



# Network Setup Guide

## *Setup Guide Summary*

This guide will walk you through setting up the networking equipment and connecting the end devices for a new Extra Space location.

***IMPORTANT***



PLEASE NOTE:

**Not all steps listed in this document will be needed at every location** as each site may have a slightly different hardware and software configuration. **For example, each site will only use only one gate software and some sites may have more or less than two workstations.**

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## Initial Assessment:

### Current Network Location:

Older Storage locations may not have cabling runs or a networking room, so we would like you to locate the existing equipment to see if they have a networking room or if the equipment is located under the front desk.

### End-Device Data Cabling:

If the location does have a networking room look for any existing data cabling, including any RJ11 phone lines. If you locate any existing lines, please work with the PC setup tech to tone out and label the cables to the back room.

### Existing Modem:

When we acquire a store, we will transfer the internet service, so you will need to locate the existing modem. Check any networking or telecom rooms and if you find one try to locate any existing cable runs to the old companies' equipment.

### Unmanaged Switches:

Check for any unmanaged switches and how they are connected. If it is connected to a DVR or HVAC system please leave the unmanaged switch in place, otherwise we will want to remove the switch and replace it with individual cable runs to the Meraki switch for each end device.

### The Former Managements Phones:

Before removing the former companies' phones, please ask the Extra Space technical contact if we need to forward any numbers. Please look around for any telephone punch down blocks or cellular systems that may be going to any fire, burglar, or alarm systems.

### DVR Systems:

If the location has a DVR system that is network-based check for any DVR camera switches or any other network connections.

### Photos:

Take photos of all the old equipment before removing.



**ONCE COMPLETE with the above items PLEASE CALL to discuss your findings and discuss plan for this location BEFORE MOVING ON:**

« « « **ESS Onboarding Team: 801- 948-2450** » » »

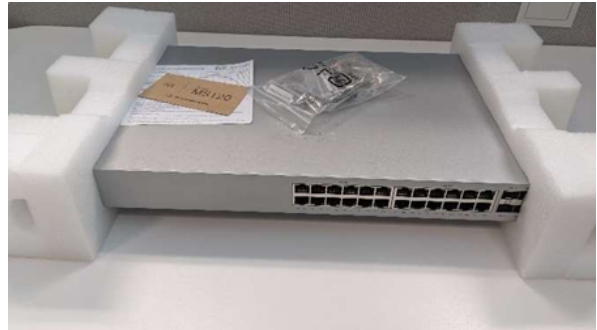
## Networking Equipment Provided:

Extra Space will have sent the following boxes to the store before your arrival, you will be using the invite networks box. Start by unboxing and inventorying the following devices in the provided Excel doc from Tech service today.

Firewall:



Switch:



Access Point:



Polycom Phones X2:



Cell phone:



Cradlepoint:



## Meraki Network Layout:

Once done inventorying the equipment, start staging the equipment in its final place. Please note some stores will have a networking room, while others will set up under the desk. This should have been discussed during the initial assessment.

While laying out the equipment make a note of the access point's location. We want the access point to cover the main office, so if you are setting up under the desk or in a networking room close to the main office there is no need to mount the access point, however if the networking room is far enough from the main office the Wi-Fi would not reach you will need to move the access point closer to the front.

Once laid out connect the equipment together, first by connecting the firewall and switch via switch port 1 and firewall port 3, then connect the access point to switch port 24.

[CLICK HERE FOR SPECIFIC INFORMATION AND PORT ASSIGNMENTS FOR YOUR MERAKI DEVICE](#)

### Connecting cradle point:

The cradlepoint device comes with a power adapter in the box. Connect it to power and confirm that the cradlepoint is on by checking the status light on the top of the device. **Once powered on, connect an ethernet cable between the cradlepoint (Port labeled LAN 1) to the firewall (MX 67 Port 2).**

#### Cradlepoint Ports



### Connecting Modem:

If you were able to find a modem during the initial assessment, locate the ethernet cable coming from the modem and move it to the internet port on the firewall. If needed run a new line between the two devices.

### Gate system Connection:

Depending on the gate type on site the controller may look different, however the connection method should be one of two no matter the gate system.

- **Network:**

The three gate types that support a network connection are Storlogix, OpenTech, & Noke. Locate the controller with the help of the site employees and find and move the existing cable or run a new cable from the controller to port 7 on the Meraki switch.

