

WEBSITE

www.microlinkpc.com

ADDRESS

Microlink House
Brickfield Lane
Chandlers Ford
Hampshire
SO53 4DP

Student Handbook

Important information enclosed.
Keep in a safe place.

This handbook provides important information about the high level of service you can look forward to receiving throughout your warranty.

Some quick facts:

- Each machine is individually loaded and fully tested in our specialist centre ensuring your hardware and software is ready to use after your installation.
- If requested, an engineer will arrange a visit with you to set up your equipment and ensure everything reached you in a good condition.
- We offer training from a network of specialised engineers, in sessions which are designed around your needs in a place that suits you.
- Free phone support line with qualified and understanding technicians who are always happy to help with any problems or queries you may have.
- Your computer equipment, software and hardware has been provided for your university studies.
- Some specialist software requires user input to complete setup either activation instructions will be provided, or this will be completed during the onsite / virtual setup.
- An in-house research and development team keeps the company at the leading edge of developments in new technology which ensures our products have the most up to date specifications and designs available.

We wish you every success in your studies.

The Microlink Team



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Section 1 Ergonomics

1.1 Using your Equipment Safely



Choosing the best place to set up your equipment can make a big difference!

- If possible, the screen should be placed where it can be tilted or swivelled to lessen glare or reflection from lights or windows. Keeping a screen clean also helps to reduce reflections.
- Working in a draughty position can lead to aches and pains.
- Avoid areas of the room where the machine can be knocked easily, or cables can be tripped over.
- The ability to reach cables and ports without too much trouble helps when things go wrong.
- Avoid placing a PC on a carpeted floor due to dust intake and obstructing vents, a suitable desk should be used. When using a laptop avoid using the system on your bed or lap and always use a hard surface to avoid clogging the fans up.

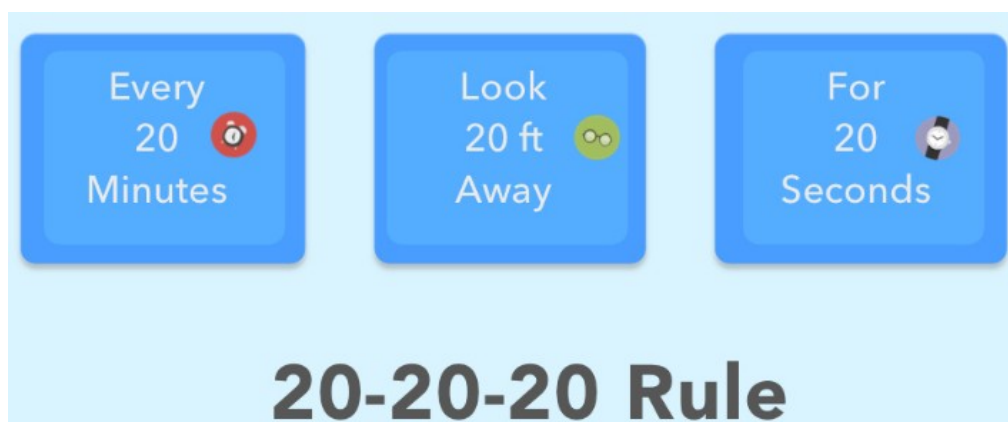


The correct positioning of your body is important for your health and safety!

- To prevent back, shoulder and neck pain it is essential to take frequent breaks, every 60 minutes, with stretching and repositioning of the body.

- It is very important that the body is positioned in a comfortable but supportive chair. Sitting with your feet flat on the floor, or supported by a footrest, will help support your spine.
- If your chair has arms, they should allow you to get close to your work without getting in the way.
- The top of the screen should be close to eye level.
- The shoulders and neck need to be relaxed with a straight back.

Many of us spend a good deal of our time staring at screens from laptops, computers, smartphones, gaming systems and television. This can put a lot of strain on our eyes and cause eye fatigue. It is important to give your eyes a break. Use the 20-20-20 rule. Every 20 minutes, take a 20 second break and focus your eyes on something at least 20 feet away.



1.2 Posture Guidance

Avoid remaining still for too long.

