



University of
Hradec Králové
Philosophical
Faculty

CONNECTIVITY AND HELP



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CZECH
RECOVERY
PLAN



MINISTRY OF EDUCATION,
YOUTH AND SPORTS



This material was created within the implementation of the project Capacity Development and Adaptation to New Forms of Learning at UHK, Reg. No. NPO_UHK_MSMT-16601/2022.



Let's transition into the realm of connectivity and assistance. It's time to delve into essential aspects such as connecting to Wi-Fi, utilizing copy machines, accessing support, and learning basic Czech words in case you encounter them while using digital tools.

Together, let's navigate these steps to ensure you're fully equipped for success in the digital and academic landscape.

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All UHK buildings, including dormitories and the library, are equipped with the Eduroam Wi-Fi network. To connect, simply enter your login credentials in the form of your university email address (e.g., username1@uhk.cz) and password. If you're unable to connect, you can verify your Wi-Fi settings to ensure they match the required parameters.

Parameters for manual configuration:

- Security type: **WPA2-Enterprise**
- Encryption type: **AES**
- Authentication method: **PEAP – EAP-MSCHAP v2**

It is possible to connect up to 3 devices per login name at Eduroam Wi-Fi access points operated under UHK.

The most common connection problems

- 1. Incorrect Password** – Verify the functionality of your password by logging into the intranet on the website. If Eduroam disconnects after a while, it may be due to a weak signal or a faulty Wi-Fi card driver.
- 2. Unable to Connect or Connection Drops** – Some access points (especially those located in study rooms/libraries) may become overloaded during peak times, leading to connection loss.
- 3. General Tips – If You're Experiencing Issues:**
 - Try removing the Eduroam network and starting the configuration again.
 - For Windows 10: Click Start and select Settings. From the following menu, click on Network & Internet. Then click on Wi-Fi and „Manage known networks.“ From the displayed menu, click on Eduroam and select Remove from the local menu. Then reconfigure the network.

- Disable and re-enable Wi-Fi; most devices have a control button for this purpose.
- Restart your computer.
- Create a new profile and try configuring the connection in it.

Service centre

If you have technical problems, contact the FF Service Centre. They can assist with changing your password or unblocking your UHK account. Additionally, they can help you connect to Wi-Fi or add credit to your student card, which you can use for printing and copying.

Contact information:

E-mail: podpora.ff@uhk.cz
Phone: +420 493 331 225
Office: Room no. 21030, Ground floor, Building B

Printing and Scanning

By using your student card, you can print in black and white or full colour on A4/A3 formats at copy machines in the hallways. Prices for printing are available at the Service Centre, where they can also assist with the printing and scanning process. Additionally, you can scan documents for free using the copy machines in the hallways.

How to Print:

1. Send documents to print from computers located on the ground level, next to the stairs, close to the Service Centre.

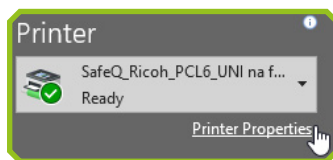


Fig. 1 – Printer selection

2. Under the Printer Properties button, you can select additional printer options, such as whether you want to print "černobílý" (black and white) or "barevně" (colour). Then confirm your selection by pressing OK.

