



# Maintaining & Troubleshooting Your Solo 5100

Part #8502415

MAN SYS US SL51 TECH REF R0

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# *Using This Book*

Welcome to *Maintaining and Troubleshooting Your Notebook* Guide. We have designed this manual to help you understand technical details not covered in the *Using Your Notebook* guide.

**Chapter 1**, “Maintaining Your Solo Notebook”, contains information about identifying which notebook model you have and includes basic maintenance information.

**Chapter 2**, “Reinstalling Windows 95 System Software”, contains basic information about partitioning, formatting, and reinstalling Windows 95 operating system software.

**Chapter 3**, “Reinstalling Windows NT System Software”, contains basic information about reinstalling Windows NT operating system software.

**Chapter 4**, “Installing Drivers and Related Software”, contains information about drivers and instructions to install drivers from the System CD and driver diskettes.

**Chapter 5**, “Managing System Resources”, contains information about PC Cards (including CardBus), USB (Universal Serial Bus), Port/IRQ configurations, and help with configuration conflicts.

**Chapter 6**, “Using Modem Documentation”, contains information about how to get to the online information about a particular modem model.

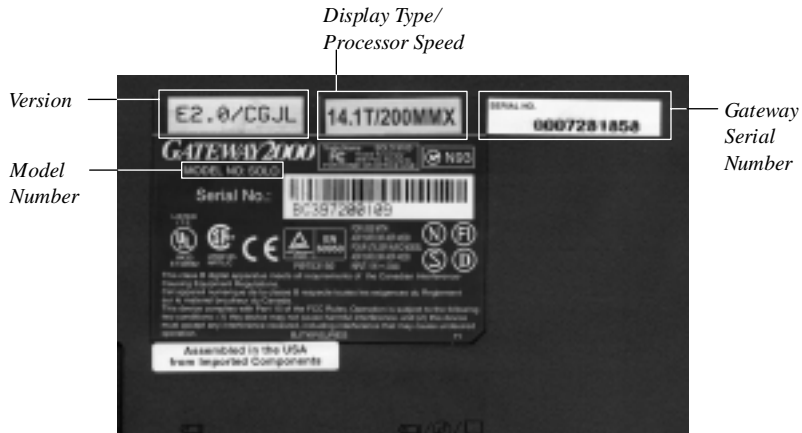
**Chapter 7**, “Adding Memory Modules”, contains information about the memory modules and instructions for removing or adding memory modules.

**Chapter 8**, “BIOS Setup”, contains information about the individual Setup menu screens for checking and changing BIOS settings.

**Chapter 9**, “Troubleshooting Your Notebook”, contains Frequently Asked Questions (FAQs) and information about error messages.

# Identifying Your Model

To make sure you know the correct model and serial number for your notebook, check the label on the bottom of the notebook.



*Identifying your notebook model and serial number*



# Maintaining Your System

The Gateway Solo Multimedia Notebook is a durable product. However, when transporting your notebook, we recommend that you put it in a computer carrying case or briefcase.

Other ways to extend the life of your system:

- ◆ Don't subject your notebook to shock and don't put objects on top of your notebook. The case, although tough, isn't made to support a lot of extra weight.
- ◆ Keep diskettes and modular drives away from magnetic fields. Magnetic fields can erase data on both diskettes and hard drives.
- ◆ Set up a maintenance schedule for your system. Routinely run virus checks, ScanDisk and disk defragmenter. This keeps your system performing smoothly and prevent the loss of vital data.
- ◆ Never turn off your notebook when the Hard Disk Drive LED is on because data on the hard drive could be lost or corrupted.
- ◆ Avoid subjecting your notebook to extreme temperature changes. The cases become very brittle and easy to break in the cold and could melt in the high temperatures. Damages due to either extreme are not covered by your warranty.
- ◆ Don't get your notebook wet or expose to water, coffee, or soft drinks. These fluids are particularly damaging to the electronic components and can result in extremely expensive repair charges that are not covered under your warranty.
- ◆ Avoid areas with a high concentration of dust and dirt. Dust and dirt clogs the internal mechanisms.
- ◆ Keep the port covers closed when you are not using the external device ports so that the connectors remain clean and the pins are not bent or broken.
- ◆ Clean the exterior with a non-abrasive cleaner and a soft cloth moistened with water. Gently dry with a soft cloth.
- ◆ Clean the LCD display with a soft cloth moistened only with water. Wet the cloth, wipe the display, and then dry the LCD with a soft cloth.

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## Caution!

The LCD display is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based window cleaners.

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## *Virus checking*

A “virus” is a hidden program that is usually attached to an executable file (the file extension is .exe). Some viruses could destroy information or damage your system. Other viruses simply print out a message or prevent you from performing normal computing functions. When you start the file that contains the virus, it becomes active. Your system can catch a virus from shared disks or downloaded files.

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

## *Hard drive utilities*

Some system tools can help you preserve the performance of your hard drive. Set up a maintenance schedule and perform these functions regularly.

### *Disk Defragmenter*

A disk defragmenter program finds file fragments and puts them together. This saves hard drive space and lets the system run faster and more efficiently.

#### To use Disk Defragmenter from Windows 95

1. Click **Start, Programs, Accessories, System Tools**, then **Disk Defragmenter**. The **Select Drive** window appears.
2. Use the <Down Arrow> button to select the drive you want to defragment, and click **OK**. The **Disk Defragmenter** window appears.
3. Click **Start** to begin the program. The screen follows the program's progress. When the program has finished running, another **Disk Defragmenter** window appears.
4. Click **Yes** if you are ready to quit Disk Defragmenter.

---

#### *Note:*

You can program your notebook to remind you to perform a virus check using the Virus check reminder on the **Security** menu.

---

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#### *Note:*

Disk Defragmenter cannot defragment your CD-ROM or any network drive.

---

## *ScanDisk*

This disk scan program checks your hard drive and fixes most errors.

### To use ScanDisk from Windows 95

1. Click **Start, Programs, Accessories, System Tools**, then **ScanDisk**. The **ScanDisk** window appears.
2. Select the drive you want to have checked for errors. Click **Automatically fix errors** check box if you want to use that option.
3. Click **Start** to begin the program. You can follow the program's progress and when the program has finished running, the **ScanDisk Results** window appears.
4. Click **Close** after you have read the screen, then click **Close** again to exit the program.



# Reinstalling Windows 95 System Software

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# Reinstalling Your Windows 95 System

This chapter discusses the process of reinstalling Windows 95. To accomplish the installation, we recommend that you use the following process:

1. Remove the hard drive partitions. See “Deleting partitions on the hard drive” on page 14.
2. Create new hard drive partitions. See “Creating partitions on the hard drive” on page 16.
3. Format the hard drive. See “Formatting the hard drive” on page 18.
4. Install Windows 95. See “Installing Windows 95” on page 19.
5. Install device drivers and related software. See “Installing device drivers” on page 30.

Before starting the reinstall process, make sure you have the necessary diskettes and/or CDs readily available to partition, format, and install device drivers on the hard drive. You’ll need the following diskettes:

- ◆ **Solo Boot Diskette** to start your system from the A: drive and use menu options to install your operating system.
- ◆ **Windows 95 CD** to load the operating system.
- ◆ **Gateway System CD** to install the device drivers.
- ◆ **Gateway Windows 95 Driver diskettes** to install recently updated drivers that may be newer than those on the Gateway System CD.

## Partitioning and formatting the hard drive

For an operating system (such as MS-DOS or Windows) to store files on a hard drive, the hard drive must be partitioned and formatted.

**Partitioning** a hard drive designates which areas of the disk are used for the operating system files. Windows uses the MS-DOS partition file **fdisk.exe** to set up a primary DOS partition, extended DOS partitions, and logical drives within the extended DOS partitions.

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### **Warning!**

Partitioning and formatting erases all files on the hard drive. Before partitioning or formatting the hard drive, make sure any software that you may need is backed up.

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- ◆ A **Primary DOS partition** contains the essential files to start your system from the hard drive (system files). To start Windows from your hard drive, you must have a primary DOS partition and it must be set to active.
- ◆ An **Extended DOS partition** is a portion of a hard drive where non-system files can be stored. Unlike a primary DOS partition, you cannot start your system from an extended DOS partition. Your system does not require an extended partition to function.
- ◆ A **Logical DOS Drive** is an area of an Extended DOS partition that you can set up to group directories and files. It does not increase disk storage capacity. You **must** set up an extended DOS partition before you can establish a logical drive. You can create up to 23 logical drives in an extended DOS partition.

**Formatting** a hard drive prepares the partition(s) to receive files. Windows uses the MS-DOS file **format.com** to format disks. You may use **format.com** to format your hard drive or your hard drive automatically formats when using the **Install An Operating System On Your Hard Drive** option on the Solo Boot Disk menu. See “Installing Windows 95” on page 19. for further information.

## *Partitioning the hard drive*

Partitioning your hard drive using **fdisk.exe** lets you set up hard drives larger than 2 GB by setting up a primary DOS partition, extended DOS partition, and logical drives within the extended DOS partition.

To configure a hard disk using **fdisk.exe** you will complete the following tasks:

- ◆ Delete DOS partitions, logical drives, any extended DOS partitions, and the existing primary DOS partition.
- ◆ Create a new primary DOS partition
- ◆ Create an extended partition and logical drives, if you want any.

## *Formatting the partition with FAT16 file system*

When partitioning the hard drive using **fdisk.exe** you may be provided the option to use the FAT 16 or FAT32 file system. Your system has been shipped from Gateway with the FAT16 file system. To reinstall your system as it shipped from the factory, use the FAT 16 file system. FAT 16 provides access to other operating systems. You must have Windows 95B or Windows 95C as your operating system to use FAT 32.

---

### *Note:*

To help ensure a clean installation, we recommend that you partition and format the hard drive before reinstalling Windows 95. However, if you are want to preserve valuable data by not erasing files on the hard drive, you can first try installing the operating system using the procedure “Installing Windows 95” on page 19. If you continue to have difficulty with the operating system working properly, then return to the partitioning and formatting procedures before installing Windows 95.

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These operating systems **do not** recognize FAT32:

- ◆ Windows for Workgroups 3.1x
- ◆ Windows NT
- ◆ Windows 95A

**Caution!**

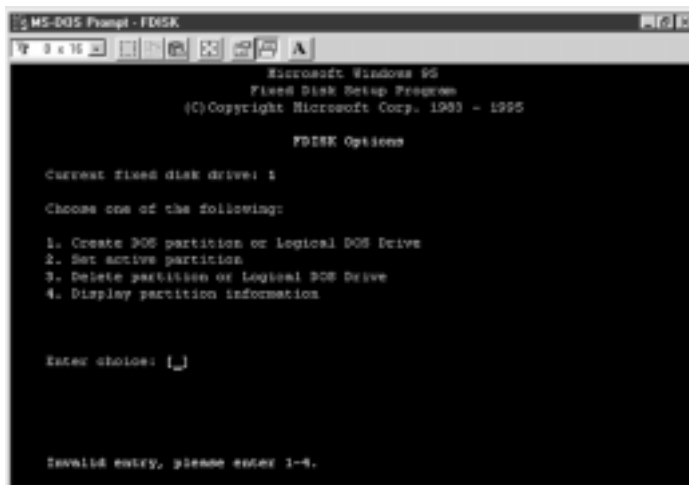
Partitioning the hard drive erases all information on the drive! Back up your files on the drive before partitioning.

**Note:**

An Important Note screen may appear that gives information on the FAT32 file system. If so, the software asks if you wish to enable large disk support (Y/N)? We recommend you select [N] (default value). Selecting [N] formats your hard drive with FAT16 as it was shipped from Gateway. See “Formatting the partition with FAT16 file system” on page 13.

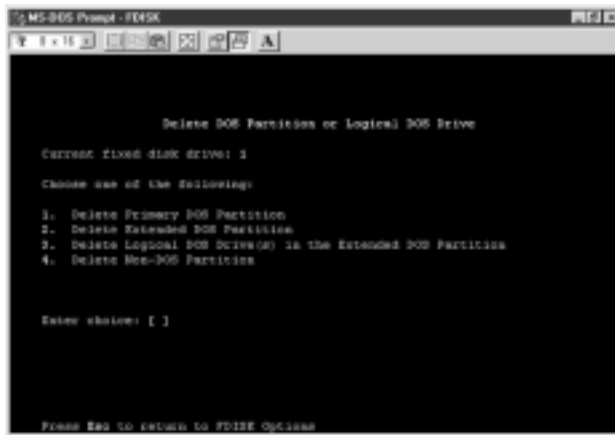
## Deleting partitions on the hard drive

1. Place the Solo Boot Diskette or the MS-DOS Setup disk in the diskette drive.
2. Power up the computer or restart the system if you already have the power on.
3. The boot disk main menu appears. Select **Exit Program, Go Back to DOS**. The A:\> prompt appears on the screen.
4. Type:  
`cd dos`  
then press <Enter>.
5. At the A:\DOS prompt type:  
`fdisk`  
then press <Enter>. The **FDISK Options** menu appears.



