

JOHN RYAN
FIRST NATIONAL BANK
INSTALL MANUAL

PURPOSE

▶▶▶ 1

TOOLS & PARTS

▶▶▶ 3

BEFORE YOU GO

▶▶▶ 7

INSTRUCTIONS

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DOCUMENTS

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PROBLEMS

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LIST OF SITES

▶▶▶ 23

PURPOSE

If you've ever deposited a paycheck after work, you know how it feels to wait in line at a bank. Even three to five minute waits are agonizingly long. There's nothing to do. The only entertainment you have is the sounds of the coin counting machine. It's no wonder banks score so low on customer satisfaction surveys.

You're helping to fix this. What you do at the bank today will enrich the lives of thousands, millions of people weekly. When you leave, up to three gleaming flat-screen TVs will display news, sports, educational content and more to anyone stuck in line.

You will raise their quality of life.

You will stimulate their minds and educate them — even when they won't expect it.

You're the solution to their problem.

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TOOLS & PARTS

This is a recommended but nonexhaustive list of tools.



SDS Hammerdrill



Cordless drill/driver



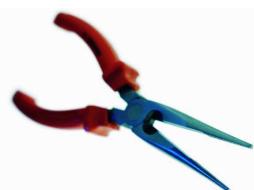
Hammer



Rubber Mallet



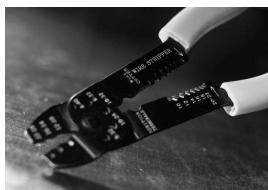
Hacksaw



Pliers



Screwdriver (Torx & Flat)



Wire Cutters/Strippers



Socket Set



Allen keys



Wrench Sets



Hole Saw



Extra screws/nails



Zipties/Velcro & labels



CAT5 Cable Tester



Broom & Dustpan



Garbage Bags



Gloves (for handling)



Packing Tape



Vacuum Cleaner



Digital camera with video



Keyboard and mouse



Laptop



Cleaning Materials



10' ladder



NEC Screen



Peerless Wall Mount



Half HD Balun pairs



3ft M-M VGA cables



5ft CAT5 patch cables



IP Power Switch



9-pin to JR45 RS232 adapter



25-pin to RJ45 RS232



RS232 Splitter



RS232 Splitter Patch Cable



NEC Table Top/Base Mount



DB9 RS232 M-F Serial Null Modem Adapter

Screens	NEC Screen	Wall Mount	Balun Pairs	3ft VGA Cables	5ft CAT5 cable	IP Power Switch	9-pin adapter	25-pin adapter	RS232 Splitter	RS232 patch cable	NEC Tabletop mount	DB9 RS232 adapter
1	1	1	1	1	6	1	2				1	1
2	2	2	2	2	10	1	2	2	1	1		1
3	3	2	3	3	14	1	3	3	1	1	1	1

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BEFORE YOU GO

Call (877) 864-3403 when you arrive to check in. Use the work order number and your six-digit ID number; both are in the work order dispatch.

Your cell phone must be set to "Vibrate" with the ringer turned Off. If you need to make or take an urgent call (and you can't leave the area hazard-free or without risk of theft), find a quiet corner and keep your voice at whisper levels.

Be courteous to bank employees and customers. Yes, even if they're in your way. Be polite to them too and avoid arguments onsite.

Watch your words. Don't respond to negative comments or use sarcasm while you're onsite.

If there is a conflict, injury or other problem, call your project manager immediately. You're responsible to install the screens. We're responsible for things that go wrong. We require you to call us because it helps us both out.

Do not bring food or beverages onto the site.

