ThinkVantage® Technologies
Productivity Center
Help Center
Message Center

ThinkVantage

Customization Guide

ThinkVantage® Technologies
Productivity Center
Help Center
Message Center

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Customization Guide

Note: Before using this information and the product it supports, read the general information in Appendix D, "Notices," on page 31.

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About this book

This book presents information about customizing the ThinkVantage® Productivity Center version 1.10, Help Center version 1.0 and Message Center version 1.0.

How this book is organized

Chapter 1, "Introducing Productivity Center," on page 1 presents an overview of ThinkVantage Productivity Center and its features.

Chapter 2, "Customizing Productivity Center," on page 5 presents instructions for customizing Productivity Center.

Chapter 3, "Customizing the Help Center," on page 19 contains instructions for customizing Help Center.

Chapter 4, "Delivering messages of your own," on page 23 presents information about using the Message Center to deliver your own messages.

Appendix A, "Example of an XML message file," on page 25 offers a sample XML message file in the Message Center.

Appendix B, "The elements in an XML message file," on page 27 offers a chart of what XML message file in the Message Center might contain.

Appendix C, "Getting help and technical assistance," on page 29 presents information about access to ThinkVantage Support Web sites for help and technical assistance.

Appendix D, "Notices," on page 31 contains product notices.

Notices used in this book

This book offers the following notices designed to highlight key information:
- **Notes:** These notices provide important tips, guidance, or advice.

Syntax conventions used in this book

The syntax in this book adheres to the following conventions:
- Commands are shown in lowercase letters.
- Variables are shown in italics and explained immediately afterward.
- Optional commands or variables are enclosed in brackets.
- Where you must type one of two or more parameters, the parameters are separated by vertical bars.
- Default values are underlined.
- Repeatable parameters are enclosed in braces.

ThinkVantage Productivity Center resources on the World Wide Web

The following Web pages provide resources for understanding, using, and troubleshooting ThinkVantage Productivity Center:

ThinkVantage Productivity Center Web site

http://www.pc.ibm.com/us/think/thinkvantagetech/downloads_support.html

Go to this Web page to download the latest software and documentation for the Productivity Center.

ThinkVantage Personal Computing Support - ThinkVantage Technologies page

http://www.pc.ibm.com/us/think/index.html

Consult this Web page for information about ThinkVantage Technologies.

ThinkVantage Personal Computing Support page

http://www.pc.ibm.com/us/think/thinkvantagetech/productivity_ctr.html

Go to this Web page for access to the ThinkVantage Personal Computing Support Web site.

Chapter 1. Introducing Productivity Center

ThinkVantage Productivity Center can help increase productivity by guiding your staff toward self help on ThinkPad® and ThinkCentre® systems and by facilitating the broader adoption of related ThinkVantage Technologies. You can tailor Productivity Center to your particular environment by introducing specific Web links, applications, and help files.

Users can launch Productivity Center either through an icon on the desktop or through the Windows Start menu.

Note: Each figure or content of the Productivity Center menu in this Customization Guide is shown as an example of the configuration of Productivity Center in the ThinkPad system. The contents of Productivity Center menus are different for the ThinkCentre system and may be different for your system.

ThinkVantage
Productivity Center

Quick Links

- Welcome
- Backup Now
- Find Wireless Networks
- Get Web support
- Apply Presentation Scheme

Resource Center

- Maintenance ▶
- Wireless and networking ▶
- Device configuration ▶
- System migration ▶
- Data protection and recovery ▶
- System update ▶
- Help and support ▶

Message Center

You do not have any new messages.
 View all messages

→ Customize... ✕ Close

Figure 1. Main panel of Productivity Center

Productivity Center is a collection of tools and utilities that help users improve their productivity, security, and connectivity. It consists of the following three sections:

- **Quick Links** enables a user to launch any of the most frequently used tasks with a single mouse click. The user can choose the items in Quick Links, and even add his or her own applications.
- **Resource Center** serves as a portal to the most commonly used ThinkVantage Technologies, Think Utilities and Help. The Resource Center can contain the following categories:
  - **Maintenance** provides access to tools, such as Away Manger that enables users to select maintenance tasks to run while they are away from their computers.
  - **Wireless and networking** (for ThinkPad) provides access to the tool that manages wired and wireless connectivity.
  - **Device configuration** provides access to tools for presentation or power management, or various settings, including network, screen display, pointing devices, or audio features.
  - **System migration** provides access to a tool that enables system administrators to migrate users' work environments from one computer to another.
  - **Data protection and recovery** provides access to Rescue and Recovery to back up and restore data and manage security settings.
  - **Help and support** provides access to the online Help Center, where users can select one of the following three subtopics: "Learn about my computer," "Get help and support," and "Browse other offerings."
- **Message Center** is a portal through which the users can receive hints and tips that help keep them informed about updates to the ThinkVantage Technologies as well as other tools and services.

Productivity Center is designed so that users can customize it to include information they need for their individual environments. By adding company-specific contents to the default contents, an organization can enable Productivity Center to serve as a centralized help tool.

Chapter 2. Customizing Productivity Center

ThinkVantage Productivity Center is a simple software application aimed at helping you use various ThinkVantage software applications to perform frequent tasks, such as backing up and restoring your system, searching for a wireless network, and enhancing system security.

With Productivity Center, your staff can get answers to their technical support questions, and therefore rely less on calls to the help desk. This enables them to focus on important projects, and by guiding them toward self-help it increases efficiency.

To aid in streamlining the operation of your organization, ThinkVantage Productivity Center can be tailored to your particular environment by use of custom Web links, applications, and help files.

The following procedures will help in customizing Productivity Center.

Launching ThinkVantage Productivity Center

ThinkVantage Productivity Center is provided on both ThinkPad and ThinkCentre computers. To launch it, do as follows:

1. From the Windows® desktop, click **Start**.
2. Select **All Programs** (or **Programs**).
3. Select **ThinkVantage**.
4. Click **Productivity Center**. The program opens.

Or you can double-click the ThinkVantage Productivity Center icon on the desktop.

Customizing ThinkVantage Productivity Center

Each section of the Productivity Center program can be customized. In addition, you can choose one of several color schemes for the screens, whichever best suits your working environment. The following information provides detailed procedures for customizing each section in Productivity Center and the appearance of the screens.

Customizing Quick Links

Quick Links in Productivity Center contains links to common applications so that you can perform tasks quickly. By default, Quick Links provides the following:

- Welcome
- Backup now
- Get Web support
- Show system information
- Find wireless networks (for ThinkPad)
- Update my system

You can select up to five link items to include in Quick Links. You can add items of your own, and modify the order in which the items are displayed.

Customizing Quick Links from the predefined Quick Links contents

To customize default link items in Quick Links, do as follows:

1. Start Productivity Center. For launching the program, refer to "Launching ThinkVantage Productivity Center" on page 5.
2. Click **Customize...**. The Productivity Center Customization Utility window opens.
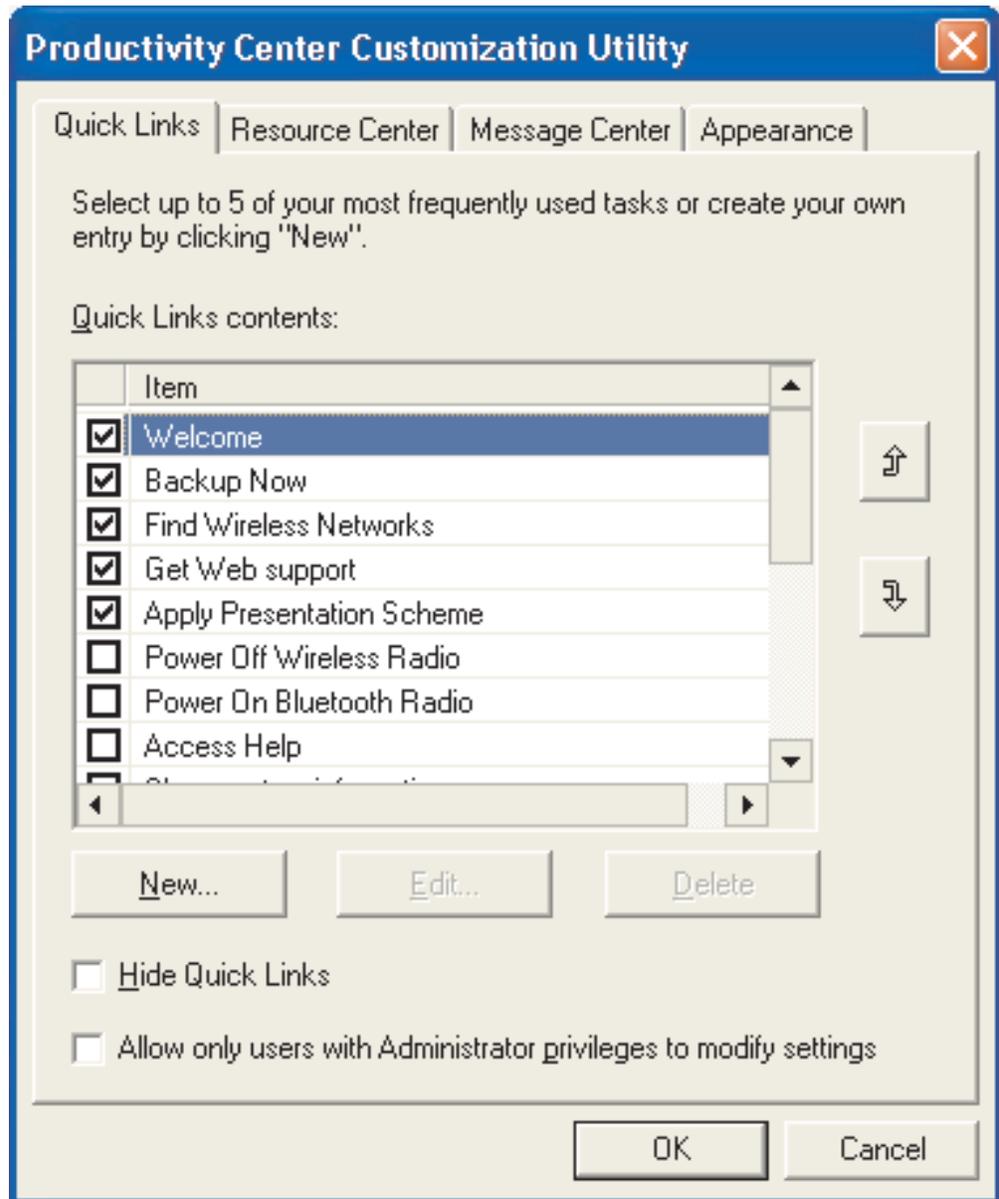

Figure 2. Quick Links

3. Click the **Quick Links** tab.
4. Select the check boxes for tasks from the Quick Links contents list. You can select up to five tasks.
5. To modify the order of the links you have selected, use the up and down arrow buttons (at right in the window).
6. Click **OK**.

Note: You can select up to five of the items in the Quick Links contents list. If five items are already selected and you want to select another, deselect one item and select the one you need.

Adding new items to the Quick Links contents list

To customize Quick Links by adding new items to the Quick Links contents list, do as follows:

1. Start Productivity Center. For launching the program, refer to "Launching ThinkVantage Productivity Center" on page 5.

2. Click **Customize...**. The Productivity Center Customization Utility opens.

3. Click the **Quick Links** tab.

4. Click the **New** button. The New window appears.
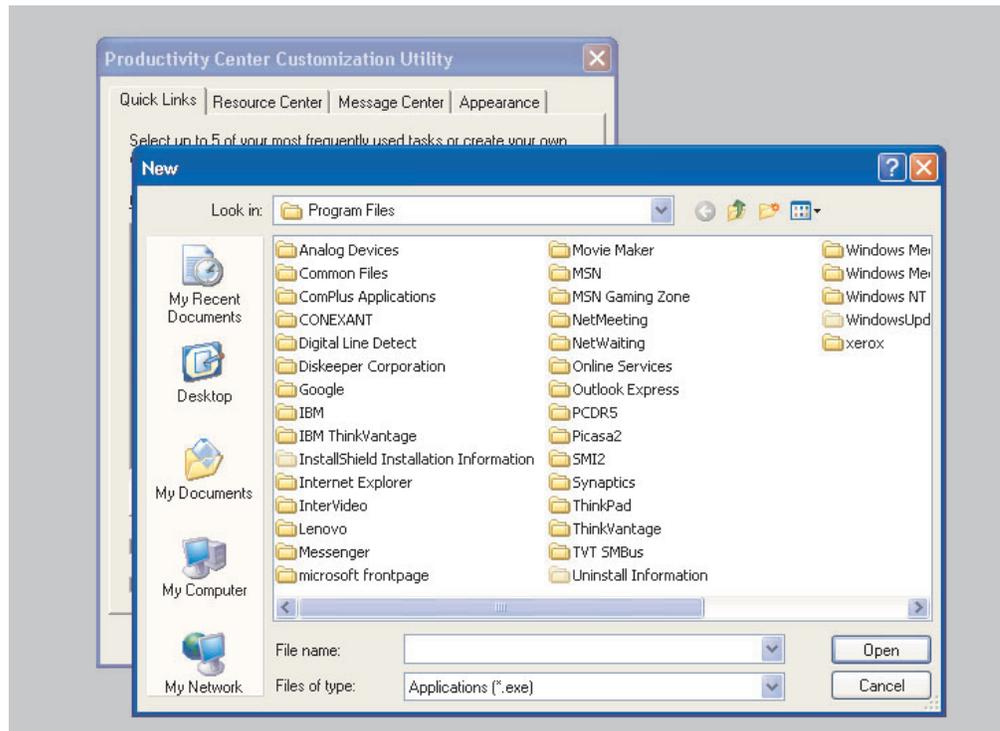
*Figure 3. The New window*

5. On the drop-down menu, find the listing for the program you want to include in the Quick Links list.

6. Select that program, and click **Open**.

7. The New dialog box opens. In the Name of Quick Link field, type the name of the item that you want to add. The name typed in this field is displayed in the main screen of Productivity Center.
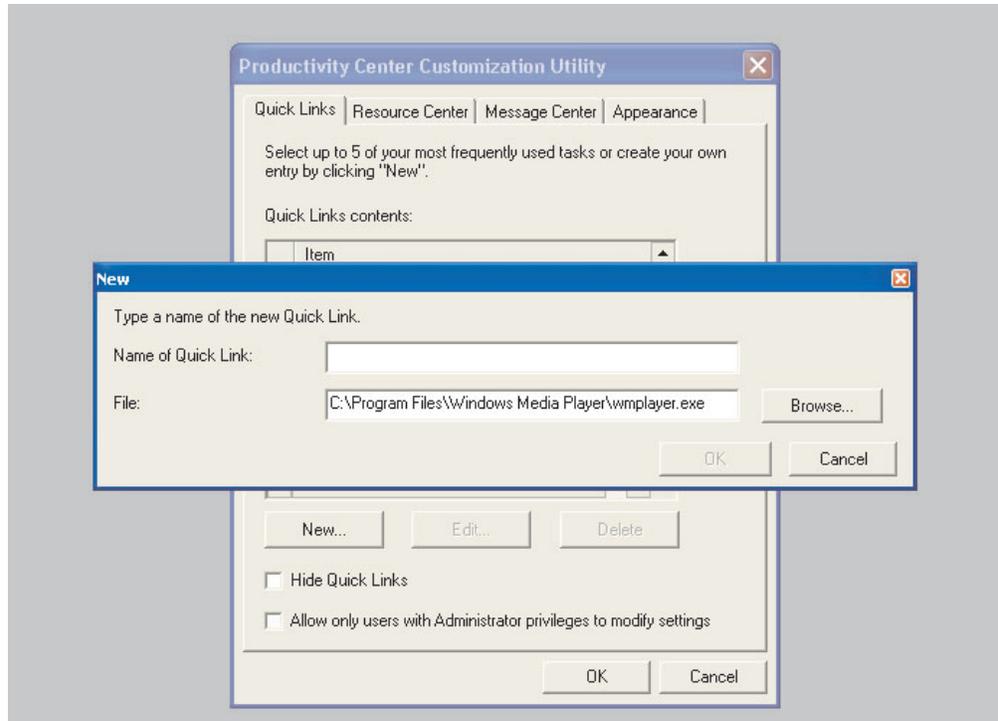
Figure 4. The New dialog box

8. Click **OK**.

9. If you have already selected five items, deselect one of them.

10. Select the check box for the item you have added.

11. If you want to modify the order of the items you have selected, you can do so by clicking the up and down buttons (at right in the Productivity Center Customization Utility window).

