

WAHR & COOP LAPTOP



User Guide

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Procedures to Pickup and Return Laptops

Note: Test set up and connectivity prior to the beginning of your shift. If you experience difficulties, notify GCS (512-929-6883)



First Time Users

- Allow 30 minutes for First User Orientation and Setup
- Spark GCS group stating you need to be set up on laptop
(**Note: Let GCS know if you are a first time user**)
- GCS will respond indicating where to go for laptop set up
- User logs in
- GCS configures laptop applications
- GCS trains user how to use VPN and Softphone and discusses other issues with user.
- GCS breaks down equipment showing user location of plugs and ports and stowage techniques before handing off to user.
- User initials sign out sheet.

Tenured Users

- IM (no later than 30 minutes before the end of the users shift) GCS group stating you need to be set up on laptop
- GCS will respond indicating where to go for laptop set up
- User logs in and returns to pod to continue working
- GCS configures laptop applications
- GCS breaks down equipment and hands off to user.
- User initials sign out sheet

All Users Returning Equipment

- Log into work computer and Spark GCS stating you are returning equipment
(**Note: Please, state your pod location**)
- GCS will respond and user hands off equipment to GCS
 - GCS checks that all parts are returned in good working order.
(It helps if the user describes any difficulties or issues he/she had.)

LAPTOP FAMILIARIZATION



This is the Dell Latitude d630, which should be the same model you have been provided as the co-op laptop and will be expected to setup on your own in your home environment.

Visually examine the equipment to familiarize yourself to the laptop and its accessories.

Of note, on the right side of the laptop should be two USB ports. These ports are necessary for you to plug in the Softphone amp and headset into the computer. You may also use USB ports to plug in the provided mouse.

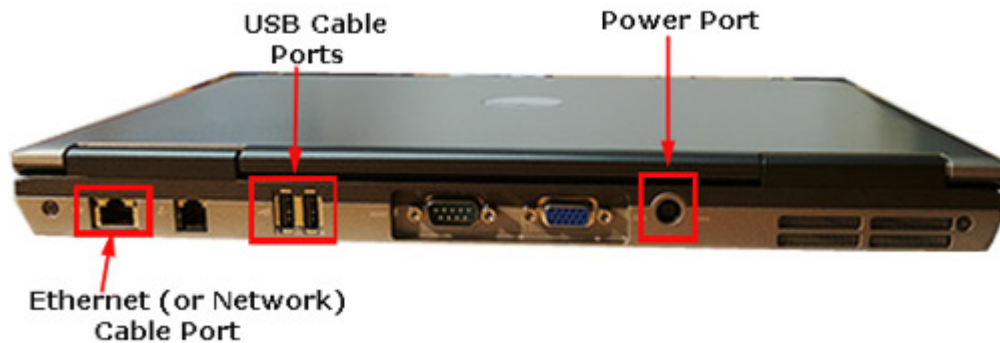


USB Ports



Close up view of a USB Plug

The back of the Latitude d630 laptop also includes two more USB ports. This can be useful if the keyboard is too small or uncomfortable and you would like to plug in a full-sized keyboard from a home computer (it must have the USB plug).



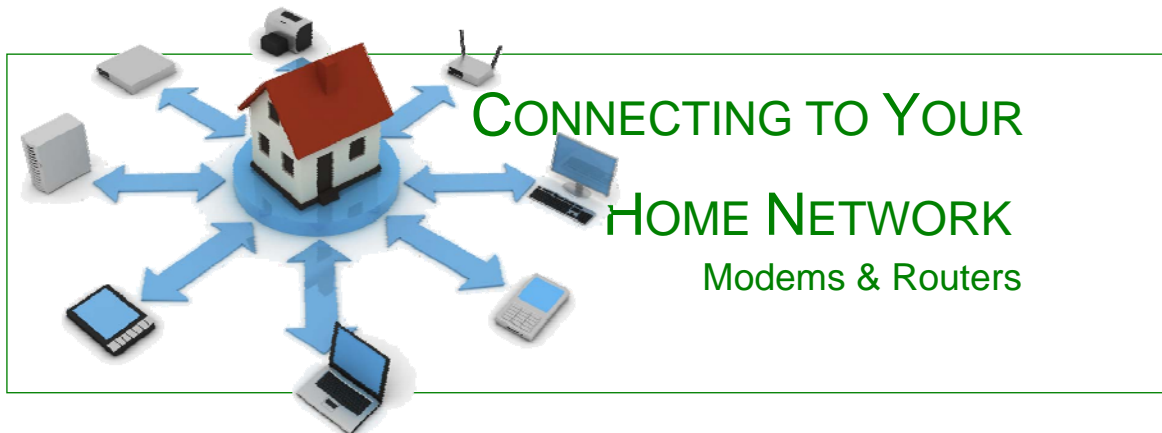
The **Network port** is for connecting the laptop to your home Internet. A 'network cable' is included with the laptop assigned to you.

The **power port** is for connecting the laptop to a power source. The a/c adapter intended for use with the Latitude d630 has been included with the laptop. Do not use any other adapter you may have available at your house as there is the possibility equipment damage could result. The end of the power cord plugs into the laptop's power port. The other end goes into a standard power socket either in your wall or on a power strip.



When you setup your assigned laptop, make sure to place it on a secure, flat, and **stable surface** where it will not fall or have anything fall on it. Avoid placing food or drink too close to the equipment, as an accident may occur. Avoid blocking air vents or placing the laptop where it could overheat.

