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Glossary

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Introduction

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In This Chapter

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Congratulations! As the owner of a new Compaq Internet PC, you have joined the worldwide 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
- Keep your computer running smoothly using its built-in tools
- 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 gain basic information about your computer or scan the guide for information on a specific topic.

The Glossary in the back of this guide contains definitions of computer terms in everyday language.

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

Using the My Presario—Learning More Guide

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

Installing Software

You may wish to purchase

What?

site.

The installation process automatically begins when you insert the CD in the disc drive. If it doesn't, refer to the documentation that came with the software. If no

Why?

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



Installing Software from a CD or Diskette

To install software from a diskette or CD that does not automatically install or come with installation instructions, complete the following steps:

1. Close all open programs.
2. From the Windows taskbar, click **Start**, point to **Settings**, click **Control Panel**, and then click **Appearance and Themes**.
3. In the **Appearance and Themes** Properties window displays, click **Software**.
4. Click **Install**.

5. Insert the CD or diskette into the proper drive and click **Next**. Microsoft Windows will find the CD or diskette and begin the installation process.



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:



Warning

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



Did you know ...

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



Tip

These helpful hints make using your computer easier and faster.



See also ...

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



Caution: Failure to follow directions may result in damage to your 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 this CD, and the Compaq Web sites. Use the *My Presario—Getting Started* guide first, then refer to this guide and the following documents as necessary:

- Quick Setup poster
- Safety and Comfort flyer
- Warranty Certificate
- 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 lists important Compaq telephone numbers. **In the event of a mechanical problem contact Compaq, not the retailer who 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.

The document you are reading, *My Presario—Learning More*, describes procedures for upgrading and replacing computer components. If you are unable to resolve a problem after referring to this guide and the *My Presario—Getting Started* guide, call Compaq 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 component upgrades (such as more 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.



To reduce the risk of electric shock and damage to the equipment, read the Safety and Comfort document before performing any procedures involving the internal components of your computer.



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

Safety and Comfort

The *My Presario—Learning More* CD contains safety and comfort information about 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 in this Guide?

This guide has information on the following topics:

- Advanced features of your computer
- Solving computer problems
- Creating CDs
- Connecting to the Internet
- Home networking
- 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 the My Presario—Learning More CD

1. The screen displays the file hierarchy in the navigation panel on the left **1** and the contents on the right **2**.

Note: Click the **Plus +** sign **3** next to a topic in the left panel to display subtopics.

2. Click the topic you want to view. The topic you selected is displayed on the screen.

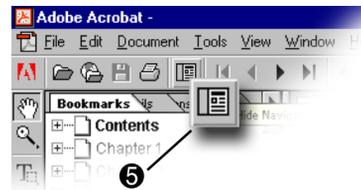
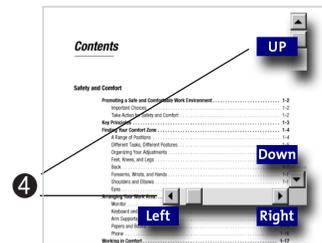
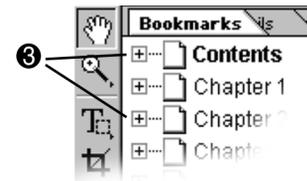
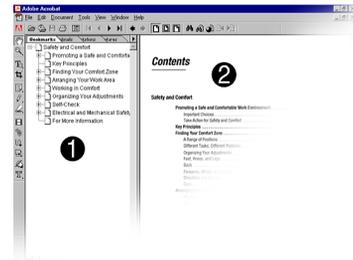
Note: If necessary, use the scroll bars **4** to view all of the page.

3. To view additional topics, click additional topics from the navigation panel **1**.

Note: You can click the navigation panel **Show/Hide** button **5** to close the navigation panel and enlarge the contents panel.

4. 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.



Features Inside Your Computer

2

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Plug In and Go!, 2-7

Registration, 2-8

Internet Service Provider
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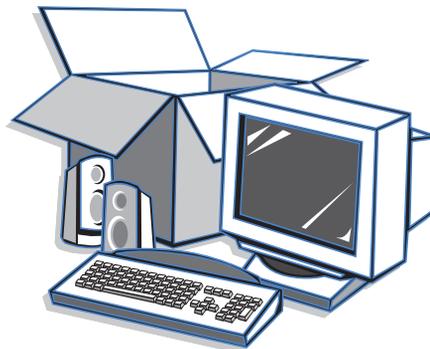
Printer Setup, 2-10

Your Internet PC is designed for complete ease of use—from setting up your computer to upgrading new components.

This chapter introduces you to the internal and external features of both the Presario 7000 Series and 5000 Series. It also walks you through the processes 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.

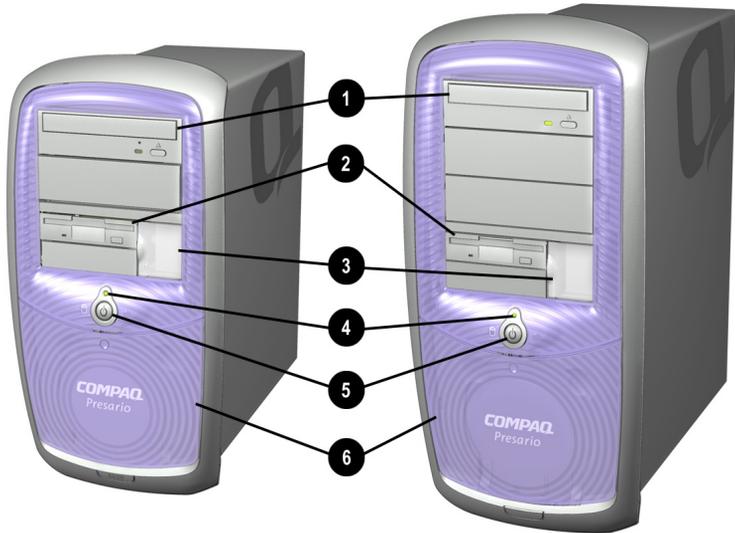
Note: Illustrations and features shown may differ slightly from your computer.



Your Presario at a Glance

Before you begin, you'll want to become familiar with the components of your Compaq Presario. The components on the front of the 5000 and 7000 Series computers are similar.

What's in Front? (5000 and 7000 Series)



- ❶ CD-ROM, CD-RW, or DVD-ROM Drive
- ❷ Diskette Drive
- ❸ Dual USB and 1394 (varies by model) Port for connecting Peripheral Devices, such as Gamepads, Joysticks, and Video Cameras
- ❹ Hard Drive Activity Light
- ❺ Power On Button
- ❻ CD Storage for Storing Five CDs

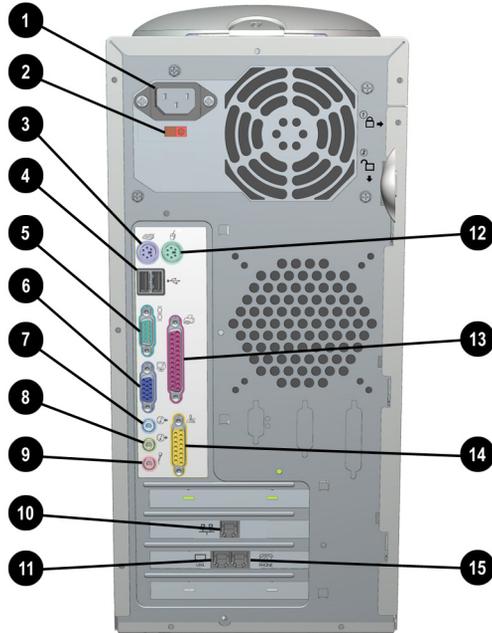
Note: The blank panels below the optical disk drives and the diskette drives are the areas reserved for adding additional drives.

What's in Back? (5000 Series)



Tip

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



- | | |
|---|---|
| ❶ Power Port | ❹ Microphone (<i>light pink</i>) |
| ❷ Voltage Switch | ❺ Ethernet Port for Connecting to a Network (if equipped) |
| ❸ PS2 Port for Connecting a Keyboard | ❻ Modem Port for Connecting to a Phone Line |
| ❹ USB Port for Connecting an Internet Keyboard or other USB Devices | ❼ PS2 Port for Connecting a Mouse |
| ❺ Serial Port | ❽ Parallel Port for Connecting Peripheral Devices, such as Printers |
| ❻ Video Port (<i>blue</i>) | ❾ Game/MIDI Port |
| ❼ Audio Out (speakers) (<i>light green</i>) | ❿ Phone Connection |
| ❽ Audio In (MP3 Player) (<i>light blue</i>) | |

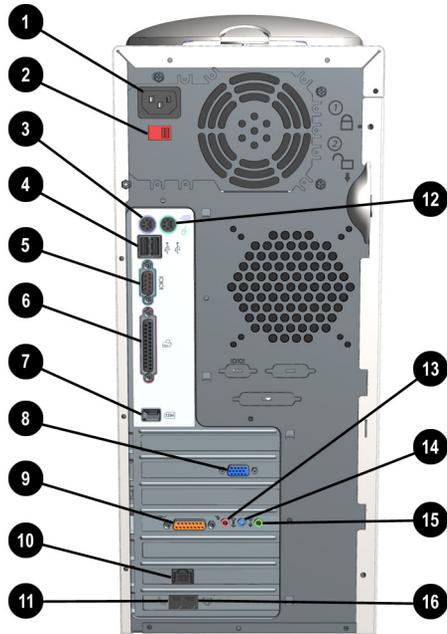
Note: Connectors may vary by model.

What's in Back? (7000 Series)



Tip

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



- | | |
|---|---|
| ❶ Power Port | ❹ Game/MIDI Port |
| ❷ Voltage Switch | ❺ Ethernet Port for Connecting to a Network (if equipped) |
| ❸ PS2 Port for Connecting a Keyboard | ❻ Modem Port |
| ❹ USB Port for Connecting an Internet Keyboard or other USB Devices | ❼ PS2 Port for Connecting a Mouse |
| ❽ Serial Port | ❻ Microphone (<i>light pink</i>) |
| ❾ Parallel Port | ❼ Audio In (MP3 Player) (<i>light blue</i>) |
| ❿ 1394 Port | ❽ Audio Out (Speaker) (<i>light green</i>) |
| ⓫ Video Port (<i>blue</i>) | ❾ Phone Connection |

Note: Connectors may vary by model.

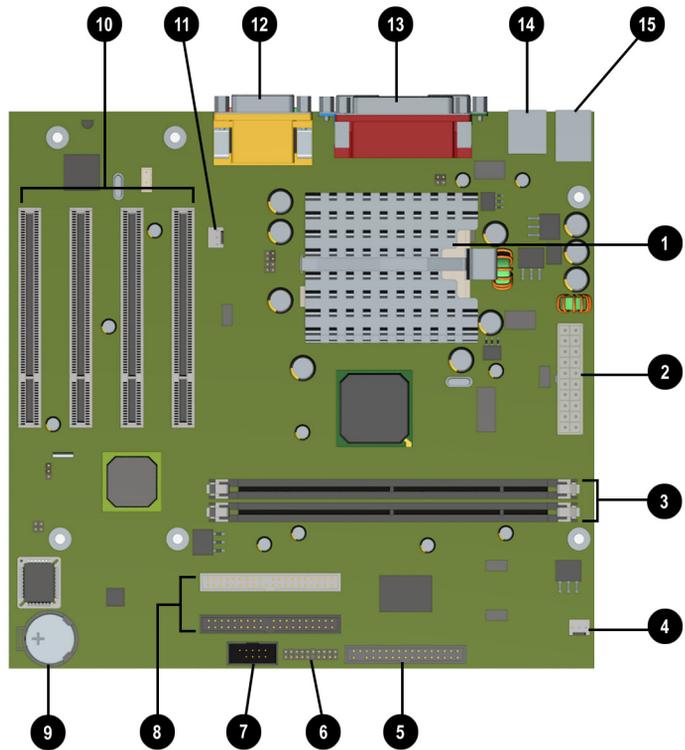
System Board

The system board of your computer, sometimes called the motherboard, is the large Printed Circuit Board (PCB) inside your computer. It contains all the circuits that define the major parts of the computer. Every part of the computer is connected to the system board.

The following components are located on a computer's system board:

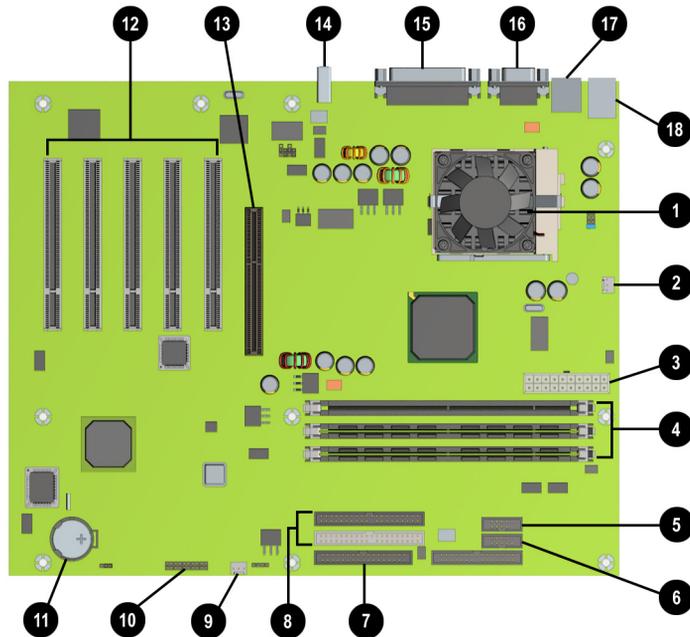
- Processor
- Memory modules
- Real-time clock (RTC) and RTC battery
- Jumpers
- Expansion slots

System Board (5000 Series)



- | | |
|---|---|
| ❶ Processor (your computer may include a heat-sink fan) | ❹ Real Time Clock Battery |
| ❷ Power Connection | ❺ PCI Slots (4) |
| ❸ Memory Slots (2) | ❻ Active (Fan) Heat Sink Plug |
| ❹ System Fan Plug (optional) | ❼ Game Port (top)/Audio Microphone (bottom) |
| ❺ Diskette Drive Connection | ❽ Parallel Port/Video Port/Serial Port |
| ❻ Power Button Connection | ❾ USB Port |
| ❼ USB Front I/O Board | ❿ Keyboard/PS2 Mouse |
| ❽ IDE Connectors HDD/CD-ROM | |

System Board (7000 Series)



- | | |
|--|---------------------------------|
| ❶ Processor | ❿ Power Button Connector |
| ❷ Active (Fan) Heat Sink Plug | ⓫ Real Time Clock Battery |
| ❸ Power Connection | ❿ PCI Slots (5) |
| ❹ Memory Sockets (3) | ⓬ 4X AGP Slot (Graphics) |
| ❺ 1394 Front I/O Board | ⓭ 1394 Connector |
| ❻ USB Front I/O Board | ⓮ Parallel Port |
| ❼ Diskette Connector | ⓯ Serial Port |
| ❽ IDE Connectors:
CD-ROM (top)/HDD (bottom) | ⓰ USB Port |
| ❾ System Fan Plug | ⓱ PS2 Mouse Port; Keyboard Port |

Plug In and Go!

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



Tip

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



See also ...

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



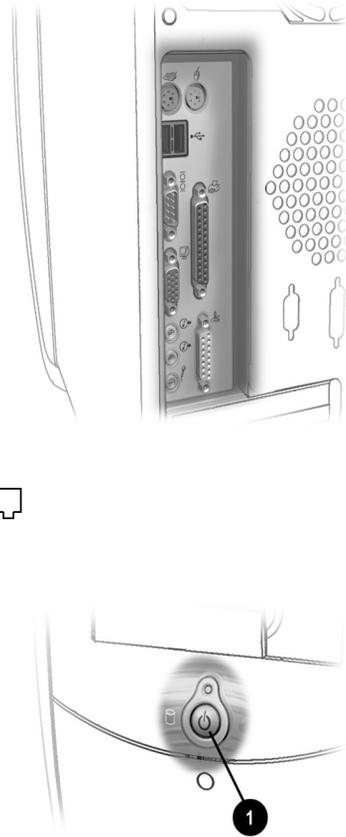
Tip

If you have home networking, refer to the home networking documentation for instructions on how to connect your phone lines.

Setting Up Your Computer

Note: Do not set up the printer until your computer is set up and you have registered your computer with Compaq.

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**  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 topic discusses the registration process.

Registration

The first time you turn on your computer, you are guided through the registration process before you can access 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 ...

Any time 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 next page for details.

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 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 ISP account, do one of the following:

- If you want *Compaq.NET powered by Microsoft Network (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.

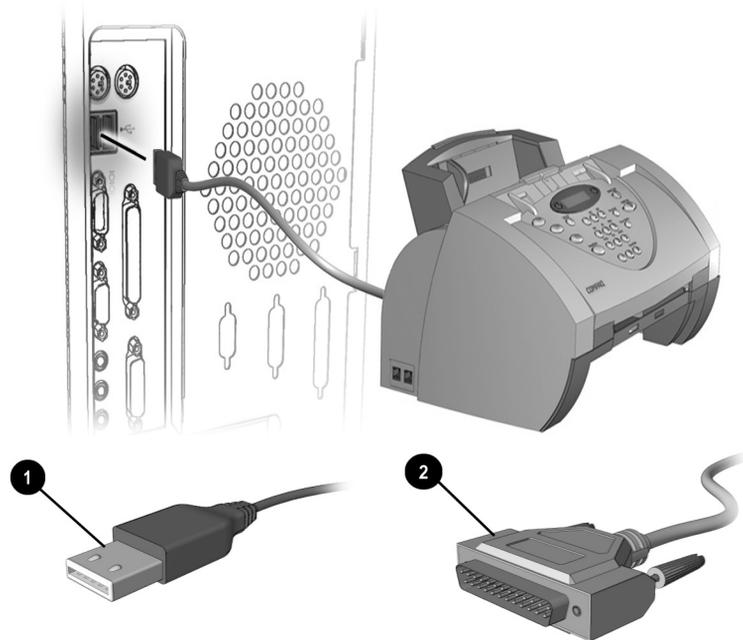


Did you know ...

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 ① (rather than a parallel plug ②) for installation. USB is new technology on all currently manufactured computers.

Setting Up Your Printer

1. Complete the “Plug In and Go!” and “Registration” processes 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 illustration below.
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.

Using Your Computer

3

In This Chapter

Keyboard Buttons, 3-2

Scroll Mouse, 3-6

Hard Drive, CD-ROM and DVD-ROM Drives, 3-9

Power Management, 3-10

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

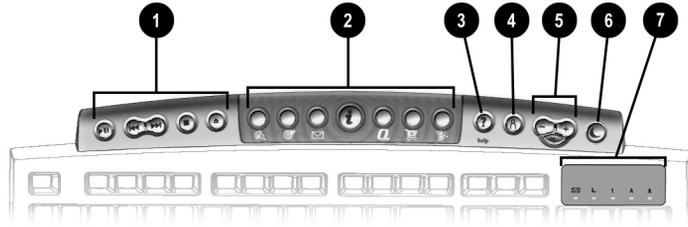
- **Keyboard**—Become familiar with some of the more advanced features of your keyboard.
- **Scroll Mouse**—Learn how to use your scroll mouse to perform some of the more advanced functions.
- **Hard Drive, CD-ROM, and DVD-ROM**—Determine the size of your hard drive and how to remove a CD or DVD disc manually.
- **Power Management**—Learn how to reduce the power consumption of your computer.



Keyboard Buttons

The keyboard buttons make it easier and faster to get on the Internet and to use your favorite software. Imagine playing a CD while you use your computer. You might even want to watch a movie, send e-mail to someone, or pay your bills.

All the keyboard buttons are shown in the following illustration. Some of the more advanced button functions are discussed below.



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

Note: Buttons may vary by model and region.

The **Help ?** button takes you to the Service and Support folder for help with the following programs:

- McAfee Active Shield
- Compaq Remote Support
- Compaq Service Connection
- Compaq Diagnostics
- Quick Restore



Tip

*After you assign the **Help ?** button, it remains set until you reassign it.*

*To restore the Help Web site, select **Restore to Default Settings** when reassigning the **Help ?** button.*

Reassigning the Help Button

1. From the Windows desktop, click the **Start** button.
2. Point to **Settings** and then click **Control Panel**. The Control Panel window is displayed.
3. Double-click the **Easy Access Buttons**  icon. The Compaq Easy Access Button Settings window is displayed.
4. Press the **Help ?** button.
5. Select either **Program** or **Web site** and click **Next**.
6. Select the program, document, or Web site you want help for to program the **Help ?** button.
7. Click **OK** to verify your selection.
8. Click **OK** to apply your selection.



If you have already assigned the **My Program**  button, this procedure allows you to reprogram it to a different program, document, or Web site as often as you like.



Tip

*After you reassign the **My Program**  button setting, pressing the button automatically opens your selected program, document, or Web site.*

Reassigning the My Program Button

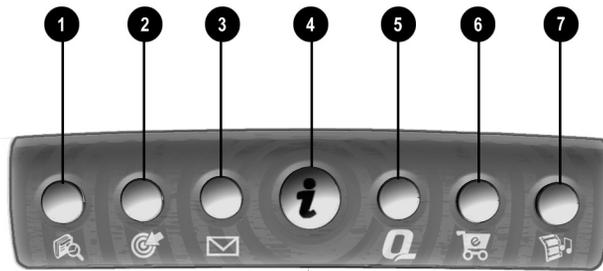
1. From the Windows desktop, click the **Start** button.
2. Point to **Settings** and then click **Control Panel**. The Control Panel window is displayed.
3. Double-click the **Easy Access Buttons**  icon. The Compaq Easy Access Button Settings window is displayed.
4. Press the **My Program**  button.
5. Select **Launch a new program** or **Launch a new Web site**.
6. Click **Next**.
7. Select the program, document, or Web site you want to program to the **My Program** button.
8. Click **OK** to verify your selection.
9. Click **OK** to apply your selection.



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 they have been assigned a function, these buttons can be reassigned to a different function.

Customizing the Internet Zone Buttons

1. From the Windows desktop, click the **Start** button.
2. Point to **Settings** and then click **Control Panel**. The Control Panel window is displayed.
3. Double-click the **Easy Access Buttons**  icon. The Compaq Easy Access Button Settings window is displayed—this is where you select the button you want to program.
4. Press the Internet button you would like to program. This will take you to a Web site that provides instructions for reassigning the Internet button.



- | | |
|--------------------|---------------------------|
| ① Search | ⑤ My Presario |
| ② Activity | ⑥ Retail/Affinity Central |
| ③ E-mail | ⑦ Entertainment |
| ④ Instant Internet | |

Scroll Mouse

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

Instead of using the scroll bar, you can move the scroll wheel forward or backward through a document or Web site.

Moving and copying text and graphics is known as **dragging and dropping** or **drag and drop**. As you perform this procedure, an outline of the graphic or text appears as you move your selection to the new location.



Tip

Some mouse functions may not work with all software.

Moving and Copying Text and Graphics

Text

1. In some word processing programs, you can select the desired text by clicking and holding down the left mouse button and dragging to highlight the text.
2. Place the cursor inside the selected text.
3. Press and hold down the left mouse button while dragging the text to a new location.
4. Release the left mouse button.

Graphics

1. Position the cursor over a graphic.
2. Press and hold down the left mouse button while dragging the graphic to a new location.
3. Release the left mouse button.

In most programs, you can select large amounts of text and graphics. You can then move, copy, or delete your selected text, graphics, or files.

Selecting and Moving Large Amounts of Text and Graphics

1. Select the text or graphics:

- For text, click at the beginning of your selection, hold down the left mouse button, and move the cursor to the end of your selection.
- For graphics, click on the center of the graphic.



2. Drag the selection to the desired destination while holding down the left mouse button.

3. When the selection is positioned in the desired location, release the left mouse button.

Zooming in reduces the view of a document page, and zooming out enlarges the view.

Zooming In and Out

1. Place the cursor in a document.

2. Press and hold the **Ctrl** key on the keyboard.

3. Determine how much of the page you want to view:

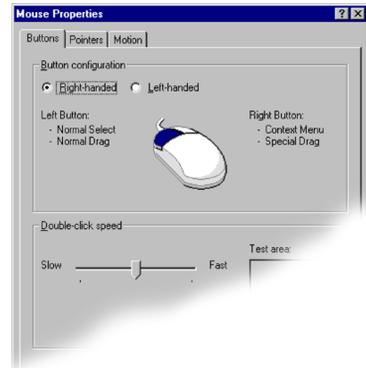
- To zoom in and enlarge the area you want to view, move the wheel on the mouse forward.
- To zoom out and see more of the page, move the wheel on the mouse backward.



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

Customizing Your Mouse

1. From the Windows desktop, click the **Start** button.
2. Point to **Settings** and then click **Control Panel**. The Control Panel window is displayed.
3. Double-click the **Mouse** icon. The Mouse Properties window is displayed.
4. Select the tabs and settings you prefer. The settings are listed in the following table:



Setting	Description
Quick Setup	Resets the mouse properties to the factory defaults.
Pointers	Changes the appearance of the pointer.
Buttons	Changes the button and the wheel functions. Click the Options button to change the mouse button assignment options. For more information, click Help .
Motion	Sets the cursor speed and acceleration. Also enables Smart Moves and creates a pointer trail.
Orientation	Changes the angle of the mouse movement.
Devices	Adds another pointing device.

Hard Drive, CD-ROM and DVD-ROM Drives

Your computer has an internal hard drive with a permanent storage disk. Each computer has a different capacity for storing information.

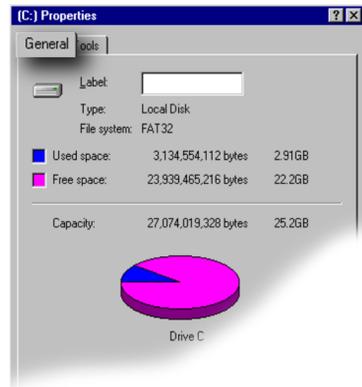


Tip

If the power fails while you're playing a CD or DVD disc, the disc may not eject automatically. If this happens, you can remove the disc manually.

Identifying Your Hard Drive Size

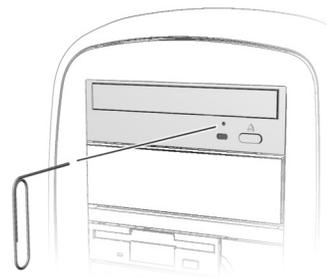
1. From the Windows desktop, double-click the **My Computer**  icon. The My Computer window is displayed.
2. Right-click the **Hard Drive**  icon (drive C).
3. Select **Properties** from the pop-up menu. The Properties window is displayed. The size of the hard drive and the amount of free space remaining is found on the **General** tab.



Note: Your hard drive may be partitioned into two drives—drive C and drive D. The two drives make up your total hard drive capacity. If the capacity of your C drive does not match what is stated in the documentation, you can find the remaining capacity located on the D drive. The D drive contains important system backup files and diagnostics.

Manually Removing a Disc from Your CD-ROM, CD-RW, or DVD-ROM Drive

1. Shut down your computer.
2. Gently push the tip of a paper clip into the hole under the CD-ROM/DVD-ROM drive. If the hole is not visible, you can locate it under the pull-down flap.

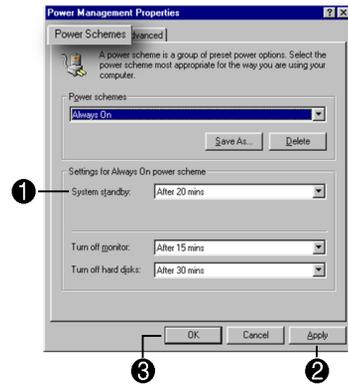


Power Management

Power management lets you reduce the power consumption of selected devices or of your entire system.

Setting Your Computer Power Management

1. From the Windows desktop, click the **Start** button, point to **Settings**, and then click **Control Panel**. The Control Panel window is displayed.
2. Double-click the **Power Management** icon. The Power Management Properties window is displayed.
3. On the Power Schemes tab, click the drop-down arrow next to the **System standby** box ❶, and select a time.
4. Click **Apply** ❷, and then click **OK** ❸.



