

Common Questions and Answers

Prepared by Systems Division, UBC Library
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Questions at a glance:

1. Do I need a user ID in order to use this Laptop?
2. Can I use this Laptop to browse the Web?
3. Can I use this Laptop to check my e-mail?
4. I have a CWL account but I have trouble logging on, what should I check?
5. Can I print from this Laptop?
6. What happens to my files when I return this Laptop to the Library?
7. Can I download and install software on to this Laptop?
8. I am in off-campus location, can I make a Dial-up (Modem) connection?
9. I am in an off-campus location, can I make use of the Wireless / Wired Network there?
10. Can I use Card Reader of this Laptop?
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13. How many USB 2.0 ports are available in this Laptop?
14. Specifications

Answers:

1 Do I need a user ID in order to use this Laptop?

No, this Laptop is preloaded with a host of Office and Multimedia Software which can be used with or without a Network connection; you can use this Laptop as a “stand-alone” workstation as long as you do not require e-mail, Web, or Printer access.

Current list of installed software includes:

System / Utilities

Windows XP Professional SP2 with Firewall on
East Asian Language support (CJK)
PKZip for Windows
Printkey Screen Capture
McAfee Antivirus 7.1
Filezilla 2.2.24b

Productivity Software:

Adobe Acrobat Reader with CJK languages add-on
Microsoft Excel
Microsoft PowerPoint
Microsoft Word & Refworks Plug-in
Microsoft Office Tools including Photo Editor
RecordNow DVD burner software
Beyond2020 7.0

Internet Software

Microsoft Internet Explorer 6.0
Microsoft Outlook Express
Netterm Terminal Emulator
MSN Messenger 7.5

Multimedia Software:

QuickTime Player
Real Player
Sibelius Scorch Plug-in for IE
Windows Media Encoder
Windows Media Player
Windows Movie Maker
InterVideo WinDVD

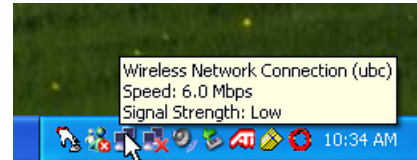
2 Can I use this Laptop to browse the Web?

You will have to logon to the UBC Wireless Network before you can browse the Internet, check your e-mail or print to our Public Printers. Getting “connected” requires the following:

A Campus Wide Logon (CWL) Account: CWL is an authentication and authorization service for everyone who conducts business with the university. If you are a UBC student, staff or faculty, and do not yet have a CWL account, please visit the CWL Website: <http://www.cwl.ubc.ca> to set one up. If you are a guest with UBC, please check with your Department for availability of a guest account.

A Wireless Network Adapter: The Wireless Adapter is built-in (hidden) on the Toshiba Tecra A6.

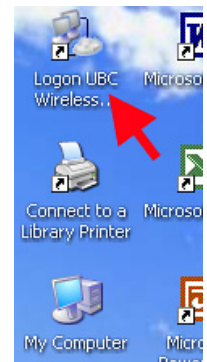
A Wireless signal: Most buildings on campus are covered by the UBC Wireless Network. To check the signal strength “on the spot”, land the mouse pointer on top of the Wireless Network icon at the lower right corner of screen (See Screenshot). If you require further details, just click on the icon.



A secure Network logon: Once you have verified that you have a Wireless signal, double click the desktop icon “**Logon UBC Wireless Network**” and supply your CWL credentials to logon (See Screenshot).

3 Can I use this Laptop to check my e-mail?

You will have to logon to the UBC Wireless Network before you can check your e-mail (refer to Question 2 for logon instructions). Since this is a loaner Laptop, we recommend using a Web-based Mail Server for your e-mail needs. (for UBC Interchange / Netinfo users, use <http://my.ubc.ca>) If Web-based e-mail is not available from your provider, you can manually set up the Outlook Express software that came preloaded.



4 I have a CWL account but I have trouble logging on, what should I check?

Is a Wireless Network signal available?

Is your user name ALL lowercase? This appears to be a current requirement.

Is the CAPS lock on? Passwords are case sensitive.

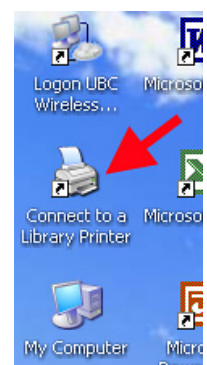
Have you verified your CWL credentials, i.e.: have you used it on a wired connection before?

If these suggestions are not working, please contact the Accounts Desk at IT Services.

5 Can I print from this Laptop?

Once you are logged on to the UBC Wireless Network, you can double click the desktop icon “**Connect to a Library Printer**” to make use of our Public Printers (See Screenshot). Connection will only be made to the Printer in the Library Branch that loaned you this Laptop.

You may lose the Printer or Network connection on occasion, in which case simply re-connect using the same icon(s).



6 What happens to my files when I return this Laptop to the Library?

This Laptop will be *wiped* and rebuilt every time it is returned to the Library. It is your responsibility to backup your work onto a USB, CD-RW, DVD-R/RW or send them to your e-mail account... A word of warning: most e-mail providers impose a limit on both Inbox and attachment size, so you should ensure your e-mail is not “bounced”. There is NO WAY to recover your work once the Laptop is wiped.

