Quick Start & Troubleshooting Guide

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PRODUCT REGISTRATION

When using your computer for the first time, it is recommended that you immediately register it. This will give you access to some useful benefits, such as:
- Faster service from our trained representatives
- Membership in the Packard Bell community: receive promotions and participate in customer surveys
- The latest news from Packard Bell

Hurry and register, as other advantages await you!

How to Register

During the initial startup of your computer, a window will invite you to register. Please fill in the information and click **Next**. The second window you'll see contains optional fields that will help us to provide you with a more personable customer service experience.

Another Option

Another way to register your Packard Bell product is to visit our website at **register.packardbell.com**. Choose your country and follow the simple instructions.

After we receive your product registration, you will be sent a confirmation email with important data that you should keep in a safe place.

IMPORTANT INFORMATION

Thank you for purchasing a Packard Bell computer!

This guide has been designed to introduce you to the features of your computer and assist in your computing experience. It will also help you maintain your computer and troubleshoot in case you encounter a problem.

To make the most of your computer, Packard Bell recommends you perform the actions described below before you start working with your computer.

Packard Bell Recovery Management

If you should ever encounter a problem with your computer and the troubleshooting steps included in the *Quick Start & Troubleshooting Guide* did not help fix it, you can run the *Packard Bell Recovery Management* program. This will restore your computer to the same state as when you purchased it, while giving you an option to retain all settings and personal data for later retrieval (see page 46 for details).

Packard Bell Updater

To ensure that your computer has the latest updates for drivers and software, please use the *Packard Bell Updater* program as soon as you have configured an Internet connection (see page 17 for details).

Packard Bell InfoCentre

To discover more about your computer, please make sure you check *Packard Bell InfoCentre*, the electronic user's guide installed on your computer. You need to update the guide at least once online (see page 18 for details).

Packard Bell Website

Remember to visit www.packardbell.com often! Check out the Support section; it contains our online Troubleshooter, up-to-date information, help, drivers and downloads. Visit store.packardbell.com to discover our accessories, then buy online or locate a store near you!

Packard Bell Support

Make sure you write down your computer serial number, date and place of purchase and model name on the cover of this guide. Also, save your proof of purchase. If you call us, please write down any error message causing the problem, and have the computer in front of you and switched on if possible. Having these items to hand when contacting us will ensure better and quicker service.

COMPUTER BASICS

SAFETY AND COMFORT

Safety Precautions

Please follow the guidelines below to use your computer comfortably and to avoid health problems.

Computer Environment

Make sure that the computer:
- Is used on a stable surface, stand or table. A fall can seriously damage the computer.
- Is not used on a surface that vibrates, or used when taking part in sport, exercise or other activities in a dynamic environment. Vibration or movement can loosen fastenings, damage internal components and even cause battery leakage.
- Is away from direct sunlight and sources of heat.
- Is away from magnetic fields or any device generating static electricity.
- Is kept at least 30 centimetres (one foot) away from a mobile phone.
- Is not in a dusty or damp environment.
- Is not used near water. Never spill liquids of any kind on or into your computer.
- Is not placed on a carpet or any other surface that may have an electrical charge.

Cables

Make sure that:
- Cables are not strained and that there is no risk of people walking or tripping over them.
- Other devices do not crush the cables.
- The power cable is connected to the computer before connecting the power cable to the AC power outlet.
- The power cable is unplugged from the power outlet before disconnecting the power cable from the computer.
- Three-pin power cords are connected to a grounded power outlet.
- The power outlet is easily accessible and as close to the computer as possible (do not overload it with too many adapters).

If your computer uses an external AC adapter:
- Do not cover or place objects on the AC adapter. Allow the adapter to cool properly during use by keeping it clear of objects.
- Only use the AC adapter that is supplied with your computer. Although other adapters may look similar, using them can damage your computer. If a replacement is required, use only parts certified for use with your computer.

Cleaning your Computer

- Always unplug your computer from the power outlet before cleaning it.
- Do not use liquid or aerosol cleaners, use a damp cloth instead.
- Never spray cleaning product directly on the screen.
- If dust has accumulated inside your computer, do not use a vacuum cleaner to remove it.
- If you spill liquid on your computer or any device attached to it, switch it off immediately, unplug the power cord and make sure it is completely dry before switching it on again. Wait overnight if necessary.

> **Note:** If your computer includes slots for memory cards or expansion devices, plastic 'dummies' may be installed in the card slots. Dummies protect unused slots from dust, metal objects or other particles. Save the dummies for use when no cards are in the slots.

<u>*Servicing your Computer*</u>

Do not attempt to service your computer yourself, as opening or removing covers may expose you to dangerous voltage or other risks. Refer all servicing to qualified service personnel.

Unplug your computer from the wall outlet and refer servicing to qualified service personnel when:

*   the power cord or plug is damaged, cut or frayed,
*   liquid was spilled into the product,
*   the product was exposed to rain or water,
*   the product has been dropped or the case has been damaged
*   the product exhibits a distinct change in performance, indicating a need for service
*   the product does not operate normally after following the operating instructions

> **Note:** *Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.*

Health Precautions

*   The computer and accessories may contain small parts. Keep them out of the reach of small children.
*   If you work or play for hours at a time, then make sure you take regular breaks. Look away from the computer's screen once in a while. Do not use your computer if you are tired.
*   To protect your hearing, when using speakers or headphones, increase volume gradually until you can hear clearly and comfortably; do not increase the volume level after your ears have adjusted. Do not listen to high volumes for extended periods. Do not increase the volume to block out noisy surroundings; decrease the volume if you cannot hear people speaking near you.
*   Ensure that the computer's ventilation slots and openings are never obstructed or covered. Do not place the computer on a soft surface (such as a carpet, chair or bed) that may block ventilation slots.
*   Do not push objects of any kind into ventilation or case slots as they may touch dangerous voltage points or short-out parts that may result in a fire or electric shock.
*   Some disorders of the hands, wrists, arms, neck, shoulders, legs and back may be associated with, or aggravated by certain repetitive actions. To reduce your risk of developing these disorders, type with your wrists straight and your hands and wrists floating above the keyboard. If you experience periods of pain, tingling, numbness or other discomfort, please contact your doctor.
*   We advise that parents monitor the use of games by their children. If you or your child experience any of the following symptoms: dizziness, blurred vision, eye or muscle twitches, loss of consciousness, disorientation, any involuntary movement or convulsion, IMMEDIATELY discontinue use and consult your doctor. This may happen even if the person has no medical history of epilepsy.

<u>*To use your computer comfortably, remember the following:*</u>

*   Sit up straight with your back relaxed
*   Adjustable chair
*   Feet flat on floor or on footrest
*   Desk height 60-70 centimetres (24-28 inches) from the floor
*   Free space around the computer and devices to allow proper ventilation
*   Top of monitor at eye level
*   Eye distance 45-70 centimetres (18-30 inches) from screen
*   Easy access to drives and controls

GETTING TO KNOW YOUR COMPUTER

Control Devices (Keyboard/Mouse)

Cordless Devices

The cordless mouse and keyboard normally connect automatically as soon as you turn your computer on. However, if the cordless mouse and keyboard do not work after installation, you should try to manually establish communication with the receiver.

Note: *The Keyboard/Mouse and Receiver shown below may not be the same as the Keyboard/Mouse supplied with your computer. Check your InfoCentre documentation to see your Keyboard/Mouse specifications if they are different from those shown below.*

1. First check that the batteries for the keyboard and mouse are inserted correctly.
2. Then identify the mouse:
   - Press the *connect button* on the receiver (A).
   - Turn the mouse over.
   - Use a thin object (such as a pen tip) to press the *connect button* on the mouse (B).

3. Wait 20 seconds.
4. Identify the keyboard:
   - Press the *connect button* on the receiver (A).
   - Turn the keyboard over.
   - Use a thin object (such as a pen tip) to press the *connect button* on the keyboard (C).

Keyboard

The keyboard is used to enter text or commands. The functions of the keys depend on the program you are using. The keyboard displayed in this guide is just an example. The layout of your keyboard may vary slightly. For a full description of your keyboard, please refer to *InfoCentre*.

1. Numbers: Used to enter numbers and special characters. Press *Shift* simultaneously for characters on the top and press *Ctrl+Alt* for characters on the right.
2. Backspace: Used to go back one space and delete the last key pressed.
3. Del: Deletes any selected items or the character to the right of the cursor when editing text.
4. Optional Numeric keypad: Functions as a second set of number or cursor keys. Press the **Numlock** key to switch between the two functions.
5. Arrow keys: Move the cursor up, down, left and right.
6. Enter: Press to enter a command, insert a paragraph break in a text or accept a chosen option.
7. Space: used to enter an empty space in your text.
8. Shift: Use simultaneously with a letter key to enter capital letters.
9. Esc: Cancels most current tasks.
10. Multimedia and special keys (optional): These keys, usually across the top of the keyboard, may allow you to activate and control the media player on your computer, change volume and access special functions or websites. Please update *Packard Bell InfoCentre* for information on your specific keyboard

Mouse

The mouse controls the arrow on the screen; called the pointer or the cursor. When you move the mouse over a hard and flat surface, the pointer will follow this movement.

Click one of the buttons on the top of your mouse to select or activate the command the cursor is pointing at.

1. Left-click to select the item under the pointer.
   Double-click to start the program under the cursor, or select an entire word when typing text.
2. Right-click to bring up a pop-up menu.
3. Use the scroll wheel or button to move through compatible applications.

*Note: Improve the motion and visibility of the pointer! Click on **Start** > **Control Panel** > **Hardware and Sound** > **Mouse** > **Pointer Options**.*

Volume Controls

Apart from the volume controls on your computer, keyboard, monitor or speakers (depending on your equipment), you can also adjust the volume and balance of your speakers from Windows.

Adjusting the Volume

To adjust the volume, simply click on the **Speaker** icon located in the *Notification Area*, next to the clock.
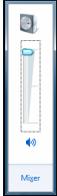
Drag the slider up or down to adjust the volume.

Click on the small speaker 🔊 icon to mute the volume. Click again to resume playback.

Click on **Mixer** to access advanced volume control settings.

Remote Control (optional)

Enjoy all your favourite digital entertainment in one place with the easy-to-use Media Center (see page 19) and remote control!

Installing the Remote Control and optional receiver

Before starting *Windows Media Center* (see page 18), prepare the remote control.

1. If your computer does not feature an internal infrared receiver, a USB receiver is required. If supplied, connect the USB receiver to a USB port on the computer.
2. Insert the batteries into the remote control; check the batteries are orientated correctly.

Remote Control Functions

1. Power ON/OFF or Quick Resume
2. DVD Menu
3. Playback and record controls (Record, Play, Stop, Rewind, Fast forward, Skip back, Pause, Skip forward).
4. Open Record TV
5. Open Guide
6. Open Live TV
7. Direction keys (up, down, left, right) and OK
8. Volume controls (Volume up/down and Mute)
9. Program/Channel up/down
10. Back, Start (Windows key) and More information
11. Teletext selection (red, green, yellow, blue)
12. Teletext (launch Teletext while in TV mode)
13. Number keys, Clear and Enter
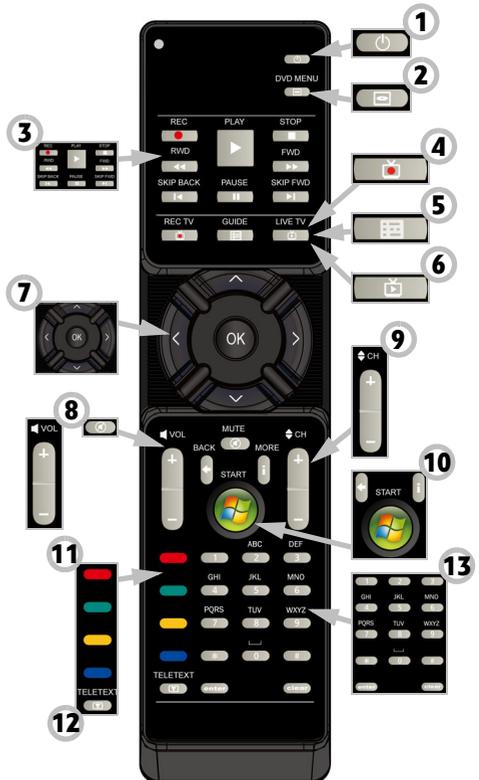
Your Computer's Drives

The drives described below are commonly used on Packard Bell computers. However, this does not mean that they are present on the computer you have purchased, nor that it is limited to these drives. To view documentation specific to the model you have purchased, please check *Packard Bell InfoCentre*.

Memory Card Reader

Memory cards are used in a wide selection of digital cameras, PDAs, MP3 players and mobile phones. Selected computers include an "all-in-one" memory card reader that allows you to read and write the most common types, such as CF (Compact Flash®), IBM Microdrive™, SM (Smart Media™), MMC (Multi Media Card™), SD/SDHC Card, xD-Picture Card™ or MS (Memory Stick®).

Removing a card from an External Card Reader

1. Click on the **Safely Remove Hardware** icon in the *Notification Area* (next to the clock).
2. Click on **Eject SD Card** (or the name of the device).
3. Wait until a *Safe to Remove Hardware* message is displayed.
4. Remove the card.
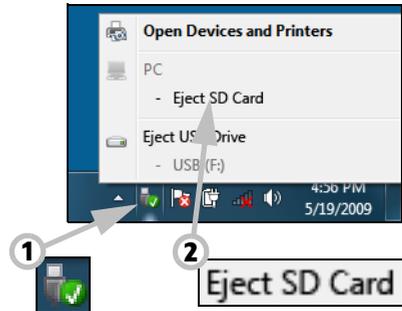
Optical Drives

An optical drive is able to read from (or write to) a variety of CD or DVD discs (e.g. Audio CD, CD-ROM, DVD).

> **Note:** *Small computers may omit larger devices such as optical drives. If your computer does not feature an optical drive and you wish to access files or install a program from an optical disc, you will need additional equipment; you may use either an external optical drive, or a computer with an optical drive and a network connection (i.e. add the optical drive as a resource that may be used over a network).*

Read-only (ROM) drives

Some optical drives are only able to read information from a disc, they cannot be used to store new information. These drives can be used to watch films, install programs and read data such as photos or music.

