

Seaver Business Division

Laptop Computer Orientation





Overview – 5 Main Topics

- Basic Setup
- Support: Getting Help for your Laptop
- Security: Protecting Your Investment
- Safe Computing: Protecting Your Data
- Laptop Tips & Academic Discounts

Basic Setup

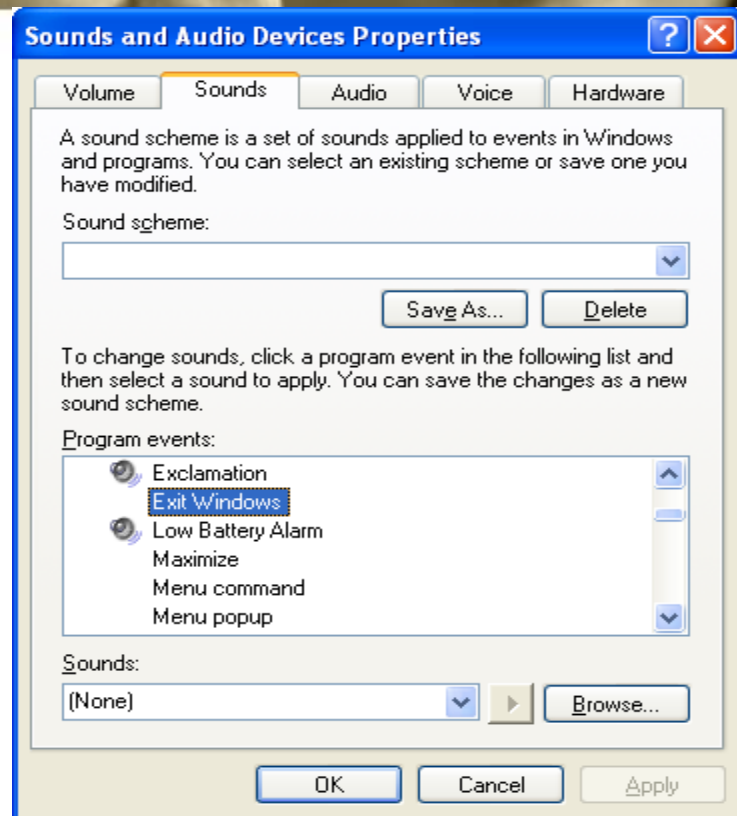
Laptop Computer Orientation





Basic Setup

- Disable Startup / Shutdown Sounds
 - START > Control Panel
 - Sounds and Audio Devices (In Win 7 “Sound”)
 - “Sounds” tab
 - In Program Events, Change the following Sounds to “(None)” ...
 - Exit Windows
 - Start Windows
 - Windows logoff / logon
- (Win 7) Uncheck “Play Windows Startup”





Basic Setup - Wireless

- Must Authenticate
 - Dorm Registration (once a year)
 - Classroom (each visit to Web)
- Configure Wireless
 - “pepperdine” network
 - Make sure it’s “Access Point” and not “Ad-hoc”



Basic Setup – IE Browser

- Browser Setup – Internet Explorer
 - TRUST (Tools > Internet Options > Security > Trusted Sites > Sites)
 - Wavenet.pepperdine.edu
 - Courses.pepperdine.edu
 - POP-UPS: (Tools > Pop-up Blocker > Pop-up Blocker Settings)
 - Allow “pepperdine.edu” pop-ups
 - Allow “courses.pepperdine.edu” pop-ups



Basic Setup – Firefox Browser

- Browser Setup – Firefox
 - POP-UPS: (Tools > Options > Content Tab > Exceptions)
 - Allow “pepperdine.edu”
 - Allow courses.pepperdine.edu
 - Allow sas.illuminate.com



Projecting With Your Laptop

- Requirements

- Must have a VGA port



- Activated by function keys (varies by laptop)

- Dell is Fn-F8

- 1024 x 768 resolution is best for CCB

- Apple user are responsible for purchasing their own display adaptor. The Business Division does not supply or carry adaptors.



Projecting With Your Laptop

- Three modes of projection
 - Laptop Only
 - Laptop + External Display/Projector
 - External Display/Projector Only
- Projecting video:
 - Must have enough VRAM
 - If picture shows on laptop but not projector, then set to “External Display Only” to confirm settings



Office Excel Required Features

- You will need Solver and Analysis Toolpack add-ins.

Note: Apple Office suite does not contain these features. Mac users will be held accountable for finding alternate options or use campus computer labs.

