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Contents

Chapter 1 Introduction 1-1

Who Should Read This Guide? 1-2

Using My Presario—Getting Started 1-2

Symbols and Graphics Used. 1-3

Computer Illustrations and Features 1-3

Where Can I Find Information? 1-4

Safety. 1-5

Safety and Comfort 1-5

How Do I Find Information on the CD-ROM? 1-6

Using My Presario—Learning More CD 1-6

Chapter 2 Setting Up Your Computer 2-1

Your Computer at a Glance 2-2

What' s in Front? 2-2

What' s in Back? 2-2

Plug In and Go! 2-3

Setting Up Your Computer 2-3

Registration 2-4
Registering with Microsoft 2-4
Registering with Compaq 2-4
Internet Service Provider (ISP) 2-5
Setting Up an ISP Account 2-5
Printer Setup 2-6
Setting Up Your Printer 2-6
Chapter 3 Windows Basics 3-1
Features of the Windows Desktop 3-2
Viewing the Windows Desktop 3-2
Using the Start Menu 3-3
Windows Help 3-4
Accessing Windows Online Help 3-4
Chapter 4 Using Your Computer 4-1
Keyboard Basics 4-2
Getting to Know the Standard Keyboard Keys 4-2
Keyboard Buttons 4-3
Using CD/DVD Control Buttons 4-3
Using Internet Zone Buttons 4-4
Using Quick Launch Web Buttons 4-5
Assigning the My Program Button 4-6
Adjusting the Volume 4-6
Putting Your Computer to Sleep 4-7
Waking Your Computer 4-7
Understanding the System Status Lights 4-8

Scroll Mouse 4-9
Making Screen Selections 4-9
Accessing Software and Files 4-9
Scrolling 4-9
Autoscrolling 4-10
Speakers 4-11
Turning on the Speakers 4-11
Adjusting the Volume 4-11
Diskette, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and Zip Drives 4-12
Using the Diskette Drive 4-12
Using the Hard Drive 4-12
Inserting a CD into the CD-ROM, CD-RW, or DVD-ROM Drive 4-13
Removing a Disc from a Drive 4-14
Playing an Audio CD 4-14
Playing a DVD-ROM Movie 4-15
Creating Your Own CDs 4-16
Inserting a Disk Into the Zip Drive 4-17
Removing a Disk from the Zip Drive 4-17
Internet Video Camera 4-18
Using Logitech QuickCam Express 4-18

Chapter 5 Welcome to the Web 5-1

Basic Concepts 5-2

What Is the Internet? 5-2

What Is a Hyperlink? 5-2

Compaq Connection Helper 5-3

Setting the Internet Buttons to AOL 5-3

Internet Connection 5-4

Connecting with Compaq.NET Powered by MSN 5-4

Connecting with AOL 5-4

Web Searches 5-5

Searching the Web Using Compaq.NET Powered by MSN 5-5

Searching the Web Using AOL 5-5

E-mail 5-6

Setting Up Outlook Express E-mail 5-6

Typing an E-mail Message 5-6

Understanding E-mail Addresses 5-7

Sending an E-mail Using Outlook Express 5-8

Sending an E-mail Using AOL 5-9

Content Advisor 5-10

Reading Your Outlook Express E-mail Messages 5-10

Reading Your AOL E-mail Messages 5-10

Restricting Internet Content 5-11

My Presario Web Site 5-12

Checking Your Registration 5-12

Chapter 6 Common Tasks 6-1

Print Basics 6-2

Using the Menu to Print 6-2

Digital Audio Files 6-3

Playing Digital Audio Files 6-3

Games 6-4

Playing Preinstalled Games on Your Computer 6-4

Software 6-5

Installing Software from a CD, DVD, or Diskette 6-5

Installing Software Downloaded from the Internet . 6-6

Chapter 7 Computer Upgrades 7-1

Internal Components 7-2

Accessing Internal Computer Components 7-2

Upgrading Components 7-3

Upgrading the CD-ROM, CD-RW, and DVD-ROM Drives 7-3

Upgrading Computer Memory 7-5

Adding Components 7-6

Adding an Additional Hard Drive 7-6

Adding an Expansion or Option Card 7-9

Chapter 8 Need Some Help? 8-1

Helpful Hints 8-2

Entering BIOS (CMOS) Setup 8-2

Recovery CD 8-3

Using the Recovery CD 8-3

Contacting Technical Support 8-3

Troubleshooting 8-4

Audio 8-4

CD-ROM, CD-RW, or DVD-ROM 8-5

Diskette Drive 8-6

Display (Monitor) 8-8

Hard Drive 8-9

Internet Access 8-10

Keyboard and Scroll Mouse 8-11

Memory 8-12

Power 8-13

Glossary

Index

1 Introduction

In This Chapter

Who Should Read This Guide?, 1-2

Symbols and Graphics Used, 1-3

Where Can I Find Information?, 1-4

Safety, 1-5

How Do I Find Information on the CD-ROM?, 1-6

Congratulations! As the owner of a new Compaq Internet PC, you have joined the world-wide community of Presario computer users. Once your computer is set-up and connected to the Internet, you can explore vast regions of information, entertainment, and online services.

This guide is designed to help you:

- Get acquainted with computer features you'll want to try during the first few days or weeks.
- Keep your computer running smoothly with the tools on your computer.
- Solve problems if they occur.

Who Should Read This Guide?

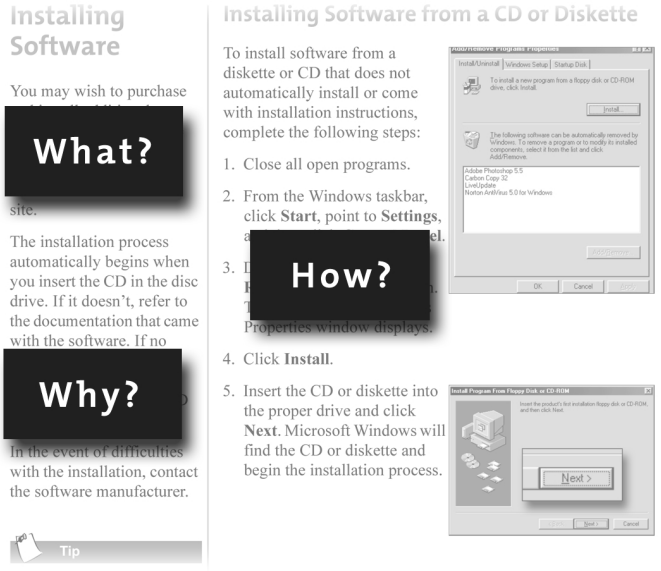
This guide is designed for both beginners and experienced computer users.You can read from cover to cover to learn basic information about your computer or scan the guide for information on a specific topic.

The Glossary, in the back of this guide, has brief definitions of computer terms in everyday language. The electronic Glossary on the *My Presario—Learning More* CD has even more terms.

This chapter shows you how to use this guide and directs you to other sources of information.

Using My Presario—Getting Started

This easy-to-scan guide helps you find the information you want as quickly as possible. The page layout allows you to see, at a glance, how the information is organized.



The first column lists major topics. It explains **what** the topic is and **why** it is important to you. This column also lists important warnings and useful tips, and it directs you to additional reference materials.

The second column explains **how** to perform a procedure. It contains step-by-step instructions.

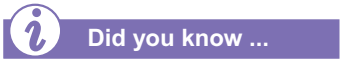
The third column uses graphics to help you visualize the task and to validate what you are doing, as you do it. Detailed graphics may span both columns.

Symbols and Graphics Used

Warnings and cautions are displayed to protect you from injury, your equipment from damage, and your files from data loss.

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

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



Understanding the background or concept may help you solve a problem.

Helpful hints make using your computer easier and faster.

Another document or another page in this document has related information.

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

Computer Illustrations and Features

The computer illustrations shown and the features described in this guide may differ slightly from your Compaq Presario Internet PC.

Where Can I Find Information?

Information is available in several forms: printed documents, electronic documents on the CD that came with your computer, and the Compaq Web site. Use this guide as your first point of reference, and then refer to the following documents:

- Quick Set-Up poster
- Safety and Comfort flyer
- Warranty Certificate
- *My Presario—Learning More* CD
- Presario Newsletter
- *Getting Started: Microsoft Windows* manual

Did you know ...

The Compaq Web site is available worldwide. As you explore the Internet, go to the following address for information about products, services, and "cool" activities:

www.compaq.com

Warranty Certificate

The warranty details Compaq's commitment to repair or replace parts during the warranty period, and it lists important Compaq telephone numbers. ***In the event of a mechanical problem, contact Compaq, not the retailer that sold you the computer.***

Keep the warranty in a safe place for future reference.

Replacing Parts

The Easy Access design of your Internet PC allows you to access internal components: in most cases, without using any tools.

My Presario—Learning More CD describes procedures for upgrading and replacing computer components. If you experience a problem and you are unable to resolve the issue after referring to this guide and the *My Presario—Learning More* CD, contact Technical Support. If a replacement part is needed, the technician will send the replacement part, along with illustrated instructions for removing the factory-installed part and replacing it.

Upgrading Your Computer

Expand your Presario performance with upgrades like memory and additional peripherals, such as digital cameras and printers. To learn more, visit the online store at:

www.compaq.com

Safety

Your computer is an electrical device. Treat it with care to avoid personal injury and damage to the equipment.

Warning

To reduce the risk of electric shock and damage to the equipment, read the Safety and Comfort guide on the My Presario—Learning More CD before performing any procedures involving the internal components of your computer.

Did you know ...

During an electrical storm, disconnect your computer (and all peripherals) from the power source. After shutting down your computer, turn off the power button on the surge protector(s).

Safety and Comfort

My Presario—Learning More CD contains Safety and Comfort information on how to:

- Set up your work area for maximum comfort.
- Practice good posture, hand position, work habits, and health habits while using your computer.
- Use a grounding plug to prevent electrical shorts, shocks, or fires.
- Use a surge protector to regulate the flow of electricity to the computer, modem, and all peripherals, such as a printer, speakers, and monitor.
- Become static-free before removing the side panel.

How Do I Find Information on the CD-ROM?

The *My Presario—Learning More* CD has information on the following topics:

- Advanced features of your computer
- Solving computer problems
- Safety and comfort
- Compaq service and support
- Upgrading your computer
- Government regulatory information

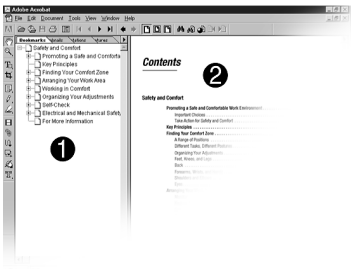
Did you know ...

Electronic documents often have hyperlinks to help you find information quickly. When you pass the cursor over a hyperlink, a small hand is displayed. When you click a hyperlink, it jumps to the referenced page. Hyperlinks are represented by navigation buttons, colored text, and images.

Using My Presario—Learning More CD

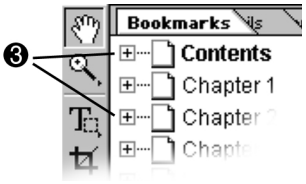
1. Choose the topic or manual you want to learn more about by clicking 2 times.
2. The screen displays the file hierarchy in the navigation panel on the left ❶ and the contents on the right ❷.

   Note: Click the **Plus** + sign ❸ next to a topic in the left panel to display subtopics.



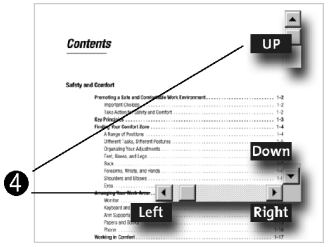
3. Click the topic you want to view. The screen displays the topic you selected.

   Note: If necessary, use the scroll bar ❹ to view all of the page.

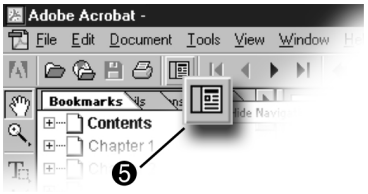


4. To view additional topics, click topics from the navigation panel ❶.

   Note: You can click the **Show/ Hide Navigation Pane** ❺ button to close the navigation panel and enlarge the contents panel.



5. When you finish, click the word **exit** (a hyperlink) in the lower right corner of the screen or click the **Close** ☒ button in the upper right corner of the screen (on the title bar).



Note: You can print individual pages from the CD or the entire set of documents. You can also print pages from a Web site.

Setting Up Your Computer

2

In This Chapter

Your Computer at a Glance, 2-2

Plug In and Go!, 2-3

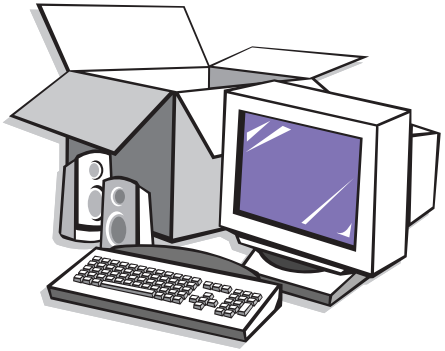
Registration, 2-4

Internet Service Provider (ISP), 2-5

Printer Setup, 2-6

Your Internet PC is designed for complete ease of use—from setting up to upgrading new components. This chapter introduces you to the internal and external features of your computer. It also walks you through the process of registering your computer and setting up an Internet Service Provider (ISP) account. The remaining chapters of this guide show you how easy it is to use your Compaq Presario.

Note: Illustrations and features shown may differ slightly from your Computer.



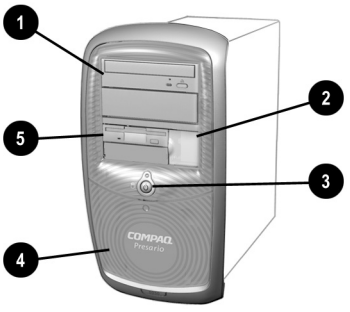
Your Computer at a Glance

Before you begin, you'll want to become familiar with the components of your Compaq Presario.

Tip

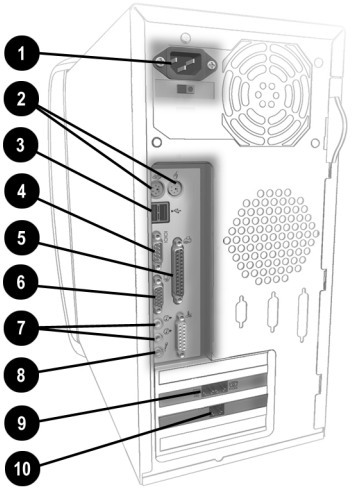
Some components have color-coded connectors that match the ports on the back of your computer.

