

# **Your Computer/Network Installation**

## **What to expect**

### **Index**

- 1. Designing your Network Installation**
- 2. Prior to Arrival of Installation Engineer**
- 3. During the Installation**
- 4. When the Installation is Complete**
- 5. Documentation You Will Receive**
- 6. Typical Problems**
- 7. Equipment Measurements**

# **Your Computer/Network Installation**

## **What to expect**

### **1. Designing your network installation**

#### **Your responsibilities**

1. Upon receipt of a signed project proposal that authorizes work to begin on your project and a deposit check, your network consultant will provide the following forms to you. You must complete these forms and return them to Access Computers in a timely manner.
  - a. Client Survey Form
  - b. Guide to Completing System Configuration Summary
  - c. System Configuration Summary Spreadsheet
2. Upon receipt of items a, b, and c above, detailed design of your network by Access Computer personnel will begin. During the design process, additional implementation questions may arise. You must be available for consultation to resolve all implementation questions.
3. Upon completion of the design process, your network hardware and software components will be ordered from our suppliers. Some of this equipment will be shipped directly to your installation site and the remainder will be shipped to the system integration lab at Access Computers, Inc. for subsequent buildup and pre-configuration. You are responsible for securing / storing those items that were shipped directly to your installation site.
4. Together we will coordinate an estimated onsite installation start date, which must account for the following factors...
  - a. Parts availability
  - b. Hardware assembly time
  - c. Software installation and configuration
  - d. Installation schedule for 3<sup>rd</sup> party resources (See “Your Responsibilities”)
  - e. Testing and Quality Control
  - f. Documentation
  - g. Packing for shipment
  - h. Shipping time (including possible delays)
  - i. Schedule availability of Access Computer installation personnel

# **Your Computer/Network Installation**

## **What to expect**

### **2. Prior to arrival of the installation engineer**

#### **Your responsibilities**

1. Insure necessary 3<sup>rd</sup> party resources (such as phone lines, DSL service, leased lines, cabling etc.) have been installed and activated. These resources must be ordered well in advance of the scheduled installation to avoid costly installation delays, which may involve an additional trip. Please insist that the installer of these resources clearly label the demarcation point for these resources with all necessary information. (i.e. circuit ID #, telephone #, SPID, account #, etc.)
2. DO NOT open, but DO record the tracking number of all cartons of computer equipment shipped to your installation site and immediately forward the numbers to Access Computers, Inc. FAX (770) 242-8188.
3. Clear those areas where the new computer equipment is to be installed. Please insure that there is adequate space to place the equipment (Keyboard, Monitor, Mouse, and Computer) at the designated location. (See attached size guidelines.)
4. A form is included with this notification letter that you should copy (then fill out one of the copies for each workstation, server, laptop, computer). Completed forms should be taped to each location where the computer is to be installed. These forms are to insure that the equipment will be installed at the location you desire.
5. Check with your electrician to confirm that a dedicated AC power circuit is available at the location where your file server is to be installed. This power circuit may NOT be used to power auxiliary equipment such as copiers, laser printers, space heaters, or anything besides the file server. AC power outlets must be available and live at all locations where computer equipment is to be installed.
6. If your installation includes the installation of computer wiring, you must provide ladders of sufficient height to reach the ceiling in those areas where cable runs are to be installed.
7. If a deposit is required it must be paid as scheduled.
8. Access Computers must receive notification the above items have been completed prior to dispatching/scheduling our installer(s) to your site.

# **Your Computer/Network Installation**

## **What to expect**

### **3. During the installation**

#### **Your responsibilities**

1. Providing access to the facilities.

#### NOTES:

Occasionally access to your facilities may be required outside your normal business hours to insure the installation is completed during the few days the installation engineer is onsite.

You may wish to assign one of your employees to assist in the distribution of your new equipment in an effort to reduce the time required for your network installation and to minimize hourly rate installation charges.

Reducing the number of days / hours required for the installation reduces your installation cost.

