



User's Guide

350 Series

Semi-Rugged Tablet PC

Preface

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Chapter 01

Before you Start

CONVENTIONS OF THIS MANUAL

This manual is intended to help you get the most from your new **350 Series** Semi-Rugged Tablet Personal Computer.

- If you are an experienced user of computers and / or Microsoft's Windows operating systems, you might find it useful to read the Getting Started Guide that is included in your package.
- If you are a less experienced user, we recommend that you read through this manual carefully before using your system.

Whether or not you are an experienced user, you should refer to the Troubleshooting chapter if you encounter any problems with **350**.

SAFETY PRECAUTIONS

This section is designed to assist you in identifying potentially unsafe conditions while working with this product. Required safety features have been installed in the computer to protect you from injury.

However, you should use good judgment to identify potential safety hazards:

1. Please read these safety instructions carefully.
2. Please keep this User's Guide for later reference.
3. Please disconnect this equipment from AC outlet before cleaning. Don't use liquid or sprayed detergent for cleaning. Use moisture sheet or cloth for cleaning.
4. For pluggable equipment, that the socket-outlet shall be installed near the equipment and shall be easily accessible.
5. Please keep this equipment from excessive humidity.
6. Handle with care. A drop or fall could cause damage.
7. Make sure to use the right voltage for the power source when connecting the equipment to the power outlet.
8. Place the power cord in such a way that people can not step on it. Do not place anything on top of the power cord.
9. All cautions and warnings on the equipment should be noted.
10. If the equipment is not use for a long time, disconnect the equipment from the main power outlet to avoid being damaged by transient over voltage.
11. Never pour any liquid into the opening, this could cause fire or electrical shock.
12. Never open the equipment. For safety reasons, the equipment should only be opened by a qualified service personnel.

-
- 13.** If any of the following situations arise, have the equipment checked by a service personnel:
- a.** The Power cord or plug is damaged.
 - b.** Liquid has penetrated into the equipment.
 - c.** The equipment has been exposed to moisture.
 - d.** The equipment has not worked well or you cannot get it working according to the user's guide.
 - e.** The equipment has dropped and is damaged.
 - f.** If the equipment has obvious signs of breakage.
- 14.** Do not leave this equipment in an environment unconditioned, storage temperature above 60°C (140°F), it may damage the equipment.
- 15.** The unit can be operated at a maximum ambient temperature of 35° C (95° F).
- 16.** The sound pressure level at the operators position according to IEC 704-1 : 1982 is equal or less than 70 dB(A).
- 17.** Power Cord Requirements
- The power cord set used with the AC adapter must meet the requirements of the country where you use the AC adapter, whether it is 100-120 or 200-240 Vac. The following information explains the requirements for power cord set selection.
- The cord set must be approved for the country in which it is used.
 - The appliance coupler must have a configuration for mating with a CEE22/EN6032/IEC 320 appliance inlet.
- A. For U.S. and Canada:**
- The cord set must be UL Listed and CSA Certified.
 - The minimum specifications for the flexible cord are No. 18 AWG.
- 18.** When using the unit in conjunction with telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons. These precautions includes the following:
- Do not use this product near water, for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
 - Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
 - Do not use the telephone to report a gas leak in the vicinity of the leak.
 - Use only the power cord indicated in this manual.
- 19.** Do not use the AC adapter near open water or other liquids. Never spill liquid into the AC adapter.
-

-
20. Laser Warning: Laser Class I Product Caution - Invisible laser radiation when open avoid exposure to beam.
 21. Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions or in accordance with local law. Never remove the battery pack while the power is on as this may result in data loss when the system loses power.
 22. The input receptacle is used as the main disconnecting device.

THINGS YOU MUST REMEMBER BEFORE WORKING ON YOUR COMPUTER

LET YOUR COMPUTER ACCLIMATE ITSELF

Your computer can easily stand temperature extremes but it doesn't like rapid changes in temperature, like going from the cold outdoors to a warm office. Rapid changes in temperature can cause water droplets to condense inside your case, threatening to damage the electronic parts inside.

After receiving your computer when it's hot or cold outside, try not to power up the computer immediately, let the computer adjust to the room temperature gradually at least for three to four hours.



If your system arrives in cold weather, do not apply power to the computer until it has been allowed to warm to room temperature.

HEAT, COLD, HUMIDITY, AND GLARE

Find a suitable place for your computer that's not too hot, too cold, too dark, or too bright. Glare can make it hard to read the screen.

- This computer's components can be damaged or destroyed if over heated, so try to allow plenty of room for air to circulate around the case.
- Do not block the ventilation opening.
- Do not place your computer in direct sunlight.

SUITABLE PLACE TO WORK

Your computer will run well wherever you're comfortable but extremes of temperature and humidity can be challenging to your system's parts. There are some things you can tolerate that the computer can't – things like static electricity, dust, water, steam and oil. In case you decide to pull over for roadside computing, try to choose a clean, comfortable work area for your system.

The included battery pack will provide the necessary power when you are traveling. If you are running your system for the first time on battery power, remove the battery from the package, install it into the system (the battery should already be preinstalled in the unit when it arrives from the dealer) and recharge the battery to fully prepare for service.

Chapter 02

Introduction

WELCOME

Congratulations on purchasing your new **350 Series Semi-Rugged Tablet PC**. Your computer features some of the latest advances in mobile computing technology.

POWERING UP THE 350 Tablet PC

On the top of the **350**, locate the power button and press it for a few seconds to power up the system.



FRONT SIDE FEATURES



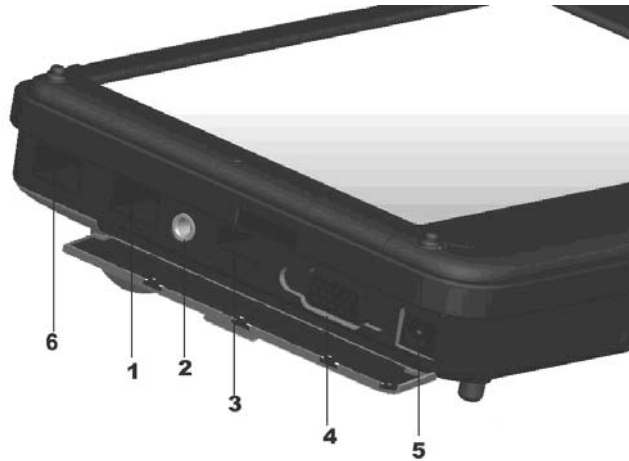
1. *Camera (option 1)*
2. *Function Key 1*
3. *POWER LED Indicator*
4. *Function Key 2*
5. *Five-way Track Point*
6. *Battery Charge LED Indicator*
7. *Function Key 3*
8. *WIFI LED Indicator*
9. *Function Key 4*
10. *Fingerprint*
11. *Internal MIC*

