

# Computerbank

## Ubuntu Linux Guide

9.04

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cbvu4



## The Compact Guide for Computerbank Computer Users

This guide presumes mouse and keyboard skills and an understanding of basic computer terms. The Computerbank computer has over 70 popular free and open source programs. Documents created on the computer will be compatible with Windows machines. The operating system is an in house customised Ubuntu Jaunty Jackalope 9.04 distribution with a Gnome desktop. (cbvu4)

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**Use this guide before  
calling Computerbank for help.**

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## What is Linux, why is it free?

Linux is a free operating system first created by Linus Torvalds in 1991. It is licensed under the General Public License (GPL) which was developed by Richard Stallman in 1984. This license allows Linux to be modified, copied or redistributed by anyone in a completely “free” way. Thousands of volunteer developers have worked on Linux improvements.

GPL software is known as “open-source” this means the source code is publicly available to share with others. In contrast, proprietary software such as Microsoft Windows is “closed-source”, the code is not readily available and it is illegal to copy and share the software.

The open model allows volunteers and others around the world to improve the operating system and contribute new programs. Millions of computers now have a free Linux operating system. A lot of software has been developed for Linux. Software useful for families, students and pensioners has been included on the Computerbank computer. Enjoy!

## Getting Started

### Turning on your Linux computer

After turning on the computer the software will take about a minute to load.



### Logging into the Linux desktop

The Computerbank system loads automatically without the need to login.

If you want to protect your computer by using a password see page 19. When the computer is password protected, you will see a login box asking for a login name and password. The login screen can be navigated with a mouse or with keyboard shortcuts.

For privacy, when you enter a password, the password will appear as asterisks on your screen. eg: If a password is foo345ty it appears as `*****` in the password box.

To add more users to your computer, see “How do I add another user account” on page 19.

### Logging out of a Linux desktop

It is important to shut down the computer correctly to avoid file system corruption.

### To shutdown and turn off your computer safely:

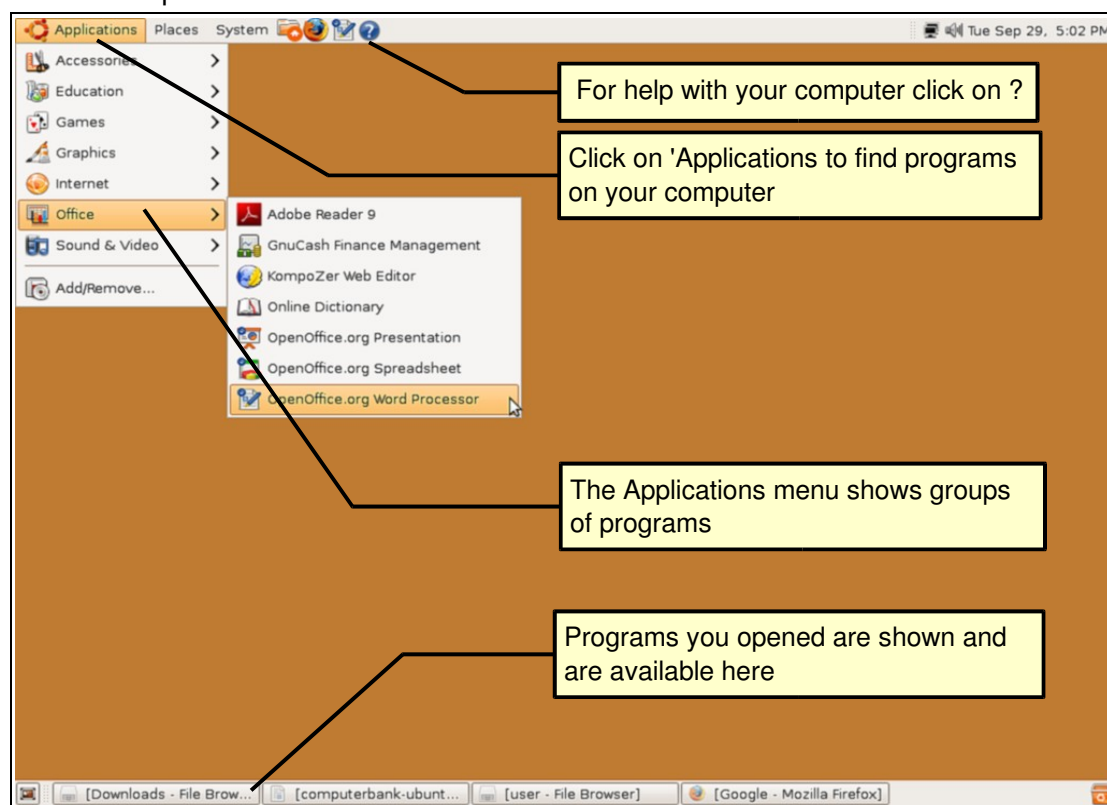
- Click on *System Menu*. Scroll down and click on *Shut Down* (see Picture 1)
- When presented with a list of options select the *Shut Down* button with your left mouse button. The system will start to shutdown. You will see some messages. The final message is *Power Down*.
- In most cases the computer will automatically turn off. The monitor will need to be turned off separately.



Picture 1: Shutdown from Gnome

## The Desktop – finding things on your computer

The Gnome desktop is easy to use and is similar to Microsoft Windows and Apple Mac desktops.



Picture 2: The Gnome Desktop

### Finding and starting programs such as your Word Processor

The *Applications* menu gives you a list of available programs. (See Picture 2)



Click on the “Applications” menu at the top left of your screen. Scroll up and hover your mouse over *Office*, a submenu opens listing available programs such as word processor, presentation and spreadsheet programs. Click on a program name to open it.

Click the left button of the mouse to select and start programs  
Click the right button of the mouse to get a menu of options wherever you are

### Finding help for the Gnome Desktop

The desktop help is on the desktop (See *Picture 2*). This section also gives information about using commands. Specific help is available from the Help menu in most programs. If you have an Internet connection, <http://www.google.com/linux> is a good place to look.



### Creating Shortcuts

You can create shortcut icons on your desktop to link to programs used regularly. Drag the program name from the main menu and drop it on the desktop. Menu items can also be dragged and dropped on to the panel at the bottom or top of your screen if there is enough free space.

## Customising your Computer

Here's some of the options for your Gnome desktop:

- Change font sizes to make the desktop easier to read
- Add your own desktop backgrounds and screen savers
- Select Window Manager themes – inbuilt desktop and window decorations
- Languages (needs appropriate languages installed)
- Change mouse properties - left/right handed mouse, or single click/double click
- Change keyboard options

### To customise:

Click on the *System Menu* (See Picture 2)

Go to the *Preferences* menu and choose > *Appearance*. (See Picture 3)

Click over different items to see what options are available.



Picture 3: Changing the way the desktop looks and feels

To change your mouse from right handed to left handed operation:

Click on the *System Menu* > *Preferences* > *Mouse* and follow the onscreen instructions.

