2016 - 2017 SportClips Salon Ultimate Project

Version Control Log

Date	Description	Author	Version
12/02/2016	Initial Draft	Steve Petruzzi with sources Mike Ellis and Daryl Gans (Sports Clips Managers)	1.0
12/14/2016	Minor edits, updated the 2 kiosk topology from Deployment Guide	Bobby Taruc	1.1
12/20/2016	Clarified orientation of the hh scanner port on the check in kiosk	Bobby Taruc	1.1
12/27/2016	Added enterprise help desk # to confirm last transaction # is captured, i.e., polling was successful.	Bobby Taruc	1.2
1/11/2017	Inclusion of 2nd level support help desk phone number	Bobby Taruc	1.3
1/17/2017	Inclusion of File Migration during PC swap, other items related to this elaboration on scope. Added 32 GB USB Flash memory drive as part of tech tool. Updated checklist	Bobby Taruc	1.4
1/18/2017	Expansion of checkpoints on Completion Checklist, change in title	Bobby Taruc	1.5
1/19/2017	Include summarized process map on various use cases; include scanner programming sheets on the installation guide. Corrected Title. Inclusion of Software and Database Conversion steps. Used	Bobby Taruc	1.6

	Appendices instead for additional installation steps details		
1/27/207	Revised the email distribution address. Edited the checklist to include question if tech installed the Wallboard	Bobby Taruc	1.7
2/13/2017	Addition of details for TL sites' SU conversion. 1) Stand-alone kiosk' base measurement, 2) provisioning of Wallboard URL	Bobby Taruc	1.8

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Contact List

Sports Clips Enterprise Help Desk   **855-466-9332, option 1**
(Polling Completion Confirmation ONLY)
Sports Clips 2nd Level Project Help Desk   **800-872-4247, option 9**
Project Bridge   **218-548-7097**   **Passcode 317681#**
Roberto Taruc   **cell 331-201-1923**   **rtaruc@spencertech.com**
Project Team Distro   **SportClips@spencertech.com**

Installation Overview

- This document incorporates corporate-owned and TL (Team Leader or Franchisee) owned stores. Variation between each environment are pointed out here
- At a high level, there are (4) sub work packages and timeline budget is 2 labor hours per venue
  - Installation of replacement PC if applicable, with replacement receipt printer
  - Salon Ultimate Software and Database Conversion (to be executed by another vendor remotely but has dependency on our tasks)
  - Installation of Check-in Kiosk(s) with lowering of end cap cabinet
  - Configuration of Wall Board (flat panel screen)
- Budgeted and Forecasted Timeline with Sunday night start time of 18:30 hours, week night start time of 20:30 hours
  - One hour to install a Check-in Kiosk
  - One hour for Salon Ultimate Software and Database conversion, concurrent with technician's tasks
  - Firewall update: 30 minutes for TrustWave, 5 minutes for SonicWall
  - Add ½ hour for the second Kiosk
- Techs will initially confirm polling of store with SportsClips helpdesk or enterprise support prior to starting
- Lower the mounting height of end cap cabinet, bottom to rest on floor and re-mount, de-install architectural tubing at top of end cap cabinet
- De-install old Pin pad and stand (MX880 or MX925)–Use caution and follow steps below to ensure we don't damage desk
- For sites that will have a new all in one PC, De-install old Manager PC and receipt printer
- Be prepared to run cabling and terminate if not in place to newly installed 48" TV (Wallboard display),
- Install new Microsoft Surface Pro 4 in its own enclosure and Keyboard stand (Self Check-In/Out Kiosk),
- For sites that will have 2 Check-in kiosks, the kiosk closest to the manager's or POS PC is called the "Guided Kiosk" with the second one called "Stand-Alone Kiosk."

- Install new VX805 Pin pad and stand, Install new Manager PC and work to connect all devices
- Cat5 cable will be needed from the Firewall at main counter to the location of the Wallboard display
- Configure the Wall Board
- Note: Please do not call your Spencer PM or Sports Clips Enterprise Support on scope unless you have thoroughly read and referred to this document

Tech Provided Required Materials:

- Goo Gone (in lieu of heat gun) and rag cloth
- Cat5 cable – White preferred
- Cat5 RJ-45 male head (at Wallboard Display)
- Cat5 jack and housing (at desk)
- 1 or 2 short Ethernet patch cords (5 or 7'), color is immaterial
- 2-sided adhesive Velcro
- 1.5 to 1" Black Velcro roll (you will need about a 2-feet)

Customer provided Materials:

- 48" Samsung TV with wall mount bracket (Wallboard Display); typically pre-mounted and pre-existing
- Microsoft Surface Pro 4 with enclosure and mount, Keyboard, barcode scanner, USB hubs and Ethernet adapter
- VX805 Pin pad and bracket (along with micro screws in zip lock)
- Dell Optiplex 3240 All-in-one PC, keyboard, mouse, fingerprint reader, Receipt printer, Cash drawer, scanner, iSC250 Pin pad, UPS and 4 port USB hub

Deliverables required (e-mail to Project team Distro):

- **Photos (Note: Use Compression app at Google Play or iTunes App Store, to allow per jpg file size to 500KB or less, and allow attachment of all photos in ONE e-mail. Alternative: Use Dropbox.com and notify the project distro when all jpg's are uploaded. <mark>DO NOT SEND MULTIPLE EMAILS WITH ONE JPG ATTACHMENT.</mark>)**
    1. Installed Check-in Kiosk or Surface tablet on enclosure and mount (per kiosk)
    2. Installed pin pad showing splash screen (per pin pad)
    3. Port for hand held scanner at Check-in Kiosk (showing red and faint blue light) per kiosk
    4. Installed Manager's PC if applicable, with finger scanner
    5. Neat cable management under the counter, showing USB hub(s), Sonic Wall, UPS power supply, other hardware below counter
    6. Photo of Configured Wallboard Screen, showing Customer Queue list
    7. Corporate Store Manager or Franchisee (Team Leader or TL) signed Completion Checklist

Scope of Work

Without Manager's PC or POS PC Swap Use Case

1. Upon arrival, you or the TL (Franchisee) will confirm that Polling was completed successfully. To do this confirm the last Transaction ID # on the Register and check in with Enterprise Support to confirm that all Transactions have gone thru. Call 855-466-9332 option 1, and inform help desk that you will need to verify they have the last transaction # in "Short Cuts" system.

2. TL will call Salon Ultimate (SU) to start Software and Database Conversion (will take ½ hour to one hour)
   a. TL will provide tech with the Wallboard URL at this time as well, which will come from SU help desk

3. Note that Spencer will not have to touch the Manager's OR POS PC

4. Do the Firewall Update
   a. If with SonicWall
      i. Go to http://downloadscoreboard.com/
      ii. Click on the Red Link and download the file
      iii. Click to launch the file, when prompted, enter "Sporty123!" as the password
   b. If with TrustWave
      i. Have the store manager or TL call TrustWave to push the "Gold Configuration Standard for Salon Ultimate Point of Sale," this will take about ½ hour

5. Find the supplied equipment shipped by SportClips and inventory (See Appendix 9 for more info) and call out any issues to Spencer PM.