*FDISK Options menu*

6. Select option [4] **Display partition information**, then press <Enter>. When the Display Partition Information screen appears, write down the following information to help you later in this process:
  - **Partition** shows the number of partitions currently existing on the hard drive.
  - **Type** shows the type of partition used for logical, extended or primary DOS drive.
  - **Volume Label** shows the label (name) used for the hard drive partition.
7. Press <Esc>. The program returns you to the **FDISK Options** menu.
8. Select option [3] **Delete partition or Logical DOS Drive**, then press <Enter>. The **Delete DOS Partition or Logical DOS Drive** menu appears.



*Delete DOS Partition or Logical DOS Drive menu*

9. Select option 1 through 4 to delete a specific type of partition. Follow the onscreen instructions and repeat the **Delete partition or Logical DOS Drive** steps to delete any additional logical drives or partitions. Delete partitions in the following order of priority:
  - a. Delete Non-DOS Partition (see item four in above figure)
  - b. Delete Logical DOS Drive(s) in the Extended DOS Partition (see item three in above figure)
  - c. Delete Extended DOS Partition (see item two in above figure)
  - d. Delete Primary DOS Partition (see item one in above figure)

---

**Note:**

If the **Primary DOS Partition** will not delete due to the Volume Label not matching (when you are typing the correct label information in the delete process), try formatting the hard drive and give it a new volume label. See "Formatting the hard drive" on page 18.

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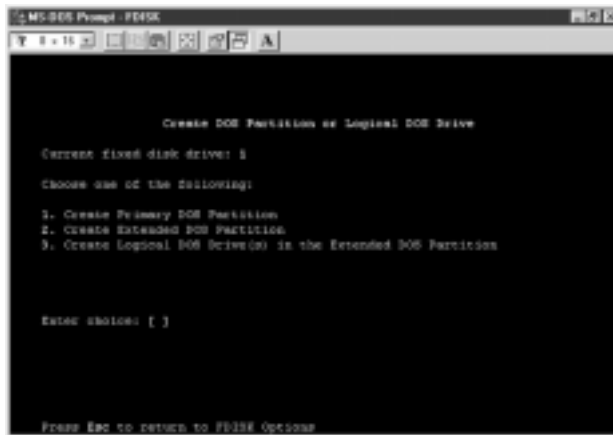


Use the information displayed at the top of the screen to answer the onscreen questions. Key information you need to know is the Partition Number, Partition Type, and the Volume Label on your hard drive.

10. Once you have deleted each of the logical drives or partitions, you're ready to create new partitions. Press <Esc> to return to FDISK Options menu. Continue to the next section "Creating partitions on the hard drive."

## Creating partitions on the hard drive

1. If you have already exited the FDISK utility, then follow steps one through five of "Deleting partitions on the hard drive" on page 14 to restart it.
2. Select option [1], **Create DOS Partition or Logical DOS Drive** from the FDISK Options menu and press <Enter>.
3. Next choose from options 1 through 3 to create the type of partition you want. (It's likely you will want to create the same type of partition(s) that existed originally on your system. Refer to the information you noted in Step 6 of "Deleting partitions on the hard drive." to determine the original hard drive settings).



*Create DOS Partition or Logical DOS Drive menu*

Follow the onscreen instructions and repeat the steps for creating any additional logical drives or partitions. You should create partitions in the following order:

- a. Create Primary DOS Partition
- b. Create Extended DOS Partition
- c. Create Logical DOS Drive(s) in the Extended DOS Partition

To read more about the partition types, see “Partitioning and formatting the hard drive” on page 12.

Remember that if you choose to make the primary DOS partition less than the maximum size, you must create an extended DOS partition to make full use of the hard drive.

4. If you created more than one hard disk partition or logical drive you must set the partitions to active. You are prompted to set disk 1 partition to active. Select [2] to go to the Set Active Partition menu.
5. When prompted to enter partition number to make active, enter [1].
6. Press <Esc> to return to the FDISK Options menu.
7. Press <Esc> to exit the FDISK program.

---

 *Note:*

To help ensure a clean installation, we recommend that you partition and format the hard drive before reinstalling Windows 95. However, if you are want to preserve valuable data by not erasing files on the hard drive, you can first try installing the operating system using the procedure “Installing Windows 95” on page 19. If you continue to have difficulty with the operating system working properly, then return to the partitioning and formatting procedures before installing Windows 95.

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 *Warning!*

Formatting the hard drive erases all information on the drive! Back up your files on the drive before formatting.

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 *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. Refer to the “Security menu” section on page 71 to enable.

---

## *Formatting the hard drive*

Formatting your hard drive using **format.exe** creates a new root directory and File Allocation Table (FAT) on the hard drive. You will need to reformat the hard drive and reinstall Windows 95 if your operating system has been damaged.

### Formatting the hard drive

1. Place the Solo Boot Diskette or the MS-DOS Setup diskette in the drive.
2. Start the computer or restart the system if you already have the power on.
3. The boot disk Main menu appears. Select **Exit Program, Go Back to DOS**. The A:\> prompt appears on the screen.

4. Type:

```
cd dos
```

then press <Enter>.

5. At the A:\DOS prompt type:

```
format c: /s
```

-OR-

type the letter of the partition you want to format. Example:

```
format d: /s
```

then press <Enter>.

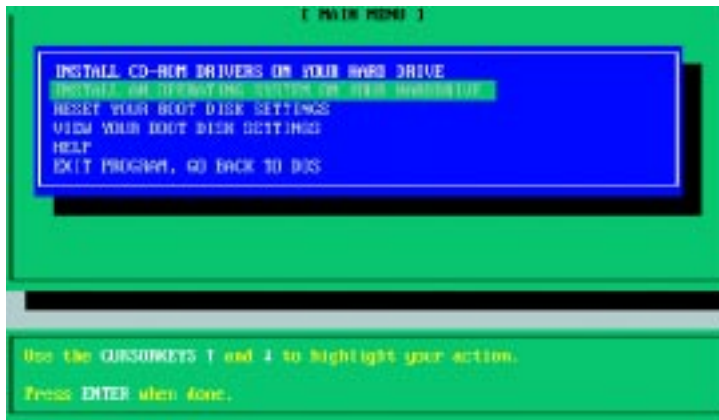
6. The format program asks if you wish to proceed with the format. Press **Y** to continue.
7. When the hard drive is formatted, the system asks you to label the hard drive. Labeling is optional:  
If you want to clear the question press <Enter>  
-OR-  
If you want to give the hard drive a label name, type a label name and press <Enter>.

# Installing Windows 95

Once you have partitioned and formatted your hard drive, you're ready to install Windows 95. Use the following instructions to install Windows 95

## Startup with the Solo Boot Diskette

1. Make sure the Floppy disk drive module is in the modular option bay.
2. If not already installed, place the Solo Boot Diskette or the MS-DOS Setup disk in the diskette drive.
3. Start up the notebook or reboot the system if you already have the power on. If the power button is configured for Suspend/Resume, press and hold the power button for about four seconds to restart the system.
4. Select **Install an operating system on your hard drive**, then press <Enter>.



*Solo Boot disk Main menu options. Installing the operating system.*

5. The next screen message describes the operating system install process which takes place in two phases. The first phase partitions and formats the hard drive if it's not already done (this takes few minutes). The percent completed appears as the program progresses. The second phase steps through the Windows installation process. Press <F1> to continue.
6. When you are prompted to do so, turn off your notebook and remove the floppy drive module.

### Note:

The Solo Boot Diskette will automatically partition and format the hard drive (if not already done) during the **Install An Operating System On Your Hard Drive** procedure. The boot disk program will only create a primary DOS partition on the hard drive (up to 2.0 GB maximum partition). The remaining hard drive space should be partitioned and formatted after the Windows 95 installation is completed.

## Swapping to the CD-ROM module

1. Insert the CD-ROM module and restart the system.
2. The next screen message tells you that you are about to install an operating system. Insert the Windows 95 CD-ROM and press <F1> to continue.
3. Press <Esc> when you are asked if you want to continue or quit Setup.

## Removing the config.sys and autoexec.bat files

1. At the DOS prompt type:  
`del config.sys`  
then press <Enter>
2. Type:  
`del autoexec.bat`  
then press <Enter>.

## Copying .cab files to the hard drive

1. Type:  
`md win95`  
then press <Enter>
2. Type:  
`e:`  
(where e: is assumed to be your CD-ROM drive)  
then press <Enter>
3. Type:  
`copy e:\win95\*.* c:\win95`  
press <Enter>
4. When the files are finished copying,

## Swapping to the floppy module

1. Press the power button to shutdown the system. Remove the CD-ROM module and install the floppy drive module.
2. Press the power button to restart your system.
3. When prompted to enter the mm/dd/yy, press <Enter>. You can set the clock later after Windows is installed.
4. When prompted to enter the time. Press <Enter>. You can set the time later after Windows is installed.

## Copying .vxd and .inf files to the hard drive

1. Insert the Solo 5100 VXD/INF diskette.
2. Type:  
a:\  
then press <Enter>
3. Type:  
copy \*.\* c:\win95  
then press <Enter>
4. Press the power button to shutdown the system.

## Starting Windows 95 Setup program

1. Press the power button to restart your system.
2. When prompted to enter the mm/dd/yy, press <Enter>. You can set the clock later when Windows is installed.
3. When prompted to enter the time. Press <Enter>. You can set the time later after Windows is installed.

---

 *Note:*

You may add or remove Windows 95 program components later by clicking **Start, Settings, Control Panel**, double-click **Add/Remove Programs**, and select the **Windows Setup** tab. Follow the instructions.

---

4. Type:  
`cd win95`  
then press <Enter>
5. Type:  
`setup`  
then press <Enter>
6. Windows Setup tells you it will perform a routine check on your system. Press <Enter> to continue.
7. When ScanDisk is finished follow the onscreen prompts to continue loading.
8. The **Windows 95 Setup** window appears. Click **Continue**.
9. The Software License Agreement appears. Click **Yes** if you agree to the terms and want to continue. Click **Next** to continue.
10. The Windows Setup Wizard starts. Click **Next** to continue.
11. The Setup Wizard opens a dialog box to select the directory to install Windows in. Make your selection and click **Next** to continue.
12. The Windows 95 **Setup Options** dialog box appears with setup preference options. Select the type of Windows load you want: Typical, Portable, Compact, or Custom. Click **Next** to continue.
13. Setup Wizard prompts you to enter the serial number from the Certificate of Authenticity located on the cover of the Windows 95 manual. Type the serial number.
14. The next dialog box asks for a name and company information. Fill-in appropriate information.
15. Setup Wizard may ask you if you want to install a **CD-ROM Drive**. If so, click the check box to install it. The Setup Wizard also provides options for **Network Adapter** and **Sound, Midi, or Video Capture card**. Click **Network Adapter** if you plan to use a network card. Click the check box for **Sound, Midi, or Video Capture card**. Click **Next**. The Setup Wizard begins analyzing your computer for available hardware.
16. Next, the Setup Wizard opens a **Windows Components** dialog box. Select the option you prefer. (We recommend you select the **Install the most common components** option.) Click **Next** and follow the prompts.

17. The next dialog box provides an option to create a Startup Disk. Click **No** to skip creating a Startup disk. Click **Next** to continue.
18. The Setup Wizard is ready to start copying Windows 95 files to your hard drive. Click **Next** to continue.
19. Windows begins copying files to the hard drive. A progress indicator appears showing installation progress. Follow the onscreen prompts.
20. After Setup Wizard has completed the installation and is ready to restart the computer to complete the setup. Click **Finish**.
21. Windows restarts the system, begins detecting hardware, and setting up software. You'll be prompted to select information such as the time-zone you're in and the printer you'll be using. Follow the onscreen prompts.
22. When Windows 95 Setup Wizard is finished configuring your system, it asks you to restart your computer. Click **OK** to restart. When the system restarts to Windows, the screen may display at 640 x 480, leaving a black area around the display. This corrects itself after the proper display driver is installed later in this procedure.
23. Last you'll need to enable some hardware, install the remaining Windows 95 device drivers and software from the diskettes or Solo System CD. For more information about installing device drivers, see "Installing device drivers" on page 30.

---

 **Note:**

It is best to create a Startup disk after installing Windows because the CD-ROM drive is installed in your system during the Windows install process. To create a Startup disk later click **Start, Settings, Control Panel, double-click Add/Remove Programs**, and select the **Startup Disk** tab. Follow the instructions.

