



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 Document

Elo 10" Series 4 Vendor DSD Kiosk

Target Technology Services

Last updated: June 29, 2021

Installation Document

Overview

Target is executing Small Format Stores, Full Remodels, and Multi-Location Special Projects across the nation. This will take the unwavering commitment and proactive collaboration of the entire team. Challenges will be encountered, but please utilize this document as a guide to resolve these challenges and achieve success in every implementation.

This document provides a broad range of information around Target's Elo 10" Series 4 Vendor DSD Kiosk installation. If further clarification is needed, please reach out to the appropriate Rollout and Deployment resource from the [Contacts](#) information.

Table of Contents

- PURPOSE 3**
- DEVICE OVERVIEW 3**
 - Owner3**
 - Platform and Device Description3**
 - Manufacturer.....3**
 - Vendor3**
 - Network3**
 - Additional Information.....3**
 - Device Images.....4**
- PRE-INSTALL AND DEPENDENCIES (AT BAILIWICK) 5**
 - PRE-CONFIGURATION/consolidation5**
 - Tools Required8**
 - Lift Required?8**
 - ACCESS8**
 - Software Access.....8**
 - Other Access8**
 - Prepare for Arrival8**
 - List of Inventory Required for Installation.....8**
- DEPENDENCIES9**
 - New Stores9**
 - Bundle.....9**
 - Remodel.....9**
- LIST OF POTENTIALLY RELATED DEVICES OR INVENTORY.....9**
- ON-SITE INSTALL PROCESS 9**
 - CHECK IN9**

NEW ELO DSD Vendor Check-in INSTALLATION.....10
 Cable Connections:.....14
TROUBLESHOOTING 15
OUT OF BOX FAILURE 17
LOCATING SERIAL # ON ELO MONITOR 18
 REPORT SERIAL # TO YOUR DEPLOYMENT SUPPORT18
SUPPORT AND ESCALATION 19
DEPLOYMENT SUPPORT 20
 deployment support20
 deinstallation and removal.....20
DEFINITION OF DONE 21
 VERIFICATION AND VALIDATION - REQUIRED21
 CHECK OUT21
DELIVERABLES 22
RELATED DOCUMENTS 23
UPDATES 24
CONTACTS 25

PURPOSE

This document describes the following points for Elo 10" Series 4 Vendor DSD Kiosk:

- Device information
- Installation instructions
- Support resources
- DE installation and removal

DEVICE OVERVIEW

OWNER

Mobility Engineering

PLATFORM AND DEVICE DESCRIPTION

Platform: Tools to Do the Job

Product Category: Stores Fixtures

MANUFACTURER

Manufacturer Name: Elo

Target's Universal Part Number: see parts list below

Link to Target UPN List: (Not a user field, forthcoming)

VENDOR

n/a

NETWORK

LAN

ADDITIONAL INFORMATION

n/a

DEVICE IMAGES



Left to Right: 10" Elo touchscreen monitor, POE adapter, security bolts, Honeywell scanner, Audio jack



3' Cat6 patch cable



Mounting bracket (new – black)



For Non-PoE+ stores only

Ensure these items are covered PRIOR to arriving at the store.

Tools Required

Standard tech tools. Tools needed for mount, below:



TOOLS LIST:

1. #2 PHILLIPS SCREWS DRIVER
2. Ø 9/64 DRILL BIT (Ø .141)
3. Ø 5/16 DRILL BIT (Ø .312)

and Stud Detector

Lift Required?

No

ACCESS

Software Access

Airwatch (MDM Platform)

Elo View (view rights only)

Other Access

No

PREPARE FOR ARRIVAL

n/a

LIST OF INVENTORY REQUIRED FOR INSTALLATION

Vendor	Part Number	Part Description	Qty.	Included in the box? Enter Yes or No
Elo	E389883+ADA	ELO I Series 4.0 Enterprise Plus Kiosk 10" w/ ADA Adapter Included	1	Yes
Elo	E926356	ELO-KIT, 2DBCR, USB, N3680	1	Yes
Elo	E413396	ELO-KIT-POE-ADAPTER-4.0 (only for stores with POE-capable switches)	1	Yes
DSI	367-5335-A	WALL MOUNT,ELO 10 INCH AA102 ANGLED WALL MOUNT, ELO INCH AA102, SERIES 4.0, REV A (04/15/2021)	1	Included in overpack box
		Cat 6A SlimLine Boot Patch Cord, 3 feet, Blue	1	Yes

--	--	--	--	--

DEPENDENCIES

- Working LAN port at DSD Vendor Check-in, configured (or that can be configured) to VLAN 11

New Stores

Bundle

Remodel

LIST OF POTENTIALLY RELATED DEVICES OR INVENTORY

NA

Item	Included in the box? Enter Yes or No

ON-SITE INSTALL PROCESS

Follow the [Pre-Install and Dependencies](#) instructions before starting the installation.

CHECK IN

Do the following upon arrival:

- Check in with your Deployment Support
- Check in with and introduce yourself to the store ETL-GE or store lead.
- Confirm you are at the correct the store number.
- Confirm if this store is a PoE+ enabled store (Cisco 3850 switches)
- Locate the hardware shipment.
 - Confirm you have all pieces to complete install
 - Document any missing equipment and communicate immediately to your vendor deployment support.
- Before installation, establish a work plan for install with the store lead.
 - Partner with team lead to Locate DSD Vendor Check-in location

High Level, DSD Vendor Check-in Project Steps:

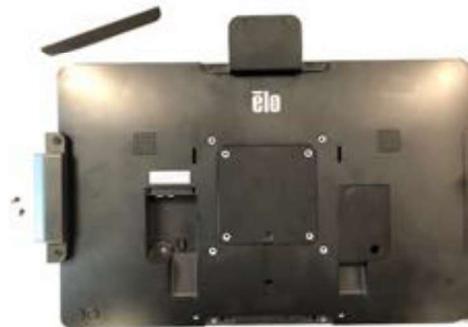
- **Begin by** removing new ELO's from their boxes, and powering up to make sure they're all working/ there are no OBF's.