What's in Front?



❶ CD-ROM, CD-RW, or DVD-ROM drive
❷ Dual USB and 1394 (varies by model) port for connecting peripheral devices, such as gamepads, joysticks, and video cameras
❸ Power On button
❹ CD storage for storing five CDs
❺ Diskette drive

What's in Back?



❶ Power port
❷ PS2 ports for connecting a keyboard or mouse
❸ USB ports for connecting an Internet keyboard or other USB devices
❹ Serial port for connecting a serial printer
❺ Parallel port for connecting peripheral devices, such as printers
❻ Monitor port
❼ Audio speaker ports
❽ Microphone port
❾ Modem port for connecting to a phone line
❿ Ethernet port for connecting to an Ethernet network (if equipped)

Note: Connectors may vary by model.

Plug In and Go!

If a cable is disconnected or you move your computer to another location, this topic helps you to quickly set up again.

Tip

It's a good idea to purchase a surge protector to protect your computer from electrical spikes and power surges.

See also ...

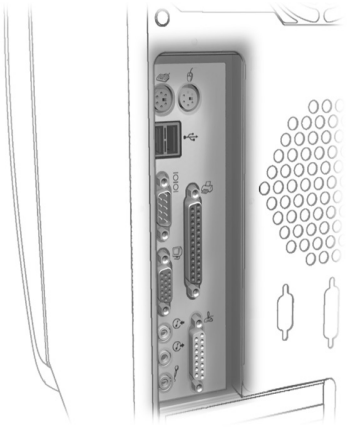
The Quick Set-Up poster that came with your computer is a visual guide to setting up your computer.

Tip

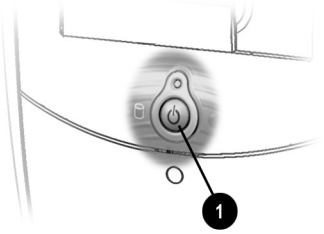
If you have home networking, refer to the home networking documentation, located on the My Presario—Learning More CD, for instructions on connecting your phone lines.

Setting Up Your Computer

Note: Do not set up the printer until your computer has been set up.



1. Connect the monitor according to the color coding, icons, and the instructions from the monitor manufacturer.
2. Connect the speaker cable and microphone cable (if applicable).
3. Connect the power cable.
4. Connect the keyboard to the rear USB port and the mouse to the PS2 port.
5. Connect the telephone cable between the Modem Line In port and the wall outlet.
6. Plug the monitor and computer power cables into the wall outlet or surge protector.
7. Turn on the monitor and press the **Power On** ❶ button to turn on your computer.



Note: If you are setting up your computer for the first time, follow the on-screen instructions to register both your operating system and your computer. The next two topics discuss the registration process.

Registration

The first time you turn on your computer, you will be guided through the registration process before accessing the Windows desktop. It is very important that you register:

- Windows with Microsoft
- your computer with Compaq

Registering with Microsoft enables you to receive software updates, and important notices about new Microsoft products.

Registering with Compaq enables you to receive technical support for the hardware, software updates for Compaq programs, and other special offers.

Did you know ...

Anytime you install new software or hardware, be sure to register it with the manufacturer.

Registering with Microsoft

To register the Windows operating system with Microsoft, follow the on-screen instructions. After entering the appropriate information on each screen, click the **Next** button to move to the next screen.

When you have finished, register your computer with Compaq.

Registering with Compaq

To register your computer with Compaq, follow the on-screen instructions. After entering the appropriate information on each screen, click the **Next** button to move to the next screen.

When you have finished, you are ready to set up an account with an Internet Service Provider (ISP). Refer to the following page.

Internet Service Provider (ISP)

An ISP gives you access to the Internet. Just as you need an account with a cable company to have cable service, you must also have an ISP account to access the Internet and to use e-mail.

After setting up your Internet connection, you can press the **Instant Internet** *i* button on your Internet keyboard, and then like magic—you're on the Web!

Did you know ...

If you have problems connecting to an ISP, call the ISP for assistance.

Setting Up an ISP Account

After registering with Microsoft and Compaq, you are prompted to set up an ISP account.

Note: Credit cards are required to register with Compaq.NET powered by MSN and America Online. However, you can check your local area for ISPs that offer other financial arrangements.

To set up your account, do one of the following:

- If you want Compaq.NET powered by MSN as your ISP, click the **Compaq.NET powered by MSN** icon and follow the on-screen instructions.
- If you already have Compaq.NET powered by MSN as your ISP, click **I already have Compaq.NET powered by MSN** and follow the on-screen instructions.
- If you want America Online (AOL) as your ISP, click the **America Online** icon and follow the on-screen instructions.
- If you already have America Online as your ISP, click **I already have America Online** and follow the on-screen instructions.
- If you already have an existing Internet account other than Compaq.NET powered by MSN or America Online, click **I Already Have an Internet Provider** and follow the on-screen instructions.

Note: If you do not sign up for an ISP account now, you can click the ***Free Internet Trial*** icon on your desktop and sign up anytime you like.

Printer Setup

After setting up and registering your computer, you are ready to set up your printer.

A printer allows you to print any document from your *My Presario—Learning More* CD, your e-mail, and Web sites.

Did you know ...

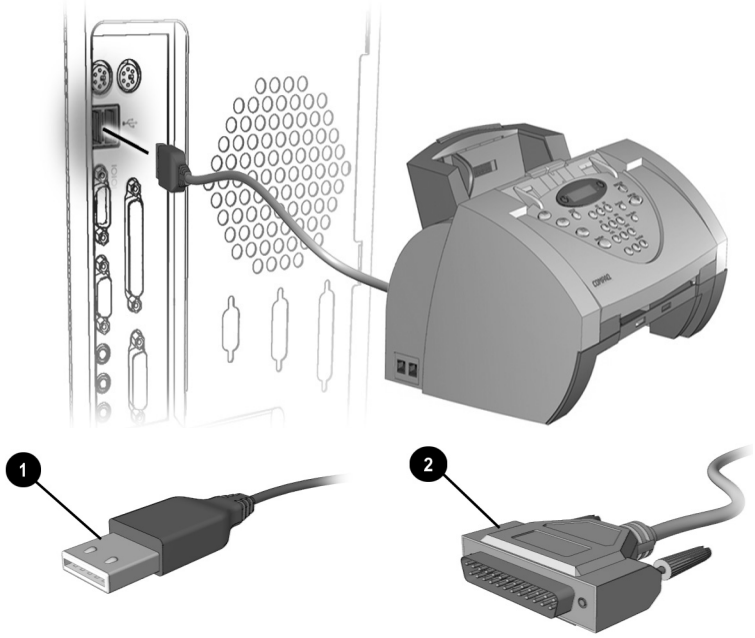
Compaq registration must be complete before you plug in your printer and run the printer set-up diskette.

Did you know ...

Most new computers have a Universal Serial Bus (USB) port for a new printer that uses the latest technology. Older printers, which plug into a parallel port, cannot be connected to a USB port. Your printer may use a USB plug ❶ (rather than a parallel plug ❷) for installation. USB is new technology on all currently manufactured computers.

Setting Up Your Printer

1. Complete Plug In and Go! and Registration first (described on previous pages).
2. Set up the printer according to the printer manufacturer's instructions.
3. Connect the printer to the back of your computer according to the icons.
4. Turn on your computer (if it's not already on).
5. Turn on the printer.
6. Follow the on-screen instructions. If prompted, insert the printer set-up diskette.



Note: Location and style of connectors may vary by model.

Windows Basics

3

In This Chapter

Features of the Windows Desktop, 3-2

Windows Help, 3-4

See also ...

For more information on the Windows desktop, refer to the Getting Started: Microsoft Windows manual that came with your computer.

Microsoft Windows is the operating system that runs on your computer. This means that Windows controls and manages your computer by translating your mouse and keyboard instructions into a language your computer can understand.

The Windows desktop is your personal workspace. On the Windows desktop, you give your computer instructions to perform tasks: accessing files, copying files, connecting to the Internet, reading e-mail, and more.

In this chapter, you will learn how to use the standard features of the Windows desktop.

Features of the Windows Desktop

Although computers vary based on specific hardware and software, the Windows desktop has many standard features.

In this section, you are introduced to the major components of the desktop:

- Icons
- Taskbar
- Start menu
- Windows Help

See also ...

To learn about the advanced features of the Windows desktop, refer to the My Presario—Learning More CD.

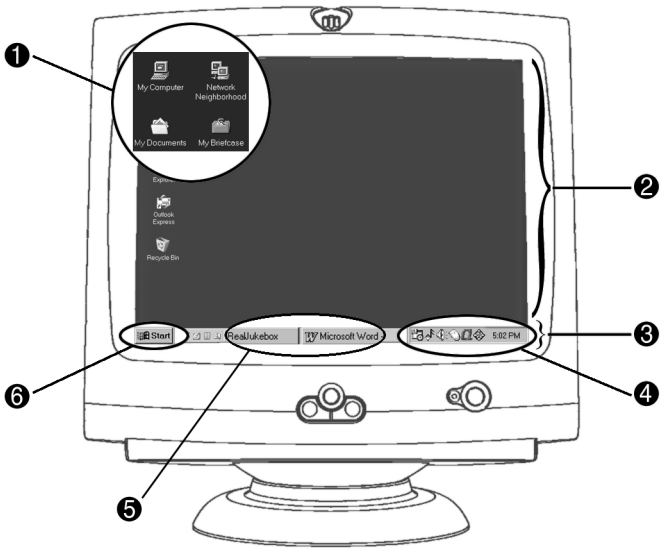
Did you know ...

Each time you access a program, a button ❺ for that program appears on the Windows taskbar ❸. Click each button to switch to that program.

Viewing the Windows Desktop

When you turn on your computer, Microsoft Windows automatically starts. The first screen you see after Windows goes through the startup process is the Windows desktop, the area in which you work.

Note: The programs and icons displayed vary by model.



On the Windows desktop ❷ there are several small graphics ❶ (called icons). An icon represents a program, disk drive, file, or folder, and provides easy access to the programs or documents you use on a regular basis.

Across the bottom of the desktop is a gray bar (called the Windows taskbar ❸). The taskbar includes the **Start** button ❻, buttons for each program ❺ that is currently active, and the system tray (systray) ❹. The taskbar allows you to pick and choose options or activities, and it is displayed on your desktop.

The systray ❹ contains icons for some of the system programs that load automatically at startup. The system clock is also displayed on the systray.

Using the Start Menu

When you click the **Start** button, a menu is displayed that allows you to select tasks, such as:

- Starting a program
- Finding or opening a document
- Changing your computer settings
- Shutting down the computer

The Start menu also lists programs, documents, and other options available on your computer.

See also ...

The My Presario—Learning More CD provides additional information about the features of Microsoft Windows.

Did you know ...

*You should always turn off your computer by selecting **Shut Down** from the **Start** menu. Otherwise, an error message is displayed the next time you turn on your computer.*

The following table lists some typical Start menu options and the function of each option. The available Start menu options vary by model.

Start Menu Options		Functions
	Programs	Displays a list of programs available on your computer.
	Favorites	Opens your favorite files and Web pages.
	Documents	Displays a recently accessed list of documents, which you can select to open again.
	Settings	Allows you to modify Windows desktop or computer settings.
	Find	Enables you to search for files or folders located on a drive that you specify.
	Help	Displays answers to your questions about Microsoft Windows.
	Run	Opens programs and Web pages.
	Log Off	Logs off the current user so that a new user can log on.
	Shut Down	Shuts down or restarts your computer.

Windows Help

Microsoft Windows includes online documentation to help answer your questions about how the computer operating system works.

Did you know ...

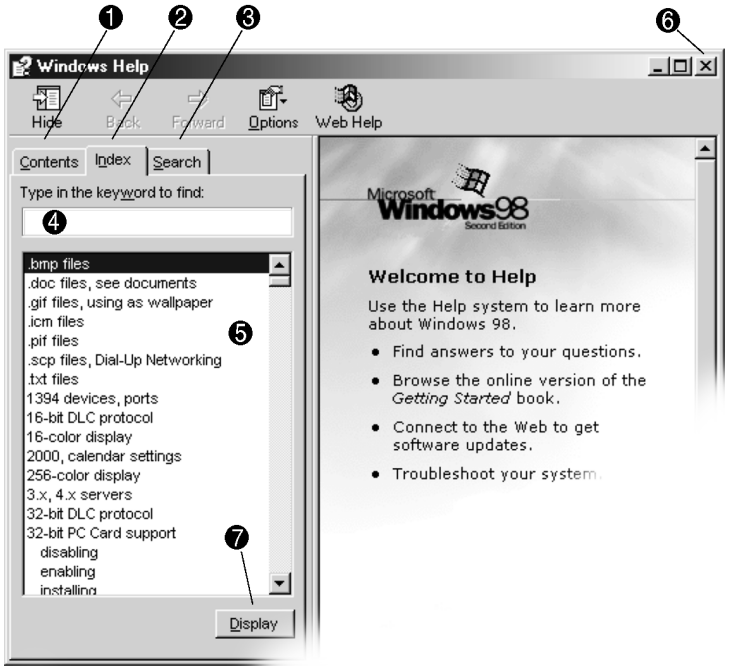
If you are not familiar with the features of Microsoft Windows, several tutorials are available through Microsoft's online Help file.

*The Microsoft Web site, at **www.microsoft.com**, offers numerous tools and information on the following topics:*

- *Windows*
- *Internet Explorer browser*
- *Microsoft Knowledge Base*

Accessing Windows Online Help

1. Click the **Start** button.
2. Select **Help**. The Windows Help screen is displayed.
3. Select the **Index** tab ❷.



Note: The **Contents** tab ❶ lists help topics by subject, the **Index** tab ❷ lists topics alphabetically, and the **Search** tab ❸ enables you to search for topics based on keywords you type in the box.

4. Type the keyword you want to know about ❹ or select an index entry from the list ❺. If you type a keyword, the associated index entry is automatically displayed.
5. Click the **Display** button ❼. The information appears on the right side of the screen.
6. To exit, click the ☒ button ❻ on the Help screen.

Using Your Computer

4

In This Chapter

Keyboard Basics, 4-2

Keyboard Buttons, 4-3

Scroll Mouse, 4-9

Speakers, 4-11

Diskette, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and Zip Drives, 4-12

Internet Video Camera, 4-18

In this chapter, you learn about the following exciting, easy-to-use features of your computer:

- **Keyboard**—Become familiar with the keyboard and all its capabilities, including one-button access to the Internet!
- **Scroll Mouse**—See how easy it is to use the scroll mouse and learn shortcuts to save time.
- **Speakers**—Enjoy the experience of high-quality sound with your computer.
- **Hard Drive, CD-ROM, and DVD-ROM Drives**—Use the various drives to listen to your favorite CDs or to watch movies.
- **Internet Video Camera**—Understand the many capabilities of an Internet video camera.