Computerbank systems come configured as a double click system the same as Windows. Go to *System Menu* > *Preferences* > *Mouse* to change settings for the mouse.

## Software on the Computerbank Computer

There are over 70! programs on the Computerbank computer. The **programs are found in the *Applications Menu on your computer*** (see *Picture 2*). The following list shows the software in the order you will find it on your computer.

### Accessories

Archive Manager:	Software to handle archives like zip, tar, bzip, rar and more
Calculator:	A calculator
Character Map:	Character viewer
Floppy Formatter:	Format floppy disks
HP Device Manager:	Manage HP Printers
Manage Print Jobs:	Stop Print Jobs
Mtink Epson Utility:	Epson Printer Utility
Take Screenshot:	Take a screenshot of the desktop or a window
Terminal:	Access the command line
Text Editor:	Basic text editor

### Educational software

Gcompris:	Many educational activities in the one program
GRAMPS:	Genealogy system. Create a family tree
KHangman:	An easy and fun game - helps kids to learn letters
KStars:	A desktop planetarium that shows objects in the night sky
KTouch:	An easy to use touch typing tutor that gives statistics about progress
Periodic Table:	A periodic table
Tux Math:	A maths game for kids
Tux Paint:	A painting and stamping game for kids
Tux Typing:	A typing game for kids

Learn to touch type with Ktouch.

Ktouch is found by clicking on the *Applications Menu > Education > KTouch*

### Games

Aisleriot Solitaire:	Many patience games in one
Blackjack (21):	Also known as 21
Blinken:	Simon says game
Chess:	Classic chess game.
Defendguin:	Defend the penguins
Five or More:	Remove coloured balls by forming lines
FreeCell Patience:	Another popular patience game
Frozen Bubble:	Pop the bubbles
Gnometriz:	Tetris game
Iagno:	Classic Reversi game
KBattleship:	A game involving hitting battleships
KCheckers:	Classic checkers game
Klotski:	Puzzle game.
KSpace Duel:	Space race game
Mahjongg:	Another mahjongg tile game
Mines:	Classic minesweeper game
Nibbles:	A worm game
Pingus:	A game very similar to Lemmings that involves saving penguins
Poker TH:	Texas Holdem Poker
Robot Game:	Avoid robots
Same Gnome:	Remove more coloured balls
Sudoku:	Test your logic skills. Number grid puzzle
SuperTux:	Similar to early games of Nintendo's Mario brothers

Tali:	Poker style dice game
Tetravex:	Numbered tiles game
XGalaga:	Old style arcade game that involves shooting space objects

### Help is never far away

When you open a program its help is usually found in the top menu.  
Further information on any program is available on the Internet.  
Go to Google and type in the name of the program.

### Graphics Software

Cheese Webcam Booth:	Fun with web cameras
Digikam Photo Management:	Photo management software
GIMP Image Editor:	An advanced graphics program similar to Photoshop
GThumb Image Viewer:	Simple image viewer
Inkscape:	Vector Illustrator
OpenOffice Draw:	Image Editing and object drawing tool for office type work
Scribus Publishing:	Page layout
Tux Paint:	Drawing Program
Xsane Scanning :	Used with scanners to scan images and documents

### The GIMP (GNU Image Manipulation Program)



The GIMP is similar to *Adobe Photoshop*; it can be used to create images from scratch, as well as image editing. Further information ([www.gimp.org](http://www.gimp.org)) The GIMP is found by clicking on the *Applications Menu* > *Graphics* > *The GIMP*.

### Internet Software

Configure and Dial Internet:	Use to configure and connect a dial up internet connection
Firefox Web Browser:	Lightweight and fast web browser
Kopete Instant Messenger:	Multiprotocol instant messenger with web cam support
Mozilla Thunderbird Mail:	A program for receiving and sending email
Pidgin Internet Messenger:	Another multiprotocol messenger with chat room support
Skype Voice Chat:	Free Voice and Video over IP chat program
Transmission Bittorrent client:	BitTorrent client
Wireless Mobile Connect:	Mobile Wireless Broadband utility - Vodafone
XChat IRC:	Signs into Computerbank's chatroom

### If you have a modem and an Internet connection:



Firefox is used for web browsing. It can be found in the *Applications Menu* > *Internet* > *Firefox Web Browser* ( See *Picture 2*). Firefox works in a similar way to Microsoft Internet Explorer. A variety of "plugins" are available for Firefox to extend its functionality.

### Office

Adobe Reader 9:	Reads PDF files from Adobe
GnuCash Finance Manager:	For managing budgets
KompoZer Web Editor:	Web page editing
Online Dictionary:	Look up words, requires internet connection
OpenOffice Presentation:	For presentations similar to Microsoft Powerpoint
OpenOffice Spreadsheet:	For spreadsheets similar to Microsoft Excel
OpenOffice Word Processor:	A word processing program similar to Microsoft Word

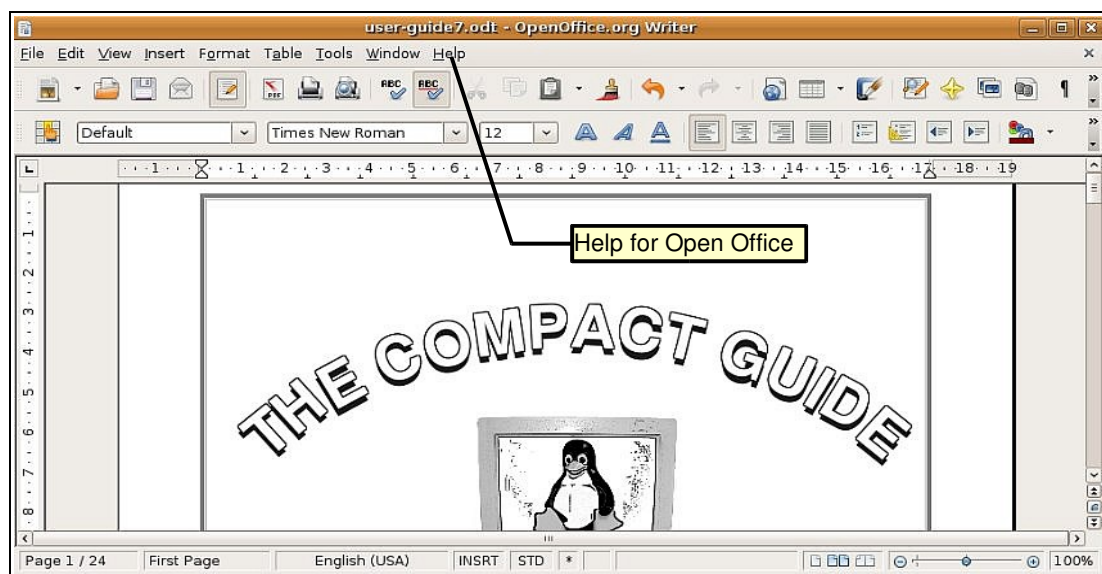
**OpenOffice** is used for **word processing, spreadsheets, slide presentation, drawing and database programs**. It is similar to Microsoft Office and It can read and save in the Microsoft formats.



