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## Important safety information

The following information is designed to help you use and enjoy your Advent computer safely.

1. Always follow the instructions on any safety labels, or in this manual.
2. You should only use your Advent PC on a sturdy, stable, flat surface.
3. Do not cover, block, or otherwise obstruct any openings or vents on your Advent PC. They are needed to prevent overheating.
4. Do not put your Advent PC in a cupboard, or any other enclosed space, unless there is adequate ventilation.
5. Never push objects through the openings on the case. Doing so exposes you to dangerous voltages.
6. You should only connect your Advent PC to an AC power source indicated on the rear of the case. If you are unsure please contact your local store for help.
7. Do not place objects on the power cord ,and make sure it is located away from walkways to avoid tripping hazards.
8. If you connect your Advent PC to an extension socket you need to make sure that the total amperage rating of **all the products** connected does not exceed that of the extension socket.
9. You should always unplug your Advent computer and any connected products **before** cleaning them.
10. Never use your Advent computer near water or liquids.
11. Your Advent is wired with a 3-pin grounding plug. This is for your safety and you should not attempt to connect any other type of plug, or connect it to any other type of plug socket.



## Maintenance and care

If you are experiencing problems with your Advent PC you should only attempt to repair it following the instructions set out in this manual. Improper use of your Advent PC may put your safety at risk, and result in extensive damage to your product.

You should unplug your Advent PC and contact **PC ServiceCall on 0870 901 3000 (24 hours)** for help and advice in any of the following cases:

1. If the power cord or plug is damaged or frayed.
2. If you spill liquid on, or into any part of your PC.
3. If your PC is exposed to rain, water, or any other liquids.
4. If you drop your PC, or the case is damaged in any way.
5. If your PC exhibits changes in performance that would indicate a need for service.

### Warning

If you ever need to remove the casing you should observe the following:

1. Always unplug your PC and any connected products **before** you remove the case.
2. Always make sure the case is replaced securely, and all screws are tightened **before** you connect your PC or connected products to the electricity supply.



# welcome



Thank you for purchasing your new Advent personal computer. We at Advent pride ourselves on giving you the very latest technology to meet your needs both now and in the future.

This guide will help you make the most of your new Advent and Microsoft® Windows® XP Home Edition, the latest home operating system from Microsoft®.

Each section of the guide will take you through key areas and include “How do I” guides that take you through common tasks step by step.

You’ll also have access to a wealth of technical support through our web site, email, and 24 hour telephone support help lines.

We hope you enjoy your new Advent computer and wish you many years of trouble free computing.



## Important Details

There are a number of important details that you should take a note of should you need to use our email support service or support lines. It can be found at the top of your receipt.



Store: \_\_\_\_\_ Date of purchase: \_\_\_\_\_

Receipt no.: \_\_\_\_\_ Branch no.: \_\_\_\_\_

PC Performance no.: \_\_\_\_\_

Serial no.: \_\_\_\_\_  
(Located on the rear of your Advent PC)

If you need help or assistance with your Advent computer please visit

**[www.pcservicecall.co.uk](http://www.pcservicecall.co.uk)**

Our website contains a wealth of support information on your PC. You will also find helpful advice on a large range of peripherals and software. The "How do I..." section will help you with looking after your PC, protecting against viruses, and show you how to get the most from your PC.

If you can't find what you are looking for you can use our email support service to contact one of our trained technicians.

***PC Repair Line 0870 901 3000 (charged at BT national rate)***

***PC SoftwareCall 0906 515 1180 (charged at £1.50 per minute)\****

\* Maximum call duration is 20 minutes. Please ask permission from the bill payer before calling. Callers must be over 18 years of age to call premium rate lines.



**Your  
Advent PC**

# Section one...



## Your Advent PC

A computer is made up of many components both inside and outside the PC's case. These components are known as the PC's 'hardware'.

Each piece of hardware serves an important function in making your Advent computer work. In order to get the best use from your PC you need to understand some of the most common components that you will use, what they do, and how to look after them.

This section of your manual covers the following hardware components:

- Mouse
- Keyboard
- Monitor (the screen)
- Optical drives (CD writer, DVD etc.)
- Floppy disk drives
- Memory card readers
- Speakers
- Modem (for the Internet)
- LAN card (create a network)
- The PC base unit

Take a few moments to familiarise yourself with each of these components as they are the parts of the computer that you will use on a daily basis.

***Note: the illustrations in this section are examples only, the hardware, drives, and ports on your Advent PC may differ slightly.***



## ***The Mouse***

The mouse is one of the main tools for working with your computer. It allows you to move the arrow around the screen. You can also use it to open programs and interact with menus and text. A normal mouse has three buttons:



- **Left button:** this is your main button. Use a single-click to select an item, or insert the cursor at a certain point in text. Use a double-click (pressing the button twice, quickly) to open a program or document.
- **Right mouse button:** you can click an icon, or area on the screen, to open a "Context Menu". These menus give you quick access to common functions, for example, copy and paste.
- **Scroll wheel:** the scroll wheel changes functions depending on what program you are in. On the Internet or in a document you can scroll up and down a page. In a graphics program it might let you zoom in and out on a picture.

### **How do I...**

**Drag and drop?** You can drag and drop text, icons, or shortcuts with your mouse. Click an item with the left button and keep the button held down. Move the cursor to the new location and let go.

**Clean my mouse?** It is important to keep your mouse clean to get the best performance. Use a soft cloth with polish to clean the outside. If your mouse has a ball you need to regularly clean the ball, you also need to clean the rollers inside with a damp cotton bud.

## ***The Keyboard***

Along with the mouse, your keyboard is one of the main tools for interacting with your PC. The keyboard allows you to enter text into the PC, for example, in a letter, or email.



A lot of modern keyboards also have customisable “hot keys”. These hot keys can be used to open your favourite websites and programs. Some even allow you to control music and DVD playback.

### **How do I...**

**Use keyboard shortcuts?** Keyboard shortcuts are a combination of key presses that perform common functions, for example, pressing the **CTRL** and **C** keys allows you to copy something, and **CTRL** and **V** allows you to paste it somewhere else. The Help and Support Center contains a list of common keyboard shortcuts.

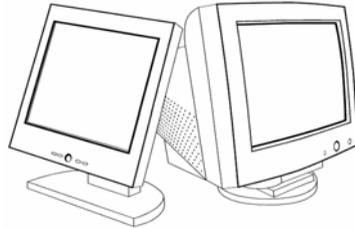
Click **Start > Help and Support**.

**Clean my keyboard?** Over time your keyboard is filled with house dust, food crumbs and other debris causing the keyboard to become sluggish in use.



## ***Monitors***

The monitor is used to display the picture from your PC. You may hear people refer to the monitor as "the screen", "the display", or the "VDU".



There are 2 main types of PC monitor:

- **CRT (Cathode Ray Tube):** these are the most common type of monitor supplied with a PC . Their downside is weight, size, and energy consumption.
- **TFT (Thin Film Transistor):** also referred to as flat panels. They require less energy and provide a sharper picture. TFTs are ideal for places where space is at a premium.

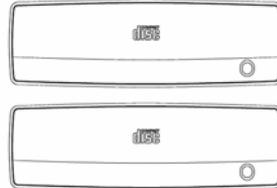
### **How do I...**

**Clean my monitor?** You should clean your monitor regularly to avoid eye strain. Special care needs to be taken when cleaning your monitor as they have a special coating on the surface of the screen. You should use a special cleaner, or wipes, (available from PC World, Dixons and Currys) never use household polish. If you use a spray cleaner, spray it onto a soft cloth then wipe the screen. Never spray directly onto the monitor.

## ***Optical drives***

The term "optical drive" refers to any laser based disc drive. These include:

- CD ROM
- DVD ROM
- Recordable CD
- Recordable DVD



Optical drives are fitted to most modern computers, most having both DVD ROM and recordable CD / DVD drives.

These drives have revolutionised modern computing because they allow far larger amounts of data to be stored than a floppy disk. As an example, a CD holds between 640 and 700 MB of data compared to 1.44 MB on a floppy disk.

### **How do I...**

**Load a disc?** Normally you would press the eject button on the front of the CD drive. This will open the tray. Insert your disc with the label face up. Press the eject button again, or gently push the tray to close it. Most CDs will then run automatically using a Windows® feature called 'Auto Play'.

**Clean my drives?** You can purchase special CD/DVD cleaners from PC World, Dixons, and Currys. These gently clean the lens inside the drive which can become covered with dust and affect reading of the disc.

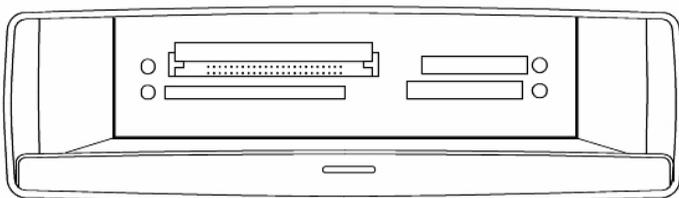
## ***Memory card readers***

Memory card readers are a relatively new addition to personal computers and are a great alternative to floppy disks. Memory cards come in several different formats and are used in a variety of electronic devices including digital cameras, PDAs, mobile phones and more.

Current formats include:

- SD Cards
- IBM Microdrive
- MMC
- Compact Flash I and II
- Sony Memory Stick (Memory Stick, Duo, and MagicGate)
- Smart Media
- XD Picture Card

You can buy these cards in a variety of sizes from 4 MB to 1 GB and above.



Your Advent is supplied with the following readers:

Compact Flash (top left), SD™ Card (top right),  
Smart Media (bottom left), MMC (bottom right).

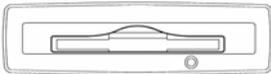
## ***Floppy disk drive***

The humble floppy disk has been an integral part of a personal computer from the very early days of computing. They have been an ideal way of transferring files from one computer to another. However, in the digital age most files are now too big for the 1.44 MB floppy disk and are being replaced with recordable CD/DVD and memory cards.

### **How do I...**

#### **Insert a disk?**

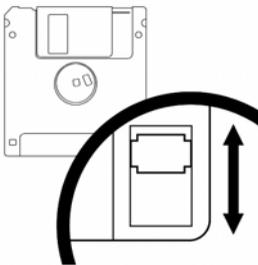
Insert the floppy disk with the label facing upwards into the drive until you hear a click.



Press the **Eject button** to remove the floppy disk.

**Do not** eject the disk while the drive light is on, this can damage the surface of the disk.

#### **Protect my data?**



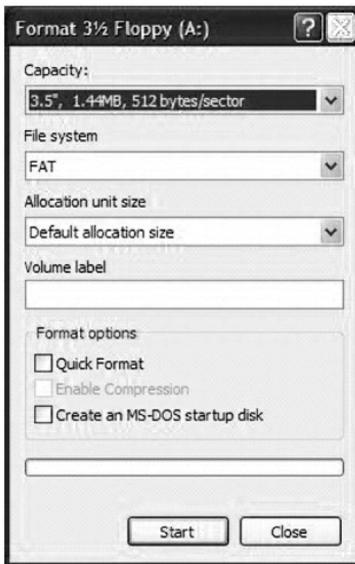
Slide the protection tab:

**Open** to protect

**Closed** to allow data to be written and deleted.

## Format a floppy disk?

Most disks come pre-formatted when you buy them, however, there may be occasions where you will need to do this manually, for example, when you want to erase the disk. You can do this in Windows® XP by:



1. Insert the disk into the floppy drive.
2. Open **My Computer** and right-click the **3 1/2 Floppy (A)** icon.
3. Select **Format** from the menu.
4. Click **Start** to perform a full format.
5. Tick **Quick Format** then **Start** to quickly erase any files on the disk.

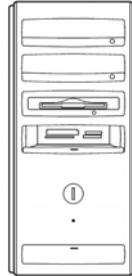
Fig. 1 Format dialog box

## Base unit

The base unit forms the main part of your Advent computer and contains all the components that make it work.

Base units come in 2 configurations:

- Tower unit
- Desktop unit



On the front of your base unit you will find the CD and DVD drives, floppy disk drive, power button, memory card readers, and FireWire and USB ports (on some models).

