



March 20, 2020

This letter serves to confirm that _____ is a Telaid employee or service partner who is, or whose company is, providing essential services to our clients' stores, clubs, distribution centers, fulfillment centers, pharmacies, call centers, data centers, construction and/or other support facilities in the area.

Our clients are engaged in providing essential services to customers, including food, prescriptions, and medical care. Even with the recent restrictions on work and travel outside of the home, our clients' stores, DCs and essential offices remain open during the COVID-19 outbreak to provide essential services and products to our communities.

The Telaid employee/vendor presenting this letter is providing services to these client locations that supports this effort. Their work is essential in supporting our community and providing essential goods and services during a state of emergency.

Thank you for your understanding.

Telaid Industries, Inc.



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.



Installation Instructions

For

WAP Access Points

Specifically Written for Technicians Managed by



Revised: 06/08/20

1.0 Project Overview

The purpose of this project is to install a preconfigured access point within Panda stores for staff access. Panda will provide the necessary WAP access point equipment for this project for distribution for onsite installations.

TELAID has been chosen to deploy this solution at selected Panda Restaurant locations and is providing all project management and initial technical support for the duration of the project. All questions regarding scheduling and equipment should be directed to the TELAID project manager listed on your work order.

This statement of work must be closely followed to ensure a successful installation with no interruption to the customer operations or existing equipment.

2.0 Summary of Technician Tasks

- Installation
 - Locate the access point shipped to site
 - Check in/out with the TELAID Project Team as directed on your workorder
 - Log in to Zoom Conference Bridge for Placement approval
 - Cable, as required, from the Manager's Workstation switch to the WAP ceiling location
 - Install and test the pre-configured access point equipment per the SOW tasks.
 - Submit test results to PRGWAP@telaid.com and installation pictures to your Work Market ticket before leaving site.

3.0 Pre-Installation Shipments, Schedules, Speedtest.net APP Download

- Zoom Cloud Meetings and Speedtest.net APP – Prior to starting the project, technician is required to download the free Zoom Cloud Meeting and Speedtest.net by Ookla from the Android Playstore or iTunes.
 - a. Highly suggest the technician explore the applications and be familiar with logging in and camera function. Must be able to perform a test after connection to a WIFI and emailing the test results. Specific information and screen shots of the APP are in this document.

4.0 Installation

Required Tools, Equipment and Materials

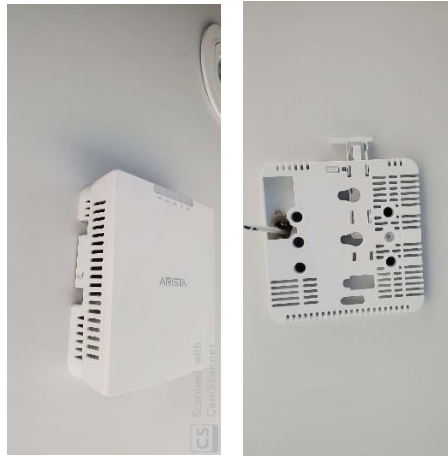
Qty	Description	Provided By
1	Hand tools, drill, anchors, ladders as required to mount the equipment to either a hard ceiling or ceiling tile	Tech
1	Android or iPhone or Laptop with WIFI test and Zoom Cloud meetings APP. Required for placement approval and to test access and to perform speed tests. "SpeedTest.Net" APP by Ookla. Free from Play Store or iTunes. Test results are to be emailed to prgWAP@telaid.com Emailed test results are a required deliverable.	Tech
1	Laptop PC with Ethernet Network Connection for troubleshooting if necessary, with Panda Support assistance	Tech
1	P-Touch labeler or equal for creating any additional labels	Tech
1	LOT CAT5e Plenum cable – White or Blue	Tech
1	RJ45 8 pin modular end and crimp tool for terminating AP end	Tech
1	Surface Housing with CAT5e insert	Tech
1	Arista C-100 Access Point with orange patch cable	Panda

