Hello and Welcome to Spojená Škola Pankúchova in Bratislava!

Here are some details to get you started with IT here :)
Please read this document thoroughly a few times, and save it for later refferrence.

1- School Account:

You have been given a **School Account** consisting of your unique (short) **ID** and **Password**.
Your **ID** is usually same as your surname.
Your personal **e-mail** address is ID@gympaba.sk (this is also called a Full ID)

1. You will always use your (short) **ID** and **Password** to **log in to all devices** in the school- all PCs, Notebooks, WIFI, Printers...
2. You will use your **e-mail** (Full ID) only in special cases- to log in to Microsoft Teams, Thunderbird and Blue Mail

2- Security and Password policy:

You are **required to protect your password** and do not let anyone else to know it.
Memorize it. It is forbidden to "note it down" anyplace accessible by others.
You will be asked periodically (every 6 months) to change your password by the system.
Password must be at least 10 characters long, contain capital and small letters, numbers and at least 1 special character- **# $ % & - / ! ?** Example of good password is: f@Rmer240#
If you suspect someone else knows your password, you can always change it yourself by pressing **CTRL+ALT+DEL** once logged on any computer and selecting "Change Password".
Report any suspected abuse to **IT@gympaba.sk**

3- School WiFi:

To connect to school WIFI **from your School Laptop** you **don't have to do anything**, just log in!

To connect from your personal cell phone / tablet, join **Gympaba** WIFI hotspot, type in your ID and password, select **Advanced Settings** and in **Phase 2 Verification** select **MSCHAPv2.**
If you're asked to trust a certificate issued by **ULTRA CA**, trust it and save it in your phone.

Please keep in mind that WIFI is here for educational purposes, to maintain QoS, you can be disconnected automatically at any time.

4- School E-mail:

Your **School e-mail** has been created along with your **School Account**.
You are required to use this e-mail address for any and all work-related communication, including with students, parents, your colleagues, school management or your IT department.

To use school e-mail, you have 2 options:

1- From your Android phone or iPhone, just install an app called **Blue Mail** to your cell from app store, select Other E-mail, then insert your school mail address- **ID@gympaba.sk** and **Password** that you've received along with your **School Account**.
This entire setup won't take you more than 2 minutes.

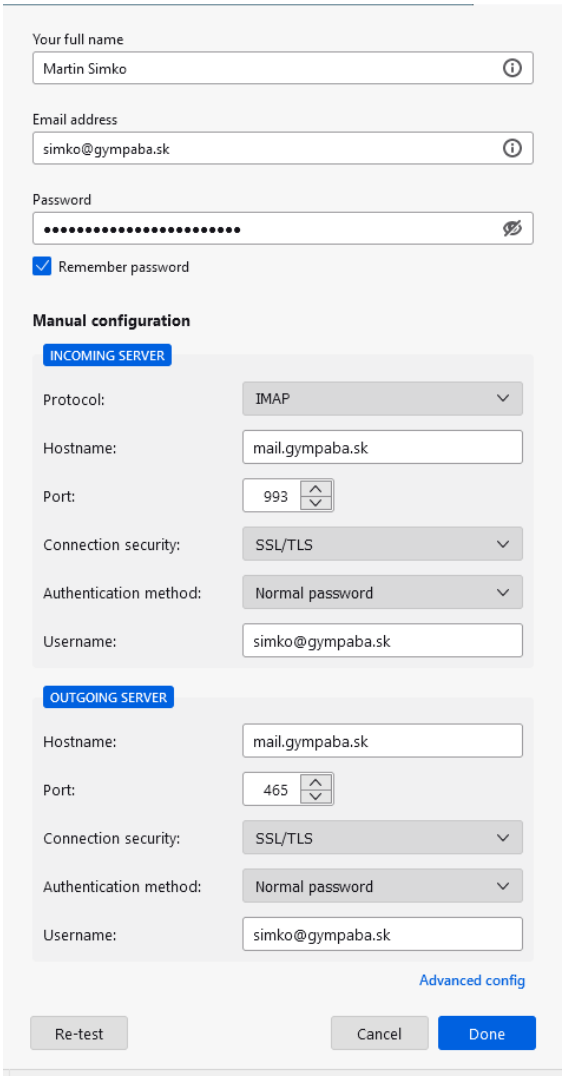
2- To access mail from any computer at school, you first have to open program called **Mozilla Thunderbird** from your desktop.
At first run, you'll insert your mail- ID@gympaba.sk and your **Password**, select **Manual setup**, and configure the program just as on the image below and hit **Done** (Finish) button.
Don't forget to replace **Your Full Name** with your name and surname and simko@gympaba.sk with your actual e-mail address on all 3 locations. This will take you approximately 3 minutes.

If you set everything correctly, you should see your inbox once you hit Done button.