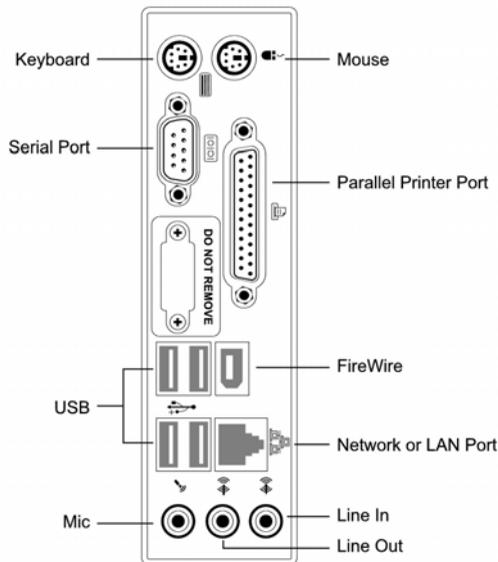


Fig. 2 PC ports

## Speakers

A PC's speakers provide sound for your music, games, videos, and DVD films. Depending on the sound card supplied with your computer you can use 2 point, 4 point, or 5.1 surround sound speakers.



Speakers normally plug in to the "Line-out" port on the rear of your Advent base unit (Fig.3 ). If your Advent supports 4 or 5.1 surround sound speakers you will need to adjust the speaker configuration in the Windows® Control Panel (methods vary depending on sound card). Refer to your speaker's documentation for more information.

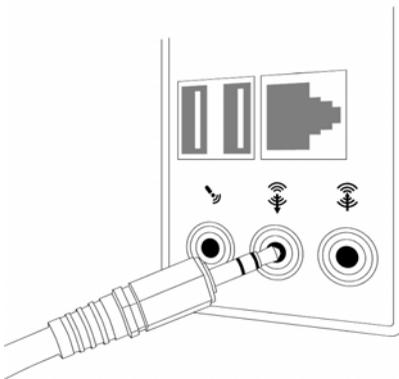


Fig. 3 Line-out socket

## ***Modem and network (LAN)***

There are two ports on the rear of your Advent PC that look very similar. However, they perform different functions. It is important that you know the difference in order to avoid confusion later on.

The first of these is the Modem (RJ-11 port). This port connects to your phone line and allows you to connect to the Internet, and send and receive faxes. Fig.4 shows a modem port.

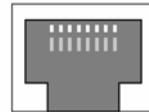


Fig. 4 Modem

You should connect your phone line to the port labelled 'Line'. Always try to connect your modem to the wall socket, not an extension cable. This allows for a better signal. You can then connect your telephone handset to the port labelled 'Phone' if you wish and the port is available (not supplied on all modems).

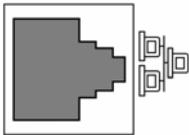


Fig. 5 Network / LAN

The network or LAN port looks like the one shown in Fig. 5 . Don't confuse this with the modem port which looks very similar. The LAN port allows you to connect to other computers in your home / office to share files and an Internet connection.

**Introducing  
Microsoft®  
Windows® XP**

# Section two...



## Introducing Microsoft® Windows® XP

Microsoft® Windows® XP is the latest in the Microsoft® Windows® family. For those familiar with previous versions of Windows® you will notice a fresh new look and easier way of working.

Windows® XP now comes in a number of versions, each designed for a different audience. All are built around the same core operating system.

Title	Audience
Home Edition	Home users with focus on games and digital entertainment.
Professional Edition	All the benefits of Home Edition with extra security and network functions.
Tablet PC Edition	Professional Edition designed for Tablet PC devices. Includes handwriting input.
Media Center Edition	The all-in-one home entertainment centre for music, DVD, home movies, games and pictures.

This section of the manual will explain some of the basic features of Windows® XP, i.e., the Desktop, which is your main starting point in the Windows® environment.

It will also show you how to get help and support at any time for questions, or problems you may have.



## ***The Desktop***

The Desktop is the first thing you will see when you turn on your Advent computer. It is your main interface with Windows® XP. From here you can access any file, folder, or program installed on your system.

Those who are used to older versions of Windows® will notice that the Desktop has changed. The most noticeable thing is the lack of icons. This is to allow you more room to add the things that you want!

Windows® XP is fully customisable and you can change the Desktop picture, colours, layout, and theme to suit your tastes.

Now we'll explore each part of the Desktop and how to use it.



Fig. 6 The Windows® XP Desktop

## *The Taskbar*



Fig. 7 The Taskbar

The Taskbar is normally found at the bottom of the screen (you can drag it to the top, or either side). From here you can switch between open programs and documents, check the time and date, and more importantly, access the Start menu.

## *The Start menu*

The Start menu has changed from Windows® 95, 98, and Me. You now have easy access to commonly used areas such as My Documents, My Videos, My Music, E-mail, the Internet, and Control Panel.

As you use your Advent computer Windows® XP will learn what your favourite programs are and display them on the Start menu for quick access. This will update as your use changes.

To open the Start menu click the green **Start** button in the bottom left of the screen.



Fig. 8 Start menu

## ***The notification area***



Fig. 9 Notification area

The notification area replaces the 'System Tray' of previous versions of Windows®. From here you can see the time. Hold the mouse point over the clock to see the date. You will also see icons for running programs, for example, Windows® Messenger.

System alerts and messages are also shown here in speech bubbles. This happens when new hardware is detected, or disk space is running low for example.



Fig. 10 Recycle Bin

## ***Recycle Bin***

The Recycle Bin is a temporary storage area for deleted files. This comes in handy for those times when you accidentally delete a file and decide that you need to keep it. You can restore the file from the Recycle Bin to retrieve it (See "How do I" later on).

## ***Shortcuts***

Shortcuts are a handy tool on the Windows® XP Desktop. They are a 'shortcut' to a program or document that allows you to access it quickly without having to hunt through menus or folders.



## Help and Support Center

Your Advent computer comes with a customised version of the Windows® XP **Help and Support Center**. From here you can read Microsoft® help files, as well as specific help and advice, plus PC tutorials for your Advent PC. The **Help and Support Center** can also link you straight to the latest support and information on the Internet.

To access Help and Support press the **F1** key on your keyboard, or click the **Start** button then **Help and Support**.

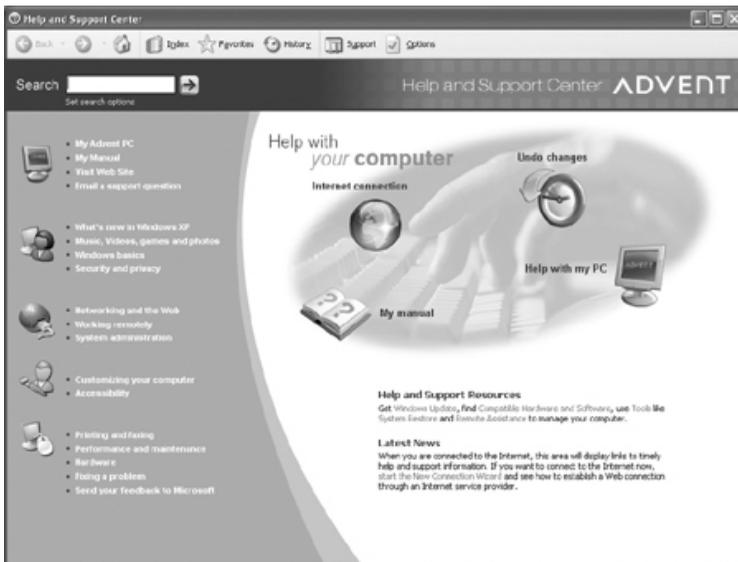


Fig.11 Advent Help and Support

## How do I...

### Change my Desktop picture?

1. Right-click the Desktop and select "**Properties**" from the menu.
2. Click the **Desktop** tab (see Fig. 12 ).
3. You can select a picture from the "**Background**" list, or click the **Browse** button to choose your own picture.
4. You will see a preview of your new picture on the monitor. If you are happy click **Apply** then **OK**.

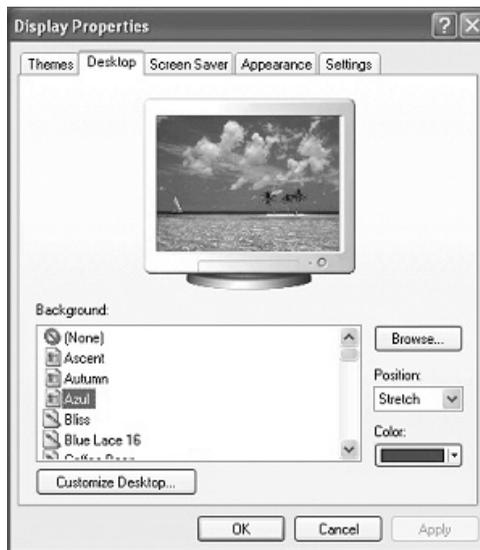


Fig. 12 Changing your Desktop picture

## Customise my Start menu?

1. Right-click the **Start** button and select "**Properties**" from the menu.
2. The **Taskbar and Start Menu Properties** screen is displayed. Click the **Start Menu** tab.
3. You now have a choice. You can use the Windows® XP Start menu by selecting "**Start menu**", or you can use a Windows® 95, 98, Me style Start menu by selecting "**Classic Start menu**".
4. Next to each selection you will see a **Customize** button. Click this button to select what items appear on your Start menu, or clear your "**Recent Documents**" history.



Fig. 13 Customise your Start menu

## Set up a screen saver?

1. Right-click the Desktop and choose “**Properties**” from the menu.
2. Click on the **Screen Saver** tab at the top of the “**Display Properties**” box (Fig. 14 ).
3. Use the drop-down list in the Screen saver section to choose from the available screen savers. When you select one you’ll see a preview in the monitor.
4. You can adjust the settings by clicking the **Settings** button.
5. Now set the time in minutes you want Windows® to wait before turning the screen saver on.
6. Click **Apply** then **OK**.

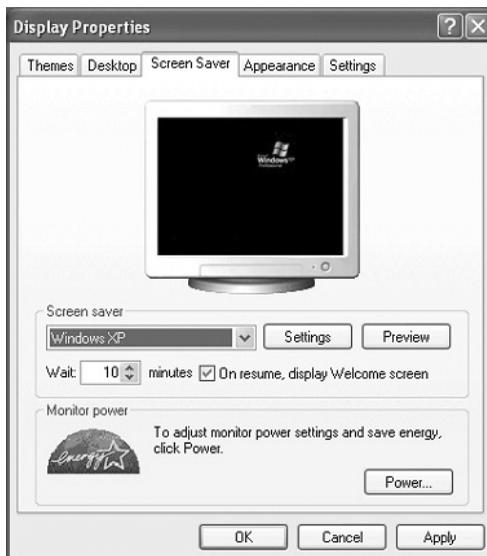


Fig. 14 Setting up a screen saver

## Change my Windows® sounds?

1. Click **Start > Control Panel**. Select **Sounds, Speech, and Audio Devices**.
2. On the next screen select **Change the sound scheme** under **Pick a task...**
3. The **Sound and Audio Device Properties** box is now displayed. Select the **Sounds** tab (Fig. 15).
4. Choose a task you want to set a sound for in the **Program Events** list.
5. Under Sounds click **Browse** to find the sound file you want to use. Press the **Play** button to preview it.
6. When you are done click **Save As** to save your new sounds as a **Sound Scheme**. Click **Apply** then **OK** to finish.



Fig. 15 Changing your Windows®

## Create a shortcut?

1. Right-click the **Desktop** and select **New > Shortcut** from the menu.
2. The **Create Shortcut wizard** will now open. Click the **Browse** button to locate the file, folder, or program you want to create a shortcut to, then click **OK**.
3. Click the **Next** button, then give your new shortcut a name.
4. Click the **Finish** button. You will see the new shortcut on your Desktop.

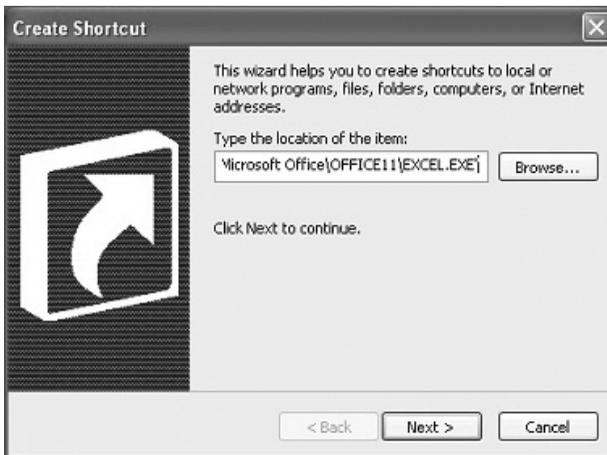


Fig. 16 Creating a new shortcut

## Retrieve a file from the Recycle Bin?

1. Double-click the **Recycle Bin** icon on your Desktop to open it.
2. Locate the file you want to restore and click it once with the left mouse button to highlight it.
3. On the left hand side under **Recycle Bin Tasks** click **Restore this item**.
4. Your new file will now be returned to its original location on your computer ready to be used.

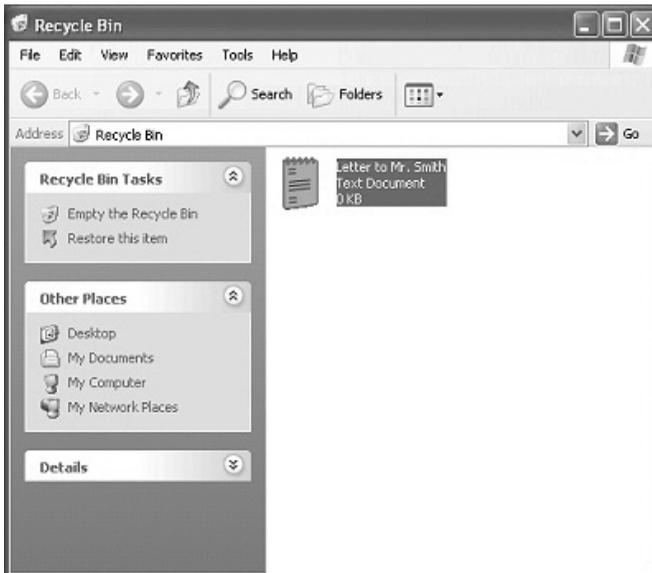


Fig. 17 Restoring an item from the Recycle

## Empty my Recycle Bin?

1. Right-click the **Recycle Bin** icon on your Desktop.
2. Select **Empty Recycle Bin** from the menu.
3. You will see a short animation of files being deleted.
4. Your Recycle Bin is now empty.

**Note:** once you have emptied your Recycle Bin you will not be able to retrieve your files.

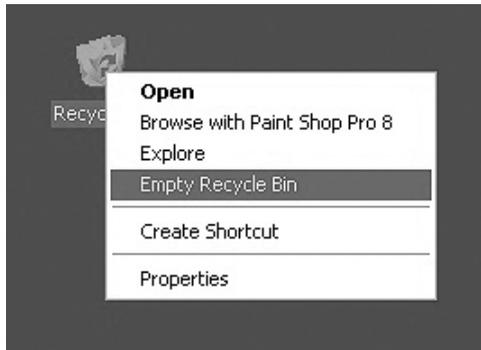


Fig.18 Emptying your Recycle Bin

# Section three...

**Windows® XP  
Entertainment**



## Windows® XP Entertainment

Microsoft® Windows® XP has been designed with digital entertainment in mind. There are a number of features and programs included to get you started. These include:

- Windows® Media Player 10
- Windows® Movie Maker 2
- Games

Windows® XP also includes support for a wide range of third party applications, games, and hardware. There are a variety of 'Wizards' to help you get the most from your Advent computer. Wizards are step by step guides that help you to perform various tasks.

DirectX® 9 is built in to Windows® XP and provides enhanced multimedia capabilities. You can now experience even better gaming, audio and movie playback, and better support for multimedia devices such as joysticks, game pads, and speakers.

This section of the manual will explain these areas of Windows® XP and provide hints and tips on some of the useful functions available to you.



## **Windows® Media Player 10**



Fig. 19 Windows® Media Player 10

Your Advent computer comes supplied with Windows® Media Player 10, the latest version of the popular multimedia file player. Media Player allows you to listen to music CDs, music files such as MP3 and WMA, watch DVD movies (providing a third party DVD program is installed), and watch video files such as MPEG and AVI.

Media Player can also act as a digital juke box by copying your audio CDs to your hard drive as WMA (Windows Media Audio), or MP3 files. You can download album art, artist information from the Internet, and create your own play lists.

You can even create your own compilations on CD to play in the car on your stereo.

## How do I...

### Play a music CD?

1. Insert a music CD into the CD or DVD drive and close the tray.
2. Media Player will open after a few seconds and begin to play your CD using Windows AutoPlay technology.
3. If you are connected to the Internet, Media Player will download album art and track information if it is available.

### Keep my Media Library up to date?

1. Click **Tools** then **Options** from the menu at the top.
2. Select the **Media Library** tab and click the **Monitor Folders** button.
3. You are now presented with a list of the folders that Media Player is monitoring for new media files. Click the **Add** button.
4. You now need to select the **My Music** and **My Videos** folders in your **My Documents** folder. Click **OK**.
5. Click **OK** again and exit the Media Player options.
6. Media Player will now update your Media Library whenever you add new music or video files to your computer.
7. You can now create Playlists to include the files you want.



## Copy a CD to your hard drive?



Fig. 20 Copying your CD to hard drive

1. Click the **"Copy from CD"** button down the left side of Media Player.
2. You will see the tracks listed (with titles if Media Player was able to download information from the Internet). Media Player will copy all tracks by default, or you can choose not to copy tracks by removing the tick next to each one in the list.
3. When you are ready click the red **"Copy Music"** button at the top of the Media Player screen.
4. Your CD is now copied to the **My Music** folder in **My Documents**. You can listen to the CD while it is being copied.



## Copy music files to a CD?



Fig. 21 Copying music

1. Click the "**Copy to CD or Device**" button on the left side of Media Player.
2. You will see a screen split into 2 sections (Fig. 21 ). On the left are the files you want to copy. On the right is your blank CD.
3. To add files click the **Edit Playlist** button. You will now see a new screen (Fig. 22 ). Using the drop-down menu select the artist or album you want. A list of the albums is displayed on the left, the tracks are listed on the right.
4. Remove tracks by clicking them once and pressing the **red cross** at the bottom of the screen.
5. Change the order tracks will play by highlighting a track and pressing the **blue up and down arrows**.
6. When you are satisfied click the **OK** button.
7. You are now returned to the main copy screen (Fig. 21 ) and you will see the list of tracks you just selected.



8. Insert a blank CD into your CD Writer, wait a few seconds until you see **"Ready to copy"** next to each track.
9. Click the red **"Copy"** button at the top of the screen.
10. Media Player will now convert and then create your music CD

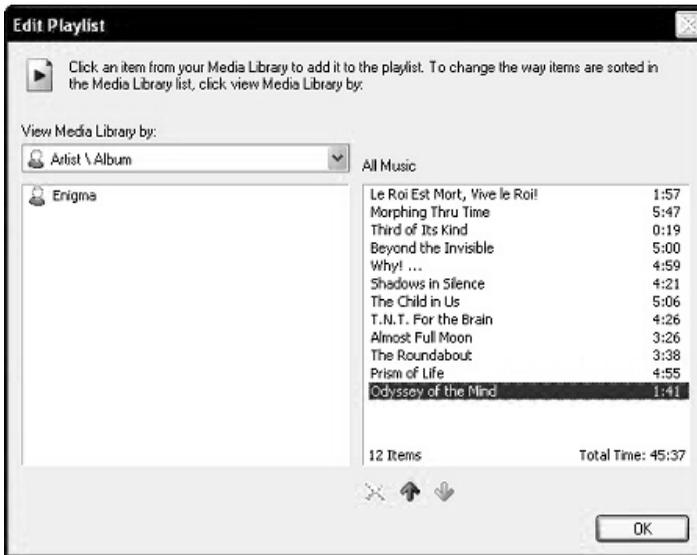


Fig. 22 Adding tracks to be



## Windows® Movie Maker 2

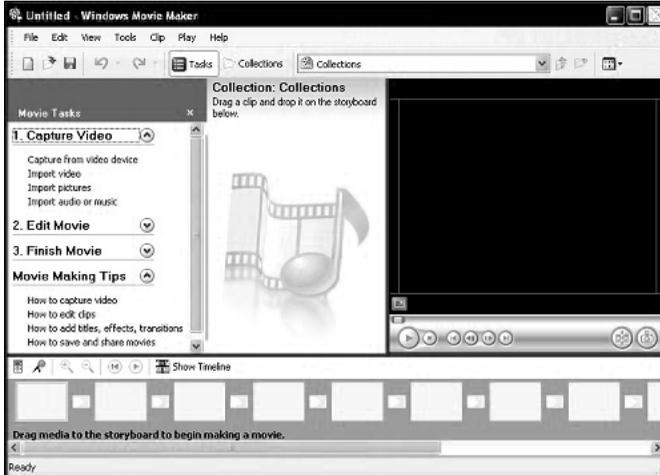


Fig. 23 Windows® movie Maker 2

Windows® Movie Maker 2 is a fun and easy to use program that allows you to create your own home movies without the need for expensive software. You can capture video and audio from a variety of sources including:

- Digital or analogue camcorders
- Web cameras
- TV tuner cards
- Video recorders
- Microphones

Once you have imported your video, pictures, sound, and music you can use Movie Maker to edit your video, add sound tracks and professional fade effects. You can also add text captions to your movie.

## How do I...

### Create a basic movie?

Open Movie Maker 2 so that you see the screen in Fig. 23 . There are 3 steps to making your movie.

#### *Step one – Capture video*

You need to decide what you want to add to your movie. In section **1 Capture video** on the screen you have 4 choices (Fig. 24 )

- Capture from video device (e.g., a camcorder)
- Import videos (stored on a disk, or your hard drive)
- Import pictures (stored on a disk, or your hard drive)
- Import audio or music (from your *My Music* folder)

By clicking on one of the options you will be able to add them to your movie. You will see a thumbnail image of your files in the 'Collection' area.



Fig. 24 Capture video

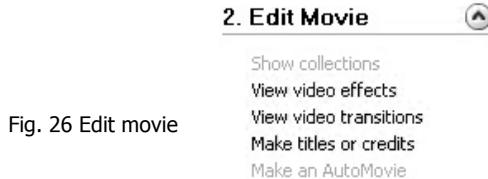
Now drag the thumbnails in the order you want onto the storyboard area.



Fig. 25 Storyboard

### *Step two – Editing your movie*

Now that you have added your video, pictures, and music to the story board you can edit them and add special effects and text. Move to section **2 Edit Movie** (Fig. 26 ) on your screen.



You have 3 options available to you. By clicking on each you will be presented with relevant effects and how to use them. These options are:

- View video effects
- View video transitions
- Make titles or credits

Go through each section and add the effects that you think will enhance your video.

### *Step three – Finishing your movie*

Once you have added the special effects and text that you want to your movie you are now ready to create the file and finish your movie project. Go to section **3 Finish Movie** on your screen. You have 5 options (Fig. 27)

- Save to my computer
- Save to CD
- Send in an e-mail
- Send to the Web
- Send to DV camera



### 3. Finish Movie



- Save to my computer
- Save to CD
- Send in e-mail
- Send to the Web
- Send to DV camera

Fig. 27 Finish movie

The 2 most likely options you will use are:

**Save to my computer:** this will create a WMV (Windows Media Video) file in your *'My Videos'* folder. You can then view this file through Windows® Media Player.

**Save to CD:** you can save your movie to a recordable CD (providing your Advent has a CD or DVD writer fitted). Movie Maker 2 will create the CD using Microsoft's HighMAT™ (High-performance Media Access Technology).

In order to watch your new movie CD you need a device capable of playing a HighMAT™ disc. Look for the logo below.



Fig. 28 The HighMAT™ logo



## ***Games***

You can buy a whole variety of games from computer stores, and you can download, or play games across the Internet. There are many types of games to suit all tastes including puzzles, adventure games, shoot-em ups, simulators and more.

Microsoft® have included a number of games with Windows® XP. Some can be played on your computer, others are played with others through the Internet.

To access these games click the green **Start** button then **All Programs > Games**.

### **Windows® XP games**

PC only	Internet games
FreeCell	Internet Backgammon
Hearts	Internet Checkers
Minesweeper	Internet Hearts
Pinball	Internet Reversi
Solitaire	Internet Spades
Spider Solitaire	



## Installing third-party games

Before you buy and install a game on your Advent computer you need to make sure that it will work. Things to check are:

- What CPU (processor) is required?
- What sort of graphics card and how much video memory is needed?
- What sort of sound card does it need?
- How much computer memory does the game need?
- How much free hard drive space is needed?
- What version of Windows® is needed?
- What version of DirectX® is needed?

You can find out what your Advent PC has by using the DXDiag program. To open this program click **Start > Run**. Type **DXDIAG** in the white box and click **OK**. The information you need is on the System, Graphics, and Sound tabs.

To install a game, insert the CD and allow the installation program to run. Follow the onscreen instructions provided by the game to finish the installation successfully.





**The  
Internet**

**Section four:**



## ***The Internet***

The Internet is a giant collection of computers that spans across the whole planet. It is the largest network ever created. The modern Internet was born from the ARPANET, a US Military communications project in 1969. Over the years this grew and developed into what we see today.

It has become an icon of modern society because it plays such an important part in our daily lives. You can chat with friends and relatives around the world, send email that takes seconds to deliver, you can shop, carry out your banking, play games and use it as an educational reference point.

We are so obsessed with the Internet that you can now access it in number of ways, from your home computer, your digital TV, handheld computers, and even your mobile phone!

So how do you get online? There are a number of factors to consider. The first is speed. Do you want dial-up access, or an always-on broadband connection?

**Dial-up:** the most common way to access the net. It uses your telephone line and a modem. The downside is very slow speed - 56Kbps.

**Broadband:** you can access broadband using ADSL on a BT phone line, Cable Modem, or Satellite. Speeds range from 150 Kbps to 2 Mbps. Faster speeds mean web pages load faster, and you can download larger video and music files.

**Internet providers:** you need to sign up with an Internet provider who gives you access to the Internet. You also get email and free web space from most. It is advisable that you shop around for the best deal that meets your needs.



## Microsoft® Internet Explorer 6

Internet Explorer is supplied as part of Windows® XP and allows you to access the Internet. This program is known as a *Web browser*. You would use Internet Explorer when you want to visit a web site.

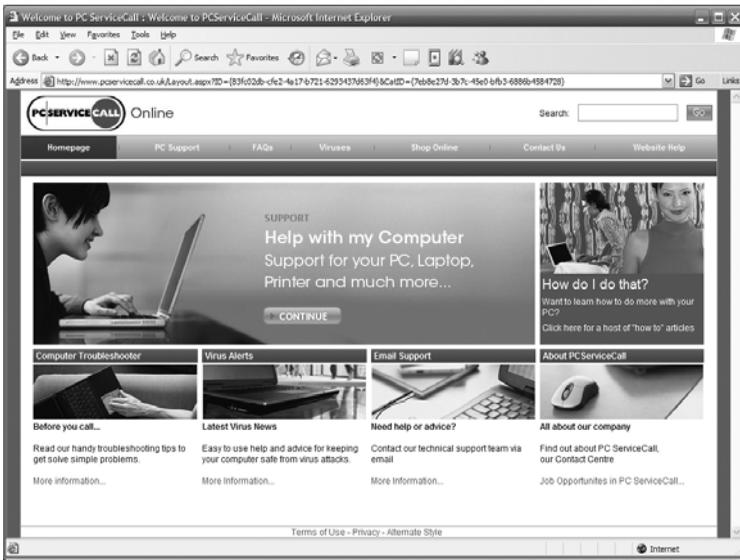


Fig. 29 Using Internet Explorer to view a web site



## How do I...

### Get to a web site?

1. Click the **Start** button and select Internet. This will open Internet Explorer and ask you to connect to the Internet if you use a dial-up connection.
2. At the top of Internet Explorer you will see a long white **Address** bar (Fig. 30 ).
3. Type in the web address (URL) and press **Enter** or click the **Go** button.
4. The web page will now load on your screen.
5. You can move back through the pages you have viewed by using the **Back** button just above the address bar.



Fig. 30 The address bar

## Add websites to my favourites?

1. When you find a web site that you want to visit regularly you can add it to your **Favorites** menu so that you don't have to remember the address.
2. Click the **Favorites** menu at the top of the screen (in between View and Tools), then click **Add to Favorites**.
3. You will now see the **Add Favorite** screen (Fig. 31). Click **OK** to add the site to your list.
4. If you want to organise your favourites you can. For example, a Shopping folder for your shopping sites.
5. Click **Create**, then **New Folder**. Type a name for your folder and click **OK**.
6. Click **OK** again and your new folder and website are added.
7. To add other sites to your folder click the **Create in** button. Click on your folder in the list and then click **OK**.



Fig. 31 Adding favourite web sites

## View the history file?

1. Click the **History** button (Fig. 32).
2. The history of previously visited pages will be displayed on the left side of Internet Explorer (Fig. 33).



Fig. 32 The History button

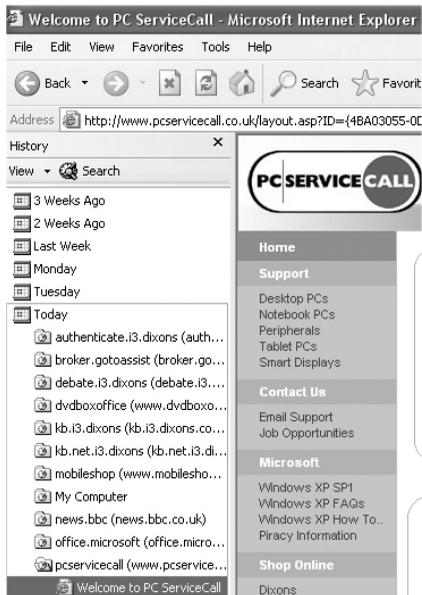


Fig. 33 Internet History file



## Clear history and Internet cache?

1. In Internet Explorer click the **Tools** menu then **Internet Options**.
2. Internet Options will now open (Fig. 34). Select the **General** tab.
3. Click the **Clear History** button to delete your browsing history.
4. Click the **Delete Files** and **Delete Cookies** button to clear your Internet cache.



Fig. 34 Internet Options

## Microsoft® Outlook Express 6

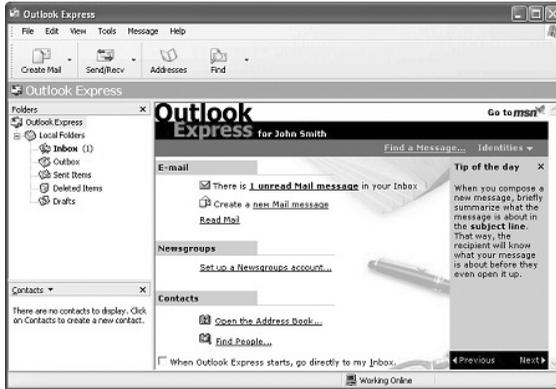


Fig. 35 Outlook Express 6

Microsoft® Outlook Express 6 is the latest version of the popular home email program. Outlook Express allows you to send and receive email from your Advent computer to anyone in the world.

The advantage of email is that you can send a letter to family, friends, or colleagues anywhere in the world. In most cases it will arrive within a few minutes. You can even attach photos or files to your email.

Outlook Express will also manage your contacts with its address book. You can store a person's email address, home address, phone numbers, personal web page, and notes in one convenient place.

Your Internet Provider will normally configure Outlook Express for email when you install their software.

## How do I...

### Send an email?

1. Click **Start** then **Email** to open Outlook Express.
2. Click the **Create Mail** icon at the top of the screen. You will be presented with a blank email.
3. You now need to enter the email address of the person, or people you want to send your message to. (**Tip:** Click the address book icon next to the left of **To:** to access your address book).
4. Next, type a brief summary of your message in the **Subject** field.
5. Now type your message in the main white area. You can alter the font and colour, as well as check the spelling of your message.
6. When you are happy that your message is ready click the **Send** button. If you are connected to the Internet already your message will be sent. If you are not connected you will be asked if you want to.

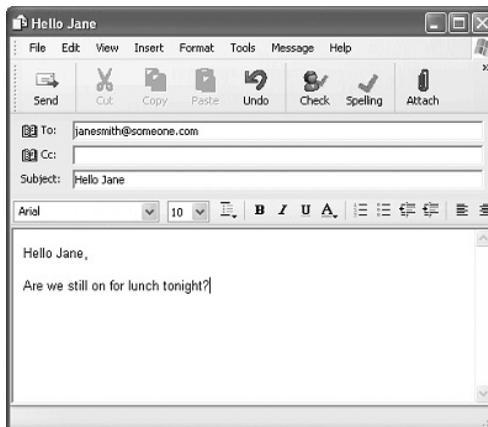


Fig. 36 An email ready to be sent

### Add an attachment to my email?

1. Create an email as normal.
2. Before you click **Send**, you need to click the **Attach** icon.
3. You can now browse to your photo or file and attach it to the email. You can attach more than one file to a message.
4. Now you can send your email as normal.



Fig. 37 The Attach file icon.

### Add a contact to my Address Book?

1. Click the **Addresses** icon in Outlook Express.
2. The Address Book will open. Click **New** then **Contact**.
3. Enter the person's details and click **OK**.

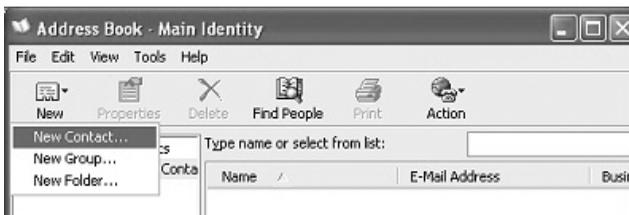


Fig. 38 The Address Book



## **Windows® Messenger**

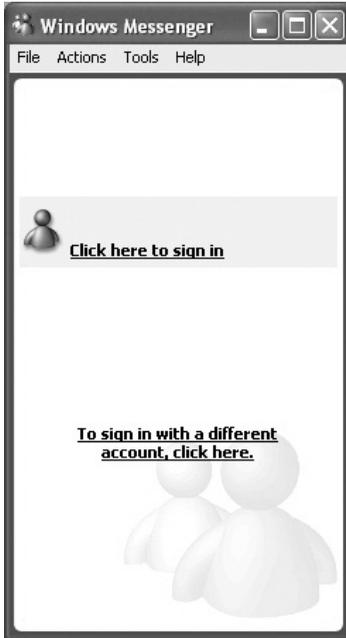


Fig. 39 Windows® Messenger

Windows® Messenger is an Instant Messaging program that allows you to chat in real time with your friends, family and colleagues.

With Messenger you can see when your contacts are online and send them a message. You can even send files, and chat face to face with a Web Cam and microphone.

A big advantage over normal chat rooms is that you can control who you talk to. People need to know your email address in order to add you as a contact, which you can decline if you want.

You can also block users on your contact list from chatting to you if you want.

In order to use Windows® Messenger you need to create a Microsoft® .Net Passport which is free and easy to set up. Messenger will guide you through this the first time you sign in.

## ***Anti-virus protection***

It is a sad fact that most computer users will have their computer infected with a virus at some point. Viruses are most commonly spread through email and the Internet. However, they can also be spread through infected floppy disks, CDs and DVDs, file sharing programs, and instant messaging software.

The effects of a virus can vary. Some are a simple annoyance and flash up random messages on your screen, but they can also be destructive and cause data loss, or even damage computer hardware.

You can minimise the risk of a virus infecting your computer by installing anti-virus software. Once installed, this software will constantly monitor your computer for any viruses. It will even monitor incoming and outgoing email to make sure you are not being infected, or passing a virus on without knowing.

There are new virus threats all the time, and simply buying and installing anti-virus software will not keep you protected. It is very important that you keep the software up to date. Good anti-virus programs provide an update feature that downloads information and cures for new viruses. You normally get these updates free for 12 months when you buy an anti-virus program.

For more information on anti-virus and other online safety tips visit

**[www.pcservicecall.co.uk/virus](http://www.pcservicecall.co.uk/virus)**



## ***Firewalls***

Along with anti-virus software, a firewall is another important part of your computer's security. A firewall sits between your computer and the Internet and will attempt to block any intrusion attempts from computer hackers and other malicious sources. Think of it as your computer's bouncer. It stands at the door to the Internet and stops unwanted visitors from getting in.

*If you are going to use the Internet it is **essential** that you install firewall software (along with anti-virus) as part of a good security and safety routine.*

You can buy software firewalls from computer stores, or download them from the Internet. These will normally provide the necessary security for home users or small businesses. If you need a higher level of security you can also purchase dedicated hardware firewalls which are used by large companies.

Microsoft® Windows® XP includes a basic software firewall to secure your computer while on the Internet. This is the first time that a firewall has been included with a Windows® operating system for the home.

For more information on anti-virus and other online safety tips visit

**[www.pcservicecall.co.uk](http://www.pcservicecall.co.uk)**



## Windows Security Center

Your Advent computer is installed with the latest Windows XP Service Pack 2 software. This introduces a number of security upgrades and enhancements that help keep your computer safe and secure. These enhancements can be controlled and monitored through the easy-to-use Security Center which is a brand new addition to Windows XP.

The Security Center will inform you:

- If you have antivirus software running and that it is up-to-date;
- If the new Windows XP firewall is running; and
- If you have the Windows Update 'Automatic update' tool running.



Fig. 40 Windows Security Center



You can access the Security Center from a number of locations:

1. Click **Start > Control Panel > Security Center**
2. Click **Start > All Programs > Accessories > System Tools > Security Center.**

The Security Center window is divided into 3 sections:

- **Security essentials:** this shows the status of your Firewall, Automatic Updates and Virus Protection. If there is a problem with any of these items the Security Center will offer advice and guidance.
- **Manage security settings for:** this section provides quick access to the Windows Firewall, Automatic Updates and Internet Options.
- **Resources:** this section contains useful Internet links for more information.

### ***Windows Firewall***

The Windows Firewall can help prevent hackers, worms and other malicious software from accessing your computer and stealing personal information. When a program tries to access the Internet you will see a security warning similar to the one in Fig. 42 on the screen.

If you trust the program then choose the **Unblock** option and allow it to access your Internet connection. If you don't know what the program is then you can choose **Keep Blocking**. The Windows Firewall will then prevent the program from accessing your Internet connection.



## Firewall settings

You can control your Windows Firewall by clicking the icon in the **Manage Settings For:** area of the Security Center (Fig. 40). There are 3 tabs you can configure.

### General

The General tab (Fig. 41 ) allows you to turn the Windows Firewall on and off. However, we do not advise you turn this off as you will be unprotected from viruses, worms and intruders.

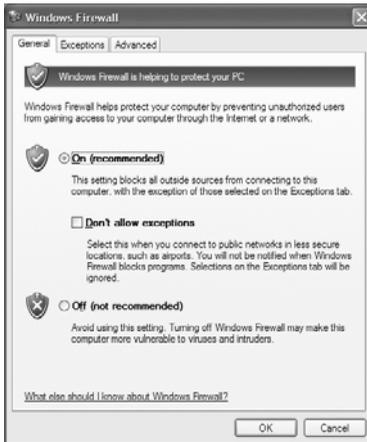


Fig. 41 General Tab



Fig.42 Security Alerts



## Exceptions

The **Exceptions tab** allows you to tell the Firewall that you want certain trusted programs to use the Internet. This is useful because online games and other services need to be able to access the Internet.

### Add Program

Click this button to select a program installed on your computer. This will appear in the tick box list of programs that can access the Internet. If you wish to disable it later you can remove the tick, or use the **Delete** button.

### Add Port

Some online games, or other services need you to open specific ports. A port is a gateway from your computer to the Internet. The software, or service will tell you what port number, for example, 6547, to add to the exceptions list.

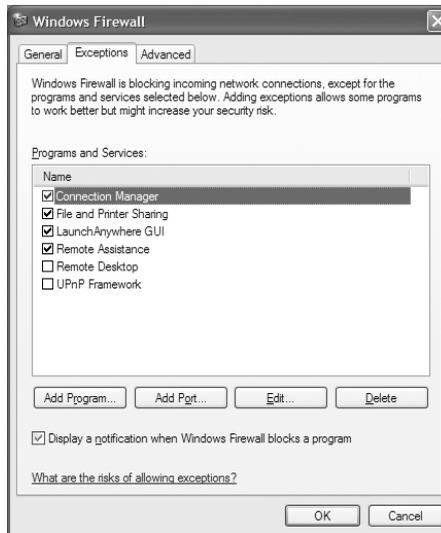


Fig. 43



## ***Advanced***

The advanced tab is split into 4 sections:

### **Network connection settings**

This area shows you any network or Internet connection that can be protected. Make sure the box next to each entry has a tick. This will tell the Windows Firewall to protect the connection.

### **Security logging**

If you are experiencing connection problems you can use the security log to check if the Firewall is causing a problem. The log is stored in **C:\Windows\pfirewall.log** on your hard drive.

### **ICMP**

These are advanced settings that allow computers on a network to share error information. You will not normally need to use this section. Please refer to the *Help and Support Center* for full information.

### **Default settings**

Click this button to restore the default settings for your Windows Firewall.



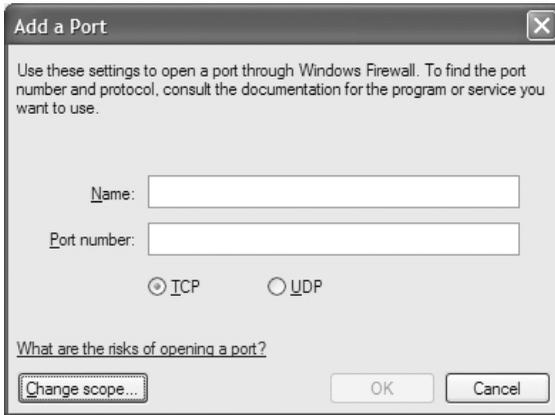


Fig. 44

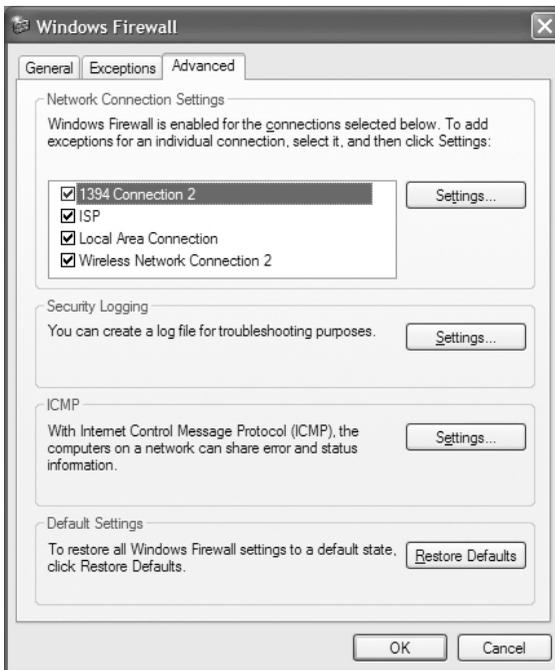


Fig. 45



## ***Pop-up Blocker***

The Pop-up Blocker is also a new addition to Windows XP with Service Pack 2. It monitors your Internet connection and prevents adverts from popping up on your screen. These are a nuisance and can often contain offensive text and images.

The Pop-up Blocker can be accessed by clicking **Tools > Pop-up Blocker** in Internet Explorer (Fig. 46 )

From here you can choose from 2 options:

- Turn off Pop-up Blocker
- Pop-up Blocker Settings

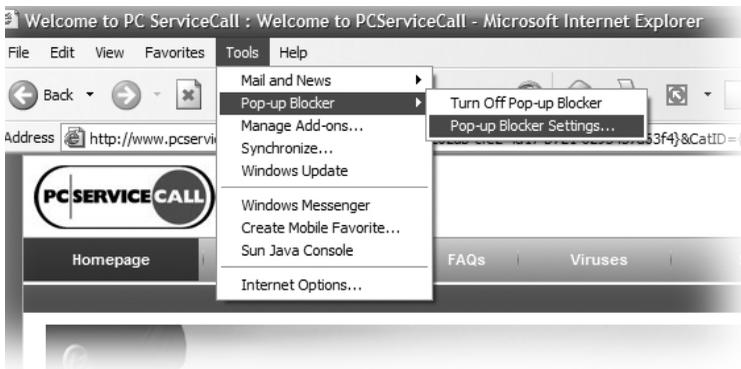


Fig. 46 Pop-up Blocker

## ***Pop-up Blocker settings***

Some websites, for example, online banks, use pop-up windows that you will need to use. You can add the web site address to an 'Allow list' by typing the web address and clicking the **Add** button.

You can also set the filter level to *low*, *medium*, or *high*. Filter levels sets the Pop-up Blocker sensitivity level. *Medium* is usually adequate.

Finally you can tell *Pop-up Blocker* to play a sound, or display a message when a pop-up is blocked.

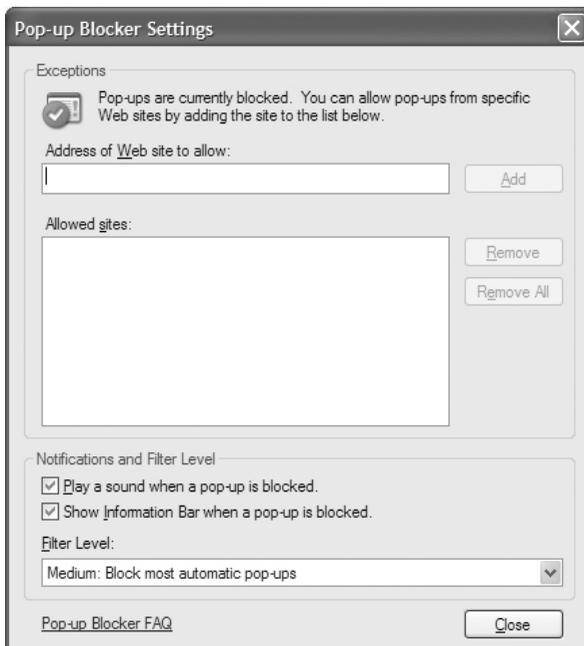


Fig. 47

# Section five...

**Looking after  
Microsoft®  
Windows® XP**



## Looking after Microsoft® Windows® XP

Microsoft® Windows® XP is a very complex and important piece of software. It is known as the 'Operating System'. In order for a computer to function it needs both hardware and an Operating System (OS).

Windows® XP controls your Advent computer. It allows your hardware components to talk to each other, and controls how your software and games work.

Because it plays such an important role in your computer, it is important that you look after it. Just like taking your car for a regular service.

There are a variety of ways to keep Windows® XP up to date and running smoothly. These are covered in this section of your manual and include:

- Microsoft® Windows® Update
- Microsoft® Windows® Service Packs
- Disk Cleanup Wizard
- Disk Defragmenter

Take a few moments to familiarise yourself with these features of Windows® XP as it is important you use them regularly.



## Microsoft® Windows® Update

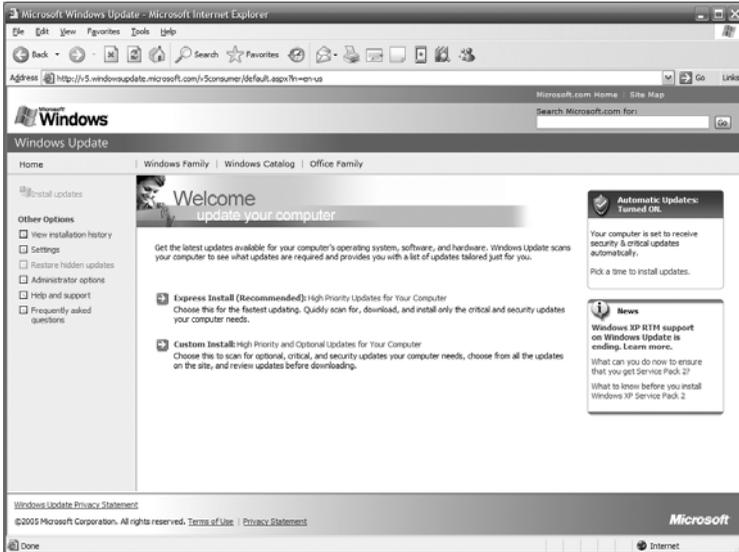


Fig. 48 Windows® Update web site

Microsoft® Windows® Update is a feature that has been part of the Windows® family since Windows® 98. It provides a way for Microsoft® to:

- Update security flaws in Windows® XP
- Fix bugs and errors that occur after release
- Provide driver and software updates
- Add new features to Windows® XP

In order to use Windows® Update you will need an Internet connection to connect to the Windows® Update web site.



## How do I...

### Run Windows® Update?

1. Connect to the Internet if you need to.
2. Press the Start button then go to **All Programs** and select **Windows Update** from the menu (normally towards the top).
3. Internet Explorer will open and connect you to the Windows® Update web site.
4. Choose **Express Install** to look for critical updates, or **Custom Install** to look for all available updates.
5. Choose the updates you want to install from the list, then click **Go to Install Updates**.
6. You'll see a summary of the updates you chose. Click **Install** (Fig. 49 ).
7. The updates will be downloaded and installed automatically. Your computer may need to restart.

### Install Updates

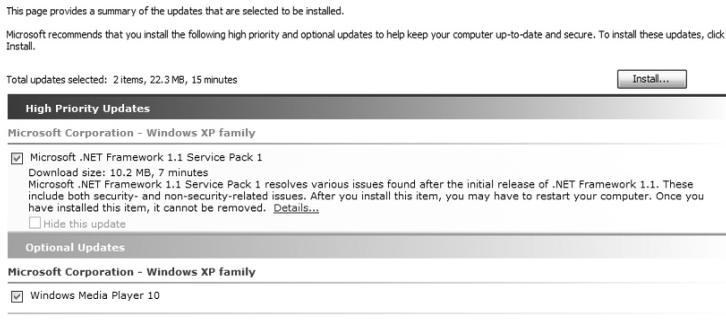


Fig. 49



## ***Automatic Updates***

The Security Center will turn automatic updates on by default. This means that Windows XP will download and install any available updates without you having to worry.

If you want to change the way updates work you can do so by clicking the Automatic Updates button in the Manage settings for: area of the Security Center.

Fig. shows the 4 choices you have:

- **Automatic (recommended):** this is default setting that downloads and installs updates for you. We advise that you use this setting.
- **Download updates for me, but let me choose when to install them:** this setting will allow Windows to download the updates automatically. You can then install them at a time that is convenient for you.
- **Notify me but don't automatically download or install them:** Windows will tell you when updates are available. You will need to go to the Windows Update site (**Start > All Programs > Windows Update**) to download. This is handy for dial-up customers.
- **Turn off Automatic Updates:** this option will turn off the update system. You will need to remember to check for updates regularly. For most users we would not recommend that you turn off Automatic Updates.





Fig. 50 Automatic updates

## ***Windows® Service Packs***

Service Packs are an extension of Microsoft® Windows® update. Typically they include all the current fixes, patches and updates from Windows® Update up to the time the Service Pack is created. This makes updating your Advent computer a little easier.

In addition to updates, Microsoft® can also include new features for Windows® XP and introduce support for new technologies, for example, USB 2.0.

Another reason to install Service Packs is that some modern software will not install until the Service Packs have been put on to your computer. Check the minimum requirements for your software for more information.

Advent has installed Service Pack 2 on your computer for your convenience.

### **How do I...**

#### **Install a Service Pack?**

Service Packs are installed as part of Windows® Update. This is the easiest way to apply them to your Advent Computer. However, if you want to download the Service Pack to your hard drive and install it at a later date you can download it from the Windows® XP website:

[www.microsoft.com/windowsxp](http://www.microsoft.com/windowsxp)



## ***Disk Cleanup Wizard***

The Disk Cleanup Wizard is a useful tool for removing clutter from your hard drives and free up storage space. The wizard scans your drives and will prompt you to clear things like:

- Temporary Internet files
- Recycle Bin
- Temporary files
- Offline web pages
- Other items

Not only will the wizard recover more free space, you will also gain a small speed increase.

## **How do I...**

### **Run the Disk Cleanup Wizard?**

1. Press the **Start** button, go to **All Programs > Accessories > System Tools > Disk Cleanup**.
2. You will be asked which drive you want to scan. Select **Drive C** and press **OK**.
3. The wizard will now scan your hard drive, this may take a few minutes.
4. Once the scan is complete you will see a list of tick boxes for the different areas of your computer that you can recover space from (Fig.51 ).
5. Tick the areas you want to clean up then press **OK**.



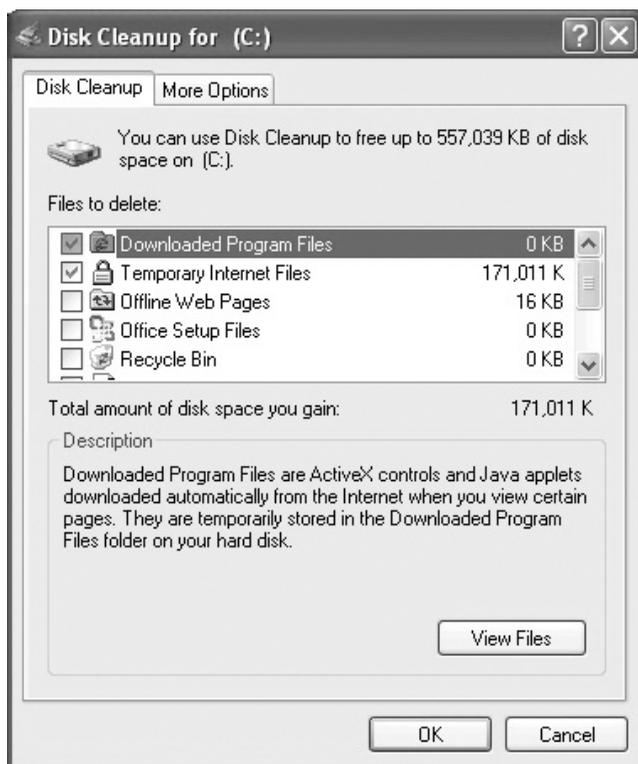


Fig. 51 Disk Cleanup Wizard



## ***Disk Defragmenter***

Over time as you add and delete files and programs on your hard drive the disk becomes fragmented. This means that files can be broken up and scattered around the disk to make sure they fit.

This can have negative effects on your computer's performance and efficiency because it takes longer to hunt around the hard drive for all the pieces. The result is a decrease in speed.

Disk Defragmenter scans your drive and re-orders the files into more efficient structures making it quicker and easier for Windows® to access your files. You should run the program at least once a month if you use your computer regularly.

### **How do I...**

#### **Run Disk Defragmenter?**

1. Delete any old files, empty the Recycle Bin, and close any open programs.
2. Turn off your screen saver.
3. Press **Start > All Programs > Accessories > System Tools > Disk Defragmenter**.
4. The Disk Defragmenter window will open (Fig. 52 ). Click the **Analyze** button. Windows® will now scan your hard drive.
5. Once completed you will be told if the drive need to be defragmented. Click **OK**.
6. If you need to defragment, click the **Defragment** button.
7. The scan will begin, this can take several hours and is best left over night.



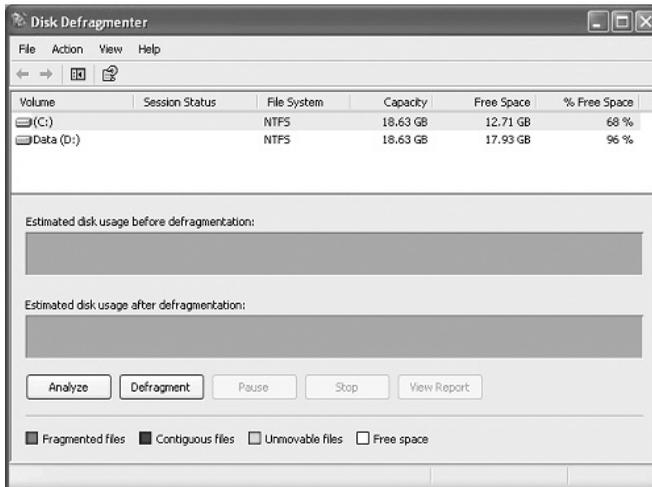


Fig. 52 Disk Defragmenter

**Windows® XP  
utilities**

**Section six...**



## Windows® XP utilities

Microsoft® have included a number of utilities with Windows® XP that allow you to tweak, tune, and customise the Operating System to meeting your computing requirements.

There are also a number of accessibility options to help people with disabilities make the most of computer technology.

In this section of your manual we will cover the basics of:

- The Control Panel
- Adjusting the date and time
- Accessibility options
- The Desktop Cleanup wizard
- Setting up user accounts
- Managing your Windows® XP passwords

Remember that you can use Windows® Help and Support for more information on each of these utilities.



## ***The Control Panel***

The Control Panel functions as the name suggests. It allows you to control the various functions of Microsoft® Windows® XP, as well as the hardware inside your Advent computer.

There are 2 ways to view the Control Panel:

- **Category view** (Fig. 54) which is a very user friendly way to move around the Control Panel.
- **Classic view** (Fig. 55) which allows you to view the old style Control Panel from Window® 95, 98 and Me.

With the Control Panel you can add or remove software, adjust your display settings, alter sounds, add or remove printers, and much more.

### **How do I...**

#### **Change from Category view to Classic view?**

1. Click the **Start** button then **Control Panel**.
2. Now click **Switch to Classic View** in the menu on the left.
3. Control Panel will now change to Classic View.
4. To return to Category View click **Switch to Category View**, again in the menu on the left.

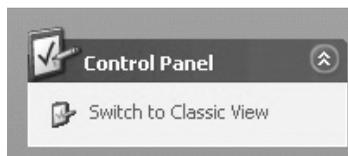


Fig. 53 Switching to Classic View

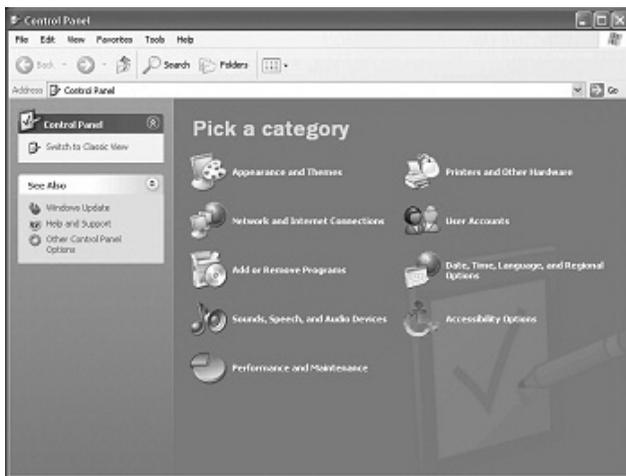


Fig. 54 Category View

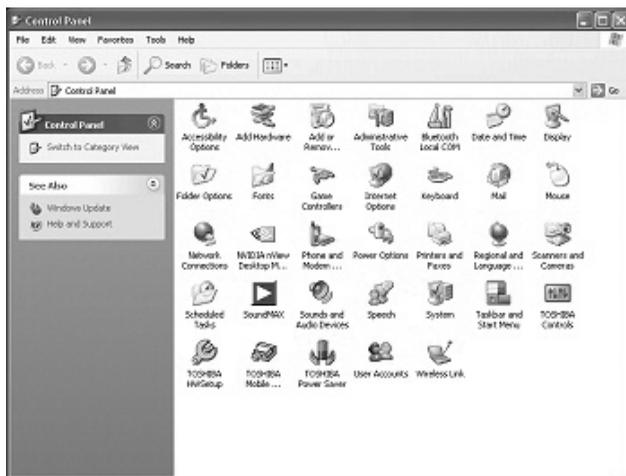


Fig. 55 Classic View

## *Changing the date and time*

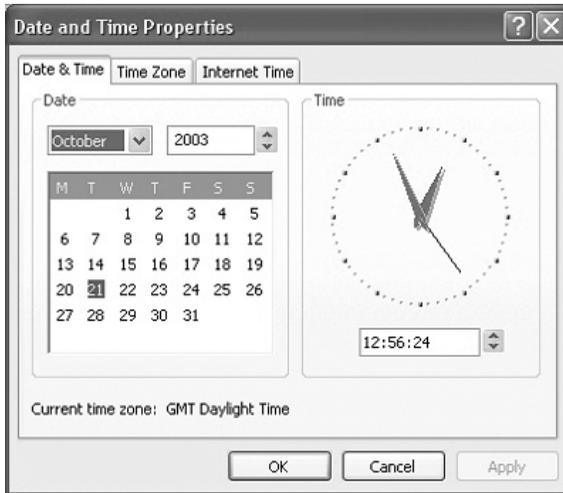


Fig. 56 Date and Time

There may be times when you need to change the date or time within Windows®. This is very easy to do:

1. Double-click the clock in the bottom right of your screen.
2. **Date and Time Properties** are now displayed on your screen.
3. Make your adjustments to the date and/or time.
4. Click **Apply** then **OK**.

## ***Accessibility options***

Windows® XP includes a number of accessibility options which change the way that Windows® and your keyboard and mouse work. These are tailored to users with physical disabilities to help them make the most from their computer. Accessibility Options are in the **Control Panel**.

Accessibility options include:

**StickyKeys:** this option allows you to press the CTRL, ALT, DEL key combination one key at a time, rather than all together. It also allows you to press the Windows key then any other keys to access required functions.

**Filterkeys:** by turning this option on, Windows® will ignore brief or repeated keystrokes, or a slow repeat rate when typing.

**Toggle Keys:** Windows® will play a sound when you press the CAPS, NUM, or SCROLL LOCK keys.

**SoundSentry:** Windows® will display visual alerts when a system sound is played, this is ideal for those who cannot hear well, or are deaf.

**ShowSounds:** similar to SoundSentry, this option will display text telling you what the sounds made by Windows® or a program means.

**High Contrast:** allows you to turn the Windows® display into a high contrast, easy to read display.

**MouseKeys:** allows you to turn the arrow keys on your keyboard into a mouse pad that moves the cursor around the screen.



## *Onscreen keyboard*



Fig. 57 The onscreen keyboard

The onscreen keyboard allows you to control text input and basic keyboard functions by using a mouse or other pointing device.

To access the keyboard press the **Start** button, then **All Programs > Accessories > Accessibility > Onscreen Keyboard**.

## *Magnifier*

Magnifier uses the top of your screen to show a magnified view of the area your mouse cursor is in. You can control the magnification level to find a setting that is most comfortable for you.

To access the Magnifier press the **Start** button, then **All Programs > Accessories > Accessibility > Magnifier**.

## *Narrator*

Narrator makes Windows® XP verbally announce any actions you make, or describes what is on the screen at any given time. You are able to control the pitch, volume and speed of the computer's voice to make it easy for you to understand.

To access the Narrator press the **Start** button, then **All Programs > Accessories > Accessibility > Narrator**.



## ***Desktop Cleanup Wizard***

The Desktop Cleanup Wizard is a feature new to Windows® XP. Over time our desktops can become cluttered with shortcuts and program icons, leaving you nowhere to place new things.

Windows® XP will now monitor your Desktop and every 60 days will prompt you to remove items that are no longer used, or not used very often. This helps keep your Desktop more manageable while you work.

### **How do I...**

#### **Run the Desktop Cleanup Wizard manually?**

1. Right-click the Desktop and select **Properties**.
2. Click the **Desktop** tab and press the **Customize Desktop** button.
3. In the **Desktop Cleanup** area click **Clean Desktop Now**.

#### **Turn off the Desktop Cleanup Wizard?**

1. Right-click the Desktop and select **Properties**.
2. Click the **Desktop** tab and press the **Customize Desktop** button.
3. In the **Desktop Cleanup** area remove the tick in the box next to **Run Desktop Cleanup Wizard every 60 days**.

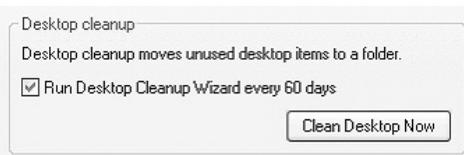


Fig. 58 Desktop Cleanup options

## ***User accounts and passwords***

Windows® XP is the first home operating system from Microsoft® which allows you the user to secure your computer with a password if you want to.

You can add as many users as you want to your Advent computer and each person can have their own password. This will allow them to control their own desktop and sound settings, but you can also prevent them making changes to Windows®, and even make your files private.

This is all set up through the **Users** icon in the **Control Panel** (covered later on).

The downside to having a secure password is that if you forget it, you may not be able to get back in easily. To prevent this from happening there are 2 things you can do:

- Create a password reset disk (we'll show you how later)
- Add a password hint to jog your memory should you forget it.

If you make sure that you do these 2 simple things for every user you won't run into any problems with passwords.



## How do I...

### Add a user to my computer?

1. Press the **Start** button then click **Control Panel**.
2. Now click **User Accounts**.
3. You can now pick a task: **Change an account, Create a new account, or Change my picture**.
4. Select **Create a new account** from the list.
5. First, you are asked to give the account a name, use the user's name for this.
6. Next, you need to decide what level of access the account will have. Choose **Computer Administrator** for full access, or **Limited**, which will prevent the user from making system changes and adding or deleting certain types of software (ideal for the kids).
7. Finally, click **Create Account**.

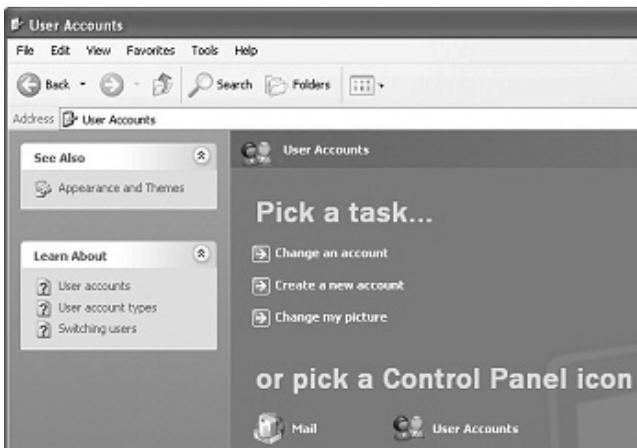


Fig. 59 The User Accounts Control Panel.

## Add a password to an account?

1. Press the **Start** button then click **Control Panel**.
2. Now click **User Accounts**.
3. Choose **Change an account** from the **Pick a task** list.
4. Select the account you want to add a password to.
5. You will now see a list of things you can change for the account. Select **Create a Password**.
6. Now type in your password and a hint that will help you remember it if you forget (Fig. 60 ).
7. Finally click **Create Password**.

### Create a password for Test's account

You are creating a password for Test. **If you do this, Test will lose all EFS-encrypted files, personal certificates, and stored passwords for Web sites or network resources.**

To avoid losing data in the future, ask Test to make a password reset floppy disk.

Type a new password:

Type the new password again to confirm:

If the password contains capital letters, they must be typed the same way every time.

Type a word or phrase to use as a password hint:

The password hint will be visible to everyone who uses this computer.

Fig. 60 Creating a password



### Create a password reset disk?

1. Log into the account you want to create a reset disk for (you need one for each account).
2. Take a blank floppy disk and label it "Password reset disk for ....." and put it into the floppy drive.
3. Go to **User Accounts** in **Control Panel**.
4. Click **Change an account** and select the account you are logged in to.
5. Under the **Related Tasks** menu on the left, click **Prevent a forgotten password**.
6. Follow the instructions in the Wizard to create your disk.
7. Keep your disk safe.

### Use a password reset disk?

1. If you type the wrong password in to the **Welcome** screen you will see a message "**Did you forget your password?**" when you see this click "**Use password reset disk**".
2. Insert your disk and click **Next**.
3. Select **3.5 inch floppy** and click **Next**.
4. You will be prompted to type a new password and hint.
5. Click **Finish** and your password will be reset to your new one.
6. You will be returned to the **Welcome** screen where you will need to type in your new password.

**Note:** once you have used your password reset disk you will need to make a new one using the instructions above.



**Troubleshooting  
and  
support**

# Section seven...



## ***System Restore***

System Restore is a handy tool included with Microsoft® Windows® XP. It allows you to turn the clock back when things go wrong and return your Advent computer to a date when it was working properly.

Windows® will make a restore point every 24 hours, or you can make your own. Some software will also make a restore point before installing.

Using System Restore is a quick and easy way to fix your Advent computer without the need to call a telephone support line.

### **What is restored?**

System Restore will return the following items to the state they were in when the restore point was created:

- The Registry
- Drivers
- Application files and settings
- User Profiles (note: if you created a new user after the restore point was made this will be lost).
- Any installed Windows® updates
- Other system files

### **What is not restored?**

There are a number of items not restored. These include:

- Any personal files, for example, pictures, documents, movies, music.
- User information in your user profile
- Certain types of printer drivers



## How do I...

### Restore my computer to an earlier time?

1. Press **Start > All Programs > Accessories > System Tools > System Restore**.
2. The System Restore program will open (Fig. 61 ). You will have 2 choices "**Create a Restore Point**", or "**Restore my computer to an earlier time**".
3. Select "**Restore my computer to an earlier time**" and press "**Next**".
4. You will now see a calendar (Fig. 62 ). Dates in bold mean that a System Restore point is available. Click on a date, then select the restore point from the list on the right then click **Next**.
5. Windows® XP will restart and restore your computer. Once the process is complete you will see a message telling you that the restore was successful.

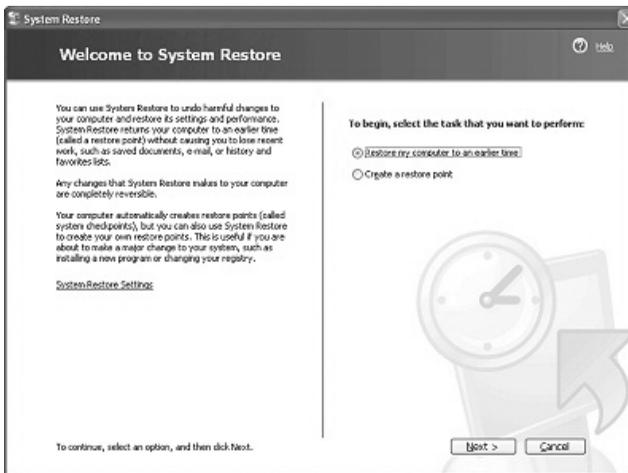


Fig. 61 The System Restore welcome screen

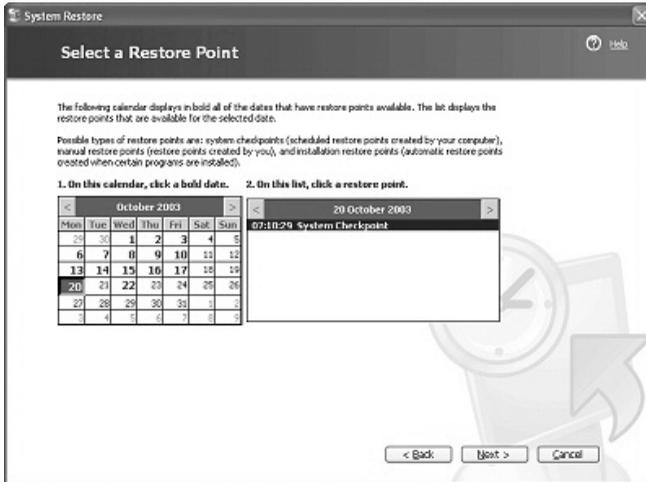


Fig. 62 Selecting your restore point

## Create a restore point?

1. Launch **System Restore** (see previous page).
2. Select "**Create a restore point**" from the Welcome screen and click **Next**.
3. Give your restore point a name (Fig. 63 ).
4. Click the **Create** button to finish the process and create your restore point.



