North Carolina
Administrative Office
of the Courts

Windows 7 Tips and Tricks
2013 Fall Magistrates Conference

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Purpose: Magistrates' desktop computers are being replaced with a laptop, external monitor, docking station, external keyboard, and mouse. The replacement of this equipment will upgrade the operating system to a Windows 7 environment, allow some portability for the magistrates in various scenarios and where local policies allow, provide a means for video conferencing with local law enforcement agencies.

At the end of this block of instruction participants will be able to:

1. Identify various components of the laptop and docking station

2. Successfully dock and undock the laptop

3. Open and power up the laptop

4. Connect to a wireless network

5. Understand how to function with the laptop off of the AOC network and connect to the AOC network via Virtual Private Network (VPN)

6. Understand the function of the touchpad

7. Understand and perform the following basic functions of Windows 7

   a. How to change passwords

   b. Snip it tool

   c. Peek, shake and snap

   d. Internet Explorer 8 tips

8. Log into and Utilize the Jabber Client

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Identifying the Components of the Docking Station

The purpose of the docking station is to provide a "base" in which to connect the various peripheral devices, such as the network cable, external monitor, printer, keyboard, mouse, power cord, and other such devices via the various ports on the back of the docking station. All of these peripheral devices should be connected by the technician performing the installation and the user typically does not have a need to alter the connections.

As noted the docking station provides a platform in which to connect devices but the laptop must be docked into the base for the system to function. With the addition of the external monitor, the user can utilize two screens, the one on the laptop and the one on the external monitor.

The typical user will be concerned with the power button, the eject button and the connector tab.

Eject Button

Power Button
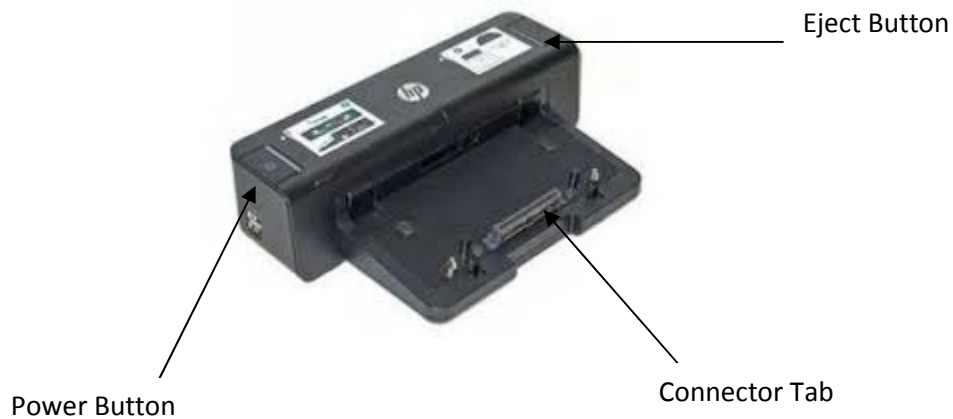
Connector Tab

Docking the Laptop

Docking the laptop is accomplished by aligning the HP logo on the center of the laptop with the HP logo located in the center of the docking station and lowering it into place. The connector slot on the bottom of the laptop should align with the connector tab on the docking station. The user will know the alignment is correct when the laptop snaps into place. This should be accomplished easily and should not be forced. This is best accomplished with the laptop closed as depicted below.

HP logo
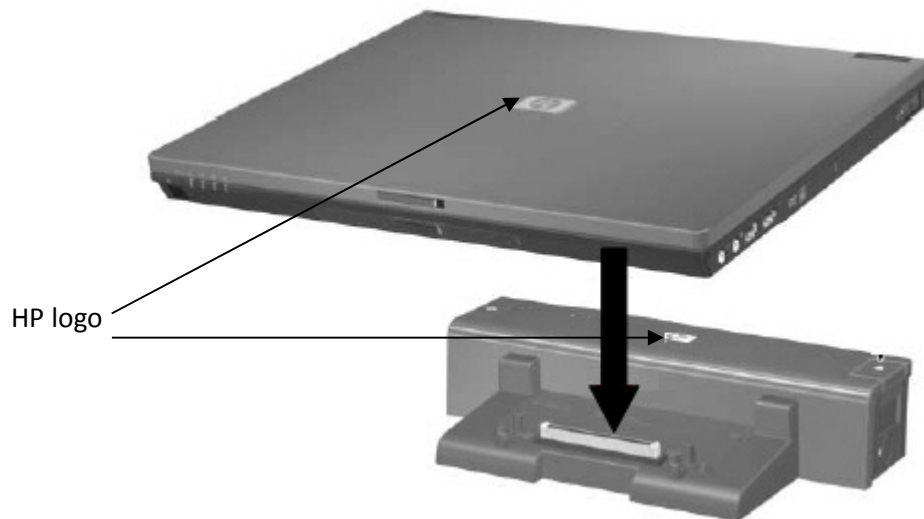
Powering Up the Laptop after Connection to the Docking Station

Once the laptop has been seated into the docking station, the user can simply press the power button located on the docking station. The laptop and external monitor will power up.

