

Solution Station

PC problems solved



Secure Wireless Home Networking Service

If you have got more than one PC or have just switched to using broadband Internet connection, then you are probably thinking about setting up a wireless network.

The wireless network installation service is designed for people who are not familiar with the various wireless technologies and need help to setup an operational and secure wireless network, connecting existing Dell PCs² and network ready peripherals.

Is the thought of 'networking' scarier than setting up the DVD player?

It doesn't have to be, Solution Station can help with our Secure Wireless Home Networking service.

At a glance:

- Re-installation of your Operating System
- Reconnect your Dell PC to the Internet and reinstall desired peripherals
- Solving slow working or faulty operating systems
- Demonstration that everything works as it should
- Available in your own home

How does this benefit me?

- Removes the fear factor from setting up a network and gets you up and running quickly
- Installation is performed in the comfort of your own home, on a day and timeslot you choose
- Creates a wireless network that can allow your required computers to share data, printers and Internet access
- Provide a more secure computer environment
- When the installation is complete we will also give you a brief overview on the computer network, showing you how they all connect together and some of the important tasks you can do

What will Solution Station do?

When placing an order we will schedule a service appointment with you then and there for a convenient date and time. Our Solution Station services are available on-site¹ between 9am-9pm, Monday to Friday. Weekend service is available 9am to 4pm³ (excluding local national holidays). In the unlikely event we are unable to arrive at your home within the agreed timeslot we will call you on the day and reschedule the visit.

What happens next?

1. When calling to place an order we will schedule a convenient appointment
2. On the chosen day, we will contact you again to confirm your availability
3. A Service Agent will arrive within the timeslot agreed to perform the installation
4. When the service is completed, the Service Agent will give you a brief overview of your installation

When our Service Agents arrive to perform the diagnosis he/she will:

- Unpack the box(es) and check the new equipment against your order if applicable
- Connect the wireless router or broadband modem/router to an existing Internet connection
- Activate the Windows[®] security software including Firewall and parental control (if available)
- Connect up to 2 Dell PCs to the wireless network
- Test your broadband connection
- Enable print and data sharing (if required)
- Provide a brief overview of the computer network and explain to you how it works

What do I need to do?

- Provide us with phone numbers / email addresses where we can reach you
- Ensure you have an operational broadband connection and your Internet provider logon and password on hand
- Have all equipment located in the immediate area where you want the network connected
- Provide the Service Agent with all required cables and parts in order to complete the installation (including ADSL filters – 1 filter per phone socket)
- Prepare the area for the installation (i.e. have sufficient power sockets and available space) and ensure all equipment to be installed on the network is wireless ready (i.e. wireless network card installed)
- Be available on the date/time agreed





What is not included?

- Virus and Spyware removal
- Installation/re-installation of any Operating System or software applications
- Connection of a PC to a wireless network that has a non-Windows Operating System or a version of Windows older than Win 98SE
- Hardware repair and/or parts replacement
- Network cabling (other than the cable connecting wireless router to the PC)
- Removal of networking device packaging
- A wired network installation
- Connection of IP video or music streamers

What do I do if I am not fully satisfied by this service?

Solution Station prides itself on providing a high level of service and support. Should you have any query regarding this service either before or after completion, please feel free to contact us:

www.dell.com.sg/SolutionStation

What is this document?

As this document forms part of your agreement with us, it is very important that you ensure you understand its content and the service which is being offered. It should be read together with Dell's Terms & Conditions of Sales & Service which are available online at www.dell.com.sg or upon request and which provide you with important information on your rights and other matters. You can find all Solution Station, product and service offerings online through: www.dell.com.sg/SolutionStation

¹ Subject to geographical restrictions (onsite service not available in some locations) and terms of service contract. Service timing dependent upon time of day call placed to Dell.

² Secure Wireless Networking Service can only be performed on selected Dell products.

³ Standard onsite hour from Monday to Friday, 9am to 6pm, additional charges apply for extended hour including weekends.

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