This means your files can be seen on Microsoft Windows or Apple Mac computers. Open Office components can be found under the *Office* section of the *Applications Menu* (See Picture 2)

Open Office has an excellent Help section (See Picture 4). OpenOffice can be used to create **PDF** files. The advantage of using PDF files is that document layout is preserved. PDF's can be viewed on any computer with a PDF reader.

*OpenOffice* cannot read Microsoft Access databases, unless they have been converted to other supported formats including ODBC, MySQL, dBase, text (csv), and spreadsheets. More info at [www.openoffice.org](http://www.openoffice.org)



**Picture 4: Open Office Word Processing – Help Menu**

### Sound & Video

Audacity:	For editing and recording sound
Audio CD Extractor:	Copy music from your CDs
K3b CD and DVD Burning:	Burns or copies CDs and DVDs
Linux Multimedia Studio:	Create music
Real Player 11:	For multimedia streams on the internet
Rhythmbox Music Player:	Play MP3s, CD's and other audio files. Internet radio
Serpentine Audio CD:	Create audio CDs from music files
Sound Recorder:	Simple audio recorder. Needs a microphone
Video Lan Client (VLC):	Multimedia video player
Volume Control:	Control your sound mixer

### Places Menu

Home Folder:	The main folder for all of your 'stuff' on the computer
Desktop:	Access anything on the desktop
Computer:	Access other places on the computer
Floppy Drive:	Access the floppy (if present)
Network:	Access any network folders
Connect to Server...	Set up a connection to a network computer
Search for Files...	Search for files on the computer
Recent Documents >	Shows recent documents

### **System Menu > Preferences:**

About Me:	Update information. Change your password
Appearance:	Change the look and feel of your desktop
Assistive Technologies:	Enable support for assistive technologies
Bluetooth:	Enable support for bluetooth
Default Printer:	Set the default printer
Display:	Configure and adjust the screen resolution
Encryption and Keyrings:	Configure key servers
Keyboard:	Set your keyboard preferences
Keyboard Shortcuts:	Assign shortcut keys to commands
Mouse:	Change properties for the mouse
Network Connections:	Manage and change your network settings
PalmOS Devices:	Configure a PALM device
Power Management:	Configure power management
Removable Drives & Media:	Configure removable drives and media
SCIM:	Configure an input method
Screensaver:	Configure a screen saver
Sound:	Configure notification sounds for events
Volume Control:	Volume Control
Windows:	Set your window properties

### **System Menu > Administration:**

Hardware Lister:	View information about the hardware on the computer
Language Support:	Configure multiple and native language support
Log File Viewer:	View system logs
Login Window:	Configure the way the login window behaves
Network Tools:	View information about your network
Printing:	Configure and manage most printers
Software Sources:	Configure software repositories
Synaptic Package Manager:	Used to remove and add software to the computer
System Monitor:	Lists all the programs running on the computer
System Profiler:	View system information and run tests
Start USB Broadband Modems:	Use for newer model mobile broadband modems, eg GRL
Time and Date:	Adjust the time and date
Update Manager:	Ubuntu software upgrade manager
Users and Groups:	Add additional users to the system

### **Help and Support**

**Help and Support** Click here for help!

**About Gnome** All about Gnome

**About Ubuntu** All about Ubuntu

**Lock Screen** Lock your screen so no one can access your work

**Log out User...** Log out of your session so another user can login

**Shutdown...** Shutdown the computer

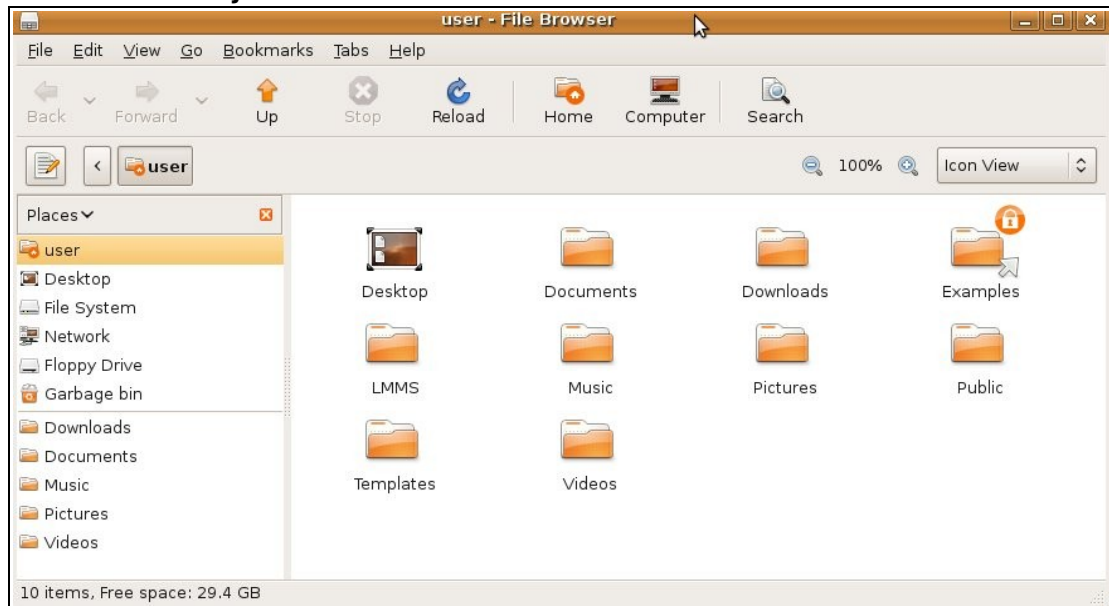
## Managing Files

The file manager stores the files you create. Linux system files have slightly different names compared to Windows and Mac. For example in Windows your files would be in My Documents. In Linux your files are kept in the Home folder or directory. In Picture 5 the person logged in is called user. (User is the login name we gave you). On the right side of the screen are the folders user created.



**To open the file manager** At the top of your screen **click** on the *Places Menu*, scroll down and select *Home Folder*.

**To see your files** Double click on the folders to view contents.



Picture 5: Inside view of the file manager

## Organising your Files

The files on the computer are very similar to a filing cabinet. The system files exist within a fixed structure. Over time, you will gather many files in your Home folder. To help with the management of these files, create folders inside the Home folder to store related items together. In Picture 5 above the user has added folders to organise their content.

## Creating a new folder

Click on your Home folder (see Picture 5 above). Right click your mouse in the file manager screen, select *Create Folder* OR in the top menu of the file manager click *File > Create Folder*.



untitled folder


Picture 6: Create a new folder.

Manage files by dragging and dropping or using cut and paste. Choose options from the right click mouse menu, or from the menu and icon toolbar.