- If any OBF's, please call your deployment support immediately – they will request a replacement ELO in the Hardware Request Log
- See PAGE 13 for next steps on OUT OF BOX FAILURE
- Once you've confirmed all ELO's are working (no OBF's,)
- Install new Elo monitor in location specified.
- Confirm successful install and functionality with Deployment Support before moving on

NEW ELO DSD VENDOR CHECK-IN INSTALLATION

Process below is for stores with Switches that support Power Over Ethernet (POE) (3850 or Leaf)

1. Prepare the Elo monitor by removing it from its box.
 - a. The AC cord and power supply (if included in box) may be required for this installation
 - b. ****Do NOT remove the plastic film on the monitor screen****
 - c. ****Care MUST be taken when tilting the new Elo monitors. If the monitor is grasped by the sides to tilt, move, or adjust, it may twist enough to crack.***
2. Remove audio jack adapter from its box.
3. Install Audio Jack adapter: (TOP, above "Elo" label unless it includes payment, in which case BOTTOM – see photos below)



- a. Remove mount cover plate (TOP)
- b. Install sticker, orientation based on side installed, see pics below. Braille sticker needs to be applied based on install location. ****please make sure the wording that reads "Audio" on the braille sticker is not upside-down****



- c. Once orientation is verified, attach audio jack using screws that were included.

- d. Note to check – Audio jack is to be placed on the right side of the monitor when monitor is viewed in portrait with the barcode scanner on the bottom.
- 4. Unscrew the back left cover plate
 - a. The Philips screw is small take care not to lose it.



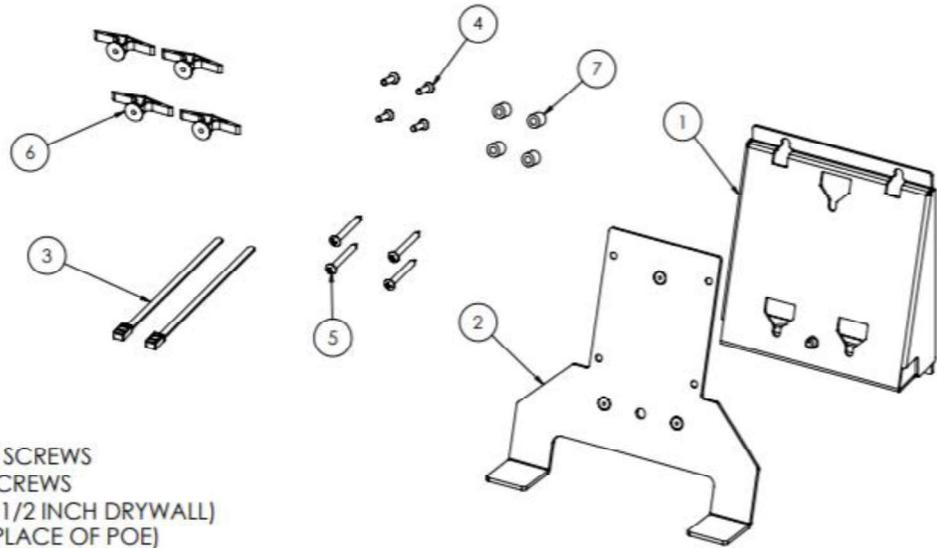
- b. **Note: The cable is to be installed first before attaching the mount fixture because it is underneath it.**
- 5. **For Non-PoE+ Stores only:** Plug AC power cord into the wall outlet and the barrel connector into the barrel jack on the back of the Elo next to the LAN jack.
- 6. Plug the Cat6a patch cable into LAN port on the back left of the Elo monitor
- 7. Plug the other end of the Cat6a patch cable into the wall jack.
 - a. Monitor will automatically turn on once patch cable is connected to monitor and wall jack
 - b. Wait for the monitor to fully power up
 - c. Confirm application load
 - i. If you don't see this screen, escalate to Deployment Support.



- 8. Reattach the cover removed in the previous step.
- 9. Attach to mount fixture with four (4) screws provided
 - a. Install in Portrait orientation
- 10. Mount the top of the wall bracket no higher than **48 inches** from the floor to be compliant with ADA.
- 11. **Mount break-down steps below:**
 - a. **NOTE** There should be plywood behind the wall that the mount will be secured to, but if there is not, it needs to be mounted to the metal stud behind the wall. Please use your stud**

detector to locate... If these monitors are mounted to only sheetrock they are going to fall off the wall in a couple months.

b. Mount parts list – photo below:



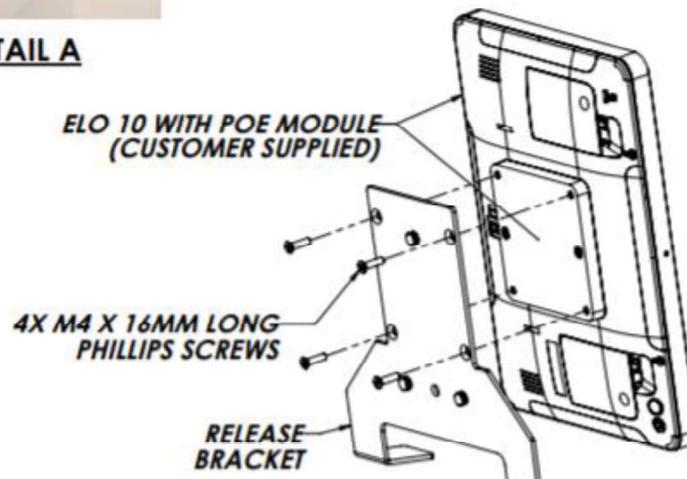
367-5335 PARTS LIST:

- 1. WALL MOUNT
- 2. RELEASE BRACKET
- 3. 2X 6 INCH ZIP TIES
- 4. 4X M4 X 16MM LONG PHILLIPS SCREWS
- 5. 4X #8 X 1.50" LONG PHILLIPS SCREWS
- 6. 4X DRY WALL ANCHORS (FOR 1/2 INCH DRYWALL)
- 7. 4X NYLON SPACERS (USED IN PLACE OF POE)