Recordable (R) or Re-Writable (RW) Drives

In addition to reading data from compatible discs, the optical drive(s) provided with your computer may be able to write (or 'burn') information to appropriate discs. You can use these drives to duplicate your CDs, create your own music compilations, digital photo albums or keep a safe copy of your valuable data. Disc recording software must be used to write information to recordable discs.

> **Note:** *Before copying a CD, make sure that its content is not protected by Trademarks and Copyrights, and that you are authorised to replicate it. In most countries you are allowed to make an archival backup of software or copy music for your own personal use.*

Disc Compatibility for Recordable Drives

- <u>DVD±RW Writer</u>: DVD±RW drives (or DVD Dual drives) can write to recordable CDs, recordable DVDs ('-' or '+').
- <u>Double-Layer DVD-RW Writer:</u> Double-Layer DVD-RW drives (or DVD+R9 DL drives) can write to recordable CDs and single- or double-layer recordable DVDs.
- <u>Blu-ray Combo Drive</u>: Blu-ray Combo drives can write to recordable CDs, all 'standard' recordable DVDs (but not 'HD' DVDs) and may read from (but not write to) Blu-ray discs.
- <u>Blu-ray Writer</u>: Blu-ray drives can write to recordable CDs, all 'standard' recordable DVDs and recordable Blu-ray discs.

Precautions

✓ If a program needs a disc, insert the disc into the drive before you start the program.
✓ Do not force a disc into the drive; make sure the disc is correctly inserted, then close the disc tray.
✓ Do not eject the disc without first closing the program that is using the disc. This could potentially cause your computer to stop responding. Should this happen, restart your computer by using the *Windows Task Manager*.
✓ If the tray does not eject, you may try to open it manually:
   1. Switch your computer off.
   2. Carefully insert a straightened paper clip into the emergency eject port (if available). Do not use a pencil as the lead may break inside the eject port and damage the drive.
✓ Keep the disc tray closed whenever you are not using the drive. Do not touch the optical lens in the drive, if the lens is dirty, the optical drive may not function correctly.
✓ Do not wipe the lens with a normal cloth. Use a cotton swab to gently clean the lens.
✓ The optical drive is classified as a Class 1 laser product.

> *Note: This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of this copyright protection technology must be authorized by Macrovision, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.*

Ports and Connectors

The ports and connector types described below are commonly used on Packard Bell computers. However, this does not mean that they are present on the computer you have purchased, nor that it is limited to these ports. To view documentation specific to the model you have purchased, please check *InfoCentre*.

Precautions

✓ Before you attach any device, check the installation instructions that were supplied with it.
✓ Do not remove a device if the computer is using it.
✓ Most devices may be added or removed while the computer is on. They will be detected and installed automatically. However, certain devices must be deactivated before they can be removed from the computer (for example, see *Removing a card from an External Card Reader* on page 9).

Legacy Ports

▦/⊟ PS/2 - Connect a mouse and keyboard to these connectors.

> *Caution:* **Unlike most connectors, you must turn off your computer before adding or removing a legacy-device.**

Communication Ports

Network - Connect your computer to a network ('LAN') or certain high-speed Internet connections.

Modem - An internal fax/data modem connects you to the Internet over a dial-up connection.
A network port looks very similar to a modem port; they are often found near each other. The network port is slightly larger than the modem port.

⚠️ *Warning:* **In thunderstorm conditions, make sure that you disconnect all your connection cables; unplug the modem from the telephone line, the TV port from the aerial socket and any network cable. A lightning strike to nearby telephone lines or an aerial could damage your modem, network or TV card or even your whole computer. Please note that the product warranty does not apply if damage to your computer is the result of a lightning strike.**

Expansion Ports

USB (Universal Serial Bus) - USB ports allow you to connect many peripheral devices to your computer (for example: keyboard, printer, scanner).

IEEE 1394 (FireWire) - An IEEE 1394 port (aka FireWire™ or i.LINK) allows you to connect high-speed digital devices to your computer, such as digital video cameras, external hard disk drives, or scanners.

eSATA - An eSATA port allows you to connect a compatible external storage device (usually a hard disk drive) with a high-speed SATA connection.

Display and Audio Ports

VGA Port - Connect to a monitor with a VGA port. The appropriate cable is usually included with the monitor.

DVI Port - Connect to a monitor with a DVI (Digital Video Interface) port. The appropriate cable is usually included with the monitor.

📌 *Note:* *Many monitors use a 15-pin analogue connection, so you may need to purchase an adapter or a DVI-to-Analogue cable.*

S-Video (TV-Out) Connection - An S-Video TV-Out port allows you to connect a compatible television.

HDMI (TV-Out) Connection - An HDMI TV-Out port allows you to connect a compatible display device (such as a high-definition television) with a single, easy-to-use connector.

⚠️ *Caution:* **If you want to use your television's speakers, you must change the audio output or connect the Line-Out port of your computer to your television (or a speaker system).**

Line-Out - Lets you plug in stereo headphones or powered speakers. Plugging in an audio device disables any built-in speakers.

Microphone - Allows you to connect an external microphone for mono recording or amplification through the unit. Plugging in an external microphone disables the built-in microphone.

Other Connectors

Memory Card Reader - Memory cards are used to store and transfer data by a wide selection of digital cameras, PDAs, MP3 players and mobile phones (see page 9).

TV Tuner - Allows you to connect an aerial and watch analogue or digital television on your computer (see page 18). An adapter may be required to connect to an aerial - if your computer features two TV tuner ports, use a splitter cable to connect both ports to an aerial.

📌 *Note:* *The TV tuner must be compatible with signals in your area.*
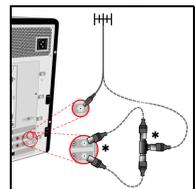
Remote Control Receiver - The remote control receiver (Commercial IR) allows you to control the media functions of your computer from a distance when used with a compatible remote control (optional).

Caution: The sensor is not an 'full' IR port and can only receive signals from a remote control. It cannot be used to communicate with other devices, such as mobile telephones.

Turning your Computer ON or OFF

Turning your Computer ON

1. First, switch ON any devices connected to your computer (including a monitor) by pressing the main power button on these devices.
2. Then switch ON your computer by pressing the main power button.

To share the family computer and have your own system settings every time you turn on the computer, you can set up accounts for each user. You can access and modify your accounts at any time by clicking on **Start** 🟦 > **Control Panel** > **User Accounts and Family Safety**. To learn more about user account management, please see the section *User Account Control* on page 32.

Turning your Computer OFF

Make sure all applications are closed before you turn off your computer. Turning off your computer will ensure that a data is saved and it will use as little power as possible (there may be a small power drain to charge batteries), however your computer will take longer to start.
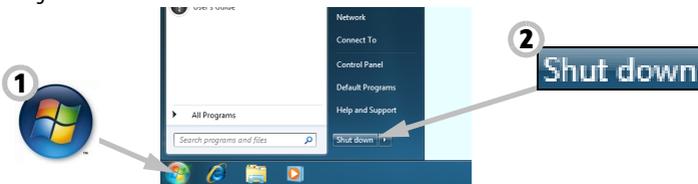
Once the computer has shut down, switch OFF all external devices (such as a printer or monitor) if they have a power button.

Sleep mode

Click on the Sleep button to save your session and put the computer in a low-power state so that you may quickly resume working (see the *Power Options* section on page 13 for details).
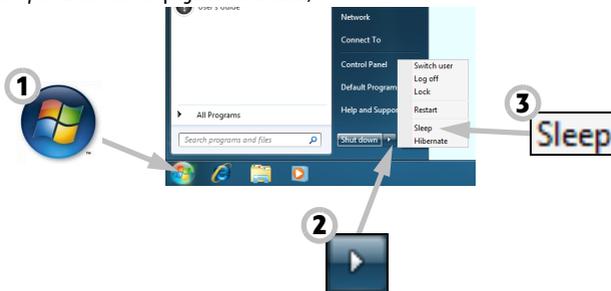
Note: *You may also put your computer into sleep mode without going to the Windows Start menu. Simply close all your applications and press the power button.*

Forced Shutdown

If your computer doesn't respond, then try using the *Task Manager*. This utility provides information about your system's performance and displays details about programs and processes running on your computer.

To do so, press the **Ctrl**+**Alt**+**Del** keys simultaneously and select **Start Task Manager**.

Click on the **Applications** tab, select the task that you want to end and click on **End Task**.

> ⚠ *Warning:* **If your computer still does not respond, press the computer power button to turn your computer off. Keep this button pressed until all of the LEDs turn off and wait for roughly 30 seconds before turning the computer on again.**
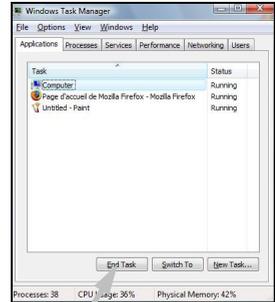
Power Options

The power options of Windows can control your computer's power state and allow you to save energy. Depending on your needs, you can define the power scheme that suits you best. Three power saving modes are provided: *Sleep*, *Hibernate* and *Hybrid sleep*.

Sleep

Sleep effectively 'pauses' your computer, keeping all activity in memory, ready to start again. Rousing your computer from Sleep takes just a few seconds. A small amount of power is still required to store the contents of the memory.

Hibernate

Hibernate stores all activity on your computer's hard drive, and then powers down. No power is required, but your computer must be powered on normally before you may continue working.

Hybrid Sleep

Hybrid sleep stores all activity on your computer's hard drive, just like Hibernate; but also keeps a copy in memory, ready to start in a few seconds. A small amount of power is still required to store the contents of the memory, but the copy on the disk drive ensures that you work is safe, even in the event of a power failure. Hybrid Sleep may be disabled on certain computers.

> 📌 *Note:* To learn more about personalising your computer, click on **Start** 🔵 > **Help and Support**.

Upgrading your Computer

Packard Bell strives to make your computing experience as easy and pleasant as possible. Because your computing needs may evolve, Packard Bell is here to help you choose the right accessories and make the most of your computer.

Visit store.packardbell.com to discover our accessories, then buy online or locate a store near you!

Memory

Memory (RAM) is a key component of your computer. If you run memory-intensive applications such as image or digital-video editing or 3D games, adding some memory will increase the computer performance and help your computer run faster.

To help you find out the memory module that is best suited to your Packard Bell computer, you can use our online configurator on www.packardbell.com! The step-by-step configurator is your best pick to find the right module quickly and easily with no risk of error, at a competitive price.

Storage (e.g. External Hard Disk Drive)

Whether you need additional storage space, need to create backups or need removable storage to carry your data, an external hard disk drive will be a convenient solution to expand your computer. Simply plug it into a USB port and "drag and drop" to

transfer your valuable data in a few seconds. To make temporary backups, this is a lot quicker than burning a CD or DVD! High capacity drives are also ideal for storing your favourite music, photos and videos and take them with you everywhere you go!

Warranty

Packard Bell computers come with a limited warranty. For further peace of mind, optional PB Care packs let you extend the standard warranty up to three years (one year + two additional years) and upgrade to on-site service for your computer. For information, please visit www.packardbell.com.

If your warranty has expired, or if PB Care packs are not available in your area, don't worry, Packard Bell has the answer. Packard Bell has appointed Authorised Service Centers to provide you with high quality service! You will benefit from the service of experienced technicians, trained on your Packard Bell product.

Recycling

You just bought a new computer and wonder what you can do with your old equipment? Don't just throw it out! Packard Bell encourages you to recycle!

Most computer equipment contains hazardous materials, which are best kept out of landfills. Through recycling, many materials used in computers can be recovered and used again. Many charitable organizations collect computer equipment, other companies can repair and sell used computers.

Please refer to *Environment* on page 51 to learn more about product disposal.

INTERNET AND SOFTWARE

USING WINDOWS AND YOUR SOFTWARE

Packard Bell computers include software to help you use your computer; the programs and categories available on your computer depend on the model purchased. Most of this software is 'pre-installed' and ready to be used; however some software may be provided on a CD or DVD and must first be installed if you wish to use it. To do so, insert the installation CD or DVD. An installation wizard will start automatically and all you have to do is follow the instructions on the screen.

Windows Welcome Center

The first time you turn on your computer, the *Welcome Center* window opens. The *Welcome Center* introduces you to the new features and tools of Windows. You can access the *Welcome Center* later by clicking on **Start** > **Getting Started**.

Internet Security Offer

It is vital to protect your computer from viruses and attacks over the Internet (see *Security* on page 28). An comprehensive Internet security program is proposed when you first start your computer. You should activate this protection as soon as possible, certainly before you connect to the Internet.

The offer allows you to use the software and download updates for a period before you must subscribe to continue protecting your computer against new threats.

Packard Bell Recovery Management

To prepare your computer for system recovery options, you should create a set of recovery discs as soon as possible. Recovery discs take some time to create, but for long-term reliability, the effort is worth it.

Creating recovery discs

If your computer experiences problems that are not recoverable by other methods, you may need to reinstall the Windows operating system and factory-loaded software and drivers. To reinstall using discs, you must create the set of recovery discs beforehand. Throughout the process, you will be guided by on-screen instructions. Please read them carefully!

1. Click on **Start** 🌐 > **All Programs** > **Packard Bell**, then click on **Packard Bell Recovery Management**. *Packard Bell Recovery Management* opens.
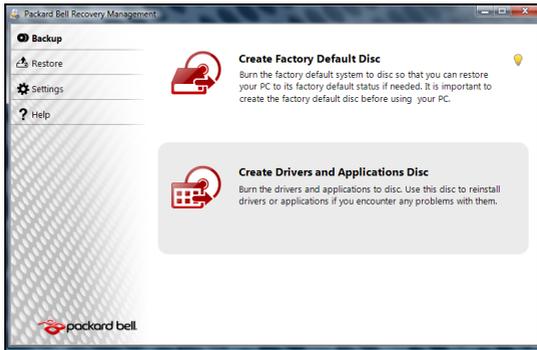
2. To create recovery discs for the hard drive's entire original contents, including Windows and all factory-loaded software and drivers, click **Create factory default disc**.

- OR -

To create recovery discs for only the factory-loaded software and drivers, click **Create driver and application backup disc**.

