

# Computer Information



Operating System: Ubuntu

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**Congratulations!** You are the owner of a refurbished computer from Kramden Institute. This computer comes with the Ubuntu operating system. Please read this page for important details.

## Disclaimer

Kramden uses Ubuntu Landscape to manage our awarded computers. This software allows Kramden to send important updates and fixes to our users and assist with technical support. Some high-level, aggregate data about your computer may be collected to assist the organization in our mission. Individual user data is not collected or shared.

## Username and Password

Your computer has the username “**owner**” and the password “**kramden**” (without quotes). You may need to type the password when turning on the computer or changing settings. You can change the password and even add other usernames, but if you forget your password after you change it we will not be able to recover any files or other data.

## Need Help? Call Kramden Tech Support


Phone Number: **919-293-1133**

Hours: **Monday through Friday, 9 am - 5 pm**

Call us if you need assistance with your computer. If we can't solve the issue over the phone, we may suggest that you return your computer to us in Durham, NC, to be fixed. Do not bring your computer to Kramden without calling first.

Your computer comes with free tech support for a period of time. If you are a K-12 student, you get support for your desktop or all-in-one computer as long as you are enrolled in school. If you are an adult, you get support for your desktop, all-in-one, or laptop for 90 days after the date you received it. You can contact us to check your support eligibility and ask about out-of-warranty, low-cost repairs.

## Apps

Your Kramden computer comes with over 30 apps. To see them all, click the  Apps icon in the lower left corner. The dock on the left has a few important apps on it already. To add more apps for free, use the **App Center** app store. You need to be connected to the Internet to use the app store.



Here are some apps that will help with common tasks:

- Browsing the Internet: Google Chrome
- Typing a paper: LibreOffice Writer (compatible with Microsoft Office)
- Making a presentation: LibreOffice Impress (compatible with Microsoft PowerPoint)
- Editing photos: GNU Image Manipulation Program
- Watching videos: VLC Media Player
- Making video calls: Zoom

**Internet and Wifi**

Your computer is ready to connect to the Internet. You will need Internet service from a company like Spectrum, AT&T, or Lumos, or you can use a mobile hotspot. All desktops have a plug to connect a cable in the back of the computer for wired Internet, or connect to Wifi using the USB adapter that was included with the computer. All laptops have Wifi built-in.