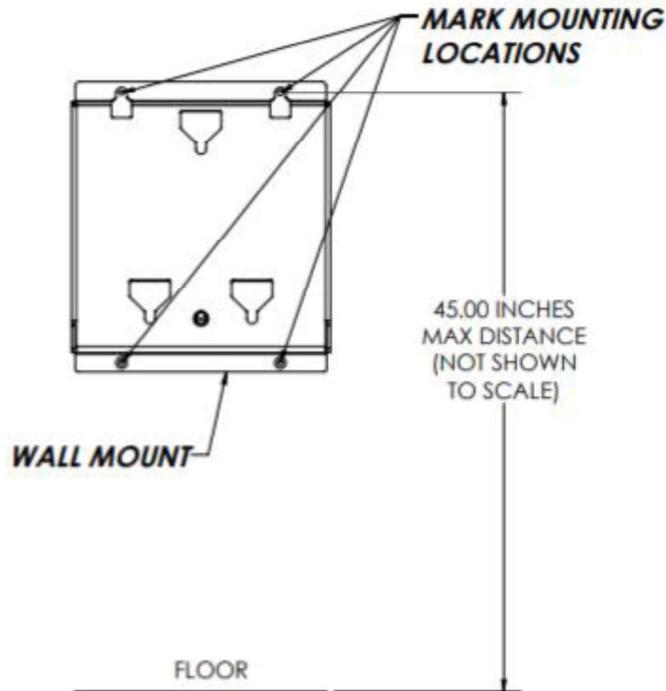
c. **Step 1** (photo below): Attach ELO (with POE module already installed – at consolidation) to quick release bracket, with 4X M4 X 16MM long philips screws.



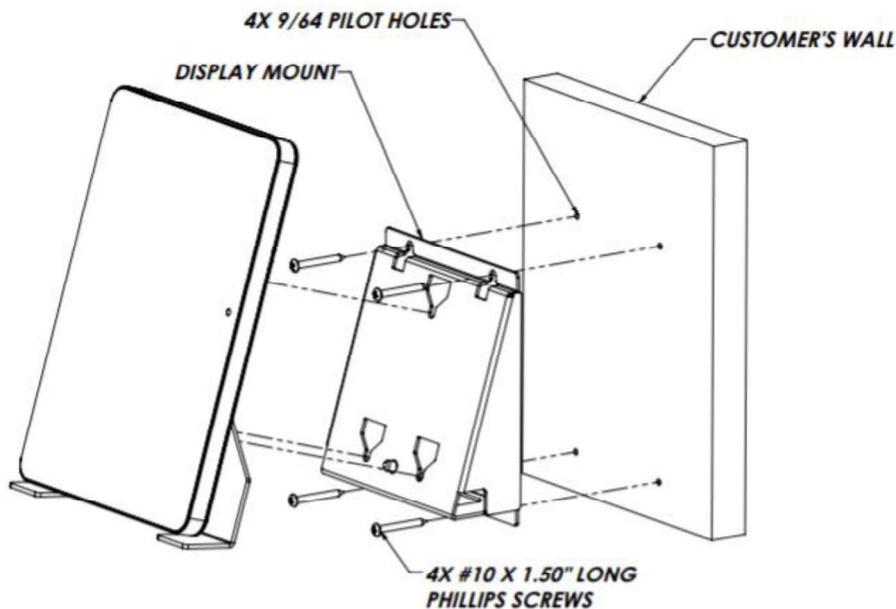
DETAIL A



- d. **Step 2** (photo below): using wall mount as template, mark mounting location on wall. Max distance from floor to top mounting holes does not exceed 45”.



- e. **Step 3** (photo below): Drill 4X 9/64 diameter holes in mounting location and attach wall mount with 4X #10 X 1.50” long Phillips screws. (Bundle the cables into wall mount as shown in **Detail C** below before mounting.)





DETAIL C
WALL NOT SHOWN FOR CLARITY

12. Remove protective film from screen.
13. Remove protective film from barcode scanner.
14. Restart the device, if needed, to load the app
 - a. Power cycle the device by removing and reconnecting the LAN connection from the wall jack
15. Contact your Deployment Support to validate the new ELO DSD Vendor Check-in is online and functioning.

Cable Connections:

LAN cable from switch stack to wall jack (existing)	Patch cable from wall jack to Elo (included in hardware box)
For Non-PoE+ stores only AC Power supply from wall outlet to power supply	Power cable from power supply to Elo (included in hardware box in required)

TROUBLESHOOTING

Any device issues identified during install should be escalated to Deployment Support.

Issue	Solution
Device won't power on.	<p>Confirm if this is a Non-PoE+ Location that requires the AC Power Supply</p> <p>Contact vendor Deployment Support to Confirm Port Configuration settings, confirming that port is configured for POE.</p> <p>Confirm patch cable is connected into the Data port on the Elo.</p> <p>Reconnect patch cable to wall jack.</p> <p>Try Elo in the another kiosk location to confirm if the issue is with the Elo monitor or if the issue is with the wall jack/LAN cable.</p>
Device is stuck in a Boot Loop	<p>Contact vendor Deployment Support to Confirm Port Configuration settings, confirming that port is configured for POE.</p>
"Excuse Us for a Moment" screen	<p>Press the two buttons on the back of the tablet, located in the bottom left corner. This brings up the admin password prompt, tap "Cancel" and that should relaunch the app.</p> <p>If that fails, then reboot the device by removing the LAN cable and (AC Power plug if Non-PoE+ location)plug back in and waiting until application populates</p> <p>If those steps fail, please contact vendor Deployment Support.</p>



	
<p>Elo screen is cracked.</p>	<p>Escalate to Deployment Support to initiate Out of Box Failure (OBF) steps as described below. Install ELO as is – when new ELO is shipped to store and tech returns, tech will THEN ship OBF ELO out of store.</p>
<p>Barcode Scanner Won't Illuminate</p>	<p>Barcode Scanner is DISABLED – This is the correct configuration</p>
<p>Fixture (mounting bracket) issues</p>	<p>Place broken bracket/ ELO/ all other equipment that go with this bracket into the control room and escalate to your Deployment Support to submit a hardware request for a new bracket.</p>
<p>"We'll Be Right Back" screen</p>	<ul style="list-style-type: none"> • Press the two buttons on the back of the tablet, located in the bottom left corner. This brings up the admin password prompt, tap "Cancel" and that should relaunch the app. • If that fails, then reboot the device by removing the LAN cable and plug back in and waiting till application populates • If those steps fail, please contact vendor Deployment Support.

