

This service technician is currently on their way to or from a client location to perform a critical service on behalf of Spectrio. Please note the detailed information below.

Technician Name:

Client Name:

Client Location:

Date & Time of Service Call:

Associated Work Order Number:

For verification purposes, you may contact Spectrio the following ways:

- **LabCorp digital signage installation and service visits please contact 800.476.5042 or email labcorpds@spectrio.com**
- **Non LabCorp Digital signage installation and service visits please contact 800.584.4653 (x6504) or email videosupport@spectrio.com**
- **In-store music/on-hold messaging installation and service visits please contact 800.584.4653 (x1017) or email audio_installation@spectrio.com**

Following guidelines set by the CDC, all service technicians working on behalf of Spectrio are proactively taking steps to reduce the risk for all parties, and have been instructed to inform Spectrio if they have been diagnosed with, have potentially been exposed to, or exhibit symptoms related to COVID-19. Any technician who has potentially been exposed, exhibits symptoms, or who has been diagnosed with COVID-19 will NOT be assigned any service visits to client sites on behalf of Spectrio. All service visits are currently being scheduled in a manner that reduces face-to-face interaction and all CDC-recommended social distancing and sanitation procedures will be followed.



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.



In partnership with



Digital Signage Project

Installation Guide Monitor + Media Player

Specifically Written for Partner
Technicians Managed by



Version =2.0

Last Update 01/31/2020

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Digital Sign Installation with Media and Client Check-In.

Summary

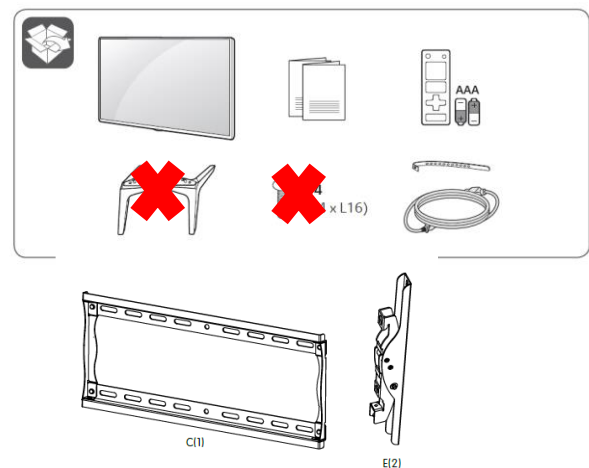
Labcorp's digital sign project, that includes both monitor and player, will entail installing a complete monitor and player to replace an older "cable provider" device or for a site without equipment. The project is intended to replace the older "cable" provider in existing sites.

Equipment is being provided by a 3rd Party and in the event that all equipment required for the installation is not available on site upon your arrival, the technician is required to report the shortage immediately to the TELAID representative.

Equipment Provided

Monitor [Box 1] – What to keep?

- ♣ LG LED TV [49LT340C0UB]
- ♣ Remote control
- ♣ Batteries
- ♣ Setup Guide



Monitor Bracket [Box 2]

- ◆ CRIMSON T46, T46S
- ◆ Wall Plate Bracket
- ◆ Monitor Mount Brackets
- ◆ Package Screws, Bolts, Nuts

Media Player [Box 3]:

- ♥ One (1) Seneca N3350D v.1A Media Player
- ♥ One (1) Media Player Holder Plate
- ♥ One (1) Commercial HDR High Speed HDMI Cable 3'
- ♥ One (1) MH NULL MODEM CABLE (RS232) 1.8m [Serial Cable]
- ♥ One (1) Package of screws with 2 metal standoffs.
- ♥ Velcro Pieces
- ♥ Four to Five Toggle bolts.



PLEASE CONTACT A TELAID REPRESENTATIVE IMMEDIATELY IF ANYTHING IS MISSING!!!

As with any installation, the technician may encounter variations at each location. Your TELAID Project Team will work with you to get through these encounters expeditiously.

