

Computer Guidelines

S:\MSD\Instructions\Computer guidelines.doc

Mike Roman

Version 1.991212

Birmingham, Michigan

December 9, 1999



1360 Puritan Ave, Birmingham, MI 48009
Phone: 1-800-328-9696 or 1-248-644-8092
Fax: 248-644-3209 Email: mitch14@ix.net.com
Web site: mitchellsell.com

Computer Guidelines

TABLE OF CONTENTS

SECTION	DESCRIPTION	PAGE
I	Introduction.....	3
II	Basics and Generalities	4
	Locate your screen elements	
	Shutting down your computer	
	And also...	
III	How to react to problems.....	5
IV	Maintaining your computer.....	6
	Scandisk	
	Defragmentation	
	Antivirus	
	Others	
V	Backing up your files.....	9
VI	Backup of your complete configuration.....	10
VII	Email.....	11
	Microsoft Outlook	
	Real email	
	Alias email	
VIII	Winzip.....	13
IX	Specifics.....	14
X	Questions.....	16
XI	Notes.....	17

I. Introduction

These guidelines are not supposed to be an exhaustive tour of your computer but more like notes or highlights on the little things that make your life easier with your computer(s). By following closely these few advices, you will avoid most of the common problems and save money on the support calls. Also it will make the problem easier to locate and faster to solve if you do have to call for technical support.

We did a lot of work to provide you with the most reliable computer setup possible. There are a few tasks that we need you to perform to give you a great computer and work experience. Please read carefully the “Specifics” section to that effect.

Feel free to call us anytime if you need additional help at 1800 328 9696.

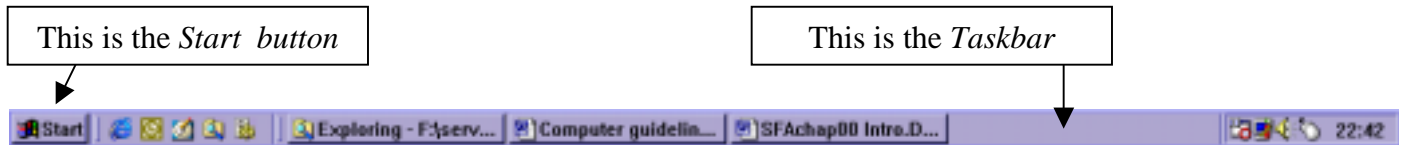
We wish you the best moments with your new computer,

The Mitchell Selling Dynamics Team.

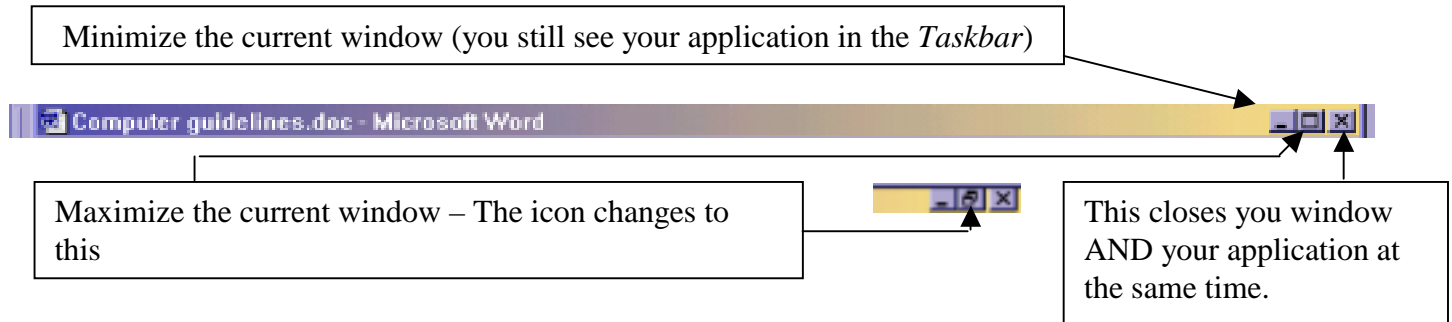
II. Basics and Generalities

Locate your screen elements:

The *Taskbar* is usually located on the bottom of the screen.