Just as if you were at work, you are responsible for all activity engaged upon on state equipment as well as maintaining confidentiality, so do not allow others to use the laptop.



Now that you have familiarized yourself with the laptop, it's time to connect it to your home network. Let's go over the basics of the more common Internet connection setups. This is by no means all-inclusive and will not cover USB modems, wi-fi (Wireless Fidelity), or FTTH (Fiber 'Optic' to the Home). **NOTE:** wi-fi is not usable with our system. You **MUST** be able to hard connect using a network cable.

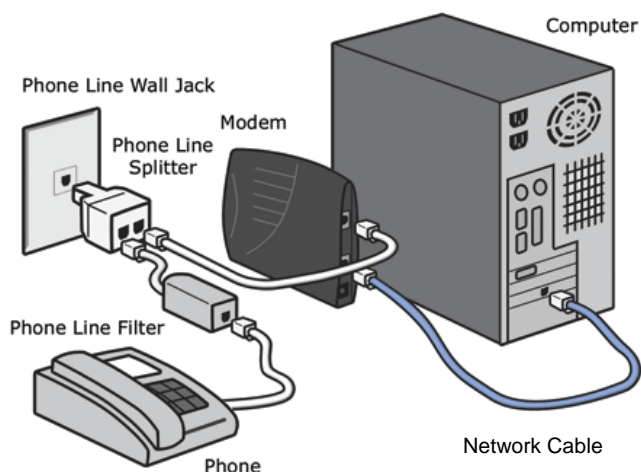
Please be aware that your ISP (Internet Service Provider) may have its own network security, passwords, bandwidth limits, and configurations which may interfere with your use of a co-op laptop from home. If this is the case, you may need to contact your ISP for assistance.

Typically home internet service is provided in 3 different ways; by **DSL** Modem (thru your phone service), by **Cable** Modem (thru the TV service), by Dial-Up Modem (also thru your phone service). Below we will discuss setting up your workstation using DSL and Cable Modems. Many home systems also use Routers in order to connect more than one device (computer) to the modem. So we will also discuss connecting to the **Router**.

NOTE: Dial-Up service is NOT compatible and will NOT work with our system.

DSL Modem

DSL (Digital Subscriber Line) Internet connections are made over the same wires your home's landline phones are connected to. More often than not, DSL service is provided through a local telephone company.



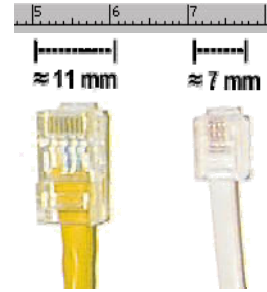
The diagram here depicts a basic DSL home setup. A phone line goes from the wall to your DSL modem. A Network cable goes from your DSL modem to the computer. The phone line may have a splitter so that your DSL modem and your phone have service. If you do not have a home phone but do have internet a splitter (as shown in the diagram) will not be included in your home Network.

The simplest method to connect the laptop would be to unplug the Network cable from the back of your computer and reconnect it to the back of the laptop.

If that is difficult, you can disconnect your desktop's Network cord from the Modem; plug in the Network cord (provided with the laptop) to the Modem and the back of the laptop.

It is also possible that your DSL modem might only have a USB connection going out to your computer and no port for a Network cord. If this is the case, simply disconnect your USB line from your home computer and reconnect it to one of the laptop's four USB ports. Allow the laptop time to recognize the new hardware.

NOTE: a Network cord and phone cord look a lot alike. These cords can not be use interchangeably. The Network cords plug (also known as Ethernet cord, Cat5's or Cat7's) is wider than a phone cords and has more wires.



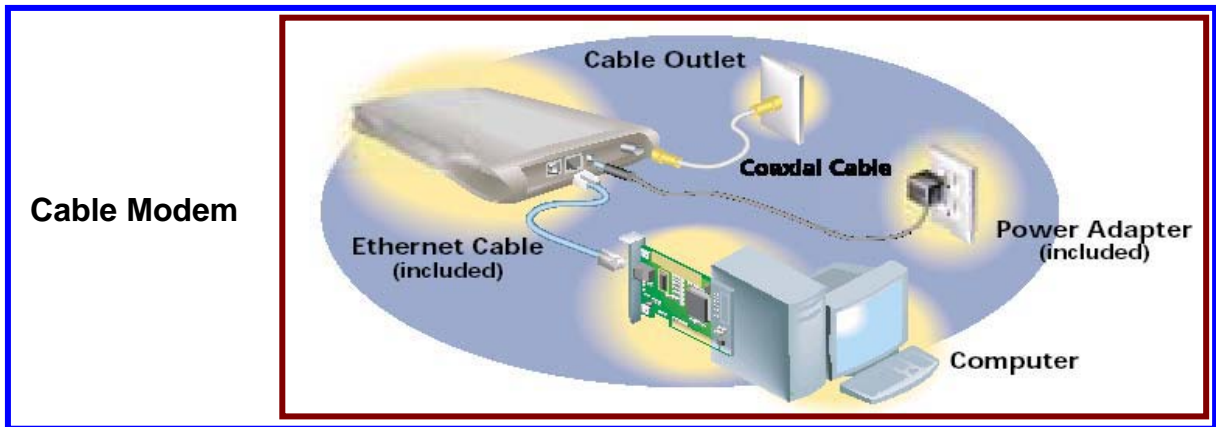
Splitter & Filter

Another thing to note when dealing with DSL Internet service: If you do not setup properly, the user will be kicked off of the Internet every time someone calls the house line. To prevent this, a Filter is essential.

