

# Appendixes

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## Visual Glossary

This section explains some terms and basic actions you will encounter in Microsoft Windows 95 and in the Windows documentation.

### Using a mouse

A mouse or other pointing device works on the principle that first you place your mouse pointer on (point to) something on your screen, and then you click with a mouse button to perform an action on that item.

**Not** Windows documentation assumes you have a mouse and are right-handed; if you are left-handed, you can switch left and right mouse buttons. For information, look up “switching, mouse buttons” in the Help Index. Also, if you use a pen device, a mouse “click” corresponds to a pen “tap.”

As you move your mouse on a flat surface, the pointer moves on your screen. If you run out of room, pick up the mouse and place it in another spot.

To point, move the mouse until the tip of the pointer is over the item or area you want to point to. Then you can do the following:

- Click

Action	Description
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μ § §	Click: Press and release the left mouse button once.
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μ § §	Double-click: Quickly press and release the left mouse button twice.
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μ § §	Click with the right mouse button: Press and release the right mouse button once. A shortcut menu appears.
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- Drag  
To move an item to another location, first point to it. Press and hold down the left or right mouse button, and point to where you want the object; then release the mouse button. You also drag to select text or other information in a window. For more information, look up “drag and drop” in the Help Index.

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### Using the taskbar

The taskbar, located at the bottom of your screen when you first start Windows, contains the Start button. To move the taskbar to a different edge of your screen, point to an empty part of the taskbar, and then drag it to the location you want.

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### Using a dialog box

Windows displays a dialog box when you must supply information or specify options or *properties*. For example, when you click the Open command to open a document, a dialog box enables you to choose the one you want. The following is an example of another dialog box.

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You can use the following types of options in dialog boxes and when you work with the properties for an object:

Click this	To do this
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Expand the list of choices. Then click the item you want.



Select one option at a time. The circle is filled in when the option is selected.



Select more than one option at a time. A check mark appears when the option is selected.

## Sizing windows

You can change a window's size or shape in order to see more than one window at a time or to adjust how much of a window's contents you can see.

There are two methods of sizing windows:

- Use the buttons in the upper-right corner of the window.  
Click this      **To do this**



Reduce (minimize) the window to a button on the taskbar.



Enlarge (maximize) the window to fill the desktop.



Return the window to its previous size. This button appears when you maximize the window.

- Move the pointer to the window border. When the pointer changes shape, drag the border to enlarge, reduce, or change the shape of the window.



### **Moving windows**

Moving a window to a different place on the screen can make it easier to see more than one window at a time or see something the window is covering up.

To move a window, drag its title bar to a new location.



### **Selecting information**

You select (highlight) text or other information before doing something to it, such as making it appear bold or copying it to another part of your document. To select, place the pointer where you want to begin selecting. Then drag the pointer to where you want the selection to end.



### **Using toolbars**

Toolbars appear in many programs and provide quick ways to do tasks. Most toolbar buttons correspond to a menu command. You can find out what each button does by resting your pointer over the button: A box appears, displaying the button name.



### **Scrolling**

If a window is not large enough to display all the information, a scroll

bar appears at the side and/or bottom of the window. You can drag the scroll box or click the scroll arrows.

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## Keyboard Shortcuts

You can use the following keyboard shortcuts with Windows.

### General Windows keys

To

Press

See Help on the selected  
dialog box item

F1

Quit a program

ALT+F4

View the shortcut menu for  
the selected item

SHIFT+F10

Display the Start menu

CTRL+ESC

Switch to the window you  
last used. Or switch to next  
window by pressing ALT while  
repeatedly pressing TAB.

ALT+TAB

Cut

CTRL+X

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Copy	CTRL+C
Paste	CTRL+V
Delete	DEL
Undo	CTRL+Z
Bypass auto-play when inserting a compact disc	SHIFT while inserting the CD-ROM

## For the desktop, My Computer, and Windows Explorer

When an item is selected, you can use the following shortcut keys:

To	<b>Press</b>
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Rename an item	F2
Find a folder or file	F3
Delete immediately without	SHIFT+DEL

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placing the item in the  
Recycle Bin

View item properties

ALT+ENTER or ALT + double-click

Copy a file

CTRL key while dragging the file

Create a shortcut

CTRL+SHIFT while dragging the file

## For My Computer and Windows Explorer

To

**Press**

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Select all

CTRL+A

Refresh a window

F5

View the folder one level up

BACKSPACE

Close the selected folder and  
all its parent folders

SHIFT while clicking the Close button

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Switch between left and right panes	F6
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## For Windows Explorer only

