

# On-Site Tech Instructions

*Upon arrival at the store, introduce yourself to the Manager on Duty & explain you are there to set up Theatro Hardware, install a Server & to conduct a Wi-Fi Validation Walk. Let them know you will need access to locked areas & the key to the IC/ Equipment cabinet to complete the install process.*

## Step 1: Take Inventory (2 Shipments)

1. CDW - box for Server, Surge Protector & Cat6 Cables
2. Theatro – box for Theatro Hardware, Signage & Headsets



*All shipments will be labeled as noted above*

## Step 2: Server Install

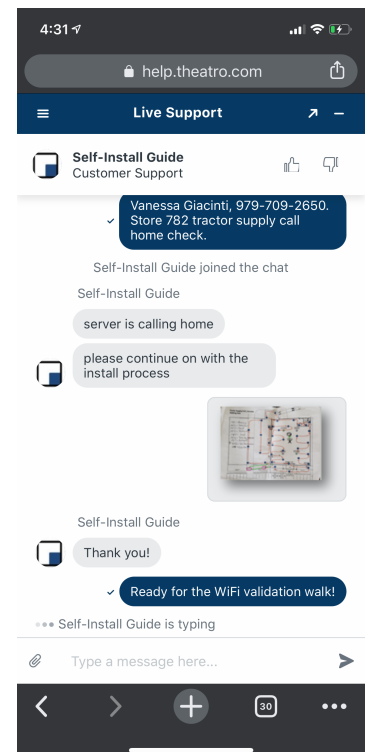
Once Complete: go to [help.theatro.com](https://help.theatro.com)

Select Chat icon on bottom right of screen



Type Name, phone#, Store Number, TSC, Call Home Check

Do not power on Theatro Communicators until Step 3E



## Step 3: Theatro Hardware Setup

## Step 4: Theatro Wi-Fi Validation Walk

## Step 5: Close Out Checklist

***Do not leave the store until the Theatro Install Agent has given you a Ticket # and the "OK" to leave.***

# Step 1: Take Inventory

- **CDW – Box for Server, Cat6 Cables, Surge Protector:**
  - ☐ Theatro Server (Dell R240)
  - ☐ Power Supply
  - ☐ Cat6 Cables for Step 2 Server Install
  - ☐ Surge Protector will be used to install Theatro Hardware



CDW Box



Server



Surge Protector  
(for Theatro Charging Racks)

Cat6 Server Cables

- **Theatro – box for Hardware, Signage & Headsets**
- Each site should receive (packing slip will include specific quantities):
  - ☐ Theatro power brick & cable – Qty 1 to 2
  - ☐ Theatro Charging Rack – Qty 1 to 2
  - ☐ Theatro Communicators – Quantity varies per site
  - ☐ Theatro headsets – Quantity varies per site
  - ☐ Theatro Store Map/ Walking Path
  - ☐ Theatro Store Manager Instructions & Signage



Theatro Box



Opened Store Box,  
Walking Path



Communicators



Charging Racks



Headsets, power  
brick & cable



Theatro Store Manager  
Instructions & Signage

## Step 2: Server Install

*Take a picture of the network rack before & after installation is complete & email it to [retailtechdeploy@tractorsupply.com](mailto:retailtechdeploy@tractorsupply.com)*

### Step 2A:

- Locate the Theatro Server (Dell R240), power supply, and network cables and take these items to the the IC/ Equipment Cabinet (ensure you have the key to the cabinet)
- Locate the allocated space in the network rack for the server - Slot 12
  - If Slot 12 is occupied find another open slot

### Step 2B

- Place the server in the space allocated on the rack
  - If Slot 12 is occupied, find another open slot & install the server in the alternate slot

### Step 2C

- Terminate power from the server to a subsequent power receptacle
- Power the Server on **(WAIT 3 MINUTES)**
- **DO NOT TERMINATE ANY ETHERNET CABLES TO THE SERVER UNTIL** you see the **"blinking"** interface light