There is a difference between Splitters & Filters. A **Splitter** allows two telephones to connect to one line/outlet so that both telephones have service. A **Filter** allows an Internet connection to be maintained despite any incoming or outgoing calls (this means a house line, not the Softphone or cell service). So if your internet shuts down when the phone rings you do not have a filter. A filter looks a lot like a splitter and it is easy to confuse the two. If you have a splitter or a filter, look for writing designating the ports. A Filter will be marked 'Phone' and 'Modem'.



DSL subscribers often have to plug each and every landline phone in the house to a Filter. If this is part of your DSL Network, please ensure that everything is configured correctly in your before attempting to connect the laptop.



Cable Internet is a form of broadband access which often uses the existing cable television wires to provide service. Most Cable Modem Networks will be similar to the DSL Modem Network. The main exception would be that the modem would connect to the wall via a coaxial cable instead of a telephone cable.

The modem will have at least one Network Cable Port intended for making the connection from the modem to your computer. Some Cable Modems may have a USB Port instead of the Network Cable Port. If this is the case, simply disconnect your USB line from your home computer and reconnect it to one of the laptop's four USB ports. Allow the laptop time to recognize the new hardware. You may need to refer to the modem's instruction manual or contact your ISP for details if you have difficulties connecting to the internet in this manner.

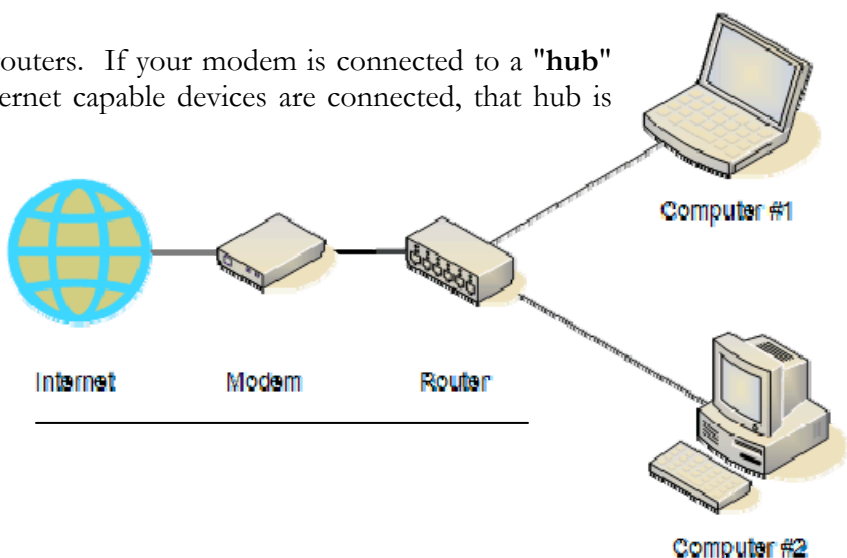
If your Cable Modem has only one connection (and it is not connected to a router), you will need to disconnect the network cable from the back of your home computer and reconnect it to the provided laptop.

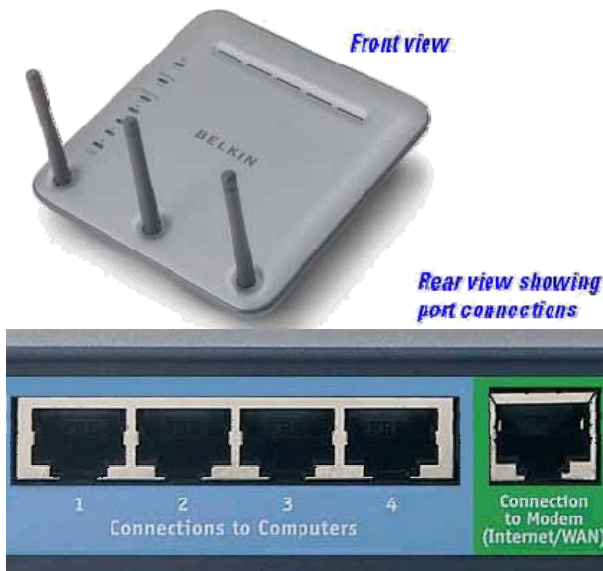
If your modem has more than one Network Cable Port available and you have not yet used up all of the connections, simply connect the laptop's provided network cord to an empty port.

Routers

This brings us to the use of routers. If your modem is connected to a "hub" from which two or more Internet capable devices are connected, that hub is likely a **router**.

Routers will generally have one incoming WAN (Wide Area Network) Network port which connects it to the modem. Then there will usually be multiple outgoing LAN (Local Area Network) Network ports which connect to computers and other devices (such as an x-box360).





While you can simply connect the laptop to an empty port on your router, keep in mind the fewer devices between the laptop and the Internet, the less chance you may experience problems with your connection. We suggest that you connect your laptop directly into your modem's feed, which may require disconnecting your router.

Be aware, that there are potentially several devices within your home which may also be connected to the internet via your router. Even some kitchen appliances and home thermostats use Internet access these days. For this reason, you may choose to connect to the router so it stays connected.

Also be aware that if other people are present while you are working, they may access the Internet through a different device and may have an effect on your ability to connect to the DFPS network. If additional devices are turned on while you are online through a router, the router may reset itself to accommodate the newly detected machine. This may result in the Softphone or other software losing connection with their servers, which in turn may require that you restart or login again to those applications.