12. Click **OK**.

13. Click **Cancel** to abort your selection.

Hiding Quick Links

To hide the entire Quick Links section from ThinkVantage Productivity Center, do as follows:

1. Start Productivity Center. For launching the program, refer to "Launching ThinkVantage Productivity Center" on page 5.

2. Click **Customize...**. The Productivity Center Customization Utility window opens.

3. Click the **Quick Links** tab.

4. Select the check box for **Hide Quick Links**. (To have it listed in Productivity Center again, clear the check box.)
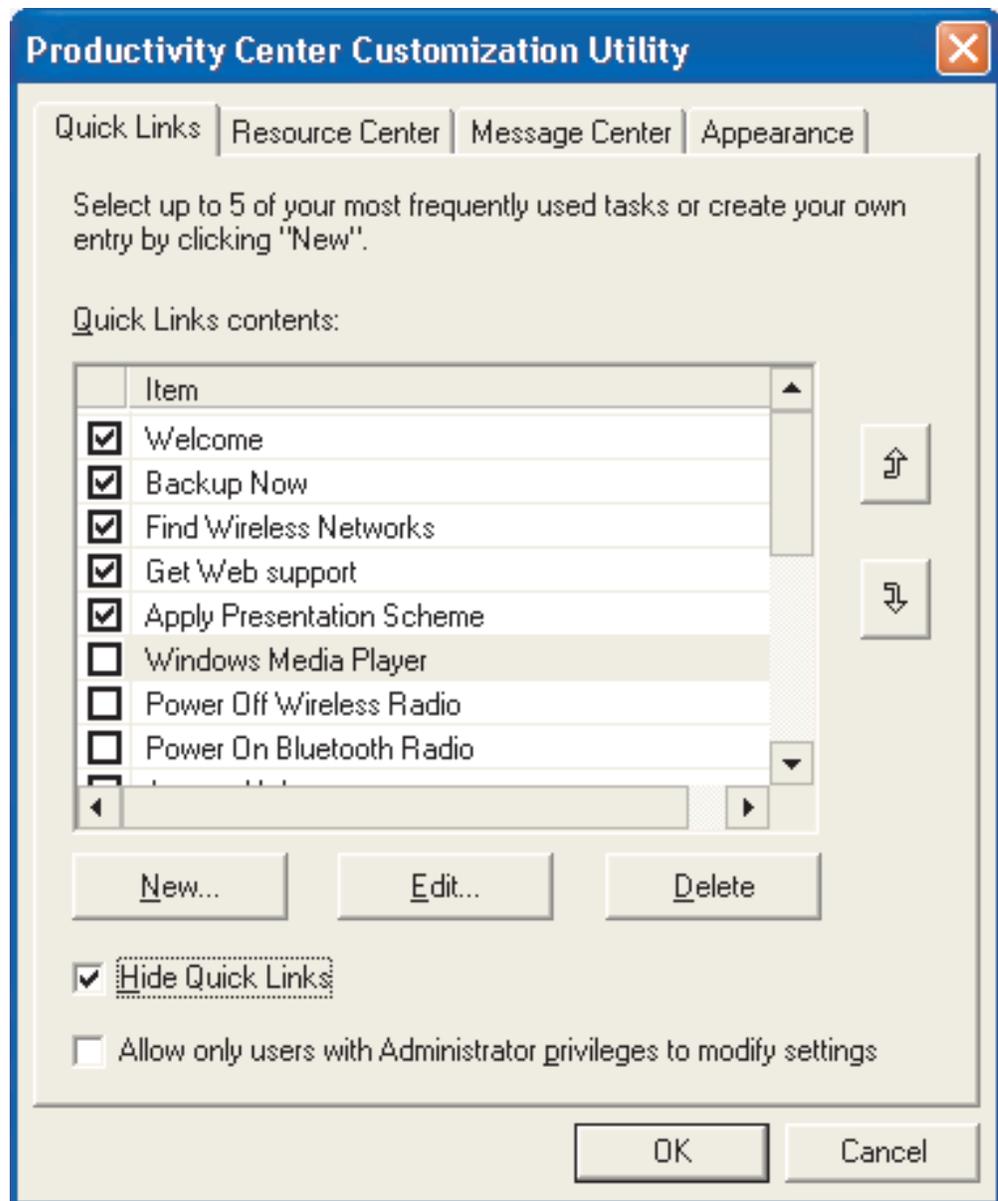
Figure 5. Hide Quick Links

5. Click **OK**.
6. Click **Cancel** to abort your selection.

Customizing Resource Center

The Resource Center section in Productivity Center contains the following categories that link to specific applications:

- Maintenance
- Wireless and networking (for ThinkPad)
- Device configuration
- System migration
- Data protection and recovery
- Help and support

The Productivity Center only enables you to delete or include some or all of these categories in the Resource Center. You cannot add new items to the Resource Center (as you can to Quick Links).

Including or deleting categories in Resource Center

To include or delete categories in the Resource Center section, do as follows:

1. Start Productivity Center. For launching the program, refer to "Launching ThinkVantage Productivity Center" on page 5.
2. Click **Customize...**. The Productivity Center Customization Utility window opens.
3. Click the tab for **Resource Center**.
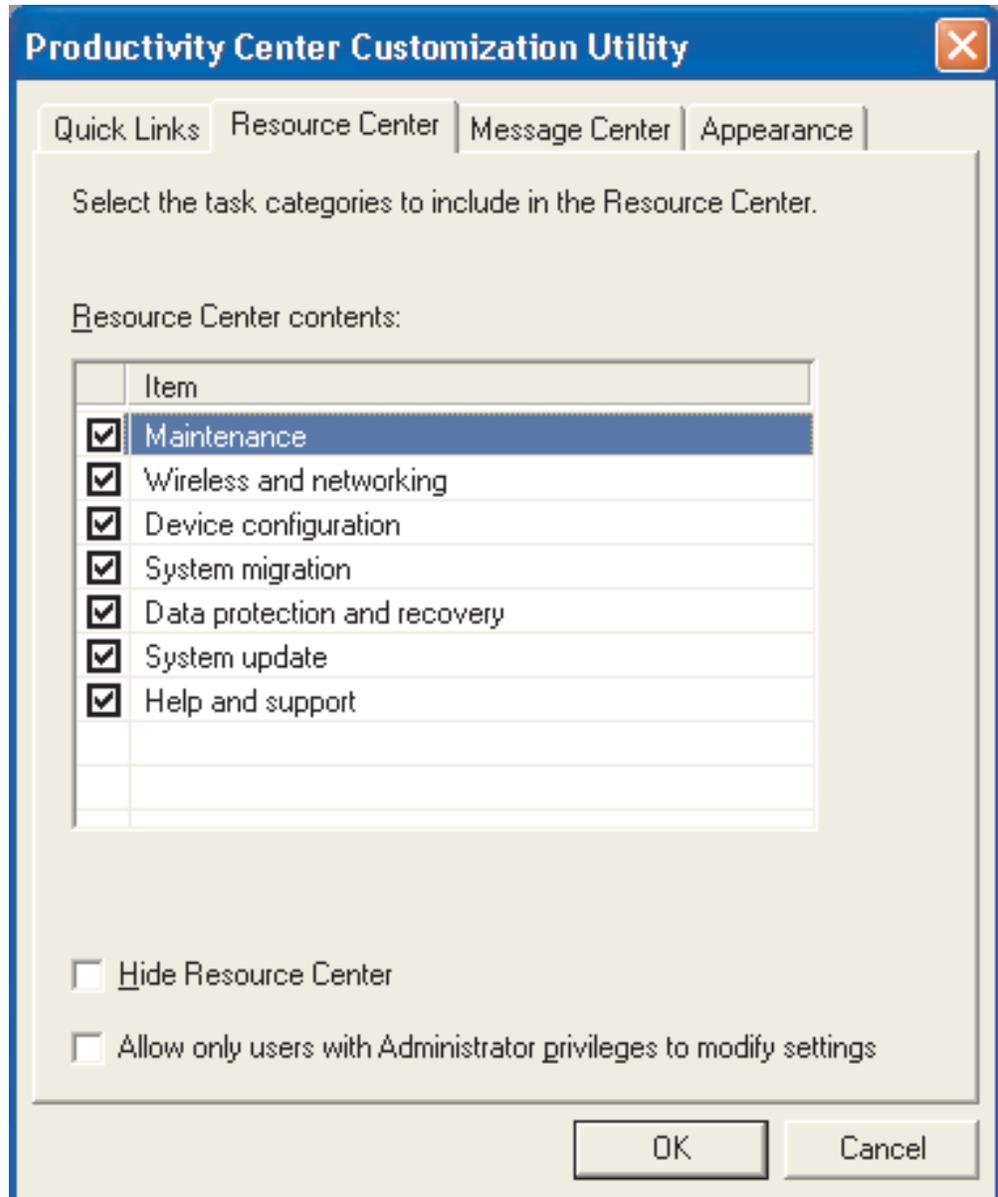
Figure 6. Resource Center

4. Select the check boxes for categories that you want to include in the Resource Center. To exclude an item from the Resource Center, clear the box for it.
5. Click **OK** to save your selection.

