

# Computerbank

## Ubuntu Linux Guide



ubuntu

16.04

## For Computerbank Computer Users

Congratulations: this Computerbank computer has over 60 useful free and open source programs. Documents created on the computer will be compatible with Windows machines, access to the Internet is available with Firefox or Chrome. The operating system is not Windows, it is a customised Ubuntu Linux, Xenial Xerus 16.04 distribution.

Author Kylie Davies

Updated and revised for 16.04 by Jan Smith and Barry Klein, 19<sup>th</sup> May 2017

Computerbank Victoria  
483 Victoria St, West Melbourne.  
[www.computerbank.org.au](http://www.computerbank.org.au)  
info@computerbank.org.au  
Phone: 03 9600 9161

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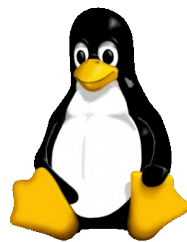
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## Use this guide before calling Computerbank for help



### What is Linux, why is it free?

Linux is a free open source computer operating system first created by Linus Torvalds in 1991. It is licensed under the General Public License (GPL). This license allows Linux to be modified, copied or redistributed by anyone in a completely “free” way. Thousands of volunteer developers around the world work on Linux improvements and contribute new applications.

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.

Software useful for families, students and concession holders has been included on the Computerbank computer. Enjoy!

Using free Linux software enables Computerbank to keep the costs of our computers low.

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# Setting Up Your Computerbank Computer

It's easy to panic when you arrive home with your new computer, many people feel like this. Follow these simple steps to set up your computer and you will be computing in no time. Check the index on page 3 to find the answer any other question you may have.

## Plugging in your computer

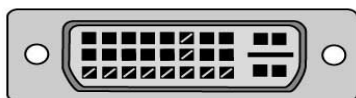
1. Plug the mouse into a USB socket at the back of the computer
2. Plug the keyboard into a USB socket at the back of the computer



USB Socket

The USB Slots at the front of your computer are handy to plug in USB devices for convenience

3. Connect your monitor (screen) to your computer.  
You will have either a DVI monitor connection or a VGA Monitor Connection. (see below)



DVI Monitor Connection  
(white)

OR



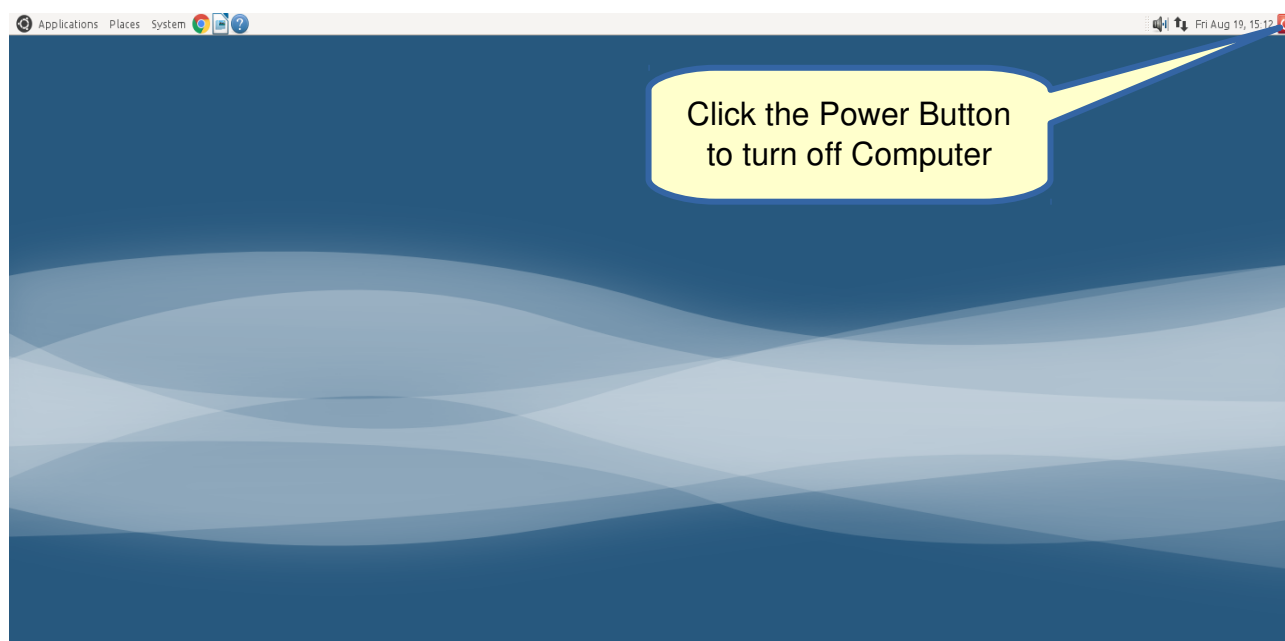
VGA Monitor Connection  
(blue)

4. Plug in the power cord for the screen
5. Plug in the power cord for the computer

**Turning on your computer and monitor.** It will take less than 60 seconds for the operating system to load. The Computerbank system loads automatically without logging in. There is currently no easy way to change the system so that a password is needed to log in.

## Turning off your computer

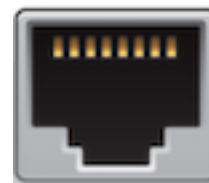
To turn off your computer safely, Click on the Power Button located at the top Right Hand side of the screen, then Click on "Shutdown" and your computer will turn off.



# Internet Connections

## Cable, ADSL or NBN connection: Plugging in a Network Ethernet Cable

If you have a wired network Internet connection, plug in your network cable. (Ethernet cables that come with modems are usually yellow. Other ethernet cables are usually blue). The network manager icon will animate for a time. A message about being connected to a wired network will be displayed. Your computer should now connect to the Internet.



