

Healthy Advice Networks[©]

De-Installation Instructions Contacts

If problems occur, while onsite and during SARCOM Help Desk hours (8am-7pm EST), contact one of the following:

Help Desk 866-665-0364

Doug Cooper	513-842-3511	doug.cooper@sarcom.com
Chad Isbel	513-842-3504	chad.isbel@sarcom.com
Rick Houck	513-842-3543	rick.houck@sarcom.com

Scheduling

Amanda Isaacs (Mandi)	513-842-3528	amanda.isaacs@sarcom.com
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Hardware Administration & Returns

Emily Ball	513-842-3507	emily.ball@sarcom.com
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Confirmations & Hardware Administration

Susan Weitzel	513-842-3581	susan.weitzel@sarcom.com
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Dispatch

Eric Miller	513-842-3569	eric.miller@sarcom.com
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Senior Technical Engineer

Charles Patterson	513-842-3530	charles.patterson@sarcom.com
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Billing and Hardware Coordinator

Tina Dodd	513-842-3533	tina.dodd@sarcom.com
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Technical Lead

Dallas Combs	513-842-3527 513-515-8029 (cell)	dallas.combs@sarcom.com
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Operations Lead

Jason Cartzendafner	513-842-3519 513-403-4536 (cell)	jason.cartzendafner@sarcom.com
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Program Manager

Kim Hubbard	513-842-3522	kim.hubbard@sarcom.com
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Toll Free Help Desk
Main Office Number
Fax
Fax (Alternate)

866-665-0364
513-842-3500
513-842-3574
513-842-3558

Prior to arrival on-site:

These de-installation & removal instructions were created to assist the service provider with the de-installation & removal of the Healthy Advice Network[®] Hardware. It is highly recommended that the engineer read through this document prior to the scheduled date of the de-installation & removal.

Upon arrival on-site:

Notify the Office Contact and the Healthy Advice Network[®] Support Desk (866-665-0364) when you arrive on site.

Before Proceeding:

A maximum of two (2) hours has been allotted for a full de-install & removal of equipment. If the de-install & removal is going to take longer than two (2) hours the service provider is expected to call 1-866-665-0364 for permission to bill the extra time required for the de-install. Without the authorization SARCOM can refuse the additional labor charges.

The de-installation will be viewed as complete when:

- All system hardware have been removed and neatly placed in a secure area.
- The office fax machine is working properly.
- The customer is notified that someone will be calling them to schedule a pick up of all the hardware.
- You have recorded the model numbers and serial numbers for the PC and Monitor on the checklist
- The de-installation & removal checklist has been faxed to 1-513-842-3574

Payment for services:

In order for the service provider to receive payment for completing a de-installation & removal the engineer **MUST** fax the appropriate checklist by the close of business the same day the call was performed. Payment will be approved once all documentation is received. **NOTE:** As always, receive permission to use fax machine first.

Tools needed for Healthy Advice Network[®] De-Install & Removal:

Required:

- These Instructions
- Phillips Screwdriver
- Flat Blade Screwdriver
- Scissors or Wire cutters
- Nut driver, deep well 3/8" & extension (1/4" drive)
- Torque wrenches – some screws to cover panel require a Torque wrench – sizes T10, T15 & T20, newer models of the cover panel are held in place with Phillips-style head screws.
- Ladder (six foot recommended)
- Putty Knife

Optional:

- Battery Operated Screwdriver or Drill with appropriate fittings
- Glue

1. Remove the pamphlet rack (leave the anchors in the wall).
2. Remove the Monitor and Monitor Wall Mount from the wall (leave the anchors in the wall).

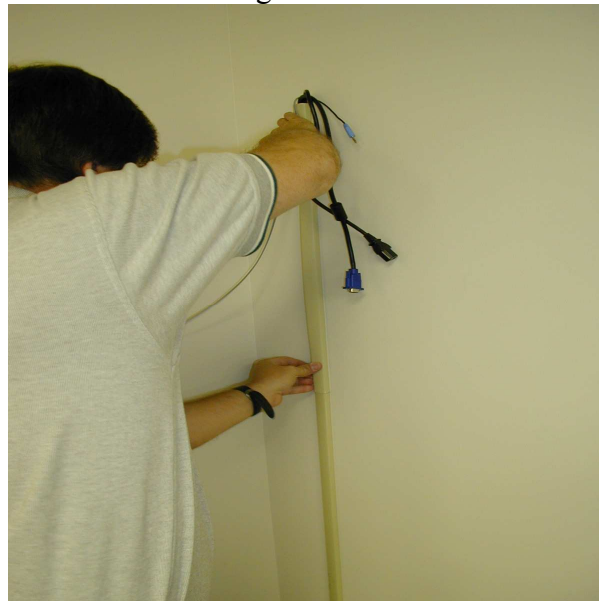


3. Remove the 2nd Monitor, (If applicable).

4. Locate and loosen the four (4) white wall anchors within the concealment case and remove the Concealment Case, including the CPU, Modem (if external) and UPS (leave the anchors in the wall).



