THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE

March 2022 Version 2.0

Future Ways of Working (FWOW)

DTS Guide

How to use your laptop in the new workspaces

These instructions are for LSE Windows and Apple laptops with USB C / Thunderbolt as a connector source. If you have an older laptop without USB C you will need an adapter before use.

**The DTS Productivity team will be floor walking on a regular basis during the first few weeks of use in a new set-up and your first point of contact for assistance should be one of the team who will be available **

PLEASE DO NOT UPDATE YOUR LAPTOP TO WINDOWS 11 OR MACOS 12 MONTEREY IF YOUR LAPTOP PROMPTS YOU AS AN OPTION

Contents

Connect your laptop via USB C / Thunderbolt

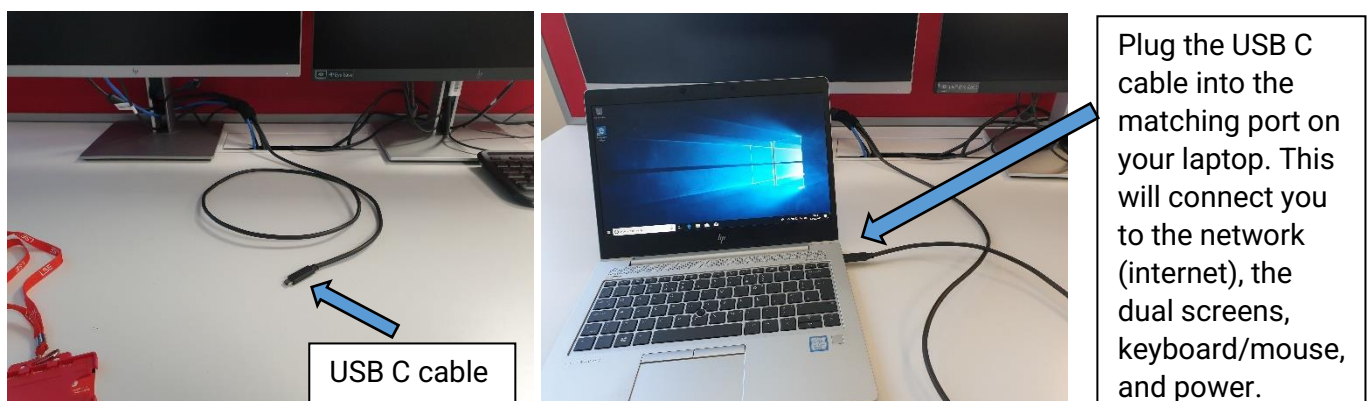When you arrive at your workspace it should look similar to this:

Pop-up Web Cam

They all have the same setup comprising:
1. Dual 24" Monitors. Pictured: on the left with a silver trim and a pop-up webcam, on the right is the one with the integrated docking functionality. Some workspaces may have a separate dock, and some setups may have different screens, without pop-up webcam.
2. Keyboard & Mouse
3. USB C cable

You should have with you:
1. Laptop with USB C / Thunderbolt
2. Headset

USB C cable

Plug the USB C cable into the matching port on your laptop. This will connect you to the network (internet), the dual screens, keyboard/mouse, and power.
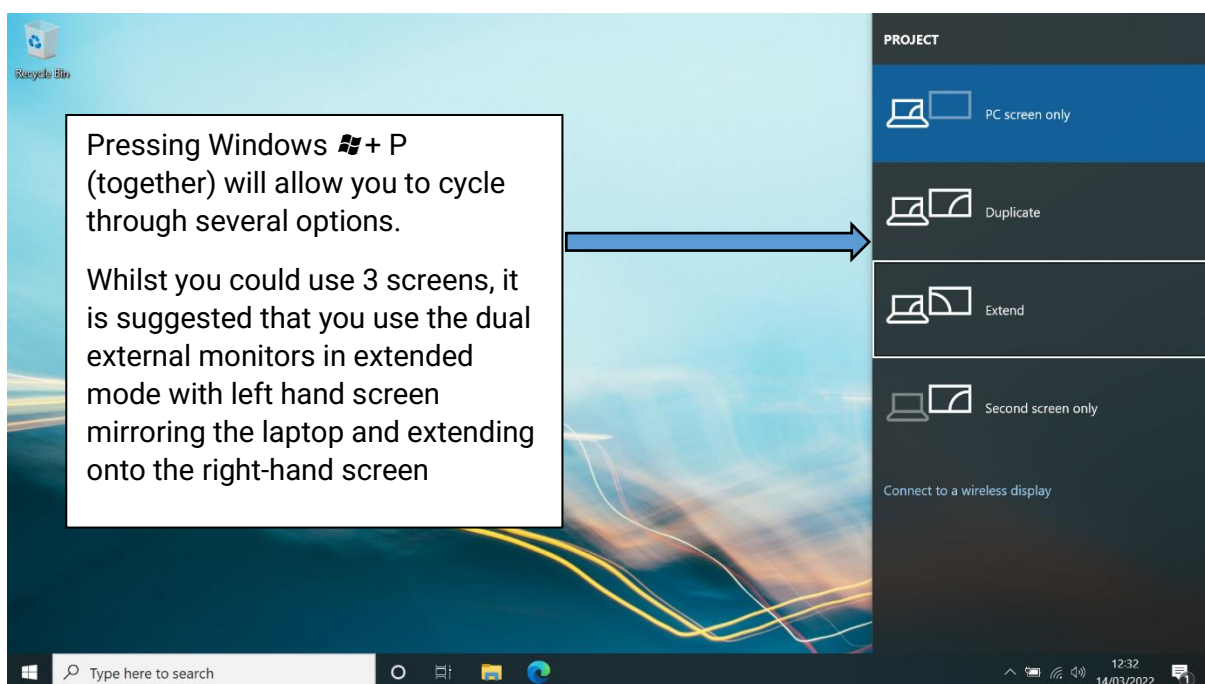
Please note: Once you've finished the initial setup, you don't need to leave your laptop open. If you wish, you can close it, so it is less distracting and, it will continue to work. However, if you do this, you will need to use the external keyboard and mouse and, if you don't have a headset plugged in, sound will still come from the laptop.

Setting up your screens - Windows

When you connect the USB C cable to the laptop please wait for a few moments whilst it detects the displays. You may find that the screen(s) flicker and turn on/off during this period. Once the detection has completed, there are several options to consider.

You will have a choice between using 1, 2, 3 screens (laptop, and the dual screens) in a variety of options (mirrored / extended)

By default, this will usually start as mirror with extended mode. This can be easily controlled by pressing the Windows Key ⊞ + P (together) and selecting which of the 4 choices you would like.


Pressing Windows ⊞ + P (together) will allow you to cycle through several options.

