COMPAQ

PRESARIO (EZ) SERIES

Reference

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Chapter 1   # Welcome

Thank you for buying a Compaq Internet PC

With this purchase, you are a part of the next generation of PC users, people who demand the latest in PC technology. Whether you use your computer for business or pleasure, or both, you are sure to hit the ground running with this feature-packed PC.

There are four unique guides provided with your new PC:

1. *Getting Started Guide*
2. *Reference Guide*
3. *Service and Support Guide*
4. *Safety and Comfort Guide*

Together, they provide the following:

◆ information about the features of your new PC
◆ hints and tips to make computing easier
◆ information needed to replace or add components to your PC

Please take a few moments to familiarize yourself with the contents of the guides. Doing so will make it easier to find the necessary information at the turn of a page.

Words and Symbols to Watch For

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.

Safety Tips

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 the following:

◆ 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.

◆ Turn the computer off.

◆ Unplug the computer power cord.

◆ Disconnect the modem line from the telephone jack.

◆ Disconnect all network cables.

◆ Disconnect all cables and power cords from the computer.

$\triangle$ **CAUTION:** To prevent damage to the computer from 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.

NOTE: If you are expecting an electrical storm to pass through your area, it is a good idea to ensure that your Internet PC is properly turned off. You should disconnect the modem line from the telephone wall jack and remove all power cords from their electrical outlets.

NOTE: The graphics shown in this guide may differ slightly from your Internet PC.

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**

◆ Web addresses (URLs) appear in lowercase bold type: **www.compaq.com**

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.

Index
The index in each guide is a comprehensive list of the topics covered in that guide.

Windows Help
Refer to *Getting Started* and *Reference Guide* for detailed information about Windows Help.

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

Compaq Service and Support
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 *Certificate of Warranty* included with your Internet PC.

For logging future service calls, please see the Service Diary in the *Service and Support Guide*.

Chapter 2 # Features of Your Internet PC

This chapter gives you information about many of the exciting, easy-to-use features of your Presario Internet PC.

The Digital Dashboard

Your Internet PC has a new, informative tool called Digital Dashboard that will:

◆ Provide the necessary feedback to assist you in the initial setup of your PC.

◆ Alert you to changes in status such as connected or disconnected external peripherals.

◆ Inform you of new e-mail messages.

◆ Display the exact time according to the Atomic Clock.
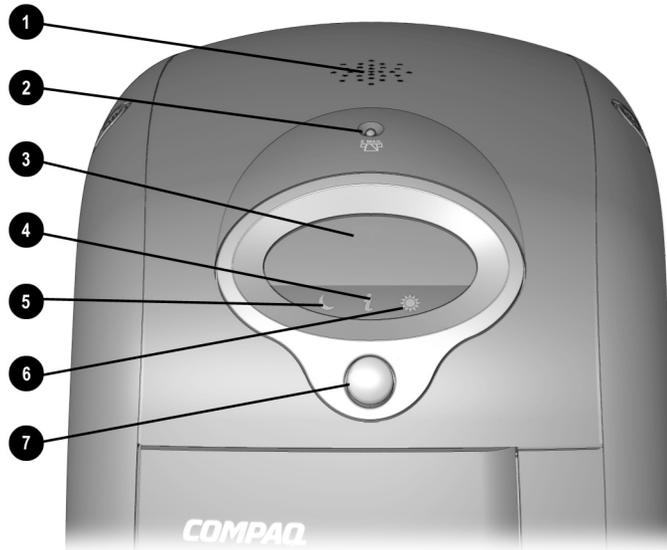
Digital Dashboard

No.	Icon	Component
❶	--	PC Speaker
❷	✉	E-Mail Waiting Indicator
❸	--	LCD Screen
❹	i	Internet Alive Indicator
❺	☾	Sleep Mode Indicator
❻	☀	Awake Indicator
❼	--	Start/Reset Button

Disclaimer: Some free Internet Service Providers, such as NetZero and AltaVista, use a unique dialer. You must manually connect to these ISPs in order to use some features of the Digital Dashboard, such as Synchronize Time (Atomic Clock) and E-mail Waiting.

Disclaimer: When connecting to the Internet using a Digital Subscriber Line (DSL), cable modem, or network (LAN, HomePNA), the following Digital Dashboard functions are unavailable: Internet Alive, E-mail Waiting Indicator, and Clock Synchronization (Atomic Clock). Users of systems with DSL or cable modems should check the Compaq Presario Web site periodically for updates and details to enable Clock/Mail applications to work with these communications devices.

E-mail Waiting   Your system will periodically dial out to the Internet using Microsoft Task Scheduler and see if you have received any new e-mail messages. Digital Dashboard will display the user ID of the person(s) with new mail awaiting them. For example, the dashboard may say: JBlack has Mail Waiting, MBlack has Mail Waiting.

However, when your PC is in Sleep mode, Digital Dashboard will not display the mail-waiting message. Instead, the E-mail Waiting indicator will blink to note a new mail message.

Disclaimer: The Digital Dashboard E-mail Waiting indicator and the e-mail message on the LCD screen work with Post Office Protocol (POP) and Post Office Protocol-3 (POP3) e-mail servers. Please check with your Internet Service Provider or e-mail service provider to verify that your e-mail service uses one of these protocols. POP3 servers configured in Microsoft Outlook Express or Microsoft Outlook are ready to be enabled in the Digital Dashboard control panel.

Internet Alive!   Digital Dashboard will also notify you that you are online. When you are connected, the i icon will glow.

Reset   In the event of a system lockup, pressing the Start/Reset button for 4 seconds will place your PC in safe mode. Pressing the button again will reactivate the computer.

$\triangle$ **CAUTION:** Be sure to save regularly. If you don't you will lose unsaved information.

Digital Dashboard Settings

To access the settings of the Digital Dashboard, complete the following steps:

1. Click **Start**, then **Settings**, then **Control Panel**.

2. From the Control Panel, double-click **Digital Dashboard**.

3. The Digital Dashboard Control Panel screen is displayed.
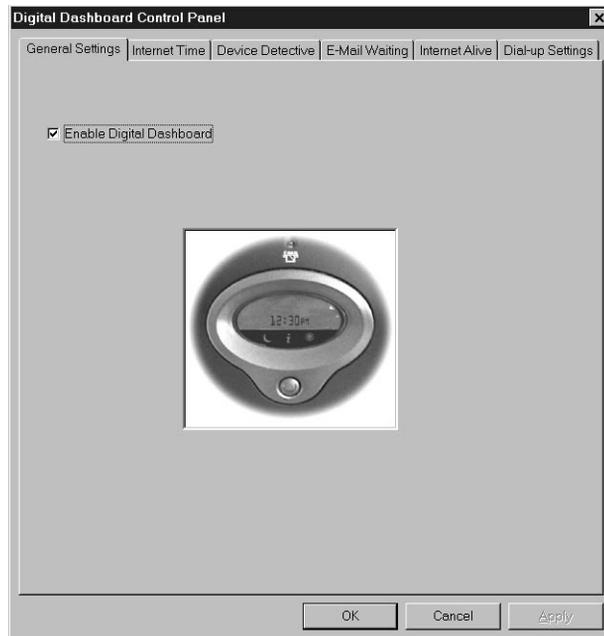
Digital Dashboard General Settings Tab

The Digital Dashboard Control Panel contains following tabs:

❖ **General Settings** - allows you to enable or disable the Digital Dashboard.

❖ **Internet Time** - allows you to enable Internet time updates for your PC clock.

- ❖ **Device Detective** - allows you to enable onscreen and sound notification of added or deleted devices.

- ❖ **E-Mail Waiting** - allows you to configure how you are notified when new e-mail arrives.

- ❖ **Internet Alive** - allows you to configure how your PC indicates that you are online.

- ❖ **Dial-Up Settings** - allows you to select which Dial-up account to use.

Power Management

Your new Internet PC has three states of power: Standby (Sleep), Awake, and Off (Shut down). Typically, when you finish a computing session, you can place your PC in Sleep mode. In the event of a system lockup or if you are unplugging your PC to upgrade components, you will need to shut down completely. The following sections will walk you through each of these procedures.

Putting Your PC to Sleep

To put your computer into the Sleep mode, press the **Sleep** button ❶ on your Compaq USB Internet Keyboard. The sleep ☾ indicator on the Digital Dashboard will glow.

Sleep Button

Waking Your PC

To wake your computer from the Sleep mode, press the **Sleep** ❶ button on your Compaq USB Internet Keyboard. The Awake ☀ indicator on the Digital Dashboard will glow, indicating that the system is active.

Shutting Down Your PC

To shut down your computer in order to upgrade or replace components, such as memory or PCI expansion cards, press and release the **Start/Reset** button on the Digital Dashboard. You can also shut down your computer by completing the following steps:

1. Click **Start** on the Windows taskbar.

2. Click **Shut Down**.

3. Select **Shut down**.

In Case of System Lockup

In the event of a system lockup, pressing the Start/Reset button for 4 seconds will shut down your computer without shutting down Windows.

$\triangle$ **CAUTION:** We recommend that you use this method of shutdown only in the event of a system lockup since it will cause Windows to run ScanDisk and you will lose any unsaved data.

Microsoft Windows Power Management

Microsoft Windows is equipped with a power management utility program that enables you to reduce the power consumed by your Internet PC. You can set the power management properties so that certain devices turn off after a predetermined period of inactivity.

Accessing the Microsoft Windows Power Management Settings

To access the Microsoft Windows Power Management program, complete the following steps:

1. From the Windows Taskbar, click **Start**, point to **Settings**, then click **Control Panel**.

2. Double-click the **Power Management** 🔌 icon. The Power Management Properties window displays.

Preset Power Schemes

The following preset power schemes are available:

Microsoft Windows Power Schemes

Preset Option	System goes to Standby after…	Monitor turns off after…	Hard disk turns off after…
Home/Office Desk	20 minutes of no activity	15 minutes of no activity	30 minutes of no activity
Always On	Never	15 minutes of no activity	1 hour of no activity

Your Internet PC power scheme is set to **Home/Office Desk**. Once the specified amount of time has elapsed, the device enters Sleep mode. Components in Sleep mode rapidly return to a fully active state once activity is detected.

Creating a Personal Power Scheme

If you find that the preset power management schemes do not fit your work habits, you can create a personal power scheme.

To create your own personal power scheme, complete the following steps:

1. From the Windows Taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.

2. Double-click the **Power Management** 🗐 icon.

3. Complete the following steps in the Power Management Properties window:

    a. Ensure that the **Home/OfficeDesk** power scheme is selected.

    b. Click the down arrow next to **System standby** and select the amount of time that passes before the computer goes into Sleep mode.

    c. Click the down arrow next to **Turn off monitor** and select the amount of time that passes before the monitor goes into Sleep mode.

    d. Click the **down arrow** next to **Turn off hard disks** and select the amount of time that passes before the hard drive goes into Sleep mode.

4. Click **Save As,** type in a name for your personal power scheme, and click **OK**..

5. Click **Apply**, then click **OK**.

    Your personal power scheme is now activated.

Sleep Mode   The Sleep mode is a low-power standby state that reduces the amount of electrical power consumed by your Internet PC while you are not actively using it. Microsoft Windows Power Management will automatically put your Internet PC into the Sleep mode once the power scheme timers expire. Or, you may choose to activate Sleep mode immediately by pressing the **Sleep** button on the keyboard or by completing the following:

1. Save all your work and exit all programs.

2. From the Windows Taskbar, click **Start**.

3. Select **Shut Down**, and then choose **Stand by**.

4. Click **OK**.

    The Awake ☀ light will go off, and the Sleep ☾ light will glow, indicating that the computer is in Sleep mode.

The Compaq USB Internet Keyboard

Your Compaq USB 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 buttons, the Internet Keyboard provides the following:

◆   Multimedia buttons
◆   Internet Button Suite
◆   Special purpose buttons
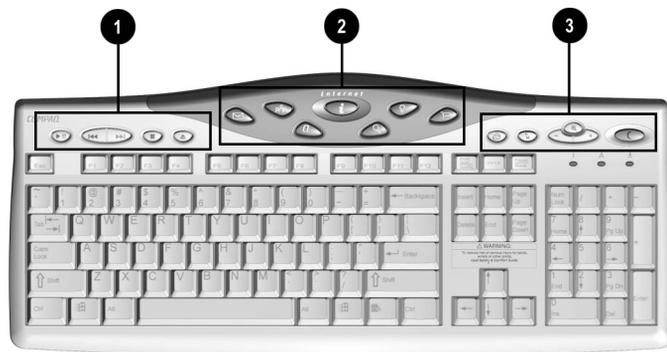
USB Internet Keyboard

No.	Description
❶	Multimedia Buttons
❷	Internet Button Suite
❸	Special Purpose Buttons

The Internet keyboard offers two USB connectors. Typically, your Compaq USB scroll mouse will be connected to one, leaving the other open for low-powered devices, such as a joystick or gamepad. High-powered devices or devices requiring external power, such as cameras and scanners, should be plugged into one of the USB connectors on the computer instead of the keyboard.

The Basics of Keyboarding

The standard keyboard has four major types of keys:

◆ main keys (typewriter-style)
◆ function keys (F1 through F12)
◆ arrow keys ($\leftarrow \rightarrow \uparrow \downarrow$)
◆ 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
Esc	**Esc** exits a program, moves back one window, or cancels a command, depending on the program you are using.
Tab	**Tab** forwards the cursor a designated distance.
Caps Lock	**Caps Lock** capitalizes all letters when typed. The Caps Lock light on the keyboard glows when the key is active.
Shift	**Shift** is frequently used in combination with other keys. The effect depends on the program you are using.
Ctrl	**Control** is normally used in combination with other keys. The effect depends on the program you are using.
🪟	**Windows** opens the **Start** menu.

Key/Button	Description
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.
F1-F12	**Function** keys are assigned specific tasks, depending on the program you are using. Some tasks include shortcuts, spelling and grammar checks, and activating the menu bar. Refer to Help for details on specific key combinations.
Backspace	**Backspace** moves the cursor left one space and deletes the character in that space.
▤	**Windows Application** usually has the same effect as a right mouse click.
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.
Pause/ Break	**Pause** temporarily stops screen scrolling. The effect depends on the program you are using.
Insert	**Insert** switches typing between insert and overtype modes. For example, after pressing this key, new text is either inserted into the current text or replaces it.
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.
Page Up/ Page Down	**Page Up/Page Down** moves the page up or down.
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.
← → ↑ ↓	**Arrow** moves the cursor left, right, up, and down.
NumLock	**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.