**SAVE EARLY** and **SAVE OFTEN** to avoid loss of work if an application crashes, the computer crashes, or a power failure occurs. Backup your work by copying important files to floppy disk OR copy files to CD-ROM or a USB drive - if available.

## Using Removable Media – CDS, DVDS, Floppies, and USB Keys

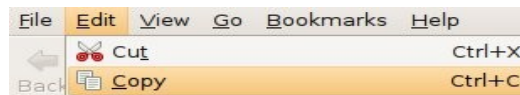
Place removable media gently in the drive or slot. An icon will appear on the desktop and in the file manager. The *Places Menu* will have an extra option under the *Computer* section.

 Storage media can be safely removed a number of ways. From within the file manager, under the *Places* section, click the eject button. You can right click the appropriate icon on the desktop or from within the file manager. Select **unmount volume** or **eject volume**. For CD and DVD media, pressing the eject button on the device can also work.

Close down file manager windows and any documents using removable media before unmounting or ejecting. Failing to do this may result in an error about a “busy” device and the drive will not open. Wait a few moments before removing media.

### Copying a File from the Home Folder to a USB Memory Key

The easiest way to copy a file is by dragging and dropping from one folder to another.



Picture 7: File Manager Toolbar Menu

The menu toolbar can also be used:

1. Insert removable media into the drive
2. When the file manager opens click on the Home folder
3. Select the file(s) to copy from the Home folder
4. Click open the *Edit Menu* located at the top of the screen
5. Select *Copy*
6. From the left pane select the appropriate folder from *Places*
7. Go to the *Edit Menu* again
8. Select *Paste* to place the file on the removable media.
9. Before removing key right click the removable media icon and select *Unmount Volume*.

Keyboard shortcuts like CTRL+C (copy) and CTRL+V (paste) can also be used. Files can be accessed by double clicking them to open. Files can be dragged and dropped into the home directory.

### To Listen to an Audio CD

Listen to audio CDs with Rhythmbox Music Player. Rhythmbox Music Player is found in *Applications Menu > Sound & Video > Rhythmbox Music Player*.

This program will automatically start when a music CD is inserted but does not start playing it. To play, select the CD from the *Devices* section. Double click a song. Eject the CD using the eject button on the player or on the device itself.

**MP3, wav, ram, or ogg** recordings are played using Rhythmbox Music Player, VLC, or RealPlayer located under *Sound & Video* from the *Applications Menu*.

**Note:** You need a sound card on your computer to hear audio recordings and a CD drive to play CDs.

## Burning CD's or DVD's

Burn CD's or DVD's with K3b.

K3b is found in *Applications menu > Sound & Video > K3b CD and DVD Burning*. Click on the *K3b help* menu for quick step how-to's for burning and copying.

## How to Play a DVD Movie using Video Lan Client (VLC)

Put a DVD movie disk gently into the drive. The DVD will start playing automatically.

To watch **full screen**, double click the movie or click on the *Video Menu* and then select '*Full Screen*.' To get back to the regular view, press ESC or right click and select '*Full Screen*' again. Explore the other menus to find out what else VLC can do.

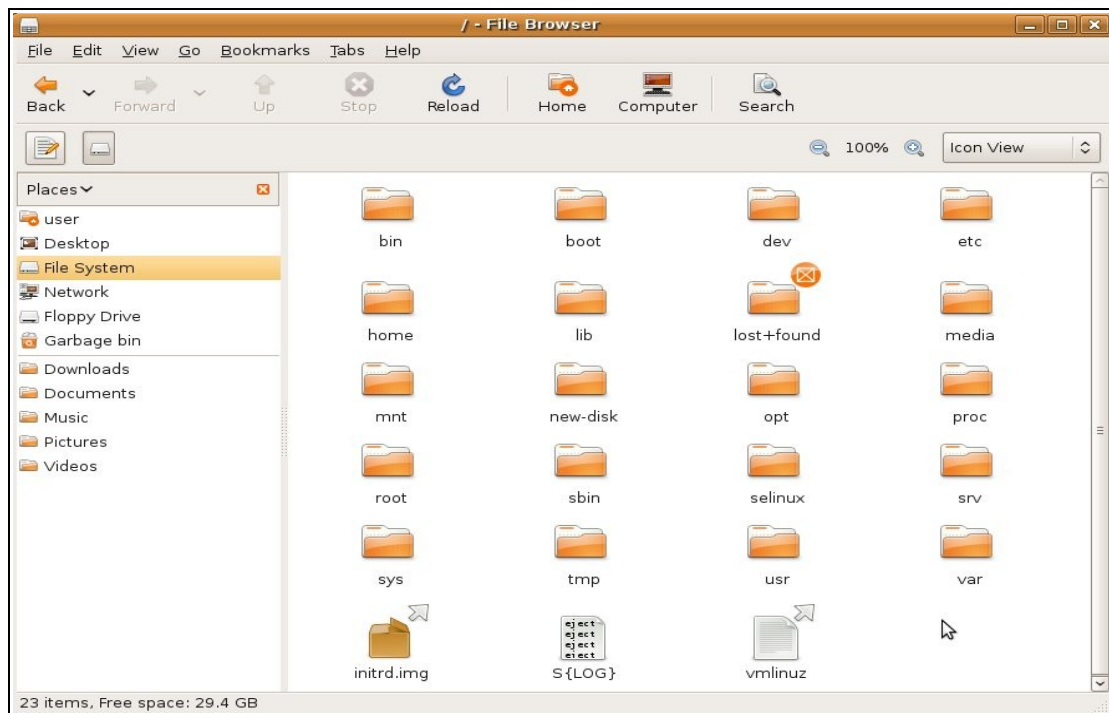
## Safely Close Down and Eject the Disk

Close down VLC by selecting *File > Exit* or click the **x** in the window title bar. The disk can be safely ejected by pressing the button on the DVD player. You can also right click the DVD icon on the desktop and select "Eject".

## The Linux File System (the place you save your stuff)

The file system is like a filing cabinet. It stores all the programs and files installed and also items you have created. To see the entire file system click on *Places > Computer > File System*. In Picture 8, '*File System*' is selected, the right side of the screen gives an 'icon view' of its contents. You can view files and folders (directories) by using the 'icon view' or the 'list view'.

All files are inside the root folder, it has the path file:/. A path to a particular directory or file is 'mapped out' by the filenames following. For example, /home/user shows 'user' is inside the 'home' folder which in turn is inside the 'root' folder.



Picture 8: File System layout

## Comparison: Linux and Microsoft Windows File Storage

Location on Microsoft Windows	Location on Linux
My Documents	/home/user/Documents user is the name of the person logged in.
D:\ usually, but can be E:\ or F:\ Drive	/media/nameofdisk Media can be a USB key or a CD/DVD.

### Keyboard shortcuts for Linux

Keyboard shortcuts are a quick way to use your computer. Many Linux shortcuts are similar to shortcuts in other software. Keyboard shortcuts are listed next to menu items in some applications.

