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Using this Guide

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

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

Special Text

The examples below explain the specially formatted text used in this guide.

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

Special Messages

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

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

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

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

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

Locating Help

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

Glossary

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

Index

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

Service and Support Guide

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

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

www.compaq.com/mypresario

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

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

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

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

Troubleshooting

The Troubleshooting section shows how to fix many common computer-related issues. The Troubleshooting section is located in this Feature Guide.

For More Information

For the latest information about the topics discussed in this Feature Guide, please visit the Compaq Web Site at **www.compaq.com**.

Comments about this Guide

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

Compaq Computer EMEA B.V.
Consumer Product Marketing
Einsteinring 6
85609 Dornach
Germany

Or E-mail: YourFeedback@compaq.com

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

Chapter 2
Checking Your Connections

The following graphics show how to connect devices to your Internet PC and to identify all connectors.

Compaq Internet PC Rear Connectors

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

Identifying the Front Components on Your Internet PC
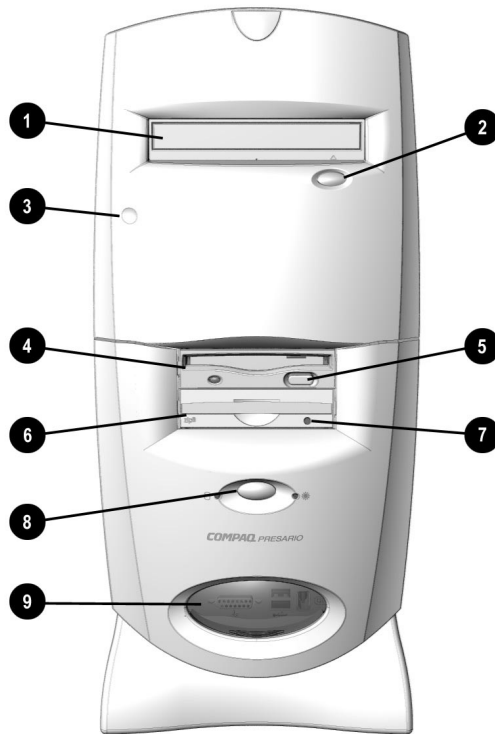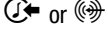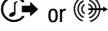
Internet PC Front Components

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

No.	Components
❶	CD, DVD, or CD-RW Drive (DVD and CD-RW Drive available on select models only; location of the CD-RW Drive may vary)
❷	CD, DVD, or CD-RW Drive Eject/Load Button
❸	Pressure point used to open the door
❹	Diskette Drive
❺	Diskette Drive Eject Button
❻	Zip Drive (available on select models only)
❼	Zip Drive Activity Light/Eject Button
❽	Power Button
❾	Digital Creativity Imaging Center (available on select models only)

Identifying the Rear Components on Your Internet PC

Icon	Component
🖱	Scroll Mouse
⎍	AC Power Connector
⌨	Internet Keyboard
•⟨⟵	USB Ports (2)
🖳	SVGA Monitor Port
⎙	Parallel Printer Port
🖵	Digital Flat Panel Monitor Port (available on select models only)
|O|O|	Serial Port
1394	IEEE-1394 Connector
🎙	Microphone
TV OUT	TV Out
☎ or **PHONE**	Modem Line Out *(The appearance of your modem may vary.)
🖵 or **LINE**	Modem Line In *(The appearance of your modem may vary.)
⎇	Game Port
♪← or ⦿	Audio In
♪→ or ⦿	Audio Out

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

Chapter 3

Using the Compaq Internet Keyboard

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

- Internet Button Suite
- Multimedia Easy Access buttons

Using the Internet Button Suite

The Internet buttons allow easy access to the following:

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

Internet Button Suite

No.	Icon	United States	All Other Countries Outside the United States
❶	⊠	**Instant E-Mail** provides one-touch access for sending and reading your E-mail.	**Instant E-Mail** provides one-touch access for sending and reading your E-mail using Microsoft Outlook Express.
❷	👥	**Community** takes you to a predefined Web site that provides unique services for communication over the Internet.	**Community** takes you to a predefined Web site that provides unique services for communication over the Internet.
❸	*Q*	**My Presario** is your instant connection to Compaq for product information, helpful hints, performance updates, service, and more.	**My Presario** is your instant connection to Compaq for product information, helpful hints, performance updates, service, and more.
❹	*i*	**Instant Internet** provides your daily start point to the Internet. It connects you to a personalized Web page filled with local weather, news, sports, and financial information, or a Web page with useful information from Compaq.	**Instant Internet** provides your daily start point to the Internet. It connects you to a personalized Web page filled with local weather, news, sports, and financial information.

No.	Icon	United States	All Other Countries Outside the United States
❺	Q	**Instant Search** accesses a default Web site that helps you locate information on the Internet.	**Instant Search** accesses a default Web site that helps you locate information on the Internet.
❻	⌣	**Online MarketPlace** takes you to an electronic shopping experience. Compaq has partnered with several companies to provide you with the convenience of catalog shopping at the touch of a button.	**Instant Answer** provides you with a central location to obtain specific information about your Internet PC.
❼	🛒	**Retail Central** provides an instant connection to your computer store and a variety of leading consumer companies.	**Secure E-Commerce/Featured Web Site** takes you to an electronic shopping experience. Compaq has partnered with several companies to provide you with the convenience of catalog shopping at the touch of a button.

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

Using the Multimedia Easy Access Buttons

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

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

NOTE: These buttons are not programmable.
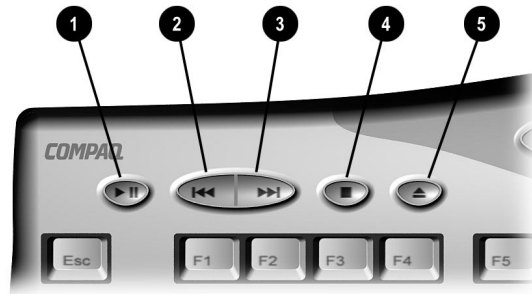
Multimedia Easy Access Buttons

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

Using Additional Button Features of Your Keyboard

Your Internet Keyboard is equipped with several special purpose buttons.
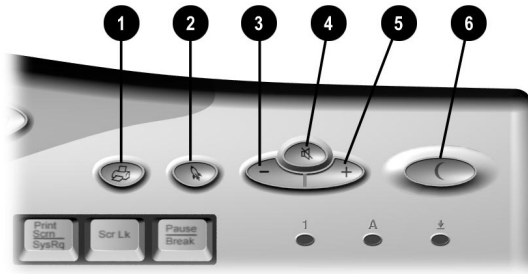
Additional Keyboard Buttons

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

Reprogramming Your Easy Access Buttons

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

NOTE: The Easy Access Internet Buttons can only be reprogrammed to other URL's (Web sites).

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

To reprogram your launch + quickprint buttons, complete the following steps:

1. From the Status bar, right-click the **Easy Access** ⌨️ icon and choose **Reprogram Easy Access Buttons**. The Compaq Easy Access Button Settings window is displayed.

2. Click the button you wish to change.

3. Follow the instructions provided.

After you have reprogrammed the button, Hover Help will display your choices as you move the cursor over each button. Select the choice you prefer.