- You must have your original Office Installation media.



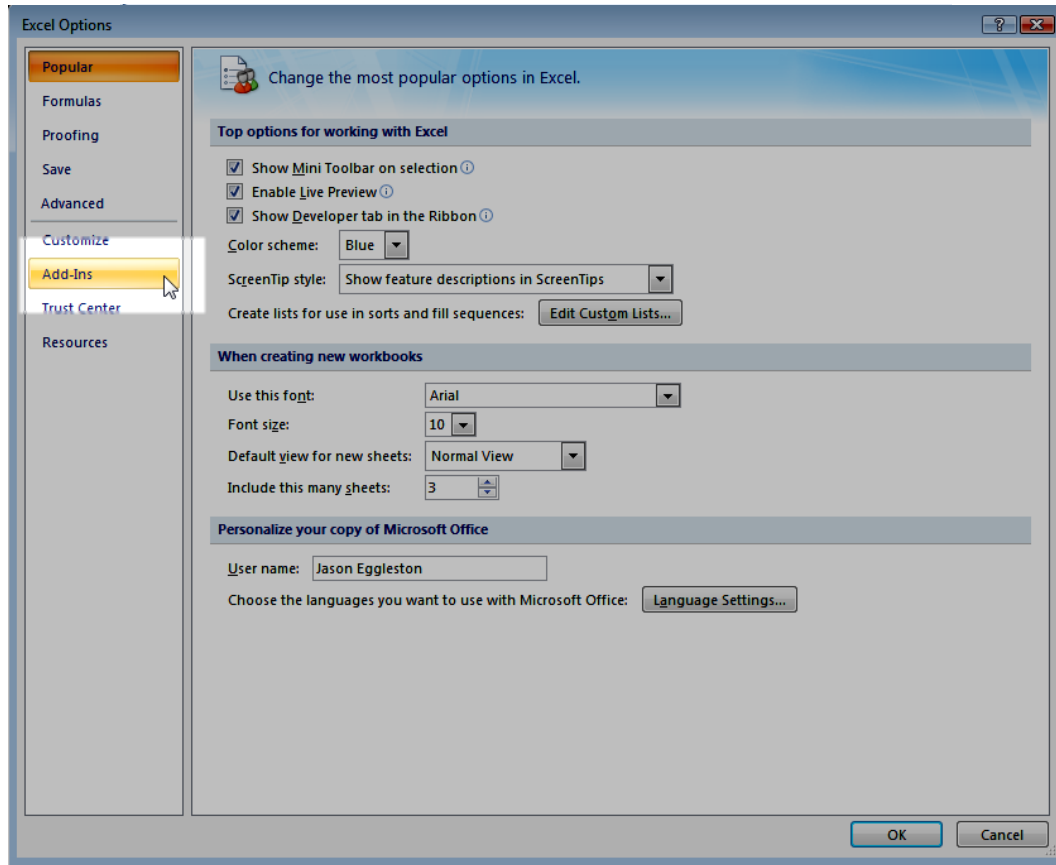
Solver and Toolpack Installation

- Office 2010 Excel Add-Ins
 - Select “File”
 - Options
 - Add-Ins
 - In the “Manage” Drop Box Select “Excel Add Ins”
 - Select “Go”
 - Check “Analysis Tool Pack” or “Solver Add In” (note: it’s best to install one Add In at a time, never try to install both at once)



