DCF Equipment Setup for Work from Home

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Introduction

These instructions have been provided to assist you with setting up your DCF equipment at home. Note that you will not need all of the information in this document as it covers the all of the different model types of equipment that DCF provides and typically you will only be provided with only one model of an equipment type (e.g. one type of Zero Client). Also depending on your and your supervisor's preferences you might not be issues all this equipment. Skip any sections that do not pertain to you.

Prerequisites

- Make sure that your work area at home has enough space for your equipment. Monitors take up quite a bit of space on your desk and can be up to 4 feet across if you have 2 of them.
- Make sure that you have AC power near to your workspace. It is recommended that you use a power strip with a circuit breaker to plug equipment into.

General device connection layout

The devices need to be connected in the correct order to work properly. The blue lines represent the ethernet cables which will be supplied to you (but won't necessarily be blue). The router is provided by your internet service provider. If you do not have a DCF supplied Cisco VoIP phone you will connect the router directly to the equipment – zero client, thin client, laptop, or laptop docking station – and you will not have a PoE Injector (which is only needed to power the Cisco VoIP phone).
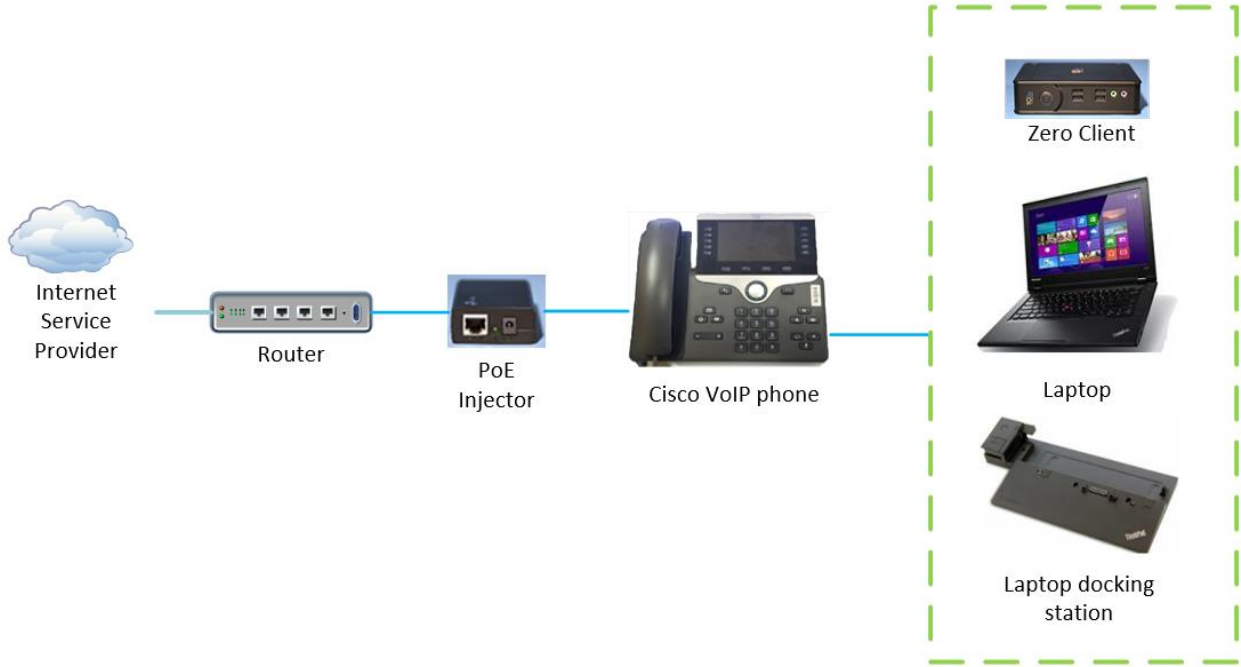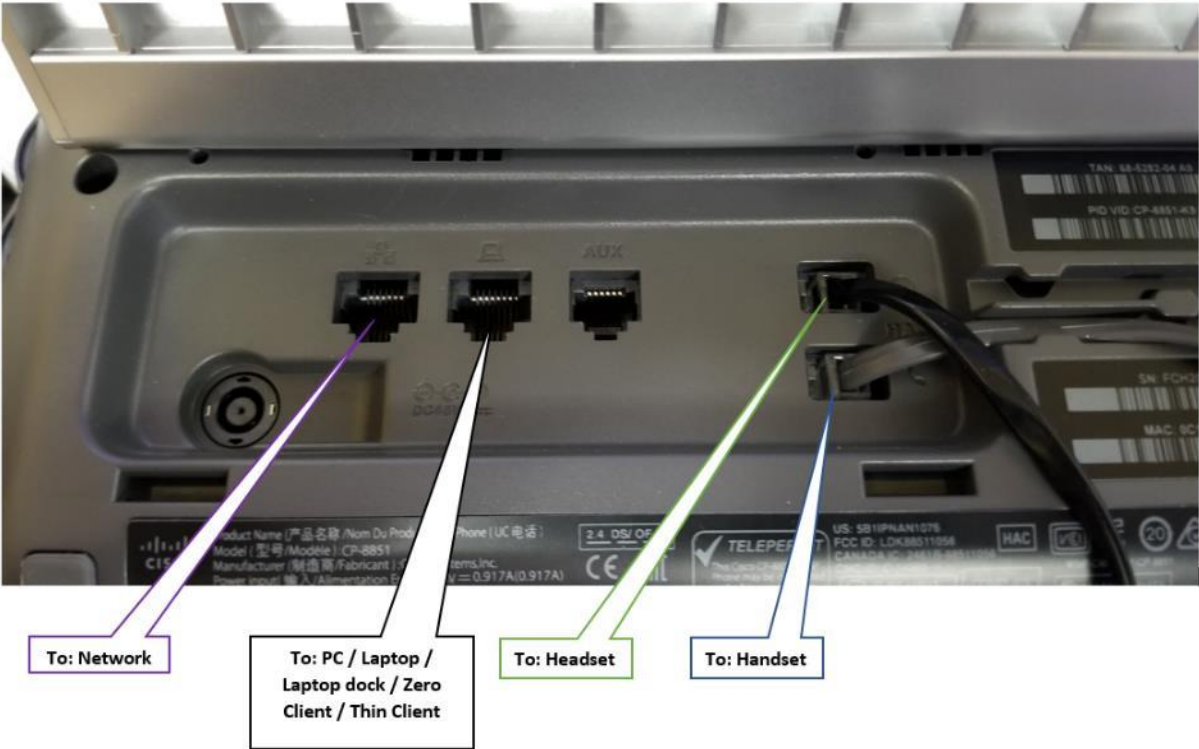
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Connecting the Cisco VoIP phone and Power over Ethernet (PoE) Injector

Steps to connect PoE Injector and VoIP phone

1. Install the PoE port injector on the ethernet line between your router and the phone. The cable that is plugged into the side that is pictured below is the one that needs to go to your router. The other side is connected to your phone. TIP: It does not matter where in the line the PoE injector is. It just needs to be in line so that it can provide your phone power. If you have AC power to plug in the power for the PoE injector nearer to your router you can choose to use the short cable router to PoE Injector and the longer cable PoE Injector to phone. Or you can do it the other way around.

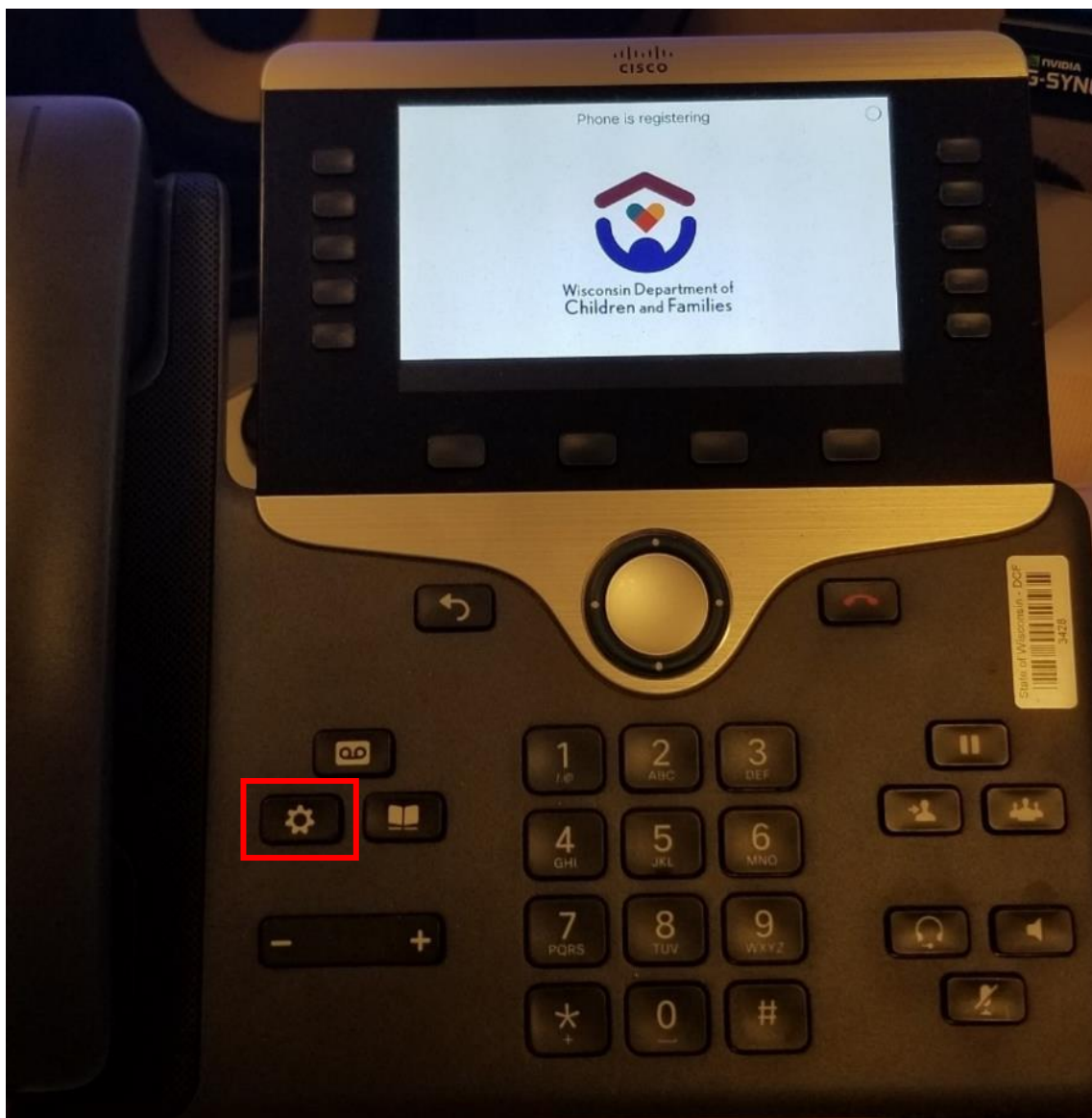2. Plug the cable from the PoE Injector into the Network port on the back of the phone. If all is connected correctly the phone will power up.

