

- 5 If this is the first time you have inserted the red *Drivers and Applications* CD, accept the End User License Agreement (EULA) by clicking/tapping **Yes, I accept it**, then clicking/tapping **Continue**. The Gateway Driver and Application Recovery program starts and the **Drivers and Application Recovery** tab appears.
- 6 Select a single device driver to reinstall.

- OR -

Click/Tap **Automatic Installation**, then select multiple device drivers to reinstall. (Grayed out drivers are not available for Automatic Installation. To select these drivers, click/tap **Manual Installation**.)
- 7 Click/Tap **Install**.
- 8 Follow any additional on-screen instructions. Depending on the device driver you are reinstalling, you may only need to restart your convertible tablet PC to complete the installation. However, if a setup wizard opens when you restart your convertible tablet PC, follow the on-screen instructions.



Help and Support



For more information about reinstalling device drivers, click/tap **Start**, then click/tap **Help and Support**.

Type the keyword **drivers** in the **Search** box
Search , then click/tap the arrow.

Updating device drivers

The *Restoration CDs* contain a device driver update utility that works over the Internet. If you do not have an Internet service provider, the update utility works by direct-dialing the device driver update service.

Important



If your convertible tablet PC came equipped with a wireless device, only use the drivers approved for the country the device will be used in. See the red *Drivers and Applications* CD or the Gateway Technical Support Web site (support.gateway.com).

If your convertible tablet PC came equipped with an internal embedded wireless device, see "[Safety, Regulatory, and Legal Information](#)" on page 315 for general wireless regulatory and safety guidelines. To find out if your convertible tablet PC has an internal wireless device, check the label (see "[Identifying your model](#)" on page 10).



To update device drivers:

- 1 Insert the red *Drivers and Applications* CD into the DVD or DVD/CD-RW drive. If the program starts automatically, go to [Step 5](#).

- OR -

If the program does not start automatically, go to [Step 2](#).

Important



If the drive you want to use is not in the modular bay, you need to swap modules. For more information about swapping modules, see "[Changing modules](#)" on page 110.

- 2 Click/Tap **Start**, then click/tap **Run**. The *Run* dialog box opens.
- 3 In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of the DVD or DVD/CD-RW drive).
- 4 Click/Tap **OK**.

- 5 If this is the first time you have inserted the red *Drivers and Applications* CD, accept the End User License Agreement (EULA) by clicking/tapping **Yes, I accept it**, then clicking/tapping **Continue**. The Gateway Driver and Application Recovery program starts and the **Drivers and Application Recovery** tab appears.
- 6 Click/Tap the **Web Updates** tab.
- 7 Click/Tap **Check Now**. The *Connect* window opens.
- 8 Install available updated device drivers by following the on-screen instructions. Depending on the device driver you are updating, you may only need to restart your convertible tablet PC to complete the installation. However, if a setup wizard opens when you restart your convertible tablet PC, follow the on-screen instructions.



Help and Support



For more information about updating device drivers, click/tap **Start**, then click/tap **Help and Support**.

Type the keyword **updating drivers** in the **Search** box
Search , then click/tap the arrow.

Reinstalling programs

If you have problems running a program or if you have reinstalled your operating system, you can reinstall programs from the red *Drivers and Applications* CD and other program CDs. If you are reinstalling programs from other program CDs, follow the installation instructions on each CD. If you want to **reinstall** a program, uninstall the old version first.



To reinstall programs from the Drivers and Applications CD:

- 1 If you just reinstalled Windows, go to [Step 4](#). Otherwise, go to the next step.
- 2 Click/Tap **Start**, **Control Panel**, then click/tap **Add or Remove Programs**.
- 3 In the *Currently Installed Programs* list, click/tap the program you want to uninstall, then click/tap **Change/Remove** and follow the on-screen instructions.

- 4 Insert the red *Drivers and Applications* CD into the DVD or DVD/CD-RW drive. If the program starts automatically, go to [Step 8](#).

- OR -

If the program does not start automatically, go to [Step 5](#).

Important



If the drive you want to use is not in the modular bay, you need to swap modules. For more information about swapping modules, see [“Changing modules” on page 110](#).

- 5 Click/Tap **Start**, then click/tap **Run**. The *Run* dialog box opens.
 - 6 In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of your DVD or DVD/CD-RW drive).
 - 7 Click/Tap **OK**.
 - 8 If this is the first time you have inserted the red *Drivers and Applications* CD, accept the End User License Agreement (EULA) by clicking/tapping **Yes, I accept it**, then clicking/tapping **Continue**. The Gateway Driver and Application Recovery program starts and the **Drivers and Application Recovery** tab appears.
 - 9 Select a single program to reinstall.
- OR -
- Click/Tap **Automatic Installation**, then select multiple programs to reinstall. (Grayed out programs are not available for Automatic Installation. To select these programs, click/tap **Manual Installation**.)
- 10 Click/Tap **Install**.
 - 11 Follow any additional on-screen instructions. Depending on the programs you are reinstalling, you may only need to restart your convertible tablet PC to complete the installation. However, if a setup wizard opens when you restart your convertible tablet PC, follow the on-screen instructions.



Help and Support



For more information about reinstalling programs, click/tap **Start**, then click/tap **Help and Support**.

Type the keyword **installing programs** in the **Search** box , then click/tap the arrow.

 To reinstall other programs from a CD:

- 1** If you just reinstalled Windows, go to [Step 4](#). Otherwise, go to the next step.
- 2** Click/Tap **Start**, **Control Panel**, then click/tap **Add or Remove Programs**.
- 3** In the *Currently Installed Programs* list, click/tap the program you want to uninstall, then click/tap **Change/Remove** and follow the on-screen instructions.
- 4** Insert the program CD into the DVD or DVD/CD-RW drive.

Important



If the drive you want to use is not in the modular bay, you need to swap modules. For more information about swapping modules, see [“Changing modules” on page 110](#).

- 5** Complete the program reinstallation by following the instructions included with the program CD.



Reinstalling Windows

If your convertible tablet PC is not working correctly, try the following options to correct the problem:

- Troubleshooting. For more information, see [“Troubleshooting” on page 285](#).
- Running System Restore.
- Reinstalling device drivers. For more information, see [“Reinstalling device drivers” on page 249](#).

If the options above do not correct the problem, you can use the *Restoration CDs* to reinstall Windows and other software.