Technician to supply;

- Materials to bring [included in the flat rate]:
 - Only ½" Black Velcro
 - NO TIEWRAP/ZIPTIE ALLOWED
- Tools Requirements:
 - Ladder, up to 8'
 - Stud Finder
 - Professional Level (No levels under 6 inches)
 - Hammer Drill w/ two (2) fully charged batteries.
 - Standard Drill w/ two (2) fully charged batteries
 - Drill bits; 7/16" Masonry; 7/16" Wood/Metal; ½" Metal/Wood; 1/8" Metal/Wood; 7/32" Metal/Wood.
 - Measuring Tape
 - 12" or longer Philips Head Screwdriver or bit extension.
 - Microfiber cloth to clean monitor screen after installation. **DO NOT USE ALCOHOL WIPES!**
 - Portable vacuum cleaner.
 - Standard Tools of the Trade; to include but not limited to snips, slotted screw driver, Philips head screw driver, etc.
 - Black or dark green extension cord with three-way tap (preferred, not required, you may be asked to obtain one locally if you do not have one with you)
 - Beige or Ivory Colored raceway (preferred, not required, you may be asked to obtain one locally if you do not have one with you)




Installation Procedures

Monitor

If there is a monitor to be removed:

- Turn the monitor off, unplug from wall.
- If coax cable is connected to monitor, remove.
- Disconnect monitor from bracket, remove from wall.
- Put monitor in LabCorp Office, out of the way or where the Manager Requests.
- Remove wall plate bracket and put with monitor.
- Remove coax cable from wall plate. If not this type of connection, technician makes the choice of how to remove or hide from view.
- Remove cable box and leave with manager (if location has one)
- Discard coax cable.
- If there is a shelf in the area of the new monitor installation area, you will need to remove it

Pre-Install Pictures

 <p>Remove monitor; Instructions above.</p>	 <p>Remove wall plate bracket.</p>	 <p>Ready for installation.</p>
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New Installation

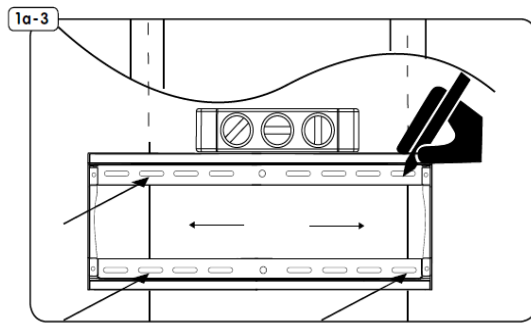
- Locate power source, prefer at ~6'. This will be the location of the wall plate bracket, otherwise, call your Telaid Representative for further instructions.

Wall Plate Bracket

Crimson T46X – Tilt Wall Mount

Wall plate will be bolted using two studs. The four most common scenarios, behind the sheetrock/gypsum board, will be brick/mortar/concrete block/concrete, wood studs, aluminum/steel studs or aluminum/steel studs with wood.

<p>Determine wall structure and locate wall studs with the stud finder. Drill exploratory hole to determine type of wall structure [1/8" bit]</p> <p>Scenario 1: Concrete; Hammer drill, 7/16" masonry bit, (4) anchors from kit (B), (4) 8mm X 65mm lag bolts.</p> <p>Scenario 2: Aluminum/Steel studs; Drill with 1/2" Metal/Wood bit, toggle bolts supplied in media player box.</p> <p>Scenario 3: Wood studs; Drill with 7/32" Metal/Wood bit.; and, (4) 8mm X 65mm lag bolts.</p>	
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Studs located, wall bracket is to be mounted as seen in the photo to the right. Mark the holes.



Based on the scenario identified above, drill the proper hole in the wall and mount properly.



FOR: Aluminum/Steel Studs
REQUIRES: ½" hole

[TOGGLER](#) 2-Pack Assorted Length x 1/4-in Dia Toggle Bolt Drywall Anchor (Screws Included) at [Lowes.com](#)

Any doubts or clarifications, please reach out to your Telaid Project Coordinator.



The completed wall mount bracket is level. All four corners of the wall bracket are securely bolted to the wall.

The finished product, ready for monitor.