Some keyboard shortcuts:

[ CTRL ]+[ C ]	Copy
[ CTRL ]+[ X ]	Cut
[ CTRL ]+[ V ]	Paste
[ CTRL ] + [ ALT ] + [ + ]	Zooms in on the desktop
[ CTRL ] + [ ALT ] + [ - ]	Zooms out on the desktop
[ ALT ] + [ TAB ]	Cycles through open applications
[ ALT ] + [ F1 ]	Brings up the main menu
[ ALT ] + [ F4 ]	Closes a window
[ ALT ] + [ F2 ]	Brings up the run dialog box
[ CTRL ] + [ ALT ] + [ DEL ]	Brings up the shutdown dialog box
[ CTRL ] + [ ALT ] + [ BACKSPACE ]	Resets the desktop
[ CTRL ] + [ ALT ] + [ ESC ]	Brings up a utility to stop a frozen program

### Introduction to the Linux Command Line

The Linux command line is very powerful, it is used to manage and edit files, troubleshoot settings, update and get new software, manage security, mail, web, proxy, and other services. Most Linux desktop users will eventually use the command line at one stage or other. It's not as scary as it looks.



**To access the command line with Terminal:** Click on *Applications menu* > *Accessories* > *Terminal*.

The command line prompt for a **normal user** is represented by a \$ [dollar] sign. When you are logged in as **root user**, the command prompt will be represented as a # [hash] sign.

Picture 9 below shows a *Terminal* with the user 'user' logged in to the computer *tux*.



Picture 9: The command line in the Terminal program

**Alert!**

1. When using the root user account, it is important to be very careful.
2. The command line is, as a general rule, unable to undo commands that have been issued.
3. Many people lose work by typing in the wrong commands, file names and paths; check your typing BEFORE you press [Enter] on the keyboard.

**The Root User**

The root user or super user is the only user that can perform important system tasks. If you have the permission (and the password) to use the system administrator account you can become the root user by typing `su` at the `$` prompt. When typing passwords at the command line they will **NOT** appear on the screen as asterisks, instead, it will appear as though nothing has been typed.

**Starting or Launching Programs from the Command Line**

If the name of a program is known, it can be launched from a command prompt (using Terminal) while using the desktop. For instance, to start the *GIMP (GNU Image Manipulation Program)* the command `gimp` would be entered at the prompt. Files can also be opened from the command line using appropriate programs. To do this enter the name of the program, followed by the file name.

To open `file.doc` in OpenOffice, `openoffice file.doc` or `oowriter file.doc` can be entered at the command prompt.

More information available in the Computerbank Command Line Guide at <http://www.computerbank.org.au>. We are also happy to provide it free on a floppy disk. Printed copies can also be purchased.

**Buying Hardware and Addons for Linux**

Some **makes and models of printers, cameras and scanners are not supported** under Linux - check before you buy. Lists of supported add ons for your computer can be found in some configuration utilities.

**Printers** Not all printers work under Linux. To be safe CHOOSE a Hewlett Packard printer. We cannot provide support for all printers. They all work differently.

**Cameras** *DigiKam* is a program that can be used for setting up cameras. Open the program to see the large list of cameras it supports

**Modems - Dial-up** You need a modem to connect to the Internet. When buying a modem for a Linux system, it is easier to use external hardware modems because certain types of software modem will not work under Linux. All external modems work with Linux.

**Modems - Broadband (ADSL or Cable)** USB modems for broadband Internet connections generally do not work using Linux. Use an Ethernet broadband modem. ADSL modems are usually set up using a web browser. Follow the instructions provided with your modem. You need the username and password the ISP gave you (not Computerbank's username and password).

**Scanners** *Xsane* is used to set up scanners. For compatible scanners see:  
<http://www.sane-project.org/sane-supported-devices.html>

**Wireless Cards** It is best to do some research first. Call and ask us what brand to get or check online with google. Sometimes we have wireless cards available at low cost.

**USB Wireless Broadband Devices** Most of these will work with our latest software released in October 2009. We recommend Three, GRL and Optus services.

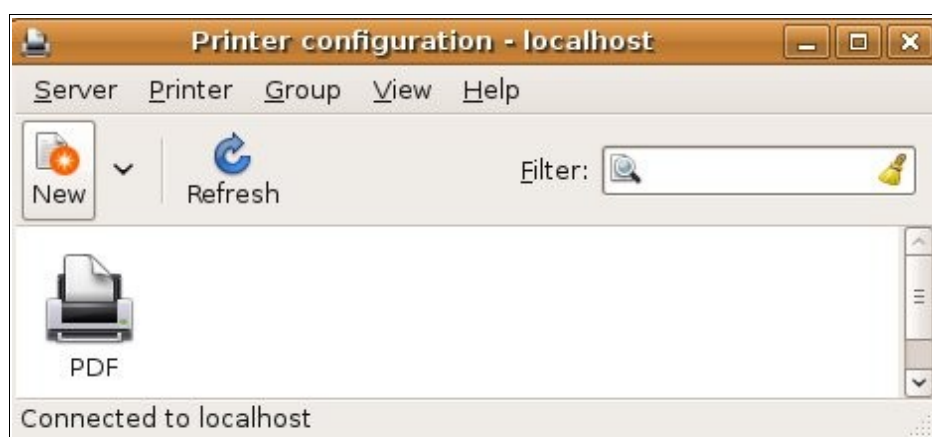
### How do I set up my Printer?

Connect the printer to the correct port at the back of your computer, put paper in, then turn the printer on. Wait a bit as some printers will automatically set up. If the printer is a HP printer it can also be used with the HP Device Manager.

If automatic set up does not occur a manual set up can be attempted (see below).

To set up your printer go to the top of your computer screen and click on *System > Administration > Printing*

In the *Printing Configuration Utility* (See Picture 10)



Picture 10: Configuring a printer

1. Click on *New*
2. The utility will search for any connected printers.
3. Select your printer from the choices and click the forward button.
4. Describe your printer and click *Apply*. Accepting the suggestions is OK.
5. Finally, when prompted, print a test page to see if the set up worked.

### Setting up HP Printers

HP printers can be managed using the HP Device Manager. HP Device Manager can be used to check ink levels and to align and clean cartridges. Click the *Applications menu > Accessories > HP Device Manager*.



**Note:** If you do not have a HP printer already installed (using the method above), a dialog box will advise it could not find any configured devices. Click on *Set up new device*. Answer a few questions to set up your printer. During the set up process a test page will be printed.

## How do I set up Dial up Internet?

To connect to the internet you need to set up an account with an internet service provider (ISP). Your ISP will give you the following:

- Internet account username and password given to you by your ISP
- Dial-up phone number
- Domain Name Server (DNS) numbers (if used)
- Mail server information

**Note:** CD-ROM starter kits will NOT work using Linux, call your provider and ask for the information over the phone. Most ISP's say they do not support Linux. However Linux does work with all ISP's, all you need is the information above.

