



Network Engineering
Technologies
3140 Deming Way
Middleton, WI 53562
www.nettechnology.com

Vendor: 60426
Purchase Order: 659556-1327181-Klein-SRPharm
Work Order: 1327181
Service ETA: 11/9/2021 12:30 PM
*Purchase Order MUST appear on all invoices and
emailed to apinbox@nettechnology.com or invoice
will be
rejected, Invoice must match this Purchase Order
Receipt.

Site Location Information

Customer: MarketSpark
Site Number: Klein-SRPharm
Location: Klein Shoprite Pharma
2101 Rock Spring Road
Forest Hill, MD 21050
() -
Site Contact: Manager

Technician Information

Technician Name:
Technician Phone:
Techs Manager: Latoya

Manager Phone: 4058021262

***** MUST CALL UPON ARRIVAL AND BEFORE SITE
DEPARTURE *****

NET Contact Info:

Please see below for log in and out directions

Scheduling

1 billable technician required Arrival Time: 11/9/2021 12:30 PM

Scope of Work

MarketSpark – POTS IN A BOX INSTALL - Equipment to be shipped to tech. Contact NET PM if you are missing equipment for your install.

PLEASE FOLLOW LOCAL AND STORE MASK/SHEILD GUIDELINES

TECH MUST KNOW HOW TO USE A BUTT SET AND TRACE OUT PHONE LINES. TECH SHOULD HAVE LAPTOP WITH TEAMVIEWER INSTALLED

Log In and out at ESGGR queue 608-827-2273

MarkSpark Logout/Checkout: 844-335-5153 ***CONTACT ESGGR SUPPORT IF ON HOLD OR WAITING FOR CALL BACK FOR MORE THAN 20 MINUTES***

MarketSpark support: 619-613-2960 (For issues only) ***CONTACT ESGGR SUPPORT IF ON HOLD OR WAITING FOR CALL BACK FOR MORE THAN 20 MINUTES***

Site contact: Bob Belcher (Phone: 410-515-9303 ext. 1413)

Equipment being installed: 1 Data Remote 9010 plus 8 Port ATA

Store devices/panels needing connection to MarketSpark POTS lines: Fire/Burg Panel (Alarm tech will be onsite)



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Existing lines being replaced: 2 Fax (porting), 2 Fire Lines (new #s), and 1 Burg Line (new #s)

Fire 1:14106562082
Fire 2:14106562083

Fax Line Temp #1:14106562087
Fax Line Temp #2:14106562088

Fax Line Porting #1: 1-410-515-2731 (call forwarding enabled)
Fax Line Porting #2: 1-410-515-9604 (call forwarding enabled)

SOW:

Log in and with NET

1. After logging in, get in touch with site contact and have them lead you to the customer desired install location. Some sites have multiple closets/rooms. If any uncertainty, contact NET to escalate.
2. Take wide angle photo of backboard at the desired area and submit to DSS
3. Mount MarketSpark equipment at 5-6' from the floor in a place near the POTS line demarc and where it will have a dedicated power outlet. Unit cannot be plugged into a power strip.
 - Power cord and brick must be neatly secured to the wall with fasteners/Velcro. Power brick should be horizontal so gravity does not pull cord out.
 - Data remote 9010 units should be mounted horizontally with antennas to the top. Antennas should be pointing upwards if there is space above. Otherwise they can point out into the room and angled upwards.
 - Unit should be secured to wood backboard. Do not screw directly into drywall without proper anchoring.
 - If there are no available locations near demarc that have power, reach out to NET after sending in photos to DSS
4. Label MarketSpark plug/cord with 'DO NOT UNPLUG' using printed label
5. Install battery unit inside MarketSpark box. This needs to be connected to one of two available DC plugs coming from splitter. You do not need to use the USB cord our power supply that comes with the backup battery. Place battery unit in the box with green charge indicator lights facing outwards. Ensure unit is turned on. '--' pushed down, 'O' in up position.
6. Power up MarketSpark unit and test the labeled lines with inbound and outbound calls. Take a screenshot of call history with each line showing inbound and outbound calls. If 66 block is not labeled, please label MarketSpark 66 block cover with the lines.
 - Examples: VOICE 1 111-111-1111 VOICE 2 222-222-222 'MARKETSPARK DEMARC' (See example photos for reference)
7. Once dial tone is confirmed, send all photos into DSS.

If there are technical issues, please reach out to NET ESGGR first for guidance

8. Once deliverable confirmation has been received, contact NET. NET will approve pictures and complete an exit survey. Once pictures and survey are submitted to MS, NET support will have you call MarketSpark checkout linet to logout and get checkout code.



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9. Get name and checkout code from MarketSpark support, then call NET to log out.

Photos:

- Before shot of location where equipment is to be installed. This will be the main demarc in most cases.
- After wide angle shot of installed equipment showing power cord and power brick neatly secured to wall.
- Close up shot of inside the box showing battery lights and toggle switch in the on position.
- Close up shot of MarketSpark 66 block labeled with phone numbers and MARKETSPARK DEMARC
- Screen shot of call history with each phone line. This should show an inbound and outbound call.
- Close up of plug with 'DO NOT UNPLUG' label

Tools and Materials tech must have:

- Butt set with RJ11 adapter or plug
- Laptop with ethernet port and TeamViewer installed
- 66 AND 110 punch tool
- Label maker with label tape
- Drill w/bits and wood screws
- CAT cable or cross connect wire
- Zip ties/Velcro/cable hooks
- RJ11/RJ45 tips
- Crimp tool
- Toner

Please take photos showing all completed or surveyed work and submit to DSS@nettechnology.com with the work order ID# in square brackets as the email subject. Ex subject: [1000000]. If you are not familiar with DSS please ask NET support tech for help.

Resolution



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Customer - Managers Name (PRINT)

**Customer - Managers Name
(SIGN)**

Date Time

Technicians Name (PRINT)

Technicians Name (SIGN)

Date Time

**MANDATORY SIGN OFF OF TECHNICIAN AND CUSTOMER CONTACT
MANAGER**

**Sign Off does not release tech from the job site. Any questions need to be directed to
NET Tech Support.**