# IBM ThinkPad R51 FAQ’s

## Laptop Specs

1. **What is the hardware configuration of the IBM Think Pad R51?**
   - IBM Centrino Mobile Technology
   - 1.5 GHz processor speed
   - 14.1” XGA TFT display
   - 512 MB RAM
   - 40 GB hard drive
   - Internal CD-ReWritable (CD-RW) and DVD Read-only drive
   - Built-in Ethernet card (for campus network access)
   - Built-in v.90 56K modem
   - Built-in speakers

## Do I need to keep the box?

2. **Do I need to keep the box, user manuals and packaging materials that I received along with my laptop?**
   - **NO!** We no longer need to return the ThinkPad in its original box and packaging materials in three years as we have in the past.

## What do I do first?

3. **What are the first things that I should do in order to use my new laptop computer?**
   - Charge the battery completely before using. *(See FAQ #14 for Battery information)*
   - Browse through the Setup Guide and read this FAQ. *(See FAQ #8 for information on accessing the User’s Guide)*

## Where do I save my files?

4. **Where do I save my files?**
   - You must store all of your files (word processing, spreadsheets, presentations, etc.) in the “My Documents” folder, which is located on the **D: drive**. By saving all of your personal files on the **D: drive**, you will safely prevent your files from being erased during any future re-imaging.

## What is re-imaging?

5. **What is re-imaging?**
   - Re-imaging is the process of using your laptop’s **C: drive** for installation of an operating system and university licensed software. As we provide updates and solve problems, the method of re-imaging simply wipes out what you currently have on your laptop’s **C: drive** and replaces it with the updated software installation on your laptop. The actual re-imaging takes only ten minutes to be completed by a computer center staff member.

## BIOS Setup

6. **Should I setup a password in the BIOS?**
   - **NO! DO NOT GO INTO THE BIOS SETUP!** We cannot change, erase or reset any password that you may create in the BIOS. If you put a password in the BIOS setup, only IBM can fix it and they will charge FDU to do so.

## Returning the laptop

7. **When should I return my laptop?**
   - You will be returning your laptop when either the lease is up or if you are leaving the University. If you are leaving the University, please return the laptop computer to the Office of Educational Technology. You will be notified when the lease has expired.

## User’s Guide

8. **How do I access the user’s guide?**
   - There are no hard copies of the user’s guide. It is available in an online format on your computer. To access it, you must first startup your laptop then push the blue **Access IBM** button that is located above the keyboard (between the Escape key and speaker buttons).

   The **Access IBM** application will open. It allows you to access information about the following categories and includes a search function:
How do I turn the laptop on?
Before you turn the laptop on for the first time, make sure that the battery is fully charged (see FAQ#16). Then either with the laptop still plugged in or running on battery power, release the LCD screen (cover) by sliding the LCD latch located on the right front of the ThinkPad cover and pulling up. Once the LCD screen is open, press the power On switch, which is labeled with a white dot and located above the keyboard (see the Setup Guide for a diagram). The laptop will take over a minute to boot up, so please do not press any keys during this process. When the laptop is finished the desktop will be displayed and you may begin to work.

How do I use the trackpoint (mouse)?
The trackpoint or mouse is a red/orange round ball on the laptop’s keyboard. Using your finger (with a small amount of pressure), you can guide the pointer around the screen. The left and right mouse buttons are located below the keyboard. The central mouse button is used in conjunction with the trackpoint to scroll up and down the screen in certain applications. There is also a touchpad with a second set of left and right mouse buttons below the track point buttons if this is more convenient.

How do I shut my laptop off?
In order to turn off your laptop properly and safely, you must follow these steps:
• Exit all applications.
• Logoff any networks if necessary.
• Click on Start=>Shut Down…
• A dialog box will appear asking what you want to do. Click on Shut down and then click OK.
• It will take a few seconds for the laptop to automatically turn off.
• Once the screen becomes black, you may close the laptop.

How can I turn my laptop off in an emergency?
If at any time you cannot shut down the computer properly (see FAQ#12) you can do it manually by holding the On switch (labeled with a white dot and located above the keyboard) for 5-7 seconds. The next time the computer starts it will go through a Scan Disk process, which will check the computer for errors. Scan Disk can be exited by hitting the enter key.

What can I do if my computer screen freezes up on me?
If you are working on your laptop and suddenly the screen freezes and you cannot proceed to work, we suggest that you try walking away from the machine for approximately 5-10 minutes. If you return and the screen is still frozen you can try simultaneously pressing the Ctrl, Alt, and Delete keys and selecting Shut Down from the pop-up window. If this does not work, follow FAQ#12.

