

SR16370798

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Interface Security
170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3067396

SR16370798

Rev 0

Service Request

ISS Helpdesk #: See guide

SR Type: Journeys/Underground - PlayNetwork Conversion

Dispatch Type: (TM)

Reference Number: GEN01050JY

End User Reference: I0455047

Date: 10/27/2020 Window: 11:00 to 11:00 EDT Expected Duration: 404 PO#: PO0904383

Site Contact: CARLA TOTTEN Phone: (570) 344-7221 Alt. Phone:
Company: JOURNEYS 081050, Address: 100 VIEWMONT MALL
City: SCRANTON State: PA Zip: 18508

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

SR DETAILS

DESCRIPTION OF WORK

Journeys/Underground - PlayNetwork Conversion: Call TAC for Details

SR CHECKLIST

- 1. Upon arrival, log on with Onepath (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): 35712

Form with sections: Call Result, Incomplete Reason, Installed Equipment, Materials Used, Required for all calls, RMA Equipment, and signature fields.

SR16370798

##1E3AEAE3A##

Description: Complete single day installation of new LAN drops from the existing DVD player to the Interface cabinet. Install new media player(s) and complete device connections as described in the guide. Confirm video and audio services are functional.

Required Tools: Standard Telco

Required Materials: Standard Telco

Required Skills: Telecom & Networking

RMA Handling: If the site visit is successful (meaning no other work is required), please take the remaining ISS provided materials offsite. No other materials or devices should be removed from site (including defective media players, surge protectors, etc). Box up the old DVD player and leave with the MOD for return.

FE Overage Threshold: 2 hours

Notes: : Complete installation of two (2) new LAN drops from the existing DVD player to the Interface cabinet. Install the new audio and video media players and complete device connections as described in the guide. Confirm video and audio services are functional.,

Equipment:

March 25, 2020

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 Onepath Systems, LLC, 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,

D. Christopher Lewis

D. Christopher Lewis

President and Corporate Safety Officer, Onepath



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>.

Certificate of Completion and Acceptance

Your system was installed by trained technicians to meet the high standards of our quality assurance program.

Customer Name: _____ Account #: _____

Installation Address: _____

City: _____ State: _____ Zip: _____

Confirmation #: _____ Branch #: _____

Type of System: Secure Broadband Access Control Managed Access Structured Cabling
 Digital Voice Fire/Life Safety Camera Surveillance Supervisory System
 Intrusion Interactive Video Other: _____

Monitoring: Not Monitored Monitored by UL Listed Central Station Remote Video Monitoring
If Monitored, type of transmission link: Phone Lines Radio/Cellular/Broadband Backup
UL Listing (if required): _____ Type of Listing: _____ Certificate #: _____

I have received and understand the following:

System Training & Operation Emergency Contact List Referral Program Details
 System User's Guides Backup Options Alarm Permit Information
 Monitoring Procedures Keys to Panel Other: _____

Was installation completed in accordance with the Agreement? Yes No
Were decals and/or signs installed to your satisfaction? Yes No
Was the installation completed to your satisfaction? Yes No
Are camera image views to your satisfaction? N/A Yes No
Was technician wearing protective shoe coverings when entering your location? (Residential Only). ... Yes No
Was the work area left clean and in order? Yes No
Were you properly instructed on the operation of the system? Yes No
Were our installers knowledgeable and helpful? Yes No
Did we meet your expectations? Yes No
Would you refer us to a friend or associate? Yes No
Are phones working properly? Yes No

Comments: _____

The customer named below hereby certifies that all equipment referred to in the Agreement, Schedule of Protection or Addendum has been delivered, is fully installed and it is in good operating order. Customer unconditionally accepts the equipment and authorizes commencement of billing in accordance with the Agreement.

Customer or Company Representative Signature

Date

Customer or Company Representative Name Printed

Title



and other Interface Companies





Genesco Play Networks Site Survey and Installation

OVERVIEW: The Journeys location (*Journeys*, *Underground By Journeys* or *Journeys Kidz*) will have new network attached audio / video media players installed in place of the existing DVD player.

This work is divided in four parts:

- **Site readiness** to determine the location readiness for the installation. You will be:
 - Determining if the DVD player in the store currently using a HDMI connection.
 - **If it is not currently connected with a HDMI cable, you will complete the entire installation without connecting the monitors.**
 - Verifying the shelf that the existing DVD player and associated equipment are on is **clear of any debris** and other items such as personal items (Cell phone chargers...). Only store equipment is to be on this shelf. ***It is the Store Managers responsibility to clear this shelf.***
- **Network connectivity.** You will be:
 - Determining if new network drops are required between the Interface network cabinet and the current DVD player location.
 - If there are enough existing network drops between these locations, verifying they are intact and connected correctly.
 - If there are not enough existing network connections, installing new network drop(s) between these locations.
 - **Labeling both ends of each network drop.**
- **Site Survey**
 - Perform a survey of existing customer equipment and cabling.
- **Installation of the new equipment.** You will be installing:
 - All locations:
 - Surge suppressor (Shipped from *Journeys*)
 - *Journeys* and *Underground By Journeys*:
 - CURIOPlayer Z8 Music Player
 - ComQi RP507 Media Player
 - Power supplies and interconnection cables
 - *Journeys Kidz*:
 - ComQi RP624 Media Player
 - Power supplies and interconnection cables



Genesco Play Networks Site Survey and Installation

REQUIRED TOOLS AND MATERIALS:

- Laptop with wired ethernet jack
- Network pair tester / continuity tester
- Cell phone with camera
- Label maker and supplies
- Fish tape, push sticks...
- Standard hand tools, including (drywall) keyhole saw and network termination equipment
- Fasteners and "P" clips to secure wire runs to walls where necessary

Note on ladders: There should be a 10' ladder in each location. If there is no ladder on site, please utilize you own. If a taller ladder is still required, please contact TAC for assistance.

