



# Notebook Training Manual

## Apple iBook M9009X/A



**Department of Education and Training  
Western Australia**

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## Conventions used in this manual

The following conventions are used in this manual:

**Using the Touchpad to access menus:** Example: Tap **System Preferences > Screen Effects**. This means move your finger across the touchpad so as to move the arrow pointer over the System Preferences icon. Click the mouse button to display the **System Preferences**. Then use the touchpad to move the pointer and select the **Screen Effects** item in the window.

**Using the Keyboard to access menus:** Example: Hold down the <Ctrl>+<Option>+<Apple> keys simultaneously. This means press these keyboard keys, all at the same time.

Symbols are used to represent important things you need to know:



Warning about cost. Doing this action could cost you money!



Severe warning! Be extra careful! You could seriously damage the machine.



Note, hint or tip. Information that will help you.

## Program objectives

The Notebook for Teachers Program is an integral component of the *Education to Community (e2c)* initiative, supporting learning technologies in the K-12 government education community in WA.

It is designed to support schools and teachers in achieving their mutual professional goals. The portability of notebook computers allows for a wide range of educational opportunities and strategies to be explored, with the ultimate aim of improving outcomes for students.

Participation in the program is voluntary and should only be undertaken after careful consideration of how the introduction of this technology can be integrated into the individual school's plan.

The objectives of this training are to:

- Provide an introduction to the computer, the operating system, and the applications.
- Help you to become more familiar with basic operations of the computer.
- Assist you with setting up the computer for internet access from home and your school.



More details about *e2c* can be found on the Internet at: <http://www.e2c.wa.edu.au> – you will also find links to Professional Development sites and a Bulletin Board on the web site.

A number of Department of Education and Training (DET) policies directly relate to the safe-keeping of work-related information and appropriate use of corporate applications such as e-mail and Internet access. More details on these and other Departmental policies are available on the *Regulatory Framework* CD. An updated copy of this CD is sent to all schools each term.

## Occupational health and safety

The following is a summary of Occupational Health and Safety issues, detailed in *Appendix D* on page 24.

The DET Safety Consultant has provided the following advice:

Discomfort as a result of strain to the shoulders, neck, arms and eyes is common among users of notebook computers. This can, in some instances, lead to occupation overuse injuries, also known as repetitive strain injuries (RSI). The likelihood of prolonged pain and possible injury is increased when the notebook is used for more than 2 hours in any one session.

Strain often occurs due to the inability to set up the notebook computer in the correct ergonomic position (as the keyboard and screen cannot be separated), and through use in environments that result in poor posture (for example, on the couch) or cause glare.

Where possible, personal computers should be used in preference to notebooks as they can be set up ergonomically to minimise the risk of strain or injury.

Consideration should also be given to any staff member who has an existing strain or injury to the neck or shoulders, as carrying a notebook computer can further aggravate the condition.

The risk of strain or injury through notebook computer use can be reduced by implementing some simple strategies such as:

- Taking regular rest breaks (at least every 20 minutes; more often if the setup is not ideal) to allow muscles and vision to recuperate.
- Not using the notebook for more than 2 hours in any session.
- Working in an environment free from glare.
- Using the notebook on a desk (rather than the lap).
- Angling the screen to minimise the need to bend the neck.
- Using an external mouse, keyboard, and monitor where possible.
- Using a chair that maintains good posture.
- Reducing the need to carry the notebook (where practicable).

## What you will receive

The Department of Education and Training will provide you with:

- An Apple iBook M9009X/A notebook computer.
- A familiarisation training course on delivery of your Apple iBook.
- Warranty support and a Customer Service Centre for dealing with product faults and difficulties, including on-site warranty or transport of the notebook to and from the repairer.

### **Software**

The following software applications will be pre-loaded onto your notebook:

- Apple OS 10.2.6
- Microsoft Office v.X, incorporating:
  - Microsoft Word X
  - Microsoft Excel X
  - Microsoft PowerPoint X
  - Microsoft Entourage
- Internet Explorer for Mac
- Windows Media Player for Mac
- Adobe Acrobat Reader
- McAfee Virex Anti-virus software
- Apple Works
- World Book 2003 edition

### **Hardware**

Your Apple iBook will have the following hardware configuration:

- 900 MHz PowerPC G3 Processor
- 14.1 inch Active TFT (thin film transistor) screen (measured diagonally)
- 256 Megabytes of RAM
- 40 Gigabyte hard disk drive
- Internal 10/100BaseT Ethernet for network connections at school
- Internal 56K modem for remote connection via telephone line
- One 400 Mbps Firewire port
- Dual USB Ports
- CD burner/DVD player
- 1.44MB external floppy disk drive
- Internal stereo speakers

## iBook tour

### Accessories

The following accessories are supplied with your Apple iBook notebook. Please check that they are all there.

- Carry Bag
- Power Supply
- Power Cable
- Power Plug
- Modem Cable
- VGA Cable
- Floppy Drive
- iBook User Guide
- Quick Start Guide
- DVD – Department of Education and Training – 1 x Restore DVD
- CD – Apple – 1 x hardware test CD
- CD – World Book – 1 x World Book 2003 Edition
- CD – 1 x blank CD-R
- Checklist and Acceptance Form



You must keep the box and all parts and accessories – they must be returned with the notebook at the end of the lease.

Keep the box and any parts you don't use regularly in a safe place.

