e Technology

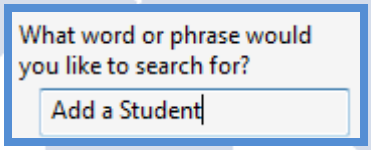
User Manual

Search the Manual

Users can use Adobe Acrobat functionality to further assist in locating a specific section of the manual.

1. Select  to “Search” document (this symbol can be found at the top or left of the screen)

2. Type in Search field (i.e. “Add a Student”, “IEP”, “Notifications”)



3. Select Search

4. Adobe Acrobat will reveal all areas that the words are found allowing the user to quickly navigate through the document.

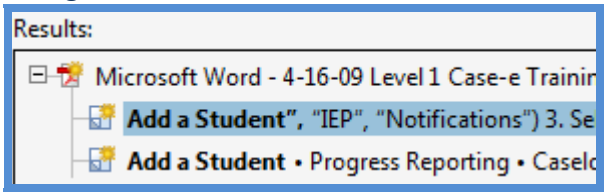


Table of Contents

Welcome to the MSB Technology User Guide

MSB Mission Statement

"MSB is committed to providing industry-leading solutions to empower educators to maximize their time with the children they serve."

A Note from MSB

The following information has been designed to instruct you on how to configure your computer system for optimal performance. The minimum system requirements described within this guide contain recommendations made by MSB, but are not required system settings to utilize MSB products.

Technology Guide Information

The MSB Technology User Guide is designed to assist educators and administrators in configuring the computer for optimal system performance. The MSB Technology Guide will direct users through areas of their computer system and help to educate them about their current computer configuration. Additional assistance and recommendations are made throughout this guide to configure the machine for optimal performance.

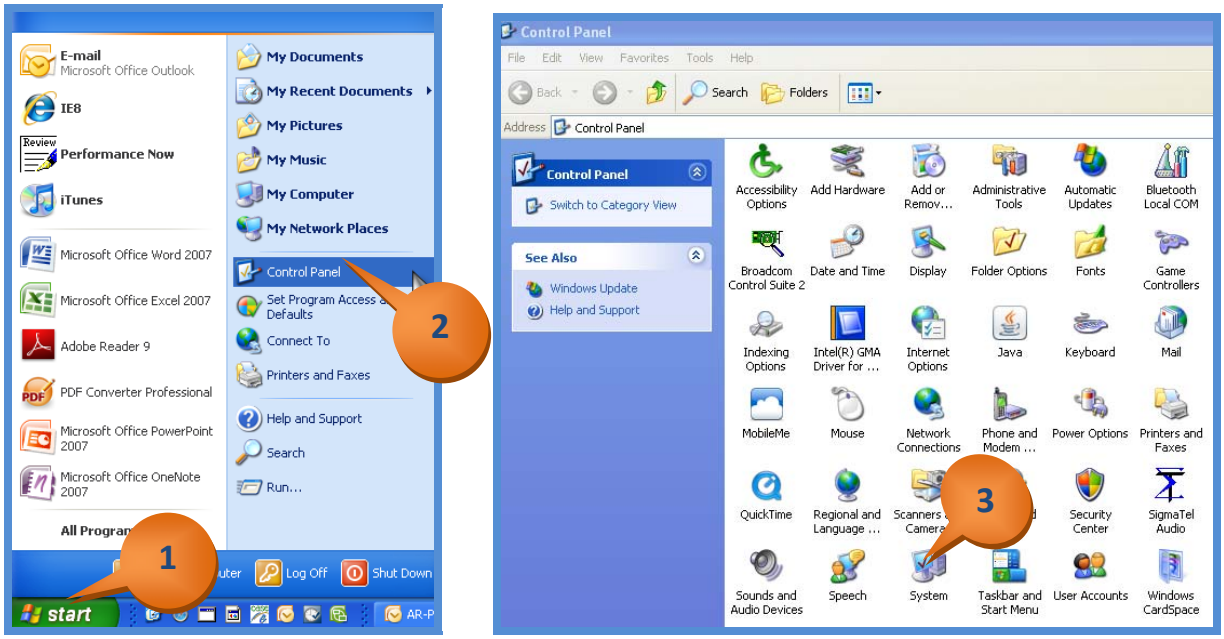
Although this training guide is a reference tool, it may not answer all questions. Remember that toll-free technical support is available Monday through Friday 7am-9pm (Eastern Standard Time) to assist with questions. Please call if you experience difficulties: 1-800-810-4220. You may also email Customer Care at support@case-e.com or use the Live Chat feature available in MSB products.

*Terms that are **bolded** and *italicized* are defined in the Glossary.

Windows XP – Accessing System Properties

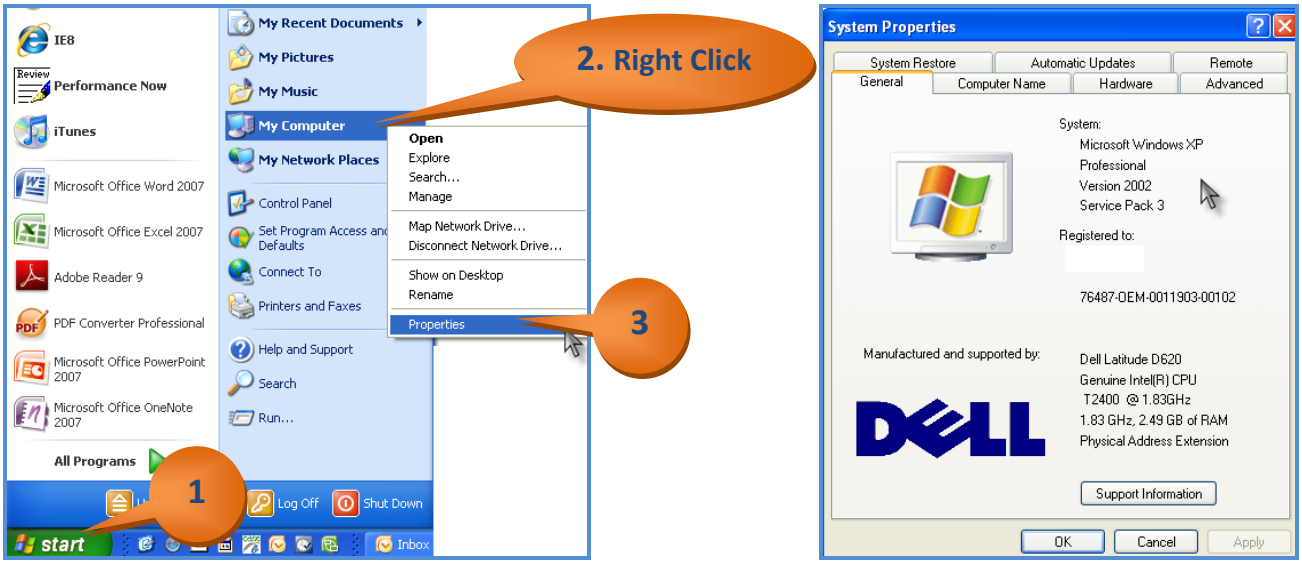
Option 1: Accessing the system properties for your machine is an easy three step process.

