription to protection updates. Make sure you Activate it!**

### Choose strong passwords and keep them safe

Passwords are a fact of life on the Internet today; we use them for everything from ordering flowers and online banking to logging into our favorite airline Web site to see how many miles we have accumulated. The following tips can help make your online experiences secure:

- Selecting a password that cannot be easily guessed is the first step toward keeping passwords secure and out of the wrong hands. Strong passwords have eight characters or more and use a combination of letters, numbers and symbols (e.g., # \$ % ! ?). Avoid using any of the following as your password: your login name, anything based on your personal information such as your last name, and words that can be found in the dictionary, especially "password". Try to select especially strong, unique passwords for protecting activities like online banking.
- Keep your passwords in a safe place and try not to use the same password for every service you use online.
- Change passwords on a regular basis, at least every 90 days. This can limit the damage caused by someone who has already gained access to your account. If you notice something suspicious with one of your online accounts, one of the first steps you can take is to change your password.

### Protect your personal information

Exercise caution when sharing personal information such as your name, home address, phone number, and email address online. To take advantage of many online services, you will inevitably have to provide personal information in order to handle billing and shipping of purchased

goods. Since not divulging any personal information is rarely possible, the following list contains some advice for how to share personal information safely online:

- **Keep an eye out for phony email messages.** Things that indicate a message may be fraudulent are misspellings, poor grammar, odd phrasing, Web site addresses with strange extensions, Web site addresses that are entirely numbers where there are normally words, and anything else out of the ordinary. Additionally, phishing messages will often tell you that you have to act quickly to keep your account open, update your security, or urge you to provide information immediately or else something bad will happen. Don't take the bait.
- **Don't respond to email messages that ask for personal information.** Legitimate companies will not use email messages to ask for your personal information. When in doubt, contact the company by phone or by typing in the company Web address into your Web browser. Don't click on the links in these messages as they make take you to fraudulent, malicious Web sites.
- **Steer clear of fraudulent Web sites used to steal personal information.** When visiting a Web site, type the address (URL) directly into the Web browser rather than following a link within an email or instant message. Fraudsters often forge these links to make them look convincing.

A shopping, banking or any other Web site where sensitive information should have an "S" after the letters "http". The "s" stands for secure and should appear when you are in an area requesting you to login or provide other sensitive data. Another sign that you have a secure

connection is the small lock icon in the bottom of your web browser (usually the right-hand corner).

- **Pay attention to privacy policies on Web sites and in software.** It is important to understand how an organization might collect and use your personal information before you share it with them.
- **Guard your email address.** Spammers and "phishers" sometimes send millions of messages to email addresses that may or may not exist in hopes of finding a potential victim. Responding to these messages or even downloading images ensures you will be added to their lists for more of the same messages in the future. Also be careful when posting your email address online in newsgroups, blogs or online communities.

Online offers that look too good to be true usually are

The old saying "there's no such thing as a free lunch" still rings true today. Supposedly "free" software such as screen savers or smileys, secret investment tricks sure to make you untold fortunes, and contests that you've surprisingly won without entering are the enticing hooks used by companies to grab your attention.

While you may not directly pay for the software or service with money, the free software or service you asked for may have been bundled with advertising software ("adware") that tracks your behavior and displays unwanted advertisements. You may have to divulge personal information or purchase something else in order to claim your supposed content winnings. If an offer looks so good it's hard to believe, ask for someone else's opinion, read the fine print, or even better, simply ignore it.

### Review bank and credit card statements regularly

The impact of identity theft and online crimes can be greatly reduced if you can catch it shortly after your data is stolen or when the first use of your information is attempted. One of the easiest ways to get the tip-off that something has gone wrong is by reviewing the monthly statements provided by your bank and credit card companies for anything out of the ordinary.

Additionally, many banks and services use fraud prevention systems that call out unusual purchasing behavior (i.e. if you live in Texas and all of the sudden start buying refrigerators in Budapest). In order to confirm these out of the ordinary purchases, they might call you and ask you to confirm them. Don't take these calls lightly; this is your hint that something bad may have happened and you should take necessary action.

### Protect your computer with Windows security tools

Windows provides a variety of protection applications.

#### Windows Action Center

Windows provides a central area from where you can control the security settings of your computer, helping you to protect it from Internet attacks and ensuring that the latest security updates have been downloaded and installed on your computer.

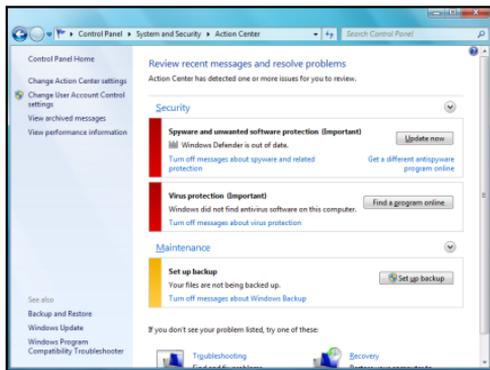
To open the *Action Center*, click on **Start**  > **Control Panel** > **System and Security** > **Action Center**.

Alternatively, if a security alert has been reported (in the Notification Area, next to the clock) then you can click on the notification balloon or double-click on the small Security Alert icon.

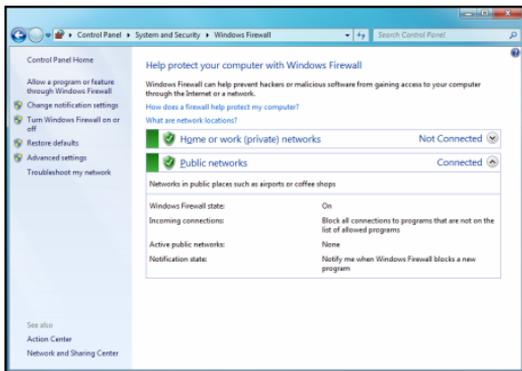
The *Action Center* indicates the status and settings used for important applications that protect your computer. In addition *Windows Firewall*, *Windows Defender* and *Windows Automatic Updates* are provided by Microsoft as part of a comprehensive system to defend your computer. The antivirus application varies according to the program installed on your computer.

### Windows Firewall

Windows has a firewall that protects your computer when connected to the Internet. It stops programs from accessing the Internet without your permission.