#### **Installation engineer's responsibilities**

1. Unpacking / distributing equipment.
2. Keeping the work area neat at all times.
3. Labeling installed equipment and data jacks.
4. Connecting cabling that interfaces to your new equipment.
5. Verifying installed equipment is functioning correctly.
6. Placing Do Not Discard notices on shipping cartons.
7. Providing orientation...you will be shown where your system documentation is located, how to turn your equipment On/Off, where your backup tapes are located, etc.

# **Your Computer/Network Installation**

## **What to expect**

### **4. When the installation is complete**

#### **Your responsibilities**

1. You must be available to sign documents acknowledging receipt and installation of equipment.
2. You must sign the Sales Order, Delivery Receipt, and Task List acknowledging receipt of the equipment and installation labor.
3. Placing shipping cartons with Do Not Discard notices in storage for possible future use in shipping selected computer equipment for service / repair.
4. If you are purchasing (not leasing) your new computer system, the installation engineer will be required to pick up a check for the balance of the quoted purchase price that was not included in your initial deposit.

#### **NOTE:**

Additional items, add-move-change requests, hours above quoted on proposal, etc. will be billed on a separate invoice.

# **Your Computer/Network Installation**

## **What to expect**

### **5. Documentation You Will Receive and Receipt Schedule**

Upon return of signed project proposal to Access Computers Inc.

- 1. (WhatToExpect.doc) This document

Upon completion of your network installation

- 1. A list of USERS and their PASSWORDS (WSINFO.XLS)
- 2. Service Request Form (Service Request Form.doc)
- 3. Add, Move, Change Form (Add Move Change.doc)
- 4. Computer Virus Warning (Computer Viruses.doc)
- 5. How to ... documents
  - How to Shut Down Your File Server
  - How to Shut Down Your Workstation
  - How to Select RFMS Printers
  - How to Logon to the Network
  - How to Enable pc-Anywhere Dial-In
  - How to Check Your Tape Backup
- 6. UPS (Un-interruptible Power Supply Guidelines)

Approximately 1 – 2 weeks after your network installation

- 1. Premise wiring diagram

### **NOTE: Invoice(s) for equipment and its installation**

- You will receive a detailed invoice for the equipment and its installation as defined in the signed proposal agreement.
- If there are additions and/or changes to scope of the project you will receive a second invoice for those changes / additions.

# **Your Computer/Network Installation**

## **What to expect**

### **6. Typical Problems Encountered by the Installation Engineer**

- 1. Failure of client to order the installation of phone lines, DSL service, leased lines, etc. in sufficient time to have them installed and activated when the installation engineer arrives on-site to install your new network.
- 2. Failure to use the provided equipment measurements to allow adequate space for placement of the equipment.
- 3. Failure to insure AC power outlets are available at all required locations (server, workstations, printers, wiring closet, etc).
- 4. Failure to provide a dedicated AC outlet for the file server.
- 5. Failure to label telephone jacks etc. with the phone number.
- 6. Failure to clear the area where the computer equipment is to be placed.
- 7. Failure to place a form at the location where you desire the new equipment to be placed.
- 8. Failure to provide a legible list of user names. If you want user names to be spelled correctly it is advisable that you have the list of user names typed (using a large point size type) and forward the list to Access Computers along with the client survey form.



Monitor	H	W	D
15"	15"	15"	15"
17"	17"	17"	17"
19"	19"	19"	19"
Computer	16"	8.5"	21"
Keyboard	1.5"	18.5"	7"



HP1200



OKI14i



HP2200

## PRINTERS

Mfg	Model	H	W	D
HP	1200	10"	17"	20"
HP	2200	11"	16"	17"
HP	4100	16"	20"	18"
OKI	14i	12"	14"	22"
OKI	320T	5"	16"	14"
OKI	321T	5"	22"	14"
Epson	980	12"	18"	17"
Epson	1180	12"	25"	17"



OKI320 Turbo (Narrow Carriage)  
OKI321 Turbo (Wide Carriage)



Epson FX880 (Narrow Carriage)  
Epson FX1180 (Wide Carriage)



File Server	H	W	D
Full Tower	24"	8"	21"