



Care Table Technology Installation Guide

Retail Technology

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Overview

The document covers the steps in the preparation, deployment, and installation of retail technology at T-Mobile Retail Stores. Any questions or issues need to be directed the Retail Technology Manager or NOC Retail Deployment.

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Contacts

NOC Support-1-877-611-5868 Option 9, then Option 1

- (Use for all check-ins and check-outs for cabling and retail technology technicians completing work in any T-Mobile store)
- ESOC (T-Mobile Enterprise Security Operations)-1-877-586-6762 (Anyone who needs emergency assistance at a T-Mobile store)

Hardware

Before beginning, locate all hardware necessary for the install. If anything is missing, contact your RT PM before continuing.

- 2 Dell 22" USB C Monitors
- 2 Dell WYSE 5070 Thin Clients
- 2 Logitech MX Keys Keyboard/Mouse Combo
- 2 USB C to USB A Adapters
- 2 5' CAT6 Patch cables (Connection at Rack)
- 2 10' CAT 6 Patch Cables (Connection at Table)
- 1 Roll of hook & loop wrap(Velcro) to secure thin client and cabling



Figure 1-1 Dell Thin Client Box

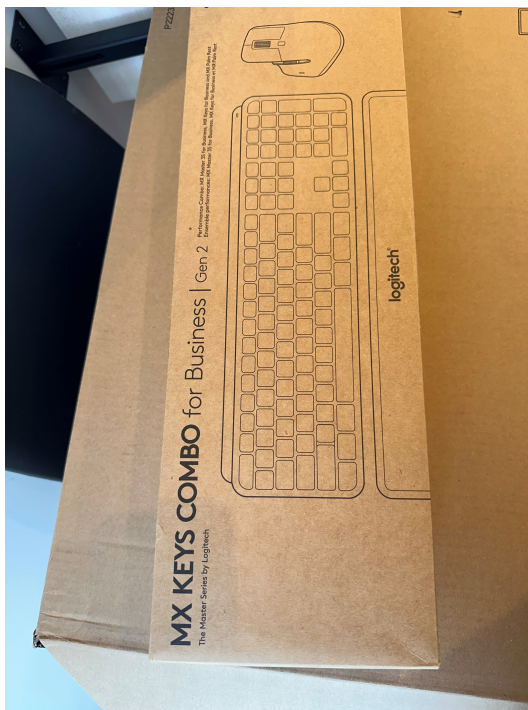


Figure 1-2 Logitech MX Keys Keyboard/Mouse Combo



Figure 1-3 Dell 22" monitor Box

Installation

Installing the Thin Client



Figure 1-4 Correctly Installed Thin Client

1. Locate the drop door under the table and open it.
2. Secure the PC to the perforated metal trap door with Velcro.
3. Plug the USB-C cable from the table into the PC.

4. Velcro and dress all cabling along with the PC power supply so that the trap door can open freely and the PC is serviceable.
5. Tuck all wires into the table and close the drop door.

Network Connection



Figure 1-5 Biscuit Jack

1. Find the biscuit data jack under the table and plug one end of the provided patch cord into it.
2. Plug the other end of the patch cord into the Thin Client.
3. Note the Jack number.
4. On the patch panel in back of house, locate the corresponding jack and connect it to an available port number 41-48 on the Cisco 9300 Switch 1.