Creating Your Own CDs

4

In This Chapter

- CD-RW Drive, 4-2
- CD-R/CD-RW Media Basics, 4-3
- Installing Adaptec Easy CD Creator, 4-4
- Creating Your Own CDs, 4-5
- Creating an Audio CD, 4-6
- Creating a Data CD, 4-13
- What is CD Image?, 4-15
- Modifying a Data CD Layout, 4-16
- What is DirectCD?, 4-17
- What is CD Copier?, 4-22
- What is a Mixed-Mode CD?, 4-27
- What is CD Extra?, 4-29
- What is Jewel Case Creator?, 4-32
- Troubleshooting, 4-37
- Appendix, 4-41

As technology advances, so does the way we store information. In the earlier years of personal computers, information could be stored on diskettes. Now information can be stored on a CD.

Today, because of the limited capacity of diskettes, we seldom use them to store and carry information. The same circular disc that replaced phonograph records is now the most common medium to use for storing and carrying information to and from personal computers. In fact, the audio CDs we play in our homes are physically identical to the data CDs we load into our computers.



CD-RW Drive



Tip

Always handle a disc by holding it by the edges or the center hole to prevent scratches to the surface.



Did you know ...

Your CD-RW drive has the following attributes:

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

If your CD tray fails to open when you press the **Load/Eject**  button or when you right-click on the drive letter within Windows Explorer and select **Eject**, you must eject your CD manually.

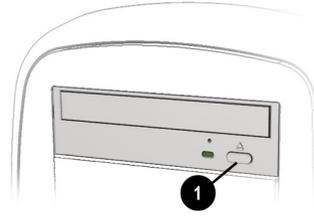


Warning

Ensure that the power to the computer is turned off before manually ejecting a disc.

Inserting a Disc Into a CD-RW Drive

1. Press the **Load/Eject** button  that is located on the front of your CD-RW drive.
2. Carefully lift the disc from its case by holding the disc only by the inner and outer edges to avoid touching the surface.
3. Place the disc, label side up, into the round area of the tray. If the tray has support tabs, carefully slide the disc under the tabs to position it correctly in the tray.
4. Press the **Load/Eject**  button again to close the drive.

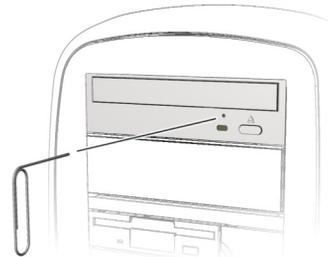


Removing a Disc

1. Press the **Load/Eject** button  that is located on the front of your CD-RW drive.
2. Carefully lift the disc out of the tray and return it to its case.
3. Press the **Load/Eject**  button again to close the drive.

Manually Ejecting a Disc

Gently push the tip of a paper clip into the hole under the drive. The disc should eject easily.



CD-R/CD-RW Media Basics

Would you like to know how to use discs with your computer? This section helps you understand how creating CDs can make your computer experience more enjoyable and can expand your PC's capability.



Did you know ...

Compaq recommends that the media used with your CD-RW drive be of high quality.



Tip

While CD-R discs can be written to only once, CD-RW discs can be written to, erased, and rewritten many times.



Did you know ...

CD-R/CD-RW discs must be purchased separately.

Types of Media/Discs

CD-R media has the following features:

- CD-R discs can be read by virtually all CD-ROM, DVD-ROM, and CD-RW drives.
- CD-R discs are recommended for copying music to play on a home or car stereo.
- CD-R discs are recommended for permanent data storage and archiving.
- CD-R discs can be written to only once. However, you can write to CD-R discs in multiple recording sessions. Information written to a CD-R disc cannot be erased from the disc.

CD-RW media has the following features:

- CD-RW discs can be used to create CD backups of files or other CDs.
- CD-RW discs are reusable and can be erased and rewritten as many times as you like.
- CD-RW discs can be used to make a practice CD or to test the contents of a CD before making a permanent one.

Installing Adaptec Easy CD Creator



Tip

You must close all other Windows programs before installing Adaptec Easy CD Creator.



Tip

Installation is only required when Easy CD Creator is not pre-installed or if you had to restore your computer to the original factory condition.



Did you know ...

Internet Explorer 4.01 or higher must be installed on your system before you can install Easy CD Creator. If Internet Explorer is not found on your system, you are prompted to install Internet Explorer 5 before continuing with Easy CD Creator installation.

Steps to Install Adaptec Easy CD Creator Software



Caution: Before installing Adaptec Easy CD Creator, you **must** uninstall any other CD recording software. This includes deleting all shared files if prompted to do so.

1. Insert the Adaptec Easy CD Creator disc into the CD-RW, DVD-ROM, or CD-ROM drive and complete the following steps to install the Adaptec Easy CD Creator software.

Note: You must follow these instructions to install both Easy CD Creator and Direct CD.

If Autorun is enabled on your system, the Adaptec Installation window is displayed automatically and you can skip steps 2 and 3.

2. From the Start menu, select **Run**.
3. Type `e:\setup` (substitute “e” for the appropriate drive letter of your CD-RW, CD-ROM, or DVD-ROM drive).
4. From the Adaptec Installation window, select **Easy CD Creator** and the desired language.
5. Follow the installation instructions that are displayed on the screen.
6. When the installation is complete, click **Finish**. The Adaptec Installation window is displayed again (repeat steps 4-6 to install DirectCD).
7. Click **Exit** to exit the Adaptec Installation window.
8. Restart your computer when prompted so the changes take effect.

Creating Your Own CDs

Easy CD Creator is the easiest way to put your world on CD. In just a couple of mouse clicks you can create audio CDs that can be played on your home or car CD players, or create data CDs to store data such as folders and files that are on your hard drive.



Tip

CD Guide (see graphic in right column) helps you step-by-step through creating Audio CDs, Data CDs, and designing custom jewel case inserts and CD labels.

*To show or hide CD Guide click the **CD Guide** button on the toolbar.*

Opening Easy CD Creator

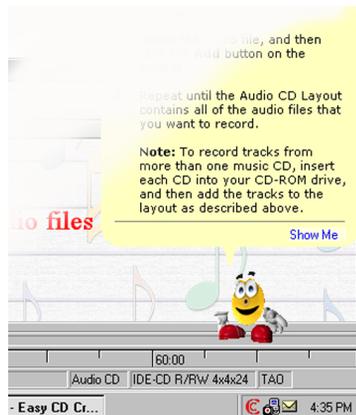
1. Click the **Start** button.
2. Select **Programs** from the pop-up menu.
3. Select **Adaptec Easy CD Creator** from the pop-up menu.
4. Select **Create CD** from the next pop-up menu.

The following menu options are available from the Easy CD Creator Main menu.

- Audio
- Data
- CD Copier
- Jewel Case Creator
- Deluxe Upgrade



▲ Caution: Easy CD Creator is designed to assist you with reproducing material for which you own the copyright or have obtained permission to copy from the copyright owner.



Creating an Audio CD

An Audio CD is a compact disc (CD) used to record music from tracks and audio files (for example, WAV or MP3 files) and can be played on your home or car stereo CD player. Here are some of the things you should know about an Audio CD:

- An Audio CD is used for playing music and not for data storage.
- An Audio CD can also be played on most computers that have a CD-ROM, DVD-ROM, or CD-RW drive by using a program such as the Windows CD Player.
- An Audio CD is ideal for copying your favorite music from other CDs and from audio files to create new CDs. You can even create your own “greatest hits” Audio CD that contains tracks from multiple music CDs. Once you have completed your recording session, you must close (or finalize) the disc in order to listen to it on your home or car CD player.

Creating an Audio CD

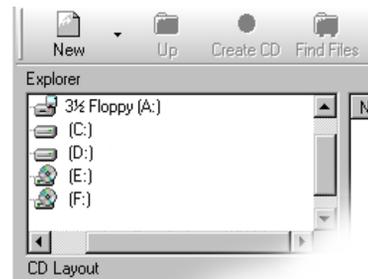
1. Click the **Audio** button on the Easy CD Creator Main menu.
2. Click the **Audio CD** button on the Audio menu.
3. An Easy CD Creator window with three panels is displayed.
 - **Explorer** window—upper left
 - **CD Title** window—upper left
 - **CD Layout** window—lower half

Note: The CD Layout is where you assemble and organize the files, folders, and tracks that you want to record to a CD-R. The CD Layout must list all of the files and/or tracks you want recorded before you can record the CD-R.

4. If you are recording tracks from an existing music CD (source disc), insert the music CD into your CD-ROM, DVD-ROM, or CD-RW drive (the source drive). If you are recording WAV or MP3 files, continue with the next step.

Note: You can record any combination of tracks, WAV, or MP3 files to an Audio CD.

5. In the left pane of the Explorer section, select the letter of the drive containing the music CD. A list of the tracks on the CD is displayed to the right. If you are recording WAV or MP3 files, select the folder where your files are located.



Note: If information about the music CD is located on your hard drive, the CD title, artist name, and the name of each track are displayed. If this information is not displayed, you must connect to the Internet and then click the CDDDB Internet button on the toolbar to download the information from the online CDDDB™ Music Service.

Creating an Audio CD (continued)

6. Highlight the tracks you want to record. Either click the **Add** button or click and drag the desired tracks (songs) to the CD Layout window. You may also record tracks from other sources, such as your hard drive, by using the **Find Files** button or by using the **Explorer** window.

Note: If you have tracks on other music CDs that you want to record, repeat steps 4-6 for each music CD from which you want to record. During the actual recording process, Easy CD Creator prompts you to reinsert the appropriate music CD for the track being recorded.

7. When you have organized your tracks (WAV or MP3) in the **CD Layout** section and you are ready to record, click the **Create CD** button. The CD Creation Setup box is displayed.

The CD Creation Setup box allows you to see the target device (the destination drive or drive you will be recording to), the write speed, and the number of copies. If you would like to view more of the recording options, click on the **Advanced** button. The default settings are as follows: Create CD, Track-at-Once, Leave Session Open.

8. When you have made your selection, click **OK**.
9. When you finish recording to your disc, you can either record additional tracks later if you didn't close the CD, or you can close the CD.
10. When you click **OK**, you return to the CD Layout window.
11. If you plan to record additional tracks, delete all previously recorded tracks that are in the CD Layout window and repeat Steps 6 through 10.
12. When you are finished recording to your CD, click the **Create CD** button, select **Close CD**, and click **OK**. (When you have closed the CD, no additional tracks can be recorded to it).

 **Caution:** When you choose to close/finalize a disc, the CD-RW drive tray ejects and then retracts during the closing process.

Creating an Audio CD (continued)



Tip

See the “Troubleshooting” section in this chapter for hints on how to avoid buffer underruns.



Tip

To make a sleeve that lists the CD or audio titles and files, see the “Using Jewel Case Creator” section in this chapter.

Suggestions for Creating Audio CDs

- **Eliminating the two second gap between tracks:** To prevent a two second gap from occurring between audio tracks, you can record sound files stored on your hard drive to a blank CD using the Disc-at Once option. When creating the CD, select the Disc-at-Once from the CD Creation Setup dialog box.
- **Using CD Copier:** If you want to make a backup copy of an entire CD from start to finish, use the Easy CD Creator CD Copier feature.
- **Using a CD Image to Record Your CD:** If you have enough space on your hard drive, you can create an Audio CD from a CD image and eliminate the possibility of a buffer underrun occurring. Using a CD image is also helpful when you are creating multiple copies of the same CD.
- **Writing CD Text:** CD Text is an Audio CD format that allows you to display CD information, such as the CD title, artist, and track titles on the CD. This information can then be displayed on consumer electronic devices that support CD Text information.

If your CD-RW drive supports CD text and the writing method currently selected is Disc-at-Once, you can enable the Write CD-Text Option from the CD Creation Setup dialog box.

- **Entering UPC (Universal Product Code):** With some CD recorders, you may define a thirteen-digit UPC catalog number for the entire CD. The number can be written in the CD’s Table of Contents. You can enter the UPC from the CD Layout Properties dialog box.

Creating an Audio CD (continued)

Advanced Settings Within Audio CD

The following options are available when you click the **Advanced** button (within the CD Creation Setup window).

Create Options

- **Test Only:** Select this option to perform a real test in which the files to be recorded are passed to the CD-RW. No actual information is recorded to the CD. Use this option if you have made any changes to your CD-RW setup.
- **Test and Create CD:** Select this option to perform a test in which the files to be recorded are passed to the CD-RW. No actual information is recorded to the CD. Recording begins after a successful test. Each time you create the CD and you do not want to perform the test, select Create CD below.
- **Create CD:** Select this option when you do not want to perform the test. This option begins the recording process immediately.
- **Write CD-Text Info:** Select this option if you want to include CD-Text information, such as CD title, artist, and track titles on the CD. This information can then be displayed on consumer electronic devices that support CD-Text information. This option is available only when you write in Disc-at-Once mode and if your CD-RW supports CD-Text information.

Write Options

- **Track-at-Once:** Tracks recorded in Track-at-Once mode are separated by gaps. If a data track is followed by an audio track, the gap is two or three seconds. The gap between audio tracks is usually two seconds.
- **Leave Session Open:** Select this option to add more songs to the CD at a later time. By keeping the session open, you can record additional songs to the first session at different times. When you have added all the songs you want to the CD and you want to listen to it on a home or a car stereo CD player, you must close the session. (This is the default option.)

Creating an Audio CD (continued)

- **Close Session and Leave CD Open:** Select this option to close the session so that audio tracks (if in the first session) can be played back in home or car CD players. Because the CD remains open, you can continue to record additional sessions to the CD until it is full.
Note: When the session is closed, only audio on the first session can be played on home or car CD players. Home/car CD players are single session players; your computer is a multi-session player.
- **Close CD:** Select this option to write-protect the CD. When this option is selected, no more data can be recorded to the CD. (This enables audio to be played on home or car CD players).
- **Session-at-Once:** Select this option to record a single session and leave the CD open. For example, you can use the Session-at-Once to make CD Extra CD. First, record the audio tracks in the first session and leave the CD open. Then record a second (data) session and close the CD.
- **Disc-at-Once:** Select this option to write and close a CD in one operation without turning the writing laser on and off between tracks. This eliminates the two second gap between tracks and write-protects the CD. You can select this option if you are recording WAV or MP3 files stored on your hard drive or are recording music CD tracks.
- **Set as Default:** Select this button when you want to change the CD Creation Setup default options.

Modifying an Audio CD Layout

The following sections describe how to make changes to the tracks listed in your Audio CD Layout.

Previewing a Track

Previewing a track allows you to hear a track as it will be recorded to your CD. This is especially useful if you want to preview any effects applied to the track.

Note: A sound card and speakers are required if you want to hear the tracks being previewed.

Creating an Audio CD (continued)



Did you know ...

A WAV is a file format in which Windows stores sounds as waveforms. Such files have the extension .wav. WAV files can be recorded at different rates. When WAV files are recorded at 44.1 kHz, 16-bits, and stereo, they are essentially identical to the music CDs that you buy.

To preview a track:

1. Select one or more tracks in the Audio CD Layout.
2. From the Track menu, select **Preview**. The Easy CD Creator CD Player appears and begins playing your tracks.

Extracting a Track to a WAV File

To extract a track from an existing CD:

1. Select the track you want to extract.
 - a. From the **Start** menu, open Easy CD Creator.
 - b. Click the small arrow next to the **New** button on the toolbar and then select **Audio CD** from the drop-down list.
 - c. Insert the music CD that contains the music track you want to extract into your CD-ROM, DVD-ROM, or CD-RW drive (the source drive).
 - d. In the left pane of the Explorer section, select the CD-ROM, DVD-ROM, or CD-RW drive containing the music CD, and a list of the tracks on the CD appears to the right.
 - e. In the right pane of the Explorer section, select the track you want to extract.
2. Click the **Extract** button on the toolbar. The Extract Audio Track(s) to File(s) dialog box appears.
3. Select a location for the file in the Save in drop-down list box.
4. Type a file name for the extracted file in the File name text box.
5. In the Save as type drop-down list box, select the appropriate file type or extension.
6. In the Format drop-down list box, select the audio format you want for the extracted file and click **Save**.

Creating an Audio CD (continued)

A composite track is a single track that is made up of two or more separate tracks. Composite tracks are useful when you want to make a single track from several different tracks.

Merging (Composite) Tracks

To make a composite track:

1. Select two or more tracks you want to merge into a single track.
2. From the Tracks menu, select **Merge Tracks**. The tracks appear as a single track in the Audio CD Layout.

Creating a Data CD

Use Easy CD Creator to create a Data CD to store computer data such as the files and folders on your hard drive. This is especially useful for backing up your important files or for sharing them with your colleagues. Unlike an Audio CD, a Data CD is used for data storage only and cannot be played on your home or car stereo CD player.

Here are some of the things you should know about a Data CD:

- A Data CD is used for data storage only and cannot be played on your home stereo CD player or car CD player.
- A Data CD is ideal for sharing multimedia presentations, graphics, Word or Excel documents, Internet downloads, web sites, and company documents with your colleagues.



Tip

See the “Troubleshooting” section in this chapter for hints on how to avoid buffer underruns.

Suggestions for Creating Data CDs

- **Duplicating CDs:** Easy CD Creator includes CD Copier, an easy way to make backup copies of your original CDs.
- **Creating Mixed-Mode CDs:** A Mixed-Mode CD is a single-session CD that contains both computer data and audio tracks and typically is used for entertainment and educational programs.
- **Creating CD Extra CDs:** A CD Extra CD is a multi-session CD that contains both audio tracks and computer data. It is typically used when you want to provide music CD tracks and a music video on the same CD.

Creating a Data CD

1. Click the **Data** button on the Main menu.
2. Select **Data CD** from the next menu. A Data CD Layout is displayed.
3. Insert a blank CD-R/CD-RW disc into your CD-RW drive (the destination drive).
4. In the Explorer section, select the data file or folder you want to record, then click **Add**. Repeat until the Data CD Layout contains all of the files and folders that you want to record.
5. Click **Create CD**. The CD Creation Setup box is displayed.
6. Click **OK** to start recording.

Creating A Data CD (continued)

A multi-session CD is a Data CD to which data is added incrementally in more than one session, allowing you to periodically add and update files and folders to your CD.

Creating Multi-Session CDs

1. To record the first session, follow the instructions in “Creating a Data CD.” In the CD Creation Setup dialog box on the **Advanced** tab, make sure Close Session and Leave CD Open is selected as the Write Method option (the default option for Data CDs).
2. When you are ready to add another session to the CD, insert the CD into your CD-RW drive and follow the instructions again in “Creating a Data CD.”

What is CD Image?

Creating a CD from a CD image is typically done when you want to write your data to the hard drive first, then record it to CD to avoid a buffer underrun; or when you want to write a CD image to the hard drive once, then record it several times to different CDs to save processing time.



Tip

When making a CD image, make sure you have enough space on your hard drive to store the image file.



Tip

You can also create a CD image within the audio application. (See Online Help for steps to create an audio CD from a CD image).

Creating a Data CD from an Image

1. Click the **Data** button on the Main menu.
2. Select **Data CD** from the next menu. A Data CD Layout is displayed.
3. In the Explorer section, select the data file or folder you want to record, then click **Add**. Repeat until the Data CD Layout contains all of the files and folders that you want to record.
4. From the File menu, select **Create CD Image**.
5. Type a filename, and select a location for the file.
6. In the Save as type box, select **CD Image Files (*.cif)**.
7. Click **Save**.

To Create a CD from the CD Image

1. From the File menu, select **Create CD** from CD Image.
2. Insert a blank CD-R/CD-RW disc into your CD-RW drive (the destination drive).
3. Select the **image file (*.cif file)** you want to make into a CD and click **Open**. The CD Creation Setup dialog box is displayed.
4. If necessary, change the CD Creation Setup settings and click **OK**.

Modifying a Data CD Layout

You can create a new folder in your Data CD Layout and then add files and folders to that new folder.

You can remove files and folders (including everything within the folder) at any time before you create the CD. Removing a file or folder from your CD Layout does not affect the original items on your hard drive.

You can create a CD Layout, save it, then use it to record a CD later. When saving a CD Layout, you are saving a file that contains only the instructions that specify which files to include in the layout.

Changing the Order of Files and Folders

Once you have added files and folders to your CD Layout, you can change the order of the files at any time before you create the CD. For example, you can move a folder that is displayed at the end of the Data CD Layout to the top of the list.

Note: Changing the order of files and folders in your CD Layout affects only their physical position on the CD. Moving files and folders in the CD Layout does not change their original location on your computer.

To change the order of the files and folders:

1. Select the file or folder in the Data CD Layout.
2. Drag it to the position where it is to be displayed in the Data CD Layout.

Removing Files and Folders

1. Select the file or folder from your CD Layout.
2. Click the **Remove** button on the toolbar.

Renaming a File or Folder

1. Select the file or folder in the Data CD Layout.
2. From the Edit menu, select **Rename**.
3. Type in the new name.

Saving a CD Layout

1. From the File menu, select **Save As**.
2. Type a filename, and select a location for the file.
3. Click **Save**.

Opening a CD Layout

1. From the File menu, select **Open CD Layout**.
2. Select the CD Layout (.cl4) you want to open.
3. Click **Open**.

What is DirectCD?

DirectCD is designed to complement, not replace, pre-mastering software.

DirectCD is useful if you want to incrementally add small (or large) amounts of data to your disc. DirectCD is also convenient to use. You can save files directly to your CD-R/CD-RW disc from Windows Explorer or directly from your spreadsheet, word processor, or other application using the **Save** or **Save As** function. For example, you might want to:

- Archive data and then remove it from your hard drive.
- Back up the files on your hard drive to a CD.
- Transfer files from a computer at work to a computer used at home.



Tip

You can do other tasks on your computer while the CD is being formatted. The DirectCD CD Ready window is displayed when CD formatting is complete.

Creating a DirectCD CD

Before creating a DirectCD CD, you must verify that the DirectCD component is installed. Please refer back to the “Installing Adaptec Easy CD Creator” section in this chapter. DirectCD is software that makes it much easier to record data to CD-R or CD-RW than in the past. DirectCD allows your CD-RW drive to appear just like any other drive letter in Windows Explorer. In other words, your CD-RW drive handles files just like a hard drive or floppy disk. Using Windows Explorer, you can drag and drop, rename, add or delete files and directories directly to your CD-R or CD-RW disc. You can use the **Save** or **Save As** command in your spreadsheet, Word document, or any other application to save files directly to a CD-R or CD-RW disc.

Note: Before you can write data to your CD-R or CD-RW, you must first format the CD-R or CD-RW disc. If the DirectCD CD Ready window is displayed, the disc is already formatted for DirectCD.

1. Insert a blank CD-R or CD-RW disc into the CD-RW drive.
2. From the Main menu, select **Data**.
3. From the next menu, select **DirectCD**.
4. The DirectCD Wizard is displayed and guides you step-by-step through how to prepare the CD-R or CD-RW disc so you can write data to it.

Formatting a CD/CD-RW

Before you write data to a CD-R or CD-RW, you must format the disc:

1. Start DirectCD, as described above. The DirectCD Wizard screen is displayed.
2. Click **Next**, and the Drive Information window is displayed.
3. Click **Next**, and the Format Disc window is displayed.
4. Click **Next** to continue, and the Name Your Disc window is displayed.

What is DirectCD? (continued)



Tip

By formatting a disc within DirectCD, you can read and write files directly to your CD-R/CD-RW disc while within any software application that can read from and copy to a drive letter.

Some examples include:

- *Software applications such as Microsoft Word, when you use the **Save** or **Save As** commands.*
- *Windows Explorer, when you drag and drop files from one drive letter to another.*



Did you know ...

DirectCD provides a file system based on UDF v1.5 and writes data to a CD-R or CD-RW using packet writing technology. This file system gives you drive letter access to your CD-RW drive.

5. Type a name to identify your CD in the **Name Your Disc** window.

Note: The CD name can be up to 11 characters.

6. Click **Finish** and your disc begins formatting.
7. Click **OK**, and the DirectCD disc is ready for you to write data to it.
8. If you are formatting a CD-RW disc that has been formatted before, you can select either **Quick** format or **Full** format.

Note: If your computer system has more than one CD-RW drive, the drive information window is displayed. Select the drive you want to format and click **Next**. This window displays information about your CD-R drive:

- The Device section of the window lists the model number of your drive and indicates if it is locked or unlocked.
- Click the **Properties** button to view more detailed information about the drive.
- The Media Type section of the window lists information about the type of CD in the drive and how you can use it.

Note: DirectCD uses two new technologies called packet writing and UDF. DirectCD gives you the ability to add data incrementally to a disc in small or large quantities. Data is written to a disc in small packets. It is possible to record even a single file at a time. There is no arbitrary limit to the number of packets that can be written to a CD-R/CD-RW disc.

UDF (Universal Disk Format) is a new file system that is used on optical media (such as CD-ROM and DVD) and other media. UDF has several advantages over the ISO 9660 file system used by standard CD-ROMs. UDF is designed to take advantage of packet writing and is accepted and approved as the industry standard by all major players in compact disc storage.

What is DirectCD? (continued)

If you previously formatted a CD-R or CD-RW disc for DirectCD use, you can add more data to it until the disc is full.



Did you know ...

When you instruct DirectCD to eject a CD from your CD-RW drive, DirectCD gives you various formatting options, depending on the type of disc in the drive and how you want to use the disc.



Did you know ...

When you eject a CD-R DirectCD disc from the drive and you want to read it on another computer that has a standard CD-ROM or DVD-ROM drive, you must close or finalize the CD-R before ejecting.

To Add Data to a DirectCD CD

Once your CD-R/CD-RW disc is formatted as a DirectCD disc, there are a number of ways to add data to it:

- In Windows Explorer, drag and drop files or folders onto the drive letter that is the CD-RW drive.
- Select **Save As** from the Windows application's File menu and select the drive letter of your CD-RW drive.

To Eject a DirectCD CD

1. Press the **Eject** button on the CD-RW drive, or right-click on the CD-RW drive in the Windows taskbar and select **Eject**. The Eject window is displayed. (The Window will vary based on media type.)
2. Read the text that is displayed in the window and select the option you want.
3. Click **Finish** or **OK** to eject the CD from the drive, and DirectCD ejects your CD from the drive.

Note: If you want to be able to read the DirectCD CD on a standard CD-ROM drive, see the "Ejecting a DirectCD CD to Read on Another Computer" section.

To Add More Data to the CD

1. Insert the DirectCD CD into your CD-RW drive.
2. Wait for the DirectCD CD Ready window to be displayed.
3. Click **OK** and continue writing more data to your CD.

What is DirectCD? (continued)

To Erase the Contents of a DirectCD

1. In Windows Explorer, select the files you want to erase.
2. From the File menu, select **Delete** or press the *Delete* key.
3. Click **Yes** to confirm that you want to erase the files from the CD. DirectCD erases the selected files from the CD-R/CD-RW.

Note: Deleting files from a CD-R disc makes the files invisible to the file system but does not free up any space on the CD-R.

Advanced Options within DirectCD

Ejecting a DirectCD CD to Read on Another Computer

To close the session on the CD-R or CD-RW disc:

1. Right-click the **CD icon** on the Windows taskbar.
2. Select **Properties** from the drop-down list box.
3. Click the **DirectCD Wizard** tab.
4. Select the **Enable standard CD-ROM Compatibility Eject** option and click **OK**.
5. Right-click the **CD icon** on the Windows taskbar.
6. Select the appropriate option from the drop-down list box:
 - **Eject**, if the Eject Wizard is turned ON.
 - **Finalize**, if the Eject Wizard is turned OFF.
7. Select **Organize the CD so that it can be read in most standard CD-ROM drives...**, and click **Finish**.

Ejecting a CD with Eject Wizard Turned Off

1. Right-click the CD icon on the Windows taskbar.
2. Select one of the following from the drop-down list box:
 - **Eject**: to keep the CD in the DirectCD format and continue reading and writing files directly to the CD.
 - **Finalize**: to close the CD to ISO 9660 format so you can read the CD on a standard CD-ROM or DVD-ROM drive (applies to CD-Rs only).

What is DirectCD? (continued)



Tip

If you are using CD-R media and you closed a DirectCD disc, you can still add more data to the disc.