Internet Button Suite (US)

The Internet buttons provide quick access to selected sites on the Internet.
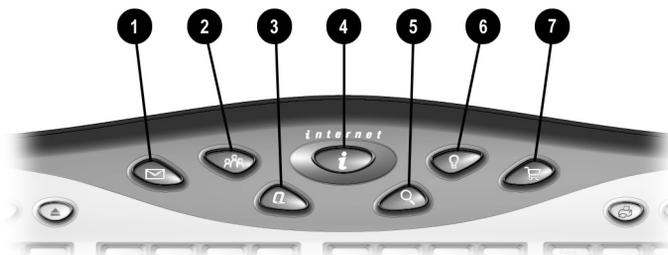
Internet Button Suite

No.	Icon	US (see next table for Canada)
❶	✉	**Instant E-Mail** provides one-touch access for sending and reading your e-mail.
❷	👥	**Community** takes you to a predefined Web site that provides a vibrant community experience featuring live events, discussion boards, chat and unique content.
❸	*a*	**My Presario** is your instant connection to Compaq for product information, helpful hints, performance updates, service, and more.
❹	*i*	**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.
❺	🔍	**Instant Search** accesses a default Web site that helps you locate information on the Internet.
❻	💡	**Entertainment Ideas** is your online inside scoop on the world of entertainment featuring music downloads, streaming video, webcasts, entertainment news and reviews.
❼	🛒	**Retail Central** provides an instant connection to your computer store and a variety of leading consumer companies.

✎ **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.

**Internet Button
Suite (Canada)**

No.	Icon	Canada
❶	✉	**Instant E-Mail** provides one-touch access for sending and reading your e-mail.
❷	👥	**Community** takes you to a predefined Web site that provides a vibrant community experience featuring live events, discussion boards, chat and unique content.
❸	*q*	**My Presario** is your instant connection to Compaq for product information, helpful hints, performance updates, service, and more.
❹	*i*	**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.
❺	🔍	**Instant Search** accesses a default Web site that helps you locate information on the Internet.
❻	💡	**Instant Answer** provides you with a central location to obtain specific information about your Internet PC.
❼	🛒	**Shopping Online** 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.

The Special Buttons

Your Compaq USB Internet Keyboard is equipped with several special purpose buttons that allow quick and easy access to your favorite locations.
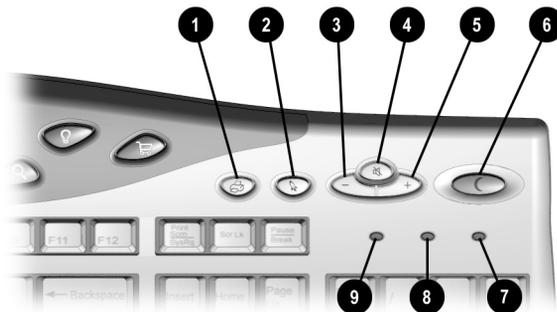
Special Purpose Buttons

No.	Icon	Component
❶		**Quick Print** allows you to quickly print from a web page or a program application, such as Microsoft Word. This button is programmable.
❷		**Launch** starts Built-In Technician (US only). This button launches Microsoft Works in Canada. This button is programmable.
❸		**Minus** allows you to decrease the volume of your PC audio.
❹		**Mute** button allows you to temporarily mute your PC audio.
❺		**Plus** allows you to increase the volume of your PC audio.
❻		**Sleep** places your computer into a low power state, as well as wakes your computer.
❼	↓	**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.
❽	**A**	**Caps Lock** capitalizes all letters when typed. The Caps Lock light on the keyboard glows when the key is active.
❾	**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.

Multimedia Buttons

The Multimedia buttons allow you to easily control your multimedia devices.
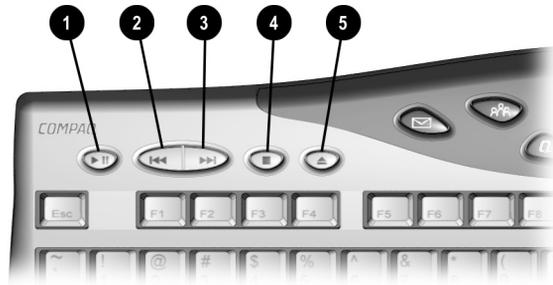
Multimedia Buttons

No.	Icon	Component
❶	▶❚❚	**Play/Pause** starts or stops CD or DVD temporarily.
❷	❚◀◀	**Rewind/Previous Track** skips to the previous track.
❸	▶▶❚	**Fast Forward/Next Track** skips to the next track.
❹	■	**Stop** ends the CD or DVD playback.
❺	▲	**Eject/Load** ejects or loads the CD or DVD.

Reprogramming the Easy Access Buttons

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

The **Easy Access Button Support** 📟 icon is located on the Windows desktop Status bar. It can be accessed by clicking **Start**, pointing to **Programs**, and choosing **Reprogram Easy Access Buttons**.

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

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

1. From the Status bar, right-click the **Easy Access Button Support** 📟 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 a pop-up menu called 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 Button Support** 📟 icon located on the status bar will appear with a red X on top when it is disabled. You can still access the button functions if you click the **Easy Access Button Support** 📟 icon.

To disable the Easy Access Buttons, complete the following steps:

1. From the Status bar, right-click the **Easy Access Button Support** 📟 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 Button Support** 📟 icon.

2. Click **Enable Easy Access Buttons**.

The Compaq USB Scroll Mouse

The Compaq USB scroll mouse is similar to other computer pointing devices except that it has a small wheel button between the two mouse buttons. This wheel allows you to save time and steps by rolling the wheel on the scroll mouse forward or backward instead of using the scroll bar.

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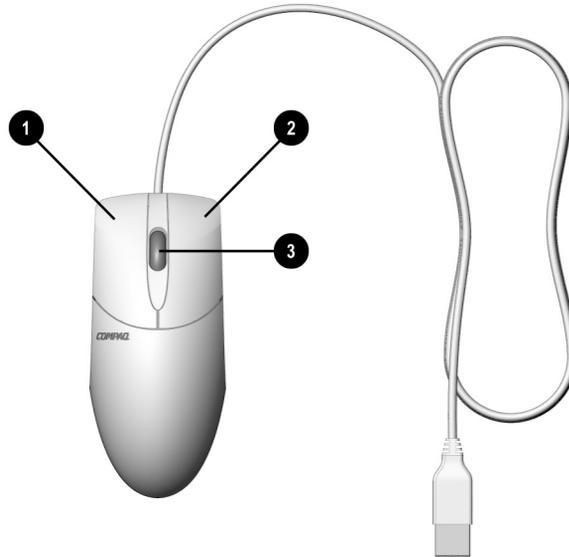
USB Scroll Mouse

No.	Component
❶	Left Mouse Button
❷	Right Mouse Button
❸	Wheel Button

Scroll Mouse Functions

The scroll mouse offers standard mouse functions in addition to unique scrolling functions. Basic mouse techniques that are used with any mouse include the following:

Key/Button	Description
Click	Press and release the left mouse button once to select or highlight.
Double-click	Press and release the left mouse button twice, quickly. If you double-click too slowly, the computer will respond as if you single-clicked.
Drag and drop	For graphics: **1.** Position the cursor over the graphic. **2.** Press and hold down the left mouse button while dragging the graphic to the new location. **3.** Release the button. For text: **1.** Point to the text. **2.** Place the cursor inside the selected text. **3.** Press and hold down the left mouse button while dragging the text to its new location. **4.** Release the button.
Select	**In menus:** Point to the menu item and click. **In most programs:** Point to the beginning of your selection, hold down the left mouse button, and move the cursor to the end of your selection. Release the mouse button.
Right-click	Click the right mouse button once to produce a context-specific Shortcut menu.

Scrolling and Zooming with the Mouse

In addition to the typical mouse functions, the scroll mouse has the ability to move right, left, and diagonal.

Key/Button	Description
AutoScroll	**1.** Open a program and press the center mouse button (wheel) that is assigned to AutoScroll.
	2. Move the mouse once in the direction you want to scroll (vertically, horizontally, or diagonally). The farther you move the cursor from the starting point, the faster the scrolling.
	3. To stop AutoScroll, press any mouse button.
Wheel Scroll	**1.** To scroll up, move the wheel forward.
	2. To scroll down, move the wheel backward.
Zoom	**1.** Place the mouse cursor in a program.
	2. Press and hold the **Ctrl** key on the keyboard.
	3. To zoom in, move the wheel forward. To zoom out, move the wheel backward.

Choosing Scroll Mouse Options

You can choose features for setting up the mouse, choosing button assignments, and controlling cursor movements.

To access the Scroll Mouse properties, complete the following steps:

1. Click **Start**.
2. Select **Settings**, then click **Control Panel**.
3. Double-click the **Mouse** icon. The Mouse Properties window displays.
4. From the Mouse Properties window, select the settings you prefer. The settings are listed in the following table.

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Setting	Description
Quick Setup	Allows you to reset your mouse properties to the factory defaults.
Pointers	Allows you to select different schemes to use with the pointer.
Buttons	Changes the button and wheel functions. Click the **Options** button to change your mouse button assignment options. For more information, click **Help**.
Motion	Sets the cursor speed and acceleration. You can also enable Smart Moves and create a pointer trail.
Orientation	Allows you to change the angle of the mouse movement.
Devices	Allows you to add another pointing device.

Quick Launch with CyberJump and HyperJump

The CyberJump and HyperJump features combine commonly used tasks into one convenient grid. CyberJump is used in an Internet window, whereas HyperJump is used in your documents.

Before you can use this feature, you must first assign either function, CyberJump or HyperJump, to a mouse button. You can make your left button, right button, or the wheel work with CyberJump or HyperJump.

To assign a mouse button or the wheel to CyberJump or HyperJump, complete the following steps:

1. Click **Start**.
2. Select **Settings**, then click **Control Panel**.
3. Double-click the **Mouse** ⬗ icon. The Mouse Properties windows displays.
4. Select the **Buttons** tab.
5. From the Button Assignments drop-down lists, choose CyberJump or HyperJump for the respective mouse button.
6. Open a document.
7. Press the assigned mouse button or wheel to display the CyberJump or HyperJump grid.
8. Click an icon on the grid to execute a command.

To perform a double-click with the button assigned to CyberJump or HyperJump, complete the following steps:

1. Click **Start**.
2. Select **Settings**, then click **Control Panel**.
3. Double-click the **Mouse** ⬗ icon. The Mouse Properties window displays.
4. Select the **Buttons** tab.
5. Click the **Options** button, select the **CyberJump** or **HyperJump** tab and select **double-click**.
6. Press and release the button quickly when using the double-click function.

CyberJump Functions

CyberJump functions are defined in the following illustration and table.
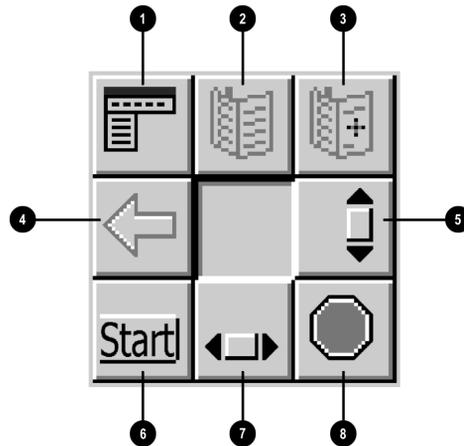
CyberJump Functions

No.	Component
❶	**Menu** activates the CyberMenu.
❷	**Go to Bookmark** displays the Bookmark window.
❸	**Add Bookmark** adds current page to Bookmark window.
❹	**Go Back** returns to previous page.
❺	**Vertical Scroll** jumps to the vertical scroll bar.
❻	**Start** activates the Windows Start menu.
❼	**Horizontal Scroll** jumps to the horizontal scroll bar.
❽	**Stop** returns to the previous page.

HyperJump Functions

HyperJump functions are defined in the following illustration and table.
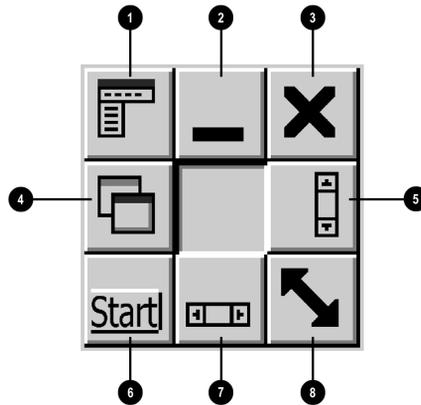
HyperJump Functions

No.	Component
❶	**Menu** activates the HyperMenu.
❷	**Minimize** reduces the size of the window.
❸	**Close** closes the window.
❹	**Recall** returns to the last active window.
❺	**Vertical Scroll** jumps to the vertical scroll bar.
❻	**Start** activates the Windows Start menu.
❼	**Horizontal Scroll** jumps to the horizontal scroll bar.
❽	**Resize** allows you to resize the window.

About Your CD-ReWritable (CD-RW) Drive (available on select models)

✎ **NOTE:** For detailed information regarding your CD-RW drive and the just!burn software, please refer to the *CD-RW just!burn Feature Guide*.

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.

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

Types of CD 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 overwritten.

◆ CD-RW discs are recommended for creating personal system backups.

🔆 **HINT:** Compaq recommends that the media used with your CD-RW drive is of high quality. If you are unsuccessful with one media brand, please try another (media quality varies from manufacturer to manufacturer).

**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 file 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.

☀ **HINT:** Total disc capacity will not be regained when deleting individual files on CD-R and on sequentially formatted CD-RW media.

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

You can create your own audio CDs with just!audio. 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.

Your disc is not automatically finalized after recording. Once you have completed your recording session, you will be prompted to choose whether or not to finalize your disc.

✍ **NOTE:** To test the system performance, Compaq recommends using the Emulate Only option (located in the Options window) 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, CD!backup will use the hard drive to temporarily store the information until recording is complete. If your Internet PC is equipped with an additional CD-ROM or DVD-ROM drive, you can write directly between the drives to create a personal CD backup.

just!data   You can easily create data CDs which can be read on almost any computer and operating system with just!data. 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-ROM 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 (unless audio files were copied in just!audio). For more information about using these tools, refer to the online user's manual.

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**.
4. From the toolbar, choose **?** and select the **Help** option.

The online user's manual opens automatically.

Recording Audio CDs

To achieve the best performance when recording audio CDs on a CD-RW drive, complete the following steps:

1. From the just!audio main menu, select the **CD-ROM** tab.

2. Insert the source disc (the disc containing the tracks you want to record from).

3. Click and drag the desired tracks (songs) to the New CD window. This step will copy the selected tracks to a temporary file on your hard drive.

4. When copying to the hard drive is complete, remove the source CD.

5. Insert the destination disc (the disc you want to record to), and wait until the content list of the source disc clears from the source window. This step will take approximately 10 seconds.

The source window will then show previously recorded tracks, or be blank if you are using the disc for the first time.

6. Ensure that **Declick** is not checked.

7. Click **Record**.

8. Once recording is complete, you will be prompted to finalize the disc. If you would like to add additional tracks, repeat steps 2 through 8.

✎ **NOTE:** When you have finalized a CD-R disc, no additional tracks can be recorded on the disc.

9. Once you have completed recording your disc, click **Options**.

💡 **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.

10. Select **Finalize Disc**.

What is Buffer Underrun?

A buffer underrun error occurs when the data flow is interrupted. This type of error can occur on single or dual optical drive systems (CD-ROM, CD-RW, or DVD-ROM drive).

If you experience a buffer underrun error in the just!burn application, a window will appear offering multiple options. These options include Repeat Track, Continue Track, Next Track, Finalize + Cancel, and Cancel. For best fidelity, we recommend that you select Repeat Track.

> **NOTE:** In extreme cases, some errors may render your disc unusable. If this occurs, it may be necessary to start over with a new disc and then properly dispose of the old disc.

