

*GATEWAY2000*  
*S O L O™*

# Gateway Solo™ 2200 Multimedia Notebook User's Guide



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## Legal notices

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User's Guide  
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Gateway 2000®  
610 Gateway Drive  
North Sioux City, SD 57049 USA

### FCC statement

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

- u Reorient or relocate the receiving antenna
- u Increase the separation between the equipment and receiver
- u Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- u Consult an experienced radio/TV technician for help.

**Caution:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To meet FCC requirements, shielded cables are required to connect this device to any other Class B certified device.

### INDUSTRY CANADA Notice – For the customers in Canada

This apparatus complies with the Class B limits for radio noise emissions set out in Radio Interference Regulations.

### INDUSTRIE CANADA Notice – Pour les utilisateurs au Canada

Cet appareil est conforme aux normes Classe B pour bruits radioélectriques, spécifiés dans le Règlement sur le brouillage.

## Cautions and Warnings

**Caution:** Danger of explosion if battery is incorrectly replaced. The battery can pose a fire or chemical burn hazard if mistreated. Do not disassemble, heat above 60°C (140°F), or incinerate. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries promptly and according to the manufacturer's instructions.

**Attention:** Il y a danger d'explosion s'il y a un remplacement incorrect de la batterie. Remplacer uniquement avec une batterie du même type ou d'un type recommandé par le constructeur. Mettre rebut les batteries usagées conformément aux instructions du fabricant.

**Vorsicht:** Explosionsgefahr bei unsachgemäßem Batteriewechsel. Originalbatterien nur durch gleiche oder vom Hersteller empfohlene Batterien ersetzen. Gebrauchte Batterien an Gateway 2000 zurücksenden.

**Advarsel:** Eksplosjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner.

**Caution:** Replace the cord if it becomes damaged. U.S. and Canadian replacement cords must be UL-approved (CSA certified in Canada) type SPT-2, 18 AWG, 2-conductor cord with permanently attached NEMA type 1-15P plug at one end and a permanently attached S1 connector body on the other. Cord length may not exceed 15 feet. Outside the U.S. and Canada the cord must be rated for at least 250VAC at 10 amps, and must indicate international safety agency approval. The plug must be a type appropriate for the country of use. Obtain replacement cords at an authorized service center. The replacement must be of the same type and voltage rating as the original cord.

**Vorsicht:** Beschädigte Kabel ersetzen. Ersatzkabel in den USA und Kanada müssen folgende Bedingungen erfüllen: UL-anerkannter (in Kanada CSA-zertifizierter) SPT-2 Typ, 18 AWG, 2-Leiter-Kabel mit fest installiertem NEMA-Typ-1-15P-Stecker und fest installierter Anschlussdose am anderen Ende, max. 4,57 m Länge. Außerhalb der USA und Kanada gelten folgende Bedingungen: Kabel für mindestens 250 V Wechselstrom bei 10 A, anerkannt durch internationale Sicherheitsbehörde, landesspezifischer Stecker.

Ersatzkabel nur im Fachhandel erwerben. Nur Ersatzkabel des gleichen Typs und für die gleiche Spannung (Voltzahl) wie das Originalkabel verwenden.

**Warning:** Always plug the cord into an easily accessible outlet near the equipment so that unplugging the cord is an easy way to shut off power.

Do not attempt to disassemble the AC adapter. The AC adapter has no user-replaceable or user-serviceable parts inside. The AC adapter has dangerous voltages that can cause serious personal injury or death. Return defective AC adapters to Gateway 2000.

The AC adapter is intended for use with a computer. Both must meet EN 60950.

**Achtung:** Netzkabel stets in eine gut zugängliche Steckdose nahe der Ausrüstung einstecken, um durch einfaches Ziehen des Steckers jederzeit die Stromversorgung unterbrechen zu können.

Den Adapter unter keinen Umständen auseinanderbauen. Der Adapter enthält keine vom Benutzer zu ersetzenden oder zu wartenden Bestandteile. Die Spannung im Adapter kann beim Auseinanderbau zu Verletzungen oder Tod führen. Beschädigte Adapter an Gateway 2000 zurücksenden.

Der Adapter ist für den Gebrauch mit einem Computer bestimmt. Adapter und Computer müssen die Norm EN 60950 erfüllen.

## Environmental considerations

Your Gateway Solo 2200 Multimedia Notebook has been engineered to provide many years of reliable service. However, you should give it the same reasonable care and protection that you would any other electronic equipment. Damage caused by dropping the Gateway Solo 2200 Multimedia Notebook, impact with another object, or immersion in liquids is not covered by the warranty. Never expose the Gateway Solo 2200 Multimedia Notebook to rain, snow, or moisture. Avoid locations with high levels of dirt, dust, or smoke.

CAUTION: DO NOT OPEN. NO USER SERVICEABLE PARTS INSIDE.  
ATTENTION: NE OUVRIER PAS. PARTIS RÉPARABLES UNIQUEMENT À L'USINE.  
VORSICHT: NICHT ÖFFNEN. ENTHÄLT KEINE VOM BENUTZER ZU WARTENDEN BESTANDTEILE.



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## Specifications

*(Specifications are subject to change without notice or obligation.)*

<i>CPU</i>	Intel Pentium™ 120, 133, 150 MMX or 166 MHz MMX, TCP packaging
<i>Cache</i>	256K pipelined burst level 2
<i>RAM</i>	EDO; 16MB minimum, expandable to 80MB
<i>Core logic</i>	Intel 82430MX (Mobile Triton I), PCI bus
<i>Clock frequency</i>	50/60/66MHz
<i>BIOS</i>	Phoenix; 256KB Flash ROM
<i>LCD panel size</i>	11.3" TFT, 12.1" TFT
<i>LCD panel resolution</i>	SVGA 800 × 600
<i>LCD panel color depth</i>	TFT: 65,536 colors (16-bit) at SVGA resolution;
<i>External video</i>	Supports simultaneous LCD/External monitor
<i>External video resolution</i>	640 × 480 with 64 million colors to 1280 × 1024 with 256 colors
<i>Video</i>	Chips & Technologies 65554 with DCI/Direct draw capability, GUI motion video acceleration, continuous X/Y upscaling to 1024 × 768, and an enhanced Bit-BLT engine
<i>Video interface</i>	32-bit PCI bus with 64-bit memory interface
<i>Video memory</i>	2MB EDO RAM
<i>Zoomed video</i>	PC Card connection to zoomed video port
<i>Keyboard</i>	85 keys (U.S.), full size 19mm pitch; 2.7mm travel; provides same functions as standard Windows 95 AT keyboard; US, UK English, German, French, and Japanese available
<i>Mouse/Pointer</i>	EZ Pad integrated pointer; PS/2-type connector for external mouse
<i>External ports</i>	Fast IR port, serial port (16550A-compatible), parallel (bi-directional, EPP, ECP), video, PS/2 keyboard/mouse, docking station connector, PC Card Type III or two Type I or II card socket, line in, speaker out, and microphone
<i>Battery pack</i>	Li-Ion 35Whrs, 14.4V; or NiMH 33.6Whrs, 9.6V; Batteries can be "warm-swapped" in the battery bay without rebooting. Recharges in system. Conforms to APM 1.2 standard
<i>Second battery</i>	A second battery can be installed and charged in the modular drive bay
<i>Battery life</i>	Approximately 2.5 hours with one battery and Advanced Power Management (APM) enabled
<i>Battery charge time</i>	3.0 hours for either battery pack type

<i>AC adapter</i>	19VDC, 45W output; auto voltage adjustment between 100 and 240V
<i>Modular drive bay</i>	Internal 1.44MB 3.5" floppy drive, 5" CD-ROM drive, or battery pack
<i>Hard disk drive</i>	Removable; accepts 2.5", 12.5mm hard disk drive; 810MB, 1.0GB, 1.3GB and 2GB
<i>Hard disk controller</i>	Enhanced IDE, on PCI bus
<i>Floppy disk drive</i>	Removable; 1.44MB 3.5" floppy drive; "hot-swappable" with optional second battery pack; optional adapter allows external connection
<i>CD-ROM drive</i>	Removable; 8X; XA mode 2 and CD enhanced compatible
<i>Audio chipset</i>	ESS ES1878S audio chip, ES938 sound effects chip, ES690 wavetable synthesizer chip
<i>Speakers</i>	Speakers built-in to palm rest
<i>Microphone</i>	Omnidirectional microphone under LCD panel on right
<i>Docking solutions</i>	Several solutions offered, including a mini-docking station with the following: one serial, one parallel, VGA output, DC-in, line in, microphone in, headphones out, PS/2 keyboard, PS/2 mouse, MIDI/game port, PC Card slots for one Type III or two Type II; "hot-dockable"
<i>Accessories</i>	AC adapter; IR (infrared) module; Nickel Metal Hydride (NiMH) battery, lithium-Ion (Li-Ion) battery; docking station solutions; automobile DC adapter; hard drives; memory modules; external floppy disk drive adapter; leather carrying case, nylon carrying case; external speakers; modem; ethernet cards
<i>Dimensions</i>	(W × D × H) 11.3" × 8.97" × 1.93" (288mm × 228mm × 49mm)
<i>Weight</i>	System weight: 6.9 lbs with battery and CD-ROM drive Traveling weight: 7.7 lbs with battery, CD-ROM drive and AC adapter
<i>Operating temperature</i>	5 to 35°C
<i>Storage temperature</i>	-20 to 60°C
<i>Operating humidity</i>	20 to 80%; noncondensing relative humidity
<i>Storage humidity</i>	8 to 90%; noncondensing relative humidity
<i>Operating altitude</i>	8000 feet; nonpressurized (Does <b>not</b> refer to pressurized commercial aircraft)
<i>Storage altitude</i>	40,000 feet; nonpressurized
<i>Certification</i>	FCC Class B, UL1950, TUV/EN60950, CSA 22.2

Many Gateway 2000 products are custom engineered by our suppliers to Gateway 2000 specifications, and may vary with similarly marketed products.

## If you don't read anything else . . . Read this!

Your Gateway Solo™ 2200 Multimedia Notebook provides all the power and multimedia capabilities of a full-size desktop system, yet allows you the convenience of a lightweight portable notebook.

The Gateway Solo 2200 contains the following special features:

**Wavetable Synthesis** – One of two options for playing MIDI files, the wavetable synthesizer uses digital samples (recordings) of actual instruments for a more realistic sound quality.

**System Modularity** – The system has a modular option bay that accepts either a floppy disk drive module, a CD-ROM module or an additional battery pack.

**Floppy Disk Drive Module** – An optional external adapter allows you to use the floppy disk drive module and CD-ROM at the same time, or use the floppy disk drive module with an additional battery pack.

**Memory Modules** – Install additional modules with ease.

**Hard Drive Modules** – To swap out the hard drive with another hard drive.

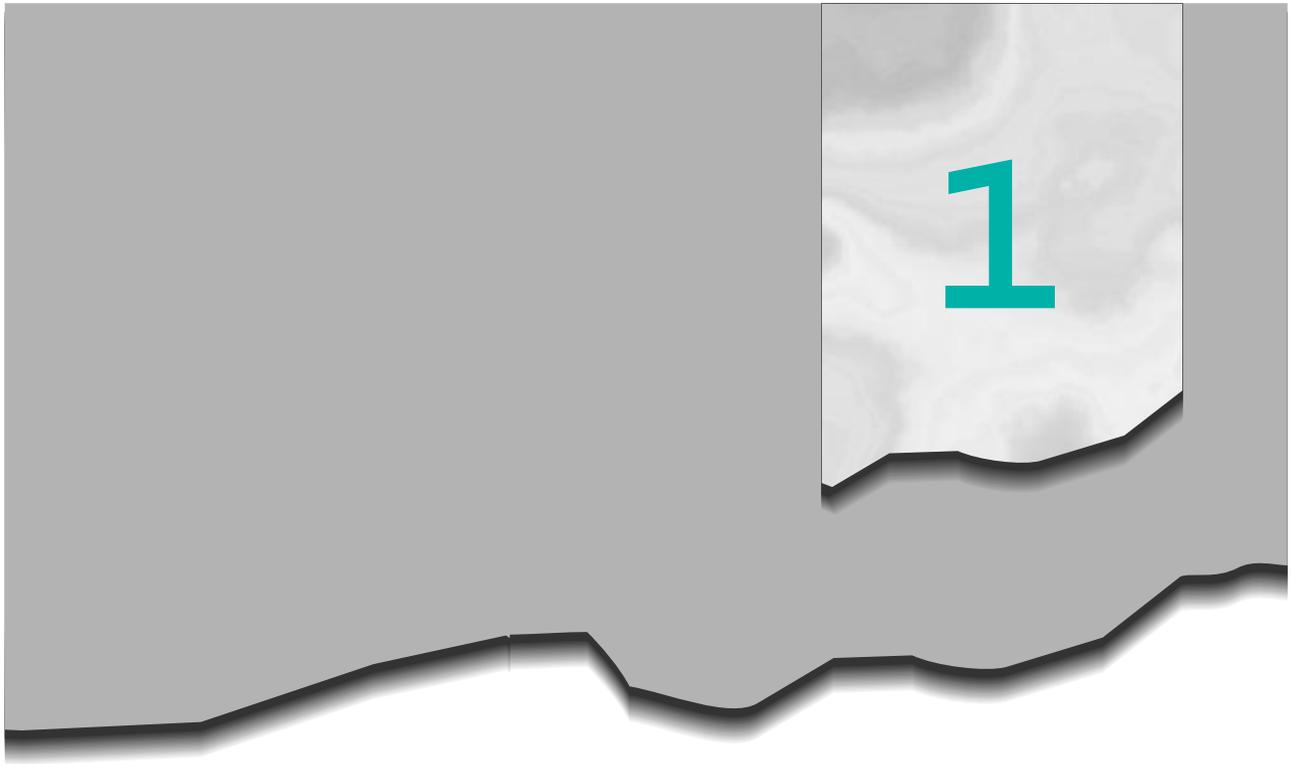
**Optional Docking Solutions** – Use to save time by plugging in peripherals and leaving them plugged in. The docking solutions easily connect to the rear of the system, enabling all attached peripherals.

**Dual Battery Operation** – To operate with two batteries at the same time, install one battery pack in the battery bay and an optional second battery pack in the modular option bay. This option is ideal when you travel, providing additional hours of uninterrupted use.

**Backup Password Protection** – Selecting this option from the Security menu in the Setup menus will allow you to access your system if you have forgotten your password. Place and store the supervisor password on a diskette in a hidden file.

**Popup Status Display** – Through a set of hot key options you can monitor battery status, temporarily change the power management level, view AC adapter connection, view mute function enabled/disabled, change volume settings, or change brightness levels.

**Zoomed Video** – The video information for most PC Cards goes through the CPU or system bus, taking up additional processing time. Zoomed video routes the video information directly to the video card, freeing up the processor for other tasks.

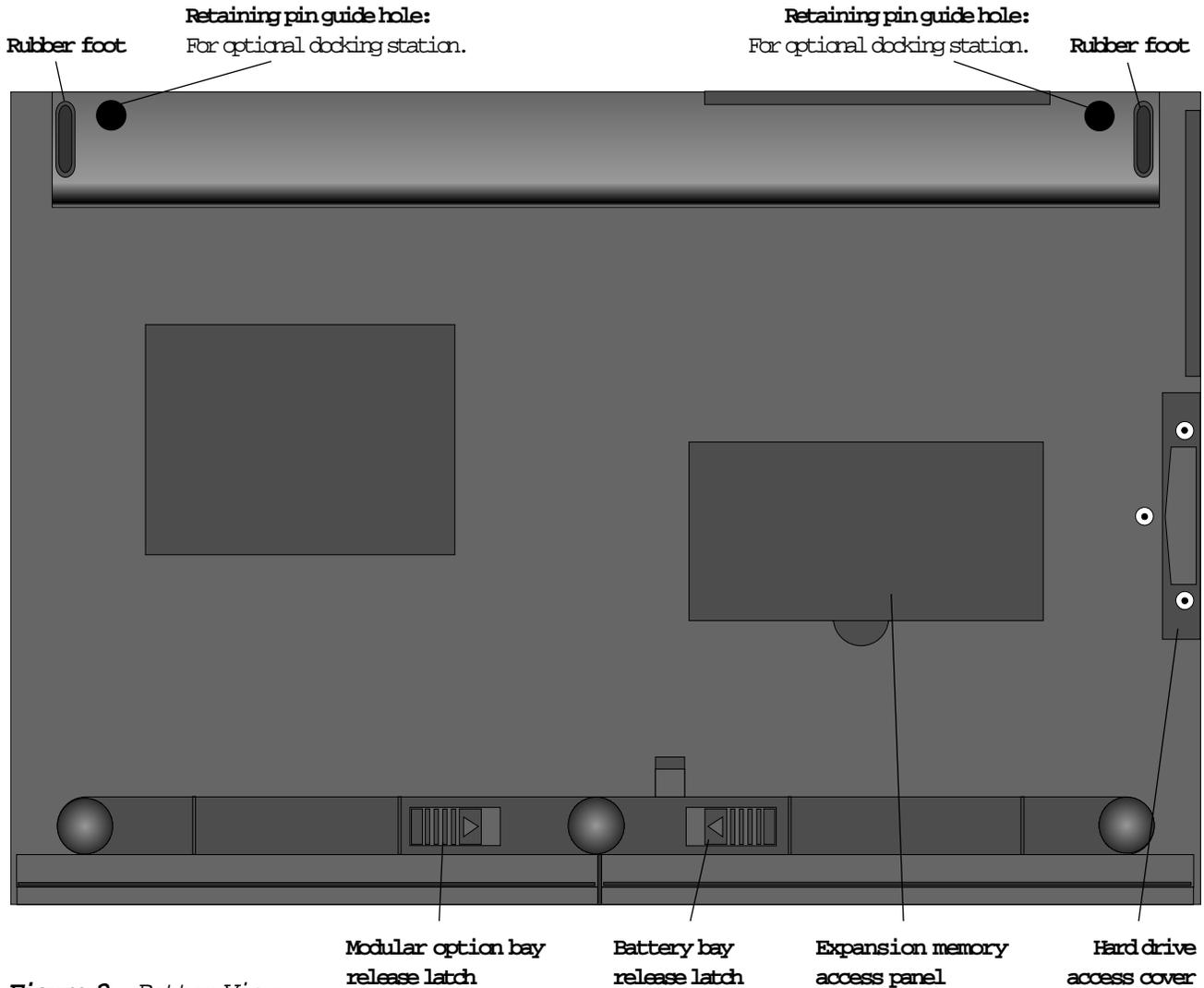
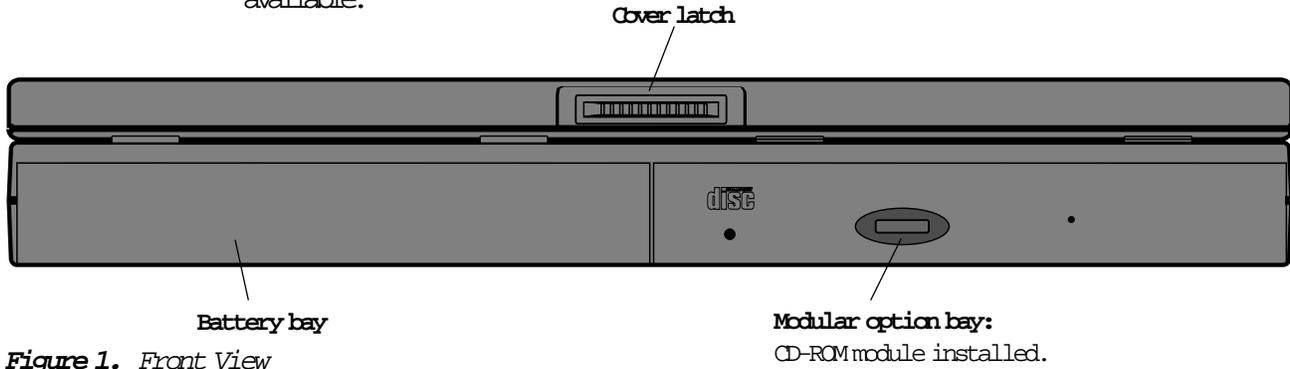


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## Outside the System

Take a quick tour of the system to familiarize yourself with the options available.



