SR16513332

##1A9A9H1912##

Service Request

SR Type: Production - Orbit 5s Installation (US)   Dispatch Type: (TM)

Reference Number: S80007833   End User Reference: 0290

Date: 12/07/2020   Window: 11:00 to 11:00 EST   Expected Duration: 192   PO#: T01327094

Site Contact: PM or Devin   Phone: 860-670-2603   Alt. Phone: 516 – 644 – 0618
Company: LensCrafters - 49th and 3rd   Address: 777 3rd Avenue
City: New York   State: NY   Zip: 10017

TAC: 404.536.4721 (AT&T) | 678.332.8358 (Verizon) | 678.460.2530 (Other)

SR DETAILS

ShopperTrak Ticket Requester: Auriel   **ShopperTrak Rep Phone Number**: Unknown
Ceiling Height: 17 feet *Scaffolding available*   **What size ladder is required?**: 10ft A Frame (Default)
Pre-Cabled: No   **Port we will connect to**: Unknown
Number of Orbits: 1   **Mounting Type**: Standard
Orbit 5 devices to install: 1   **Orbit Type**: Orbit 5
Orbit Connectivity: Single Site

DESCRIPTION OF WORK

ShopperTrak Device Installation (US)

SR CHECKLIST

1. Call Genesis +1.800.493.0016 to log onsite
2. Refer to the attached install guide for specific installation instructions.
3. Verify all installation areas are clean and that you properly dispose of all trash.
4. Please submit all deliverables
5. Leave site.
6. Submit all Post Visit Completion (PVC) tasks within 24 hours of logging off site.

To be completed by the Field Engineer (FE): 43398

Call Result:	[ ] Successful [ ] Incomplete	Incomplete Reason:		Installed Equipment: Make/Model	Serial Number
Materials Used:		**Required for all calls:**			
Description	Qty		Time at Log-on: _____:_____ EST		
			Time at Log-off: _____:_____ EST		
				RMA Equipment: Make/Model	Serial Number
		Customer Heldesk Rep. Name: _____			
		Customer Call Closure Code: _____			
		Onepath TAC Rep. Name: _____			
		Onepath TAC Closure Code: _____			

FE Initials	End-User Name (Please Print)	Title	End-User Signature	Date

Description: This dispatch is to install a number of orbits devices and network equipment for Shopper Trak. Follow the installation guide and work with Genesis TAC to perform testing.
Required Tools: Standard Telco + 10ft ladder
Required Materials: Standard Telco
Required Skills: Network and Cabling
RMA Handling: For unused or defective ShopperTrak provided gear: If there was a return label provided with the equipment, DISCARD IT. All returns will follow the call tag process. Record the make/model/serial of any unused or defective equipment on the Equipment Return Form and package the device(s) in the box the new gear came in. Seal the box so it is ready for shipment and ask the MOD to keep in a safe place. Advise the MOD that FedEx will be onsite in 1-5 business days with their own return label - all the MOD has to do is hand FedEx the box. Ask the MOD sign the equipment return form, acknowledging receipt of the return gear and their understanding of the return process. Upload a photo of the signed equipment return form to myESP.
FE Overage Threshold: 3 hours

Description: New installation.
Orbit Type & Connectivity: Orbit 5 - IP
Store Open: Y/N
Date Requested: mm/dd
Time Requested: 00:00 AM/PM
IT Contact (for trouble shooting): Robert Nevin, 513 623 8623, robert.nevin@pomeroy.com Michelle Conley, 859-250-4968, michelle.conley@pomeroy.com
Notes: Installing Orbit at 17ft. Scaffolding is onsite. If any issues with installation, reach out to NEXTORE PM L Grieco 860-670-2603.

Equipment:

March 25, 2020

Re: COVID 19 - City/County/State/Federal Orders

To whom it may concern:

Please be informed that the bearer of this letter is subcontracted by Onepath Systems, LLC, a communications and information technology company providing essential critical infrastructure as outlined by the Cybersecurity and Infrastructure Security Agency (CISA); an agency operating under the Department of Homeland Security.

