At the end of this chapter you will be able to:

1] Clarify concepts and contents described throughout the course.
2] Review the knowledge necessary when providing technical support to the PCs in your school.
3] Be aware of the technological advances, knowing the resources available in the market.
4] Empower yourself as an example in your school as regards new information and communication technologies.

INTO THE FUTURE

In this chapter you will find:

- What are the new technological resources that improve everyday teaching practices?
- What are technologies such as touchscreens and multi-touch screens used for?
- What is the configuration necessary to use these resources?
- What have you learned throughout this course about Windows 7 technical support?
INTRODUCTION TO THE CHAPTER

This is the last chapter of the Windows 7 Technical Support course. You have surely learned a lot of things during the course... so in this closing chapter you will review everything and you will reinforce the knowledge that will allow you to empower yourself as a member of the technical support team of your school. You will also discover the last advances in technology as a way to continue increasing your knowledge regarding new ICTs and to transmit all that knowledge to your classmates and teachers.

If you are not doing it yet, it is time you provide technical support in your school with a dynamic and solid proposal that meets the needs of the people that use the computing lab on a daily basis. In this way, you can put your knowledge into practice and become an important piece of the school universe by sharing what you know. What are you waiting for?
CONCEPTUAL MAP OF THE CHAPTER
MORE AND BETTER TECHNOLOGIES

Chapter 10: Into the future

Touch and Multi-touch Screens

As we have seen in previous chapters, new technologies allow to enhance teaching and learning processes, improving understanding and the way to relate with information and knowledge. Knowing the new advances is a way of being continuously thinking about the improvements to deploy at school, including the technological devices within each one’s reach. At this point of the course, you also know that with Windows 7 you can take advantage of the new technologies, getting the most of the resources you have.

A technology that has lately been more present in homes, schools, and offices is **touch and multi-touch screens**. If you have a PC with this feature, you will be able to use Windows 7 in a different way. It is important to mention that in both ways, through touch screen or the conventional keyboard, you will have the same results.

How to use a touchscreen with Windows 7?

First, you must check if you have this technological resource available in your

A touch screen is a screen that allows entering data and giving orders to the PC by directly touching its surface. At the same time, it is an output peripheral, showing the results previously entered. The contact can also be done with a pen or other similar device.

Did you know...?

...that by implementing a technical support team formed by the students and teachers of the school a lot of money is saved, which used to be spent on outsourcing to solve the problems?

Think what projects could be funded with the money saved!
PC. To do so, follow these steps:

01 Right click on the Computer icon in the Desktop and select Properties.

02 The properties screen of the PC will appear and in the System section, you will see an item called Pen and touch input.

03 If you have a screen with these characteristics, you will see Handwriting input available. This may change if, for instance, you have a multi-touch screen, this means, having several contact points.

Knowing the advances in new technologies as a member of the technical support team is a way to contribute to your school’s growth.

Once you are sure you have this technology in your PC, start to use it and enjoy its potential!
Touch screens give the possibility to change their orientation according to your taste and needs. The Operating System is smart enough to realize if you have turned the PC and with the help of the accelerometer, it will turn to fit the specific orientation. **What you have to do in this case is to turn the PC to the desired position, and press the button for that operation.** You will see how the graphic part of the operating system automatically turns to fit the new position.

Now, you are ready to interact with Windows 7. Here, you will find some examples of how to do it...

**Open an application with the pen**

**Point** using the pen, on the **Windows 7 Start menu** and then again on the **Search box**. A yellow writing indicator will appear, you must click on it and the **Writing Pad** appears. At this moment, you simply must **write** with the pen what you are looking for and **Windows 7 will translate it and convert it into text**. Practice with the following case:

**accelerometer**

An accelerometer is a movement sensor included in some technological devices. This element allows the screen image to suit the user’s device position.

**01** Write **“Mobility”**. You will see how the **Windows 7 Menu** understands what you have done and gives you the possibility to open **Windows Mobility Center**.

**02** **Point** on it to open it. You will see a series of options that will help you to use your PC.

**03** Then, **close** this application using the **pen**. To do so, you must point the **Close** icon.
Working with windows

The characteristics of touch and multi-touch screens also allow to work with windows in Windows 7 in a simple, dynamic, and effective way. Check it by doing this task:

Transfer images from one folder to another by opening your image library and the target folder. When you have the two windows arranged in the screen, drag the element you want and drop it in the corresponding window.

Tip!

If you want to experience the Windows 7 feature, that consists in recognizing what you write with the pen, run Microsoft Office OneNote 2010. Write a sentence there and you will see how OneNote recognizes your writing with just one button. In addition to writings, you can also make marks and drawings. Try it!