## Setting up the Connection

Ensure your modem is turned on, plugged into the correct computer port, and has a phone line connected to it.

Go to *Applications Menu > Internet > Configure and Dial Internet*. When Gnome PPP starts click on **Setup**.



Click on **Detect** to detect your modem.

Back at the main screen enter in your internet username and password. Lastly enter the telephone number to dial. When all details have been entered correctly click **Connect**.

Picture 11: Configuring a dial up connection with GNOME PPP

## How do I set up Email?

Computerbank recommends using free webmail services such as Gmail, Yahoo, and, Hotmail.

We also provide the Thunderbird email program. Thunderbird has a calender, a task manager and an address book for managing contacts, it can also be used as a collaboration tool (ie exchange tasks/meetings).

Before setting up your email account you will need to know your:

- user name/email address,
- password,
- mail server information for sending and receiving email.

To set up your account, click on the *Applications Menu > Internet > Thunderbird Mail*

If starting for the first time, Thunderbird will present you with a configuration wizard. Enter information as requested.

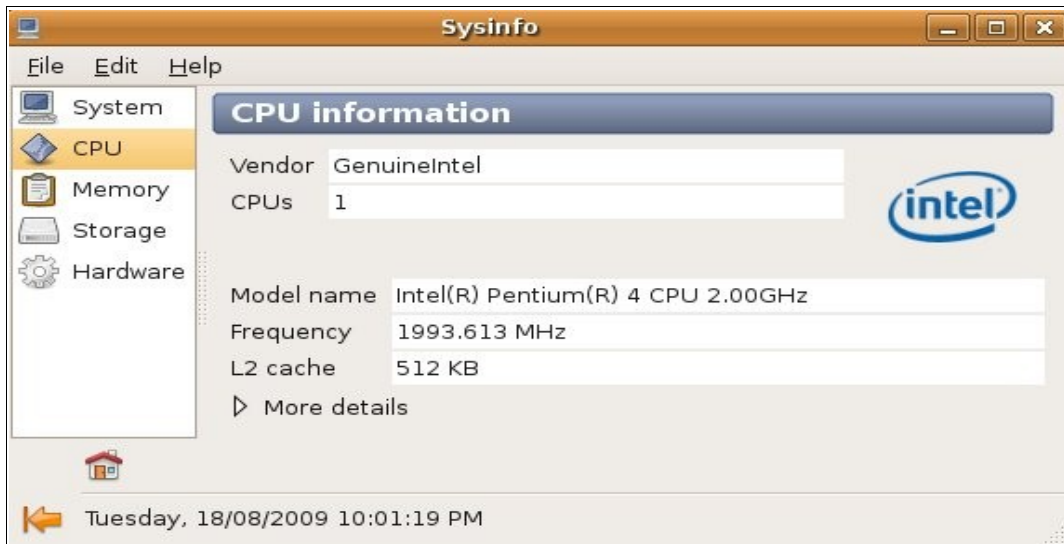
## Frequently Asked Questions and How To's

### How do I change my password?

Click on *System Menu > Preferences > About Me* and click the 'change password' button. Your current password will be required. You will be required to confirm your new password. Your new password will need to be 8 characters or more.

### How do I find information about my hardware?

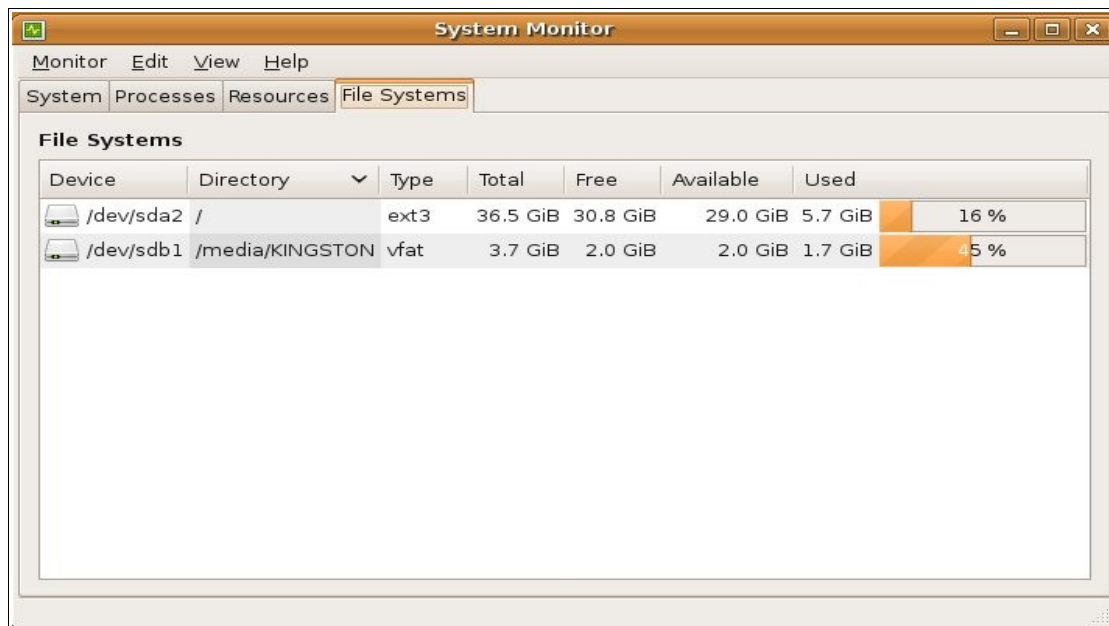
Information about memory, processor, hard drive can be found by using the *Hardware Lister (sysinfo)*. See picture 12 below. Click on *System > Administration > Hardware Lister*



Picture 12: Checking hardware information

### How do I check how much space I have on the hard drive?

Hard drive space can be checked using the *System Monitor*. See picture 13 below. Click on *System > Administration > System Monitor*. Check the *File Systems* tab.



Picture 12: Checking hard drive space with the System Monitor

In the picture above */dev/sda2* is the hard drive and */dev/sdb1* is a USB memory key.

### **Can I use Windows software on Linux?**

Sometimes software designed for Microsoft Windows will work under Linux through the use of emulation (behave and work like) type programs such as WINE. The more complex and rare the program, the more it is unlikely to work with open source software such as *WINE*. Some programs have been developed to work with some Windows programs under Linux. *Cedega* and *CrossOver Office* are examples of these types of solution.

### **How do I add another user account?**

To add another user, follow these steps:

1. Click on *System Menu > Administration > Users and Groups*
2. Click on *Unlock*
3. Enter your password when requested
4. Click on *Add User*
5. Fill in the details requested by the form, particularly username, real name and password
6. Click OK. This will take some time
7. You can add another user or click *close*

User names work better in lowercase. There is no need to supply all the information requested by the form. A new user account will be created.