Installing the Monitor

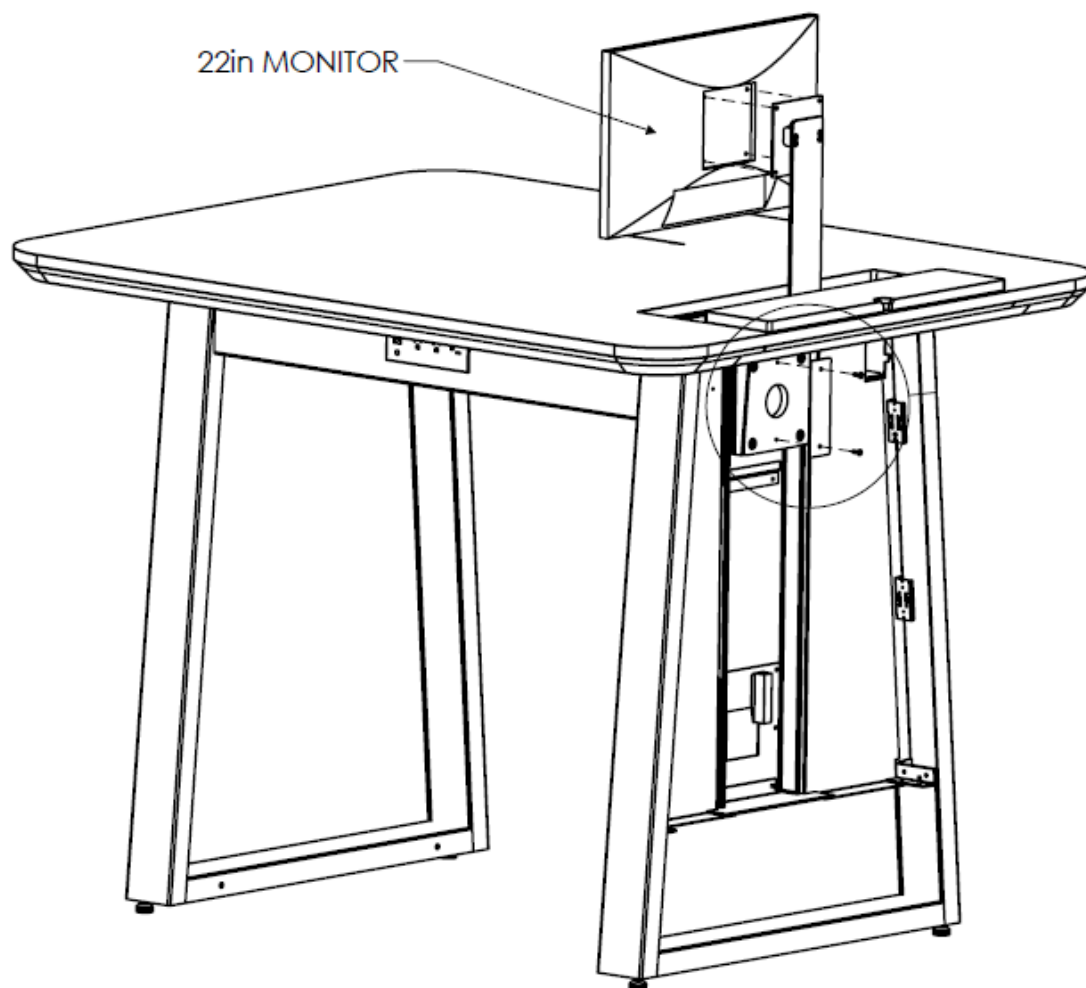


Figure 1-6 Care Table Monitor Installation



Figure 1-7 Table Side Panel

1. Remove the side panel on the monitor side by unscrewing the top screws first, then the bottom screws and lifting the panel away from the table.
2. Locate the Care Table Weight Plates before beginning Installation. If Plates are not present on site, contact RT PM before continuing.
3. Grab the monitor arm platform with a strong hold, and carefully press down on the platform to unlock it.



Figure 1-8 Monitor Platform

USE CAUTION WHEN RAISING THE PLATFORM

The monitor platform is loaded to lift the platform and monitor smoothly.
Without the monitor attached, the platform will have extra momentum and can slam upwards if it is not guided carefully.

4. Carefully allow the monitor platform to raise out of the table.
5. Remove the monitor from the packaging.
6. Remove the screws that come preinstalled on the back of the monitor.



Figure 1-9 Monitor Mounting Screws

7. Place the monitor on the care table monitor arm and reinstall the mounting screws.

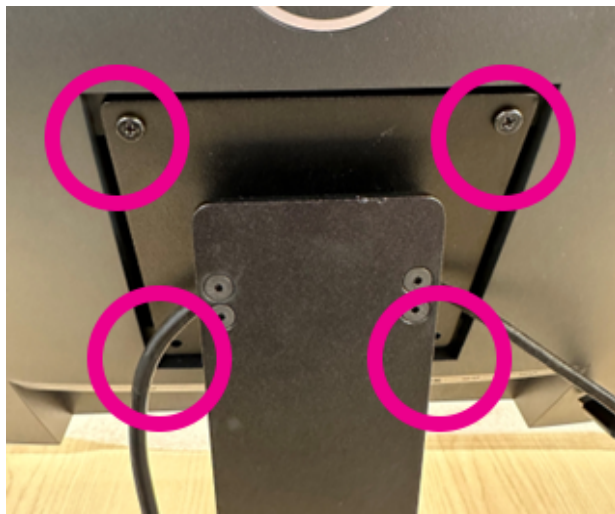


Figure 1-10 Reinstall the mounting screws

8. Plug in Power and USB-C cables.
9. With monitor in place, test the monitor mount lift function by pressing and lowering the monitor into the table cavity.
10. Test the lift function by carefully pressing down on the top of the monitor so that the lift catch disengages.
11. The monitor should lift gently out of the table.
 - If the monitor fails to rise or rises too slowly, remove a thin weight plate and retest.



