# Manager Tech Toolbox

## What to do when…

This **Manager Tech Toolbox** is designed to guide you to troubleshoot a tech problem in your office when it happens. It offers you tips of *what to do when*…..the printer doesn't work, computers cannot get on the Internet, the phones don't work, etc.

We know the frustration level can escalate pretty fast with your agents when something is not working as it should and with you being on the *"frontline"* I thought I would share these tips with you to try before making the call to me. I am always here to help you troubleshoot over the phone or onsite.

*What to do when*…**Desktop** computers cannot access the Internet – unplug the power to the COMCAST MODEM for 30 seconds, unplug the ROUTER and SWITCHES if present for 30 seconds, plug in the modem first then switches if any then the router.

*What to do when*…**Laptops** cannot access the Internet - unplug the power to the COMCAST MODEM for 30 seconds, unplug the power to the ROUTER and SWITCHES if present for 30 seconds, unplug the **WIRELESS ROUTER** power and plug in the modem first then switches if any then the router. NOTE: The wireless router may be in a different location than the modem, router and switches.

If you try these *first-response tips* and it still does not work then you need to call Comcast as there may be an outage in the area – business tech support – 888-737-8361 – ask them to PING the router and if they cannot ping then the problem is with Comcast if they can then it is in the building and they will troubleshoot with and if they cannot get it back online I will call HUB Tech.

*What to do when*….the Computer freezes – press ALT, CTRL and DELETE, select SHUT DOWN and restart computer.

*What to do when*…e-forms do not PRINT or DISPLAY correctly – Make sure the computer you are using has Adobe 9 series on it – tech support is working on a fix for Adobe X.

If you have Adobe X on that e-forms machine go to ADD and REMOVE programs in the Control Panel on Windows XP machines – Windows 7 machines, Computer, REMOVE or CHANGE programs and UNINSTALL Adobe X and install this version - Adobe 9 – Tech Support for Instanet Solutions is – 800-668-8768.

*What to do when*…you have a **COMPUTER VIRUS** – Power down the machine if possible if not shut it down, restart computer and immediately start pressing the **F8 key** continuously until the computer gives you the option to start in **SAFE MODE with NETWORKING**, open your Microsoft Security Essentials program and scan, also open Malwarebytes it should be on your desktop or programs list – if not this is a good time to download it – www.malwarebytes.org – choose free version.
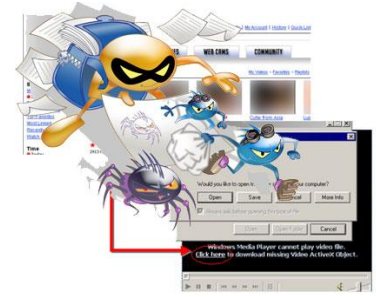
If you get the virus on your desktop screen it is IMPERITIVE that you **DO NOT CLICK, BUY or SUBSCRIBE** to anything they are selling it is a scam – put a note on it and **CALL ME**.

It is important to remind your agents NOT TO GO TO NON-RELATED REAL ESTATE websites, these sites bring in unwanted malware, spyware and viruses – to check and see what is installed on your computers go to Add and Remove Programs and look for Coupon Clipper, Coupon Cabin, Games, Full-Tilt Poker, etc. **Remind your agents that the computers are our lifeline.**

*Virus removal is a 55 billion dollar a year business industry and it is a charge that we do not need to incur with the proper precautions.* Make sure your anti-virus is up-to-date – the small house icon on the right hand corner of the screen should be **GREEN** if it is **YELLOW or RED** you NEED TO UPDATE IMMEDIATELY also update Malwarebytes.

*What to do when*…your **PRINTER does not PRINT** – first see if there are any documents in the print queue if so delete them. Remind your agent that if it does not print the first time it will not print if they hit print 5 more times - what this does is overload the memory in the printer and it starts spitting out paper with garbage letters.

**Power down** the printer, reboot the Comcast Modem, same process for Internet outage because you are on a network for the e-mailing. Turn the printer on and it should reset the network if not call me….

*What to do when*…you have a problem with **Conway Webmail** – If you get a message that has pop-up blocker error message you need to TURN ON your pop-up blocker for the site because when you open a message to view it opens on top of the program so it is a pop-up. To do this – go to TOOLS on the Internet menu, pop-up blocker, TURN ON, and then ADD http://mail.jackconway.com to the POP-UP BLOCKER SETTINGS.

If you receive other odd messages it can be a few things, one, the computer may have lost connectivity to the mail server at the time, close and retry. Second, your JAVA may need updating, look for an orange square icon in the bottom right corner of screen and update. Third, the computer may need updating, look for a turquoise vertical icon in bottom right corner of screen. You have to make sure that your computers are up-to-date as the platforms we are on are. **The only update that I have not done myself is Internet Explorer 9.0; the jury is still out on that new version. I checked last week and MLS PIN and Boston Logic are still running 8.0**

*What to do when*…you or your agent gets a new **SMARTPHONE** – I have PDF's for all mobile devices under TECH TALK in the Virtual Office of JackConway.com. I also have the PDF for the iPad and Outlook 2010. **NOTE:** Currently you cannot print from your iPad to the office Lexmark or Konica printers, both companies are working on a print driver.

*What to do when*…you cannot log into the **CMA from the JC.Com Intranet**.

Give me a call if I cannot re-create the same error on my end then the problem is not with Boston Logic. From my experience it is a corrupt file, go to ADD and REMOVE programs, uninstall Toolkit CMA, go back into the Intranet and download again.

*What to do when*…an agent wants to connect their new laptop to the wireless – FIRST and most important check and make sure they have a valid, up-to-date anti-virus program running. Power up the laptop, look for the wireless icon in bottom right corner of screen, right-click VIEW AVAILABLE NETWORKS, and add the wireless key 6176964A67

To connect to the multi-function printer you will need the cd.
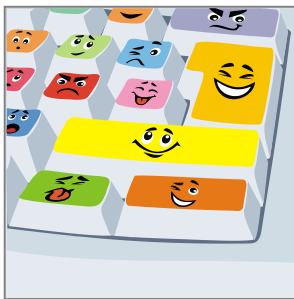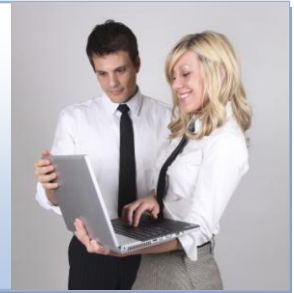
*Thanks for reading; I hope you will find this guide helpful.*

*As always, I am here to help.*

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