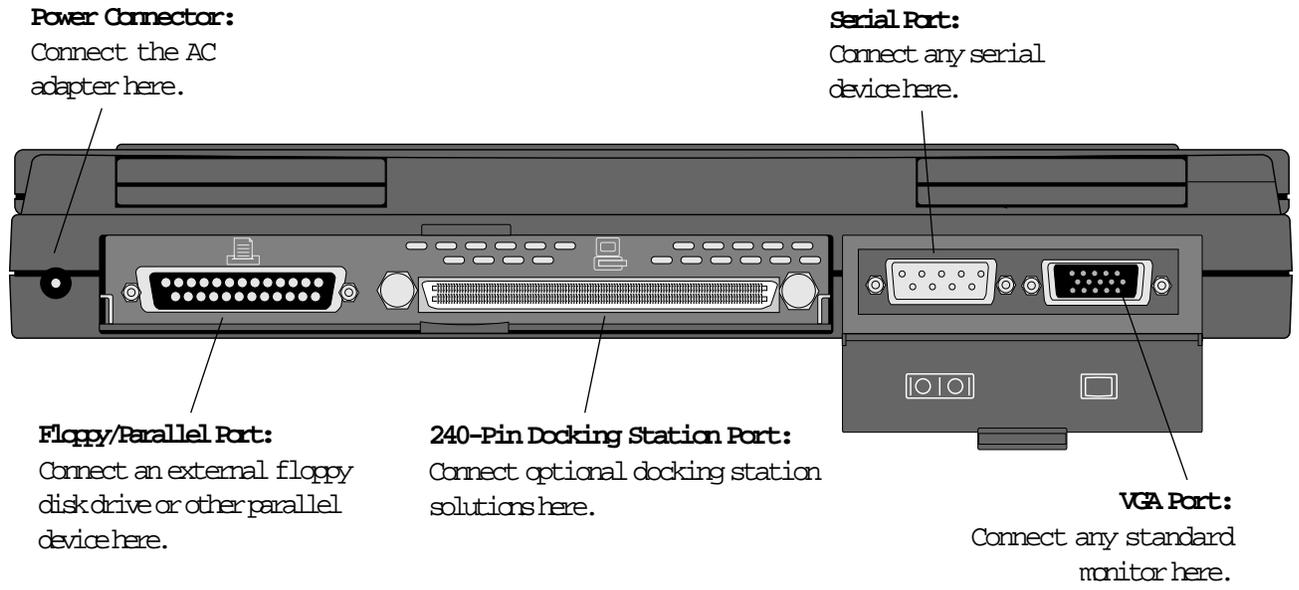


Figure 3. Rear View

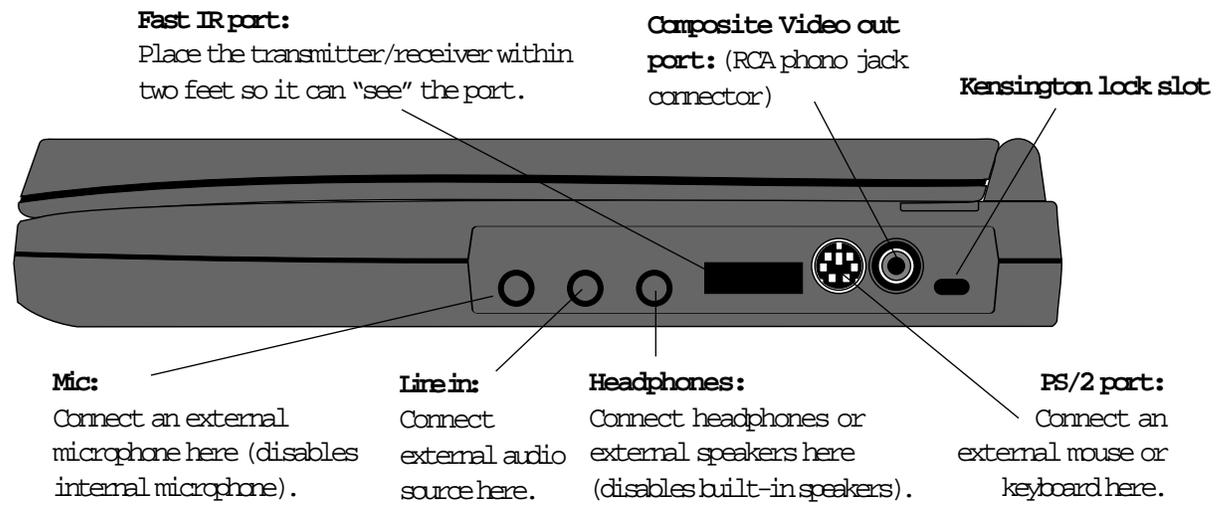


Figure 4. Right Side View

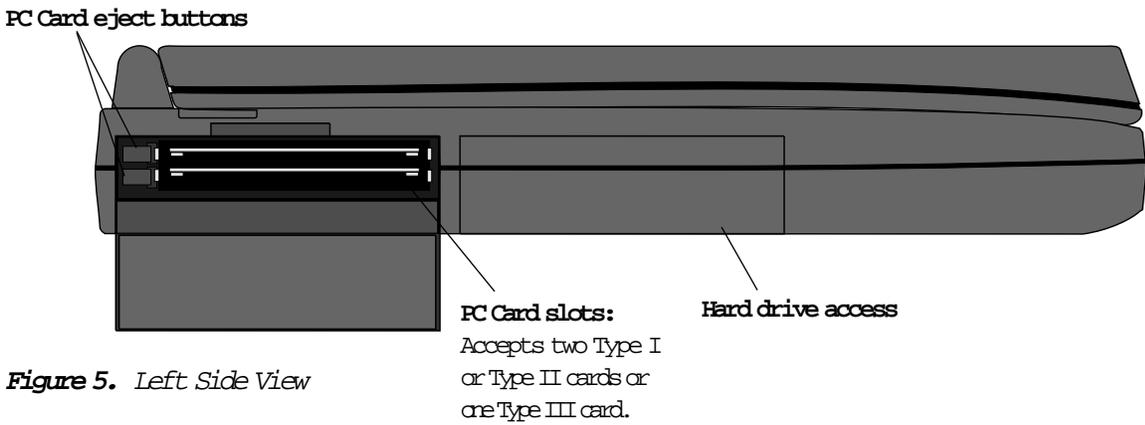


Figure 5. Left Side View

## Inside the System

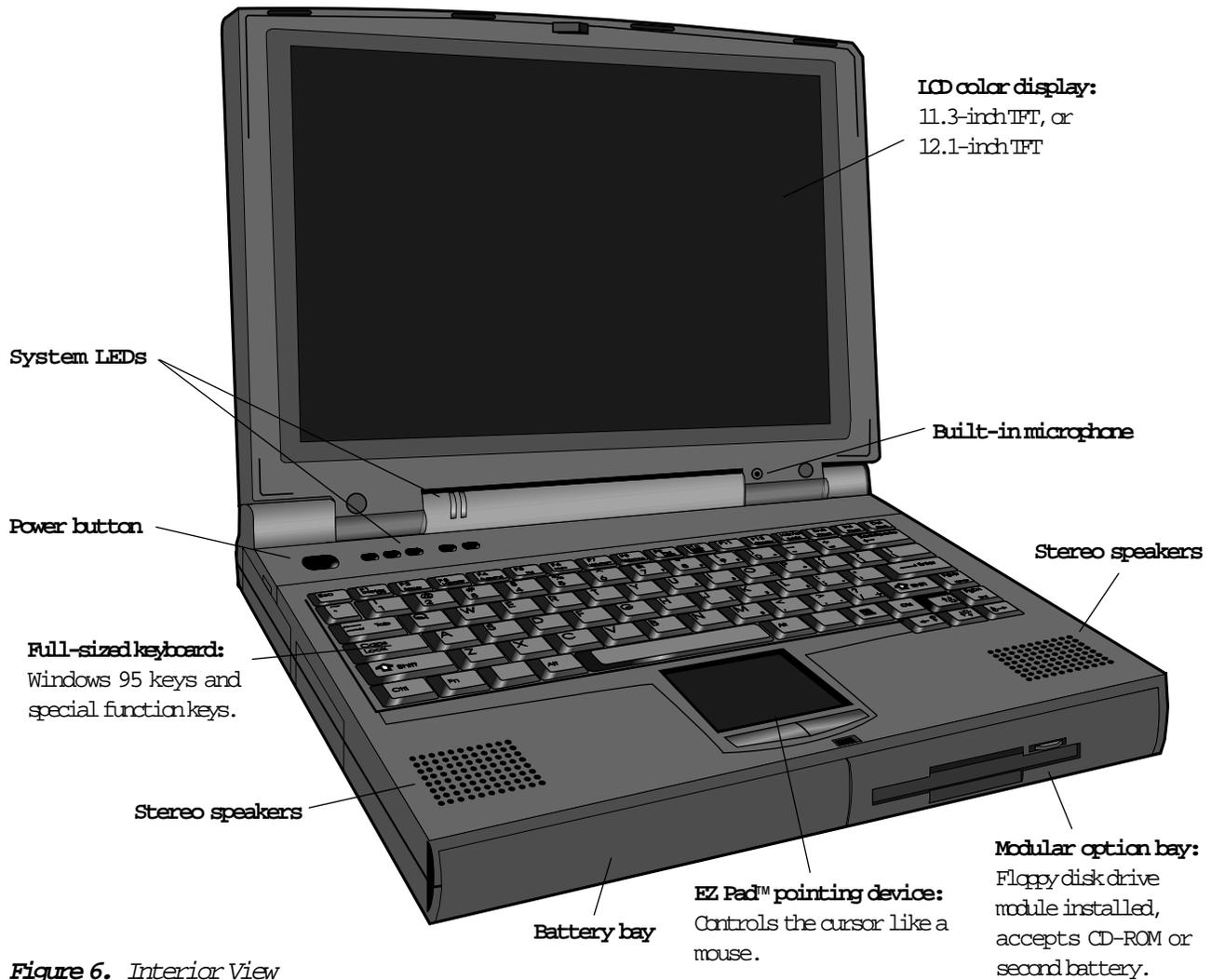


Figure 6. Interior View

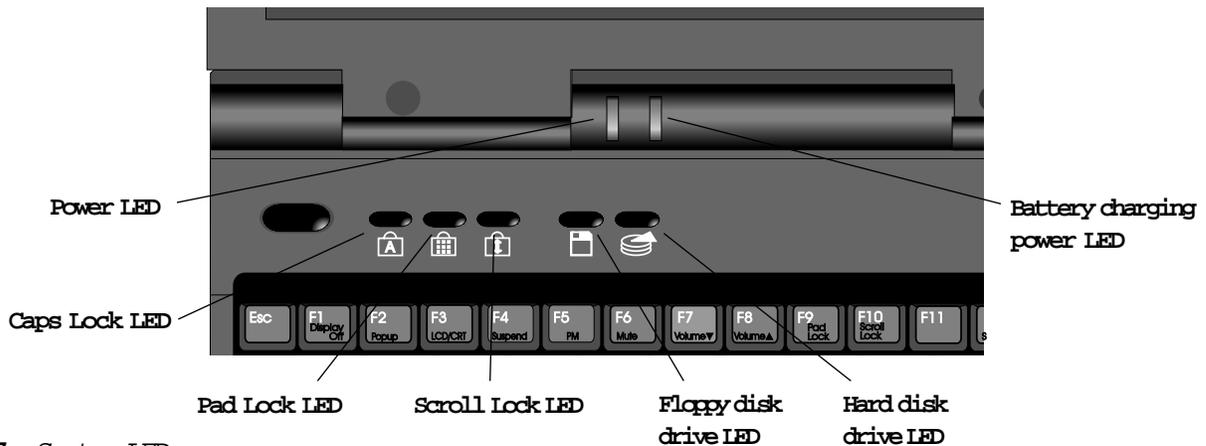


Figure 7. System LEDs



# 2

## Getting Started

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## Connecting the Power

The first time you use the Gateway Solo™ 2200 Multimedia Notebook, use the AC adapter to fully charge the battery and provide the system with a constant supply of power.



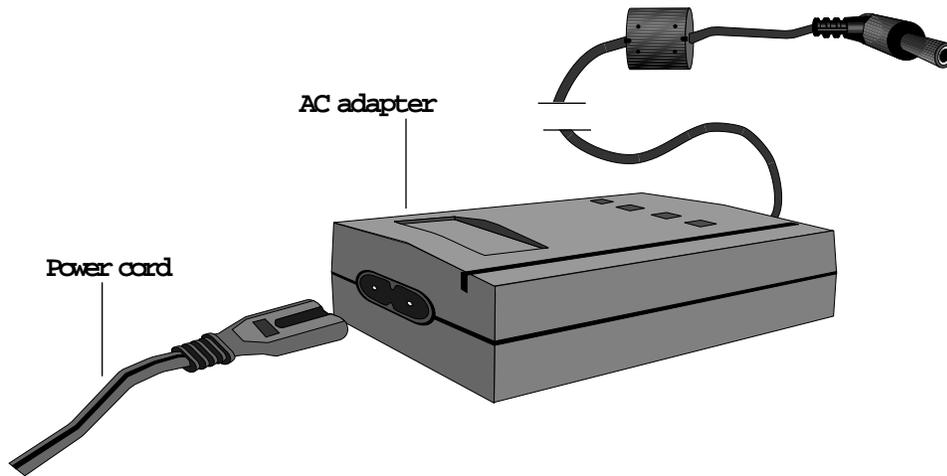
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**Caution:** Replace the power cord if it becomes damaged. The replacement cord must be of the same type and voltage rating as the original cord.

---

To connect the AC adapter to the system:

1. Plug the AC adapter into the system's power connector.
2. Connect the power cord to the AC adapter.
3. Plug the power cord into an electrical outlet.



**Figure 8.** AC Power Connection



---

**Warning:** Do not attempt to disassemble the AC adapter. The AC adapter has no user-replaceable or user-serviceable parts inside. The AC adapter has dangerous voltages that can cause serious personal injury or death. Return defective AC adapters to Gateway 2000.

---

## Powering up the System

Slide the latch on the front face of the system to the right to release the cover, and open up the system. The power button is located in the upper left corner on the notebook surface.

The power button on your system is preset in On/Off mode. However, you can set it to function either in On/Off or Suspend/Resume mode. This setting affects the manner in which your system operates.



**Figure 9.** Locating the Power Button

### Power button setting

When the power button setting in the **Power** menu is **On/Off** and:

- u the system is off, press the power button to turn On the computer.
- u the system is on, press the power button to turn the computer *completely Off*.

Remember, turning the system completely off when the power button is set for On/Off mode causes every part of the computer to power down. *Any unsaved work will be lost!* Pressing the power button will *reboot* the system.

When the power button setting in the **Power** menu is **Suspend/Resume** and:

- u the system is off (in Suspend mode), press the power button to *Resume power* to the computer.
- u the system is on, press the power button to cause the computer to enter *Suspend mode*.

- u Press and hold the power button for two seconds to turn the system *completely Off*.



---

**Caution:** Any unsaved work can be lost if you hold the power button down for too long.

---

Remember, when the system is on and set for Suspend/Resume mode, pressing the power button does not completely turn off the computer and *the system does not reboot*. You must press and hold the power button for two seconds to completely power down the system.

To check/change the power button setting:

- 1 Turn the system on.
- 2 Press the **F2** key when you see the message Press <F2> to access SETUP in the lower left corner of the display, before Windows 95 loads, to access the Setup menus. The system beeps, then the Main menu appears.
- 3 Using the **Right Arrow** key, move to the Power menu.
- 4 The first available option is Power button mode: . If the setting displayed is the one you want, go to Step 6.
- 5 Press the **Spacebar** to change the setting.
- 6 Press the **ESC** key to access the Exit menu.
- 7 Press **Enter** to Save changes & exit, then press **Enter** again, or use the **Down Arrow** key to select any other option.

## Batteries

When you first receive your system, the "smart" battery is installed in the battery bay, but will not have a full charge. The battery bay is located in the right front panel of the system. We recommend that you perform the "learning cycle" test outlined in this section. This test "teaches" the battery to hold a longer charge, increases the accuracy of battery gauging and extends the battery's life.

