

Remote Hands Service Reminder

DartPoints' Remote Hands Service helps you perform simple tasks in the data center without requiring you to send an employee out.

Included Tasks

- Visual inspection of devices to assess equipment status (e.g., status lights, power lights and cabling) or identifying information (e.g., serial numbers) and report of observations back to the customer
- Viewing of monitors and report of screen data back to the customer
- Connection of a keyboard and/or monitor to customer equipment for the purpose of carrying out any of the other tasks listed in this document
- Rebooting routers, servers, or other customer equipment where the customer provides written directions for the technician
- Pressing of "any key" to clear a screensaver
- Toggling of switches or pressing buttons under the instruction of the customer, where those switches or buttons are clearly marked
- Plugging in loop-back cables at a DartPoints cross-connect area or at customer provided test points, providing a hard loop for customers to test circuits remotely (specialty loop-back cables, where required, provided by customer)
- Re-seating or replacing cables connecting customer equipment (replacement cables provided by customer)
- Tape replacements (swap out) as requested by customer
- Disconnecting systems from the network in the event of a network security event
- Providing customer with a report for audit purposes regarding use of their access badges to gain entrance to the facility
- Inventorying customer equipment
- Adding, removing or verifying a demarcation label
- Labeling customer equipment, cabling and connections
- Installing cross-connects from on-site customer equipment to a customer space patch panel
- Directing intra-customer cabling
- Moving or securing clearly marked cables
- Troubleshooting customer AC and DC power components that are hot-swappable
- Packing and shipment of customer equipment to a customer-designated address per customer packing instructions (all shipping costs to be paid by the customer)
- Removing a large number of combustibles from cabinet or cage per customer's request or if they do not respond to our request for removal
- Disposing of large number of boxes, etc. for customer
- Installing customer or DartPoints-provided support equipment, such as racks or power strips

For further information, details or any other requirement please contact us:



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