SUPPLIED MATERIALS:

- From ISS:
 - Two 7' gray CAT5e patch cables
 - Two 7' black CAT5e patch cables
 - Low voltage rough-in ring
 - Flush mount duplex keystone network plate
 - Surface mount duplex biscuit jack
 - Two gray CAT5e keystone inserts
 - Two black CAT5e keystone inserts
 - Cable:
 - For *Journeys* or *Underground By Journeys*, 2x 250' CAT5e riser cable
 - For *Journeys Kidz*, 1x 250' CAT5e riser cable
 - Surge suppressor / outlet strip
- From *Journeys*
 - Audio/Video equipment:
 - If this is a *Journeys* or *Underground By Journeys* location:
 - CURIOPlayer Z8 Music Player, cables, and power supplies
 - ComQi RP507 Media Player, cables, and power supplies
 - If this is a *Journeys Kidz* location:
 - ComQi RP624 Media Player, cables, and power supplies

REVISION CONTROL:

- Previous version 4.5.1 (9/21/2020)
- Current version 4.6.0 (10/2/2020)
 - Added Appendix K: CURIO PLAYER Z8 IMPROPER SHUTDOWN RECOVERY
 - Added note in CURIO PLAYER Z8 section about proper shutdown procedure and call to Appendix K if an improper shutdown occurs.

TELEPHONE NUMBERS:

Genesis TAC: 1-800-493-0016. This number is to be used for all survey and installation issues.



Genesco Play Networks Site Survey and Installation

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(If this is a Kidz location that is not HDMI compatible, the DVR MUST be left in place) 11

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Genesco Play Networks Site Survey and Installation

PART 1 / MILESTONE 1: SITE PREP AND READINESS

1. Arrive on site and check in:

- a. **Before** entering the site, check in with your **myESP** app.
- b. Verify you are at the right location, as there may be multiple Genesco brands (*Journeys, Journeys Kidz, Underground By Journeys, Johnston & Murphy ...*) in the same mall.
- c. Enter the premise and introduce yourself as a representative of Interface Systems and explain that you are there to survey their video equipment and install Audio / Video (A/V) equipment.
- d. Ask for the Manager. Present your photo ID to the Manager and re-identify yourself as a representative of Interface Systems.
- e. Quickly review with the Manager what work you will be performing, what areas you will be working in, and where you will require access to.
- f. Ask the Manager to show you the location of the DVD player.
- g. Ask the Manager for the best location to use as a small staging area to place tools and equipment while working in the store.

2. VERIFY SITE READINESS:



- a. Ask the Manager to see the on-site ladder.
 - i. Determine if the on-site or your ladder are tall enough to complete the work.
 1. If not, take photos of the area showing the wire run height. Contact TAC for assistance.



- b. Determine if there are any challenges in running new network cabling from the Interface equipment cabinet to the DVD player location. The drop at the DVD player will need to be dropped down the inside of the wall and a flush mount jack will be required. If there are any challenges like:
 - i. Solid wall behind the DVD player (Concrete, cinder block, etc.)
 - ii. If it is a fire-rated wall.
 - iii. If you are unable to locate a wire path from the cabinet to the DVD player location.
 - iv. Determine what type of wall (drywall or concrete/cinder block) is behind the DVD/media shelf.



- c. DVD/Media shelf readiness:
 - i. Verify the DVD shelf only has the locations store systems (A/V equipment and any other store equipment) on it and is free of any personal items such as cell phone chargers, drinks, coffee makers, refrigerators, etc.
 - ii. If there are any non-store system items on the shelf, ask the Manager to remove these and clean the shelf up.



- iii. **If you have any issues getting this cleared, take a photograph of the shelf, contact TAC immediately to have this escalated to the ISS Project Manager.**



- iv. **Take a picture of the DVD/media shelf**, showing it is free of any personal items.



- v. Without disturbing the DVD player, take a photo of the video port / cable on the DVD player showing in plain view if it is HDMI or not.

- vi. Upload these to **myESP**



If there any of these issues, then immediately escalate to Genesis TAC and continue with this guide.



Genesco Play Networks Site Survey and Installation

3. Inventory the equipment:
 - a. Ask the Manager for all the equipment shipped to the site. **If the Manager asks you to travel offsite to retrieve equipment, contact TAC immediately.**
 - b. You will have:
 - i. Zebra box (All locations)
 - ii. Red and White tape poly mailer(s) (*Journeys* and *Underground By Journeys*)
 - iii. ComQi Devices - Cardboard Box with Red and White tape (*Journeys Kidz* only)



- c. Open the boxes and lay all the equipment out.
 - i. **If any equipment is missing or damaged, contact TAC immediately.**
 - ii.  **Take photographs of all the equipment and components.** Take all equipment in one photograph.
 1. ISS Supplied equipment, including the surge suppressor
 2. Audio/video equipment. See Appendix J for examples.
 - iii. **Re-box the equipment,** and place in a safe location.
4. **Complete Part 1 / Milestone 1:**
 - a. Upload all photographs taken in Part 1 / Milestone 1 with your **myESP** app.
 - i. All equipment shipped to site.