Under CISA guidelines, these workers must be able to travel to and gain access to infrastructure facilities and offices during curfews and restricted travel periods. CISA identifies the following list as essential to continued critical infrastructure:

Communications:

• Maintenance of communications infrastructure- including privately owned and maintained communication systems- supported by technicians, operators, call-centers, wireline and wireless providers, cable service providers, satellite operations, undersea cable landing stations, Internet Exchange Points, and manufacturers and distributors of communications equipment

• Workers who support radio, television, and media service, including, but not limited to front line news reporters, studio, and technicians for newsgathering and reporting • Workers at Independent System Operators and Regional Transmission Organizations, and Network Operations staff, engineers and/or technicians to manage the network or operate facilities

• Engineers, technicians and associated personnel responsible for infrastructure construction and restoration, including contractors for construction and engineering of fiber optic cables

• Installation, maintenance and repair technicians that establish, support or repair service as needed

• Central office personnel to maintain and operate central office, data centers, and other network office facilities

• Customer service and support staff, including managed and professional services as well as remote providers of support to transitioning employees to set up and maintain home offices, who interface with customers to manage or support service environments and security issues, including payroll, billing, fraud, and troubleshooting

• Dispatchers involved with service repair and restoration

Information Technology:

• Workers who support command centers, including, but not limited to Network Operations Command Center, Broadcast Operations Control Center and Security Operations Command Center

• Data center operators, including system administrators, HVAC & electrical engineers, security personnel, IT managers, data transfer solutions engineers, software and hardware engineers, and database administrators

• Client service centers, field engineers, and other technicians supporting critical infrastructure, as well as manufacturers and supply chain vendors that provide hardware and software, and information technology equipment (to include microelectronics and semiconductors) for critical infrastructure

• Workers responding to cyber incidents involving critical infrastructure, including medical facilities, SLTT governments and federal facilities, energy and utilities, and banks and financial institutions, and other critical infrastructure categories and personnel

• Workers supporting the provision of essential global, national and local infrastructure for computing services (incl. cloud computing services), business infrastructure, web-based services, and critical manufacturing

• Workers supporting communications systems and information technology used by law enforcement, public safety, medical, energy and other critical industries

• Support required for continuity of services, including janitorial/cleaning personnel

All persons performing critical operations have been instructed to comply with hygiene and social distancing requirements as established by the Centers for Disease Control and Prevention.

Please do not hesitate to contact me should you have any questions regarding this letter or our operations.

Sincerely,

D. Christopher Lewis

D. Christopher Lewis

President and Corporate Safety Officer, Onepath

ONEPATH

May 27, 2020

To Whom It May Concern:

The U.S. Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) issues this letter to facilitate work in the interest of homeland security by Communications Sector workers identified in the CISA Essential Critical Infrastructure Workers advisory guidance, dated May 19, 2020.[1] CISA requests any courtesy that can be extended to essential workers involved in communications infrastructure operations, maintenance and restoration **in response to the COVID-19 Pandemic and any other regional disasters (e.g., hurricanes, tornadoes, wildfires, earthquakes) that may occur during any COVID-19 response phase**.

CISA developed the **Essential Critical Infrastructure Workers** advisory guidance identifying workers that conduct a range of operations and services deemed essential to continued critical infrastructure viability. This list is intended to support State, local, tribal, and territorial officials' decision-making as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security.

In developing this advisory guidance, CISA determined that essential workers need access to jobsites based on our judgment that organizations affiliated with the Communications Sector engage in activity that could reasonably be included within the scope of "critical infrastructure" as that term is defined in law; and critical communications infrastructure is necessary to ensure first responder, emergency responder, and 911 communications capabilities are functional during this response and recovery period. In the course of providing this support, identified Essential Critical Infrastructure Workers in the Communications Sector should be able to travel to and access necessary critical infrastructure facilities in order to prevent loss of service or restore critical communications services.

CISA greatly appreciates your cooperation. For any questions or concerns related to this request, please contact the CISA at 888-282-0870 or CISAservicedesk@cisa.dhs.gov.

Sincerely,

Christopher C. Krebs
Director
Cybersecurity and Infrastructure Security Agency (CISA)

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[1] "Guidance on the Essential Critical Infrastructure Workforce," Cybersecurity and Infrastructure Security Agency, https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce.