To reprogram your other Easy Access Internet Buttons, go to one of the following web sites with your preferred language:

English:

http://www.compaq.com/athome/international/en/tutorials/keyboard2/conbuttons.html

French:

http://www.compaq.com/athome/international/fr/tutorials/keyboard2/conbuttons.html

Swedish:

http://www.compaq.com/athome/international/se/tutorials/keyboard2/conbuttons.html

Norwegian:

http://www.compaq.com/athome/international/no/tutorials/keyboard2/conbuttons.html

Finnish

http://www.compaq.com/athome/international/fi/tutorials/keyboard2/conbuttons.html

Italian:

http://www.compaq.com/athome/international/it/tutorials/keyboard2/conbuttons.html

German

http://www.compaq.com/athome/international/de/tutorials/keyboard2/conbuttons.html

Disabling and Enabling the Easy Access Buttons

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

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

1. From the Status bar, right-click the **Easy Access** ▦ icon.

2. Click **Disable Easy Access Buttons**.

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

1. From the Status bar, right-click the **Easy Access** ▦ icon.

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

Working with the Standard Keyboard Keys

The standard keyboard has four major types of keys:

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

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

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

Key/Button	Description
F1-F12	**Function** keys are assigned specific tasks, depending on the program you are using. Some tasks include shortcuts, spelling and grammar, and activating the menu bar. Refer to Help for details on specific key combinations.
Home	**Home** moves the cursor to the beginning of the text line, table cell, or document. **Home** can also be used in combination with other keys.
Insert	**Insert** switches typing between insert and overtype modes. For example, after pressing this key, new text is either inserted into the current text or replaces it.
Num Lock	**Num Lock** switches the calculator pad between numeric mode and edit mode. The Num Lock light on the keyboard glows when this key is active.
Page Up/ Page Down	**Page Up/Page Down** moves the cursor or the page up or down.
Pause	**Pause** temporarily stops screen scrolling. The effect depends on the program you are using.
Print Scrn	**Print Screen** prints the displayed screen in most programs.
Scroll Lock	**Scroll Lock** prevents automatic scrolling in some programs and allows scrolling to be controlled by the arrow keys. The Scroll Lock light on the keyboard glows when this key is activated. The effect depends on the program you are using.
Shift	**Shift** is frequently used in combination with other keys. The effect depends on the program you are using.

Keyboard Status Lights

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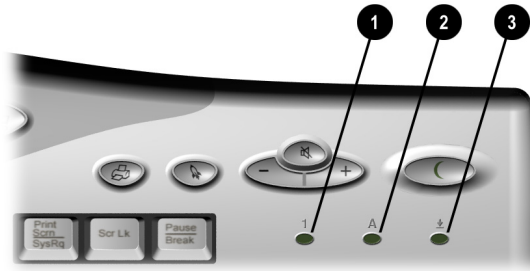
Keyboard Status Lights

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

Chapter 4

Introducing the Digital Creativity Imaging Center

(on selected models only)

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

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

Understanding Digital Interfaces

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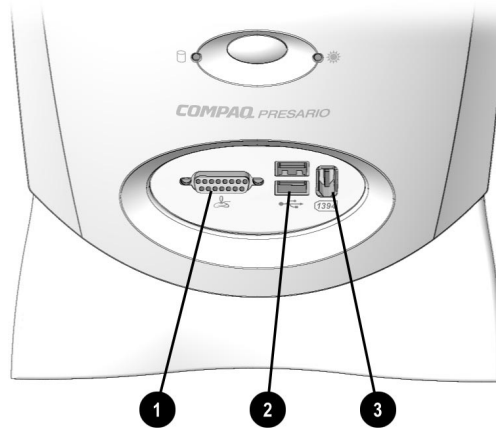
Digital Creativity Imaging Center

No.	Icon	Component
❶	⎍	Game port (available on select models)
❷	⬦⟍⟋	USB ports (2)
❸	1394	IEEE-1394 connector (available on select models)

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

Chapter 5
Learning About Your TV Out Connection (on selected models only)

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

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

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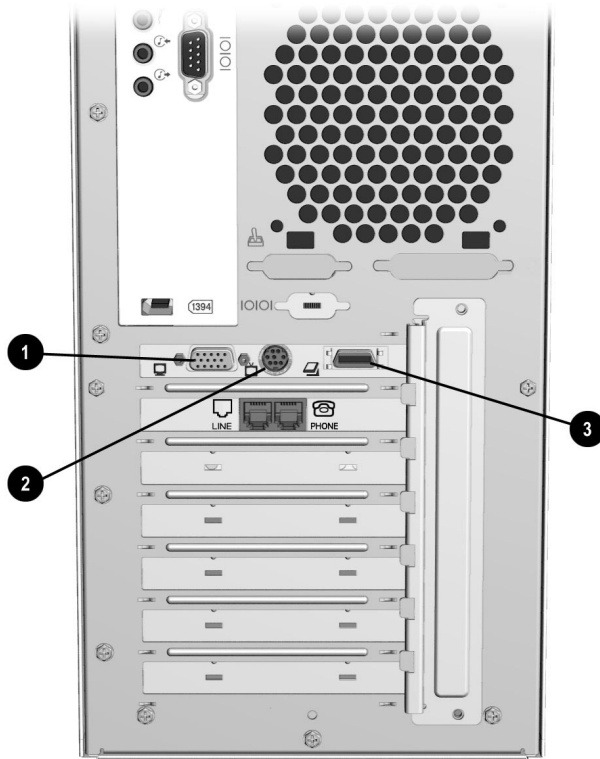
TV Out Connections

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

No.	Components
❶	SVGA Monitor Connector
❷	TV Out Connector (available on select models)
❸	Digital Flat Panel Monitor Port (available on select models)

Chapter 6

Upgrading Your Compaq Internet PC

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

- PCI expansion card
- ISA expansion card (available on select models only)
- Accelerated Graphics Port (AGP) card (available of select models only)
- hard drive
- removable media storage drive
- memory modules
- system battery

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

www.compaq.com

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

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

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

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

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

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

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

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

Identifying the Major Components of Your Internet PC

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

Computer Cover

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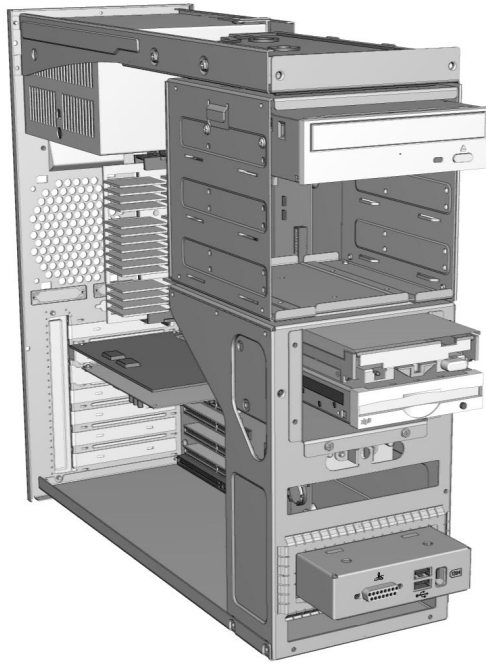
Computer Cage

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

Removing the Cover

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

1. Using a screwdriver, remove the five cover retaining screws.
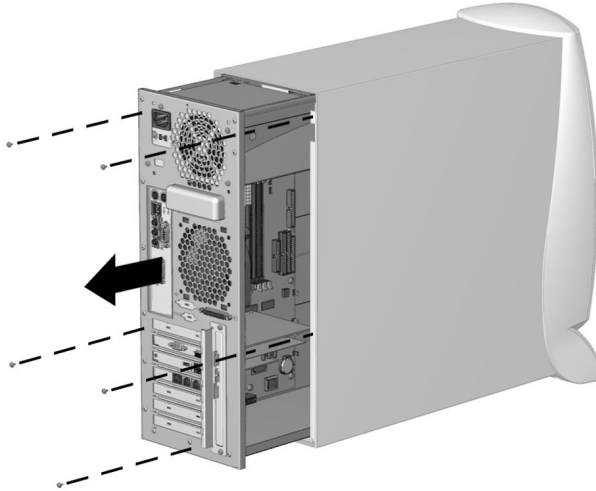
Removing the Cover Retaining Screws