The *Restoration CDs* step you through reinstalling Windows XP. If you are reinstalling Windows XP, the *Restoration CDs* automatically reinstall the hardware device drivers and some programs as well. You can install any remaining programs by using the program CDs that came with your convertible tablet PC. To reinstall your programs, follow the instructions in [“Reinstalling programs” on page 252](#).

Important



If you are prompted for your Windows product key when you reinstall Windows, you can find the key on the *Microsoft Certificate of Authenticity* label located on the bottom of your convertible tablet PC case. For more information, see [“Microsoft Certificate of Authenticity” on page 11](#).



To reinstall Windows XP and the device drivers:

Caution



Back up your personal files before you use this option.
All files on your convertible tablet PC will be deleted!

- 1 Insert the red *Drivers and Applications* CD into the DVD or DVD/CD-RW drive.

Important



If the drive you want to use is not in the modular bay, you need to swap modules. For more information about swapping modules, see [“Changing modules” on page 110](#).

- 2 Restart your convertible tablet PC.
- 3 Select **2. Boot from CD-ROM**.
- 4 Select a language option.
- 5 Select **1. Delete all files (Automated Fdisk/Format)**.
- 6 Select **1. Continue deleting all files and restart**.
- 7 When prompted, press any key to continue.

- 8** Select **2. Boot from CD-ROM**.
- 9** Select a language option.
- 10** Select **2. Automated installation of Windows (XP)**.
- 11** When prompted, remove the red *Drivers and Applications* CD and insert the blue *Operating System* CD into the DVD or DVD/CD-RW drive, then press any key to continue.
- 12** When prompted, accept the *License Agreement* by pressing **Y**.
- 13** Wait while the setup program copies files to your hard drive. **When your convertible tablet PC restarts, do NOT press any key to boot from CD.**
- 14** When prompted, insert the red *Drivers and Applications* CD, then click/tap **Continue**. The Gateway Application Loader automatically installs your drivers and programs. Your convertible tablet PC restarts several times during this process. Do **not** press any keys or buttons during this process unless prompted to do so.
- 15** When the Gateway Application Loader has finished, go to the Windows desktop by clicking/tapping **OK**.
- 16** Install additional programs by following the instructions in [“Reinstalling programs” on page 252](#).
- 17** Install other software, such as Microsoft Works Suite and gaming software, by following the instructions in [“To reinstall other programs from a CD:” on page 254](#).





Upgrading Your Gateway M275

15

This chapter provides information about adding hardware devices to your convertible tablet PC. Read this chapter to learn how to:

- Add and remove PC Cards
- Add and replace memory
- Replace the hard drive



Adding and removing a PC Card

Your convertible tablet PC has a PC Card slot (also known as a PCMCIA card slot). This slot accepts one Type II card.

You do not need to restart your convertible tablet PC when changing most cards because your convertible tablet PC supports *hot-swapping*. Hot-swapping means that you can insert a PC Card while your convertible tablet PC is running. If your PC Card does not work after hot-swapping, see the PC Card manufacturer's documentation for further information.



To insert a PC Card:

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





To remove a PC Card:

- 1 Click/Tap the remove hardware  icon in the taskbar, the PC Card name, then click/tap **Stop**.

-OR-

Turn off your convertible tablet PC.

Important



If the remove hardware icon does not appear on the taskbar, click/tap the show hidden icons  button.

- 2 Press the PC Card eject button once to release the eject button.
- 3 Press the PC Card eject button again to eject the PC Card.



Preventing static electricity discharge

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

Warning



ESD can permanently damage electrostatic discharge-sensitive components in your convertible tablet PC. Prevent ESD damage by following ESD guidelines every time you install memory or replace the hard drive.

Warning



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

Before installing memory or replacing the hard drive, follow these guidelines:

- Turn off your convertible tablet PC.
- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of your workbench or other grounded connection.

Warning



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

- Touch a bare metal surface on your workbench or other grounded object.
- Unplug the power cord and the modem and network cables.
- Remove the main battery (and secondary battery, if installed). For more information, see [“Changing batteries” on page 171](#).
- Disconnect all peripheral devices and remove any PC Cards.

Before working with computer components, follow these guidelines:

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

Adding or replacing memory

Your convertible tablet PC uses memory modules called SO-DIMMs (Small Outline Dual Inline Memory Modules). The modules are available in various capacities and any module can be placed in the memory bay. Use only memory modules designed for the Gateway M275 for upgrading your memory.

SO-DIMMs are located in two places inside your convertible tablet PC. Both SO-DIMMs can be upgraded. For instructions on upgrading the SO-DIMM located on the bottom of your convertible tablet PC, see [“Adding or replacing memory in the memory bay” on page 262](#). For instructions on upgrading the SO-DIMM located under the keyboard of your convertible tablet PC, see [“Replacing memory under the keyboard” on page 265](#).

Adding or replacing memory in the memory bay

Important



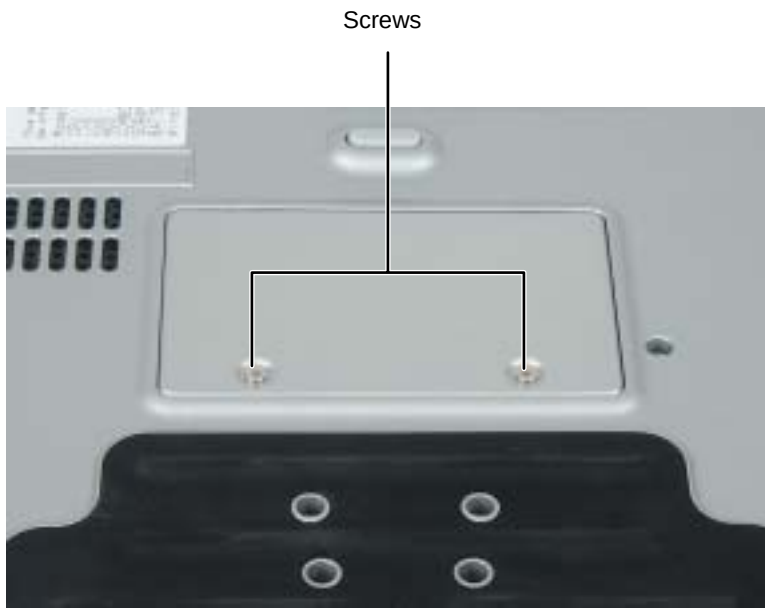
Use only memory modules designed for the Gateway M275.