1. Click on the **start button**.
2. Select **Control Panel** (The control panel window will pop-up on your display).
3. Double click on **System**.



Option 2: A quick shortcut directly to your system properties.

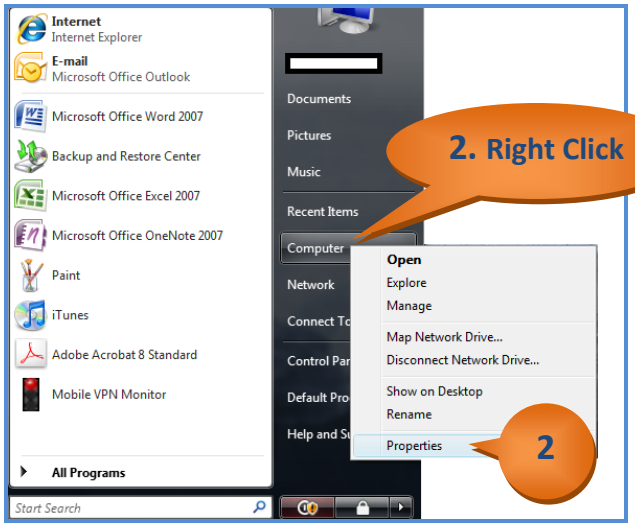
1. Click on the **start** Button
2. Right click over **My Computer** to bring up menu
3. Select **Properties** from menu to open **System Properties** Window

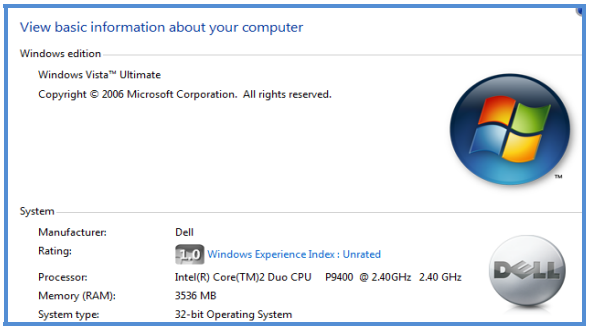


Last Updated: 3/1/10

Windows Vista – Accessing System Properties

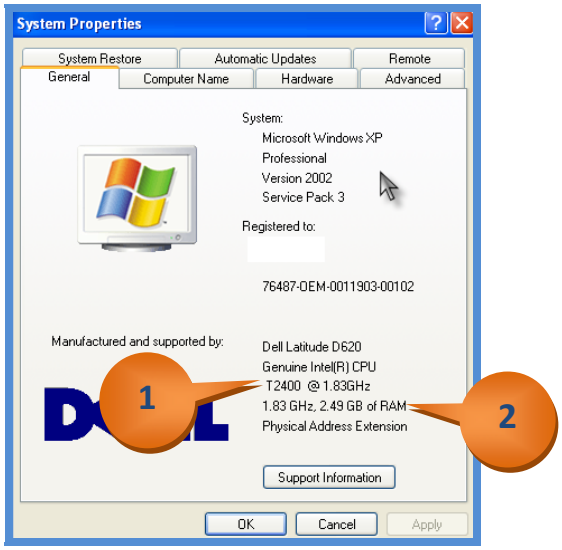
1. Click on the start button 
2. Right-Click on **Computer**, choose **Properties** from the pop-up menu.





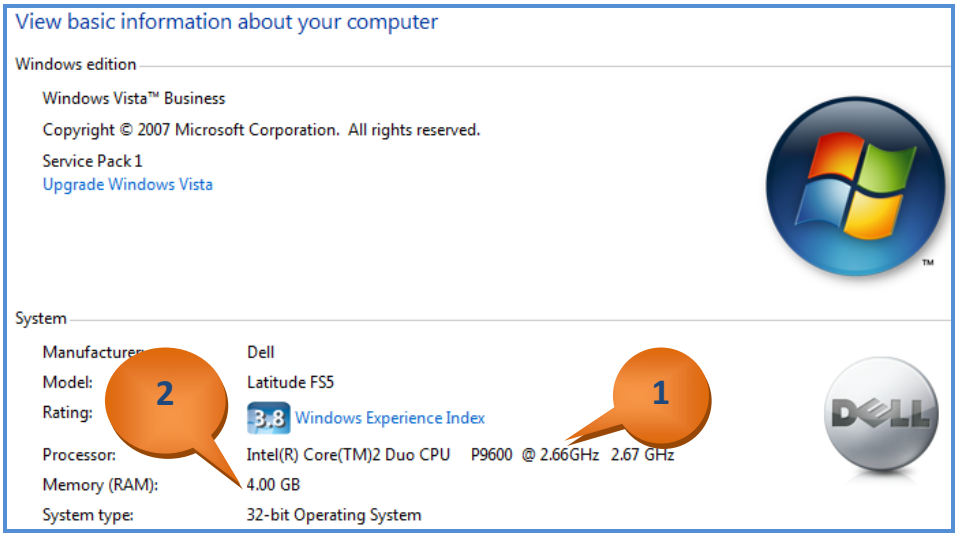
Windows XP – Check Processor Speed and RAM

1. The type of computer and speed of your computer's ***CPU*** is displayed on the **System Properties** screen. See screen shot below. Please note the minimum recommended processing speed to run MSB products is 500 MHz, and is being fulfilled for the Windows XP operating system shown below. The example machine is running at 1.8GHz which is the equivalent of 1830MHz (1GHz = 1000MHz)
2. The ***RAM (Random Access Memory)*** can be found after the processor speed. Please note that minimum ***RAM*** requirement for MSB products is 256 MB for Windows XP. You will see the below screen shot shows a system which has roughly 10 times more than the minimum.



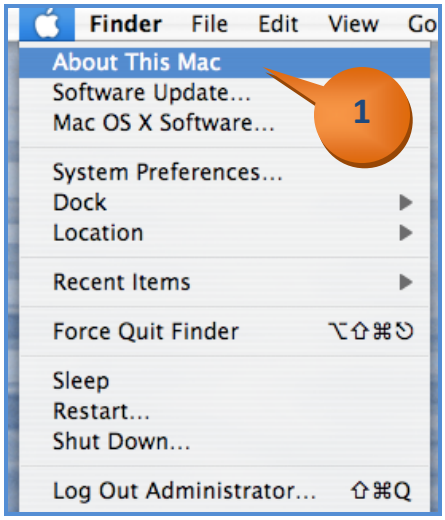
Windows Vista – Check Processor Speed and RAM

1. The manufacturer, model, type of processor, and its speed, are displayed in the **System** section. See screen shot below. Please note the minimum recommended processing speed to run MSB products is 500 MHz, and is being fulfilled for the Windows Vista operating system shown below. The example machine is running at 2.66GHz which is the equivalent of 2660MHz (1GHz = 1000MHz)
2. The ***Memory (RAM)*** can be found below the processor. Please note that minimum ***RAM*** requirement for MSB products are 256 MB for Windows XP. You will see the below screen shot shows a system with 4.00 GB, roughly 20 times more than the minimum.