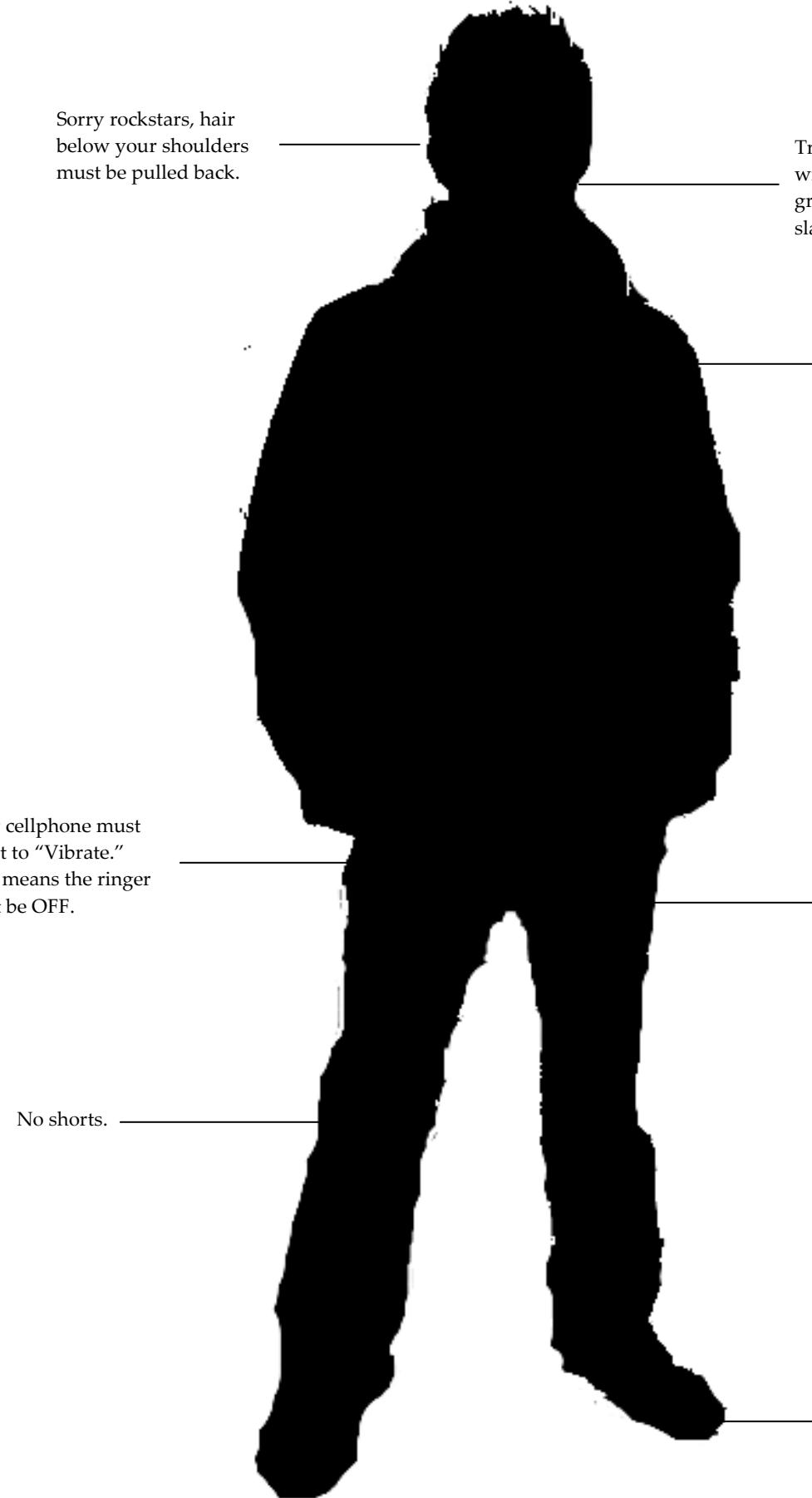
Do not smoke within 200 feet of the site.

Be aware of customers and employees. Do not disrupt their tasks or interrupt them.

You are in a public place. Thefts can occur inside and outside the bank if you are careless. Watch your — and our — equipment closely because you're responsible for replacing anything lost, stolen or damaged.

If your state prohibits cell phone conversations while driving and you're pulled over, we are not reimbursing you. You broke the law. The consequences are yours.

When you leave, the site should be the same as when you entered. Remove all garbage, make sure everything is where it was when you entered and clean up any dirt or debris.



Sorry rockstars, hair below your shoulders must be pulled back.

Treat all bank employees with respect, use proper grammar, and do not use slang or swear.

Wear a black polo shirt. Do not wear a sweatshirt, jacket, or anything else over your polo shirt onsite.

Your cellphone must be set to "Vibrate." That means the ringer must be OFF.

Wear neat dress pants or jeans. Ripped jeans are unacceptable and so is a "plumber's pose." Ensure your pants are high enough.

No shorts.

Shoes must be closed-toe.

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INSTRUCTIONS

Before you and your helper arrive onsite, pick up the equipment from a local warehouse. We will tell you where it is.

The following things should be installed:

- PC (with power)
 - IP Switch for each PC
- Screens and mounts (according to plan)
 - RS232 cabling for each screen
- Data and electrical cables
- *RS232 splitter, if applicable*
- *Power strips, if needed*

Terminate and test CAT5/6 as needed and test LAN connectivity.

Identify and test the path or LAN point, using the process.

Power on the PC.

