

# ICT Helpsheet

## A Simple Guide to Computers



## What is a Computer?

A computer is an electronic device that manipulates information, or data. It has the ability to store, retrieve, and process data. You may already know that you can use a computer to type documents, send email, play games, and browse the Web. You can also use it to edit or create spreadsheets, presentations, and even videos.

There are many different types of computers and they all look slightly different.



**Desktop:** A desktop computer is a personal computer that fits on or under a desk. They usually consist of a monitor, keyboard, mouse and either a horizontal or vertical (tower) form factor. Unlike a laptop, which is portable, a desktop computer is meant to stay at one location.



**Laptop:** A laptop is a small, portable computer small enough that it can sit on your lap. Nowadays, laptop computers are more frequently called notebook computers, though technically laptops are somewhat larger in size than notebooks, in both thickness and weight.

NOTE: notebooks don't normally have a CD drive.

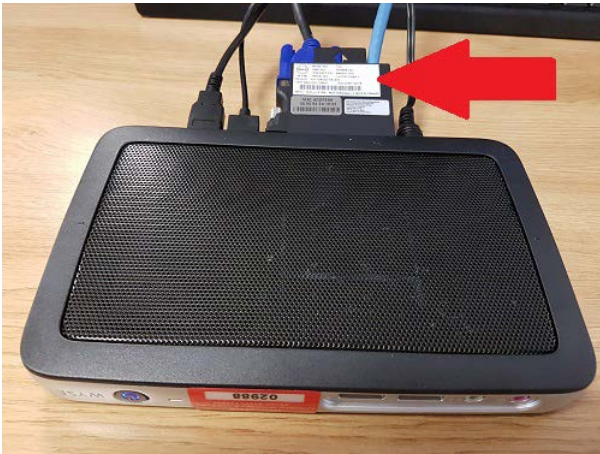
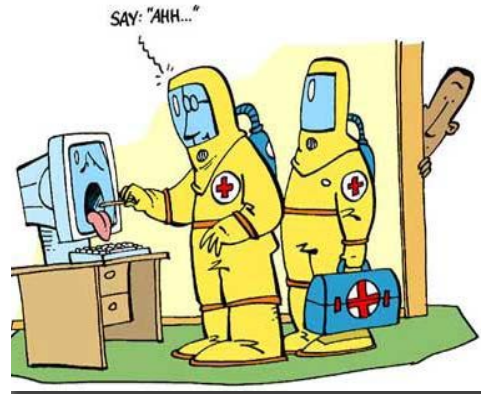


**Thin Client:** can look similar to a desktop computer but is usually smaller. Makes of thin client include WYSE, DELL, HP.

**Tablet:** is a small portable computer that accepts input directly on to its screen rather than via a keyboard or mouse. However, there are types of tablet which allow you to attach a keyboard.



When we say computer in this document this is to cover all of the above. This is also why you may hear us ask, what type of computer are you using?



Sometimes we may ask you for a MAC address. What is a MAC address? A MAC address is like a finger print and it is unique to your device. It will always be 12 characters long containing numbers between 0-9 and letters from A-F An example of one is: 00:08:24:BA:2C:3F

The Mac Address on thin clients is usually visible by pulling out a tab as seen in an image on the left or we may ask you the asset tag number which is the number on the red label. eg ADV-03267

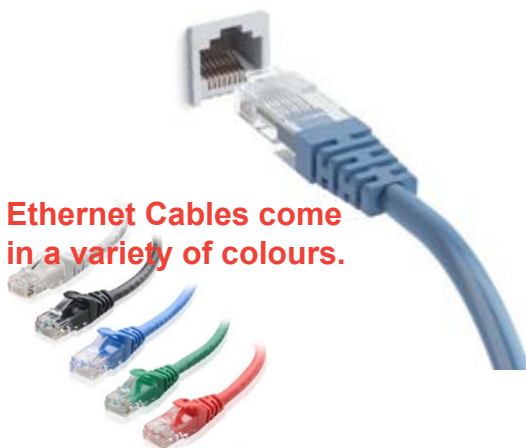
### What is a USB?

The USB is a port on a computer which allows a memory stick, keyboard, mouse or another device to run off the USB port. It is a square port and normally has this symbol beside it.

USB cable and port



USB



Ethernet Cables come in a variety of colours.

### What is an Ethernet cable/port?

Ethernet cables are what gives your computer internet access. They can come in a range of colours but the port itself will always stay the same. There is normally a clip on top of the cable which you must push down to release.

**Cables which connect to the monitor.**

There are 3 main types of cable which connect to monitors.



If it has blue tips, it is a VGA cable.

If it has white tips it is a DVI cable.



If it looks a slightly squished USB it is likely to be HDMI Cable.

Sometimes they have converts which change a VGA to DVI or DVI to VGA.

They look like this.



## Your monitor and your computer

Your monitor and computer are not the same. Each one has its own individual power supply. The monitor will have its own individual light to let you know it is on, just like your computer will.

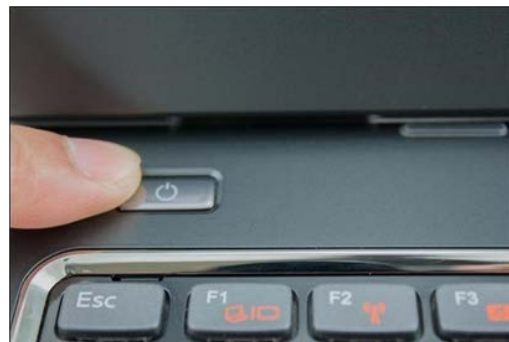
Your monitor will look different to this depending on which make you are using. The one below is a Dell. All the images below are examples and may not be exactly the same for your model of screen or computer. Also the make of your monitor can be different to the make of your computer. You always want to look at the device which has the cable going into the back of the monitor to find out the make and model of your computer.



Power button on a Laptop



Power button on a screen



Power button on a Desktop

## Power button on a Thin Client

**NOTE:** sometimes a thin client can be attached to the back of a monitor. Also to get a thin clients MAC address, it is normally on one of its sides or on a tab which you can pull out.



# How to reboot a router

Sometimes we may ask you to reboot your router. These are normally the Cisco 800 series.



This is the front of the Router

This is the back of the Router



To reboot it, you will see on the back that there is a round power cable to the right hand side of the picture above. Pull that out and check that the lights on the front have gone off. Wait 30 seconds and then put the power back in. It will then start booting up. Please note that boot up can take anything between 5-15 minutes.

The lights on the front of the router are important and we may ask which lights you can see.

The main ones we are interested in are:

PPP  
VPN  
CD  
OK



These are status indicators and will help us troubleshoot if the issue is with the router or the internet provider.

Delivery and support of ICT and business systems is provided by the team at Advance and Castleton Managed Services.

**Service Hours: 08.30 – 17.30 Monday to Friday**

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