

# On-Site Tech Instructions

*Upon arrival at the store, introduce yourself to the Manager on Duty & explain you are there to set up Teatro 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. Teatro – box for Teatro Hardware, Signage & Headsets



*All shipments will be labeled as noted above*

## Step 2: Server Install

**STOP: DO not POWER on Teatro Communicators as instructed until Step 3E**

## Step 3: Teatro Hardware Setup

## Step 4: Teatro Wi-Fi Validation Walk

## Step 5: Close Out Checklist

***Do not leave the store until Your Coordinator & the Teatro 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



Cat6 Cables & Surge Protector



Surge Protector  
(for Theatro Charging Racks)

- **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



Opened Store Box,  
Walking Path



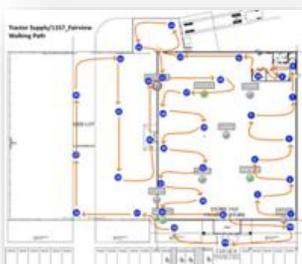
Communicators



Charging Racks



Headsets, power  
brick & cable



Theatro Box

Theatro Store Manager Instructions & Signage document containing sections for 'Receiving Replacement Communications', 'Store Manager Signage & Headset Instructions', 'Headset Assignment & Storage', and a 'STOP' sign graphic with the text 'Have you returned your Communicator? Please return your Communicator to the charging rack before leaving the building'.

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 in the Rack.

## Step 2B

- ❑ Identify the Ports on the back of the server, plug the server into POWER and **wait for one of the ethernet (interface) PORTS** to flash green.
- ❑ Identify which Port on the back of the Server is **'Blinking Green' – Write it down: Gb1 or Gb2.**
- ❖ **STOP # 1: DO NOT TERMINATE ANY ETHERNET CABLES TO THE SERVER UNTIL** you see the **"blinking"** interface light. This can cause issues with the Installation process.



## Step 2C

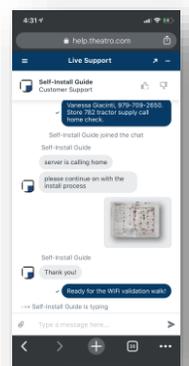
- ❑ **IF** the ports listed below are available on the Switch, based on model. Terminate ethernet **cables** from the **Blinking Server Interface** to the **Indicated Switch ports below**, based on switch brand.
- ❑ IF the switch is **Juniper:**
  - ❑ Secondary Port 44 to Server GB1 or 2 **"blinking"** interface port **(this must be plugged in FIRST)**
  - ❑ Primary Port 44 to the Server **IDRAC** port (must be plugged in **SECOND**)
- ❑ IF the Switch is **Cisco:**
  - ❑ Secondary Port 15 to the Server GB1 or 2 **"blinking"** interface port **(this must be plugged in FIRST)**
    - ❑ IF 15 is in use, move Cable from 15 to Port 20, connect Theatro Server to Port 15
  - ❑ Primary Port 20 to the Server **IDRAC** port (must be plugged in **SECOND**)
    - ❑ IF 20 is in use, move Cable from 20 to Port 24, connect Theatro Server to Port 20



- ❖ **STOP #2:** If the below ports above NOT available, **email** [NetworkAdministrationTeam@TractorSupply.com](mailto:NetworkAdministrationTeam@TractorSupply.com) – Do Not proceed until given instructions. You will also need to contact your coordinator.

## DELIVERABLES:

- ❑ Take a picture of the network rack before & after installation is complete
- ❑ Take pictures of the back of the server ports for validation
- ❑ Email pictures to [retailtechdeploy@tractorsupply.com](mailto:retailtechdeploy@tractorsupply.com) & your Coordinator
- ❑ Go to [help.theatro.com](http://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 and ensure the Pairing Page URL shortcut is pushed to desktop & functional.

***This MUST BE conducted AFTER the SERVER is installed and validated that it's calling home to ensure the Communicators and Server are in sync.***

## Step 3A:

- ❑ Confirm with the Store Manager where in the Breakroom the Theatro Charging Station should be set up. Must be set up near the Breakroom PC being 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.*

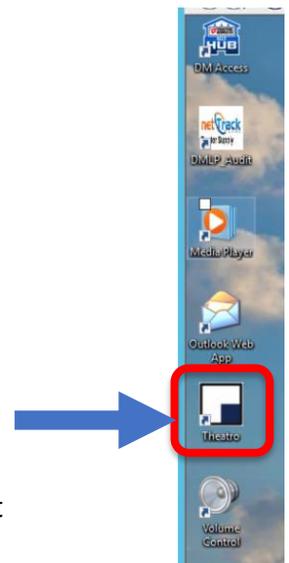
## Step 3E:

- ❑ 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.



