SR16740874 ##123992H349##

Service Request

Interface Security
170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3106325 SR16740874 Rev 0

ISS Helpdesk #: Use Chat Function

SR Type: Digital Witness Routine Alarm Maintenance (72 hours) Dispatch Type: (TT)

Reference Number: DG01972B2 End User Reference: ST1720494

Date: 07/16/2021 Window: 09:00 to 11:00 CDT Expected Duration: 128 PO#: PO0943270

Site Contact: MOD Phone: (918) 558-0662 Alt. Phone:

Company: DOLLAR GENERAL DG01972 Address: 914 DALLAS ST

City: Talihina State: OK Zip: 74571

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

SR DETAILS

Work order number: WO721218 **Case Number**: 0721-384549

What is the nature of the trouble/issue?: 010 STOCK ROOM

DESCRIPTION OF WORK

Digital Witness Routine Alarm Maintenance (72 hours): Call TAC for Details

SR CHECKLIST

1. Upon arrival, log on with Genesis (via myESP or calling +1.800.493.0016).
2. Refer to the attached install guide for specific installation instructions.
3. Contact the appropriate customer helpdesk by chat or phone.
4. Verify all installation areas are clean and that you properly dispose of all trash.
5. Submit deliverables via myESP.
6. If any deliverables or the signed SR are still outstanding, submit via myESP or ESP within 24 hours.

To be completed by the Field Engineer (FE): 40953

Call Result: [ ] Successful [ ] Incomplete

Incomplete Reason:

Materials Used:

Description	Qty

Required for all calls:

Time at Log-on: _____:_____ CDT

Time at Log-off: _____:_____ CDT

Customer Heldesk Rep. Name: _____

Customer Call Closure Code: _____

Onepath TAC Rep. Name: _____

Onepath TAC Closure Code: _____

Installed Equipment:

Make/Model	Serial Number

RMA Equipment:

Make/Model	Serial Number

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

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Description: Troubleshoot and repair issues with alarm system. Consists of, but not limited to, panel troubleshooting, replacing contacts, glass break sensors, etc. Test service with Interface prior to leaving site.
Required Tools: Standard Alarm
Required Materials: Standard Alarm
Required Skills: Alarm
RMA Handling: US Mainland: Box up all defective (Interface gear) or decommissioned equipment and leave onsite with the MOD for return. CPE must be in a single box and ready for shipment prior to your departure from site. Genesis TAC will create a call tag with FedEx to have the CPE picked up in 2 business days. Puerto Rico: Box up all defective (Interface gear) or decommissioned equipment in a single return box and take offsite (do NOT leave with the MOD). Alert TAC at logoff that you retrieved CPE so the appropriate FedEx label and customs documents can be created and emailed to you. Take the CPE to the nearest FedEx facility for return once you have received the return labels.
FE Overage Threshold: 1.5 hours
Last Guide Version: 03/03/2019 00:00

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*PART SHOULD ARRIVE 07/15 5PM

Special Instructions for tech:
Appt. Time Frame: BUSINESS
Monitoring Number (If applicable):
Contact Name & Number: MOD (918) 558-0662
Monthly Password : GRAND SLAM
Closing Out: Close out link and help desk: In order to contact our help desk, please navigate to http://www.interfacesystems.com/technicians/ and select (Digital Witness) help desk for any technician support or close out information
Tech must check out with Tech Support while on site.

Scope of Work:
010 STOCK ROOM OVERHEAD DOOR CONTACT Contact is reporting a faulted state which has been verified.? We have determined the zone is hardwired and will require technician to check wiring and replace device if found the be damaged.?

?

Technician Special Parts & Materials:
- digital multi-meter

-18/4 wire

?

Parts:? Determine what application the contact will be used for and select the parts from the list below.?

?

Surface Mount Door (standard)

Equipment:

March 11, 2021

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 Genesis Networks, 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,

Bryan Hann

Area Vice President – Deployed Services, Genesis Networks

1354 N. Loop 1604 E., Suite 103 | San Antonio, TX 78232 | 210.489.6600

Cybersecurity & Infrastructure Security Agency
Washington, DC 20528

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)

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

Field Engineer- Please Read

Covid-19 Procedures and PPE Requirements

As the US starts to re-open, many customers have asked that Field Engineers agree to certain safety requirements as a condition for scheduling 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 BEFORE GOING TO SITE**: Field Engineers should refrain from visiting locations 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**.

RMA FORM – Technician or Subcontractor

PLEASE INCLUDE IN EACH BOX SHIPPED BACK TO INTERFACE SECURITY SYSTEMS

Technician Name: _____ **Date:** _____

Subcontractor Name & Company: _____ **Return Order No.:** _____

Technician or Subcontractor Only						Warehouse Only	
Qty*	**Part No***	**Site ID/Customer Name***	**Job or Service Ticket No* (I/J/SJ/ST)**	**Reason for Return*: Not Used or Swap**	**Does Video need to be pulled?** Yes or No**	**Date Returned**	**Return Option**
Requested Dates or Range of Video Pull:							
Comments:							
Shipment Tracking No:							

Technician or Subcontractor Only	
Reason for Return	**Reason for Return Definition**
Not Used	Not Installed at Site
Swap	Replaced with a different part

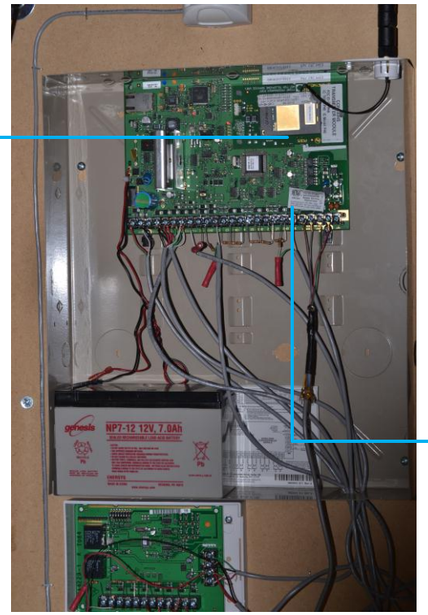
Warehouse Only	
Return Option	**Description**
Inventory	Put back into Inventory
Discard	Trashed
Cust Equip	Equip owned by Customer

* Indicates a field entry required by technician or subcontractor

Alarm – Audio – Video – Network System Connectivity

POTS

Most panels will have a 3G/4G communicator (pictured is a plug-in module board – some systems may have a wired stand alone module)



RJ-31X

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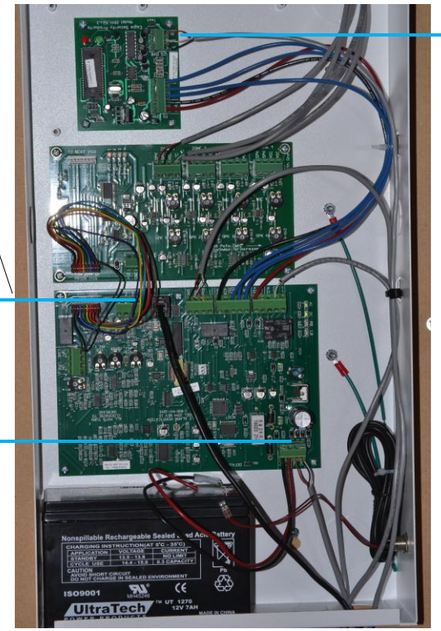
Usually a dedicated POTS line for Eagle Audio to dial monitoring station



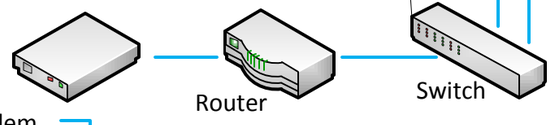
Connection to IP communicator (not all panels have IP connection – Most common would be Vista 21IP)

4 conductor, shielded wire

Standard Serial to USB adapter terminating wire from Eagle system and plugged into open USB port on DVR

USB to Serial Adapter

A PoE switch is usually provided only when there are IP cameras – there may or may not be a switch but direct connection to the router or Cradlepoint



Modem

Router

Switch

Broadband

Most of the time this is a DSL circuit and may include a NID splitter – there are applications where a Cradlepoint may be a backup or primary circuit