### Front



**Left side**

1. **Kensington security slot.** Attach a lock and cable to prevent theft.
2. **Modem.** Connect to the Internet, browse the World Wide Web, and send and receive electronic mail.
3. **Ethernet.** Share files with another computer or access a computer network.
4. **FireWire.** Transfer video from a DV camera. Connect an Apple iPod, external hard disk, or other FireWire device.
5. **USB.** Connect printers, Zip and other disk drives, digital cameras, joysticks, and more.
6. **Video Out port.** Connect an external monitor (using the included Apple VGA Display Adapter). Connect to a TV or video projector using the optional Apple Video Adapter.
7. **Audio port.** Connect headphones or external speakers.
8. **Ventilator Slots** are next to the audio port. Your notebook is fitted with a fan that is controlled by a thermostat – the fan will turn itself off when the computer is cool enough.



## **Right side**



Open and close the CD/DVD drive by pressing the **F12** key.



### **CD/DVD drive warning**

When inserting a CD or DVD into the CD/DVD drive, make sure it is firmly seated on the central black spindle in the CD/DVD tray. If it is just balanced on the top of the spindle, it will jam.

The CD/DVD player in this notebook is controlled by software, so it cannot be used when the notebook is turned off. Likewise, the CD/DVD drive will not open when it is turned off.

## **Underneath**

On the bottom of your notebook are two identification stickers. The 8-digit Department of Education and Training serial number is the one that is most important to you. The other has details of the leasing company.



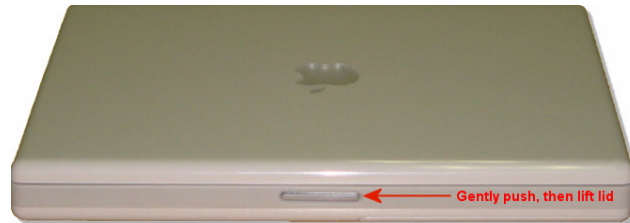
This DET serial number is linked to YOU – you cannot swap notebooks with other teachers.

You will need to quote this DET serial number to lodge a Risk Cover insurance claim or if you require service or assistance from the Customer Service Centre or Apple Computer Australia.

## Using your iBook

### Open it

Find the button at the centre front of the lid, gently push it, and then lift the lid (screen) until it is open.



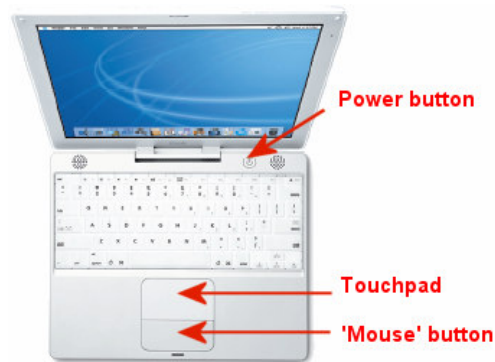
### Turn it on

Gently push the power button (located above the keyboard on the right side). Hold it for a second until the notebook starts.

### Touchpad

Before you do anything, you need to know about your notebook's 'touchpad' area.

The touchpad is your 'mouse'. Moving your finger across it will move the pointer (or cursor) on the screen. When using the touchpad to move the pointer around the screen, try to keep your finger on the touchpad. Lifting your finger will stop the pointer moving.




The button below the touchpad is your mouse button. As you get more experienced, you can operate this button with your thumb as you use your finger to move the pointer around the screen. The mouse button has the usual function of opening a menu relevant to the place where the pointer is pointing.

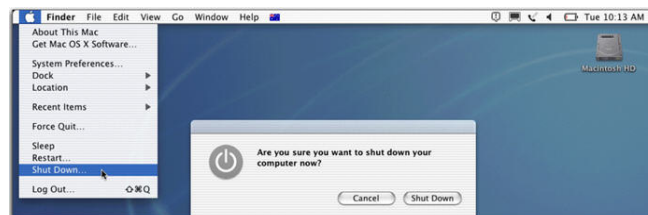
You can 'tap' the touchpad instead of clicking the mouse buttons:

- A *single tap* = a single mouse click
- A *double tap* = a double mouse click

You can change the speed of the cursor movement and the double click speed (details in Appendix A on page 22). To practice using the touchpad, play some games of Solitaire!

### Turn it off

1. Tap  in the top left corner.
2. Tap **Shut Down**. The Shut Down message window is displayed.
3. Tap **Shut Down**. Your notebook will go through a short shut down process and then automatically turn off the computer.



## Where do I start?



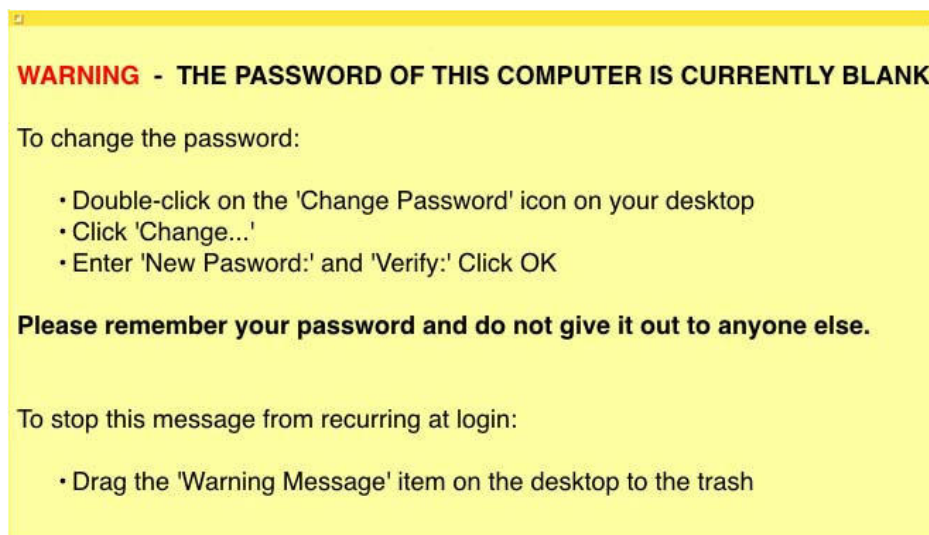
Your notebook is installed with Mac OS 10.2.6 – a very different version of Mac OS. Please take your time to explore the new operating system.