Adding Data to a Closed DirectCD CD-R Disc

1. Insert your CD-R (that was previously closed/finalized to read on a standard CD-ROM or DVD-ROM drive) in your CD-RW drive.
2. Start DirectCD.
3. Click the **Next** button two times. The Make CD Writable window is displayed.
4. Click **Next**.
5. Type the name you want to call your CD-R in the Name Your CD window, using up to 11 characters.
6. Click **Finish** and wait until the DirectCD Ready window is displayed.

You can now add more files to the CD-R using Windows Explorer or any Windows application.

What is CD Copier?

CD Copier allows you to make an exact copy of an existing Audio or Data CD. The most common use for CD copier is to create a working copy of a CD and to archive the original in a safe place.



Tip

For helpful pointers when creating a backup copy of a CD, see the “CD Copier Tips” section in this chapter.



Tip

See the “Troubleshooting” section in this chapter for hints on how to avoid buffer underruns.

CD Copier

Use CD Copier to make backup copies of almost any type of CD. The following table lists the types of CDs that can be copied and some notes about making backup copies:

Type of CD	Notes
Data	Some commercial CDs are designed to prevent copying, and efforts to do so will fail. Only single session Data CDs can be copied in Disc-at-Once mode.
Audio	The source drive (CD-ROM, DVD-ROM, or CD-RW), must be capable of reading audio digitally. Not all drives support digital audio extraction. See Testing Your System Configuration. Easy CD Creator tests your drive to determine its capabilities when the source CD is inserted. If your CD-RW drive supports Disc-at-Once mode, you can copy Audio CDs in Disc-at-Once mode.
DirectCD CDs	Some CD-ROM drives may not be able to read a DirectCD disc. If you have a CD-ROM drive that is MultiRead capable, there should be no problem.
Mixed-Mode	Mixed results. Some CDs copy perfectly; others do not, possibly because the CD is formatted to circumvent copying or because some CDs are not made properly.
CD Extra	Copy CD Extra CDs in Disc-at-Once mode; otherwise, some audio may be lost if there is less than a two-second gap between tracks on the source CD.
Photo CD	Requires a source CD-ROM drive capable of reading CD-ROM XA. Most current CD-ROM drives support this.
Video CD	Requires a source CD-ROM drive capable of reading CD-ROM XA. Most current drives support this.

What is CD Copier? (continued)

CD Copier Tips

The following sections provide useful information related to making backup copies of CDs using CD Copier.

Source CD-ROM Drives for CD-to-CD Copying

To copy directly from a source CD to a blank CD in your CD-RW drive, you must have a CD-ROM or DVD-ROM drive to use as your source. This is called write on-the-fly. See the drive's guide for information.

When you insert a CD into your source drive and select the drive in the **Source and Destination** tab, Easy CD Creator automatically tests both the drive and the CD. The tests determine whether the selected drives can read and record successfully. If not, an error message is displayed.

Using the CD-RW Drive for CD-to-CD Copying

If you are using only your CD-RW drive to copy a CD and you have enough space on your hard drive, you can use the CD-RW disk as both the source and destination drive.

When you make a disc copy, CD Copier copies the CD as a temporary image file onto your hard drive, then records it to a blank CD.

Copying Audio and Mixed-Mode

Although most CD-ROM drives can play back music from an audio CD, not all are capable of reading and copying audio tracks in digital format. If you are not sure whether your drive supports digital audio extraction, see "Testing Your System Configuration."

Making Multiple Copies

You can make multiple copies of a CD more quickly with CD Copier's disc copy option if:

- Space is available on your hard drive.
- Your source CD-ROM or DVD-ROM drive is slow.
- Your CD-RW drive serves as both your source and destination drive.

What is CD Copier? (continued)

CD Copier copies the files and folders from your source CD to a blank CD. A final message box notifies you when the copying is complete.

To Start CD Copier:

Note: System test runs automatically the first time you use the CD Copier application.

1. From the main menu, select **CD Copier**. The CD Copier Source and Destination window is displayed.
2. Insert the original CD from which you want to make copies into your CD-ROM, DVD-ROM, or CD-RW drive.
3. On the **Source and Destination** tab, select the appropriate drive from the drop-down list box. The source drive contains the CD from which you want to record. The destination drive is the one to which you want to record.

Note: If you are copying directly from a CD-ROM or DVD-ROM drive, see “Source CD-ROM drives for CD-to-CD Copying” in this chapter.

4. Select the destination drive that has the blank CD-R/CD-RW in the Record To drop-down list box. This is your CD-RW drive.
5. Make changes, if any, in CD Copier **Advanced** tab settings.
6. Click **Copy** to begin recording a copy of your CD.

To Make a Copy from Your Hard Drive: (use if making multiple copies)

1. Insert the original CD from which you want to make copies into your CD-ROM, DVD-ROM, or CD-RW drive.
2. Select the drive containing the original CD in the Copy from drop-down list box.

What is CD Copier? (continued)

3. Click the **Advanced** tab and choose one of the following:
 - **Target Devices:** Allows you to select the CD-RW you want to use for recording CDs. If more than one CD-RW is connected to your system, select the CD-RW you want to use from the drop-down list box.
 - **Write Speed:** Selects the speed of the drive for recording CDs. Change this setting if you want to create the CD at a different speed.
 - **Number of Copies:** Type or select the number of copies you want to make from the CD layout you are about to record.
4. Under Disc Copy, select **Copy source CD to the hard disk first**.
5. Select a different location on your hard drive if you do not want to record the image file to your Windows Temp directory.
6. Click **Copy**.

CD Copier temporarily records the CD to your hard drive as an image file, then records it to the blank CD. CD Copier then automatically removes the image file after the CD is copied.

What is CD Copier? (continued)

If you would like to make multiple copies of a CD, change the number of copies on the **Advanced** tab before the copying process begins.

Advanced Tab Settings within CD Copier

Setting	Description
Current CD-RW Speed	Select the speed at which you want to create the backup copy of the CD. For greater certainty, record at 1X.
Number of Copies	Select the number of copies you want to make.
Test	Select this option to perform a test in which the files to be recorded are passed to the CD-RW drive. No information is recorded to the CD. Use this option if you want to make sure your system can keep up with the transfer rate.
Test & Copy	Select this option to perform a test in which the files to be recorded are passed to the CD-RW drive. Recording begins after a successful test.
Copy	By default, CD Copier uses this option to begin recording immediately after you click Copy and does not perform the test. Use this option if you have successfully recorded a number of similar CDs and you have not made any changes to your CD-RW setup.
Disc-at-Once	By default, CD Copier uses this option to record the CD in a single operation and close the CD. If you are recording Audio CDs, the Disc-at-Once option maintains the pause between tracks as on the source CD.
Disc Copy	Select this option to copy the source CD to your hard drive first to speed up the recording process if you are making more than one copy of a CD. Once the source has been copied to your hard drive, CD copier records the disc copy to the CD.
Set as Default	Maintains your Advanced tab settings and uses them as the default.
Select Location	To make a disc copy, type in a different location for storing the image file if you do not want to use the Temp directory.

What is a Mixed-Mode CD?

A Mixed-Mode CD is a single-session CD that contains both computer data and audio track; it typically is used for entertainment and educational programs. Data is written to the first track on the CD followed by one or more audio tracks. Mixed-Mode CDs are used with CD-ROM, DVD-ROM, or CD-RW drives only and cannot be played in home or car stereo CD players.

You can combine both audio and data on a single CD using Mixed-Mode or CD Extra. The difference between the two methods is the order in which data and audio are recorded.

Creating CDs Containing Audio and Data

There are many reasons to combine data and audio on a CD. These include the ability to:

- Make an Audio CD and add text files of the song's lyrics
- Use a CD to store data and later add songs to the same CD
- Make a multimedia CD (see “Multimedia CDs”)

Creating Mixed-Mode CDs

When you create a Mixed-Mode CD, the CD Layout contains both a data and an audio section. First add files and folders to the Data CD Layout section; then add the tracks, WAV, or MP3 files to the Audio CD Layout section.

To create a Mixed-Mode CD:

1. Open Easy CD Creator from the Start menu. Click **Start**, point to **Programs**, point to **Adaptec Easy CD Creator**, point to **Features**, and then select **Easy CD Creator**.
2. Click the small arrow next to the **New** button on the toolbar and then select **Mixed-Mode CD**.
3. Add the data files you want to record to the Data CD Layout section of the Mixed-Mode Layout window.
 - a. Click **Data Layout** in the left pane of the Mixed-Mode CD Layout.
 - b. In the Explorer section, select the data file or folder you want to record and then click **Add**.
 - c. Repeat until the Data CD Layout contains all of the files and folders that you want to record.

 **Caution:** Home and car CD players may attempt to play back the data track of a Mixed-Mode CD with disastrous results—the data is played as a very loud and grating noise that can damage speakers. Some CD players detect a data track and either skip or mute it, but some do not.

What is a Mixed-Mode CD? (continued)

4. Add the audio files you want to record to the Audio CD Layout section of the Mixed-Mode Layout window.
 - a. Click **Audio Layout** in the left pane of the Mixed-Mode CD Layout.
 - b. If you are recording audio tracks from an existing music CD, insert the music CD into your CD-ROM, DVD-ROM, or CD-RW drive (the source drive). If you are recording WAV or MP3 files, continue with the next step.
 - c. In the left pane of the Explorer section, select the CD-ROM, DVD-ROM, or CD-RW drive containing the music CD; a list of the tracks on the CD is displayed to the right.
 - d. In the right pane of the Explorer section select the track, WAV, or MP3 file from which you want to record, and then click **Add**. Repeat until the Audio CD Layout contains all of the tracks and files you want to record. During the actual recording process, Easy CD Creator prompts you to reinsert the appropriate music CD for the music track being recorded.
5. Insert a blank CD-R/CD-RW disc into your CD-RW drive (the destination drive).
6. Click **Create CD**. The CD Creation Setup box is displayed.
7. Click **OK** to start recording.

What is CD Extra?

A CD Extra CD is a multi-session CD that contains both audio files (tracks, WAV, or MP3) and computer data. The first session contains the audio files, so a home or car stereo CD player can play them. The second session contains data intended for your computer's CD-ROM drive. Many music CDs are created as a CD Extra CD to provide music CD tracks and a music video all on the same CD.

When you create a CD Extra CD, the CD Layout contains both an Audio and a Data section. First add the tracks, WAV, or MP3 files to the Audio CD Layout; then add files and folders to the Data CD Layout.

Creating a CD Extra CD

1. Open Easy CD Creator from the Start menu. Click **Start**, point to **Programs**, point to **Adaptec Easy CD Creator**, point to **Features**, and then select **Easy CD Creator**.
2. Click the small arrow next to the **New** button on the toolbar and select CD Extra from the drop-down list. A CD Extra CD layout is displayed.
3. Add the audio files you want to record to the audio section of the CD Extra Layout.
 - a. Select the Audio CD Layout icon in the left pane of the CD, and insert a blank CD-R/CD-RW disc into your CD-RW drive (the destination drive).
 - b. If you are recording tracks from an existing music CD, insert the music CD into your CD-ROM, DVD-ROM, or CD-RW drive (the source drive). If you are recording WAV or MP3 files, continue with the next step.
 - c. In the left pane of the Explorer section, select the CD-ROM, DVD-ROM, or CD-RW drive containing the music CD; a list of the tracks on the CD is displayed to the right.

Note: If the information about the music CD is found locally on your hard drive, the CD title, artist name, and the name of each track are displayed. If this information is not displayed, you must connect to the Internet, and then click the Internet button on the toolbar to download the information from the online CDDB™ Disc Recognition Service.
 - d. In the right pane of the Explorer section, select the track, WAV, or MP3 file that you want to record, and then click **Add**. Repeat until the Audio CD Layout contains all of the tracks and files that you want to record.

What is CD Extra? (continued)

Note: If you have tracks on other music CDs that you want to record, repeat steps 4b-4d for each music CD from which you want to record. During the actual recording process, Easy CD Creator prompts you to reinsert the appropriate music CD for the music track being recorded.

4. Add the data files you want to record to the data section of the CD Extra Layout.
 - a. After adding all the audio files that you want to record into the Audio CD Layout, click the Data CD Layout icon in the left pane of the CD Extra Layout window. The icon is labeled with the date (year:month:day).
 - b. In the Explorer section, select the data files or folders you want to record, and then click **Add**. Repeat until the Data CD Layout contains all of the files and folders that you want to record.
5. Insert a blank CD-R/CD-RW disc into your CD-RW drive (the destination drive).
6. Click **Create CD**. The CD Creation Setup box will be displayed.
7. Click **OK** to start recording.

Mixed-Mode and CD Extra Writing Tips

When combining data and audio on a single CD, determine which method to use by considering the system (for example, home/car CD players or a personal computer) on which the CD will be played.

When to Use Mixed-Mode

Mixed-Mode CDs can be read back on any standard CD-ROM drive, including older CD-ROM drives that cannot read multi-session CDs. Because the audio and data are both recorded in a single session, you do not need a multi-session CD-ROM drive.

What is CD Extra? (continued)

When to Use CD Extra

Unlike Mixed-Mode, a CD Extra disc contains two sessions in which the first session contains audio and the second data. Home or car CD players play the tracks in the first session (the audio) but will never read beyond the first session, so the data track is never played.

The table below describes the differences between the two Methods.

Method	Data	Audio	Number of Sessions	Limitations
Mixed-Mode	First track; CD-ROM or CD-ROM XA format	Second and subsequent tracks	One	Not recommended for home or car CD players
CD Extra	Second session; CD-ROM XA format	One or more tracks in the first session	Two (multi-session)	Multi-session CD-ROM drive required to read the data track

Multimedia CDs

One reason for combining data and audio is to create multimedia CDs. Multimedia means the combination of text, graphics, and sound in an interactive application. Typical uses for multimedia CDs include:

- **Informational:** Such as multimedia presentations or product brochures
- **Educational:** Such as interactive software learning applications
- **Entertainment:** Such as computer software games

One feature of combining audio and data is that you can create an application to run on a computer using a standard CD-ROM or DVD-ROM drive, and to ensure that everyone can hear the audio, record it to CD in the standard CD-DA format (the same one used for Audio CDs).

What is Jewel Case Creator?



Tip

Labels and jewel cases must be purchased separately.

Jewel Case Creator comes with a variety of themes that include different graphics and text layouts for Audio and Data CDs.

Give your insert and label a custom look by adding your own graphics, changing backgrounds, and by changing the layout and style of the text.



See also ...

For descriptions on the various preference settings, see the “Jewel Case Creator” section in the Online Help.

Jewel Case Creator

Use Jewel Case Creator to make custom jewel case inserts and CD labels to indicate the title and contents of your CD.

Adding Text

The following sections describe how to add various types of text, including text for CD titles, artist names, and track titles as well as curved text and straight text, and text specific to Data CDs.

Note: To add a second line to a text box, resize the text box to accommodate a second line. Place your cursor at the end of the first line, then press **Ctrl+Enter**.

Adding the Contents of an Existing CD

Using the Add CD Contents feature is the easiest and fastest way to enter text into Jewel Case Creator. For example, when you add the contents of an existing Audio CD and have an audio theme selected, information about the CD, such as title, artist, and tracks, is displayed in the appropriate text boxes.

To get the contents of an existing CD:

1. Insert the existing CD into your CD-ROM, DVD-ROM, or CD-RW drive.
2. From the Add menu, select **CD Contents**.

Jewel Case Creator adds the information from the CD into the appropriate text boxes (such as Title, Artist, and Tracks). For Audio CDs, if the information cannot be found locally, Jewel Case Creator uses the Internet to download the information from the CDDDB Disc Recognition Service.

What is Jewel Case Creator? (continued)



Tip

If you are using a theme that does not have a Title text box, refer to the Online Help to find out how to add straight text.



Did you know ...

The new CD artist name is displayed on the front cover, the spines along the back cover, and on the CD label. Changes made on any one of these pages are also made on the other pages.



Tip

The list of tracks you added is displayed on the Inside and Back Cover page views.

You can add new text boxes and place them anywhere you want in the cover and CD label views.

Adding the CD Title

When either an Audio or Data CD theme is selected, Jewel Case Creator automatically includes a text box for a CD title.

1. Select the Front Cover or CD Label page view (to make sure that the **Title** text box is visible).
2. Double-click the Title text box to edit its contents.
3. Type the title of the CD and press **Enter**.

Adding the Artist's Name

1. Select the Front Cover or CD Label view (to make sure that the Artist text box is visible).
2. Double-click the **Artist** text box to edit its contents.
3. Type the name of the CD artist and press **Enter**.

Adding Track Titles

1. From the Add menu, select **Track**. The Insert new track dialog box is displayed.
2. Type the following information:
 - **Track Number:** (optional) if you wish, you can change the order in which the track is displayed in the list; otherwise, Jewel Case Creator numbers the tracks in the order in which you add them
 - **Track Name:** the name of the track
 - **Track Time:** (optional) the duration of the track. If you do not want to list the track times, click **Preferences** and clear Show Track Time
3. Click **Add Track**.
4. When you finish adding all the tracks, click **Done**.

What is Jewel Case Creator? (continued)



See also ...

You can also assign the text by a category, such as author, by changing text categories. See the Jewel Case Creator Online Help.

You can add your own graphics to give your inserts and labels a custom look. Jewel Case Creator supports .bmp, .jpg, or .jpeg graphic files.



Tip

If you want to add a graphic that is displayed as the background of your cover and CD label, see “Customizing Backgrounds” in the Online Help file.

Adding Text for Data CDs

A typical theme for Data CDs includes text boxes for the following:

- **Contents:** A description of the contents of the CD. Usually displayed on the front cover.
- **Title:** The title of the CD. Usually displayed on the front cover.
- **Volume ID:** The Volume ID can include the name of the CD and/or the name for the volume set. When you make a cover or insert, the Volume ID contains the date and time the CD was created. Usually displayed along the back cover spines and CD label pages.
- **Date:** The date the CD was created. Usually displayed along the back cover spines and CD label pages.

Adding Information for Data CDs

1. Select the page view that contains the text box you want to edit.
2. Double-click the text box to edit its contents.
3. Type the text you want to add and press **Enter**.
4. To add additional information, such as file names, author, copyright, and so on, see Adding Text.

What is Jewel Case Creator? (continued)

The following topics describe the types of paper to use, aligning the text with forms, selecting paper types, and printing covers and labels.

Jewel Case Creator includes a list of paper types in which the positioning of the cover and label pages is already determined for the selected cover and label stock paper types.

For best results, Adaptec recommends that you use a CD label applicator to apply labels to CDs and follow the manufacturer's instructions (CD label applicator and labels are sold separately).

Printing Covers and CD Labels

Using Standard Cover and Label Stock

For best results, you can use standard cover and label stock to print your covers and labels. Standard cover and label stock is available at many office supply and computer retail stores.

Jewel Case Creator has already measured and determined the print positions for a variety of cover and label stocks so that your covers and labels are correctly aligned on the particular stock. The predefined paper stocks are listed in the Page setup dialog box in the Current paper type drop-down list box.

If the stock you are using is not displayed in the paper type lists, you can determine the correct position by aligning the printed text with forms.

Aligning the Printed Text with Forms

For best results, you can make a photocopy of a preformatted cover or label stock, then print the desired page onto the photocopy to check the alignment. To modify the alignment, there are two options you can use:

- **Set Printed Location:** to modify where the cover or label is printed on the page. This adjustment is on a cover/label basis and is useful for setting up the print locations for new cover or label stock that is not displayed in the Current Paper Type drop-down list box in the Page Setup dialog box.
- **Printer Adjustment:** to shift the paper placement for a particular printer and correct for slight variances among printers. This adjustment is on a per-printer basis and is useful for cover or label stock that is displayed in the Current Paper Type drop-down list box but the alignment is slightly off.

Repeat and adjust accordingly until the proper alignment is achieved before printing onto actual cover or label stock.

What is Jewel Case Creator? (continued)



Did you know ...

You must select a paper type the first time you print a cover or label. You can also change previously selected paper types.



Did you know ...

If you have Print Outlines selected in Printing Preferences, then a solid line, instead of a dotted line, is printed.

Selecting the Paper Type

1. From the File menu, select **Page Setup**.
2. Click the cover or CD label you want to print: Front/Inside Cover, Back Cover (U-Card), or CD Label.
3. From the Current paper type drop-down list box, select the paper you want to use. Jewel Case Creator lists the currently supported cover and label stocks. If the third-party cover or label stock you want to use is not listed, select Generic (plain paper) and see *Aligning the Printed Text with Forms*.
4. Continue selecting the paper types for each cover and/or label you want to print.
5. Click **OK**.

Inserting Covers

To cut covers to the proper size for inserting into jewel cases:

1. In the Edit menu under Preferences, select **Print cut and fold lines** on the Print tab. When you print a cover, the fold lines and tick marks are displayed around the cover.
2. Fold the cover along the fold lines and tick marks.

Troubleshooting

Easy CD Creator comes with a variety of system tests that check different parts of your system for compatibility with Easy CD Creator. This helps to ensure your system is configured for optimal performance with Easy CD Creator and improves the likelihood of making a CD successfully.

Testing Your System Configuration

Easy CD Creator includes a variety of system tests that check different parts of your system for compatibility with Easy CD Creator. This helps ensure that your system is configured for optimal performance with Easy CD Creator and improves the likelihood of creating a CD successfully.

You should perform the system tests if any of the following conditions apply:

- Before making your first CD
- After making changes to any of the following:
 - Location of your temporary files
 - Selected devices (such as using different CD-RW)
 - Adding devices (such as hard drives, Zip drives, CD-ROM or DVD-ROM)
 - Configuration settings

Systems Test

To run the Systems Test:

1. From the Tools menu, select **System Tests**. The System Test window is displayed.
2. Select one or more of the following tests:
 - **Data Transfer Rate Test:** Determines the average rate data is read from the drive
 - **Audio Extraction Test:** Determines the average rate digital audio is extracted from the drive
 - **Recording Test:** Determines the recording speeds supported by the system
3. Click **Test** to perform the test.
4. Follow any on-screen instructions that may be displayed.

Troubleshooting (continued)

The following sections describe common problems you may encounter and suggestions for resolving them. If you need further assistance, see Adaptec Customer Support on the Internet.

A buffer underrun is a common error condition that occurs when the flow of data from the source device (for example hard drive, DVD-ROM or CD-ROM drive) to the CD-RW drive is interrupted long enough for the CD-RW drive's buffer to be emptied. Once a buffer underrun occurs, the CD creation process is halted. To successfully create a CD, a continuous data stream must be maintained at the selected recording speed.

Resolving Common Problems

Preventing Buffer Underruns

Note: If a buffer underrun occurs during an actual write operation rather than during a test operation, the CD may be ruined.

- Try closing other programs (disable screen savers, virus software, and other tasks or applications running in the background).
- Defragment your hard drive.
- Make sure that the temporary files are created on a local hard drive. Do not assign the location of temporary files to a directory on a network drive. Set the location for the temporary files by selecting the Options command under the Tools menu.
- Record at a slower speed.
- Do not record across a network. Copy the desired files or folders to your local hard drive.
- Check the Auto Resync box under Drive Properties (for the source drive).

Note: The Easy CD Creator software automatically turns on a feature called Audio Resync. Audio Resync helps the drive resync the buffer so that the extraction is clean without audio dropouts. When Easy CD Creator tests the drive, there are two read audio commands used at different parts of the CD: the center, the middle, and the outer edge. If there is dropout or slow extraction, it automatically turns on Audio Resync. Audio Resync affects the performance of the drive by about 50-60 percent, causing the audio extraction speed with resync on to be slower but more reliable.

Troubleshooting (continued)

Problems Reading Recordable CDs

If you have successfully recorded a CD but have problems reading it, here are some suggestions:

- If the CD can be read on the CD-RW drive but not on a standard CD-ROM or DVD-ROM drive, check CD Information under the CD menu to make sure that the session containing the data you just wrote is closed. CD-ROM or DVD-ROM drives cannot read data from a session that is open; the session must be closed.
- If the CD can be read on your CD-RW drive, but when you insert the CD in a standard CD-ROM or DVD-ROM drive, the following occurs:
 - The CD is ejected
 - You receive error messages
 - You have random problems accessing some files or directories

You may have a CD-ROM or DVD-ROM drive that is not well calibrated to read recordable CDs. Try reading the CD in a different CD-ROM or DVD-ROM drive.

- Try a different brand of CD-R or CD-RW media.

Problems Reading Multi-Session CDs

If you can see only data recorded in the first session on the CD but not in subsequent sessions, your CD-ROM or DVD-ROM drive might not support multi-session at all.

Troubleshooting (continued)

See the Online Help for a list of common error messages along with descriptions and suggestions for resolving them.



Did you know ...

If you receive an error message, you can also click Help on the error message dialog box to view the specific topic describing the error message.

Finding Error Message Descriptions

For specific error message information:

1. From the Help menu, select **Contents and Index**.
2. Click the **Index** tab.
3. Type in **Error messages**. A list of specific error messages is displayed in the Topics Found dialog box.

Using Online Help

You will find most of the information you need in the Easy CD Creator Online Help which contains step-by-step instructions, reference information, and a glossary of terms.

To access Easy CD Creator or the User's Guide Online Help:

- From the Help menu, select **Contents and Index**.

Visit the Adaptec Web site for the latest answers to frequently asked questions.

Appendix

Easy CD Creator Reference

Easy CD Creator Toolbar

The following table describes the buttons found on the Easy CD Creator toolbar:

Button	Purpose
 New	Creates a new CD Layout.
 Up	Moves up one directory level in the Explorer view.
 Create CD	Records the CD Layout to a CD.
 Find Files	Finds a file or folder on your system.
 Add	Adds the selected items to the CD Layout.
 Remove	Deletes the selected items from the CD Layout.
 Properties	Displays the properties of a selected item.
 Views	Displays different views. When you click the arrow to the right of the Views button, you can select Large Icons, Small Icons, List, and Details from the drop-down list.
 CD Guide	Shows/hides the animated CD Guide.

Appendix (continued)

The following buttons are available for Audio CD Layouts:

Button	Purpose
 Play	Plays the selected audio track in the Explorer view.
 Extract	Extracts the selected audio track in the Explorer view to a WAV or MP3 file.
 Internet	Accesses the CDDB™ Disc Recognition Service on the Internet for artist name, CD title, and music CD track information for the selected music CD.

Easy CD Creator Menus

File Menu

The following table lists the commands under the File menu.

Command	Description
New CD Layout	Creates a new CD Layout.
Open CD Layout	Opens an existing CD Layout. When you save a CD Layout for the first time, the Save As dialog box is displayed so you can name the file.
Save	Saves the current CD Layout. When you save a CD Layout for the first time, the Save As dialog box is displayed so you can name the file.
Save As	Saves the current CD Layout with a different name or to a different location.
Validate Layout	Verifies that the contents of a CD Layout have not been moved, deleted, renamed, or modified since you added them to the CD Layout.
Properties CD Layout Properties	Displays the various properties of a selected item. Displays the various properties of the current CD Layout.

Appendix (continued)

Command	Description
Create CD	Records the files, folders, and/or tracks in the CD Layout to a CD.
Create CD Image	Writes the CD Layout to a CD image file (*.cif).
Create CD from CD Image	Records a CD image file (*.cif) to a CD.
Recent File	Opens the most recent CD Layout.
Exit	Closes Easy CD Creator.

Edit Menu

The following table lists the commands under the Edit menu.

Command	Description
New Folder	Creates a new folder. Available in all CD Layouts except the Audio CD Layout.
Cut	Removes the selected item and places it on the Clipboard.
Paste	Inserts the contents of the Clipboard into the CD Layout.
Add Selected	Adds the selected items to the CD Layout.
Rename	Changes the name of a file, folder, or track from the CD Layout.
Select All	Selects all of the items in the CD Layout.

Appendix (continued)

View Menu

The following table lists the commands under the View menu.

