

4-WAY EQUIPMENT RENTALS

IT Instruction Manual

For Employees

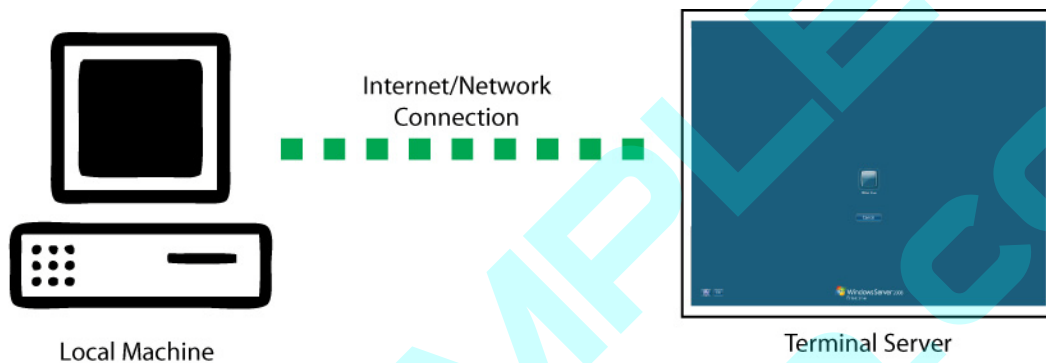
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What is the Terminal Service?

The Terminal Service is CERF Incorporated's data server and all the 'virtual machines' that it provides to staff. When using the Terminal Service, you are working off of CERF's central server, allowing your data to be saved and backed up remotely.

The Terminal Service (TS) is a remote desktop, meaning that you are using your 'local' machine (the physical computer) to access the 'virtual' machine (your profile on the TS server). This creates a kind of 'dual layer' of computers.



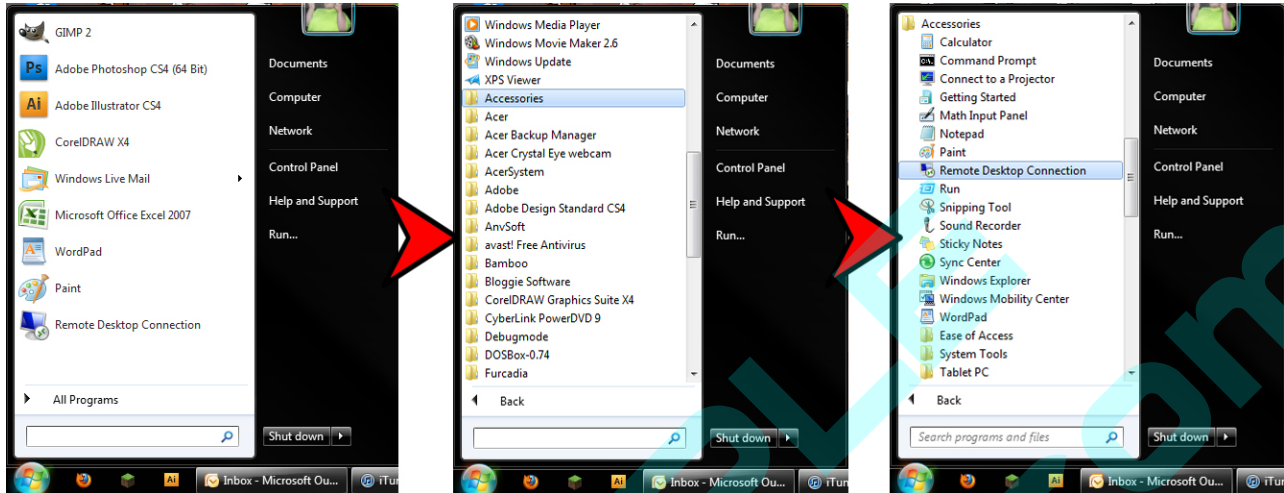
*Note: The 'dual layer' created by the Terminal Services means that programs that are open on your local machine will continue to run in the background while you work in the Terminal computer. This can sometimes affect performance, particularly if the programs running on the local machine use the internet (such as a browser).

CERF Inc. operates in a Microsoft Windows environment. If you are not familiar with the operation of Windows, the Microsoft Office Suite, and/or our rental software (SIRIUS), speak to the IT Manager and arrangements will be made for training.

Connecting to Terminal Service from Inside the Network

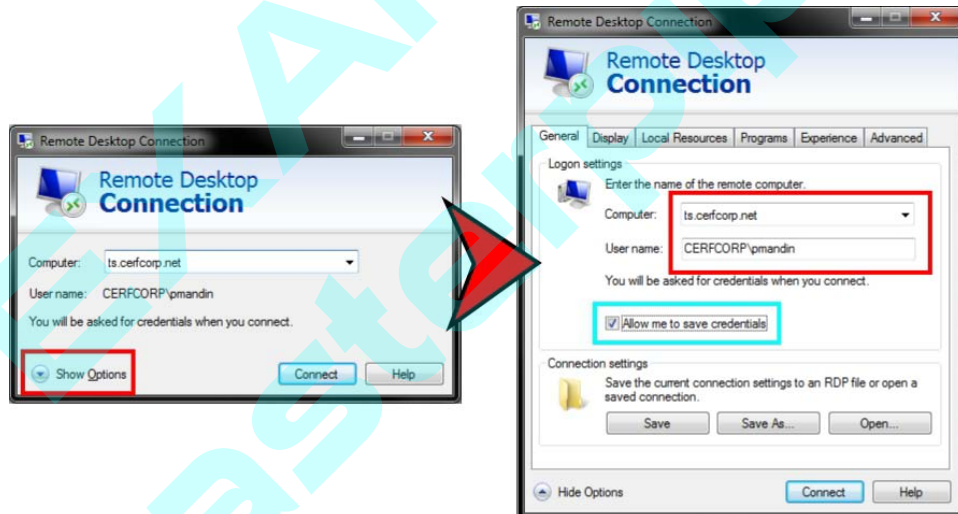
3 STEPS - 2 PAGES

STEP 1



Open your Start Menu (bottom left corner of the screen) and find your Accessories folder (under Programs or All Programs). Click on “Remote Desktop Connection” (icon of a computer screen with a circle containing arrows pointing opposite ways – Windows 7)

STEP 2



On the dialog box that appears, click the downward-facing arrow (or button) for “Options”.

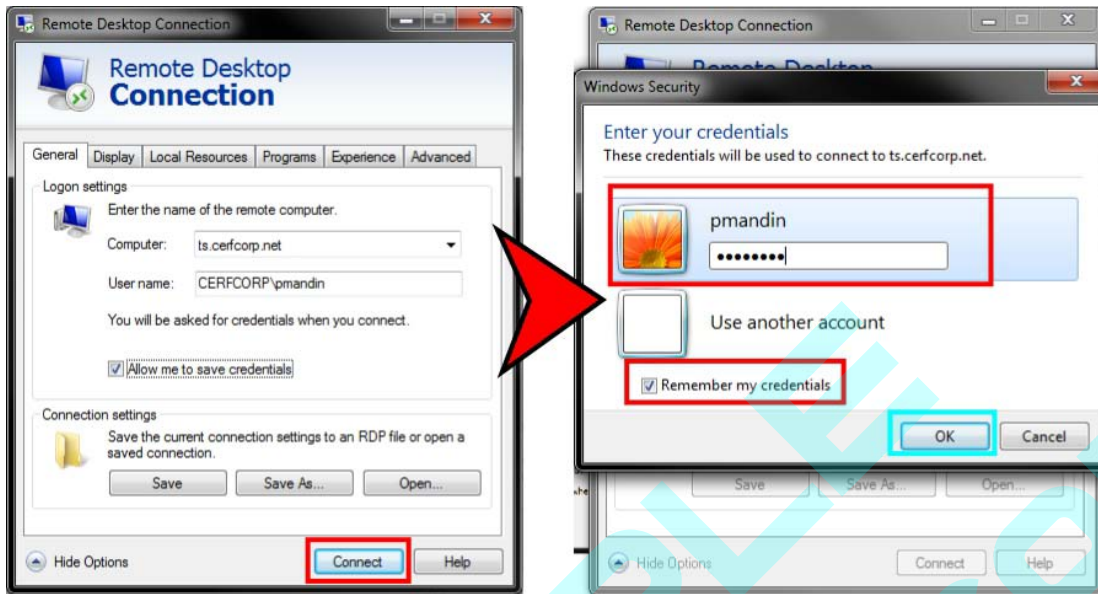
In the field labelled “Computer”, type “ts.cerfcorp.net”.