Ethernet Port

If this is not successful, try clicking the network manager icon and disconnect, then connect again. If this is not successful, you may need to configure the modem.

ADSL modems are usually configured using a web browser. Follow the instructions provided with your modem. You will need the username and password the ISP gave you (not the username and password for your computer).

## USB Modems – Broadband (ADSL or Cable – not mobile broadband)

Broadband modems with USB connections generally do not work with Linux. You need to use a broadband modem with an Ethernet connection.

## WiFi connection

If your computer is capable of WiFi (most laptops are, but few desktops) click on the Network Manager icon to show the list of available WiFi networks.

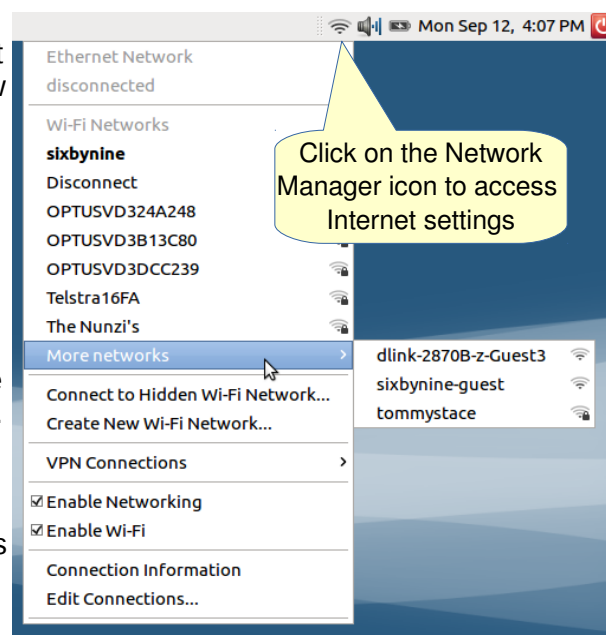
If you do not see a list of WiFi networks, make sure that there is a tick in the “Enable Wi-Fi” entry in the list and that WiFi is on. Some laptops have a switch to turn WiFi on, others use a key combination.

Find your WiFi network in the list. (If it is not displayed, move the mouse over “More networks”. You may need to scroll the list.)

Click on the network name. You will be asked to enter the access password – you only need to do this the first time. After a short wait, you should see a “Connected” message.

NOTE: If you click on ‘Cancel’, a connection will be created without a password. Appendix 2 (Page 21) details the method of fixing this.

If you don't have a wireless adaptor, call Computerbank to ask what brand to get. Computerbank usually has wireless cards and USB WiFi adapters available at low cost.



Wifi Network list

## Mobile broadband modems

There are a number of different types of Mobile Broadband modems. The easiest to use are those that connect with WiFi. It is only necessary to power the modem and use Network Manager to select the correct WiFi name, then enter the password.

Other Mobile Broadband Modems connect in one of two ways. Most require the use of Network Manager to configure the connection. This only needs to be done the first time the modem is plugged in. The details are in Appendix 1 part A (Page 19). This appendix also details how to use the modem to send and receive SMS messages.

Some modems will connect automatically as though they are a wired connection. These will give a message like ‘You are now connected to wired connection 2’. These do not require configuration.

Appendix 1 part B (page 20) gives details on sending and receiving SMS messages and how to reconfigure the modem if it loses its settings.

## Checking mobile broadband usage

All mobile broadband service providers have an online facility to check account usage. Check with your provider. Note: the data may be up to 48 hours behind your usage.

You can also check the amount of data you are sending and receiving with “Modem-Manager-GUI” (see Appendix 1, Part A: page 19) or the Modem’s web interface (Appendix 1, Part B: page 20)

## Using your Smart Phone's Data for your computer's Internet Connection

If you have an appropriate smart phone with a good amount (at least 1GB) of data allowance, you can connect your phone to your computer using a USB cable. On the phone, go to *Settings* and turn on your *USB Tethering*. The phone should connect as a Wired Connection.

You may also be able to use your phone as a WiFi hotspot. This will need to be configured. WiFi security should be set to WPA2 PSK.

## Accessing Email

Computerbank recommends using free webmail services such as **Gmail** (mail.google.com) or **Yahoo** (au.mail.yahoo.com). The advantage of web mail is you can log in on any computer with internet access.

## Adding A Printer

Not all printers work under Linux. To be safe choose a Hewlett Packard (HP) printer. **Please call us before you buy a printer** to make sure that it is compatible with Linux. If you buy a brand other than HP, you will need to bring the computer and the printer to Computerbank for driver installation. Computerbank cannot provide support for all printers, they all work differently.

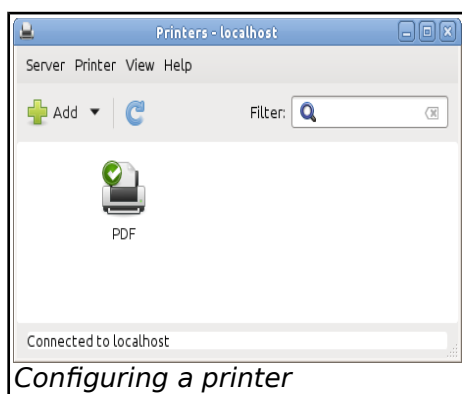
### Setting up a Printer

Connect the printer to a USB connector at the back of your computer, put paper in, then turn the printer on. Wait a while as *some* printers will *automatically* set up. If successful, a box will appear confirming the printer details. A test page can also be printed.

Manual set up can be attempted if automatic set up does not occur (see below). Additional information for HP printers is provided below.

### Manual Printer Setup

To set up your printer click on *System > Administration > Printing*



In the *Printers* Utility (at left)

1. Click on *Add*
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 setup worked.

### HP Printers

HP printers can be managed using the HP Device Manager:



it can often also be used to check

ink levels and to align and clean cartridges.