6. Lower the end cap cabinet, see Appendix 2.0

7. Install the Check-In Kiosk along with the replacement pin pad. You can start this while Salon Ultimate is doing the Software and Database Conversion, see Appendix 4.0

8. The following will apply if you have a 2nd resource on site
   a. Tech 1 – Will be responsible for de-installing old pin pad/stand (MX880 or MX925 and lowering the end cap of main cash wrap so it's flush with the counter top; bottom of the end cap cabinet will rest on finished floor line. Also use 2' long Phillips head screwdriver to release TV from bracket and confirm if Cat5 cable was pulled, if not work to get in and terminate either way (Cable will go from Firewall to TV) and work to get the TV configured and ready to test
   b. Tech 2 –Install 1 or 2 new Check in/out kiosk (Microsoft Surface Pro 4) and pin pad/s and work to route cabling thru Cash Wrap following the connection guide, see Appendix 8.

9. Configure the kiosks to get them online with correct network parameters (ip address, Gateway, DNS1 and DNS2), see Appendix 6.0

10. Call Salon Ultimate and let them know the kiosks are ready. They will walk the techs through various steps to have them connect to the kiosks. Once they are in, they will take from there.

11. Connect the Wallboard to the LAN, configure the wallboard, see Appendix 3.0 and 7.0

12. Program the handheld scanner. Follow the steps for Honeywell Voyager 1400G OR CR800, see Appendix 10.0

13. Complete testing of receipt printer, report printer, cash drawer, barcode scanner, credit card machines to confirm all is working with Salon Ultimate.

14. [Note: We will need a final checklist from Salon Ultimate, this document will test all hardware before our techs leave the site. This document will walk the techs through all hardware testing.]

15. **Upon completion of all testing, check out with your Spencer PM, submit deliverables clean-up and leave the site.**

With Manager's PC or POS PC Swap Use Case

1. **Prior to our arrival:**
   a. **TL will have called Enterprise Support to confirm the last transaction number for the day**
   b. **If with TrustWave, store manager or TL will have called TrustWave to push the "Gold Configuration Standard for Salon Ultimate Point of Sale," this will take about ½ hour**
2. **Confirm with store manager or TL that critical C: drive files have been migrated to a USB flash memory drive**
   a. **Prior to de-installation of the old Manager's or POS PC, migrate or help the manager or TL migrate the critical files to a USB flash memory drive**
3. **Do the Firewall Update**
   a. **If with SonicWall**
      i. **Go to http://downloadscoreboard.com/**
      ii. **Click on the Red Link and download the file**
      iii. **Click to launch the file, when prompted, enter "Sporty123!" as the password**
   b. *If with TrustWave*
      i. **Have the store manager or TL call TrustWave to push the "Gold Configuration Standard for Salon Ultimate Point of Sale," this will take about ½ hour**
4. **Swap out the POS PC ONLY AFTER the Firewall update is done, see Appendix 4.0 for additional details**
   a. **Migrate the files from the flash memory drive to the new POS PC C: drive**
   b. **Connect all of the comm port and power connections for the POS PC**
5. **TL will call Salon Ultimate (SU) to start Software and Database Conversion**
   a. **TL will provide tech with the Wallboard URL at this time as well, which will come from SU help desk**
6. **Start installation of the Check-In Kiosk along with lowering the end cap cabinet, see Appendix 1.0, 2.0 and 4.0**
7. **Configure the kiosks to get them online with correct network parameters (ip address, Gateway, DNS1 and DNS2), see Appendix 6.0**
8. **Call Salon Ultimate and let them know the kiosks are ready. They will walk the techs through various steps to have them connect to the kiosks. Once they are in, they will take from there.**
9. **Connect the Wallboard to the LAN, configure the wallboard, see Appendix 3.0 and 7.0**
10. **Program the handheld scanner. Follow the steps for Honeywell Voyager 1400G OR CR800, see Appendix 10.0.**
11. **Complete testing of receipt printer, report printer, cash drawer, barcode scanner, credit card machines to confirm all is working with Salon Ultimate.**
12. **[Note: We will need a final checklist from Salon Ultimate, this document will test all hardware before our techs leave the site. This document will walk the techs through all hardware testing.]**
13. **Upon completion of all testing, check out with your Spencer PM, submit deliverables clean-up and leave the site.**

Clips Kiosk Check in/out Installation Ver. 1.8

Appendix 1.0 Removal of MX880 or MX925 stand (during Pin pad replacement)

With the current use of the iSC250 payment terminal, the existing Pin pad/stand can be removed from the check-writing counter

- **Using a heat gun and a flat headed screwdriver, CAREFULLY, pry the stand from the desk**
- **Using a plastic trowel (Or credit card protected with tape) use the heat gun to gently scrape away remnants of glue pad**
- **Using a cloth and a little barbacide (the Team Leader can provide this) OR Goo Gone clean any remaining glue residue from desk**
- **ALL OLD UNUSED CABLING MUST BE DE-INSTALLED AND TAKEN OUT UNDER THE COUNTER, AND TURNED OVER TO THE TL OR STORE MANAGER**
- **Key: Turnover all old pin pads and accompanying cables to the TL or store manager.**

Appendix 2.0 Lowering End Cap

Tech1 will first need to lower the End Cap and remove any add ons from the End Cap to ensure a flush and clean counter so Kiosk1 bracket can be installed at the edge of the main wrap

Upon arrival, this is how end cap will be found

Remove face of End Cap and find all anchor screws to release

Set top of End Cap flush to counter and let it rest on finished floor line, secure and remove anything from the top
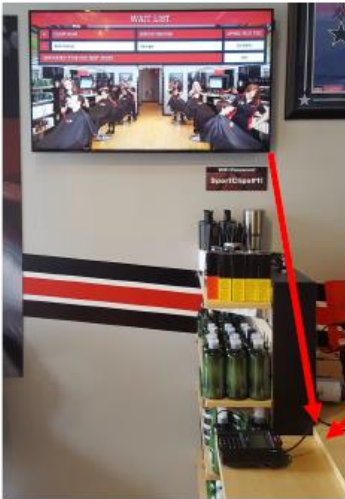
End Cap now flush with countertop and resting on finished floor line.