Mac – Check Processor Speed and RAM

1. Click on the **Apple Menu** and **About This Mac** as illustrated in the screen shot below.



2. Note the operating system is called OS X and the version is 10.4.10 for the Mac shown in the figure above. This is not the latest version of OS X. Please note however, depending on the ***processor*** speed and memory, newer versions of OS X may not be applicable. For the latest version of OS X, a hardware update may be necessary.

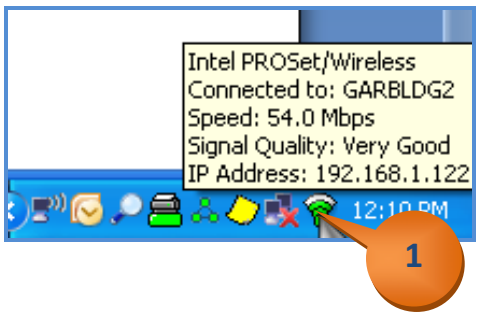
3. Note the ***Processor*** is an Intel Core 2 Duo, at 2.33MHz. The Memory, or ***RAM,*** is shown above as 2 GB.

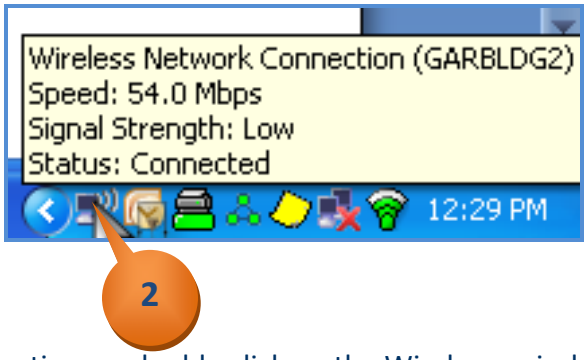
Windows XP - Wireless

Depending on the software you are using to run your wireless ***network adapter***, you can hold your mouse pointer over the icon on your desktop's system tray to see a description box appear. In the examples below, the speed of the ***wireless access point*** is shown as well as the signal quality.

1. Points to the ***Intel PROSet/Wireless*** software Icon.

2. Points to the Windows wireless icon.



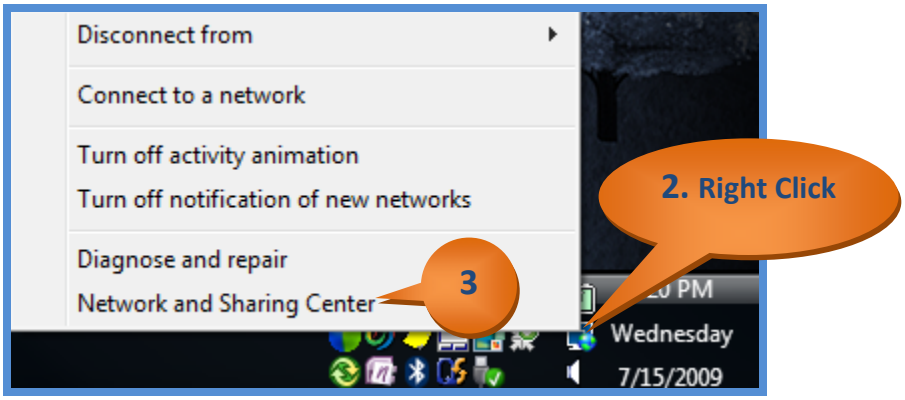


*If users are utilizing Windows to run wireless connections, a double click on the Windows wireless icon will bring up the **Wireless Network Connection Status** window.

Wireless – Windows Vista

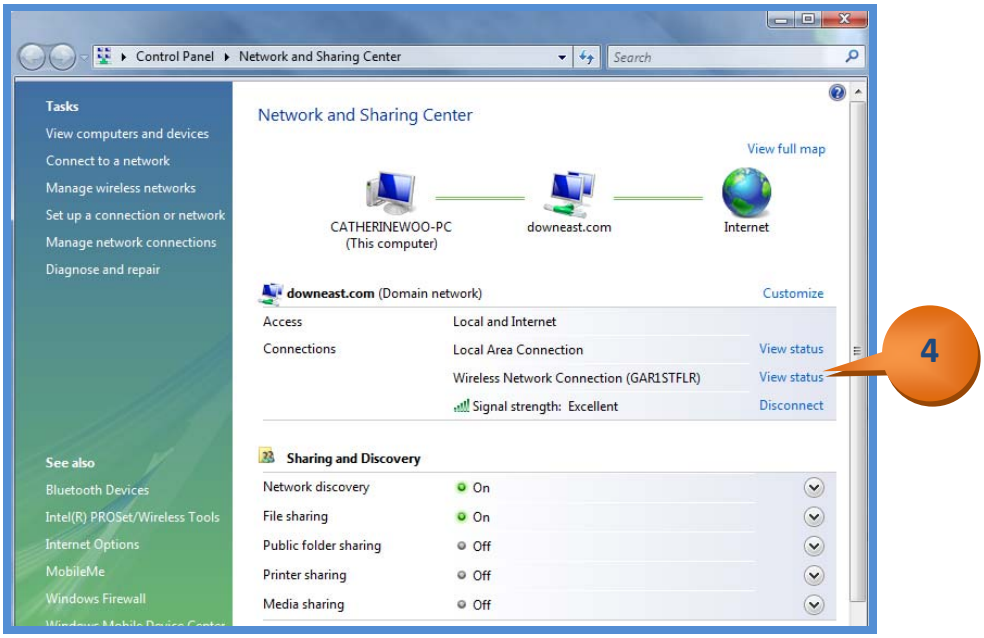
1. Locate the **network connection** icon shown in the screen shot below.

2. If a user right clicks on the icon, the menu shown below will appear. Users also have the option of left clicking and choosing the link to the **Network and Sharing Center.**

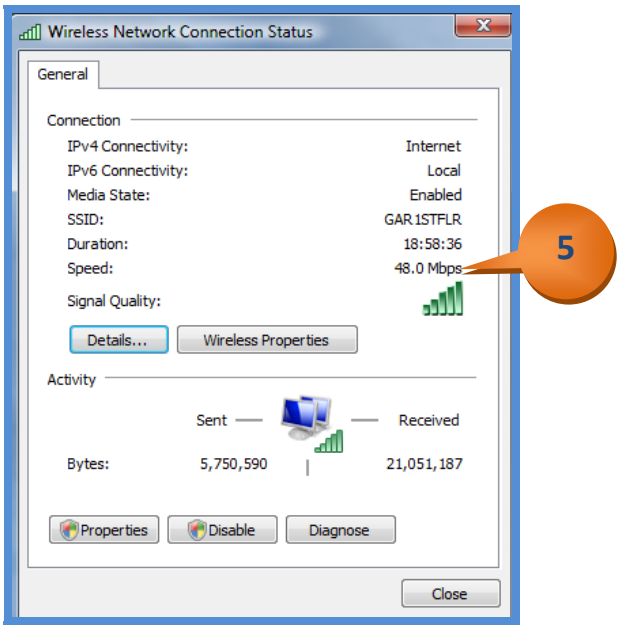


3. Click on **Network and Sharing Center**

4. Find the **Wireless Network Connection** and the network name. (In the screen shot below the name of the network is **GAR1STFLR.)** Click on the **View Status** link in blue.



