

<b>Customer</b>	Company Name	Phone
	Address	City/State/Zip

<b>IT/MIS</b>	System Administrator	Phone
	Form Completed By:	E-Mail

<b>Copier/MFP</b>	Model	Location	Assigned IP Address	<input type="checkbox"/> Replacing Existing
	Please check network options to be configured for MFP:			
	<input type="checkbox"/> Print <input type="checkbox"/> Scan to file <input type="checkbox"/> Scan to E-Mail <input type="checkbox"/> Fax from PC <input type="checkbox"/> Paperless fax			
<i>Note: requirements must be met for options to work</i>				

<b>LAN settings</b>	Subnet Mask	DNS1	<b>Protocol</b>	<input type="checkbox"/> TCP/IP
	Gateway	DNS2		<input type="checkbox"/> IPX/SPX
	Domain/Workgroup	Internet Service Provider		<input type="checkbox"/> NetBEUI
	SMTP	POP		<input type="checkbox"/> Appletalk

<b>Server Platform</b>	<input type="checkbox"/> Windows 2003	<input type="checkbox"/> Novell, ver:	<b>E-Mail</b>	<input type="checkbox"/> Exchange, ver:
	<input type="checkbox"/> Windows 2000	<input type="checkbox"/> Mac, ver:		<input type="checkbox"/> Lotus Notes, ver:
	<input type="checkbox"/> Windows 2008	<input type="checkbox"/> UNIX, ver:		<input type="checkbox"/> Group Wise, ver:
	<input type="checkbox"/> w/Cluster	<input type="checkbox"/> No Server (Peer-to-Peer)		<input type="checkbox"/> SMTP
	<input type="checkbox"/> AS/400	<input type="checkbox"/> Other (specify)		<input type="checkbox"/> Other:

<b>Clients</b>	<input type="checkbox"/> Windows XP Pro	<input type="checkbox"/> Windows 98
	<input type="checkbox"/> Windows XP Home	<input type="checkbox"/> Windows 95
	<input type="checkbox"/> Windows 2000	<input type="checkbox"/> Mac OS X.x (post script required)
	<input type="checkbox"/> Windows Vista	<input type="checkbox"/> Mac OS 9.x (post script required)
	<input type="checkbox"/> Windows 7	<input type="checkbox"/> Other:

<b>Notes/Etc.</b>	Please include any special applications or network information, such as SMTP Authentication, password, etc.	

## @Remote Services

@Remote is software that permits automatic monitoring of the office machine (for example, a copier or printer) in which it is installed. Current or future versions of @Remote will provide the following types of functionality: remote meter reading, supply usage, reporting of malfunction/error codes and in-bound machine adjustments or firmware upgrades. The data and information gathered by @Remote is sent to an off-site server maintained by Ricoh Corporation or its affiliates ("RicoH"). Data transmission is via your computer network or a stand-alone modem. @Remote cannot and does not collect your document content or user information. You may request, at any time, that the @Remote Services be deactivated. Ricoh retains all the right, title and interest to the data collected by @Remote, which it may use or provide to third parties authorized by Ricoh to service your machines and in order to provide better service to you. Ricoh may also use the data for its regular business purposes including but not limited to product development, research, and marketing. Except for the limited data capture by @remote, Ricoh does not have any rights to your documents or information.

## Solution Implementation

**OVERVIEW:** This document outlines the connectivity installation process (survey, preparation, setup, configuration, validation) of product between Woodhull LLC and the Customer. Allow up to (8) eight working days for connectivity installation from date of delivery. WLLC provides initial connectivity installation at no charge. Installations requested beyond (60) days of initial delivery may be subject to an installation service charge.

### Woodhull, LLC Responsibilities

1. Deliver, install, and connect equipment to network.
2. Load print drivers and test functionality on two workstations and server.
3. Instruct network administrator on connecting device to network, installing print drivers, fax and scan drivers, plug-ins if applicable and general use of drivers in applications.
4. Instruct key user on features and care of equipment and general use of print drivers in applications.
5. Provide equipment and software support under the terms of this agreement.

### Client Responsibilities

1. Provide a dedicated polarized electrical power outlet meeting manufacturer's specifications.
2. Provide dedicated fax line if faxing is required.
3. Provide a dedicated active network port with static IP address and proper cabling.
4. Provide adequate space for equipment meeting manufacturer's specifications.
5. Provide network administrator on site for installation support, workstation setup, and training. Provide key user on site for installations, for training.
6. To ensure the proper maintenance and care of your equipment, enter into and maintain hardware under maintenance agreement with Woodhull, LLC.
7. Completion of Network Survey and Release Form.

• **Software Licensing.** All software installed at the customer's location is governed by its original licensing agreement. Maintenance of licensing agreements is the customer's responsibility.

• **Loss of Data.** The customer acknowledges that it is the customer's responsibility to maintain a current backup of their program and data files to restore any lost data. Under no circumstances shall Woodhull, LLC be held responsible for any loss of data.

WOODHULL, LLC. SHALL NOT BE LIABLE FOR SPECIAL, DIRECT, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS CONTRACT OR SERVICE PROVIDED HEREUNDER. GIVEN THE DIVERSITY OF NETWORK CONFIGURATIONS, OPERATING SYSTEMS, RELATED UTILITIES, SOFTWARE APPLICATIONS, ETC., WLLC CANNOT GUARANTEE BROAD-SPECTRUM INTEGRATION AND FUNCTIONALITY WITH PRODUCT(S). WLLC CONSENTS TO MAINTAIN CONFIDENTIALITY OF ANY CUSTOMER DATA EXPOSED TO DURING SURVEY, INSTALLATION, TRAINING OR OTHER SERVICE(S).

• **Additional Software Installation.** Additional installation of software is the responsibility of the customer. Software installation by Woodhull, LLC shall be billable at current network service rates.

• **Chargeable Services.** All requests for service issues not covered under this agreement shall be billable at Woodhull, LLC current network service rates. Cabling supplied by Woodhull LLC will incur \$1.50 per foot cost in order to accommodate necessary connections.

**Yes, Customer wants Woodhull, LLC to assist IT staff with install and connection of device(s), furnished by WLLC.**

**No, Customer WAIVES connectivity installation services and support offered by WLLC, relieving WLLC of any responsibility to connect device(s) furnished by WLLC.**

Authorized IT/MIS Contact Signature: (Required): \_\_\_\_\_ Date: \_\_\_\_\_

My signature on this Agreement designates that I have read, understand and agree with the above terms.

Authorized IT/MIS Contact: (Print - Required) \_\_\_\_\_

Authorized IT/MIS Contact Email: (Required): \_\_\_\_\_