

Technical Support Help

If you are unsure about anything please call 07833 251755 or email techsupport@lifelites.org in the first instance and we can guide you in the right direction. We are here to help you get the most from the equipment you have. If it doesn't work, we want to know. If you're not sure on how to do something, we want to know.

Our services are FREE to you – use them!

If you are willing to look after the equipment on behalf of your team, then please let us know, so we can have your contact details for our first point of call.

If we have a member or members of staff at the hospice who can help diagnose and simple fix with our help over the phone or by remote support, then it can greatly reduce the downtime of any piece of equipment. If you can help, then let us know.

Technical Support Help

We use a piece of software on all our Windows PCs called Deepfreeze.

This allows the image of the PC to be Frozen so no permanent changes can be made, helping safeguard from all sorts of problems and reducing the amount of support calls we get.

Any hospice can make changes to their PCs (you now own the equipment) and we will pass on the Deepfreeze User Guide and Password on request.

We just ask, that you make sure it is turned back on if you turn it off to make any permanent changes.

If you wish to be the Administrator at your hospice, then let us know and we will give you the instructions and password.

Troubleshooting – Easy Tips

Please make sure the PC is plugged into the Mains and Turned on.

Press and Hold down the Power On button for at least 10 seconds.

This will Force the PC to shutdown.

Press the Power On button and allow PC to start.

As we use Deepfreeze the PC should start up in its original state (or from when last Frozen).

If none of the above works, call Techsupport on 07833 251755

For Switches, please check any batteries required are fitted, have charge and are fitted correctly.

Please check if you have changed the batteries to see if it needs to be Paired with a receiver connected to the PC (wireless switches).

iPads can be Reset (soft reset) by holding down the Power ON/OFF and HOME button together until the screen goes blank and when the Apple logo re-appears, let go of both buttons.

This should clear anything that was causing it to freeze whilst using any app.

Remember, if you are unsure, contact us.

Tel – 07833 251755

Email – techsupport@lifelites.org

www.lifelites.org

Call – 0207 440 4200

Email – admin@lifelites.org

Caroline Jellyman – Training Manager

Call – 07766 727671

Email – training@lifelites.org

Bryan Giddings – Technical Support – See IT Work

Call – 07833 251755

Email – techsupport@lifelites.org



If anyone wishes to buy their own equipment (families or hospices), See IT Work are happy for you to contact them for preferential rates.

Please contact Bryan Giddings at See IT Work

Call – 07780 677901

Email – bryan@seeitwork.co.uk



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