



In partnership with



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## Digital Signage Project

# Media Player ONLY Installation Guide

Specifically Written for Partner  
Technicians Managed by



Version 3.0

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## Table of Contents

<b>Digital Signage Installation – Media Player ONLY!</b> .....	<b>3</b>
Summary .....	3
Retrofit ONLY Media Player: .....	3
Contents of the Box: .....	3
Tools and Supplies to be provided by Technician.....	3
<b>Procedure</b> .....	<b>4</b>
Begin by,.....	<b>Error! Bookmark not defined.</b>
<b>Video Player Placement</b> .....	<b>4</b>
Final Check .....	8
Clean Up.....	9
<b>Paperwork and Deliverables</b> .....	<b>9</b>

## Digital Signage Installation – Media Player ONLY!

### Summary

The digital signage Player only installation phase of the project uses an existing monitor and retrofits it with a new Broadsign wireless video player. This guide provides the details and illustrations on how TelaId expects the installation to be completed.

- This guide only covers the expected placement and mounting of the video player on the upper left side, on the rear of the monitor.
  - As with any installation, the technician will encounter variations at each location. Your TELAID Project Team will work with you to resolve any issues you encounter.
  -

Equipment is being provided by a 3<sup>rd</sup> Party and in the event that all equipment required for the installation is not available on site upon your arrival, the technician is required to report the shortage immediately to the TelaId representative.

### Retrofit ONLY Media Player:

#### Contents of the Box:

- ✓ One (1) Seneca N3350D v.1A Media Player
- ✓ One (1) Media Player Holder Plate
- ✓ One (1) Commercial HDR High Speed HDMI Cable 3'
- ✓ One (1) MH NULL MODEM CABLE (RS-232) 1.8m [Serial Cable]
- ✓ One (1) Package of screws with 2 metal standoffs.
- ✓ Double Sided Tape



**Equipment is being provided by a 3<sup>rd</sup> Party and in the event that all equipment required for the installation is not available on site upon your arrival, the technician is required to report the shortage immediately to the TelaId representative.**

### Tools and Supplies to be provided by Technician

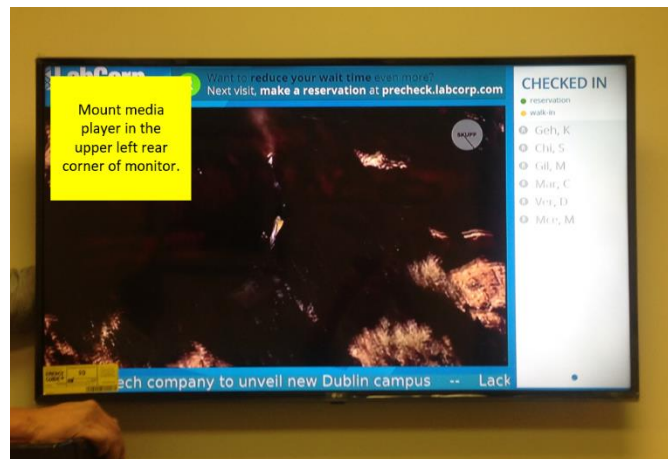
- Bring only ½" Velcro [Included in the base rate] for installation.
- Ladder, up to 8', for removing and/or replacing monitor onto bracket.
- A level for the last check after final mounting of monitor.
- Measuring Tape – To assure monitor is centered on the wall or for the space provided.
- 12" or longer Philips Head Screwdriver or bit extension for a screw gun for loosening/tightening the bottom retaining screws on the monitor wall bracket.