OUT OF BOX FAILURE

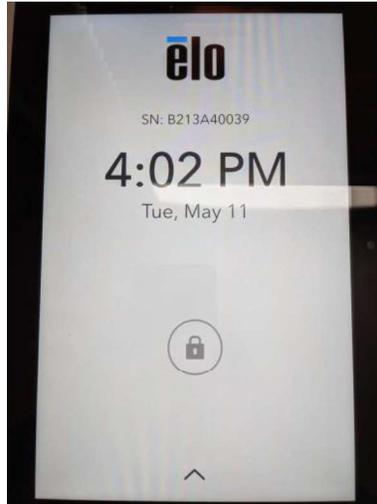
1. Contact your deployment support immediately to request a new ELO to be sent to store to replace the OBF
 - a. Tech is to CONTINUE TO INSTALL the OBF ELO before leaving the store
 - b. Let Team Lead know this is an OBF ELO and you will be returning to store to install working ELO once replacement lands
 - i. This takes about 2 days
2. After your Deployment Support has submitted a hardware request, an OBF replacement will be shipped out and arrive in 2 days. Technician to return to install at that time.
3. When OBF replacement is at store and you've scheduled your revisit date:
 - a. Ensure OBF ELO replacement sent is working
 - b. Take down INSTALLED OBF ELO monitor
 - c. Install new OBF replacement ELO monitor
 - d. Pack up OBF ELO reusing box replacement was sent in.
 - e. Affix the return label (***sent from consolidation in the box with the replacement unit***) to the OBF box, and work with store Asset Protection team member to place box in correct location for out-bound shipping.

LOCATING SERIAL # ON ELO MONITOR

REPORT SERIAL # TO YOUR DEPLOYMENT SUPPORT

To Find Serial Number:

- At the monitor, press the 2 buttons on the back, lower left hand corner of the device. ELO control panel home page will display.



SUPPORT AND ESCALATION

Escalation Contact Information	When to Contact
Level 1: Contact Vendor Deployment Support	For all issues first contact Deployment Support. Deployment Support will determine next steps to resolve the issue.
If the work is related to an R&D project, escalate to the vendor PM. If the work is not related to an R&D project, contact the CSC.	when vendor deployment support is not available
Level 2: Mobility Engineering – Monitor Hardware	

DEPLOYMENT SUPPORT

DEPLOYMENT SUPPORT

Please consult and validate with deployment support for **configuration, out of box failures, and de-installation/ removal.**

DEINSTALLATION AND REMOVAL

Work with the site contact to ensure pallets are not on the sales floor and clutter is kept to a minimum. Use a cart, flatbed or tubs set of pallet jacks. Do not cut any old cables during the installation in case a backout is required.

DEFINITION OF DONE

VERIFICATION AND VALIDATION - REQUIRED

Unused 3' Cat6e Patch Cables

Give any unused patch cables to the store's Property Manager. The Property Manager can keep and use for the store as needed.

Garbage

Ensure all garbage is disposed of. Any un-used cardboard should be brought back to the compactor, usually located by the loading dock. Plastic and paper should be thrown away. Techs will be dispatched to return to clean up messes left after install.

Left-Over, Net-New Devices

Escalate to Deployment Support.

Package net-new hardware back into original packaging.

Await instructions from Deployment Support.

CHECK OUT

Checkout with vendor Deployment Support before leaving the store to ensure all validations are complete.

DELIVERABLES

Submit deliverables immediately after installation, with your deployment support.

RELATED DOCUMENTS

Are there any documents related to this document? No

UPDATES

Date of Update	Change Description	Changed By
5/6/21	P&E review	KI

Have all fields been completed? Yes

Update the Table of Contents before saving.

CONTACTS

Target New Stores Projects team:

TTS-NewStores@target.com

Target Store Remodels team:

TTS.Remodels@target.com

Target Store Bundle team:

TTS-HardwareImpSvcs-Bundle@Target.com

Target Special Projects team:

TTS-SpecialProjects@target.com

Target HQ Deployment Support team:

TTS-DeploymentSupport@target.com





Target Construction

COVID-19 Process 2021

- Target Vendors must follow all CDC, State and Local Jurisdiction guidelines pertaining to construction during the COVID-19 Pandemic construction process and procedures which includes proper PPE protection. Masks are required at all times, even when social distancing is possible.
- Target Vendors to maintain a current copy of the Target Construction COVID-19 Process guide posted on the project in the construction trailer and or at the designated construction entrance (if applicable). Target Vendor to post any requirements on their company COVID-19 process.
- Target Vendor to report any updates to the CDC, State or Local Jurisdictions COVID-19 guidelines at project meetings or start-up meetings. With COVID-19 regulations changing weekly, its important that the most current processes are shared at project meetings.
- Target Vendors to follow CDC guidelines for sanitizing a work area after a known infected case.



Target Construction

COVID-19 Process 2021

- Target Vendor to maintain additional wash and sanitizing stations that are required in construction areas and designated construction entrance (if applicable).
- Individuals participating in site visits or walks should be kept to a minimum and social distancing must be maintained per the CDC and Target guidelines. The maximum number of allowed participants can change, stay current with Targets best practices.
- Target Vendors are responsible for keeping their equipment and high touch areas sanitized.
- No more than 5 different project sites per day by any worker or supervisor.



Target Construction COVID-19 Process 2021

- Elimination of meetings and other project-specific gatherings that require numerous participants: Safety meetings, orientation sessions and other critical job-specific meetings should be conducted in small group settings.
 - Project-specific gatherings or meetings shall be outdoors whenever possible where a 6-foot distance can be maintained with a maximum 60 minute duration (Virtual meetings are optional but are encouraged).
 - Project specific gatherings or meetings indoors should be in a well ventilated spaces where a 6-foot distance can be maintained with a maximum 30 minute duration (Virtual meetings are optional but are encouraged).
- Consistent with keeping congregating to a minimum, stagger work and lunch breaks on your sites and disinfect surfaces between uses.
 - The only exception on wearing masks at all times is while someone is on break actively eating or drinking.



Target Construction

COVID-19 Process 2021

Reporting COVID

- Target Vendors to follow CDC Guidelines as well as Target Procedures for reporting any COVID-19 infected vendor personal to Target.
- Target Team - continue following Reporting Confirmed Cases best practice.
- Target Vendor - report confirmed case via email (date last in building and date confirmed positive, no names or personal info)
 - Store projects: Contact OSR, CPM
 - DC projects: Contact OSR
- After confirmed case, Target Vendor is responsible to partner with store and DC team for cleaning known areas.
- The Target Team will notify the Target Vendor through the OSR/CPM when there is a confirmed case within a Target building.



