

FY 2016 TABLET AND PORTABLE PRINTER EQUIPMENT REFRESH FAQ'S

For DCFS Licensing staff

QUESTION	RESPONSE
Hardware	
<p>Will Licensing staff be provided a docking station, monitor and keyboard for the new tablet?</p>	<p>Yes. New docking stations and keyboards will be provided with the HP 612 ProX2 tablet. We are providing a new 22 inch monitor, full keyboard and custom dock. Foster Care and A&I Licensing staff who were already provided new monitors, keyboards and docks with the new laptops will retain that equipment as it is compatible with the new tablets.</p>
<p>Will the tablets have an attached keyboard?</p>	<p>Yes. The tablet is connected to a keyboard. Staff can use the tablet with the attached keyboard or they can detach the tablet from the keyboard and use the touch screen keyboard (directly on the tablet surface) for data entry. This is referred to as "tablet mode."</p>
<p>What is the battery life for the new tablets?</p>	<p>The tablets have a total battery life of approximately 15 hours when fully charged. There is a battery located in the tablet (7 hours) and a separate battery located in the attached keyboard (8 hours). When docked in the office, the dock will charge both batteries in a dual manner so that each battery is always charged. Battery life is dependent upon how the tablet is being used (i.e. Wi-Fi connection drains the battery faster).</p>
<p>Will staff be provided new bags for the new equipment?</p>	<p>OITS will provide a large bag to Licensing staff who receive a tablet AND a portable printer so that all equipment can be stored in one bag. NOTE: Licensing Managers and supervisors will NOT receive portable printers. Additionally, a smaller, standard laptop bag will also be provided to all Licensing staff. These laptop bags are similar to the laptop bags provided to DCFS laptop users in the original equipment refresh.</p>
<p>How will information stored on CD's/DVD's be accessible with the tablet?</p>	<p>External, USB DVD drives have been provided to each DCFS office so that staff can temporarily connect the CD drive to the tablet and save the data content to the network. External DVD Procedure/Detailed Instructions</p>
<p>Will Licensing staff with desktop computers be included in the tablet refresh?</p>	<p>Yes. ALL Licensing staff are included in the tablet refresh with the exception of clerical staff who do not travel outside of the DCFS office. Some supervisory and management staff will retain the new laptops rather than receiving tablets. Licensing supervisory and management staff will not receive a portable printer.</p>
<p>Will we receive a new mouse with the tablet/dock?</p>	<p>Yes. OITS will provide a new mouse and will allow staff to retain their old mouse as a backup.</p>
<p>I've heard the new tablets have a stylus. Will we be using</p>	<p>The tablets do have a stylus; however, it doesn't have a</p>

<p>the stylus to obtain electronic signatures?</p>	<p>practical application with current DCFS Licensing software. The stylus may become relevant at a later time to capture electronic signatures based on future Licensing software upgrades.</p>
<p>How will I connect my new portable printer to the tablet?</p>	<p>The printer will be connected to the tablet via USB cable. Refer to the HP OfficeJet 150 Quick Reference Guide for additional details.</p>
<p>Does the printer have a battery to allow me to print in the field without using the AC adapter?</p>	<p>Yes. The printer battery life, when fully charged, should allow you to print approximately 100 pages within one session; at which point the printer would need to be plugged in again. The printer does have a built in power-saver mode to conserve battery life. The battery takes at least 3-4 hours to fully charge.</p>
<p>Can Licensing staff use their portable printer at their desk in the office?</p>	<p>The portable printers have been provided primarily for Licensing staff to use in the field. When staff is in their office, they should be using the Xerox network printer for most printing. However, due to the limited shelf life of the portable printer ink cartridges, it is strongly recommended that staff set up, charge and use their printers at least once a month (charging for at least 3 hours and printing at least 3 pages) to ensure that the printers remain in good working order. Ink jet printers are designed to be used regularly.</p>
<p>How do I unlock my screen when I'm in "Tablet Mode?"</p>	<p>"Tablet Mode" indicates that you are undocked and have separated the tablet from the keyboard. When the screen locks due to inactivity, you cannot use the typical CTRL + ALT + DELETE key sequence to unlock the tablet. Rather, you will PRESS AND HOLD the Home button (located at bottom center of the tablet) and then slide the power button down and up. Once unlocked, you can enter your Network ID and password to log back in. Refer to the HP 610 ProX2 Quick Reference Guide for additional details.</p>
<p>How do I turn on/off the AutoRotate feature?</p>	<p>The AutoRotate button is located on the top left side of the tablet directly above the volume + and - button. It is a small square button with a partial circle imprinted on it. The default setting is AutoRotate ON which means when the user turns the tablet from landscape to portrait, the screen display rotates automatically. If you press the AutoRotate button, the feature is turned off and your screen display will lock. Just press the button again to turn the feature back on. AutoRotate ON is the suggested setting.</p>
<p>How do I rename photos taken with my tablet onboard camera?</p>	<p>If docked or attached to the keyboard, simply right click on the photo (in Photos app/Picture Library/Camera Roll -or- Pictures folder/Camera Roll) and select Rename.</p> <p>When working in "tablet mode," tap and hold on the specific photo within the PHOTOS app and swipe down to access the Rename option. Tap and hold the specific photo in the PICTURES folder with the stylus or finger to access</p>