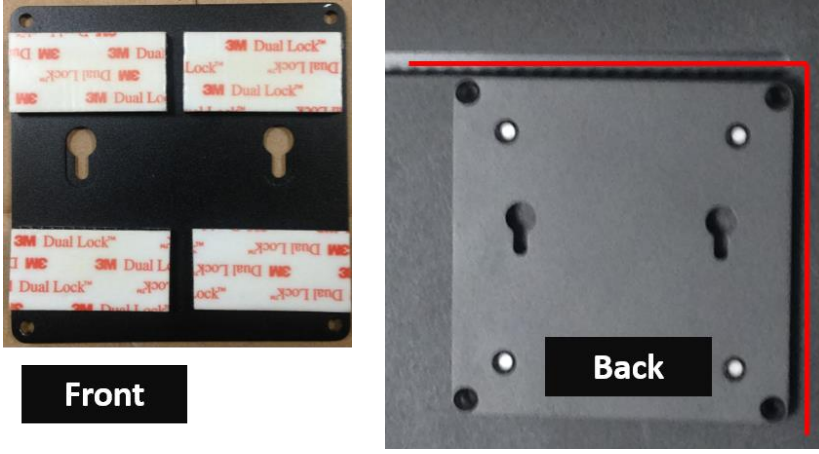
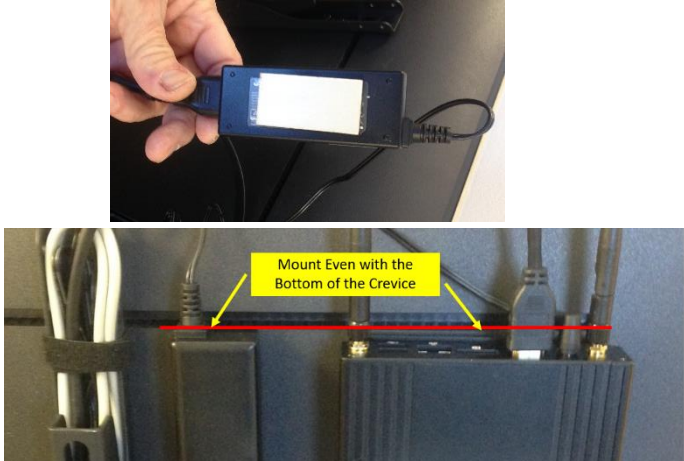

- Microfiber cloth to clean monitor screen after installation. **DO NOT USE ALCOHOL WIPES!**
- Standard Tools of the Trade; to include snips, slotted screwdriver, Philips head screw driver, etc.
- Portable vacuum cleaner.
- Black or dark green extension cord with three-way tap (preferred, not required, you may be asked to obtain one locally if you do not have one with you)
- Beige or Ivory Colored raceway (preferred, not required, you may be asked to obtain one locally if you do not have one with you)

## Installation Procedures

- Turn the monitor off
- Determine if removing the monitor from the wall, adhering the player and rehanging on the wall would be faster/more efficient than working with it on the wall.
- Either way, disconnect the cable box and coax cable from the back of the monitor and from the wall plate. Discard.
- If there is a shelf in the area of the new monitor installation area, you will need to remove it (Removal of shelf required)