Click the *Applications* menu > *Accessories* > *HP Device Manager*.

**Note:** If your HP printer is not 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 the printer. During setup a test page can be printed.

# Managing Your Content

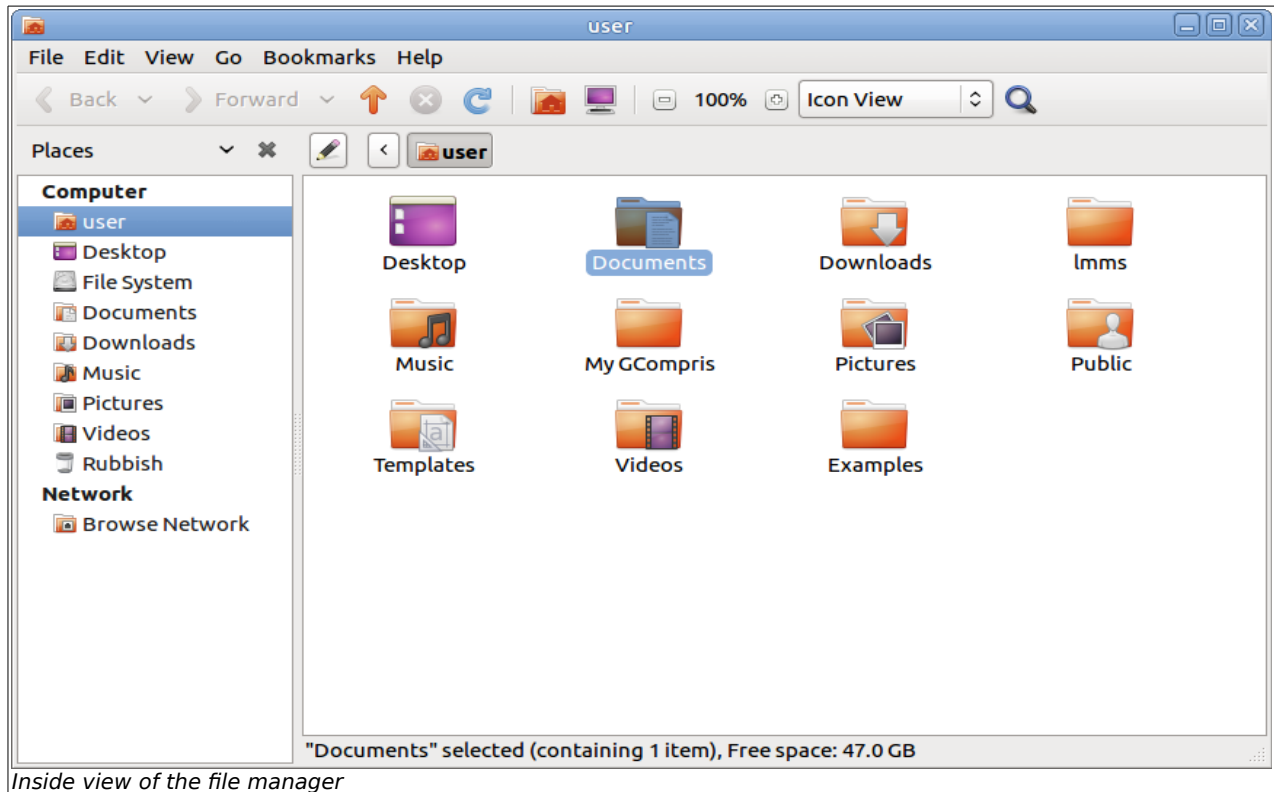
The File Manager area stores the files you create. Linux system files have slightly different names compared to Windows and Mac. For example in Windows your files would be in My Documents. In Linux your files are kept in a user's home folder or directory. In the screenshot below, the person logged in is called *user*. (*user* is the login name we gave you). On the right side of the screen are the folders in *user*'s home directory.



## To open the file manager

At the top of your screen **click** on the *Places Menu*, and select *Home Folder*.

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



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, folders can be created inside the Home folder to store related items together. The picture above shows the standard set of folders in the Computerbank system.

## Creating a new folder

Click on your Home folder (see 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* and change the name to what you want.



untitled 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.

## Backing up your data

It's crucial you keep copies of your important content. In any computer a hardware or software failure may occur. Making a copy of your information saves angst and anger. Backup your work by copying important files to a USB drive or DVD disc. Keep this data separate from your computer.

## Comparison: *Linux* and *Microsoft Windows* File Storage

Location on Microsoft Windows	Location on Linux
My Documents	~/Documents
My Pictures	~/Pictures
CD, DVD or USB storage D:\ usually, but can be any drive letter to Z	/media/user/"name of device"

'~' means "/home/user". *user* is the name of the person logged in.


NOTE: Actual location and even the name may be different on different versions of Windows."

## Using DVDs and USB devices

Place removable media gently into your computer's drive or USB slot. An icon will appear on the desktop and in the file manager. The *Places Menu* located in the top panel on your desktop will have an extra item under the *Computer* section and the file manager will have a new *Devices* section with the device name added.



Storage media can be safely removed in a number of ways. 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. A CD/DVD will not eject if busy.

In the file manager, in the *Devices* section, click the Eject button  beside the device you want to remove.

You can right click the appropriate icon on the desktop or from within the file manager. Select **Unmount** or **Eject**. For CD and DVD media, pressing the eject button on the device can also work.

Wait a few moments before removing USB media (If there is an activity indicator, wait for it to stop flashing.)

## Copying a File or Folder to a USB Memory Stick

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

The *Edit* menu can also be used to copy a folder:

1. Insert the memory stick into a USB port
2. When the file manager opens, change to the folder that contains the files/folders you want to copy
3. Select the files/folders to copy
4. Click the *Edit* menu
5. Select *Copy*
6. From the left pane select the appropriate folder from *Places* and move to the destination folder
7. Go to the *Edit* menu again
8. Select *Paste* to place the file on the removable media.
9. Before removing the memory stick, *Eject* or *Unmount* it.

