



SalonBiz® HA

SOFTWARE SYSTEM REQUIREMENTS & SPECIFICATIONS

SUPPORTED OPERATING SYSTEMS:

- Windows 2000 Professional (32 Bit) (Service Pack 6a)
- Windows XP Professional (32 Bit) (Service Pack 3)
- Windows Vista Business (32 & 64 Bit) (Service Pack 1)
- Windows Vista Ultimate (32 & 64 Bit) (Service Pack 1)
- Windows 7 Professional (32 & 64 Bit)
- Windows 7 Ultimate (32 & 64 Bit)
- Limited support for Apple Macintosh OS X version 10.4.9 or greater.

NON-SUPPORTED OPERATING SYSTEMS:

- Windows 95
- Windows 98
- Windows Millennium
- Windows XP Home (32 Bit)
- Windows XP Professional (64 Bit)
- Windows Vista Home Basic (32 & 64 Bit)
- Windows Vista Home Premium (32 & 64 Bit)
- Windows 7 Home Premium (32 & 64 Bit)

INTERNET ACCESS:

* A permanent broadband (DSL, Cable, T1) Internet connection with a PUBLIC STATIC IP address is required. Internet bandwidth needed should be calculated on needing a minimum of 50 kilobytes per each workstation and printer.

MINIMUM COMPUTER SPECIFICATIONS:

- Processor: 2.0 GHZ or Greater
- Memory: 1 GB or Greater (2 GB RAM or Greater is Highly recommended for Windows Vista)
- Hard Drive: 60 GB 7200 RPM Hard Drive or Greater
- Optical Drive: CD or DVD
- Monitor: 1024x768 Resolution; 32-bit Color Capable
- Network Card: 100 MB Ethernet connection with switched network environment

SUPPORTED HARDWARE:

Receipt Printers

- Epson TM-T88IV Ethernet Thermal Receipt Printer (MFR #: C31C636325)

* The Epson Ethernet receipt printer **MUST** be used in conjunction with a router. Though we offer support with setup for all of our supported hardware, we **STRONGLY** recommend the use of our supported router.

Document Printers

- Hewlett Packard LaserJet P2055DN (MFR #: CE459A#ABA)
- Hewlett Packard LaserJet P1505N (MFR #: CB413A#ABA)
- Hewlett Packard Wireless OfficeJet 6500 All-In-One (MFR #: CB057A#B1H)
- Dell 2330DN Laser Printer (MFR #: 224-3471)

* We **DO NOT SUPPORT** document printers that do not have built-in Ethernet connections in the Enterprise HA environment. Printers that do not have built-in Ethernet connections may be used locally.

Print Servers:

- Hewlett Packard JetDirect 170x Parallel Print Server (MFR #: J3258G#ABA)
- D-Link Ethernet Parallel Print Server (MFR #: DP-301P+)
- D-Link Ethernet USB Print Server (MFR #: DP-301U)

Routers:

- D-Link 8-Port Ethernet VPN Router (MFR #: DIR-130)
- D-Link 4-Port Wireless G VPN Router (MFR #: DIR-330)

* Other routers may be used however we only offer support for the routers listed. If you choose to use a different router it **MUST** be capable of port address translation (PAT) and port forwarding multiple incoming ports to multiple LAN printers. If you choose to use a router other than the routers listed we **CANNOT** offer support with setup.

NEILL TECHNOLOGIES HARDWARE RETURN POLICY

Refusals:

Refusals will be assessed a fifteen percent (15%) restocking fee plus the difference between current market cost and the cost at invoice date, in addition to all freight and insurance charges.

Discrepancies:

You have ten (10) days from receipt of an item to notify Neill Technologies of any discrepancies between what was ordered and what was actually shipped. Neill Technologies is not responsible for any discrepancies after (10) days.

Non-Defective Returns:

Fifteen (15) days from the date of receipt, Neill Technologies will allow customers to return the item in its original condition for a full refund. After fifteen (15) days Neill Technologies will not accept returns and repair or replacement is direct through the manufacturer. The product must be returned with all materials, boxes, manuals, cables, etc. that were originally shipped. No returns will be accepted if the manufacturer's box and/or packaging material is missing. Neill Technologies will only accept returns that are 100% complete and in new condition. Item(s) not returned in complete original packaging will result in refusal. All returns are inspected upon receipt. This process may take a couple of weeks. Please allow 2-4 weeks from the return date for credit to be applied.

DOA/Defective Returns:

Item(s) found to be defective out-of-the-box may be returned for replacement within ten (10) days of receipt. Item(s) that are not supported are not considered DOA/Defective. The item must be returned with all materials, boxes, manuals, cables, etc. that were originally shipped. Upon return the item will be tested. If the item is found to not be defective a return fee of up to 15% of the purchase price may apply. Past the allotted DOA period, the manufacturer's warranty takes effect and they must be contacted directly. All warranties are carried directly through the manufacturer. Neill Technologies may be contacted to request manufacturer contact information if needed.

Return Freight:

Neill Technologies will, for ten (10) days from date of receipt, return RMAs using the same shipment method as the original invoice at no cost to the customer. After ten (10) days, Neill Technologies will return all RMAs via UPS Ground Service at no cost to the customer. Customers wishing to use other methods of shipment will be responsible for all freight charges.

Change and Errors:

Prices, specifications, terms, and conditions are subject to change without notice. Neill Technologies is not responsible for errors in pricing and text in this policy.