Arrival

- Upon arrival to site, introduce yourself to the PIC (Person in Charge) as TELAID's Technician Representative that will be installing a new access point (WAP). Panda's staff will have been contacted prior to your arrival by TELAID's Project Team. If the staff is not aware of the project and or refuse to let you proceed, call your TELAID Project Team on your workorder.
- Join Zoom Conference Bridge with TELAID Project Team to Check In prior to beginning any work. **Do not touch or remove any of the equipment under the Manager's Workstation without calling TELAID first.** Prior to or upon your arrival, TELAID will run a ping sweep to confirm any equipment online and offline. TELAID will run the ping sweep again prior to your departure. This is your confirmation and assurance that no other equipment was accidentally taken offline by the installation.
- Document the MAC / Serial number of the unit prior to mounting by taking a picture of the rear side



- Using the orange patch cord, plug the Arista unit directly into the switch prior to doing your cabling.
 - The LAN1/POE port on the unit to either port 23/24 on a 24-port switch or port 43/44 on a 48 port switch.
- Then upload to WM (first choice) or email the MAC Serial number picture to your TELAID Project Team via PRGWAP@telaid.com after the unit is connected. The subject line must have the store # in it!!
 - This will enable TELAID to verify the WAP connection within Panda's database and for it to receive the latest download. This will save everyone time and avoid any necessary troubleshooting.



Arista C-100 and Bracket

WAP Location and Cabling

- The first choice for the WAP unit is for it to be ceiling mounted on the inside of the architectural soffit as shown below. The tech is to install a new CAT5e Plenum cable from the location to the Manager's Workstation area. (MWS).
- At the WAP location a jack/patch cable combination **is not allowed**. Technician to provide and crimp a RJ45 modular plug directly to the cable run.
- The WAP is to be installed in front of the digital menu board and behind the soffit.
 - Do not install it behind the menu boards or over the cook's line.
 - If this space does not exist, an alternate location can be on the dropped ceiling tile grid near the front of the soffit.
 - Any alternate location not on the soffit must be pre-approved by the Telaid Project Team before proceeding with the installation.
 - **DO NOT** install the WAP onto the vertical portion of the soffits.
 - If the ceiling is open architecture, then install the WAP high above the customer entrance.

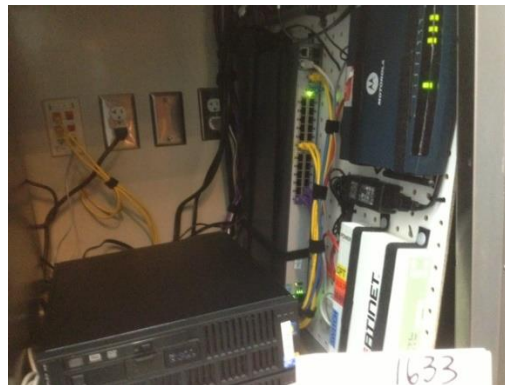


The WAP mounts to a bracket that is mounted to the ceiling

- The cable run will extend from the WAP to the Manager's Workstation area.



- If the site has a network cabinet and patch panel, then the cable will terminate on patch panel ports 23/24 on a 24-port switch and 43-44 patch panel ports on a 48-port switch.
 - If the site is using a pegboard located in bottom of the MWS, then you find the HP switch secured onto it.
- It will be necessary to remove the Brother Network Printer / FAX to gain access to the faceplates and the pegboard areas.
 - Note that the Brother unit may have both a line cord and a network connection. Some older models will have a USB only to the PAWS PC. Make sure to connect the printer the exact same way after you complete your cabling.



- **The new WAP cable is to terminate onto an existing wall jack or a new surface mounted housing affixed to wall. Do not directly mount the housing on the pegboard as it needs to slide out for service.**
- All CAT5e cable, RJ45 crimp ends, surface housing and CAT5e insert are to be provided by the technician.
 - An orange patch cord will be provided with the WAP unit shipment for connection to the switch.
 - The faceplate or housing is to be labeled as WAP XX(Port Number).