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# Reinstalling Windows NT System Software

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# Reinstalling Your Windows NT System

This chapter includes the process of reinstalling Windows NT. We recommend that you use the Windows NT Workstation CD-ROM to partition and format the hard drive and install Windows NT. Once you've installed Windows NT, you'll need to install some device drivers to get all the system hardware working.

- ◆ The Windows NT setup program steps you through the process of partitioning and formatting your hard drive. Use the Solo boot disk to start your system from the A: drive.

Make sure you have the necessary diskettes and/or CDs available before starting to install Windows NT and the device drivers on the hard drive. You'll need:

- ◆ **Windows NT Workstation Start Here** guide for further information on installing Windows NT.
- ◆ **Windows NT Workstation CD** to continue the Windows NT install process.
- ◆ **Windows NT Service Pack CD** to install the device drivers. In some cases, newer drivers may be shipped on additional diskettes.
- ◆ **Windows NT Setup Diskettes** to partition and format the hard drive and begin the operating system load. (Optional. The instructions in this chapter instruct you to install Windows NT using the Windows NT CD-ROM only.)

## Partitioning and formatting the hard drive

For an operating system such as MS-DOS or Windows to store files on a hard drive, the hard drive must be partitioned and formatted. Windows NT steps you through the process during the Windows NT setup process. Refer to the Windows NT manual for more information about partitioning, formatting and setting up Windows NT.

## Partition formatting with FAT file system

Your system has been installed from the factory to operate using the File Allocation Table (FAT) file system. This provides access to other operating systems and supports a wider variety of software.

---

### **Warning!**

Partitioning and formatting erases all files on the hard drive. Before partitioning or formatting the hard drive, make sure any software that you may need is backed up.

---

During the Windows NT install process, you will have the option to use the File Allocation Table (FAT) file system or Windows NT File System (NTFS). Refer to the section “Choosing a File System for the Windows NT partition” in the Windows NT manual for information about each file system.

## *Installing Windows NT*

If your operating system has been damaged, you may need to reinstall Windows NT. Use the following installation instructions to do this.

### Setting system to boot to CD-ROM disc

1. Install the CD-ROM module in the notebook.
2. Start the computer.
3. Press <F2> at the prompt. The BIOS Setup Utility opens.
4. Highlight the **Boot** menu by pressing the right arrow key.
5. Press the down arrow key to highlight **CD-ROM Drive** selection. Press <Shift+> to move **CD-ROM Drive** to the top of the list. Moving the CD-ROM drive to the top of the list will cause the system to boot to the CD-ROM drive.
6. Press the arrow key to highlight the **Advanced** menu.
7. Highlight **Plug & Play O/S**, then press <Enter> and arrow up to highlight **No**. Press <Enter>.
8. Press <F10>, select **Yes** to save the new configuration, then press <Enter> to exit.

### Installing Windows NT

1. Install the Windows NT Workstation CD in the CD-ROM module. The system begins the **Windows NT Workstation Setup** menu.
2. Refer to the Installation section in the “Start Here Microsoft Windows NT Workstation” manual to continue the install process. The manual steps you through important information to consider throughout the Windows NT installation process.

---

 *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.

---

3. After first part of the setup is completed, eject the Windows NT Workstation CD-ROM, then press <Enter> to restart the system.
4. When prompted, select **NT 4.0 Operating System**. Press <Enter>.
5. Follow the remaining Windows NT Setup screens. Refer to the Installation section in the “Start Here Microsoft Windows NT Workstation” manual to continue the install process.
6. Once completed with the Microsoft Windows NT installation, click **Start, Shut Down**, and then **OK** to exit Windows NT.

### Setting the system to boot to the diskette drive

1. Restart your system and press <F2> when prompted to enter BIOS Setup Utility.
2. Press the right arrow key to highlight the **Boot** menu.
3. Press the down arrow key to highlight the **Diskette Drive** selection. Press <Shift+> to move **Diskette Drive** to the top of the list. This will cause the system to boot to the Diskette drive.
4. Once the **Diskette Drive** is first in the list, continue pressing <Shift+> to move **Hard Drive** to the second position. This will cause the system to boot to the Diskette Drive first, the Hard Drive second, and the CD-ROM Drive last.
5. Press the arrow key to highlight the **Advanced** menu.
6. Press the right arrow key to highlight the **Exit** menu. Highlight **Exit Saving Changes** and press <F10>, <Yes>, and then <Enter> to exit. Windows NT restarts.
7. Install the remaining Windows NT device drivers and software from the diskettes or Solo System CD. For more information about installing device drivers, see “Installing device drivers” on page 30.



# Installing Drivers and Related Software

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# *About Device Drivers*

Device drivers are programs used to control devices attached to the computer such as printers, keyboards, LCD display, and PC Cards. Drivers translate between the devices and the programs. Many drivers come with the operating system while other drivers must be loaded when a new device is added. This chapter discusses how to load additional device drivers.

This chapter is divided into three main sections. Before installing drivers specific to your operating system, read the next section “Installing device drivers.” Then you can move on to the appropriate section for your system: “Installing for Windows 95” on page 32 or “Installing for Windows NT” on page 45.

## *Installing device drivers*

There are two methods you can use to install the drivers:

- ◆ Install from the System CD Browser
- ◆ Install using driver diskettes that may have shipped with your system

### *Installing drivers using the Solo System CD*

Installing drivers from the System CD is the simplest way to load drivers. The System CD provides online instructions to step you through the process of loading each driver. When you launch the System CD a window appears providing you a choice of Windows 95 or Windows NT operating system. Select the operating system your notebook uses, then choose your Solo notebook model. The drivers for your system are listed. Follow the online instructions to load the drivers.

You may have also received some drivers on diskette. If so, they are likely to be newer than the ones on the Solo System CD. Use the instructions “Installing drivers using the driver diskettes” on page 30 to install from diskette.

### *Installing drivers using the driver diskettes*

Your system may have shipped with driver diskettes. Sometimes these diskettes are included with your system because they are updated drivers from the ones included on the system CD. If we shipped drivers on diskette see “Installing for Windows 95” on page 32 and “Installing for Windows NT” on page 45 to install them from diskette.

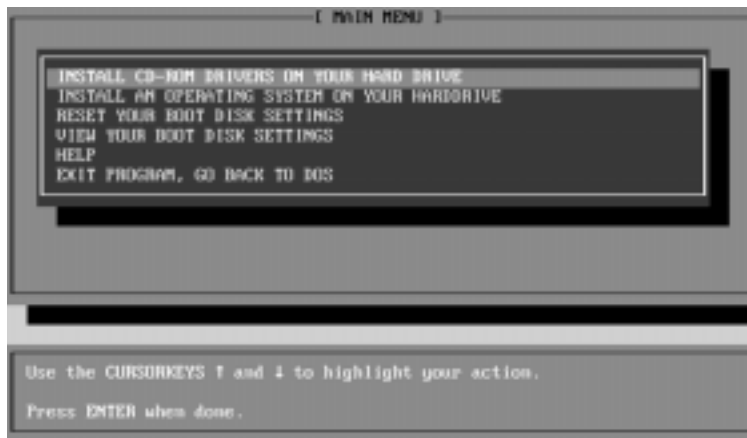
## *Installing CD-ROM drivers*

To install other drivers and software, it's important to first get the CD-ROM driver installed so you can use the CD-ROM drive. If you have just reinstalled Windows NT or Windows 95, the drivers are installed along with the operating system.

If, however, you are having difficulty getting the CD-ROM drive to work and have not installed a new operating system, then use the following instructions to install the CD-ROM driver. Once the CD-ROM drive is accessible by the computer, you can move on with other installation processes.

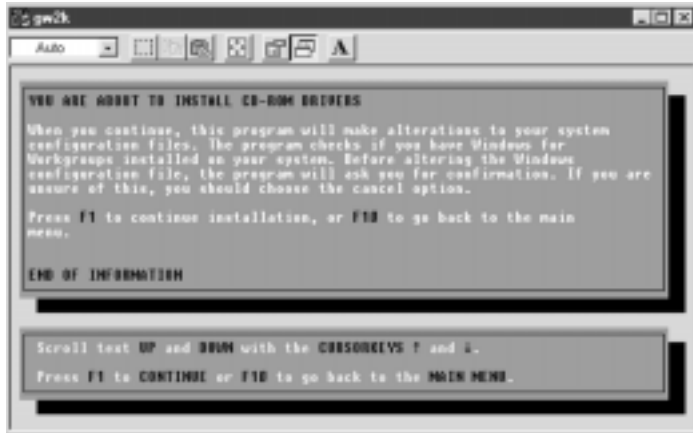
### Installing the CD-ROM driver

1. Place the Solo Boot Diskette in the diskette drive.
2. Start the notebook or restart the system if you already have the power on. If the power button is configured for Suspend/Resume, then press and hold the power button for about four seconds to restart the system. The Main menu appears.
3. Use the arrow key to highlight the **Install CD-ROM Drivers On Your Hard Drive**, then press <Enter>. An information screen appears.



*Solo Boot disk Main menu options. Installing CD-ROM drivers.*





*CD-ROM drivers information screen*

Press <F1> to continue.

4. The installation is complete. Press any key to return to the Main menu.
5. At the Main menu, use the arrow keys to select **Exit Program, Go Back To DOS**.

## *Installing for Windows 95*

**If you have reinstalled Windows 95**, you will need to install device drivers and take steps to enable devices that support the notebook hardware components. Use the procedures discussed in this section to load and enable the following devices:

- ◆ Video
- ◆ Audio
- ◆ Mouse (touchpad)
- ◆ Enable PCMCIA sockets
- ◆ Enable USB ports
- ◆ Install software updates

**If you have not reinstalled Windows 95**, but are having difficulty with a video, sound, or others, then try reinstalling the device driver by using the procedures covered in this section.

## *Windows 95 display drivers*

When Windows 95 is installed on a newly formatted hard drive it detects the display as a Standard PCI Graphics Adapter. Use the following instructions to install the Windows 95 display driver that optimizes your Solo display. If the Solo System CD shipped with your system, you may use it to install the driver instead of installing from diskette.

### Installing the Solo 5100 Chips and Technologies video driver

1. If the floppy drive module is not already installed, shut down the system and install. Restart Windows.
2. Click **Start, Settings**, then **Control Panel**. Double-click the **Display** icon and click the **Settings** tab in the **Display Properties** window.
3. Click **Advanced Properties**.
4. On the **Adapter** tab, click **Change**.
5. Insert the display driver disk in drive A:\ and then click **Have Disk....**
6. Click **OK** in the **Install From Disk** dialog box.
7. **Chips and Tech. 65555 PCI** appears in the **Models** list of the **Select Device** dialog box. Click **OK**.
8. The files copy to the hard drive. Click **Apply**.
9. If Windows asks if you want to restart your computer now, select **No**.
10. Click **Monitor** tab, then click **Change**.
11. Select **(Standard monitor types)** under the **Manufacturers** list, click **Laptop Display Panel (1024 x 768)**. Click **OK**.
12. In the **Monitor** tab dialog box click **Apply**, then click **OK** to return back the **Settings** tab.
13. Change the Color palette by clicking the **Color palette** drop-down list box. Click **High Color (16 bit)** or the color depth of your choice.
14. Change the Desktop area (display resolution) by sliding the **Desktop area** slider to the right to adjust pixel resolution to **1024 x 768** to get full use of the display area.

15. Click **Apply**, then **Yes** to restart the computer. If you are reinstalling the Windows 95 operating system and need to install additional drivers, you can click **No** to restart the computer. Continue installing the other drivers before restarting.

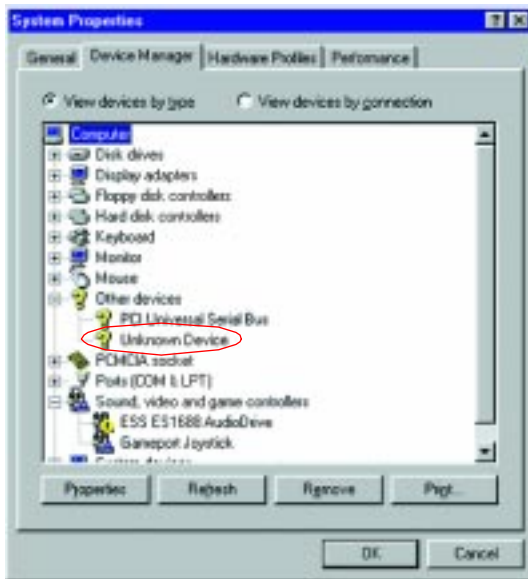
### *Windows 95 audio and game port drivers*

**If you have re-installed Windows 95 operating system** you will need to re-install the audio driver. When Windows 95 is installed on a newly formatted and partitioned hard drive the audio chips are not properly detected. Use the following instructions to remove the “Unknown Devices” and install the audio drivers. If the Solo System CD shipped with your system, you may use it to install the driver instead of installing the drivers from diskette.

