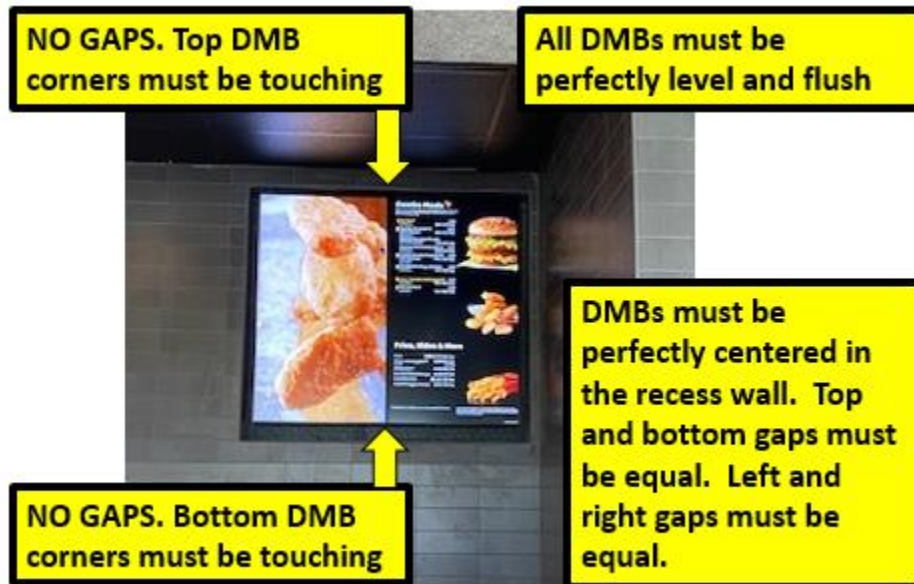
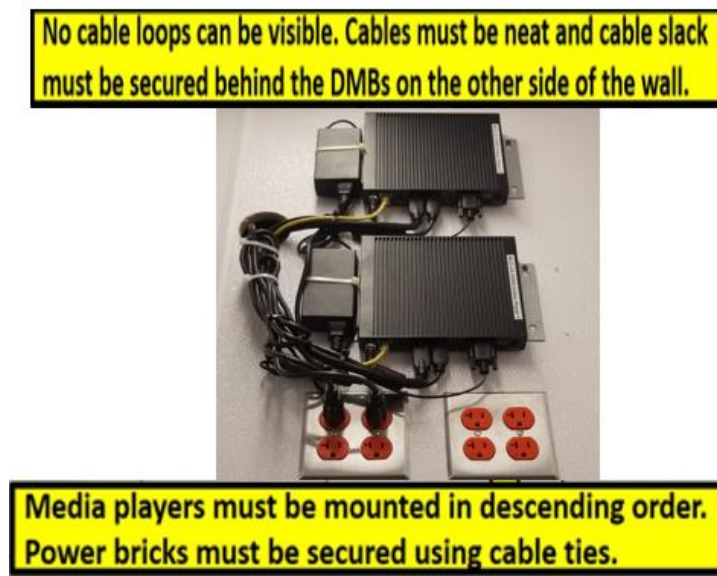


AT&T / McDonald's "SAO" DMB Installation Guide

Front of SAO recessed wall



Back of SAO recessed wall



Merchandizer



DMBs must be perfectly centered in the recess wall. Top and bottom gaps must be equal. Left and right gaps must be equal.

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Section 1 - Project Summary

- Techs will install 2 or 3 digital menu boards (DMBs) in portrait format (vertically). The DMBs will be mounted using brackets that attach to the recessed wall. DMBs must be level and flush and all DMB corners MUST touch. The techs will be installing 2 DMB's and 1 Merchandizer or just 2 DMB's.
- Techs will also install 2 or 3 media players on the back of the wall. These connect to the DMBs via the cables provided in the cable kit (3 per media player) which need to be run through the pass-through hole. MP's 1 and 2 will be for the DMB's and MP3 will be for the Merchandiser.
- Techs will run 2 or 3 network/cat5 plenum cables (if existing cables are not usable) from the McDonald's AWE or Aruba switch (usually located in the manager's office) to the back of the wall - one for each media player.
- Techs will call Stratacache to provision (to ensure correct content is streaming on each DMB).



MUST TAKE PHOTOS UPON ARRIVAL, AS THE INSTALL PROCEEDS AND UPON COMPLETION!

Section 2 - Required Tools and Materials

Techs must ensure they bring all tools and materials along so they do not need to leave site.

1. Adjustable pliers	23. Pull string
2. 6ft A Ladder	24. RJ45 connectors
3. Allen Wrenches (metric and standard)	25. Safety glasses
4. Network Cable tester	26. Screwdrivers (Flat-head, Phillips)
5. Cat5 Crimp tool	27. Skid proof shoes
6. Camera (cell phone)	28. Extension cords
7. Hand drill (corded is strongly recommended)	29. Utility knife
8. Wet Drilling Kit	30. Wire cutters
9. Drill bits (wood, metal, spade, diamond)	31. Multi-scan stud finder
10. Toggle Bolts	32. BLUE Plenum Cat5 Cable (at least 600')
11. Red Plenum Zip ties for Cat5 cables (6" & 12")	33. Spray bottle (water) for wet drilling
12. Black zip ties for media-player cables (6" & 12")	34. 1" Drywall screws
13. Socket Set with up to 9/16" or larger (Metric & Standard)	35. Drop cloth or plastic
14. MC/THHC – whatever the local code dictates	36. Cell phone charger
15. Fish Tape	37. Voltage Meter
16. Gopher Pole	38. Hammer
17. 6" or 8" levels	39. 1"X1" mounting base
18. Needle nose pliers	40. 8" mounting zip ties
19. Marker	41. Velcro strips
20. Measuring tape (25')	42. Dust Mask
21. Packing Tape	43. Gloves
22. Masking Tape/Blue Painters Tape	44. Hard hat

Section 3 - Arrival Tasks

PLEASE NOTE – FOR THE ENTIRE TIME ONSITE, TECHS MUST DIVIDE THE WORK (examples below)

> Techs need to review this manual before starting and confirm which work can be done simultaneously.

The only time techs should be working on the same task is securing the DMBs to the wall (required).

***KEEP TRACK OF ALL DELAYS (RECORD ON PAGE 24) AND REPORT THEM TO NET AT LOGOUT.**

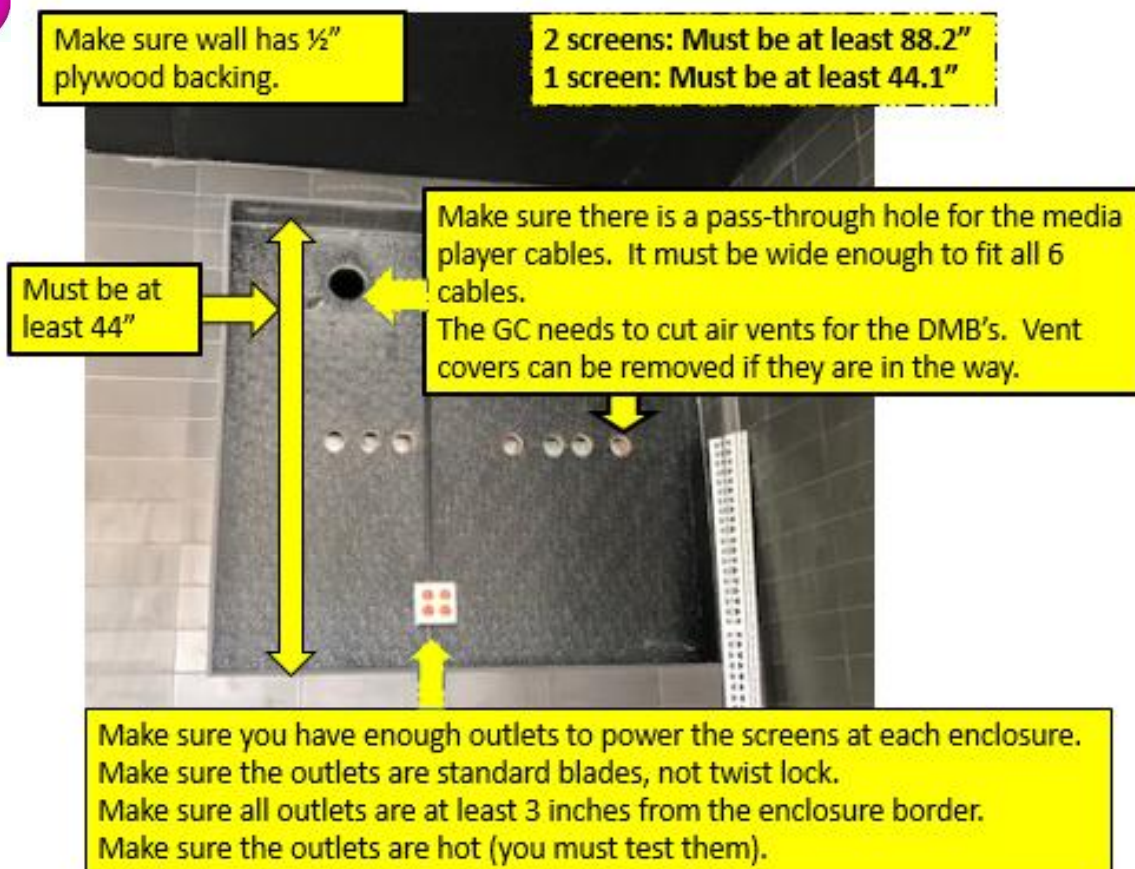
1) Login with NET as soon as you arrive onsite (1-608-827-7949, ext. 1116).