Solver and Toolpack Installation

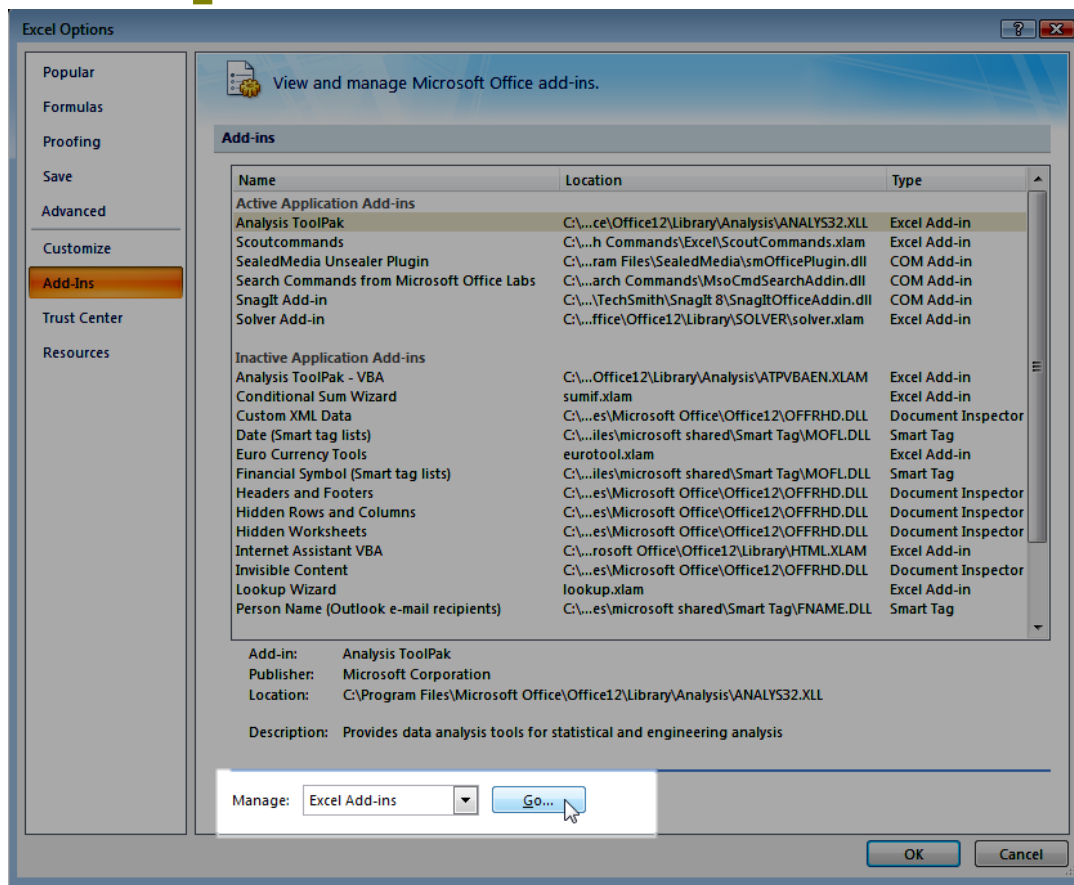
Office 2010
Add-Ins





Solver and Toolpack Installation

Office 2010
Add-Ins

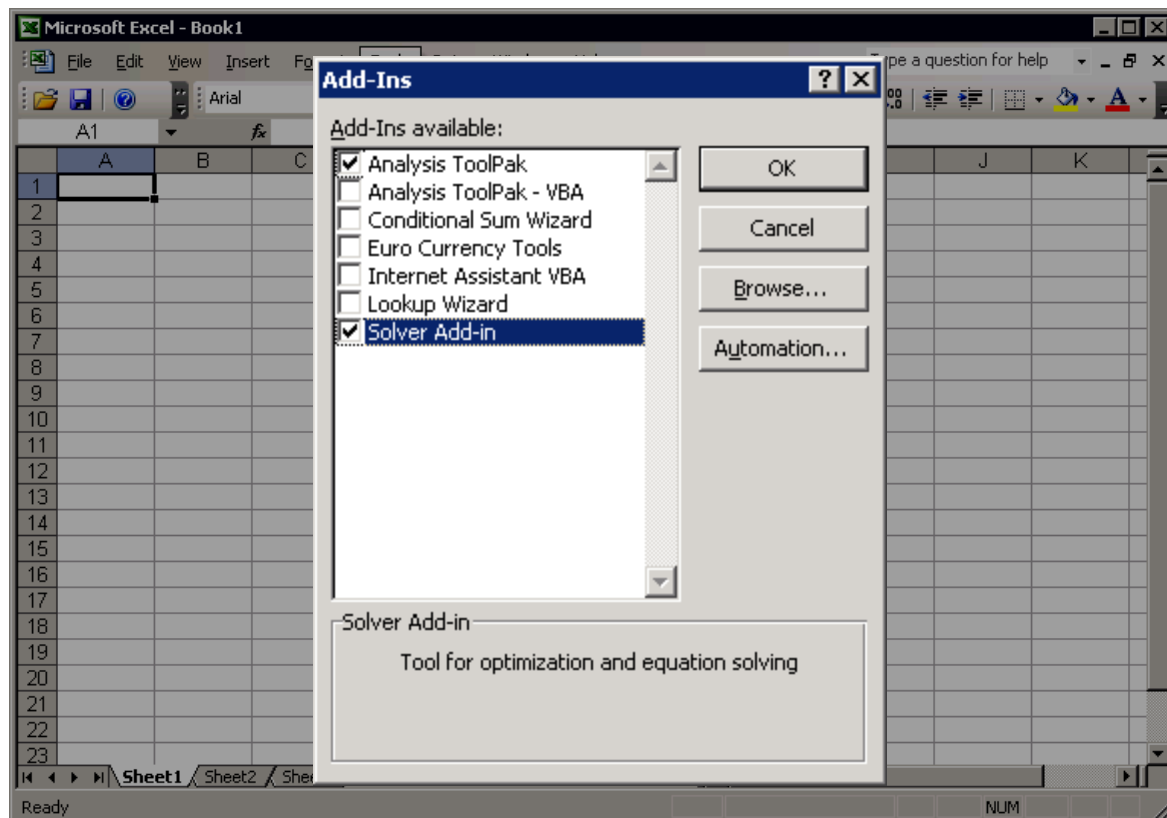




Solver and Toolpack Installation

Office 2010

Add-Ins
Selections





Safely Eject Your USB Drives

- “Safely Remove Hardware”
 - Some devices are hot-swappable, others must be “ejected.”
 - Use “Safely Remove Hardware” in system tray to eject drive modules, external hard drives, USB flash drives, etc.



Support: Getting Help

Laptop Computer Orientation





SUPPORT: Phone Support

- IT Help Desk

- (310) 506-HELP (4357) 24/7.

DELL Support (800) 274-1410

- 24/7, must have Express Service Code & Service Tag



SUPPORT: Which? When?

- IT Help Desk
 - (310) 506-HELP (4357)
 - Password resets
 - Basic troubleshooting:
 - Hardware, Software
 - WaveNet
 - Courses
 - Anti-virus, Spyware
 - Basic configurations:
 - Wireless
 - E-mail
 - Voicemail
- DELL Product Support
 - (800) 274-1410
 - Must own a DELL
 - After-hours, summer vacation, holidays
 - 24 / 7 phone support
 - Basic troubleshooting:
 - Hardware
 - Windows operating system
 - Device drivers
 - **NOTE:** Cannot assist with Pepperdine-specific services



SUPPORT: What to Say

- DELL? Have SERVICE TAG handy

- On base of laptop
- Photocopy for records



- Operating System (Win 7? Service Pack 2?)
- Description of Problem, incl. Error Messages
