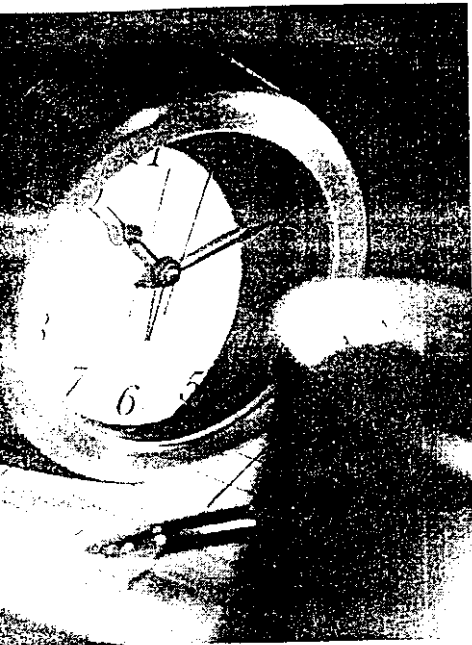




COMPAQ

USER'S GUIDE

Compaq Presario 2200, 2500 Series and 2400ES
Personal Computers

Including:

- Model Specific Features
- Safety & Comfort Guide
- Service & Support Information



Purchase Date _____

Store Name _____

Computer Model No. _____

Computer Serial No. _____

Monitor Model No. _____

Monitor Serial No. _____

Federal Communications Commission (FCC) Statement

RADIO FREQUENCY INTERFERENCE BTATEMENT

This equipment 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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correct the interference by one or more of the following measures :

- Reorient 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 .

Any special accessories needed for compliance must be specified in the instruction manual .

Warning : A shielded-type power cord is required in order to meet FCC emission limits and also to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used .

Use only shielded cables to connect I/O devices to this equipment .

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

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Using This Guide

Thank you for purchasing a Compaq 2200, 2500 Series or 2400ES Personal Computer. Your new Compaq computer will introduce you to a whole new world of work and play with features that enhance your lifestyle and make learning fun. Please read through the table of contents to familiarize yourself with the topics in this guide.

Throughout this guide, you will see features marked "*Available on selected models only*". Whether the features are available on your computer will depend on the model you purchased, the operating system you're using, and sometimes on your geographical location.

Text Conventions in This Guide

The examples below identify and explain specially formatted text that is used throughout this guide.

- Key names appear in a boldfaced type, very much the way they appear on the keyboard; for example, **Home**, **End**, **Backspace**, **Tab**.
- When keys must be pressed at the same time, the action is represented by the key names and the plus (+) symbol; for example, **Ctrl+Alt+Delete**.
- Drive letters that are not in command lines are presented in uppercase type as shown here: drive **A**.
- Software directory names or folders that are not in command lines are presented in uppercase type as shown here: **DIRECTORY**.
- The file names are presented in uppercase italic type as shown here: *FILENAME*.
- The names of commands are presented in lowercase, bold type as shown here: **install**, or **a:\install**. Commands that are to be entered at the system prompt may be shown on a separate line.
- The names of items on the desktop are presented in a boldfaced type. For example, you are directed to "double-click on the **My Computer** icon on the desktop". The names of software programs and items on the menu bar are also presented in a boldfaced type. For example, you are directed to "choose **Start**, then **Programs**, then **Internet Explorer** from the menu bar".
- When you need to type information without pressing the **Enter** key, you are directed to "type" the information.
- When you need to type information *and* press the **Enter** key, you are directed to "enter" the information.

The following words and symbols mark special messages throughout this guide:



Text set off in this manner presents helpful hints for using your computer.

IMPORTANT: Text set off in this manner presents specific instructions, commentary, sidelights, or interesting points of information.



CAUTION: Text set off in this manner indicates that failure to follow directions could result in equipment damage or loss of information.



WARNING: Text set off in this manner indicates that failure to follow directions may result in bodily harm or loss of life.

Locating Presario Help

Compaq provides you with several resources to help you learn about your Compaq 2200, 2500 Series or 2400ES Personal Computer. A few of these resources are:

Solving Common Computer Problems

You can use the "Solving Common Computer Problems" section of this guide as a reference for troubleshooting tips.

Glossary

You can use the glossary in this user guide to learn the definitions of computer terms and/or acronyms that may be unfamiliar to you.

Index

The index helps you locate specific information within this book.

Service and Support

If you double-click on the **Presario Support** or **CompaqCare** icon (shown below) on your Windows desktop, you can access a variety of service tools for your Compaq Presario 2200, 2500 Series or 2400ES Personal Computer.



or



Extra Line Service icon *CompaqCare icon*

If you need further technical support, you can contact Compaq via our Internet site, or by telephoning one of our technical support centers. Our website can be found at **www.compaq.com** and Compaq's Technical Support telephone numbers, by region, can be found in the Limited Warranty Statement that came with your computer.

IMPORTANT: Before you call the technical support center, be sure that you know the model and serial numbers for your computer. The serial number for your computer is located on the right side of the hood of your computer.

Model Number: _____

Serial Number: _____

Getting Additional Help

Many books are available on how to use Windows and individual applications. You may also find the following resources useful.

Microsoft Windows

Microsoft Windows 98, the guide packed with your computer, explains common tasks so that you can quickly become proficient on your computer. Some sample topics are:

- Using Windows Explorer
- Creating and deleting files and folders
- Saving documents
- Setting up a screen saver
- Using shortcuts
- Connecting to the Internet

Windows Help

Windows Help can provide information on many topics, such as:

- Customizing system settings
- Customizing the **Start** menu
- Changing the appearance of your desktop
- Moving and resizing windows
- Creating icons
- Using the right mouse button for certain tasks
- Using networks

You can get to Windows Help by clicking on **Start** on the Windows taskbar (lower left of the screen), then on **Help**.

For more information about using Windows Help, refer to the *Introducing Microsoft Windows* guide that came with your computer.

If you see green text while using Help, click on it for more information.

Most dialog boxes include the **What's This?** button , in the upper-right corner (next to the **Close**  button). Click on this button, then click on any item in the dialog box to see an explanation of that item.

Don't confuse the **What's This?** button with the **Office Assistant**  button in the main screen.

Application Help

To get Help for a specific program, you must have the program open. Click on **Help** on the menu bar, or press the F1 key.

IMPORTANT: Even within an application, accessing **Help** from the **Start** button menu will give the general **Windows Help**.

Getting Started

Introduction to Your Presario

This section of your User's Guide tells you how to set up your computer, identify system components, and hook up additional equipment, such as speakers and printers, that you may have purchased.

To help you set up your computer quickly and easily, some of the cables and connectors on the back of your computer are color-coded. Refer to the Quick Setup Poster that came with your computer and the instructions below to help you set up your computer.

System Setup

1. Connect your keyboard to the keyboard connector. An orange keyboard icon marks the keyboard connector.
2. Connect your mouse to the mouse connector. A green mouse icon marks the mouse connector.
3. Refer to your monitor User's Guide to connect your monitor (not included) to your computer. However, for most Compaq Presario monitors, you can follow the steps below to connect it:
 - a. Connect the monitor to the monitor connector. A monitor icon marks the monitor connector.
 - b. Connect the monitor power cord to the monitor and to the wall outlet.
4. The following connections apply to monitors with speakers and USB ports:
 - a. Connect the speakers to the speaker connector. A red speaker icon marks the speaker connector.
 - b. Connect the microphone to the microphone connector. A blue icon marks the microphone connector.
 - c. Connect the USB cable to a USB connector. A USB icon  marks the USB connector.
5. There are two types of modems. Follow these directions to hook up your modem.
 - a. If your modem has **two** outlets, connect your telephone line from your telephone to the modem outlet labeled PHONE on the back of your computer. Connect one end of the modem line that came with your computer to the outlet labeled LINE on the back of your computer. Connect the other end of the modem line to the telephone jack in your house.

- b. If your modem has one outlet, the telephone and the modem both need to be connected to the telephone jack. If you have this type of modem, a telephone splitter may be necessary.
6. Connect your computer power cord to the computer and to the wall outlet.
7. Press the **Main Power (On/Off)** switch located on the back of your computer. Then, press the Instant On button on the front of your computer.
8. Press your monitor's power switch to turn on your monitor.



CAUTION: Lightning strikes, power surges and other electrical anomalies can damage your computer and other electronics. For the protection of your computer, it is recommended that you connect all power cords for your computer and its peripheral devices (i.e. printer, scanner, etc.) to some form of surge protection such as a power strip or UPS (Uninterruptible Power Supply).

Not all power strips provide surge protection; they must be specifically labeled as having this ability. Look for manufacturers that have a Damage Replacement Policy to replace your equipment if their surge protection fails.

Windows Setup

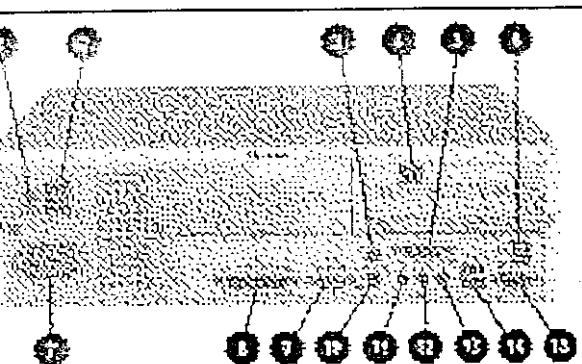
Windows Setup automatically begins when you first turn on your computer. When Windows prompts you to enter your Microsoft Certificate of Authenticity (COA) number, enter the number located on the front of your Microsoft Windows guide. Follow the on-screen instructions and respond to the questions to complete your setup. When you see the Windows desktop, your computer is ready to use. (Refer to the Glossary for terms and definitions.)

Identifying Features of Your Presario

The diagrams on the next pages show the location and identity of the various connectors, lights, slots, buttons, and switches on your CPU.

IMPORTANT: The appearance of your computer may differ from that shown, depending on model and geographic location. For ES Series models, please refer to the addendum that came with the documentation set.

Rear Components

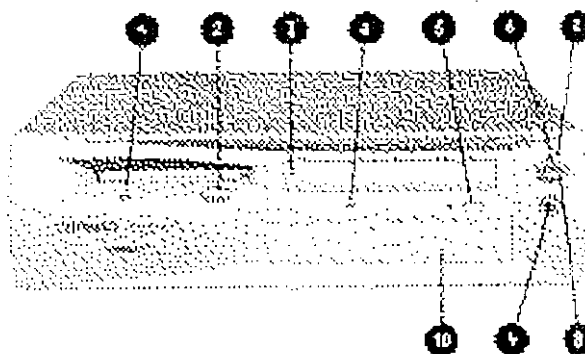


Icon	Component
	Voltage Select Switch* (110v/220v)
	Main Power (On/Off) Switch
	Mouse
	One or two RJ-11 jacks for modem line/phonehookup (depending on model)
	MIDI/Gamepad/Joystick
Title: G:\TEMP\CAD Creator AutoScript_2.2 Drawn 	Network Interface Connection (selected models only)
	AC Power Receptacle
	Parallel/Printer Port
	Serial Port
	Keyboard
	Microphone In
	Audio Line Out
	Speaker Out
	USB (2 connectors)
	VGA Monitor Connection

The voltage select switch varies by geographic location.

CAUTION: Do not plug a phone line into the network connector or you may damage the computer.

Front components



No.	Component
	Diskette Drive Activity Light
	Diskette Eject Button
	CD Drive Tray
	CD Drive Activity Light
	CD Load/Eject Button
	Hard Drive Activity Light
	Sleep Indicator Light
	Instant On Button
	Headphone Jack
	Expansion Bay

Refer to "Power Status Light" in the "Using Sleep and Power Management" section.

The Instant On Button

The large button on the right side of your computer is the Instant On button. It has two functions:

- Putting the computer into Sleep mode
- Waking the computer from Sleep

See the section on Using Sleep and Power Management for further details.

Easy Access Internet Keyboard

The new Easy Access Internet Keyboard places nearly all control of the computer at your fingertips. Full multimedia control and programmable Internet buttons allow you to easily and quickly access your computer's full capabilities.

Easy Access Internet Keyboard Button Features:

- CD/DVD controls
- Speaker volume controls
- Sleep button for Power Management
- Internet buttons for Instant Internet, Instant Search, E-commerce/Featured Website, and Instant E-mail

See Using Your Presario: Easy Access Internet Keyboard for further details.

Setting Up Your Speakers

This section provides general instructions to help you set up your speakers and connect them to your computer. For more detailed information, refer to the documentation that came with your speakers. If you have purchased a Compaq Presario monitor, it may have a set of speakers included. If you did not buy a monitor with speakers included, you may need to purchase a set of speakers.

There are two different types of speakers: powered and non-powered. You will need to know which kind of speaker you have, because you will have to hook them up differently. If you have powered speakers, they will have a power cord or a battery attached to them for amplification. Refer to the documentation that came with your speakers if you do not know which type of speaker you have.

