

Mobile Learning

Quick Reference Guide

Guide Book

Mobile Computing & IT Support Centre

“How-To” Common Tasks

**...A RESOURCE TO HELP YOU FEEL COMFORTABLE
WORKING WITH YOUR THINKPAD AND USING MANY OF THE
SERVICES AVAILABLE TO YOU. YOU WILL SEE EXAMPLES OF
HOW TO INSTALL A PRINTER, BURN A CD AND HOW TO
CONNECT TO THE NETWORK.**

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Your Responsibility

Please refer to the Student Learning Tool Agreement's Terms & Conditions that you signed.

Mobile Program Students

All full-time students enrolled at UOIT (except graduate students) or in a Durham College Mobile Program are required to participate. UOIT graduate students may participate in the Mobile Program.

Full-Time Students

All students who carry a minimum 60 per cent course load are considered full-time as specified by the institution.

Part-Time Students

Students who carry a course load of less than 60 per cent are considered part-time and will be charged a reduce rate for their participation in the Mobile program on a per semester basis.

Laptop use in summer months

All returning full-time students are eligible to retain their learning tool over the summer. Students are required to check in their laptop and/or alternate learning tool on the date communicated to them by the Mobile Computing & IT Support Centre. It is crucial that students return the laptop and/or alternate learning tool on the date specified by the Mobile Computing & IT Support Centre, prior to the end of summer, for reconfiguration for the following academic year. Students who fail to do so may be levied the late return fee of \$50.00 per day.

Protecting your laptop

- Carry your laptop in the Mobile Computing backpack or bag provided with your learning tool. This has been specifically designed to provide protection for your learning tool.
- Always lock your laptop, using the lock provided; never leave it unattended.
- Never leave your laptop inside a car where it can be visibly seen - place it securely inside the trunk or cover it up. Never leave laptop in a car overnight: extreme cold can cause your display to crack.
- When going from extreme temperatures - to avoid screen damage (i.e. cold weather to heated indoor location), take your laptop out and open it up, wait until the temperature of your laptop gets relatively close to room temperature before turning on your laptop.

If damage occurs, the damage will be assessed by Mobile Computing & IT Support Centre Staff. DO NOT attempt to repair or take apart your laptop - this will void the warranty and create additional expense for you!

Best Practices!

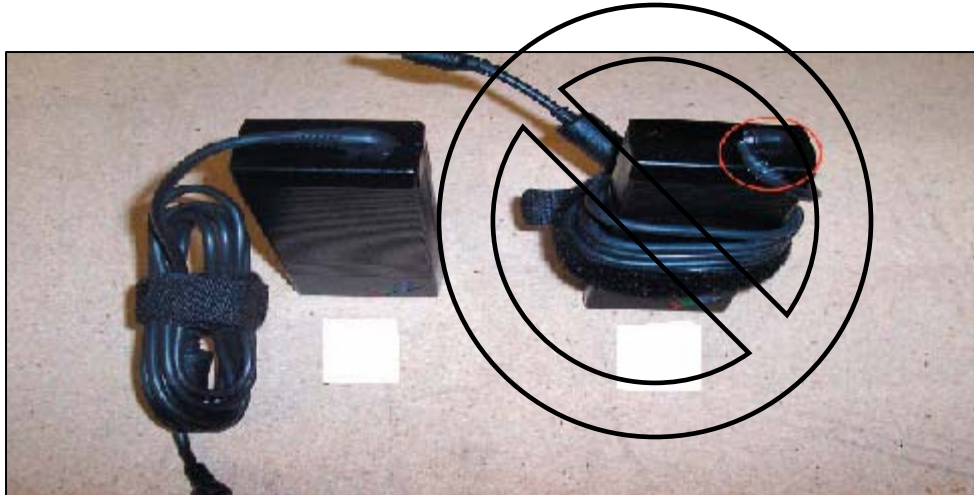
- In order for your laptop to be updated from the campus servers with all current network policies, updates to your anti-virus software (F-Secure) and Microsoft Windows, you will need to logon to the campus network - do this by plugging in your patch cable BEFORE you turn on your laptop (or if your machine is already powered on, simply restart your laptop).
- Back-up your documents regularly. Although the staff of the Mobile Computing & IT Support Centre will do all they can to save your data, sometimes this is not possible.
- Scan suspicious files using F-Secure, which is the anti-virus software that is installed on your machine.
- Be aware of what you install on your laptop and what differences you notice after installation. If you encounter problems immediately following an installation, this information may help the Mobile Computing & IT Support Centre staff to troubleshoot the problem for you faster.
- Use laptops on a flat dust free surface with the ventilation fans exposed to avoid overheating