Genesco Play Networks Site Survey and Installation

PART 2 / MILESTONE 2: Network Connectivity

5. Minimum required connections:
 - a. *Journeys* and *Underground By Journeys* will require a minimum of **two** network connections from the DVD player location to the Interface cabinet location.
 - b. *Journeys Kidz* will require a minimum of **one** network connection from the DVD player location to the Interface cabinet location.
6. Determine if there are enough working network connections:
 - a. Quickly visually inspect the area behind the DVD player to determine if there are the minimum quantity of network connections readily available running to the Interface cabinet.
 - i.  ***If the DVD player end of the existing wire run is surface mounted or exposed (Not in the wall) or if it is terminated on a surface mount biscuit jack, call TAC immediately for instructions.***
 - ii. **If there are** enough network connections available, **verify each cable with a network cable pair tester.**
 1. Verify that all four pairs are connected correctly, and the polarity is correct.
 - a. If there are any cabling issues, re-terminate as necessary and re-test.
 2. **With your label maker, LABEL THE JACKS at both ends of the existing cables.**
 - a. For *Journeys* and *Underground By Journeys*:
 - i. Label one jack as “**Audio**”
 - ii. Label the other as “**Video**”
 - b. For *Journeys Kidz*, label the jack as “**A/V**”
 3.  **Take clear photographs of each labeled jack at BOTH ENDS.**
 4. **Skip to step 8 below.**
 - iii. **If there are not** enough network connections readily available or the existing connection(s) are unrepairable, you will need to install new network drops. **Proceed with step 7 below.**



Genesco Play Networks Site Survey and Installation

7. Install new network drops (if required):



- a. If you encounter issues:
 - i. If you encounter a fire rated wall or any other physical limitation with this wire run, contact TAC for consultation and instructions.
 - ii. If ceiling heights are too tall to run the cable(s) overhead, neatly route the cable(s) secured to the wall above the shelving and door(s). Secure the cable(s) to the wall at regular intervals utilizing the appropriate anchor for the wall type and “P” clips or mountable tie wraps.
- b. New network drops:
 - i. Install the required quantity new of CAT5e drops from the wall behind the DVD player to the Interface network cabinet area.
 - ii. All cable runs are to be installed neatly, in straight runs, as hidden as possible and in accordance with all applicable codes.
 - iii. Terminate the cables:
 1. DVD Player end:
 - a. The DVD player end is to be fished down the wall and terminated on the supplied flush mount plate.
 - i. For *Journeys* and *Underground By Journeys* use one each of the supplied black and gray CAT5 keystone inserts, terminating with the EIA/TIA 568B standard.
 - ii. For *Journeys Kidz* use one of the supplied **black** CAT5 keystone inserts, terminating with the EIA/TIA 568B standard.
 - b. **LABEL THE JACKS**
 - i. *Journeys* and *Underground By Journeys*:
 1. Label the black keystone as “**Audio**”
 2. Label the gray keystone as “**Video**”
 - ii. *Journeys Kidz*:
 1. Label the black keystone as “**A/V**”
 - c.  Take clear photograph of the labeled jacks.



Genesco Play Networks Site Survey and Installation

- iv. The Interface cabinet end can be terminated **either** on an existing 12-port patch panel **or** (if there is no patch panel) new dual biscuit jack:
 1. If there is an existing CAT5e patch panel, these will be terminated on ports 10 & 11.
 - a. The cable terminated on the black keystone and labeled as either “**Audio**” or “**A/V**” is to be terminated on port 10 of the patch panel, terminating with the EIA/TIA 568B standard.
 - i. **Label this port** on the front of the patch panel as either “**Audio**” or “**A/V**”, as the other end is labeled.
 - b. For *Journeys* and *Underground By Journeys*, the cable terminated on the gray keystone and labeled as “**Video**” is to be terminated on port 11 of the patch panel, terminating with the EIA/TIA 568B standard.
 - i. **Label this port** on the front of the patch panel as “**Video**”.
 -  c. Take clear photographs of the labeled port 10 and possibly 11 on the patch panel.
 2. If there is **not** an existing CAT5e patch panel (or if ports 10 and / or 11 are in use), these will be terminated on a dual biscuit jack.
 - a. Terminate the cabinet end of the network cable(s) with the same color of jack as the DVD shelf end, utilizing the EIA/TIA 568B standard.
 - b. Mount the biscuit base on the backboard near the Interface cabinet, insert the keystones and install the cover.
 - c. **LABEL THE JACKS**
 - i. *Journeys* and *Underground By Journeys*:
 1. Label the black keystone as “**Audio**”
 2. Label the gray keystone as “**Video**”
 - ii. *Journeys Kidz*:
 1. Label the black keystone as “**A/V**”
 -  d. Take clear photographs of the labeled biscuit jack.
 3.  Take photographs of all new cable installed, including complete wire path showing anchors and tie wraps.