Eagle Audio System

1. **Basic Components** (if can is locked, key usually stored on top of can – if not present ask manager for keys)
    a. 2244 – Eagle Audio Board
    b. 1410 – Audio Zone Expander Board(s)
    c. 2044 – Serial Interface Module
2. **System Function**
    a. Provide direct dial capability from the site to the Central Station via the "Red Phone" connection
        i. Dedicated POTS line for Audio System
        ii. When "Red Phone" is off cradle, system triggers onboard relay which is wired to zone 8 of the site alarm panel initiating a "panic signal" to Central Station
    b. Actively communicate to site zones with 2-way voice through speakers and microphones
        i. Site is divided into audio zones with each have 1 microphone and speaker
        ii. Central Station is able to "listen in" or broadcast announcements through the zone speaker
        iii. Intervene during emergency situations and communicate information to on site personnel as needed
3. **2244 Eagle Audio Board**
    a. System controller
        i. Pre-programmed with Central Station phone number
        ii. No on-site programming required during installation or service events
    b. Connections
        i. Single POTS line connection via RJ-11 jack located top center of the board
        ii. Primary power provided via a 12VAC plug-in transformer and 2 wire connection
        iii. Secondary power provided via 7Ahr battery usually housed within the system can
            1. ISS Help Desk can provide information if battery is working correctly or needs to be replaced (no on site battery level indicators)
            2. Under load, testing with voltmeter, battery should read above 12.5VDC with AC power disconnected
        iv. "Red Phone"
            1. 4-wire connection
                a. 2 wires for "off hook" status relay
                b. 2 wires for POTS communication
        v. Alarm system trigger
            1. Terminated on NC/COM of 2244 to Alarm system zone 8 with a series resistor
            2. When phone is off cradle, 2244 relay opens triggering zone 8 as a panic alerting Central Station of request for action

vi. Serial Interface Board
    1. 5-wire connection from 2244 to 2044 boards
vii. 1410 Zone Expander
    1. Manufactured ribbon cable
        a. Pass through/pin to pin terminations
        b. Please verify cables are properly seated in terminals as a common issue is the cables working loose from the punch down clips

c. Basic Trouble Shooting (system does not dial out)

i. Power
1. **With voltmeter, ensure proper AC voltage from primary supply**
2. **With AC power removed, check for proper DC voltage from battery**
    a. **Should read 12.5vdc or more with AC power removed**

ii. POTS Line
1. **Connect POTS line to Analog Phone Test Set and check for dial tone**
2. **Attempt to dial your cell phone to ensure local outbound call capability**
3. **Attempt to dial toll free number to ensure no "800" line blocks are enabled**

iii. "Red Phone" (Tip/Ring are used for communication path to POTS, Trip and GND are relay connections)
1. **Check off cradle relay is functioning correctly**
    a. **With multi-meter, check relay wires at 2244, should read a short between the terminals**
    b. **Take "Red Phone" off hook and check terminals for an open circuit**
    c. **If relay does not function correctly, remove wires from 2244 to create an open and see if board dials out**
    d. **Check at the "Red Phone" to see if issue is with the cable run or with operation of the phone**

iv. Line Seizure Terminals
1. **It is not typical, but POTS line to Eagle system may be shared with other on site devices such as fax**
    a. **In these instances, POTS is not connected via a RJ-11 jack but to the "Line Seizure" terminals**
    b. **Ensure dial tone is present at "On Line" wires**
        i. **If not, ensure that Eagle system is the first device on the POTS line within the premise – check for dial tone at Demarc**

v. Factory Defaulting System
1. **System is pre-programmed with Central Station numbers and no programming is required on site.**

2. **Should the system need to be defaulted, default pins are located bottom right of board**
3. **Short connection between pins (in older models, there are no pins but 2 bare connection points, short the points with a wire or screwdriver blade**
4. **Unplug all power and with the pins shorted, return AC power to the board, hold for 10 seconds, remove power, remove short to pins.**
5. **Return both primary and secondary power and board should be defaulted to factory settings**

4. **1410 Zone Expansion Board** (4 zone audio expansion)
    a. A typical zone is comprised of 1 speaker and 1 microphone
        i. Generally 2 separate devices located approx. 5 – 8 feet apart
        ii. Each device requires a 2-wire connection to be ran with shielded cable (not polarity sensitive)
    b. Each zone has 4 termination points
        i. 2 speaker terminals
        ii. 2 microphone terminals
    c. Each zone has 2 sound level potentiometers
        i. 1 for audio over speakers (can be checked on site with Central Station broadcasting through speakers)
        ii. 1 for audio through microphones (must be checked with Central Station as this is where audio is heard)
    d. Basic Troubleshooting
        i. Ensure wiring harness cabling is correct
            1. Ensure that cables into harness are properly seated within harness punch down clips
            2. Ensure that harness is snuggly depressed onto board pins
        ii. Ensure cable to devices are correct
            1. Ensure cable is shielded. Non-shielded cable can introduce interference into the circuit causing either loss of signal or amplification of "outside noise" creating issue with speaker/microphone functionality
            2. Ensure cable integrity
                a. Test continuity through cable with both ends disconnected
        iii. Volume adjustments
            1. Coordinating with Central Station, adjust sound levels to customer or Central Station's satisfaction by turning the appropriate potentiometer in small increments (clockwise for increase, counter-clockwise for decrease)

5. 2204 Serial Interface Module
    a. Connections
        i. There are only 2 connections to this board

1. Data from 2244
    a. 5 connections
        i. +12vdc
        ii. Ground
        iii. Data In
        iv. Data Out
        v. Clock
    b. Data In from 2244 should be connected to Data Out from 2204
    c. Data Out from 2244 should be connected to Data In from 2204
    d. Clock to Clock
    e. Ground to Ground
    f. 12vdc to 12vdc
2. Serial Output Terminals
    a. 3 wire connection (should be a shielded cable)
    b. Terminals Out, In and Ground
        i. Out to terminal 2 on USB/Serial adapter
        ii. In to terminal 3 on USB/Serial adapter
        iii. Ground to terminal 5 on USB/Serial adapter
    c. USB/Serial adapter should be connected to an active USB port on the DVR