ShopperTrak

Field Engineer- Please Read

Covid-19 Procedures and PPE Requirements

As the US starts to re-open, many ShopperTrak customers have asked that ShopperTrak Field Engineers agree to certain safety requirements as a condition for scheduling ShopperTrak installations or break-fix visits. The requirements are summarized below:

1. Field Engineers are **required to wear face coverings and gloves at all times** when entering, working in, or exiting stores.
   a. This can include any of the following based on CDC guidelines: **reusable or disposable masks**.
   b. https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html

2. Field Engineers are **required to maintain social distancing** while in stores and follow all posted instructions for customer queuing/metering.

3. **CALL TAC IF THIS APPLIES <u>BEFORE</u> GOING TO SITE**: Field Engineers should refrain from visiting stores if they have a fever of 100.4 F (37.94 C) or higher, or have exhibited any symptoms of COVID-19 within 14 days of the scheduled visit, (ex: fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell).
   a. Or if in the last 14 days, they have been out of the country, traveled by plane/cruise ship or been to areas known to have high concentrations of COVID-19 infections, or been in close contact with a person(s) with a positive or presumed positive COVID-19 case.

4. If a Field Engineer is diagnosed with COVID-19 or shown symptoms of COVID-19 within 2 weeks of visiting a store, **inform TAC of the diagnosis**.

To Whom It May Concern:

This technician is at your location on behalf of ShopperTrak to survey for, install, or service your ShopperTrak traffic counter solution equipment.

<u>Survey</u>

The survey is anticipated to take 1 hour and may occur during operating business hours. The ShopperTrak technician will be taking store specific measurements and pictures that will not disrupt operations.

<u>Installation</u>

The installation typically takes 3 hours to complete but could last longer depending on the complexity of the install. The ShopperTrak technician will need access to your ceiling and backroom network hardware.

<u>Service</u>

Equipment may need to be serviced for various reasons including but not limited to loss of connectivity and equipment replacement. The ShopperTrak technician may need access to your ceiling and/or backroom network hardware.

If there are any questions or concerns, please send an email to Orders@shoppertrak.com with your store name and address included.

Thank you for your cooperation.

Sincerely,

ShopperTrak Traffic Insights

What is an Orbit?

- A small sensor installed above each entrance that measures foot traffic in a site
- Collects traffic data and transmits the data to ShopperTrak via internet connectivity
- The traffic data is remotely collected, processed, and delivered into web-based reports or data extracts for daily review
- At least one Orbit sensor is necessary above each customer entrance, but more may be required depending on the width of the entrance and height of the ceiling
- The Orbit has two lenses that allow it to count three dimensionally
- Anything below 4ft is not counted (ex. strollers, carts, and small children)

Orbit 5 Device

How Does the Orbit Count?

- Each Orbit is configured with parameters and zones customized for each entrance
- Parameters are used to define object height, lighting conditions, and other conditions that vary by location
- Each configuration consists of three zones:
  - o Green – Initial zone customers cross when entering the site
  - o Red – Secondary zone that surrounds the green zone
  - o Blue – Encompasses green and red zone; Command the Orbit to ignore everything outside the green and red zones.
- Enters: Movement from the green zone through the red zone is counted as an Enter
- Exits: Movement from the red zone through the green zone is counted as an Exit
- People who move across the red zone will not generate counts
- Employees will be counted if they use a monitored entrance (counts are minimal and do not impact traffic or conversion by a noticeable amount)

Successful 'Enters'   Successful 'Exits'

The ST600 Device

- The ST600 is placed in the network area near a 24-hour power source and connected to the data switch
- Provides communication between the Orbit and the network
- Has 3-4 cables connected to its ports
  - o PWR – Holds the power supply cable
  - o LAN – Holds the network cable
  - o In – Holds the cable that leads to the Orbit
  - o Out – Holds a second cable if there are multiple Orbits
- LED light by the In and Out ports should remain green, a sign that there's connectivity to the device

ShopperTrak Contacts

If you have questions or concerns, please contact:
- ShopperTrak Orders for new, remodel, relocation installations at orders@shoppertrak.com
- ShopperTrak Support for issues related to an existing location at support@shoppertrak.com

Real Time Deliverables:

You will capture each deliverable and submit it in real time via the MyESP app. These photos/documents are required and must be approved by TAC before being released from site. If you have any questions or cannot obtain one of these items, please call Onepath TAC.