Whilst you could use 3 screens, it is suggested that you use the dual external monitors in extended mode with left hand screen mirroring the laptop and extending onto the right-hand screen

Mirror / Duplicate: This shows the same display across the screens – the laptop and external monitors show the same information

Extended: This allows the display to be split across several screens (laptop and external monitors) - E.g., Screen 1 could have email open, and screen 2 could have Word.
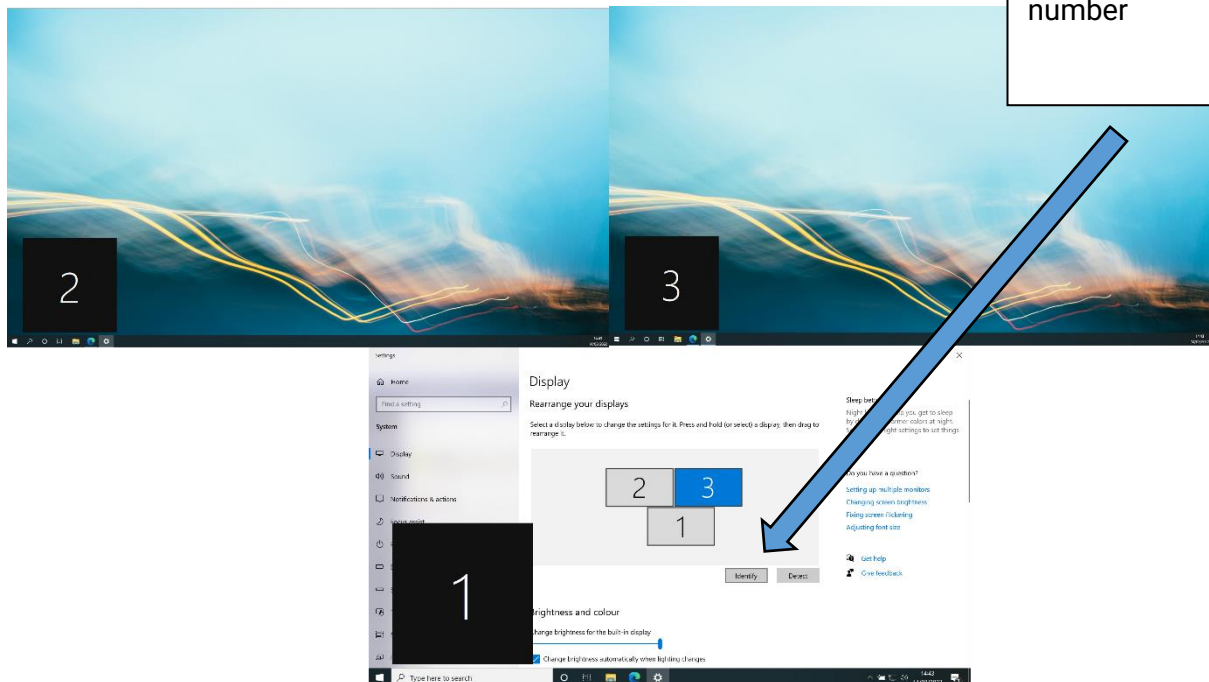
You will have a choice between using 1, 2, 3 screens (laptop, and the dual screens) in a variety of options (mirrored / extended)

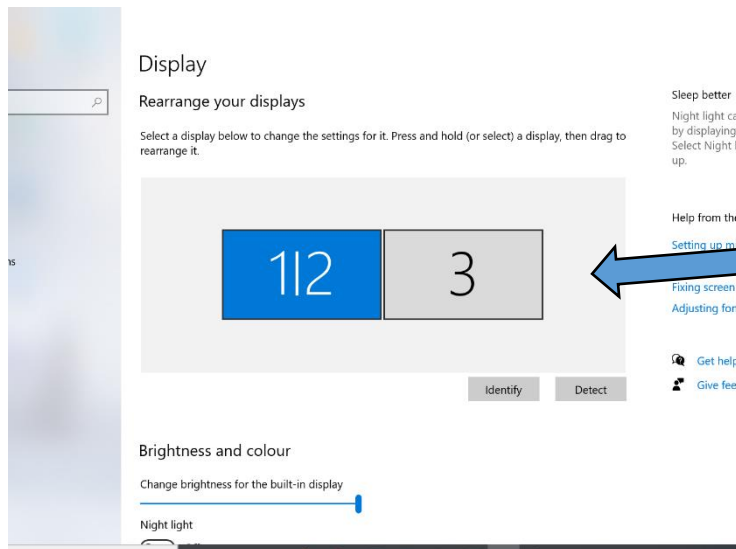# Setting up your screens – Windows (continued)

To change these settings, press Start then the Gear icon in the bottom left, or search for settings. In the Windows Settings menu that opens, click 'System' in the top right and you will see the Display settings. Or right click on your desktop wallpaper and click 'Display settings'"

Windows will show it has detected 3 screens
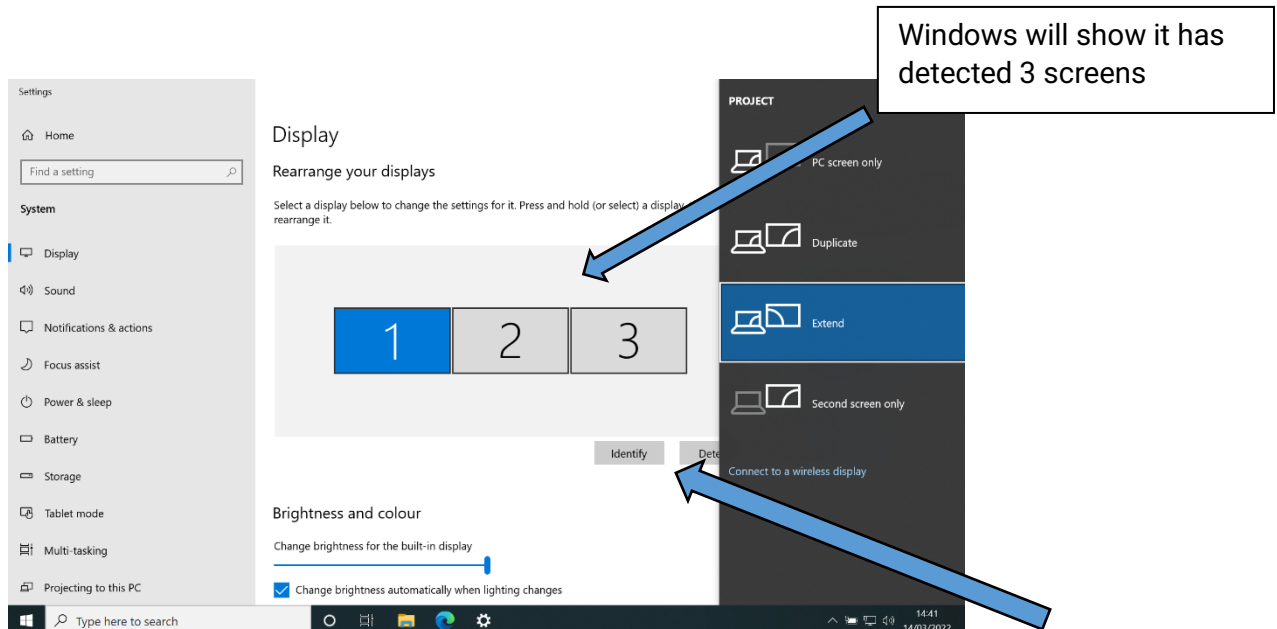
Click "Identify" and windows will show which of the 3 screens it has found and the corresponding screen number