The windows controls are always in the top right corner of each of your windows



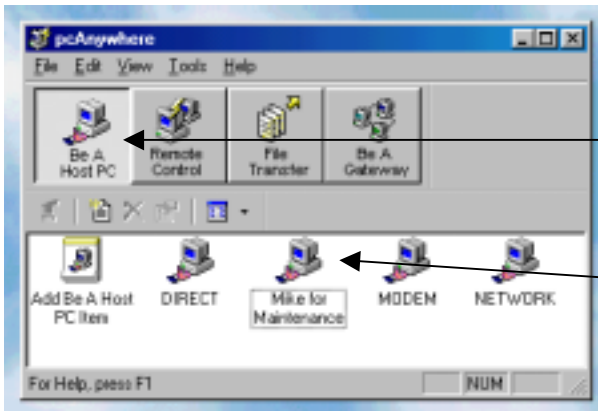
Shutting down your computer:

Always click on the *Start* button and then click on “Shut Down”. Click to select “Shut Down” to turn off your computer (or “Restart” to reboot) and then click on “OK”. Most recent computers will shut down like this. Some older machines will display the message “It is now safe to turn off your computer” and in this case only you can use the switch on your computer box. This is the only way to shut down a computer properly. Directly using the switch button on your computer box will turn of your computer in the middle of internal processes and little by little corrupt your system files. As a result you’ll get more and more erratic behaviors, error messages and hang up and will eventually need to reformat your hard drive and reinstall and configure all your applications.

And also...

- If your computer doesn't react right away to your action, don't click or double click everywhere. Remember that some tasks your computer has to perform are sometimes bigger than you would think. Give it some time and see if the hard drive led on the computer case is blinking indicating reading or writing operation on your disk.
- When you see the word *click* in the text, it is a single left click unless otherwise specified.
- Keep all manuals, licenses, driver CDs and floppy disks in one spot.

If you have a problem that you cannot solve you can contact Mitchell Selling Dynamics at 1-800-328-9696 and we will help you on the phone. Calls are charged at \$60 per hour with a \$10 minimum charge.



Your computer has had pcANYWHERE installed and can be taken over by Mitchell Selling Dynamics. Just click on the pcANYWHERE icon in your “My Stuff” folder and then click on the Be A Host button and select “Mike for maintenance”

III. How to react to problems

- When your computer starts reacting slowly or some features stop working, the first thing to do is to close properly all your applications and reboot your computer (see “Shutting down your computer” in the “Basics” section).
- When your computer hangs wait 10 seconds and then try the following actions. Allow 10 seconds before trying the next action (in order):
 - try to close the application that could cause the problem by clicking on *File, Close*.
 - try to click on the “close” icon (see “Locate your screen elements” in the “Basics section”).
 - if the mouse does not respond, push the “F4” key while pressing down the “Alt” key.
 - press the “Ctrl” and “Alt” keys at the same time, keep them pressed and briefly press once the “del” (delete) key. It could take 30 seconds before you see the “Close Program” dialog box. Look in the list for some application followed by “does not respond”. Click on the application name to highlight it and then click on the “End Task” button. Wait for up to 1 minute for a new dialog box to appear that will allow you to close the application. You might have to repeat this step more than once. Don’t be impatient, give your computer time to process your actions even if it seems a long time. If you press “Ctrl” “Alt” “Del” twice or do not wait long enough for a reaction from your computer before trying again, the computer will abruptly reboot without closing properly the system files.
 - if nothing happens after pressing “Ctrl” “Alt” “Del”, try to click on the “Shut Down” button and wait again for at least 30 seconds.
 - press “Ctrl” “Alt” “Del” twice. This will reboot the computer without closing properly the system files. Most of the times you’ll see the scandisk window when the computer restarts.
 - if the computer still doesn’t react press the “Reboot” button on your computer box. Here again you’ll see the scandisk window.
 - sometimes the computer will not restart, even with the “Reboot” button on your box. In this case you have no other choice than to press the main switch on your computer box. Wait 5 seconds before turning the computer back on.