To: Network

To: PC / Laptop / Laptop dock / Zero Client / Thin Client

To: Headset

To: Handset

3. Once the phone has powered on completely (the phone will show "registering..." on the screen) press the Settings button.

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4. Use the navigation circle to select "Admin Settings" and press the center button to continue.

   Note that on this screen one cannot use the up and down part of the navigation circle to get to the other lines, only the left and right. When you are on the rightmost icon and press the right part of the navigation circle the cursor will jump down to the next line. If you go off the left side the cursor will jump up one line.
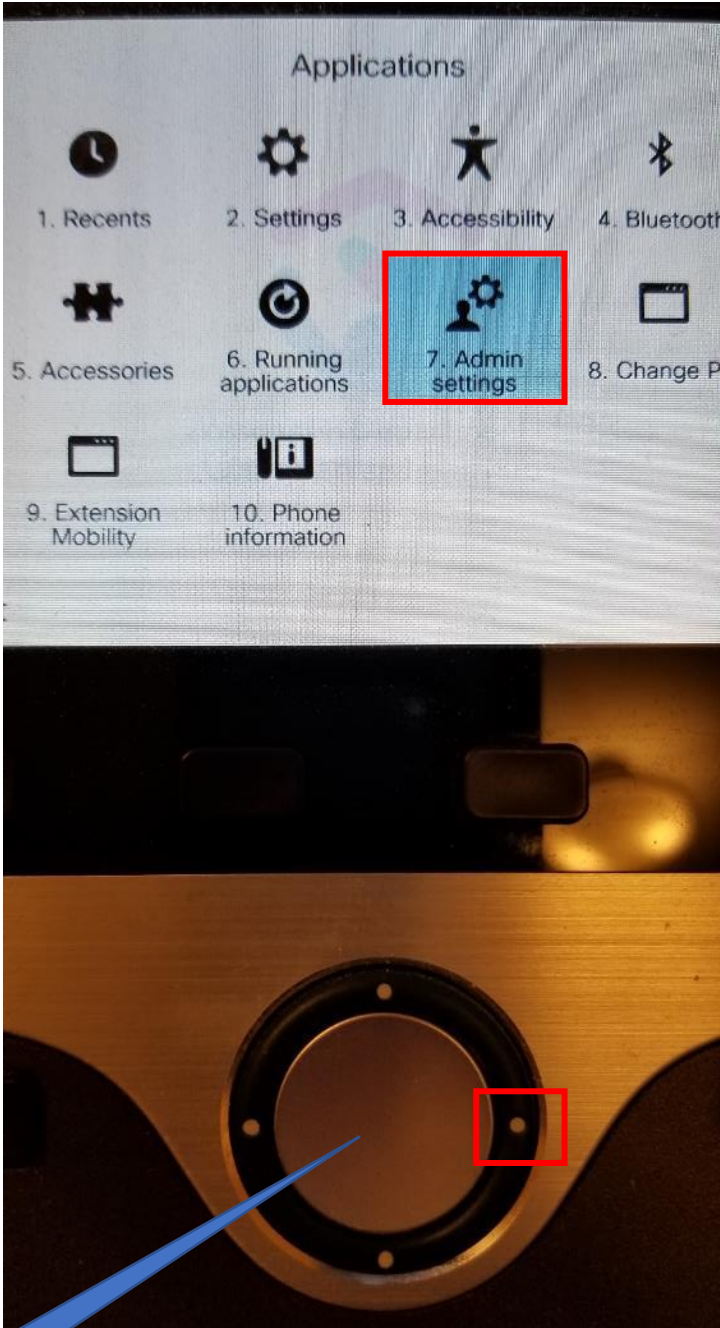
Center button

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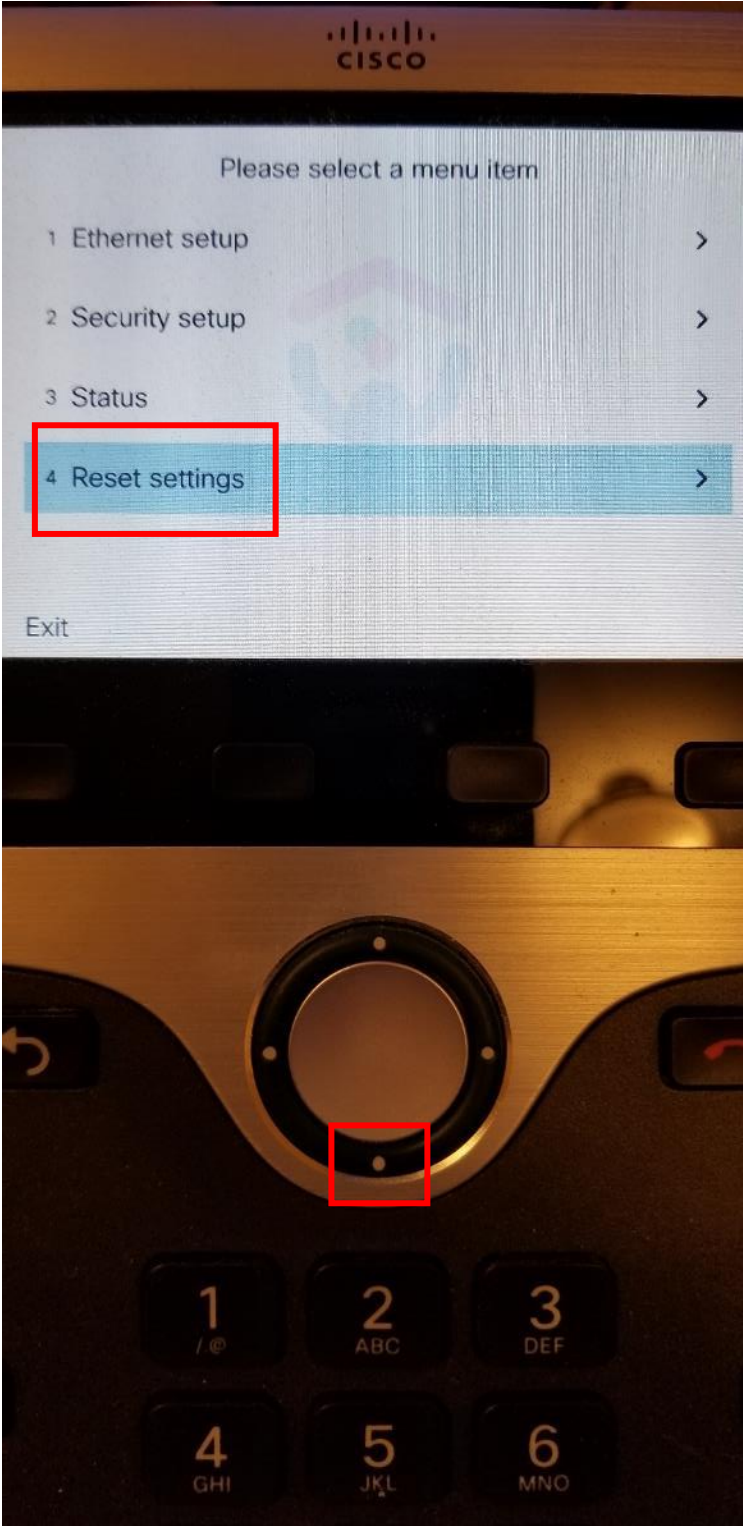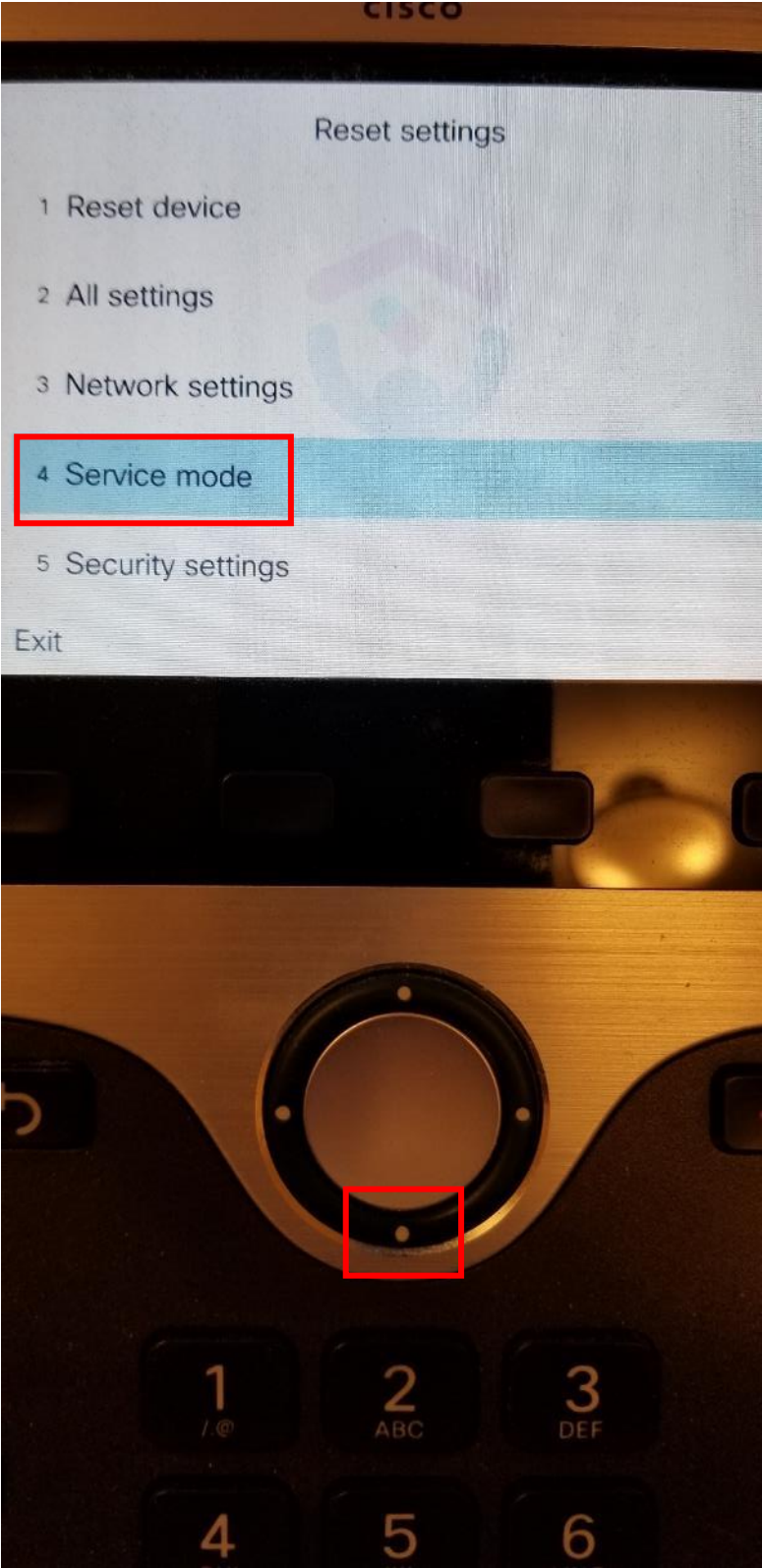5. Using the navigation circle select "Reset Settings" and press the center button to continue.
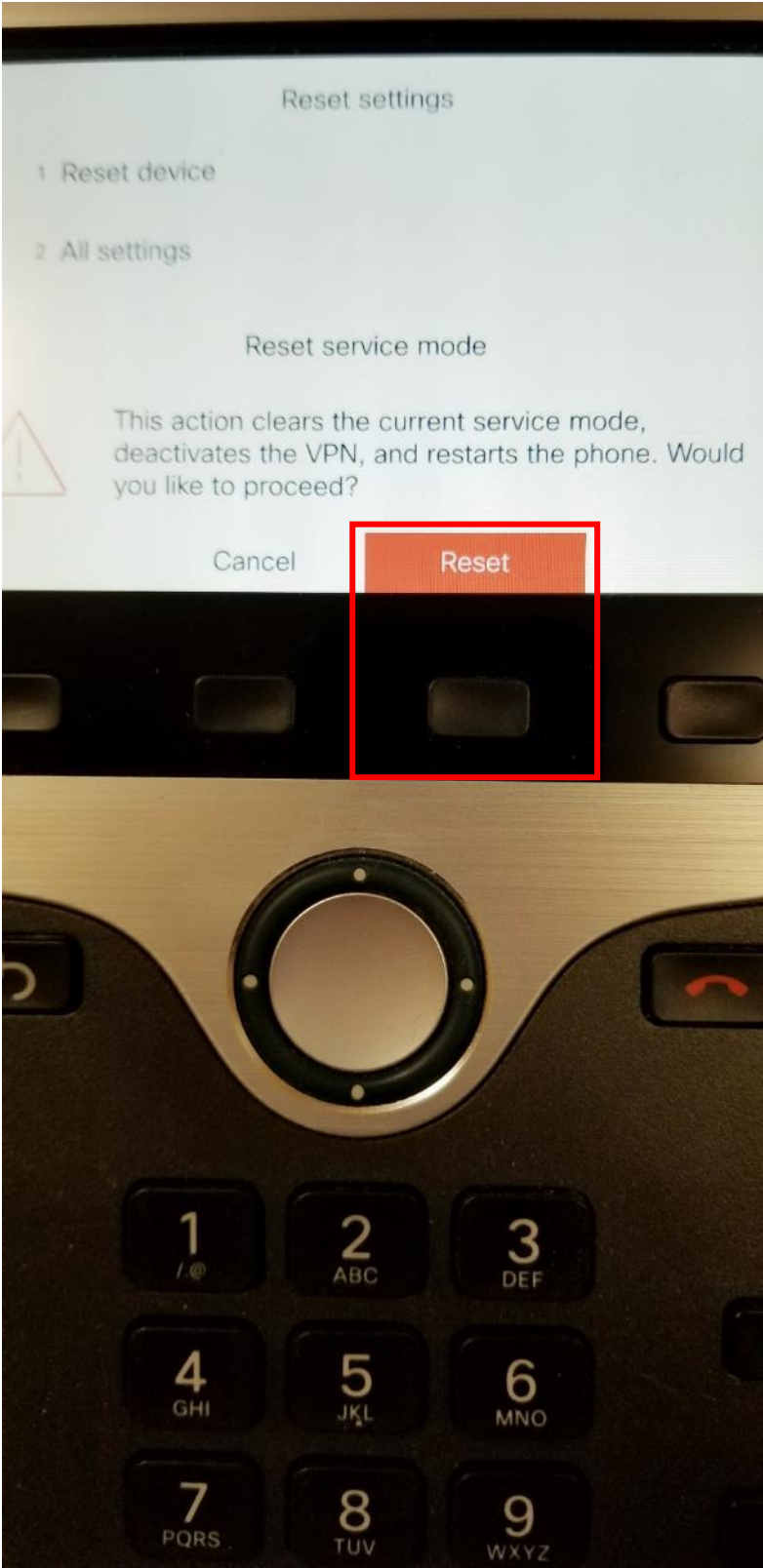
6. Using the navigation circle select "Service Mode" and press the center button to continue.