- Steps Taken to Resolve It Thus Far
- Any Recent Changes?



SUPPORT: Walk-In Support

- Where to Go:
 - Tech Central (Payson Library, 2nd Floor)
 - Monday -Thursday 10 A.M to 8 P.M.
 - Friday, 10 A.M. to 6 P.M.



SUPPORT: On the Web

- IT Help Desk Web site:
 - **<http://community.pepperdine.edu/it/students/>**
 - Wealth of helpful tech info
 - Other IT links are available on this page as well



SUPPORT: On the Web (2)

- DELL Support web site:
 - **support.dell.com**

Protect Your Investment

Laptop Computer Orientation





PROTECT IT: Security Basics

- Don't invite a thief:
 - Never leave your laptop unattended
 - Don't leave in plain view (Dorm or Car)
- Lock it up
 - K-style laptop lock (TechCentral, 4811)
 - Dorm Privacy box (call Housing, 7586)



PROTECT IT: Keep from Harm

- Safe transport
 - Padded carrying case or backpack
 - Protect your LCD screen from damage
 - Don't stack items on laptop
 - Don't close objects in laptop (pens, paperclips)
 - Consider a screen protector



PROTECT IT: Other Considerations

- Keep from environmental damage
 - Avoid the extremes
 - Extreme heat – don't leave in front of heater, fireplace
 - Extreme cold – don't leave in trunk overnight
 - REMEMBER: must dissipate heat through base
 - Think “portable” not “laptop” – don't burn your lap
- Carry accessories with care
 - Floppy/CD modules are fragile; wrap up AC cables