Command	Description
Toolbar	Shows or hides the Toolbar.
Text Labels on Toolbar	Shows or hides the Toolbar button text labels.
Status Bar	Shows or hides the Status Bar. The Status Bar displays information about the CD Layout and is located on the bottom of the Easy CD Creator Window.
CD Info Bar	Shows or hides the CD Information Bar. The CD Information Bar displays the amount of free space remaining on the CD and is located on the bottom of the Easy CD Creator window.
Show Windows Explorer	Shows or hides the Windows Explorer section of the Easy CD Creator window.
Show Explorer Bar	Shows or hides the bar that separates the left and right pane of the Explorer section.
Split	Adjusts the panes of the Easy CD Creator window to Left-Right or Up-Down orientation.
Large Icons	Displays large icons to represent the contents of the Explorer section.
Small Icons	Displays small icons to represent the contents of the Explorer section.
List	Displays the names of the files and folders listed in the Explorer section.
Details	Displays the details of the files and folders listed in the Explorer section, including file size and the date last modified.
Arrange Icons	Sorts the contents of the Explorer section in the order specified.
File Ordering (Data CD Layout only)	Displays the File Ordering window.
Refresh	Updates the contents of the window.

Appendix (continued)

CD Menu

The following table lists the commands under the CD menu.

Command	Description
Eject	Opens the CD-RW drive tray to eject the CD.
Erase CD	Erases the contents of a CD-RW CD. You must have a CD-RW CD in a CD ReWritable drive to erase the contents of a CD.
CD Information	Displays information about the CD, including the type of CD, the number of sessions, and the number of tracks on the CD. Also, use this command to close a session or to close the CD (which write-protects the CD).
CD Copy	Makes an exact copy of a CD. Insert the source CD in your CD-ROM drive and a blank CD in your CD-RW drive, then select this option.

Tools Menu

The following table lists the commands under the Tools menu.

Command	Description
Find	Locates files or folders on your system.
System Tests	Opens the Systems Tests dialog box to test the recording properties of your CD-ROM, CD-RW drive, or hard drive.
CD Drive Properties	Displays the various properties of your CD-ROM or CD-RW drive.
Options	Displays the various options for the CDDB™ Music Service Internet downloads and temporary files.

Appendix (continued)

Track Menu

The following table lists the commands under the Track menu when the Audio CD Layout window is active.

Command	Description
Play	Plays the selected tracks in the Explorer section with the Easy CD Creator CD Player.
Preview	Plays the selected tracks in the CD Layout with the Easy CD Creator CD Player. It allows you to hear a track as it will be recorded to your CD.
Extract to file	Converts an audio track in Explorer to a WAV or MP3 file.
Edit audio file	Opens the Sound Editor so you can edit the selected WAV file.
Merge Tracks	Records two or more tracks into a single (composite) track.
Split Tracks	Splits a composite track (two or more tracks recorded as a single track) into separate tracks.
Edit Audio Effects	Applies special effects such as Audio Pause, Fade In, Fade Out, and Cross Fade to the selected track in the CD Layout.
CDDB Music Info	Downloads information (such as CD title, artist name, and track names) for the selected CD from the CDDB™ Music Service on the Internet.

Appendix (continued)



Tip

The Status Bar at the bottom of the Easy CD Creator window displays context-sensitive messages about the function of the selected command or Toolbar button.



Tip

The CD Info Bar at the bottom of the Easy CD Creator window displays the free space available on the CD to record the items listed in the CD Layout. Data CD Layouts are displayed in MBs, and Audio CD Layouts are displayed in minutes and seconds.



See also ...

See the Online Help for more information about the Status and Info bars.

Internet Menu

The following table lists the commands under the Internet menu.

Command	Description
Web-CheckUp	Opens the Web-CheckUp program.
Adaptec On the Web	Provides Internet links to various Adaptec Web sites.
Adaptec Online Offers	Provides information about CD-recordable technology and products.
Online Registration	Registers Easy CD Creator online.

Help Menu

The following table lists the commands under the Help menu.

Command	Description
Contents and Index	Opens the Easy CD Creator Online Help.
Easy CD Creator Basics	Describes a few Easy CD Creator and CD-Recordable technology terms and concepts to help simplify the CD creation process.
Show/Hide CD Guide	Shows or Hides the CD Guide assistant tool.
Product Support	Provides links to various product support resources.
What's New	Describes the new features and enhancements available in this version of Easy CD Creator.
About Easy CD Creator	Opens the About dialog box for Easy CD Creator, which displays the application's version number and copyright notice.

Saving Energy



In This Chapter

Sleep Mode, 5-2

Computer Shutdown, 5-3

Power Schemes, 5-4

Your new Compaq Internet PC has three power states:

- Sleep (Standby)
- Awake
- Off (Shut down)

This chapter shows you the differences in each of these power setting modes and the benefits associated with each.



Sleep Mode

You can put your computer into Sleep mode whenever you want.

Sleep mode is a low-power standby state that reduces the amount of electrical power consumed by your computer while you are not actively using it.

Once your computer enters Sleep mode, you must wake it again to use your software.

Your computer uses Microsoft Windows Power Management to put itself into Sleep mode automatically after it has been idle for a while. You can specify the amount of time before an idle computer enters Sleep mode.

Putting Your Computer to Sleep

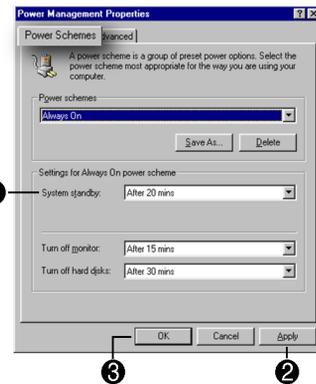
1. Save all your work and exit all programs.
2. Press the **Sleep**  button on the keyboard.
3. Or, click the **Start** button on the Windows desktop, select **Shut Down**, then **Standby**, and then click **OK**.
4. The amber Sleep LED above the numeric keypad lights up, indicating that the computer is in Sleep mode.

Waking Your Computer

Press the **Sleep**  button on the keyboard, press any key on the keyboard, or move the mouse. The amber Sleep LED stops glowing, indicating that the system is active.

Adjusting Your Computer Sleep Setting

1. From the Windows desktop, click the **Start** button, point to **Settings**, and then click **Control Panel**. The Control Panel window is displayed.
2. Double-click the **Power Management**  icon. The Power Management Properties window is displayed.
3. On the Power Schemes tab, click the drop-down arrow next to the **System standby** box **1**, and select a time.
4. Click **Apply** **2**, and then click **OK** **3**.



Computer Shutdown

In the event of a system lockup, or if you need to shut down your computer to upgrade or replace components, you will need to shut down your computer completely.

Shutting Down Your Computer

1. Click the **Start** button on the Windows desktop.
2. Click **Shut Down** on the Start menu.
3. Select **Shut down**.
4. Click **OK**.

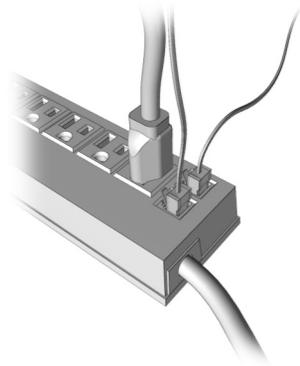
System Lockup

Press the **Start/Reset** button on the computer for 4 seconds.

▲ **Caution:** Use this method of shutdown only in the event of a system lockup because it will cause Windows to run ScanDisk and you will lose any unsaved data.

Using a Surge Protector

It is recommended that you plug your monitor, computer, and printer into a surge protector. A surge protector may protect your computer from power dips and surges and also from electrical storms. You can purchase a surge protector from your local retailer.



Power Schemes

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



Tip

*If your computer is connected to a network or it has an “ALWAYS ON” DSL modem, you should set the power scheme to **Always On**. This scheme prevents the computer from going into Sleep mode and breaking the network or DSL connection.*



Tip

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

Understanding Power Schemes

The following preset power schemes are available:

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

Your computer power scheme is set to **Home/Office Desk**. Once the specified amount of time has elapsed, the computer enters Sleep mode. Hardware and software components in Sleep mode quickly return to a fully active state when activity from the keyboard or mouse is detected.

Creating Your Own Personal Power Scheme

1. From the Windows desktop, click **Start**, point to **Settings**, and then click **Control Panel**. The Control Panel window is displayed.
2. Double-click the **Power Management**  icon and complete the following steps:
 - a. Ensure that the **Home/Office Desk** power scheme is selected.
 - b. Click the **down arrow** next to the **System standby** box and select the amount of time to allow before the computer goes into Sleep mode.
 - c. Click the **down arrow** next to the **Turn off monitor** box and select the amount of time to allow before the monitor goes into Sleep mode.
 - d. Click the **down arrow** next to the **Turn off hard disks** box and select the amount of time to allow before the hard drive goes into Sleep mode.

3. Click **Save As**, type a name for your personal power scheme, and click **OK**.
4. Click **Apply**, and then click **OK**. Your personal power scheme is now activated.

More About Windows

6

In This Chapter

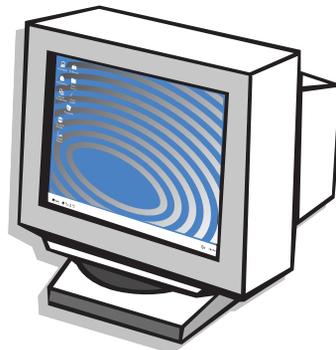
[File Management, 6-2](#)

[Shortcuts for the Desktop, 6-8](#)

[Control Panel, 6-9](#)

This chapter expands on the information provided in your *My Presario—Getting Started* guide. It explains many of the easy-to-use features of Microsoft Windows.

Some of the topics discussed in this chapter include file management such as copying, moving, renaming, deleting, and restoring files. You will learn how to create the folders in which you place files, and how to create shortcuts to files that can be placed on the Windows desktop for your convenience. This chapter also explains how to change wallpaper (the background) and screen savers, allowing you to customize the desktop to your own taste.



File Management

Windows Explorer displays the contents of your computer. You can use this program to locate, copy, move, or delete files or folders on any drive in your computer.

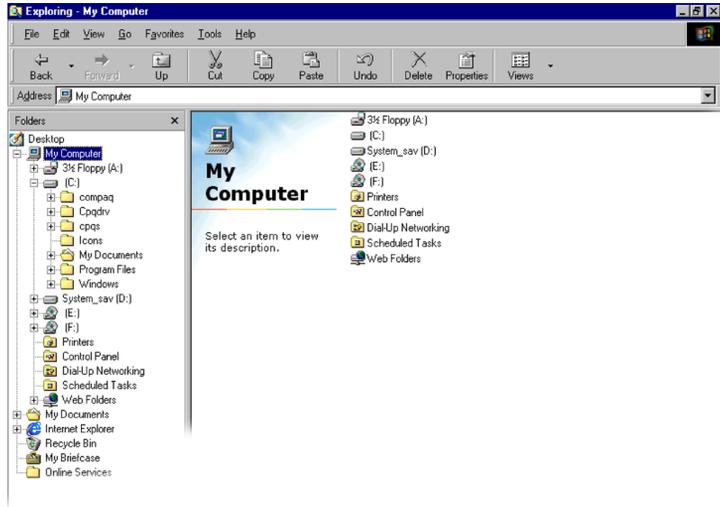


Tip

A quick way to open Windows Explorer is to right-click the Start button and then select Explore from the pop-up menu.

Opening Windows Explorer

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Programs** and then click **Windows Explorer**. The Explorer window is displayed.



Your diskette drive, hard drive, CD-ROM, CD-RW, DVD-ROM, and Zip drives are identified with icons and letters of the alphabet.

 **Did you know ...**

An external drive is in a separate case and plugs into the outside of your computer.

CD-ROM, CD-RW, and DVD-ROM drives are optical drives. If you have two optical drives, one of them is the primary optical drive while the other is a secondary optical drive.

 **Tip**

You can also access the drives by going into Windows Explorer.

Identifying Your Storage Drives

1. From the Windows desktop, double-click the **My Computer**  icon. The icons for your drives are displayed in the My Computer window. The drive letters are found beneath the corresponding icons.
2. Use the icons below to identify your drives:

Icon	Description
	Diskette Drive
	Hard Drive
	Optional External Drive
	CD-ROM, CD-RW, or DVD-ROM
	Optional Secondary Optical Drive
	Zip Drive

This procedure explains how to search for files or folders by entering a complete or partial name. You can also search for files based on other search criteria, such as the date the file was created or modified, the file type, the file size, or some text within the file.

Using this procedure, you can place a copy of a file in a new location.



Tip

You can also access the Copy and Paste options by right-clicking a file or folder.

Searching For Files or Folders

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Find** and then click **Files or Folders**. The Find: All Files dialog box is displayed.
3. On the **Name & Location** tab, type the name of the file or folder (or as much as you can remember) in the **Named** box.
4. In the **Look in** box, click the down arrow and select the drive you want to search.
Note: If you leave the default setting (**C:**), Windows searches the entire hard drive (or drive C partition).
5. Select the **Include subfolders** check box (if it is not already selected).
6. Click the **Find Now** button. The files that meet the search criteria and their locations are displayed in the dialog box window.



Copying Files

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Programs** and then click **Windows Explorer**.
3. Locate and click the file you want to copy.
4. From the **Edit** menu, click **Copy**.
5. Open the folder into which you want to copy the file.
6. From the **Edit** menu, click **Paste**. The file is copied into the specified folder.

This procedure allows you to move a file to a new location.

Moving Files

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Programs**, and then click **Windows Explorer**.
3. Locate the file you want to move and click it.

▲ **Caution:** Do not move files that are part of a program. Doing so may render the program unusable.

4. From the **Edit** menu, click **Cut**.
5. Open the folder into which you want to move the file.
6. From the **Edit** menu, click **Paste**. The file is moved to the specified folder.

Follow this procedure to change the name of a file.

Renaming Files

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Programs** and then click **Windows Explorer**.
3. Locate the file you want to rename and click it.
4. From the **File** menu, click **Rename**.

▲ **Caution:** Changing the file name extension (a dot and three characters after the file name) may render the file unusable.

5. Type the new file name and press the **Enter** key.

Follow this procedure to delete a file or folder. If you delete a folder, all of its content files are deleted.



Did you know ...

When you delete a file from the hard drive, it's placed in the Recycle Bin. It is not removed from the computer until you empty the Recycle Bin.



Tip

On occasion, you should go into your Windows Temp directory and delete the .tmp files to free up some space on your hard drive. These files are generated automatically and you do not need them.

If you accidentally delete a file, you can restore the file by retrieving it from the Recycle Bin.

Deleting Files and Folders

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Programs** and then click **Windows Explorer**.
3. Click the file or folder you want to delete.

▲ **Caution:** Do not delete files that are part of a program. Doing so may render the program unusable. If you are unsure about a file's function, do not delete it.

4. Press the **Delete** key. The Confirm File Delete dialog box is displayed.

▲ **Caution:** Files deleted from a diskette or from a network drive are permanently erased. They are not sent to the Recycle Bin and cannot be restored.

5. Click the **Yes** button if you want to delete the file or folder. If you do not want to delete the file or folder, click the **No** button.

Restoring Deleted Files

1. On the Windows desktop, double-click the **Recycle Bin**  icon. The Recycle Bin window displays a list of all deleted files, their previous locations, and the dates they were deleted.
2. Click the file you want to restore.
3. From the **File** menu, click **Restore**. The file is removed from the Recycle Bin and restored to its original location.

Deleted files sent to the Recycle Bin use space on the computer hard drive. To free up some space, periodically empty the Recycle Bin.

You can create a folder in which to organize and store related document files. For example, you can create a folder named *Budget2000*. Store all your financial files, such as expenses, profits, taxes, and so forth, in the *Budget2000* folder.



Tip

Another way to create a new folder is to click the folder or drive (in the left panel of Windows Explorer) in which you want to place the new folder. Then right-click a blank area in the right panel, point to New on the pop-up menu and click Folder.

Emptying the Recycle Bin

1. On the Windows desktop, double-click the **Recycle Bin**  icon. The Recycle Bin window displays a list of all deleted files, their previous locations, and the dates you deleted them.
2. From the **File** menu, click **Empty Recycle Bin**. The Confirm File Delete dialog box is displayed.



Caution: Files deleted from the Recycle Bin are permanently removed. They cannot be restored.

3. On the Confirm File Delete dialog box, click the **Yes** button to delete the file(s). If you do not want to delete the file(s), click the **No** button.

Creating Folders

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Programs** and then click **Windows Explorer**.
3. Click the drive or folder in which you want to place the new folder.
4. From the **File** menu, point to **New** and then click **Folder**. A new folder is created.
5. Type a name for the new folder and press **Enter**.

Shortcuts for the Desktop

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

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

Creating a Shortcut

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Programs** and then click **Windows Explorer**.
3. Locate the file, folder, or drive for which you want a shortcut.

Note: To make a shortcut for a program, open the program folder and locate the file with an `.exe` extension.

4. Right-click the item and select **Create Shortcut**.
5. Click and drag the new shortcut to the desktop.

Note: If Windows Explorer takes up the entire screen, click the Restore button  to display the desktop behind the Explorer window so that you can drag the shortcut to the desktop.

Arranging and Positioning Shortcuts

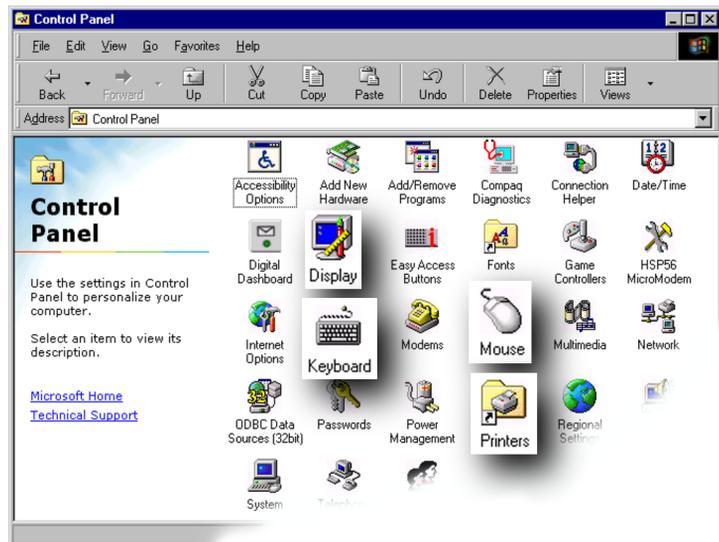
1. Move the mouse cursor to a blank area on the Windows desktop and right-click.
2. From the pop-up menu, select **Arrange Icons**.
3. Select the option for the icon arrangement you prefer. The icons are automatically arranged.

Control Panel

The Control Panel contains many of the tools used to change the look of the Windows operating system and how it works.

Accessing the Control Panel

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Settings** and then click **Control Panel**. A window containing system setup icons is displayed.
3. Double-click an icon to see the settings you can change for that item. Typical icons include **Display**, **Keyboard**, **Mouse**, and **Printers**.



Note: The icons in the Control Panel vary depending on the hardware and software configuration of your computer.

Setting Up Display Properties

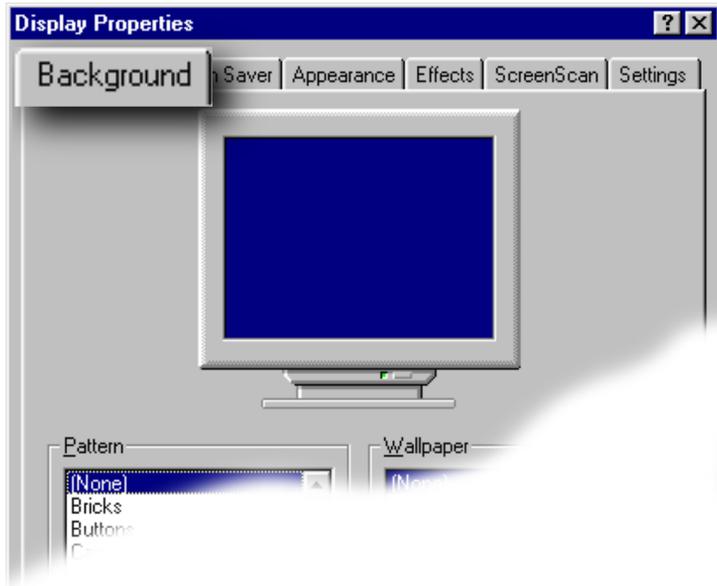
The Display Properties window contains controls for customizing the way Windows looks on your monitor screen. For example, you can change the desktop wallpaper (background) and screen saver.



Tip

A quick way to access the Display Properties window is to right-click a blank area of the desktop and select Properties from the pop-up menu.

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Settings** and then click **Control Panel**. A window containing system setup icons is displayed.
3. Double-click the **Display**  icon. The Display Properties window opens with the **Background** tab selected by default.



Note: Depending on the kind of monitor you have, there may be options for other display controls, such as energy-saving features. For more information, refer to the documentation that came with the monitor.

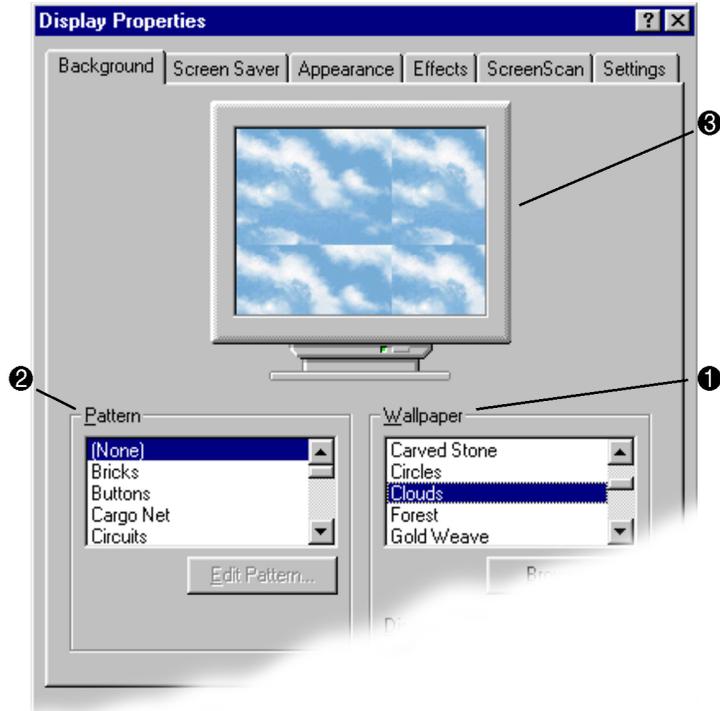
This procedure shows you how to change the wallpaper (background appearance of the Windows desktop).

Did you know ...

You can also download wallpaper from the Internet. Right-click a picture that you like on the Internet and select Set as Wallpaper from the pop-up menu.

Changing the Wallpaper

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Settings** and then click **Control Panel**. A window containing system setup icons is displayed.
3. Double-click the **Display**  icon. The Display Properties window opens with the **Background** tab selected by default.
4. Select the wallpaper **1** or pattern **2** you want to use for a background. The preview window displays your selection **3**.
5. Click the **OK** button to apply the changes and exit the Display Properties window.



A screen saver is a moving picture or pattern that appears on the screen when you stop using your computer for a specified period of time.

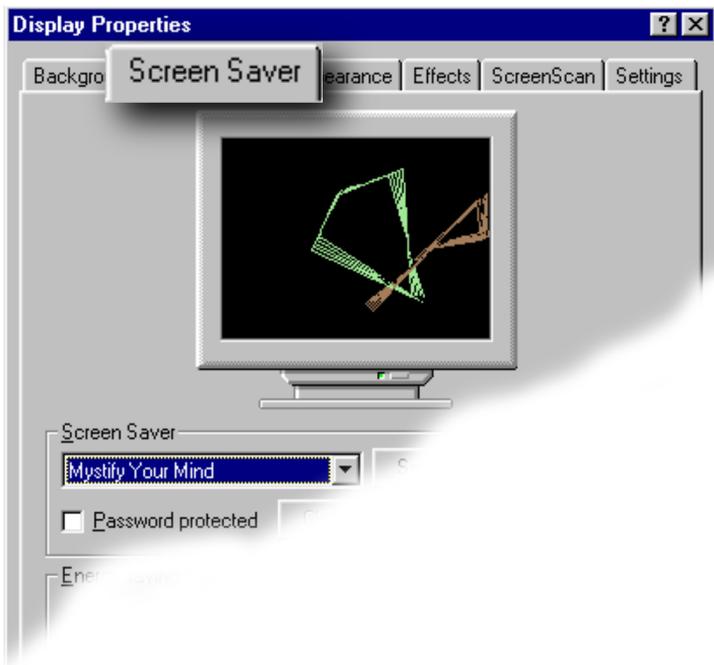


Tip

You can protect the screen saver with a password by selecting the Password protected check box, clicking the Change button, and typing a password in the Change Password dialog box. Afterwards, the correct password must be entered before the screen saver will close.

Changing the Screen Saver

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Settings** and then click **Control Panel**. The Control Panel window displays system setup icons.
3. Double-click the **Display**  icon. The Display Properties window opens with the **Background** tab selected by default.
4. Click the **Screen Saver** tab.
5. Click the down arrow next to the **Screen Saver** box, and select a screen saver from the list. The image of the monitor allows you to preview the selected screen saver.
6. After making your selection, click the **OK** button.



Connecting to the Internet



In This Chapter

56K Modem, 7-2

DSL Modem, 7-3

Protect Yourself when Downloading Software from the Internet, 7-7

Advanced E-mail Functions, 7-9

Before you can send and receive e-mail or “surf the Web,” you must first connect to an Internet Service Provider (ISP) and then establish an ISP account. You can connect to the Internet using the 56K ITU V.90 Standard modem or a Digital Subscriber Line (DSL) modem.

This chapter provides basic information for identifying and using your modem, downloading and uploading software from the Internet, and creating e-mail attachments that enable you to send files with your e-mail.



56K Modem

Your Internet PC is equipped with a 56K data/fax modem.

Optionally, you may have a DSL modem (available on select models).



See also ...

Select models may be equipped with a Home Phonenumber networking card. For more information on home networking, refer to the “Connecting Computers” chapter in this guide.

Identifying Your 56K Modem

1. From the Windows taskbar, click the **Start** button. The Start menu is displayed.
2. Point to **Settings** and then click **Control Panel**. The Control Panel window is displayed.
3. Double-click the **Modems**  icon. The name of the installed modem is displayed on the Modems Properties window.

Using the 56K ITU V.90 Standard Modem

The ITU V.90 Standard defines modem data transmission at 56 Kbps speeds. The download rate is faster than the upload rate. The theoretical maximum download speed is 56 Kbps, and the maximum upload speed is up to 33.6 Kbps. Although your modem is capable of download speeds of up to 56 Kbps, maximum achievable download transmission rates may not reach 56 Kbps, and the rate will vary depending on telephone line conditions.

DSL Modem

DSL service allows you to download large files in minutes rather than hours, using low-cost, high-speed broadband data transfer technology over standard telephone lines.

To determine if DSL service is available in your area, contact your telecommunications service provider and your Internet Service Provider.

Check with your DSL service provider to make sure the service they are offering is compatible with your DSL modem.

For questions about the DSL modem in your computer, visit the Compaq High-Speed Web site at:

**[www.compaq.com/
mypresario/highspeed](http://www.compaq.com/mypresario/highspeed)**



See also ...

DSL connections are designed as “ALWAYS ON.” Refer to the “Saving Energy” chapter in this guide to avoid DSL disconnections due to the default Power Management operation.

Understanding the Benefits of DSL

DSL benefits include:

- **Simultaneous talking and surfing.** You can simultaneously talk on the phone, surf the Web, and download files using a single telephone line.
- **Increased download transfer rate.** You can download files from the Internet to your computer up to 50 times faster than with a 56K ITU V.90-compliant modem.
- **Increased upload transfer rate.** You can upload files from your computer to the Internet at a significantly faster rate than with a 56K ITU V.90-compliant modem.
- **Constant connection.** DSL service provides constant Internet access. You don't have to dial your ISP and wait for a connection.

If you decide to subscribe to DSL service, you must determine which modem is installed in your computer.

Identifying Your DSL Modem

1. Click the **Start** button on the Windows taskbar. The Start menu is displayed.
2. Point to **Settings** and then click **Control Panel**. The Control Panel window is displayed.
3. Double-click the **Modems**  icon. The name of the installed modem is displayed in the Modems Properties window.

