

IT Guides

Guides for IT Personnel

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GAM

<https://sites.google.com/jis.edu.bn/gam-commands/home>

Helpdesk Self-Service Portal Guide

Introduction:

This guide will help you, as an Adelanto Elementary School District employee, log into the Technology Services department Helpdesk self-service portal, and successfully place a request for service, or report an issue.

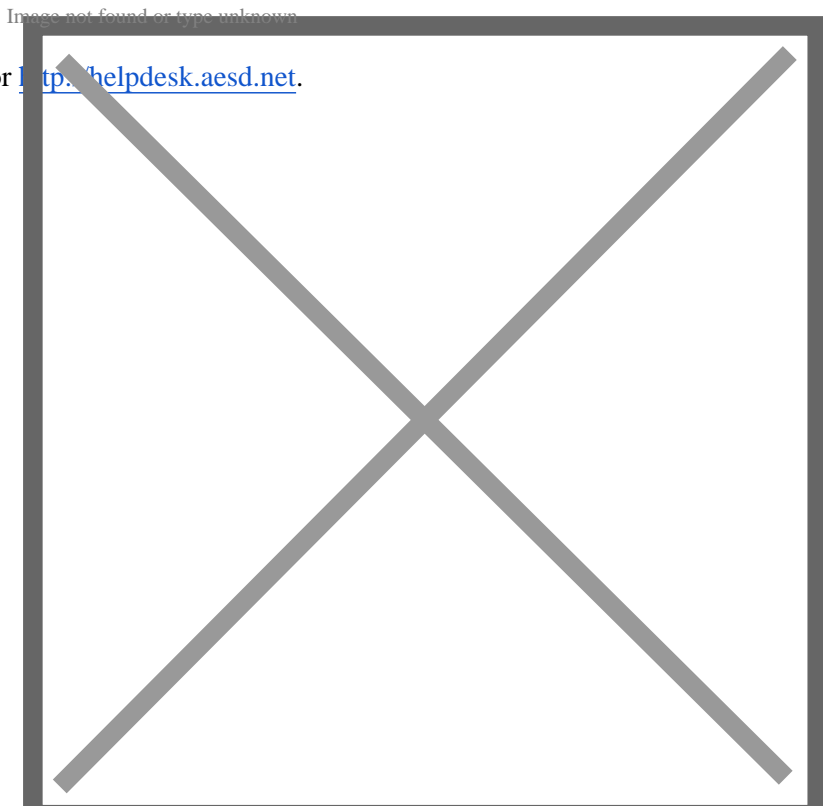
Step 1: Log In

- A.
To log in, launch your browser program of choice. (Google Chrome, Microsoft Edge, and Mozilla Firefox are all known to work.)

- B.
Navigate to <http://help.aesd.net>, or <http://helpdesk.aesd.net>.

- C.

You will see the following menu:



D.

Fill out the Username field with your “firstname_lastname” like your email address, but *without* “@aesd.net” following your name.

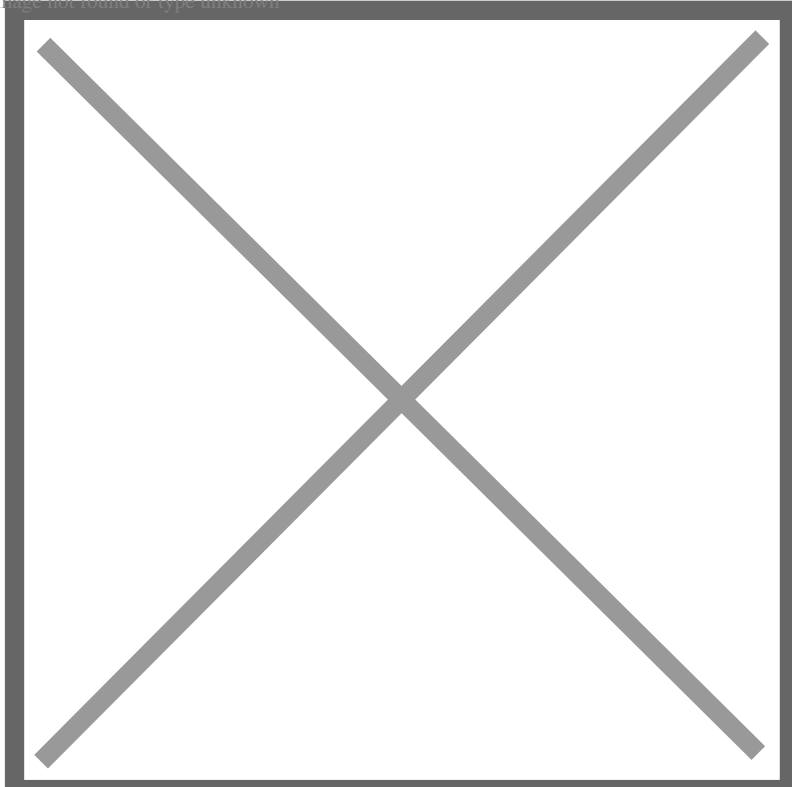
E.

Use the same Password you would use to log in to your district-issued computer, or district email account.

F.

Make sure the last box has “AESD.NET” selected.

Image not found or type unknown



G.

Press “Log in”