How do I charge the battery?
• Do not turn the laptop computer on!
• Connect the AC Adapter cable (the round yellow end) into the power jack on the computer.
• The power jack is round and yellow and located on the rear panel of the ThinkPad labeled with the following symbol: ☩
• Plug the other end of the AC Adapter into an outlet
15. How do I know that the battery is charging?
The battery status lamp shows the status of the battery pack. This indicator is located on the top cover of the computer (keep laptop closed). While the light is orange or blinking green, the battery pack is being charged. If the battery status lamp is green, then the battery is fully charged. It will take approximately one hour to charge the battery.

16. When do I recharge the battery?
The system status indicators located below the laptop’s monitor (when the LCD screen is open) display the different states that the computer may be in. The light next to the battery symbol takes on different colors to indicate the status of the battery. The laptop will beep three times when it needs to be charged.

<table>
<thead>
<tr>
<th>Indicator Color</th>
<th>Battery Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Battery is fully charged.</td>
</tr>
<tr>
<td>Blinking Green</td>
<td>The battery is being charged but enough power remains for operation.</td>
</tr>
<tr>
<td>Orange</td>
<td>The battery pack is being charged but the battery power is still low.</td>
</tr>
<tr>
<td>Blinking Orange</td>
<td>The battery pack needs to be charged. When the indicator starts blinking orange, the computer will beep three times.</td>
</tr>
</tbody>
</table>

17. How can I check how much battery power I have left?
When the laptop is open and on, there is a battery symbol on the taskbar that indicates the percentage of battery power available. A pop-up will display the approximate amount of time of battery power that is left when you hover over the battery symbol with your mouse. Additional information and settings are available by clicking on the battery and selecting options from a pop-up menu.

18. When I’m using my laptop computer should I keep it plugged into an outlet?
If you are using the ThinkPad at home or in the office where an outlet is easily accessible then keep it plugged in. Otherwise, use it on battery power! That is the purpose of a laptop computer, so you can use it almost anywhere (in the classroom, on an airplane, on the beach, in bed, etc.).

19. How do I access the campus network?
Your laptop is equipped with a wireless network card that will automatically connect to the network if possible. There are a number of locations on-campus that are wireless-enabled. Wireless access will eventually be expanded throughout the entire campus. Beginning September 1st, 2004 you will be required to login to the wireless network using your Webmail account.

If you are on-campus in a location that does not have wireless access, you can use a gray Ethernet cable to connect your laptop to the campus network to a network jack in your office or classroom. Before turning your laptop on, plug one end of this gray cable into the silver Ethernet jack located on the left side of your laptop and the other end of the cable into the data jack on the wall.

Through a network connection and without a Novell account, you will be able to browse the Internet, open **FDU Systems** to access the alpha server (an alpha account is needed), Datatel (a Datatel account is needed) and Library Services. You can also run the program **Ws_ftp32** (see FAQ#33 for more information on **FDU Systems** and **Ws_ftp32**).

To use any of the applications in the **Network Enabled Software** folder or to save/retrieve files from your Novell account, you must login to the Novell network. You will be automatically prompted for a Novell username and password as long as you have a network connection (either through wireless access or a cable).
20. Can I access the FDU campus network from home?
You can dial into parts of the campus network using an analog phone line plugged into your laptop’s built-in modem (a black port located next to the Ethernet port). You will be able to browse the Internet and use Webmail to send and receive email (see FAQ#28) as well as use FDU Systems and ws_ftp32 (see FAQ#29). You can use your own Internet Service Provider or you can use FDU’s Dial-Up Connection (details on creating this connection can be found at http://iswebl.fdu.edu under the Support area).

In order to run any of the programs in the Network Enabled Software folder, you must be logged onto the Novell network. Therefore, you cannot use these applications outside of the FDU campus.

21. Can I plug my laptop into a digital phone line?
NO! If you plug a digital phone line into your laptop, you can blow out the modem. Please make sure that you are using an analog phone line before plugging in your computer. Most households have analog phone lines while most hotels have digital phone lines. Therefore, please be careful. If you are at a hotel and you are not sure whether you have an analog or digital phone line call the front desk (some hotels have warning labels on the telephones). At FDU, most of the telephone lines (such as the multi-line models) are digital so please do not use them. FDU phones with brand names such as Panasonic, Meridian and Northern Telecom of phones are generally digital.

22. Why do I need to have a Network Account?
Novell (on-campus):
• To use the applications in the folder Network Enabled Software
• To access your personal Novell network directory (Novell)
• To print to a network printer (Novell)

Alpha (on-campus or at home with an ISP or FDU Dial-Up Connection):
• To upload or download files and web pages

23. Where do I apply for an Alpha and/or Novell account?
You can apply for either one or both of these accounts through the academic computer centers on your campus. Starting in the Fall semester, you will also be able to create a Novell account online.