Under “User name”, enter CERFCORP\<yourusername>, where <yourusername> will be your server user ID. This should be the first half of your company email address. For example: jsmith@4-way.com would have the username jsmith. To find the \ key, look at the keys around your return/enter key on the keyboard.

You can save the settings for your connection by checking the “Allow me to save credentials” box just below the “User name” field. This is generally recommended, since it will allow you to avoid having to enter your user name and password every time you connect.

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STEP 3



Click the “Connect” button. A pop-up window will appear, asking you to enter your password. This will be your terminal login password (see the IT manager if you forgot it or were not issued one). You can check the box at the bottom of the screen labelled “Remember my credentials” to skip this process for future logins.

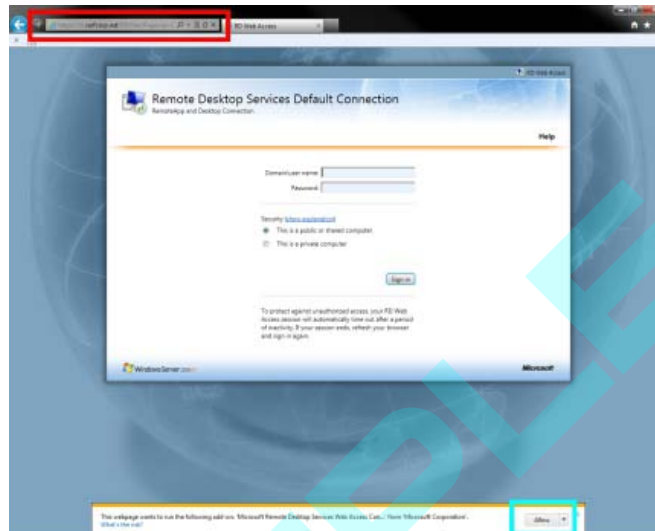
The terminal desktop should now automatically start for you.

Always make sure you Log Off from your Terminal Services when you are done. Simply closing the window is not enough! Programs will continue to run if the connection is simply closed. It must be properly terminated with Start > Log Off (In your Start Menu, this option is in a menu accessed by hovering your mouse over the right-facing arrow in the bottom right of the menu.)

Connecting to Terminal Service from Outside the Network

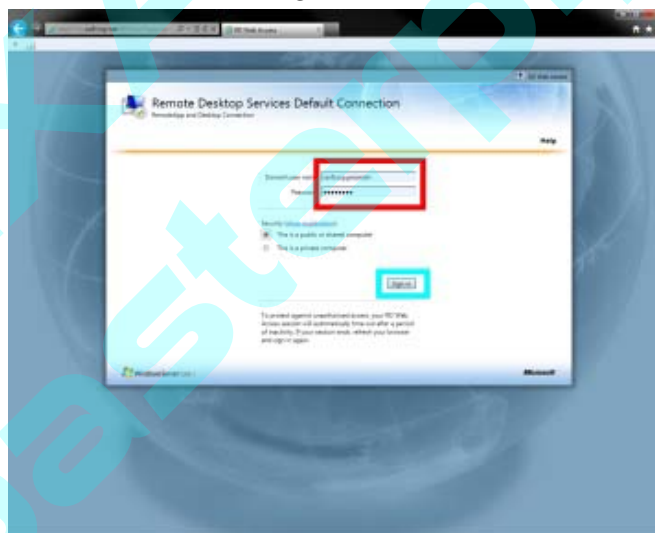
3 STEPS - 2 PAGES

STEP 1



In **Internet Explorer**, enter “ts.cerfcorp.net” in the URL bar. If prompted, click “Allow” and then “Show Content” (this should only happen once per computer you use to access this) **(NOTE: This only works in Internet Explorer.)**

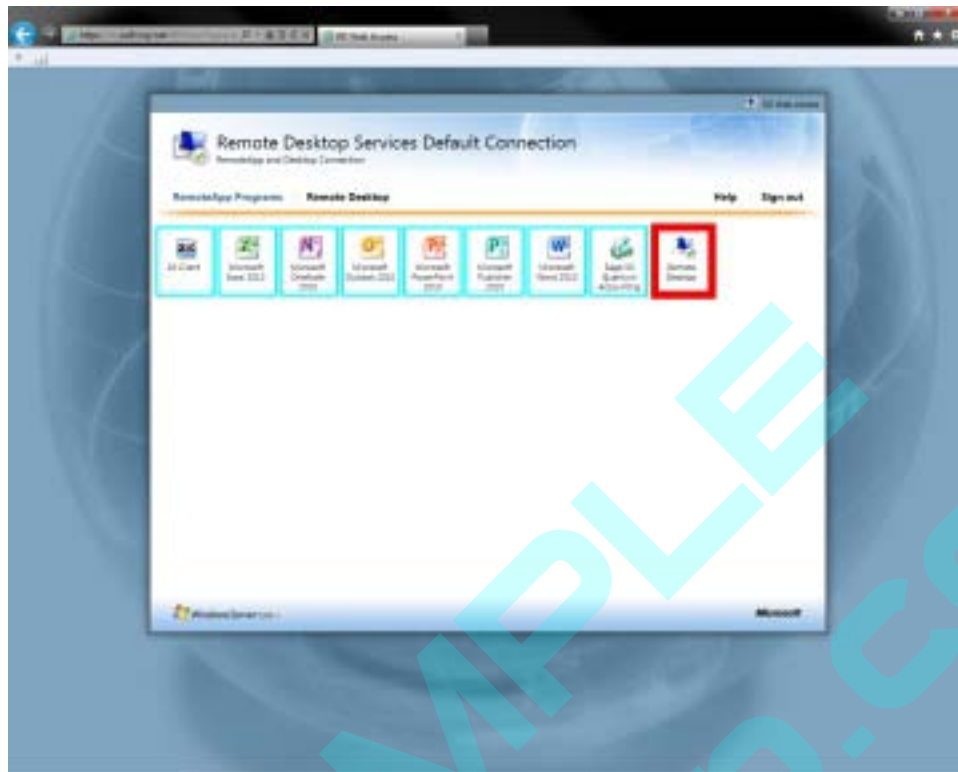
STEP 2



Enter your network username and password. **For this screen, the username format is cerfcorp\<USERNAME>**
Then, click “Sign In”.

IT MANUAL

STEP 3



You can click any of the displayed icons to open that specific program to use. This is useful if you want to work on a document or file in a particular program without having to open up a full Remote Desktop session, and the programs will run as a web version of the appropriate application, with access to documents on the terminal server.

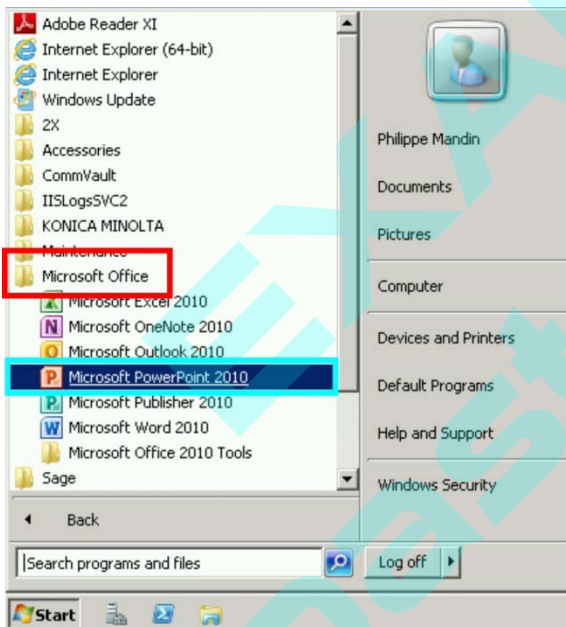
For this demonstration however, click the Remote Desktop icon. This will open a Remote Desktop session, as if you had opened the Remote Desktop application on a computer within the network. It may prompt you for your username and password. **The username format for signing in is cerfcorp\<USERNAME>**

Click "Yes" or "OK" to the dialogues that pop up. You may also click the checkboxes to 'remember your selection' to prevent the dialogues from showing up in the future.

Finding Programs with the Start Menu



To access programs on the Terminal if there isn't a shortcut on your desktop, click Start. Hover over or click on "All Programs".