Appendix 3.0 SAMSUNG WALLBOARD DISPLAY

<u>Tech1</u> should find that the Samsung 48" LCD TV has already been mounted to the wall at 6 feet to the bottom of the floor and flush with the edge of the cash wrap. Electrician should have also pre-wired a cat5 cable from the Firewall to behind the TV and we'll need to terminate, test and connect but be prepared to pull cable if needed

If the TV has been locked to the bracket use the 2' long screwdriver to find locking screw along the lower right hand side of the TV can be angled up slightly to get behind TV to terminate cabling and connect Ethernet cable to Ethernet port on TV. <u>TV will connect to port 4 of the Firewall</u> and Tech1 will need to follow separate SOW – Wallboard Configuration Guide – to setup the flat panel monitor.

Release screw is behind lower Right hand side of TV

This will release TV so it can be slightly angled off wall

Ethernet port will be viewable from floor once TV bracket lock released as it on bottom of input panel

Appendix 4.0 Dell Optiplex 3240 All-in-One PC installation

- **If your venue will undergo a Manager's or POS PC replacement or swap, confirm with the store manager or TL that they have a copy of their critical files (on a portable hard drive or flash memory drive)**
- **If not, copy and migrate their C drive files to a portable 32 GB USB flash memory drive.**
- **Transfer some files form the old Manager's PC to the new one. Typically, it will be a total of 5 files and can be found starting on "My Computer (This PC) > OS (C:) > Users > Sport Clips". The files that need to be copied to the thumb drive are "Desktop, Documents, Downloads, Favorites and Links."**
- **After the new PC has been installed just transfer the files using the same route it took to find them and dump them in the Sport Clips folder.**
- **The following is LAN topology and communications port connections for the Manager's PC. Refer to Appendix A for full LAN topology diagram or schematic. Note that the topology is when there are two Kiosks.**
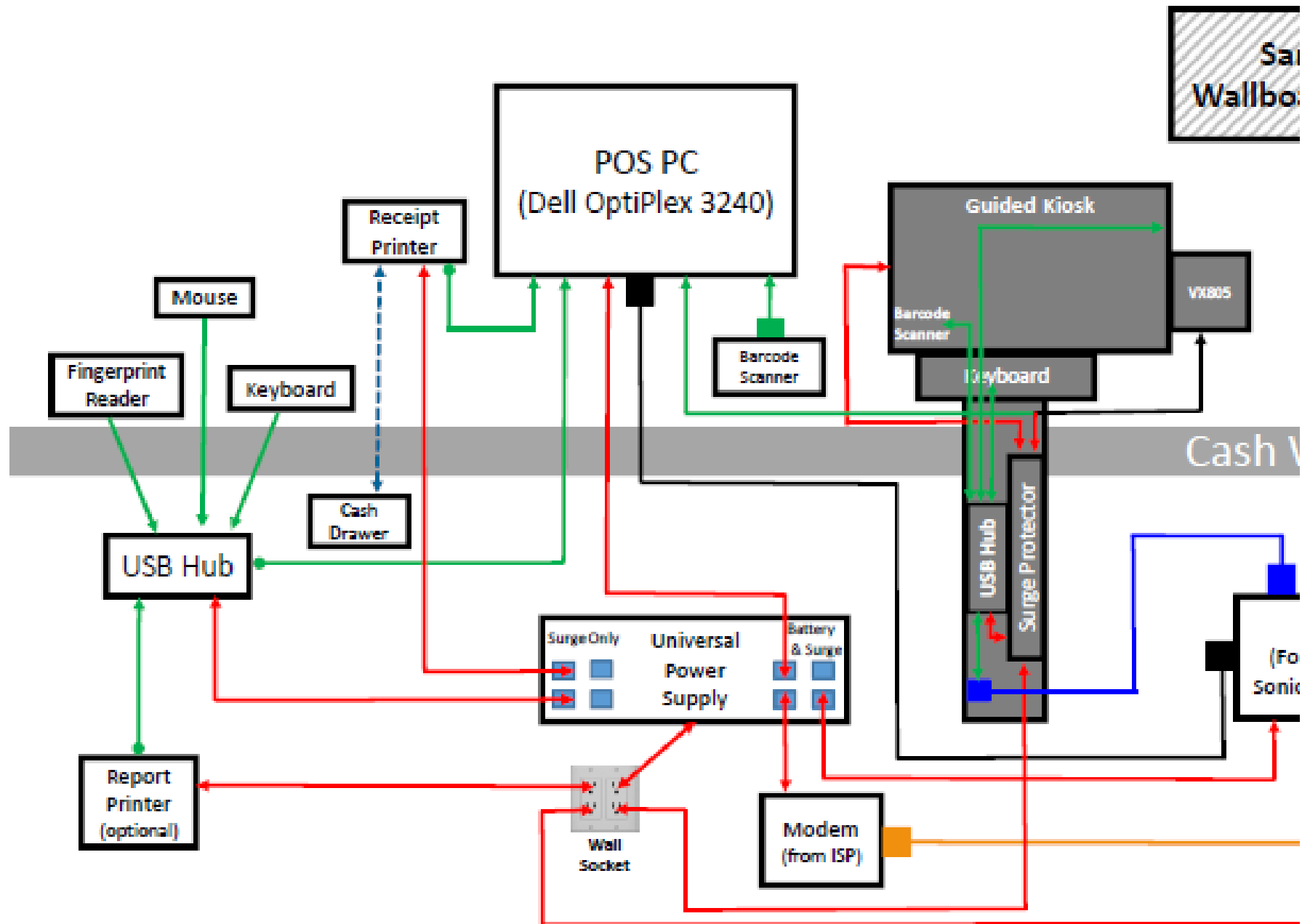
Network Diagram Cabling Key

USB Cable – A end ⟶	6' POS PC Cat5e ■—■	Primary POS Components ☐
USB Cable – B end ⟶•	10' Kiosk Cat5e ■—■	Kiosk Components ■
USB Cable – RJ45 end —■	5' Wallboard Cat5e ■—	Wallboard Component ▨
RJ-12 Cable ←--→	10' Wallboard Cat5e ■----	
Power Cable ←⟶	4' Modem Cat5e ■—■	

NOTE – Not all stores will require a new manager's all in one PC, i.e., some stores will not get a PC replacement. Note the comm port connections and interface to Guided Kiosk. The latter's VX805 Y cable will split to surge arrestor and USB A to the manager's PC. Receipt printer will be replaced if the manager's pc will be replaced. <u>Lastly, you may find a cable lock on some of the comm or Ethernet cables, the TL or store manager will have possession of the key to unlocking the cable locks.</u>
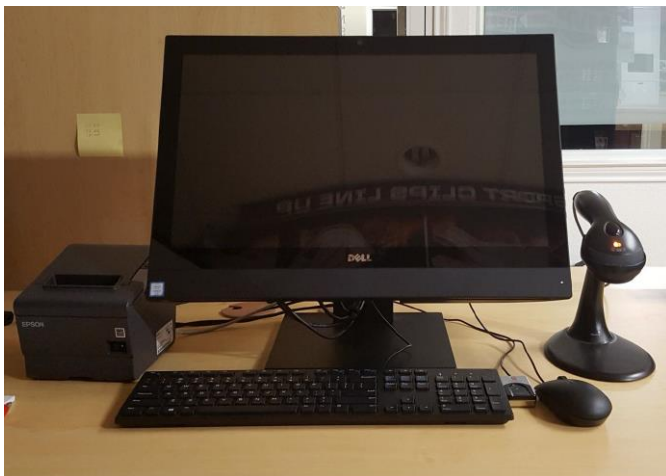
Desktop view of POS PC, mouse, keyboard, receipt printer, cobra-head scanner, and fingerprint reader

Appendix 4.0 SELF CHECK-IN /CHECK-OUT KIOSK INSTALLATION

Unless specifically declared that the instructions refer to TL or Franchisee owned locations, the following instructions apply to Corporate owned locations. Find the Microsoft Surface Pro 4 kits (some stores will get 2 Kiosks) shipped to site (includes pole stand, keyboard, scanner, pin pad, USB hub, ethernet adapter and Surge Protector); Refer to diagram above and Appendix 8.0.

