

Computerbank

Linux Mint Guide



Cinnamon
22.0 Wilma

For Computerbank Computer Users

Congratulations: this Computerbank computer has many useful free and open source programs. Documents created on the computer will be compatible with Windows machines, access to the Internet is available with Firefox or Chrome. The operating system is not Windows, it is a customised Linux Mint 20.3 Una, Cinnamon distribution.

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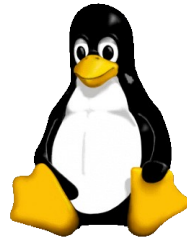
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Use this guide before calling Computerbank for help



What is Linux, why is it free?

Linux is a free open source computer operating system first created by Linus Torvalds in 1991. It is licensed under the General Public License (GPL). This license allows Linux to be modified, copied or redistributed by anyone in a completely “free” way. Thousands of volunteer developers around the world work on Linux improvements and contribute new applications.

GPL software is known as “open-source” this means the source code is publicly available to share with others. In contrast, proprietary software such as Microsoft Windows is “closed-source”, the code is not readily available and it is illegal to copy and share the software.

Software useful for families, students and concession holders has been included on the Computerbank computer. Enjoy!

Using free Linux software enables Computerbank to keep the costs of our computers low.

Table of Contents

| | |
|--|----|
| Setting Up Your Computerbank Computer..... | 4 |
| Using your computer..... | 5 |
| Managing Your Content..... | 6 |
| Organising your files..... | 6 |
| Backing up your data..... | 6 |
| Comparison: <i>Linux</i> and <i>Microsoft Windows</i> File Storage..... | 6 |
| Internet Connections..... | 7 |
| Cable, ADSL or NBN connection..... | 7 |
| WiFi connection..... | 7 |
| Mobile broadband modems..... | 7 |
| Checking mobile broadband usage..... | 7 |
| Using your Smart Phone's Data for your computer's Internet Connection..... | 7 |
| Accessing Email..... | 8 |
| Adding a Printer..... | 8 |
| Setting up a Printer..... | 8 |
| Using CDs, DVDs and USB devices..... | 8 |
| Copying a File or Folder to a USB Memory Stick..... | 8 |
| Listening to an Audio CD..... | 9 |
| Watching a DVD Movie..... | 9 |
| Burning CDs or DVDs..... | 9 |
| Will my Scanner or Camera work with Linux?..... | 9 |
| Word Processing with LibreOffice..... | 10 |
| Comparison of LibreOffice and Microsoft Office File Types..... | 10 |
| Applications on your Computerbank Computer..... | 11 |
| Accessories..... | 11 |
| Games..... | 11 |
| Graphics..... | 11 |
| Internet..... | 11 |
| Office..... | 11 |
| Sound & Video..... | 11 |
| Administration..... | 11 |
| Preferences..... | 11 |
| Customising your Computer..... | 12 |
| To change your mouse from right handed to left handed operation:..... | 12 |
| Creating Shortcuts..... | 12 |
| Inputting a Language other than English..... | 12 |
| Screensaver..... | 12 |
| Frequently Asked Questions and How To's..... | 13 |
| Does Linux get computer viruses?..... | 13 |
| Changing the user password..... | 13 |
| Adding another user account..... | 13 |
| Checking free space on the hard drive..... | 13 |
| Updating, Installing and Deleting software..... | 14 |
| Updating..... | 14 |
| Removing or adding software..... | 14 |
| Troubleshooting Common Problems..... | 15 |
| Frozen or misbehaving programs or an unresponsive computer..... | 15 |
| Dialog window takes over screen and can't be closed..... | 15 |
| Restore lost main menu..... | 15 |
| Can't Access the Desktop Menu Bar..... | 15 |
| Printer not working..... | 15 |
| Stopping the printer..... | 15 |
| Can't read/open USB memory sticks..... | 15 |
| I can't connect to broadband internet..... | 15 |
| Boot stops at a text screen..... | 15 |
| Kernel Panic message..... | 15 |
| Appendix 1 – Mobile Broadband Internet..... | 16 |
| A. Using Network Manager to connect to the Internet..... | 16 |
| B. Modem connects as wired connection..... | 17 |
| Appendix 2 – Network Manager..... | 18 |
| Editing Network Manager settings..... | 18 |
| Appendix 3 - change automatic login..... | 18 |

Setting Up Your Computerbank Computer

It's easy to panic when you arrive home with your new computer, many people feel like this. Follow these simple steps to set up your computer and you will be computing in no time. Check the index on the previous page to find the answer any other question you may have.

Desktop Computer

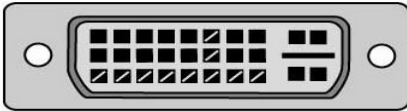
1. Plug the mouse into a USB socket at the back of the computer
2. Plug the keyboard into a USB socket at the back of the computer



USB Socket

The USB sockets at the front of your computer are convenient to plug in USB devices.

3. Connect your monitor (screen) to your computer.
You will have either a DVI monitor connection or a VGA Monitor Connection. (see below)



DVI Monitor Connection (white)

OR



VGA Monitor Connection (blue)

4. Plug in the power cord for the screen
5. Plug in the power cord for the computer
6. Switch on the monitor then the computer.

Laptop Computer

Plug in the AC power cord to the power pack and the DC power cord to the laptop.

Switch on the computer.


Starting the computer.

A login screen will appear in about a minute.

Enter the password and the operating system will load.