### Log in

1. After turning on your Apple iBook, the *Mac OS X* screen is displayed, where you are prompted to log in.
2. Type in your user name and password.
3. Check that your user name is correct. (see *About User Names* below).
4. Tap **Log In**.
5. The desktop screen is displayed.



### Stickies



### About User Names

The first time you turn on your notebook, you will be prompted for your user name and password. Your user name is supplied by the Department. If you use a computer at school and have been granted access to the school's admin network then you will already have a user name and password. You can use these as soon as the notebook is linked in to the school network. If you do not have a user name and password, either contact your school's system administrator or phone the Customer Service Centre on **9264 5555** (metropolitan) or **1800 012 828** (country).

## About Passwords

If you are using your user name and password for the first time, you will be prompted to change your password to something that only you know. Type the password in twice as requested. The next time you log in, you will only type your password once.



Your password should be something you will remember but obscure enough that no one will guess it.

**You should not give this password to anyone** but it is very important that you remember it as you cannot log in without it. If you forget your password, you should contact the Customer Service Centre **9264 5555** (metropolitan) or **1800 012 828** (country).

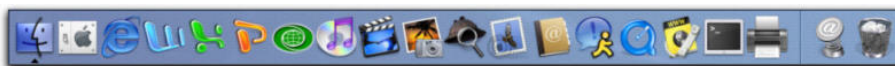
## The desktop



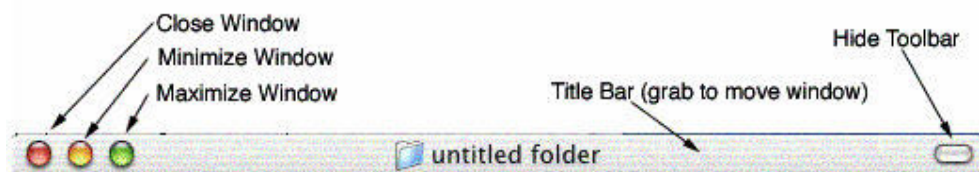
1. When you have successfully entered both your username and password, the desktop window (above) is displayed. At the bottom of the screen is your **Dock**.
2. Using the touchpad, move the pointer over any icon on your Dock – as you do so, the program name will be displayed.

## Dock

At the bottom of the screen, you will see your **Dock**. Click icons in the Dock to open applications, documents, folders, or minimised windows.



There are nineteen icons in the Dock. These are: Finder, System Preferences, Internet Explorer, Word, Excel, PowerPoint, Entourage, World Book, iTunes, iMovie, iPhoto, Sherlock, Mail, Address Book, iChat, QuickTime Player, Internet Connect, Print Centre, Stickies, Apple Mac OS X and Trash. A single tap on any of these will open the application.

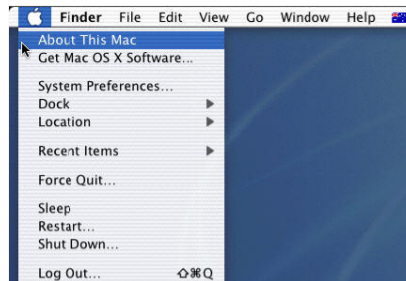


There are three buttons in the top left corner of all open windows (red, amber and green). The red button will close the window, the amber button will minimise or store the window in your Dock, and the green button will maximise the window.

You can move windows around the screen by "grabbing" the Title Bar – click once (and hold) on the bar at the top of any window and move it to where you want it. You can resize a window by "grabbing" the bottom-right corner and dragging it larger or smaller – position the cursor over that corner, and hold down the mouse button while you drag the cursor in different directions.

### The Apple menu

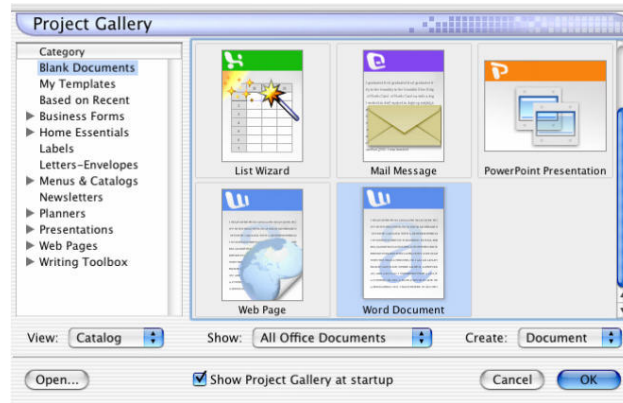
The Apple menu is used to change system settings, open recent items, and restart or shutdown your computer.



- About This Mac**      Where you can view the version of the operating system, the total memory and the processor speed.
  
- Get Mac OS X Software**      Launches your web browser and takes you to a web site of Mac OS X applications (software programs).
  
- System Preferences**      Where you can make changes to the different features of your computer.
  
- Dock**      Where you can set preferences for your Dock.
  
- Location**      Displays a list of different Servers or ISPs you can connect to, depending on your location.
  
- Recent Items**      Displays a list of recently used applications and documents.
  
- Force Quit**      If an application isn't working and you can't quit, you can force quit. When you force an application to quit, you lose any unsaved changes to all documents open in the application.
  
- Sleep**      Sleep mode saves energy when you are not using your computer. To awake your computer from sleep mode move your finger across the touchpad.
  