### Charging/discharging the battery pack

The battery must be installed in the notebook and connected to an AC power source to charge completely. The battery will charge if the system is operating, as long as the AC adapter is properly connected. For twice the battery life, you can install an optional second battery pack in the modular option bay. The notebook can run on a fully charged battery for about two and a half hours of normal use before the battery needs recharging.

Two options are offered for powering your Solo: the Lithium Ion (Li-Ion) and the Nickel Metal Hydride (NiMH). Both need the same Learning Cycle, require about three hours to fully charge, and are interchangeable.

**Note:** Your battery performance may vary, depending on power management settings and usage.

To perform a learning cycle test on the battery pack:

1. Charge the battery until the charge light (LED) goes out. You can check the charge by pressing the **Fn** key together with the **F2 (Popup)** key, which activates the popup window and should read "FUL."
2. Fully discharge the battery pack. Disconnect the AC adapter. Be sure the CMOS option "Battery low suspend:" is disabled, then run the notebook until it shuts off (using battery power only).
3. Begin charging the battery pack. Once the notebook has shut off from Step 2, connect the AC adapter and wait for the charging LED to light. At this point, the Learning Cycle is complete.

### Battery status

You can check battery status several ways.

- u Click on Start, Settings and Control Panel. Double click on the Power icon. You can view the battery status and set power preferences from this

screen, which stay in effect until they are changed in Windows. Click on the X in the upper right corner of the screen to close it.

- u Press the **Fn** key together with the **F2 (Popup)** key, or the **F5 (PM)** key. The power status display appears in the upper left corner of the display. This display monitors battery status, power management selection, and mute function status. BAT1 monitors the status of the battery pack in the battery bay. BAT2 monitors the status of the optional second battery pack, which can be installed in the modular option bay. After four seconds of inactivity, the display will disappear.
- u Position the cursor over the power cord (AC) or battery icon in the lower right corner of the task bar. A battery status screen will appear. Moving the cursor anywhere on the display causes the screen to disappear.
- u Click twice on the power cord or battery icon in the lower right corner of the task bar. A more detailed battery status screen will appear. Click on the X in the upper right corner of the screen to close it.

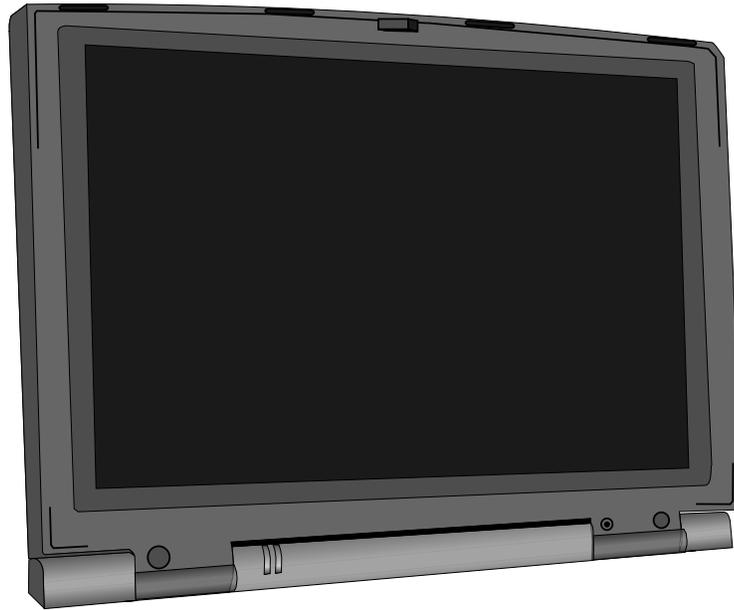
When the battery level gets low:

- u The system emits three beeps
- u The battery charging power LED flashes
- u The battery icon in the lower right of the task bar has a red "X" over it
- u The power status display appears, flashing a warning in the upper left corner of the display
- u The Low Battery screen appears, advising you to change your battery or switch to AC power immediately to prevent losing your work.

Once the battery pack is fully discharged, reconnect the AC adapter to the notebook to recharge the battery.

## LCD Display

The Gateway Solo™ 2200 Multimedia Notebook features a built-in, backlit, color LCD display. This display is either an 11.3-inch TFT or 12.1-inch TFT display. Each of these SVGA displays provides sharp, crisp resolution and crystal clear color.



**Figure 10.** LCD Display

Tilt the system's entire cover forward or backward to adjust the viewing angle. Press the **Fn** key together with the **Up Arrow** and **Down Arrow** keys to control display brightness.

Pressing the **Fn** key together with the **F1 (Display Off)** key will toggle off the display and save power. Press any key to reactivate the display.

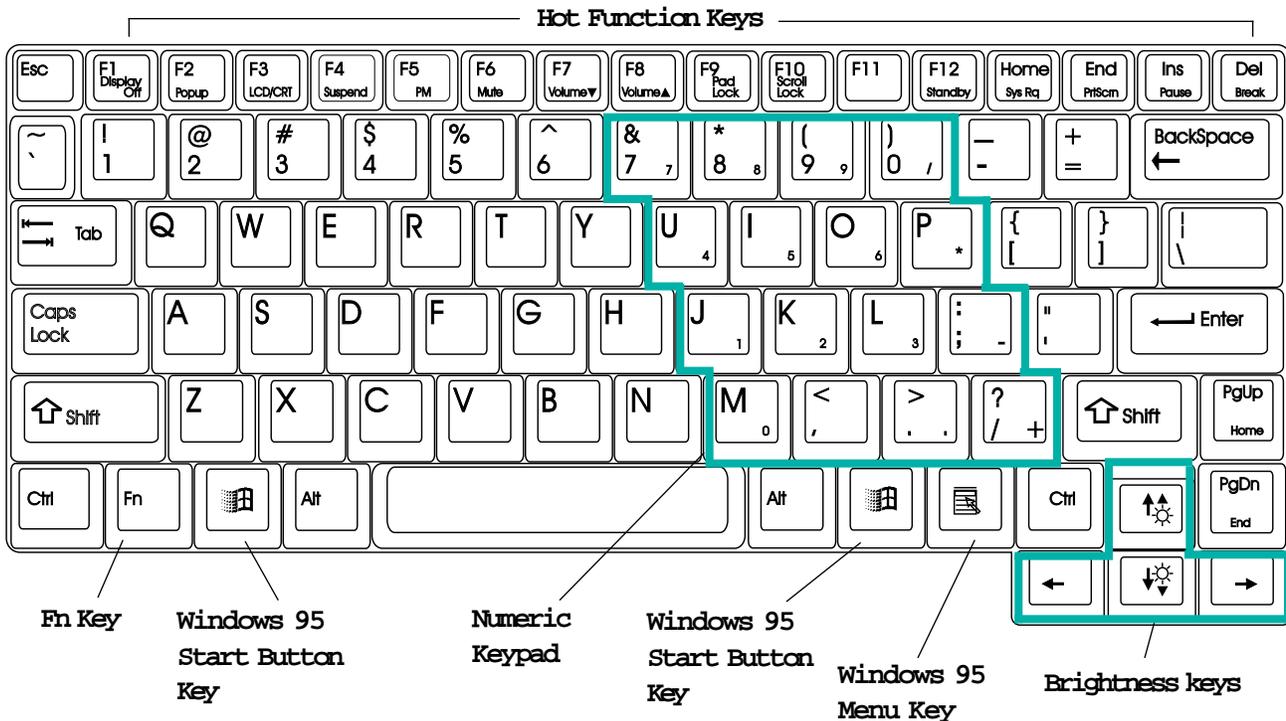
A few small dots of color may occasionally appear on the screen. This is normal and does not affect the overall screen image.

Connect an external monitor to the computer through the VGA port on the rear of the system or the VGA port on the optional mini-docking station. Press the **Fn** key with the **F3 (LCD/CRT)** key to toggle between active displays.

**Note:** This system ships with the Auto dim with battery only feature enabled. Auto dim cuts LCD power 50% when the system is operating on battery power.

## Keyboard

The Gateway Solo™ 2200 Multimedia Notebook features an 85-key keyboard. To provide the full functionality of a 101/102-key keyboard, many of these keys have been assigned alternate functions, including shortcut keys for Windows® 95 and Popup Status Display menus. Connect an external keyboard through the PS/2 port on the rear of the system, or the PS/2 (key-board) port on the optional docking solutions.



**Figure 11.** Keyboard

### Key combinations/hot keys

For normal key functions:

- u Press the key alone to get standard lower case letters, numerals and punctuation marks.
- u Press the key together with the **shift** key to get standard upper case letters and symbols.

Press one of the following keys (with blue letters) together with the **Fn** key to get these specific functions.

Key Combination	Description
 + 	Turns the LCD display off to reserve power. Press any key to restore the display.
 + 	Displays the power status display for the Popup Status Display program in the upper left corner of the Windows 95 desktop. After four seconds, the display disappears.
 + 	Toggles between the LCD display, external monitor, both displays at the same time, or NISC/PAL as the active display.
 + 	Places the system in Suspend mode. Press the power button to resume power to the notebook.
 + 	Makes temporary changes to the power management mode setting and displays the power status display for the Popup Status Display program reflecting the changes. After four seconds, the display disappears.
 + 	Enables and disables the mute function and displays the power status display for the Popup Status Display program reflecting the changes. After four seconds, the display disappears.
 + 	Decreases the system volume level and displays the volume meter for the Popup Status Display reflecting the changes. After four seconds, the display disappears.
 + 	Increases the system volume level and displays the volume meter for the Popup Status Display reflecting the changes. After four seconds, the display disappears.
 + 	Enables the Pad Lock function, so you can access the embedded numeric keypad. The Pad Lock LED stays lit while this function is enabled. Press the key combination again to disable.
 + 	In some programs you can scroll through large volumes of text. The Scroll Lock LED stays lit as long as this function is enabled.
 + 	Toggles between expanded and non-expanded video mode. Some DOS games need a 640 x 480 video display (TFT only).
 + 	System Requirement. This key combination is reserved.
 + 	Will print the screen if an external printer is connected to the system. (DOS only)
 + 	Pauses the display when text is scrolling very quickly. Press the key combination again to restart the text flow.
 + 	In some programs this key combination breaks the text. Press the key combination again to restart the text flow.
 + 	In some programs this key combination will send you to the starting point of your text.

Key Combination	Description
  	In some programs this key combination sends you to the ending point of your text.
  	Increases LCD brightness and displays the brightness meter for the Popup Status Display reflecting the changes. After four seconds, the icon disappears.
  	Decreases LCD brightness and displays the brightness meter for the Popup Status Display reflecting the changes. After four seconds, the icon disappears.

**Table 1.** Function Keys/Hot Keys

Press the **Fn** and **Pad Lock** keys together, then press one of the following keys to activate keys in the numeric keypad.

Key	Description
	Pressing the 7 key produces a <b>7</b> when the Pad Lock function is enabled.
	Pressing the 8 key produces an <b>8</b> when the Pad Lock function is enabled.
	Pressing the 9 key produces a <b>9</b> when the Pad Lock function is enabled.
	Pressing the zero key produces a <b>/</b> when the Pad Lock function is enabled.
	Pressing the U key produces a <b>4</b> when the Pad Lock function is enabled.
	Pressing the I key produces a <b>5</b> when the Pad Lock function is enabled.
	Pressing the O key produces a <b>6</b> when the Pad Lock function is enabled.
	Pressing the P key produces an <b>*</b> when the Pad Lock function is enabled.
	Pressing the J key produces a <b>1</b> when the Pad Lock function is enabled.
	Pressing the K key produces a <b>2</b> when the Pad Lock function is enabled.
	Pressing the L key produces a <b>3</b> when the Pad Lock function is enabled.
	Pressing the ; key produces a <b>-</b> when the Pad Lock function is enabled.
	Pressing the M key produces a <b>0</b> when the Pad Lock function is enabled.
	Pressing the . key produces a <b>.</b> when the Pad Lock function is enabled.
	Pressing the / key produces a <b>+</b> when the Pad Lock function is enabled.

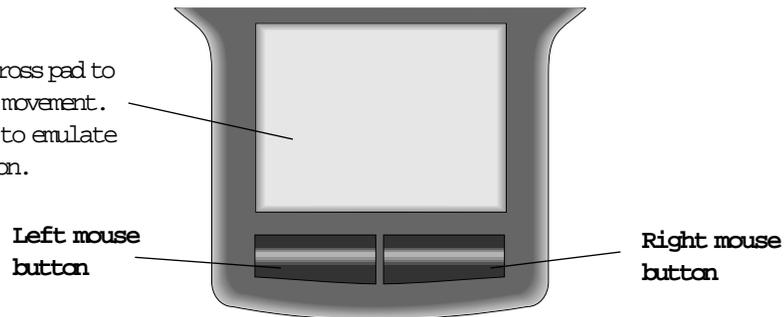
**Table 2.** Numeric Keypad Combinations

## EZ Pad Pointing Device

Like a mouse, the EZ Pad pointing device controls the movements of the cursor on the screen. Press a finger against the pad, then slide it in the direction you want the cursor to move. Use the mouse buttons or tap on the pad to select something.

**Pad:**

Slide finger across pad to control cursor movement.  
Tap on the pad to emulate the mouse button.



**Figure 12.** EZ Pad

With the EZ Pad you have two choices:

To click:

- u Position the cursor on the item and press the left mouse button once.
- u Position the cursor on the item and tap on the pad once.

To double-click:

- u Position the cursor on the item and press the left mouse button twice.
- u Position the cursor on the item and tap on the pad twice.

To drag and drop:

- u Position the cursor on the item and hold down the left mouse button while sliding your finger to reposition the cursor, then release the mouse button.
- u Position the cursor on the item, tap on the pad twice; after the second tap, hold and slide (*without lifting your finger*) to reposition the cursor, then lift your finger to release.

## Customizing the EZ Pad

You can adjust mouse button configuration, drag, edge motion, cursor's speed, rate, size and disable the pad tap.

To customize the EZ Pad:

1. Click on Start, Settings and Control Panel.
2. Double-click on the Mouse icon.
3. Click on each of the different tabs to see the options available.

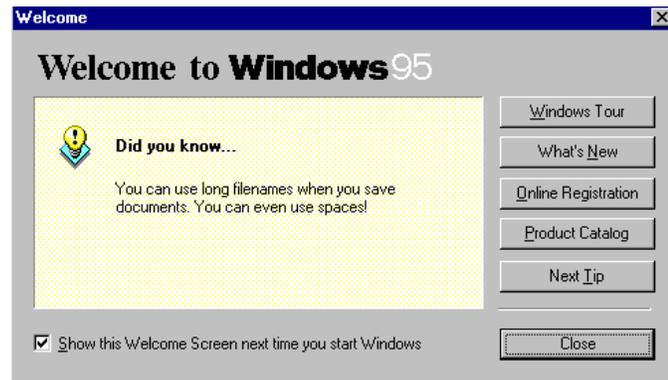
Experiment with the different options and find the ones most comfortable for you. Refer to your Windows 95 documentation for further information.

**Note:** The mouse may be hard to control if your fingers have excess moisture or perspiration.

You can attach an external mouse to the notebook through the PS/2 port on the back of the notebook or the PS/2 (mouse) port on the optional docking station solutions. It is not necessary to power down the system when connecting an external mouse.

## Windows 95

Once you initiate Windows 95, the *Welcome to Windows 95* screen appears on the display. This screen provides a Windows tour, information about what's new, the opportunity to register your software on-line, information about Windows products and useful tips.



**Figure 13.** *Welcome to Windows 95 Screen*

Click the **Windows Tour** button to start a brief tour of the operating system. This tour provides information on starting a program, exploring your disk, finding a file, switching windows and using Help. Click on the button next to the topic that you are interested in, then follow the screen prompts. If you have any questions about the instructions, click on the **Show Me** button. Click the **Exit** button and follow any screen prompts when you are finished.

Click on **What's New** for information more experienced users might find useful. This screen gives an overview of changes between earlier versions of Windows and Windows 95. Click on the box next to the topic you are interested in. Click on the **X** in the upper right corner of the window to close the screen.

Click on the **Online Registration** button to register your software using a toll-free number. You will need a modem to access this option.

Click on **Product Catalog** to see what other Windows options are available for purchase. You must load the Windows 95 CD-ROM in the CD-ROM module to access this option.

Clicking **Next Tip** provides operational tips, which are displayed in the **Did you know...** section of the *Welcome to Windows 95* screen.

Click on either the **Close** button, or the **X** in the upper right corner of the Welcome screen to close it and start using Windows 95.

## Start button

The start button is located in the bottom left corner of the Windows 95 desktop and accesses the Start menu. Most programs and applications are launched via the Start menu. To access the menu, click on the Start button or press one of the  keys.



**Figure 14.** Windows 95 Start Button

## Task bar

The task bar is located along the bottom of the Windows 95 desktop. The task bar contains the start button in the left corner and displays all active/running programs. If a program has been minimized, click on the program name in the task bar to restore it.



**Figure 15.** Windows 95 Task Bar

## If you need additional help:

If you have additional questions, check the on-line documentation or a hard-copy manual. For on-line documentation, check the Help option in each software package. The Windows 95 manual you received with your notebook is a reference for all Windows 95 questions.

You can purchase other hard-copy manuals at an additional cost through the Document Offer Program. Order forms are included in the information pack that came with your system software CDs.