Note: Setup and test connectivity prior to the beginning of your shift. If you experience difficulties, notify GCS



There are a variety of different routers on the market, and yours may not look like the example above. Here are a few that are extremely popular and may resemble the one you have.

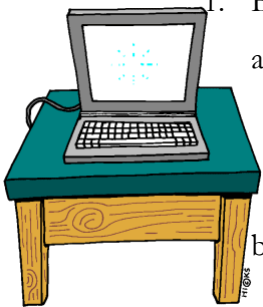
CONNECTING TO THE DFPS NETWORK



GCS recommends that you do your Hardware preparations and conduct a software dry run the evening before you are due to log in. There are various things that may cause you problems or go wrong and by trial run the evening before, you can prevent a lot of frustration during your work time.

Connect your Hardware

The first thing you need to do in order to connect to the DFPS Network is set up your hardware. Use previous sections of this guide as needed.



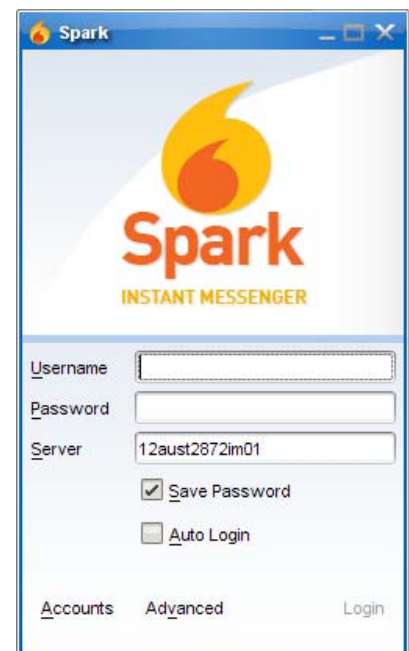
1. Be sure you have completed the following **before** you turn on your laptop:
 - a. Set your laptop on a stable surface such as a desk or table where you will be comfortable and the laptop safe.
 - i. Make sure that your laptop is relatively near your router/modem unless you have an extra long network cord.
 - b. Plug the power adapter into the laptop then into an electrical outlet; make sure the power cord is not in traffic areas.
 - c. Plug in your headset, mouse and any other object you will need (such as a keyboard)
 - d. Plug your network cord into your router/modem then into the laptop.




Power Up and Internet Check

2. Power up (turn on) then log into the laptop just like you would your work computer.
3. Then **WAIT** until **Spark** Loads. It is important to not proceed further until **Spark** has loaded and you get to the Log In window (example image to the right).

The reason is because Spark, in load phase, is memory dominate. If you take other action while spark is loading, both events will take considerably longer to process. Additionally it is possible that if you try other actions while Spark is loading it will cause failures and lockups. Be patient and wait. Because if this, GCS highly recommends that you start connecting for work at least 1/2 an hour before you are due to begin work.



4. Once Spark has loaded, verify your Internet connection by opening Internet Explorer  and typing in a **public website** (example: google.com, yahoo.com) into the address bar and press 'enter'. If the website comes up, you're good, if not check the boxes below. **DO NOT rely on the home page to see if you are connected. The DFPS and SWI pages will not load until you are connected VIA VPN. Type in a public website address.**

Internet Not Connected

Look at the systems tray on your laptops screen (lower right corner of the screen) as shown below. Look for a picture of dual computer monitors with a red "X" through it. You are not connected to the Internet if this symbol is shown.



If you are NOT connected, go back to the beginning and check your hardware connections again. Make sure that you have the right device plugged in properly. If you have checked your connections a second time and still have problem, check to see if your home computer has Internet Service. If not, contact your Internet Services Provider, if it is, go to the Help Files.

Internet is Connected

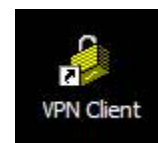
If the dual computers (shown above) are not visible, then an Internet connection should be established.



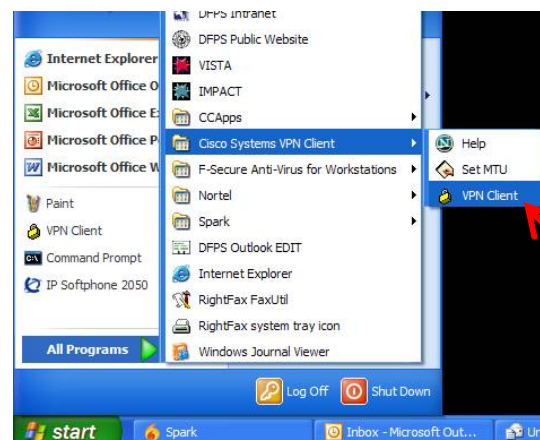
Once again, type a public website (ex. Yahoo.com) into the address bar and press 'enter'. The website should open. If for some reason it does not try a different one (ex. Google.com) if you still are unable to access a website contact GCS.