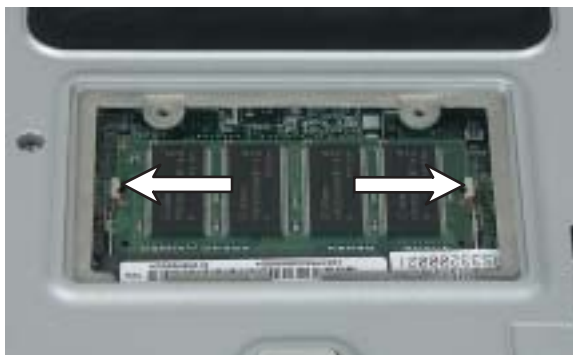
To add or replace memory modules:

- 1 Follow the instructions under [“Preventing static electricity discharge”](#) on [page 260](#).
- 2 Turn off your convertible tablet PC, disconnect the AC adapter and modem and network cables.
- 3 Disconnect your convertible tablet PC from the optional port replicator (see [“Disconnecting from the port replicator”](#) on [page 283](#)).
- 4 Turn your convertible tablet PC over so the bottom is facing up.

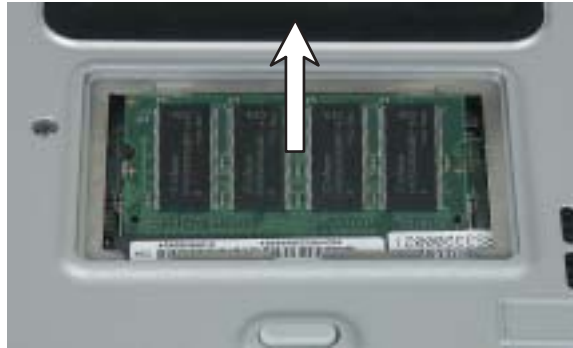
- 5 Remove the main and optional secondary batteries. For more information, see [“Changing batteries” on page 171](#).
- 6 Loosen the two memory bay cover screws, then remove the memory bay cover.



- 7 If you are removing a module, gently press outward on the clip at each end of the memory module until the module tilts upward.



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



- 9** Hold the new or replacement module at a 30-degree angle and press it into the empty memory slot. This module is keyed so it can only be inserted in one direction. If the module does not fit, make sure that the notch in the module lines up with the tab in the memory bay.

Important



Use only memory modules designed for the Gateway M275.

- 10** Gently push the module down until it clicks in place.
- 11** Replace the memory bay cover and tighten the cover screws.
- 12** Insert the batteries, then turn your convertible tablet PC over.
- 13** Reattach the optional port replicator.
- 14** Connect the power adapter and modem and network cables, then turn on your convertible tablet PC.



Replacing memory under the keyboard

Important

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

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

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

Opening the keyboard compartment

**To open the keyboard compartment:**

- 1** Follow the instructions under [“Preventing static electricity discharge” on page 260](#).
- 2** Turn off your convertible tablet PC, disconnect the AC adapter and modem and network cables.
- 3** Turn your convertible tablet PC over so the bottom is facing up.
- 4** Remove the main and optional secondary batteries. For more information, see [“Changing batteries” on page 171](#).

- 5 Remove the two keyboard screws.



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

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

Important

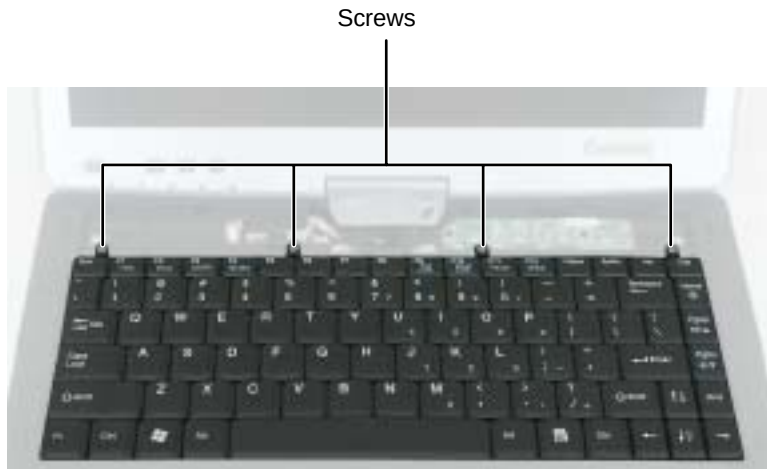
Inserting a piece of cloth between the screwdriver and keyboard will help prevent damage to your convertible tablet PC.



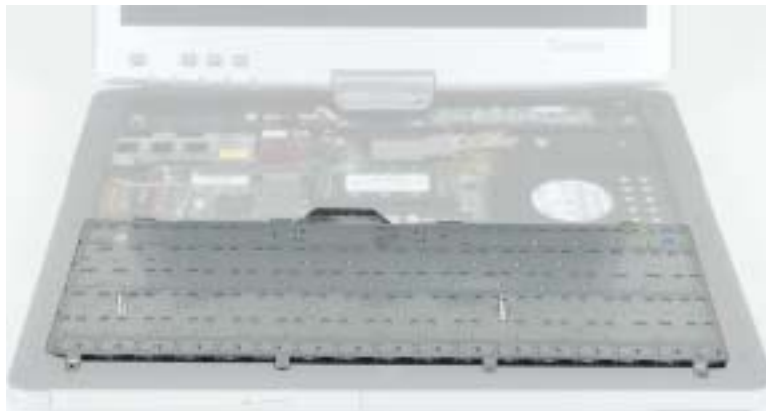
- 9 Remove the bezel from your convertible tablet PC by pulling the bezel toward you and at the same time lifting its front to clear the keyboard. You will hear small snapping sounds as the bezel comes away from your convertible tablet PC. Be careful not to break off the tabs found on the bottom of the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



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



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



Replacing the memory



To replace the memory:

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



- 2 Pull the memory module out of the slot.



- 3 Hold the new or replacement module at a 30-degree angle and press it into the empty memory slot. This module is keyed so it can only be inserted in one direction. If the module does not fit, make sure that the notch in the module lines up with the tab in the memory bay.

Important



Use only memory modules designed for the Gateway M275.