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

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

Removing the Chassis Cage

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

Replacing the Cover

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

Identifying Power Supply and Data Cables

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

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

Power Supply Cables

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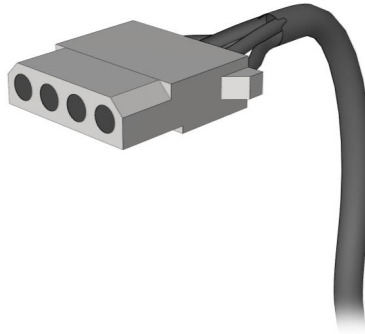
Typical Power Supply Cable

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

Data Cables

Data cables are thin wide cables that usually have black connectors.
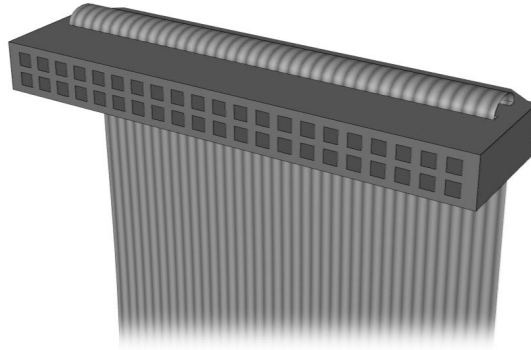
Typical Data Cable

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

Installing an Expansion Card

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

Determining Expansion Card Compatibility

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

- Plug and Play Peripheral Component Interconnect (PCI) cards

- Industry Standard Architecture (ISA) cards (available on select models only)

- Accelerated Graphics Port (AGP) cards (available on select models only)

> **HINT:** Plug and Play PCI cards are automatically recognized and resourced upon installation by the Microsoft Windows operating system and Basic Input Output System (BIOS).
>
> The operating system and the BIOS do not automatically recognize ISA cards. The card jumper settings may require manual adjustment based on your currently available system resources, such as the IRQ (**I**nterrupt **R**e**Q**uest) and DMA (**D**irect **M**emory **A**ccess). Then you must adjust the operating system settings to reflect these resource settings according to the card manufacturer's instructions.

Inserting an Expansion Card

To install a card, complete the following steps:

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

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

9. At one end of the slot cover, position a regular screwdriver ❷ at the bend in the slot cover, and strike the handle of the screwdriver to push the end of the slot cover slightly inward.
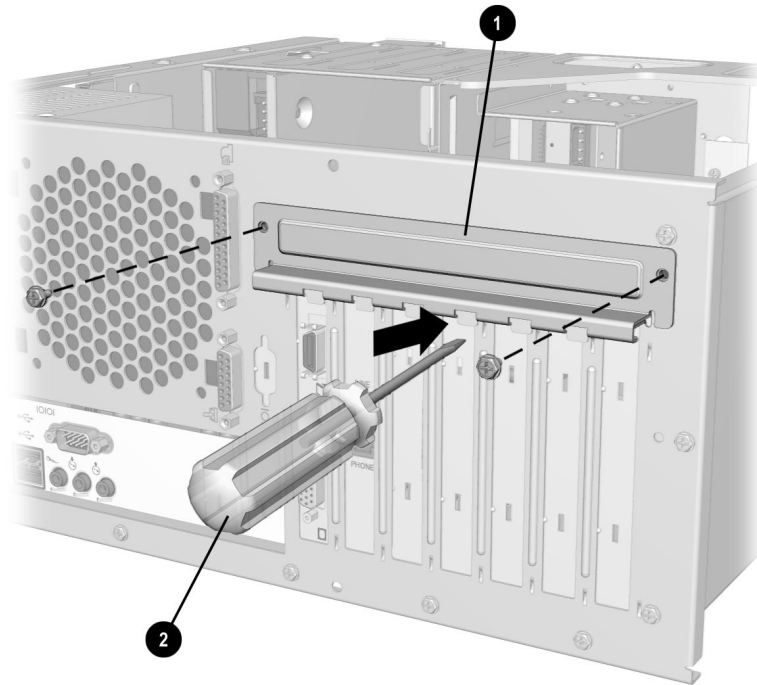
Removing the Expansion Card Retention Bracket

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

10. Repeat step 9 at the other end of the cover.

11. From the inside of your PC, gently work the metal bracket loose from the slot and remove.

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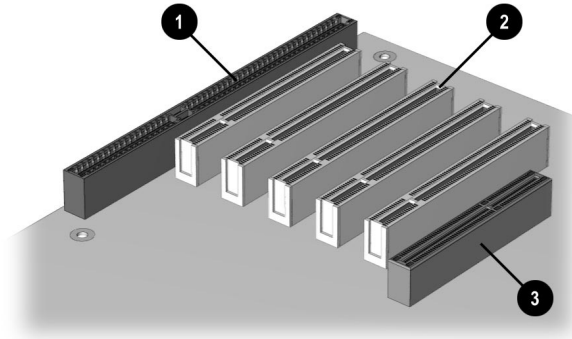
Expansion Card Slots

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

No.	Component
❶	ISA (available on select models)
❷	PCI Expansion Slots
❸	Accelerated Graphics Port (AGP) Slot (available on select models)

13. Firmly press the new card into the slot on the system board, using a slightly rocking motion.
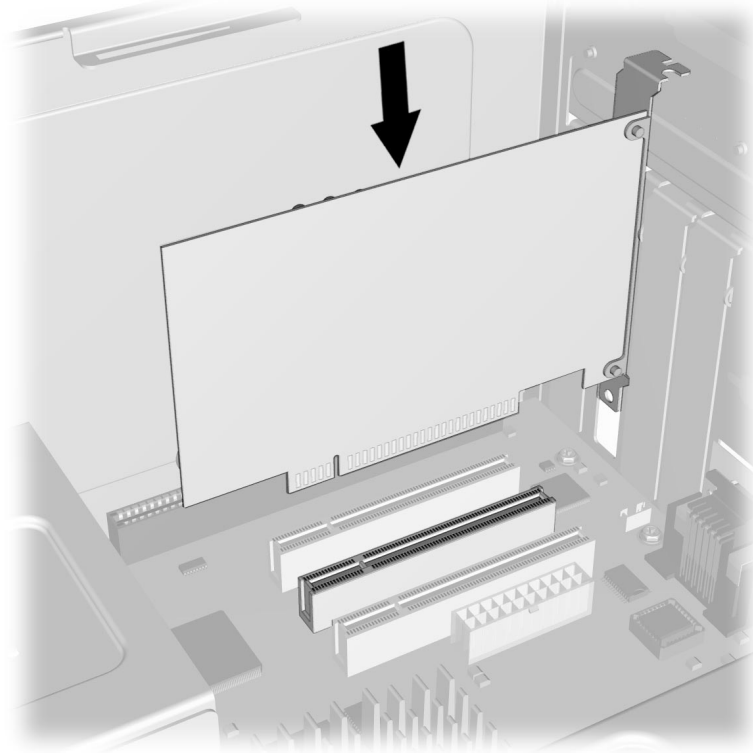
Inserting an Expansion Card

