System guide

GATEWAY 2000

"You've got a friend in the business."®

610 Gateway Drive
North Sioux City, SD 57049 USA

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FCC statement

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

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

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. To meet FCC requirements, shielded cables and power cords are required to connect this device to a personal computer or other Class B certified device.

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Welcome to Gateway 2000

Thank you for purchasing a state-of-the-art computer from Gateway 2000. If this is your first experience with computers, this manual is the place to start. It contains instructions for the basic things you need to do, from unpacking the boxes, to finding your way around the cords and cables, to getting around in Windows. Spend some time with this System Guide, and we're sure you'll be well on your way to getting the most out of your new computer system.

Before shipping your Gateway 2000 system:

- We ran its Setup Program and specified the correct hardware configuration
- We set up the display adapter to match your monitor
- We partitioned the hard disk, formatted it for DOS, and then installed MS-DOS and the latest version of Windows for Workgroups
- We installed some additional software purchased with your system.

In short, most of the work of setting up the system is already done. The part we left for you includes connecting cables. The next few pages introduce you to various components and controls and help you set up the system. If you encounter any difficulties, refer to Chapter 5 for troubleshooting information.

The photos and text in this manual describe typical Gateway 2000 systems. They are not intended to describe any specific configuration and may include options which you did not purchase.

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Setting up the System

Unpacking your computer

When your system arrives, check the shipping cartons for wrinkled corners or holes through the cardboard. If you find any signs of damage, notify the delivery service immediately. The number of boxes you receive varies, depending on the configuration you ordered. You should have at least three cow boxes:

- A large rectangular one for the system unit, keyboard, mouse, manuals, cables, and miscellaneous items
- A medium cube-shaped one for the monitor
- A small one for any software bundles you ordered.

If your system arrives in cold or damp weather, allow the boxes to warm up to room temperature for several hours before removing all the components. Note the Warning in the circle on the outside of the box. If you take everything out and expose a cold computer to a warm room, condensation forms that could damage the computer or shorten its life. Never plug in the system until you are sure all moisture from any condensation has completely dried!

The packing list for your system is on the outside of the largest cow box. It lists the contents of all the boxes we shipped to you.

Unpacking the system unit

It's best to leave the largest box on the floor with a table nearby as you unpack it. The flat box on top is the accessory kit (where you found this manual).

Note: Do not try to take the foam pieces off the computer corners before you take it completely out of the box. You may break the cushioning or even drop the computer!

Underneath, nestled safely in foam cushioning material is the system unit itself. To remove it, put your feet on either side of the box and hold it on the floor while you pull the unit slowly and evenly up and out. Place the unit on the table with the foam pieces still attached; then carefully remove it from the four corners of the computer. Save the foam pieces and the box in case you ever need to move or ship your computer system.

Unpacking the accessory kit

Now check the contents of the accessory kit against the packing list. Inside are many items, including:

- The Gateway 2000 System Guide.
- Technical documentation booklets for each part of your system.
- *Customer Support* booklet that includes warranty information and important telephone numbers at Gateway 2000.
- Microsoft Windows and MS-DOS manuals.
- Keyboard.
- Mouse.
- Power cord for the system unit.
- Several master diskettes; spare copies of software already in your computer. Put them in a safe place, away from moisture, heat, and magnets.
- A CD called the Gateway System CD if you ordered a system with a CD-ROM drive.
- An audio cable if you ordered multimedia.
- Phone cable if you ordered a modem.
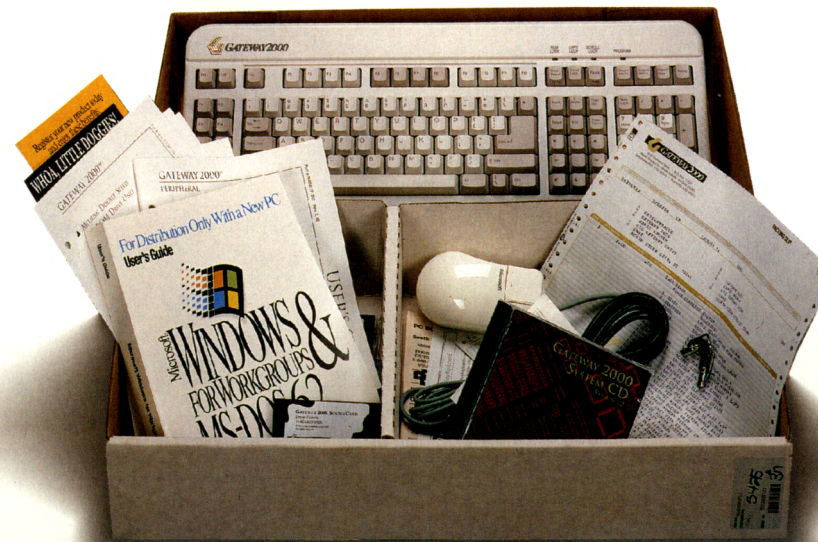
Unpacking the Monitor

Place the box on a table. Open the top of the monitor box and push the flaps wide open. Now support the monitor inside with your hand while you carefully turn the box upside down. Rest the monitor on the table and pull the box up and off. Also inside in the box should be its manual and the power cable. Remove the protective padding and plastic bag. Save the padding in the box. Now turn the monitor right side up. Put the monitor wherever you plan to use it. If you plan to use the system unit on top of the desktop, place the monitor beside the system unit or on top of it. Or you may want to place the system unit on the floor and the monitor on the desktop.

Unpacking the other boxes

You may have other boxes that contain software and multimedia speakers. Go ahead and unpack everything, keeping items together that we shipped together. However, until your system is up and running, it's a good idea to leave all the software packages intact. We pre-installed some of it anyway, so you'll be able to use it as soon as you power up the system.

Final inspection

All of the equipment was checked and carefully packed before it left Gateway 2000. Place everything on the table and inspect all sides of each item. Report damage to the carrier immediately. You should have everything listed on the packing list, unless it was backordered. Arrange all the unpacked items on an uncluttered desk or table where you plan to set up and use the computer system.

The ideal environment

A den or spare bedroom is perfect for your computer, the less traffic in the area the better. Be sure to avoid the following:

- Dirt, dust, and smoke
- Magnetic fields such as fans, radios, large speaker systems, air conditioners, microwave ovens, and large electric motors
- Extreme temperature and humidity conditions
- Heat such as from a radiator, lamp, heat vent, or direct sunlight

Your Gateway 2000 computer is engineered to provide years of reliable service. However, give it the same care and protection as you would any other valuable piece of electronic equipment.
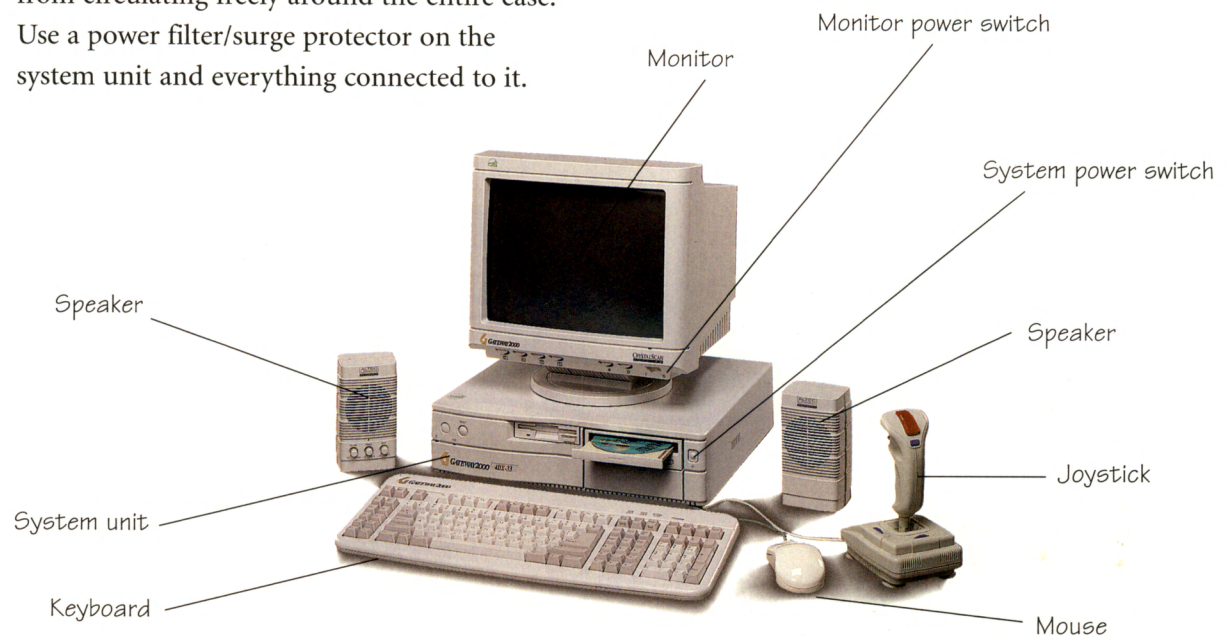
- Don't stack books or magazines on top of, under, or behind the computer or monitor
- Never push the rear of the unit against a bookcase, wall, or anything that restricts air from circulating freely around the entire case.
- Use a power filter/surge protector on the system unit and everything connected to it.

Extra protection

Electrical surges and spikes can cause serious damage to your system. If just one device is not connected to a surge protector, damaging surges can enter the system through the unprotected peripheral and damage everything connected to it. A power strip/surge protector is a wise investment that can protect your system against many types of voltage spikes traveling on the power lines. However, a power strip is not much help against lightning. If severe weather or an electrical storm threatens, unplug the entire system from the power and telephone lines before the storm starts.