Genesco Play Networks Site Survey and Installation

8. Patch cables:
- a. Open the Interface cabinet.
 - i. The lock combination is 3-2-3. Flip the hinged top of the cabinet open to access the top of the Fortinet 24 port switch.
 - b. Install the supplied CAT5e patch cables.
 - i. **Black patch cable**
 1. Connect the black patch cable to the “**Audio**” or “**A/V**” jack – either port 10 of the patch panel or the black keystone on the biscuit.
 2. Route the other end of the black cable through one of the cable holes in the Interface cabinet and to the Fortinet 24 port switch.
 3. Plug this cable into port 7 on the Fortinet 24 port switch.
 - ii. **Gray patch cable** (Only used at Journeys and *Underground By Journeys*)
 1. Connect the gray patch cable to the “**Video**” jack – either port 11 of the patch panel or the gray keystone on the biscuit.
 2. Route the other end of the gray cable through one of the cable holes in the Interface cabinet and to the Fortinet 24 port switch.
 3. Plug this cable into port 8 on the Fortinet 24 port switch.
 - iii.  Take clear photographs of the cables connected to the switch FROM ABOVE showing the cables connected to the correct ports.

9. Test:
- a. Configure your laptop
 - i. Use this static IP information:
 1. IP address: 192.168.10.90
 2. Subnet Mask: 255.255.255.0
 3. Gateway: 192.168.10.1
 4. DNS1: 10.2.3.70
 5. DNS2: 10.2.3.71
 - b. Test the black (“**Audio**” or “**A/V**”) connection
 - i. At the DVD shelf, connect your laptop to the black keystone (“**Audio**” or “**A/V**”) jack.
 - ii. Open a web browser and navigate to <http://www.playnetwork.com>
 1. You should load the Play Networks web page.
 - a.  Take a clear photograph of this on your laptop screen.
 2. If this page does not load, troubleshoot the network connection back to port 7 on the Fortinet switch.
 3. If you still encounter issues, contact the TAC desk for assistance.
 - c. Test the gray (“**Video**”) connection
 - i. Repeat for the grey “**Video**” jack if you are at Journeys or *Underground By Journeys*.

10. Complete Part 2 / Milestone 2:

- a. Upload all photographs taken in Part 2 / Milestone 2 with your **myESP** app.
 - i. Complete pictures of new cable runs, if installed.
 - ii. Both ends of the new or existing cable runs showing the correct labels.
 - iii. The Interface cabinet, with the top lid open, from above showing the black (and possibly gray) cable(s) connected to the correct port(s) on the Fortinet 24 port switch.



Genesco Play Networks Site Survey and Installation

PART 3 / MILESTONE 3: SITE SURVEY

11. Site Survey:

- a. Survey form:
 - i. While performing this work, open and fill in the online survey form at:
<https://app.smartsheet.com/b/form/4214adb808734adf9dc14b4179c08d9a>
- b. HDMI readiness.
 - i. Look at the DVD player and determine if it is connected to the televisions with a **HDMI cable**. This will go to a HDMI splitter – locate the **HDMI splitter**.
 1. **If these are there, this is a HDMI ready site.**



HDMI Cable Plug



2. ***If it is not HDMI (using RGB or Coax):***

- a. Determine if 50' HDMI cables could be neatly installed from the television locations to the location of the DVD player. Preferably utilizing the same path the current non-HDMI cable(s) are in.
- b. **You will complete the entire installation *without* connecting the monitors.**

c. Televisions

- i. Record the quantity of televisions in the sales floor area.
- ii. Look at each television and make sure all have an active display on them. Record any televisions that are not functioning.



- iii. ***Take photographs of each television screen*** pre-conversion showing are operational.

12. Complete Part 3 / Milestone 3

- a. Upload all photos with your **myESP** app
 - i. Each television screens
 - ii. DVD/media shelf, showing it is free of any personal items
- b. Complete the remaining lines on the on-line site survey form at:
<https://app.smartsheet.com/b/form/4214adb808734adf9dc14b4179c08d9a>



Genesco Play Networks Site Survey and Installation

PART 4 / MILESTONE 4: INSTALLATION OF THE NEW EQUIPMENT

**Report any / all televisions that are not working properly to TAC.
If you have any issues or questions, contact TAC.**

13. Remove the DVD player unless you are at a Journeys Kidz location that is not HDMI compatible.
(If this is a Kidz location that is not HDMI compatible, the DVR MUST be left in place)
 - a. Unplug the power cord for the DVD player.
 - b. Disconnect the video out (HDMI, RGB, ...) cable from the DVD player. If this is HDMI, keep it connected to the HDMI splitter.
 - c. Disconnect any other cables from the DVD player and remove it from the shelf.
 - d. Present the DVD player to the Manager. *Journeys* will have provided disposition instructions to them.
14. Install the new surge suppressor:
 - a. Stereo amplifier / receiver:
 - i. Turn the volume on this device all the way down.
 - ii. Power this device off.
 - iii. Unplug the power cord for this device from the wall.
 - b. Plug the power cord for the new surge suppressor in the outlet where the stereo was in.
 - c. Plug the power cord for the stereo amplifier / receiver into the surge suppressor.
 - d. **Do not power the stereo amplifier / receiver on.** This will be powered up in a later step.
 - e. HDMI splitter:
 - i. Locate the power cord for the HDMI splitter and move it to one of the outlets on the surge suppressor.
15. Install the new equipment:
 - If you are at a *Journeys* or *Underground By Journeys* location, follow the instructions in **14-a** below.
 - If you are at a *Journeys Kidz* location, follow the instructions in **14-b** below.

