

BSD PC Install and Data Transfer

Service Overview

Service includes an external quality inspection, new system installation, external peripheral connection (maximum 3 peripherals, local printer included as a peripheral) mapping to an existing network printer, transfer of up to 1 GB of user data and de-installation of the old system. This service is offered on Dell desktops, notebooks and workstations.

SKU's

PC Install + Data Transfer 1 unit SKU 683-11860

PC Install + Data Transfer 2-20 units SKU - 11861

PC Install + Data Transfer 21-250 units SKU - 11862

Key Service Steps – Dell's Responsibilities

- Verify receipt and condition of all boxes and components.
- Verify the availability of Customer-provided physical site and power.
- Unpack Dell systems and components. Remove all installation packaging to a Customer-designated area within the immediate installation location or arrange with the Customer for Customer removal.
- Verify product service tag numbers (serial number) match shipping list.
- Set-up and connect all peripherals (keyboard, monitor (1), mouse, etc.) including network cable (if applicable) to Dell desktop/notebook/workstation.
- Set-up and connect external peripherals (maximum 3 peripherals, local printer included as a peripheral) to Dell desktop/notebook/workstation.
- System should be powered on and brought up to the installed operating system or C > prompt.
- Enter Customer supplied TCP/IP address (if applicable). Enter path to existing network printer.
- Verify that the system comes up to the network login screen (if applicable).
- Data transfer function via XCOPY can be performed via end user's designated fileserver system must be networked.
- Disconnect components of old system, disconnect cable from network point or disconnect power source.

Customer Responsibilities

- Carefully review this statement of work for the installation services purchased.
- Ensure that adequate power outlets and cabling are suitably located, installed and tested prior to the installation. Ensure that environmental/technical prerequisites have been met.
- Ensure all equipment required for the installation is placed in the immediate area.
- Designate an area in the same building where the installer should place rubbish.
- Provide the installer with any necessary configuration information to complete the installation.
- Customer data must reside under a single directory (i.e., My Documents, a "Data Directory or Folder") and may not exceed 1GB.
- Customer must be in a networked environment for the data transfer services to be provided.
- Backup systems to safeguard against any accidental loss of data. Dell will have no liability for loss of software or data.
- Other reasonable actions to enable Dell to provide assistance.

Service Exclusions

- This service does not include network cabling (excluding cable from system to network point) or any environmental or power related activities.
- Connection of peripherals refers to plugging components into the new Dell system and loading Customer supplied drivers. It does not involve configuring the peripherals.
- Data transfer involves transferring Customer data files, not application programs, from a Wintel to a Wintel platform.
- This service does not include installation of products nor application activity other than may be specifically noted.

Service specifications are valid in the EMEA region (Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Norway, Poland, Portugal, South Africa, Spain, Sweden, Switzerland, The Netherlands, UK and such other countries as Dell may advise you from time to time) only as specified herein and subject to change without notice. This document has been prepared as a description guide of Dell's Home Installation with Internet Connection offering only. Neither Dell nor its affiliates assume any responsibility for inaccuracies, errors or omissions that may be contained herein Dell reserves the right to make improvements or changes to this document and the products and services described at any time, without notice or obligation.

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