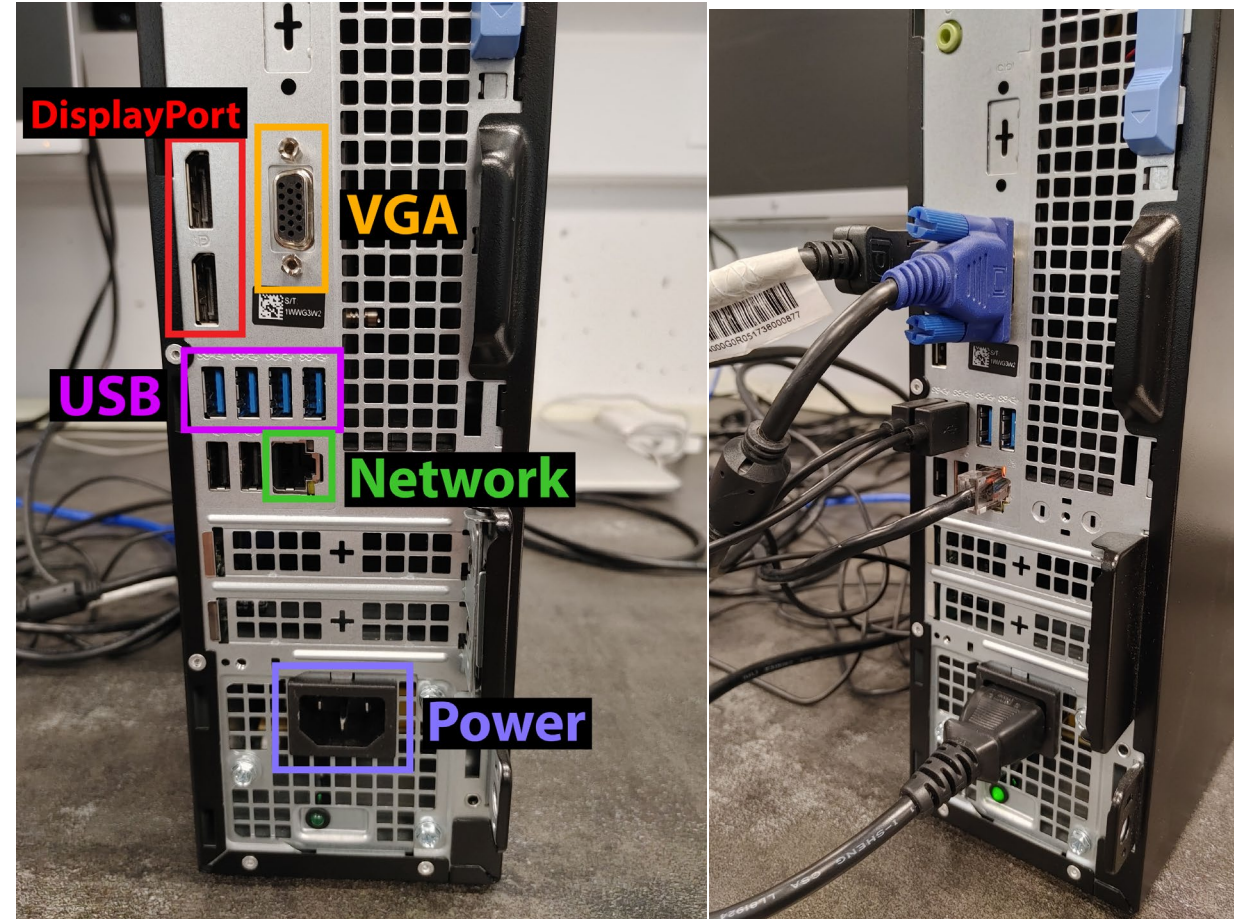


Return to Campus 2021

Setting up your computer when you get back

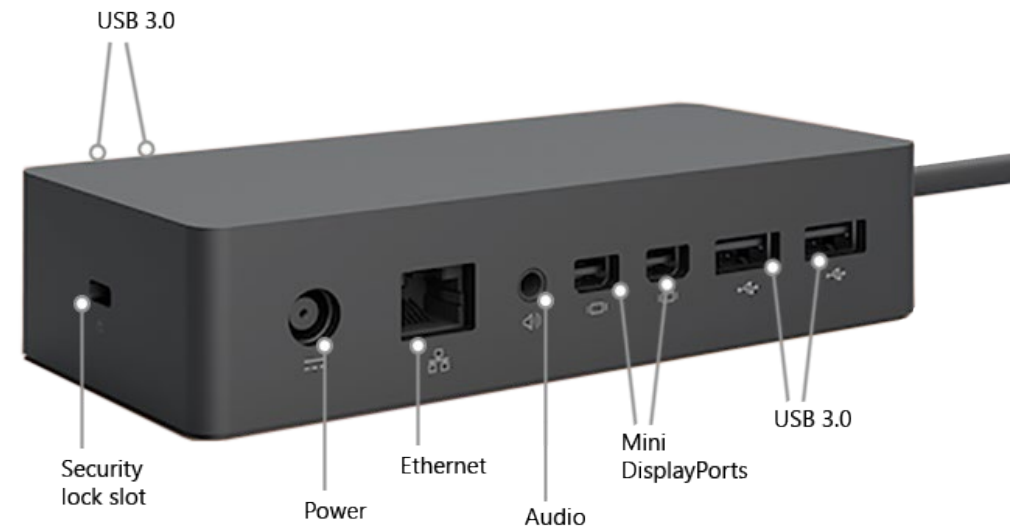
Plugging everything into your computer (Desktop)

1. Plug the power cable into your computer
2. Plug in the display cable(s) to your computer, you should have 1 cable for each monitor
3. Plug in the network cable
4. Plug in your mouse, keyboard, and, if you have one, speaker bar into your computers USB ports



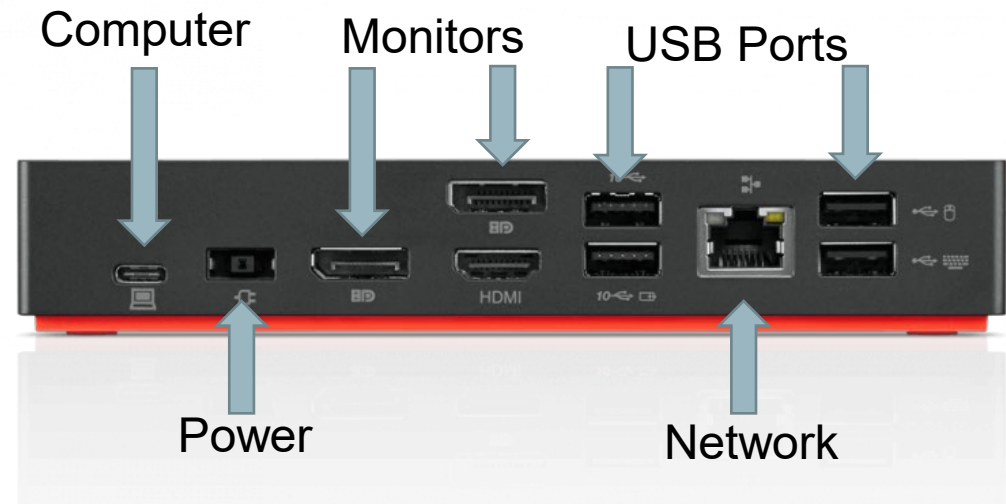
Plugging everything into your computer (Surface & Dock)

1. Plug the power cable into your dock and connect your dock to your Surface
2. Plug in the display cable(s) to your docks Mini DisplayPort ports, you should have 1 cable for each monitor
3. Plug in the network cable to Ethernet port on the dock
4. Plug in your mouse, keyboard, and, if you have one, speaker bar into the dock USB ports



Plugging everything into your computer (Lenovo Laptop & Dock)

1. Plug the power cable into your dock and connect your dock to your Laptop
2. Plug in the display cable(s) to your docks DisplayPort ports, you should have 1 cable for each monitor
3. Plug in the network cable to Ethernet port on the dock
4. Plug in your mouse, keyboard, and, if you have one, speaker bar into the dock USB ports