Main components of the system

Before attempting to connect all the components of the system together with cords and cables, acquaint yourself with the main components. Use the photo below to help.

Labels: Monitor, Monitor power switch, System power switch, Speaker, Speaker, Joystick, System unit, Mouse, Keyboard

Fan outlet. Hot air from system exhausts here. Do not block!

Voltage selector switch. Select between 115 and 220 VAC operation.

COM1 and COM2 ports.

Video display adapter card. Attach the video cable from the monitor to the mating jack on this card.

Sound card. All sound cards have connectors for speaker/OUT, MIC/IN, and game port. The exact location of these connectors may differ slightly, depending on the card you have installed.

Mains power connector. Plug the power cord in here before you plug it into the wall outlet or power strip.

LPT1. Connect the data cable from a parallel printer here if you have one.

PS/2 type connectors for the mouse and keyboard. They look just the same, but are clearly labeled.

Expansion slots. Various options (modems, bus mouse cards, sound cards, NICs, MIDI adapters, and so forth) can be installed in these slots.

CD-ROM drive. Used for multimedia software packages, to play music CDs, (if you have a speakers or headphones), photo CD discs, or to load software packages onto the hard drive. Always place the CD into the drive with the label side UP.

Reset switch. Reboots computer; same as pressing <Ctrl>, <Alt>, and <Del> simultaneously, except starts from memory check.

Power switch. Push until indicator light is lit to power ON system.

Controls on the system

These close-ups of a typical Gateway 2000 computer show controls and other important parts you will soon be using on your own system. Use these photos as a map to find your way around your computer, locating each part called out on this page.

Keyswitch. Locks keyboard.

Power on indicator light. Lights when system power is ON. The power switch is on the right side of the system.

Turbo indicator light. Lights when system is operating at fastest available CPU speed.

Option bay. Extra opening for another drive you may want to install; additional drive bays for hard disk drives are hidden behind this front panel.

Hard disk drive access indicator light. Flashes when system accesses hard disk. Never shut down the system while this indicator is lit or flashing!

Combo floppy drive. If you ordered both 3.5-inch and 5.25-inch floppy disk drives, chances are, we installed a combo floppy drive unit in your system instead of two separate drives. The combo is a single drive unit capable of accepting both 3.5-in and 5.25-in media. It offers the same performance as two drives, and it frees a drive bay in your case!

GATEWAY2000 P4D-66

The photos and text in this manual describe typical Gateway 2000 systems. They are not intended to describe any specific configuration and may include options which you did not purchase.

Making the connections

Most of the work of setting up your computer is already done. Before shipping your system, we installed software and specified the correct hardware configuration in the computer's Setup program. The part we've left for you is comparatively easy! Anyone who can orient cables to make with connectors can set up the computer. You won't have to open the computer to make any connections.

All the components should be arranged on your workstation. Be sure there is a wall outlet nearby. Each piece should be close enough together so that the cables can reach to the appropriate connectors on the rear of the system unit.

Now use the photo at the right to match the correct cables and plug them in! To help you, the connectors are labeled clearly at the rear of the system unit. Work carefully and never force cables into the connectors! This may break pins or bend the connector itself. If you orient each cable correctly, they mate perfectly as shown in the photo.

Once all cables are securely connected and you have rechecked your work, tighten those with securing screws with a small screwdriver so that the connections don't work loose.

Tidy the cables at the rear of the unit. Leaving a mass of tangled cables trailing around your workstation could cause an accident.

Keyboard connector. Plug the keyboard cable here. It is very similar to the mouse connector, but is clearly labeled at the rear of the system unit.

Mouse connector. Plug the mouse cable here. It is very similar to the keyboard connector, but is clearly labeled at the rear of the system unit.

Game port connector. If you have a joy stick, attach the cable here.

Stereo mini plug cable. Connects the speakers to the sound card. Plug into the connector labeled stereo input on this speaker. The other end goes to the connector labeled speaker or a small drawing of a speaker on the sound card.

Stereo mini plug cable. Connects the two speakers. Plug into the connector labeled "Output to L" on this speaker.

Stereo mini plug cable. Connects the two speakers. Plug into the connector labeled "Input from R" on this speaker. It's the only connector on this speaker.

This cable plugs into the rear of the speaker at the connector labeled "DC14V."

Power supply adaptor for the speakers.

Power cable for the speaker power supply. Plug into a wall outlet or power strip.

Power cable for the monitor. One end goes to the main power connector on the rear of the monitor, the other end goes into a wall outlet or power strip.

Power cable for the system unit. One end goes to the main power connector on the rear of the system, the other end goes into a wall outlet or power strip.

Video cable. One end is usually permanently attached to the monitor, the other end connects to the video connector at the rear of the system unit.

The photos and text in this manual describe typical Gateway 2000 systems. They are not intended to describe any specific configuration and may include options which you did not purchase.

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Starting the System

Once you have completed the setup of the system unit as described in Chapter 1, it is ready for power, and you are ready to use it.

Powering up for the first time

1. Power up the monitor first. The switch is probably located on the front of the monitor, but on some monitors, the switch is on the back.
2. Power up the printer, if you have one.
3. Be sure there are no floppy diskettes or shipping cardboard in the floppy drives.
4. Press the power switch on the front of the system unit. The power ON indicator on the front of the case lights up. Listen for a smooth whirring noise as the power supply turns on and the hard drive spins up to speed. You should also hear a beep and see several messages appear on the monitor screen.
5. The hard disk indicator blinks; and the floppy drive indicator lights briefly.
6. You should hear a beep and see several messages appear on the monitor screen, including memory count. Adjust the brightness control on your monitor if these messages appear dim.
7. The three indicator lights on the upper right of the keyboard flash and then go out, except for the NUM Lock indicator, which stays on.
8. The Windows logo appears. Windows continues to load automatically.
9. If your system does not power up as described here, check to make sure that you have made all the connectors properly.

If nothing happens when you power up, check power cables to see they are still plugged in. If you are using a surge protector/power strip be sure it is ON. If you can hear the power supply fan whirring, but nothing shows up on the monitor, make sure the monitor has power. You may also need to adjust the brightness control on the monitor.
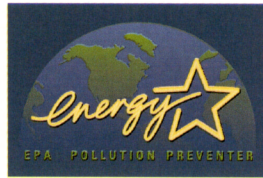
Keeping the system in good shape

■ Avoid turning the system ON and OFF frequently, since a large percentage of failures occur during power up.

■ When restarting the system, use the Reset button instead of the Power button.

■ Never turn the system to OFF when the hard disk activity indicator is lit.

■ After shutting the system OFF, do not turn it back ON again until the hard disk has come to a complete stop.

■ As mentioned earlier, it's a good idea to use a power strip. However, we don't recommend that you turn ON and OFF the system from the power strip switch. Always power the monitor ON first.

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Using the System

About the Energy Star program

Energy Star is an Environmental Protection Agency (EPA) program that encourages PC manufacturers to build systems that are energy-efficient. Gateway 2000 is an official member of the EPA Energy Star Program. Our agreement with the EPA is a voluntary partnership and is a part of our commitment to be environmentally responsible. The program's requirements include:

- *Computer systems and/or monitors capable of automatically entering a low-power consumption state or "sleep state" when unit is inactive.*
- *The low-power state is defined: 30 Watts or less.*
- *Products are identified with Energy Star Logo.*

Energy Star and your computer

Our participation in the Energy Star Program means that some Gateway 2000 computer systems are Energy Star Compliant. This energy efficiency benefit causes no sacrifice in performance of the system, nor does it add to the cost. If the system you purchased is compliant, you'll notice an Energy Star sticker on your computer, a lower electricity bill, and some Power Management Features included with your system.

There are many hardware pieces in a computer system that are directly associated with Energy Star. Some are: the system board, CPU, power supply, keyboard, mouse, hard drive, monitor, and the video card and its drivers. Each of these components play an important part in building a computer to meet Energy Star requirements (one that can automatically enter a low-power or "sleep" state after a specified period of no activity).

The parts of your system

The case

The large metal box that is the main part of the computer is called the case. The case and its contents (power supply, system board, etc.) is called the system unit. The case has several functions:
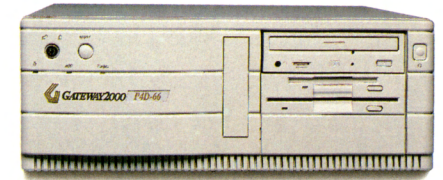
- Protects the delicate electronics inside.
- Keeps electromagnetic emissions inside so your TV, cordless phone, and stereo don't go haywire when you power up the computer.
- Can also hold the monitor.

Don't remove the case's cover unless you need to do something inside the unit, and always replace the cover when you are done.

The keyboard

You communicate with your computer with the keyboard. With it, you type instructions and commands for the computer, and information to be processed and stored. Many of the keys on the keyboard are like those on a typewriter; letter keys, punctuation keys, shift keys, tab, and the spacebar. Your keyboard also has many specialized keys:

❏ Function keys	❏ Numeric keys	❏ Arrow keys
❏ Page up	❏ Page down	❏ Ctrl
❏ Alt	❏ Delete	❏ Insert
❏ Home	❏ End	❏ Enter.

The instruction manuals for most software applications contain a section describing the functions of each key or combination of keys. For example, often the F1 key calls a Help menu or screen. If you hold a key down longer than a moment, it repeats. If you have an AnyKey keyboard, you can program it. The Gateway 2000 group in Windows includes an AnyKey icon. Double-click on it for details on programming macros into your keyboard.

The mouse

The mouse works by sliding it around (ball down) on a flat surface. The mouse does not work if you hold it in the air like a remote control! The desktop is fine, but a ready-made mouse pad is the best surface to roll the mouse on. Its surface is flat and usually somewhat textured. If a surface is too smooth or shiny, the ball inside can slip. The mouse should always face with the "tail" pointing away from you. There's no need to twist and turn it around.