# Setting up your screens – Windows (continued)

Display

Rearrange your displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.

| 1|2 | 3 |

Identify   Detect

Brightness and colour

Change brightness for the built-in display

Night light

Sleep better

Night light car
by displaying
Select Night li
up.

Help from the

Setting up mu

Fixing screen f
Adjusting font

Get help
Give feed

This is our recommended configuration: mirror screen 1 (the laptop) with screen 2 (the left-hand silver monitor) and then to extend the desktop display to screen 3 (the right hand monitor)

Other Driver updates – HP Laptops

1. Launch HP Support Assistant. If you don't have installed you can download it from: **hp.com/go/hpsupportassistant**

2. Click My devices in the top menu, and then click Updates in the My PC or My notebook pane.
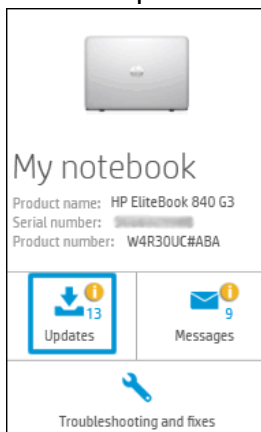
3. Click **Check for updates and messages** to scan for new updates.
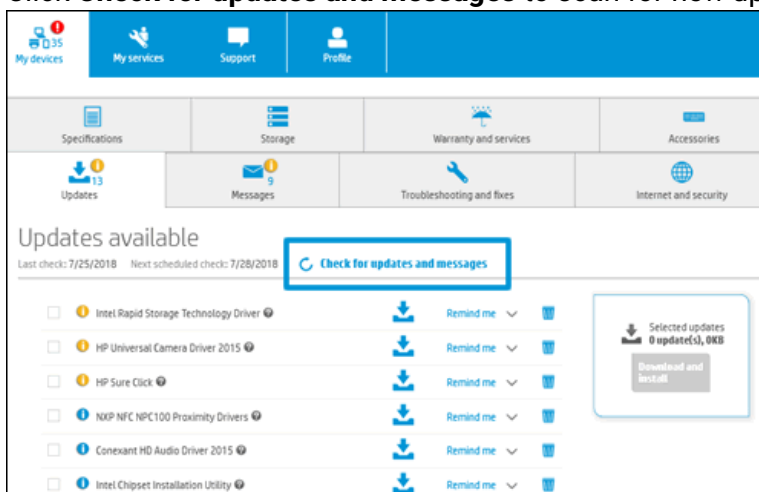
4. Review the list of updates. Updates with a yellow information icon are recommended. Updates with a blue information icon are optional.

5. Select the box next to any updates you want to install, and then clic**k Download and install.**

Setting up your screens - Mac

Before you connect you MacBook to the dock first you need to download the driver to work with the screens / docking station. Open your browser and navigate to:
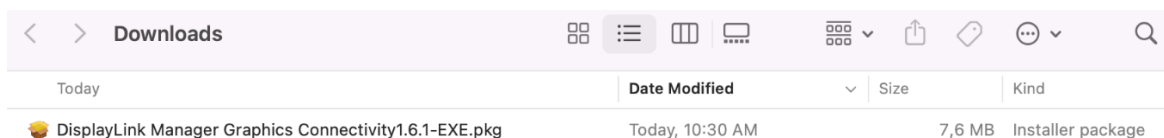
https://www.synaptics.com/products/displaylink-graphics/downloads/macos

Click on the "Download" button. If you are running an older version of macOS click the + button next to legacy drivers and select the appropriate driver for your mac
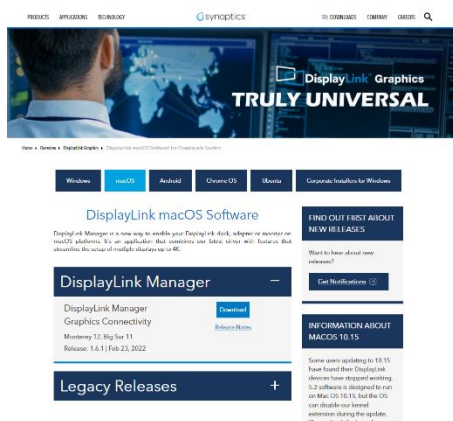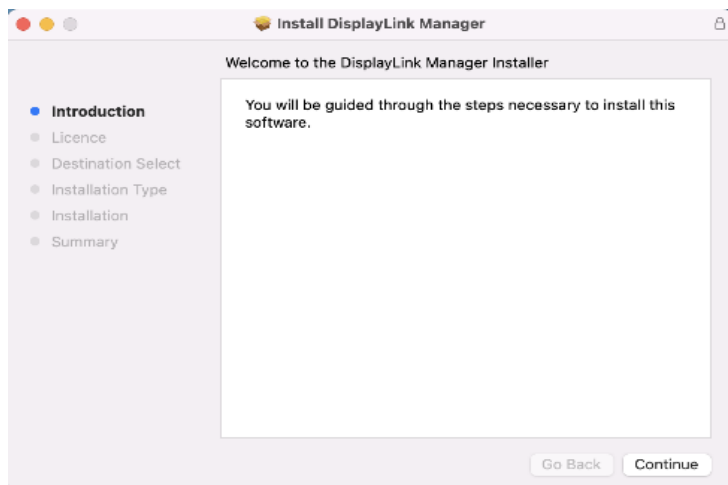

Click "Accept"
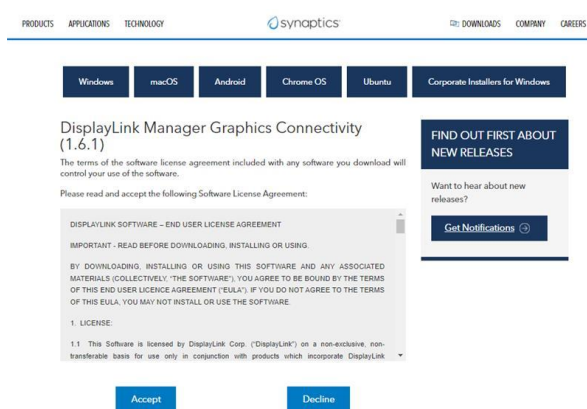
One the driver file has download, navigate to your downloads folder, and run the installer package

