

HX2000 20-inch Widescreen LCD Monitor

USERGUIDE



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CHAPTER 1

Using Your Gateway Flat-Panel

Monitor

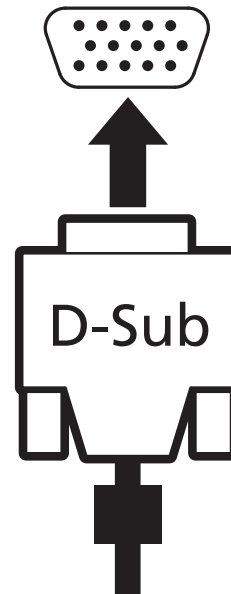
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Connecting the monitor

Connecting video inputs

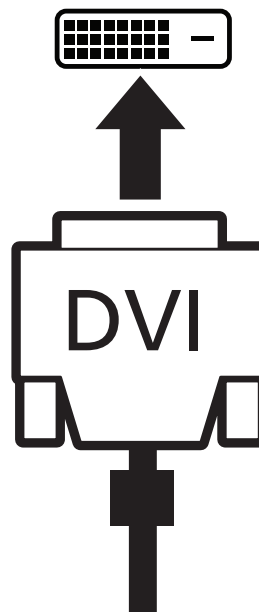
► **To connect video sources to your monitor:**

- 1 Position your computer and the monitor so you can reach the back of each.
- 2 Connect the blue VGA video cable to the blue VGA video connector under the back of the display.
- 3 Ensure your computer is turned off. Connect the other end of the VGA cable to the video port on the back of your computer.



- OR -

If your computer has a digital video connector (DVI), connect a DVI video cable to the white connector under the back of the display. (option)



Connecting audio input (option)

► **To connect audio source to your monitor:**

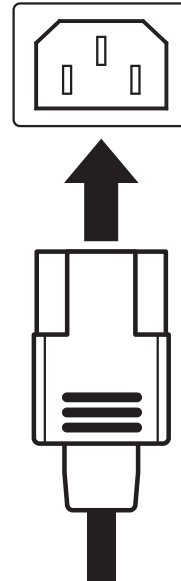
- 1 Position your computer and the monitor so you can reach the back of each.
- 2 Connect the audio cable to the audio connector under the back of the display.
- 3 Ensure your computer is turned off. Connect the other end of the audio cable to the audio port on the back of your computer.



Connecting the power

► **Connect the power:**

- 1 Position your monitor so you can reach the back, then connect the power cord to the power connector at the back of the monitor.



- 2 Plug the power cord into a correctly grounded power outlet. We recommend using a surge protector to protect your monitor from voltage spikes.
- 3 To make sure that the monitor's power is correctly connected, check the power icon above the power button. The power icon should be orange. If the power icon is not lit, power is not connected.

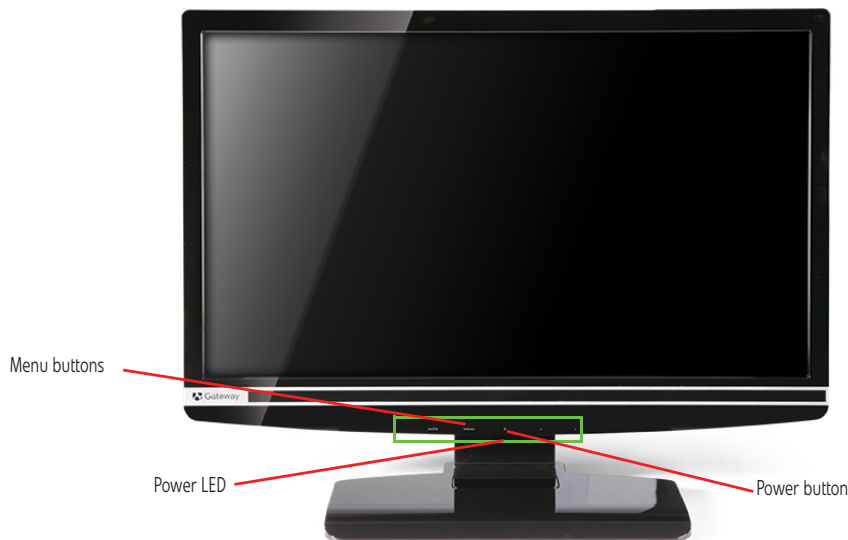
Connecting a security cable

You can secure your monitor to your computer desk (or to another heavy object) with a cable lock. To connect a cable lock, follow the cable lock's instructions to connect it to the Kensington lock slot at the back of your monitor (cable lock not included).