➤ **Things to Do!**

- Do pick up your laptop by the base;
- Always turn off your learning tool before putting it in your bag. This prevents it from overheating and causing damage to internal components;
- Use a soft dry cloth with a recommended LCD cleaner . Other products like water, alcohol, or Windex may cause damage. ;
- Keep heavy objects off your laptop (ie: school books, leaning elbows on it) or pack tightly in a backpack or suitcase bag: too much pressure will cause internal damage or damage the screen;
- Try to avoid eating and drinking near your laptop to avoid any possible accidental spillage, as this type of damage is not covered by the warranty;
- Keep your laptop away from magnetic fields such as speakers, TV's, etc.;
- Avoid sticking stickers on your laptop;
- Always leave laptop or learning tool in a temperate location
- Keep your laptop away from desk lamps as they may melt the case;

Power Adapter Care

When storing, please wrap the power cable on your IBM power adapter correctly, as shown below. Do not wrap the cable around the adapter as it will cause damage to the power cable, as shown on the right.



First Time Log On and Configuration

You MUST log onto your computer while on campus before you will be able to use it at home.

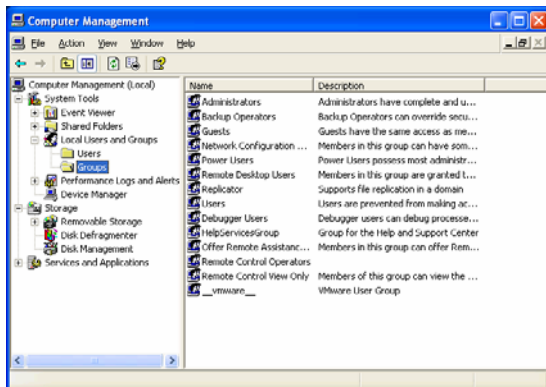
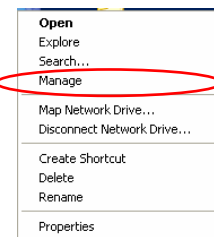
When you first boot up your laptop, you will come the Windows login screen. Press Ctrl, Alt and Del at the same time and enter the following information:



User name = Student ID number
Password = durham or university (1st time logon) OR what it was in the previous year.

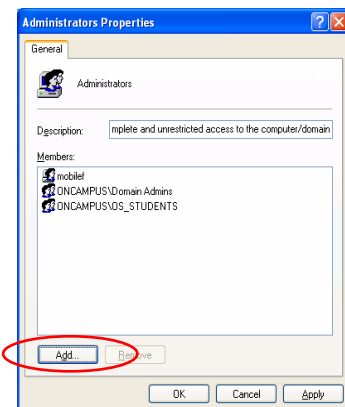
Beside Log on to, always select “ONCAMPUS” (even if you are off-campus).

- Right Click on My Computer and select **Manage**

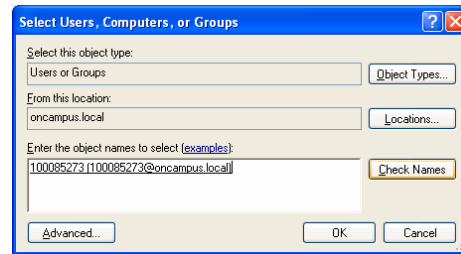


- In the **Computer Management** window, double click **Local Users and Groups**
- Click **Groups**
- Double click **Administrators**

In the **Administrator Properties** window click **Add**



- Enter your Student ID number into the box provided and select **Check Names**. Beside your original entry you should see your Student ID number repeated and underlined (as in the example).
- Click **OK**



- For your final step in the Administrator Properties dialogue box, click **OS_STUDENTS** and click **Remove**.
- Click **OK**
- Close the Computer Management dialogue box

How to change your password



1. Log onto your computer with the network cable (the blue or grey cable) plugged into the laptop and a network port.
2. Once you are logged in, double click the My Computer icon. Ensure that you can access your networked drives. By doing this you are confirming you are logged onto the network properly. (If you do not see these drives, restart your laptop).
3. Press Ctrl, Alt and Del.
4. Click Change Password.
5. Enter your old password once and your new password twice. Click OK.
6. You should get a pop up box that confirms your password change. Click OK.
7. Click Cancel.

Drives

When you open the My Computer icon, you will see the following drives:

C: and D: - HARD DISK DRIVES

Although your computer has only one physical hard drive, when you look at the My Computer window, it appears there are two drives. Mobile Computing has divided your hard drive into two sections. All software and operating system information is on the C: Drive. We push all your data (the My Documents folder) to the D: drive. This division allows us to have a greater chance at recovering your data should anything go wrong. Save all your data to your D: Drive!!