7. Press the soft key corresponding with "Reset". Your phone will now reset.

8. When the phone comes back up to the Welcome screen, press the soft menu key corresponding to the "ABC" (pictured in red box below) and enter "dcf.wisconsin.gov" using the number pad. Press the 1 key twice to get a period (see chart below).
9. Press soft menu key corresponding to Continue (pictured in green box below).
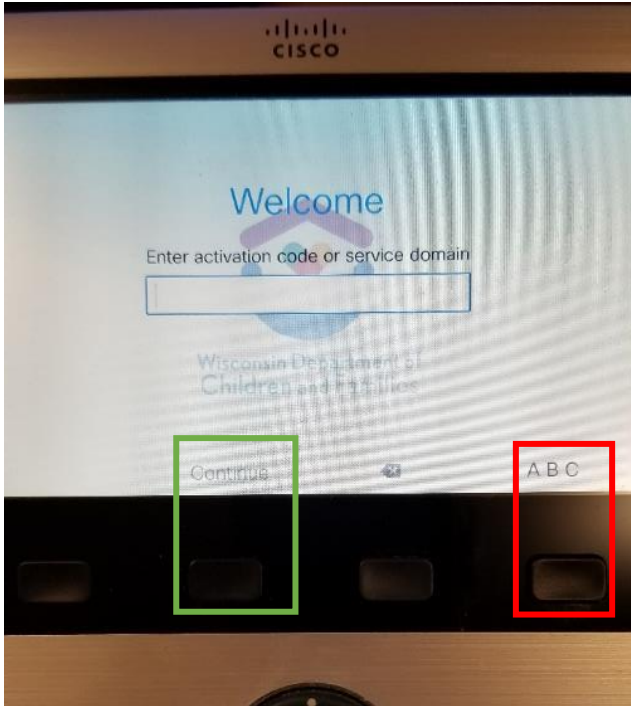
Using the number pad to enter characters is a bit tricky until you get used to it. When you press the desired key, a small black menu shows on the screen. You need to press that number key to move the cursor to the right until you get to the desired letter. The menu starts off with lower-case letters, moving to the right are the upper-case letters. What's tricky is that the menu times out very quickly and whatever letter you are on when it closes will be what is selected. It takes some trial and error to successfully enter text. TIP: the backspace soft menu key (in yellow box below) is very helpful for correcting mistakes. This likely will take some trial and error.

Keypad Key	Special Characters
One (1)	/ . @ : ; = ? -_ & %
Zero (0)	(space) , ! ^ ' " |
Asterisk (*)	+ * ~ ` < >
Pound (#)	# $ £ □ \ ( ) { } [ ]
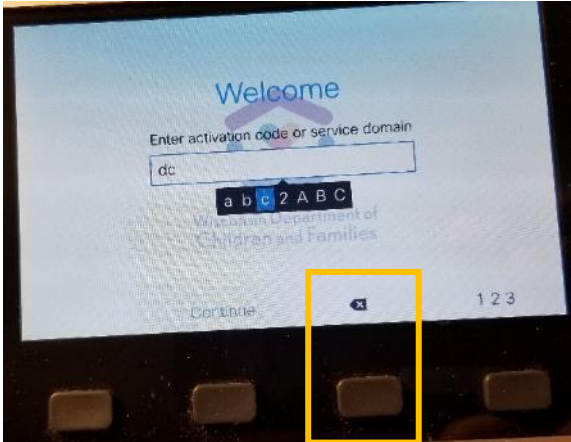
10. You will now be brought to the login screen. Login with your Accounts credentials using the number pad (do **not** enter Accounts\). Be aware of the mode that the keypad is in, shown below in the orange box. If it shows "ABC" the number pad will type numbers. If it says "123" it will enter numbers and symbols as in step 8 on page 9. The "ABC" or "123" is telling you what mode the keypad will go into if you press the soft menu key below it (not pictured). Use the navigation circle to move down from the username field to the password field.
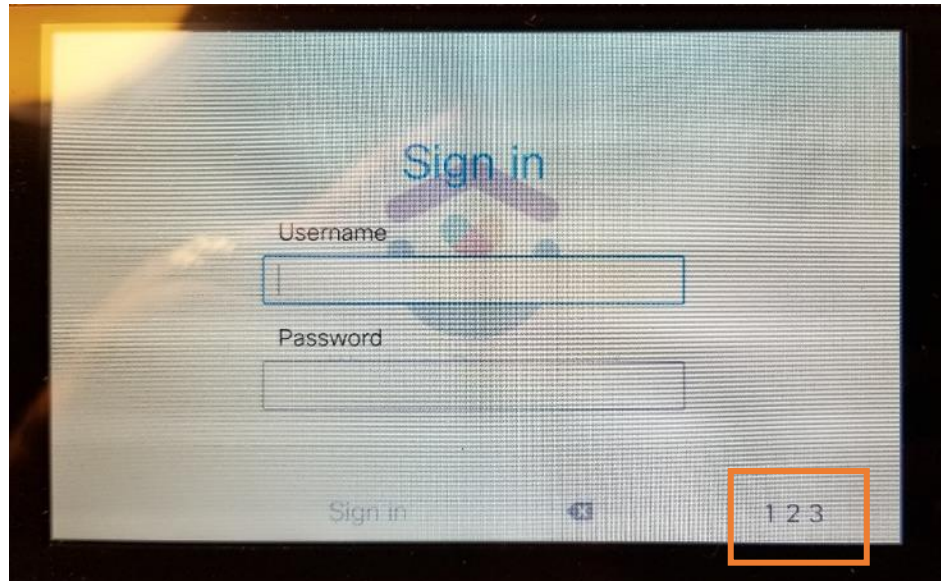
11. Once the password is entered press the center button to continue.

    The phone will show 'registering again and then come up to your personal configuration. The phone is now ready to use.

One other thing to remember: any time you change your Accounts password the phone at some time after will prompt for the new password.

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Connecting equipment to VoIP phone passthrough

The VoIP phones have a pass-through port meaning that the phone can act as a network connection for a device on the same desk. For example, this is how the computer on your desk at work was connected to the network. The advantage of doing this is that you only need to use one ethernet port on your router and one network line to your workspace.

Steps to connect a device – PC, laptop, laptop dock, Zero Client, or Thin Client

Plug the ethernet cable into the pass-through port, labeled below as "To: PC / Laptop / Laptop dock / Zero Client / Thin Client" and then into your device.