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

14. Replace the expansion card retention bracket to secure the new card in place.

15. Replace the computer cover.

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

Adding or Replacing an Accelerated Graphics Port (AGP) Card

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

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

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

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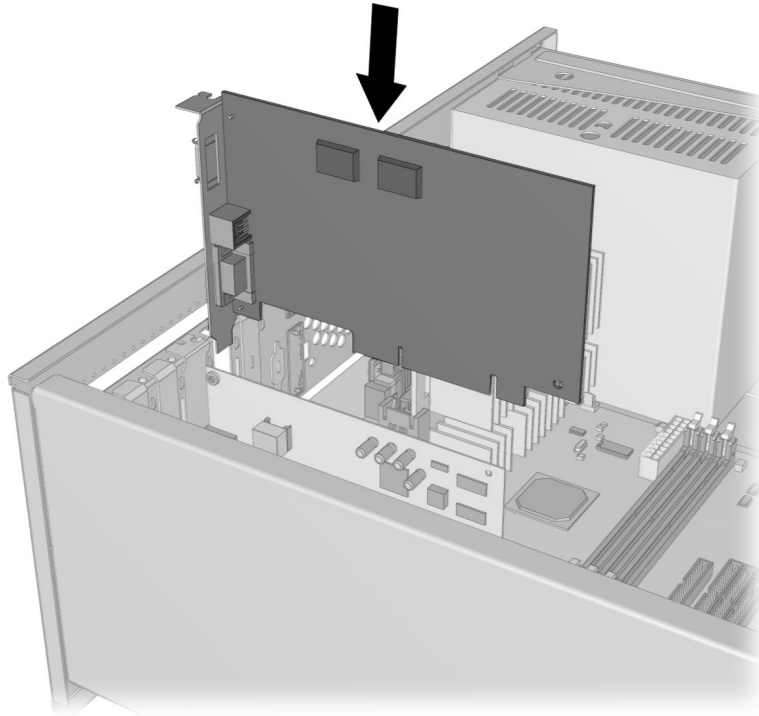
Inserting an AGP Card

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

10. Replace the computer cover.

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

Installing an Additional Hard Drive

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

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

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

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

8. Secure the drive in the drive cage by inserting the drive retaining screws supplied with the new hard drive.
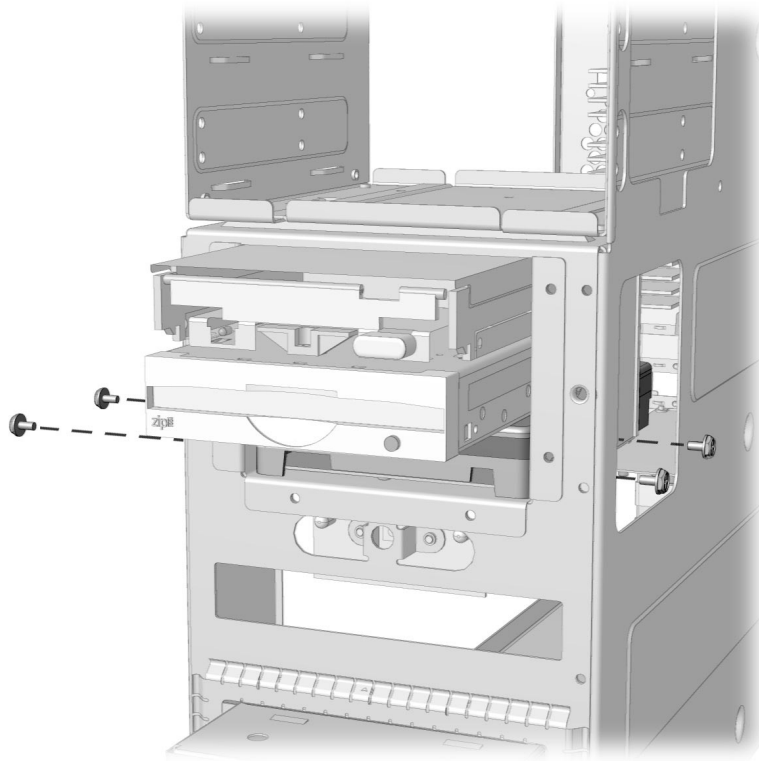
Drive Retaining Screws View 1

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

9. Locate and connect the spare power supply cable. Spare power supply cables are provided with the system.

10. Locate the data cable that is connected to the primary hard drive. This data cable is equipped with a spare connector approximately midway down the cable. Carefully insert the connector into the receptacle on the back of the secondary hard drive.

11. Replace the computer cover.

12. Refer to the manufacturer's instructions supplied with the new device to complete the necessary software installation.

Installing a Secondary Hard Drive in an Internet PC with an Open Top Drive Compartment

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

1. Close all programs.

2. Remove all diskettes and CDs.

3. From the Windows Taskbar, click the **Start** button, click **Shut Down**, select **Shut Down**, and then click **OK**.

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

5. Disconnect all cables and power cords from the back of the computer.

6. Remove the computer cover.

7. To add a 5.25" hard drive, place the new hard drive in the top drive compartment and secure the drive with the side retaining screws as shown.
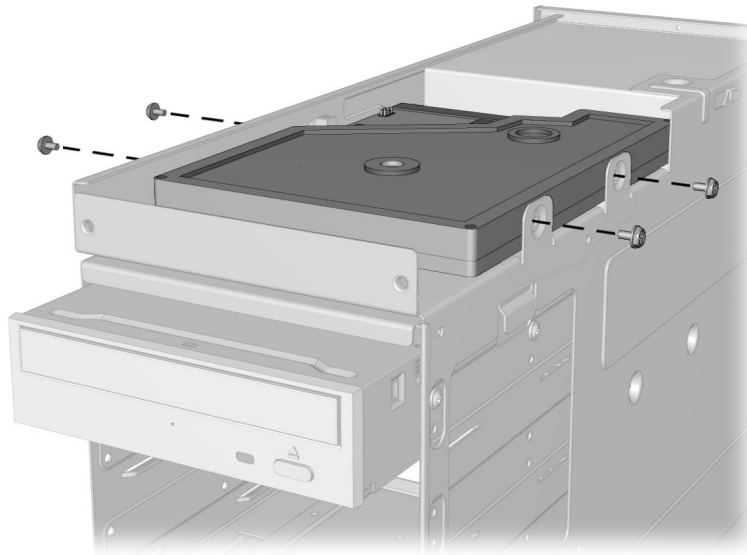
Top Compartment Drive Retaining Screws

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

8. To add a 3.5" hard drive, place the new hard drive in the top drive compartment and secure the drive with the bottom retaining screws.
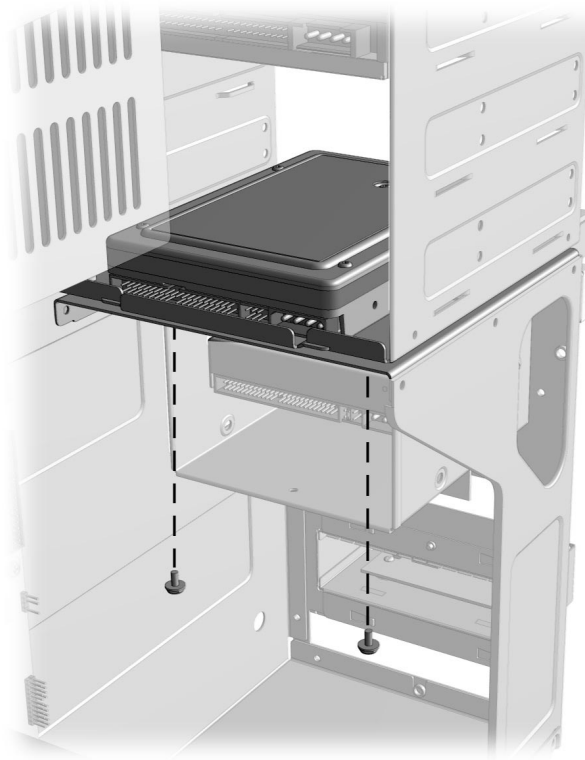
Drive Retaining Screws View 2

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

9. Locate and connect the spare power supply cable. Spare power supply cables are provided with the system.

10. Locate the data cable that is connected to the primary hard drive installed in the lower slot of the drive cage, under the diskette drive. This data cable is equipped with a spare connector approximately midway down the cable. Carefully insert the connector into the receptacle on the back of the secondary hard drive.