### **How do I disable auto-login?**

To disable auto-login, follow these steps:

1. Click on *System Menu > Administration > Login Window*
2. Enter your password when requested
3. Click on *Security*
4. Take the tick out of *Enable Automatic Login*
5. Click *close* to apply changes

Next time you start the computer (or login as a different user), a login box will appear and users will be prompted to login with their user name and password.

### **How do I enable the network card (for broadband)?**

Just plug an ethernet cable in! How easy. A panel icon will swirl for a minute. A message about being connected to a wired network will be displayed.

If this was not successful, try right clicking the network applet in the panel next to the clock and select *Edit Connections*. Choose the appropriate connection to configure and enter details where requested.

### **How do I install updates for Ubuntu?**

Updates can be done via the *Update Manager* or *Synaptic Package Manager*. It is recommended that you back up your data before attempting major upgrades as things can go wrong.

### **How do I remove or add software?**

Software can be added, upgraded or removed with the *Synaptic Package Manager* or the *Add/Remove Tool*. Synaptic has an easy to use search facility to find installed software. Installed software has a green coloured box. New software can be added via a Debian suitable CD-ROM or via the internet if you have an internet connection.

*Synaptic* can be found by clicking on *System Menu > Administration > Synaptic Package Manager*. You will be prompted to enter your password to use *Synaptic*.

### **To remove software with Synaptic Package Manager**

Go to *System Menu > Administration > Synaptic Package Manager*.

To remove software, click over the box and select *Mark for Complete Removal*. After selecting the software to remove, click *Apply* on the icon tool bar.

**CAUTION:** Do NOT to remove software you are unsure about.

### **To add software with Synaptic Package Manager**

Software can be added using an internet connection or a CD with debian packages on it. The repositories location determines where the software will be downloaded from.

Go to *System Menu > Administration > Synaptic Package Manager*.

After finding new software to install, click over the box and select *Mark for Installation*. After selecting software to be added, click *Apply* on the icon tool bar.

**CAUTION:** Always check that by adding new software you are not removing other programs.

See *Settings > Repositories* from the menu list to change or add more repositories.

### **To upgrade software with Synaptic Package Manager**

Software can be upgraded using an internet connection or a CD with updated Ubuntu packages on it. Go to *System Menu > Administration > Synaptic Package Manager*.

Software that can be upgraded will have a yellow star in the green box, click over the box and select *Mark for Upgrade*. After selecting software to be upgraded, click *Apply* on the icon tool bar.

**CAUTION:** Always check you are not removing other programs by upgrading.

### **Ubuntu Add/Remove Software Tool**

Software can also be removed by the Add/Remove Tool. We have disabled this from the main menu but it can be turned on when needed. To turn on Add/Remove software right click the main menu and choose '*edit menus*' and then in the Applications section turn on Add/Remove.

### **More Information**

Further information can be found using the Help option and if you have an internet connection by doing a web search. Include the term Linux and/or Ubuntu when looking for information.

### **How do I connect a USB mobile broadband device?**

Most of these can work in Linux, but require setting up. Some are easier to install than others. Newer model devices may not work, check with us before purchasing.

If you have an older style device it will probably work automatically after the correct service provider information is supplied.

Some devices are better configured using the Wireless Mobile Connect Utility available in the internet menu.

### **How to configure mobile broadband with network manager**

Connect the mobile broadband device to the computer and wait for a bit. 30-40 seconds should be enough time for the computer to recognise the device as a modem.

Click the icon in the top right hand corner of the top panel. If your device has been successfully detected an option to configure it will be available. If it is not detected you may need to initialise it first (see further).

Select *Configure Mobile Broadband Connection* and a wizard should appear. Select the correct information for your account. Some providers require passwords, while others do not.

Models known to work out of the box: Three Black and White. Optus. E160, E220,

Models requiring initialisation via *System > Administration > Start USB Broadband Modems*: U6T, Vodafone K3565-z and MF627.

If your connection does not work despite it being available call Computerbank for advice. It is probably a settings issue.

### **How to configure mobile broadband with wireless mobile connect (Vodafone)**

Connect the mobile broadband device to the computer and wait for a bit. 30-40 seconds should be enough time for the computer to recognise the device as a modem.

Go to *Applications > Internet > Wireless Mobile Connect*. If your modem is detected the program will provide an option to configure it. Put in the relevant details for your account.

*Wireless Mobile Connect* can also be used to receive and send SMS. Some mobile broadband accounts send important set up information by SMS after account activation. A friendly usage meter is provided in this utility, however, be aware that it counts all data, including that used in free zones. *Wireless Mobile Connect* has support for a range of accounts not just Vodafone ones.

Once you have successfully entered all the required account information the connection can be activated by using the *Connect* button.

Models known to work: Vodafone K3520, Vodafone K3565-z, Three Black and White.

### How do I check mobile broadband usage if using network manager

All mobile broadband service providers have an online facility to check account usage. Check with your provider.

You can also check the amount of data you are sending and receiving with *System Monitor*. Go to *System > Administration > System Monitor* and click the *Resources* tab for information.

### Can I use Skype?

We provide the Linux version of Skype software. This is similar to other versions of Skype and has support for some web cameras.

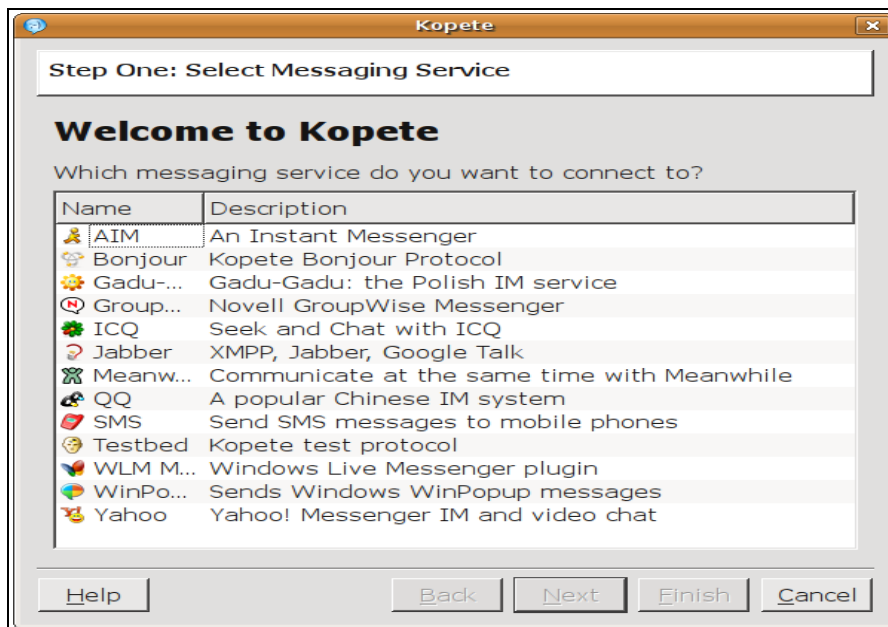
To start Skype go to *Applications > Internet > Skype*. You need to agree to the license terms before being able to set up your account. Sound and video settings can be checked via the *Options* menu.

