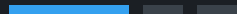




MANAGED IT · CYPRUS

The IT Survival Guide

WiFi, printers, slow laptops and bad calls — the fixes you can do yourself, and when it's time to leave it to the professionals.



The IT Flow promise

We watch, so you don't

Monitoring catches the failing drive, the full disk, the expired licence — usually before you notice anything.

No jargon, ever

If we can't explain the fix in a sentence you'd repeat to a colleague, we haven't finished explaining it.

One way in

One form, one queue, one person who owns your ticket until it's closed. No chasing.

AGENDA

What we'll cover

- | | | |
|----|---|----------------------------------|
| 01 | The 60-second rule | Four moves, any problem |
| 02 | WiFi signal | Why it drops, how to get it back |
| 03 | Printers | The four usual suspects |
| 04 | Slow laptops & bad video calls | Housekeeping that works |
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PART ONE

Quick fixes

Everything in this section takes less than five minutes and needs no admin password.

The 60-second rule

Try these four in order before you contact anyone. Yes, including the first one.

1

Restart it

A full restart, not sleep and not closing the lid.

2

Reconnect it

Turn WiFi off and on, or unplug and replug the cable.

3

Close and reopen

Quit the app properly, then launch it again.

4

Check a second device

Is it your laptop, or is it everyone? That answer saves us an hour.

WiFi signal basics

It's radio, not magic

Every wall, floor, mirror and metal cabinet between you and the access point takes a bite out of the signal.

Two bands, two trade-offs

5GHz is fast but short-range. 2.4GHz reaches further but is slower and more crowded. Your laptop picks one and sticks with it — sometimes badly.

Full bars can still be slow

Bars show signal strength, not speed. Thirty people on one access point is a traffic problem, not a signal problem.

WHAT THE BARS MEAN



Good. If it's still slow, it's the network, not you.



Workable for email, not for video calls.



Move. No setting will fix this from here.

WiFi: symptom to fix

SYMPTOM

DO THIS

Connected, but nothing loads

Toggle WiFi off and on. If a login page should have appeared, open a plain http site to trigger it.

Drops in the same spot every time

That's a coverage hole. Tell us the room — we'll measure it and move or add an access point.

Slow only on video calls

Close other tabs and downloads, then move closer or plug into a cable. Video is the least forgiving traffic there is.

Fine on your phone, bad on your laptop

Forget the network on the laptop and rejoin it. Then restart. If it persists, it's ours to look at.

Printer troubleshooting

Four usual suspects, in the order they're usually guilty.

1 The queue is stuck

One failed job blocks everything behind it. Open the print queue, cancel all jobs, print one page again.

2 Wrong printer selected

Your pages may be sitting in another room. Check the printer name in the dialog before you press print again.

3 It's offline, not broken

Read the panel on the device. Power off, wait ten seconds, power on — that clears most offline states.

4 Paper, toner, or a jam

Open every tray and door, remove torn paper with two hands, close everything firmly. Faint print means toner, not settings.

Slow computers

1x

a week, restart properly

Updates finish, memory clears, background junk dies. It is the single highest-return habit on this slide.

- **Close what you're not using**

Forty browser tabs and three chat apps are not free.

- **Leave room on the disk**

Under 10% free and everything crawls. Empty the downloads folder and the bin.

- **Let updates install**

"Remind me tomorrow" for six weeks is how a five-minute update becomes a lost morning.

- **Sudden, not gradual? Tell us**

A machine that got slow overnight is a symptom, not a habit.

Video calls & audio

Nearly every call problem is one of these three, and all three are settings.

NOBODY HEARS YOU

Wrong microphone

Open the audio settings inside the meeting app and pick your headset by name. Then check the mute button on the cable and the one in the app.

NO CAMERA

Another app has it

A camera can only serve one app at a time. Quit the other meeting window fully, then rejoin.

ROBOT VOICE

Not enough bandwidth

Camera off, stop screen sharing, move closer to the access point or plug in a cable. Audio survives on very little.

PART TWO

When to call us

Self-service has a limit. Crossing it costs more time than asking.

STOP HERE

Time to file a ticket

Anything security-shaped

A suspicious email you clicked, a password you typed into the wrong page, a warning you don't recognise. Tell us early, always.

Files that vanished

Don't reinstall, don't "clean up", don't keep working in the folder. Recovery gets harder the longer the disk is used.

It's affecting your colleagues

A whole floor offline, a shared drive missing, a printer nobody can reach. One ticket from one person is enough.

Hardware that smells, clicks or won't power on

Unplug it and leave it. No software fix waits on the other side of that noise.

TAKE THIS WITH YOU

The desk cheat sheet

Anything

Restart properly

Reconnect or replug

Quit and reopen the app

Test a second device

WiFi

Toggle WiFi off and on

Move closer, fewer walls

Forget the network, rejoin

Note the room if it repeats

Printer

Clear the print queue

Check the printer name

Power cycle the device

Look for paper and toner

Calls

Pick the headset by name

Check both mute buttons

Quit other meeting apps

Camera off if it stutters



Tried the list and still stuck?

Use the contact form and tell us what you already tried.
That one sentence is the fastest part of any fix.

itflowcy.com/contact

INCLUDE IN YOUR MESSAGE

What you were doing

The exact wording of any error

The room or device name

What you already tried

IT support that shows up before the problem does.