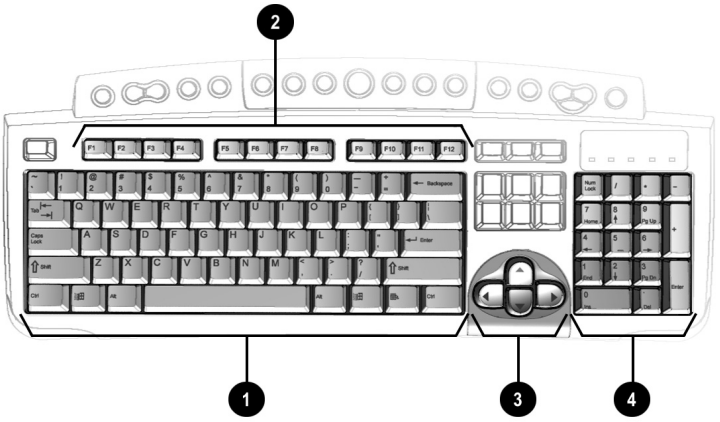
Keyboard Basics

The standard keys perform the following functions:

- **Main keys** are the typewriter-style keys.
- **Function keys** are the **F1** through **F12** keys. Two of these keys are active even without a program running. **F1** allows you to get help on Windows-related topics. **F3** allows you to search for files or folders.
- **Arrow keys** can be used for games and to navigate in a document or Web site. These keys allow you to move left, right, up, and down, using the keyboard instead of the mouse.
- **Numeric keys** work like a calculator keypad.

Getting to Know the Standard Keyboard Keys

Some keys have special functions when used alone or combined with other keys. These functions vary depending on the program you are using.



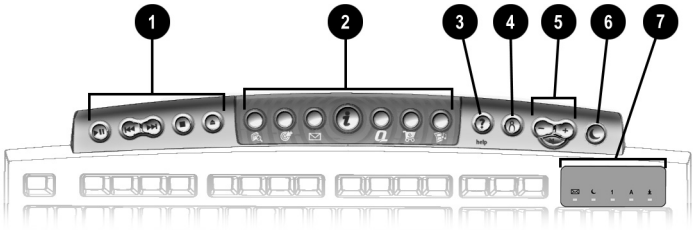
❶ Main keys
❷ Function keys
❸ Arrow keys
❹ Numeric keys

Note: Style of keyboard may vary.

Keyboard Buttons

The keyboard buttons make it easier and faster to get on the Internet, use your favorite software, or listen to your favorite CD. You might even want to watch a movie or send an e-mail.

The keyboard buttons are shown in the following illustration. They are discussed in detail on the following pages.

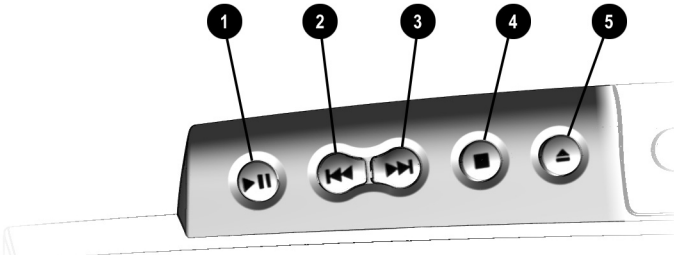


❶ CD/DVD Control Buttons
❷ Internet Zone Buttons
❸ Quick Launch Help Button
❹ Quick Launch My Program Button
❺ Volume/Mute Button
❻ Sleep Button
❼ LED Status Lights

Using CD/DVD Control Buttons

The CD/DVD control buttons provide a quick and easy way to play a CD or a DVD movie at the touch of a button.

Many CDs begin playing automatically when inserted into the drive. Refer to Playing an Audio CD in this chapter to play a CD.



❶ **Play/Pause** starts or stops a 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 play, rewind, and fast forward functions.
❺ **Eject/Load** ejects or loads the CD or DVD.

Note: Buttons may vary by model.

See also ...

Refer to Adjusting the Volume in this chapter to adjust the volume when playing a CD or a DVD.

Using Internet Zone Buttons

With the press of a keyboard button, you can get on the Internet fast, read your e-mail, or check out the latest in entertainment.

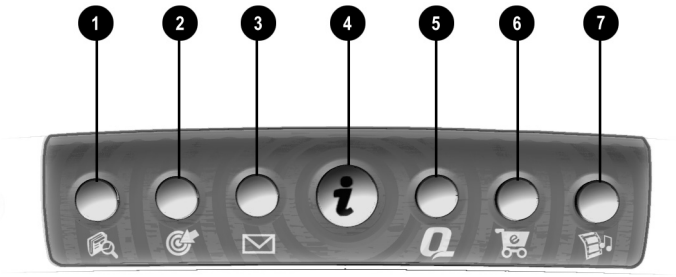
Depending on which Internet Service Provider (ISP) you have, the default options provided by the Internet Zone buttons may vary.

Did you know ...

Until you set up your Internet Service Provider (ISP), each Internet button takes you to a window that guides you through the ISP set-up process.

See also ...

Refer to the "Setting Up Your Computer" chapter in this guide for detailed information on setting up your ISP.

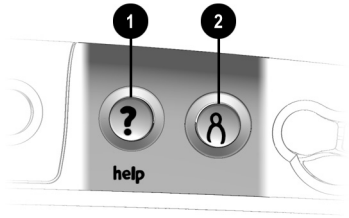


Note: Button functions may vary by model and by region.

No.	Description
❶	**Search** accesses a Web site that helps you locate news and information on the Internet. Search for topics including news and information, shopping, images, music, and video. The default Web browser is Alta Vista.
❷	**Activity** launches your favorite Internet Zone activity. The default brings you to your Community center, a vibrant online community experience with chat sessions, discussion boards, clubs, home pages, photo albums, and more.
❸	**E-mail** provides one-touch access for sending and reading your e-mail.
❹	**Instant Internet** provides your daily start point to the Internet. It connects you to a Web page filled with local weather, news, sports and financial information.
❺	**My Presario** is your instant connection to Compaq for getting the most out of your computer and the Internet. Learn about the top Internet Zones or adventure into your favorite Activity Centers to get creative using the Web.
❻	**Retail/Affinity Central** provides an instant connection to your computer store and a variety of leading consumer companies.
❼	**Entertainment** is your online scoop on the world of entertainment featuring music downloads, streaming video, Web casts, entertainment news, and reviews.

Using Quick Launch Web Buttons

You can access your favorite program, Web site, or document by pressing the **Quick Launch** Web buttons. These are the **Help ?** and **My Program** buttons.



See also ...

Refer to "Preventive Maintenance" on the My Presario—Learning More CD for additional information on service and support.

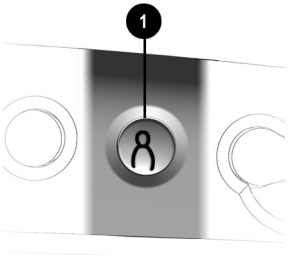
No.	Description
❶	**Help** takes you to the Service and Support folder on the Windows desktop. The following utilities are made available: • McAfee Active Shield • Carbon Copy • Back Web • Compaq Diagnostics • Quick Restore
❷	**My Program** accesses the utility where you can program the button to launch your favorite software, Web site, or document.

Note: Buttons and their function may vary by model and region.

Assigning the My Program Button

After you assign the **My Program** button settings, pressing the button automatically opens your selected software, Web site, or document.

1. Press the **My Program** button ❶. A window opens.
2. Select a program or Web site.
3. Click **Next**.
4. Select **Program** or **Document**.
5. Select the program or document you want to assign to the **My Program** button.
6. Click **OK** to verify your selection.
7. Click **OK**.



See also ...

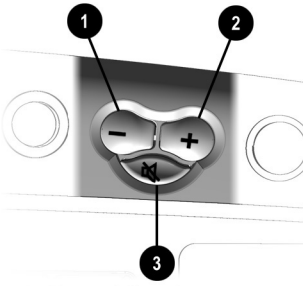
Instructions for reassigning this button are found on the My Presario—Learning More CD.

Adjusting the Volume

The **Volume Control** buttons allow you to control the volume of your computer. Or, if you want silence, press the **Mute** button. It's that simple!

When listening to or viewing a CD or DVD, use the following buttons on your keyboard to adjust the volume as needed:

- Press the **minus** − button ❶ to decrease the volume.
- Press the **plus** + button ❷ to increase the volume.
- Press the **mute** button ❸ to turn off the sound.



Tip

You can also adjust the volume by clicking the Speaker icon located in the system tray at the bottom-right corner of the Windows taskbar.

Putting Your Computer to Sleep

If you're going to be away from your computer but want to leave the power on, you can let your computer go to sleep. This process allows you to run programs while your computer goes into a low-power state, which saves energy. However, some software (such as DVD software) might disable the sleep mode.

Press the **Sleep** button ❶ on the keyboard and your computer goes to sleep. Or, your computer will go to sleep automatically if no activity occurs within 20 minutes.

Tip

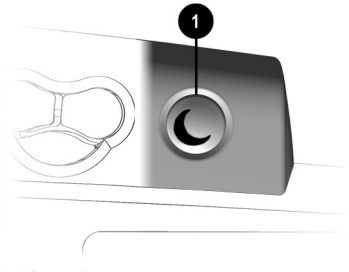
You can wake your computer by moving the mouse, by clicking a mouse button, or by pressing any of the keyboard buttons.

Did you know ...

You can change the amount of time that passes before your computer goes to sleep. See the My Presario—Learning More CD for instructions.

Waking Your Computer

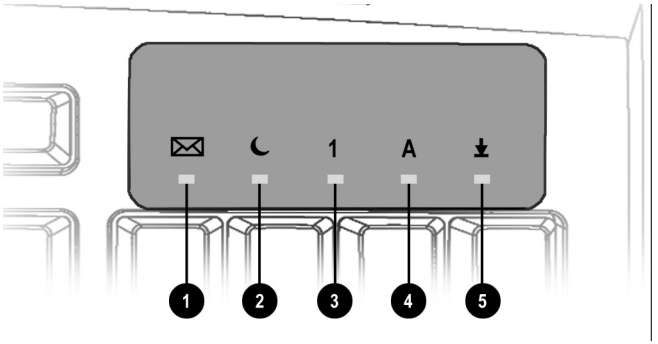
Press the **Sleep** button ❶ on the keyboard and your computer wakes up.



Understanding the System Status Lights

The system lights on the keyboard provide a quick status of your computer and keyboard settings.

The system status lights are shown in the following illustration, and the function of each light is explained.



Tip

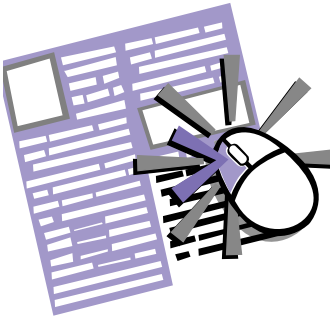
Post Office Protocol (POP) is a commonly used messaging protocol. The most widely used implementation of this protocol is POP3. POP3 is a retrieval protocol, used to retrieve mail messages from a POP server. E-mail messages received by the POP server are delivered to a server mailbox and messages reside there until you retrieve them.

No.	Description
❶	**E-mail** indicates when you have e-mail waiting to be read. **Note:** This light only works with POP3 Internet services such as Compaq.NET powered by MSN. The light does not work with proprietary Internet services such as AOL.
❷	**Sleep** indicates the computer is in the sleep mode.
❸	**Num Lock** indicates that you can use the numeric key pad to type numbers.
❹	**Caps lock** indicates all text typed will appear as capitalized letters.
❺	**Scroll lock** indicates when the scroll-lock function is engaged, allowing you to scroll through a document without moving the cursor.

Scroll Mouse

Your computer comes with a scroll mouse. The scroll mouse directs a cursor on the Windows desktop. You use the mouse to move quickly and easily through a document or Web site.

Instead of using the scroll bar to display pages, move the scroll wheel on your mouse forward or backward through a document or Web site to save time.

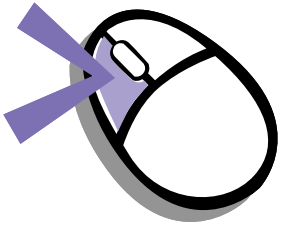


Tip

Some mouse functions may not work with all software.

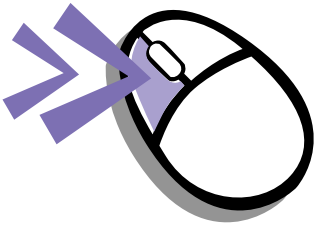
Making Screen Selections

Click by pressing and releasing the left mouse button quickly one time. You will hear a single clicking sound.



Accessing Software and Files

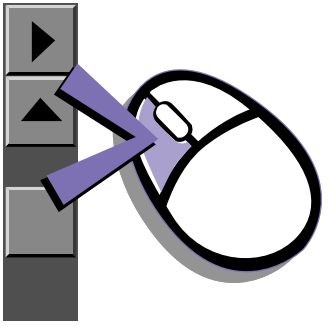
Double-click by pressing and releasing the left mouse button twice, quickly.



Scrolling

Click by pressing and holding down the left mouse button with the cursor positioned on a scroll bar.

Click and hold down on the scroll handle (the box in a scroll bar area) to position text. Or single-click the arrow buttons to move up or down one line at time.



Autoscrolling

AutoScroll allows you to move forward and backward through a document without having to move the mouse or mouse wheel continuously.

1. Open a program and press the scroll wheel to begin autoscrolling.
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 autoscrolling, press a mouse button.

Did you know ...

The scroll mouse can be customized for a left-handed user from the Mouse Properties dialog box. (Open the Control Panel and right-click the mouse icon.)

Speakers
(available on select models)

Speaker options depend on which model you purchase. However, the JBL Platinum Series are the standard speakers that come with most new Compaq Presario monitors. You can use the speakers freestanding or mount them to the side of the monitor. For more information, see the documentation that came with the speakers.

To set up the speakers, follow the directions on the monitor Quick Set-Up poster. If you purchased speakers separately, follow the included instructions.

Did you know ...

