



# 2021 Mist AP Install

Version 06-2-2021  
Release 1.0

## CVS Code of Conduct

CVS expects all vendor partners, as we do with our own employees, who work in any of our locations to comply with laws and treat our associates with respect, honesty, and courtesy. Disruptive, unproductive, immoral, unethical, or illegal actions will not be tolerated.

Furthermore, CVS reserves the right to inspect, with or without notice or specific cause, all packages, bags, purses, or other containers or personal property, brought into or taken out of a CVS facility. If necessary, you may be asked to comply with a search by emptying pockets, and/or removing coats/jackets for merchandise or property that may be concealed. CVS expects our vendor partners to adhere to our standard that refusal to comply with a search is grounds for disciplinary action.

A box and bag check will be required when leaving the Pharmacy and the store with your tool bags and/or any boxes that you walk out of the Pharmacy with. This is to ensure nothing has been improperly removed from the Pharmacy or Store.

**As the technician in the store you will be responsible for asking the Pharmacist and the Store Manager to perform these checks.**

## The Rollout Operations Center

935 Douglas Pike  
Smithfield, RI 02917  
Fax: 1-401-770-6642  
Telephone: Phone (888) 401-4601 Option 2, Option 2

**Note:** You may use your cell phone while troubleshooting with the **ROC**. However, you **MUST** use a store phone to log in with the **ROC**.

Have the Following information ready each time you call:

- a) **Your Name**
- b) **The CVS store number**

**Result:** Your call will be placed in a queue to be answered by the first available ROC agent.

**Rollout Operations Center Hours: 7 AM to 8 PM EST**

## Cancellations & Reschedules

The technician's Project Manager should be contacted immediately if a technician cannot make it to a store because of uncontrollable factors (weather, traffic, etc. . . ) the PM will work with the **ROC** to reschedule or find an alternate technician.

**Under no circumstances should a technician contact a store to reschedule an install.**

## Rollout Operations Center Protocol

### Purpose

The Rollout Operations Center (**ROC**) serves as a 2nd level support facility for installation, conversion issues, and as a means of verifying communications. Throughout this Redbook you will be instructed to call the **ROC**.

## Technician Protocol

Upon arriving at the store, the technician should introduce themselves to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the CVS Store number, address, and location with the SM or MSC.

- You should have been supplied with the HPSM ticket number from your Project Manager.
- If the technician is denied access to the CVS site, the technician should immediately call their vendor to report the issue from outside the store in the parking lot.
- Once identified and access has been granted, the technician should request to use a phone and contact the **ROC** to be logged in with the **ROC**. All calls to the **ROC** are placed in a queue and answered by the next available **ROC** agent.

Once in contact with the **ROC**, technicians will need to verify their credentials and scope of work for the site visit.

Technician should quickly survey the key locations in the store as they pertain to the scope of work for the site visit. Report any issues to the **ROC** that will delay/inhibit the installation.

The vendor/technician must follow all of the procedures, steps, and processes involved in successfully completing this project per CVS Redbook.

- In the event that an unforeseen situation arises, the following steps are to be followed: If the installer determines there is a problem and the issue is NOT related to the installation, he/she should escalate the issue to their PM (Project Manager). E.G. technician running late, technician sick, etc.
- If the issue is related to the Redbook procedures or the install itself, the installer must escalate the issue to the ROC. If the problem cannot be resolved by the ROC, the ROC will escalate the issue to the appropriate party.
- It is imperative for the technician on site to start the escalation process at the time the problem is discovered. This will ensure a quick/timely installation.

If any CVS store personnel requests the technician to leave the store for any reason, the technician should quickly clean up all equipment and materials without delay, leaving the store in a presentable manner. The technician should leave the building and contact the **ROC**.

## Dress Code for CVS ROC Vendors

Our company follows a business casual dress code for all colleagues. These are general guidelines of acceptable and non-acceptable dress for store visits.