RIGHT SIDE FEATURES



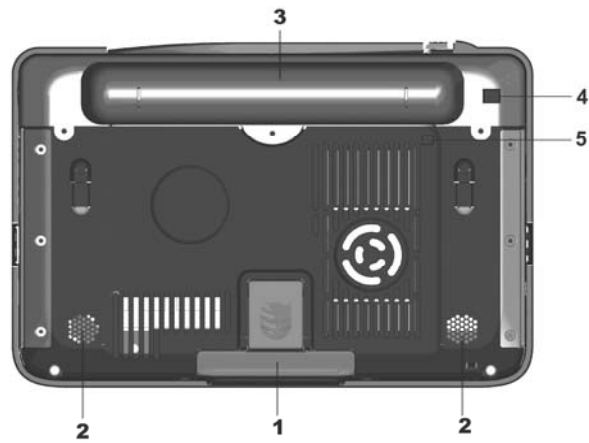
1. *Power Button*
2. *SD card slot*
3. *PCMCIA Slot*
4. *USB Port*

LEFT SIDE FEATURES



1. LAN port
2. Earphone Jack
3. USB port
4. VGA port (D-Sub 15 pins)
5. DC-In Power Jack
6. Mini USB port (option)

THE BACK SIDE FEATURES



1. Kick Stand
2. Speakers
3. Battery
4. Mini USB port
5. GPS-antenna (option)
6. Camera (option 2)

Attention the Camera function works on either option 1 or option 2 location.

THE BOTTOM SIDE FEATURES



1. *Docking Cradle Connector Port*




FIVE WAY TRACK POINT



This panel consists of the Track Point
When you press the Track Point down ▼, you
will Enter the subject.

STATUS DISPLAY

The icons that appear below each of the individual system LED displays indicate the present status of the computer.

Icon	Keys	LED Status	Remarks
	Power	Blue	Press this button once to power on or enter the suspend/resume mode (blinking LED).
		Off	Press this button for more than 4 seconds to power off the system.
	Battery	Green	Battery capacity 10~95%
		Red Blinking	Low battery capacity (less than 10%)
		Red	Dead Battery
		Amber	Battery charging
	Wireless	Blue	Wireless Networking is Enabled

Chapter 03

Getting Started

CONNECTING TO AN EXTERNAL POWER SOURCE

CONNECTING THE AC ADAPTER

A universal AC adapter is provided to supply your computer with power and also to charge the computer's battery pack. The adapter's AC input can range anywhere from 100V to 240V, covering the standard voltages available in almost every country. The power cord (Option) for the AC adapter requires a three-hole grounded AC outlet. To connect the computer to an external power source:



Do not use inferior extension cords as this may result in damage to your computer. The computer comes with its own AC adapter. Do not use a different adapter to power or charge the computer.

Whenever possible, keep the AC adapter plugged into the computer and an electrical outlet to recharge the battery.



Never turn off or reset your computer while the hard disk is in use; doing so can result in loss or destruction of your data. Always wait at least 15 seconds after turning off your computer before turning it back on; turning the power on and off in rapid succession can damage the computer's electrical circuitry.

TURNING ON YOUR COMPUTER

Turn on your computer by pressing the power button. Hold the button down for a second or two and release. The Power-On Self Test (POST) runs automatically.

After the POST is completed, the computer reads the operating system from the hard disk drive or CF Card into computer memory (this is commonly referred to as “booting” a computer). If your OS (Operating System such as Windows 7.... etc) is installed, it should start automatically.

To turn the computer off, save your work and close all opening applications, click on Windows logo at left-bottom corner, and select **Shut down**. Alternatively, you can press and hold the power button for 4-6 seconds.

OPERATING ON BATTERY POWER

Your computer comes with a rechargeable battery pack that lets you operate the computer without an external power source. When the battery pack is fully charged, you can operate the computer under the following conditions:

- The battery pack initially has a full charge.
- No peripheral devices are installed.



Only use batteries that are approved by an authorized dealer. All batteries are not the same and therefore should not be treated as such. Using the wrong battery could cause serious damage to your computer and yourself through toxic emissions.

Charging the Battery Pack

The installed battery pack charges automatically anytime the computer is connected to the AC adapter and an external power source. It is a good idea to occasionally discharge the battery pack fully to preserve its operating performance.

Chapter 04

Using the Computer

THE TRACK POINT

The Track Point is a round, electronic control pad located to the right of the LCD panel. You can use it in combination with the buttons on the left to simulate the functionality of a standard mouse.



Track Point Precautions

The Stick Pointer is a pressure sensitive device. Please take note of the following precautions.

- ❑ Make sure the Track Point does not come into contact with dirt, liquids or grease.
- ❑ Do not touch the Track Point if your fingers are dirty.
- ❑ Do not rest heavy objects on the Track Point or the Stick Pointer buttons.

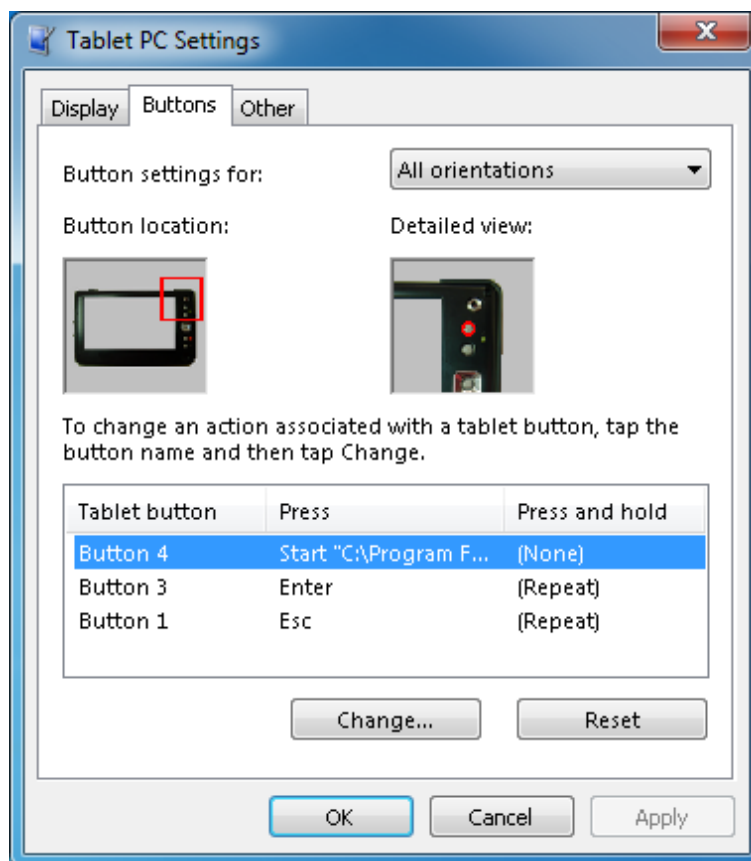
You can use the Track Point with Microsoft Windows as well as other non-Windows applications.