Using Your DSL Modem

Your Internet PC may be equipped with a DSL modem. This feature is available on select models and uses high-speed broadband data communications technology known as Digital Subscriber Line (DSL). DSL uses standard telephone lines for data communications, but operates in a different frequency range than your telephone or 56K modem.

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

www.compaq.com/mypresario/highspeed

Note: Before establishing a DSL connection to the Internet, you must establish DSL service with your telecommunications service provider and Internet Service Provider (ISP).

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

Connecting Your DSL Modem

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

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

www.compaq.com/mypresario/highspeed

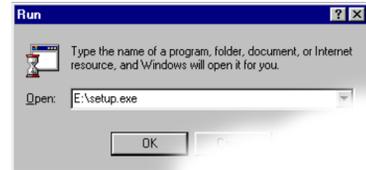
The DSL Modem Setup Wizard CD contains the drivers and software updates necessary to enable the DSL modem and the connection.

To run the DSL Modem Setup Wizard, insert the CD into the CD drive. The setup should start automatically. Follow the instructions on the screen to complete the setup.

Installing the DSL Modem Upgrade

If the DSL Modem Setup Wizard CD does not start within 30 seconds, complete the following steps:

1. Click the **Start** button on the Windows taskbar. The Start menu is displayed.
2. Click **Run**. The Run dialog box is displayed.
3. In the Run dialog box, type: **E:\setup.exe** (where “E” is the letter assigned to the CD drive).
4. Click **OK** and follow the instructions on the screen.



Accessing the Latest Modem Updates

To access the latest DSL modem updates, visit the Compaq Web site at:

www.compaq.com/mypresario/highspeed

Protect Yourself when Downloading Software from the Internet

When you download software files from the Internet, be sure that your anti-virus utility is running. Anti-virus software ensures that your computer does not become infected with a virus.



See also ...

For more information on anti-virus software, see the “Preventive Maintenance” chapter in this guide.

Using Shareware

Shareware is software that is made available on the Internet as downloadable files. Restrictions may apply for the use of these files. Read all copyright materials before downloading software from the Internet.

Using Software “Fixes”

Fixes are updates (or “patches”) for the software on your computer. To access a software fix, go to the Web site of the software manufacturer and find the location of their updates.

For updates on all hardware-enabling software (the drivers that run your hardware) that came with your Internet PC, go to the following Web site to receive free SoftPaqs (“software fixes”):

www.compaq.com/support/files

▲ **Caution:** Hardware-enabling software that does not come directly from the Compaq Web site may render your hardware unusable.

All third-party software (software that did not come with your computer) “patches” must come directly from the manufacturer.

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 provided, complete the steps listed here.



Tip

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 the “Preventive Maintenance” chapter.



Did you know ...

Some software is downloaded in a compressed state. Most Web sites using this technology provide links to download the appropriate utility, such as WinZip, to decompress 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. See the “Installing New Components” chapter in this guide for information about checking your hard drive space.
2. After the download is complete, terminate your Internet connection.
3. Close all other open programs.
4. From the Windows taskbar, click the **Start** button, point to **Settings**, and then click **Control Panel**. The Control Panel window is displayed.
5. Double-click the **Add/Remove Programs** icon. The Add/Remove Programs Properties window is displayed.
6. Click the **Install** button. The Install Program wizard is displayed.
7. Click the **Next** button. The Run Installation Program window is displayed.
8. Click the **Browse** button. The Browse dialog box is displayed.
9. Locate and select the *Setup.exe* or *Install.exe* file for the downloaded software.
10. Click the **Open** button to begin the installation process.



Advanced E-mail Functions

E-mail is a great way to send files across the Internet, and the procedure is simple. Just follow these steps to attach a file to your e-mail.



Did you know ...

When you attach a file to an e-mail, your computer creates a copy of the file. Your original file does not move from its location.



Tip

*You can also insert an attachment by clicking the **Attach** button on the e-mail message instead of going to the **File** menu.*

Sending an E-mail Attachment in Microsoft Outlook Express

1. After typing an e-mail message in Outlook Express, click the **Insert** menu and select **File Attachment**. The Insert Attachment dialog box is displayed.
2. Locate the file that you want to attach to the e-mail. You may need to click the down arrow next to the **Look in** box to select the appropriate drive.
3. Click the file you want to attach to the e-mail.
4. Click the **Attach** button. The Insert Attachment dialog box closes and the file is inserted as an attachment to your e-mail.

You may receive e-mails with attached files. If an e-mail contains an attachment, a **paperclip** icon is displayed next to the e-mail.



Did you know ...

While viewing an e-mail attachment, the e-mail message that contains the attachment is minimized on the Windows taskbar so that you can easily return to the message by clicking it.

Opening an E-mail Attachment

To open an e-mail attachment, open the e-mail message and double-click the attachment icon. Once the file is open, you can:

→ **View the file.** If you do not want to save, modify, or print the file, click the **Close** button after viewing. The file closes and you are returned to the e-mail that contains the attachment.



→ **Save the file.** You can save a file attachment while it is open. Or you can save the attachment without opening the file by clicking the **File** menu and selecting **Save Attachments**, and then specifying a drive or folder in the Save Attachments dialog box. You can specify a new name for the file in the **File Name** box if you do not want to use the current file name.

→ **Print the file.** You can print the file attachment while it is open. Or you can print the attachment without opening the file by clicking the **File** menu and selecting **Print**. Then select the **Print attached files with item(s)** check box in the Print dialog box.

Connecting Computers

8

In This Chapter

Networking Computers,
8-2

Types of Home Networks,
8-3

Setting Up a Network,
8-6

Mapping a Network Drive,
8-8

Sharing Folders, 8-9

Sharing a Printer, 8-11

Sharing Internet Access,
8-13

Would you like to transfer a file between computers without copying it to a diskette—a method humorously referred to as “sneakernet”? Would you like to access the Internet at the same time as someone else in your household without two separate phone lines? Or would you like to play a multiplayer “head-to-head” game with someone in your home? All of these things and more are possible when you connect your computers on a home network.

A home network allows two or more computers to share a single printer, Zip drive, scanner, Internet connection, or other peripheral device, as well as Internet access. These advantages are economical as well as convenient and fun.

In this chapter, you will learn the concepts of home networking and hardware/software requirements for setting up a home network.



Networking Computers

A home network can be as simple or complicated as you want. It can consist of two computers linked to share files and an Internet connection, or it can be expanded to a complex household network with many computers connected at once.

The benefits of home networking include the following:

- Simultaneous Internet connections
- Multiple computers sharing one printer, modem, scanner, and other equipment
- Networked computers sharing files and applications
- Multi-player gaming

What Is a Home Network?

A network is two or more computers connected to each other. Each computer must have an adapter and must be connected to the other computer(s) on the network. Networks are created so that one computer can use a device—like a color printer—that is connected to a different computer.

A home network can also be used to share a single Internet connection among several computers. Family members can also share files between computers on the network.

How Is a Home Network Different From a Business Network?

The biggest difference between a home network and a traditional business network is the complexity of the products required to make it work.

Compaq's goal is to adapt business network technology to the needs of home-networking customers. Both hardware and software components that Compaq has developed to create home-networking features are easy for consumers to understand and use.

Types of Home Networks

Three types of home network are:

- Ethernet
- Home phone line
- Wireless network

This section briefly describes each type of home network, its advantages and disadvantages, and the requirements necessary to use them to network your home computers.



Tip

Learn more about home networking at the Compaq Web site or toll-free number:

www.compaq.com/athome

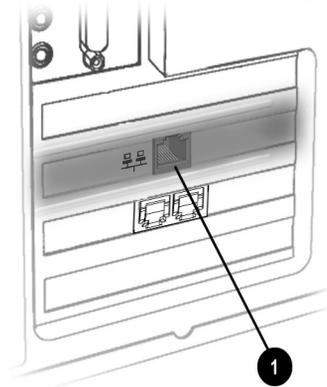
1-800-888-0263

All home networks are compatible with the following Internet access methods:

- Analog, dial-up modem (56K ITU V.90)
- Digital xDSL modem
- Cable modem
- ISDN modem

Ethernet Network

An Ethernet network connects your computers using a standard Category 5 cable (which must be installed in your house) and an Ethernet hub. Each computer on the network requires an Ethernet adaptor **1**. Ethernet is commonly used in corporate environments today.



Advantages:

- Faster data transfer rate (up to 100 Mbps)
- Wide acceptance in the business computer marketplace
- Ability to support virtually all popular network protocols

Disadvantages:

- Special planning for Category 5 wire installation and higher wire and installation costs required
- Installation of Ethernet hub and 10/100 Ethernet jacks required
- Faster data rate (100 Mbps) requires all the Ethernet adapters and the hub to be 10/100.

Requirements:

Item	Description
Connection	Connection 10/100-Mbps Ethernet adapter and NIC1 with necessary drivers
Cable category	5 UTP cable long enough to reach the hub
Hub	10/100-Mbps Ethernet hub with enough ports to accommodate all computers in the home network
Processor	486 MHz
Operating system	Microsoft Windows 95 or Windows 98
Other	CD-ROM drive

Perhaps the most exciting thing about home networking over existing phone lines is the flexibility it gives you. You can engage in a multiplayer game while sending a fax or talking over the phone.

Mom and Dad can surf the Web to plan a family vacation while the kids use an online search engine to help with their homework.

Many family members can be connected to the Internet at the same time (and each can surf wherever he or she chooses) with a single ISP account.

Home Phonenumber Network

A Home Phonenumber network uses an industry-certified adapter card that allows you to create a home network using your existing in-home phone wiring to connect your computers. You can print, access files, or play games over your home network and still use your phone for sharing Internet access, voice calls, or faxing using a single phone line.

Advantages:

- Uses existing home phone line wiring. No additional wiring or equipment is necessary unless you want to have a networked computer in an area without a working phone jack.
- Currently supports up to 10 Mbps

Disadvantages:

- Access is limited to those areas where phone jacks are installed.
- Data transfer rate is slower than 100 Mbps Ethernet.

Requirements:

Item	Description
Connection	Home Phonenumber network-certified adapter with necessary drivers
Cable category	Standard telephone wire long enough to reach the nearest phone jack
Processor	Pentium 100 MHz
Operating system	Microsoft Windows 95 or Windows 98
Other	CD-ROM or diskette drive PCI slot, USB connection, or PC card slot

Wireless is by far the most expensive option, but it is potentially the most versatile. A wireless network allows you to be connected to a local network or the Internet but still be “untethered” by cables.

Wireless Network

A wireless network interconnects computers using radio frequency (RF) transmissions rather than wires. This type of network allows the creation of a cordless local area network (LAN) that lets you access files and print from any computer on the network, and it lets you share a single Internet connection.

Advantages:

- No wiring or additional equipment (such as a hub) is necessary beyond the Home RF adapters
- Not limited by wiring constraints

Disadvantages:

- A slower data transfer rate than Home PNA and Ethernet (currently up to 600 Kb/s)

Requirements:

Item	Description
Connection	Compaq Home RF adapter
Cable category	Not necessary
Processor	Pentium class (100, 200, etc.)
Operating system	Windows 98
Other	USB port or PC card slot

Setting Up a Network

To set up a network, you must:

- Install the network protocols and services
- Map the network drive
- Share printers and folders

However, the easiest way is to use the network setup wizard that is provided with your hardware.



Did you know ...

The Network Neighborhood icon will not appear on the Windows desktop until the network protocols are installed.

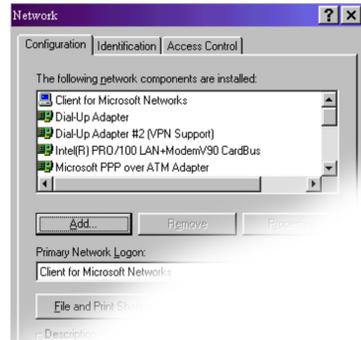


Did you know ...

A protocol is the language computers use to communicate over a network. Computers must use the same protocol to communicate with one another.

Installing the Network Protocols

1. If a network is not yet set up, from the Windows desktop click **Start**, point to **Settings**, and then click **Control Panel**.
2. Double-click the **Network** icon.
3. When the message **Your network is not complete. Do you want to continue?** is displayed, click **Yes**.
4. In the Network window, the **Configuration** tab is displayed:
 - a. Click **Add**.
 - b. Select **Client** and click **Add**.
 - c. Select **Microsoft**.
 - d. Select **Client for Microsoft Networks**, and then click **OK**.
 - e. Select **File and Print Sharing...**, then select both check boxes.
 - f. Click **OK**. In the Network window, the **Configuration** tab is displayed. Click **Add**.
5. In the Select Network Component Type window:
 - a. Click **Protocol**.
 - b. Click **Add**.
 - c. Select **Microsoft**.
 - d. Select **IPX/SPX compatible Protocol**.
 - e. Click **OK**.
 - f. Click **Add**.
 - g. Click **Protocol**.
 - h. Click **Add**.
 - i. Select **Microsoft**.



- j. Select **TCP/IP**.
 - k. Click **OK**.
6. Select the **Identification Tab** in the Network window and complete the following steps:
- a. Enter a name for the computer. This name must be unique—different from the name of every other computer in the network. The name can contain a maximum of 15 letters, numbers, and the following special characters:
! @ # \$ % ^ & () - _ ' } ~
*Do **not** use blank spaces in the Computer name box.*
 - b. Enter a Workgroup name. If you would like all computers to have access to each other, the Workgroup name must be the same for all of the computers on the network. The name can contain a maximum of 15 letters, numbers, and the following special characters:
! @ # \$ % ^ & () - _ ' } ~
*Do **not** use blank spaces in the Workgroup name box.*
 - c. Click **OK**. The System Settings Change window is displayed. Click **Yes** to restart your computer. The Microsoft Networking window is displayed.
7. Complete the following steps:
- a. Enter a User name. Your user name needs to be easy to remember since you will use it every time you log on to your network.
 - b. Enter a Password.
 - c. Click **OK**.
8. Close the Control Panel window.
9. Repeat this procedure to add the next computer to the network.

Mapping a Network Drive

Mapping to a directory means making a permanent connection to another computer.



Tip

If you wish to access a shared folder on another computer automatically each time you turn on your computer and log on to the network, you will need to map a network drive first.



Did you know ...

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

Mapping a Network Drive

1. Right-click the **My Computer**  icon on the Windows desktop.
2. Click **Map Network Drive**. The **Drive** box automatically contains the next available drive letter.
3. Click the **down arrow** next to the text. Select the path of the drive you wish to map. Add the exact folder location to complete the path. Your path should look similar to the following:

C:\My Documents\Shared Files

4. Click the **Reconnect at logon** box. If the folder is password protected, you will be prompted for the password each time you log on to the network.

Securing Files

Microsoft Networking enables file sharing at the folder level; that is, either all or none of the files in a folder must be shared. You cannot share some files in a folder and keep others private.

If you want to share files on the network, you should create a special folder for those files and share only that folder. This feature provides the flexibility of allowing file sharing while keeping all programs and sensitive files on your hard disk secure.

Sharing Folders

Sharing folders can be very useful if you have a large amount of data that you want to share with someone else. Remember, however, that anyone with whom you share files can add, delete, and modify information.

Creating a Shared Folder

1. Double-click the **My Computer**  icon.
2. Double-click **C:** (or the letter that corresponds to your hard drive).
3. On the menu bar, click **File**, point to **New**, and then click **Folder**. A New Folder is displayed in the window.
4. Type a name that indicates the folder is shared, such as **Shared Files**.
5. Move the files you wish to share into this folder.



Sharing a Folder

1. Locate the folder by using Microsoft Windows Explorer.
2. Right-click the folder name.
3. Click **Sharing**.
4. Click **Shared As**. The folder name is displayed automatically in the **Share Name** box. You can change the share name if you want.
5. Typing a comment in the **Comment** text box is optional.
6. Click the **Access Type** you wish to activate:
 - **Read-Only**—Others can read the files in the folder, but they cannot make any changes to those files.
 - **Full**—Others on the network will have read and write access to the contents of the shared folder. They will be able to change or potentially delete all the files.
 - **Depends on Password**—You can designate a **Read-Only** or a **Full Access** password.
7. Click **OK**.

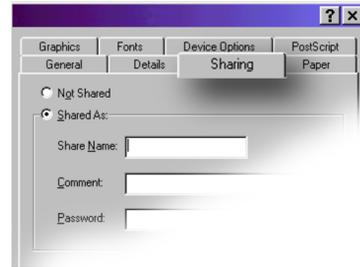
Sharing a Printer

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

Once you have set up a printer to be shared, you can connect all your computers to the network to access the printer.

Setting Up Printer Sharing

1. From the Windows desktop, click the **Start** button, point to **Settings**, and then click **Printers**.
2. Right-click the desired printer and select **Sharing**.
3. Select **Shared As**. You may change the **Share name**, add a **Comment**, and set a **Password**, if desired.
4. Click **OK**. In the Printers window, an open hand holding the printer you share on the network is displayed.
5. Click the **Close**  button in the upper right corner of the screen to close the Printers window.



Connecting to a Shared Printer

1. From the Windows desktop, click the **Start** button, point to **Settings**, and then click **Printers**.
2. Double-click the **Add Printer**  icon. The Add Printer window is displayed.
3. Select **Network Printer**, and then click **Next**.
4. To find the network printer, click **Browse**. The Browse for Printer window is displayed.
5. Select the printer you want to use, and then click **OK**. The network printer path statement is displayed on the Add Printer window.
6. If you would like to print from MS-DOS based programs, select **Yes**, and then click **Next**. If you will not be printing from MS-DOS based programs, select **No**, then click **Next**. A message is displayed reminding you to put the printer online before you try printing.
7. Click **Next**.
8. Select the printer manufacturer and model, and click **Next**.
9. You may either accept or change the default printer name. If you want this to be the default printer, select **Yes** and then click **Finish**. If you do not wish this to be the default printer, select **No** and then click **Finish**.

Sharing Internet Access

With home networking, multiple family members can surf the Internet from different computers at the same time using a single ISP account.



Did you know ...

The computer that is physically connected to the Internet is called the Internet-Sharing PC. Its connection provides all the other network computers (referred to as “client computers”) with Internet access.



Tip

*The **Home Network Setup** CD-ROM contains all the software required to install and configure Internet-sharing on your cordless network.*

Sharing Internet Access

If you have more than one computer connected to the Internet, you need to choose one of them as the Internet-Sharing PC. While two or more users are online, they share the bandwidth of the connection.

Preventive Maintenance

9

In This Chapter

What is Preventive Maintenance?, 9-2

Deleting Unwanted Files, 9-3

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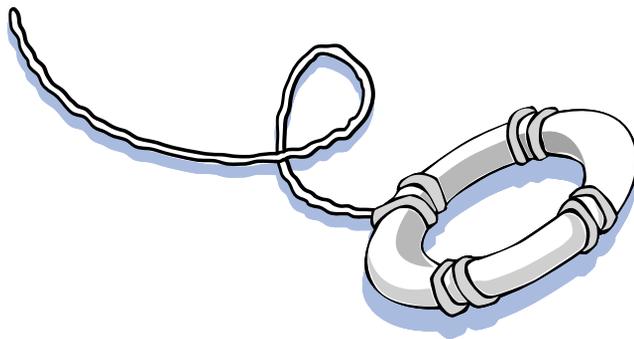
Compaq Service Connection, 9-20

You turn on your computer and it won't start. You get an error message that prevents you from getting your work done—and there's no one around who knows what to do. Help!

Computer problems can happen, but regular preventive maintenance will go a long way to help you avoid them.

In this chapter, you will learn how to keep your computer in peak operating condition, and become familiar with the important Compaq service and support tools.

Note: Information in this chapter is specific to Microsoft Internet Explorer, the standard Internet browser included with your computer.



What is Preventive Maintenance?

Your car needs it, people need it, and so do computers. Regular preventive maintenance helps you avoid common computer problems.

Preventive maintenance for your computer is easier than you might think. You don't need any special tools or know-how. A few basic procedures will help keep your computer operating at its best.

Basic preventive maintenance procedures include the following:

- Creating backups of your files
- Deleting unwanted files
- Maximizing your hard drive
- Running VirusScan

Perform these preventive maintenance tasks at the intervals recommended below or more often if you use your computer a great deal.

Procedure	Frequency
Back Up Files (see note below)	Monthly
Delete Unwanted Files	As Needed
Maximize Your Hard Drive	Monthly
Run VirusScan	As Needed

Note: You may want to back up critical files more frequently.

Deleting Unwanted Files

The more you use your computer, the more files you will create. In time, the hard drive can become cluttered and performance may suffer.

It's easy to take an inventory of files stored on your computer and do some regular "house cleaning."



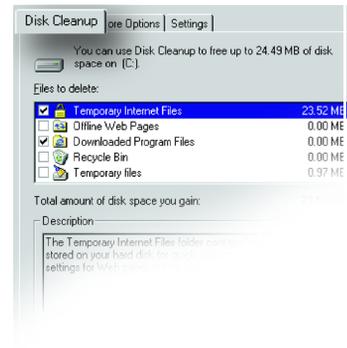
Tip

When in doubt, **don't** delete a file.

Taking Inventory of Your Hard Drive

1. Double-click the **My Computer**  icon on the Windows desktop. The My Computer window is displayed.
2. Right-click the disk on which you need to free space, and click **Properties** on the pop-up menu.

▲ Caution: When deleting files, make sure you don't delete any files that are necessary for system or program operation, including the following file extensions: `.exe`, `.dll`, or `.ini`.
3. On the **General** tab, click **Disk Cleanup**.
4. Click the files you want to delete.
5. Click **OK**.





Did you know ...

To speed up the display of frequently visited Web pages, Internet Explorer stores them on the hard drive in the Temporary Internet Files folder. You can set the size of this folder or empty it to control how much space it uses on the hard drive.



Tip

Increasing the space you set for the Temporary Internet Files folder allows previously visited pages to be displayed faster, but decreases the amount of space available for other files on your computer.

Deleting Temporary Internet Files

1. Double-click the Microsoft Internet Explorer  icon on the Windows desktop.
2. From the **Tools** menu in Internet Explorer, click **Internet Options**.
3. Click **Delete Files**.
4. Click **OK**.



Increasing Temporary Internet File Space

1. Double-click the Microsoft Internet Explorer  icon on the Windows desktop.
2. From the **Tools** menu, click **Internet Options**.
3. Click **Settings**.
4. To increase the amount of space to store pages in, click the slider and move it to the right.
5. Click **OK** to verify the new setting.
6. Click **OK** to apply the setting.



Deleting the Internet History File creates more disk space on your computer hard drive.



Tip

The Internet History file keeps track of the Web sites you visit. If you forget a URL, you can check the History list.



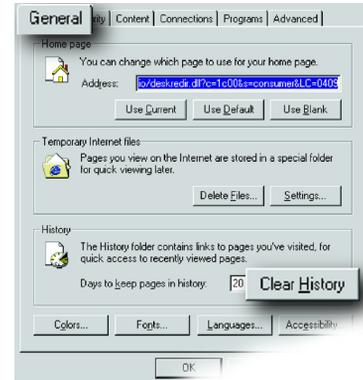
Did you know ...

With the Windows Maintenance Wizard, you can schedule preventive maintenance utilities to run automatically to:

- *Make your programs run faster*
- *Check the hard drive for problems*
- *Free up hard drive space*

Deleting the Internet History File

1. Double-click the Microsoft Internet Explorer  icon on the Windows desktop.
2. On the **Tools** menu in Internet Explorer, click **Internet Options**.
3. Click the **General** tab.
4. Click **Clear History**.
5. Click **OK** to clear the Internet History file.



Note: The History area allows you to designate the number of days that the History list keeps track of your pages.

Optimizing the Computer Hard Drive

You can use ScanDisk to check your hard drive for technical errors and repair any damaged areas.



Tip

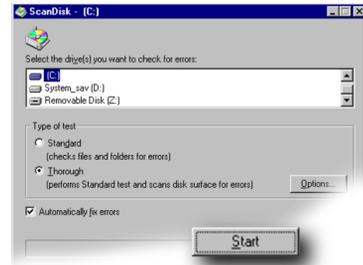
ScanDisk and Defragmenter take less time to complete when run on a regular basis.

When only a few passengers are on a bus, each person can sit wherever he wants. But as the bus gets crowded, passengers must move closer together so that all the seats can be filled.

When you optimize the computer hard drive, you're moving files closer together so that hard drive space is used more efficiently. This helps programs run faster and speeds up access to your hard drive.

Using ScanDisk

1. Close all open programs in the system tray, such as Compaq Service Connection and printer. (The system tray is located at the far right of the Windows taskbar at the bottom of the screen.)



2. From the Windows taskbar, click the **Start** button, then point to **Programs**, then **Accessories**, then **System Tools**, and then click **Scan Disk**.
3. Select the drive you want to scan.
4. Click **Start** to begin scanning.

Using Disk Defragmenter

1. Close all open programs.
2. From the Windows taskbar, click the **Start** button, then point to **Programs**, then **Accessories**, then **System Tools**, and then click **Disk Defragmenter**.
3. Select the drive you want to defragment.
4. Click **OK** to begin defragmenting.



Note: If you haven't defragmented the hard drive for a while, the operation may take an hour or longer.

Anti-Virus Software

A computer virus can destroy information on your hard drive. A virus can enter your computer through:

- a diskette
- a CD, DVD, CD-R, or CD-RW disc
- e-mail
- infected files downloaded from the Internet

Some viruses affect your computer immediately; others are set to activate on a certain date.

Your computer is equipped with anti-virus software. Scanning your computer for viruses is an important part of keeping your files safe from becoming infected with computer viruses.

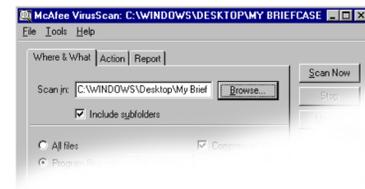
However, hundreds of new viruses are created each month, so you should update the anti-virus tool often.

Scanning for Viruses

1. Press the **Help ?** button on the keyboard.
2. Click the **McAfee VirusScan** icon. The VirusScan Launcher is displayed.
3. Click **Scan**. The McAfee VirusScan window is displayed.



1. From the VirusScan window, select the **Where & What** tab. The C drive, your local hard drive, is the default. If you want to scan a different drive, click **Browse** and select another drive letter.
2. Click **Scan Now**.



Updating McAfee VirusScan

1. Press the **Internet i** button on the Internet keyboard.
2. In the **Address** box type **www.mcafee.com**. The McAfee home page is displayed.
3. Click the **Anti-Virus** tab.
4. Click **Update VirusScan**.



An important part of computer preventive maintenance is making sure you're prepared for any possible emergencies.

In this section you will create an Anti-Virus Emergency diskette.



Did you know ...

If your computer is infected with a virus, you may not be able to access the hard drive or start Windows. An Emergency Diskette contains the operating system files necessary to restart your computer.



Did you know ...

If you ever need to start your computer from the Emergency Diskette, you should immediately perform a scan of your computer and its contents.

Creating an Anti-Virus Emergency Diskette

1. Click the **McAfee VirusScan** icon. The VirusScan Launcher is displayed
2. Click **Tools**. The Utility Toolbox is displayed.
3. Click **Emergency Disk**. The Emergency Disk Wizard is displayed.
4. Insert a formatted diskette in the diskette drive.
5. Click **Don't Format**.
6. Click **Next**.
7. Click **Finish**.
8. Label the disk **VirusScan Emergency Diskette**, and store it in a cool and dry place.



Compaq Support

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.

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!

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.



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:

```
Compaq Recovery CD Menu

1: Emergency Diskette
   Save diskette for future use if Windows will not start.

2: User Backup
   User Backup will back up the contents of your C: drive.

3: User Restore
   Restores the information from your last User Backup

4: Factory Restore
   Returns your computer to its original factory condition.

5: Exit

Enter the number corresponding to your selection
```

- The **Emergency Diskette** option 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.
- The **User Backup** option creates a backup of the current Windows configuration on the C drive. The backup is stored in USER.PQI files on the D drive.
- The **User Restore** option extracts the data in the USER.PQI files from the D drive and restores the desktop to the settings as they existed at the time of your last user backup.
- The **Factory Restore** option 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.
- The **Exit** option exits the Recovery CD.