### **Acceptable business casual dress**

- Khaki pants, Dockers, Dress pants, Slacks, Ankle length Capri Pants
- Appropriate jeans/denim (neat in appearance without tears, holes, or frays)
- Shirts: regular or banded collars, golf shirts, sweaters, turtlenecks, sweatshirts
- Dresses: appropriate length, with sleeves cut no shorter than the top of the shoulder
- Skirts: appropriate length and proper fitting
- Footwear: clean loafers, boots, flats, business casual shoes
- Athletic shoes/sneakers (clean, tied and in good condition)
- Vendor branded attire

### **Unacceptable dress includes, but not limited to:**

- Clothing that exposes the midriff.
- Crop tops, halter tops, tank tops, spaghetti straps.
- Off the shoulder clothing.
- Shorts or skirts.
- Dresses that expose the back.
- Sweat suits, sweatpants, spandex leggings, and other form-fitting pants.
- Hooded Sweatshirts.
- Athletic Jerseys.
- Exposed undergarments, revealing or transparent clothing.
- T-shirts.
- Distressed clothing (wrinkled, stained, dirty, torn, oversized, etc.)
- Flip flops, Beach shoes, slippers, open toed shoes, Crocs, sandals, and hats.
- Visible piercings in body parts other than the ear.
- Branded attire (non-Vendor).
- Advertising or messaging attire (non-Vendor).

The aforementioned guidelines are intended to convey the desire for tidy presentation of your field personnel, rather than serve as a document to limit personal expression and liberties.

Project Managers are responsible for monitoring these guidelines and communicating with colleagues about appropriate business attire.

**Recommended Tools** (Installers required to carry all tools and materials necessary to complete scope) additionally the following is recommended but not limited to:

- Philips and flathead screw drivers.
- Cable tester and toner.
- Ethernet punch down tool.
- Spare Cat5 Ethernet patch cable.
- Velcro for cable management.
- Smart Phone with Camera and the ability to email photos.
- Drill.
- Ladder

### Logging Out

- When all tasks and testing are successfully completed the onsite technician **must** log out with the **ROC**.
- The **ROC** will request to speak with the Store Manager/Minute Clinic personnel at the site. Detailed questions regarding the installation and conduct of the site technician will be asked by the **ROC**.
- The **ROC** will be asking if you allowed the Minute Clinic personnel and Manager to do a bag check prior to leaving the Pharmacy and the store so make sure that you do.
- Upon satisfactory answers from the Store Manager/Minute Clinic personnel, a release code will be given to the onsite technician. The **ROC** will log the onsite technician out of the store in the **ROC** database.
- The release code must be recorded by the onsite technician. This is needed for billing.
- Failure to log in/out and obtaining the release code will delay payment.

## Description of New Equipment

**\*Please note that the total count of equipment for each site will varies from site to site.**

Mist AP-41 Access Point



Microsemi or AccelTex Power Injector



## Arriving on Site

Upon arriving at the store, introduce yourself to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit.

- **Verify** the CVS store number and address with the SM/MSC. **Upon request from store personnel, you are required to show:**
  - a government issued photo ID.
  - Letter of Authorization for the project.
  - HPSM ticket # from your project manager.
- **Request** the following from the manager:
  - Access to the location of the new equipment.
  - Access to the Health Hub area, Sales floor, and Equipment Rack location
- Using the store land line call the **CVS ROC** at 1-888-401-4601, option 2, option 2 to check-in and let us know that you are on site.
  - During this initial call the **ROC** will log you into the site and instruct you to locate the equipment if not yet located.
  - The ROC will need to know how many access points the store received.
  - Subsequence call to the **ROC** can made using your mobile phone.

**Note:** You **MUST** use the store land line phone to check in with the **CVS ROC at 1-888-401-4601, option 2 then 2**. Subsequence calls to the **ROC** can be made with your mobile phone.



