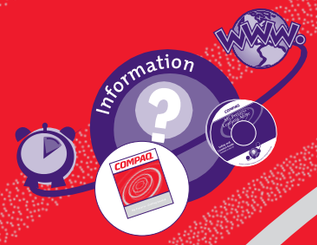
COMPAQ



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My Presario - Getting Started

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Compaq Presario
First Edition (September 2001)
Part Number 250029-371
AGENCY SERIES CM0902

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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?

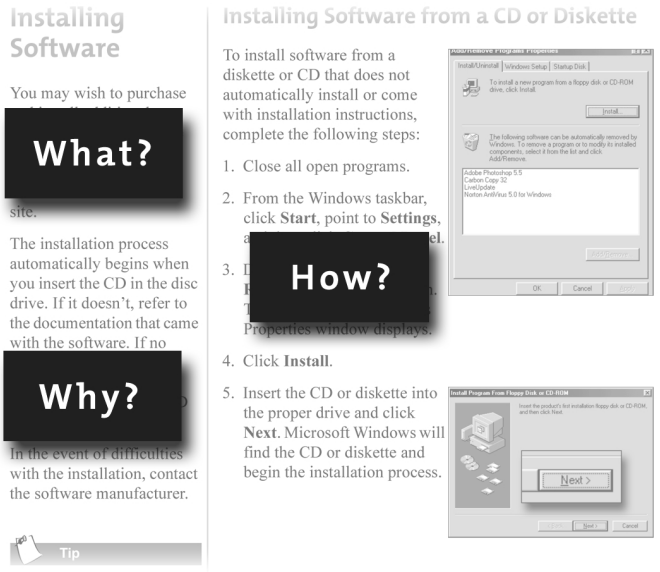
This guide is designed for both beginners and experienced computer users. You can read from cover to cover to learn basic information about your computer or scan the guide for information on a specific topic.

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 organised.



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.

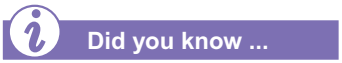
The third column uses graphics to help you visualise the task and to validate what you are doing, as you do it. Detailed graphics may span both columns.

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
- Warranty Certificate
- *My Presario—Learning More* CD
- *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

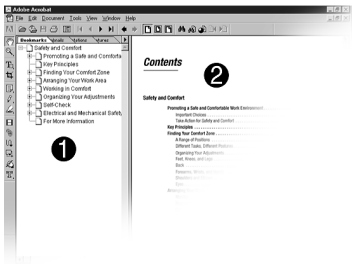
Did you know ...

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, coloured text, and images.

Using My Presario—Learning More CD

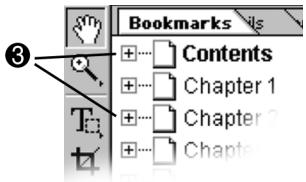
1. Choose the topic or manual you want to learn more about by clicking 2 times.
2. The screen displays the file hierarchy in the navigation panel on the left ❶ and the contents on the right ❷.

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



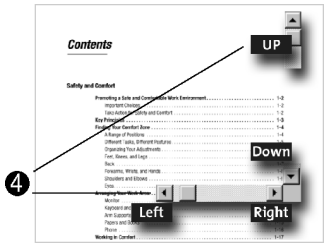
3. Click the topic you want to view. The screen displays the topic you selected.

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

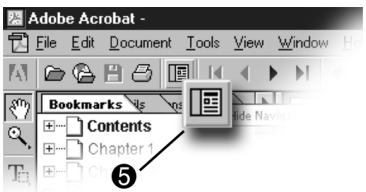


4. To view additional topics, click topics from the navigation panel ❶.

   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.

Using Your Computer

2

In This Chapter

Your Computer at a Glance, 2-2

Keyboard Basics, 2-3

Keyboard Buttons, 2-4

Scroll Mouse, 2-10

Speakers, 2-12

Diskette, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and DVD-R/RW Drives, 2-13

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

- **Computer**—Become familiar with all the components on the front and back 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, CD-RW, DVD-ROM, and DVD-R/RW Drives**—Use the various drives to listen to your favorite CDs or watch movies.

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

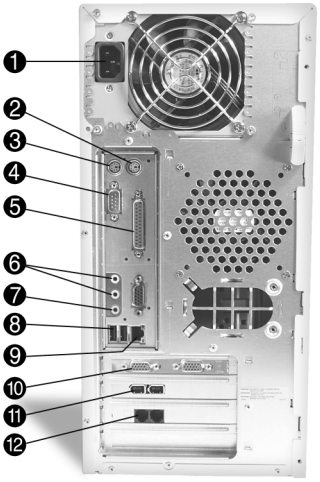
Some components have colour-coded connectors that match the ports on the back of your computer.

What's in Front?

1. CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW drive
2. Disk drive
3. Two USB connectors for connecting USB devices (varies by model)—ports for connecting peripheral devices, such as gamepads, joysticks, and video cameras
4. Power button
5. CD storage for storing five CDs

What's in Back ?