Move the chair close to the desk and sit back on the seat. Adjust the chair back so that the upper body is relaxed and supported. Raise the chair seat so that, with the upper arms vertical, the elbows are level with or just above the desk.



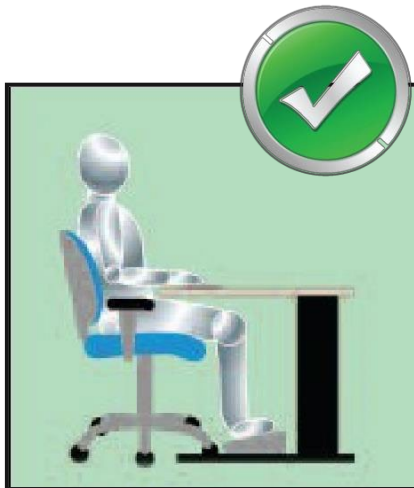
- Sitting with the chair too low and too far from the desk encourages a slouched posture with no support from the chair back. The head is tilted forward. Feet are hooked around the chair base restricting blood circulation in the legs. Shoulders may be hunched.



- Set the correct chair position and height as described above. Use a foot-rest if the feet do not touch the ground. Height-adjustable chair arms provide additional support for the upper body when not keying. If the armrests restrict desk access, consider removing them altogether.



- Shorter people often set the chair height so that their feet are firmly on the floor. If this is too low for the desk, it is likely to result in arms stretched forwards, or sideways, and/or shoulder lifting. This causes undue muscle tension.



- Touch typists can raise the monitor so that the visible screen top is just below eye level. Any document holder should be at screen height and in the same focal plane to minimise head twisting and tilting. Copy Typists may prefer the screen to one side and the document holder directly in front.

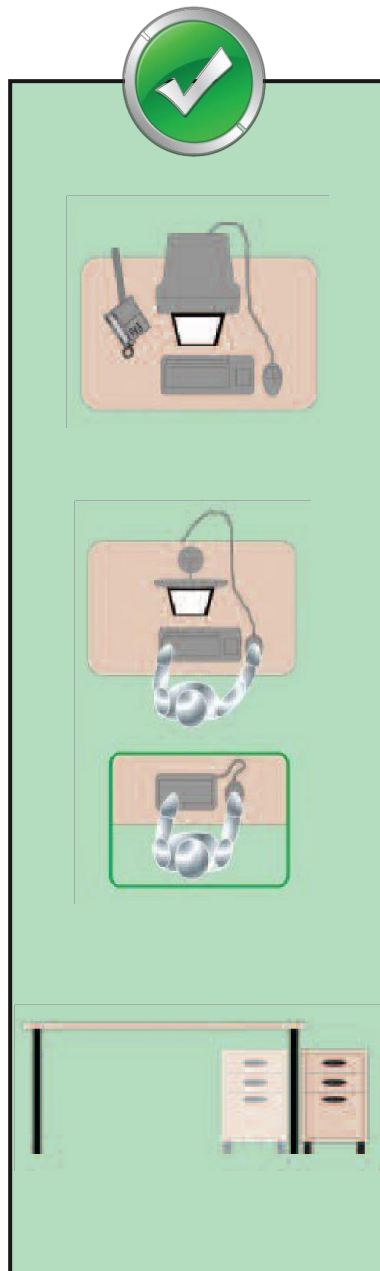


- If the monitor is set too low, this encourages the operator to tilt the head downwards. As a result, the whole body tends to lean forward, moving away from the support of the chair back and encouraging slouching.
- ‘Hunt and Peck’ typists who need to look at the keyboard may want to position the monitor lower to minimise “nodding” between the two. The document holder should be placed between the monitor and keyboard to avoid twisting.



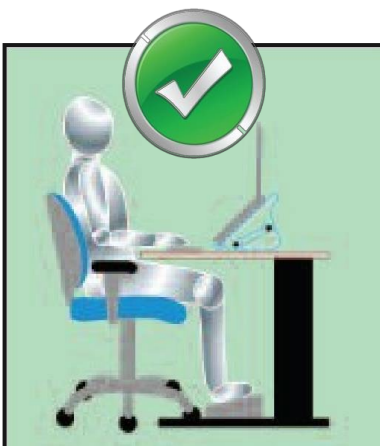
- You will not be able to benefit from these instructions unless you know how to adjust your chair. If you are unfamiliar with the controls, consult your chair supplier, or we could provide a trainer onsite at a charge please call for a quote.