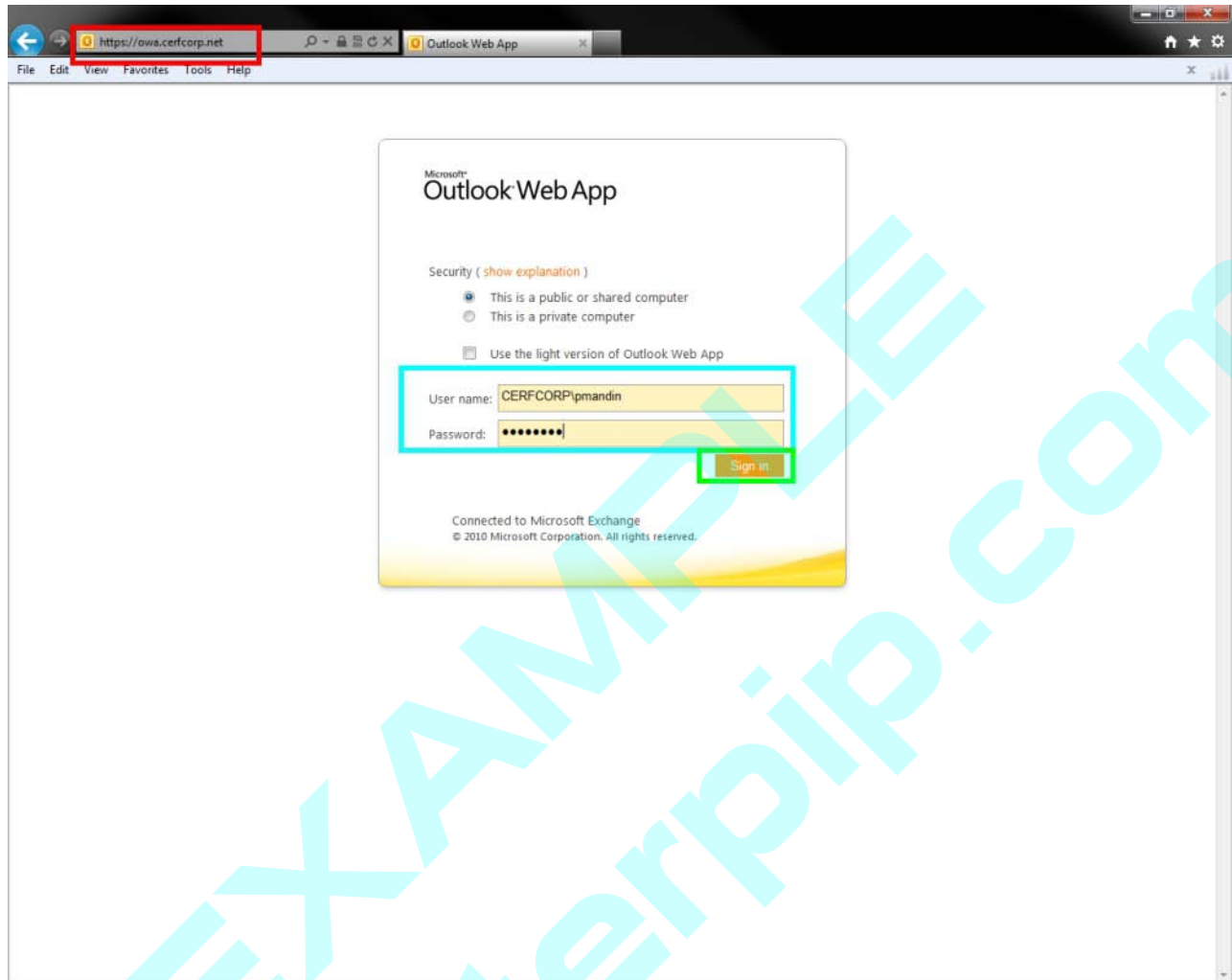
Click on the folder containing the program you need (if it's in a folder – some programs such as Internet Explorer aren't organized into a folder) then click on the program itself.

You can add the program as a shortcut to your desktop by right clicking it, hovering over "Send To" and selecting "Desktop (create shortcut)" when it appears in the flyout menu.

Outlook Web Access

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CERF Incorporated offers employees a webmail access portal so that you can check your email from any computer in the world.



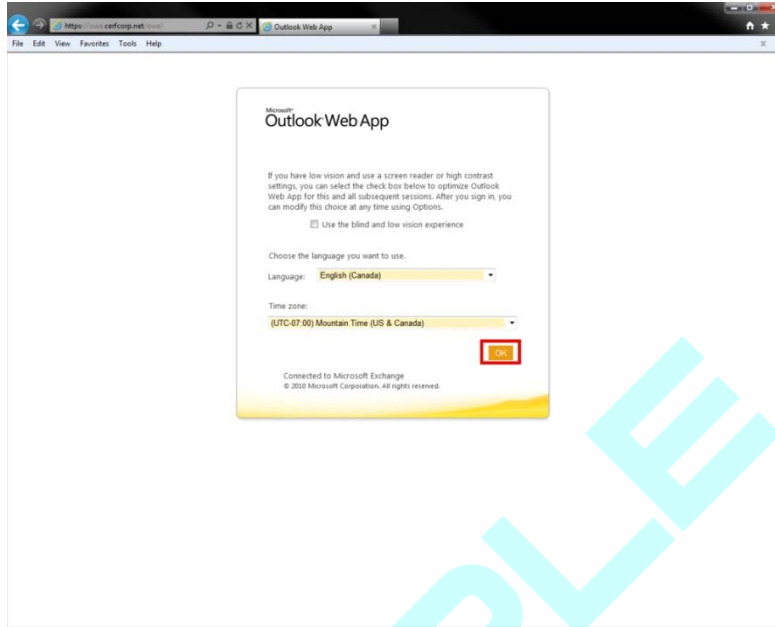
Type <https://owa.cerfcop.net> into your browser's address bar. This will bring you to the 'welcome screen'.

Enter CERFCORP\<username> in the User Name field. **MAKE SURE to include the CERFCORP\ as that tells the service what domain you're connecting to!**

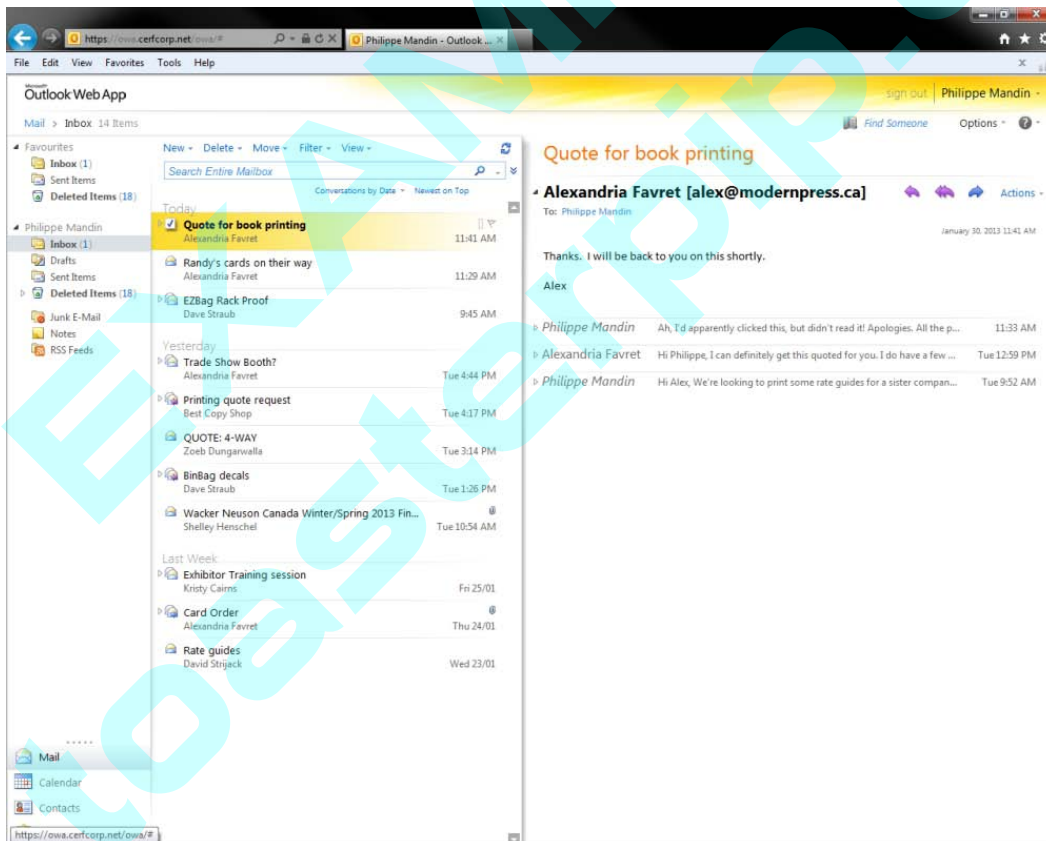
Then, enter your network password.