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 between folders.

Note: Multiple selections can be made by clicking on one file/folder to select it, then holding the Ctrl key and clicking the other files/folders you want.



## Listening to an Audio CD

Listen to audio with *Rhythmbox Music Player*. It is found in *Applications > Sound & Video > Rhythmbox Music Player*. It will start automatically when an audio CD is inserted but music playing does not start automatically. Click the play button.

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

**Note:** You need speakers or headphones to hear to audio recordings or DVD movies. Laptops have built-in speakers, but they do not produce good sound. Some desktops have built-in speakers but they are not stereo and usually poor sound quality.

To close *Rhythmbox Music Player*, you must click *Close* in the File menu or click the “Cog” icon on the right hand side and choose *Quit*. Clicking the X closes the window with *Rhythmbox Music Player* still playing. To stop it playing, you have to reopen it and click *File>Close*.

## Watching a DVD Movie

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

To watch **full screen**, press F on the keyboard, double click the movie or click on the *Video Menu* and then select *Full Screen*. To get back to the regular view, press F, ESC or right click and select 'Full Screen' again.

Explore the other menus to find out what else VLC can do.

### Safely Closing Down and Ejecting a 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”.

## Burning CDs or DVDs

Burn CD's and DVD's with K3b: found in *Applications menu > Sound & Video > K3b CD and DVD Burning*.

## Will my Scanner or Camera work with Ubuntu Linux?

**Cameras** – Most digital cameras are supported under Linux. They usually look like USB storage devices. If not, the storage card can be removed and used in a card reader to access the data.

**Scanners** – Many stand-alone scanners are not supported under Linux. Scanners that are part of supported printers usually are supported. Simple Scan will work with most supported scanners. For compatible scanners see: <http://www.sane-project.org/sane-supported-devices.html>

## Word Processing with LibreOffice

LibreOffice is similar to Microsoft Office. Importantly it can read and save in the Microsoft file formats. This means files you create with LibreOffice can be used on Windows or Apple computers that have Microsoft Office. LibreOffice has its own file format and you can also save your documents as PDFs if you wish. The Computerbank system saves in Microsoft formats for compatibility with other systems.

Libre Office is used by millions of people around the world for:

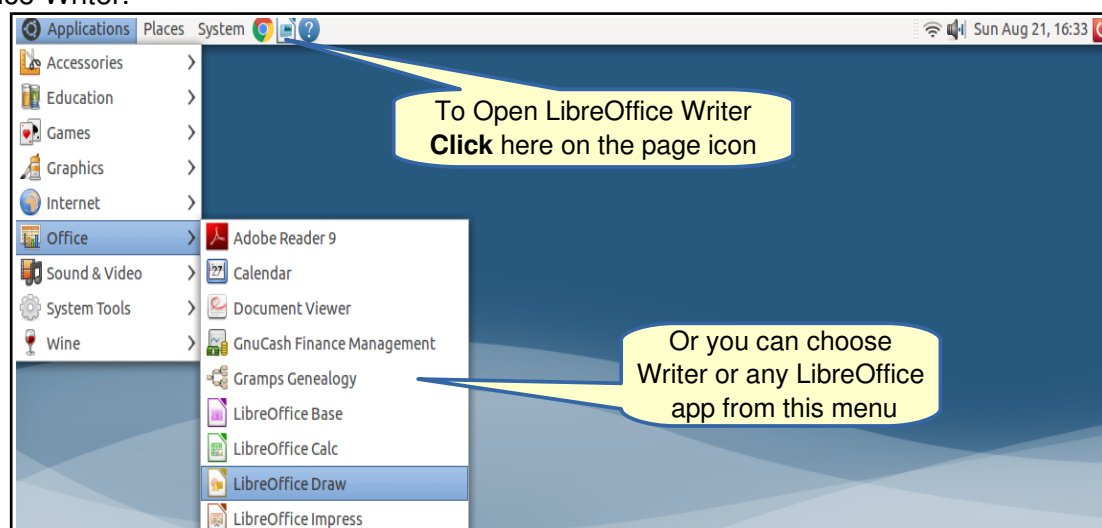
- word processing
- spreadsheets
- slide presentations
- drawing
- database

## Comparison of LibreOffice and Microsoft Office File Types

<b>LibreOffice</b>	<b>Microsoft Office</b>	<b>Libre Office file types</b>	<b>Microsoft file types</b>
Write	Word	odt	doc, docx
Calc	Excel	ods	xls,xlsx
Impress	Powerpoint	odp	ppt, pps, pptx, ppsx
Base	Access	odb	Not file compatible
Draw	No equivalent	odg	No equivalent
Math	Equation	odf	Can't save as file

LibreOffice can read, edit and save the Microsoft Office file types listed.