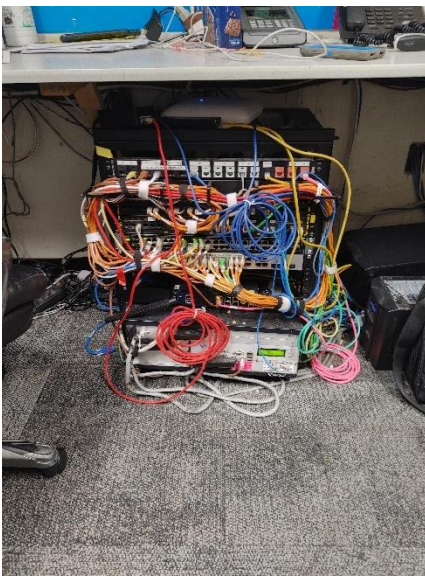
## **Health Hub Wellness Room AP Installation**

## Purpose

**Overview** – CVS will be installing a wireless Mesh relay AP on the drop ceiling, just outside the Health Hub Wellness room area. To accomplish this, a cable run will need to be installed from in front of the wellness room ceiling to the store switch location.

1. Locate Store Switch located in equipment rack. Depending on store layout, store equipment rack will be in managers office under desk or, housed in a full-sized equipment rack in the back room.
2. Store switch manufacturer will be either Cisco, Juniper, or an Aruba.

**NOTE:** The ROC will inform you what port the new Mist access point will use. This information will be needed to connect the power injector to the store switch.

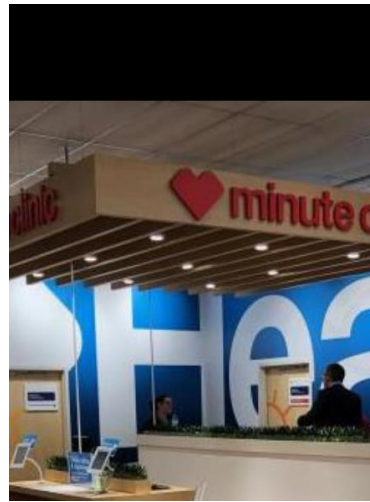


Managers Office Equipment Rack  
Example



Full Size Equipment Rack  
Example

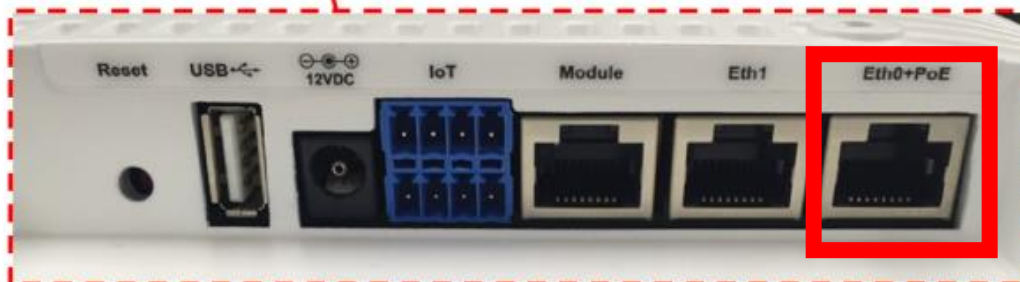
3. Locate an area of drop ceiling near the wellness room door where the Mist AP can be installed.



4. A cable will have to be run from this location to the location of the store switch.
5. Connect the new cable run to the ethernet cable to the Eth0-poe port.