Task Requirement	Submission Method	Completed?	Submitted?
Service Request (SR) signoff	Submit via MyESP	☐	☐
Before Photo of the Customer's Network Area	Before you begin work, please take a photo of the customer's network area.	☐	☐
Photo of the ShopperTrak ST600	Submit a photo of the newly installed ShopperTrak ST600. Make sure to show the connection going to the customer's network.	☐	☐
Photo(s) of the Installed Orbits Devices	Submit any photos of all installed orbits devices. The number of orbits will be site specific, so check your SR for details. Make sure the green light is on to show connectivity.	☐	☐
Equipment Return Form	If there is any unused or defective equipment to return, complete the Equipment Return Form (RMA Form) and submit a photo via MyESP.	☐	☐

These deliverables area required and must be submitted in real time to be approved by Onepath TAC.

Take notes!

ShopperTrak: Installation (Version 2.0)

Overview: You will be installing a ShopperTrak ST600, and a number of Orbits devices that will be listed on your SR. Once the ShopperTrak ST600 has been installed with the customer's existing network equipment, you will run a LAN drop to the Orbits devices that will be installed above the door(s) or designated areas. Complete all testing with Onepath TAC and submit the requested deliverables via MyESP.

Contact List	Number
TAC (logon)	1-800-493-0016 opt 1
TAC (logoff)	1-800-493-0016 opt 2
Onepath Support/Testing (Onepath will act as the ShopperTrak Helpdesk and provide all onsite support)	1-800-493-0016 opt 3

This dispatch is set for 3 hours for a standard 1x ST600, 1x orbit, and 1x LAN drop (150ft) ANY OVERTIME MUST BE APPROVED BY ONEPATH BEFOREHAND and will require a valid reason and approval. Call Onepath TAC with any questions.

Project Checklist

Check in with Onepath

☐ 1. Call Onepath TAC upon arrival to login to your SR.
☐ 2. Meet and Greet with the site contact and obtain the package that was delivered containing the equipment that will be installed.
- ShopperTrak ST600
- Orbit(s) (# will be listed on your SR)
- ShopperTrak Power Supply
- Orbit Mounting Bracket
- Calibration Strip

☐ 3. Take a before picture of the customers network area.

Review Orbit Location and Run LAN Drop(s)

☐ 4. Next, we will run a LAN drop(s) to the orbits device from the ST600 which was just installed with the customer's equipment. Your SR will advise how many orbits you will install today, and there are a few things to consider before running your cable:
- **Number of orbits to be installed**
- **Different locations/entrances that need to be covered**
- **Site environment (Type of ceilings, heights)**

☐ 5. You want to run one (1) LAN drop to each location/entrance, and from that one LAN drop, you can daisy chain up to four (4) orbits devices.
☐ 6. Terminate the home run cable using the "T568-B" Standard:

Pin	Color
1	White/Orange
2	Orange
3	White/Green
4	Blue
5	White/Blue
6	Green
7	White/Brown
8	Brown

⚠️ ☐ 7. When daisy chaining multiple orbit devise, use the "OUT" port of the first orbit and connect to the "IN" port of the new/second orbit, and so on.

☐ 8. When running LAN drops, make sure that all cable is hidden. If you have hard ceilings and need wire mold, then call Onepath right away for approval.

DO NOT MOUNT ANYTHING YET. WE WILL TEST THE CABLE AND DEVICE PLACEMENT BEFORE ANYTHING ELSE IS DONE.

Cable Testing and Verification

☐ 1. Once the LAN Drop(s) have been run, you will connect the ST600 on the network room end, and the orbit on the store front end. Do NOT mount these devices, simply connect them for testing.

☐ 2. You will also connect the ST600 to the customer's switch/router. Your SR will have details on to where this connection will be made. There are more instructions under the ST600 section of this guide on page 5.

☐ 3. Call Onepath TAC for testing. They will log in and confirm the equipment is online, and work with you to determine proper orbit placement.

YOU MUST SPEAK WITH ONEPATH AND WORK WITH TAC ON THE NEXT SECTION TO DETERMINE ORBIT PLACEMENT.

Orbit Placement

☐ 9. Before you mount the orbits, you will call into Onepath TAC to confirm placement. Onepath will remotely take a snapshot with the camera and confirm the camera view while you hold the orbit in place where it will be installed.