5. The **Speed** of the ***wireless access point*** is shown as 48.0 Mbps. *this the speed at which user's computer is connected to the network. 54 Mbps is the current standard. Signal quality is also a factor in speed. The signal quality is show below the speed and is identified by bars.



Checking your Internet Bandwidth

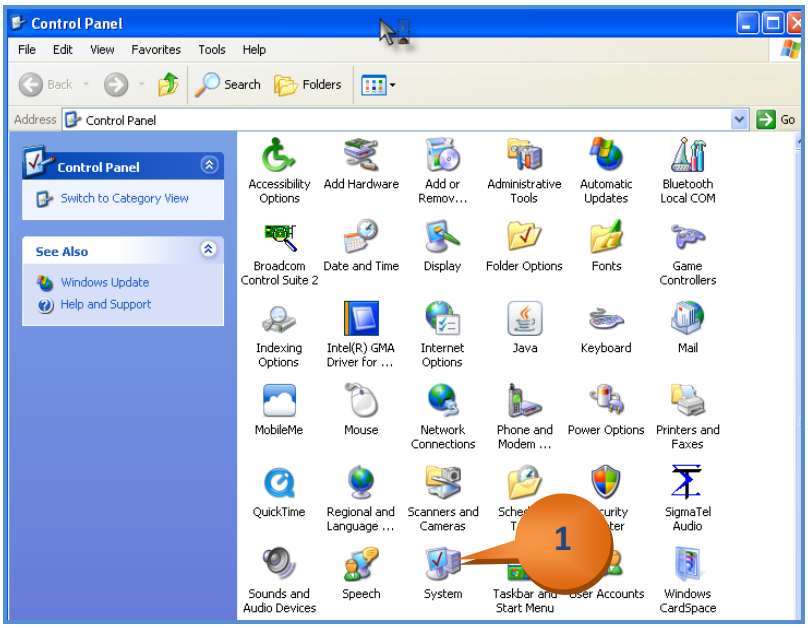
The website hyperlink below will assist users with determining the Internet ***bandwidth*** available to their computer at the time of the test.

http://smart-ip.net/en/tools/speed

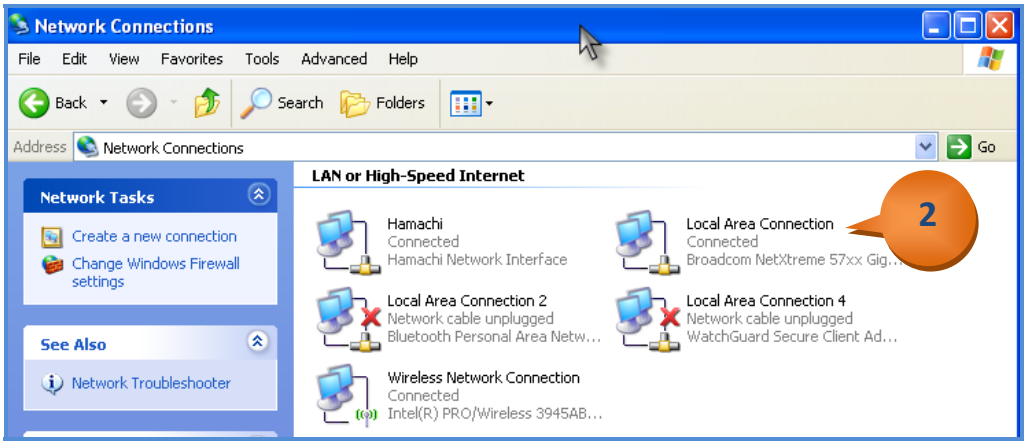
Windows XP - Local Area Connection (wired)

Information about your local area connection can be found by clicking on network connections in the **Control Panel**. Users can also double click on the **windows wired icon** in the system tray.

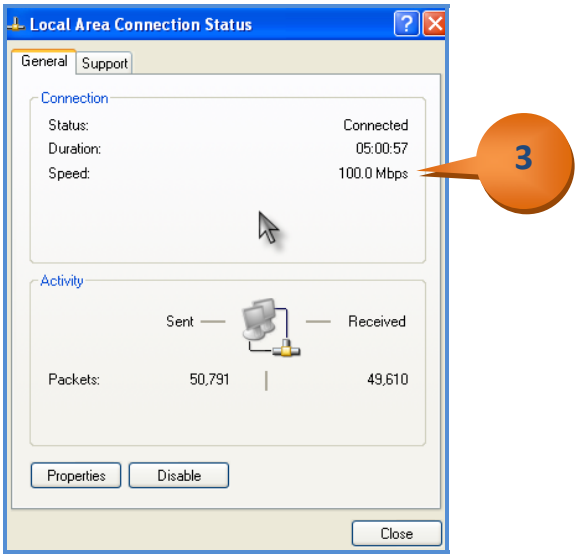
1. Double Click on **Network Connections** to bring up all **Network Connections** for your PC.



2. Double Click on the ***Local Area Connection*** which indicates it is **connected**.



3. The wired speed of the network is displayed in the ***Local Area Connection*** **Status** window. Please note the speed is 100.0 Mbps. This is the speed at which the user's computer is connected to the network. 100Mbps is the current standard.

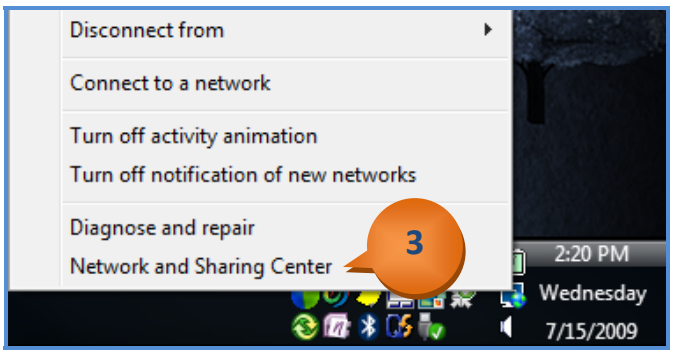


Windows Vista - Local Area Connection (wired)