J: DRIVE- DUMP DRIVE

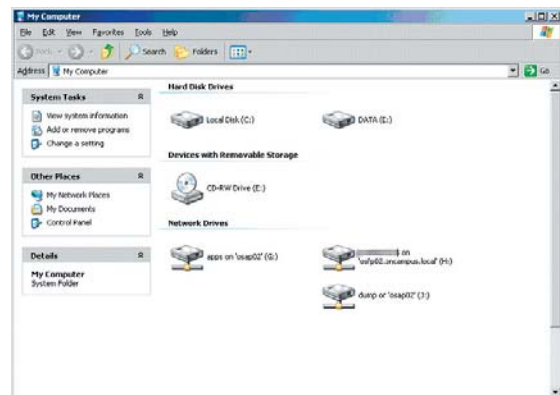
Faculty may place files up to this drive to make information available to you. You are able to access this drive as 'read only'.

G: DRIVE – APPS

Programs could be placed here for you to access. Note: Only specific programs will be placed here; you may never need to access it.

H: DRIVE – HOME DIRECTORY

You are the only person who can see the contents of this drive. You will notice Student ID number is beside it. This folder is useful for backing up some of your work and for accessing your work on multiple computers while on campus; this drive is accessible from anywhere you log into the network. You have 500 MB of space on the campus server. Note: this is a campus network drive; therefore, you will not be able to access information stored here from off campus.



Campus Wireless Access

Wireless network access is available in most common areas. Look for this symbol.



Your wireless settings for connecting to the campus wireless network are automatically configured.

Printers

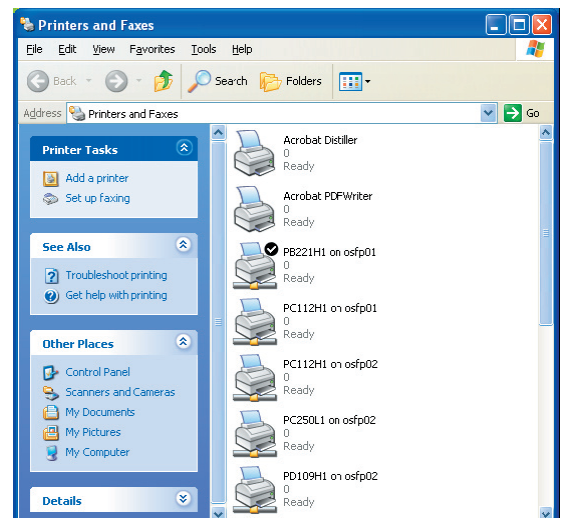
When you get your laptop, there will not be any printers installed. It is set up this way so you can install only those printers on campus that you will be using the most. You are also able to install printers that you will use off-campus (ie: a home printer or printer in residence).

Types of Printer Connections

There are two types of printer connections, a Local Printer or a Network Printer. A printer is considered local when a cable runs from the printer and plugs directly into the back of your laptop, using either the LPT port or a USB port. Installing a Local Printer is often very easy, as manufacturers may include software to easily install their printers (your laptop contains a list of commonly used printers). A Network Printer is not physically attached to your laptop. You can only access this type of printer using a network connection; this is the type of printer you will be using while you are on campus.

Printer Names

Before you install a network printer, it is important to understand how they are “named”. Given the example “PB221L1”, the “P” stands for “Printer”, “B221” is the room number, “L” is the manufacturer, in this case Lexmark, the number “1” indicates that this is the first printer in the room.