1. Power port
2. PS/2 mouse port
3. PS/2 keyboard port
4. Serial port for connecting a serial peripheral device
5. Parallel port for connecting a peripheral device, such as a printer
6. Audio speaker ports
7. Microphone port
8. USB ports for connecting an Internet keyboard or other USB devices
9. Ethernet port for connecting to an Ethernet network (if equipped)
10. Monitor port
11. 1394 port
12. Modem port for connecting to a phone line



Note: Connectors and their positions may vary by model.

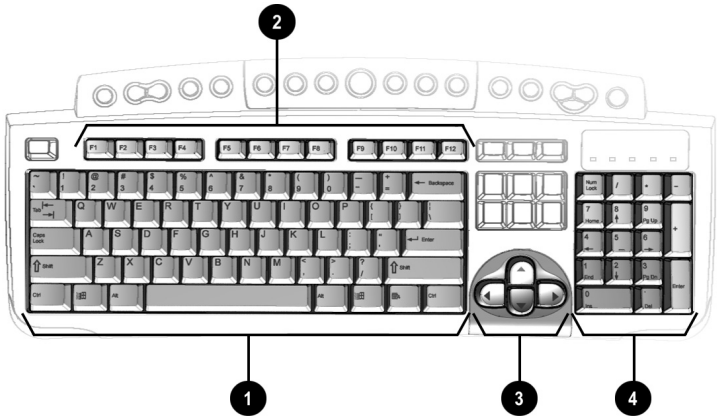
Keyboard Basics

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.



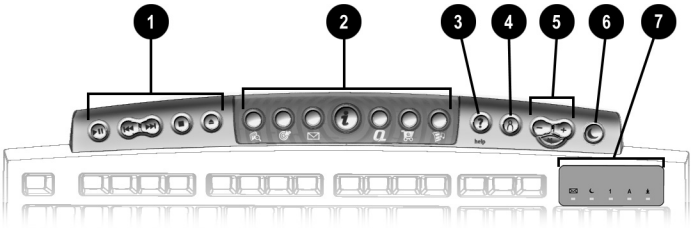
❶ Main keys
❷ Function keys
❸ Arrow keys
❹ Numeric keys

Note: Style of keyboard may vary.

Keyboard Buttons

The keyboard buttons make it easier and faster to get on the Internet, use your favourite software, or listen to your favourite 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.

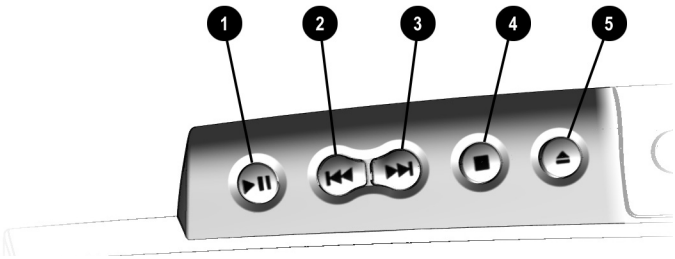


❶ CD/DVD Control Buttons
❷ Internet Zone Buttons
❸ Quick Launch Help Button
❹ Quick Launch My Program Button
❺ Volume/Mute Buttons
❻ Sleep Button
❼ LED Status Lights

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.

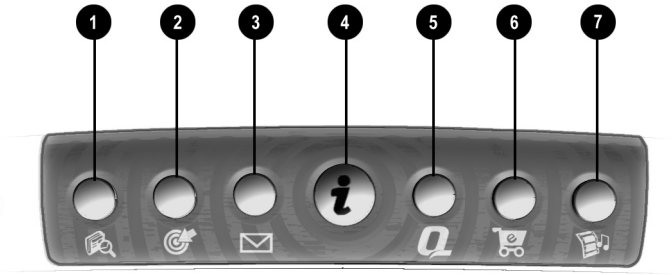
Using Internet Zone Buttons

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.



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.
❷	**Activity** launches your favourite Internet Zone activity. The default brings you to your Community centre, 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 favourite Activity centres to get creative using the Web.
❻	**Retail 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.

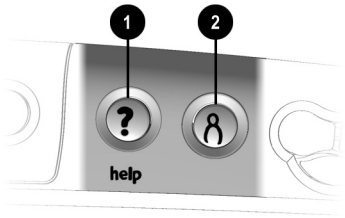
Customizing the Internet Zone Buttons

Some Internet buttons have a default function, and others can be assigned a function such as calling up your favorite Internet page or reading your e-mail. After being assigned a function, these buttons can be reassigned to a different function.

1. From the Windows desktop, click the **Start** button then click **Control Panel**. The Control Panel window is displayed.
2. In the Control Panel, click **Printers and Other Hardware** then click the **Easy Access Buttons** icon. A dialog box prompts you to press the Easy Access (Internet Zone) button you would like to program.
3. Press the Internet button you would like to program. This takes you to a Web site that provides instructions for reassigning the Internet button.