Tips to help prevent buffer underruns:

◆ Close any other open programs before starting to record.

◆ Keep the CDs, the recorder, and your source CD-ROM drive free of dust, fingerprints, and scratches.

◆ Try a different brand of recordable disc.

Using the DVD Player (available on select models)

Compaq DVD Player Control Window

To start your DVD Player program, double-click the **DVD Player** 📀 icon on your Windows desktop.

Alternatively, you may execute the following steps:

1. Click **Start** on the Windows Taskbar.

2. Point to **Programs**. Select **Compaq DVD Express.**

3. Click **Compaq DVD Player**.

✍ **NOTE:** For the best playback quality, close all other applications in the background while playing a DVD**.**

Using a Regionalized DVD

All models have a "regionalized" feature that limits the playback of discs to specific geographical regions. The region code on your DVD drive must match the region code on the disc.

Although the computer's region code is set at the factory, your DVD drive allows you to change the region code.

⚠ **WARNING:** You can change the region code a limited number of times. The display will inform you how many you have remaining. The final setting change will become the permanent region on your player.

Identifying Your Region Setting

To identify region settings, complete the following steps:

1. Insert a DVD into the DVD drive.

2. Click the **DVD Options** button on the DVD Player control panel. The DVD Options window opens. The selected check box under the **Select DVD Region** tab indicates your computer's current region setting.

3. Click **OK** if your drive's region setting matches the disc's region setting.

Changing a Region Setting

To change the drive region, complete the following steps:

1. Insert a DVD into the DVD drive.

2. Click the **DVD Options** button on the DVD Player control panel. The DVD Options window opens.

3. Click the **Select DVD Region** tab.

4. Select another DVD region from the displayed map or from the radio buttons so that your drive's region setting matches the disc's region. After you make a change to your drive's region setting, the remaining number of changes allowed on your drive is displayed.

5. Click **OK**.

Play Settings

The DVD player has two modes or play settings. The DVD mode and the File mode. Use the DVD mode to play a standard DVD. Use the File mode to play MPEG file type.

To play content from the File mode, complete the following steps:

1. Point and click the **Open** ☞ icon on the DVD player control panel displayed on your computer window. The list of files displays.

2. Select the file you want to view.

3. Click **Open**. The content begins playing.

Not all of the following features are available on all DVDs:

◆ If the DVD player is in the File mode, the **Subtitle** button is disabled.

◆ If the DVD player is in the DVD mode and your disc does not have subtitle language options, the **Subtitle** button is disabled.

◆ If the DVD player is in the DVD mode and your DVD has subtitle language options, the **Subtitle** button is enabled.

When a DVD is inserted into the DVD drive, the features available on your DVD player are displayed. When a particular feature is not available, the respective button does not respond when clicked.

Display Options   You can choose how the controls and DVD content are displayed on your computer.

Viewing and hiding the DVD Player panel

To view the DVD Player panel when the DVD Content Picture window is set to full-window size, click on the edge of the screen.

To hide the DVD Player panel, click anywhere outside the DVD panel.

Enlarging and reducing the view

To enlarge the DVD Content Picture window to full-window size, press **Esc**.

To return to a smaller window, press **Esc**.

Hiding the taskbar

To hide the Windows Taskbar while you view DVD content in full-screen mode, complete the following steps:

1. From the Windows Taskbar click **Start**.
2. Point to **Settings**, then click **Taskbar**. The Taskbar Options window displays.
3. To enable an option, click the checkbox. To disable an option, clear the checkbox.
4. Deselect the **Always on top** checkbox.
5. Check the **Auto hide** checkbox.

On-screen Control Buttons

The DVD on-screen control buttons are as described in the table below.

Button	Name	Description
	Open	Displays a list of files for playback.
	Eject	Opens the DVD drive to load or remove discs.
	DVD Options	Displays the **DVD Options** menu for selecting **Video Display** and **Parental Controls**.
	Previous	Moves to the previous track and resumes playback.
	Rewind	Rewinds the content. Press **Play** to resume playback.
	Stop	Stops content playback and returns to the start of the content file.
	Play	Begins playback of selected content.
	Pause	Pauses playback. Press **Pause** or **Play** to resume playback.
	Fast Forward	Advances to a selected location. Press **Play** to resume playback.
	Next	Skips to the beginning of the next track.
	Root Menu/ Resume	Shows what is available on the DVD for playback.
	Change Subtitle	Displays or changes subtitles viewed on the window. This feature is allowed only for DVD content with subtitles. This feature is available only when the content allows changes to the audio track.
	Change Audio	Changes the playing audio track to another audio track located on the DVD. Most commonly used with multi-language content to change the spoken/heard language. This feature is available only when the content allows changes to the audio track.

Button	Name	Description
:≡	**Title Menu/ Resume**	Displays the main title menu to select content.
(camera icon)	**Change Camera Angle**	Changes the camera angle of content being played. This feature is allowed only for DVD content created using multiple cameras and camera angles.
♪	**Karaoke mode**	Toggles between left channel, right channel, and stereo (dual mode). During left or right modes, the program turns the microphone on. Left mode selects the left channel and feeds it to both speakers. Right mode behaves in a similar fashion. The stereo mode enables left and right channels to be played through left and right speakers, respectively.
JBL 3D VirtualTheater	**3-D Audio**	Activates the 3-D Audio feature for virtual surround sound.
(volume slider icon)	**Volume**	Increases the volume level when the bar is moved up and decreases the volume level when the bar is moved down.
🔊	**Mute**	Turns off the audio. Press the **Mute** or **Volume Control** button to resume audio.
☒	**Close Player**	Closes the program.
☐	**Minimize**	Minimizes the size of the Display window of the program.
？	**Help**	Shows the Help file.
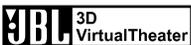
Parental Control of DVD Viewing

In general, the Motion Picture Association of America (MPAA) rating of a DVD movie (G, PG, PG-13, R, or NC-17) is printed on the DVD cover and documentation. For DVD titles with parental control, a parental control code is recorded in the DVD disk to match the MPAA rating; however, manufacturers sometimes record the wrong parental control code on the DVD disk, which causes a mismatch between the actual MPAA rating of the movie and that appearing on the DVD disk.

If a mismatch occurs, the DVD player will not be able to enforce the parental control feature. It is important that DVD movie buyers test the parental control feature of each disk before purchasing the disk to ensure that the parental control safeguard is working properly.

The following are examples of issues with DVD disks you may encounter:

◆ The disk will not play if the parental control on the DVD player is set to the MPAA rating and the parental control code embedded on the disk is higher than the actual MPAA rating. This defect lies with the DVD movie, not with the DVD player.

◆ If the parental control code embedded on the DVD disk is lower than the actual MPAA rating, the DVD player will play movies of a higher MPAA rating than the parental control setting on the DVD player. This defect also lies with the DVD movie, not the DVD player.

◆ A DVD disk might not carry a parental control code, either because the movie does not support parental control or because there is a manufacturing defect. In general, if a DVD disk has an embedded parental control, the cover or the DVD disk itself will call attention to this fact. The DVD player will allow titles without parental control to play, regardless of the parental control setting.

If a DVD will not play at a specific parental control setting, you can turn off the parental control function on the DVD player to allow the movie to play and turn parental control on again after viewing.

Parents may wish to move DVDs without parental control encoding, or with a control code that is lower than the MPAA rating, to a place that is inaccessible to children.

Chapter 3

A Quick Overview of Microsoft Windows

This chapter gives you information about many of the easy-to-use features of your Internet PC and Microsoft Windows.

Get Organized: How To Manage Your Files

Windows Explorer displays the contents of your computer as an ordered list or tree. You can use this program to locate, copy, move, or delete files on any drive or folder in your computer.
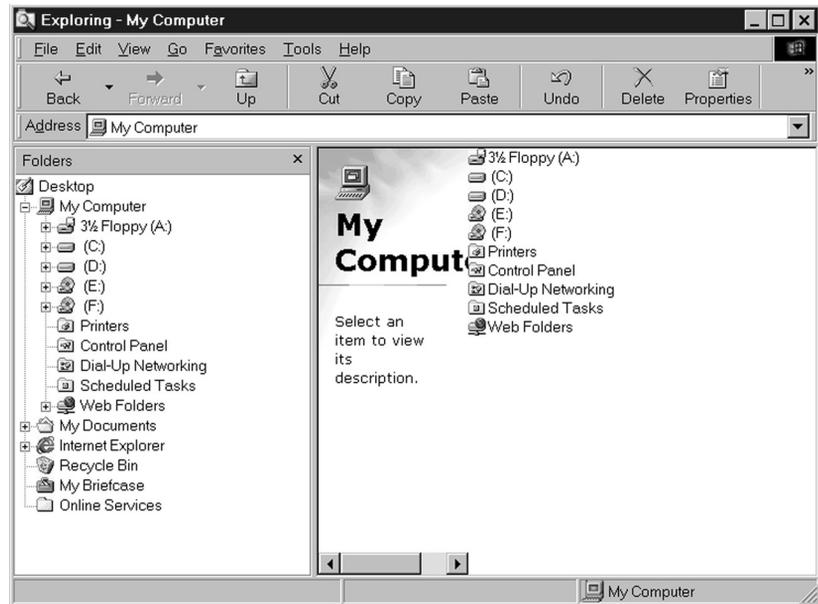
Windows Explorer

To open **Windows Explorer**, complete the following steps:

1. From the Windows Taskbar, click **Start**.

2. Click **Programs** and choose **Windows Explorer** or right-click **Start** and then click **Explore.**

Storage Drives   Your diskette drive, hard drive, CD, CD-RW, DVD and other drives are designated with letters of the alphabet as well as icons. To determine your drive letters, complete the following steps:

1. From the Windows desktop, double-click the **My Computer** 🖥 icon. The icons for your drives will be displayed in the My Computer window. The drive letters are found next to the corresponding icons.

2. Use the icons below to identify your drives.

Drive _____   Drive _____   Drive _____

Diskette Drive   Hard Drive   Optional External Drive

Drive _____   Drive _____

CD/CD-RW/DVD Drive   Optional Secondary
                     Optical Drive

Searching For Files   You can search for files or folders by entering a complete or partial name, the date the file was created, or the file type or size.

To search for a file or folder, complete the following steps:

1. From the Windows Taskbar, click **Start**.

2. Point to **Find** and choose **File or Folders**.

3. From the Name & Location tab, type the name of the file or folder, or as much as you can remember, in the Named box.

4. From the Look in box, select the location to be searched.

5. Click the **Include subfolders** checkbox.

6. From the Date tab, you can specify **All Files**, or **Find all files** and provide a time frame in which the file was created or modified. From the Advanced tab, you can specify the type of document to search for or the size of the document.

7. Click **Find Now**.

✎   **NOTE:** If you leave the default setting (**C:**), Windows searches the entire hard disk drive (or drive C: partition).

Copying Files   To place a copy of a file in a new location, complete the following steps:

1. Use **Windows Explorer** or **My Computer** to locate the file you want to copy.
2. Click the file to select it.
3. Click the **Edit** menu, and then click **Copy**.
4. Open the folder where you want to copy the file.
5. Click the **Edit** menu, and then click **Paste.**

$\triangle$ **CAUTION:** Do not move files that are part of an installed program. Doing so may render the program unusable.

Moving Files   To move a file to a new location, complete the following steps:

1. Use **Windows Explorer** or **My Computer** to locate the file you want to move.
2. Click the file to select it.
3. Click the **Edit** menu, and then click **Cut**.
4. Open the folder where you want to move the file.
5. Click the **Edit** menu, and then click **Paste**.

Renaming Files   To change the name of a file, complete the following steps:

1. Use **Windows Explorer** or **My Computer** to locate the file you want to rename.
2. Click the file to select it.
3. Click the **File** menu, and then click **Rename**.
4. Type the new filename and press **Enter**.

$\triangle$ **CAUTION:** Do not change filename extension (last three characters after the period). Doing so may render the file unusable.

Deleting Files $\triangle$ **CAUTION:** Do not delete files that are part of an installed program. Doing so may render the program unusable.

To delete a file, complete the following steps:

1. Use **Windows Explorer** or **My Computer** to locate the file you want to delete.
2. Click the file to select it.
3. Click **File**, and select **Delete**.
4. In the confirmation dialog box, click **Yes**.

Restoring Files   When you delete a file from your hard drive, it moves to the **Recycle Bin**. It is not removed from the system until you empty the **Recycle Bin**.

✎   **NOTE:** Files deleted from a diskette or from a network drive are erased permanently. They are not sent to the Recycle Bin.

If you delete a file in error and need to retrieve it from the **Recycle Bin**, perform the following steps:

1. Double-click the **Recycle Bin** icon located on the Windows desktop.

    The **Recycle Bin** window opens and lists all deleted files, their previous locations, and the date you deleted them.

2. Click the file you want to restore.

3. Click the **File** menu, and then click **Restore**.

    The file disappears from the **Recycle Bin** and is restored to its original location.

Emptying the Recycle Bin   Deleted files sent to the **Recycle Bin** still use space on the computer's hard-disk drive. To free up disk space, periodically empty the **Recycle Bin** by performing the following steps:

1. Double-click the **Recycle Bin** icon located on the Windows desktop.

    The **Recycle Bin** window opens and lists all deleted files, their previous locations, and the date you deleted them.

2. Click the **File** menu, and then click **Empty Recycle Bin**.

3. When a confirmation dialog box appears, click **Yes** to delete the file(s).

    All files disappear from the **Recycle Bin** and are removed from the system.

Creating Folders   Microsoft Windows allows you to create folders to organize your files. For example, you can create a folder and name it Budget2000. In this folder you could store all of your files related to expenses, profits, taxes, and so forth.

To create a folder, complete the following steps:

1. Double-click **My Computer** on the Windows desktop.

2. Double-click the drive where you want to place the new folder.

3. Click **File**, then point to **New**.

4. Choose **Folder**.

5. Type a name for the new folder and press **Enter**.

Deleting Files and Folders

To delete a file or folder, complete the following steps:

1. Click the file or folder you want to delete.

2. Press the **Delete** key.
    A confirmation dialog box is displayed.

3. Click **Yes** if you want to delete the file or folder. If you do not want to delete the file or folder click **No** or **Cancel**.

    ✎ **NOTE:** If you delete a folder, all of its contents will also be deleted

Learning about the Control Panel

The **Control Panel** contains many of the tools used to change how Windows looks and works.

To access the **Control Panel**, perform the following steps:

1. Click **Start**.

2. Point to **Settings** and choose **Control Panel**.

    A window containing system setup icons appears.

3. Double-click an icon to see the settings that you can change for that item. Typical icons include **Display**, **Keyboard, Mouse**, and **Printers**.

Control Panel Window

✍ **NOTE:** The icons in the **Control Panel** vary depending on the hardware and software configuration of your computer system. Click an icon to see a short description of its settings.

Setting Up Display Properties

The **Display Properties** window contains controls for customizing the way Windows looks on your system. For example, you can change your desktop's wallpaper (background) and screen saver.