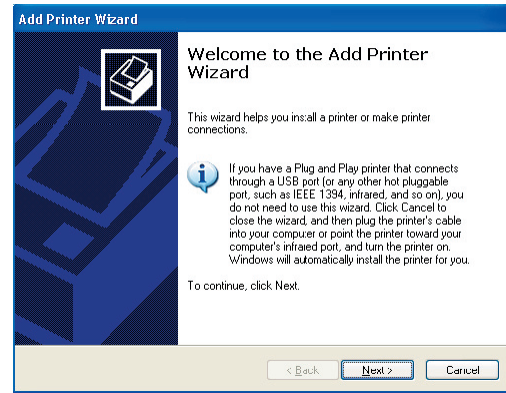


Setting Default Printer

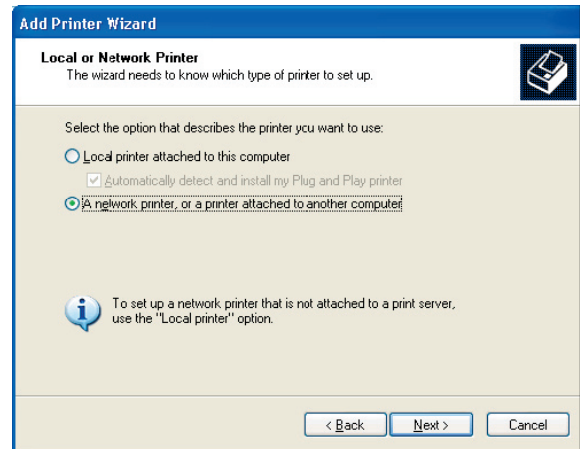
The Default Printer is usually the printer you print to most. When you print from a program, such as Microsoft Word, it is the printer that your document will automatically print to, without you selecting one.

To Install a Network Printer

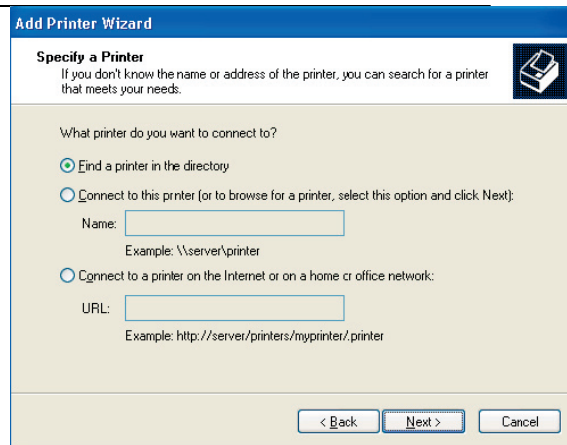
- Begin by clicking the Start Menu and selecting Printers and Faxes. A window will appear, click on the File menu and select Add Printer. The Add Printer Wizard will begin.
- Click Next on the first Window.



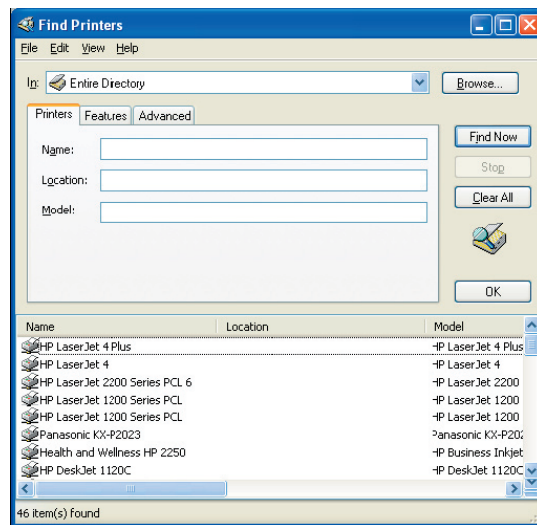
- You will then be asked if you would like to add a Local or a Networked printer. Select "A network printer..." and click Next.



- Select “Find a printer in the directory”, click Next.



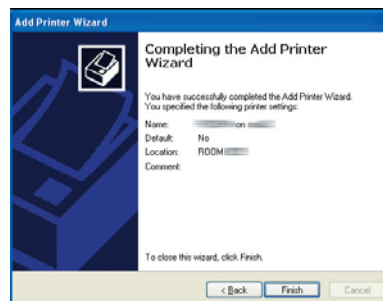
- By simply clicking Find Now, you can view a list of all printers available to you. If you want to narrow your search you can type the room number of the printer’s location (surrounded by asterisk *) in the Name field to narrow your search.
- Once you have found the printer you want, double click the printer in the list



- You will be asked if you would like this to be the default printer, select your choice (Yes or No) and click Next.



- Click Finish on the final screen to complete the process.



Sleep, Hibernate and Shut Down

Using and understanding Sleep, Hibernation and Shut Down will help you maximize your battery life and allow you to work more efficiently. There are basically three ways of conserving battery life.

Sleep

From a user's point of view Sleep mode is similar to a screen saver. It will automatically turn on when the laptop has not been used in a specific amount of time (often after five or ten minutes). This option does not automatically save your work, so although it isn't necessary to close any programs before putting your laptop into sleep mode, you should save any work you want to keep. Attention: **Do not carry the laptop in your bag while the laptop is in sleep mode.**

To put your laptop into sleep mode you can press the function or Fn key and F4 at the same time or by closing your laptop. To bring your laptop out of sleep mode, press Fn and F4 or open the lid.