Using Quick Launch Web Buttons

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



No.	Description
❶	**Help** takes you to the Compaq Service & Support Center, which provides information about your Presario. You can find information about your computer and computer-related peripherals as well as access links to online technical support.
❷	**My Program** can be programed to launch your favourite software, Web site, or document.

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

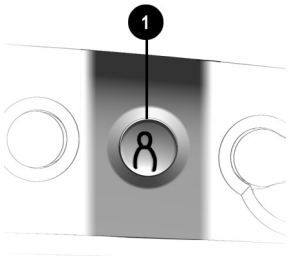
See also ...

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

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. The Compaq Easy Access Button Settings dialog box is displayed.
2. Select **Launch a new program** or **Launch a new website**, then click **Next**.



3. If you selected **Launch a new program**, select either **Programs** or **Documents**, then choose the program or document you want to assign to the **My Program** button.
4. If you selected **Launch a new website**, choose the website you want to assign to the **My Program** button.
5. Click **OK** to verify your selection.
6. Click **OK**.

See also ...

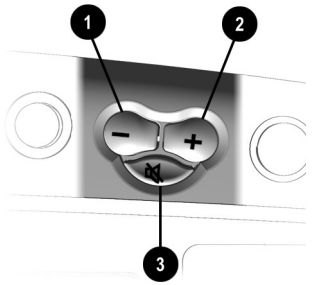
Instructions for reassigning this button are found on the My Presario—Learning More CD.

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 into Stand By

If you're going to be away from your computer but want to leave the power on, you can put your computer into Stand By mode.

Press the **Stand By** button ❶ on the keyboard and your computer goes into Stand By mode.

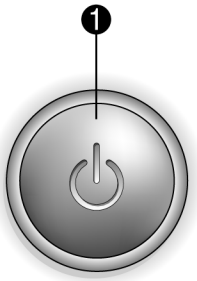
Did you know ...

You can set the amount of time that passes before your computer goes into Stand By mode. See the My Presario—Learning More CD for instructions.

Resuming from Stand By

Press the **Power** button ❶ on the front of your computer to resume from Stand By mode.

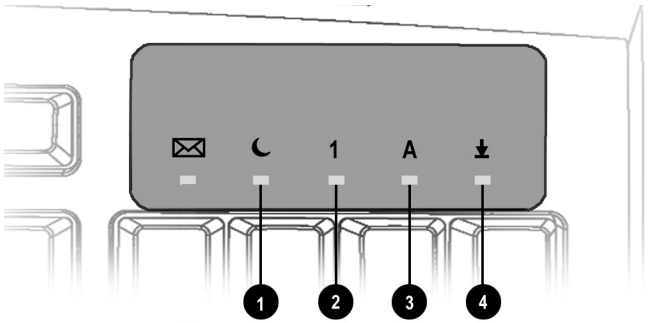
Note: On some models, you can resume from Stand By mode by moving the mouse.



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

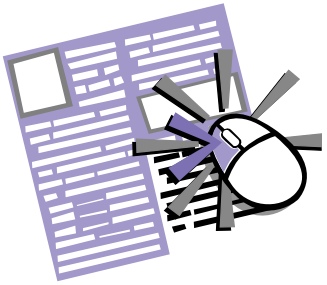
Post Office Protocol (POP) is a commonly used messaging protocol. The most widely used implementation of this protocol is POP3. POP3 is a retrieval protocol, used to retrieve mail messages from a POP server. E-mail messages received by the POP server are delivered to a server mailbox and messages reside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

No.	Description
❶	**Sleep** indicates the computer is in the sleep mode.
❷	**Num Lock** indicates that you can use the numeric key pad to type numbers.
❸	**Caps lock** indicates all text typed will appear as capitalised letters.
❹	**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.

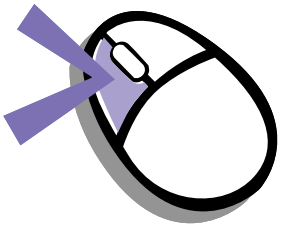


Tip

Some mouse functions may not work with all software.

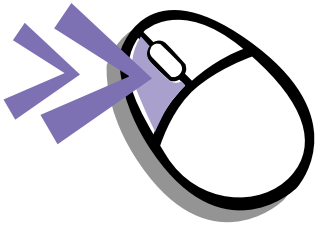
Making Screen Selections

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



Accessing Software and Files

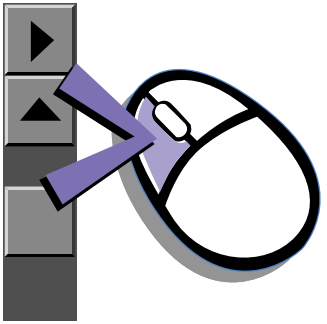
Double-click by pressing and releasing the left mouse button twice, quickly.



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 customised 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 ...