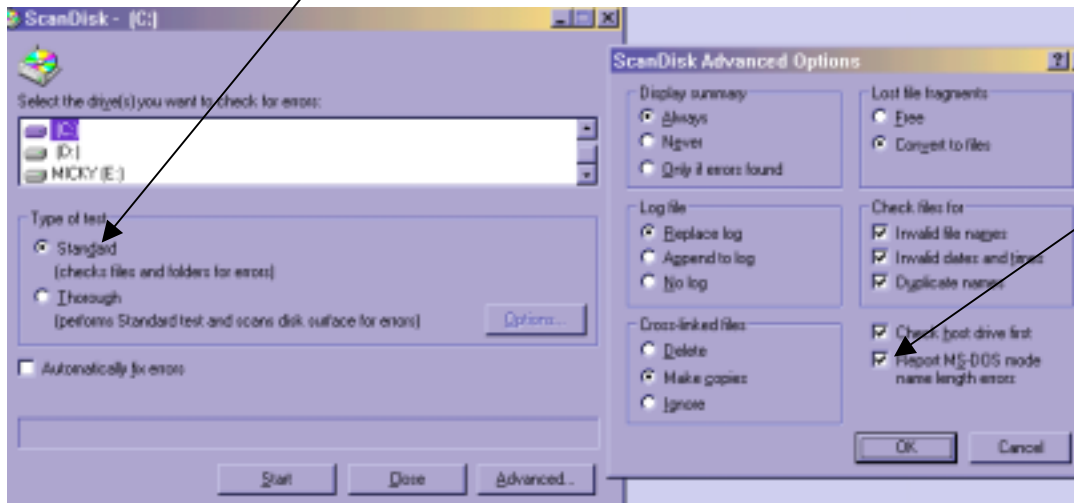
IV. Maintaining your computer

We provided you with the shortcuts needed to run the following programs in your “Work Stuff” folder.

Scandisk

Run a Standard Scandisk once a month. Since this operation can sometimes take several hours in the “thoroughly” mode, it is a good idea to run Scandisk before you leave your office in the evening (you can turn off your screen but put a note on your computer box, next to the main switch, so you won’t accidentally shut down your computer the next morning thinking you are turning it on).

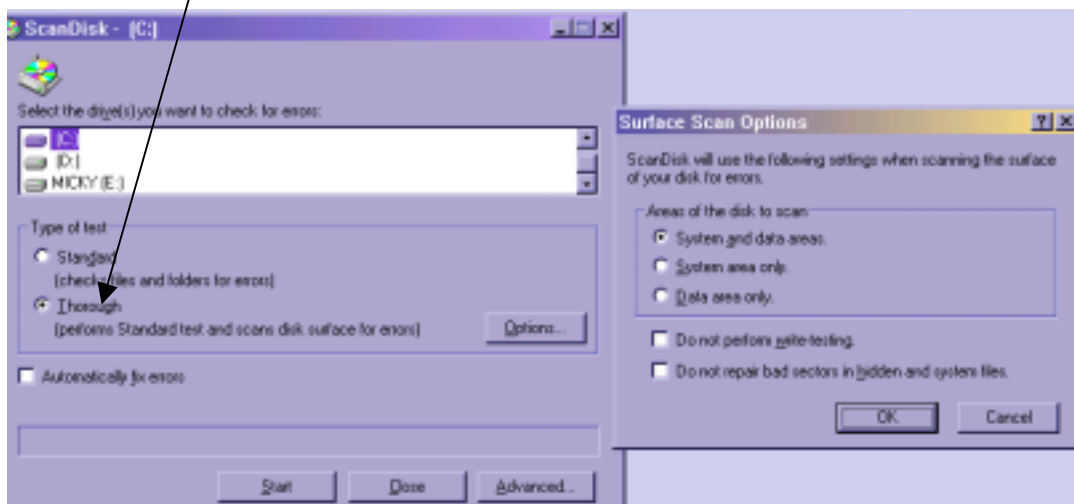
Standard Scandisk



You can uncheck this if too many errors are found.