b. Basic Troubleshooting

i. Check proper wiring

1. USB/Serial terminal connections frequently are damaged do to moves or site issues

a. Ensure all 3 wires are securely terminated to the USB/Serial adapter

b. Ensure all 3 wires are securely terminated to the 2204 terminals

c. Ensure wires are wired correctly as per paragraph 2 above

2. Data connections between 2244 and 2204

a. Ensure that Data In and Date Out are reversed between boards

i. Data In to Data In or Data Out to Data Out will not function correctly

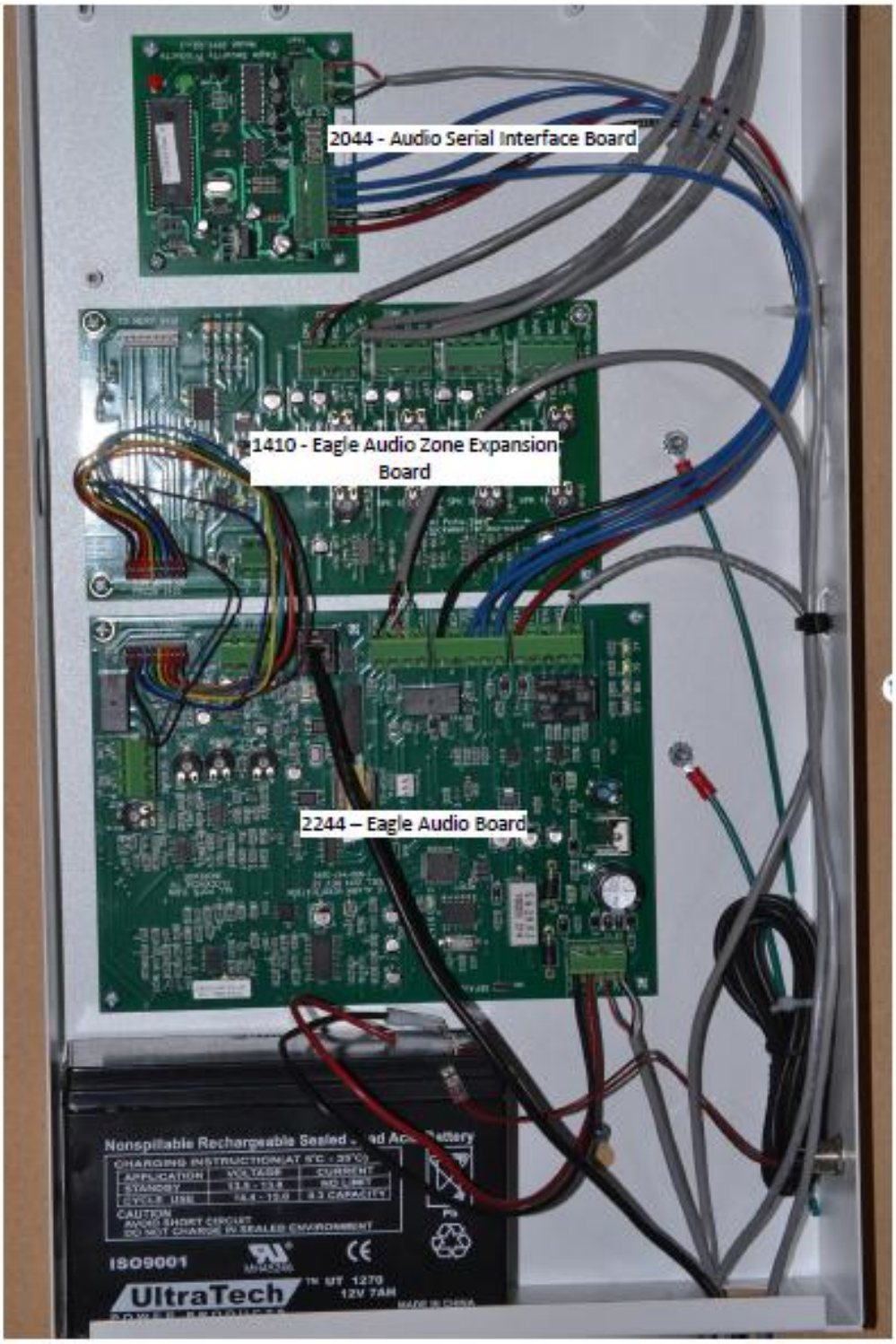
b. Ensure proper voltage at +12vdc and Ground

ii. Help Desk Support

1. Help Desk has diagnostic tool that can check system visibility all the way back to the 2244 board

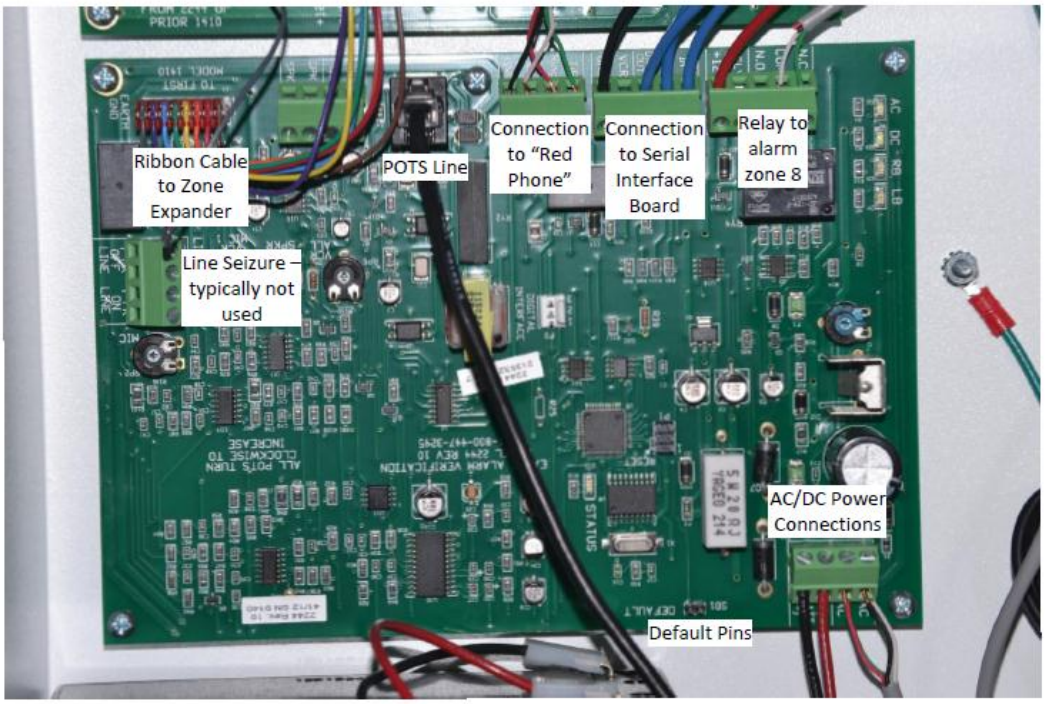
2. Most common issue is cabling and wires coming loose from terminals

