

# Installation Service

## HP Deployment Services



### Service benefits

- Installation of PCs and printers that are IT and user ready
- Standard installation worldwide
- Easy to order

### Service overview

With Installation Service, an HP service agent will come to your site to deliver this service. For PC installation, the agent will deliver the products to your specified location. For printer installation, the agent will go to the site where the printer is located. The service agent will set up devices and peripherals, and remove packaging materials once the installation is complete. This is the basic installation service available to customers within the broader category of HP Deployment Services, which focus on the distribution, delivery, installation, and decommissioning of HP assets. These services are designed to help reduce the amount of time IT teams spend on rollout and refresh projects.

### Specifications

#### Installation Service

In this basic version of the installation service, an HP service agent will install the new device at a designated location (cubicle, office, lab, or room) within the Customer's premises and will remove the packaging material from the work area. For PCs, this service includes the collection of the units from a central collection point within the Customer's premises. For PCs, the service does not include the configuration of the PC with a user profile, network configuration, or software installation. For printers, the Customer will uncrate the equipment and place it in the immediate location where the installation service will take place.

HP Installation Service for PCs includes the following:

- Customer contact: HP or its authorised service provider will contact the Customer to schedule an appointment. HP will contact the person listed on the Customer order and schedule an appointment with one person per site. Unless otherwise requested and/or scheduled, the standard practice is to start all installation services within one week after delivery of the hardware at the Customer's dock or door. Delivery completion times are subject to HP and its authorised service providers' availability. The Installation Service will attempt completion in a single visit.
- Desk-side delivery: HP will pick up products from the Customer's receiving or staging area and deliver them to the specified Customer location (e.g., an end user's cubicle, office, lab, or room). The Customer's receiving or staging area must be in the same building as the cubicle, office, lab, or room where the products will be delivered.
- Unpacking: HP will inventory the shipment against the packing list and unpack all delivered products. HP will also remove packaging materials to on-premise Customer-designated locations, which must be in the same building as the cubicle, office, lab, or room where the products will be delivered.
- Setup: HP will place the PC in the Customer's designated location and physically connect peripherals, network cables, and power cords. Peripherals are limited to a monitor, docking station, keyboard, and mouse. The service does not include wall mounting.
- Power-on/boot-up: HP will turn on the PC and execute initialisation procedures with the installed image.
- HP or its authorised service provider will then obtain signoff for the Certificate of Acceptance/ Project Completion form.
- HP or its authorised service provider will not postpone an installation invoice based upon execution of the Certificate of Acceptance/Project Completion form.

Installation Service for printers includes the following:

- **Customer contact:** The Customer will contact HP or its authorised service provider to schedule an appointment. HP will schedule an appointment with one person per site. Unless otherwise requested and/or scheduled, the standard practice is to start all installation services within one week after delivery of the hardware at the Customer's dock or door. Delivery completion times are subject to HP and its authorised service providers' availability. The Installation Service will attempt completion in a single visit. Any services provided outside of HP standard business hours may be subject to additional charges.
- **Unpacking:** HP will inventory the shipment against the packing list and unpack all delivered products. HP will also remove packaging materials to on-premise Customer-designated locations, which must be in the same building as the cubicle, office, lab, or room where the products will be delivered.
- **Setup:**
  - The Customer will uncrate the equipment and place it in the immediate location where the installation service will take place. HP will physically connect peripherals, network cables, and power cords that were purchased on the same order.
  - This service provides installation of the print driver on a single PC workstation (not server).
  - This service provides printer network setup, including the programming of the IP address and network settings and verification of the network printing functionality.
  - This service provides wireless connection setup and verification of the printing functionality over the Internet.
  - For configuration of the printer for networking, the Customer can choose between automatic configuration using BOOTCP or Dynamic Host Configuration Protocol (DHCP), or manual configuration with IP address, default gateway, and subnet mask.
  - For multifunction products, the service provides setup of the 'send to email configuration' and configuration of the printer for SMTP or LDAP.
  - This service provides the Customer-identified key operator with a basic overview on how to install consumables, print a test page, and clear paper jams, plus explanations of basic features and functionality such as print driver, control panel features (copy, print, send to email), embedded Web server, and alerts.
  - This service supplies basic information to the Customer, including how to place a support call to HP.
- HP or its authorised service provider will then obtain signoff for the Certificate of Acceptance/ Project Completion form.

## Customer responsibilities

### Site and product access

The Customer must ensure access to the building, floor, individual cubicles, offices, labs, and rooms where the service will be delivered on the date and time that the delivery is scheduled. Further, the Customer will provide working space and facilities within a reasonable distance of the products, as well as access to and use of information, Customer resources, and facilities, as is reasonably determined necessary by HP, to provide the deployment service for the products and to allow the HP service agent to help with the installation of the new units.

Customer resources include a site representative and contact to identify the cubicles, offices, labs, and rooms where the installations are to take place.

Access to the collection point must be clear of obstacles (e.g., restricted access, locked doors, etc.). It is the Customer's responsibility to provide special equipment such as forklifts and stair walkers, as well as their respective operators. If elevators are present, the Customer will help with elevator access for the movement of units across different floors.

The Customer must inform HP or its authorised service provider about required security clearance or passports to access military or public areas, laboratories, and so on.