2) Speak with the GC about installing the Digital Menu Boards and ensure you are approved to proceed.



3) **Take photos of the FRONT AND BACK of the SAO wall and the McCafe wall and email to NET via the DSS portal ASAP.** Photos need to show pass-through, air vents and electrical outlets. See page 21 for email details.

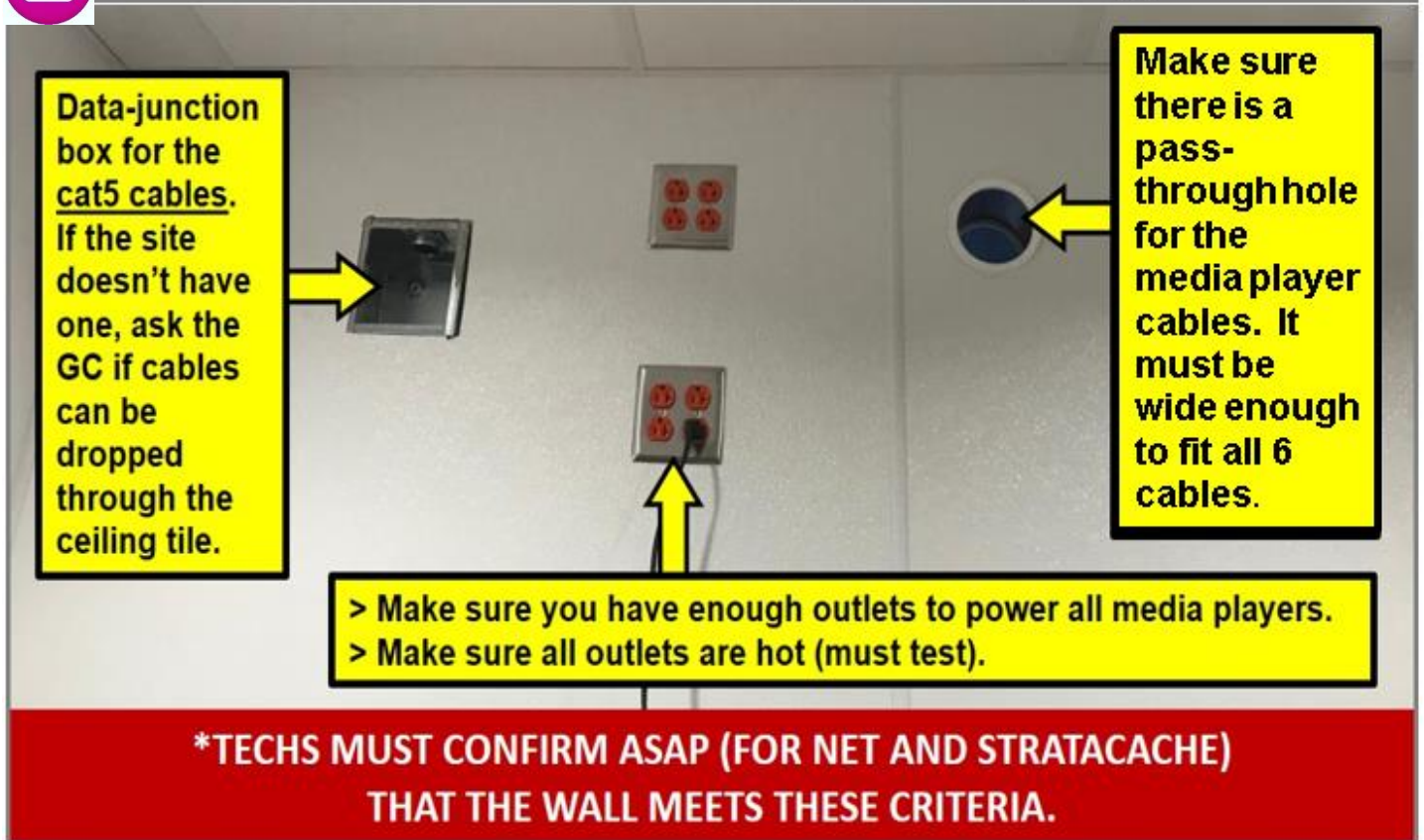
4) Measure the SAO wall dimensions (length, width and depth) and write them down. Assess the wall to ensure it meets the criteria specified below. If not, techs need to notify NET right away.



***PLEASE NOTE: If any outlets or pass-throughs are 3" or closer to the edge of the wall, notify NET.**



Back of SOA Recessed Wall (Layouts may vary)



5) **INVENTORY LIST** – Take inventory of all DMB equipment.



- > Before moving any equipment, take photos showing exactly where you found it.
- > Report ASAP if anything is missing or damaged.

Equipment that will be used:

Qty 3– LG 49" DMBs. Model # LG49SH7DB

Qty 3 - NG2 Media players

Qty 3 – Peerless Recessed Mount

Qty 3 - 25' DVI to HDMI (primary)

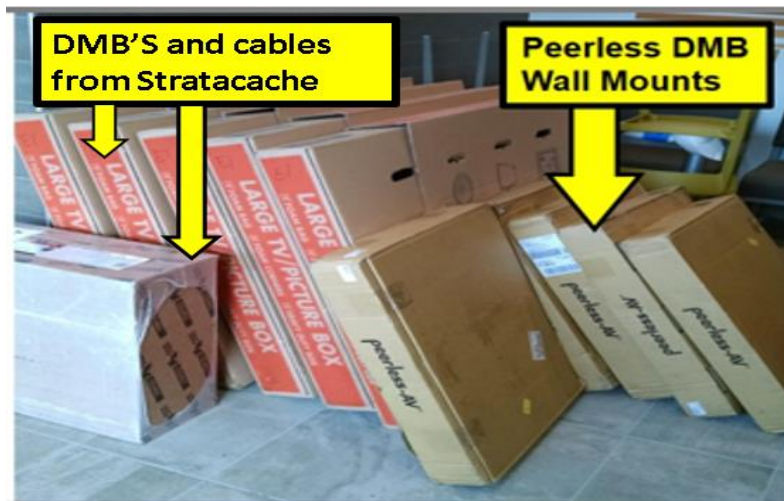
Qty 3 - 25' HDMI to HDMI (secondary)

Qty 3 - 20' RS232 Cable

Qty 3 - power supplies for the MP's

Qty 3 – power cables for the MP's

*****Note that if you are only installing 2 DMB's you will have on less of everything.*******

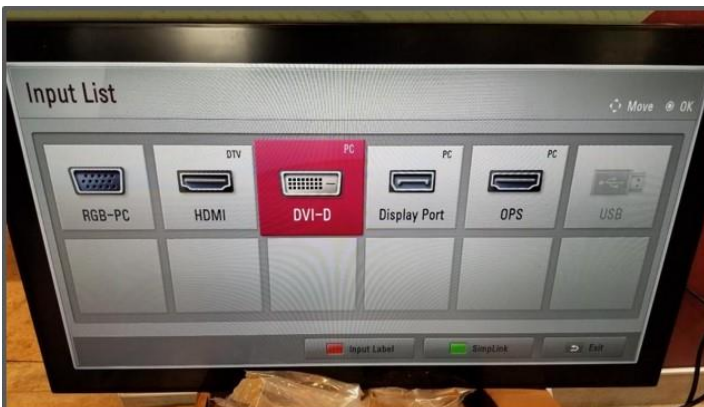


- 6) Verify AWE/Aruba switch is powered on and verify ports 7-9 are available. Do not remove any cables that are already installed in these ports (other ports can be used). If there is no switch, install can still continue.
- 7) Call Stratacache (1-800-804-4599, Option 3). Be prepared to answer questions regarding site readiness, wall dimensions, equipment, and any other information you just verified in Steps 2 through 6.

Section 4 - Test the DMBs



- 8) Open DMB boxes (one at a time) to test. Plug in each DMB on the ground and change input to DVI. Take front/back photos of each DMB and report any damage (scratches, screen distortions, etc). Do not power on any devices with signs of moisture and DO NOT THROW AWAY THE BOXES.



Example of front/back screen condition. Take these photos for all DMBs to help ensure you are not liable for damage.