Typical Eagle Audio System

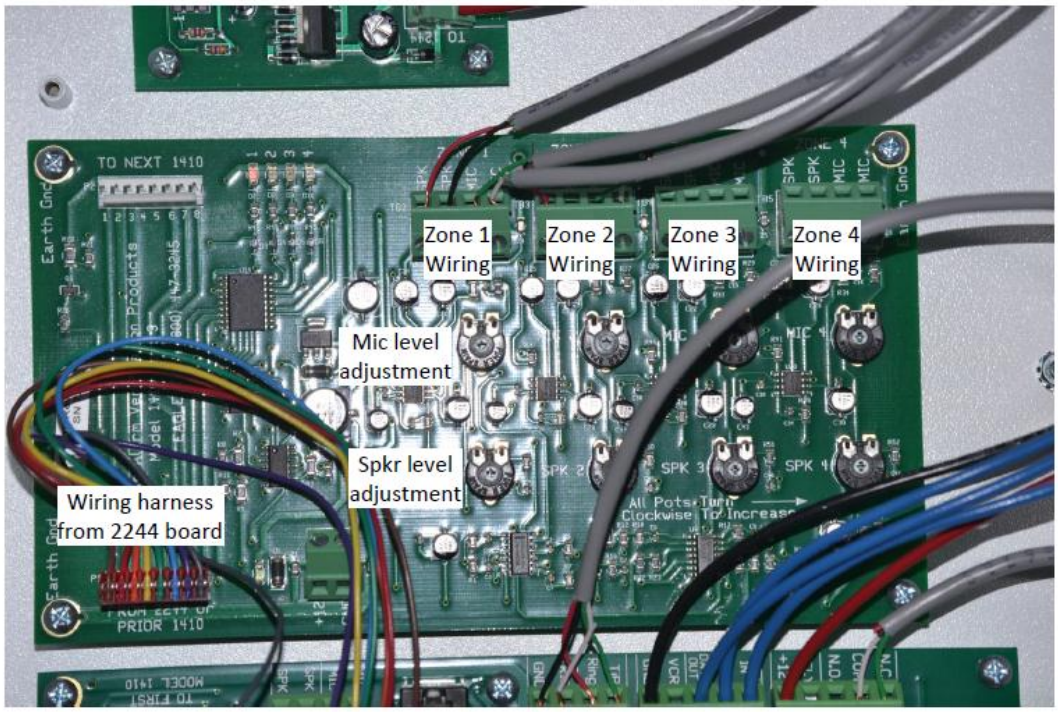


Eagle Audio System Devices

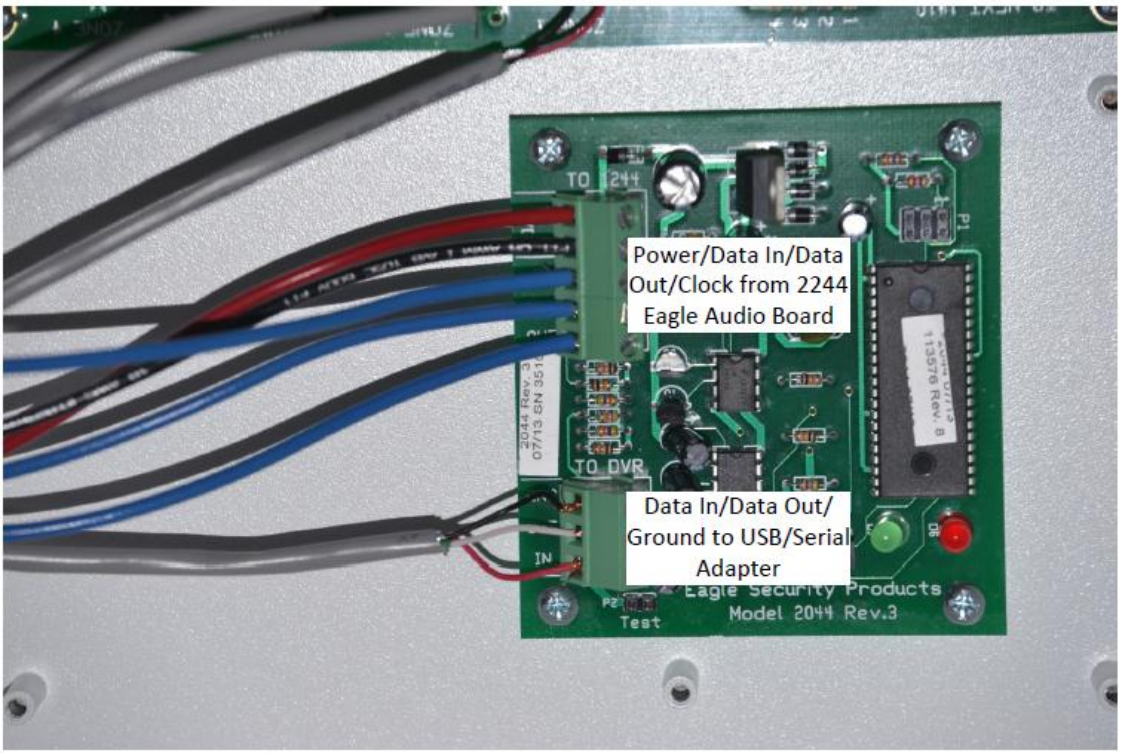
2244 – Eagle Audio Board

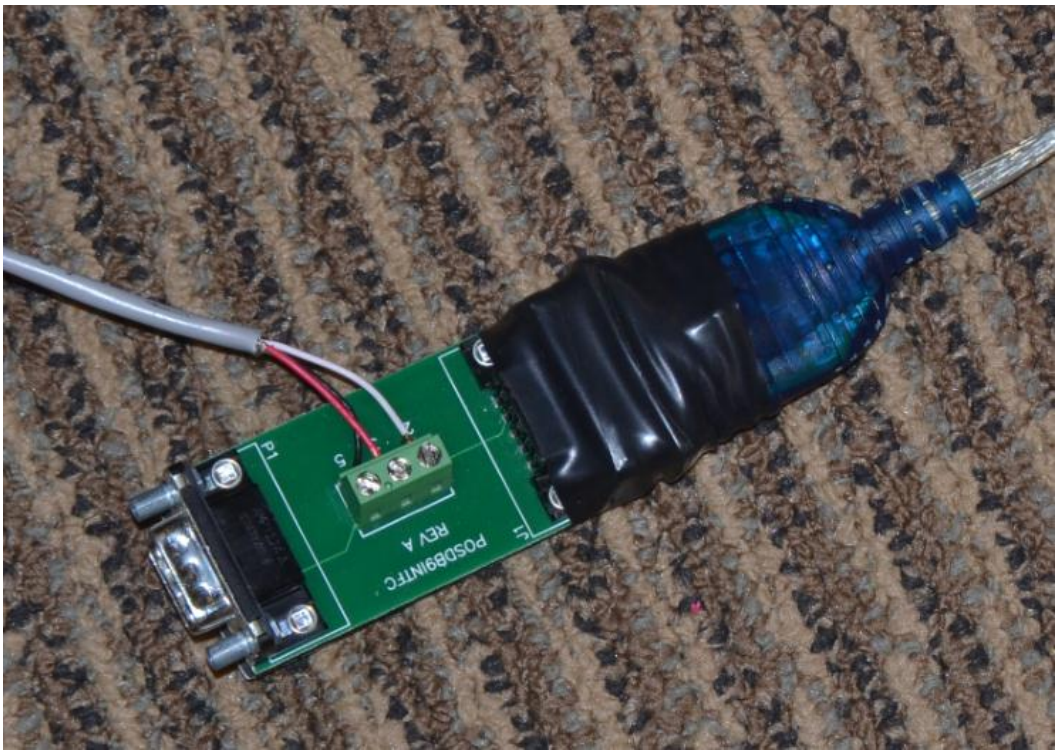


1410 – Zone Expander



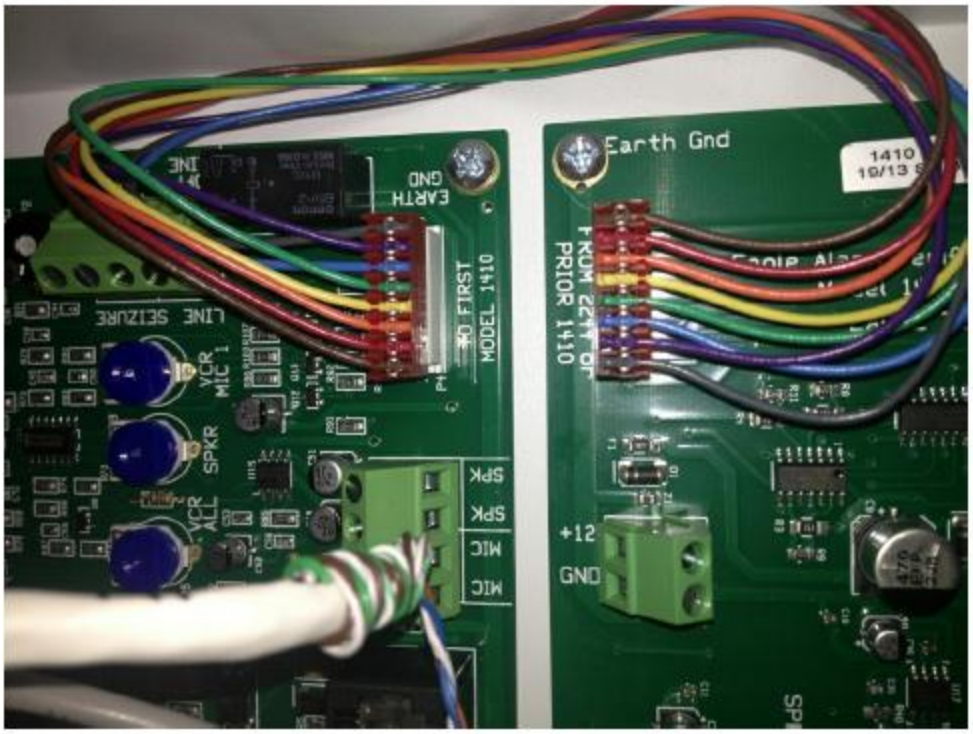
2204 – Serial Interface Module





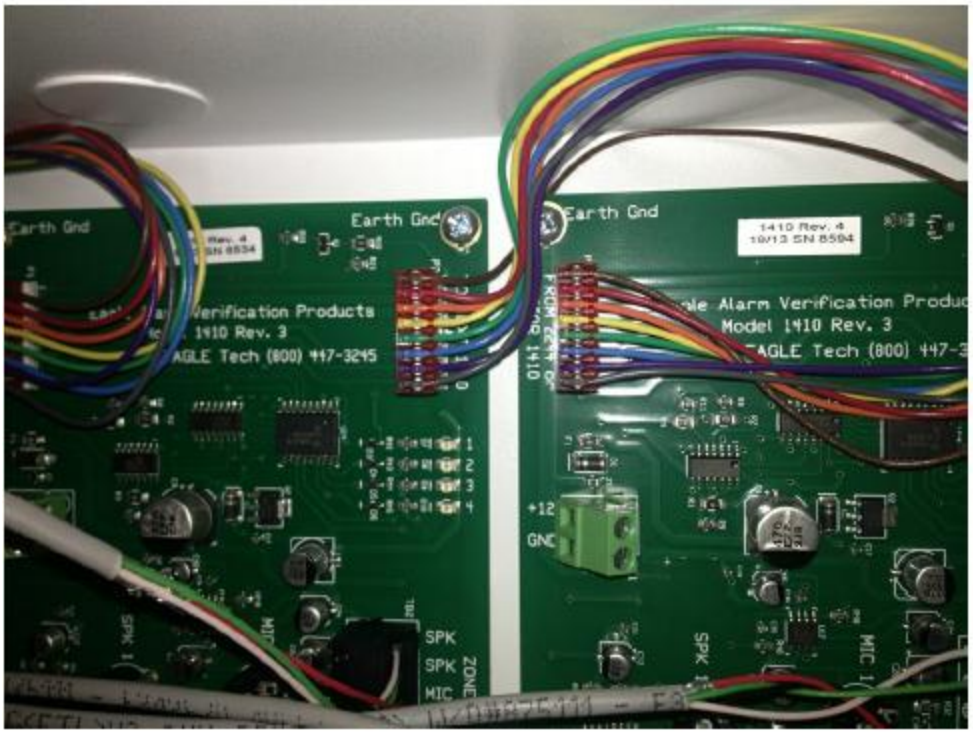
Eagle 2244 to 1410 wiring harness

All harness connections must be straight through pin P1 to pin P1, etc.

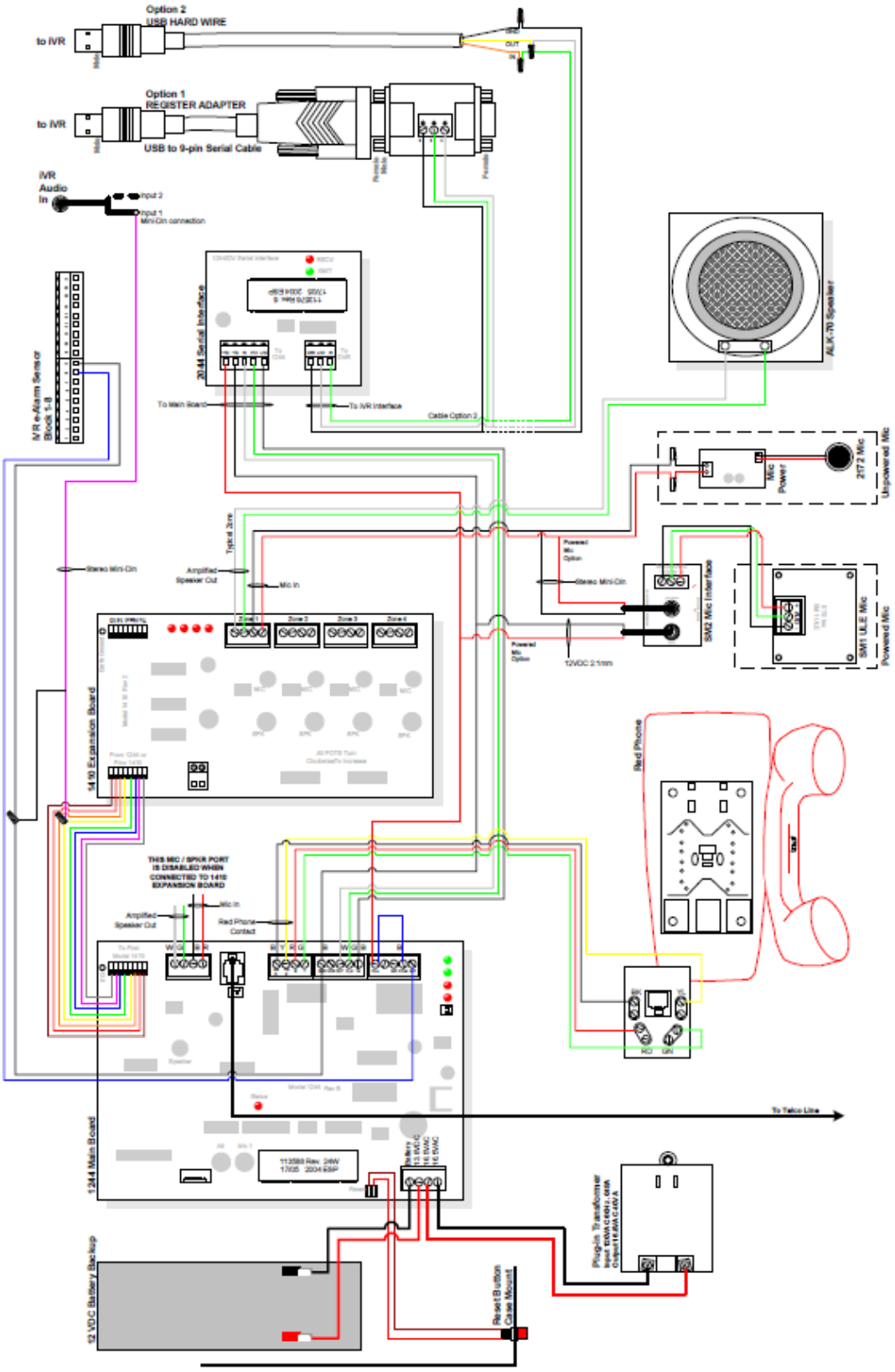


Eagle 1410 to 1410 wiring harness

All harness connections must be straight through pin P1 to pin P1, etc.



EAGLE ANALOG AUDIO FOR iVR : WIRING SCHEMATIC



Interface: Digital Witness Maintenance Dispatch (Version 1.5)

Overview: This is a general service maintenance dispatch where you may be required to troubleshoot and resolve issues with networking, alarm or CCTV services related to Interface's Digital Witness system. Please refer to your SR and tech notes for a detailed description of the issue(s) onsite.

Contact List	Number
TAC (logon, logoff, support)	1-800-493-0016 opt 1, 2 or 3
Interface (logon, support, logoff)	Use Yonyx Web Based Portal https://ifieldguides.interfacesys.com/
End-User Logoff	Interface may ask you to contact the End User Helpdesk (Panda Express, CMF or Sunoco). Please ask the Interface rep for the number to call.

Requirements	
Required Tools	Standard Telco/Alarm/CCTV + myESP
Required Materials	Standard Telco/Alarm/CCTV
Required Skills	Telecom & Networking, Alarm/CCTV

RMA Procedures	
US Mainland	Box up all defective (Interface gear) or decommissioned equipment and leave onsite with the MOD for return. CPE must be in a single box and ready for shipment prior to your departure from site. Genesis TAC will create a call tag with FedEx to have the CPE picked up in 2 business days.
