Coates Menu Board Swap:

Support Numbers:

-Coates support – 312-361-8758 or 800-385-1430

-Coates deployment – 866-424-0763

-Support Chat: https://coatesgroup.my.site.com/chatsupport/s

Once installation begins, do not leave until:

-Installation is complete

-Release code from Coates is received

-Check out complete w/project manager @ Persona

Pre-Arrival:

1. You will receive a call from NXTPoint w/ delivery details
2. Receive site-specific link to check-in and check-out surveys

Inspecting Freight:

1. Count packages to determine if any are missing
2. Document any damages to the bill of lading
3. Take photos to document package conditions
   a. Only offload and sign for boards that match the current site
   If there is damage, note it on the bill of lading and alert Project Manager immediately

Site Check-in:

1. Use the site-specific link provided
2. Confirm that you have the correct signs for the current location
3. Take photos of the ODMB packaging
4. Get confirmation from the manager on site

5. Report any potential issues to the support team

Remove Packaging and Inspect Wiring:

Before removing the packing, check the label on the package for the correct DT lane for installation ***BOARDS ARE LANE SPECIFIC!***

Contact Persona and Coates if any labels are missing or if they are for the wrong site

-Remove straps, packing foam, and protective outer box

-Inspect the menu boards for any damage

　　　If damage is found, alert Persona Project manager

**Must leave the unit attached to the pallet

To inspect wiring:

-Open the access doors located on the back of each board

-Confirm that the media players, wiring, and cabling are all in place

Remove and Dispose Existing Menu Boards:

　　　Turn off primary power before beginning work

-Open the back of the existing unit using the ODMB/Triangle key. If the key is not available a 9mm or 11/32" socket will work. Needle-nose pliers can be used as a last resort.

-Disconnect power wiring and CAT6 cables from inside the boards

-Once all wiring is disconnected, remove the boards from their foundation and dispose off site.

-Ensure all cables that run through the conduit stay in place throughout the removal process

Remove New Menu Boards from Pallet:

-Attach crane hook to eyebolt on the top of the new boards

　　　do not lift unit yet

-Remove the (4) bolts and washers that attach the base plate of the unit to the pallet

Install New Menu Boards:

-Verify that the (4) leveling nuts are level and in good condition and replace any that are not.

-Lift the new board off the pallet w/ a crane and position it over the anchor bolts

 use 2 people to guide the menu board into place

 Watch for crush risks

 Do not install in high wind

-With the unit over the anchor bolts, feed the primary wiring and cables up through the base as the base is lowered onto the foundation

-Ensure that the board is level and that the viewing angle matches the board that was removed

 →Info about base plate details and how it can be moved to adjust the viewing angle can be found in the installation manual

-Secure the board to the foundation using (4) washers and (8) nuts

Connect Power Cables:

To be performed by a certified electrician

-Open the access door and remove the access cover panel by removing the 4 fasteners

-Set aside the fasteners and the cover

-Remove the AC cover panel by loosening the 3 thumb screws. Do not remove the green grounding fastener

-Set panel aside

-Route the power cables through the conduit and attach to the corresponding terminal blocks

-Ensure there is no exposed copper that could lead to an electrical short

 terminal blocks can be temporarily removed for easier access

A full wiring diagram can be found in the installation manual

-Take a photo of the terminal block with all the wires installed, then reinstall the AC cover panel (Needed for check out survey)

Connect CAT6 Cables:

-Pull the CAT6 cables through the access holes in the service panel

-Seat the correct CAT6 cable to the designated media player

  Should run directly from the store to the media player

-Once installed, reinstall the lower access cover panel

-Turn primary power back on

Turn on Media Players:

-Use provided remotes included with the new boards

-Power should begin running to the displays and the screen fans will turn on

-On-screen identifier will list the store number and an IP address. Take photos of these.

-Upload photos to the check-out survey (Do not need to hit submit for techs to see photos)

-Call the Coates team for provisioning

  -Ask to check the photos and provision the menu boards (should only take a few minutes)

-Take photos of boards once content is provisioned

-Upload photos to the check out survey

-Submit survey

-Remove protective film from boards and clean up

-Make sure cover doors and access panels are closed up

-Wait for release code to leave site

Check-Out Survey:

1. Upload any required photos to check out survey
2. During the survey, make sure you have a release code and name of Coates agent.

Check out w/Persona:

1. Call Persona Project Manager and provide the release code and name of Coates agent.
2. Do not leave site until you confirm completion with Persona