***After testing, store all of the DMBs in a safe place. Do NOT leave them where they may be damaged.**



***SEE PAGE 22 FOR THE PHOTOS AND INFORMATION NEEDED TO REPORT DAMAGED EQUIPMENT.**

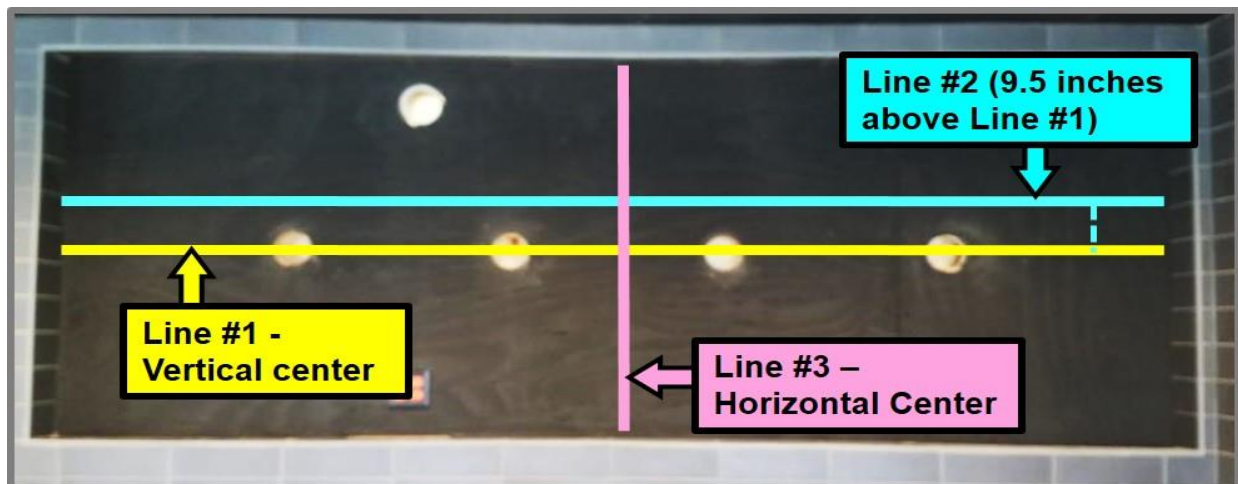
Section 5 - Install DMB Wall Mounts

DMB DIMENSIONS

- LG 49" DMBs – 2 DMBs are 49.2" Wide by 43.1" High.
- LG 47" DMBs – 2 DMBs are 60.75 Wide by 42.2" High.
- LG 42" DMBs – 2 DMBs are 53.5" Wide by 37.4" High.
- NEC NARROW DMBs – 2 DMBs are 57" Wide by 40.3" High.
- NEC STANDARD DMBs – 2 DMBs are 60" Wide by 41.6" High.

WALL MOUNT MEASUREMENTS – FOR BOTH 1 DMB AND 2 DMB INSTALLATIONS

- 9) Line #1 - Determine the location of the vertical center of the recessed wall and draw a line on the wall.
- 10) Line #2 - Measure 9.5 inches up from vertical center line and draw a line on the wall. This second line will be the location of the keyholes on the top of each DMB mount.
- 11) Line #3 - Determine the location of the horizontal center of the recessed wall and draw a line on the wall.



NOTE: These measurements must be used for ALL DMBs, regardless of the DMB type/size.

12) Measure for each of the DMB wall mount key holes.

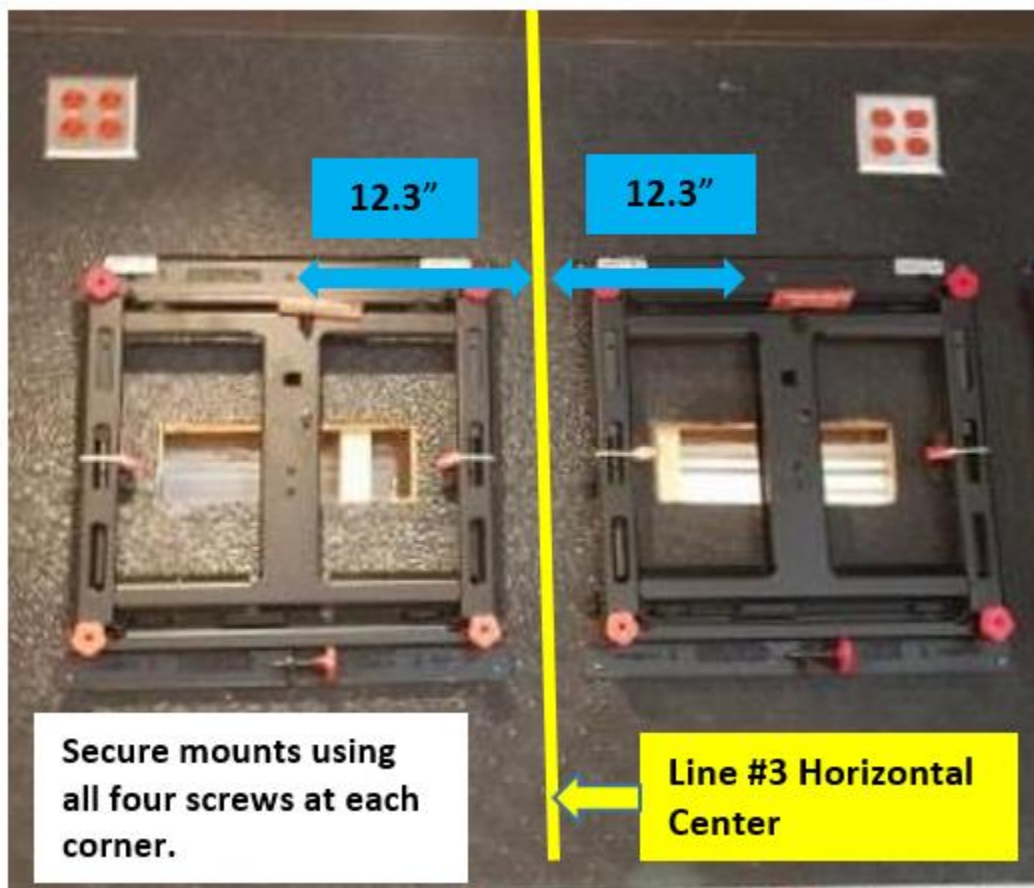
****PLEASE NOTE: IF THIS SITE IS GETTING TWO DMB'S THEY WILL BE MOUNTED IN THE SAME RECESSED WALL. IF THE SITE IS GETTING THREE DMB'S, THERE WILL BE TWO DMB'S MOUNTED BEHIND THE CASH WRAP. THE MERCHANDISER SCREEN WILL BE MOUNTED ON THE MCCAFFEE RECESSED WALL. THIS STEP DEPENDS ON WHETHER YOU HAVE 3 OR 2 DMBs. DETAILS BELOW.****

ALSO, THE MEASUREMENTS IN THE TWO PHOTOS BELOW ARE FOR LG 49 DMBs ONLY. IF THE SITE HAS A DIFFERENT TYPE/SIZE, MEASUREMENTS MUST BE ADJUSTED TO THE WIDTH OF THE DMB.

FOR 2 DMBs

From the horizontal centerline (Line #3, above), measure left 12.3" (12 5/16") then, from that point, measure another 12.3" to the left. These are for the mounts for DMBs #1 and #2.

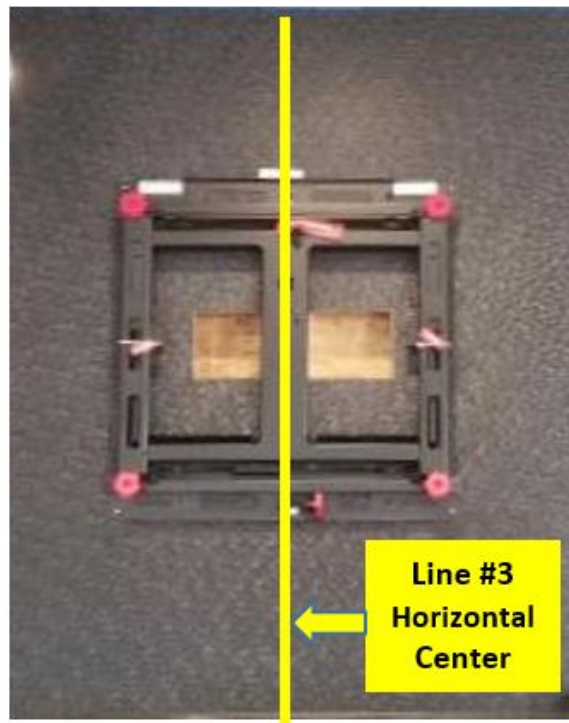
These will be the locations for the keyholes at the top of each mount.