Figure 1-11 Attached Thinplates

- If the monitor rises too quickly, add a thin weight plate and retest.
12. Store excess weight plates in the bottom of the riser panel.

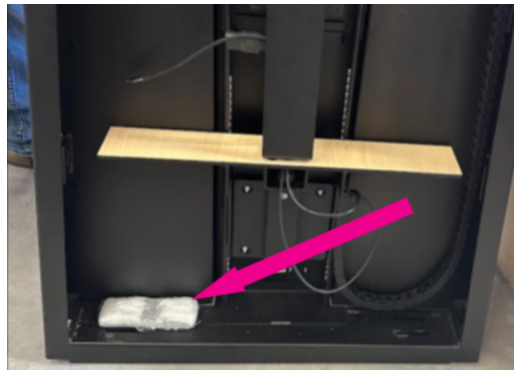


Figure 1-12 Extra Weight Plates

13. Reinstall the side panel.

Installing Additional Hardware

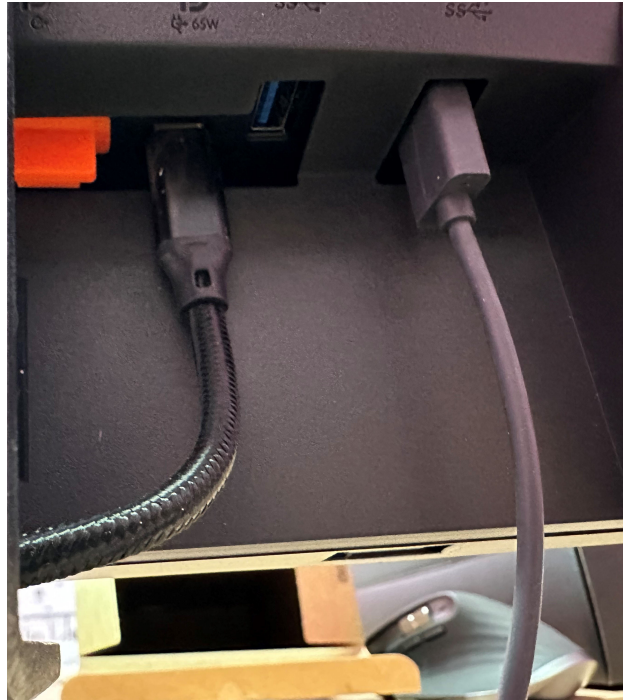


Figure 1-13 USB Ports

1. Plug in the USB-A to USB-C adaptor.



Figure 1-14 USB-A to USB-C adapter(s)

2. Show the manager where to plug in the Mouse/Keyboard charging cable, but store it in the drawer.

This cable is for charging both the mouse and the keyboard.

3. Leave the keyboard & Mouse in one of the drawers.



Figure 1-15 Hardware in Drawer

Final Steps

- Ensure all cabling is secured with Velcro and dressed.
- Validate the thin clients boots up and opens to the Care Desktop.
- Call into the NOC to validate they see the thin client in right port range (switch 1, ports 41-48), and reporting on the network (VLAN 80).

Logging in

1. Have Store staff with permissions plug their Ubikey into the USB-A to USB-C adapter.
2. Test to see if they can click the Care Portal Icon to take them to the Citrix Login Screen.

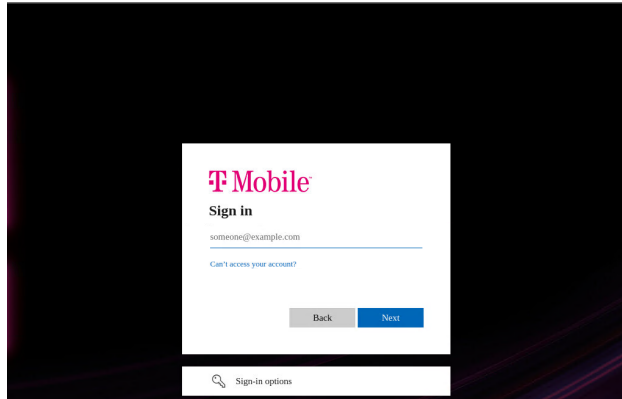


Figure 1-16 Citrix Login Screen

3. After login they should be able to go to the Start Menu and find Atlas and Samson.

Troubleshooting

For Access issues, Have the store fill out the following Launch support form:

<http://forms.office.com/r/27DH7DrXZs>