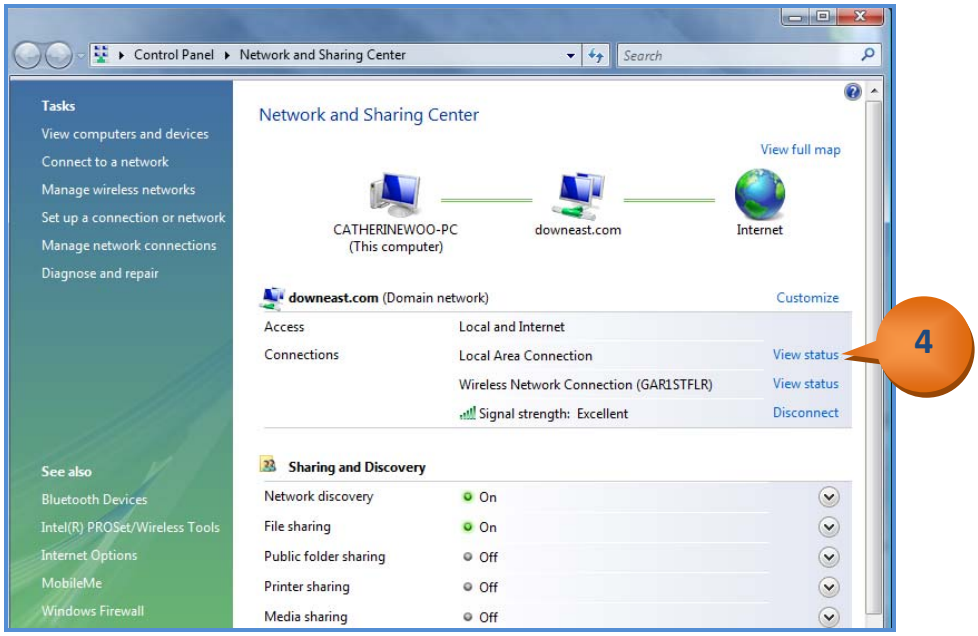
1. Locate the Network Connections icon in your system tray as indicated below.

2. Left click on it to bring up the menu shown.

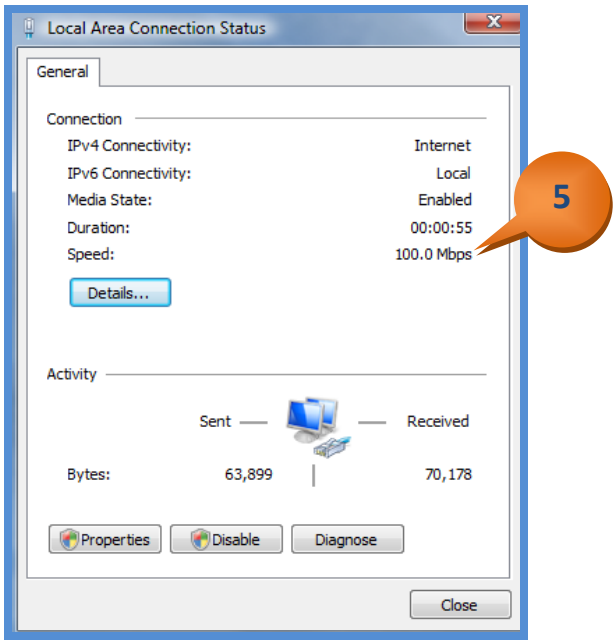
3. Click on **Network and Sharing Center**



4. Locate and click on the View Status link in blue to open the Local Connection Status Window.



5. The wired **Local Area Connection** speed is displayed in the **Local Area Connection Status** window. Please note the speed of the network shown is 100.0 Mbps. This is the speed at which the user's computer is connected to the network. 100Mbps is the current standard.



Internet Explorer – Checking Browser Version (PC)

The recommended web browser for PC users is Internet Explorer 7 or higher. Users can click on the Internet Explorer icon, or go to **start** menu and click Internet Explorer.

1. Select **Help** from the tool bar.
2. Choose **About Internet Explorer**

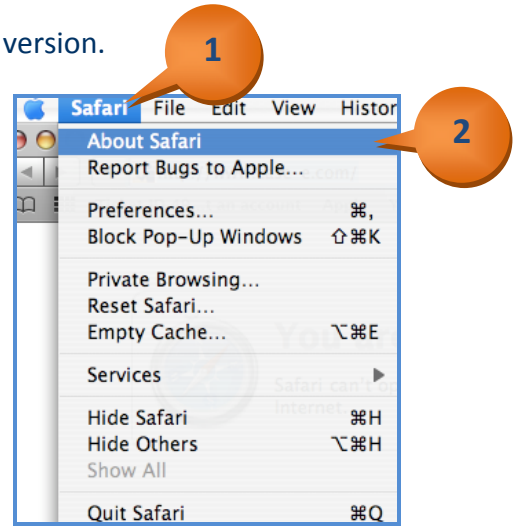
3. View the Version in the **About Internet Explorer** pop-up window.

*To download Internet Explorer, click on the login page for all MSB products

Safari – Checking Browser Version (Mac)

Run the **Safari** program on your MAC to open a web browser by clicking on the **Safari** Icon from the dock at the bottom of your computer.

1. Select **Safari** from the tool bar
2. Choose **About Safari** to view the version.

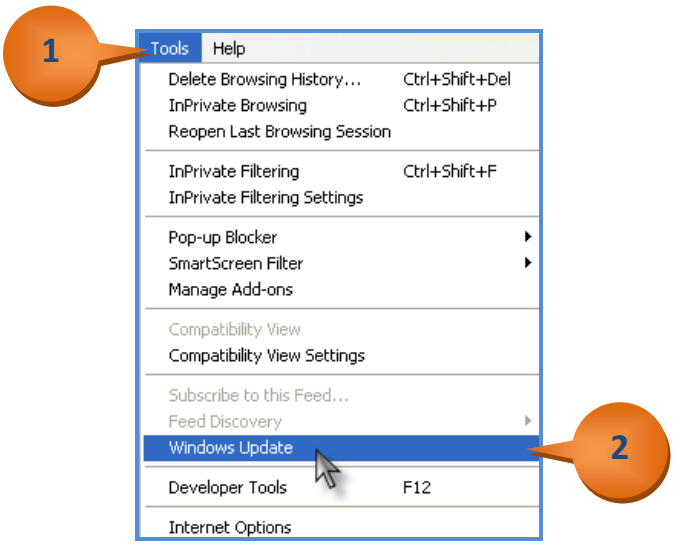


3. MSB products run optimally on Safari version 3.2 or higher. The latest version of Safari is version 4.

Internet Explorer - Updating Browser (PC)

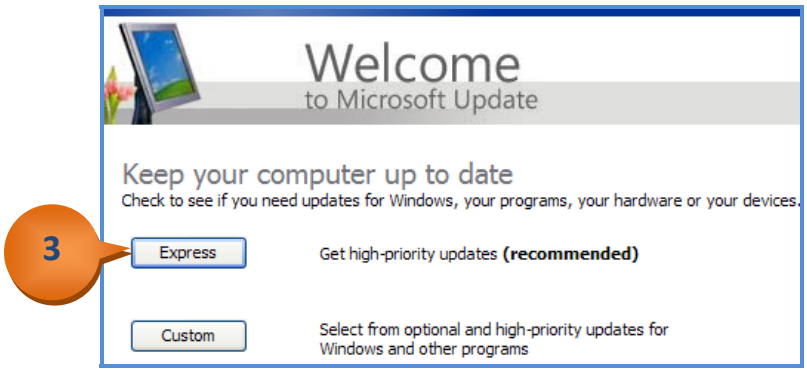
If a user is utilizing a PC, and automatic updates are turned on, chances are the computer has already updated and installed Internet Explorer 7 or higher. As indicated in the MSB minimum system requirements, the optimal web-browser is Internet Explorer 7 or higher.