- Restart**      This will shutdown your computer and restart. Any unsaved work in applications will be lost is not saved.
  
- Shutdown**      This will close all applications running and power down the computer.
  
- Log Out**      This will log the current user out of the operating system and display the log in screen.

## Programs

1. Tap the **MS Word** icon from your **Dock**. The Project Gallery screen is displayed.

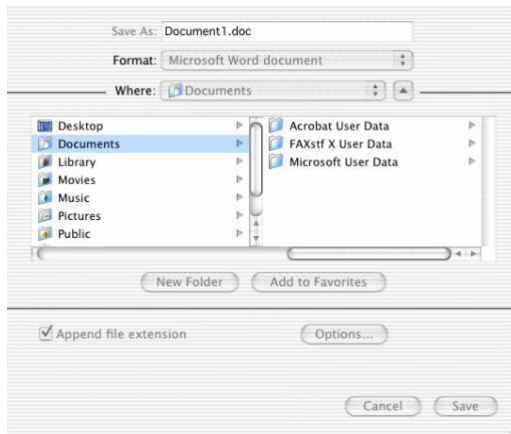


2. You now have to choose what sort of document you are creating. Your choices are:
  - **Blank Document** in Microsoft Word (word processing).
  - **Web Page** in Microsoft Word.
  - **E-mail Message** to create a new email.
  - **Blank Workbook** in Microsoft Excel (spreadsheet).
  - **Blank Presentation** in Microsoft PowerPoint.
3. Choose one of these options and you are away. Experiment with these applications – you can't break anything!

## Managing your documents

When you are working in a new document you will be asked to save the file before you close it. It is important to keep all your files in the same place so they are easy to backup. We recommend that they be stored in **User Folder** and have set up your system to automatically save your files to **Documents**.

1. Tap the **MS Word** icon from your **Dock**.
2. Tap **OK** in the Project Gallery screen to open a **Blank Document**.
3. Type some text in this new document. After you have done some work on your document, you should save it.
4. Tap **File > Save**. The *Save As* window is displayed.

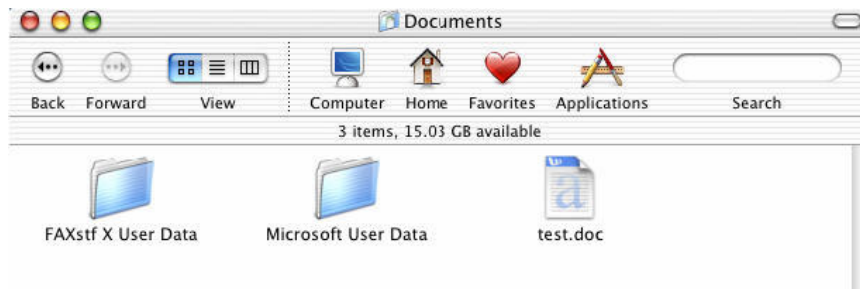


5. Type a name for this new file in the **Save As** field at the top of this window.
6. Check that the **Where** location at the top of this window is **Documents**. If it isn't, click the **Down Arrow** on the right of the window.
7. Tap the **Save** button located in the bottom right of the window.

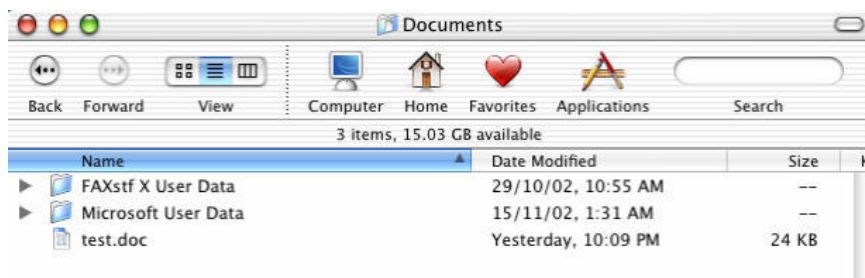
All documents you create should be saved to your **Documents** folder. This saves you time as you don't have to look for your work – it will all be in **Documents**.

You can organise your **Documents** folder any way you like – you can have sub-folders within folders and as many as you want. This makes it easy to back up your work – you just drag the whole **Documents** folder to a server location, a disk, or any other type of backup device.

You can also display your **Documents** folder any way you like (examples below). Just make sure it is easy for *you* to follow and navigate. It doesn't matter what the teacher who keeps looking over your shoulder in the staff room thinks – this is *your* preference, it is *your* work, and it is *you* who needs to retrieve it – so work in a way that suits you.



