COMPAQ

# User's Guide

## Compaq Evo Thin Client T20 and Compaq T1010 Windows Based Terminals

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This equipment has been tested and found to comply with the limits for either Class A or Class B digital devices (refer to "Terminal Requirements Compliance"), pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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### FCC Compliance

Compaq Evo Thin Client T20 and Compaq T1010 Windows Based Terminals meet Class B requirements.

The Low-Profile, Mid-Level MWBT and the High-Performance MWBT meet Class B requirements.

The Medium-Performance IWBT meets Class B requirements.

### IEC/EN Compliance

Compaq Evo Thin Client T20 and Compaq T1010 Windows Based Terminals meet Class B requirements.

The Low-Profile, Mid-Level MWBT and the High-Performance MWBT meet Class B requirements.

The Medium-Performance IWBT meets Class B requirements.

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### Compaq Evo Thin Client T20 and Compaq T1010 Windows Based Terminals

High-Performance MWBT and Medium-Performance IWBT

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# About the User's Guide

The Compaq *Evo* Thin Client T20 and Compaq T1010 Windows Based Terminals Users Guide contains the information you will need to use and troubleshoot a WBT (Windows-based Terminal). This guide is written primarily for desktop users and covers the Evo Thin Client T20 and T1010 Windows Based Terminal.

## Guide Overview

The users guide consists of the following chapters:

- Introducing the Compaq *Evo* Thin Client T20 and Compaq T1010 Windows Based Terminal
- General Terminal Information
- Display Configuration
- Integrated Terminal Monitor Adjustments
- Keyboard and Mouse Configuration
- Managing Connections
- Browser Configuration
- Multiple Sessions
- Getting Help

This guide contains information about:

- WBT features and management
- The user interface

# Guide Conventions

## Text Format

Table 1 lists the text format conventions used in this document.

**Table 1: Text Format**

| Convention | Where Used |
|---|---|
| *Italic* | New term, book title, or emphasis. |
| **Bold** | Screen display, keycaps, and user input. |
| | Indicates a note. A note adds information. |
| | Indicates a caution. A caution indicates actions that may cause damage to equipment, erase files, or destroy data. |
| + | Keystroke sequences such as:<br><br>**Ctrl+Alt+Del** |
| \| | Instructions about invoking a menu such as:<br><br>**Network \| SNMP Network \| Location** |

# User Interface Menu Control

Table 2 describes the command buttons used for user interface menu control on a Compaq *Evo* Thin Client T20 and Compaq T1010 Windows Based Terminal

**Table 2: User Interface Menu Control**

| Command Button | Function |
|---|---|
| **X** | Found in the upper right corner of a dialog box. Click on this command button to quit a dialog box or properties sheet without saving changes. |
| **OK** | Found in dialog boxes and on properties sheets. Click on this command button to save your changes and quit a dialog box or properties sheet. |
| **Cancel** | Found in dialog boxes and on properties sheets. Click on this command button at any time to quit a dialog box or properties sheet without saving changes. |
| **Apply** | Found in dialog boxes and on properties sheets. Click on this command button to save changes without quitting a dialog box or properties sheet. This command button is sometimes not activated. |
| **Next or Accept** | Found in wizards. Click on these command buttons to display the next dialog box in the sequence. |
| **Back** | Found in wizards. Click on this command button to return to the previous dialog box. |
| **Finish** | Found in wizards. Click on this command button to finish the wizard. |

# 1

# Introduction

## Introducing the Compaq *Evo* Thin Client T20 and Compaq T1010 Windows Based Terminal

Compaq *Evo* Thin Client T20 and Compaq T1010 Windows Based Terminals are terminals that display windows rather than the classic text-based display. They are designed to connect to Windows 2000 servers via RDP (Remote Desktop Protocol), to Windows NT servers via ICA (Independent Computing Architecture), or to legacy servers using various terminal emulations such as TN3270 or TN5250.

RDP is the Windows CE-based presentation service protocol for connecting to Windows terminal servers. ICA is the presentation service protocol for Windows NT servers. Both allow an application's user interface to execute on a Windows-based terminal while the application's logic executes on the server.

## Models Summary

All Compaq *Evo* Thin Client T20 and Compaq T1010 Windows Based Terminals with at least 8 MB of RAM are supported by version 3.5 of the terminal software.

Monitors are not provided with Compaq *Evo* Thin Client T20 and Compaq T1010 Windows Based Terminals.

# Compaq *Evo* Thin Client T20

The *Evo* Thin Client T20 terminal is a modular-type terminal. The connections for peripherals such as the monitor, keyboard, and mouse are on the back of the terminal. The following figures show a Compaq *Evo* Thin Client T20 modular terminal and its connectors.