# 3

## Modularity/Connectivity

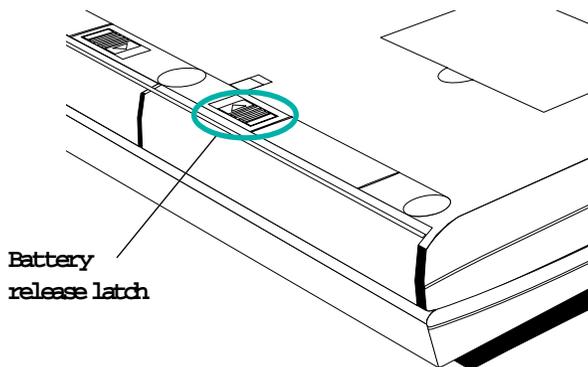
Battery Pack Bay . . . . .	30
Modular Option Bay . . . . .	31
External Floppy Drive Adapter . . . . .	33
Hard Disk Drive . . . . .	34
Memory . . . . .	35
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## Battery Pack Bay

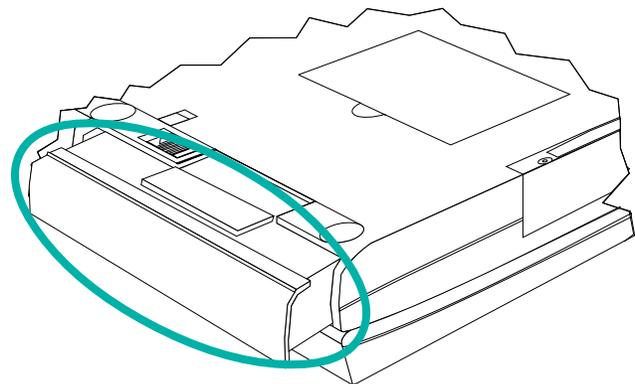
Both Li-Ion and NiMH battery packs **can** be "warm-swapped" in the battery bay. This means you can change battery packs while in Suspend mode.

To remove/replace the battery pack:

1. Save all work.
2. Press the **Fn** key together with the **F4** (**Suspend**) key to put the system into suspend mode.
3. Close the cover and turn the system over.
4. Slide the battery release latch to the left.
5. Hold the latch in place and place your fingers over the raised bar on the battery pack next to the latch.
6. Slide the battery pack straight out and away from the system.
7. Slide a charged battery pack (bottom side up) straight into the battery bay until it "snaps" into place.
8. Turn the notebook right side up and open the cover.
9. Press the power button to resume power to the system.



**Figure 16.** Locating the Battery Release Latch



**Figure 17.** Removing the Battery Pack




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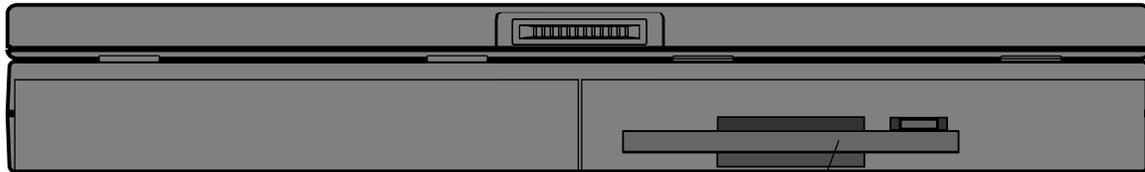
**Warning:** The battery can pose a fire or chemical burn hazard if mistreated. Do not attempt to disassemble, heat above 60°C (140°F) or incinerate.

---

## Modular Option Bay

The Gateway Solo™ 2200 Multimedia Notebook features a modular option bay located in the right front panel of the notebook. This bay accepts the modular CD-ROM drive, the modular internal floppy disk drive or an optional additional battery pack. The modular option bay houses either drive or the battery pack, but only one at a time.

**Note:** Be sure to remove any cardboard inserts that may have shipped with your CD-ROM module or floppy disk drive module.



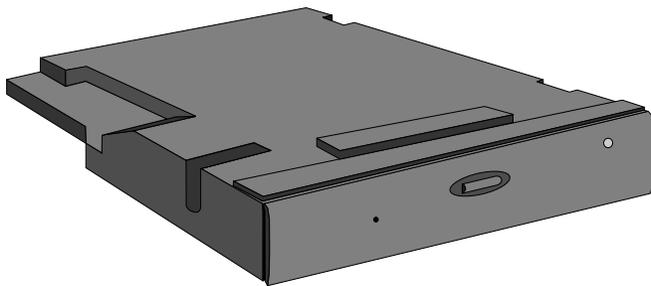
**Modular option bay:**  
Floppy disk drive module installed.

**Figure 18.** Locating the Modular Option Bay

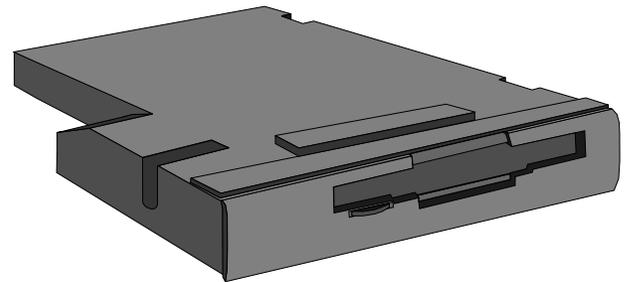
**Note:** Be sure to save and exit any applications before initiating any of the following procedures.

To use CD-ROM and floppy disk drive functions simultaneously, install the modular CD-ROM drive and connect an external floppy drive to the floppy/parallel port on the rear of the system or the optional docking station, or use the optional external floppy drive adapter for the floppy disk drive module.

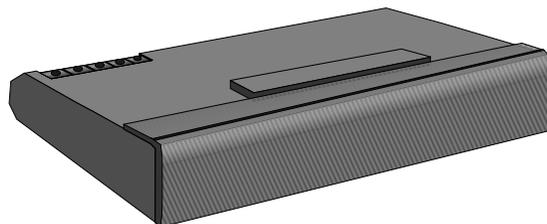
### Modular CD-ROM, floppy disk drive, and battery pack



**Figure 19.** CD-ROM (bottom view)



**Figure 20.** Floppy Disk Drive (bottom view)



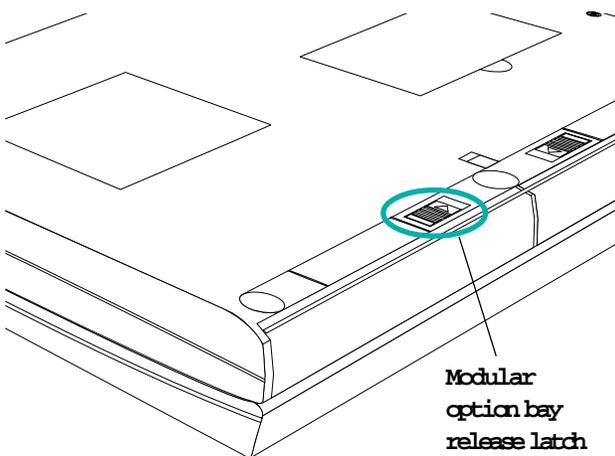
**Figure 21.** Battery Pack (bottom view)

## Swapping modules

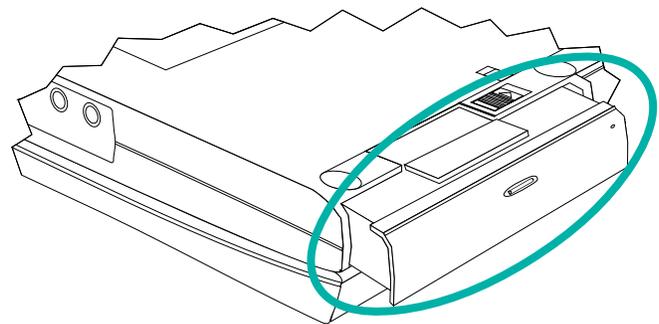
The floppy disk drive module and the battery pack are "hot-swappable" in the modular option bay. This means that you can change between battery packs or from battery pack to floppy disk drive and back again without having to reboot the system. *This does not, however, apply to the CD-ROM.* To ensure that the system can recognize and read it, the CD-ROM must already be installed when you boot up the system. If the system is on when you install or remove the CD-ROM, the operating system will not "recognize" or "find" it.

To switch between the CD-ROM module and another module:

1. Save all work.
2. Click on Shutdown in the Windows 95 Start menu.
3. Close the cover and turn the system over.
4. Locate the modular bay access latch, and slide the latch to the right.
5. Hold the latch in place, then place your fingers over the raised bar next to the latch.
6. Pull the CD-ROM module straight out and away from the system.
7. Turn the floppy disk drive module or battery pack over. The system was turned over, so the module being installed must be turned over as well.
8. Push the module straight into the bay until the latch "clicks" into place. If you don't hear the "click," try it again.
9. Restart the system.



**Figure 22.** Locating the Release Latch  
(on the bottom of notebook)



**Figure 23.** Removing the Module

## External Floppy Drive Adapter

You can connect an optional external floppy disk drive to the floppy/parallel port on the back of the system. You can also connect the external drive to the floppy/parallel port on the optional mini-docking station. The connection requires the floppy drive cable that was provided with your *external* floppy disk drive, or the optional external floppy drive adapter for the modular floppy disk drive. It is not necessary to reboot the system for it to recognize the external floppy disk drive connection.

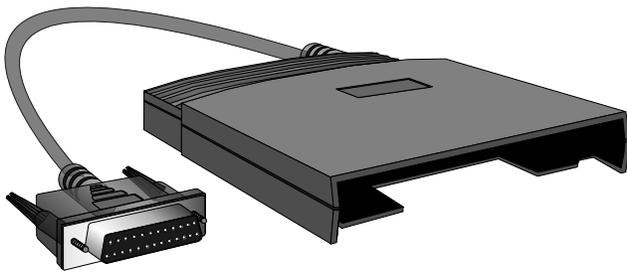
To connect the external floppy disk drive:

1. Connect the parallel connector of the floppy drive cable to the floppy/parallel port on the system or the floppy/parallel port on the optional mini-docking station.
2. Connect the floppy drive cable's other connector to the connector on the external floppy drive.

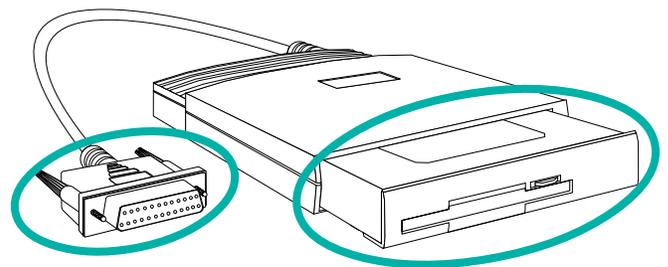
**Note:** If the internal floppy disk drive module is already installed in the modular optional bay, the external floppy disk drive will not be recognized.

To connect the optional external floppy drive adapter and floppy disk drive module:

1. Attach the parallel connector of the external floppy drive adapter to the floppy/parallel port on the system, or the floppy/parallel port on the optional mini-docking station.
2. Slide the floppy disk drive module straight into the external floppy drive adapter until the latch locks into place.



**Figure 24.** External Floppy Drive Adapter

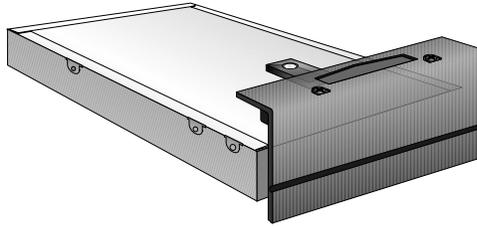


**Figure 25.** Inserting the Floppy Drive Module

**Note:** Remember, you do not need to reboot the system for it to recognize the external floppy disk drive connection.

## Hard Disk Drive

You can remove the system's hard disk drive (HDD) from the system for replacement, or to switch between optional additional hard drives.



**Figure 26.** Hard Disk Drive (bottom view)

To remove and replace the hard disk drive:

1. Save all work.
2. Press the power button, or press and hold the power button for two seconds if you configured the power button for Suspend/Resume mode to turn the system completely off.
3. Close the lid.
4. Disconnect the AC power and turn the system over.
5. Remove the battery pack.
6. Locate the hard disk drive (HDD).
7. Remove the three screws holding the drive in place and set them aside.
8. Gently slide the hard drive away from the system.
9. Slide the new hard drive all the way into the system.

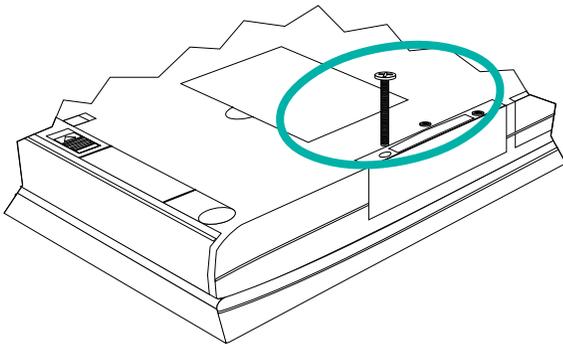



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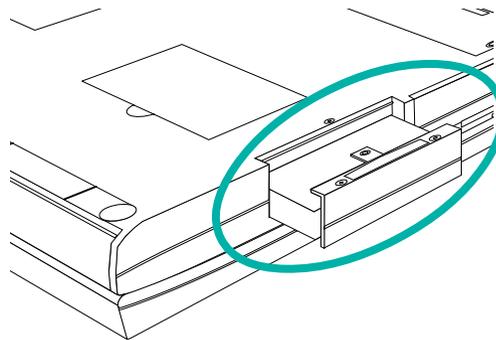
**Caution:** Do not force the hard drive.

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10. Replace the three screws and gently tighten the drive into place.
11. Reinstall the battery pack and AC connections.



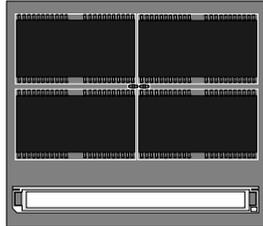
**Figure 27.** Locating the Hard Disk Drive



**Figure 28.** Removing the Hard Disk Drive

# Memory

The system ships with at least 16MB of RAM. The RAM capacity can be upgraded to 80MB by installing optional memory modules in the two expandable memory sockets, located on the underside of the system. These sockets accept 8MB, 16MB or 32MB modules.



**Figure 29.** Memory Module

To install a memory module:

1. Save all work.
2. Press the power button, or press and hold the power button for two seconds if you configured the power button for Suspend/Resume mode to turn the system completely off.
3. Close the lid.
4. Follow electrostatic discharge precautions when adding memory.

### **Preventing Electrostatic Discharge (ESD) Damage**

The components inside your system are extremely sensitive to electrostatic discharge, better known as static electricity. Static electricity can cause irreparable damage to your system; however, if you follow the *Sequential Procedure* for grounding yourself and take note of the *Handling Precautions*, you should easily be able to avoid the possibility of such damage occurring.

#### **Sequential Procedure**

1. **Wear** a grounding wrist strap (available at most electronic stores).
2. **Turn** off the system power.
3. **Remove** the battery pack.
4. **Remove** all the cables.

#### **Handling Precautions**

- o Never slide memory modules or other parts over any surface. Avoid static-causing surfaces such as plastic and styrofoam in your work area.
- o Remove the part from its antistatic bag only when you are ready to use it. Do not lay the part on the outside of the antistatic bag, as only the inside of the bag provides antistatic protection.
- o Always hold cards by their edges. Avoid touching components and edge connectors.

5. Disconnect the AC power.

6. Turn the system over and remove the battery pack.
7. Locate the memory module access panel.
8. Remove the screw and set it aside.
9. Use your thumb to press against the edge of the expansion memory access panel and lift it away.
10. Firmly insert the memory module into one of the sockets.

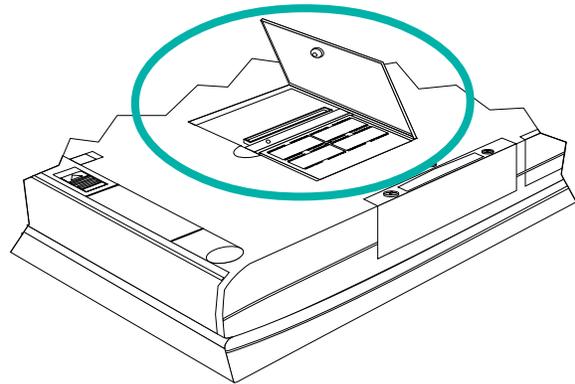
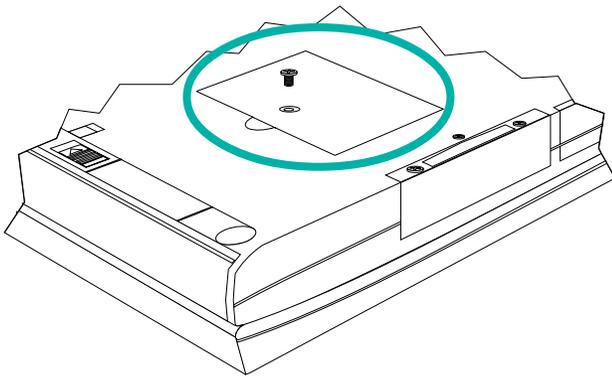


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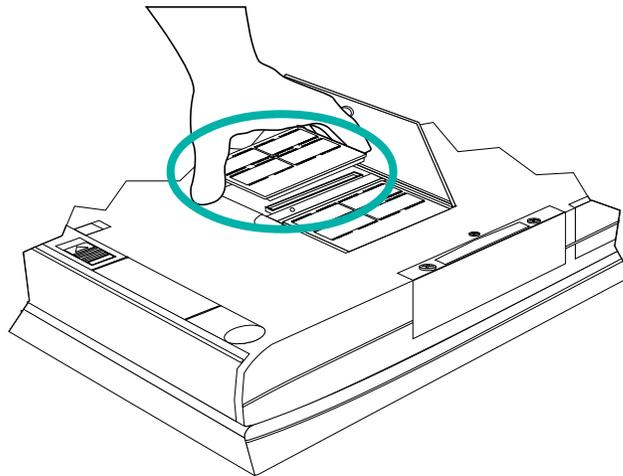
**Caution:** Do not force the memory module.

---

11. Replace the memory access panel and the screw.
12. Reinstall the battery and reconnect the AC power.
13. Power up the system.



**Figure 30.** Locating the Memory Module Access **Figure 31.** Locating the Memory Module Socket



**Figure 32.** Inserting a Memory Module

If you choose, you can verify the additional memory through the Main menu.

