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Using This Guide

Thank you for buying a Compaq Internet PC. This Features Guide will help you to familiarize yourself with the features of your Internet PC as well as give you information on how to upgrade your computer.

Please take a moment to familiarize yourself with the special text and messages used throughout this guide.

Special Text

The following examples explain the specially formatted text used in this guide:

- ◆ Keyboard key names appear in bold type: **Home, End, Backspace, Tab**
- ◆ Keyboard keys that must be pressed at the same time to perform a task appear in bold type with a plus sign (+) between the key names: **Ctrl+Home**
- ◆ Drives appear as capital letters: drive C
- ◆ Folder names appear with initial capital letters: Favorites
- ◆ File names appear in italics with an initial capital letter: *Setup.exe*
- ◆ Command line statements appear in lowercase bold type: **a:\install**
- ◆ Names of icons appear in bold type followed by a picture of the icon:
My Computer  icon
- ◆ Menu items appear in bold type: **Programs, Accessories**

Special Messages

The following words and symbols have special meaning in this guide:



HINT: Helpful hints that will make using your computer easier and faster.



NOTE: Important information concerning the operation of your Internet PC.



CAUTION: Failure to follow directions may result in equipment damage or loss of data.



WARNING: Failure to follow directions may result in bodily harm or loss of life.

Locating Help

Compaq provides you with several resources to help you learn about your Internet PC.

Glossary

Computer terms that may be unfamiliar to you are identified in the glossary inReference Manual.

Index

The index in each guide or manual is a comprehensive list of the topics covered in this manual.

Service and Support Guide

Your Internet PC is equipped with several helpful programs that will aid you in identifying and solving common computer problems. You can learn about these programs in the Service and Support Guide.

If you need further technical support or assistance, visit the Compaq Web site at:

www.compaq.com/mypresario

Compaq technical support telephone numbers are listed in the Limited Warranty Statement included with your Internet PC.



NOTE: Locate the model and serial numbers for your computer before you call technical support.

Write your computer's model and serial numbers below for future use.

Model and Serial Number Information	
Purchase Date	
Store Name	
Computer Model Number	
Computer Serial Number	
Monitor Model Number	
Monitor Serial Number	

Troubleshooting

The Troubleshooting section shows how to fix many common computer-related issues. Refer to the Troubleshooting section located in the Features Guide.

For More Information

For the latest information about the topics discussed in this Reference Manual, please visit the Compaq Web site at **www.compaq.com**.

Comments About This Guide

Compaq Computer Corporation welcomes comments and suggestions you may have concerning this guide. Send correspondence to the following address:

COMPAQ COMPUTER CORPORATION
ATTN: DOCUMENTATION PROGRAM MANAGER
MAIL CODE 060504
20555 SH 249
HOUSTON, TX 77070



NOTE: This address is for comments and suggestions only. It is not for the purpose of obtaining technical assistance.

Checking Your Connections

The following diagram shows how to connect devices to your Internet PC and to identify all connectors.

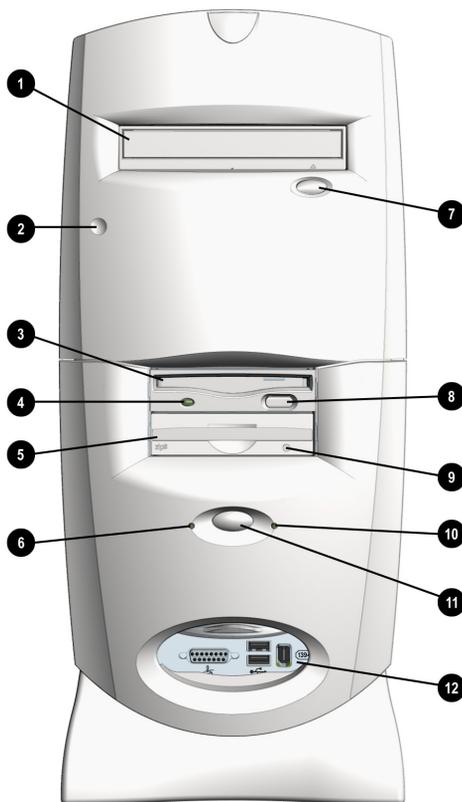


Compaq Internet PC Rear Connectors



NOTE: The view shown may differ slightly from your Internet PC.

Identifying the Front Components of Your Internet PC



Internet PC Front Components



NOTE: The view shown may differ slightly from your Internet PC.

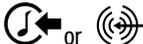
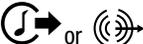
No.	Component
①	CD, DVD, or CD-RW Drive (DVD and CD-RW Drive available on select models only; location of the CD-RW Drive may vary)
②	Pressure point used to open the door
③	Diskette Drive
④	Diskette Drive Activity Light
⑤	Zip Drive (available on select models only)

No.	Component
⑥	Hard Drive Activity Light
⑦	CD, DVD, or CD-RW Drive Eject Button
⑧	Diskette Drive Eject Button
⑨	Zip Drive Eject Button/Activity Light
⑩	Power Status Light
⑪	Power Button
⑫	Digital Creativity Imaging Center (available on select models only)

Identifying the Rear Components on Your Internet PC

The following table identifies the icons for the components that are located on the back of your Internet PC.

Icon	Component
	Scroll Mouse
	AC Power Connector
	Internet Keyboard
	USB Ports (2)
	SVGA Monitor Port
	Parallel Printer Port
	Digital Flat Panel Monitor Port (available on select models only)
	Serial Port

Icon	Component
	IEEE-1394 Connector
	Microphone
	TV Out
 or PHONE	Modem Line Out* (The appearance of your modem may vary.)
 or LINE	Modem Line In* (The appearance of your modem may vary.)
	Game Port
 or 	Audio In
 or 	Audio Out

* For more information on the 56K V.90 PCI modem, refer to the *Learning About Your Modem* section in the Reference Manual supplied with your computer; for information on the digital modem, refer to the *Introducing the Compaq Digital DSL/56K Modem* section in the Reference Manual.

Using the Compaq Internet Keyboard

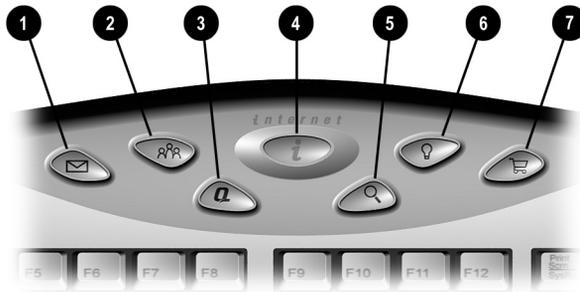
Your Compaq Internet Keyboard offers an assortment of Easy Access buttons that make accessing the Internet and using your favorite software programs easier and faster. Along with the standard computer keyboard, the Internet Keyboard provides the following:

- ◆ Internet Button Suite
- ◆ Multimedia Easy Access buttons

Using the Internet Button Suite

The Internet buttons allow easy access to the following:

- ◆ e-mail
- ◆ Internet searches
- ◆ your favorite Web sites
- ◆ electronic shopping



Internet Button Suite

No.	Icon	United States	Countries Outside the United States
①		Instant E-Mail provides one-touch access for sending and reading your E-mail.	Instant E-Mail provides one-touch access for sending and reading your E-mail using Microsoft Outlook Express.
②		Community takes you to a predefined Web site that provides unique services for communication over the Internet.	Community takes you to a predefined Web site that provides unique services for communication over the Internet.
③		My Presario is your instant connection to Compaq for product information, helpful hints, performance updates, service, and more.	My Presario is your instant connection to Compaq for product information, helpful hints, performance updates, service, and more.
④		Instant Internet provides your daily start point to the Internet. It connects you to a personalized Web page filled with local weather, news, sports, and financial information.	Instant Internet provides your daily start point to the Internet. It connects you to a personalized Web page filled with local weather, news, sports, and financial information.
⑤		Instant Search accesses a default Web site that helps you locate information on the Internet.	Instant Search accesses a default Web site that helps you locate information on the Internet.
⑥		Online MarketPlace 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.	Instant Answer provides you with a central location to obtain specific information about your Internet PC.
⑦		Retail Central provides an instant connection to your computer store and a variety of leading consumer companies.	Secure E-Commerce/Featured Web Site 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.



NOTE: For the Internet Button Suite to operate, you must be connected to the Internet. Until you set up your Internet Service Provider (ISP), each Internet button will launch the Compaq Internet Setup process.

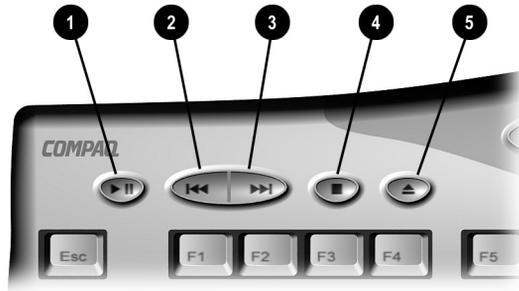
Using the Multimedia Easy Access Buttons

The Multimedia Easy Access buttons allow you to easily do the following:

- ◆ control your CDs and DVDs
- ◆ change the volume
- ◆ skip tracks
- ◆ mute the sound
- ◆ eject or load CDs and DVDs



NOTE: These multimedia buttons are *not* programmable.

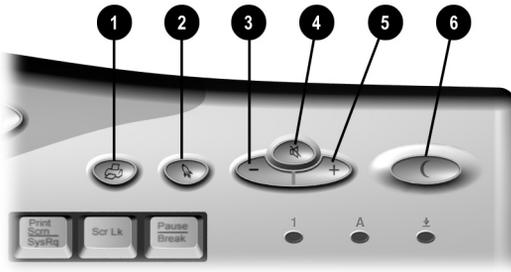


Multimedia Easy Access Buttons

No.	Icon	Component
①	▶	Play/Pause starts or stops CD or DVD temporarily.
②	◀◀	Rewind/Previous Track skips to the previous track.
③	▶▶	Fast Forward/Next Track skips to the next track.
④	■	Stop ends the CD or DVD playback.
⑤	⬆	Eject/Load ejects or loads the CD or DVD.

Using Additional Button Features of Your Keyboard

Your Internet Keyboard is equipped with several special-purpose buttons.



Additional Keyboard Buttons

No.	Icon	United States	Countries Outside the United States
①		Quick Print enables you to quickly print from your Microsoft compatible programs. This button is programmable.	Quick Print enables you to quickly print from your Microsoft compatible programs. This button is programmable.
②		Built In Technician allows you to open the Built In Technician software.	Launch enables you to launch Microsoft Works/Microsoft Word (depending on your computer). This button is programmable.
③		Minus allows you to decrease the volume of your PC audio.	Minus allows you to decrease the volume of your PC audio.
④		Mute allows you to temporarily mute your PC audio.	Mute allows you to temporarily mute your PC audio.
⑤		Plus allows you to increase the volume of your PC audio.	Plus allows you to increase the volume of your PC audio.
⑥		Sleep puts your computer into a low power state, as well as wakes your computer. The light on the Sleep button glows green when the system is awake, and amber when the system is asleep.	Sleep puts your computer into a low power state, as well as wakes your computer. The light on the Sleep button glows green when the system is awake, and amber when the system is asleep.

Reprogramming Your Easy Access Buttons

You can reprogram the Internet Easy Access buttons to reflect your personal preferences.



NOTE: The Easy Access Internet buttons can only be reprogrammed to other URLs (Web sites).

The **Easy Access**  icon is located on the Windows desktop Status bar. It can also be accessed by clicking the **Start** button, then **Programs** and choosing **Reprogram Easy Access Buttons**.

To reprogram your Easy Access buttons, complete the following steps:

1. From the Status bar, right-click the **Easy Access**  icon and choose **Reprogram Easy Access Buttons**. The Compaq Easy Access Button Settings window is displayed.
2. Click the button you wish to change.
3. Follow the instructions provided.

After you have reprogrammed the button, move the cursor over each button and your choices will be displayed by Hover Help. Select the choice you prefer.

Disabling and Enabling the Easy Access Buttons

You can turn off all Easy Access buttons from the Easy Access Button program. When the buttons are disabled, only the **Sleep** and **Volume Control** buttons will operate. The **Easy Access**  icon located on the Status bar will appear with a red X on top. You can still access the button functions if you click the **Easy Access**  icon.