**Figure 1: *Evo* Thin Client T20**

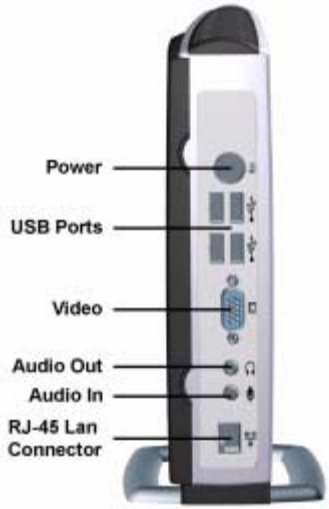



**Figure 2: *Evo* Thin Client T20 Connections**

The following items are provided with Compaq *Evo* Thin Client T20 terminals:

- Power supply
- Power cord
- Keyboard
- Mouse
- Installation and user information

# Compaq T1010 Windows Based Terminal

The Compaq T1010 Windows Based Terminal is a high-performance modular-type terminal. The connections for peripherals such as the monitor, keyboard, and mouse are on the back of the terminal. The following figures show a T1010 modular terminal and its connectors.

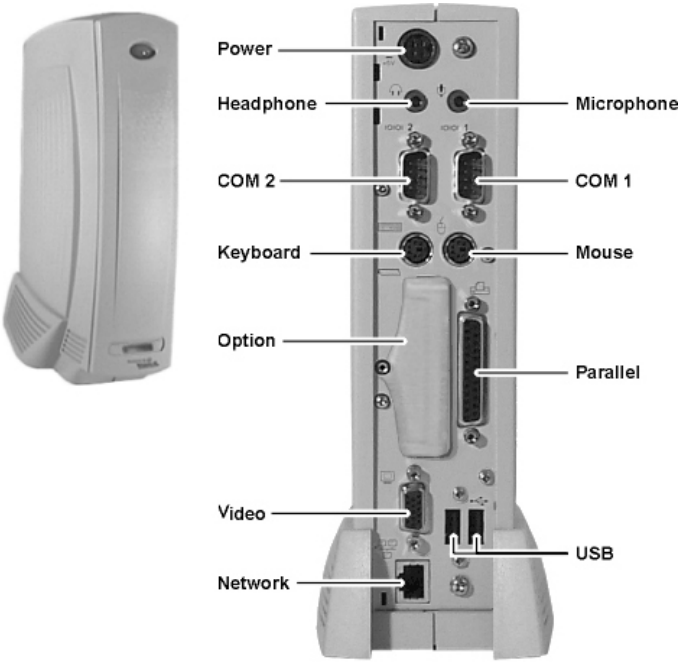



**Figure 3: Compaq T1010 Windows Based Terminal**

The following items are provided with Compaq T1010 terminals:

- Power supply
- Power cord
- Keyboard
- Mouse
- Installation and user information

# Compaq Thin Client Terminal Features

Each terminal comes with its own set of features. The following table outlines these features.

**Table 1–1: Terminal Features**

| Feature | Compaq Evo Thin Client T20 | T1010 Windows Based Terminal |
|---|---|---|
| Windows 3.1, Windows 95, Windows 98, and Windows NT applications via Windows 2000 | x | x |
| RDP and ICA 3.x application compliant | x | x |
| ICA server connections via serial cable | | x |
| 10Base-T network communications | x | x |
| 100Base-T network communications | x | x |
| Dual high-speed serial ports | | x |
| Parallel printer port | | x |
| Single USB port | | x |
| Four USB ports | x | |
| Optional touch screen support | x | x |
| Support for monochrome or color monitor | x | x |
| Support for PCMCIA modem | | x |
| Print Spooling | x | x |
| Secure RDP & ICA | x | x |
| Media Player | x | x |

**Table 1–1: Terminal Features *(Continued)***

| Feature | Compaq Evo Thin Client T20 | T1010 Windows Based Terminal |
|---|---|---|
| 16-bit color support | x | x |
| PCMCIA support for CISCO Aironet™ Wireless Ethernet Card | | x |
| Network Time Services | x | x |
| Microsoft Internet Explorer 4 support | x | x |

# 2

# General Terminal Information

## Logging On

When you turn on your terminal the Terminal Login dialog box (see Figure 1) displays, unless your system administrator has configured your terminal for automatic login with your User Name and Password. Type in your user name and password then click the OK button.

**Figure 1: Terminal Login Dialog Box**

If your terminal has been configured for automatic login, the **Connection Manager** (see Figure 5) is the first screen you will see after turning on your terminal. From the connection manager press **F2** to display the **Terminal Properties** dialog box.

Two of the properties sheets in this dialog box provide general information about your terminal. They are the **General** properties sheet and the **SysInfo** properties sheet. The following paragraphs discuss these properties sheets.

## Access Levels

The terminal allows three different levels of access: Administrator, User, and Guest. These levels are assigned to specific User Names by your System Administrator.

Each access level grants certain rights to the user according to the level specified, Administrator having total access and control over all functions of the terminal, User having control over all except the Security functions, and Guest having minimal rights.

The following figures show the Terminal Properties available to each kind of user.