**Cleared space**

The area where the new PC or printer will be installed must be unencumbered and clear of any old, existing equipment. As necessary, the Customer will clear the space where the new PC or printer is to be installed. For a PC, the Customer can order Decommission Services if the Customer requires HP to clear the space. While the old PC equipment (PC, docking station, monitor, keyboard, and mouse) must be cleared from the desktop or tabletop where the new equipment is to be set up and installed, it must be left in the cubicle, office, lab, or room if the Customer has ordered On-site Image Installation Service.

**Appointment booking**

Hardware and service orders will be placed per Customer site. It is the buyer's responsibility to provide the Customer site contact name, email, and phone number as part of the hardware service order process. HP's authorised service provider will schedule the appointment with the provided site contact and clarify the required service details. The Customer contact will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

**Project management**

Overall project management will be provided by the Customer or ordered as a separate managed service from HP or a third party. HP or its authorised service provider will schedule an appointment with one person per site. It will be the responsibility of the Customer to contact or inform its end users.

It is the Customer's responsibility to provide a detailed installation/deinstallation plan (building, floor, pillar, desk, user, new device model, etc.) to the HP authorised service provider to enable delivery. Additional parameters such as BIOS password, computer name, domain name, administrator name, administrator password, user account/name, and user password are required for security settings, network connections, and authentication and imaging services. The Customer will grant all approvals; provide information such as IP addresses; and ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available.

If the Customer's project management or Installation Service coordination is performed in non-English speaking countries, the Customer's contact will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

**PC accessory compatibility**

If the Customer is requesting that existing legacy accessories, such as a monitor, docking station, keyboard, and mouse, be connected to a newly ordered PC (desktop, notebook, thin client, or workstation), then the Customer is responsible for and must ensure that the existing accessories are compatible with the new PC. The Installation Service does not include any logical configuration of the peripheral at the operating system level, including monitor or mouse settings.

**Cabling preparations**

The Customer will ensure that the power and network cabling at the designated area is complete before the start of installation services.

**PC product collection point**

The Customer will ensure that all products to be installed are in a centralised collection point and that the distances between the centralised collection point and the designated cubicles, offices, labs, and rooms where the installations are to take place are at an acceptable distance. The Customer's centralised collection point must be in the same building as the cubicle, office, lab, or room where the products will be delivered.

The centralised collection point can be the building lobby or loading dock (door or dock) where the products were delivered by the logistics carrier. If the Customer wants the centralised collection point to be someplace else and wants HP to place the products in a centralised collection location other than the lobby or loading dock (door or dock), then the Customer must order the Value-added Logistic Service for Inside Delivery, which is a separate standalone service.

### **Licenses**

The Customer must provide licensed software with valid keys, where applicable, for HP to perform the installations. It is not HP's responsibility to verify licensing or the validity of software provided by the Customer for any installations.

### **Bootable image**

The PCs to be installed will either have a bootable image already installed on them, or the Customer must have ordered the On-site Image Installation Service.

### **Printer network setup**

The Customer is responsible for programming IP address and network settings, as well as verifying network printer functionality.

### **General responsibilities**

#### *Data backup*

It is the Customer's responsibility to back up all Customer files, data, or programs prior to the commencement of any Installation Services and to be able to reconstruct lost or altered Customer files, data, or programs. The Customer must maintain a separate backup system or procedure.

#### *Hazardous environment*

The Customer must notify HP if it's discovered that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone Installation Services until the Customer remedies such hazards.

#### *Authorised representative*

The Customer must have a representative present when HP service engineers are providing Installation Services at the Customer's site.

The Customer's representative will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

#### *Specific requirements*

The Customer must fulfill the above responsibilities for the specific services acquired.

## **General provisions**

### **Operational hours**

Installation Services are performed during local standard HP business hours on normal business days, excluding local HP public holidays.

### **Subcontracting**

HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorised service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

### **Key operator basic training for printers**

HP will provide a basic overview of how to install consumables, how to print a test page, and how to clear paper jams, plus explanations of basic features and functionality.

### **Delivery location**

Installations occur at ship-to locations only.

### **Supported hardware**

HP desktops, notebooks, thin clients, workstations, retail point-of-sale devices, tablets, and printers are supported with this service.

### **Additional charges**

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the customer.

### Defective hardware

Defective hardware, as identified during installation, will be replaced or repaired under the original vendor warranty terms for HP supplied or HP supported products.

### Geographic coverage

These services may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations. Travel charges may apply.

## Ordering information

Installation Services may be ordered only if a new PC (desktop, notebook, thin client, or workstation) or printer is purchased. Installation Services are limited to a PC, monitor, docking station, keyboard, mouse, and printer. The service only needs to be ordered for the PC or printer and includes the connection of these accessories. The service is generally limited to PCs and printers and the accessories ordered with services; however, HP will connect the aforementioned existing accessories to a newly ordered PC or printer pursuant to the Customer responsibilities noted in this document.

Installation Services for PCs or printers will be limited to a maximum of 1,000 units per order and are subject to the following installation capacities:

- Site orders with fewer than 10 units must have all units installed at the same time.
- Site orders with more than 10 units require that a minimum of 10 units be installed per day.
- Overall service is intended to be complete eight weeks after delivery of the hardware. Orders for more than 1,000 units can be fulfilled through GetMore Services.

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