☐ 10. We want to place the orbit on the ceiling, but slightly in front of the entrance. The measurements will depend on how the door opens. Use the below Orbit placement guidelines:

- **Open/sliding doors:** (such as mall opening) mount the orbit between 0-24 inches from the entrance threshold.
- **Door swings out:** mount the orbit between 18-36 inches from the door jamb
- **Door swings in:** mount the orbit between 18-36 inches from the edge of the door when it is open.

☐ 11. Another thing to consider is the orbit spacing. If only one (1) orbit is required, then it will be centered on the door. If more than one orbit is required for a single entryway, the left-to-right spacing is determined as follows:

- Total width of the entrance will be divided into two (2) equal halves
- The orbit will be mounted so that there is equal distance from the edges of the entrance to the orbits and also from the orbits to the center line of the entrance

Take notes!

For example for a 20' (6.096 m) wide doorway requiring two units, the unit on the left will be mounted 5' (1.524 m) from the left side wall, there will be a 10' (3.048 m) separation between the units, and the unit on the right will be mounted 5' (1.524 m) from the right sidewall.

All These Distances are Equal

Orbit 01

EXIT

Orbit 02

10'

10'

Orbit01 mounted
5' from left edge

Orbit02 mounted
5' from right edge

Orbit Mounting

□ 1. The package you received also contains an orbit mounting bracket that will be used as a ceiling mount.

□ 2. The orbit should be mounted in a way that the LED light is pointing toward the door.

□ 3. There is a manual for the mounting bracket attached to your SR that shows how to properly secure the orbit to the mount, and the ceiling.

Orbit 5 Mounting Bracket

Note that the orbit is mounted in a way so that the LED light is pointing toward the door. This is critical to the system working properly.

☐ 12. Make sure the orbit is secure and will not move due to vibrations or the result of the wind from the door opening/closing.
☐ 13. If you are mounting on a Non-Level Surface, please read Appendix A and follow those instructions.

Installation ST600

☐ 1. Once all cable is run, and the orbit(s) are mounted, then return to the network room where you connected the ST600. You will now mount this device in its permanent location.
☐ 2. The ShopperTrak ST600 will be mounted with the customer equipment but needs to be in a secure location. We prefer the ST600 is mounted on top of the switch neatly. Also, make sure to connect the power to an outlet that will not be easily disconnected by mistake.

Use the provided power strip and/or 4 port switch if available and there are no additional outlets/ports

(If you haven't made the network connection already)

☐ 3. You will then connect the ST600 from the LAN port to the customer's switch. You will either have a switch/port designated on your SR or the contact number for the customer's IT person. You will need to contact the IT person if needed to determine which switch/port the ST600 will use.
☐ 4. If the sites switch/router does not have an open port, then you will use the provided 4 port switch to connect behind the customers equipment, and move one of the sites connections, as well as connect the ST600. You will also have an additional power strip to use just in case
☐ 5. Once the ST600 is connected, it will go through a boot phase were the lights will blink for 45 seconds before going to a solid green light. If you do not get a solid green light after a minute, then power cycle the device and check your connections.

⚠ **If you still do not get a solid green light, please call Onepath ASAP.**

Calibration

☐ 14. Once the orbits have been installed and are connected to the ShopperTrak per the guide, (See the wiring diagram on Appendix B) you will place the calibration strip below the orbit and call into Onepath TAC for calibration and configuration.

1. Locate 3 ft Calibration Strip

ShopperTrak: Installation (Version 1.0)

2. Place calibration strip directly beneath the Orbit, parallel to the doorway

☐ 15. Make sure the calibration strip is flat on the floor. There is tape on the edge of the strip, but you may also need to put something on the edge with weight to hold it as flat as possible.

☐ 16. Call Onepath TAC who will perform the calibration remotely.

Deliverables

☐ 17. Take all required photos and submit them in real time via the MyESP app for TAC approval.

☐ 18. Capture all serial numbers for equipment you installed/de-installed onsite.

Clean up Site and RMA

☐ 19. Clean up wire, plastic, paper or any trash left from the work performed.

☐ 20. Box up any defective or unused equipment. If there is pre-paid label in the box DO NOT USE IT, contact Onepath and they will create a new FedEx call tag, and hand it to the site contact.

☐ 21. Complete the Equipment Return Form and submit a photo via MyESP with the site contacts signature stating they have received the package.