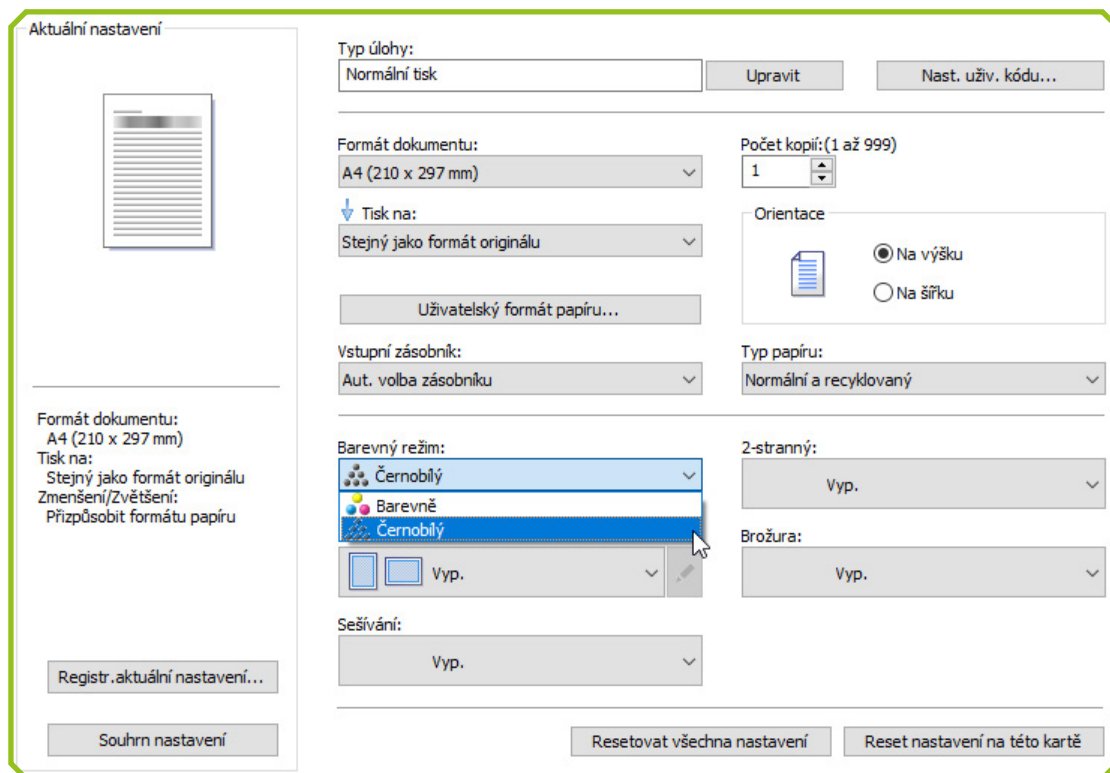


Fig. 2 – Printer properties

3. Press button Print to send your request to the copy machine.
4. Use your student card at nearby copy machine to sign in and print.

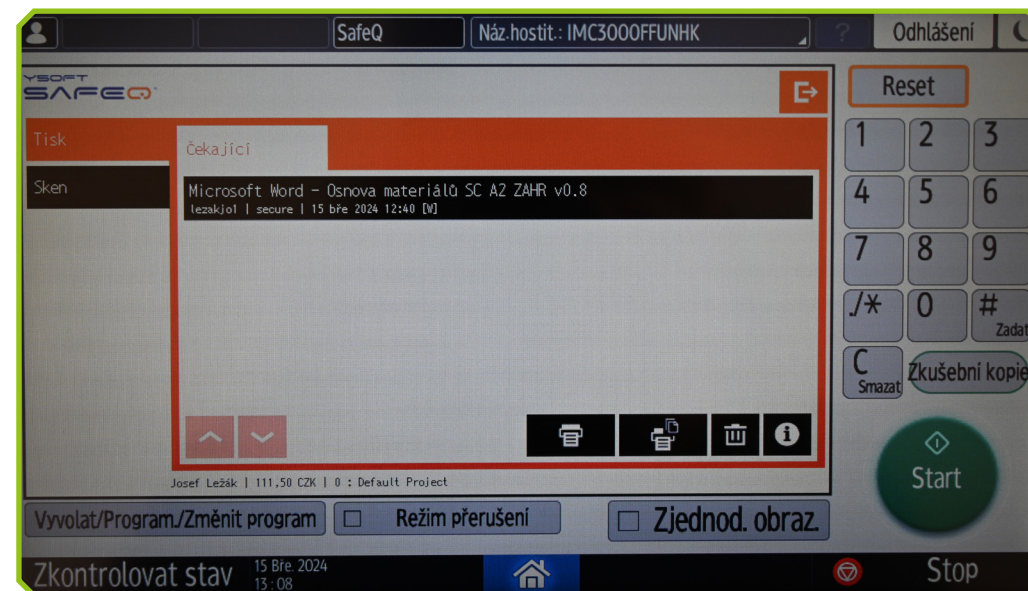


Fig. 3 – Control panel of the copy machine

How to Scan:

1. Touch the screen to activate the copy machine. Next, press the blue button with a house icon positioned in the middle bottom of the screen.

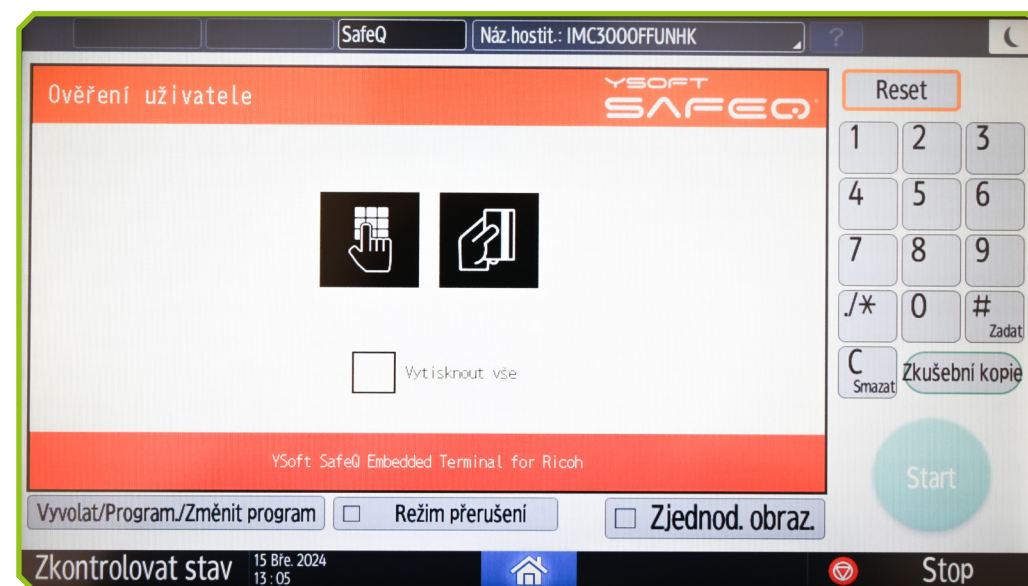


Fig. 4 – Home screen of the copy machine

- From the menu options, select „Skener“ which means Scanner.