Click "Sign in".

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On this screen, the settings should default to the correct ones, so just click “OK”.

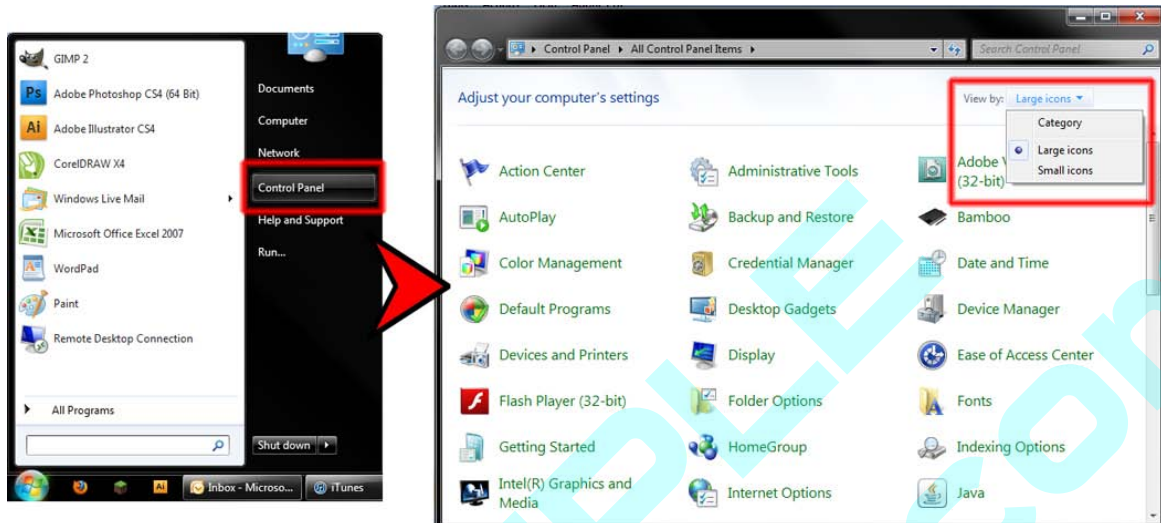


You should now be able to access your email. This service is based on Microsoft Outlook, and should function very similarly.

Connecting Outlook to your Company Email with Microsoft Exchange

8 STEPS – 4 PAGES

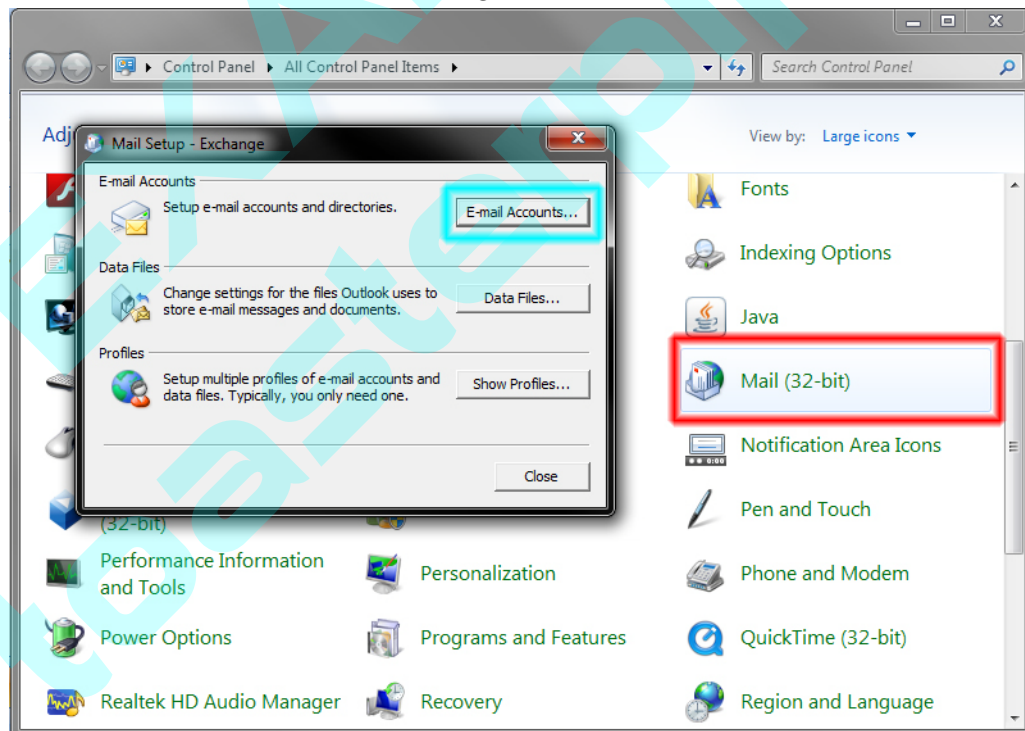
STEP 1



Open your Control Panel from the Start Menu.

(OPTIONAL) It will be easier to find the Mail option if you change your view to either Large or Small icons, which arranges items alphabetically rather than into categories.

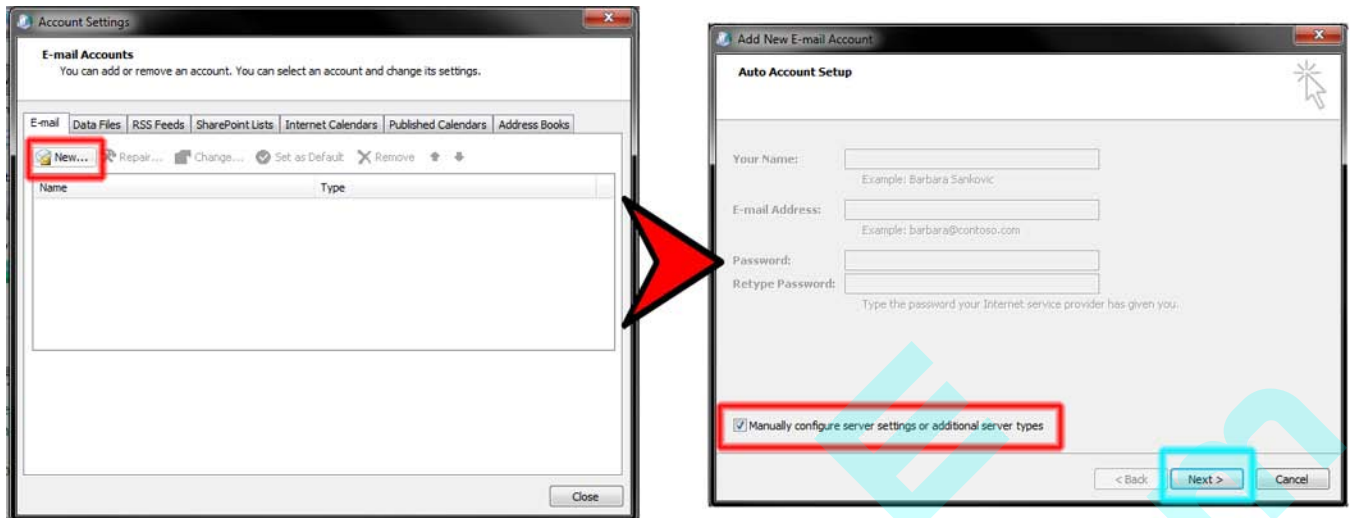
STEP 2



Select "Mail" and then "E-mail Accounts..." in the window that pops up.

STEP 3

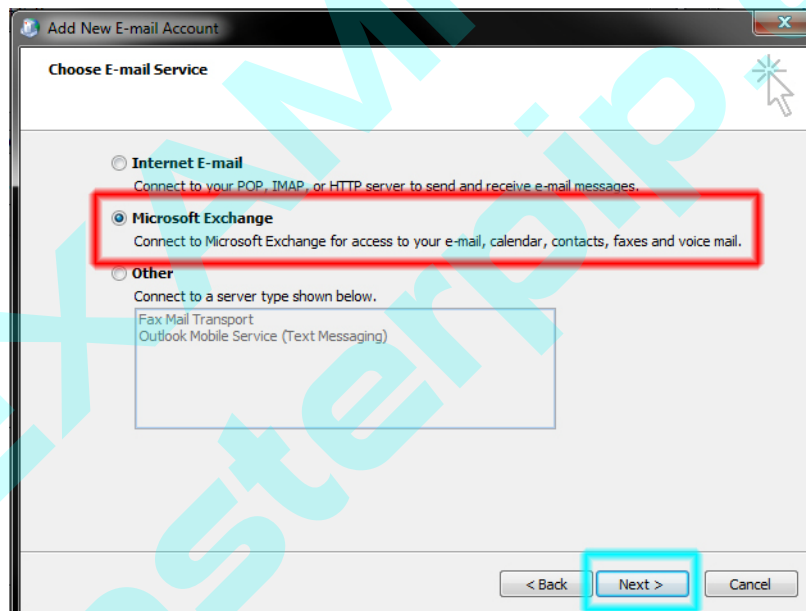
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Click “New...”

