

Frequently Given Answers

Answers to frequently and not so frequently asked questions

BB / SOZ / VG

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Printing: Connecting the network printer

In Windows 7 the printer has a new name. You therefore have to add the printer once again. You can do so by following the steps below.

1. Select **Start > Devices and Printers**.
2. Select **Add a printer**.
3. Click **Add a network, wireless or Bluetooth printer**.
4. Select **Find a printer in the directory, based on location or feature** and click **Next**.
5. Type under location: **RAP, ACA** or **GRAV** and click **Find Now**.
6. Select **the printer of your choice from the list** in the window under **Search Results** and click **OK**.

Printing: Staples or no staples

The new Windows 7 printer automatically staples your document (if it consists of more than one page). You can turn off this option as follows:

1. Select **Start > Devices and Printers**.
2. Double-click the printer of your choice.
3. Click **Printer > Printing Preferences...**
4. Go to the **Finish** tab and remove the check next to **Staple**.
5. Next click the **Default** button.
6. Finally click **OK**.
7. Close any windows that are still open.

Installing programmes

In Windows 7, you can continue to install scripted software made available by ISSC via Run Advertised Programs.

1. Select **Start > Control Panel > Run Advertised Programs.**
2. Select the programme of your choice.
3. Click **Run.**

The programme will now be installed on your PC. For some packages (for instance Adobe) this can take some time. You need not interrupt your work during the installation.

Installing personal fonts

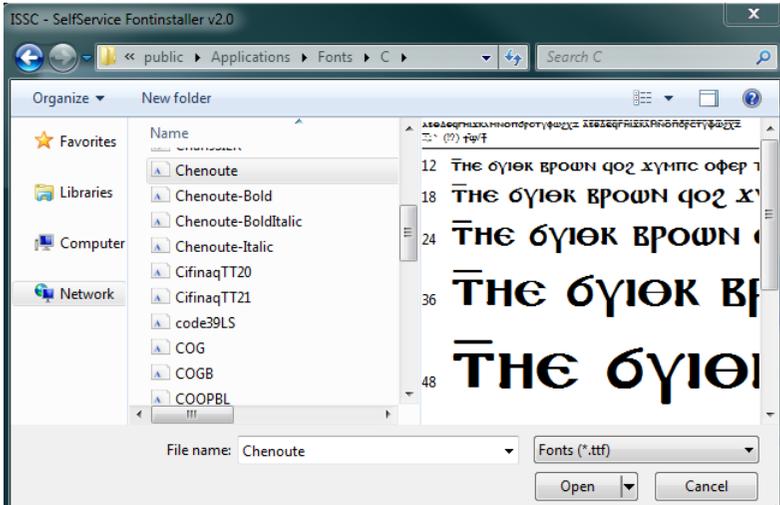
In Windows 7 you can still install fonts yourself via the font installer. Just follow the steps below:

1. Select **Start > Control Panel > Run Advertised Programs.**
2. Select **FontInstaller** and click **Run.**
3. Close the message by clicking **OK.**
You will now be redirected to a folder with fonts.
4. You may see an error report. Click it away.
5. Select the font of your choice.

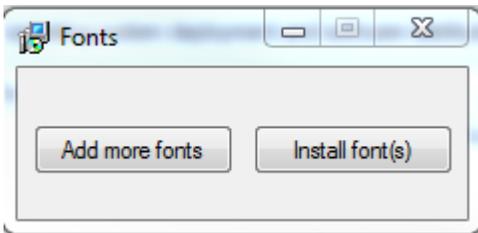
If you click the **Show the preview pane** icon you will see a preview of the font.



6. Click **Open.**



7. Click **Install fonts** to install the selected font or **Add more fonts** to select more fonts.

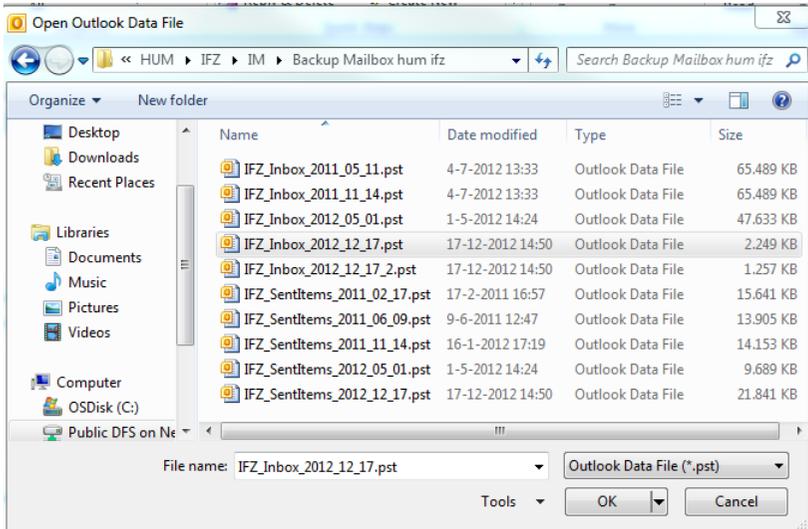


8. Click **Close** to close the Run Advertised Programmes screen.

Outlook: Connecting archive file

In Outlook 2010 you can connect an archive file as follows:

1. Go the tab **File > Open > Open Outlook Data File.**
2. Select the file of your choice and click **OK.**



3. You will see your archive file on the left of the navigation screen.

Outlook: Activating existing signature

You can copy signatures which you created in Outlook 2003. Just follow these steps:

1. Go to the folder
P:\Application Data\Microsoft\Signatures.
2. Copy the contents of the folder to
P:\Appdata\Roaming\Microsoft\Signatures.