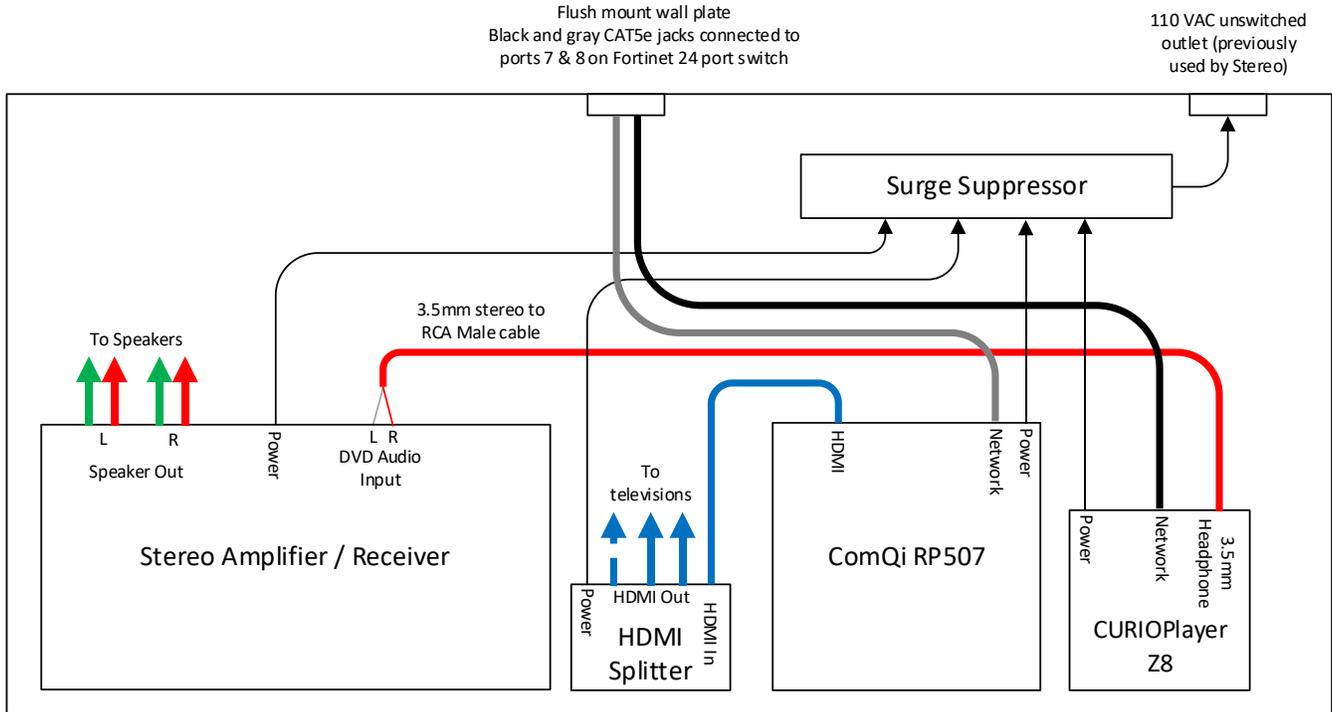
NOTE: The media devices (ComQi and Curio Player) are to be placed directly on the shelf, sitting on their supplied rubber feet. Do not install any included mounting brackets or hardware.



Genesco Play Networks Site Survey and Installation

Journeys and Underground By Journeys Section

- a. Journeys and Underground By Journeys locations:
 - i. Keep cable management in mind as you perform this work. You will leave this location with all the cables routed and bundled as neatly as possible.



NOTE: This is an example – equipment may be laid out in different order.
All equipment is to be located on the same shelf.

If the HDMI splitter is small, it may not sit flat on the shelf.
Neatly mounting next to where the HDMI cables egress from the wall is acceptable.

Surge suppressor is to be in the same shelf area as the rest of the equipment.
DO NOT place the surge suppressor directly behind the Stereo amplifier / receiver. Doing so may cause interference and physical strain on the adjacent wiring.

All equipment are to have rubber feet installed.
All equipment are to be placed directly on the shelf.
DO NOT stack ANY equipment.
DO NOT place any equipment on any other object other than the shelf.

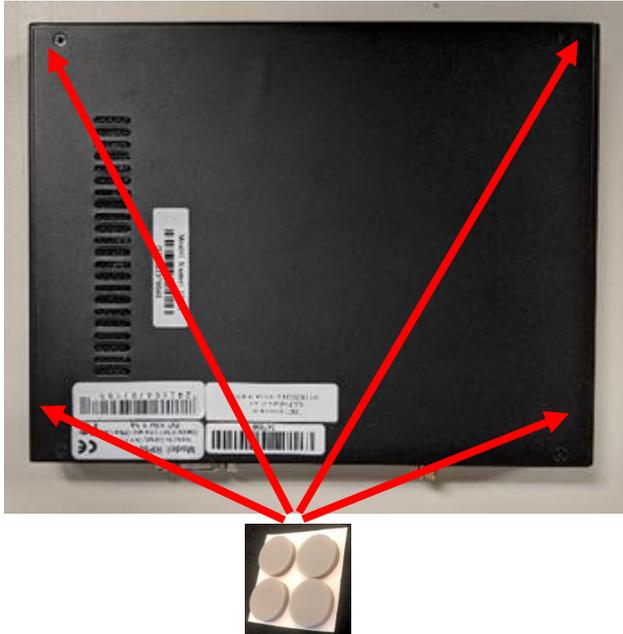


Genesco Play Networks Site Survey and Installation

ii. ComQi RP507:

1. Feet:

- Packaged with the ComQi RP507 media player are four peel-and-stick feet.
- Place the device on a flat surface with the bottom facing up.



