



WorldMarket: Store Router Replacement

Sept-Oct 2021

THIS GUIDE MUST BE PRINTED OUT AND CARRIED TO SITE

Required Equipment:

1. Screwdrivers (Phillips, flathead, 10 in 1, etc.)
2. Laptop
3. Console cable (For laptops without a serial port a USB to Serial adaptor with drivers pre-installed is needed)
4. Smartphone with camera, hotspot and Bluetooth capability
5. Handsfree Bluetooth headset if possible.
6. Phone Charger
7. Cable testing tools
8. 12" Tie-Wraps

Required Tech Supplied Parts:

1. Assortment of Rack Screws
2. Three (3) cat5e patch cables (7' is preferred)

Phone Numbers:

Granite: For check in/check out and general questions (872) 240-3311, PW: 990-572-085

Project Overview

The field tech should be on site at the time listed on the Granite work order to:

- 1.) install/rack new equipment,

Tech will call the Granite Help Desk: (872) 240-3311, PW: 990-572-085 to check into site before entering the site.

During this process, the tech will need to follow the Installation Checklist in this document to perform all of the steps listed.

After the equipment install is completed and verified, the tech will upload all deliverables, call the Granite Help Desk: (872) 240-3311, PW: 990-572-085 to review deliverables, and then to check out from site.

The deliverables needed are located in Appendix A of this document.

The tech must not leave site until cleared to do so by the Granite Help Desk: (872) 240-3311, PW: 990-572-085!!!!

	<u>STEP 1:</u> Arrival on Site, Locate and verify Equipment	Initials
Step	Action (Be sure to let the Granite Help Desk team know when you have been on site for 1 or more hours)	Complete
1.A	Tech should arrive at store at the time listed on the Granite work order and call the Granite Help Desk to Check In at (872) 240-3311, PW: 990-572-085. Tech will proceed inside after checking in. Tech can ring bell, call store, or knock on glass to gain access.	
1.B	Tech will inform store associate that he/she is here for the "Router Replacement Project"	
1.C	Tech will ask MOD about existing issues and note them on the Checklist!!!!!!!	
1.D	Tech should obtain the "Equipment Box" that was shipped to the store. The box is identified by the Yellow tape stating "Hold for Granite Technician". <u>Note: It should be in the Managers Office.</u>	
1.E	Unpack equipment. Make sure the contents match the packing slip. Notify Granite of any issues, for example, damaged or missing items. (Cloudgenix Device, Cradlepoint Device, and rack mount kit are shipped to all sites) Tech will supply the rack screws and the three (3) patch cables.	
	Once complete - Proceed to step 2	

When Step 1 is complete, or 45 minutes have elapsed after your arrival, contact the Granite Help Desk at (872) 240-3311, PW: 990-572-085, whichever comes first!!!!

	<u>STEP 2:</u> Racking new ION2k Router & Cradlepoint unit	Initials
Step	Action (Be sure to let the Granite Help Desk team know when you have been on site for 1 or more hours)	Complete
2.A	Identify (2) unused power receptacles that will be used for new Cradlepoint and ION2K	
2.B	Identify Rack space for the new ION2K, attach rack mount kit to the ION2K.	
2.C	Rack the ION2k device. There should be open rackspace below the Cisco switches.	
2.C	Place the Cradlepoint 4G device on top of the Cisco c2921.	
2.D	Power on the Cradlepoint and wait for blue lights indicating connectivity.	
2.E	Connect a patch cable from the Cradlepoint device (LAN1) to the ION2K router unit (Port2). See pictures below for port layout.	
2.F	Power on the ION2K device. (after a minute or 2 you should have GREEN Lights on the ION 2K)	
Proceed to next step.		



ION2K Lights

	First LED	Displays disk status.
	Orange light (Blinking)	Disk activity.
	Second LED	Displays controller connectivity status.
	Blue light	Connected.
	Red light	Not connected.
	Third LED	Displays power on/off status.
	Green light	Powered On.
	No light	Powered Off.

	<u>STEP 5 and 6:</u> Perform Store Connectivity Testing & MOD Signoff	Initials
Step	Action (Be sure to let the Granite Help Desk team know when you have been on site for 1 or more hours)	Complete
3.D	Tech will now submit the deliverables for the Install and call Granite to inform them that the install is completed. Granite Help Desk: (872) 240-3311, PW: 990-572-085 The Granite Help Desk will review the deliverables while on the phone, and then check the tech out from site after the deliverables are approved. See Deliverables list in Appendix A for all required install deliverables.	
Do not leave site until cleared to do so by the Granite Help Desk!!!! Call Granite Help Desk: (872) 240-3311, PW: 990-572-085		