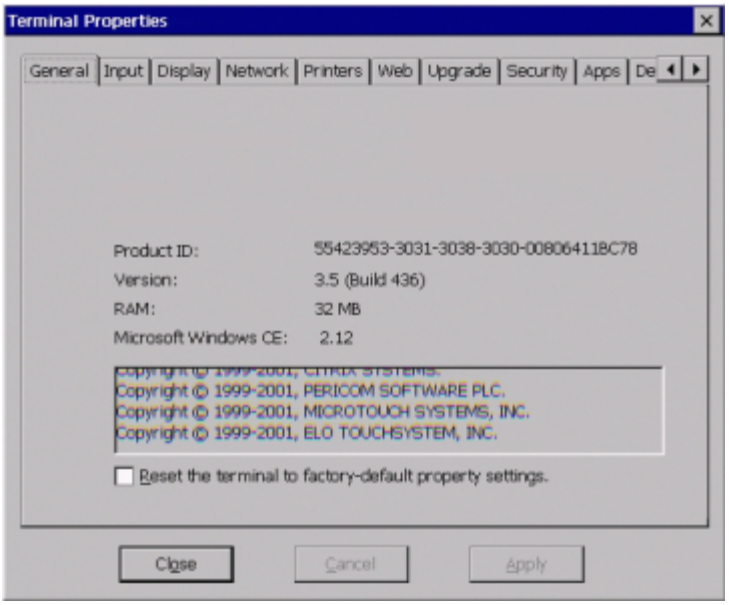



**Figure 2: Administrator-Level Terminal Properties Screen**

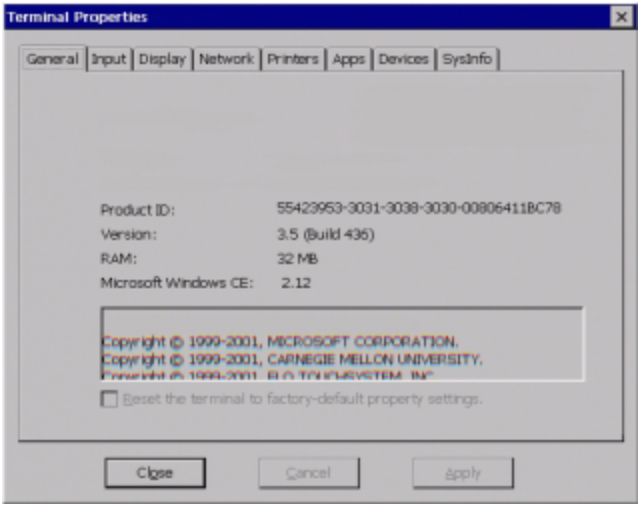



**Figure 3: User-Level Terminal Properties Screen**

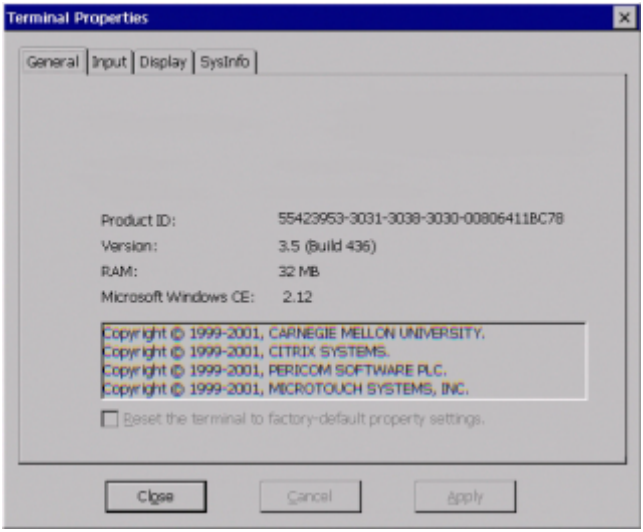



**Figure 4: Guest-Level Terminal Properties Screen**

Additionally the Configure tab in the Connection Manager window is only available to Administrator level users.

Information regarding the use of Administrator-level functions is available in the Administrators Guide.

If you turn on your terminal and the **Setup Wizard** displays, contact your system administrator. If you are a system administrator, see the *Administrators Guide.*

For more information about the **Terminal Properties** dialog box, see your system administrator. If you are a system administrator, see the *Compaq Evo Thin Client T20 and Compaq T1010 Windows Based Terminal Administrators Guide.*

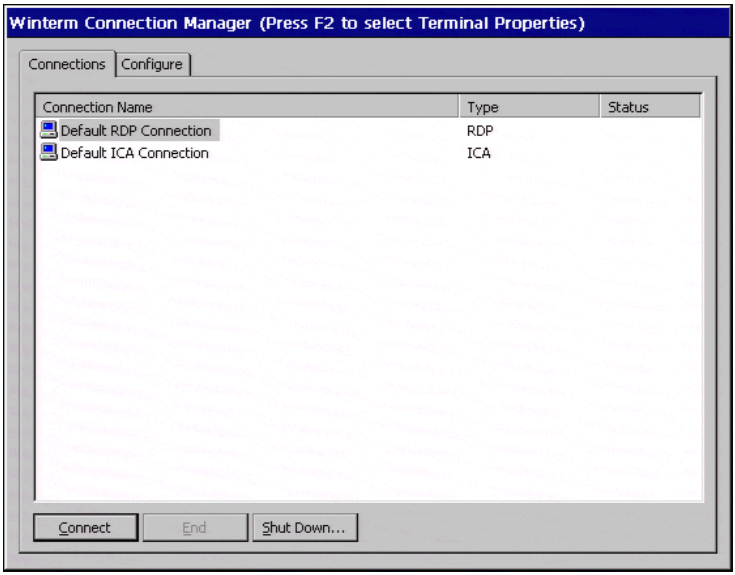



**Figure 5: Connection Manager**

# Version and Copyright Information

The **General** properties sheet includes information about the current software on your terminal and copyright statements. See Figure 6. The **General** properties sheet is the default for the dialog box.