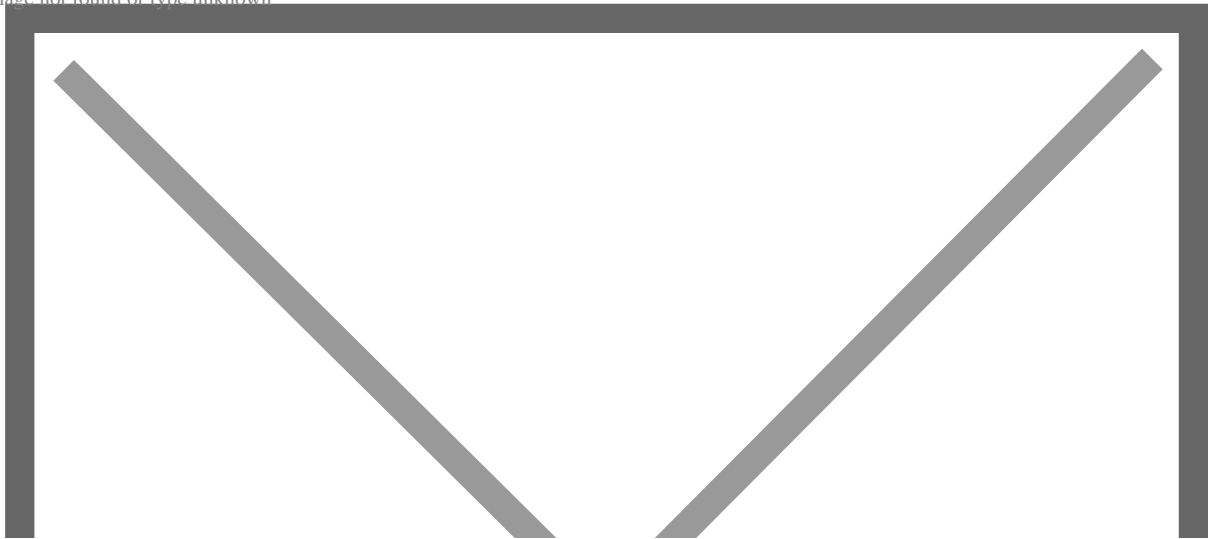
Step 2: The Self Service Portal

Upon successful login, you will be greeted with the Helpdesk Self-Service Portal. You’ll probably notice a number of different boxes on this page, so let’s review those.

-

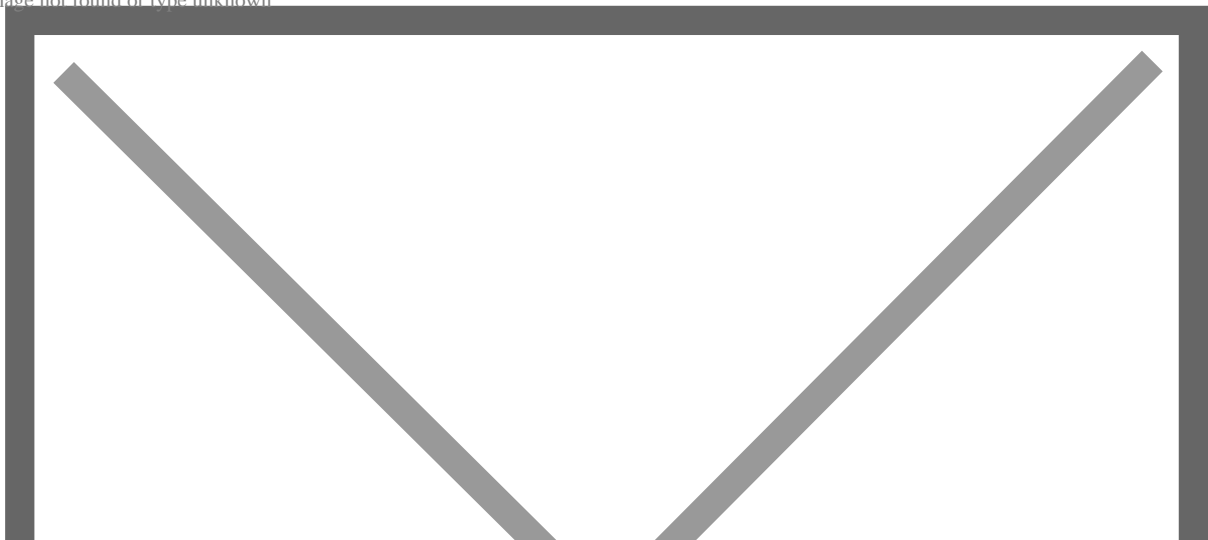
The *My Request Summary* box shows the number of requests you currently have open with the Technology Services Department. Clicking on any of the numbers of this section will take you to a more detailed overview of your open requests.

Image not found or type unknown



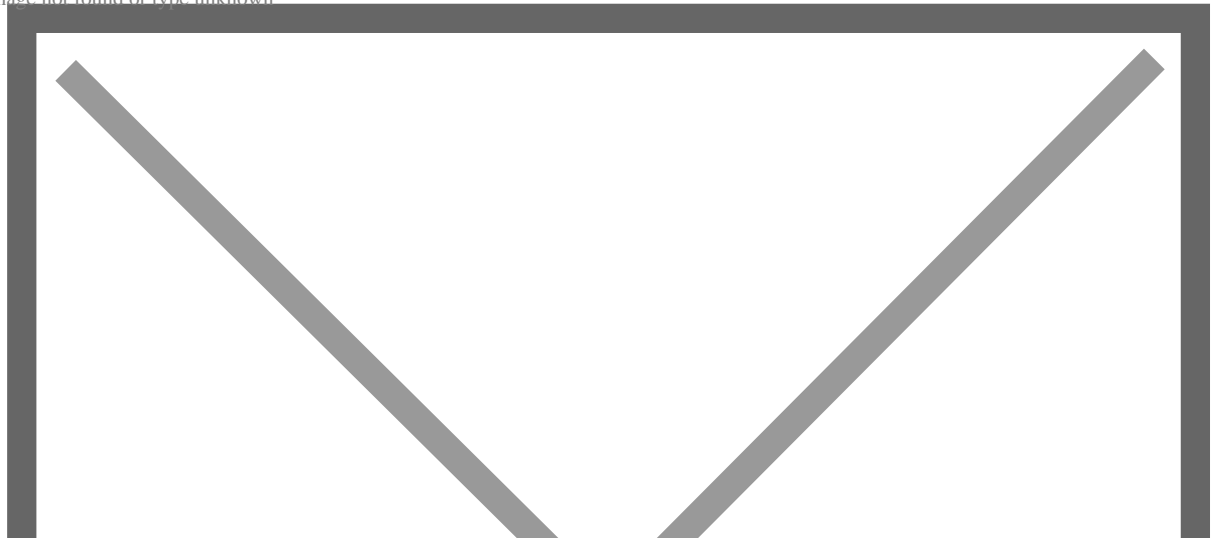
- The *Announcements* section contains announcements from the Technology Services department about technology issues affecting the whole District, or an entire school site.

Image not found or type unknown



- The *Popular Solutions* area shows “do it yourself” options for the most common technical problems. These are great to try if someone can’t get back to you right away.