Launch your VPN

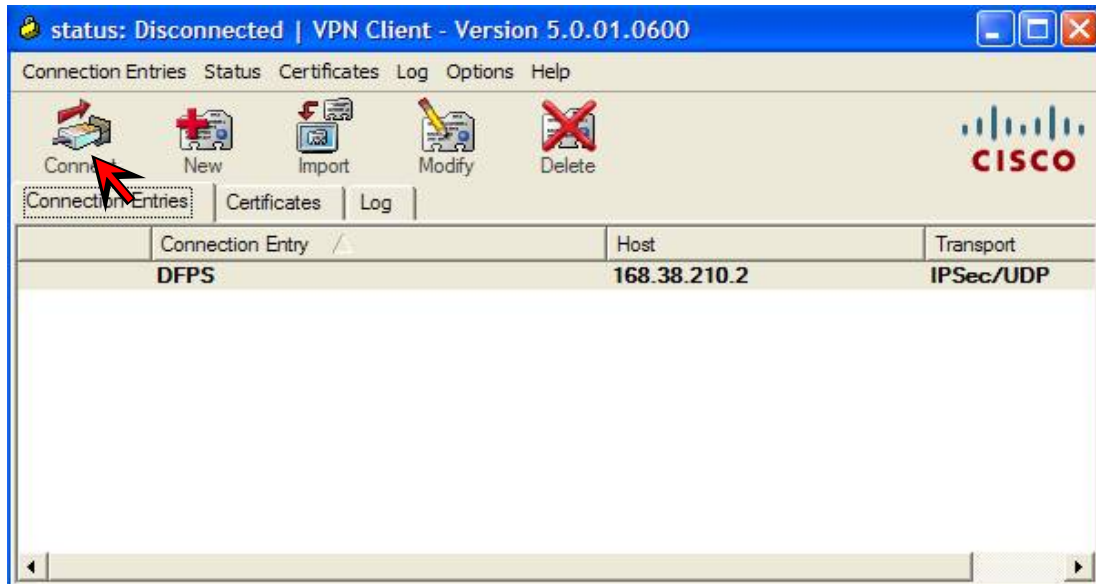
5. Next Launch VPN
- Look for the VPN shortcut on the Desktop, and double click on it.
(Image example to the right)



- If you do not see the shortcut, Launch VPN in the following manner:
 - Click 'Start'
 - Move Mouse Arrow to 'All Programs' and hover
 - Move Mouse Arrow to 'Cisco Systems VPN Client' and hover
 - Move Mouse Arrow to VPN Client and click

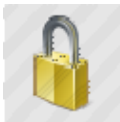


- Click 'Connect' and a Log-In window will open. In the Log-In window enter the log-in information you use on your work computer, then Click 'OK'.



NOTE: If another user's name is listed, delete it and enter your own.

IMPORTANT: If you cannot get beyond this screen, a file VPN uses may be damaged. Click [here](#) for a quick automatic fix that will allow you to connect. Make sure that you first close out of VPN.



If connection is successful, both screens will vanish and in the system's tray, you will see a yellow lock in lock status. At this point, open a DFPS application or website (such as the SWI_Web) to verify connection.

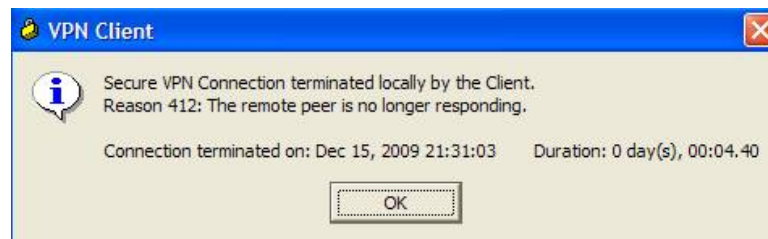




If the connection is not successful or if you loose the VPN while working, the yellow lock will appear in an unlocked status. If this occurs, then launch and reconnect to VPN.



NOTE: You may also receive an error message (shown below) which also indicates you have lost Internet Connectivity.



REMEMBER: If the dual computers with the red "X" appear in the systems tray, then you have also lost Internet connectivity. You will need to reboot your modem and restart the laptop before reconnecting by VPN.

PREPPING DFPS SPECIFIC SOFTWARE



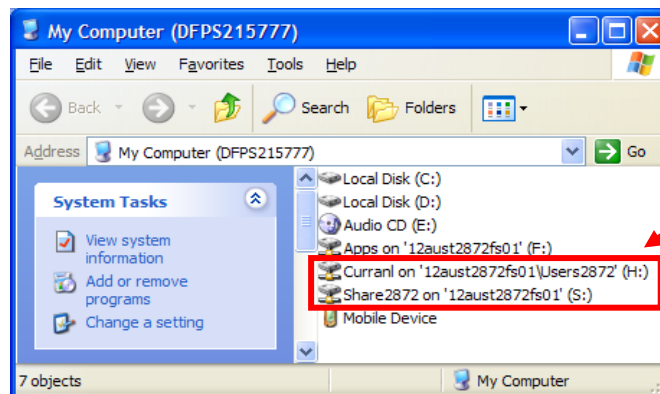
H and S drives

In order for you to have access to the shared drive and your H: drive they need to be mapped. This is done by activating a 'script' (a special GCS designed action). Click on the image to the right and the drives will be added.



While the script is working a **black window** will open. This may take a few minutes, so don't get impatient, the system has to check and map to your specific section of the server (that's your H: drive) and that takes a while. Once the black window goes away, check to make sure that the drives were added:

1. click the 'Start' button
2. scroll to 'My Computer' and click it (a box will open)
this box will show all the drives available to you on the laptop.
3. check the box to see if the (H:) drive and the (S:) drive are shown.

