

CoWin

Delivery Process

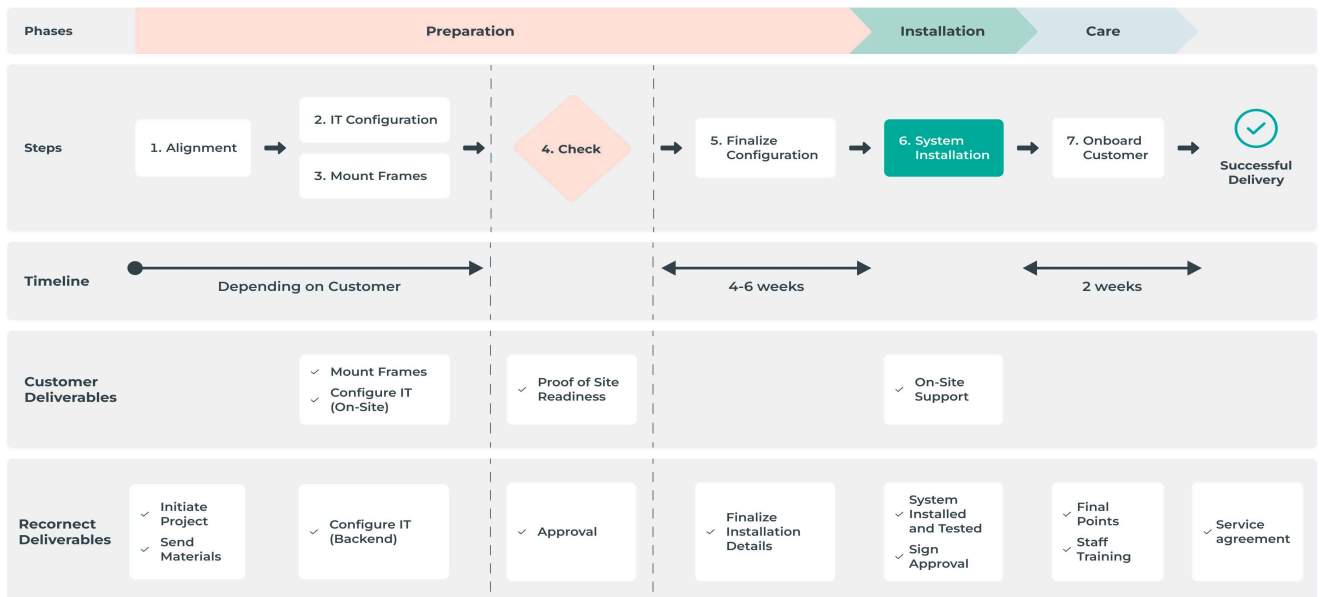
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Please review this entire document at the beginning of the project and relay any questions to Reconnect as soon as possible.

Process Description

Once the media wall system has been ordered, the delivery process begins. The steps described here should be followed to guarantee a successful installation. The process is summarized in the figure below.



1. Alignment

A Project Leader from Reconnect will set up a meeting to discuss the scope of work and project planning. Any changes in scope and project planning should be discussed at this time.

Reconnect will plan all necessary meetings and contact moments in collaboration with you and your team.

1.1 Project Information Template

An accompanying document titled **Project Information RCXXX** (where “XXX” will represent your Reconnect project number) will be provided to your project manager at this point in the delivery process.

This file will act as a central repository for project information and can be edited by both the Reconnect Project Leader and your project manager.

The document has information separated into 3 tabs:

- **Project Information:** General Information for communication and execution of the project, including project dates, addresses, and contact information.
- **Solution Details:** Outline of the purchased solution and configurations.
- **Responsibility Matrix:** Details of project responsibilities, resources, and timeline.

1.2 Optional Integrations

Reconnect provides optional integrations such as external Telephony and Home Automation to control room items such as lighting, climate, and blinds.

To make sure that these optional integrations work seamlessly, please discuss these features at the earliest moment with the Reconnect Project Leader.

2. IT Configuration

The media wall systems require several IT-related configurations to be in place.