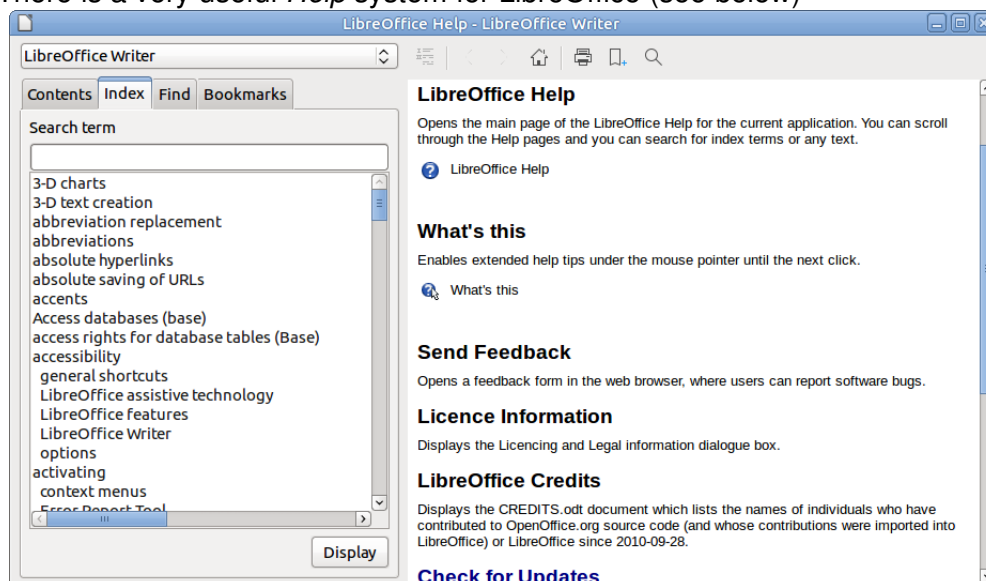
Open LibreOffice word processing by clicking on the page icon in the top menu on your desktop. (See picture below). That is the quickest way to open LibreOffice Writer. Alternatively you go to Applications in the top menu. Scroll down the menu and click on Office, move down the Office menu and click on LibreOffice Writer.



Two ways to open Libreoffice Writer

Note: *LibreOffice* 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 <http://www.libreoffice.org>

There is a very useful *Help* system for LibreOffice (see below)



## 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] + [F2]	Brings up the run dialog box
[ALT] + [F4]	Closes a window
[Ctrl] + [ALT] + [DEL]	Brings up the shutdown dialog box

## Applications on your Computerbank Computer

### Go to the *Applications* menu in the Top Left of your screen

The following list shows the software in the order you will find it in the menu.

### Accessories

Archive Manager:	Software to handle archives like zip, tar, bzip, rar and more
Calculator:	A calculator
Character Map:	Shows characters in a font and can copy them to the clipboard
Font Viewer:	View fonts on the computer.
HP Device Manager:	Manage HP printers
Search for Files:	Utility for locating files
Take Screenshot:	Take a screenshot of the desktop or a window
Terminal:	Access the command line
Text Editor:	Editor for plain text files

### Education

Educational suite GCompris:	Educational games for ages 2 to 10
Libre Office Math:	Program for formatting mathematical equations
Tux Paint:	Drawing program for children

### Graphics

Blender:	3D modelling, animation
GIMP Image Editor:	An advanced graphics program similar to Photoshop
Image Viewer:	Simple image viewer
LibreOffice Draw:	Image Editing and object drawing tool for office type work
MyPaint:	Painting program for digital artists
Shotwell:	Photo Manager and simple editor
Simple Scan:	Used with scanners to scan images and documents

## Games

AisleRiot Patience:	Many patience games
Chess:	Play chess against the computer or another person
Defendguin:	Save the penguins
Educational suite GCompris:	Educational games for ages 2 to 10
Galaga:	“Shoot-em-up” game from the 80s
Galaga:Hyperspace:	Enhanced Galaga
Mahjongg:	Tile matching game
Mines:	Classic minesweeper game
Sudoku:	Test your logic skills. Number grid puzzle
Supertux 2:	2D Platform game
Tetravex:	Tile matching puzzle
Xboard:	Play chess against the computer

## Internet

Firefox Web Browser:	Firefox web browser
Gnome PPP:	Configure and connect a <i>dial up</i> internet connection
Google Chrome:	Google web browser, supports PLAY store
Modem-Manager-GUI	Adds SMS and monitoring capability to USB Broadband Modems
Skype:	Free Voice and Video over IP chat program
Transmission:	BitTorrent client
Xchat:	Internet Relay Chat

## Office

Adobe Reader 9:	Reads PDF files
GnuCash Finance:	For managing budgets
Gramps Genealogy:	Genealogy system. Create a family tree
LibreOffice Base:	Database application
LibreOffice Calc:	For spreadsheets similar to Microsoft Excel
LibreOffice Draw:	Drawing application
LibreOffice Impress:	For presentations similar to Microsoft Powerpoint
LibreOffice Math:	Program for formatting mathematical equations
LibreOffice Writer:	Word processing similar to Microsoft Word
MATE Document Viewer:	PDF, epub, DejaVu and other file viewer
Online Dictionary:	Look up words, requires internet connection

## Sound & Video

Audacity:	For editing and recording sound
Cheese Webcam	Save photos and videos from a web camera
K3b CD and DVD Burning	CD and DVD Burning
Kino DV Editor:	Edit digital videos
Linux Multimedia Studio:	Create music
Rhythmbox Music Player:	Play MP3s, CD's and other audio files. Internet radio
VLC Media Player:	Multimedia player
Volume Control:	Control your sound mixer
WinFF:	Convert audio and video files between formats

## System Tools

Clam AV Virus Checker:	Virus and Malware Scanner
Gdebi Package Installer:	Install Ubuntu software packages
Log File Viewer:	View system logs
MATE Disk Usage Analyser:	Display information about hard drive space use
MATE System Monitor:	Monitor and stop system processes

## Places

### The file manager is started from the *Places* menu

Home Folder:	The main folder for all of your personal data on the computer
Desktop:	Access anything on the desktop
Documents:	Office documents
Pictures, Music, Videos:	For those file types
Downloads:	Default folder for Internet downloads
Computer:	Access other places on the computer
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 recently accessed documents

## System

### Administrative tasks are started from the *System* menu

#### Preferences

About Me:	Change your password
Appearance:	Change the look and feel of your desktop
Assistive Technologies:	Enable support for assistive technologies
Bluetooth Manager:	Setup bluetooth (if available)
Displays:	Set your primary monitor
File Management:	Change settings related to file management
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
Power Management:	Manage Computer and Display power
Screensaver:	Configure a screen saver
Volume Control:	Volume Control
Windows:	Set your window properties