Widths of other DMBs: • LG 47": 24.3" / • LG 42": 21.4" / • NEC NARROW: 22.8" / • NEC STANDARD: 24"

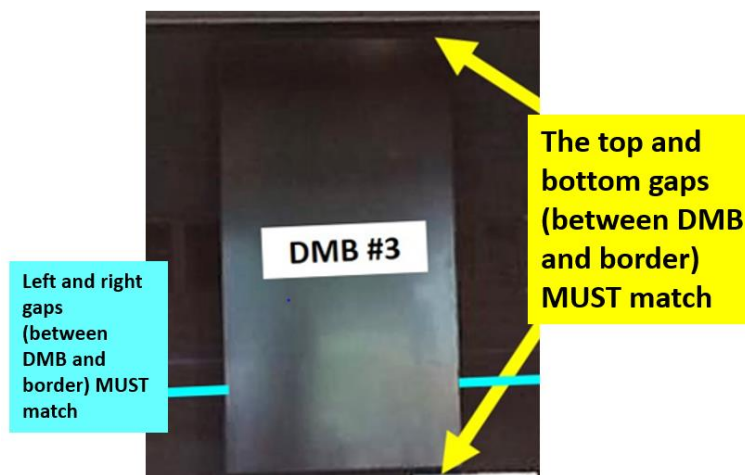
FOR 1 DMBs

From the horizontal centerline (Line #3, above), line up the keyholes on the mount to the centerline at the top and bottom of the mount.



13) Install the wall mount for DMB #3 in the center position. Then hang DMB #3 in place and measure the gaps between the edge of the DMB and the edge of the SAO wall. Left/right gaps must match and top/bottom gaps must match. If not, techs must correct this before proceeding.

***NOTE: WHEN MOVING THE DMBs, 2 TECHS ARE REQUIRED AT ALL TIMES.**



14) When DMB #3 is perfectly centered, techs can remove it from the wall and store it where it will be safe from damage. Tech can then proceed to installing the media player cables are in place (see Section 7).

Section 6 - Run Blue Cat5 Plenum Cables to the Media Players

15) Look above the ceiling (and back at the switch) to see if there are existing cat5 cables for the media players (many sites will already have cables in place). If so, tech needs to route the cables to the corresponding media players on the back of the SAO wall (see Section 7) through the data junction box. If no data junction box is provided, ask the GC if you can drop the cat5 cables through the ceiling tile.

***Note: if existing cables are not labeled, tech must add labels at both ends (see Step 17).**

16) If there are no existing cat5 cables, you will pull two or three (1 per DMB) runs of blue cat5e plenum cable from the NMD/EWS (Aruba Switch) location. This switch is usually located in the manager's office. The data cables will plug into the media players on the back of the valance wall, and ports 7-9 on the 24 port EWS side. If there are already other cables installed in these ports, DO NOT REMOVE THEM and contact the Stratacache Provisioning Center (800-804-4599, option 3) before proceeding.

- If there is no 24-port EWS/Aruba switch on site, ask the GC where the switch will be installed and run the cables to that location. Also, contact Stratacache to report this.

17) Label both ends of each cat5 cable as DMB 1, DMB 2, and DMB 3. These are for each media player the cat5 cable connects to. Cable "DMB 1" connects to Media Player 1 (media players are labeled).

18) Standard data cabling practices must be followed. These include:

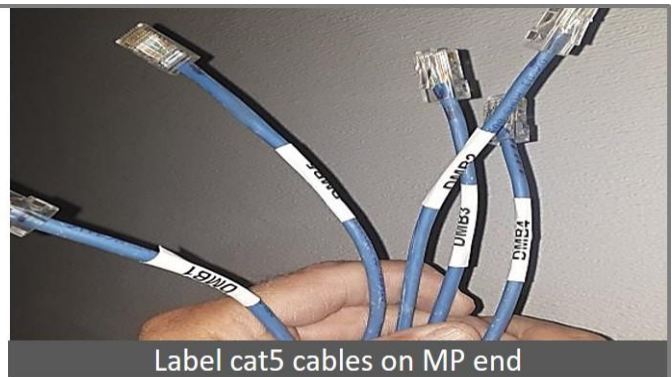
- Cables must have a 20' neatly coiled and secured service loop on both ends (loops must be concealed)
- Cables must be terminated on both ends with RJ-45 connectors
- Cables must be terminated using the TIA-568B standard
- Cables must be 4' (ft.) from large motors (5+HP) or transformers
- Cables must be 1' (ft.) from conduit and cables used for electrical power distribution (120+VAC)
- Cables must be 5" (in) from fluorescent lighting
- Cables must be labeled on both ends (as directed in Step 17)
- Cables must be tied up every four feet with plenum cable ties (cannot be laying on the ceiling grid)



19) Take photos of labeled cat5 cables (both ends), network switch (with all cables properly managed) and coiled service loops (both ends).



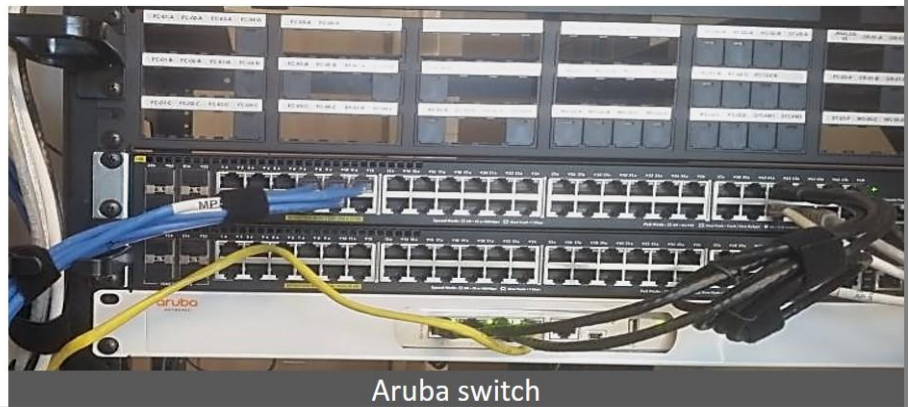
Label cat5 cables on switch end



Label cat5 cables on MP end



Cat5 service loop



Aruba switch

20. Make sure to install the cat5 cables into ports 7-11 on the Aruba (AWE/Wayport) switch. If these ports are not available, DO NOT UNPLUG ANY CABLES. Contact Stratacache before proceeding.

- Media Player #1 to cat5 on Port 7
- Media Player #2 to cat5 on Port 8
- Media Player #3 to cat5 on Port 9

Section 7 - Install Media Players on the Back of the Wall

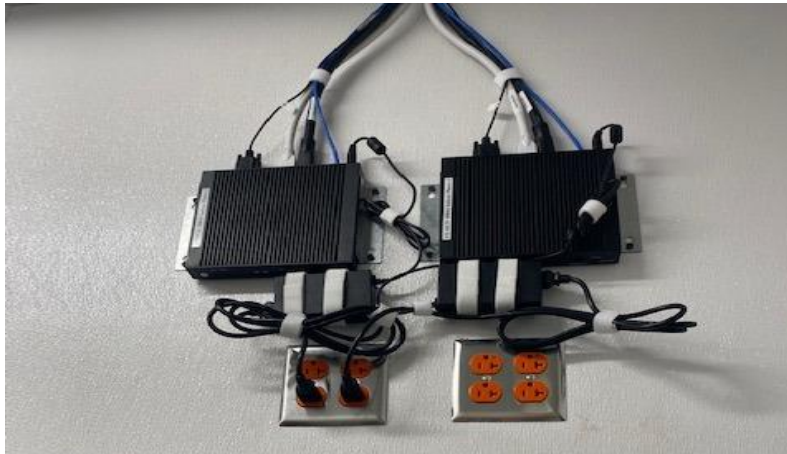
*NOTE: Site will have NG2 media players.

21) For NG2 media players, install L-shaped media player brackets to media players as shown in photo.

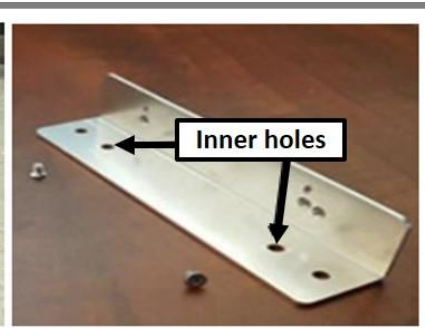
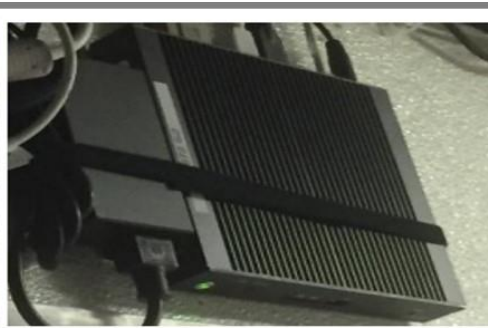


22) From left to right in descending order (3, 2, 1), install media players to the back of the wall as close to the ceiling and outlets as possible (the players are labeled). Be sure to leave room for cables.

