

# What is guided installation service?

The guided installation is a screen sharing session between the client and WebSpellChecker technical teams. During this session, the WebSpellChecker tech team will guide the client team through the installation process step-by-step, answer any product-related questions and troubleshoot the issues related to the product.

- Duration: up to 2 hours during WebSpellChecker official business hours. [What are support's business hours?](#)
- Tools: [Google Meet](#). Alternatively, we can use any screen sharing tool (e.g. Zoom, MS Teams) per the client request. This should be agreed beforehand.
- Fee: \$300. This fee is non-refundable and should be paid upfront. Each additional hour of such service is offered at \$150.

Requirements for the client / preparation steps:

- Acknowledge [Installation requirements](#) and prepare an environment that meets the requirements.
- Invite technical specialists who are aware of the specifics of the environment and have the necessary access/permissions to install the software.
- Download the installation package and additional language model files.
- Check company firewall restrictions to make sure that they won't block the license activation process or additional modules download.

There's no money-back guarantee, as the WebSpellChecker technical specialists will be fully dedicated to this case within two hours. If the deployment is successful and ends before time, and there are no questions left, the unused time is not compensated. In case we fail to help due to problems related to the WebSpellChecker product, we can offer an additional session at no cost. Otherwise, each additional hour of the service should be compensated according to the above-stated hourly rate and as a part of a new session.