Note that if you have a laptop dock then the ethernet cable gets plugged into the dock and the laptop connects to the dock to get a network connection. See the section on laptop docks for more information.
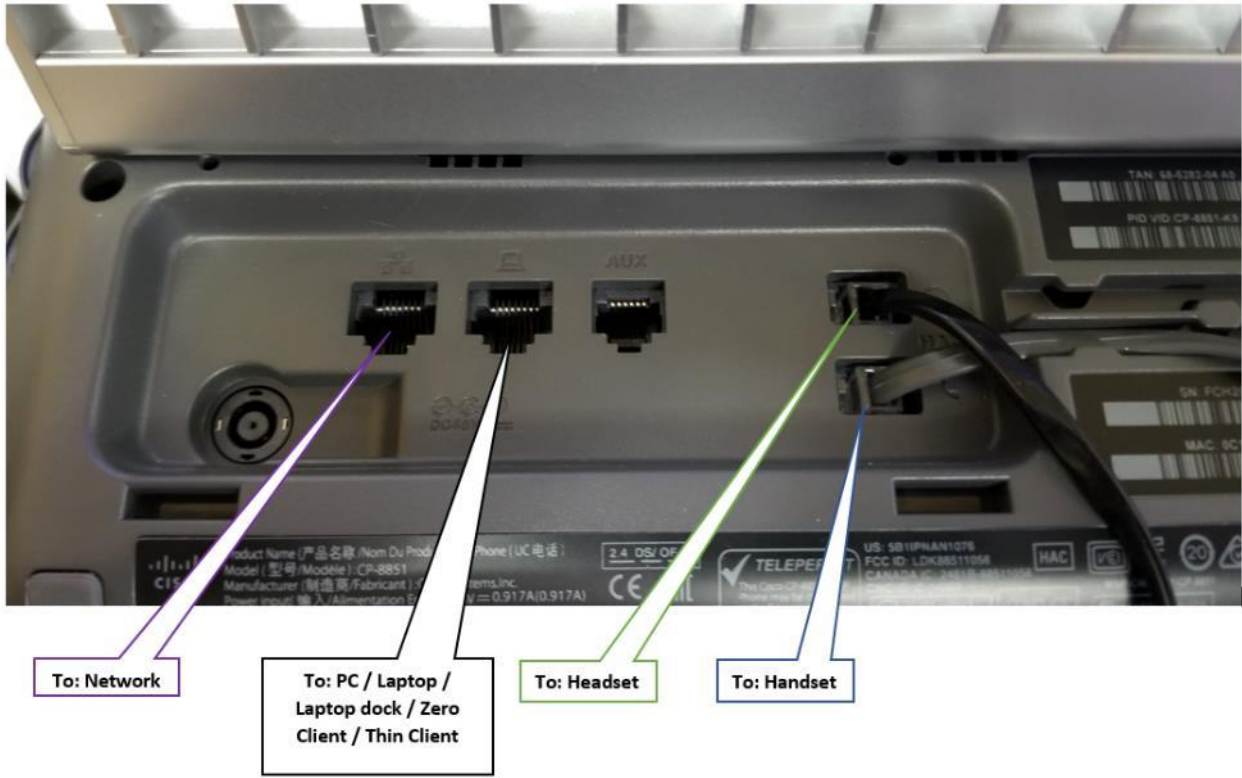
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Zero Clients

A zero client takes the place of a desktop computer or laptop, and has the sole purpose of connecting the mouse, keyboard, monitors and other peripherals to one's VDI (Virtual Desktop Instance). Zero clients require a wired ethernet connection to a network that can reach the VDI. From home that means the Zero Client must be connected to the internet.

Zero Client Identification

DCF uses two types of zero client:

Non-Smart Card (front view)

Power button

Headphone jack

Microphone jack

USB ports

Smart Card (front view)

Smart Card slot

Power button

Microphone jack   Headphone jack   USB ports
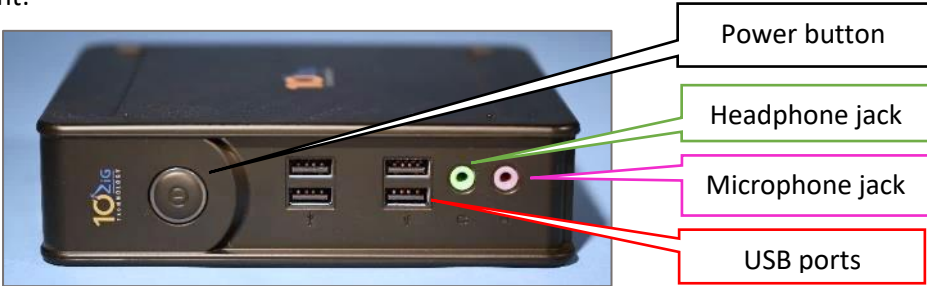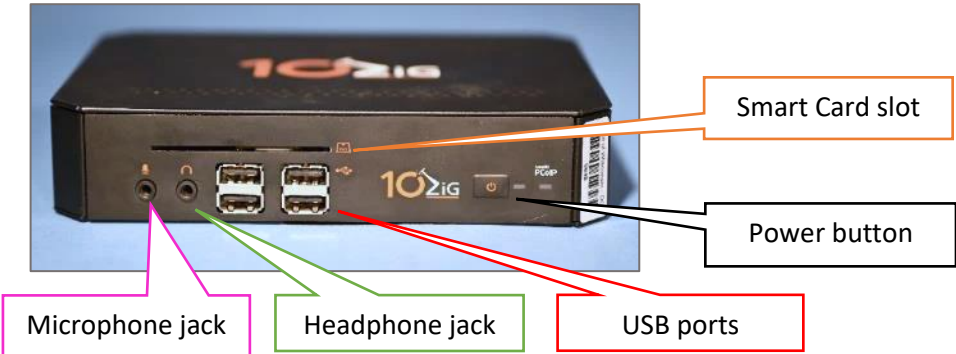
Functionally these two units are the same, except for the Smart Card reader and the layout of the ports. To use a Smart Card with the non-Smart Card version you need an external Smart Card reader which plugs into one of the USB ports.

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Smart Card Zero Client Setup Steps

Smart Card Zero Client
(rear view)

DC Power Jack

DisplayPort

USB ports   Ethernet Jack   DVI port

1. Plug the mouse into a USB port on the back of the Zero Client.
2. Plug the keyboard into the USB port on the back of the Zero Client.
3. Plug an ethernet cable into an open port on your router, or if you have a Cisco VoIP phone at home you can use the passthrough port on the phone. See Connecting equipment to VoIP phone passthrough on page 11.
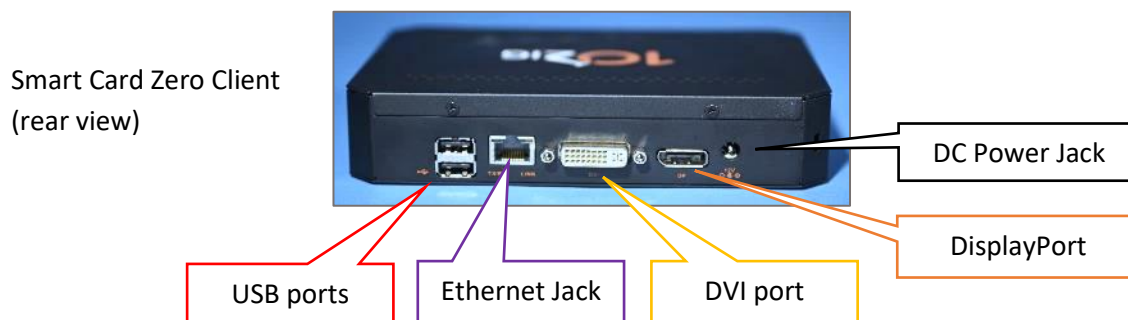4. Plug the other end of the ethernet cable into the Ethernet Jack of the Zero Client.
5. Plug the DisplayPort cable into the DisplayPort. Note the unique shape of the DisplayPort. The correct cable has the same shape. You do not need to force the cable. If you do it probably is the wrong cable or not oriented correctly. The other end of the cable is plugged into the monitor. See Connecting Monitor(s) on page 17.
6. If you have a second monitor, plug one end of the DVI cable into the DVI port and the other end into the DVI port on the monitor. See Connecting Monitor(s) on page 17. Hand tighten the knobs to screw the cable into Zero Client. They only need to be snug. Do not overtighten.
7. Plug round end of the Zero Client power brick cable into your Zero client's DC Power Jack and the other end into a power strip or wall outlet (though to prevent damage, a power strip with circuit breaker is strongly recommended).

NOTE: If you received a webcam with your equipment you will HAVE to plug it into the back of the Zero Client. Unplug either the keyboard or mouse and plug that into a front USB port on the Zero Client.

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Non-Smart Card Zero Client Setup Steps

Non-Smart Card Zero Client (rear view)

DC Power Jack

Combo Mic / Speaker Jack

2 DVI ports

Ethernet Jack
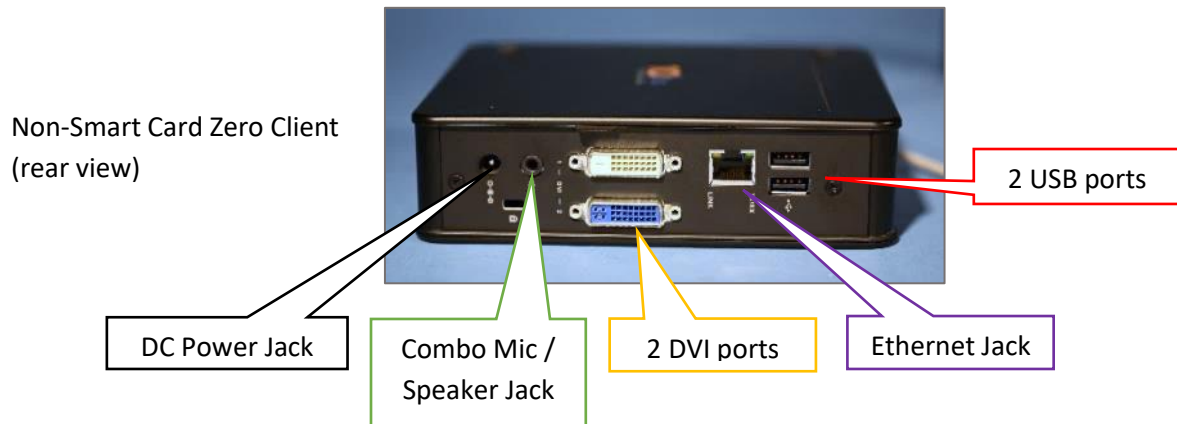
2 USB ports

1. Plug the Smart Card reader into a USB port on the Zero Client.
2. Plug the mouse into a USB port on the Zero Client.
3. Plug the keyboard into a USB port on the Zero Client.
4. Plug an ethernet cable into an open port on your router, or if you have a Cisco VoIP phone at home you can use the passthrough port on the phone. See Connecting equipment to VoIP phone passthrough on page 11.
5. Plug the other end of the ethernet cable into the Ethernet Jack of the Zero Client.
6. Plug one end of the DVI cable into the **white** DVI port on the Zero Client and the other end into the DVI port of the monitor. See Connecting Monitor(s) on page 17. Hand tighten the knobs to screw the cable into Zero Client. They only need to be snug. Do not overtighten.
7. If you have a second monitor, plug one end of the DVI cable into the **blue** DVI port on the Zero Client and the other end into the DVI port of the monitor. See Connecting Monitor(s) on page 17. Hand tighten the knobs to screw the cable into Zero Client. They only need to be snug. Do not overtighten.
8. Plug round end of the Zero Client power brick cable into your Zero client's DC Power Jack and the other end into a power strip or wall outlet (though to prevent damage, a power strip with circuit breaker is strongly recommended).