Check the box marked “Manually configure server settings or additional server types”, then click “Next”

STEP 4



Select “Microsoft Exchange”, then click “Next”.

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STEP 5

Add New E-mail Account

Microsoft Exchange Settings
You can enter the required information to connect to Microsoft Exchange.

Type the name of your Microsoft Exchange server. For information, see your system administrator.
Microsoft Exchange server:
☐ Use Cached Exchange Mode

Type the name of the mailbox set up for you by your administrator. The mailbox name is usually your user name.
User Name:

Fill in the server info (outlook.cerfcop.net) and uncheck the “Use Cached Exchange Mode” box.
Enter your name as it would be in the server (usually your full name)
Click “More Settings...”
A couple of warnings will pop up. Just click “OK” or “Cancel” to dismiss them for now.

STEP 6

Add New E-mail Account

Microsoft Exchange Settings
You can enter the required information to connect to Microsoft Exchange.

Type the name of your Microsoft Exchange server. For information, see your system administrator.
Microsoft Exchange server:
☐ Use Cached Exchange Mode

Type the name of the mailbox set up for you by your administrator. The mailbox name is usually your user name.
User Name:

Microsoft Exchange
General | Advanced | Security | **Connection** | Remote Mail

Connection
Use these settings when connecting to Microsoft Exchange when working offline:
☒ Connect using my Local Area Network (LAN)
☐ Connect using my phone line
☐ Connect using Internet Explorer's or a 3rd party dialer

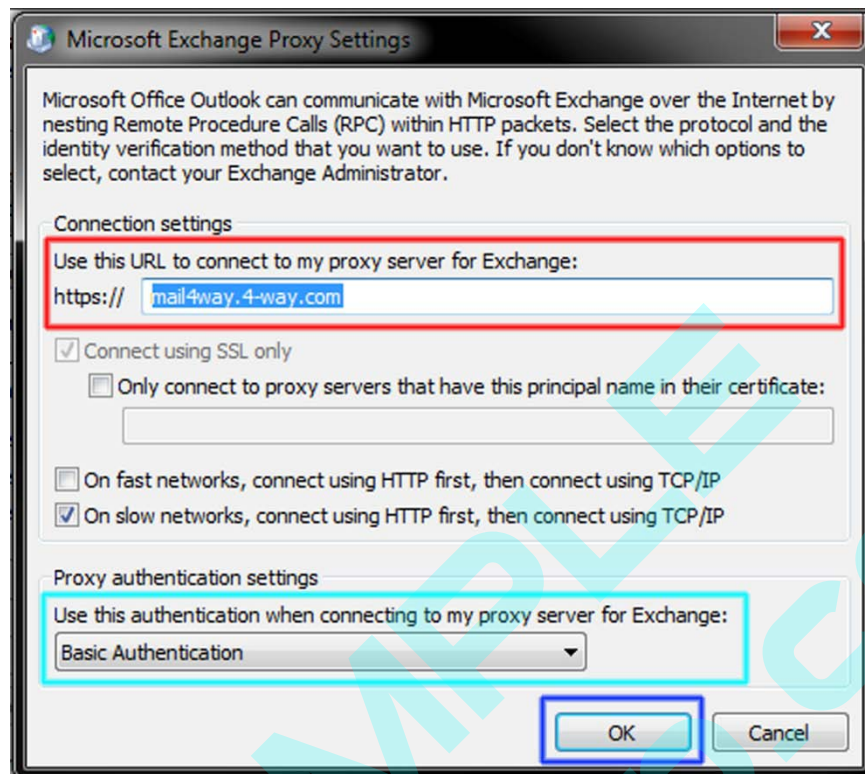
Modem
Use the following Dial-Up Networking connection:

Outlook Anywhere
☒ Connect to Microsoft Exchange using HTTP

Under the “Connection” tab, check the “Connect to Microsoft Exchange using HTTP” box and click “Exchange Proxy Settings...”

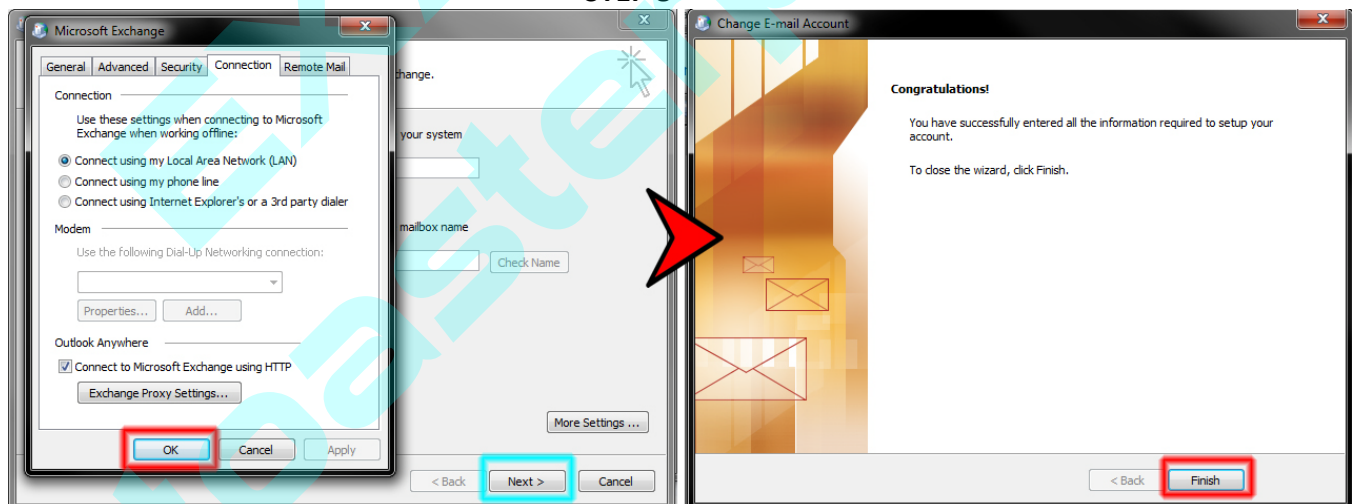
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STEP 7



In the Connection Settings URL field, enter the server info again (outlook.cerfcop.net). Under Proxy authentication settings, select "Basic Authentication" from the drop-down menu. Click OK to continue.

STEP 8

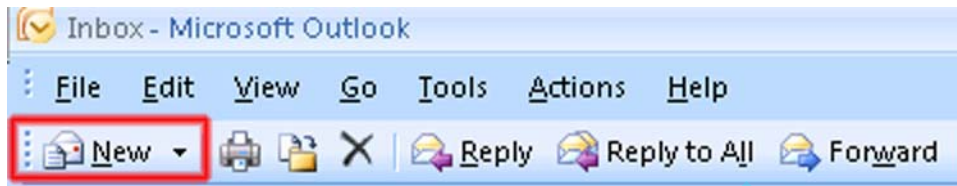


Click OK to close the More Settings window, Next to advance to the final screen, then "Finish." Congratulations, your mail should appear next time you open Outlook.