1. Open **Internet Explorer** and choose **Tools** from the tool bar.

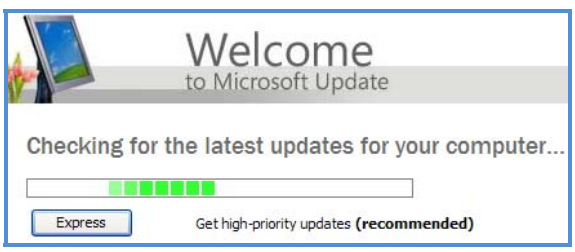


2. Select **Windows Update** (you must be connected to the Internet to receive updates)

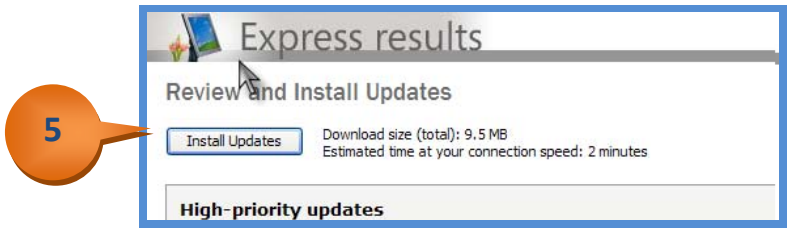
3. Choose **Express** to install all high-priority **(recommended)** updates.



4. **Microsoft Update** will check your computer for the latest updates and present users with any security updates, additional service pack updates, and an update to Internet Explorer, if one has not already been received.



5. Choose **Install Updates**. *Best practice; users should install all available updates



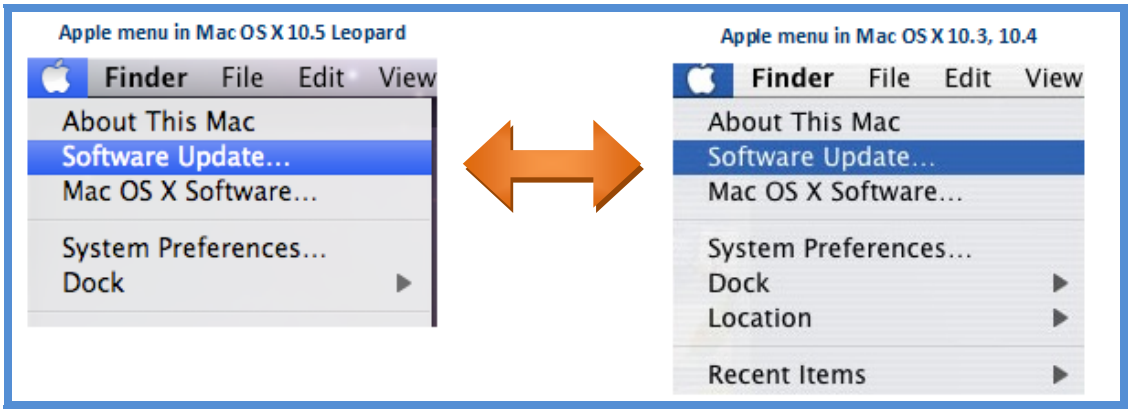
Safari - Updating Browser (Mac)

Apple frequently releases software updates that can be downloaded and installed. The **Software Update** feature in Mac OS X makes it very easy to get exactly what is needed. The version of Safari a Mac computer can utilize is dependent, however, on the Operating System (OS) of the Mac. For instance, if a Mac does not have at least OS X v. 10.5, then the computer will not be able to utilize the newest Safari, version 4.

To manually update the software, users can follow these simple steps below.

Getting updates immediately (Mac OS X 10.3, 10.4, 10.5 or later)

1. From the **Apple** menu, choose **Software Update**.



2. **Mac OS X 10.3 only**: Click the **Check Now** button.
3. **Software Update** checks for available updates. In the **Software Update** window, select the items you want to install, then click **Install**.

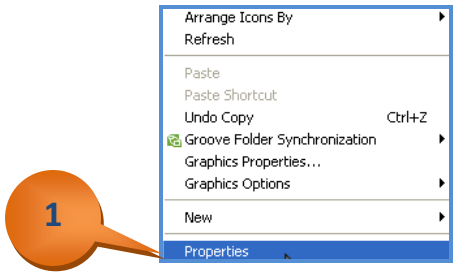
   *Best practice; you should install all available updates.
4. When prompted for an administrative username and password, a technology administrator must update this computer. If this computer requires inputting login information but is a personal computer (non-school based) please enter personal login information to update.
5. Once installation is complete, if prompted to restart the computer, restart the computer.

Windows XP – Optimize Screen Resolution

The screen resolution settings of your computer play an important part in how you view your desktop and all software applications. These settings can be increased or decreased to "fit" best with the size and capability of your monitor/display. Screen resolution usually comes down to personal preference, but MSB recommends a higher resolution of 1024 x 768 or higher depending on the size and shape of your monitor.

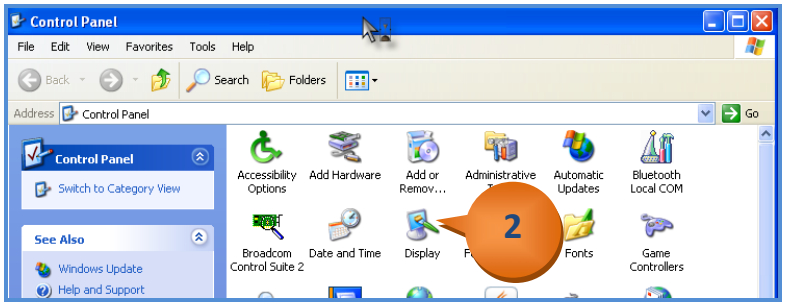
The best way to find the perfect resolution to suit the display monitor is to experiment.

Follow the guide below to change the screen resolution on a PC running Windows XP.

