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
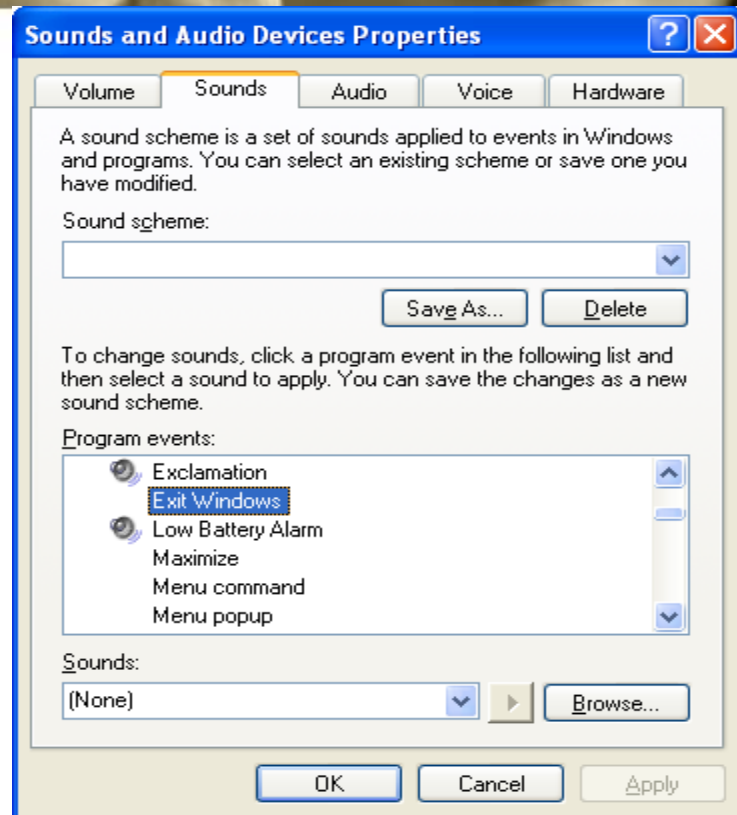
- Laptop Tips & Academic Discounts

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"

Sounds and Audio Devices Properties

Volume | Sounds | Audio | Voice | Hardware

A sound scheme is a set of sounds applied to events in Windows and programs. You can select an existing scheme or save one you have modified.

Sound scheme:

[Save As...] [Delete]

To change sounds, click a program event in the following list and then select a sound to apply. You can save the changes as a new sound scheme.

Program events:

- Exclamation
- **Exit Windows**
- Low Battery Alarm
- Maximize
- Menu command
- Menu popup

Sounds:

(None) [▶] [Browse...]

[OK] [Cancel] [Apply]

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.elluminate.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.**

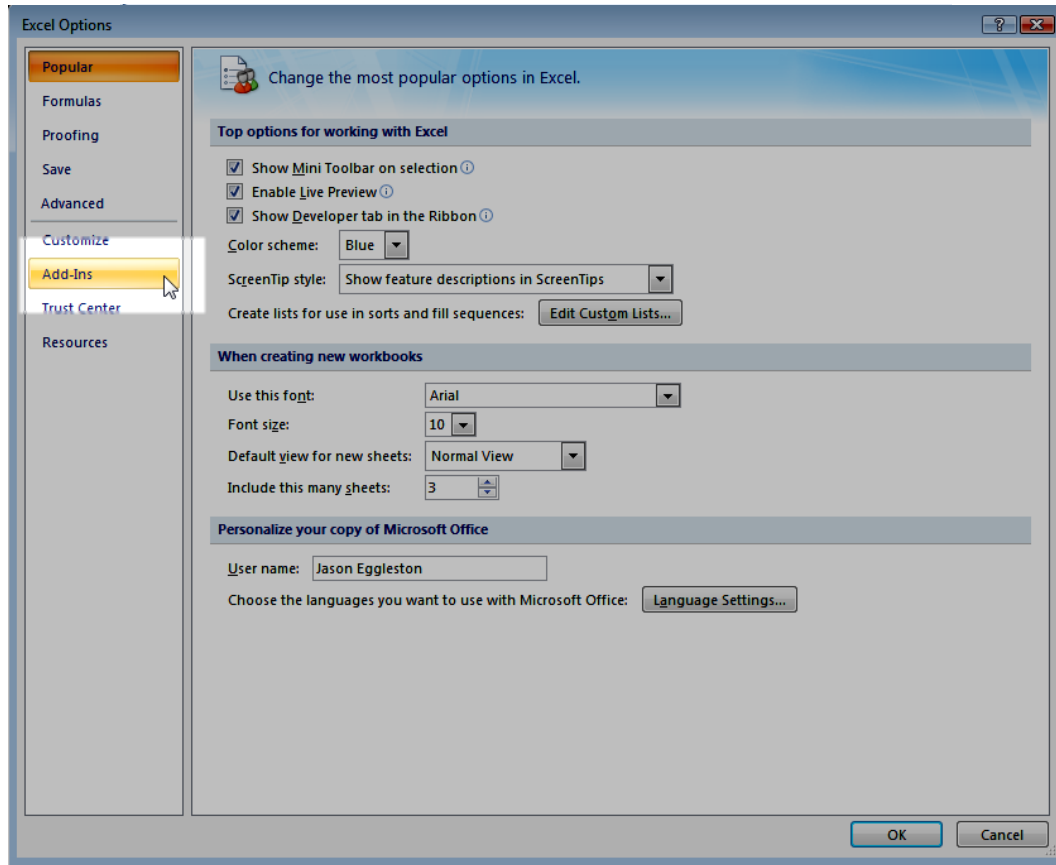- You must have your original Office Installation media.