To *disable* the Easy Access buttons, complete the following steps:

1. From the Status bar, right-click the **Easy Access**  icon.
2. Click **Disable Easy Access Buttons**.

To *enable* the Easy Access buttons, complete the following steps:

1. From the Status bar, right-click the **Easy Access**  icon.
2. Click **Enable Easy Access Buttons**.

Working with the Standard Keyboard Keys

The standard keyboard has four major types of keys:

- ◆ main keys (typewriter-style)
- ◆ function keys (F1 through F12)
- ◆ arrow keys (← → ↑ ↓)
- ◆ numeric keys (calculator-style)

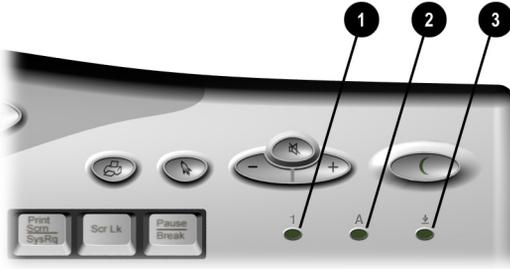
Some keys have special functions when used either alone or combined with other keys. The functions may vary depending on the programs you are using. Refer to Help to learn how these keys can be used in combination with other keys to develop shortcuts in your programs.

Key/ Button	Description
← → ↑ ↓	Arrow moves the cursor left, right, up, and down.
	Windows opens the Start menu.
	Windows Application usually has the same effect as a right mouse click.
Alt	Alt is frequently used in combination with other keys. By pressing Alt , the focus moves from the cursor to the menu bar. The effect depends on the program you are using.
Backspace	Backspace moves the cursor left one space and deletes the character in that space.
Caps Lock	Caps Lock capitalizes all letters when typed. The Caps Lock light on the keyboard glows when the key is active.
Ctrl	Control is normally used in combination with other keys. The effect depends on the program you are using.
Delete	Delete deletes the character to the right of the cursor and moves the following text left one space.
End	End moves the cursor to the end of the text line, table cell, or document. It can also be used in combination with other keys.
Esc	Esc exits a program, moves back one window, or cancels a command, depending on the program you are using.
F1-F12	Function keys are assigned specific tasks, depending on the program you are using. Some tasks include shortcuts, spelling and grammar, and activating the menu bar. Refer to Help for details on specific key combinations.

Key/ Button	Description
Home	Home moves the cursor to the beginning of the text line, table cell, or document. Home can also be used in combination with other keys.
Insert	Insert switches typing between insert and overwrite modes. For example, after pressing this key, new text is either inserted into the current text or replaces it.
Page Up/ Page Down	Page Up/Page Down moves the page up or down.
Pause	Pause temporarily stops screen scrolling. The effect depends on the program you are using.
Print Scrn	Print Scrn prints the displayed screen in most programs.
Scroll Lock	Scroll Lock prevents automatic scrolling in some programs and allows scrolling to be controlled by the arrow keys. The Scroll Lock light on the keyboard glows when this key is activated. The effect depends on the program you are using.
Shift	Shift is frequently used in combination with other keys. The effect depends on the program you are using.

Keyboard Status Lights

Status lights provide information about your computer's operation. Your Internet Keyboard is equipped with the status lights shown below.



Keyboard Status Lights

No.	Icon	Component
①	1	Num Lock indicates that use of the 10-key number pad will produce only numbers. Pressing the Num Lock key on the keyboard will activate and deactivate this function.
②	A	Caps Lock capitalizes letters when typed. When this function is active, the keyboard status light will glow. Select this function by pressing the Caps Lock key on the left of your Internet Keyboard.
③	↓	Scroll Lock indicates that automatic scrolling has been disabled.

Introducing the Digital Creativity Imaging Center

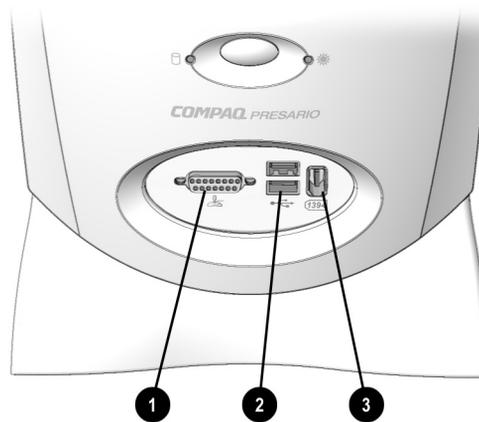
(available on select models only)

The Digital Creativity Imaging Center (DCIC) is the latest in digital interfaces coupled with imaging software. You can use it to perform the following tasks:

- ◆ Connect digital video camcorders and videophone cameras
- ◆ Input, capture, edit, and enhance full-motion video, audio, and photos
- ◆ Apply special effects to videos and 3-D titling for introductions
- ◆ Attach your saved files to e-mail or word processing documents
- ◆ Create a custom background for your computer desktop

Understanding Digital Interfaces

The DCIC is the connection point for digital equipment such as USB cameras, camcorders, and other devices. The DCIC is made up of two Universal Serial Bus (USB) connectors and one IEEE-1394 connector (designed to support rapid transfer of audio and video signals). The connectors are located on the front of the computer, as shown in the following graphic:



Digital Creativity Imaging Center

No.	Icon	Component
①		Game port (available on select models)
②		USB ports (2)
③		IEEE-1394 connector (available on select models)

Check the guidelines for your particular digital equipment to determine which connector is required. Check the Compaq Web site for special adapter cables.

Creating Videos

Your Compaq Internet PC is equipped with MGI VideoWave II software (available on select models), a powerful tool that allows you to create videos quickly and easily. With MGI VideoWave II, you can do the following:

- ◆ Capture media
- ◆ Animate text
- ◆ Add special effects and transitions
- ◆ Use video animation
- ◆ Mix audio
- ◆ Edit video using the cutting room and dark room.

For detailed information and instructions for using MGI VideoWave II, refer to the program Help.

Learning About Your CD-ReWritable (CD-RW) Drive

(available on select models only)

Your CD-RW drive has the following attributes:

- ◆ Supports standard CD-ROM, write-once CD-R, and rewritable CD-RW discs.
- ◆ Can be used to create your own audio CDs, share information, and save data for backups and other data storage needs.

Understanding Your CD-R and CD-RW Media

CD-R and CD-RW media have the following features:

- ◆ CD-R discs can be used on nearly any computer system with a CD-ROM Drive.
- ◆ CD-R is recommended for creating audio discs or sharing information between computers.
- ◆ CD-R discs can be written to only once. However, you can write to CD-R discs over multiple recording sessions until you choose to finalize the disc. (Finalization is explained under just!audio in *The just!burn CD Assistant* in this section or in the online manual.)
- ◆ CD-RW can be used to create CD backups of your personal CDs.
- ◆ CD-RW discs are reusable and can be over-written.
- ◆ CD-RW discs are recommended for creating personal system backups.



HINT: For best compatibility, CD-RW discs should be played on your CD-RW drive.

Accessing the just!burn User's Manual

The just!burn software included with your Presario Internet PC comes with a complete online user's manual to answer any questions you might have about the functionality of the software with your CD-RW Drive.

To access the just!burn User's Manual, complete the following steps:

1. At your Windows desktop, click **Start**.
2. Click **Programs**.
3. Click **CeQuadrat** and select **just!burn Manual**.

The online manual opens for your use.

The just!burn CD Assistant

The just!burn CD Assistant will appear whenever a blank disc is inserted into the CD-RW Drive. From the just!burn CD Assistant screen, you are given options allowing access to the following tools in the package.

PacketCD

PacketCD stores files to your CD-R or CD-RW disc. Selecting this option creates a drive letter in your Windows Explorer screen. You can copy individual files and treat your CD-RW drive just like any other removable media drive (e.g., diskette, Zip). With PacketCD you can format CD-RW media. Formatting options include **Random CD-RW** and **Sequential CD-RW**.



HINT: When prompted to format your media, choose the format option that best fits your specific needs.

To share data stored on CD-R or CD-RW that has been formatted sequentially, you must first finalize your disc. Right-click your mouse on the CD-RW drive letter and select **Finalize Disc**. When your disc is inserted into another PC's CD-ROM or DVD drive for the first time, you will be prompted to install the Universal Disc Format (UDF) program. You will not need to install UDF on the drive again.

just!audio

just!audio lets you create your own audio CDs. You may record over multiple recording sessions to fill your CD-R disc. When the CD-R disc is complete, you must use the **Finalize** option in order to play your disc in an audio CD player or CD-ROM drive.



HINT: Once you have finalized your CD-R disc in just!audio, you will not be able to write to it again.

just!audio automatically finalizes after recording. If you don't want just!audio to finalize your newly created audio CD after the first recording session, you must change the default setting. On the Options screen, uncheck the **Finalize Disc Option** box to change the default setting.



HINT: To test the system performance, Compaq recommends using the Emulate Only option, located on the Options screen, when recording a new CD-R or using a computer system for the first time. This allows you to perform a test run before actually recording.

CD!backup

CD!backup will create personal backups of almost any CD quickly and easily. If you only have a CD-RW drive, your hard drive will act as temporary storage until you insert a destination CD-R or CD-RW disc and write to it. If your Internet PC is equipped with an additional CD- or DVD-ROM drive, you can write directly between the drives to create a personal CD backup.

just!data

just!data easily creates data CDs which can be read on almost any computer and operating system. Your Internet PC can use your hard drive for temporary storage of files, enabling you to copy from one disc to another if you have only a CD-RW drive. If your PC is equipped with both a CD- or DVD-ROM drive and a CD-RW drive, you can choose to write data directly between the two drives. Use these CDs instead of diskettes to transfer files from one computer to another. Additionally, you can use just!data to back up and share MP3 files and other compressed digital audio files with other PCs. However, you cannot play these CDs on an audio CD player.

For more information about using these tools, refer to the online user's manual.

Learning About Your TV Out Connection

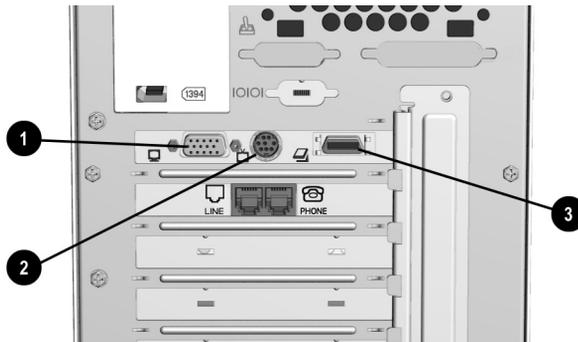
(available on select models only)

Using Your TV Out Connection

Your computer is equipped with a graphics card consisting of an S-Video connector referred to as TV Out.

With a TV Out connection, you can do the following:

- ◆ Play games on a big screen television or monitor.
- ◆ Watch DVD movies on television rather than on a computer monitor.
- ◆ Play a video segment for recording on a VCR.



TV-Out Connections



NOTE: The view shown may differ slightly from your Internet PC.

No.	Component
①	SVGA Monitor Connector
②	TV Out Connector (available on select models)
③	Digital Flat Panel Monitor Port (available on select models)

Upgrading Your Compaq Internet PC

Your Internet PC is fully upgradable. Items that you can add or replace include the following:

- ◆ PCI expansion card
- ◆ ISA expansion card (available on select models)
- ◆ AGP card (available on select models)
- ◆ hard drive
- ◆ removable media storage drive
- ◆ memory modules
- ◆ system battery

If you would like to replace the system board or microprocessor, please consult a Compaq Authorized Service Provider. To find the nearest service provider in your area, visit the Compaq Web site at:

www.compaq.com

Your safety is important. Before performing any procedures involving the internal components of your Internet PC, please take a few moments to read the following **Warning** and **Caution** statements. Following the guidelines in these statements will help to reduce the risk of personal injury or equipment damage.



WARNING: To reduce the risk of electric shock and damage to the equipment:

Do not disable any 3-prong grounding plug. The grounding pin on a 3-prong plug is an important safety feature. Removal of the grounding pin increases the risk of computer damage. If you cannot fit the plug into your electrical outlet, contact an electrician for information on having grounded outlets installed.

Use only grounded electrical outlets when plugging in your computer. These outlets should be easily accessible at all times.

When connecting a power cord to a grounded electrical outlet, ensure that nothing rests on the power cord.

To reduce the risk of electrical shock and damage to the computer, **BEFORE REMOVING THE COVER** always ensure the following:

- ◆ The computer is turned off.
- ◆ The computer power cord is unplugged.
- ◆ The modem line is disconnected from the telephone jack.
- ◆ All network cables are disconnected.
- ◆ All cables and power cords are disconnected from the computer.