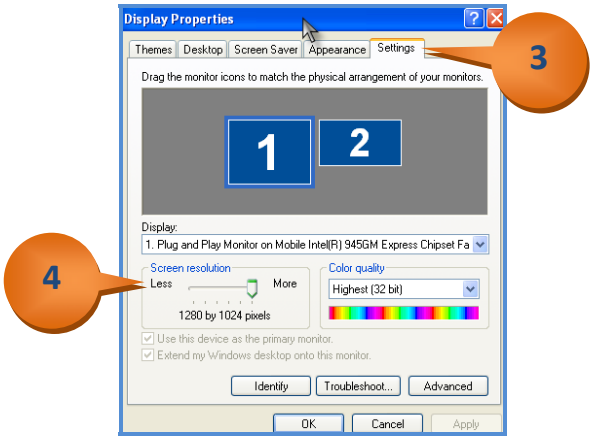


1. Right-click on the desktop and then select **Properties** from the menu that appears.

2. Alternatively, from the **Control Panel**, users could also double-click on the **Display** icon 
.



3. The **Display Properties** window will appear as shown below, click on the **settings tab** at the top right of the box.



4. This slide bar is how users can change the screen resolution. The options will depend on your graphics card and monitor, but the most typical options are 800x600, 1024x768, 1280x768, and 1280 x1024. Choose a resolution setting that matches the shape of your monitor.

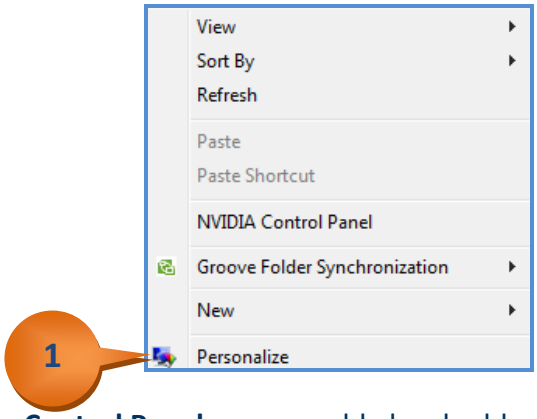
Windows Vista – Optimize Screen Resolution

The screen resolution settings of your computer play an important part in how you view your desktop and all software applications. These settings can be increased or decreased to "fit" best with the size and capability of your monitor/display. Screen resolution usually comes down to personal preference, but MSB recommends a resolution of 1024 x 768 or higher depending on the size and shape of your monitor.

The best way to find the perfect resolution to suit you and your monitor is to experiment.

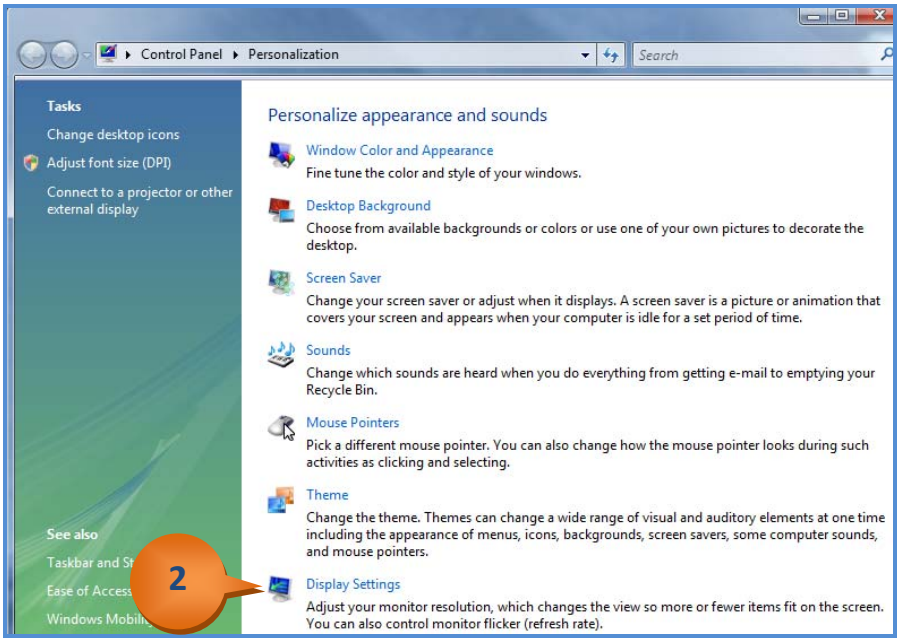
Follow the guide below to change your screen resolution on your PC.

1. Right-click on the desktop and then left click on **Personalize** from the menu that appears.

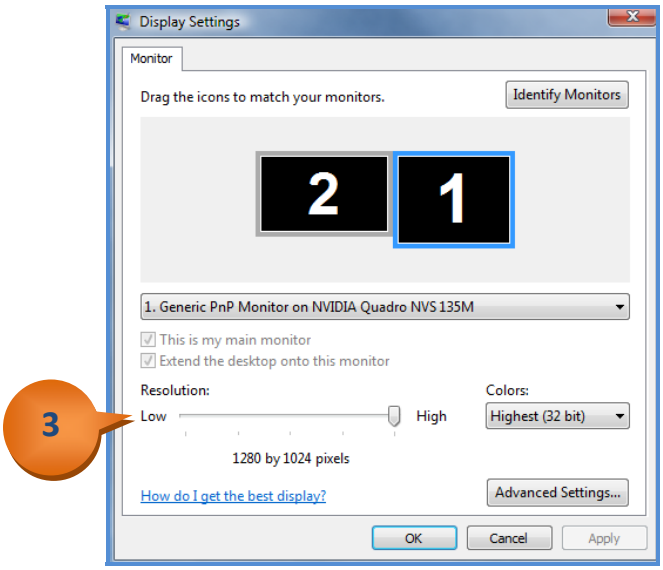


*Alternatively, from the **Control Panel**, users could also double-click **Personalization**.

2. Click on the Display Settings at the bottom of this window to open the **Display Settings Window.**

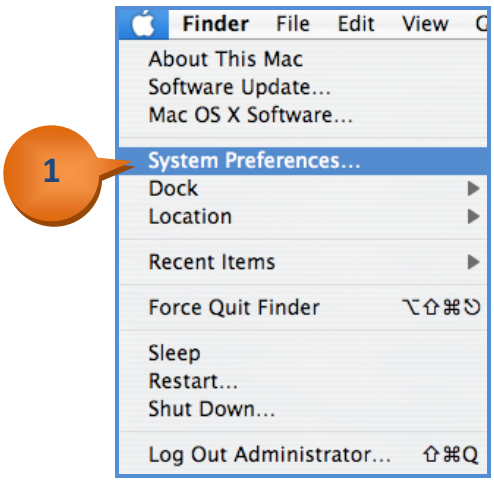


3. This slide bar is how users can change the screen resolution. The options will depend on your ***graphics card*** and monitor, but the most typical options are 800x600, 1024x768, 1280x768, and 1280 x1024. Choose a resolution setting that matches the shape of your monitor.