6. To abort your selection, Click **Cancel**.

Hiding Resource Center links from the Productivity Center

To hide the entire Resource Center section from Productivity Center, do as follows:

1. Start Productivity Center. For launching the program, refer to "Launching ThinkVantage Productivity Center" on page 5.
2. Click **Customize...**. The Productivity Center Customization Utility window opens.
3. Click the **Resource Center** tab.
4. Select the check box for **Hide Resource Center**. To have Resource Center listed in the Productivity Center, clear the check box.
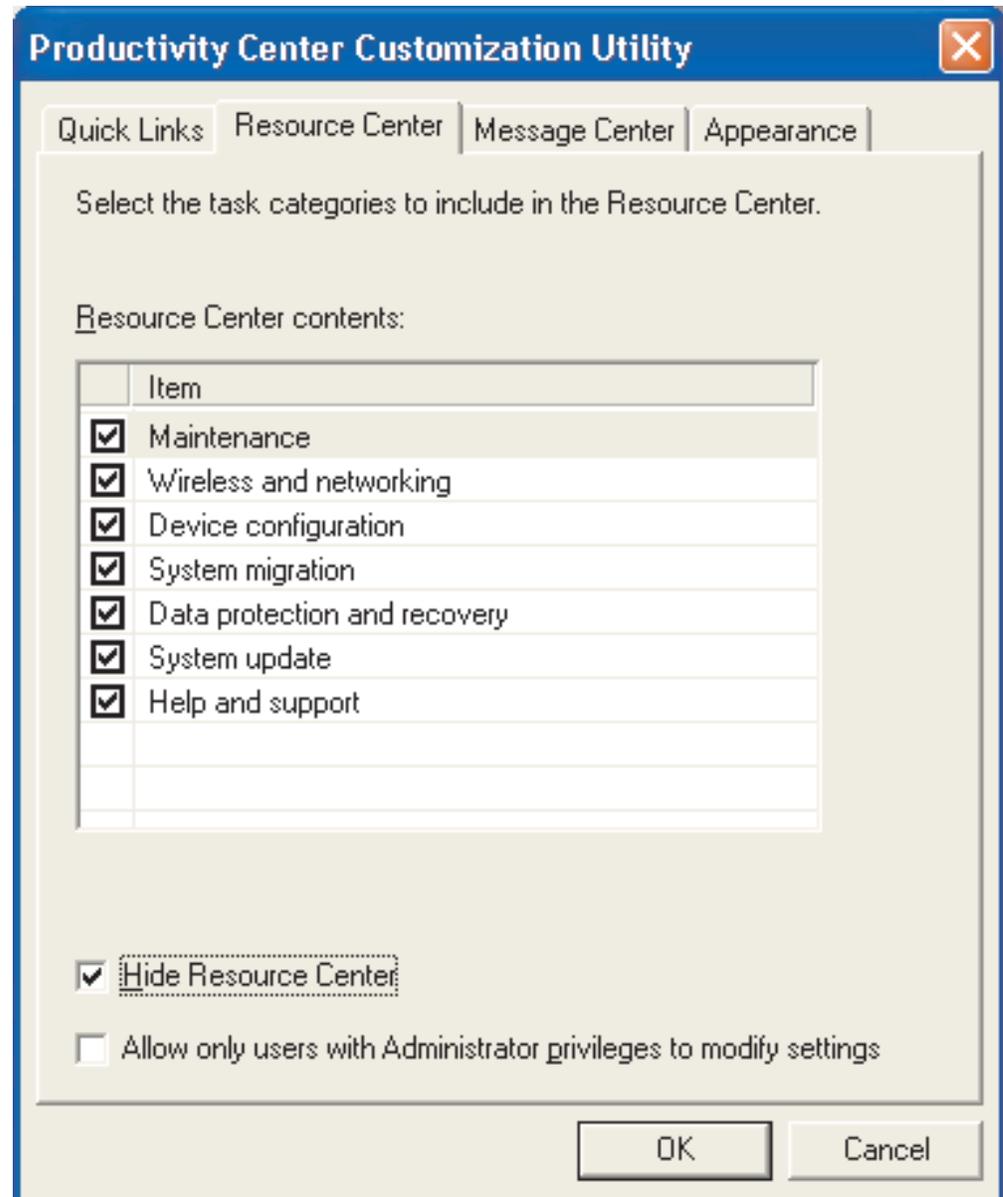

Figure 7. Hide Resource Center

5. Click **OK**.
6. To abort your selection, click **Cancel**.

Customizing Message Center

The Message Center section of Productivity Center contains messages whose content can contribute to efficiency and productivity. Some of them contain information about how to encrypt data, how to create recovery media, or how to get options provided by Lenovo.

You can select to list or hide Message Center in Productivity Center.

To hide the entire Message Center section from Productivity Center, do as follows:

1. Start Productivity Center. For launching the program, refer to "Launching ThinkVantage Productivity Center" on page 5.
2. Click **Customize...**. The Productivity Center Customization Utility window opens.
3. Click the **Message Center** tab.
4. Select the check box for **Hide Message Center**. To have the Message Center listed in the Productivity Center, clear the check box.

Figure 8. Hide Message Center

5. Click **OK**.
6. To abort your selection, click **Cancel**.

Customizing the appearance of ThinkVantage Productivity Center

To customize the appearance of Productivity Center, do as follows:

1. Start Productivity Center. For launching the program, refer to "Launching ThinkVantage Productivity Center" on page 5.
2. Click **Customize...**. The Productivity Center Customization Utility window opens.
3. Click the **Appearance** tab.
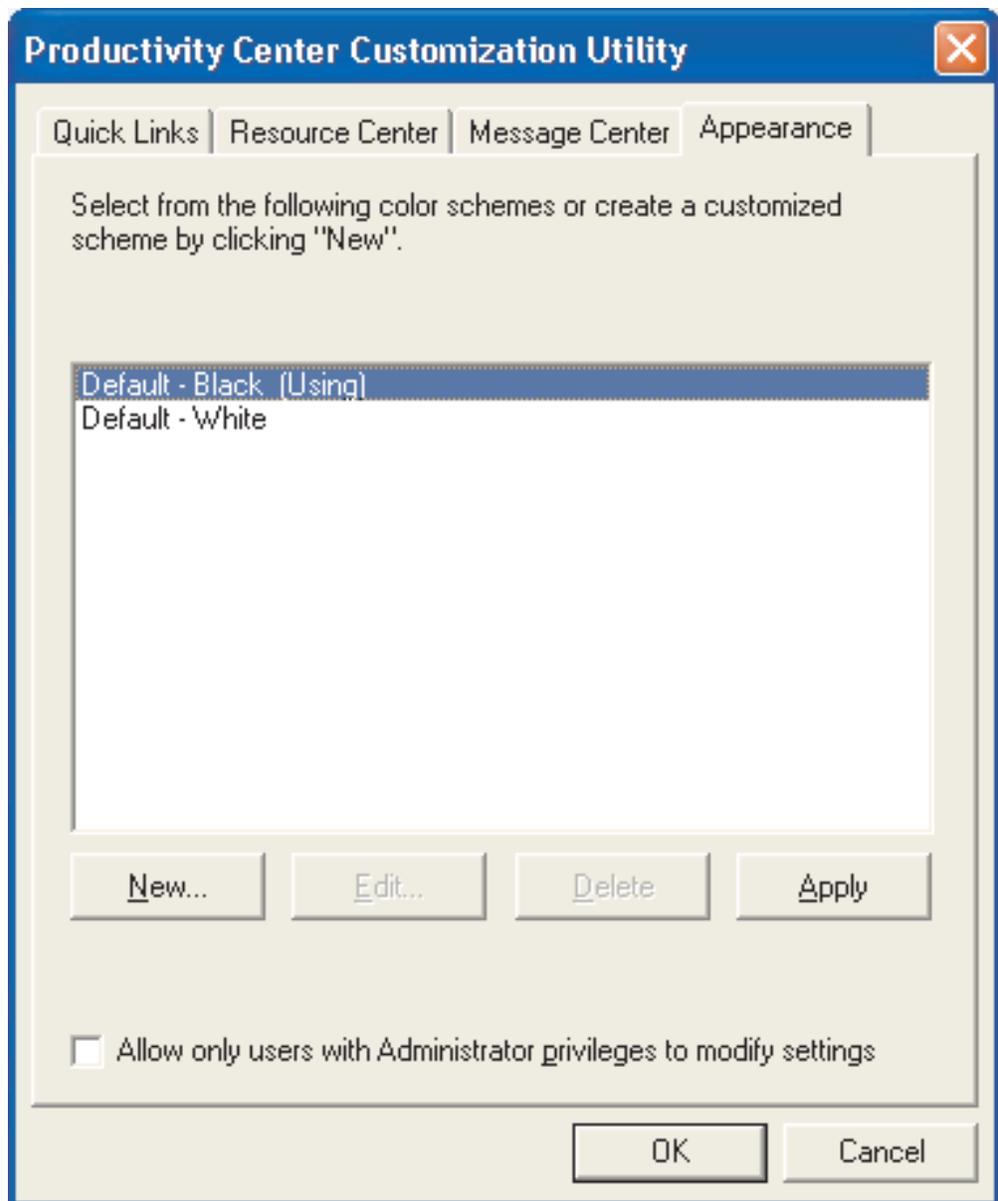
Figure 9. Appearance