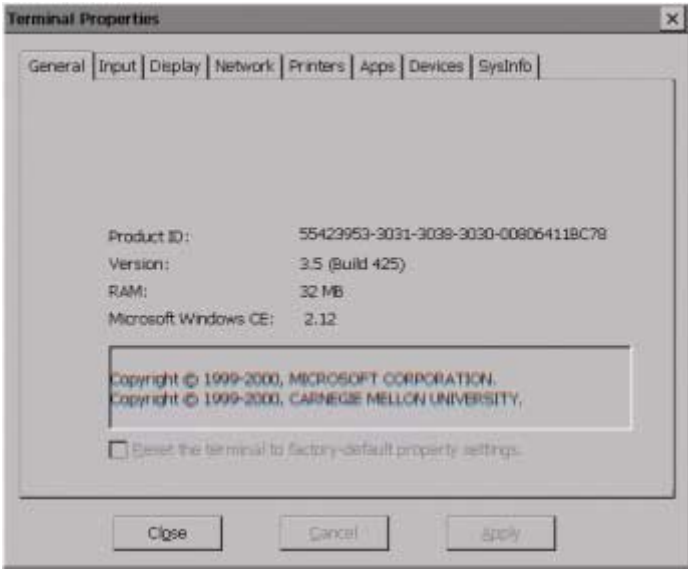



**Figure 6: General Properties Sheet**

Read the information on this sheet. Click on **Close** to return to the **Connection Manager**. By default **Cancel** and **Apply** are deactivated.

The amount of RAM shown on this properties sheet depends on the model of terminal use.

**CAUTION:** There is one function on the **General** properties sheet, **Reset the Terminal to Factory Default Property Settings.** Contact your system administrator before using this function.

# Network Information

The **SysInfo** properties sheet contains network information. See Figure 7.

Click on the **SysInfo** tab to invoke this properties sheet. Read the information on this sheet. Click on **Cancel or Apply** to return to the **Connection.**

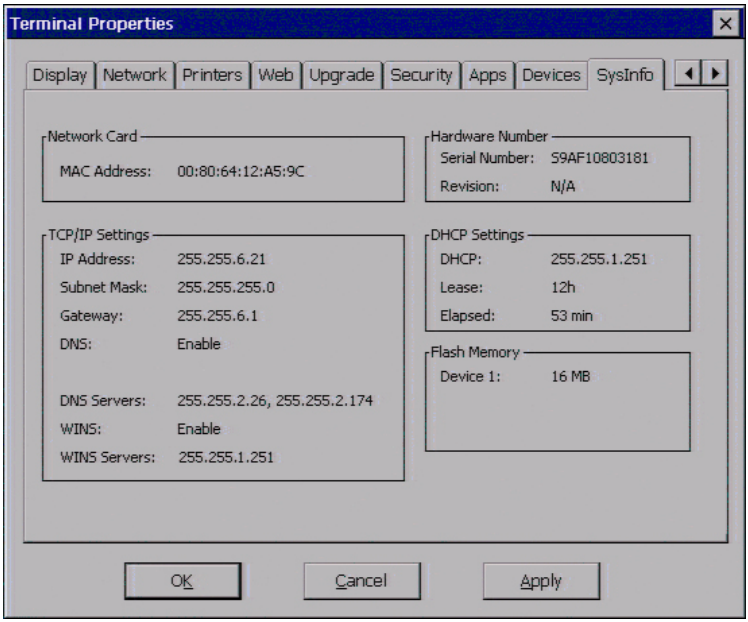



**Figure 7: SysInfo Properties Sheet**

# 3

# Display Configuration

From the **Connection Manager** press **F2** on your keyboard. The **Terminal Properties** dialog box displays (see Figure 1). The **Display** properties sheet available in this dialog box allows you to configure display screen resolution and turn on the energy savers functions.

To invoke this properties sheet click on the **Display** tab in the **Terminal Properties** dialog box.

## Display Screen Resolution

This paragraph discusses display screen resolution referring to Figure 1 and using Table 3–1.