☐ 22. Advise the site contact that FedEx will come with a label for this box. Have them keep the package in a safe place for when FedEx arrives.

Close Your SR

☐ 23. Contact TAC to log off and confirm you completed all work and obtained all required deliverables.

Take notes!

Appendix A: Mounting Orbits – Non Level Surfaces

Note: Only use the ball-and-socket joint when the Orbit 5 would be out of level if mounted directly to the ceiling. The Orbit 5 should be flush-mounted whenever possible.

The threaded portion of a Toggle Bolt will be inserted into the base of the ball and-socket joint.

If *Orbit 5* is to be mounted on a drywall ceiling, drill the mounting hole large enough to insert the Toggle Bolt through, with the wings folded in towards the threaded end of the bolt. Before mounting, spin the ball-and-socket on to the threaded portion of the bolt. Insert the winged end of the bolt into the mounting hole and continue to spin the Ball-and-socket until it is tight against the ceiling.

Spin the *Orbit 5* onto the other end of the ball-and-socket until it is tight. Position the Orbit so that it is level, and the door logo on the back of the Orbit faces the entranceway. The LED on the face of the Orbit will also face the entryway. An imaginary line between the two lenses would be parallel to the door. Tighten the knob on the Ball-and-socket to secure the Orbit in this position.

- Balance the *Orbit 5* using a bubble level. It is important that the device is level.

- The *Orbit 5* mounting should be immovable and completely stationary. The unit must not move or vibrate as a result of the wind, a door closing, or for any other reason.

Appendix B: Back Office Connections and Wiring Diagram

Once both ends of the Cat 5E cable have been terminated and tested, the following connections for the Orbit and ST600 will be required prior to calling into ShopperTrak for final testing:
- Connect the home run cable to the IN port of the Orbit
- Orbit(s) cable connected to the OUT port of the ST600
- Power supply connected to the PWR 24V port of the ST600
- Purple Cat 5e patch cable from the LAN port of the ST600 to the designated network switch/port ○ Please contact ShopperTrak if no port specifics were provided
   (312-529-5301 Option #1)

ST600 Wiring Diagram

ShopperTrak - Equipment Return Form

Instructions: Please fill out this form upon completion of the network installation for unused/defective Interface gear that needs to be returned. You will be responsible for completing the following:

1. Determine if there are any unused or defective items that need to be returned.
2. Record the make, model and serial number of each return device in the EQUIPMENT INFORMATION section below.
3. Record the equipment type in the EQUIPMENT INFORMATION section below. "Defective" refers to an out-of-box failure for customer supplied equipment. "Unused" refers to gear that was shipped to site by the customer but was not used to successfully convert the site (this should be *extremely* rare).
4. Securely pack the return CPE in the box the new equipment came in and upload a photo of the equipment in the box before sealing to myESP.
5. Explain to the Manager on Duty (MOD) that you are leaving the equipment onsite for a FedEx call tag dispatch. Advise them FedEx will be onsite in 1-5 business day with a label to retrieve the equipment. All the MOD has to do is hand them the box.
6. Seal the box and affix the "hold for FedEx" label to the box as a reminder of the process to the MOD.
7. Fill out the RETURN CONFIRMATION section and ask the MOD to sign the equipment return form to indicate acceptance and understanding of the equipment return process.

EQUIPMENT INFORMATION

Make/Model	Serial/ID No.	Equipment Type
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused

RETURN CONFIRMATION

Today's Date:		**MOD Name**	
SR Number			
Installer Name		**MOD Signature**	
Installer Signature			

ORBIT MOUNTING VIDEOS

Below are links to instructional videos for all of the different orbit mounting solutions for ShopperTrak. The specific mounting type for your site will be indicated on your SR.

Surface Mount: http://bit.ly/Surface5

Toggle Mount: http://bit.ly/Toggle5

Post Mount: http://bit.ly/Post5

Flush Mount: http://bit.ly/Flush5

Conduit Mount: http://bit.ly/ConduitDrop

Angle Mount: http://bit.ly/AngleMount5

Surface Mount Orbit 8: http://bit.ly/Surface8

Flush Mount Orbit 8: http://bit.ly/Flush8

Surface Mount

The surface mount is the most commonly used mounting type. A "Y-bracket" is attached to the ceiling using 3 dry wall screws that are provided in the kit we ship. The Orbit then snaps into place.