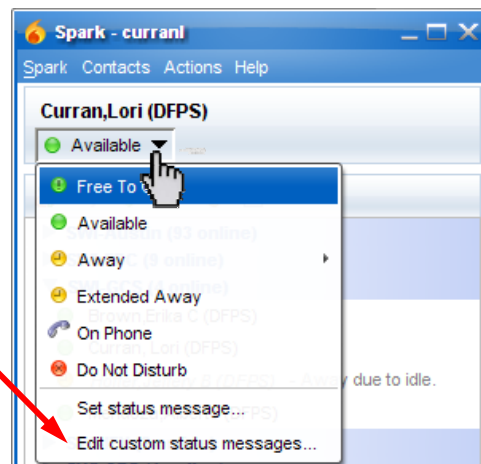
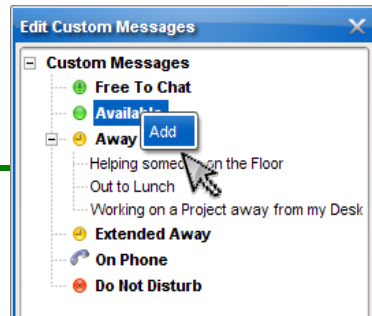


NOTE: If the drives do not show in the box, look for an Icon on your desktop like the one shown in the paragraph above. Double click on that Icon and then check the 'My Computer' box again. Your drives should now be visible. If you continue to have trouble, contact GCS.

Suggestion: Once you have completed this procedure, you will have access to the H: drive on both your desktop computer at work and the laptop you are using. If you have documents that you will want to use or have available to you while working (regardless of where) save it to your H: drive. It will roam with you. (this is an especially good idea if you use auto-corrects).

Spark Log into Spark and change your status message to 'Home with Laptop'.

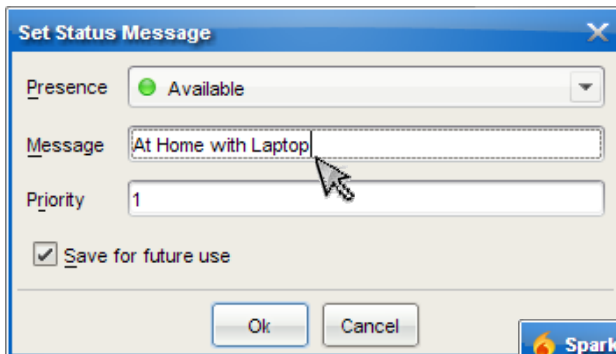
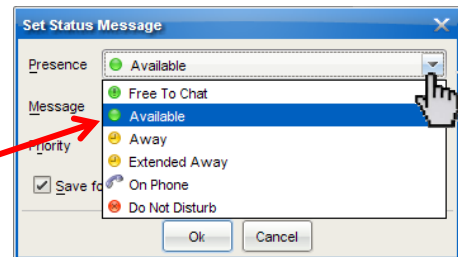
Click on the down arrow below your name and select 'Edit custom status messages'.



A new box will open.

Right click on 'Available' then select 'Add'
Another box will open.

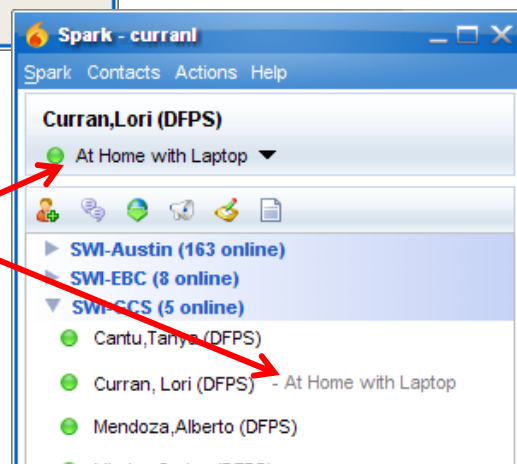
Choose the 'Presence' you want to use
(in this case use 'Available')



Highlight the current 'Message'
type in your message,
then press Ok


Note: this action will not remove the
previous message from your list.

Your status will show on your
Spark screen as well as your
co-workers.



Ready for Duty Co-op and WaHR have different Ready for Duty Templates to complete. Both of these templates can be found in two separate places on the SWI-web Intranet.

Be sure to send a Ready for Duty Notice to inform IEX that you are working from home.

 COOP Ready for Duty	SWI-web > Templates > Time & Leave SWI-web > COOP > Workforce Tracking
WaHR Ready for Duty	SWI-web > Templates > Time & Leave SWI-web > Schedule > Work at Home Rewards > Templates

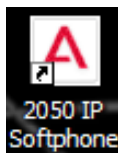


Softphone

To work at home, you will be using a VOIP (voice over internet protocol) telephone. We call it a Softphone. It is essentially like the Nortel 1150 (the silver phone) used onsite by some of our staff.

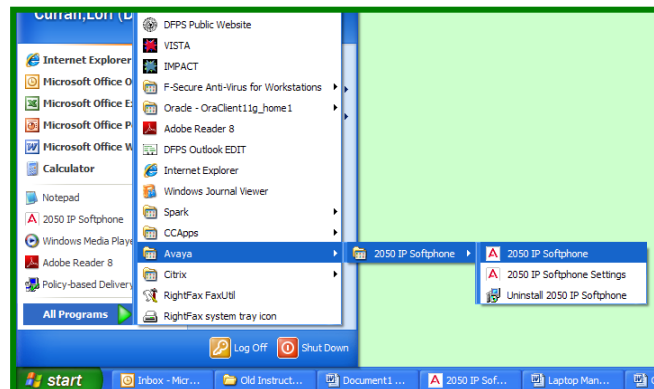
Below are a few things about the phone that will help you adjust to its use. You may want to print the sheet with the SP (Softphone) image on it. Especially if you are used to the Meridian (that's the black phones) phone because the key locations are somewhat different.