NOTE: If you received a webcam with your equipment you will HAVE to plug it into the back of the Zero Client. Unplug either the keyboard or mouse and plug that into a front USB port on the Zero Client.

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Docking Stations

Docking stations are primarily used for laptops solving the problem of having to reconnect peripherals – monitors, mouse, keyboard – after having used the laptop away from your desk. The peripherals remain connected to the docking station and the laptop only needs one connection to the docking station for you to make use of all the peripherals. Generally, it is best to have the laptop off when connecting it to the docking station. Some docks do "hot dock" but if you experience issues try again with the laptop off, powering the laptop up after connecting the dock.

Note that using the dock's the wired Ethernet connection is not necessary, just an option. You can use your laptop's wireless and a dock at the same time.

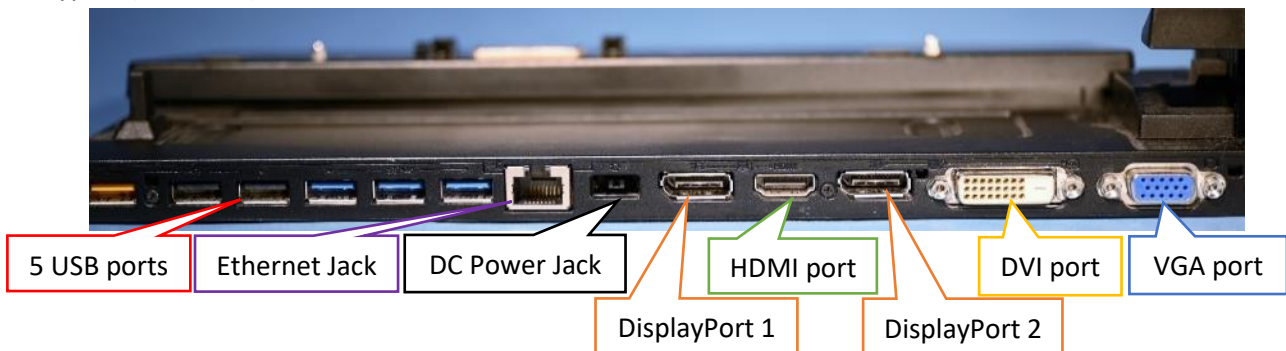### Drop-in Docking Station Identification

DCF has two different types of drop in dock – Type 1 and Type 2. You will be given the type that works with your laptop. The two types can be distinguished by the type of ports on the back.

Type 1 (rear view)

| 5 USB ports | Ethernet Jack | DC Power Jack | DisplayPort | DVI port | VGA port |
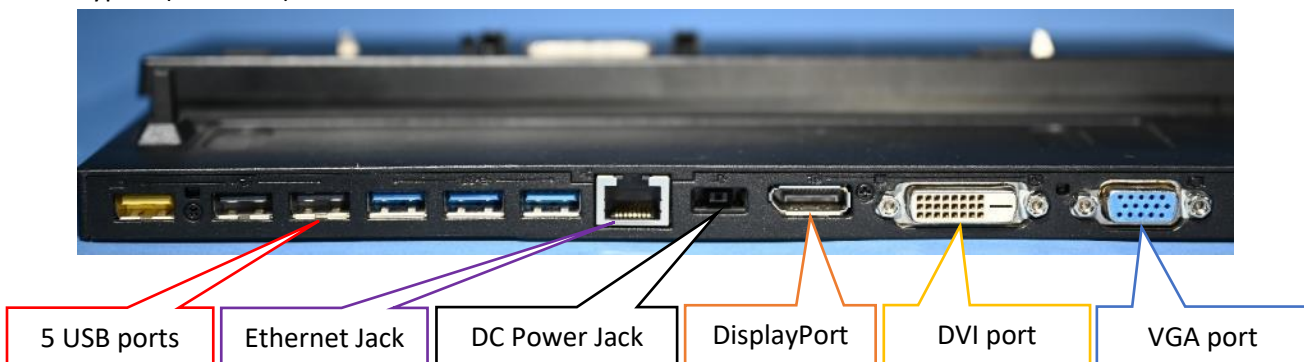
Type 1 Supports only 2 monitors. You can use either the DisplayPort or DVI port, not both.

Type 2 (rear view)

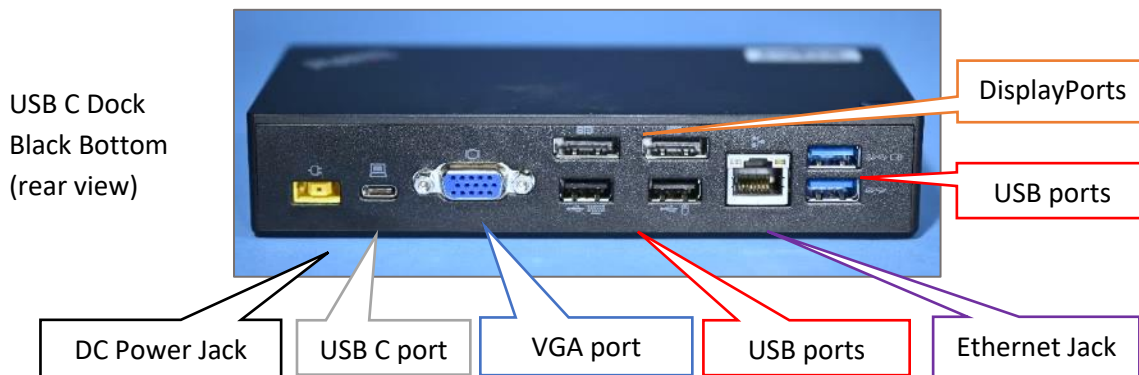| 5 USB ports | Ethernet Jack | DC Power Jack | | HDMI port | | DVI port | VGA port |

DisplayPort 1   DisplayPort 2

Type 2 supports only 2 monitors:

- You can use either DisplayPort 1 or HDMI, not both.
- You can use DisplayPort 2 or DVI port, but not both.
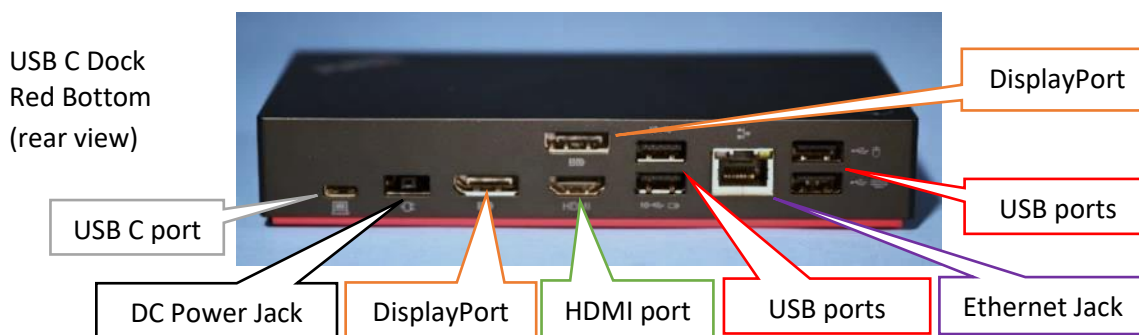- VGA port can be used for a second monitor but not as a third.

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USB C Docking Station Identification

USB C docking stations are small boxes which have multiple ports and connect to your laptop using a USB type C cable.

USB C Dock
Black Bottom
(rear view)

DisplayPorts

USB ports

DC Power Jack USB C port VGA port USB ports Ethernet Jack

USB C Black Bottom Dock only supports 2 monitors.

USB C Dock
Red Bottom
(rear view)

DisplayPort

USB C port

USB ports

DC Power Jack DisplayPort HDMI port USB ports Ethernet Jack

USB C Red Bottom Dock supports 3 monitors.

Docking Station Setup Steps

1. Plug the mouse into a USB port on the back of the dock.
2. Plug the keyboard into the USB port on the back of the dock.
3. Plug an ethernet cable into an open port on your router, or if you have a Cisco VoIP phone at home you can use the passthrough port on the phone. See Connecting equipment to VoIP phone passthrough on page 11.
4. Plug the other end of the ethernet cable into the Ethernet Jack of the dock.
5. Plug monitor cables into appropriate port on the back of the dock. You will only be given cables that work with your setup. Note that each port has a unique shape. Match the cable to the port. You do not need to force the cable. If it seems so, that is either the wrong port for that cable or the cable is not properly oriented. DVI and VGA Cables have screws. Hand tighten the knobs to screw the cable into dock. They only need to be snug. Do not overtighten. See Connecting Monitor(s) on page 17.
6. Plug the end of the dock's power brick cable into your dock's DC Power Jack and the other end into a power strip or wall outlet (though to prevent damage, a power strip with circuit breaker is strongly recommended).

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Connecting Monitor(s)

Tip: to make connecting cables easier, place a thick soft towel on your desk that is larger than the face of the monitor. Lay the monitor face down on the towel with the base toward you. The base should be hanging off the end of the desk. This will make it easier to see the ports when connecting the cables.