Call John Ryan NOC (Number TBD) to complete RS232 and/or screen command tests and complete site initialization.

Once the initialization is complete, set the on/off timer and color safety settings on all TVs, according to the screen manufacturer's guidelines.

Ensure that all displays are fully functioning, are positioned as specified in the plans, are level and are clean with no hand prints or smudges.

Confirm that the correct digital content is playing on each set of equipment.

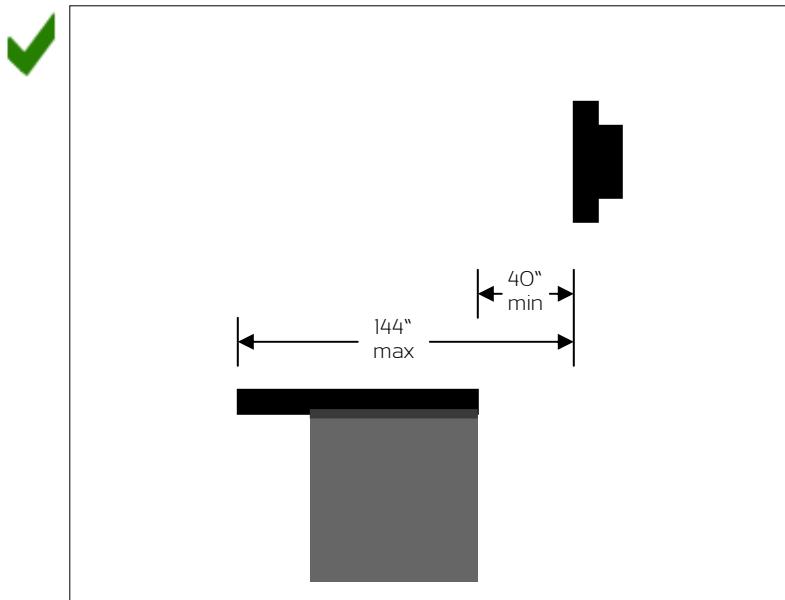
Train the branch associates using John Ryan materials. Once you're done, the employees should be able to clean and maintain the screens and understand help desk protocol.



Remove all trash, cartons, packaging materials and pallets from the branch. Recycle what you can, put what you can't in garbage bags. Nothing can be placed in the bank dumpsters, so all packaging, cartons, pallets and waste must be taken and disposed of offsite.

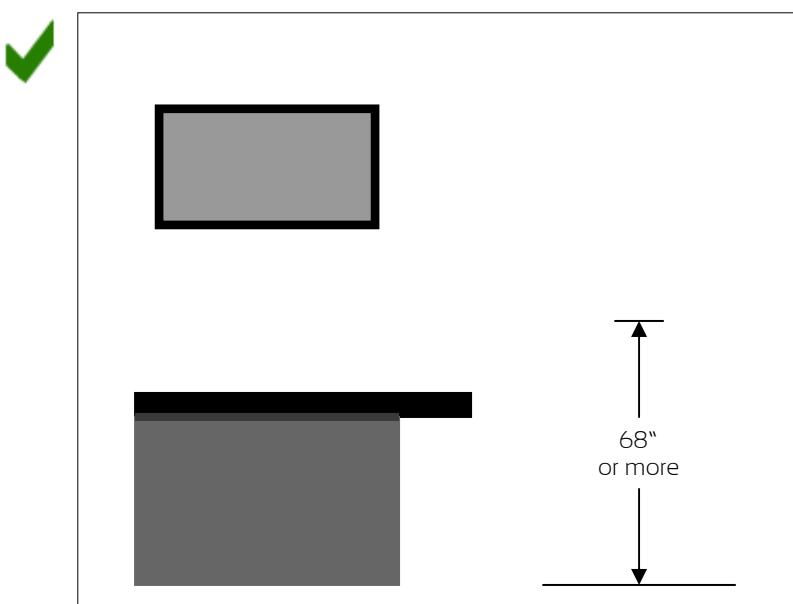
SURROUNDING SPACE

Install the TV 40" or more from the teller counter and no more than 144" from the front of the counter.