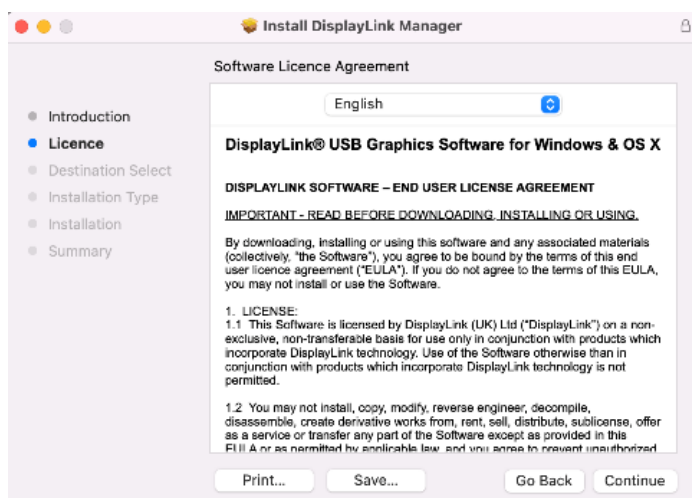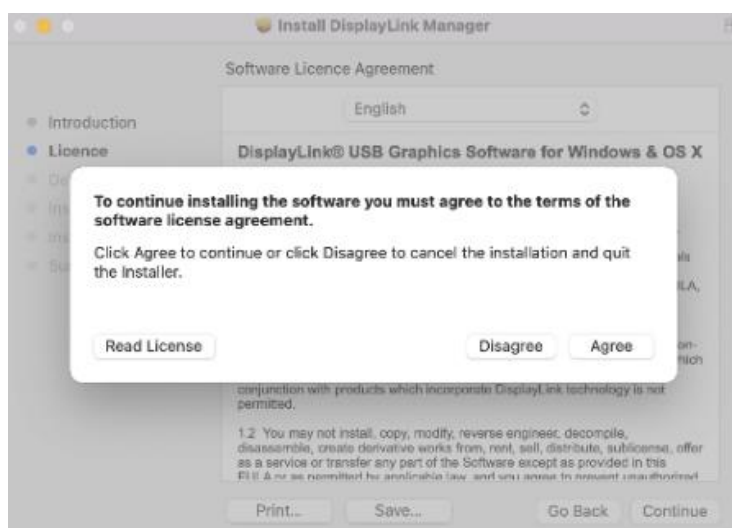# Setting up your screens – Mac (continued)

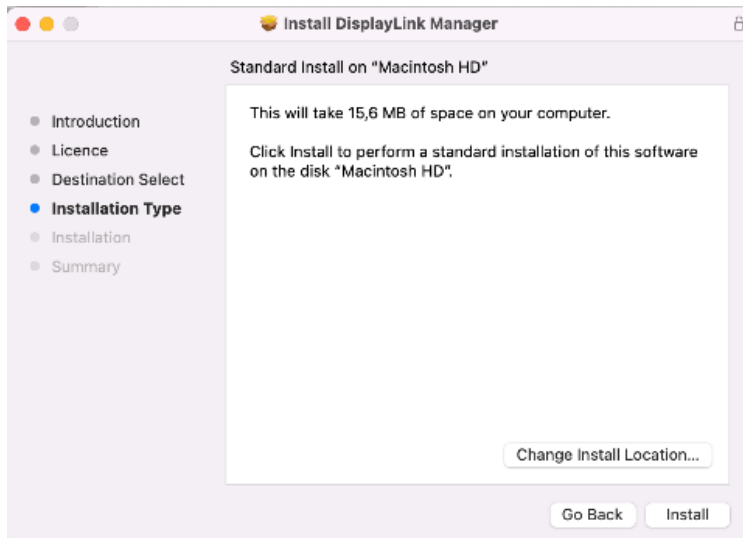Click "Continue" to install the DisplayLink driver

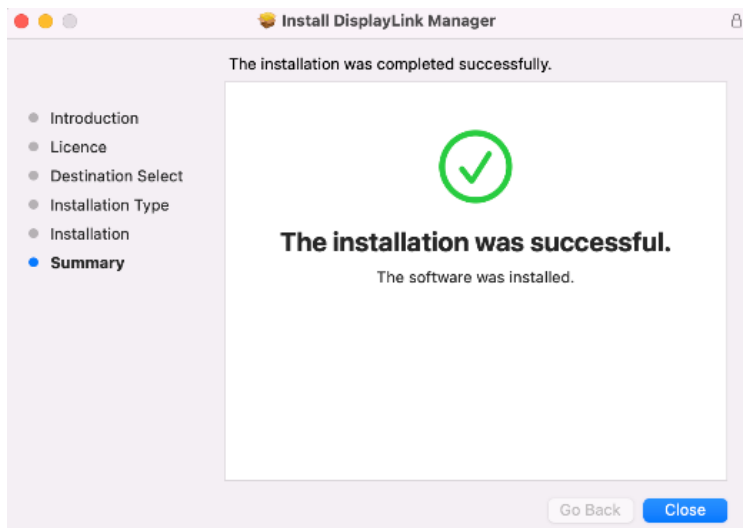Click "Continue" to accept

Click "Agree" to continue

Setting up your screens – Mac (continued)

Click "Install" to finish the installation
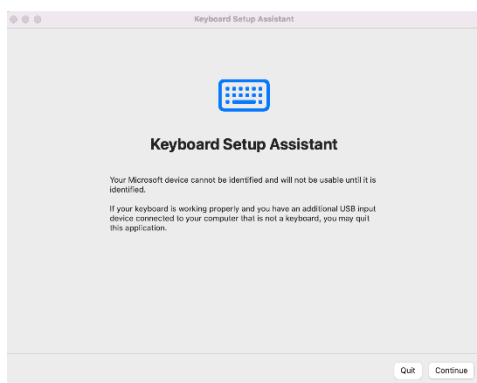

Once complete click "Close".