***HELPFUL HINT:** If the wall is tiled, drill through the grout to save time.



23) Use zip ties or Velcro strips to secure media player power brick to L-shaped bracket using the inner holes.



NOTE: In the event the media player power cords are not long enough to reach the corresponding media player, the power bricks can be secured closer to the outlets as long as they are neat and secured (see photo).



Section 8 – Label and Connect Media Player Cables

24) Label media player cables and run them from the media players to the DMBs ([cable config on page 13](#)).

NOTE: All cable slack MUST be neatly secured and concealed on the FRONT of the wall behind the DMBs.

NOTE: The cable kit comes with three 25-ft lengths . It is highly recommended that ALL cables are labeled before running them. Label both ends of each cable (per the label instructions on page 13) in accordance to the media player and DMB they connect to. THE PORT LAYOUT IS ON PAGE 15.

***HELPFUL HINT** - once pulled through the wall, group the cables together by the DMB they connect to and tie them to the corresponding wall mount.

DB9 Null Modem/RS232 Cable

Connects to "COM" port on Media Player 1 and "RS-232C IN" port on DMB 1

Label as "RS232: MP1" on media player side.

Label as "DMB 1" on the screen side.

HDMI – DVI Cable

Connects to "HDMI 1" port on Media Player 1 and "DVI-D IN" port on DMB1.

Label as "HDMI-DVI: MP1" on media player side.

Label as "DMB 1" on the screen side.

HDMI – HDMI Cable

THIS IS THE REDUNDANT CABLE!!!

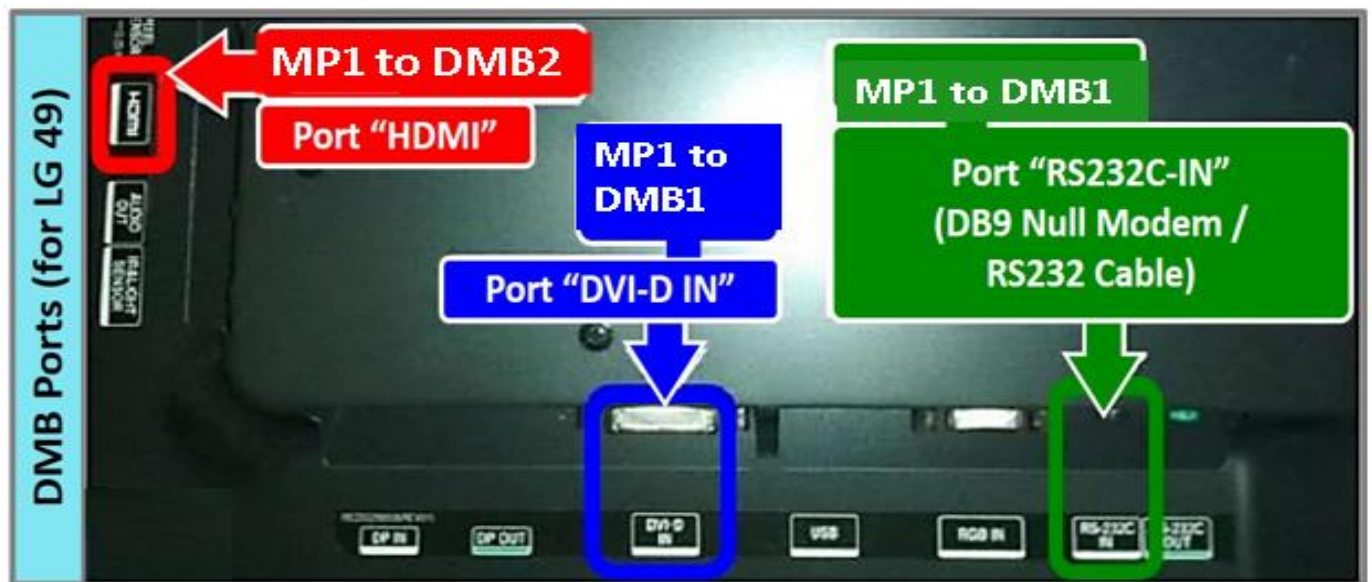
Connects to "HDMI 2" port on Media Player 1 and "HDMI" port on DMB2.

Label as "HDMI-HDMI: MP1" on media player side.

Label as "DMB 2" on the screen side



Make sure you follow the correct port assignments, based on the type of media players the site has.

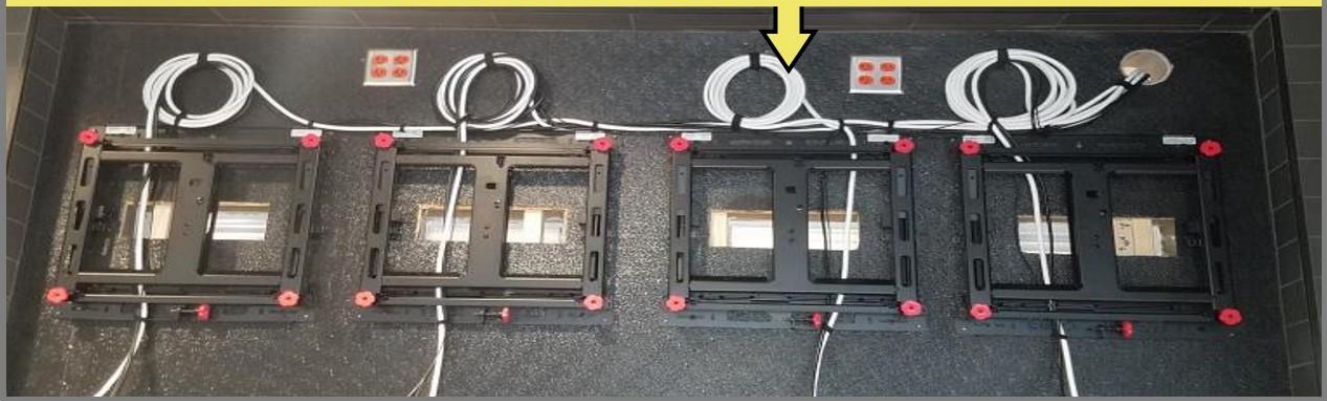


25) Plug media-player power supplies into media player and plug power packs into wall outlets.

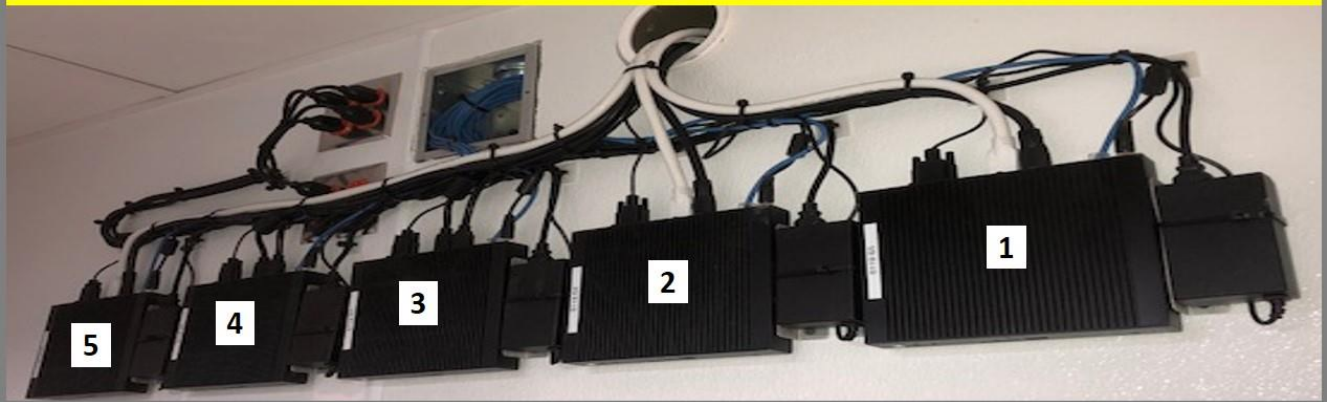
26) Secure the cables that you pulled through the pass through hole on the front of the valance wall so they do not interfere with lifting the DMBs into place.

27) Ensure that all additional cable slack is on the front of the valance wall. Exposed cables on the back of the wall should be minimal. Cables must be wrapped and look as neat and organized as possible. If not, techs will need to return under warranty to correct. SEE PAGE 15 FOR EXAMPLE PHOTO.

Front of wall after MP cables have been run. Cable slack must be neatly secured.