Once the laptop is powered up the user should see a sign on screen. The user should press the following keys simultaneously, <Ctrl>, <Alt>, <Delete>. The screen will then display fields that indicate user name and password. The user should enter their Resource Access Control Facility (RACF) ID into the user name field and their active directory password into the password field and then press <Enter>. The next screen that is displayed will be the user's Windows 7 desktop on the external monitor. At this point the keyboard, mouse and other peripheral devices should operate just as a desk top would operate.

If the user wishes to utilize 2 monitors simultaneously, simply opening the laptop will activate the second screen. To open the laptop the user will need to locate the slide mechanism in the center front edge of the laptop and sliding it to the right. The user can then lift the cover to open the laptop. This will activate the display screen on the laptop. The user can then drag an open window to the laptop display. This is accomplished by placing the curser in the bar at the top of window and holding down the left mouse button

and then dragging the window to the other screen. Some users may like to have NCAWARE on one screen and their email or ACIS displayed on another screen. If only one screen is desired simply close the laptop and the system will revert to the one external monitor. However if the user wishes to conduct a video conference, the laptop must be open because the camera is located in the area above the display on the laptop. This will be discussed in more detail later in this document.

Powering Off and Undocking the Laptop

The user should shut down the device by clicking on the start icon in the bottom left corner of the task bar and choosing the shut down option.

If it is necessary to remove the laptop from the docking station, close the laptop and press the eject button located on the docking station this will release the laptop from the dock.
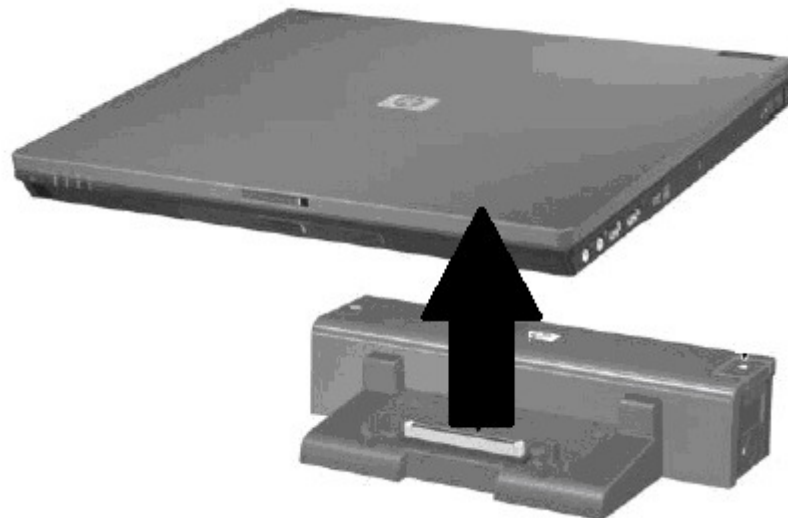
Once the laptop is removed from the dock, it is now portable. The laptop can be used off of the NCAOC network via a Virtual Private Network (VPN) connection. The user must have a VPN log on ID. The process for receiving a VPN log on ID is as follows.

1. The user must fill out a AOC-A-151 security form and place an "A" in the space beside VPN.

2. The bottom of the form must be signed by your hiring authority. In the "Special Instructions" section near the bottom of the form enter the following: ADD AOC-IPT VPN Security Group.

3. Follow the instructions at the top of the form for submission to NCAOC Security.

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See Side Two for instructions on completing this form. *Fax side one of completed form to (919) 890-1916. If user is new, or an original signature is not on file for an existing user, also mail the signed original form to the North Carolina Administrative Office of the Courts, Technology Services Division, Attn: Security Administration, P.O. Box 2448, Raleigh, NC 27602-2448. Notify NCAOC's Human Resources directly about any personnel changes.*

4. The user will be contacted by NCAOC Security once the request has been processed.

Using the Laptop without the Docking Station and Identifying Features of the Laptop

To use the laptop without the docking station the user should connect the power cord to the left side of the device and plug the other end into an electrical outlet. The laptop is equipped with a battery and will run for a period of time out being plugged in to an electrical outlet. If the user plans on accessing the network, a network cable should be plugged into the Ethernet port on the back of the laptop and the other end of the cable should be plugged into an Ethernet outlet that has an internet service. Or if a wireless network is available, the user can access the network wirelessly. Connecting to a wireless network will be discussed later in this document.