Puerto Rico & Canada	Box up all defective (Interface gear) or decommissioned equipment in a single return box and take offsite (do NOT leave with the MOD). Alert TAC at logoff that you retrieved CPE so the appropriate FedEx label and customs documents can be created and emailed to you. Take the CPE to the nearest FedEx facility for return once you have received the return labels.

Please Read

1) Contact Interface to place the alarm on test mode.
2) Communicate with Interface using the Yonyx portal found here https://ifieldguides.interfacesys.com/

Project Checklist

Check in with Genesis

- ☐ 1. Login with ISS using the Yonyx portal first, and then call Genesis TAC upon arrival to login.
- ☐ 2. Confirm any outstanding issues with the End User PRIOR to beginning work.
- ☐ 3. If you have any issues gaining access to the site, demarc, or installation area, contact Interface using the Yonyx portal for assistance.

Call Interface to Place Alarm on Test

- ☐ 4. Using the Yonyx portal, ask Interface to place the alarm system on test.
  a) **Note**: If this is a Zale's location, please contact the Zales Monitoring Center (ZMC) at 972.580.5400 to check-in and place the system on test. Note: All signals should be tested with the Zale's Monitoring Center and all troubleshooting should be conducted with Interface.

Locate Shipment and identify the installation location

- ☐ 5. Verify if any replacement equipment was shipped by Genesis or Interface.
- ☐ 6. Ask the site contact to show you where the existing equipment is installed.