Those print screens show what your configuration should look like.

Run Scandisk thoroughly twice a year or if you expect a hard drive problem.

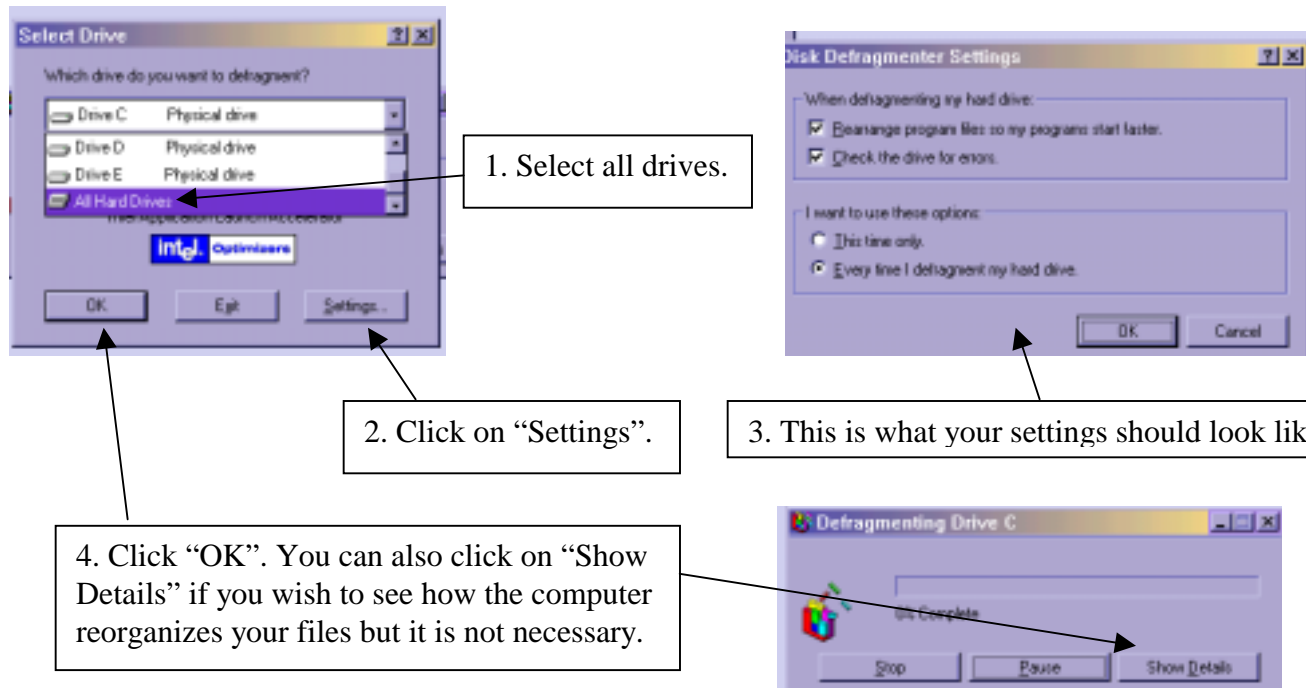


Scandisk should be run on each drive. This utility basically checks if there is no corrupted information about how the files are stored on your hard drive. The “thoroughly” mode is actually a physical test. If the hard drive’s surface has some bad spots, your files will still be saved, even on those damaged areas but won’t be able to be read next time you (or the computer) needs them. This advanced test mode copies the existing information in memory, writes a test chain, reads it and compares the result. If the result is the same, the previous data are written back on the disk from the memory. If the result is different, this

disk area is marked as “Damaged” (the computer will never try to write other data on this spot) and the previous data are written on another location of the disk.