FUNCTION KEYS

Tablet PC Settings in Control Panel enables users to map the different buttons to different actions, and you can program the keyboard shortcuts on your **350**.

It includes a **Buttons** tab, which shows the various button mappings for each screen orientation and contains images that show where specific buttons are located on **350** from a distance and in detail.

Users can use the **Buttons** tab to choose keyboard shortcuts by name, assign them to various functions, and specify the screen orientation when those assignments are active.



The **Buttons** tab shows a generic Tablet PC. When you select a button name from the Tablet button list box, the **Button location** and **Detailed view** images display the corresponding images.

POWER SAVING MODES

This section contains information on the computer's power system, including the AC Adapter, the battery pack, recharging the battery, and tips for conserving battery power.

The power system is comprised of two parts, the AC Adapter and the battery pack. The AC Adapter converts AC power from a wall outlet to the DC power required by the computer.

THE BATTERY PACK

Before using the computer on battery power for the first time, check the battery status icon in the Windows System Tray to make sure the battery is fully charged.

See "Battery Status" later in this section for a description and explanation of the Windows' Battery Status icon. The battery takes about 4 hours to reach a full charge when the system is in a powered off state. Whenever possible, always charge the battery completely.

Battery Status

Windows 7 has an applet in the Control Panel that will display an icon in the Windows taskbar indicating when the computer is running on battery power or is attached to the AC adapter.

This applet also indicates how many percent of power is remaining in the battery.

Battery Low Warning

When the battery initially reaches the "Battery Low" state, approximately 10 ~ 15 minutes of the usable battery life is left.

You will see the Battery LED Indicator change to red blinking to alert you the "Battery Low" status.

Your battery now has 1 ~ 2 minutes of battery charge remaining. You must save your data or connect AC power immediately; otherwise, you may lose your data.

When there is only one minute of battery charge remaining, the computer will suspend to the HDD and power off. You should connect AC power and resume your work.

Small Battery for the Real Time Clock

There is a small built-in battery pack that supplies power to the system in order to maintain certain system information while the power is off. If the computer is left without a power source for long period of time, this battery will be exhausted and system information will be lost.

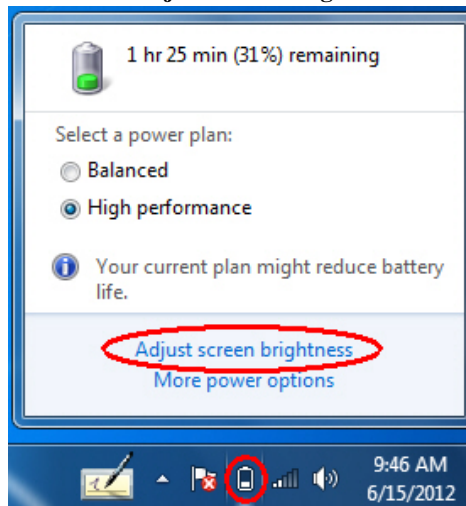


One may expose to danger if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. Never remove the battery pack while the power is on as this may result in data loss when the system loses power.

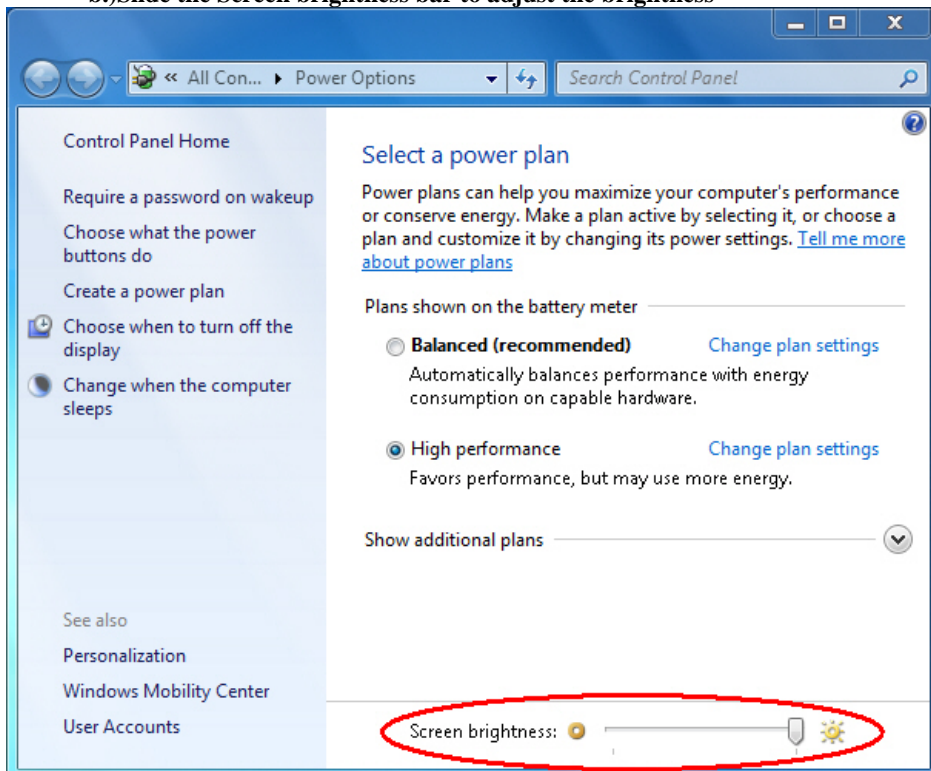
ADJUSTING THE BRIGHTNESS

To adjust the brightness of the LCD screen, use the brightness adjustment option in Power icon on the Taskbar as following,

a.) Click Power icon → Adjust screen brightness



b.) Slide the Screen brightness bar to adjust the brightness



USING THE STYLUS

You can use the stylus to generate, to select items, and to navigate through programs on the **350**.

- Hold the stylus as if you were writing with a standard pen.
- The stylus interacts with the computer whenever its **tip** touches the screen.