Outlook: How to add a new signature?

Open a new e-mail. Click **Signature** in the **'Message'** ribbon menu and then click **Signatures**. Click **New**. Type a name for the signature and then click **OK**. Type the text you want to include in the signature in the **'Edit Signature'** field and click **OK**.

Outlook: Auto-complete list

Outlook automatically saves all e-mail addresses that you enter in the 'To:' or the 'CC:' field of your e-mails in a list, the so-called auto-complete list.

The auto-complete list of Outlook 2003 is not automatically copied into Outlook 2010. The old list is however still available on your network disk and can be transferred to Outlook 2010 in a few short steps. You can do this yourself by following the instructions below, or you can call the migration support team (extension 7776). You can transfer the auto-complete list as follows:



1. Open the Windows Explorer.
2. Go to **P:\Application Data\Microsoft\Outlook.**
3. Copy the **<filename>.nk2** file to the
P:\Appdata\Roaming\Microsoft\Outlook folder.

4. Rename the file **Outlook.nk2**.
5. Close Explorer.
6. Click the Start button.

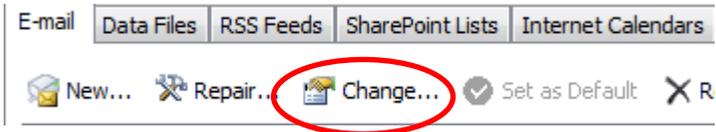
In the Start Menu, click the search field below: **outlook.exe /importnk2**.



By typing and performing this command you will automatically let Outlook transfer the auto-complete list from Outlook 2003 to Outlook 2010. Once you close down and restart Outlook, your auto-complete list will be active once again.

Outlook: Connecting a functional mailbox

1. Start Outlook, go to the **File** tab.
2. Select **Info > Account Settings**.
3. In the pull-down menu, click **Account Settings** again.
4. Click **Change > More Settings > Advanced > Add**.



5. Enter the name of the mailbox of your choice and click **OK**.
6. Click **OK > Next > Finish** to return to the start screen. You will see the functional mailbox on the left in the navigation panel.

Word: Save file as PDF

In Word, you can directly save a file as a PDF. To do so, follow the steps below:

1. Go to the **File** tab.
2. Go to **Save & Send**.
3. Click **Create PDF/XPS document**.
4. Click **Create PDF/XPS document** again.
5. Give your file a name and click **Publish**.

Word: Spelling and grammar, change language

In Office 2010 the spelling check is automatically set to **English-US**. You can change this as follows:

1. Go to the tab **File > Options > Language**.
2. Under [Add additional editing languages] select the language of your choice and click **Add**.
3. If you wish, you can now set this language as the default.

Word: Switching off spelling and grammar

If you do not wish to make use of the spelling check, you can switch it off as follows:

1. Go to the tab **File > Options > Proofing**.
2. Uncheck the items of your choice.

Windows: Shortcuts

It may be that some of the shortcuts you created on your desktop no longer work, for instance because the location of the software has changed.

The support team can help you to restore these shortcuts. You may also choose to add ('pin') frequently used programmes to the Taskbar.

Windows: Adding programmes in the Taskbar

You can add the programmes that are included in the Start Menu to the Taskbar as follows:

1. Open the **Start Menu**.
2. Right-hand click the application of your choice.
3. Select the **Pin to Taskbar** option from the menu.

Windows: Adding folders in Windows Explorer

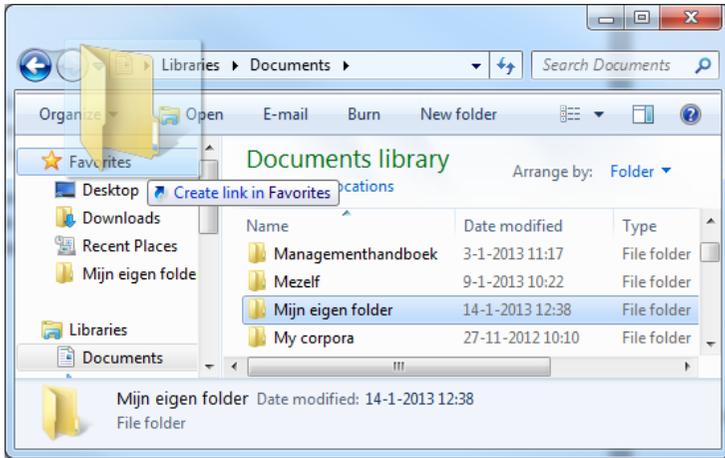
You can also pin frequently used folders to Windows Explorer.

1. Go to the folder of your choice.
2. Drag the folder to the Taskbar. The text **Pin to Windows Explorer** will appear.
3. Let go of the mouse.
4. If you right-hand click Windows Explorer, you will see your folder.

Windows: Adding folders to Favourites

Another way of keeping frequently used folders close at hand is to add them to your favourites.

1. Open Windows Explorer.
2. Go to the folder of your choice and drag it to Favourites, on the left-hand side of the screen.



Windows: Shortcut to the desktop

In order to quickly return to the desktop, follow these steps:

1. On the right of the Taskbar, click the right-hand rectangle.
2. Click the rectangle once again to return to the original situation.



1. Right-hand click the Taskbar and select **Show the desktop**.
2. You can return to the original situation via **Show open windows**.

Tridion: Compatibility mode

In order to be able to work with Tridion, Internet Explorer must be in so-called compatibility mode. In the new version of Internet Explorer, the relevant button is in a different location.



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