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



Reattaching the keyboard



To reattach the keyboard:

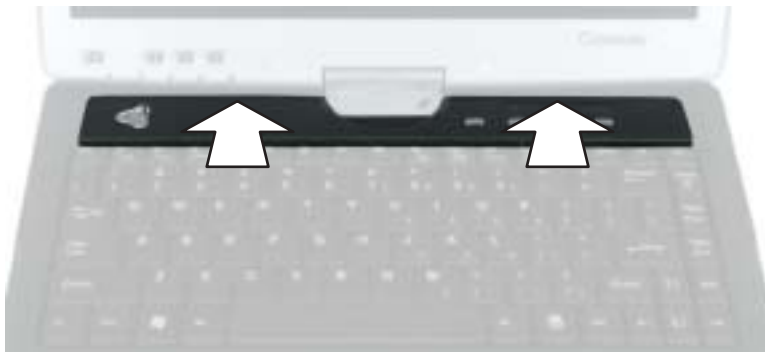
- 1 Rotate the keyboard toward the LCD panel until the keyboard is almost face-up.
- 2 Insert the tabs on the front of the keyboard under the palm rest.



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



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



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

Warning



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

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



Replacing the hard drive kit

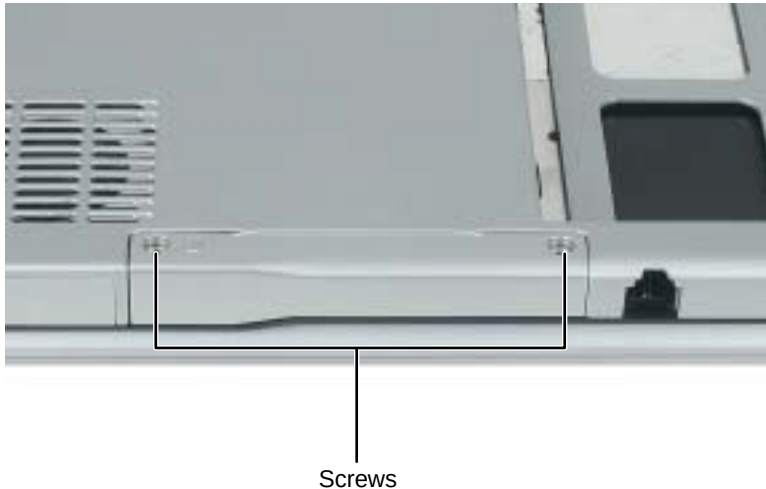
If you would like more hard drive capacity, you can replace your original drive with a higher-capacity drive.





To replace the hard drive kit:

- 1 Follow the instructions under [“Preventing static electricity discharge” on page 260](#).
- 2 Turn off your convertible tablet PC, disconnect the AC adapter and modem and network cables.
- 3 Disconnect your convertible tablet PC from the optional port replicator (see [“Disconnecting from the port replicator” on page 283](#)).
- 4 Turn your convertible tablet PC over so the bottom is facing up.
- 5 Remove the main and optional secondary batteries. For more information, see [“Changing batteries” on page 171](#).
- 6 Remove the two hard drive kit screws.

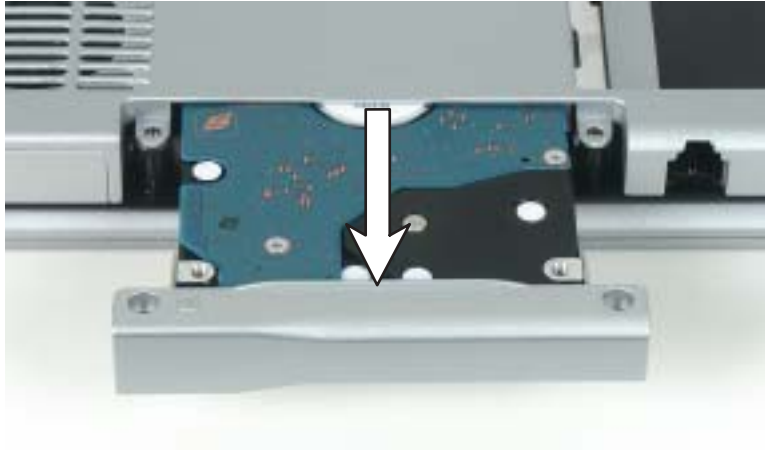


Tips & Tricks



Use a magnetic screwdriver or turn your convertible tablet PC over to remove the screws.

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



- 8** If your new hard drive already includes the hard drive kit bracket, go to [Step 13](#).

-OR-

If you need to move the hard drive kit bracket from your old hard drive kit to your new hard drive, go to [Step 9](#).

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



- 10** Remove the bracket from the old drive.
- 11** Insert the new drive into the bracket so the screw holes line up.
- 12** Replace the two screws that secure the bracket to the drive.
- 13** Place the new hard drive kit into the bay and slide it into the connector.
- 14** Replace the screws that secure the hard drive kit to your convertible tablet PC.
- 15** Insert the batteries, then turn your convertible tablet PC over.
- 16** Reattach the optional port replicator.
- 17** Connect the power adapter and modem and network cables, then turn on your convertible tablet PC.





Using the Gateway M275 Port Replicator

16

The optional port replicator gives you a convenient way to attach external devices such as a monitor, a full-size keyboard, or an AC adapter.

Although devices can be attached directly to the ports on your convertible tablet PC, the port replicator lets you make all of those connections in one step. The port replicator also gives you access to additional ports not found on your convertible tablet PC.