Store #: _____

Device	Model(s)	Testing	Pass/Fail
Point of Sale			
POS Controller	Toshiba 4900-C45	Ensure the Controller sign on screen is up	
Registers & Pinpads	4900-745 & MX915	Test a debit transaction and a return on one register - MGR to use personal debit card	
Register Barcode scanner	DS4308 or DS9808 (older)		
Sales Floor Misc			
Front end Laptop	HP MT21	Test connectivity to AS400	
Kiosk	Elo Touchscreen - 32"	Test Elo web access (worldmarket.com)	
Wireless Devices			
RF Scanners	MC3190 MC3200?	Test sku lookup	
Label printer for RFs	Zebra QL220		
Tablet	ET50	Test connectivity to applications	
Spectralink Phones	8452 or 8453	Test calls and connectivity to applications	
Spectralink 4 port charger	84-Series Quad Charger	N/A	
Price Checker	MK590	Test scanning a sku	
Thin Clients			
HP	T630 (also older models)	Test connectivity to applications	
Wyse		Test connectivity to applications	
Laser Printers			
Wireless Floor Printer	Hp LaserJet Pro M404dw	Test printing from Tablet	
Wired Office Printer/Fax	HP LaserJet Pro	Test printing from controller and thin clients	
Stock room / Break room Misc			
Kronos Time Clock	4500	Test punches are recorded in Kronos app	
Voice / Music			
PBX - Xorcom	XR1000		
Polycom Phones	IP335	<ul style="list-style-type: none"> • Test outbound call to personal cell phone • Test store to store calling • Test calling store from personal cell phone 	
SNOM Paging Adapter	PA-1	Test paging	
Mood Media Muzak receiver	<varies>	Is overhead music playing?	
Misc			
Guest WiFi		Test connectivity using personal phone	
ShopperTrak		Check Shoppertrak counter on Tablet	
Theatro		Test a call over Theatro headset	

MOD Name (Printed): _____ DATE: _____

MOD Signature: _____ CITY/STATE _____

Comments: _____ (more space on back)

Appendix A: Deliverables List

Install Deliverables:

1. Wide angle picture of the front of the rack. This picture needs to show the newly installed devices. Picture should be taken so that the edges of the rack are the edges of the picture. Example below.
2. Wide Angle picture of the back of the rack. This picture needs to show the newly installed devices. Picture should be taken so that the edges of the rack are the edges of the picture. Example below.
3. Picture of the completed "Store Validation Checklist". This picture should be taken with the document laid flat on a solid surface. The picture should be clear and focused so that all items on the document can be read. Example below.

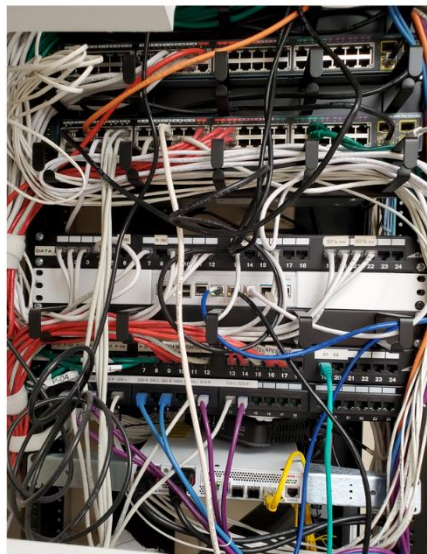
Checklist/Signoff Example

5. Store Validation Checklist (After Migration) – Store# 327

Step	Device Checklist	Pass/Fail	NA
1	If your store has Cisco 8841 phones. They need to be unplugged and put back in to obtain the updated IP information.	JL	
2	Phones: Make incoming and outgoing calls from a desk phone.	JL	
3	Phones: Ensure all phone extensions work and call park and pick up (on each extension)	JL	
4	Phones: Test music on hold	JL	
5	Fax: Call FAX line and ensure it picks up	JL	
6	PA System: Test overhead paging and overhead music and Contd (where applicable)	JL	
7	RF Scanners: Launch WEB Apps from one device, confirm working	JL	
8	RF Scanners & Mobile Printer: Send label print from one RF Scanner to one mobile printer	JL	
9	TCS/TC2: If applicable, make incoming and outgoing voice calls. Confirm PTT communication with TC's and RF guns.	JL	
10	TCS/52: Launch WebApps and login. Print from "Self Label" to one mobile printer (MTax)	JL	
11	TCS/TC2: Launch Chrome and visit CNW.COM or FAIRGET.COM	JL	
12	From one Network Station: Log onto Thin Client/Desktop	JL	
13	From one Network Station: Log onto Thin Client/Desktop	JL	
14	From one Network Station: Log onto Thin Client/Desktop	JL	
15	From one Network Station: Print POS report	JL	
16	From one Network Station: Open the Force and validate time clock functionality	JL	
17	From one Network Station: Log into JDA and print labels to desktop ticket printers. Print a report to the LeaseMark Laser printers.	JL	
18	ETSC Tablet: If applicable, launch and log into mySource and TBS	JL	
19	Price Checker: Scan an item and confirm proper pricing and images (if applicable)	JL	
20	Doorbells: If applicable, check doorbells and entrance buzzers from phones	JL	

LOD Name (Printed): Joey Reyes
 LOD Signature: [Signature] Date: 10-13-20
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Front of Rack Example



Back of Rack Example