1.3 Ergonomics



These drawings illustrate the most common posture problems and solutions to them using standard rectangular workstations. They are for guidance only and will suit most situations. The products illustrated are representative rather than definitive (foot-rests, for example, will not always be necessary). Corner or shaped desks may require slightly different configurations. Best practice will depend upon the needs of the individual and the nature of the activities involved.

- Arrange your desk layout to make best use of available space.
- Use your mouse, or trackball, close to the keyboard.
- Document management is very important.
- If you need to look at the keyboard when typing, the best place for the document holder is between the monitor and the keyboard.
- Other tools, such as the telephone, should also be readily accessible without stretching and twisting. If you write whilst using the telephone, hold the handset with your "non-writing" hand. A headset will dramatically improve comfort and convenience.
- Make sure there is a comfortable viewing distance between your eyes and the screen and have some space between the keyboard and the front of the desk. With traditional monitors, you may need to move the desk away from the wall, or the desk behind, to create enough screen distance.

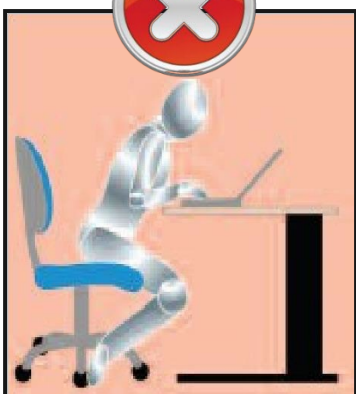




- Place the screen in front of you so that you face it without twisting your body. Ensure your legs are not obstructed by any drawers under the desk. If your PC is occupying too much desk space, move it off the desk. If you are not a touch-typist, you may also like a wrist rest for support when you are not typing.
- If you do not use the numeric keypad extensively, consider a mini keyboard. This brings the mouse or trackball much closer to you on the right and can reduce muscle tension significantly.
- Clear the space under the desk so that you can place your legs underneath it without twisting or leaning forward. If the drawers or pedestal are free-standing or detachable and you have sufficient space, create further legroom by moving them clear of the desk.

Laptop Users - Special Notes

A separate keyboard and mouse will make a significant improvement to layout flexibility. By using one of the proprietary laptop stands to tilt the computer. It is also possible to raise the screen to an acceptable height and viewing distance. Laptop use is a major source of musculoskeletal problems. Using a laptop on its own for any length of time will inevitably cause poor posture which in turn is likely to lead to head, neck and/or back pain.



An animated version of this guidance is available at www.ergoergo.info

Section 2 Looking after your equipment

2.1 Your Machine.

It is your responsibility to ensure your data is copied and safely backed up.

Microlink accepts no responsibility for data loss. Computers can have hardware failures which result in unrecoverable data loss.



It is important to always back up your work, as you go along.

How your system is Setup.

Your hard drive has one working partition which includes your operating system and data. There is a built-in recovery option within Windows and Macs to recover your system in the event of a failure. There are two recovery options, refresh and reset. Refresh preserves user data and reset does not. In Windows 10 both options are labelled as reset. Once you select reset you will be asked if you want to keep your data or remove user data.

Please contact Technical Support to run this.

Tel: 0800 999 2620 (Option 2)



Please note that upgrading your operating system of your own accord may invalidate your software support and incur charges, should your system need to be reloaded because of this.

Even if your system is not starting at all, we are often able to get you working again very quickly over the telephone without losing any documents. Providing the setup has not been changed by a third party.

The system is supplied with all the software recommended for you.



If your system or peripheral items have been received damaged in transit it is essential, you contact Microlink within 5 working days otherwise a claim cannot be logged with the courier service.

2.2 Important points to be aware of



Do's.....

If possible, keep the packaging of your equipment safely flat packed for the duration of your warranty

PC base units should be setup on a suitable desk or hard surface, not on the floor. This will prevent a build-up of dust inside the system.