Read this chapter to learn:

- Where ports and jacks are located
- How to connect and disconnect the port replicator
- How to secure the port replicator with a locking cable



Front



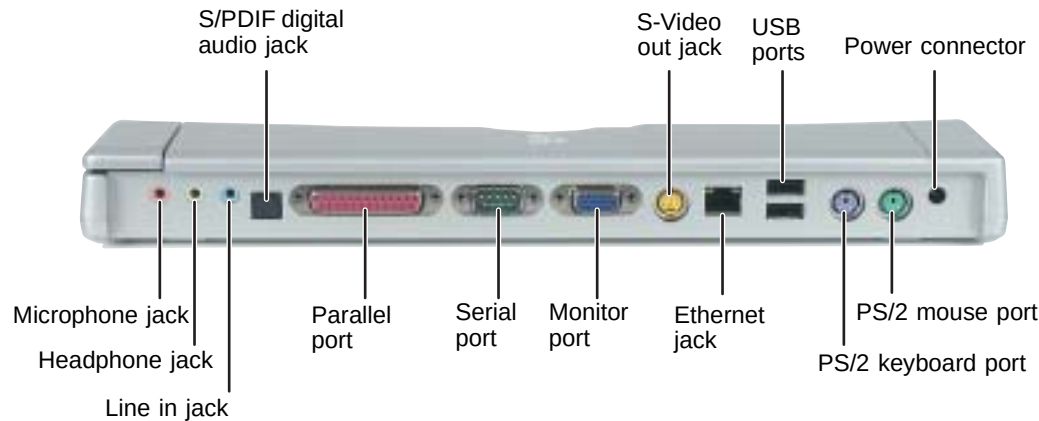
Component	Icon	Description
Kensington™ lock ring		Secure your convertible tablet PC and port replicator to an object by connecting a Kensington cable lock through this ring and into the Kensington lock slot on your convertible tablet PC. For more information, see “Securing your port replicator” on page 284 .
Docking port		Connect your convertible tablet PC to this port. Warning! Power is passed through this port. This docking connection is certified to UL 1950 for use only with convertible tablet PCs designed for your Gateway port replicator.
Docking release latch		Press the release latch to attach the convertible tablet PC. Lift the release latch to release your convertible tablet PC.

Left side



Component	Icon	Description
USB port		Plug USB (Universal Serial Bus) devices (such as a diskette drive, flash drive, Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into this port.

Back



Component	Icon	Description
S/PDIF digital audio jack		Plug an optical (Toslink) AC-3 digital audio cable into this jack.
S-Video out jack		Plug a standard S-Video cable into this jack and the jack on an S-Video device (such as a television or VCR). For more information, see “Viewing the display on a television” on page 162.
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports.
Power connector		Plug the AC adapter cable into this connector.
Microphone jack		Plug a microphone into this jack.
Headphone jack		Plug amplified speakers or headphones into this jack. The built-in speakers on your convertible tablet PC are turned off when speakers or headphones are plugged into this jack. This jack is turned off when headphones are plugged into your convertible tablet PC’s headphone jack.

Component	Icon	Description
Line in jack		Connect an external audio input source (such as a stereo) to this jack so that you can record sound on your convertible tablet PC or play sound through your convertible tablet PC speakers.
Parallel port		Plug a parallel device (such as a printer) into this port.
Serial port		Plug a serial device (such as a digital camera) into this port.
Monitor port		Plug an analog VGA monitor into this port.
Ethernet jack		Plug a 10/100 Ethernet network cable into this jack. For more information, see “Connecting to a wired Ethernet network” on page 48 and “Networking Your Gateway M275” on page 207 .
PS/2 keyboard port		Plug a Personal System/2 (PS/2) keyboard into this port. Attaching a PS/2 keyboard to your port replicator may deactivate the built-in keyboard.
PS/2 mouse port		Plug a Personal System/2 (PS/2) mouse into this port. Attaching a PS/2 mouse to your port replicator may deactivate the touchpad.

Connecting to the port replicator

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

Attaching to the port replicator

To attach your convertible tablet PC to the port replicator:

- 1** Connect external devices to the ports on the port replicator.
- 2** Make sure the docking release latch is in the raised position.
- 3** Align the connector holes on the bottom of your convertible tablet PC with the docking posts on the port replicator.
- 4** Press down on the docking release latch until your convertible tablet PC moves into place.



Important



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

Disconnecting from the port replicator

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



To separate your convertible tablet PC from the port replicator:

- 1 If your convertible tablet PC is off, go to Step 2.

-OR-

Click/Tap **Start**, then click/tap **Undock Computer**. The Undock Computer menu item appears in the Start menu only while your convertible tablet PC is docked.

- 2 Pull up on the docking release latch. Your convertible tablet PC will move out and away from the port replicator.



- 3 Lift your convertible tablet PC off of the port replicator.



Securing your port replicator

You can secure your convertible tablet PC and port replicator to an object by using the security ring located on the left side of the port replicator and the Kensington lock slot located on the left side of your convertible tablet PC.



To secure your convertible tablet PC and port replicator:

- 1 Open the security ring on the port replicator.
- 2 Attach your convertible tablet PC to the port replicator.
- 3 Secure one end of the Kensington cable to a solid object, then run the other end of the cable through the security ring and lock it into the slot provided on the left side of your convertible tablet PC.





17

Troubleshooting

This chapter provides some solutions to common convertible tablet PC problems. Read this chapter to learn how to:

- Troubleshoot typical hardware and software problems
- Get telephone support
- Use automated troubleshooting systems
- Get tutoring and training

If the suggestions in this chapter do not correct the problem, see [“Getting Help” on page 51](#) for more information about how to get help.



Safety guidelines

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

- Never remove the memory bay cover, keyboard, or hard drive kit if your convertible tablet PC is turned on, the batteries are installed, or while the modem cable, network cable, or AC power adapter are connected to your convertible tablet PC.
- Make sure that you are correctly grounded before accessing internal components. For more information about preventing damage from static electricity, see [“Preventing static electricity discharge” on page 260](#).
- After you complete any maintenance tasks where you remove the memory bay cover, keyboard, or hard drive kit, make sure that you replace the cover, keyboard, or hard drive kit, reinstall any screws, then replace the batteries before you start your convertible tablet PC.

Warning



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

First steps

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

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

Help and Support



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

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

Software support tools

Your convertible tablet PC *may* include the following support tool to help you diagnose and fix problems:

- *PC Doctor* is a comprehensive hardware diagnostic and system information tool that can test your convertible tablet PC and determine its configuration. PC Doctor provides 85 professional diagnostic tests directly from your convertible tablet PC.

This support tool is available by clicking/tapping **Start**, **All Programs**, then clicking/tapping **Gateway Utilities**.

Troubleshooting

Audio

See [“Sound” on page 308](#).

Battery

See [“Power” on page 305](#).

Device installation

You have computer problems after adding a new device

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



To check IRQ usage:

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



Help and Support



For more information about IRQs, click/tap **Start**, then click/tap **Help and Support**.

Type the keyword **IRQs** in the **Search** box
Search: , then click/tap the arrow.



To free IRQ resources for the new device:

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



Diskette drive (external)

The diskette drive is not recognized

- Shut down and restart your convertible tablet PC.
- The USB cable may not be inserted completely into the USB port. Press the cable into the port, then try to access the diskette again.