As you glide the mouse, the ball inside moves in the direction of your movement. You will see the arrow on your screen moving in unison. The arrow is called a pointer, and the most important part is the very tip of its point. That's the only part the computer pays attention to. To use the mouse, slide it on the mousepad until the pointer's point is on something, like a button or an icon. Then:

Click – position the mouse pointer over an element and press and release the left mouse button one time.

Double-click – same as above except press the mouse button twice in quick succession *without moving the mouse between clicks*. It may take a

little practice to not twitch the mouse when you first start double-clicking. Usually you double-click on an icon to start the program.

Drag – position the mouse pointer over an element, press and hold the left mouse button, and drag the mouse across the screen. The pointer moves, dragging the element. At the desired location, release the mouse button. The pointer lets go of whatever it was dragging.

An excellent way to practice using the mouse is to play the Solitaire game that comes with Windows. Double-click on the Games icon (a window opens), then double-click on the Solitaire icon in the window that just opened. Now play the game for a while. You drag the cards around to play.

The monitor

Your computer is not complete without the monitor, a TV-like device that usually sits on top of the computer. The monitor displays text characters and graphics. It allows you to see the results of the work going on inside your system unit. The image that you see is made up of tiny dots called *pixels*. The sharpness of the picture depends on the number and size of these pixels. The more pixels, the sharper the image. This is called *resolution*.

A display adapter card is actually what builds the video images; the monitor simply displays them. The display adapter for your system is either built onto the system board or is an expansion card plugged into your system board.
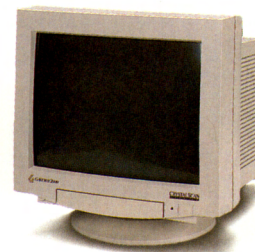
We recommend that you power up the monitor before you switch on the system unit; that way the computer can detect that the monitor is attached.

Most monitors have a swivel base that allows you to tilt the monitor to a comfortable angle. If you sit in front of a monitor for long periods of time, eye strain can be reduced if you follow a few guidelines:

- Use the computer in a room with even lighting. Adjust the controls on the monitor to vary the contrast and brightness of the display to suit the lighting in the room.
- Keep the screen clean.
- Adjust your chair so that you are looking down at the screen at a slight angle.
- Turn the monitor away from windows and bright lights to avoid glare.

Some of the controls on the monitor change the size and position of the image. You should set them for the largest image without losing any part of it.

You can set a *screen saver* to appear on your monitor screen if the computer sits idle for a period of time. Screen savers can reduce wear on your screen. Windows includes a number of screen savers. You'll find the screen saver options in the Control Panel under Desktop. See the *Using Windows* section coming up to learn how to set up one for your system.

The floppy drive

Floppy drives provide a way to pass files to and from the hard drive or to and from another computer. At Gateway 2000, we install either of two types of floppy disk drives:
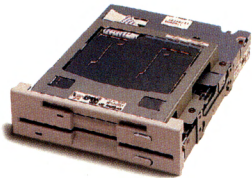
- 3.5-inch 1.44MB drives, usually drive A:
- Combo drives (includes both a 3.5-inch 1.44MB drive and a 5.25-inch 1.2MB drive, called drive A: and drive B: respectively).

The drives can read and write on floppy diskettes. If you put a brand new diskette into the drive, the computer cannot read it. You have to format it first.

To insert a 3.5-inch disk in the drive:

1. Orient the disk so that the metal shutter faces the drive, and the arrow printed on the disk is on the top left side of the disk.
2. Slide the disk into the drive until it is inserted all the way and clicks into place.

To remove a 3.5-inch disk from the drive:

1. Make certain that the drive is not active (the drive's activity LED should not be lit).
2. Press the disk release button on the front of the drive and remove the disk.

To insert a 5.25-inch disk in the drive:

1. Orient the disk so that the opening faces the drive, and the write-protect notch is on the left side of the disk.
2. Slide the disk into the drive until it is inserted all the way, and then push the drive lever down.

To remove a 5.25-inch disk from the drive:

1. Make certain that the drive is not active (the drive's activity LED should not be lit).
2. Push the drive lever up and remove the disk.

Remember: Before any type of floppy diskette can be used, you must format it with a command. To learn how, refer to your MS-DOS User's Guide.

You can also use the Windows File Manager to format diskettes. On the top menu bar, go to Disk... then to Format disk... A small window pops up. Click on which disk drive A: or B: the diskette is in. The computer automatically recognizes the type of diskette.

The hard drive

Unlike the floppy drive, the hard disk drive is inside the computer's case and you cannot see it. Usually it is referred to as drive C:. Hard drives also hold a LOT of data. The smallest hard drives Gateway 2000 offers hold more information than 100 floppies! The size of a hard drive is measured in megabytes, or MB for short. Eventually your hard drive will get filled up and you may wish to purchase a second one. When that time comes, your computer is designed to hold more than one hard drive in an option bay behind the front case. If you install a second one, it becomes drive D:.

The CD-ROM drive

The CD-ROM drive installed in your Gateway 2000 computer is similar to the one(s) you might have in your home or car. It can play music CDs as well as read software program CDs and the new Kodak photo CDs, including multi-session ones. **Macintosh CDs do not work.**

The amount and variety of material you can access with CD-ROM is amazing, particularly when you realize that a CD disc holds over 600MB of data! As far as your computer is concerned, the CD-ROM is just another hard drive, except that, although you can read from it, you can't save anything to it. Your computer calls the CD-ROM drive D: unless you have more than one hard drive partition. Then it automatically recognizes it as the next available drive letter.

To operate the drive, press the Eject button to open the tray. Put a CD in the tray (label side UP!) and gently start to push the tray in. The motor takes over and pulls the tray the rest of the way in.

You can play ordinary music CDs if your system has speakers or if you plug earphones into the jack in the front of the drive. If using ear phones, be sure to start with the volume turned all the way down so you don't hurt your ears. See the section on playing music and photo CDs (page 18) of this manual if you don't already know how.

> Some computer owners stand their system unit case on end to gain more room on the desktop. However, do not do this with your system if you have a CD-ROM drive installed! The drive cannot operate properly and it can cause the motor to burn out or other irreparable damage.

The tape drive
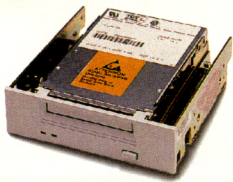
Your system may have a drive that doesn't use CDs or floppies. This is a tape drive, or T.B.U. (for Tape Backup Unit). It takes a tape that looks like a very sturdy music cassette. To operate the TBU, slide the cassette as far as it will go into the drive. It sticks out about half an inch when it is all the way in. You can buy pre-formatted cassettes, or you might have to format them yourself. Follow the directions in the tape backup software manual to use the drive

Back up often! There hasn't been a hard disk made that is guaranteed not to lose its data. Hard disk reliability has improved significantly in the last few years, and it is unlikely that yours will malfunction and lose its data. Still, it is not impossible. Protect yourself by frequently backing up your data. Tape backup systems are fast and inexpensive, and using them is far quicker and easier than backing up to floppy disks.

Using Windows for Workgroups

As mentioned in the powering up section, the Windows software is pre-installed on your computer and starts automatically when you power up the computer. If your configuration is such that Windows **does not** load automatically, just type WIN at the C:\> prompt.

Windows is sometimes called an operating system. Actually Windows is a Graphical User Interface. That means it uses symbols on a friendly desktop-type environment instead of typing commands at a prompt to communicate with the computer like you do with MS-DOS. You won't have to memorize any commands because in Windows you control most all the actions with your mouse. Windows still cannot run without MS-DOS loaded on the computer, but it certainly makes communicating with your computer easier, not to mention much more fun!
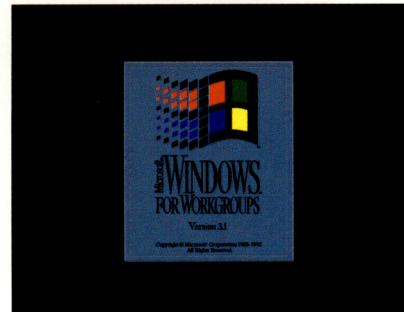
Getting around in Windows for Workgroups

The electronic desktop that Windows provides is great for organizing and running programs. On the desktop, you'll notice that each program group is depicted by an icon, a small symbol that expands into a window, hence the name. Inside each window are more icons, each standing for a program. A window is a framed region on your screen. You can size any window by grabbing an edge with the mouse and holding down while you move the edge in or out.
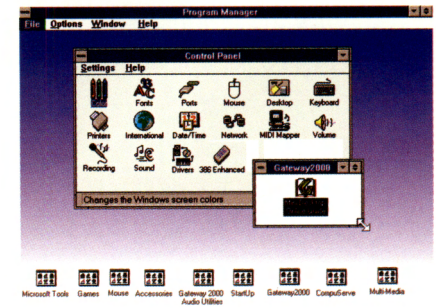
There are two types of windows within Windows.

- Application windows or main parent windows
  (i.e. Program Manger)
- Group windows inside an application window
  (i.e. Main)

To expand a specific window or start any program, move the mouse pointer to the icon representing the window or the program and double-click on it. One click highlights the icon, but does not expand the window or execute the program .

Customizing your system

As you've seen, Windows organizes your programs into groups. Each Program Group has its own icon. If your system was delivered with a lot of pre-installed software, you'll probably find several Program Groups. Double-click on a Program Group to see which programs are in it. Each program also has its own icon.