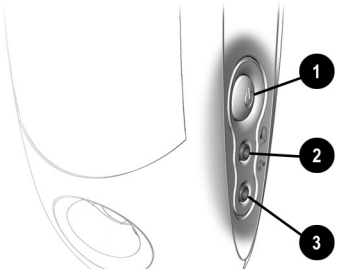
You can plug a digital MP3 portable audio player into the Audio In port on the right side of the speaker (on JBL Platinum Series speakers). Other portable music players include:

- *CD players*
- *Cassette players*
- *AM/FM Stereo*

These devices connect with a stereo cable (3.5 mm/3.5 mm plug) available at most electronic stores and computer retailers.

Turning on the Speakers

To turn the speakers on or off, press the **Power** button on the right side of the speaker.



No.	Description
❶	**Power Button**—conveniently allows quick power down when not in use, or to mute the sound. Simply push and release the **Power** button—the light indicates when the power is on.
❷	**Headphone Jack**—allows you to connect most stereo headphones for your personal listening pleasure.
❸	**Audio-In Port**—an advanced feature that lets you quickly connect your favorite digital MP3 player or any portable audio device and play audio directly through the speakers.

Note: The speakers receive power from the monitor, even when the monitor power is off. This allows your portable music player to be played without turning on your computer.

Adjusting the Volume

If the volume is too low, use the **Volume Control** on the connected digital player to adjust the volume.

1. PC Audio
   a. Keyboard
   b. Software
2. Audio In Port
   a. Keyboard

Diskette, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and Zip Drives

Your computer may have one or more drives depending on the model you purchased:

- Diskette drive
- Hard drive
- CD-ROM drive
- CD-RW drive
- DVD-ROM drive
- Zip drive

Each drive has different size capacities for storing information.

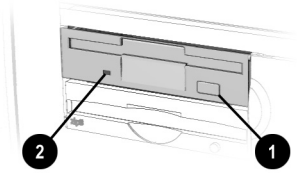
The diskette drive uses a diskette to store files. Once information is copied onto a diskette, it remains there until you delete or overwrite it.

The other drives are discussed on the following pages.

Using the Diskette Drive

1. Hold a diskette with the label facing up and the arrow on the diskette pointing toward the drive; then gently push the diskette into the drive.

2. To remove a diskette, press the **Eject** button ❶ on the diskette drive.



▲ **Caution:** Wait until the diskette-drive activity is complete (the activity light ❷ stops glowing) before removing a diskette. Removing a diskette when the drive is reading from or writing to the diskette can damage the diskette or the information stored on it.

Note: Remove the diskette from the drive prior to shutting down Microsoft Windows.

Using the Hard Drive

The hard drive stores system files, software, and data files inside your computer. When you install software, download files from the Internet, receive e-mail and attachments, or create new files, the computer saves them on your hard drive. The available storage space is gradually used. To regain storage space, you can delete files or programs loaded on your computer, or save them on external media such as diskettes, CD-R or CD-RW discs.

Inserting a CD into the CD-ROM, CD-RW, or DVD-ROM Drive (number and style of drives vary by model)

The CD-ROM drive allows you to read data from a CD or listen to a music CD.

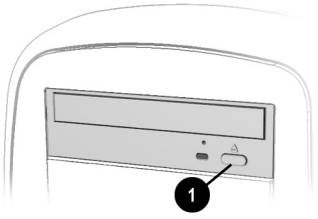
The CD-RW drive allows you to read and write data to a disc(s) for storage, and allows you to listen to music or read data CDs.

The DVD-ROM drive allows you to view your favorite movies, listen to music, or read information from CDs.

If a CD doesn't play, make sure the drive is closed.

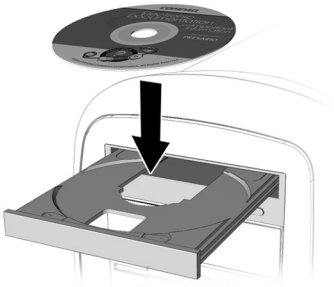
Note: Your computer must be turned on before you can insert or remove a disc.

1. Press the **Load/Eject** ⏏ ❶ button to open the drive.



2. Carefully lift the disc from the CD case by holding the disc only by the edges to avoid touching the surface.

3. Place the disc, label side facing up, into the round area of the tray. If the tray contains support tabs, carefully slide the disc under the tabs to position it correctly in the tray.



4. Press the **Load/Eject** ⏏ ❶ button to close the drive.

A CD-ROM drive reads CDs, CD-R, and CD-RW media. A DVD-ROM drive reads all CD media, plus DVD discs.

When you have finished listening to the CD, store the disc in the storage compartment on the front of your computer or in its protective case.

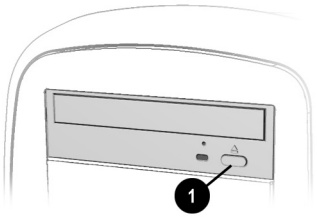
See also ...

To adjust the volume, refer to Adjusting the Volume in this chapter.

Did you know ...

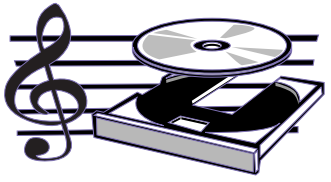
If the CD-ROM, CD-RW, or DVD-ROM drive can't play a disc, check to be sure that the disc is inserted with the label face-up and properly seated in the drive. The DVD-ROM drive takes longer to begin playback because it has to determine the type of media being played.

Removing a Disc from a Drive



1. Press the **Load/Eject** ⏏ ❶ button to open the drive.
2. Carefully lift the CD or the DVD from the drive.
3. Press the **Load/Eject** ⏏ button on the front of the drive to close the door.
4. Store the disc in its protective case or in the storage compartment on the front of the computer.

Playing an Audio CD



1. Insert a disc into the CD-ROM or DVD-ROM drive with the label face up.
2. If, after a few seconds, the disc does not automatically start playing, press the **Play/Pause** ⏯ button on the keyboard.
3. Perform the following tasks using your Internet keyboard as needed:

   ➔Click the **Pause** ⏸ button to pause play.

   ➔Click the **Forward** ⏭ and **Back** ⏮ buttons to skip tracks.

   ➔Click the **Stop** ■ button to stop playing the CD.

   ➔Press the **Eject** button on the drive to remove the disc.

Playing a DVD-ROM Movie

You can only play a DVD movie from a DVD-ROM drive. When you are finished watching a movie, store the DVD in its protective case.

1. For best performance, close all running programs before inserting a DVD movie and insert the DVD into the DVD-ROM drive. Playback begins automatically.
2. If playback does not begin automatically, click the **Start** button on the Windows taskbar.
3. Point to **Programs,** and then **Compaq DVD Express**.
4. Choose **Compaq DVD Player** and then click the **Play** ▶ button.

Tip

You can control the actions of the DVD player (pause, rewind, etc.) from the CD/DVD control buttons on the keyboard.

See also ...

Refer to Adjusting the Volume in this chapter to adjust the volume when playing a DVD.

Creating Your Own CDs

CDs are created using the Adaptec Easy CD Creator (available on select models). Various uses of the CD-RW drive are shown below:

Note: Confirm that the Easy CD Creator software has been installed before you begin creating CDs.

Media	Uses
Audio	Create personal music CDs with your favorite music tracks and MP3/WMA files.
Data	Create a data CD to store data, such as files or folders from the hard disk. This feature is useful for backing up important files or sharing data with other people.
Direct CD	Write files directly to a CD-R/CD-RW just like you copy files to a disk drive. Drag-and-drop files from one drive to another in Microsoft Explorer without accessing Easy CD Creator.
CD Copier	Create entire copy of a CD or a back up of data files.
Jewel Case Creator	Make custom jewel case inserts and CD labels to indicate the title and contents of a CD (labels are sold separately).

Note: There is an extensive online Help built into the software. To view online Help you must load Adobe Acrobat Reader from the *My Presario—Learning More* CD.

The CD-RW drive allows you to create your own CDs. You can buy two types of media: CD-R and CD-RW.

CD-R media can be played on most of the newer CD players, CD-ROM, and DVD-ROM drives. CD-R media can be written to only once. However, you can write to CD-RW media using multiple recording sessions until you Close out the disc.

CD-RW media can be used to make backups of your personal CDs or hard disk. These discs are reusable and can be erased and rewritten to numerous times.

The Adaptec Easy CD Creator software is intuitive. When you place the cursor over any of the functions, a description of the function is displayed.

See also ...

For more information about using the CD-ROM, CD-RW, or DVD-ROM drives, refer to the My Presario—Learning More CD.

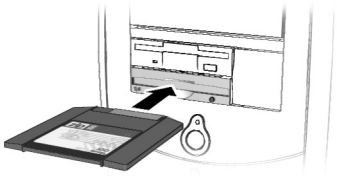
The Zip drive makes organizing, copying, storing, and transporting large files easy. The Zip drive uses a Zip disk, which gives you more storage space than a diskette. A Zip disk offers extra space for the following types of tasks:

- Storing files from the Internet
- Backing up files from the hard drive
- Storing games
- Saving school or class projects
- Saving family files and budget records
- Creating a multimedia library with image, sound, and video files

Inserting a Disk Into the Zip Drive

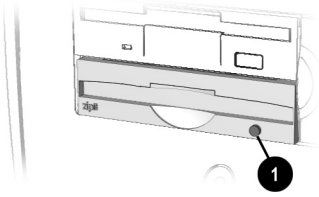
(available on select models)

Note: Your computer must be turned on before you can insert a Zip disk.



1. Hold the Zip disk, label-side facing up, and gently push the disk into the Zip drive until you hear it snap into place.
2. Right-click the **Start** button, and select **Explore**.
3. Browse in Windows Explorer to locate the Zip drive, which shows the Zip drive icon.
4. Move or copy files to and from the Zip drive as needed.

Removing a Disk from the Zip Drive



1. Press the **Disk Eject** button ❶ to eject the disk.
2. Store the Zip disk in its protective case.

Note: If you leave a Zip disk in the drive when you turn off your computer, the disk will automatically eject.

Internet Video Camera

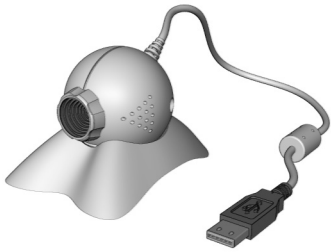
The Logitech QuickCam Express Internet video camera provides many useful features:

- Captures images at the touch of a button
- Sends photo and video e-mail as easily as text
- Allows video chatting for a face-to-face get-together with far away friends and family
- Allows you to save a video image, print it, or send the image over the Internet with easy-to-use software
- Quickly creates a personal video
- Has one-click "Web camming," which lets you put the special events in your life online

Using Logitech QuickCam Express

(available on select models)

The Logitech camera installs within minutes. Refer to the Logitech documentation packed with the camera for detailed operating instructions.



Note: Load the camera software prior to plugging the camera into the computer.

The camera software comes with free access to the Logitech Spotlife Web site which includes 15MB of free Web space for:

- Video broadcasting live over the Internet
- Chatting directly with viewers using text or audio

Welcome to the Web

5

In This Chapter

Basic Concepts, 5-2

Internet Connection, 5-4

Web Searches, 5-5

E-mail, 5-6

Content Advisor, 5-10

My Presario Web Site, 5-12

In just a few moments, you will be on the World Wide Web. It is estimated that thousands of new users will be joining you to connect to the Internet for the very first time!

In this chapter, you begin to explore the endless possibilities of the Internet—e-mail, shopping, news, entertainment, research, education, and much more. Separate procedures are provided for Compaq.NET powered by MSN and American Online (AOL) users.

Welcome to the World Wide Web. You are about to enter a very exciting new world!

Basic Concepts

Internet, Web, URL, hyperlinks, cyberspace—sound confusing?

The Internet definitely has its own terminology. Take a few moments to understand some basic concepts that will help you start surfing the Web.

To begin surfing, you need to establish an Internet Service Provider (ISP) account.

See also ...

Refer to the "Setting Up Your Computer" chapter in this guide for information on how to register for an ISP account.

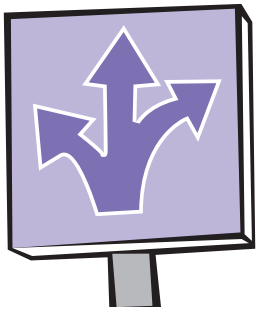
What Is the Internet?

The Internet is a network of computers connected using standard telephone lines. The Internet is worldwide, like the telephone system.

The Internet stores and transmits documents, pictures, music, and movies provided by computer users from all over the world.

When information on a particular topic, or related topics, is gathered in one location on the Internet, that's called a Web site.

What Is a Hyperlink?



Imagine you're reading a newspaper. As you read page 1, it says something like "For more details, see page 3, column 2."

Hyperlinks in a Web site work the same way. Use the mouse to click a hyperlink and you can move instantly from page to page, Web site to Web site. Linking files together is what gives the Web its name, weaving and connecting idea to idea, all over the world.

Compaq Connection Helper

Once you have signed up with an Internet Service Provider (ISP), there are a few things you need to know to be able to surf the Web.

If you choose Compaq.NET powered by MSN as your ISP, the Internet buttons on your keyboard are automatically set. However, if you choose AOL as your ISP, you need to use the Compaq Connection Helper to reset the following Internet buttons on your keyboard:

- **Instant Internet** *i*
- **Search**
- **Instant E-mail**

Setting the Internet Buttons to AOL

1. On the Windows taskbar, click the **Start** button.
2. Point to **Programs**, and then **Compaq Utilities**.
3. Choose **Compaq Connection Helper**. The Compaq Connection Helper dialog box is displayed.
4. Double-click the **AOL** icon. The Internet keyboard buttons will now access **AOL**.

Internet Connection

Web pages are viewed with a Web browser, such as Microsoft Internet Explorer or Netscape Navigator. A Web browser is a program that lets you view and explore information on the Web.

Common features of a Web browser include:

- Home page—your starting point for exploring the Web
- Bookmarks/Favorites—a list of Internet addresses you often visit
- History list—a list of Web sites you have visited

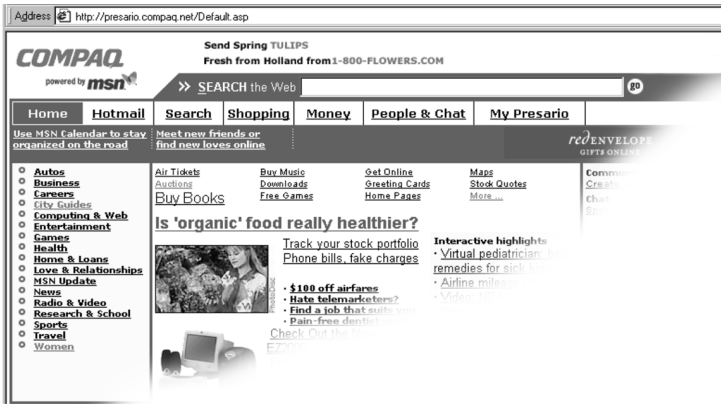
See also ...

