

Title

Printer Install and Cabling - 7 AM ***FIRM ETA***

Assignment Date

September 14, 2020 7:00AM EDT
CHECK IN REQUIRED

Description

7:00 AM FIRM Start Time - There will be monetary penalties if tech arrives late to site.

Tech must check in and out on Work Market and with Service Desk.

The project is to install a network attached Epson receipt printer.

ARRIVAL TIME

_____ AM/PM

DEPARTURE TIME

_____ AM/PM

Contact Information

Support Contact
Service Desk
(866) 566-4295

Assignment Location

1121 - PANDA EXPRESS
6006 MEMORIAL DR
STONE MOUNTAIN, GA 30083
USA

Materials for tech to bring (included in FLAT RATE)

- Cat5 White or Blue Plenum Cable up to 200 Ft.
- Plastic duct, if needed to conceal cabling
- Velcro for cable management
- RJ45 crimp ends, if custom patch cord required
- Cable supports in ceiling if needed

Tools:

- Standard hand tools / tester for CAT 5e cable installation, termination and testing
- Cordless Drill
- Small level for vertical bracket installation and orientation
- Ladder, up to 8' for cable installation
- P-touch Labeler, white / black font
- (#10 3/4in) Self-tapping metal screws or lags for mounting the vertical bracket
- Exception Reimbursement - Electrical tri-tap or power strip.

Upload Deliverables for PM to approve before leaving site.

Deliverables Required:

- Signed work order showing tech and MOD signatures, Date / Time in and out
- Add any notes for out of scope or additional material used
- Installed printer from 3' away
- Installed printer from 10' away to show general area
- Side view showing plastic duct install concealing any exposed cabling and or cables bundled neatly with Velcro
- Labeling of the 2-port housing with P-Touch or equal, no hand marker allowed.
- Housing inserts are labeled 19 / 20
- MWS cabinet from 3' away showing yellow patch cord from port 19 or 20 if cable terminated on patch panel or Pegboard rear wall installed 2 port housing labeled 19/20 prior to fax printer being placed back from 3' away. Patch cord to be bundled with other cords to switch. Patch cord is not to be loose as pegboard is pulled in and out to service.
- Printer test receipt
- FedEx Return label Tracking #

Custom Information

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Printer Install and Cabling - 7 AM ***FIRM ETA***

All spend limit requests must be documented and approved.
 Questions, change of scope or spend limit requests should be directed to:
 Service Desk,service@telaid.com,(866) 566-4295

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 STONE MOUNTAIN, GA 30083
 USA

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Instructions

Check in with Telaid and Panda Express Manager

Inform at check in that equipment has arrived and Manager is onsite to let into restaurant.

BEFORE INSTALLATION

****Will need to download the ZOOM Meetings App for conference dial in.****

1. Walk store for cable routing, placement determination of printer including reaching an electrical outlet before completing any work.

- a. Printer is to be placed at beginning of food steamer server line on staff side.
- b. Printer is not to be placed at Register locations.

-1st choice is vertically wall mounted near the beginning of service line at 60" to the top of the bracket

-Vertical printers are upside down mounted with paper slot up. Do not mount with paper slot down, printer will not print correctly.

-2nd choice is to be set directly on the countertop at the beginning of the food steamer line on the staff side.

2. After decision is made for printer placement it is MANDATORY that the technician unbox the printer to mockup a placement.

- a. Take a picture of the location with the printer in it from several feet back to show the area and then join Zoom meeting (CONF ID: 761-881-1391) to show deliverable or share screen.
- b. If wall mounting, have a Panda staff use your cell phone and take a picture of you holding the printer in place on the wall from several feet back showing the area.

3. After placement is approved continue to install, terminate and test the cabling. ****Any ceiling debris needs to be cleaned up before any food is brought out to the serving line.****

4. Whether the printer is being vertically mounted OR placed printer directly on the countertop, the network patch cable, power cable from the printer, power brick and excess power cord must be neatly Velcro managed and

secured.