Troubleshoot and Repair Issues

- ☐ 7. Begin troubleshooting by verifying there are no physical issues (equipment powered off, disconnected, damaged, no sync, no dial-tone, etc). If any physical issues are found, resolve and contact Interface via the Yonyx portal to test.
- ☐ 8. Repair any obvious issues and contact Interface for testing.
- ☐ 9. If the issue is not obvious, skip to the applicable troubleshooting section for the reported issue on your SR:
  a) **Alarm panel AC power loss**
  b) **DVR issues**
  c) **Alarm issues**
  d) **Camera issues**
  e) **Alarm phone line issue**
  f) **Audio communication issue**
  g) **Audio/visual issue**
  h) **Zales Locations**
    i) *Pendant Add*
    ii) *Zone Failure*
    iii) *Remote Reconnect*

AC Power Loss

- ☐ 10. Check transformer plug and ensure outlet is plugged in and receiving power
- ☐ 11. Check transformer power output at the panel and ensure voltage reads 16.5v being received on the panel.
- ☐ 12. Check battery backup wiring leads and ensure 12v is being sent to the battery for charge.
- ☐ 13. Note: Battery will self-charge after power has been restored but will take several hours.
- ☐ 14. If power outlet and or the power getting to the panel is not meeting specs, attempt to relocate the transformer to another known working outlet.
- ☐ 15. If you are unable to locate the issue, contact Interface via the Yonyx portal for further troubleshooting.

DVR Issues

- ☐ 16. Check to ensure server is responding to commands and input and all cameras are being displayed
  - a) If server is not turning on or not booting correctly and a new server was sent, please go ahead and replace the unit.
- ☐ 17. Check the local IP of the server by typing Ctrl+W and entering monthly password. On IVR manager, click “Windows Explorer” to get start menu. From Start > Control Panel > Network Connections > right click “Properties” > TCP/IP Properties. Please note IP address on server and write this down for future use during troubleshooting.
- ☐ 18. Check Cat-5 cable for connection and ensure both modem/router dvr is connected to is getting power.
- ☐ 19. Determine if any new network equipment or service provider changes have been made by the site recently.
- ☐ 20. If you are unable to locate the issue, contact Interface via the Yonyx portal for further troubleshooting.

Alarm Issues

- ☐ 21. Locate zone as defined on work order and ensure wiring is secure and device is not damaged.
  - a) If part is damaged and replacement was sent, go ahead and replace.
- ☐ 22. Clear keypad faults by entering user code + 1 (disarm). Ensure zone number is no longer in constant fault
  - b) Wireless transmitter replacements will require contact to Interface Help Desk for programming.
  - c) Interior motions should not detect activations outside the location. Adjust as needed.
  - d) Holdup signals must be sent at the device and not sensor tampers.
  - e) If you are unable to locate the issue, contact Interface via the Yonyx portal for further troubleshooting.

Camera Issues

- ☐ 23. Check BNC connection for camera on the back of the DVR and ensure cable is secure
- ☐ 24. Check camera power input and ensure camera is receiving recommended camera voltage.
  - a) If camera voltage is not getting to the camera, check Power Distribution Unit for blown fuses
- ☐ 25. Replace camera as needed, ensure new camera voltage matches the output of the old camera before applying power.
- ☐ 26. If you are unable to locate the issue, contact Interface via the Yonyx portal for further troubleshooting.

Alarm Phone Line Issues

- ☐ 27. Ensure alarm panel is getting power and seeing faulted signals
  - a) If panel does not have power, check transformer and wiring for power terminals in.
- ☐ 28. Check telco phone line for active dial tone associated with the alarm panel
  - a) If dial tone is present, ensure a long distance call can be made.
- ☐ 29. Test 24 hour zone (hubs, pendants, panics) for zone reporting while buttset is on line to ensure panel is dialing correctly.
  - a) If panel is not dialing, power cycle the alarm panel by unplugging the battery backup terminals and removing power from the transformer.
    - i) If panel is still not reporting at this stage, panel replacement may be needed. Confirm with the helpdesk prior to replacing panel.

☐ 30. If you are unable to locate the issue, contact Interface via the Yonyx portal for further troubleshooting.

Audio Communication Issue

☐ 31. Verify USB to serial adapter is connected to the back of the DVR and ensure connection is secure.
  a) If replacement was sent, please go ahead and replace.

☐ 32. Ensure lights on 2244 main eagle board located in a white can near the DVR are responding. These should be 2 green AC & DC lights and a red center status light.

☐ 33. Check wiring on 3 pin connector on serial card is connected and pins 2 and 3 are responding with 3.5v

☐ 34. Verify audio phone line has active dial tone both at the RJ-11 jack on the 2244 board and at telco 66 block.

☐ 35. Ensure phone line for the audio can dial long distance phone numbers and does not require a number prefix to get to an outside line.

☐ 36. If you are unable to locate the issue, contact Interface via the Yonyx portal for further troubleshooting.

Audio/Visual Issue

☐ 37. Check to ensure server is responding to commands and input and all cameras are being displayed.
  a) If server is not turning on or not booting correctly and a new server was sent, please go ahead and replace the unit.

☐ 38. Check the local IP of the server by typing Ctrl+W and entering monthly password. On IVR manager, click “Windows Explorer” to get start menu. From Start > Control Panel > Network Connections > right click “Properties” > TCP/IP Properties. Please note IP address on server and write this down for future use during troubleshooting.

☐ 39. Check Cat-5 cable for connection and ensure both modem/router dvr is connected to is getting power.

☐ 40. Determine if any new network equipment or service provider changes have been made by the site recently.

☐ 41. If you are unable to locate the issue, contact Interface via the Yonyx portal for further troubleshooting.

Zales Locations (Refer to Appendix A-D for wiring diagrams)

Issue: Pendant Add

☐ 42. Locate wireless receiver marked as an DX-702 module. This is located in the ceiling above the register up to the front of the store.

☐ 43. Select the channel required for device (HH-1, RR-2) and program device.
  a) To Program:
    i) Press and release program button for desired channel.
    ii) Program indicator will light for 3 seconds if there is room in that channels memory for another transmitter.
    iii) Within 3 seconds, send signal from transmitter, program indicator will flicker as signal is received.
    iv) Repeat the above three steps for each additional transmitter

☐ 44. Test device signals and listen for relay click in receiver to confirm signal.

☐ 45. If you are unable to locate the issue, contact Interface via the Yonyx portal for further troubleshooting.

Issue: Zone failure

☐ 46. Check sensor wiring on back of DVR is tight and ground wiring is secure

☐ 47. Check device at end point (contact / hub / motion) and ensure device is not damaged and getting 12v power at wiring connections.

☐ 48. Refer to wiring diagram for device and ensure all wiring is correct and landing in correct terminals.

☐ 49. If replacement device was sent, please go ahead and replace device.

☐ 50. If you are unable to locate the issue, contact Interface via the Yonyx portal for further troubleshooting.

Issue: Remote reconnect

☐ 51. Check DVR for power and responding software.

☐ 52. DVR internet connection is commonly either DSL or aircard. Ensure cat-5 connection on DVR and modem are secure and modem is turned on. If location is using air card, connection will be a usb or serial connection

☐ 53. Ensure location has active internet connection and is not being affected by internet outage in area.

☐ 54. If you are unable to locate the issue, contact Interface via the Yonyx portal for further troubleshooting.

Contact Interface and Customer Helpdesk for Testing/Close Out

☐ 55. If Interface decides to replace the existing equipment, make sure the proper connections are made to the end equipment.

☐ 56. Verify services with the End User and End User helpdesk (if applicable - Zales, Panda and Sunoco locations). Ask the Interface rep you worked with in the Yonyx portal for the number for the customer helpdesk.

☐ 57. Contact Interface using the Yonyx portal to verify all test signals sent were received.

☐ 58. Verify the Interface rep has taken the alarm off of test mode.

RMA Equipment

☐ 59. **Defective equipment should be boxed up for return to Interface. Fill out the attached RMA form and place it inside the box with the equipment being returned. See page 2 of your SR for RMA handling instructions.**

Clean Up Site

☐ 60. Coil any excessive length of the cabling and wrap with a tie-wrap and place near the rear of the rack. Verify all cameras are labeled, notify program in top right corner is pinging, audio is able to dial with voice down is tested, DVR case and internals must be checked and cleaned for dust, and all cameras are cleaned and visible before leaving site.