Setting up your screens – Mac (continued)

Plug in the USB-C cable that is connected to the dock to your Mac.
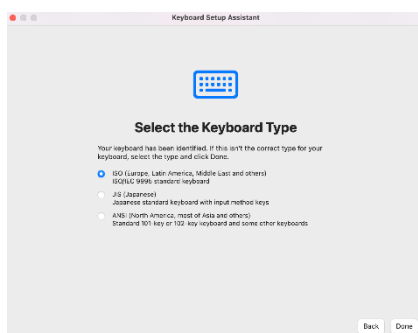

You may be prompted by the Keyboard Setup Assistant, click "Continue"

For your Mac to identify the keyboard attached to the dock press the key to the right of the shift key
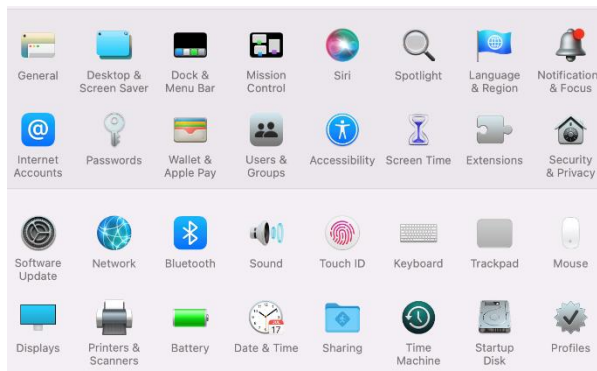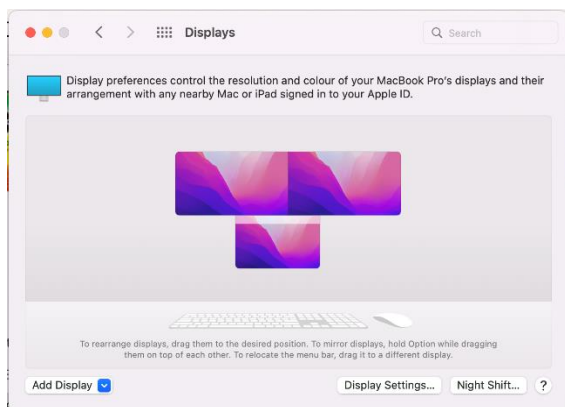

Select the keyboard type

Setting up your screens – Mac (continued)

Open "System Preferences" on your Mac and the open "Displays"
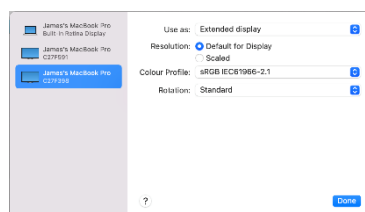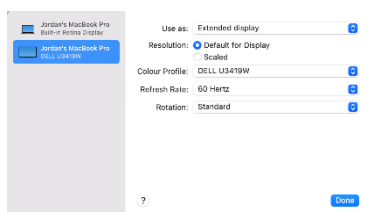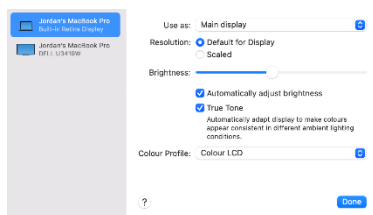

You can then drag the individual displays around to suit your personal preferences

You can configure the displays by clicking "Display Settings"

You can then click on each of the displays (to the left of the box below) and select whether you wish to either extend or mirror your display as well as selecting which will be your main display.
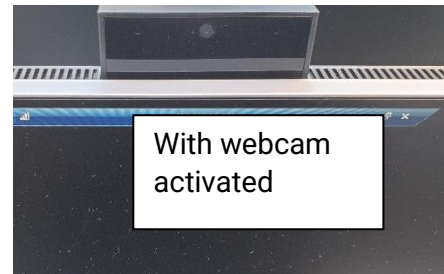
Using the built-in monitor webcam

When your laptop is connected you can use the built-in webcam on the silver (left hand) monitor for your Teams / Zoom calls.
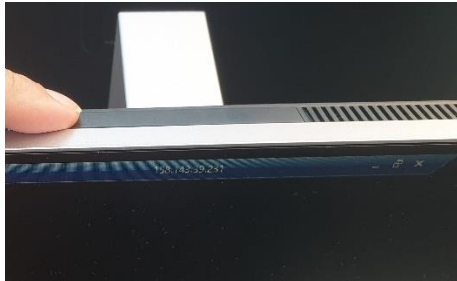
At the top middle of the screen locate the black rectangle and push down on it to make the webcam pop up

With webcam activated

Using the built-in monitor webcam with Teams

Now that we have the webcam activated, we just need to change out settings in Teams for it to be the default webcam

From the Settings Menu (the three dots next to your photo). Choose Devices

Change the camera choice to "HP Display Camera" (this may also display as "E243 Camera")

This will show you a preview of the camera, so you'll know if you've chosen correctly

Making phone calls with Teams as a Softphone

Your teams account may have your LSE phone number assigned to it and be able to be used as a "softphone". To dial phone numbers (as opposed to calling colleagues in audio/video calls) please see below

Calls ->

Dial pad for making calls   **Your work number**   **Call History**

Call Forwarding (aka voicemail options)
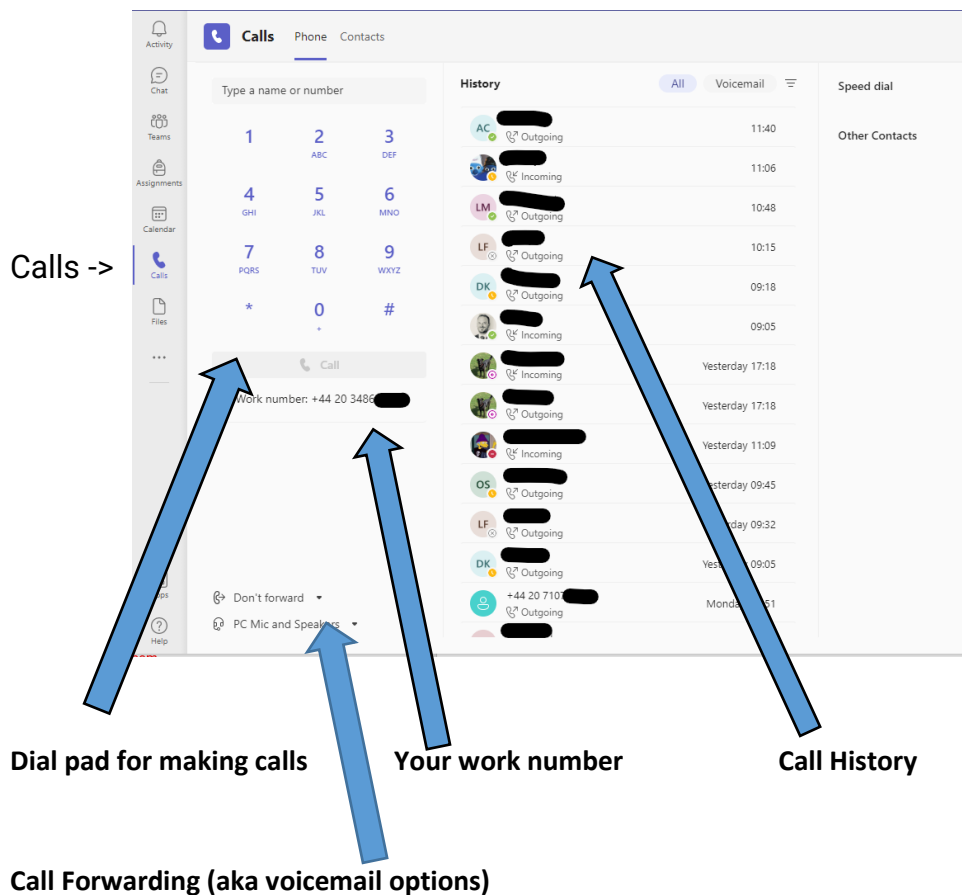
Headsets

If you need a headset, please ask your department/division administrator or office manager to contact DTS to arrange for them to be delivered.