Monitor Port Identification

The port arrangement show here might not match the monitor(s) you have been provided however that is not critical. Just match the cables you've been provided to the ports on the monitor(s) and the device - PC, laptop, laptop dock, Zero Client, or Thin Client – you have been provided. IMPORTANT: Only one video cable – VGA, DVI, DisplayPort, or HDMI - is connected to each monitor and cables are not connected between monitors, just from monitor to device. Below are different views of the underside of a typical monitor:
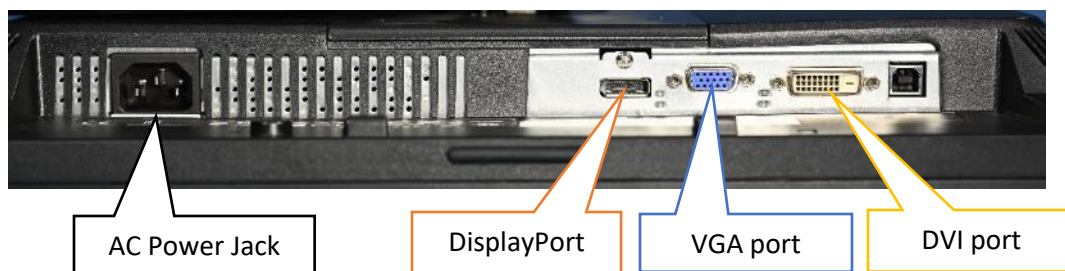
Steps to Connect Monitor(s)

1. Plug cable connected to video port of the device - PC, laptop, laptop dock, Zero Client, or Thin Client - to the corresponding port on the monitor. In some cases, where there are no matching ports between the device and the monitor – an adapter cable is used which has an appropriate connector to connect to the monitor and device you have been provided. Note that DVI and VGA Cables have screws. Hand tighten the knobs to screw the cable into monitor. They only need to be snug. Do not overtighten.
2. Plug the AC cord into the AC Power Jack and the other end into a power strip or wall outlet (though to prevent damage, a power strip with circuit breaker is strongly recommended).

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Thin Clients

A Thin Client's primary function is to connect the mouse, keyboard and monitors to your VDI. It differs from a Zero Client in that it is capable of connecting to a wireless network.
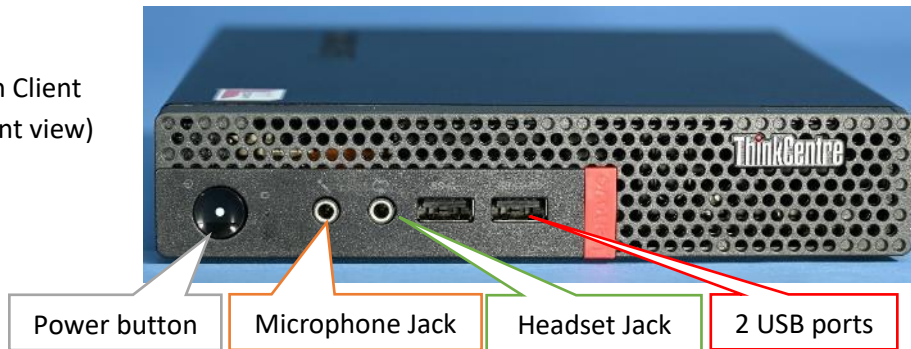
Thin Client - device connection layout

The devices need to be connected in the correct order to work properly. The router is provided by your internet service provider. In some cases, there is a separate cable modem that goes between the Internet Service Provider and the wireless router. As long as you are able to connect other devices to your wireless router and get to the internet, your Thin Client will too once it is set up.
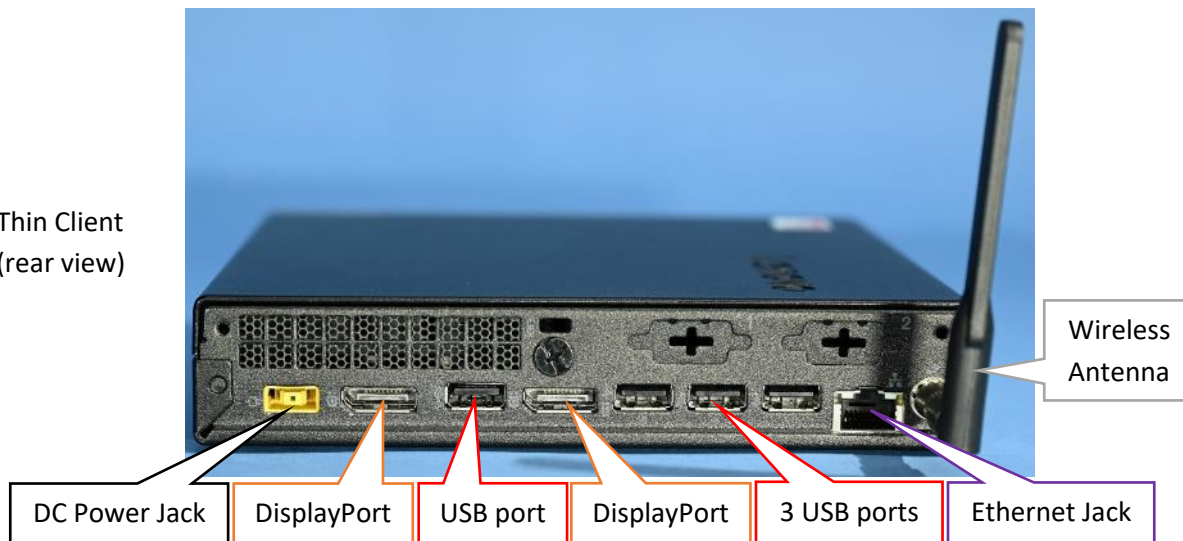

Thin Client   Wireless Router   Internet Service Provider

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Thin Client Setup

Thin Client
(front view)

Power button	Microphone Jack	Headset Jack	2 USB ports

Thin Client
(rear view)

Wireless
Antenna

| DC Power Jack	DisplayPort	USB port	DisplayPort	3 USB ports	Ethernet Jack

1. Plug the mouse into a USB port on the back of the Thin Client.
2. Plug the keyboard into the USB port on the back of the Thin Client.
3. Plug the Smart Card reader into the USB port on the back of the Thin Client.
4. Plug the DisplayPort cable into a DisplayPort. Note the unique shape of the DisplayPort. The correct cable has the same shape. You do not need to force the cable. If you do it probably is the wrong cable or not oriented correctly. The other end of the cable is plugged into the monitor. See Connecting Monitor(s) on page 9.
5. If you have a second monitor, do the same as the first monitor using the other DisplayPort.
6. Plug the end of the Thin Client power brick cable into your Thin Client's DC Power Jack and the other end into a power strip or wall outlet (though to prevent damage, a power strip with circuit breaker is strongly recommended).

Connect Thin Client to Wireless Network

1. Insert your Smart Card into the Smart Card reader.
2. Use the power buttons on the Thin Client and monitor(s) to power on the equipment.
3. The thin client will boot up to the desktop (there is no login).
4. Connect Thin Client to your wireless network (these steps should only need to be done the first time if you make sure to select the Connect Automatically in step 4d or there are changes to your wireless connection):

   a. Select the Wi-Fi [icon] button down in the lower righthand corner near the clock to open the ESSID window.
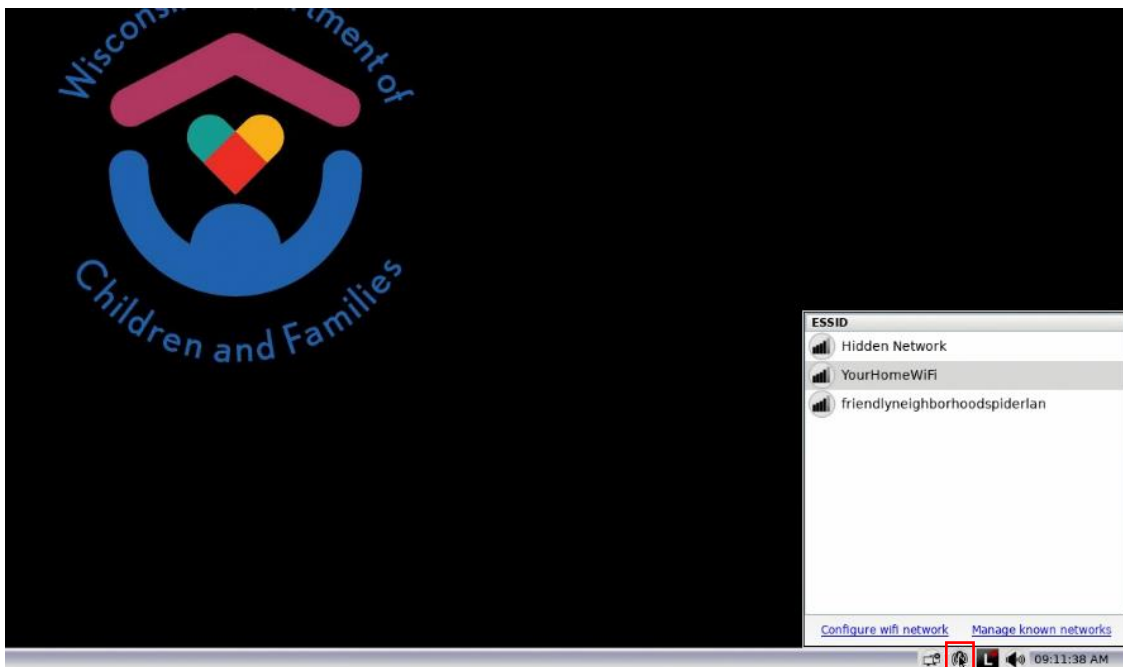
   b. Select your home network from the list which will bring up the Connect WiFi (login) prompt.

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The values shown in the screenshot below are typical for many Wi-Fi routers out there however in some rare cases these values may need to be changed.

    c.   Enter the password for your Wi-Fi router (aka wireless network).