11. Replace the computer cover.

12. Refer to the manufacturer's instructions supplied with the new device to complete the necessary software installation.

Replacing a Diskette or Zip® Drive

(Zip Drive available on select models only)

1. Read all the manufacturer's documentation for the new drive.

2. Close all programs.

3. Remove all diskettes and CDs.

4. From the Windows Taskbar, click the **Start** button, click **Shut Down**, select **Shut Down**, and then click **OK**.

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

6. Disconnect all cables and power cords from the back of the computer.

7. Remove the computer cover.

8. Disconnect the power supply cable from the drive you are replacing.

9. Disconnect the data cable. Be sure to mark the data cable connector on the system board so that you can properly connect the data cable for the new device.

10. Using a screwdriver, remove the drive retaining screws as shown.
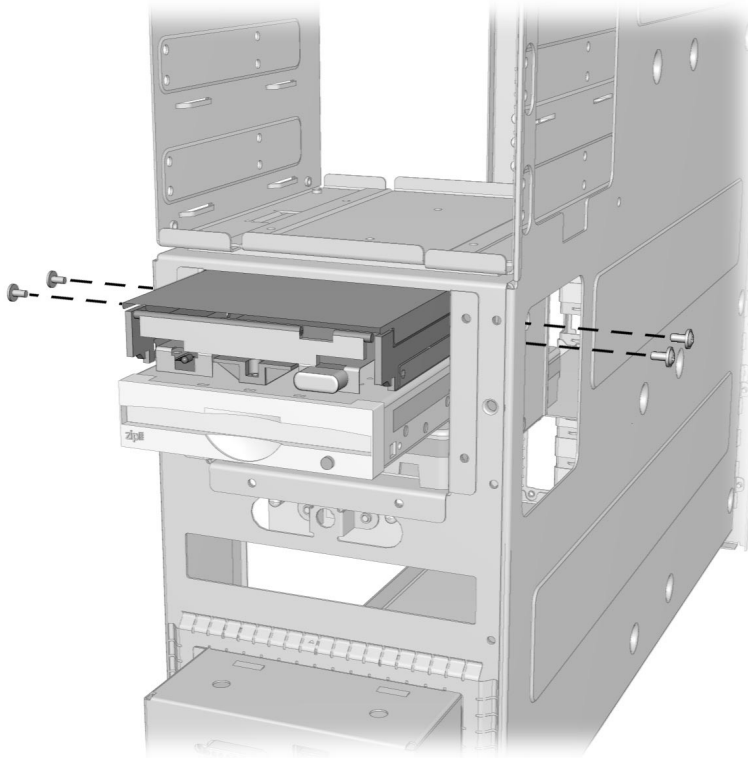
Removing the Retaining Screws

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

11. Carefully back the drive out of the drive cage.

12. Refer to the drive manufacturer's instructions when inserting the new drive into the drive cage.

13. Secure the drive in the drive cage by replacing the drive retaining screws.

14. Connect the power supply cable.

15. Connect the data cable.

16. Replace the computer cover.

17. Refer to the manufacturer's instructions supplied with the new device to complete the necessary software configuration.

Adding or Replacing Memory Modules

Installing Additional Memory

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

To determine the amount of memory currently installed on your computer, complete the following steps:

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

Please be advised that the amount of memory displayed **may not** include the amount of memory automatically allocated for video display functions.

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

To add memory, complete the following steps:

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

8. Locate the memory module slots ❶. These slots are shown in the graphic below.
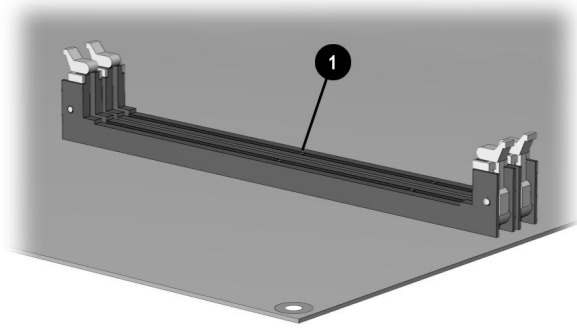
Memory Module Slots

9. Align the memory module with the slot and firmly press it down until it clicks into position, then push the latches in to secure the memory module.
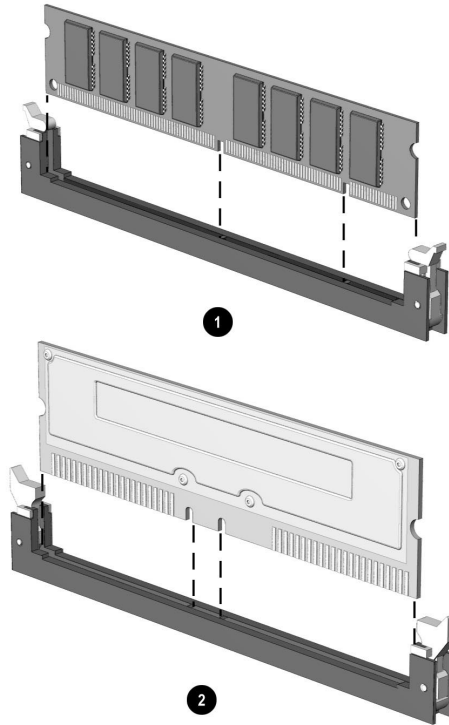
Inserting a Memory Module

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

No.	Component
❶	DIMM Memory Module (available on select models)
❷	RIMM Memory Module (available on select models)

10. Replace the computer cover.

Replacing the Real-Time Clock Battery

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

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

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

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

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

Removing and Inserting a Battery

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

1. Read all the manufacturer's documentation for the new drive.

2. Close all programs.

3. Remove all diskettes and CDs.

4. From the Windows Taskbar, click the **Start** button, click **Shut Down**, select **Shut Down**, and then click **OK**.

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

6. Disconnect all cables and power cords from the back of the computer.

7. Remove the computer cover.

8. To remove the battery, push in the direction of arrow ❶ then lift the battery out as shown by arrow ❷.
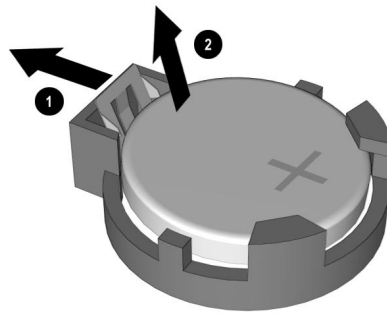
Removing the Battery

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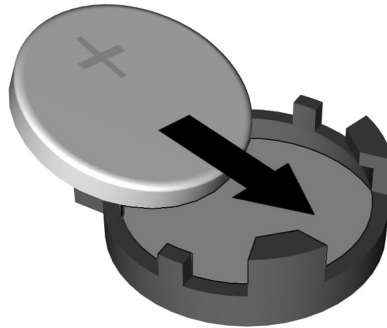
Inserting a Battery

10. Replace the computer cover.

Chapter 7

Understanding Your Service and Support Options

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

- Review the Troubleshooting section in this guide for suggestions on how to fix the problem.
- Review the tools in this section to find answers.
- Look in the *Compaq Warranty Statement* (included with your computer) or *Service and Support Card* to find your regional Compaq Service telephone number.
- Press the *Q* button on your Easy Access Internet Keyboard to take you to a Service and Support Web page, a centralized resource for you to find key Service and Support information.