## Video Player Placement

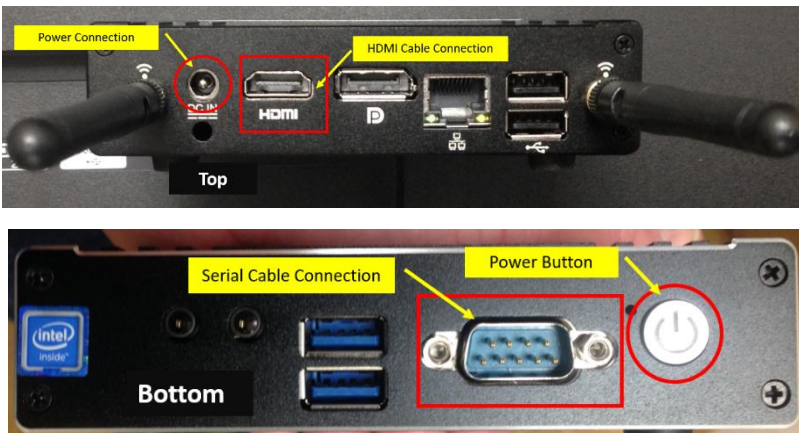


<p>Prepare Media player plate holder:</p> <p>Remove existing foam donuts that will be in the way of the foam tape.</p> <p>Attach Velcro/Double Sided Tape to the back of the plate as shown to the right.</p> <p>Adhere securely onto the upper left (viewing from front) rear of the monitor.</p>	 <p><b>Front</b></p> <p><b>Back</b></p>
<p>Apply double sided tape or Velcro to the power brick.</p> <p>Adhere securely, ~2" to the left of the plate.</p>	 <p>Mount Even with the Bottom of the Crevice</p>
<p>Remove the two (2) standoffs from the package of screws in the kit and install in the holes illustrated to the right.</p> <p>Flip the media player over, tags facing up and screw the standoffs in.</p> <p>Mount the player to the mounting plate.</p>	 <p>Standoffs</p>

Connect the power, HDMI, and RS232 cables to the top and bottom of the player.

HDMI cable & power connections are on the top.

RS 232 Connection is on the bottom next to the lighted power button.



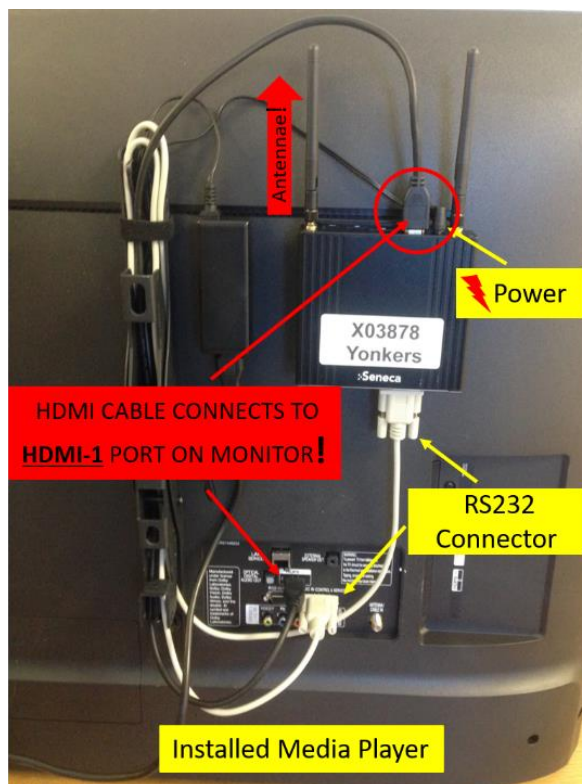
Final assembly will be very similar to this picture.....maybe with some small variations.

The player MUST be mounted with the antennas pointing up as shown.

After the player is mounted to the monitor, dress out cabling as shown. We were able to route cables inside the left mounting rail without concern of cables being pinched or damaged during monitor re-installation. Secure with velcro. **DO NOT USE ZIP TIES OR TIE WRAPS**

Connect the HDMI cable to the HDMI-1 port on the monitor.

**IMPORTANT:** The cables must be attached in the rear of the monitor, in a way as to not be able to fall or be seen from the front of the monitor.





Remount the monitor and before the bottom rail screws are tightened, slightly tilt out the bottom of the monitor to gain easier access to the power outlet.

Plug in both cords and tighten the retaining screws making sure the monitor is centered in the designated space on the wall.

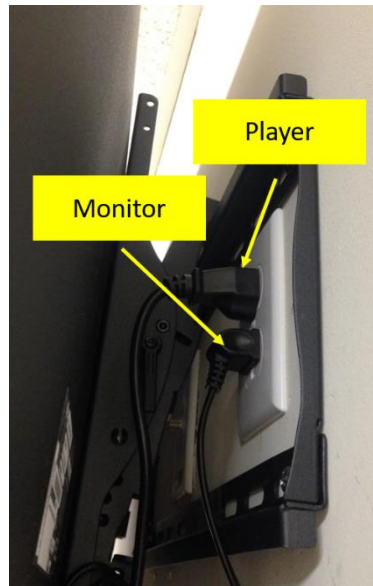
When installed correctly, the power button will be visible and accessible on the left side of monitor.