Hibernate

Hibernate functions as a hybrid of sleep and powering off the laptop. The laptop saves the current state of the operating system, and saves all information to the Hard Drive and powers the laptop down. Once in hibernation the laptop can remain in this state for an indefinite period of time, and will not use any battery life and will not generate any heat. The laptop will not recover out of hibernate as quickly as from sleep mode, but it is faster than powering up the laptop from a shut down. To put the laptop into Hibernate mode, you must press the Fn key and the F12 key at the same time. To bring the laptop out of hibernate, press the power button.

Shut Down

When you are finished using your laptop for the day, you should fully Shut Down. Do this by going to the Start menu and selecting Shut Down.

Virus Protection Software

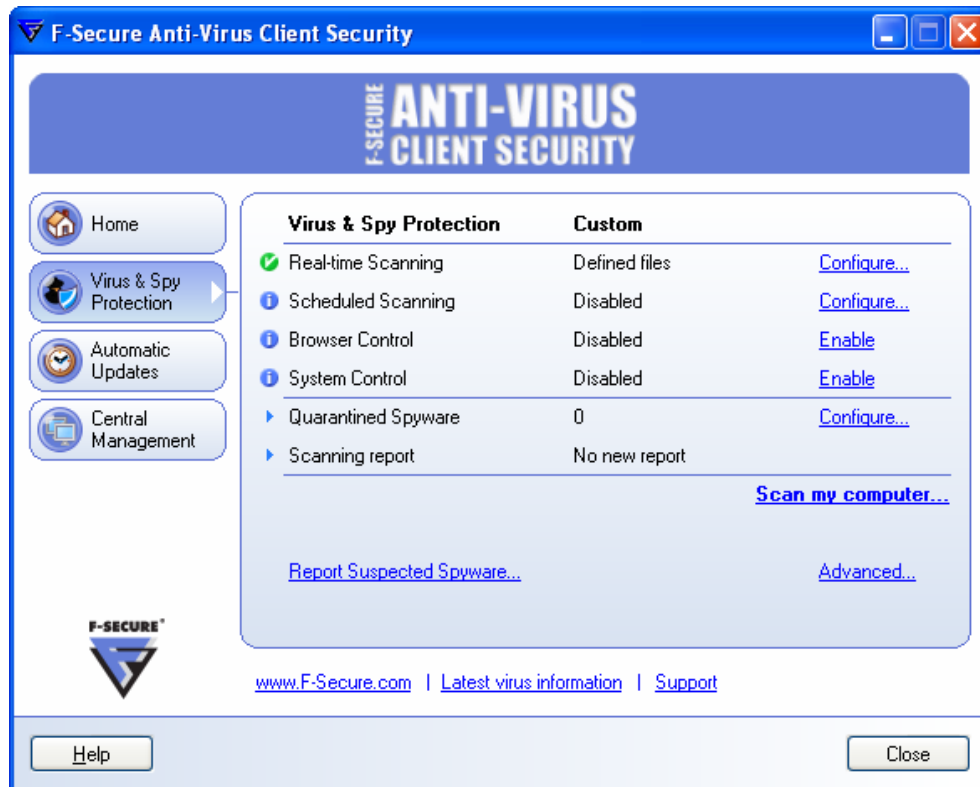
The institution uses F-Secure to protect your laptop from viruses. You will see two icons in the bottom right corner of your screen in the System Tray; one is a blue triangle the other is a sword and shield.



In order to receive all the updates for F-Secure, you must regularly either:

- 1) power on your laptop with the network cable plugged in or
- 2) restart your laptop with your network cable plugged in.

To manually scan your system for viruses, right click the sword and shield icon and click on Scan All Hard Disks (note: this could take up to 25 minutes to complete)



Important: Do not install any additional anti-virus software on your laptop, as the software will conflict and affect the performance of your laptop.