Programs that support handwriting recognition allow you to write characters directly on the screen with the stylus. The stylus can also be used for drawing.



The stylus is a delicate, high-quality instrument that can be damaged if used improperly. Rules to follow to protect your stylus:

- Don't gesture with the stylus, use it as a pointer, or tap it on surfaces other than the **350** screen.
- Don't try to store the stylus with the tip down (as you would normally do with a pen) that it might distort the internal mechanism. To avoid any damage to the stylus, store it only in the stylus holder when you are not using it.

USING THE TOUCH KEYBOARD & WRITING PADS

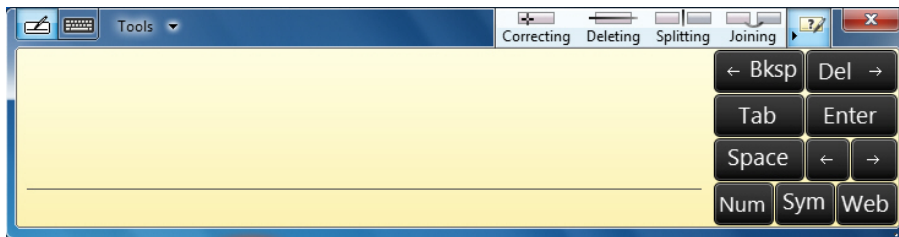
(OS is the Microsoft Windows 7 Professional)

Press the “Keyboard” icon next to the Windows Taskbar to display the on-screen keyboard and writing pads. These input tools allow you to type characters without a real keyboard.



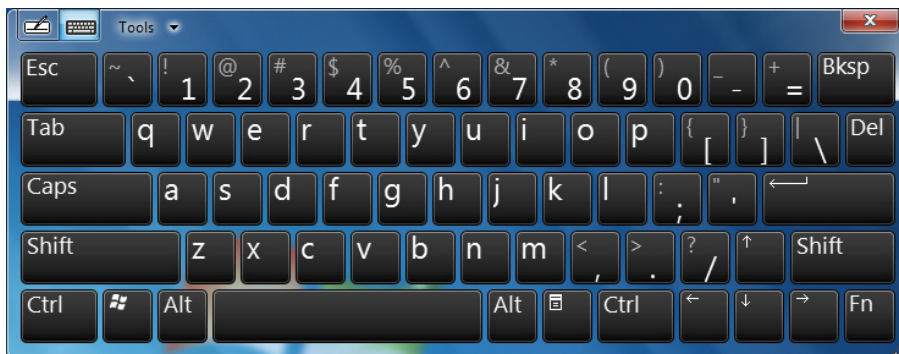
WRITING PAD

This pad allows you to enter text on a word-by-word basis. You write on the lines in the writing pad much the same way you would write on a lined piece of paper.



TOUCH KEYBOARD

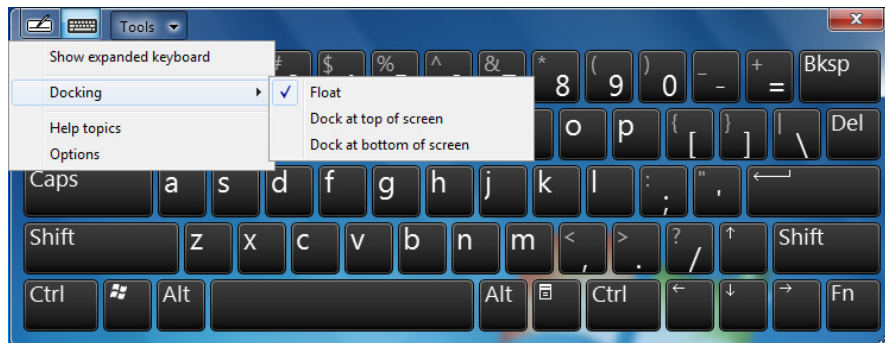
Use it the same way that you would use a standard keyboard. By tapping on the individual keys with the stylus, text and symbols can be entered as well as Function Keys and menu short cuts.



Click “Tools” and select “show expanded keyboard” to display additional keys. Press “Fn” to bring up the Function keypad.



Click “Docking” to display the option menu that you can use to adjust where the on-screen keyboard will appear on the screen.



Float

Undock the on-screen keyboard.

Dock at top of screen

Let the on-screen keyboard to appear at the top of the screen.

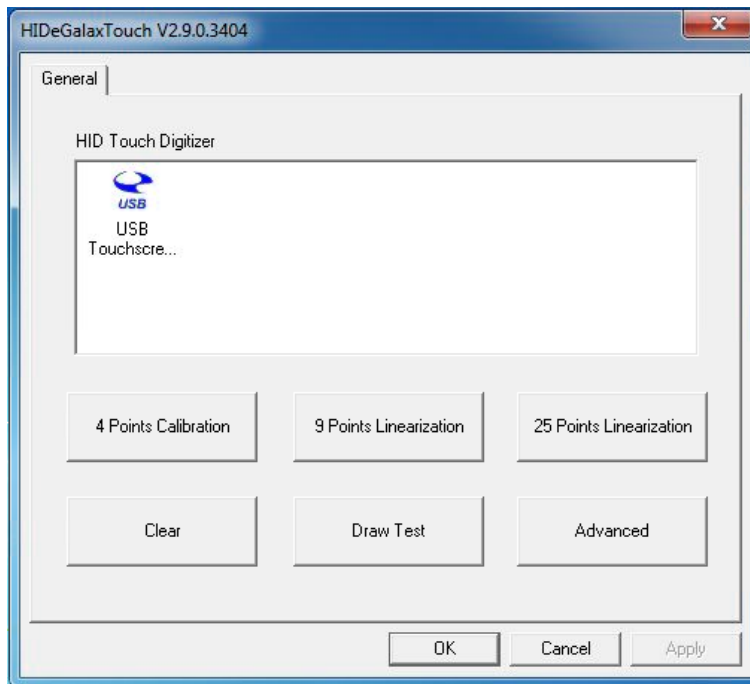
Dock at bottom of screen

Let the on-screen keyboard to appear at the bottom of the screen.

