



Help Desk Newsletter

Volume 2 Issue 6
March 2007



OFF CAMPUS E-MAIL ACCESS

Yes, it is possible to send email from OFF campus. Using Outlook Express, follow these steps:

REDUCED SPRING BREAK HOURS

During Spring Break, March 12 through March 17, the Help Desk will have reduced hours.

Monday	8:00a.m. - 5:00p.m
Tuesday	8:00a.m. - 5:00p.m
Wednesday	8:00a.m. - 5:00p.m
Thursday	8:00a.m. - 5:00p.m
Friday	8:00a.m. - 4:30p.m

1. Open Outlook Express and right click on **postoffice.ltu.edu** on the left side of the window.
2. Click **Properties**, and then click on the **Servers** tab.
3. Check the box by **My Server Requires Authentication**.
4. Click on the **Advanced** tab.
5. Type **587** in the *Outgoing Mail* area and **143** in the *Incoming Mail* area.

DAYLIGHT SAVING TIME

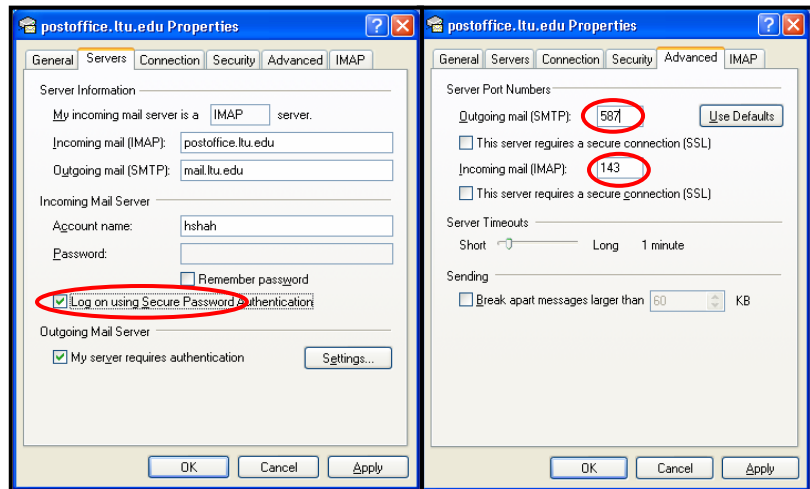


Be aware of the Daylight Saving time changes!

Daylight saving time begins earlier (3/11/07) and ends later this year (11/4/07). In most cases, your computer will adjust automatically. If not, you may need to take some steps to adjust the time.

If your laptop clock is off by one hour, we recommend that you download and install the following update from Microsoft (KB931836).

1. Go to www.microsoft.com
2. Type KB931836 in the search box
3. Click on **Download details: Update for Windows XP (KB931836)**
4. Click on **"Continue"** Validation Required the click on **"Download"**.



6. Click **Apply**.
7. Click **OK**.
8. Log out and then back into Outlook Express for the changes to take effect

For a demonstration go to:

http://www.ltu.edu/computer_center/laptopbook.asp

If you need assistance, please contact the Help Desk at helpdesk@ltu.edu or call 248.204.2330.

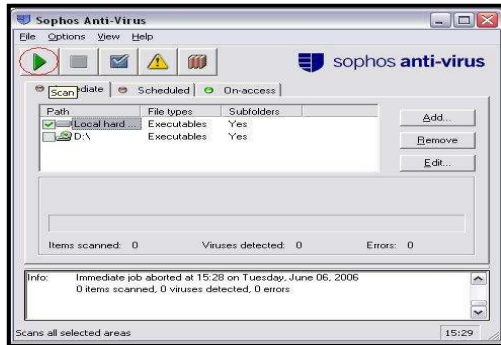
RUNNING ANTI VIRUS SCAN

TO RUN A VIRUS SCAN:

- On your laptop, click the **Start** button at the left-hand corner of your screen.
- Click on **Programs**, or depending on the configuration, on **All Programs**
- Go to **Sophos Anti-Virus** and then click on **Sophos Anti-Virus**



- In Sophos Anti-Virus, click on the green arrow button to start the scan.



- Wait until the scan is complete. This can take up to several hours. To abort the scan prematurely, click on the red square.

INCREASE POWER TO YOUR WIRELESS CONNECTION

1. Right click on **'My Computer'** and select **'Properties'**
2. Go to the **Hardware** tab and click on **'Device Manager'**
3. Find **'Network adapter'** and click **'+'** to expand
4. Right click on **'Intel PRO/Wireless'** and select **'Properties'**
5. In the **'Advanced'** tab look in the Property window and click on **'Power Management'**
6. Then deselect **'Use default value'** under **'Value'** option
7. Once deselected you can drag the horizontal scroll to increase or decrease the Power to your wireless connection.

PLEASE HELP SAVE ON PRINTING COSTS!

TURN BACKGROUND PRINTING ON OR OFF

When you turn **Background printing** on in Power Point you can continue to work as you print. However, sometimes printing presentations that contain graphics can drastically slow down the print process and waste toner unnecessarily.

To turn background printing on or off, do the following:

1. On the **Tools** menu, click **Options**, and then click the Print tab.
2. Under **Printing options**, select or clear the **Background printing** check box.

If you have questions or need assistance, please contact the Help Desk.

Help Desk Staff Directory

C203 A. Alfred Taubman Student Services Center

248.204.2330.

Director :

Charlene Lilla (clilla@ltu.edu).....ext. 2334

Operations Specialist:

Ammar Abdulahad (abduhad@ltu.edu).....ext. 2335

Technicians :

Ann Grusin (grusin@ltu.edu).....ext. 2331

Gonca Eren (geren@ltu.edu).....ext. 2332

Cherie Davis (cdavis@ltu.edu).....ext. 2353

Student Employees:ext. 2330

David Center (dcenter@ltu.edu)

Sejla Corbo (scorbo@ltu.edu)

Tristan Maerz (maerz@ltu.edu)

Matt Riley (mriley@ltu.edu)

Adam Farmer (afarmer@ltu.edu)

Chris Lilla (chlilla@ltu.edu)

Jeremy Wedlow (jwedlow@ltu.edu)

Christopher Andreovich (candreovich@ltu.edu)

Brett Hakala (bhakala@ltu.edu)

Kyle Cumbow