



# TechTalk

MCC Information Technology Services Monthly Newsletter

October 25, 2007, No. 8

## IT HELP DESK

M-TH 7:45am-8pm

FRI 8am-4:30pm

SAT 8am-1pm

ext. 8457 Press 0

## ANGEL Issues

ext. 8457 Press 1

## AV Equipment

ext.8457 Press 2

## ComputErgonomics: Eyestrain

**Trust your own body's signals**, but also consider these tips for blurred vision or eyestrain:

The "conventional" 18-24 inch recommendation for a computer monitor is unnecessarily close. The **best distance** is "as far away as possible while still being able to read it clearly." Longer distances relax the eyes. Also, eye height or lower is best for **monitor height** - to better relax the eyes and neck.



**Have a question? We'll answer it in this newsletter! Email: [AskIT@mchenry.edu](mailto:AskIT@mchenry.edu)**

Or go to Tech Tutorials at: <http://www.insidemcc.mchenry.edu/PD/Tutorials/Tutorials.htm>

## New Software, New Help Desk Tickets, New NX View!

Tutorials for **Microsoft Office 2007** are now available on InsideMCC! Enjoy exploring the new look of Excel, Outlook, PowerPoint, and Word; these new programs will be coming to campus around January 2008. **E-Tickets** are now available for the IT Help Desk, also on InsideMCC under "Information Technology - Submit a Help Desk Ticket." These e-tickets can be used for any issue outside of classroom emergencies. The mainframe has been upgraded; **NX View** is now faster, supported by new hardware with more storage space, and has decreased power usage.



### Ask IT

**Q: What is a "Microsoft Office Document Image Writer" ?!**

**A:** Changing from computer to computer on the MCC campus often changes your regular printer settings to the settings on the current computer. This is designed to give you access to the printer convenient to the computer you are currently using. However, sometimes your own printer will not come back up when you return to your original computer. Instead, an error message will come up, or you will see "Microsoft Document Image Writer" as your default printer. This is not a real printer; it is a virtual printer used for creating PDFs.

**To change your default printer:** Go to the green **Start** menu, choose **Printers and Faxes**, right-click on the printer you would like as your default, and choose **Set as Default Printer**. (If you do not see the printer you want, call ext. 8HLP for help.)

### Outlook Tech Tip

To open with your Calendar or Mailbox instead of your Inbox:  
Go to **Tools - Options - Other - Advanced Options - Browse**

### -Who To Call For What You Need-

ext. 8457 - **HELP DESK**

- Set up network ID's
- Reset passwords
- Repair/replace computer equipment (monitor, keyboard, etc.)
- Install toner
- Install software
- Move computers/printers

ext. 8457 press 1 - **ANGEL Help**

ext. 8457 press 2 - **AV Help**

ext. 0 for **Security** - unlock doors

ext. 8583 **Lab A** - lab hours

ext. 8619 **Lab E** - lab hours

ext. 7768 **Prof. Development**

- Software Use Training