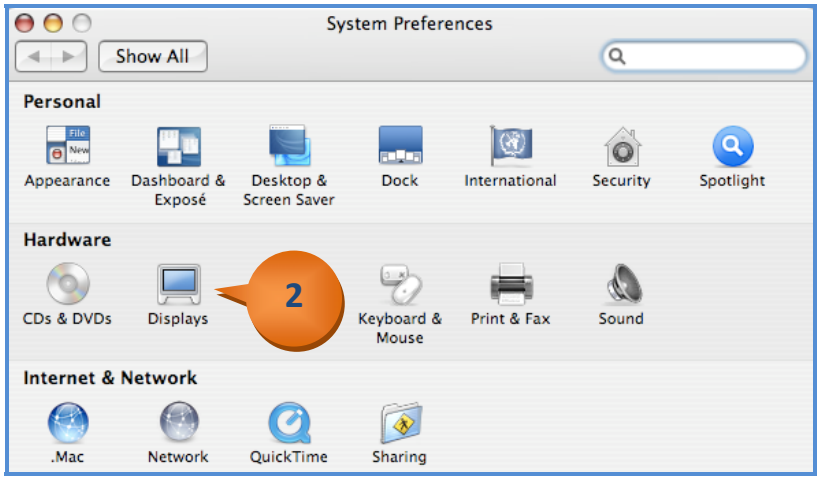


Mac – Optimize Screen Resolution

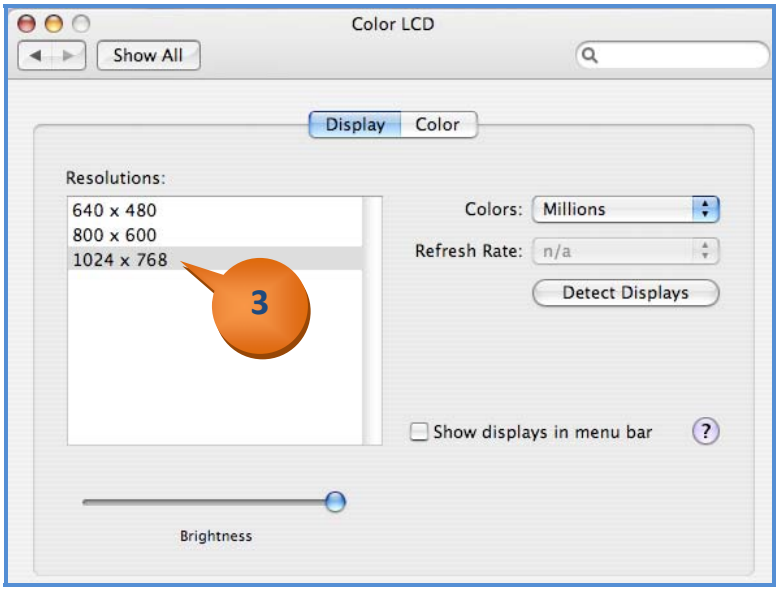
1. To view and adjust screen resolution on a Mac, first select the **Apple Menu** and choose **System Preferences**. You can also click the System Preferences icon from your Object Dock  .



2. Choose the option for **Displays** under **Hardware**.



3. Choose the resolution from the window pane which best fits the size and shape of your monitor.



*MSB recommends 1024 x 768 or higher.

Tips and Tricks on your computer

1. The full screen keyboard command for Internet Explorer is F11. Press F11 before logging in to MSB products to utilize the most space on your display. This hides the menu bars from your browser. To show the menu bars, press F11 again.

   *__Note__: There is not a full-screen keyboard command for the Mac. Users must drag the window to full screen viewing, from the bottom right hand corner of the window.

2. By holding down the Ctrl button on your keyboard and scrolling up and down with the scroll wheel on your mouse, users can zoom in and zoom out on the display. This tool will only work on programs that have zoom in and zoom out capabilities.

MSB System Requirements and Recommendations

	Category	Minimum Requirements	Optimal Configuration
PC	Internet Connectivity	Internet Access*	Full-time, High-Speed Internet Access, 1.5Mbps or faster with 56kbps per concurrent user
	Operating System	Windows 98, 2000	Windows XP**, Vista***, Windows 7***
	Web Browser	Internet Explorer 7	Google Chrome or Internet Explorer 8
	Additional Software	Adobe Reader	Adobe Reader (latest version)
MAC	Internet Connectivity	Internet Access*	Full-time, High-Speed Internet Access, 1.5Mbps or faster with 56kbps per concurrent user
	Operating System	OS X	OS X (latest version)
	Web Browser	Safari, Firefox, Opera****	Safari
	Additional Software	Adobe Reader	Adobe Reader (latest version)

*MSB™ cannot and does not guarantee Internet connectivity to its server. Internet access and bandwidth are the responsibility of the District.

**For Windows XP users, we recommend a minimum of a 500 megahertz (MHz) Pentium processor or faster (1 GHz or faster recommended) and 256 megabytes (MB) or more (512MB or more recommended) of system RAM

***For Windows Vista and Windows 7 users, we recommend a minimum of a 1 gigahertz (GHz) Pentium processor or faster (2 GHz or faster recommended) and 1 gigabyte (GB) or more (2 GB or more recommended) of system RAM

****For OS X 10.2 and above, use Opera 8.52 or higher. For OS X 10.1 or lower, use Opera 7.54u2.

NOTE: Microsoft ended support for Internet Explorer for Macs on December 31st, 2005 and is not providing any further security or performance updates. MSB™ cannot and does not support the use of Microsoft Internet Explorer with any Macintosh Operating System.

Special Considerations

In environments where students and faculty share the same internet connection, care should be taken to determine the total number of potential users accessing the system. Faculty and students will often be accessing the internet connection at the same time, increasing the load substantially at certain times of the day.

MSB™ recommends having a minimum of 56Kbps of bandwidth per concurrent user accessing Case-e. A district utilizing a single T1 line at 1.5 Mbps could support roughly 27 concurrent users and still maintain a full 56kbps of bandwidth per user. Using a standard 10:1 user ratio, this district could support roughly 270 potential users on this single T1. Using a 6:1 ratio would yield roughly 160 potential users.

Glossary of Terms

Bandwidth:
In computer networking and computer science, digital bandwidth, network bandwidth or just bandwidth is a measure of available or consumed data communication resources expressed in bit/s or multiples of it (kbit/s, Mbit/s etc).

CPU or Central Processing Unit (Processor):
Is an electronic circuit that can execute computer programs.

Graphics Card:
Also known as, video card, graphics accelerator card, or display adapter card, is an expansion card whose function is to generate and output images to a display.

Local Area Networks (LANs):
A local area network (LAN) is a computer network covering a small physical area, like a home, office, or small group of buildings, such as a school, or an airport.
The defining characteristics of LANs, in contrast to wide-area networks (WANs), include their usually higher data-transfer rates, smaller geographic place, and lack of a need for leased telecommunication lines.

Processor - see CPU.

Network adapter:
Is a computer hardware component designed to allow computers to communicate over a computer network.

RAM (Random Access Memory) :
RAM is a form of computer data storage. Today, it takes the form of integrated circuits that allow stored data to be accessed in any order.

Wireless access point:
Is a device that allows wireless communication devices to connect to a wireless network using Wi-Fi, Bluetooth or other related standards.

Wireless Network Adapter:
Is a network adapter (see above) that allows a computer to connect to a wireless access point