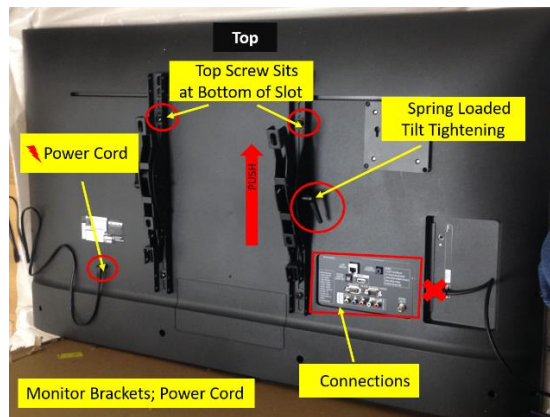
Monitor Bracket Attached



Unpack Monitor, lay on a protected flat surface.

Verify if there is any damage to the monitor. If there is any damage, please take pictures and escalate to a TelaId representative IMMEDIATELY!

See Addendum C in the event your monitor is damaged, **THIS IS IMPORTANT!**



Wall Monitor Brackets attached, pushed solidly so the top screw is at the bottom of the slot. The monitor will not “slip” down unevenly, going out of level, after install.

Connect power cord to monitor.

Ready for Media Player Attachment.

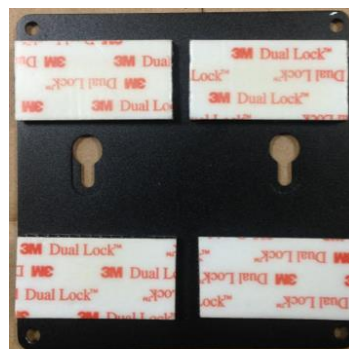
Media Player Placement

Prepare Media player plate holder:

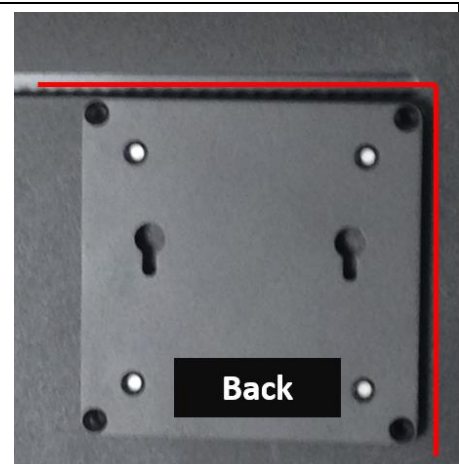
Remove existing foam donuts that will be in the way of the foam tape.

Attach Velcro/Double Sided Tape to the back of the plate as shown to the right.


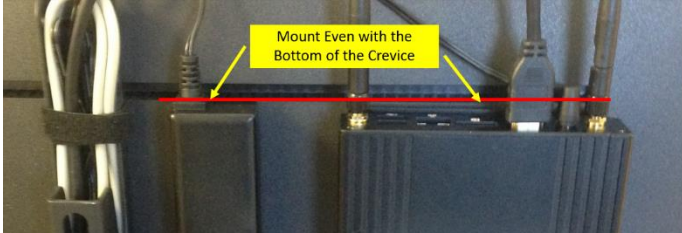

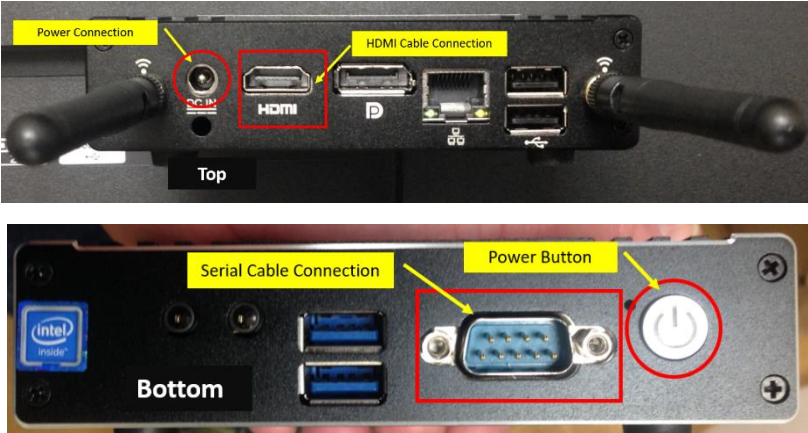
Adhere securely onto the upper left (viewing from front) rear of the monitor.