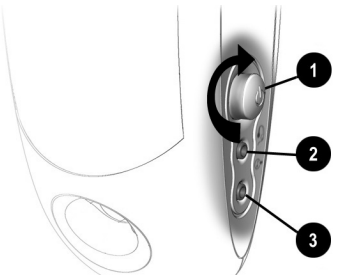
You can plug a digital MP3 portable audio player into the Audio In port on the right side of the speaker (on JBL Platinum Series speakers). Other portable music players include:

- *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. You can adjust the volume after the button pops out.



No.	Description
❶	**Power Button**—conveniently allows a quick power down when not in use, or mutes the sound. Simply push the button so that it pops out. Turn it to adjust the sound. 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 favourite 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.

Diskette, Hard Drive, CD-ROM, CD-RW, DVD-ROM, and DVD-R/RW 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
- DVD-R/RW Drive

Each drive has different size capacities for storing information.

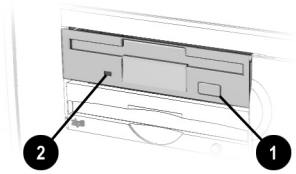
The diskette drive uses a diskette to store files. Once information is copied onto a diskette, it remains there until you delete or overwrite it.

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 floppy disks, CD-R, CD-RW, DVD-R, or DVD-RW discs.

Inserting a CD or DVD into the CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW 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.

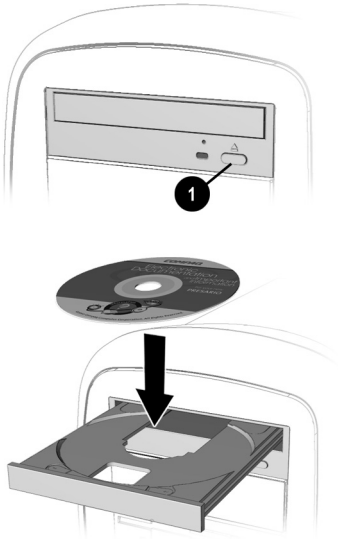
The DVD-ROM drive allows you to view your favourite movies, listen to music, or read information from CDs.

The DVD-R/RW drive enables you to view your favorite movies, record your own 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.

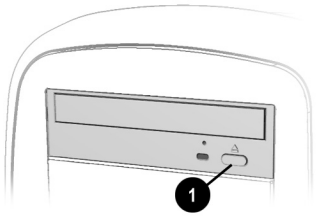


Removing a Disc from a Drive

A CD-ROM drive reads CDs, CD-R, and CD-RW media. DVD-ROM and DVD-R/RW drives read 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.

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.

See also ...

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

Did you know ...

If the CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW 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 and DVD-R/RW drives take longer to begin playback because it has to determine the type of media being played.

Playing a DVD-ROM Movie

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

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.

1. For best performance, close all running programs before inserting a DVD movie. Insert the DVD disc 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 WinDVD** .
4. Select **DVD Player** and then click the **Play** ▶ button

Creating Your Own CDs

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.

See also ...

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

CDs are created using the 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 favourite 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.

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.

Welcome to the Web

3

In This Chapter

Basic Concepts, 3-2

Internet Connection, 3-3

Web Searches, 3-4

E-mail, 3-5

Content Advisor, 3-8

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.

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

Basic Concepts

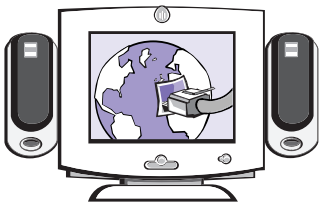
Internet, Web, URL, hyperlinks, cyberspace—sound confusing?

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.

What Is the Internet?

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

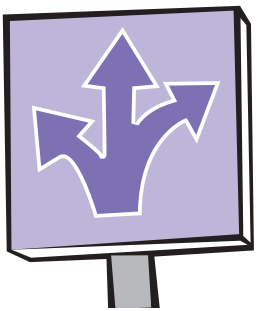


The Internet stores and transmits documents, pictures, music, and movies provided by computer users from all over the world.

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.

Internet Connection

Web pages are viewed with a Web browser, such as Microsoft Internet Explorer . 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/ favourites—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: AOL is available in selected countries only.

Connecting with AOL

If you have chosen AOL as your ISP and completed "Setting the Internet Buttons to AOL," press the **Instant Internet** *i* 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.

Note: AOL is available in selected countries only.

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.

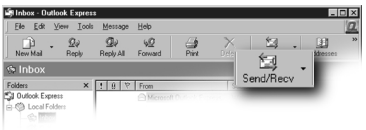
You can send letters, pictures, postcards—even music and video clips—to friends, family, and co-workers in an instant.

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
Cc:	Person(s) receiving a copy of your message
Subject:	Summary of your message in a few words
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 ...

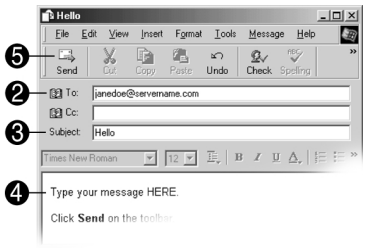
E-mail extensions identify the type of server where an organisation resides. Some of the most common e-mail extensions and their descriptions are as follows:

Extension	Description
.org	organisation
.com	commercial
.net	commercial
.edu	education
.gov	government agencies
.mil	military

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 recipients exactly how to write their e-mail address.