Ensure your work is always backed up, using suitable media e.g. Cloud back up, memory sticks or an external hard drive.

Update your Anti-Virus software regularly and download and install Windows or MAC updates when prompted. Your equipment will be set to automatically update your built in virus software. You run an increased risk of virus issues by using social networking and music sites. Please ensure your anti-virus software is kept up to date.

Keep all license keys either provided on paper or CD these are your responsibility to keep safe.

Familiarise yourself with your equipment. If you are unsure or not confident using the system, training can be organised for you by our Order Management team, who will then confirm costs.

Unplug any storage devices e.g. USB memory sticks, dictaphones, iPods, iPhones, cameras etc before turning your system off. USB devices of this type should only be connected when Windows is fully loaded and unplugged before the machine is shut down.



Don'ts.....

Do NOT open the case of the system and add any hardware, as this will void your warranty and insurance with Microlink. Please phone Technical Support to discuss this.

Do NOT wipe or format your system. If the partition structure is affected, we may have to collect your system for a reload which will not be covered under warranty. Please note it may not be possible to reload some of the software you received, as the product purchased for you may not include the install media.

Do NOT install or download software which you are not sure about. If you are concerned about a download, always call our Technical Support Team.

2.3 Important points for laptop users

Due to the nature of computers, extra care needs to be taken to avoid accidentally damaging the machine when being transported and when plugging devices in/out. Damage can occur easily if the system is not handled correctly.

When picking a laptop up, ensure both sides of the laptop are supported. Never pick a laptop up by the screen or just one hand, as cracks can appear on the casing. Please see examples on PAGE 14.page.

Take care when plugging devices into your laptop and unplug them carefully, do not reach around to the back of the laptop and pull leads out at an angle. Ensure the leads are unplugged before moving your laptop to avoid damaging the ports.

Use your laptop on a desk or suitable surface as resting the machine on your lap for extended periods of time can cause a build-up of dust and could lead to a possible personal injury.

When lifting the lid of your laptop, do not lift the lid from one corner. Ensure both sides of the screen are supported as screen cracks can develop.

Ensure there is nothing resting on your keyboard e.g. pens etc. when closing the lid to avoid screen damage.

Batteries are consumable items and have a limited life and are usually covered by a 1 year manufacturer's warranty. If your battery is older than 1 year and no longer holding charge, it is likely you will need to purchase a new one. It is best to contact Technical Support and we will determine if this is the case.

Only use the power supply provided with your laptop, and ensure you are using the correct power lead as scanners and printers can use power leads which look similar.

Do not leave your laptop unattended, when travelling. Ensure the laptop is with you always. If a bag has been provided through the DSA, it is important when travelling to utilise the bag provided.

Ensure your laptop is kept out of sight and within locked premises, when not in use.

Do not leave your equipment inside a car overnight. In the unfortunate event of a theft, leaving equipment in a vehicle overnight, regardless of whether there was a forced entry or not would not be covered by your insurance policy.



Please ensure you are using the correct laptop power supply and power lead supplied with your machine. Microlink may not carry out repairs to laptop issues which have been caused by a charger not provided by Microlink.

- When picking up a laptop, ensure both sides of the laptop are supported.
- Do not pick a laptop up by the screen, the front, or by one hand as cracks can appear on the casing.
- Do not unplug the power lead by holding the wire or pull out the connection at an angle.
- Do not attempt to move your laptop while the leads are still connected.



DO NOT use the laptop on your lap or any surface of a fabric type material. This can cause over-heating as the fabrics may block any air vents, restricting the airflow and causing the system to have insufficient cooling.

2.4 Anti-Virus Software

All Desktop PCs, laptops and Macs purchased through Microlink have anti-virus software installed.

Please Note:

- Your anti-virus software requires frequent updating which is done automatically when you are connected to the internet.
- You can schedule your anti-virus software to scan your system at your convenience. We would suggest this is done weekly, at a time, you are not using your system.



Never load on more than one anti-virus product This will slow your system down and may cause problems booting.

2.5 Troubleshooting Checklist

Should anything go wrong with your PC or Laptop, check the list below for some steps you can take to help diagnose the problem with your system.