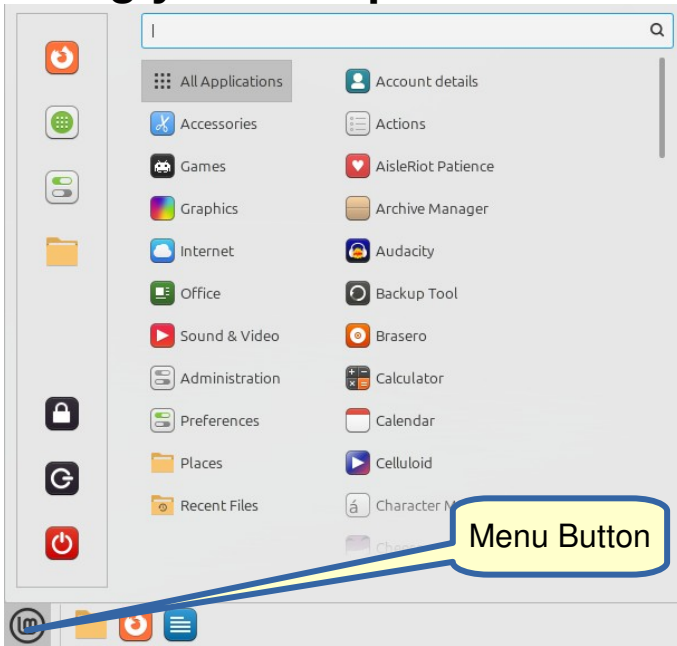
If you want to change the system so that a password is not needed to log in, see Appendix 3 - change automatic login Page 18.

Turning off the computer.

To turn off your computer, click on the Menu button located at the bottom left of the screen, then Click the switch  then "Shutdown" and your computer will turn off.

If you just switch the power off, you may lose data and/or the computer may not boot.

Using your computer










Applications on the computer are organised into categories. Hover the mouse over the category to display the programs in it. Hover the mouse over the program name and its name and description will be shown at the bottom right of the menu. Start a program by clicking on its name.

The panel at the left of the menu gives quick access to some applications. Hover the mouse over the icon and its name and description will be shown at the bottom right of the menu.

Places is the access point for the file manager. Click on the menu, move the mouse over *Places*, then move the mouse to the folder you want and Click.

The search bar at the top of the menu can be used to search for an application by name.

The icons in the panel at the left of the menu have the following meanings:

-  Firefox web browser
-  Software Manager
-  System Settings
-  File Manager
-  Lock Screen
-  Logout
-  Shutdown the computer

NOTE: The picture of the menu above has a different background to that on the computer. The dark icons show better when printed on a light background, but the contrast on the screen is better with a dark background.

Managing Your Content

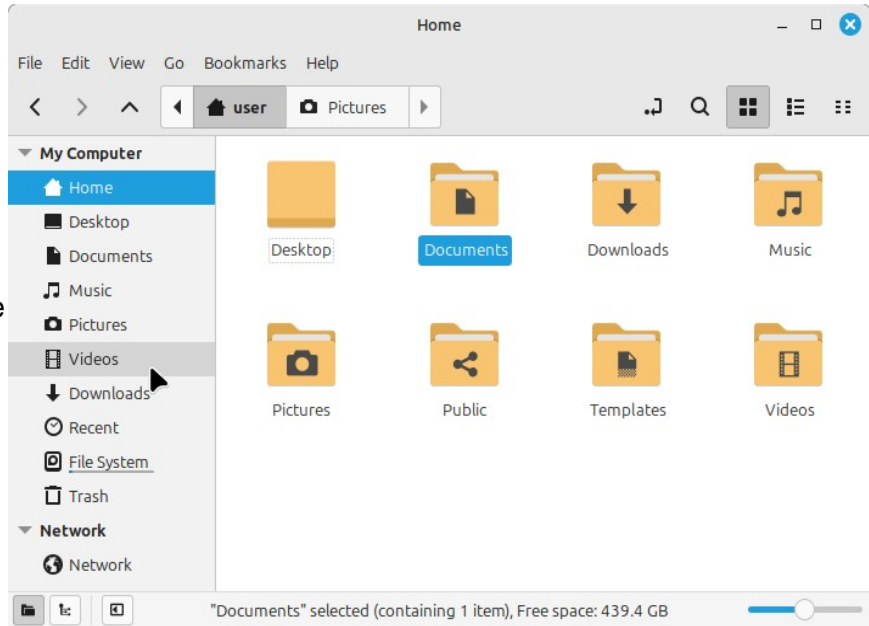
Linux system folders have slightly different names compared to Windows and Mac. For example in Windows word processor files would be in “My Documents”. In Linux word processor files would be in “Documents”.

In the screenshot, the person logged in is called *user*. (*user* is the login name we gave you). On the right side of the screen are the folders in *user*'s home directory.

To see the files: Double click on a folder to view contents.

Organising your files

The files on the computer are very similar to a filing cabinet. Over time, you will gather many files in your folders. To help with the management of these files, folders can be created inside the Home folder to store related items together. The screenshot above shows the standard set of folders in a user's home folder.



Creating a new folder

Open the folder where you want to create the new folder. Right click your mouse in a blank area of the file manager screen. Select *Create New Folder* OR in the top menu of the file manager click *File* > *Create New Folder*. Change the name to what you want.

Copying and Moving files and folders

Manage files by dragging and dropping or using cut and paste. NOTE: dragging a file or folder from one place in your home folder to another place in the home folder will move it. The Edit menu can be used for moving and copying: Cut and Paste for move or Copy and Paste to copy.