Connecting Powered Speakers to Your Computer

1. Locate the line out connector (shown below) on the back of your computer.



2. Plug the speaker cable into the computer.
3. If your speakers have a power cord, plug the power cord into an electrical outlet. If your speakers use batteries, install the batteries in your speakers, according to the documentation that came with your speakers. Your speakers are ready to use.

Connecting Non-powered Speakers to Your Computer

1. Locate the speaker connector (shown below) on the back of your computer.



2. Plug the speaker cable into the computer. Your speakers are ready to use.

Setting Up Your Printer

This section provides general advice to help you setup a printer and connect it to your computer. For more detailed information, refer to the documentation that came with your printer. In this section, you will be asked to point and click on certain items to complete a task. Point and Click are terms that are used to describe mouse usage. For more information about how to use your mouse, see Mouse, which is in the Using Your Presario section of this guide.

Follow the steps below to connect a printer to your computer:

1. Locate the parallel/printer or serial connector (see "Rear Components" for reference) on the back of the computer and on the back or side of the printer.

Parallel/Printer Connector:



Serial Port Connector:



2. Plug the printer cable into the computer and into the printer using the appropriate connector.
- IMPORTANT:** When inserting the cable end into a connector, be sure to push gently but firmly.
3. Plug the printer's power cord into the wall outlet.
 4. Press the printer's power button.
 5. From the Windows desktop, click on the  Start button. Point to **Settings**, then click on **Printers**. The **Printers** dialog box appears.
 6. Double-click on the **Add Printer** icon.



The **Add Printer Wizard** dialog box appears.

7. Follow the instructions on your screen or refer to the documentation that came with the printer.

Using Your Presario

This section provides you with information on using our standard computer tools and some features which are unique to the Presario.

Use

Your mouse controls the on-screen pointer or cursor in windows and other mouse-oriented applications. There are five basic mouse techniques.

Click Press and release the left mouse button once.

Double-click Press and release the left mouse button twice, quickly. If you double-click too slowly, the computer will respond as if you single-clicked.

Highlight *In menus:* Place the cursor over the menu item and click. The item changes color or becomes 3D.
In most applications: Place the cursor at the beginning of your selection, hold down the left mouse button, and move the cursor to the end of your selection. Release the mouse button.

Drag and drop *For graphics:*
1. Position the cursor over the graphic.
2. Press and hold down the left mouse button while dragging the graphic to the new location.
3. Release the button.

For text:

1. Highlight the text (see above).
2. Place the cursor inside the highlighted region.
3. Press and hold down the left mouse button while dragging the text to its new location.
4. Release the button.

Right click Click the right mouse button once to produce a context-specific pop-up menu.

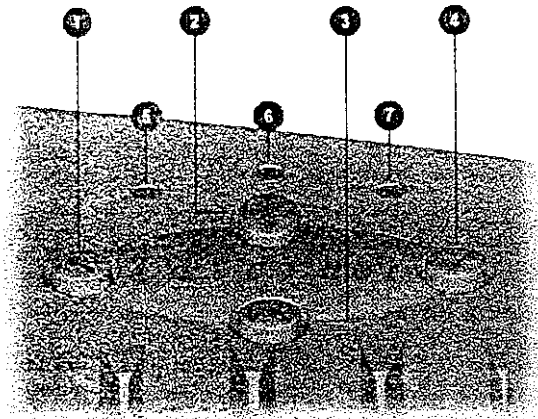
You can change the mouse settings to accommodate left-hand use or a different double-click rate (for example) in the **Mouse Properties** dialog box.

1. Click on **Start** (bottom left of screen)
2. Point to **Settings**, and click on **Control Panel**
3. Double-click on the **Mouse** icon. The **Mouse Properties** dialog box appears.

Easy Access Internet Keyboard

Your Easy Access Internet Keyboard (available on select models) offers more than a traditional computer keyboard, with its Internet and Multimedia Easy Access buttons. These buttons allow you to access e-mail, browse your favorite web site, control CD and DVD playback, and much more.

Lights and Easy Access Buttons – Internet Button Suite



No.	Icon	Function
1		Instant Search
2		Instant Internet
3		Instant E-Mail
4		Secure E-Commerce/Featured Website
5		Title: NUM. Num lock light Create
6		Title: CAPS Caps lock light Create
7		Title: SCRO Scroll lock light Create

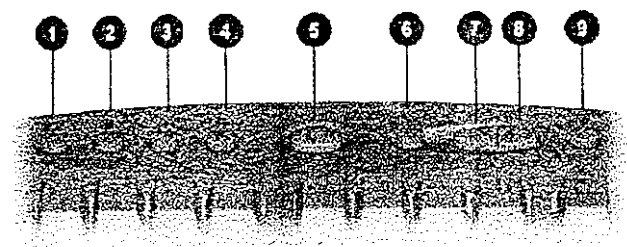
The Internet Button Suite

The Internet Buttons Suite at the top right of the keyboard provides a new level of user control and functionality.

- The **Instant Internet** button provides an easy, one-step connection to the Internet.
- The **Secure E-Commerce** button takes you to an electronic shopping experience. Compaq has partnered with several companies to provide you with the convenience of catalog shopping at the touch of a button. In some regions, the **Featured Website** button replaces the **Secure E-Commerce** button.
- The **Instant E-mail** button opens Microsoft Outlook Express E-mail application. If you prefer to use another E-mail application the button can be reconfigured.
- The **Instant Search** accesses a search engine that helps you locate information on the Internet.

IMPORTANT: All four buttons will launch the Compaq Internet Setup Wizard until Internet access has been established. If your modem is not recognized (or if you don't have one), all the buttons become Favorite Application Launch buttons.

Easy Access Buttons – Keyboard Top Center



No.	Icon	Function
		Play/pause
		Stop
		Previous track
		Next track
		Sleep (refer to Using Sleep and Power Management section)

		Mute
		Volume down
		Volume up
		Favorite Application Launcher

Easy Access Buttons-Keyboard Top Center

When you press an Easy Access button, your computer's *on-screen display* temporarily shows text confirming the action. On-screen display is unavailable in MS-DOS mode.

The default functions of these buttons are described below.

CD/DVD Drive Control Buttons

The Easy Access Buttons that control the CD/DVD drive are located above the keyboard function keys. Referring to the numbers in the previous table, they are (from left-to-right):

- Play/Pause
- Stop
- Previous Track
- Next Track

Sleep Button

Located at the top center of the Easy Access Internet Keyboard is a button with a half-moon on it. Pressing this button will place your computer into an energy-saving Sleep mode. Refer to the Using Sleep and Power Management section for further details.



CAUTION: While in Sleep mode, your computer will maintain system information and files that are open. However, any unsaved information will be lost if you turn off your system prior to system wake-up and file saving.

Volume Control Buttons

- Mute
- Volume Down (-)
- Volume Up (+)

Favorite Application Launch Button

Located to the right of the Volume Controls, the Favorite Application Launch Button is identified by a rocket icon. This button is user-programmable; it will start an application pre-selected by the user.

Configuring Your Easy Access Buttons and On-Screen Display

You may reconfigure the on-screen display and the Easy Access buttons to reflect your personal preferences. For example, you can disable or change the size and color of your on-screen display, or change the application associated with the **Favorite Application Launch** button .

To reconfigure either button:

Click on the **Easy Access Buttons** icon  on the bottom right of the Windows taskbar, next to the time display.

Click on **Configure Buttons** on the popup menu. The **Compaq Easy Access Button Settings** window appears.

Click on the image of the button you wish to reconfigure, then follow the on-screen instructions.

To reconfigure the on-screen display:

Click on the **Easy Access Buttons** icon on the Windows taskbar, next to the time display.

Click on **Configure On-Screen Display**. The window that appears has various check boxes and fields which allow you to change the font, size and color of the display.

Refer to the Using the Internet Button Suite with AOL later in this guide.

The Traditional Keyboard Keys

These are of four principal types:

- The main (typewriter-style) keys
- Function keys **F1-F12**
- Arrow keys
- Numeric (calculator-style) keys

Keyboard Functions

Some keys have special functions, either alone or when combined with other keys. The functions may vary from one application to another.

   	Move the cursor left, right, up, or down
Alt	Used only in combination with other keys. The effect depends on the application you are using.
Backspace	Moves the cursor left one space and deletes the character in that space.
Caps Lock	When this key is active, the Caps Lock light on the keyboard glows and all letters typed are capitalized.
Ctrl	Used only in combination with other keys. The

Delete	effect depends on the application you are using. Deletes the character to the immediate right of the cursor and moves subsequent text back one space.
End	Depending on the application, sends the cursor to the end of the text line, table cell, or document. Also used in combination with other keys.
Esc	Task depends on the application. Commonly used to exit an application, move back one screen, or cancel a command.
F1-F12	Assigned specific tasks for particular applications. F1 often accesses the help menu.
Home	Depending on the application, sends the cursor to the beginning of the text line, table cell, or document. Also used in combination with other keys.
Insert	Toggles typing between insert and overtyp modes, in which newly typed material inserts into current text or replaces it
Num Lock	Toggles the calculator pad between numeric mode and editing mode. The Num Lock status light on the keyboard glows in numeric mode.
Page Up/Page Down	In some applications, moves the cursor up or down (but not usually a whole page)
Pause	Temporarily stops screen scrolling. Ignored in many applications.
Print Scrn	In many applications, prints out the displayed screen, but not the whole page or file.
Shift	Used only in combination with other keys. In addition to the standard typewriter function, this key is also used to further modify the effect of the Ctrl and/or Alt keys.
Scroll Lock	Prevents automatic scrolling in some applications, and allows scrolling to be controlled by the arrow keys. The Scroll Lock light on the keyboard glows when this key is activated. Many applications ignore this function.



The **Windows** key. Opens the **Start** menu.



The **Windows Application** key. Usually has the same effect as a right mouse click.

Changing the Display Settings

Many software titles (particularly education and game applications) require you to change the monitor display settings to support 256 colors. Follow these steps:

1. Save all your work and close all programs.
2. Click on  **Start**, point at **Settings**, then click on **Control Panel**.

3. In the **Control Panel** window that opens, double-click on the **Display** icon.
4. In the **Display Properties** dialog box, click on the **Settings** tab.
5. Click on the down arrow in the **Color Palette** box, then select the **256 Color** option.
6. Click on the **OK** button.

You may be required to restart your computer for the new settings to take effect.

Random Access Memory

To determine how much random access memory (RAM) your computer has, follow these steps:

1. From the Windows Desktop, right-click on **My Computer**.
2. Select **Properties** from the pop-up menu. The amount of RAM is found in the **General** tab.

Some of your system memory is allocated for graphics (2 MB or 4 MB is the default.) You will see less memory displayed than the total physical memory installed. If 32 MB of total RAM were installed, and 2 MB were allocated to graphics, you would see 30 MB displayed.

Identifying Drive Letters

Your diskette drive, CD drive, hard drive, DVD drive, and Zip drive are designated with letters of the alphabet as well as icons. To determine your drive letters, follow the instructions below:

1. From the Windows Desktop, double-click on **My Computer**. The icons for your drives will appear in the **My Computer** window. (For a large view of the icons, click on the **View** menu, then click on **Large Icons**.) Next to the icons are the corresponding drive letters.
2. Use the table below to identify your drive, and note the drive letter that appears with the icon.



Drive _____
Diskette Drive



Drive _____
Hard Drive



Drive _____
CD/DVD Drive



Drive _____
Zip Drive

IMPORTANT: DVD drive and Zip drive are available on select models only.

Using Your Diskette Drive

To insert a diskette into the diskette drive, hold the diskette with the label facing up and the arrow pointing toward the drive, then gently push the diskette into the drive. To remove a diskette, press the diskette eject button. The diskette ejects.



Removing a diskette when the drive is reading from or writing to it can damage the diskette or corrupt (damage) the information stored on it. Wait until the diskette drive activity light turns off before removing a diskette.

Identifying Hard Drive Size

To determine the size of your hard drive, follow the instructions below:

1. From the Windows Desktop, double-click on **My Computer**.
2. In the **My Computer** window, right-click on the hard drive icon.



(C:) Drive

3. Click on the **Properties** option. The size of the hard drive is found in the **General** tab.

CD/DVD Drive Operation

IMPORTANT: The DVD drive is only available on select computer models.

Tray Load

If you have a CD/DVD drive that is a tray load, follow the instructions below:

To insert a compact disc (CD) or Digital Versatile Disc (DVD) into the CD/DVD drive, press the load/eject button located on the front of your CD/DVD drive. To remove a disc from its protective case, holding the disc by its center hole and outer edge to avoid touching the surface. Place the disc, printed label side up, into the round area of the tray. (If the tray contains support tabs, carefully slide the disc under the tabs to seat it correctly in the drive.) Press the load/eject button again to close the drive.

Slot Load

If your computer has a slot-load CD drive, follow the instruction below.

To load a CD into a slot-load CD drive, remove a disc from its protective case, holding the disc by its center hole and outer edge to avoid touching the surface. Place the disc, printed label side up, into the slot. The drive automatically accepts the disc. To eject a CD, press the CD eject button on the CD drive.

Playing CDs

Playing an Audio CD

To play an audio CD using the Windows CD Player, insert the CD into the CD drive. After a few seconds, the CD automatically begins playing.

If a CD is already in the CD drive and you want to play it, follow the steps below:

1. Be sure an audio CD is in the CD drive.
2. From the Windows desktop, click on the **Start** button. Point to **Programs**, then to **Accessories**, then to **Entertainment**. Then click on **CD Player**. The **CD Player** dialog box appears.
3. Click on the **Play** button.
4. To stop playing the CD, click on the **Stop** button.

Playing a Video CD in Windows

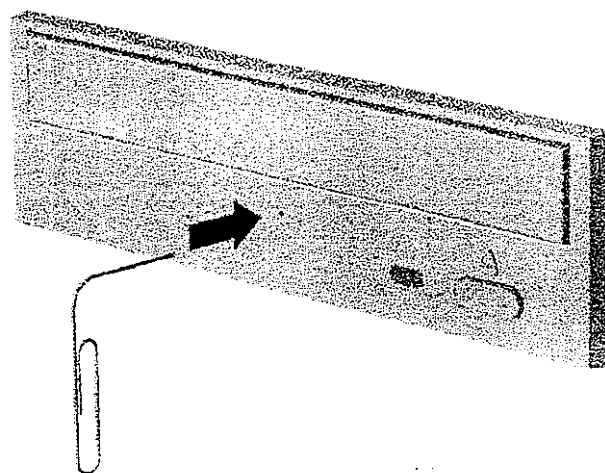
If you are using Windows to play a video CD using the Windows CD Player, insert the CD into the CD drive, and follow the steps below:

1. Click on the **Start** button on the Windows desktop.
2. Select **Programs**, then **Accessories**, then **Entertainment**, then **Media Player**. The Media Player opens.
3. Select **Device**, then **Active Movie** from the menu.
4. Double-click on your CD-ROM drive. A list of files and file folders is displayed. Usually, CD movies are stored in a file folder that begins with the letters "MPEG".
5. Double-click on the folder that contains the CD movie files. Most CD movie files will have a file name extension that ends in .AVI, .DAT, .MOV, or .MPG (for example, FILENAME.AVI).
6. Select the movie file and click on the **Open** button. A playing screen for the movie is displayed.
7. Click on the **Play** button on the bottom of the screen. The movie begins to play.



To learn about playlists, refer to the Windows CD Player online Help.

IMPORTANT: To manually eject a disk from a tray-load CD-ROM or DVD drive, push a straightened paper clip into the hole under the drive.



Manually Ejecting a Disk from the CD or DVD Drive

Using Sleep and Power Management

Instead of turning your computer off when you've finished using it, you may put it into a Standby or Sleep mode as a way to manage power consumption. Sleep also allows the computer to wake up faster than from Off mode when you need to use it. You can set several different levels of power management, depending on your patterns of computer use. These different levels of power management can be activated based on the amount of time that's passed since the last system activity. System activity examples include keyboard or mouse movement, CD playback (while under program control that monitors Sleep), certain hard disk functions and modem connections.

Power Status Lights

You can quickly tell the Sleep condition of your computer by glancing at the Power Status Lights.

Power Status lights

Compaq Monitor Status	On	Off
Power Light Status	Green	Amber
Mode	Active (Low)	Sleep (High)

Power Management

You can easily set different conditions or Power Schemes, under which your computer will go into Sleep mode. The optional settings in Windows are **Home/Office Desk**, **Portable/ Laptop** and **Always On**. The default settings vary, depending on the computer you're using. You're able to adjust:

- when the System goes to Standby
- when the monitor is put into Sleep
- when the Hard Drive becomes inactive.

Each of these system components will go to sleep after the selected or default periods of inactivity. (The setting for Hard Drive must be less than or equal to the setting for System.) The default settings will be right for most users, however, you can adjust the settings for each of these to suit your work habits. Be sure you save any data before allowing your computer to enter Sleep. Unsaved data will be lost if there's a power failure. To adjust the power management settings, complete the following steps.

IMPORTANT: If you're on a network, it's recommended that you set **System Standby** to **Never**.

1. Click on **Start**, highlight **Settings** and then click on **Control Panel**.
2. Click on the **Power Management Icon**.
3. At the **Properties** screen, click, in turn, on **System Standby**, **Turn off Monitor**, and **Turn off Hard Disk**, to select the length of idle time before your system goes to Sleep.
4. Click on **Save As** and type in the name for your personal power scheme.
5. Click on **Apply** to activate this new power scheme. Your personal power scheme is now activated.

Putting your computer into Sleep mode

In addition to the automatic Sleep modes, you may put your computer to Sleep manually, without a time interval. Here are the steps to follow:

1. First, save all your work just to be safe.
2. Press the **Instant On** button (on the CPU) or the **Sleep** button (keyboard).
3. The Power Status light on the CPU will light to show that Sleep mode is activated.

Another way to put your computer into Sleep mode is to click on **Start** and select the **Shut Down** option. Select **Standby** from the list of choices.



CAUTION: While in Sleep mode, your computer will maintain system information and open files. Unsaved information will be lost if you turn off your system or it loses power prior to system wake-up.

Waking Up Your Computer

To use your computer again, press either the **Instant On** button (on the CPU) or the **Sleep** button (keyboard). The **Power Status** light on the CPU will now glow green, indicating the system is ready. Simply pressing a key or moving the mouse will not wake the computer from Sleep mode.

Configuring Your Computer for Power Management

is a basic power management function, and offers options for customization. To set or modify the sleep timeout:

Click on **Start** and select **Shutdown**.

Click on **Restart the Computer?**, then on **Yes**.

When the red Compaq logo appears on-screen, press the **F10** key, and you'll be presented with a series of menu choices, which you can navigate with the arrow keys.

It is recommended that you use the Windows power management functions to control Sleep and leave the **F10** **Power Saving** function in the **Enabled** mode.

Disabling Sleep

You may wish to disable the Sleep mode functions to prevent the system from automatically entering Sleep after periods of inactivity. Repeat the steps above.

Highlight the **Power Saving** option, then select **Disabled**. Press **Enter**. Select **Yes** and press the **Enter** key.

You could also create a personal power scheme in which you select **Never** for your timeout choices, then save it as **Personal** or some similar name.

Shutting Off Your Computer Properly

Standard Off Mode

When you've finished using the computer for the day, shut it off through Windows instead of putting it into Sleep mode. This is quieter, and it saves power.

IMPORTANT: Your computer cannot receive faxes when it is off.

Save any work you want to keep by clicking on the **File** menu, then on **Save**. If the **Save As** dialog box appears, type in a file name and specify where you want to save the file, then click on the **Save** button. Exit the program you are using by clicking on the **Close** button in the top right-hand corner of the window.

Repeat steps 1 and 2 for each window you have open until only the Windows desktop remains active.

Maximize any windows previously placed on the taskbar at the bottom of the screen, and close them.

Click on **Start** and then on **Shut Down**.

6. In the **Shut Down Windows** dialog box, select the **Shut down the computer?** option, then click on the **Yes** button. In a short while (usually less than a minute), the computer will power off.

If you have an older monitor, you may want to turn it off. Newer monitors automatically enter a power-saving mode when the CPU is off.

When you want to use your computer again, press the **Instant On** button (on the CPU).

IMPORTANT: The Sleep button (on your keyboard) does not turn on your computer from a standard shutdown, only from Sleep mode.

Restarting your computer when it is locked up

If your computer has locked up (pressing a key or moving the mouse has no effect), press and hold the **Instant On** button for four seconds. Your computer powers off. Wait 30 seconds, then press the **Instant On** button again to power on your computer.

Full Off (Main Power Off) mode

If you need to install or replace components in your system, you must turn the computer off *completely*. Follow the instructions above for putting the computer into Standard Off mode, then turn off the **Main Power (On/Off)** switch at the CPU rear and unplug from the outlet.

When You Lose Power

There are several ways your computer could lose power and appear to act erratically:

- as a result of a commercial power outage
- by accidentally pulling the power plug
- by inadvertently switching off the main power switch.

Each of these situations could cause an apparent power surge, during which the CPU lights may flicker and the hard disk may appear to power up briefly, all followed by a complete shutdown. This is a normal sequence for the computer to go through and is not a cause for concern. Simply restart normally at your next work session when power is restored. The system may run a program called Scan Disk when it is turned on again, to check for any corrupted files as a result of the power failure.

Your Modem

Modems are available on selected models.

High Speed Modem Features

- K56flex support (up to 56Kbps)
- Free Software Update to V.90 ITU standard from Compaq's Web site
- Video Phone compatible (*available on selected models.*)

About Your Modem

The modem in your Presario computer supports K56flex. In addition, your modem may already include an update to the V.90 standard.

The new V.90 ITU standard allows compatibility with other 56K modems that support V.90, and is the result of joint efforts by modem manufacturers to create a more effective standard.

To find out about the modem(s) installed on your computer:

1. Click on  **Start**, then point to **Settings** and click on **Control Panel**.
2. Double-click on the **Modem** icon.
The **Modem Properties** window lists the modem(s) installed on your computer.

IMPORTANT: K56flex and V.90 are designed only to allow faster downloads from K56flex or V.90 compliant digital sources. Maximum achievable download transmission rates are currently unknown, may not reach 56 kilobits per second (kbps), and will vary with line conditions.

IMPORTANT: Check the Compaq Presario Internet site listed below for modem software updates and enhancements. Even if your Presario already has V.90 support you may wish to check the following web site to receive updates to the V.90 standard for increased interoperability and higher performance.

<http://www.compaq.com/products/networking/technology/k56/index.html>

When you access the web site to download the 56K software enhancements, you will be asked to select your country and Presario model number. If the 56K software update is not available at that time, you will receive a message stating that the update is currently not available.

IMPORTANT: If the update is not available, check this web site periodically for the drivers, or

call your local Compaq Helpline for more information.

High Speed Modem Technology

With your Presario high speed modem, you can achieve modem download transmissions at substantially increased rates of up to 56Kbps over standard telephone lines. This means that graphics-heavy Web pages and sound and video file downloads now race to your computer at nearly twice the speed of the fastest analog modems.

As long as your 56K modem is connected to an Internet Service Provider (ISP) or corporate site that uses high speed K56flex (or V.90 when available), for its digital phone network connections, you can achieve this speed increase.

Constraints

There are two constraints to this high-speed modem technology:

- The increased speeds are only achieved in one direction.
- Only one analog connection is permitted in the entire transmission link.

With high-speed modems, the transfer rate is asymmetrical: the downstream transfer rate is up to 56K, but the upstream rate is up to 31.2K. This means that when you're downloading files from a remote server (such as an Internet server or your company's remote access server), your files transfer at the 56K rate, but when you upload files, your transfer rate is slower.

Furthermore, high-speed modem technology can only operate when no more than one analog connection exists in the entire transmission link—the remainder of the entire connection path must be fully digital. This means that point-to-point modem connections (for example, one home user calling another home user) will have 33.6K transfer rates. Point-to-point connections involve two analog connections, hence the slower rate.

Fortunately, if you mostly connect to an ISP or a corporate Remote Access Server (RAS), these limitations will probably not affect you. Internet and RAS users generally download files, not upload them, so the increased downstream speed is a significant enhancement. Moreover, ISP and RAS services typically have digital connections, which means there is only one analog connection.

Surfing the Internet

What Is the Internet?

The Internet is a network of computer networks. A network is two or more computers that are linked together and share information and resources. The Internet is similar to networks that you find in an office or at a school, but the Internet is much larger and links millions of computers around the world. Many schools, particularly colleges and universities, are connected to the Internet, and the number of businesses and individuals joining the Internet increases every day.

What Is the World Wide Web?

The World Wide Web, also known as the Web or WWW, is part of the Internet network. Computers are set up as Web servers, and Web pages (and their related files) are stored on the servers. Web pages use a common "language" that allows any computer—PC, UNIX, or Macintosh—to read the information. This common language is called Hypertext Markup Language or HTML.

Web pages are organized into Web sites. The address of a Web site is called the Uniform Resource Locator or URL. The URL for Compaq's Web site looks like this:

<http://www.compaq.com>

Web pages can have many features, ranging from different colors, sizes, and kinds of fonts to animated graphics to embedded applications or scripts. To view these pages, you need a Web browser. Examples of popular Web browsers are Microsoft Internet Explorer and Netscape Navigator.

Web pages are connected to other Web pages with links. Almost anything can be made into a link—a word, sentence, button, or photograph. Text links are usually underlined and in a different color; graphic links sometimes have a line around its border. When you click on a link, you jump to a different Web page. The new Web page may be from the same Web site, or it may be from a Web site in another country!

 Check your local bookstore for books about using the World Wide Web, or browse the Web for more information.

Using Your Keyboard to Access the Internet

The Compaq Easy Access Internet Keyboard (available on selected models) provides quick, easy access to the Internet. For more information about the Easy Access Button keyboard, refer to "Using Your Presario".

IMPORTANT: If you do not have the Compaq Easy Access Internet Keyboard, you will have to access the Internet from the Windows desktop. To access the Internet from the Windows desktop, double-click on the **Internet Explorer** icon on your desktop. If you prefer, you can access Internet Explorer by choosing **Start**, then **Programs**, then **Internet Explorer** from the menu. Then, choose the **Internet Explorer** option in the **Internet Explorer** menu.

Internet Control Buttons

There are four Internet buttons on your Compaq Easy Access Internet Keyboard: **Instant Internet**, **Secure E-Commerce**, **Instant E-mail**, and **Instant Search**. Each button is described in more detail below. These buttons require access to the Internet; you will need to have an Internet Service Provider (ISP) account set up. For more information about setting up your ISP account, refer to "Setting Up an ISP Account."

- The **Instant Internet** provides an easy, one-step connection to the Internet.
- The **Secure E-Commerce** button takes you to an electronic shopping experience. Compaq has partnered with several companies to provide you with the convenience of catalog shopping at the touch of a button. In some regions, the **Featured Website** button replaces the **Secure E-Commerce** button.
- The **Instant E-mail** button opens Microsoft Outlook Express E-mail application. If you prefer to use another E-mail application the button can be reprogrammed.
- The **Instant Search** accesses a search engine that helps you locate information on the Internet.



To learn more about Internet Explorer, refer to its online help. A web tutorial is also available to you (you must have an ISP account first). Follow these steps to find more information: open Internet Explorer, then click on the **Help** menu. Select **Help Topics** for Internet Explorer online help or select **Web Tutorial**.

Setting Up an ISP Account

Using the Compaq Internet Setup should be the **first** thing you do after you complete your online registration. Compaq makes it easy to connect to the Internet and experience everything it has to offer. When you sign up for Easy Internet Access using the directions below, you are given 50 free hours* to explore the World Wide Web.

* This offer is only available in the United States, Canada, and Puerto Rico. The 50 free hours can be used over a 30-day period. Offers will vary depending on geographical location. A valid credit card may be required to initiate the free trial.

To setup your Internet, follow the steps below:

1. Complete your online registration.
2. Press the **Instant Internet** button on your keyboard or double-click on the **Set Up Internet Here** icon on your Windows Desktop. The **Compaq Internet Setup** window appears.
3. Follow the instructions on the screen to complete your Internet setup.

IMPORTANT: During the ISP account setup process, your computer will dial out to the ISP. Be sure your modem is connected and close any other modem applications before you start your setup.

To help you get started; Compaq has an ISP account setup wizard to help you find an ISP for your geographical area. Most of the instructions about setting up an ISP account are online—when you press the **Instant Internet** button for the first time, the ISP setup process begins. Follow the instructions on the screens to complete your setup. Depending on your Internet options, you will be prompted to:

1. Setup your modem (Compaq recommends using an automatic modem detection option, if available).
2. Choose an ISP from a list of preferred ISPs for your geographical area.
3. Enter your name and address.
4. Enter the telephone number of the phone line you have connected to your computer's modem.
5. Enter a credit card number.

IMPORTANT: Many ISPs offer a free trial period; however, you may be required to give a credit card number before you can begin the free trial. Payment is required after the free trial period ends.



If you already have an account with an ISP and your ISP is on the preferred provider list, follow the instructions in *Setting Up an ISP Account*, select your ISP, and enter your account information. If your ISP is not on the preferred provider list, contact your ISP for ISP account setup instructions.

IMPORTANT: For some geographical areas, ISP information may not be available. Contact your local computer store for names of local ISPs, and follow the Internet setup instructions that those ISPs provide.

Using Your Internet Button Suite with Your ISP Account

After you have finished setting up an account with an ISP, your four Compaq Easy Access Internet Keyboard buttons are ready to use! Press the **Instant Internet** button, and your computer automatically opens Microsoft Internet Explorer (or your ISP's Web browser) and begins connecting you to your ISP.

Using the Easy Access Internet Keys with AOL

AOL (America Online) customers must follow the steps below to get the most from their Easy Access Internet Keys. After completing these steps, your Internet Button Suite will be optimized for use with AOL.

1. Sign up for AOL.
2. After completing AOL signup, sign on to your AOL account, minimize AOL, and close all other open applications.
3. Press the **Instant Internet** button on your keyboard.
The Microsoft Internet Connection Wizard opens.
4. From the Microsoft Internet Connection Wizard dialog box, select **My computer is already set up for the Internet. Do not show this wizard again.**
5. Click on the **Next** button. Your Internet buttons now work with AOL.

To use the Instant Internet, Instant Search, and Secure E-Commerce buttons with AOL, first connect to your AOL account. After you have connected to AOL, you are able to use these three buttons properly.

The default application launched from the Instant E-Mail button is Microsoft Outlook Express, which is not used by AOL. Therefore, Compaq recommends that you reprogram your Instant E-Mail button to a **Launch AOL** button. Having a **Launch AOL** button makes it easier for you to connect to AOL.

reprogram your Instant E-Mail button to a **Launch AOL** button, follow these steps:

Click on the Easy Access Button Support icon (shown below) found in the lower-right corner of your taskbar next to the time display.



From the popup menu, click on **Configure Buttons**.

From the Compaq Easy Access Button Setting screen, click on the **Instant E-Mail** button.

Once the Instant E-Mail button is selected, click on **Launch a new program**.

From the next screen, click on **Choose your own program** and click on the **Next** button.

Locate the AOL executable on your hard drive by clicking on the **Browse** button. The file should be located in the Program Files\Online Services\AOL directory.

Double click to select the appropriate executable file.

Click once to position your cursor at the next dialog box, rename the button to **Launch AOL**, and click on the **OK** button.

Select **No** to exit.

Your Internet buttons are now ready to launch and interact with AOL.

IMPORTANT: If you use more than one Internet Service Provider (ISP) or Online Service on your computer, please follow the instructions below.

1. Right Click on the Internet Explorer icon found on your desktop.

2. Choose **Properties**.

3. Click on the **Connection** tab.

4. If you prefer AOL, choose **Connect to the Internet using a local area network**. If you prefer another ISP, choose **Connect to the Internet using a modem**.

5. Click on the **OK** button.

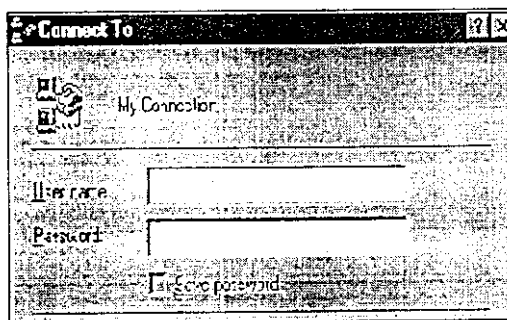
Changing Your ISP

United States, Canada, and Puerto Rico - If you would like to sign up with an ISP other than Compaq Easy Internet Access, or you want to change your ISP, contact that ISP for account setup instructions and troubleshooting information.

Outside of North America - If you want to change your ISP and your new ISP is on the preferred provider list, you may use the ISP account setup wizard. From the Windows desktop, click on the **Set Up Internet Here** icon. Follow the instructions on the screen to continue setting up an account with your new ISP. If the ISP is *not* on the preferred provider list, contact that ISP for account setup instructions and troubleshooting information.

Saving Your ISP Account Password

If the window that prompts you for your ISP account information is the **Connect To** window, the following information applies to you.



Each time you connect to the Internet, you will be prompted for your ISP account user name and password. Your computer will save your user name so you will not have to enter it each time. If you want to save your password as well, check the **Save password** option (click in the box).

If the **Save password** option is unavailable (grayed out), add Client for Microsoft Networks to your network configuration to enable it.

To do this, follow the instructions below:

1. From the Windows desktop, click on the **Start** button. Point to **Settings**, then click on **Control Panel**.
2. Double-click on the **Network** icon.
3. In the **Configuration** tab, click on the **Add** button.
4. The Select Network Component Type window displays.
5. Click on **Client**, then click on the **Add** button.
6. Under Manufacturers, select Microsoft. Under Network Clients, select Client for Microsoft Networks. Click on the **OK** button.
7. In the **Identification** tab, type the name for the computer (it can be any name).

8. Click on the **OK** button.

You may be prompted to insert the Windows installation CD or diskettes. If this occurs, locate the c:\windows\options\cabs directory, then follow the instructions on your screen.

9. Restart your computer for these changes to take effect.

The next time you see the **Connect To** window, the **Save password** option will be available.

IMPORTANT: After you finish these steps and restart your computer, you may see a prompt for a user name and password. This user name and password is for accessing Windows, *not* your ISP account. If you want to establish a Windows password, enter a password and follow the instructions on your screen. You will be prompted for this password each time you start your computer.

Online Services

The **Online Services** folder located on the **Start** menu allows you to choose from a list of ISPs; however, some of these ISPs may not be available in your area. Currently, the AT&T WorldNet Service area is limited to the Continental U.S., Hawaii, Puerto Rico, and the U.S. Virgin Islands. Also, please note that if you try to use AT&T WorldNet, America Online, or CompuServe in Australia, New Zealand, the Asia/Pacific region, Switzerland, Belgium, Latin America, Puerto Rico, or the Caribbean, you will either incur international long-distance charges or you may not be able to connect at all.

Internet Explorer 4.0 Features

Microsoft's Internet Explorer 4.0 is a web browser application that is already loaded on your system. Internet Explorer 4.0 has several features that will help you get the most out of your Internet experience.

In some regions, Compaq has installed a customized version of Microsoft Internet Explorer 4.0. This version brings you exciting Web content, including:

- Special demos of the coolest Web technologies, such as full-length music videos shown in RealVideo.
- Free desktop add-ons, including our exclusive Weather Window™, desktop wallpaper, and more.

Using the Active Desktop

The Active Desktop is a feature of Internet Explorer 4.0 that changes the standard Windows desktop on your computer to make it look more like a web page from the Internet. With the Active Desktop, you can save links to the web sites you visit most often right on your desktop. Your computer may run a little slower when the Active Desktop feature is being used.

IMPORTANT: The Active Desktop feature may be enabled by default on your computer.

Enabling and Disabling the Active Desktop

To enable the Active Desktop, use the following instructions:

1. From the Windows desktop, click on **Start**, point to **Settings**, then **Active Desktop**.
2. Click on **View As Web Page**. The Active Desktop features will appear or hide respectively as **View As Web Page** is checked or unchecked.



You can also enable the Active Desktop by right-clicking once anywhere on your desktop. When you right-click the mouse button, a menu is displayed. Select **Active Desktop**, then **View As Web Page** to enable the Active Desktop.

Using the Channel Bar

The Microsoft Internet Explorer 4.0 Channel Bar contains links to different Internet channel sites. Click on any of the channel buttons to take you to that channel site. Channel bar topics vary according to region.

The Channel Bar can be disabled or enabled. For additional information about the Channel Bar, go to the Microsoft web site:

<http://www.microsoft.com>.

Enabling and Disabling the Channel Bar

If you would like to disable or enable the Channel Bar, follow the steps below:

1. From the Windows desktop, click on **Start**, then **Settings**, then **Active Desktop**, then click on **Customize my desktop**.
2. Select the **Web** tab.
3. Click on the **Internet Explorer Channel Bar** box to uncheck it.
4. Click on **OK**.

Sending and Receiving Faxes

Your computer comes with the ability to send and receive faxes. Before you try to send or receive faxes, you will need to hook up your modem. For more information about hooking up your modem, refer to the *Quick Setup Poster* that came with your computer.

IMPORTANT: By default, COM2 is the port used by your modem for telephone communications.

Your computer will either come with RingCentral or the standard Microsoft Fax application.

RingCentral

RingCentral is a faxing software program that is loaded on your computer. The rest of this section contains basic information about sending and receiving faxes with your computer. Refer to the online Help in RingCentral for further instructions about using the program.

Setting Up RingCentral

The first time you use RingCentral, the program will prompt you through a setup process. The setup process is simple, and takes approximately 3 to 5 minutes to complete. Follow the steps below to set up RingCentral:

1. Double-click on the **RingCentral** icon located on your desktop, or from the Windows desktop, click on the  **Start** button. Point to **Programs**, then to **RingCentral**, then select **RingCentral** from the menu.
The RingCentral Setup Wizard screen displays.
2. Click on the **Next** button and follow the instructions on the RingCentral Setup Wizard screens.
3. Follow the directions on the RingCentral Setup Wizard screens until the setup process is complete.

Sending a Fax

To send a fax using RingCentral, follow the steps below:

1. Double-click on the RingCentral icon located on your desktop, or from the Windows desktop click on the  **Start** button. Point to **Programs**, then to **RingCentral**, then select **RingCentral** from the menu.
The RingCentral screen displays.
2. Click on the **Send Fax** tab of the RingCentral screen.
The Send Fax screen displays.

3. Fill in the information in the Recipients portion of the screen. The fax number field must be filled in, or RingCentral will be unable to deliver the message.
4. Type your message in the Note field on the screen.
5. Click on the **Send Fax Now** button.



You can also fax an existing document and add an attachment to it. Refer to the online Help that came with RingCentral for more information.

Receiving a Fax

If RingCentral is on, it automatically receives any faxes that are sent to you, and displays a message to let you know the fax is being delivered.

At times, you may want to disable the automatic-receipt feature on RingCentral, and receive faxes manually. To receive faxes manually, follow the directions below:

1. From the Windows desktop click on the  **Start** button. Point to **Programs**, then to **RingCentral**, then select **RingCentral** from the menu.
The RingCentral screen displays.
2. From the RingCentral screen, click **Menu**, then point to **Commands**, then click on **Manual Fax Receive**.
3. Click on **View Faxes** to see if you received any new faxes.
4. If you received any new faxes, highlight the new fax and click on **Open**.

IMPORTANT: Incoming faxes cannot exceed 100 pages.



To learn how to transfer data files to another computer system via your computer modem, refer to the Windows HyperTerminal online Help.

Microsoft Fax

Setting Up Microsoft Fax

1. From the Windows desktop, click on the **Start** button. Point to **Programs**, then **Accessories**, then to **Fax**, then click on **Compose New Fax**.
The **Inbox Setup Wizard** dialog box appears.
2. Uncheck the **Microsoft Network Online Service** and **Internet Mail** options (make sure Microsoft

Fax is the only box checked), then click on the **Next** button.

The **Location Information** dialog box appears.

3. In the **Location Information** dialog box, perform the following steps:
 - a. Select your appropriate country.
 - b. Enter the area (city) code of the number from which you are dialing.
 - c. Enter a number to connect to an outside line if appropriate.
 - d. Select **Tone** or **Pulse** according to your phone setup.
 - e. Click on the **OK** button.
4. The next dialog box will prompt you to select a fax modem. Select the appropriate modem from the choices given. Click on the **Next** button.
5. Under **Answer Mode**, you have two choices:

If you want to manually receive faxes, click on the default option.

OR

If you want your computer to answer any incoming faxes at any time, click on the **Answer after rings** option.

IMPORTANT: Selecting the **Answer after rings** option will not allow you to manually receive faxes. If an incoming fax notification window appears, *do not* click on the **Answer Now** button.

6. The next dialog box prompts you to enter your name, country, and fax number.
7. Type your name, and then press the **Tab** key.
8. In the field next to **Country**, click on the down arrow and select your country.
9. Press the **Tab** key.
10. Type your fax number.
11. Click on the **Next** button until you reach the last setup screen.
12. Click on the **Finish** button.

The **Compose New Fax** dialog box appears.

For additional information on setting up Microsoft Fax, refer to Windows online help.

Sending a fax

To send a fax using Microsoft Fax, follow the steps below:

1. From the Windows desktop, click on the **Start** button. Point to **Programs**, then to **Accessories**, then to **Fax**, then click on **Compose New Fax**.

The **Compose New Fax** window appears.

2. Follow the instructions on your screen to complete the **Compose New Fax** wizard.



You can also fax an existing document and add an attachment to it. Refer to Windows online help for more information.



By default, COM2 is the port used by your modem for telephone communications.

Receiving a Fax

IMPORTANT: If the system is powered off, it will not receive faxes. If your computer is in Sleep mode, scheduled faxes will not be sent. If you are using Microsoft Fax, the system will wake up from Sleep mode to receive faxes if Microsoft Fax is set up to automatically answer after a specified number of rings.

To receive a fax using Microsoft Fax, follow the steps below:

1. Double-click on the **Inbox** icon on your Windows desktop.

The **Inbox Windows Messaging** box appears.

IMPORTANT: The **Inbox** must be opened in order to receive faxes. If the fax machine icon is not in the right-hand side of the Taskbar, try restarting the **Inbox** application or restarting your computer.

IMPORTANT: If during setup of Microsoft Fax, you did not select for the modem to answer on a specified number of rings, you must manually receive faxes. To manually receive faxes, click on the fax machine icon in the right-hand side of the Taskbar, then select **Answer Now**.

2. When the fax transmission is complete, the fax message will appear in your **Inbox**. Double-click on the message to read it.



To learn how to transfer data files to another computer system via your computer modem, refer to the Windows HyperTerminal online help.

IMPORTANT: Scheduled faxes may not execute if your system is in Sleep mode on either software application.

Adding and Removing Internal Components

Upgradeable Components

This section tells you how to add and remove the internal components on the computer. You may upgrade your computer with the following devices:

- Removable media drives
- Hard drives
- Memory modules
- Replacement real-time clock (RTC) battery
- Peripheral Components Interconnect (PCI) or Industry Standard Architecture (ISA) expansion boards

Contact an authorized Compaq dealer, reseller, or service provider for information on purchasing optional hardware and upgrades for the system. If you prefer, you can order optional hardware and upgrades for the system via the Internet at www.compaq-at-home.com.

 For additional information about the internal components, follow these steps to open Compaq Diagnostics: from the Windows desktop, click on the  **Start** button. Point to **Settings**, then click on **Control Panel**. In the Control Panel window, double-click on the **Compaq Diagnostics** icon. After a brief pause, during which the application analyzes the computer, Compaq Diagnostics opens.

 **CAUTION:** To prevent damage to the computer, you must become static-free by touching an unpainted metal surface or screw on the computer housing before beginning these procedures. Also, avoid touching any exposed metal on the option board/chip or on the computer circuit boards during installation.

 **WARNING:** Computer damage or personal injury could result if the computer is not unplugged prior to opening the case to add memory or other options.

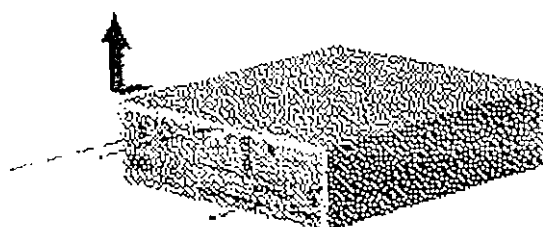
 **WARNING:** To reduce the risk of electrical shock, always ensure that the modem line is disconnected from the telephone network while you are installing the system, or any time you open the hood on the system.

IMPORTANT: For information on turning off the computer, refer to "Turning Off Your Computer Properly" section in the "Using Sleep and Power Management" chapter.

Removing the Computer Hood

To prepare the computer for removal and replacement procedures, complete the following steps:

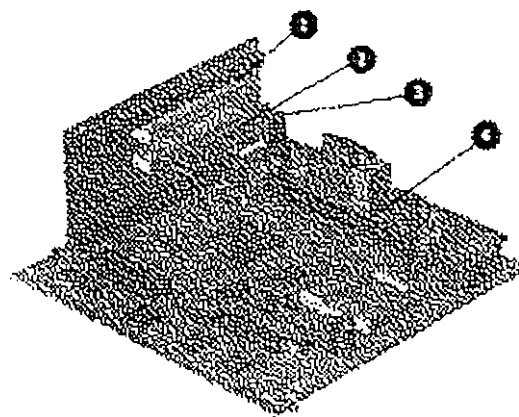
1. Exit Windows and any other software applications; then remove all diskettes and compact discs (CDs).
2. If the computer is on, you must turn it off by pressing the **Main Power (On/Off)** switch on the back of the computer. Disconnect the power cord.
3. Disconnect the monitor, printer, and any other external equipment connected to the computer.
4. Unscrew the three screws from the back of the computer, as shown in the illustration.
5. Grasp each side of the hood, pull back slightly, then lift the hood off the computer.



Removing the Computer hood

System Board

Below you will see a drawing of the system board and a table that lists each of the upgradeable components.



The System Board, viewed from the front, right-hand side

Compaq Presario System Board

	PC/VISA Combo Slots on riser board
	PCI Slot on riser board
	RJ-45 Connector for Ethernet 10 Mbps Ethernet network connector
	System Memory DIMM Sockets
	Real Time Clock battery

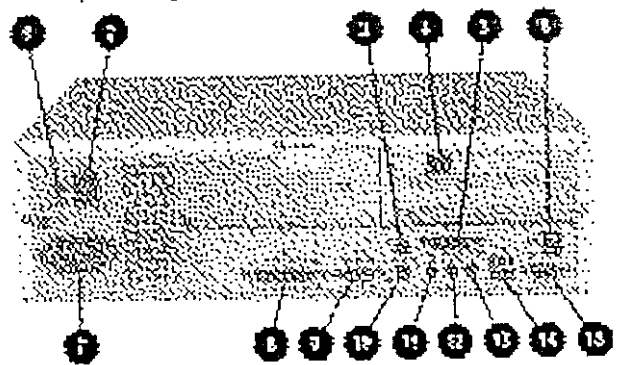
Installing an Expansion Board

You can install an expansion board in the computer to increase performance and give the computer additional functionality. An example is a video card. Your computer is equipped with a PCI slot and a PCI/ISA combination slot. Looking at the computer from the rear, you can see the two horizontal slots on the right side. The upper slot is the PCI/ISA combination slot, and the lower slot will accept a PCI board. The combination slot gives you a choice in the types of boards you can install, but only one board can be installed in the combo slot. One of the slots may already be filled with a modem, depending on your configuration and the region in which you live. With a modem installed, (even if it's in the combo slot) you have only one slot available for expansion.

IMPORTANT: If you choose to install an ISA expansion card, it must be installed in the top slot. PCI expansion cards may be installed in either slot.

Follow the instructions below to install an expansion board in the open expansion slot on the computer riser board.

1. Read all of the installation procedures for the PCI or ISA device you want to install.
2. Refer to "Removing the Computer Hood" and remove the hood.
3. Locate any needed connections on the system board. Refer to the system board illustration for help locating the slots on the riser board.



Expansion card retention bracket; using a screwdriver to remove expansion knockout cover.

4. Remove the expansion card retention bracket, located on the back of the unit.
5. Insert the tip of a screwdriver into one of the holes on the expansion slot cover. Ease the screwdriver up and down until the connectors holding the cover in place are broken. Repeat this procedure in the other hole. Discard the expansion slot cover.

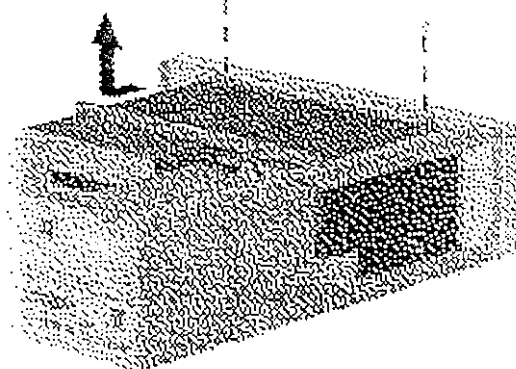
6. Press the PCI device into the slot on the system board, using a slight rocking motion. Replace the expansion card retention bracket to secure the new card in place.
7. Replace the hood.

The Customer Upgradeable Bay

Compaq Presario Models 2200 Series, 2500 Series and the Model 2400 ES computers have a customer upgradeable bay located just under the CD-ROM drive. You can install a removable media drive or a second IDE 3.5 inch hard disk in this expansion bay.

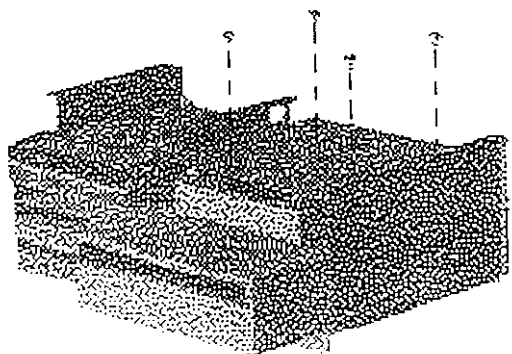
Follow these steps to install an expansion drive in the bay.

1. Remove the hood according to instructions in "Removing the Computer Hood".
2. Locate the hard drive cage assembly and remove the two vertical screws on top of the cage.



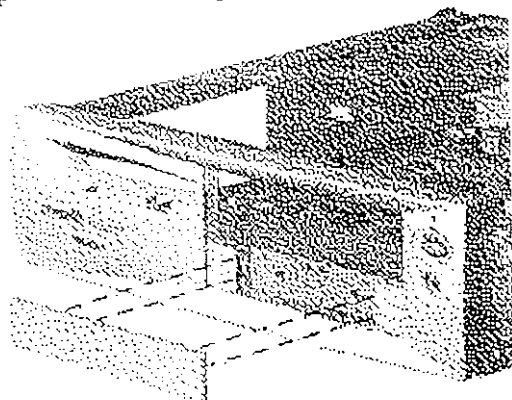
Remove screws. Slide drive cage to the rear, lift and turn over.

3. Unplug the hard drive cable (you might find it helpful to mark the cable and the plug for later identification.) Slide the cage toward the rear of the chassis while carefully lifting it up. Turn the cage over and rest it on the power supply.
4. Install the new component according to the manufacturer directions. Bottom mounting holes are provided for attachment of the device.



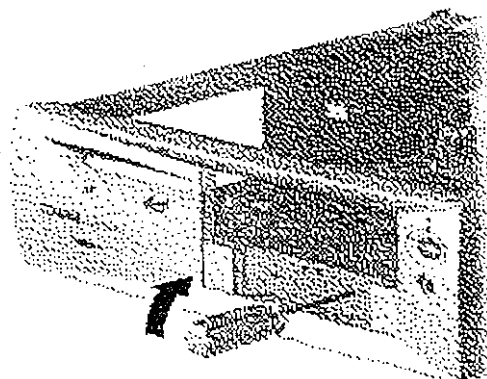
Secure the new drive with bottom-mount screws.

5. If the device you've just installed is a removable media device (such as a Zip drive) you will need to provide access through the front of your computer.



Snap out the plastic cover on the front panel if necessary

- a. Remove the plastic plate from the expansion bay opening. Grasp it in the center with two fingers and pull firmly.



To provide front access for a removable media drive, use a screwdriver to remove the chassis knockout.

- b. Remove the chassis knockout plate with a screwdriver. It is suggested that you insert two flat head screwdrivers into the holes in the knockout. Rock the screwdrivers up and down, working the plate loose. When the plate works loose, it may be discarded.
6. Reconnect the hard drive cable. There is an extra power connector provided for the new device – it comes directly off the power supply. Be sure the new drive has an IDE data cable, or you will need to buy one. They're available at most computer supply stores. Plug the cable into the connector located closest to the rear of the unit.
7. Reinstall the drive cage with the two vertical screws. Replace the hood.
8. Plug your computer back in and power it up. Install any necessary software for your new device.

After installing a drive in the expansion bay, the drive designation letters may change. When you restart your computer, Windows will recognize the new drive and assign a letter to it. As a result you may need to update some of your path assignments.

Installing Additional Memory

Adding memory can increase your computer system and software performance. You may want to contact a Compaq authorized dealer, reseller, or service provider to install extra memory.

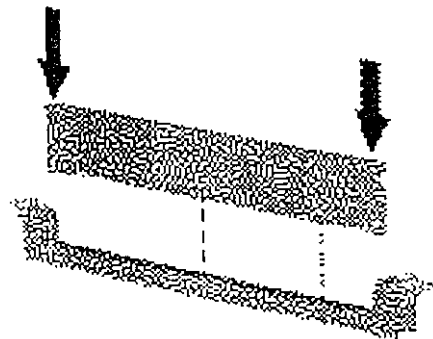
 To find out how much memory you have installed, click the **Start** button on the Windows desktop. Point to **Settings**, then click on **Control Panel**. In the **Control Panel** window, double-click on the **System** icon. Computer memory information is in the **General** tab.

Before adding memory to the computer, you may first be required to remove cables or system board components, such as existing DIMMs. If you use non-Compaq memory modules, ensure that a Compaq authorized dealer, reseller, or service provider installs them in order to avoid potential warranty issues.

 **CAUTION:** Use Synchronous Dynamic Random Access Memory (SDRAM) Dual Inline Memory Modules (DIMM) only. The DIMMs must support Serial Presence Detect (SPD), version 1.0.

To add memory to the computer, follow the steps below:

1. Read all of the installation procedures for the memory you want to install.
2. Use the instructions in "Removing the Computer Hood" to remove the hood from the computer.
3. Locate the memory slots on the system board. Refer to the system board illustration for help locating the memory slots on the system board.



Inserting a DIMM

4. Align the memory module in the DIMM slot and firmly press it down until it clicks into position , then push the DIMM latches  in to secure the memory module.
5. Replace the hood.

Reconfiguring the Computer

Usually, whenever you add memory or new hardware to the computer, Windows automatically detects it. If Windows does not automatically detect the new hardware, contact the Compaq authorized dealer, reseller, or service provider.

Replacing the Real Time Clock Battery

Your Compaq Presario computer contains a small battery to maintain such things as date, time and system configuration while power is turned off. This battery should last a number of years, but eventually will need to be replaced. Follow these steps to remove and replace your RTC battery.

IMPORTANT: Be sure to observe battery polarity when installing the replacement battery or you could damage circuitry in your computer. the **positive (+)** side faces UP.

1. Refer to the section "Removing the Computer Hood" and remove the hood.
2. Locate the battery retainer near the edge of the motherboard, just behind the floppy drive assembly.
3. Push the small locking tab towards the center of the unit to release the battery.
4. Place the new battery under the retaining clips and press down to snap into place.

Service and Support

Compaq included several innovative support tools to make your computing experience easier. Should you have problems with your computer, first consult the **Solving Common Computer Problems** section; you may be able to solve the problem yourself. If not, review the tools in this section; they are often useful for finding solutions to more complex problems. Finally, refer to the Compaq Limited Warranty Statement (included with your documentation) to obtain your local Compaq Service telephone number.

Extra Mile Service or CompaqCare



or



Extra Mile Service

CompaqCare

Double-clicking on the *Extra Mile Service* or *CompaqCare* icon provides access to the following tools:

Carbon Copy Support	Allows computer problems to be diagnosed remotely by a Compaq technician (not available in all locations)
Compaq Service Connection	Provides automated software updates via the Internet (software not available in all locations)
Compaq Diagnostics	Diagnoses problems with your computer; provides an easy way of checking system attributes
System Tools	Shortcut to Windows System Tools
Welcome	Information about Compaq Service Connection

Anti-Virus System Tools

A computer virus is a set of software code instructions that damages or erases data, work files or programs on your computer. Your computer can become "infected" when you introduce contaminated software or files into it. The most common virus source is an unknowingly infected diskette borrowed from a friend or business associate. Some indications that your computer may be infected are:

- Strange characters or crude statements suddenly appearing on-screen
- Hard drive, memory, or software error messages
- Damage to files and/or directories for no obvious reason
- Strange responses to commands

The anti-virus software supplied with your Compaq Presario Personal Computer detects and destroys software viruses with a high success rate. However, since hundreds of new viruses are created each month, it is very important to update the anti-virus tool frequently. One year of free updates is provided automatically via the Internet.

Installing Anti-Virus Software Using the Selective QuickRestore CD

IMPORTANT: You need to save your work and close all applications before starting the software installation process. To install the anti-virus software:

1. Insert the *Selective QuickRestore* CD that was packaged with your Presario. From the main menu choose the **Custom Restore** button.
2. Click on the **McAfee Virus Scan** icon. This begins the QuickRestore process. Once the blue main menu screen appears, choose option 1 and follow the on screen instructions. Your computer automatically restarts several times during this process.
3. The computer will automatically restart once QuickRestore is complete. The McAfee Virus Scan program is automatically placed on the Start Menu during installation. To perform a scan, click on **Start** then **McAfee Virus Scan**.
4. As the application scans the computer memory, you will see a progress bar. When the memory scan is complete, the Anti-Virus selection screen shows.
5. Select the drives, folders, and/or files you want scanned for viruses by checking the appropriate boxes and entering any required information.
6. Click on **Scan**. If infected files are detected, information about these infected files is visible on the lower part of the Virus Scan window.
7. Once the scan is complete, click on **Exit** to return to the Windows desktop.

Once the Anti-Virus application is installed, You will notice a red, white, and blue shield-shaped icon on the lower right of your screen in the Task Bar. This is the **V-Shield** icon. When this icon is visible, the virus shield is active. Click on the **V-Shield** icon to see the results of the last automatic scan.

Installing Anti-Virus Software Using the QuickRestore CD

IMPORTANT: You need to save your work and close all applications before starting the software installation process. To install the anti-virus software:

1. Turn on your computer. Allow Windows to start.
2. Insert the QuickRestore CD.
3. Click on  **Start**, then **Programs**, then **Windows Explorer**.
4. Double click on the drive containing the QuickRestore CD. If your CD ROM drive is not D:, choose the appropriate letter for your drive.
5. Double-click on the subdirectory **McAfee**.
6. Double-click on the file **Setup**.
7. Follow the remaining directions. Use the default values and select **Yes** for all prompts.
8. When the installation is complete, you will be prompted to reboot your computer.

IMPORTANT: First remove the QuickRestore CD and then select **Yes** to automatically reboot. Do not reboot with the QuickRestore CD still in the CD ROM drive, or you will lose all data on your hard drive.

After rebooting, if you see an error dialogue box stating the CD is not in drive D:, click on **Close**.

Emergency diskette

The anti-virus application allows you to make an emergency diskette. You can use the emergency diskette to perform a scan if your hard drive becomes inoperable due to a virus. If this capability is available, we strongly advised you to make an emergency diskette as soon as possible – *you won't be able to make one when you most need it!* To make an emergency diskette:

1. Save your work and close all applications.
2. Insert a blank diskette into the diskette drive.
3. Open the anti-virus program.
4. Click on **Create an Emergency Disk**.
5. Note any instructions provided on-screen on how to use the diskette.
6. When notification appears that the emergency diskette is ready, remove the diskette from the drive. Write-protect the diskette by sliding the tab on the back left to the up position.

To use the emergency diskette:

1. Turn the computer off by the **Main Power (On/Off)** switch.
2. Insert the emergency diskette into the diskette drive.

3. Turn the computer on and follow the on-screen instructions.

The emergency disk scans for viruses in the MS-DOS mode, not the Windows mode. It takes longer, usually about 15-20 minutes, depending on the size of your hard drive and the number of files it must scan.

Carbon Copy 5.0 (not available in all areas)

If you are still unable to resolve a problem after consulting this manual the **Carbon Copy 5.0** application allows a Compaq technician to *remotely* run diagnostic tests on your computer via your modem. If your system is equipped with a microphone and speakers, voice communication during the diagnostic session is possible. You do not have to move your computer from your home or office, nor do you need to follow complicated instructions– the technician does it all for you through your modem.

To use Carbon Copy:

1. When you experience a problem not covered in this manual, call the Compaq customer support number for your region listed in the warranty statement or the online phonebook.
2. The will service representative ask you to double-click on the **Extra Mile Service** or **CompaqCare** icon.
3. Click on **Carbon Copy 5.0**. Click on the **Wait** button. The service representative will explain how you must authorize access to your computer through the modem and the **Voice Chat** option.
4. The service representative will tell you to hang up and wait for the incoming diagnostic call. Once you have authorized the connection, if your system is equipped with a microphone and speakers, you will be able to speak with the service representative using **Voice Chat**.

Compaq Service Connection (not available in all areas)

Compaq Service Connection Overview

The **Compaq Service Connection**, installed on your Presario, is an innovative way of correcting problems before they begin. The service automatically sends free software updates that will keep your Presario operating in peak condition. Small notices appear on the bottom right corner of your screen once an update is available. You have complete control over when you install updates. Should you wish to manually control this process, please follow the steps outlined below.

Using Compaq Service Connection

To Turn On Compaq Service Connection:

IMPORTANT: If the **Compaq Service Connection** icon is visible in the Task Bar, the service is already active. If not, follow the instructions below:

1. Double click on the **Extra Mile Service** or **CompaqCare** icon found on your desktop.
2. Double click on the **Compaq Service Connection** icon.

At that point the **Compaq Service Connection** will remain active and will be ready to perform updates when you log on the Internet

To Turn Off Compaq Service Connection:

1. Follow steps to turn on.
2. Click on the **File** menu.
3. Select **Shut down BackWeb**.

How it works

The **Compaq Service Connection** operates in the background while you are doing other things on your computer. You will only be aware that it is working when a **Notice** appears on your screen.

If you are actively using your modem when the **Compaq Service Connection** initiates an update, it waits until the modem is idle before downloading any information. You will not be interrupted while using your web browser or e-mail programs.

- Double-click on the **Notice**, usually displayed as an **Extra Mile Service** or **CompaqCare** icon, to reveal the update identification. You may accept, postpone, or delete the download by clicking the appropriate button.
- If you ignore the **Notice** it will disappear after a minute or two. However, the update will still be available for you to download at any time during the next ten days.
- Updates are available for ten days.
- If you have not downloaded the update within ten days, it will automatically be cancelled.

To see which updates you have downloaded and which are still available, double-click on the **Compaq Service Connection** icon located in the **Extra Mile Service** or **CompaqCare** icon on your desktop. The screen shows a list of updates and indicates which have not yet been accepted.

Compaq Service Connection Privacy and Data Security Statement

Compaq Service Connection is committed to providing you with beneficial software updates and information. Non-personal information limited to your PC's Model Number, Serial Number, and Software ID files is communicated to our server, and files sent to your PC are protected by a personalized security number (like a PIN) to ensure that you receive the correct information. Compaq Service Connection does not access, share, or send over the Internet any personal information, files, or data on your system. If you no longer wish to receive updates from Compaq Service Connection, then you can turn it off at any time.

Using Compaq Diagnostics

Compaq Diagnostics provides an easy way to perform system checks and diagnose problems. When you double-click on the **Compaq Diagnostics** icon located in the **Extra Mile Service** or **CompaqCare** icon found on your desktop, a progress bar appears while the application analyzes your computer for information about its components. After a minute or so, a summary screen with the component information appears.

At the top of the screen are eleven icons. Clicking on these icons displays information about that component. Below the icons are five tabs: **Overview**, **Test**, **Status**, **Log**, and **Error**.

Overview	Opening screen, contains information about your computer
Test	Select the devices you want tested
Status	Shows progress of tests and faults detected
Log	Shows a record of all device tests and detailed results
Error	Reports details of errors detected

Testing your Equipment

You may conduct a **Quick**, **Complete**, or **Custom** test. If you choose the **Quick** test, it can be run in either the **Interactive** or **Unattended** mode. **Complete** or **Custom** tests are done only in the interactive mode, since they test the audio and video components of your computer. You must be present to confirm the test results. Complete testing takes about ten minutes.

The **Test** tab has four main regions: **Type of Test**, **Test Mode**, an *information window*, and a *component list* (under the **Type of Test** box). The component list resembles Windows Explorer: click on the + to open a component folder, then on the component to get information about it. The information window may show further tests that can be performed on certain

components. You can request any or all of these subtests. To run a test:

1. Click on the **Test** tab.
2. Choose the type of test – **Quick**, **Complete**, or **Custom**. In **Custom**, you will need to check the boxes in the component list for each test you want.



You can select **Quick** or **Complete** as a start point for a custom test. If you choose audio or visual tests, stay with the computer for the interactive test portions.

3. Click on the **Begin Test** button at the bottom of the screen. The **Status** tab will automatically replace the **Test** tab on your screen. You can follow the progress of individual tests on this screen.

When the tests are complete, the progress bar in the **Status** screen will be green if the test passed and red if failed. The lower part of this tab gives details of the tests carried out.

The **Log** tab lists all the tests and also gives information about the number of times each test was run, the time taken for the test, and the number of errors detected. You can save this information by clicking on the **Save** button at the bottom of the screen.

The **Error** tab provides details about errors detected, including error codes. This code is useful information for a Compaq technician, who can advise you what needs to be done to fix your computer.

Selective QuickRestore

Depending on your model and/or geographic location, you may have a *QuickRestore* CD or a *Selective QuickRestore* CD. The *QuickRestore* CD provides only a Full Restore option; the *Selective QuickRestore* CD allows you to choose a **Full Restore**, **Typical Restore**, or **Custom Restore**.

1. **Full Restore:** Returns your computer to its original preinstalled software state; reformats your hard drive.
2. **Typical Restore:** Reinstalls your basic Compaq drivers and applications without reformatting your hard drive.
3. **Custom Restore:** Allows you to select which Compaq drivers or applications you want to reinstall without reformatting your hard drive.

IMPORTANT: Read through *all* of the information below before making a decision.

Full Restore

Full Restore returns your Presario Computer to its original preinstalled software state. It reformats your hard drive and removes all data from your computer. A Full Restore may take up to one hour to complete.



CAUTION: Full Restore destroys all data on your computer's hard disk. If you have added personal files, software, or data since you purchased your computer, backup or copy this data to diskettes before proceeding.

To perform a Full Restore on your computer, follow the steps below:

1. Insert the *QuickRestore* CD into your CD or DVD drive. The CD will automatically start.
2. From the Main Menu, click on the **Full Restore** button. The **Full Restore** menu will display.
3. Click on the **Start** button to begin the Full Restore. The computer automatically restarts with the *QuickRestore* CD. Once your computer restarts, a blue DOS screen will display.
4. In the menu that appears, select **QuickRestore** and press the **Enter** key.
5. Using the up and down arrow keys, highlight the language you want the Full Restore program to use, then press the **Enter** key. The **Important Notice** screen appears.
6. Read the notice then press the **Enter** key to continue. The **Welcome** screen appears.
7. Read the message. If you wish to continue, ensure the **Yes** option is highlighted and press the **Enter** key. The **Software Selection** screen appears.
8. Highlight the selection that applies to your specific Compaq Presario model number and press the **Enter** key. The **Software Verification** screen appears.
9. Be sure the correct model selection appears. Using the arrow keys, highlight the **Yes** option if the selection is correct. **OR** highlight the **No** option if you must change your selection and press the **Enter** key. The **Warning** screen appears.
10. Read the warning message and be sure you want to restore your computer software back to its original configuration. Using the arrow keys, highlight the **Yes** option to continue *or* highlight the **No** option to exit *QuickRestore* and press the **Enter** key.

IMPORTANT: If you have not copied or backed up your personal files, software, or other data onto diskettes, **THEY WILL BE PERMANENTLY DELETED!**

During the restoration process, a status bar indicates the percentage of software loaded onto the hard disk. After the restoration process is complete, remove the *QuickRestore* CD from your computer. Press the **Enter** key to restart your computer.

Once your computer restarts, you will need to know your specific model number to complete the **Full Restore** process. The model number is located on the front of your computer. Depending on your computer model, you may also be asked to electronically register your computer again.

IMPORTANT: Once the Full Restore is complete, you will need to provide the startup information again to reinstall Windows. This includes the Certificate of Authenticity number from the cover of the Microsoft Windows Guide, your time zone, the time and date.

Typical Restore

Typical Restore reinstalls your basic drivers and applications that were preinstalled on your computer. It will not reformat your hard drive or destroy data.

IMPORTANT: You may lose customized settings you created within application, such as custom toolbars.

To perform a Typical Restore, follow the steps below:

1. Insert the *QuickRestore* CD into your CD or DVD drive. The CD will automatically start.
2. Click on the **Typical Restore** button. The **Typical Restore** menu will display.
3. Click on the **Start** button to begin the Typical Restore.
4. Select **QuickRestore**, then press the **Enter** key. The CD will automatically eject and a green screen is displayed. Press any key to continue the process. Once the Typical Restore is finished, your computer will automatically restart.



CAUTION: Once the Selective *QuickRestore* CD ejects, the Typical Restore files will continue to complete the installation. Wait until your computer automatically restarts before continuing any other programs.

Custom Restore

Custom Restore allows you to select and install a single driver or application on your Presario Computer. It will not reformat your hard drive or destroy data.

IMPORTANT: You may lose customized settings you created within application, such as custom toolbars.

To perform a Custom Restore, follow the steps below:

1. Insert the *QuickRestore* CD into your CD drive. The CD automatically starts.
2. From the Main Menu, click on the Custom Restore button. The Custom Restore menu is displayed.
3. Click on the driver or application icon that you want to reinstall. The Custom Restore starts. Select **QuickRestore**, then press the **Enter** key. The CD will automatically eject and a green screen is displayed. Press any key to continue the process. Once the Custom Restore is finished, your computer will automatically restart.



CAUTION: Once the Selective *QuickRestore* CD ejects, the Custom Restore files will continue to complete the installation. Wait until your computer automatically restarts before continuing any other programs.

Repeat steps 1–4 to reinstall as many drivers or applications as you need.

PC Diagnostics

PC Diagnostics is also located on the *QuickRestore* CD. To run PC Diagnostics:

1. Insert the *QuickRestore* CD into the CD drive.
2. Restart your computer by clicking on Start, select the **Shut down** option followed by the **Restart** option.
3. Select **Diagnostics** from the menu that appears and press the **Enter** key.
4. Follow the steps on the screen to complete the diagnostics.

CAB Files

If you add new hardware such as a printer or a gamepad to your computer, you may be prompted to insert the Windows installation CD or diskettes. If this occurs, follow these steps:

1. In Windows Explorer, navigate to the **WINDOWS\OPTIONS\CABS** directory on the hard drive.
2. Open the **WIN 95** directory (or **WIN 98** directory).
3. Click on the **OK** button and follow the instructions on your screen.

Drivers

If a driver is accidentally deleted or the operating system is reinstalled, the driver subdirectory allows you to restore the individual drivers rather than restoring all original software. The drivers you can restore are *Audio, Video, Touchpad, Display, Modem, and CD-ROM*.

To reinstall a driver:

1. From the Windows desktop, click on  **Start**, point to **Programs** and click on **Windows Explorer**.
2. Navigate to the **CPQDRV** folder on the hard drive and double-click on it.
3. Double-click on the driver you need to reinstall.
4. Follow the on-screen instructions.

Drivers may also be reinstalled from the Selective QuickRestore CD (not available in all areas).

Solving Common Computer Problems

Before you call your local Compaq Customer Support Hotline, see if your computer's problem is listed in the pages that follow. You can save time and money by eliminating these simple, easy-to-correct problems yourself.

If the problem isn't listed below, look at the more complete troubleshooting section in the Compaq Customer Support Service online. The Hotline number for further help is also at this location.

Solving Common Computer Problems

Possible Cause

Solution

Audio

Problem: No sound from loudspeakers

Audio is muted.

- Press the **Mute** button on the Easy Access keyboard.
- Click on the **Speaker** icon on the Windows taskbar.
- Deselect the **Mute** option in the **Volume** dialog box.

Volume is too low.

- Press the **Volume Up** button on your Easy Access keyboard.
- Reset the volume levels by clicking on the **Speaker** icon found on the right side of the taskbar.

Audio cables are not connected.

Refer to the Quick Setup Poster for instructions on how to connect your speakers to your computer.

Problem: Sound is distorted

Volume is too high.

- Press the **Volume Down** button on your Easy Access keyboard.
- Reset the volume levels by clicking on the **Speaker** icon found on the right side of the taskbar.

CD/DVD Drive (not available on all models)

Problem: The computer cannot read the disc in the CD/DVD drive

CD/DVD drive is not recognized.

Turn off the computer through Windows, wait 30 seconds, then turn the computer back on.

Disc has been inserted upside down.

Eject the disc, turn it over, then reload. The label on the disc must be facing up.

Disc is dirty.

Clean your disc with a CD cleaning kit (available in computer stores).

Diskettes and Diskette Drives

Problem: Diskette drive light stays on

Diskette is incorrectly inserted.

Remove the diskette and reinsert it.

Continued

Diskettes and Diskette Drive problems *continued*

Possible Cause	Solution
Diskette is damaged.	• Use another diskette, or • Check the diskette by running ScanDisk. 1. In the Windows desktop, click on the Start button. 2. Point to Programs, then to Accessories, then to System Tools. 3. Click on ScanDisk.
Application (running from diskette) is damaged.	Run other applications to see if the problem persists. If the problem doesn't occur with other applications or diskettes, reinstall the application that was on the diskette.
Problem: Diskette drive can't write to a diskette (new information is unable to be stored)	
Diskette is not formatted.	Format the diskette. (Refer to your Microsoft Windows guide or online help.)
Diskette is write-protected.	Remove the write-protection (slide the small black tab on the back of the diskette to cover the hole), or use another diskette that is not write-protected.
Diskette is damaged.	Use a different diskette.
Diskette drive is damaged.	Contact your authorized Compaq dealer, reseller, or service provider for further assistance.
Problem: Writing to the wrong drive	
Check the drive letter in your path statement.	Double-click on the My Computer icon on the Windows desktop to find the correct letter designation of your hard drive.
Problem: Not enough space is left on the diskette	
The file you want to save is too large for the free space on the diskette.	• Delete some information stored on the diskette. • Use another diskette. • Use a file compression program (such as WinZip) before saving the file. • Use a diskette with higher capacity such as a Zip disk IMPORTANT: Take extreme care not to accidentally delete important information stored on the diskette.
Problem: Diskette drive can't read the diskette	
Diskette is not formatted.	Format the diskette. Refer to your Microsoft Windows Guide or online help.
Diskette is damaged.	Use a different diskette.
Diskette drive is damaged.	Contact your authorized Compaq dealer, reseller, or service provider for further assistance.
Problem: The diskette doesn't fit in the drive	
Wrong diskette type for this type of drive.	The 1.44-megabyte floppy diskettes and 100-MB Zip disks use separate drives. Use the right drive for your diskette.

Fax/Modem

Problem: Fax/modem disconnects while communicating with the other system

The modem is connected incorrectly.	Refer to Computer Setup Poster for an illustration of your modem connection.
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Continued

Fax/Modem problems *continued*

Possible Cause	Solution
Problem: Modem doesn't connect at 56K	
The site to which you're connecting doesn't support 56K, or you may not have used the right phone number to connect at 56K.	• Ensure you are using the correct phone number provided by your ISP to connect at 56K. • Make sure your ISP supports 56K. • You may not be able to connect at 56K due to phone line capacity constraints. Consult the Modem section for more information.
Problem: Fax/modem doesn't respond to the fax/modem software	
Fax/modem software is incomplete	Ensure all software components are installed on your computer.
More than one device is assigned to a COM connector.	Be sure there are no other devices assigned to the same COM port as the fax/modem. 1. From the Windows desktop, click on Start. 2. Point to Settings. 3. Click on Control Panel. 4. Double-click on Modems. Ensure that each COM port has no more than one device assigned. To change a modem's COM port, open the modem Properties dialog box.
Fax/modem is not connected properly.	Check that the telephone cable is plugged securely into the wall outlet. Consult the Quick Setup poster.
Problem: Difficulty communicating with the fax/modem	
Fax/modem software may be conflicting with other applications.	Certain applications may conflict with the fax/modem software. Exit from any applications you are running but not using.
The other system hangs up.	Redial the fax number.
The telephone line is very noisy and the call is cut off.	Redial the fax number. If the problem persists, check with your local telephone company. Normally they will provide filters that may help to reduce line noise. Also check your telephone and fax/modem connections. If they are just a little loose, they can cause noise on the line.
You have call waiting on your telephone line, and an incoming call disconnects your modem.	Contact your telephone company to find out how to temporarily deactivate call waiting. (In the US, type *70 after the modem phone number.)
Another telephone on the same phone line is taken off the hook.	Ensure all telephones connected to the same phone line as your fax/modem are hung up properly.