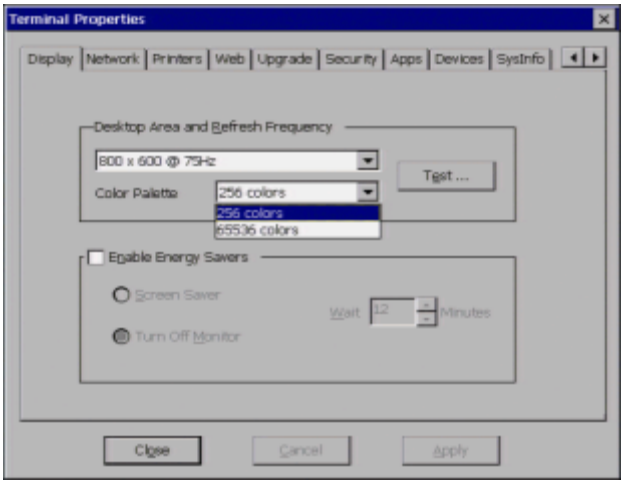



**Figure 1: Display Properties Sheet**

**Table 3–1: Display Screen Resolution**

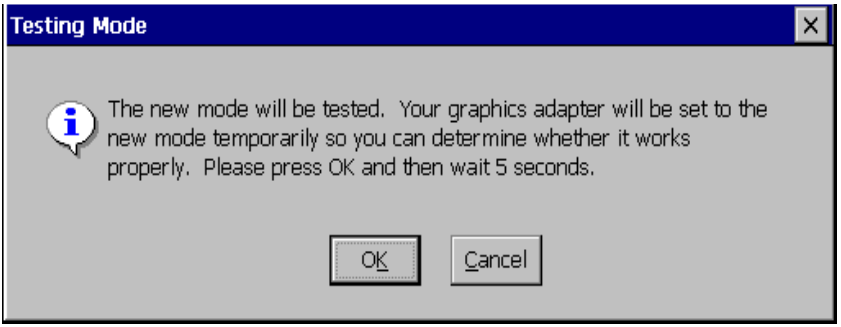
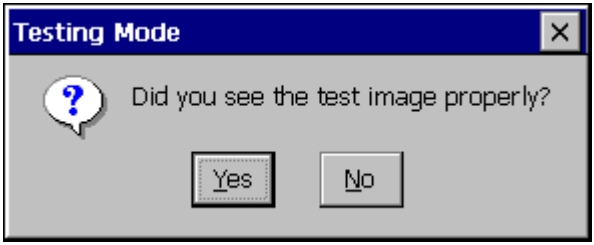
| Display Properties Sheet Area Called... | To Use... |
|---|---|
| **Desktop Area and Refresh Frequency** | The Scrolling list box displays the current terminal display screen resolution. Scroll and click on a selection to change the resolution. The default is **640 x 480 @ 60 Hz.**<br><br>**Test**<br>Click on this command button to test the setting selected in the above scrolling list box. The following dialog box displays:<br><br>  <br><br><br>Follow the instructions in the dialog box.<br>If you click on **OK,** a test pattern will display.<br>If you click on **Cancel,** the test is cancelled. |

**Table 3–1: Display Screen Resolution *(Continued)***

| Display Properties Sheet Area Called... | To Use... |
|---|---|
| | After several seconds the following dialog box displays: |




Follow the instructions in the dialog box. If you click on **Yes,** you will return to the **Display** properties sheet.

If you click on **No,** the following dialog box will display:

Follow the instructions in the dialog box.

# Energy Savers

This paragraph discusses energy saving features, referring to Figure 1 and using Table 3–2.

**Table 3–2: Energy Savers**

| Display Properties Sheet Area Called... | To Use... |
|---|---|
| **Enable Energy Savers** | Click on this check box to activate the energy saver functions. When you check this box, all three functions in the group box are activated:<br><br>**Screen Saver**<br>Click on this radio button to enable the screen saver. By default this function is not activated.<br><br>**Turn Off Monitor**<br>Click on this radio button to use this function as an energy saver. The function works by shutting off the terminal's display rather than displaying a screen saver. By default this function is not activated. When **Enable Energy Savers** is activated, this function is enabled.<br><br>**Wait**<br>Adjust the amount of time (in minutes) that elapses before the energy saver function you have selected starts. You can enter a number or use the scrolling list. By default the function is not activated. When it is activated, the default is **12.** |

To finish, click on **Apply,** then **Close.** The following dialog box displays:

**Figure 2: Terminal Settings Change Dialog Box**

You can also click on **Cancel** to cancel any changes and return to the **Connection Manager.**

# 4

# Keyboard and Mouse Configuration

From the **Connection Manager** you can configure your terminal's keyboard and mouse. Press **F2** on your keyboard. The **Terminal Properties** dialog box displays. In this dialog box is a properties sheet you can use for setting up your keyboard and mouse. It is the **Input** properties sheet. Figure 1 shows this properties sheet.

To invoke this properties sheet click on the **Input** tab.

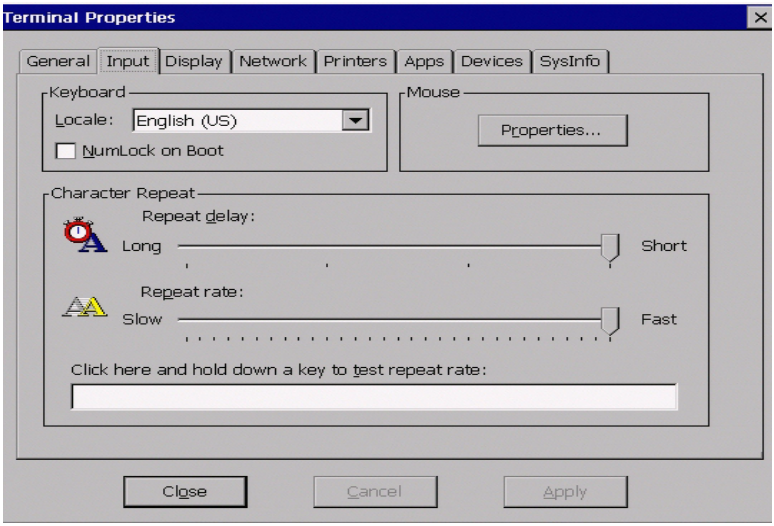



**Figure 1: Input Properties Sheet**

# Keyboard

This paragraph discusses configuring your keyboard, referring to Figure 1 and using Table 4–1.