### Folder view



### List View

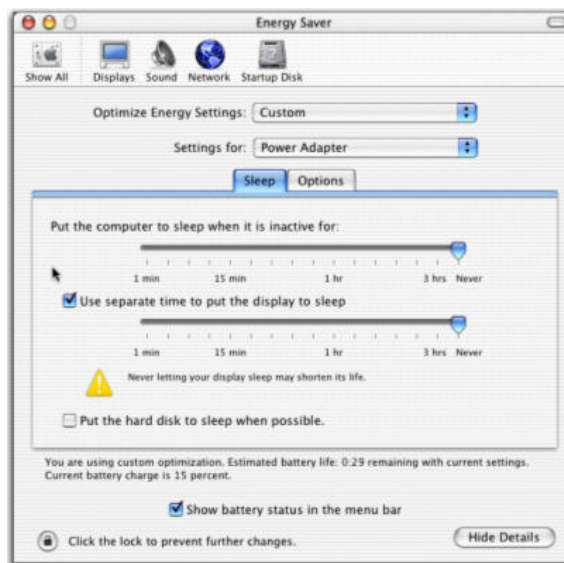


## Other Settings

### Power Management

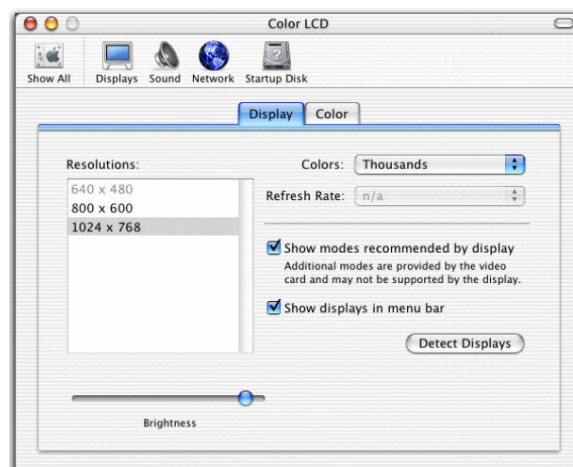
Your notebook can be set up to run off batteries or mains power. When you are near a power point, you can plug it in to run off mains but when you are away, you will run the notebook from the battery. Here are some ways to get the most life out of your battery when you are away from power.

1. From the Dock, tap **System Preferences > Energy Saver**.
2. Check the settings under the **Sleep** tab. These should generally be set as shown to obtain maximum life from your fully-charged battery. You may increase any of these settings, but if you do your fully-charged battery may not last as long as it might otherwise do.
3. Check the settings on the **Options** tab.
4. Check the **Settings for** list. You can have different settings for running with the Battery or the Power Adapter.
5. Check the **Optimise Energy Settings** list. You can optimise the settings for you iBook based on your usage.
6. When you have finished, tap the red button in the top left corner



### Displays/Monitors

1. From the Dock, tap **System Preferences > Display**.
2. If you are using an external device (for example, a computer projection unit or an external monitor) you can adjust the screen resolution and colour quality to suit that device.
3. Take a look at the **Color** tab for further settings you can adjust to suit how you work.
4. When you have finished, tap the red button in the top left corner.



### Help



To get help with Mac OS X at any time, tap **Help** from the top menu.

Don't be scared to use this. Mac OS X has comprehensive help functions, including small 'walk-through' procedures that help you complete an unfamiliar task.



## Backing up your files



**Keeping separate copies of your own files** is absolutely vital when you use a notebook.

If your notebook is stolen or if your hard drive crashes, you lose all the hard work that you have put into the files you have worked on, unless you have kept a backup copy of your files somewhere else.

If you save on floppy disks, do not keep the disks in your computer bag!

### ***What are some backup options?***

**Backup to a school network** When you are at your school you may have connection to your school network. If so, then it may be possible to use the school system to backup your data, but only to a secure area. If you have a personal folder that only you can access, then that is where you should copy your data from your iBook. If you are unsure about whether your folder is secure, then ask your system administrator.

It is not recommended that you copy your data files to a shared folder on your school system, as this is potentially accessible by all staff in the school.

**CD burner** The iBook M9009X/A comes with a built-in CD burner that you can use to back up your files using 'drag and drop'. A CD-R disk will store up to 700MB of data. CD-Rs cost around \$1.00 each, or \$2.50 for a CD-RW which can be overwritten and re-recorded.

## Virus Protection

Anti-virus software has been installed onto your iBook. This software has been configured to automatically look for updates from a secure web site.

### ***Ways to avoid virus contamination***

Be aware that sharing any file exposes the notebook to possible virus contamination. Scan all files to be copied to, or opened from, the notebook before loading. This includes files on floppy disks, zip disks, the school's network, or files copied from the Internet.

When downloading files from the Internet, or viewing attachments via e-mail, be aware that the risk of virus contamination is high. If a virus scan is performed *before* a file is opened the risk of contaminating the notebook is minimised.

## Looking after your notebook

### **Safety, care and cleaning of your iBook**

Refer to the *Safety and Cleaning* section of the *Apple iBook User's Guide* for a full guide to the care and maintenance of your iBook, AC Adapter, and battery pack.



To clean the computer and the screen use a slightly damp clean cloth and finish with a soft dry cloth. **Caution:** Never use alcohol, petroleum-based solvents, cleaning agents or harsh detergents to clean your computer. Never spray any liquids directly on the computer case, keyboard, or screen. Never apply liquids directly on the screen surface.

**Caution:** Do not use paper towels to clean the display screen. Paper can scratch the display screen. When it is necessary to clean the LCD, use a soft, lint-free cloth, or use the contents of any commercially available computer LCD cleaning kit.

### **Batteries**

The battery that ships with your Apple iBook computer is a Lithium Ion battery. It is not prone to the same 'memory' problems encountered by those using Nickel Metal Hydride (NiMH) batteries. To ensure the life of your battery remains at its maximum:

- It is good practice to run your battery down completely once every month or so.
- Do not 'top up' your battery often – it is better to be recharged from flat.
- Do not take your battery off charge until it is completely charged.

Continuous misuse of the battery may result in shorter battery life.

Actual battery life may vary, depending on usage and configuration. It also depends on what kinds of activities you do on the computer. If you often access the attached hardware (for example, CD/DVD drive, modem, and LAN) the battery life may be considerably shortened. You can set up power management options to conserve your battery power (see *Power Management* on page 16 for details).

### **AC Power Supply care**



Incorrect use and storage of AC power supply units can cause damage, particularly to the cable.

Make sure that the cable is not twisted or bent sharply at any point, particularly where it exits from the transformer. Avoid having to run cables around furniture in such a way as to risk damage.

To avoid damage to cables, never crease or apply pressure to any folds. All folds should be naturally formed.