WALL-MOUNTED SCREENS

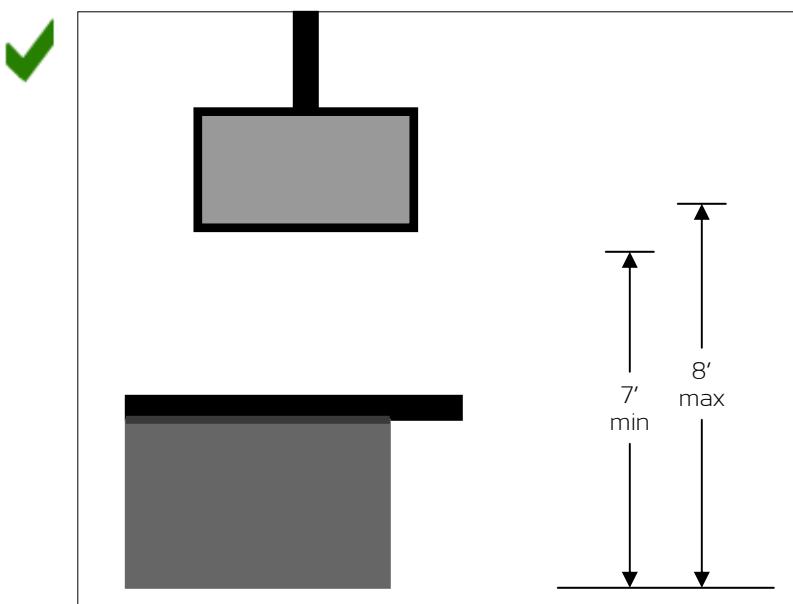
When installed, the bottom of the screen is 68" or more above the floor.



CEILING-MOUNTED SCREENS

Wall brackets are preferred. However, if the wall cannot hold the TV without extensive structural work, use a ceiling bracket.

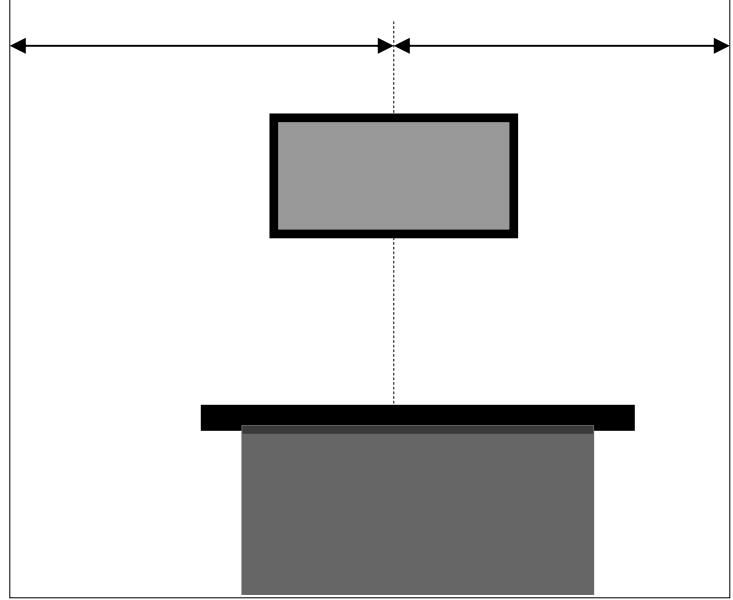
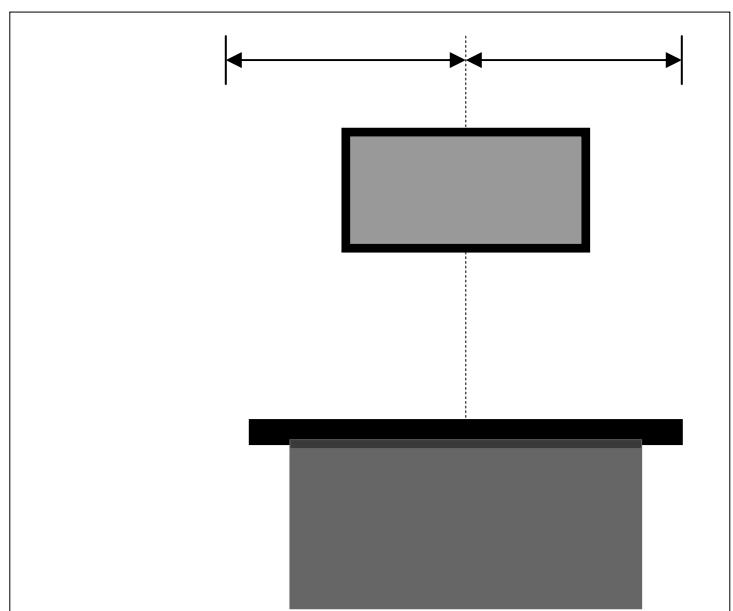
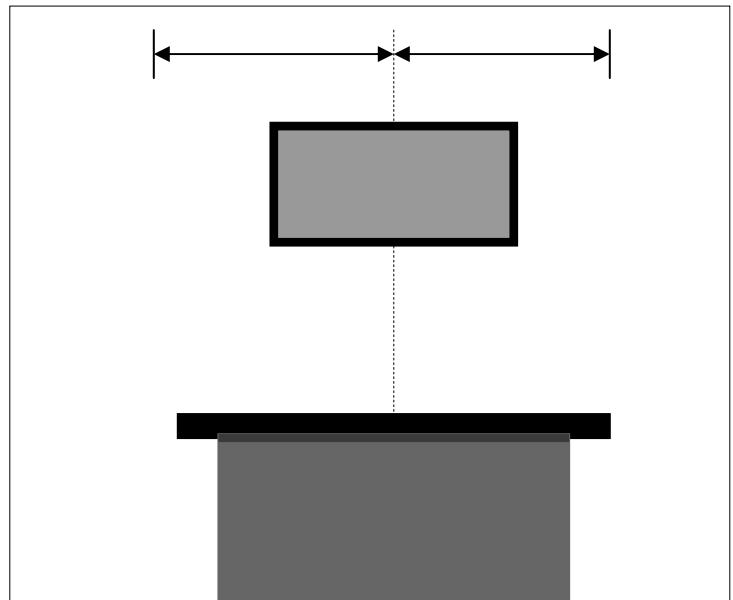
When installed, the bottom of the screen is between 7' and 8' above the floor.