**Table 4–1: Keyboard**

| Input Properties Sheet Area Called... | To Use... |
|---|---|
| **Keyboard** | This group box outlines the keyboard mappings supported by the firmware. Use this group box to configure your keyboard:<br><br>**Locale**<br>Use this scroll list to select a language for the keyboard:<br><br>■ Belgian Dutch<br>■ Belgian French<br>■ Brazilian (ABNT)<br>■ Canadian Eng (Multi)<br>■ Canadian FR (Multi)<br>■ Canadian French<br>■ Croatian<br>■ Czech<br>■ Danish<br>■ Dutch<br>■ English (UK)<br>■ English (US)<br>■ Finnish<br>■ French<br>■ German<br>■ Greek<br>■ Hungarian<br>■ Italian<br>■ Italian (142)<br>■ Japanese<br>■ Latin American<br>■ Norwegian<br>■ Polish (214)<br>■ Polish (programmer)<br>■ Portuguese<br>■ Romanian<br>■ Slovak<br>■ Slovenian<br>■ Spanish<br>■ Spanish Variation<br>■ Swedish<br>■ Swiss French<br>■ Swiss German<br>■ Turkish-F<br>■ Turkish-Q<br>■ US International<br><br>Click on a selection to highlight it. The default is **English (US)**. |

✎ An IEPC keyboard is required for any language other than **English (US).** The keyboard layouts are different for each of the languages listed above.

**Table 4–1: Keyboard *(Continued)***

| Input Properties Sheet Area Called... | To Use... |
|---|---|
| **Keyboard (continued)** | **NumLock On Boot**<br>Click on this check box to enable the **Num Lock** function on your keyboard. When checked, the keyboard will boot up with the **Num Lock** function enabled. |
| **Character Repeat** | The group box used to set the keyboard character repeat parameters: |
| | **Repeat Delay**<br>Use this slider control to adjust the repeat delay of keyboard characters. **Repeat Delay** determines how quickly the same character will appear on screen when typed more than once. |
| | **Repeat Rate**<br>Use this slider control to adjust the repeat rate of a keyboard character. **Repeat Rate** determines how quickly the same character will appear on screen when the associated key is held down. |

To finish, click on **Apply** then **Close** to apply the changes you made and return to the **Connection Manager.**

# Mouse

This section discusses configuring your mouse referring to Figure 1 and using Table 4–2.

**Table 4–2: Mouse**

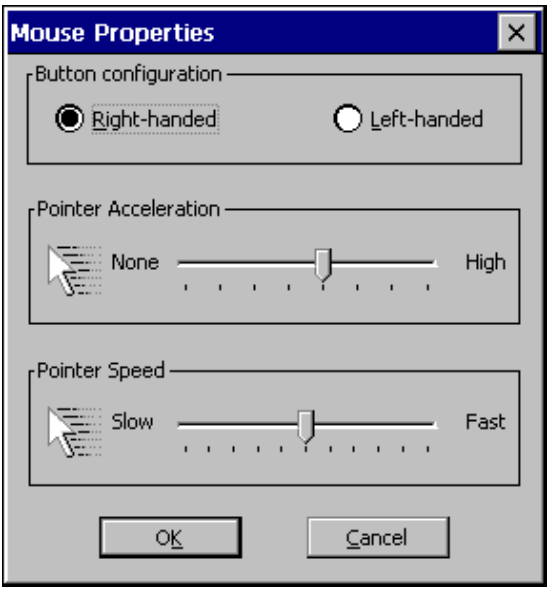
| Input Properties Sheet Area Called... | To Use... |
|---|---|
| **Mouse** | Use the following dialog box to configure mouse attributes.<br><br>**Properties**<br>Click on this command button to invoke the **Mouse Properties** dialog box. Use it to set your mouse properties.<br><br>  <br> |

**Table 4–2: Mouse *(Continued)***

| Input Properties Sheet Area Called... | To Use... |
|---|---|
| | **Button Configuration**<br>Select from:<br>**Right-handed**<br>**Left-handed**<br>To choose which button you will use on your mouse. The default is **Right-handed.** |
| | **Pointer Acceleration**<br>Use this slider control to adjust the acceleration of the mouse. |
| | **Pointer Speed**<br>Use this slider control to adjust the speed of the mouse. |

To finish, click on **Apply** then **Close** to apply the changes and return to the **Connection Manager.**

# 5

# Managing Connections

The **Connection Manager** is designed to help you manage your network connections. The manager consists of the **Connections** properties sheet and the **Configure** properties sheet. With it you can configure, make, and end connections, and gracefully shut down the terminal.

The **Connection Manager** is automatically invoked when the terminal is turned on.