One last (and very important) thing:
From top menu bar, open ***Tools*** > *Account Settings* > *Synchronization & Storage* > *Message Synchronizing* **and DE-Select** *Keep messages in all folders for this account on this computer.*
If you don't do it, you will experience long logon/logoff times soon.

You don't have to do this for every PC, once you do this on any PC in school and log off afterwards, settings will be synced to the server and you will have it configured on all PCs in the school.

FYI: You can download **Mozilla Thunderbird** to your personal home PC or Laptop if you like and configure it the same way as above.



5- Software equipment:

Important software present in our school at your disposal is listed below.

Ranging from educational, productivity, interactive as well as picture, sound and video editing. Most used software can be found directly on PCs, some are located on N:\ network disk. Please familiarize yourself with this list.

LOGO	SOFTWARE NAME	Description	Location	Learning Links and Notes
	7-ZIP	Archival tool, creates and unpacks archives	Start Menu	https://youtu.be/dFvhCJNp10A
	ActivInspire	Interactive whiteboard- draw, create active lessons	Desktop	https://www.youtube.com/play
	Adobe Reader	PDF viewer	Desktop	**More features than Microsoft Edge**
	AIMP	Music player	Desktop	https://youtu.be/rBkyP-Nei8M
	ASC Agenda	School agenda	Desktop	https://www.triednakniha.sk/#!
	CLCL	Clipboard history and manager	Systray	**Just press ALT+C to use!**
	Irfan View	Picture viewer- resize, rotate, convert and manipulate, draw, organize	Desktop	https://youtu.be/nZDG93MWc
	Photo Filtre	Advanced photo editor (Photoshop)- edit, compose, retouch, combine, draw, color, write to images	Desktop	https://youtu.be/mh0trivYBlY?
	VLC	Video player, recorder and converter, webcam player	Desktop	https://youtu.be/XHprwDJ0-fU
	Mozilla Firefox	Web browser	Desktop	https://youtu.be/9aPE4ZPI62I https://youtu.be/rw4Io8DxdGU
	Mozilla Thunderbird	E-mail client	Desktop	https://youtu.be/VFHLUPjmzg
	LibreOffice	Open-source office package	Desktop	https://youtu.be/BVvHZjBVHJ https://youtu.be/bgO40-CjYNY
	Microsoft Office	Proprietary office package	Desktop	https://youtu.be/HC13M8FGlN
	Teams	Team collaboration and communication	Desktop	https://youtu.be/VDDPoYOQY
	Process Explorer	Task manager, performance monitor	Desktop	https://youtu.be/3UXhMpvATS
	Total Commander	File manager with tabbed interface, working with files like a PRO	Desktop	https://youtu.be/InUaPtdSw4s
	Audacity	Sound editor	Desktop\EDU	https://youtu.be/yzJ2VyYkma
	Python	Programming language IDE	Desktop\EDU	https://youtu.be/_uQrJ0TkZlc?
	Filmora	Video editor and composer	Desktop\EDU	https://youtu.be/sURH2CxmaX
	Gdevelop	Game making applicaiton to create 2D and 3D games for PC, Mobile and Web	Desktop\EDU	https://youtu.be/PA6JYYI--OA
	GeoGebra	Interactive geometry, algebra, statistics and calculus application	Desktop\EDU	https://youtu.be/jSHVCBKQA0
	GIMP	Raster graphics editor, drawing, transcoding between different image file formats, and more specialized tasks	Desktop\EDU	https://youtu.be/LX-S1CX1HU
	Chemsketch	Molecular modeling program used to create and modify images of chemical structures	Desktop\EDU	https://youtu.be/JXBu1qMyO0
	Imagine	IDE for old LOGO programming language	Desktop\EDU	https://imagine.input.sk/linky.h
	Inkscape	Vector graphics editor	Desktop\EDU	https://youtu.be/8f011wdiW7g?
	Scratch	High-level block-based visual programming language and website aimed primarily at children as an educational tool	Desktop\EDU	https://youtu.be/bN3vW8jmDA
	Vernier	Vernier provides teachers with the tools to encourage curiosity in all students – high quality science probeware, experiment software, and resources	Desktop\EDU	https://youtu.be/Sp3tyX-uWDI