Certain programs need access to the Internet to function properly, or even to function at all. If this is the case, you will usually be asked to allow access when you install a program, or the first time you use it. To check firewall settings, click on **Start**  > **Control Panel** > **System and Security** > **Windows Firewall**.



**Note:** When you first start to use a Firewall it is in a 'Learning mode', you may see pop-up windows alerting you that certain programs you know and trust wish to access the internet. After a period of time the Firewall will know your list of trusted programs and won't ask for permission the next time the program tries to connect to the internet. The Firewall also protects your computer from programs from the internet trying to access your computer; this sometimes is necessary to allow access for program updates, downloads, etc.

**Caution:** Please note that most security software suites provide similar functionality and will disable Windows Firewall in order to improve system performance.

### Windows Updates

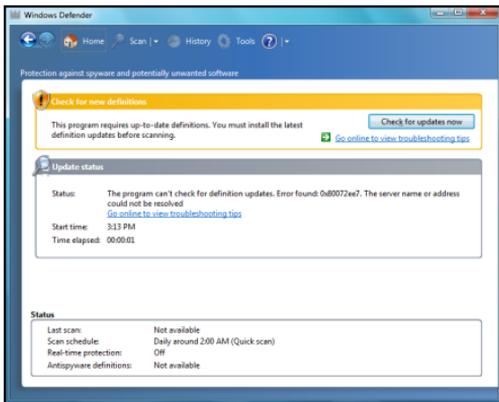
If you have an active Internet connection, Windows can check for important updates for your computer and install them automatically. These

updates include security patches and program updates that can improve your computing experience and help protect your computer against new viruses and attacks.

## Windows Defender

*Windows Defender* helps protect your computer against malicious and unwanted software, such as spyware and adware. *Windows Defender* is installed and turned on by default.

To help protect your privacy and your computer, Windows Defender includes *real-time protection* options. Real-time protection alerts you when spyware and other potentially unwanted software attempt to install themselves or run on your computer. You are also alerted if programs attempt to change important Windows settings.

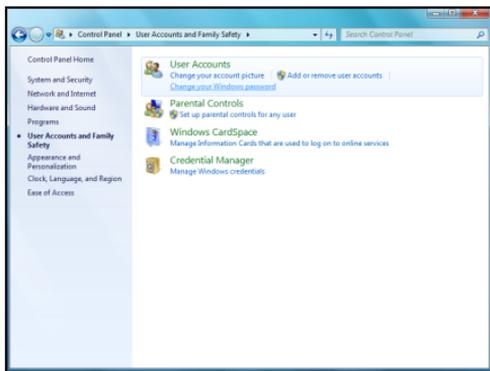


 **Note:** *Windows Defender* works with your *Windows Update* settings to automatically install the latest definitions.

**Caution:** Please note that most security software suites provide similar functionality and will disable *Windows Defender* in order to improve system performance.

## User Account Control

The *User Accounts* control panel can help prevent unauthorized changes to your computer. User Accounts will ask you for permission or an administrator password before performing actions that could potentially affect your computer's operation or that change settings that affect other users. When you see a User Account message, read it carefully, and then make sure the name of the action or program that's about to start is one that you intended to start.



By verifying these actions before they start, User Account settings can help prevent malicious software (malware) and spyware from installing or making changes to your computer without permission.

To access *User Account* settings, click on **Start**  > **Control Panel** > **User Accounts and Family Safety** > **User Accounts**.

 **Note:** You may turn off the *User Account Control Messages* (not recommended) in the *User Account Control* settings window.

### Internet Explorer security settings

Internet sites use small files called cookies to keep track of user preferences and information. You can adjust your Internet browser's security settings to determine how much -or how little- information you are willing to accept from a Web site.

To access Internet Explorer security settings:

1. In Internet Explorer, click on **Tools > Internet Options**.
2. In the **Privacy** tab, move the slider up or down to select a setting.

### How do I know when my computer is at risk?

If the *Action Center* reports an alert, or if your computer behaves erratically, crashes unexpectedly or if some of your programs do not work correctly, your computer may be infected by malicious software. However, do not blame every computer problem on a virus! If you suspect your computer is infected, the first thing to do is update, if you have not already done so, and run your antivirus and anti-spyware software.

# HELPDESK

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## SAFE COMPUTING

To make the most of your new computer and ensure it runs smoothly for a long time, you should use the programs below and regularly perform the actions described in this guide.

### Maintenance

#### Recommended maintenance tasks

There are several tasks you should perform periodically (about once per month) to ensure your computer stays in good health:

#### Error checking

Using the *Check Disk* tool regularly prevents your system from getting unreliable and information getting lost. It checks and repairs two types of errors:

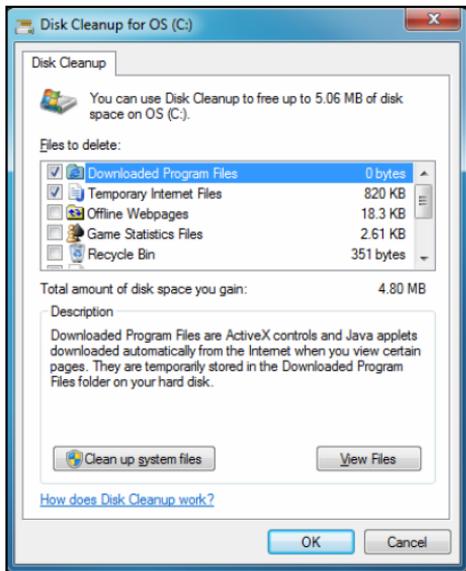
- file system errors, such as fragmented files that were not deleted and files with invalid sizes or dates;
  - physical errors, which may occur on your hard disk as it wears out over time.
1. Click on **Start**  > **Computer**. Right-click on the **Gateway (C:)** icon and select **Properties**.
  2. Click on **Tools** and **Check Now** in the *Error-checking* section.

3. Tick **Automatically fix file system errors** in the options area. If you tick **Scan for and attempt recovery of bad sectors**, your computer will carry out the physical error checking when you next restart your computer. Click on **Start** to proceed.