Please refer to the technical support section of the handbook for information on contacting the Support Department. Friendly, qualified staff are available to help with any problems you might be experiencing.



Unplug any USB devices from your system and turn your equipment off and back on again. Holding the power switch for 8 - 10 seconds will turn your machine off completely. If you have a removable battery, please disconnect the power and remove the battery for 10 seconds. Re apply battery and power before turning on.



If your system is not booting into Windows or into your MAC, check that no CD ROMs, SD Cards, USB Memory sticks or external hard drives have been left in your system.



If you have no power to your system, please check the fuse in the power lead or extension lead.



If a device is not functioning e.g. a keyboard and mouse, try a different keyboard to eliminate the system from being a cause.



If an external device is not working i.e. a printer or scanner, make sure you have tried the device plugged into your system directly, rather than through a hub.



Problems with the internet and your emails may be due to a problem with your Internet Service Provider (ISP) and you may need to contact them directly.



If your laptop is typing numbers instead of letters, hold down the FN key and tap the Num Lock button.



If a new Apple system asks for a password, please click the OK button and you will not be asked again. There is no password setup on your machine, this is an auto generated message.

For all other issues please go to <http://www.fixkb.com>

2.6 Prolonging the life of your equipment

Useful tips to help you prolong the life of your system and to avoid the distressing experience of data loss.

- Do not keep your system running around the clock if it is not essential.
- Set your hard disk to spin down when your system is idle for a period of time.
- Avoid jarring the system while the hard drive is operating or shaking the machine. Wait 30 seconds after initiating sleep, hibernate or shut down to allow the hard drive to completely spin down. Always completely shut down the system before transporting it, do not leave in sleep or hibernate.
- Avoid putting it near water, high temperatures, electric fields and magnetic interference; mobile phones, speakers and some radios sitting near the hard drive can cause magnetic interference and damage the hard drive or even destroy it.
- Avoid using other power supplies; as if they do not have the specific power specifications then it could blow the power to the hard drive.
- Take corrective action immediately when the battery indicator flashes, and your system sounds 3 consecutive beeps; data loss may occur if your computer goes to sleep or shuts down if the battery dies.
- Always back up your data on a regular basis; even if you take excellent care of your hard drive it can still fail without reason. Sometimes hard drives are not recoverable when they fail.

2.7 Packaging your machine safely for transit.

If your machine needs to be collected for a repair, or you are transporting your equipment for any other personal reason, you need to ensure it is safely packed for transit.



Microlink will be unable to claim through insurance, if the equipment has been damaged through inadequate packaging!

Please try to keep your original packaging safe, however if storage space is not available, Microlink will organise for new packaging to be sent to you, when returning an item for a repair.

Instructions for packing your laptop:



- ✓ In the bottom foam insert, place laptop facing upwards.
- ✓ Insert second foam insert and add the power lead into one of the compartments.
- ✓ Close both sides of the box securely.
- ✗ Do not pack power lead next to the screen.



- ✓ Place desktop into the box left side down to protect the motherboard.
- ✓ Once in place, add second cardboard insert, face down on top of the desktop / Mac.

Section 3 Microlink Services

3.1 Warranty

Throughout the duration of your warranty, all the hardware and specialist software supplied through Microlink will be fully supported through our Technical Support department. If you should have a problem with any of your equipment, you can contact Microlink via several methods.

The warranty enables the Technical Department to support you either over the phone or via an on-site visit as appropriate, to rectify any problems you are experiencing with any of the equipment supplied to you through Microlink. If telephone support is unable to resolve the problem, it is possible that your machine will need to be return to base (RTB).

If your machine is in our repair room for longer than 5 working days, a loan machine can be organised for you, where possible.

RTB – The technician will organise for a courier to collect the item for inspection. Once collection is arranged, it will arrive with us next working day. Our repairs turnaround is kept within 7 days dependent on the fault and model and also if we require your machine to be sent to a third party.

If your machine is within the first year of the manufacturer's warranty, the repair can take up to 3 weeks. A loan machine will be provided if required.

If you have a Mac that requires a repair, this will be sent to a third-party repair centre. The turnaround time can take up to 3 weeks dependant on the fault. A loan machine will be provided if required.