Adding and Editing Signatures in Outlook

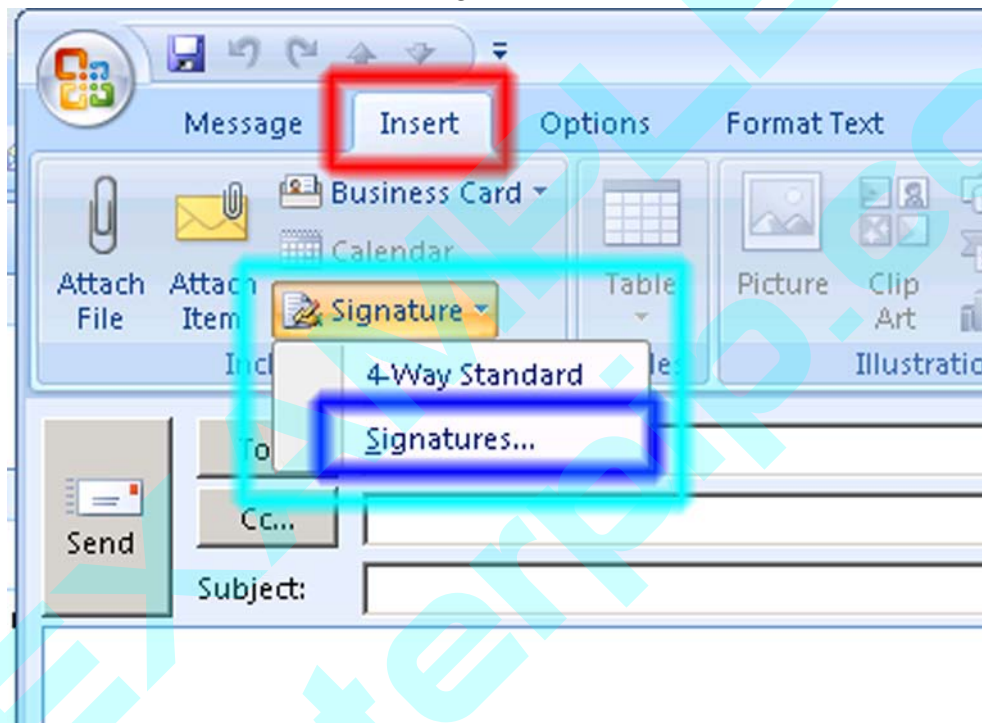
4 STEPS – 2 PAGES

STEP 1



In your Outlook window, click “New” to start a new message.

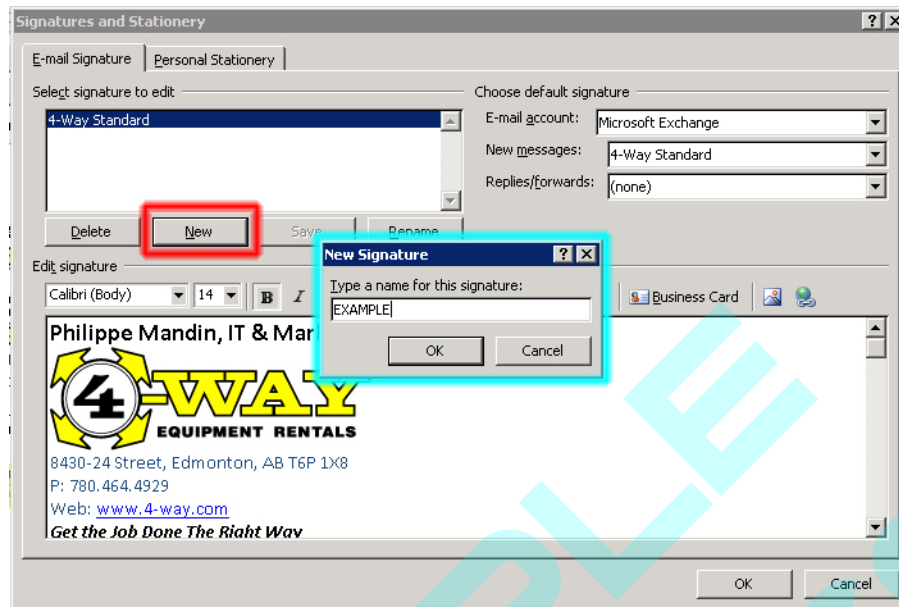
STEP 2



On the “Insert” tab, click “Signature” and select “Signatures...”

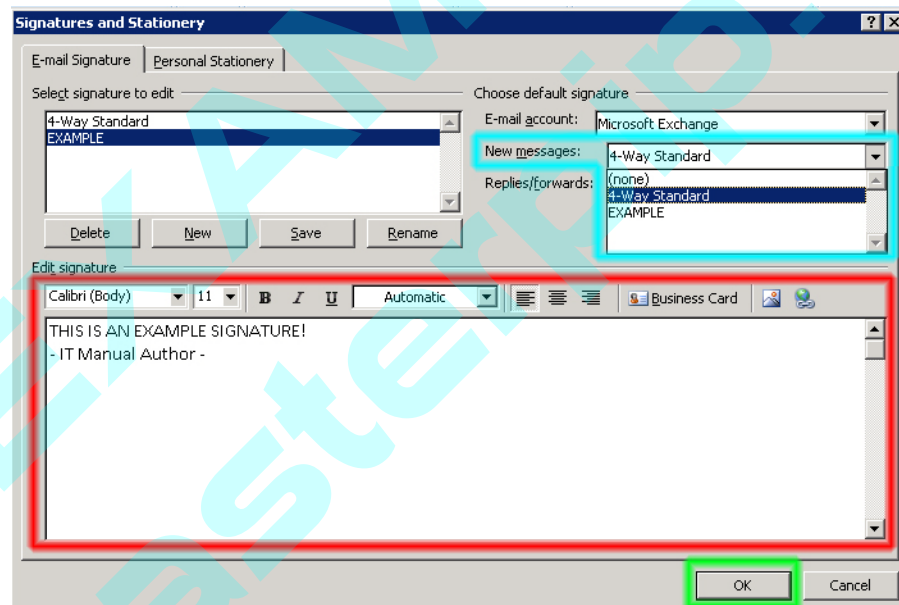
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STEP 3



Click “New” to create a new signature. Enter a name for it, then click “OK”.

STEP 4



Edit your signature to whatever you wish. You can copy-paste into the signature using Ctrl+C on what you wish to copy and Ctrl+V to paste.

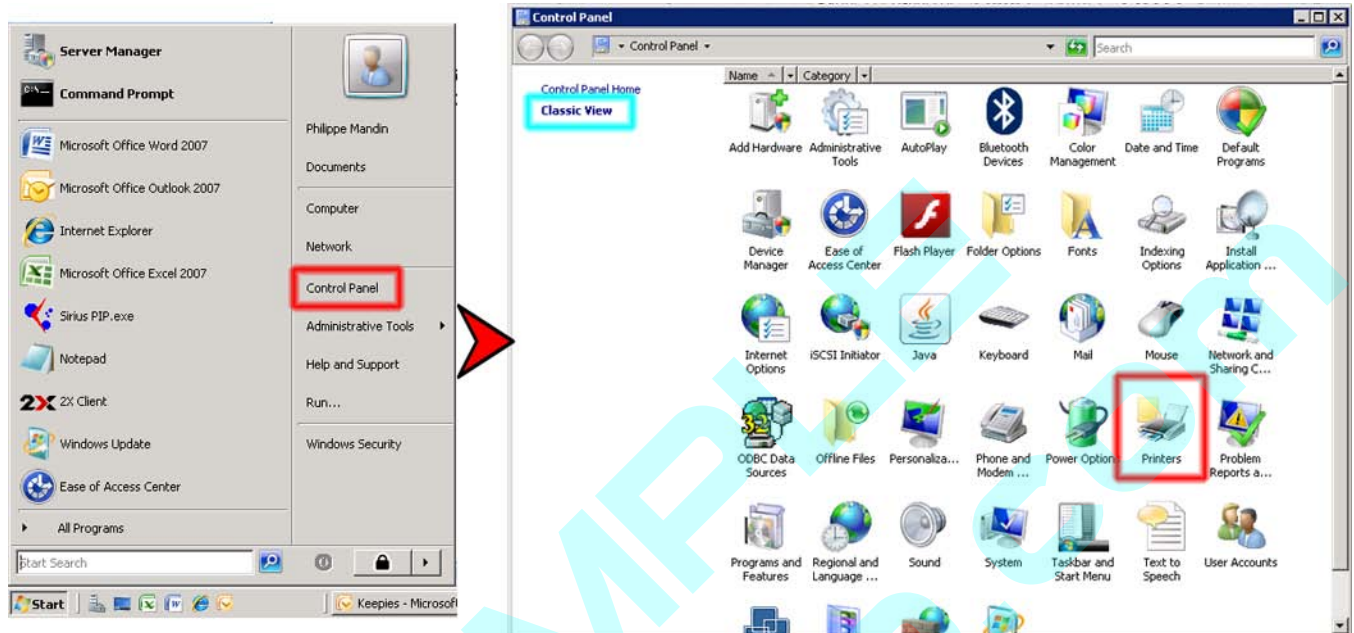
Under “New Emails”, select your signature from the drop-down menu. This will make that signature the default for new email messages.

Click OK when you’re done.