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)
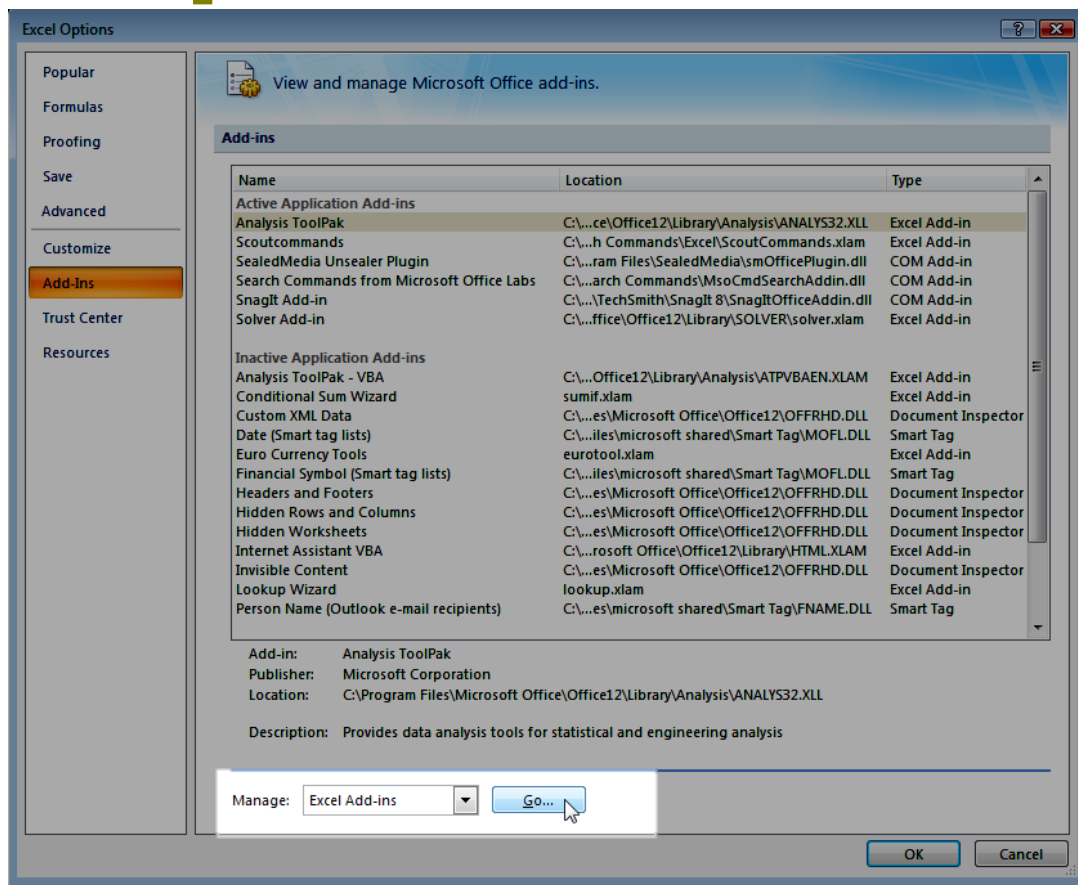
Solver and Toolpack Installation