See also ...

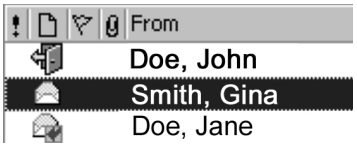
The My Presario—Learning More CD has more information on using e-mail.

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.

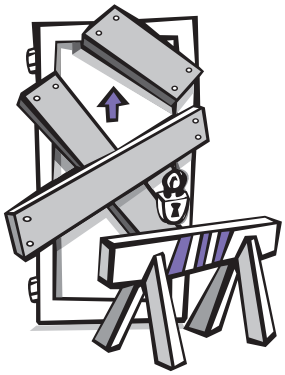
Reading Your Outlook Express E-mail Messages

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.



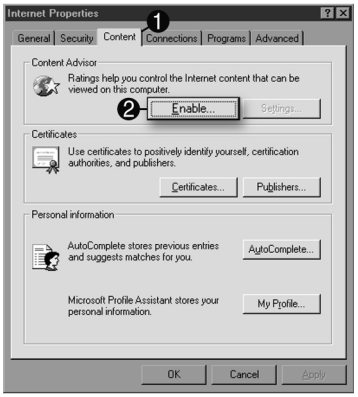
Restricting Internet Content

The Internet provides you with access to a wide variety ofinformation, 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 **Control Panel**, then **Network and Internet Connections**, then click **Internet Options**.
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**.

Common Tasks

4

In This Chapter

Print Basics, 4-2

Digital Audio Files, 4-3

Games, 4-4

Software, 4-5

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.

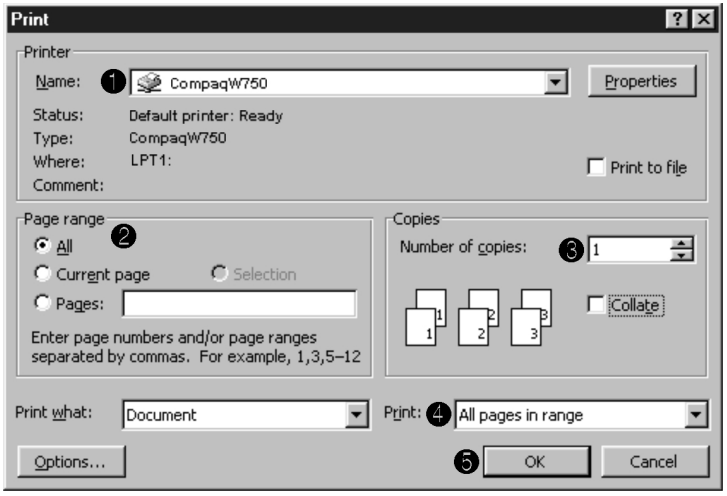
To see what the document will look like when printed, select the **Print Preview** option from the File menu. This option is available in most software packages.

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.



Note: These options vary depending on the printer installed.

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 Audio Manager software (available on select models).

Playing Digital Audio Files

1. From the Windows taskbar, click the **Start** button.
2. Point to **All Programs** and then select the **Windows Media Player** program. The Windows Media Player screen 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

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.

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.

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.

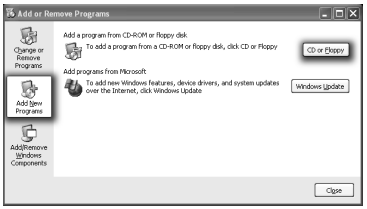
In the event of difficulties with the installation, contact the software manufacturer.

Tip

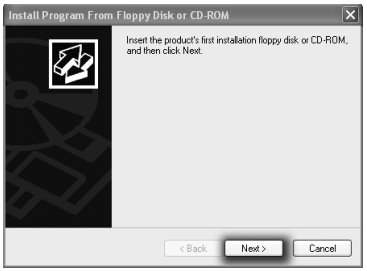
When selecting software for your computer, make sure the packaging states that it is compatible with your version of Microsoft Windows, your computer memory, processor, and available disk space.

Installing Software from a CD, DVD, or Disk

1. Close all open programs, and follow the installation instructions for that software.
2. From the Windows desktop, click the **Start** button then click **Control Panel**.
3. Double-click the Add or Remove Programs icon. The **Add or Remove Programs** window is displayed.



4. Click **Add New Programs**.
5. Click the **CD or Floppy** button.
6. Insert the CD or disk into the proper drive and click **Next**. Microsoft Windows begins the installation process.



Installing Software Downloaded from the Internet

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.

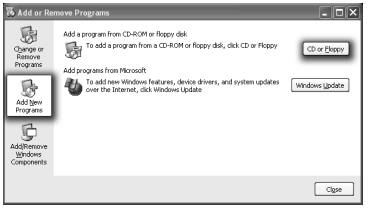
Did you know ...

