

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

Once Complete: go to help.theatro.com

Select Chat icon on bottom right of screen



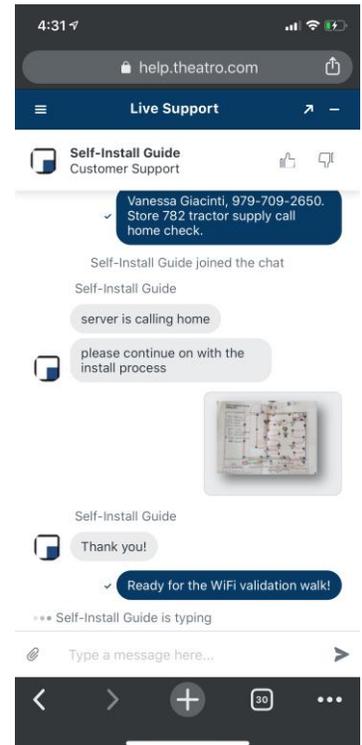
Type Name, phone#, Store Number, TSC, Call Home Check

STOP: Do not POWER on Teatro Communicators 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 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



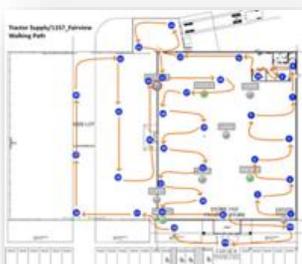
Communicators



Charging Racks



Headsets, power
brick & cable



Theatro Box

Theatro Hardware Guide

Receiving Replacement Communications

- Press the command button on the communicator and place in the charging rack
- Store the most charged Communicator
- Send Charge the Communicator to charging
- Theatro automatically stops your store replacements when needed

Store Manager Signage & Headset Instructions:

The on-site tech should have provided you with the Theatro hardware and signage. The goal of these instructions are to ensure you have the Theatro hardware signage correct and headsets are assigned to Team Member and stored properly. These actions should be completed prior to your scheduled On-Site date.

Post "Have You Returned Your Communicator?" Sign

- Ensure posted in an area your team will notice before leaving (Break room, employee exit, by the time clock, etc.)
- Team Member can choose which headset
- Follow the TSC – Headset Best Practice during the Barn
- NOTE: Signage is included in Theatro Self Install Kit & should be provided to you by the On-Site Tech.
- If you need additional sign go to [Barn to Theatro sign](#)

Headset Assignment & Storage:

- You should have received 2 styles of headsets.
- Each Team Member will be assigned 1 headset
- Team Member can choose which headset
- Follow the TSC – Headset Best Practice during the Barn
- Interact Team Member to store their headset in Theatro pairing station
- Store any additional headsets in the Manager's team member or damaged headsets.
- NOTE: Headsets are included in Theatro Self provided to you by the On-Site Tech.
- If you need additional headsets go to [Barn](#)

Questions? Please Call #44 THEATRO!

Have you returned your Communicator?

Please return your Communicator to the charging rack before leaving the building

STOP

NEED HELP? Contact Theatro Tech Support 1-888-883-2876 | support@theatro.com | any "Theatro Tech Support"

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

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 (GB1 & GB2) 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.**
- ❖ **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.



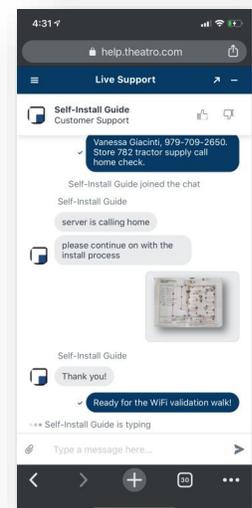
Step 2C

- ❖ **STOP #2:** If the below ports are NOT available, call **615-647-2884** or email NetworkAdministrationTeam@TractorSupply.com – Do Not proceed until given instructions. You will also need to contact your coordinator.
- ❑ **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 "blinking" interface port on the server (**this must be plugged in FIRST**)
 - ❑ Primary Port 44 to non-blinking interface port on the server (must be plugged in SECOND)
- ❑ IF the Switch is **Cisco**:
 - ❑ Secondary Port 15 to "blinking" interface port on the server (**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 non-blinking interface port on the server (must be plugged in SECOND)
 - ❑ IF 20 is in use, move Cable from 20 to Port 24, connect Theatro Server to Port 20



DELIVERABLES:

- ❑ Take a picture of the network rack before & after installation is complete & email it to retailtechdeploy@tractorsupply.com
- ❑ Go to 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 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.



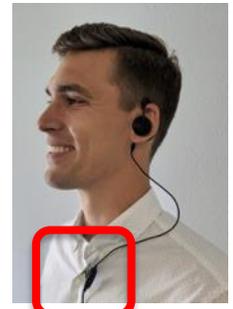
NOTE: Headsets & Signage should be given to the Store Manager after the validation walk is complete & after Theatro gives you the "OK" to leave the store.

Step 4: Wi-Fi Validation Walk

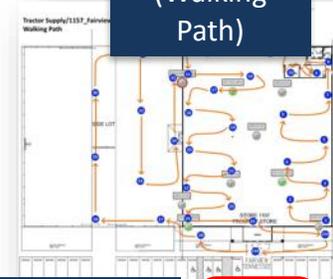
The goal of this process is to validate voice quality, assign "location names" to APs, and to validate the pairing page URL is on the store PC.

Step 4A:

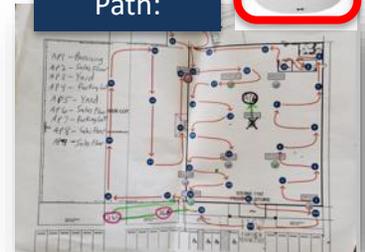
- ❑ Locate the Store Map included in the shipment with the Communicators. You will reference this map during the Wi-Fi Validation walk.
- ❑ Familiarize yourself with the Walking Path by walking "the path" prior to calling Theatro Support
- ❑ While walking "the path", use a pen or marker to "mark up the walking path". Your goal is to notate the following:
 - If the AP is located incorrectly on 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 pictures of All APs as close up as possible and send to help.theatro.com chat
- ❑ Take a picture of the "marked up walking path" and send it via the 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 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 desktop. (Please note, this is the only PC that will support this URL)

Step 5: Close Out Checklist

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



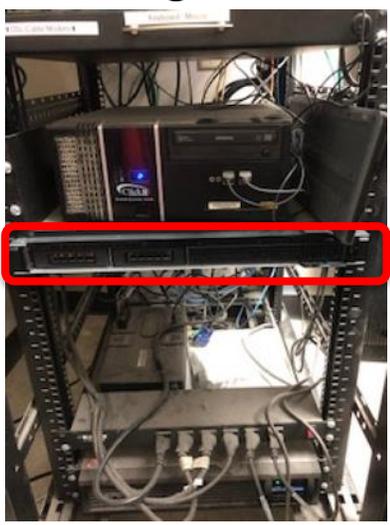
Headsets



Store Instructions & Signage



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



Shows server is installed in slot 12