**If you are experiencing problems with audio or game ports** re-installing the drivers may correct the problem.

### Installing the Solo 5100 ESS Audio Driver

1. If the floppy drive module is not already installed, shut down the system and install the floppy drive. Restart Windows.
2. Click **Start, Settings, Control Panel**. Double-click **System** icon and select the **Device Manager** tab.
3. (Only required if Windows 95 has been reinstalled) On **Device Manager** tab click the **+** next to **Other Devices**. You will see **?Unknown Device** in the list.



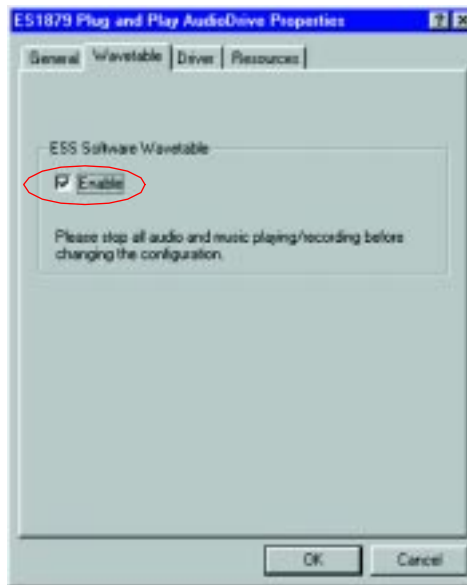
*Locating and removing the Unknown Devices*

4. (Only required if Windows 95 has been reinstalled) Click **?Unknown Device** and click **Remove**.
5. (Only required if Windows 95 has been reinstalled) Click **OK** to confirm that you want to remove the unknown device.
6. Next, scroll down the list of devices and click the **+** next to **Sound, video and game controllers**. Double-click **!ESS 1688 Plug and Play AudioDrive**.
7. Insert the ESS 1879 Audio driver diskette in the floppy drive module.
8. Click the **Driver** tab in the **ESS ES1688 AudioDrive Properties** dialog box. **+Click Update Driver**.
9. The Update Device Driver Wizard appears asking if you want Windows to search for the driver. Click **Yes**, **Next**, then **Finish**.
10. Direct the path to the A: drive by typing:  
a:\  
in the dialog box. Click **OK**.

Click **Yes** to restart your computer. If you are reinstalling the Windows 95 operating system and need to install additional drivers, you can click **No** to restart the computer. Continue installing the other drivers before restarting.

## Enabling the software wavetable

1. Click **Start, Settings, Control Panel**. Double-click **System** icon and select the **Device Manager** tab.
2. On **Device Manager** tab click the + next to **Sound, video and game controllers**. You will see **?ES1879 Plug and Play AudioDrive** in the list.
3. Double-click **ES1879 Plug and Play AudioDrive**.
4. The **ES1879 Plug and Play AudioDrive Properties** box appears. Click the **Wavetable** tab.
5. Click the **Enable** check box under ESS Software Wavetable.



*Enabling ESS Software Wavetable*

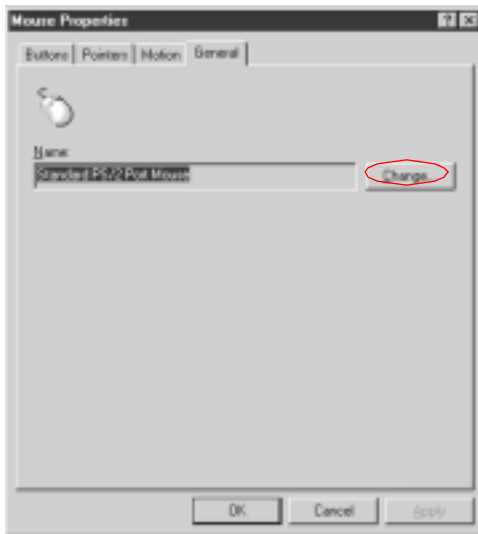
6. Click **OK** to close the properties box, then click **OK** to close **System Properties**.

## *Windows 95 EZ Pad Plus (touchpad) drivers*

Use the following instructions to install the Windows 95 touchpad driver that supports your touchpad. If the Solo System CD shipped with your system, you may use it to install the driver instead of installing the drivers from diskette.

### Installing the touchpad Driver

1. If the floppy drive module is not already installed, shut down the system and install the floppy drive. Restart Windows.
2. Click **Start, Settings, Control Panel**. Double-click **Mouse** icon.
3. Select the **General** tab. Click **Change**.



#### *Changing the mouse device driver*

4. Insert the touchpad driver disk in drive A:\ then click **Have Disk...**
5. Make sure the path is directed to the a:\ directory in the **Copy Manufacturers Files From** box. Click **OK** in the **Install From Disk** dialog box.
6. Select the **Hagiwara Point Pad** driver from the **Models** list. Click **OK**.
7. The files will copy to the hard drive. Click **Close**.

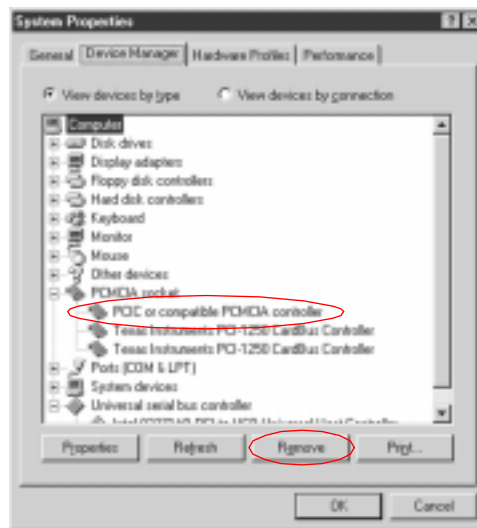
8. Click **Yes** to restart Windows. If you are reinstalling the Windows 95 operating system and need to install additional drivers, you can click **No** to restart the computer. Continue installing the other drivers before restarting.

### *Enabling PCMCIA socket for Windows 95*

The only time it should be necessary to enable the PCMCIA socket is if you have formatted the hard drive and reinstalled Windows 95.

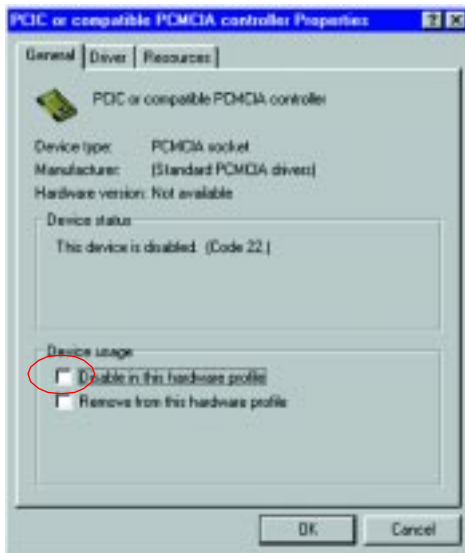
## Enabling the TI PCI-1250 CardBus Controller

1. Click **Start, Settings, Control Panel**. Double-click the **System** icon and select the **Device Manager** tab.
2. Click the **+** next to **PCMCIA socket** to expand the list. Double-click **PCIC or compatible PCMCIA controller**.



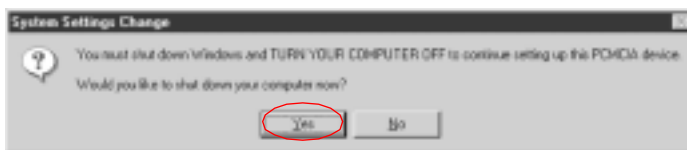
*Selecting the PCIC or compatible PCMCIA controller properties*

3. In the **Controller Properties** dialog box under Device usage click **Disable in this hardware profile** to clear the check box. Click **OK**.



*Clearing the check box to enable the PCIC controller properties*

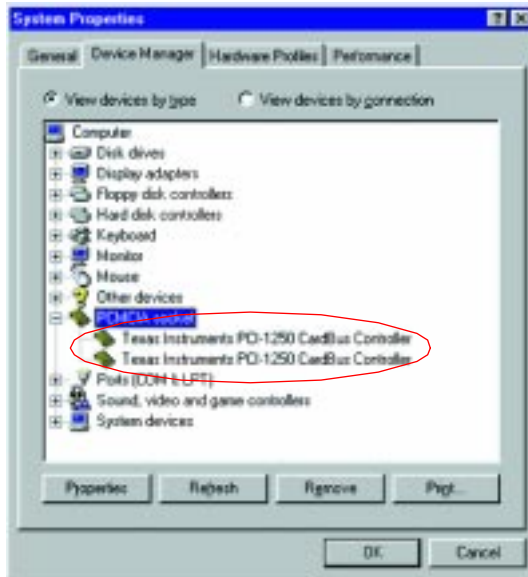
4. When the PC Card (PCMCIA) Wizard appears, read the dialog box and click **No**, then click **Next**.
5. Click **No** then click **Next** again in the following wizard dialog box.
6. Follow the PC Card Wizard prompts, then click **Finish**.
7. When asked to shutdown Windows, click **Yes**. Windows shuts the system down.



8. Press the Power Button to restart the system.

The figure below shows how your Texas Instruments PCI-1250 CardBus Controller appears in the Device Manager when properly installed





*Properly installed TI PCI-1250 CardBus Controller drivers in the Device Manager*

## *USB (Universal Serial Bus)*

USB is a new type of serial interface that serves as a single-port alternative to connecting devices that traditionally have required their own specific ports, such as printers, joystick/MIDI devices, external mouse, or keyboards.

The USB detects when devices are added or removed, then automatically determines what host resources are needed. The USB makes those resources, including driver software and bus bandwidth, available to the peripheral without any user intervention.

Your notebook has two USB ports where two peripheral devices plug directly into the notebook. If you have an expansion hub built into an external keyboard or monitor, or if you have a stand-alone USB box, you can connect even more peripherals (currently up to 127 different devices) at the same time.

Examples of common devices that can connect to the USB include keyboards, joysticks, mice and peripherals such as telephones, modems, printers, microphones, digital speakers, scanners, digital cameras, and game controllers.

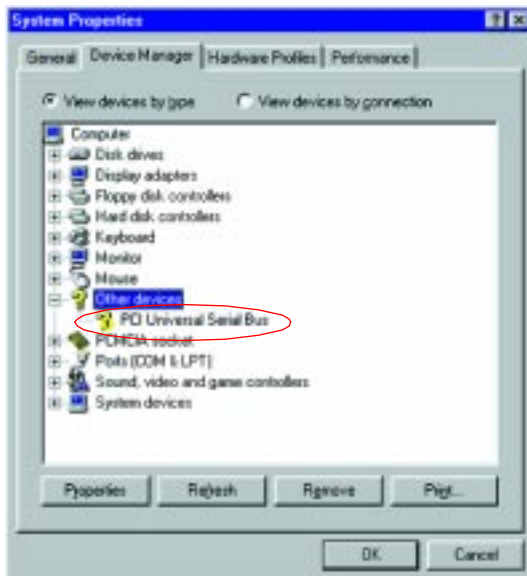
## Enabling USB ports

Your Gateway computer shipped with the USB ports enabled. However, if for some reason you have to reload Windows, use the following instructions to reload the USB driver supplement.

In addition, if you are adding a new USB device, you must load the USB device driver according to the device manufacturer's instructions. If the Solo System CD shipped with your system, you may use it to install the driver instead of installing the drivers from diskette.

### Enabling the USB ports for Windows 95

1. If not already installed, shut down and install the floppy drive module. Restart Windows.
2. Click **Start, Settings, Control Panel**. Double-click **System** icon and select the **Device Manager** tab.
3. Under **Device Manager** tab click + next to **Other Devices**. You will see **?PCI Universal Serial Bus** in the list.



*Locating and removing the Unknown Devices*

4. Click **?PCI Universal Serial Bus** and click **Remove**.

5. Click **OK** to confirm that you want to remove the unknown device. Click **Close**.
6. Place the **usbsupp.exe** driver disk in drive A.
7. Click **Start, Run**, then type:  
a:\usbsupp.exe  
then click **OK**.
8. Click **Yes** on the next two windows if you want to continue with the installation and you agree to the warranty terms.
9. When the USB drivers finish installing, remove the diskette. Click **OK** to restart.
10. The Update Device Driver Wizard appears. Click **Next**.
11. Wait a few seconds for the Update Device Driver Wizard to find the drivers. Click **Finish**.
12. When Windows restarts, the **Copying Files** dialog box appears and displays a message that it is looking for file **uhcd.sys**. Redirect the path by typing:  
C:\Windows\System  
Click **OK**.