1. Screw the pin pad bracket to the main stand

2. Route power cord, pin pad cable, keyboard cable, USB hub cable and hand held (HH) scanner cable thru pole as shown below. Scanner location MAY change depending on wrap location; the hand held scanner port is pre-installed on the left side of the kiosk tablet enclosure (as one is facing the back of the store). Stand-alone Kiosk may NEED TO have HH scanner port to be relocated to top of enclosure for accessibility reason only. Guided kiosk will have HH scanner port at left side of the enclosure (away from the manager's PC). To recap, the following will be inside the tablet enclosure
    a. VX805 Y cable, one to power and one USB to hub
        i. Tightly snap the power cable to the power adaptor cable and (bread bag) tie the two parts together to ensure both do not uncouple
    b. Surface USB to USB hub
    c. Surface power cable to Surge Protector
    d. HH or scanner cable to USB hub

Use black tape below HH scanner circuitry, and red tape on top of it to secure it in place.
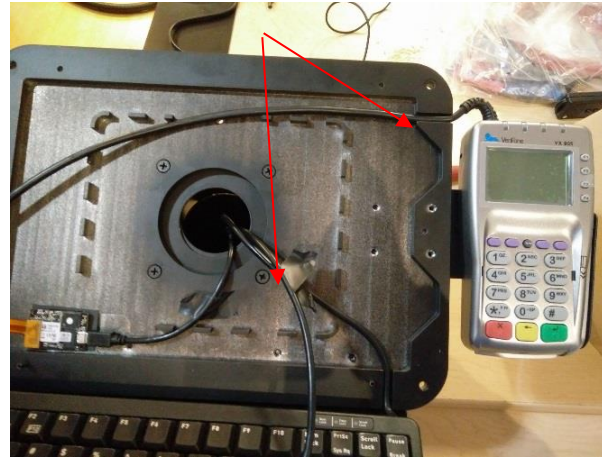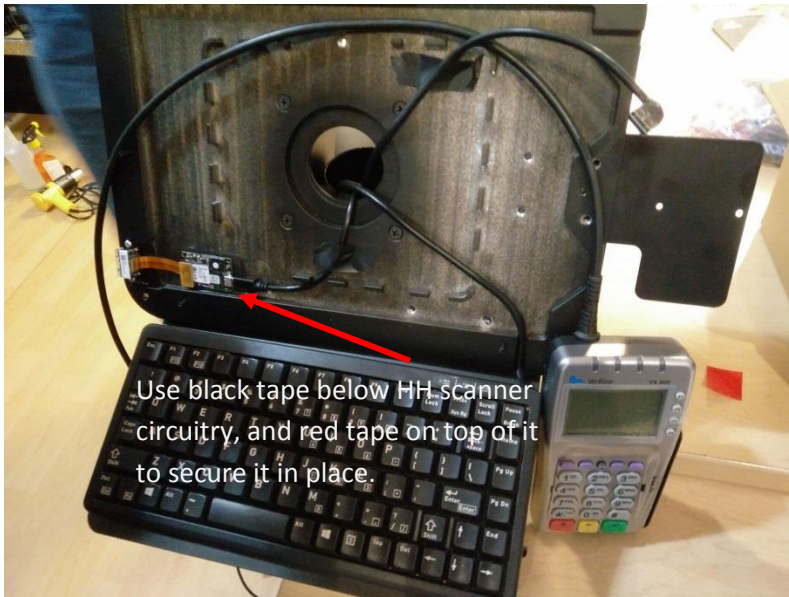
Mount pin pad and route cables ensuring cables DO NOT cross over each other as this will prevent tablet enclosure from closing properly and overall mounting; there isn't much room in the enclosure if the cables overlap each other.

3. **Install Microsoft tablet in tablet enclosure connect and connect all cables mentioned, following the power and comm port connections as shown below. Keep cables as tight as possible to allow for table enclosure to close properly.**

4. **Drilling holes. Depending on how the number of tablets tech will need to <u>drill 2" hole for each tablet</u> location. Measurements given below for a 2 kiosk store. From edge of main wrap (lines in yellow to help identify as we don't want to count End Cap or Customer Check Signing counter).**
5. **For TL or Franchisee Owned Stores Only: Refer to the following elevation drawings for Right Hand Reception Desk Kiosk Placement Diagram**