CAUTION: To prevent damage to the computer by electrostatic discharge, you must become static-free before removing the cover. To become static-free, touch an unpainted metal surface or one of the screws on the computer cover. As you work, avoid touching exposed metal on any of the computer circuit boards.

Identifying the Major Components of Your Internet PC

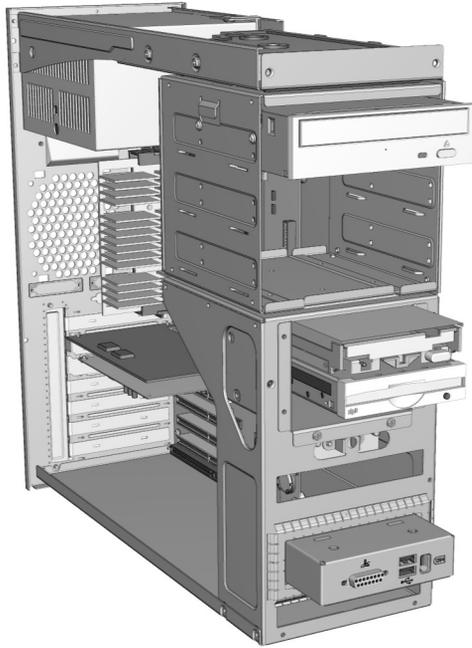
Your Compaq Internet PC has been constructed using a cover and cage design concept. This design makes it simple to access the internal components. Please familiarize yourself with the major components.



Computer Cover



NOTE: The view shown may differ slightly from your Internet PC.



Computer Cage

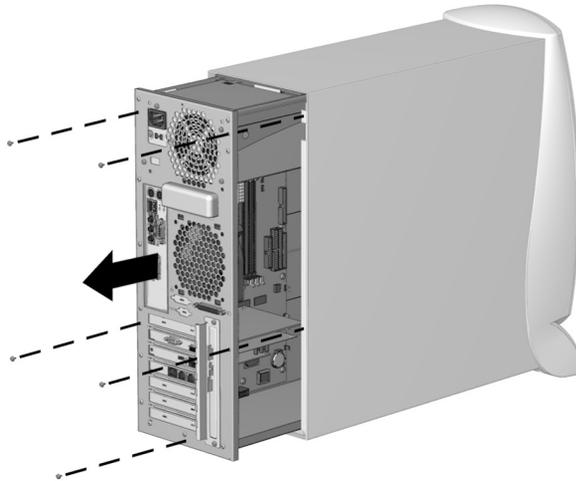


NOTE: The view shown may differ slightly from your Internet PC.

Removing the Cover

Before removing the cover, move the computer to a suitable work area. Choose a clean, spacious, and well-lit area.

1. Using a screwdriver, remove the five cover-retaining screws.



Removing the Cover-Retaining Screws



NOTE: The view shown may differ slightly from your Internet PC.

-
- Using the chassis cage handle ❶, slowly pull out the chassis cage.



Removing the Chassis Cage



NOTE: The view shown may differ slightly from your Internet PC.

Replacing the Cover

To replace the cover, perform the removal steps in reverse order.

Identifying Power Supply and Data Cables

When performing upgrade procedures, you may find it necessary to disconnect power supply and data cables. Refer to the following graphics for assistance in identifying power supply and data cables.



HINT: If you must disconnect a cable, mark the cable with a piece of masking tape labeled with the name of the device for future reference.

Power Supply Cables

Power supply cables usually have a white connector that consolidates several colored wires.



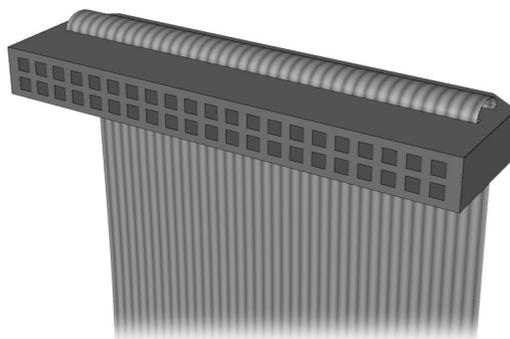
Typical Power Supply Cable



NOTE: The view shown may differ slightly from your Internet PC.

Data Cables

Data cables are thin, wide cables that usually have black connectors.



Typical Data Cable



NOTE: The view shown may differ slightly from your Internet PC.

Installing an Expansion Card

Expansion cards, such as a scanner adapter card, a network card, or a modem card, increase the capabilities of your computer. There are many different types of expansion cards available on the market. Before purchasing an expansion card, or equipment that requires the installation of an expansion card, ensure that the new card and equipment are compatible with your Internet PC.

Determining Expansion Card Compatibility

The types of cards compatible with your Compaq Internet PC include the following:

- ◆ Plug and Play Peripheral Component Interconnect (PCI) cards
- ◆ Industry Standard Architecture (ISA) cards (available on select models only)
- ◆ Accelerated Graphics Port (AGP) cards (available on select models only)



HINT: Plug and Play PCI cards are automatically recognized and resourced upon installation by the Microsoft Windows operating system and Basic Input Output System (BIOS).

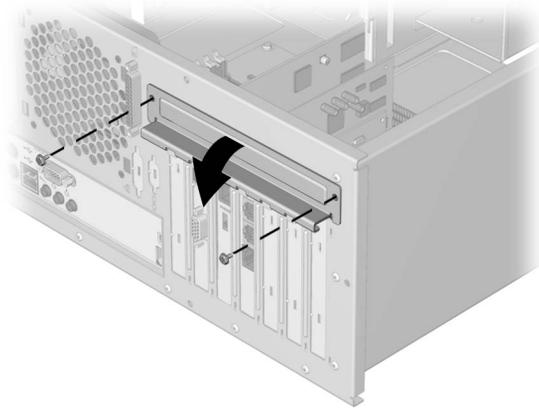
The operating system and the BIOS do not automatically recognize ISA cards. The card jumper settings may require manual adjustment based on your currently available system resources, such as the IRQ (Interrupt **Re**Quest) and DMA (**D**irect **M**emory **A**ccess). Then you must adjust the operating system settings to reflect these resource settings according to the card manufacturer's instructions.

Inserting an Expansion Card

To install a card, complete the following steps:

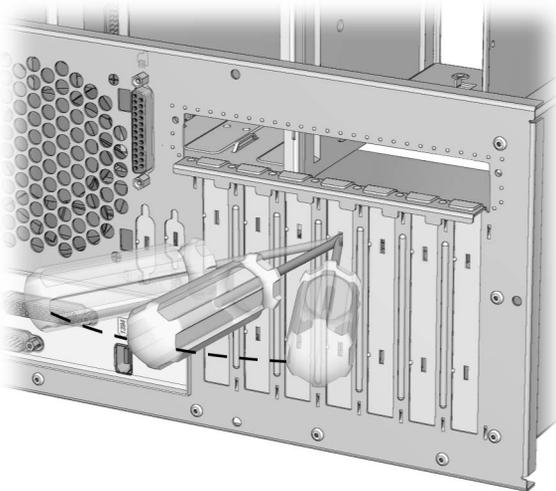
1. Read all the manufacturer's documentation for the new card.
2. Close all programs.
3. Remove all diskettes and CDs.
4. From the Windows Taskbar, click the **Start** button, click **Shut Down**, select **Shut Down**, and then click **OK**.
5. Unplug the computer power cord from the electrical outlet.
6. Disconnect all cables and power cords from the back of the computer.
7. Remove the computer cover.

-
- Using a Phillips screwdriver, remove the retaining screws and the expansion card retention bracket ❶.



Removing Retaining Screws and Expansion Card Bracket

- Position a flat blade screwdriver ❷ at either the left or right edge of the slot cover, and rotate the handle of the screwdriver back and forth to push the end of the slot cover slightly inward.



Removing the Expansion Card Slot



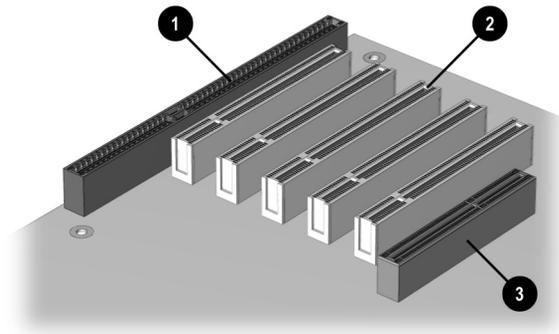
NOTE: The view shown may differ slightly from your Internet PC.

10. Repeat step 9 at the opposite edge of the cover.
11. From the inside of your PC, bend the slot cover back and forth to loosen it from the slot, and remove the slot cover.



CAUTION: Be careful not to damage the motherboard when performing this procedure.

12. Using the following graphic as a guide, locate an open expansion card slot.



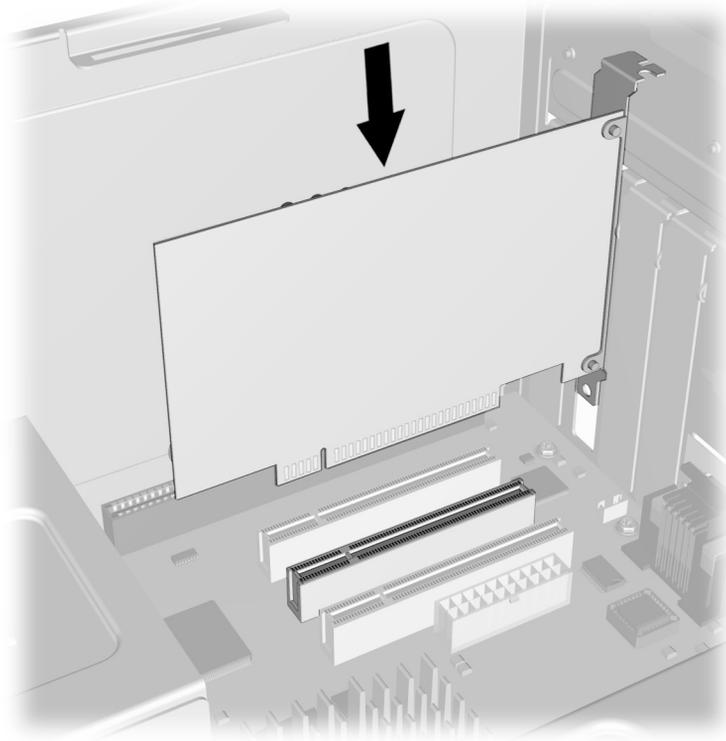
Expansion Card Slots



NOTE: The view shown may differ slightly from your Internet PC.

No.	Component
①	ISA Slot (available on select models)
②	PCI Expansion Slots
③	Accelerated Graphics Port (AGP) Slot (available on select models)

-
- Firmly press the new card into the slot on the system board, using a slightly rocking motion.



Inserting an Expansion Card



NOTE: The view shown may differ slightly from your Internet PC.

- Replace the expansion card retention bracket to secure the new card in place.
- Replace the computer cover.

If you installed a PCI card, the next time you turn on the computer, Microsoft Windows will automatically detect the new card. If you installed an ISA card, follow the manufacturer's instructions to complete the installation.

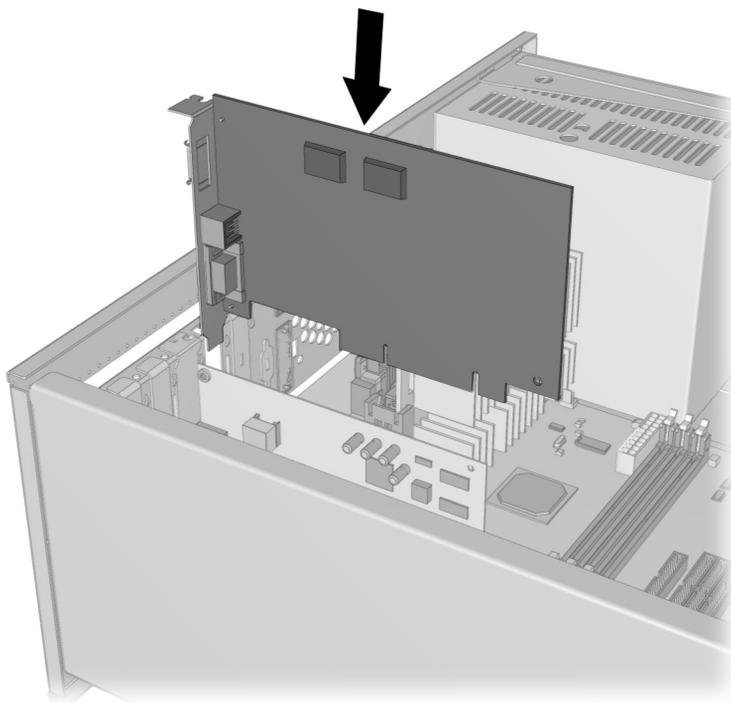
Adding or Replacing an Accelerated Graphics Port (AGP) Card

The AGP interface is the video graphics port that enables high performance 3D graphic capabilities on your Internet PC.