Front



Back

<p>Apply double sided tape or Velcro to the power brick.</p> <p>Adhere securely, ~2" to the left of the plate.</p>	 
<p>Remove the two (2) standoffs from the package of screws in the kit and install in the holes illustrated to the right.</p> <p>Flip the media player over, tags facing up and screw the standoffs in.</p> <p>Mount the player to the mounting plate.</p>	
<p>Connect the power, HDMI, and RS232 cables to the top and bottom of the player.</p> <p>HDMI cable & power connections are on the top.</p> <p>RS 232 Connection is on the bottom next to the lighted power button.</p>	

Final assembly will be very similar to this picture.....maybe with some small variations.

The player **MUST** be mounted with the antennas pointing up as shown.

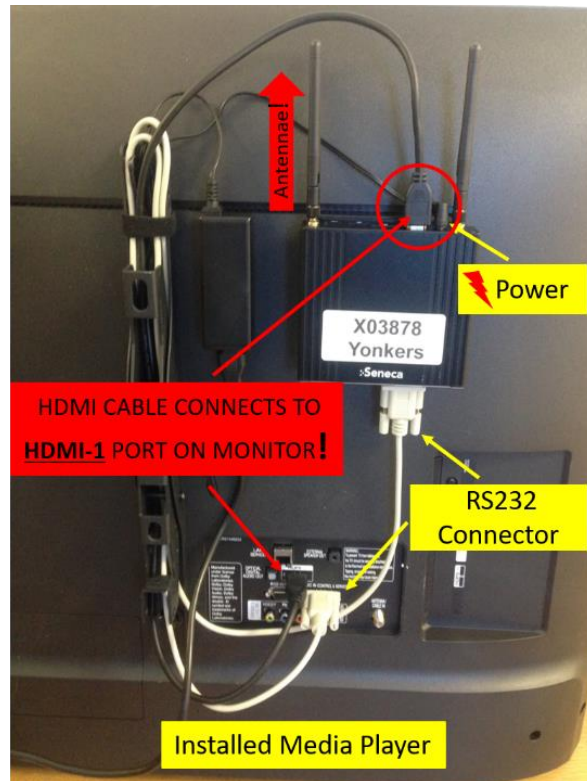
After the player is mounted to the monitor, dress out cabling as shown, use **Velcro ONLY!** **NO TIEWRAP/ZIPTIES!**