- **ON THE DELL R240 make note of interface with "blinking" light**

- Terminate ethernet cables based on switch brand
- If the below ports aren't available, call **615-647-2884** or email [NetworkAdministrationTeam@TractorSupply.com](mailto:NetworkAdministrationTeam@TractorSupply.com) before terminating a cable



- IF Juniper:
  - Secondary Port 44 to "blinking" interface port on the server **(this must be done first)**
  - Primary Port 44 to non-blinking interface port on the server (this must be done secondary)
- IF Cisco:
  - Secondary Port 15 to "blinking" interface port on the server **(this must be done first)**
  - Primary Port 10 to non-blinking interface port on the server (this must be done secondary)

Juniper EX2300

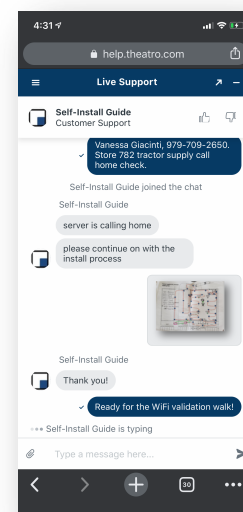


Cisco 2960



### DELIVERABLES:

- Take a picture of the network rack before & after installation is complete & email it to [retailtechdeploy@tractorsupply.com](mailto:retailtechdeploy@tractorsupply.com)
- Go to [help.theatro.com](https://help.theatro.com) to connect with a Theatro Install Agent
  - Select Chat icon on bottom right of screen
  - Type Name, phone#, Store Number, TSC, Call Home Check



## Step 3: Hardware Setup

The goal of step 3 is to set up Theatro charging racks & Communicators.

***This MUST BE conducted AFTER the Server is installed to ensure the Communicators and Server are in sync.***

### Step 3A:

- Confirm with the Store Manager where the Theatro Charging Station should be set up. (i.e. Breakroom near the PC used to Pair to Theatro)

### Step 3B:

- Clear an area on top of the counter for the charging racks.

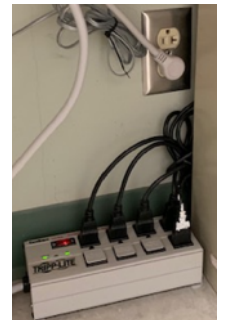


**NOTE:** DO NOT place charging racks in enclosed cabinets, above eye-level, or underneath the counter.



### Step 3C:

- Remove charging racks and Communicators from the box.



### Step 3D:

- Utilize the surge protector included with the CDW shipment with cables
- Plug the surge protector into a power outlet for Theatro hardware with no other shared devices (recommended).
- Plug each charging rack into the surge protector.
- Ensure the charging rack has power by confirming there is a green light on the power brick.

*Please use cable management best practices and bundle cords together, eliminate slack and conceal excess cable when possible.*



### Step 3E:

- Press the Command Button on each Communicator, and place Communicators in the charging rack.
  - **Blinking Purple:** the most charged Communicator
  - **Solid Orange:** the Communicator is charging
  - **No LED:** Communicator is off. Push the Command Button to power on and place in the charging rack.
- **Headsets & Signage should be given to the Store Manager after the validation walk is complete & after Theatro gives you the "OK" to leave the store.**



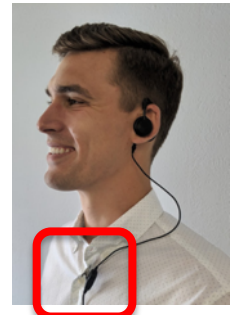


## Step 4: Wi-Fi Validation Walk

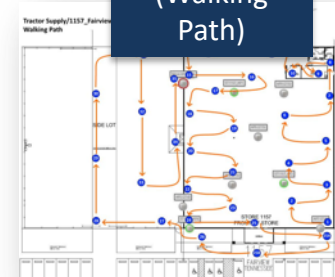
*The goal of this process is to validate voice quality, assign "location names" to APs, and to validate the pairing page URL is on the store PC.*