### Disk Cleanup

The *Disk Cleanup* Wizard helps free up space on your disk drive. It searches your drive and displays unused files, such as temporary Internet files, files in the Recycle Bin and other temporary files that you may safely delete.

1. Click on **Start**  > **Computer**. Right-click on the **Gateway** icon and select **Properties**.
2. Select the **General** tab and click on the **Disk Cleanup** button (next to the diagram of the disk drive).
3. Tick each category in the *Files to delete* area you wish to delete and click on **OK**.

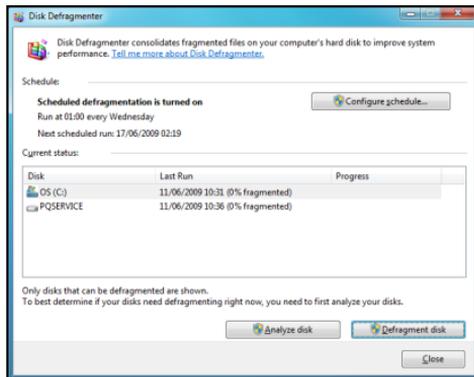


## Disk Defragmenter

With the creation and deletion of files over time, scattering occurs all over the hard disk area and affects performance. The *Disk Defragmenter* helps you rearrange the items stored on your hard drive to make your computer run faster and more efficiently.

Running the *Disk Defragmenter* once a month (depending on computer usage) will decrease wear and tear on your hard drive and thus decrease the chance of a fault developing at a later date.

1. Perform a *Disk Cleanup* and close all open programs.
2. Click on **Start**  > **Computer**. Right-click on the **Gateway** icon and select **Properties**.
3. Click on **Tools** and **Defragment now...**
4. Click on the volume you want to defragment and click on **Defragment** to start. The whole process may take several hours to complete. It is best not to use your computer while running the *Disk Defragmenter* as any changes on your system may cause the process to restart. If your hard disk is divided into several partitions you should perform the same action for each partition.

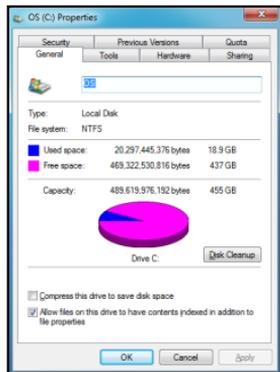


## Manage your hard disk drive (HDD)

### Check the remaining free space on your hard disk drive

1. Click on **Start**  > **Computer**.
2. Right-click on the **Gateway** icon and select **Properties**.
3. The *Hard Disk Properties* window displays the amount of used space and free space on your hard disk. If your hard disk is almost full (less than 200 MB remaining), you should consider freeing some space.

To see easily how much space is used and how much is left, simply place your pointer over the hard disk drive icon. The information will automatically appear.



### Free some Space on your hard disk drive

1. Empty the Recycle Bin: When you delete a file from your computer, Windows places it in the Recycle Bin. All the deleted files remain there until you decide to permanently delete them from your computer or to restore them to their original location. Double-click on the **Recycle Bin** on the Windows desktop and click on **Empty Recycle Bin** or select only the items you want to delete. Items deleted from external devices, such as memory cards, do not go to the Recycle Bin, they are permanently deleted.



2. Uninstall the programs you no longer use:

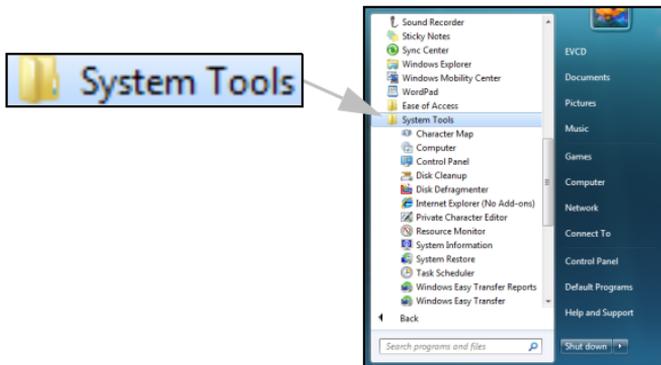
Click on **Start**  > **Control Panel** > **Programs** > **Programs and Features**.

3. Archive files on an external hard disk drive, recordable CDs or DVDs (if your computer is equipped with a CD or DVD writer) and delete them from the hard disk.

### Run Windows System Tools

Windows includes some convenient tools to keep your computer in good shape. Use these tools on a regular basis to maintain a reliable and speedy system! To make it easier, *System Tools* includes a *Scheduled Tasks* utility, which you can customize to run specific tasks regularly.

To access the list of *System Tools*, click **Start**  > **All Programs**, then the **Accessories** folder in the list of programs and finally select **System Tools**.



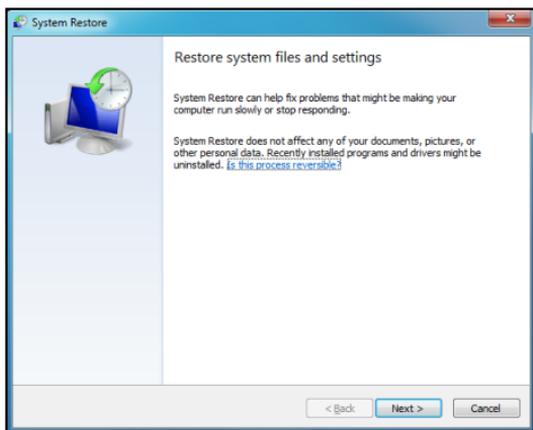
## Windows System Restore.

*System Restore* monitors changes to your computer and automatically creates restore points that store your computer's configuration each time a major change occurs (such as installing programs). It can undo harmful changes to your computer and restore settings and performance without removing your personal data files (such as documents, browsing history, photos, favorites, or emails).

 **Note:** *If you only need to uninstall a program, do not use System Restore. To uninstall a program use **Programs and Features** in the **Control Panel**.*

*To start System Restore from the Windows desktop:*

Click **Start**  > **All Programs** > **Accessories** > **System Tools** > **System Restore**.



*If you cannot access the Windows desktop:*

1. Press the **Alt+F10** key upon start-up when the Gateway logo appears. This will open the *Recovery Program*.
2. Select **Windows System Restore** and click **Next**. Your computer will automatically restart and open *System Restore*.