To add or replace an AGP card, complete the following steps:

1. Read all the manufacturer documentation for the new card.
2. Close all programs.
3. Remove all diskettes and CDs.
4. From the Windows Taskbar, click the **Start** button, click **Shut Down**, select **Shut Down**, and then click **OK**.
5. Unplug the computer power cord from the electrical outlet.
6. Disconnect all cables and power cords from the back of the computer.
7. Remove the computer cover.
8. Locate the AGP card slot on the system board. Refer to the preceding section, *Installing an Expansion Card*, for an illustration of the AGP card slot.

-
9. If you are replacing an AGP card, remove the existing card. Firmly press the new card into the slot on the system board, using a slightly rocking motion.



Inserting an AGP Card



NOTE: The view shown may differ slightly from your Internet PC.

10. Replace the expansion card retention bracket to secure the new card in place.
11. Replace the computer cover.

The next time you turn on your computer, the new card will be detected. Follow the manufacturer's instructions to complete the installation.

Installing an Additional Hard Drive

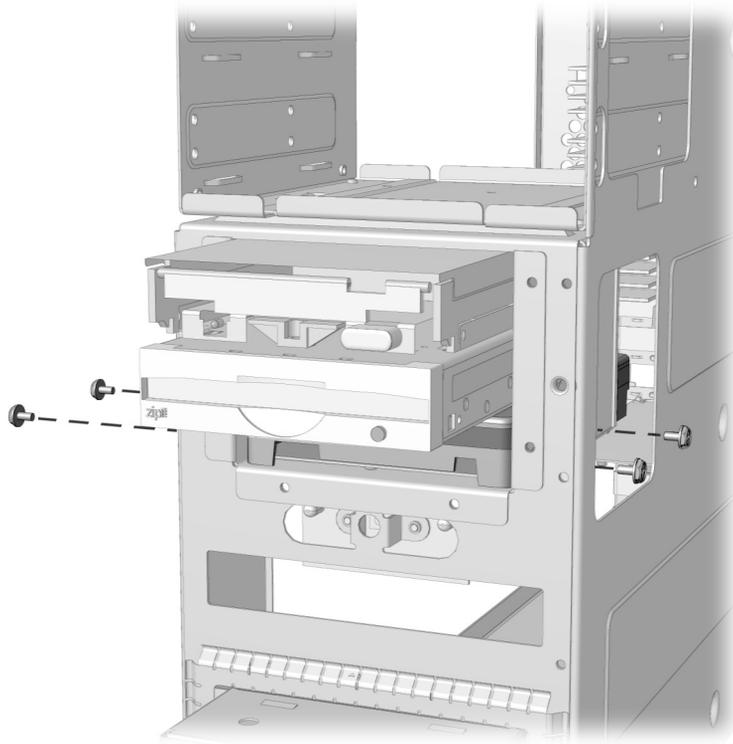
To ensure proper installation, please read all the manufacturer's documentation for the new hard drive.

Adding a Secondary Hard Drive When an Internet PC Is Equipped with a Hard Drive in the Top Drive Compartment

If your Internet PC has the primary hard drive installed in the top drive compartment of the chassis cage, complete the following steps:

1. Close all programs.
2. Remove all diskettes and CDs.
3. From the Windows Taskbar, click the **Start** button, click **Shut Down**, select **Shut Down**, then click **OK**.
4. Unplug the computer power cord from the electrical outlet.
5. Disconnect all cables and power cords from the back of the computer.
6. Remove the computer cover.
7. Refer to the drive manufacturer's instructions when inserting the secondary hard drive into the bottom slot of the drive cage.

-
- Secure the drive in the drive cage by inserting the drive retaining screws supplied with the new hard drive.



Drive Retaining Screws View 1



NOTE: The view shown may differ slightly from your Internet PC.

- Locate and connect the spare power supply cable. Spare power supply cables are provided with the system.
- Locate the data cable that is connected to the primary hard drive. This data cable is equipped with a spare connector approximately midway down the cable. Carefully insert the connector into the receptacle on the back of the secondary hard drive.
- Replace the computer cover.
- Refer to the manufacturer's instructions supplied with the new device to complete the necessary software installation.

Installing a Secondary Hard Drive When the Internet PC Has an Open Top Drive Compartment

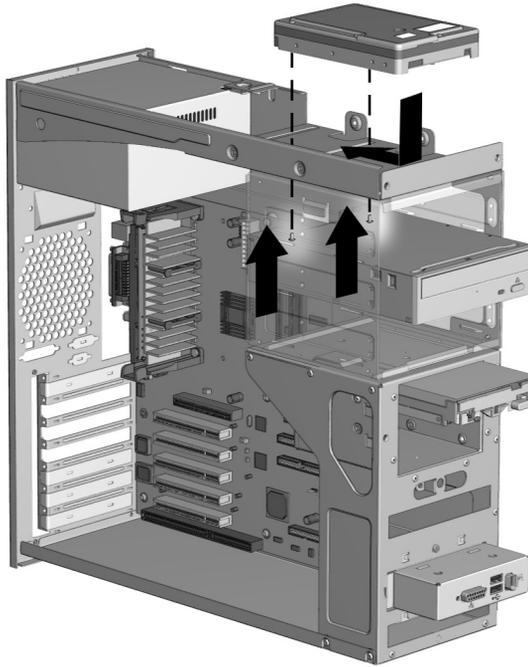
If your Internet PC has the primary hard drive installed in the lower slot of the drive cage, under the diskette drive, and the top drive compartment is open, complete the following steps:

1. Close all programs.
2. Remove all diskettes and CDs.
3. From the Windows Taskbar, click the **Start** button, click **Shut Down**, select **Shut Down**, then click **OK**.
4. Unplug the computer power cord from the electrical outlet.
5. Disconnect all cables and power cords from the back of the computer.
6. Remove the computer cover.
7. Unplug the hard drive data cable that is connected to the hard drive located in the bottom 3.5" hard drive slot.
8. Unplug the power cord from the hard drive.



NOTE: The existing 3.5" hard drive on the bottom 3.5" bay is your master drive. The new hard drive will be your slave drive.

-
- Remove the 3.5" hard drive from the bottom 3.5" slot, and move it to the top drive compartment. Secure the drive with the bottom retaining screws as shown.

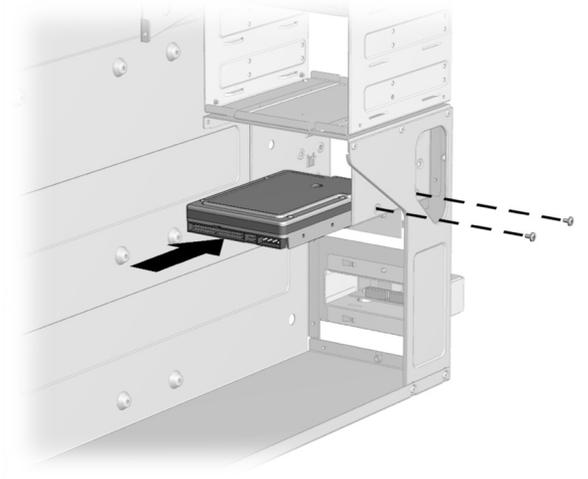


Inserting the Existing Hard Drive in the Top Drive Compartment



NOTE: The view shown may differ slightly from your Internet PC.

-
- To add the new 3.5" hard drive, place the new hard drive in the bottom 3.5" drive compartment and secure the drive with the side retaining screws as shown.



Adding a 3.5" Hard Drive



NOTE: The view shown may differ slightly from your Internet PC.

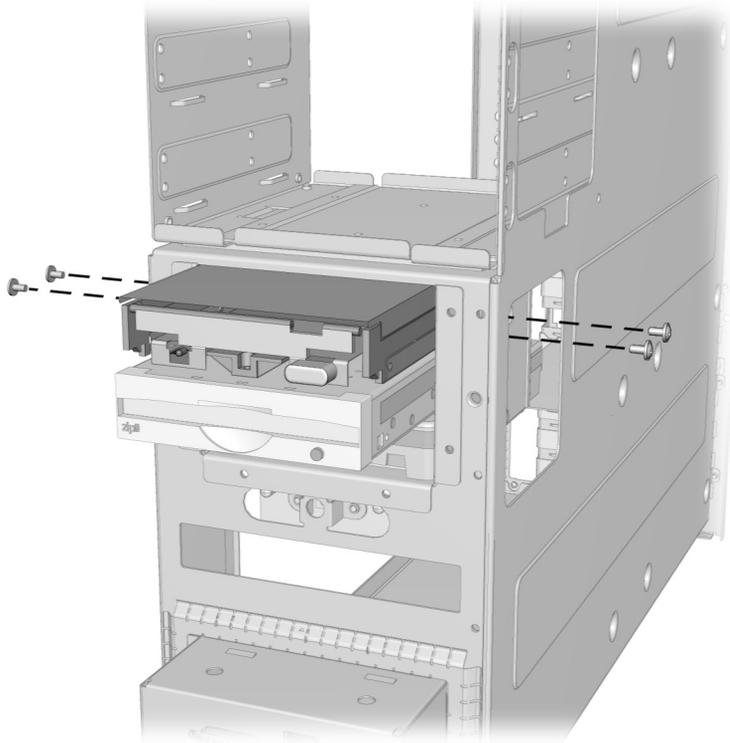
- Locate and connect the spare power supply cable. Spare power supply cables are provided with the system.
- Plug the end connector of the data cable into the top drive compartment hard drive (the master drive).
- The data cable is equipped with a spare connector approximately midway down the cable. Locate the spare connector on the data cable and connect it to your new hard drive located in the bottom 3.5" slot of the drive cage (the slave drive).
- Carefully insert the connector into the receptacle on the back of the secondary hard drive in the bottom slot of the drive cage.
- Replace the computer cover.
- Refer to the manufacturer's instructions supplied with the new device to complete the necessary software installation.

Replacing a Diskette Drive or Zip[®] Drive (Zip Drive available on select models only)

To replace a diskette or Zip drive, complete the following steps:

1. Read all the manufacturer's documentation for the new drive.
2. Close all programs.
3. Remove all diskettes and CDs.
4. From the Windows Taskbar, click the **Start** button, click **Shut Down**, select **Shut Down**, then click **OK**.
5. Unplug the computer power cord from the electrical outlet.
6. Disconnect all cables and power cords from the back of the computer.
7. Remove the computer cover.
8. Disconnect the power supply cable from the drive you are replacing.
9. Disconnect the data cable. Be sure to mark the data cable connector on the system board so that you can properly connect the data cable for the new device.

-
10. Using a screwdriver, remove the drive retaining screws as shown.



Removing the Retaining Screws



NOTE: The view shown may differ slightly from your Internet PC.

11. Carefully pull the drive out of the drive cage.
12. Refer to the drive manufacturer's instructions when inserting the new drive into the drive cage.
13. Secure the drive in the drive cage by replacing the drive retaining screws.
14. Connect the power supply cable.
15. Connect the data cable.
16. Replace the computer cover.
17. Refer to the manufacturer's instructions supplied with the new device to complete the necessary software configuration.

Adding or Replacing Memory Modules

Installing Additional Memory

Adding memory can improve computer and software performance. Contact a Compaq Authorized Service Provider for information on compatible memory module types as well as memory module installation.

To determine the amount of memory currently located on your Internet PC, perform the following steps:

1. From the Windows Taskbar, click the **Start** button, select **Settings**, and then select **Control Panel**.
2. Double-click the **System**  icon.
3. Select the **General** tab.

The amount of memory displayed **may not** include the amount of memory automatically allocated for video display functions.