- **USB / Serial:**

If the connection method is a serial cable from the controller use the included USB adapter for installation. Locate the controller for any of the supported gate types and connect it to the local site computer the manager wants to be the “Gate Computer”.

## DVR Connection Setup:

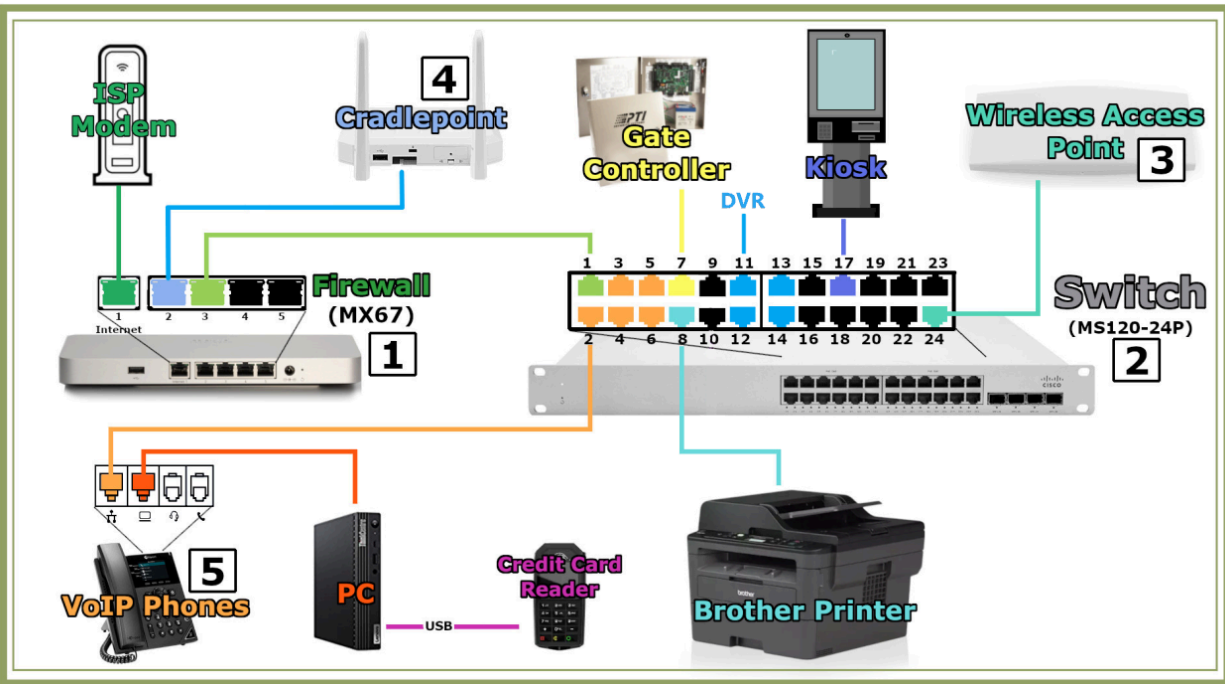
If you located a **DVR System** in earlier steps, connect the **DVR LAN port** to the **Meraki Switch** in **PORTS 11-14**. After connecting the DVR system, note down the manufacturer and notify your onboarding team technical contact.

## Connecting Phone and Computers:

Depending on the setup of the location you are working at you will either use patch cabling or direct lines. Either method you will be connecting the phones to ports 2 & 3 on the Meraki switch and both phones should power on via PoE. Next work with the PC tech to verify the phones are daisy chained to the PC's.



\*\*there will be 2 of these set-ups – one for each kiosk



## Printers:

For each printer ask the site manager where they would like them placed, then unbox and set up the printer in that location. Once in place connect each printer to the Meraki switch, with the brother printer in port 8 and the receipt printer in port 9.

## Cabling cleanup:

Once you are done with the previous steps verify you do not have any spare equipment left over, then cleanup and manage the cabling in the networking and telecom rooms.

## Tag and Locate:

Once completed with the physical setup we will want you to complete a tag and locate. Start by looking for any punch down blocks, burglar, elevators, or fire systems in the networking and telecom rooms. If you locate any punch down blocks find the numbers by dialing out on each line to a personal number and notate it on your provided excel doc. Next call each vendor for the fire, burglar, and alarms systems you found and note the numbers they currently monitor to see if it is a number that matches your records on any punch down block or if it is a cellular system.

# Troubleshooting

**If you have any issues during the setup, call the onboarding team immediately:**

« « « « **ESS Onboarding Team: 801- 948-2450** » » » »