Target Construction COVID-19 Process 2021

Non Compliance by any Target Vendor including sub-contractors:

- If a Target Vendor refuses to follow Target and CDC guidelines, Target OSR/CPM is to be notified immediately.
- Target has ZERO tolerance for non compliance and the individual will be removed from site immediately. An action plan is required in writing by the Target Vendor within 24 hours from notification. The action plan will be sent to Target OSR/CPM.

This document replaces the Construction COVID letter from April 14, 2020 and the Draft Jobsite Plan Guidance for Social Distancing from March 18, 2020. Addendums may be added to this document through 2021.

For DC projects, Supplier Informs will be used to supplement or clarify further requirements.

Installation Document

Elo 10" Series 4 Vendor DSD Kiosk

Target Technology Services

Last updated: August 17, 2021

Installation Document

Overview

Target is executing Small Format Stores, Full Remodels, and Multi-Location Special Projects across the nation. This will take the unwavering commitment and proactive collaboration of the entire team. Challenges will be encountered, but please utilize this document as a guide to resolve these challenges and achieve success in every implementation.

This document provides a broad range of information around Target's Elo 10" Series 4 Vendor DSD Kiosk installation. If further clarification is needed, please reach out to the appropriate Rollout and Deployment resource from the [Contacts](#) information.

Table of Contents

- PURPOSE 3**
- DEVICE OVERVIEW 3**
 - Owner3**
 - Platform and Device Description3**
 - Manufacturer.....3**
 - Vendor3**
 - Network3**
 - Additional Information.....3**
 - Device Images.....4**
- PRE-INSTALL AND DEPENDENCIES (AT BAILIWICK) 5**
 - PRE-CONFIGURATION/consolidation5**
 - Tools Required8**
 - Lift Required?8**
 - ACCESS8**
 - Software Access.....8**
 - Other Access8**
 - Prepare for Arrival8**
 - List of Inventory Required for Installation.....8**
- DEPENDENCIES9**
 - New Stores9**
 - Bundle.....9**
 - Remodel.....9**
- LIST OF POTENTIALLY RELATED DEVICES OR INVENTORY9**
- ON-SITE INSTALL PROCESS 9**
 - CHECK IN9**

NEW ELO DSD Vendor Check-in INSTALLATION.....10
 Cable Connections:.....14
TROUBLESHOOTING 16
OUT OF BOX FAILURE 18
LOCATING SERIAL # ON ELO MONITOR 19
 REPORT SERIAL # TO YOUR DEPLOYMENT SUPPORT19
SUPPORT AND ESCALATION 20
DEPLOYMENT SUPPORT 21
 deployment support21
 deinstallation and removal.....21
DEFINITION OF DONE 22
 VERIFICATION AND VALIDATION - REQUIRED22
 CHECK OUT22
DELIVERABLES 23
RELATED DOCUMENTS 24
UPDATES 25
CONTACTS 26

PURPOSE

This document describes the following points for Elo 10" Series 4 Vendor DSD Kiosk:

- Device information
- Installation instructions
- Support resources
- DE installation and removal

DEVICE OVERVIEW

OWNER

Mobility Engineering

PLATFORM AND DEVICE DESCRIPTION

Platform: Tools to Do the Job

Product Category: Stores Fixtures

MANUFACTURER

Manufacturer Name: Elo

Target's Universal Part Number: see parts list below

Link to Target UPN List: (Not a user field, forthcoming)

VENDOR

n/a

NETWORK

LAN

ADDITIONAL INFORMATION

n/a

DEVICE IMAGES



Left to Right: 10" Elo touchscreen monitor, POE adapter, security bolts, Honeywell scanner, Audio jack



3' Cat6 patch cable



Mounting bracket (new – black)



For Non-PoE+ stores only

Ensure these items are covered PRIOR to arriving at the store.

Tools Required

Standard tech tools. Tools needed for mount, below:



TOOLS LIST:

1. #2 PHILLIPS SCREWS DRIVER
2. Ø 9/64 DRILL BIT (Ø 1.41)
3. Ø 5/16 DRILL BIT (Ø .312)

and Stud Detector

Lift Required?

No

ACCESS

Software Access

Airwatch (MDM Platform)

Elo View (view rights only)

Other Access

No

PREPARE FOR ARRIVAL

n/a

LIST OF INVENTORY REQUIRED FOR INSTALLATION

Vendor	Part Number	Part Description	Qty.	Included in the box? Enter Yes or No
Elo	E389883+ADA	ELO I Series 4.0 Enterprise Plus Kiosk 10" w/ ADA Adapter Included	1	Yes
Elo	E926356	ELO-KIT, 2DBCR, USB, N3680	1	Yes
Elo	E413396	ELO-KIT-POE-ADAPTER-4.0 (only for stores with POE-capable switches)	1	Yes
DSI	367-5335-A	WALL MOUNT,ELO 10 INCH AA102 ANGLED WALL MOUNT, ELO INCH AA102, SERIES 4.0, REV A (04/15/2021)	1	Included in overpack box
		Cat 6A SlimLine Boot Patch Cord, 3 feet, Blue	1	Yes

--	--	--	--	--

DEPENDENCIES

- Working LAN port at DSD Vendor Check-in, configured (or that can be configured) to VLAN 11

New Stores

Bundle

Remodel

LIST OF POTENTIALLY RELATED DEVICES OR INVENTORY

NA

Item	Included in the box? Enter Yes or No

ON-SITE INSTALL PROCESS

Follow the [Pre-Install and Dependencies](#) instructions before starting the installation.