If you think the arrangement of your programs is odd or confusing, you can rearrange them yourself, anytime you choose. Just click on a program icon with the mouse and, holding the left mouse button down, drag its icon into another Program Group. You can even use the Program Manager's File New command to create a new Program Group and name it whatever you like. These are only a few of the many ways you can customize Windows. For specific instructions on how to do some customizing, refer to the Windows manual we shipped with your system.

The screen

There are plenty of ways to change your Windows presentation. For instance, double-click on the Main Program Group to see an assortment of useful Windows programs. One of these is Control Panel.
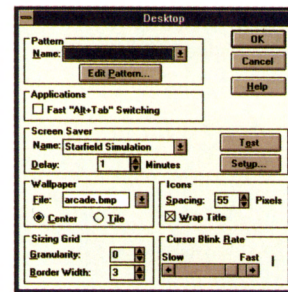

Double-click on it and you'll see an assortment of system settings that you can change whenever you add or modify system components — or just because you feel like changing them.

Date/Time, for instance, lets you reset the system's clock and calendar. You might have to do this if your system's battery has run down and you've replaced it. Double-click on the clock/calendar icon and set the date and time in the form that pops up.

Desktop is another good example. Double-click on that icon to see various settings for your Windows wallpaper, screensaver, icon spacing, and others. You can change any of these settings and try them out just for fun!

If you enjoy a background (also known as wallpaper) behind the windows on your screen, you can load a bitmap into the desktop. A bitmap has the extension .BMP. To load one or change from the one you already have loaded, follow these steps.

To load a wallpaper (.BMP file) on the desktop:

1. Copy the .BMP file(s) you want to your Windows directory.
2. Start Windows. Double -click to open Control Panel. Then double-click on the Desktop icon.
3. In the Wallpaper section of the Desktop window, select the .BMP you want and then click on OK.
4. The new choice loads onto your desktop immediately. Enjoy!

If your computer is prone to long periods of non-activity, you might want to use one of the screensavers provided by Windows.

To set up a screen saver:

1. Start Windows. Double-click to open Control Panel. Then double-click on the Desktop icon.
2. In the Screen saver section of the Desktop window, select the one you want and click on OK. You can choose from things like Flying Windows, a blank screen, and even a Marquee for which you customize the message.
3. Set the amount of time in minutes before the screensaver kicks in.
4. You can even password protect your system through the screensaver.
5. After the system sits with no activity for the specified amount of time, the screen saver starts. To stop it, press a key or touch the mouse.

Another way you can express your individuality is through the Color Utility, also in Control Panel. Double-click on the Color icon (it looks like three crayons) to see how. You can


simply select one of the default Windows color schemes from the drop-down list (just click on the down-arrow at right to see the list of choices). Or you can change the color of any individual component of your Windows display by clicking on the Color Palette bar near the bottom. Most people have fun experimenting with lurid colors and end up returning to one of the predefined palettes, but it's entirely up to you.
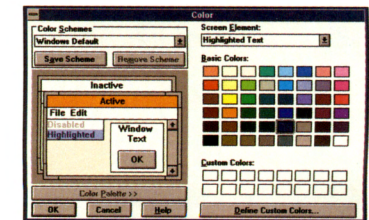
Exiting Windows

Always exit Windows before powering down your system unit!

1. Close any programs that are running.
2. Click on the File pull-down menu option in the Program Manager window.
3. A menu appears. Click on the Exit Windows... option at the bottom.
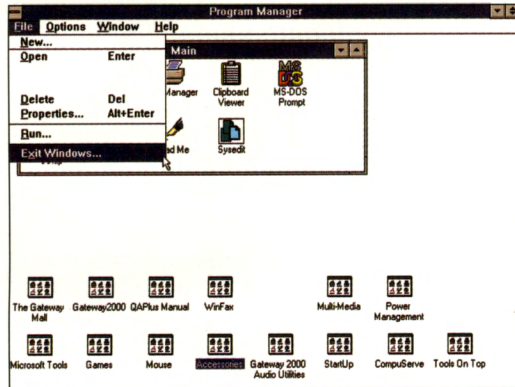
4. You are asked if you want to end your Windows session. Click on OK.
5. You are now at the MS-DOS prompt, which looks like this:

   ```
   C:\WINDOWS>
   ```

6. At this point, it is OK to power down the computer; and then the monitor.

Using MS-DOS

So you're familiar with your computer's hardware. And you may even have an idea what the software packages you purchased are supposed to do. But how does it all work together? Your computer needs a means of connecting its hardware to the applications or programs you want to use. To manage the hardware and link you to the computer, every computer needs a special software

program called an operating system. We loaded an operating system on your Gateway 2000 computer system called MS-DOS. The files for MS-DOS are in a directory on your hard drive called \DOS. Do not delete any of these files!

MS-DOS operates automatically every time you power up your computer system and performs several tasks besides controlling the operation of the hardware in your system. It also:

- Allocates memory to programs
- Directs and translates all communication to and from your computer (input and output)
  in – *mouse and keyboard*
  out – *monitor and printer.*

MS-DOS also accepts commands that you type on the computer screen at the C:\> command prompt. For example, with commands, you might save data on disk (either floppy or hard disk) in the form of files. Then you might organize these files in directories, rename them, create new ones, and delete any you no longer need. You can get a listing of what's in the directories, and even copy files from the hard disk to a floppy disk or from a floppy disk to the hard disk. Refer to your *MS-DOS User's Guide* for a list of the commands and how to use them.

On-line guides

Most Gateway systems come with a full-color, interactive user's manual. We call it the On-line Guide, and you can start it by double-clicking on the Gateway 2000 Program Group, then double-clicking on the Guide's icon.
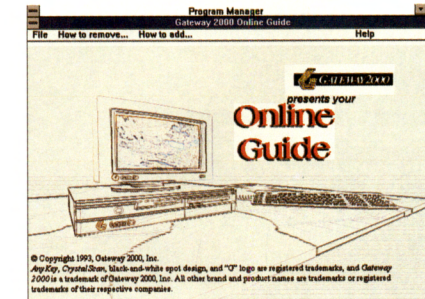
You'll also find a Tech Tips on-line manual, a Telephone Support Guide, and an AnyKey keyboard on-line manual.

You can also meet the mouse in a helpful on-line tutorial found in the Mouse icon in the Control Panel window. You can also customize your mouse with the Mouse Manager. Experiment with the settings a bit until your mouse is a powerful computing tool.
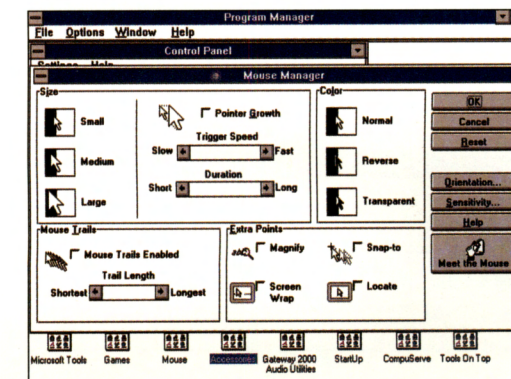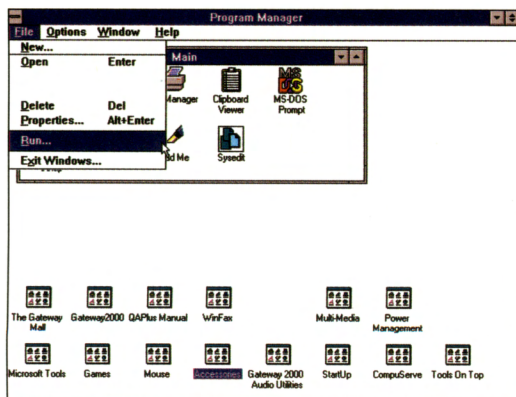
Loading new software

Gateway 2000 computer systems are shipped with several software packages you purchased already installed on the hard disk. Master diskettes and/or CD discs are included. Store them in a dry, safe place.

To load new software:

1. In Windows, click on the File pull-down menu option in the Program Manager window.
2. This menu appears:

3. Click on the Run... option.
4. Type the correct path on the command line from which you want to install. It may be from one of the floppy drives, A: or B:, or from the CD-ROM drive, which is probably D:. When installing software, the correct path is either SETUP or INSTALL after the drive letter. For example:
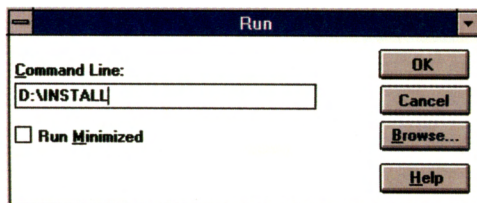
5. Click on OK. If you type an incorrect path, you'll receive an Application Execution Error telling you the system cannot find the file or one of its components. Click on OK to get back to the Run window.
6. Every software package includes manuals that describe how to install it. Refer to them for specific information.

Multimedia

Multimedia is the presentation of sound, graphics, text, and animation in a software package. The software packages are usually games or educational programs. Multimedia software packages require lots of hard disk space, so it is usually bundled on a CD-ROM disc. CD-ROM discs are much more convenient than the number of floppies it would take to replace one disc. They are also more durable.

In order to enjoy multimedia fully, you need a sound card installed inside your computer and speakers attached to the card's output.

Playing music CDs

To play music CDs in the drive:

1. Load Windows. Open the Multimedia Program Group by highlighting its icon with the mouse and double-clicking.
2. Highlight the Music Box icon and double-click with the mouse.
4. A window opens with controls that are similar to a real CD player. Place a CD disc in the CD-ROM drive, label side UP and close the tray. Use the mouse to select and activate whatever

button you want. Experiment. It works just like any other CD player.

5. If you get stuck, click on the Help button.
6. This little program can do a lot of things. It even tells you how long the song on each track will play, along with how much time has elapsed after you begin to play the CD.