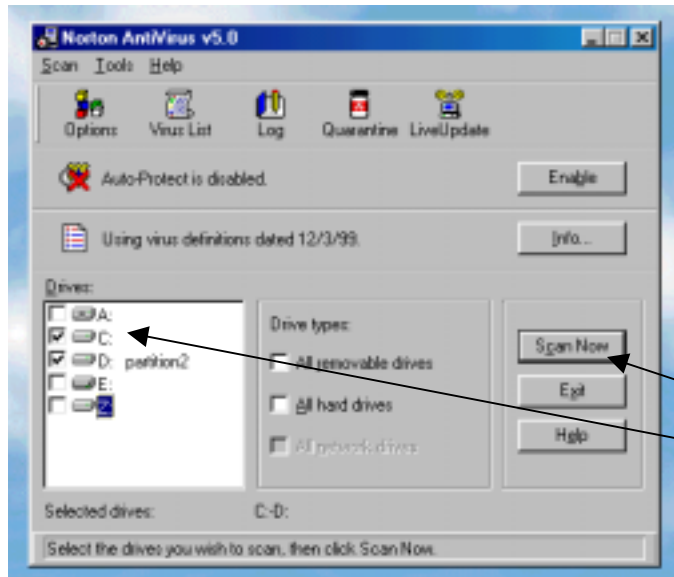
Defragmentation

Run Defrag once a month on all your hard drives. Since this operation can sometimes take several hours, it is a good idea to run the defragmentation before you leave your office in the evening (you can turn off your screen but put a note on your computer box, next to the main switch, so you won't accidentally shut down your computer the next morning thinking you are turning it on).



Antivirus

- Run an antivirus program at least twice a month, twice a week during Holiday times because of all the emails containing funny animations and sometimes viruses.
- Never leave a floppy disk in your computer when you reboot or turn it on.
- Do not open the files sent by emails unless it is a file you expect. Do not rely on the fact that you know the sender since some viruses send email by themselves without the sender's knowledge.
- Use the "Live Update" button in your Norton AntiVirus software and select update through the Internet at least once a month. This will download the most recent virus list used by the program to detect new viruses.



You can bring up the Norton AntiVirus dialog box by clicking on the short cut in the "My Stuff" folder

Select the C: drive that you want to scan for virus infection and then click Scan Now

Others

- Empty your Recycle Bin: right click on it on your desktop or in Windows Explorer and click on "Empty Recycle Bin".
- Empty your Deleted Items in Outlook: right click on the "Deleted Items" folder and click on "Empty Deleted Items Folder".

V. Backing up your files

- Save all the files you create under one main folder like “My Documents” on your C: drive. This makes it very easy to back up since you can copy the whole “My Documents” folder (along with its subfolders) to a ZIP disk or a Backup unit.
- Create subfolders to organize the different kind of files you have (like “Letters”, “Pictures”, “Excel Files”, “Databases”, ...). Do it every time you save a file. All Microsoft applications can be customized to save the files you create in the default directory you specify (usually through the menu “Tools”, “Options”, tab “General”). It is very easy to end up with hundreds of unsorted files in a folder. Usually, at this point, you’ll never reorganize and every single time you need to find a file you will lose time.
- Do not install applications in your “My Documents” folder (they would take too much space and time to back up and you would still have to reinstall them from diskettes or CD in case of any problem).
- We put a shortcut to a little backup program in your “Working Stuff” folder on your desktop. All you have to do is insert a Zip disk or a tape in your backup unit and double click on the “Backup” icon.
- Backup every week at least.
- Use two disks and alternate them each week.
- Take the disk you just used to save your files with you and bring back the one from the previous week. Don’t leave the most recent backup disk in the same building as your computer.