Another method is to right click on the file or folder and choose Cut or Copy, then change to the destination folder, right click on a blank area of the window (make sure that no file or folder is selected) and choose Paste. You can also right click on a folder and “Paste Into Folder”.

Backing up your data


It's crucial you keep copies of your important content. In any computer a hardware or software failure may occur. Making a copy of your information saves angst and anger. Backup your work by copying important files to an external drive or DVD disc. Keep this data separate from your computer.

Comparison: *Linux* and *Microsoft Windows* File Storage

| Location on Microsoft Windows | Location on Linux |
|-------------------------------|------------------------------|
| My Documents | ~/Documents |
| My Pictures | ~/Pictures |
| CD or DVD ‡ | /media/cdrom0 |
| USB storage ‡ | /media/user/"name of device" |

'~' means "/home/*user*". *user* is the login ID of the person logged in.

'‡' drive letter e.g. D:\ CDs and DVDs usually start at D:, USB storage can be any drive letter to Z

Removable devices such as DVDs and USB storage devices appear in the left hand panel of the file manager with an “Eject” icon  .

NOTE: Actual location and even the name may be different on different versions of Windows."

Internet Connections

Cable, ADSL or NBN connection

These systems will have a modem or router with an ethernet connector (picture at right). Connect your ethernet cable from the modem or router to the computer. (Ethernet cables that come with modems are usually yellow. Other ethernet cables are usually blue). The network manager icon will animate for a time. A message about being connected to a wired network will be displayed. Your computer should now be connected to the Internet.



Ethernet Port

If this is not successful, try clicking the network manager icon and disconnect, then connect again. If this is not successful, you may need to configure the modem.

These modems are usually configured using a web browser. Follow the instructions provided with your modem. You will need the username and password the ISP gave you (not the username and password for your computer).

USB Modems – Broadband (ADSL or Cable – not mobile broadband)

Broadband modems with USB connections generally do not work with Linux. You need to use a broadband modem with an Ethernet connection.

WiFi connection

If your computer is capable of WiFi (laptops are, but few desktops) click on the Network Manager icon to show the list of available WiFi networks.

If you do not see a list of WiFi networks, make sure that there is a tick in the “Wireless” entry in the list and that WiFi is on.

Some laptops have a switch to turn WiFi on, others use a key combination.

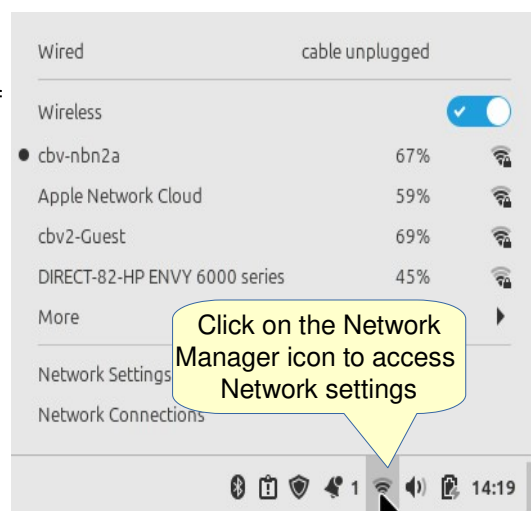
Find your WiFi network in the list. (If it is not displayed, move the mouse over “More”. You may need to scroll the list.)

Click on the network name. You will be asked to enter the access password – you only need to do this the first time.

After a short wait, you should see a “Connected” message.

NOTE: If you click on ‘Cancel’, a connection will be created without a password. Appendix 2 (Page 18) details the method of fixing this.

If you don't have a wireless adaptor, call Computerbank to ask what brand to get. Computerbank usually has wireless cards and USB WiFi adapters available at low cost.



Wifi Network list

Mobile broadband modems

There are a number of different types of Mobile Broadband modems. The easiest to use are those that connect with WiFi. It is only necessary to power the modem and use Network Manager to select the correct WiFi name, then enter the password.

Other Mobile Broadband Modems connect in one of two ways. Most require the use of Network Manager to configure the connection. This only needs to be done the first time the modem is plugged in. The details are in Appendix 1 part A (Page 16). This appendix also details how to use the modem to send and receive SMS messages.

Some modems will connect automatically as though they are a wired connection. These will give a message like ‘You are now connected to wired connection 2’. These do not require configuration. Appendix 1 part B (page 17) gives details on sending and receiving SMS messages and how to reconfigure the modem if it loses its settings.

Checking mobile broadband usage

All mobile broadband service providers have an online facility to check account usage. Check with your provider. Note: the data may be up to 48 hours behind your usage.

You can also check the amount of data you are sending and receiving with “Modem-Manager-GUI” (see Appendix 1, Part A: page 16) or the Modem’s web interface (Appendix 1, Part B: page 17)

Using your Smart Phone's Data for your computer's Internet Connection

If you have an appropriate smart phone with a good amount (at least 1GB) of data allowance, you can connect your phone to your computer using a USB cable. On the phone, go to *Settings* and turn on your *USB Tethering*. The phone should connect as a Wired Connection.

You may also be able to use your phone as a WiFi hotspot. This will need to be configured. WiFi security should be set to WPA2 PSK.

Accessing Email

Computerbank recommends using free webmail services such as **Gmail** (mail.google.com) or **Yahoo** (au.mail.yahoo.com). The advantage of webmail is you can log in on any computer with internet access.