To access display settings, perform the following steps:

1. Click **Start**.

2. Point to **Settings**.

3. Click **Control Panel**.

4. Double-click the **Display** ⬜ icon. The Display Properties window opens with the Background tab selected by default.
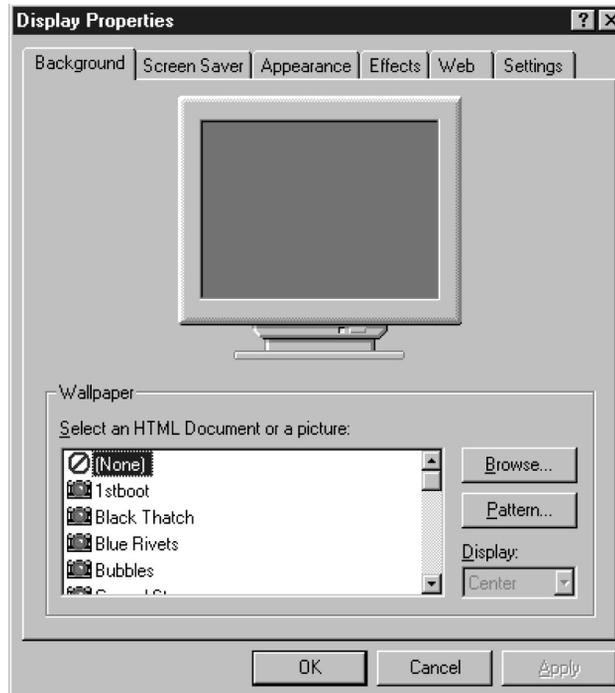
Background tab of the Display Properties Window

✍ **NOTE:** Depending on your monitor, you may also have fields for other display controls, such as energy-saving features. For more information, refer to the documentation that came with your monitor.

Changing the Wallpaper

You can change the wallpaper (background appearance of the Windows desktop) on the **Background** tab of the **Display Properties** window. The following table describes the various parts of this tab. After you make any changes, click **OK** to apply the changes.

Feature	Function
Preview Window	Displays the current wallpaper or pattern.
Wallpaper List	Click the name of the wallpaper you want to display, or click **None** if you prefer not to use a wallpaper image. Click the **Browse** button to use images in a directory you specify.
Pattern button	Click the **Pattern** button to display a list of patterns for your desktop, or click **None** if you prefer not to use a pattern. This option is not available if the **Tile** option has been applied to a wallpaper selection.
Display pulldown	Click **Tile** to tile a wallpaper image across the entire screen, or click **Center** to place a single copy of the image in the center of the screen.

Changing the Screen Saver

Screen savers are programs that prevent a static image from damaging the monitor. They start automatically after a user-defined period of inactivity.

To change your system's screen saver, click the **Screen Saver** tab in the **Display Properties** window. After you make any changes, click **Apply**, then **OK** to apply them.
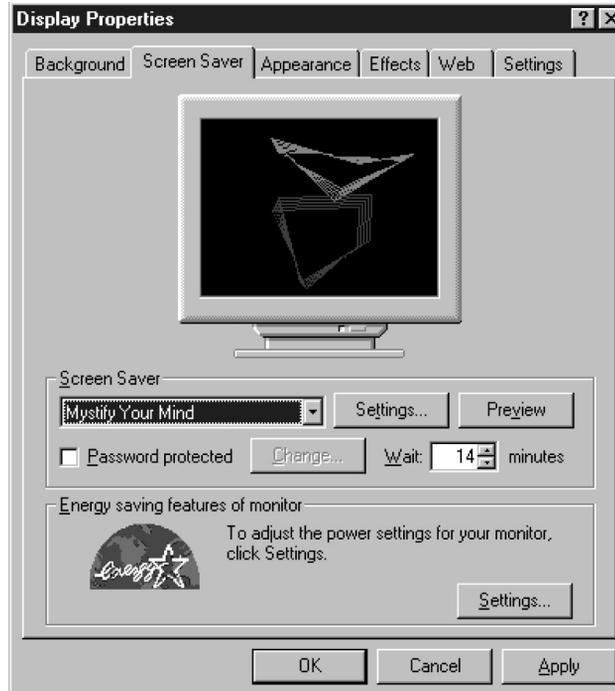
Screen Saver Tab of the Display Properties Window

Shortcuts for the Desktop

Shortcuts are icons that provide quick access to frequently used programs, files, folders, and drives. By double-clicking a shortcut, you can open its corresponding folder or file without having to find it first. Shortcuts do not change the location of files; if you delete a shortcut, the original file is not affected.

How Do I Create a Shortcut?

To create a shortcut, complete the following steps:

1. Open the **My Computer** window or **Windows Explorer**.

   To open the **My Computer** window, double-click the **My Computer** 🖳 icon on the Windows desktop. To open Windows Explorer, click **Start,** select **Programs** and then choose **Windows Explorer**.

2. Find the item for which you want a shortcut.

3. Right-click the object and select **Create Shortcut**.

4. Click and drag the new shortcut to the desktop.

Arranging and Positioning Shortcuts

To individually move shortcuts, position your mouse cursor over the icon, click it, and drag it to the desired location.

To arrange all your shortcut icons at once, complete the following steps:

1. Move your mouse cursor to an empty place on the Windows desktop, and click the right mouse button.

2. From the pop-up menu, choose **Arrange Icons**.

Click the options for the icon arrangement you prefer. The icons are automatically arranged.

Chapter 4   # Connecting To The World

Working With Your Modem

Your Internet PC is equipped with a 56K V.90 data/fax modem. Optionally, you may have a DSL/56K V.90/1 Mbps HomePNA/10-100 Mbps Ethernet adapter card (available on select models). For information on the 56K V.90/1 Mbps HomePNA/10-100 Mbps Ethernet adapter card, refer to the *Home Networking Feature Guide*.

Identifying Your Modem

To learn more about the modem installed on your computer, complete the following steps:

1. From the Windows Taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.

2. Double-click the **Modems** icon.

In the Modems Properties window, the names of the installed modems are displayed.

Compaq Digital DSL/56K Modem (available on select models)

Your Internet PC may be equipped with a Digital DSL/56K Modem (G.lite/G.dmt/V.90). This modem allows you to use the high-speed broadband data communications technology known as Digital Subscriber Line (DSL). DSL uses the bandwidth not used on standard telephone lines for data communications.

For more information about DSL and information on how to subscribe to DSL service, visit the following Compaq High-Speed Web site:

www.compaq.com/mypresario/highspeed

NOTE: Before establishing a DSL connection to the Internet, you must establish DSL service with your telecommunications service provider and ISP.

If you choose to continue using analog technology for your Internet connections, the 56K ITU V.90 Standard is supported by your Digital DSL/56K Modem. Connection speeds vary based on the type of service available from your ISP and on telephone line conditions.

Using Your Modem with the 56K ITU V.90 Standard

If DSL service is not yet available in your area, your modem is ready to operate using the 56K ITU V.90 Standard. You will be able to download files at a rate of up to 56 Kbps over standard telephone lines.

The 56K ITU V.90 Standard enables text, sound, and video files to race to your computer. The download rate is faster than the upload rate. The maximum download speed is up to 56 Kbps and the maximum upload speed is up to 33.6 Kbps. Transmission rates may vary depending on telephone line conditions.

> **NOTE:** Although your modem is capable of download speeds of up to 56 Kbps, current FCC regulations limit download speed to 53 Kbps.

Establishing an Account with an Internet Service Provider

Before you can connect to an ISP using your modem, you must establish an ISP account. Internet connection service using the 56K ITU V.90 Standard is widely available. Contact an ISP for information on establishing an ISP account. Refer to the *Getting Started Guide* for more information.

DSL Benefits

DSL service makes it possible to download large files in seconds rather than hours using low-cost high-speed broadband data transfer technology over standard telephone lines.

> **NOTE:** To determine if DSL service is available in your area, contact your telecommunications service provider and your ISP. If compatible DSL service is available, you must subscribe to that service.

Additional DSL benefits include the following:

◆ **Talk and surf at the same time.** You can simultaneously talk on the phone, surf the Web, and download files using a single telephone line.

◆ **Increased download transfer rate**. Using the Digital DSL/56K Modem, you can download files approximately 100 times faster than with a 56K ITU V.90-compliant modem.

◆ **Increased upload transfer rate**. Using the Digital DSL/56K Modem, you can upload files at a significantly faster rate than with a 56K ITU V.90-compliant modem.

> **NOTE:** To achieve the significant data transfer speeds associated with DSL service, your telecommunications service provider and ISP must provide the type of DSL service that is compatible with your modem.

◆ **Constant Connection.** DSL service provides constant Internet access without the wait of dialing your ISP.

✐ **NOTE:** DSL connections are designed to be "ALWAYS ON." Therefore, please refer to the Power Management section in this guide for information to avoid DSL disconnections due to default Power Management operation.

Using Your Modem with DSL Service

If you decide to subscribe to DSL service, you must determine which modem is installed in your computer, as well as identify the compatible DSL protocol.

Identifying your digital DSL/56K modem

To identify the type of modem that is installed in your Internet PC, complete the following steps:

1. From the Windows Taskbar, click **Start**, select **Settings**, and then click **Control Panel**.

2. Double-click the **Modems** 🖉 icon. The name of the modem displays in the Modems Properties window.

Identifying the DSL protocol used by your modem

The Digital DSL/56K Modem supports the G.dmt (G.992.1) and G.lite (G.992.2) protocols. The maximum download transfer rate is limited to a maximum of up to 6.0 Mbps with the G.dmt (G.992.1) protocol and 1.5 Mbps using the G.lite (G.992.2) protocol.

Connecting Your Digital DSL/56K Modem

You must contact your telecommunications service provider and ISP to determine the availability of DSL service in your area. You may be required to have an external telephone line splitter installed at an additional cost by your telecommunications service provider. In addition, your home telephone wiring may need to be inspected by your telecommunications service provider (possibly at an additional cost) to ensure that your home telephone wiring configuration will support DSL service.

Once you subscribe to Digital DSL service, visit the following Compaq Web site for details on hooking up your modem:

www.compaq.com/mypresario/highspeed

Installing the Digital DSL/56K Modem Upgrade

The Digital DSL/56K Modem Setup Wizard CD contains the drivers and software updates necessary to enable the DSL features on the Digital DSL/56K Modem.

NOTE: Before you can complete a DSL connection, you must contact your telecommunications service provider and ISP for information about establishing DSL service, as well as e-mail and Web browser settings.

To run the Digital DSL/56K Modem Setup Wizard, insert the CD into the CD drive and close the drive door. The setup should automatically start. Follow the instructions shown to complete the setup.

If the CD does not start within 30 seconds, complete the following steps:

1. From the Windows Taskbar, click Start, then click **Run**.

2. In the Run window, type the following: **E:\setup.exe** (where "E" is the letter assigned to the CD drive).

3. Click **OK.**

To access the latest Digital DSL/56K Modem updates, visit the Compaq Web site at:

www.compaq.com/mypresario/highspeed

Networking Your PCs

Connecting Your Internet PC to an Ethernet Network
(available on select models)

Your Compaq Internet PC may be equipped with a 10/100 Mbps network interface adapter and its associated driver. For the exact location of the Ethernet connector, refer to the *Compaq Presario Quick Setup* poster that came with your computer.

✎ If your Internet PC is equipped with a Home Phoneline network adapter, refer to the *Home Networking Feature Guide* for information on setting up a Home Phoneline network.

Setting Up a Network

You must physically connect the computers, install the network protocols, and enable file and print sharing.

Hardware Requirements

To physically connect computers via an Ethernet, you must have the following:

◆ at least two computers with RJ-45 Ethernet connectors
◆ a 10BaseT or 10/100 Ethernet hub
◆ Category 5 Ethernet cable

> **HINT:** The **Network Neighborhood** 🖳 icon will not appear on the Windows desktop until the network protocols are installed.

△ **CAUTION:** You should never share your Windows folder or any of its subfolders or files. The accidental deletion of any Windows file can prevent your computer from operating properly. If you choose to share your entire hard drive carefully consider the type of access you will allow.

Hardware Installation

Connect the computers by inserting the cable into the Ethernet connectors on each computer. Refer to the hub manufacturer documentation for instructions on connecting the cables to the hub.

Installing the Network Protocols

To install the necessary network protocols, complete the following steps:

1. From the Windows Taskbar, click **Start**, point to **Settings**, then click **Control Panel**.
2. Double-click the **Network** 🖳 icon.
3. When the message **Your network is not complete. Do you want to continue?** is displayed, click **Yes**.

4. In the Network window, the **Configuration** tab is displayed:

   a. Click **Add**.
   b. Select **Client** and click **Add**.
   c. Select **Microsoft**.
   d. Select **Client for Microsoft Networks**, then click **OK**.
   e. Select **File and Print Sharing**…, then click in both boxes to make check marks appear.
   f. Click **OK**. In the Network window, the **Configuration** tab displays. Click **Add**.

5. In the Select Network Component Type window:

   a. Click **Protocol**.
   b. Click **Add**.
   c. Select **Microsoft**.
   d. Select **IPX/SPX compatible Protocol**.
   e. Click **OK**.
   f. Click **Add**.
   g. Click **Protocol**.
   h. Click **Add**.
   i. Select **Microsoft**.
   j. Select **TCP/IP**.
   k. Click **OK**.

6. Select the **Identification Tab** in the Network window and complete the following steps:

   a. Enter a name for the computer. This name must be unique, different from the name of every other computer in the network. The name may contain a maximum of 15 letters, numbers, and the following special characters:
   ! @ # $ % ^ & ( ) - _ ' { } ~
   Do not use any blank spaces in the Computer name box.

   b. Enter a Workgroup name. If you would like all computers to have access to each other, the Workgroup name must be the same for all of the computers on the network. The name may contain a maximum of 15 letters, numbers, and the following special characters:
   ! @ # $ % ^ & ( ) - _ ' { } ~
   Do not use any blank spaces in the Workgroup name box.

   c. Click **OK**. The System Settings Change window displays. Click **Yes** to restart your computer. The Microsoft Networking window is displayed.

7. Complete the following steps:

   a. Enter a User name. Your user name should be easy to remember since you will use it every time you log onto your network.

   b. Enter a Password. Typing of a password is optional. If you choose not to type a password, leave the password box blank.

   c. Click **OK**.

   d. Document your user name and password for future reference.

8. Close the Control Panel window.

9. Repeat this procedure to add the next computer to the network.

Mapping a Network Drive

If you wish to automatically access a shared folder on another computer each time you turn on your computer and log onto the network, complete the following steps:

1. Right-click the **My Computer** 🖥 icon.

2. Click **Map Network Drive**. The Drive text box automatically contains the next available drive letter.

3. Click the **down arrow** located on the right side of the Path text box. Select the path statement of the drive you wish to map. Add the exact folder location to complete the path statement. Your path statement should look similar to the following:

   C:\My Documents\Shared Files

4. Click the **Reconnect at logon** box. If the folder is password protected, you will be prompted for the password when you log onto the network.

Sharing Folders To prevent others on the network from accessing sensitive files on your computer, you can set the access level on a folder by adjusting the shared files properties. The shared properties can be changed to meet your file security needs.

File Security

Microsoft Networking enables file sharing at the folder level; that is, all the files in a folder must be either shared or not shared. You cannot share some files in a folder and keep others private at the same time.