### *System Restore options*

*Restore your computer to an earlier time*

This option will return to your computer to how it was on an earlier date, without affecting your personal documents or emails (it will not restore lost documents either). By default Windows saves snapshots of itself when major changes are made to the Operating System (e.g. driver installations or specific software). This is useful when a driver installation failed, or when you changed a system setting, and it did not work.

1. Click **Next**.
2. Select from the list the date when the restore point was created and click **Next**.
3. In the confirmation screen, click on **Finish** to restore the computer to the selected date and time.

## Create a Restore Point

Windows creates restore points automatically at regularly scheduled times or before certain programs or drivers are installed. This option allows you to create your own restore points when you need to.

1. Click **Start**  > **Control Panel** > **System and Security** > **System**. Click on **System protection** in the sidebar and then click the **Create...** button.
2. Enter a description to identify this restore point. *System Restore* automatically adds the date and time to this name.
3. To finish, click on **Create**.

## Undo the last restoration

If the system fails after restoring the computer to a certain date, you can use this option to undo the restoration.

Alternately, you can use *Last Known Good Configuration* to restore the system to your most recent settings that worked.

1. Restart the computer, press **F8** to access advanced startup options.
2. Use the arrow keys to highlight **Last Known Good Configuration** and press **Enter**.

## Updates

As new viruses, worms, and other threats are discovered every day, keeping your security applications and operating system up-to-date is crucial.

To keep your computer safe and reliable:

- Perform updates when prompted by *Windows Action Center*.
- Use Microsoft *Windows Automatic Updates*.
- Run *Windows Update*.

### Internet security

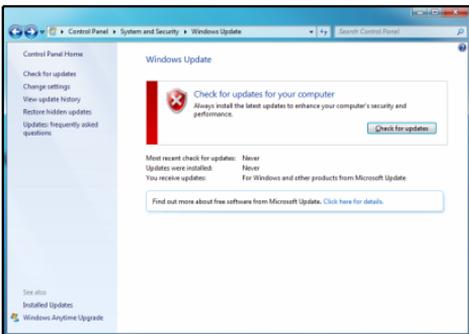
*Norton Internet Security*, combined with other security applications can protect your computer from Internet attacks and ensure that the latest security updates have been downloaded and installed on your computer. *Norton Internet Security* performs automatic updates through *Live Update*. You can also start a manual update from the main interface of *Norton Internet Security* and the *Live Update* link.

### Operating system, software and drivers

*Windows Update* can help you keep your computer up-to-date. It allows you to choose and download updates for your computer's operating system, software, and hardware.

New content is added to *Windows Update* regularly, so you can always get the most recent updates and solutions to protect your computer and keep it running smoothly.

- **Start**  > **Control Panel** > **System and Security** > **Windows Update**.



## Windows Remote Assistance

Remote Assistance allows a Windows user to temporarily take over a remote Windows computer over a network or the internet to resolve issues. Remote Assistance makes it possible to diagnose and repair problems with a computer without personally visiting it.



 **Windows Remote Assistance**

You can access Remote Assistance by clicking on **Start**  > **All Programs** > **Maintenance** > **Windows Remote Assistance**. Upon launching Remote Assistance, you will see a screen giving you the choice of either inviting someone to help you or offering to help someone.

# FREQUENTLY ASKED QUESTIONS

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The following questions indicate possible situations that may arise during the use of your computer and each is followed by easy answers and solutions.

## *I pressed the power button but the system did not boot up.*

Check the LED on the power button.

If the LED is not lit, no power is being applied to the system. Try the following:

- Check if you properly plugged the power cable into an electrical outlet.
- If you are using a power strip, make sure it is plugged in and turned on.

If the LED is lit, check the following:

- The operating system files may be damaged or missing. Insert the startup disc you created during Windows setup into the ODD and press **<Ctrl> + <Alt> + <Del>** to restart your computer. This will automatically diagnose your system and make necessary fixes. However, if the diagnostic utility still reports a problem, then you may have to perform the recovery process to restore your system to its original default factory settings.

## *Nothing appears on the screen.*

Your computer's power management function automatically blanks the screen to save power. Press any key to turn the display back on.

If pressing a key does not work, you can restart your computer.

If there is still nothing on the screen, check cables and connections:

- Make sure the monitor is connected to a power outlet and that it is turned on.
- Make sure that the monitor is correctly connected to the computer.

If these steps do not work, contact your dealer or technical support center for assistance.

*The printer does not work.*

Do the following:

- Make sure the printer is connected to a power outlet and that it is turned on.
- Make sure the printer is correctly connected to the computer.
- For additional information concerning the printer, refer to the printer's documentation.

*No sound comes out from the computer.*

Check the following:

- The volume may be muted. Look for the Volume icon on the taskbar. If it is crossed-out, click on the icon and deselect the **Mute** option. You can also press the volume control/mute knob on your USB keyboard to toggle from mute to sound on.
- If headphones, earphones or external speakers are connected to the line-out jack of your computer, the internal or built-in speakers are automatically turned off.

*System cannot read hard disk or optical disc drive information.*

Check the following:

- Make sure you are using the correct type of disk.
- Make sure the disc is inserted into the drive correctly.
- Check if the disc is clean and unscratched.
- Check your drive by using a good (undamaged) disc. If your drive can not read the information on the good disc there may be a problem with the drive. Contact your dealer or technical support center for assistance.

*System cannot write data on the hard disk or disc.*

Check the following:

Make sure the disk is not write-protected.

Make sure you are using the correct type of disc.

# RECOVERY

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## GATEWAY RECOVERY MANAGEMENT

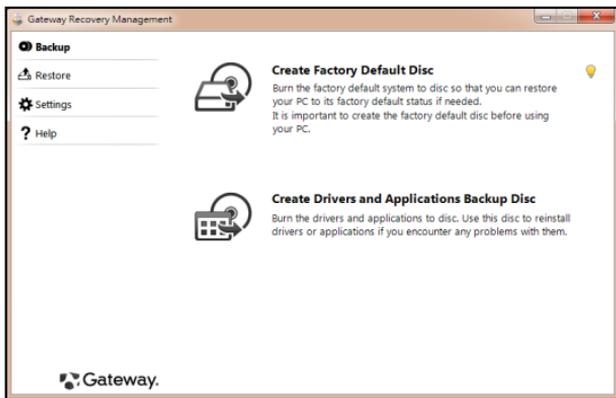
*Gateway Recovery Management is only available with a preinstalled Windows operating system.*

If your computer experiences problems that are not recoverable by other methods, you may need to reinstall the Windows operating system and factory-loaded software and drivers. To ensure you can recover your computer when needed, you should create a recovery backup as soon as possible.