To	Press
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Go to	CTRL+G
-------	--------

Switch between left and right panes	F6
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Expand all subfolders under the selected folder	NUMLOCK + ASTERISK (* on numeric keypad)
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Expand the selected folder	NUMLOCK + PLUS SIGN (+ on numeric keypad)
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Collapse the selected folder	NUMLOCK + MINUS SIGN (- on numeric keypad)
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Expand current selection if it's collapsed, otherwise select first subfolder	RIGHT ARROW
--	-------------

Collapse current selection if it's expanded, otherwise	LEFT ARROW
--	------------



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select parent folder

## For properties dialog boxes

To	Press
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Move forward through options	TAB
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Move backward through options	SHIFT+TAB
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Move forward through tabs	CTRL+TAB
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Move backward through tabs	CTRL+SHIFT+TAB
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## For Open and Save As dialog boxes

To	Press
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Open the Save In or Look In list	F4
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Refresh

F5

Open the folder one level up,  
if  
a folder is selected

BACKSPACE

## Accessibility Options shortcut keys

To use Accessibility Options shortcut keys, the shortcut keys must be enabled. For more information, look up “Accessibility, shortcut keys” in the Help Index.

To

**Press**

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Toggle StickyKeys on and off

SHIFT 5 times

Toggle FilterKeys on and off

RIGHT SHIFT for 8 seconds

Toggle ToggleKeys on and  
off

NUMLOCK for 5 seconds

Toggle MouseKeys on and  
off

LEFT ALT + LEFT SHIFT + NUMLOCK

Toggle High Contrast on and  
off

LEFT ALT + LEFT SHIFT + PRINT SCREEN

# Accessibility for People with Disabilities

Microsoft is committed to making its products and services easier for everyone to use. This section provides information about the following features, products, and services, which make Windows more accessible for people with disabilities:

- Microsoft support services for people who are deaf or hard-of-hearing
- Features in Windows that make using Windows easier for people with motion or hearing disabilities
- Getting information about other products and services for people with disabilities

## Support services for individuals who are deaf or hard-of-hearing

Through a text telephone (TT or TDD) service, Microsoft provides users who are deaf or hard-of-hearing with complete access to Microsoft's product and customer support services.

You can call the following numbers Monday through Friday, excluding holidays. You can contact Microsoft Sales Information Center on a text telephone by dialing (800) 892-5234 between 6:30 A.M. and 5:30 P.M. Pacific time. For technical assistance in the United States, you can contact the Microsoft Support Network on a text telephone at (206) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time. In Canada, dial (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time. Microsoft's product support services are subject to Microsoft's prices, terms, and conditions in place at the time the service is used.

## Windows accessibility features

Windows includes several accessibility features that provide users who are movement or hearing disabled with better access to computers that run Windows. These features enable you to change your display, mouse, and keyboard features, as well as use sound to help you use Windows most effectively.

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For example, if you have trouble using a mouse, you can use the MouseKeys feature, which enables you to use the numeric keypad to move the mouse pointer. The illustration on the following page shows which keys to use.

**TIP**

**If these options are not installed, you can use the Add/Remove Programs icon in Control Panel to install them.**

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To find these features, double-click the Accessibility Options icon in Control Panel. For a more detailed list of procedures, look up “accessibility” in the Help Index.

## Customizing Windows

There are many ways you can adjust the appearance and performance of Windows, your mouse, and your keyboard to suit varying vision and motor abilities without requiring any additional software or hardware. Application note WN1062 describes the specific methods.

If you have a modem, you can download application notes from the following network services:

- CompuServe®
- GEnie™
- Microsoft OnLine
- Microsoft Download Service (MSDL), which you can call at (206) 936-6735 any time except between 1:00 A.M. and 2:30 A.M. Pacific time. Use the following communications settings.

For this setting	Specify
Baud rate	1200, 2400, 9600, or 14400
Parity	None
Data bits	8
Stop bits	1

- Various user-group bulletin boards (such as the bulletin-board services on the Association of PC User Groups network).