- a. Any exposed cabling on a wall must be concealed with plastic duct. ****No cords are to be allowed on the floor as it is cleaned every day with water. ****

CABLE INSTALL

1. Two (2) CAT5e plenum cables are to be installed from the printer's location to the MWS.
 - a. One will be used, the other is spare.

- b. Test the cables after installed to confirm your wire mapping is correct.
- c. Exposed cabling is to be concealed with plastic duct when running up to ceiling or along walls.
- d. The gray patch cord is to be used at the printer end. The yellow patch cord is to be used at the switch end.

2. Cable Terminations

- a. Cables will terminate at the printer end into a 2-port surface housing with yellow inserts.
- b. The housing is to be labeled 19 & 20
- c. Cables will terminate at the MWS either into the existing patch panel if the site has a separate network cabinet mounted above the MWS fixture. If a pegboard installation type then on the rear wall behind the fax printer and servers, next to the other faceplates. You may have to move fax printer out to access.

3. Network Cabinet Site - Cables terminate on the existing patch panel inside the cabinet on ports 19 & 20.

- a. The short yellow patch cord, if supplied, will be plugged into the cable and to either port 19 or 20 on the switch.

4. Pegboard Site-Cables terminate on the other provided 2-port surface housing with yellow inserts.

- a. The housing is to be mounted on the rear wall or the stainless cabinet behind the lower fax printer.

-You may have to slid out the fax printer to reach the back wall. Do not mount the housint directly on the pegboard.

- b. Label the housing ports 19 & 20

-The long yellow patch cord is to be neatly bundled with the other patch cables going to the pegboard and plugged into either port 19 or 20 on the switch.

NOTE If the cables absolutely can't be home run from the location to the MWS, then the Telaid Project Team must be informed. The reason for NOT being able to install new cabling is to be documented before doing any further cabling.

VERTICAL BRACKET INSTALL

1. Mount the two T pieces to the printer itself and then mount the bracket in the correct orientation before hanging the printer on the bracket.
 - a. This model of printer will be upside down when vertically wall mounted.
 - b. The power button will be on the top and the paper slot will be at the top front. This mounting is required to thermally print to the paper roll correctly.
 - c. A new panel sticker and power dust cap must be installed on the printer. Those two parts are in the printer's shipping box not in the bracket kit box.
 - d. The stickers that come with the vertical bracket are for other printer models and not used.
2. Unbox the vertical bracket, assemble the two T brackets and then mount to the wall

a. There are 3 metal pieces

One (1) main hanger

Two (2) T parts.

The plastic bag has the 4 screws in it to mount the T brackets to the rear of the printer. The other panel labels in the bag are not used for this model.

- The two (2) T bracket pieces are mounted to the printer in the #4 holes stamped on the T brackets

3. Place the printer on its face, rotated with the power button at the top and attach the brackets.

4. The vertical bracket mounts to the wall in the orientation with the large flanges on top and the smaller tabs on the bottom.

****Pay attention to the orientation. Use a level to make it straight hanging.****

- If mounting on a perpendicular metal wall, secure the bracket with self-tapping metal screws at 60 inches to the top of the bracket from the floor.

- If mounting to a side wall, the height can be lowered if necessary.

- Tile walls need a special drill bit to make clean holes that do not spilt tiles.

- Most installations will avoid the chance of breaking tiles.

- The end result is the printer hangs upside down with the power button on the top left, the paper roll cover slot near the top.

- The feed paper button and the other indicator lights are on the left bottom.

5. Connect the gray patch cord and the power cord.

6. Dress and conceal the cords with plastic duct as needed.

7. Inside the printer box, locate the new panel sticker and the power dust cap. Press the dust cap over the power button.

8. Peel the panel sticker and stick over the existing lettering.

COUNTERTOP INSTALLATION

1. If you are placing the printer on a countertop then connect the gray cable and power cord to the printer.

2. Dress with Velcro the cable bundled neatly together. No other panel sticker is required for countertop installations.

CONNECTING AND TESTING OF THE PRINTER

- The printer is preconfigured with the store's IP address for the OLO printer function prior to being shipped.