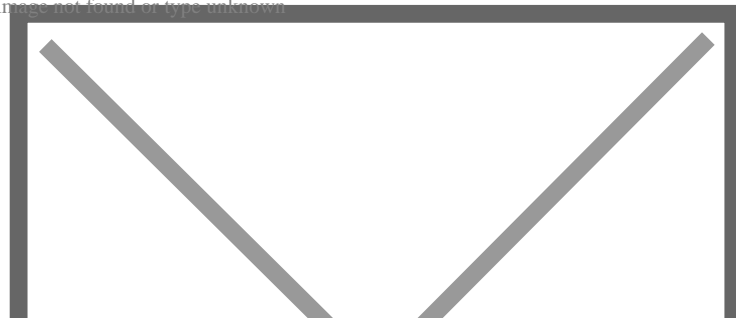
Image not found or type unknown



Step 3: Placing a Request for Help

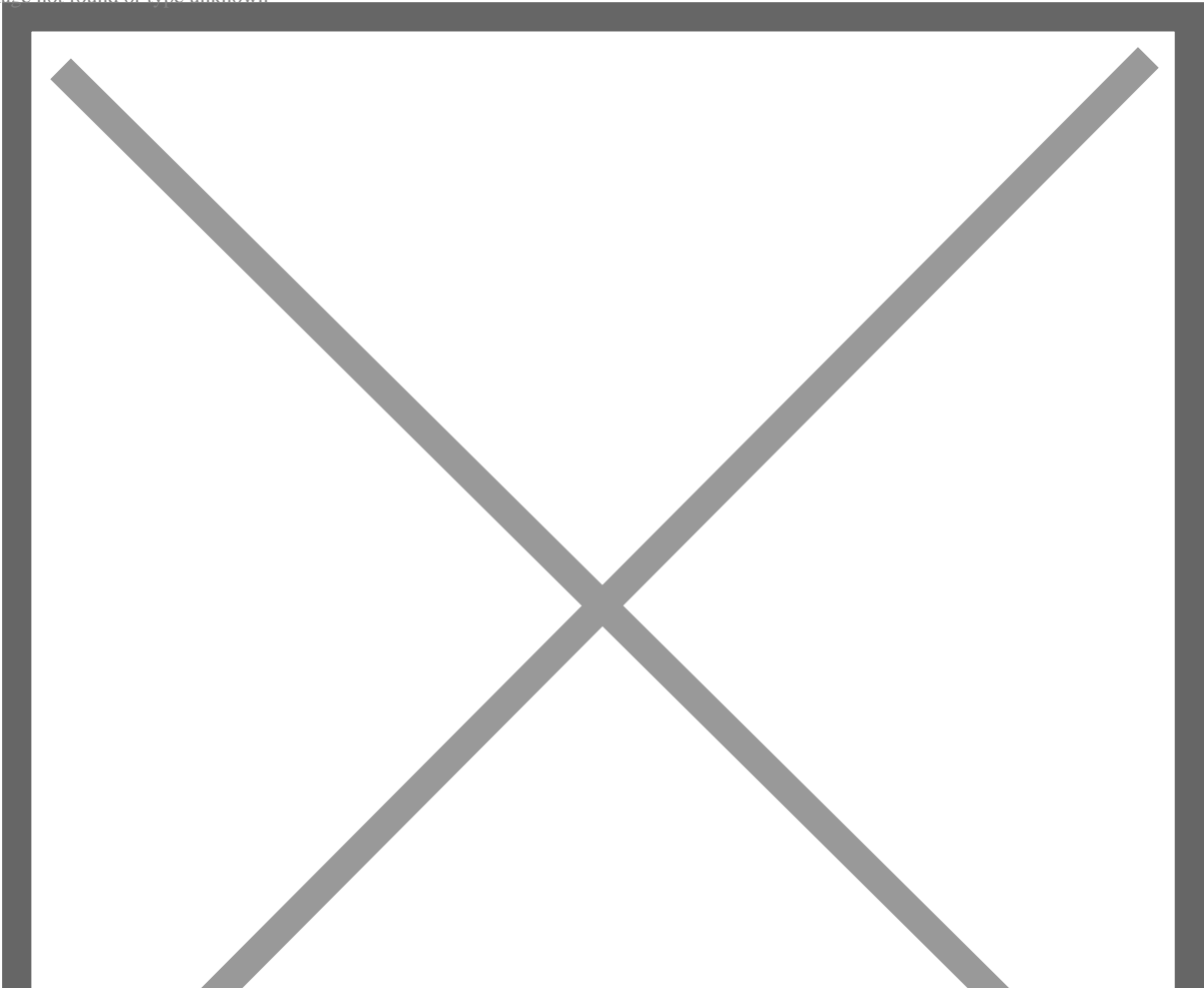
If you are having a technology related issue, you may place a request for assistance by clicking the orange *Report an Issue* button near the top of the Self-Service Portal.

Image not found or type unknown



This will take you to the Incident Catalog. The categories here will help your issue get directed to the appropriate person within the Technology Services Department. Click on a category that best encompasses your issue. (Please note that you can also use the search bar at the top to attempt searching for the type of issue you are having.)

Image not found or type unknown



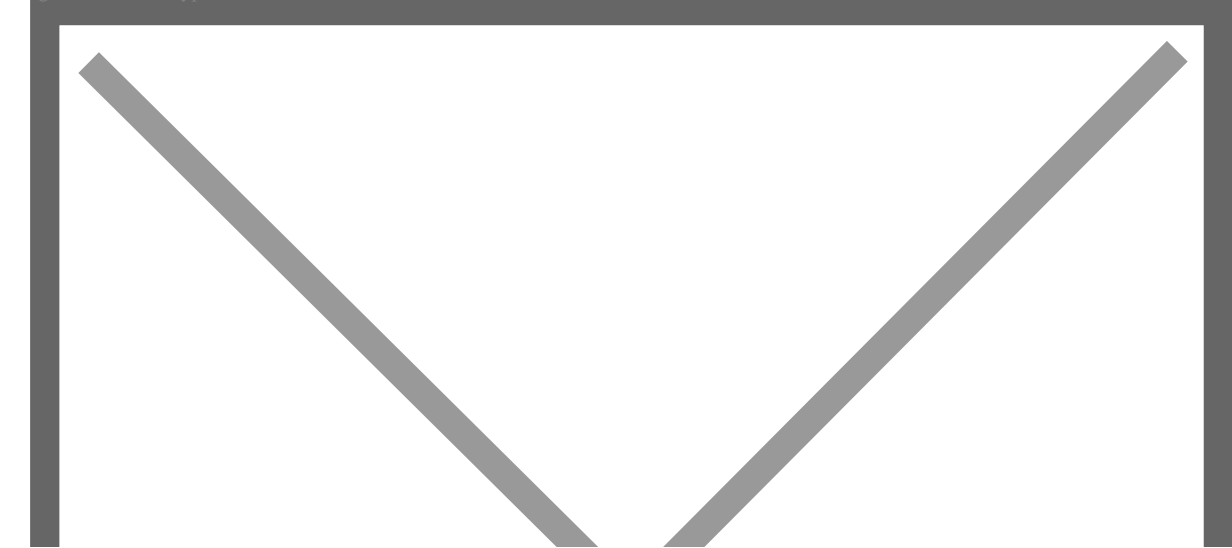
After choosing a category, please select the option that best describes your issue.