4. If you want to use a default color scheme already provided, go to step 8. If you want to create your own color scheme and appearance, go to step 11.

5. Click on the color scheme you want to use.

6. Click **Apply**.

7. Click **OK**.

8. If you want to create your own color scheme and appearance, Click **New...**. The New window opens.
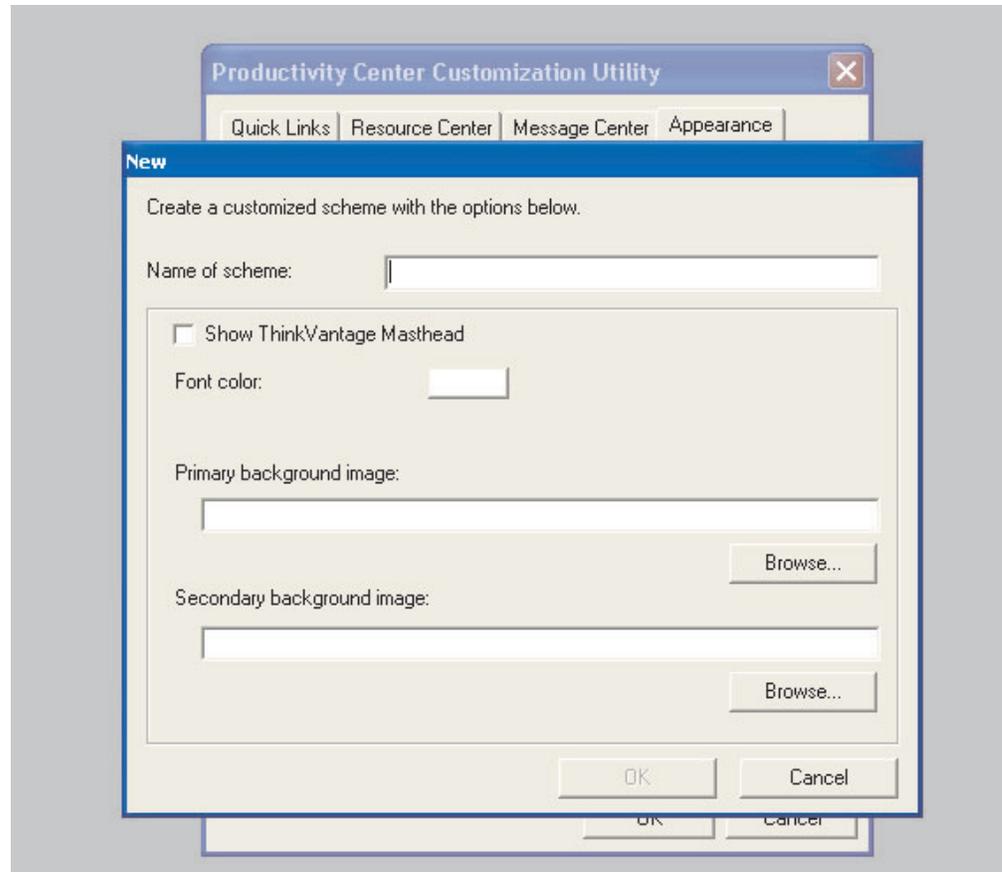
Figure 10. The New window in the Appearance tab

9. In the Name of scheme field, type the name of the scheme you are going to create.

10. If you want to display the ThinkVantage masthead at the top of the main page of Productivity Center, select the check box for **Show ThinkVantage Masthead**.

11. Click the **Font color** box to open the Edit Colors window.

12. In the Edit Colors window, choose the font color in which you want all the items in the program to be displayed; then click OK.

13. Click the **Browse** button below the Primary background image field; then navigate to the image you would like to use as background for Productivity Center.

14. Click the **Browse** button below the Secondary background image field; then navigate to the image you want to use as background. This image will be used in case that the primary background image is not available.

15. Click **OK** to confirm your setting. To abort your setting, click **Cancel**.

16. Click **Apply** to display your selection in the ThinkVantage Productivity Center program.

17. Click **OK** to save your selection.

18. Click **Cancel** to abort your selection.

Editing a ThinkVantage Productivity Center color scheme

Productivity Center enables you to edit a color scheme and appearance that you have already created. To edit such a color scheme, do as follows:

1. Start Productivity Center. For launching the program, refer to "Launching ThinkVantage Productivity Center" on page 5.
2. **Click Customize...**. The Productivity Center Customization Utility window opens.
3. Click the **Appearance** tab.
4. From the list of color schemes, select one that you have created.
5. Click **Edit**. The Edit window opens.
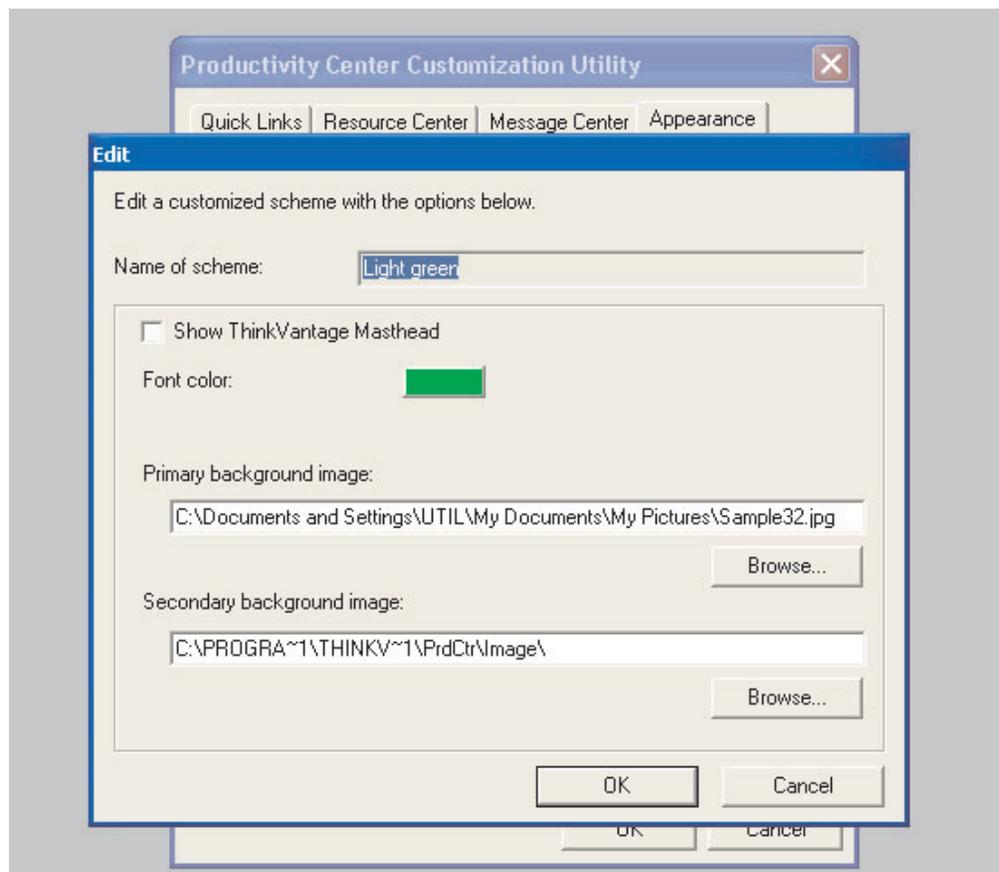
Figure 11. The Edit window on the Appearance tab