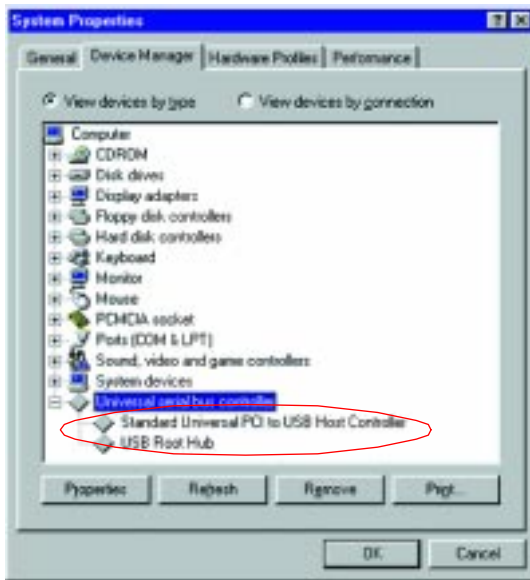


*Redirecting the path in the Copying Files dialog box*

13. Next you must install a USB update. Click **Start, Run**, then type:  
a:\usbupd1.exe  
click **OK**.
14. The **Updating Windows** dialog box appears. Click **Yes** to continue.

15. Once the update is complete, click **OK**.
16. Click **Start, Shutdown, Restart the computer?** to initialize the USB installation.

When completed, the correct USB driver appears in the Device Manager as shown below.



*Properly installed USB drivers shown in the Device Manager*

## *Installing software updates*

Install the following software updates to complete the system install.

### Installing the UHCD.SYS update

1. Place the **uhcdupd.exe** driver disk in drive A.
2. Click **Start, Run**, then type:  
a:\ uhcdupd.exe  
then click **OK**.
3. Click **Yes** to continue with the installation.

4. When the UHCD drivers finish installing, remove the diskette. Click **OK**.
5. Click **Start, Shut Down, Restart the computer?** to initialize the update.

### Installing the VMMUSB supplement

1. Place the **vmmusbup.exe** driver disk in drive A.
2. Click **Start, Run**, then type:  
a:\vmmusbup.exe  
then click **OK**.
3. Click **Yes** to continue with the installation.
4. When the supplement completes the installation, remove the diskette. Click **OK**.
5. Click **Start, Shut Down, Restart the computer?** to initialize the supplement.

## *Installing for Windows NT*

**If you have reinstalled Windows NT**, next you will need to install device drivers to support the notebook hardware components. (The video, audio, and touchpad are not functional after reinstalling Windows.) Also, you will need to install Card Wizard software for controlling the PC Card slots and Power Profiler software for power management.

To make these components and software functional, use the procedures discussed in this section to load the following drivers and software:

- ◆ Video
- ◆ Audio
- ◆ Card Wizard and Power Profiler
- ◆ Windows NT Service Pack 3
- ◆ Mouse (EZ Pad Plus)

**If you have not reinstalled Windows NT**, but are experiencing difficulty with a specific hardware device(s) such as video, sound or others, then try reinstalling the device driver by using the procedures in this section.

### *Windows NT display drivers*

When Windows NT is installed on a newly formatted hard drive it detects the display as a Standard PCI Graphics Adapter. Use the following instructions to install the Windows NT display drivers that optimize your Solo display.

If the Solo System CD shipped with your system, you may use it to install the driver instead of installing the drivers from diskette.

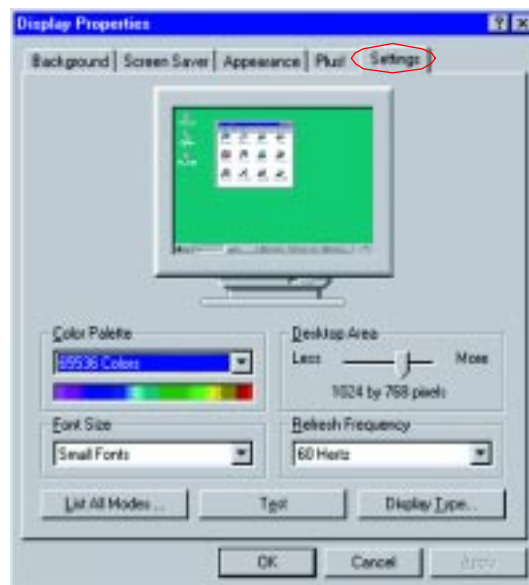
#### Installing the Solo 5100 Chips and Technologies video driver

1. If the floppy drive module is not already installed, shut down the system and install.
2. Restart Windows.
3. Click **Start, Settings, Control Panel**. Double-click **Display** icon. The **Display Properties** dialog box appears.



*Selecting the Display icon*

4. Click the **Settings** tab in the **Display Properties** window.



*Selecting the Settings tab for display configuration*

5. Click **Display Type**.
6. In the **Display Type** window, click **Change** under **Adapter Type**.

7. Insert the Windows NT 4.0 Video Driver disk in drive A:\ and click **Have Disk....**
8. The Install From Disk window appears. A:\ will be the default path listed. Click **OK**.
9. A **Change Display** dialog box appears showing the Chips Video Accelerator driver. Click **OK**.
10. A warning window appears stating the driver is a third-party driver and asks if the installation should proceed. Click **Yes**.
11. Files will be copied, then a window appears stating the drivers were successfully installed. Click **OK**.
12. Close the **Display Properties** setup boxes and take out the disk.
13. Click **Yes** to restart the system for changes to take effect.
14. After restarting the computer, an **Invalid Display Settings** window appears stating a new graphics driver has been installed and a display resolution must be set. Click **OK** to remove the error message.
15. The **Display Properties** window opens automatically. Set the display resolution and colors. Click **Color palette** list box arrow and click **65536 Colors** or the color depth of your choice.
16. Move the **Desktop area** (display resolution) slider to the right to adjust pixel resolution to **1024 x 768** to get full use of the display area. Click **Test**, **OK** to make sure your settings work.
17. Click **Yes** if you saw the test screen properly or make changes to the settings and test again if the settings did not work.
18. Click **Apply**, **OK**.

### *Windows NT audio drivers*

When Windows NT is installed on a hard drive with a new Windows NT operating system load, the audio chips are not properly detected. Use the following instructions to install the audio drivers that support your Solo audio and game ports. If the Solo System CD shipped with your system, you may use it to install the driver instead of installing the drivers from diskette.



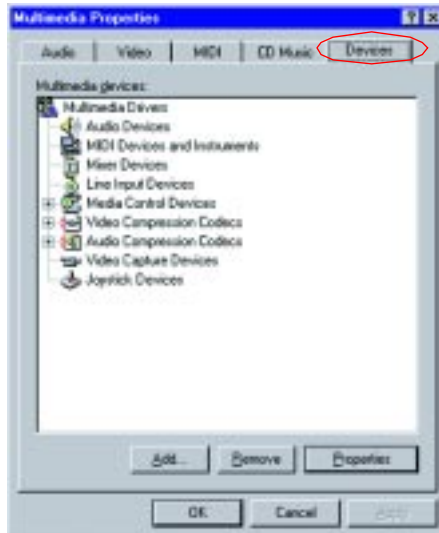
## Installing the Solo 5100 ESS Audio Driver

1. Click **Start, Settings, Control Panel**. Double-click **Multimedia** icon.



*Selecting the Multimedia icon*

2. Click **Devices** tab.



*Selecting the Devices tab for audio configuration*

3. Highlight **Audio Devices** and then click **Add**.
4. In the **Add** dialog box highlight **Unlisted or Updated Driver** and click **OK**.
5. Type the default path of A:\, insert the Windows NT 4.0 Audio driver disk, click **OK**.
6. Click to highlight **ES1879/1869/1878/1868/1887/1888 AudioDrive**. Click **OK**.
7. A window appears stating that the driver has been installed and the system needs to be restarted for changes to take effect. Remove the disk and click **Restart Now**. If you are reinstalling the Windows NT operating system and need to install additional drivers, you can click **Don't Restart Now** and continue installing the other drivers before restarting.
8. After rebooting, sounds should play when entering Windows NT. If you do not hear sound, verify the volume settings in software and the volume level on the volume wheel control on the left side of the system.

### *Installing CardWizard and PowerProfiler*

CardWizard for Windows NT aids with PC Card configuration and PowerProfiler for Windows NT handles power management issues. Your notebook has been factory configured with CardWizard and PowerProfiler.

CardWizard and PowerProfiler programs are located on a three-disk set. Both programs are installed through a single setup process. To reinstall CardWizard for Windows NT insert the diskette into the appropriate drive and follow the on-screen prompts. If you need assistance, refer to the following instructions.

#### Installing CardWizard & PowerProfiler software

1. If the floppy drive module is not already installed, shut down the system and install the floppy drive. Restart Windows.
2. With Windows NT running, insert Windows NT 4.0 CardWizard Drivers Disk 1 of 3 in drive A:. Click **Start, Run**, and on the command line type:  
  
a:\setup  
  
then Click **OK**.
3. The SystemSoft logo appears with a window stating that the InstallShield Wizard is being prepared. This may take a minute.

4. A window appears stating this program installs PowerProfiler and CardWizard. Close all other Windows programs before continuing. Click **Next** to continue.
5. The next window asks what options to install. Checkmark the boxes for PowerProfiler and CardWizard. Click **Next**.
6. Choose the destination directory. The default path is C:\Program Files\Systemsoft. Click **Next** to accept the default.
7. A CardWizard logo window appears. Click **Next** to continue. A welcome to installation window appears. Click **Next** to continue.
8. The next window states CardWizard cannot be installed if there are cards in the PCMCIA slots. Remove all cards and click **Yes** to continue.
9. The Select Type of Platform window appears. Click to checkmark the box for **Gateway Solo 5100**, then click **Next**.
10. The files copy, then a window appears stating the CardWizard readme file should be viewed. Click **No** to continue.
11. Insert disk 2 when prompted. Click **OK**.
12. Insert disk 3 when prompted. Click **OK**.
13. Click **Yes** or **No** to view the PowerProfiler readme file.
14. A window appears stating the system should be restarted. Remove the diskette in drive A: and click **Finish**. The system restarts with Windows NT. The **CardWizard** and **PowerProfiler** icons appear on the **Program** menu.

### *Windows NT Service Pack CD*

The Service Pack CD-ROM disc contains updates to Windows NT features and for products operating with Windows NT. Use this CD-ROM to update the Windows NT install.

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#### *Note:*

After adding a new device such as a network card or others, reinstall the Windows NT Service Pack to update drivers and associated files.

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### Installing Windows NT Service Pack (NT updates)

1. If not already installed, shut down and install the CD-ROM module. Restart Windows.

2. With Windows NT running, insert Windows NT Service Pack CD-ROM into the CD drive. The service pack automatically launches into Microsoft Internet Explorer.
3. Read the information that further details the contents of the service pack, then scroll down the screen to the **Install Service Pack** link. Click the **Install Service Pack** link.
4. Read the onscreen message and click **Open** to continue.
5. A DOS screen launches, then a Welcome screen appears. Click **Next**.
6. The Software License Agreement appears. Click **Yes** to continue.
7. The Service Pack Setup window appears. Click **Next** to continue.
8. Next click **Yes** or **No** to install an uninstall directory. Click **Next** to continue.
9. Click **Finish** to complete the installation. During the final install process a WindowNT Service Pack Setup window appears asking if you would like to overwrite the PCMCIA.SYS file that is already on your system. Click **No**.
10. The final setup window asks you to remove any disks from the floppy drive. Eject any diskettes that may be in the a: drive.

### *Windows NT EZ Pad Plus (touchpad) drivers*

Use the following instructions to install the Windows NT touchpad drivers that support your touchpad. If the Solo System CD shipped with your system, you may use it to install the driver instead of installing the drivers from diskette.

#### Installing the Solo 5100 touchpad driver

1. If the floppy drive module is not already installed, shut down the system and install the floppy drive. Restart Windows.
2. Insert the Solo Mouse Driver for Windows NT 4.0 diskette into the floppy drive.
3. Click **Start, Run**, and on the command line type:  

```
a:\mouse\setup
```

  
then click **OK**.
4. Microsoft IntelliPoint Setup window appears. Click **Next** to continue.

5. The next window displays the IntelliPoint identification number. Copy this number down for future product support reference. Click **Next**.
6. Keep the default installation directory. Click **Next**.
7. Click **Finish** to start copying driver files.
8. Click **Close** to exit the setup program.
9. Click **Restart Windows** to complete the driver installation. If you are reinstalling the Windows NT operating system and need to install additional drivers, you can click **Return to Windows** and continue installing the other drivers before restarting.