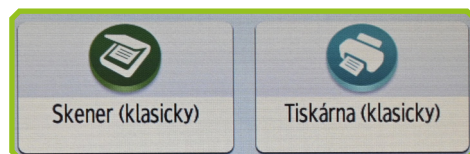


Fig. 5– Scan selection detail

- Ensure that the bookmark labeled „e-mail“ is selected on the next screen. If not, navigate to and select this option. Then, press „Man. vložení“ to manually input your email address.

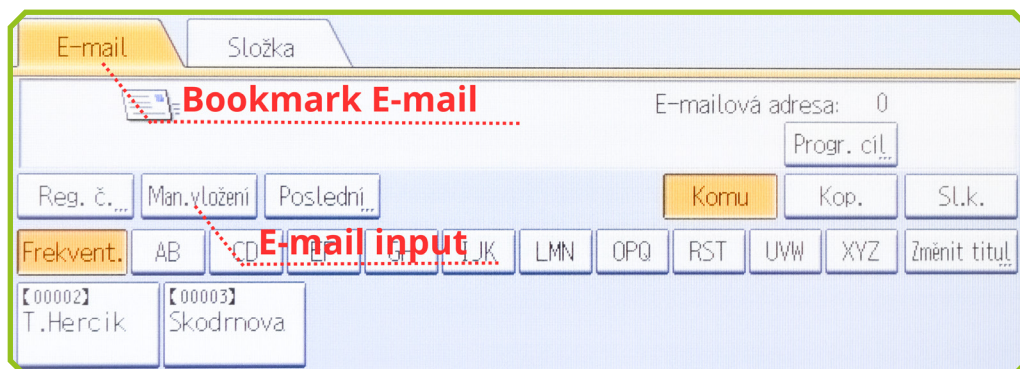


Fig. 6 – Selection for sending scans to e-mail

- On the subsequent screen, utilize the keypad to enter your email address. Once entered, confirm it by pressing the green OK button situated in the upper right corner.

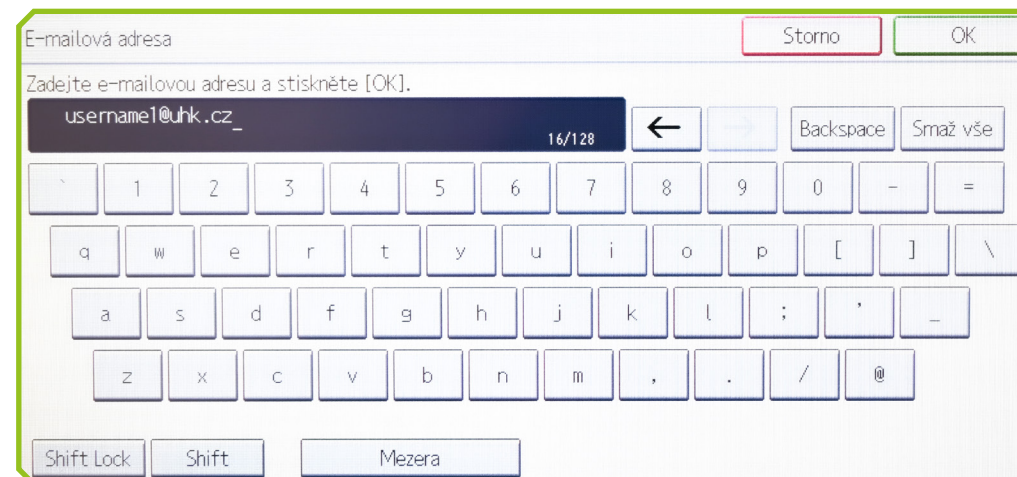


Fig. 7 – Entering an e-mail address

- Position the document you wish to scan on the scanner bed and close the lid securely. Then, initiate the scanning process by pressing the green „Start“ button. You have 60 seconds to scan additional pages or press the „#“ button to send the scanned pages to your email.

Dictionary

Here are some basic Czech words that you might find useful while using a device that is set in the Czech language. This concise dictionary provides fundamental Czech words commonly used in various platforms. Use it to bridge the language gap and navigate digital interfaces confidently.

Přihlásit se	Log in
Odhlásit se	Log out
Zapnout	Turn on
Vypnout	Turn off
Nastavení	Settings
Jazyk	Language
Připojit se	Join / to connect
Odpojit se	Disconnect
Jiný Uživatel	Other user
Uživatelské jméno	Username
Heslo	Password
Plocha	Desktop
Soubor	File
Složka	Folder

Dictionary

Stáhnout	Download
Nahrát	Upload
Prohlížeč	Browser
Příloha	Attachment
Účet	Account
Hledat	Search
Nápověda	Help



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