- Peel the feet off the strip and place them in the four corners of the device about $\frac{1}{2}$ inch in from each edge on the ComQi RP507.
- Connect the cables **in the order**:
 - With a CAT5e jumper – The ComQi RP507 Ethernet port to the grey “**Video**” Ethernet jack on the wall plate.
 - HDMI Cable:
 - If this is NOT a HDMI ready location**, the video will **not** be connected.
 - If this is a HDMI ready location**, connect the HDMI cable that was connected to the DVD player (Other end connects to the HDMI splitter) to the ComQi RP507 HDMI port.
 - ComQi RP507 Power supply low voltage cable to the RP507 power port.
 - ComQi RP507 Power supply to the surge suppressor.
 - Place the device directly on the shelf, keeping neatness and cable management in mind.
 - DO NOT install any mounting brackets or hardware.
 - DO NOT stack this device on any other device or object.
 - Confirm video operation (**Only if this is a HDMI ready location**):
 - Power-cycle the HDMI splitter to resync the video/data stream.
 - Verify all televisions in the store are displaying the new video.
 - NOTE: You may need to power cycle the HDMI splitter again to resync. This may take a minute to completely come up.

(Continued on next page)



Genesco Play Networks Site Survey and Installation

iii. Curio Player Z8 Music player:



1. A **red** power light on the CURIO Player Z8 player indicates there has been an improper shutdown – Like the power cord being pulled while it is running. Like any other computer, this device requires a graceful shutdown. On the CURIO Player Z8 this is performed by holding its power button in for 6 seconds. ***If an improper shutdown occurs, see Appendix K for the recovery procedure.***
2. Feet:
 - a. The Z8 music player was packaged with a strip of four rubber feet.
 - b. Place the device on a flat surface with the bottom facing up.



- c. Peel the feet off the strip and place them in the four corners of the device about ½ inch in from each edge.
3. Connect the cables **in this order**:
 - a. With a CAT5e jumper – The Curio player Z8 Ethernet port to the black “Audio” Ethernet jack on the wall plate.
 - b. Audio cable:
 - i. Locate the 3.5mm stereo to 2x RCA **male** cable from the packaging.
 - ii. **Carefully** rotate the stereo amplifier / receiver to access the back. Be careful not to dislodge or short the speaker wires.
 - iii. Disconnect any cables currently connected to the **DVD** input of the Stereo and discard.
 - iv. Connect the 2 male RCA cables to the **DVD** input of the stereo.
 - v. Inspect the speaker connections on the stereo. Make sure that:
 1. All speaker wires are connected.
 2. No wires are shorting.
 3. No wires will short when you rotate it back into position.
 - vi. **Carefully** rotate the stereo back into position, making sure not to short the speaker cables. **Re-verify the speaker wires are okay.**
 - vii. Connect the 3.5mm end of the cable to the 3.5mm headphone jack on the Curio player Z8.

(Continued on next page)



Genesco Play Networks Site Survey and Installation

- c. Curio player Z8 power adapter low voltage cord to the power port on the Curio player Z8.
- d. Curio player Z8 power adapter to the surge suppressor.
- e. Place the Curio player Z8 directly on the shelf next to the ComQi RP507, keeping neatness and cable management in mind.
 - i. DO NOT install any mounting brackets or hardware.
 - ii. DO NOT stack this device on any other device or object.
- f. Confirm operation:
 - i. Turn the stereo amplifier back on.
 - ii. Select the DVD input.
 - iii. Turn the volume up to a reasonable level.
 - iv. Verify the audio is playing in the sales area.
 - v. Work with the Manager to set the volume to an acceptable level.
- iv. Cable management and neatness:
 1. Make sure all the cables you installed are neatly run and bundled.
 2. Make a best effort to neatly coil and secure the existing HDMI cables without adding any stress to the connections.
-  v. Take photographs of the media shelf you installed the equipment on from both the front and top, showing:
 1. All equipment, sitting on the shelf.
 2. All cable management.
 3. Surge suppressor with and with only these devices plugged in:
 - a. Stereo amplifier / receiver
 - b. ComQi RP507
 - c. Curio player Z8
 - d. HDMI Splitter

