



1. Show SeniorNet web site

The SeniorNet web site opens as the default web page on all machines. Please briefly demonstrate the features on the left sidebar and the fact that all classes are listed in the centre bar. Encourage members to enter their email in FeedBlitz (top left) and they will get web updates automatically. Note also the 'deals' page

2. Do not add Vista screensavers

If screensavers have been added they can be removed by right clicking on the desktop and selecting *Personalise* and then selecting *Screensaver*. Select *none* in the pull down box.

3. Changing default opening screens

Students get confused if they see other than standard default screens. Do not change from the standard Vista or XP screen.

4. Changing Vista screen resolutions

The standard Vista screen resolution is 1440x900. If it gets changed it can be reset by a right click on the desktop, selecting *Personalise* and then *Display Settings*.

5. Making desktop icons disappear

If the desktop icons have disappeared right click on the desktop, select *View* and tick the *Show Desktop Icons* box.

6. Changed Vista machine default font settings

Default font size changes can cause larger than normal fonts to appear in applications. The default Vista fonts are reset by right clicking the desktop and selecting *Personalise* and then *Adjust font size (DPI)* and clicking *Default scale*.

7. Changing default Internet screen from the SeniorNet web site to other web sites

The opening Internet Explorer screen has been set to the SeniorNet web site as the Home Page. If you do need to change to another page as an example please change back to SeniorNet. Bring up <http://seniornetwgtm.blogspot.com> and select *Tools/Internet Options* and click *Use current* at the top of the page.

8. Default Image Viewer

Images in XP will open in the Windows Picture and Fax Viewer. Please do not alter the default viewer. If it has been altered do a right click on the image and select *Open With* and select the Viewer as the default.

9. Adding desktop icons

A standard set of icons have been added to the desktop. If you add an icon or shortcut to the desktop, remove it before closing your session by highlighting the icon, do a right click and select *Delete*. A box will come up asking you to confirm the deletion.

10. Pinning' icons to start menu

There should be only two shortcut icons 'pinned' to the Start menu – Internet Explorer and either Windows mail (Vista) or Outlook Express (XP). They are in bold type at the top of the *Start* menu. To remove other icons right click the icon and select *Remove from this list*. The way they get 'pinned' is by right clicking a desktop shortcut and selecting *Pin to Start Menu* – don't!

11. Altered icon size and sequence on the desktop

Change to standard features by a right click on the desktop. Select *View/Classic icons* and *Auto Arrange* and *Align to Grid*. In Vista icons can also be resized by holding down *Control* and rolling the mouse roller button back and forth.

12. Adding favourite programmes and not removing

The desktop icons have been carefully selected for class use. If you have the need to add other icons during the course of a class or exercise please make sure they are removed before closing your session to prevent confusion in a following class – right click on the highlighted icon and select *Delete*.

No applications should be added to the computer without checking with the Technical Committee well beforehand.

13. Leaving files to burn to CD unburnt and causing popups

Click on the open box and delete the files.

14. Causing Word (and other applications) to disappear

Do not remove applications, or their icons from any machine. That task is one for the technical Committee.

15. Wireless printer settings changed

Do not alter the default wireless printer or its settings. Your documents will be printed on the wireless printer. It will take a few moments for the printer to respond – don't press the printer button more than once.

16. Wireless printer not working

- no paper (Vista machines will show red printer icon, which if you hover over will say 'no paper')
- not the right printer selected
- one of the ink cartridges is empty (if it says low advise the office)
- paper jam – first read the manual then pull GENTLY after removing paper draw. If paper residues still present pull the back plate of to view
- don't overfill the paper carrier – if you have there will be an **unpleasant grinding noise!**

17. Tutorial files left on machines

Remove all files that have been used in class – check especially in My documents (Documents in Vista).

18. Recycle bin to be cleaned out

Double click the Recycle Bin icon on the desktop and empty after each class by clicking Empty the Recycle Bin.

19. Vista or XP taskbar disappears

There are two reasons for this

- the screen resolution has been altered to a lower resolution and the taskbar goes below the screen. The Vista setting is 1440x900 (correct by right click on the desktop and select *Personalise/ Display Settings* and select the above setting if necessary)
- the other reason is that the taskbar has Autohide turned on. Pull the mouse pointer to the bottom of the screen to expose the taskbar, right click and select Properties and make sure *Auto-hide the taskbar* is not ticked.

20. Vista and XP icons all over the desktop

Right click the desktop, select View and ensure Auto Arrange and Align to Grid are selected.

21. Office 2007 saved files

The default file format in Office 2007 finishes with an x e.g. .docx or .xlsx. This format cannot be read by Office 2003. Always use *Save As* rather than *Save* in Office 2007 and select Word 97 -2003 Document.

The problem can also be solved by downloading from Microsoft a free converter at <http://ncane.com/1gx>. This allows Office 2007 default files to be read in Office 2003.

22. Computer won't start

The causes can include, no power, not being plugged in to either machine or power box or a defunct power supply.

23. Fault recording or repairing

Please adjust to default settings or record any faults on the supplied sheet so that the faults are not left for the next class. Neither tutors or students like surprises!

24. No sound with music

- check by clicking the loudspeaker icon in the notification area (right end of the taskbar) that the sound is turned up and that the *Mute* is not clicked
- if the default player is Windows Media Player check its volume control
- check speakers are plugged in at the speaker and computer end of the green lead
- use Start/Control Panel/Sound to ensure speakers are selected and turned on and that the level is satisfactory – you can generally do a test

25. Laptop stops working suddenly or won't switch on

Check that the power is turned on and plugged in to the machine (if power is on and not connected there will no light on the computer but the projector light will be on).

26. Projector won't pick up laptop signal

Check all leads and Fn F5 or F4 depending on laptop. This may have to be done more than once.

27. My Computer (or other folder) icons in grey bar on the desktop

A folder has been dragged to the margin of the desktop. This causes the folder icons to open in a grey bar, in the margin where the folder has been dragged. Right click the bar and select Close to revert.

28. Internet not connecting

- Press black button on the router (Room 11) and it will spring out. Leave 10 – 15 seconds and push back in
- If that does not work call Actrix (0800 ACTRIX and press 1) to check network status