QuickRestore

Compaq QuickRestore enables you to restore your system files from a separate partition on your hard drive.



Tip

Before you perform any restore or backup tasks, create a QuickRestore Emergency Diskette. For the steps required to create this diskette, see “Creating a QuickRestore Emergency Diskette.”

Selective Restore allows you to select certain Compaq drivers or applications you want to reinstall without reformatting your hard drive.

Quick Restore Options

The five options for QuickRestore are listed below.

QuickRestore	
Restore Option	Description
Selective Restore	Restores selected Compaq drivers or applications that you want to reinstall without reformatting your hard drive.
User Backup	Backs up all information and files on your hard drive and stores them in a separate partition on your drive.
User Restore	Restores your hard drive to the state it was in at your last User Backup.
Quick Restore Emergency Diskette	Allows you to save your computer's unique setup information for use in case of an emergency. Store the diskette in a safe place.
Factory Restore	Restores your computer to its original factory-installed software state.

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

Selective Restore

1. From the Windows desktop, double-click the **Compaq Support** icon.
2. Click the **QuickRestore** icon. The QuickRestore main menu is displayed.
3. Place your cursor over the **Selective Restore** icon. If you see a message stating that no applications were found, there may be some files missing or corrupted, and you may need to contact Compaq Technical Support to resolve the problem. Otherwise, proceed to the next step.

QuickRestore (Continued)

The User Backup backs up all of the information and files on your hard drive and stores them in a separate partition on your drive for later use. Complete a User Backup to protect your personal files and data.

4. The Selective Restore menu is displayed. From the Selective Restore menu, you can choose from several drivers or applications. Click the icon representing the application or driver you want to reinstall.
5. A message is displayed asking if you want to restore the software. Click **Yes** to continue. QuickRestore then restores the driver you selected.
6. You will be prompted to restart your computer. Save all open files and close all applications.
7. Restart your computer by clicking **Start**, **Shutdown**, and **Restart**. Click **OK**.
8. Repeat this procedure to reinstall as many drivers or applications as you need.

User Backup

1. From the Windows desktop, double-click the **Compaq Support** icon.
2. Click the **QuickRestore** icon. The QuickRestore main menu is displayed.
3. Place your cursor over the **User Backup** icon. If you see a message that says User Backup cannot be performed on this machine, call Compaq Technical Support at the telephone number listed on your warranty documentation. Otherwise, proceed to the next step.
4. Click the **Continue** button.
5. A message is displayed asking if you want to copy the data to the D: drive. Click **Yes** to continue. The system saves your files to the D: partition and then restarts automatically.

IMPORTANT: You may be notified that your backup device is not large enough to complete User Backup. You can increase the partition size unless your hard drive is completely full. See the following section to increase the size of the User Backup partition.

QuickRestore (Continued)

User Restore restores your system to the configuration that was saved the last time you completed User Backup.

The User Restore option is not used as often as User Backup, and should be performed only when you need to restore your system to its last User Backup condition

Increasing the Size of the User Backup Partition

▲ **Caution:** Increasing the size of your SystemSave partition may take several minutes to complete. Do not press any keys to turn off your computer while increasing the size of the partition. Failure to observe this caution can result in damage or permanent loss of important files.

A message is displayed asking you if you want to resize your SystemSave partition. The **Resize SystemSave** option is the default option. To increase the size of the partition, click the **OK** button. Be aware that the size of the C: drive will decrease as the size of the SystemSave partition increases.

The computer automatically begins resizing the partition and then completes User Backup.

User Restore

IMPORTANT: You must have performed User Backup at least once to use this option.

1. From the Windows desktop, double-click the **Compaq Support** icon.
2. Click the **QuickRestore** icon.
3. Place your cursor over the **User Restore** icon.

Note: If no backup files are found, this means that you have not performed User Backup. You cannot perform User Restore unless you have performed User Backup at least once.

4. Click the **Continue** button.
5. The computer asks you if you want to continue with the restore. Click **Yes** to continue.

▲ **Caution:** In the next step, any files, programs, and data installed or created after your last User Backup will be deleted after you press **Enter**.

QuickRestore (Continued)

Before you perform any restore or backup tasks, create an Emergency Diskette. The Emergency Diskette is not bootable, and QuickRestore may require it during a restore procedure.

6. Press **Enter** to continue.

The computer begins to restore the files from the SystemSave partition. When User Restore is complete, the system automatically restarts.

Creating a QuickRestore Emergency Diskette

Note: Be sure to have a blank, formatted, 3½-inch diskette available.

1. From the Windows desktop, double-click the **Compaq Support** icon.
2. Click the **QuickRestore** icon. The QuickRestore main menu is displayed.
3. Move your cursor over the **Make Emergency Diskette** icon. If you see a message that says no removable media device was found, call Compaq Technical Support at the telephone number listed on your warranty documentation. Otherwise, proceed to the next step.
4. Click the **Continue** button.
5. When a message is displayed asking if you want to create a QuickRestore Emergency Diskette, click **Yes**.
6. You are prompted to have a formatted, blank diskette ready. Click **OK**.
7. When you are prompted, insert the diskette into the diskette drive and click **OK**.
8. When you are prompted that your recovery diskette has been successfully created, click **OK**.
9. When QuickRestore is finished creating the Emergency Diskette, remove the diskette from the drive and store it in a safe place for emergency use.

IMPORTANT: Label your diskette “Compaq Emergency Diskette” so that it is easy to locate during a system emergency.

QuickRestore (Continued)

Factory Restore returns your computer to its original, factory-installed software configuration.

This option reformats your hard drive and removes all data from your computer.

Factory Restore

▲ **Caution:** Factory Restore deletes all of the information and data stored on your computer's hard drive. All added personal files, software, and other data will be lost. Before completing Factory Restore, copy your data to diskettes or save your data to an external device to prevent permanent loss of your data.

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

Note: If no factory image is found on the D: drive, use the QuickRestore CDs to perform this function. Otherwise, proceed to the next step.

4. Click the **Continue** button.
5. When a message is displayed asking if you want to replace all the programs on your hard drive with the original Compaq factory software, click **Yes** to continue.

▲ **Caution:** In the next step, if you have not copied or backed up your personal files, software, or other data onto a separate data storage device to be recopied onto your hard drive, they will be lost after you press Enter.

6. Press **Enter** to continue.

When Factory Restore is finished, the system automatically restarts.

7. After Factory Restore is complete, you may be prompted to provide the startup information again to reinstall Windows. Follow the prompts to restore your computer to its original factory condition.

Compaq Remote Support

Compaq Remote Support allows you to use the computer modem to connect directly to a support technician.

A Compaq technician can diagnose and resolve most of your computer problems remotely. You can watch your monitor and communicate directly with the service technician on the telephone while the technician is solving your problem.

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

Using Compaq Remote Support

1. Call the Compaq Customer Support number for your region. The number is listed in the *Certificate of Warranty* that came with your computer.
2. The service representative will ask you to click the **Help ?** button on the keyboard.
3. Click the **Compaq Remote Support**  icon.
4. Click **OK**. The message, “*Compaq Remote Support is waiting for a call*” is displayed. The Compaq support technician is dialing into your computer.
5. **Do not** answer the telephone when it rings. Compaq Remote Support will connect with your computer on the second ring. If for any reason you need to exit the application, click **Cancel**.
6. Once a connection has been established, the Compaq Legal Disclaimer window is displayed. After reading the terms and conditions, click **Agree** to allow the support technician to diagnose your computer remotely.



Compaq Diagnostics provides an easy way to perform system checks and diagnose problems.

A progress bar is displayed on the Windows desktop while the application analyzes your computer for information about its components.

After approximately one minute, a Summary window with the component information is displayed.

Diagnosing Symptoms

1. Press the **Help ?** button on the keyboard to access Compaq Support tools.
2. Click the **Compaq Diagnostics**  icon. A series of icons is displayed at the top of the window.
3. Click an icon to view information about the component being tested. Refer to the following table for descriptions of the tabs.

Tab	Description
Overview	Contains information about your computer
Test	Selects the devices you want tested
Status	Shows progress of tests and faults detected
Log	Shows a record of all device tests and detailed results
Error	Reports details of errors detected

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

Taking Inventory of Your Software

1. Press the **Help ?** button on the keyboard to access Compaq Support tools.
2. Double-click the **Compaq Support**  icon.
3. Double-click the **System Record**  icon.

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

Compaq Service Connection

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

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

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

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

Turning Compaq Service Connection On and Off

Turning On

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



The Compaq Service Connection will remain active, ready to perform updates when you log onto the Internet.

Turning Off

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

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

Displaying Notice Updates

1. Double-click the **Notice** (rotating ) to reveal the update identification.
2. Install, postpone, or delete the download by clicking the appropriate button.
 - If you ignore the Notice, it will disappear after a minute or two. However, the update will be available for you to download at any time during the next 10 days.
 - If you do not download the update within 10 days, it will be canceled automatically.

Displaying Downloaded Notices

1. Double-click the **Compaq Support**  icon on the Windows desktop.
2. Double-click the **Service Connection**  icon. A list of updates is displayed in the window. The updates that have not yet been accepted are highlighted in bold.

Compaq Service Connection does not access, share, or send any personal information, files, or data on your computer over the Internet.

Privacy and Data Security

Compaq Service Connection is committed to providing you with beneficial software updates and information. To provide you with these services, non-personal information limited to your computer model number, serial number, and software ID files is communicated to the Compaq server. Files sent to your computer are protected by a personalized security number, similar to a Personal Identification Number (PIN), to ensure that you receive the correct information.

If you wish to cancel updates from Compaq Service Connection, you can turn it off at any time.

Installing New Components

10

In This Chapter

Internal Components,
10-2

Upgrading Components,
10-3

Adding Components,
10-7

Replacing the MyStyle
Accent Kit, 10-12

Installing Additional
Software, 10-15

Your Compaq Internet PC is easily upgradable. It is designed with an Easy Access panel to allow quick access to the internal components. This chapter provides installation instructions for most hardware components and should be used as a supplement to the instructions that came with your new component.

Note: If you would like to replace the system board or microprocessor, please contact the Compaq Product Information Center at the telephone number listed in your warranty or visit the Compaq Web site at:

www.compaq.com

Note: *Your safety is important.* Before performing any procedures involving the components, read the **Warning** and **Caution** statements in the “Introduction” chapter of this guide. Following the guidelines in these statements will reduce the risk of personal injury or equipment damage.



Internal Components

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

Warning

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

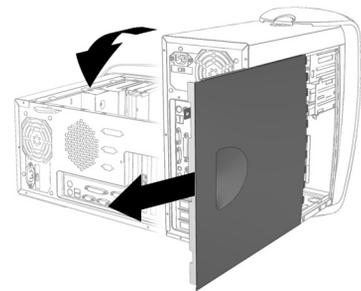
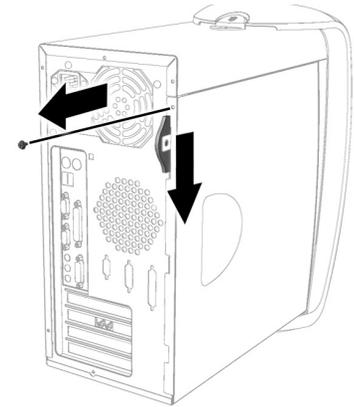
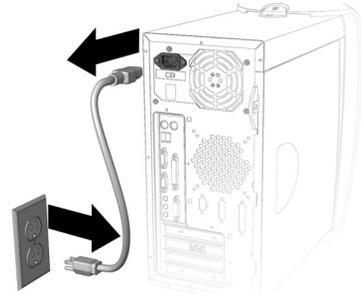
Caution: Before working with the components inside the computer, you must ground yourself and the equipment to prevent static electricity from damaging the parts. To discharge any static buildup, you should touch a metal part of the computer chassis before touching any internal parts.

Did you know ...

The screw securing the Easy Access panel does not need to be replaced. It 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 Easy 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 Easy Access 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. CDs 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.

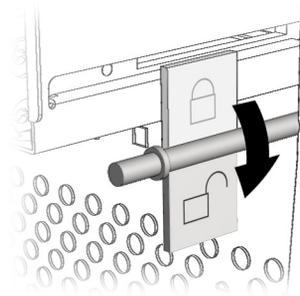


Did you know ...

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 indentation located on the lower front panel to open the lower door.





Tip

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



Tip

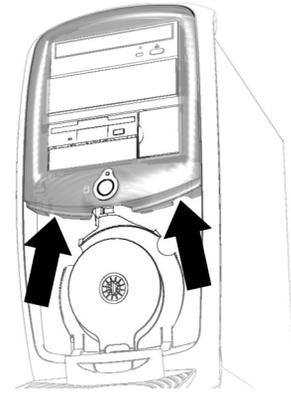
The drive data cable has a color pull-tab to help you identify the cable.



Tip

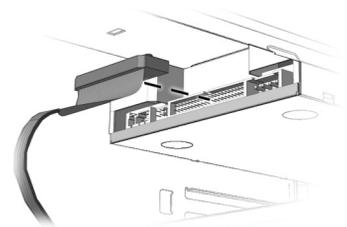
The drive rails snap on and off the drive(s). Save the drive rails that came with your computer. They will be used on your new drive(s).

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

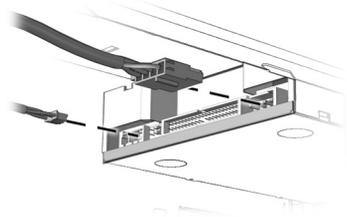


6. Press both sides of the drive rails and pull the empty drive bay from the front of the computer.
7. Remove the rails from the empty drive bay and attach them to the new drive by connecting them to the industry standard holes located on each side.
8. Slide the drive into the empty drive bay.

9. Connect the data cable to the new drive.



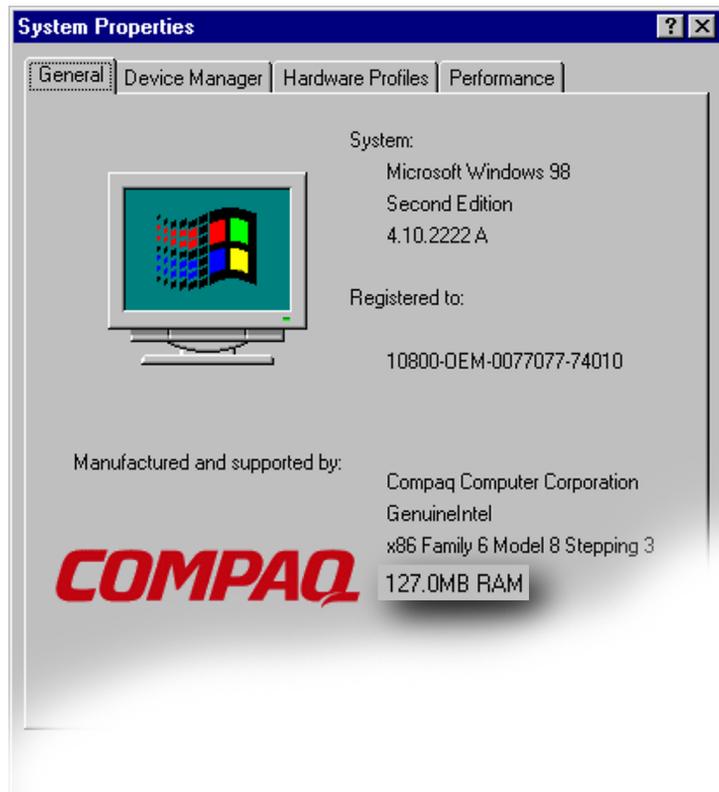
10. Connect the audio and power cables to the new drive.



This procedure shows you how to determine the amount of memory currently loaded on your Internet PC.

Determining the Amount of Memory

1. From the Windows taskbar, click the **Start** button, point to **Settings**, and then click **Control Panel**. The Control Panel window is displayed.
2. Double-click the **System**  icon. The System Properties window is displayed.
3. Click the **General** tab. The amount of memory displayed **may not** include the amount of memory automatically allocated for video display functions.



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 work room 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 that the memory module is properly positioned.

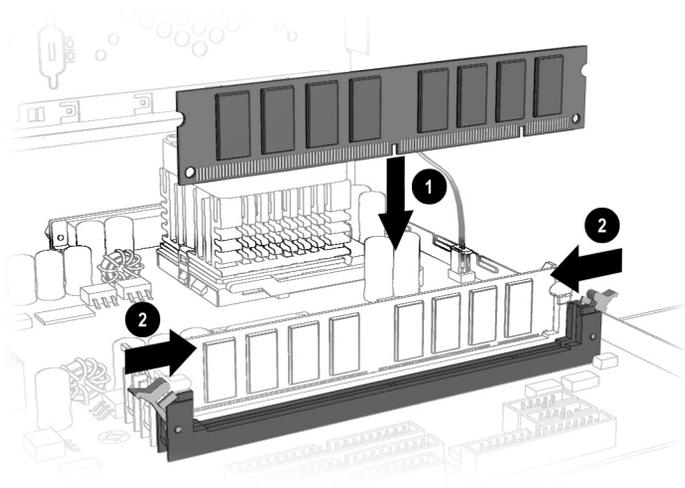


Tip

It is advisable to 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 with the memory slot ❶ on the system board.
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 that the memory module is properly positioned.

Adding Components

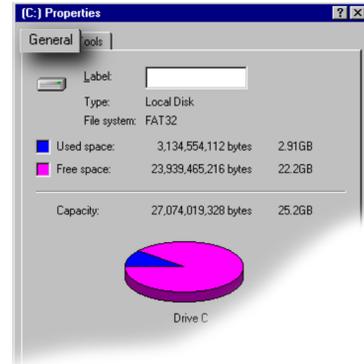
This procedure shows you how to determine the size of your hard drive and how much space is still free.

Did you know ...

You should check the amount of free space on your hard drive before downloading or installing software programs. If you do not have enough free space, you will receive an error message and the program will not be loaded onto your computer.

Identifying Your Hard Drive Size

1. Double-click the **My Computer**  icon on the Windows desktop. The My Computer window is displayed.
2. Right-click the **Hard Drive**  icon (drive C).
3. Select **Properties** from the pop-up menu. The Properties window is displayed. The size of the hard drive and the amount of free space remaining are found on the **General** tab.



Note: Your hard drive may be partitioned into two drives, the C drive and the D drive. These two drives make up your total hard drive capacity. Your D drive contains important operating system backup files and diagnostics.

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.

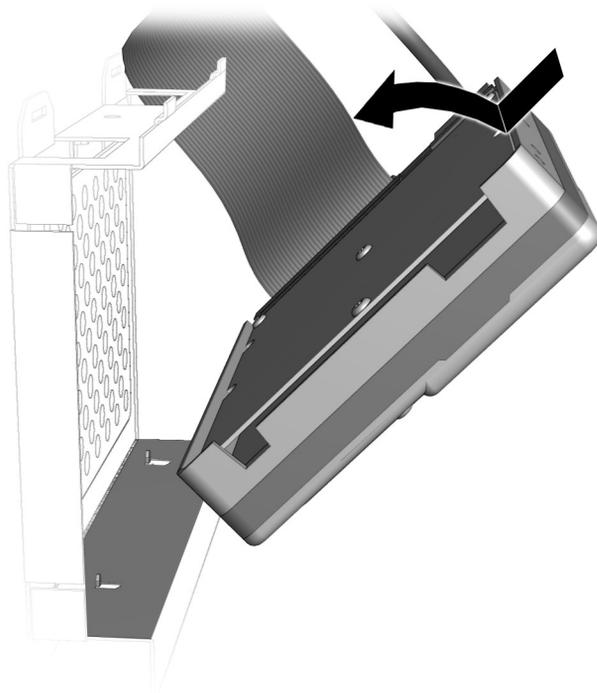


Did you know ...

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

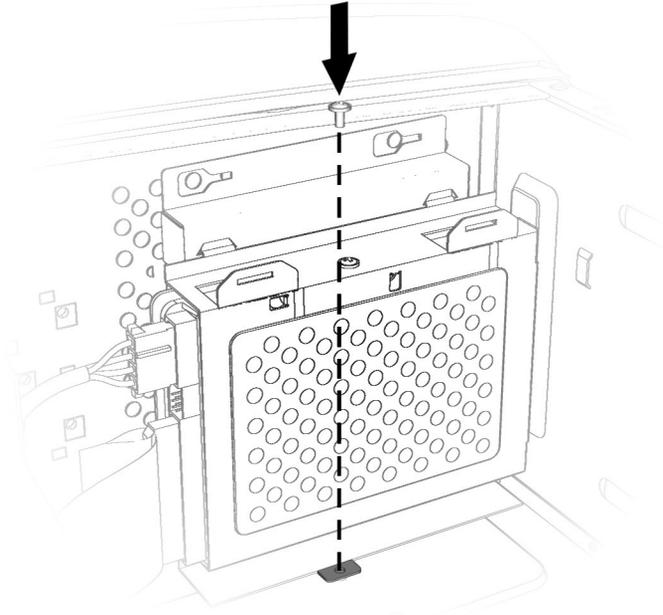
Adding an Additional Hard Drive

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.



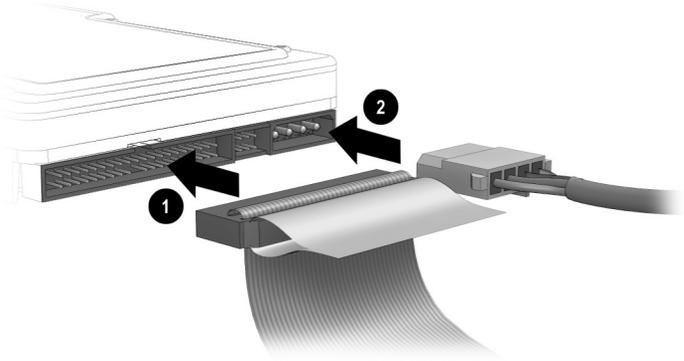
3. Mount the hard drive bracket tabs into the hooks on the original hard drive bracket.

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.



An expansion card is a circuit board that fits into a computer expansion slot to add a particular 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.



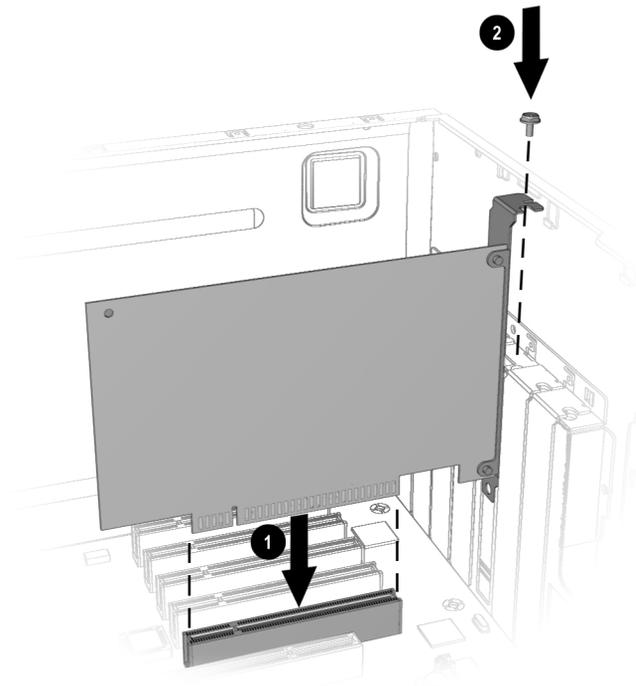
Tip

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

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 with the connector on the system board ❶ and rear connector slot ❷ on the chassis.
3. Insert the card carefully and firmly into the slot.



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

Replacing the MyStyle Accent Kit

You can personalize your Presario by replacing the front bezel with your favorite color! Purchase a MyStyle Accent Kit at your local retailer or on the Web at:

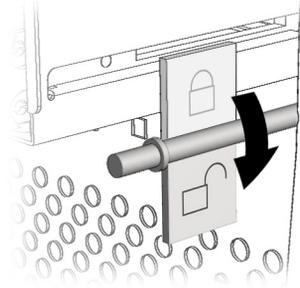
www.compaq.com

The MyStyle Accent Kit includes a front bezel for your PC, an Internet Keyboard plate, and speaker grills.

Removing the Front MyStyle Accent Panels

1. Complete the “Accessing Internal Computer Components” procedure, but do not turn the computer on its side.

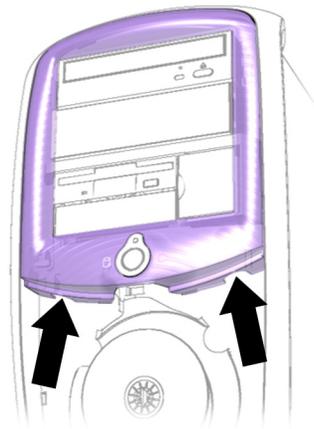
2. Locate the lock on the inside front of your computer and move it to the unlocked position.



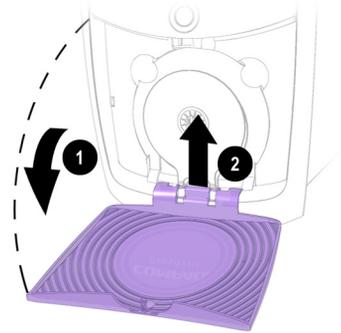
3. Push in on the indentation at the top of the lower bezel (CD storage door) to release the latch and open the door.



4. While the lower bezel is open, put your fingers in the finger holes under the upper bezel (marked with arrows on the computer). Then pull the upper bezel toward you to remove it.

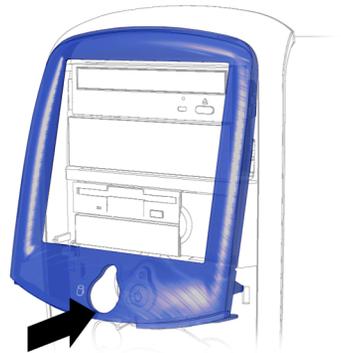


5. To remove the lower bezel, make sure it is in the open position ❶ and push in on the tabs (marked with arrows on the computer) with your thumbs. Then push the base of the bezel in and pull it straight up to release it from the hinge ❷.

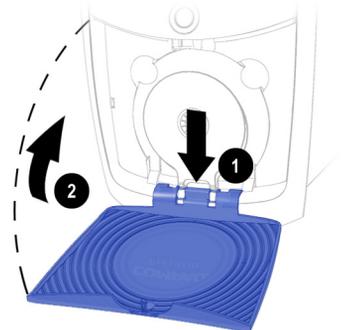


Replacing the Front MyStyle Accent Panels

1. Slide the tabs on the top of the upper bezel into the slots at the top of the computer and snap the bezel into place.

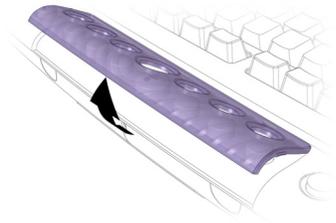


2. Slide the hinged base of the lower bezel (CD storage door) into the slots on the computer and snap the lower bezel down into place ❶.
3. Close the CD storage door ❷.



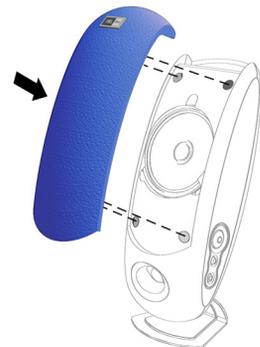
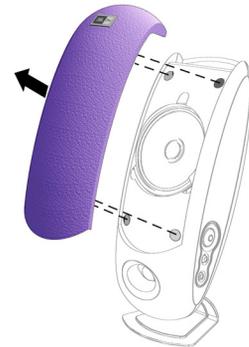
Replacing the MyStyle Accent Keyboard Plate

1. Locate the finger holes on the back of the keyboard and gently pull up on the plate to remove it.
2. To replace the plate, slide the tabbed portion of the plate into the slot on top of the keyboard and snap the plate into place.



Replacing the MyStyle Accent Speaker Grills

1. Place your fingers over the top of the speaker grill and pull the grill outward.
2. To replace the speaker grill, align the pins on the speaker grill with the slots on the speaker and snap the grill into place.



Installing Additional Software

After using your computer and exploring the preinstalled software, you may want to purchase and install additional software.