If you want to share files on the network, it is recommended that you create a special folder for these files and share only that folder. This feature provides the flexibility of allowing file sharing while keeping secure all other programs and sensitive files on your hard drive.

Creating a Shared Folder

To create a shared folder on the hard drive, complete the following steps:

1. Double-click the **My Computer** 🖥 icon.

2. Double-click **C:** (or the letter that corresponds to your hard drive).

3. On the window menu bar, click **File**, point to **New**, then click **Folder**. A New Folder displays in the window.

4. Give the folder a name that indicates it is shared, such as **Shared Files**.

5. Move the files you wish to share into this folder.

Sharing a Folder

To share the folder, complete the following steps:

1. Locate the folder using Microsoft Windows Explorer.

2. Right-click the folder name.

3. Click **Sharing**.

4. Click **Shared As**.
    The folder name displays automatically in the **Share Name** box. If you wish, you may change the share name.

5. Type a comment in the Comment text box. Typing a comment is optional.

6. Click the **Access Type** you wish to activate:

    ❖ **Read-Only** - Others will only be able to read the files in the folder. They will not be able to make changes to any files.

    ❖ **Full** - Others on the network will have read and write access to the file or contents of the folder. They will be able to change or possibly delete all the files in the shared folder.

    ❖ **Depends on Password** - You may designate a **Read-Only** or a **Full Access** password.

7. Click **OK**.

Sharing Printers   One of the advantages of installing a network is the ability to share expensive resources, such as a printer.

Setting Up Printer Sharing

To share a printer, complete the following steps:

1. From the Windows Taskbar, click the **Start** button, point to **Settings**, then click **Printers**.

2. Right-click the desired printer and select **Sharing**.

3. Select **Shared As**.
   You may change the **Share name**, add **Comments**, and set a **Password**, if desired.

4. Click **OK**.
   In the Printers window, an open hand holding the printer you shared on the network displays.

5. Close the Printers window.

Connecting to a Shared Printer

To connect to a shared network printer, complete the following steps:

1. From the Windows Taskbar, click the **Start** button, point to **Settings**, and then click **Printers**.

2. Double-click the **Add Printer** 🖳 icon.
   The Add Printer window is displayed.

3. Select **Network Printer**, then click **Next**.

4. To find the network printer, click **Browse**.
   The Browse for Printer window displays.

5. Select the printer you want to use, then click **OK**.
   The network printer path statement displays in the Add Printer window.

6. If you would like to print from MS-DOS based programs, select **Yes**, then click **Next**. If you will not be printing from MS-DOS based programs, select **No**, then click **Next**.

7. A message appears reminding you to put the printer online before you try printing. Click **Next**.

8. Select the printer manufacturer and model and click **Next**.

9. You may either accept or change the default printer name. If you want this to be the default printer, select **Yes** then click **Finish**. If you do not wish this to be the default printer, select **No** then click **Finish**.

Let's Get Digital

Introducing the Digital Creativity Imaging Center (available on select models)

The Digital Creativity Imaging Center (DCIC) (available on select models) 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

What Is A Digital Interface?

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).

Check the guidelines for your particular digital equipment to determine which connector is required.

What is USB? USB
UNIVERSAL SERIAL BUS

Universal Serial Bus (USB) is a peripheral bus standard that allows you to attach peripheral devices, such as gamepads, joysticks, scanners, and printers, among many others, to your computer, usually without having to reboot or reconfigure the system. This plug and play ability allows for quick and easy changes of your peripheral devices.

Visit **www.compaq.com/mypresario** or the USB Web site at **www.usb.org** for more information.

What is 1394? 1394

The IEEE 1394 is an easy to use, plug and play, high-speed connector that interfaces between PCs, peripherals, and consumer electronics products. Some popular IEEE 1394 products are digital cameras, digital camcorders, digital VCRs, and digital audio players, with many new products constantly in development.

Visit **www.compaq.com/mypresario** for more information.

.
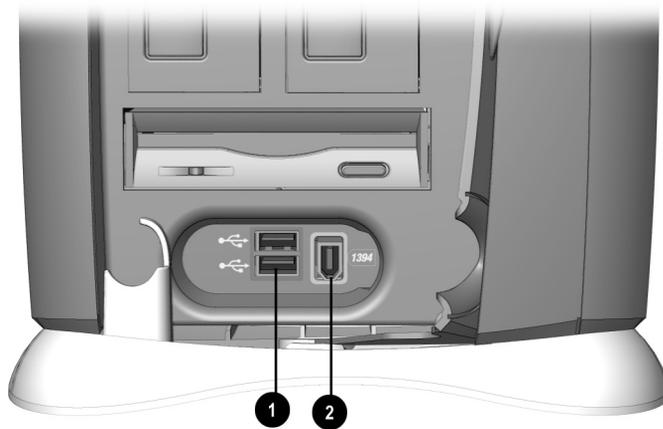
The Digital Creativity Imaging Center (DCIC)

No.	Icon	Component
❶	⊷	USB port (2)
❷	1394	1394 port (available on select models.)

Chapter 5 Quick and Easy Upgrades

Making A Good Thing Better

Your Compaq Internet PC is fully upgradable. It is designed with easy access panels to allow quick and easy access to install new hardware.

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

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

Access to the Components
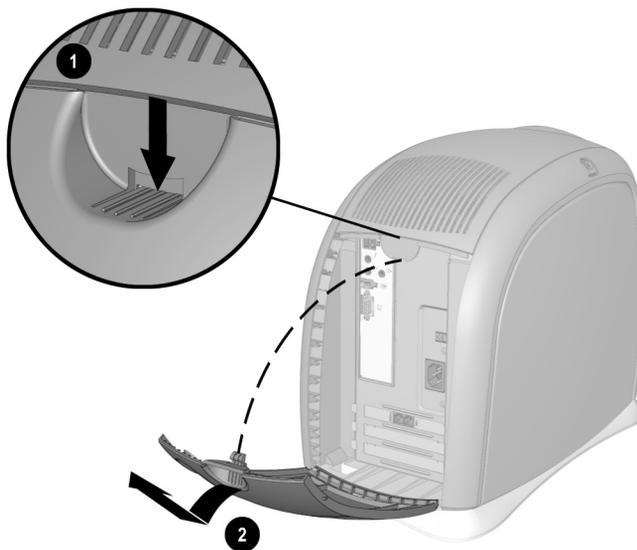
Your Compaq Internet PC has been constructed using EZ Access Panels. This design makes it simple to access the internal components. The following illustrations demonstrate how to remove the EZ Access panels.

Removing the Back EZ Access Panel

To remove the back EZ Access panel, press the button on top of the panel ❶ and gently pull outward ❷.

Removing the Back EZ Access Panel

Installing 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 **Finish**.

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

Removing the Left EZ Access Panel

To remove the left EZ Access panel, press the button on top of the panel ❶ and gently pull outward ❷.
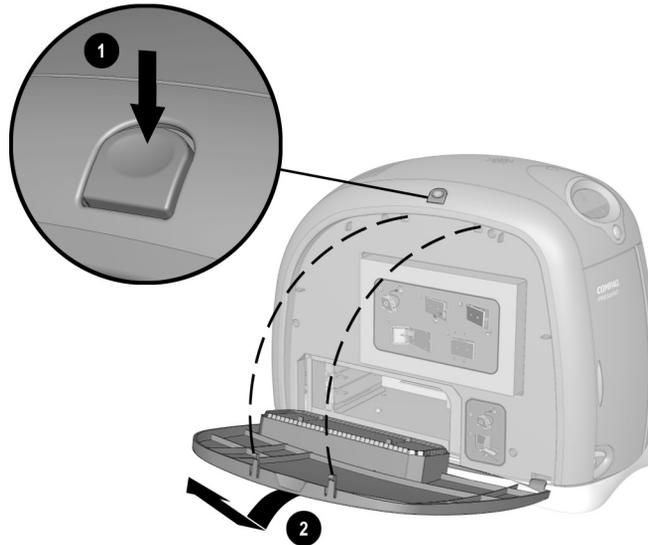
Removing the Left EZ Access Panel

Replacing the Modem or Adding a PCI Expansion Card

To replace the modem or other PCI expansion 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 **Start**, 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 left and back EZ Access panels.

8. Place the computer on its side.

9. Remove the retaining screw holding the card in place from the back.

10. Remove the modem or PCI card.

11. Carefully align the new modem or other PCI card with the PCI slot and firmly press it in until it clicks into position.

✍ **NOTE:** The modem should always be in the topmost slot.

12. Replace the retaining screw.
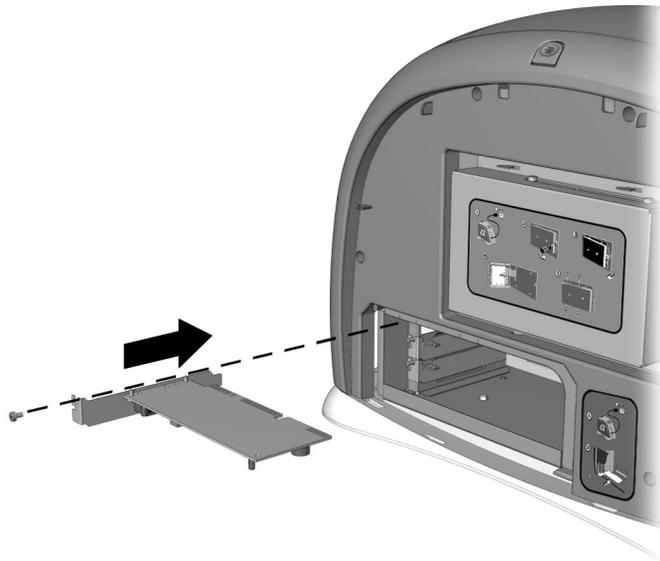
Replacing the Modem or PCI Card

13. Replace the left EZ Access panel

14. Replace the back EZ Access panel.

Replacing the Hard Drive

For information about replacing the hard drive, please contact a Compaq Authorized Service Provider or refer online to the Maintenance and Service Guide.

Removing the Right EZ Access Panel

To remove the right EZ Access panel, press the button on top of the panel ❶ and gently pull outward ❷.
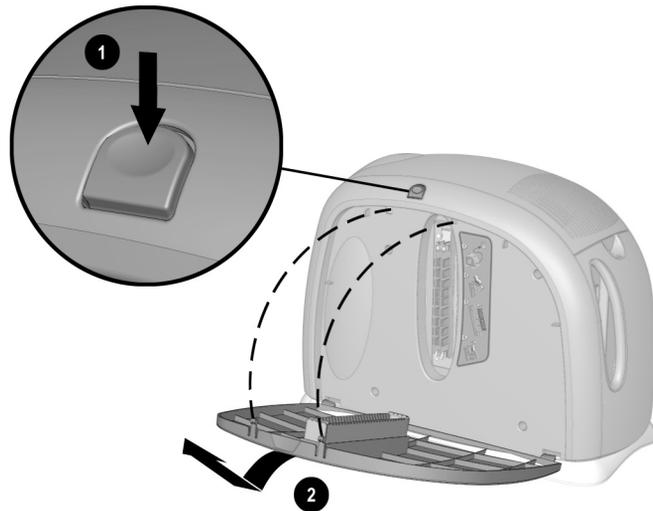
Removing the Right EZ Access Panel

Adding or Replacing Memory Modules

Adding memory can improve computer and software performance. Your PC uses PC100 SDRAM memory. Contact a Compaq Authorized Service Provider if you need additional information on memory module purchase and installation.

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

1. From the Windows Taskbar, click **Start**, 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.

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 **Start**, click **Shut Down**, select **Shut Down**, then click **OK**.

5. Unplug the computer power cord from the electrical outlet.

6. Remove the right EZ Access panel.

7. Locate the memory module and insert as shown in the following graphic.

8. Align the new memory module ❶ with the slot and firmly press it in until it clicks into position, then push the latches ❷ in to secure the memory module.

9. Replace the EZ Access panel.
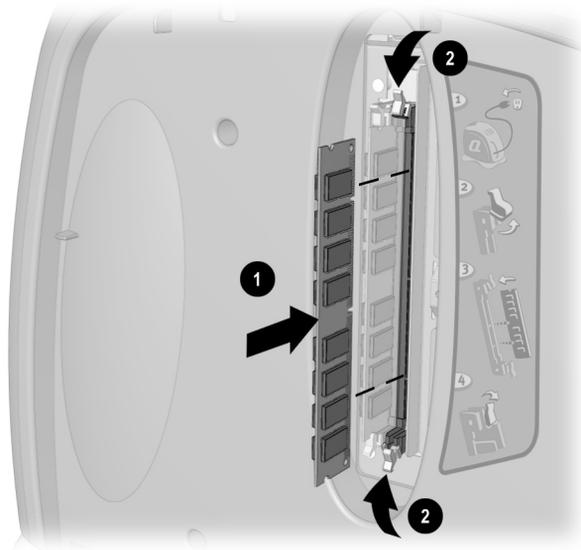
Memory Module Slots

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 restore all the original software. The drivers you can restore are **Audio**, **Video**, **Display**, **Modem**, and **CD-ROM**.

Drivers may be reinstalled by selecting the Selective Restore option from QuickRestore. Refer to the QuickRestore section in the *Service and Support Guide* for more information on how to reinstall drivers using the Selective Restore option.

Installing Additional Software

Once you have become accustomed to using your Internet PC and have explored the pre-installed software, you may wish to purchase and install additional software. When selecting software for your Internet PC, make sure it states on the packaging that it is compatible with your Microsoft Windows operating system.

> ☼ **HINT:** If the software documentation contains installation instructions, use those instructions. If not, you can complete the following steps for installing software from a CD or diskette.

Software can be installed from a CD or a diskette or it can be downloaded from a Web site. Many software CDs automatically begin the installation process when placed in the CD drive. If you have a software CD that does not automatically begin the installation process, you can install the software by using the Microsoft Windows Add/Remove Programs utility.

Installing Software from a CD or Diskette	To install software from a diskette or from a CD that does not automatically install, complete the following steps:

1. Close all open programs.

2. From the Windows Taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.

3. Double-click the **Add/Remove Programs** 🖮 icon. The Add/Remove Programs Properties window displays. Click **Install**.

4. Insert the CD or diskette into the proper drive and click **Next**.

   Microsoft Windows will find the CD or diskette and begin the installation process.

Installing a Downloaded Program File	If you choose to download software from a Web site, follow the installation instructions that may be included on the Web page. If installation instructions are not available, complete the steps below.

To install a program file that you have downloaded from the Internet to your hard drive, complete the following steps:

1. Terminate your Internet connection.

2. Close all open programs.

3. From the Windows Taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.

4. Double-click the **Add/Remove Programs** 🖮 icon. The Add/Remove Programs Properties window displays.

5. Click **Install**. The Install Program from Floppy Disk or CD-ROM window displays.

6. Click **Next**. The Run Installation Program window displays.

7. Click **Browse**.

8. Locate and select the **Setup.exe** or **Install.exe** file for the downloaded software.

9. Click **Open** to begin the installation process.

Chapter 6 # **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 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.