Compaq Support

Double-clicking the **Compaq Support *Q*** icon located on the Windows desktop provides access to the following tools:

Compaq Support Tools

Tool	Description
Compaq Diagnostics	Diagnoses problems with your Internet PC. This software provides an easy way to check attributes of your Internet PC.
System Record	Reports all of the devices that came with your Internet PC and all of the devices you have added or changed since you purchased your Internet PC.
Compaq Service Connection	Provides automated software updates and general information on using your Internet PC.
Internet Support	Allows you to access the Compaq Service and Support Web page for your country. Compaq's Service and Support Web page provides you with software updates, maintenance tips, and tools to help make using your Internet PC easier.

Compaq Support Tools

Tool	Description
QuickRestore	Allows you to perform a Full, Selective, or System Restore. These options allow you to either restore your Internet PC to its original factory condition, to your last System Save, or selectively restore certain drivers and applications.
McAfee Anti-Virus	Provides anti-virus scanning and free software updates for one year through the Internet. For more information on computer viruses and how to run McAfee Anti-Virus software, refer to the Identifying and Removing Computer Viruses section of this guide.

Compaq Diagnostics

You may conduct a Quick, Complete, or Custom test. If you choose the Quick test, it can be run in either the Interactive or Unattended mode.

Complete or Custom tests are completed only in the interactive mode, since they test the audio and video components of your Internet PC. You must be present to confirm the test results. Complete testing takes about 10 minutes.

The Test tab has the following main regions: Type of Test, Test Mode, an Information Window, and a Component List (under the Type of Test box). The Component List resembles Windows Explorer: Click the + to open a component folder, then the component to get information about it. The information window may show further tests that can be performed on certain components. You can request any or all of these subtests.

To run a test, complete the following steps:

1. Click the **Test** tab.
2. Choose the type of test: **Quick**, **Complete**, or **Custom**. In **Custom**, you will need to check the boxes in the Component List for each test you want.
3. Select **Interactive Mode** or **Unattended Mode**.

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

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

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

The Log tab lists all the tests and also gives information about the number of times each test was run, the time taken for the test, and the number of errors detected. You can save this information by clicking the **Save** button at the bottom of the window.

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

System Record

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

To access System Record, complete the following steps:

1. From the Windows desktop, double-click the **Compaq Support** *α* icon.

2. Double-click the **System Record** 🖧 icon.

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

Compaq Service Connection

Overview

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

A small notice, displayed as a rotating **$\boldsymbol{\alpha}$**, will appear on the bottom-right corner of the Windows desktop when an update is available.

Turning Compaq Service Connection On and Off

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

1. Double-click the **Compaq Support $\boldsymbol{\alpha}$** icon on the Windows desktop.
2. Double-click the **Service Connection $\boldsymbol{\alpha}$** icon.

> **NOTE:** If the **Service Connection $\boldsymbol{\alpha}$** icon is visible in the Windows Taskbar, the service is already active.

The Compaq Service Connection will remain active and will be ready to perform updates when you log on the Internet.

To turn off Compaq Service Connection, complete the following steps:

1. Right-click the **Service Connection $\boldsymbol{\alpha}$** icon on the Windows Taskbar.
2. Select **Shutdown Compaq Service Connection**.

How it Works

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

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

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

1. Double-click the Notice, usually displayed as a rotating **Q**, to reveal the update identification.

2. Install, postpone, or delete the download by clicking the appropriate button.

   - If you ignore the Notice, it will disappear after a minute or two. However, the update will still be available for you to download at any time during the next 10 days.

   - If you have not downloaded the update within 10 days, it will automatically be cancelled.

To view the updates you have downloaded and the updates that are still available, double-click the **Compaq Support Q** icon on the Windows desktop, then double-click the **Service Connection Q** icon. The window displays a list of updates and highlights in bold the updates that have not yet been accepted.

Compaq Service Connection Privacy and Data Security Statement

Compaq Service Connection is committed to providing you with beneficial software updates and information. To provide you with these updates and information, non-personal information limited to your computer model number, serial number, and software ID files is communicated to the Compaq server. Files sent to your PC are protected by a personalized security number, similar to a Personal Identification Number (PIN), to ensure that you receive the correct information. Compaq Service Connection does not access, share, or send any personal information, files, or data on your system over the Internet.

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

Internet Support

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

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

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

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

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

QuickRestore

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

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

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

SystemSave

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

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

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

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

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

Increasing the Size of the SystemSave Partition

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

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

SystemRestore

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

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

To perform a SystemRestore, complete the following steps:

1. From the Windows desktop, double-click the **Compaq Support** *a* icon.

2. Double-click the **QuickRestore** icon. The QuickRestore main menu is displayed.

3. Click the **SystemRestore** button. The SystemRestore main menu is displayed.

4. Click the **Start** button to begin the SystemRestore. A progress window is displayed. During the SystemRestore process, a progress bar shows the percentage of software loaded on the hard drive.

5. When the SystemRestore has finished, the system reboots automatically.

SelectiveRestore

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

1. From the Windows desktop, double-click the **Compaq Support** *a* icon.

2. Double-click the **QuickRestore** icon. The QuickRestore main menu is displayed.

3. Click the **SelectiveRestore** button. The SelectiveRestore menu is displayed. From the Selective Restore menu, you can choose from several drivers or applications.

4. Click the icon representing the application of driver you want to reinstall. A progress bar indicates that the software is installing.

5. You are prompted to restart your computer, but this is not required. However, if you do restart your computer, save all open files and close all applications before restarting.

6. Repeat this procedure to reinstall as many drivers or applications as you need.

FullRestore

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

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

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

1. From the Windows desktop, double-click the **Compaq Support** *Q* icon.

2. Click the **QuickRestore** 🖳 icon. The QuickRestore main many is displayed.

3. Click the **FullRestore** button. The FullRestore menu is displayed.

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

4. Click the **Start** button to begin the FullRestore. Your computer automatically restarts. Once your computer restarts in DOS mode, a Progress window is displayed. During the FullRestore process, a progress bar shows the percentage of the software restored to the hard drive.

5. When the FullRestore has finished, the system reboots automatically.

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

Creating a QuickRestore Emergency Recovery Diskette

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

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

1. From the Windows desktop, double-click the **Compaq Support** *q* icon.

2. Double-click the **QuickRestore** icon in this folder. The QuickRestore main menu is displayed.

3. Click the **Recovery** button. You are prompted to insert a diskette into the diskette drive.

4. Insert a 3.5-inch, high-density formatted diskette into the diskette drive and click **OK**. QuickRestore will begin creating the emergency diskette for you.

5. When QuickRestore has finished creating the emergency diskette, store the QuickRestore emergency diskette in a safe place for emergency use.

Using the QuickRestore Emergency Recovery Diskette

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

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

1. Place your Emergency Recovery Diskette in the Diskette Drive.

2. Turn off your PC using the Power button.

3. Turn your PC on using the Power button.

4. Follow the instructions on your screen.

5. Eject your Emergency Recovery Diskette.

6. Restart your system.

Drivers

Installing Drivers for New Hardware

If you add new hardware such as a printer or a gamepad to your computer, you may be prompted to insert the *Windows Installation* CD or diskettes. If this occurs, complete the following steps:

1. At the Add New Hardware Wizard, click **Next** to begin installing the drivers and files necessary to make the new hardware work.

2. Select the **Search for the best driver for your device (Recommended)** option and click **Next**.

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

4. When the Add New Hardware Wizard completes installing the files and drivers, click the **Finish** button.

You may need to restart your computer for the new hardware to be recognized by your computer.