The user should open the laptop by locating the latching device located in the center of the front edge of the laptop; slide it to the right and lift open the top cover. The user should then press the power button located on the top left corner of the keyboard.

Once the unit has powered up the user should sign in as noted previously in this document.

On the area above the display, the user will see a round hole in the center. This is the built-in video camera. When the camera is active a small light will come on. The two holes to the right and left of the camera are microphones.


Power   USB Ports   CD/DVD Drive

On the left side of the laptop the user will find the power port, USB ports and the CD/DVD drive. To access the CD/DVD drive the user should press the button as indicated in the picture above. The drive will pop open. The user should snap the CD/DVD onto the spindle of the drive. The user should use caution and support the drive when it is open and placing the CD/DVD on the spindle to avoid breaking the drive. After placing the CD/DVD on the spindle the user should push the drive gently back into the laptop. To remove the CD/DVD the use should press the button as indicated above and the drive will pop back for removal of the media.

On the left side of the front edge of the computer, the user will find 4 lights that indicate the status of certain features of the laptop. The first light is below an antenna icon. If the light is white this is an indication the wireless adapter is working. If the light is amber, the adapter has been turned off.

The second light is below status indicator icon. If the light is white the laptop is powered on. If the light is blinking the laptop is sleeping. When it is off the laptop is in hibernation or shut off.

The third light is beneath the battery indicator icon. If the light is amber colored this is an indication that the battery is charged up to ninety percent. If the light is white the battery is charged ninety to ninety-nine percent and the power cord is plugged in. If the light turns amber and begins to blink it is an indication that the power cord is not plugged in and the battery is running low. The faster the light blinks the lower the charge on the battery. If the light is off then the laptop is powered down.

The last light is beneath the hard drive icon. If the light is on this is an indication the hard drive is being accessed.

Wireless Adapter   Status   Battery Indicator   Hard Drive
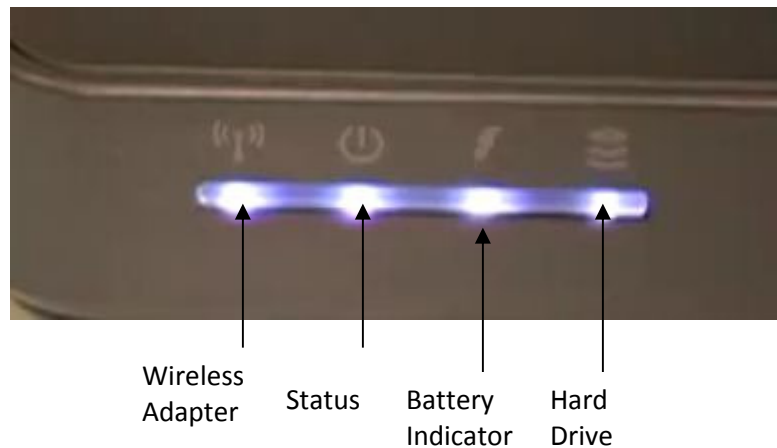
Additional ports are located on the right side of the computer. The first one is the audio headphone jack. This is where the used can plug in a headphone or ear buds and hear sound via that device instead of the speakers on the laptop. The next port is a microphone jack. The user can plug in a microphone here to record sound to the laptop or use the Jabber Audio/Video Client that maybe on the laptop if the user's county has been authorized to conduct initial appearances and or issue processes via video.

The next 2 ports are additional USB ports.

Speaker

Microphone

USB Ports

The only port on the rear of laptop that most users may be concerned with is the network port.

Network
Port

If the user needs to connect the laptop into a wired network, the user should plug the network cable into this port and the other end of the cable into an Ethernet port. Use of this port is not necessary when the laptop is docked.

There are 3 buttons located on the top right side above the keyboard.