Image not found or type unknown



You will then be asked to fill out a template in order to submit your request. Please enter a detailed description of your issue, make sure all other fields are accurate, and then press submit. Note that not all fields will be filled in, so check over everything to make sure all details are as accurate as possible. This will help us in resolving your issue as quickly as possible.

Image not found or type unknown



You may then hit *Add Request* and your issue will be submitted to our Helpdesk technicians, who will get back to you as quickly as possible.

Step 4: Other Ways to Get Help

There are two other ways to get help. From anywhere within the Self-Service Portal, you may use the *Live Chat* tab to talk with a Helpdesk technician. Simply click the button to bring up a chat menu.



From the main page of the Self Service portal, you can browse the entire Solutions database, which will have options you can try yourself to resolve common issues. You can view the solutions database by clicking the grey *View Solutions* button.

Image not found or type unknown



Xerox: Scan to Email Setup

Follow the page below within the Xerox printer portal to setup the SMTP values for scanning to Email:

Hint: Type "SMTP" to get to the page quickly.

xerox AltaLink® C8145

Home Jobs Print Scan Address Book Properties Support

Search

- Fleet Orchestrator
- Adaptive Learning
- Configuration Overview
- Description
- Configuration Report
- General Setup
- Connectivity
- Login/ Permissions/ Accounting
- Apps
- Security
- Configuration Watchdog

SMTP (Email)

Required Information SMTP Authentication Connection Encryption File Size M

✓ Required Settings Configured

Required Information

Server

☐ Use DNS (to identify SMTP Server)

☒ Specify SMTP Server manually

☐ IPv4 Address

☐ IPv6 Address

☒ Host Name

Host Name: Port

relay-us-east-2.prod.

Device Email Address

copier@aesd.net

Note

You can restrict email and internet fax transmissions based on domain. You can also allow LDA requirement.

[Review the domain restriction page.](#)

relay-us-east-2.prod.hydra.sophos.com

Port 25

Device Email Address: copier@aesd.net

PW: Sd

Newline firmware update for smartboards

Thank you for contacting Newline Support.

Here are instructions on how to update your boards:

Q series:

Model	S/N Start	v1.1.56 firmware
TT-5521Q	AEIA4	https://drive.google.com/file/d/1xNkN_eC7fY93V-6jO8sz7ml84J156pa5/view?usp=share_link
TT-6521Q	BDW45, BDW72, BEI72	https://drive.google.com/file/d/1xUffRMwjJA_NzSTksE3KI2OcGDzm4yoc/view?usp=share_link
TT-6521Q	BEF45	https://drive.google.com/file/d/1xmhZw3j_Xa8sQA_5YNYRzGfyjY7hAHDD/view?usp=share_link
TT-6521Q	BDWAC	https://drive.google.com/file/d/1xgQR-5sj1w2bB4Ijv0hgdmSMf_N5KdqY/view?usp=share_link
TT-7521Q	DDWT0, DDWC1, DEIC1, DEIT0	https://drive.google.com/file/d/1xoYIVHzrWkVIIhnB5h_2nl7806Hw1UXy/view?usp=share_link
TT-7521Q	DDWAA	https://drive.google.com/file/d/1xn_kUGQQ4clc6lsfndDRgwLUK81G46yJ/view?usp=share_link
TT-8621Q	HDWA0, HDWD1, HEID1, HEIA0	https://drive.google.com/file/d/1xtC0LT6Unj2Act7O1189zcpG222D0jhfv/view?usp=share_link

TT-9821Q	IEIAC	https://drive.google.com/file/d/1xliK6ceqjUvYQpqdJwVohfgfoGXJf8UV/view?usp=share_link
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- Prepare a USB thumb drive that is formatted to FAT32 and has a total capacity between 4 - 16GB.
- Download the appropriate file from the link above based on the first five characters of the serial number.
- Extract the zipped file and add the 3 files to the root of the flash drive.
- Power down the panel so the power light is red.
- Plug the thumb drive into the "Android USB3.0" port on the bottom/underside of the unit [as seen here](#).
- Hold the power button down. A Newline logo will appear followed by a green Android image. Let go of the power button when the green Android image appears.
- Once the system update is finished, the panel will reboot to the set up page.
- On the set up page, you will see a message on the bottom stating that the panel will perform one last update.
- After a panel reboot, eject the thumbdrive when you're on the set up page of the panel to complete the process

RS+ series:

Model	S/N Start	v1.6.9 firmware
TT-6519RS	B0X52, B0X72, BCK72, ZB0X52	https://drive.google.com/file/d/1UKWU4jZ0upn1k--mS874_853-OkUi-8r/view?usp=sharing
TT-6519RS	BDH72, BDHX0	https://drive.google.com/file/d/1WCVnCZmtXGNmxj7WtLBEx_F3BLFIMtBR/view?usp=sharing
TT-6519RS	BCKX0, BDH72, BEA72	https://drive.google.com/file/d/1WOBKmDxlnW1WmbfuKglIv4PfH4-YAwfC/view?usp=sharing
TT-7519RS	D0X57, D0X64, DCK57, DCK64, ZD0X64	https://drive.google.com/file/d/1UNfiHvLH6SIwvPhtUzNO9cFxxhv48AL/view?usp=sharing
TT-7519RS	DDHC1, DDHT0	https://drive.google.com/file/d/1VbyHyqkuH7bWuWctcE1hSzA431T3mVkd/view?usp=sharing
TT-7519RS	DCKC1, DDDC1, DDXC1, DEAC1	https://drive.google.com/file/d/1nmM4WLhwLz5MwxRLyS7eryFO7_sRcKeW/view?usp=sharing
TT-8619RS	H0X0Y, ZH0X51	https://drive.google.com/file/d/1UQXsC6fPq9-5b-RIEWvPfoA7gHEgB/view?usp=sharing
TT-8619RS	HDHD1	https://drive.google.com/file/d/1pMtmK5vZpWPhb_G2SOq6fmVlo7dMUjf/view?usp=sharing
TT-8619RS	HDH70	https://drive.google.com/file/d/1pMZ5yyqwvA_JnqsfeBXw7sg1kcYVtlfw/view?usp=sharing
TT-8619RS	H0X70, HCK56, HCK70, HCKD1, HDXD1, HCKAO, HDDD1, HEAD1	https://drive.google.com/file/d/1VwgNIj8eEkoENxjt40xEYNXRawp8N2vV/view?usp=sharing