5. Remove the Panduit. Use putty knife as to not damage the wall more than is necessary.



6. Remove ALL applicable cables and phone lines from the ceiling and return the ceiling tiles.

7. Neatly place ALL the hardware in a secured location (e.g. away from windows and open view of others) and notify the Office Contact that Healthy Advice Network[©] will contact them shortly regarding scheduling a pick-up of the hardware.

Inventory Part(s) List

IBM Netvista CPU (M41, M42, M42-2 or S-50)
Viewsonic: 19" VX9001 LCD, VX9002 LCD or VS910 Monitor
20" Wall Mount
Internet Office Connect UPS or Tripp Lite Surge Suppressor
MultiTek External Modem (not required when internal modem is used)
Line Sharing Device (Stealth)
Wall Bracket for Line Sharing Device
Back Panel, enclosure
Galvanized Bracket (for M or S series CPU)
Front Panel - Cover
Audio Cable-Single
Video Cable - 10ft (2nd csp)
Main Power Cable-12Ft
100 ft Phone cable with connectors
Brochure Rack
Brochure Install Kit (brochures)
Panduit
Parallel Dongle (used on M41 and early M42, not required on Netkey installations)
Anchor-Screw Kit
Do Not Unplug & Property Of OTM Stickers
Video Splitter Central Unit (for dual-monitor installs)
Video Splitter Remote Unit (for dual-monitor installs)

Healthy Advice Networks

NetKey De-Installation Checklist

Complete checklist and fax to 513-842-3574 or 513-842-3558

Work orders will not be approved nor will cross charges be paid without this completed document.

Location Name

Location ID

SRO

Date

- IBM NetVista M41/M42/M42-2 or ThinkCentre S50/S51CPU
- Parallel Dongle – Attached to Com Port on CPU (Not applicable on all systems)
- LCD / Plasma screen monitor(s)
- Monitor Wall Mount(s)
- InternetOffice UPS / Surge Protector
- Call Processor Box
- Multi Tech 56K Modem (External, used on M41 & M42 only)
- Back Panel – Concealment Case
- Galvanized Bracket – Concealment Case
- Front Panel / Cover – Concealment Case
- All Phone / Power Cables
- Brochure Rack / Pamphlets
- Panduit / Additional Mounting Brackets
- All hardware is properly boxed up (or neatly stacked if no boxes are available)
- Site contact is aware that “Healthy Advice” will call to coordinate hardware recovery

Description	Make	Model	Serial Number
CPU			
Monitor			
2nd Monitor (If applicable)			
IBM Diagnostic Test Results (If applicable)			

YOU MUST INCLUDE SYSTEM SERIAL NUMBERS WITH THIS CHECKLIST!

Engineer Name	Contracting Company Name
Office Contact Signature	Office Phone Number

Hardware Recovery Directions:

Please indicate the circumstance related to this de-installation by checking the appropriate box.

If boxes have been shipped to the site:

- Carefully place all of the equipment into the appropriate boxes and properly place a shipping label (provided) on each box.
- Arrange with site contact the safe storage of the boxes until picked up by transportation agent.
- Inform site contact that someone from Healthy Advice Network will contact them to arrange for the equipment to be picked up.

If no boxes are available at the site:

- Arrange with the site contact for safe, unobtrusive location to store the equipment while awaiting pickup.
- Carefully place all of the equipment the designated area.
- Inform the site contact that someone from Healthy Advice Network will contact them to arrange for the equipment to be picked up.

If the site contact insists upon immediate removal of the equipment:

- Contact the Healthy Advice Support Desk for approval.
- Ask to speak with a hardware recovery coordinator to arrange for boxes and/or equipment transportation.
- Take the hardware with you and store in a secure location until returned to Healthy Advice.

If you have any questions please call the Tech Support Line @ 1-866-665-0634.

Fax completed checklist to 1-513-842-3574 or 1-513-842-3558.

Work orders will not be approved nor will cross charges be paid without this completed document.

***Please leave the following page with your on-site contact**

If you have any questions regarding this equipment or the *Healthy Advice Network* please contact:

Healthy Advice Networks
8230 Montgomery Rd. Suite 300
Cincinnati, Ohio 45236
Office : 1-888-217-9337
Fax : 1-513-842-3574

For hardware recovery please call: 513-842-3507 or 513-842-3581