A dedicated **IT Configuration manual** will be provided that describes the requirements and installation in detail.

An IT meeting will be scheduled where details of the IT components of the installation are discussed. After this meeting, the Reconnect Project Leader stays available for questions and support.

3. Mount Frames

The installation process is a two-step process: Mounting Frame Installation and System Installation on site.

The room(s) where the CoWins will be installed are to be prepared by you or your local contractor. This includes:

- Mounting the frames in/on the wall;
- Providing proper access to power;
- Providing proper data connection access points.

Reconnect will ship the mounting frame(s) to you, which will be installed according to **the Mounting Frame Installation manual(s)** provided by Reconnect. This manual contains all the details required to complete this phase.

4. Checkpoint Before Installation

This step represents a deadline which Reconnect requires steps 2 and 3 to be completed by.

At this time, approximately 4-6 weeks prior to the System Installation, Reconnect will require the following from you:

- Photographs in which the following can be observed:
 - Method of mounting the frame, especially the fixations on the sides in the frame;
 - Power supply, connected to the connector block, in the top right;
 - Patched UTP Network cable(s) > CAT-5 with an RJ45 connector and excess length of 1m. CoWin Horizon requires 1 cable, CoWin Halo requires 2 cables.
- Confirmation indicating your Network is fully configured, and confirmation that Reconnect can access your server via Teamviewer (preferred).

Reconnect will review photos, connectivity, and functionality.

After approval by Reconnect, the final installation schedule and topics will be discussed.

5. Finalize Configuration

During this period of 4-6 weeks before the system installation, Reconnect will be available to answer any questions as we make all final checks on your system and confirm logistics so we can guarantee a successful system installation.

6. System Installation

With approval of IT configuration, Mounting Frame Installation, and all project details finalized by Reconnect, the full system can be installed by Reconnect.

Reconnect Installation Engineer(s) will visit the site to install the display module (and electrical module for the CoWin Halo) and test the full system.

At the end of the full of the system installation, the customer is requested to sign the product handover document.

7. Onboard Customer

At the end of the full system installation, the Reconnect Project Leader will provide you with materials which cover operation of the system.

Reconnect will also coordinate with you (or the facility) and the Reconnect team to schedule a formal training session.

This training session should be attended by management staff and on-site IT. The session will be performed either in person or over video call, dependent on what was purchased.

We request a minimum of 2 weeks' notice to schedule the training session and suggest that it takes place before the deployment of the CoWins to the end users.

We encourage all of the staff to work with the system during the period between installation and the training in order to build basic understanding and to gather questions you may have about the system.

Important Notes – Please Review

STORAGE:

Please make sure that deliveries from Reconnect are stored indoors and are not exposed to extreme conditions such as low/high temperatures or high humidity.

NETWORK CONNECTION:

We cannot guarantee stable operation on a wireless network. For optimal performance we require a wired connection.

INTERNET ACCESS RISK:

The CoWin system is able to offer access to the Internet if the customer demands this. In this case, please be aware that inappropriate content / actions may be used/performed. This also applies to all web applications (Spotify, Netflix, etc.). Please make sure that the proper security is put in place to prevent these risks.

PROTECTED HEALTH INFORMATION (PHI):

The CoWin system does not interact with any PHI and does not integrate or interact with Electronic Medical Records (EMR).

HDMI CONNECTIONS:

The CoWin system offers the possibility to attach external devices such as external video (e.g. gaming consoles) and keyboard/mouse. Please note that this may lead to inappropriate content/use of the system.

BACKUP COMMUNICATION:

Please make sure that the communication options provided by the Reconnect system are not used for safety-related communications aspects. In case of failure of the Reconnect communication (e.g. due to network issues), other means of communication must be provided.

BACKUP ROOM CONTROL:

Please make sure that the Reconnect Cowin system is a secondary system and not the only control mechanism for room control items. It's a must that there is an alternative control option, typically provided by the 3rd party supplier.

KEYSWITCH:

Related to the above note, make sure that for each CoWin, a key switch is installed outside the room which can cut power to the device in cases of clinical emergency and maintenance purposes.

Appendix