Entering BIOS (CMOS) Setup

If you need to enter the BIOS setup complete the following step:

As the computer powers on, press the F10 key while the cursor is displayed in the upper right corner with the word COMPAQ displayed in red on a black background (before Windows starts).

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 *Service and Support Guide*, or contact a Compaq Authorized Service Provider. Refer to the *Certificate of Warranty* for details.

✎   **NOTE:** Some of the symptoms listed for certain troubleshooting problems will not apply to your PC.

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 *Compaq Presario Quick Setup 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 is not lit.	Press the **Power** button to wake your Internet PC.
	Windows does not detect audio driver.	1. On the Taskbar, click **Start** 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.	Not using powered speakers.	Use powered speakers
	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.

Audio

Symptom	Problem	Solution
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 *Certificate of Warranty* for details.
Audio recordings from digital video camera sound is distorted.	DVD is not set up properly.	Change settings in the DVDeck program. **1.** From the Taskbar, click **Start**. **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 *Troubleshooting CD or DVD Problems* in this section.	
Volume 🔊 **icon is missing from Windows Taskbar.**	Multimedia settings have been changed.	**1.** On the Taskbar, click **Start**. **2.** Click **Control Panel**. **3.** Double-click **Multimedia**. **4.** Select the **Show volume control on taskbar** option, and click **OK**.

Troubleshooting CD, CD-RW 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.	**1.** On the Taskbar, click **Start** 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.
Trouble recording audio CDs	Wrong or poor quality media type.	**1.** Verify that you are using CD-R media. **2.** Try a different brand of media. Quality varies widely between manufacturers.

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: 1. Double-click the **My Computer** 🖳 icon on the desktop. 2. Select the **3½ 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.	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 enter. 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 *Certificate of Warranty* 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 the 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 *Maintaining Your Internet PC* in the *Reference Guide*.

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: 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 *Certificate of Warranty* for details.
Diskette drive cannot read a diskette.	Diskette is not formatted.	To format the diskette, follow these steps: 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 *Certificate of Warranty* for details.
Zip drive cannot read a disk. (available on select models)	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 indicator light continuously blinks. (available on select models)	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 not lit.	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 *Certificate of Warranty* 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.	1. On the Taskbar, click **Start** 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 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.	1. On the Taskbar, click **Start** 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 *Certificate of Warranty* for details.
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. 1. Click **Start** 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 *Certificate of Warranty* 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 **Reset** button for 4 or more seconds to power it off. To restart your Internet PC, press the **Reset** button again.
Hard drive error message is displayed.	Part of hard drive has failed.	Run the Windows Maintenance Wizard to repair the drive.
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 *Certificate of Warranty* for details.

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 *Certificate of Warranty* for details.
Cannot automatically launch Internet programs.	You must log in to your ISP before some programs will start.	Log in to your ISP 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:Telephone Line to Telephone (for external phone sets) and 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. 1. Click **Start** 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.

For Compaq.Net *technical support,* dial (toll free) 1-888-874-4468
For Compaq.Net *billing support*, dial (toll free) 1-888-629-6920
When connecting to Compaq.Net with the 1-888 number, you will be billed a fee per minute.

Troubleshooting Keyboard and Scroll Mouse Problems

Keyboard and Scroll Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by Internet PC.	Keyboard connector is not properly connected.	1. Shut down your Internet PC using your mouse. 2. On the Taskbar, click **Start**. 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 *Certificate of Warranty* for details.
Mouse does not respond to movement or is too slow.	Mouse connector is not properly connected.	Shut down your Internet PC using your keyboard. 1. Press the **Ctrl** and **Esc** keys simultaneously. 2. From the Windows Start menu, use the arrow keys to select **Shut Down...**, and press **Enter**. 3. Select the **Shut down** option (you may need to use the arrow keys to select it). 4. Click **OK**. After the shutdown is complete, reconnect the mouse connector on the rear of your Internet PC and restart the computer.
	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.
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 *Certificate of Warranty* for details.

Troubleshooting Memory Problems

Memory		
Symptom	**Problem**	**Solution**
Insufficient memory message is displayed.	All memory in Internet PC is being used by open programs and memory is needed for desired task.	To avoid Windows automatically running unnecessary programs at start up, complete the following steps: 1. Click **Start**. 2. Select Run. 3. Type **MSCONFIG** in the Open: field. 4. Click **OK**. 5. Select the Startup tab and deselect any unnecessary programs. Close one or more programs and retry. It may also be necessary to restart Windows to recover memory should this fail.

Troubleshooting Power Problems

Power		
Symptom	**Problem**	**Solution**
Internet PC will not turn on.	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 *Certificate of Warranty* for details.
	Wall outlet is bad.	Test the outlet by connecting a different electrical device to outlet.

Power		
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.	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. If this task does not restart your Internet PC, call a Compaq Authorized Service Provider. Refer to your *Certificate of Warranty* for details.
	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 *Certificate of Warranty* for details.
	Hard drive has been damaged.	Call a Compaq Authorized Service Provider. Refer to your *Certificate of Warranty* 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.	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 the *Reference Guide* for details. ⚠ **WARNING:** QuickRestore reformats your hard drive; all files will be lost.
"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 by pressing the Start/Reset button. If the error returns, see the next problem "System files have been damaged."
	System files have been damaged.	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 *Certificate of Warranty* 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.	Replace the printer cartridge. ⚠ **CAUTION:** Do not attempt to install your printer cartridge by moving the printer carriage manually. **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 menu, choose the cartridge you want to install. **6.** In the Action pull-down menu, 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.	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.	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.	Uninstall and reinstall the printer drivers.
		To uninstall the printer drivers, complete the following steps:
		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.
		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:
		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 *Setup.exe* to run the setup program.
		6. Follow the instructions on the screen.

For troubleshooting assistance on your USB printer or other USB peripherals, please refer to the manufacturer's documentation.

We strongly recommend that you ***not*** connect your printer until ***after*** you have set up the computer, monitor, speakers, keyboard and mouse and have completed the on-screen registration process which runs when you start the system for the first time.

When installing USB printers or other USB devices, it is strongly recommended that you follow the manufacturer's instructions for loading their software and connecting their device.

Contacting Technical Support

If you were unable to fix your Internet PC using this troubleshooting section, refer to the *Certificate of Warranty, Service and Support Guide* or *Service and Support Card* that came with your computer for the technical support telephone numbers.

Chapter 7 # Government Approvals

European Union Notice

Products with the CE marking complies with Telecommunication Terminal Equipment and Satellite Earth Station Equipment (TTE & SES) Directive (98/13/EC), the EMC Directive (89/336/EEC), and the Low Voltage Directive (73/23/EEC) issued by the European Community.

Compliance with these directives implies conformity to the following European Norms or Regulations (the equivalent international standards and regulations are in brackets):

◆ EN55022 (CISPR 22) – Electromagnetic Interference
◆ N50082-1 (IEC801-2, IEC801-3, IEC801-4) – Electromagnetic Immunity
◆ EN60555-2 (IEC 555-2) – Power Line Harmonics
◆ EN60950 (IEC950) – Product Safety
◆ CTR21 (ETSI TBR21) – Attachment requirements for connection to the analogue PSTNs of terminal equipment *

 *Applies to modems contained in portable products only. Modems provided in desktop and mini-tower computers are approved to National standards.

The equipment has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, you should contact your equipment supplier in the first instance.

The equipment is designed to work with all EU telephone networks. However, the equipment may have interworking difficulties for some connections on the EU public networks. Dialing by loop disconnect pulses is not intended to be used on the PSTN. This feature is only supported in consideration of PBX or other equipment that requires pulse dialing. Network compatibility is dependent on software switch settings that are set automatically by the country selection. The user should contact the equipment supplier in case of difficulty in network settings.

Federal Communications Commission Notice

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

◆ Reorient or relocate the receiving antenna.

◆ Increase the separation between the equipment and the receiver.

◆ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

◆ Consult the dealer or an experienced radio or television technician for help.

Modifications   The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Compaq Computer Corporation may void the user's authority to operate the equipment.

Cables   Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods in order to maintain compliance with FCC Rules and Regulations.

Declaration of Conformity for Products Marked with the FCC Logo

(United States Only)

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

For questions regarding your product, call 800-652-6672 (800-OK-COMPAQ) or contact:

Compaq Computer Corporation
P.O. Box 692000, Mail Stop 530113
Houston, Texas 77269-2000

For questions regarding this FCC declaration, call 281-514-3333 or contact:

Compaq Computer Corporation
P.O. Box 692000, Mail Stop 510101
Houston, Texas 77269-2000

To identify this product, refer to the Part, Series, or Model number found on the product.

Canadian Notice This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis Canadien Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Telecom Network Approvals

These two icons and associated statements may be found on desktop and mini-tower computers. They are intended to communicate how to access the telecommunications regulatory approval information for your product.

FOR TELECOMMUNICATIONS APPROVALS SEE LABEL
ON THE INTEGRATED TELECOMMUNICATIONS DEVICE.
REFER TO USERS GUIDE FOR ACCESS.

As an alternative to viewing the approval information on your product, country approval information may also be found on the Compaq Web site. To view this approval information, visit **www.compaq.com** and perform a site search for the words, "telecom network approvals." If a selection is available for your product, you may view and print the approval information.

U.S. Regulations Governing the Use of Modems

This equipment complies with Part 68 of the FCC rules. Located on the bottom of the portable computers and on the modem in desktop computers is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

Ringer Equivalence Number (REN)

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of the devices ring when your telephone number is called. In most areas (but not all), the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your telephone line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

The REN for the modem contained in this product does not exceed 1.0.

A FCC Compliant 6-position modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible 6-position modular jack that is FCC Part 68 Compliant.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. However, if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, contact your local telephone company for information on obtaining service or repairs. Your telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

For the Compaq Customer Support Center and your nearest Compaq Authorized Service Provider in North America, call 800-345-1518 or write:

<div align="center">

Compaq Customer Support Center
P.O. Box 692000
Houston, Texas 77269-2000

</div>

Telephone Consumer Protection Act of 1991

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

Canadian Regulations Governing the Use of Modems

Notice: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The department does not guarantee the equipment will operate to the user's satisfaction.

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

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

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

> ⚠ **WARNING:** Users should not attempt to make such connections themselves. Contact the appropriate electric inspection authority or an electrician. Power and telephone lines must always be properly grounded or physical harm may ensue.

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

The REN for the modem contained in this product does not exceed 1.0.

For the location of the authorized Canadian maintenance facility nearest you, call 800-652-6672 (800-OK-COMPAQ).

<div align="center">

Compaq Canada, Inc.
45 Vogell Road
Richmond Hill, Ontario L4B 3P6

</div>

U.K. BABT Users Notice (SupraExpress 56i Pro Global Modem - Desktop Products Only)

The modem is intended for only use in the Compaq Internet PC. For the purposes of BABT approval, the modem is classified as a host-independent product.

Telephone Network Connection

The modem is suitable for connection to the Public Switched Telephone Network (PSTN) direct exchange lines and relevant branch systems (PBXs).

A ringer equivalent number (REN) is a value given to all apparatus to be connected to the PSTN. Its value can be taken and used to calculate the maximum number of equipment items that can be connected in parallel without impairing the performance of the standard bell circuit.

1. REN = 3/n where n is the maximum number of units that may be used in parallel.

2. The maximum REN of a line is 4; therefore, the total REN of all apparatus connected to the line (obtained by summing the individual REN values) should not exceed 4. This value includes any BT provided instrument, each of which is assumed to have REN value of 1.0 unless otherwise stated. Exceeding the REN value of 4 may cause your telephone(s) to ring weakly or not ring at all.

3. Only one modem should be connected to a telephone line. Connecting a modem in parallel with one or more telephone instruments is not allowed.

4. The REN for this piece of equipment is 0.8.

5. The exchange should provide facilities for either loop disconnect (pulse) dialing or multifrequency (tone) dialing. The modem can be configured to operate with either system.

6. During dialing, this apparatus may tinkle the bells of other telephones using the same line. This is not a fault, and we advise you not to call the Fault Repair Service.

7. The modem specified in this guide is for the Compaq Internet PC.

8. This apparatus has been approved for the following facilities:

   ❖ Connection to direct exchange lines providing DTMF signaling
   ❖ Connection to compatible PBXs providing DTMF signaling
   ❖ Operation in the absence of proceed indication, selectable by user
   ❖ Call progress monitoring functions
   ❖ Data modem functions
   ❖ Auto-dialing functions
   ❖ Auto-answering functions

Any other usage will invalidate the approval of the apparatus, if as a result, it then ceases to conform to the standards against which approval was granted.

All apparatus connected to this modem, and thereby connected directly or indirectly to the British Telecom Public Switched Telephone Network, must be approved apparatus as defined in Section 22 of the British Telecommunications Act of 1984.

Although this equipment can use either loop disconnect or DTMF signaling, only the performance of the DTMF signaling is subject to regulatory requirements for correct operation. It is therefore strongly recommended that the equipment is set to use DTMF signaling for access to public or private emergency services. DTMF signaling also provides faster call set up.

The modem may not be used on extension wiring that makes use of plug pins 1 and 6. If in doubt, advice must be obtained from a competent telecommunications engineer.

Difficulties may occasionally be experienced from other apparatus connected to the BT PSTN via the modem apparatus. Such difficulties may include the following:

◆ difficulty in making calls
◆ problems in telephone conversion being experienced by both parties to the call

Initially, normal operation will be possible. However, changes to or modernization of the network (taking place in the normal course of events) may result in the apparatus being connected to a network service with which it was not designed to be compatible. Failure of the apparatus to work under these circumstances may not be the responsibility of the network operator.

If these difficulties occur, contact your product supplier or your Compaq Authorized Reseller in the United Kingdom.

This device is intended for auto-answering of incoming calls. Under normal conditions, callers will be accustomed to calls being answered within 10 seconds, and a majority of callers will abandon calls that are not answered within 45 seconds.

Several options are available for auto-answering operation. The default setting is for two incoming rings. This is the recommended setting for normal operation by most computer users.

Auto Dialing with the Modem   When entering telephone numbers, ensure that the number that appears on the screen is correct before beginning to dial.

Benutzerhinweise für besondere Bestimmungen in Österreich

Hinweis für die Benutzung in osterreich

Sofern Sie das SupraExpress 56i Pro global modem an einer Nebenstellenanlage benutzen wollen, erkundigen Sie sich bitte bei Ihrem Fachhändler nach der Möglichkeit, die Amtsholung einzustellen.

Wahlsperre

Ein Modem darf, beispielsweise im „unbeaufsichtigten Betrieb", nicht pausenlos dieselbe Rufnummer anwählen (Wahlsperre).

Nach zwölf erfolglosen Wählversuchen innerhalb einer Stunde gibt das Modem die Meldung „BLACK-LISTE" (Wahlsperre) aus. Danach ist jeder weitere Wählversuch blockiert.

Die Wahlsperre wird wieder aufgehoben, wenn eines der drei folgenden Ereignisse eintritt:

◆ Sie starten den Computers neu (reboot), oder
◆ Ablauf einer Stunde, oder
◆ Sie erhalten einen Anruf.