#### Administration

Clam AV Virus Checker:	Virus and Malware Scanner
Printers:	Configure and manage printers
Software Updater:	Checks for system updates
Ubuntu Software Centre:	Install and remove software
Users and Groups:	Add users, turn off automatic login

#### Other Items in the System menu

Help	Help with the system
About MATE	Brief description of the system
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
Shut Down...	Shut down the computer (another way to turn off)

# Customising your Computer

Here are some of the options for your desktop:

- Change font sizes to make the desktop easier to read
- Change your desktop background, theme and screen saver
- Add your own desktop backgrounds
- Languages (needs appropriate languages installed)
- Change mouse properties - left/right handed mouse
- Change keyboard options

## To customise:

1. Click on the *System* menu. (See Picture 1)
2. Go to *Preferences* and choose > *Appearance*. (See Picture below)
3. Click over different items to see what options are available.



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. If you are using a laptop, check the “Touchpad” tab.

## 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.

## Inputting a Language other than English

Keyboard languages can be changed from *System* > *Preferences* > *Keyboard, Layouts* tab.

## Screensaver

The screensaver is changed from *System* > *Preferences* > *Screensaver*.

# Frequently Asked Questions and How To's

## Does Linux get computer viruses?

Linux is not currently threatened by many viruses unlike the Microsoft system which is plagued by viruses. Computerbank's Ubuntu operating system comes with a built-in firewall and virus protection software, Ubuntu is one of the most secure operating systems around.

## Changing the user 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 6 characters or more.

## Adding another user account

To add another user, follow these steps:

1. Click on *System Menu > Administration > Users and Groups*
2. Click on "+Add"
3. Enter your password in the *Password* field.
4. Fill in the details requested by the form: Name and Username, click OK.
5. Set the password for the user: click OK.
6. You can add another user or click *close*

User names work better in lowercase.

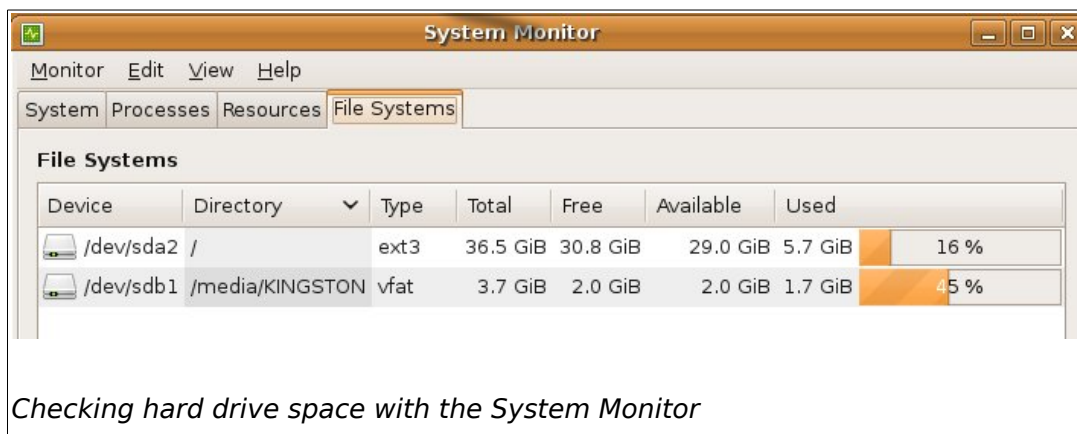
## Disabling automatic login

Call Computerbank if you want to do this. You must be willing to use the commandline.

**NOTE: There is currently no easy way to disable autologin.**

## Checking how much space I have on the hard drive

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



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

## Activating the network card (for broadband)

Just plug an ethernet cable in! How easy. The Network Manager panel icon will animate for a time. A message about being connected to a wired network will be displayed.

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

## Using 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. You need to be logged in to a Skype account to access the *Options* menu.

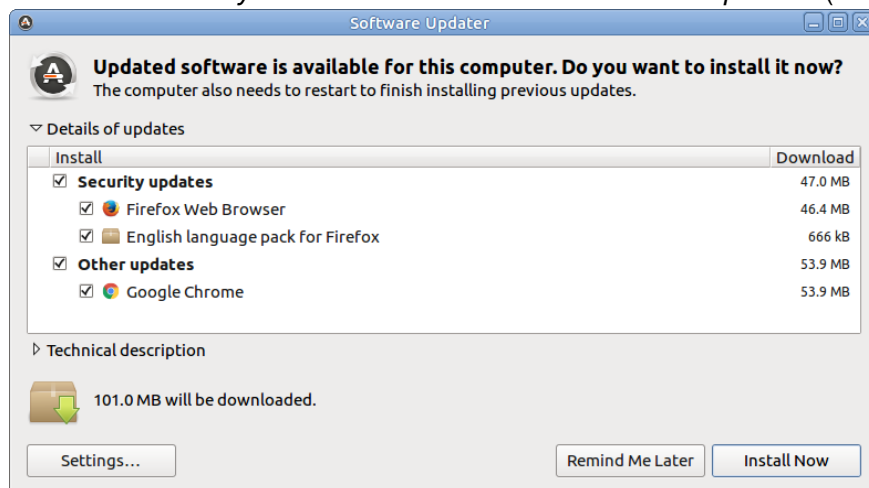
## Updating, Installing and Deleting software

An internet connection is required to update or install software.

### Updating

If you see a message that Firefox or Chrome is out-of-date, use the *Software Updater* to update.

Go to the menu *System > Administration > Software Updater*. (Example below.)



There will usually be more items in the list.

**You must have internet access to update software.**

To just update Firefox and/or Chrome, remove the ticks from the headings, then tick the boxes against Firefox and/or Chrome.

The amount to be downloaded will be shown at bottom left of the window.