Adding a Printer

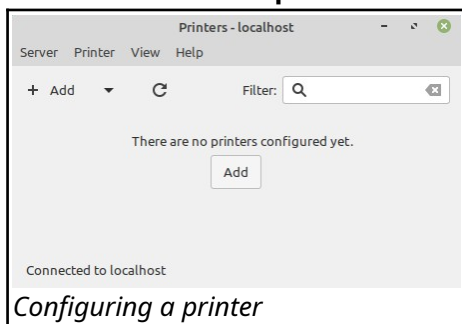
Not all printers work under Linux. The most compatible are HP and Epson Other brands are providing better support than they did previously. **Please call us before you buy a printer** to make sure that it is compatible with Linux. Many printers will install automatically but you should call Computerbank to see if you will need to bring the computer and the printer to Computerbank for driver installation. **Do not use the disc that is supplied with the printer.** This is for Windows and will not work with Linux. Computerbank cannot provide support for all printers, they all work differently.

Setting up a Printer

Connect the printer to a USB connector at the back of your computer, put paper in, then turn the printer on. Wait a while as *some* printers will *automatically* set up. If successful, a box will appear confirming the printer details. A test page can also be printed.

Manual set up can be attempted if automatic set up does not occur.

Manual Printer Setup



To set up your printer click on Menu: *Administration > Printers*

In the *Printers* Utility (at left)

1. Click on *Add*
2. The utility will search for any connected printers.
3. Select your printer from the choices and click the forward button.
4. Describe your printer and click *Apply*. Accepting the suggestions is OK.
5. Finally, when prompted, print a test page to see if the setup worked. If not correct, call Computerbank.


Using CDs, DVDs and USB devices

Place removable media gently into your computer's drive or USB slot. An icon will appear on the desktop and in the file manager. *Places* will have an extra item and the file manager will have a new *Devices* section with the device name added.

Storage media can be safely removed in a number of ways. Close applications and any documents using removable media before unmounting or ejecting. Failing to do this may result in an error about a "busy" device



USB storage

In the file manager, in the *Devices* section, click the Eject icon  beside the device you want to remove. A CD/DVD may not eject if busy.

You can right click the appropriate icon on the desktop or from within the file manager. Select **Eject** or **Safely Remove Drive**. For CD and DVD media, pressing the eject button on the device can also work.

Wait a few moments before removing USB media (If there is an activity indicator, wait for it to stop flashing.)

A "Safe to remove" message will appear when writing to the USB is complete.

Warning: removing a USB while it is still being used can cause loss of data.

Copying a File or Folder to a USB Memory Stick

The *Edit* menu can also be used to copy a folder:

1. Insert the memory stick into a USB port
2. When the file manager opens, change to the folder that contains the files/folders you want to copy
3. Select the files/folders to copy
4. Click the *Edit* menu
5. Select *Copy*
6. From the left pane select the appropriate location and move to the destination folder
7. Go to the *Edit* menu again
8. Select *Paste* to place the file on the removable media.
9. Before removing the memory stick, *Eject* or *Safely Remove* it.

Keyboard shortcuts like Ctrl+C (copy) and Ctrl+V (paste) can also be used. Files can be accessed by double clicking them to open.

Note: Multiple selections can be made by clicking on one file/folder to select it, then holding the Ctrl key and clicking the other files/folders you want.

Listening to an Audio CD

Listen to a CD with *Rhythmbox Music Player*. It is found in Menu: *Sound & Video > Rhythmbox*. It will start automatically when an audio CD is inserted but music playing does not start automatically. Click the play button.

MP3, wav, ram, or ogg recordings are played using *Rhythmbox Music Player* or *VLC Media Player* located in *Sound & Video* in the Menu.

Note: You need speakers or headphones to hear to audio recordings or DVD movies. Laptops have built-in speakers, but they do not produce good sound. Some desktops have built-in speakers but they are not usually stereo and usually poor sound quality.

To close *Rhythmbox*, you should use Alt+F4. Clicking the X closes the window with *Rhythmbox* still playing.

Another method is to click the Music icon (♪) in the panel and click the x beside *Rhythmbox*.

Watching a DVD Movie

Put a DVD movie disc gently into the drive. The DVD will start playing automatically.

To watch **full screen**, press F on the keyboard, double click the movie or click on the *Video* menu item and then select *Full Screen*. To get back to the regular view, press F, ESC or right click and select '*Full Screen*' again.

Explore the other menus to find out what else VLC can do.

Safely Closing Down and Ejecting a Disk

Close down VLC by selecting *File > Exit* or click the **x** in the window title bar. The disk can be safely ejected by pressing the button on the DVD player. You can also right click the DVD icon on the desktop and select "Eject".

Burning CDs or DVDs

Burn CD's and DVD's with *Brasero* - Menu: *Sound & Video*

Will my Scanner or Camera work with Linux?

Cameras – Most digital cameras are supported under Linux. They usually look like USB storage devices. If not, the storage card can be removed and used in a card reader to access the pictures.

Scanners – Many stand-alone scanners are not supported under Linux. Scanners that are part of supported printers usually are supported. The *Document Scanner* application (Graphics menu) will work with most supported scanners. For compatible scanners see: <http://www.sane-project.org/sane-supported-devices.html>

Keyboard shortcuts for Linux Mint

Keyboard shortcuts are a quick way to use your computer. Many Linux shortcuts are similar to shortcuts in other software. Keyboard shortcuts are listed next to menu items in some applications.

