

## Solution Station

PC problems solved



### Virus and Spyware Removal Service Including PC Optimisation

Are you seeing hundreds of pop-ups, having trouble accessing websites, or concerned about a security breach?

Regular day to day use of your computer involves installing and removing various programs, adding or deleting data and changing system settings. This can result in your computer not working to optimal levels.

Solution Station's Virus and Spyware Removal Service<sup>2</sup> helps you relieve these 2 daily problems with one swift solution. We can help you get rid of viruses and Spyware right away and get your system to perform at its best.

A Solution Station Service Agent will visit your home and check both software and hardware installed in your Dell system to identify the areas that need improvement. The Service Agent will then take the required action to boost overall system performance and reliability. When the service is complete, we will leave you with a report of what issues were identified and resolved, and suggest possible hardware / software upgrades which may improve performance.

#### At a glance:

- Removal of unwanted files including virus and Spyware
- Cleanup of registry and disk drive
- Optimisation of Windows Settings
- Enable correct security settings

#### How does this benefit me?

- Perform a virus and Spyware scan/removal to ensure your Dell system is clean from any malicious programs that may cause damage
- Boost your computers' performance by identifying and removing any unwanted files, registry entries and startup applications that may be slowing your system down
- Make your system more secure by enabling and configuring your firewall, automatic update settings, and ensuring the latest service pack and critical file updates are installed
- If preferred, activation of Microsoft® Internet Explorer® Parental Control to restrict access to unsuitable content for your children

#### 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-site<sup>1</sup> between 9am-9pm, Monday to Friday. Weekend service is available 9am to 4pm<sup>3</sup> (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 tune-up service
4. When the service is completed, the Service Agent will provide a report of all issues and resolutions

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

- Verify/create known good restore point
- Virus scan and removal
- Spyware scan and removal
- Clean/remove unwanted Internet Explorer files (cache/cookies)
- Clean/remove Temporary Files (Temp Folder and Recycle Bin)
- Run Disk Cleanup wizard (if required)
- Clean/remove Windows® temp files
- Enable automatic Office updates
- Enable automatic Windows updates
- Check and activate software firewall
- Enable wireless broadband modem security (if required)
- Update anti-virus software definitions (if applicable software installed and subscription available)
- Install trial version of AV software should you not have a current subscription
- If required, format HDD & restore if virus cannot be removed (if required)
- When the tune-up is complete, the Technician will provide an overview of the services performed





### What do I need to do?

- Provide us with phone numbers / email address where we can reach you
- Have an operational broadband connection and your Internet provider logon and password to hand
- Ensure your Dell PC is operational
- Be available on the date/time agreed

### What is not included?

- Hardware repair and/or replacement of parts
- Installation or re-installation of any Operating System or Software Applications

### 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](http://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](http://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](http://www.dell.com.sg/SolutionStation)

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<sup>1</sup> 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.

<sup>2</sup> Virus and Spyware Removal Service can be performed only on selected Dell products.

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

Service specifications are valid in Singapore only as specified herein and subject to change without notice. This document has been prepared as a description guide of Solution Station's Virus and Spyware Removal Service. 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. Dell will not accept liability for losses arising from but not limited to: 1-Data or information loss caused by failing to back up data. It is your responsibility to back-up data, therefore please ensure that you have backed up data properly in advance of arrival of the service agents: 2-Virus damage: 3 -User inflicted problems such as those caused by failure to read &/or follow user instructions provided in writing or orally by the service agents.

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