## Documentation in alternative formats

People who have difficulty reading or handling printed documentation can obtain most of Microsoft's publications from Recording for the Blind, Inc. Recording for the Blind distributes these documents to registered, eligible members of their distribution service, either on audio cassettes or on floppy disks. More than 80,000 titles are available, including Microsoft product documentation and books from Microsoft Press. You can contact Recording for the Blind at the following address and phone numbers:

Recording for the Blind  
20 Roszel Road  
Princeton, NJ 08540

Telephone: (609) 452-0606  
Fax: (609) 987-8116

## More information for people with disabilities

For more information about Microsoft products and services for people

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with disabilities, contact:

Microsoft Sales Information Center    Voice telephone: (800) 426-9400  
One Microsoft Way    Text telephone: (800) 892-5234  
Redmond, WA 98052-6399    Fax: (206) 635-6100

The Trace R&D Center at the University of Wisconsin-Madison produces a book and a compact disc that describe products that help people with disabilities use computers. The book, titled *Trace Resource Book*, provides descriptions and photographs of about 2000 products. The compact disc, titled *CO-NET CD*, provides a database of more than 18,000 products and other information for people with disabilities. It is issued twice a year. To obtain these directories, contact:

Trace R&D Center    Voice telephone: (608) 263-2309  
S-151 Waisman Center    Text telephone: (608) 263-5408  
1500 Highland Avenue    Fax: (608) 262-8848  
Madison, WI 53705-2280

For general information and recommendations about how computers can help specific individuals, consult a trained evaluator who can best match the individual's needs with available solutions. An assistive technology program in your area will provide referrals to programs and services that are available to you. To locate the assistive technology program nearest you, you can contact:

National Information System (NIS)    Voice/text telephone:  
Center for Developmental Disabilities (803) 777-4435  
Benson Bldg.    Fax: (803) 777-6058  
University of South Carolina,  
Columbia, SC 29208

## Troubleshooting

This section is designed to help if you encounter problems when using Windows 95.

### Using Help troubleshooters

To use a troubleshooter, look up "Troubleshooting" in the Help Contents, and then follow the step-by-step instructions to resolve the problem. The following topics are covered in Help troubleshooters.

- If you have trouble printing
- If you run out of memory

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- If you need more disk space
  - If you have a hardware conflict
  - If you have trouble running MS-DOS programs
  - If you have trouble using the network
  - If you have trouble using your modem
  - If you have trouble using Dial-Up Networking
  - If you have trouble using Direct Cable Connection
  - If you have trouble using a PC card (PCMCIA)
  - If you have trouble starting Windows

## Bypassing your startup files

If you need to, you can start your computer without loading certain components. This is most useful when you are experiencing problems starting Windows.

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The following table explains each of the choices you might see when you press F8 at startup.

**Command**

**What it does**

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Normal	Starts Windows normally.
Logged (\BOOTLOG.TXT)	Starts Windows normally, but creates a text file called Bootlog.txt located in your root directory (top-level folder on drive C). This file contains information about which files loaded correctly.
Safe mode	Starts Windows with a basic configuration instead of your usual configuration. Some parts of your system might not work as they usually do. After Windows starts, you can then make changes and restart your computer.
Safe mode with network support	Starts Windows with a basic configuration but includes network capabilities.
Step-by-step confirmation	Starts your computer, displaying each startup step followed by a prompt. To carry out the current command, press ENTER. To bypass that command, press ESC. This option enables you to load only those components you want.
Command prompt only	Starts your computer normally, but does not start the Windows interface. You can start Windows by typing <b>win</b> .
Safe mode command prompt only	Starts your computer with a basic configuration instead of your usual configuration, and does not start the Windows interface.
Previous version of MS-DOS	Starts MS-DOS, using files that were backed up during Windows Setup. The



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version of MS-DOS depends on what version you were running before installing Windows 95.

## Restoring the registry

If your registry becomes corrupted, you can restore it by using the following procedure. Restoring the registry will replace it with a copy of the registry as it was the last time you successfully started your computer.

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## Running MS-DOS programs when you use DriveSpace

The DriveSpace disk-compression program may use memory needed to run certain MS-DOS-based programs. To increase available memory for your program, you can start your computer by using the Step-By-Step Confirmation option, and choose not to load DriveSpace and only load the devices and files needed to run your program.

For more information about doing this, look up “MS-DOS programs, troubleshooting” in the Help Index.

**Not e** The program and any files needed to run it must be on a host (uncompressed) drive. When you choose not to load DriveSpace, you cannot load any files from a compressed drive – you will get a message that the file is corrupted or cannot be found. See your program’s documentation to find out what files are required.

## For more troubleshooting information

If you have trouble setting up Windows 95, see the Setup.txt file that comes with Windows. If you have other trouble, see the Readme.txt online document for a list of other readme files you can find information in.

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**IMPORTANT: This text will appear on screen, but will not print on a PostScript printer.**

**This page should be the last one in this file; it was inserted by running the InsertBlankPage macro.**

**Do not type any additional text on this page!**

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