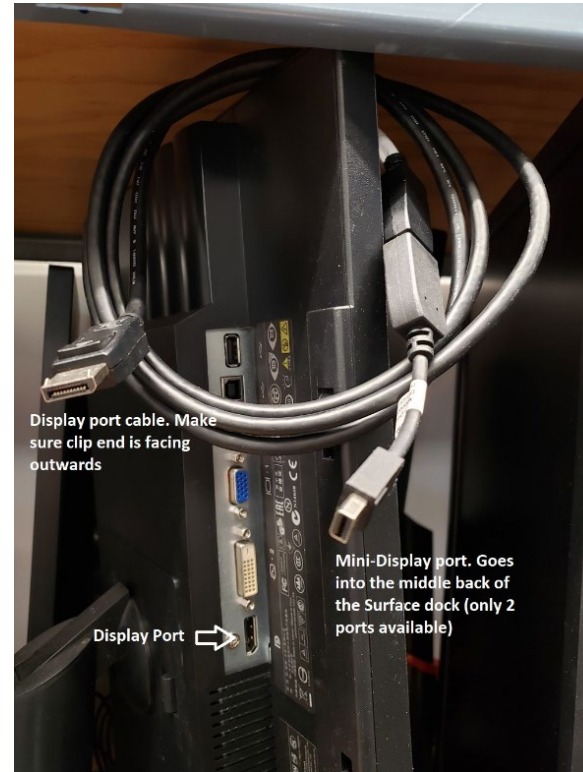


Lenovo Docks may differ from the above image

Plugging in your monitor(s)

1. Plug the power cable into each of your monitors
2. Plug in the display cable for each monitor, there are multiple types of cables discussed on the next slide.
3. The connectors for 3 common TRU monitors are shown to the right

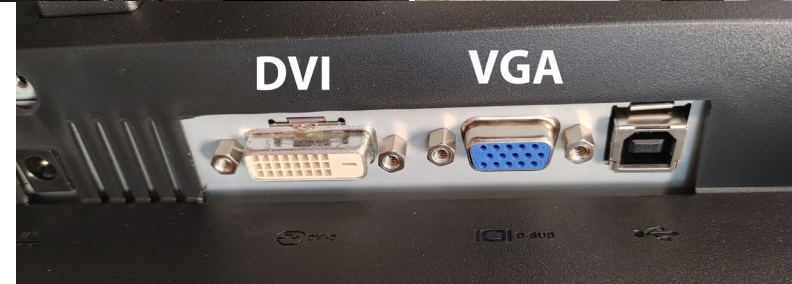
Lenovo



HP



Dell



Types of display cables and how to connect them.

1. VGA
 - Be sure to tighten the thumb screws on the connector
2. DVI
 - Most TRU computers do not have a DVI connector, these will have a display port adapter connected. Connect the DVI end to the monitor and tighten the thumb screws.
3. Displayport
 - Make sure the cable is fully pushed in as they can be difficult.
4. HDMI
 - Uncommon connector for TRU Computers. Like DisplayPort, make sure that the cable is fully pushed into the port