Click 'Install Now'. You will be asked for an authorisation password. This is your user password. The *Software Updater* can be used to update all the software, but may need a large download.

### Removing or adding software

Software can be added, updated or removed with the *Ubuntu Software Centre*.

The *Ubuntu Software Centre* is in the menu *System > Administration > Ubuntu Software Centre*.

You will be prompted to enter your password when you click the *Install* or *Remove* buttons.

**CAUTION:** Do NOT remove software you are unsure about. Always check you are not removing other programs by updating.

Further information can be found using the Help option and by doing a web search. Include the term 'Linux' and/or 'Ubuntu' when looking for information.

**NOTE:** Messages may be displayed while installing or updating software.

Information messages can usually be ignored: press 'Q' to close the message.

Messages that ask if you want to update to a new version of a file should be answered with 'N' (no). If this is the default, you can just press 'Enter'.

Example:

```
Configuration file 'filename'
==> Modified (by you or by a script) since installation.
==> Package distributor has shipped an updated version.
What would you like to do about it ? Your options are:
  Y or I : install the package maintainer's version
  N or O : keep your currently-installed version
  D      : show the differences between the versions
  Z      : start a shell to examine the situation
The default action is to keep your current version.
*** filename (Y/I/N/O/D/Z) [default=N] ?
```



# Troubleshooting Common Problems

## Frozen or misbehaving programs or an unresponsive computer

Occasionally programs will freeze or start to behave strangely. If this happens you can end the program. At the top of your screen click on *Applications > System Tools > MATE 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 nothing works, shutdown the computer by holding the power button for 10 seconds.

## 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 with left click, use your mouse to drag the window into a better position.

Or you can press the Ctl Alt F7 keys together: you can then move the window with the mouse or cursor keys.

## Lost top Panel or Task Bar

1. Right click over an empty space on the remaining panel.
2. Click on *New Panel*.

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.

## 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. Drag the 'custom menu bar' item to the panel or double click to place it on the panel
4. Right click the menu bar again and select "*Lock to Panel*" to lock it in place

**Tip:** If the menu does not go where you want it, right click the menu and select 'Move' to place it somewhere else. An item must be unlocked to move it.

## Can't Access the Desktop Menu Bar

If a program has taken over the whole screen and Esc won't return you to the desktop, Press the Ctl Alt F7 keys together. You can then move the window with the mouse or cursor keys.

Pressing Alt F4 keys together should close the program but you may lose unsaved work.

## 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.

## Stopping the printer

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.

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

The device may be faulty, unformatted or have been removed without closing correctly. If you do not need the data that was on the device, you can reformat it: call Computerbank for help with this task.

## **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.
- Check that there is power to the modem and it is switched on. A red light on the modem usually indicates a problem.
- 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) may need to be turned off and on 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.

## **Boot stops at a text screen**

There will be a message like "Give root password for maintenance (or type control-D to continue)"  
Call Computerbank to book User Support. You will need to bring the computer to Computerbank for diagnosis and repair.

## **Kernel Panic message**

These are rare. Kernel panic messages usually occur when starting or booting up your computer. Call or email Computerbank: you will probably need to bring the computer to Computerbank for repair.

# Appendix 1 – Mobile Broadband Internet

## A. Using Network Manager to connect to the Internet.

### Initial setup.

Connect the mobile broadband device to the computer and wait for approximately 30-40 seconds for the computer to recognise the device as a modem. You may see the message :

#### Mobile broadband network.

You are now registered on the home network.

1. Click the Network Manager icon in the top right hand side of the top panel. If your device has been successfully detected an option to configure it will be available.
2. Select *New Mobile Broadband Connection* and a wizard should appear. Select the correct information for your account. Bigpond requires a user name and password, while other systems (including Telstra) do not. When successful, a message similar to that below will appear.

#### Connection established

You are now connected to [Supplier] [Network name].

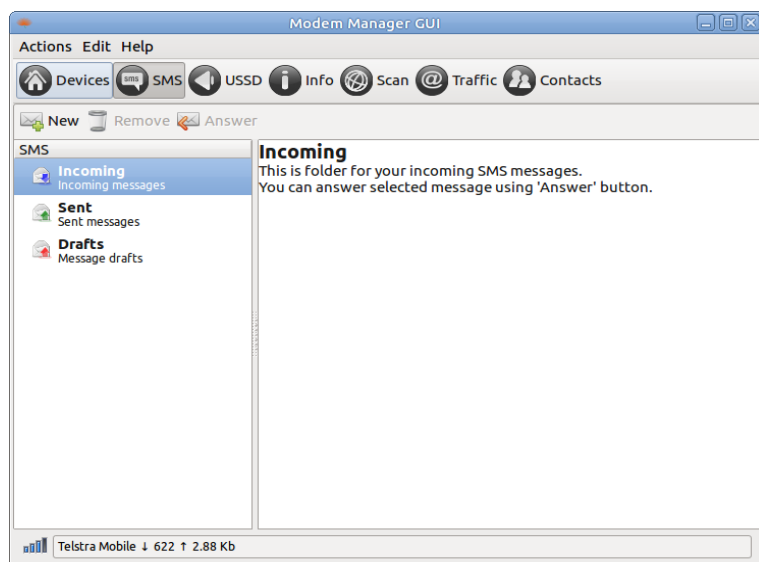
3. If your connection does not work despite it being available call Computerbank for advice. It is probably a settings issue.

*On subsequent occasions*, after the 'registered' message appears, click on the Network Manager icon and select the network [Supplier] [Network name].

When you have finished using the internet, click on the Modem Manager icon and choose **Disconnect** before removing the modem.

## Sending and receiving SMS messages

Phone companies send SMS messages when you reach 50%, 85% and 100% of your Data Allowance. "Modem Manager GUI" can be used to receive these messages and can also be used to send SMS messages.