Controlling the sound

You control the CD player's volume with the Mixer Control icon in Windows.

To use the Volume/Mixer control:

1. Load Windows.
2. Open the Audio Group by highlighting its icon with the mouse and double-clicking.
3. Highlight the Mixer Control icon and double-click with the mouse.
4. A small control panel opens. Click on the slider with your mouse and hold the mouse button down while you set the volume to the level you want. It may take a bit of practice. *Note: The Mixer may differ slightly depending on which sound card you have installed.*
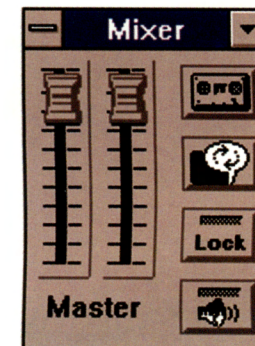
Powering down

Some users turn ON their computer every time they need it and then shut it down immediately when they are finished with the session. Others leave their system on continuously, and never shut it down.

We don't recommend either of these extremes. Instead, power up the computer at the start of the day (or whenever you first plan to use it) and then power it down at the end of the day. When you are ready to shut down the system, follow these steps:

1. Save your work either on floppy disk or on the hard disk. If you use a floppy, remove it from the floppy drive and store it safely.
2. Exit the program you are using.
3. Exit Windows.
4. Make sure that the hard disk activity indicator is not lit or flashing.
5. Turn the power of the computer to OFF.
6. Power down the monitor.
7. Switch off the printer if you have one.

Maintenance and cleaning

Use a damp, lint-free cloth to clean the system unit and monitor. Avoid abrasives or solvents — they can permanently damage the finish. First power down both the system and the monitor! Use a soft cloth and window cleaner to clean the monitor screen. Squirt a little cleaner on the cloth, and apply it to the screen.

All floppy disk drives and tape backup units should be cleaned periodically. Cleaning kits are available from a variety of sources. Carefully follow the instructions supplied with the cleaning kit you use.

Cover both the keyboard and the monitor when not in use. Subjecting a system to a dusty or smoky environment significantly shortens its life and increases the probability of failure. If you use the system in a dirty environment, open it periodically and vacuum the boards and components with a small vacuum designed for this kind of work. Don't loosen anything in the process — sucking all the chips off the system board with an industrial strength wet/dry vac is *not* covered by your warranty!

If you spill liquid inside the keyboard, unplug the keyboard immediately and turn it upside down to allow the liquid to drain out. Let the keyboard dry overnight before attempting to use it again. If it fails to work after drying, contact Gateway 2000 Technical Service.

If the mouse pointer or cursor starts jumping erratically when you move the mouse, it is probably caused by a buildup of dirt on the rollers inside the mouse.

To clean the mouse:

1. Shut the computer OFF.
2. Turn your mouse upside down and remove the mouse-ball cover.
3. Turn your mouse right-side up. The ball should drop into your hand. If it doesn't, gently shake the mouse until the ball drops out of its socket.
4. Once the ball is free, use adhesive tape to pick up any dust or lint on the surface of the ball. Wipe away dirt or lint inside the mouse socket. You can also blow gently to remove dirt and lint. If foreign matter is trapped inside the socket or on the rollers, use a cotton swab

dipped in isopropyl alcohol to loosen it. Allow surfaces to dry completely after cleaning.
5. Return the ball to its socket and replace the mouse-ball cover.

Transporting the system

Always power down the system before moving it - even if you are just moving it to the other side of your desk. Dropping or jarring the system can damage the hard disk, particularly if the drive is reading or writing when it is dropped. Hard drives are more vulnerable to shock when they are operating than when they are shut off. Consequently, you should always power down the system unit before moving it — even if you are just moving it to the other side of your desk.
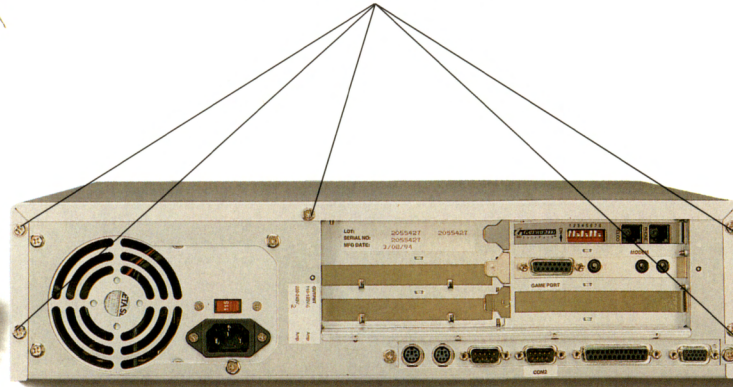
During any transport other than to another location on your desktop, always pack the system in its original packing materials.
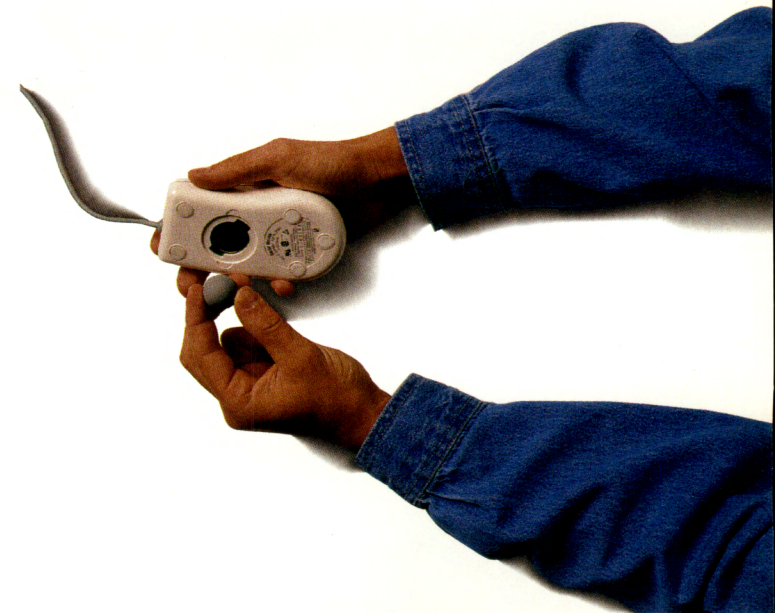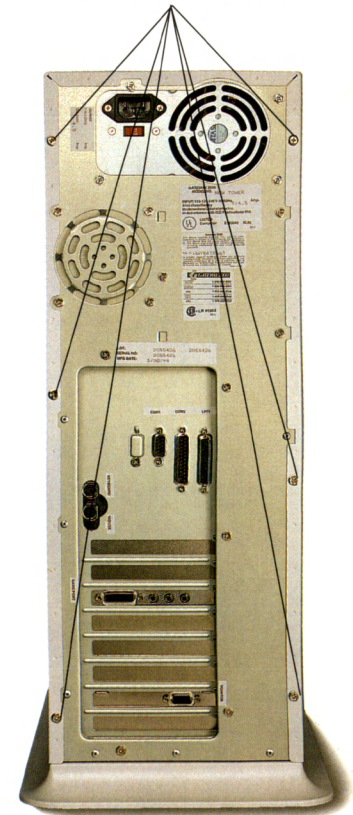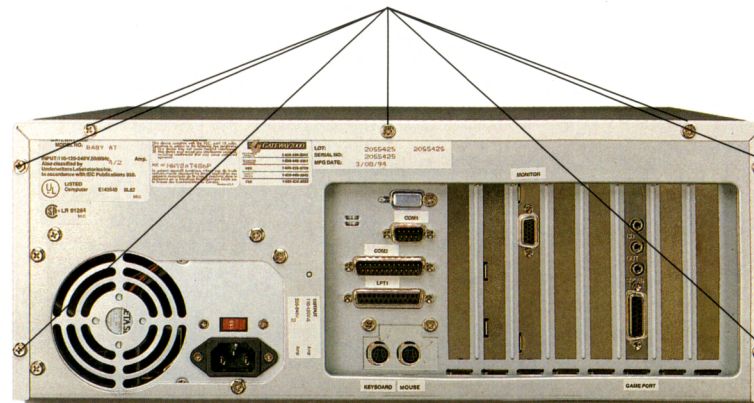
4

Inside
the
System

To open a tower cover,
remove these screws

To open a mini desktop cover,
remove these screws

To open a baby AT cover,
remove these screws

Introduction

You probably won't need the information in this chapter right away, but if you ever upgrade your system memory or purchase another hard drive, this chapter shows you how to open your computer and explains a little about the inside.

If you are unfamiliar with the hardware inside your computer system, this chapter offers a basic introduction.

Opening the case

Unlike many electronics devices, your Gateway computer system was designed to be "worked on" by you, its owner. Whether you need to install additional options, change jumper or switch settings, or just want to admire the system, you can open the case *without* breaking your warranty.

Warning!

Always disconnect the computer system from AC power before opening the system unit cover.

Use only a three-wire grounded power outlet for your computer. Do not cut off or bypass the plug's grounding prong. Any attempt to operate or service the computer without an adequate ground may result in serious personal injury and/or damage to the system.

To open the system unit case:

1. Power down the system.
2. Disconnect the power cable.
3. Observe the static electricity precautions.
4. Use a nutdriver or Phillips-head screwdriver to remove only the screws shown in the photos.
5. *Desktop cases*: slide the case top off the back of the system unit.
   Tower cases: lift the cover straight up and off the system unit
6. Continue sliding it until it is completely free of the chassis.
7. Set it aside. Look inside the unit and find the components labeled in the illustrations on the following pages.