The headsets we provide are echo cancelling to provide you with a better audio experience.

If you need a different headset (noise cancelling, single earpiece etc) you can order these from your departmental/divisional budgets.

Setting up printing to the MFDs - Windows

MFD (Multi-Function Device): These are the large copier / printer / scanners available around campus. These are Canon devices.

You will need to scan your LSE card on the reader to release a print job. If you're new to LSE then when you first use an MFD it will prompt you to enter your username and password to identify you, which will link your card with your account.

NB: When using the workspaces above you are connected directly to the network and not the "eduroam" WiFi. If this was the case, you would need to use our mobile print service from https://mobileprint.lse.ac.uk

Windows: To set up a network printer, please open File Explorer (click the yellow icon on taskbar) by pressing The Windows Key ⊞ + E (together)
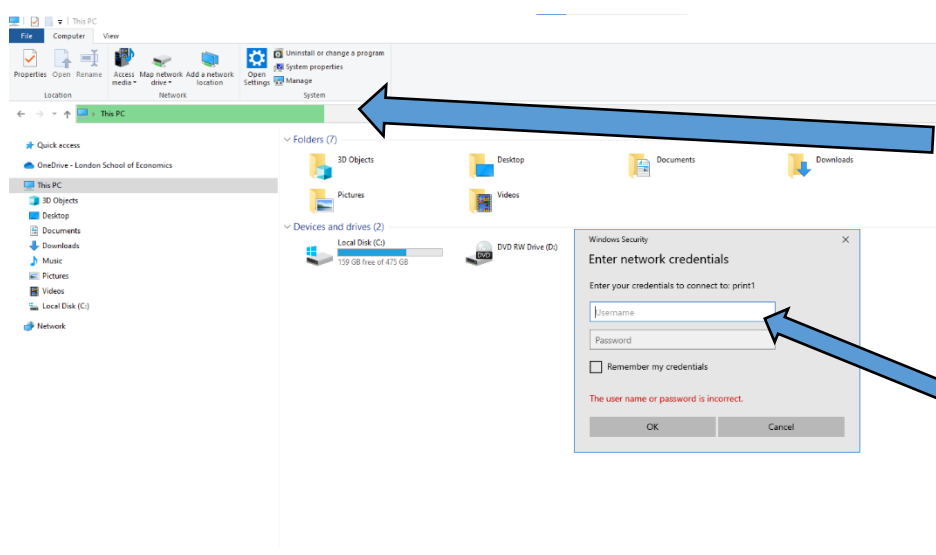
On this line please type in the following and then press enter
\\print2

If for some reason that isn't available, then use **\\print1**

If prompted then type in your username in the form **\lse\username** and enter your password. You will find it helpful to tick the remember my credentials box before clicking OK

You now need to run some software from **\\print2\pcclient**

Gadgets	04/03/2016 12:55	File folder	
lib	04/03/2016 12:55	File folder	
runtime	04/03/2016 12:55	File folder	
client-local-install.exe	27/11/2015 09:51	Application	583 KB
config.properties	29/04/2016 13:33	PROPERTIES File	9 KB
config.properties.tmpl	17/12/2015 17:54	TMPL File	9 KB
msvcr100.dll	21/11/2014 14:37	Application extens...	756 KB
pc-client.exe	27/11/2015 09:51	Application	352 KB
pc-client.lap	27/11/2015 09:51	LAP File	
pc-client-admin-deploy.msi		Windows Installer ...	77 KB
pc-client-java.exe	27/11/2015 09:51	Application	352 KB
pc-client-java.lap	27/11/2015 09:51	LAP File	1 KB
pc-client-local-cache.exe	27/11/2015 09:51	Application	112 KB
version.txt	27/11/2015 09:51	Text Document	1 KB

The software is called **pc-client.exe**

Please wait a moment or two for it to install after you've clicked on it

Setting up printing to the MFDs – Windows (continued)

Choose a print queue: From \\print1 or \\print2 pick some print queues to install on your computer
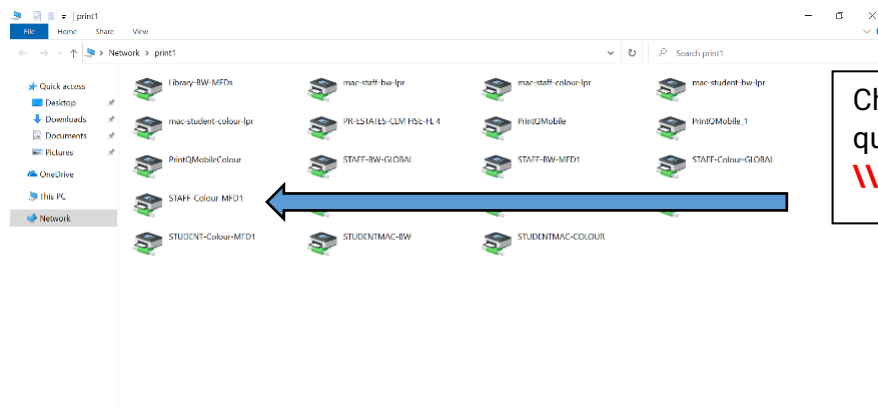
Choose an appropriate print queue from the list e.g.
\\print2\STAFF-Colour-MFD1

Setting up printing to the MFDs - Mac

Mac Users should refer to this web link:

https://info.lse.ac.uk/staff/divisions/dts/help/guides-faqs/campus-facilities/Mac-printer-drivers

Using Mobile / Web Print for MFDs

Even if you're not connected via the docking monitors to the main LSE network it is still possible to print to the MFDs, as long as you're connected to our eduroam WiFI.