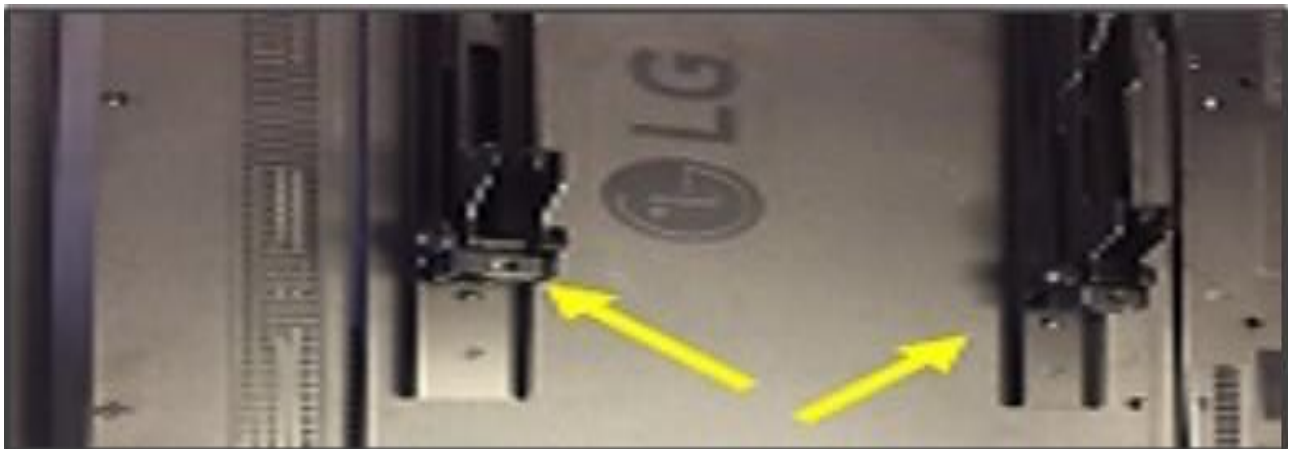
Back of wall after MP cables have been run. No cable slack can be visible on this wall.



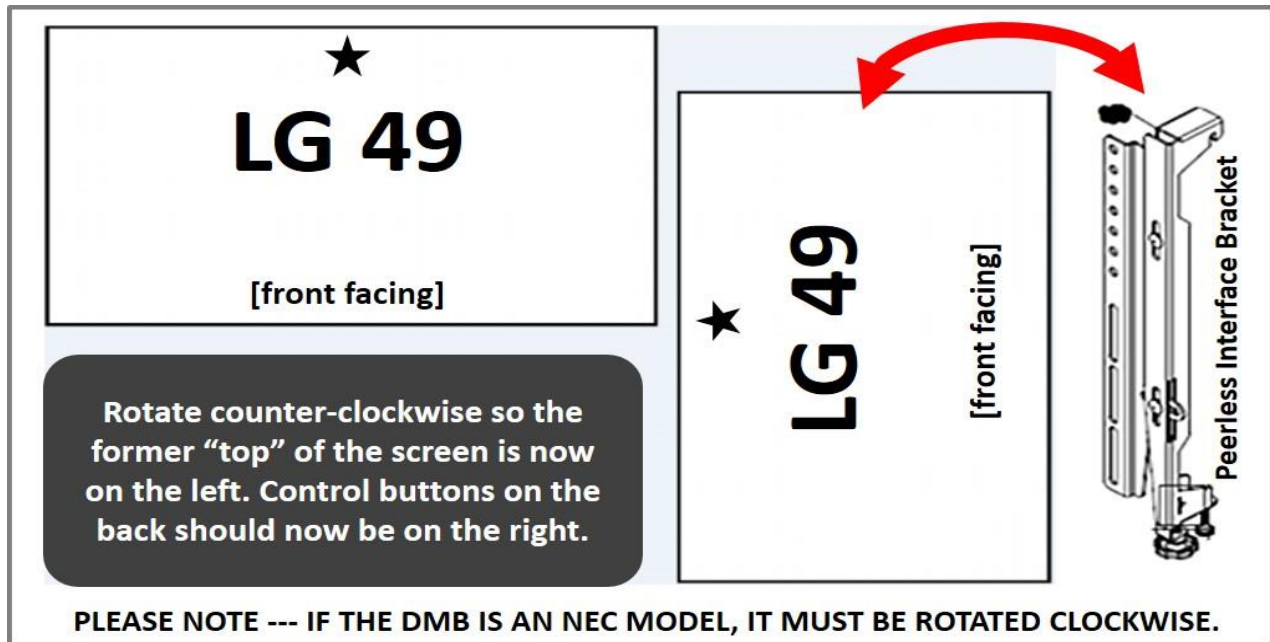
Section 9 – Prepare/Install the DMBs (Numbered 1 through 3, Left to Right)

28) Install the interface brackets on the back of the DMBs. The latches and springs that may appear to be in the way can be adjusted by using the kickstand strings to lift the brackets and allow access to the screw holes.

**NOTE: Full instructions for the DMB mounts are included in the Peerless shipping boxes.*



29) Make sure the wall-mount scissor mechanism is extended out, then lift DMB #1 into position on the wall – **ALWAYS WITH 2 PEOPLE**. **Rotate it COUNTER-CLOCKWISE** and secure it to the wall mount.

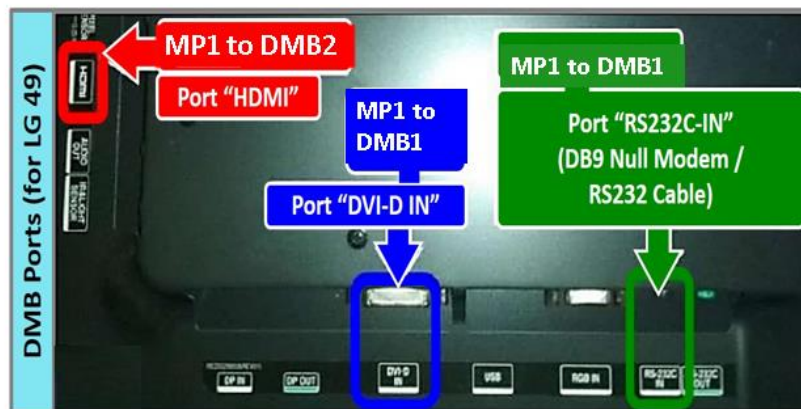


30) Once DMB #1 is attached, re-measure the gaps from the edge of the DMB to the edge of the SAO wall. Top/bottom gaps must match. If not, techs must correct. Proceed working outward, **BUT MAKE SURE THE MEDIA PLAYER CABLES ARE CONNECTED TO THE DMB FIRST (SEE STEP 31)**.

Section 10 – Connect the Media Player Cables and Secure DMBs

31) Connect the media-player cables to the DMBs. Make sure you leave enough slack so the DMB can be extended forward in the future. Gently lock the bracket into position and be careful not to pinch the cables.

*NOTE: The media players are pre-loaded, so if techs do not connect them correctly, fixing the problem later can be very time consuming. Double check to make sure the cable connections are accurate.



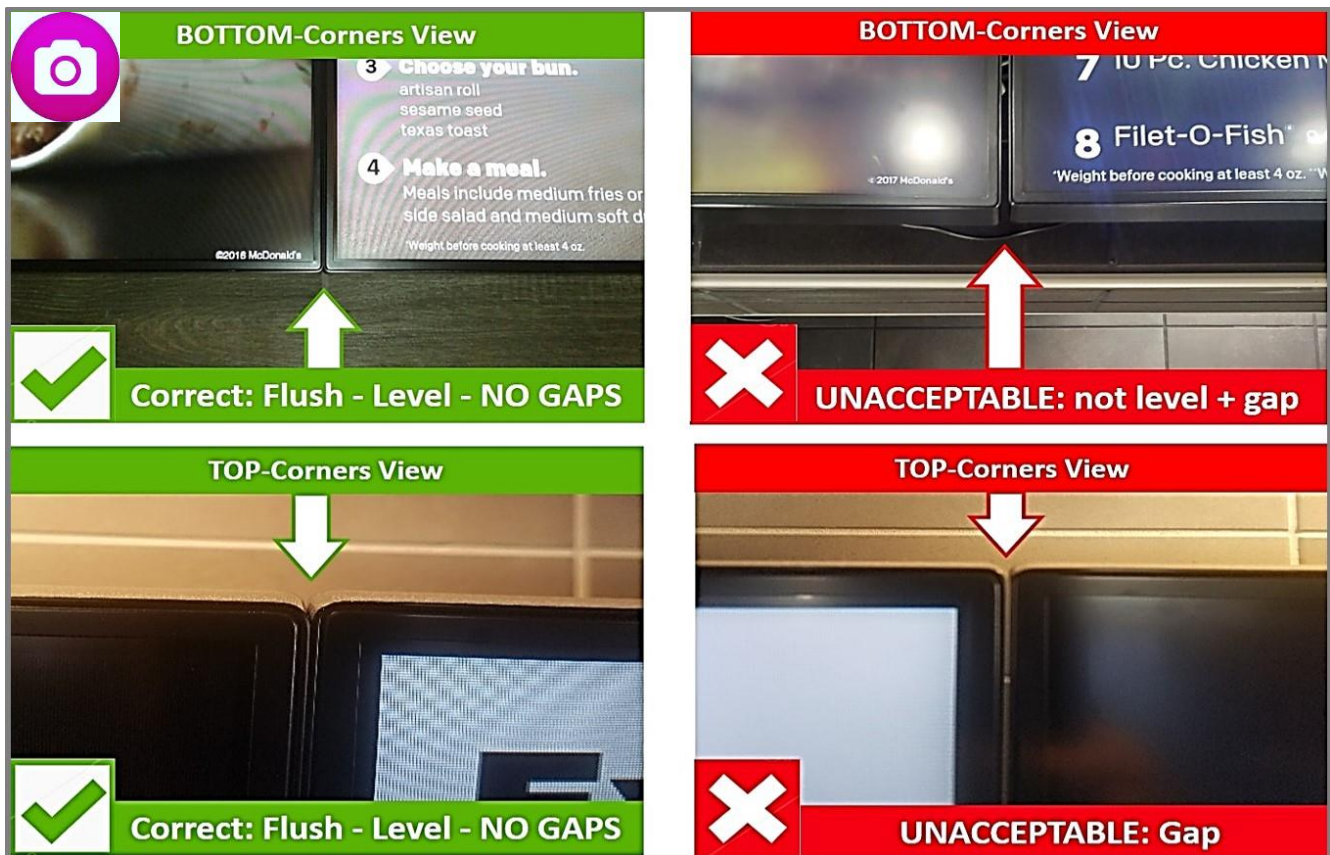
32) Connect the DMB display power cords (there are two spares in Cable Kit, if needed).