CHECK IN

Do the following upon arrival:

- Check in with your Deployment Support
- Check in with and introduce yourself to the store ETL-GE or store lead.
- Confirm you are at the correct the store number.
- Confirm if this store is a PoE+ enabled store (Cisco 3850 switches)
- Locate the hardware shipment.
 - Confirm you have all pieces to complete install
 - Document any missing equipment and communicate immediately to your vendor deployment support.
- Before installation, establish a work plan for install with the store lead.
 - Partner with team lead to Locate DSD Vendor Check-in location

High Level, DSD Vendor Check-in Project Steps:

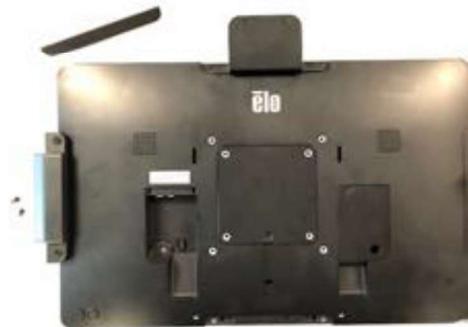
- **Begin by** removing new ELO's from their boxes, and powering up to make sure they're all working/ there are no OBF's.

- If any OBF's, please call your deployment support immediately – they will request a replacement ELO in the Hardware Request Log
- See PAGE 13 for next steps on OUT OF BOX FAILURE
- Once you've confirmed all ELO's are working (no OBF's,)
- Install new Elo monitor in location specified.
- Confirm successful install and functionality with Deployment Support before moving on

NEW ELO DSD VENDOR CHECK-IN INSTALLATION

Process below is for stores with Switches that support Power Over Ethernet (POE) (3850 or Leaf)

1. Prepare the Elo monitor by removing it from its box.
 - a. The AC cord and power supply (if included in box) may be required for this installation
 - b. ****Do NOT remove the plastic film on the monitor screen****
 - c. ****Care MUST be taken when tilting the new Elo monitors. If the monitor is grasped by the sides to tilt, move, or adjust, it may twist enough to crack.***
2. Remove audio jack adapter from its box.
3. Install Audio Jack adapter: (TOP, above "Elo" label unless it includes payment, in which case BOTTOM – see photos below)



- a. Remove mount cover plate (TOP)
- b. Install sticker, orientation based on side installed, see pics below. Braille sticker needs to be applied based on install location. ****please make sure the wording that reads "Audio" on the braille sticker is not upside-down****



- c. Once orientation is verified, attach audio jack using screws that were included.

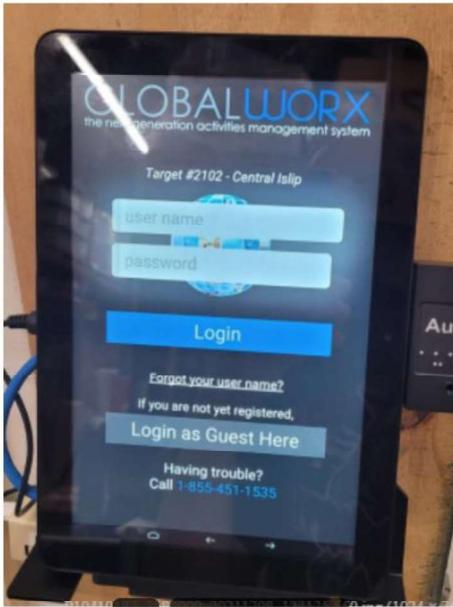
- d. Note to check – Audio jack is to be placed on the right side of the monitor when monitor is viewed in portrait with the barcode scanner on the bottom.
- 4. Unscrew the back left cover plate
 - a. The Philips screw is small take care not to lose it.



- b. **Note: The cable is to be installed first before attaching the mount fixture because it is underneath it.**
- 5. **For Non-PoE+ Stores only:** Plug AC power cord into the wall outlet and the barrel connector into the barrel jack on the back of the Elo next to the LAN jack.
- 6. Plug the Cat6a patch cable into LAN port on the back left of the Elo monitor
- 7. Plug the other end of the Cat6a patch cable into the wall jack.
 - a. Monitor will automatically turn on once patch cable is connected to monitor and wall jack
 - b. Wait for the monitor to fully power up
 - c. Confirm application load
 - i. If you don't see this screen, escalate to Deployment Support.

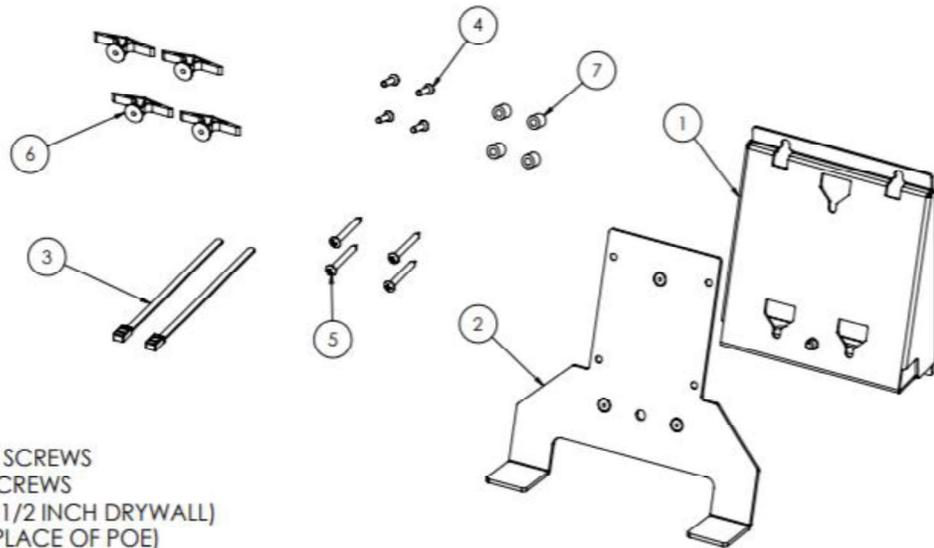


- 8. Sign into the screen
 - a. User Name: tgt#### (tgt+ 4 digit store number) ←no caps!
 - b. Password: tgt#### (tgt+ 4 digit store number) ←no caps!
- 9. Validate the next screen appears (see below).
 - a. Take a snapshot of the screen and contact Deployment Support to validate the snapshot.