The My Presario—Learning More CD has more information on Web browsers, e-mail, and news reader settings.

Note: Depending on the version of AOL you are using, your screen may vary.

Connecting with Compaq.NET Powered by MSN

If you have chosen Compaq.NET powered by MSN as your ISP, press the **Instant Internet** button to access the Compaq.NET powered by MSN home page.



Connecting with AOL

If you have chosen AOL as your ISP and completed "Setting the Internet Buttons to AOL," press the **Instant Internet** button to access the AOL home page. Screen varies with version of AOL.

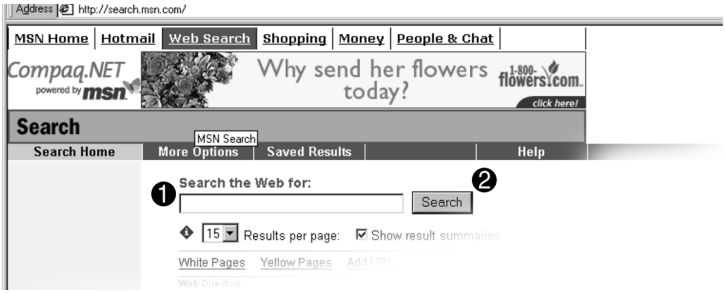
Web Searches

One way to find what you're looking for on the Web is to use a search engine—your personal guide to the Web.

A search engine takes information that is scattered on Web sites all around the world and lists it for easy viewing and printing.

Searching the Web Using Compaq.NET Powered by MSN

1. Press the **Search** button on the Internet keyboard. The search page is displayed.



2. Enter a keyword in the Search box ❶.
3. Click the **Search** button ❷. The search engine displays a list of Web pages containing your keyword.

Searching the Web Using AOL

1. Complete the "Setting the Internet Buttons to AOL" procedure.
2. Press the **Search** button on the Internet keyboard. The AOL search page is displayed.

3. Enter a keyword in the Search box ❶.
4. Click the **Search!** button ❷. The search engine displays a list of Web pages containing your keyword.

E-mail

E-mail (electronic mail) is very similar to the mail the postal carrier delivers to your home or office—except much faster.

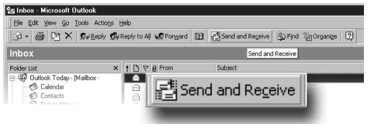
You can send letters, pictures, postcards—even music and video clips—to friends, family, and co-workers in an instant.

Outlook Express is an e-mail program that comes with your computer. Other e-mail programs include AOL and Hotmail.

Tip

If you receive an error message saying that your e-mail was undeliverable, check the address, punctuation, and spacing and then try sending it again.

Setting Up Outlook Express E-mail



1. Press the **Instant E-mail** button on the Internet keyboard.
2. Click the **Send and Receive** button on the toolbar. A dialog box requesting your password is displayed.
3. Type a password.
4. Click **Remember Password**.
5. Click **OK**. You are now set up and ready to use e-mail.

Typing an E-mail Message

Regardless of the e-mail software you choose, creating an e-mail message is like filling out a form. When typing an e-mail message, you must complete the following:

Feature	Description
To:	E-mail address of the recipient
Subject:	Summary of your message in a few words
Cc:	Person(s) receiving a copy of your message
Message:	Content of your message

Understanding E-mail Addresses

To send and receive e-mail, you need an e-mail address so that your Internet Service Provider (ISP) will know where to "pick up" and "deliver" mail.

Some ISPs allow you to pick an e-mail address, but others require you to follow a set pattern:

- your name
- @
- ISP server name

ISP names can be longer and more complex, but basically anything to the right of the @sign is the ISP server name and anything to the left is the user name. For example:

See also ...

The My Presario—Learning More CD has information on finding e-mail addresses.

Did you know ...

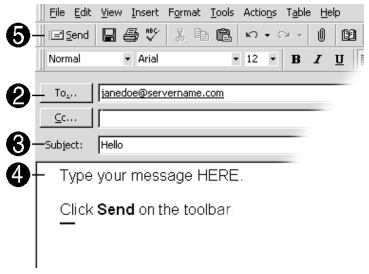
E-mail extensions identify the type of server where an organization resides. Some of the most common e-mail extensions and their descriptions are as follows:

Extension	Description
.org	organization
.com	commercial
.net	commercial
.edu	education

Sending an E-mail Using Outlook Express

Now that you've connected to an ISP, set up Outlook Express, and have an Internet address, it's time to write your first e-mail message.

1. Press the **Instant E-mail** button on the Internet keyboard.
2. Click the **New Mail Message** icon ❶.
3. Type the recipient's e-mail address in the To box ❷.
4. Type the subject of your message in the Subject box ❸.
5. Type your message in the message window ❹.
6. Click **Send** ❺.



Tip

E-mail addresses are written in a very specific way. Be sure the e-mail address you enter contains no spaces and has a period after the server name. Dashes and underscores may be used. Capital letters may be required. Ask the e-mail recipient exactly how to write their e-mail address.

See also ...

The My Presario—Learning More CD has more information on using e-mail.

Sending an E-mail Using AOL

Now that you've connected to an ISP, set up Outlook Express, and have an Internet address, it's time to write your first e-mail message.

1. Press the **Instant E-mail** button on the Internet keyboard.
2. Click the **Write** icon on the AOL toolbar.
3. Type the recipient's e-mail address in the Send To box ❶.
4. Type the subject of your message in the Subject box ❷.
5. Type your message in the message window ❸.
6. Click **Send Now** ❹.

Tip

E-mail addresses are written in a very specific way. Be sure the e-mail address you enter contains no spaces and has a period after the server name. Dashes and underscores may be used. Capital letters are not required. Ask the e-mail recipient exactly how to write their e-mail address.

See also ...

The My Presario—Learning More CD has more information on using e-mail.

Content Advisor

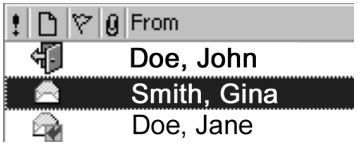
You receive e-mail messages automatically, even when your computer is shut down! Your ISP stores these messages until you decide to open your e-mail program and read them.

Your e-mail status light on the keyboard will glow when you have e-mail.

The e-mail status light only works with POP3 Internet services such as Compaq.NET powered by MSN. The light does not work with proprietary Internet services such as AOL.

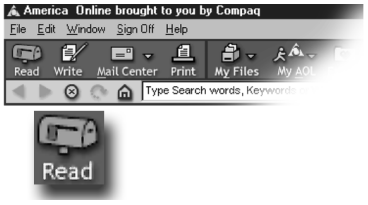
Reading Your Outlook Express E-mail Messages

1. Press the **Instant E-mail** button on the Internet keyboard.
2. Click **Inbox**. New messages appear in bold type.
3. Double-click the message to display the message text.
4. Click the **Close** button in the upper right corner of the screen to close the e-mail, or press the **Delete** key on the keyboard to delete the message.



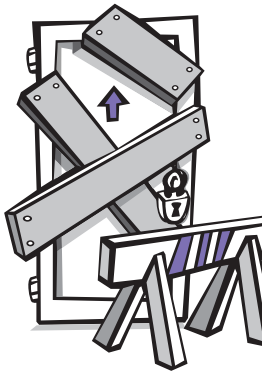
Reading Your AOL E-mail Messages

1. Press the **Instant E-mail** button on the Internet keyboard.
2. Click the **Read** icon. New messages appear in bold type.
3. Double-click the message to display the message text.
4. Click the **Close** button in the upper right corner of the screen to close the e-mail, or press the **Delete** key on the keyboard to delete the message.



Restricting Internet Content

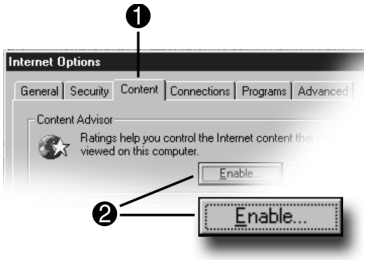
The Internet provides you with access to a wide variety of information, but some information may not be suitable for every viewer.



With Content Advisor, you can:

- Control Internet access.
- Set up a password.
- Set up a list of Web sites that people who use your computer cannot view.
- Adjust what types of content people who use your computer can view with or without your permission.

1. On the Windows taskbar, click **Start**, point to **Settings**, then **Control Panel**, and then **Internet Tools**.
2. Click the **Content** tab ❶.
3. In the Content Advisor area, click **Enable** ❷.
4. Click **Settings**, and then type your password in the Password box.
5. Click a category in the list, and then drag the slider to set the limits you want to use.
6. Repeat this process for each category you want to limit, and then click **OK**.



My Presario Web Site

One of the first places you'll want to visit on the Internet is the My Presario Web site: **www.compaq.com/mypresario**

Whatever your interests, Compaq has something for everyone:

- entertainment
- gaming
- travel
- health
- sports

The My Presario Web site has advice for home-based businesses and being more productive on your computer, as well as basic information for first-time Web surfers. This Web site also has useful links to the Compaq Store and to sales and support that quickly get you to the information you need.

Press the a button and see what Compaq and this Web site have to offer you!

Checking Your Registration

1. Press the a on the Internet keyboard. The Compaq **My Presario** Web site is displayed.
2. Click **Customize My Presario**.
3. Verify that your personal information is correct.
4. Click **Sign in.**

Common Tasks

6

In This Chapter

Print Basics, 6-2

Digital Audio Files, 6-3

Games, 6-4

Software, 6-5

In this chapter, you learn how to perform some of the more common activities with your new Internet PC.

More details about these and other everyday activities can be found on the *My Presario—Learning More* CD.

Print Basics

To print one or more pages from a document file or Web page, you have to connect your printer and install the necessary software. These procedures are detailed in the "Setting Up Your Computer" chapter in this guide.

To see what the document will look like when printed, select the **Print Preview** option from the File menu. This option is available in most software packages

Tip

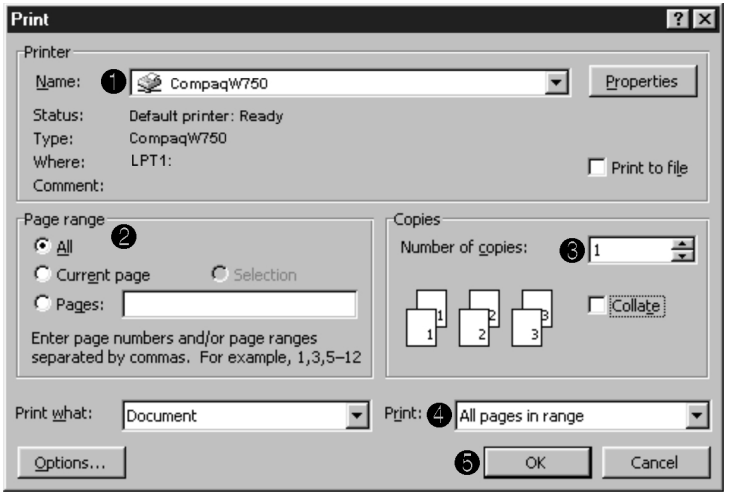
These options vary depending on the printer you installed.

See also ...

For additional information about your printer, refer to the manufacturer's documentation.

Using the Menu to Print

1. Click **File** on the menu bar.
2. Click **Print**. The Print dialog box is displayed.
3. Select the printing options you want.
   - ➜ Confirm the printer you are printing to ❶.
   - ➜ Choose the page range to print ❷.
     - All pages
     - The current page you are viewing
     - A range of pages (for example, type 1–4)
   - ➜ Confirm the number of copies you want to print ❸.
   - ➜ Select All, Odd, or Even pages in range ❹.



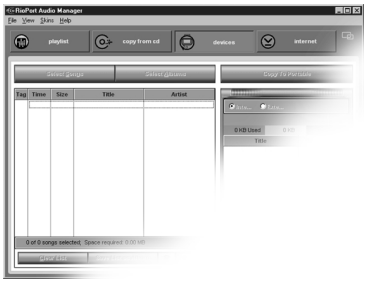
4. Click **OK** ❺.

Digital Audio Files

In addition to music CDs, your computer can play digital audio files, such as music downloaded from the Internet.

You can download MP3 files and play them using your RioPort Audio Manager software. RioPort Audio Manager is available on select models.

Playing Digital Audio Files



1. From the Windows taskbar, click the **Start** button.
2. Point to **Programs** and then select **RioPort Audio Manager**. The Audio Manager is displayed.
3. Follow the on-screen instructions for creating and playing a playlist. For help on specific functions, press the **F1** key or choose **Help Topics** from the Help menu.

Games

Your new Internet PC is not only a powerful tool for surfing the Internet and running software, it can also allow you to play games. Your computer came with several Windows games preinstalled, and many more are available for purchase or by downloading from the Internet. You can play games online with other players from all over the world.

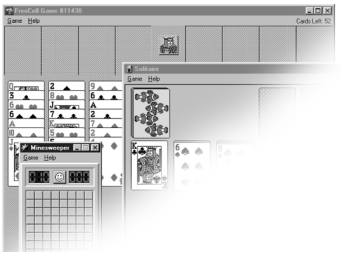
Before purchasing a game, check the computer requirements (listed on the outside of the game box) to make sure that your computer is configured correctly for the game you want to buy.

Did you know ...

You should always use the same disc drive (CD-ROM or DVD-ROM) that you used to install the game when you play the game. If you experience problems installing or playing a game, contact the game manufacturer for assistance, or visit their Web site for updates.

Playing Preinstalled Games on Your Computer

1. From the Windows taskbar, click the **Start** button.
2. Point to **Programs**, then **Accessories,** and then **Games**.
3. Click the icon for the game you want to play.



Software

You may want to purchase and install additional software. Software can be installed from a CD, DVD, or diskette, and it can be downloaded from a Web site.

The installation process automatically begins when you insert the CD in the disc drive. If the installation process doesn't automatically begin, refer to the documentation that came with the software. If no documentation exists, follow the procedure listed here to install software from a CD or diskette.

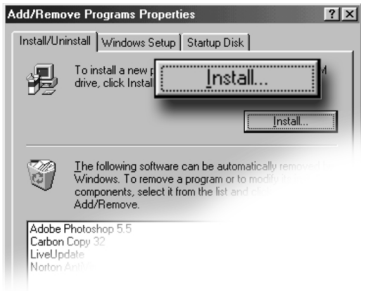
In the event of difficulties with the installation, contact the software manufacturer.