🛑 **Important: We recommend that you create each type of recovery disc as soon as possible.**

The *Create Backup Disc* dialogue box opens.
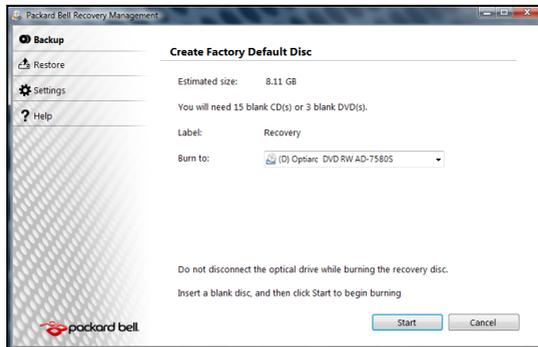
This dialogue box tells you the number of blank, recordable discs you will need to complete the recovery discs. Make sure that you have the required number of identical, blank discs ready before continuing.

3. Insert a blank disc into the drive indicated in the *Burn to* list, then click **Next**. The first disc begins recording, and you can watch its progress on the screen.
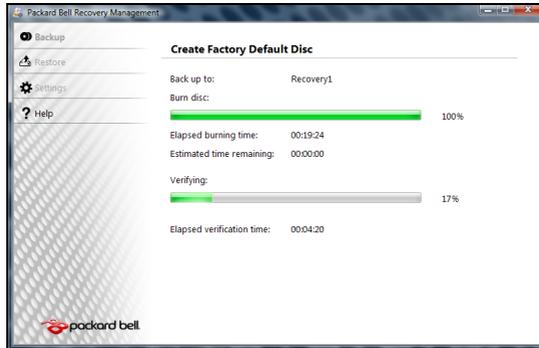
When the disc finishes recording, the drive ejects it.

4. Remove the disc from the drive and mark it with a permanent marker.

Important: Write a unique, descriptive label on each disc, such as 'Windows Recovery Disc 1 of 2' or 'Apps/ Drivers Recovery disc'.

5. If multiple discs are required, insert a new disc when prompted, then click **OK**. Continue recording discs until the process is complete.

Packard Bell Updater

To ensure that your computer has the latest available updates for drivers and software, please use the *Packard Bell Updater* program as soon as you have configured an Internet connection.

1. Click on **Start** > **All Programs** > **Packard Bell - Security & Support** > **Packard Bell Updater** or double-click the **Packard Bell Updater** icon on the desktop and follow the instructions that are displayed.
2. *Packard Bell Updater* will search the Packard Bell support website for updates based on your system's serial number and display a list of available updates.
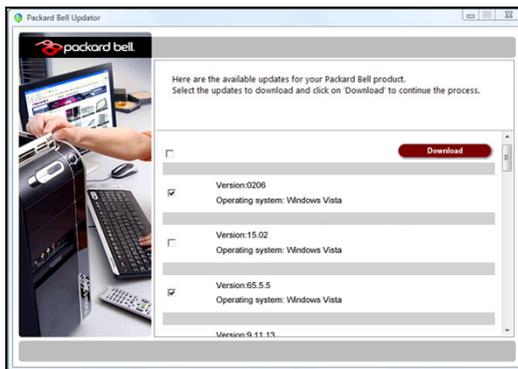
3. Select the updates you wish to download and then install them.

Note: We recommend that you use this tool on a regular basis.

Your Computer's Documentation

User's Guide (Packard Bell InfoCentre)

This guide is not the only reference for information about your computer! *InfoCentre*, your electronic user's guide contains information for your computer, giving you the help you need directly on your screen. You need to update this electronic user's guide in order to have specific information for the computer you have purchased.

To open *InfoCentre*, double-click on the **User's Guide (Packard Bell InfoCentre)** icon on the desktop or click on **Start** > **All Programs** > **Packard Bell** > **Packard Bell InfoCentre**.
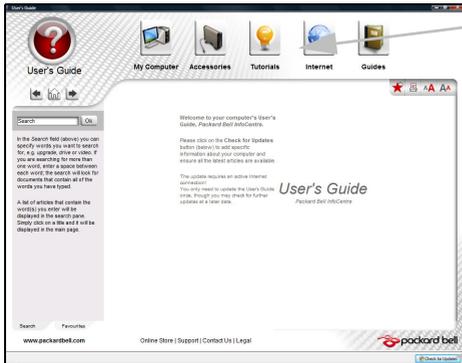
Select a category...
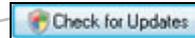
Check for Updates

To update the contents of the User's Guide (you will need an internet connection) simply click on the **Check for updates** button on the InfoCentre welcome page (see image above).

The updates will be downloaded from Packard Bell and automatically installed on your computer. Your updated version of InfoCentre will contain detailed specific information on your computer's configuration.

The *My Computer* button contains all the technical information about your computer's components and useful tips on how to upgrade your computer.

Other buttons give you access to additional information, such as tutorials on performing day-to-day tasks and tips and information on using the Internet.

Note: The number of categories and titles available may differ according to the computer you purchased.

*Remember to update InfoCentre to view the latest information about your computer! You should also make regular visits to **www.packardbell.com** and check out the Support section: it contains up-to-date information, help, drivers and downloads.*

Software Documentation

Most of the applications preinstalled on your computer by Packard Bell feature a documentation file.

*Note: If you need help while using a program, press **F1** on your keyboard, or click on **Help** or the help icon (typically a ? sign).*

Playing Multimedia Files

You may use the media software on your computer to play music, films or photo slide-shows and watch television (if your computer has a TV tuner). Other options allow you to create CDs or DVDs.

One or more media programs are installed on your computer, *Windows Media Player* and optionally *Windows Media Center* are provided by Microsoft. Other media programs may have been installed by Packard Bell to provide an improved media experience.

Windows Media Player

Windows Media Player may be used to play MP3 or WMA audio files, CDs or most video files.

Note: *It is not recommended that you use Windows Media Player to play DVD movies. Other media players (such as Windows Media Center) provide additional playback options.*

Windows Media Center (optional)

Certain computers include all-in-one media 'centers' such as *Windows Media Center*. These programs can handle a variety of multimedia content, presented with simple menus that may be easily controlled with a remote control. You may watch live or recorded TV (if your computer has a TV tuner), listen to digital music, view pictures and personal videos, create CDs and DVDs, or access content from online services.

To start the media program installed on your computer, click on **Start** ⊕ > **Windows Media Center**.

Setup

Caution: **If your computer includes a remote control (page 8) or TV tuner (page 11) they must be connected and active before starting the media program for the first time.**

The first time you start the media program, it will start a setup wizard, which will configure some basic settings. If available, select the *Express* setup option, you may then configure additional options as needed.

Note: *If you have an Internet connection, the **Guide** (Electronic Program Guide) allows you to view a list of current TV shows. This shows channel and network information, as well as the title, description and scheduled broadcast time of shows.*

Cyberlink PowerDVD

If your computer is equipped with a Blu-ray drive, you may watch Blu-ray movies with *PowerDVD*. You may start *PowerDVD* by inserting a Blu-ray disc and waiting for the program to start automatically.

AutoPlay

The Windows *AutoPlay* function allows you to choose the way Windows handles media files on devices with removable storage (digital camera, CD, DVD, etc.).

If you have inserted a disk that contains files (such as a DVD, USB key or memory card), Windows will display a dialogue box and ask you to choose how you want to open the files.

For example, if you have inserted an audio CD or a DVD movie, Windows will automatically display a dialogue box and ask you to choose how you want to play it. If Windows asks you to select a DVD player, we recommend that you always choose the DVD player included with your software collection (e.g. *PowerDVD* or *Windows Media Player*).

Playing downloaded files

Downloaded files may work with the media programs installed on your computer, or may require specific programs. Files that include DRM functions may only play in specific programs (e.g. iTunes, Windows Media Player) or only on devices certified for use with the each type of file. Other formats may require a specific audio or video *codec* that may not have been installed on your computer.

Codecs

A codec is software that is used to **co**mpress or **dec**ompress a digital media file, such as a song or video. Windows Media Player and other programs use codecs to play and create digital media files.

For example, when you rip a song from an audio CD to your computer, the player uses the Windows Media Audio codec to compress the song into a compact WMA file. When you play that WMA file (or any WMA file that might be streamed from a Web site), the media player uses the Windows Media Audio codec to decompress the file so the music can be played through your speakers.

Why do I get a message that says my computer is missing a codec?

If you get a message that says that your computer is missing a codec, it may be because you are using a file that was compressed using a codec that Windows or the media player does not include by default. In many cases, you can download and install the missing codec by clicking on the Web Help button in the error message.

Please also see Windows *Help and Support* for more information.

FIRST STEPS ON THE NET

Protecting your computer

It is vital to protect your computer from viruses and attacks over the Internet (see *Internet Security Offer* on page 15 and *Security* on page 28). An comprehensive Internet security program is proposed when you first start your computer. You should activate this protection as soon as possible, certainly before you connect to the Internet.

Choose an 'Internet Service Provider'

 Using the Internet has become a natural part of daily computing. Just a few simple steps can connect you to a vast collection of knowledge and communication tools. To accomplish these steps you should first select an *Internet Service Provider* (ISP), which supplies the connection between your computer and the Internet. You should research the ISPs available in your region, not forgetting to talk to friends and family about their experiences or to check reviews and consumer reports. The ISP you select will provide instructions on how to connect to the Internet (you may need additional software or a special 'box' that connects to your phone line).

Connection Types

Depending on your computer model, your location and your communication needs, you have several ways to connect to the Internet.

Dial-Up

Some computers include a telephone dial-up ('modem') connector. This allows you to connect to the Internet using your telephone line. With a dial-up connection, you cannot use the modem and the telephone simultaneously on a single phone line. This type of connection is recommended only if you have limited use of the Internet as the connection speed is low and connection time is typically charged per hour.

DSL (e.g. ADSL)

DSL (Digital Subscriber Line) is an 'always-on' connection that runs over the phone line. As DSL and phone do not use the same frequencies, you can use your telephone at the same time you are connected to the Internet (this requires a 'micro-filter' on each telephone socket to avoid interference). To be eligible for DSL, you must be located near an DSL-equipped

phone exchange (service is sometimes unavailable in rural areas). Connection speeds vary depending on your location, but DSL generally provides very fast and reliable Internet connection. As the connection is always-on, it is generally charged at fixed monthly rates.

Note: *A DSL connection requires an appropriate modem. A modem is usually provided by the ISP when you register. Many of these modems include an 'router' that provides network and wi-fi access.*

Cable

A cable connection provides fast and 'always-on' Internet service via a cable television line. This service is generally available in large cities. You can use your telephone and watch cable TV at the same time you are connected to the Internet.

3G (WWAN or 'Wireless Wide-Area Network')

A 3G connection allows you to use cellular networks (such as those used by a mobile phone) to connect to the Internet while away from home. The socket for a SIM card may be built in to your computer, or may require an external device, such as a USB modem or even an appropriately equipped mobile phone.

Note: *If your computer includes a SIM card slot, you require a compatible SIM card and a contract with a cellular provider. Before using the 3G features, check with your service provider to see if any additional charges will be incurred, especially roaming charges.*

Network connections

A LAN (Local Area Network) is a group of computers (for example, within an office building or home) that share a common communications line and resources. When you set up a network, you can share files, peripheral devices (such as a printer) and an Internet connection. You can set up a LAN using wired technologies (such as Ethernet) or wireless technologies (such as WiFi or Bluetooth).

Wireless networks

A wireless LAN or WLAN is a wireless local area network, which may link two or more computers without using wires. Setting up a wireless network is easy and allows you to share files, peripheral devices and an Internet connection.

Note: *More detailed information is available in the InfoCentre wireless networks tutorial.*

What are Benefits of a Wireless Network?

Mobility

Wireless LAN systems allow you and other users of your home network to share access to files and devices connected to the network, for example a printer or scanner.

Also you can share an internet connection with other computers in your home.

Installation Speed and Simplicity

Installing a wireless LAN system can be fast and easy and eliminates the need to pull cables through walls and ceilings.

Components of a Wireless LAN

To set up your Wireless network at home you need to have the following:

Access point (router)

Access points (routers) are two-way transceivers that broadcast data into the surrounding environment. Access points act as a mediator between wired and wireless network. Most routers have a built-in DSL modem that will allow you access to a high speed DSL internet connection. The ISP (Internet Service Provider) you have chosen normally supplies a modem/router with the subscription to their services. Read carefully the documentation supplied with your Access point/router for detailed setup instructions.

Network Cable (RJ45)

A network cable (also called RJ45 cable) is used to connect the host computer to the access point (see illustration below); this type of cable may also be used to connect peripheral devices to the access point.

Wireless Adapter

This is connected to the computer that you wish to connect to your network, there are different types of wireless adapter available, the most common are:

USB WiFi adapter: Connects to a free USB port on your computer.

Wireless Expansion Card: This card is installed inside your computer in an available expansion slot.
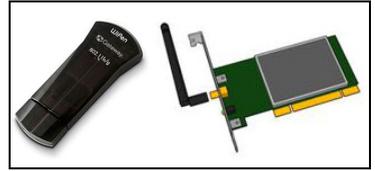
Diagram of a working network

1. Access point/router
2. Desktop computer
3. Modem
4. Printer
5. Portable computer
6. PDA/Smartphone
7. Network cables (RJ45)
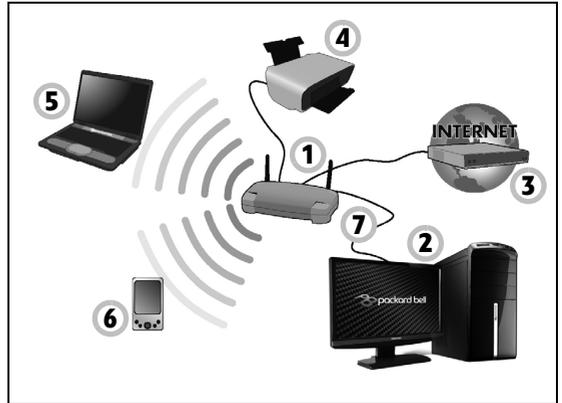
Ad-Hoc internet sharing

The Internet Connection Sharing (ICS) feature of Microsoft Windows allows you to share a single Internet connection with multiple computers. Built-in support for IEEE 802.11 wireless LANs (WLANs) allows you to create an ad-hoc wireless network. These two features can be used together to share a wired Internet connection with the members of an ad-hoc wireless network. This is the method of connection if you do not possess an Access Point (router).