WiFi   Internet   Mute
Adapter   Explorer
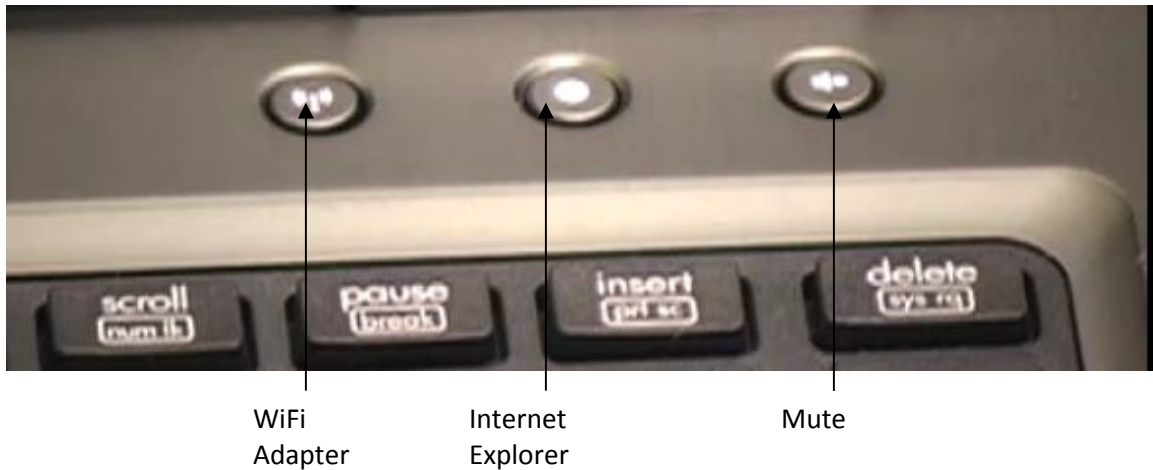
The first button with the antenna icon cuts off the WiFi adapter. The second button with the globe icon activates Internet Explorer. The third button mutes the speakers.

Power   Sleep   Volume   Brightness   NumLock
                 Mode
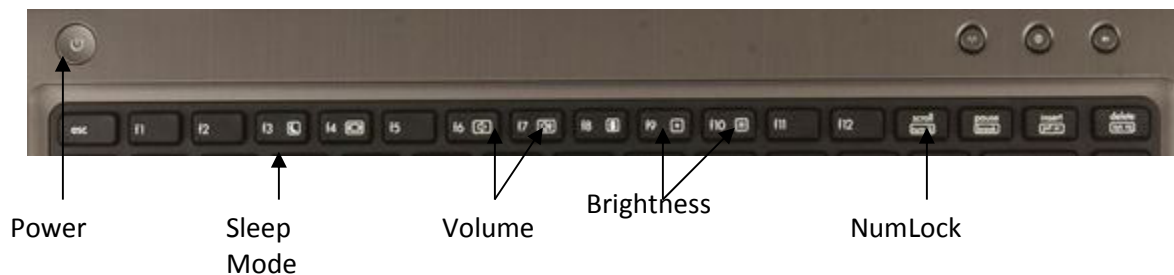
Across the top of the keyboard the user will find the various function keys known as "F" keys. These keys perform various functions depending on what application the user is accessing. Some of these keys have dual functions when combined with the <Fn> key located on the left side of the keyboard.

 If the user presses and holds the <Fn> and then presses the <F3> key the laptop will go into sleep mode. To return the laptop to "on" status the user should press the power button located in the area above the <Esc> key. The user will then be prompted to log back into the device.

The <Fn> key in combination with the <F6> (decrease) or the <F7> (increase) key controls the volume.

The <Fn> key in combination with the <F9> (increase) or <F10>(decrease) key controls the brightness of the screen on the laptop.

The <Fn> key in combination with the <scroll> key activates a number key pad that is integrated into the keyboard. When this key pad has been activated a light will appear beside the <Scroll> key. If the user is pressing for example the <J> key and a "1" is appearing on the screen, the NumLock function has been

activated. To deactivate this function the user should press and hold the <Fn> key and press the <Scroll> key. The user will know this action was successful in that the light beside the <Scroll> key will go off.


Track Pad Deactivation

The track pad located beneath the keyboard is used for mouse related functions if the user does not have an external mouse. The buttons beneath the track pad serve as the left and right buttons on the mouse. If user wishes to deactivate the track pad, the user should locate the small dot in the top left corner of the track pad. If the user double touches the dot, the dot will light up indicating the track pad has been disabled. To reactivate the track pad, the user should double touch the dot again. The light will go off and the track pad is now enabled.

How to Connect to a Wireless Network

The laptop is equipped with a WiFi adapter so the user can connect to a wireless point. When the laptop is not plugged into a network and the wireless adapter is active, the user should see the wireless signal indicator depicted below.
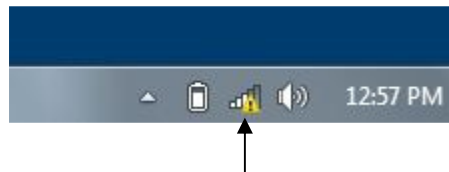
Wireless Signal Indicator

The user should hover the mouse over the indicator and tap the track pad one time. This will display a list of wireless points if such points are available.

