



WHYREBOOT PROCESSES

Though we will be glad to assist with all of our gear whether this guide is followed or not, if you want the best results and smoothest transaction the steps below will set you up for success. Not only does a system get properly documented this way, but it allows our team to provide the best support and maintain the system throughout the lifecycle, enabling your teams to get the highest level of support possible with as little back and forth questions required.

STEP 1

INTAKE FORM

Every quote should start with filling out our 5-minute intake form. This can be found as the first link under the Resources tab at whyreboot.com or via this direct link: intake.whyreboot.com. There is also a walkthrough video at that page, or you can also watch it directly here:

WATCH VIDEO

If you choose a wireless quote option you'll be asked if you'd like a predictive model created. You can either choose to upload the floorplans there or you can choose to email them to us. Predictive models are generally sent back completed within 24 hours of receipt. This is an incredibly useful selling tool to your end users as well as it explains graphically why they may need APs in certain areas of the project. Once approved, quotes come shortly after. If a predictive model is not requested, quotes will usually be sent the same day but generally within 24 hours as well.



QUOTE ACCEPTANCE

STEP 2

3. Approval

Reminder: WhyReboot® is not an installation company and is not responsible for installation or connection of any equipment. This includes but is not limited to Ethernet cables, power supplies, mounting brackets, or any other hardware items. Please have an installer available and onsite or additional charges may apply. Payment is due immediately before orders can be processed unless terms have been setup. Term payments are due within 30 days of receipt of the invoice. There is a 15 day return policy on all equipment (restocking fees may apply).

WhyReboot® warrants all of our equipment and configurations for one year from date of purchase and afterwards the manufacturers warranty applies. WhyReboot® warranty includes next day replacement of faulty product so long as replacement product is in stock at WhyReboot® headquarters or at local distribution. If product is found not to be faulty and instead is due to fault of the user or other circumstances than standard hourly rates apply.

Shipping and handling charges are added to the final invoice.

☐ I accept the above conditions

E-Signature

Your Initials:

Your Email Address:

Purchase Order Number:

Sign Here:

Clear Signature

Please fill out the required fields above and check "I accept the above conditions"

Accept Order

If you followed step one you should shortly receive a quote. At any point in time you can reach out to orders@whyreboot.com to request changes/adjustments or ask questions regarding the quote or design aspects. Each quote includes data-sheets for all of the gear in the system, should you need individual specs for installation or other trades. At the bottom of the quote there is a place to sign off on it, and include your PO number you'd like us to process it with. Once the quote is approved you will move on to Step 3.



STEP 3

CONFIGURATION REQUESTS

Upon us receiving the accepted quote we will look to see what was ordered and what sort of information is required for us to configure your system. You will either receive one or two links to forms depending on what was ordered. For example, if you just ordered wireless then you would only need to fill out the Network Builder form. This form gives us the project name, the PO number associated, any pertinent subnet information (VLANs as well), and SSIDs and passkeys requested. There is also an area to enter any additional requests you may have for the network.

NOTE:

If there is something you want configured globally on ALL systems please submit that info to either orders@whyreboot.com or support@whyreboot.com and we will input that info into your file so that each time a technician configures they'll add that info in. This could be something as simple as a list of VPN accounts or it could be as complex as standardized subnets, DHCP scopes, and SSID info.

If there are switches included in the system you'll also be presented with a switch form that links to a Google sheet. Unless there are parts of the system still unknown to us these forms should already include all switches on the project as well as their uplinks. This is important because it allows us to ensure we configure the proper spanning tree priorities, multicast queries, etc. so that when installed at least the core is functioning properly. Ideally you would enter all device info there but we understand this is not always possible so much of this can be filled out later. It is extremely beneficial to have this filled out at some point because this sheet gets embedded into our documentation portal which your team can access and any updates are live on the site. This way your team and ours are always on the same page as to what is connected where, and troubleshooting can begin immediately without unnecessary back and forth questions.

| DOCUMENTATION IS KEY TO A SUCCESSFULL OUTCOME FOR ALL PROJECTS!!!

For the system to go out we need to ensure we have at least the core subnet the switches will be on and uplinks connecting the switches together are confirmed. All else can be done later but for fully plug and play systems it's ideal to have beforehand. Here is an example of the two forms you would receive:

SWITCH FORM

NETWORK BUILDER

STEP 4

IMPLEMENTATION

Just after Step 3 our team configures all gear as requested, and utilizing best industry practices for performance and security, while maintaining as much ease of use as possible. All gear is upgraded to latest stable firmware, tested in-house as connected and documented, and shipped out to you. Included in the box is a magazine quality document with customer facing datasheets for each piece of gear in the system, and opening up to the center of the booklet with a full Visio diagram complete with stencils of each piece of gear in the system and wire drawings of how they're interconnected. This document holds no passwords as it is meant as a "leave behind" for the homeowner. It is enough for a level 1 technician to get the system up and running, and once up they'll have internet access to login to the documentation portal which holds all passwords, predictive models, switch documentation, etc. Once everything is wired up feel free to reach out to our support team and request a health check of the system. We can check for bad cable connections, faulty devices, or anything else as we should have remote visibility into the system.

Here is an example of a booklet that is printed out with each system:

BOOKLET

| SUPPORT

Our support is available 24/7 365 days a year, including holidays. Our metric for growth is to never have anyone sit on hold and always reach a high level, certified, engineer immediately.

The best method for receiving support is via email @ **support@whyreboot.com** but if you need to feel free to dial into our main line at 877-307-0052 option 2. Support requests must come from your company domain or they will not be linked to the company or the project and can cause confusion. Any requests for passwords or documentation cannot be given over the phone as there is no way to verify the person calling and must come through email with the proper company email address. Passwords should always be accessed by our secure and audited documentation portal at **bibliotek.whyreboot.com**. If you do not have an account for that, please request one via a support ticket.

If a technician calls into support on a Sunday the first question they receive will not be to ask what the serial number is to check warranty or service status. That shouldn't be asked at all unless it's clear that it's not our gear. Support status doesn't matter to a technician who is onsite and needs assistance. We will help first and if the system is found to be out of service contract we'll reach out to YOUR renewals department later in the week to let them know we assisted with a system. We are here to help first.

ORDERING | SHIPPING AND MINIMUM QUANTITY ORDERS

All gear is shipped for free via FedEx Ground in the continental US. Expedited shipping is available at no upcharge and is the same as what we are quoted from FedEx directly. There are NO minimum quantity orders. Even a single transceiver module would be shipped for free.