- Prepare a thumbdrive that is formatted to FAT32 and has a total capacity between 4 - 16GB.
- Download the file from the link above.
- Extract the zipped file and add the individual 5 files to the root of the thumbdrive.
- Power down the panel so the power light is red.
- Plug the thumb drive into the USB 2.0 port in the front of the panel.
- Hold the power button down for approximately 5-10 seconds. A blue loading screen will appear.
- After the blue loading screen reaches 100%, the panel will restart.
- Choose a language and touch the screen to enter the home page.
- The panel will display an "import version config" message. Click Confirm. If you do not see an "import version config" message or see a split screen, please replug the thumbdrive.
- After the upgrade process has finished, the panel will restart.
- Eject the thumbdrive when you're on the homepage of the panel to complete the process.

Important: When performing the steps above, the newline display will need to be re-added to the MDM by resetting the authorization token as shown in the video and screenshot below:

<https://www.youtube.com/watch?v=r3657nfcl34>

MDA-RM511-NL (DEIC1G6LC61979)



Tags

MDA



Search Apps...



Whiteboard
tw.com.newli



Visualizer
com.newli



Settings /
com.andro



OfficeSuit
com.mobis



Newline Exam
com.exam



Newline Exam
com.viso.n



Newline Exam
tw.com.newli



Newline Exam
com.displa



Newline Exam
com.newli



Newline App
com.perso



MoviePlayer
com.droidl



Kika Key
com.iqqijni



File Commander
com.mobis



Clock / V.
com.andro



Chromium
org.bromi



Calendar
com.andro



Calculator
com.andro



Aqua Mail
org.kman.



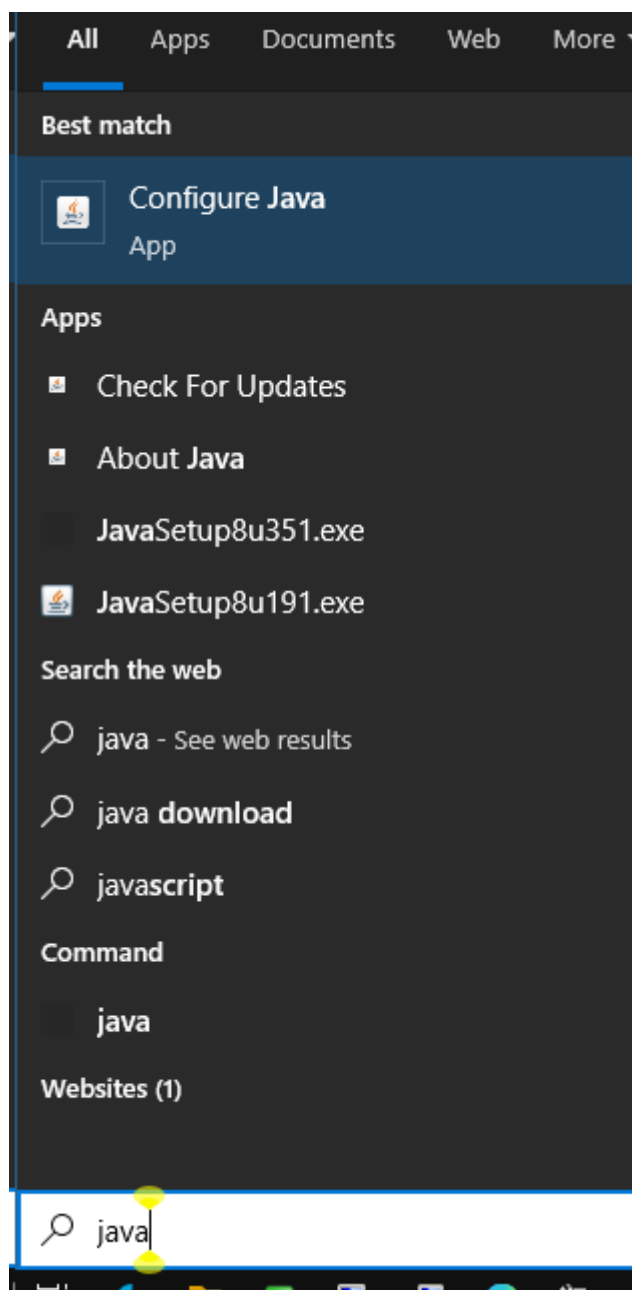
3D Bones
com.hssn.