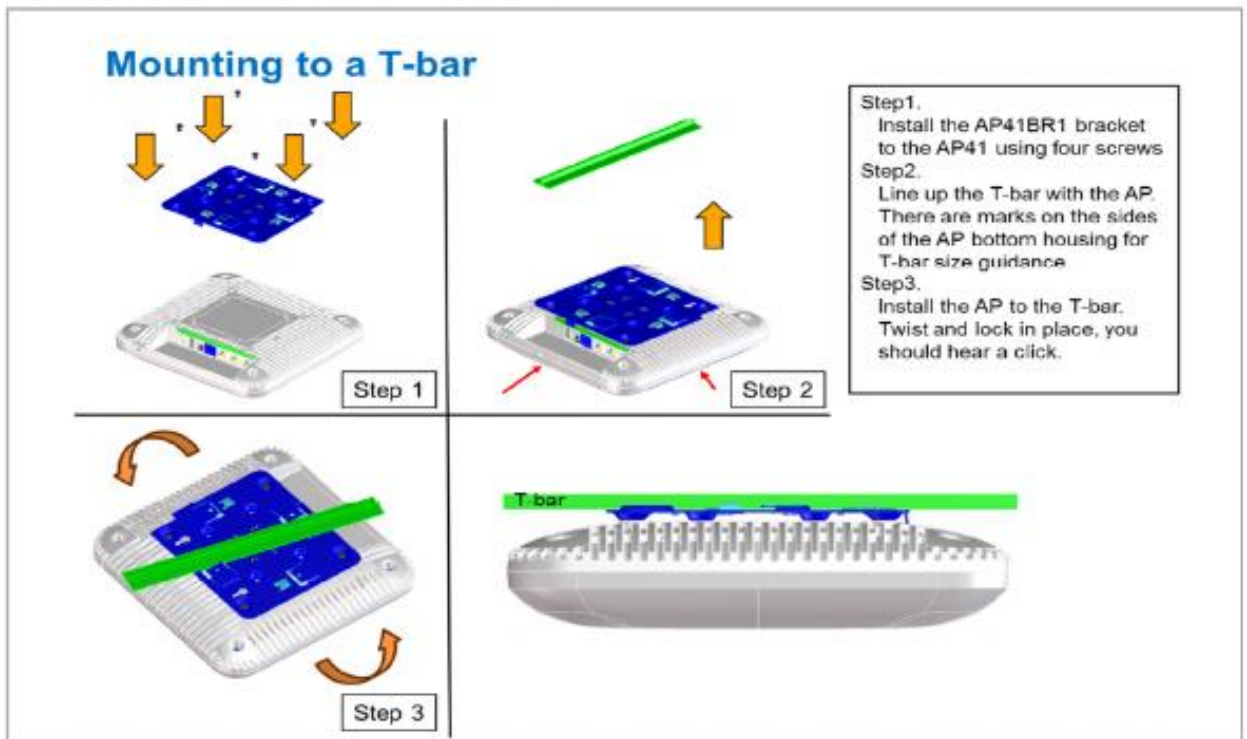


Kensington Lock

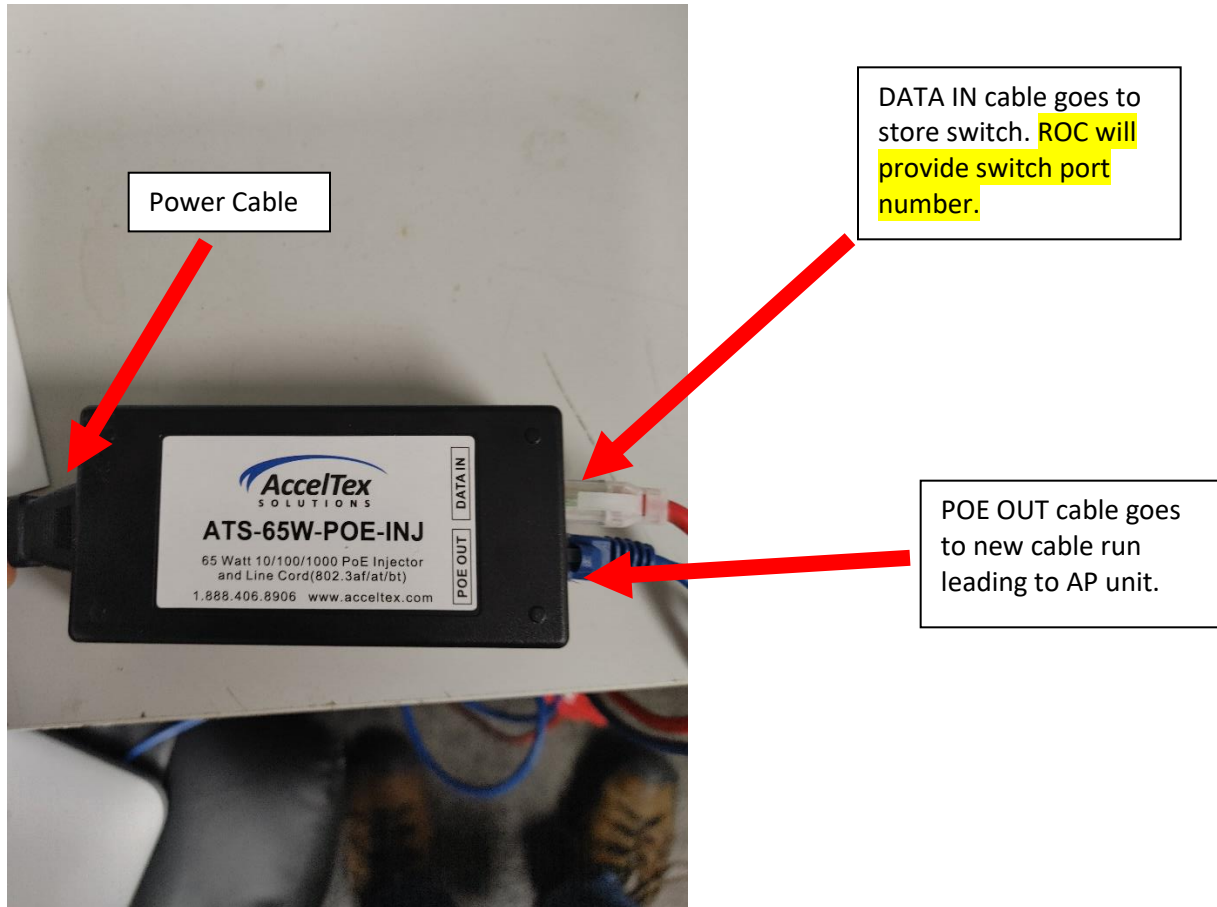


6. Mount the Mist AP to the ceiling.

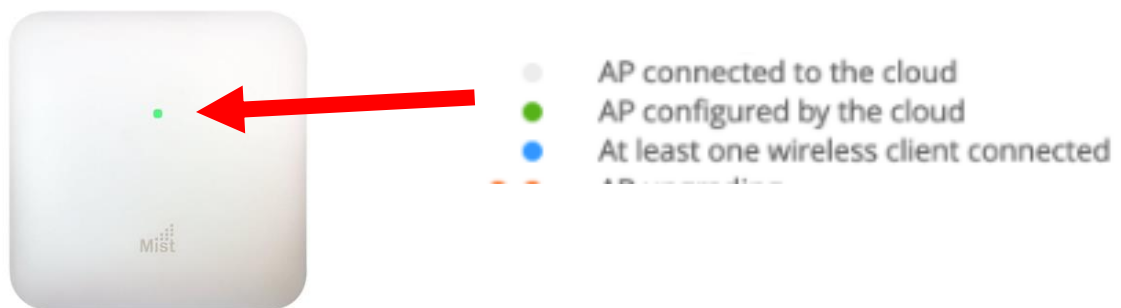
## Mounting kit installation



7. Go back to the store switch and Velcro the Power injector to the store rack. It is important that the mounting location of the injector is in a place where the cables will not be kicked or pulled out.
8. Connect the power injector's DATA/IN ethernet port to the store switch. The ROC will inform you on what port to use.
9. Connect the newly installed Mist AP to the POE OUT ethernet port of the power injector
10. Connect power cable to the power injector and plug in power



