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YOUR I.T. STUFF

From time to time you may be asked to assist with rebooting some of the IT equipment so here's a quick rundown on what you might be looking for





FORTINET Health Firewall
This is part of the internet connection and gives you access to the Health Network
Call 0800 224455 Option 4 Support
Call if advised



Network Switch - Grandstream
This device connects all devices in store to the network. There are two. One normal switch and one POE Switch. Lights should be blinking on and off.



WIFI Access Points
Wifi is handled by these units. Sometimes you may be asked to restart them. Tech Support will tell you how. Wifi Access codes are in a sundry label called WIFI or something similar

Computer Hardware
Currently we supply two style of computers. Both look similar but have different specs. If you are having trouble with a PC the first thing to try is turning it off and then on again. (Unless the server) If in doubt call Paul.



Label Printers
Currently we are supplying the TSC brand of Label Printers. These connect by a USB and have to be calibrated when you change label rolls. See previous fAQ on them.



Your Phones
Most businesses nowadays have VOIP (Voice over Internet Protocol) phones. They connect to the internet through the Switch and if your internet is off so are your phones.



If you have any other questions about the IT stuff in your pharmacy please feel free to email Paul on the address below or if more urgent, TXT or Call the Cell number.

029 874 5649

paul@techguy.nz

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YOUR LABEL PRINTER

Your new label printer has a couple of things that you need to do from time to time to keep it working and printing well.

WHEN YOU CHANGE A LABEL ROLL, SOMETIMES YOU WILL NEED TO DO A CALIBRATION.

1. Click start, settings, bluetooth and devices, printers and scanners
2. Find the label printer in the list and click on it, then on the next screen click printer properties.
3. Click on the tools tab
4. Click dropdown menu Action
5. Select RUN CALIBRATION
6. Once thats done, you can close all windows



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YOUR NEW PRINTERS



The Brother printers we have installed for you are part of the **BROTHER MANAGED PRINT SERVICE (MPS)**

This means that all consumables for the printers (Toners, Drums, etc) along with servicing are all supplied to you free of charge to the pharmacy for the life of the 4 year warranty and you just pay for how many pages you have printed every month billed by your I.T. provider.

ANY Issues



1. CALL BROTHER ON 0800 329 111
2. Have your Serial Number handy
   (it should be on a sticker on the front of the printer)
3. They will try and help you on the phone or get a service agent to come sort it.
4. Questions? Queries? Call Paul.

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YOUR NEW SCANNER



You have a Brother Scanner / Multifunction printer in the pharmacy. Here is how to scan a document .

THE steps



1. Put paper in the ADF or under the lid
2. Open iprint and scan on your computer desktop and click scan to folder
3. It will scan to a PDF document
4. By default it will scan and save to your ONEDRIVE Folder called Scans.
5. It will save the document and open the folder on the screen. You can now copy, move or attach the pdf to whatever you need.

If you put a page under the lid it will ask you if you're finished. If you put it in the auto document feeder it won't.

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YOUR FIBRE CONNECTION

Your Pharmacy is connected to Spark Fibre and the connection is managed by the Fortinet for Health team giving you access to the Health Network for Pharmacy services



THINGS TO KNOW

There are two boxes maintaining your connection to the internet. The ONT (Optical Network Terminal) and the Fortinet Firewall.

The ONT converts the optical signal into one that we can use with our firewall.

From time to time these need to be rebooted to resume proper service. If you are asked to carry out this task its easy, Check out the pictures alongside and the instructions below.





FORTINET POWER IS BACK LEFT OF THE UNIT

1

Unplug the ONT from the wall Or use the on/off switch. Look at the back of the Fortinet and pull out the power plug.

2

Turn the ONT back on first

Then plug the Fortinet back in

3

Wait 15 Minutes for the connection to re-establish and try browsing the internet.

4 IF YOU GET NO SERVICE AFTER THIS TIME CONTACT PAUL FRANCIS BY TEXT OR PHONE ON THE NUMBER BELOW

029 874 5649

paul@techguy.nz

techguy.nz

YOUR NEW PC





While every effort has been made to make sure that every document, setting, printer and application is replicated on this new PC, sometimes something can get missed.

Please use the computer as you normally would and if you discover something I have missed firstly, apologies, and secondly send me a text message or if its urgent call me. I will answer if I'm not in the middle of the next crisis and we can get you sorted out quickly.

029 874 5649

paul@techguy.nz