Some keyboard shortcuts:

| | |
|------------------------|-----------------------------------|
| [Ctrl]+[C] | Copy |
| [Ctrl]+[X] | Cut |
| [Ctrl]+[V] | Paste |
| [Alt] + [Tab] | Cycles through open applications |
| [Windows Key] | Brings up the main menu |
| [Alt] + [F2] | Brings up the run dialog box |
| [Alt] + [F4] | Closes a window |
| [Ctrl] + [Alt] + [Del] | Brings up the logout dialog box |
| [Ctrl] + [Alt] + [End] | Brings up the shutdown dialog box |

Word Processing with LibreOffice

LibreOffice is similar to Microsoft Office. Importantly it can read and save in the Microsoft file formats. This means files you create with LibreOffice can be used on Windows or Apple computers that have Microsoft Office. LibreOffice has its own file format and you can also save your documents as PDFs if you wish. The Computerbank system saves in Microsoft formats for compatibility with other systems.

LibreOffice is used by millions of people around the world for:

- word processing
- spreadsheets
- slide presentations
- drawing
- database

Open LibreOffice word processing by clicking on the page icon in the bottom panel on your desktop.

That is the quickest way to open LibreOffice Writer. Alternatively go to *Office* in the Menu.

Scroll down and click on LibreOffice Writer.

Note: *LibreOffice* cannot read Microsoft Access databases, unless they have been converted to a supported format such as ODBC, MySQL, dBase, text (csv), and spreadsheets.

More information at <http://www.libreoffice.org>

There is a very useful *Help* system for LibreOffice (see below)

LibreOffice 24.2 Help

Search in bookmarks for all modules

Module ▾


Contents


- ▣ Text Documents (Writer)
- ▣ HTML Documents (Writer Web)
- ▣ Spreadsheets (Calc)
- ▣ Presentations (Impress)
- ▣ Drawings (Draw)
- ▣ Database Functionality (Base)
- ▣ Formulas (Math)
- ▣ Charts and Diagrams
- ▣ Macros and Scripting
- ▣ LibreOffice Installation
- ▣ Common Help Topics

The LibreOffice Help

LibreOffice Help pages are displayed in your system default web browser.

The Help references the default settings of the program on a system that is set to defaults. Descriptions of colors, mouse actions, or other configurable items can be different for your program and system.

 The Help system for all versions of the software is based on the same source files. Some of the functions described in Help may not be included in this particular distribution. Some features specific to a distribution may not be mentioned in this Help.

 Help pages of LibreOffice Extensions still use the old Help system. The old Help system help pages [are available from here](#).

The LibreOffice Help pages features

The Module List

Located on the top of the page, click to open the drop-down list and select the LibreOffice module to display the module Help main entry page.

The Language List (Help online only).

Available only in the online version, select the language to display the current help page.

The Help Index

The Help Index displays a list of keywords for all LibreOffice modules. Click on any keyword in the list to open the linked Help page.

Searching the Help Index

Type the keyword in the Search text box. The search is performed immediately, while you type the keyword.

Comparison of LibreOffice and Microsoft Office File Types

| LibreOffice | Microsoft Office | Libre Office file type | Microsoft file types |
|--------------------|-------------------------|-------------------------------|-----------------------------|
| Write | Word | odt | doc, docx |
| Calc | Excel | ods | xls,xlsx |
| Impress | Powerpoint | odp | ppt, pps, pptx, ppsx |
| Base | Access | odb | Not file compatible |
| Draw | No equivalent | odg | No equivalent |
| Math | Equation | odf | Can't save as file |

LibreOffice can read, edit and save the Microsoft Office file types listed.

Applications on your Computerbank Computer

Go to the Menu at the bottom left of your screen

The following list shows the software in the order you will find it in the menu.

Accessories

| | |
|------------------|---|
| Archive Manager: | Software to handle archives like zip, tar, bzip, rar and more |
| Calculator: | A calculator |
| Character Map: | View fonts on the computer. |
| Files: | File Manager |
| Image Viewer: | View digital images |
| Screenshot: | Take a screenshot of the desktop or a window |
| Text Editor: | Editor for plain text files |

Games

| | |
|---------------------|--------------------------|
| AisleRiot Patience: | Many patience card games |
|---------------------|--------------------------|

Graphics

| | |
|--------------------|---|
| Document Scanner: | Used with scanners to scan images and documents |
| Drawing: | Drawing program for digital artists |
| GIMP Image Editor: | An advanced graphics program similar to Photoshop |
| Pix: | Photo Manager and simple editor |

Internet

| | |
|----------------------|--|
| Chrome | Google Chrome web browser |
| Firefox Web Browser: | Firefox web browser |
| Modem-Manager-GUI | Adds SMS and monitoring capability to USB Broadband Modems |

Office

| | |
|----------------------|---|
| Calendar: | Digital Diary |
| Library | Organise favourite and frequently used documents |
| LibreOffice Calc: | Spreadsheet similar to Microsoft Excel |
| LibreOffice Draw: | Drawing application |
| LibreOffice Impress: | For presentations similar to Microsoft Powerpoint |
| LibreOffice Math: | Program for formatting mathematical equations |
| LibreOffice Writer: | Word processing similar to Microsoft Word |

Sound & Video

| | |
|-------------------|---|
| Audacity: | For editing and recording sound |
| Brasero: | CD and DVD Burning |
| Cheese: | Save photos and videos from a web camera |
| Rhythmbox: | Play MP3s, CD's and other audio files. Internet radio |
| VLC Media Player: | Multimedia player |

Administration

| | |
|---------------------|--|
| Backup Tool: | Data backup |
| Disk Usage Analyzer | View disk space usage |
| Power Statistics | Power information (and Laptop battery information) |
| Printers: | Configure and manage printers |
| Software Manager: | Install and remove software |
| Update Manager: | Checks for system updates |
| Users and Groups: | Add users, turn off automatic login |