Right Hand Reception Desk Kiosk Placement Diagram
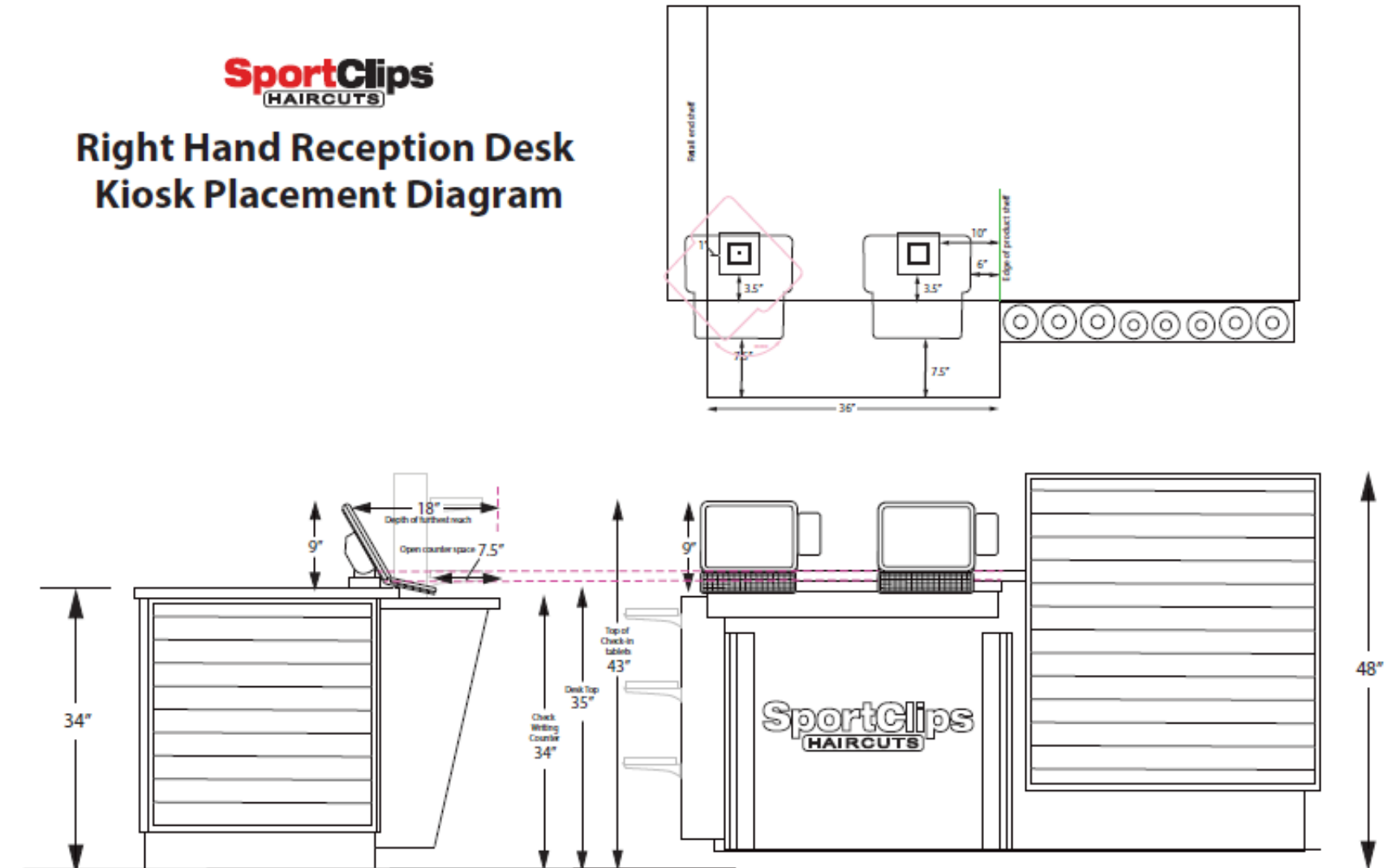
a. **Mark your first Kiosk mount or stand location**
   i. **For corporate sites, measure 1.5" from the upper counter lip to the front of the base stand**
   ii. **For TL or Franchisee sites, measure 2.5" from the upper counter lip to the front of the base stand**

iii. For TL or Franchisee sites that do not have an end cap shelving, measure 5" from the edge where the end cap is supposed to be to the edge of stand-alone Kiosk bracket stand

iv. Edge of the tablet enclosure will align with front end of the end cap cabinet

v. With proper placement of the Kiosk mount, mark the center of counter hole you will cut or drill

b. If installing for both Guided and Stand Alone Kiosks

i. Measure 18.5" from the edge of the Stand Alone Kiosk (right side of base, facing the kiosk) base to Guided Kiosk base (left side of base, facing the kiosk), i.e., there is 18.5" separation between lips of mounting bases for both kiosks

Employee side of counter view of installed tablets. Note setup for HH scanner has port on top for Stand Alone kiosk and on the left side (when facing the kiosk or Surface tablet) for Guided Kiosk.

6. **Now that kiosks installed, work to route the following cables:**
   - **Tablet power cord to the UPS installed under cash wrap**
   - **USB cable from UPS to USB hub**
   - **Tablet scanner to USB hub**
   - **VX805 pin pad USB cable to USB hub**
   - **VX805 power to UPS**
   - **Ethernet adapter connected to USB hub and then to port 2 of Firewall for Kiosk1 (port3 of Firewall for Kiosk2)**

- **The following photo shows proper cable management for all devices under the counter along with network, power and comm port connections' topology for all hosts and clients within the store**

Samsung
Wallboard Display

Recessed
Wall Socket

CatSe Jack

Guided Kiosk

VX805

Barcode
Scanner

Keyboard

USB Hub

Surge Protector

Stand-Alone Kiosk

VX805

Barcode
Scanner

Keyboard

USB Hub

Surge Protector

Cash Wrap Desk

CatSe
Jack

Battery
Surge

Firewall
(FortiWiFi 60D or
SonicWALL TZ105W)

Modem
(from ISP)
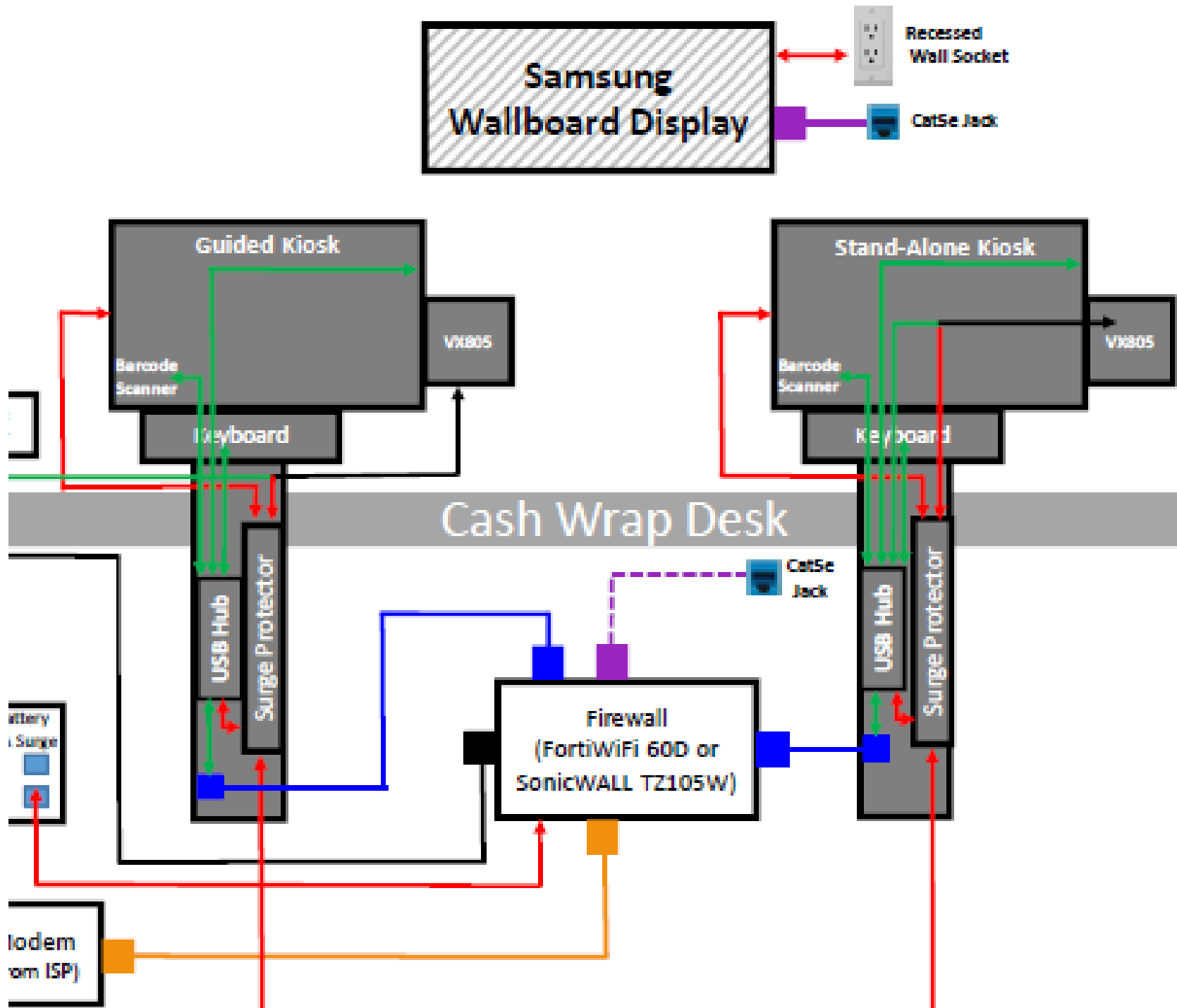
Appendix 5.0 Sonic Wall or FortiWiFi Connections