### **Storing the AC Power Supply**

1. Switch off the mains power, and disconnect ALL power cords.
2. Leave approximately 18cm of cable free from the transformer, then wrap the remaining length of cable around the tabs that snap out from the adapter.



## Service, support and warranty information

### **Warranty Period - 36 month Limited Warranty for DET**

This 36 month limited warranty commences from the date the notebook is delivered to you and covers:

- Cost of labour and replacement parts for 36 months (including floppy disk drive, CD/DVD drive, LCD Screen and battery pack).
- Cost of freight to pick up and deliver the notebook for repairs to and from the Winthrop Australia Repair centres.
- On-site repair in the metropolitan area.

Warranty service is provided by Winthrop Australia Repair Centres (subject to the conditions set out below). Warranty only extends to Apple hardware.

### **Warranty Conditions for Apple Hardware**

Apple warrants that the product you have purchased is free from manufacturing defects in materials and workmanship when dispatched from our warehouse. The warranty period commences from the date the notebook is delivered to you. Due to the unique nature of the battery component of notebook computers, warranty replacement of a battery shall not be required unless the duration of its battery life is less than 80% of the life specified in the computer documentation.

### **Metropolitan – On-Site Warranty**

If your notebook is located within the metropolitan area it shall normally be serviced by a technician on site at your school within 24 hours of the support call being lodged by the Department's Customer Service Centre, taking into account school business hours. In the event that a replacement component needs to be sourced from interstate, on site attendance may be extended a further 24 hours.

An appointment must be made in consultation with the user or a nominated representative to ensure that an authorised person is available at the school site to provide access to the faulty notebook. Generally this will be during school business hours unless by special arrangement.

If your notebook cannot be repaired on site then the technician shall collect the unit and transport it to the repair centre to effect repairs. Your notebook will be repaired and returned to you within 48 hours of collection. Weekends and public holidays are not included in the above calculation.

### **Country – Return to Base service**

If your notebook requires Return to Base Service (RTB), it shall be collected from your school within 24 hours of the support call being lodged by the Department's Customer Service Centre, taking into account school business hours. Collections and returns should be made in consultation with you or a nominated representative to ensure that an authorised person is available at the school site to provide or receive the notebook.

Your notebook will be repaired and returned to you within 72 hours of collection.



If you are unable to be present when the service technician or courier arrives, ensure that your notebook is left with the Registrar or other nominated officer at the school. This applies whether you are in the metro area or the country.

When a notebook is to be collected from your residence, you must be present for the courier at an agreed collection and delivery time otherwise you will be responsible for the courier cost of an unsuccessful pickup or delivery.

## School holidays

Warranty processes are in place for school holidays. You will need to contact the Customer Service Centre and advise which of the following options is most convenient:

### Metropolitan

- Leave your notebook at the District Office for on-site service.
- Arrange for your computer to be collected from your home to be serviced at Winthrop Australia's Repair Centre.
- Take the computer directly to Winthrop Australia Repair Centre.

### Country

- Leave your notebook at the District Office to be collected and to be serviced at an Winthrop Australia's Repair Centre.
- Arrange for your computer to be collected from your home to be collected and serviced at Winthrop Australia Repair Centre.

## Interstate and international warranties

If you are travelling interstate, your notebook is covered by Apple's Australia-wide warranty service. Please contact the nearest Apple Office.

If you are travelling internationally your notebook will be covered by Apple's international warranty service. Please obtain a letter of warranty from Apple's Perth office.

## Direct to Winthrop Australia

You can take your notebook to Winthrop Australia's Service Centre directly if this is more convenient.

Winthrop Australia is located at:

Winthrop Australia  
Hackett Entrance #2  
Level 1, Guild Commercial Centre  
UWA Campus  
Nedlands WA 6009

## Service

If you need hardware support for your Apple iBook:

1. First call the Department of Education and Training on **9264 5555** (metropolitan) or **1800 012 828** (country).
2. Use the original box and packaging to transport your notebook to and from Winthrop Australia's Repair Centre.
3. If your Apple iBook must be collected, you will be advised of the courier pickup details. Make a photocopy of the *Repair Shipping* form (Appendix E on page 28) and fill out the details as provided by the Department's Customer Service Centre. Attach this to the outside of the box in which the notebook is packed and keep it ready for courier pickup. Please ensure your notebook is ready for collection on the date agreed.
4. If the unit is to be sent to Winthrop Australia for a repair, make sure that you have a backup of all your data. Winthrop Australia DOES NOT guarantee that the data on your hard disk will be intact after repairs.



Make sure that the unit is packed properly and attach a list of contents to it (for example, AC Adapter, extra battery, etc.). Make sure it is ready for the courier to pick it up at the agreed time.

Contact the Customer Service Centre to check the status of your repairs.

## Using the Restore Disk supplied with your Notebook



### **IMPORTANT:**

DO NOT USE THIS DISK UNLESS YOU HAVE KEPT A COPY ELSEWHERE OF ALL THE FILES YOU HAVE CREATED SINCE YOU RECEIVED YOUR COMPUTER, AS THEY WILL ALL BE WIPED WHEN YOU USE THIS DISK.

ALL SETTINGS WHICH HAVE BEEN CHANGED OR INSTALLED WILL ALSO BE OVERWRITTEN.

### ***When would it be necessary to use the Recovery Disk?***

Only use this disk if you are having difficulties with your computer and you have sought help within your school or you have contacted the Department's Customer Service Centre and they have advised you to use the Restore Disk. This disk will fix any problems caused by software changes since you received your computer as it returns your computer to its original configuration (with the exception of World Book 2003 Edition – this will not be restored).