![ShopperTrak logo]

Flush Mount

Also known as recessed mounting. Tech cuts a **CIRCLE** (template is available) into the ceiling, installs flush mount enclosure with Orbit attached, and snaps the cover into place. It's important for them to make sure the clips on the cover lines up with the holes on the enclosure. If not, the clips will break, and the cover will not stay in place.

Angle Bracket

We typically ship angle brackets with the equipment. However, there may be times when the tech needs to either leave site to get one or come to site with one. Angle brackets can be purchased from any hardware store. The bracket is screwed into the wall and a screw is needed to attach the Orbit to the end of the bracket. When we ship it, we will include the screw for the Orbit but not for mounting on the wall. When purchasing an angle bracket, the tech also needs to purchase a screw to attach the Orbit. Many times, the ceiling is exposed when we use this mounting option which leaves the cable exposed. Wire mold should be used to conceal as much of the cable as possible. Please keep in mind, wire mold needs to be approved by us before use.

Post Mounts

The post mount comes in a box with 6 attachable pieces; 2 bases, 1 base cover, 2 bars, and 1 adjustment point. Each piece screws into the other. The circular base is the most commonly used and can be attached to any flat surface (wall, ceiling, soffit, etc.) using 4 screws that the tech will need to come with. There is a plastic cover in the middle that will need to be removed to expose the screw. The other option is a T-Bar clip which clamps onto the metal portion of a drop tile ceiling. The 2 bars should be connected next then attached to the adjustment point. Finally, push the bar through the base cover, screw the bar onto the base, and push the cover up to conceal the base. If the post mount needs to be extended, multiple boxes will be sent and only the additional bars will need to be used. The post mount is not hollow so cable cannot be pulled through.

Toggle Bolt and Ball & Socket Joint

We typically use this when a store has Unistrut close to the entrance. The toggle bolt (the top half) is a long screw with a wing attached. This should be placed through the top of the hole on the Unistrut and the wing stops it from falling through. The rest of the diagram is the ball and socket joint. The top of it screws onto the toggle bolt and the bottom of it screws into the top of the Orbit.

Conduit Drop

Conduit drops are typically used for high and/or exposed ceilings. 1" conduit or threaded rod should come from the top of the ceiling down to the mounting location. On the end, a 4x4" junction box with a cover plate needs to be mounted in a diamond orientation so it is not visible when the Orbit is mounted. If any objects close by are hanging below the Orbit, the coordinator needs to be notified so we can determine how far down to drop the Orbit. The general rule is we need a one to one ratio for anything hanging below the Orbit for it to not be an obstruction. For example, an exit sign is hanging 1ft lower than the Orbit. The sign needs to be at least 1ft away from the Orbit to not obstruct its view.

Beam Mount

Beam mounts are typically used when the ceiling is exposed but conduit drops are not an option. To use, the tech will need to place a screw in the bottom hole, slide the mount onto the beam, and screw the top screw down in order to clamp the mount onto the beam.

ShopperTrak

Orbit 5
Mounting Bracket
Template
#0701

NOTE: The bracket in the template is a transparency image viewed through the installed Orbit 5.

Entrance

Orbit Center Line Reference

In and Out Ports
(reference for cable
penetration through
ceiling)

Orbit 5 Lens
Reference for
'Lens to Threshold'
measurment

ShopperTrak

Orbit 5 Installation Instructions

This ShopperTrak Client has selected Orbit 5 for installation in this store.

Here are a few important things to remember when installing Orbit 5:

1. The mounting location depends upon the type of door:
   - ➤ No Doors/Mall Opening – Mount 12"-24" in from the door threshold
   - ➤ Doors that Swing Out – Mount 24"-30" in from the doors
   - ➤ Doors that Swing In – Mount 24"-30" in from the furthest in-swing of the doors.

   DO NOT mount at 36"-48" in from the door, as was the case with Orbit 3A.

2. Orbit 5 must be LEVEL.

3. Orbit 5 should be turned so that the arrow on the case is pointing towards the door. This means that it will be at a 45° angle to the door, rather than square to the door.

4. The 3' strip MUST be on the floor during the configuration snap shot. If it isn't there, the snap shop must be retaken before you leave the store.