    d.   We recommend that you select Connect Automatically for future convenience.
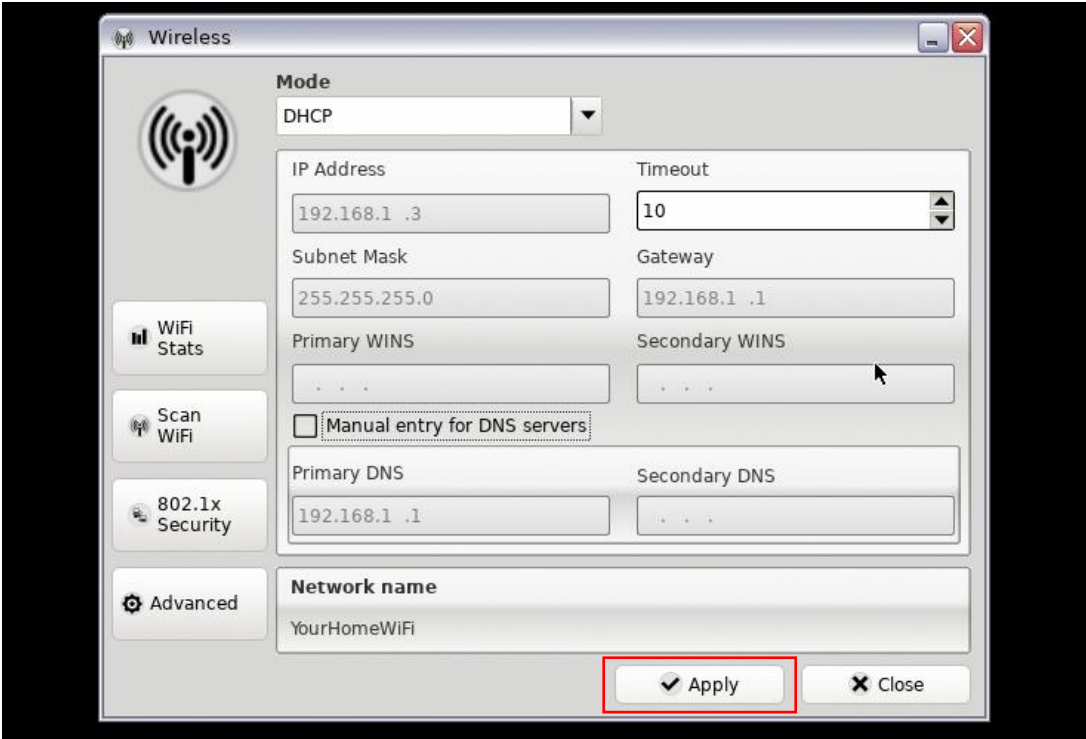
    e.   Click the Connect button
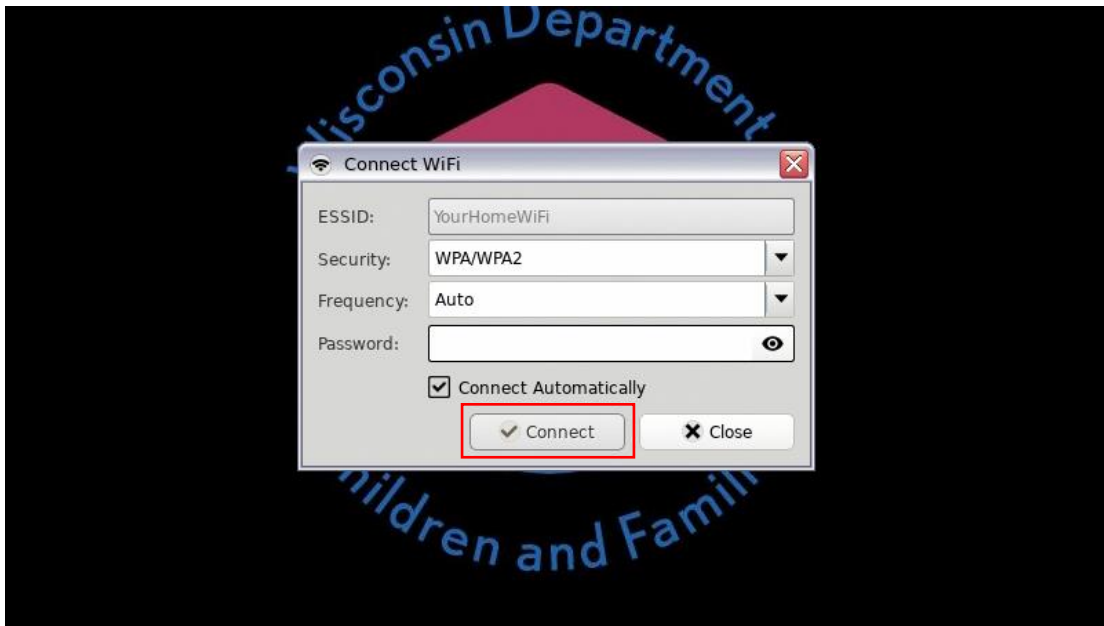
   f.   When you get the confirmation that WiFi connect successfully, click OK.

g. A window will pop up that you should not have to make any changes to. These would only be used for highly customized setups. You should just click the Apply button.


If you are unable to connect and the Wi-Fi router was provided by your Internet Service Provider (ISP) you might need to call their helpdesk to get help with the login. For those of you who had a family member, friend, or an outfit like Geek Squad set up your wireless network, you will need to contact them for assistance with connecting to your wireless network.
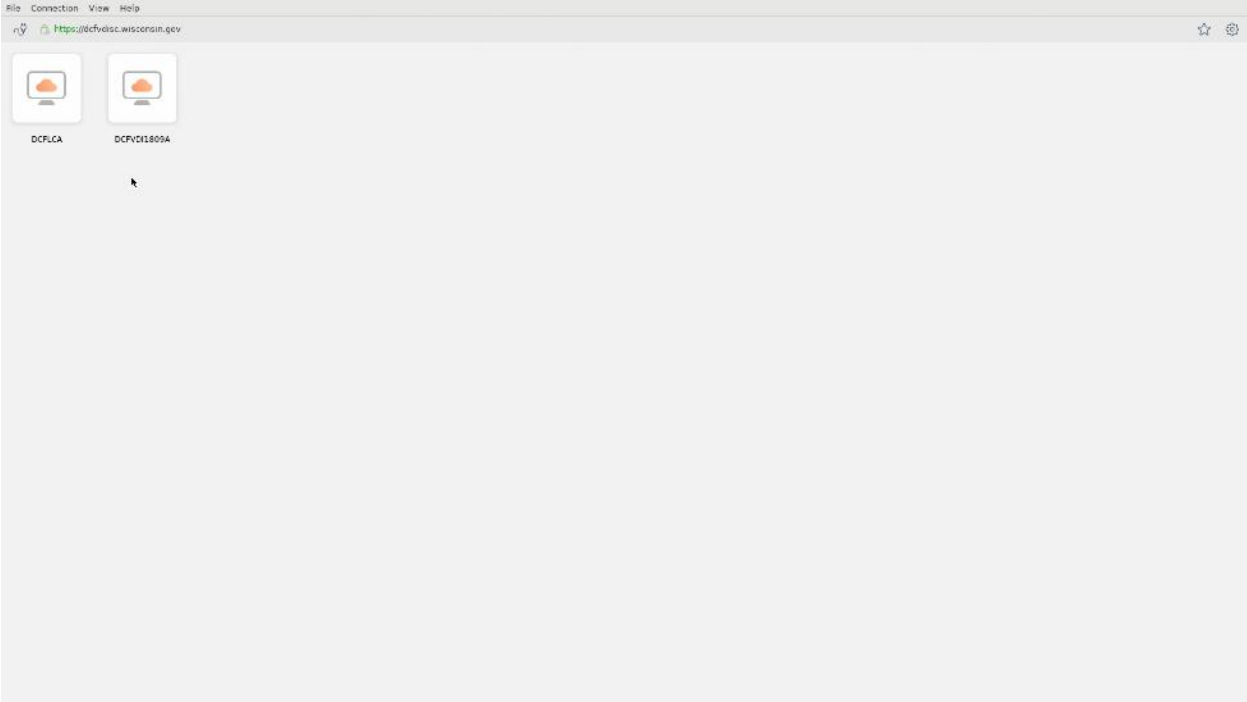
5. Double click on the DCF VDI icon to launch VMware
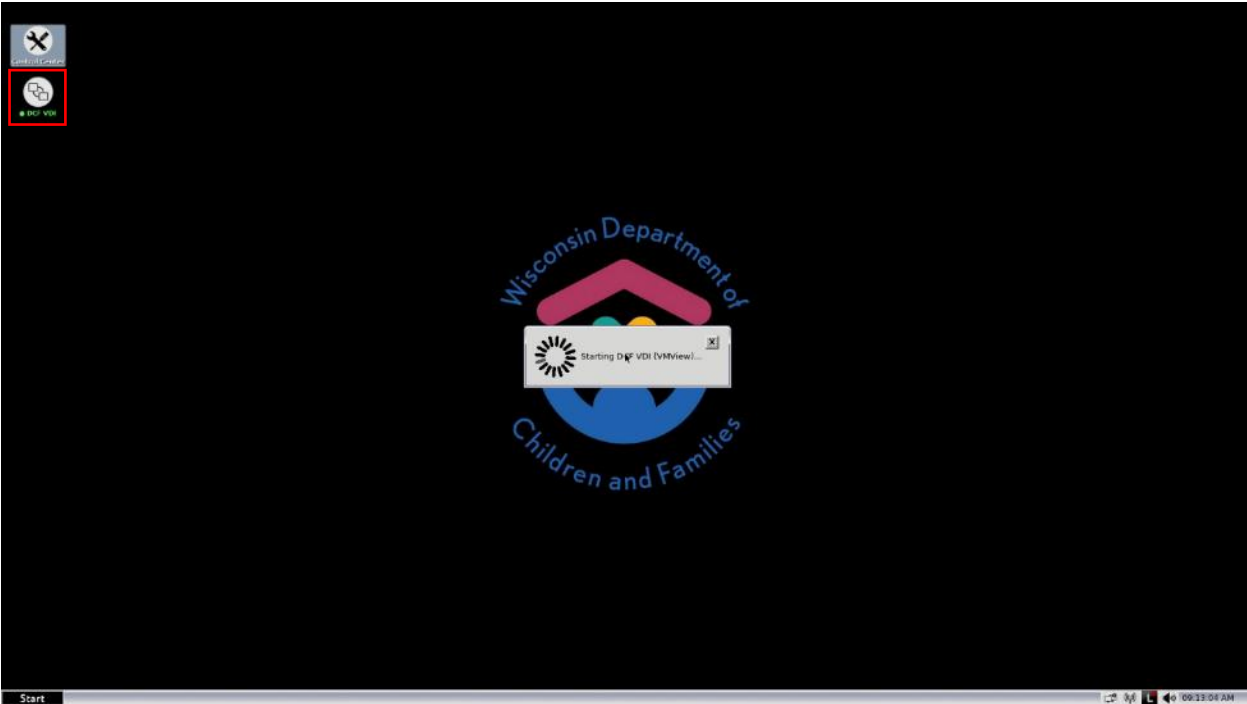
6. Select the cert from the list. If you have more than one listed, choose the one where your name appears like – Smith: Joe (yellow arrow below)
7. Enter your Smart Card PIN when prompted (red box below)
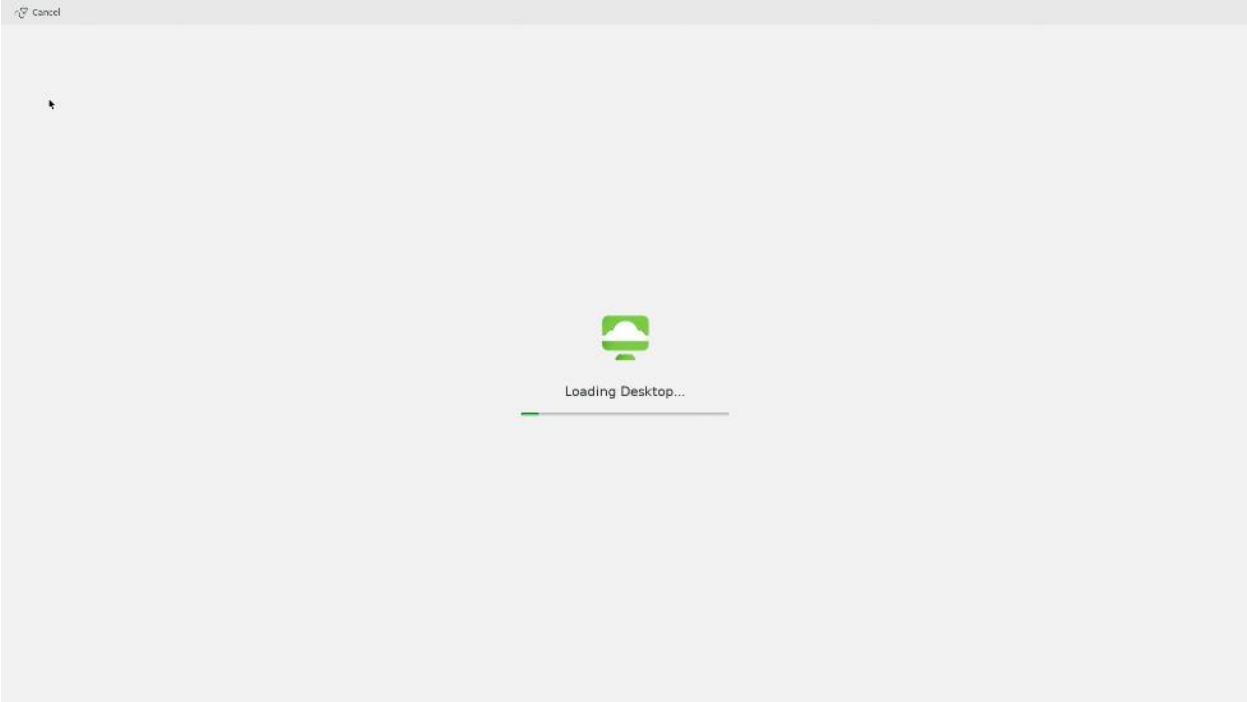8. Click the Login button (green box below)
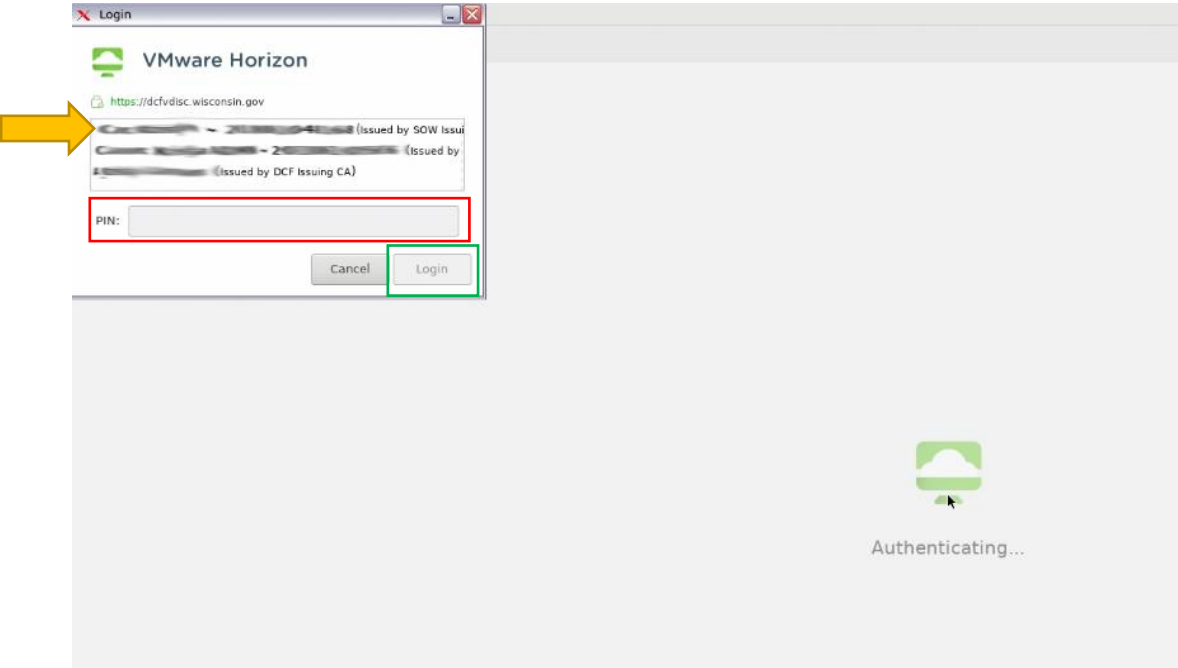
9. Double click on your VDI