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

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

You see a “Disk is full” error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error checking on the diskette. For more information, see [“Checking the hard drive for errors” on page 238](#). If errors are detected and corrected, try using the diskette again.

You see a “Non-system disk”, “NTLDR is missing”, or “Disk error” error message

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

The diskette drive status indicator is lit continuously

Remove the diskette from the drive. If the indicator stays on, try restarting your convertible tablet PC.

Display

The screen is too dark

Adjust the brightness using the system keys. For more information, see [“System key combinations” on page 30](#).

The screen resolution is not correct

Change the screen resolution from the *Display Properties* dialog box. For more information, see [“Adjusting the screen resolution” on page 195](#).

Help and Support



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

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

The text on the display is dim or difficult to read

- Adjust the brightness and contrast using the system keys. For more information, see [“System key combinations” on page 30](#).
- Change the display settings. For more information, see [“Adjusting the screen and desktop settings” on page 193](#).
- Move your convertible tablet PC away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.

The display has pixels that are always dark or too bright

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

DVD or DVD/CD-RW drives

Your convertible tablet PC does not recognize a disc

- The disc may not be seated correctly in the tray. When you place a disc on the tray, make sure that you press the disc firmly onto the spindle so the retainers hold the disc in place.
- The modular drive may not be inserted completely into the modular bay. Press the module into the bay, then try to access the disc again.
- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed and cannot be read by the drive.
- Some music CDs have copy protection software. You may not be able to play these CDs on your convertible tablet PC.
- Your convertible tablet PC may be experiencing some temporary memory problems. Shut down and restart your convertible tablet PC.
- Clean the disc. For more information, see [“Cleaning CDs or DVDs” on page 293](#).

An audio CD does not produce sound

- Make sure that the CD label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your convertible tablet PC.
- Make sure that the volume control on your convertible tablet PC is turned up. For more information, see [“System key combinations” on page 30](#).
- Make sure that the Windows volume control is turned up. For more information, see [“Adjusting the volume” on page 102](#).
- Make sure that Mute controls are turned off. For more information about the mute setting, see [“System key combinations” on page 30](#) or [“Adjusting the volume” on page 102](#).

- Make sure that headphones are not plugged into the headphone jack. For the location of the headphone jack, see [“Left Side” on page 3](#) and [“Back” on page 280](#).
- If you are using powered speakers, make sure that they are plugged in and turned on.
- Clean the CD. For more information, see [“Cleaning CDs or DVDs” on page 293](#).
- Your convertible tablet PC may be experiencing some temporary memory problems. Shut down and restart your convertible tablet PC.
- Reinstall the audio device drivers. For more information, see [“Reinstalling device drivers” on page 249](#).

A DVD movie will not play

- Make sure that the label or side you want to play is facing up, then try again.
- Shut down and restart your convertible tablet PC.
- Clean the DVD. For more information, see [“Cleaning CDs or DVDs” on page 293](#).
- DVD discs and drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc’s regional code and your DVD drive’s regional code must match.

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

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

- Make sure that the InterVideo program has been installed on your convertible tablet PC. See [“Playing a DVD” on page 124](#) for more information.

A DVD does not produce sound on a TV

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

Cleaning CDs or DVDs

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



File management

A file was accidentally deleted

If a file was deleted at a DOS prompt or in Windows while holding down the **SHIFT** key, the file cannot be restored.



To restore deleted files:

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

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



Help and Support



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

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

Hard drive

You see an “Insufficient disk space” error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For more information, see [“Using Disk Cleanup” on page 237](#).
- Empty the Recycle Bin by right-clicking/button-tapping the **Recycle Bin** icon, then clicking/tapping **Empty Recycle Bin**.

Caution



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

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

Help and Support



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

Type the keyword **file management** in the **Search** box , then click/tap the arrow.

You see a “Data error” message

This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error checking program. For more information, see [“Checking the hard drive for errors” on page 238](#).

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

- If a diskette is in the diskette drive, eject it and restart your convertible tablet PC.
- Make sure that the hard drive is installed correctly. Remove it, firmly reinsert it, then restart your convertible tablet PC. For more information, see [“Replacing the hard drive kit” on page 273](#).
- If your convertible tablet PC has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

You see a “Non-system disk”, “NTLDR is missing”, or “disk” error message

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

Interface/Ports

The buttons on the convertible tablet PC’s LCD panel do not do what they are supposed to

- The button functions have been changed. Reset button functions in the Buttons tab of the *Tablet and Pen Settings* dialog box. For more information, see [“Programming the buttons” on page 201](#).

The convertible tablet PC does not recognize the PC Card

- The card is incorrectly inserted. Eject the card and re-insert it with the label side up. For more information, see [“Adding and removing a PC Card” on page 258](#).

The convertible tablet PC does not recognize a USB or 1394 peripheral device

- The peripheral device is not connected to the convertible tablet PC correctly. Check the connection cable, and be sure it is inserted in the correct port on the convertible tablet PC and the peripheral device.
- The correct driver is not built into Windows XP. Use the device’s installation CD or check the manufacturer’s Web site for the correct driver.

Internet

You cannot connect to the Internet

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See [“Right Side” on page 5](#) to make sure that the connections have been made correctly.
- Make sure that your convertible tablet PC is connected to the telephone line and the telephone line has a dial tone.
- If you have the call waiting feature on your telephone line, make sure that it is disabled.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.

- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.
- Make sure that you do not have a problem with your modem. For more information, see [“Modem \(dial-up\)” on page 298](#)

Help and Support



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

Type the keyword **troubleshooting connections** in the **Search** box , then click/tap the arrow.

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

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

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

Connecting to a Web site takes too long

Many factors can affect Internet performance:

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

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

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

Keyboard

The built-in keyboard does not work

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

The external keyboard does not work

- Make sure that the keyboard cable is plugged in correctly.
- Remove all extension cables and switchboxes.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.
- Try a keyboard that you know works to make sure that the keyboard port works.
- If you spilled liquid in the keyboard, turn off your convertible tablet PC and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

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

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

Memory

You see a “Memory error” message

- Make sure that the memory modules are inserted correctly in the memory bay slots. For more information, see [“Adding or replacing memory” on page 261](#).
- Use PC Doctor or a third-party diagnostic program to help determine if a memory module is failing. For more information, see [“Adding or replacing memory” on page 261](#).