Preferences


| | |
|---------------------|--|
| Account details | Change user details and password |
| Display: | Configure your monitor(s) |
| File Management: | Change settings related to file management |
| Keyboard: | Set your keyboard preferences |
| Languages: | Language and Locale settings |
| Mouse and Touchpad: | Change properties for the mouse (and touchpad on laptop) |
| Power Management: | Manage Computer and Display power |
| Screensaver: | Manage screen lock settings |
| System Info: | Show system information |
| System Settings: | Control Centre |

Customising your Computer

Here are some of the options for your desktop:

- Change font sizes to make the desktop easier to read
- Change your desktop background, theme
- Languages (needs appropriate languages installed)
- Change mouse properties - left/right handed mouse
- Change keyboard options

To customise:

1. Go to Menu: *System Settings* 
2. In *Appearance* there are four options.
Backgrounds allows setting of a background picture or slideshow (in “Settings”),
Font Selection allows changing system font and size,
Themes allows changing the way windows are displayed (colours, icons, mouse pointers),
Effects changes the way items appear and disappear.

To change your mouse from right handed to left handed operation:

Click on the Menu: *Preferences > Mouse and Touchpad*

Creating Shortcuts

You can create shortcut icons on your desktop or in the panel to link to programs used regularly. Right click the program name in the menu. A submenu will appear. Click on the appropriate option.

Warning: “Uninstall” will ask for a password, if given, the program will be deleted from the computer.

Inputting a Language other than English

Keyboard languages can be changed from Menu: *Preferences > Languages*.

Screensaver

There is no screensaver. The Mint developers regard screensavers as a security problem. The screensaver option is used to change the lock screen characteristics.

Frequently Asked Questions and How To's

Does Linux get computer viruses?

Linux is not currently threatened by many viruses unlike the Microsoft system which is plagued by viruses. Computerbank's Mint operating system comes with a built-in firewall. Mint is based on Ubuntu which is one of the most secure operating systems around.

Changing the user password

Click on Menu: > *Preferences* > *Account Details* and click in the password field. Your current password will be required. You will be required to confirm your new password. Your new password will need to be eight characters or more.

Adding another user account

To add another user, follow these steps:

1. Click on Menu: *Administration* > *Users and Groups*
2. Enter your password in the *Password* field.
3. Click on "Add"
4. Fill in the details requested by the form: Full Name and Username, click Add.
5. Click on the new user's name
6. Click on "No password set"
7. Set the password for the user (8 or more characters): click "Change".
8. You can add another user or close the window.

User names work better in lowercase.

Checking free space on the hard drive

In the file manager window, the free space is shown in the status bar.

Space used in a folder can be obtained by right click on the folder and choosing Properties.

More detail about usage is available from the Disk Usage Analyser in the Administration menu.

"Can I install '*program name*'?"

If you want to use an application that is not included on Computerbank's system, you can search the Software Manager (in the Administration section of the Menu) to see if it or something similar is available.

The Software Manager usually will give a description of the selected application and an indication of the space it will take on your hard drive. There is a provision for user reviews but these seem to be few and far between.

Updating, Installing and Deleting software

An internet connection is required to update or install software.

Updating

You must have internet access to update software.

When updates are available, an orange dot icon will show in the update icon in the panel:



It may need a large download. The download size is shown at bottom left in the window.

Click on the icon to start the Update Manager.

If you see a message that the Update Manager needs to be updated – click 'Install Updates', you will be asked to enter your password.

The 'Update Manager' will start and display a list of updates. Click 'Install Updates', you will be asked to enter your password.

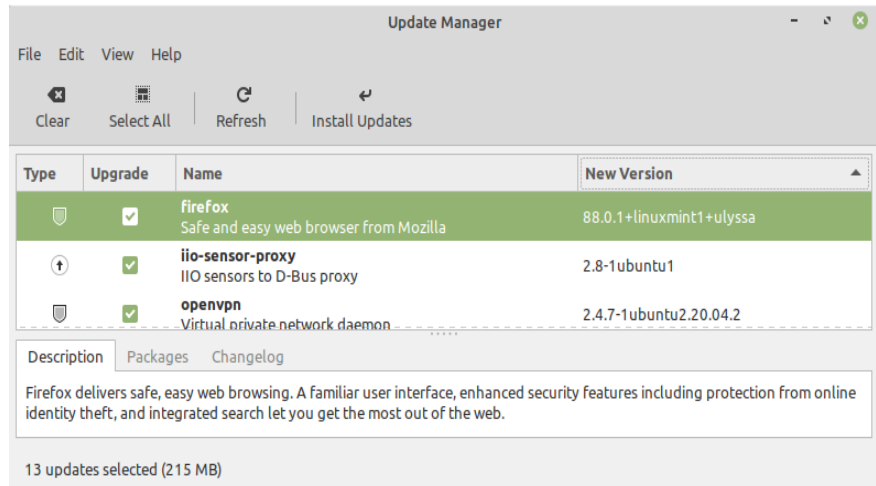
If you see a message that Firefox or Chrome is out-of-date, use the *Update Manager* to update.

Go to Menu: *Administration* > *Update Manager*.


There will usually be more items in the list.

To just update Firefox and/or Chrome, remove the ticks from the headings, then tick the boxes against Firefox and/or Chrome.

Click 'Install Updates'. You will be asked to enter your password.



Removing or adding software

Software can be added, updated or removed with the *Software Manager* 

The *Software Manager* is in Menu: *Administration* > *Software Manager*.

You will be prompted to enter your password when you *Install*, *Remove* or *Update* software.