33) As techs mount the DMBs, it is crucial that the following protocol is followed precisely:

- a) DMBs must be perfectly centered in the recessed wall (top/bottom & left/right).
- b) DMBs must be perfectly level and flush. **DO NOT TILT THEM.**
- c) Top AND bottom corners of all DMBs must be touching. **NO GAPS.**
- d) No cables, outlets or pass-through holes or wall mounts can be exposed.



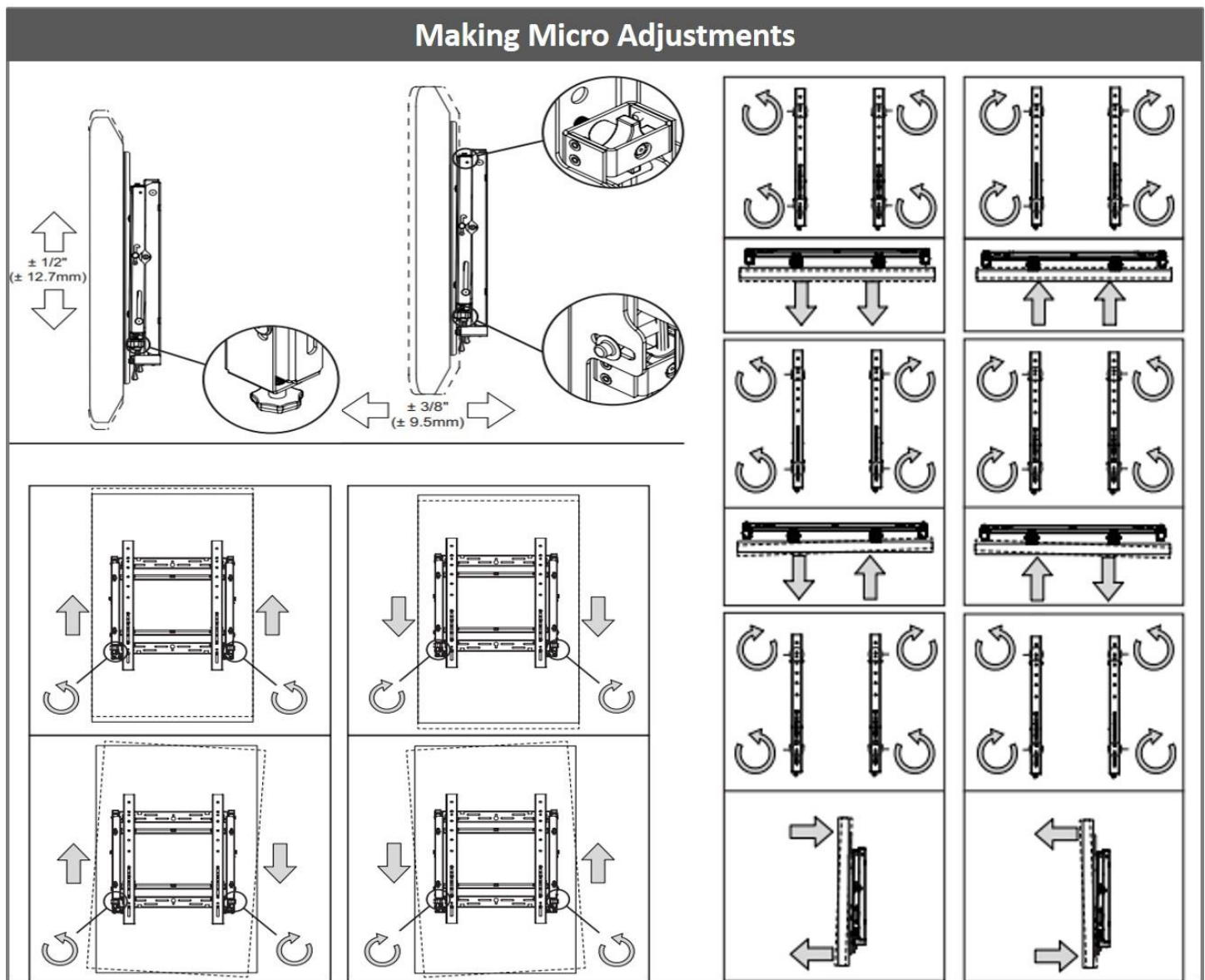
34) Techs must take photos showing the TOP AND BOTTOM corners of all three DMBs.



NOTES ON MAKING MICRO-ADJUSTMENTS (if needed)

- Use knob adjustments (shown below) to verify that the DMB's are centered and at proper height and is 'level' in relation to the bottom line of the recessed wall. Work outward and adjust remaining DMBs if needed
- The wall mount allows for +/- 1.5 inches of adjustments on each up/down and front/back of DMB.
- Do not refer to "true level." Use the edges of the recessed wall as reference. If the wall itself is not equal (meaning that it might be slightly higher on one side than the other), use the bottom of the wall as reference and ensure the DMBs are equal distance from the entire bottom of the wall to the DMBs all the way across.

*The diagrams below show some of the standard rotation instructions techs may need. For full instruction, refer to the manual included in the Peerless Mount boxes.



35) **LEAVE ALL DMBs POWERED OFF.** If the DMBs are powered on before the media players, the DMBs will not recognize the media players and they will not show any content.

36) Power on the media players. The green light under cat5 cable port should light up within 1-2 minutes.

37) When the media-player green lights are on, power on DMBs and change input to “DVI.”

***PLEASE NOTE:** Regardless of what the DMBs display at this point, **DO NOT TROUBLESHOOT ON YOUR OWN.** Sometimes the DMB equipment needs to be updated or it may be defective, so call Stratacache (next step).

Section 11 – Provisioning the DMBs with Stratacache

38) One tech must call Stratacache (1-800-804-4599, Option 3) to provision the DMBs. The second tech needs to proceed with Sections 12 and 13.

***PLEASE NOTE:** Provisioning may involve some troubleshooting. Tech needs to work with Stratacache so they can verify the content is streaming correctly on each DMB.

Below is the content for a 5 screen SAM install. It is listed below for you to refer to the content of each screen that Stratacache is referring to.



***PLEASE NOTE:** Stratacache often needs to reprogram the DMBs and/or change the display orientation from landscape to portrait, but this can be corrected remotely. Updates can sometimes take hours. In that case, Stratacache will confirm that and provide a release code (as long as all requirements are met).

DO NOT LEAVE THE SITE UNTIL NET HAS RELEASED YOU.

Section 12 – Email Required Deliverable Photos

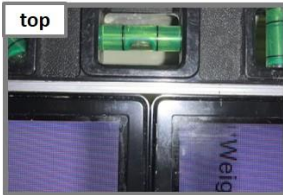
39) While one tech is provisioning, the second tech needs to take all required photos (full list below).