Adding a Printer

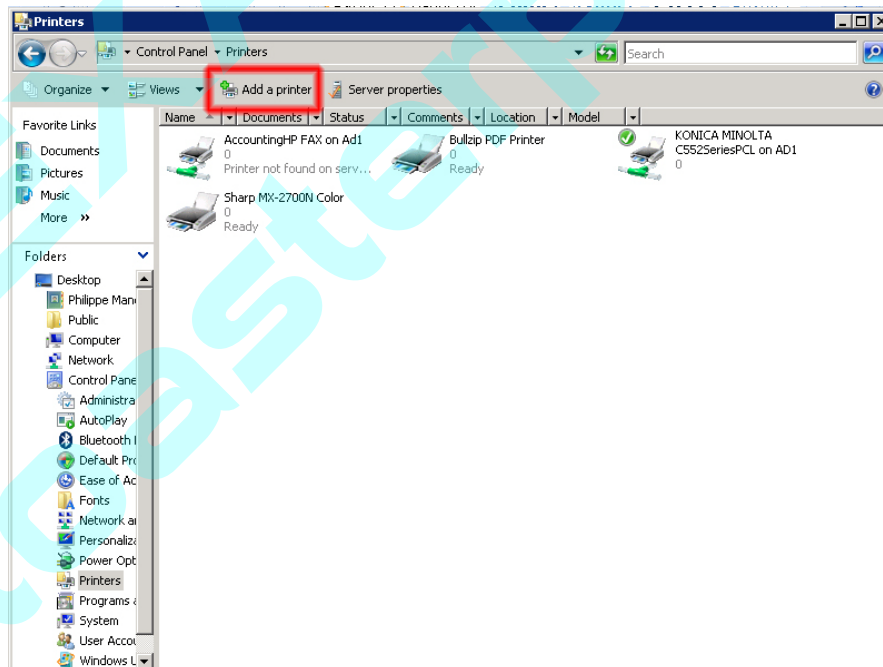
5 STEPS – 3 PAGES

STEP 1



Open your Printers dialog by going Start > Control Panel and clicking “Printers”. It may be easier to find the dialog if you enable “Classic View” (highlighted in blue here).

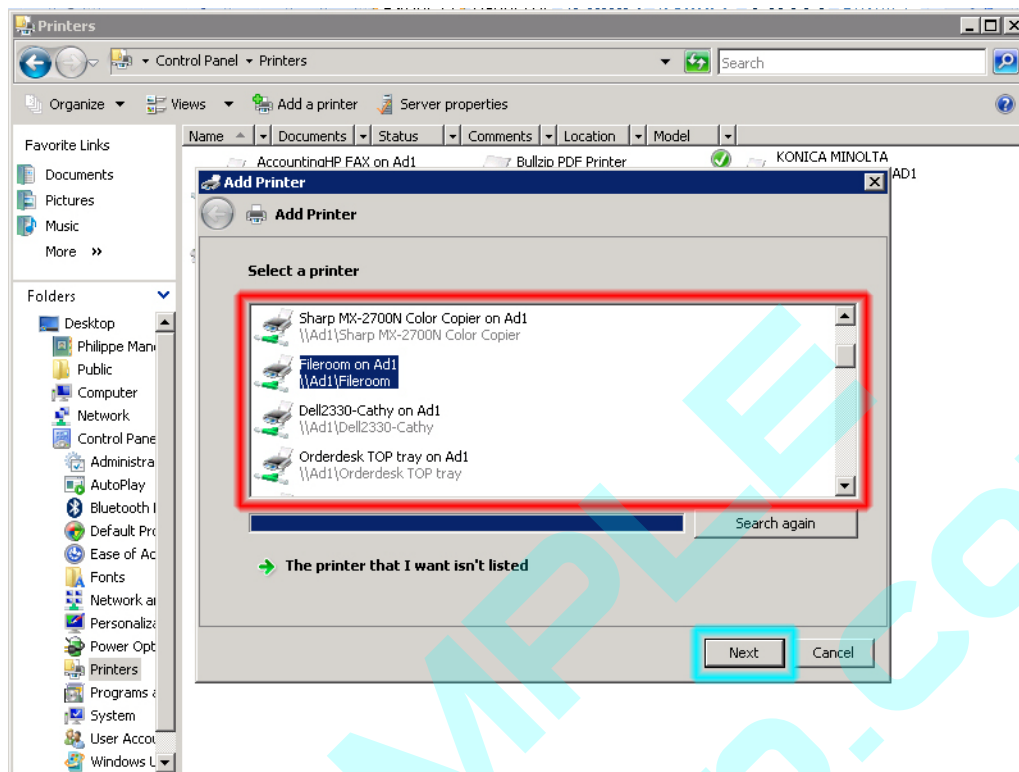
STEP 2



Click the “Add a printer” button in the toolbar.

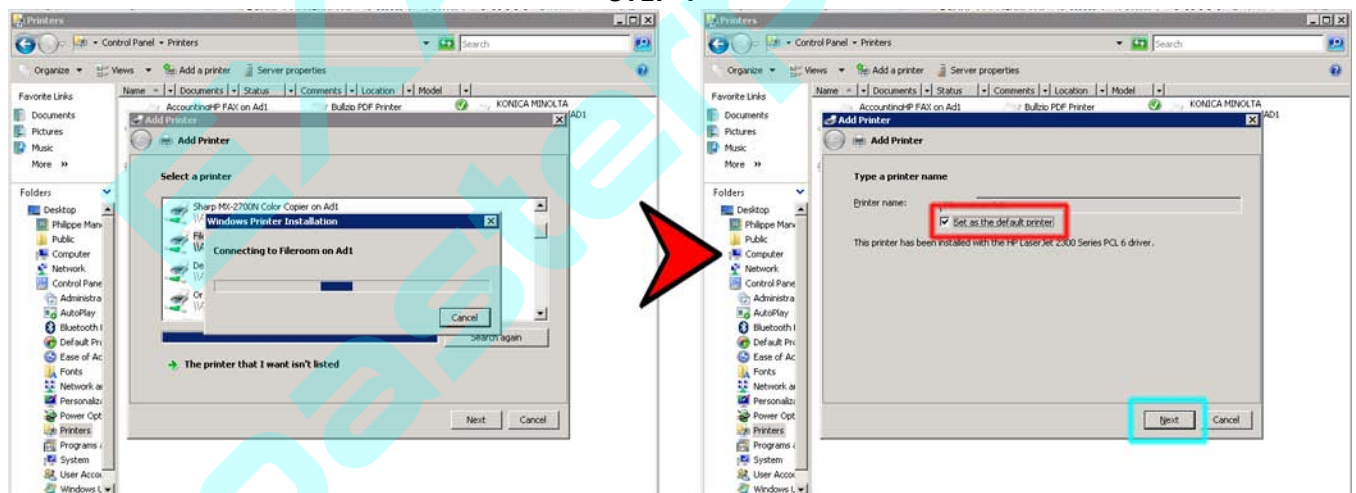
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STEP 3



The computer will automatically search for available printers. When you've found the one you want to add, select it and press "Next".

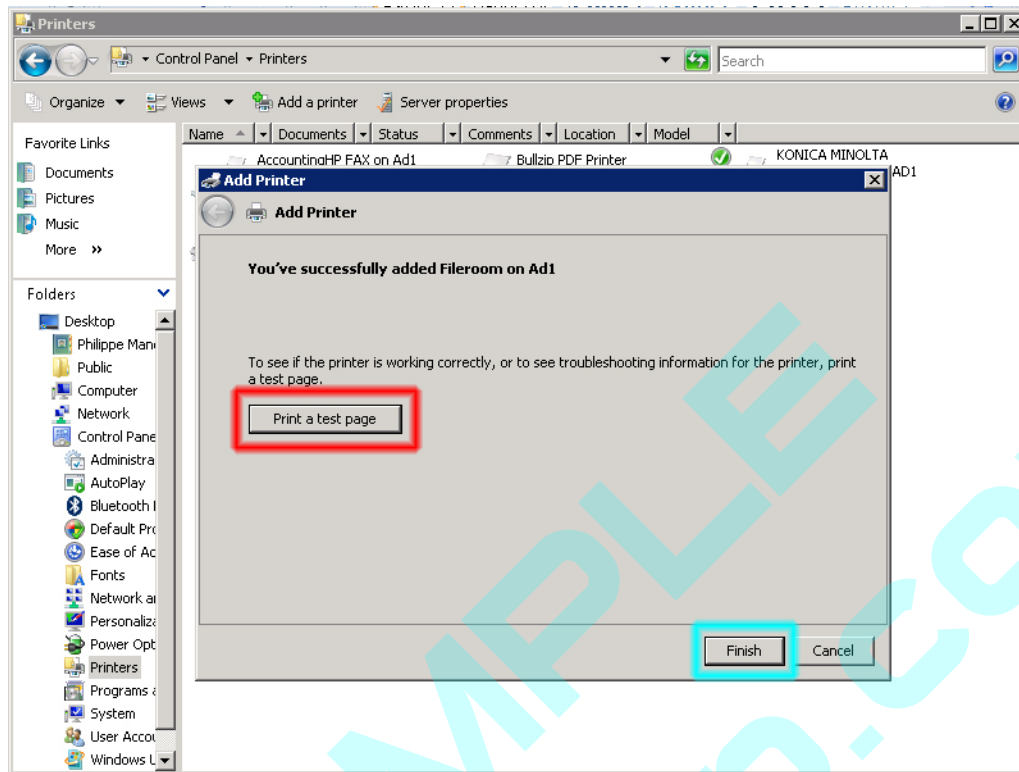
STEP 4



Windows will automatically connect and enable the printer if the software is installed (and for your Terminal Service, this should generally be the case). When it is complete, the box on the right will appear, confirming success and asking if you'd like to make the new printer your default. Make your selection and press "Next".