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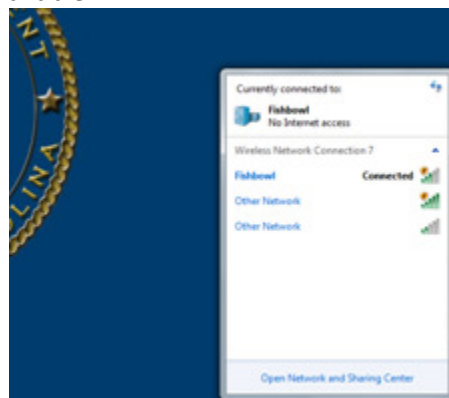
The user should then select a network to connect to with the track pad or mouse. If the network is open with no security in place the user should be connected. If security measures are in place with the network the user will be prompted to enter a code in order to connect to the network.

The user should verify connection to the network by attempting to connect to the internet.

Connecting the VPN Client

If the user is connected to a network other than an AOC network and the user needs to access AOC resources such as NCAWARE to issue a process, the VPN Client must be connected.

From the desktop, the user should double click on the VPN Client shortcut, and the VPN Client will launch. The user should see the following window:
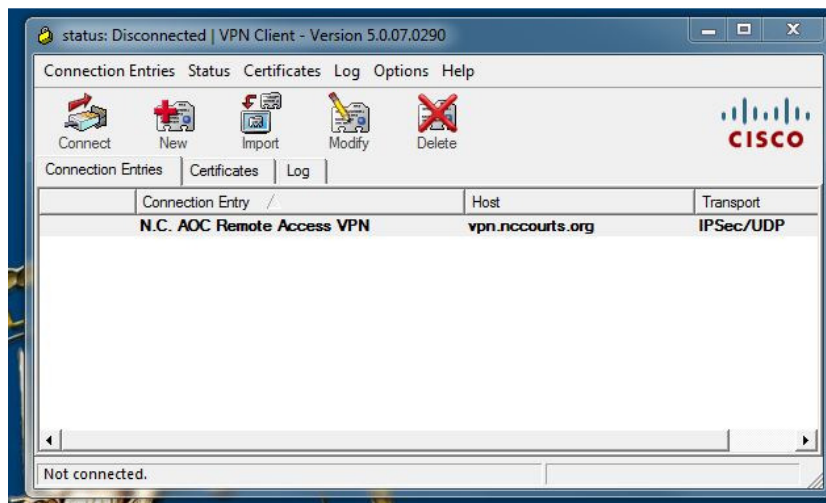
The user should click on Connect, and type in their VPN username and password when prompted.

The window will minimize to the taskbar once the user is connected.

The user can check the status of the connection by clicking on the taskbar arrow, on the lower right of the screen and hover the mouse pointer over the VPN icon.

To disconnect from the VPN Client, click on the taskbar arrow. Right click the VPN client icon, and click on disconnect.

To close the VPN Client, click on the task bar arrow. Right click the VPN client icon and click on Exit VPN Client.

If there is no VPN client shortcut on the desktop, click on the Start button, then click on All Programs. Next, click on Cisco Systems VPN Client, and finally click on VPN Client to launch the application.
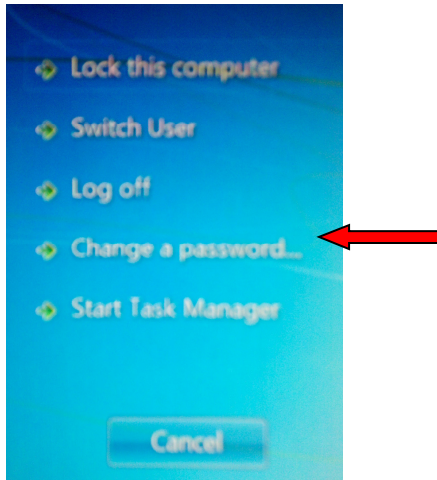

NOTE: IF THE USER IS CONNECTED TO A NETWORK OTHER THAN THE AOC NETWORK, THE VPN MUST BE CONNECTED BEFORE THE JABBER CLIENT IS LAUNCHED.

Windows 7 Features

How to Change Passwords

If the user needs to change their password from the desktop press <CTRL>+<ALT>+<DELETE>, and then click **Change a password**.

The user should type their old password, type their new password, type their new password again to confirm it, and then press <Enter>.