***These photos help protect you from warranty revisits. NET cannot close the ticket without them.**

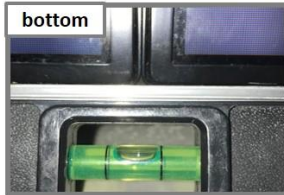
- ☐ Front of recessed wall upon arrival, showing pass-through holes and outlets
- ☐ Back of recessed wall upon arrival, showing pass-through holes and outlets
- ☐ Front of the recessed wall on the McCafe wall upon arriving, showing pass-through holes and outlets.
- ☐ Back of recessed wall on the McCafe wall upon arrival, showing pass-through holes and outlets
- ☐ Network switch upon arrival.
- ☐ Condition of equipment upon arrival
- ☐ Any damage to equipment/wall upon arrival
- ☐ Any delays caused by other contractors or McDonald's personnel
- ☐ Each DMB tested on the floor as soon as it is unpackaged.
 - ☐ DMB 1
 - ☐ DMB 2
 - ☐ DMB 3
- ☐ DMB 1 Bracket hung on Recessed Wall
- ☐ DMB 1 Hung on bracket
- ☐ DMB 3 Bracket hung on McCafe Recessed Wall
- ☐ DMB 3 Hung on bracket
- ☐ All Brackets hung on Recessed wall
- ☐ Cat5e Cables tipped, tested, and labeled (x5)
 - ☐ Cable 1
 - ☐ Cable 2
 - ☐ Cable 3
- ☐ Cat5e cable secured every 4 feet
- ☐ Both cat5e service loops secured in ceiling (not resting on tiles/ceiling grid)
- ☐ Wayport switch with cat5 cable connected
- ☐ All DMBs hung with content displayed (close)
- ☐ DMBs from customer's view (from far away)
- ☐ Meeting points at TOP AND BOTTOM of DMBs showing DMBs level and touching and displaying content (x4)

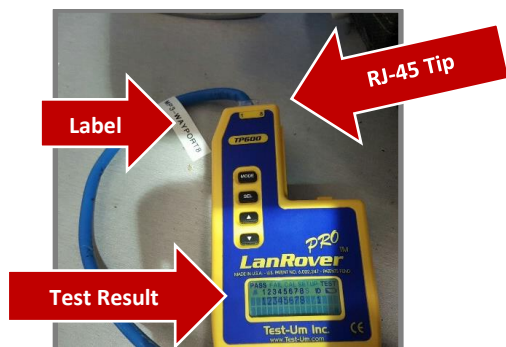
DMB1 – DMB2

top



bottom


- ☐ Side view showing DMBs even and flush on bottom
- ☐ Side view showing DMBs even and flush on top
- ☐ Media players mounted on Back of Valence with no excess cables
- ☐ Signed NET work order
- ☐ Login/Logout and Delay Form (page 23 of this manual)
- ☐ AT&T Acceptance Form on the final page of this manual (signed by manager/GC/point of contact)



40) Email photos to NET asap. Subject line MUST be your NET work order number inside brackets: [0000000]. The email address is dss@nettechnology.com.

41) Email photos to Stratacache at support@mcdmb.com. Make sure the subject line is the SITE NUMBER.

NET		To...	dss@nettechnology.com
	Send	Cc...	
	Subject		
	[0000000]		

Stratacache		To...	support@mcdmb.com
	Send	Cc...	
	Subject		
	Site 12345		

*PLEASE NOTE: Since the subject lines are different, these emails must be sent separately.

42) If you are having issues sending photos from site (or if you're speaking with NET and/or Stratacache and they say they have not received them), keep trying for 30 minutes. At that time, if the photos have still not gotten through, inform Stratacache and NET of the situation and the photos will need to be sent later that day. Only in this scenario can crews be released without photos.

***PLEASE NOTE: Techs are responsible for making sure the installation was done to specification and for making sure all required deliverables are accounted for. Ticket cannot be closed without them.**

Section 13 – Clean Up, Signoff and Logout with NET

40) Ask the site contact/GC where you should dispose the trash. The site must be cleaned. It is unacceptable to leave debris behind or any dust on store equipment. Leave the site in better condition than you found it.

- DO NOT throw away the DMB boxes.
- Leave all old/extra MP cables and other DMB materials with the GC/manager (do not throw them away).
- Make sure no tools are left behind.

41) Ensure that the GC (or whomever is in charge) is happy with the installation and ask them to fill out the "AT&T Acceptance Form" (last page of this manual) and ask them to sign your work order.

42) Tell the contact to call DMB Support with any questions (800-804-4599, Option 2). Also let them know the DMB content is based on their store profile and previous DMB orientation. Current content and orientation will be uploaded within 24 hours. Give them the "Post Install" form on Page 24.

43) Before calling NET to logout, make sure you have noted (on Page 23) any delays that occurred onsite. NET needs to know what the delays were and how much time was lost because of them. If the delays are not reported at logout, it's as if they didn't happen.

Example: "delayed by two hours (over the course of the day) working around the electricians."

Example: "delayed by 30 minutes waiting for the DMB brackets to arrive."

44) Call NET to logout (1-608-827-7949, ext. 1116).

McD DMB Process for Submitting Photos of Damaged Equipment to STRATACACHE

When you experience damaged equipment (display, mounting bracket etc.) please send the following (8) photos:

- 1) Photo of damage to the unit
- 2) Photo of display box with SN (this should match the SN on the back of the display)
- 3) Photo of the SN on the back of the display
- 4) Photo of the STRATACACHE Asset Tag # label on the back of the display
- 5) Photos of the box (all sides) that the damaged unit was shipped in (4 photos)

All photos should be sent to support@mcdmb.com with the McDonald's National Store Number (NSN) in the subject line of the email. These photos should be submitted prior to breaking down display boxes. Example photos below.

Damaged equipment example photos

(damage, asset tag sticker, SN sticker on box, SN on back of display):



Example of photos of box needed (4 photos):



Stratacache Login – Record the following:

Start time of phone call with Strata: _____

End time of your phone call: _____

Who did you speak with? _____

What time did you start the install? _____ What is meant by this is drilling or pulling cable, not the inventory or the time you logged in.

Please list and issues and/or delays onsite. Please note that these will also need to be given to Stratacache and NET as they are found. If they are not provided it is like they never happened.

Stratacache Logout – Record the following:

Start time of phone call with Strata: _____

End time of your phone call: _____

Who did you speak with? _____

If you are troubleshooting anything with the DMBs please make a detailed account of the issue and what you were asked to do along with what fixed the issue.

In-Store Front Counter Digital Menu Board (FC DMB) Post Installation Instructions

How do I contact support?

- For questions regarding the Front Counter Digital Menu Board stores you can:
 - Email support at support@mcdmb.com
 - In addition to the reason you are looking for help, please include:
 - Your National Store Number
 - A contact name and phone number in case additional information is needed
 - Call support at **800-804-4599, Option 2**

When will my menu content show on my screens?

Restaurant specific content will commence downloading after installation is complete.

POS Price Feed will be integrated with the FC DMB. Therefore the menu pricing that appears on the FC DMB will be automatically updated via RFM.

Store hours, LTO, Promo Scheduling and Product Removal must be activated and updated through www.mcdmb.com prior to installation. Simply logon to www.mcdmb.com in your web browser (Internet Explorer, Chrome, etc.) and make the necessary changes outlined above in the web portal.

If you have any questions regarding this, you can contact support for more information at **800-804-4599, Option 4.**





AT&T Front Counter SAO DMB Installation Acceptance Form

To the Owner Operator/General Contractor/Manager on Duty:

Please sign this sheet indicating the work performed for the Digital Menu Board installation has been completed satisfactorily.

- In the event that no authorized signor is available, the site will be deemed accepted and invoicing per the agreement will be initiated within 10 Business days of the installation completion date noted on this form.

**'NOTES' TO BE FILLED OUT BY TECH PRIOR TO PROVIDING TO STORE MANAGER
FOR SIGNATURE**

	Manager Signature
All Digital Displays mounted per the documented and agreed upon installation specifications. NOTES:	
Equipment is functional and undamaged. Screens are on and showing content NOTES:	
All Display Cabling is hidden from view of customer. In or near the Manager's office, all cabling must be labeled, neat and tidy and tied. NOTES:	
DMB screens are leveled and even to satisfactory NOTES:	
Leave Behind Documentation was provided to the Customer Contact. NOTES:	
Document any other occurrences that caused delay in DMB installation or may improve the IDG NOTES:	

Pre-existing Site Conditions Checklist (To be completed by Field Engineer)

Valence wall is not damaged. If damaged, take photos and document accordingly. NOTES:	
Ceiling tiles near the AT&T Wi-Fi Services (AWS) switch are not broken. NOTES:	

Name (Print) _____
Signature _____
Title _____
Restaurant # _____
Date _____
Time _____

Field Engineer Name and Crew # _____

For questions, please contact the AT&T NOC at 1-800-804-4599 Option # 4.

Thank You for your Business.



Stratacache Login – Record the following:

Start time of phone call with Strata: _____

End time of your phone call: _____

Who did you speak with? _____

What time did you start the work? _____ What is meant by this is drilling, pulling cable, removing MPs, etc. - not the inventory time or the time you logged in.

Please list any issues and/or delays onsite. Please note that Stratacache and NET will need to be updated when issues/delays occur. If issues/delays are not documented it is like they never happened and we cannot reimburse you for the additional time. List issue, time spent, what was done to resolve.

[illegible]

Stratacache Logout – Record the following:

Start time of phone call with Strata:

End time of your phone call: _____

Who did you speak with? _____

If you troubleshoot anything with Stratacache please make a detailed account of the problem, time spent, what was done to resolve.

[illegible]