Bogen

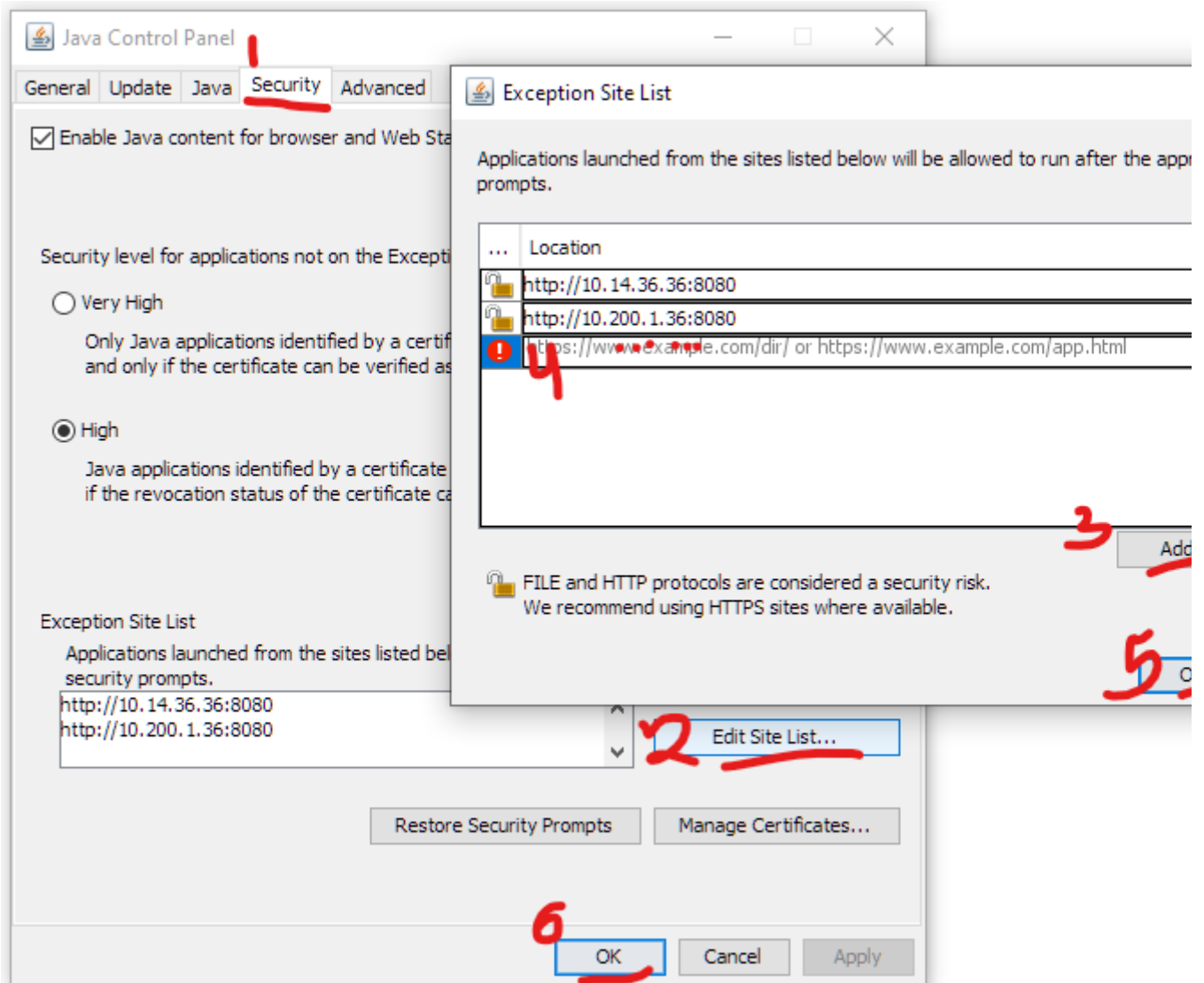
Bogen Quantum Commander Intercom

In order to access school site Bell systems to program the bell schedule, secretaries will need access to the Bogen Bell system via **Internet Explorer**. The steps below are required in order to access the site and make necessary changes:

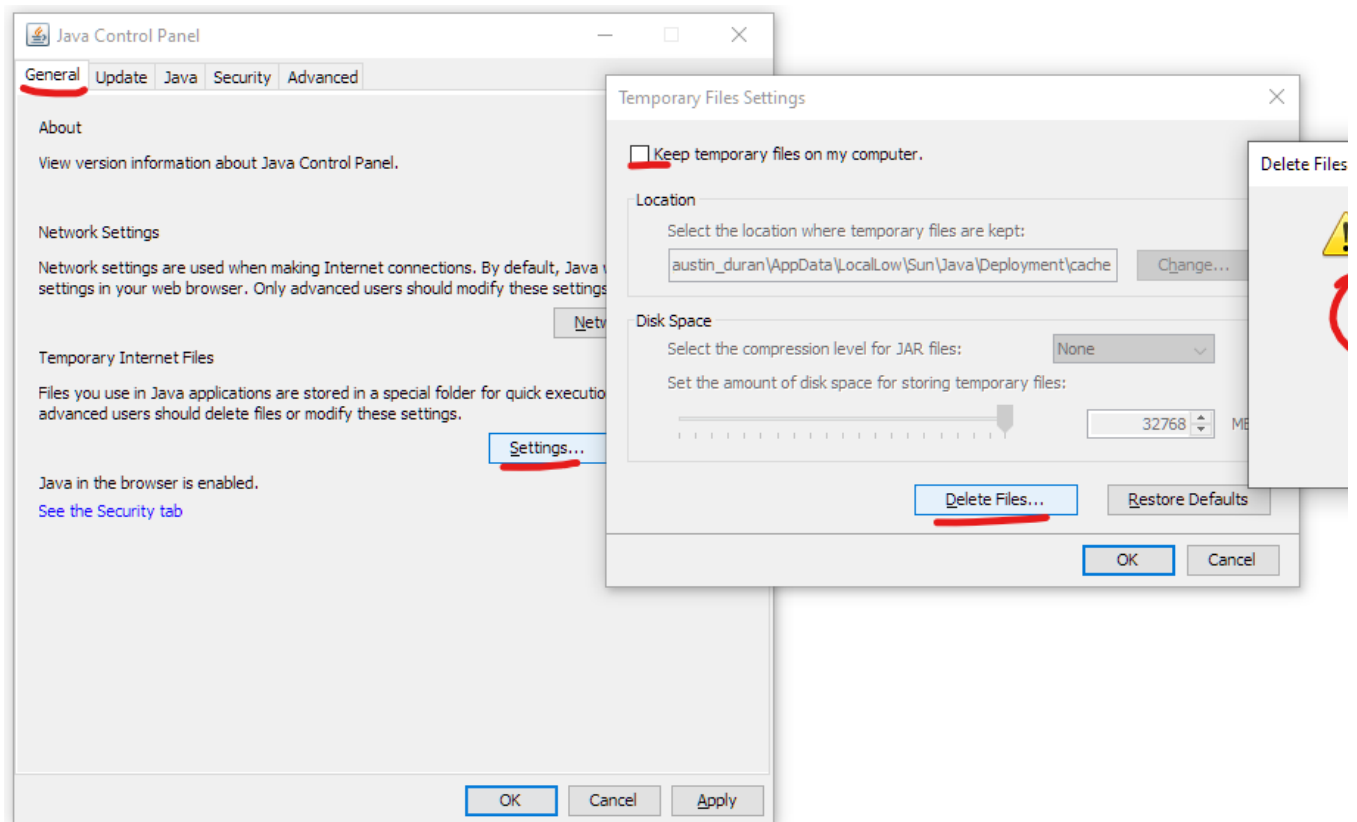
1. Download and Install **Java 8u211 32 bit**, (this is the **only** version that will work) from \\10.0.50.2\installs\java\jre-8u211-windows-i586.exe
2. Close your browser first and open the Java control panel.



