
COSTCO HI SPEED BROADBAND INSTALL GUIDE V1.5

Section 1: Arrival to Site

- 1.1 Call NET Helpdesk 608.827.2282 to log in.
- 1.2 Check in with Manager and locate the new CradlePoint package(s).
- 1.3 Ask the manager to do a manual store close. Do not wait with the manager, go ahead and start the inventory and install.
- 1.4 Complete Equipment Inventory
- 1.5 ***IMPORTANT*** Test the broadband modem with the laptop before installing the Cradlepoint.
Tech needs to plug there laptops directly into the modem (NOT the Cradlepoint) and confirm if they are able to surf the internet. **The broadband modem should be located in EDP or MPOE. It has one coax cable connected to it and is not patched into any other devices yet. (Usually branded COX, Comcast, or Spectrum)**
 - Was tech able to surf the internet with laptop thru the modem?
 - Take a photo of the back of the broadband modem with the MAC and serial info and upload to DSS@Nettechnology.com

Equipment Inventory Shipped to Location:

- Cradlepoint
- USB gear 4 port hub (4 qty) DB9 to RJ45 adapters
- LTE Blade antennas (4 qty)
- Rack Mount Ear Bracket (2 qty)
- USB – USB cable (1 qty)
- QTY Cat6 blue patch cords (6 qty)

Materials provided by technician:

- (6) 5ft yellow patch cord
- (12) Rack mount screws
- Velcro
- Cable tester
- Cable labeler
- Laptop

Required Deliverables

- Before & After EDP rack
- Before & After existing Hughes Modem
- Front & back new Cradlepoint
- Penny Transaction Receipt
- New Broadband Equipment
- Copper connection from Cradlepoint to R02 G0/1
- Photo of PNR network still connected.

Hi-Speed Broadband Equipment Inventory

New coaxial broadband internet and modem



Qty (4) Blade LTE Antennas



Cradlepoint Unit



Qty (2) Rack Mount Ears for Cradle Point



USB Gear 4 Port Hub with Qty (4) DB9 to RJ45 adaptors



Qty (1) USB to USB-B cable



Section 2: Pre-Installation Prep

2.1 Locate the Cradlepoint unit.

2.2 Attach the (2) ears to the Cradlepoint.



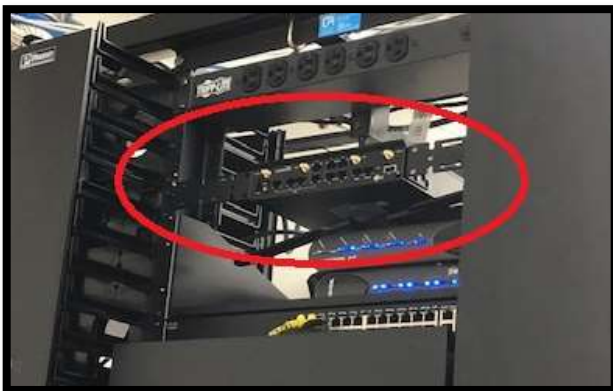
2.3 Put the (4) DB9 to RJ45 connectors onto the USB Hub.

Use Velcro to secure the USB Hub to the top of the Cradlepoint.



2.4 Mount Cradlepoint (CP2200) near existing Hughes backup equipment.

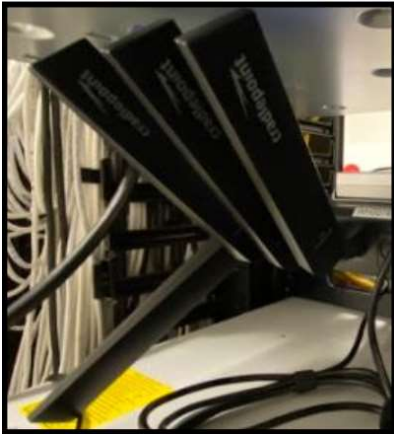
If not possible, install closest to R02.