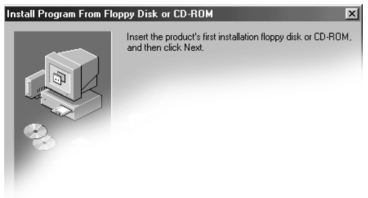
Tip

When selecting software for your computer, make sure the packaging states that it is compatible with your version of Microsoft Windows, your computer memory, processor, and available disk space.

Installing Software from a CD, DVD, or Diskette

1. Close all open programs.
2. From the Windows taskbar, click the **Start** button, point to **Settings**, and then click **Control Panel**.
3. Double-click the **Add/ Remove Programs** icon. The Add/Remove Programs Properties window is displayed.
4. Click **Install**.
5. Insert the CD or diskette into the proper drive and click **Next**. Microsoft Windows will begin the installation process.





If you download software from a Web site, follow the installation instructions that are usually displayed on the Web page. If installation instructions are not available, complete the steps listed here.

Did you know ...

Before downloading files of any kind from the Internet, make sure that call-waiting is disabled, and that your anti-virus utility is running.

Did you know ...

If the download process is interrupted, you must restart the download procedure from the beginning.

See also ...

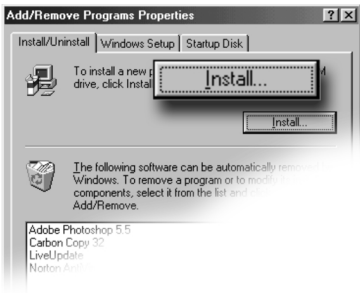
For more information on anti-virus software, see "Preventive Maintenance" on the My Presario—Learning More CD.

Did you know ...

Some software is downloaded in a compressed state. Most Web sites using this technology provide links to download the appropriate utility to uncompress the files.

Installing Software Downloaded from the Internet

1. Before you start downloading, note the location on the hard drive where the files will be stored. Also, be sure that you have enough disk space available.
2. After the download is complete, terminate your Internet connection.



3. Close all other open programs.
4. From the Windows taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.
5. Double-click the **Add/Remove Programs** icon. This window displays.
6. Click **Install**. A window displays.
7. Click **Next**. The Run Installation Program window displays.
8. Click **Browse**.

9. Locate and select the **Setup.exe** or **Install.exe** file for the downloaded software.
10. Click **Open** to begin the installation process.

Computer Upgrades

7

In This Chapter

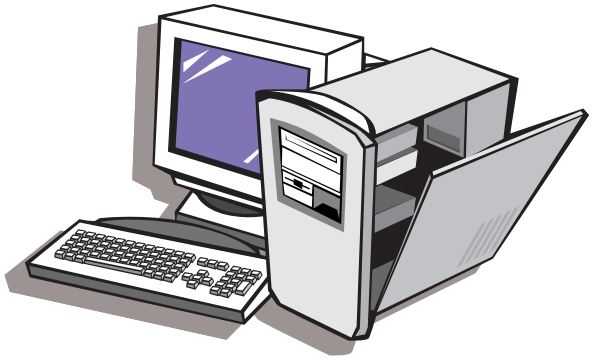
Internal Components, 7-2

Upgrading Components, 7-3

Adding Components, 7-6

In this chapter, you learn how to access the internal parts of the computer and how to perform basic upgrades.

Many components of the computer are replaceable and upgradable. This chapter should be used as a supplement to the instructions provided with your new component.



Internal Components

Your Computer is constructed with an Easy Access panel. This design makes accessing the internal parts easy.

Warning

Failure to disconnect the power from the computer may result in personal injury.

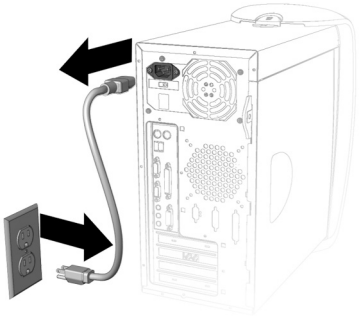
Caution: Before working with the components inside the computer, you must ground yourself and the equipment to prevent static electricity from damaging the parts. To discharge any static buildup, you should touch a metal part of the computer chassis before touching any internal parts.

Did you know ...

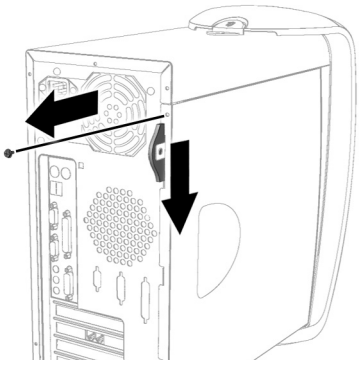
The screw securing the side access panel does not need to be replaced. The screw securing the side panel is used for shipping purposes only.

Accessing Internal Computer Components

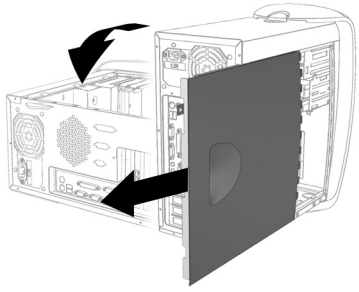
1. Press the Power button to turn off the computer.
2. Disconnect the power cable from the wall and computer.



3. Remove the screw securing the side access panel.
4. Locate the latch directly below the screw, pull down, and hold in the down position.



5. Grab the handle and slide the side panel from the chassis.
6. Turn the computer on its side, with the open side facing up.



Upgrading Components

The CD-ROM, CD-RW, and DVD-ROM drives are often called optical drives because they use light to read and write information to a Compact Disc (CD) or Digital Versatile Disc (DVD).

Your CD-ROM drive reads data from a CD. They are a popular choice for software and data distribution due to the combination of large storage capacity and high quality performance.

The CD-RW drive uses advanced technology to write and rewrite to compact disc(s). CD-RW drives are capable of writing multiple formats, such as saving data or video and audio files.

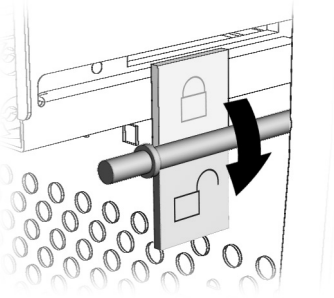
The DVD-ROM drive allows you to listen to music or watch movies.

Did you know ...

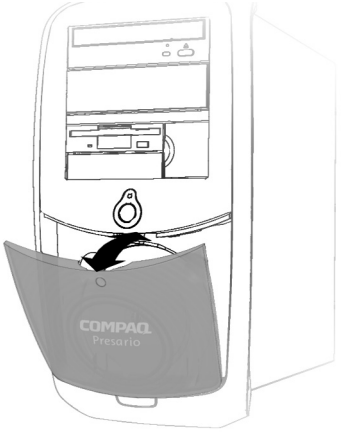
You do not have to place the lock in the up position after replacing the new drive(s).

Upgrading the CD-ROM, CD-RW, and DVD-ROM Drives

1. Complete the Accessing Internal Computer Components procedure.
2. Locate the drive door lock inside the chassis.
3. Rotate the lock to the down position to unlock the upper front panel door.



4. Press the indention located on the lower front panel to open the lower door.



Tip

The upper front panel door was designed with finger holes to make opening the door easy.

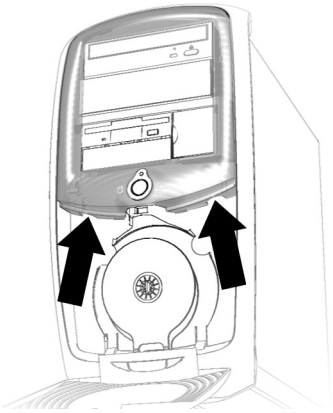
Tip

The drive data cable has a color pull tab to help you identify the cable.

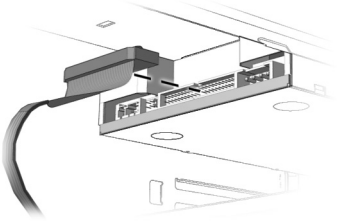
Tip

The drive rails snap on and off the drive(s). Save the drive rails that came with your computer. They will be used on your new drive(s).

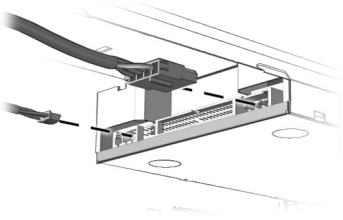
5. Grasp under the bottom of the upper front panel door, lift up, and gently remove from the hooks.



6. Press both sides of the drive rails and pull the empty drive bay from the front of the computer.
7. Remove rails from empty drive bay and attach them to the new drive by connecting them to the industry standard holes located on each side.
8. Slide drive into the empty drive bay.
9. Connect the data cable to the new drive.



10. Connect the audio and power cables to the new drive.



Upgrading Computer Memory

Memory is the workspace for your computer. Data and instructions are stored temporarily in memory. The most powerful processor and the fastest hard drive will not perform well without the workroom to keep the program and data close at hand.

There are several different types of memory modules. Your computer uses Synchronous Dynamic Access Memory (SDRAM).

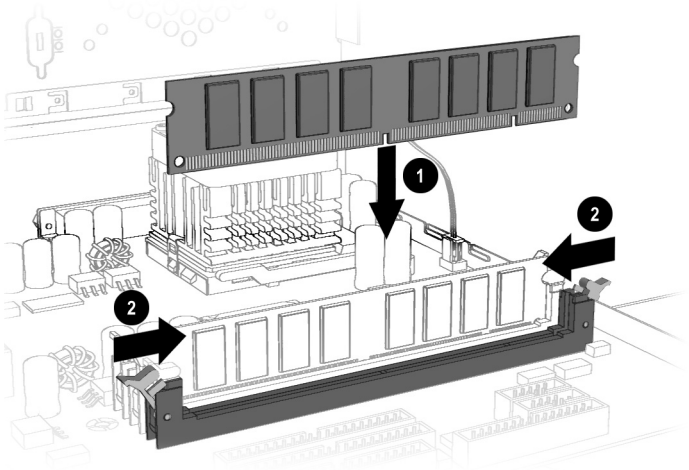
Did you know ...

If a blank screen is displayed after replacing the memory module, the memory is incorrectly installed. Repeat the procedure to ensure the memory module is properly positioned.

Tip

Upgrade memory modules of identical type and speed to match what was originally installed in your computer.

1. Complete the Accessing Internal Computer Components procedure.
2. Pull outward on the release latches found on both ends of the memory slot.
3. Align the Memory Module with the memory slot ❶.
4. Push the module carefully and firmly into the slot ensuring that the latches ❷ on both ends snap into place.



Note: Press gently to ensure the memory module is properly positioned.

Adding Components

The hard drive is used to store information permanently inside your computer. Before adding an additional hard drive, back up the important data files of your original hard drive for safekeeping.

Tip

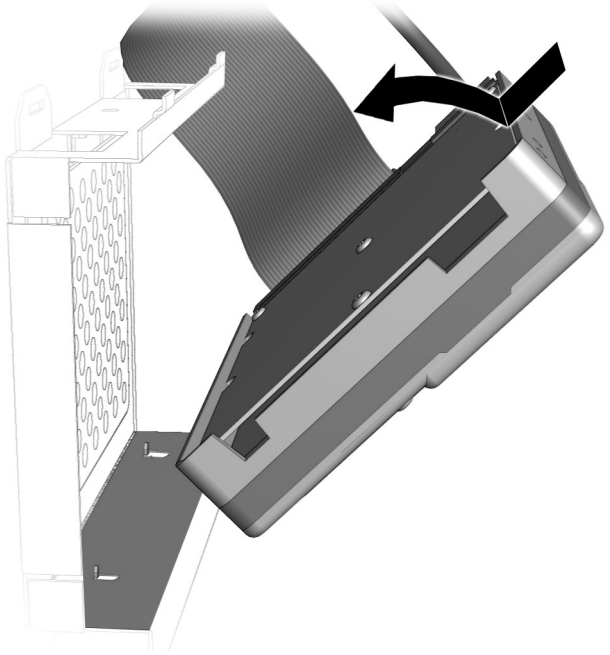
Save the screw securing the hard drive for your replacement hard drive.

Did you know ...

The hard drive data cable has a color pull tab to help you identify the cable.

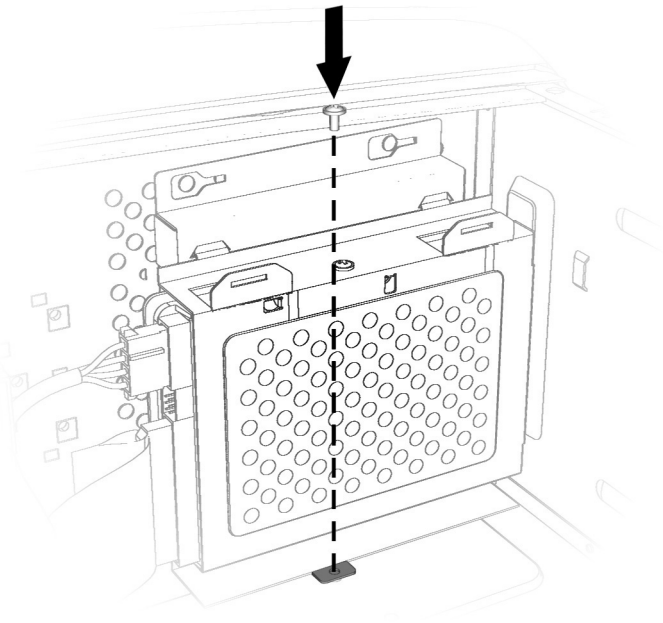
Adding an Additional Hard Drive

1. Complete the Accessing Internal Computer Components procedure.
2. Install the optional drive inside the bracket and replace the screw that secures the hard drive to the bracket.



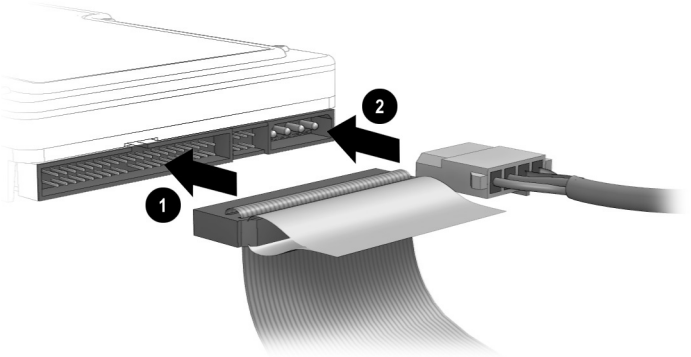
3. Mount the hard drive bracket tabs into the hooks on the original hard drive bracket.