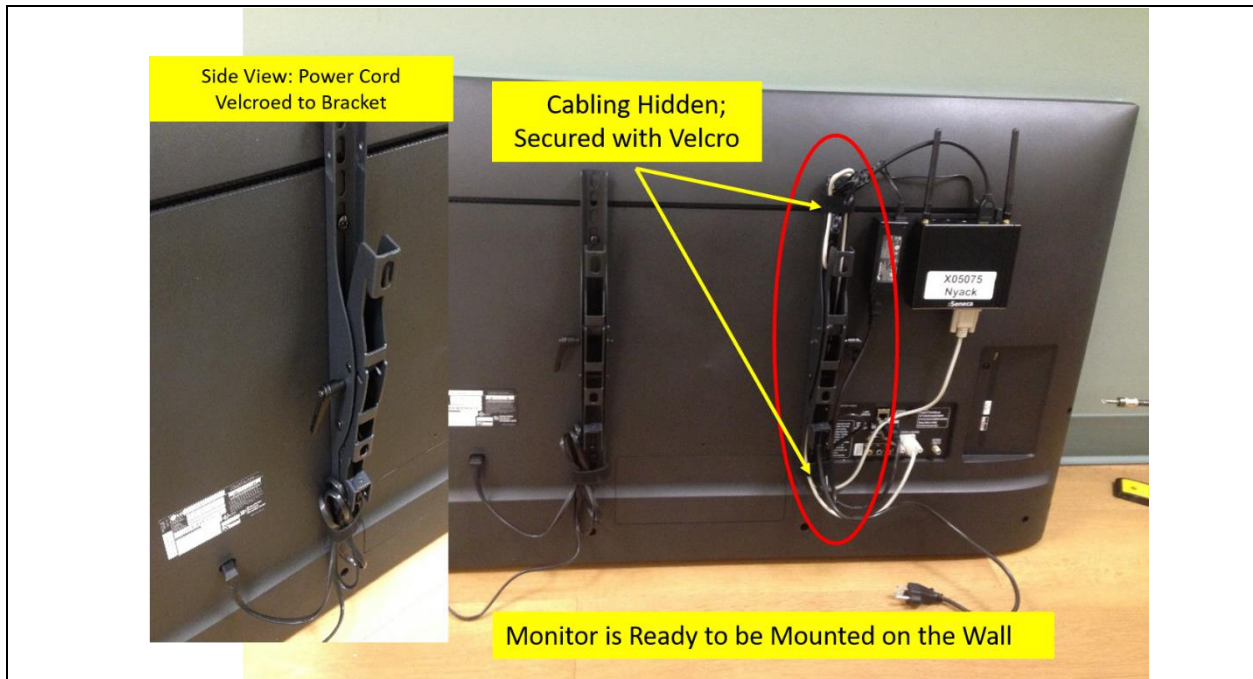
We were able to route cables inside the left mounting rail without concern of cables being pinched or damaged during monitor re-installation. Secure with Velcro.

Connect the HDMI cable to the HDMI-1 port on the monitor.

TAKE PHOTO, THIS WILL BE REQUIRED FOR PAYMENT

IMPORTANT: The cables must be attached in the rear of the monitor, in a way as to not be able to fall or be seen from the front of the monitor.





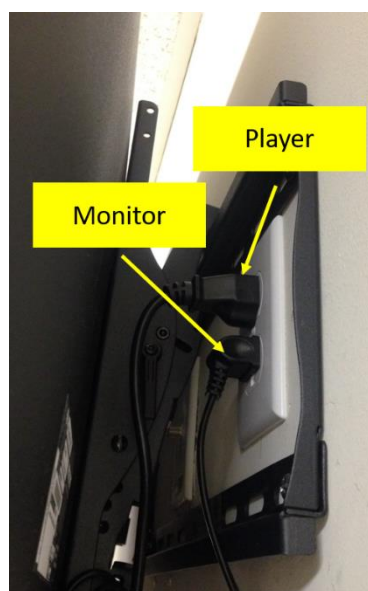
Mount the monitor and before the bottom rail screws are tightened, slightly tilt out the bottom of the monitor to gain easier access to the power outlet.

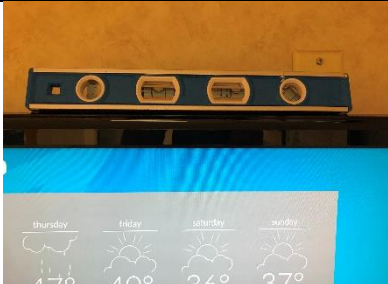

Plug in both cords and tighten the retaining screws making sure the monitor is centered in the designated space on the wall.

When installed correctly, the power button will be visible and accessible on the left side of monitor.

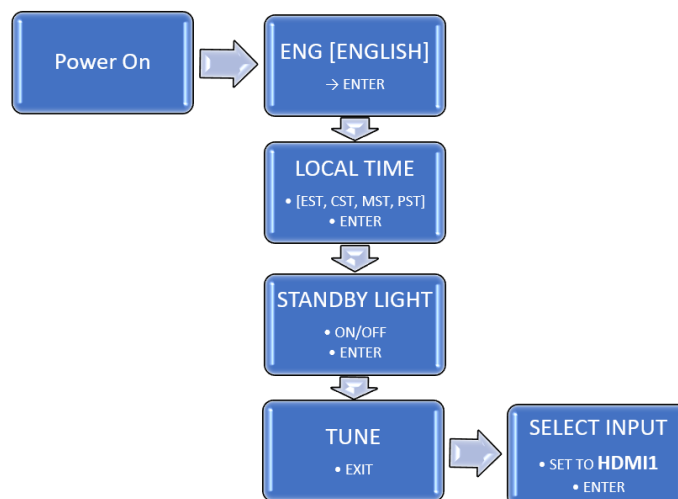
CAUTION: Make sure the RS232 cable connector is not up against the wall. If necessary, slightly tilt the monitor up to remove pressure on the connector.