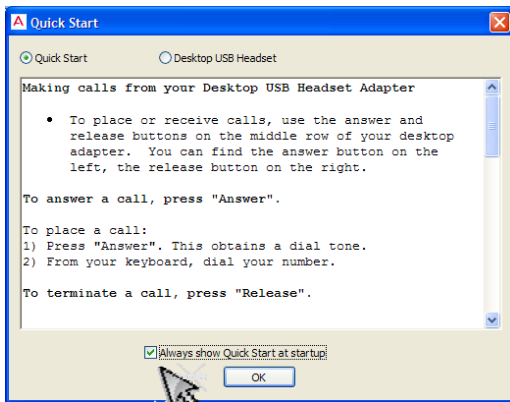
Open your Softphone



Double click the Softphone icon to open (like the image to the left) located on your laptops desktop.

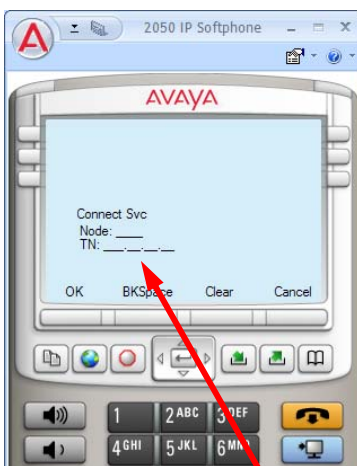
If you do not see the Softphone icon, you can find it under the start menu using the path shown to the right.





Quick Start Window

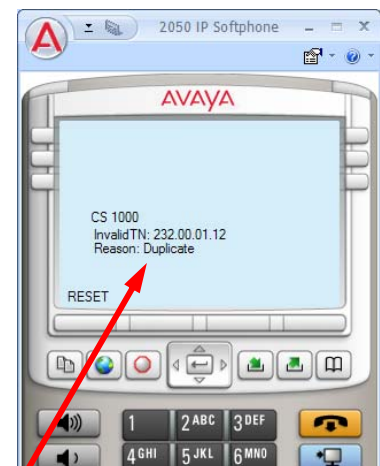
The first time you use a Softphone at home, you may get the 'quick start' message. De-select the "Always show Quick Start at startup" and click "OK" to avoid seeing this message again.



No TN Line

TN (telephone network) Line

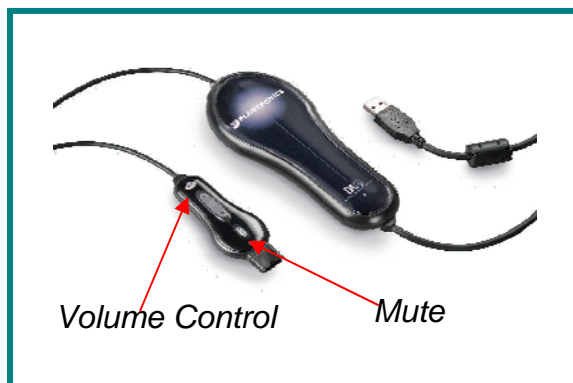
Each telephone number has a specific TN Line and each TN Line has a different but very specific number. If for some reason your Softphone is missing its 'TN Number, or displays a 'duplicate' signal (see image) then you need to type in your TN Number.



Duplicate TN Line

Sound Issues

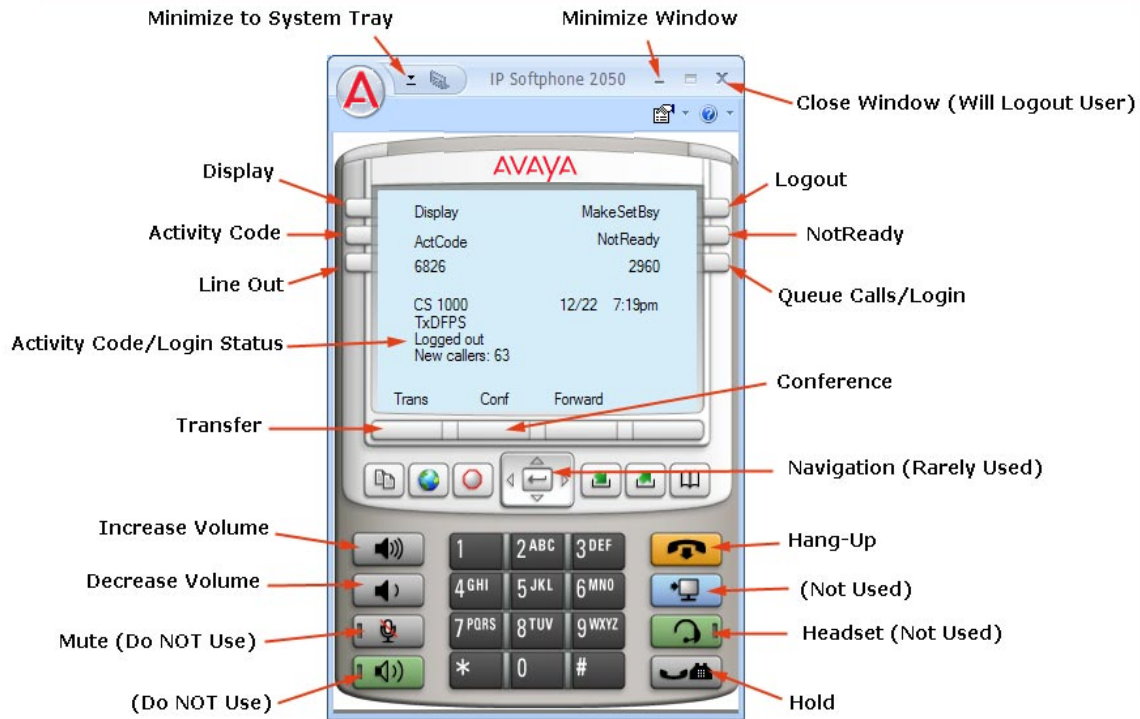
While using your Softphone you may experience issues with the sound. Sounds caused by other software should be silenced, but sometimes the software fools you and will start making beeps and boops again. Other sound issues you may encounter include your headset/amp issues. There is a more detailed issue list in our FAQ/Troubleshooting section. We recommend you start there if you have sound problems you need corrected.



