

Support for Lenovo notebooks, routers and SIMS on loan from Parma University

Dear Students,

This brief guide contains information relating to the support and maintenance of the devices that you have received on loan from the University

1. Support and maintenance of Lenovo Notebooks

The Lenovo notebook that you have received from the University is **under guarantee until 29/11/2023**. **The guarantee is valid only regarding hardware malfunction** (for example, keyboard, screen, hard disk, memory etc.); **support regarding software problems is not covered**, not for the operating system nor other preloaded software.

The guarantee does NOT cover damage caused by negligence or improper use, for example damage resulting from falls, impacts, exposure to high temperatures etc.

For the duration of the guarantee, **ITD Solutions**, the supplier from whom the University purchased the notebooks, is responsible for support. On receiving communication regarding a hardware malfunction, a technician shall be sent on-site the following work day, directly to your residence/ home or to another place indicated by you within Italy.

The repair under guarantee may be done by replacing the malfunctioning hardware or directly replacing the notebook with another having the same or better characteristics and moving the old disk (if working) to the new replacement notebook.

Technical support must be requested directly through the supplier's call center:

- **Free number** (only from landlines): 800 82 25 27
- **E-mail address:** assistenza.nbt4@itdsolutions.it

IMPORTANT: If your notebook is replaced, please communicate this immediately to the following email address: sertasse@unipr.it . You must include : brand, model and serial number.

Summary of how to open a ticket -request support from ITD Solutions

Situation 1: Clear hardware problem

Examples:

- The notebook doesn't turn on
- The notebook turns on, but the screen remains black
- The USB ports don't work

Situation 2: Possible hardware problem

Use the software diagnosis tool "Lenovo Vantage" that is preloaded on your notebook to check for anomalies within the hardware

Use the 'Recovery function by following these instructions:

- **Press 'start'** button on the bottom left of your home screen
- Select **'Settings'**, then **'Update and Security'**, then **'recovery'**

If after recovering your notebook, the problem persists, open a ticket.

How to open a ticket

Send an email to assistenza.nbt4@itdsolutions.it

Or call the free number (only from landlines): 800 82 25 27

Specifying:

- Notebook serial number
- Description of the problem
- Address
- Phone number

N.B. Keep your ticket number

2. TIM Router assistance and maintenance

To configure the router and find instructions on how the router works, please refer to the Tim website:

<https://www.tim.it/assistenza/supporto-tecnico-e-configurazione/guide-configurazione-router-4g-alcatel-mw40v>

Both the SIM and the Router that you received are under guarantee for the duration of their use and, in case of malfunction, can be replaced in any TIM shop in Italy. Before going to a TIM shop to request a replacement, you must receive authorization from the University.

So, in case of malfunction of your SIM or router, please follow the instructions below:

1. Send an email to : helpdesk.informatico@unipr.it

Specifying:

- The device's IMEI
- Description of the problem
- Your choice of TIM shop

2. Attach a copy of an Identity document for the person who will go to the TIM shop to receive the replacement

You will receive a TIM ticket number from the university and information about how to complete the replacement procedure.