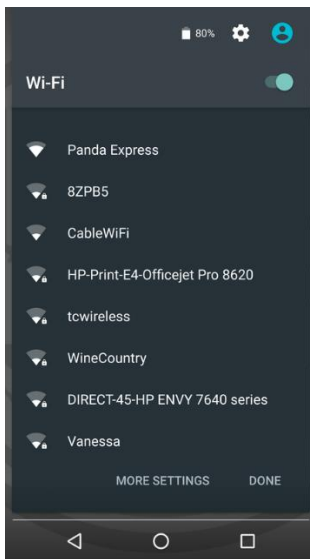
WAP Connections

- MWS Switch

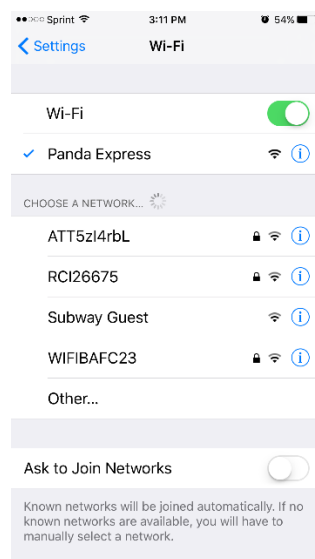
- The access point will patch into HP Switch ports 23, 24 in a 24-port switch and ports 43, 44 in 48 port switches with an orange patch cord.
- Route the patch cable onto the pegboard using the same Velcro that bundles the other cables.
- WAP Unit
 - Mount the WAP onto the drywall ceiling with appropriate anchors on the soffit or the drop ceiling tile bracket provided.
 - LAN1/POE port on the unit will be used by the RJ45 crimp end that is technician provided.
 - The HP switch ports are POE (power over Ethernet)
 - No external power supply or POE injector is to be used.
 - The power supply pictured in the box prior to shipment will be removed and not arrive with the unit.
- When connections are completed at both ends, the LAN1 green LED light will blink rapidly.
- The WAP unit will automatically receive a current download from the Panda server and become active.

Testing

Once the WAP unit becomes active, use your cell phone or laptop to find and logon to the **“SRN SETUP”** WIFI network. You will see the Welcome screen. Click the **“I Agree”** to continue. You should have access now to the Internet.



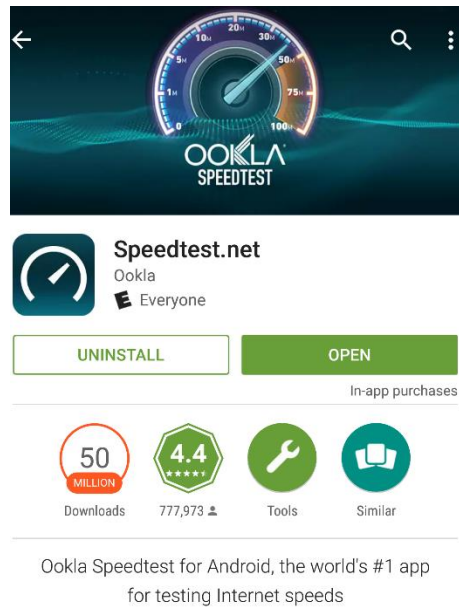
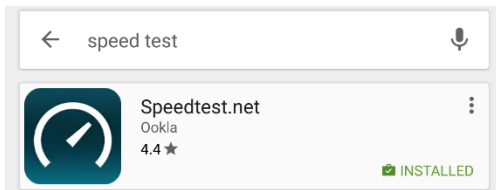
Android