2.5 Connect USB cable from USB Hub to the Cradlepoint.

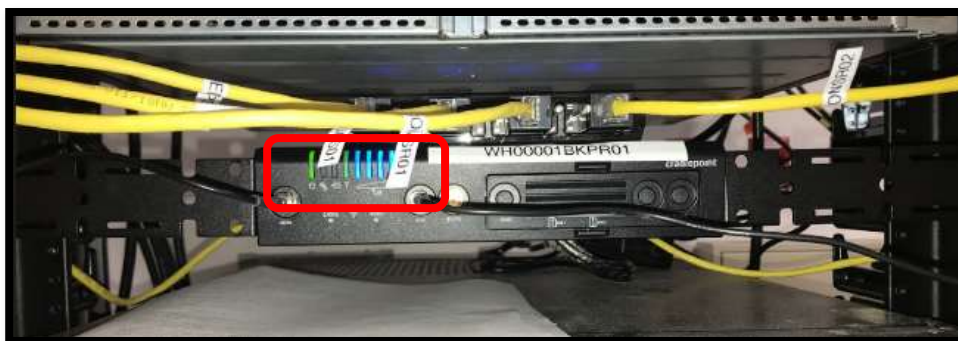


2.6 Install the four blade antennas to the front of the Cradlepoint on AUX & MAIN. Make sure to SKIP the GPS port. These should be installed on the side of the Cradlepoint with four blue bars.



2.7 Plug the 2200 CP into an AC power point.

2.8 Check to make sure the CP shows full signal and 4 blue wireless bars



2.9 Label each end of the six (6) cat6 cables as below.

- a. CONS1 – CONS R01
- b. CONS2 – CONS R02
- c. CONS3 – CONS EDPS01
- d. CONS4 – CONS EDPS03
- e. BROADBAND – WAN
- f. POE1 – R02 G0/1

2.10 Disconnect edpr02 **aux** port to edpr02 **console** port cable(if applicable)

2.11 Disconnect edpr01 **aux** port to edpr02 **console** port cable(if applicable)

2.12 Make the connections below to the broadband, router and switch.

Cable Connection to Network			
Note: USB Hub ports Left – Right is 4 - 1			
Cable Label	Connection	Destination	
		Switch/Router Name	Port
CONS1	USBgear 4 port hub port 1	edpr01	Console port
CONS2	USBgear 4 port hub port 2	edpr02	Console port
CONS3	USBgear 4 port hub port 3	edps01 (Cisco Switch)	Console port
CONS4	USBgear 4 port hub port 4	edps03 (Cisco Switch)	Console port
Broadband	Cradlepoint WAN port	Coaxial broadband	Port 1 or LAN port. <i>Use port 9 If Connecting to a Satellite internet connection.</i>

2.13 After the Above connections are made call NET HD to have NOC test connection to Cradle point.



NOTE: Do NOT connect the Cradlepoint to GE0/1 on R02. Call NET to verify that we can make the connection (608-827-2282)

Section 3: Testing

- 3.1 Contact NET HelpDesk. Confirm all sales have gone through for the night.
- 3.2 Partner up with NET HD and Costco NOC confirm that all configuration is complete and use cat6 patch cords to connect from CP2200 port 1 to edpr02 port GE 0/1.

Cable Label	Connection	Switch/Router Name	Port
POE1	Cradlepoint port 1	edpr02	GE 0/1

- 3.3 The Cradlepoint is the backup internet for the store. We will need to test the backup by disconnecting the stores main internet. See next step.
- 3.4 Disconnect the cable on edpr01 port GE0/1, then do the below tests.
- Phone call to test inbound and outbound calls
 - Penny transaction test with manager on duty
 - Test AS400 and internet on a Wyse or thin client with manager on duty
- 3.5 Once the above tests are complete: Reconnect the cable on edpr01 port GE0/1 and do the tests again.

Section 4: Removal of Old Equipment

4.1 **DO NOT** Touch or remove the PRN network it is also utilizing a Hughes brand modem as well.



4.2 Take a before photo of the Hughes modems

4.3 Call NET with any questions on demo before removing the equipment.

4.4 There should be three Hughes modems. We will be removing two of them and a Cisco SF-300 24 port switch. We will not be demoing the Hughes modem connected to the PRN network.

4.5 To verify which Hughes modems we are demoing, we will have to trace the cat-5 cables plugged into the back. We will be removing the two Hughes modems that are connected to the Cisco SF-300 switch. (Do not demo the Hughes modem connected to the Dell PC labeled PRN)

4.6 Box up the old equipment and label the box ERI with a sharpie. Ask the manager to put the old equipment in RTV.

4.5 Walk over to the TV's in electronics to make sure they are still playing media(You may have to power one on)

4.6 Call NET to have them run a checkout with NOC.

4.7 Get the work order signed and upload it with all of your deliverable photos. Call NET to log out.

High Speed Backup Wiring Diagram