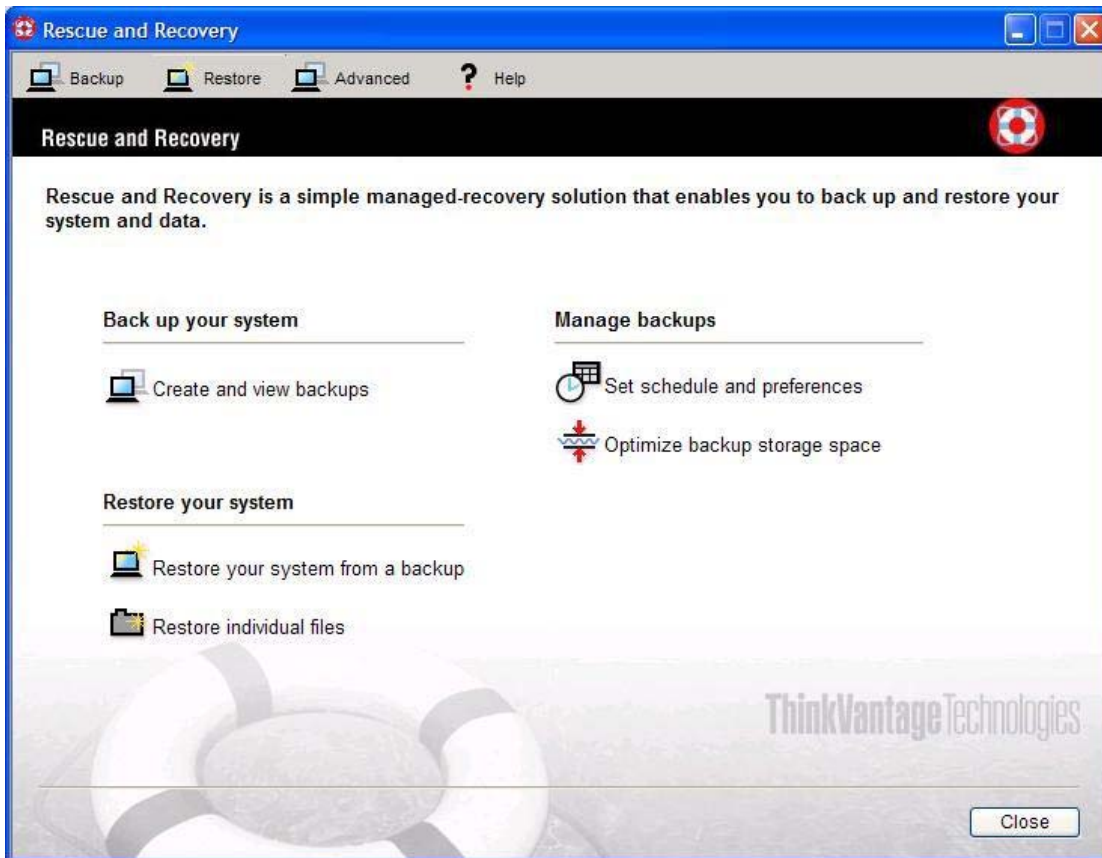
IBM Rescue and Recovery

IBM Rescue and Recovery is a recovery and restore solution that includes a set of self recovery tools to help users diagnose, get help and recover from system crashes quickly.

Backing Up and Restoring with Rescue and Recovery

Following are the steps to launch Rescue and Recovery:

1. From the Windows desktop, click **Start**.
2. Select **Programs**.
3. Select **ThinkVantage**.
4. Click **Rescue and Recovery**.
5. The following screen will appear:



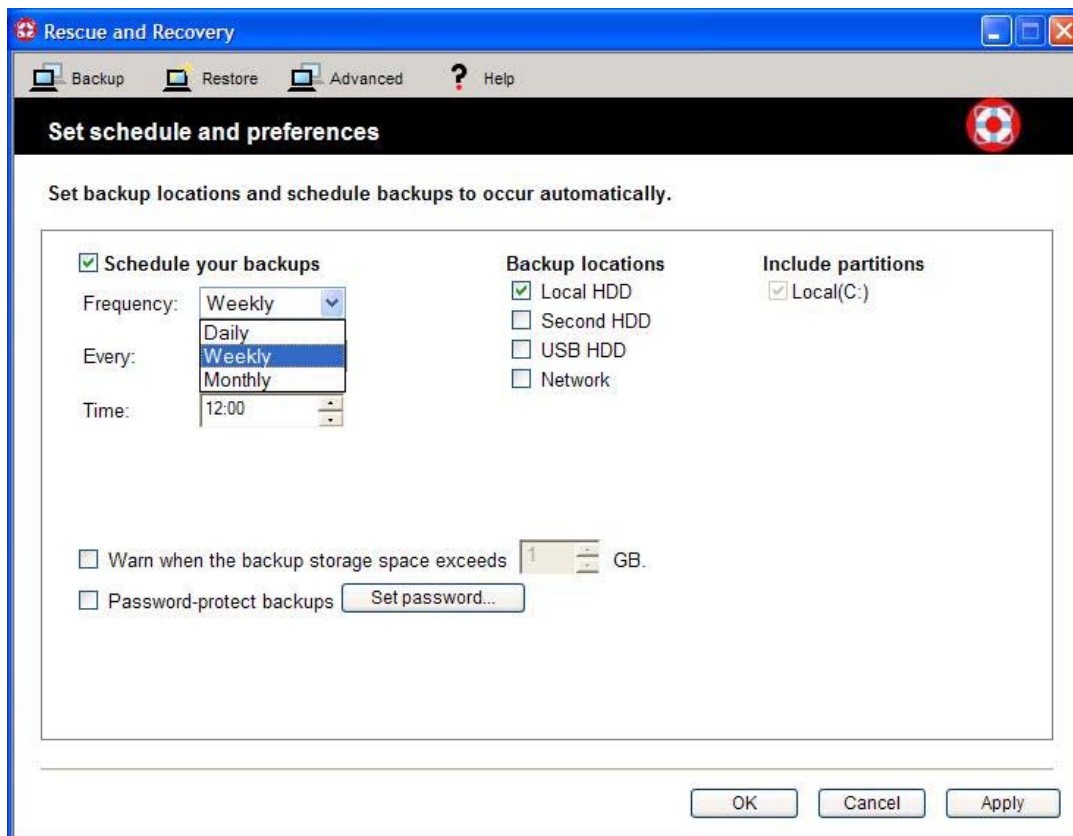
Setting Rescue and Recovery preferences

The Rescue and Recovery program enables you to select which hard drive partitions to include in backup operations and to select the backup locations you want to use to store your backups.

Scheduling

You can schedule automatic backup operations to be performed daily, weekly, or monthly. Within this setup you can control the time (and in some cases the day) the backup will occur. If you prefer not to have backup operations take place automatically, you also can disable scheduled backup operations. By default, backups are scheduled to take place every Wednesday at noon. However, you might want to change the backup schedule to fit your specific needs. To set your preferences or to change the backup schedule, complete the following procedure:

1. Open the Rescue and Recovery program within the Windows environment.
2. From the Rescue and Recovery main window, click the **Set Schedule and preferences** icon.
3. Follow the instructions on the screen. Click **Help** for more detailed information.
4. The schedule screen is shown below:



Rescue and Recovery features

The Rescue and Recovery program provides a variety of backup, restore, and advanced features. Below is a brief description of the backup and restore features.

Backup features

The following list describes the types of backup features provided with the Rescue and Recovery program:

- **Creating a backup:** A backup is a snapshot of the entire contents of your hard-disk drive, including the Microsoft Windows operating system, software application, registry settings, network settings, fix packs, desktop settings, and unique data files. You can create a backup on your local hard-disk drive, a second hard-disk drive, a USB hard-disk drive, or a network drive.
- **Viewing backup files:** This feature enables you to view all of your backups, including the location of the backups, the backup names, and the dates and times the backups were created. Backups created on unattached, external devices are not listed. By default, the base (or initial) backup is saved along with five incremental (or subsequent) backups. Only the most recent backups are saved. In order to retain older backups, you must archive backup files to an external device.
- **Optimizing backup storage:** This feature enables you to optimize the space used to store your backups. If you schedule backup operations, it is a good idea to use the Optimize backup storage space tool to specify files that might not require frequent backups.

Restore features

Performing a restore operation restores the contents of your hard disk to a previously known state. There are different types of restore operations, some being more invasive than others. The following list describes the types of restore features provided with the Rescue and Recovery program:

- **Restoring individual files:** Copying files and folders to an external medium provides valuable protection for your data. The Rescue and Recovery program enables you to copy files and folders to a diskette, a second hard drive, a USB hard drive, or a network drive. Then you can restore the files that you saved.
- **Restoring only the operating system and applications:** When you select to restore only the Windows operating system and applications from a backup, the Rescue and Recovery program restores only Windows and application files to the backed-up state. Your current personal data will be preserved. All applications

- installed since the time of the backup will need to be reinstalled. Some settings, such as network and printer settings, might need to be reconfigured.
- **Rejuvenating your system:** Selecting to rejuvenate your system optimizes system performance by taking a new incremental backup and then defragmenting your hard drive and backups. It then restores selected settings and data from a backup of your choice. This feature helps eliminate viruses, adware, and spyware while maintaining your current settings and data. All applications installed since the time of the backup will need to be reinstalled.
 - **Restoring your entire hard disk:** You can choose to restore your hard disk to any number of backed-up states. Each backup is differentiated by its creation time and date. The Rescue and Recovery program can restore your system from a backup stored on the local drive, a USB hard drive, a network drive, or from CD or DVD. When performing a restore operation, all data created after the selected backup was taken is erased.

Note: If you start your computer from an alternate device such as a CD or DVD drive, make sure that you have the appropriate backup CDs or DVDs. The backup CDs or DVDs will be used after this process to format your hard drive. If you do not have your backup CDs or DVDs, all data on your hard drive will be lost.