Office 2010

Add-Ins

Solver and Toolpack Installation

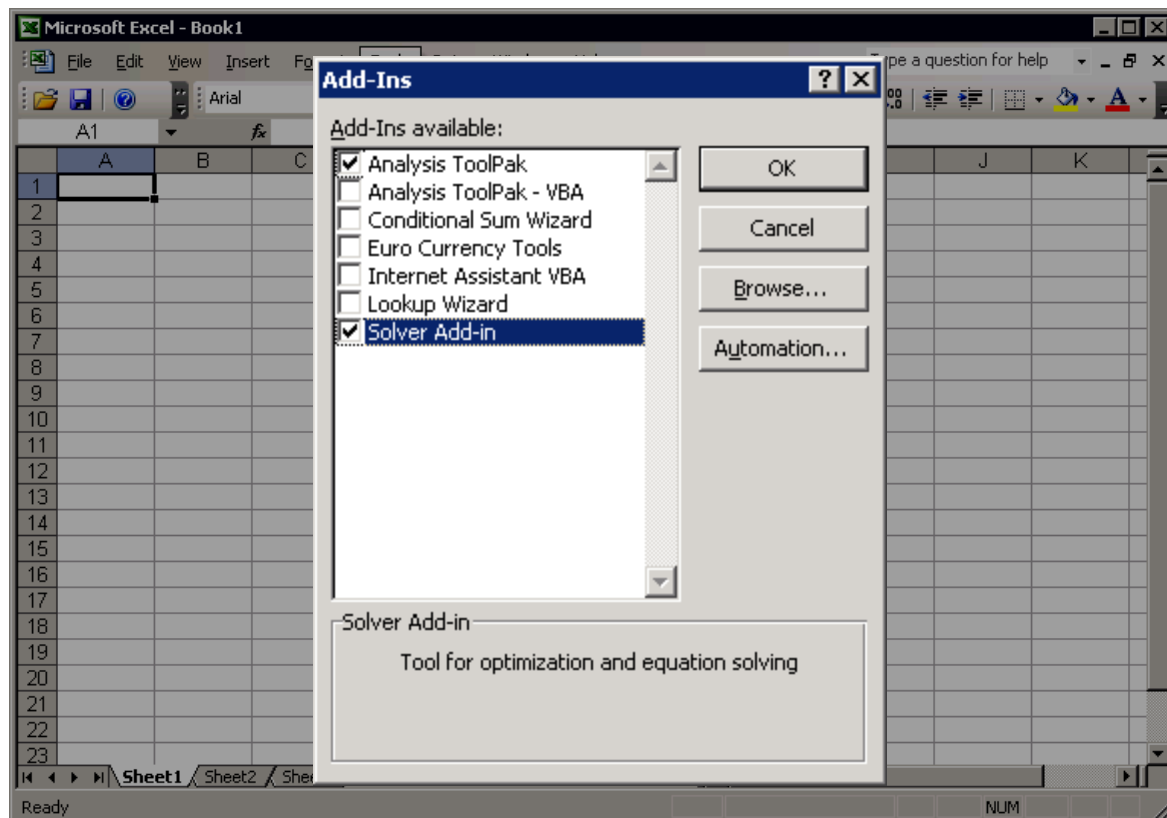Office 2010

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

SERVICE TAG XXXXXXX

- Operating System (Win 7? Service Pack 2?)

- Description of Problem, incl. Error Messages

- Steps Taken to Resolve It Thus Far

- Any Recent Changes?

•On base of laptop

•Photocopy for records

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
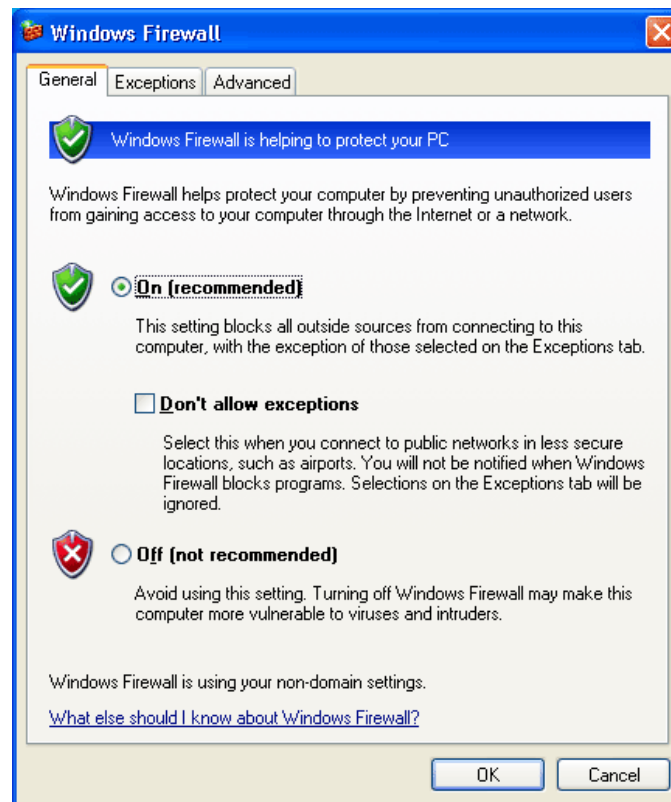
Laptop Computer Orientation