10. Reattach the cover removed in the previous step.
11. Attach to mount fixture with four (4) screws provided
 - a. Install in Portrait orientation
12. Mount the top of the wall bracket no higher than **48 inches** from the floor to be compliant with ADA.
13. Mount break-down steps below:

- a. **NOTE**** *There should be plywood behind the wall that the mount will be secured to, but if there is not, it needs to be mounted to the metal stud behind the wall. Please use your stud detector to locate... If these monitors are mounted to only sheetrock they are going to fall off the wall in a couple months.*
- b. Mount parts list – photo below:



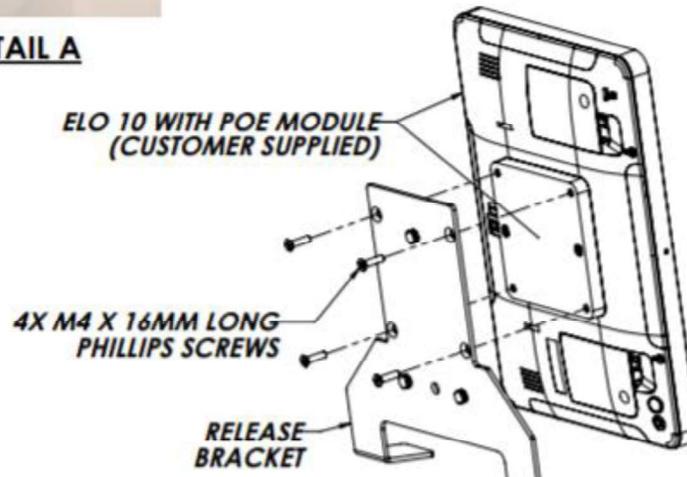
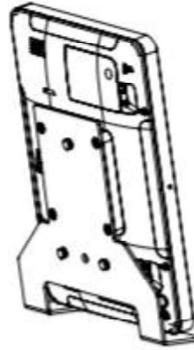
367-5335 PARTS LIST:

1. WALL MOUNT
2. RELEASE BRACKET
3. 2X 6 INCH ZIP TIES
4. 4X M4 X 16MM LONG PHILLIPS SCREWS
5. 4X #8 X 1.50" LONG PHILLIPS SCREWS
6. 4X DRY WALL ANCHORS (FOR 1/2 INCH DRYWALL)
7. 4X NYLON SPACERS (USED IN PLACE OF POE)

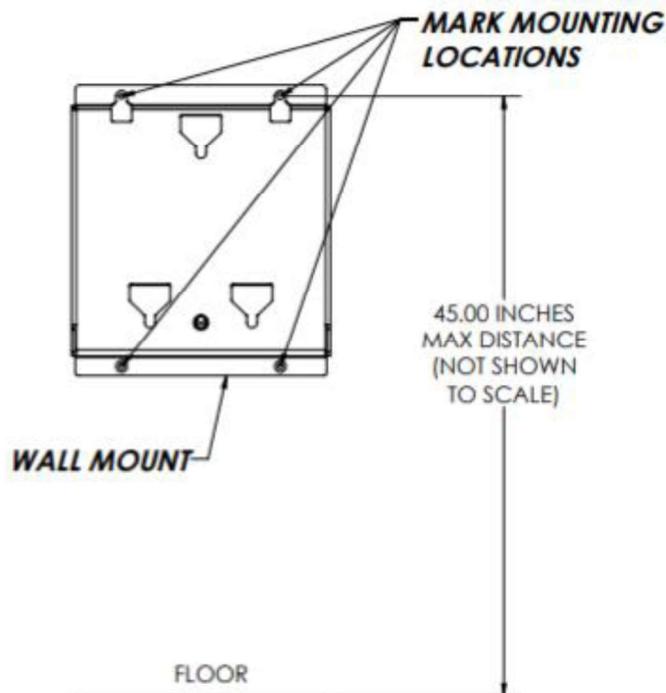
- c. **Step 1** (photo below): Attach ELO (with POE module already installed – at consolidation) to quick release bracket, with 4X M4 X 16MM long philips screws.



DETAIL A

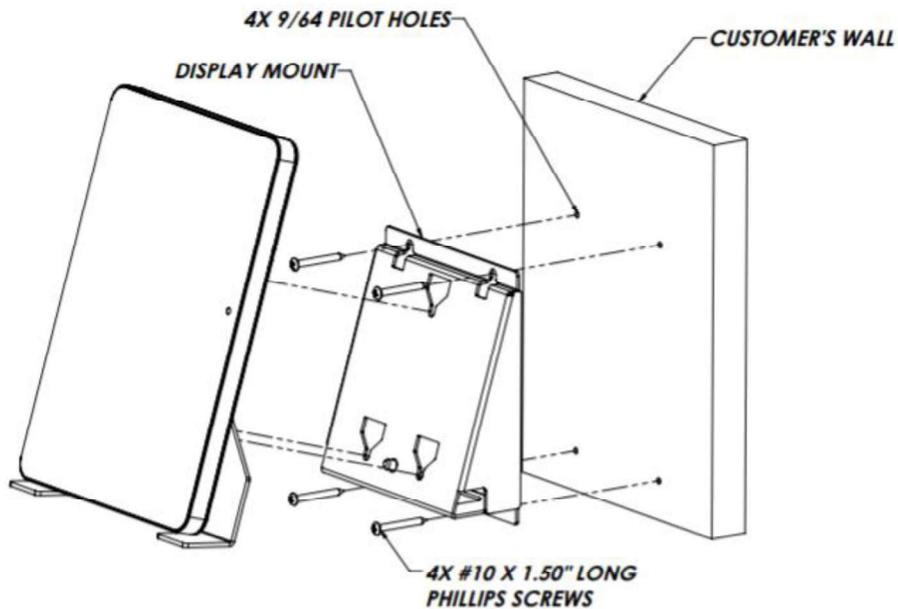


- d. **Step 2** (photo below): using wall mount as template, mark mounting location on wall. Max distance from floor to top mounting holes does not exceed 45".



- e. **Step 3** (photo below): Drill 4X 9/64 diameter holes in mounting location and attach wall mount with 4X #10 X 1.50" long Philips screws. (Bundle the cables into wall mount as shown in **Detail C**

below before mounting.)



DETAIL C
WALL NOT SHOWN FOR CLARITY

14. Remove protective film from screen.
15. Remove protective film from barcode scanner.
16. Restart the device, if needed, to load the app
 - a. Power cycle the device by removing and reconnecting the LAN connection from the wall jack
17. Contact your Deployment Support to validate the new ELO DSD Vendor Check-in is online and functioning.