	AIMP Tools	Sound format converter	N:\AIMP Tools	-
	Amaya	Simple VYSIWYG webpage editor	N:\Amaya	https://youtu.be/nl31jGZBVfU
	Audiograbber	Grab sound from CD and convert to MP3	N:\Audiograbber	https://youtu.be/GXSKSeDY-A
	AviDemux	Simple Video Editor	N:\AviDemux	https://youtu.be/4ior3zoZ7b0?
	Bookworm	English Word game	N:\Bookworm	
	Cura	3D Printing slicer	N:\Cura	https://youtu.be/kiOeSd9k7IM
	Derive	Math and derivations software	N:\Derive	https://youtu.be/cB5aK_nI0jI?
	HotPotatoes	Set of classroom activity tools that teachers can use to construct quizzes, cloze or matching activities, and crossword puzzles	N:\Hotpotatoes	https://youtu.be/cgaw1A_h_KE
	PDFEdit	Simple PDF editor	N:\Foxit reader	https://youtu.be/eHFFO35T6h
	Krita	Raster graphics editor designed primarily for digital art and 2D animation	N:\Krita	https://youtu.be/ZvXw2s1rfHY
	Lazarus	IDE for FreePascal programming language	N:\Lazarus	https://youtu.be/7PuvsyLapgw
	MagicaVoxel	Free voxel software application that gives artists the ability to create amazing voxel art easily	N:\MagicaVoxel	https://youtu.be/BxuY48y6JEM
	Notepad++	Text and source code editor	N:\Notepad++	https://youtu.be/DYGLufT3fVI
	Oxford University Press	English books library	N:\Oxford University Press	
	PDFSam	PDF Split and Merge, extract pages, rotate and mix PDF documents	N:\PDFSam	https://youtu.be/HyeI45M0WB
	Piksel	Simple tool for Spriting and Pixel art	N:\Piksel	
	Pivot	Create stick-figure and sprite animations	N:\Pivot	https://youtu.be/p53boC1YLs0
	PuTTY	Terminal emulator, serial console and network file transfer application	N:\PuTTY	https://youtu.be/wwud_A98j9w
	Yed	General-purpose diagramming program with a multi-document interface	N:\Yed	https://youtu.be/ujMhxPJnJCw

6- School Server and PCs:

All settings, files… **are synchronized across** entire network.
Logging to any PC in school will result in you having all your documents, browser settings and other stuff “there for you”.
Please be patient during login process, it can take up to 1-2 minutes to complete. To keep this time as low as possible, avoid saving files on your desktop and use the U:\ network drive instead.

After logging on **any PC in the school** you’ll have couple of network disks available:

U:\ - Your private storage, save all your documents here to have them accesible from any PC. **Only you have exclusive access to it**. The content of the folder is backed up on a regular basis and accessible for you only from any PC within school or from your home using your school laptop.

Avoid using USB flash drives for “saving” your files.

FYI, Existing folders on U:\ named “Desktop, Documents, Downloads” hold the content of like-named folders. Folders Profile_V2, Profile_V5 holds your personal settings, so don’t erase them for your own sake.

S:\ - Teacher's share, only teachers can save and erase data from it, it’s usable for sharing class materials, documents... between you and your colleagues.

P:\ - Public disk, teachers and students alike can store and erase data from there, used primarily for students to upload materials from classes that teachers can then download. Anyone can delete content there, and the entire disk is being erased on a regular basis.

N: - Software share, contains education programs, audio books, education videos and so on. I put materials there when teachers request it.

Rule 1 - Always LOG OFF any PC in classroom or cabinet once your class has ended.

Rule 2 - Never be logged on 2 or more PCs/laptops at the same time (e.g in cabinet and in classroom), always log off first and only then log back on different device.

If you don’t obey by these 2 rules, you will loose your work, your settings will not get synchronized properly, your profile will get corrupted causing long logon times, errors and headaches.

7- Classroom and Cabinet PCs:

Every classroom is equipped with **PC** that is connected to whiteboard, beamer and speakers.
Please log in once your class starts and **always log off when your class ends**.
If you have more than 1 directly following classes, you can temporarily **LOCK the PC during the break using WIN+L** keyboard combination.
Do not be logged on simultaneously on more than 1 device (PC/Notebook)!
If you have **last class of the day** in the classroom, always **shut down the PC(s) instead.**
Classroom schedule is usually placed on the classroom doors.

Do not bring your laptop with you to classrooms, and especially **do not disconnect cables in the classrooms in order to connect whiteboards, beamers, speakers**… with your laptop, **this is strictly forbidden!**

It is also strictly forbidden to move or rotate the PC and the table, on/in which it is installed, to prevent damage to the cables and connectors!

If you experience difficulties with classroom PC, please follow Contacting Support section.

7.5- Classrooms with PCs for students (rooms 221, 222, 331, 421):

Every teacher is responsible for following the instructions in this section
When visiting a classroom equipped with computers for students, it is necessary to follow the following instructions:

Pupils enter the classroom only on the instructions of the teacher.

1- Upon entering the classroom, the teacher checks that all the equipment is in order.
2- During the class, pupils must immediately report any issues to the teacher.
If you do not hear sound from the headphones, follow the **FAQ section - 11.5**
It is prohibited:
- Swapping the headphones from back to the front of the PC
- Tampering with cables on the back of the PC- Repro, Monitor, Board, Mouse, keyboard, LAN...
- Disconnecting devices from the wall sockets and connecting personal devices (chargers ...)
- Connecting your own devices to the PC, the only exception being personal headphones connected exclusively to the front
- To disclose your password to anyone or use school password anywhere else than with school managed systems
- Eat, drink, chew in the classroom and otherwise soil the classroom and its equipment

3- After the class, the pupils must log out of PCs, return the keyboard and mouse to the place, hang the headphones back to the holder, retract the chair and turn off the PC in case it's the last class of the day.
4- Before leaving the classroom, the teacher makes sure that the pupils have left the classroom in order, only then allows pupils to leave.