ONE SCREEN



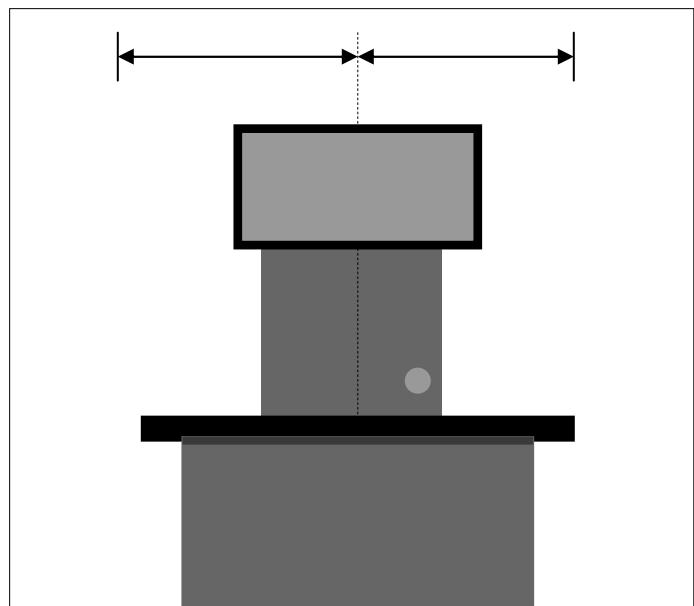
Center the screen over the teller desk. Do not center it on the wall.



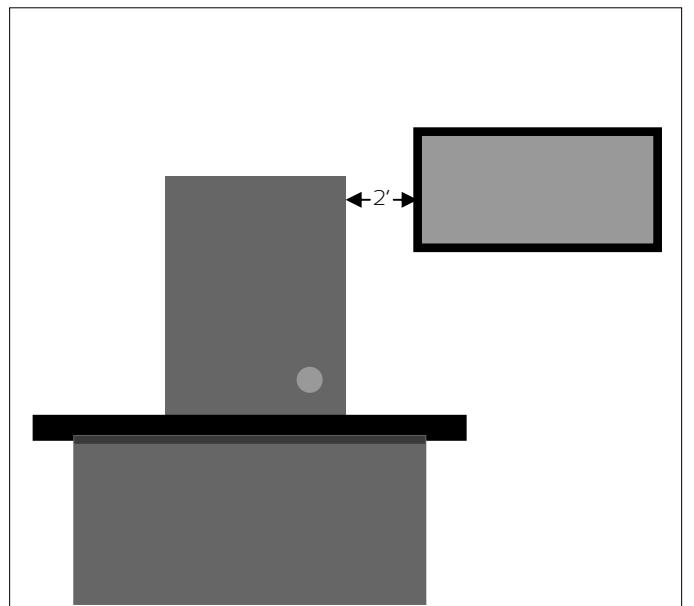
ONE SCREEN

The only exception is a door. If the screen will be placed over a door as shown, move the screen two feet to the side. Even if the door opens inward, the screen will provide a hazard for tall people.