### How can I use MSN or Yahoo Messenger Chat?

We recommend using *Kopete Instant Messenger*. Kopete supports a number of messenger services including all the popular ones like yahoo, ICQ, gmail and MSN. It has support for a range of web cameras.

To start Kopete click on *Applications > Internet > Kopete Instant Messenger*

When *Kopete* begins, click on the area where it says *Click to Add an Account* and a wizard (see Picture 13 below) will appear requiring you to select the type of account and enter information. You can also add accounts by clicking on the *Settings Menu > Configure*.



Picture 13: Kopete. Add Account wizard.

We also provide *Pidgin Instant Messenger*. Like *Kopete*, *Pidgin* includes support for many messenger services but does not have support for web cameras. *Pidgin* has support for Yahoo chat groups.

### **Does Linux get computer viruses?**

Linux is not currently threatened by many viruses unlike the Microsoft system which is plagued by viruses. No need to worry about virus protection.

### **How do I format a floppy disk?**

Format a Floppy Disk by clicking on *Applications > Accessories > Floppy Formatter*.

When the floppy formatter dialog box appears, choose the appropriate option. Quick format is the quickest, the other options take longer to complete.

## **Troubleshooting Common Problems**

### **Frozen or misbehaving programs or an unresponsive computer**

Occasionally Linux programs will freeze or start to behave strangely. When this happens you can end the program.

At the top of your screen click on *System > Administration > System Monitor* and click on *Processes*). This will bring up a list of programs (processes) running on the system. Click on the program you wish to end.

If the Linux desktop freezes or become unusable, use the keyboard short cut combination [Ctrl] + [Alt] + [Backspace] to reset the desktop.

### **Printer not working**

Check that the printer is turned on, that it has paper, that its cables are plugged in fully, and check if it is out of ink. If the ink is out, buy a replacement cartridge or refill.

If the printer has stopped it will have a cross over it and will need to be refreshed once the problem has been rectified. At the top of the screen click on *System* scroll down to *Administration > Printing*. In many cases the printer will resume printing by itself.

### **How do I stop print jobs?**

Print jobs can be stopped by clicking on *Applications > Accessories > Manage Print Jobs*. Print jobs can be deleted by using the appropriate option from the *Job* menu or by right clicking over an entry.

### **Kernel panic**

*Kernel panic* messages usually occur when starting or booting up the system. Note down *kernel panic* messages, so the problem can be diagnosed. Rescue disks and Live Linux CDs can be used to diagnose and sometimes repair the cause of a *kernel panic*.

### **Open Office – No Content! Get Storage Error**

This error usually occurs when Open Office has not been shut down properly.

To fix this:

1. At the top of the screen Click on the *Places > Search for Files*
2. Search for *Common.xcu*
3. When found, right click over the entry in the bottom part of the window and select *delete*
4. Restart Open Office

### **Lost Main menu**

If you lose your main menu you can get it back by doing the following:

1. Right click an empty space on the top panel and select “*Add to Panel...*”
2. When a dialog box appears search for “*menu bar*” or locate “*Menu bar*” from the list
3. Right click the menu bar to move it into position.
4. Right click the menu bar again and select “*Lock to Panel*”

### **Lost top panel**

1. Right click over an empty space on the remaining panel.
2. Click on *New Panel*.
3. A new empty panel will appear. To add items back, right click the panel and choose *Add to Panel*. *Menu Bar* is the main menu.

### **Dialog window takes over screen and can't be closed**

If you can not access the minimise, maximise or close button in a program or a dialog window the keyboard and mouse can be used to move the window. While holding the ALT key use your mouse to drag the window into a better position.

### **Can't access floppy disks**

The most common reason floppy disk files can not be accessed is because the disk needs to be mounted first. Another reason could be that the disk needs to be formatted first.

### **Can't read/open USB memory sticks**

The most common reason USB memory sticks can not be accessed is because they have been formatted with the NTFS file system. Reformat the USB memory stick as FAT32.

### **I can't connect to dial up internet**

Ensure that you have your phone plugged into a modem port and not the network port (refer to the back page of this guide for a picture). Check your modem and phone line are connected to the computer the correct way. Clear 101 phone messages.

### **I can't connect to broadband internet**

There are many reasons why this could be the case.

- Check that all the cables are plugged in and going to the right places.
- Is another computer using the same connection? If you take the cable out of the first computer and put it into another computer, the modem (or router) will need to be turned on and off at the wall (power cycled) for it to work.
- Check the configuration for the modem or router. This is accessed using a web browser (Firefox) and an IP address (eg: 192.168.1.1 or 10.1.1.1). You may need the manual for the device.

### **Can't print from Tuxpaint, can't find saved pictures**

We recommend printing the pictures individually with an image viewer. Use the file manager to locate the tuxpaint images. Turn on *Hidden Files* via the *View Menu*. Navigate to the *.tuxpaint* folder to find the *saved* files folder. All the pictures will be located here and can be opened individually by double clicking.

**Make Your Own Notes**

## Setting up your computer when you get it home

The computer system has the following parts: the computer box, the monitor, the keyboard, the mouse and two power cords. When setting up your computer connect everything first - turn the power on LAST.



Keyboard port

The **keyboard**: Plug this into the port on the computer that has a picture or a label for the keyboard.



mouse port

The **mouse**: Plug this into the port on the computer that has a picture or a label for the mouse. Sometime a mouse has a serial connection, if so, see the picture below.

The keyboard and mouse plugs look the same, be careful not to put them in the wrong port. If after turning on the power you get an error message for the keyboard or mouse, turn the computer off, swap the keyboard and mouse around, and turn the computer back on.



Monitor Port

The **monitor** has two connections the power plug and the VGA plug. Plug the VGA plug into the same shaped port on your computer box. Look closely It only plugs in one way.

Lastly plug in the two power cords attached to your computer and monitor.

## Extra hardware



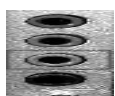
2 USB ports

**USB**: Many newer devices such as printers may plug into a USB port. USB connections have the advantage that they can be connected and disconnected without turning off the power.



Serial port

**Serial Port**: External modems, serial mice and other devices may use the serial port.

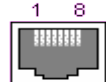


Sound port

**Speakers, headphone and microphone** all have the same size plug. They may have a picture above each port or the ports may be coloured. The speakers may need power or batteries to work.



Modem



Network

**Network Port and Internal Modem**: If you have an internal modem, the plug will look similar to, but smaller than, the network port. People often confuse these ports. **Network** cables plug into network ports and phone cables plug into internal modem ports.

## Confused!

Look closely at each plug, there will be a right way up for each plug. The circular ones usually have a mark to show the top. **Do not** force a plug, you may bend the pins and damage them.