It is in the interest of every teacher to closely follow these instructions, especially in case damage to equipment occurs.

7.6- Tablets:

At our school, we have available:
30 shared tablets in the Printroom
20 shared tablets in the PYP section
20 shared tablets in Chemistry classroom
10 shared tablets in Physics classroom

If you intend to use the tablets in your class, you must first enroll in the appropriate table at Deputies office, where you'll also get the keys from the given cabinet.

Skriňa:	TAR-622-01 (PRINTROOM)	TAR-231-01 (CHEM1) TAR-231-02 (CHEM2)	TAR-232-02 (FYZ) Vyznač hodiny!									TAR-110-01 (PYP) TAR-110-02 (PYP)
Dátum	Meno Učiteľa	Podpis pri prevzatí	0 7:10 7:55	1 8:00 8:45	2 8:50 9:35	3 9:50 10:35	4 10:5 511:40	5 11:5 012:35	6 12:4 513:30	7 14:0 014:45	8 14:4 515:30	Podpis pri vrátení
18.3	Novák			X	X							

At the beginning of the class, take your students, open the cabinet, disconnect the tablets from the charging and distribute tablets to pupils, then lock the cabinet.

All tablets are shared- pupils do not need to enter any login information, but at the same time they do not have access to their private data.
All tablets have managed applications pre-installed, it is not possible to install any custom app or change the tablet configuration, all tablets have the same applications installed.

If you are interested in adding a new managed application, please contact the network administrator as decribed in section 12.

At the end of the class first check all the tablets to see if they are not damaged.
Return all the tablets to the closet, place each tablet to it's original location and attach a charging cable to every tablet, then lock the cabinet.

Return the cabinet key and sign off.

8- Printers:

Avoid printing if you can. Think about the environment, poor trees that have to die, and remember that average lifespan of A4 printout is less than 24 hours.

If you must print, always print on **Black&White printers** unless color print is absolutely necessary. Most of the printers are located in Printroom with naming code: **BW_NAME_ROOM**
*First portion of name is either **BW** for Black&White or **C** for color printers.*
*Second portion is name of the printer like **VERSA**. 3rd portion is **room code** where the printer is located e.g. **622**.*

B&W printers include **BW_VersA** and **BW_VersB,** color printers include **C_VersG** and **C_VersH**.
*If your **surname** starts with **A-L** your default printer is BW_**VERSA**_622*
*If your **surname** starts with **M-Z** your default printer is BW_**VERSB**_622*

When you try to **print for the first time**, SecurePrint popup may appear asking you for Password. Just input **0000** there and send the document to printer.

You can continue sending documents to printer as you need. When you're ready to retrieve them, just go to the printer, log in with your **short ID** and **Password**
select **Jobs** > **Personal and Secure Jobs** and select **Print all.**

Never print/rotate/feed back printed sheets into printer! Use 2-sided features instead
https://youtu.be/5L2eUnaTTRQ?si=6KEpYHdiMmuCxe7R&t=5

Loading the paper properly
This is the most important task to prevent paper jam! If done properly, it will ensure long life and happy printing for you and your colleagues. If not, it will cause paper jams and headaches.

1- **Open the paper tray only** when printer says **"Empty paper", never open to "check"!**
2- Pull the paper tray completely out and place it on flat and level surface.
3- Align all the sheets nicely together, do not make "stairs"
4- **Always load** the paper tray with **entire 500-sheet** paper pack, even when you only need 1 print
5- Put the aligned paper into the tray, shake the tray in hand so that paper fits nicely in it
6- **Make sure there is no gap between the paper and side paper guides!**
7- Carefully return the tray to the printer and close it
8- If you get asked about the paper type, always select the correct one – A4
9- If you see any dirty/wrinkled paper, dispose of it in the trash
Following this procedure will prevent 90% of common printer malfunctions.
If printer keeps jamming paper despite following the above, contact support!

Low Toner
If you see Toner Low or Empty warning, please follow **Contacting Support** section.
All toner/printer related issues are usually resolved within the 24 hours.
Under any circumstances do not open toner compartments...!

9- Desk Phones:

SIP IP phones are located in the cabinets and other rooms (colored in the attached room list).
It's strictly forbidden to unplug the phones!

Calling within the school: Use the room list, prepend number 5 before each room ID, indicating the local call.
Example: The reception has the room ID **611**, so the telephone number for the reception is **5611**
Out-of-school calling: Directly dial a number beginning with 0 (only selected users can make external calls)

Accepting a call  **Accepting/Switching to loudspeaker** 

Call Forwarding  then dial the number to which the call is to be forwarded.