**CAUTION:** Make sure the RS232 cable connector is not up against the wall. If necessary, slightly tilt the monitor up to remove pressure on the connector. If the monitor does not have a RS232 port, please record the make and model of the monitor. This will be asked upon closeout.

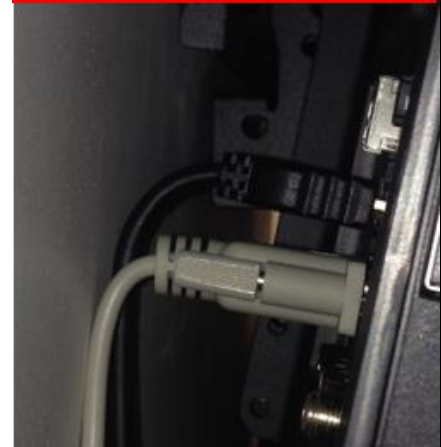
If you did not use the RS232 cable in the installation of the player, it **MUST** be given to the site contact for future use.

Make sure the video player and monitor are powered up. The power button on the player should be lighted.

**Please ensure the safety rings are tucked behind the monitor**



**CAUTION: Not Too Much Pressure**

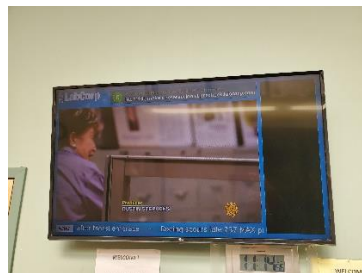


## Final Check

A successful installation looks like:



- 1) Content is being displayed.
  - a. If there is no content being displayed, please unplug the player and plug it back in.
- 2) The Checked In bar on the right of the display shows patient names. Please confirm these names with the onsite contact to ensure the names match the patients currently checked in
- 3) If it is black, the player is not connected to the network via WiFi. Double check your connections and/call the Telaid coordinator as necessary.



- 4) If the checked In content is blue, this means the content is still being downloaded. You do not need to stay onsite until this download completes. This download can take anywhere from 5 minutes to 2 hours.



- 5) The monitor is perfectly level.
- 6) There is a blue border around the content
  - a. If the monitor does not have this blue border, the resolution needs to be adjusted
    - i. Try to use the existing remote, if there is not one, try to adjust using the buttons on the monitor. If still unable to adjust, please escalate to Telaid immediately.



## Clean Up

**This is a medical facility and must be kept clean. Leave no sheetrock debris or dust on the wall, trim, or floor.**

- Clean up any trash, the media player box, wire ties, paper wrappers, etc. from the area and dispose either in a dumpster or take with you for later disposal. Do NOT leave packing material on-site.
- Vacuum up all debris and dust from wall, trim, and the floor. Get a wet paper towel to clean up any remaining residue.

## Paperwork and Deliverables (Go to the addendum for deliverables samples)

Pictures **MUST** be clear. Blurry pictures **WILL BE REJECTED**. **Please contact our technical analysts to initiate the deliverable review process, the number is 866-566-4295, option 1, option 2, option 2.**

The signed work order and pictures will be reviewed PRIOR to the technician being released from the site. Leaving the site without checking out or before the deliverables have been approved will result in the technician returning to the site at their expense.

Pictures:

1. Picture of signed Work Order.
2. Picture of the video player attached to the rear of the monitor. (back view)
3. Close-up picture of level on top of monitor (hand removed from image).
4. Full view of monitor with content being displayed.
5. Picture of the monitor showing content and from 15 ft back showing monitor location in waiting area.
6. Picture of the video player attached to the rear of the monitor. (side view)
7. Once all deliverables are approved by a TelaId representative, the site will be considered complete and the technician will be released.