Basic front view

Your monitor has menu buttons to ensure ease of use.



Adjusting the angle

Ergonomic guidelines

The recommended screen positioning is based upon the following guidelines. These guidelines are based on available scientific literature and published standards.

Screen height

The recommended screen height for displays (except in special circumstances, such as for bifocal use) is that the top of the display should be set at or slightly below (about 1 inch or 25 mm) your eye level while you are sitting in a comfortable working posture. This guideline places the center of the screen at an ideal 15° to 20° viewing angle for most desktop displays. If the display has multiple users, the screen height should be easily adjustable to accommodate each user's height and preference.

Screen tilt

The screen should be tilted so your line of sight is perpendicular to the screen. This angle creates the most consistent viewing distance when scanning from the top of the screen to the bottom. You may need to adjust lighting to avoid screen glare when the screen is tilted upward.

Screen distance from user

The screen should first be placed at arm's length from the user, then adjusted back and forth to suit individual preference.

Starting the monitor

Using the OSD and menu buttons

This monitor features an onscreen display (OSD) and menu buttons that let you turn the monitor on and off, and adjust contrast, brightness, and other settings. For more information on menu buttons, see [“Using the Menu and quick key buttons” on page 6](#).

Turning on the monitor

► **To start the monitor:**

- 1 Press the power button below the monitor's power icon. The power LED on the front panel close to the power button changes from clear (off) to blue (on).



- 2 Turn on your computer. When your computer is running, the power icon above the power button should be blue. Allow about 10 seconds for the display image to appear. If the power LED is not blue or you do not see a display image, check the connections. For more troubleshooting information, see [“Troubleshooting” on page 11](#).
- 3 Adjust the tilt of the monitor for the best viewing angle.
- 4 After you see the Windows desktop, press the lit button on the front of your monitor to call out the menu, then press (Auto) to automatically adjust your display image to the ideal settings.
- 5 Use the onscreen display (OSD) to adjust other monitor settings. For more information, see [“Adjusting monitor settings” on page 6](#).

Adjusting monitor settings

Use the monitor controls (located on the monitor itself) and computer controls (accessible through Windows) to adjust the display image. For more information about computer controls, see [“Changing Windows screen settings” on page 8](#).

Using the Menu and quick key buttons

This monitor features an onscreen display (OSD) and menu buttons that let you adjust contrast, brightness, and other settings for the monitor. The monitor saves changes you make to the settings, even if you turn off the monitor. Your monitor has two menu levels, and the functionality of the buttons depends on the menu that is currently open:

- The Volume (<)/Theme mode (>) quick key lets you quickly change some of the most commonly accessed settings.
- The main menu lets you precisely adjust all levels of settings.

Using the Auto button

Press the **Auto** button to automatically configure the settings. If you are in the Settings menu, pressing the **Auto** button will return you to the previous menu.

Using the left/right arrow buttons

The **Left/Right** arrow keys access quick-key functions, and are used to select a setting in menus.

- You can press the **Left** arrow key to change the volume; or the **Right** key to select a pre-defined Theme setting.
- When you're in a menu, press the **Left** or **Right** arrow keys to highlight a menu item. Press **Auto** to return to the previous menu.