Make sure the video player and monitor are powered up. The power button on the player should be lighted.



<p>Assure monitor is level.</p> <p>Center the monitor on the wall.</p>	
<p>Secure the monitor to the bracket by tightening the set screws on the bottom of the hook mounts.</p> <p>REMOVE THE YELLOW STICKER AND NEW PACKAGING FROM THE MONITOR.</p> <p>PLEASE ENSURE THE SAFETY RINGS ARE TUCKED BEHIND THE MONITOR</p> <p>CAUTION: Make sure the monitor is securely on the wall bracket before tightening set screws.</p>	

Setup Monitor: Load Remote with batteries and then:

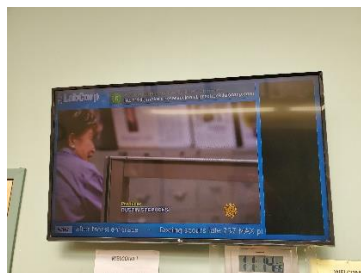


Final Check

A successful installation looks like:



- 1) Content is being displayed.
 - a. If there is no content being displayed, please unplug the player and plug it back in.
- 2) The checked In bar on the right of the display shows patient names. Please confirm these names with the onsite contact to ensure the names match the patients currently checked in
- 3) If it is black, the player is not connected to the network via WiFi. Double check your connections and/call the Telaid Help Desk immediately.



- 4) If the checked In content is blue, this means the content is still being downloaded. You do not need to stay onsite until this download completes. This download can take anywhere from 5 minutes to 2 hours.

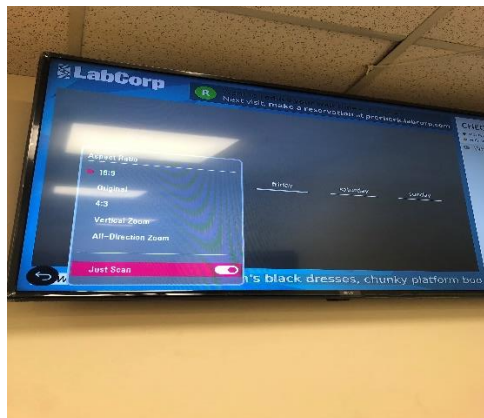


- 5) The monitor is perfectly level.
- 6) There is a blue border around the content
 - a. If the monitor does not have this blue border, the resolution needs to be adjusted
 - b. Please check the following settings:

Hit the home button on the remote



Select “Picture”, select “Aspect Ratio”, Select “Just Scan”



Clean Up

This is a medical facility and must be kept clean. Leave no sheetrock debris or dust on the wall, trim, or floor.

- Clean up any trash, the media player box, wire ties, paper wrappers, etc. from the area and dispose either in a dumpster or take with you for later disposal. Do NOT leave packing material on-site.
- Vacuum up all debris and dust from wall, trim, and the floor. Get a wet paper towel to clean up any remaining residue.