Once all deliverables are in and approved by the TelaId Project Manager or Coordinator, the site will be considered complete and the technician will be released.

## Be Prepared to answer the following questions:

1. Height of bottom of the TV monitor to the floor? \_\_\_\_\_ inches.
2. Was a micro-cloth used to clean all finger prints and dust from the screen? YES / NO
3. If the monitor did not have a RS232 port, what is the make and model of the monitor?
4. Was all packing materials, debris, and sheetrock dust cleaned up? YES / NO
5. Did the staff verify the names displayed on the monitor were patient names of that lab location? YES / NO
6. If the response to any question is NO, please explain:

# Addendum A – Acceptable Deliverable Samples

1. Signed Work Order (page 1) – On the returned WO, the technician is to write the make and model number of the monitor; or, take a snap shot and upload to deliverables.

RESOURCE COPY – CUSTOMER SIGNATURE REQUIRED  
Fax back if requested. Keep for your records  
Assignment ID: 5972040178

<b>Title</b> Video Media Player Install  <b>Description</b> Tech must check in and out on Work Market.  Complete installation of video equipment as outlined in the work order.  Test equipment with client's help desk.  Take pictures as outlined in the work order notes.  <b>Technician must bring the following:</b> <ul style="list-style-type: none"> <li>• Bring 1/2" Velsco (Included in the base rate) for installation</li> <li>• Ladder, up to 8', for removing and/or replacing monitor onto bracket</li> <li>• A level for the last check after final mounting of monitor</li> <li>• Measuring Tape – To assure monitor is centered on the wall or for the space provided</li> <li>• 12" or longer Philips Head Screwdriver or bit extension for a screw gun for loosening/tightening the bottom retaining screws on the monitor wall bracket</li> <li>• Microfiber cloth to clean monitor screen after installation. <b>DO NOT USE ALCOHOL WIPES</b></li> <li>• Standard Tools of the Trade; to include snips, slotted screw driver, Philips head screw driver, etc.</li> <li>• Portable vacuum cleaner</li> </ul> <b>Required Deliverables:</b> <ol style="list-style-type: none"> <li>1. Picture of the video player attached to the rear of the monitor. The player must be accessible for service and the power light visible from the side.</li> <li>2. Picture of full view of monitor with content being displayed.</li> <li>3. Close-up picture of level on top of monitor.</li> <li>4. Picture of signed Work Order.</li> <li>5. Picture of the monitor showing content and from 15 ft back showing monitor location in waiting area.</li> </ol>	<b>Assignment Date</b> January 20, 2020 1:00PM EST <b>CHECK IN REQUIRED</b>  <b>ARRIVAL TIME</b> 12:45 AM  <b>DEPARTURE TIME</b> 2:13 AM  <b>Contact Information</b> Support Ray Holt (800) 739-4461  <b>Assignment Location</b> LABCORP - X01123 15225 SHADY GROVE RD ROCKVILLE, MD 20850 USA  Support 800 584-4653 *6504
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**Custom Information**

- Client Name: SPECTRIO
- Case ID #: PRJTASK2170798
- Customer PO #:
- Customer Ticket #:

**Notes**

Thank you. Your business is appreciated. Page 1 of 8

**Approval**

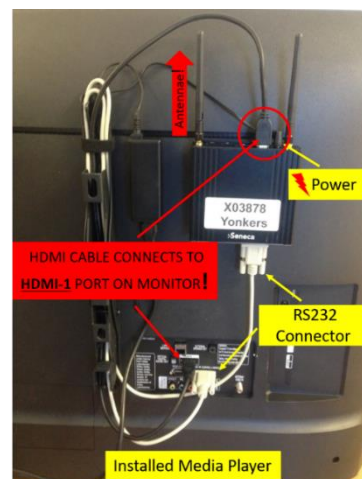
By signing below, you acknowledge your agreement with the satisfactory completion of the assignment details listed above. Additionally, you verify the accuracy of the arrival and departure time(s) entered on this form.




