

# Tech Support

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# Internet

## In order of importance

1. Try internet on another device first (make sure airplane mode is enabled and wifi is connected)
2. unplug modem and nbn box for 1 minute
3. Turn off nbn box, connect computer directly to nbn box (BYPASSING MODEM) and wait 10 minutes
4. check [nbn outage](#) or ISP outage map

# Virus scan / cleanup

Good anti malware:

- Malwarebytes

# Great software to use

## Office:

- LibreOffice is a great alternative to microsoft office, it has word, excel, powerpoint all free and open source, download [HERE](#)

## Media Players

- VLC - A free video player - Download [HERE](#)

## Web Browsers

- Firefox - A great alternative to google chrome - Download [HERE](#)
- Brave - Based on chromium, has an in built adblocker - Download [HERE](#)

## Email

- Thunderbird - A great email client to connect to all your email accounts - Download [HERE](#)

## File Syncing

- Syncthing - An open source software to sync files between computers in a decentralised way - Download [HERE](#)



# Mac support

# iPhone Support

# Windows Support

# Software problem

In order of what to try first:

1. Check if program is running in task manager, if it is, close it in task manager and reopen it
2. restart computer
3. uninstal and reinstall program
4. destory computer and wonder why nothing works when it should

Windows Support

# Keyboard issues

Keychron c2 keyboard - volume button not working properly?

Press **Fn + X + L (for ~4 seconds)** to enable function lock

<https://www.keychron.com/pages/c2-keyboard-user-manual>

# Linux Support

# Linux networking

## No internet

### Method 1

get network interface

```
ip a
```

bring up the interface

```
sudo ip link set INTERFACE_NAME up  
sudo /sbin/dhclient INTERFACE_NAME
```

try connecting to the internet

```
ping 1.1.1.1
```

also check apt sources list

```
nano /etc/apt/sources.list
```

ensure sources are there

```
deb http://deb.debian.org/debian bookworm main contrib non-free non-free-firmware  
deb http://deb.debian.org/debian-security bookworm-security main contrib non-free non-free-firmware  
deb http://deb.debian.org/debian bookworm-updates main contrib non-free non-free-firmware
```