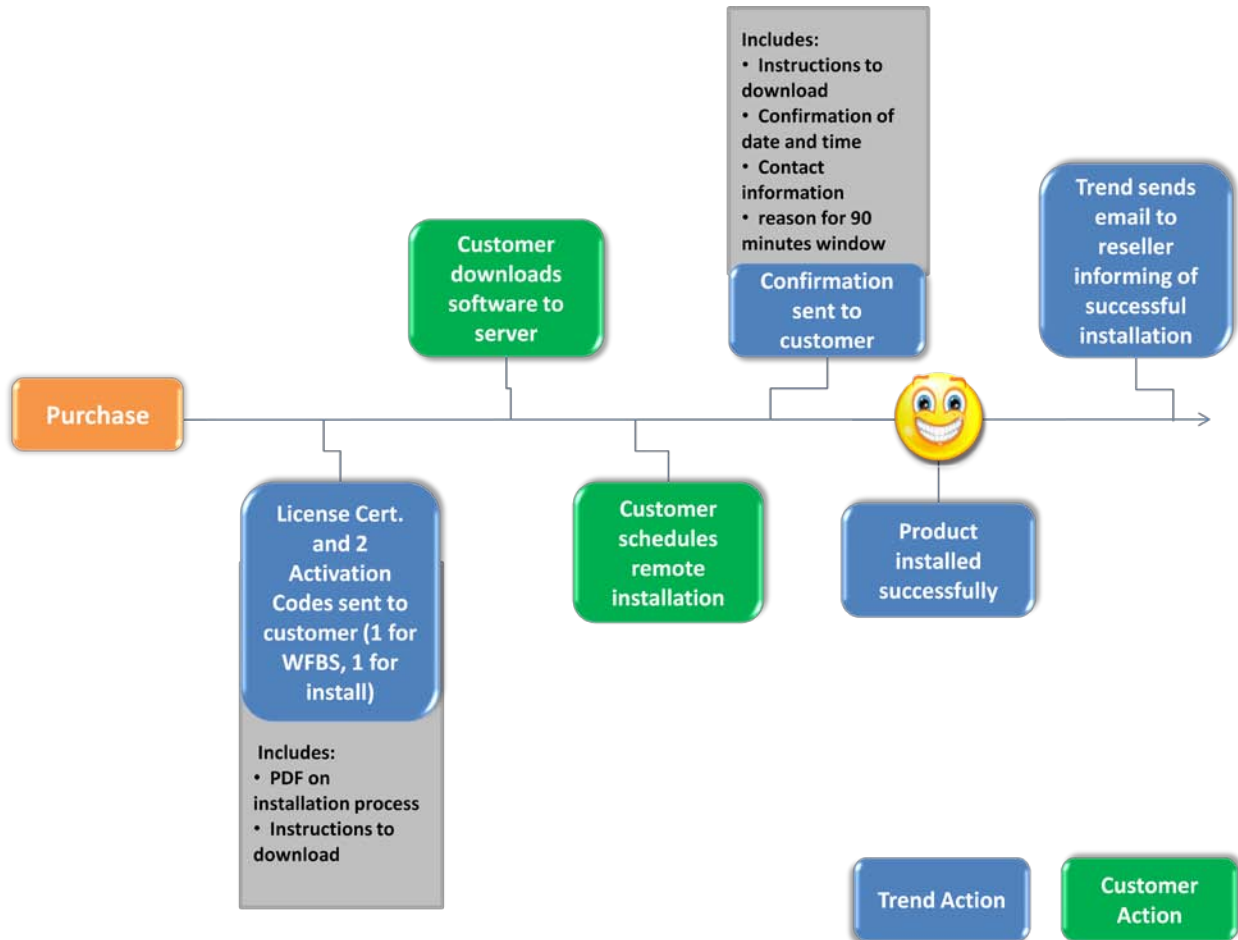# Q2 Worry-Free Business Security with Remote Installation Services FAQ

Q. What is the scheduling process for this service?
A.

Q. How do I schedule my remote installation?
A. The customer will go to the URL provided in their Activation Code email to request their installation time and date. A confirmation email will be sent within 72 hours of their request. Remote Installations will be conducted Monday to Friday between 5am and 8pm Pacific. Scheduling URL - https://esupport.trendmicro.com/smb/serviceschedule

Q. What times will the installations be scheduled for completion?
A. The installations will be conducted between 5 am to 8 pm PST Monday – Friday. Installations will not be done on weekends.

Q. How long will the remote installation take?

A. The remote installation may only take 60 minutes but to ensure adequate time is set aside for unforeseen issue or conflicts each remote installation appointment is scheduled for 90 minutes.

Q. How long do I have to do my product installation?
A. To make use of the remote installation service the customer must have their remote installation completed within 30 days of purchase.

Q. If I have issues after the installation what do I do?
A. After your remote installation you will be given a case number. If you encounter technical issues associated to the installation, you can call us back within 7 days of the installation service and reference the case number for help. For issues encountered after the 7 days, you can call Standard Support for help. Contact details are available at http://us.trendmicro.com/us/about/contact/index.html

Q. What exactly is included with the remote installation?
A. The remote installation rep will remotely install Worry-Free Business Security on the customer's server, configure the settings, and help them perform a push to the client systems. The remote installation rep will not do the installation to each desktop machine. They will however guide the customer through how the process works and ensure they are comfortable completing the task.

Q. If Worry-Free Business Security Services is a hosted solution how would a remote installation work?
A. The remote installation rep would help the customer with configuration of the service as well as the push deployment of the agents to the client systems.

Q. What is the value of remote installation services for Worry-Free Business Security?
A. The MSPR for installation of Worry-Free Business Security Standard and Services is $249 and Worry-Free Business Security Advanced is $299.

Q. Who is eligible for the complementary remote installation service?
A. Users who purchase a new license or Worry-Free Business Security Advanced, Standard or Services between 4/1/2011 and 6/30/2011. Renewals are not included in the promotion.

Q. Is there anything I need to do before the installation?
A. Before scheduling the installation you will need to download the product from the download center. www.trendmicro.com/download. Of course for Worry-Free Business Security Services there is nothing to download.