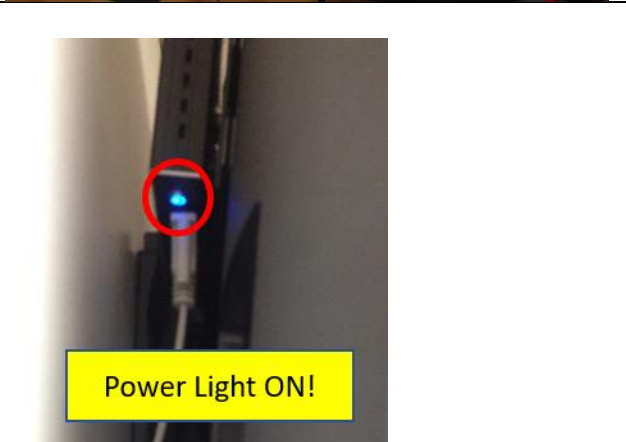
Customer Name (Printed) Customer Signature Date

2. Signature of Manager-On-Duty.

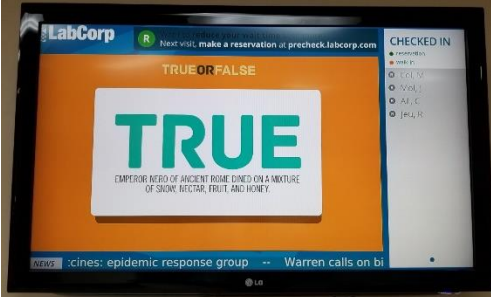


3. Picture of the video player attached to the rear of the monitor. (back view)

What we are looking for here is a clean installation, no tie wraps or zip ties, antennas pointing up, RS232 connected. HDMI installed and power connected. We are also looking to confirm the location number on the player matches the location number the technician is working in.








<p>4 Close-up picture of level on top of monitor.</p> <p>Please do not submit pictures with the level on the sides or the bottom of the monitors, they will be rejected.</p>	
<p>5 Full view of monitor with content being displayed.</p> <p>What we are looking for here is the monitor displaying and confirming the resolution. You will know you have the correct resolution because there will be a border to the content. Notice there is a half inch to one inch blue border around the entire content.</p>	
<p>6 Picture of the monitor showing content from ~15 ft back showing monitor location in waiting area</p> <p>What we are looking for here is a picture from afar so we can ensure the installation is clean, there are no exposed cables and the monitor is displaying properly.</p>	
<p>7 Picture of the video player attached to the rear of the monitor. (side view)</p> <p>What we are looking for here is confirmation that the unit has power, it is installed in the correct direction and the RS232 cable is connected.</p>	 <p>Power Light ON!</p>

# Addendum B – Unacceptable Deliverable Samples

<p>1 Resolution/Overscan</p> <p>Notice the content has no blue border, <b>this will be rejected</b> and will cause an unbillable return trip to resolve</p>	
<p>2 Cable Management</p> <p>Notice the cables are zip tied. THIS IS UNACCEPTABLE!</p>	
<p>3 Cable Management</p> <p>Notice the exposed cable. THIS IS UNACCEPTABLE!</p>	 <p>Cable hanging below monitor. Needs to be Velcroed up behind the monitor.</p>



<p>4 Installation</p> <p>Notice the antenna sticking up from the monitor, this is not the correct location for the media player to be installed.</p>	
<p>5 Installation</p> <p>Yellow sticker not removed from monitor and resolution is not correct.</p>	
<p>6 Installation</p> <p>Notice the antennas are not sticking up, this is not acceptable. (as well as zip ties)</p>	

<p>7 Level</p> <p>Please do not have your hand on the level in the deliverable.</p> <p>Please ensure level is on top of TV, not the bottom.</p>	
<p>8 Safety Rings</p> <p>Please ensure the safety rings are tucked behind the monitor. Photos like this will be rejected.</p>	



This service technician is currently on their way to or from a client location to perform a critical service on behalf of Spectrio. Please note the detailed information below.