Using the Aero Feature

In Windows 7 the Aero feature allows the user to preview any of the open windows on the desktop while temporarily hiding all other open windows. To do so, the user will need to hover the mouse over the taskbar button for an open application or other window. At this point, a new graphical thumbnail appears, previewing the window in a small glass frame.
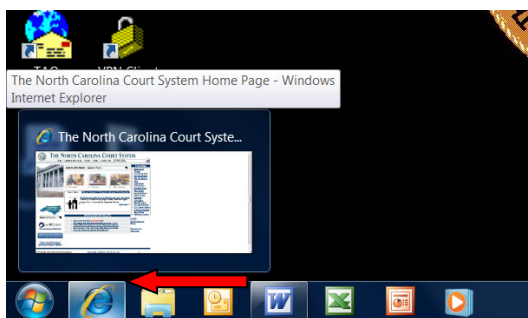

To enable the Full-Screen Window Preview function of Aero Peek, mouse over one of these graphical thumbnails. As this is done, all of the other open windows on the screen are hidden and replaced with window outlines. This puts the visual emphasis on the selected window. To make the window the user is

currently previewing the selected window; just click its graphical thumbnail. Or, the user can close the window by clicking the small red "X" button on the thumbnail.
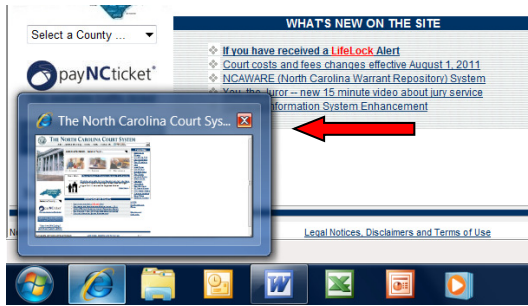

Peek, Shake and Snap

If the user has numerous windows open and needs to quickly "peek" at the desktop, simply move the mouse pointer to the very bottom right of the taskbar and leave it there. "Show Desktop" will appear.
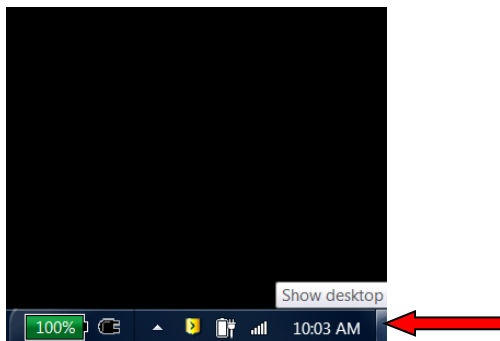
The windows on the desktop become transparent. Move the mouse pointer away from the Show Desktop area and the user's windows are viewable again.

If the user needs to show the desktop to access the icons, go back to the Show Desktop area and click. When the user moves the mouse back to the desktop the Windows do not reappear. To see the windows again click Show Desktop and they all will reappear.

If the user desires to keep one window open while minimizing the others, the user can use the "shake" function. The user should click the title bar of any window, for example, the Outlook Email window, hold down the left mouse button and shake the mouse.
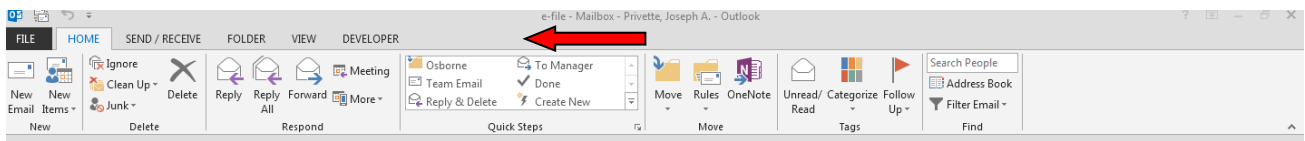
All of the other windows will minimize only leaving open the window the user desires to work in.