### ***To use the Recovery Disk***

1. Insert the Restore Disk into the CD/DVD drive.
2. Restart the machine and hold down the letter **C** on the keyboard until you see the Happy Mac icon.
3. Select the desired destination drive then click **Restore**.
4. When prompted with the alert that **This operation will erase the volume...** click **OK** to proceed.
5. At the completion of the restore you will be prompted to restart or shutdown. If you wish to continue using the iBook, click **Restart**; otherwise click **Shutdown**.
6. The machine will eject the Restore Disk. Reset all the settings for Internet, clock, mouse etc.
7. Store the Restore Disk in a safe place.

## DET Customer Service Centre

If you require assistance, please contact the Department's Customer Service Centre on:

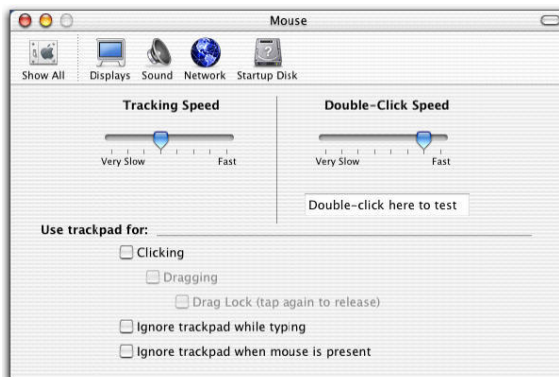
**Metropolitan: 9264 5555**

**Country: 1800 012 828**











**NOTE:** Please retain the original box and packaging. This will be required for any transporting to and from Winthrop Australia.

## Appendix A: Changing the Mouse settings

1. Tap **System Preferences > Mouse**.
2. Change the pointer speed to a speed that suits you.
3. You can also change the **Double-Click Speed** of your mouse button.
4. A single movement on the touchpad should move the mouse right across the computer screen.
5. Tap the red button in the top left corner to save these settings and exit this window.



## Appendix B: Keyboard shortcuts in Mac OS 10.2.6

<b>Apple Key</b> 	
 + C	Copy Item.
 + D	Duplicate.
 + E	Eject CD.
 + F	Find (Invokes Sherlock).
 + H	Hide Finder.
 + I	Show Info.
 + N	New Finder Window.
 + ?	Opens the Help window.
 + SHIFT + DEL	Empty Trash.

## Appendix C: Frequently Asked Questions

### ***Why is my 56K modem not connecting at 56K speeds?***

Several factors can affect connection speed, such as line noise, number of people connecting/connected to your ISP, and the age and condition of the telephone lines. A 56K modem does not guarantee all connections at 56K; rather it offers the ability to connect at *up to* 56K.

### ***My unit shipped with an internal modem. Can I use it with a mobile phone?***

No. The internal modem in your Apple iBook is not compatible with mobile phones.

### ***Why am I getting no sound?***

Press the F3, F4, or F5 keys on the notebook to control the volume. The volume level is displayed on the computer screen.

### ***Why do I get intermittent CD Read Errors?***

When a CD/DVD drive intermittently reads a CD/DVD, it's normally caused by a dirty or scratched CD/DVD, or a problem with the drive.

Try reading different CDs or DVDs to see if all or just one CD/DVD has trouble being read. If it's only a particular CD/DVD, that CD/DVD is most likely scratched or dirty. Cleaning kits are available at most places that sell CDs/DVDs. If all CDs/DVDs have trouble being read, there may be a problem with your CD/DVD drive.

### ***Why can't I eject a CD/DVD or open the optical drive tray?***

**Make sure the disk is not in use.**

- Quit all applications that are using files on the disk, then press the Media Eject (**F12**) key at the top-right corner of the keyboard.
- If that doesn't work, hold down the function (**Fn**) key (bottom left) and press the Media Eject (**F12**) key at the same time.
- If that doesn't work, drag the disk's icon to the Trash.
- If that doesn't work, restart the computer, then hold down the mouse button. To restart, choose **Restart** from the Apple menu.

**If the disk still won't eject, eject it manually:**

- Carefully insert the end of a straightened paper clip into the emergency eject hole on the drive tray.

## Appendix D: Occupational Health and Safety



This document has been developed to inform Department of Education and Training staff of the potential safety and health hazards associated with the use of notebook computers and suggested strategies to reduce the risk of injury.

Notebook computers offer a choice of environments and locations where a person can use them. However the design of notebooks does not allow you to make some basic ergonomic adjustments.

The risk of physical strain injuries to the neck, shoulders, and arms, and eye strain is generally higher with notebooks than it is with desktop computers. This is due to the inability to separate the keyboard and the screen and the variety of environments in which a notebook is used.

### ***Potential hazards with notebook computer use***

The main feature of notebooks that causes problems is the lack of ergonomic adjustment – this promotes poor posture. If the screen is at the optimal height for the operator then the keyboard is too high, and if the keyboard is at the optimal height then the screen is too low. Both scenarios may contribute to muscle discomfort or strain to varying degrees.

Potential injuries that can occur through using notebooks include:

- Occupational Overuse Syndrome (OOS) [also known as repetitive strain injury (RSI)] as a result of sustained unnatural postures and/or prolonged tension on muscles, tendons, and other soft tissues.
- Eye strain through use in environments where there is poor lighting, glare, or reflection, and as a result of straining to view details on small screens.
- Manual handling strain through carrying notebooks for extended periods and/or lifting them out of awkward spaces. Strain may be the aggravation of an existing injury.

Tripping hazards can also exist where the notebook has external cables attached such as mains power cords or telephone lines.

### ***Minimising the risk of strain or injury***

It is not possible to adopt a good posture when working with a notebook without additional equipment. However there are a number of ways that the risks can be minimised.

If a laptop is to be used for extended periods (more than 2 hours in any one session) an external monitor and/or keyboard and mouse should be used. Ideally the notebook should be attached to a docking station. This allows the monitor to be adjusted to the correct height for the operator.



**Docking station**



As it is not possible to adopt the correct neck and wrist postures without the use of an external keyboard and mouse, it is preferable (in most cases) to set the keyboard at the correct height rather than the screen. Although this places more strain on the neck muscles, this is generally more preferable as they are larger and stronger muscles and more able to cope with the increased workload. This can be achieved by placing the notebook on a desk at a height where the elbows are at 90 degrees and the wrists kept straight.



**Preferred notebook position**

There are also a number of other ways to reduce the risk of strain or injury. These include:

- Adopting the best possible posture. Whenever possible sit in a comfortable chair at a desk.
- Taking frequent rest breaks (at least every 20 minutes but more often if the setup is not optimal) to allow eyes and muscles to recuperate.
- Not using for extended periods (maximum of 2 hours in any session).
- Using an external mouse, keyboard, and monitor where possible.
- Setting the screen at an angle that reduces, as far as possible, the need to bend your neck and minimises reflections.
- Considering using a trolley or backpack to carry the notebook computer.

### ***Preventing eye strain***

Eye strain and headaches can be caused by the constant viewing of small objects on a small screen, incorrect monitor position, or glare or reflections from lighting sources. The risk of eye strain can be reduced by ensuring that you:

- Work in environments free from glare or reflection.
- Have adequate lighting.
- Increase font size for comfortable viewing.
- Use a standard computer monitor at a docking station where possible.
- Position the monitor for comfortable viewing distance.
- Take frequent rest breaks. (An old but valid idea is the 20/20 rule which states "every 20 minutes look at something 20 feet away (approx 6 metres) for 20 seconds").
- Regularly blink to lubricate your eyes.

### ***Preventing manual handling injuries***

Notebooks are often carried in addition to all the usual personal belongings. They are also lifted in and out of cars or other awkward spaces thus increasing the risk of a muscular strain injury. Manual handling risks can be reduced through:

- Planning your day so you can minimise the need to carry the notebook.
- Minimising the load you are carrying (make two trips to carry your belongings).
- Alternating sides of the body that you are placing the load on.
- Using a trolley or backpack.
- Using lifting techniques that minimise strain to the spine (maintain the natural curves in your spine by bending your knees and keep the load close to your body).

## **Preventing tripping hazards**

To minimise the risk of tripping, only use the cords that you need for that session and do not place them across walking areas. Consider the use of extension cords when making PowerPoint presentations.

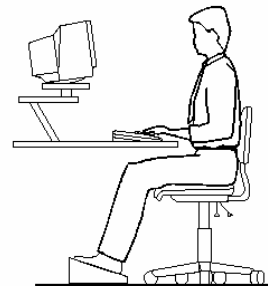
## **Ongoing discomfort or pain**

If you are experiencing ongoing discomfort or pain that is not eliminated by the strategies suggested in this document, seek medical advice and discuss the problem with your Principal.

Further advice on reducing muscular strain is also available from Employee Support Services in Central Office on **9264 4889**.

## **Ergonomic and posture principles for general computer use**

- Sit up and back in your chair.
- The top of the monitor screen should be at or just below eye level.
- The monitor should be positioned directly in front.
- At the correct height for keyboarding your elbows are approximately level with the keyboard and bent at 90-100 degrees.
- The knees should be at 90 degrees or greater. A footstool may be required.
- Keep elbows close to your sides.
- Working documents should be between you and the monitor or just to the side of the monitor on a document holder.
- Frequently used equipment should be within easy reaching distance.
- Keep the mouse as close to the keypad as possible and on the same level.
- Look away from the screen and focus on distant objects regularly to reduce eye strain (remember that blinking helps to lubricate your eyes).
- Avoid glare or reflection from windows or lights where possible.
- Avoid holding your muscles tensed for long periods of time. Stretch and change postures frequently.
- Change tasks frequently to help prevent muscle stiffness.
- Take short frequent micro-breaks. Short and frequent breaks are more beneficial than longer less frequent breaks. Suggested breaks are 2-3 minutes every 15-20 minutes, 5 minutes every 30 minutes, or 10 minutes every hour.



## **References**

- Australian Standard AS 3590 (1990) Screen-based workstations, workstation furniture and input devices.
- Occupational Overuse Syndrome - Keyboard Operators: Reducing The Risk. WorkSafe Western Australia <http://www.safetyline.wa.gov.au/pagebin/pg000662.htm>
- Using your Notebook safely. Department of Education Victoria.
- Health and Safety in the Office. Department of Education W.A.
- Officewise. Victoria WorkCover <http://www.workcover.vic.gov.au>

**Useful links**

There are many web sites that provide useful information on ergonomics and computers at home and in schools. A few of these sites are listed below. The Department does not necessarily support information provided on these web sites.

- <http://healthycomputing.com/>
- <http://ergo.human.cornell.edu/ergoguide.html>
- <http://www.office-ergo.com/>
- <http://www.ergonomics.com.au/howtosit.htm>

## Appendix E: Repair Shipping Form

**To: Winthrop Australia  
Hackett Entrance #2  
Level 1, Guild Commercial Centre  
UWA Campus  
Nedlands WA, 6009**

**National Call Centre Case Number:** \_\_\_\_\_  
(To be filled in by you; supplied by Department's Customer Service Centre from Apple)

**Serial Number:** \_\_\_\_\_  
(Aust. Serial No. on the base of your notebook)

**Name:** \_\_\_\_\_

**Return Address:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_