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

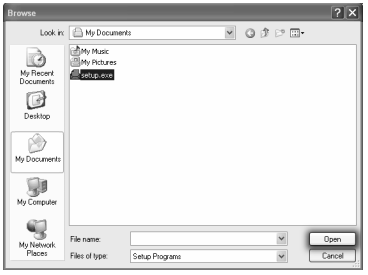
See also ...

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

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 hard drive space available.
2. After the download is complete, terminate your Internet connection.
3. Close all other open programs.
4. On the Windows desktop, click **Start** then click **Control Panel**.
5. Double-click the **Add or Remove Programs** icon. The Add or Remove Programs window is displayed.



6. Click **Add New Programs**.
7. Click the **CD or Floppy** button.
8. Click the **Next** button.
9. Click the **Browse** button.
10. Locate and select the **Setup.exe** or **Install.exe** file for the downloaded software.
11. Click **Open** to begin the installation process.



Computer Upgrades

5

In This Chapter

Internal Components, 5-2

Upgrading Components, 5-3

Adding Components, 5-4

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.

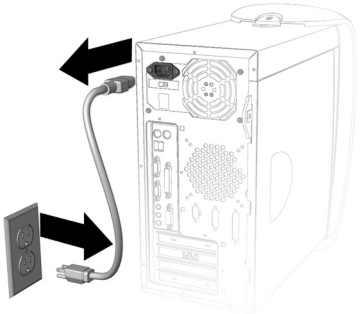
Caution: Before working with the components inside the computer, you must ground yourself and the equipment to prevent static electricity from damaging the parts. To discharge any static buildup, you should touch a metal part of the computer chassis before touching any internal parts.

Did you know ...

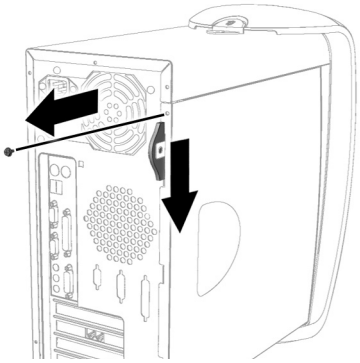
The screw securing the side access panel does not need to be replaced. The screw securing the side panel is used for shipping purposes only.

Accessing Internal Computer Components

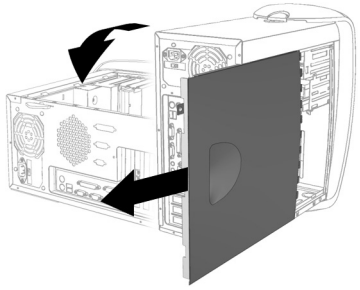
1. Press the Power button to turn off the computer.
2. Disconnect the power cable from the wall and computer.



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

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 programme and data close at hand.

There are several different types of memory modules. You must install the same type of memory currently in your computer.

Did you know ...

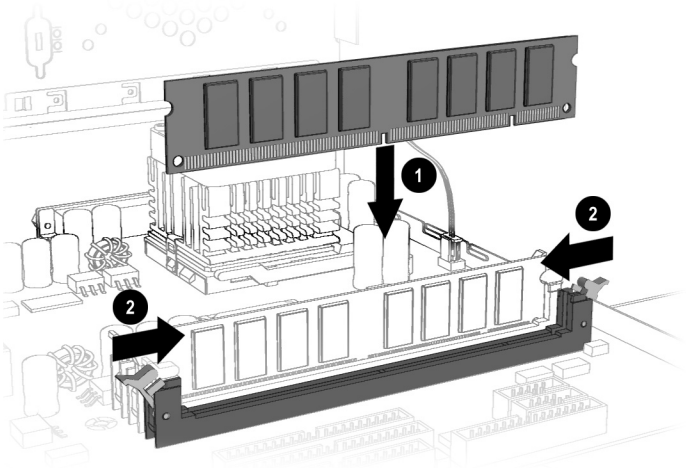
If a blank screen is displayed after replacing the memory module, the memory is incorrectly installed. Repeat the procedure to ensure the memory module is properly positioned.

Tip

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

Upgrading Computer Memory

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 ❶ with the memory slot.
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

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

This topic shows you how to add or replace expansion and option cards in your computer.

Did you know ...

