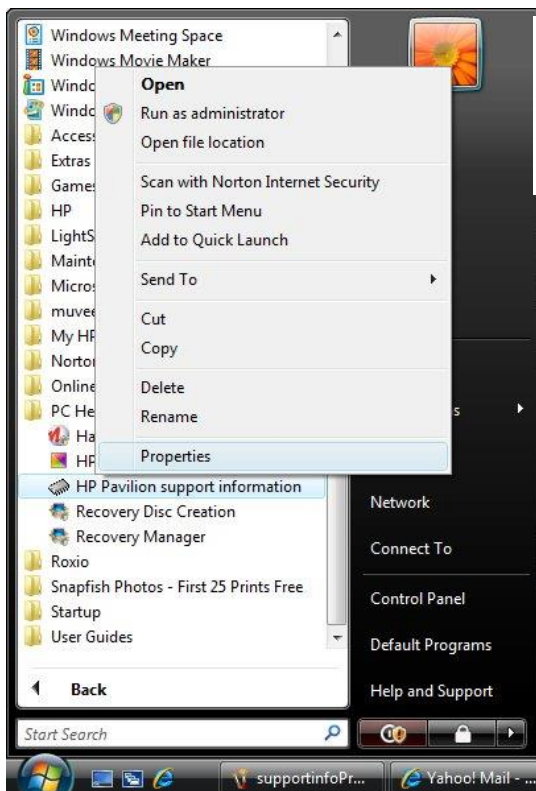## What is this?

This document pertains to HP and Compaq desktop computers running Windows XP, Vista, and Windows 7, but may be relevant to these manufacturers computers Windows 8 & 10 as well, although the settings have not been tested.

I'm trying to set or confirm the Cloud server setting in the WiFi Sensor Software. When I press the Ctrl+Alt+S keys I get a Support Information Window on my HP or Compaq PC.

HP and Compaq desktop computers are designed to display System Information when pressing Ctrl+Alt+S keys simultaneously. However, this key combination is needed by the WiFi Sensor Software, in order to display the Cloud server settings window.

To change or disable the key combination associated with the HP or Compaq System Information window, follow these steps:
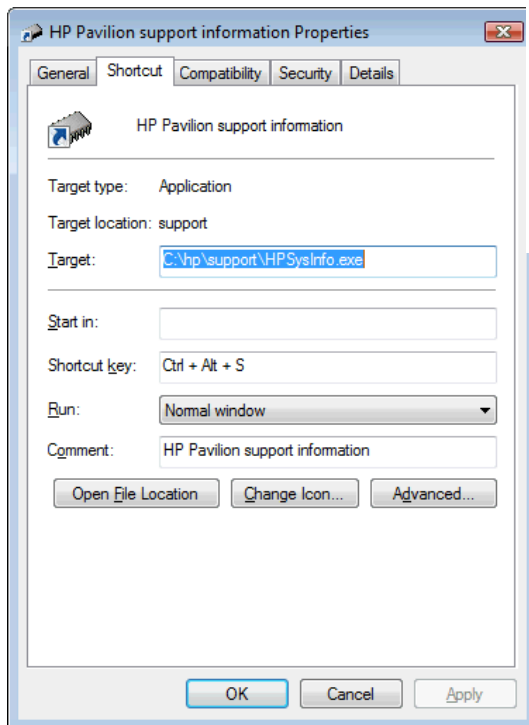

Path to Support Information Properties (in Windows Vista)

1. Click **Start** , **All Programs** , "**HP Help and Tools** ".
2.
3. For Compaq computers, right-click either **Compaq Support Information** or **Compaq Presario Support Information** , and click **Properties** .

   For Pavilion computers, right-click either **HP Support Information** or **HP Pavilion Support Information**, and click **Properties** .

Support Information Properties window

4. Click inside the Shortcut keys field, and either delete the contents of the Shortcut Keys (None) or change it to another key combination that you are not using in other software programs. For example, if you want to change the key combination to Ctrl+Alt+Z, select the Shortcut key field and press all three keys at the same time.

Issue 1

2

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