iPhone



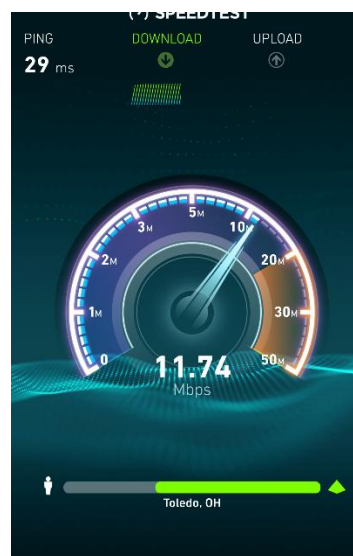
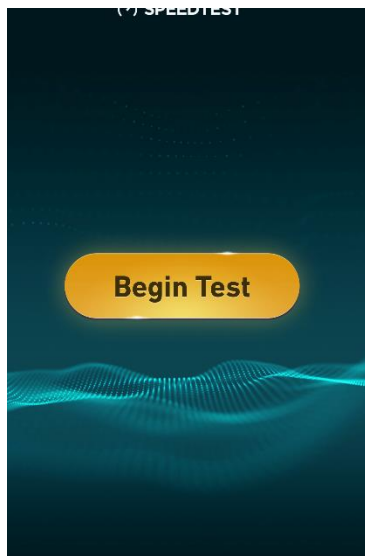
Prior to your arrival, you were requested to download the Speedtest.net APP and are ready to test.



Four (4) speed tests are required at Non-Drive-Thru and five (5) at a Drive Thru.

- The locations are:
 - Directly below the WAP
 - Farthest Point in the Dining Area
 - Managers Workstation (MWS) Desk
 - Rear Door or farthest rear area
 - Drive-Thru Window, if a Drive-Thru

After each individual test result is seen, it is to be emailed to PRGWAP@telaid.com vs. sending them after all tests are completed. This will ensure the locations are kept straight. If by email EACH test result must have within the Subject Line of the email the Store # and the Location of the test taken from within the restaurant. Ie: Panda XXXX, Location XXXX



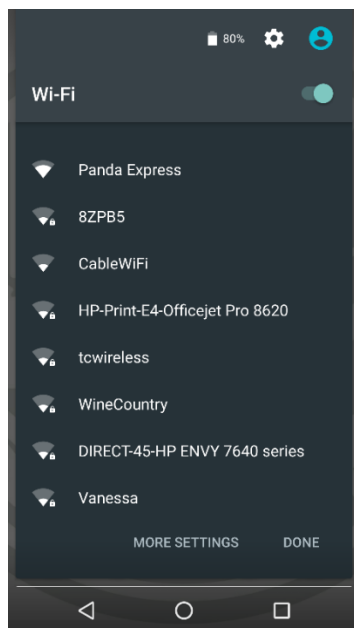


Click the -<: Share and Email the Result with the Subject Line “Store Number” and “Test Location”

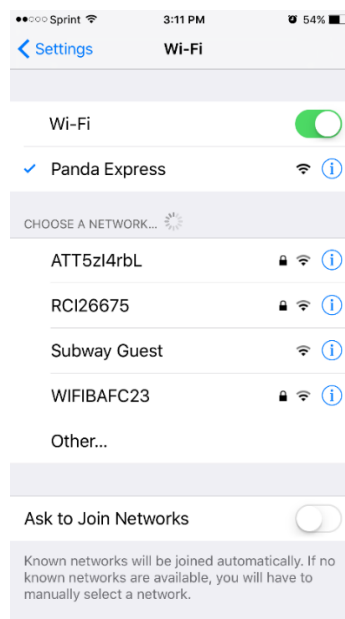
Email the test result to PRGWAP@telaid.com It will be a link to the test. The TELAID Project Team will be placing each link test result into a update to Panda for each site.

Signal Strength Bar – Furthest Point in Store

One screenshot or snapshot from your cell phone is required. It will be of the WIFI Networks found and taken from the furthest point in the store. This shows Panda Support the bar strength of the Panda Express WIFI network.