**Maintain a focus on _course work_
by maintaining the basics of _safe computing_...**

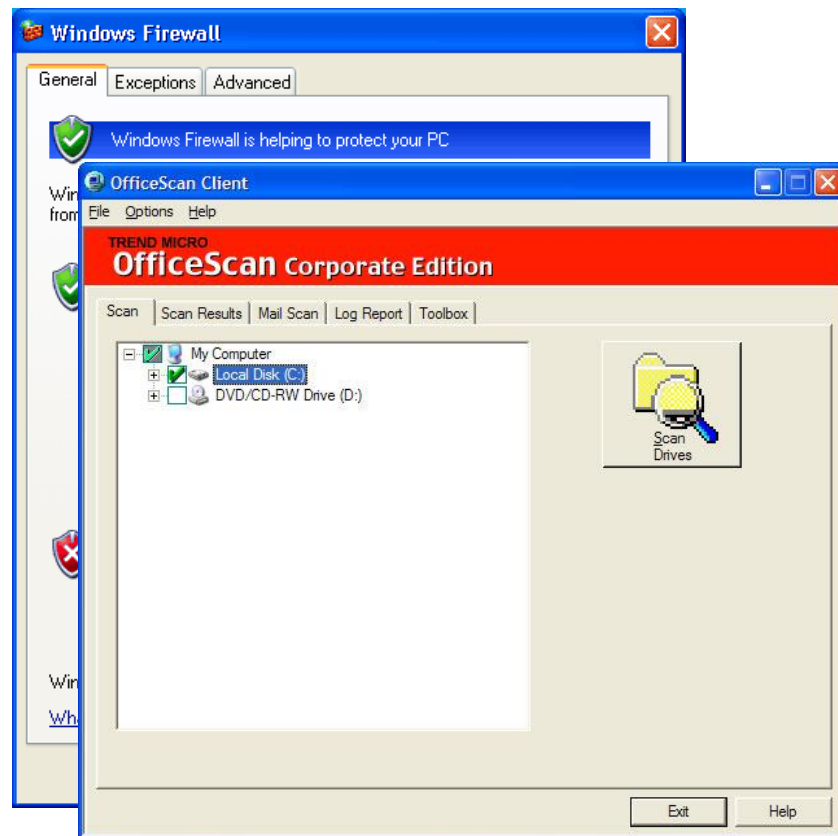# SAFE PRACTICES: Updates

- Keep your system up-to-date with Automatic Updates
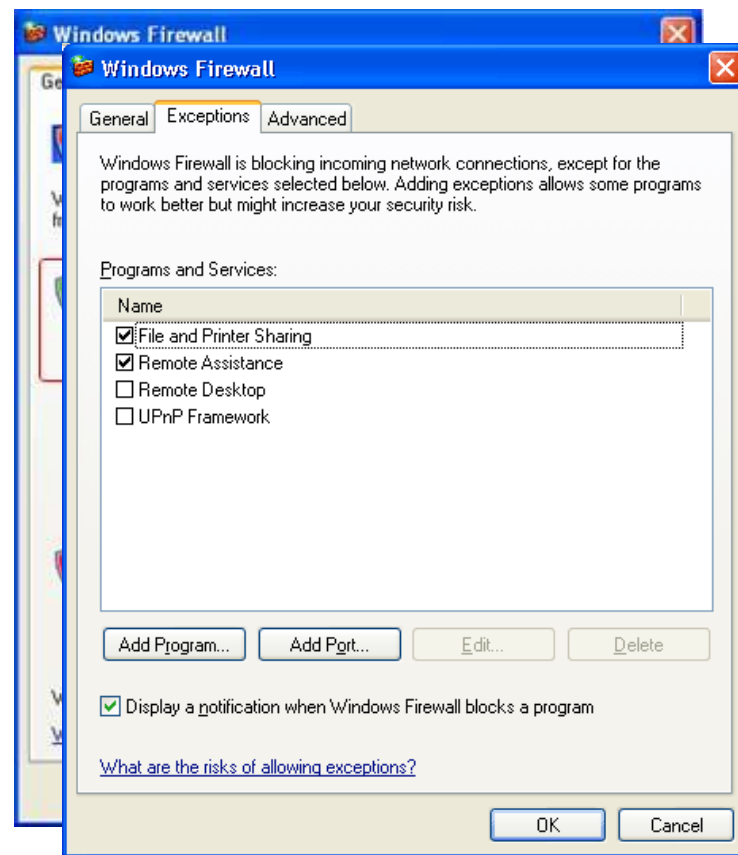
SAFE PRACTICES: Updates

- 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/antispyware)
- 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 Fl (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