	the shortcut menu and select Rename.
<p>How do I print photos taken with my tablet onboard camera?</p>	<p>From the Pictures folder (traditional desktop), select the photo and select Print from the Share tab. When viewing the photo within the Photos app (Start screen), use the Devices Charm and select Print.</p> <p>NOTE: These steps are the same regardless of whether tablet is docked or in "tablet mode" provided that there is a network connection for Xerox printing. It is not recommended to print photos on the portable printers due to limited ink resources.</p>
<p>Where do I locate a file that was scanned on my portable printer?</p>	<p>Files that are scanned using the new portable printers are saved with a .tiff format in the Pictures folder by default. This ensures that the scanned files are available regardless of a network connection and sync status of the tablet.</p> <p>NOTE: Files that are scanned using the network Xerox printers are saved with a .pdf format and can be found in the SCANNED folder on the H: drive.</p>
<p>How do licensing reps re-order ink cartridges for the portable printers?</p>	<p>Any clerical responsible for ordering licensing supplies needs to first obtain local licensing supervisor approval and then email the Regional Business Manager directly to request a re-order of color and black ink cartridges for the HP OfficeJet 150 portable printers. If ink cartridges are in-stock, the Regional Business Manager will make arrangements to get them to the local field office.</p>
<h2>Software</h2>	
<p>What software will be installed on the new tablets?</p>	<p>The tablets will be Windows 8.1 touch screen. The tablets are installed with Office 2010 and will also run all DCFS standard network applications.</p>
<p>What if I have specialty software on my current machine? Will it automatically be available on my new tablet?</p>	<p>Yes. Each tablet is customized to match what is currently installed on your old desktop or laptop.</p>
<h2>Wi-Fi (Wireless Internet)/Mobile Technology</h2>	
<p>Will I have access to the DCFS network on my tablet?</p>	<p>Yes. All Licensing staff can connect to home and commercial Wi-Fi and use VPN to access the DCFS network. When connected to the DCFS network via VPN, you will have access to all network applications, including IMSA, Outlook, D-Net and the T: (Templates) drive. Refer to VPN Open Wireless Quick Reference for additional information.</p>

How are we ensuring the security of Department data when we use open Wi-Fi?	Staff can only access the protected DCFS network via Wi-Fi when using VPN (Virtual Private Network). When using VPN, the data is encrypted and secure.
If there is no available Wi-Fi, will I be able to access the licensing templates on my tablet (without a network connection)?	You can access any documents or templates that have been saved to the H: drive Documents folder in advance. The content of H: drive is synced whenever the tablet is docked. Consider copying the most commonly used templates from the T: drive to the Documents folder (H: drive) in the event that you need to access them in the field but cannot connect to the DCFS network.
Can I connect my tablet to the DCFS network via DCFS Wi-Fi?	Yes. If you are in a DCFS Wi-Fi location, the network connection is automatic when you undock your tablet provided that you are within range of the wireless access point.
If the tablet is lost or stolen, can it be located via GPS?	At this time, OITS is not using GPS software on the tablets (or the new laptops). If the tablet is stolen, staff should follow standard protocol and contact the OITS Help Desk for further instructions.

Training and Equipment Deployment

How will Day Care Licensing staff be trained on the new equipment/software?	Office of Training will be conducting 3 ½ hour sessions to introduce Day Care Licensing staff to basic navigation of a touch screen tablet, Windows 8.1 basics, accessing Outlook email, accessing Word and Adobe templates, connecting to the DCFS network via Wi-Fi, and portable printer basics.
How will Foster Care and A&I Licensing staff be trained on the new tablet/portable printer?	Office of Training will be conducting 3 hour sessions to introduce Foster Care and A&I Licensing staff to basic navigation of a touch screen tablet, using the stylus, using the tablet onboard camera, and portable printer basics. Windows 8.1 will not be included for staff who were already trained on the new laptops. For the Cook A&I team currently using desktops, a 3 ½ hour session will be required which WILL include Windows 8.1 basics.
Will I receive my new tablet at my training session?	Yes. OITS technical staff will be present at each training session to provide Licensing staff with their assigned tablet and portable printer. <i>NOTE: Licensing Managers and supervisors will NOT receive portable printers.</i> Licensing staff will receive "hands on" training using their new, mobile devices and printers.
Should I bring my old laptop to my training session?	Yes, you MUST bring your old laptop/AC adapter to your scheduled training session in order to receive your new tablet. OITS technical staff will reclaim the old equipment

	at each training session.
<p>What if I'm a Licensing DESKTOP user and I don't have an old laptop?</p>	<p>OITS is aware that there are Licensing desktop users that will be receiving tablets. OITS will reclaim your old desktop equipment when they deploy your new monitor/docking station. Licensing desktop users will receive the tablet at their scheduled training session.</p>
<p>What if I have a newer laptop and took a Licensing position? Should I bring the new laptop to my training session?</p> <p>Do I need to attend this training session if I already attended a previous Windows 8.1 training?</p>	<p>OITS is aware that there are a few Licensing staff that fit this situation. Yes, you should bring your new laptop to training so it can be replaced with a tablet.</p> <p>It is required that you attend the Licensing training session in order to become familiar with the tablet and portable printer hardware.</p>
<p>When will I receive my new docking station and 22 inch desktop monitor for my tablet?</p>	<p>OITS is working hard to deploy the new office equipment in tandem or shortly after the training sessions. OITS will remove your old docking station and monitor and replace it with new equipment.</p> <p>NOTE: The newer laptop dock is compatible with the tablet and will not need to be replaced if the Licensing worker was already assigned a new laptop/dock in a previous phase of the equipment refresh project. However, the older, Dell docking stations are NOT compatible with the new tablets and will be replaced.</p>
<p>Do I need to be present on my scheduled deployment date to receive my new docking station and monitor?</p>	<p>No. Licensing staff does NOT need to be present in their respective office to receive the new docking station/monitor equipment. Since staff sign for the new tablet in training, their presence is not required for the deployment of additional peripheral equipment.</p>