    a. **If with switch, start with port 1 for LAN**

    b. **If with Sonic wall, start with port x3 for LAN**
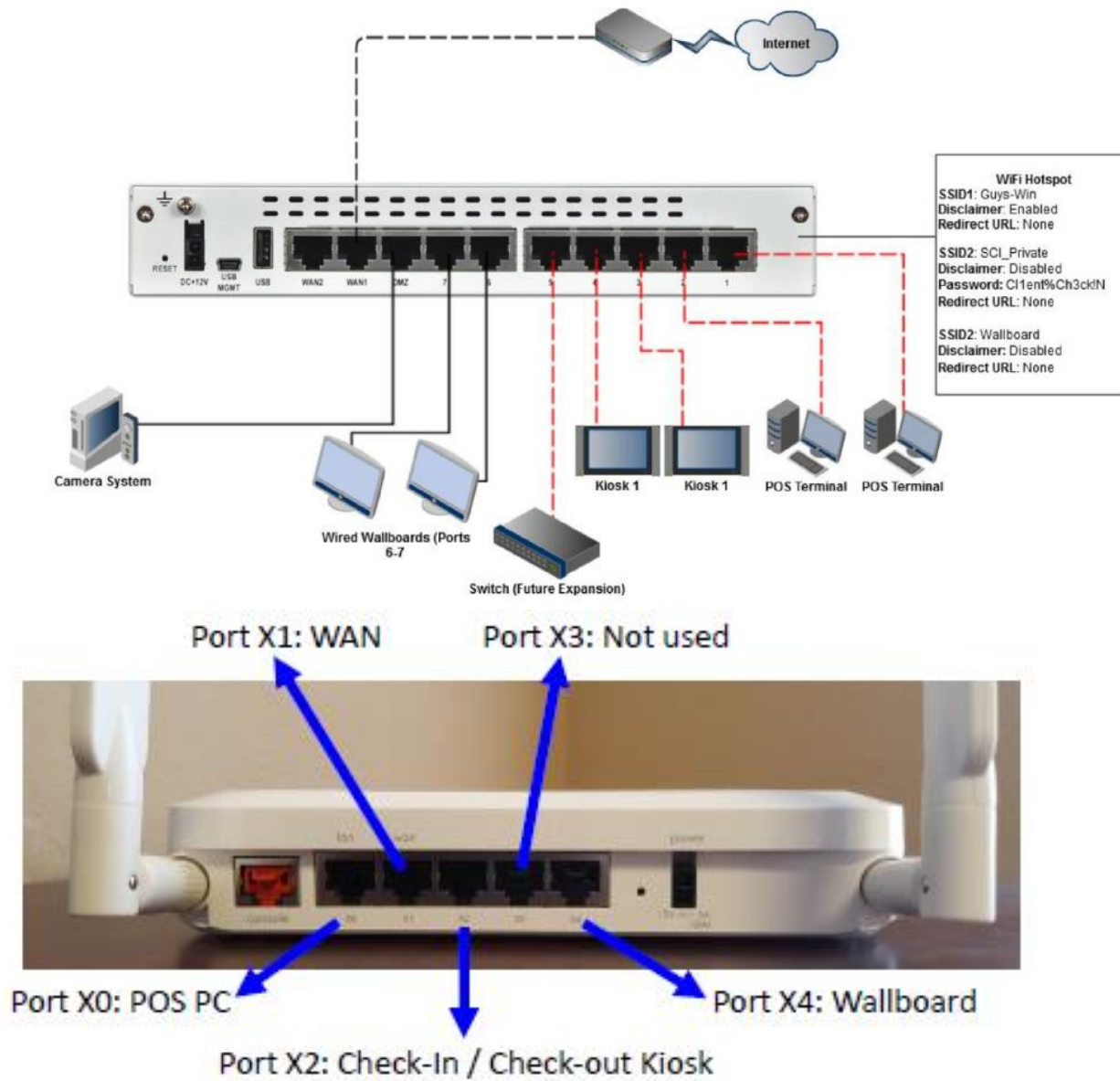
Appendix 6.0 Powering and Configuring for TCP/IP the Check-In Kiosks

  a. **Note: There is no difference on IP settings for TL or Corporate sites**

  b. **For <u>Kiosk1 (Stand Alone)</u>- From Desktop need to Network and Sharing Center -> Change Adapter settings -> right click on LAN -> Properties -> Internet Protocol Version 4 (highlight this and click properties) ; assign last octet as "57" for this kiosk**

  c. **From TCP/IPv4 Properties box, setup with info below (3rd OCTET is the STORE ID)**

  d. **Repeat for <u>Kiosk2</u> (Guided Kiosk) with only change being IP is 192.168.xxx.58**

  e. **Default Gateway must have last octet as dot "1"**

  f. **Follow the Preferred DNS and Alternate DNS per diagram on the following page**

  g. **<u>IF NEW DELL 3240</u> All-in-one installed, repeat steps on Manager's PC with the only change being IP is 192.168.xxx.55**

Internet Protocol Version 4 (TCP/IPv4) Properties

General

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

○ Obtain an IP address automatically
◉ Use the following IP address:

IP address:	192 . 168 . . 57
Subnet mask:	255 . 255 . 255 . 0
Default gateway:	192 . 168 . . 1

○ Obtain DNS server address automatically
◉ Use the following DNS server addresses:

Preferred DNS server:	8 . 8 . 8 . 8
Alternate DNS server:	8 . 8 . 4 . 4

☐ Validate settings upon exit   Advanced...