### Step 4A:

- Locate the Store Map included in the shipment with the Communicators. You will reference this map during the Wi-Fi Validation walk.
- Familiarize yourself with the Walking Path by walking "the path" prior to calling Theatro Support
- While walking "the path", use a pen or marker to "mark up the walking path". Your goal is to notate the following:
  - If the AP is located incorrectly on the Map, draw on the map the correct AP location placement and the number
  - Location names, choose from: Yard, Sales Floor, Parking Lot, Receiving
  - Any changes to the walking path as needed (i.e. an area with APs not notated on the store map)
- Take a picture of the "marked up walking path" and send it via the [help.theatro.com](https://help.theatro.com) chat
- Choose 1 headset and place the earpiece over your ear. Ensure the microphone is clipped about 5 inches from your mouth.
  - All headsets should be given to the Store Manager before leaving the store
- *Theatro will connect you with an Install Agent via the [help.theatro.com](https://help.theatro.com) chat, go back to the chat to let them know you are ready*



Store Map  
(Walking Path)

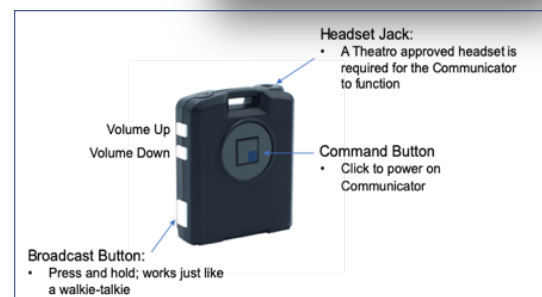


Marked Up  
Walking  
Path:



### Step 4B:

- Theatro will guide you on which Communicators to choose and how to connect your headset to your Communicator.
  - Press the Volume Up Button a few times to ensure you can hear properly
- Ensure Communicators are attached to the outside of clothing and are not in pockets (reference the pictures to the right).

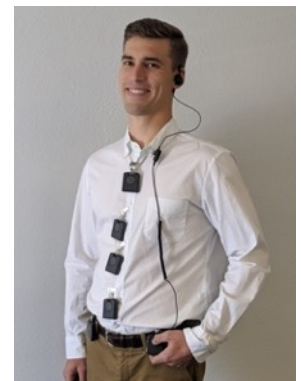


### Step 4C:

- Theatro Support will communicate via your headset and provide the next set of directions. They will guide you through the Wi-Fi Validation walk.
- Ensure you carry the Walking Path for reference with Theatro throughout the Wi-Fi Validation walk. You may be asked to identify Wi-Fi Access Points during the walk.
- Press & hold the Broadcast Button to communicate with Theatro. (side white button on bottom)

### Step 4D:

- Theatro Support will walk you through validating the Pairing Page URL on the store Breakroom PC.

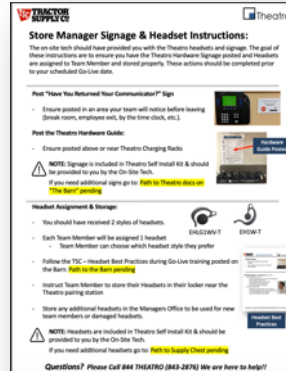


## Step 5: Close Out Checklist

- ☐ Break down all cardboard boxes & put them in Bailer
- ☐ Throw away all trash
- ☐ Give Store Manager Headsets, Instructions & Signage included in the box



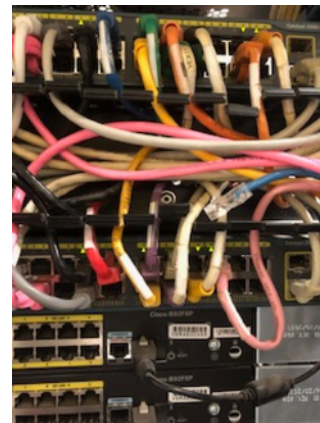
Headsets



Store Instructions & Signage



- ☐ Ensure pictures were captured of completed install & sent to [retailtechdeploy@tractorsupply.com](mailto:retailtechdeploy@tractorsupply.com)
- ☐ Theatro will provide you with a Ticket # before leaving the store



Shows server is installed in slot 12