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STEP 5

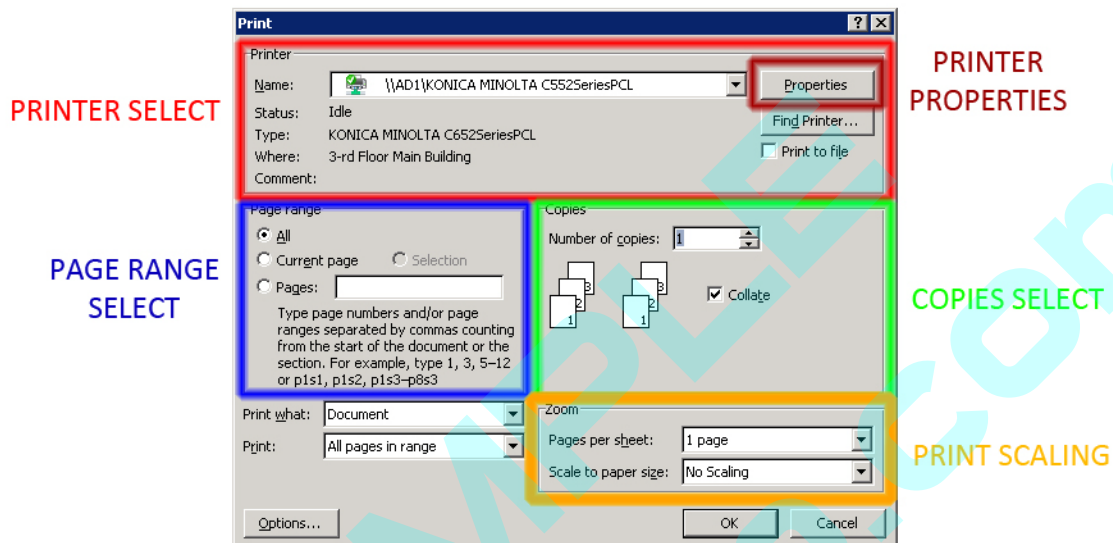


This box is confirmation that the printer has been properly set up and activated for your use. You have the option to print a test page from this window. This is generally recommended, to ensure it has indeed properly installed the printer, though it's not a necessity. Click Finish when you're done!

Printer Dialogs

GENERIC DIALOG + X “PROPERTIES” DIALOGS

GENERAL PRINTER DIALOG



Printer Select – This section of the window provides the ability to select a printer to print to, as well as information about that printer.

Page Range Select – This area allows you to select which pages of a document you want to print. To print certain pages, select the “Pages:” option and enter which pages you wish to print in the field.

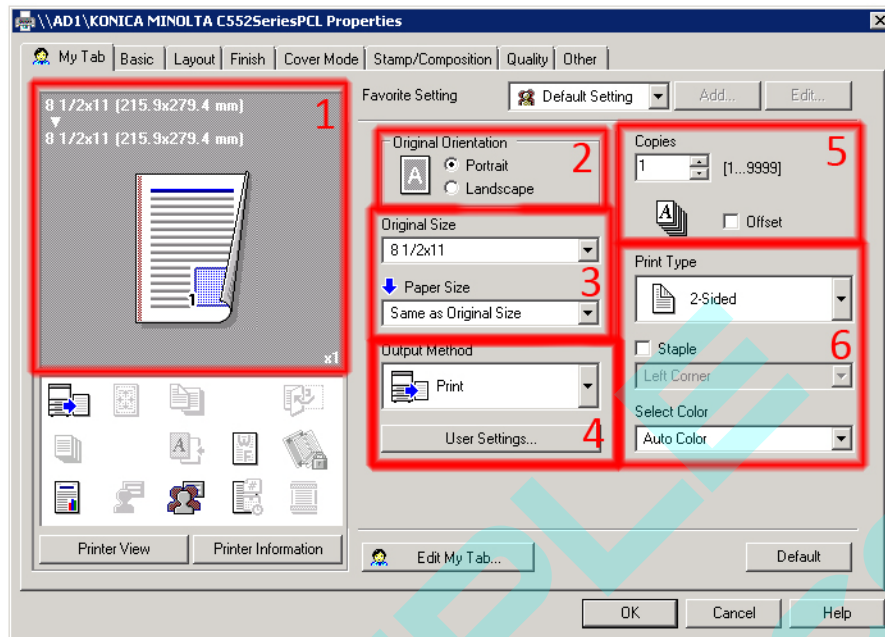
Printer Properties – Shows advanced settings for that printer, depends on the printer’s driver software.

Copies Select – This area lets you choose how many copies of the document to print, as well as choosing whether or not the printer will collate the document’s pages (1,2,3 1,2,3 is collated, 1,1 2,2 3,3 is non-collated.)

Print Scaling – This area lets you select how many pages of the document to print on a single sheet of paper, as well as the scaling options (none, fit to page, certain zoom percentages)

*NOTE: Many printers’ advanced “Properties” dialogs will have duplicates of many of these functions. Typically, changing these settings in either dialog will override the settings of the other.

KONICA MINOLTA DEFAULT PROPERTIES



1. Preview window – Shows a generic representation of the final printed document.
2. Orientation select – Tell the printer what orientation the document is in. Portrait is vertically-oriented, Landscape is horizontal.
3. Paper Size Select – This lets you choose from a selection of common paper sizes for the original document, and the size of the paper you'll be printing to. Generally you want to leave this at the default.
4. Output Method – Lets you choose how the printer will use the print file: Print, Secure Print, Save in User Box, Save in User Box and Print, Proof Print, and ID & Print. These output types will be described in more detail in the Konica Minolta Advanced Functions section of the manual. For plain printing, leave this on "Print".
5. Copies Select – Choose how many copies to make of the document. Offset is the opposite of collated (1,1 2,2 3,3 as opposed to 1,2,3 1,2,3).
6. Print Type – Select 1-sided, 2-sided, or Booklet. Choose whether or not to staple the sheets together, and where. Select greyscale, colour, or Auto Color to let the machine determine which to use.

General Troubleshooting

COMMON PROBLEMS

My computer won't turn on/ my monitor appears broken!

The most common cause of this is a loose power cable somewhere in the mix. Make sure all the power cords are secured and tight, and that your power bar/battery box (if you have one) is plugged into the wall.

If everything appears to be properly connected and the computer/monitor still won't turn on, unplug the device for 30 seconds or so, then plug it back in. It is possible that the computer/monitor is 'frozen', and disconnecting the power will allow it to reset itself.

If your monitor is on but isn't displaying anything from the computer (light is on but the screen is black or displaying an alert to check signal cable) make sure your computer's display cord (the large blue plug) is connected properly and securely.

I can't open Sirius/Outlook/My email doesn't show up in Outlook!

The most likely reason for this is that you are logged on to the *computer*, but not into the *terminal*.

Don't forget that when you turn on the computer, you must log in with your network credentials, then log in *again* to the terminal service via your Remote Desktop Connection.

If you're sure you are in the terminal already but your email isn't showing up, you might be using the wrong version of Outlook (2003). Close the window, and open Outlook 2010 (Start > All Programs > Microsoft Office > Microsoft Office Outlook 2010).

I logged in, but my computer isn't loading up/ stuck on "Welcome" screen/ blank screen with small window in top right corner talking about "personal settings"

When you log into a new computer for the first time (a computer you haven't logged onto since before the network switch), you'll need to wait a few minutes for the computer to download your profile and settings from the domain server. Just be patient, it will appear.

However, if it doesn't show up within 5-10 minutes, it may be frozen, and you should get one of our IT staff to come take a look at it.