Call Hold  **Mute**  **Volume Control** 

Conference call  then dial the numbers of the participants.
Buttons next to the display- function according to the instructions on the display.

The room ID consists of: ***block number*** *+* ***floor*** *+* ***class order***
Example: *Class A4 = Block A (1) + Floor (0) + Class (4) = 104*
Example: *Class C10 = Block C (3) + Floor (3) + Class (5) = 335*

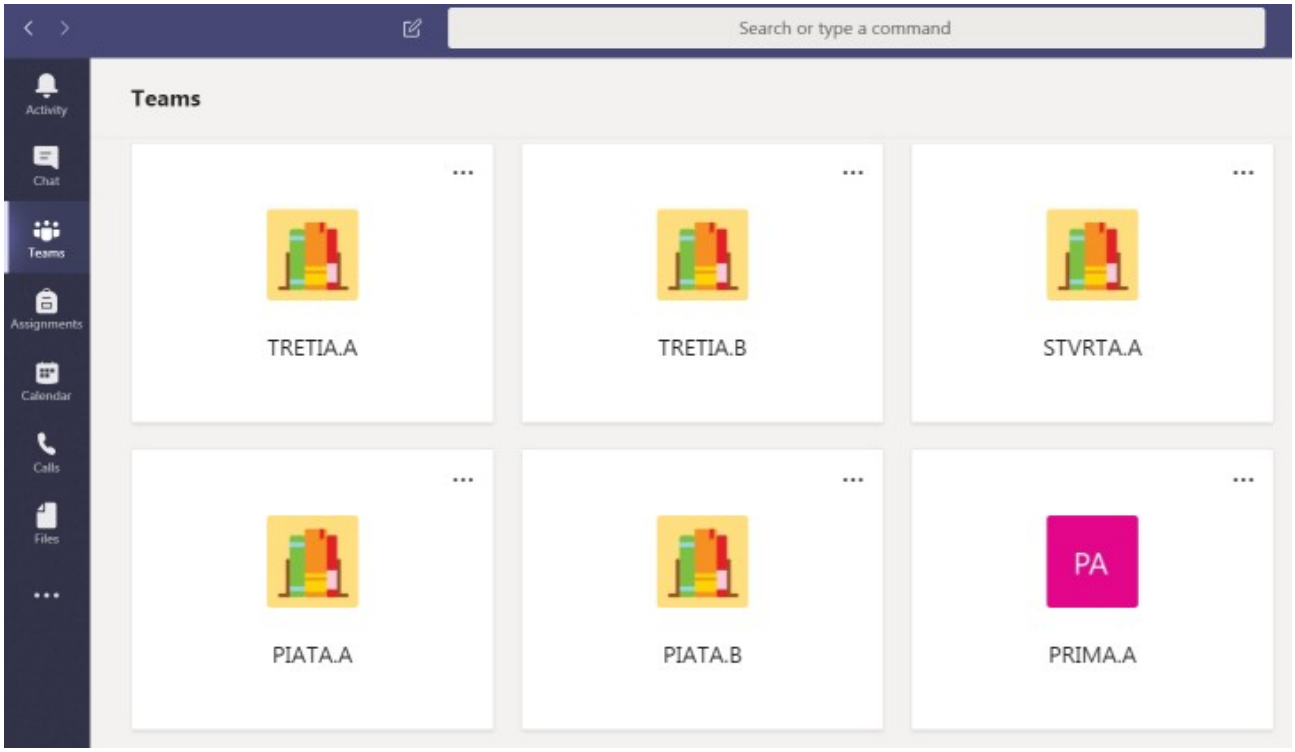
The office number consists of: ***(4 + block number)*** *+* ***floor*** *+* ***room order***
Example: *School secretary = Block C (4 + 3) + Floor (1) + Room (4) = 714*