Protect Your DATA

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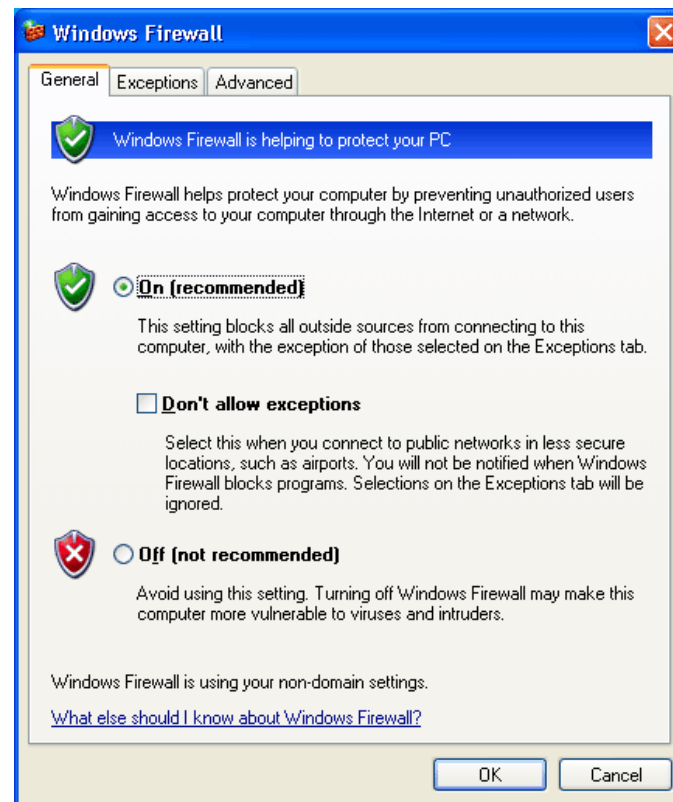


Maintain a focus on course work
by maintaining the basics of safe computing...



SAFE PRACTICES: Updates

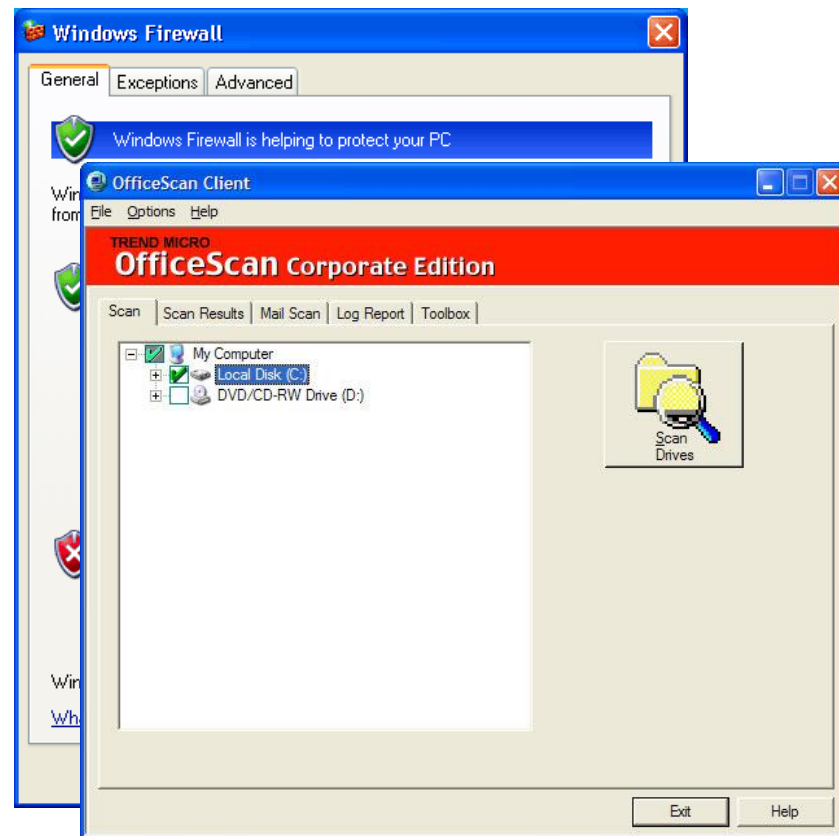
- Keep your system up-to-date with Automatic Updates