### *Windows NT Intel BusMaster IDE drivers*

Use the following instructions to install the Windows NT Intel BusMaster IDE drivers. If the Solo System CD shipped with your system, you may use it to install the driver instead of installing the drivers from diskette.

#### Installing the Solo 5100 Intel BusMaster IDE drivers

1. If the floppy drive module is not already installed, shut down the system and install the floppy drive. Restart Windows.
2. Insert the Solo 5100 Windows NT Intel BusMaster IDE diskette into the floppy drive.
3. Click **Start, Run**, and on the command line type:  
`a:\setup`  
then click **OK**.
4. PIIX IDE Bus Master Driver File Installation Setup window appears. Click **Yes** to continue the installation.
5. Click **Yes** if you agree to the license agreement.
6. The default installation location appears. Click **OK** to continue.
7. Click **Yes** to view the README.TXT file which supplies further installation instructions. Close the file and continue with the instruction in this procedure.
8. Click **Start, Settings, Control Panel**. Double-click **SCSI Adapters** icon.



*Selecting the SCSI Adapters icon*

9. Click **Drivers** tab.



*Selecting the Drivers tab for BusMaster IDE configuration*

10. Click to highlight the **IDE CD-ROM (ATAPI 1.2)/Dual-channel PCI IDE Co...**, then click **Remove**.
11. Click **Yes** to remove.
12. Click **Add**. When the **Install Driver** window appears, click **Have Disk...**

13. Type:  
c:\piixide  
then click **OK**.
14. The **Install Driver** dialog box appears with the **Intel PIIX PCI Bus Master IDE Controller** highlighted. Click **OK**.
15. Click **Yes** to restart your system and initialize the drivers.



# Managing System Resources

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## *Port/IRQ Configurations*

Your notebook supports the use of multiple peripheral devices. By default, your system has two free IRQs (normally IRQ 10 and 11). 16-bit and 32-bit devices (PC Cards) cannot share the same interrupt. The IRQs that may be used by normal 16-bit PC Cards are 3, 4, 5, 7, 10 and 11. IRQ 9 is not available for 16-bit PC Cards because they are reserved as PCI style interrupts for USB and 32-bit Cardbus PC Cards.

### *Solo notebook interrupts (IRQs)*

Use this information to help determine which IRQ(s) to disable if you need to free-up resources for a new device.

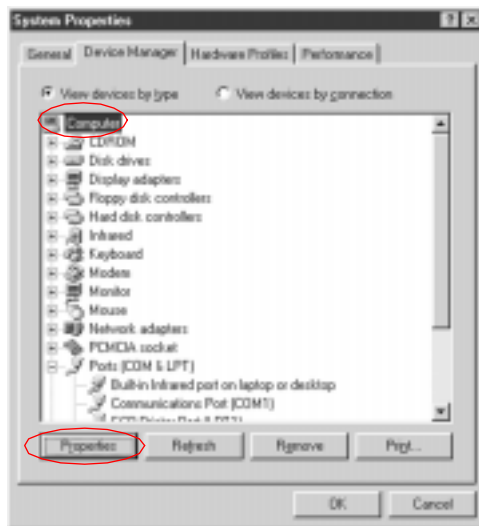
<b>5100 IRQs</b>	<b>Device use</b>
0	System timer
1	Keyboard
2	Programmable interrupt controller
3	IR port (COM2) - shipped disabled
4	Serial communications port (COM1)
5	Sound
6	Floppy disk controller
7	Parallel port (printer)
8	System CMOS/Real time clock
9	USB - IRQ holder (32-bit PCI style IRQ) CardBus - (32-bit PCI style IRQ)
10	Free
11	Free
12	Touchpad (mouse)
13	Numeric data processor
14	Hard disk
15	CD-ROM drive

## Checking Windows 95 resources

You may also check your current system resources (IRQ) information using the **Windows Device Manager** under the **System** icon.

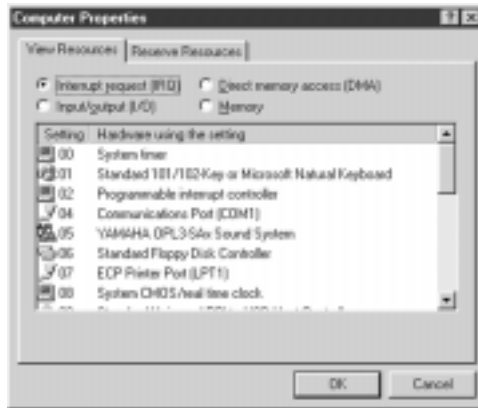
### Checking IRQ usage in the Windows 95 System Properties Device Manager

1. Click **Start, Settings, Control Panel**. Double-click **System** icon and click **Device Manager** tab. Under **Device Manager** tab click **View devices by type**. Click **Computer, Properties** in the item list.



*Selecting computer properties*

2. The **Computer Properties** dialog box appears. Click **Interrupt request (IRQ)**. This provides you with a current list of system IRQ usage and helps you determine which interrupts you may want to disable to free system resources.

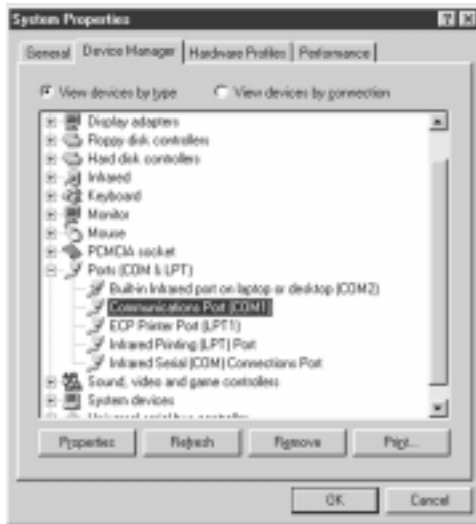


*Viewing system resources properties*

### If you install a PC Card and it does not work (freeing up resources)

1. Make sure the card was installed properly. Check the PC Card's documentation if you have any installation questions.
2. Plug in a second PC Card. If it does not work there may be a resource problem (unavailable IRQ).
3. Click **Start, Settings, Control Panel**. Click **System** icon, click **Device Manager** tab.
4. Check the properties for the PC Card you installed. A PC Card with a resource conflict “appears” as an exclamation point in a yellow circle. A PC Card that is disabled “appears” with an X through the icon.
5. If there is a resource conflict, remove the second PC Card you are trying to install.
6. Determine which one of your ports that you do not need to use for the time being, possibly the IR port, serial port, or parallel port. You also can disable the sound chip if you prefer.

To disable a device, select the port you want to disable (for example, COM1) and click **Properties**.



*Selecting a port to free up resources (IRQs)*

7. Place a check in the box next to **Disabled in this profile** in the **Device usage** check box, then click **OK**.



*Disabling a port to free up resources*

8. Re-install the second PC Card. You should hear a two-tone beep, indicating that the card is enabled.
9. To later use the port you disabled, go back into **Device Manager** and remove the check in the **Disabled** box. The port should be immediately available for use.

If the PC Card is still not configured correctly, try shutting down and restarting your system.

If you are running the Windows 95 operating system, check the **BIOS Setup** to see that the setting for **Plug and Play OS** is set to **Yes** see “Advanced menu” on page 73.

If **Plug and Play OS** was set to no, then try Steps 1-9 again. If you are running the Windows NT operating system do **not** set the CMOS to **Plug and Play OS**.



# Using Modem Documentation

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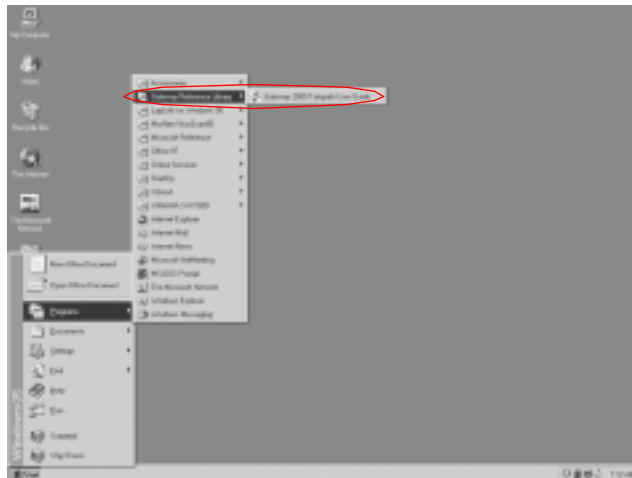
# Accessing Modem Documentation

Online modem documentation is available with additional information regarding:

- ◆ Sending and Receiving Data
- ◆ Sending and Receiving Faxes
- ◆ Setup under Microsoft Windows NT 4.0
- ◆ Using the Internet
- ◆ AT commands
- ◆ S Registers
- ◆ Troubleshooting
- ◆ Gateway Online
- ◆ Glossary

## To access online modem documentation in Windows 95

1. Click **Start, Programs**, then click **Gateway Reference Library** icon. A list of titles appears.
2. Click **Gateway 2000 TelePath User Guide** and follow any on-screen instructions.



*Accessing the Gateway Reference Library*

## To load online modem documentation in Windows 95

The online modem documentation is already loaded on your portable system when shipped. If this file ever needs to be reinstalled, use the following instructions to reload the online documentation.

1. Insert the installation diskette into the floppy drive.
2. Click **Start**, then **Run....**Type:  
a:\install  
on the command line. Click **OK**. The **Installation** window appears.
3. Click **OK** to accept the destination drive and directory defaults. The **Installation** window reappears.
4. Click **OK** to confirm the source drive. The **Done** window appears verifying installation.

---

 *Note:*

Make sure the floppy disk drive module is installed in the system.

---







# Adding Memory Modules

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To install memory modules .....	66
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# Installing Additional Memory

Your notebook supports two 144-pin memory modules called *SO-DIMMs* (Small Outline Dual Inline Memory Modules). The modules are available in various capacities and can be placed in either slot.

## To install memory modules

1. Save all work.
2. Use your operating system's **Shut Down** procedure to turn your notebook completely off.
3. Close the LCD lid. Before opening your system case, read and follow these precautions to prevent damage from static electricity.

## Caution! Preventing Static Electricity Damage

**The components inside your system are extremely sensitive to static electricity, also known as electrostatic discharge (ESD). Static electricity can cause irreparable damage to your system; however, if you follow these preventions and precautions, you should prevent such damage.**

### Static Electricity Preventions

- ◆ WEAR A GROUNDING WRIST STRAP (available at most electronic stores).
- ◆ Turn off the system power.
- ◆ REMOVE THE BATTERY PACK.
- ◆ Remove all external cords and cables.

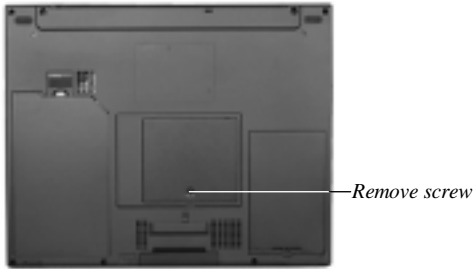
### Static Electricity Precautions

- ◆ Avoid static-causing surfaces such as plastic and styrofoam in your work area.
- ◆ Remove the parts from their antistatic bags only when you are ready to use them. Do not lay parts on the outside of antistatic bags since only the inside provides antistatic protection.
- ◆ Always hold cards by their edges and their metal mounting bracket. Avoid touching components on the cards and the edge connectors that connect to expansion slots.
- ◆ Never slide cards or other parts over any surface.

4. Remove the battery pack, disconnect the AC power, and then turn your notebook over.
5. Remove the screw on the memory bay door, then use your fingernail or flathead screw driver to pop the door off.

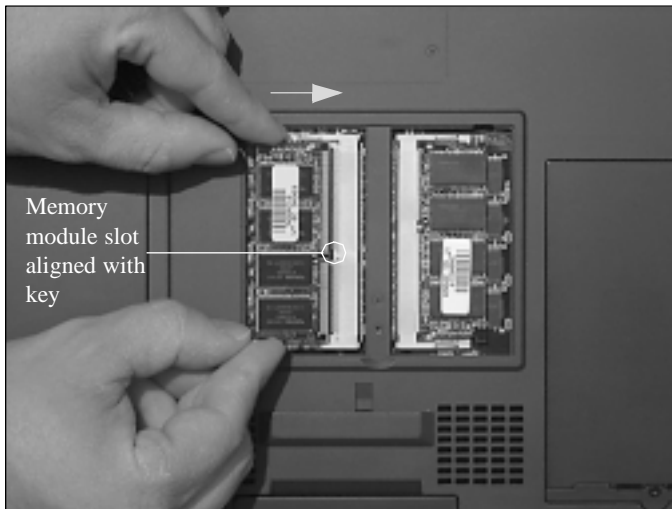
### Caution!

To help avoid possible damage to your computer from static electricity, follow these procedures every time you work inside your computer.