VGA



DVI



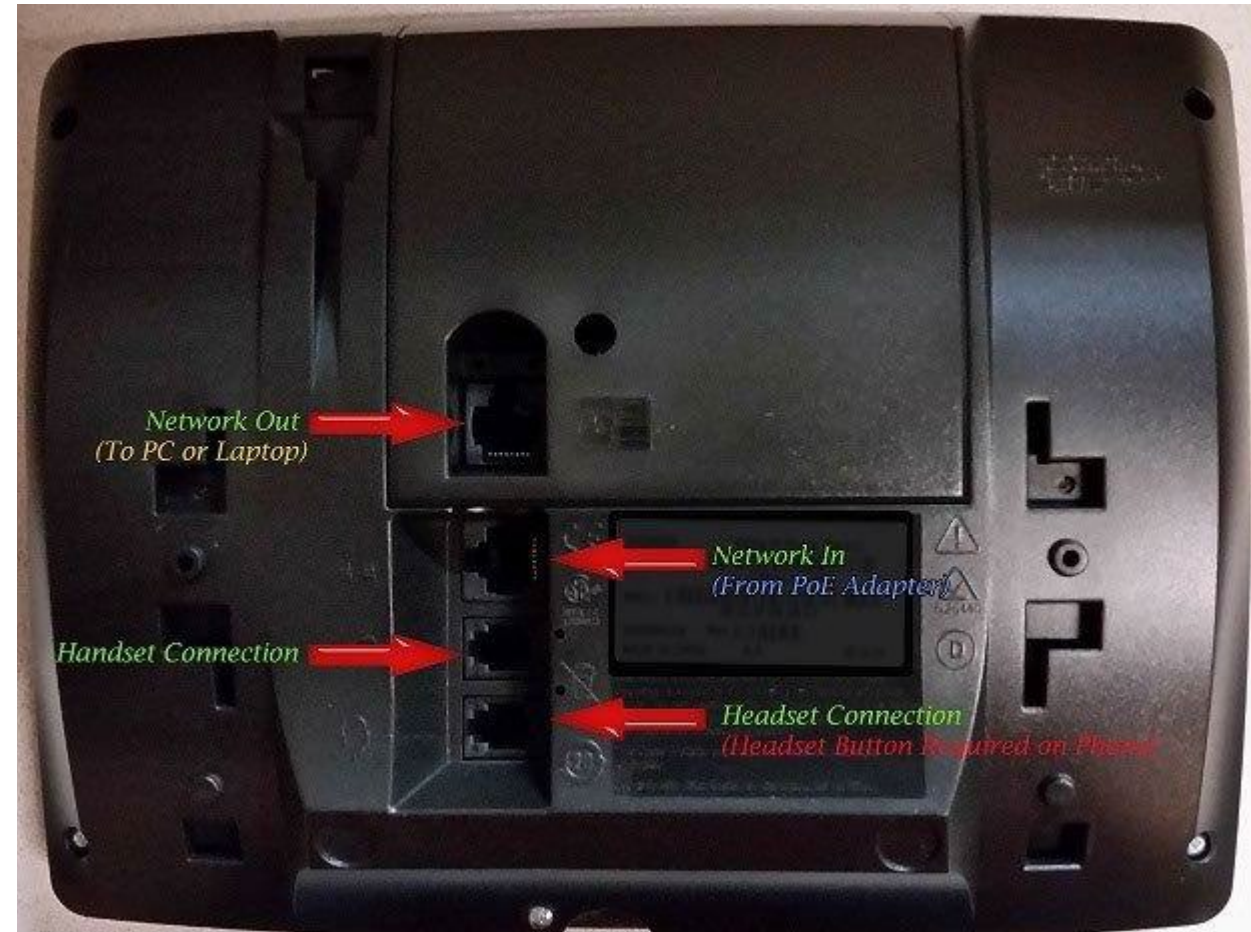
DisplayPort



HDMI

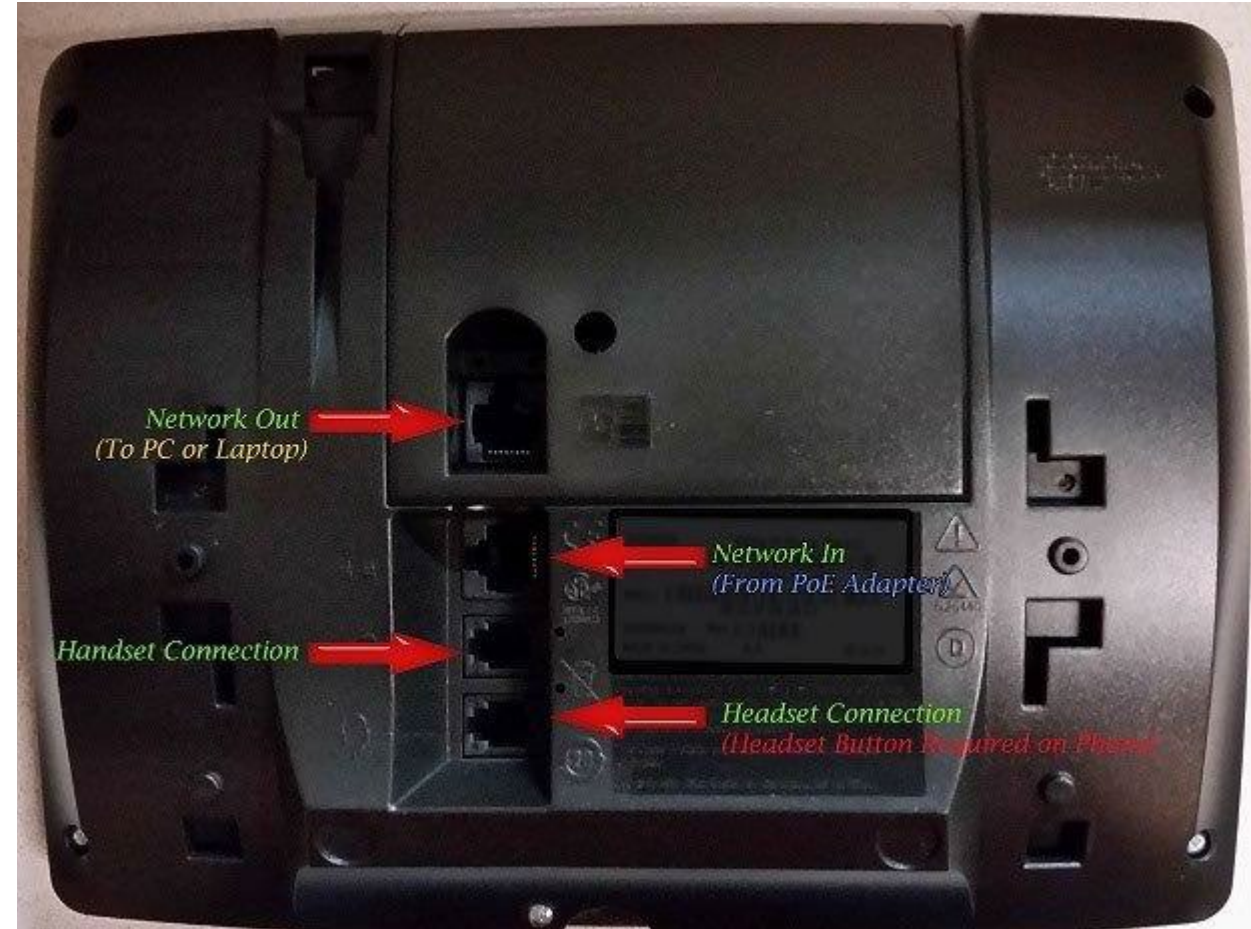
Setting up your Desk Phone (For if you did not take your desk phone home)

1. Use these instructions if you did not take your phone home
2. Connect the network cable from your computer to the other port on the back of your phone