## PC Cards

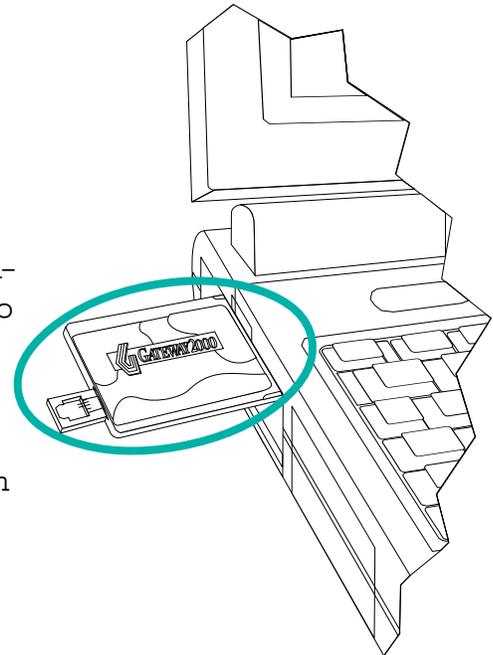
The system's PC Card slots are located behind the PC Card door on the left side of the system. These slots accept two Type II PC Cards or one Type III card. Since these are recessed slots, you can shut the door even when a PC Card is installed. The system is preconfigured to automatically accept most PC Cards. However, some PC Cards, such as Zoomed Video cards, may require additional drivers. Refer to the PC Card's documentation.



**Figure 33.** PC Card

To install a PC Card:

1. Flip open the PC Card door on the left side of the system.
2. Select a PC Card to install.
3. Locate the PC Card slot in which you wish to install the card. If you are installing a Type III PC Card or Zoomed Video card, it must be inserted into the bottom slot.
4. Slide the card into the chosen slot and operate the device as recommended in the PC Card's manual.



**Figure 34.** Installing a PC Card

To remove a PC Card:

1. Click on the PC Card icon in the right corner of the task bar. A control screen appears.
2. Click on the screen and another screen appears stating it is safe to remove the device. Click **OK**.
3. Press the appropriate eject button located to the left of the PC Card slot and remove the card.

You do not need to reboot the system when changing **most** cards because it supports "hot-swapping." This means you can usually just exchange one card for another. See your PC Card's documentation for further information.

## Connections

Your Solo 2200 uses a variety of hardware to connect to peripheral devices or to other computer systems. Among these are the IR port, the PS/2 port, the Composite Video out jack, the microphone jack and the headphones jack.

### Fast IR port

The Fast IR (infrared) port and optional module uses infrared technology to send signals between the notebook and a remote system. The IR port is located on the right side of the system. It can send signals, as well as receive them. A variety of desktop computers, printers and other peripherals are IR-compatible. Placing the Gateway Solo 2200's IR port within three feet (one meter) of another unit's IR port (and using transfer software) will allow you to send and receive information to that remote desktop computer, printer or other peripheral. The optional module (the receiver/transmitter) must be placed no farther away than three feet (one meter), with the module's IR port directly facing the Gateway Solo 2200's IR port. The other end connects to the remote system's serial port.

# Gateway Solo™ mini-docking station

The optional mini-docking station, or port replicator, duplicates many of the connectors and ports found on the system. It also provides other options such as a MIDI/game port, two additional PC Card slots, and an extra PS/2 port. Peripheral devices—such as an external keyboard, mouse, or joystick—connect to the mini-docking station, which then is connected to the system.

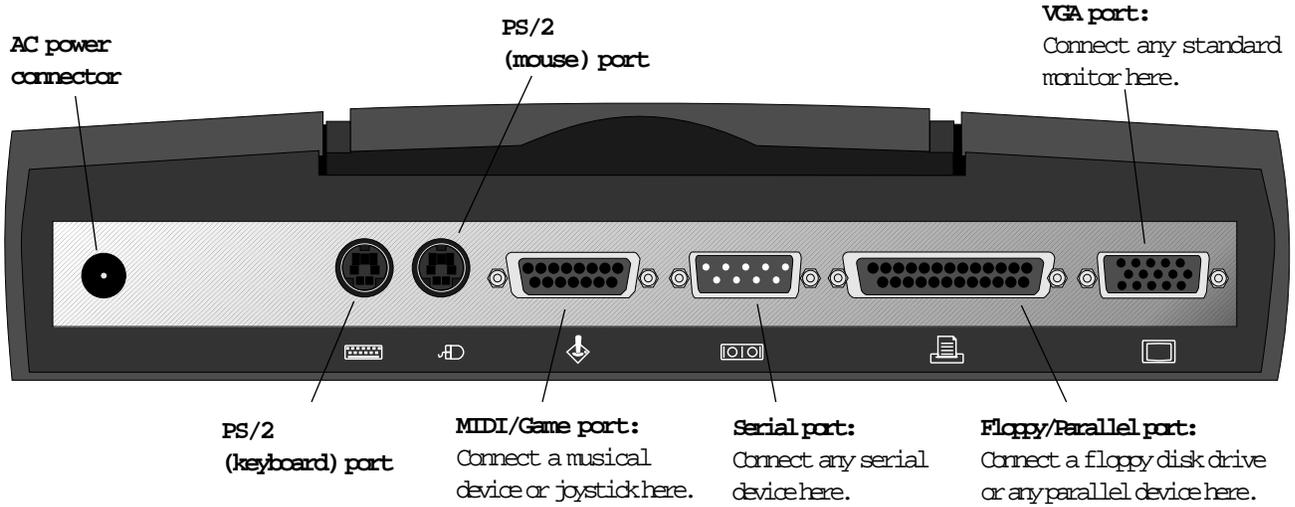


Figure 35. Mini-Docking Station - Rear View



Figure 36. Mini-Docking Station - Right Side View

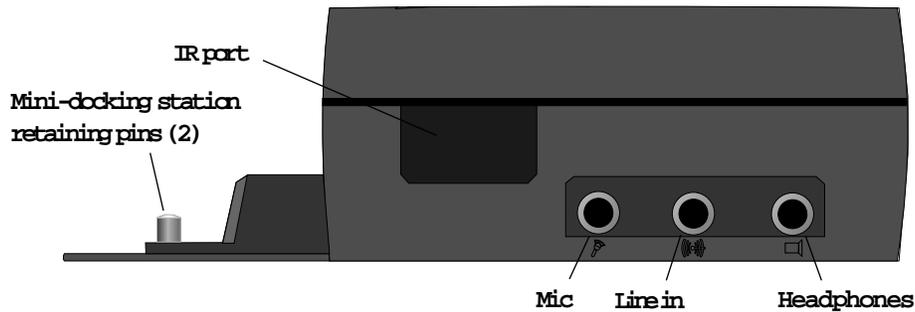


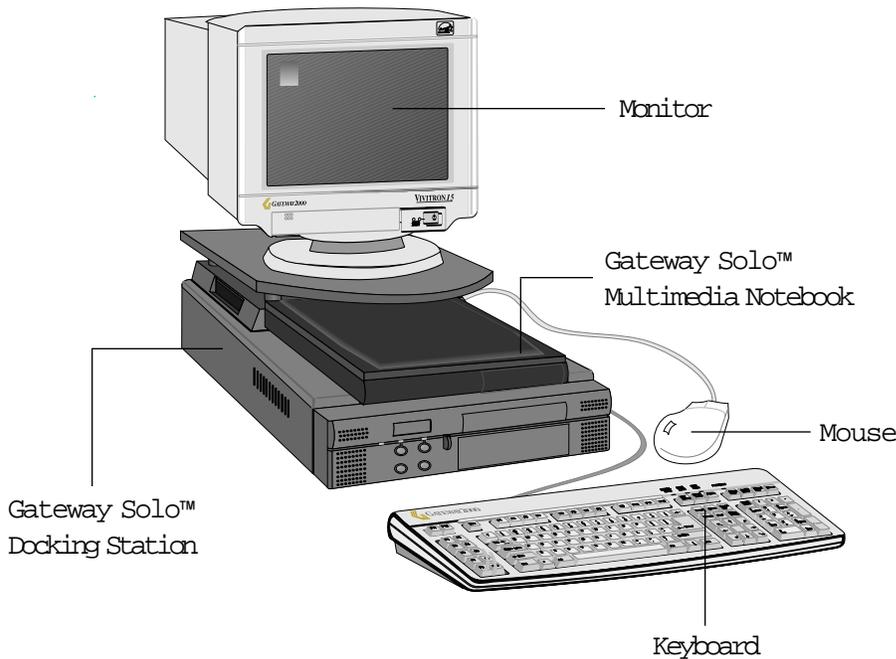
Figure 37. Mini-Docking Station - Left Side View

## Gateway Solo™ docking station

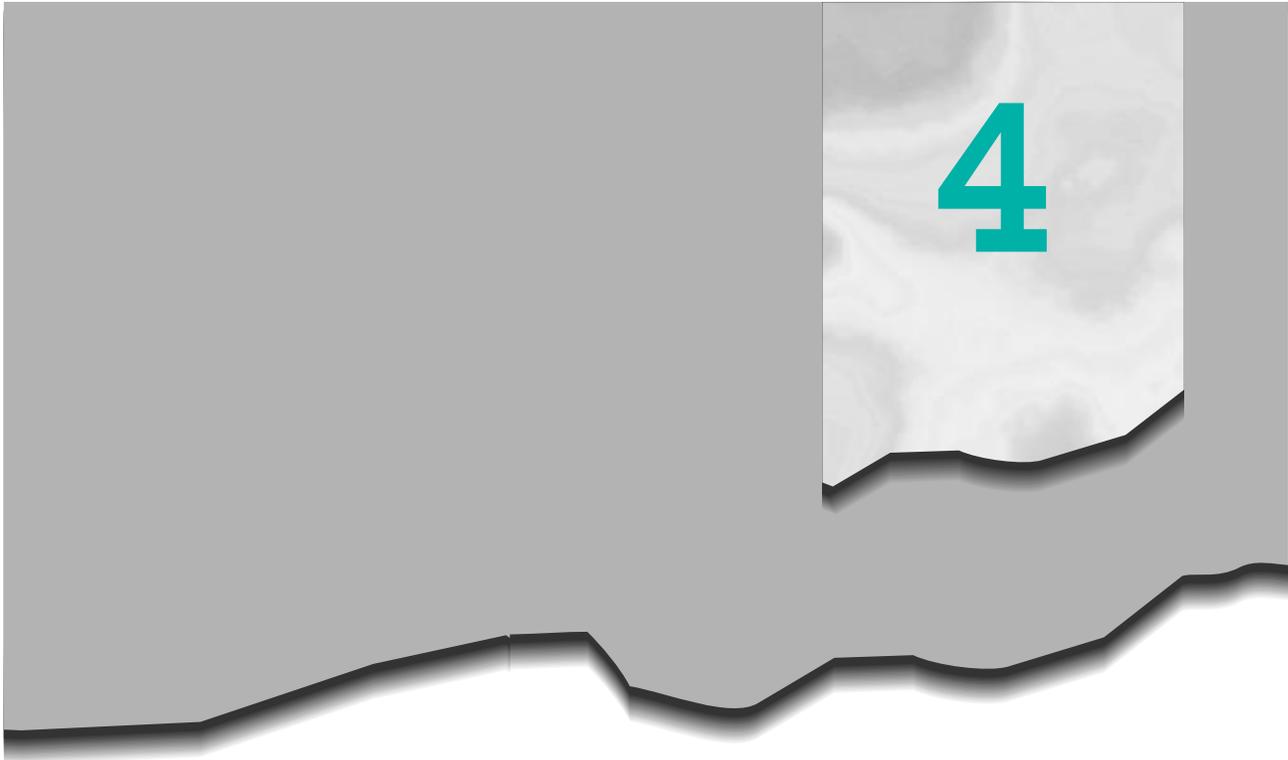
The Gateway Solo™ docking station is a full-featured expansion unit designed to meet the needs of mobile users who require the modularity and functionality of a desktop system without compromise.

The docking station's key features include two dual expansion slots (PCI or ISA), one internal 3.5" bay, one external 5.25" half-height bay and one modular option bay that house the floppy disk drive module from the Gateway Solo™ multimedia notebooks. It also includes one Type II and one Type III (or two Type II) PC Card slots, built-in stereo speakers and a removable monitor stand.

Other features are the MIDI/game port and the two PS/2 ports that allow you to attach peripheral devices—such as an external keyboard, mouse, or joystick—to the docking station. Once you connect the peripherals, you can leave them attached for the next time you need them.



**Figure 38.** *The Gateway Solo™ docking station and Optional Peripherals*



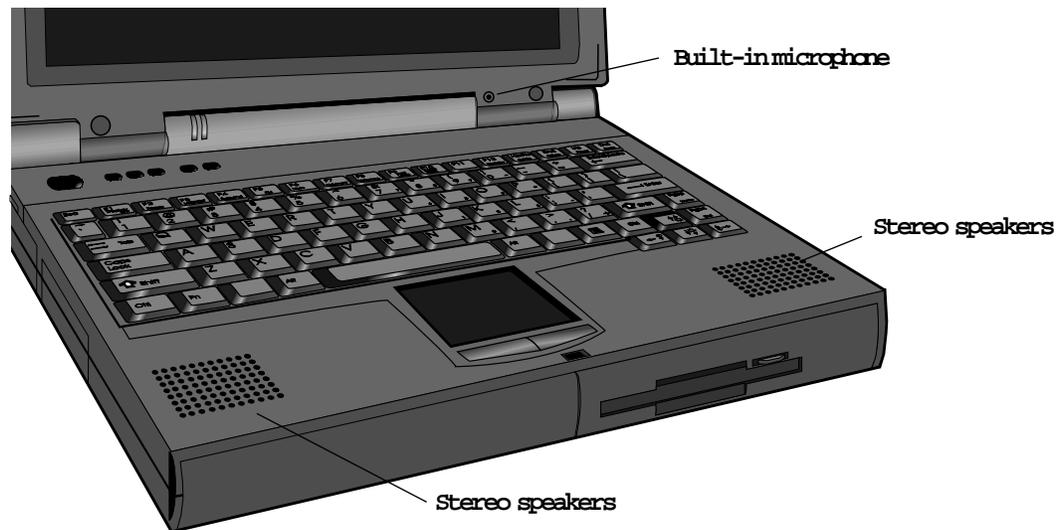
# 4

## Using the System

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## Built-in Microphone/Stereo Speakers

This system contains a built-in microphone and stereo speakers.



**Figure 39.** Locating the Built-in Speakers and Microphone

To control the volume:

- u Click on Start, Settings and Control Panel. Double click on the Multimedia icon. You can change the volume from the Audio tab.
- u Press the **Fn** key together with the **F7 (Volume)**, or **F8 (Volumes)** key. A volume meter will appear in the upper left corner of the display. Hold the **Fn** key while tapping the **F7** or **F8** key to increase or decrease the volume level by single increments. After four seconds of inactivity, the display will disappear.
- u Click once on the speaker icon in the lower right corner of the task bar. A volume control screen will appear. Using the EZ Pad, slide the pointer up or down to change the volume setting. Click once anywhere on the Windows 95 desktop to close the screen.
- u Click twice on the speaker icon in the lower right corner of the start bar. A more detailed volume control screen will appear, containing volume and balance controls for master volume control, wave, CD audio, synthesizer and IIS (zoomed video) settings. Using the EZ Pad, slide the pointers to the left or right to control balance, or up or down to change the volume setting. To adjust the bass, treble and spatializer settings, first make sure Advanced Controls is checked on the Options Menu, then click on the Advanced box to change the settings.

Use the audio ports on the right side of the system, or the audio ports on the optional docking stations to add external speakers, headphones or a microphone.

## Making an Audio Recording

Use the built-in microphone, or connect an external microphone using the Mic port on the right side of the system to make an audio recording.

**Note:** Remember, connecting an external microphone will disable the built-in microphone.

To make an audio recording:

1. Click on **Start**, **Programs**, **Accessories**, **Multimedia**, and **Sound Recorder** to access the **Sound - Sound Recorder** screen.
2. Click on **Edit** and **Audio Properties** to set/check record volume levels.
3. Click on **File** and **New** to begin a recording.
4. Slide the mouse pointer slowly over the control buttons along the bottom of the screen to display the function of each button.
5. Click on the **Record** button to start recording.
6. Click on the **Stop** button to end recording.
7. Click on **File** and **Save As...** to name and store the recording.

You can play back the recording in either **Sound Recorder**, or **Media Player**.

To play back the recording in **Media Player**:

1. Click on **Start**, **Programs**, **Accessories**, **Multimedia**, then **Media Player** to access the **Media Player** screen.
2. Click on **File**, then **Open...**
3. Select the file to play back and click the **Open** button.
4. Slide the mouse pointer slowly over the control buttons along the bottom of the screen to display the function of each button.
5. Click on the **Play** button to start the recording.
6. Click on the **Stop** button to end recording.

## Playing a MIDI file

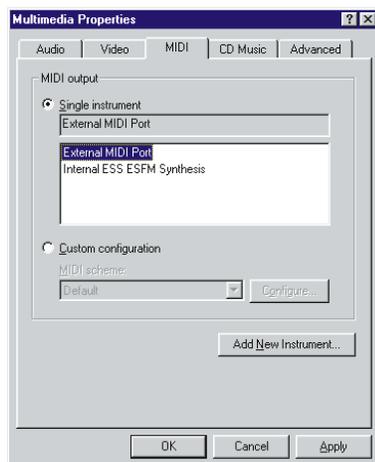
The Gateway Solo™ 2200 Multimedia Notebook has two musical instruments capable of playing back MIDI files. These instruments consist of:

- u a four-operator FM synthesizer with 16 voices. FM synthesis creates complex sounds by mixing simple waveforms; it is a primitive form of synthesis included primarily for compatibility with games and entertainment software.
- u a wavetable synthesizer, which provides much more realistic MIDI playback quality using digital samples (recordings) of actual instruments. The wavetable synthesizer includes:
  - u 32-note polyphony
  - u 128 melodic and 47 rhythmic instruments
  - u Chorus and reverb effects
- u General MIDI compatibility to ensure proper playback of most MIDI files. (General MIDI is an extension of the basic MIDI specification that assigns specific patch numbers to specific instruments.)

You can choose to use either FM or wavetable synthesis when playing back MIDI files, or even a combination of the two. For best sound quality, we recommend the wavetable synthesizer.