6. To display the ThinkVantage masthead at the top of the main page of Productivity Center, select the check box for **Show ThinkVantage Masthead**.
7. Click the **Font color** box to open the Edit Colors window.
8. In the Edit Colors window, change the font color to be used for all the text in Productivity Center; then click **OK**.
9. Click the **Browse** button below the Primary background image field; then navigate to the image you want to use as background for Productivity Center.
10. Click the **Browse** button below the Secondary background image field; then navigate to the image that is your second choice for the background. This image will be used if your first choice is not available. This image will be used in case that the primary background image is not available.

11. Click **OK**. To abort your setting, click **Cancel**.
12. Click **Apply**.
13. Click **OK**.
14. To abort your selection, click **Cancel**.

Customizing Productivity Center exclusively by users with Administrator privileges

In the Productivity Center Customization Utility window, a check box for ″Allow only users with Administrator privileges to modify settings″ is seen at the bottom of each of the four tab windows. When this check box is selected, only users with administrator privileges can customize the Productivity Center program by modifying settings through the window.
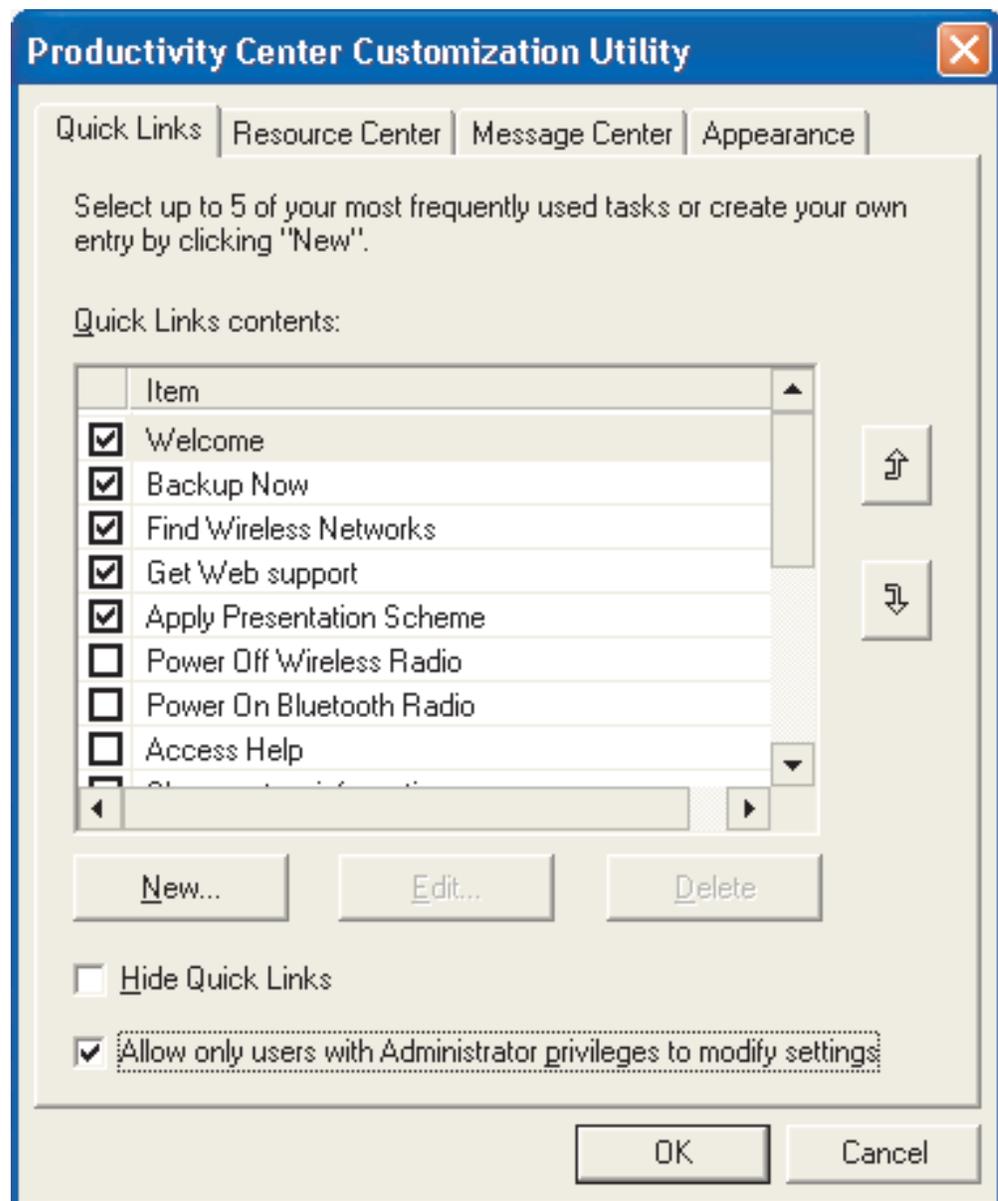

Figure 12. Allow only users with Administrator privileges to modify settings

Chapter 3. Customizing the Help Center

The Help Center is launched from the Resource Center section of ThinkVantage Productivity Center. It provides information, services, and tools that are both local to the system (so that information is available regardless of whether the system is connected to the Internet) and remote on Lenovo Web sites.

Information provided by the Help Center is sorted into several categories of tasks, so that users can quickly access information or function they wish to view or run. The following figure shows the Help Center window whose heading is a menu stripe listing three topics.

Help Center User Interface

When you select a topic from the menu stripe, information related to it is displayed in the space below the strip.
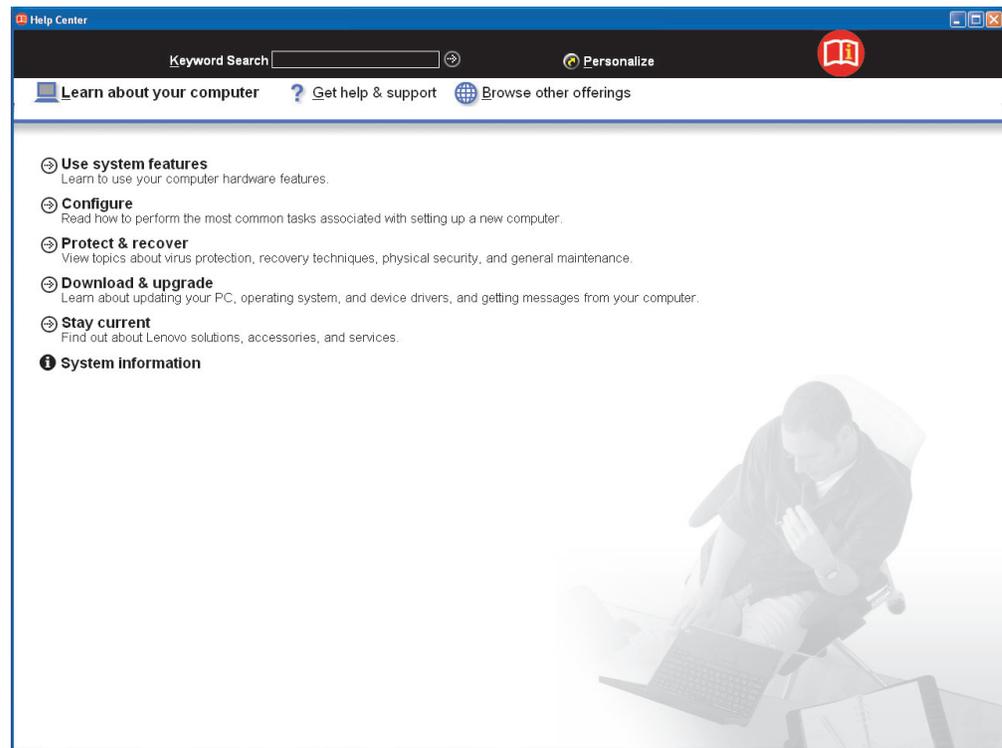
Figure 13. A topic window in the Help Center

The Help Center acts as the interface for the user's guide, system tools, services, and Lenovo Web sites on the Internet. The Help Center interface links to Access Help, which makes it easy to find needed information. At the top center of the Help Center window is the "Keyword Search" field, where you can input a keyword for Access Help index to search for information. This search capability provides customers a major advantage in finding help information for purposes such as problem-solving.