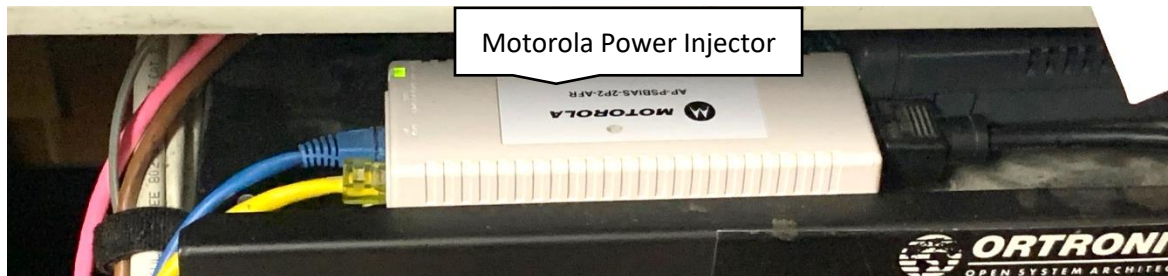
11. Wait for the AP light to become solid, one the three colors: grey, green, or blue. All three colors represent good connection.



## **Replacing old Motorola AP units with Mist AP**

If your store received more than one Mist AP, you will be replacing the older Motorola AP units with the new Mist AP units.

1. Locate the ports connected to the old Motorola Access Points (ROC will advise which ports) and trace the cables to the power injectors



2. Replace the old power injector with new Mist power injectors provided. Be sure to secure the new power injectors to top or side of equipment rack.
3. Locate and replace old Motorola AP units with Mist AP units. ROC cannot provide location of old AP units. Old AP units can be located on ceiling of sales floor, back room, managers office or Pharmacy.



Old Motorola AP



New Mist AP

4. Techs call into ROC to report any issues, or at the end of installation to confirm that it is complete.
5. After installation is complete, ROC will access Mist portal to confirm that the correct amount of AP units is showing.



**MUST be done prior to calling CVS ROC to check out from site.**

The following old equipment are to be returned . . .

- Old Motorola AP units.
- Old Motorola Power Injectors
- Any equipment determined to be defective during an install

**Note:** Contact CVS **ROC** at 888-401-4601, option 4 then 3, if you are unsure which equipment are to be returned.

- Pack up old equipment, to prevent damage re-use the boxes and shipping materials that new the equipment came in.
- All boxes must be taped up and UPS return labels must be affixed. If you need UPS return shipping labels contact the CVS **ROC** at 888-401-4601, option 2 then 2.
- This equipment cannot be left in the clinic area while waiting for UPS pickup.
- Inform the store manager of the location of the packages and that they must be returned next UPS visit.

▪ **Email photos to ROC19@CVS.COM**

**Clean up any packaging and garbage from the install. Do NOT leave garbage or packing material in the clinic rooms or clinic room trash cans. Work with the store manager to remove garbage from the install area.**



TO: Store Managers

FROM: Ryan McNeil

RE: 2021 Mist Access Point Installation Project

DATE: May 27, 2021

Please accept this memo along with the technician's State Driver's License as temporary CVS identification. The technician will be working in the Health Hub, Sales Floor and Server Rack locations to install and upgrade the WiFi Access Points as per the store communications sent to you previously by CVS Store Operations.

As a reminder, ***Exit inspection is required of all items including trash, supply boxes and tool boxes.***

This authorization is valid from June 7, 2021 to July 30, 2021.

If you have any questions regarding the person's identity or the work that he/she will be performing, please call one of the following:

- CVS Helpdesk @ 1-866-528-7272
  - 2. Select Option 1 for Store System Issues or Password Resets
  - 3. Select Option 4 for Hardware Issues Such as Registers, Scanners, Printers and Phones

FYI: The Helpdesk will need you to reference an HPSM ticket number that the technician will be able to provide you, if the technician does not have the HPSM ticket number, the Helpdesk will still need to be called so further investigation can take place.

Or

- Contact Ryan McNeil @ 401-770-6664

Thank you,  
Ryan McNeil  
Analyst, Store Tech Services CVS Rollout Operations Center  
Phone 401-770-6664