☐ 61. Clean up wire, plastic, paper or any trash left from install. Dispose of all debris into end-user trash.

Review Installation with End User

☐ 62. Review the Project Checklist with the local contact and briefly explain the work you performed.

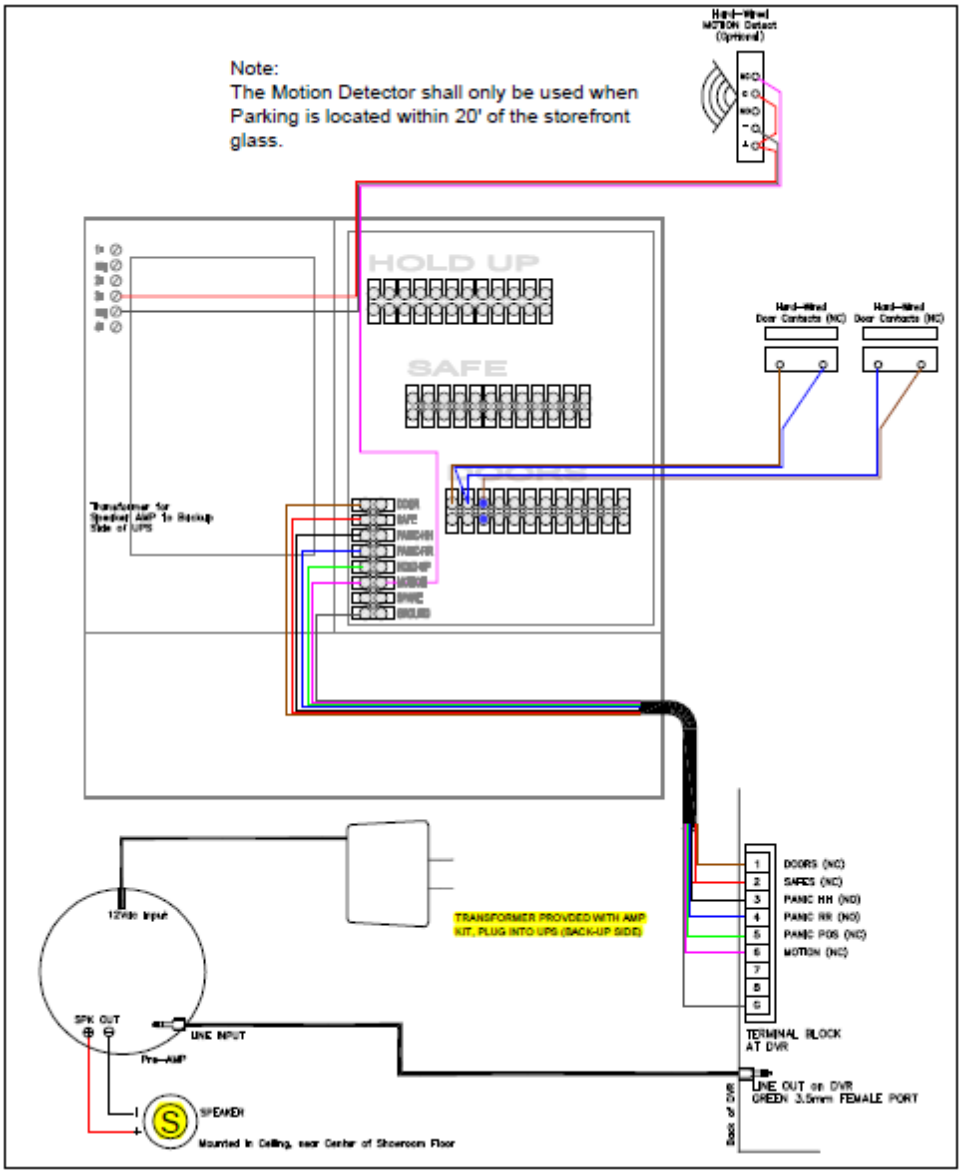
☐ 63. Contact Genesis TAC to log off site.

☐ 64. Please remember to complete all real-time task deliverables using the myESP app.

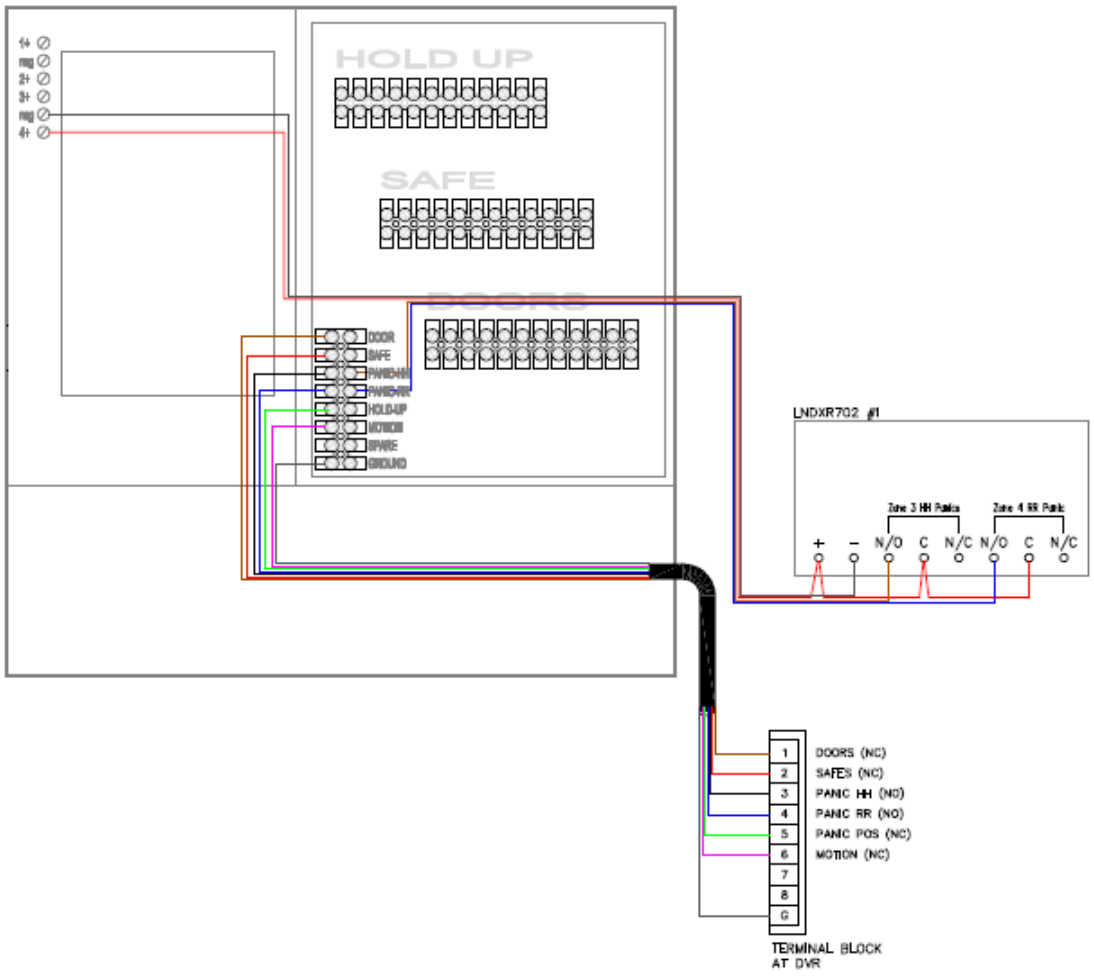
☐ 65. Politely leave with this installation guide (do not leave it onsite).

Take notes!