Paperwork and Deliverables

The signed work order and pictures will be reviewed PRIOR to the technician being released from the site. Leaving the site without checking out or before the deliverables have been approved may result in the technician returning to the site at their expense. **Please contact our technical analysts to initiate the deliverable review process, the number is 866-566-4295, option 1, option 2, option 2.**

Pictures:

Pictures **MUST** be clear. Blurry pictures **WILL BE REJECTED**. All technicians will follow protocol when sending pictures for approval. If you are on the work market platform, **ALL ACCEPTABLE DELIVERABLES WILL BE UPLOADED TO THE WORK ORDER BEFORE CALLING FOR RELEASE.**

What to deliver? (Go to the addendum for deliverables samples)

1. Picture of signed Work Order.
2. Picture of the video player attached to the rear of the monitor. (back view)
3. Close-up picture of level on top of monitor (hand removed from image).
4. Full view of monitor with content being displayed.
5. Picture of the monitor showing content and from 15 ft back showing monitor location in waiting area.
6. Picture of the video player attached to the rear of the monitor. (side view)
7. Once all deliverables are approved by a Telaid representative, the site will be considered complete and the technician will be released.

Be Prepared to answer the following questions:

1. Height of bottom of the TV monitor to the floor? _____ inches.
2. What material was used to mount the monitor bracket to the wall:
 - o All 4 anchors mounted to sheetrock WOULD BE UN-ACCEPTABLE!!
3. Was a micro-cloth used to clean all finger prints and dust from the screen? YES / NO
4. Was all packing materials, debris, and sheetrock dust cleaned up? YES / NO
5. Was the TV monitor box removed from the premise? YES / NO
6. If an existing monitor was deinstalled, was the mounting bracket and monitor removed and given to the manager on duty? YES / NO
7. Did the staff verify the names displayed on the monitor were patient names of that lab location? YES / NO
8. If the response to any question is NO, please explain:

Addendum A – Acceptable Deliverable Samples

1. Signed Work Order (page 1) – On the returned WO, the technician is to write the make and model number of the monitor; or, take a snap shot and upload to deliverables.

RESOURCE COPY – CUSTOMER SIGNATURE REQUIRED
Fax back if requested. Keep for your records
Assignment ID: 5972040178

Title Video Media Player Install	Assignment Date January 20, 2020 1:00PM EST CHECK IN REQUIRED
Description Tech must check in and out on Work Market. Complete installation of video equipment as outlined in the work order. Test equipment with client's help desk. Take pictures as outlined in the work order notes.	ARRIVAL TIME 12:45 AM DEPARTURE TIME 2:13 AM Contact Information Support Ray Holt (800) 739-4461 683 655 Assignment Location LABCORP - X01123 15225 SHADY GROVE RD ROCKVILLE, MD 20850 USA Support 800 584-4653 *6504
Technician must bring the following: <ul style="list-style-type: none"> • Bring 1/2" Velsco (Included in the base rate) for installation • Ladder, up to 8', for removing and/or replacing monitor onto bracket • A level for the last check after final mounting of monitor • Measuring Tape – To assure monitor is centered on the wall or for the space provided • 12" or longer Philips Head Screwdriver or bit extension for a screw gun for loosening/tightening the bottom retaining screws on the monitor wall bracket • Microfiber cloth to clean monitor screen after installation. DO NOT USE ALCOHOL WIPES • Standard Tools of the Trade; to include snips, slotted screw driver, Philips head screw driver, etc. • Portable vacuum cleaner 	
Required Deliverables: <ol style="list-style-type: none"> 1. Picture of the video player attached to the rear of the monitor. The player must be accessible for service and the power light visible from the side. 2. Picture of full view of monitor with content being displayed. 3. Close-up picture of level on top of monitor. 4. Picture of signed Work Order. 5. Picture of the monitor showing content and from 15 ft back showing monitor location in waiting area. 	
Custom Information <ul style="list-style-type: none"> • Client Name: SPECTRIO • Case ID #: PRJTASK2170708 • Customer PO #: • Customer Ticket #: 	
Notes Thank you. Your business is appreciated.	

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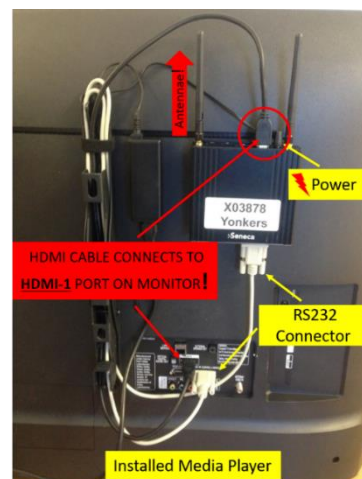
2. Signature of Manager-On-Duty.