A-II 120	A9 121	A10 122	A11 123	A12 124	A13 125	WC1+2 **529**								
A-I 110	A5 111	A6 112	KAJ **511**	A7 113	A8 114	KEUS **512**	WC1+2 **519**							
A-0 100	A1 101	A2 102	KPY1 **501**	A3 103	A4 104	KPY2 **502**	WC1+2 **509**							
B-III 230	B10 231	KHL **631**	CHS **632**	KCH **633**	KANJ **634**	KMAT **635**	B11 232	KFYZ **636**	KSLJ **637**	KAJ2 **638**	B12 233	KBIO **639**	SPEC 234	
B-II 220	SRV **621**	PRINTR **622**	INF1 221	INF2 222	KINF **623**	B8 223	B9 224	KNIZ1 225	KKNIZ **624**	ARCHIV **625**				
B-I 210	B1 211	B2 212	B3 213	B4 214	VRATNICA **611**	SATNE **612**	VESTIBUL **613**							
B-0 200	SB1-SCP **601**	SB2mR **602**	SB3mL **603**	SB4- Velky **604**	SB5mSta **605**	Rozvod NN **606**	KPY3 **607**	POSIL 201	Diel Mala 202	Diel Velka 203	VYCHOV **608**	SKOLNIK **609**	PingPong 204	SB7mSta 205
C-III 330	C6 331	KGEO **731**	C7 332	C8 333	C9 334	C10 335	WC1+2 **739**							
C-II 320	C1 321	KSLJ2 **721**	C2 322	C3 323	C4 324	C5 325	WC1+2 **729**							
C-I 310	ARCHIV2 **711**	RIAD **712**	EKO **713**	TAJ **714**	ZBORIT1 311	ZBORIT2 312	ZAST **715**	ZASTIB **716**	DENT1 **717**	DENT2 **718**	WC1+2 **719**			
C-0 300	TELOCVV 301	TELOCVM 302	PREDSIEN **701**	PPONG2 303	VZTYK-S **702**	KTVZ **703**	KTVM **704**	SC1-COV **705**	C0 304	SAT C-S-O **706**	SAT D-S-D **707**	SC1- NAR **708**	WC1+2 **709**	
D-II 420	D1 – INFO 421	D2 422	PSY2 **821**	D3 423	D4 424	D5 425	PSYCH **822**	KABHV **823**	SD8m **824**	SD9m **825**	WC1+2 **829**			
D-I 410	JEDALEN 411	KUCHYNA 412	ZAM JED 413	VYDAJ SJ **811**	VEDUCI S **812**	SKOLNIK **813**	BUFET **814**	S BUFET **815**	WC **819**					
D-0 400	SD1 I-III **801**	Therapy **802**	Tech Prac 401	Artroom 402	Musicroom 403	SD4m **804**	SD5mWC **805**	SD6- L **806**	SD7Lm **807**	Vymennik **808**	SD8m **809**			

10- Microsoft Teams:

To log in to Office365, visit https://portal.office.com and log in with your **school email address and password.** You will also find a link to download Microsoft Teams on this portal.
If you already have Teams or use a school PC / laptop, kindly do not download anything!

Invite students to log in to Teams by entering their login name in the form of **xstudenta@gympaba.sk**_and their passwords.
*-> In this format, enter students into the search when you want to communicate with them individually - **x** + **last name** + **first (or 2nd in case of conflict) letter of first name** – e.g. xadameca*



-> Every teacher: After entering the **Microsoft Teams** environment, you willl see the default **Team Učitelia** where you have all your colleagues and you can start communicating with them. You can communicate directly with a specific person (colleague or student) by entering their ID into the search box. In the case of employees it is a surname, in the case of students their ID is in the format as described above.
-> PK leader: They will see the team created for their subject. The name of the team is an abbreviation of the subject. Please add your colleagues who also teach this subject.
-> Class names: They are in the form **PRIMA.A, SEKUNDA.A** for 8-year programme **PRVA.A, DRUHA.B, TRETIA.A** for 5-year programme and **PRVA.PYP.A, DRUHA.MYP.A** for IB.

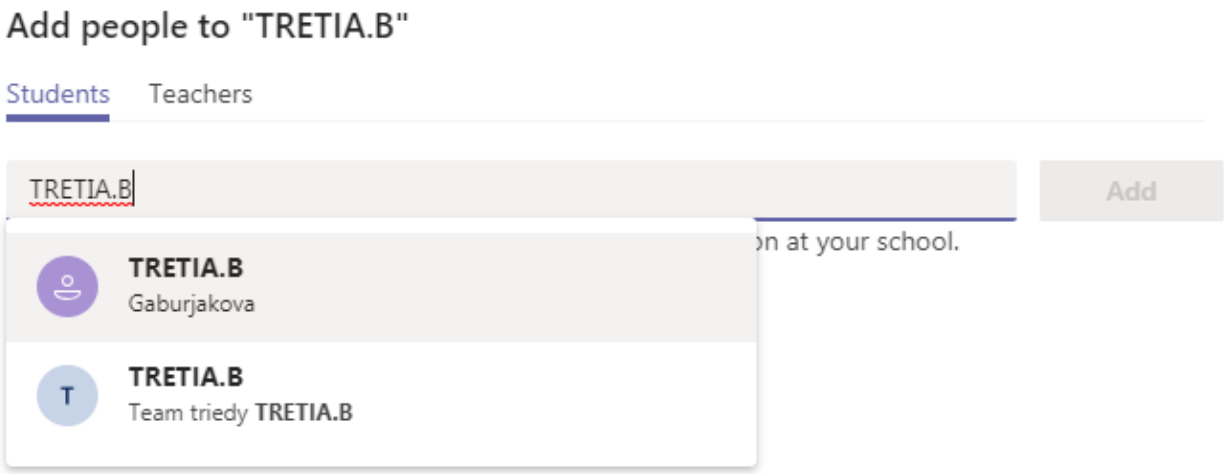
-> **Class teachers:** You will see pre-created Team of your class populated with students, with whom you can communicate immediately. **Please check if you have a whole class in the team ASAP** and report any missing or redundant students by e-mail to ultra@gympaba.sk In the e-mail, state what happened to them in the form- CLASS NAME SURNAME - (missing in the list / transferred to another class / dropped out / went to another school ...)