Using the Personalize button to Customize the Help Center

You can customize the appearance of the Help Center window by using the Personalize button, at the top of the window. Do as follows:

1. Start Productivity Center. For launching the program, refer to "Launching ThinkVantage Productivity Center" on page 5.
2. Put the cursor on **Help and support** in Rescue Center section; then select **Learn about my computer**. The Help Center window opens.
3. Click **Personalize** in the masthead on top of the Help Center window. The Personalize window opens.
4. The "General" and "Font and backgrounds" tabs in the Personalize window provide the following settings:
   - In the General tab window, you can change the following settings:
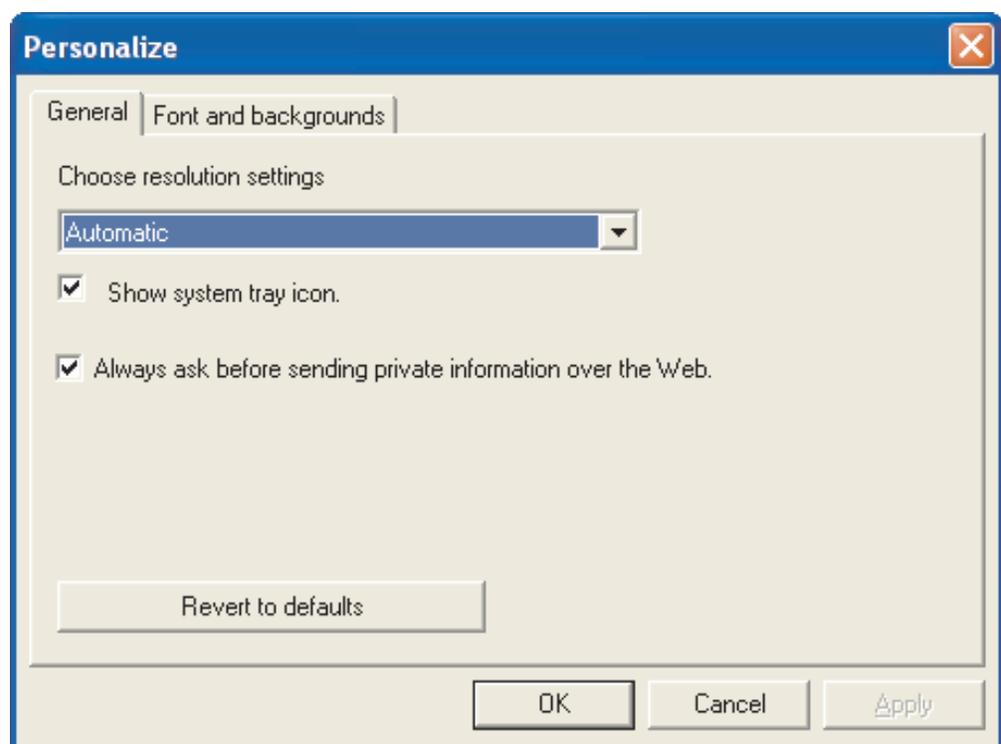
Figure 14. The Help Center Personalize window; the General tab

   - With the pull-down menu for Choose resolution settings, you can modify the default size of the Help Center as needed for the size of your display screen. Select **Automatic** from the pull-down menu to let the Help Center automatically choose its window size depending on the system settings. Select **Low resolution (1024 X 768 or less)** or **High resolution (1280 x 1024 or higher)** to resize the Help Center window smaller or larger.
   - To show the Message Center icon in the system tray, select the **Show system tray icon** check box. When this check box is cleared, you will not receive informative messages from the Message Center.
   - To confirm that your private information is sent over the Web, select the **Always ask before sending private information over the Web** check box.
   - To resume default settings, press the **Revert to defaults** button.

- In the Font and backgrounds tab window, you can change the following settings:
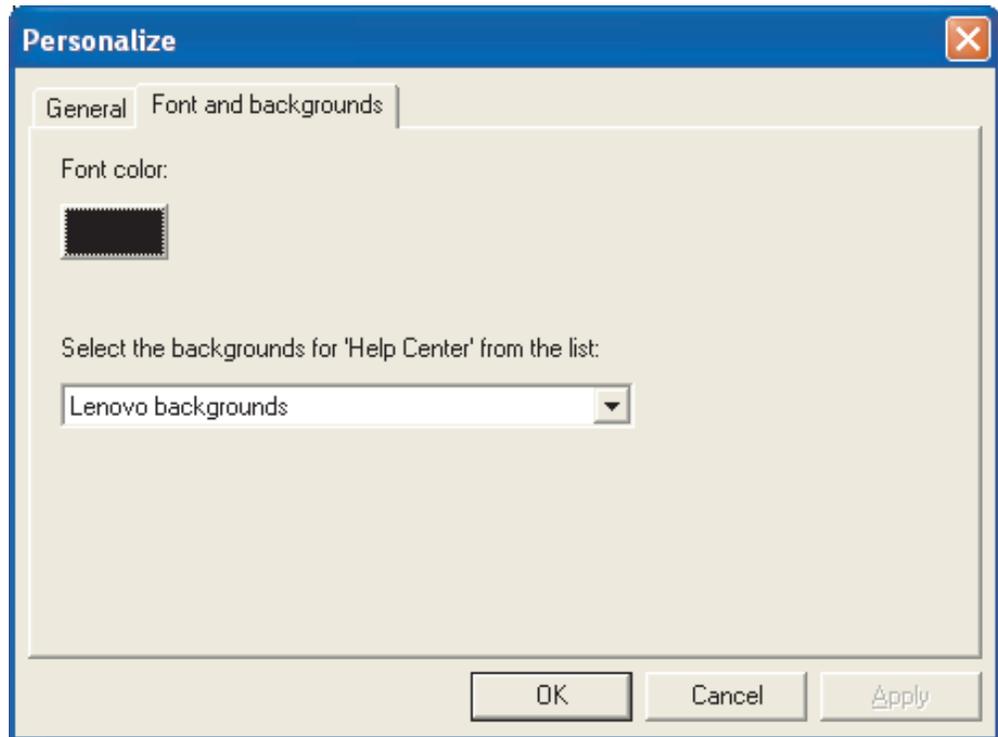
Figure 15. The Help Center Personalize window; Font and backgrounds tab

- Click the **Font color** button to edit the color of the type displayed in the Help Center window. The Color window opens. By customizing the color, you can make it easier to read information presented by the user interface for the Help Center.
- Select a background color or image from the list on the drop-down menu for Select the backgrounds for 'Help Center.'

5. To view your change on the Help Center window, Click **Apply**.
6. To save your change, Click **OK**.
7. To abort your change, Click **Cancel**.

Chapter 4. Delivering messages of your own

The Message Center delivers to users relevant system-specific notifications about the software installed on the computer. These messages might be preloaded on the computer when shipped from the factory, or they can be added by the IT administrator. A wide range of messages will be displayed, depending upon the recipient system.

Any program can deliver a message through the Message Center, provided that the message follows the guidelines presented in this document. Each message is presented in a bubble display.

Note: When ThinkVantage Productivity Center is installed, it shows a new message instead of a bubble display.

Message Center has an icon that resides in the system tray, as shown in the following figure.