Your amp is different than what you use with external phones. Note below the location of the volume and mute buttons. If a caller cannot hear, make sure to check your mute button, and if you cannot hear a caller, check the volume control.

Your Daily Routine

Below you will find an image of your Softphone with all the buttons explained. And below that you will find a list of instructions on procedures you do every day (but usually on a different telephone). Take a few moments to review the image and the instructions. These pages are easily printable if you prefer to have a hard copy of the instructions while you learn to navigate your Softphone.



Logging In

Click the **Queue Calls/Login** button once.

Enter your person ID followed by **#**.

Your name should replace **'Logged Out'** in the display.

Logging Out

Click the **Logout** button (MakeSetBusy shown in display) twice.

Alternatively, click the **Close Window** button (the **'x'** in the upper right corner). This will close the Softphone and log you out.

Minimizing and Resizing

Click the **Minimize Window** button.

To resize, double click the Softphone icon in the system tray.



Also to resize, you may click on Softphone icon on your taskbar.

Entering an Activity Code

Click the **'Activity Code'** button once.

Enter activity code number.

Click the **'Activity Code'** button again to activate.

Displaying your Current Activity Code

Click the **'Display'** button.

Click the **'Activity Code'** button.

The current activity code number you are logged into will display next to your name.

Activity Codes	
10) Break	17) Fax/Mail
11) Meal	18) Tech Problems
12) Personal	19) Peer Training
13) E-Mail	20) Attending Training
14) Time and Leave	21) Conference
15) Unit Meeting	22) Special Project
16) E-Reports	23) Call Work

Taking a Queue Call

Click on the **'NotReady'** button once to change to 'Ready' status.

Click the **'Queue Calls/Login'** button to answer a call from the Queue

After a Queue Call

When call is done, click **'NotReady'** button. This prevents you from immediately taking another call.

Update your activity code status.

Transfer a Call

While caller on the line, click the **'Transfer'** button.

Dial desired extension or phone number.

Click the **'Transfer'** button again to complete connection.

Conference Call

While caller on the line, click the **'Conference'** button.

Dial desired extension or phone number.

Click the **'Conference'** button again to complete connection.

Dial Out

Click the **'Line Out'** button.

Dial extension or phone number

If dialing outside of SWI, but local: *9 + phone number*.

If dialing outside of SWI, but long distance: *9 + 1 + area code + phone number*.

If dialing to a Meridian phone within SWI: *5 + extension*.

If dialing to a Nortel phone within SWI: *extension*.

Call Staff (Intake)

Click on **'Line Out'** button.

Dial 0

Hot Keys to use with your Softphone

Softphone Hot Keys

Menu Feature			Key Combination		
Edit	->	Copy	Ctrl	+	C
Edit	->	Paste	Ctrl	+	V
Features	->	Callers List	Ctrl	+	A
Features	->	Directory	Ctrl	+	D
Features	->	Quit	Ctrl	+	Q
Features	->	Redials List	Ctrl	+	R
Button Features			Key Combination		
		Soft Key 1	Shift	+	F5
		Soft Key 2	Shift	+	F6
		Soft Key 3	Shift	+	F7
		Soft Key 4	Shift	+	F8
		Answer	Enter		
		Down	Down Arrow		
		Up	Up Arrow		
		Left	Left Arrow		
		Right	Right Arrow		
		Release	Esc		

Contact Numbers for Additional Support

GCS (512) 929-6883 - calling this number rings all GCS Phones

Staff Member	Work Days	Work Space	Time Start	Time End
Brown, Erika C	Sa, Tu-Fr	F-36	15:30	0:00
Cantu, Tanya	Sa, M,Tu, Fr	F-33	7:00	17:30
Mendoza, Alberto	Su-Th	F-39	14:00	22:30
Armstrong, Alyce M	Sa, Tu-Fr	F-34	8:00	16:30
Mireles, Carlos E	Su-Th	F-38	10:00	18:30
Bonura, Chris	Su-Th	F-40	8:00	14:30
Curran, Lori	M-Fr	F-37	12:00	20:30
Sawicki, Jeremy	M-Fr	2286	9:00	17:30

Links to Help Topics/Instructions

Note: links with * * * will not activate unless you are in-Network.

Printer Settings

[LEN Printer Setup](#) * * *

[Right Fax Setup](#) * * *

Softphone Settings

[Austin Softphone Profile](#) * * *

[Dallas Softphone Profile](#)

Sound Settings

[Sound Settings](#) * * *

Help for WaHR & Coop

[Help to Connect](#)

If you cannot open this file [click here](#)

[Laptop Help](#) * * *

If you cannot open this file, and are in-Network, [click here](#).