Turning On/Off a WiFi Network Connection

If your computer does not feature a 'WiFi' button, you may turn your wireless network on or off, or control what is shared over the network with the network management options. Click on **Start** > **Control Panel** > **Network and Internet** > **Network and Sharing Center**.

Warning: Using wireless devices while flying in aircraft is prohibited. Switch off all devices before boarding an aircraft; they may be dangerous to the operation of the aircraft, disrupt communications, and even be illegal.

Surf the Net!

To surf the Internet, you need a program called an Internet browser. *Internet Explorer* provides an easy and secure web browsing experience. As soon as you have your Internet access installed and you are connected, click on the Internet Explorer shortcut located on the Windows desktop and take your Internet experience to a new level!

Internet Explorer features

The image below shows the Internet Explorer browser's start page. A brief description of some key aspects of the browser are listed below.

1. Link to the Help menu: click to access the Internet Explorer Help section. There you can find information about Internet Explorer and take the Internet Explorer Tour. You may also press **F1** on your keyboard.
2. Reduce, maximize or close the window.
3. Address bar: Type in an Internet address (e.g. www.packardbell.com) and press the Enter key on your keyboard, this will take you directly to the address you typed.
4. Instant Search Box: Search the web without having to open a search provider page. You can customize your search by setting your favorite search provider as the default. Use the dropdown list to choose a provider.
5. Back and Forward buttons: Navigate through pages you have already visited.
6. Tabs: View multiple sites in a single browser window by switching from one site to another through tabs at the top of the browser frame.
7. Quick tabs: Select and navigate through open tabs by displaying thumbnails of them all in a single window.
8. Favourites Center: Manage your favourite websites, your browsing history and your RSS Feed subscriptions in just a few clicks.
9. RSS feeds: Allow you to keep up with your favourite websites in an automated manner. An illuminated icon on the toolbar indicates that the site offers a feed to which you can subscribe, in order to be notified when content is updated. Your browser delivers the information to your Favourites Center. Now you can read news headlines, sports scores, etc. as soon as they arrive.

> *Caution:* **Internet Explorer includes a** *Phishing Filter* **that warns you about and helps to protect you from potential or known fraudulent websites (sites that look legitimate but actually are designed to capture your personal information). The address bar will turn yellow and a warning message will be displayed if you visit a suspected phishing site.**

Google Desktop (optional)

Google Desktop™ is a free pre-installed application that allows you to easily search and personalise your Packard Bell computer. Google Desktop provides full-text search over your email, files, music, photos, chats, Web pages you've viewed, and more. By making your computer searchable, Google Desktop puts your information easily within your reach and frees you from having to manually organise your files. Google Desktop also helps you gather new information from the Internet with Sidebar and Google Gadgets, visually appealing mini-applications that can display anything such as your new email, the local weather forecast to personalised news. With Google Desktop, you get personalised information when you want it, right on your computer's desktop. Simply click on the Google Desktop search icon to start the program.

Note: To learn more about Google™ products and features, visit www.google.com.

Packard Bell Website

To get you started why not visit our website, www.packardbell.com.

Packard Bell is dedicated to provide you with on-going personalised support. Check out our *Support* section to get help tailored to your needs.

✓ The *Identification* section can recognize your computer serial number and instantly give you all information specific to your computer!

✓ The *Troubleshooter* can help you find solutions in case you have a problem with your computer (may not be available in all countries).

✓ Enter keywords in the *Search* box and find all the support articles related to your search!

✓ Enter the *Downloads* area to search for and download driver updates for your computer, as well as patches and upgrades for programs and firmware.

✓ Share your experiences with other Packard Bell users and find help in the *User Forum*.

✓ You can also search for product information by range or category, read about your warranty and find contact information.

To learn more about the latest technologies offered by Packard Bell, check out our *Product Showroom*. With the *Shopping* section, you can also locate a store near you, or get the latest Packard Bell products delivered straight to your home in a few clicks!

www.packardbell.com is your gateway to a world of online activities and services: visit us regularly for the latest information and downloads!

HELPDESK

SAFE COMPUTING

To make the most of your new computer and ensure it runs smoothly for a long time, you should use the programs below and regularly perform the actions described in this guide.

Maintenance

Recommended maintenance tasks

There are several tasks you should perform periodically (about once per month) to ensure your computer stays in good health:

Error Checking

Using the *Check Disk* tool regularly prevents your system from getting unreliable and information getting lost. It checks and repairs two types of errors:

✓ file system errors, such as fragmented files that were not deleted and files with invalid sizes or dates;

✓ physical errors, which may occur on your hard disk as it wears out over time.

1. Click on **Start** 🔵 > **Computer**. Right-click on the **OS** icon and select **Properties**.
2. Click on **Tools** and **Check Now** in the *Error-checking* field.
3. Tick **Automatically fix file system errors** in the options area. If you tick **Scan for and attempt recovery of bad sectors**, your computer will carry out the physical error checking when you next restart your computer. Click on **Start** to proceed.

Disk Cleanup

The *Disk Cleanup* Wizard helps free up space on your disk drive. It searches your drive and displays unused files, such as temporary Internet files, files in the Recycle Bin and other temporary files that you may safely delete.

1. Click on **Start** 🔵 > **Computer**. Right-click on the **OS** icon and select **Properties**.
2. Select the **General** tab and click on the **Disk Cleanup** button (next to the diagram of the disk drive.
3. Tick each category in the *Files to delete* area you wish to delete and click on **OK**.
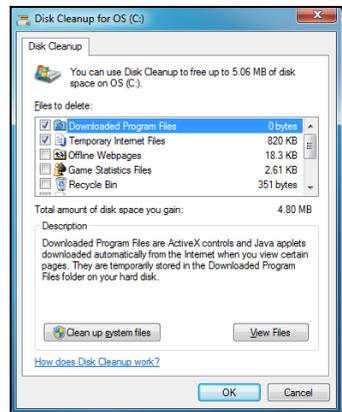
Disk Defragmenter

With the creation and deletion of files over time, scattering occurs all over the hard disk area and affects performance. The *Disk Defragmenter* helps you rearrange the items stored on your hard drive to make your computer run faster and more efficiently.

Running the *Disk Defragmenter* once a month (depending on computer usage) will decrease wear and tear on your hard drive and thus decrease the chance of a fault developing at a later date.

1. Perform a *Disk Cleanup* and close all open programs.
2. Click on **Start** > **Computer**. Right-click on the **OS** icon and select **Properties**.
3. Click on **Tools** and **Defragment now...**.
4. Click on the volume you want to defragment and click on **Defragment** to start. The whole process may take several hours to complete. It is best not to use your computer while running the *Disk Defragmenter* as any changes on your system may cause the process to restart. If your hard disk is divided into several partitions you should perform the same action for each partition.
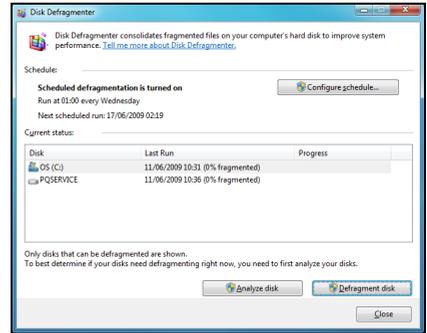
Manage your Hard Disk Drive (HDD)

Check the remaining free space on your hard disk drive

1. Click on **Start** > **Computer**.
2. Right-click on the **OS** icon and select **Properties**.
3. The *Hard Disk Properties* window displays the amount of used space and free space on your hard disk. If your hard disk is almost full (less than 100 MB remaining), you should consider freeing some space.

To see easily how much space is used and how much is left, simply place your pointer over the hard disk drive icon. The information will automatically appear.
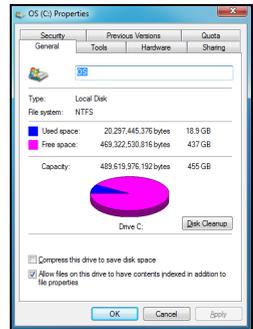
Free some Space on your Hard Disk Drive

1. Empty the Recycle Bin: When you delete a file from your computer, Windows places it in the Recycle Bin. All the deleted files remain there until you decide to permanently delete them from your computer or to restore them to their original location. Double-click on the **Recycle Bin** on the Windows desktop and click on **Empty Recycle Bin** or select only the items you want to delete. Items deleted from external devices, such as memory cards, do not go to the Recycle Bin, they are permanently deleted.
2. Uninstall the programs you no longer use:

   Click on **Start** > **Control Panel** > **Programs** > **Programs and Features**.
3. Archive files on an external hard disk drive, recordable CDs or DVDs (if your computer is equipped with a CD or DVD writer) and delete them from the hard disk.

Run Windows System Tools

Windows includes some convenient tools to keep your computer in good shape. Use these tools on a regular basis to maintain a reliable and speedy system! To make it easier, *System Tools* includes a *Scheduled Tasks* utility, which you can customise to run specific tasks regularly.

To access the list of *System Tools*, click on **Start** > **All Programs**, then the **Accessories** folder in the list of programs and finally select **System Tools**.
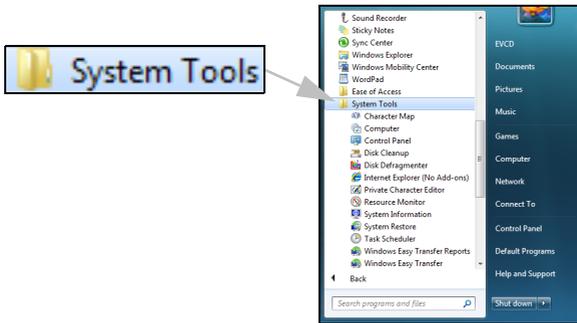
Windows System Restore.

System Restore monitors the changes to your computer and automatically creates restore points to revert to a previous time if necessary. It can undo harmful changes to your computer and restore its settings and performance, while saving your personal data files (such as documents, browsing history, drawings, favourites, or emails).

Note: *When you restore your computer you will need to reinstall any programs you installed after the restore point was created. These programs will not work until you do this. Windows System Restore does not uninstall programs. To do this, you should use Programs and Features in the Control Panel.*

Starting Windows System Restore from the Windows desktop

Click on **Start** > **All Programs** > **Accessories** > **System Tools** > **System Restore**.
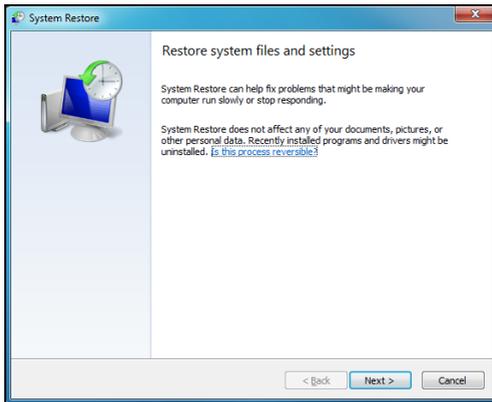
If you cannot access the Windows desktop:

1. Press the **Alt+F10** key upon start-up when the Packard Bell logo appears. This will open the *Recovery Program*.
2. Select **Windows System Restore** and click on **Next**. Your computer will automatically restart and open *System Restore*.

System Restore options

Restore your computer to an earlier time

This option will return to your computer to how it was on an earlier date, without affecting your personal documents or emails (it will not restore lost documents either). By default Windows saves snapshots of itself when major changes are made to the Operating System (e.g. driver installations or specific software). This is useful when a driver installation failed, or when you changed a system setting, and it did not work.

1. Click on **Restore my computer to an earlier time**, and then click on **Next**.
2. Select from the calendar the date when the restore point was created and click on **Next**. All the restore points that were created on the selected date are listed by name in the list box to the right of the calendar.
3. In the confirmation screen, click on **Next** to restore the computer to the selected date and time.

Create a Restore Point

Windows creates restore points automatically at regularly scheduled times or before certain programs or drivers are installed. This option allows you to create your own restore points when you need to.

1. Click on **Create a restore point**, and then click on **Next**.
2. Enter a description to identify this restore point. *System Restore* automatically adds the date and time to this name.
3. To finish, click on **Create**.

Undo the last restoration

If the system fails after restoring the computer to a certain date, you can use this option to undo the restoration.

Alternately, you can use *Last Known Good Configuration* to restore the system to your most recent settings that worked.

1. Restart the computer, press **F8** to access advanced startup options.
2. Use the arrow keys to highlight **Last Known Good Configuration** and press **Enter**.

Updates

As new viruses, worms, and other threats are discovered everyday, keeping your security applications and operating system up-to-date is crucial. *Norton Internet Security*, combined with other security applications can protect your computer from Internet attacks and ensure that the latest security updates have been downloaded and installed on your system. To keep your computer safe with all the latest programs, please perform the following actions:

✓ Update your antivirus
✓ Update your anti-spyware and anti-malware tools
✓ Perform updates when prompted by *Windows Action Center*
✓ Use Microsoft *Windows Automatic Updates*
✓ Run *Windows Defender*
✓ Run *Windows Update*

Windows Update can help you keep your computer up-to-date via Internet downloads. It allows you to choose updates for your computer's operating system, software programs, and hardware. New content is added to Windows Update regularly, so you can always get the most recent updates and solutions to protect your computer and keep it running smoothly.

- **Start** ⊞ > **Control Panel** > **System and Security** > **Windows Update**.
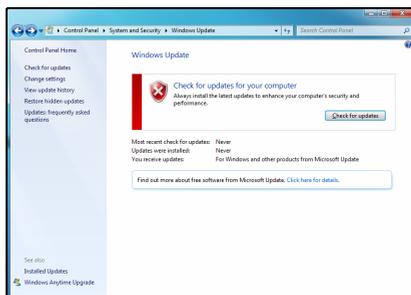
Security

You are probably eager to explore everything the Internet has to offer. In order for you to be safe online, Packard Bell has pre-installed Symantec's award-winning Norton Internet Security on your computer.

The new Norton Internet Security™ runs quietly in the background to block today's complex threats and protect your identity when you shop, bank, or browse online.

Norton Internet Security blocks online identity theft, detects and eliminates spyware, removes viruses and Internet worms, protects against hackers.

Definitions

What is a Virus?

Malicious software, typically called 'viruses', are programs designed to infect and damage computers. Most viruses are transmitted over the Internet, emails or malicious Web sites. A typical virus will replicate and pass itself undetected to multiple computers. Other forms of nuisance, such as Trojan horses, worms or spam can infect your computer in various ways, using up resources or clogging up a network.

Note: *Packard Bell guarantees that your computer was 100% virus free at the time of purchase and does not cover damages due to viruses.*

What is Spyware?

Spyware refers to generally unwanted programs that are downloaded onto your computer while connected to the Internet, often without you knowing it. Once it has infected your computer, it can snoop on your browsing activity, collect personal information, cause pop-up ads to appear, or even change the configuration of your computer. Spyware consumes resources on your computer; it can slow down your Internet connection or entire computer system, and even cause crashes.

Spyware is sometimes used by unscrupulous companies to monitor and track the sites you visit on the Internet so as to determine your web-surfing habits and display targeted pop-up ads on your screen. However, some kinds of spyware go beyond simple tracking and actually monitor keystrokes and capture passwords and other functions which pose a definite security risk.

What is Malware?

Malicious software, also known as *malware*, is software designed to deliberately harm your computer. For example, viruses, worms, and Trojan horses are malicious software. To help protect your computer against malware, make sure it is using up-to-date antivirus and anti-malware software.

What is a personal Firewall?

A personal firewall is a software program designed to prevent unauthorized access to or from a private network. It acts as a shield to protect your Internet connection from unwanted connections, some of which may attempt to take control of your computer to install or re-distribute viruses or malicious programs. Each connection to your computer is monitored - programs that attempt to receive information without your permission are detected and the firewall will display an alert. You can then decide if you will allow the connection, if the connection is to a program you are currently using then normally you would allow it (i.e. a game connecting to a multi-player server or an encyclopaedia making a content update).

How to protect your computer

Cybercrime prevention can be straight-forward - when armed with a little technical advice and common sense, many attacks can be avoided. In general, online criminals are trying to make their money as quickly and easily as possible. The more difficult you make their job, the more likely they are to leave you alone and move on to an easier target. The tips below provide basic information on how you can prevent online fraud.

Keep your computer current with the latest patches and updates.

One of the best ways to keep attackers away from your computer is to apply patches and other software fixes when they become available. By regularly updating your computer, you block attackers from being able to take advantage of software flaws (vulnerabilities) that they could otherwise use to break into your system.

While keeping your computer up-to-date will not protect you from all attacks, it makes it much more difficult for hackers to gain access to your system, blocks many basic and automated attacks completely, and might be enough to discourage a less-determined attacker to look for a more vulnerable computer elsewhere.

More recent versions of Microsoft Windows and other popular software can be configured to download and apply updates automatically so that you do not have to remember to check for the latest software. Taking advantage of "auto-update" features in your software is a great start toward keeping yourself safe online.

Protect your computer with security software.

Several types of security software are necessary for basic online security. Security software essentials include firewall and antivirus programs. A firewall is usually your computer's first line of defense-it controls who and what can communicate with your computer online. You could think of a firewall as a sort of "policeman" that watches all the data attempting to flow in and out of your computer on the Internet, allowing communications that it knows are safe and blocking "bad" traffic such as attacks from ever reaching your computer.

The next line of defense many times is your antivirus software, which monitors all online activities such as email messages and Web browsing and protects an individual from viruses, worms, Trojan horse and other types of malicious programs. Your antivirus and antispyware software should be configured to update itself, and it should do so every time you connect to the Internet.

Integrated security suites such as Norton Internet Security combine firewall, antivirus, antispyware with other features such as antispam and parental controls have become popular as they offer all the security software needed for online protection in a single package. Many people find using a security suite an attractive alternative to installing and configuring several different types of security software as well as keeping them all up-to-date.

A complete version of Norton Internet Security™ is pre-installed on your Packard Bell system. It includes a free trial subscription to protection updates. Make sure you Turn it On!

Choose strong passwords and keep them safe.

Passwords are a fact of life on the Internet today; we use them for everything from ordering flowers and online banking to logging into our favorite airline Web site to see how many miles we have accumulated. The following tips can help make your online experiences secure:

✓ Selecting a password that cannot be easily guessed is the first step toward keeping passwords secure and away from the wrong hands. Strong passwords have eight characters or more and use a combination of letters, numbers and symbols (e.g., # $ % ! ?). Avoid using any of the following as your password: your login name, anything based on your personal information such as your last name, and words that can be found in the dictionary. Try to select especially strong, unique passwords for protecting activities like online banking.

✓ Keep your passwords in a safe place and try not to use the same password for every service you use online.

✓ Change passwords on a regular basis, at least every 90 days. This can limit the damage caused by someone who has already gained access to your account. If you notice something suspicious with one of your online accounts, one of the first steps you can take is to change your password.

Protect your personal information.

Exercise caution when sharing personal information such as your name, home address, phone number, and email address online. To take advantage of many online services, you will inevitably have to provide personal information in order to handle billing and shipping of purchased goods. Since not divulging any personal information is rarely possible, the following list contains some advice for how to share personal information safely online:

✓ **Keep an eye out for phony email messages.** Things that indicate a message may be fraudulent are misspellings, poor grammar, odd phrasings, Web site addresses with strange extensions, Web site addresses that are entirely numbers where there are normally words, and anything else out of the ordinary. Additionally, phishing messages will often tell you that you have to act quickly to keep your account open, update your security, or urge you to provide information immediately or else something bad will happen. Don't take the bait.

✓ **Don't respond to email messages that ask for personal information.** Legitimate companies will not use email messages to ask for your personal information. When in doubt, contact the company by phone or by typing in the company Web address into your Web browser. Don't click on the links in these messages as they make take you to fraudulent, malicious Web sites.

✓ **Steer clear of fraudulent Web sites used to steal personal information.** When visiting a Web site, type the address (URL) directly into the Web browser rather than following a link within an email or instant message. Fraudsters often forge these links to make them look convincing. A shopping, banking or any other Web site where sensitive information should have an "S" after the letters "http" (i.e. *https://www.yourbank.com* not *http://www.yourbank.com*). The "s" stands for secure and should appear when you are in an area requesting you to login or provide other sensitive

data. Another sign that you have a secure connection is the small lock icon in the bottom of your web browser (usually the right-hand corner).

✓ **Pay attention to privacy policies on Web sites and in software.** It is important to understand how an organization might collect and use your personal information before you share it with them.

✓ **Guard your email address.** Spammers and phishers sometimes send millions of messages to email addresses that may or may not exist in hopes of finding a potential victim. Responding to these messages or even downloading images ensures you will be added to their lists for more of the same messages in the future. Also be careful when posting your email address online in newsgroups, blogs or online communities.

Online offers that look too good to be true usually are.

The old saying "there's no such thing as a free lunch" still rings true today. Supposedly "free" software such as screen savers or smileys, secret investment tricks sure to make you untold fortunes, and contests that you've surprisingly won without entering are the enticing hooks used by companies to grab your attention.

While you may not directly pay for the software or service with money, the free software or service you asked for may have been bundled with advertising software ("adware") that tracks your behavior and displays unwanted advertisements. You may have to divulge personal information or purchase something else in order to claim your supposed content winnings. If an offer looks so good it's hard to believe, ask for someone else's opinion, read the fine print, or even better, simply ignore it.

Review bank and credit card statements regularly.

The impact of identity theft and online crimes can be greatly reduced if you can catch it shortly after your data is stolen or when the first use of your information is attempted. One of the easiest ways to get the tip-off that something has gone wrong is by reviewing the monthly statements provided by your bank and credit card companies for anything out of the ordinary.

Additionally, many banks and services use fraud prevention systems that call out unusual purchasing behavior (i.e. if you live in Texas and all of the sudden start buying refrigerators in Budapest). In order to confirm these out of the ordinary purchases, they might call you and ask you to confirm them. Don't take these calls lightly; this is your hint that something bad may have happened and you should take necessary action.

Protect your computer with Windows security tools.

Windows provides a variety of protection applications.

Windows Action Center

Windows provides a central area from where you can control the security settings of your computer, helping you to protect it from Internet attacks and ensuring that the latest security updates have been downloaded and installed on your computer.

To open the *Action Center*, click on **Start** > **Control Panel** > **System and Security** > **Action Center**.

Alternatively, if a security alert has been reported (in the Notification Area, next to the clock) then you can click on the notification balloon or double-click on the small Security Alert icon.

The *Action Center* indicates the status and settings used for important applications that protect your computer. In addition *Windows Firewall, Windows Defender* and *Windows Automatic Updates* are provided by Microsoft as part of a comprehesive system to defend your computer. The antivirus application varies according to the program installed on your computer.
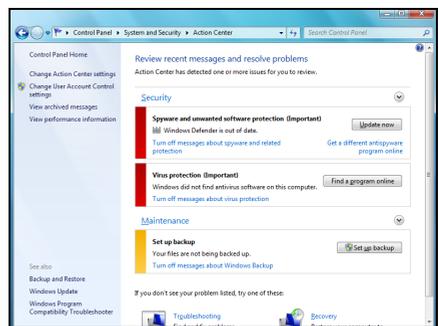
Windows Firewall

Windows has a firewall that protects your computer when connected to the Internet. It stops programs from accessing the Internet without your permission.

Certain program need access to the Internet to function properly, or even function at all. If this is the case, you will usually be asked to allow access when you install a program, or the first time you use it. To check firewall settings, click on **Start** > **Control Panel** > **System and Security** > **Windows Firewall**.

> **Note:** *When you first start to use a Firewall it is in a 'Learning mode', you may see pop-up windows alerting you that certain programs you know and trust wish to access the internet. After a period of time the Firewall will know your list of trusted programs and won't ask for permission the next time the program tries to connect to the internet. The Firewall also protects your computer from programs from the internet trying to access your computer; this sometimes is necessary to allow access for program updates, downloads, etc.*
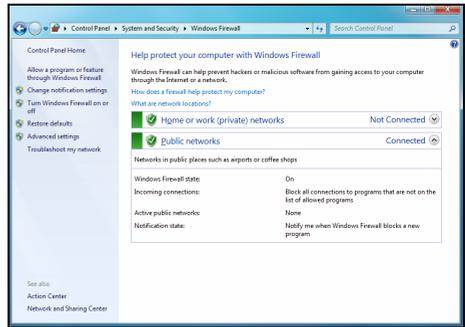
Windows Updates

If you have an active Internet connection, Windows can check for important updates for your computer and install them automatically. These updates include security patches and program updates that can improve your computing experience and help protect your computer against new viruses and attacks.

Windows Defender

Windows Defender helps protect your computer against malicious and unwanted software, such as spyware and adware. *Windows Defender* is installed and turned on by default.

To help protect your privacy and your computer, Windows Defender includes *real-time protection* options. Real-time protection alerts you when spyware and other potentially unwanted software attempt to install themselves or run on your computer. You are also alerted if programs attempt to change important Windows settings.

> **Note:** *Windows Defender works with your Windows Update settings to automatically install the latest definitions.*
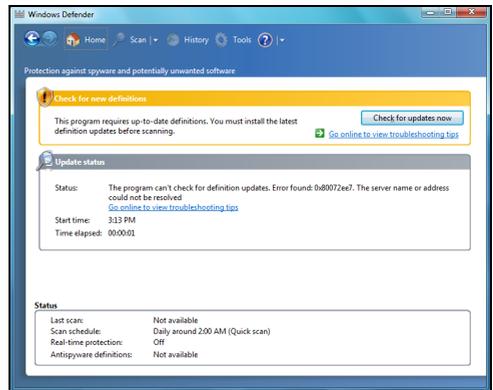
User Account Control

The *User Accounts* control panel can help prevent unauthorized changes to your computer. User Accounts will ask you for permission or an administrator password before performing actions that could potentially affect your computer's operation or that change settings that affect other users. When you see a User Account message, read it carefully, and then make sure the name of the action or program that's about to start is one that you intended to start.

By verifying these actions before they start, User Account settings can help prevent malicious software (malware) and spyware from installing or making changes to your computer without permission.

To access *User Account* settings, click on **Start** > **Control Panel** > **User Accounts and Family Safety** > **User Accounts**.
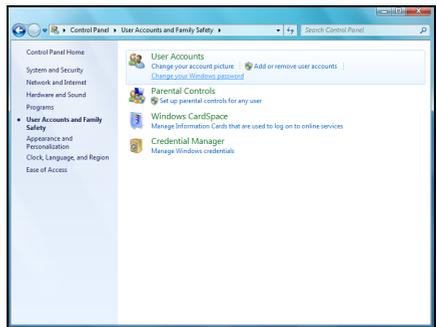
Note: *You may turn off the User Account Control Messages (not recommended) in the User Account Control settings window.*

Internet Explorer Security Settings

Internet sites use small files called cookies to keep track of user preferences and information. You can adjust your Internet browser's security settings to determine how much -or how little- information you are willing to accept from a Web site.

To access Internet Explorer security settings:

1. In Internet Explorer, click on **Tools** > **Internet Options**.
2. In the **Privacy** tab, move the slider up or down to select a setting.

How do I know when my computer is at risk?

If the *Action Center* reports an alert, or if your computer behaves erratically, crashes unexpectedly or if some of your programs do not work correctly, your computer may be infected by malicious software. However, do not blame every computer problem on a virus! If you suspect your computer is infected, the first thing to do is update -if you have not already done so, and run your antivirus and anti-spyware software.

Windows Remote Assistance

Remote Assistance allows a Windows user to temporarily take over a remote Windows computer over a network or the internet to resolve issues. Remote Assistance makes it possible to diagnose and repair problems with a computer without personally visiting it.

You can access Remote Assistance by clicking on **Start** > **All Programs** > **Maintenance** > **Windows Remote Assistance**. Upon launching Remote Assistance, you will see a screen giving you the choice of either inviting someone to help you or offering to help someone.
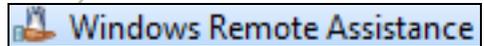
DIAGNOSE & REPAIR

We all experience problems with our computer from time to time... Before calling the Customer Contact Centre, please read the following. This troubleshooting guide will help you diagnose and solve some common problems. Please note that the solutions proposed in either one of the cases below may not be limited to that specific case and may be used to solve other computer issues.

*Note: Check the latest fixes on **www.packardbell.com**. Our online Troubleshooter can help you find solutions in a few clicks!*

Top Troubleshooting Cases

Have a look at the 'symptoms' described below, see if they match the problem you encounter with your computer and follow the steps to fix the issue. Also remember to read our recommendations in the *Safe Computing* section (page 25) to get the most of your computer and prevent problems in the future.

Nothing displays on the screen (page 35)

The screen freezes when the Packard Bell logo displays (page 36)

The screen freezes when the Windows logo displays (page 37)

The Windows desktop displays, but the operating system is not stable (page 37)

The screen displays applications, but they crash or run erratically (page 38)

Nothing displays on the screen

Power on all devices

1. Make sure that you have switched on both your computer and your monitor.

Your computer is in suspend or power saving mode.

1. If the computer is in power saving mode, move the mouse or press a key on the keyboard to "wake up" the computer.
2. If the computer is in Sleep mode, press the power button. After a short pause the light should light up and you will be able to use your computer.

A screen saver may be active.

1. Press a key to reactivate the display.
2. If you wish to change the screen saver properties:
   a. Close all open programs, with the exception of Windows.
   b. Right-click on an empty spot on the Windows desktop.
   c. Select **Personalize** from the menu.
   d. Click on the **Screen saver** icon.
   e. Adjust the screen saver properties and the energy saving features to your needs.

Check your Installation poster.

1. Check the power cord connections between your computer and the power outlets.
2. Certain computers are equipped with two video ports, one on the motherboard ("integrated video") and another on a high-performance graphics card using an expansion slot.

Note: Please refer to your Installation poster and check if all your cables are connected correctly.
Always connect your monitor to the graphics card, if present. If one video port does not work, then try the other. The number of items available will depend on your computer's configuration.

Test the power cords:

1. Unplug the power cord from your monitor.
2. Unplug the power cord of the computer and plug it into the monitor (and the other end to a working wall socket).
3. Power on only the monitor and watch if the power LED of the monitor is lit.

Test the power socket:

1. Plug any other electrical device on the wall socket and check if it works.
2. If it does not, your wall socket is may be faulty.

Try to reset your computer:

1. Unplug the power cable from the wall socket and keep the power button pressed for at least ten seconds.
2. Then release it, connect the power cable again and press the power button to turn on your computer.

Caution: **Before you connect or disconnect the power cord to the back of the computer, please ensure that the power plug is disconnected from the wall outlet.**

Disconnect or remove additional devices:

A faulty device can prevent the system from starting in some situations.

Removing additional external devices

These devices may include a printer, a scanner, a modem, etc.

1. Disconnect all external devices from your computer, except the monitor cable and the keyboard.
2. Try to restart your computer and check if it works correctly.
3. If it does not, restart your computer without the keyboard and mouse. If it solves your problem, please contact the Customer Contact Center.

Removing additional internal hardware

Internal hardware could be items such as additional memory, a network card, etc.

1. Remove any additional internal device you have installed. Note that if a third party installed a device, we advise you to refer to them to remove the device.
2. Try to restart your computer and check if it works fine.

Check InfoCentre to learn more about your computer. Don't forget to download your InfoCentre updates!

Depending on your warranty conditions, you might not be allowed to open the chassis by yourself. Please refer to your *Warranty & Service Sheet* (if supplied) before proceeding.

If you are sure you want to proceed, please first touch the ground to prevent electrostatic damages and unplug the power cord before opening the chassis.

Check USB ports.

When the USB connector on the front of the chassis is damaged (for instance when inserting a USB plug upside-down), it can short circuit the system, thus preventing the computer from starting.

1. To determine whether the USB connector is the root cause of the problem, disconnect the USB cable from the motherboard. Only do so if your warranty entitles you to and if you are an advanced user.
2. Try to restart your computer and check if it works fine.
3. If it does, replacing the USB assembly of that particular motherboard will solve the problem entirely.

The screen freezes when the Packard Bell logo displays

When the computer starts, it first performs a test of all system requirements. When the computer is functioning correctly, it emits a short beep and starts up. However, if the test fails, the computer may freeze when the Packard Bell logo displays.

Restart your computer

Press the **ESC** key to while the computer starts to display some details.

Set the BIOS to default settings.

Press Del when starting your computer to enter the BIOS. This controls the hardware of your computer. You should only enter the BIOS if you are an advanced user, or when asked to do so by a qualified technician.

1. Select **Exit** in the top menu using the arrow keys or mouse (if available).
2. Select the **Default Values** in the menu and press **Enter**. Press **OK** to confirm.
3. Select **Save Changes and Exit** and press **Enter**. Press **OK** to confirm.
4. The computer will automatically restart.

Try to start your computer with a different boot device.

Press **F12** when starting your computer to enter the boot menu (this feature may not be available on all computers). If your first boot device is HDD, change it into CD or DVD using the arrow keys and press **Enter** to exit.

Disconnect or remove additional devices.

Please read *Removing additional external devices* and *Removing additional internal hardware* on page 36.

Use the Packard Bell Troubleshooter on the Packard Bell Support Website.

Our online Troubleshooter (troubleshooter.packardbell.com) is an easy-to-use tool that provides quick access to troubleshooting solutions. Answer a few questions and our smart engine will help you with the right solution.

The screen freezes when the Windows logo displays

During the start-up process, Windows runs a number of checks. If it detects incorrect settings, damaged or missing software or hardware components, the system will likely hang. To fix this, try to restart your computer using one of the options below.

Start your computer in Safe Mode to use basic files and drivers.

1. Switch your computer and monitor on.
2. When the Packard Bell logo appears, press **F8** to access the advanced start-up options.
3. Use the arrow keys to highlight **Safe Mode** and press **Enter**.

Start with the Last Known Good Configuration.

This option will restore the system settings that were in effect the last time the computer started successfully. This may cause your computer to lose data that you have entered the last time you used it.

1. Switch your computer and monitor on.
2. When the Packard Bell logo appears, press **F8** on your keyboard to access the advanced startup options.
3. Use the arrow keys to highlight **Last Known Good Configuration** and press **Enter**.

Uninstall software.

If your computer does not function correctly after you have installed new programs, try uninstalling them.

Click on **Start** > **Control Panel** > **Programs** > **Programs and Features**.

Go back to previous restore point with Windows System Restore (see page 27).

Disconnect or remove additional devices.

Please read *Removing additional external devices* and *Removing additional internal hardware* on page 36.

Use the Packard Bell Troubleshooter on the Packard Bell Support Website.

Our online Troubleshooter (http://troubleshooter.packardbell.com) is an easy-to-use tool that provides quick access to troubleshooting solutions. Answer a few questions and our smart engine will help you with the right solution.

The Windows desktop displays, but the operating system is not stable

Even when your computer starts successfully, you cannot go further and use your programs correctly. Ask yourself the following questions and try to find the solution to your problem with the answers proposed.

Did you install new programs?

Installing new software may cause conflict with your existing software. If your computer does not function correctly after you have installed new programs, try to uninstall them.

Click on **Start** 🔵 > **Control Panel** > **Programs** > **Programs and Features**.

Did you notice strange behaviour in Internet browser or email program?

Most problems affecting Internet applications, and potentially your whole operating system are caused by malicious software propagated when you are connected. To check if your computer has been infected, run a check with your antivirus and anti-spyware programs. To be fully efficient, these protection programs must be up-to-date. Please refer to the *Security* chapter (page 28) to learn more about keeping your computer safe.

Update your system files using Windows Update

Windows Update is a catalogue of items such as drivers, security fixes, critical updates, the latest Help files, and Internet products that you can download to keep your computer running smoothly and up-to-date.

1. Click on **Start** 🔵 > **All Programs** > **Windows Update**.
2. Select **Check for updates** and **Yes** when prompted to install any required software or device drivers.

Did you install new hardware?

When you install a new hardware device, Windows usually detects it automatically and copies the appropriate files (drivers) to your computer to make it work. This process modifies the system files and can sometimes generate conflicts within Windows.

Device Manager

1. Open the *Device Manager* (**Start** 🔵 > **Control Panel** > **System and Security** > **Device Manager**). This allows you to view the status of your hardware devices.
2. If you see any "**!**" or "**?**" signs in front of a device name, going back to a previous version of that driver may help:
   1. Right-click on your device and select **Properties**.
   2. Click on the **Driver** tab and select **Roll Back Driver**.
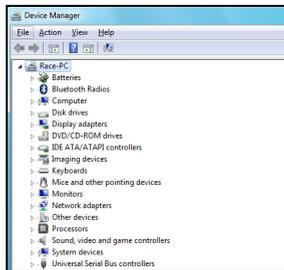
Go back to previous restore point with System Restore.

System Restore monitors the changes to your computer and automatically creates restore points to revert to a previous time if necessary. It can undo harmful changes to your computer and restore its settings and performance, while saving your personal data files (such as documents, browsing history, drawings, favourites, or emails). Please see page 37 for more details.

If your computer cannot display the Windows desktop:

Restart your computer, press the **Alt+F10** key upon start-up when the Packard Bell logo appears to start the Recovery Program.

The screen displays applications, but they crash or run erratically

When your programs run erratically, there are good chances that your operating system may not be functioning correctly. Please also check the recommendations on the previous case (page 37) if the steps below do not help solve your problem.

Close programs using Windows Task Manager

If you cannot close your programs by clicking on the cross in the top right corner of the screen, try using the *Task Manager*.

1. Press the **Ctrl**+**Alt**+**Del** keys simultaneously or right-click on an empty space on the taskbar and select **Task Manager**.
2. Select the failing program in the list and click on **End Task**.

Does this happen with only one application?

If you notice that a specific program does not work correctly, try uninstalling and reinstalling it.

Click on **Start** > **Control Panel** > **Programs** > **Programs and Features**.

Are there updates available for the erratic application(s)?

If you do not notice improvement after reinstalling your program, please check the software editor's Website for updates. If the program was originally supplied with your computer, you may check the Packard Bell Support Website on www.packardbell.com for downloads as well.

Is your computer up-to-date?

Malicious programs such as virus and spyware can infect your computer and cause some of your programs to malfunction. To fix this problem and avoid it in the future, make sure you run antivirus and anti-spyware regularly and get the latest updates. For more on keeping your computer up-to-date, please refer to the *Updates* chapter on page 28.

If your computer cannot display the Windows desktop:

Restart your computer, press the **Alt+F10** key upon start-up when the Packard Bell logo appears to start the Recovery Program.

Miscellaneous Troubleshooting

Keyboard & Mouse

My Keyboard Does Not Work

1. The numeric keypad is disabled

When the Num Lock key is active, the numeric keypad can be used to enter numbers, like the keyboard of a calculator. When the Num Lock key is not activated, the keypad either functions as a second set of cursor keys (on "full-sized" keyboards), or they revert to normal letter keys (on certain compact keyboards).

2.Your keyboard is not properly connected (see your Installation Guide).
   a. Switch your computer OFF.
   b. Disconnect then reconnect the keyboard properly.
   c. Switch your computer ON.
3. Your cordless keyboard is not properly connected.
   a. Check that the receiver is connected properly (see page 6).
   b. If your receiver uses a USB connector, try to connect it to another port.
   c. Also check your batteries.

USB keyboard or mouse   PS/2 keyboard or mouse

My Mouse Does Not Work

1. Your mouse is not properly connected.

Follow the same procedure as for checking keyboard connection.

2. The mouse needs to be cleaned.
   a. Switch your computer OFF.
   b. Turn the mouse upside down.
   c. Open the underside of the mouse.
   d. Extract the track ball from the mouse belly and clean it.
   e. Gently clean the bearings in the track ball housing with a moist soft cloth. If it needs further cleaning, carefully remove any dirt that has accumulated on the bearings with a solid, blunt object.

Note: *Optical mice do not have a track ball and do not get as dirty as regular mice since they do not pick up as much dust.*

3. The controller properties may not be properly set up.

If the pointer moves with difficulty, too quickly or too slowly, or if double clicking does not work all the time, try adjusting the properties of your controller.

   a. Click on **Start** > **Control Panel** > **Hardware and Sound** > **Mouse**.
   b. Click on the different tabs to access the properties and modify how the mouse acts.
   c. Click on **Apply** to confirm your settings then on **OK** to close the window.
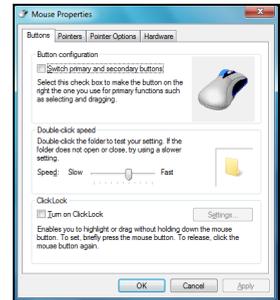
Display

The Display Is Not Centred or Gets Wavy

1. I see thin lines scrolling down the screen, flickering images or wavy displays.
   a. Interference from other appliances or magnetic sources may cause irregular images on your screen.
   b. Switch your computer off and restart it. This should automatically adjust your display.
2. The image is smaller or larger than the screen surface.
   a. Adjust the monitor display, image size and/or position with the screen controls.
   b. If you have an LCD screen, use its optimal resolution. LCD screens are designed to use a specific resolution. Changing this resolution may cause the display to grow beyond or shrink away from the edges of the screen. (See your monitor documentation and/or *InfoCentre*).

Note: *The magnitude of interference, noise or distortion depends on your screen's proximity to sources such as TV sets, mobile phones, other monitors, refrigerators, large stereo speakers, power adapters, halogen lighting with built-in power supply or motor driven appliances. Faulty fluorescent light assemblies or the proximity to high voltage lines can also cause distorted images. Place your computer as far as possible from these sources.*

If there is no source of interference, or removing the source of interference does not alleviate the symptoms, please refer to your monitor documentation to perform a series of screen adjustments (image size and position, refresh rate, degauss, etc.). Certain adjustments may not be available, depending on the display technology used.

Sound

Upon Startup, My Computer Emits a Continuous Beeping Sound

1. There is a keyboard or mouse detection failure: Check your keyboard and mouse connections (page 6).
2. There may be a stuck key on the keyboard or a stuck button on the mouse:
   a. Switch your computer OFF.
   b. Press all the keys of your keyboard to ensure that no key is stuck.
   c. Tap the mousebuttons to ensure that none of them are stuck.
   d. Switch your computer ON again.

My Computer Has no Sound

1. The speaker volume may be set too low.

Adjust the volume controls (either on your speakers, keyboard or on the computer).

