

Computer Team

Subject

- Problems with hi-rise computers
- Were they addressed in a timely manner?
- Manual Update
- Wi-Fi
- Issues in computer lab areas
- Are residents aware you are there to help and is your schedule posted?
- Volunteers for meeting organizer?
- What help is needed yet

Attendees: Melissa Pappas, Steve Beeman, Aaron Smothers, Beth Pacunas, Yasmine Aminou, Richard Castonguay, Mary Puente, Tonya Simms,

Old Business:

DeepFreeze must be turned off on each computer individually. You need to reboot the computer after turning off DeepFreeze. If you don't do that any changes you make to the computer will not be saved.

Manual Update:

New manuals are still being prepared. They will be ready by the next meeting if not before. They will be laminated and have tabbed dividers.

Wi-Fi:

We have received the recommendations from Dessie. The wireless transmitter needs to be mounted in a central location with the antenna facing outwards and forwards. Some sites might need different routers as well. Plans to spend the allotted funds can't be made at this time since Eileen is not here today. Concerns were raised about having routers out in the open because of the possibility of theft. The current security cameras

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and their poor pictures were also mentioned. Routers could be mounted in the ceiling where they can't be seen if theft is a concern.

Questions to team:

There is an issue with the printer at Dunedin. People are not clearing the print queue and other jobs are starting printing when someone goes to print something. It was suggested that people be reminded to clear the print queue when finished printing. Also, you can just press the cancel button twice to clear any waiting jobs.

There have been thefts at Wilson. The memory was taken from the newest computer and the printer cartridge was also taken. The new computers are designed in a way that they can still be opened even when locked down. Wrapping a chain around the computer or gluing it were suggested. Using zip ties was also suggested. There might not be any place to put a tie though. Drilling into the top of the computer to put a lock on sounds like the best solution.

A reminder was given to be careful with the drum that holds the printer ink cartridge. If the sensor gets exposed to fluorescent light it can be damaged. There is a latch on the drum that you press to remove the cartridge. Ink cartridges can be recycled by mailing them back to the manufacturer or at stores like Best Buy or OfficeMax. Melissa will work on a tutorial for the new printer.

651-298-4930 is Aaron's contact number.

There was a security concern at Wilson. More details are needed.

There was a report of someone viewing adult content at Central. The OpenDNS settings can be rechecked and changed if needed. Reminding people that viewing adult content is against the computer rules was also suggested. Reporting it to the manager might be a better idea.

It was stressed that computer admins need to let residents know that they are available for computer assistance. Your schedule and the contact information you are comfortable sharing should be posted where residents can see it. It's also a good idea to make people aware of the help desk system and the knowledge base.

Volunteer to schedule:

Yasmine will help Melissa with that.

Next month there will be more training. The new printers and software will be covered.

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