CD and DVD Data Burning

A data disc is a CD or DVD used to store electronic data, such as the files that reside on your computer's hard drive. Unlike music discs, data discs are used to store files that are readable only by a computer, and cannot be played on your home or car stereo.

- A data CD can hold up to 700 MB of information and a DVD can hold 4.7 GB of information. They can be accessed with any computer equipped with a CD or DVD drive.
- A data disc is great for backing up your hard drive or storing important information such as your documents, reports, and spread sheets.
- Because of its portability, a data disc is very useful for sharing multimedia presentations, graphics, reports, and other academic information with colleagues or students. .

To Burn a Data Disc using Multimedia Centre for Think Offerings



- Open Multimedia Centre for Think Offerings by clicking Start, All Programs, Multimedia Center for Think Offerings, Multimedia Center Home.
- Put a blank disc into your DVD\CD drive. The disc type and available space will be displayed.
- The tabs along the left side indicate the types of discs that can be created: music, data or back-up (or you can use the Quick Links). Note: Although there is a back up option, listed under the Data section listed as Easy Archive, creating a data disc for back-up purposes may be a best practice to ensure all necessary files are backed up.
- Click the tab that has a file folder on it, and select data disc.
- If you would like to add a Volume Label to your disc, single click on the Volume Label and type a new label for your disc.
- Select the files you wish to copy to your disc. Click Add Files and Folders, highlight the files you want to copy, then click the Add button.

- If you wish to remove any files from your list of files to record, highlight the file then click the red X or press the Delete button on your keyboard. Removing files from your copy job will not remove these files from your hard drive.

Tip: You can select multiple files and folders by holding down the Ctrl or Shift key on your keyboard, and single clicking the files you would like to copy.

- Once you have selected the files to record, click the large red button in the bottom right corner that says Click button to continue. Note: Burning a CD takes up much of the computer's resources, it is a good practice to not use any other programs while your disc is burning.
- When your disc is done, you can click the Done button in the bottom right corner or make another disc.

Home Networks

Many students currently have or are planning to create networks at home. This can allow multiple users to access the Internet, share printers or files. School laptops can be attached to a wired or wireless home network. As each user's set-up is different, it is difficult to provide step-by-step instructions - please pick up the Accessing Home Networks pamphlet for more information.

When trying to attach your laptop to your home network be aware of the following:

Do not add yourself to any WORKGROUP. Doing this will remove you from the campus domain, and you will not be able to log into your laptop or access any network services. If you do accidentally remove yourself from the domain, please visit the Mobile Computing Support Centre, and we will rejoin you to the domain.

Internet

Students can access the Internet while on campus as they need it. However, many students want to be able to get online at home - your laptop is Internet ready for most high-speed Internet access. For dial-up access, you may need to manually enter the set-up information. Here is some basic information on the different types of Internet connections available to help students decide which service will be best for them:

Cable

This high speed Internet service uses cable lines that are already in place and a cable modem. With this service you can surf the internet, watch TV and talk on the phone with no conflicts.

DSL (Digital Subscriber Line)

Using existing copper telephone wire and a DSL modem, service providers offer a high speed Internet connection. Similar to a cable connection, users can surf the Internet, watch TV and talk on the phone with no conflicts.

Dial-up

As the name suggests, an Internet connection can be made by 'dialing up'. By plugging the computer into the phone jack, the user's computer can dial a phone number, which will connect the computer to a server. The server, in turn, will allow the user access to the Internet.

IMPORTANT: If You Require A Modem Cable For Your Off-Campus Internet Access, The Mobile Computing & IT Support Centre Will Supply It To You As Part Of Your Computer Component Package.

Why visit Mobile Computing & IT Support Centre?

- network or configuration problems (ie: cannot logon to campus network, H: Drive or wireless network not accessible)
- laptop cleaning (screen & keyboard)
- cannot print, burn a CD or battery will not hold a charge
- missing or damaged laptop components (ie: power cord, AC adapter, network cable, security lock) – we have temporary loaners & sell replacement components
- laptop is damaged, won't turn on or is making an unusual noise
- cannot logon to laptop or machine boots up very slowly
- laptop infected with virus

Note: our repair turn-around time is approx. 2-3 hours for most repairs (dependent on service load at the time)

Contact Information

Mobile Computing & IT Support Centre
located in Room SW100 – Learning commons

Phone: 905.721.3333

Internal Extension: 3333

E-mail: itsupport@dc-uoit.ca

Hours of Operation

Mon - Thur 7:30am - 11:00pm

Fri 7:30am - 7:00pm

Sat & Sun 9:00am - 4:00pm