Installation Site Survey
Help Us Help You!

Copy Link Installation Site Survey
Please complete and return 48 hours prior to delivery to insure a smooth and timely installation.

Company Name _____   Contact _____

Address_____   Phone _____

City /Zip _____   E-mail _____

IT Contact _____   ❑ Onsite IT Staff   ❑ Offsite IT Staff   ❑ Outsourced IT

IT Phone _____   IT Email _____

Equipment _____   Model _____

Account Rep _____   ❑ e-info install   ❑ fm audit install

Network Information
❑ TCP / IP   ❑ LAN   ❑ IPX /SPX   ❑ Peer to Peer

❑ DHCP (Static IP recommended)   ❑ WAN   ❑ Wireless (May require WEP key)   ❑ USB (Cables not included)

Printer Information
Static IP # _____   Subnet Mask _____   Gateway _____

Primary DNS _____   Secondary DNS _____   Domain Name _____

Scan to E-mail Information
SMTP Name or IP Address _____   Port Number _____

Domain Name _____   ❑ Hosted On Site   ❑ Hosted Off Site

❑ Using Authentication to Send E-mail   ❑ SSL / TSL

Admin Login Name _____   Password_____

Scan to Folder Information
Network scanning   ❑ To Existing Folder   ❑ To FTP

Admin Login _____   Password_____

Domain Name _____

Operating Systems
Servers

❑ Windows 2012	❑ x 32	❑ x 64
❑ Windows 2008	❑ x 32	❑ x 64
❑ Windows 2003	❑ x 32	❑ x 64
❑ Windows 2000	❑ x 32	❑ x 64
❑ Mac OS version _____		

Workstations Qty _____

❑ Windows 10	❑ x 32	❑ x64
❑ Windows 8	❑ x 32	❑ x 64
❑ Windows 7	❑ x 32	❑ x 64
❑ Windows Vista	❑ x 32	❑ x 64
❑ Windows XP	❑ x 32	❑ x 64
❑ Mac OS version _____		

Copy Link Installation Agreement

Please complete and return 48 hours prior to delivery to insure a smooth and timely installation.

This agreement outlines the scope of services provided by our Administrative Staff, Field Service Technicians and Connectivity Specialists in connecting office equipment acquired from Copy Link Inc. to your computer or network. Services include MFP system software and hardware installation, and technical support of acquired products.

Note: Support for document management software, scanning software, forms management applications, computers, servers and networks are not included in this agreement.

IMPORTANT: Installation includes up to two (2) hours of on-site installation support per MFP. Assistance required beyond the initial 2 hours will be subject to charge of $150.00 per hour OR customer may purchase an **Annual Connectivity Agreement** for $349.

Copy Link Administration Team Responsibilities:

• Coordinate the ordering of the system components and software
• Confirm the installation requirements with the Customer and establish a timetable for installation
• Coordinate the delivery of the system components and software

Copy Link Installation Team Responsibilities:

• Consult with the Customer's Network Administrator on system configuration and requirements
• Identify all product placement criteria and configure the systems to meet requirements
• Complete setup and configuration
• Install and test the system components and software
• Provide On-Site Training of the Network Administrator
• Configure remote diagnostics and/or meter reading systems

Customer Responsibilities:

To ensure a smooth and timely installation, this form must be completed and returned 48 hours prior to delivery and install.

• **Insure that the Network Administrator will be <u>on-site</u> the day of installation**
• Provide dedicated Facsimile Line (if applicable)
• Provide an Active network connection located within 6 feet of the equipment (6' patch cable included
• Provide workstations which meet or exceed the minimum operating requirements of acquired software
• Insure that Workstations will be virus free and in good working order for the installation
• Complete the Installation of all updates and service packs for the computers
• Back up all computer/server data
• Provide Electrical Configuration (Dedicated) See Below and check proper outlet
• Add & remove email accounts via web page.

〇 NEMA 5-15R 120V/60Hz 15amp   〇 NEMA 5-20R 120/60Hz 20amp   〇 NEMA 6- 20R 240/60Hz 20amp

I have read and agree to the terms of this agreement _____ Date_____

Please contact Copy Link at any time with questions or comments.
Our Team is dedicated to making your installation as smooth as possible. Thank you for your business!

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