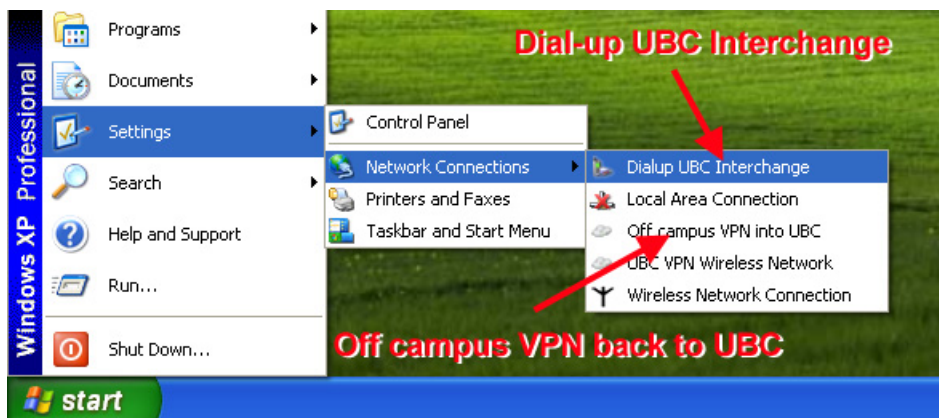
7 Can I download and install software on to this Laptop?

Yes, this Laptop will be wiped and rebuilt every time it is returned to the Library, and you do have full administrator access to this Laptop. NOTE: Use of this Laptop is subject to University’s policy on responsible use of IT Facilities and Services. Network traffic may be monitored.

8 I am in off-campus location, can I make a Dial-up (Modem) connection?

Yes, all our Laptops are equipped with an integrated 56Kbps Modem, and you do have full (unrestricted) access to add a dial-up connection. If you have an Interchange account, you *probably* have a few hours dial-up per month minimum. A dial-up connection to UBC Interchange is already pre-set on this Laptop. You can access it by clicking [Start] – [Settings] – [Network Connections] – [Dialup UBC Interchange] (See Screenshot); once the logon screen appears, supply your **Interchange** credentials.

Currently the Dial-up connection is programmed to call (604) 822 1331, if your location requires a prefix “9” to dial out, you can always add a “9” on-the-fly at the logon screen.



9 I am at an off-campus location, can I make use of the Wireless / Wired Network there?

Yes, all our Laptops are Network Ready, both Wireless and Wired (Ethernet), and you do have full (unrestricted) access to the Network settings. Consult with the System Administrator on location for setup instructions and restrictions on use. Once you obtained Internet access, you can **optionally** establish a secure connection back to UBC if you require access to our Public Printers & Servers. This is done by clicking [Start] – [Settings] – [Network Connections] – [Off campus VPN into UBC] (See Screenshot above); once the logon screen appears, supply your **CWL** credentials.

10 Can I use card reader?

Yes, the Laptop comes with SD/MMC/Memory Stick Card Reader, you can use it to load or save your file in this laptop.



11 Can I burn CD/DVD with this Laptop?

Yes, you can burn CD-R, CD-RW, DVD-R and DVD-RW with this laptop with Software “**RecordNow**” from the Desktop



12 Can I turn on/off the wireless for this Laptop?

Yes, you can, there is a small button switch in front of the laptop as below. The orange light should be off when you switch off wireless button.

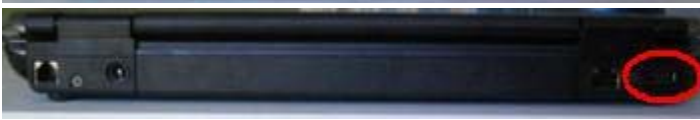


13 How many USB ports are available for this Laptop?

There are four USB ports available for this Laptop, two on the right side, one left side and one on the back of the laptop.



Right



Back



Left

14 Specifications:

- Intel Core Duo T2300 (Dual core, 1.66GHz, 667MHz FSB, 2MB L2 Cache)
- Intel Mobile 945PM Chipset
- 1024 MB DDR2 533 RAM (two slots)
- 60GB 2.5inch SATA HDD (5400 RPM)
- 14.1" WXGA Widescreen (1280x800)
- Dual layer DVD+/-RW, DVD-RAM drive.
- ATI Mobility Radeon X1400 (128MB Dedicated video memory) PCI-E
- Built in Intel 802.11A/B/G wireless and Bluetooth
- 4xUSB, 1xFirewire, 1xTV-out, 1xVGA out, 1xSD/MMC/Memory Stick Card Reader, 1xGigabit LAN, 1xInternal Modem, 1xDocking adapter, 1xHeadphone Jack, 1xMicrophone Jack
- Integrated Fingerprint Reader (Not Available for Loaner)
- Intel High Definition Audio
- Trusted Platform Module (disabled in BIOS)
- 6 Cell 4000mAh Battery
- 343mm(W) x242mm(D) x29.8/38.0mm(H) | 13.5"(W)x9.5"(D)x1.17/1.5"(H)
- 2.3kg (4.98lb)