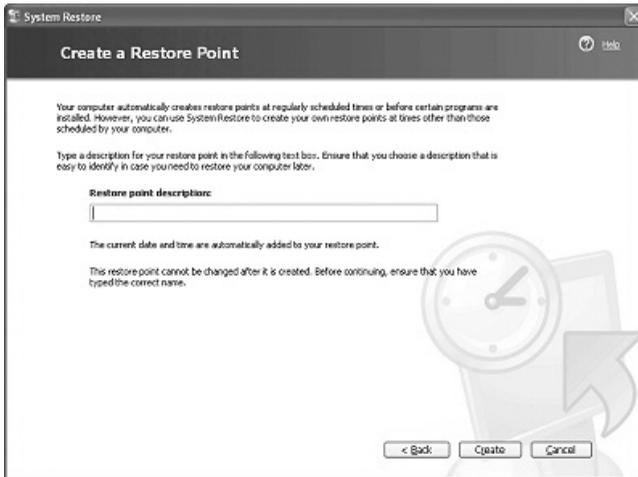


Fig. 63 Creating a restore point

## Undo a restore point?

1. Launch **System Restore**, you will see a third option "**Undo my last restoration**" from the list and click **Next**.
2. Confirm the date and time, save any open work, then click **Next**.
3. Your computer will restart and undo the **System Restore** you performed previously.

## ***Advent Help and Support Center***

Remember that the Advent Help and Support Center is always available when you need advice with a question or problem you have with Windows® XP or your computer.

You can access Help and Support by:

- Pressing the **F1** key while you are on the Desktop.
- Pressing **Start** then **Help and Support**.

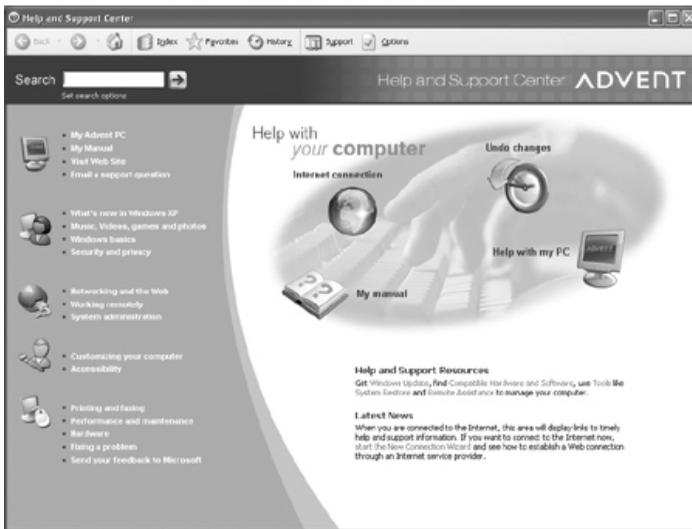


Fig. 64 The Advent Help and Support Center

## ***Troubleshooting***

### **My computer will not turn on**

- Check that the power cable is connected and the wall socket is turned on.
- Check the fuse in the plug.
- Try the cable in a different power socket.

### **There is no display on my monitor**

- Check the screen is connected to the VGA port on the rear of your computer.
- Does your computer have more than 1 VGA port? You may have it plugged into the wrong one.
- Check that the monitor is plugged in and receiving power (green LED on the front).

### **I can't hear any sound**

- Check that your speakers are connected to the green Line-in socket.
- Are your speakers turned on and receiving power?
- Check that the Windows® volume is not muted or turned down (double-click the speaker icon near the clock).
- Is the volume wheel on your speakers turned down?

### **I can't connect to the Internet**

- Check that the phone cable is connect to the modem and not the LAN port (they look very similar).
- Is the modem cable connected to your phone socket?
- If you use an extension try plugging the modem cable directly into the wall socket.
- Check that your Internet provider is not currently experiencing difficulties.



### **My keyboard or mouse are not working**

- Check that they are connected to the right socket on your Advent computer.
- Remove the cable and blow on the connector and socket to remove any dust.
- If your mouse has a ball, try cleaning the ball with a soft cloth. You will need to clean the rollers inside the mouse with a damp cotton bud.

### **My computer has stopped responding**

- Press the **CTRL**, **ALT** and **DEL** keys on your keyboard to open the Task Manager.
- On the **Applications** tab highlight the program that says "**Not responding**" and click the **End Task** button (you may need to do this a few times to get the program to close).

### **My screen looks bigger than usual and the colours are washed out**

- Right-click the Desktop and select **Properties**.
- Go to the **Settings** tab.
- Set the **Screen Resolution** to 800x600, or 1024x768 pixels.
- Set the **Colour Quality** to 16-bit, 24-bit, or 32 bit colour.
- Press **Apply** then **OK**.



**My hard drive light is on and constantly making churning noises.**

- Windows® XP is having to work hard to access the information you request. Try running the **Disk Defragmenter** to resolve the problem.

**When I try to install a game or program if it tells me that there is insufficient disk space.**

- Your hard drive is full. Try running the **Disk Cleanup Wizard** to free up more space.
- You can also use the **Add/Remove Programs** icon in the **Control Panel** to delete any old software or games.



## ***Re-installing device drivers & software***

If you are experiencing problems with a particular piece of software or hardware supplied with your Advent computer you can re-install them without the need to erase your hard drive and run a full System Recovery.

### **Drivers**

1. Click **Start > My Computer**.
2. Double-click the icon for the **Local Disk (C:)** drive.
3. Double-click the **Application** folder.
4. Locate the folder called **Driver** and double-click it.
5. Inside this folder you will see folders for each device you can re-install, for example, **Modem**.
6. Double-click the folder and look for an icon called **Setup.exe** or **Install.exe**.
7. Double-click the icon and follow any on-screen instructions to re-install the driver.

### **Software**

1. Click **Start > My Computer**.
2. Double-click the icon for the **Local Disk (C:)** drive.
3. Double-click the **Application** folder.
4. Locate the folder called **Tool** and double-click it.
5. Inside this folder you will see folders for each piece of software you can re-install, for example, **PowerDVD**.
6. Double-click the folder and look for an icon called **Setup.exe** or **Install.exe**.
7. Double-click the icon and follow any on-screen instructions to re-install the software.



## ***System Recovery***

### **Why re-install?**

There are several reasons that you may need or want to re-install your computer:

- Windows® XP may become irreparably damaged or corrupt
- Key hardware such as your motherboard may be changed during a repair
- You may simply want a clean start

We have made the process quick and painless.

### **Before you start...**

It is important to note that the reinstallation process can erase your hard drive and all the files stored on. Before you attempt any form of re-installation we recommend that you save anything important to a CD, DVD, or other external storage device—just to be safe!

### **What is re-installed?**

The recovery system takes between 15 and 20 minutes. It will reinstall:

- Microsoft® Windows® XP Home Edition
- Hardware device drivers for the original hardware
- Software supplied with your Advent computer

It will not reinstall any software, hardware, or peripherals that you have added to your computer. Please see the documentation supplied with these devices for more information.



## ***Running System Recovery from your Hard Drive***

The normal method of running System Recovery is from the hard drive. However, we also advise that you create a set of Recovery CDs as a backup—just in case you need them.

### **Important!**

- Please save all important files and documents to CD, DVD or other external device before you begin.
  - Due to the nature of the System Recovery process please do not use **FDISK** or any other disk partition / management software. Doing so will prevent the System Recovery software from working correctly.
1. Click **Start > All Programs > System Recovery > System Recovery**.
  2. You will now be asked if you have tried **System Restore**. If you have and it did not help, please click **Yes**.
  3. Your computer will now shut down and restart. After a few minutes the **System Recovery** menu will load. You should see the option:
    - **Non-Destructive System Recovery:** The System Recovery program, in this normal default mode of operation, recovers factory-shipped applications, drivers and the operating system without affecting any data files you may have created since purchasing this PC. Click on "**Next**" to continue.
  4. Click **Next** as instructed.
  5. You will be asked if you have run **System Restore** one last time—click **Yes**.
  6. System Recovery will now start and can take up to 20 minutes.
  7. When the recovery has finished, click **Restart**.



## ***Running System Recovery from CD / DVD***

If you are unable to use the main hard drive based System Recovery you will need to use the Recovery CDs you created using the Recovery CD Creator software.

*If you have installed a brand new hard drive please read the next page for how to use the CDs.*

### **Important!**

Please save all important files and documents to CD, DVD, or other external device before you begin.

1. Insert **Recovery CD 1** into the drive.
2. Now turn off your computer, leave it for a few seconds, then turn it back on.
3. You will see a message asking you to press **R**. Press the **R** key on your keyboard to load from the CD.
4. After a few minutes the System Recovery menu will load. You should see the option:
  - **Non-Destructive System Recovery:** The System Recovery program, in this normal default mode of operation, recovers factory-shipped applications, drivers and the operating system without affecting any data files you may have created since purchasing this PC. Click on "**Next**" to continue.
5. Click **Next** as instructed.
6. You will be asked if you have run **System Restore** one last time—click **Yes**.
7. System Recovery will now start and can take up to 20 minutes. Please change the discs when prompted.
8. When the recovery has finished, click **Restart**.



### ***Using your Recovery CDs with a brand new hard drive***

If you replace your existing hard drive with a new one, or if it is replaced during a repair please carry out the following steps.

1. Insert **CD 1** into your computer and restart.
2. You will see a message advising you that no user partition could found. It will then ask if you want to create one. Choose **OK**.
3. From here on the software will take over and re-create the hard drive recovery system. Follow any onscreen instructions.
4. Change the CD when prompted on the screen.
5. Once the process is complete you will be asked to remove the CD and restart your computer.

#### **Note**

Once you have used the System Recovery utility you will need to re-install any additional software and hardware that you may have added. Please refer to the documentation supplied with those products for further help.



## ***Recovery CD Creator***

Your Advent computer is supplied with a tool that allows you to create a set of **Recovery CDs**. You can use these to re-install the computer to its 'just out of the box' state should you need to. We advise that you do this before you start using your computer. Please use high-quality CD discs, label them, and store them in a safe place.

1. Click **Start > All Programs > System Recovery > Recovery Media Creator**.
2. When the **Welcome** screen is displayed, click the **Continue** button.
3. On the next screen you will be shown information about the creation process. Please read this and follow any instructions given to you. Click **Continue**.
4. Now click **Start Creation**. The software will tell you how many blank CD or DVD discs will be needed.
5. You will be asked to insert the first disc. Label this **Advent Recovery CD 1** and insert it into the recorder drive.
6. The software should continue automatically after a few seconds. If it doesn't, click the **OK** button.
7. When the first CD is finished you will be asked for the next one. Label this **Advent Recovery CD 2** and place it into the drive.
8. Continue this process until all the discs have been created. You will see a **Congratulations** screen, click **OK** to exit the program.
9. Now store your discs in a safe place.



## ***Getting further help***

### ***On the web***

**[www.pcservicecall.co.uk](http://www.pcservicecall.co.uk)**

Our website contains a wealth of support information on your PC. You will also find helpful advice on a large range of peripherals and software. The "How to" section will help you with looking after your PC, protecting against viruses, and show you how to get the most from your PC.



If you can't find what you are looking for you can use our email support service to contact one of our trained technicians.

### ***Over the phone***



You can obtain telephone advice 24 hours a day, 365 days a year by calling the following numbers.

**PC Repair Line**— 0870 901 3000 (BT national rate)  
Warranty help when your PC is broken and needs repairing.

**PC Helpline**— 0906 515 1180 (£1.50p per min. Max. 20 mins)  
'Pay as you go' support for peripherals, software and out of warranty customers. You must be 18 or over to call this line.