Some simple tasks that you can perform from the touch screen:

- Execute applications from the Windows 7 taskbar by pointing on them
- Maximize, minimize, and close windows.
- Scroll by moving your finger from top to bottom or the other way round.
- Explore online newspapers
- Arrange files and folders
- Select texts to copy and paste
- And many more...
Note that you will be able to work with the windows in the same way as with the mouse. You can bring a window to the front, move it, or use the Aero Shake feature that will allow you to clear the desktop.

What is Aero Shake?
The Aero Shake feature is a Windows 7 trick that allows you to almost magically put in order the desktop, as if you were snapping your fingers. When you have many windows opened and you just want to focus on one, you can do it using Aero Shake: you must click on the window you want and shake the mouse; all opened windows will immediately disappear, except the one you need. If you shake the mouse again, the windows will appear again.

And Aero Peek?
Peek is the X-ray vision power. Using this feature you will be able to see the Windows 7 desktop through all the opened windows. To use it, simply point the right edge of the taskbar and watch how the opened windows become transparent...
Using Microsoft Office 2010

All Microsoft Office 2010 applications are prepared to be used with touch devices.

Try this using Excel 2010: open the application, always using the Pen. Once you start editing the document, you will realize that you can make corrections and marks on the existing data.

You can do the same thing in Word 2010 where you can also mark the texts or use highlighters to underline what you consider important.

The pen together with the Microsoft Office 2010 tools, generate an intuitive use for the end user.

These are some of the advances offered by the new technologies. If you have them, you only need to use them, try the different features, and spread their proper use.

Technology evolves rapidly, offering more and more possibilities. It is up to us to explore it and take advantage of its benefits to improve our teaching and learning practices every day.

Warning!

If you want to see a demo about how the touch technology works in Windows 7, watch the video at this URL: http://windows.microsoft.com/es-ES/windows7/help/videos/using-windows-touch
You are a step away from finishing the course: you have covered several topics related to technical support and empowerment through new technologies. With the knowledge you have acquired, you can become an example in your school, helping students and teachers to have a better experience with the PC each day.

It is time to review in order to integrate what you have learned and consolidate your knowledge.

We suggest to review chapter by chapter... shall we?
Chapter 1

In the first chapter you have learned about the importance and the need to have a technical support group at School, and the advantages of proactively working on the maintenance of the PCs in the computing lab. These issues are essential, because both students and teachers work with PCs on a daily basis and, thus, it is important to work in order to give them a better use. You could also discover some of the new features in Windows 7, such as its smart search engine, the troubleshooting center, and all other features that make this operating system work in a simple way.

If at this moment, you have to recommend which PC is convenient to buy in your school, what would you take into account?

Chapter 2

This chapter was an invitation to research the origin of the PCs, in order to know their history and the devices you can find today. These issues are important as they allow us to know the basic aspects to consider when choosing the PC that fits your needs. You could also learn the characteristics of each element included in a PC, and the definitions of certain specific devices, such as hard drives, memories, video and sound card.
Chapter 3

Chapter 3 was a complete description of Windows 7 installation. You found the minimum requirements to properly install the operating system in your school’s PC, and take advantage of its excellent features in the devices of the computing lab.

Do you remember the definition of "Operating System"? "...a kind of "conductor" that organizes and coordinates the way the computer’s physical components and logical resources will work..."
Chapter 4

After installing Windows 7, chapter 4 stopped at the topics related to the creation of a technical support team, in order to outline its structure in your school. You were able to learn about their roles and the ways to solve small problems that may arise when using and configuring the PC. You also learned the difference between reactive and proactive technical support and to identify the potential problems according to their origin.

In addition, chapter 4 offered keys and general overviews to promote the good use of the PCs, regarding their maintenance tasks and the need to create regulations that set guidelines that, although it may seem common sense, must be considered both by students and teachers. Subtitle

These are the kind of problems to be solved by the technical support team:

- User
- Hardware
- Software
- Networks

Some guidelines to promote the good use of the PC

- Turn off PCs in a secure way.
- Check if there are pages before printing.
- Disconnect devices securely.
- Work with the PC hygienically, and remember to wash your hands and avoid consuming food and beverages.
- Save jobs in organized folders.
Chapter 5

Chapter 5 was an overview of the hardware, explaining how the PC is assembled, which its components are, and how they can be replaced in case they are damaged.

Chapter 6

In the following chapter you learned about the PC’s software and the way to provide technical support, using the troubleshooting center offered in Windows 7. In chapter 6 you also learned to protect the information stored against possible viruses or malicious software attacks.

Chapter 7

Chapter 7 focused on networks: from the domestic to the corporate environment and the World Wide Web. You were able to discover key aspects related to the configuration modes, security, and the current types of networks.

Chapter 8

This chapter dealt with the key aspects related to PC security, that is to say, the ways of protecting the operating system and the information stored in your PC. You learned about topics, such as assigning passwords, configuration of user account, the way to protect data, etc.