You see a “Not enough memory” error message

- Close all programs, then restart your convertible tablet PC.

Help and Support



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

Type the keyword **memory error** in the **Search** box , then click/tap the arrow.

Memory card reader

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

- Reboot your convertible tablet PC.

Modem (dial-up)

Your modem does not dial or does not connect

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See [“Right Side” on page 5](#) to make sure that the connections have been made correctly.
- Make sure that your convertible tablet PC is connected to the telephone line and the telephone line has a dial tone.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set appropriately.



To check the dialing properties:

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

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



Help and Support



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

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

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

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

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

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

You cannot connect to the Internet

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

Your 56K modem does not connect at 56K

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

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

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

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



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

- 1 Insert the red *Drivers and Applications* CD into the DVD or DVD/CD-RW drive.
- 2 Click/Tap **Help**, then click/tap **Support Web Site**.
- 3 To check your modem connection speed, click/tap the **Direct Dial** option. After your modem connects, move the mouse pointer over the **Dial-Up Networking** icon (located next to the clock on your taskbar). Your modem connection speed appears.



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

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

The modem is not recognized by your convertible tablet PC

- Make sure that the line connected to the modem is working and plugged into the appropriate port on your convertible tablet PC. See [“Right Side” on page 5](#) to make sure that the connections have been made correctly.

- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use the modem cable that came with your convertible tablet PC. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your convertible tablet PC.
- Run Windows modem diagnostics.



To run modem diagnostics:

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



Help and Support



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

Type the keyword **modem troubleshooting** in the **Search** box , then click/tap the arrow.

The modem is noisy when it dials and connects

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



To turn down the modem volume:

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



Mouse

The external mouse does not work

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

The external mouse works erratically

- Clean the mouse. For more information, see [“Cleaning the mouse” on page 245](#).
- Some mouse pad patterns “confuse” optical mice. Try the mouse on a different surface.

Networks

You cannot connect to your company network

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

Help and Support



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

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

Operating system

The program I am working in has stopped responding but the cursor moves and other programs work

- The program has crashed. Press the Windows Security button  on the convertible tablet PC's LCD panel to open the Task Manager and close the non-responsive program.

-OR-

Press **CTRL+ALT+DEL** to open the Task Manager and close the non-responsive program.

The convertible tablet PC keeps showing the wrong date and time even after resetting

- The CMOS battery on the system board may need to be replaced. Contact Gateway technical support.

The convertible tablet PC seems to be operating more slowly than usual

- The hard drive is full or nearly full. Run the Disk Cleanup utility to clear out unnecessary and temporary files, and remove unneeded programs and files. For more information, see [“Using Disk Cleanup” on page 237](#).
- The hard drive needs defragmenting. Run Disk Defragmenter to consolidate files and folders on the hard drive. For more information, see [“Defragmenting the hard drive” on page 240](#).

- The convertible tablet PC is in Portrait or Secondary Landscape orientation. Though changing the orientation should not slow the convertible tablet PC considerably, try changing back to Primary Landscape orientation.

Passwords

Your convertible tablet PC does not accept your password

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

You forgot your startup password

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

PC Cards

You installed a PC Card and now your convertible tablet PC is having problems

- The card is incorrectly inserted. Eject the card and re-insert it with the label side up. For more information, see [“Adding and removing a PC Card” on page 258](#).
- Make sure that you have correctly installed required software for the PC Card. For more information, see your PC Card’s documentation.
- Make sure that the PC Card you installed is not causing a system resource conflict. For more information on resource conflicts, see [“Device installation” on page 288](#).

Pen

The convertible tablet PC does not respond to the pen

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

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

- The pen and display need recalibrating in both Landscape and Portrait mode. Recalibrate through the **Pen Settings** tab of the *Tablet and Pen Settings* dialog box. For more information, see [“Adjusting tablet and pen settings” on page 200](#).

Power

Your convertible tablet PC is not working on AC power

- Make sure that your AC power adapter is connected correctly to your convertible tablet PC. For more information, see [“Connecting the AC adapter” on page 19](#).
- If your convertible tablet PC is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, turned on, and working correctly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure that the AC power adapter cables are free from cuts or damage. Replace any damaged cables.

Your convertible tablet PC is not working on battery power

- Make sure that the battery is installed correctly. For more information, see [“Replacing the main battery” on page 172](#).
- Make sure that the optional secondary battery is installed correctly. For more information, see [“Installing a secondary battery” on page 174](#).
- Make sure that the batteries are fully recharged. For more information, see [“Recharging the battery” on page 169](#).
- Make sure that the battery is calibrated correctly. For more information, see [“Recalibrating the battery” on page 170](#).

Your convertible tablet PC will not turn off, even after sliding and holding the power switch for five seconds

If your convertible tablet PC has “frozen,” and sliding and holding the power switch for five seconds does not turn it off, insert a straightened paper clip into the reset hole on the bottom of your convertible tablet PC. For the location of the reset hole, see [“Bottom” on page 7](#).

The battery seems to run down very quickly

- Peripheral devices and programs that make heavy use of the hard drive drain the battery more quickly. Use AC power whenever possible, and readjust the **Power Properties** to **Max Battery** when AC power is unavailable. For more information, see [“Changing the power scheme” on page 179](#).
- The battery is weakening or defective. All batteries run down in time, but if a new battery appears to be defective, contact Gateway about replacing it.

The convertible tablet PC will not turn on

- The Power switch has not been fully engaged. Slide and hold the Power switch for at least a half-second, but no more than three seconds.
- The battery is fully discharged but AC power is not connected. Connect the AC adapter to power the convertible tablet PC and charge the battery.

The convertible tablet PC turns on and the hard drive status indicator flashes, but nothing appears on the display

- Display brightness is set too low. For more information, see [“Adjusting brightness” on page 192](#).

The convertible tablet PC will not enter Hibernate mode

- Hibernate mode is not activated. For more information, see [“Activating and using Hibernate mode” on page 182](#).

The convertible tablet PC will not come out of Standby or Hibernate mode when running on battery power.

- The battery fully discharged and AC power is not connected. Connect the AC power adapter to power the convertible tablet PC and charge the battery.

The display goes black while the convertible tablet PC is still turned on

- Convertible tablet PC has gone into Standby after sitting idle (power status indicator is blinking blue). Slide and hold the Power switch for about a second to resume operations.
- Convertible tablet PC has gone into low-battery Hibernate (power status indicator is blinking blue). Slide and hold the Power switch for about a second to resume operations, and charge the battery.