Android



iPhone

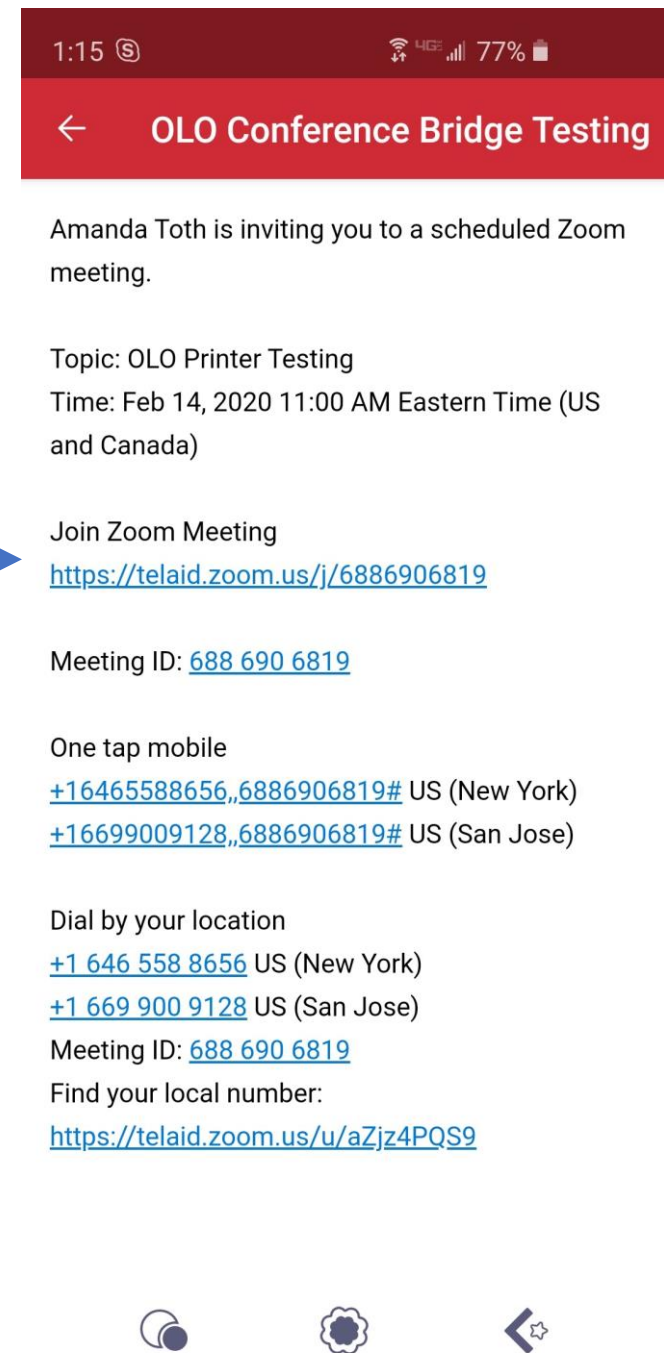
6.0 Deliverables and Close Out Tasks

*****NOTE*** When taking pictures, place or hold a paper within picture showing store number "PX XXXX"**

- Picture 1 - WAP Serial Number – Email after connecting it temporary to the switch
- Picture 2 – Installed WAP but taken from a side distance that shows the general ceiling area of where in the store it is located. Not just directly below or at it.
- Picture 3 – Jack and Pegboard or cabinet area – To know it is labeled and neatly dressed to the switch
- Picture 4 – Screenshot of the Panda WIFI signal bar from the farthest point in the store.
- Speed test LINK results emailed prgWAP@telaid.com as detailed in this guide
 - Actual screenshots of the results are not required.
- Completed workorder signed uploaded.
- Clean up work areas and dispose of boxes and packing materials.