To select a music synthesizer:

1. Go to the Windows Control Panel, and click on the Multimedia icon. The Multimedia Properties control panel appears.
2. Select the tab labeled "MIDI." The MIDI control panel appears:



**Figure 40.** MIDI Control Panel

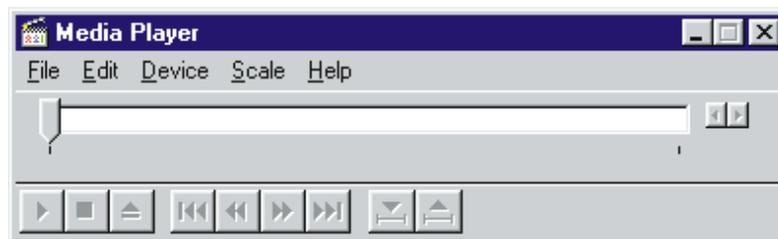
3. Select "MIDI for External MIDI Port" if you want the wavetable synthesizer.

You can play back most .MID or .RMI MIDI files with the Media Player accessory supplied with Windows 95. If you want to create and edit MIDI files, consider purchasing one of the many commercially-available MIDI sequencer software applications available from software retailers or music stores.

4. Click on OK when you are finished selecting a music synthesizer.

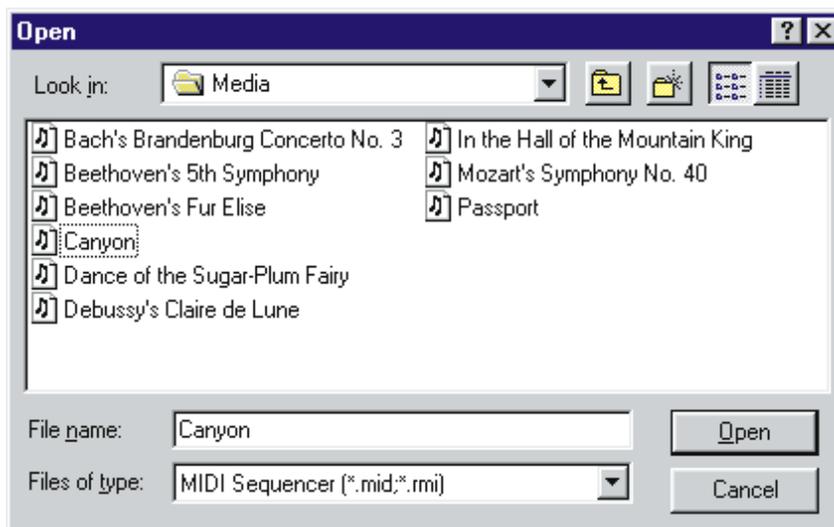
To play back a MIDI file:

1. Load the Media Player application from the Accessories program group. The Media Player appears on the display:



**Figure 41.** The Media Player Panel

2. From the Device menu, select "MIDI Sequencer. . ."
3. From the File menu, select Open. A list of sample files supplied with Windows 95 appears:



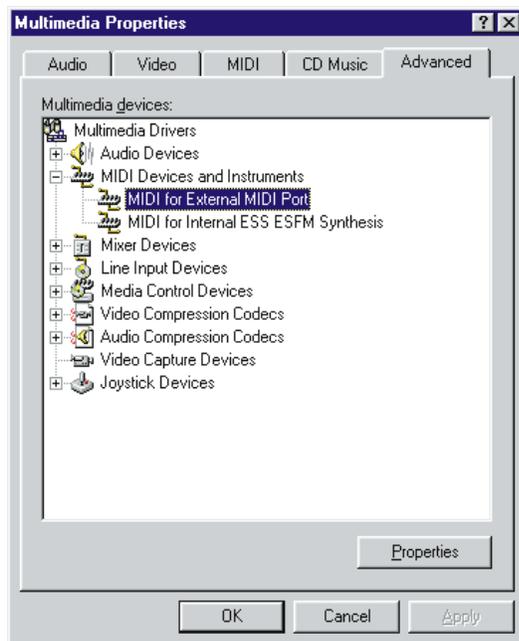
**Figure 42.** The Open Panel

Select one of the files, then click the “Play” button in Media Player. The sequence should begin playing. If you can’t hear it, make sure that the appropriate volume controls are all turned up. Don’t forget to check the “Synthesizer” volume control.

If you hear a strange rhythmic pattern played by a non-percussion instrument when playing back a MIDI file, the percussion instrument channel is probably set incorrectly. It is generally accepted that percussion instruments should go on MIDI channel 10, and this is the default setting for Windows 95. However, you may encounter a MIDI file that plays percussion instruments on channel 16 instead. Playing back such a file with the wavetable synthesizer default channel 10 percussion setting creates bizarre effects, such as a snare drum or cymbal part played back on an electric piano, and a bass drum on a flute.

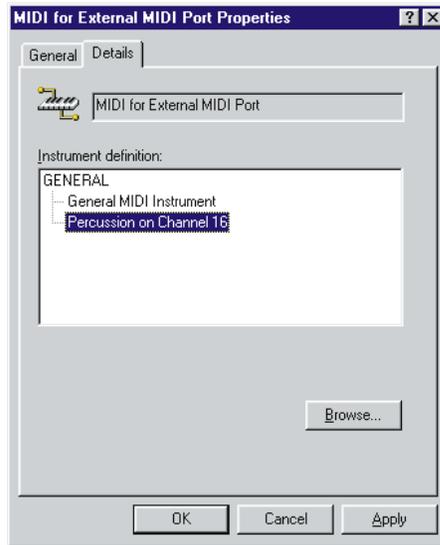
**To correct this situation:**

1. Use the “Advanced” tab in the Multimedia Control Panel to bring up the list of multimedia devices installed on your system.



**Figure 43.** The Advanced Tab on Multimedia Properties Panel

2. Double-click on an instrument (External MIDI if you're using the wavetable synthesizer). The "MIDI for External MIDI Port Properties" dialog appears.
3. Click on the "Details" tab.



**Figure 44.** *The Details Tab Window*

4. Click on the "Percussion on Channel 16" option and then click on **OK**.
5. Try playing the sequence again. This time, the percussion instruments should play correctly.

When you're finished playing this file, be sure to set this control panel option back to "General MIDI Instrument," or you'll encounter the same problem when trying to play back a normal MIDI file with percussion instruments on MIDI channel 10.

### Playing external MIDI modules or keyboards

You can use a MIDI sequencer on your Solo 2200 to play through external MIDI modules or keyboards. To do this, you need one of the optional Solo Docking Stations that has a MIDI/Game port. You also need a standard MIDI breakout box that converts the Game port connector to standard 5-pin MIDI In and Out connectors. The breakout box is not available from Gateway 2000, but can be obtained from various musical instrument retailers.

## Using the Composite Video Out port

The Composite Video Out port allows you to display your notebook's screen on a TV screen by connecting the notebook to the TV or VCR using a standard video connecting cable. This option works well on large-screen TVs to give demonstrations and presentations.

To connect the notebook and TV, plug one end of the cable into the Composite Video out jack on your notebook and the other end into the Video In jack connector on your television or VCR.

To view the new display, use the key combination FN+F3 to switch to TV. You should see the display on the TV screen only. If the display is distorted, check to see if the BIOS setting is correct (see Figure 47).

For optimal usage, set the notebook's display to 640 by 480 pixels. Because a TV screen's display is of a lower quality, large fonts should be selected to maximize on-screen viewing effectiveness.

To change the display resolution using Windows 95,

1. With the cursor pointing to an open area on the desktop, right click to get the popup menu.
2. Click on Properties to get the Display Properties window.
3. Click on the Settings tab and then select 640 by 480 pixels using the Desktop area slider.

## Using Fast IR Port

To use the Fast IR Port option, first check in Control Panel for the Infrared icon. If you don't see the icon, infrared support needs to be installed.

In Windows 95, click on the Infrared icon in the Control Panel to get to the Infrared Monitor window. Click on the Options tab (with Infrared enabled) to make changes.

Windows 95 uses COM2 to create two virtual ports: LPT3 for printers and COM4 to send files or handle other communications. If you have problems using the Fast IR option for communications, try changing the "Limit connection speed to" setting to 115.2kps.

## Playing an Audio CD

The Gateway Solo™ 2200 Multimedia Notebook contains all the key features needed to enjoy your favorite audio CDs.

**Note:** Power (either battery or AC) must be supplied to the system before you can open the CD-ROM tray.

To play an audio CD:

1. Make sure the CD-ROM drive module is installed in the modular option bay.
2. Press the eject button on the front of the CD-ROM drive module.
3. Gently pull the CD-ROM tray fully open and place the audio CD into the tray.
4. Push in the CD-ROM tray until it closes completely.
5. The CD will start playing automatically.
6. Click on the CD Player option that appears in the task bar along the bottom of the display, or click on Start, Programs, Accessories, Multimedia, and CD Player to access the CD Player screen. You can change music tracks, view playing times, control the volume, set preferences, define a play list and even set the system to continuous or random play through this screen.
7. Slide the mouse pointer slowly over the control buttons on the CD Player screen to display the function of each button.
8. Click on the Eject button in the CD Player screen, or press the eject button on the front of the CD-ROM drive when you have finished listening.
9. Gently pull the CD-ROM tray fully open and remove the CD; then close the tray completely.

Experiment with the different settings in the CD Player screen to find the ones that work best for you.

## Using a Modem

Installing and using a modem with the Gateway Solo™ 2200 Multimedia Notebook is an easy process. If you have ordered TelePath® data/fax modem with your notebook, the drivers for the modem have already been preloaded onto the system.



**Caution:** Do not use your TelePath modem on a digital phone line. Modems convert digital signals into analog signals that can be sent on normal, analog telephone lines. If you attempt to use the modem on a digital line, **the TelePath data/fax modem has built-in protection, and will not work.** Some modems could become permanently unusable. Most digital lines are in-house PBX systems. If you have any doubts about the type of line you have, ask your telephone service supplier.

To install the TelePath data/fax modem:

1. *Using the 15-pin connector:* Plug the 15-pin connector end of the modem cable into the end of the modem (see Figure 45). If you have trouble plugging it in, turn the connector over.
- Using the XJACK:* Gently push on the end of the jack and release. The jack will pop out. Plug an RJ-11 connector **from above** into the XJACK (see Figure 46).
2. Insert the modem face up, 68-pin connector first, into the PC Card slot in the left rear side of the notebook. Press the modem gently, but firmly into the PC Card slot until it will go no farther. **Do not** force the modem.
3. Plug the jack end of the modem cable into the RJ-11 wall jack. Use an RJ-11 connector and extension telephone cable if you need a longer cord for your modem.
4. The modem is now enabled and ready to use.



Figure 45. Making a 15-pin Connection



Figure 46. Making an XJACK Connection



# 5

## Advanced Topics

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## Power-Saving Modes

If the system goes through long periods of inactivity, the system utilizes two power-saving modes.

### Standby mode

The system enters Standby mode if you do not use the keyboard or EZ Pad within the amount of time allotted by your power management choices (set in the POWER menu). The hard disk drive spins down, the screen goes blank, and the AC power LED remains steady green. Using the keyboard or EZ Pad sends the system from Standby mode back to its active mode. After approximately ten minutes of Standby mode, depending upon your power management choices, the system automatically shifts to Suspend mode.

### Suspend/Resume mode

The system enters Suspend mode after approximately ten minutes of Standby mode (depending on timeout setting). The system will also enter Suspend mode from the active mode if you click Start then Suspend, press the **Fn** key together with the **F4 (Suspend)** key or press the power button when it is configured for Suspend/Resume.

During Suspend mode the hard disk drive spins down, the screen goes blank and the AC power LED slowly flashes. It looks like the system has been powered down. Actually, the computer is conserving power and resources as well as saving all current work. **The notebook can stay in Suspend mode for up to one week on a fully charged battery!**

You should still save work to the hard drive as often as possible. To exit Suspend mode, press the power button. The computer leaves Suspend mode and returns to its previous state. **It does not reboot!** When the system powers up, the power status display flashes briefly in the upper left corner of the display.

RESUMING  
PLEASE  
WAIT . . . .

### Rebooting

If the system stops responding to the EZ Pad or the keyboard, it can usually be fixed by one of the following procedures:

- u Press **Fn** key together with **F4 (Suspend)** key to put the notebook into Suspend mode and wait about ten seconds; then press the power button to put the notebook back in Resume mode.
- u Press the **Ctrl**, **Alt**, and **Del** keys simultaneously.
- u Press and hold the power button for at least two seconds.

## Setup Menus

The Gateway Solo™ 2200 Multimedia Notebook contains a series of Setup menus that control basic setup, security, and power settings. You can modify the options controlled by these screens to tailor the system's functionality to best support the way you use it.

**Note:** All of the following illustrations depicting the Setup menus are shown with options set to the factory defaults.

To access the Setup menus:

1. Power up the system.
2. Press the **F2** key when you see the message Press <F2> to access SETUP in the lower left corner of the display *before Windows 95 loads*. The system beeps, then the Main menu appears.
3. Follow the instructions along the bottom of the menus to navigate through the different options and menus. An Item Specific Help bar providing additional information is also located along the right side of each menu.

## Main menu

The Main menu controls a variety of basic setup options.

PhoenixBIOS Setup - Copyright 1985-95 Phoenix Technologies Ltd.		
Main Advanced Security Power Exit		
System time:	[11:12:10]	Item Specific Help
System date:	[06/11/1996]	
Diskette A:	[1.44 MB]	Enter system time by typing in appropriate value.
IDE Adapter 0 master (C: 1338 MB)		
IDE Adapter 0 slave (CD-ROM)		
IDE Adapter 1 master (None)		
IDE Adapter 1 slave (None)		
Display device selection:	[LCD & CRT]	
Video Mode:	[NTSC]	
Built-in pointing device:	[Enabled]	
Memory cache:	[Enabled]	
Boot Sequence:	[A: then C:]	
System memory:	640 KB	
Extended memory:	7 KB	
F1 Help ↑ Select Item -/+ Change Values F9 Setup Defaults ESC EXIT ↔ Select Menu Enter Select ▸ Sub-Menu F10 Previous Values		

Figure 47. Main Menu

PhoenixBIOS Setup - Copyright 1985-95 Phoenix Technologies Ltd.		
Main		
IDE Adapter 0 master (C: 1338 MB)		Item Specific Help
Autotype fixed disk:	[Press Enter]	Attempts to automatically detect the drive type for drives that comply with ANSI specifications.
Type:	[Auto] 1338 MB	
Cylinders:	2594	
Heads:	16	
Sectors/Track:	63	
Write precomp:	0	
Multi-Sector transfers:	16 Sectors	
LBA mode control:	Enabled	
32 bit L0:	[Disabled]	
Transfer mode:	Fast PIO 4	
F1 Help ↑ Select Item -/+ Change Values F9 Setup Defaults ESC EXIT ↔ Select Menu Enter Execute Command F10 Previous Values		

Figure 48. IDE Adapter 0 Master Sub-Menu

PhoenixBIOS Setup - Copyright 1985-95 Phoenix Technologies Ltd.		
Main		
IDE Adapter 1 master (None)		Item Specific Help
Autotype fixed disk:	[Press Enter]	Attempts to automatically detect the drive type for drives that comply with ANSI specifications.
Type:	[None]	
Cylinders:		
Heads:		
Sectors/Track:		
Write Precomp:		
Multi-Sector transfers:	[Disabled]	
LBA mode control:	[Disabled]	
32 bit L0:	[Disabled]	
Transfer mode:	[Standard]	
F1 Help ↑ Select Item -/+ Change Values F9 Setup Defaults ESC EXIT ↔ Select Menu Enter Execute Command F10 Previous Values		

Figure 49. IDE Adapter 1 Master Sub-Menu

PhoenixBIOS Setup - Copyright 1985-95 Phoenix Technologies Ltd.		
Main		
IDE Adapter 1 slave (None)		Item Specific Help
Autotype fixed disk:	[Press Enter]	Attempts to automatically detect the drive type for drives that comply with ANSI specifications.
Type:	[None]	
Cylinders:		
Heads:		
Sectors/Track:		
Write Precomp:		
Multi-Sector transfers:	[Disabled]	
LBA mode control:	[Disabled]	
32 bit L0:	[Disabled]	
Transfer mode:	[Standard]	
F1 Help ↑ Select Item -/+ Change Values F9 Setup Defaults ESC EXIT ↔ Select Menu Enter Execute Command F10 Previous Values		

Figure 50. IDE Adapter 1 Slave Sub-Menu

The following provides a brief overview of the options controlled through the Main menu.

### System time:

Controls the internal clock. To reset the clock, simply type in the correct values.

### System date:

Controls the system date. Type in the correct values displayed as month/day/year (mm/dd/yyyy). Press **Tab** to access each field.

**Diskette A:**

Selects the drive type.

**IDE Adapter 0 master:**

**Note:** Do not change these settings unless you are an advanced user!

This sub-menu configures the IDE adapter (see Figure 48). Press **Enter** to access the sub-menu for this function. Press **Esc** when you have finished using the sub-menu, or wish to return to the Main menu.

**Autotype fixed disk:** – Auto-detects the drive and sets all drive values to comply with ANSI specifications.

**Type:** – Change from Auto to User to edit Cylinders, Heads, Sectors/Track, etc.

**32 bit I/O:** – Enables or disables 32-bit data transfers.

**Display device selection:**

Sets the video display device. Use the **Spacebar** to choose between LCD, CRT or both LCD & CRT.

**Video Mode:**

Sets the TV output mode. Press the **Spacebar** to select NTSC (used in North America) or PAL.

**Built-in pointing device:**

Enables or disables the EZ Pad pointing device. Press the **Spacebar** to select Enabled or Disabled.

**Memory cache:**

Enables or disables external memory cache. Press the **Spacebar** to select Enabled or Disabled.

**Boot sequence:**

Sets the order in which the system searches for the boot drive. Press the **Spacebar** to choose between A: then C:, C: then A:, C: only, or CD-ROM.

The system memory and extended memory fields display the actual memory available. You cannot access and change these fields. These fields will only change if additional memory or a larger hard drive is installed.

