

All Remote Installations

Lead time

The next three available dates for installations are offered 5 working days from submission and validation of pre-installation checklist.

Note: If the deliverables cannot be fulfilled in a single remote session then additional remote sessions will be undertaken until work is completed.

Assist on-site resource with configuration of third desktop device.

Provide telephone support for the remainder of the day and the following day should the on-site resource require it.

Remote Installation for Go Integrator: Basic client installation - up to two clients

Deliverables

- Review of pre-installation checklist and confirmation that pre-requisites are met.
- Install software on first desktop device and ensure it connects and controls handset as expected.
- Undertake same exercise on a second desktop device with on-site resource observing.
- Assist on-site resource with configuration of third desktop device.
- Provide telephone support for the remainder of the day and the following day should the on-site resource require it.

Remote Installation for Go Integrator and 'Standard / Controlled' application integration up to two clients

Deliverables

- Review of pre-installation checklist and confirmation that pre-requisites are met.
- Install software on first desktop device and ensure it connects and controls handset as expected.
- Set up and test application integration on a single user PC.
- Undertake same exercise on a second desktop device with on-site resource observing.
- Assist on-site resource with configuration of third desktop device.
- Provide telephone support for the remainder of the day and the following day should the on-site resource require it.

Remote Installation for 'Standard / Controlled' application integration (new site) up to two clients

Deliverables

- Review of pre-installation checklist and confirmation that pre-requisites are met.
- Set up and test application integration on a single existing user PC already installed and configured with software.
- Undertake same exercise on a second desktop device with on-site resource watching observing. Provide telephone support for the remainder of the day and the following day should the on-site resource require it.

Remote Installation for 'Standard / Controlled' application integration (existing site) up to two clients

Deliverables

- Review of pre-installation checklist and confirmation that pre-requisites are met.
- Set up and test application integration on a single existing user PC already installed and configured with software.
- Assist on-site resource with configuration of second desktop device.
- Provide telephone support for the remainder of the day and the following day should the on-site resource require it.