24. How do I print?
• First, you must load the printer driver that corresponds to the printer you are using.
• In order to install a printer driver click on Start=>Settings=>Printers then double click on Add Printer and follow the Add Printer Wizard.
• If you use a local printer (i.e. there is a cable that directly connects your computer to your printer), you need to plug your printer cable into the parallel port on your laptop. If you have a desktop computer connected to your printer, just take that end of the cable and plug it into your laptop’s parallel port. The parallel port is the large purple connector in the rear panel of your laptop (see diagram below).
• If you do not have a direct connection to your printer, you will need to login to the network to print.
25. What basic software is installed on my new laptop computer?

The new laptops are installed with basic software including: Windows XP, Microsoft Office Suite 2003 (Word, PowerPoint, Excel, Access, etc.), Netscape’s Internet browser, Microsoft’s Internet Explorer, a Novell network client, and an anti-virus program. (For more information on the additional software added on your laptop, see FAQ#29).

26. What program should I use for word processing?

Microsoft Word 2003. You can start Word by single clicking the application icon on the taskbar, double-clicking the desktop icon, or selecting it from the Start menu.

27. Do I need to access the campus network or have a network account to use these basic applications?

No. You can work on most of the computer applications on your laptop without ever entering the campus network or having network accounts. The programs that you do need to access through the campus network and need network accounts to use are explained later in this FAQ.

28. How do I send or receive my FDU email?

FDU's email system is called Webmail. It is a mail server that accepts mail from other people and stores it for later viewing by you. Webmail accounts can be created online at http://webmail.fdu.edu.

You may choose to download messages to your local hard drive (using POP) or leave your mail on the server (using IMAP). Detailed information is available on-line at http://webmail.fdu.edu by first clicking the Docs link and then Overview and Getting Started. Additional documentation for account creation is available on the Office of Educational Technology's website at http://alpha.fdu.edu.edtech.

It is possible to use email clients (e.g. Pine, Pegasus, Netscape, Outlook) with the Webmail server. Detailed directions regarding the settings required by these programs are available online from http://webmail.fdu.edu by first clicking the Docs link and then clicking Mail Clients and then the appropriate client.

However, you have the option of accessing your e-mail using the web-based interface at http://webmail.fdu.edu. No configuration is needed and e-mail can be accessed from anywhere with an Internet connection and a web browser (e.g. Netscape or Internet Explorer). Documentation on using the web-based interface is available through the Office of Educational Technology.

Information about forwarding Webmail to a personal email account is available through the Docs link under the In Depth section.

Technical support for creating accounts and using Webmail can be obtained by telephone at 973-443-8822 or by e-mail to fdutac@fdu.edu. You will be prompted for your Datatel ID/Employee Number which can be found on your FDU ID card.

29. What additional software is available on my laptop?

- **FDU Hosts** allows you to connect to alpha, Datatel, and the library. In order to choose an FDU system, double click on the **FDU Hosts** icon and then click on the **Service** you wish to connect to and then click **OK** (see picture below). You will need separate accounts to access alpha and Datatel. Please note that Datatel can only be accessed on-campus while alpha can be accessed off-campus.
• **WS_FTP LE 6.0** is a File Transfer Protocol (FTP) client application for Windows Sockets and was designed to take full advantage of the point and click capabilities of the Windows environment. **WS_FTP LE 6.0** provides ease of use for the beginner plus a full set of functions for the powerful user. **WS_FTP LE 6.0** provides features like retention of site profiles and functions like multi-file transfer using standard windows methods. To open, double click the application group icon.

• **Network Enabled Software** is a folder containing applications from the campus network. In order to open, double click on the **Network Enabled Software** folder. Now you have access to the **Math and Programming Applications** folder and the **Library Services** folder. To view the applications within these folders, double click on the folder you wish to open. To run an application, double click on the application icon you wish to run.

Network Enabled Software is only available on-campus. You cannot access any of the applications outside of the university.

• **Easy CD Creator 5** is a program that allows you to create CDs for: data, music, video, and photos. This program can be used to backup your files. Separate documentation is available on this application is available through the Office of Educational Technology.

• **GoBack** is a program that lets you roll back your system to a healthy state after a system problem or user error, retrieve deleted files easily, and recover individual files or an entire hard drive.