"Modem Manager GUI" is started from the Internet menu. It should be started after the "You are now registered ..." message has been displayed.

The Traffic tab will show the amount of data that has been sent and received during the current session.

The "Statistics" can show data used each calendar month.

When you have finished using the Internet, click on the Modem Manager icon and select "Disconnect" before removing the device.

Modem Manager GUI

## B. Modem connects as wired connection.

Some Mobile Broadband Modems (supplied by Vodafone) connect as a wired connection. These will display the message:

### Connection established

You are now connected to 'wired connection 2'.

You will now be connected to the Internet.

These devices can be configured with a web browser.

Sending and receiving SMS messages

Put 192.168.1.1 as the web address and the browser will connect to the modem's web interface. Use the "SMS" tab to send and receive messages.

A window at the right side of the screen shows connection information including data used ("Total Volume").

When you have finished using the Internet, you can just remove the device. You should see:

### Disconnected

Ethernet network.

If you can't connect to the internet, check the configuration: Settings tab, Connection item. The picture at right shows the correct settings.

You are using your SIM settings to connect.  
If you wish to change this setting, choose from the selections shown.

Connect

#### Account type

Custom

#### IP type

IPv4 + IPv6

This option should only be changed if you know that your network supports it.  
Otherwise a change may affect your connection performance.

#### IPv4/IPv6 APN

vfpaymbb

#### IPv4/IPv6 Number

1

#### IPv4/IPv6 DNS1

#### IPv4/IPv6 DNS2

#### Security

PAP;CHAP

#### IPv4/IPv6 Username

#### IPv4/IPv6 Password

#### IPv4/IPv6 Confirm Password

#### Connection mode

Automatic

☒ Automatically connect even when roaming

Save

## Sending and receiving SMS messages

Put 192.168.1.1 as the web address and the browser will connect to the modem's web interface. Use the "SMS" tab to send and receive messages.

An area at the right side of the screen shows connection information including data used ("Total Volume").

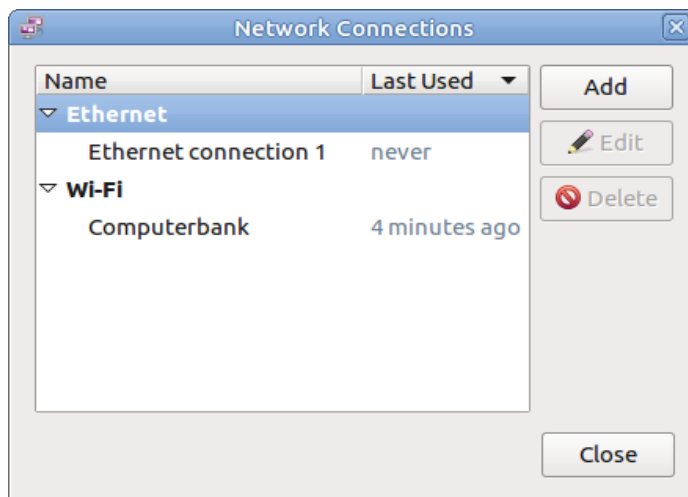
See picture below.

The screenshot shows the Vodafone modem web interface. At the top, there are tabs for 'QuickStart', 'SMS' (which is selected), and 'Account'. Below the tabs is a navigation bar with 'Inbox', 'Write', 'Sent', 'Draft', 'Settings', and 'Help'. The main content area is divided into two sections. The left section is titled 'Inbox (1)' and contains a table with columns 'Date', 'From', and 'Messages'. The table has one row with the date '05/11/2016 16:04', the sender 'Test message', and a 'Test message' subject. Below the table are 'Forward' and 'Delete' buttons. The right section is titled 'Home network' and displays various status information: 'Mobile number' (SIM Number), 'Signal' (represented by a green bar chart), 'Status' (Connected with a green checkmark), 'Network' (Telstra 3G+), 'Time connected' (00:02:52), 'Total volume' (2.02MB), and 'Up/Down' speeds (304b/s Up, 0b/s Down). At the bottom left, there is an 'SMS help' section with instructions on how to use the inbox and delete messages.

## Appendix 2 – Network Manager

### Editing Network Manager settings

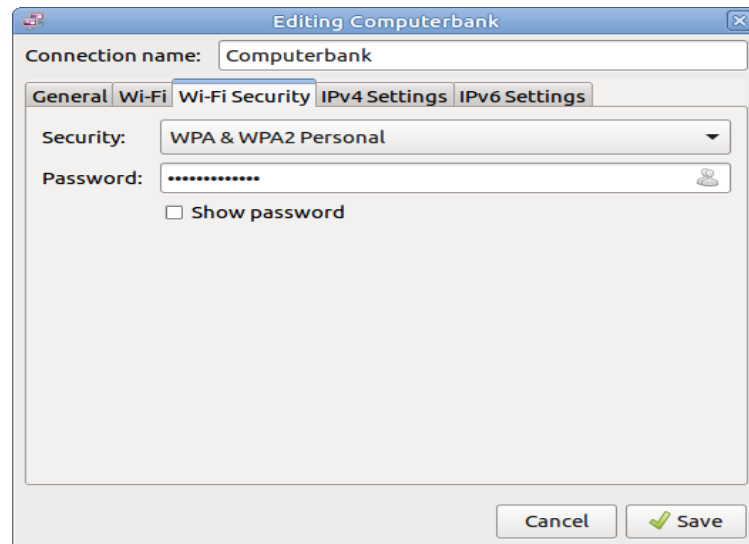
Click on the Network Manager icon and choose *Edit Connections...*



To delete an unwanted connection, click on it then click “Delete”.

To change a WiFi connection’s password, click on it then click “Edit”

Clicking on the “Wi-Fi Security” tab will allow you to change the password.



When finished, click “Save”.