If you turn on your WBT and the **Setup Wizard** displays, contact your system administrator. If you are a system administrator, see the *Administrators Guide.*

## Configuring a Connection

The functions of the **Configure** properties sheet are used to add, modify, and delete connections. See your system administrator or the *Administrators Guide* for more information about configuring connections.

## Making a Connection

The functions of the **Connections** properties sheet are used to:

- Make terminal connections
- Display the status of a connection
- End a connection
- Shut down the terminal gracefully

Table 5–1 identifies and describes each of functions of the properties sheet.

**Table 5–1: Connections Properties Sheet**

| Function | Description |
|---|---|
| **Connection Name** | This application window lists the connections that you can use. **Default RDP Connection** and **Default ICA Connection** are the default connections for the window. |
| | ✎ See the administrators guide for information about creating connections. |
| **Type** | This list shows the type of connection. The defaults are **RDP** and **ICA.** |
| **Status** | This list shows the status of the connection. If a connection is live, the status for that connection will be **Active.** If a connection is not live, the list will show a blank. |
| **Connect** | Click on a connection in the **Connection Name** list box to highlight it. Click on the **Connect** command button to make the highlighted connection. You can also double-click on a selection to make a connection. |
| **End** | See Ending a Connection. |
| **Shutdown** | See Shutting Down the Terminal. |

# Ending a Connection

Click on the **End** command button to end the connection process. When you press the **End** button and the connection is active, the **End Task** dialog displays. The **End** command button is enabled when one or more sessions become active.

# Shutting Down the Terminal

Use the **Shutdown Window** dialog box to log off, shut down, or shut down and restart the terminal. Figure 1 shows the **Shutdown Window** dialog box.

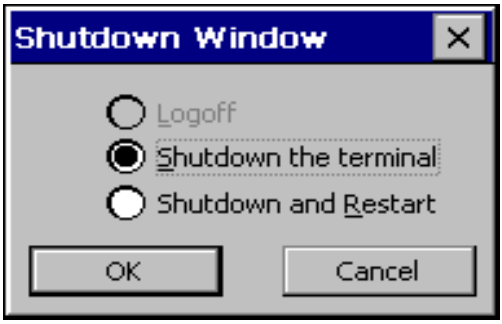



**Figure 1: Shutdown Window Dialog Box**

Click on the **Shutdown** command button in the **Connection Manager** to invoke this dialog box. The following table describes the functions of this dialog box.

**Table 5–2: Shutdown Window Dialog Box**

| Function | Description |
|---|---|
| **Logout** | Click on this radio button to invoke the **Terminal Login** dialog box. By default this command button is not activated. You must enable the terminal's security function to activate this radio button. |
| | ✎ See the administrators guide or your system administrator for more information about logging out. |

**Table 5–2: Shutdown Window Dialog Box *(Continued)***

| Function | Description |
|---|---|
| **Shutdown the Terminal** | Click on this **Radio** button to shut down the terminal without restarting it. A dialog box displays after you initiate this action. It prompts you about whether you want to continue. By default this **Radio** button is activated and enabled. |
| **Shutdown and Restart** | Click on this **Radio** button to shut down then restart the terminal. By default this function is activated. |

# 6

# Browser Configuration

Compaq *Evo* Thin Client T20 and Compaq T1010 terminals come with a local version of the Microsoft Internet Explorer web browser. This chapter of the *User's Guide* describes how to set the client-based browser as a connection using the **Connection Manager.**

**Figure 1: Internet Explorer Browser**

# Adding a Browser Connection

When you first power-up your terminal you will see the **Connection Manager.**

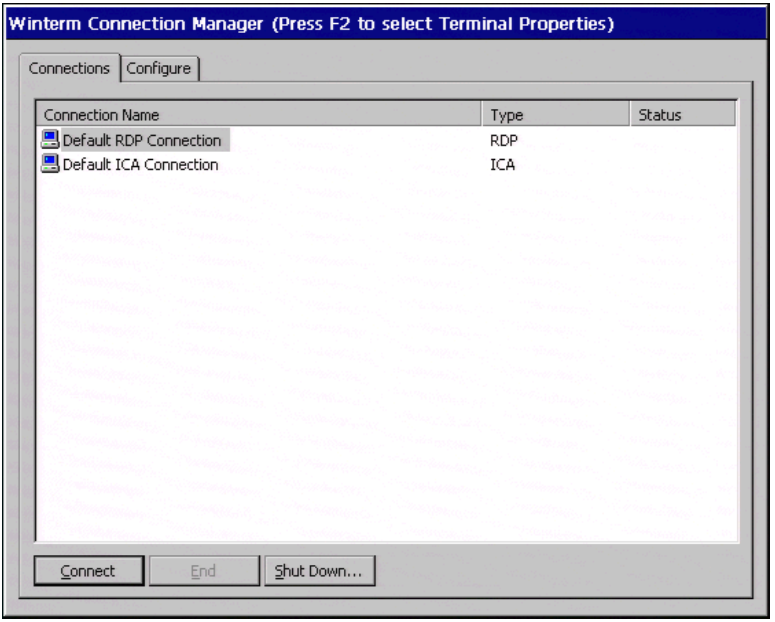



**Figure 2: Connection Manager**

It is from the **Connection Manager** that you will configure your local browser. Click on the **Configure** tab to begin setting up your browser.