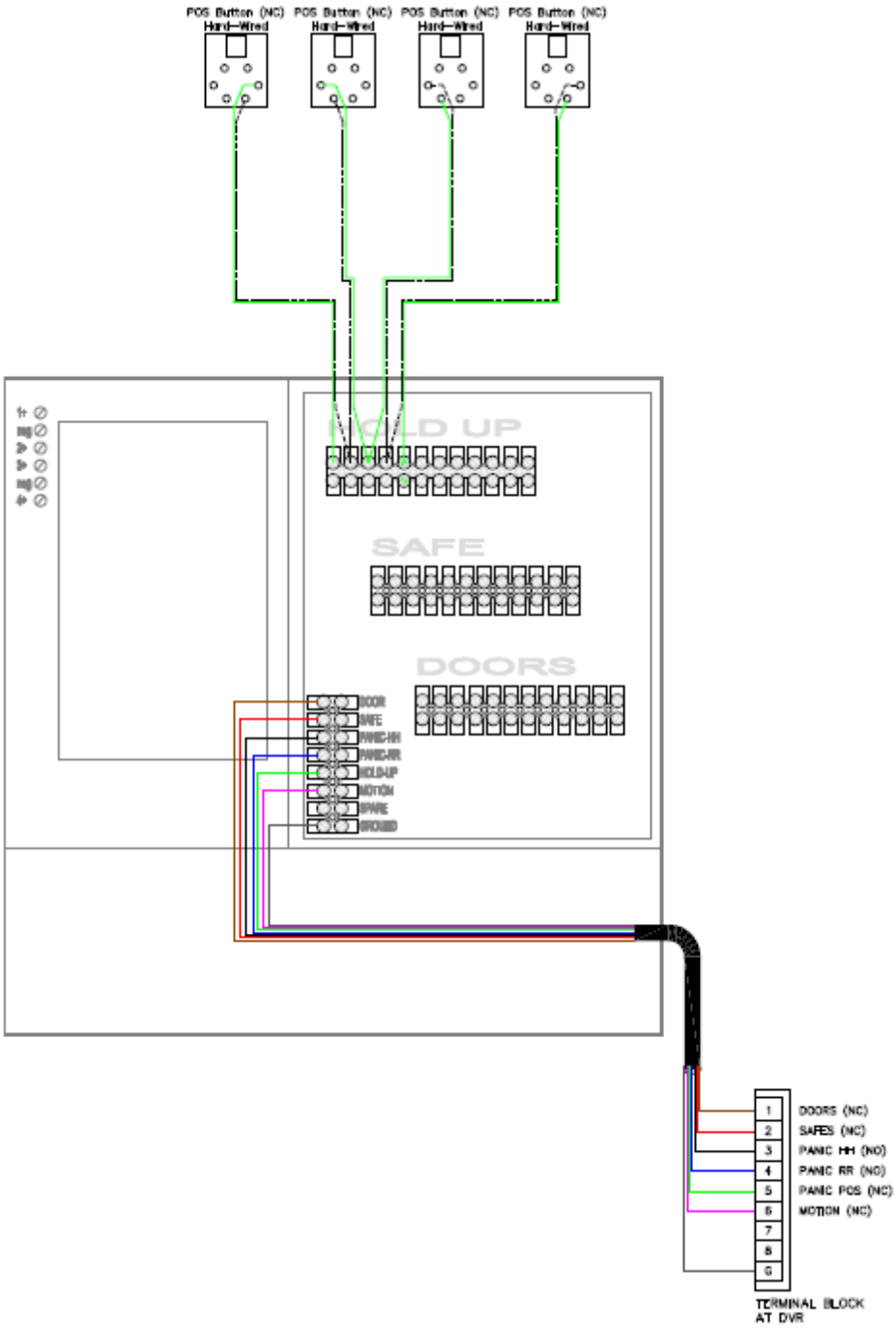
Appendix A: Terminal Block 22-6 WREN : Doors / Safe / Motions



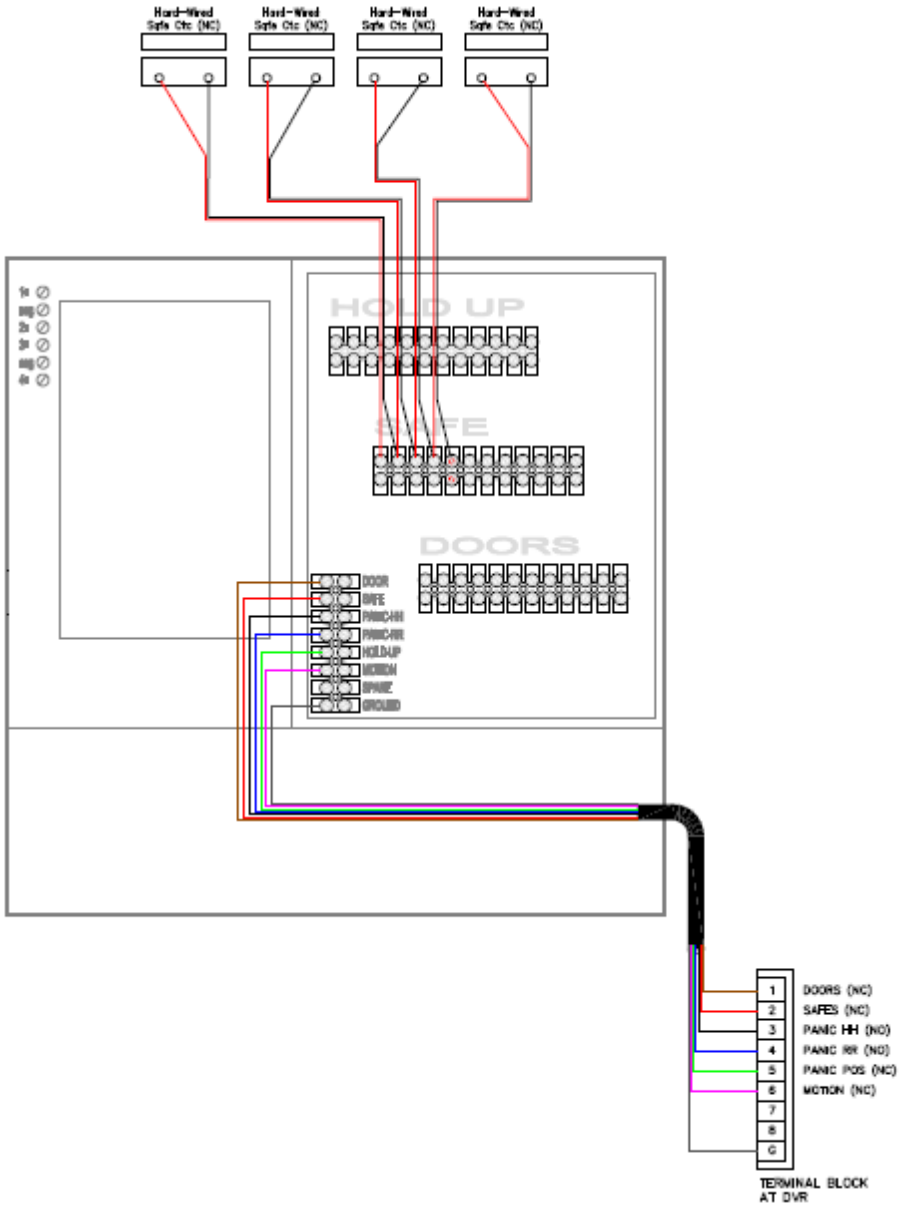
Appendix B: Terminal Block 22-6 WREN: HH / RR pendants and DX-702 Receiver



Appendix C: Terminal Block 22-6 WREN: POS hold ups



Appendix D: Terminal Block 22-6 WREN: Safe Contacts



Closure Details

Representative	Group	Closure Code / Hold Time
Ex: Bob Smith	**NOC**	**BS1215 / 10 min**

Milestone	Time
Ex: Time Onsite	**10:00**
Ex: Time Offsite	**12:15**
Time Onsite	
Time Offsite	

Time Breakdown	Reason
Example: 10:00-11:00	**Arrival onsite, extending demarc from back of store to front counter**

Equipment Installed (Make/Model)	Serial Number
Example: Cisco 1941	**FTX1254789**

Equipment Retrieved	Serial Number	Tracking Number
Example: Cisco 1941	**FTX1254789**	**1275864520100**

Materials Used	QTY	FE/Genesis/Customer Provided?
Example: Cat5e UTP	**127 ft**	**FE / Genesis / Customer**
Cat5e UTP		FE / Genesis / Customer
RJ-45 jacks		FE / Genesis / Customer
RJ-11 jacks		FE / Genesis / Customer
Other:		FE / Genesis / Customer
Other:		FE / Genesis / Customer
Other:		FE / Genesis / Customer
Other:		FE / Genesis / Customer
Other:		FE / Genesis / Customer