-> **Teachers of individual subjects:** According to the **SCHEDULE**, you will create **Teams for each class / subject** you teach, as follows:
For example, teacher **Ján Ábel** teaching MAT and INF in Prima A, B and Tercia B will create Teams named: **PRIMA.A-MAT** and the description **Ján Ábel**, **PRIMA.B-MAT** and the description **Ján Ábel**, **TERCIA.B-INF** and the description **Ján Ábel** .

It is necessary to follow the name format exactly - capital letters, no spaces …

Then you can add students to the teams individually or by entering **the name of the class.**

After entering the class names, several results will appear: The first with the logo  *is correct one- a group containing all students of the class - by adding it you will add all students to the Team. For example, if you teach a half-divided lesson, you add an entire class and then remove students you do not teach. The second result is a Team of the whole class, containing students + class teacher. We are not adding this one!*
Please note that Teams that do not follow these instructions and are named incorrectly will be automatically deleted!



After creating the subject teams and adding students, you can start teaching those students via Teams, have video lessons with them, share materials with them, plan lessons in the calendar ...
If you are creating teams for seminars and everything else, **use your last name instead of class.**
For example, my informatics seminar would be named **SIMKO-INF**

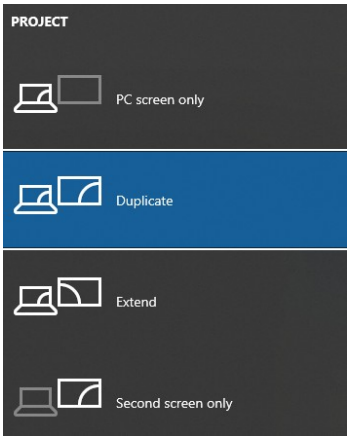
11- Self Service and FAQ:

There are many common issues you can quickly fix yourself, here are some of the most common:

11.1→ No picture displaying on the dataprojector / Whiteboard

Press

and select



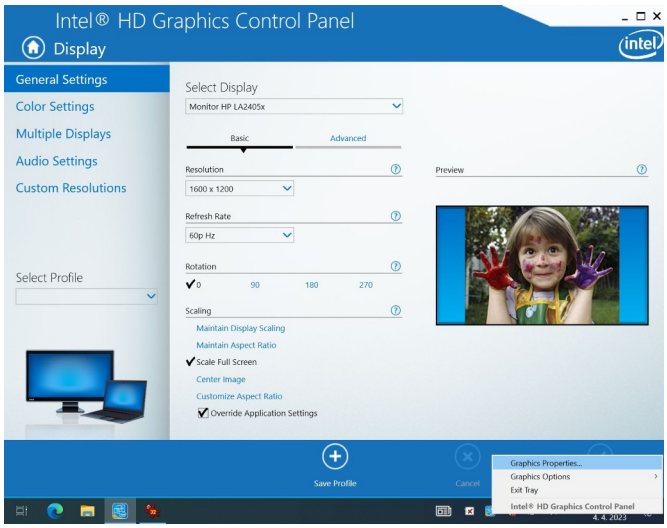
For certain scenarios, Extend mode can be preferred and you can use it if you want, however please understand that whiteboard calibration may not be correct in Extend. To use interactive features, always switch to Duplicate mode.

11.2→ Video not stretched to full screen/projector size, small picture

Click on ***Intel HD Graphics*** icon, select ***Graphics properties- General Settings***

Select monitor from the list and change resolution to the largest available **working** resolution from following options- ***1920x1080*** or ***1600x1200*** *or* ***1280x1024***
Select ***Scale Full Screen*** and tick ***Override Application Settings***.
To test settings hit ***Apply***, if settings work correctly confirm by hitting ***OK***.
If the setting is broken (device goes black/blue and does not come back) hit ***Esc*** and try lower setting next. Repeat that for the second device in the list (projector).

If needed you can also change **Multipe Displays- Clone Displays** or **Extend Desktop** and hit **Apply. Please note that in Extend mode writing on the table will not work correctly!**

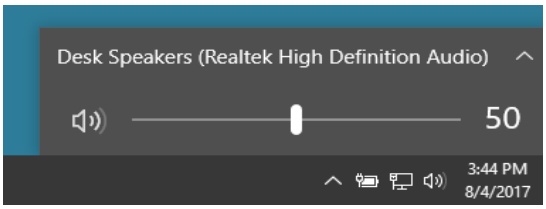


11.3→ Video not showing (classrooms in Tract A Only)

Some classrooms in tract **A** have a special video converter at the back of the PC (as seen on the picture) plugged in the rear of PC that has a LAN cable leading from it to the wall.
If you see no picture, please pull this converter from the back of the PC and plug it back in, video should reappear on the projector.