CAUTION: Do NOT remove software you are unsure about. Always check you are not removing other programs by updating.

Further information can be found using the Help option and by doing a web search. Include the term 'Linux' and/or 'Ubuntu' when looking for information.

NOTE: Messages may be displayed while installing or updating software. Information messages can usually be ignored: press 'Q' to close the message.

Messages that ask if you want to update to a new version of a file should be answered with 'N' (no). If this is the default, you can just press 'Enter'.

Example:

```
Configuration file 'filename'
==> Modified (by you or by a script) since installation.
==> Package distributor has shipped an updated version.
What would you like to do about it? Your options are:
  Y or I : install the package maintainer's version
  N or O : keep your currently-installed version
  D      : show the differences between the versions
  Z      : start a shell to examine the situation
The default action is to keep your current version.
*** filename (Y/I/N/O/D/Z) [default=N]?
```

Troubleshooting Common Problems

Frozen or misbehaving programs or an unresponsive computer

Occasionally programs will freeze or start to behave strangely. If this happens you can end the program. Click on Menu: *Administration > System Monitor* and click on *Processes*. This will show a list of programs (processes) running on the system. Click on the program you wish to end.

If nothing works, shutdown the computer by holding the power button for 10 seconds.

Dialog window takes over screen and can't be closed

If you can not access the minimise, maximise or close button in a program or a dialog window the keyboard and mouse can be used to move the window. While holding the ALT key with left click, use your mouse to drag the window into a better position.

Or you can press the Alt F7 keys together: you can then move the window with the mouse or cursor keys.

Restore lost main menu

1. Right click an empty space on the panel and select "*Applets*"
2. Make sure that "Manage" is selected
3. Type "me" in the search box or scroll to "Menu" and left click
4. Click the '+' sign at the bottom left of the window.
5. Close the 'Applets' window.

Tip: If the icon does not go where you want it, right click the panel and select 'Panel edit mode'. Left click on the icon and drag to move it. Click 'Panel edit mode' to turn it off.

Can't Access the Desktop Menu Bar

If a program has taken over the whole screen and Esc won't return you to the desktop, Press the Alt F7 keys together. You can then move the window with the mouse or cursor keys.

Pressing Alt F4 keys together should close the program but you may lose unsaved work.

Printer not working

Check that the printer is turned on, that it has paper, that its cables are plugged in fully, and check if it is out of ink. If the ink is out, buy a replacement cartridge or refill.

If the printer has stopped it will have a cross over it and will need to be refreshed once the problem has been rectified. Click on Menu: *Administration > Printers*. In many cases the printer will resume printing by itself.

Stopping the printer

Print jobs can be stopped by clicking on Menu: *Administration > Printers* then right click on the printer and click on *View Print Queue*. Print jobs can be deleted by selecting them and using the appropriate option from the Toolbar or by right clicking over an entry.

Can't read/open USB memory sticks

The device may be faulty, unformatted or have been removed without closing correctly. If you do not need the data that was on the device, you can reformat it: call Computerbank for help with this task.

I can't connect to broadband internet

There are many reasons why this could be the case.

- Check that all the cables are plugged in and going to the right places.
- Check that there is power to the modem and it is switched on. A red light on the modem usually indicates a problem.
- Is another computer using the same connection? If you take the cable out of the first computer and put it into another computer, the modem (or router) may need to be turned off and on at the wall (power cycled) for it to work.
- Check the configuration for the modem or router. This is accessed using a web browser (Firefox) and an IP address (eg: 192.168.1.1 or 10.1.1.1). You may need the manual for the device.

Boot stops at a text screen

There will be a message like "Give root password for maintenance (or type control-D to continue)"

Call Computerbank to book User Support. You will need to bring the computer to Computerbank for diagnosis and repair.

Kernel Panic message

These are rare. Kernel panic messages usually occur when starting or booting up your computer. Call or email Computerbank: you will probably need to bring the computer to Computerbank for repair.

Appendix 1 – Mobile Broadband Internet

A. Using Network Manager to connect to the Internet.

Initial setup.

Connect the mobile broadband device to the computer and wait for approximately 30-40 seconds for the computer to recognise the device as a modem. You may see the message :

Mobile broadband network.

You are now registered on the home network.

1. Click the Network Manager icon in the top right hand side of the top panel. If your device has been successfully detected an option to configure it will be available.
2. Select *New Mobile Broadband Connection* and a wizard should appear. Select the correct information for your account. Some providers require a user name and password, while others do not.
When successful, a message similar to that below will appear.

Connection established

You are now connected to [Provider] [Network name].

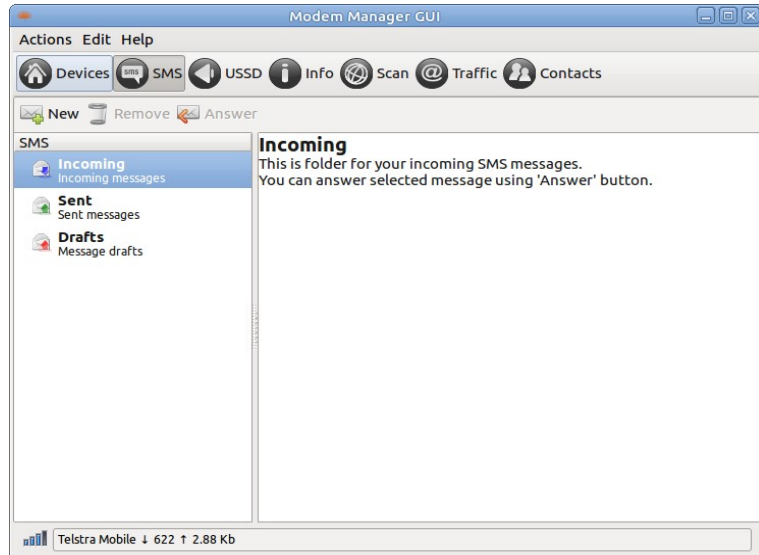
3. If your connection does not work despite it being available call Computerbank for advice. It is probably a settings issue.