Chapter 9

Finally, chapter 9 offered tools to provide continuous technical support to software and hardware. That is to say, a chapter to “clear doubts”, which main objective is to broaden the landscape to all possible issues you may find in your daily work. There, we review issues related to security, the function of the administrator user, and the importance of updating through Windows Update.

Chapter 10: ending or beginning?

At the end, this chapter proposes to face the challenge of real inclusion of ICTs in your school, leading the technical support team or simply contributing with whatever you can. So in a way, although the course is ending, this chapter is the starting point to a wonderful task ahead. Now you need to explore new resources and renew the challenges using the devices you have...

Good luck and see you soon!
SHARING EXPERIENCES
Young students that took the course and dared to put their knowledge into practice

[Javier, 15 years]
This course helped me not only in the school, because using what I learned I was able to repair my neighbor’s devices and install Windows 7 in my uncle’s new office. They were all grateful.

[Pablo, 18 years]
Being part of the technical team was really important in my life. Now that I have graduated from school the people I know recommended me to repair PCs and I already have some clients... It is really a good opportunity to save some money.

[Nelly, 36 years]
In our educational center, we created a technical support team that provides maintenance to the devices, installs continuous updates, and helps users to work with PCs. Everyone is happy. We are so excited that we even recommend web-sites to research the different subjects, as a way of helping students and teachers.
Chapter 10: Into the future

Let’s laugh at ourselves!

PUT YOUR PICTURE HERE

[Camila, 17 years]
When the course was over we created a solid team... Apart from solving technical problems in the computing lab, we are organizing short courses to give some advice about how to keep the PCs in good condition.

And you?
Share your experience

_______________________________________
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Shakespeare reloaded

This is the last time we give the act to the IT people...

Hey Juliet, I’ve received an email saying that you’re dating Romeo!!
In environmental practices, there is a motto used to protect the natural environment based on the three "R". REDUCE, REUSE, AND RECYCLE. Regarding technology, we could add a fourth "R". REPAIR. Before getting rid of a PC, there are several ways of repairing it, avoiding the components to be sent to a dump.

Through this course you learned the different ways to solve problems in order to promote a better PC performance in your school. So, when you take care of the devices you also protect the Environment. This course ultimately helped you to commit to this new environmental "R": REPAIR the PCs to help your school while protecting the natural environment.

Now, it is time to put into practice what you have learned... and "paint in green" the task of the technical support team.
Do these exercises to make a full closure of the course.

A. You are about to finish the course: can you give a new definition of what you understand by “technical support”?

___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________

B. Make a PowerPoint presentation about the importance of New Technologies and their teaching potential. This will be useful for students and teachers to be able to know this universe and learn how to significantly relate to it.

Some guiding questions:
- What are the new information and communication technologies (ICTs)?
- How have they evolved with time?
- Why are they so important in the education field?
- What do you think they can offer to improve your school and its people?
- What are the new technological resources that may be found in the market?

C. Go to the general glossary and check if there is any term that has not been explained and you consider important to define. Look for its meaning in the Web or ask the computing teachers to help you, and enhance the course’s knowledge.

Term:___________________________________________________________________________________________________________________________________________________
Definition:___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________

D. Return to the exercises of the first chapter and read the answer you gave regarding your interest in being a member of the technical support team. Have you changed your mind now that the course is over?

___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________

Chapter 10: Into the future
### Self-assessment

**Answer these general questions to finish the Windows 7 Technical Support course**

<table>
<thead>
<tr>
<th>Q.</th>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
</table>
| 1. | Where does the reactive mode of the technical support focus on?          | a. Prevention  
b. Troubleshooting  
c. Both                          |
| 2. | The Network Firewall is an "Maintenance" option that we can find in the  | a. True  
b. False                     |
|    | Windows 7 Activity Center                                               |                               |
| 3. | What network profile must you select if you are in your neighborhood library? | a. Work network  
b. Public network  
c. Home Network                  |
| 4. | What is the feature that allows you to put in order the windows in your desktop by shaking the mouse? | a. Aero Peek  
b. Aero Shake  
c. Fitting                      |
| 5. | If I have to change a PC’s video card, this is a technical support task to... | a. The operating system  
b. The Hardware  
c. The User                      |
| 6. | How much available space in the hard drive is needed to install Windows 7 (32-bit)? | a. 20 GB  
b. 18 GB  
c. 16 GB                            |
| 7. | What is the Windows 7 technology that automatically obtains the drivers for the PC devices, through the Web, and installs them in the PC? | a. Online drivers  
b. Windows Update  
c. Dynamic Update                  |
| 8. | What is the minimum amount of characters for a password to be secure?    | a. 8 (eight)  
b. 6 (six)  
c. 4 (four)                         |
b. A Windows 7 tool to verify the condition of the system’s resources  
c. None is correct                  |
| 10.| Limiting the use of the Administrator user contributes to prevent access of viruses and spyware. | a. True  
b. False                    |