Reinstalling Deleted Drivers

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

To reinstall a driver, complete the following steps:

1. From the Windows Taskbar, click **Start**, point to **Programs**, and click **Windows Explorer**.

2. Navigate to the **CPQDRV** folder on the hard drive and double-click it.

3. Find the folder of the device you wish to reinstall and double-click it.

4. Double-click the setup program for the driver you wish to reinstall.

5. Follow the on-screen instructions.

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

Chapter 8

Troubleshooting Guide

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

Helpful Hints

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

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

Understanding This Guide

This guide has been divided into three columns: Symptom, Problem, and Solution. The Symptom column describes the symptom or warning that made you realize you had a problem. The Problem column identifies one or more reasons why the symptom has occurred, and the Solution column describes what you should do to try to fix the problem listed.

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

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

Troubleshooting Audio Problems

Audio		
Symptom	**Problem**	**Solution**
No sound.	Speaker cables are not properly connected.	Shut down your Internet PC using the normal Windows shutdown procedure. Reconnect the speakers. Refer to the *Compaq Hardware and Software Setup* poster for detailed instructions.
	Volume has been muted.	On the Taskbar, click the **Volume** 🔊 icon and clear the **Mute** check box.
	Internet PC is in Sleep mode. This is identified when the power status light on the front of your Internet PC turns amber.	Press the **Power** button to wake your Internet PC.
	Windows does not detect audio driver.	1. On the Taskbar, click the **Start** button and point to **Settings**. 2. Click **Control Panel**. 3. Double-click the **System** 🖥 icon. 4. Click the **Device Manager** tab. 5. Click the **+ plus sign** next to Sound, video and game controllers, and select the installed audio driver. 6. Click the **Remove** button, and click **OK**. 7. Restart your Internet PC and let Windows redetect the audio driver.
Sound is too low.	Volume is too low.	Click the **Volume** 🔊 icon on the Taskbar, and click the **Volume slider bar** and then drag it up, or press the **Volume Up** button on your Compaq Internet Keyboard.
Sound is distorted.	Volume is too high.	Click the **Volume** 🔊 icon on the Taskbar, and click the **Volume slider bar** and drag it down, or press the **Volume Down** button on your Compaq Internet keyboard.
	Speakers may be damaged.	Call a Compaq Authorized Service Provider. See your *Warranty Statement* for details.

Audio		
Symptom	**Problem**	**Solution**
Audio recordings from digital video camera sound is distorted.	DVD is not set up properly.	Change settings in the DVDeck program. 1. From the Taskbar, click the **Start** button. 2. Point to **Programs**, and **DVDeck**, and then **DVDeck**. 3. Click the **Options** tab. 4. Click **AVI Interleave Options** button. 5. In the Interleave Factor area, change the default setting to **4:1**. 6. Click **OK** and close the window.
Audio CD or DVD does not play.	See troubleshooting topic CD or DVD in this section.	
Volume ⏴◊⏵ icon is missing from Windows Taskbar.	Multimedia settings have been changed.	1. On the Taskbar, click the **Start** button. 2. Click **Control Panel**. 3. Double-click **Multimedia**. 4. Select the **Show volume control on taskbar** option, and click **OK**.

Troubleshooting CD or DVD Problems

CD or DVD		
Symptom	**Problem**	**Solution**
CD or DVD drive cannot read a disc or takes too long to start.	CD has been inserted upside down.	Reinsert the CD with the label facing up.
	The DVD drive will take longer to start because it has to determine the type of media, such as audio or video being played, before it can begin playing.	Wait at least 30 seconds to let the DVD drive determine the type of media being played. If disc still does not start, see the solutions for related problems.
	CD or DVD disc is dirty.	Clean CD or DVD with a CD cleaning kit available in most computer stores.
	Windows does not detect CD or DVD driver.	1. On the Taskbar, click the **Start** button and point to **Settings**. 2. Click **Control Panel** and double-click **System** 🖥 icon. 3. Click the **Device Manager** tab. 4. Click the **+** next to the CD or DVD disc, and select the installed driver. 5. Click the **Remove** button, and click **OK** twice. 6. Restart your Internet PC and let Windows redetect the CD or DVD driver.

Troubleshooting Disk and Disk Drive Problems

Diskette Drive or Zip Drive

Symptom	Problem	Solution
Not reading drive: "Abort, Retry, Fail?" message appears.	A non-formatted diskette has been inserted.	Format the diskette by following these steps: 1. Double-click the **My Computer** 🖥 icon on the desktop. 2. Select the **3 1/2 Floppy (A:)** drive. 3. Click **File**, and point to **Format**. 4. Select desired options, and click **Start** to begin formatting the diskette.
	Diskette is damaged.	Replace the diskette with a new one.
"Non-system disk or disk error" message is displayed.	A diskette that does not contain system files needed to start your Internet PC has been inserted in drive.	When drive activity stops, remove the diskette and press the spacebar. System should start up.
	System files have been damaged.	1. Insert a startup disk in the diskette drive. 2. Restart your Internet PC. 3. At the **A:** prompt, type **SYS C:** and press the **Enter** key. The following message is displayed: 'SYSTEM TRANSFERRED'. This task will restore the system files to your hard drive. 4. Restart your Internet PC.
	Hard drive has failed.	Call a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.

Diskette Drive or Zip Drive

Symptom	Problem	Solution
Diskette drive light stays on.	Diskette has been improperly inserted.	Remove the diskette and reinsert the diskette as follows: Insert the edge with the sliding cover into drive first face up, and push all the way in until the diskette stops.
	Diskette is damaged.	Remove the diskette and reinsert a new diskette. If a problem persists, run the Windows Maintenance Wizard to repair the drive. Refer to Maintaining Your Internet PC in the User's Guide.
Diskette drive cannot save information to diskette.	Diskette is not formatted.	Format the diskette by following these steps: 1. Double-click the **My Computer** 🖳 icon on the desktop. 2. Select the **3 1/2 Floppy (A:)** drive. 3. Click **File**, and point to **Format**. 4. Select desired options, and click **Start** to begin formatting the diskette.
	Diskette is write-protected.	Slide the write-protection tab to the unlocked position on the diskette.
	Diskette is full or file is too big.	Use another diskette or compress the file to reduce the size.
	File save command not properly executed.	When saving information to the diskette drive, verify you are using the correct drive letter.
	Diskette is damaged.	Replace the damaged diskette.
	Diskette drive has failed.	Call a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.

Diskette Drive or Zip Drive

Symptom	Problem	Solution
Diskette drive cannot read a diskette.	Diskette is not formatted.	Format the diskette by following these steps: 1. Double-click the **My Computer** 🖥 icon on the desktop. 2. Select the **3 1/2 Floppy (A:)** drive. 3. Click **File**, and point to **Format**. 4. Select desired options, and click **Start** to begin formatting the diskette.
	The wrong diskette type is being used.	Check the type of drive you have and use the correct diskette type.
	Diskette drive has failed.	Call a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.
Zip drive (available on select models) cannot read a disk.	Windows does not detect Zip driver.	Reinstall your Zip drive driver.
	Wrong disk is being used.	Verify the disk you have inserted is a Zip disk and is compatible with your Zip drive.
	Windows is not enabled.	Zip drive cannot be used in DOS mode.
Zip drive (available on select models) indicator light continuously blinks.	Zip disk is not inserted properly.	Push the **Disk Eject** button to remove disk, and then reinsert it.

Troubleshooting Display (Monitor) Problems

Display		
Symptom	**Problem**	**Solution**
Screen is blank and monitor power light is not lit.	Monitor power cable is not connected to monitor or wall outlet.	Reconnect the monitor's power plug on rear of monitor and wall outlet.
Screen is blank.	Monitor is not turned on.	Press the monitor's **Power** button.
	Monitor connector cable is not properly connected to rear of Internet PC.	Inspect the monitor's video connector for bent pins. If bent pins do not exist, reconnect the monitor connector cable on rear of Internet PC.
	Screen saver is enabled.	Press any key or move mouse to make screen display.
	Internet PC is in Sleep mode. This mode is identified when the power status light on the front of your Internet PC turns amber.	Press the **Power** button to wake your Internet PC.
	If you are using a Flat-Panel Monitor (available on select models), you may need a Digital Video Interface and connector.	Call a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.