X



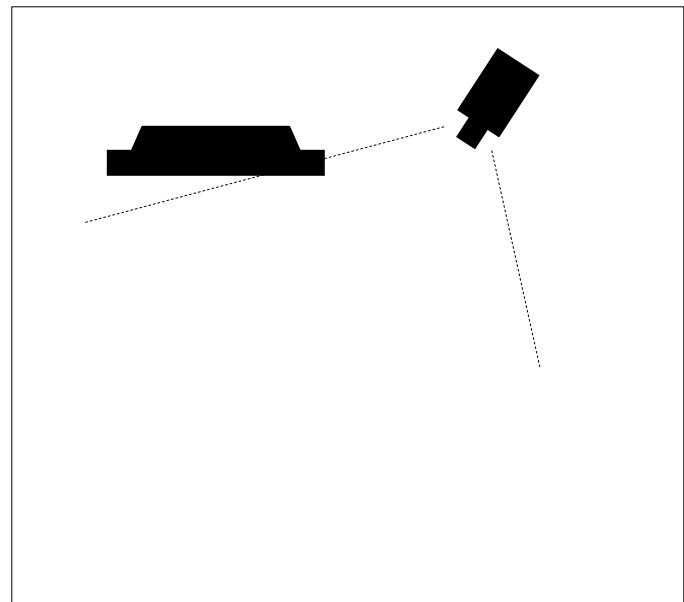
✓



SECURITY CAMERAS

There is no reason for the screen to block part of the security camera. Make sure this doesn't happen.

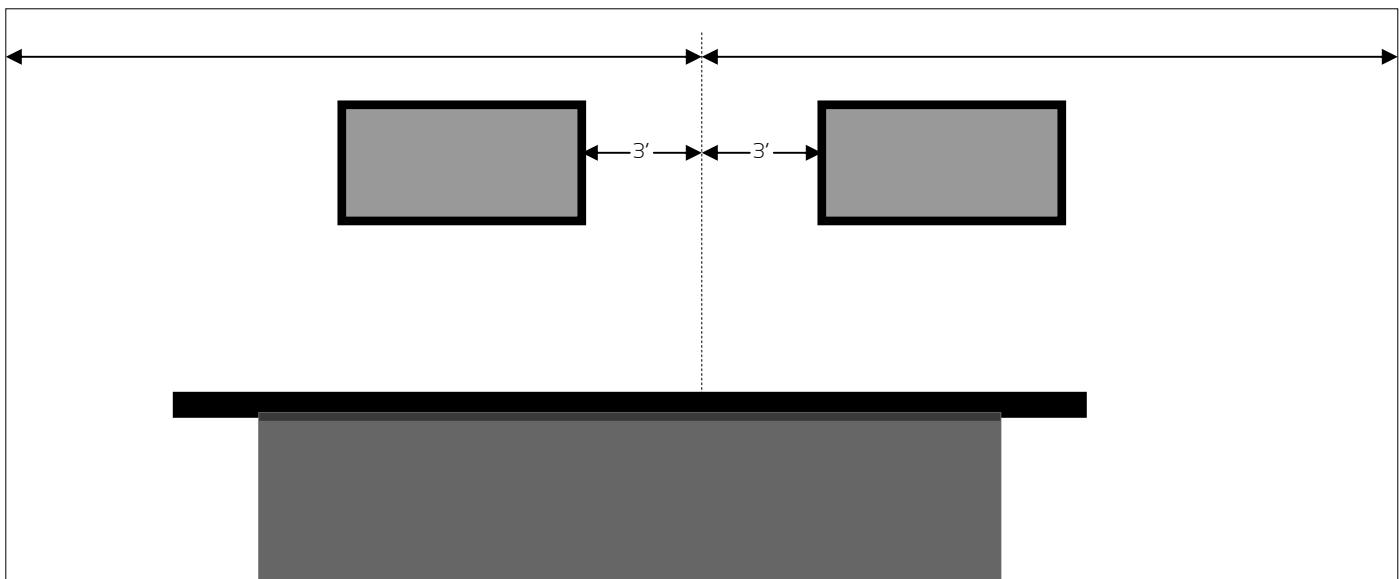
X



TWO SCREENS

Install the two screens at equal distance from the center of the back wall, not the teller counter.