To close the system unit:

1. Slowly slide the cover onto the case, tucking the cables down so that they don't catch.
2. Replace the screws.

Static precautions

Important static electricity precautions

Many of the computer system's internal components are extremely sensitive to static electricity. The following techniques reduce the possibility of damaging components with electrostatic discharge (static):

1. Before handling any components or touching anything inside the system unit, discharge your body's static electric charge by touching a grounded (earthed) surface. Wear a grounding wrist strap if one is available.

2. Do not remove cards, hard drives, memory chips or the like from their antistatic containers or bags until you are ready to install them. When removing cards or chips from a system, immediately place them in an antistatic bag.

3. When handling cards, hold them by their edges, and avoid touching the circuitry.

4. Do not slide cards or ICs over any surface.

5. Avoid having plastic, vinyl, and styrofoam in your work area.

6. Limiting your movements during installation reduces static electricity.

The parts inside

Power supply

The *power supply* converts the AC power from your wall outlet to the various DC voltages required by the system board, disk drives, and expansion cards. Gateway 2000 systems include large power supplies that easily handle as many accessories as you can install inside the system. The power supply connects to the system board with two cables; the black wires in each plug face each other.

System board

The *system board* is the large fiberglass circuit board that covers most of the bottom of the chassis. All of the electronic components are mounted on it. It is the heart of the computer system, containing the CPU, the expansion slots, the system's random access memory (RAM), and a variety of interfaces, including hard disk, floppy disk, serial communications, and parallel printer.

Battery

Your system is equipped with a *battery* that maintains setup information about your system in CMOS RAM. The battery also powers a clock to keep track of time when your system is OFF. If the battery fails, replace it with a comparable unit. The battery connects to the system board.

Expansion slots and cards

These long narrow connectors are designed to hold expansion cards which offer extra options for the system. Depending on what options you purchase your system may contain other expansion cards than what is shown here: tape drive adapter card, network card, bus mouse card, CD-ROM, sound card, scanner interface, MIDI adapter, or modem.

Video display adapter

The computer stores everything it is working on in memory. To be useful, you need to see this information. The *video display adapter* interfaces the system board to your monitor. It is also called the video card. Some system boards have on-board video. This means that no separate card is necessary because video circuitry is installed right on the system board.

Memory

Memory is installed on the system board in the form of chips. This type of memory is called RAM and is measured in megabytes (MB). Most system boards hold a lot of RAM, probably more than what you have installed – 64MB or even more! There are good reasons why you should consider installing additional memory in your system. Many operating systems and software applications run faster and more efficiently when large amounts of RAM are available. RAM stands for Random Access Memory and is used for purposes such as holding the program information that you are using and the data you are typing. When you power down your computer, everything that was stored in RAM is lost.

CPU

CPU stands for *Central Processing Unit* and it is the computer's single most important item. The CPU is a very delicate chip that plugs into a socket on the system board. You can purchase the CPU in several speeds, so if you didn't order the fastest, you can upgrade later and keep the same system board. It does all the thinking, computing, and runs the programs and series of instructions that you request. Because it does so much work, it can heat up. A piece of metal may be mounted on the CPU to disperse heat. This piece is called a *heat sink*.
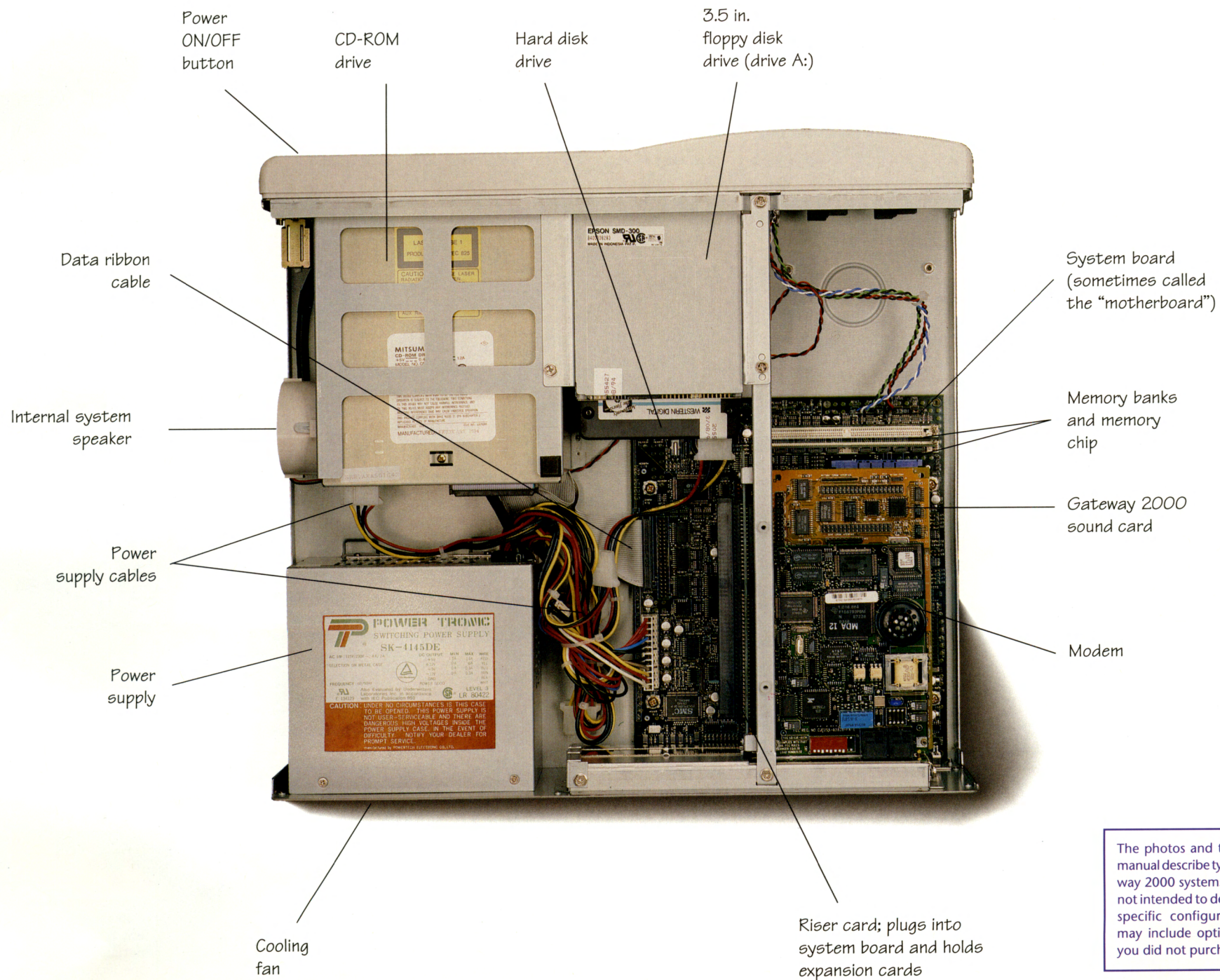
Internal system speaker

The *system speaker* attaches to the system board with wires. It emits beeps to let you know what is going on inside the system unit. For example, when you power or boot up the computer, a series of beeps occur. Or, while you are running a software program the system may beep at you if you try to do something that is not allowed. Quite often beeps and other noises that come from the speaker mean some type of error. Some users bypass the internal speaker when they hook up stereo speakers so that all the computer's sound comes from the external speakers.

Drive bays

Every system contains several *drive bays*, which can hold accessories such as hard and floppy disk drives, CD-ROMs, and tape backup systems. Every item installed in a drive bay is connected to the system board or to an adapter card with a data ribbon cable. It must also connect to the power supply.

Your Gateway 2000 system has a wide range of expansion capabilities. Call our Component Add-On Sales Department for information on ordering components, peripherals, and even software!

Inside a mini desktop system unit

Power ON/OFF button

CD-ROM drive

Hard disk drive

3.5 in. floppy disk drive (drive A:)

Data ribbon cable

Internal system speaker

Power supply cables

Power supply

Cooling fan

System board (sometimes called the "motherboard")

Memory banks and memory chip

Gateway 2000 sound card

Modem

Riser card; plugs into system board and holds expansion cards

The photos and text in this manual describe typical Gateway 2000 systems. They are not intended to describe any specific configuration and may include options which you did not purchase.