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

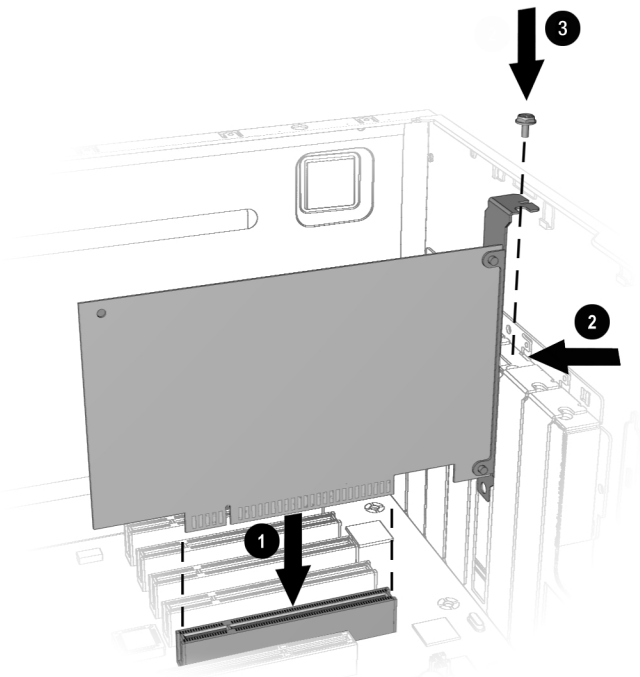
Tip

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

Adding an Expansion or Option Card

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

1. Complete the "Accessing Internal Computer Components" procedure.
2. Align the card ❶ with the connector on the system board and with the rear connector slots ❷ on the chassis.
3. Insert the card carefully and firmly into the connector on the system board.



4. Place the slot screw ❸ into the chassis slot and secure the expansion card to the chassis.

Need Some Help?

6

In This Chapter

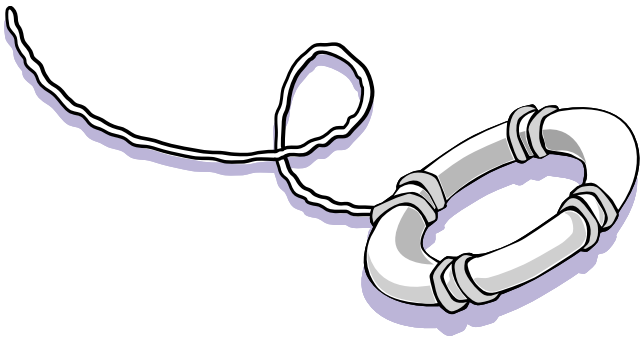
Compaq Support, 6-2

Preventative Care & Maintenance, 6-3

How to Access Help, 6-4

Troubleshooting, 6-6

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.



Compaq Support

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

- Review the "Need Some Help?" chapter in this guide for suggestions on how to fix the problem.
- Press the **Help ?** button on the keyboard to access service and support information related to your Presario, to find information about your computer and computer-related peripherals, and to access links to online technical help.
- Visit the Compaq Web Site at:

  www.compaq.com

- Contact Compaq Technical Support at the telephone number listed in your Certificate of Warranty.

Preventative Care & Maintenance

Try running the Help & Support troubleshooting tools if you are experiencing problems with your PC.

Your Presario is equipped with an integrated help and assistance tool from Microsoft and Compaq, providing simple click access to built-in product information, preventative care and maintenance assistance, and web links to online support and technical information. Press the **Help ?** button on your Internet keyboard to access the Compaq Help & Support Center.

- **Prevent unnecessary data loss:** Protect your files and system from harmful viruses by utilizing the virus protection software available for your system.
- **Undo harmful or unintended changes to your system:** Your system comes with built-in restore features to help protect your system from unnecessary downtime. Return your system to its optimal state using one of the provided restore features.
- **Troubleshoot modem or Internet connection issues:** Test your modem line connection for slow or poor connection speeds, as well as troubleshoot common modem problems.
- **Receive automatic delivery of drivers, software updates, and fixes:** Compaq utilizes Windows Update to deliver automatic software updates, fixes, and drivers.
- **Learn more about how to replace end-user parts:** The Presario Easy Access Design enables customers to easily service their own PCs.

How to Access Help

The first step when you need help is to press the **Help ?** button on your keyboard, giving you access to an integrated help and assistance tool from Microsoft and Compaq. The Compaq Help & Support Center provides a wealth of help and assistance, especially when you need:

- Answers to questions about your hardware or software
- Help installing new peripherals or software applications
- A resolution to a hardware or software problem or error
- To restore your Presario and undo harmful changes
- Access to the latest drivers, updates, and downloads

If you want interactive help or didn't find exactly what you were looking for, go to the Compaq Help & Support Web site, found at **www.compaq.com**. The Compaq Help & Support Web site is the fastest way to find accurate solutions by providing:

- Original product drivers and the latest software updates
- Warranty information and product documentation
- Questions, answers, and insights through the Compaq Customer Communities, **compaq.com/communities**

If the Help & Support features mentioned above are unavailable, here are some additional methods of getting assistance and resolving a problem:

- Contact a Compaq Support Specialist at the telephone number listed in your Certificate of Warranty with the following information available:
  - Product serial number
  - Date of purchase

How to Access Help, cont.

Tip

Everything added to the drive since the last User Backup is lost when you perform a User Restore.

Tip

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

➜ Reinstall the software to its original state when you purchased the computer by using the Recovery CD. You also have the option of restoring your computer to the way it was when you performed the last User Backup. When you restart your computer with the Recovery CD in the drive, the following menu is displayed.