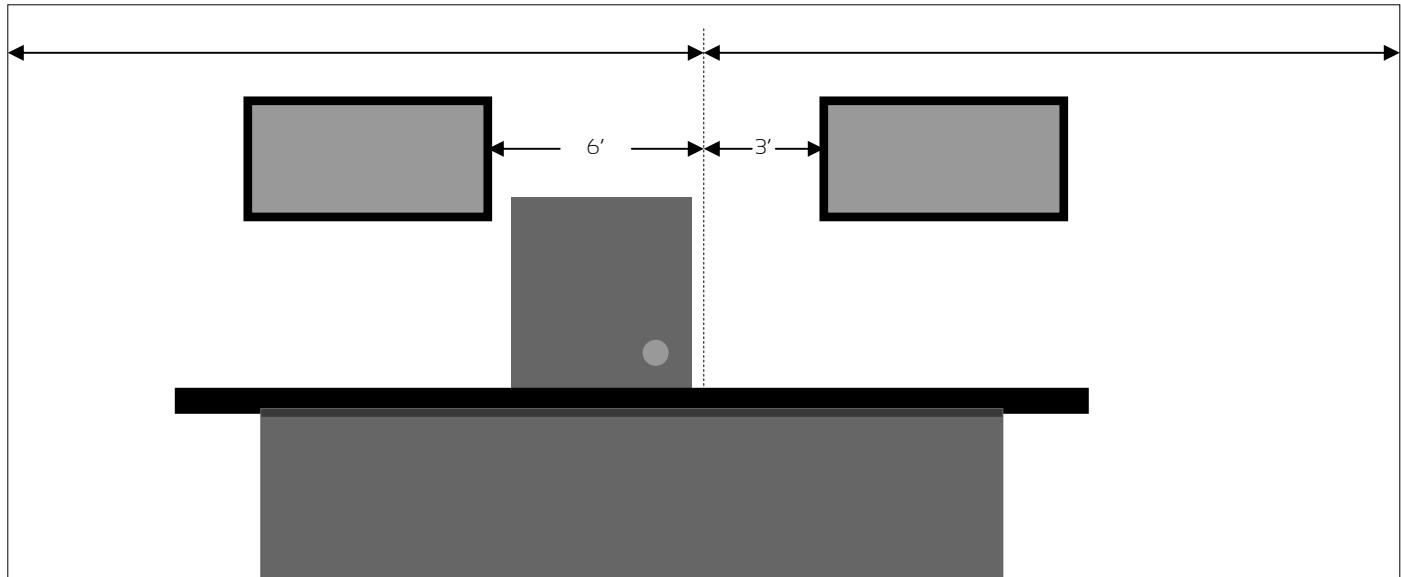
✓



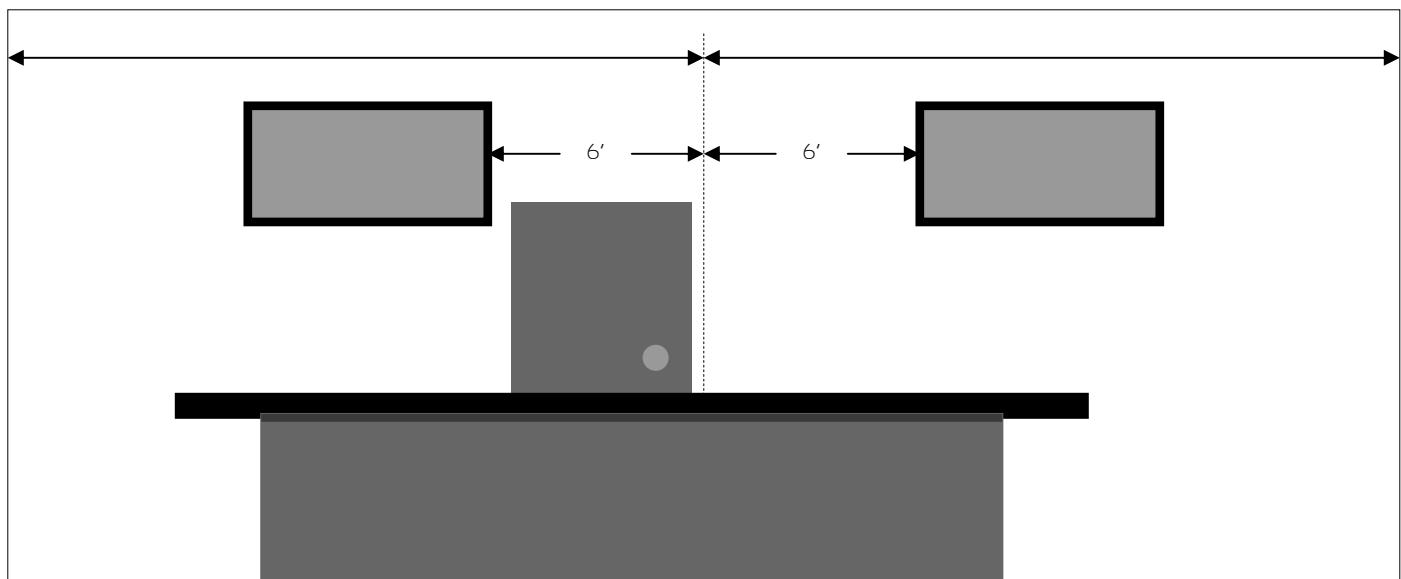
TWO SCREENS

If a door is in the way of a TV, move the screen to the side of it like you would do for a one-screen location — and move the other screen so both TVs are the same distance from the center of the wall.

X



✓



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DOCUMENTS

- Branch exit document
 - Check-in and Check-out times
 - Serial numbers for everything
 - Any changes to the original scope of work
 - PC Initialization data
 - Changes in TV placement on branch floorplan (*if necessary*)
 - All interior and exterior photos
 - 360° video of branch interior
 - Signoff from branch manager on the exit document
-
-  **All documents are virus-free, spam-free, and only contain legal content**
 -  **All documents have been forwarded within 24 hours of installation**

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PROBLEMS

(877) 864-3403

Extension 3

Call with any problems.

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LIST OF SITES

SAMPLE BANK 123 Main Street Memphis, TN 12345 M-F, 8:30 AM – 6:00 PM		# of New TVs
Abbott Martin 2115 Abbott Martin Rd Nashville, TN 37215 M-F, 8:30 AM – 6:00 PM		2 TVs
Eastgate 5526 Brainerd Rd Chattanooga, TN 37411 M-F, 8:30 AM – 6:00 PM		1 TV
Northgate 2173 Northgate Park Ln Chattanooga, TN 37415 M-F, 8:30 AM – 6:00 PM		1 TV
Southern Hills 4400 Nolensville Nashville, TN 37211 M-F, 8:30 AM – 6:00 PM		2 TVs
