

## December 2006 Notices

AgIT Call Center

FYI No. C7.4.16

**F.Y.I** – This notice was sent to the County Technical Coordinators and County Extension Directors via e-mail on December 27, 2006. We are posting the information on the AgIT web site so others may retrieve them in the coming year; 2007.

The contents of this FYI includes:

- Computer Re-Images
- IP video Installations
- Leased Computer Shipments
- Micro Tech Calls

### COMPUTER RE-IMAGES:

**Always** contact the AgIT Call Center (888.226.2438) before re-imaging any computer in your office.

Re-images are something of a last resort. The staff of the AgIT Call Center will assist you in determining if a re-image is necessary or if there is a less drastic solution for your problem.

**When a re-image is needed it is imperative that AgIT be contacted Before you start a re-image** for several reasons:

- AgIT will work with you to verify that no files are stored on the pc.
- AgIT will work with you to determine that you have the current version of the computer image.
- AgIT will make changes to allow the person doing the re-image in the county office to join the computer to the domain.
- AgIT make changes to allow the computer to rejoin the domain once the re-image is complete.

We will be discussing the re-image process during the first Technical Coordinator session in 2007.

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### IP VIDEO INSTALLATIONS

If your office has received your new IP Video camera(s) and headset(s) please do two things.

1. Go to the [IP Video Check-in](http://sharepoint.agriculture.purdue.edu/agit/Lists/IP%20Video%20Checkin/AllItems.aspx) site and check in your order. (<http://sharepoint.agriculture.purdue.edu/agit/Lists/IP%20Video%20Checkin/AllItems.aspx>)
2. FAX the Packing slip(s) to AgIT at 765.494.8342.

Once your IP Video camera(s) has been checked in and the packing slip received Melinda Bradbury will be contacting you to schedule the installation of the camera(s).

### LEASED COMPUTER SHIPMENT:

We have been notified by Gateway that this order of computers has begun to ship. If your office receives new computers and/or printer(s) please FAX the packing lists to AgIT at 765.494.8342 and I will contact you to schedule the installation. As with recent lease orders all installations will be done on Tuesday, Wednesday or Thursday.

### MICROTECH CALLS:

Once again MicroTech has been contacting Extension offices requesting information about printers or attempting to sell printers. If you receive a call from MicroTech please refer them to AgIT at 888.226.2438 and/or try to get their telephone number for our use to contact them. Thank you to the offices who notified us that they were once again contacting you.

FYI