On subsequent occasions, after the 'registered' message appears, click on the Network Manager icon and select the network [Provider] [Network name].

When you have finished using the internet, click on the Modem Manager icon and choose **Disconnect** before removing the modem.

Sending and receiving SMS messages

Phone companies send SMS messages when you reach 50%, 85% and 100% of your Data Allowance. "Modem Manager GUI" can be used to receive these messages and can also be used to send SMS messages.



Modem Manager GUI

"Modem Manager GUI" is started from the Internet menu. It should be started after the "You are now registered ..." message has been displayed.

The Traffic tab will show the amount of data that has been sent and received during the current session.

The "Statistics" can show data used each calendar month.

When you have finished using the Internet, click on the Modem Manager icon and select "Disconnect" before removing the device.

B. Modem connects as wired connection.

Some Mobile Broadband Modems connect as a wired connection. These will display the message:

Connection established
You are now connected to 'wired connection 2'.

You will now be connected to the Internet.

These devices can be configured with a web browser.

Sending and receiving SMS messages

Put 192.168.8.1 as the web address and the browser will connect to the modem's web interface. Use the "SMS" tab to send and receive messages.

A window at the right side of the screen shows connection information including data used ("Total Volume").

When you have finished using the Internet, you can just remove the device. You should see:

Disconnected
Ethernet network.

If you can't connect to the internet, check the configuration: Settings tab, Connection item. The picture at right shows the correct settings.

Sending and receiving SMS messages

Put 192.168.8.1 as the web address and the browser will connect to the modem's web interface. Use the "SMS" tab to send and receive messages.

An area at the right side of the screen shows connection information including data used ("Total Volume"). See picture below.

You are using your SIM settings to connect. If you wish to change this setting, choose from the selections shown.

Account type

IP type

This option should only be changed if you know that your network supports it. Otherwise a change may affect your connection performance.

IPv4/IPv6 APN

IPv4/IPv6 Number

IPv4/IPv6 DNS1

IPv4/IPv6 DNS2

Security

IPv4/IPv6 Username

IPv4/IPv6 Password

IPv4/IPv6 Confirm Password

Connection mode

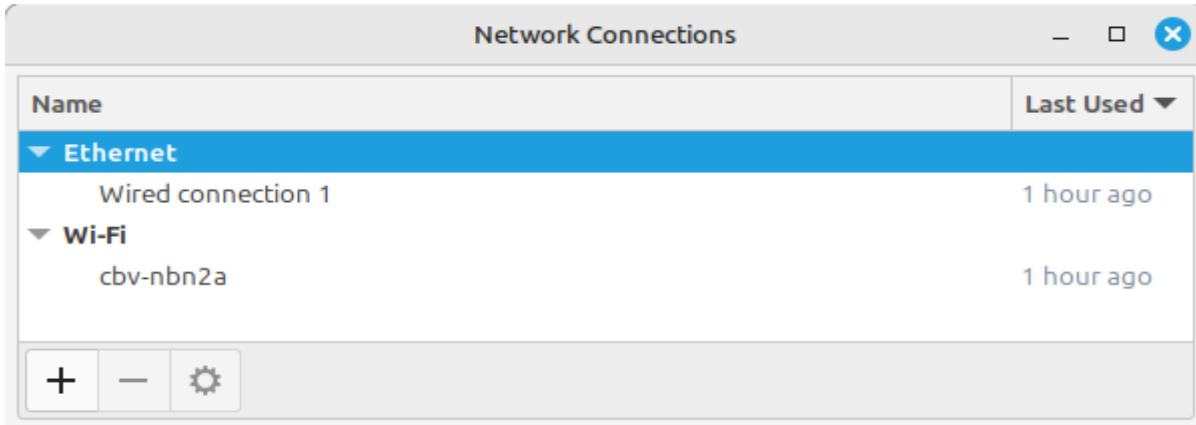
Automatically connect even when roaming

The screenshot shows the modem's web interface with the 'SMS' tab selected. The main content area is divided into three sections: 'Inbox (1)', 'SMS help', and 'Home network'. The 'Inbox (1)' section contains a table with columns for 'Date', 'From', and 'Messages'. The 'SMS help' section provides instructions on how to manage messages. The 'Home network' section displays connection details such as 'Mobile number', 'SIM Number', 'Signal', 'Status' (Connected), 'Network' (Telstra 3G+), 'Time connected' (00:02:52), and 'Total volume' (2.02MB).

Appendix 2 – Network Manager

Editing Network Manager settings

Click on the Network Manager icon and choose *Network Connections...*



To delete an unwanted connection, click on it then click the minus sign.

To change a WiFi connection's password, click on it then click the gear icon. Clicking on the "Wi-Fi Security" tab will allow you to change the password.



When finished, click "Save".

Appendix 3 - change automatic login

Go to Menu: *Preferences > System Settings - Administration > Login Window*

You will be asked to enter your password

Click on *Users*

Set automatic login

Add the username you want to login automatically to the *Username* field in the *Automatic Login* section.

Stop automatic login

Delete the name from the *Username* field in the *Automatic Login* section.