OSD Menu	Description
Auto	Automatically adjusts your monitor to its optimum settings (VGA input only).
Input menu	Select VGA, DVI as the input source.
Volume menu	Adjusts the volume output. (option)
Picture menu	<p>Brightness—Adjusts the amount of light in the darkest portion of the picture. Use the lowest brightness setting you are comfortable with to maximize the life of the monitor backlights. You may need to readjust brightness after the monitor warms up.</p> <p>Contrast—Adjusts the level of white between the lightest and darkest portions of an image.</p> <p>Gamma—Select High gamma levels compensates the screen to adjust to the current contrast setting. The low gamma levels increases overall display performance while increasing the grayscale contrast.</p> <p>Wide Mode—Sets video aspect ratios and scaling between Full and Aspect modes.</p>
Geometry menu (VGA input only)	<p>H Position—Moves the display image left and right. You can also press the Auto button to configure the vertical and horizontal position automatically.</p> <p>V Position—Moves the display image up and down. You can also press the Auto button to configure the vertical and horizontal position automatically.</p> <p>Clock—Minimizes any vertical bars or stripes visible on the screen background. The horizontal screen size will also change.</p> <p>Phase—Minimizes any horizontal distortion and clears or sharpens the displayed characters.</p>
Advanced menu	<p>Color—Customizes the color levels.</p> <p>Language—Changes the language of the OSD.</p> <p>Resolution reminder—To change your computer's resolution settings please refer to the information in the reminder menu. For information on changing your computer's display resolution, see "Changing Windows screen settings" on page 8.</p> <p>Information—Displays current screen resolution and input source for the main display.</p>
Reset	Resets all values to the factory settings.

Changing Windows screen settings

Adjusting the color depth and screen area are two of the most basic display settings you may need to change. You can also adjust settings such as the screen background and screen saver.

Changing color depth and screen resolution

Color depth and screen resolution are two of the most basic monitor settings you may need to change to suit your needs.

Color depth is the number of colors your computer uses to display images on your monitor. Most images look best displayed with the maximum number of colors available. If the color in your images seems “false” or “jumpy,” especially after you have played a game or run a video-intensive program, check the color depth setting and return it to the highest color setting, if necessary.

Screen resolution is the number of pixels (individual colored dots) your computer uses to display images on your monitor. The higher the resolution, the more information and screen components (such as icons and menu bars) can be displayed on the monitor.



Help

For more information about adjusting the screen, click **Start**, then click **Help and Support**. Type **adjusting monitor settings** in the **Search Help** box, then press ENTER.

► To change the color depth or screen resolution:

- 1 Click **Ⓜ (Start)**, **Control Panel**, then under **Appearance and Personalization**, click **Adjust Screen Resolution**. The *Display Settings* dialog box opens.
- 2 To change the color depth, click the Colors list, then click the color depth you want.
 - **Low (8-bit)** = 256 colors
 - **Medium (16-bit)** = 65,500 colors
 - **Highest (32-bit)** = 16,700,000 colors
- 3 To change the screen resolution, drag the **Resolution** slider to the size you prefer.
- 4 Click **Apply**. If the new settings do not look right, click **No**. If the new settings make the screen illegible and you cannot click **No**, the settings return to their previous values after several seconds.
- 5 Click **OK**, then click **Yes** to save your changes.

Video modes

Your monitor supports several video modes. If you do not use the best mode for the monitor, the display image may look slightly "fuzzy."

Mode	Resolution (active dot)	Horizontal frequency (kHz)	Vertical frequency (Hz)
1	640x480	31.469	59.941
2	640x480	37.861	72.809
3	640x480	37.500	75.000
4	640x480	35	66.66
5	720x400	31.469	70.087
6	800x600	35.156	56.250
7	800x600	37.879	60.317
8	800x600	48.077	72.188
9	800x600	46.875	75.000
10	832x624	49.722	74.55
11	1024x768	48.363	60.004
12	1024x768	56.476	70.069
13	1024x768	60.023	75.029
14	1152x870	68.681	75.062
15	1152x864	67.5	75
16	1280x720	44.955	59.940
17	1280x800	49.702	59.810
18	1600x900	55.990	59.946

Power management

Energy declaration



ENERGY STAR®

Acer's ENERGY STAR qualified products save you money by reducing energy costs and helps protect the environment without sacrificing features or performance. Acer is proud to offer our customers products with the ENERGY STAR mark.

What is ENERGY STAR?

