



AT HOME

Setting up wireless internet



from
£43.50

Helping you get more from your technology



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Basic set up (one PC) £43.50

Full set up (more than one PC) £63

What your engineer will do:

- Deliver whatever you bought in store, if that's what we agreed, and check it with you.
- Unpack the wireless router and install it in an agreed location – this needs to be near a power socket and phone socket that's broadband enabled.
- Connect the router to your existing PC with the cables that came supplied and set up the connection. (You'll need to give the engineer the internet connection details and logon you received from your internet service provider when you first connected to broadband internet.)
- Connect one or all of your existing PCs (depending on the service you've chosen) to your wireless network, using whatever wireless cards or devices you already have.
- Make your connection as secure as possible using the most appropriate encryption method.
- Test that the PC (or PCs) can connect to the network and to the internet.
- If you need it, set up simple file and printer sharing – so you can share files between your PCs and print wirelessly from any computer.
- Give you any codes or security keys you'll need to access your network or the internet.

What's not included:

- Any extra wireless cards or devices – although your engineer does carry some extras, which you can buy if you need them.
- Setting you up with a new broadband connection for the first time.
- Contacting the broadband provider on your behalf.

How it works

If you go for one of our home support services, here's how it works:

Booking a slot

Once we've taken your name, address and details, we'll book a time slot that's good for you. If booked in store, we'll then give you a receipt to confirm your appointment – it will also include details of anything you've ordered for the engineer to bring along on the day.

We'll also give you a leaflet with all our terms and conditions – so you know where you stand on everything from cancellation to refund policies.

On the day

If, for any reason, your engineer is late getting to you (e.g. stuck in traffic or an over-running job), we'll call to let you know. You'll then have the option of re-booking if the later time isn't convenient.

Once the engineer is finished, you'll be asked to sign to say the work has been completed to your satisfaction.

At some point, we may also give you a call to find out what you thought of the service – but of course you don't have to leave any feedback if you don't want to.

Getting in touch

If you've got any questions – or need to change or cancel your appointment – just give us a call on **0845 87 87 800** (8am-7pm Monday to Friday, 9am-5pm Saturday, 10am-4pm Sunday).

Please remember to give us at least 24 hours' notice if you need to cancel or change your appointment to make sure you're not charged a cancellation fee.

For full terms and conditions, see in store or visit us at www.tescotechsupport.com

To book or find out more simply visit us in store, call **0845 87 87 800** or visit us online at www.tescotechsupport.com

Calls cost up to 4p per minute from a BT landline. Other providers vary.