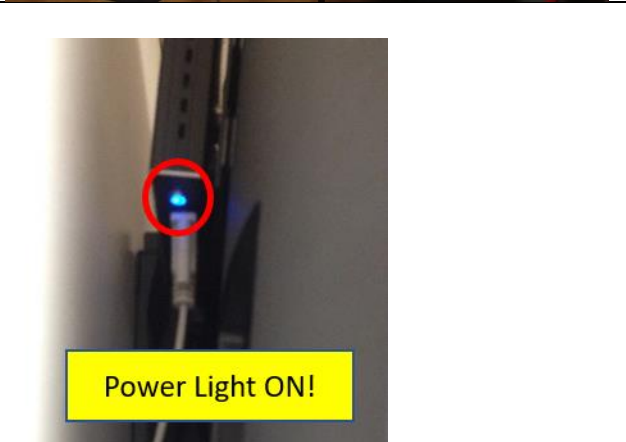
Approval
By signing below, you acknowledge your agreement with the satisfactory completion of the assignment details listed above. Additionally, you verify the accuracy of the arrival and departure time(s) entered on this form.

[Signature] Date
 Customer Name (Printed) Customer Signature Date

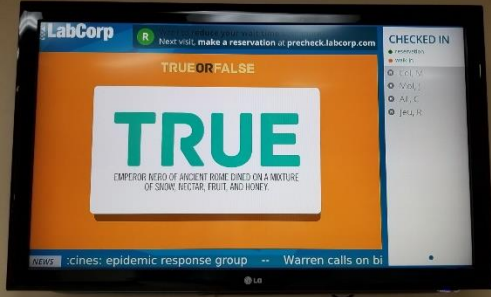


3. Picture of the video player attached to the rear of the monitor. (back view)




What we are looking for here is a clean installation, no tie wraps or zip ties, antennas pointing up, RS232 connected. HDMI installed and power connected.




<p>4 Close-up picture of level on top of monitor.</p> <p>Please do not submit pictures with the level on the sides or the bottom of the monitors, they will be rejected.</p>	
<p>5 Full view of monitor with content being displayed.</p> <p>What we are looking for here is the monitor displaying and confirming the resolution. You will know you have the correct resolution because there will be a border to the content. Notice there is a half inch to one inch blue border around the entire content.</p>	
<p>6 Picture of the monitor showing content from ~15 ft back showing monitor location in waiting area</p> <p>What we are looking for here is a picture from afar so we can ensure the installation is clean, there are no exposed cables and the monitor is displaying properly.</p>	
<p>7 Picture of the video player attached to the rear of the monitor. (side view)</p> <p>What we are looking for here is confirmation that the unit has power, it is installed in the correct direction and the RS232 cable is connected.</p>	

Addendum B – Unacceptable Deliverable Samples

<p>1 Resolution/Overscan</p> <p>Notice the content has no blue border, this will be rejected and will cause an unbillable return trip to resolve</p>	
<p>2 Cable Management</p> <p>Notice the cables are zip tied. THIS IS UNACCEPTABLE!</p>	
<p>3 Cable Management</p> <p>Notice the exposed cable. THIS IS UNACCEPTABLE!</p>	 <p>Cable hanging below monitor. Needs to be Velcroed up behind the monitor.</p>

<p>4 Installation</p> <p>Notice the antenna sticking up from the monitor, this is not the correct location for the media player to be installed.</p>	
<p>5 Installation</p> <p>Yellow sticker not removed from monitor and resolution is not correct.</p>	
<p>6 Installation</p> <p>Notice the antennas are not sticking up, this is not acceptable. (as well as zip ties)</p>	

<p>7 Level</p> <p>Please do not have your hand on the level in the deliverable.</p> <p>Please ensure level is on top of TV, not the bottom.</p>	
<p>8 Safety Rings</p> <p>Please ensure the safety rings are tucked behind the monitor. Photos like this will be rejected.</p>	