OK   Cancel

Appendix 7.0 Configure the Wall Board

Refer to the "Wall Board Configuration Guide" document (attached on Spencer CRM aka "Squire") and follow all the steps in that document. When setting "wake" and "sleep" times, set "wake" to two hours prior to week day store opening time and "sleep" to two hours after week day store closing time. Use a full keyboard and connect the USB connection to the wall board, to type in the URL. If you do not have a paper copy of the "Wall Board Configuration Guide," it is located in Dropbox, with this link http://bit.ly/2gKdMYE.

Appendix 8. Salon Ultimate Wiring Topology

Salon Ultimate – 2 Kiosk Network Diagram
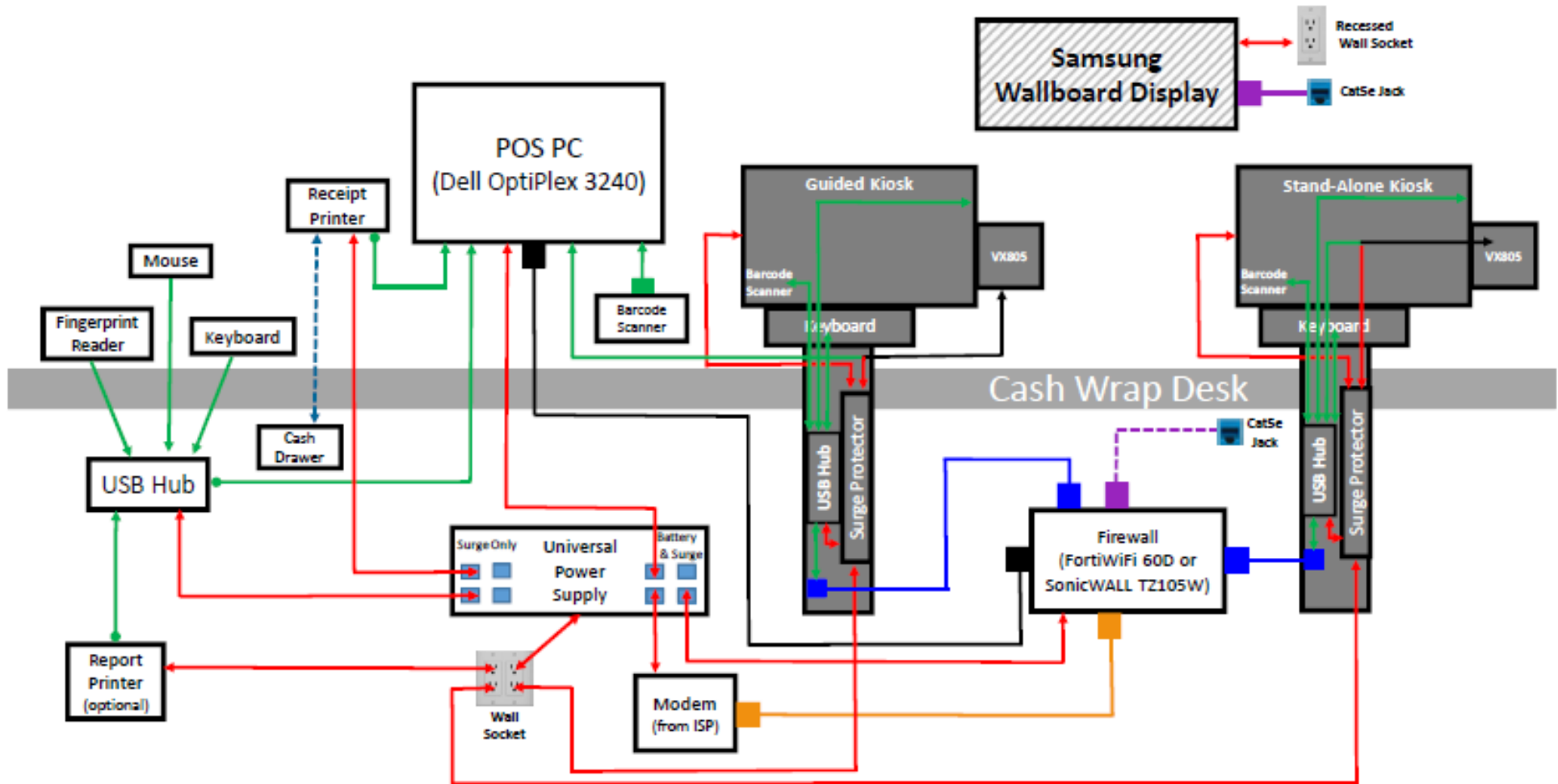
Appendix 9 – Inventory of hardware and peripherals

MAIN SCOREBOARD POS SYSTEM (Manager's PC)

- **Main Scoreboard POS System**
- **Dell Optiplex 3240 All-in-one PC**
- **PC keyboard and mouse**
- **Fingerprint reader**
- **Receipt Printer**
- **Cash drawer and cable (note this connects to receipt printer)**
- **Cobra-head barcode scanner**
- **iSC250 payment terminal (pinpad)**
- **Universal Power Supply (UPS)**
- **Firewall /router (either SonicWALL TZ205W or FortiWiFi 60D**
- **Powered 4-port USB hub**
- **6' USB Extension Cable (A to B)**
- **Report printer (optional – not all stores will get)**

SELF CHECK-IN /CHECK-OUT Kiosk

- **Microsoft Surface Pro 4**
- **Microsoft Surface Pro 4 Keyboard**
- **Microsoft Surface Ethernet Adapter**
- **Maclocks Stand for Surface Pro 4**
- **Honeywell Vuquest 3310G-4USB barcode scanner**
- **VX805 Payment Terminal (pin pad)**
- **VX805 Lockable 3" Pole Mount Stand**
- **Surge Protector**
- **Powered 4-port USB hub**
- **6' USB Extension Cable (A to B)**

WALLBOARD DISPLAY

- **Samsung DM48E 48" LED Display**
- **Tripp Lite LCD Wall Mount fixed**

Appendix 10.0 Programming the Scanners

If you have CR800, program the hand held scanners by scanning the following QR codes.

These are the barcodes necessary to program the Code CR8000 barcode scanner housed in the Vault Kiosk Enclosure.

This barcode will reset the CR8000 to USB factory defaults:

M10002_02

This barcode will set the CR8000 to communication in USB Keyboard Emulation Mode:

M10200_01

This barcode will add a carriage return (enter) to the end of the CR8000's standard barcode read allowing it to properly work within Salon Ultimate:

M10134_01

This barcode will disable the blue targeting LEDs from the CR8000:

M10154_01

If you recently received a new Honeywell Voyager 1400G barcode scanner from CDW, it will likely require programing to work with the Scoreboard system. Programming is very easy to complete. Simply scan the barcode below and reboot your Scoreboard system. When system access resumes, your barcode scanner will work properly.