vi. Continue to step 15

END Journeys and *Underground By Journeys* Section

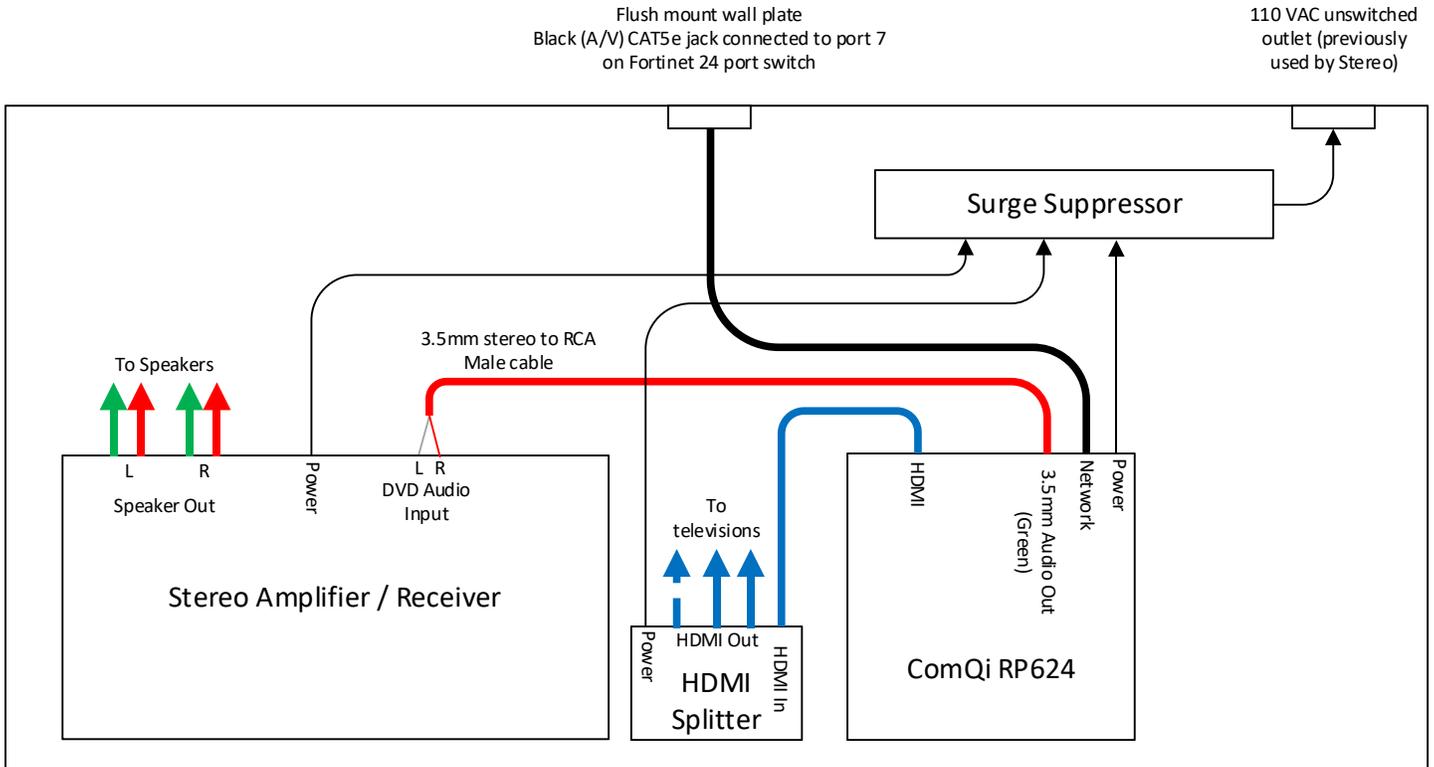


Genesco Play Networks Site Survey and Installation

Journeys Kidz Section

b. Journeys Kidz locations

- i. Keep cable management in mind as you perform this work. You will leave this location with all the cables routed and bundled as neatly as possible.



DVR / Media Player Shelf
Viewed from above

NOTE: This is an example – equipment may be laid out in different order.
All equipment is to be located on the same shelf.

If the HDMI splitter is small, it may not sit flat on the shelf.
Neatly mounting next to where the HDMI cables egress from the wall is acceptable.

Surge suppressor is to be in the same shelf area as the rest of the equipment.
DO NOT place the surge suppressor directly behind the Stereo amplifier / receiver. Doing so may cause interference and physical strain on the adjacent wiring.

All equipment are to have rubber feet installed.
All equipment are to be placed directly on the shelf.

DO NOT stack ANY equipment.
DO NOT place any equipment on any other object other than the shelf.



Genesco Play Networks Site Survey and Installation

- ii. ComQi RP624:
 1. Connect the cables in this order:
 2. With a CAT5e jumper – The ComQi RP624 Ethernet port to the black “A/V” Ethernet jack on the wall plate.
 3. HDMI cable:
 - a. **If this is NOT a HDMI ready location**, the video will **not** be connected.
 - b. **If this is a HDMI ready location HDMI**, connect the cable that was connected to the DVD player (Other end connects to the HDMI splitter) to the ComQi RP624 HDMI port.
 4. Audio cable:
 - a. **If this is NOT a HDMI ready location**
 - i. Locate the 3.5mm stereo to 2x RCA **male** cable from the packaging.
 - ii. **Carefully** rotate the stereo amplifier / receiver to access the back. Be careful not to dislodge or short the speaker wires.
 - iii. Connect the 2 male RCA cables to the **SAT (Or next available audio)** input of the stereo. If there is no other available audio input, contact TAC for assistance.
 - b. **If this is a HDMI ready location HDMI**
 - i. Locate the 3.5mm stereo to 2x RCA **male** cable from the packaging.
 - ii. **Carefully** rotate the stereo amplifier / receiver to access the back. Be careful not to dislodge or short the speaker wires.
 - iii. Disconnect any cables connected to the **DVD** input of the Stereo and discard.
 - iv. Connect the 2 male RCA cables to the **DVD** input of the stereo.
 - c. **For all locations:**
 - i. Inspect the speaker connections on the stereo. Make sure that:
 1. All speaker wires are connected.
 2. No wires are shorting.
 3. No wires will short when you rotate it back into position.
 - ii. **Carefully** rotate the stereo back into position, making sure not to short the speaker cables. **Re-verify the speaker wires are okay.**
 - iii. Connect the 3.5mm end of the cable to the 3.5mm headphone jack on the ComQi RP624 (green jack).
 5. ComQi RP624 power adapter low voltage cord to the power port on the ComQi RP624.
 6. ComQi RP624 power adapter to the surge suppressor.
 7. Place the device directly on the shelf, keeping neatness and cable management in mind.
 - a. DO NOT install any mounting brackets or hardware.
 - b. DO NOT stack this device on any other device or object.

