Home Wireless PC Installation (Go Wireless)

Service Overview
This service is for customers who have purchased a new Dell PC and peripheral(s). This service provides system set-up, connection of 1 peripheral (printer, scanner, PDA, web cam, digital camera, etc.), wireless Internet service connection (ISDN/ADSL), and connection of up to 2 existing PC’s within wireless network and basic customer tutorial.

Setting up your Installation Appointment
Once your new Dell computer has been ordered, we will contact you to confirm the service you have ordered. During this call, Dell will schedule an installation service appointment with you for a convenient date, Monday to Friday, between 9:00am and 5:30pm, excluding local national holidays. After hours appointments are available, for an additional charge, on weekdays between 5:30pm and 9:00pm and Saturdays between 9:00am and 12:00pm.

Home Wireless PC Installation includes

Dell shall be responsible to do the following (unless otherwise noted):
- Your computer will be unpacked and the technician will ensure everything you have ordered has arrived.
- Confirmation that physical site and power are adequate to properly run the system.
- The technician will connect all standard system peripherals (keyboard, monitor (1), mouse, speakers, etc.) including modem (if applicable) to the computer.
- The technician will then power on the computer to make sure it loads the operating system login screen.
- Installation or verification of installation of wireless hardware, drivers, and protocols on computer that will connect to the Wireless router/Wireless Access Point.
- Physical connections of Wireless Access Point, USB adaptor and/or PCMCIA card per placement.
- Load hardware drivers.
- Load software/drivers for Wireless Card(s).
- Set up file sharing between networked systems.
- Set up printer sharing between networked systems.

Internet Service Provider (ISP) Connection
- Connect the computers modem to telephone socket. (For broadband, customer must ensure broadband connection already exists, is working and the location is easily accessible to the installation site).
- Connecting to your choice of Internet Service Provider (ISP) providing that you have the correct compatible software for install and set-up.
- Reconnecting to an existing broadband service with wireless router.
- The technician will verify Internet connection is operating properly and set-up and activate one email account.
• For accounts to be reactivated please ensure that the email address details are readily available.

*External Peripheral Connection (1 new or existing devices)*
• The technician will unpack the peripheral.
• The technician will connect up to three peripheral to the appropriate port on system (printer, scanner, PDA, web cam, digital camera, etc.).
• The appropriate device drivers supplied by Dell will be loaded and the operation of the device will be tested.

*Customer Tutorial (20 minutes)*
• Correct start and shut down sequence.
• Quick tour of Windows Explorer and explanation of its use.
• Correct opening and closing of applications.
• Basic file management.
• Use of help facilities within Windows and supplied applications.
• Set-up and use of the printer, scanner and digital camera (if installed).
• Overview of Internet and email use.
• Basic navigation around desktop, including desktop icon tour, describe hardware functionality.
• Network login & printing files to networked printer.
• Sharing files between client systems.
• Basic trouble shooting steps.
• The installation is complete when
  a) The PC’s boot up, without errors and run the pre-installed applications as supplied; and
  b) The PC’s can access files on other PC’s across the wireless network.

*Customer Responsibilities*

*Without limitation, it is the customers’ responsibility to:*
• Carefully review this statement of work.
• To purchase New PC
• To purchase required Wireless Network components (WAP, Wireless cards etc)
• Ensure that the new equipment is not opened or unpacked before the technician arrives.
• Arrange prompt and free access for the technician at the installation site.
• Ensure an adult is present during the entire installation process.
• Ensure that a working phone socket is available if you require Internet access and that it is within 1 metre of the wireless router/wireless access points.
• Gather ISP information and any charges assessed by the broadband service provider.
• Ensure a broadband service is established prior to system installation, if applicable.
• Ensure that there are sufficient power-sockets available.
• Ensure that the site must be ready for installation. The technician will not move, clean, modify, or set-up furniture.
• To provide the technician with legally licensed copies of any software drivers or minor applications required for the installation of any external
devices if different than shipped by Dell or different from Windows Standard drivers. Such software must be compatible with the operating system on the new Dell PC.

- For the removal of rubbish or packing materials - Dell can provide this as a cost option.
- Perform any other reasonable actions to enable Dell to provide assistance.

**USER RESPONSIBILITY FOR SECURITY**

- You acknowledge that you understand wireless networks are inherently less secure than wired networks. There is a risk that unauthorized persons may access your wireless network, even from outside your property. You agree to understanding this risk, and you are responsible for taking any necessary security precautions, including, but not limited to, backing up any data and protecting your systems with robust and frequently changed passwords.
- You agree that although we are providing assistance by performing this installation service, system and network security are not included in the services and are ultimately your responsibility.

**Without limitation, the following are excluded from this Service:**

- Filter installation.
- No hardware is included in the cost of this service.
- Data migration from old PC to new PC (Dell can provide this as a cost option).
- Wireless network installation in business environment.
- Network cabling (excluding cable from system to network point) or any environmental or power related activities.
- Installation of products or application activity other than may be specifically noted.
- Resolution of any hardware compatibility problems or any environmental restrictions, which inhibit the wireless product's operation or your computer system's operation on a wireless network.
- De-installation/Removal of old PC from customer site.
- Data migration from old PC to new PC this service is available for an additional charge.
- Software application transfer from old PC to new PC.
- New broadband service installation.
- Detailed onsite training on specific applications.
- This service does not include installation of products nor application activity other than may be specifically noted.

THIS STATEMENT OF WORK IS SUBJECT TO THE TERMS AND CONDITIONS OF ANY APPLICABLE OVERRIDING SIGNED AGREEMENT BETWEEN CUSTOMER AND DELL AND IN THE ABSENCE OF SUCH AN AGREEMENT, DELL’S TERMS AND CONDITIONS OF SALE AND SERVICE.

Dell’s standard terms and conditions can be found at [http://www1.euro.dell.com/content/topics/topic.aspx/emea/topics/hotter/terms?c=uk&l=en&s=dfo&~ck=lf&~lt=popup](http://www1.euro.dell.com/content/topics/topic.aspx/emea/topics/hotter/terms?c=uk&l=en&s=dfo&~ck=lf&~lt=popup)

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 Wireless PC Install 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.