Figure 16. The Message Center icon in the Task tray (circled in red)

To open the Message Center, double-click this icon. If there are any messages, they will be displayed as shown in the following figure. Otherwise, the Message Center will be blank.
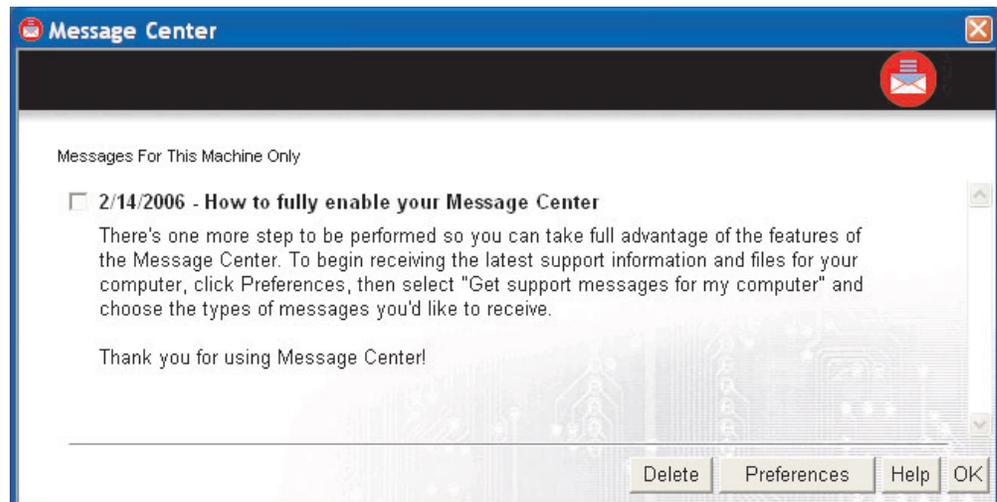

Figure 17. The Message Center main window

When you click the icon in the task tray, a menu appears that you can use to launch the Help Center, view the Message Center, hide the bubble messages issued by the Message Center, or leave the Message Center.
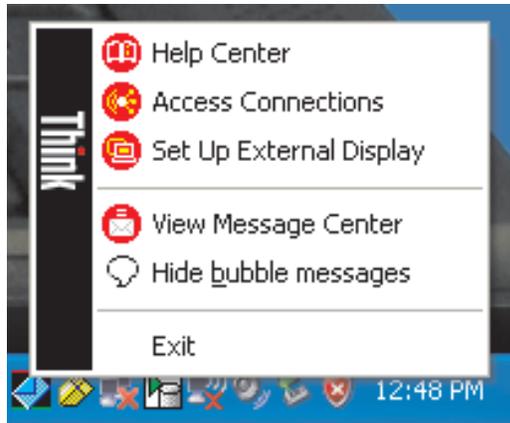
Figure 18. The Message Center Task tray icon showing a menu

When a new message becomes available, the Message Center displays a bubble message with the title of the message. The color of the system tray icon changes to show that a new message is waiting.

Note: If ThinkVantage Productivity Center is installed, the bubble displays from the Message Center are replaced with entire messages from the Productivity Center.
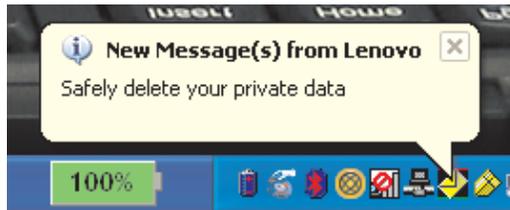
Figure 19. The Message Center Task tray icon showing a message bubble

On systems running Windows XP, Message Center opens when the bubble is clicked. On systems running Windows 2000, the bubble message is minimized when the bubble is clicked.

For a sample XML message file and a chart of what an XML message file in the Message Center might contain, refer to Appendices A and B.

Appendix A. Example of an XML message file

The following is an example of an XML message file:

```
<?xml version="1.0" encoding="utf-8" standalone="yes"?>
<message id="MKCD.xml">
 <version>1.0</version> <title>Create your own set of recovery CDs</title>
 <body>Did you know that you can create recovery media?
  This media will help you restore your computer even if you
  cannot enter the Windows(R) environment. You will need a
  CD-RW drive and several blank CD-R or CD-RW discs or a
  USB hard disk drive or an internal hard drive to create
  your set of recovery media. If you decide not to create
  your recovery media right now, you can create it later
  by clicking Start, All Programs, ThinkVantage, and Create
  Recovery Media.</body>
 <priority>1</priority>
 <category>002
 <language>en</language>
 <machines>all</machines>
 <launch1>
  <text>Learn more...</text>
  <app>hh.exe</app>
  <param1>recover.chm::/STMEDIA2.HTM</param1>
 </launch1>
</message>
```

Appendix B. The elements in an XML message file

The following table presents a list of the elements that each Message Center message XML file might contain.

The

```
<?xml version="1.0" encoding="utf-8" standalone="yes"?>
```

line should always be at the top of the file. Every message must be enclosed in the

```
<message id= "">
```

element and have a unique ID, which is the same as the file name.

Table 1. Commands in the command file

Element	Required	Contents	Example
Version	No	Version of the Message Center.	1.0
Title	Yes	Title of the message.	Manage all your connections simply!
Body	Yes	Main text of the message.	Configure multiple network connections and easily switch between them. Gain ultimate PC freedom with the latest in wireless networking
category	No	Category of the massage.	001=New products 002=Upgrades and accessories 003=Downloads and Drivers 005=Alerts
language	No	Language the message is in.	en
Locale	No	Region the message covers.	US
source	No	Program that generated the file.	Access Connections
Machines	Yes	The four-digit machine type number(s) that this message applies to. If there are multiple machine types, insert a comma after every one except the last. If the message applies to every machine, you can enter ″all.″	2678,2884
Launch1	No		
Launch1 App	Yes, if this is a launch1.	The path to the executable file that will be launched.	C:\windows\notepad.exe
Launch1 Text	Yes, if this is a launch1.	Text to display to the user at launch, such as the application name.	Notepad
Launch1 Param1	No	Parameter to pass to the application.	C:\filetoopen.txt
Launch2	No		
Launch2 App	Yes, if this is a launch2.	Path to the executable file that will be launched.	C:\windows\notepad.exe
Launch2 Text	Yes, if this is a launch2.	Text to display to the user at launch, such as the application name.	Notepad

Table 1. Commands in the command file (continued)

Element	Required	Contents	Example
Launch2 Param1	No	Parameter to pass to the application.	`C:\filetoopen.txt`
Launch3	No		
Launch3 App	Yes, if this is a launch3.	The path to the executable file that will be launched.	`C:\windows\notepad.exe`
Launch3 Text	Yes, if this is a launch3.	Text to display to the user at launch, such as the application name.	`Notepad`
Launch3 Param1	No	Parameter to pass to the application	`C:\filetoopen.txt`

How to deliver a message

To have a message displayed in the Message Center, the message must be placed in the C:\Documents and Settings\all users\application data\lenovo\messages\ directory. This directory, "C:\Documents and Settings," changes for other languages and, in rare circumstances, for Windows 2000 and XP.

The expected behavior

If an XML message file is placed in the appropriate directory while the Message Center is running, the Message Center may take up to 30 seconds to respond. A typical response is that a bubble containing the title of the message pops up. However, if a bubble has popped up in the past hour, the only response will be a change in the Message Center task tray icon and the appearance of fly-over text informing you that a new message is available. The purpose of this is to avoid bombarding you with pop-ups.

Appendix C. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about Lenovo products, you will find a wide variety of sources available from Lenovo to assist you. This appendix contains information about where to go for additional information about Lenovo and Lenovo products, what to do if you experience a problem, and whom to call for service, if it is necessary.

Before you call

Before you call, make sure that you have taken these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the computer is turned on.
- Apply the suggestions for troubleshooting in the computer documentation.
- Use the diagnostic tools that come with your computer. Information about the diagnostic tools is in the *Hardware Maintenance Manual* and *Service and Troubleshooting Guide* for your computer.
- Go to the Support Web site at http://www.lenovo.com/think/support to check for technical information, hints, tips, and new device drivers, or to submit a request for information.

You can solve many problems without outside assistance by following the troubleshooting procedures provided in the online help or the publications that came with your computer and software. The information that came with your computer also describes the diagnostic tests that you can perform. Most PC systems, operating systems, and programs come with information that contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the information for the operating system or program.

Using the documentation

Information about your Lenovo system and any preinstalled software is provided in the documentation that comes with your system. That documentation includes printed books, online books, readme files, and help files. Instructions for using the diagnostic programs are included in the troubleshooting information in your system documentation. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. Lenovo maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. For access to these pages, go to http://www.lenovo.com/think/support and follow the instructions there.

Getting help and information from the World Wide Web

The Lenovo Web site has up-to-date information about Lenovo products, services, and support at http://www.lenovo.com/think/support

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