TOUCHSCREEN UTILITY

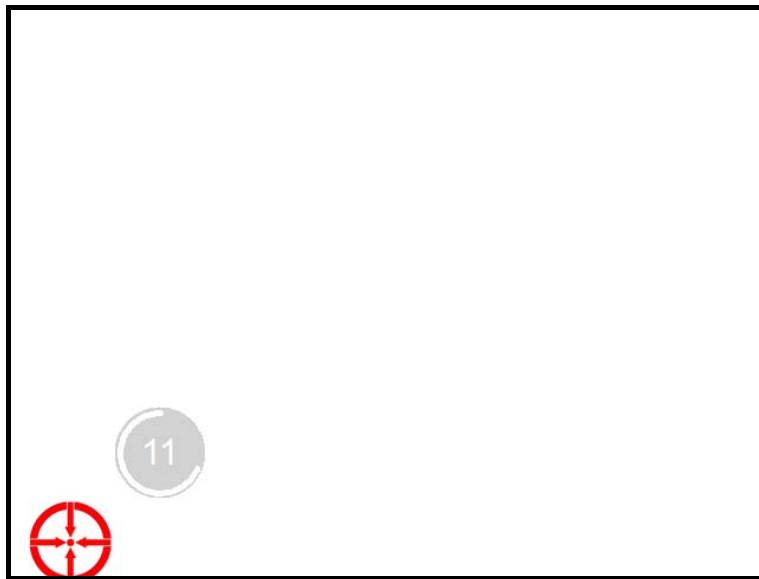
PEN CALIBRATION

If the pointing cursor doesn't seem to follow your stylus taps properly, you can recalibrate it by selecting either the “**4 Points Calibration**” button or the more advanced “**9 Points Linearization**” button from HIDEGalaxTouch on Desktop.



4 Points Calibration

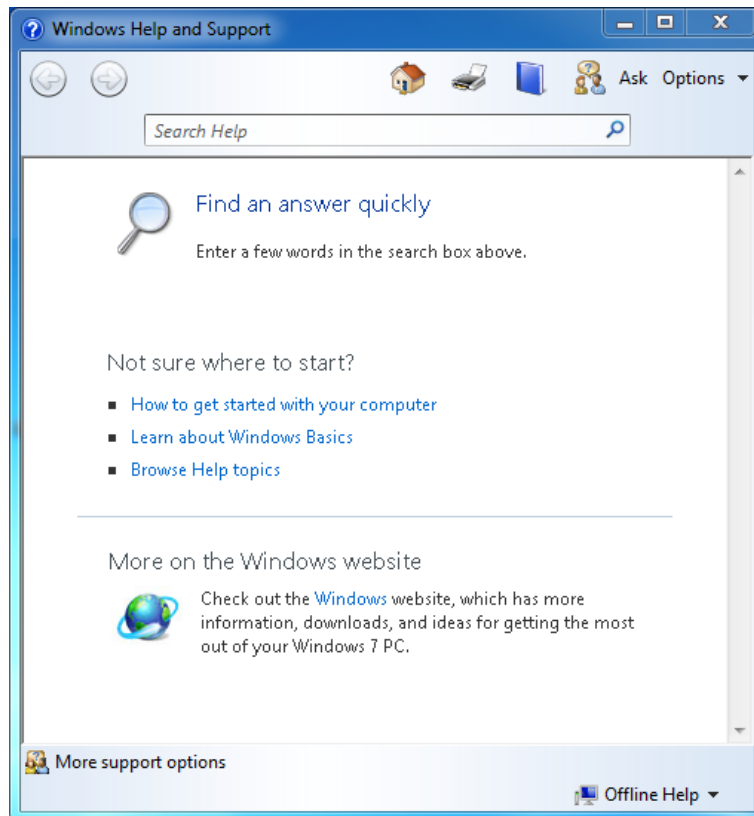
This basic routine will ask you to tap and hold the stylus on a symbol on the screen until it becoming blue within 15-second countdown. This will repeat four times at which point your screen should be properly calibrated.



USING WINDOWS HELP

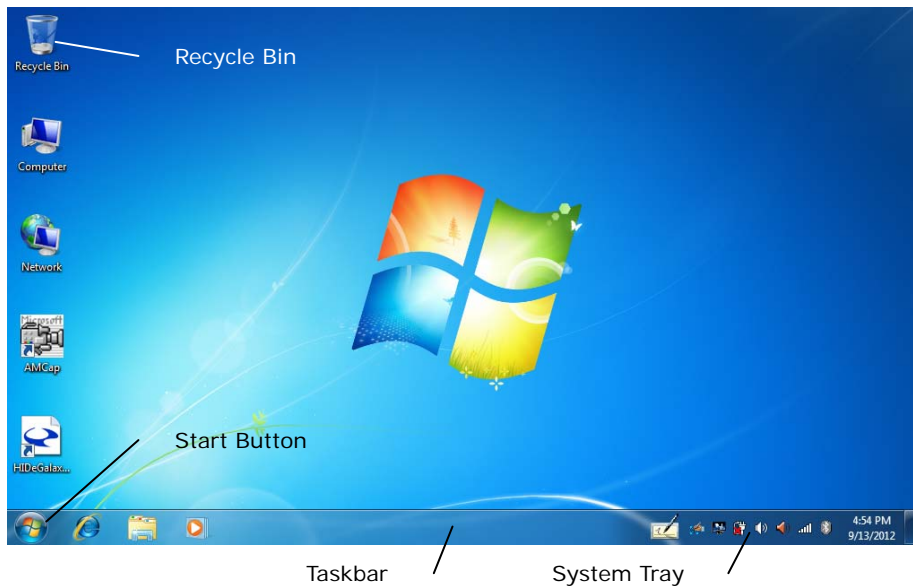
GETTING HELP IN WINDOWS

To access the Windows 7 Help and Support Center, click **Start** → **Help and Support**. The following Help window should open.



THE WINDOWS DESKTOP

Your Desktop may display different or additional shortcuts icons, depending upon the software that is installed on your computer.