In your web browser go to: **https://mobileprint.lse.ac.uk**
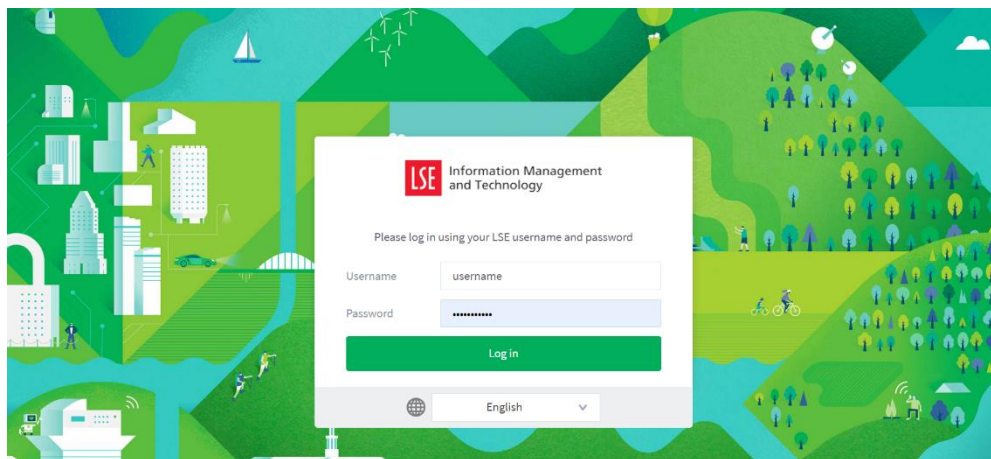
Login with your username and password

Choose Web Print from the left hand Menu

Then choose to Submit a Job and follow the prompts

On the next page, please select a print queue, how copies are required and upload the file you require printed, and collect from the MFDs in the usual way
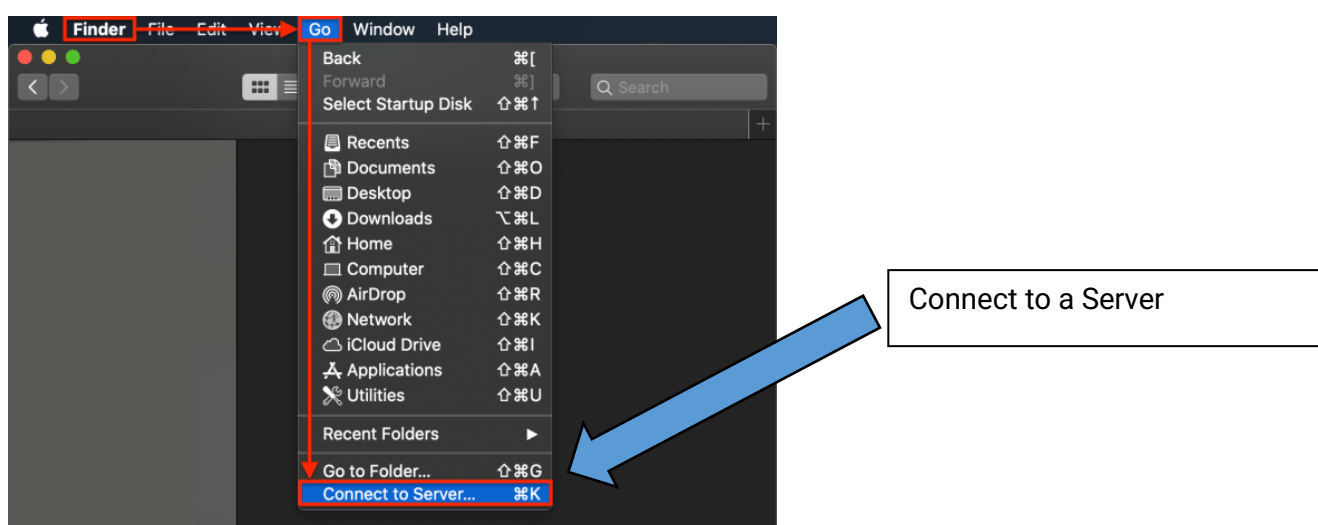
Setting up network shares/drives

To gain access to the various network drives please follow the instructions below, choosing the appropriate details depending on which drive you want to access.

NB: When using these shares from home you will need to use the Pulse Secure VPN or access them via the Remote Desktop
https://info.lse.ac.uk/staff/divisions/dts/essentials/Remote-Desktop-and-VPN

Mac: Open the Finder and then use Command + K or choose Go > Server. The enter the path in the pop-up.

Connect to a Server

Windows: Open File Explorer (Windows Key ⊞ + E) and then Choose This PC and Map a Network Drive from the menu or right click This PC and choose Map a Network Drive
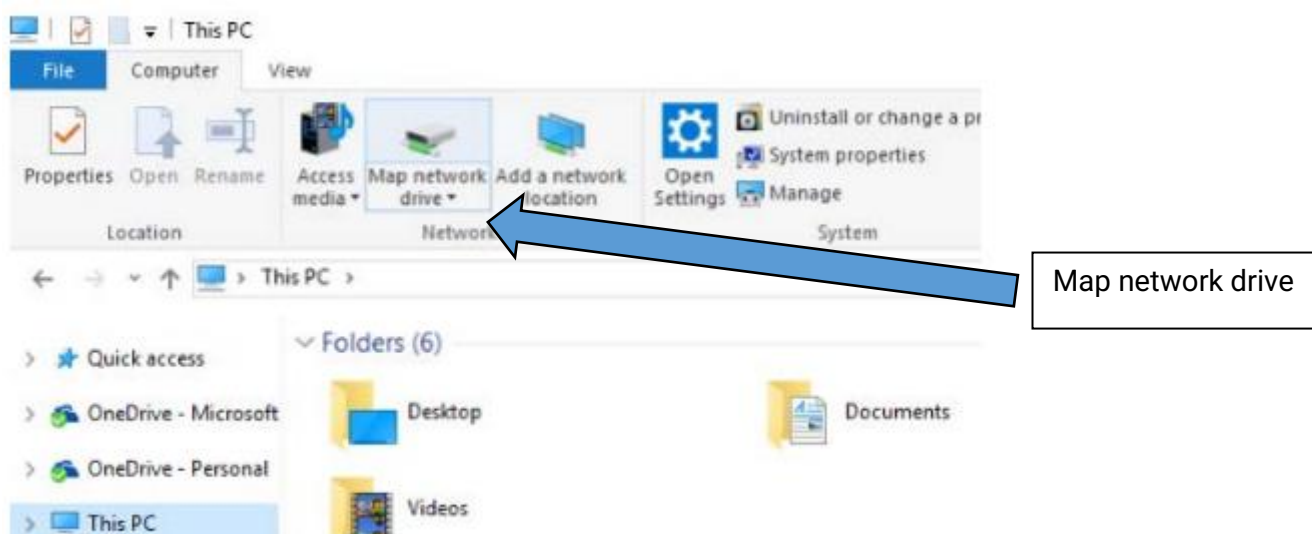
Map network drive

Setting up network shares/drives (continued)

Pick a drive letter

Map Network Drive

What network folder would you like to map?