2. Your speakers may not be connected properly (only applies to external speakers).
   a. Check all the speaker cables to ensure that they are connected properly.
   b. If your speakers are equipped with a power adapter, make sure that it is plugged into a power source (wall outlet or back of your monitor) and that the speaker power is on.
3. The Windows main volume control needs adjusting.
   a. Click on the speaker icon on the right side of the Notification Area to make the volume control bar appear.
   b. If you cannot see this icon, go to the **Control Panel** to display it.
   c. If this icon has "disappeared", click on the arrow in the *Notification Area* and then on the icon to display it (to reduce clutter in the Notification Area, icons that have not been used in a while are hidden).
4. Your computer's volume control settings need adjusting.
   a. Click on the speaker icon in the *Notification Area*.
   b. Click and hold the slider to adjust the volume level.
   c. Make sure the *Mute* option is NOT active.
   d. If necessary, click on **Speakers** to change the type of audio output (for example, if you are using digital audio over an HDMI cable).
   e. To display more volume controls, click on the device or application image.
5. Your sound hardware does not work properly.
   a. Check that your sound card is correctly configured. Click on **Start** > **Control Panel** > **Hardware and Sound** > **Sound**. In the **Playback** tab, select an audio device and click on **Properties** to modify its settings.
6. Your computer will not play audio CDs.
   a. Make sure that your computer sound is set up properly (see previous steps).
   b. Make sure that the disc's printed side is facing upward in the drive and that the disc is lying flat in the drive tray.
   c. Wait for the disc drive's indicator light (busy signal) to stop flashing before you try to start the CD player program.
   d. Make sure that the disc's surface is clean and scratch free.
   e. Make sure the CD is not copy-protected. Some audio CDs include a copy protection mechanism to avoid illegal copying. This mechanism prevents the CDs from being played or copied on a computer. In this case, playback is only possible on conventional CD or DVD players.
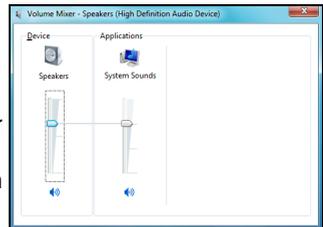
Internet

In order to get the best possible Internet connection, ensure that you:
✓ Always connect to a grounded power socket (a standard "earthed" 3 pin socket).
✓ Connect your modem directly to the phone socket.
✓ Avoid using telephone extension cables (this degrades the signal quality).

✓ In thunderstorm conditions, make sure that you disconnect your modem from the telephone line and pull out the power cord from the power outlet.

You Cannot Connect to the Internet

1. Your account details have not been released yet.
   a. After you have just performed your online subscription with an Internet Service Provider (ISP), it is recommended that you restart your computer to complete the Internet setup process.
   b. The first time you use your Internet connection, your account may not be accepted immediately. Certain ISPs require a short setup period to process your account details. Please wait 30 minutes before you try to connect to their services again.
2. You entered an incorrect user name and/or password.
   a. Check your user ID and password. Re-type them if necessary.
   b. Check exact spelling (upper and lower case, or any punctuation).
   c. Check the login and setup information given to you by your ISP
3. The server you are trying to connect to is out of order.

Check with your ISP whether the service is available.

4. Your Internet settings (browser, email, or connection) may have been changed.

When you subscribe, your ISP usually provides connection details (user name, password, server phone number, email address, etc.). Check these details and restore your Internet settings, following the procedure given by your ISP.

5. Your account with your Internet Service Provider has been terminated or your ISP server is unavailable.

Contact your ISP and check the access conditions to their Internet server.

6. You have moved and your dialling location has changed.
   a. Change your settings by clicking on **Start** > **Control Panel**. Change the *View by:* option to **Large icons**, then select **Phone and Modem**.
   b. Specify your new location and any special options for your phone line.
   c. Click on **OK**.
   d. Change the *View by:* option back to **Category** when you have finished.
7. You have used the *Recovery Management* program.
   a. If your Internet access required you to install software, you should reinstall this software.
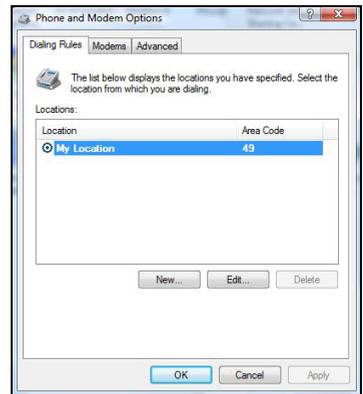
You are using a dial-up modem (optional)

1. The modem may not be connected properly.

Check the modem cable connections between the computer and the telephone socket.

If your computer has a network port, make sure your modem cable is connected to your modem port and not to your network port.

2. The telephone line may already be in use.

Free the telephone line before you dial a modem connection. You cannot phone and connect to the Internet at the same time if both your telephone and your modem use the same line.

3. There is no dial tone
   a. Disconnect your modem and plug in a telephone to check the integrity of your telephone line. If you can hear a normal dialling tone on the phone, then your modem or cable may be defective.

b. Check that the dialling type is correctly set-up for your country. Click on **Start** > **Control Panel**. Change the *View by:* option to **Large icons**, then select **Phone and Modem**. Make any changes to match your phone configuration and click on **OK** to finish.

4. The modem is used by another program ("COM port in use" error message).

You may have a telephone or fax program running; These use the modem and make it unavailable for other applications:

a. Close all programs that might use the modem (e.g. telephone or fax software).
b. Restart the computer. This will reset all connections.

You are using DSL or cable connection

1. Your DSL connection has not been activated.

Your ISP may need to contact your local telephone operator to activate DSL access on your line. Depending on the chosen provider, this may take several weeks. To enquire about your connection, please contact your ISP.

2. Your DSL modem is not picking up the line.
    a. Check all cable connections (e.g., plugs, sockets, filters).
    b. Disconnect your modem and plug in a telephone to check the integrity of your telephone line. If you can hear a normal dialling tone on the phone, then your modem or cable may be defective.
3. Your modem is defective.

Check the status lights on your modem and refer to manufacturer's documentation. If the problem persists and the connection has been previously working, then contact your ISP.

When Surfing the Internet, You Get an Error Message

1. You are not connected.
    a. Look at the lower right part of the Notification Area.
    b. If you cannot see the connection bars [icons], right click on the *Task Bar* at the bottom of your screen and choose **Properties**.
       Click on the **Customize** button in the *Notification area* section.
       Place a tick in the box in front of **Always show all icons and notifications on the taskbar** and then **OK**.
    c. The Networks connection icon indicates if you have a reliable network connection (either wireless or over a cable).
    d. Click on the icon, then select **Open Network and Sharing Center** to see more information.
2. A connection to the remote site cannot be established.

Try again later or check with your ISP whether the service is available.

3. A pop up message warns you that the page contains errors (e.g. 'the page contains javascript errors').

Simply click on **OK** to close the message window.

You Cannot Send or Receive Emails

1. You are not connected.

To send and receive emails, you need to be connected to the Internet. Look for the network connection icon at the lower right part of the *Notification Area*. Please see "*When Surfing the Internet, You Get an Error Message*" on page 43.

2. Your ISP or that of your recipient is having technical difficulties.

Try again later or check with your ISP whether the service is available.

3. Using several ISPs or email accounts can cause problems.

Check that you have selected the correct ISP for the account you are attempting to use.

4. Your Internet account settings may have been changed.
    a. Disconnect from the Internet: Close *Windows Mail* and any other applications.
    b. Check your connection details (username, password, server phone number, email address, etc.) and restore your Internet settings, following the procedure given by your ISP.

5. You have sent a message but and get an error message in reply.
    a. Check the spelling of your recipient's email address.
    b. Check with your recipient that the email address is still valid.

Printer

A printer may have been provided when you purchased your computer, or you may have purchased one later. Make sure you follow the installation instructions provided with the printer.

My printer does not work

The guidelines below cover the most common types of problems encountered with printers. Please read your printer's manual for specific instructions. Should you need further assistance, please contact the manufacturer of your printer.

Problem/Error	Solution
The printer is OFF	Switch the printer ON
The printer is OFF Line	Press the printer's on line button
The printer is out of paper	Add paper
The paper is jammed	See your printer's user's guide for information about clearing paper jams.
The printer has generated an error message	See your printer's manual for information about resolving error messages.
The printer is not connected properly	Check that the cables are securely connected to the printer and computer. Use a grounded AC power outlet (or power strip). Remember to shut down your computer and printer before disconnecting or reconnecting any cables.
No power is supplied to the printer	Plug the printer into a different wall socket. Restart the computer and printer again and try printing to determine if the previous socket was faulty.
The printer cable is damaged	If you have another printer cable, try using it to determine if your printer cable is faulty.
Your printer is not installed correctly in Windows	Try reinstalling your printer. See your printer's manual for information about installing the printer in Windows.

Adding Software and Hardware

In the event you encounter a problem with a new program or hardware, please check the supplied documentation as well as the manufacturer's website. For support, please contact the manufacturer's hotline. Packard Bell cannot be held responsible for any damage caused by adding hardware or software.

Software

Before purchasing new programs, check that they can run on your computer. Each software program has system requirements, such as the amount of memory or hard drive space needed to run. These requirements can usually be found printed on the software box or on the website for the software.

1. Check your computer's specifications
   - System Information

   Click on **Start** > **All Programs** > **Accessories** > **System Tools** > **System Information**. Select an item and click on the **+** to display more options.

   📌 *Note: For a quick overview of your computer's specifications, please read the model description on your computer's packaging.*
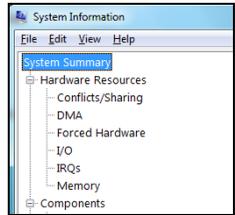
2. Installing a program

   When you install a new program, first read the instructions included with it as installation instructions can vary from product to product.

   a. Before installing any new program, be sure all other applications are closed.
   b. Insert the CD or DVD. Most CDs or DVDs start automatically and display an installation screen. If the disc does not start automatically:
   c. Right-click on the disc's icon and select **Explore**. Double-click on the **Setup** (or **Install**) icon and follow the on-screen instructions.

3. Uninstalling a program

   a. Click on **Start** > **Control Panel** > **Programs** > **Programs and Features**.
   b. Select the program you want to uninstall.
   c. Click on **Uninstall/Change** to start the program's uninstall process.
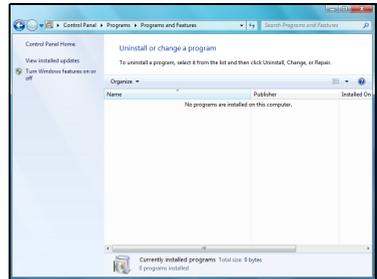
   Hardware

Before purchasing a new hardware device, check that it can be used on your computer.

1. Check your computer's specifications (see *Check your computer's specifications* on page 45).
2. Internal hardware component

   If you wish to install an internal hardware component, it will be necessary to open your computer. For best results, an authorised service provider should perform such installation. For further information on upgrading your system's Random Access Memory (RAM) or Processor (CPU), please refer to *InfoCentre*.

   📌 *Note: If installing an adapter card (PCI or AGP), please refer to the documentation provided with the card.*

3. External hardware device

   Installing a new hardware device such as a printer, scanner, joystick, etc. is not a complicated task.

   Each type of device has its own installation specifications, so please check the documentation provided with each device to know how to install it properly. Remember to shut down your computer and device before disconnecting or reconnecting any cables.

   📌 *Note: If you have problems installing your new hardware, you should check the supplied manual first. If you are still having difficulties, please contact the manufacturer or retailer, or check their website for more help and advice.*

   Resetting your Hardware Configuration

If you encounter some problems with your original computer hardware drivers, you may want to restore the hardware configuration so that it is exactly as it was when your computer left the factory. Please refer to the *Recovering your system* section on page 46 for details.

RECOVERING YOUR SYSTEM

If the troubleshooting steps (page 34) did not help fix your problem, you can run the *Packard Bell Recovery Management* program. This will restore your computer to the same state as when you purchased it, while giving you an option to retain all settings and personal data for later retrieval.

To recover your system

1. Create recovery discs as soon as you can.

   You can use these discs later for recovering your system from significant hardware and software problems. For instructions, see "*Creating recovery discs*" on page 16.

2. Perform minor fixes.

   If only one or two items of software or hardware have stopped working correctly, the problem may be solved by reinstalling the software or the device drivers. To recover software and drivers that were pre-installed at the factory, see "*Recovering pre-installed software and drivers*" on page 46. For instructions on reinstalling software and drivers that were not pre-installed, see that product's documentation or technical support Web site.

3. Revert to a previous system condition.

   If reinstalling software or drivers does not help, then the problem may be solved by returning your system to a previous state when everything was working correctly. For instructions, see "*Returning to a previous system condition*" on page 47.

4. Reset your system to its factory condition.

   If nothing else has solved the problem and you want to reset your system to factory condition, see "*Returning your system to its factory condition*" on page 48.

Recovering pre-installed software and drivers

As a troubleshooting step, you may need to reinstall the software and device drivers that came pre-installed on your computer from the factory. You can recover using either your hard drive or the backup discs you have created.
- New software - If you need to recover software that did not come pre-installed on your computer, you need to follow that software's installation instructions.
- New device drivers - If you need to recover device drivers that did not come pre-installed on your computer, follow the instructions provided with the device.

To recover your pre-installed software and drivers:

1. Click on **Start** 🔵 > **All Programs** > **Packard Bell**, then click on **Packard Bell Recovery Management**. *Packard Bell Recovery Management* opens.

- OR -

If you are recovering from your driver and application recovery disc, insert it into the disc drive, then go to Step 3 after the *Packard Bell Application Recovery* main menu opens.

2. Click on the *Restore* tab, then click **Reinstall applications/drivers**. The *Packard Bell Application Recovery* main menu opens.

3. Click on **Contents**. A list of software and device drivers opens.
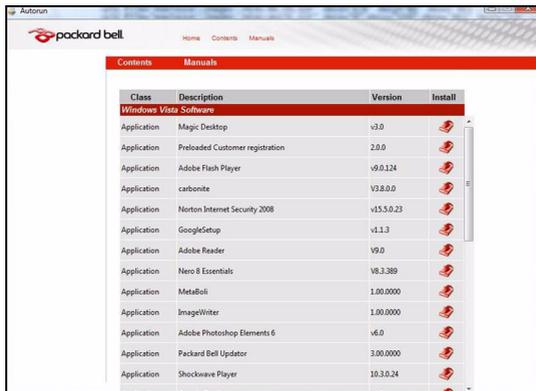
4. Click on the **install** icon for the item you want to install, then follow the on-screen prompts to complete the installation. Repeat this step for each item you want to reinstall.