(Continued on next page)



Genesco Play Networks Site Survey and Installation

- iii. Confirm operation:
 1. Video (**Only if this is a HDMI ready location**):
 - a. Power-cycle the HDMI splitter to resync the video/data stream.
 - b. Verify all televisions in the store are displaying the new video.
 - i. NOTE: You may need to power cycle the HDMI splitter again to resync. This may take a minute to completely come up.
 2. Audio:
 - a. Turn the stereo amplifier back on .
 - b. Only if this is a HDMI ready location, Select the DVD input.
 - c. Turn the volume up to a reasonable level.
 - d. Verify the audio is playing in the sales area.
 - e. Work with the Manager to set the volume to an acceptable level.
- iv. Cable management and neatness:
 1. Make sure all the cables you installed are neatly run and bundled.
 2. Make a best effort to neatly coil and secure the existing HDMI cables without adding any stress to the connections.
- v. Photographs:
 1.  Take photographs of the media shelf you installed the equipment on from both the front and top, showing:
 - a. All equipment, sitting on the shelf.
 - b. All cable management.
 - c. Surge suppressor with and with only these devices plugged in:
 - i. Stereo amplifier / receiver
 - ii. ComQi RP624
 - iii. HDMI Splitter

vi. Continue to step 15

END Journeys Kidz Section

16. Complete Part 4 / Milestone 4

- a.  Take photographs of each television after conversion showing the new video.
- b. Upload all photographs taken in Part 3 / Milestone 3 with your **myESP** app
 - i. Photos of all television screens.
 - ii. All equipment, sitting on the shelf.
 - iii. All cable management
 - iv. Surge suppressor with only the listed devices plugged in.



Genesco Play Networks Site Survey and Installation

PART 5 / MILESTONE 5: CLEAN UP AND CLOSE OUT

17. Clean up

- Clean up all areas you worked in.
- Remove all debris and packaging from all areas you worked in.
- Remove any cables that are no longer in use.
- Straighten up and neatly tie-wrap ALL cables for the audio / video, point-of-sales, network, and telephone systems, even if you did not install these cables.
- Close the ISS cabinet lid and door.
- Lock the ISS cabinet and spin the tumblers to scramble the combination.

18. Customer COC

- For NON-HDMI locations, Explain to the Manager that their video will be unavailable until Journeys upgrades the video cables and possibly monitors. Ask the Manager to power all the televisions off.**
- Have the Manager complete the Certificate of Completion certifying the audio and video players have been neatly installed and are operating correctly.



- Take a photograph of this completed and signed document and upload it with your **myESP** app.
- Take one last clean photograph of the media shelf, with no boxes or other clutter/ debris.

i. Example:



ii. Upload this FINAL photograph to your myESP app

19. Test and turn-up

- Contact TAC to perform test and turn up on the installed equipment.



Genesco Play Networks Site Survey and Installation

20. Verify you have taken and uploaded all required pictures:

- a. ALL equipment shipped to site
- b. ALL TV monitors (before and after install) showing its operational
- c. Existing Media Player Shelf (existing DVD / Receiver *shelf should be CLEARED off for the tech to perform work)
- d. New cabling (ALL cabling, especially if tech performs ceiling height “work around” cabling is to be neatly installed / dressed
- e. Network Jacks at each end of the cabling (at the media shelf “Flush Mount” and at the ISS Cabinet “patch panel / biscuit jack)
- f. Fortinet connections (switch ports)
- g. Audio / Video cable testing “IP ping” (photo of laptop monitor showing Play Networks web site) JK / UG store will be 2 photos JK will be 1
- h. Surge protector showing power cords plugged in.
- i. ALL equipment installed “FINAL” photo
- j. COC

21. Close out

- a. Work with the Manager to complete all paperwork.
- b. Close out with your **myESP** app
 - i. TAC will perform tests on the network to verify all installed equipment is online. Do not leave the location until this is validated and you are released.



Genesco Play Networks Site Survey and Installation
 APPENDIX J: AUDIO / VIDEO EQUIPMENT INVENTORY PHOTO EXAMPLES



CURIO Player Z8 Music Player (Journeys and *Underground By Journeys* locations)



Genesco Play Networks Site Survey and Installation



ComQi RP507 Media Player (Journeys and *Underground By Journeys* locations)



Genesco Play Networks Site Survey and Installation



ComQi RP624 Media Player (Journeys Kidz locations)



Genesco Play Networks Site Survey and Installation
APPENDIX K: CURIO PLAYER Z8 IMPROPER SHUTDOWN RECOVERY

A **red** power light on the CURIO Player Z8 player indicates there has been an improper shutdown – Like the power cord being pulled while it is running. Like any other computer, this device requires a graceful shutdown. On the CURIO Player Z8 this is performed by holding its power button in for 6 seconds.

If there has been an ungraceful shutdown, as indicated by a red power LED, follow this procedure to recover:

1. Locate the reset button on the back of the CURIO Player Z8 – this is recessed, and on the far-right side while looking at the back.



2. While the CURIO Player Z8 is still powered up with the red power LED, use a small object like a push pin or paperclip, push and hold the reset button for 5 seconds. This will reset the CURIO Player Z8.
3. Turn the CURIO Player Z8 back on by pressing its power button for about 3 seconds.



4. When it is properly powered on, the power LED will light up **blue**.