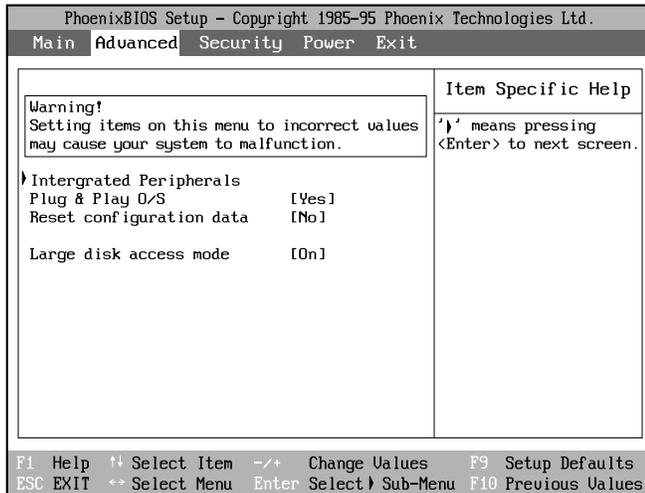
Press the **Esc** key to access the Exit menu and accept/discard changes. Press **F9** to return to the factory defaults, or **F10** to return to the previous settings. Use the **Right Arrow** key to move over to the next screen.

## Advanced menu

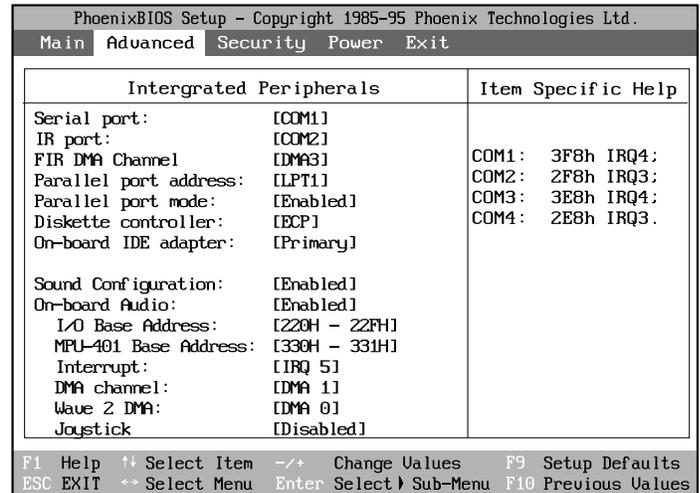
The Advanced menu contains operating system, system allocation (IRQ and register settings) and port assignment (COM and LPT) information.



**Caution:** Setting the options on the menu to incorrect values may cause the system to malfunction.



**Figure 51.** Advanced Menu



**Figure 52** Integrated Peripherals Sub-Menu

The following provides a brief overview of the options available through the Advanced menu.

### Plug & Play OS

Set to Yes for Windows 95. Set to NO if you are using a different operating system, or a PC Card that needs real mode drivers (does not already have Windows 95 drivers).

### Reset configuration data

Be careful with this setting, since this option clears system configuration at the next boot if set to Yes.

### Large disk access mode:

Set to On if your operating system is DOS or Windows. Set to Off if you are using any other operating system.

Press the **Esc** key to access the Exit menu and accept/discard changes. Press **F9** to return to the factory defaults, or **F10** to return to the previous settings. Use the **Right Arrow** key to tab over to the next screen.

### Integrated Peripherals:

Press **Enter** to access the sub-menu that assigns port allocations and IRQ addresses (see Figure 52). See Table 3 for the available options.

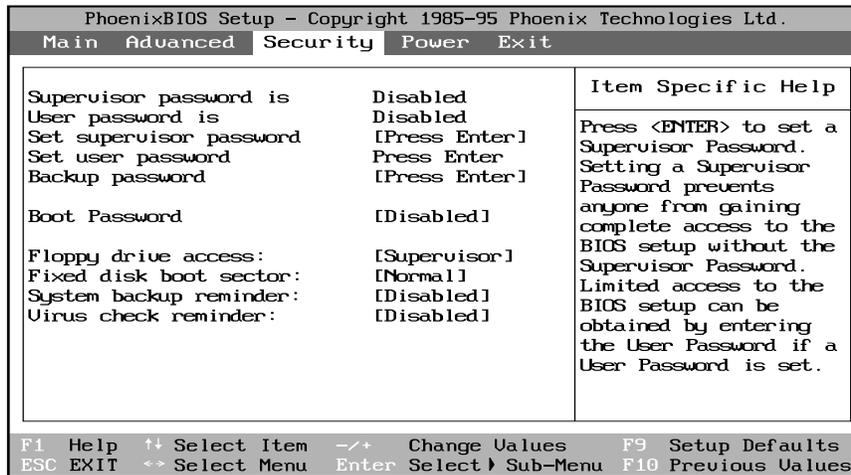
Option	To Change Setting
Serial port	Select, use the <b>Spacebar</b> to access: COM1: 3F8h IRQ4; COM2: 2F8h IRQ3; COM3: 3E8h IRQ4; COM4: 3E8h IRQ3; Disabled
IR port	Select, use the <b>Spacebar</b> to access: COM2: 2F8h IRQ3; COM3: 3E8h IRQ4; COM4: 3E8h IRQ3; Disabled; COM1: 3F8h IRQ4
FIR DMA Channel	Select, use the <b>Spacebar</b> to access: DMA0; DMA1; DMA3
Parallel port address	Select, use the <b>Spacebar</b> to access: LPT1: 378h IRQ7; Disabled; LPT2: 278h IRQ5; LPT3: 378h IRQ7
Parallel port mode	Select, use the <b>Spacebar</b> to access: ECP; EPP, Output Only; Bi-Directional
Diskette controller	Select, use the <b>Spacebar</b> to access: Enabled; Disabled
On-board IDE adapter	Select, use the <b>Spacebar</b> to access: Primary; Secondary; Disabled
Sound Configuration	Select, use the <b>Spacebar</b> to access: Enabled; Disabled
On-board Audio	Select, use the <b>Spacebar</b> to access: Enabled; Disabled
I/O Base Address	Stereo sound enabled, select, use the <b>Spacebar</b> to access: 220H - 22FH; 230H - 23FH; 240H - 24FH; 250H - 25FH
MPU-401 Base Address	Stereo sound enabled, select, use the <b>Spacebar</b> to access: 330H - 331H; 300H - 301H
Interrupt	Stereo sound enabled, select, use the <b>Spacebar</b> to access: IRQ5; IRQ7; IRQ9; IRQ10; IRQ11
DMA channel	Stereo sound enabled, select, use the <b>Spacebar</b> to access: DMA1; DMA3; DMA0
Wavetable 2 DMA	Stereo sound enabled, select, use the <b>Spacebar</b> to access: DMA1, DMA3, DMA0
Joystick	Select, use the <b>Spacebar</b> to access: Enabled; Disabled

**Table 3.** *Integrated Peripherals Menu Options*

Press **Esc** when you have finished using the sub-menu, or wish to return to the main Advanced menu.

## Security menu

The Security menu contains options to set or change system passwords and set other system security precautions.



**Figure 53.** Security Menu

The following provides a brief overview of the options available through the Security menu.

### Set supervisor password

Setting a supervisor password protects the system by preventing access to the BIOS setup without the password. The Supervisor password is line near the top of the menu will reflect that the password has been enabled.

To set a Supervisor password:

1. Use the **Arrow** keys to select Set supervisor password from the Security menu, and press **Enter** to access the Set supervisor password screen.
2. Type in a password no more than seven characters long and press **Enter**. Try to think of a password that will be easy for you to remember, but difficult for someone else to guess.
3. Retype the password to verify, and press **Enter**. A Notice screen appears. Press **Enter** to continue.

To disable the password function:

**Note:** You still need the old password. If you have forgotten the password, this procedure will not allow you to access the Setup menus.

1. Make sure that Boot password: is set to Disabled.
2. Use the **Arrow** keys to select Set supervisor password and press **Enter**.
3. Press **Enter** instead of entering a password.
4. Press **Enter** again to verify the lack of a password. A Notice screen appears. Press **Enter** to continue.
5. The Supervisor password is and User password is lines near the top of the menu should both state Disabled.

### Set user password

This option is only available if you have set a supervisor password. A user password allows limited access to BIOS setup with the password. The User password is line near the top of the menu will reflect that the password has been enabled.

To set a user password:

1. Use the **Arrow** keys to select Set user password from the Security menu, and press **Enter** to access the Set user password screen.
2. Type in a password no more than seven characters long and press **Enter**. Try to think of a password that will be easy for you to remember, but difficult for someone else to guess.
3. Retype the password to verify, and press **Enter**. A Notice screen appears. Press **Enter** to continue.

### Backup password:

This function makes a backup copy of the supervisor password onto a floppy disk. If you forget your password, insert the floppy disk and change the supervisor password. Make sure you label the diskette containing the backup password file. It is a hidden file and cannot be seen or read.

**Note:** We strongly recommend that you take advantage of Backup password: if you are using passwords. We have made the password function very secure. There is no easy way to erase a forgotten password. If you have not used the Backup password: function, you must send the system back to Gateway 2000 for a time-consuming repair.

To backup the supervisor password:

1. Make sure the floppy disk drive module is installed in the modular option bay.
2. Place a floppy diskette in the drive and press **Enter**. A Notice screen appears. Press **Enter** to continue.
3. Label and store the diskette in a safe place.

To restore the supervisor password using the backup password diskette:

1. Make sure the floppy disk drive module is installed in the modular option bay.
2. Power up the system.
3. Press **F2** when prompted along the bottom of the display.
4. The Enter password (from floppy press enter): screen appears. Place the backup diskette in the drive and press **Enter**.
5. Use the **Right Arrow** key to move to the Security menu, then press **Enter**.
6. Type in a new password and press **Enter**.
7. Retype the new password to verify, and press **Enter**. A Notice screen appears. Press **Enter** to continue.
8. Back up the password again on diskette using the Backup password: by placing a floppy diskette in the drive and pressing **Enter** twice.
9. Store the backup password diskette in a safe place.

**Boot password:**

Setting this feature to Enabled requires the supervisor or user password to boot the system. Press the **Spacebar** to select Enabled or Disabled.

**Floppy drive access:**

**Note:** This function only works if Boot password is enabled.

If this function is set to Supervisor, you need the supervisor password to access the floppy disk drive. If it is set to User, you need the supervisor or user password to access the floppy disk drive. Press the **Spacebar** to select Supervisor or User.

**Fixed disk boot sector:**

If set to Write protect, the boot sector of the hard disk drive is write-protected to help prevent viruses. However, you cannot add software or format the hard drive. Press the **Spacebar** to select Write protect or Normal.

**System backup reminder:**

This function will display a message at bootup reminding you to back up your system files. Press the **Spacebar** to choose Daily, Weekly (every Monday), Monthly (1st day of the month) or Disabled.

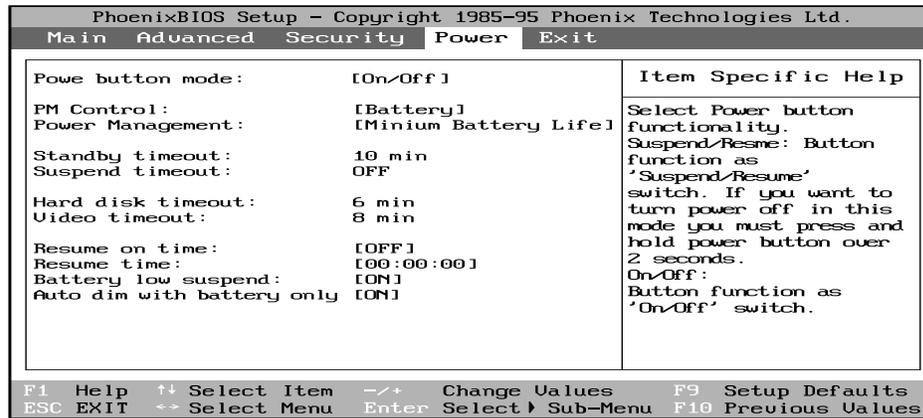
**Virus check reminder:**

This function will display a message at bootup reminding you to run a virus check program. Press the **Spacebar** to choose Daily, Weekly (every Monday), Monthly (1st day of the month) or Disabled.

Press the **Esc** key to access the Exit menu and accept/discard changes. Press **F9** to return to the factory defaults, or **F10** to return to the previous settings. Use the **Right Arrow** key to tab over to the next screen.

## Power menu

The Power menu contains the power management settings and system timeouts.



**Figure 54.** Power Menu

The following provides a brief overview of the options available through the Power menu.

### Power button mode:

Sets power button functionality. Press the **Spacebar** to select On/Off or Suspend/Resume.

### PM Control:

Sets the power management mode environment. Press the **Spacebar** to choose between Battery, Disabled or Always.

### Power Management:

This function provides preset or customized power management. Setting this option to Minimum Battery Life provides the notebook with best *system* performance. Setting this option to Maximum Battery Life provides the system with best *battery* performance. Setting this option to Customize allows you to manually set the Standby, Suspend, Hard disk and Video timeouts. Setting this option to Medium provides the system with a mixture of *system* and *battery* performance. Use the **Spacebar** to choose between options.

### Standby timeout:

The time that the system waits before going into Standby mode. The Power Management: function must be set to Customize before you can change this field. Use the **Spacebar** to choose 2, 4, 6, 8, 10... through 14, or Off.

**Suspend timeout:**

The time that the system waits *after* the notebook is in Standby mode, before going into Suspend mode. The Power Management: function must be set to Customize before you can change this field. Use the **Spacebar** to choose 2, 4, 6, 8, 10... through 14, or Off.

**Hard disk timeout:**

The time that the system waits before the hard drive spins down into a "rest" mode. The Power Management: function must be set to Customize before you can change this field. Use the **Spacebar** to choose 2, 4, 6, 8, 10... through 14, or Off.

**Video timeout:**

The time that the system waits before going into "video rest." The Power Management: function must be set to Customize before you can change this field. Use the **Spacebar** to choose 2, 4, 6, 8, 10... through 14, or Off.

**Resume on time:**

Turning this feature On will "wake" the system up at the time specified in the Resume time: field. Use the **Spacebar** to select On or Off.

**Resume time:**

Sets a specific time the system will "wake" from Suspend mode. Use the **Tab** key to access each field and type in the desired values.

**Battery low suspend:**

When this feature is enabled, the system automatically enters Suspend mode when the battery gets low. Use the **Spacebar** to select On or Off.

**Auto dim with battery only:**

When this feature is enabled, the LCD brightness automatically decreases by 50% when using battery power only. Use the **Spacebar** to select On or Off.

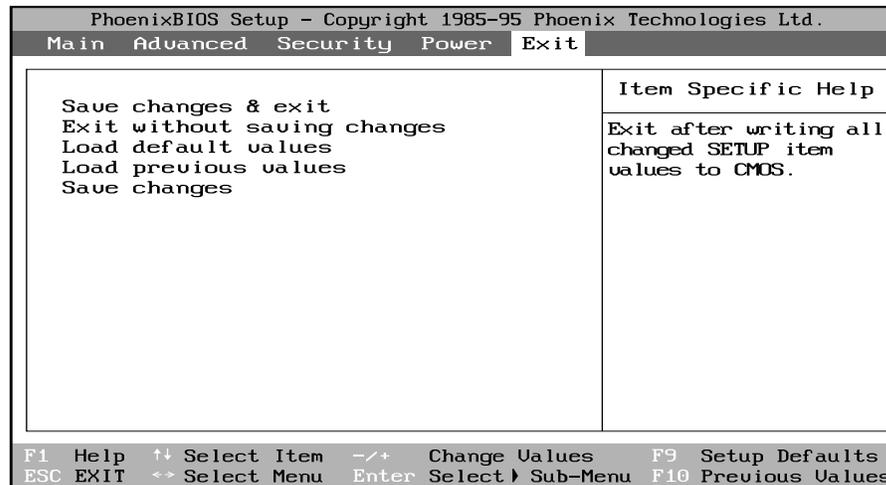
Press the **Esc** key to access the Exit menu and accept/discard changes. Press **F9** to return to the factory defaults, and **F10** to return to the previous settings. Use the **Right Arrow** key to tab over to the next screen.

## Exit menu

The Exit menu contains the options available once you have made changes to the Setup menus.

Options available in this menu:

- u Save changes & exit
- u Exit without saving changes
- u Load default values
- u Load previous values
- u Save changes.



**Figure 55.** Exit menu

Use the Arrow keys to make your selection and follow all screen prompts.

## Popup Status Display

The Popup menu display feature is supported by the VGA controller chip and the system BIOS. The displays appear in the upper left corner of the display, and disappear after four seconds of inactivity.

Popup menus :

- u Power status display
- u Volume meter
- u Contrast meter
- u Brightness meter.

```
BAT1 85%
BAT2 NON
PM OFF
USER DEF
AC ON
MUTE
```

```
WARNING!
LOW
BATTERY
```

**Power status display** – This display appears when you press the **Fn** key together with the **F2 (Popup)** or the **F5 (PM)** key. It shows current battery status, power management level and mute function (if enabled). The display is updated when you change any function choice.

Battery status is displayed in the top two lines. The top line reflects the status of the primary battery pack. The second line reflects the status of the optional battery pack installed in the modular option bay. If the battery level is low, a warning icon will appear.

The power management levels are displayed in the third and fourth lines. You can toggle between levels by pressing the **Fn** key together with the **F5 (PM)** key.

**Note:** These changes in power management levels are temporary and do not affect the power settings in the BIOS Setup screens. The changes are *only* in effect until the system is rebooted or powered off, then the BIOS power settings are restored.

AC power status is monitored on the fifth line.

The mute function is enabled or disabled when you press the **Fn** key together with the **F6 (Mute)** key. The power status display will briefly appear. The bottom line will display the word **MUTE** when enabled, and be blank when disabled.

```
VOLUME
|||||||
```

**Volume meter** – This meter shows the system volume level. Press the **Fn** key and tap the **F8 (Volume s)** or **F7 (Volume t)** key to increase or decrease the contrast level in single increments.

```
BRIGHT
|||||||
```

**Brightness meter** – This meter shows the brightness level for the LCD display. Press the **Fn** key and tap the **Up Arrow** or **Down Arrow** key to increase or decrease the brightness level in single increments.