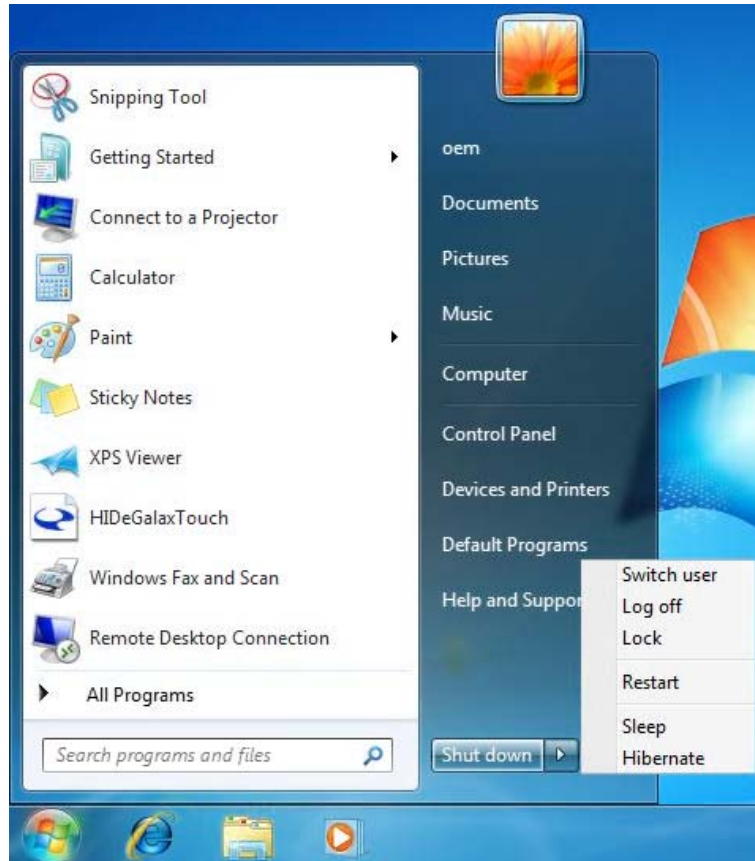
Recycle Bin

Used for storing deleted files in case you want to recover them at a later time. The files will only be deleted from the Recycle Bin permanently if you choose to empty it by right clicking on it and selecting the “Empty Recycle Bin” option from the pop-up menu.

Start Button

Opens the Start Menu allows easy access to all Windows programs.

The **Start Menu** adapts to your computing habits by showing the programs you use most frequently in a list at the top most level. If you wish to keep an item in this list, right click on it and choose **Pin to Start Menu**.



Shut down turns off the computer.

Switch user switches to another user from the current user.

Log off enables the current user to log off and allows a new user to log on.

Lock locks the desktop and gets into Logon screen.

Restart reboots the computer.

Sleep puts your work and settings in memory and draws a small amount of power.


Hibernate puts your open documents and programs on your hard disk, and then turns off your computer.

Taskbar

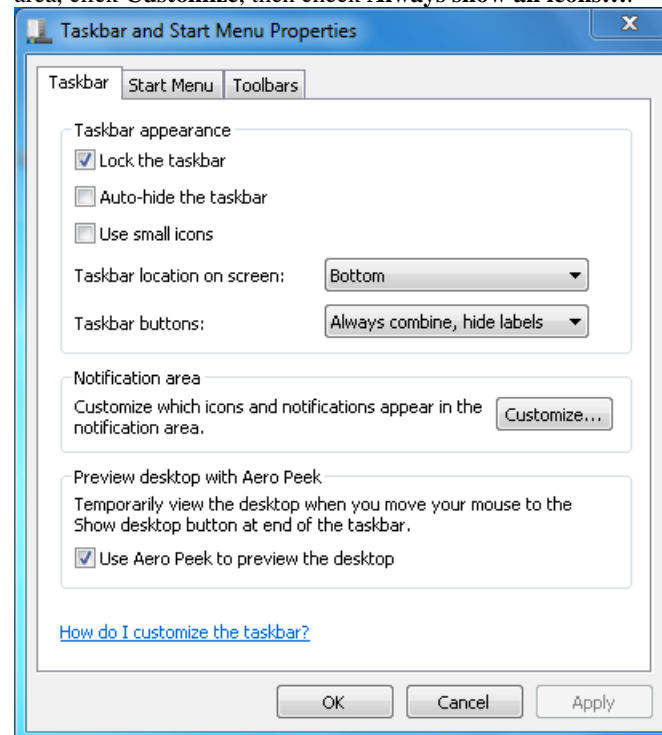
When you open a program, its icon is displayed on the taskbar to allow you to conveniently move between programs by clicking the relevant application buttons.

To add or remove toolbars from the taskbar: right click an empty spot on the taskbar, select **Toolbars** → **choose the toolbar you want to add or remove**. Select **Properties** to make additional changes to the way the Taskbar looks and functions, including whether it auto-hides, remains on top of open application windows and if it groups similar Taskbar buttons.

Notification Area (a.k.a. System Tray)

The icons that appear here next to the system clock are for quick access to some programs and functionality that you might frequently use. If Windows 7 is set to hide the less frequently accessed icons, simply click the  icon to display them.

To prevent Windows 7 from hiding icons, find an empty spot on the **Taskbar**, right click on it and select **Properties**. In the Notification area, click **Customize**, then check **Always show all icons...**

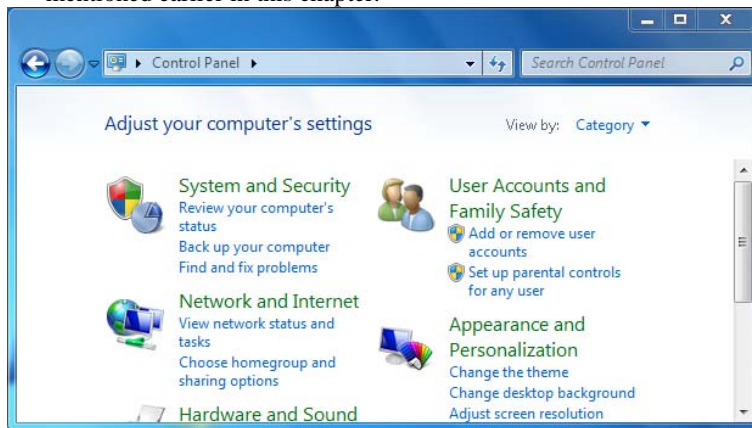


CONTROL PANEL

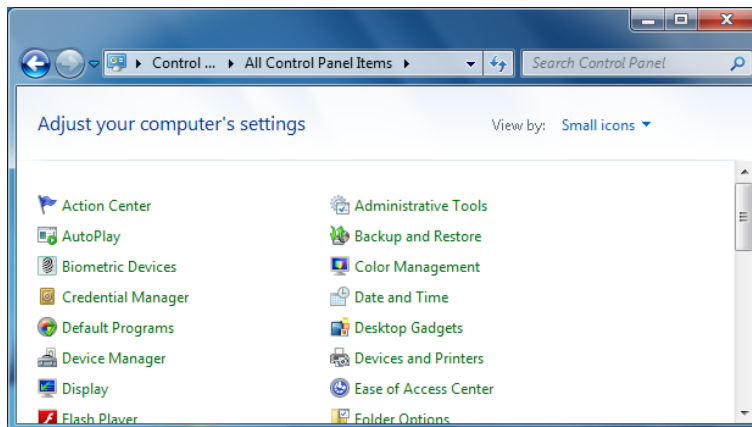
This panel houses many of the applets that allow changes to be made in the way Windows 7 looks and functions. Click **Start** → **Control Panel** dialog box.