Snap allows the user to resize windows by simply dragging them to the left, right or top of the user's screen. The windows can even be positioned side-by-side. The user should open the two windows. In order to place them side by side the users should drag one of the windows toward the left side of the screen until the outline of the preview window can be seen and then release the window. The user should then drag the other window to the right side of the screen until the outline of the preview window can be seen and then release the window. If performed successfully the user's screen should look similar to the image displayed below. To maximize one the windows, the user should drag the selected window to the top of the screen and release it.
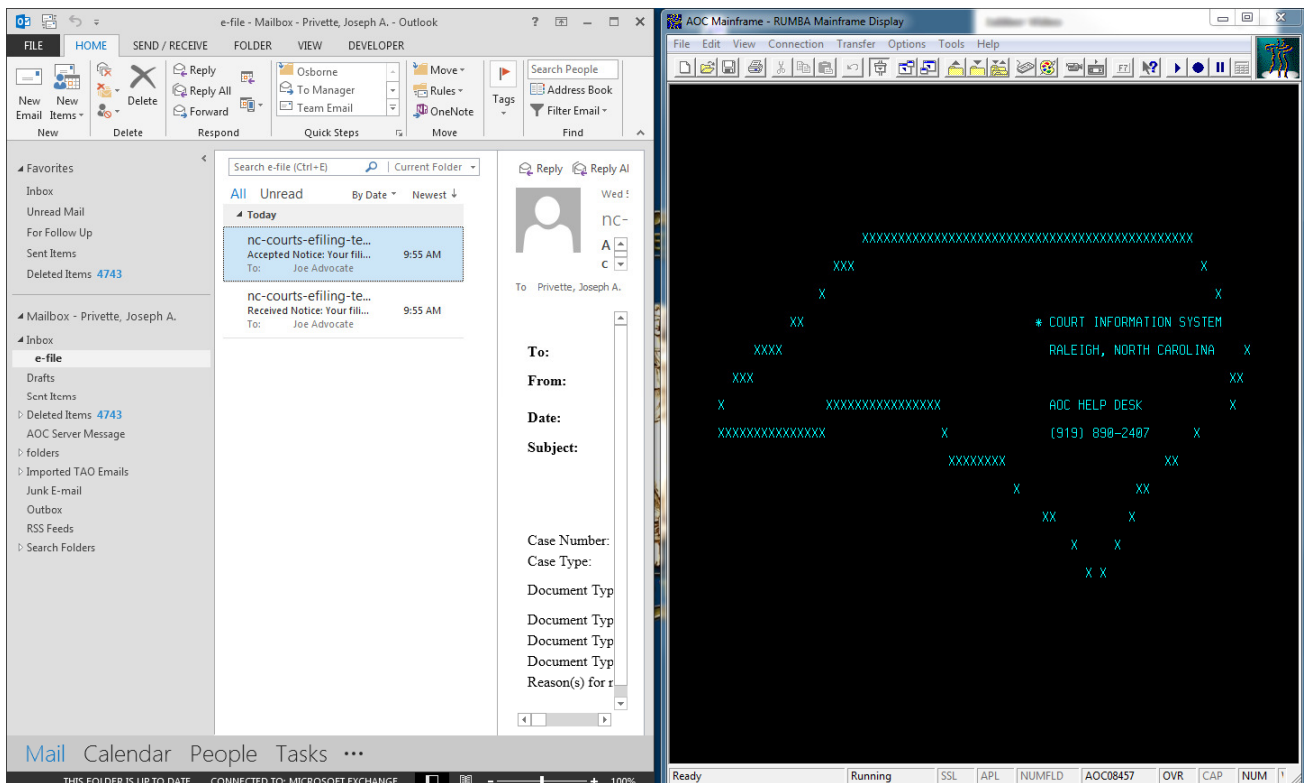
Windows Key and Tab Key Function

If the user has multiple windows open and wishes to switch to another window the combination of the Windows key and Tab key will display all of the open windows. To perform this function the user should press and hold the Windows key located on the left side of the keyboard next to the <Ctrl> key, and then press and release the <Tab> key but continue to keep the Windows key pressed. This key combination will generate the following display.


The user should continue to keep the Windows key pressed and press and release the <Tab> key to rotate thru the open windows. When the user has rotated the window to the front that is desired for display, the user should release the Windows key and the window will be displayed.

Snipping Tool

To begin using the snipping tool the user should, click on the Start button, and click on All Programs.

Next, click on Accessories, and then click on Snipping Tool to launch the application. The following window will appear and the display will turn gray.
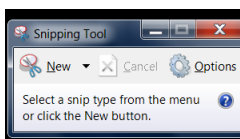

There are several snipping options available to choose from, depending on what the user wants to capture. Click on the drop down arrow next to New, to see the available options.

The user can choose free-form or rectangular snip to draw a line around the area that is desired to be captured. The user can choose the window snip to select the window that is desired to be captured or the user can choose the full screen snip to capture the entire screen.

The typical user will most likely utilize the rectangular snip for capturing photographs of defendants when using the Jabber video conferencing client.

From the drop down box, choose rectangular snip.
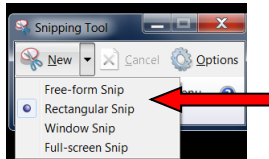
The user should the image by clicking and holding down the left mouse button and dragging the curser around the item to be snipped.

To Save the item snipped, the user should click the save button in the snipping tool. In the Save As dialog box, name the image, navigate to the location to save the file and click Save.

The file can then be retrieved from the save location and used as the user desires.

Internet Explorer 8 Features

Open Internet Explorer and locate the tab row located just below the toolbars at the top of the window.