4. Insert the screw and secure the optional hard drive bracket to the chassis base.



Caution: Dropping the hard drive might damage the read/write head, which can cause damage to the head or loss of data.

5. Connect the hard drive data cable ❶ and power cable ❷ to the new hard drive.



Adding an Expansion or Option Card

An expansion card is a circuit board that fits into a computer expansion slot to add a certain function: a modem, sound or audio card, Network Interface Card (NIC), or Small Computer System Interface (SCSI) adapter.

This topic shows you how to upgrade expansion and option cards in your computer.

Did you know ...

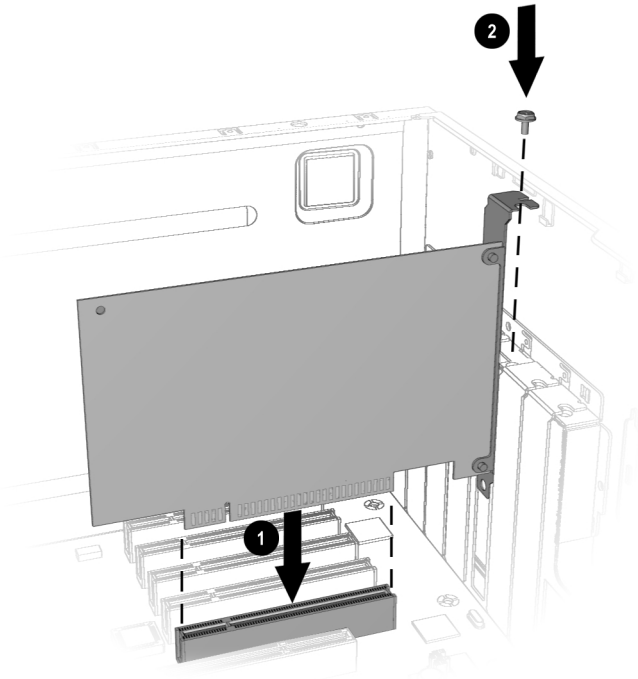
The type and number of expansion slots may vary by model.

Tip

Be sure the expansion card is properly positioned into the rear connector slot on the chassis.

Note: Some Presarios come with AGP slots for graphics card options only.

1. Complete the Accessing Internal Computer Components procedure.
2. Align the card with connector on the system board ❶ and rear connector slots ❷ on the chassis.



3. Place the slot screw into the chassis slot to secure the expansion card to the chassis.

Need Some Help?

8

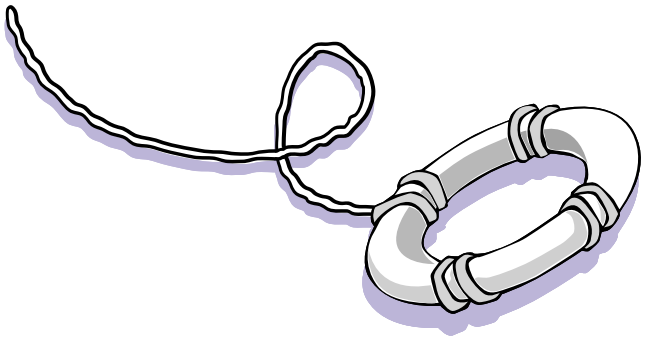
In This Chapter

Helpful Hints, 8-2

Recovery CD, 8-3

Troubleshooting, 8-5

This chapter provides information on how to identify and fix common problems that may occur with your computer. Without contacting a technician, you can easily diagnose and fix many computer problems on your own.



Helpful Hints

Did you know ...

For Compaq.NET technical support, dial (toll free) 1-800-952-3513.

For Compaq.NET customer support, dial (toll free) 1-800-952-3512.

To avoid long-distance charges when connecting to the Internet, always use a local area telephone number.

See also ...

For additional troubleshooting information relating to your printer or monitor, see the documentation that came with your equipment.

If you encounter problems with your computer, monitor, or software, review the following check list 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 located on the front of the computer is on.
- Check to see that the monitor is turned on and the power light on the front of the monitor is on.
- Turn up the brightness and contrast controls of the monitor if the screen 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. Refer to the *My Presario—Learning More* CD for instructions.

Entering BIOS (CMOS) Setup

If you need to enter the BIOS setup, 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).

Recovery CD

The Recovery CD can reinstall the software to the state it was in when you purchased the computer.

You also have the option of restoring your computer to the way it was when you performed the last User Backup.

Tip

User Backup creates USER.PQI files. These files are read-only—you cannot edit their contents.

Did you know ...

Everything added to the drive since the last User Backup will be lost after you perform a user recovery.

Using the Recovery CD

Restarting your computer with the Recovery CD in the drive displays the following menu:

Option	Description
Emergency Diskette	Creates a recovery diskette, which stores the software option information that came with your computer. This information will be needed to restore your computer to the condition it was in when you first unpacked it.
User Backup	Creates a backup of the current Windows configuration on the C: drive. The backup is stored in USER. PQI files.
User Restore	Extracts the data in the USER.PQI files from the D: drive and restores the desktop to the settings as existing at the time of your last user backup.
Factory Restore	Restores the computer to its original factory condition. You will need to reenter your factory registration information again, and you may be prompted to insert your emergency diskette.
Exit	Exits the Recovery CD.

If you have a computer problem or question, you can check the following resources for answers:

- Press the **Help ?** button on the keyboard to access the Compaq Service and Support folder for personalized Web support and computing tips.
- Review the "Need Some Help?" chapter in this guide for suggestions on how to fix the problem.
- Review the tools in this topic to find answers.

Contacting Technical Support

If you are unable to fix your computer after reviewing this chapter and checking the Compaq Web site, contact Technical Support at the number listed in your Certificate of Warranty.

Press the **Help ?** button on the keyboard to access the following Compaq support tools:

Icon	Compaq Support Tools
Compaq Service Connection	This maintenance program keeps your computer in superior operating condition, with secure, automated software updates over the Internet. Look for the spinning that notifies you of updates, and click **Install**. Then sit back and relax while you receive the latest technical information!
McAfee Anti-Virus	Need the right tool to protect data on your computer from viruses? Check out the McAfee Anti-Virus software found in your Service and Support folder. The McAfee VirusScan detects and destroys potentially destructive viruses and provides you with free anti-virus updates for one year after registering. Protect your investment with McAfee!
Compaq Remote Support (available in select regions)	Instead of making a trip to the repair center, try the Compaq Remote Support feature. Ask our skilled support technicians to use Carbon Copy to access your computer, diagnose, and solve your problem remotely. You can watch while the technician works on your computer and even chat with the technician.
Internet Support	With Internet Support, you are one click away from a wide variety of Web-based service tools that will make your entire computing experience easier. Visit the Compaq Support Forum (available in select regions) to get personal assistance from an online technician, get the latest software updates, and much, much more!

Troubleshooting

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

Information in this section is divided into three areas: Symptom, Problem, and Solution.

The **Symptom** line describes the symptom or warning for the type of problem you are having. The **Problem** column identifies one or more reasons why the symptom may have occurred. The **Solution** column describes what you should do to try to fix the problem.

Note: Some of the symptoms listed for certain troubleshooting problems will not apply to your computer. For specific problems relating to the monitor or printer, refer to the documentation that came with the equipment.

Audio

Symptom
No sound.

Problem	Solution
Speaker cables are not properly connected.	Shut down your computer using the normal shutdown procedure. Reconnect the speakers. Refer to the Quick Set-Up poster for instructions.
Volume has been muted.	On the Windows taskbar, click the **Volume** icon and clear the **Mute** check box.
Computer is in Sleep mode. This mode is identified when the Power Status light on your Internet keyboard is lit in amber.	See Waking Your Computer in the chapter "Using Your Computer" in this guide.

CD-ROM, CD-RW, or DVD-ROM

Symptom	Problem	Solution
CD-ROM, CD-RW, or DVD-ROM 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-ROM drive will take longer to start because it has to determine the type of media being played, such as audio or video.	Wait at least 30 seconds to let the DVD-ROM drive determine the type of media being played. If the disc still does not start, read the other solutions listed in this topic.
	CD or DVD disc is dirty.	Clean CD or DVD with a CD cleaning kit, which is available in most computer stores.
	Windows does not detect CD-ROM or DVD-ROM driver.	1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Control Panel**. The Control Panel window is displayed. 2. Double-click the **System** icon. The System Properties dialog box is displayed. 3. Click the **Device Manager** tab. 4. Click the plus sign + next to the CD or DVD drive, and select the installed driver. 5. Click the **Remove** button, and click **OK** twice. 6. Restart your computer, and let Windows detect the CD or DVD driver.
Recording audio CDs is difficult or impossible.	Wrong or poor quality media type.	Verify that you are using the correct media for the drive. Try a different brand of media. Quality varies widely between manufacturers.

Note: See online Help in the Easy CD Creator software for detailed troubleshooting tips.

Diskette Drive

Symptom	Problem	Solution
Not reading drive: “Abort, Retry, Fail?” message appears.	A non-formatted diskette has been inserted.	To format the diskette: 1. Double-click the **My Computer** icon on the Windows desktop. 2. Select the **diskette (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 computer has been inserted in drive.	When drive activity stops, remove the diskette and press the **Spacebar**. Computer should start up.
	Disk error has occurred.	Restart your computer 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 computer. 3. At the **A:>** prompt, type **SYS C:** and press the **Enter** key. The following message is displayed: SYSTEM TRANSFERRED. This task will restore the system files to the hard disk. 4. Restart your computer.
	Hard drive has failed.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

Symptom	Problem	Solution
Diskette drive light stays on.	Diskette has been improperly inserted.	Remove the diskette and reinsert it 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: 1. From the Windows taskbar, click the **Start** button. 2. Point to **Programs**, then **Accessories**, then **System Tools**, and then click **Maintenance Wizard**. 3. Select **Perform maintenance now**. 4. Click **OK**.
Diskette drive cannot save information to diskette.	Diskette is not formatted.	To format the diskette: 1. On the Windows desktop, double-click the **My Computer** icon. 2. Select the **diskette (A)** drive. 3. Click **File**, and point to **Format**. 4. Select the 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.

Symptom	Problem	Solution
Diskette drive cannot read a diskette.	Diskette drive has failed.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.
	Diskette is not formatted.	To format the diskette: 1. On the Windows desktop, double-click the **My Computer** icon. 2. Select the **diskette (A)** drive. 3. Click **File**, and point to **Format**. 4. Select the desired options, and click **Start** to begin formatting the diskette.
	Diskette drive has failed.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

Display (Monitor)

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 power plug on back of monitor and to wall outlet.
Screen is blank.	Monitor is not turned on.	Press the **Power** button on the front of the monitor.
	Monitor connector cable is not properly connected to back of computer.	Inspect the monitor video connector for bent pins. If bent pins do not exist, reconnect the monitor connector cable on back of computer.
	Screen saver is enabled.	Press any key or move mouse to make screen display.
	Computer is in Sleep mode, as shown on the keyboard LED panel.	See Waking Your Computer in the "Using Your Computer" chapter in this guide.
	If you have a flat-panel monitor (available on select models), you may need a Digital Video Interface and connector.	Refer to your Certificate of Warranty for details.

Hard Drive

Symptom	Problem	Solution
Computer seems to be locked up.	Program in use has stopped responding to commands.	Attempt a normal Windows shutdown. If this fails, press the **Reset** button for four or more seconds to turn off the power. To restart your computer, 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: 1. From the Windows taskbar, click the **Start** button. 2. Point to **Programs**, then **Accessories**, then **System Tools**, and then click **Maintenance Wizard**. 3. Select **Perform maintenance now**. 4. Click **OK**.
Hard drive fault protection error message is displayed.	Part of hard drive has potential to fail or could already have failed.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

Internet Access

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 computer to wall).
	Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.
Cannot automatically launch Internet programs.	You must log in to your ISP before some programs will start.	Log in to your ISP and launch the desired program.
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**. The Control Panel window is displayed. 3. Double-click **Modems**. Windows detects the modem(s) you have installed. 4. Click the **Properties** button. An identification window is displayed. 5. Verify that the correct modem port is set and the maximum speed of your modem is selected. Reset these settings if necessary. 6. Click **OK** to close the identification window. 7. Click **Close** to close the Modems Properties Window. 8. Click The **Close** ☒ button in the upper right corner of the Control Panel window to return to the Windows desktop.

Keyboard and Scroll Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by computer.	Keyboard connector is not properly connected.	1. On the Windows taskbar, click the **Start** button. 2. On the Start menu, click **Shut Down...** The Shut Down Windows dialog box is displayed. 3. Select the **Shut down** option. 4. Click **OK**. 5. After the shutdown is complete, reconnect the keyboard to the back of your computer and restart your computer.
	Program in use has stopped responding to commands.	Shut down your computer using the mouse. Refer to the problem below, "Mouse connector is not properly connected."
	Keyboard needs repair.	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 computer using the keyboard: 1. Press the **Ctrl** and **Esc** keys at the same time to display the Start menu. 2. Use the up or down arrow key to select **Shut Down...**, and then press the **Enter** key. 3. Select the **Shut down** option. You may need to use the up or down arrow key. 4. Press the **Enter** key to select **OK**. 5. After the shutdown is complete, reconnect the mouse connector on the back of your computer (or the keyboard) and restart your computer.
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.
	Program in use has stopped responding to commands.	Shut down your computer using the keyboard. Refer to the preceding problem "Mouse connector is not properly connected" for details on how to shut down using the keyboard.
	Mouse needs repair.	Call Compaq Technical Support. See your Certificate of Warranty for details.

Memory

Symptom
Insufficient memory message is displayed.

Problem	Solution
All memory in computer is being used by open programs, and memory is needed for desired task.	To avoid Windows automatically running unnecessary programs at startup: 1. From the Windows desktop, click the **Start** button. 2. Select **Run**. 3. In the Open box, type **MSCONFIG**. 4. Click **OK**. The System Configuration Utility dialog box is displayed. 5. Click the **Startup** tab, and clear the check box(es) for any unnecessary programs. Close one or more programs, and restart Windows to recover memory. If the error message is displayed again, repeat the preceding steps and close one or more programs.