Products that are ENERGY STAR qualified use less energy and prevent greenhouse gas emissions by meeting strict energy efficiency guidelines set by the U.S. Environmental Protection Agency. Acer is committed to offer products and services worldwide that help customers save money, conserve energy and improve the quality of our environment. The more energy we can save through energy efficiency, the more we reduce greenhouse gases and the risks of climate change. More information refers to <http://www.energystar.gov> or <http://www.energystar.gov/powermanagement>

Acer ENERGY STAR qualified products:

- Produce less heat and reduce cooling loads, and warmer climates.
- Automatically go into "display sleep" and "computer sleep" mode after 15 and 30 minute of inactivity respectively.
- Wake the monitor when it is in Active Off mode, move the mouse or press any keyboard key.
- Computers will save more than 80% energy at "sleep" mode.

ENERGY STAR and the ENERGY STAR mark are registered U.S. marks

When connected to a computer that supports the VESA Display Power Management Signaling (DPMS) Protocol, the monitor can conserve significant energy by reducing power consumption during periods of non-use. When your computer goes into the energy saving mode, the monitor will then enter the Active Off mode (sleep). In the Active Off mode the Power LED will still show orange.

To "wake" the monitor when it is in Standby/Active Off mode, move the mouse or press any keyboard key.

You can change the monitor's power management settings using the Windows Control Panel.

► To access the monitor's power management options:

- 1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.
- 2 Click/Double-click **Power Options**. The *Power Options Properties* dialog box opens.
- 3 Click **Turn off monitor** to open the list of values for this setting, then click the amount of time you want to wait for the monitor to change to Standby mode.
- 4 Click **OK**. Your settings are saved, and the dialog box closes.

Maintenance

To keep the monitor in optimal working order:

- Do not block the ventilation holes.
- Do not expose the monitor to rain or use near water.
- Keep the monitor away from radiators or heat vents.
- Keep the monitor out of direct sunlight.



Caution

Do not use any type of abrasive pad or glass cleaner. You will permanently scratch the screen.

- To clean the monitor, use a soft cloth slightly moistened with water only. Wipe the cabinet, screen, and controls.

Troubleshooting



Important

Make sure that the monitor has warmed up for approximately 30 minutes before making any judgments about the picture quality.

If you have problems with the monitor, the information in this troubleshooting section may help you solve them.

No power

Make sure that the power cord is connected correctly to both the back of the monitor and the wall outlet. For more information about connecting the power cord, see [“Connecting the monitor” on page 2](#).

No picture

- Press **(Menu)**, then **(Input)** to make sure that you have selected the correct video source.
- Make sure that the power cord is connected correctly to both the back of the monitor and the wall outlet. For more information about connecting the power cord, see [“Connecting the monitor” on page 2](#).
- Make sure that the video cable is connected securely to the back of the monitor and computer. For more information about connecting the video cable, see [“Connecting the monitor” on page 2](#).
- Make sure that the monitor is turned on.
- If the power LED is orange:
 - Make sure that your computer is turned on.
 - Move the mouse or press any key on the keyboard to bring the monitor out of sleep mode.
 - Restart your computer with the monitor turned on.
 - Make sure that the video cable is not damaged.
 - Check the end of the video cable for any pins that might be bent or pushed in.
- Turn off the monitor and unplug the video cable from the back of your computer. Turn the monitor back on and wait for ten seconds. If the monitor is functioning correctly, a “No Signal” message appears. For more information about connecting the video cable, see [“Connecting the monitor” on page 2](#).

Display colors are wrong

- Press **(Auto)** to automatically adjust the display image to the ideal settings.
- Restart your computer with the monitor turned on.
- Make sure that the video cable is connected securely to the back of the monitor and your computer. For more information about connecting the video cable, see [“Connecting the monitor” on page 2](#).
- Make sure that the video cable is not damaged.
- Check the end of the video cable for any pins that might be bent or pushed in.

Picture has shadows or “ghosts”

- Press **(Auto)** to automatically adjust the display image to the ideal settings.
- Remove any extension cables or switchboxes.
- Make sure that the video cable is connected securely to the back of the monitor and your computer. For more information about connecting the video cable, see [“Connecting the monitor” on page 2](#).
- Make sure that the video cable is not damaged.
- Check the end of the video cable for any pins that might be bent or pushed in.
- Make sure that your monitor connection is using the VGA cable that came with your monitor.

Color is not uniform

- Press **(Auto)** to automatically adjust the display image to the ideal settings.
- Make sure that the monitor warms up for at least 30 minutes before making a final judgment about color uniformity or brightness.