Your warranty does NOT cover....

- Accidental damage, wear and tear or misuse of any of your equipment.
- Loss of items or software.
- The installation of games or software such as peer to peer sharing software (music downloading) which is not relevant to your course.
- Third party intervention to the software environment, e.g formatting the system or reloading the system with a different operating system.
- Equipment which is not supplied by Microlink or equipment which is a special order.
- Opening equipment and or removing components.
- Repairs carried out by a 3rd party that are NOT authorised by Microlink PC LTD; further to this, any faults that arise after a 3rd party repair will be chargeable.

If your equipment requires a repair due to a fault outside of the warranty period, we can offer you an evaluation of your system for £60 plus VAT, collection and delivery charge. This will give you a repairs report and a quote for the work to be carried out. If you decide not to proceed, we will return your equipment to you.

Should you extend your course or continue with your studies you will need to speak to your assessor to ask if a warranty extension is possible. Please be aware that some specialist 'one off' items are ordered in for students and are difficult to support, so you may be asked to call the relevant manufacturer if you encounter a problem.

3.2 Support

The Microlink Technical Support department is available via free phone number:

0800 999 2620 option 2

Monday to Friday 9am until 5.30pm.

Your call will be logged for a technician to respond to you at a convenient time, or as soon as possible. We aim to return all calls within 2 hours.

Please ensure you have provided your correct contact details, as these are vital for a member of our support team to get in touch with you. It is helpful if you provide a current e-mail address as well as telephone number.

You can log a call back using our online contact form at:

www.microlinkpc.com/contact

You can also e-mail: support@microlinkpc.com

The support department consists of technicians who have received full disability awareness training and can guide you through any technological problems you are experiencing, whatever your level of computer knowledge.

When phoning for Technical Support:

- Please be in the same place as your equipment when calling for support.
- A technician will call you back within 2 hours on a mobile phone to enable you to be next to your equipment.
- Do not panic about calling, if you are not computer literate.
- The technicians will not use computer terms with which you are not familiar.

- If you require friends or family to speak to us on your behalf, please ask for a consent form from Microlink authorising us to speak to them prior to any calls. It is important that we ask that they state their relationship to you when initiating the call, to adhere to GDPR regulations.
- Where possible try to have any error messages from your system written down or recorded.



Please be aware, if your machine is reloaded either over the telephone or when in our repairs department, that any information on the 'C:\' drive **WILL** be LOST. Please ensure your internet and email settings are backed up, where possible, and that you have not stored files on your desktop. If you should require instructions, please contact the Support Help Desk on landline Freephone number: 0800 999 2620 option 2.

3.3 In-House Repairs

When contacting our Technical Support department, if the problem cannot be resolved over the phone, then the technician may arrange for your system to be collected and brought back to our In-House Repairs department or an on-site repair will be arranged as appropriate.

Our Repairs Department is staffed with fully qualified engineers, that will ensure that the reported fault has been rectified. On top of this they will run the system through a full system check-up and ensure everything is working well.

For any updates or queries, you can phone from a landline our Freephone number 0800 999 2620. If you need to speak to us from a mobile phone, please call our low tariff number 0330 5550 999.



Please note, when your system is with our Repairs Department, the machine's power supply, as well as your system password is required. Please ensure the power supply is packed with the machine for the collection. Your password can either be communicated to a technical support engineer or else it can be written and enclosed on a piece of paper with the returned system. Failure to enclose them, might lead to unnecessary delays of your repair.

3.4 Customer Solutions

If you should have a complaint....

There are several ways to get in contact with customer solutions:

By writing to:

Customer Solutions
Manager Microlink PC
(UK) Ltd Brickfield Lane
Chandler's Ford
SO53 4DP

By telephone:

Freephone 0800 999 2620 option 3

Local rate 0330 5550 999 option 3

By email: customersolutions@microlinkpc.com

Please refer to the Microlink complaints procedures on www.microlinkpc.com

3.5 Insurance

An insurance scheme is provided with your computer system in addition to your hardware warranty. A summary of cover is provided below. The original certificate of insurance will be sent to you via email. Please refer to this for full details of your cover.