A new set of buttons will appear at the bottom of the **Connection Manager** window.

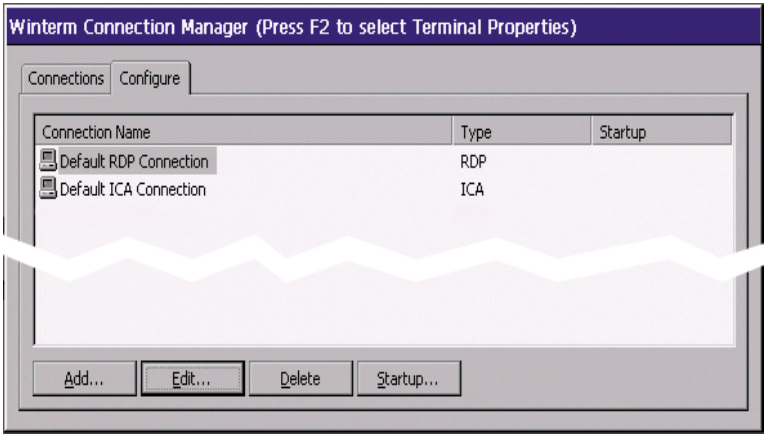



**Figure 3: Configure Tab Buttons**

Click the **Add** button and choose Internet Explorer from the drop down box and click on the **OK** button.

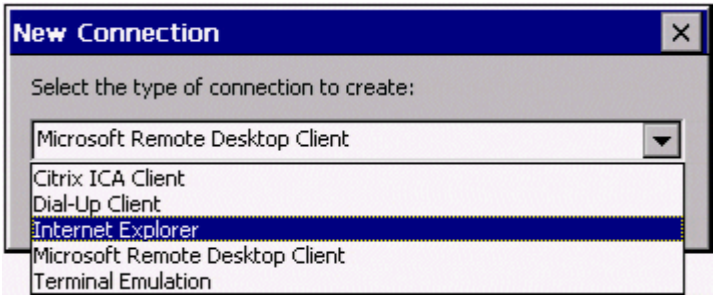



**Figure 4: New Connection Dialog**

Type a name for your browser connection in the title box of the **Internet Explorer Setup** dialog box and click **OK.**

**Figure 5: Internet Explorer Setup Dialog Box**

Click the **Connections** tab at the top of the **Connection Manager** window.

If you want to have the browser automatically open when you start your terminal, click the **Automatically start the selected connection at startup** radio button in the **Connection Startup** dialog box, Figure 6.

**Figure 6: Connection Startup Dialog Box**

# 7

# Multiple Sessions

## Setting Up Multiple Sessions

To start multiple sessions:

1. Click on a connection in the **Connection Name** list in the **Connection Manager** to launch your first session. (See "Managing Connections" for more information about configuring connection parameters.)
2. Press **Ctrl+Alt+End** while the connection is active to return to the **Connection Manager.**
3. Click on another connection in the **Connection Name** list to launch another session.

## Managing Multiple Sessions

Your terminal is designed to handle multiple sessions. The number of active sessions you can have with your terminal is dependent on the following factors:

- Model number
- Amount of RAM
- The types of connections open
- What type of account you have

See your system administrator for detailed information about your terminal's ability to conduct multiple sessions.

# Manipulating Multiple Sessions

With multiple sessions active, you can toggle between sessions. To toggle between sessions:

- Press **Ctrl+Alt+Up Arrow Key** to proceed to the previous session.
- Press **Ctrl+Alt+Down Arrow Key** to proceed to the next session.

You can also return to the Connection Manager by pressing **Ctrl+Alt+End.**

# 8

# Getting Help

Getting help provides solutions to problems that may occur while you are using your terminal.

## Troubleshooting Your Terminal

Troubleshooting theTerminal, Table 8–1, lists some common problems and the solutions to those problems.

**Table 8–1: Troubleshooting the Terminal**

| Problem | Solution |
|---|---|
| When you turn on the terminal nothing happens. | 1. Ensure that the power cord is connected to the power connector on the terminal's back panel.<br>2. Ensure that the power cord is plugged into an AC outlet that works. |
| When you turn on the terminal the screen remains blank and the power indicator light remains orange. | Turn the terminal off, then on again. |
| When you turn on the terminal, the **Connection Manager** or the **WBT Setup Wizard** appears, but the mouse does not function. | Ensure that the mouse cord is properly connected. |

**Table 8–1: Troubleshooting the Terminal *(Continued)***

| Problem | Solution |
|---|---|
| You are not able to make a network connection using the **Connection Manager.** | 1. Verify that the network cable is properly connected.<br>2. Verify that the network cable is connected to a hub or other network outlet.<br>3. Check with your network system administrator to ensure that the WBT is set up properly. |
| While connected to a server the keyboard and the mouse freeze. | The connection to the server may be broken.<br>1. Turn the terminal off, then on again.<br>2. Attempt to make another connection.<br>If you cannot make the connection again:<br>1. Verify that the network cable is properly connected.<br>2. Check with your network system administrator to ensure that you are using the correct network cable. |

If any other error messages are displayed, you have any other problems, or you can not find a solution in this table, contact your network system administrator.

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