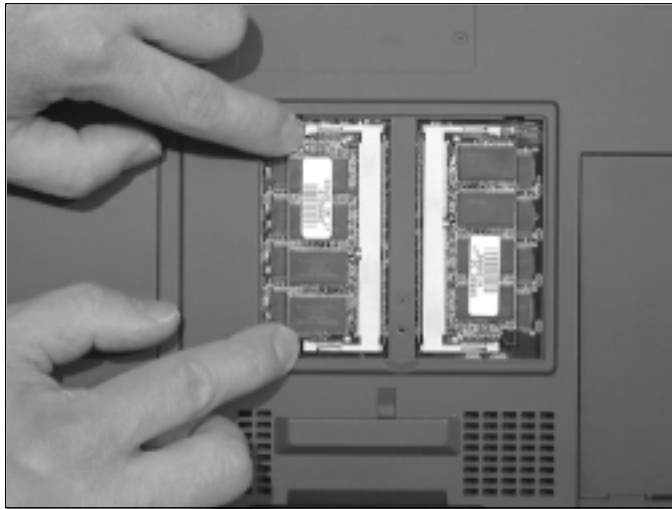
*Removing the memory bay door*

6. To insert a memory module, hold it at a 30-degree angle and slide it into an empty memory slot. Align the memory module slot with the key. The “key slot” prevents incorrect installation.



*Inserting memory module*

7. Gently push down on the memory module until it clicks into place under the two clips on either side of the memory module.



*Seating the memory module*

8. Replace the memory module door and power connections.

### To remove memory modules

1. Save all work.
2. Use your operating system's **Shut Down** procedure to turn your notebook completely off.

3. Close the LCD lid. Before opening your system case, read and follow these precautions to prevent damage from static electricity.

### Caution! Preventing Static Electricity Damage

The components inside your system are extremely sensitive to static electricity, also known as electrostatic discharge (ESD). Static electricity can cause irreparable damage to your system; however, if you follow these preventions and precautions, you should prevent such damage.

#### Static Electricity Preventions

- ◆ WEAR A GROUNDING WRIST STRAP (available at most electronic stores).
- ◆ Turn off the system power.
- ◆ REMOVE THE BATTERY PACK.
- ◆ Remove all external cords and cables.

#### Static Electricity Precautions

- ◆ Avoid static-causing surfaces such as plastic and styrofoam in your work area.
- ◆ Remove the parts from their antistatic bags only when you are ready to use them. Do not lay parts on the outside of antistatic bags since only the inside provides antistatic protection.
- ◆ Always hold cards by their edges and their metal mounting bracket. Avoid touching components on the cards and the edge connectors that connect to expansion slots.
- ◆ Never slide cards or other parts over any surface.

4. Remove the battery pack, disconnect the AC power, and then turn your notebook over.
5. Remove the screw on the memory bay door, then use your fingernail or flathead screwdriver to pop off the door.

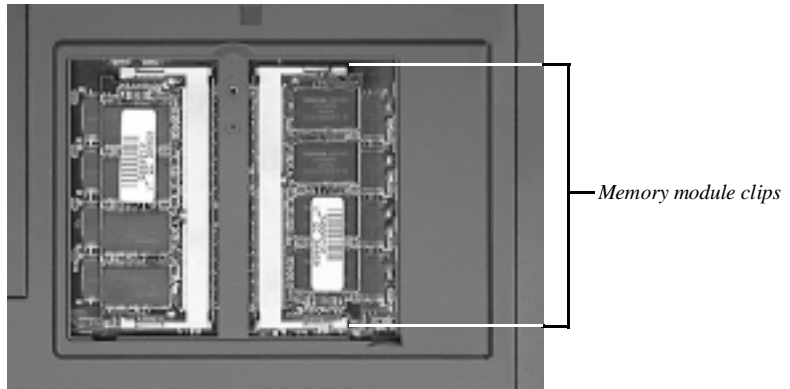


*Removing the memory bay door*

6. To remove the memory module, gently press outward on both clips at either end of the memory module at the same time until the memory module snaps out of the memory socket and tilts upward.

#### Caution!

To help avoid possible damage to your computer from static electricity, follow these procedures every time you work inside your computer.



*Removing the memory module*

7. Pull the memory module out of the slot.
8. Replace the memory module door and power connections.



# BIOS Setup

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## *Setup (BIOS) Screens*

Your notebook contains a series of Setup menus that control basic setup, security, and power settings. Using these menus you can adjust options such as the system clock, your Boot Password, virus check reminder, power management option, and others.

The menu screens include the **Main**, **Advanced**, **Security**, **Power**, **Boot**, and **Exit**. Entering the Setup menus disables all function (Fn) keys and power saving functions.

The menu screens shown in this chapter may differ somewhat from those shown on your computer. If so, you may have a newer BIOS than described here but the screens will be similar enough to get the information you need. Follow the on-screen instructions and helps to navigate through the menus.

### To access the Setup menus

1. Start your notebook.
2. Press the <F2> key when prompted to do so. The “Entering Setup...” message briefly shows and 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 area 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. The following provides a view of the options controlled through the Main menu:

PhoenixBIOS Setup Utility	
<b>Main</b> Advanced Security Power Boot Exit	
System Time: [HH:MM:SS] System Date: [MM/DD/YYYY] Floppy Disk Drive A: [1.44/1.25 MB 31/2"] Floppy Disk Drive B: [Disabled] >Primary Master: [NNN MB] >Secondary Master: [None] Memory Cache: [Enabled] System Memory: NNN KB >System Information: Numlock: [Off] TV Out: [Disabled] Display Device: [Simultaneous] Text Mode Expansion: [Enabled] Graphics Mode Expansion: [Enabled] QuickBoot Mode: [Enabled] Floppy check: [Enabled] Boot-time Diagnostic Screen: [Enabled]	Item Specific Help  Enter System Time. <Tab>, <Shift-Tab>, or <Enter> selects field.
F1 Help    ↑↓ Select Item    -/+ Change Values    F9 Setup Default ESC Exits   ←→ Select Menu    Enter Select > Sub-Menu    F10 Save and Exit	

**Note:**

The Setup menu screen shown may differ somewhat from that shown here. If there are differences, follow the on-screen instructions and helps.

### Main menu

Press the <Esc> key to access the Exit menu and accept or discard changes. Press <F9> to return to the factory defaults, or <No> to return to the previous settings. Use the right arrow key to move over to the next menu.

### Advanced menu

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

## To access the Setup menus

1. Start your notebook.
2. Press the <F2> key when prompted to do so. The “Entering Setup...” message briefly shows and 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 area providing additional information is also located along the right side of each menu.

**Caution!**

Setting items on this menu to incorrect values may cause your system to malfunction.

**Note:**

The Setup menu screen shown may differ somewhat from that shown here. If there are differences, follow the on-screen instructions and helps.

PhoenixBIOS Setup Utility	
Main <b>Advanced</b> Security Power Boot Exit	
Setup Warning Setting items on this menu to incorrect values may cause your system to malfunction	Item Specific Help
Plug & Play O/S: [Yes]	Select 'Yes' if you are using a Plug & Play capable operating system.
USB Keyboard [Disabled]	Select 'No' if you need the BIOS to configure non-boot devices.
>PCI Configuration [Enabled]	
>I/O Device Configuration	
Local Bus IDE adapter: [Both]	
Large Disk Access Mode: [DOS]	
>Audio Options Menu	
F1 Help ↑↓ Select Item -/+ Change Values F9 Setup Default ESC Exits ←→ Select Menu Enter Select > Sub-Menu F10 Save and Exit	

### Advanced menu

Press the <Esc> key to access the Exit menu and accept or discard changes. Press <F9> to return to the factory defaults, or <No> to return to the previous settings. Use the right arrow key to move over to the next menu.

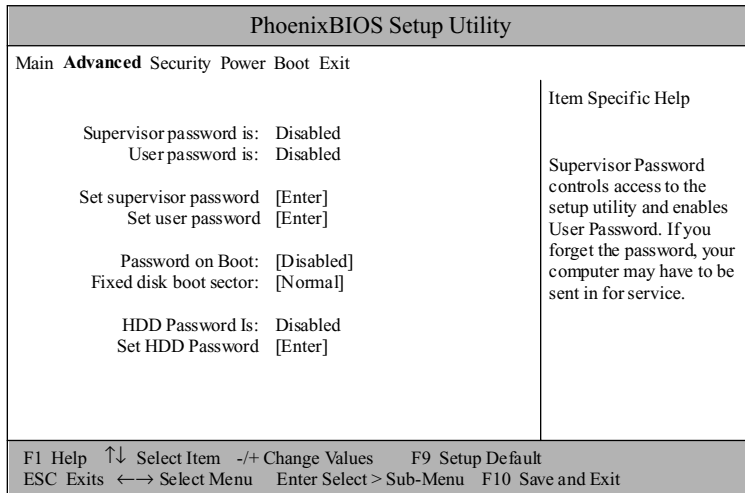
### Security menu

The Security menu primarily lets you set passwords, either Supervisor or user, that limit access to your BIOS setup and thus protect your system.

## To access the Setup menus

1. Start your notebook.
2. Press the <F2> key when prompted to do so. The “Entering Setup...” message briefly shows and then the Main menu appears.

- Follow the instructions at the bottom of the menus to navigate through the different options and menus. An Item Specific Help area providing additional information is also located along the right side of each menu.



### Security menu

Press the <Esc> key to access the Exit menu and accept or discard changes. Press <F9> to return to the factory defaults, or <No> to return to the previous settings. Use the right arrow key to move over to the next menu.

### Power menu

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

## To access the Setup menus

- Start your notebook.
- Press the <F2> key when prompted to do so. The “Entering Setup...” message briefly shows and then the Main menu appears.
- Follow the instructions along the bottom of the menus to navigate through the different options and menus. An Item Specific Help area providing additional information is also located along the right side of each menu.

### Note:

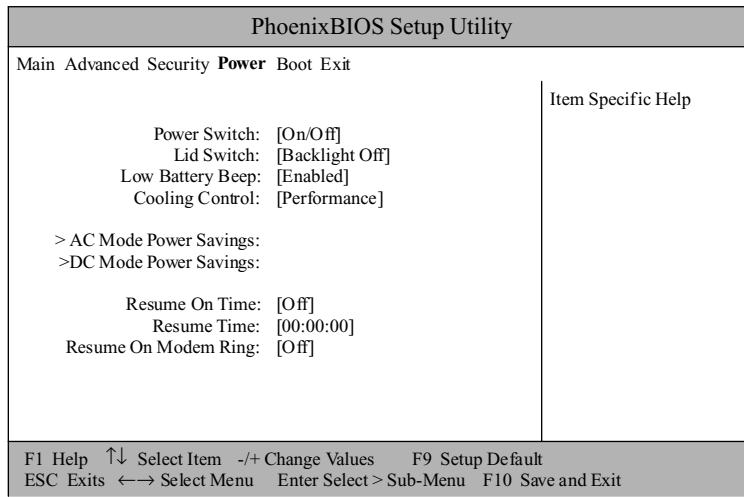
The Setup menu screen shown may differ somewhat from that shown here. If there are differences, follow the on-screen instructions and helps.

### Caution!

We have made the password function very secure with no easy way to erase a forgotten password. If you forget your password and have not used the Backup password: function, you must send your notebook back to us for a time-consuming repair.

**Note:**

The Setup menu screen shown may differ somewhat from that shown here. If there are differences, follow the on-screen instructions and helps.



### Power menu

Press the <Esc> key to access the Exit menu and accept or discard changes. Press <F9> to return to the factory defaults, or <No> to return to the previous settings. Use the right arrow key to move over to the next menu.

### *Boot menu*

The Boot menu allows you to change the sequence of devices from which your notebook is to boot.

## To access the Setup menus

1. Turn on your notebook.
2. Press the <F2> key when prompted to do so. The “Entering Setup...” message briefly shows and 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 area providing additional information is also located along the right side of each menu.

PhoenixBIOS Setup Utility	
Main Advanced Security Power <b>Boot</b> Exit  1. [Diskette Drive] 2. [Hard Drive] 3. [CD ROM Drive]	Item Specific Help  Use <Up Arrow> or <Down Arrow> to select a device, then press <+> to move it up the list or <-> to move it down the list. Press <Esc> to exit this menu.
F1 Help ↑↓ Select Item -/+ Change Values F9 Setup Default ESC Exits ←→ Select Menu Enter Select > Sub-Menu F10 Save and Exit	

### Boot menu

## Exit menu

The Exit menu contains the options available once you have made changes to the Setup menus. Use the arrow keys to make your selection and follow all screen prompts.

