

# PC Installation, Internet Set-Up and Data Migration Service<sup>1</sup>



At Dell, we want to make purchasing and installing your new computer as easy and simple as possible. That's why we sell services to help get your new notebook or desktop computer system up and running quickly. Through the PC Installation, Internet Set-Up and Data Migration Service, a trained technician will help you install your new equipment, set-up Internet and email service and transfer data from the computer you are replacing to your new system, saving you time and hassle. A third party technician will come to your home or home office for a one-time installation visit and put expert knowledge to work for you.

## Setting Up Your Installation Service Appointment

Before your system arrives, you will be contacted to confirm your order and review details of this service. After your new Dell computer arrives, a third party will contact you to confirm that you have received your complete order, including other equipment you have purchased. During this call, you will schedule an installation service appointment Monday through Friday between 8:00am and 6:00pm. After hours appointments are available, for an additional charge, on weekdays 6:00pm to 8:00pm and Saturdays from 8:00am and 6:00pm.

## Dell Installation, Internet Set-Up and Data Migration Service Includes:

### Basic Set-Up

- Your computer will be unpacked from its shipping box and the technician will ensure everything you have ordered has arrived.
- The technician will power on your new computer and make sure it loads the operating system login screen.

### Data Migration

- The technician will transfer up to 1 Gigabyte of data from your old computer to your new Dell system.
- The technician will transfer settings including Internet browser bookmarks, folder structure for transferred files and customizations, settings and preferences for most popular applications.

### Internet Service Provider (ISP) Connection

- Connecting the phone line or DSL/cable line you have supplied from your system to the wall outlet is the first step of our ISP connection services.
- For narrowband or dial-up ISPs, the technician will then run the Dell-supplied ISP configuration software and choose the ISP you have selected. For broadband connections, connectivity to the Internet will be ensured.
- The technician will verify that the Internet connection is working properly and set-up and activate one email account.

### External Device Connection

- Your mouse, keyboard and monitor will be connected. You may elect to have as many as three additional devices set-up to a single Dell system using all necessary cables supplied by you.
- This service includes unpacking, connecting devices to the appropriate ports on your system and loading Dell device drivers.
- The technician will then test your devices for proper operation.

### Customer Orientation

- A basic orientation session is offered to help you locate major computer components, such as your On/Off switch, CDROM/floppy drive and key ports.
- You will be instructed on basic operating instructions like running applications and locating files.
- The technician will provide a brief tutorial on Internet basics, including ISP sign-in and how to use Internet browsers and email.

## IMPORTANT:

If at any time during the installation process you have questions or concerns, please contact Dell at 1-800-624-9896. For technical issues, select Tech Support when prompted. For all other issues, select Customer Care. Simply provide your original sales order number and/or your system Service Tag Serial Number located either on the back or the bottom of your computer.



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## WHAT DOES IT ALL MEAN? BASIC COMPUTER TERMS

### Computer System:

A Dell system typically includes your monitor, central processing unit (CPU), keyboard, mouse, and data disk drive.

### External Devices:

Sometimes called peripheral devices, "external devices" refers to equipment that is connected to the outside of your computer.

Common examples are speakers, printers and scanners.

### Operating System:

The main control software program of a computer that schedules tasks, manages storage and handles communication with peripherals.

### Internet Service Provider (ISP):

A company that provides individuals and companies access to the Internet.

### Broadband ISP:

A company providing high-speed access to the Internet (i.e. DSL or cable modem).

### Device Drivers:

Software that allows for external devices to connect and communicate with your computer.

### CD-ROM Drive:

A drive that reads CD-ROMs and audio CDs. It may be installed in the computer or be removable.

### Ports:

Sockets at the back of a computer where external devices such as a modem, mouse, scanner or printer can be plugged in.

## PC Installation and Internet Set-Up Service Does NOT Include

- Repairs to your system or other equipment
- Network-related problems or any service related to your system's operation on a network
- Removing or relocating old computers, equipment, trash and/or packing materials
- Moving or rearranging furniture
- Supplying operating system software, cables or other installation items
- Additional visits unless more than one visit is purchased
- Data migration services unless purchased (see Dell Installation, Internet Set-Up and Data Migration Services handout)

## Customer Responsibilities Include:

### Basic Set-Up

- Move, set-up and clean the furniture at the site where you want your new computer located. Make sure the site is spacious enough to accommodate your new equipment.
- Make certain your computer and all items necessary for installation, such as cables and power cords, are easily accessible to the technician and are located in the immediate installation area.

### Data Migration

- BACKUP YOUR DATA FILES before the installation appointment.
- Identify data and files to be transferred and inform the technician.
- Ensure that your old computer is functioning and located within four feet of the installation area.
- Make certain you have at least 30MB of available hard drive space on your old computer to accommodate the data transfer.
- Ensure your old PC has a working CD-ROM drive and USB or network port.
- Your old PC must utilize one of the following operating systems: Microsoft® Windows® 95, 98, 98SE, NT 4.0, Millennium, 2000 or XP.

### Internet Service Provider Connection

- Review ISP options that accompany your Dell system and provide your selection to the technician.
- Supply an accessible phone jack and phone cord, modem or DSL/cable lines if you select a broadband ISP.
- If you chose to utilize an ISP other than the Dell pre-loaded ISP, supply the set-up software and configuration information such as TCP/IP addresses, mail server names, passwords and account information. You are responsible for any communication charges from the ISP.
- Safeguard the confidentiality of your credit card information. We ask you to input your credit card information when establishing your ISP service.

### External Device Connection

- If you are installing external devices other than Windows® Standard drivers or those not provided by Dell, please provide legally licensed copies of the device drivers or specialized software required for installation.

### Other Responsibilities

- Be near the telephone the day of your appointment in the event that the technician needs to reach you before the appointment.
- Be at the site during your scheduled installation.
- Remove any trash or store any packing materials.
- Relocate, remove and/or dispose of your old computer.
- Ensure electricity and a local telephone line.

## IMPORTANT:

If any items required for installation are not available at the time of the service visit, the technician will install as much of the system as possible. Please refer to your service agreement for further information on customer responsibilities and service limitations.

Installation and Internet Set-Up Handled by Experts. Easy as 

Visit [www.dell.com](http://www.dell.com) for more information.

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\*Service provides for basic system set-up, installation of up to three peripherals, set-up of Internet service and email and system basic orientation, by trained technician. Does not cover repair services. Subject to customer's contract with third party. See [www.dell4me.com/service](http://www.dell4me.com/service) for details. Availability varies. Other conditions apply. Please see your contract with the service provider for other important details.

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