10. You will see a Loading Desktop screen and when that is finished you will be in your VDI
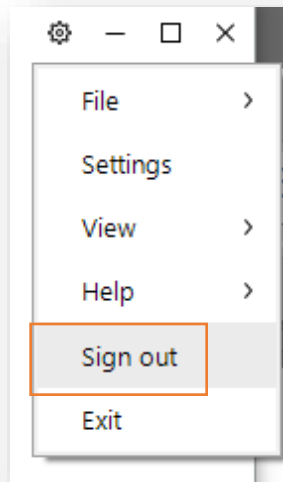
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## Installing and Configuring Jabber App on Smart Phone

Before you start - If you have already logged into Jabber outside of the DCF network (on a DCF laptop or other device) you will need to log out of that instance of Jabber first:

    a. Sign out of Jabber - in the upper right-hand corner select the gear icon and then Sign out from

        the drop down.

    b. From the Jabber sign-in page select Reset Jabber. This will remove your recent calls so make a note of them if you need them.
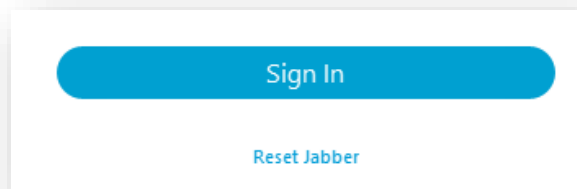
<mark>You will need to be in the office to complete the rest of these steps</mark>

1. If you are not using a DCF issued iPhone, connect to the Wi-Fi network named <mark>WI-Forward</mark> (DCF issued iPhone will automatically connect to the wireless network)

2. **Install the Jabber App**
   a. For DCF iPhones**:**
      i. Go to DCF App Catalog
      ii. Install Cisco Jabber
   b. For Personal iPhones**:**
      i. Open the App Store
      ii. Search for Cisco Jabber

      iii.   Select Get

   c.   For Personal Android phone**:**
      i.   Go to the Play Store
      ii.   Search for Cisco Jabber
      iii.   Select Install
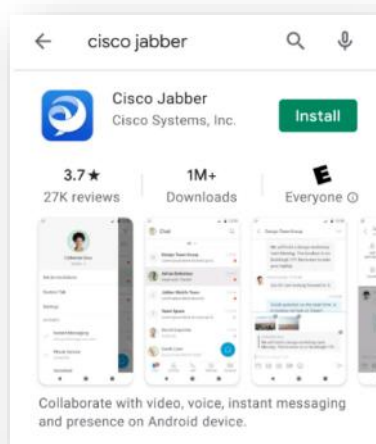
Note that these Apps change often and the order in which the next steps happen may vary.

3.   Respond as these prompts when they are presented:
    a. Jabber would like to access your contacts. Select **OK**
    b. Jabber would like to send you Notifications. Select **Allow**
4.   Open Cisco Jabber App
5.   When prompted regarding Important Notice – Please Read Emergency 911 Calls Notice, select **Accept**

6. Log into jabber with your STAR ID followed by **@dcf.wisconsin.gov**
7. Select CONTINUE

8. Enter password
9. Scroll through the 'getting started' instructions and select **Get Started Now**
10. Login to Jabber with your STAR username and password
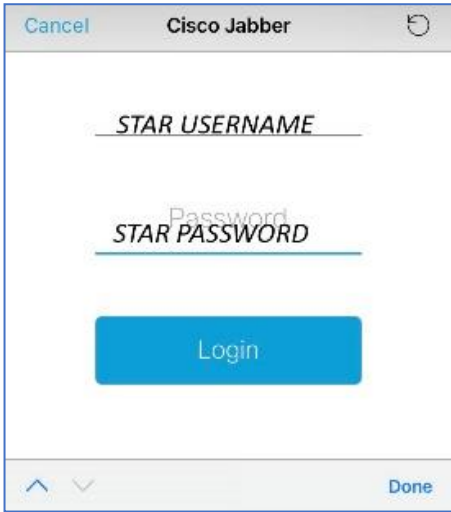
11. Respond to prompts:
    a. Jabber would like to Access the Microphone: Select **OK**
    b. Access to photos and video: Select **Accept**
12. Select Meetings at the bottom of the screen and it will prompt "Jabber would like to Access Your Calendar". Select **OK** if you are on a DCF iPhone, otherwise select **Don't Allow/Deny**.

See Appendix B – Jabber Screen Reference for more information.

DCF Equipment Setup for Work from Home

Appendix A – Port and Cable Identification Reference

The following is a list of ports and cables that you may encounter in your DCF work from home setup

- Ethernet: Network cable used in wired connections. Looks like a larger telephone cable

- VGA: Video cable, used to connect a PC to a monitor

- HDMI: Video cable, used to connect a PC to a monitor

- DVI: Video cable, used to connect a PC to a monitor

- DisplayPort: Video cable used to connect a PC to a monitor

- USB: Used for connecting accessories (keyboard, mouse, webcam), to your PC or Zero Client

- USB C: Used to connect a laptop to a dock for certain DCF Laptop models

NOTE: You may receive a cable with different ends on it. Some of these only work in one direction, if your monitors do not come up try hooking it up the other way.

DCF Equipment Setup for Work from Home

Appendix B – Jabber Screen Reference
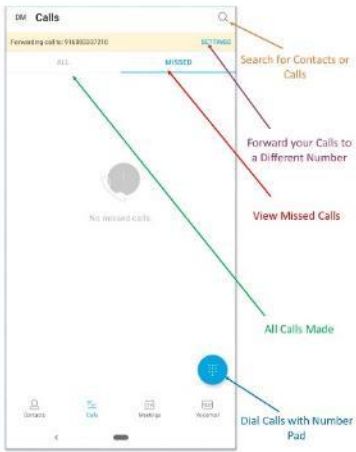
Jabber Menu:

Contacts:
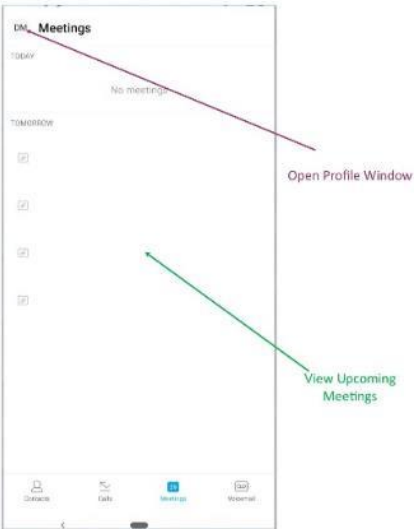

Profile Window

Settings: Allows you to change ringtone sounds, vibrate on/off and call forwarding phone number

Sign Out: Sign Out of the Jabber app

Calls:

Meetings

Voicemail: