

How To Education Series - Home Offices

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USER RESPONSIBILITIES

1. Equipment

1.1 Company Laptop

WINDOWS UPDATES

Users are expected to make their laptops available for monthly Windows Updates pushed by the IS Department. The updates provide security and functionality patches for hardware throughout our environment.

Advanced notice is given on the day Updates are pushed. Users should be sure to leave their laptops powered on and connected to the Internet the entire day and night of these updates. All files should be saved and all open applications closed. Users can log out of their laptops, but should leave the devices powered on and connected to a wired or wireless network.

SOFTWARE UPDATES

IS pushes updates for software not included in Windows Updates which can include: Adobe Acrobat Reader, Adobe Acrobat 2017, Adobe Flash Player, Skype and others. If you are prompted to manually install updates for any software, please contact the Support Team.

BIOS UPDATES

BIOS is vital software on every computer that tells the system processor how to communicate with all of the built-in input and output devices (display, keyboard, mouse, etc.) on a computer system. BIOS updates are offered by manufacturer's 1-2 times per year during the first few years of a product's lifespan. At this time, IS updates BIOS only when users are experiencing trouble with physical components of their computers. This is something that will be updated by a Support Team member during troubleshooting, and not on a regular basis.

DAMAGE

Any physical damage to a laptop must be reported immediately to the Support Team to check for warranty coverage and initiate repairs by the manufacturer. This includes, but is not limited to: keyboard sticking, missing buttons, non-responsiveness; trackpad non-responsiveness; screen cracks, discoloration or distortion; cracks and severe dents to the frame, cover or bottom case; liquid spills; damage to ports including USB, headphone, power and docking ports.

In most cases, an HP technician will be dispatched to your remote office within 1-3 business days to replace parts and complete repairs.

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1.2 Firmware Updates on home office equipment

Firmware is software on a chip. It is specialized code that allows your hardware to operate and communicate with other devices. As with any software, security flaws and performance issues are often found and addressed with updates. Firmware updates are published less frequently, but are important to install when available to prevent security breaches and improve device performance.

In our environment, firmware updates apply to modems, routers and printers.

MODEMS AND ROUTERS

A modem translates the data signal between your Internet Service Provider (ISP) and your home network. Without a modem, you cannot have Internet access to your location from an ISP.

A router directs traffic through different networks. A wireless router is more common in a home office environment as it also provides wireless network connections for your laptop, printer and mobile devices.

Modems and wireless routers are often combined into one piece of hardware, provided by your ISP or purchased at an electronics store.

These days, many home office users lease their modems / routers from their ISP. It is worth making an annual call to your provider (Xfinity, Cox, Spectrum, etc.) for assistance with updating firmware on these devices or even determining if they should be replaced for a newer model after 3-5 years of use.

For those home office users who have purchased their own modems and wireless routers, you should refer to the owner's manuals for steps on updating the firmware at least annually. The process generally entails downloading a small file, then running it to perform the actual update. Updating firmware on a modem / router generally takes 20-30 minutes, and can be performed through your computer. The modem / router will not be usable during this window.

Even though you own your equipment, you should communicate with your ISP to confirm compatibility annually. Many users have found that by updating / upgrading their modem and/or router, they receive better quality service.

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1.3 Printers

FIRMWARE UPDATES

Like other hardware, printers are candidates for firmware updates. Unless the firmware addresses an existing performance issue or remedies a security flaw, the Company does not actively update printer firmware for devices used only by individuals.

WIRELESS SETUP

Many users set up their remote office printers on their local wireless network. When you change your wireless router, even if you keep the same SSID (network name), you will need to reinstall your wireless printer on the new wireless network. Some HP printers have a quick feature to update the printer's IP address. Other models (HP, Brother) still require a re-install of the device.

Please reach out to the Support Center for assistance.

2. Settings Maintenance

2.1 Managing saved wireless networks on a laptop

If you do a lot of travelling and often connect your laptop to wireless networks at hotels, airports and client sites, the number of saved wireless networks on your laptop can add up. Sometimes, these saved but unused wireless networks cause conflicts when you try to connect to the same or similar networks in the future.

It is worth reviewing the saved networks on your laptop at least quarterly and deleting old ones that you no longer use.

To delete a wireless network connection from your laptop:

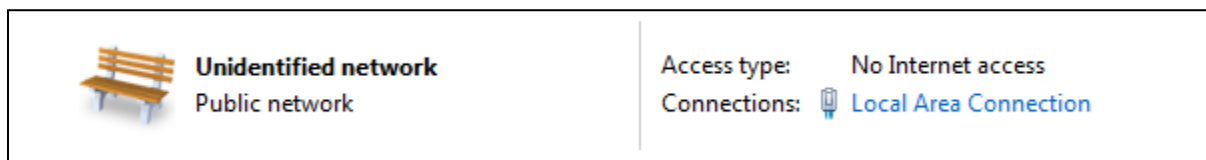
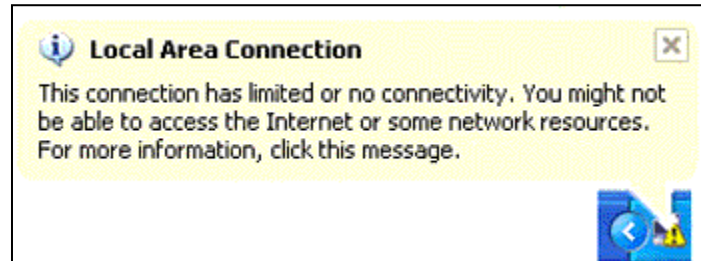
1. Start Network and Sharing Center (just start typing that in the Start / Windows menu).
2. In the Tasks pane on the left side of the window, click Manage wireless networks.
3. Right-click the saved network you want to delete, and then click Remove network.
4. In the Manage Wireless Networks - Warning dialog box, click OK.
5. The connection is removed from the list of wireless connections that you can view or modify.

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TROUBLESHOOTING

1: Network Connection Issues

1.1 – Wired LAN – No Internet connection



If your laptop is in its docking station, chances are you are on a wired connection to the Internet which is the best connection type.

TROUBLE: Cannot open any websites, Outlook is not syncing, Corporate Connectivity is not working

FIRST: Are there other devices in your home office / house that are on your network? Are they connected to the internet? If so, continue with Fix 1. If not, continue with Fix 2.

FIX 1: Double-check that the LAN cable is connected between your docking station and the wall outlet or directly into the router / wireless modem. Unplug the cable at each end and reseal.

Check for a network connection by trying to open www.google.com from any web browser (Internet Explorer or Chrome).

A LAN cable can be almost any color, but is usually black, blue, gray or white. Both ends are the same and look like oversized ends of a landline telephone cord.



FIX 2: If your laptop is in its docking station, push the lock button farther in to the left – you should hear a click. If it is already fully engaged, undock your laptop and lift it out of the dock; then place it back on the dock and push the lock button until you do hear a click.

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Check for a network connection by trying to open www.google.com from any web browser (Internet Explorer or Chrome).

FIX 3: Remove your laptop from the docking station. Unplug the LAN cable from the back of the docking station and plug it directly into your laptop. If your laptop does not have a port for this cable, connect the Ethernet Adapter that came with your laptop to the left side and plug the LAN cable into that device.
***Ethernet adapters were shipped with HP EliteBook 1020, 1030 and 1040 models starting in 2015.



Check for a network connection by trying to open www.google.com from any web browser (Internet Explorer or Chrome).

***If your internet connection works when the LAN is plugged into your laptop directly, your docking station may need to be replaced. Call or email the Support Desk for assistance.

FIX 4: If a wireless network is available, try to connect your laptop to it.

Check for a network connection by trying to open www.google.com from any web browser (Internet Explorer or Chrome).

If you are able to open websites on a Wi-Fi connection, but not LAN, call or email the Support Desk to investigate further. We may need to call HP for service on your laptop or replace your docking station.

FIX 5: Check that the router from your Internet provider is powered on and is not flashing error lights. Depending on your model, there will be multiple flashing lights and they should be green, blue or white.

If you see any orange, yellow or red lights or only one white or green light appears, and it is blinking slowly, there is a problem on the router or your ISP. Unplug the power supply from the router to turn it off. Wait 60 seconds, then reconnect the power cord. Wait five full minutes for the router to completely boot up.

If the lights are still orange, yellow or red, or you see only one white or green light after 5 minutes, call your Internet Service Provider (ISP) to find out if there is a service outage in your area.

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If the lights are white or green, check for a network connection by trying to open www.google.com from any web browser (Internet Explorer or Chrome).



FIX 6: If you still cannot connect to the internet, there may be an outage in your area. Call your ISP provider for information. If they confirm service is normal, call the Support Desk for further assistance.

ISP / Internet Service Provider (Xfinity/Comcast, AT&T, Verizon FIOS, etc.)

ISP Phone Number

ISP Account Number

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1.2 – Wi-Fi / Wireless – No Internet connection

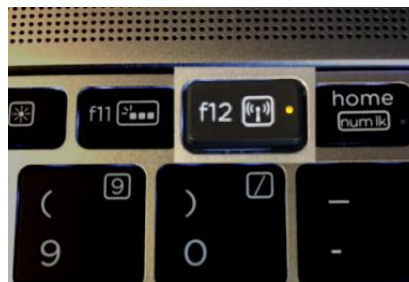
TROUBLE: Cannot open any websites, Outlook is not syncing, Corporate Connectivity is not working

FIRST: Are there other devices in your home office / house that are on your wireless network? Are they connected to the internet? If so, continue with Fix 1. If not, continue with Fix 2.



FIX 1: Make sure your laptop's wireless card is turned on. There is a button on the top row that toggles Wi-Fi off and on (varies by model). If there is an orange light on that button, the Wi-Fi card is turned off. Press that button and it should turn white or turn off. On keyboards where this symbol is in a box (below), you may need to press the **Fn** button on the keyboard and hold it down while pressing the Wi-Fi button.

Wi-Fi button should be dark or have a white light. If the Wi-Fi button has an orange light, Wi-Fi access is turned OFF.



FIX 2: Check that the router from your Internet provider is powered on and is not flashing error lights. Depending on your model, there will be multiple flashing lights and they should be green, blue or white.

If you see any orange, yellow or red lights or only one white or green light appears, and it is blinking, there is a problem on the router or with your ISP. Unplug the power supply from the router to turn it off. Wait 60 seconds, then reconnect the power cord. Wait five full minutes for the router to completely boot up.

If the lights are still orange, yellow or red, or you see only one white or green light after 5 minutes, call your Internet Service Provider (ISP) to find out if there is a service outage in your area.

If the lights are white or green, check for a network connection by trying to open www.google.com from any web browser (Internet Explorer or Chrome).

1.3 – Wi-Fi / Wireless – Remote site (hotel, client site) trouble

TROUBLE: Cannot open any websites, corporate connectivity is not working, security certificate errors.

NOTE: Our user community often has trouble with networks at Marriott properties. At this time there is some incompatibility between our setup and the Marriott security protocols which often prevents Corporate Connectivity from working. There is nothing we can do to resolve this. In these cases, we

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recommend users connect to Citrix to access Outlook, DFE and network drives if a connection to the Marriott internet is possible. Otherwise, users can connect their iPhone hotspot devices to their laptop (wirelessly or by connecting with the charging cable) and use that internet connection.

Citrix access: <https://login.THECOMPANY.com>

FIRST: Connections to hotel Wi-Fi networks often expire after 24 hours, even if you register as a preferred or loyalty member. If things were working well yesterday, but today everything is haywire and you see security certificate errors or Outlook / Corporate Connectivity is offline, chances are you need to re-register with the hotel's network.

FIX: Close all running programs including DFE, Outlook, Internet Explorer and Google Chrome.

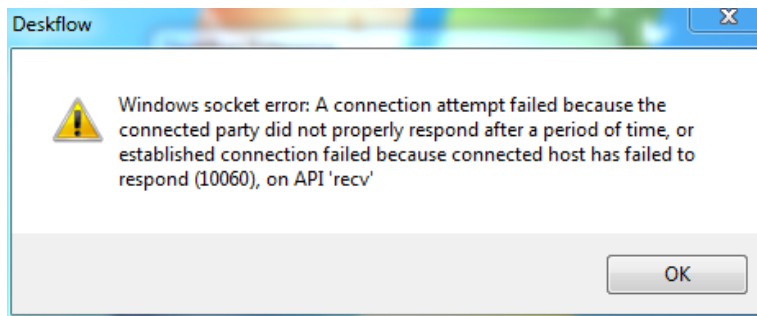
- a. **Disconnect your laptop from the hotel's wireless network.** Click on the wireless icon in the system tray near the clock to expand the list of available networks. Click the **Disconnect** button that appears beneath the wireless network you are currently connected to.
- b. Re-connect to the hotel's wireless network by selecting it from the list of available networks.
- c. Open a web browser and try to navigate to Google.com. Your page should redirect to the registration site for the hotel.

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1.4 – Wi-Fi / Wireless – DFE socket errors, DFE drops

TROUBLE: DFE cannot connect, keeps dropping its connection or shows frequent socket errors.

FIRST: Are there other devices in your home office / house that are using high amounts of bandwidth via streaming music, videos, movies or playing online video games? If so, these applications may not be leaving enough bandwidth for DFE to function properly. Ask these users to take a break while you complete your work.



FIX 1: Check that you have a strong Wi-Fi signal. DFE requires a very solid internet connection, and if you are working on a Wi-Fi connection that has less than the full five bars, you could experience errors and connectivity issues in Deskflow.

If you have four or less bars, move closer to the Wi-Fi router or access point for a stronger signal. If possible, switch to a wired connection using a cable plugged directly into the router.

FIX 2: Check that the Corporate Connectivity icon near the system clock does not show a red X. If so, reboot your computer to see if Corporate Connectivity comes back online. If Corporate Connectivity (AKA – Direct Access / DA) is not working, you will not be able to access DFE or any network drives. DA rarely experiences an outage, so if this does not come back after a reboot, call the Support Desk for assistance.



FIX 3: Reboot your modem / router – this often clears up any traffic jams or network conflicts that may be hindering your DFE connection.

Unplug the power supply from the router to turn it off. Wait 60 seconds, then reconnect the power cord. Wait five full minutes for the router to completely boot up before trying to reconnect to the Internet.

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1.5 – Network Drives are missing (F:, I:, etc.)

TROUBLE: Network drives are not listed in Windows Explorer

FIRST: Make sure Corporate Connectivity is working. If there is a red “X” over the icon near the system clock, your network drives will not be available. Reboot your computer if Corporate Connectivity is not connected.

FIX: Reboot your laptop, then log back in. This automatically runs the group policy that will map your network drives.

1.6 – Corporate Connectivity / Direct Access (DA) is not working

TROUBLE: Red “X” through Corporate Connectivity icon near system clock. Cannot access network drives (F:, I:, etc.), SharePoint or DFE.



NOTE: When Corporate Connectivity is disconnected, you will not have access to the network drives, DFE or SharePoint. You SHOULD still have access to Outlook. If you do not have access to Outlook, you likely have a problem with your Internet connection. Check section 1.1 and 1.2.

FIX: Reboot your router – this often clears up any traffic jams or network conflicts that may be hindering your DA connection.

Unplug the power supply from the router to turn it off. Wait 60 seconds then reconnect the power cord. Wait five full minutes for the router to completely boot up before trying to reconnect to the Internet.

AFTER rebooting your router, if DA does not come back online, reboot your laptop.

DA rarely experiences an outage, so if it does not come back after a reboot, call the Support Desk for assistance.

2: Printer / Scanner Issues

2.1 – Printer not processing sent jobs

TROUBLE: Printer is turned on, but no print jobs are processing.

FIX 1: Power cycle the printer. Shut it down with the power button, then pull the electrical cord from the back of the device. Reconnect the power cord after 1 minute. If the print jobs do not process, try to re-send them from your computer.

FIX 2: After power cycling the printer, restart your computer and try sending print jobs again.

FIX 3: If your printer is wireless, reboot your wireless router / modem, then repeat steps 1 and 2.

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2.2 – Scanner not communicating with computer

TROUBLE: Scanner is turned on, but not sending scans to computer.

FIX 1: Power cycle the printer. Shut it down with the power button, then pull the electrical cord from the back of the device. Reconnect the power cord after 1 minute. If the scanner is still unresponsive, move to Fix 2.

FIX 2: After power cycling the printer, restart your computer and try scanning documents again.

FIX 3: If your printer is wireless, reboot your wireless router / modem, then repeat steps 1 and 2.

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3: External Monitor Issues

3.1 – One or both external monitors are blank

TROUBLE: Monitor is blank or says “No input signal” after laptop is docked.

FIX 1: Make sure the monitor has power. Is the LED light on the power button lit? Toggle it to see if the light turns on. If no power:

- Double check the power cord at the back of the monitor and at the wall or power strip is firmly connected to the in/outlet (sometimes they are not tightly installed and fall out or are yanked if the cords are a tangle under a desk).
- If plugged into a power strip, toggle the button on the strip to be sure it is not turned off or flipped during an electricity surge or outage.
- If plugged into a wall outlet, check the circuit breaker in the outlet in case it flipped during an electricity surge or outage.

FIX 2: Double-check that the cables between the monitor(s) and your docking station or laptop are secure. Disconnect them, then reseal firmly.



FIX 3: Undock your laptop, then redock it. Be sure to push the toggle switch as far in (to the left) as it will go until you hear a click.

3.2 – One or both external monitors are flickering.

Follow fix 1, 2 and 3 in section 3.1. Flickering is usually caused by loose cable connections.

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4: Password Issues

4.1 – Computer account is locked, tried password too many times

TROUBLE: Trying to log in to computer, received error: “The referenced account is currently locked out and may not be logged on to.”

FIX 1: From any computer or mobile device, log in to the Nervepoint website (link below) with your computer username and password to unlock your account. You may be prompted to answer your pre-set security questions.

Nervepoint --<https://reset.THECOMPANY.com>

FIX 2: Wait 15 minutes, then try to log in again. Computer account lockouts currently have an expiration of 15 minutes.

4.2 – Pop-up boxes asking for OWA password

TROUBLE: Lync and/or Outlook are offline and not updating. A box pops up asking for OWA password, but it does not accept your password after several attempts.

FIX 1: Ignore the password boxes and log off of your computer, then log back in. You can also restart or shut down, but logging off will be faster.

FIX 2: If the OWA boxes reappear after logging back in, your user account is locked. It will unlock automatically after 15 minutes or you can call the Support Desk during operating hours for assistance. You can also unlock your account using Nervepoint. <https://reset.THECOMPANY.com>

4.3 – DFE account is locked, tried password too many times

FIX: Wait 15 minutes, then try to log in again. Deskflow account lockouts currently have an expiration of 15 minutes.

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5: Phone issues – Ring Central or Avaya

TROUBLE: No dial tone, phone fades in and out on calls, lots of static or delayed audio.

FIX 1: If your phone has an external power supply that plugs into the wall or a power strip, pull the electrical cord from the back of the device. Reconnect the power cord after 1 minute. Wait for the phone to boot up, then try a test call.

FIX 2: If your phone has a wired network connection, pull the LAN cable from the back of the device. Reconnect the cable after 1 minute. Wait for the phone to boot up, then try a test call.

FIX 3: If your phone is wireless, reboot your wireless router / modem, then repeat step 1.

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6: iPhone Issues

6.1 – Email not syncing to iPhone

TROUBLE: Email is appearing in Outlook, but not loading on iPhone.

FIX 1: Power cycle / hard reset your iPhone. Hold down the circle home button and the power button (for iPhone 6S and older) or the volume down and power button (iPhone 7 and newer) until you see an Apple on the screen. This can take up to 30 seconds to happen. Release the buttons when the Apple appears and let the device boot up. After two minutes, check your company email again.

FIX 2: If you are connected to a Wi-Fi network, turn off Wi-Fi on your iPhone. The Wi-Fi network may be experiencing trouble and preventing your iPhone from accessing a data connection.

6.2 – Calendar appointments not syncing between Outlook and iPhone

TROUBLE: Calendar appointments in Outlook are not appearing on iPhone.

FIX: Toggle company calendar off/on on iPhone.

1. On the iPhone, navigate to Settings > Calendar > Accounts.
2. Tap on Company E-mail.
3. Tap on the green button next to Calendars so it turns white. There may be a few seconds delay here. You may see a message similar to: are you sure you want to delete all calendar info? Select Yes.
4. Tap the blue < Accounts link in the upper left corner to back out of this screen. Close Settings.
6. Wait 10 seconds, navigate back to Settings > Calendar > Accounts.
7. Tap on Company E-mail.
8. Tap on the white button next to Calendars so it turns green. Close Settings.
10. Wait 10-15 minutes for all calendar information to load, although some appointments should start appearing immediately.

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TROUBLE: Calendar appointments created on iPhone are not syncing to Outlook.

FIX: Check the Default Calendar

1. On the iPhone, navigate to Settings > Calendar.
2. On the Calendar page, tap on the Default Calendar line (third from the bottom).
3. Be sure Company E-Mail has a checkmark. If any other calendar has the checkmark, tap on the Company line to select it. If the checkmark needs to be moved, all appointments on the iPhone will need to be edited to move them to the Company calendar in order for them to sync to Outlook.
4. Back out of settings.

6.3 – Hotspot not working

TROUBLE: iPhone hotspot has limited or no connectivity to laptop.

Consider the strength of your data signal. If you have three or less bars, your hotspot connection may not work well.

Also, using your device as a hotspot and a telephone simultaneously will have a negative impact on your data signal and service.

FIX 1:

1. On iPhone, turn off Wi-Fi, Bluetooth and Personal Hotspot.
2. Turn Personal Hotspot back on. You should be prompted with an option to turn Wi-Fi and Bluetooth back on or to use USB-only. Tap option to turn Wi-Fi and Bluetooth back on.
3. Wait 1-2 minutes for connection to complete.

FIX 2: Connect Lightning USB charging cable between iPhone and laptop to use the hotspot as a “wired” connection.

FIX 3: Power cycle / hard reset your iPhone. Hold down the circle home button and the power button (for iPhone 6S and older) or the volume down and power button (iPhone 7 and newer) until you see an Apple on the screen. This can take up to 30 seconds to happen. Release the buttons when the Apple appears and let the device boot up. After two minutes, try to connect to your hotspot again.

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FIX 4: Delete the saved hotspot wireless network from your laptop, then re-add it as a new connection from the list of available wireless networks or with the Lightning USB cable.

To delete a wireless network connection from your laptop:

1. Start Network and Sharing Center (just start typing that in the Start / Windows menu).
2. In the Tasks pane on the left side of the window, click Manage wireless networks.
3. Right-click the saved network you want to delete (your iPhone's device name), and then click Remove network.
4. In the Manage Wireless Networks - Warning dialog box, click OK.
5. The connection is removed from the list of wireless connections that you can view or modify.