Click the "New Tab" button, which is located to the right of the current website's tab, to open a new tab. The user can also open a tab by pressing "Ctrl" and "T" on the keyboard.
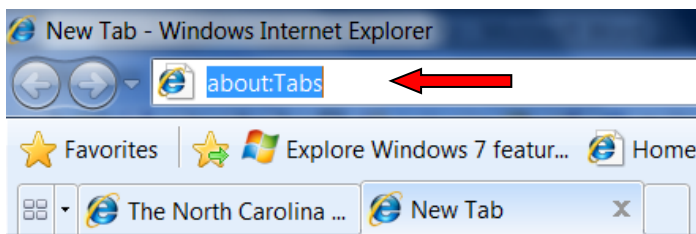
The user should enter the web address that they would like to visit as they normally would, and repeat the process to open additional tabs.

The user may switch between tabs by clicking on the tab they would like to bring to the front.

If the user would like to add a web address to the "Favorites Bar" in IE 8 Click on the "Add to Favorites Bar" button. The user will see the newly created favorite appear to the right.

Another useful feature in Internet Explorer 8 is the ability to zoom in and out on a webpage. This can be done by pressing the Ctrl and + keys to zoom in and press the Ctrl and – keys to zoom out. You can also zoom in and out by using the mouse and selecting the zoom level from the list on the lower right hand corner of the Internet Explorer 8 window.

Magistrate Video Phone (MVP) Procedures for Jabber

MVP can be used for:
- Initial Process and/or Initial Appearance.
- Search Warrants.

MVP can **NOT** be used for the following:
- Involuntary Commitments.
- A Citizen wanting to issue any type of process.

Signing into the Jabber application:

From the Office:
- Sign into Jabber (User ID and Active Directory Password).
- Connect your headset, if needed.

From a remote Location:
- Connect to Internet.
- Sign into VPN. . **Jabber will not work correctly unless you connect your VPN first before launching Jabber.**
- Sign into Jabber (User ID and Active Directory Password).
- Connect headset, if needed.

Remember when you change your Active Directory Password, you will also have to change it in Jabber.

Making a Call:

By using Favorites:
- Click the Favorites tab.
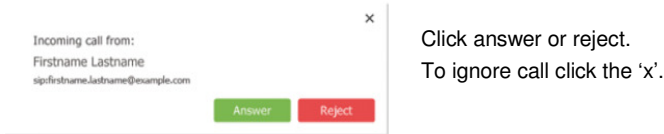- Select name from list.
- Click Start.

By Searching:
- Type County Name, you will see a list of all agencies within the county.
- Select the Agency.
- Click Start to place the call.

By Call History:
- Click the History tab.
- Select Name from list.
- Click Start.

Receiving a Call:
When you receive a call the following dialog box will appear:

Incoming call from:
Firstname Lastname
sipcfirstname.lastname@example.com

Click answer or reject.
To ignore call click the 'x'.

Video Window:
Once the call is answered, a video window will be displayed. You will be able to manage your call by moving your mouse into the video window and clicking on an icon in the following toolbar:
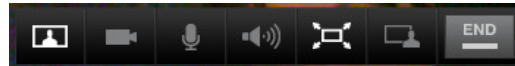
Icon	Control	Description
Self View	Self View	During a call will appear as a picture-in-picture. You can click and drag the PIP to move it around.
Camera	Camera	Toggles your camera on and off.
Microphone	Microphone	Toggles your microphone on and off.
Speaker Volume	Speaker Volume	Click to mute, or drag slider to adjust volume.
Full Screen	Full Screen	Click to use the entire screen for video. You can also toggle, by double clicking the video window.
END	End Call	Use this to hang up.

Keeping your Video Window on Top:
The Pin button in the top right corner of you video window will keep it on top of any open applications.

Placing a Call on Hold:
If you accept an incoming call while you are already talking to someone, the current call will be put on hold.

A panel to the left shows the calls on hold.

To switch between calls, move the mouse over the Calls on Hold indicator on the left and click the person you wish to talk to.

Taking A Picture for NCAWARE:
To capture the image:
- Click the Snipping Tool on your Taskbar.
- Click New if Snipping Tool is already open.
- Select the image by clicking and dragging your mouse.

To Save the Picture:
- Click the Save Button within your snipping tool.
- In the Save As dialog box, name your image.
- Navigate to location to save file
- Click Save.

You are now ready to upload your picture into NCAWARE and complete your process.

Ending Your Call:
- Hover over your video window until you see toolbar.
- Click End.

Adding a Contact to Favorites:
- From the Search Field or History Tab.
- Select the person you wish to save.
- Hover over the name and Click Add to Favorites link.
- Enter or modify the name as needed
- Click Save.

Signing Out of Jabber:
- Click the tool button in the Jabber Video control window.
- Select Sign out.

Exiting Jabber:
- Right Click on the Jabber Video icon (in the title bar).
- Select Exit.