Benutzerhinweise für besondere Bestimmungen in Deutschland

Hinweis für die Benutzung in der Bundesrepublik Deutschland

Dieses Gerät ist mit einem mindestens 4-adrigen Anschlußkabel mit TAE-Stecker **mit Kodierung N** ausgestattet und verfügt über weiterführende Sprechadern. Es kann als einzige Endeinrichtung oder mit weiteren Endeinrichtungen am Netzanschluß betrieben werden.

Weitere Endeinrichtungen, die sich an dem Telefonanschluß befinden, werden beim Einstecken des Gerätes nicht von der Leitung getrennt. Der Stecker kann nur in Nkodierte Anschlußdosen gesteckt werden.

Brugerinstruktioner i overensstemmelse med danske krav

Opkaldskoder P og T

Compaq-modemet SupraExpress 56i Pro global modem understøtter ikke impulssignalering. Både opkaldskode P (impulssignalering) og T (tonesignalering) tvinger modemet til at anvende tonesignalering.

Speciale gebruiksinstructies voor Nederland

Aansluitfactor

1. Het modem is geschikt voor aansluiting op het openbare geschakelde telefoonnetwerk en op (analoge) telefooncentrales binnen bedrijven en instellingen.

2. De aansluitfactor is een waarde die wordt toegekend aan alle apparaten die op het openbare telefoonnetwerk kunnen worden aangesloten. Met deze waarde kan worden berekend hoeveel apparaten maximaal parallel kunnen worden geschakeld. De maximale aansluitfactor van een lijn is 5. De aansluitfactor van alle apparaten die zijn aangesloten op één lijn mag daarom nooit hoger zijn dan 5. U berekent de aansluitfactor door de waarden van de afzonderlijke apparaten op te tellen.

3. De aansluitfactor voor dit apparaat is 1,0.

Wachten op kiestoon

Het modem moet altijd eerst een kiestoon ontvangen voordat wordt geprobeerd een verbinding tot stand te brengen. Deze vereiste kan niet worden uitgeschakeld met de opdracht ATX<n>.

Handenvrij bellen

Handenvrij bellen is toegestaan bij gebruik van een aparte (goedgekeurtde) telefoon set.

Användarinstruktioner i överensstämmelse med svenska krav Uppringningskod P och T

Modemet till SupraExpress 56i Pro global modem stödjer inte pulssignalering. Både uppringningskod P (pulssignalering) och T (tonsignalering) är jämförbara och vill tvinga modemet att använda tonsignalering.

New Zealand Modem Statements

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment is not capable, under all operating conditions, of correct operation at the higher speeds for which it is designed. Telecom will accept no responsibility should difficulties arise in such circumstances.

This device is equipped with pulse dialing while the Telecom standard is DTMF tone dialing. There is no guarantee that Telecom lines will always continue to support pulse dialing.

Use of pulse dialing, when this equipment is connected to the same line as other equipment, may give rise to bell tinkle or noise and may also cause a false answer condition. Should such problems occur, the user should not contact the Telecom Faults Service.

Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's Specifications:

1. There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and

2. The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

Where automatic calls are made to different numbers, the equipment shall go on-hook for a period of not less than 5 seconds between the end of one attempt and the beginning of the attempt.

The equipment shall be set to ensure that calls are answered between 3 and 30 seconds of receipt of ringing (S0 set between 2 and 10). This ensures the following:

1. A person calling your modem will hear a short burst of ringing before the modem answers. This confirms that the call has been successfully switched through the network.

2. Caller identification (which occurs between the first and second ring cadences) is not destroyed.

This equipment does not fully meet Telecom's impedance requirements. Performance limitations may occur when used in conjunction with some parts of the network. Telecom will accept no responsibility should difficulties arise in such circumstances.

This equipment should not be used under any circumstances which may constitute a nuisance to other Telecom customers.

This equipment shall not be set to make automatic calls to the Telecom 111 Emergency Service.

Safety   Safety is important when you are operating your computer. Follow the guidelines in this section to enjoy your computing experience.

Batteries   For information about real-time clock battery replacement, contact your Compaq Authorized Dealer, reseller, or 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).

$\triangle$ **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 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.

$\triangle$ **WARNING:** Only authorized technicians trained by Compaq should attempt to repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module-level repair. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or to make modifications to any printed wiring board. Improper repairs can create a safety hazard.

Using the Computer

$\triangle$ **WARNING:** A very small portion of the population may experience epileptic seizures when viewing certain kinds of flashing lights or patterns that are commonly present in our daily environment. These persons may experience seizures while watching some kinds of television pictures or playing certain games, including games played on the Internet PC. Players who have not had any previous seizures may nonetheless have an undetected epileptic condition. Consult your physician if you experience any of the following symptoms while playing games: altered vision, muscle twitching, other involuntary movements, loss of awareness of your surroundings, mental confusion, or convulsions.

$\triangle$ **WARNING:** Some studies have suggested that long periods of typing, improper workstation setup, incorrect work habits, or problems in your personal health may be linked to discomfort or serious injuries. Refer to your *Safety & Comfort Guide* for more information about choosing a workspace and creating a comfortable work environment.

Energy Compliance

Agency labels are on the computer.

Energy Star Compliance

Compaq Internet PC products marked with the Energy Star Logo are compliant with Energy Star Computers Program 2.0 standard of the U.S. Environmental Protection Agency (EPA). The EPA Energy Star Logo does not imply endorsement by the EPA. As an Energy Star Partner, Compaq Computer Corporation has determined that products marked with the Energy Star Logo meet the Energy Star guidelines for energy efficiency.

The Energy Star Computers Program was created by the EPA to promote energy efficiency and reduce air pollution through more energy-efficient equipment in homes, offices, and factories. Compaq products achieve this standard by reducing power consumption when not being used. Instructions for using the energy saving features of your computer are located in the power management section of the documentation that came with your computer.

The power management feature of your computer is supported when used with the following operating system: Microsoft Windows Operating System.

The power management feature, when used in conjunction with an external Energy Star compliant monitor, will support the power-down features of the monitor. The power management feature allows an external monitor to go into low-power mode when the screen saver timeout occurs. To take advantage of these energy savings, the monitor's power management feature has been preset to power down the monitor after a period of system inactivity. Refer to the power management section of the documentation that came with your computer for instructions on modifying or disabling this feature.

⚠ **CAUTION:** Using the Energy Save Monitor feature with non-Energy Star compliant monitors may cause video distortion when the screen saver timeout occurs.

⚠ **CAUTION:** The power management feature is not compatible with some non-Compaq bus-mastering ISA devices. Using the power management feature with some of these devices may cause errors when the system is placed in the low power state.

Glossary

American National Standards Institute (ANSI)	A private, nonprofit organization that facilitates the development of national technical standards by establishing consensus among qualified public and private sector groups.
American Standard Code for Information Interchange (ASCII)	The code used to represent the conversion of keyboard characters into binary digits that can be processed by the computer. See *American National Standards Institute*.
analog	A continuous electronic current of varying frequency. Digital data from a computer must be converted to an analog signal by a modem before it can be transmitted over standard telephone lines. Contrast *digital*.
ANSI	See *American National Standards Institute*.
anti-virus utility	A program that detects and in many cases repairs the damage caused by harmful program code. See *virus*; *utility*.
application	A software program that facilitates the performance of useful work, such as a word processing program.
ASCII	See *American Standard Code for Information Interchange*.
atomic clock	A Web-based service of the National Institute of Standards and Technology synchronizing your computer-assisted clock with its precise time.
backup	A copy of one or more files for safekeeping.
Basic Input Output System (BIOS)	An instruction set stored on the read-only memory chip of a computer that handles how the hardware reacts to commands from software.
binary	A number system that represents digital data and uses only the symbols 0 and 1.

BIOS	See *Basic Input Output System*.
bit	A unit of measurement used to describe the smallest possible piece of computer information, represented as a binary digit. Eight bits is equal to one byte. See *byte*, *binary digit*.
boot	To start up a computer. During the start-up process, information necessary for the computer to operate is loaded into the memory.
browser	A program used to access and view information. See *Web browser*.
bug	An error in computer program code.
bulletin board	A computerized meeting and announcement system that can be accessed directly by dialing the bulletin board system telephone number using a modem or through an ISP connection and the Internet.
bus	The main communication path used by the components of a computer.
byte	A unit of measurement used to describe a quantity of data, equal to eight bits. A character is one byte in size. See *bit*.
CAB files (CABinet files)	Files in the Windows directory on your hard disk that contain the Microsoft Windows operating system distribution files. These files are automatically accessed when necessary.
cable modem	A device that provides constant Internet access through a cable Internet Service Provider.
cache	A portion of memory where frequently used information is duplicated for the purpose of instant access. See *memory*.
CardBus PC card	A 32-bit PC card. See *PC card*.
CD	See *compact disc*. Compare with *digital versatile disc*, *digital video disc*.
CD-ROM	See *compact disc*.
central processing unit (CPU)	Controls the operation of a computer. Arithmetic and logic operations, as well as the decoding and execution of instructions are performed by the central processing unit. See *chip*, *microprocessor*.
channel	A communication path

Channel Bar   A feature of the Microsoft Windows 98 active desktop that provides single-click access to featured Web sites.

chip   A tiny silicon wafer that contains miniature transistors and circuits. See *central processing unit*, *microprocessor*.

client   A computer workstation on a network that has access to the data and services of a central computer known as a server. Contrast *server*.

compact disc (CD)   A circular piece of plastic that can store a maximum of 650 MB of digital data on one side using laser technology. Types of CDs include the following:

❖ CD-ROM (read only memory) contains read-only information.
❖ CD-RW (rewritable) allows information to be saved to the disc using a rewritable or recordable CD drive.

configure   To set up a computer or change program settings.

connector   A receptacle designed to accept the insertion of a specific cable plug, usually located on the back of the computer or device. Some connectors are built into the front of computers for easy access.

CPU   See *central processing unit*.

Creativity Action Center   A set of easily accessible connectors situated on the front of select models of Compaq Internet PCs.

cursor   The symbol on a computer screen that shows where the next typed character will be displayed.

daisy chain   To add a device to the last one in a chain of IEEE-1394 devices. See *IEEE-1394 High Performance Serial Bus*.

database   An organized collection of data designed to facilitate the extraction of useful information.

DCIC   See *Digital Creativity Imaging Center*.

debug   To remove errors from computer program code.

dedicated line   A leased communication path that provides constant access to the Internet.

default   An automatic setting that a program uses unless alternative instructions are entered.

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desktop	See *Windows desktop*.
desktop computer	A personal computer designed to be set up on a desk, as opposed to an easily-transportable notebook computer. Contrast *laptop computer*, *notebook computer*.
desktop publishing	The use of a personal computer with word processing, graphics, or page-layout programs to produce professional-quality documents.
device driver	See *driver*.
dialog box	A window that is displayed when information must be entered to continue.
dial-up networking	A method of accessing a network through a modem and a standard telephone line. Usually refers to accessing the Internet through an Internet service provider. Contrast *dedicated line*.
digital	Electrical signals that carry data in the form of bits. Contrast *analog*.
Digital Creativity Imaging Center (DCIC)	A set of easily accessible connectors situated on the front of select models of Compaq Internet PCs.
digital subscriber line (DSL)	A broadband communication technology that utilizes the bandwidth not used for voice communications on standard telephone lines for data communications. See *DSL modem*.
digital versatile disc (DVD)	A CD-sized disc (referred to as a video) capable of storing a maximum of 17 GB of digital audio, video, or data using both sides of the disc. Also capable of storing a maximum of 135 minutes of video, as well as the associated audio and subtitles in 8 different languages. Contrast *compact disc*. Types of DVDs include the following:

❖ DVD-ROM (read only memory) contains read-only information.

❖ DVD-R (rewritable) allows information to be recorded to the disc only once using a rewritable DVD drive.

❖ DVD-RAM (random access memory) allows information to be saved to the disc using a rewritable DVD drive.

❖ DVD-RW (rewritable) allows information to be saved to the disc using a recordable DVD drive.

directory	An area on a disk where the names and locations of files are stored.

disc	See *compact disc*.
diskette	A storage device made of flexible plastic film coated with iron oxide cased in a hard plastic shell. Also known as a 3.5" or floppy diskette. See *floppy*.
diskette drive	A device that enables a computer to read data from and write data to diskettes.
Disk Operating System (DOS)	The generic name for the Microsoft Disk Operating System (MS-DOS).
DOS	See *Disk Operating System*.
double-click	To press the left mouse button twice in rapid succession.
download	To transfer a copy of a file from a remote computer. Contrast *upload*.
drive	A device that enables the reading and sometimes writing of data to a storage device. See *CD drive*, *diskette drive*, *DVD drive*, *hard drive*, *Zip drive*.
driver	A program that enables the Microsoft Windows operating system to recognize and operate devices installed in or attached to a computer, such as a PCI card or a printer. See *Plug and Play*.
DSL	See *digital subscriber line*.
DSL modem	A device used to connect to the Internet using digital subscriber line service through standard telephone lines. See *digital subscriber line*.
duplex	Describes a communication channel that is always open in both directions. In telecommunications, it refers to the ability of both parties to transmit and receive signals at the same time. Also known as full duplex. Compare *half duplex*.
DVD	See *digital versatile disc*.
e-mail	See *electronic mail*.
electronic mail	A method of sending messages and files across a network or the Internet.
enabling software	An instruction set that must be installed before the associated hardware device can function.
Ethernet	A family of data link protocols that specifies how data is transferred over a network. An category 5 unshielded, twisted pair cable used to connect computers.

expansion slot	A receptacle on the system board that accepts a device that adds functionality to the computer, such as a modem.
Explorer	See *Microsoft Internet Explorer*, *Microsoft Windows Explorer*.
extranet	An intranet that is accessible to those not part of the organization by special permission. See *intranet*.
File Transfer Protocol (FTP)	An instruction set that specifies how files are downloaded or uploaded. See *download*, *upload*.
floppy	Informal term for diskette. Also known as 3.5-inch floppy. See *diskette*.
FTP	See *File Transfer Protocol*.
full duplex	See *duplex*.
gamepad	A device that permits more realistic game play than is possible with a mouse or touchpad.
gameport	See *MIDI/Gameport*.
GB	See *gigabyte*.
gigabyte (GB)	A unit of measurement used to describe data quantity. One GB is equal to approximately one billion bytes. See *byte*.
graphical user interface (GUI)	The collection of images and text shown on the monitor display that facilitates the entry of commands and data. The Windows desktop is a graphical user interface.
GUI	See *graphical user interface*.
half duplex	Describes a communication channel that is only open in a single direction at any given time. In telecommunications, it refers to the ability of only one party to transmit data at any given time. Compare *duplex*.
hard drive	A device that enables a computer to read data from and write data to a hard disk, an internal data storage device.
hardware	The physical components of a computer.
hertz (Hz)	A unit of measurement used to describe frequency rate. One hertz is equal to one cycle per second. See *megahertz*, *microprocessor*, *refresh rate*.

home networking	Allows users to connect HPNA-certified peripheral equipment to an HPNA-certified PC through home telephone lines. See also *Home Phoneline Network Alliance (HPNA)*.
Home Phoneline Network Alliance (HPNA)	The Home Phoneline Networking Alliance is an association of industry-leading companies working together to ensure adoption of a single, unified phoneline networking standard and rapidly bring to market a range of interoperable home networking solutions.
hibernation	Applies to notebook computers only. A state of decreased power consumption. When the notebook computer enters this state, the contents of the memory are automatically written to the hard disk for safe storage. Your notebook computer automatically enters hibernation if any of the following events occur:

❖ The notebook computer has been in the Sleep mode for more than one hour (while connected to battery power only).