## Step 3F:

- ❑ Test the Pairing Page URL shortcut on the store **Breakroom PC desktop** to ensure it is there and it works. (Please note, **this is the only PC that will support this URL**)
- ❑ Escalate to TSC Support & your Coordinator if it the link is not on Breakroom PC or if it is not functional (Server MUST be validated as calling home to function)



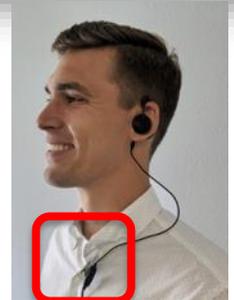
**NOTE: Headsets & Signage should be given to the Store Manager after the validation walk is complete & after Theatro gives you the "OK" to leave the store.**

# 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 Map, draw correct AP location placement and number on Map
  - Location names, choose from: Yard, Sales Floor, Parking Lot, Receiving
  - Any changes to walking path needed (i.e. area with APs not notated on store map)
  - Take pictures of **All APs, (capture outdoor environment in AP pictures)** email to:
    - [support@Theatro.com](mailto:support@Theatro.com) [retailtechdeploy@tractorsupply.com](mailto:retailtechdeploy@tractorsupply.com) & Coordinator
    - *Identify the AP# in pictures of both the APs & external antennas*
- ❑ 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.*

## 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 4D:

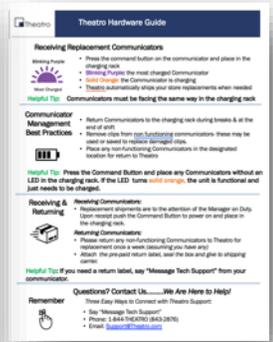
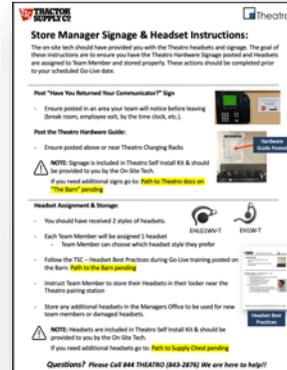
- ❑ Theatro Support will communicate via your headset and provide the next set of directions. They will guide you through the Wi-Fi Validation walk.
- ❑ Ensure you carry the Walking Path for reference with Theatro throughout the Wi-Fi Validation walk. You may be asked to identify Wi-Fi Access Points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

# Step 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

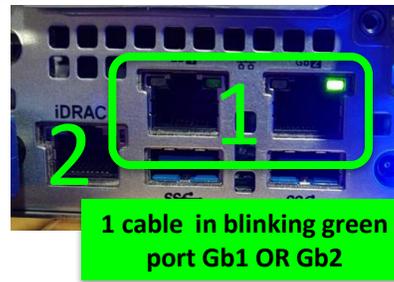


Headsets



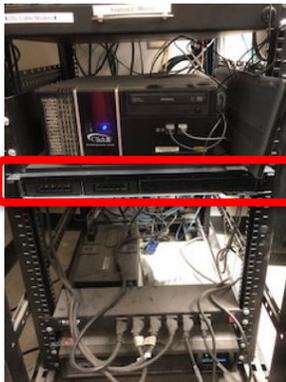
Store Instructions & Signage

- Ensure pictures of Servers, Server Ports after installation (Gb1 OR Gb2 port & iDRAC port) & Stockyard Arm were captured and sent to [retailtechdeploy@tractorsupply.com](mailto:retailtechdeploy@tractorsupply.com)



Stockyard Arm

- Ensure pictures of APs were captured and sent to via [help.theatro.com](http://help.theatro.com) **Identify the AP#s in pictures of both the APs & external antennas**
- Ensure ALL pictures are communicated to your project coordinator per your standard process as they will be loading to the Project SharePoint Site.
- Theatro will provide you with a Ticket # before leaving the store



Shows server is installed in slot 12

**STORE QUESTION:** The targeted scheduled Go-Live day for Stores is the week after the store is installed on Wednesday. IF the store passes the Wi-Fi Validation walk they can proceed to Execute Go-Live training.  
**Theatro WILL NOT BE FUNCTIONAL until your Scheduled Go-Live Date.**