Option	Description
Emergency Diskette	Creates a emergency diskette that stores the system information that came with your computer. This diskette contains information specific to your computer model. You may be prompted to insert the emergency diskette if you use the QuickRestore CD to restore the C and D drives to their original factory settings.
User Backup	Creates a backup of all the files, applications, and data currently on the C drive. The backup is stored in USER.PQI files on the D drive. **Note:** If the D drive does not have enough space to store the User Backup, the computer automatically resizes the partition then completes the User Backup. Be aware that the size of the C drive decreases as the size of the D drive increases.
User Restore	Uses the information stored in the USER.PQI files on the D drive to restore all the files, applications, and data on the C drive as they existed at the time of your last User Backup. Any files, data, or programs you added after your last User Backup are deleted.
Factory Restore	Restores the computer to its original factory condition. You will need to re-enter your user registration information. Any files, data, or programs you added after receiving your computer are deleted.
Exit	Exits the Recovery CD.

Note: For more information about the Recovery CD, refer to the *My Presario—Learning More* CD.

Troubleshooting

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

Tip

Before contacting Technical Support, keep in mind that the information needed to correct the problem may be at your fingertips. Try pressing the ***Help*** *button on the keyboard. This button accesses important service-and-support information and tools.*

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. Click **Performance and Maintenance** then click **System**. 3. Click the **Hardware** tab then click the **Device Manager** button. 4. Click the plus sign + next to the **CD/DVD-ROM drives**, and select the drive you are having a problem with. 5. Click the **Action** menu item and select **Uninstall**. 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. On the Windows desktop, click **Start** then click **Control Panel**. The Control Panel window is displayed. 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.
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.
	Floppy disk drive is damaged.	Press the **Help ?** button on the keyboard to access the Compaq Help & Support Center or refer to your Certificate of Warranty for details.
Diskette drive cannot save information to diskette.	Diskette is not formatted.	To format the diskette: 1. On the Windows desktop, click **Start** then click **Control Panel**. The Control Panel window is displayed. 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, click **Start** then click Control Panel. The **Control Panel** window is displayed. 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.

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 Stand By mode.	Press the **Power** button to resume from Stand By mode.
	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.	Programme in use has stopped responding to commands.	Attempt a normal Windows shutdown. If this fails, press the **Power** button for four or more seconds to turn off the power. To restart your computer, press the **Power** button again.
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 programmes.	You must log in to your ISP before some programmes will start.	Log in to your ISP and launch the desired programme.
Internet takes too long to download Web sites.	Modem is not set up properly.	Verify that the correct modem speed and COM port are selected: 1. Click **Start** then click **Control Panel**. The Control Panel window is displayed. 2. Click **Printers and Other Hardware**. 3. Under the Control Panel icons, click **Phone and Modem Options**. 4. Select the **Modems** tab then click the **Properties** button. 5. Under **Device status**, verify the modem is working properly. 6. Under **Device usage**, verify the modem is enabled. 7. If there are further problems, click the **Troubleshoot** button and follow the on-screen instructions.

Keyboard and Scroll Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognised by computer.	Keyboard connector is not properly connected.	1. On the Windows taskbar, click the **Start** button. 2. On the Start menu, click **Turn Off Computer** The Turn Off Computer dialog box is displayed. 3. Select the **Turn Off** option. 4. Click **OK**. 5. After the shutdown is complete, reconnect the keyboard to the back of your computer and restart your computer.
	Programme 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 **Turn Off Computer**, and then press the **Enter** key. 3. Select the **Turn Off** 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.
	Programme 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	Problem	Solution
Insufficient memory message is displayed.	All memory in computer is being used by open programmes, and memory is needed for desired task.	To avoid Windows running unnecessary programs automatically at startup: 1. Press the **Help ?** button. 2. Select **Adjust your startup resources to improve performance**. 3. Follow the on-screen instructions.

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 programme 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, press the **Help ?** button on the keyboard to access the Compaq Help & Support Center and select **Undo harmful or unintended changes to your system**.
Computer will not start.	System files may have been damaged.	Refer to the "How to Access Help" section in this chapter.
	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 programme 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 programme 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, programme 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 (coloured text or image), a small hand is displayed. When you click the hyperlink, your browser displays the new document or Web site.

I

icon A small picture that represents a menu command, file, programme, 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

maximise To enlarge the screen (or maximise the window) in a Windows-based programme by clicking the **Maximise** button—the button with an open square in the upper-right corner of a window that has not been maximised.

minimise To shrink a running programme window into a button on the Windows taskbar by clicking the **Minimise** 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 analogue 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 programmes, 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*.

programme 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 programme, 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 programme.

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

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 programme.

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*.

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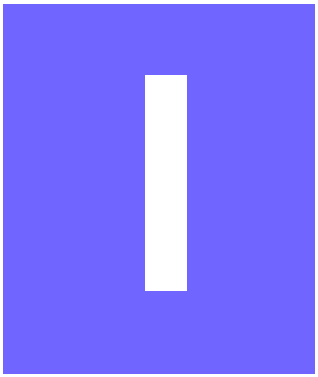

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