Image is not sized or centered correctly

- Press **(Auto)** to automatically adjust the display image to the ideal settings.
- Use the position controls to adjust the image. For instructions on how to adjust the display image position, see [“Adjusting monitor settings” on page 6](#).

The monitor has pixels that are always dark or too bright

- This condition is normal and inherent in the TFT technology used in active-matrix LCD screens. Gateway’s inspection standards keep these to a minimum. If you feel these pixels are unacceptably numerous or dense on your display, contact Gateway Customer Care to identify whether a repair or replacement is justified based on the number of pixels affected.

FAQs

This section contains answers to frequently asked questions.

General

I have the monitor connected to my notebook’s VGA port and I see no image on the screen.

You have two options:

- If your notebook supports dual displays, you can use both your notebook’s display and this monitor in extended desktop multi-monitor mode. See Windows Help to learn how to enable multiple monitors.
- You can also use this monitor as your primary monitor and not use the notebook’s screen. Notebook computers typically have an FN key combination that lets you toggle between your notebook’s display and an externally attached display. On Gateway notebooks, this key combination is FN+F4. The F4 key is located along the top row of keys. See your notebook user guide for more information.

How To

Setup

Why does the image look stretched or fuzzy when I connect the monitor to my computer?

You must adjust the operating system's display settings to match the monitor's optimal (*native*) 1600× 900 setting. For information on adjusting settings in Windows Vista, see "[Changing color depth and screen resolution](#)" on page 8.

I do not see 1600 × 900 available in the Windows display control panel.

- Make sure that your video card can display at 1600 × 900 resolution.
- This may be caused by older video drivers on your computer. See the Gateway support Web site (support.gateway.com) for updated video drivers for your computer. You can also go directly to your video card's support Web site for the most up-to-date video drivers. The Web sites for the major video card manufacturers are:

ATI®: <http://ati.amd.com>

Intel®: <http://www.intel.com>

Nvidia®: <http://www.nvidia.com>

When I run my games, I do not see support for widescreen displays. What can I do?

Newer games are adding support for widescreen displays as the widescreen format becomes more popular. Check the game's Web site for updates. You can also consult the following Web site for specific settings and options to configure older games to support widescreen: <http://www.widescreengamingforum.com>.

Some adjustments may require you to make changes to the Windows System Registry. We recommend making a complete system backup before changing the System Registry.

Technical

Why do I see "noise" or "trash" on the screen?

When your display's digital capabilities exceed a digital broadcast signal, the signal is increased (*up-converted*) to match the display capabilities. Up-converting can cause "noise" or "trash." The signal on DVI-D is HDCP encoded. Stop and restart the source to allow renegotiation.

What is HDCP and how do I troubleshoot it?

High-bandwidth Digital Content Protection (HDCP) is a specification developed by the Intel® Corporation to protect digital entertainment content that uses a digital visual interface (DVI).

HDCP encrypts the transmission of digital content (signal) between the video source (computer, DVD player, or set-top box) and the digital display (monitor, digital television/DTV, or projector). HDCP is not designed to prevent copying or recording of digital content, but only to protect the integrity of the content as transmitted.

How does HDCP work?

Implementation of HDCP requires a license obtainable from the Digital Content Protection, LLC, which then issues a set of unique secret device keys to all authorized devices. During authentication, the receiving device only accepts content after it acknowledges the keys. To further prevent stealing of the data or line tapping, the transmitter and receiver generate a shared secret value that is constantly checked throughout the transmission. After authentication is established, the transmitter encrypts the data and sends it to the receiver for decryption.

What happens if I lose signal to the display while watching a movie on a HDCP-equipped component?

The component must be restarted to establish renegotiation.

For example, while watching a movie on a HDCP-enabled DVD player, you change the receiving device (DTV, monitor, or projector) input to watch broadcast TV, then change the input back to watch the DVD movie. However, you are unable to watch the movie. This is because when the input was changed, the receiver lost the HDCP signal. Restart the HDCP-enabled DVD player to allow renegotiation.

What is the cause if a movie starts and then slowly fades to static?

The receiving device is not HDCP compatible or it is not negotiating correctly. Restart the video source and re-plug all video cables from the source to the TV.