11.4→ Sound not working (classrooms with soundbar only)

Power on the soundbar with Remote Controller. **Azure**-colored led has to light up on the speaker. If the led is **Blue** or any other color, please keep pressing Source Select on the RC (the button has an arrow on it) until Azure led illuminates.



Next power on the projector and click on Speaker icon, click arrow next to the output name and select Vivitek DS. The soundbar will not work without projector powered on.

11.5→ No Sound from headphones

Click the **Speaker** icon, click the arrow next to the output name and select another output. If there are more outputs with the same name in the list, try to select the second output, the sound should start playing from the headphones.

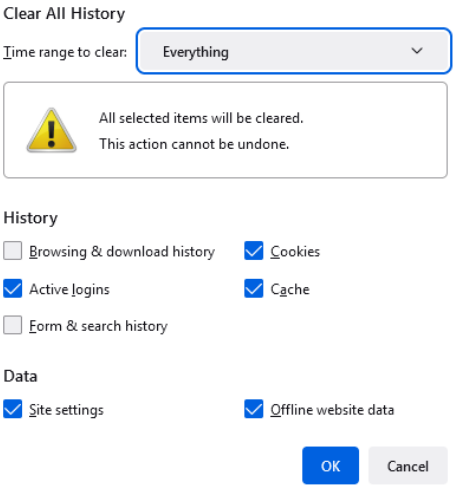
Do NOT unplug headphones from read of PC to front!

11.6→Some websites not loading, buttons, menus not working correctly...

If you experience unexpected and strange behavior on some webpages, please try erasing cookies by pressing:

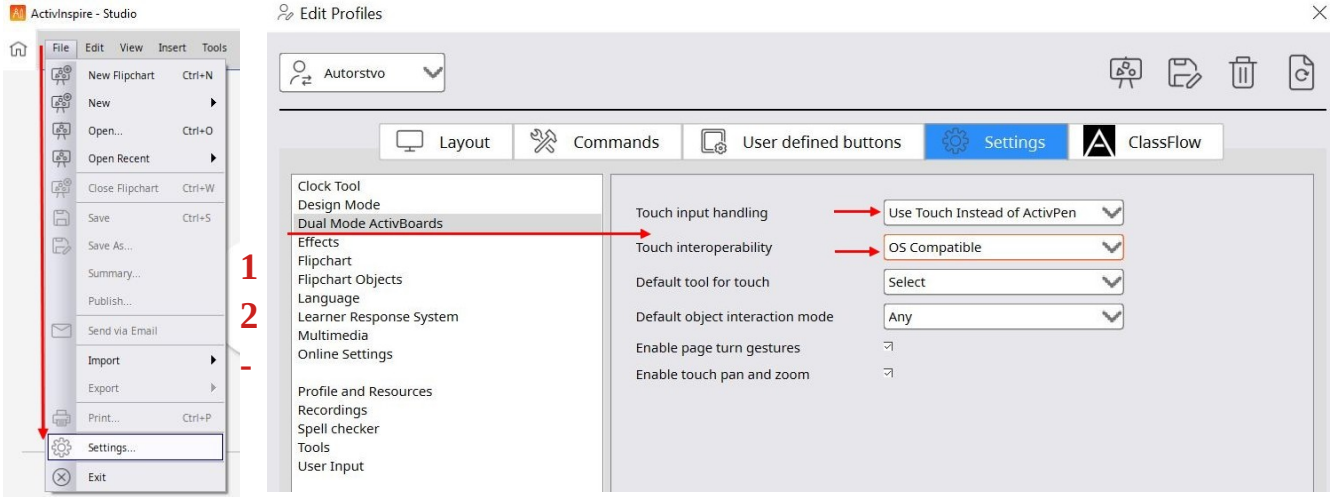
CTRL+SHIFT+DELETE.

Set all options according to this picture and click **OK**.



11.7→Can't write in ActivInspire software (pen tool does not work)

Select ***File –> Settings –> Dual Mode ActiveBoards –> Touch Input Handling*** *and select* ***Use touch instead of ActivePen*** *and* ***Touch interoperability*** *select* ***OS Compatible.***



Contacting support:

If you have any questions, ideas, or technical problems, simply visit our website, select

Our School - IT Department and fill out the form at the end.

Alternately just send me an e-mail to **it@gympaba.sk**

Always include these informations:

Subject- state key words describing the problem, e.g:
HPED21 not starting or **Please publish EDU videos to N:** or **Printer VersAlink low on toner**
Avoid generic subjects like „Help“ or „Urgent“ that do not provide any informational value.

Body- Describe your request and **ALWAYS include PC** ID from yellow label and **ID of the classroom or cabinet** from the doors**.**

Kind regards,

Ing. Martin Šimko
Network Administrator
Spojená Škola Pankúchova
it@gympaba.sk