This procedure shows you how to install software from a diskette or from a CD that does not automatically install.



Tip

It is advisable that you determine the size of your hard drive and the amount of free space remaining before you download or install software. Refer to the “Identifying Your Hard Drive Size” topic in this chapter for details.

When selecting software for your computer, read the packaging to verify that it is compatible with your version of the Microsoft Windows operating system and the specifications of your Internet PC.

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

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

Installing Software from a CD or Diskette

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



If you choose to download software from a Web site, follow the installation instructions included on the Web page. If installation instructions are not available, follow this procedure.



Did you know ...

If you want to save a program downloaded from the Internet, you must install the program file(s) on your hard drive.



Tip

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

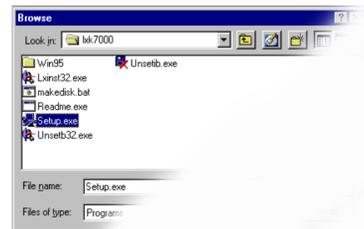


Did you know ...

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

Installing a Program File Downloaded from the Web

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. See the “Identifying Your Hard Drive Size” topic in this chapter for information on checking your hard drive space.
2. After the download is complete, terminate your Internet connection.
3. Close all other open programs.
4. From the Windows taskbar, click the **Start** button, point to **Settings**, and then click **Control Panel**. The Control Panel window is displayed.
5. Double-click the **Add/Remove Programs** icon. The Add/Remove Programs Properties window is displayed.
6. Click the **Install** button. The Install Program wizard is displayed.
7. Click the **Next** button. The Run Installation Program window is displayed.
8. Click the **Browse** button. The Browse dialog box is displayed.
9. Locate and select the *Setup.exe* or *Install.exe* file for the downloaded software.
10. Click the **Open** button to begin the installation process.



Drivers are programs that enable the Windows operating system to recognize and operate devices installed in or attached to your computer.

Reinstalling Deleted Drivers

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

Note: The QuickRestore CD does not include the drivers specific to the software that you purchased.

Drivers may be reinstalled by selecting the Selective Restore option from QuickRestore on your hard drive. Refer to the “Quick Restore” section in this guide for details.

Need Some Help?

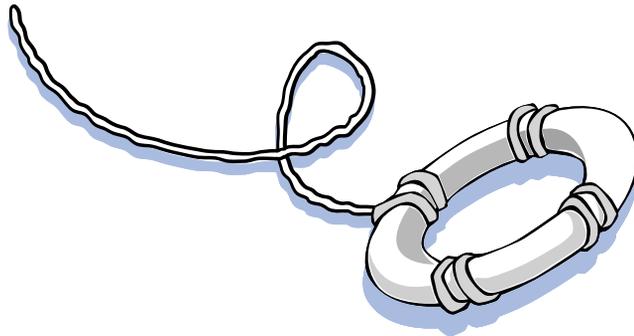
11

In This Chapter

Helpful Hints, 11-2

Troubleshooting, 11-3

This chapter provides information for identifying and fixing 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 related 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.

Entering BIOS (CMOS) Setup

To enter the BIOS setup: As the computer powers on, press the **F10** key while the cursor is displayed in the upper right corner of the screen with the word **COMPAQ** displayed in red on a black background (before Windows starts).

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.

Troubleshooting

If a solution does not fix your problem, try all the other 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 has occurred. And the **Solution** column describes what you should do to try to fix the problem.

Note: Some of the symptoms listed for certain 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	Problem	Solution
No sound.	Speaker cables are not properly connected.	Shut down your computer using the normal shutdown procedure. Reconnect the speakers. Refer to the Quick Setup 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. You can tell that your computer is in Sleep mode when the Power Status light on the front of your computer is not lit.	See Waking Your Computer in the chapter “Using Your Computer” in this guide.
Sound is too low.	Powered speakers are not being used.	Use powered speakers.
	Volume has been set too low.	Click the Volume  icon on the Windows taskbar, click the Volume slider bar , and then drag it up. Or press the Volume Up button on your Compaq Internet keyboard.

Symptom	Problem	Solution
Sound is distorted.	Volume is too high.	<ol style="list-style-type: none"> 1. Click the Volume  icon on the Windows taskbar. 2. Click the Volume slider bar and drag it down. Or press the Volume Down button on your Compaq Internet keyboard.
Audio recordings from digital camera sound are distorted.	Speakers may be damaged. DVD is not set up properly.	<p>Call Compaq Technical Support. Refer to your Certificate of Warranty for details.</p> <p>Change settings in the DVDeck program:</p> <ol style="list-style-type: none"> 1. From the Windows taskbar, click the Start button, point to Programs, then DVDeck, and then click DVDeck. The DVDeck dialog box is displayed. 2. Click the Options tab. 3. Click the AVI Interleave Options button. In the Interleave Factor area, change the default setting to 4:1. 4. Click OK to apply the new settings.
Volume  icon is missing from Windows taskbar.	Multimedia settings have been changed.	<ol style="list-style-type: none"> 1. From the Windows taskbar, click Start, point to Settings, and then click Control Panel. The Control Panel window is displayed. 2. Double-click the Multimedia icon. The Multimedia dialog box is displayed. 3. Select the Show volume control on taskbar option. 4. Click OK to apply the new setting.
Audio CD or DVD does not play.		See <i>CD or DVD</i> topics in this section.

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 or DVD driver.	<ol style="list-style-type: none">1. From 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.

Diskette Drive and Zip Drive

Symptom	Problem	Solution
Not reading drive: “Abort, Retry, Fail?” message appears.	A non-formatted diskette has been inserted.	To format the diskette: <ol style="list-style-type: none"> 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.
“Non-system disk or disk error” message is displayed.	Diskette is damaged. A diskette that does not contain system files needed to start your computer has been inserted in drive.	Replace the diskette with a new one. When drive activity stops, remove the diskette and press the Spacebar . The 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.	<ol style="list-style-type: none"> 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 drive. 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 drive cannot save information to diskette.	Diskette is damaged.	Remove the diskette and insert a new diskette. If the problem persists, run the Windows Maintenance Wizard to repair the drive: <ol style="list-style-type: none"> 1. From the Windows taskbar, click the Start button, point to Programs, then Accessories, then System Tools, and then click Maintenance Wizard. The Maintenance Wizard is displayed. 2. Select the Perform maintenance now option. 3. Click OK.
	Diskette is not formatted.	To format the diskette: <ol style="list-style-type: none"> 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 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 drive cannot read a diskette.	Diskette is damaged.	Replace the damaged 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: <ol style="list-style-type: none"> 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 the desired options, and click Start to begin formatting the diskette.

Symptom

Zip drive (available on select models) cannot read a disk.

Zip drive (available on select models) indicator light continuously blinks.

Symptom

Screen is blank, and monitor power light is not lit.

Screen is blank.

Problem	Solution
The wrong diskette type is being used.	Check the type of drive you have and use the correct diskette type.
Diskette drive has failed.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.
Windows does not detect Zip driver.	Reinstall the driver for your Zip drive.
Wrong disk is being used.	Verify that the disk is a Zip disk and that it is compatible with your Zip drive.
Windows is not enabled.	Zip drive cannot be used in DOS mode.
Zip disk is not inserted properly.	Push the Disk Eject button to remove disk, and then reinsert.

Display (Monitor)

Problem	Solution
Monitor power cable is not connected to monitor or wall outlet.	Reconnect the power plug on back of monitor and at wall outlet.
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 there are no bent pins, reconnect the monitor connector cable at the back of your computer.
Screen saver is enabled.	Press any key or move mouse to make screen display visible again.
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.

Symptom	Problem	Solution
<p>Display fills only part of the screen.</p>	<p>If you are using a flat-panel monitor (available on select models), your resolution settings are not set properly.</p>	<ol style="list-style-type: none"> 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 Display  icon. The Display Properties dialog box is displayed. 3. Click the Settings tab. 4. Click the resolution slider for the Screen and drag it to the right. Repeat this step for the Desktop resolution slider. Increase the resolutions to the maximum allowable. 5. Click OK to accept the new settings.
<p>Display is too faint.</p>	<p>Brightness and contrast controls are not set properly.</p>	<p>Adjust the brightness and contrast controls on your monitor.</p>
<p>Resolution cannot be adjusted to desired setting.</p>	<p>Windows does not detect display driver.</p>	<ol style="list-style-type: none"> 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 + next to Display Adapters and select the installed display adapter. 5. Click the Remove button, and click OK. 6. Restart your computer, and let Windows detect the display driver.

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 the hard drive has failed.	Run the Windows Maintenance Wizard to repair the drive: <ol style="list-style-type: none">1. From the Windows taskbar, click the Start button, point to Programs, then Accessories, then System Tools, and then click Maintenance Wizard. The Maintenance Wizard is displayed.2. Select the Perform maintenance now option.3. Click OK.
Hard drive fault protection error message is displayed.	Part of hard drive is about 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: <ol style="list-style-type: none">1. From the Windows taskbar, click Start, point to Settings, and then click Control Panel. The Control Panel window is displayed.2. Double-click Modems. Windows detects the modem(s) you have installed.3. Click the Properties button. An identification window is displayed.4. Verify that the correct modem port is set and the maximum speed of your modem is selected. Reset these settings if necessary.5. Click OK to close the identification window.6. Click Close to close the Modems Properties window.7. 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.	<ol style="list-style-type: none"> 1. From the Windows taskbar, click the Start button, and then click Shut Down... The Shut Down Windows dialog box is displayed. 2. Select the Shut down option. 3. Click OK. 4. 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.	<p>Shut down your computer using the keyboard:</p> <ol style="list-style-type: none"> 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 roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean with mouse cleaning kit available from 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 will only move vertically or horizontally.	Mouse needs repair.	Replace mouse. 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 programs, and memory is needed for desired task.	To avoid Windows automatically running unnecessary programs at startup: <ol style="list-style-type: none">1. Click the Start button on the Windows taskbar.2. Select Run. The Run dialog box is displayed.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.6. Close one or more programs, and restart Windows to recover memory.

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.
	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).
“Illegal Operation has Occurred” error message is displayed.	Configuration files are corrupt.	<p>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 QuickRestore utility.</p> <p> Caution: QuickRestore reformats your hard drive; all data files will be lost.</p>
	System files may have been damaged. You will need to insert a start-up disk or Windows Start-Up disk to restart your computer.	<ol style="list-style-type: none"> 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. <p>If this task does not restart your computer, call Compaq Technical Support. Refer to your Certificate of Warranty for details.</p>
	Wrong memory modules were used in upgrade, or memory modules were installed in the wrong location.	Verify the accuracy of memory modules installation by calling Compaq Technical Support. Refer to your Certificate of Warranty for details.
Computer will not start.	Hard drive has been damaged.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

Symptom	Problem	Solution
<p>“Non-system disk or disk error” message is displayed.</p>	<p>A diskette has been inserted in drive that does not contain the system files necessary to start your computer.</p>	<p>When drive activity stops, remove the diskette and press the spacebar. Your computer will start up.</p>
	<p>Disk error has occurred.</p>	<p>Restart your computer by pressing the Start/Reset button. If the error returns, see the next problem “System files have been damaged.”</p>
	<p>System files have been damaged.</p>	<ol style="list-style-type: none"> 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.
	<p>Hard drive has failed.</p>	<p>Call Compaq Technical Support. Refer to your Certificate of Warranty for details.</p>

Printer

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

Symptom	Problems	Solutions
<p>Poor print quality.</p>	<p>Drivers are improperly installed.</p>	<p>Uninstall and reinstall the printer drivers:</p> <ol style="list-style-type: none"> 1. From the Windows taskbar, click the Start button, click Programs, point to your printer model, and then click Uninstall Drivers. 2. Follow the instructions on the screen. The program will uninstall your printer drivers. 3. To reinstall the printer drivers, insert the Printer Driver CD that came with your printer into the CD-ROM drive. On some systems the installation program automatically runs so that you can follow the instructions on the screen. To run the setup program manually, complete the following steps: 4. From the Windows taskbar, click the Start button, point to Programs, and then click Windows Explorer. 5. Select the CD-ROM drive that contains the printer driver CD. 6. Double-click the file <i>Setup.exe</i> to run the setup program. 7. Follow the instructions on the screen.

Symptom	Problems	Solutions
	Cartridge may be running out of ink.	Replace the cartridge by following the directions in the “Printer cartridge is out of black ink” problem at the first of this section.
	Cartridge nozzles may need cleaning.	<ol style="list-style-type: none"> 1. From the Windows taskbar, click the Start button, point to Programs, and then click the printer model you have installed on your computer. 2. Select Printer Control. 3. Click the Cartridges tab. 4. Select Clean Print Nozzles. The cleaning pattern prints. 5. Follow the test instructions on the screen to obtain satisfactory print quality. You may need to run the test as many as three times. 6. If the print quality is not satisfactory, reinstall the print cartridge and rerun the test. 7. If the quality is still unsatisfactory, wipe the print cartridge nozzles.
	Cartridge needs to be aligned.	<ol style="list-style-type: none"> 1. From the Windows taskbar, click the Start button, point to Programs, and then click the printer model you have installed on your computer. 2. Select Printer Control. 3. Select the Cartridges tab. 4. Click the Align Cartridges button. The cartridge alignment page prints. Follow the instructions on the screen to test and correct the alignment of your print cartridge. 5. Click OK.

Fax Modem

Symptom	Problems	Solutions
Cannot send or receive faxes.	Fax modem is not connected properly.	Reconnect the fax modem, verifying the following connections: telephone line to telephone (for external phone sets) and telephone line to wall jack (from computer to wall).
Connection has failed.	Ten-digit phone number is not properly entered or number being dialed is not a fax number.	Verify whether mandatory area code is included in number being dialed and correct fax number is being dialed.
	Computer or fax machine is turned off, or third-party program is closed.	Some third-party fax software can receive faxes only when the program is open.
	Fax modem has failed.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

Symptom	Problems	Solutions
Fax starts to send but stops before the transmission is complete.	Line connection failure.	Redial the fax number to resend the fax.
	Call-waiting enabled on line.	Refer to third-party software for instructions on how to disable call waiting, or contact your local telephone company.
	Third-party fax software does not detect the fax modem driver.	<p>Verify that correct fax modem speed and COM port are selected:</p> <ol style="list-style-type: none"> 1. From the Windows taskbar, click Start, point to Settings, and then click Control Panel. The Control Panel window is displayed. 2. Double-click Modems. Windows detects the modem you have installed. 3. Click the Properties button. An identification window is displayed. 4. Verify that the correct modem port is set and the maximum speed of your modem is selected. Reset these if necessary. 5. Click OK to close the identification window. 6. Click close to close the Modems Properties window. 7. Click the Close <input type="checkbox"/> button in the upper right corner of the Control Panel window to return to the Windows desktop.
	Third-party fax software is conflicting with another program.	Close all programs except the fax software, and redial the fax number.
	The receiver for another telephone on the same line was picked up.	Verify that all telephone handsets on the same line are on their bases.
	Fax machine where call is being placed has run out of paper.	Call location where the fax is being sent and ask if the fax machine has paper.
	Computer needs repair.	Call Compaq Technical Support. Refer to your Certificate of Warranty for details.

Games

Symptom	Problems	Solutions
Game crashes frequently.	Minimum hardware or software requirements set by game manufacturer have not been met.	Review the game documentation or packaging for minimum requirements.
	Game was not set up properly when installed.	Reinstall the program, noting any settings and default selections that pertain to your computer, and restart the game.
Graphics are distorted or screen goes blank during game's introduction.	Incorrect version of game.	Contact game manufacturer for updated version of game.

Government Approvals

12

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This chapter includes special notices and regulations that apply to Compaq products. Some are specific to individual countries. Please read the chapter contents that affect your location.



Notices and Regulations

Federal Communications Commission Notice

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment and the receiver to outlets that are on different circuits.
- Consult the dealer or an experienced radio or television technician for help.

Modifications

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

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

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

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

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

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

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

Canadian Notice

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



European Notice

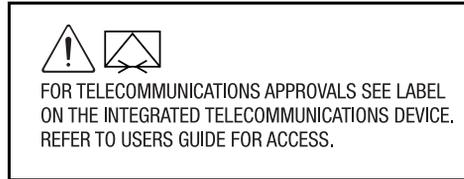
Equipment with CE marking complies with the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the European Community, and if this product has telecommunication functionality, the R&TTE Directive (1999/5/EC).

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

- EN 55022 (CISPR 22) – Electromagnetic Interference
- EN 50082-1 (IEC 802-2, IEC 801-3, IEC 802-4) – Electromagnetic Immunity
- EN 60950 (IEC 60950) – Product Safety

Telecom Network Approvals

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



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

U.S. Regulations Governing the Use of Modems

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

Ringer Equivalence Number (REN)

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

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

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

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

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

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

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

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

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

Telephone Consumer Protection Act of 1991

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

Canadian Regulations Governing the Use of Modems

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

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

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

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

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

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

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

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

Modem Statements



Warning

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



Warning

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

Safety

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

Batteries

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



Warning

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



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



Warning

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

Using the Computer



Warning

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

Energy Compliance

Agency labels are on the computer.



Energy Star Compliance

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

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

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

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

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

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

Glossary

This Glossary defines commonly used terms to help new users understand computer concepts.

1394 port A new type of connector for plugging in peripherals with extremely fast data-transfer rates, such as video cameras. The 1394 standard synchronizes audio and video files by delivering data at the intended rate—in real time. See *peripheral*. See also *USB port*.

A

Acrobat Reader Software created by Adobe Systems that can be downloaded free of charge from the Adobe Web site (www.Adobe.com). The Acrobat Reader allows you to view an electronic document with the exact layout (font, colors, and graphics) that the author intended. Regardless of the program the author used to create the document, every computer with the Acrobat Reader installed can display the document with the same layout once the file is converted to PDF format. (To view an ordinary e-mail attachment in its original format, your computer must have the same program, the same or later version of the program, and the same fonts

as the author used.) To save printing and postage costs, companies, professional organizations, and clubs distribute newsletters to employees and members over the Internet. With the Acrobat Reader, you can view and print the newsletter in its original format. See *PDF*. See also *font*.

anti-virus utility A program that detects, and in many case repairs, the damage caused by a computer virus. See *virus*. See also *utility*.

application A technical term for a computer program. See *program*.

audio/video streaming See *streaming*.

authoring What you do to create a program that may eventually be stored on a CD. For example, if you want to create a multimedia game or presentation, you need authoring software that allows you to combine sound, graphics, and text with user interactivity. When you finish creating your program with the authoring software, use Easy CD Creator to record it on CD.

B

back up To copy files in case the original files are lost or damaged. Backup copies can be stored on the hard drive or on a diskette, Zip disk, or CD-R disc. Regular backups of all data files on removable storage media are recommended in case of hard drive failure.

bit The smallest possible piece of computer information—a single digit (either a 1 or a 0). See *digital*.

bitmap Defines a display space and the color of each pixel or bit in the display space. A GIF and a JPEG are examples of graphic image file types that contain bitmaps.

boot To start or restart the computer. During the start-up process, information necessary for the computer to operate is loaded into memory. See *main memory*.

browser Software that searches for, displays, and downloads text, graphics, sound, and video from the Internet. Microsoft Internet Explorer and Netscape Navigator are two popular browsers.

buffer A temporary storage area in memory. It acts as a holding area where data with different transfer rates can be collected, then sent as a steady stream to the device that processes data for permanent storage. In CD recorders, the buffer helps to prevent buffer underruns.

buffer underrun The inability of your computer to keep up the steady stream of data required for CD recording. The CD recorder has an internal memory buffer to protect against interruptions and slowdowns; however, if the interruption is so long that the buffer is completely emptied, a buffer underrun occurs, writing stops, and the CD can be damaged beyond repair.

bug A mistake in the design of computer software. Because of their complexity, designs may have minor bugs. As soon as the manufacturer becomes aware of the problem, modifications are made to correct it. These modifications, called fixes or patches, can be downloaded from the manufacturer's Web site. If a major bug is discovered, the manufacturer releases a new version of the software. Visit the Compaq Web site (www.compaq.com) from time to time for the latest information about your computer, including software updates that you can download. And visit the manufacturer's Web site for any software or peripherals that you purchase for your computer. See *peripheral*.

bulletin board An electronic notice board on the Internet where people can post notices for others with similar interests. Professional organizations and clubs often have bulletin boards for members to share information and opinions.

byte Eight bits of data strung together to make a message that the computer can interpret. Most information is organized into bytes, the standard unit of data. One byte of data is required to represent a single character that you can see on the screen (a letter, number, punctuation mark, or other symbol). For example, the byte 01001000 represents the capital letter H. See *bit*.

C

cable modem A modem that allows you to access the Internet through your cable service provider. Continuously connected to the Internet, it allows high-speed, high-capacity data transfer.

CD (compact disc) Media used in a CD player (digital recordings of music) or CD-ROM drive (computer data, such as programs). Both types of compact disc are read-only; once data is recorded or written to them, they can only be played or read.

CD-DA Compact disc-digital audio. Jointly developed by Philips and Sony and launched in October, 1982, CD-DA was the first incarnation of the compact disc, used to digitally record and play back music. The standard under which CD-DA discs are recorded is known as the Red Book.

CD Extra, CD Plus, or Enhanced CD

A multisession CD containing a number of audio tracks in the first session, and one CD-ROM XA data track in the second session. Additional characteristics are defined in the Blue Book standard. An alternative to mixed-mode for combining standard CD-DA audio, which can be played in a normal audio player, and a computer application on a single CD.

CD-I A compact disc format developed by Philips, designed to allow interactive multimedia applications to be run on a player attached to a television. The standard document defining CD-I is called the Green Book.

CD-R (CD-recordable) Media used in a CD-R drive to record or write data that cannot be erased. The base is a circular piece of clear plastic, molded with a spiral track to ensure that the CD-R drive follows the same spiral path as that stamped on a conventional CD. The plastic layer is covered first with an organic dye that is photosensitive, then a reflective layer of silver alloy or 24-carat gold, and finally lacquer to protect the metal from air and dust. Depending on the dye and metal used in manufacture, the disc may be gold/gold (gold on top and bottom), green/gold, silver/blue, or silver/silver. When referring to CD media, “CD-R” is often used to refer to write-once CDs in contrast to CD-RW.

CD-R drive A drive that uses a low-power laser to burn pits into the dye layer of a CD-R, where digital data is written. The marks are permanent. When the finalized disc is played or read, the metal layer reflects laser light in much the same way as the aluminum layer in a music CD or CD-ROM. For this reason, the write-once CD-R can be read by most of the newer CD players, CD-ROM, and DVD-ROM drives.

CD-ROM (CD read-only media) Media used in a CD-ROM drive. The data is read-only; you cannot erase or record over it. The disc has three layers. The base is a circular piece of clear plastic, mechanically stamped with tiny indentations, or pits, in which digital data is written. The plastic layer is covered with a sheet of shiny aluminum to reflect laser light. And the aluminum is coated with lacquer to protect it from air and dust. Specifications for the CD-ROM were first defined in the Yellow Book.

CD-ROM drive A drive that reads a CD-ROM (or music CD) by shining a laser into the clear plastic base and interpreting the way the laser light is reflected by the shiny aluminum layer. The CD-ROM drive is read-only; it cannot write to a disc. Most modern drives can also read a CD-R (unless written in multi-sessions by a CD-RW drive). Only the newest multi-session CD-ROM drives can read a CD-RW written in multi-sessions.

CD-ROM XA “XA” stands for Extended Architecture. CD-ROM XA is an extension of the Yellow Book standard, generally consistent with the ISO 9660 logical format but designed to add better audio and video capabilities taken from the CD-I standard so that CD-ROM could more easily be used for multimedia applications. CD-ROM XA was abandoned as an independent multimedia format, but Photo CDs are written in the CD-ROM XA physical format.

CD-RW (CD-rewritable) Media used in a CD-RW drive to record data that can be overwritten thousands of times. The clear plastic base is molded with a spiral track to ensure that the CD-RW drive follows the same spiral path as the one stamped on a conventional CD. The middle (recording) layer is a phase-change crystalline mixture. Sandwiched between two layers that draw away excess heat during the writing process, the phase-change layer gives the disc a metallic grey color. The media can be used for single-session or multi-session writing (recording different tracks on different occasions). Advanced multi-session technology is not backward-compatible. Only multi-read capable CD-ROM and newer DVD-ROM drives can read CD-RWs written in multi-sessions. Because of the lower reflectivity of the phase-change recording layer, older CD players and CD-ROM drives cannot read CD-RWs, even when written in a single session. CD-RW technology is improving, but the quality of recordings is not yet comparable to CD-R recordings.

CD-RW drive A drive with three laser powers that can write to a CD-RW, erase the data, or read the data. A high-power laser melts the crystalline recording layer. It cools quickly, sets without forming crystals, and absorbs the laser beam. Data is written in pits that form as the noncrystalline material shrinks. A medium-power laser erases the data. It melts the recording layer at a lower temperature for a longer period of time. As the phase-change material cools, crystals form that reflect the laser beam. The high-power laser can then overwrite the crystalline material. A low-power laser, which does not alter the state of the recording layer, reads the data. A CD-RW drive can read CD-ROMs, CD-Rs, and CD-RWs. It can write to both CD-Rs and CD-RWs.

CD Text An audio CD format in which up to 5000 characters of CD information (title, artist, and song titles) are written into the Table of Contents of the CDs. The information is displayed when the CD is played back on CD Text-enabled players.

chat An Internet feature that allows you to exchange typed messages with another person (or group of people) in real time. A message you type instantly displays on the other person's computer.

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

close disc To “close” a recordable disc so that no further data can be written to it. This is done when the last session's lead-in is written. The next writable address on the CD is not recorded in the lead-in, so that the CD-Recorder in subsequent attempts to write has no way of knowing where to begin writing. Note: It is not necessary to close a CD to read it in a normal CD-ROM drive.

close session When a session is closed, information about its contents is written into the Table of Contents of the CDs, and a lead-in and lead-out are written to prepare the CD for subsequent sessions.

coaster Popular term for a ruined recordable CD, named after the round object you rest your drinking glass on to avoid marking the table.

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). Note: Unsaved data is lost. Use **Ctrl+Alt+Delete** a second time to shut down and restart a computer that is locked. Unsaved data is erased from memory. When the computer restarts, it displays an error message that Windows was not properly shut down and it scans the hard drive for errors. Before installing new software, close all open programs. Then use **Ctrl+Alt+Delete** to close all programs, one by one, that run in the background—except Windows Explorer and Systray. These two programs are needed for the installation. If you

accidentally close Windows Explorer or Systray, shut down the computer. Restart the computer and close the programs again. Insert the installation CD (or diskette), and follow the manufacturer's instructions. Closing all programs, including those running in the background, ensures a clean installation without file conflicts.

component a device installed inside the computer. Examples are the CD-ROM, CD-R, CD-RW, DVD-ROM, Zip, diskette, and hard drives, memory chips, modem, graphics cards, and sound cards. See *peripheral*.

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

D

data Information that can be processed by a computer. See *digital*.

data file Files that you create with a computer program. Most programs are designed to process a specific type of data. For example, spreadsheet programs allow you to create data files primarily with numbers; word processing programs primarily with letters; page design programs, with text and graphics; drawing programs, with lines; photo manipulation programs, with photos and drawings; and music programs, with sounds.

database A collection of related data that is designed to retrieve useful information easily.

dedicated line A telephone line that is always connected to the modem (inside the computer) to provide constant access to the Internet. A separate telephone line is used for phone calls. See *modem*.

default The option that the program automatically chooses for you when you do not indicate a choice yourself. For example, when you print a document, the Print dialog box asks which pages to print (the default is All) and how many copies to print (the default is 1). You can change the settings, and you can designate the new settings as the default.

desktop See *Windows desktop*.

desktop computer A personal computer designed to be placed on a desk. It is not portable as is a laptop or notebook computer.

