

CVS Broadband Pilot Manual

1. Tech will need to log in with NET at 608-827-2270. Be ready with your Site ID and WOID.
2. Introduce yourself to the Manager on duty. Let them know you are there to connect the Broadband modem - provide LOA and IM ticket number if they need to verify the visit.
3. Ask the manager for the package containing a bright pink patch cord. If they cannot locate the package, notify the ROC upon login. (You may need to use your own patch cord if the pink one cannot be located)
4. Login with CVS ROC at 888-401-4601 or 700-600-4601 (from a store phone). Provide the site number, your name and cell number.
5. Ask Manager on duty for access to the data rack (either in manager's office or back stockroom). If it is a 7ft cabinet you may need to get a key from the manager. (This is stored in a pill bottle in the managers safe).
6. Look for the Broadband Modem (modem model will vary, although it will likely be the predominant carrier in your area).



7. Plug your patch cord into the Ethernet port on the Broadband Modem. (note: actual patch cord should be pink)



(NOTE – If you have a 7ft cabinet site, check to see if the coax is long enough to place the Broadband Modem inside the cabinet. If the Modem is in the manager office or other location, be sure that it is in a safe location that cannot be accidentally bumped offline).

8. Plug the other end of your patch cable into the GE 0/2 port on the Cisco 2911 Router. Hopefully you will get a link light.



9. The modem **must be power cycled** at this point (tip: It will take about 5 minutes for the modem to fully connect to the network so please complete steps 10-12 before calling the ROC).
10. Label both the modem patch cord cable (Pink) "CVS Broadband Cable" and Modem Power Cord: "Modem Power". Labels should be affixed to the cables approximately 12-inches from the Modem side (handwritten label ok).
11. Take 4 required photos:
 - a. Close-up of front of modem (showing entire unit, with indicator lights)
 - b. Close-up of back of modem (showing entire unit, with patch cord connected and showing LABELS)
 - c. Close-up of G0/2 on the Cisco 2911 Router (with patch cord connected)
 - d. Wide view of equipment rack.
12. Send photos to ROC20@cvscaremark.com (store # MUST be in subject line).
13. Call ROC for testing. ROC should provide a release code after testing complete (or ask why if they cannot).
14. Send photos to DSS@nettechnology.com with the [WOID] in brackets in the subject line.
15. Call NET to logout at 608-827-2283. Provide the ROC code.