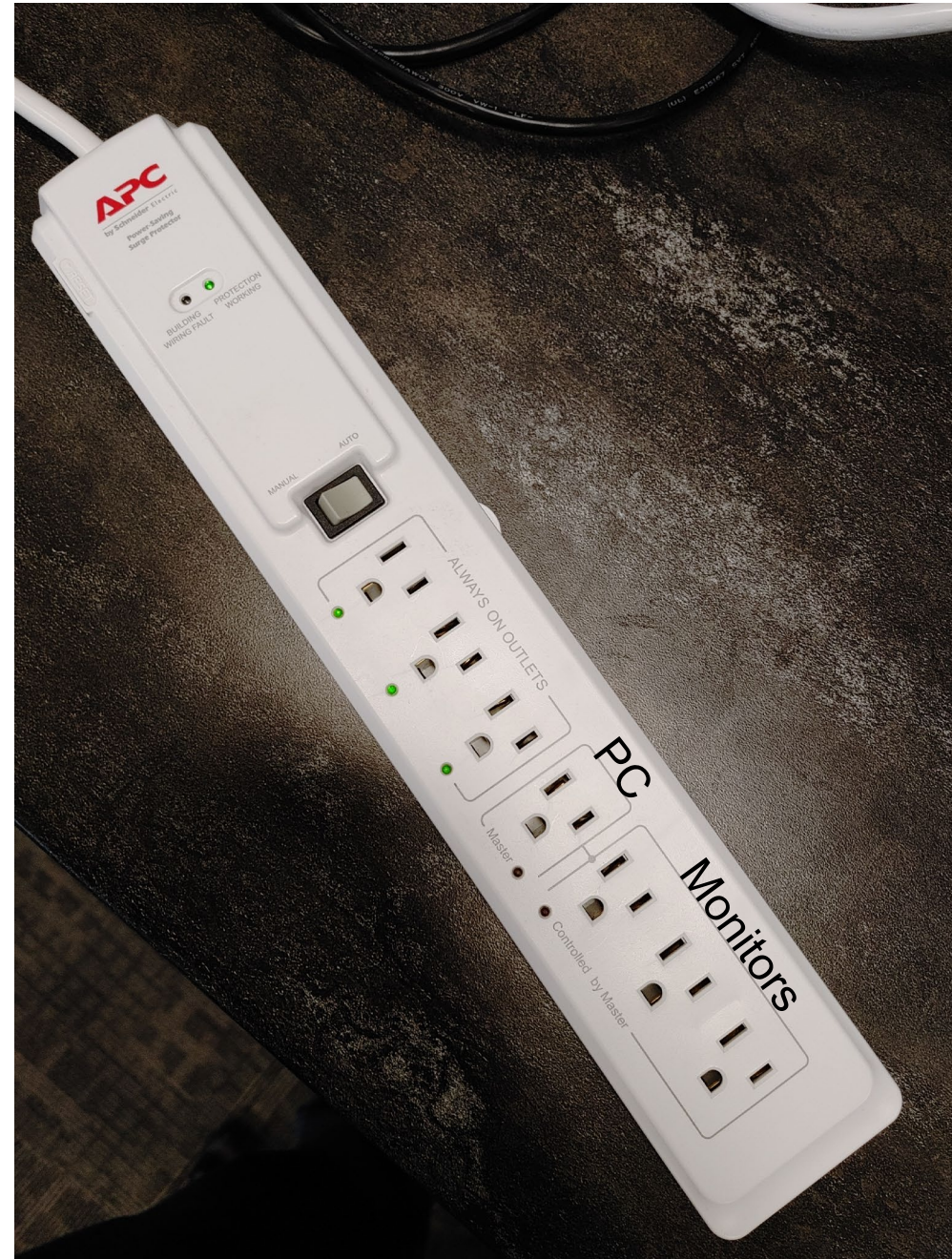
Setting up your Desk Phone (For if you took your desk phone home)

1. Use these instructions if you took your phone home
2. Connect the network cable from the wall to the port on the back of your phone as shown to the right
3. Connect the network cable from your computer to the other port on the back of your phone
4. Send an email to ITServiceDesk@tru.ca with your name and local so that we can take you phone off Teleworker mode, also return the power over ethernet adapter that was supplied to OL140



Plug everything into the wall

1. Plug your power bar into the wall (If you have one)
2. Plug the computer and monitor power cables into the power bar, be sure to plug the computer into the port labelled “Master” on the power bar and the monitors into the Master controlled ports
3. Plug the computer (or phone) network cable into the nearest wall jack



Your computer is set up!

You have now finished setting up your computer and you can turn it on now.

Troubleshooting for various issues can be found in the following slides.