Appendix 11.0 Manager's Completion Checklist

1. **Polling is confirmed to be completed and last transaction identified at enterprise level? Yes/No**
2. **End cap has been lowered, shelving re placed and product re displayed?**
3. **Check in or Surface Tablet Kiosks**
    a. **Guided Kiosk Surface Tablet installed per scope**
        i. **Static IP, Gateway and DNS' configured? Yes/No**
        ii. **Keyboard is functional and tested? Yes/No**
        iii. **Hand held scanner port has red light; orientation of HH or handheld ports are per scope? Yes/No**
        iv. **Hand held scanner port has faint blue light? Yes/No**
        v. **Charging icon on Surface confirmed and lit? Yes/No**
        vi. **Comm Port and Power Connections**
            1. **Guided Kiosk connected to its own Hub? Yes/No**
            2. **Kiosk' Bar code scanner connected to hub? Yes/No**
            3. **Keyboard connected to hub? Yes/No**
            4. **Kiosk power cable connected to Surge Protector? Yes/No**
            5. **Surge protector installed? Yes/No**
            6. **Hub patched to Surge Protector? Yes/No**
            7. **Surge Protector patched to power outlet? Yes/No**
            8. **USB hub connected to 10' Kiosk Extension Cable? Yes/No**
            9. **10' Kiosk Extension Cable connected to Firewall? Yes/No**
    b. **Stand-Alone Kiosk (2nd Kiosk further away from Manager's PC)**
        i. **Static IP, Gateway and DNS' configured? Yes/No**
        ii. **Keyboard is functional and tested? Yes/No**
        iii. **Hand held scanner port has red light; orientation of HH or handheld ports are per scope? Yes/No**
        iv. **Hand held scanner port has faint blue light? Yes/No**
        v. **Charging icon on Surface confirmed and lit? Yes/No**
        vi. **Comm Port and Power Connections**
            1. **Stand-Alone Kiosk connected to its own Hub? Yes/No**
            2. **Kiosk' Bar code scanner connected to hub? Yes/No**
            3. **Keyboard connected to hub? Yes/No**
            4. **Kiosk power cable connected to Surge Protector? Yes/No**
            5. **Surge protector installed? Yes/No**
            6. **Hub patched to Surge Protector? Yes/No**
            7. **Surge Protector patched to power outlet? Yes/No**
            8. **USB hub connected to 10' Kiosk Extension Cable? Yes/No**
            9. **10' Kiosk Extension Cable connected to Firewall? Yes/No**
    c. **Total # of Kiosk installed?_____**
4. **VX805s**

     a. Is it patched to the Surge Protector? Yes/No

     b. Is first VX805 attached to the Guided Kiosk with 2 micro screws? Yes/No

     c. Is second VX805 attached to the Stand-Alone Kiosk with 2 micro screws? Yes/No/Not applicable

     d. For the VX805 attached to the Guided Kiosk, is it connected to both the Surge Protector and Manager's PC? Yes/No

     e. For the second VX805 attached to the Stand-Alone Kiosk, is it connected to both the USB hub and Surge Protector? Yes/No/Not applicable

5. **Manager's PC replacement, installed and functional (if applicable)?**

     a. Did you have to install a replacement Manager's or POS PC? Yes/No/Not Applicable

     b. Critical files migrated from old PC to new PC? Yes/No

     c. Confirm the following connections are secure and patched (regardless if you replaced the POS PC or Manager's PC or not) to the PC:

        i. Bluetooth adaptor for mouse and keyboard confirmed working? Yes/No/Not applicable

        ii. USB Hub installed and connected to the PC? Yes/No

        iii. Receipt printer cables installed, USB to PC and RJ12 to cash drawer? Yes/No

        iv. Receipt printer patched to Surge port on the UPS? Yes/No

        v. Mouse and Keyboard connected to USB hub? Yes/No

        vi. Fingerprint reader and report printer (optional) connected to USB hub? Yes/No

        vii. Report printer, if available, connected for power? Yes/No

        viii. USB hub, connected to Surge port on the UPS? Yes/No

        ix. Barcode scanner USB connected to POS PC? Yes/No

        x. Guided Kiosk VX805 connected via USB to PC? Yes/No

        xi. POS PC 6' Ethernet cable connected to Firewall? Yes/No

        xii. PC power cable patched to Battery and Surge port of the UPS? Yes/No

     d. TL or store manager did test transaction and did full functionality testing? Yes/No

6. **UPS installed? Yes/No**

     a. Confirm the following connections Surge port connections on the UPS? Done/Not Done

        i. Receipt printer

        ii. USB hub for peripherals and PC

     b. Confirm the following connections on Battery and Surge ports on the UPS? Done/Not Done

        i. POS PC or Manager's PC

        ii. Modem from ISP

        iii. Firewall

7. **Wallboard**

     a. Did you have to install the flat panel monitor called "Wallboard?" Yes/No

     b. Did you have to run (1) cable for Ethernet connection? Yes/No

     c. Had to terminate pre-installed Ethernet UTP cable? Yes/No

     d. Wall board has been configured per Configuration Guideline, showing Customer Queue list? Yes/No

8. **Firewall (Sonic Wall or FortiWiFi), confirm the following connections with Enterprise Support. Done/Not Done**

     a. Battery and Surge port power connection on the UPS

     b. Port XO for POS PC or previous port connection_____

      c. **Port X2 for Guided Kiosk' USB hub**

      d. **Port X3 Stand-Alone Kiosk' USB hub**

      e. **Port X4 for Wallboard**

      f. **Port X1 for WAN or previous port connection _____**

9. **Modem – should not be touched nor changed, but confirm the following comm port connections? Done/Not Done**

      a. **Power to Battery and Surge port on UPS**

      b. **Connection to firewall**

10. **Hand held scanners—did you program the hand held scanners using the scan sheets? Done/Not Done**

      a. **Model of scanner: CR800 OR Honeywell Voyager 1400G (encircle one)**

11. **Old pin pads have been turned over to the TL or store manager for Custody and Proper Disposition? Done/Not Done**

12. **Old unused cabling are de-installed and turned over to the TL or store manager? Done/Not Done**

13. **All power, Ethernet and communications cabling under the counter have been cable managed properly, i.e., are neat and tidy? Done/Not Done**

14. **Counter and floors have been vacuumed and cleaned? Done/Not Done**

15. **All tools and ladder have been put away? Done/Not Done**

16. **Store is clean and ready for business next business day? Done/Not Done**

17. **Report all Spencer or Contractor Supplied materials and quantities:_____**

Store Manager Signature: _____Store Manager Printed Name:_____

Technician Signature: _____ Technician Printed Name:_____

Store #_____Store Address #_____