### Creating recovery discs

To reinstall using discs, you must create a set of recovery discs beforehand. Throughout the process, you will be guided by on-screen instructions. Please read them carefully!

1. Click on **Start**  > **All Programs** > **Gateway**, then click on **Gateway Recovery Management**.



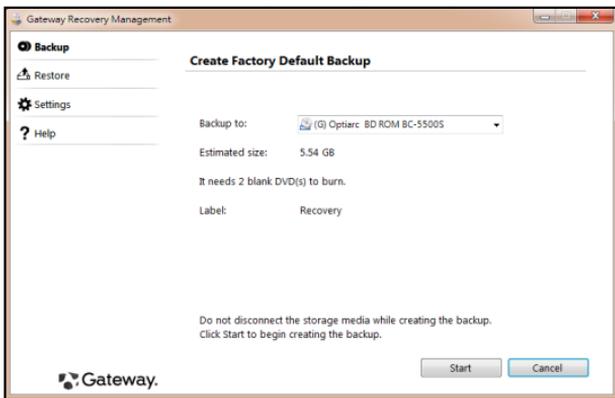
2. To create recovery discs for the hard drive's entire original contents, including Windows and all factory-loaded software and drivers, click **Create Factory Default Disc**.

- OR -

To create recovery discs for only the factory-loaded software and drivers, click **Create Drivers and Applications Backup Disc**.

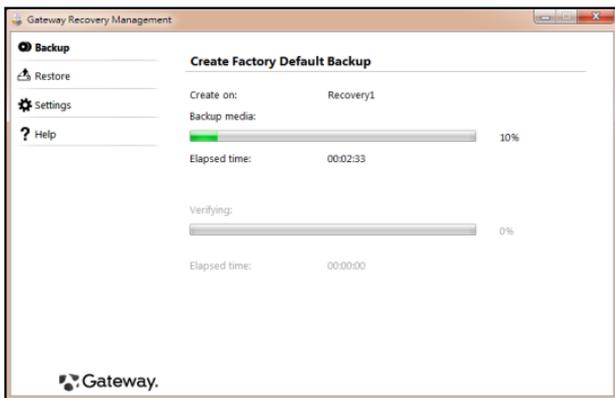
 **Important: We recommend that you create each type of recovery disc as soon as possible.**

The *Create Factory Default Backup* dialog box opens.



This dialog box tells you the number of blank, recordable discs you will need to complete the recovery discs. Make sure that you have the required number of identical, blank discs ready before continuing.

3. Insert a blank disc into the drive indicated in the *Backup to* list, then click **Next**. You will be shown the backup progress on the screen.



The drive ejects each disc as it completes burning it.

4. Remove the disc from the drive and mark it with a permanent marker.



**Important: Write a unique, descriptive label on each disc, such as 'Windows Recovery Disc 1 of 2' or 'Apps/Drivers Recovery disc'. Make sure you keep the discs in a safe place that you will remember.**

5. If multiple discs are required, insert a new disc when prompted, then click **OK**. Continue until the process is complete.

## RECOVERING YOUR SYSTEM

If Gateway support did not help fix your problem, you can use the *Gateway Recovery Management* program. This will restore your computer

to the same state as when you purchased it, while giving you an option to retain all settings and personal data for later retrieval.

To recover your system:

1. Perform minor fixes.

If only one or two items of software or hardware have stopped working correctly, the problem may be solved by reinstalling the software or the device drivers.

To recover software and drivers that were pre-installed at the factory, see *“Recovering pre-installed software and drivers”* on page 71.

For instructions on reinstalling software and drivers that were not pre-installed, see that product’s documentation or technical support Web site.

2. Revert to a previous system condition.

If reinstalling software or drivers does not help, then the problem may be solved by returning your system to a previous state when everything was working correctly.

For instructions, see *“Returning to a previous system condition”* on page 72.

3. Reset your system to its factory condition.

If nothing else has solved the problem and you want to reset your system to factory condition, see *“Returning your system to its factory condition”* on page 73.

## Types of recovery

### Recovering pre-installed software and drivers

As a troubleshooting step, you may need to reinstall the software and device drivers that came pre-installed on your computer from the factory. You can recover using either your hard drive or the backup you have created.

- New software - If you need to recover software that did not come pre-installed on your computer, you need to follow that software's installation instructions.
- New device drivers - If you need to recover device drivers that did not come pre-installed on your computer, follow the instructions provided with the device.

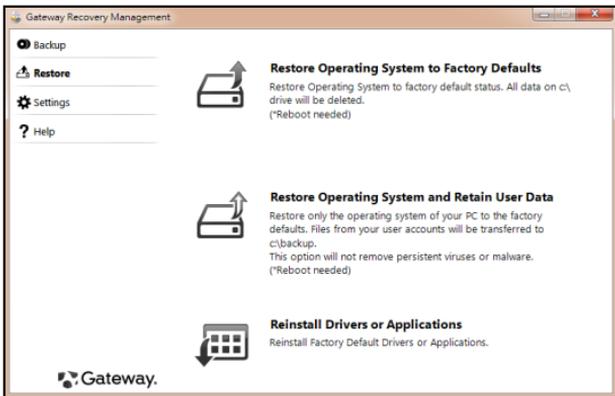
### To recover your pre-installed software and drivers:

1. Click on **Start**  > **All Programs** > **Gateway**, then click on **Gateway Recovery Management**. *Gateway Recovery Management* opens.

- OR -

If you are recovering from your *driver and application recovery* backup, insert it into the disc drive, then go to Step 3 after the *Gateway Application Recovery* main menu opens.

2. Click on the *Restore* tab, then click **Reinstall Drivers or Applications**. The *Gateway Application Recovery* main menu opens.