## Port/IRQ Configurations

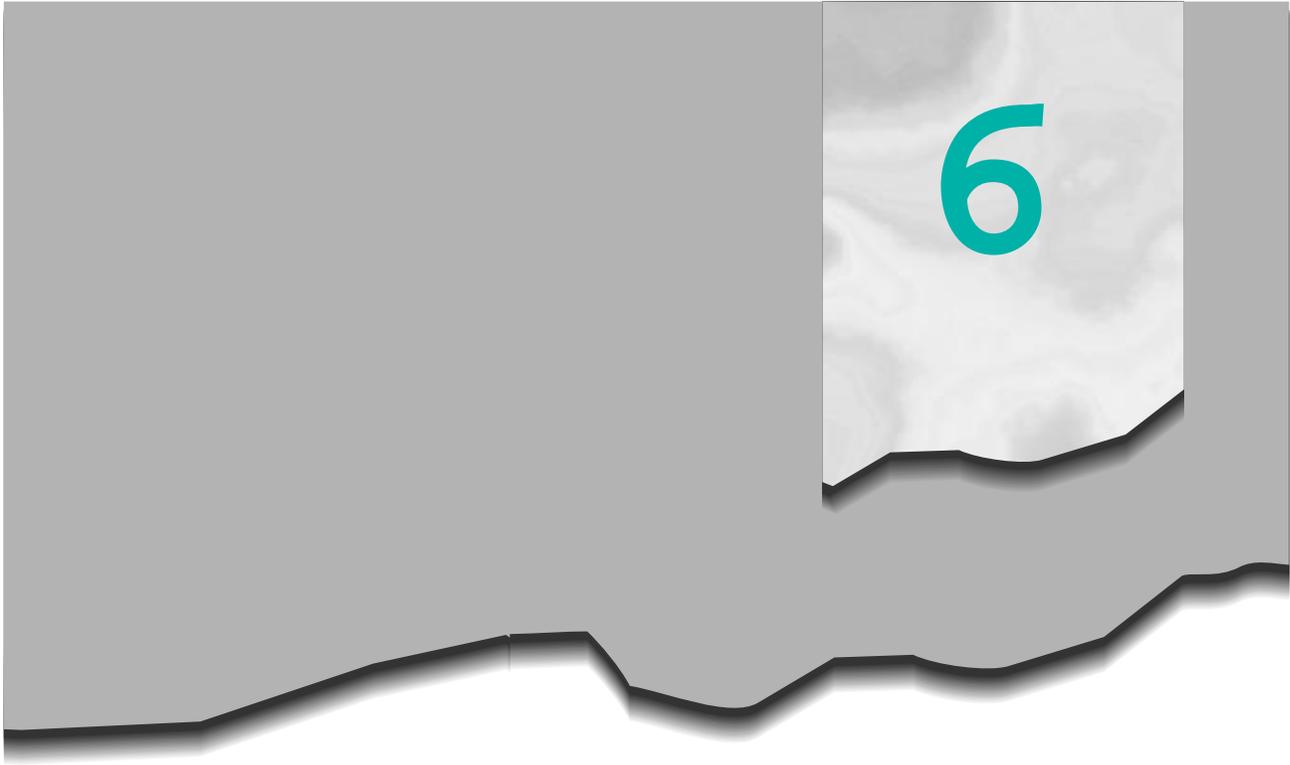
The Gateway Solo™ 2200 Multimedia Notebook supports the use of multiple peripheral devices. However, you may periodically run into difficulties with port and IRQ allocations. Your system has a limited number of available interrupts. You may need to disable the serial port, the IR port or both to gain system resources for a new peripheral. Another way to avoid allocation problems is to avoid address stacking. Address stacking occurs when more than one port is set to COM1.

Windows 95 has a set of screens that will help you solve resource allocation problems very easily.

If you install a PC Card and it does not work:

1. Make sure the card was installed properly. Check the PC Card's documentation if you have any installation questions.
2. Click on Start, Settings, and Control Panel; then double-click on the System icon.
3. Click on the Device Manager tab and check the device listing to see if any problems are noted. This is illustrated by a black exclamation point within a yellow circle, or a black box with a red X.
4. Double-click on the device; a device screen will appear.
5. Click on the Resources tab; then click on the Set Configuration Manually button. A conflict screen appears with specific conflicts listed in a Conflicting device list:.
6. Highlight the item in the Resource settings: listing that matches the item in the Conflicting device list: . Then click on the Change Setting button and an Edit screen appears.
7. Click on the s or t buttons in the Value: field until the Conflict information field states that no devices are conflicting; then press OK.
8. Repeat steps 6 and 7 until all resource allocations are solved.
9. Press OK. You should hear a two-tone beep indicating the card is enabled and the problem indicator over the device on the listing in the Device Manager tab should be gone.





6

Accessories

**Additional AC adapter** – You may wish to have an extra AC adapter for traveling purposes.

**Additional battery packs** – Additional battery packs are a must when you travel. Having an optional battery pack installed in the modular option bay gives you twice the battery life on long trips. You can also charge two batteries in the system at the same.

**Automobile DC adapter** – How many times have you been stuck in the car on a long trip and your battery has run out? With the optional automobile DC adapter, you can run your notebook off the power of your car's battery through the cigarette lighter, charging your battery pack(s) at the same time.

**Carrying case** – Carrying cases add to the life of your notebook by protecting the system from dust, the elements and some shocks. You can carry all immediate supplies with you, batteries, adapters, etc.

**Gateway Solo™ docking solutions** – Connect all your peripheral devices to the optional docking stations. The docking stations connect and disconnect easily from the rear of the notebook, leaving all peripheral connections intact.

**External floppy disk drive adapter** – This adapter accepts the floppy drive module that came with your notebook and easily connects and disconnects from the system. The modular option bay is then free to accept an extra battery pack or the CD-ROM module.

**Extra memory** – Additional 8MB, 16MB and 32MB memory modules can be installed to upgrade your system. The notebook has an easy-access memory panel on the bottom of the system.

**Extra hard disk drives** – Purchasing your additional hard drives from Gateway 2000 is always a plus. The hard drive comes equipped with the hard drivekit.

**Modems** – Modems are more than a convenience; they are almost a necessity if you want to stay connected to the world. Gateway 2000 carries the TelePath line of data/fax modems.



# 7

## Maintenance/Troubleshooting

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## Care and Maintenance

The Gateway Solo™ 2200 Multimedia Notebook is a durable product. However, when transporting the system, we recommend that you pack it into a computer carrying case or briefcase.

Other ways to extend the life of your system:

- u Don't subject the system to excessive shock.
- u Don't put heavy objects on top of the system.
- u Keep diskettes and modular drive options away from magnetic fields.
- u Set up a maintenance schedule for your system. Routinely run virus checks, ScanDisk and disk defragmenter.
- u Never turn off the system when the Hard Disk Drive LED is on.
- u Avoid extreme temperature changes.
- u Don't get the system wet or expose to water.
- u Avoid areas with a high concentration of dust and dirt.
- u Keep the port covers closed when you are not using the external device ports.
- u Clean the exterior and LCD display periodically with a non-abrasive cleaner and a soft cloth. Spray the cleaner onto the cloth and not directly onto the display.



---

**Caution:** The LCD display is made of glass and can be scratched by abrasive cleaners.

---

## Virus Checking

Any computer system can pick up a "virus." A virus is a hidden program that is usually attached to an executable file. When you start the file that contains the virus, it becomes active. Your system can "catch" a virus from shared disks or downloaded files. While some viruses could destroy information or damage your system, other viruses will simply spell out a message or prevent you from performing normal computing functions.

Setting up a maintenance schedule will make running your virus check a habit. Once a month could be often enough to run a check, or if you use your system more often, once a week.

**Note:** It is always a good idea to run a virus check after receiving data from another source.

You can program the system to remind you to perform a virus check using the Virus check reminder: from the Security menu.

A number of different virus detection packages are available on the market. Choose one that works with your operating system and hardware setup.

## Hard Drive Utilities

Some system tools in Windows 95 can help you preserve the life of your hard drive. Set up a maintenance schedule and perform these functions on a regular basis.

### Disk defragmenter

Windows 95 contains a disk defragmenter in its system tools. A disk defragmenter program finds file fragments and puts them together. This saves hard drive space and allows the system to run faster and more efficiently.

**Note:** Windows 95 cannot defragment your CD-ROM, or any network drive.

To use Windows 95 Disk Defragmenter:

1. Click on Start, Programs, Accessories, System Tools, then Disk Defragmenter. The Select Drive screen appears.
2. Use the **t** button to select the drive you wish to defragment, and click **Ok**. The Disk Defragmenter screen appears.
3. Click on Start to begin the disk defragment program. The screen follows the program's progress. When the program has finished running, another Disk Defragmenter screen appears.
4. Click **Yes** if you are ready to quit Disk Defragmenter.

### ScanDisk

Windows 95 contains a disk scan program that will check your hard drive and can fix many errors found.

To use Windows 95 ScanDisk:

1. Click on Start, Programs, Accessories, System Tools, then ScanDisk. The ScanDisk screen appears.
2. Select the drive you want to have checked for errors. Make sure a check is in the box next to **Automatically fix errors** if you wish to use that option.
3. Click on Start to begin the program. The screen follows the program's progress. When the program has finished running, the ScanDisk Results screen appears.
4. Click **Close** after you have read the screen; then click **Close** again to exit the program.

## Reformatting the Hard Disk Drive

If your system has been damaged, you might need to reformat your hard disk drive.

**Note:** if the Fixed disk boot sector: option in the Security menu is set to Write protect, the boot sector of the hard disk drive is write-protected, and you cannot format the hard drive.



---

**Caution:** Reformatting the hard drive will erase *all* information on the drive!

---

To format your hard drive:

1. Make sure the Floppy disk drive module is in the modular option bay, or connect the optional external floppy disk drive adapter and install the floppy drive module. If you are using the optional external floppy disk drive adapter, make sure the CD-ROM module is installed in the modular option bay.
2. Place the *Solo™ 2200 System Boot Disk* into the floppy disk drive.
3. Press the power button, or press and hold the power button for two seconds if the power button is configured for Suspend/Resume to reboot the system. The disk menu appears.
4. Choose option number 4 (Exit) and press **Enter**. You will see the A: prompt, and a message asking you to remove the boot disk. **Do not remove the boot disk.**
5. Type:  

```
format C:
```

and press **Enter**.
6. Reboot the system after the drive has been formatted and choose option number 1 (Install OS) from the disk menu. Press **Enter**.
7. If the floppy disk drive module is in the modular option bay, power down the system. Install the CD-ROM module in the modular option bay and power up the system.
8. Place the *Windows 95 CD* in the CD-ROM and press **Enter** to finish installing the operating system.
9. Reinstall all additional software and update drivers as necessary.

## Troubleshooting

Although the Gateway Solo™ 2200 Multimedia Notebook is designed for trouble-free performance, you may occasionally encounter minor problems. Most of these can be fixed by thoroughly double-checking connections and settings or by performing the procedures described below.

If the system does not respond to these solutions, see the warranty that shipped with the system that describes several ways to request help, including traditional Portables Technical Support and our FaxBack Service.

### Start up

When the system is turned on, the hard disk makes a whirring noise, the screen shows an image and the system LED is lit. If any of these do not occur, check the following components and their connectors:

The CD-ROM module won't work:

- u Make sure that the CD-ROM module is correctly seated and then restart your notebook.

The hard disk drive won't access:

- u Make sure that the hard disk drive is installed properly.
- u If the system has recently been subjected to an excessive amount of static electricity or physical shock, you may need to reinstall the system files from the Windows 95 CD.
- u The system may be attempting to boot from the floppy drive first. Go to the Setup menus and check the Boot sequence: setting under the Main menu.

The system isn't working from the battery (if using battery power):

- u Make sure the battery is installed properly.
- u Make sure the battery is charged.

The system isn't working from AC power (if using AC power):

- u Make sure all connections are secure.
- u Make sure electricity is supplied to the outlet for the power cord.
- u Make sure the cables are free from cuts or damage. Replace any damaged cables.

Something is wrong with the display:

- u Make sure an image appears on the screen (Windows 95 desktop).
- u Make sure that the brightness is turned up. The screen may be simply too dark to see.
- u Make sure the Auto dim with battery only option in the Power menu is set to OFF.
- u Press FN+F3 to cycle the system back to LCD panel mode. It is possible it is in CRT mode.

## General

Even after the system is on and running, you may encounter one or more of the following problems. If any of these happen, check the appropriate parts and their connectors, then try the solutions suggested:

The system date says January 1, 1980

The internal battery that keeps the clock/calendar going ran completely down. This can happen if you leave the battery pack out of the system or fully discharged for a day or more. To correct the problem, reset the date in the Main menu. Then plug the AC adapter into the notebook and leave it attached for an hour or so.

The screen says, "General Failure reading drive C:"

Try rebooting a couple of times by pressing **Ctrl+Alt+Del**. Make sure the system isn't too cold. If nothing works, call Gateway 2000 Customer Support.

The screen says, "Non-system disk or disk error reading drive A:"

You have a non-bootable disk in drive A: (the floppy disk drive). Remove it and press any key.

The screen says, "Bad command or file name"

You may have mistyped a command. Retype the command or check your operating systems manual. A bad command or file name may be in the AUTOEXEC.BAT or the CONFIG.SYS file. The boot sector may have been altered by a virus.

For information on other error messages, refer to the manuals that document your operating system.

The notebook won't accept your password.

Check the LED indicators for Caps Lock, Num Lock, and Pad Lock. If any of them are on, turn them off (you can do this before entering the password). Then try retyping the password.

You forgot your password.

We made the password feature very secure and there is no easy way to erase a forgotten password. If you haven't used the Backup password: option in the Security menu, you have to return your system to Gateway 2000 for a time-consuming repair. Call Gateway 2000 Customer Support.

The screen looks a little dark.

Check the brightness control.

## Frequently asked questions

Why isn't the PCMCIA controller or PC Card recognized in Windows 95?

1. Right click on the My Computer icon in the upper left corner of the display.
2. Click on Properties. The System Properties screen appears.
3. Click on the Device Manager tab.
4. Double-click on Cirrus Logic PCIC Compatible PCMCIA Controller.
5. Make sure that Device Usage is correctly enabled.

Why is the video display on SVGA systems loaded with MS Office appear to be "washed out" when switching between applications (the screen appears to have only 16 colors instead of 65,000 or 256 colors)?

1. Right click on the MS Office Toolbar control box. This appears across the top of the toolbar if vertical, or on the left of the toolbar if horizontal.
2. Select Customize..., then the View tab.
3. Deselect the Use Gradient Fill box.

Why doesn't the Suspend option appear on my Windows 95 Start Menu?

1. Click Start, Settings, then Control Panel.
2. Double click on the Power icon.
3. Make sure that Always is selected under Show Suspend command on the Start menu; then click **Ok**.

The Suspend option will always appear on the Start Menu.

How do I set up a printer on my portable?

1. Click Start, Settings, then Printers.
2. Double-click on the Add Printer icon, then follow the instructions from the Add Printer Wizard.

Why can't I print after the mini-docking station is disconnected from my system?

1. Click Start, and Settings.
2. Right click on the Printer icon for your printer.
3. Make sure that Set as Default is selected. If Work Offline is selected, click on it to ~~deselect~~ it.

Why is a yellow circle with an exclamation point over my Hard Disk/CD-ROM Controller in the Device Manager tab?

1. Click on the Performance tab.
2. Make sure File System, Virtual Memory, and PCMCIA all display 32-Bit.
3. See if a message is explaining a conflict. If this occurs, you may have to remove the Real-Mode Drivers from the AUTOEXEC.BAT or CONFIG.SYS files.

**Note:** If you get a message stating that the boot sector has been altered, you may have a virus.

I accidentally deleted a file; can I get it back? Maybe...

1. Double-click on the Recycle Bin icon.
2. Highlight the file you deleted by clicking on it.
3. Click Edit and Undo Delete and the file will be retrieved.

If the file was deleted from File Manager or at a DOS prompt, the file is gone.

## Important Information

If you experience any trouble while using your Gateway 2000 Solo™ 2200 Multimedia Notebook, feel free to contact Gateway 2000. You will need to supply your Customer ID, serial number, and order number to the customer support technicians. Make a note of these numbers here.

If your computer is ever stolen, be sure to contact your local police and a Gateway 2000 representative at once. We can put a note on the account, so that if anyone calls in using the serial number for your notebook we can contact you immediately.

Customer ID : \_\_\_\_\_

Serial Number: \_\_\_\_\_

Order Number: \_\_\_\_\_

## Calling Gateway 2000 U.S.

Please take a moment before calling and determine which service will be most appropriate for your needs.

<b>800-846-2000</b>	<b>Sales &amp; Customer Support</b>	Information about systems, pricing, orders, billing statements, warranty service and other non-technical issues.
<b>800-846-2302</b>	<b>Technical Support</b>	In the U.S., call this number if you have a problem with hardware or software.
<b>800-846-3609</b>	<b>Toll Free from Canada</b>	In Canada, call this number if you have a problem with hardware or software.
<b>605-232-2445</b>	<b>Technical Support Fax</b>	Fax machine required. Retrieve technical information and order information delivered to your fax machine.
<b>800-846-2080</b>	<b>Component Add-on Sales</b>	Call this number to purchase software, hardware upgrades and accessories.
<b>800-846-4526</b>	<b>FaxBack Service</b>	FaxBack is an automated fax response system. You can retrieve information and order documents delivered to your fax machine.
<b>605-232-2191</b>	<b>International Sales &amp; Support</b>	From outside the U.S., Canada or Puerto Rico.
<b>605-232-2561</b>	<b>International FaxBack</b>	Fax machine, fax modem required. You can retrieve information and order documents delivered to your fax machine from outside the U.S., Canada or Puerto Rico
<b>605-232-2224</b>	<b>Bulletin Board Service</b>	Modem Required. Technical Support maintains an electronic bulletin board system (BBS) for answers, comments and software upgrades.
<b>800-846-7562</b>	<b>Download Service</b>	Modem Required. The download service is a toll-free phone call that provides access to software patches, driver upgrades and other information.
<b><a href="http://www.gw2k.com">http://www.gw2k.com</a></b>		Modem Required. The Gateway 2000 Web site contains a variety of information about Gateway 2000.

## Calling Gateway 2000 outside the U.S.

Please refer to your Gateway 2000 Warranty Booklet for information and the contact numbers for Gateway 2000 outside the U.S.

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