Your insurance policy is a no excess policy and will be held with Speciality Risks.

Speciality Risks

46 High Street

Esher

KT10 9QY

Material damage:

Theft via forcible means or accidental damage to the specified equipment from a sudden, unexpected, unusual event.

Material Fact:

Any fact, which is known to the client, which is likely to influence the underwriters in the acceptance or assessment of this cover.

Insurance Limit:

The underwriter's limitation for any claim or series of claims arising out of one event is limited to the amount shown in the schedule.

3.6 Claims Procedure

In the event of any occurrence giving rise to or likely to give rise to a claim under this certificate, you must:



Notify the claims department at Microlink PC (UK) Ltd as soon as possible via telephone on Freephone No: 0800 999 2620 option 3 or e-mail: CSA@microlinkpc.com, giving as much detail as possible of the incident that has occurred. A claim must be logged within 45 days of the incident.



In the event of theft or where you believe a criminal offence has been committed, you must notify the Police and obtain a crime reference number. A claim cannot be put through without this.



Take adequate precautions to prevent further damage to the registered equipment. You must not continue use of the equipment after accidental damage has taken place.

NB: A false declaration is a criminal offence and may result in criminal prosecution.

What is NOT covered under the policy;

- Loss or damage caused by the intentional act of the client.
- Losses caused by neglect or failure to follow manufacturer's instructions.
- Software installation, corrupted software and computer viruses.
- The value of any data stored on the registered equipment or other media.
- Losses due to wear and tear, gradual deterioration or gradually operating cause.
- Losses due to theft or attempted theft unless involving forcible and violent entry unless there is use of actual or threatened violence.

- Any loss suffered as-a-result of not being able to use the Registered Equipment or other consequential losses of any nature.
- Losses of any data carrying materials unless specified in the schedule.
- The cost of any alteration repair or replacement caused by the failure of the equipment, software or associated equipment to recognise any date as its true calendar date Loss destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Losses directly or indirectly caused by, happening through, or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, terrorism, rebellion, insurrection, military or usurped power or confiscation or nationalisation or requisition and/or destruction of or damage to property by or under the order of any government or local authority or riot or civil commotion.
- Losses directly or indirectly caused by, happening through, or in consequence of nuclear fission, nuclear fusion, radioactive contamination.

3.7 Terms and Conditions

- If any item of the registered equipment or its nearest equivalent has at the time of the claim a value in excess of the Indemnity limit shown in the schedule the Underwriters shall only be liable for its rateable proportion of the claim.
- The client shall at-all-times take reasonable precautions to safeguard the registered equipment and prevent or minimise any loss due to theft or damage.

- The Client must notify all claims as soon as possible after any event leading to a claim, to Microlink PC (UK) Ltd Freephone No: 0800 999 2620 option 3 or email address: CSA@microlinkpc.com and provide all reasonable information and evidence in support of the claim. Details of what is required are shown in the Claims Procedure.

Only repairers approved by Microlink PC (UK) Ltd can be used to effect repairs covered under this certificate. This also includes unauthorised opening and or removing of components.

- In respect of any claim occurring outside of any Location as shown on the schedule the following conditions shall apply: The registered equipment must be packed and secured in accordance with the manufacturer's recommendations whilst in transit.
- Whilst the registered equipment is being transported in any vehicle the doors and windows of the vehicle must be closed and locked and whenever the vehicle is left unattended (other than overnight) the registered equipment must be left in the locked boot, out of sight and all available protection put into effective operation. Evidence of forced entry into the locked boot must be provided in support of the claim. In the case of hatchbacks, people carriers or estates, the Equipment must be stored in a locked boot or luggage compartment covered by a manufacturer supplied luggage cover.
- The registered equipment shall be kept in a securely locked or attended premise overnight. Where the registered equipment is being carried by hand or taken by public transport it shall, remain at all times, within the immediate possession and control of the client.

3.8 Microlink PC Insurance Appeal contact details

If you do not agree with the decision made against your claim, you can appeal.

In writing to:

Customer Service Manager

Microlink PC (UK) Ltd

Brickfield Lane

Chandler's Ford

SO53 4DP

By email: customersolutions@microlinkpc.com