Inside a desktop system unit
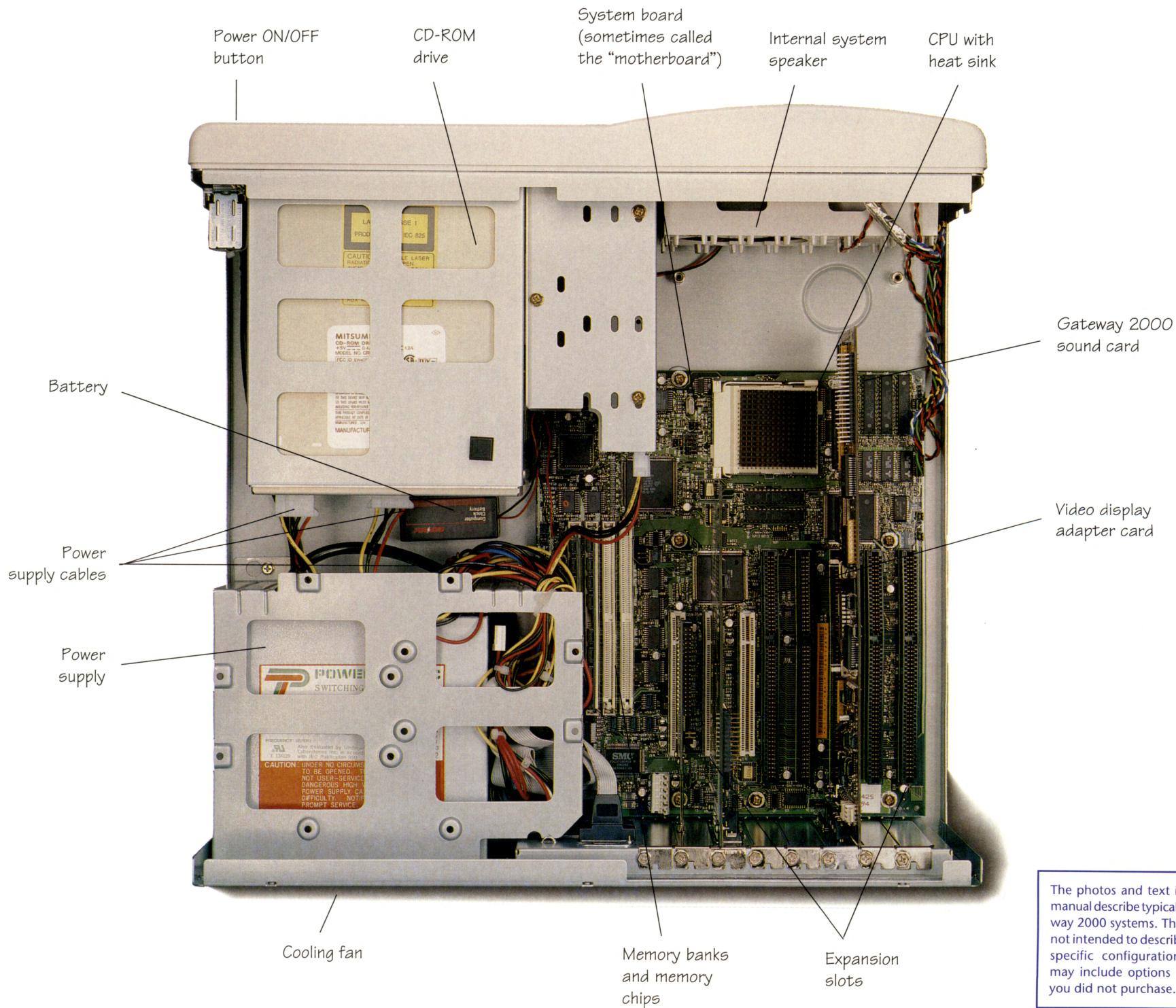
Power ON/OFF button

CD-ROM drive

System board (sometimes called the "motherboard")

Internal system speaker

CPU with heat sink

Gateway 2000 sound card

Battery

Video display adapter card

Power supply cables

Power supply

Cooling fan

Memory banks and memory chips
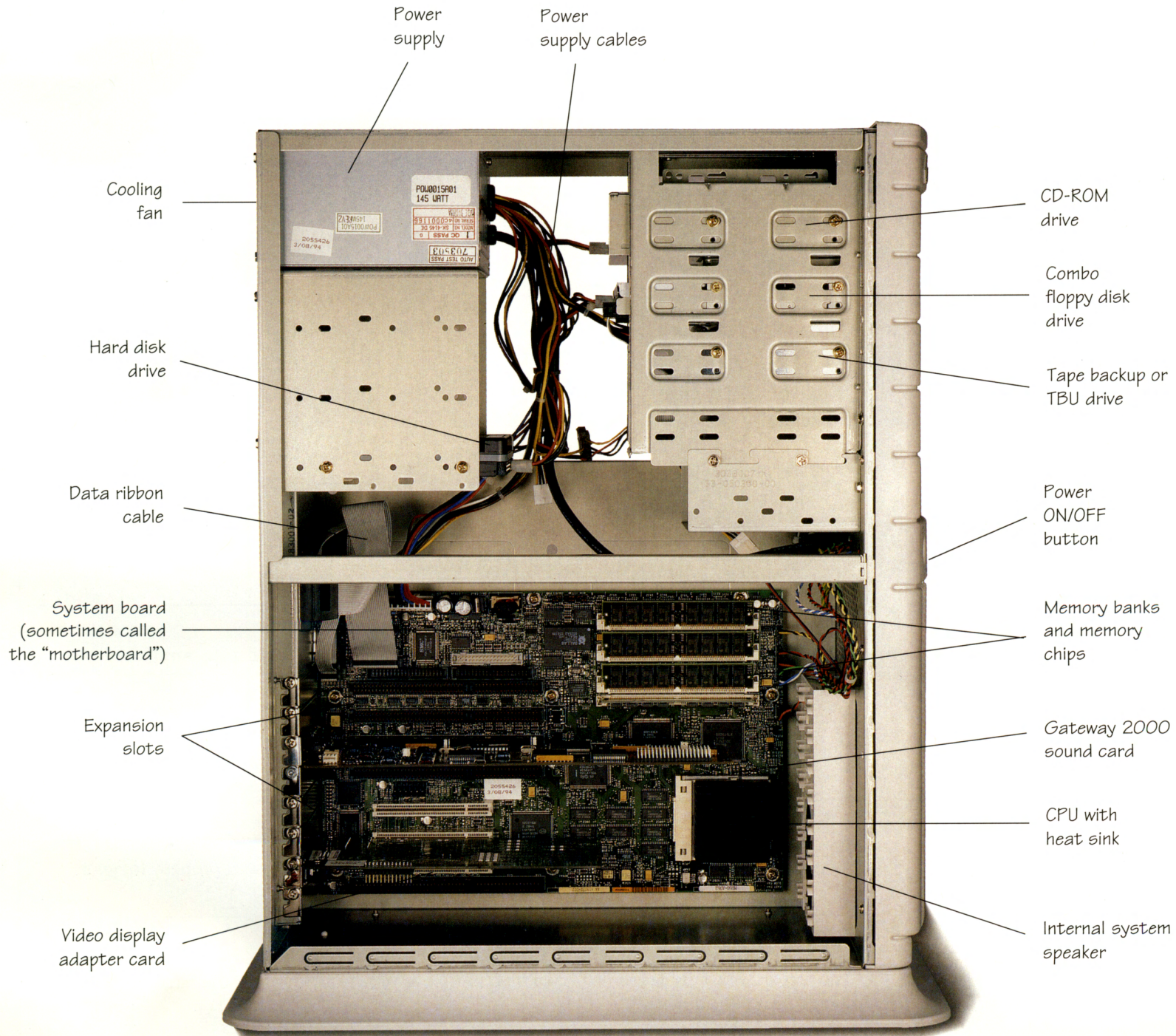
Expansion slots

The photos and text in this manual describe typical Gateway 2000 systems. They are not intended to describe any specific configuration and may include options which you did not purchase.

Inside a tower system unit

Power
supply

Power
supply cables

Cooling
fan

POW0015A01
145 WATT

CD-ROM
drive

Combo
floppy disk
drive

Hard disk
drive

Tape backup or
TBU drive

Data ribbon
cable

Power
ON/OFF
button

System board
(sometimes called
the "motherboard")

Memory banks
and memory
chips

Expansion
slots

Gateway 2000
sound card

CPU with
heat sink

Video display
adapter card

Internal system
speaker

The photos and text in this
manual describe typical Gate-
way 2000 systems. They are
not intended to describe any
specific configuration and
may include options which
you did not purchase.

5

Solving a Problem

Introduction

You don't think you know much about a computer, so how can you be expected to troubleshoot problems? In most cases, it's pretty straightforward. Really. In fact, usually there is nothing even wrong. That's right! One of the hardest lessons to learn about computers is that when something appears to be messed up, chances are that there is nothing wrong with the machine; but you have made some kind of error. The mistake can be in running a program or simply plugging in cables.

So, occasionally you may find yourself at a standstill. Your computer is misbehaving or it does nothing at all. You can always call Gateway 2000's Technical Support Department, but often the cause is something you can quickly solve yourself.

The next few pages contain a short troubleshooting guide. If you still haven't solved the problem after reading through this chapter, call us! Our Technical Service staff stands ready to serve you. A technician will ask you to explain the problem you are experiencing, and then may ask you to serve as his or her hands and eyes in the field to diagnose the problem. In many locations, a service technician may be able to visit your site if you have on-site coverage for your system.

We shipped a *Customer Support* booklet with your computer system that lists telephone numbers if you decide to call us.

On the back page of the *Customer Support* booklet is a box that you should fill out for your own records. It also is a must if you ever call Gateway 2000 for any reason. Shown below is a smaller version of it.

Upon receipt of your Gateway 2000 computer, please fill in the following information for future reference when contacting any Gateway 2000 department. **This is very important.**

These are found on your invoice.

Customer ID # : _____

Original Order # : _____

System Model : _____

This is found on the bottom of your computer.

System Serial # : _____

If something seems to be on the blink, check these things before you do anything else:

✔	Make sure the wall outlet and the power strip have power. Are the power cables plugged in?
✔	Double check to see that the power cables are securely plugged into the connectors on the rear of the system unit and on the rear of the monitor.
✔	Are all other cables attached correctly to the connectors on the rear of the system unit?
✔	Check to ensure that the voltage selection switch on the rear of the unit is set properly for your area.
✔	All power switches should be set in the ON position.
✔	If the power supply inside the unit is whirring but you don't see anything on the screen, adjust the monitor's brightness contrast.
✔	Make certain there are no diskettes inside the floppy drives and that nothing is resting on the keyboard.

Before you call tech support...

After you've filled in the box shown, follow these steps to be sure you are properly prepared before you even dial our number. Being prepared saves time on the phone.

