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.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
- 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/](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
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• 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:

• 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