Display		
Symptom	**Problem**	**Solution**
Display only fills part of the screen.	If you are using a Flat-Panel Monitor (available on select models), your resolution settings are not set properly.	1. On the Taskbar, click the **Start** button and point to **Settings**. 2. Click **Control Panel**. 3. Double-click **Display**. 4. Click the **Settings** tab. 5. In the Display area, click the resolution slider for the **Screen** and drag it to the right. Repeat this step for the **Desktop** resolution slider. Increase the resolutions to the maximum allowable. 6. Click **OK** to accept the new settings then close the Control Panel window.
Display is too faint.	Brightness and contrast controls are not set properly.	Adjust the brightness and contrast controls on your monitor.
Resolution cannot be adjusted to desired setting.	Windows does not detect display driver.	1. On the Taskbar, click the **Start** button and point to **Settings**. 2. Click **Control Panel**. 3. Double-click the **System** 🖥 icon. 4. Click the **Device Manager** tab. 5. Click the ✚ next to Display Adapters and select the installed display adapter. 6. Click the **Remove** button, and click **OK**. 7. Restart your Internet PC and let Windows redetect the display driver.

Troubleshooting Fax Modem Problems

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

Fax Modem

Symptom	Problem	Solution
Fax starts to send but quits before the transmission is complete.	Line connection failure.	Redial the fax number to send fax again.
	Call waiting enabled on line.	Refer to third-party software for instructions on how to disable call waiting, or contact your local telephone company.
	Third-party fax software does not detect the fax modem driver.	Verify correct fax modem speed and COM port are selected. 1. Click the **Start** button and point to **Settings**. 2. Click **Control Panel** and double-click **Modems**. 3. Windows will detect the modem you have installed. Click the **Properties** button. 4. Verify that the correct modem port is set and the maximum speed of your modem is selected. Reset these settings if necessary, and click **OK**. 5. Close the Control Panel window.
	Third party fax software is conflicting with another program.	Close all programs, except the fax software, and redial the fax number.
	The receiver for another telephone on the same line was picked up.	Verify all telephone handsets on the same line are on the receiver.
	Fax machine where call is being placed has run out of paper.	Call location where the fax is being sent, and ask if the fax machine has paper.
	Internet PC needs repair.	Call a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.

Troubleshooting Game Problems

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

Troubleshooting Hard Drive Problems

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

Troubleshooting Internet Access Problems

Internet		
Symptom	**Problem**	**Solution**
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings, or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem, verifying the following connections: Telephone Line to Telephone (for external phone sets) and Telephone Line to Wall Jack (from Internet PC to wall).
	Web browser is not set up properly.	Verify your Web browser is installed and set up to work with your ISP.
	Internet keyboard failed.	Call a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.
Cannot automatically launch Internet programs.	If using America Online (AOL) as your ISP, you must log in to AOL before some programs will start.	Log in to AOL and launch your desired program.
Cannot use the Internet because the fax modem is busy or no dial tone found.	Telephone or modem line connections are not connected properly.	Reconnect the modem, verifying the following connections: Telephone Line to Telephone (for external phone sets) and Telephone Line to Wall Jack (from Internet PC to wall).
	If no dial tone is found, another telephone handset on the same line is not on the receiver.	Verify all telephone handsets on the same line are on the receiver.
	Messages have not been cleared from answering service.	If you use an answering service that modifies your telephone's dial tone to inform you of messages, clear all messages and try your call again.

Internet

Symptom	Problem	Solution
Internet takes too long to download Web sites.	Modem is not set up properly.	Verify correct modem speed and COM port are selected. 1. Click the **Start** button and point to **Settings**. 2. Click **Control Panel** and double-click **Modems**. 3. Windows will detect the modem you have installed. Click the **Properties** button. 4. Verify that the correct modem port is set and the maximum speed of your modem is selected. Reset these settings if necessary, and click **OK**. 5. Close the Control Panel window.

Troubleshooting Keyboard and Mouse Problems

Keyboard and Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by Internet PC.	Keyboard connector is not properly connected.	1. Shut down your Internet PC using your mouse. 2. On the Taskbar, click the **Start** button. 3. Click **Shut Down...** 4. Select the **Shut down** option and click **OK**. 5. After the shutdown is complete, reconnect the keyboard connector on the rear of your Internet PC and restart the computer.
	Program in use has stopped responding to commands.	Shut down your Internet PC using your mouse. Refer to the problem "Keyboard connector is not properly connected."

Keyboard and Mouse

Symptom	Problem	Solution
	Keyboard needs repair.	Call a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.
Mouse does not respond to movement or is too slow.	Mouse connector is not properly connected.	Shut down your Internet PC using your keyboard. 1. Press the **Ctrl** and **Esc** keys simultaneously. 2. From the Windows Start menu, use the arrow keys to select **Shut Down...**, and press the **Enter** key. 3. Select the **Shut down** option (you may need to use the arrow keys to select it). 4. Click **OK**. After the shutdown is complete, reconnect the mouse connector on the rear of your Internet PC and restart the computer.
	Mouse roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean with mouse cleaning kit available in most computer stores.
	Program in use has stopped responding to commands.	Shut down your Internet PC using your keyboard. Refer to the problem "Mouse connector is not properly connected" for details on how to shut down using your keyboard.
Mouse will only move vertically or horizontally.	Mouse roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean with mouse cleaning kit available in most computer stores.
	Mouse needs repair.	Replace mouse. Call a Compaq Authorized Service Provider. See your *Warranty Statement* for details.

Troubleshooting Memory Problems

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

Troubleshooting Power Problems

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

Power		
Symptom	**Problem**	**Solution**
Internet PC will not start.	System files may have been damaged. You will need to insert a startup disk or Windows Startup disk to restart your Internet PC.	1. Insert a startup disk in the diskette drive. 2. Restart your Internet PC. 3. At the **A:** prompt, type **SYS C:** and press the **Enter** key. The following message will be displayed: 'SYSTEM TRANSFERRED'. This task will restore the system files to your hard drive. 4. Restart your Internet PC. If this task does not restart your Internet PC, call a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.
	Wrong memory modules were used in upgrade, or memory modules were installed in the wrong location.	Verify the installation of memory modules by calling a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.
	Hard drive has been damaged.	Call a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.

Power

Symptom	Problem	Solution
"Illegal Operation has Occurred" error message is displayed.	Program being used is not certified for Windows by Microsoft.	Verify program is certified by Microsoft (see program packaging for this information).
	Configuration files are corrupt	If possible, save all data, close all programs, and restart your Internet PC. If the error message returns you may need to back up your personal data and use the Quick Restore utility. See Understanding Your Service and Support Options for details. ⚠ **WARNING: Quick Restore reformats your hard drive, all files will be lost**.
"Non-system disk or disk error" message is displayed.	A diskette that does not contain system files needed to start your Internet PC has been inserted in drive.	When drive activity stops, remove the diskette and press the spacebar. Your Internet PC will start up.
	Disk error has occurred.	Restart your Internet PC. If the error returns, see the next problem "System files have been damaged."
	System files have been damaged.	1. Insert a startup disk in the diskette drive. 2. Restart your Internet PC. 3. At the **A:** prompt, type **SYS C:** and press the **Enter** key. The following message will be displayed:'SYSTEM TRANSFERRED'. This task will restore the system files to your hard drive. 4. Restart your Internet PC.
	Hard drive has failed.	Call a Compaq Authorized Service Provider. Refer to your *Warranty Statement* for details.

Contacting a Compaq Authorized Service Provider

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

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