PhoenixBIOS Setup Utility	
Main Advanced Security Power Boot <b>Exit</b>  Exit Saving Changes Exit Discarding Changes Load Setup Defaults Discard Changes Save Changes	Item Specific Help  Exit System Setup and save your changes to CMOS.
F1 Help Ø Select Item -/+ Change Values F9 Setup Default ESC Exits ~E Select Menu Enter Select > Sub-Menu F10 Save and Exit	

### Exit menu

Press the <Esc> key to access the Exit menu and accept or discard changes. Press <F9> to return to the factory defaults, or <No> to return to the previous settings. Use the right arrow key to move over to the next menu.

#### Note:

The Setup menu screen shown may differ somewhat from that shown here. If there are differences, follow the on-screen instructions and helps.

#### Note:

The Setup menu screen shown may differ somewhat from that shown here. If there are differences, follow the on-screen instructions and helps.





# Troubleshooting Your Notebook

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# *Troubleshooting*

This section includes tips and solutions from our technical support organization as well as information that may answer your questions without you having to make a technical support call.

Other sources of helpful information include our web site at **www.gateway.com**; and other online information found on your system CD (if available).

If these solutions do not solve your problem, see the warranty that shipped with your notebook that describes several ways to request help, including traditional Portables Technical Support and our FaxBack service.

## *Start up*

When your notebook is turned on, the hard disk makes a whirring noise, the screen shows various images (words or graphics), and the system LED is lit. If any of these do not occur, check the following components and their connectors:

### **The CD-ROM or floppy disk module won't work**

Make sure that the module is correctly seated in the modular option bay. To do this, remove the module, re-insert it firmly into the drive bay (you should hear it click into place), then restart your notebook.

### **The hard disk drive can't be accessed**

Make sure that the hard disk drive is correctly seated. Remove and firmly reinstall (you should hear it click into place), then restart your notebook.

If your notebook 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.

The system may be attempting to start from the floppy drive first. Go to the Setup menus and check the Boot sequence: setting under the Boot menu.

### **Your notebook isn't working from the battery (if using battery power)**

Make sure the battery is installed properly.

Make sure the battery is charged.

### **Your notebook isn't working from AC power (if using AC power)**

Make sure all connections are secure.

Make sure electricity is supplied to the outlet for the power cord.

Make sure the cables are free from cuts or damage. Replace any damaged cables.

### **Something is wrong with the display**

Press <Fn+F3> to cycle the system back to LCD panel mode. It is possible it is in CRT or TV mode.

Make sure that the brightness is turned up. The screen simply may be too dark to see.

If you want the screen to be brighter when starting your system with the battery, make sure the “Auto dim with battery” option in the Power menu is set to **OFF**.

## *General*

Even after your notebook 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 notebook won't accept your password.**

Check the LED indicators for Caps Lock and Pad Lock. If either one is on, turn it 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 with no easy way to erase a forgotten password. Call Customer Support for instructions.

### **The screen looks a little dark.**

Check the brightness control. If powered by battery, the notebook's auto-dim function could be enabled.

### **The system locks up and nothing seems to work to get it restarted.**

Whether your notebook is on or off, the system does a cold restart after you press this internal reset button. Use a small prod (such as a straightened paper clip) to depress the reset button in the recessed area located on the right side between the Fast IR and the PS/2 ports.

## *Frequently asked questions*

---

### Video display

---

#### *Question:*

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)?

#### *Answer:*

1. Right click **MS Office Toolbar** control box.
2. Select **Customize...**, then the **View** tab.
3. Deselect the **Use Gradient Fill** box.

#### *Question:*

How do I change the video resolution on my LCD or my external monitor?

#### *Answer:*

1. In Windows 95, right-click the desktop, and select **Properties**.
2. Click **Settings** tab of the Display Properties, then adjust the resolution and color depth. Remember, at the highest resolutions, not all color depths may be available.

---

### Suspend

---

#### *Question:*

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

#### *Answer:*

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

---

#### *Note:*

If you use a docking station, you will want to select a setting that shows the Suspend option **ONLY** when the notebook is undocked.

---

*Question:*

How do I set up a printer on my notebook?

*Answer:*

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

*Question:*

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

*Answer:*

1. Click **Start**, and **Settings**.
2. Right click **Printer** icon for your printer.
3. Make sure that **Set as Default** is selected. If **Work Offline** is selected, click it to deselect it. Now, your print job sent when you were docked should print.

*Question:*

I accidentally deleted a file. Can I get it back?

*Answer:*

1. Double-click **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 at a DOS prompt, however, the file is gone.

*Question:*

How do I get rid of the **Windows 95 password** box that appears every time I start my notebook?

---

Printer setup

---

---

Recovering deleted files

---

---

Passwords

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*Answer:*

Type your first name in the **User Name** box. Don't type anything in the **Password** box and click **OK**. Windows 95 asks you to confirm your password. Click **OK** again.

---

ScanDisk

---

*Question:*

When I started my notebook, it ran ScanDisk? What's happening?

*Answer:*

The notebook may have been disconnected from power, had its power interrupted, or was improperly shut down. Windows 95 automatically runs Scan Disk when it senses that the notebook was improperly shut down. This is usually a good thing because ScanDisk fixes any errors on your notebook's hard disk drive and minimizes data loss.

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Sound

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*Question:*

I started my new notebook, and I'm not getting any sound from my speakers. What can I do?

*Answer:*

If you are using external speakers, check your speaker connections, making sure the connectors are in the correct ports. Make sure the volume is turned up for the speakers (using the volume wheel) and in Windows 95. Click **Speaker** icon in the lower right corner of the screen and drag the volume slider up if necessary. Also make sure that the mute box is not checked.

---

Connecting to the Internet

---

*Question:*

How do I connect to my Internet provider?

*Answer:*

To get access to the Internet, you need an Internet Service Provider (ISP). It may be a service like AOL, CompuServe, or the Microsoft Network, or a local company. You already have the basic software needed to browse, but the ISP actually connects you.

Most ISPs provide a packet of information when you subscribe to their service. This information, in most cases, contains detailed instructions for configuring your computer to connect to their service. Most ISPs allow you to use Windows Dial Up Networking to make the connection to the ISP. Generally it is a good idea to contact the specific ISP if you are having difficulties connecting.

*Question:*

I have a very large hard drive and I'm using Windows NT 4.0. I am trying to use the smallest number of partitions possible. How large can I make my bootable partition?

*Answer:*

The largest bootable partition in Windows NT 4.0 is 4 GB. This is true if you format with FAT or NTFS. When you create the partition during Windows NT setup, the system is running in DOS Real Mode which allows 4 GB as the maximum partition size.

*Question:*

My CD-ROM drive is not reading any CD's. How can I get it to work?

*Answer:*

The CD may not be properly seated in the CD tray. There are retaining clips built into the CD spindle. When you place a CD into the CD-ROM drive, ensure you press the CD firmly onto the spindle so the retaining clips hold the CD in place.

*Question:*

How can I use both the floppy drive and my CD-ROM drive on my notebook?

*Answer:*

A cable is available that fits on the back of the floppy drive and plugs into the parallel port. This lets you access the floppy drive while using the CD-ROM drive.

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Bootable hard drive partition  
(Windows NT)

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CD ROM drive

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---

External floppy drive

---

*Question:*

Why is my battery life so short? My battery is reporting 100% charged, then losing power shortly after?

*Answer:*

In most cases, this may be caused by the battery not being conditioned properly. To properly condition the battery, it must be fully charged until the battery charge light goes out. Then ensure the **Battery Low Suspend** and the **Power Management Control** options are disabled in the BIOS setup.

To make changes to the BIOS setup:

1. Press <F2> when the message **Press <F2> to enter SETUP** appears during startup.
2. Arrow to the Power menu, then arrow down to the **PM Control** option; change the value to **Disabled**.
3. Arrow down to the **Battery Low Suspend** option; change the value to **Off**.
4. Arrow to the Exit menu and select **Save Changes & Exit**.
5. Leave the system operating using only battery power until the system shuts down on its own.
6. Plug in the AC adapter and fully charge the battery; this conditions the battery. You may want to enter the BIOS setup again to enable the **PM Control** and the **Battery Low Suspend** options.

## *Error messages*

This section alphabetically lists commonly occurring error messages with the suggested solution or referral instructions provided opposite the error message. Many times these messages indicate only procedural errors: an incorrect keystroke, a write protect tab not removed, etc.

Try saving to a new file or diskette, or move the write protection tab over the hole on the back of the diskette.

Check to make sure you typed the correct command. Verify which drive was specified and retry. 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. To exit from MS-DOS to Windows 95 type exit and press <Enter>.

---

 *Note:*

Message text appears in the margin.

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Access denied

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Bad command or file name

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This is usually a result of a defective area on the disk. To fix disk problems click **Start** button in Windows 95, click **Programs**, click **Accessories**, click **System Tools**, and click **ScanDisk**.

You need to make a change in the BIOS setup menu. To do this press <F2> to enter the Setup menu during startup. A message appears that reads “Warning the CMOS checksum is invalid. Default values will be loaded.” Then press <Enter> to go to the Exit menu and choose **Save the changes and exit**. The system restarts and the error message will not appear.

Try restarting a couple of times by pressing <Ctrl+Alt+Del>. Reseat the hard drive. Make sure your notebook isn't too cold. If nothing works, call Customer Support.

*If possible*, save your files to another disk or drive. To check the space left on the disk or diskette click **Start** button, click **Programs**, click **Windows Explore**. Click the appropriate disk icon that you would like to check. To create more storage space, delete the unnecessary files you no longer need. If the hard disk drive (C:\) is full, copy any files not used regularly to floppy drive or other backup device, and delete them from the hard disk drive.

Carefully re-enter the password again. If it is a software program that is asking for a password consult the documentation that shipped with it for the specific instructions to clear the password so you may enter a new one.

Remove any objects resting on the keyboard and restart the computer. If you are already in Windows 95, restart the computer.

Restart the computer and press <F2> when the computer restarts to enter the Setup Program. Upon entering the Setup Program, the computer automatically recognizes the amount of memory installed. To exit the Setup Program, go to the Exit menu and save the changes.

Make sure the memory modules are inserted correctly and securely on the system board. See “Installing Additional Memory” on page 66. for instructions on inserting memory modules.

Eject the diskette from the floppy drive and press <Enter>.

Close any programs you are not using.

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Data error

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Divide overflow error

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General failure reading drive C:

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Insufficient disk space

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Invalid password

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Keyboard stuck or key failure

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Memory size error

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Memory error

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Non-system disk or disk error

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Not enough memory

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Print queue is full

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Wait until some files have been printed before sending additional files to the printer. Make sure the printer is not set to work “off-line.” If you print large or many files at one time to the printer you may want to add additional memory to the printer. Consult the printer documentation for instructions for adding additional memory.

---

Printer is out of paper

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Make sure the printer is turned on, then add paper to the printer. After adding paper, make sure the printer is “online.” Most printers have an “online/offline” button you need to press after adding paper.

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Required parameter missing

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Carefully re-enter the command and check the spelling. To exit from MS-DOS to Windows 95 type exit and press <Enter>.

---

Syntax error

---

Re-type the command and make sure the command is spelled correctly and any other parts of the command are. To exit from MS-DOS, type exit and press <Enter>.

---

Time and date not set

---

The internal battery that keeps the clock/calendar going ran completely down. This can happen if you leave the battery pack out of your notebook or fully discharged for a day or more. To correct the problem, restart the computer and press <F2> to enter the Setup Program. At the Main menu, change the time and/or date to the proper settings. After changing the settings, go to the Exit menu and save the changes.

---

Write protect error

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Remove the write protection or use another diskette. To remove the write protection from the diskette, slide the tab over the hole on the back of the diskette.



# Contacting Gateway

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## Contacting Gateway

**Note:**

Your Customer ID number and order number can be found on your invoice; the serial number can be found on the bottom of your notebook; see “Identifying Your Model” on page 7.

If you experience any trouble while using your Gateway Solo Multimedia Notebook, feel free to contact Gateway. 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 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

Gateway offers a wide range of customer service, technical support and information services. If you have questions or problems, contact the Gateway service that is most appropriate for your needs:

Assistance resource	How to reach	Information available
<b>Sales &amp; Customer Support</b>	800-846-2000	Information about systems, pricing, orders, billing statements, warranty service and other non-technical issues.
<b>Portables Technical Support:</b> Toll free from the US Toll free from Canada	800-846-2302 800-846-3609	Call this number if you have a problem with hardware or software.
<b>World Wide Web:</b> US and Canada UK	<a href="http://www.gateway.com">http://www.gateway.com</a> <a href="http://www.gw2k.co.uk">http://www.gw2k.co.uk</a>	Modem required. The Gateway Web site contains a variety of information about Gateway.

## Calling Gateway when outside the U.S.

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

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