Power

Symptom	Problem	Solution
Computer will not turn on.	Line voltage selection switch is not in the proper position for your region (115V/ 230V).	Set the line voltage selection switch to the correct setting for your region, or call Compaq Technical Support 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.
"Illegal Operation has Occurred" error message is displayed.	Software being used is not Microsoft-certified for your version of Windows.	Verify that the software is certified by Microsoft for your version of Windows (see program packaging for this information).
	Configuration files are corrupt.	If possible, save all data, close all programs, and restart your computer. If the error message returns, you may need to back up your data files and use the Recovery CD. Refer to the Recovery CD table in this chapter for details. ▲ **Caution:** Factory Restore reformats your hard drive; all data files will be lost.
Computer 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 computer.	1. Insert a start-up disk in the diskette drive. 2. Restart your computer. 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 computer. If this task does not restart your computer, call Compaq Technical Support. 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 Compaq Technical Support. Refer to your Certificate of Warranty for details.
	Hard drive has been damaged.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

Glossary

This Glossary defines commonly used terms to help new users understand computer concepts. Some of the terms are used in this guide. An extensive Glossary is provided on the *My Presario—Learning More* CD.

1394 port A new type of connector for plugging in peripherals with extremely fast data transfer rates, such as video cameras.

B

back up To copy files in case the original files are lost or damaged.

browser Software that searches for, displays, and downloads text, graphics, sound, and video from the Web.

C

click (left click) To press and quickly release the left mouse button to select an item.

Ctrl+Alt+Delete Pressing and holding down the **Ctrl** key, then the **Alt** key, then the **Delete** key, and then releasing all three keys, to close a program that is locked (not responding).

cursor The blinking vertical line on the screen that indicates where the next character appears when you type.

D

dialog box A small window that requests information from the user before a command can be completed.

double-click To press and quickly release the left mouse button two times in rapid succession to open an item.

download To receive files from another computer on the Internet.

drive A device that reads and sometimes writes to storage media. Examples are CD-ROM, CD-R, CD-RW, DVD-ROM, Zip, diskette, and hard drives.

drop-down menu A list of options that displays when you click a menu, on the menu bar, or on the down arrow of a dialog box.

E

e-mail (electronic mail) Messages sent over the Internet.

F

fax modem A modem that allows your computer to transmit and receive faxes.

file extension A period and three characters after a file name that indicate the program in which the file was created. For example, *filename.doc*. The *.doc* extension indicates that the file was created in Microsoft Word.

G

game port A connector on the back of the computer for plugging in a gamepad, joystick, or steering wheel.

H

hard disk Internal storage media for permanent storage of system files, program files, utility files, and data files.

hardware The physical components of a computer—the parts you can physically touch.

HTML (hypertext markup language) The standard language for documents designed for viewing on the Web with a browser. They are easily identified by the file extension *.htm* or *.html*. See *file extension*.

hyperlink An embedded link to another document or Web site. When you position the cursor over a hyperlink (colored text or image), a small hand is displayed. When you click the hyperlink, your browser displays the new document or Web site.

icon A small picture that represents a menu command, file, program, tool, or peripheral.

Internet A worldwide collection of computer networks that are interconnected so that users can share electronic information.

ISP (Internet service provider) A company that provides access to the Internet. To use the service, you need the ISP software, a user name, a password, and access phone number(s).

M

maximize To enlarge the screen (or maximize the window) in a Windows-based program by clicking the **Maximize** button—the button with an open square in the upper-right corner of a window that has not been maximized.

minimize To shrink a running program window into a button on the Windows taskbar by clicking the **Minimize** button—the button with the minus sign in the upper-right corner of a window. Click the button on the taskbar to view the window again.

modem A device inside the computer that converts data from digital format to analog format so that it can be transferred through a standard telephone line to another computer. The modem in the receiving computer converts the data back to digital format.

N

navigate To move through a Web site or online document by clicking the hyperlinks embedded in the text or images.

network Two or more computers linked together to share resources, such as programs, files, and printers.

O

OS (operating system) The interface that permits a person and a computer to "talk" to one another.

P

parallel port A connector on the back of the computer for plugging in a parallel cable attached to a parallel device, such as a printer.

peripheral An external device connected to a computer. Examples are a monitor, keyboard, mouse, joystick, scanner, printer, and digital camera.

pop-up menu A list of options that pops up when you right-click an icon on the desktop or taskbar, the vacant part of the desktop, a selection in a document, or a file in Windows Explorer. See *right-click*.

program A set of instructions, written in invisible code, that tells the hardware what tasks to perform. See *software*.

R

RAM (random access memory) The main memory of the computer.

right-click To press and quickly release the right mouse button to display a menu of options. See *pop-up menu*.

S

scroll To gradually move information across the screen when a document or Web page is too long or too wide to view all at once.

search engine A program, accessed on the Internet, that allows you to search large databases for information, using keywords or phrases.

serial port A small connector on the back of the computer (or keyboard) for plugging in a thin cable attached to a serial device, such as a mouse.

server A computer with a large hard disk that serves (provides information to) other computers connected to it by a network. The Internet is a network of servers. When you send or receive e-mail, it travels from the sender's computer to the receiver's computer through a a number of servers.

shortcut An icon on the Windows desktop that you double-click to launch a program.

software A program that you can install on a computer from a diskette, CD, DVD, Zip disk, or the Internet. See *program*.

surf To jump from place to place on the Internet, searching for topics of interest, by clicking hyperlinks. See *hyperlink*.

surge protector A device that regulates the flow of electricity to the computer and prevents high-voltage surges from damaging the equipment.

U

upload To send information to another computer on the Internet.

URL (uniform resource locator) The address of a Web site, such as **www.compaq.com**.

USB port (universal serial bus port) A connector for plugging in multiple, ultra-high-speed peripherals. USB ports are gradually replacing serial ports and parallel ports and eliminating the need for so many connectors and cables.

V

virus A set of software instructions written to harm computers.

W

window A screen that displays on the Windows desktop after you select an item or open a program.

Windows desktop The main screen you see when your computer completes startup.

Windows taskbar The gray bar across the bottom of the screen when your computer completes startup.

World Wide Web A system of Internet servers that support documents formatted in HTML. See *HTML*.

Z

zipped file A file that has been compressed to a smaller size by compression software, such as WinZip. It can be identified by the file extension *.zip*. See *file extension*.

Index

Symbols

.wma 6-3
@ sign 5-7

A

AC power port 2-2
Adaptec Easy CD Creator
    creating CDs 4-16
Add/Remove Programs 6-5
America Online 2-5
    hyperlink 2-5
AOL 2-5
    connecting with 5-4
    icon 5-3
    searching 5-5
Application and Web buttons
    Help 4-5
    My Program 4-5
arrow keys 4-2
audio
    playing a CD 4-14
    port 2-2
autoscrolling 4-10

B

BIOS setup 8-2
browser
    common features 5-4
button
    Back 4-14
    CD/DVD Control 4-3
    Close 5-10
    Eject 4-14
    Forward 4-14
    Instant E-mail 5-6, 5-9
    Instant Internet 2-5
    keyboard 4-3
    My Program 4-6
    Play/Pause 4-14
    Quick Launch Web 4-5
    Search 5-5
    Send and Receive 5-6
    sleep 4-7
    Start 3-2, 3-3, 5-3
    Stop 4-14

volume 4-6

C

cable
speaker 2-3
CD
creating 4-16
recovery 8-3
CD drive 2-2, 7-3
CD/CD-RW drive
replacing 7-3
CD/DVD drive
inserting a CD or DVD 4-14
CD/DVD-ROM
cleaning 8-5
Windows does not detect driver 8-5
CD/DVD-ROM Control buttons 4-3
Eject/Load 4-3
Fast Forward/Next Track 4-3
Play/Pause 4-3
Rewind/Previous Track 4-3
Stop 4-3
CD/DVD-ROM drive 2-2
CD-ROM drive 2-2
inserting a disc 4-13
removing a disc 4-13, 4-14
CD-RW drive 7-3
backup disc 4-16
Compaq
registration 2-3, 2-4
support 8-3
Web site 1-4
Compaq.NET
hyperlink 2-5
MSN 5-3, 5-4, 5-5
computer
changing settings 3-3
set up 2-2
connector
color coding 2-2
Content Advisor 5-11
password 5-11

D

desktop 3-1, 3-2
features 3-2
icons 3-2
viewing 3-2
digital audio files 6-3
.wma 6-3
MP3 6-3
disk error 8-6
diskette
disk error 8-6
drive 2-2
drive failure 8-6
printer set-up 2-6
reformatting 8-6
removing 4-12
using 4-12
double-click 4-9
downloading software 6-6
drive 7-3
CD 4-12
CD/DVD 2-2
CD-ROM 2-2, 4-13
CD-RW 2-2, 4-12, 4-13, 7-3
diskette 2-2, 4-12
DVD 4-12
DVD-ROM 2-2, 4-13
hard drive 4-12
replacing DVD 7-3
Zip 4-12, 4-17
DVD-ROM
playing a movie 4-15

E

electronic documents
  defined 1-3
e-mail
  address criteria 5-7
  Close button 5-10
  defined 5-6
  delete key 5-10
  extensions 5-7
  Hotmail 5-6
  Inbox 5-10
  Instant E-mail 5-9
  message window 5-8
  Message/New Message 5-8
  New Mail 5-8
  Outlook Express 5-6
  reading messages 5-10
  receiving 5-7, 5-10
  Send and Receive 5-6
  Send To box 5-9
  sending 5-7, 5-8
  Subject box 5-8
  To box 5-8
  undeliverable 5-6
  using 5-7
  writing messages 5-6
energy saver
  low-power state 4-7
Ethernet
  network 2-2
  port 2-2

F

files
  accessing 4-9
function keys F1 through F12 4-2

G

games
  playing 6-4

H

hard drive
  backup 4-16
  damaged 8-13
  failure 8-6
  problems with 8-9
  storing system files 4-12
  using 4-12
Help
  Service and Support folder 4-5
  Windows desktop 4-5
helpful hints 8-2
home networking 2-3
Hotmail 5-6
hyperlink 1-6
  defined 5-2

I

icons 3-2
  AOL 5-3
  New Mail Message 5-8
  Write 5-9
install
  downloaded files 6-6
  software 6-5
Instant E-mail 5-6
  button 5-10
internal components
  upgrading 7-2

Internet
defined 5-2
direct link to Compaq 5-12
hyperlink 5-2
parental controls 5-11
password 5-6
problems with 8-10
restricting content 5-11
searching 5-11
Internet buttons
Activity 4-4
E-mail 4-4
Entertainment 4-4
Instant E-mail 5-3
Instant Internet 4-4, 5-3, 5-4
My Presario 4-4
Retail/Affinity Central 4-4
Search 4-4, 5-3
setting 5-3, 5-4
Internet Service Provider
See also ISP 4-4
Internet Video Camera
features 4-18
ISP 5-2, 5-3, 5-4, 5-7, 5-8, 5-9, 5-10
account 2-5
MSN 2-5
problems with account 8-10
server name 5-7
user name 5-7

J

Jewel Case Creator 4-16

K

keyboard
arrow keys 4-2
function keys F1 through F12 4-2
main keys 4-2
numeric keys 4-2
keyword
searching on the Internet 5-5

L

log off 3-3
Logitech QuickCam Express
installing 4-18

M

McAfee Active Shield 4-5
memory
problems with 8-13
replacing 7-5
Synchronous Dynamic Access Memory (SDRAM) 7-5
microphone
port 2-2
Microsoft
registration 2-4
modem
line in 2-3
monitor
flat-panel monitor 8-8
port 2-2
problems with 8-8

mouse
See also Scroll Mouse
problems 8-11
MP3 6-3
My Presario
registration 5-12
My Program button
assigning 4-6

N

Netscape Navigator 5-4
network
Ethernet 2-2
numeric keys 4-2

O

online Help
accessing 3-4
exiting 3-4
Index tab 3-4
operating system 3-1
Outlook Express 5-6
Inbox 5-10
setting up 5-6, 5-9

P

parallel port 2-2
parental controls 5-11
password 5-11
remembering 5-6
port
1394 2-2
audio 2-2
Ethernet 2-2
microphone 2-2
modem 2-2
monitor 2-2
parallel 2-2, 2-6
power 2-2
PS2 2-2
serial 2-2
USB 2-2, 2-6
power
port 2-2
problems with 8-13
Power On button 2-2
printer
setting up 2-6
printing
documents 6-2
from the Internet 6-2
options 6-2
problems 8-4
audio driver 8-4
diskette 8-6
diskette drive 8-7
hard drive 8-9
hard drive damaged 8-13
hard drive failed 8-6
identifying 8-4
insufficient memory 8-12
Internet 8-10
Internet Service Provider 8-10
keyboard commands 8-11
memory 8-13
monitor 8-8
power 8-13
sleep mode 8-4
speakers 8-4
system files damaged 8-6
volume 8-4

Q

Quick Launch Web buttons 4-5
    Help 4-5
    My Program 4-5
Quick Set-Up poster 2-3

R

recovery CD 8-3
removing programs 6-5
replacing
    CD/CD-RW drive 7-3
    DVD-ROM drive 7-3
    memory 7-5
RioPort Audio Manager 6-3

S

Scroll Mouse
    See also mouse
    autoscrolling 4-10
    choosing button assignments 4-9
    clicking 4-9
    controlling cursor movements 4-9
    customizing 4-9
    double-clicking 4-9
    dragging and dropping files 4-9
    scrolling 4-9
    setting up 4-9
    wheel 4-9
SDRAM 7-5
search
    box 5-5
search engine 5-5
See also... notices
    defined 1-3
sleep mode 4-7, 8-8
    customizing 4-7
software
    installing downloaded files 6-6
speakers
    Audio In port 4-11
    cassette player 4-11
    CD player 4-11
    MP3 player 4-11
    turning on 4-11
    volume control 4-11
start a program 3-3
Start button 3-2, 3-3
Start Menu
    shutting down your computer 3-3
Start menu options
    Favorites 3-3
    Help 3-3
    Log Off 3-3
    Programs 3-3
    Run 3-3
    Settings 3-3
    Shut Down 3-3
start-up disk 8-13
status lights
    caps lock 4-8
    e-mail 4-8
    number lock 4-8
    scroll lock 4-8
    sleep 4-8
storage 2-2
surge protector 1-5, 2-3
system files 8-13
system tray 3-2

T

taskbar 3-2
    Start button 3-2, 5-3
Tip notices
    defined 1-3

U

upgrading components 7-2

V

video camera 4-18
volume
    adjusting 4-6, 4-11

W

waking your computer 4-7
Warning notices
    defined 1-3
warranty 1-4
Web
    See also Internet
    accessing favorite sites 4-5
    browser 5-4
    Compaq Store site 5-12
    downloading files 6-6
    keyword 5-5
    My Presario site 5-12
    searching 5-5
    site 5-2
Windows
    desktop 3-1, 3-2
    Help 3-4
    operating system 3-1
World Wide Web
    See also Internet

Z

Zip drive or Zip disk
    inserting a disk 4-17
    removing a disk 4-17