### Network Enabled Software Folder

30. What applications does the Network Enabled Software folder contain?

**Math & Programming Applications:**
- Maple V Release 5.1
- Geometer's Sketchpad
- PDC Prolog 3.31a

**Library Services:** *(Contact the campus library for usernames or passwords if needed)*
- Vale
- ABI Inform
- Academic Search Premier
- Books in Print
- Business and Company Resource Center
- CINAHL
- College Source Online
- Coolcat Online Catalog
**Network Enabled Software Folder**

- Criminal Justice Abstracts
- EB Compendex Web
- Encyclopedia of Life Sciences
- ERIC
- Ethnic News Watch
- FIS Online

(continued)

- General Business File
- Grove Dictionary of Art Online
- Infotrac Expanded Academic Index ASAP
- Investtext Plus
- Lexis-Nexis
- MLA International Bibliography
- New Grove Dictionary of Music and Musicians
- Newsletters ASAP
- PAIS
- Predicasts PROMT
- Proquest Direct
- Psyc INFO
- Sociological Abstracts

**Missing Software**

31. **What do I do if there is software on the campus network that I do need to have access to?**

If there is software that is not in Network Enabled Software and FDU Systems that you need from the campus network, please contact UTAC at 973-443-8822 or fdutac@fdu.edu. Please note that proper licensing is required.

**Power Settings**

32. **What if I don't use my computer for an extended period of time?**

If your laptop is plugged into an outlet, nothing will happen. It will never go into standby or hibernate mode unless you choose to do this manually.

If you are running on battery power, the monitor will turn off after 1 hour, the hard drive will turn off after 20 minutes. It will not go into standby or hibernate mode unless you choose to do this manually.

**Suspend Mode**

33. **What is suspend mode?**

This state stops all operations of the computer to reduce power drain and restrict access to your files. If you close the cover of the laptop while the laptop is on, the computer will automatically enter suspend mode. You can also induce suspend mode by holding down the \textit{Fn} key on the keyboard while pressing the \textit{F4} key.

34. **How do I exit out of suspend mode?**

If the laptop was open when it entered suspend mode, just hold down the \textit{Fn} key. If the laptop’s cover was closed, opening it will automatically exit suspend mode. The laptop will take approximately 20 seconds to return, so please do not press any keys during this process. If you were on the network you will need to reenter your username and password.

35. **What are the advantages of using suspend mode?**

The main advantage for entering suspend mode is that it will return you back to the application that you were working on in a fraction of the time that it would take to turn the machine off and then on again. At the same time, you are retaining your active programs and data with minimal power drain. For example, while on battery power if you wanted to carry your laptop without turning it completely off, you would place it in suspend mode. You just need to either close the cover or hold down the \textit{Fn} key on the keyboard and press the \textit{F4} key. Then to exit from suspend mode, just open up the laptop’s cover. If you were on the network, you will have to reenter your username and password.
36. What is hibernation mode?
Hibernation state stops all tasks and saves all data to the hard drive. To enter this mode, hold down the **Fn** key on the keyboard and press the **F12** key. To resume your session, press the power button for no more than 4 seconds.

37. How do I know whether I’m in suspend or hibernation mode?
The following table shows how the indicator behaves in each power management mode:

<table>
<thead>
<tr>
<th>Current Status</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Suspend Mode</td>
</tr>
<tr>
<td>Normal operation</td>
<td>Off</td>
</tr>
<tr>
<td>Suspend mode</td>
<td>Green</td>
</tr>
<tr>
<td>Entering or resuming from suspend mode</td>
<td>Blinking green</td>
</tr>
<tr>
<td>Power off or hibernation mode</td>
<td>Off</td>
</tr>
</tbody>
</table>

38. Can I attach an external monitor, keyboard, mouse, etc. to the ThinkPad?
Yes, see diagrams below:

- **Monitor** – located on along the right hand side of the laptop to attach an external monitor or a projector to your laptop.
- **USB** – The Universal Serial Bus connectors are used for connecting USB interface-compatible devices, such as a printer or digital camera.
- **Video Out** – you can use this video-out connector to attach a television.
- **Headphone/Microphone** – you can use an external microphone with your laptop.
- **IEEE1394** – this port can be used to attach peripherals requiring an IEEE1394 connection.
- **PC Card** – additional peripherals can be used with this PC Card slot.
39. If I'm left handed, how can I change the mouse to a left-handed mouse?
Click on Start=>Settings=>Control Panel and then double click on the mouse icon. Click on the Buttons tab and then click on left-handed. This will reverse the functions of the left and right mouse buttons (see picture below).

40. How do I set the time and date?
Your computer's internal clock may not be set on the correct time when you first turn the laptop on. Check the time box (clock) at the bottom right of the screen (on the taskbar). If you need to change the time, click on Start=>Settings=>Control Panel. Then double click on the icon Date/Time and set the correct time, date and time zone. Another way to change the time and date is to double click on the time box (clock) that is displayed on the taskbar at the bottom right of the screen.