3. Click on **Contents**. A list of software and device drivers opens.
4. Click on the **install** icon for the item you want to install, then follow the on-screen prompts to complete the installation. Repeat this step for each item you want to reinstall.

### *Returning to a previous system condition*

Microsoft System Restore periodically takes 'snapshots' of your system settings and saves them as restore points. In most cases of hard-to-resolve software problems, you can return to one of these restore points to get your system running again.

Windows automatically creates an additional restore point each day, and also each time you install software or device drivers.

 **Help:** For more information about using Microsoft System Restore, click **Start**, then click **Help and Support**. Type windows system restore in the Search Help box, then press **Enter**.

To return to a restore point:

1. Click on **Start**  > **Control Panel** > **System and Security** > **Action Center**, then click on **Recovery**.
2. Click on **Open System Restore**, then **Next**.
3. Click on the restore point you want, click on **Next**, then **Finish**. A confirmation message box appears.
4. Click on **Yes**. Your system is restored using the restore point you specified. This process may take several minutes, and may restart your computer.

Returning your system to its factory condition

If your computer experiences problems that are not recoverable by other methods, you may need to reinstall everything to return your system to its factory condition. You can reinstall using either your hard drive or the recovery discs you have created.

 **Caution:** This complete recovery deletes everything on your hard drive, then reinstalls Windows and all software and drivers that were pre-installed on your system. If you can access important files on your hard drive, back them up now.

- If you can still run Windows, see “Recovering from within Windows” below.

- If you cannot run Windows and your original hard drive is still working, see “*Recovering from the hard drive during startup*” on page 75.
- If you cannot run Windows and your original hard drive has been completely re-formatted or you have installed a replacement hard drive, see “*Recovering from your recovery discs*” on page 75.

### Recovering from within Windows

To reinstall Windows and all pre-installed software and drivers:

1. Click on **Start**  > **All Programs** > **Gateway**, then click on **Gateway Recovery Management**. *Gateway Recovery Management* opens.
2. Click on the **Restore** tab, then **Restore system to factory default**. The *Confirm Restoration* dialog box opens.
3. Click on **Yes**, then **Start**. A dialog box displays information about the hard drive that the operating system will be recovered to.



**Caution: Continuing the process will erase all files on your hard drive.**

4. Click on **OK**. The recovery process begins by restarting your computer, then continues by copying files to your hard drive. This process may take a while, but a Gateway Recovery Management screen shows you its progress.

When the recovery has finished, a dialog box prompts you to restart your computer.

5. Click on **OK**. Your computer restarts.
6. Follow the on-screen prompts for first-time system setup.

### Recovering from the hard drive during startup

To reinstall Windows and all pre-installed software and drivers:

1. Turn on your computer, then press **Alt+F10** during startup. *Gateway Recovery Management* opens.
2. Click on **Restore system from factory default**.



**Caution: Continuing the process will erase all files on your hard drive.**

3. Click on **Next**. Your hard drive's original, factory-loaded contents are recovered. This process will take several minutes.

### Recovering from your recovery discs

To reinstall Windows and all pre-installed software and drivers:

1. Turn on your computer, insert the first system recovery disc into your optical disc drive, then restart your computer.



**Caution: Continuing the process will erase all files on your hard drive.**

2. If it is not already enabled, you must enable the *F12 Boot Menu*:
  1. Press **F2** when starting your computer.
  2. Use the left or right arrow keys to select the **Main** menu.
  3. Press the down key until **F12 Boot Menu** is selected, press **F5** to change this setting to **Enabled**.
  4. Use the left or right arrow keys to select the **Exit** menu.
  5. Select **Save Changes and Exit** and press **Enter**. Select **OK** to confirm.

6. Your computer will restart.
3. During startup, press **F12** to open the boot menu. The boot menu allows you to select which device to start from, such as the hard drive or an optical disc.
4. Use your arrow keys to select the line **CDROM/DVD** (this line may start with 'IDE 1...'), then press **Enter**. Windows installs from the recovery disc you inserted.
5. Insert the second recovery disc when prompted, then follow the on-screen prompts to complete the recovery.

# REGULATORY INFORMATION

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## PREVENTION OF HEARING LOSS

- **Caution:** *Permanent hearing loss may occur if earphones or headphones are used at high volume for prolonged periods of time.*

This device have been tested to comply with the Sound Pressure Level requirement laid down in the applicable EN 50332-1 and/or EN 50332-2 standards.



- **Note:** *For France, mobile headphones or earphones for this device have been tested to comply with the Sound Pressure requirement laid down in the applicable NF EN 50332-1:2000 and/or NF EN 50332-2:2003 standards as required by French Article L. 5232-1.*
- *A pleine puissance, l'écoute prolongée du baladeur peut endommager l'oreille de l'utilisateur.*

## **CAUTION when listening**

To protect your hearing, follow these instructions.

- Increase the volume gradually until you can hear clearly and comfortably.
- Do not increase the volume level after your ears have adjusted.
- Do not listen to music at high volumes for extended periods.
- Do not increase the volume to block out noisy surroundings.
- Decrease the volume if you can't hear people speaking near you.

## WIRELESS DEVICES

**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 information.**

**Caution:** **The transmitting device embedded in this computer may not be used with any antenna other than the one provided with the computer.**

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**Warning: Using wireless devices while flying in aircraft is prohibited. Switch off all devices before boarding an aircraft; they may be dangerous to the operation of the aircraft, disrupt communications, and even be illegal.**

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### **FEDERAL COMMUNICATIONS COMMISSION (FCC) INTENTIONAL EMITTER PER FCC PART 15**

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your computer 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.

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

### **UNINTENTIONAL EMITTER PER FCC PART 15**

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

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

## RADIO DEVICE REGULATORY NOTICE

- **Note:** Regulatory information below is for models with wireless LAN and/or Bluetooth only.

### General

This product complies with the radio frequency and safety standards of any country or region in which it has been approved for wireless use. Depending on configuration, this product may or may not contain wireless radio devices (such as wireless LAN and/or Bluetooth modules). Information below is for products with such devices.