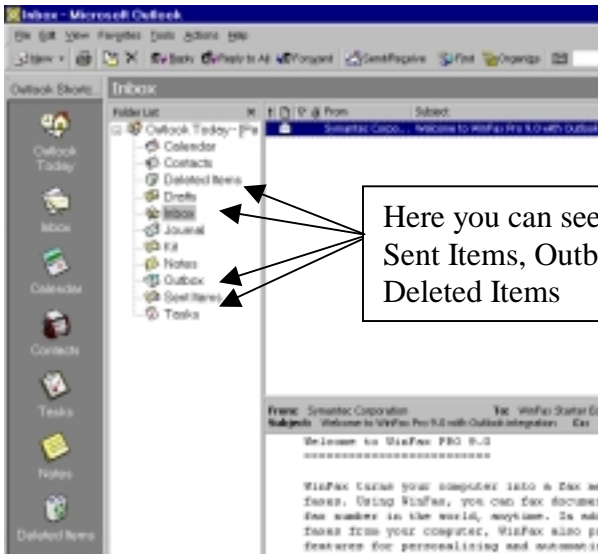
VI. Backup of your complete configuration

- Your computer's C: drive has been split in two virtual drives: **C:** and **D:**. You will work on your C: drive while the D: drive will contain the image file to restore your C: drive in case of a major problem. You can also use D: to store very big files that don't need to be backed up. Your D: drive contains a big file with a "pqi" extension. This is actually an image of your entire C: drive at the time you received the computer from us. If you ever encounter major problems you can reinstall your whole computer very easily including all your configurations (email accounts settings, applications settings, Windows personalizations, ...). This can save you days of work to get your computer back to the point you can start the real work again. Follow those easy steps:
- Make sure you backup your personal files first, since the restore operation will erase your entire C: drive (NOT your D: drive). This operation should be easy as you're supposed to have all your personal files saved under "C:\My Documents". If you can't start your computer, try to copy them on floppy disks in MS-DOS mode. Call us if you have a problem with this.
- Properly close all your programs.
- Click on the *Start* button, "Programs", "Drive Image 3.0 Pro" and then "Drive Image 3.0". Click on "OK" when prompted to reboot your computer. If your computer doesn't work at all, just turn it off completely, insert the included "Drive Image" boot disk and turn your computer on.
- Select "Restore".
- Navigate to your D: drive and click onto your pqi image file and click on "OK".
- When the restore operation is finished, click on "OK" to restart your computer.
- ...Click on "yes" when prompted to close all programs and go to MS-DOS mode. Your computer will reboot in the MS-DOS mode. If your computer won't even start, just insert the Drive Image Boot Disk and turn on your computer.
- You now see the main Drive Image window. Click on "Restore Image"
- Use the "Browse" button to navigate to your D: drive, click on the file that has a "PQI" extension and click "OK".
- Click "Next" to the "Select Destination" screen, make sure the check box in regard of C: is checked and click "Next"
- Click "OK" to delete the existing partition (which isn't working anymore !).
- Click "Finish"
- If you get a "Can't Lock..." error message, click "OK" and restart from the main window (where you clicked on "Restore Image").
- The program will recreate your partition exactly as it was when you first received your computer. This process will only take 7 to 15 minutes.
- When you see the dialog box telling you that the restore operation was successful, click "Close" and then "Exit"
- Eject your "Drive Image Boot Disk" if you used it and click "Reboot".
- Once back under Windows, don't forget to copy the content of the backup folder (not the backup folder by itself) from your ZIP disk into your "C:\My Documents" folder.
- Reboot your computer.

VII. Email

Microsoft Outlook

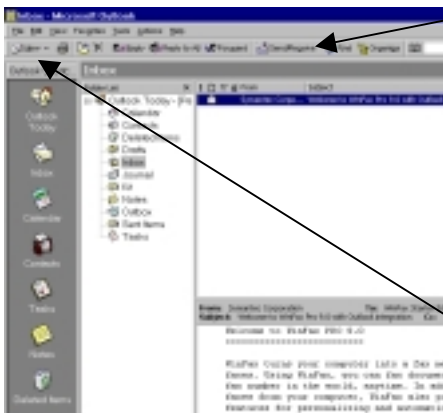
The Inbox view can be brought up by choosing Inbox on the Outlook Bar



Here you can see the Inbox, Sent Items, Outbox and Deleted Items

This view is where you would keep your email records or other intra company communication.

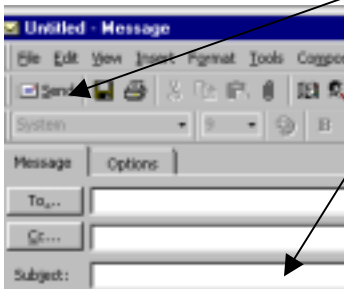
A sales person could come to headquarters and log on and then send copies of anything to anybody.



To check email, click on the Send/Receive icon on the menu bar and then choose or simply hit F5 from anywhere.

To create email click on the word New and then enter the recipient's email address, the subject (optional) and the text. You can add attachments by clicking on the paper clip and then browsing for the file.

To send email, click on the Send button. This will put your email in the Outbox ready to go when you hit F5.



Click on Tools, Options and then select Preferences, E-mail Options or click on the Mail Delivery tab or the Mail Format tab or the Spelling tab to get options such as spell check and delayed sending and other possibilities.

Note: If your Internet Service Provider (ISP) sends you upgrade software do not install it.

Real email:

In order to send and receive email, you need an Internet Service Provider (ISP) which is basically a company that has powerful computers (servers) permanently connected to the Internet. The monthly fee they charge allows you to connect your computer to the server and access a “folder” set up for you and which contains your incoming emails waiting for you to download them onto your computer.

You first need to establish a connection which requires a “Username” and a “Password”. Sometimes your “Username” is your email address, like myname@myprovider.com.

Then you can start using the existing connection for different tasks: web browsing (WWW = World Wide Web), file downloading (FTP = File Transfer Protocol) and email sending (SMTP) and receiving (POP) are the most common. To retrieve your emails, though, you need to prove your identity again to the server with another “Username” and “Password”. Sometimes they are the same as for your connection.

Most of the time, your computer will remember those information for you, except if you bypass the Windows “User” and “Password” dialog box when you start up your computer.

Alias email:

Your real email is linked to your ISP. That means if, for any reason, you need to change your ISP, your email address will change as well. If you have a web site like <http://www.mycompanyweb.com> you can create an alias address like myname@mycompanyweb.com. Any email send to this address will be automatically forwarded right away to your real email address.

Even if you have to change the company that hosts your web site, the name of your site will still remain the same and therefore so will your email address.

Obviously, the alias email address is the only one you want to give out to the world since it will never change. Your real email address is actually only a gateway between your alias email and your computer. What makes it confusing, is that anybody can still send you emails to your real address if they know it. When you send out an email, your address is included so that your recipient can view it and also click onto the “Reply to author” button to answer you. For this reason, you need to make sure that your Outlook (or other email applications) configuration is set up properly by entering your alias email address into the “Email address” and “Reply to” fields.

Note: Please do not send or forward unnecessary big files as they might contain viruses and they slow down all the servers used by the Internet.

VIII. Winzip

Section to be created.

IX. Specifics

Printer

No information for this section as of today.

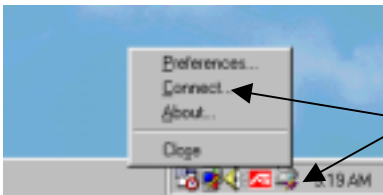
Scanner

Before connecting your scanner, don't forget to Unlock it (see the slide switch under your scanner).

Connect to the USB port in the front or in the back, whatever is more convenient for you.

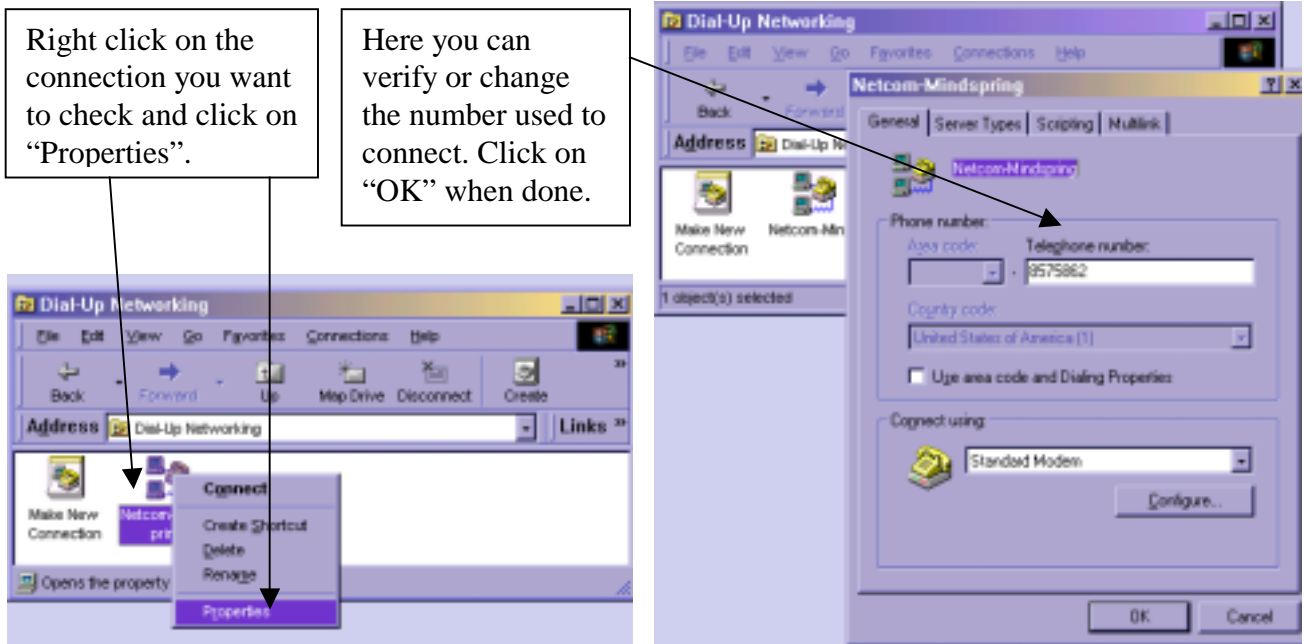


USB (Universal Serial Bus) scanners let you “hot-plug” them to your computer after the computer was started.



If the scanner was not connected when you started the computer, you can still plug it in after, right click on the scanner icon in the “Taskbar” and click on connect.

- Please verify that the phone number used to connect to your ISP (Internet Service Provider) is a local number. To find the number currently used for your connections, double click on the “My Computer” icon on your desktop and double click on the “Dial-Up Networking” icon.



- Please make sure you keep the boxes in which your applications came in or at least keep a note of the serial numbers. If you need to call technical support for your installed applications (Microsoft, Symantec, ...), use those numbers and NOT the numbers provided in the application “About this software” menus. To make your computers consistent, the installation process used the same serial numbers on all hard drives. The numbers on your software boxes are your real, individual registration numbers.
- Some of your hardware components came with rebates. Please let us know when you get them so that we can keep track and make sure you get your money back. Some softwares came with rebates too. We already have all forms filled in, envelopes and proof of purchase ready to send. We spent a lot of time to do this, so please send us as soon as possible the proof of purchase of any previous version of those programs so that we can mail the rebates and save you between \$100 and \$200 (just read the side of your software boxes to see which previous programs are eligible).
- We installed additional software (s) because we think they are so important for your business., please buy a license for the following programs if you don't own them yet:
 - Norton Antivirus
 - Drive Image Pro (for the complete image file of the C: drive)
- We also installed PcANYWHERE and configured a connection for us to take over your computer upon your request in case you experiment a difficult problem. Please don't modify this item but feel free to create new ones as you need them.
- Both your username and password required at the start up of your computer are usually the first word of your company name (excluding articles). Do not bypass this step by hitting the “Esc” key as your computer will not longer remember your other passwords (i.e. to connect to your ISP or retrieve your emails).

We at Mitchell Selling Dynamics hope that you enjoy your computer and enjoy working with us.

We enjoy working with you!!

X. Questions

Keep track of your questions for the next time you call us.

XI. Your notes