There are two interfaces – **Classic View** or **Category View**. Classic view displays all the panels at once in large or small icons, much the same way previous versions of Windows do. Category view groups them into functional categories based upon the particular task you want to perform.

For more detailed information on what each of the various control panels do, please refer to the Windows Help and Support Center mentioned earlier in this chapter.



Windows 7 Category View Control Panel



Windows 7 Classic View Control Panel

Chapter 05

VGA Utilities

VGA UTILITIES

After you have restarted Windows, open the “Control Panel” and click on the “Intel(R) GMA Driver” icon.



This application will allow you to adjust the settings of your display, get important information about your video drivers, and adjust colors, accelerations properties, rotation, and more.

Chapter 06

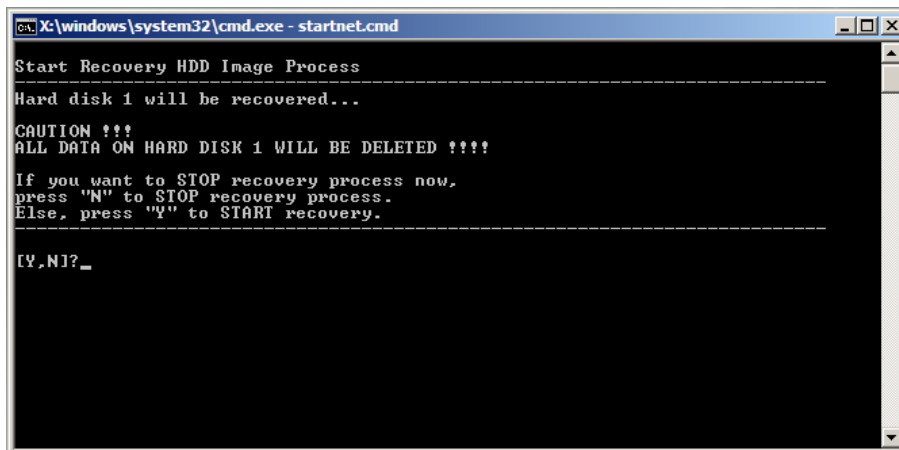
System Recovery

System recovery steps:

1. Connect following external devices to **350** tablet PC:
 - a. USB Keyboard
 - b. USB Mouse (option)
 - c. USB DVD-ROM or DVD R/W
2. Press power button then press F2 boot into BIOS Setup Menu, then set USB DVD-ROM device to priority one boot device under Boot device setting item.

Notice: USB DVD-ROM belongs to **USB** category, not **CD/DVD-ROM Drive** in **Boot Type Order** menu.

3. Save the BIOS setting and reboot system, after see the below message, press any key on keyboard to boot via DVD device: Press any key to boot from CD or DVD...”
4. When you see the menu as follows:



```
C:\windows\system32\cmd.exe - startnet.cmd
Start Recovery HDD Image Process
Hard disk 1 will be recovered...
CAUTION !!!
ALL DATA ON HARD DISK 1 WILL BE DELETED !!!!
If you want to STOP recovery process now,
press "N" to STOP recovery process.
Else, press "Y" to START recovery.
[Y,N]? _
```

You can choose: “Y” to continue the recovery process

“N” to exit the recovery process

```

C:\X:\windows\system32\cmd.exe - startnet.cmd
Start Recovery HDD Image Process
Hard disk 1 will be recovered...
-----
CAUTION !!!
ALL DATA ON HARD DISK 1 WILL BE DELETED !!!!
If you want to STOP recovery process now,
press "N" to STOP recovery process.
Else, press "Y" to START recovery.
-----
[Y,N]?N
Recovery Process Stop!
Move SERVICE DUD and Press Any key to Reboot...
-----
Press any key to continue . . .

```

5. After you choose “Y” at step 4, you can see the menu like below, then you can choose:

```

C:\X:\Administrator: X:\windows\system32\cmd.exe - go
Select Option.
1: Old Harddisk and Run Recovery system
2: New Harddisk and Run Recovery system
3: EXIT
Select Option [1,2,3]?

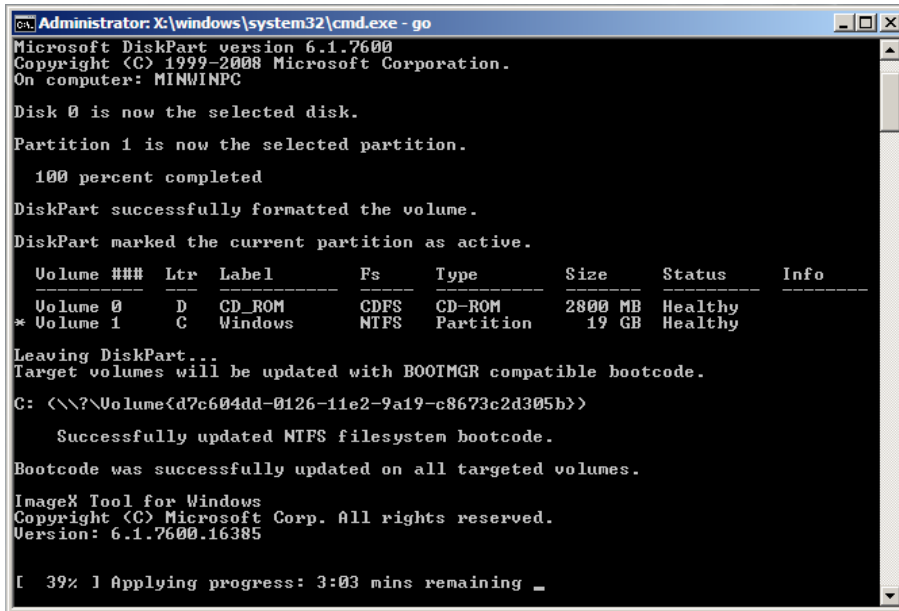
```

“1”: Old Hard disk and Run Recovery system (Recover OS with current partition setting, partition 1 (C:) will be recovered, and data on D: will not be changed)

“2”: New Hard disk and Run Recovery system (Clean and re-partition your hard disk and recover OS to the first partition)

“3”: EXIT (Exit the recovery process and reboot your system)