### Wireless operation channels for different domains

N. America	2.412-2.462 GHz	Ch01 through Ch11
Japan	2.412-2.484 GHz	Ch01 through Ch14
Europe ETSI	2.412-2.472 GHz	Ch01 through Ch13

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

### France: Restricted wireless frequency bands

Some areas of France have a restricted frequency band. The worst case maximum authorized power indoors is:

- 10 mW for the entire 2.4 GHz band (2400 MHz - 2483.5 MHz)
- 100 mW for frequencies between 2446.5 MHz and 2483.5 MHz
- **Note:** Channels 10 through 13 inclusive operate in the band 2446.6 MHz to 2483.5 MHz.

There are few possibilities for outdoor use: On private property or on the private property of public persons, use is subject to a preliminary authorization procedure by the Ministry of Defense, with maximum authorized power of 100 mW in the 2446.5 - 2483.5 MHz band. Use outdoors on public property is not permitted.

In the departments listed below, for the entire 2.4 GHz band:

- Maximum authorized power indoors is 100 mW
- Maximum authorized power outdoors is 10 mW

Departments in which the use of the 2400 - 2483.5 MHz band is permitted with an EIRP of less than 100 mW indoors and less than 10 mW outdoors:

01 Ain Orientales	25 Doubs	59 Nord	75 Paris
02 Aisne	26 Drome	60 Oise	82 Tarn et Garonne
03 Allier	32 Gers	61 Orne	84 Vaucluse
05 Hautes Alpes	36 Indre	63 Puy Du Dome	88 Vosges
08 Ardennes	37 Indre et Loire	64 Pyrenees Atlantique	89 Yonne
09 Ariège	41 Loir et Cher	66 Pyrenees	90 Territoire de Belfort
11 Aude	45 Loret	67 Bas Rhin	94 Val de Marne
12 Aveyron	50 Manche	68 Haut Rhin	
16 Charente	55 Meuse	70 Haute Saone	
24 Dordogne	58 Nievre	71 Saone et Loire	

This requirement is likely to change over time, allowing you to use your wireless LAN card in more areas within France.

Please check with ART for the latest information ([www.art-telecom.fr](http://www.art-telecom.fr)).

- **Note:** Your WLAN Card transmits less than 100 mW, but more than 10 mW.

## List of National Codes

This equipment may be operated in the following countries:

Country	ISO 3166 2 letter code	Country	ISO 3166 2 letter code	Country	ISO 3166 2 letter code	Country	ISO 3166 2 letter code
Austria	AT	Germany	DE	Malta	MT	United Kingdom	GB
Belgium	BE	Greece	GR	Netherlands	NT	Iceland	IS
Cyprus	CY	Hungary	HU	Poland	PL	Liechtenstein	LI
Czech Republic	CZ	Ireland	IE	Portugal	PT	Norway	NO
Denmark	DK	Italy	IT	Slovakia	SK	Switzerland	CH
Estonia	EE	Latvia	LV	Slovenia	SL	Bulgaria	BG
Finland	FI	Lithuania	LT	Spain	ES	Romania	RO
France	FR	Luxembourg	LU	Sweden	SE	Turkey	TR

## **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.

### **CALIFORNIA PROPOSITION 65 WARNING**

This product contains chemicals known to the State of California to cause cancer, birth defects, and/or other reproductive harm. For additional information regarding this product warning, go to [www.gateway.com/prop65](http://www.gateway.com/prop65).



### **MERCURY WARNING**

THE LAMP IN THIS DISPLAY CONTAINS MERCURY. DISPOSE ACCORDING TO LOCAL, STATE, AND FEDERAL LAW.

### **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). 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.

#### **INDUSTRY CANADA (IC) INTENTIONAL EMITTER PER RSS 210**

**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.**

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your computer 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.

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

### **UNINTENTIONAL EMITTER PER ICES-003**

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

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

### **TELECOMMUNICATIONS PER INDUSTRY CANADA CS-03 (FOR PRODUCTS FITTED WITH AN IC-COMPLIANT MODEM)**

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

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

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



**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.**

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

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

### **日本 (JAPAN)**

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

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

### **Japanese modem notice**

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

### **CE COMPLIANCE REQUIREMENT**

Products with the CE marking comply with both the Electromagnetic Compatibility Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC) issued by the Council of the European Communities.



Compliance with these directives implies conformity to the following European Standards:

EN55022: Radio disturbance characteristics

EN55024: Immunity characteristics

EN61000-3-2: Limitation of harmonic current emissions

EN61000-3-3: Limitation of voltage fluctuation and flicker in low-voltage supply system

EN60950-1: Product Safety. If your computer includes a telecommunication network board, the input/output socket is classified as Telecommunication Network Voltage (TNV-3).

Note for computers equipped with wireless controllers and wired modems:

Hereby, Gateway, declares that the wireless devices provided with this computer include a low power radio transmitter in full compliance with the essential requirements and other relevant provisions of Directive 1999/05/EC for Low Voltage, EMC and RF of the R&TTE.



### **List of applicable countries**

This product must be used in strict accordance with the regulations and constraints in the country of use. For further information, contact the local office in the country of use. Please see <http://ec.europa.eu/enterprise/rtte/implement.htm> for the latest country list.

### **MODIFICATIONS TO THE PRODUCT**

#### **CE Marking**

Gateway cannot be held responsible for unauthorized modifications made by the user and the consequences thereof, which may alter the conformity of the product with the CE Marking.

#### **Radio frequency interference**

The manufacturer is not responsible for any radio or TV interference caused by unauthorised modifications to this equipment.

### **CONNECTIONS AND REMOTE EARTHS**

#### **PELV (Protected Extra Low Voltage)**

To ensure the extra-low voltage integrity of the equipment, only connect equipment with mains-protected electrically-compatible circuits to the external ports.

#### **SELV (Safety Extra Low Voltage)**

Every input and output of this product is classified as Safety Extra Low Voltage.

## **Remote earths**

To prevent electrical shock, connect all local (individual office) computers and computer support equipment to the same electrical circuit of the building wiring. If you are unsure, check the building wiring to avoid remote earth conditions.

## **Building supply**

Only connect the equipment to a building supply that is in accordance with current wiring regulations in your country. In the U.K., these are the IEE regulations.

## **POWER SUPPLY AND CABLES**

### **Power supply**

The power supply socket-inlet and socket-outlet (if equipped) are classified as Hazardous Voltage.

