

RE: IT Support| Camera not working_Pedro Carvalho

De: Julia Greati julia.greati@resolutioncrs.com

Para: Pablo Alayon

pablo.alayon@resolutioncrs.com, Pedro Carvalho
pedro.carvalho@resolutioncrs.com

Cc: Daniel Koiti Nakasato

daniel.nakasato@resolutioncrs.com, Heloisa Salomão helois.salomao@resolutioncrs.com

Enviado: quarta-feira, 23 de abril às 09:28

Good morning, Pablo.

Thank you!

Julia Greati

In House CRA II

ReSolution Latin America

Brazil

Cel: [+55 11 95302-9870](tel:+5511953029870)

julia.greati@resolutioncrs.com

www.resolutioncrs.com



From: Pablo Alayon

<pablo.alayon@resolutioncrs.com>

Sent: quarta-feira, 23 de abril de 2025 09:28

To: Julia Greati <julia.greati@resolutioncrs.com>;

Pedro Carvalho <pedro.carvalho@resolutioncrs.com>

Cc: Daniel Koiti Nakasato

<daniel.nakasato@resolutioncrs.com>; Heloisa

Salomão <helois.salomao@resolutioncrs.com>

Subject: RE: IT Support| Camera not working_Pedro Carvalho

Yes do that , buy it yourself and ask for reimbursment

De: Julia Greati <julia.greati@resolutioncrs.com>

Enviado: martes, 22 de abril de 2025 11:57

Para: Pablo Alayon

<pablo.alayon@resolutioncrs.com>; Pedro Carvalho

<pedro.carvalho@resolutioncrs.com>

Cc: Daniel Koiti Nakasato

<daniel.nakasato@resolutioncrs.com>; Heloisa

Salomão <heloisa.salomao@resolutioncrs.com>

Assunto: RE: IT Support| Camera not working_Pedro
Carvalho

Hi Pablo,

Thank you for your response.

Should I buy them using my account and then
request reimbursement?

Because I am not able to add Resolution CNPJ

Complete os novos dados para a emissão da nota

O CPF será usado somente para emissão da nota fiscal, e os dados preenchidos não alteram seu cadastro.

1 O endereço de entrega será o mesmo usado na nota fiscal da compra: Rua Francisco Pinto Miguel, Parque
Fernanda, São Paulo.

Dados pessoais

CPF

149.468.770-00

Informe um CPF válido para continuar.

Sobrenome

Nome

Thanks,

Julia Greati

In House CRA II

ReSolution Latin America

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julia.greati@resolutioncrs.com

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From: Pablo Alayon

<pablo.alayon@resolutioncrs.com>

Sent: terça-feira, 22 de abril de 2025 11:06

To: Pedro Carvalho

<pedro.carvalho@resolutioncrs.com>

Cc: Daniel Koiti Nakasato

<daniel.nakasato@resolutioncrs.com>; Julia Greati

<julia.greati@resolutioncrs.com>

Subject: RE: IT Support| Camera not working_Pedro

Carvalho

Les paso los link de compras

https://www.mercadolivre.com.br/webcam-full-hd-logitech-c922-pro-stream-com-microfone-embutido/p/MLB18931397#polycard_client=search-nordic&searchVariation=MLB18931397&wid=MLB5350036122&position=2&search_layout=grid&type=product&tracking_id=ff9fd941-3f28-4363-aa0f-2bec1605b1ca&sid=search

https://produto.mercadolivre.com.br/MLB-5061140796-hub-cabo-usb-30-extensor-4-portas-high-speed-hd-pen-drive-_JM?searchVariation=181652404036#polycard_client=search-nordic&searchVariation=181652404036&backend_model=search-backend&position=54&search_layout=grid&type=item&tracking_id=8970783d-f5ca-4022-9213-2a050d25fcb6

De: Pedro Carvalho

<pedro.carvalho@resolutioncrs.com>

Enviado: miércoles, 16 de abril de 2025 14:16

Para: Pablo Alayon

<pablo.alayon@resolutioncrs.com>

Cc: Daniel Koiti Nakasato

<daniel.nakasato@resolutioncrs.com>; IT-Support <it-support@resolutioncrs.com>

Asunto: RES: IT Support| Camera not working_Pedro Carvalho

Hola Pablo,

¿Podemos verificar si es más fácil comprar una cámara a parte?

¿Existe alguna recomendable?

Hablando con Julia Greati, me comentó que tuvo el mismo problema así podemos comprar la misma si optamos así.

Obrigado,

Pedro Carvalho

Sr. Clinical Research Associate

ReSolution Latin America

Brasil

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De: Pedro Carvalho

Enviada em: quinta-feira, 20 de março de 2025 11:27

Para: Pablo Alayon

<pablo.alayon@resolutioncrs.com>

Cc: Daniel Koiti Nakasato

<daniel.nakasato@resolutioncrs.com>

Assunto: RES: IT Support| Camera not working_Pedro Carvalho

Hola Pablo,

Si! Mi compu no tiene esta función en teclas. F8 es para modo avión y no hay una tecla de función para cámara.

Abraço,

Pedro

De: Pablo Alayon <pablo.alayon@resolutioncrs.com>

Enviada em: quinta-feira, 20 de março de 2025 09:18

Para: Pedro Carvalho

<pedro.carvalho@resolutioncrs.com>

Cc: Daniel Koiti Nakasato

<daniel.nakasato@resolutioncrs.com>

Assunto: RE: IT Support| Camera not working_Pedro
Carvalho

Pedro en un rato tratamos de ver el tema, te fijaste sino esta desactivada en la line de teclas de funcion?

PAblo

De: Pedro Carvalho

<pedro.carvalho@resolutioncrs.com>

Enviado: miércoles, 19 de marzo de 2025 16:01

Para: IT-Support <it-support@resolutioncrs.com>

Cc: Daniel Koiti Nakasato

<daniel.nakasato@resolutioncrs.com>

Asunto: IT Support| Camera not working_Pedro
Carvalho

Hola equipo,
Buenas tardes!

Hemos intentado concertar mi cámara algunas buenas veces en el pasado, pero sigo sin cámara y a veces con reuniones con clientes/centros necesito usar mi móvil.

¿Podrían verificar, por favor, si sería necesario cambiar mi computadora o, a veces, utilizar una webcam externa si fuera menos costoso? Pues ya hicimos actualizaciones de drivers de video, de sistemas y todo.

No sé también si una opción es llevar a una asistencia técnica en Brasil.

Quedo atento en cualquier info adicional.

Abrazo,

Pedro Carvalho

Sr. Clinical Research Associate

ReSolution Latin America

Brasil

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