Printer

The printer will not turn on

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

The printer is on but will not print

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



To set a default printer:

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



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

You see a “Printer queue is full” error message

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



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

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



Help and Support



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

Type the keyword **printer troubleshooter** in the **Search** box , then click/tap the arrow.

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

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

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

Sound

You are not getting sound from the built-in speakers

- Make sure that headphones are not plugged into the headphone jack. For the location of the headphone jack, see [“Left Side” on page 3](#) and [“Back” on page 280](#).
- Make sure that the volume control on your convertible tablet PC is turned up. For more information, see [“System key combinations” on page 30](#).
- Make sure that the Windows volume control is turned up. For more information, see [“Adjusting the volume” on page 102](#).

- Make sure that Mute controls are turned off. For more information about the mute setting, see [“System key combinations” on page 30](#) or [“Adjusting the volume” on page 102](#).

Help and Support



For more information about troubleshooting sound issues, click/tap **Start**, then click/tap **Help and Support**.

Type the keyword **sound troubleshooter** in the **Search** box , then click/tap the arrow.

Touchpad

The touchpad does not work.

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

Video

The external monitor is not working

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

TV out is not working

- Make sure that you have activated TV out. For more information, see [“Viewing the display on a television” on page 162](#).
- Make sure that the television is turned on and that the S-Video cable is connected correctly.
- Televisions in different countries use different standards. If you are traveling, you may need to change the TV Out mode. For more information, see [“Viewing the display on a television” on page 162](#).

Telephone support

Before calling Gateway Technical Support

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

- Make sure that your convertible tablet PC is connected correctly to a grounded AC outlet that is supplying power. If you use a surge protector, make sure that it is turned on.
- If a peripheral device, such as a keyboard or mouse, does not appear to work, make sure that all cables are plugged in securely.
- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.
- If you have "how to" questions about using a program, see:
 - Online Help
 - Printed documentation
 - The Microsoft Windows documentation
 - The software publisher's Web site
- See the troubleshooting section of this chapter.

Warning



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

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

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

- Have your customer ID, serial number, and order number available, along with a detailed description of your problem, including the exact text of any error messages, and the steps you have taken.
- Make sure that your convertible tablet PC is nearby at the time of your call. The technician may have you follow troubleshooting steps.

Telephone numbers

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

Automated troubleshooting system

Service description	How to reach
Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US) 877-709-2945 (Canada)

Telephone numbers

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

Resource	Service description	How to reach
Fax on demand support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	800-846-4526 (US) 877-709-2951 (Canada)
Gateway's fee-based software tutorial service	Get tutorial assistance for software issues billed by the minute.	800-229-1103 (charged to your credit card) 900-555-4695 (charged to your telephone bill)
Gateway Technical Support	Talk to a Gateway Technical Support representative about a non-tutorial technical support question. (See "Before calling Gateway Technical Support" on page 310 before calling.) TDD Technical Support (for hearing impaired) is available: Weekdays 6:00 a.m. - 8:00 p.m. Central Time Weekends 6:00 a.m. - 5:00 p.m. Central Time	800-846-2301 (US) 800-846-3609 (Canada and Puerto Rico) 605-232-2191 (all other countries) 800-846-1778 (TDD)
America Online	Get support for your America Online ISP account	800-827-6364 (US) 888-265-4357 (Canada)
CompuServe	Get support for your CompuServe ISP account	800-848-8990 (US)
Sales, accounting, and warranty	Get information about available systems, pricing, orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-888-2037 (Canada)

Tutoring and training

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

Self-help

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

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

Help and Support



For more how-to information about Windows XP, click/tap **Start**, then click/tap **Help and Support**.

Type the keyword **practice** in the **Search** box
Search , then click/tap the arrow.

Tutoring

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

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

Training

Gateway provides the following in-person and computerized training:

Resource	Service description	For more information
In-Store Training at Gateway stores	Our friendly and knowledgeable software trainers can teach you how to use the Internet and the most popular software programs, including Microsoft Word, Excel, and PowerPoint.	www.gateway.com/store
Gateway Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	www.gateway.com/training
Online Training from Learn@Gateway	More than 450 online courses are available from Learn@Gateway. All you have to do is go online and log in. You select the subject matter, and the learning format (self-paced tutorials or virtual classrooms), all from the comfort of your convertible tablet PC.	www.learnatgateway.com/



Safety, Regulatory, and Legal Information

Important safety information

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

Warning



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

A



Setting up your system

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

Care during use

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

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Important



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

Warning



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

Regulatory compliance statements

Wireless Guidance

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

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

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

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

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

Warning



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

Warning



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

Warning



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

Warning



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

Warning



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

Warning



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

Warning



In order to comply with FCC requirements transmitters must not be operated (or co-located) in conjunction with any other transmitter or antenna installed in the convertible tablet PC.

United States of America

Federal Communications Commission (FCC)

Intentional emitter per FCC Part 15

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

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

This equipment complies with FCC radio frequency electromagnetic signal (RF) exposure limits set forth for an uncontrolled environment of a portable transmitting device.

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

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

Warning



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

Warning



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

Unintentional emitter per FCC Part 15

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

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

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

FCC declaration of conformity

Responsible party:

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

Product:

- Gateway M275

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

Caution



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

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

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

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

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

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

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

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

When programming or making test calls to emergency numbers:

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

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

Canada

Industry Canada (IC)

Intentional emitter per RSS 210

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

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

This equipment complies with Industry Canada radio frequency electromagnetic signal (RF) exposure limits set forth for an uncontrolled environment of a portable transmitting device

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

Warning



To prevent radio interference to licensed service 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.

Warning



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

Warning



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

Warning



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

Unintentional emitter per ICES-003

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

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

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

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

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

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

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

Warning



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

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

Mexico

Intentional emitter

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

Wireless devices that may be in your system are only qualified for use in Mexico if a COFETEL ID is on the system label.

This equipment complies with radio frequency electromagnetic signal (RF) exposure limits for an uncontrolled environment of a portable transmitting device.

Unintentional emitter

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

Laser safety statement

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

Warning



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

California Proposition 65 Warning

Warning



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

Notices

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Poway, CA 92064 USA

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Macrovision statement

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

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

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