You must unplug the power supply cord to disconnect the equipment from the power supply. In that aim, the socket-outlet should be installed near to the equipment and should be easily accessible.

Under no circumstances should the user attempt to disassemble the power supply. The power supply has no user-replaceable parts. Inside the power supply are hazardous voltages that can cause serious personal injury.

A defective power supply must be returned to your dealer.

### **Power cables and plug**

This Product requires a three-wire grounded power cord and plug. The plug only fits in a grounded power outlet. Make sure the power outlet is properly grounded before inserting the plug. Do not insert the plug into a non-grounded power outlet. Contact your electrician for details.

The cord length must not exceed 2.5 metres. To prevent electrical hazards, do not remove or disable the ground contact on the power cord. Replace the power cord if it gets damaged. Contact your dealer for an exact replacement. In Europe, the plug must be rated for 250 VAC, 10 amp minimum. The plug must display an international agency

approval marking. The cord must be suitable for use in the end-user country. Consult your dealer or the local electrical authorities if you are unsure of the type of power cord to use in your country.

## **Cables**

For cables which are not delivered with the Product in the computer's packaging:

The EMC performance of the system is guaranteed only if the cable and interface use efficient shielding.

The use of shielded interface cable is required for USB, IEEE1394, serial, printer, game, analog or digital audio/ video, PS2, TV or FM antennas, and generally all high-speed cable interfaces.

Use only UL Listed No. 26AWG or larger telecommunication cords.

Only Ethernet LAN or RTC modem cable can have length exceeding 3 metres.

Gateway recommends that you add a ferrite core round clip to each cable connecting your computer to a hardware device that was not included with your computer.

- Ferrite reference: 28A-2029 from Steward (two loops)

During product certification, Gateway used the following cable quality:

- USB2.0 Certified Cables from Hama 46778
- IEEE1394 shielded FireWire from Hama 50011
- RCA-RCA shielded Audio/Video Cables from Thomson KHC001M, KHC012M, KHC028M
- Stereo Jack shielded Audio cables from Hama 43330H, 42714H

## **CHASSIS COVER REMOVAL AND REPLACEMENT**

Before removing the chassis cover to service or modify the equipment, you must disconnect all power and modem cords.

- *Caution: Some components inside the computer can become hot after prolonged use.*

You then must close the chassis before you plug in and switch on the equipment.

### **LASER COMPLIANCE STATEMENT**

The optical devices are tested and certified to be compliant with International Electrotechnical Commission IEC60825-1 and European EN60825-1 standards for Class 1 laser products.

Class 1 laser products are not considered hazardous. The optical devices are designed such that there is never human access to laser radiation above a Class 1 level during normal operation or prescribed maintenance conditions.

The optical devices installed in your computer are designed for use solely as components of such electronic product and therefore do not comply with the appropriate requirements of Code of Federal Regulation Sec. 1040.10 and Sec. 1040.11 for COMPLETE laser products.

Because exposure to laser radiation is extremely hazardous, under no circumstances should the user attempt to disassemble the laser device.

### **PACKAGING**

The packaging of this product is compliant with the European Environmental Directive 94/62/EC from December 20 th 1994 and its equivalent in the French Legislation by the Decree 98-638 from July 20 th 1998.

### **COMPLIANT WITH RUSSIAN / UKRAINE REGULATORY CERTIFICATION**



UA.TR.002



ME61

# ENVIRONMENT

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## ENVIRONMENT

Temperature:

- Operating: 5 °C to 35 °C
- Non-operating: -20 °C to 65 °C

Humidity (non-condensing):

- Operating: 20% to 80%
- Non-operating: 20% to 80%

## OUR COMMITMENT TO ENVIRONMENTAL PROTECTION

Environment has been at the heart of our products.

Gateway is committed to limit the environmental impact of its products during product life cycle.

Starting at design phase, with a very strict procurement policy, maximum attention is given to electronic components in order to limit their weight in heavy metals such as lead, cadmium, chromium, mercury, etc. Suppliers are asked, for each part of any product, to respect all regulations.

As far as end-of-life products are concerned, measures have been taken to anticipate and facilitate the recycling of all our products. Thus, all plastic parts heavier than 25 grams used in Gateway products are labelled ISO 11469. This label allows a quick recognition of the material and eases its valorisation. Likewise, desktop computers are designed to be easily dismantled, with screws being replaced by clips.

## PRODUCT DISPOSAL

The 2002/96/EC Directive, known as Waste Electrical and Electronic Equipment (WEEE) Directive, requires that used electrical and electronic products must be disposed of separately from normal household waste in order to promote reuse, recycling and other forms of recovery and to reduce the quantity of waste to be eliminated with a view to reducing landfill and incineration. The crossed-out dustbin logo is there to remind you that these products must be sorted separately for disposal. These rules concern all Gateway products and also all accessories, such as keyboard, mouse, speakers, remote control, etc. When you have to dispose of such products, make sure that they are correctly recycled by checking with your local authority, or by returning your old equipment to your retailer if you are replacing it. For information, visit [www.gateway.com/about/corp\\_responsibility/environment.php](http://www.gateway.com/about/corp_responsibility/environment.php).



### **Battery disposal (when applicable)**

Before disposing of your equipment ensure that you have removed any batteries that may be fitted in the equipment. European law states that batteries must be collected for disposal separately from household waste. Do not throw your used batteries in the dustbin. Dispose of your used batteries via a battery collection scheme where available, or ask your distributor or local authority what infrastructures you can use. Your efforts will enable the safe collection, recycling and destruction of used batteries and will help protect the environment and reduce health hazards.

- **Caution:** *Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.*

### **Mercury advisory**

For electronic products containing a non-LED-backlit LCD/CRT monitor or display: Lamp(s) inside this product contain mercury and must be recycled or disposed of according to local, state or federal laws. For more information, contact the Electronic Industries Alliance at [www.eiae.org](http://www.eiae.org). for lamp-specific disposal information, check [www.lamprecycle.org](http://www.lamprecycle.org).



# SOFTWARE LICENSE

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- **Note:** *Most of the software applications are already preinstalled on your Gateway computer. They are ready to use or to set up. However, some titles require a CD or DVD to run. You will find these discs in your computer's packaging.*

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