How do I know if a component is HDCP compliant?

If the video source device does not have a DVI or HDMI connection, it is not HDCP compliant.

APPENDIX A

Safety, Regulatory, and Legal Information

- Important safety information
- Environmental information
- Regulatory compliance statements
- Notices

Important safety information



Warning

Always follow these instructions to help guard against personal injury and damage to your Gateway product.



Warning

Do not use Gateway products in areas classified as hazardous locations. Such areas include patient care areas of medical and dental facilities, oxygen-laden environments, or industrial facilities.

Your Gateway product is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this product, it is important that the safety instructions marked on the product and in the documentation are followed.

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.
- The product should only be operated from the type of power source indicated on the rating label.
- If your product has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the monitor case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the monitor ventilation openings.
- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will only fit into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

Care during use



Warning

To prevent electric shock, never remove the cover. No user serviceable parts inside. Refer servicing to qualified service personnel.

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the system. The best way to avoid spills is to avoid eating and drinking near your system.
- Do not expose the monitor to rain or use near water. If the monitor does get exposed to moisture, unplug it and allow it to dry for 24 hours. Call Gateway Customer Care for advice on whether the monitor is safe to turn back on.
- When the monitor is turned off, a small amount of electrical current still flows through the monitor. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the system.
- Unplug the system from the wall outlet and refer servicing to qualified personnel if:
 - The power cord or plug is damaged.
 - Liquid has been spilled into the system.
 - The system does not operate properly when the operating instructions are followed.
 - The system was dropped or the cabinet is damaged.
 - The system performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Environmental information

Recycling



Mercury Warning

Lamp(s) inside this product contain mercury and must be recycled or disposed of according to local, state, or federal laws.

The product you have purchased contains extracted natural resources that have been used in the manufacturing process. This product may contain substances known to be hazardous to the environment or to human health.

To prevent releases of harmful substances into the environment and to maximize the use of our natural resources, Gateway provides the following information on how you can responsibly recycle or reuse most of the materials in your "end of life" product.

Waste Electrical and Electronic Equipment (commonly known as WEEE) should never be disposed of in the municipal waste stream (residential garbage collection). The "Crossed-Out Waste Bin" label affixed to this product is your reminder to dispose of your "end of life" product properly.



Substances such as glass, plastics, and certain chemical compounds are highly recoverable, recyclable, and reusable. You can do your part for the environment by following these simple steps:

- When your electrical or electronic equipment is no longer useful to you, "take it back" to your local or regional waste collection administration for recycling.
- In some cases, your "end of life" product may be "traded in" for credit towards the purchase of new Gateway equipment. Call Gateway to see if this program is available in your area.
- If you need further assistance in recycling, reusing, or trading in your "end of life" product, you may contact us at the Customer Care number listed in your product's user guide and we will be glad to help you with your effort.

Finally, we suggest that you practice other environmentally friendly actions by understanding and using the energy-saving features of this product (where applicable), recycling the inner and outer packaging (including shipping containers) this product was delivered in, and by disposing of or recycling used batteries properly.

With your help, we can reduce the amount of natural resources needed to produce electrical and electronic equipment, minimize the use of landfills for the disposal of "end of life" products, and generally improve our quality of life by ensuring that potentially hazardous substances are not released into the environment and are disposed of properly.

For additional recycling information specific to your area, please go to <http://www.acer-group.com/public/Sustainability/sustainability01.htm>
<http://www.acer-group.com/public/Sustainability/sustainability04.htm>

Regulatory compliance statements

United States of America

Federal Communications Commission (FCC) Unintentional emitter per FCC Part 15

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

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

Compliance Accessories: The accessories associated with this equipment are: shielded video cable. These accessories are required to be used in order to ensure compliance with FCC rules.

FCC declaration of conformity



Caution

Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.



California Proposition 65 Warning

This product contains chemicals, including lead, known to the State of California to cause cancer, birth defects or reproductive harm.

Responsible party:

Gateway, Inc.
7565 Irvine Center Drive
Irvine, CA 92618 USA

This device complies with Part 15 of the FCC Rules. Operation of this device is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Canada

Industry Canada (IC) Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Notices

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Irvine, CA 92618 USA
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