My computer does not power on

1. Check if the light on the power button comes on, you may need to press the power button twice
2. Check that the power cable is fully plugged into the computer
3. If you have a power bar, ensure that it is turned on
4. Ensure that the room that you are in has power

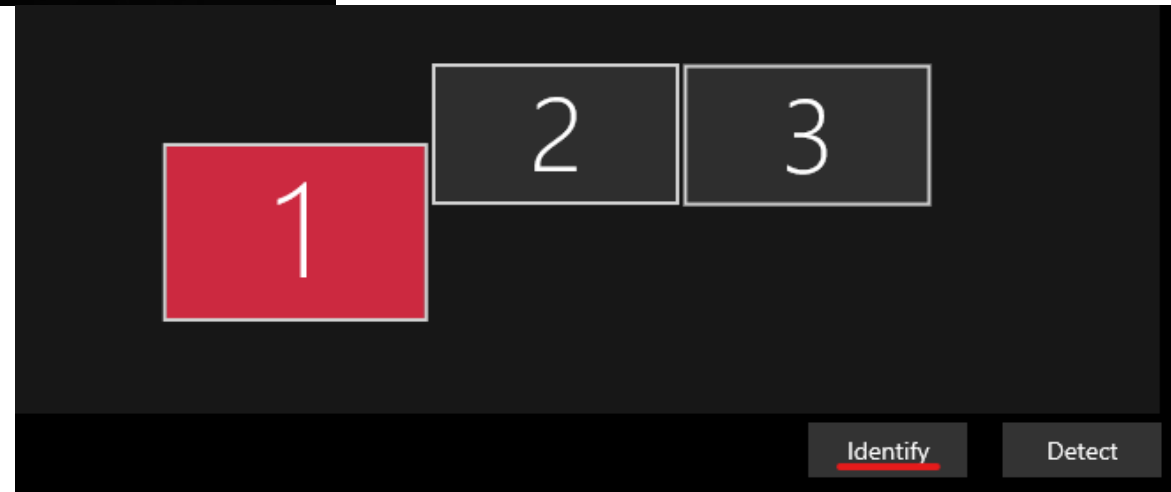
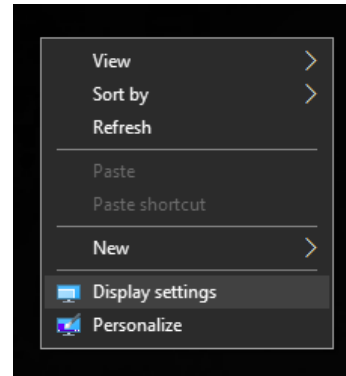
My Monitors are not turning on

1. Check that the monitor is turned on, there should be a light in the bottom right corner of the monitor to indicate that it is on, if it is green or white the monitor is on and connected, if it is orange then your monitor is on but is not connected, check the cables
2. Check that the power and display cable are fully plugged into the monitor
3. If you have a power bar, ensure that it is turned on



My mouse won't move between my Monitors (Only for multiple Monitor setup)

Your Monitor configuration is backwards in Windows

1. Right click on the desktop and click "Display Settings"
2. On the window that pops up click "Identify"
3. Ensure that the configuration shown is the same as what shows when you click Identify, you can change this by clicking and dragging the boxes to match your Monitors



My Computer has no Internet connection

1. Ensure that the network cable is fully pushed in, there should be lights on the port and in the bottom right of the screen you should see one of the following icons  
Connected Not Connected
2. If you connected your desk phone, ensure that the cable from your computer is plugged into the “PC” port on your phone
3. If you brought your phone back from home and there is a second port on the wall jack, try connecting the phone to that port
4. Check that your phone is on and has a dial tone
 - a) If your phone is not working, make sure the network cable is fully pushed in on both the phone and the wall jack

Your Computer is setup, and everything is working, What now?

- Now that you are back on campus you no longer need to use the VPN to connect to Banner and your network drives
 - Please note if you are using a laptop on the Wi-Fi, you will still need the VPN
- Let your admin assistant/department head know what equipment you brought back so that they can keep track of what has been returned and what hasn't

Other Issues or Questions?

If you are encountering an issue that was not discussed in the previous slides, please contact the IT Service Desk for assistance.

- Hours: 8am to 6pm, Monday to Friday
- Phone: 250-852-6800 / 1-888-852-8533
- Email: ITServiceDesk@tru.ca