❖ The battery reaches the low charge state.

❖ The power button is pressed briefly while the computer is on.

hotplug	To connect or disconnect equipment, such as a PC card or USB device, without restarting the computer.
hover help	The information that may be displayed when the mouse pointer is placed on an icon, button, or toolbar item, such as the name of the button or an explanation of the button function.
HTML	See *Hypertext Markup Language*.
HTTP	See *Hypertext Transport Protocol*.
hub	A switching device used to connect computers to a network.
hyperlink	Colored and underlined hypertext that when clicked provides immediate access to a file, a specific location within a file, or a Web page. See *hypertext*, *link*.
hypertext	Specially formatted words in a document or on a Web page that serves as a link to another location. See *hyperlink*, *link*.
Hypertext Markup Language (HTML)	A standard language used for creating and publishing documents on the World Wide Web.

Hypertext Transport Protocol (HTTP)	An instruction set that specifies how information is published on the Internet. See *Hypertext Markup Language*.
Hz	See *hertz*.
icon	A small picture incorporated into the graphical user interface that represents a link or shortcut to a file, folder, or program.
IEEE	See *Institute of Electrical and Electronics Engineers*.
IEEE-1394 High Performance Serial Bus	A Plug-and-Play digital interface that allows up to 63 devices to be connected sequentially into a single external port. See *daisy chain*, *IEEE-1394 port*, *Plug and Play*.
IEEE-1394 port	A device that transmits data at a maximum rate of 400 Mbps. A variety of devices are supported, such as IEEE-1394 digital cameras, video cameras, and storage devices. See *IEEE-1394 High Performance Serial Bus*.
Intel VideoPhone	A software package developed by the Intel Corporation that makes it possible to place and receive video telephone calls through the Internet or through standard telephone lines using a video camera.
Institute of Electrical and Electronics Engineers (IEEE)	A non-profit group involved in the development of technology and standards in the areas of computer engineering and consumer electronics.
interactive	A term used to describe a program, such as a computer game, that immediately reacts to commands.
interface	See *graphical user interface*.
International Organization for Standardization (ISO)	A non-governmental organization established to promote the development of standards in the areas of intellectual, scientific, technical, and economic activity.
International Telecommunication Union (ITU)	An agency of the United Nations responsible for the regulation, standardization, coordination, and development of international telecommunications standards.
Internet	The largest decentralized computer network in the world. Every computer or network that is linked to the Internet uses TCP/IP. See *network*, *TCP/IP*.

internet	Two or more networks connected together.
Internet Explorer	See *Microsoft Internet Explorer*.
Internet keyboard	A keyboard equipped with special buttons programmed to access the Internet, a favorite program, or perform other frequently used tasks with a touch of a button.
Internet Service Provider (ISP)	A business organization that provides Internet access through dial-up networking or dedicated line access. See *dial-up networking*, *dedicated line*.
intranet	An information site usually implemented by businesses, schools, or other large institutions designed to provide information to members of the organization. An intranet can be thought of as a smaller, private version of the World Wide Web. See *extranet*.
ISO	See *International Organization for Standardization*.
ISP	See *Internet Service Provider*.
ITU	See *International Telecommunication Union*.
joystick	A device that permits more realistic game play than is possible with a mouse or touchpad.
K56*flex*	A data communication protocol developed by Lucent Technologies Incorporated and Rockwell International Corporation designed to transfer data at a maximum rate of 56 Kbps over standard telephone lines using a modem. See *modem*, *V.90 Standard*.
KB	See *kilobyte*.
Kbps	See *kilobits per second*.
keyboard	The primary device used for entering alphanumeric data.
kilobits per second (Kbps)	A unit of measurement used to describe the rate of data transfer.
kilobyte (KB)	A unit of measurement used to describe data quantity. One KB is equal to approximately one thousand bytes. See *byte*.
LAN	See *local area network*.

LCD	See *liquid crystal display.*
LED	See *light-emitting diode*.
light-emitting diode (LED)	A device that glows when an electric current passes through it. Status lights on computers are often LEDs.
link	An item that provides direct access to a file, program, directory, or Web site. See *hyperlink*, *shortcut*.
liquid crystal display (LCD)	A type of display that uses chemicals, or liquid crystals, that respond to polarized light and electrical signals.
listserv	See *mailing list*.
local area network (LAN)	Two or more computers linked together for the purpose of sharing resources, such as files, programs, or printers. A local area network is usually contained within a single building. Contrast *wide area network*.
log on	To gain authorized access to a network or Internet service provider account by providing a user name and password.
mailing list	A mail-forwarding service that allows subscribers to send e-mail to a single address where the message is copied and sent to all subscribers to that particular list.
MB	See *megabyte*.
Mbps	See *megabits per second*.
megabits per second (Mbps)	A unit of measurement used to describe the rate of data transfer.
megabyte (MB)	A unit of measurement used to describe data quantity. One MB is equal to approximately one million bytes. See *byte*.
megahertz (MHz)	A unit of measurement used to describe microprocessor speed. One megahertz is equal to one million hertz, or one million cycles per second. *See* hertz.

memory	The place where data and instructions are stored for use by the processor. There are several different types of memory that include the following:

❖ Random-access memory (RAM) is the space where programs and data are stored as they are used.

❖ Read-only memory (ROM) is the space where data needed to run the computer is stored. The computer can access but not change this data.

❖ Virtual memory is the use of hard disk file space to extend the capability of random-access memory.

MHz	See *megahertz*.
microprocessor	An integrated circuit on the system board that contains the entire central processing unit. May be considered the brain of the computer. The speed of a microprocessor is measured in megahertz. See *hertz*, *megahertz*.
Microsoft Internet Explorer	A Web browser developed by the Microsoft Corporation; used to view hypertext documents on intranet web sites as well as documents on the World Wide Web.
Microsoft Windows	The family of GUI-based computer operating systems developed by the Microsoft Corporation.
Microsoft Windows Explorer	A browser program used to access and view the contents of data storage drives available to the computer.
MIDI	See *Musical Instrument Digital Interface*.
MIDI/Gameport connector	A receptacle that accepts a gamepad, joystick, or similar device to permit more realistic game play than is possible with a mouse or touchpad.
modem (modulator/ demodulator)	A device that converts data from a digital to analog format at the originating computer so that it can be transmitted over standard telephone lines. The modem at the receiving end of the transmission then converts the data from analog back to digital format so that the receiving computer can read it. See *analog*, *digital*.
motherboard	See *system board*.
Moving Picture Experts Group (MPEG)	A working group of the International Organization for Standardization (ISO), responsible for generating data compression standards for digital video and audio data. A family of standards used for coding audio-visual information (e.g., movies, video, music) in a digital compressed format.

mouse	A device used to move a pointer on the display as well as make selections by clicking the buttons. See *double-click*, *left-click*, *right-click*.
MP3	A type of digital audio file. Often, music downloaded from the Internet is presented in this format.
MPEG	Moving Picture Experts Group. See *Moving Picture Experts Group*.
multimedia	The presence of two or more formats, such as audio, animation, graphics, text, or video.
Musical Instrument Digital Interface (MIDI)	A computer file format used to represent musical sounds. MIDI files can be identified by the file extension *.mid.*
navigate	To move from one site or directory to another site or directory.
Netscape Navigator	A Web browser developed by the Netscape Communications Corporation; used to view hypertext documents on intranet Web sites as well as documents on the World Wide Web.
network	Two or more computers linked together for the purpose of sharing resources, such as files, programs, or printers. See *local area network*, *wide area network*.
network adapter	See *network interface card*.
network interface card	A device that enables a computer to be physically connected to, and participate in, data communications on a network.
newsgroup	A public special-interest forum on a network similar to a bulletin board. Subscribers can read and post messages to the newsgroup site.
NIC	See *network interface card*.
online	The state of being connected to a network, especially the Internet.
online Help	Program-specific information stored on the hard disk that can be accessed through the **Help** option on the program menu bar.
operating system (OS)	A set of system software programs that control how the computer works.

OS See *operating system*.

parallel port A device that transfers bits of data simultaneously through the eight separate wires in a parallel cable. Printers are often connected to a parallel port.

partition To format a hard disk so that it behaves as if it is two or more smaller hard disks.

PC Personal computer.

PCI See *Peripheral Component Interconnect*.

peripheral A device connected to a computer, such as a monitor or a printer.

Peripheral Component Interconnect (PCI) A local bus capable of transferring data at a maximum rate of 132 MBps. The PCI bus was the first bus to incorporate Plug and Play. See *bus*, *Plug and Play*.

Personal Computer Memory Card International Association An industry group organized to promote standards for credit card-sized memory and input/output devices that fit into a notebook or laptop computer.

pixel One of the individual dots that make up a graphical image.

playlist Tracks chosen for play from a CD or DVD.

Plug and Play Refers to a device that when connected to a computer is automatically recognized by the operating system and BIOS.

Point-to-Point Protocol (PPP) An instruction set that enables a computer to gain authorized access to a network using dial-up networking, a modem, and a standard telephone line. Many Internet service providers use PPP.

pop-up menu A list of choices that is displayed when an item on a menu bar is selected.

port A point through which data flows between computers or between a computer and a peripheral device. *See* parallel port, serial port.

PPP See *Point-to-Point Protocol*.

Presario Treasures	A link to exclusive deals and discounts from Compaq partners and is available only to Presario owners.
processor	See *microprocessor*.
Product Key	The Microsoft Windows operating system product identification code printed on the lower right corner of the cover of the *Microsoft Windows Getting Started* guide. You must enter this code during the Microsoft Windows Setup.
program	Software installed on a computer that facilitates the performance of useful work, such as a word processing program.
proprietary	Refers to software or hardware technology owned by a company or individual that has exclusive rights to it.
protocol	A formal standard or instruction set.
RAM	See *memory*.
random access memory (RAM)	See *memory*.
RAS	See *remote access server*, *Remote Access Service*.
read-only memory (ROM)	See *memory*.
real-time clock (RTC)	A battery-powered clock inside your computer that keeps time even when the computer is unplugged.
refresh rate	The number of times a monitor redraws the display, measured in hertz. A refresh rate of 75 Hz indicates that the monitor updates its display 75 times per second.
remote access server (RAS)	A computer configured as a server that permits authorized access to a network using specially configured dial-up networking. See *Remote Access Service*.
Remote Access Service (RAS)	A feature of Microsoft Windows NT that permits authorized access to a network using dial-up networking through a specially configured server computer. See *remote access server*.
right-click	To press the right mouse button.
ROM	See *memory*.

RTC   See *real-time clock*.

screen saver   A blank screen or a moving image that automatically is displayed after the computer has not been used for a predetermined amount of time. Screen savers were designed to prevent damage to the screen. As monitor technologies continue to improve and damage is no longer a concern, screen savers are now used to provide privacy and entertainment.

scroll mouse   A device used to move a pointer on the display as well as make selections by clicking the buttons. The scroll mouse also has a scroll wheel located between the two mouse buttons that allows automatic scrolling in documents.

serial port   A device that transfers data one bit at a time through a serial cable.

server   A specially configured computer running network software that provides access to network resources for client workstation computers.

shortcut   An icon on the Windows desktop that provides a direct link to a program, directory, or file. Shortcuts are identifiable by the small arrow located in the lower left corner of the icon image.

Sleep mode   A low power consumption state that components of the computer enter after a predetermined amount of time.

software   Programs that contain computer operation instructions. There are two types of software: application software and system software. See *application*, *operating system*.

Super Video Graphics Adapter (SVGA)   A video card that typically supports resolutions of 1024 x 728 pixels with over 65,000 colors. See *pixel*.

surf   To browse or navigate through the information on the Internet and the World Wide Web.

surge protector   A device that protects electrical devices from brief bursts of excessive voltage.

SVGA   See *Super Video Graphics Adapter*.

system board   The main circuit board inside a computer. Also known as a motherboard.

taskbar   See *Windows Taskbar*.

TCP/IP	See *Transmission Control Protocol/Internet Protocol*.
Transmission Control Protocol/ Internet Protocol (TCP/IP)	An industry standard instruction set that specifies how data is transmitted through a network. TCP/IP enables cross-platform communications, that is, a computer running a Microsoft Windows operating system can access data and information provided by a computer running a different operating system. Every computer and network that is connected to the Internet uses TCP/IP.
uninterruptible power supply (UPS)	A device that provides surge protection and, in the event of a power failure, short-term battery backup power.
Uniform Resource Locator (URL)	An Internet address that specifies the location of information. Also known as Universal Resource Locator.
Universal Resource Locator (URL)	See *Uniform Resource Locator*.
Universal Serial Bus (USB)	A Plug-and-Play bus that allows up to 127 devices to be connected sequentially into a single external USB port. See *daisy chain*, *USB port*. A device that transmits data at a rate of 12 Mbps through a USB cable. A variety of devices are supported, such as USB monitors, keyboards, and printers.
upload	To send a copy of a file to a remote computer. Contrast *download*.
UPS	See *uninterruptible power supply*.
URL	See *Uniform Resource Locator*.
USB	See *Universal Serial Bus*.
USB hub	A USB device that provides additional USB ports. See *Universal Serial Bus*.
utility	A program that assists with the operation of a computer, such as a power management program or anti-virus program.
V.90 Standard	A standard endorsed by the International Telecommunication Union that makes it possible for modems to communicate without regard to technological differences. The k56*flex* standard is incorporated into the V.90 standard, ensuring compatibility between V.90-enabled and K56*flex*-enabled modems.
Video CD	Supports MPEG1 video that does not require separate video player to play.

videophone	See *Intel VideoPhone*.
virtual memory	See *memory.*
virus	A harmful computer program that may cause damage to data or programs. See *anti-virus utility.*
voltage selector switch	A slide switch on the PC that permits connection to more than one voltage input. The switch is normally set to the correct voltage when the PC is shipped.
WAN	See *wide area network*.
Web	See *World Wide Web*.
Web browser	A program that makes it possible to access and view hypertext documents.
wide area network	Geographically separated computers linked together for the purpose of sharing resources, such as data. The Internet is the largest wide area network in the world. Contrast *local area network*.
Windows desktop	The work area shown on the monitor display that contains the Windows Taskbar as well as icons that represent links to programs or shortcuts to programs and files. See *link*, *shortcut*, *Windows Taskbar*.
Windows Taskbar	A thin band that contains the Microsoft Windows **Start** button, the current time, as well as icons that provide links to frequently used programs.
wizard	A utility program that automatically presents the steps necessary to complete a task, such as installing a printer.
World Wide Web	A universal database that provides a consistent means to access large amounts of information. Web documents facilitate the quick retrieval of information through the use hypertext links.
www	See *World Wide Web*.
Zip disk	A storage device with a 100 or 250 MB capacity that is compatible with a Zip drive.
Zip drive	A device that can read and write data to a Zip disk.

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