

SDWAN Conversion

Pre-Site Tasks

- Print this checklist/document
- Thoroughly review all documentation and the scope/service request prior to your arrival

You must adhere to the following professional standards regarding attire, personal hygiene and appearance while performing services at client sites:

- Attire and employees must be clean and presentable
- Acceptable attire includes a plain shirt (polo style or button-down free of logos/graphics); khakis, Dockers or similarly styled pants, and hard soled shoes such as loafers
- Unacceptable attire includes, but is not limited to, torn or soiled clothes of any kind, blue jeans (or denim-like material), T-shirts, sunglasses, hats, and tennis or jogging shoes
- No visible body piercing or tattoos

Tools/Materials Required

- Valid photo ID
- Fully-charged smartphone w/charger
- Laptop w/console cable
- Hotspot
- Basic PC toolkit
- 25 ft patch cable – expense reimbursed if needed onsite
- 25 ft patch cable – expense reimbursed if needed onsite
- One 25 ft patch cable – expense reimbursed if needed onsite

SDWAN Conversion with Polycom Phones – Onsite Instructions

Get new equipment from Store MOD.

- Verify contents are correct
 - Meraki MX67C qty 1
 - Meraki MR33 qty 1
 - 7' Ethernet Cable
 - Netgear LB1121 Modem (Optional. Help Desk will advise if needed)
 - If new cable modem has been installed in the wrong location tech must extend LAN port of modem to rack via an existing unused cable, installing a Cat5e or patch cable to server rack.
- Remove front and side panels from network rack for easier access and proper cable routing.
- Disconnect CheckBox. Keep the power supply connected to the CheckBox. You will reuse the patch cord.
- Disconnect Cradlepoint. Keep the power supply connected to the Cradlepoint. You may need to reuse the patch cord.
- The Checkbox and Cradlepoint will need to be given to the MOD, not shipped off-site.

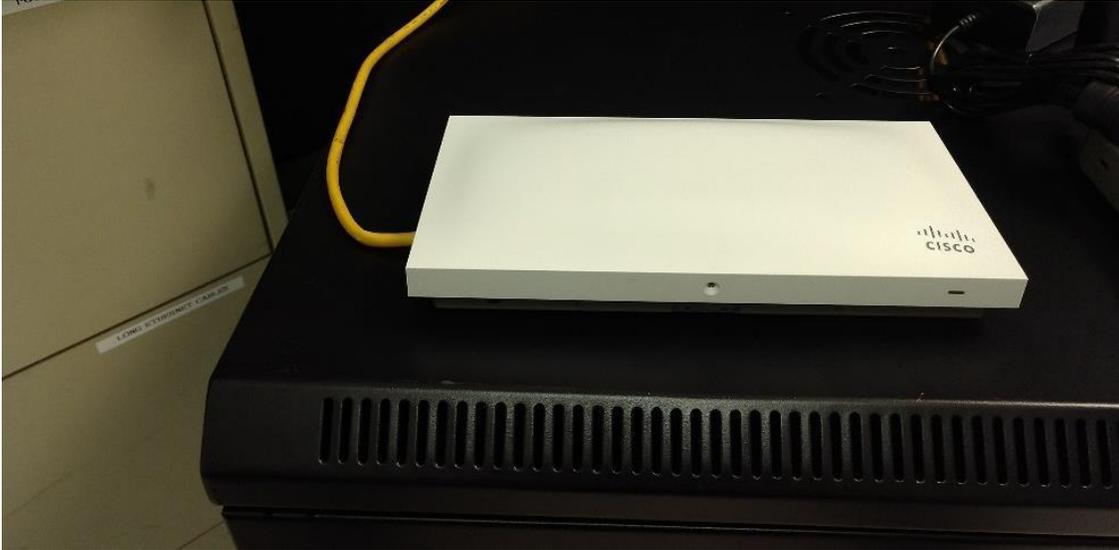
Stage MX67C

- Place on top of network rack
- Connect port Internet 1 of MX67C to broadband modem with black ethernet cable provided by Meraki.
- Connect 7' ethernet cable to port 3 of Meraki MX67C and route to switch port gig 0/1 on the right side of the Cisco 2960 switch. Do not connect at this time.
- Route power cord for MX67C, but do not plug into the MX67C at this time.



Stage Meraki MR33

- Place on top of the network rack.
- Use the cable from the Checkbox to connect Port 1 of Meraki MR33 to port fa 0/1 on the left side of the of the Cisco 2960 switch. Do not connect to the switch at this time.



Convert Store

- Call the Help Desk 215-430-9555 opt 8 and let them know the store is ready to complete the conversion. The Help Desk will provide instructions for the conversion and set the store up on our network.
- Once Conversion is complete, factory reset phones. Reset all phones at once.

Factory Reset Procedure

- Document the MAC address for each phone. This is required for the reset.

Some phones may reset on their own during the network conversion. Most phones will require a manual reset.

- Power cycle phones.
- Press Cancel during boot. (lower right of screen)
- Press and hold 1, 3, 5, keys simultaneously during 7 second count down. (If you miss on the first try select cancel during starting application phase and try again.)
- When prompted for the password, enter the mac address and select OK.
- Use the mode key to select number or letter. Be sure you are in the correct mode since you cannot see the letters/numbers as they are entered.
- If the password is entered correctly the phone will be reset.
- The reset process takes 20 to 30 minutes. This is a good time to clean up, perform cable management, and ready return shipment.

Use QSetup to provision the phone

- Once the phone completes its firmware updates, you will need to complete the phone setup. Press the button under QSetup along the bottom of the screen.
- You will use the directional circle on the right center of the phone to navigate the setup screen.
- Highlight the Server User field. Select Edit. Use << button to delete contents of the field. Enter the user ID provided by the Help Desk. Select Ok.
- Highlight the Server Password field. Select Edit. Use << button to delete contents of the field. Enter the Password provided by the Help Desk. Select Ok.
- Select Exit.
- Highlight the Save Config field and press the Select button.
- The phone will emit an audible beep in a few seconds and reboot.
- If there are 4 lines on the phone screen, the process is complete.

Test Phone Operation

- Make an inbound call. Make sure all phones ring. Make sure there is 2-way voice.
- Make an outbound call to 800-PEPBOYS.

De-installed Equipment

- Leave with the store MOD.