SAFE PRACTICES: Updates

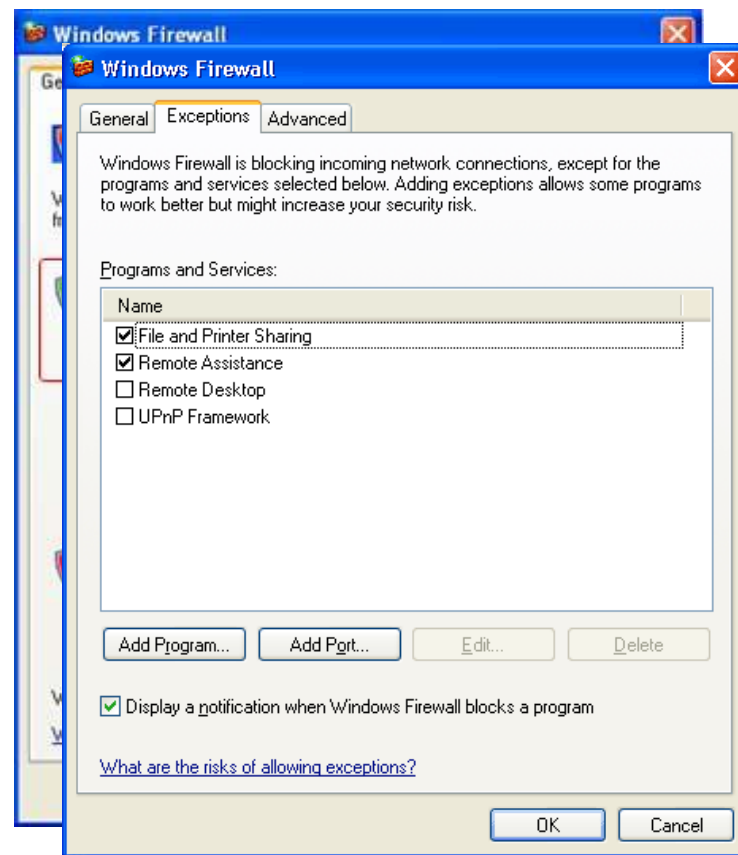
- Keep your system up-to-date with Automatic Updates
- Install Anti-Virus software, keep it up-to-date





SAFE PRACTICES: Firewall

- Use a software firewall
 - To battle worms and network viruses
 - Consult with software vendors if you encounter conflicts





SAFE PRACTICES: Backups!

- Backup! Backup! Backup!
 - Backup your important data to
 - CD-R/RW
 - USB Flash Drive
 - External Hard Drive
 - Copy presentations to USB Flash Drive
 - In case of emergency, can use another computer
 - This is **critical** for class presentations



SAFE PRACTICES: Spyware

- Be careful what you install off the net
 - “Free” may have a hidden cost – spyware
- Spyware can...
 - Steal private information
 - Track your net habits
 - Feed you pop-ups and spam
 - Hijack your web browser
 - Create other potential security holes



SAFE PRACTICES: Spyware (2)

- Consider spyware scanning software:
 - Spybot: S&D (www.safer-networking.org)
 - Microsoft Security Essentials (windows.microsoft.com/en-US/windows/products/security-essentials)
 - Windows Defender (www.microsoft.com/antispware)
- Never install
 - Hotbar, Gator, CoolWebSearch, BargainBuddy
 - Watch out for coupon software and net games
 - “bargains” and “free” often not worth the real price



SAFE PRACTICES: Peer-to-Peer

- Be careful of peer-to-peer file sharing
 - Viruses, worms, and other security problems
 - Peer-to-peer apps are not supported
- Sharing copyrighted materials is strictly forbidden
- “Computer & Network Responsible Usage”



TIPS: Common Function Keys

- Using Projectors:
 - DELL: Fn-F8 (Function-F8 to activate VGA port – three-way toggle)
 - 1024x768 best resolution for projection
- Brightness:
 - DELL:
 - Fn-“UP” arrow (increase)
 - Fn-“DOWN” arrow (lower)
- Audio
 - DELL: Dedicated buttons
 - Increase Vol
 - Decrease Vol
 - Mute
- Screenshot
 - “Prnt Scrn”



ACADEMIC DISCOUNTS

- Take advantage of student status!
 - Save big \$\$\$ on software
 - <http://www.microsoftstore.com/store/msstore/cat/categoryID.37826100>
 - <https://uscollegebuy.com/s.htm>
 - Save on hardware
 - DELL computers and printers. Laptop accessories like port replicator, flat-panel display, full-size keyboard and mouse.
 - Cables, Carrying Cases, USB Flash Drives, more...



ACADEMIC DISCOUNTS

- Pepperdine “TechCentral”
 - Payson Library, 2nd FI (4811 or 310-506-4811)
 - Hours:
 - Monday-Thurs, 10 A.M. to 8 P.M.
 - Friday 10 A.M to 6 P.M.
 - Help purchasing other products online via academic vendors



Thank You!

- IT Help Desk (4357)
- IT TechCentral (4811)
- Dell Support (800) 274-1410