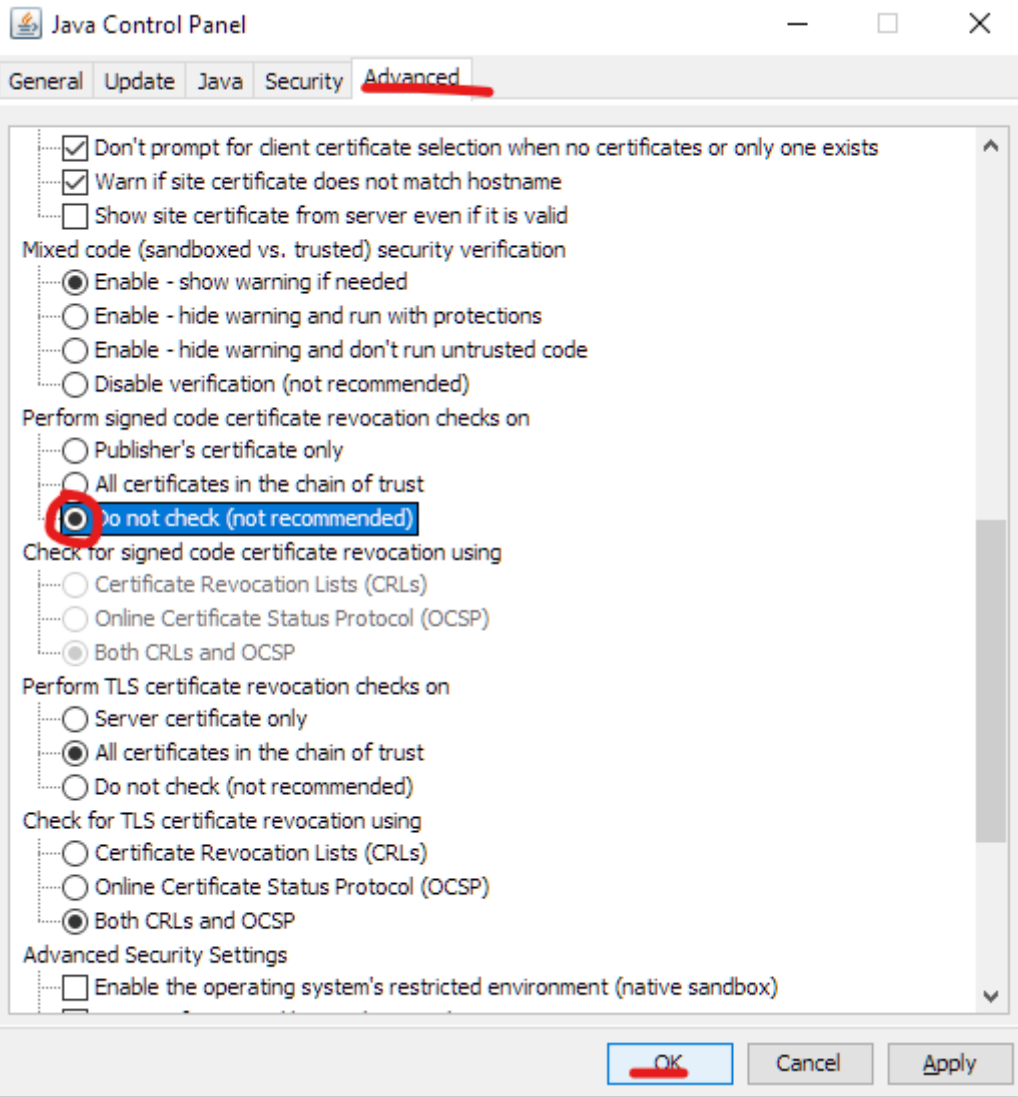
3. Under Security enter the full IP address in the Exception Site List — example <https://xxx.xxx.xxx.xxx:8080> If you need to URL for your site you can find it [here](#).



4. Under General select Settings and then uncheck the box titled — Keep Temporary Internet Files Click Delete Files then make sure that Trace and Log Files box is checked then click OK



5. Go to Advanced Setting on the Control Panel and select the settings below



HTML/CSS

Introduction to markup language and stylesheet language.

Preface

Will write more on this. For now, know that HTML/CSS provides information on how to examine and edit source code for HTML and CSS on BookStack and other websites.

Introduction to HTML

Tags and Elements

HyperText Markup Language (HTML) labels and structures web content. The HyperText portion refers to links that connect web pages to other resources, while Markup Language mainly refers to the way content on a web page is identified. This form of identification is known as a **tag** and are distinguished by `<` and `>` with at least an *element name* in-between those characters.

Personally, I think calling it the element name creates confusion, so from here on I'll refer to it as the tag's name. For most situations, a tag by itself isn't very useful. To put content on a webpage, there usually needs to be an *opening tag* and *closing tag* with a string of characters in between. The following is an example:

```
<h1> Joshua Trees </h1>
```

```
<h1> ... </h1>
```

This shows the opening tag `<h1>` and closing tag `</h1>` acting as a container for the content `Joshua Trees`. The opening tag, closing tag, and content is collectively known as an **element**. Notice how the closing tag has a `/` before the tag's name; all closing tags require this character. Note, the tag's name is case insensitive, however, it is universally agreed upon that developers keep it lowercase. This particular line of code is known as a **heading element**, which when compiled increase the size of the characters to make a heading, like so:

Joshua Trees

While a majority of elements follow this structure, there are a few exempted from this rule. Take for example, the **image element**

```
<img src = "Images/Joshua Trees. jpg" />
```

```
<img src = "location_of_image_in_directory" />
```

The code above displays the tag's name `img` followed by an attribute `src` and a value `Images/Joshua Trees. jpg` with a closing `/`. An **attribute** is a predefined variable that assigns a

value to it in the form of strings, numbers, IDs, and classes (more on those in later chapters). Notice that there is no second tab or content, these are categorized as **empty elements** and are only used with specific types of elements. Keep in mind that attributes can only found in empty elements and in the opening tags of regular elements. As you may have guessed, attributes affect the behavior of an element. For example, the code above was created in a local html file, and it displays an image of Joshua trees which the source `src` of that image is located in a directory.



Warning, you may omit the double quotation marks, but it is considered good practice to use them. You may write these elements on a HTML document, but they won't populate your webpage unless you use the basic outline of an HTML document.

The Basic Outline of an HTML Element

The following block of code shows the basic structure of an HTML document, along with the previous examples we used to show how it looks like. Notice how the elements are formatted in a nested like structure. We'll examine each line in the source code to understand each element.

```
<!DOCTYPE html>
<html>
  <head>
  </head>
  <body>
    <h1>Joshua Trees</h1>
    <img src = "Images/Joshua Trees.jpg" />
```

```
</body>  
</html>
```

Joshua Trees



Doctype Empty Element

```
<!DOCTYPE html>
```

```
<!DOCTYPE version_of_html>
```

This line of code states which version of HTML you are using, in this case we are using HTML5 which is written as `html` in the doctype empty element. A quick google search will help you how to declare older versions of HTML.