6. After option 1, system recovery will run with the message like this:



```
Administrator: X:\windows\system32\cmd.exe - go
Microsoft DiskPart version 6.1.7600
Copyright (C) 1999-2008 Microsoft Corporation.
On computer: MINWINPC

Disk 0 is now the selected disk.
Partition 1 is now the selected partition.

100 percent completed
DiskPart successfully formatted the volume.
DiskPart marked the current partition as active.

Volume ### Ltr Label Fs Type Size Status Info
-----
Volume 0 D CD_ROM CDFS CD-ROM 2800 MB Healthy
* Volume 1 C Windows NTFS Partition 19 GB Healthy

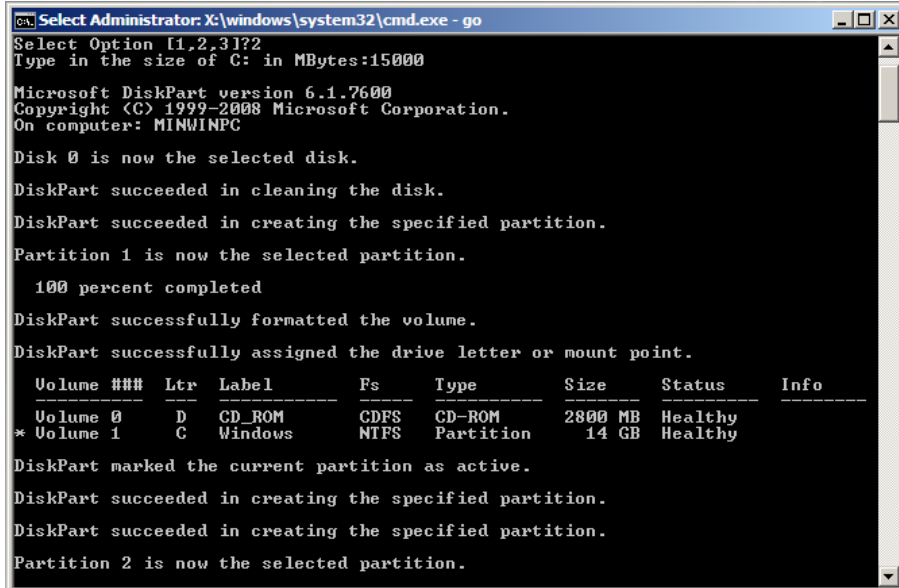
Leaving DiskPart...
Target volumes will be updated with BOOTMGR compatible bootcode.
C: (\?\Volume{d7c604dd-0126-11e2-9a19-c8673c2d305b}\)

Successfully updated NTFS filesystem bootcode.
Bootcode was successfully updated on all targeted volumes.

ImageX Tool for Windows
Copyright (C) Microsoft Corp. All rights reserved.
Version: 6.1.7600.16385

[ 39% ] Applying progress: 3:03 mins remaining _
```

7. After option 2, system recovery will run with the message like this:



```
Select Administrator: X:\windows\system32\cmd.exe - go
Select Option [1,2,3]?2
Type in the size of C: in MBytes:15000

Microsoft DiskPart version 6.1.7600
Copyright (C) 1999-2008 Microsoft Corporation.
On computer: MINWINPC

Disk 0 is now the selected disk.
DiskPart succeeded in cleaning the disk.
DiskPart succeeded in creating the specified partition.
Partition 1 is now the selected partition.

100 percent completed
DiskPart successfully formatted the volume.
DiskPart successfully assigned the drive letter or mount point.

Volume ### Ltr Label Fs Type Size Status Info
-----
Volume 0 D CD_ROM CDFS CD-ROM 2800 MB Healthy
* Volume 1 C Windows NTFS Partition 14 GB Healthy

DiskPart marked the current partition as active.
DiskPart succeeded in creating the specified partition.
DiskPart succeeded in creating the specified partition.
Partition 2 is now the selected partition.
```

Notice: You will be prompted a message to ask you type the size of C: in MBytes. Please make sure it is at least **15000**.

Chapter 07

Troubleshooting

This chapter describes common problems that you may encounter while using your computer and how to solve them.

CHECKING CABLES AND CONNECTIONS

When trying to troubleshoot a problem that appears to be hardware related, always start by performing a careful visual inspection of the exterior of the computer. If none of the LEDs are illuminated, make sure that your computer and its peripherals are getting power and connected to each other properly.

To check the power cables, and connections:

1. If you have been using battery power, connect the computer to an external power source and make sure that the battery has a sufficient charge.
2. If you are using the computer with the AC adapter, check the power outlet, the power cord, and any power switches that may affect your computer.
3. Check the wall outlet or power strip with an item that you know is functioning properly. A lamp or radio is a convenient item for checking the power. You may also need to check the fuses and breakers in your service box.
4. If the outlet is controlled by a wall switch, make sure that the switch is on.
5. If the outlet is controlled by a dimmer switch, use a different outlet.
6. If your computer is plugged into a power strip with an On/Off switch, make sure the switch is on.
7. With the computer's power switched off, check all cable connections. If the computer is connected to any peripheral devices, look for loose or disconnected cables.

If the computer is too close to a wall, a cable connection may become loose or the cables may be crimped.

NOTE: Do not substitute cables for different devices (other than the manufacturer recommended cables) even if they look exactly alike. The wiring inside the cable may be different.

When you are certain that you have power available and all connections are good, turn the computer on again. If the computer still does not start, you may have a hardware problem after all.

GENERAL PROBLEMS

A few common problems and suggested solutions are listed below.

SYSTEM NOT RESUMING OPERATION

If the system will not resume operation after it has been suspended, check the following possible causes:

The battery may either be defective, or discharged to a critically low level. To correct this problem, connect the computer to external power supply.

DISPLAY SCREEN IS BLANK OR DIFFICULT TO READ

If the screen is blank or unreadable, please confirm that the system is powered on and running. If it is on:

- The brightness control may be set too low, change the brightness by using on the brightness control at the right side of the system.
- The video timeout may have expired, tap on the display screen to reactivate the display.

CURSOR IS NOT IN POSITION WHILE USING THE STYLUS

Change the settings in the Touch-kit utility. Select the **4** Points Calibration to recalibrate the touch screen.

THE CURSOR IS STILL NOT IN POSITION WITH THE STYLUS

If after performing the standard **4** Points Calibration routine the pointer still won't properly align with stylus, return to the Touch-kit and perform a linearization calibration (see Chapter 4 for more details).

UNABLE TO CONNECT TO THE INTERNET

Check that the settings in the Network Connections panel have not been changed. If they haven't, the account for your Internet Service Provider (ISP) might not be properly configured or has temporarily gone down. Ask for your ISP's technical support for assistance.

NO SOUND ON THE EXTERNAL SPEAKERS OR HEADPHONES

Check to make sure your speakers or headphones are connected to the proper jack. Switch jacks.