**Technician Name:**

**Client Name:**

**Client Location:**

**Date & Time of Service Call:**

**Associated Work Order Number:**

**For verification purposes, you may contact Spectrio the following ways:**

- **LabCorp digital signage installation and service visits please contact 800.476.5042 or email [labcorpds@spectrio.com](mailto:labcorpds@spectrio.com)**
- **Non LabCorp Digital signage installation and service visits please contact 800.584.4653 (x6504) or email [videosupport@spectrio.com](mailto:videosupport@spectrio.com)**
- **In-store music/on-hold messaging installation and service visits please contact 800.584.4653 (x1017) or email [audio\\_installation@spectrio.com](mailto:audio_installation@spectrio.com)**

Following guidelines set by the CDC, all service technicians working on behalf of Spectrio are proactively taking steps to reduce the risk for all parties, and have been instructed to inform Spectrio if they have been diagnosed with, have potentially been exposed to, or exhibit symptoms related to COVID-19. Any technician who has potentially been exposed, exhibits symptoms, or who has been diagnosed with COVID-19 will NOT be assigned any service visits to client sites on behalf of Spectrio. All service visits are currently being scheduled in a manner that reduces face-to-face interaction and all CDC-recommended social distancing and sanitation procedures will be followed.



April 22, 2020

To Whom It May Concern:

Telaid continues to remain focused on the health and safety of our employees, customers and business partners. We encourage you to continue to follow and communicate the CDC's recommended guidance on behaviors and precautions to your employees, per the CDC website below:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

In addition to the recommendations above, please see guidelines/questions below for our partners and their technicians:

- Before going to a site, please take your temperature.
  - If your temperature is 100.0 degrees or higher, please contact Telaid immediately and **DO NOT GO** to site.
- Have you traveled within the last 14 days internationally, via air travel and/or cruise?
- Have you had close contact (defined within 6' for greater than 30 minutes) with or cared for someone diagnosed with COVID-19 within the last 14 days?
- Have you had any of the following symptoms: fever/feverish, chills, dry cough, difficulty breathing, or digestive systems such as diarrhea, vomiting, and/or abdominal pain?
  - If the answer is 'No' to all 3 questions, please proceed as scheduled with your work assignments from Telaid.
  - If the answer is 'Yes' to any of the 3 questions above, please **DO NOT GO** to site and call Telaid immediately regarding your scheduled upcoming assignments.
- Always maintain a 6' distance from all employees, customers or other technicians unless the work being performed requires multiple people for scope or safety compliance.
- If you have tested positive for COVID-19 please **DO NOT GO** to site and call Telaid immediately regarding your upcoming assignments.
- Do not gather during site walks, meals or breaks and always maintain required social distancing of 6' from people around you.
- Gloves can be purchased locally and worn if desired. They are not a requirement, but if anyone chooses to wear them, they still need to follow the CDC guidelines on touching faces, washing hands when removing the gloves and following the proper procedures for removing and disposing of used gloves.



- Masks: Due to the latest CDC and Government recommendations, we are asking that every technician entering our client locations wear a mask at all times. Do your best to source them locally. If you cannot source N95 masks locally, any mask, gaiter masks, neck tubes, cloth (i.e. bandana) as outlined during the President's addresses, and on the CDC website (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>), should serve the proper purpose.
- Please maintain proper hygiene by washing hands frequently throughout the workday and stay home if you have any symptoms or have been around anyone that has them or has been diagnosed with COVID-19.

Thank you for helping us prevent the spread of COVID-19 while we continue to service the essential business of our clients.

Please contact Telaid's Dispatch Center with any questions or concerns with your work assignments via our 24/7/365 Support Center @ (866)566-4295.