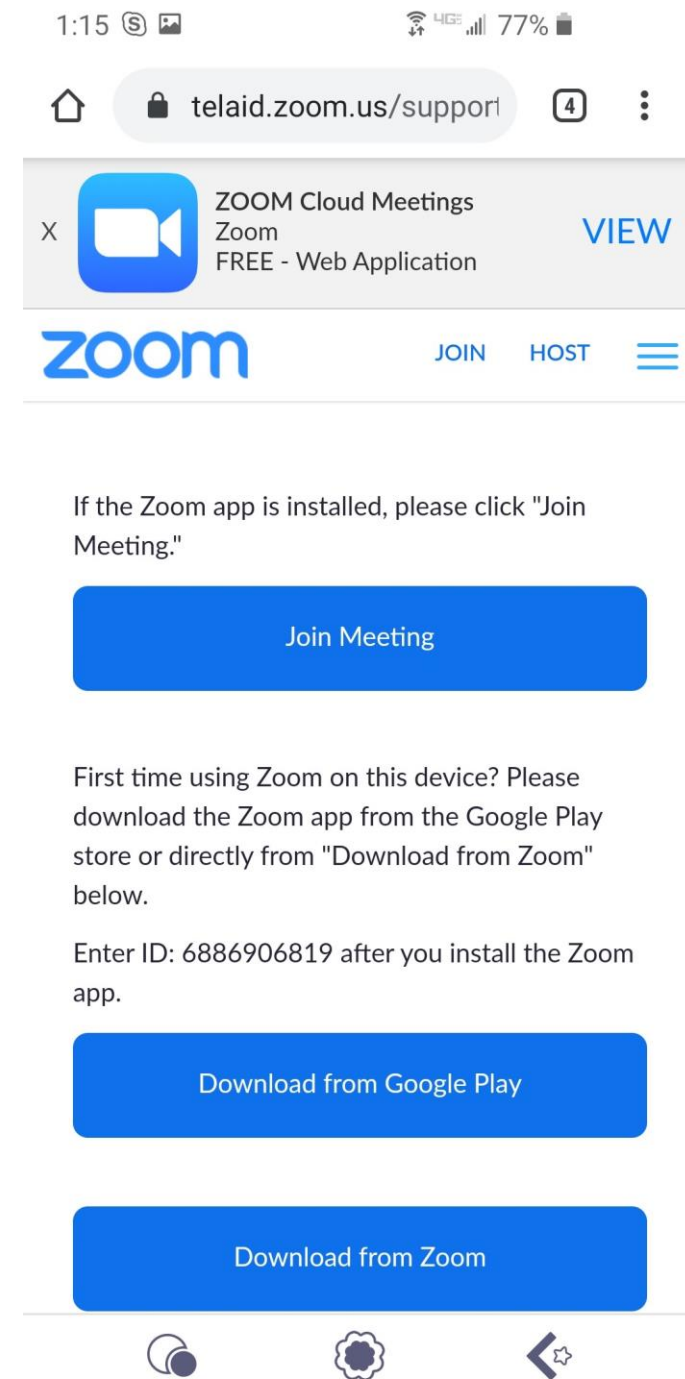
How to Log Into Zoom

- You will receive an email TelAid inviting to join Amanda Toth's Zoom Meeting.
- Click on the link in the email
- <https://telaid.zoom.us/j/6886906819>



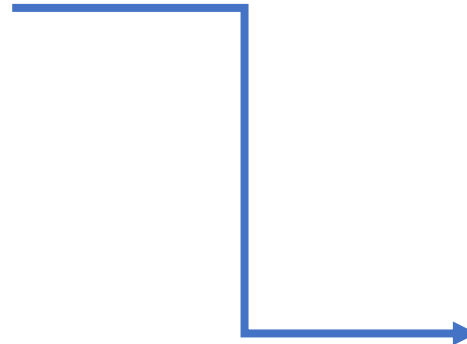
How to Log Into Zoom

- You will then be taken to the app store for your device (pictures are from an Android phone and using Google Play Store).