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

digital A system that uses electronic signals to transfer data in the form of bits. A bit is represented by a single digit. Computers use only two digits—either a 0 or a 1—in various combinations. See *bit* and *byte*.

digital audio extraction The process of copying CD-DA audio tracks digitally, from your CD-Recorder or CD-ROM drive to a hard drive or to a recordable CD. Not all CD-ROM drives support this, but most CD-Recorders do.

disc-at-once A method of writing CDs in which one or more tracks are written in a single operation, and the CD is closed without ever turning off the writing laser. Contrast with *track-at-once*. Not all CD-Recorders support disc-at-once.

disc image A single large file which is an exact representation of the whole set of data and programs as it will appear on a CD in terms of both content and logical format. This may be an ISO 9660 image or some proprietary format such as the *.cif* format used by Easy CD Creator.

discussion group A group discussion held on the Internet on a topic of mutual interest. Instead of meeting in a classroom, students may meet for group discussions on the Internet.

directory See *folder*.

disk High-capacity storage media, such as the hard drive inside the computer and the removable media used in a Zip or Jaz drive.

diskette Low-capacity, removable storage media made of flexible plastic film encased in a hard plastic shell. Since the plastic film is flexible, the 3.5-inch diskette is sometimes referred to as a floppy disk.

diskette drive The drive that reads and writes to a diskette.

double-click To push down and quickly release the left mouse button twice 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.

driver Software that enables the operating system (OS) to recognize and operate devices installed in or attached to the computer, such as a printer. All drives that use removable media and all peripheral devices have drivers. You can download updated drivers from the manufacturer's Web site. See *drive* and *peripheral*. See also *OS*.

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

DSL (digital subscriber line)

A telephone line that carries both voice and data signals, allowing you to talk on the phone and surf the Internet at the same time. The data part of the line, which is continuously connected to the Internet, allows high-speed, high-capacity data transfer. Your local telephone company provides the necessary equipment—a DSL modem, a network interface card, (NIC) and a splitter. See *NIC*.

DSL modem A modem that connects to the Internet using digital subscriber line service through an existing copper telephone line.

DVD-ROM (DVD read-only media) A CD-sized disc that stores full-length movies, music videos, and multimedia computer games with three-dimensional graphics. Both single-sided and double-sided discs are available.

DVD-ROM drive A drive that reads DVDs. Backward-compatible with CD technology, it also reads old music CDs, CD-ROMs, CD-Rs, and CD-RWs.

E

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

encrypt To translate data into a secret code. You must have access to a secret key or password to read an encrypted file. See *secure Web site*.

Explorer See *Microsoft Internet Explorer* and *Windows Explorer*.

F

fax modem A modem that allows your computer to transmit and receive faxes. It can transmit documents to fax machines and other computers with fax modems. It can broadcast a fax to several sites at once.

file extension A dot and three letters after a file name that indicate the program in

which the file was created. For example, *filename.doc*. The file extension *.doc* indicates that the file was created in Microsoft Word.

floppy disk An older term for diskette. See *diskette*.

folder Represented by an icon that looks like a yellow manila folder, a computer folder contains other folders (subfolders) and files. Both MS-DOS and early versions of Microsoft Windows used the term directory (and subdirectories) for folder (and subfolders).

font A complete set of letters, numbers, punctuation marks, and symbols in a particular typeface. When you use a word processing program, you can choose from a long list of fonts to give your document personality. Typefaces can suggest masculinity, femininity, strength, delicacy, formality, frivolity, friendliness, warmth, coldness, classical tradition, or contemporary trends. Matching the personality of the typeface with the content of the text is a challenge for desktop publishers.

G

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

gap The gap (more correctly called a pause) is a space dividing tracks on a CD. In some situations, a gap is required by standards such as the Red Book. For

example, if you have data and audio tracks within the same session, they must be separated by a gap. Also, there must be a gap of two to three seconds preceding the first track on a CD.

GIF (pronounced giff). A file format for graphics displayed on the Internet. These are easily identified by the file extension *.gif*. You can save a GIF file from a Web site to your computer. Point to the image with the cursor and right click. A shortcut menu is displayed. Select **Save Picture As...** The Save As dialog box appears. Select a folder, name the file, and click the **Save** button. See *file extension*. See also *JPEG*.

graphical interface Communication between a person and a computer by means of images. With a pointing device such as a mouse, you can click an icon to tell the computer what you want. See *icon*. See also *interface*.

graphics Pictures or illustrations, including drawings, pie charts, bar graphs, street maps, architectural and engineering designs, fashion designs, musical scores, cartoons, animated images, and photographs. A graphics card enables the monitor to display these items on the screen. See *SVGA*.

H

hard disk Internal media for permanent storage of system files, programs, utilities, and data files. The hard disk consists of flat, round platters. Each side of each

platter has a head that floats on a thin cushion of air over the surface of the rapidly spinning disk and reads electronically stored data or writes data onto the disk. If the computer is dropped, a head may fall onto and dig into a platter and cause the hard drive to become unreadable.

hard drive The drive that reads and writes to the hard disk. If you have a large hard drive, it may be divided into several partitions. Each partition is designated by a different icon and a consecutive drive letter, beginning with the letter C. Partition C: contains the files the computer uses to start up. The other partitions contain no preinstalled files.

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

HTML (hypertext markup language) The standard language for documents designed for viewing on the Web with a browser. Tags embedded in the documents mark the locations of other electronic files. Click the hyperlinks to jump from one Web site to another. Documents formatted for a browser can be identified by the file extension *.htm* or *.html*. See *hyperlink*. See also *file extension*.

http:// (hypertext transfer protocol) This protocol commands the Web server to locate the Web site you requested and transmit the Web site to your computer. You communicate a request to your computer by using the keyboard or mouse. You type the Web site address (URL) in the

address box of the browser or click a hyperlink on a Web page. Your computer communicates the request to the Web server by using hypertext transfer protocol. The Web server communicates the request to other servers and computers connected to the Web. Throughout the world, servers and computers recognize the same protocol. Their common language makes the World Wide Web possible. See *URL*, *browser*, *hyperlink*, and *server*.

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, the browser displays the new document or Web site. See *HTML*.



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

interactive A computer program that responds to you as if you were having a conversation. You give instructions; the computer performs an action (or requests additional information). Computer games and multimedia tutorials are interactive programs.

interface A means of communication between two entities. A person and a computer interface through an operating system (OS). Two computers interface through protocol. Computers on the Web

use hypertext transfer protocol (<http://>). See *OS* and *http://*.

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

Internet Explorer See *Microsoft Internet Explorer*.

Internet keyboard A keyboard that resembles a typewriter keyboard but is equipped with special buttons programmed to connect to the Internet.

Internet phone A video telephone that allows you to make long-distance calls over the Internet.

ISO 9660 Format The most common international standard for the logical format for files and directories on a CD-ROM. Some other common logical formats such as Joliet and Rock Ridge are extensions of ISO 9660.

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).



jewel case The hinged plastic case in which CDs are often stored.

jewel case sleeve The pieces of paper that can be inserted into the jewel case to help identify the contents of the CD stored in the case.

joystick A lever that moves in all directions to control the movement of a pointer or objects on the screen. It is used for computer games in which you drive, fly, or shoot objects displayed on the monitor.

JPEG (pronounced J-peg). A file format for graphics, especially photographs, displayed on the Internet. It is easily identified by the file extension *.jpg*. JPEG files, which store more information per pixel than GIF files, are used for complex, high-resolution images. See *GIF*. See also *pixel*.

L

lead-in An area at the beginning of each session on a recordable session that is left blank for the session's table of contents. The lead-in is written when a session is closed, and takes up 4500 sectors, approximately one minute, on a CD. The lead-in also contains the next writable address on the CD so that future sessions can be added, unless the CD is closed.

lead-out An area at the end of a session which indicates that the end of data has been reached. The first lead-out on a CD is 6750 sectors long. Any subsequent lead-outs are 2250 sectors, or about 30 seconds.

link See *hyperlink*.

link block A block, also known as a sector, of digital rubbish that is written each time the recording laser is turned on (before) or off (after) writing a track or a packet. See also *Run-in/Run-out Blocks*.

linked multi-session A CD containing more than one session, in which all (or selected) data from the various sessions can be seen as if they had been recorded in a single session.

listserv See *mailing list*.

logical block The smallest addressable space on a CD. Each logical block is identified by a unique Logical Block Number (LBN), each of which is assigned in order starting from 0 at the beginning of the CD. Under the ISO 9660 standard, all data on a CD is addressed in terms of Logical Block Numbers.

logical format/logical structure/file system A file system, such as ISO 9660, that translates the sector-by-sector view of a CD into a virtual tree of directories and files. This system makes it easier for both people and computers to use the information on the CD. UDF is another example of a file system that can be used to write CDs.

log on To gain access to a computer network or the Internet by entering a user name and password. See *network*.

M

mailing list An electronic mail-forwarding service that allows subscribers to send e-mail to a single address where the message is copied and sent to all addresses on the list. Clubs and professional organizations use this service, sometimes called a listserv, to contact members quickly, cheaply, and effortlessly.

main memory RAM memory chips inside the computer. Every program you launch and every file you open must be copied from a storage disk, disc, or diskette into main memory. The amount of main memory in your computer determines how many programs you can run and how much data you can process at one time. Memory is measured in megabytes (1 million bytes or characters) of information. Most personal computers come with a minimum of 32 megabytes of main memory—the minimum recommendation for Windows-based programs. You can install extra memory (refer to “Upgrading Your Computer” in this guide). See *RAM*. See also *byte*.

mastering Technically refers to the process of creating a glass master from which CDs are reproduced in quantity. In desktop recordable CD systems, mastering is done together with premastering by the desktop CD-Recorder, and the term is generally used to mean recording.

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. See *Microsoft Windows*. See also *minimize*.

microprocessor A silicon chip inside your computer that processes the instructions and data from input devices (such as the keyboard and mouse) and communicates them to output devices (such as the monitor, speakers, and printer).

Microsoft Internet Explorer A Web browser developed by the Microsoft Corporation. See *browser*.

Microsoft Windows The most popular computer operating system in the world. It is characterized by the use of windows and icons. Each running program and open file has its own window. Instead of memorizing commands, you click icons to communicate with the computer. Clicking the **Minimize** button shrinks a program to a button on the taskbar. Clicking the button again redisplay the program as a window. You can have several windows open at the same time and toggle from one to another by using **Alt+Tab** (press and hold down the **Alt** key, press the **Tab** key, and then release both keys). A palette with an icon for each program is displayed. Click the icon for the program you want.

MIDI (musical instrument digital interface) (pronounced middy). A file format used to store electronic music sounds. A sound card that supports MIDI files allows the computer to generate the synthesized musical sounds found in games, CD-ROMs, and multimedia presentation packages. The format is easily identified by the file extension *.mid*. See *file extension*. See also *music software*.

MIDI connector A connector on the back of the computer for plugging in a synthesizer keyboard. A MIDI connector allows you to record sounds created by a synthesizer and then manipulate the data to produce new sounds, such as changing the key of a composition. See *MIDI*. See also *music software*.

minimize To shrink a running program window into an icon 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. See *Microsoft Windows*. See also *maximize*.

mixed-mode disc A CD that includes both computer data and CD-DA tracks. The data is all contained in track one, and the audio in one or more of the following tracks. Contrast with CD Extra.

modem A device in 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. See *digital*.

mouse A device that you move across the top of your desk (or a mousepad) to move the pointer or cursor on the screen. Click to select an item, double-click to launch a program, and right-click to display a shortcut menu. See *mouse pointer* and *cursor*. See also *click*, *double-click*, and *right-click*.

mouse pointer The arrow on the screen that moves with the mouse.

MP3 The file extension for MPEG (pronounced M-peg), audio layer 3, sound files. The format is easily identified by the file extension *.mp3*. This format compresses sound data from a stereo music CD to 1/12th its original size without sacrificing sound quality. Because of their small size, MP3 files can be transferred over the Internet easily. You can download individual songs or entire CDs in MP3 format to your computer. See *file extension*.

MPEG Motion Picture Experts Group, a standards organization responsible for the MPEG1 and MPEG2 standards for the compression of full-motion video.

multimedia Two or more media formats used together, such as text, graphics, animation, audio, or video.

multiread An OSTA (Optical Storage Technology Association) standard for CD-ROM and DVD-ROM drives. Drives that follow the multiread standard can read commercial CDs (audio and data), CD-R discs, and CD-RW discs. They can also read CDs written in fixed- or variable-length packets.

multi-session A method of adding data incrementally to a CD in more than one recording session. If data is linked between sessions, all data on a multi-session CD, when read on a multi-session CD-ROM drive, may be seen as part of a single logical structure. Multi-session is different from packet writing. See *packet writing*.

mutli-volume A CD containing multiple sessions that are not linked together. Each “volume” on the CD must be read as if it were a separate CD. You can read different sessions on a CD by using the Session Selector in Easy CD Creator Deluxe.

music software Programs for composing and editing music. When you play a tune on a synthesizer keyboard connected to a computer, the music program translates what you play into a written score. Music software creates MIDI files. See *MIDI* and *MIDI connector*.

N

navigate To move through a Web site or online document by clicking the hyperlinks. See *hyperlink*.

Netscape Navigator A Web browser developed by the Netscape Communications Corporation. See *browser*.

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

newsgroup A discussion group on the Internet where people can post or read

messages on thousands of topics, such as professional basketball, environmental protection, Himalayan cats, Scottish bagpipes, Irish clog dancing, soufflés, macramé, book reviews, mountain bikes, political candidates, and cartoon strips. Imagine a topic, and you can probably find a newsgroup that discusses it.

newsreader A program that lets you read and post messages to newsgroups.

news server A server that receives the Usenet news feed (all the individual messages collected from 100,000 news servers around the world). You access the news server through your Internet Service Provider. See *Usenet*. See also *newsgroup*.

NIC (network interface card)

A computer circuit board or card installed in a computer so that the computer can be connected to a network. Personal computers and workstations on local area networks (LANs) typically contain a network interface card specifically designed for the LAN transmission technology, such as Ethernet or Token Ring.

O

online To be communicating with another computer through a modem or network. You are online when you log on and establish a connection. You are offline when you lose or terminate a connection. See *modem* and *network*.

online Help A manual that is displayed on the screen while you are actually working in a program and need help. It can be accessed through the Help menu at the top of the screen. Help for the Windows operating system can be accessed from the Start button on the taskbar.

online shopping Ordering products on the Internet. You can purchase books, flowers, music CDs, toys, groceries, stocks, airline tickets, and cars.

on the fly To write on the fly means to write directly from source data to CD data without first writing a disc image.

OS (operating system) The interface that permits a person and a computer to “talk” to one another. Microsoft Windows, the most popular operating system, displays icons, menus, and dialog boxes to find out what you want. You use a mouse and keyboard to reply. See *Microsoft Windows*. See also *interface*.

P

packet writing A method of writing data on a CD in small increments. Packets can be of fixed or variable length. Adaptec’s DirectCD software supports packet writing. Contrast with *track-at-once* and *disc-at-once*.

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. Data is transferred, one byte at a time, through eight data wires (one for

each bit in the byte). All eight bits travel side by side and arrive at the same time. A parallel port is faster than a serial port, which lets data through one bit at a time. See *byte*. See also *serial port*.

path A sequence of information that directs the operating system to a file. For example, C:\Windows\Clouds.bmp is the path to a bitmap file named Clouds. It is located in a folder named Windows, which is located on the C drive.

peripheral An external device connected to a computer, such as a monitor, keyboard, mouse, joystick, scanner, printer, and digital camera. See *component*.

PDF (portable document format) A file format that has captured all the elements of a printed document as an electronic image that you can view, navigate, print, or forward to someone else. PDF files are created using Adobe Acrobat, Acrobat Capture, or similar products. To view and use the files, you need the free Acrobat Reader, which you can easily download. Once you have downloaded the Reader, it starts automatically whenever you want to look at a PDF file.

photo CD A CD format based on the CD-ROM XA and Orange Book Hybrid Disc specifications; it is used to store photographic images for display and printing.

physical format The physical format of a CD determines how data is recorded in each sector. The various physical formats are defined by the color book standards,

such as Red Book, Yellow Book, and Orange Book.

pixel (short for picture element) One of the individual dots that compose a graphical image. See *graphics*.

PMA (program memory area) An area on a recordable CD that temporarily contains the table of contents information when tracks are written in a session that is not yet closed. When the session is closed, this same information is written in the session lead-in.

playlist Tracks chosen to be played from a CD or DVD.

plug-and-play A feature introduced with Windows 95 to simplify the use of some peripheral devices. Once the device is installed (in accordance with the manufacturer's instructions), you can plug it into the computer while the computer is running. The operating system automatically recognizes the new device. In order to connect a non-plug-and-play device, you must first shut down the computer. See *peripheral*.

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*.

premastering The process of preparing data to be recorded onto a CD. This includes dividing the data into sectors and recording those sectors with the appropriate header (address) and error correction information. In the case of

recordable CD systems, premastering and mastering are done in one operation, resulting in a ready-to-read CD.

processor (short for microprocessor). The brains of the computer.
See *microprocessor*.

product key A unique series of letters and numbers that are assigned to each software package you buy. You are asked to enter the product key when you install the software. When you register the software, you transmit the product key to the manufacturer for entry in a customer database. Registration activates your warranty. When you telephone for technical support, you are asked for the product key. The technician matches it against the database to determine whether you qualify for support. You should keep a record of all product keys to protect your investment. They are comparable to the serial numbers on hardware. See *software*. See also *hardware*.

program A set of instructions, written in a programming language understood by the computer, that tells the hardware what tasks to perform. Some programs are installed at the factory as ROM chips that cannot be altered; they are essential for operating the microprocessor. These programs are called firmware. Most programs are installed as software from removable storage media. The word "program," however, is commonly used for a specific type of software: applications that create data files. See *data files*. See also *hardware* and *software*.

R

RAM (random access memory) The main memory of the computer. It holds a copy of the operating system (OS), any programs that are running on the computer, and any data that is being processed. RAM is temporary memory; turning off the computer clears RAM. The more RAM your computer has, the faster the programs respond. See *main memory*, *OS*, *program*, and *data file*. See also *ROM*.

random erase The ability to erase a single file at a time from a CD-ReWritable CD, freeing up CD space for immediate re-use, just as you would do on a hard or floppy disk. (Available with CD-RW CDs and DirectCD).

recordable disc The media used in recordable CD systems. The blank CD is made of a bottom layer of polycarbonate, with a preformed track spiral, which the recording laser follows when inscribing information onto the CD. A translucent layer of recordable material is laid on top of the polycarbonate, then a reflective layer (gold or silver colored). On top there is a thin layer of lacquer and sometimes a printed label. The standard recordable CD is “write-once,” where data written to it cannot be erased, although it is possible to add data in a later session. See *multi-session*. For erasable and rewritable CDs, see *CD-RW*.

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

ROM (read-only memory) Memory that contains the basic instructions for the microprocessor. ROM is permanent memory; turning off the computer does not erase it. Since you cannot change or write to ROM, it is referred to as read-only. See *microprocessor*. See also *RAM*.

Run-In/Run-Out Blocks Blocks of written data before and after a packet or a track. These blocks allow the recorder to synchronize with the data on the CD and to finish up interleaved data. Four run-in blocks and two run-out blocks are written for each packet.

S

scanner A device that creates digital images of printed documents and photographs. Optical character recognition (OCR) and photo manipulation programs allow you to save and edit the images on your computer. See *digital*.

screen saver A moving picture or pattern that appears on the screen when you stop using your computer for a specified period of time. Originally designed to protect the monitor, screen savers are now used for amusement.

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. Scroll bars are located along the right side and across the bottom of a window. When scroll arrows are present at the ends of the bars, you know that some information is off the screen. Click one of

the arrows to scroll the information into view. See *click*.

scroll mouse A mouse with a scroll wheel (between the two mouse buttons) for automatic scrolling through long documents or Web pages. See *scroll* and *mouse*.

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

sector The smallest recordable unit on a CD. A CD can contain [(75 sectors per second) x (60 seconds per minute) x (number of minutes on a CD)] sectors. The amount of data contained in the sector depends on the physical format in which it is recorded; for “regular” CD-ROM data, you can fit 2048 bytes (2 kilobytes) of data into a sector.

secure Web site A Web site that encrypts data to protect it from unauthorized use. When you purchase items over the Internet, you are asked to type your name, mailing address, e-mail address, and credit card information on an electronic form. Sending information to a secure Web site is comparable to giving it over the telephone when you order from a catalog. (Never send your social security number over the Internet. Criminals can steal your identity with your social security number.) See *encrypt*.

sequential erase Erasing the entire CD so that it can be re-used. (Available with CD-RW CDs).

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. Serial devices transfer data one bit at a time through a data wire. The serial cable has two wires for bi-directional communication (sending and receiving information simultaneously). See *bit*. See also *parallel port*.

server A computer with a large hard drive that serves (provides information to) other computers connected to it on a network. In a local area network, several computers in the same room or all the computers in a high-rise office building may be connected to a server. The server stores everyone’s files. The Internet is the largest computer network in the world. It is a network of servers. When you send or receive e-mail, it travels through a series of servers to which both the sender’s and receiver’s computer are connected through a modem. When you enter a Web site address in the address box of your browser, Internet protocol commands the Web server to locate the site you requested, transmit the files to your computer, and display them on your monitor.

session As defined in the Orange Book, a recorded segment of a CD that may contain one or more tracks of any type (data or audio). In data recording, there is usually only one track per session. In audio recording, all audio tracks are contained in a single session. A lead-in and lead-out are recorded for every session on a CD.

session-at-once Session-at-once is a subset of disc-at-once, used for CD Extra. In session-at-once recording, a first session containing multiple audio tracks is recorded in a single pass; the laser is then turned off, but the CD is not closed. A second (data) session is then written and the CD is closed.

shareware Software you can try before you buy. After a trial period, usually 30 days, the program either uninstalls or refuses you access unless you pay for it. You can download shareware from the Internet. See *software*.

shortcut An icon on the Windows desktop that you double-click to launch a program. Without the shortcut, you click the **Start** button on the Windows taskbar, point to **Programs** to display a menu of programs installed on your computer, and click the one you want to launch. You can create shortcuts to your favorite programs. See *icon* and *double-click*.

shortcut menu A menu that pops up when you right-click an icon on the Windows desktop or taskbar, the vacant part of the desktop, a selection in a document, or a file in Windows Explorer. The options on the pop-up menu are the most commonly used commands that relate to the item you right-clicked. See *right-click*.

sleep mode A low-power state that saves electricity when the computer is on but not in use.

software A program you can install on a computer from a diskette, CD, DVD, Zip

disk, or the Internet. Software can be upgraded or uninstalled. It may contain system files for an operating system (OS), an application for creating data files, a utility for making the computer run efficiently, or a game for entertainment. See *OS*, *data file*, and *utility*.

streaming To deliver real-time multimedia content for you to play while it is being downloaded from the Internet, not afterwards. Several tools use advanced streaming technology: Microsoft Media Player, RealNetworks RealPlayer, and Vivo VideoNow.

surf To jump from place to place on the Internet, searching for topics of interest, by clicking hyperlinks. Instead of searching for specific information, surfing is an undirected type of Web browsing. You amuse yourself by clicking whatever catches your interest. See *hyperlink*.

surge protector A device that protects a computer from fluctuations in power. A surge protector regulates the flow of electricity to the computer and prevents high-voltage surges from reaching and possibly damaging the equipment.

SVGA (super video graphics array) A video display standard that offers greater resolution and color depth than VGA. The resolution (clarity and sharpness) of an image is determined by the number of pixels that can be displayed per square inch. Color depth is determined by the number of colors (from 256 to 16 million) that can be displayed simultaneously. The number of both pixels and colors is limited

by the amount of video memory on the SVGA system. See *pixel*.

system file A resource file that contains resources needed by the operating system, such as fonts, icons, and default dialog boxes.

T

taskbar See *Windows task bar*.

table of contents For a whole CD or any session within a CD, it shows the number of tracks, their starting locations, and the total length of the data area. The table of contents does not show the length of each track, only its starting point.

track Every time you write to a CD, you create at least one track that is preceded by a gap. Any session may contain one or more tracks, and the tracks within a session may be of the same or of different types. For example, a mixed-mode CD contains data and audio tracks.

track-at-once A method of writing data to a CD. Each time a track (data or audio) is completed, the recording laser is stopped, even if another track will be written immediately afterwards. Link and run blocks are written when the laser is turned on and off.

U

UDF (Universal Disk Format) A file system endorsed by OSTA (Optical

Storage Technology Association) for use with packet writing and other recordable optical disc technologies. Also known as EAN.

upload To send information to another computer on the Internet.

UPS (uninterruptible power supply)

A device that provides a short-term backup power supply as well as surge protection. See *surge protector*.

URL (uniform resource locator)

The address of a Web site, for example, **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 and parallel ports and are eliminating the need for so many connectors and cables. (Multiple USB peripherals can be linked together in a daisy chain to share the same port.) Windows 98 included a built-in driver for USB peripherals. Windows Millennium supports a new USB standard that is 40 times faster than the previous standard. See *serial port* and *parallel port*. See also *peripheral* and *driver*.

Usenet (users' network) A worldwide network of computers set up to transmit messages to newsgroups. See *newsgroups*.

utility A small program that helps your computer to manage system resources for optimum performance. For example, anti-virus, diagnostic, file back up, file compression, and font management utilities.

V

V.90 standard A standard adopted in 1998 to resolve competition between two technologies for 56Kbps modems. (If your modem does not conform to the V.90 standard, you can visit the manufacturer's Web site and download a software update.)

video CD A standard for displaying full motion pictures with associated audio on CD. The video and sound are compressed together using the MPEG1 standard and recorded onto a CD Bridge CD. Video CDs contain one data track recorded in CD-ROM XA Mode 2 Form 2. It is always the first track on the CD (Track1). The ISO 9660 file structure and a CD-I application program are recorded on this track, as well as the Video CD information area that gives general information about the Video CD. After the data track, video is written in one or more subsequent tracks within the same session. These tracks are also recorded in Mode 2 Form 2. The session is closed after all tracks have been written.

video phone See *Internet phone*.

virus A program written to cause harm to computers. A virus can cause unusual messages to be displayed on the screen, destroy information on the hard drive, or cause your hard drive to crash. Some viruses affect your computer immediately; others are set to activate on a certain date. See *anti-virus utility*. See also *program*, *hard disk*, and *hard drive*.

W

WAV A file format used to store sounds. WAV sound files can be identified by the file extension *.wav*. Microsoft and IBM developed the format for Windows-based programs that support sound. See *file extension*.

Web See *World Wide Web*.

Web browser See *browser*.

window A framed area that is displayed on the Windows desktop after you select an item or open a program.

Windows See *Microsoft Windows*.

Windows desktop The main screen you see when your computer completes startup. The desktop displays icons (small pictures) that represent items in the operating system (such as My Computer and Recycle Bin), shortcuts to programs installed on your computer, and shortcuts to folders or files. See *shortcut*.

Windows Explorer A file management program that lets you see the hierarchy of folders on your computer and the files and subfolders stored in each folder. Visualizing the hierarchy is useful for copying and moving files. You can open the folder that contains the file you want to move or copy, click and drag the file to a new folder, and then drop it in. To find Windows Explorer, click the **Start** button, and point to **Programs**. You can also create a shortcut to Windows Explorer.

Windows taskbar The gray bar across the bottom of the screen that you see when your computer completes startup. The **Start** button is on the left end of the taskbar, and the systray (a tray with icons and the computer clock) is on the right. Programs that are running but minimized into buttons are displayed in the middle of the taskbar.

wizard Part of a program that guides you through a complex process, such as signing up with an Internet service provider or posting a Web site to a server. Most programs on CD-ROMs have wizards to guide you through the installation process.

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

Z

Zip disk High-capacity, removable storage media made by Iomega Corporation.

Zip drive The drive that reads and writes to a Zip disk. A Zip drive can be internal (installed inside the computer) or external (a peripheral). An external Zip drive is portable; it can be taken to a friend's house or a client's office.

zipped file A file that has been squeezed to a smaller size by compression software, such as WinZip, developed by Niko Max Computing. An archive (group of related files that are zipped together) can be transmitted as an e-mail attachment much faster than individual files. An archive

takes up less storage space on your disk and can be identified by the file extension *.zip*. An archive contains a self-extracting program with the file extension *.exe* (for executable). Double-click the executable file, and a wizard guides you through the process of unzipping the files. See *file extension* and *wizard*.

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