Specify the drive letter for the connection and the folder that you want to connect to:

Drive: H:

Folder: \\adminshared.lse.ac.uk\PDRIVE\DTS   Browse

Example: \\server\share

☑ Reconnect at sign-in

☐ Connect using different credentials

Connect to a website that you can use to store your documents and pictures.

Tick 'Reconnect at sign-in'

Type in folder path name

Tick 'Connect using different credentials'

Username and password (credentials)

Your username should be lse*username*, the password is your normal one that you would use for logging into the network / email etc.

H: drive

This is the drive that will have your personal files stored on the LSE network. We recommend that you use OneDrive for these in the future.

\\staff.lse.ac.uk*username*

Department and Division Drive (P: Drive / M: Drive)

This is the drive that will have your department / division files stored on the LSE network. We recommend that you use SharePoint/Teams for these in the future.
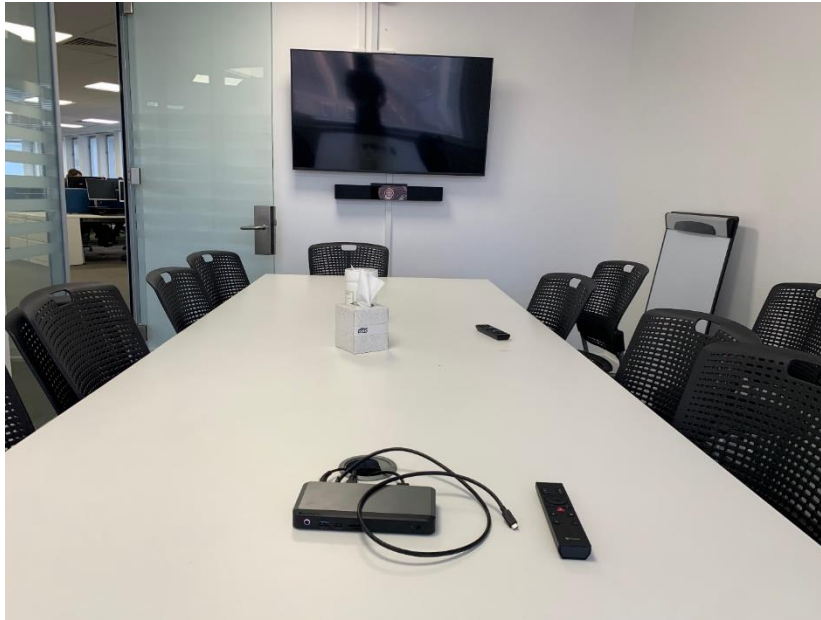
Professional Services Division
\\adminshared.lse.ac.uk\Pdrive*divisionname*
(e.g. Catering or ARD)

Academic Department
\\deptshared.lse.ac.uk*letterofalphabet**departmentname*
(e.g. A\Accounting or S\SocPsy)

Hybrid Meeting Rooms (Polycom Studio)

There are a number of hybrid meeting rooms available with a Polycom Studio setup (the big screen with camera and docking station – as pictured).

The camera will auto track the speaker. Use this button on the remote to turn this feature off / on

Camera

The docking station to plug your laptop into using the USB C cable

Hybrid Meeting Rooms (Polycom Studio) (continued)

To use these you may need to update the software (drivers) on your laptop. These are available for both Windows and Mac laptops from the links provided on the following page.

All Devices (Windows/Mac/Android/Chrome/Ubuntu)
https://www.synaptics.com/products/displaylink-graphics/downloads

Windows

https://www.synaptics.com/products/displaylink-graphics/downloads/windows
https://www.synaptics.com/node/4201?filetype=exe
(at time of writing this version 10.2 M0 was the recommended version for Windows 10 and 11)

Mac

https://www.synaptics.com/products/displaylink-graphics/downloads/macos
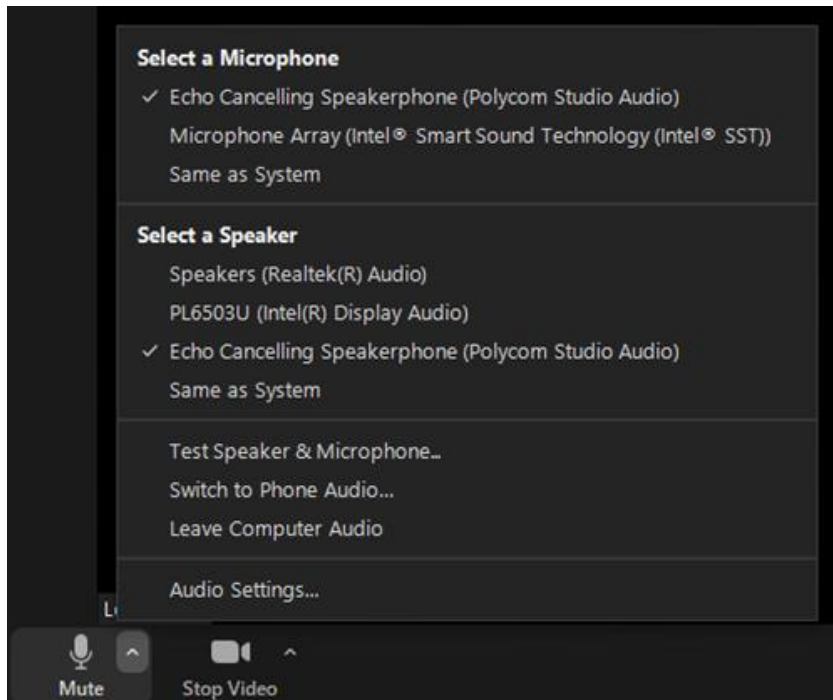https://www.synaptics.com/node/4146?filetype=exe
(at time of writing this version 1.6 was the recommended version for Big Sur and Monterey)

Hybrid Meeting Rooms (Polycom Studio) (continued)

Don't forget to change the audio / video devices on your laptop

Zoom

Teams

There is a Polycom Quick Tips guide available from

https://support.polycom.com/content/dam/polycom-support/products/peripherals/polycom-studio/user/en/poly-studio-quick-tips.pdf

Queries relating to the workspace setup, technical support or any other IT query

Please contact the DTS Service Desk in the first instance either by phone or email

Phone: 020 7107 5000
Email: tech.support@lse.ac.uk

If you have an issue with your workspace, please be sure to include your desk number / room / building

Feedback

If you have any feedback that you would like to give on the workspace setup (from a technological perspective) please contact either James Irvine or Nadeem Ahmad.

FWOW FAQ

https://info.lse.ac.uk/staff/internal/future-ways-of-working/faqs

Your Notes