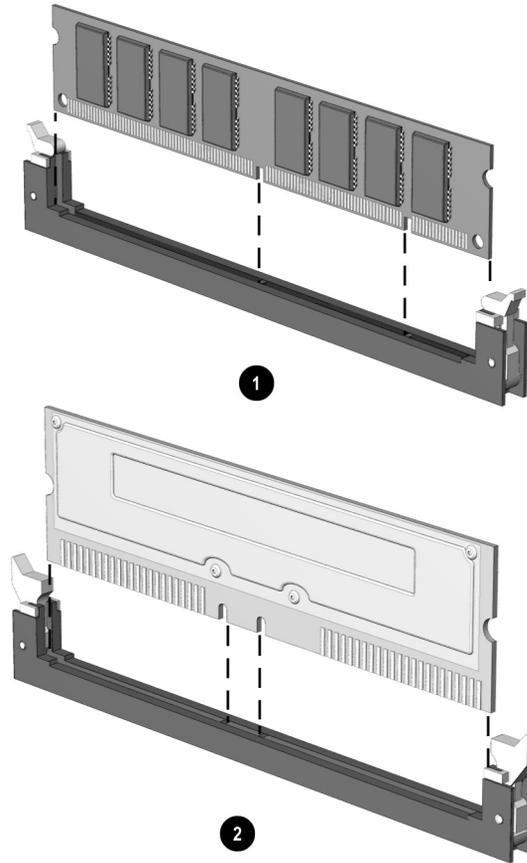


NOTE: If you use other than Compaq memory modules, you must ensure that they are installed by a Compaq Authorized Service Provider to preserve your Warranty rights.

To add memory, complete the following steps:

1. Read all the manufacturer documentation for the new memory.
2. Close all programs.
3. Remove all diskettes and CDs.
4. From the Windows Taskbar, click the **Start** button, click **Shut Down**, select **Shut Down**, then click **OK**.
5. Unplug the computer power cord from the electrical outlet.
6. Disconnect all cables and power cords from the back of the computer.
7. Remove the computer cover.
8. Locate the memory module slots. These slots are shown in the graphic on the next page.

-
9. To insert a module, align the memory module with the slot and firmly press it down until it clicks into position, then push the latches in to secure the memory module. The DIMM module is shown in ❶ below. For RIMM modules (shown in ❷ below), you will need to pop the module slot latches outward. Then, after securing the memory into the slot, snap the latches back into place.



Inserting a Memory Module

10. Replace the computer cover.

Replacing the Real-Time Clock Battery

Your Compaq Internet PC is equipped with a lithium or nickel cadmium battery that provides power to the real-time clock when your system is shut down. If you must replace the battery, observe the following safety guidelines.

For information about real-time clock battery replacement, contact a Compaq Authorized Service Provider.



WARNING: Your computer is provided with a battery-powered, real-time clock circuit. Danger of explosion and risk of personal injury exists if the battery is incorrectly replaced or mistreated. Do not attempt to recharge the battery, disassemble it, remove it, immerse it in water, or dispose of it in fire.



WARNING: This computer may contain a lithium-ion or nickel-metal-hydride battery pack. There is a risk of fire and chemical burn if the battery pack is handled improperly. Do not disassemble, crunch, puncture, or short external contacts, dispose of in water or fire, or expose to temperatures higher than 140°F (60°C).

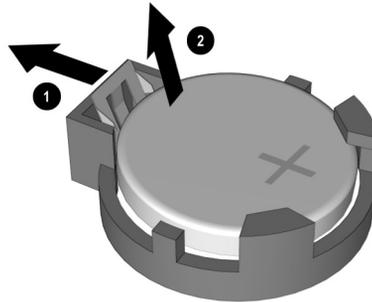


CAUTION: Do not dispose of batteries with general household waste. To dispose of them or recycle them, use the public collection system in accordance with local regulations or return them to Compaq, an authorized Compaq Partner, or to the point-of-sale. In North America, dispose of nickel-metal-hydride or lithium-ion batteries by taking advantage of the Compaq battery recycling program. You will be provided with a postage-paid battery pack mailer pre-addressed to a reclamation facility where the metals are recycled.

Removing and Inserting a Battery

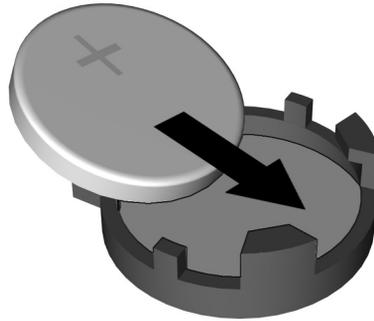
To remove and insert a battery, complete the following steps:

1. Read all the manufacturer's documentation for the new drive.
2. Close all programs.
3. Remove all diskettes and CDs.
4. From the Windows Taskbar, click the **Start** button, click **Shut Down**, select **Shut Down**, then click **OK**.
5. Unplug the computer power cord from the electrical outlet.
6. Disconnect all cables and power cords from the back of the computer.
7. Remove the computer cover.
8. To remove the battery, push in the direction of arrow ❶, then lift the battery out as shown by arrow ❷.



Removing the Battery

-
9. To insert a battery, slide the edge of the battery under the clips, then press it firmly into the battery compartment.



Inserting a Battery

10. Replace the computer cover.

Understanding Your Service and Support Options

Your Internet PC has many tools to make computing easier. If you have a computer problem or question, check the following resources for answers:

- ◆ Click the **Q** button on your Internet keyboard for personalized Web support and computing tips.
- ◆ Review the Troubleshooting chapter in this guide for suggestions on how to fix the problem.
- ◆ Review the tools in this section to find answers.
- ◆ Look in the *Compaq Warranty Statement* or *Service and Support Card* (included with your computer) to find your regional Compaq Service telephone number.

Compaq Support

Double-clicking the **Compaq Support Q** icon located on the Windows desktop provides access to the tools listed in the following table.

Compaq Support Tools	
Tool	Description
Compaq Support	Need fast service and technical support for your PC? Look for the Compaq Support Q icon on your desktop for the latest in industry leading service and support. Compaq Service Connection, Selective QuickRestore, McAfee Antivirus, Compaq Remote Support, Internet Support, System Record and Built In Technician software will provide you with all the necessary tools to maintain a healthy PC.
Compaq Service Connection	This maintenance program keeps your Internet PC in superior operating condition, with secure, automated software updates over the Internet. Look for the spinning Q that notifies you of your updates, and simply click Install . Then sit back and relax while you receive the latest technical information!

Compaq Support Tools

Tool	Description
Selective QuickRestore	The Selective QuickRestore feature allows you to restore your PC to its original factory condition or to restore specific drivers and applications. The SystemSave feature provides you with extra security by backing up your data and saving it to another location on your hard drive. Protect your PC from the unexpected with Selective QuickRestore!
McAfee Anti-Virus	Need the right tool to protect data on your PC from viruses? Check out the McAfee Anti-Virus software found in your Service and Support folder. The McAfee powerful VirusScan will detect and destroy potentially destructive viruses and provide you with free anti-virus updates for one year after registering. Protect your investment with McAfee!
Built In Technician	Need technical assistance? Meet AI, your very own Built In Technician, who will quickly get to work on your PC. To find AI, simply push the Rocket button  on your keyboard, and you will find that he is waiting to diagnose your computer problems and assist you with any repairs.
Compaq Remote Support (available in select regions)	Instead of making a trip to the repair center, try the Compaq Remote Support feature. Simply ask our skilled support technicians to use Carbon Copy to remotely access your PC, diagnose, and solve your problem. You can watch while your technician works and even chat online with the technician.
Internet Support	With Internet Support, you are one click away from a wide variety of Web-based service tools, which will make your entire computing experience easier. Visit the Compaq Support Forum (available in select regions) to get personal assistance from an online technician, get the latest software updates and much, much more!
System Record	Let the System Record feature help you keep a clean record of your PC. System Record will keep a running comparison of your PC's original factory state and its current operating condition. Technicians will then quickly be able to pinpoint any problem areas.
Compaq Diagnostics	This software tool provides an easy way to check components of your Internet PC.

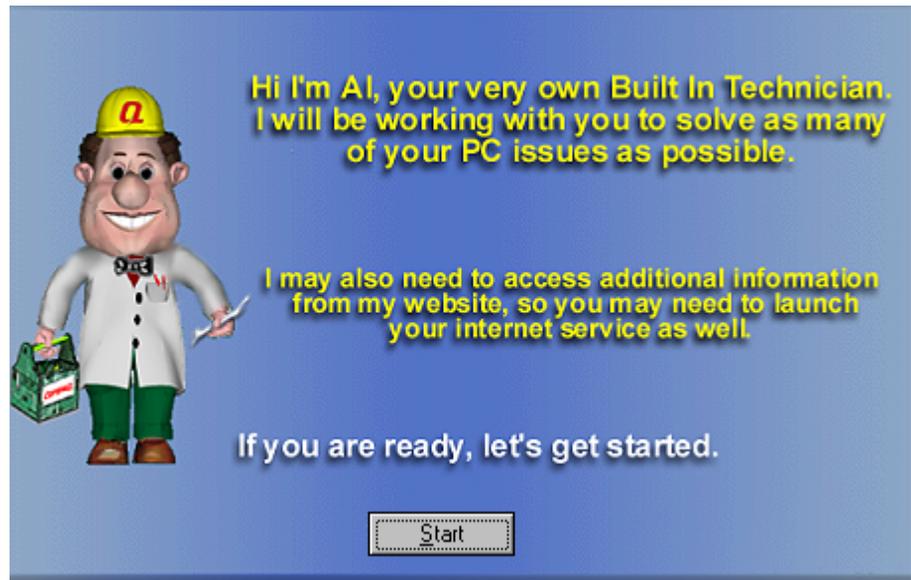


Launching Built In Technician

Built In Technician (available in select regions)

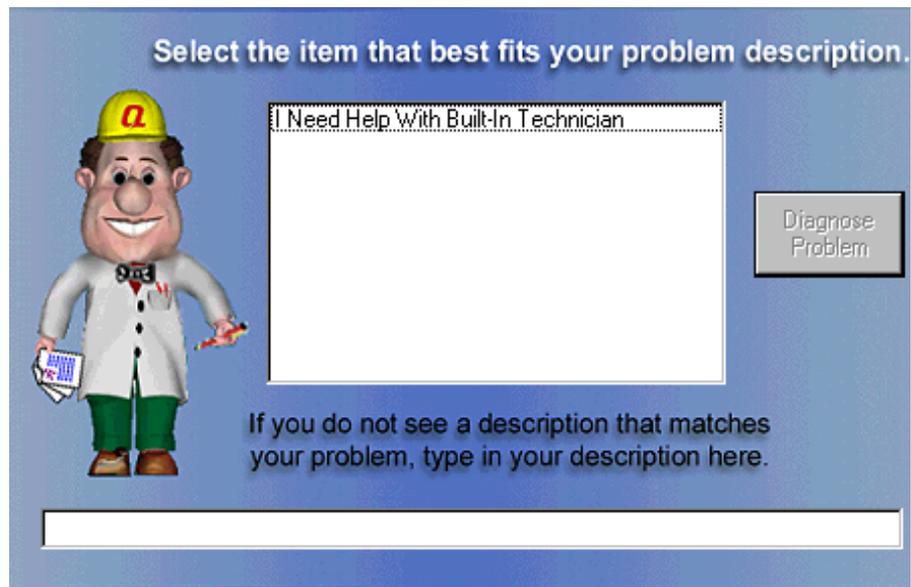
The Built In Technician software on your Presario Computer is Compaq's new, innovative way of providing you with the tools you need to solve many of your PC problems. This software gathers specific information about your personal computer, diagnoses problems, and performs repairs automatically.

The Built In Technician software can be started by simply pressing the Built In Technician  launch button located on the right side of your keyboard. Or, launch from the  icon on your desktop.



Using Built In Technician

Built In Technician lets you select from a list of problem areas or type a specific description of your problem.



Built In Technician uses the information you supply to determine what type of diagnostics to run on your system. The more specific you are in supplying information, the better the diagnostic results will be. To start the diagnostic process, complete the following steps:

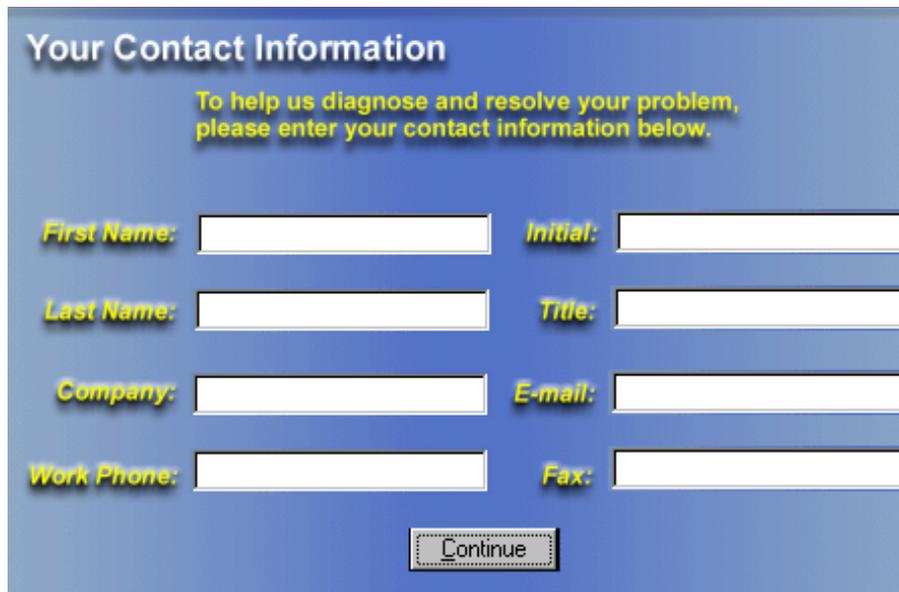
1. Click on the item that best describes your problem, or type a description of the problem in the space provided.
2. Click the **Diagnose Problem** button.



NOTE: You may be asked if you would like the Built In Technician to search the Web for a solution. If you are not connected to the Internet, simply click the **i** button on your keyboard or launch your Internet service from the icon on your desktop. Then proceed to follow the instructions from your Built In Technician.

Entering Contact Information

When you use Built In Technician for the first time, you may be asked to enter your name, phone number, e-mail address, and other information. With Built In Technician, you can enter this information one time, and Built In Technician automatically includes it with each diagnostic request. At a minimum, you will need to fill in your first name, last name and e-mail information. This information may be used by Compaq technicians to contact you, should you require further assistance.



The screenshot shows a blue background with the title "Your Contact Information" in white. Below the title is a yellow instruction: "To help us diagnose and resolve your problem, please enter your contact information below." The form consists of eight input fields arranged in two columns. The left column contains: "First Name:", "Last Name:", "Company:", and "Work Phone:". The right column contains: "Initial:", "Title:", "E-mail:", and "Fax:". At the bottom center is a "Continue" button with a dotted border.



NOTE: If you entered this information when you registered your Compaq computer, this screen may be automatically filled in for you.

Compaq Remote Support (available in select regions)

If you ever need answers to your computing problems, Compaq Remote Support allows you to use your computer modem to connect directly to a support technician. These technicians can remotely diagnose and resolve most of your computer problems. You can watch your monitor and communicate directly to the service technician on the telephone while the technician is resolving your issue.

To use Compaq Remote Support, complete the following steps:

1. When you experience a problem not addressed in this guide, call the Compaq Customer Support number for your region. The number is listed in the *Compaq Warranty Statement* or the *Service and Support Card* that came with your computer.
2. The service representative will ask you to double-click the **Compaq Support**  icon from the Windows desktop.
3. Click the **Compaq Remote Support**  icon. A Compaq/Carbon Copy banner displays that explains the Compaq Remote Support application.
4. Click the **OK** button. The message, “*Compaq Remote Support is waiting for a call*” displays and explains that the Compaq support technician is dialing into your computer.
5. Do not answer the telephone when it rings. Compaq Remote Support will connect with your computer on the second ring. If for any reason you need to exit the application, click **Cancel**.
6. Once a connection has been established, the Compaq Legal Disclaimer window displays. After reading the terms and conditions, click **Agree** to allow the support technician to remotely diagnose your computer.



NOTE: If for any reason the support technician cannot connect to your computer, you will receive an error message notifying you of the failed connection. If this happens, the technician will call you back. You should answer the telephone at this time.

Compaq Diagnostics

Compaq Diagnostics provides an easy way to perform system checks and diagnose problems. When you double-click the **Compaq Diagnostics**  icon located in the **Compaq Support**  folder on the Windows desktop, a progress bar is displayed while the application analyzes your Internet PC for information about its components. After approximately one minute, a Summary window with the component information is displayed.

A row of icons is located at the top of the window. Clicking these icons displays information about the components being tested. Refer to the following table for descriptions of the tabs.

Compaq Diagnostics Icons	
Tab	Description
Overview	Contains information about your computer
Test	Selects 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 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 completed only in the interactive mode, since they test the audio and video components of your Internet PC. You must be present to confirm the test results. Complete testing takes about 10 minutes.

The Test tab has the following main regions:

- ◆ Type of Test
- ◆ Test Mode
- ◆ Information Window
- ◆ Component List (under the Type of Test box)

The Component List resembles Windows Explorer. Click the + to open a component folder; then, select the component for which you need information. 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, complete the following steps:

1. Click 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.
3. Select **Interactive Mode** or **Unattended Mode**.



HINT: You can select **Quick** or **Complete** as a starting point for a Custom test. If you select **Interactive Mode**, stay with your computer for the interactive test portions.

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

When the tests are complete, the progress bar in the Status window will be green if the test was successful and red if the test failed. The lower part of this tab gives details of the tests that have been completed.

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. To save this information, click the **Save** button at the bottom of the window.

The Error tab provides details about the errors detected, including error codes. This code is useful information for a Compaq technician who can advise you on how to fix your computer.

System Record

System Record reports all of the devices that came with your computer and all of the devices you have added or changed since you purchased your computer. System Record highlights these changes in red. This allows you to isolate and diagnose possible problems with your computer.

To access System Record, complete the following steps:

1. From the Windows desktop, double-click the **Compaq Support**  icon.
2. Double-click the **System Record**  icon.

The System Record tab displays the Base.log which displays all of the devices that came with your computer, and the Now.log which displays all of the devices you have added or changed. The changes you have made to your computer are highlighted in red. For example, if your computer came with 64 megabytes (MB) of memory and you upgrade it to 96 MB of memory, your Base.log displays 64 MB of memory and the Now.log displays 96 MB. The memory line in the Base.log and the memory line in the Now.log are noted in red lettering, which indicates a change has been made to your computer's original amount of memory.

Compaq Service Connection

Overview

The Compaq Service Connection software installed on your computer is an innovative way of preventing PC problems. The service automatically sends you free software updates that will keep your computer in peak operating condition. You decide when to install the updates.

A small notice, displayed as a rotating , will appear on the bottom-right corner of the Windows desktop, when an update is available.

Turning Compaq Service Connection On and Off

If you wish to manually turn on Compaq Service Connection, complete the following steps:

1. Double-click the **Compaq Support**  icon on the Windows desktop.
2. Double-click the **Service Connection**  icon.



NOTE: If the **Service Connection**  icon is visible on the Windows taskbar, the service is already active.

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, complete the following steps:

1. Right-click the **Service Connection** icon on the Windows Taskbar.
2. Select **Shutdown Compaq Service Connection**.

How It Works

The Compaq Service Connection software operates in the background while you are performing other tasks on your computer. You will only be aware that it is working when a Notice is displayed.

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

When a Notice is displayed, complete the following steps to obtain the update:

1. Double-click the Notice, usually displayed as a rotating **Q**, to reveal the update identification.
2. Install, 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 10 days.
 - ❖ If you do not download the update within 10 days, it will automatically be canceled.

To view the updates you have downloaded and the updates that are still available, double-click the **Compaq Support Q** icon on the Windows desktop, then double-click the **Service Connection Q** icon. The window displays a list of updates and highlights in bold the updates that 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. To provide you with these services, non-personal information limited to your computer model number, serial number, and software ID files is communicated to the Compaq server. Files sent to your PC are protected by a personalized security number, similar to a Personal Identification Number (PIN), to ensure that you receive the correct information. Compaq Service Connection does not access, share, or send any personal information, files, or data on your system over the Internet.

If you no longer wish to receive updates from Compaq Service Connection, you can turn it off at any time.

Internet Support

The **Internet Support** icon allows you to access the Compaq Service and Support Web page for your country. The Compaq Service and Support Web page provides you with tools and information to help make using your Internet PC easier than ever.

To access the Service and Support Web page, complete the following steps:

1. Make sure your computer is connected to the Internet.
2. From the Windows desktop, double-click the **Compaq Support**  icon.
3. Double-click the **Internet Support**  icon. A window will display icons representing flags of various countries.
4. Click on the icon that represents your country's flag.

You will be connected to your country's specific Service and Support Web page.



HINT: You can also access Internet Support through the **Instant Answer** button (available on select models) on your keyboard.

QuickRestore

Compaq provides you with the ability to restore your system at any time with QuickRestore. QuickRestore has three types of restore options, as described in the following table.

QuickRestore	
Restore Option	Description
SystemRestore	Restores your hard drive from your last SystemSave.
Selective Restore	Allows you to select certain Compaq drivers or applications you want to re-install without reformatting your hard drive.
Full Restore	Restores your computer to the original factory-installed software state.



NOTE: Do not leave your computer unattended while QuickRestore is running, because you are periodically required to enter information. If you do not enter the required information, your computer may not complete the QuickRestore process.



NOTE: After inserting the QuickRestore CD, press **Enter** to continue. You may receive the following message:

CDR101: Not ready reading drive N. Abort, Retry

After inserting the QuickRestore CD, wait at least 15 seconds for the CD-ROM drive to spin up completely before pressing **Enter** to continue. If the message is still displayed, Press **R** to retry, then continue the QuickRestore process.

SystemSave

SystemSave allows you to back up all information and files on your hard drive, and store it to a separate partition on your drive for later use.

To perform a SystemSave to back up your files, complete the following steps:

1. From the Windows desktop, double-click the **Compaq Support**  icon.
2. Double-click the **QuickRestore**  icon. The QuickRestore main menu is displayed.
3. Click the **SystemSave** button.
4. Click the **Continue** button. The computer will begin backing up the files to the SystemSave partition.
5. You will receive notification when the SystemSave is complete.



NOTE: The following message displays if you begin a SystemSave, and the SystemSave partition size is not large enough to complete the save:

QuickRestore has detected that drive D: may not have enough space for the SystemSave image file. Choose one of the options below to save your system or press Cancel to return to the QuickRestore Menu.

Increasing the Size of the SystemSave Partition

To increase the size of the partition, click the **OK** button when asked if you would like to resize your SystemSave partition. The **Resize SystemSave** option is the default option. The computer will automatically begin resizing the SystemSave partition and will complete the SystemSave.



CAUTION: Increasing the size of your SystemSave partition may take some time. Do not press any keys or turn off your computer while increasing the size of the partition. If you restart your computer while resizing your partition, you can lose or damage important files.

SystemRestore

SystemRestore allows you to restore your system using your last SystemSave.

You will not need to perform a SystemRestore if you have never performed a SystemSave. To perform a SystemSave, refer to the *SystemSave* section in this guide.

To perform a SystemRestore, complete the following steps:

1. From the Windows desktop, double-click the **Compaq Support**  icon.
2. Double-click the **QuickRestore**  icon. The QuickRestore main menu is displayed.
3. Click the **SystemRestore** button. The System Restore menu is displayed.
4. Click the **Start** button to begin the System Restore. A progress window is displayed. During the System Restore process, a progress bar shows the percentage of software loaded on the hard drive.
5. When the System Restore has finished, the system reboots automatically.

Selective Restore

Selective Restore allows you to select certain Compaq drivers or applications you want to re-install without reformatting your hard drive. To perform a Selective Restore on your computer, complete the following steps:

1. From the Windows desktop, double-click the **Compaq Support**  icon.
2. Double-click the **QuickRestore**  icon. The QuickRestore main menu is displayed.
3. Click the **Selective Restore** button. The Selective Restore menu is displayed. From the Selective Restore menu, you can choose from several drivers or applications.
4. Click the icon representing the application or driver you want to reinstall. A progress bar indicates that the software is installing.
5. You are prompted to restart your computer, but this is not required. However, if you **do** restart your computer, save all open files and close all applications before restarting.
6. Repeat this procedure to re-install as many drivers or applications as you need.

Full Restore

Full Restore returns your computer to its original factory-installed software state. It reformats your hard drive and removes all data from your computer.



CAUTION: Full Restore deletes all the information and data stored on your computer's hard drive. If you have added personal files, software, or data since you purchased your computer, copy this data to diskettes, back up the data by performing a SystemSave, or save the data to an external device before proceeding.

To perform a Full Restore on your computer, complete the following steps:

1. From the Windows desktop, double-click the **Compaq Support**  icon.
2. Click the **QuickRestore**  icon. The QuickRestore main menu is displayed.
3. Click the **Full Restore** button. The Full Restore menu is displayed.



CAUTION: If you have not copied or backed up your personal files, software, or other data onto diskettes, they will be permanently deleted when you click **Start**!

4. Click the **Start** button to begin the Full Restore. Your computer automatically restarts. Once your computer restarts in DOS mode, a Progress window is displayed. During the Full Restore process, a progress bar shows the percentage of the software restored to the hard drive.
5. When the Full Restore has finished, the system reboots automatically.

Once the Full Restore is complete, you may be prompted to provide the startup information again to re-install Windows. This information includes the Product Key number from the cover of the *Microsoft Windows 98 Getting Started* guide, your time zone, and the time and date.

Creating a QuickRestore Emergency Recovery Diskette

QuickRestore is installed on your hard drive. However, you will need to create a QuickRestore emergency diskette in case you are ever unable to start your computer properly.

To create a QuickRestore emergency recovery boot diskette, complete the following steps:

1. From the Windows desktop, double-click the **Compaq Support**  icon.
2. Double-click the **QuickRestore**  icon in this folder. The QuickRestore main menu is displayed.
3. Click the **Recovery** button. You are prompted to insert a diskette into the diskette drive.
4. Insert a 3.5-inch, high-density formatted diskette into the diskette drive and click **OK**. QuickRestore will begin creating the emergency diskette for you.
5. When QuickRestore has finished creating the emergency diskette, store the QuickRestore emergency diskette in a safe place for emergency use.

Using the QuickRestore Emergency Recovery Diskette

Use the QuickRestore emergency diskette if you are unable to start your computer. The diskette will help you to get your computer up and running again.

To run the QuickRestore emergency diskette, complete the following steps:

1. Place your Emergency Recovery CD in the CD Drive.
2. Turn off your PC using the power button.
3. Turn your PC on using the Power button.
4. Follow the instructions on your screen.
5. Eject your Emergency Recovery CD.
6. Restart your system.

New Hardware

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 prompt occurs, complete the following steps:

1. At the Add New Hardware Wizard, click **Next** to begin installing the drivers and files necessary to make the new hardware work.
2. Select the **Search for the best driver for your device (Recommended)** option and click **Next**.

-
3. Select the **Specify a location** option. If **C:\WINDOWS\OPTIONS\CABS** is not displayed in the drop-down box, either select it from the drop-down menu or type it in the box and click **Next**. The Add New Hardware Wizard will begin installing the necessary files and drivers for the new hardware.
 4. When the Add New Hardware Wizard completes installing the files and drivers, click the **Finish** button.

You may be prompted to restart your computer so that the new hardware can be recognized by the system.

Reinstalling Deleted Drivers

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

To reinstall a driver, complete the following steps:

1. From the Windows Taskbar, click **Start**, point to **Programs**, and click **Windows Explorer**.
2. Navigate to the **CPQDRV** folder on the hard drive and double-click it.
3. Find the folder of the device you wish to reinstall and double-click it.
4. Double-click the setup program for the driver you wish to reinstall.
5. Follow the on-screen instructions.

Drivers may also be reinstalled by selecting the **Selective Restore** option from QuickRestore. Refer to QuickRestore earlier in this chapter for more information on how to reinstall drivers using the Selective Restore option.

Troubleshooting

This chapter provides useful information on how to identify and correct common problems that may occur with your Internet PC.

Helpful Hints

If you encounter minor problems with your Internet PC, monitor, or software, refer to the following list of general suggestions before taking further action:

- ◆ Check that the computer and monitor are plugged into a working electrical outlet.
- ◆ Check to see that the computer is turned on and the amber power light is on.
- ◆ Check to see that the monitor is turned on and the power light is on.
- ◆ Turn up the brightness and contrast controls of the monitor if the monitor is dim.
- ◆ Check all cable connections for loose or incorrect connections.
- ◆ Remove the diskette from the diskette drive before turning on your computer.
- ◆ Run Windows Diagnostics to determine and repair minor problems.

Troubleshooting Guidelines

Information in this Troubleshooting section is divided into three columns: Symptom, Problem, and Solution. The Symptom column describes the symptom or warning for the type of problem you are having. The Problem column identifies one or more reasons why the symptom has occurred, and the Solution column describes what you should do to try to fix the problem listed.

If a solution does not fix your problem, try all solutions for the symptom or try the solution a second time.

If a problem persists and you are unable to resolve it yourself, please review the *Understanding Your Service and Support Options* chapter of this guide, or contact a Compaq Authorized Service Provider. Refer to your *Compaq Warranty Statement* for details.

Troubleshooting Audio Problems

Audio

Symptom	Problem	Solution
No sound.	Speaker cables are not properly connected.	Shut down your Internet PC using the normal Windows shutdown procedure. Reconnect the speakers. Refer to the <i>Compaq Hardware and Software Setup</i> poster for detailed instructions.
	Volume has been muted.	On the Taskbar, click the Volume  icon and clear the Mute check box.
	Internet PC is in Sleep mode. This is identified when the power status light on the front of your Internet PC turns amber.	Press the Power button to wake your Internet PC.
	Windows does not detect audio driver.	<ol style="list-style-type: none"> 1. On the Taskbar, click the Start button and point to Settings. 2. Click Control Panel. 3. Double-click the System  icon. 4. Click the Device Manager tab. 5. Click the + next to Sound, video and game controllers, and select the installed audio driver. 6. Click the Remove button, and click OK. 7. Restart your Internet PC, and let Windows detect the audio driver.
Sound is too low.	Volume has been set too low.	Click the Volume  icon on the Taskbar, and click the Volume slider bar and then drag it up, or press the Volume Up button on your Compaq Internet Keyboard.
Sound is distorted.	Volume is too high.	Click the Volume  icon on the Taskbar. Click the Volume slider bar and drag it down, or press the Volume Down button on your Compaq Internet keyboard.
	Speakers may be damaged.	Call a Compaq Authorized Service Provider. See your <i>Warranty Statement</i> for details.

Audio

Symptom	Problem	Solution
Audio recordings from digital video camera sound is distorted.	DVD is not set up properly.	Change settings in the DVDeck program. <ol style="list-style-type: none">1. From the Taskbar, click the Start button.2. Click Programs, click DVDeck, then click DVDeck.3. Click the Options tab.4. Click AVI Interleave Options button.5. In the Interleave Factor area, change the default setting to 4:1.6. Click OK, and close the window.
Audio CD or DVD does not play.	See <i>Troubleshooting CD or DVD Problems</i> in this section.	
Volume  icon is missing from Windows Taskbar.	Multimedia settings have been changed.	<ol style="list-style-type: none">1. On the Taskbar, click the Start button.2. Click Control Panel.3. Double-click Multimedia.4. Select the Show volume control on taskbar option, and click OK.

Troubleshooting CD or DVD Problems

CD or DVD

Symptom	Problem	Solution
CD or DVD drive cannot read a disc or takes too long to start.	CD has been inserted upside down.	Reinsert the CD with the label facing up.
	The DVD drive will take longer to start because it has to determine the type of media being played, such as audio or video, before it can begin playing.	Wait at least 30 seconds to let the DVD drive determine the type of media being played. If disc still does not start, see the solutions for related problems.
	CD or DVD disc is dirty.	Clean CD or DVD with a CD cleaning kit, available in most computer stores.
	Windows does not detect CD or DVD driver.	<ol style="list-style-type: none">1. On the Taskbar, click the Start button and point to Settings.2. Click Control Panel and double-click the System  icon.3. Click the Device Manager tab.4. Click the + next to the CD or DVD disc, and select the installed driver.5. Click the Remove button, and click OK twice.6. Restart your Internet PC, and let Windows detect the CD or DVD driver.

Troubleshooting Diskette Drive and Zip Drive Problems

Diskette Drive or Zip Drive

Symptom	Problem	Solution
Not reading drive: "Abort, Retry, Fail?" message appears.	A non-formatted diskette has been inserted.	To format the diskette, follow these steps: <ol style="list-style-type: none"> 1. Double-click the My Computer  icon on the desktop. 2. Select the 3 1/2 Floppy (A:) drive. 3. Click File, and point to Format. 4. Select desired options, and click Start to begin formatting the diskette.
	Diskette is damaged.	Replace the diskette with a new one.
"Non-system disk or disk error" message is displayed.	A diskette that does not contain system files needed to start your Internet PC has been inserted in drive.	When drive activity stops, remove the diskette and press the spacebar. System should start up.
	System files have been damaged.	<ol style="list-style-type: none"> 1. Insert a start-up disk in the diskette drive. 2. Restart your Internet PC. 3. At the A:\ prompt, type SYS C: and press the Enter key. The following message is displayed: SYSTEM TRANSFERRED. This task will restore the system files to your hard drive. 4. Restart your Internet PC.
	Hard drive has failed.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.
Diskette drive light stays on.	Diskette has been improperly inserted.	Remove the diskette and reinsert the diskette as follows: Insert the edge with the sliding cover into drive face up, and push all the way in until the diskette stops.
	Diskette is damaged.	Remove the diskette and insert a new diskette. If a problem persists, run the Windows Maintenance Wizard to repair the drive. Refer to <i>Maintaining Your Internet PC</i> in the Reference Manual.

Diskette Drive or Zip Drive

Symptom	Problem	Solution
Diskette drive cannot save information to diskette.	Diskette is not formatted.	To format the diskette, follow these steps: <ol style="list-style-type: none"> 1. Double-click the My Computer  icon on the desktop. 2. Select the 3 1/2 Floppy (A:) drive. 3. Click File, and point to Format. 4. Select desired options, and click Start to begin formatting the diskette.
	Diskette is write-protected.	Slide the write-protection tab to the unlocked position on the diskette.
	Diskette is full or file is too big.	Use another diskette or compress the file to reduce the size.
	File save command not properly executed.	When saving information to the diskette drive, verify that you are using the correct drive letter.
	Diskette is damaged.	Replace the damaged diskette.
	Diskette drive has failed.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.
Diskette drive cannot read a diskette.	Diskette is not formatted.	To format the diskette, follow these steps: <ol style="list-style-type: none"> 1. Double-click the My Computer  icon on the desktop. 2. Select the 3 1/2 Floppy (A:) drive. 3. Click File, and point to Format. 4. Select desired options, and click Start to begin formatting the diskette.
	The wrong diskette type is being used.	Check the type of drive you have and use the correct diskette type.
	Diskette drive has failed.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.
Zip drive (available on select models) cannot read a disk.	Windows does not detect Zip driver.	Reinstall your Zip drive driver.
	Wrong disk is being used.	Verify that the disk you have inserted is a Zip disk and is compatible with your Zip drive.
	Windows is not enabled.	Zip drive cannot be used in DOS mode.
Zip drive (available on select models) indicator light continuously blinks.	Zip disk is not inserted properly.	Push the Disk Eject button to remove disk, then reinsert.

Troubleshooting Display (Monitor) Problems

Display		
Symptom	Problem	Solution
Screen is blank and monitor power light is not lit.	Monitor power cable is not connected to monitor or wall outlet.	Reconnect the monitor's power plug on rear of monitor and wall outlet.
Screen is blank.	Monitor is not turned on.	Press the monitor's Power button.
	Monitor connector cable is not properly connected to rear of Internet PC.	Inspect the monitor's video connector for bent pins. If bent pins do not exist, reconnect the monitor connector cable on rear of Internet PC.
	Screen saver is enabled.	Press any key or move mouse to make screen display.
	Internet PC is in Sleep mode. This mode is identified when the power status light on the front of your Internet PC is amber.	Press the Power button to wake your Internet PC.
	If you are using a Flat-Panel Monitor (available on select models), you may need a Digital Video Interface and connector.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.
Display fills only part of the screen.	If you are using a Flat-Panel Monitor (available on select models), your resolution settings are not set properly.	<ol style="list-style-type: none"> 1. On the Taskbar, click the Start button and point to Settings. 2. Click Control Panel. 3. Double-click Display. 4. Click the Settings tab. 5. In the Display area, click the resolution slider for the Screen and drag it to the right. Repeat this step for the Desktop resolution slider. Increase the resolutions to the maximum allowable. 6. Click OK to accept the new settings.

Display

Symptom	Problem	Solution
Display is too faint.	Brightness and contrast controls are not set properly.	Adjust the brightness and contrast controls on your monitor.
Resolution cannot be adjusted to desired setting.	Windows does not detect display driver.	<ol style="list-style-type: none">1. On the Taskbar, click the Start button and point to Settings.2. Click Control Panel.3. Double-click the System  icon.4. Click the Device Manager tab.5. Click the + next to Display Adapters and select the installed display adapter.6. Click the Remove button, and click OK.7. Restart your Internet PC, and let Windows detect the display driver.

Troubleshooting Fax Modem Problems

Fax Modem

Symptom	Problem	Solution
Cannot send or receive faxes.	Fax modem is not connected properly.	Reconnect the fax modem, verifying the following connections: Telephone Line to Telephone (for external phone sets) and Telephone Line to Wall Jack (from Internet PC to wall).
Connection has failed.	Ten-digit phone number is not properly entered or number being dialed is not a fax number.	Verify whether mandatory area code is included in number being dialed or correct fax number is being dialed.
	Internet PC is turned off or third-party program is closed.	Some third-party fax software can only be used to receive faxes when the program is open.
	Fax modem has failed.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.

Fax Modem

Symptom	Problem	Solution
Fax starts to send but quits before the transmission is complete.	Line connection failure.	Redial the fax number to resend the fax.
	Call waiting enabled on line.	Refer to third-party software for instructions on how to disable call waiting, or contact your local telephone company.
	Third-party fax software does not detect the fax modem driver.	Verify that correct fax modem speed and COM port are selected. <ol style="list-style-type: none"> 1. Click the Start button and point to Settings. 2. Click Control Panel and double-click Modems. 3. Windows will detect the modem you have installed. Click the Properties button. 4. Verify that the correct modem port is set and the maximum speed of your modem is selected. Reset these settings if necessary, and click OK. 5. Close the Control Panel window.
	Third-party fax software is conflicting with another program.	Close all programs except the fax software, and redial the fax number.
	The receiver for another telephone on the same line was picked up.	Verify that all telephone handsets on the same line are on the receiver.
	Fax machine where call is being placed has run out of paper.	Call location where the fax is being sent, and ask if the fax machine has paper.
	Internet PC needs repair.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.

Troubleshooting Game Problems

Games

Symptom	Problem	Solution
Game crashes frequently.	Minimum hardware or software requirements set by Game manufacturer have not been met.	Review the game documentation or packaging for minimum requirements.
	Game was not set up properly when installed.	Reinstall the program, noting any settings and default selections that pertain to your Internet PC, and restart the game.
Graphic distortion or blank screen exists during game's introduction.	Incorrect version of game.	Contact game manufacturer for updated version of game.

Troubleshooting Hard Drive Problems

Hard Drive

Symptom	Problem	Solution
Internet PC seems to have locked up.	Program in use has stopped responding to commands.	Attempt a normal Windows shutdown. If this fails, restart your Internet PC by pressing the Power button for 4 or more seconds to power it off. To restart your Internet PC, press the Power button again.
Hard drive error message is displayed.	Part of hard drive has failed.	Run the Windows Maintenance Wizard to repair the drive. Refer to Maintaining Your Internet PC in the User's Guide.
Hard drive fault protection error message is displayed.	Part of hard drive has potential to fail or could already have failed.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.
Insufficient memory message is displayed.	All memory in Internet PC is being used by open programs and memory is needed for desired task.	Close one or more programs and retry. It may also be necessary to restart Windows to recover memory should this fail.

Troubleshooting Internet Access Problems

Internet

Symptom	Problem	Solution
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings, or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem, verifying the following connections: Telephone Line to Telephone (for external phone sets) and Telephone Line to Wall Jack (from Internet PC to wall).
	Web browser is not set up properly.	Verify that your Web browser is installed and set up to work with your ISP.
	Internet keyboard failed.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.
Cannot automatically launch Internet programs.	If using America Online (AOL) as your ISP, you must log in to AOL before some programs will start.	Log in to AOL and launch your desired program.
Cannot use the Internet because the fax modem is busy or no dial tone found.	Telephone or modem line connections are not connected properly.	Reconnect the modem, verifying the following connections: <ul style="list-style-type: none"> ◆ Telephone Line to Telephone (for external phone sets) ◆ Telephone Line to Wall Jack (from Internet PC to wall).
	If no dial tone is found, another telephone handset on the same line is not on the receiver.	Verify that all telephone handsets on the same line are on the receiver.
	Messages have not been cleared from answering service.	If you use an answering service that modifies your telephone's dial tone to inform you of messages, clear all messages and try your call again.
Internet takes too long to download Web sites.	Modem is not set up properly.	Verify that correct modem speed and COM port are selected. <ol style="list-style-type: none"> 1. Click the Start button and point to Settings. 2. Click Control Panel and double-click Modems. 3. Windows will detect the modem you have installed. Click the Properties button. 4. Verify that the correct modem port is set and the maximum speed of your modem is selected. Reset these settings if necessary, and click OK. 5. Close the Control Panel window.

Troubleshooting Keyboard and Mouse Problems

Keyboard and Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by Internet PC.	Keyboard connector is not properly connected.	<ol style="list-style-type: none"> 1. Shut down your Internet PC using your mouse. 2. On the Taskbar, click the Start button. 3. Click Shut Down... 4. Select the Shut down option and click OK. 5. After the shutdown is complete, reconnect the keyboard connector on the rear of your Internet PC and restart the computer.
	Program in use has stopped responding to commands.	Shut down your Internet PC using your mouse. Refer to the problem "Keyboard connector is not properly connected."
	Keyboard needs repair.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.
Mouse does not respond to movement or is too slow.	Mouse connector is not properly connected.	<p>Shut down your Internet PC using your keyboard.</p> <ol style="list-style-type: none"> 1. Press the Ctrl and Esc keys simultaneously. 2. From the Windows Start menu, use the arrow keys to select Shut Down..., and press the Enter key. 3. Select the Shut down option (you may need to use the arrow keys to select it). 4. Click OK. <p>After the shutdown is complete, reconnect the mouse connector on the rear of your Internet PC and restart the computer.</p>
	Mouse roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean with mouse cleaning kit available in most computer stores.
	Program in use has stopped responding to commands.	Shut down your Internet PC using your keyboard. Refer to the problem "Mouse connector is not properly connected" for details on how to shut down using your keyboard.

Keyboard and Mouse

Symptom	Problem	Solution
Mouse will only move vertically or horizontally.	Mouse roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean with mouse cleaning kit available in most computer stores.
	Mouse needs repair.	Replace mouse. Call a Compaq Authorized Service Provider. See your <i>Warranty Statement</i> for details.

Troubleshooting Memory Problems

Memory

Symptom	Problem	Solution
Memory parity error.	Wrong memory modules were used in upgrade.	Review <i>Upgrading Your Internet PC</i> in the Features Guide that came with your Internet PC to verify the correct type of memory modules to use.
	Memory modules failed.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.

Troubleshooting Power Problems

Power

Symptom	Problem	Solution
Internet PC will not turn on.	Power button on the front of your Internet PC has not been pressed.	Press the Power button on the front of your Internet PC.
	Power plug is not properly connected to back of Internet PC or wall outlet.	Reconnect the power plug to rear of Internet PC and wall outlet.
	Line voltage selection switch is not in the proper position for your region (115V/230V).	Set your line voltage selection switch to the correct setting for your region, or call a Compaq Authorized Service Provider for assistance. Refer to your <i>Warranty Statement</i> for details.
	Wall outlet is bad.	Test the outlet by connecting a different electrical device to outlet.

Power

Symptom	Problem	Solution
Internet PC will not start.	System files may have been damaged. You will need to insert a start-up disk or Windows Start-up disk to restart your Internet PC.	<ol style="list-style-type: none"> 1. Insert a start-up disk in the diskette drive. 2. Restart your Internet PC. 3. At the A:\ prompt, type SYS C: and press the Enter key. The following message will be displayed: SYSTEM TRANSFERRED. This task will restore the system files to your hard drive. 4. Restart your Internet PC. <p>If this task does not restart your Internet PC, call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.</p>
	Wrong memory modules were used in upgrade, or memory modules were installed in the wrong location.	Verify the installation of memory modules by calling a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.
	Hard drive has been damaged.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.
“Illegal Operation has Occurred” error message is displayed.	Program being used is not Microsoft-certified for Windows.	Verify that program is certified by Microsoft (see program packaging for this information).
	Configuration files are corrupt.	<p>If possible, save all data, close all programs, and restart your Internet PC. If the error message returns you may need to back up your personal data and use the QuickRestore utility. See <i>Understanding Your Service and Support Options</i> for details.</p> <p style="text-align: center;">⚠</p> <p>WARNING: QuickRestore reformats your hard drive; all files will be lost.</p>
“Non-system disk or disk error” message is displayed.	A diskette that does not contain system files needed to start your Internet PC has been inserted in drive.	When drive activity stops, remove the diskette and press the spacebar. Your Internet PC will start up.
	Disk error has occurred.	Restart your Internet PC. If the error returns, see the next problem “System files have been damaged.”
	System files have been damaged.	<ol style="list-style-type: none"> 1. Insert a start-up disk in the diskette drive. 2. Restart your Internet PC. 3. At the A:\ prompt, type SYS C: and press the Enter key. The following message will be displayed: SYSTEM TRANSFERRED. This task will restore the system files to your hard drive. 4. Restart your Internet PC.
	Hard drive has failed.	Call a Compaq Authorized Service Provider. Refer to your <i>Warranty Statement</i> for details.

Troubleshooting Printer Problems (see your printer manual for additional information)

Printer		
Symptom	Problem	Solution
Printer prints only in red or colors other than black.	Printer cartridge is out of black ink.	<p>Replace the printer cartridge.</p> <p>△</p> <p>CAUTION: Do not attempt to install your printer cartridge by moving the printer carriage manually.</p> <ol style="list-style-type: none"> 1. On the Windows taskbar, click Start. 2. Click Programs. 3. Select the printer model you have installed on your PC. 4. Select the Cartridges tab. 5. In the Cartridge pull-down box, choose the cartridge you want to install. 6. In the Action pull-down box, select the action you want. 7. Click Install/Reinstall Cartridge. The cartridge carriage moves to the loading position in the middle of the printer. 8. Lift the printer access door. 9. Remove the old cartridge if necessary and install the new cartridge. 10. Close the printer access door. 11. Click Continue.
Printer seems to be printing, but no characters appear on the paper.	The print cartridge may be out of ink.	Replace the cartridge by following the directions in the preceding box.
	Print cartridge nozzle may be blocked.	Be sure the tape covering the nozzle of the print cartridge has been removed.

Printer

Symptom	Problem	Solution
Poor print quality.	Cartridge may be running out of ink.	Replace cartridge by following the preceding directions.
	Cartridge nozzles may need cleaning.	<ol style="list-style-type: none"> 1. Click Start. 2. Click Programs. 3. Select the printer model you have installed on your PC. 4. Select Printer Control. 5. Click the Cartridges tab. 6. Select Clean Print Nozzles. The cleaning pattern prints. 7. Follow the test instructions on the screen to obtain satisfactory print quality. You may need to run the test as many as three times. 8. If the print quality is not satisfactory, reinstall the print cartridge and rerun the test. 9. If the quality is still unsatisfactory, wipe the print cartridge nozzles.
	Cartridge needs to be aligned.	<ol style="list-style-type: none"> 1. Click Start. 2. Click Programs. 3. Select the printer model you have installed on your PC. 4. Select Printer Control. 5. Select the Cartridges tab. 6. Click the Align Cartridges button. The cartridge alignment page prints. Follow the instructions on the screen to test and correct the alignment of your print cartridge. 7. Click OK.

Printer

Symptom	Problem	Solution
Poor print quality	Drivers are improperly installed.	<p>Uninstall and reinstall the printer drivers.</p> <p>To uninstall the printer drivers, complete the following steps:</p> <ol style="list-style-type: none">1. On the Windows taskbar, click Start.2. Click Programs.3. Select your printer model.4. Click Uninstall Drivers.5. Follow the instructions on the screen. The program will uninstall your printer drivers. <p>To reinstall the printer drivers, insert the Inkjet Printer Driver CD that came with your printer into the CD-ROM drive. On some systems the installation program will run automatically if you follow the instructions on the screen. To run the setup program manually, complete the following steps:</p> <ol style="list-style-type: none">1. From the Windows taskbar, click Start.2. Select Programs.3. Select Windows Explorer.4. Select the CD-ROM drive that contains the printer driver CD.5. Double click the file <i>Setup.exe</i> to run the setup program.6. Follow the instructions on the screen.

Contacting a Compaq Authorized Service Provider

If you were unable to fix your Internet PC using this troubleshooting guide, refer to the *Warranty Statement* that came with your computer for the technical support telephone numbers.

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