BTOP Computer Information and Guidance

Set admin passwords

How to set up a password for Admin:
When the BTOP computer boots up, you will see the admin and public user accounts. These have the proper software configuration for the BTOP project.

- Select the admin account and login. (Default admin password: btop2011)
- From the Start menu, select Control Panel. If you are not already in Category View, in the upper left, click the Category View. Then, click User Accounts and Family Safety.
- Under "User Accounts", click Change your Windows password. If prompted, click Continue.
- Under "Make changes to your user account", click Set a password.
- In the "New password" and "Confirm new password" fields, enter the password. Click OK twice.
- If you normally password protect your Public account you can follow the same steps above.

Updates

- Windows Update should be run prior to the initial use of each machines, updates occur frequently (accessed through Start Menu -> Windows Update)

Computer hardware

Each library should **contact Lenovo support directly first** for any warranty repair or hardware issues with their machines. Warranties for the BTOP laptops (three year, next day priority) expire 6/29/2014. Most warranties for the BTOP desktops (three year, onsite 9 to 5) expire 6/8/2014, and the remainder expire 7/26/2014. Please check the warranty status lookup below for any particular serial number.

Note: Support will ask for a MTM (machine type) and the serial number (S/N). Both of these are on the back of the unit. The MTM is a 4 digit number, and the serial number is seven characters (do not include the dash). Example to the right.

Please consult this list in order for troubleshooting the BTOP computer hardware:

1. Lenovo Warranty Status Lookup
   (http://support.lenovo.com/en_US/product-service/warranty-status/default.page)
2. **Lenovo Warranty Repair Support:** 1-800-IBM-SERV (426-7378)
3. **Contact:** Jared Leadbetter (jared.leadbetter@maine.gov or call 207-287-5620)
4. **Last Resort - Networkmaine Support:** To get On-Site Support you must contact the Help Desk at 1-888-367-6756 or email support@msln.net.

Computer software installed

- Operating System: Windows 7 Professional (32 bit)
- Microsoft Office 2010 Standard
- Trend Micro Titanium Internet Security antivirus (3 year license)
- Jabber (desktop videoconferencing)
- Computrace (Laptops only)
- Skype (free third-party software - http://www.skype.com/en/download-skype/skype-for-computer/)
- Open Office (free third-party software - http://www.openoffice.org/download/)
- Adobe Acrobat Reader (free third-party software - http://get2.adobe.com/reader/)

Microsoft Office 2010 Standard

- License key is Q4FP8-DMMD9-XW977-QT2YP-XM6RB.

Trend Micro Titanium Internet Security

- Subscription coverage expires 5/26/2014
- Key: PLMP-9994-4476-9856-7463

Computrace

Please review the information provided at the Maine State Library website for downloading and installing the Computrace software on BTOP laptops:
http://www.maine.gov/msl/digital/techfix/btop/security.htm

Other software

These are your computers! You can install any of your own software such as Deep Freeze, Millennium Catalog, etc. Note: If you are using Deep Freeze, or any other similar imaging security software, please ensure that Trend Micro can update correctly.

We recommend the following software for improved web functionality:

- Java (http://www.java.com/en/download/)
- Flash (http://get.adobe.com/flashplayer/)
- Shockwave (http://www.adobe.com/go/getshockwave/)

For additional assistance

Contact: Jared Leadbetter (jared.leadbetter@maine.gov or call 207-287-5620)