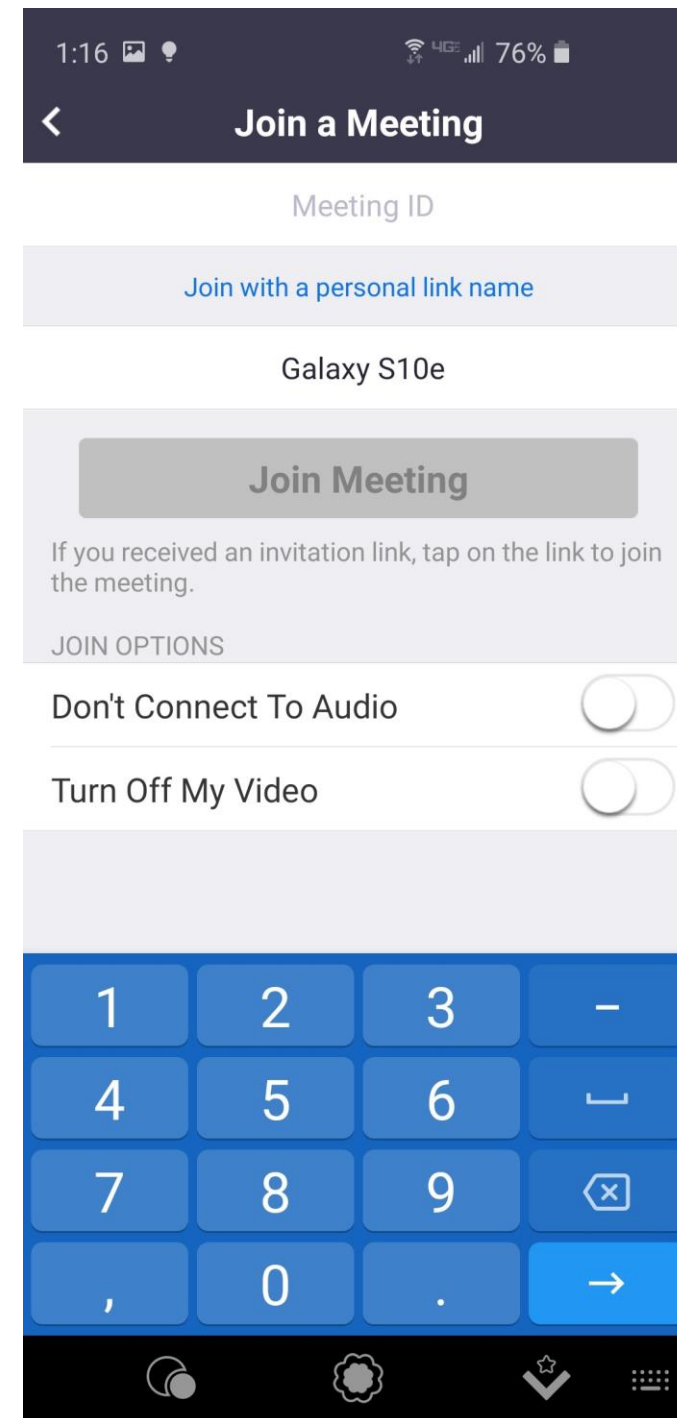
How to Log Into Zoom

- Download and install the free Zoom Cloud Meetings app
- Once the app has been opened, you will be asked to Join a Meeting. Click on Join a Meeting



How to Log Into Zoom

- Enter in the Meeting ID from the initial email. Meeting ID is 688 690 6819
- Please be sure to change your name and enter the store number you are working at today
- You will now be added to the meeting. The camera will need to be facing the counter so that the TelAid PM can see the counter where the printer will be installed. Once you have confirmation from the PM, please proceed with the installation. At this time you can disconnect from the meeting.



- After install is complete and the printer is ready to be tested, please log back into the meeting.
- When printer is ready for testing, you will need to “Raise Your Hand” in the meeting. That will notify TelAid you are ready for testing.
- To raise your hand, log back into the meeting. In the lower right-hand corner touch the three dots labeled “More.” You will then see an option to “Raise Hand.” Touch this and TelAid will be flagged that you are ready for testing
- Once we have confirmation that the printer has been installed correctly and is printing, you can disconnect from the meeting. Please upload all deliverables to Work Market for approval from Telaid and then close out the task.