- At the MWS switch the printer cable is to patch to port 19 or 20, whichever is not currently being used.
- At the printer, go get a roll of paper from under the counter and load it into the printer by powering on using the paper feed. Directions on printer or ask the store staff to assist.
- Join Telaid Project Team on ZOOM Meeting to test ping the printer and perform a After Installation Ping Sweep of the entire store to have on file. This confirms all equipment online.

DELIVERABLES

Deliverables to be emailed to prgprojects@telaid.com PRIOR to leaving site.

- Signed work order showing tech and MOD signatures, Date / Time in and out
 - o Add any notes for out of scope or additional material used (powerstrip)
 - Pictures
 - o Installed printer from 3' away.
 - o Installed printer from 10' away to show general area
 - o Side view showing plastic duct install concealing any exposed cabling and or cables bundled neatly with Velcro
 - o Labeling of the 2-port housing with P-Touch or equal, no hand marker allowed. Housing inserts are labeled 19 / 20.
 - o MWS cabinet from 3' away showing yellow patch cord from port 19 or 20 if cable terminated on patch panel
 - o OR Pegboard rear wall installed 2 port housing labeled 19/20 prior to fax printer being placed back from 3' away. Patch cord to be bundled with other cords to switch. Patch cord is not to be loose as pegboard is pulled in and out to service.
 - Printer test receipt order
 - o Picture of test OLO order – TBD
 - FedEx Return label Tracking # back to Telaid – Norcross, GA
 - To be used onto the shipment box to return the vertical bracket kit plus any jacks / housings / patch cords not used for the installation.
 - o Note - If only jacks / housings / patch cords, then no return is required.
- **Note - If the vertical bracket is not dropped off at a FedEx facility for return due to nonuse, then \$50 will be deducted from partner payment. When you checkout, the Telaid Team will ask for the FedEx air bill tracking number to monitor the return shipment. ****

Check out with Max Seymour @ 440-344-5758 or Charlotte Ingle @ 817-889-2565

Completion Details

Instructions

All Required deliverables are due upon check out of site. Deliverables must be submitted prior to requesting an expense reimbursement. This will allow Telaid to review for timely payment approval.

If deliverables are not received within 24 hours of site completion, a 10% deduction penalty will be automatically applied to the assignment.

If no deliverables are received within 72 hours of completion, a \$0 payment will be applied to your assignment and another resource will be dispatched to complete the scope of work.

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Deadline

Deadline to submit attachments is **24** hours after assignment start.

Deliverables

You are required to include **8** attachment(s) for this assignment:

- 1 Photos
- 1 Sign Off Form
- 1 Photos

Custom Information

- Client Name: PANDA RESTAURANT GROUP, INC.
- Case ID #: PRJTASK3602006

- Customer PO #:

- Customer Ticket #:

Parts & Logistics

Parts will be supplied by the worker.

Code of Conduct

Technicians must represent themselves as a Telaid technician, wear either a polo shirt or a buttoned shirt with collar, and clean pants.

Terms of Agreement

If you are running late, you must notify us before the ETA is missed and provide us with your new ETA. •A 5% deduction penalty will be applied for late arrival to service jobs, unless client penalty is greater. •A \$100 deduction penalty will be applied for each late arrival occurrence on project work, unless client penalty is greater. •If late arrival occurred on work requiring a firm ETA, you risk losing Firm ETA jobs (service or project) for 30-60 days at our discretion. •The firm ETA penalty above will be cross-referenced to all Auto-Routed talent pools and repeat offenders will be removed from Auto-Routing for 30-60 days at our discretion. All required deliverables are due upon Check Out. Deliverables must be submitted prior to requesting an expense reimbursement. This will allow Telaid to review for timely payment approval. If deliverables are not received within 24 hours of Check Out, a 10% deduction penalty will be automatically applied to the assignment. If no deliverables are received within 72 hours from Check Out, a \$0 payment will be applied to your assignment and another resource will be dispatched to complete the scope of work.

Print Badge

Use this badge to take with you and show on site for your assignment.



Marlon Dardaine

On behalf of: **Telaid**

Valid:9/14/2020 7:00AM EDT

For: Printer Install and Cabling - 7 AM ***FIRM ETA***
(9915100359)