Cable Connections:

LAN cable from switch stack to wall jack (existing)	Patch cable from wall jack to Elo (included in hardware box)
For Non-PoE+ stores only AC Power supply from wall outlet to power supply	Power cable from power supply to Elo (included in hardware box in required)

TROUBLESHOOTING

Any device issues identified during install should be escalated to Deployment Support.

Issue	Solution
Device won't power on.	<p>Confirm if this is a Non-PoE+ Location that requires the AC Power Supply</p> <p>Contact vendor Deployment Support to Confirm Port Configuration settings, confirming that port is configured for POE.</p> <p>Confirm patch cable is connected into the Data port on the Elo.</p> <p>Reconnect patch cable to wall jack.</p> <p>Try Elo in the another kiosk location to confirm if the issue is with the Elo monitor or if the issue is with the wall jack/LAN cable.</p>
Device is stuck in a Boot Loop	<p>Contact vendor Deployment Support to Confirm Port Configuration settings, confirming that port is configured for POE.</p>
"Excuse Us for a Moment" screen	<p>Press the two buttons on the back of the tablet, located in the bottom left corner. This brings up the admin password prompt, tap "Cancel" and that should relaunch the app.</p> <p>If that fails, then reboot the device by removing the LAN cable and (AC Power plug if Non-PoE+ location)plug back in and waiting until application populates</p> <p>If those steps fail, please contact vendor Deployment Support.</p>



	
<p>Elo screen is cracked.</p>	<p>Escalate to Deployment Support to initiate Out of Box Failure (OBF) steps as described below. Install ELO as is – when new ELO is shipped to store and tech returns, tech will THEN ship OBF ELO out of store.</p>
<p>Barcode Scanner Won't Illuminate</p>	<p>Barcode Scanner is DISABLED – This is the correct configuration</p>
<p>Fixture (mounting bracket) issues</p>	<p>Place broken bracket/ ELO/ all other equipment that go with this bracket into the control room and escalate to your Deployment Support to submit a hardware request for a new bracket.</p>
<p>"We'll Be Right Back" screen</p>	<ul style="list-style-type: none"> • Press the two buttons on the back of the tablet, located in the bottom left corner. This brings up the admin password prompt, tap "Cancel" and that should relaunch the app. • If that fails, then reboot the device by removing the LAN cable and plug back in and waiting till application populates • If those steps fail, please contact vendor Deployment Support.

OUT OF BOX FAILURE

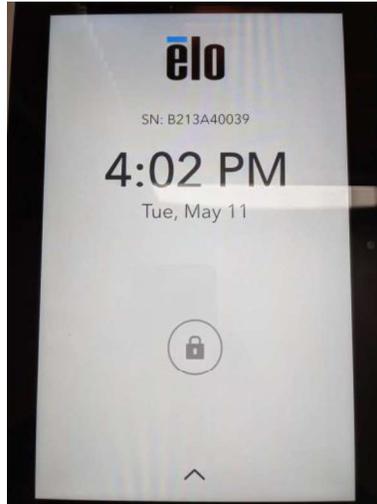
1. Contact your deployment support immediately to request a new ELO to be sent to store to replace the OBF
 - a. Tech is to CONTINUE TO INSTALL the OBF ELO before leaving the store
 - b. Let Team Lead know this is an OBF ELO and you will be returning to store to install working ELO once replacement lands
 - i. This takes about 2 days
2. After your Deployment Support has submitted a hardware request, an OBF replacement will be shipped out and arrive in 2 days. Technician to return to install at that time.
3. When OBF replacement is at store and you've scheduled your revisit date:
 - a. Ensure OBF ELO replacement sent is working
 - b. Take down INSTALLED OBF ELO monitor
 - c. Install new OBF replacement ELO monitor
 - d. Pack up OBF ELO reusing box replacement was sent in.
 - e. Affix the return label (***sent from consolidation in the box with the replacement unit***) to the OBF box, and work with store Asset Protection team member to place box in correct location for out-bound shipping.

LOCATING SERIAL # ON ELO MONITOR

REPORT SERIAL # TO YOUR DEPLOYMENT SUPPORT

To Find Serial Number:

- At the monitor, press the 2 buttons on the back, lower left hand corner of the device. ELO control panel home page will display.



SUPPORT AND ESCALATION

Escalation Contact Information	When to Contact
Level 1: Contact Vendor Deployment Support	For all issues first contact Deployment Support. Deployment Support will determine next steps to resolve the issue.
If the work is related to an R&D project, escalate to the vendor PM. If the work is not related to an R&D project, contact the CSC.	when vendor deployment support is not available
Level 2: Mobility Engineering – Monitor Hardware	

DEPLOYMENT SUPPORT

DEPLOYMENT SUPPORT

Please consult and validate with deployment support for **configuration, out of box failures, and de-installation/ removal.**

DEINSTALLATION AND REMOVAL

Work with the site contact to ensure pallets are not on the sales floor and clutter is kept to a minimum. Use a cart, flatbed or tubs set of pallet jacks. Do not cut any old cables during the installation in case a backout is required.

DEFINITION OF DONE

VERIFICATION AND VALIDATION - REQUIRED

Unused 3' Cat6e Patch Cables

Give any unused patch cables to the store's Property Manager. The Property Manager can keep and use for the store as needed.

Garbage

Ensure all garbage is disposed of. Any un-used cardboard should be brought back to the compactor, usually located by the loading dock. Plastic and paper should be thrown away. Techs will be dispatched to return to clean up messes left after install.

Left-Over, Net-New Devices

Escalate to Deployment Support.

Package net-new hardware back into original packaging.

Await instructions from Deployment Support.

CHECK OUT

Checkout with vendor Deployment Support before leaving the store to ensure all validations are complete.

DELIVERABLES

Submit deliverables immediately after installation, with your deployment support.

RELATED DOCUMENTS

Are there any documents related to this document? No

UPDATES

Date of Update	Change Description	Changed By
5/6/21	P&E review	KI

Have all fields been completed? Yes

Update the Table of Contents before saving.

CONTACTS

Target New Stores Projects team:

TTS-NewStores@target.com

Target Store Remodels team:

TTS.Remodels@target.com

Target Store Bundle team:

TTS-HardwareImpSvcs-Bundle@Target.com

Target Special Projects team:

TTS-SpecialProjects@target.com

Target HQ Deployment Support team:

TTS-DeploymentSupport@target.com