Returning to a previous system condition

Microsoft System Restore periodically takes 'snapshots' of your system settings and saves them as restore points. In most cases of hard-to-resolve software problems, you can return to one of these restore points to get your system running again.

Windows automatically creates an additional restore point each day, and also each time you install software or device drivers.

> *Help:* *For more information about using Microsoft System Restore, click Start, then click **Help and Support**. Type windows system restore in the Search Help box, then press **Enter**.*

To return to a restore point:

1. Click on **Start** > **Control Panel** > **Action Center**, then click on **Recovery**.
2. Click on **Open System Restore**, then **Next**.
3. Click on he restore point you want, click on **Next**, then **Finish**. A confirmation message box appears.
4. Click on **Yes**. Your system is restored using the restore point you specified. This process may take several minutes, and may restart your computer.

Returning your system to its factory condition

If your computer experiences problems that are not recoverable by other methods, you may need to reinstall everything to return your system to its factory condition. You can reinstall using either your hard drive or the recovery discs you have created.

> **Caution: This complete recovery deletes everything on your hard drive, then reinstalls Windows and all software and drivers that were pre-installed on your system. If you can access important files on your hard drive, back them up now.**

- If you can still run Windows, see "*Recovering from within Windows*" below.
- If you cannot run Windows and your original hard drive is still working, see "*Recovering from the hard drive during startup*" on page 48.
- If you cannot run Windows and your original hard drive has been completely re-formatted or you have installed a replacement hard drive, see "*Recovering from your recovery discs*" on page 48.

Recovering from within Windows

To reinstall Windows and all pre-installed software and drivers:

1. Click on **Start** 🔵 > **All Programs** > **Packard Bell**, then click on **Packard Bell Recovery Management**. *Packard Bell Recovery Management* opens.
2. Click on the **Restore** tab, then **Restore system to factory default**. The *Confirm Restoration* dialogue box opens.
3. Click on **Yes**, then **Start**. A dialogue box displays information about the hard drive that the operating system will be recovered to.

> **Caution: Continuing the process will erase all files on your hard drive.**

4. Click on **OK**. The recovery process begins by restarting your computer, then continues by copying files to your hard drive. This process may take a while, but a Packard Bell Recovery Management screen shows you its progress.

When the recovery has finished, a dialogue box prompts you to restart your computer.

5. Click on **OK**. Your computer restarts.
6. Follow the on-screen prompts for first-time system setup.

Recovering from the hard drive during startup

To reinstall Windows and all pre-installed software and drivers:
1. Turn on your computer, then press **Alt+F10** during startup. *Packard Bell Recovery Management* opens.
2. Click on **Restore system from factory default**.

> **Caution: Continuing the process will erase all files on your hard drive.**

3. Click on **Next**. Your hard drive's original, factory-loaded contents are recovered. This process will take several minutes.

Recovering from your recovery discs

To reinstall Windows and all pre-installed software and drivers:
1. Turn on your computer, insert the first system recovery disc into your optical disc drive, then restart your computer.

> **Caution: Continuing the process will erase all files on your hard drive.**

2. During startup, press **F12** to open the boot menu. The boot menu is where you can select which device to start from, such as the hard drive or an optical disc.
3. Use your arrow keys to select **CDROM/DVD**, then press **Enter**. Windows installs from the recovery disc you inserted.
4. Insert the second recovery disc when prompted, then follow the on-screen prompts to complete the recovery.

REGULATORY INFORMATION

CE COMPLIANCE REQUIREMENT

Products with the CE marking comply with both the Electromagnetic Compatibility Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC) issued by the Council of the European Communities.

Compliance with these directives implies conformity to the following European Standards:

EN55022: Radio disturbance characteristics

EN55024: Immunity characteristics

EN61000-3-2: Limitation of harmonic current emissions

EN61000-3-3: Limitation of voltage fluctuation and flicker in low-voltage supply system

EN60950-1: Product Safety. If your computer includes a telecommunication network board, the input/output socket is classified as Telecommunication Network Voltage (TNV-3).

Note for computers equipped with wireless controllers and wired modems:

Hereby, Packard Bell, declares that the wireless devices provided with this computer include a low power radio transmitter in full compliance with the essential requirements and other relevant provisions of Directive 1999/05/EC for Low Voltage, EMC and RF of the R&TTE.

This product must be used in strict accordance with the regulations and constraints in the country of use. For further information, contact the local office in the country of use.

List of applicable countries

EU member states as of March 2009 are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, The Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and United Kingdom.

MODIFICATIONS TO THE PRODUCT

CE Marking

Packard Bell cannot be held responsible for unauthorised modifications made by the user and the consequences thereof, which may alter the conformity of the product with the CE Marking.

Radio Frequency Interference

The manufacturer is not responsible for any radio or TV interference caused by unauthorised modifications to this equipment.

CONNECTIONS AND REMOTE EARTHS

PELV (Protected Extra Low Voltage)

To ensure the extra-low voltage integrity of the equipment, only connect equipment with mains-protected electrically-compatible circuits to the external ports.

SELV (Safety Extra Low Voltage)

Every input and output of this product is classified as Safety Extra Low Voltage.

Remote Earths

To prevent electrical shock, connect all local (individual office) computers and computer support equipment to the same electrical circuit of the building wiring. If you are unsure, check the building wiring to avoid remote earth conditions.

Building Supply

Only connect the equipment to a building supply that is in accordance with current wiring regulations in your country. In the U.K., these are the IEE regulations.

POWER SUPPLY AND CABLES

Power Supply

The power supply socket-inlet and socket-outlet (if equipped) are classified as Hazardous Voltage.

You must unplug the power supply cord to disconnect the equipment from the power supply. In that aim, the socket-outlet should be installed near to the equipment and should be easily accessible.

Under no circumstances should the user attempt to disassemble the power supply. The power supply has no user-replaceable parts. Inside the power supply are hazardous voltages that can cause serious personal injury.

A defective power supply must be returned to your dealer.

Power Cables and Plug

This Product requires a three-wire grounded power cord and plug. The plug only fits in a grounded power outlet. Make sure the power outlet is properly grounded before inserting the plug. Do not insert the plug into a non-grounded power outlet. Contact your electrician for details.

The cord length must not exceed 2.5 metres. To prevent electrical hazards, do not remove or disable the ground contact on the power cord. Replace the power cord if it gets damaged. Contact your dealer for an exact replacement. In Europe, the plug must be rated for 250 VAC, 10 amp minimum. The plug must display an international agency approval marking. The cord must be suitable for use in the end-user country. Consult your dealer or the local electrical authorities if you are unsure of the type of power cord to use in your country.

Cables

For cables which are not delivered with the Product in the computer's packaging:

The EMC performance of the system is guaranteed only if the cable and interface use efficient shielding.

The use of shielded interface cable is required for USB, IEEE1394, serial, printer, game, analogue or digital audio/ video, Ethernet LAN, PS2, TV or FM antennas, and generally all high-speed cable interfaces.

Use only UL Listed No. 26AWG or larger telecommunication cords.

Only Ethernet LAN or RTC modem cable can have length exceeding 3 metres.

Packard Bell recommends that you add a ferrite core round clip to each cable connecting your Packard Bell computer to a hardware device that has not been delivered with your computer.

- Ferrite reference: 28A-2029 from Steward (two loops)

For Ethernet LAN cable, use FTP shielded cables only (cat $\geq$ 5).

During product certification, Packard Bell used the following cable quality:

- USB2.0 Certified Cables from Hama 46778
- IEEE1394 shielded FireWire from Hama 50011
- RCA-RCA shielded Audio/Video Cables from Thomson KHC001M, KHC012M, KHC028M
- Stereo Jack shielded Audio cables from Hama 43330H, 42714H
- Ethernet Shielded Cables Cat 5e from Hama 50030

CHASSIS COVER REMOVAL AND REPLACEMENT

Before removing the chassis cover to service or modify the equipment, you must disconnect all power and modem cords.

Caution: Some components inside the computer can become hot after prolonged use.

You then must close the chassis before you plug in and switch on the equipment.

LASER COMPLIANCE STATEMENT

The optical devices are tested and certified to be compliant with International Electrotechnical Commission IEC60825-1 and European EN60825-1 standards for Class 1 laser products.

Class 1 laser products are not considered hazardous. The optical devices are designed such that there is never human access to laser radiation above a Class 1 level during normal operation or prescribed maintenance conditions.

The optical devices installed in your computer are designed for use solely as components of such electronic product and therefore do not comply with the appropriate requirements of Code of Federal Regulation Sec. 1040.10 and Sec. 1040.11 for COMPLETE laser products.

Because exposure to laser radiation is extremely hazardous, under no circumstances should the user attempt to disassemble the laser device.

PACKAGING

The packaging of this product is compliant with the European Environmental Directive 94/62/EC from December 20 th 1994 and its equivalent in the French Legislation by the Decree 98-638 from july 20 th 1998.

COMPLIANT WITH RUSSIAN REGULATORY CERTIFICATION

ME61

ENVIRONMENT

PACKARD BELL'S COMMITMENT TO ENVIRONMENTAL PROTECTION

Environment has been at the heart of our products.

Packard Bell is committed to limit the environmental impact of its products during product lifecycle.

Starting at design phase, with a very strict procurement policy, maximum attention is given to electronic components in order to limit their weight in heavy metals such as lead, cadmium, chromium, mercury, etc. Suppliers are asked, for each part of any product, to respect all regulations.

As far as end-of-life products are concerned, measures have been taken to anticipate and facilitate the recycling of all our products. Thus, all plastic parts heavier than 25 grams used in Packard Bell products are labelled ISO 11469. This label allows a quick recognition of the material and eases its valorisation. Likewise, desktop computers are designed to be easily dismantled, with screws being replaced by clips.

ENERGY STAR® PARTNERSHIP

Note: *This section is applicable only to systems with an Energy Star® sticker.*

Packard Bell is an official partner of the Energy Star® program.

Energy Star® was introduced by the US environmental Protection Agency in 1992 as a voluntary labelling program designed to promote energy-efficient products, in order to reduce carbon dioxide emissions. By joining this program, Packard Bell will help reduce your energy bill and contribute to reducing air pollution and protecting the earth's climate for future generations.

Packard Bell has determined that all Packard Bell monitors meet the Energy Star® guidelines for energy efficiency.

You can find more information about Energy Star® on the Energy Star® web site: www.energystar.gov.

PRODUCT DISPOSAL

The 2002/96/EC Directive, known as Waste Electrical and Electronic Equipment (WEEE) Directive, requires that used electrical and electronic products must be disposed of separately from normal household waste in order to promote reuse, recycling and other forms of recovery and to reduce the quantity of waste to be eliminated with a view to reducing landfill and incineration. The crossed-out dustbin logo is there to remind you that these products must be sorted separately for disposal. These rules concern all Packard Bell products and also all accessories, such as keyboard, mouse, speakers, remote control, etc. When you have to dispose of such products, make sure that they are correctly recycled by checking with your local authority, or by returning your old equipment to your retailer if you are replacing it. For information, visit www.packardbell.com/recycling.

Battery Disposal (when applicable)
Before disposing of your equipment ensure that you have removed any batteries that may be fitted in the equipment. European law states that batteries must be collected for disposal separately from household waste. Do not throw your used batteries in the dustbin. Dispose of your used batteries via a battery collection scheme where available, or ask your distributor or local authority what infrastructures you can use. Your efforts will enable the safe collection, recycling and destruction of used batteries and will help protect the environment and reduce health hazards.

Caution: **Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.**

Mercury advisory
For electronic products containing a non-LED-backlit LCD/CRT monitor or display: Lamp(s) inside this product contain mercury and must be recycled or disposed of according to local, state or federal laws. For mor information, contact the Electronic Industries Alliance at www.eiae.org. for lamp-specific disposal information, check www.lamprecycle.org.

SOFTWARE LICENSE

Note: *Most of the software applications are already preinstalled on your Packard Bell computer. They are ready to use or to set up. However, some titles require a CD or DVD to run. You will find these discs in your computer's packaging.*

Packard Bell License Agreement (CD and/or DVD Products). This copy of the original is your proof of license. Please treat it as valuable property.

Important!
Read carefully before installing the software.

The following License Agreement applies to you. This is a legal agreement between you (either individual or an entity) and Packard Bell By installing the software you are agreeing to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, promptly return your entire computer system, the unopened software packet(s), if any, as well as the accompanying terms (including written materials or other container(s)) in the place you obtained them for a full refund.

PACKARD BELL SOFTWARE LICENSE

1. Grant of License

This Packard Bell License Agreement ("License") permits you to use one copy of the specified version of the Packard Bell SOFTWARE identified above (which may include at least one CD or DVD disc) on any single computer, provided the SOFTWARE is in use on only one computer at any time. If you have multiple Licenses for the SOFTWARE, then at any time you may have as many copies of the SOFTWARE in use as you have Licenses. The SOFTWARE is "in use" on a computer when it is loaded into the temporary memory (i.e. RAM) or installed in the permanent memory (e.g. hard disk, CD and/or DVD, or other storage device of that computer, except that a copy installed on a network server for the sole purpose of distribution of other computer is not "in use." If the anticipated number of users of the SOFTWARE will exceed the number of applicable Licenses, then you must have a reasonable mechanism or process in place to assure that the number of persons using the SOFTWARE concurrently does no exceed the number of Licenses. If the SOFTWARE is permanently installed on the hard disk or the storage device of a computer (other than a network server) and one person uses that computer more than 80% of the time it is in use, then that person may also use the SOFTWARE on a portable or home computer.

2. Copyright

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3. Other Restrictions

You may not rent or lease the SOFTWARE, but you may transfer the SOFTWARE and accompanying written materials on a permanent basis provided you retain no copies and the recipient agrees to the terms of this Agreement. You may not reverse engineer, decompile or disassemble the SOFTWARE. Any transfer of the SOFTWARE must include the most recent update and all prior versions.

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For a period of three (3) years as commencing from your receipt of this software, you may obtain a complete machine-readable copy of the source code for the Free Software under the terms of the GPL without charge except for the cost of media, shipping, and handling, upon a written request to us.

Contact us if you have any further questions. Our mailing address is 8F, 88, Sec. 1, Hsin Tai Wu Rd., Hsichih, Taipei Hsien 221, Taiwan.

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