Digital Flat-Panel Monitors (not available on all models)**Problem: Screen is blank**

Your computer may not support digital flat-panel monitors.	See your authorized Compaq dealer or reseller about CPU support for the Digital Video Flat Panel Port (DFPP).
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Problem: Cannot find video connector on rear panel of CPU for digital flat panel monitor

Your computer may not have a digital flat-panel port (DFPP).	See your authorized Compaq dealer or reseller about CPU support for digital flat-panel monitors.
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Continued

Digital Flat Panel Monitor problems *continued*

Possible Cause	Solution
Problem: The display only fills part of the screen	
The monitor does not support your resolution setting.	FP400 and FP500 Series digital flat-panel monitors support up to 1024 x 768 resolution mode. Change your resolution setting in the Display dialog box: 1. Click on Start. 2. Point at Settings and click on Control Panel. 3. Double-click on Display.

Problem: Green power light is flashing

The monitor does not support the video resolution setting or refresh rate.

FP400 and FP500 Series digital flat-panel monitors support up to 1024 x 768 resolution mode. Connect a VGA monitor temporarily, and change your resolution setting in the **Display** dialog box:

1. Click on **Start**.
2. Point at **Settings** and click on **Control Panel**.
3. Double-click on **Display**.

Games

Problem: Games crash frequently

The on-screen display is enabled for volume changes

Click on the **Easy Access Buttons** icon, go to the **Configure On-Screen Display** dialog box, and disable the on-screen display selections for WAV and MIDI.

Hard Drive

Possible Cause	Solution
Problem: Hard drive error message appears on the screen or the computer stops running	
Hard drive has bad sectors or has failed.	See your Windows Guide for instructions on the ScanDisk utility. Contact your authorized Compaq dealer, reseller, or service provider.
Problem: Drive Fault Protection error message at startup	
An error has occurred or may soon occur on your hard drive.	Call your local Compaq Customer Support number.
Problem: Non-system disk error message	
Your computer is trying to start up from a diskette that doesn't contain startup software.	When the indicator light on the drive is off, remove the diskette from the drive, then press any key on the keyboard.
Problem: Hard drive operation seems slow	
The information files stored on your hard disk may be fragmented.	See your Windows Guide for instructions on the ScanDisk utility. Check for lost allocation units by running Disk Defragmenter. 1. Click on the Start button on the Windows desktop. 2. Point to Programs, then to Accessories, then to System Tools. 3. Or click on Disk Defragmenter.

Continued

Hard Drive problems *continued*

Possible Cause	Solution
Problem: Hard drive activity light stays on without blinking	
The information files stored on your hard disk may be corrupted.	Check for lost allocation units by running Disk Defragmenter. 1. Click on the Start button on the Windows desktop. 2. Point to Programs, then to Accessories, then to System Tools. 3. Click on Disk Defragmenter.

Hardware

Problem: The computer fails to recognize a new device as part of the computer system	
The new device's power switch is not turned on.	Turn off your computer through Windows, turn on the new device, and then restart your computer.
You have not reconfigured your computer after installing a new device.	• If you install a Plug and Play hardware device, Windows recognizes the device and automatically configures your computer. • If you install a non-Plug and Play device, see the device documentation for configuration information.
The cable connecting the new device to your computer is loose, or the device power cord is unplugged.	Plug in the power cord and be sure the device is properly and securely connected to the computer.
When your computer advised you of changes to the system configuration, you did not accept them.	Shut down and turn off your computer through Windows, then turn it back on. You will see a message telling you that configuration changes have been made. Accept these changes as instructed.

Keyboard

Problem: The computer doesn't respond correctly to keyboard commands or typing	
Keyboard connection is faulty.	Turn off your computer through Windows, check that the cable is securely connected to the correct CPU connector, then restart your computer. If the problem persists, see an authorized Compaq dealer or service technician.
Problem: The computer doesn't respond when the Sleep button is pressed on the keyboard	
The computer may not be asleep.	Press the Instant On button on the CPU to turn on your computer.

Memory

Problem: Computer won't turn on	
Computer has wrong type of memory modules.	Refer to the Specifications Sheet that came with your computer for the type of memory modules you must use when upgrading your computer.
Problem: Computer displays "out of memory" message	
Memory configuration is not set up correctly or there is not enough memory to run the application.	Close any applications you are not currently using. Check the application documentation to verify memory requirements. You may want to purchase and install additional memory. For instructions on installing memory, refer to the Adding and Removing Internal Components section.

Continued

Memory problems *continued*

Possible Cause	Solution
Problem: Computer displays "insufficient memory" message	
Computer has run out of memory to run the application.	Certain applications stay active in the background once you've started them. These programs occupy memory even when you are not actively using them. Close any applications you are not currently using.

Monitor (see separate entry for Digital Flat-Panel Monitors)

Problem: Words on the screen are dim	
The brightness control isn't set properly.	Adjust the brightness control button on your monitor.
The video controller or monitor may be defective.	Contact your authorized Compaq dealer, reseller, or service provider for further assistance.
Problem: Screen is blank	
The cable connecting the monitor to your computer is loose, or the monitor power cord is unplugged.	Plug in the power cord and ensure the monitor connector is properly and securely connected to the computer as shown on the Quick Setup Poster.
You have a screen blanking utility installed.	Press any key or move your mouse. The current screen will reappear.
Your computer is in Sleep mode.	Press the Instant On button on the CPU. Your current screen will reappear.
The video controller, system memory, or monitor may be defective.	Contact your authorized Compaq dealer, reseller, or service provider for further assistance.
Problem: Monitor overheats	
There is not enough ventilation space for proper airflow.	Leave at least 3 inches (7.6 cm) of ventilation space. Ensure there is nothing on top of the monitor obstructing the airflow.

Mouse

Problem: Mouse doesn't respond to movement	
Mouse cable isn't firmly and securely inserted in the correct connector on the back of your computer.	Check the mouse cable connection (Refer to your Quick Setup Poster). You may also need to restart your computer: 1. Press the Windows key () to access the Start menu. 2. Press the up arrow key to select Shut Down. 3. Press the down arrow key to select Restart the computer? 4. Press the Enter key.
Mouse needs cleaning.	Clean your mouse with a mouse cleaning kit (available from computer stores).

Power

Possible Cause	Solution
Problem: Computer won't turn on	
Computer may be in Sleep mode.	Check the Power Status lamp. If it is lit, press the Instant On button to exit Sleep mode.
You tried to wake the computer from Sleep mode with the Sleep button.	The Sleep button is only for putting the computer into Sleep mode. Use the CPU Instant On button to wake it.
Computer is not properly connected to a grounded AC wall outlet.	Ensure the power cord is firmly plugged into the wall outlet and into the computer. Refer to the Quick Setup Poster.
Wall outlet is not working.	Plug in another electrical device to test the wall outlet. Check for a blown fuse.
There may be memory problems.	Refer to the Memory Problems section.

Printer

Problem: Printer will not print

Printer isn't turned on.	Turn on the printer.
Printer is not "online."	Set the printer online. Some printers have buttons or similar controls on the front panel for switching the printer online and offline. If the printer has "online/offline" buttons or a switch, select "online". See your printer documentation for more information.
Printer is out of paper.	Put more paper into the printer's paper tray.
The printer driver software isn't installed or selected properly, or it is for the wrong printer.	Click on Start , point at Settings and click on Printers . Ensure the exact printer you are trying to use is present, as identified by brand name and model. Then, in the Print dialog box, ensure the printer is correctly identified.
The printer power cord isn't plugged in, or the printer cable isn't correctly and securely connected.	Check that both ends of the printer's power cord and the printer cable are connected properly and securely.

Problem: Printer prints garbled information

The printer driver software isn't installed or selected properly, or it is for the wrong printer.	1. Click on Start , point at Settings and click on Printers . Ensure the exact printer you are trying to use is present, as identified by brand name and model. 2. In the Print dialog box, check that the printer is correctly identified.
Printer cable isn't connected properly.	Refer to the printer documentation and reconnect the cable.

Zip Drive (not available on all models)

Problem: A disk is stuck in the drive

Power was turned off before the disk was removed.	If your Zip drive has an emergency manual eject lever at the top left of the drive, hook a paper clip around it and pull.
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Glossary

backup—A copy of a file on the hard drive, diskette, or Zip disk, that is kept in case the original is lost or damaged. It's a good idea to keep backup copies of all your important files.

BIOS (Basic Input Output System)—The BIOS makes your computer speak the same language as every other computer.

bit—The basic unit of information used by your computer.

boot—To start or restart your computer.

byte—A sequence of eight bits. A byte is the smallest usable unit of memory on your computer.

cache—A portion of memory in which frequently used information is duplicated for quick access.

COA (Certificate of Authenticity)—The product ID number found on the cover of your Microsoft Windows guide. You are asked to enter this number the first time you turn on your computer.

connector—An electrical connection that allows the computer to send and receive data to and from other devices and/or computers. Standard connectors on your computer include the serial and parallel connectors, which allow you to send information from your computer to a printer.

desktop—see **Windows desktop**

device driver—see **driver**

Digital Versatile (or Video) Disc—Resembles a CD, but has much higher capacity.

download—To receive a file from another computer via modem or network interface card (NIC).

driver—Software program that controls communication between external devices and your computer. External devices may be printers, monitors, video cameras, etc.

DVD—see **Digital Versatile Disc**

ethernet—A software protocol for building networks.

FTP (File Transfer Protocol)—A type of Internet site for file downloads.

GB (gigabyte)—Approximately one billion bytes.

GUI (Graphical User Interface)—A computer operating system (e.g. Windows) that uses icons and symbols to launch and operate programs.

hardware—The physical components of the computer.

HTML (HyperText Markup Language)—A standard language for creating documents on the World Wide Web.

icon—A small picture that represents a function, file, or program. In Windows, you can run programs by choosing icons rather than having to remember the program name and type a command.

Internet—A network of computers.

ISP (Internet Service Provider)—Provides Internet access to people or corporations.

KB (kilobyte)—Approximately one thousand bytes.

MB (megabyte)—Approximately one million bytes.

memory—see **RAM** and **ROM**

MIDI (Musical Instrument Digital Interface)—A type of musical file or device.

MMX (Multimedia Extension)—Advanced processor functionality for running multimedia programs.

modem—A device for transmitting information over telephone lines.

Multimedia—Two or more elements such as sound and animation, or video in a computer program.

network—Two or more computers that are linked together and share information and resources.

NIC (Network Interface Card)—A device for transferring data over a network.

OS (Operating System)—A collection of computer programs that control how the computer works.

processor—The primary chip that operates the computer.

protocol—Rules and standards for transferring information between computers.

RAM (Random Access Memory)—High-speed memory that holds a copy of the operating system, any programs that are currently running on your computer, and any information that is being processed. RAM is temporary memory: all information in RAM is lost when you turn off your computer.

ROM (Read-only Memory)—Memory which the computer can access, but which cannot be changed. Any information stored in ROM is permanent.

serial connector—Used to connect a variety of external optional devices (e.g. scanners, keyboards, printers, etc.). Also used to transfer data between computers.

sleep mode—Allows you to reduce the amount of power consumed by your computer while it is not in use.

software—Software is the set of computer programs (instructions) that tell the hardware which tasks to perform.

USB (Universal Serial Bus)—A high-speed serial port technology that allows a variety of input and output devices to be easily attached to the PC. A USB device can be plugged in or unplugged without having to turn off the PC, and is automatically recognized and configured upon plug-in.

UPS (Uninterruptable Power Supply)—Device that provides surge protection and short-term backup power supply.

URL (Uniform Resource Locator)—Internet address for web pages.

virus—A set of software code instructions that damages or erases the information, work files, or programs on your computer.

Windows desktop—The screen design you see when Windows start-up is complete is called the desktop. You can customize the desktop by adding shortcuts to your favorite programs, documents, and printers, and by changing its look to fit your mood and personality.

Windows taskbar—The Start button and taskbar are located on the bottom of your screen when you start Windows programs. By default, they are always visible when Windows is running. Every time you start a program or open a window, a button or icon representing that window appears on the taskbar.

WWW (World Wide Web)—This is part of the Internet. Computers are set up as Web servers, and Web pages (and their related files) are stored on the servers.

Zip drive—A drive that stores up to 100MB of data on a single Zip diskette.

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