5. Terminate all cables just like you would for Orbit 3A.

When the installation is complete, please contact the ShopperTrak RCT help desk at 888/244-4888. ShopperTrak RCT will conduct a test poll, and configure each Orbit 5 device installed in the store. Once that is completed you will be issued a Check Out Number and requested to perform the Accuracy Test listed below for Each Orbit

Accuracy Test:

- A technician will be requested to stay on site approx. 15 – 20 additional minutes to produce walk thru/accuracy counts for the EACH Orbit after the Check Out Number has been provided.

    - Technician is to walk completely IN and OUT of the entrance 6 times.
    - Technician is to walk up to the entrance(s) like they are going to exit but when at the entrance(s) turn around and walk back inside 6 times.

Technician and store employee are to walk IN and OUT of the entrance(s) 6 times mirroring the following patterns, again not always walking directly centered when 'Entering' and 'Exiting'

- 'Side by Side' with approx 16" (inches) separating the individuals.

- 'Front to Back' (Conga Style) with approx 16" (inches) separating the individuals.

![ShopperTrak logo]

Flush Mount Enclosure Installation

December, 2006

Ceiling preparation

1. Measure on ceiling inside of entrance – 1m (3.3 ft.) at center of doorway and mark location.

2. Cut out template on red dotted line and the center + hole.
3. Position on ceiling locating mark in center hole. Place on ceiling with rolled (adhesive outside) tape.

4. With pencil, draw around outside of template on ceiling. Remove template.
5. Drill pilot hole large enough for blade of saw to fit through.

   Outside edge of pilot hole should be on edge line of template circle.
6. Cut out hole in ceiling.

7. Pull out Cat 5 cable(s) that runs towards back office (or concentrator or other Orbit) and make sure RJ45 connector is crimped on end (568B standard).

Setting Orbit in flush mount frame

1. Place frame on table and the Orbit (lens side down) in square cut out. Make **sure** lens caps are on.
2. Place diagonal Orbit attachment bar, so holes on bent ends line up with slotted holes on walls of frame.
3. If knock out square on back of Orbit is covered by diagonal attachment bar, remove Orbit and rotate so open square is not covered.

Attach 3 screws

1. With + screwdriver, attach 1 large center screw through attachment bar to center hole in Orbit. Screw down tight.

2. From outside of frame, attach 2 small screws to holes on bent side of attachment bar. Leave loose so bar can slide up and down.

Adjust lens height to be flush with enclosure face plate

1. Take white flush mount cover, align holes and snap into place on bottom of frame.
2. Place entire enclosure on flat surface (lens side down). Both lenses are now flush with surface of enclosure.
3. Tighten 2 small side screws.
4. Remove cover by locating the 2 square cutouts on the cover side. Insert flat tip screwdriver to pry off.

Install Orbit / flush mount enclosure in ceiling

1. If homerun (direct) cable to back office (or concentrator) and only supporting 1 Orbit, attach connector to the "In" jack located in knocked out square on back of Orbit.
2. If multiple Orbits are connected via a daisy chain [one Orbit connected to another Orbit(s)], there will be 2 cables coming out of the hole. The homerun cable from the back office/concentrator needs to be connected to the first Orbit's "In" port and the second cable connects to the "Out" port of the first Orbit and this cable goes on to the "In" port for the next Orbit in the chain. This type of connecting should be followed for all Orbits on that specific chain. The installer should always label the cables to visually identify them.
3. Once cable(s) connected to Orbit, insert frame and Orbit back in hole so outer edge of frame is up against ceiling and rotate **to insure arrow on back of Orbit (LED light) is pointing directly <u>at the entrance</u>**.

4. With + screwdriver, turn each of the 2 large screws 3 full revolutions, going back and forth between the 2 screws (insures level compression).

The two black plastic cams will open out and move down towards the top of the ceiling.

  (View from above ceiling)   (Side view)

The frame should now be secure to the ceiling. *Gently remove lens caps by pulling down. Do not twist off.*

5. Take face plate cover and align cutouts with lenses and green LED light. With pressure, push face plate cover onto frame.

6. Pull down slightly on cover to insure cover is seated properly.
7. When ready to test system call ShopperTrak to take snapshots and configure each Orbit.

Template – cut out on dotted line and center + hole

Actual frame diameter = 18.6cm /
7.3"
Cut out template and hole in ceiling
smaller (17.3cm / 6.7") on dotted line