1. Have your Customer ID # and system information in front of you.
2. Know the model number of the computer you ordered from Gateway 2000 (examples: P5-60, P5-66, or P4D-66) – and as much about your hardware configuration as possible. For example, did you purchase a standard configuration or a made-to-order one?
3. Prepare detailed notes describing your problem to refer to when talking with a technician.
4. If you are having software problems, have the product registration number ready. You'll also need the exact product version number.
5. If possible, print out the AUTOEXEC.BAT and CONFIG.SYS files. They are located in the root directory of your C: drive.
6. Write down the *exact wording* of any error messages you've received on your screen. This helps tremendously in diagnosing problems.
7. Locate the correct Technical Support number in your Customer Support Guide.
8. Be seated at your computer when you dial. Our technicians usually walk you through steps that must be completed at the computer.

| **Problem**	**Diagnosis**
The system is dead. The power indicator light does not light; there is no whirring noise from the power supply or hard disk drive. Indicator lights on keyboard are not lit; and there is no air movement from fan on rear of system unit.	A number of things could be causing this. However, If you are sure that the wall outlet has power and that all cables are securely plugged in, then you may have a defective power cable or a defective power supply.
System does not remember setup information.	Battery pack is no longer maintaining system information (hard disk drive type, memory installed, and optional equipment installed etc.). Contact Gateway 2000 technical support to order a new battery pack.
System no longer keeps correct time and date.	You may need a new battery pack; call Gateway 2000.
The display screen is visible, but the mouse pointer is not on the screen.	More than likely, the mouse cable is not connected properly. Be sure the mating jack is correctly aligned and securely plugged in.
The system is dead; but whirring noise is audible, and indicator lights stay lit.	An expansion card is partially dislodged from its slot on the system board inside the unit. Open the case. Press down firmly on all expansion cards. Replace the case cover.
You hear the computer "boot" up (the hard disk drive whirs up to speed), but there is nothing on the monitor display.	Either the monitor is not correctly plugged in, or the brightness control is too dark. Try adjusting the brightness control knob. If this does not bring anything up on the display, power down and recheck all connections.

System won't format 3.5-inch diskettes.

Extra cutout

720KB   1.44MB
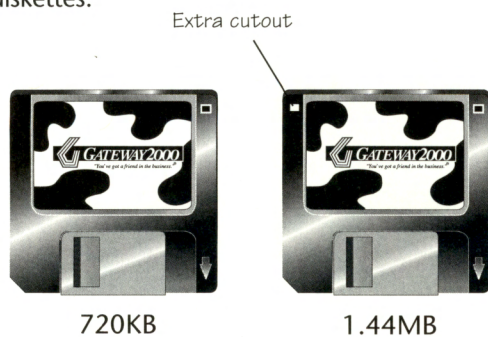
You are using the incorrect FORMAT command for the disks you are using. There are two types of 3.5-inch diskettes – 1.44MB high-density and 720KB double-density.

To format the 1.44MB high-density, with the cutout on the left side, go to the MS-DOS prompt and type:

FORMAT A:

To format the 720KB diskettes, with no cutout on the left side, go to the MS-DOS prompt and type:

FORMAT A:/n:9/t:80

I get a message: `"Invalid Configuration"` or `"CMOS Failure..."` when I boot up the computer.	Somehow incorrect information was saved in the system's Setup Program. Enter Setup and check the configuration carefully. Make sure Setup correctly lists all the equipment installed in your system – hard drives, floppy drives, keyboard and so forth.
After installing a new expansion card, part of my system no longer works properly. It locks up and my mouse is not working.	The new card is trying to use the same interrupt (IRQ) number or I/O address as something else in the system. This causes conflicts when the system tries to share resources. Change the IRQ or RAM address on the new expansion card to eliminate the conflict. Experimentation may be necessary. The charts below show I/O addresses and IRQs available and the most common device usage of each.

How do I know what addresses to use for my devices?

Standard assignments for I/O port addresses have been established for many common devices. This table lists these address definitions.

How are COM ports, LPT ports, and IRQs related?

COM1	usually assigned to	**IRQ4**
COM2	usually assigned to	**IRQ3**
COM3	usually assigned to	**IRQ4**
COM4	usually assigned to	**IRQ3**
LPT1	usually assigned to	**IRQ7**
LPT2	usually assigned to	**IRQ5**

I/O address	Device
1F0 - 1F8	Fixed disk
200 - 207	Game I/O
278 - 27F	LPT2 - parallel port 2
2E8 - 2EF	COM4 - serial port 4
2F8 - 2FF	COM2 - serial port 2
300 - 31F	Prototype or network card
360 - 363	PC network (low address)
368 - 36B	PC network (high address)
378 - 37F	LPT1 - parallel port 1
380 - 38F	SDLC, bisynchronous
3A0 - 3AF	Bisynchronous (primary)
3B0 - 3BF	Monochrome display and printer adapter
3C0 - 3CF	EGA/VGA
3D0 - 3DF	CGA/MCGA
3E8 - 3EF	COM3 - serial port 3
3F0 - 3F7	Diskette controller
3F8 - 3FF	COM1 - serial port 1

Why do AnyKey keyboard keys give incorrect letters?

Program light; flashes when AnyKey is in program mode.

If you are using an AnyKey keyboard, it has probably been remapped. What this means is that either the REMAP key or the PROGRAM MACRO key was bumped and then the keys you typed were set to a different letter. You may not have noticed when this happened, but the program light on the keyboard flashes when you are in programming mode. (With the most recent keyboards, this accidental programming does not happen as frequently because you must hold the CRTL key down while pressing the PROGRAM MACRO key.)

To put the keyboard back to its original state, follow these instructions. Go to a C:> prompt. Press the REMAP key one time. This starts the program light flashing. Then press the CTRL key twice and the ALT key twice. Now press the REMAP key once again to turn off the program light. Hold down the CTRL and ALT keys together and then press the SUSPND MACRO key. Release all of the keys. The program light flashes momentarily and then goes off. Once the light is off, retry the keys that were not functioning correctly earlier to see if they are back to normal.

How do I make a bootable floppy disk, and why is it important?

A bootable floppy disk allows you to boot the system in the event that you cannot boot to the hard disk.

Obtain a blank disk for your A: drive. (You cannot boot up to the B: drive, so make sure the disk is for the A: drive.) To make a bootable diskette, go to the C:\> prompt. Put the blank disk in drive A: and type:

```
FORMAT A: /S
```

and press Enter.

How do I set up my printer in Windows?

Go to the MAIN group in Windows and double-click on the CONTROL PANEL icon. From the new window, select the PRINTERS icon. A menu of printer settings appears. Click on ADD and a list of printers to add appears. Scan through the list until you find the printer that you have. If your printer is not on that list, refer to your printer manual for another suggested printer to select or a software emulation.

Once you decide on one, highlight it and click on the INSTALL button. Next, you are asked for the Windows disk #6 or #7. Put the appropriate diskette in drive A: and click on OK. Your printer then shows up in the INSTALLED PRINTERS box. Click on the SET AS DEFAULT PRINTER button and verify that your printer is on the correct port (either COM or LPT). Your printer is ready to go for Windows!

My system is beeping constantly! What am I doing wrong?

One of the keyboard keys is either being held down, perhaps by a book or stack of papers – or one of them is stuck.

Turn the computer off, unplug the keyboard and then plug it back in. Now firmly press each key and check to see that it does not stay depressed.

When you are sure that none are stuck down, power up the system.

What is the huge hidden file in my root directory? It's called 386SPART.PAR.

That file is called a permanent swap file. It is a file that Windows 3.1 creates. This file helps Windows run faster and more efficiently. To determine the size of your permanent swap file, go into Windows, click on the Control Panel, and then on the 386 Enhanced icon. A menu appears, select the Virtual Memory option. Another menu appears, showing information about the swap file.

I found a directory on my hard drive called BACKUP. What is it for?

The BACKUP directory contains backup files with default settings for your C:> directory. If these files are accidentally erased or corrupted, they can be reloaded from this directory. The following files are in BACKUP:

```
AUTOEXEC.BAT
CONFIG.SYS
COMMAND.COM
WINA20.386
```

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Computers from South Dakota?

The little town of North Sioux City, South Dakota, is located in the midst of fertile cornfields and rolling prairies that stretch out for hundreds of miles, relieved only by the rugged Badlands and the Black Hills. Who would dream that this location would prove just as fertile for high-tech computer manufacturing? Who would dream that, far from the silicon capitals, hard workers could build PCs that top the industry for reliability and customer satisfaction?

The dream is true. Gateway 2000 was founded by Ted Waitt, a maverick who strayed from his family's four-generation cattle business. Setting up shop in the Waitt Cattle Company offices on a farm outside Sioux City, Iowa, he and his brother, Norm Waitt, Jr., focused on direct-marketing personal computers. In 1988, Ted wrote and designed Gateway 2000's first national magazine ad, featuring the family cattle farm and the headline, "Computers from Iowa?" The ad's promise of superior quality at affordable prices soon started the phones ringing, and they've been ringing ever since.

Today, Gateway 2000 sells more computers throughout the direct market channel in this country than any other PC manufacturer. The company philosophy remains the same: to provide the best prices on quality, high-performance computers with excellent after-the-sale support.

Computers from South Dakota? You bet! Gateway 2000 is your only logical choice.
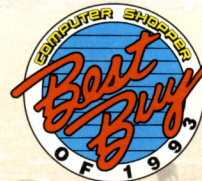
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This same South Dakota buffalo herd was photographed for Kevin Costner's movie, "Dances With Wolves." ▶

PC Magazine Readers' Choice Award
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& Likelihood of Buying Again
January 1994

Computer Shopper 1993 Best Buy Awards
Best Overall Systems Vendor
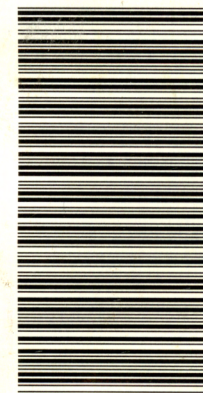Best 486 Desktop
Best 486 Notebook
Best Subnotebook

PC World 1993 World Class Awards
Best Service and Support
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