HTML Element

```
<html>  
  ...  
</html>
```

The HTML element lets the browser know that the code nested within the HTML element should be interpreted as HTML.

Head Element

```
<head>  
  ...  
</head>
```

The head element provides information about the website, like who's the creator what's the label and so forth.

Body Element

```
<body>  
  ...  
</body>
```

Lastly, the body element capsulates the code that will be display on the web browser.

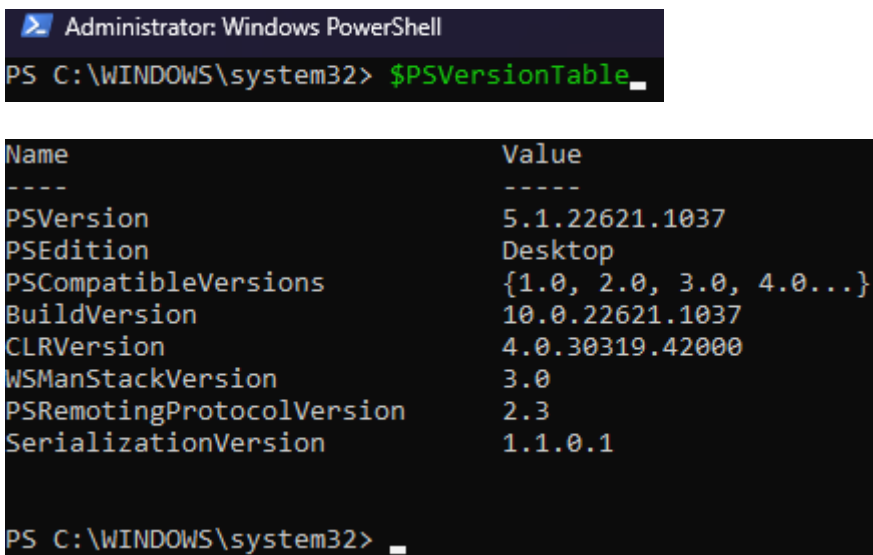
HTML: Special Elements and Layout Elements

PowerShell

Introduction

Automatic Variables

The first thing to do when using PowerShell on an unknown machine is to find out which version it's running. Any version that is less than 5.1 should be upgraded. It may sound like a good idea to upgrade to the most recent version (7.3), but as of writing, most computers come preinstalled with version 5.1. Trying to run a script made in version 7.3 on a computer that has 5.1 installed could potentially cause errors, which is why this content is made with 5.1 in mind. To find out which version is currently running type and enter `$PSVersionTable` .



```
Administrator: Windows PowerShell
PS C:\WINDOWS\system32> $PSVersionTable

Name                           Value
----                           -
PSVersion                      5.1.22621.1037
PSEdition                      Desktop
PSCompatibleVersions           {1.0, 2.0, 3.0, 4.0...}
BuildVersion                   10.0.22621.1037
CLRVersion                     4.0.30319.42000
WSManStackVersion              3.0
PSRemotingProtocolVersion      2.3
SerializationVersion           1.1.0.1

PS C:\WINDOWS\system32> _
```

The following command provides a hashtable with the version number on the first row. This particular command is known as a automatic variable and are characterized with `$` in front of the variable's name. **Automatic variables** are predefined variables and automatically store information about the device for PowerShell use. To learn about all the types of automatic variables you can visit the Microsoft [website](#).

Forwarding Emails To Gmail From Exchange

How To Forward Emails To Gmail From Exchange

This guide may also be found [here](#).

1. How To Forward Emails To Gmail From Exchange

1. Go myemail.aesd.net/ecp and log in.
 1. On successful login you should be in **recipients** (found on the left) >> **mailboxes** (found at the top) with a list of accounts.
2. Choose an account to work on.
 1. Make sure no one else is working on the same account by checking the [Migrated Users](#) Google Sheet. We are working on users in alphabetical order.
 2. If you don't see the name listed add it to the spreadsheet and continue to the next step. Otherwise, go back to STEP 2 and choose another name.
3. Make a new mail contact.
 1. Go to **contacts** (found at the top)
 2. Search for the name you're working on. If they have a mail contact, skip to STEP 4 (Enable forwarding). Otherwise, continue to the next step.
 3. Click on the + icon then select **Mail Contact**. A **new mail contact** window should pop up.
 4. Fill out the form.
 1. **Alias** format should be: **FirstName_LastName**
Example: john_doe
 2. **External email address** format should be:
FirstName_LastName@myasd.net
Example: john_doe@myasd.net
Do NOT add an @aesd.net address.
 5. Click **Save** once you're done.
4. Enable forwarding.
 1. Go to the **mailboxes** (found at the top) then double click the name of the account you're working on. Another pop-up window should appear.
 2. Go to **mailbox features**, look for **Mail Flow**, then click **View details** directly under it. You should be in the **delivery options** menu

3. Tick on **Enable forwarding** and **Deliver message to both forwarding address and mailbox**
 4. Click on the **Browse...** button. A new pop-up should appear.
 5. Find the name of the person you are working on. Make sure the **Recipient Type** is **MailContact**. Double click it once found. Do NOT double click the **UserMailbox** type.
 6. Click **OK** at the bottom.
5. Document your work.
1. Go back to the [Migrated Users](#) Google Sheet and tick on **Contact Created** and **Mail Forwarded from Exchange**.
 2. Go to the [Users to Import](#) Google Sheet and add the user's **@aesd.net** email address to the list. Do NOT add the @myasd.net address to the list.

Bogen Intercom / Paging

PAGE #00

Emergency paging (lock downs, fires, fire drills etc...) Some schools have county programs and mayor may not be assigned to hear the Standard ALL CALL. Therefore it is important to use this code in case of an emergency because it will announce across all speakers.

PAGE #06

Inside only paging ... (example: You may be into a lock down for some period of time. Initially you would have done an emergency page. You may then wish to only page the inside of your campus. Use this code to do that.)

PAGE #07

Your Standard ALL CALL-All Speakers except in some cases the office and county programs.

PAGE #08

Outside only paging (example: You may wish to only make an announcement to the playground, or you are looking for a child/staff member during school hours and do not wish to announce this to every classroom)