Chattanooga Main Office 701 Market St Chattanooga, TN 37402 M-F, 8:30 AM – 6:00 PM		3 TVs
Kirby Woods 1845 Kirby Pkwy Memphis, TN 38138 M-F, 8:30 AM – 6:00 PM		1 TV
Shelby Square 7080 Shelby Dr Memphis, TN 38125 M-F, 8:30 AM – 6:00 PM		1 TV
Watkins Frayser 3391 N Watkins Memphis, TN 38127 M-F, 8:30 AM – 6:00 PM		2 TVs
Crosstown 1338 Union Ave Memphis, TN 38104 M-F, 8:30 AM – 6:00 PM		2 TVs
Medical Center 979 East Third St Chattanooga, TN 37403 M-F, 8:30 AM – 6:00 PM		1 TV
Smyrna 770 Nissan Dr Smyrna, TN 37167 M-F, 8:30 AM – 6:00 PM		1 TV
White's Creek 4410 Whites Creek Pike Whites Creek, TN 37189 M-F, 8:30 AM – 6:00 PM		1 TV

FINANCIAL CENTER	CITY	NEW SCREENS	EXISTING SCREENS TO BE REMOVED	EXISTING SCREENS TO BE RECABLED	EXISTING SCREENS THAT NEED NO ACTION	CHANNEL STATUS	CHANNEL 1 PLAYLIST	CHANNEL 2 PLAYLIST
Abbott Martin	Nashville	2	0	0	1	Single	Tellers Row	N/A
Chattanooga Main Office	Chattanooga	2	1	1	2	Dual	Tellers Row	Waiting Area
Crosstown	Memphis	2	1	0	2	Single	Tellers Row	N/A
Eastgate	Chattanooga	1	0	0	1	Single	Tellers Row	N/A
Kirby Woods	Memphis	1	1	0	1	Single	Tellers Row	N/A
Medical Center	Chattanooga	1	0	0	0	Single	Tellers Row	N/A
Northgate	Chattanooga	1	1	0	1	Single	Tellers Row	N/A
Shelby Square	Memphis	1	1	0	1	Single	Tellers Row	N/A
Smyrna	Smyrna	1	0	0	1	Single	Tellers Row	N/A
Southern Hills	Nashville	2	0	0	1	Single	Tellers Row	N/A
Watkins Frayser	Memphis	2	1	0	2	Single	Tellers Row	N/A
White's Creek	Whites Creek	1	0	0	0	Single	Tellers Row	N/A

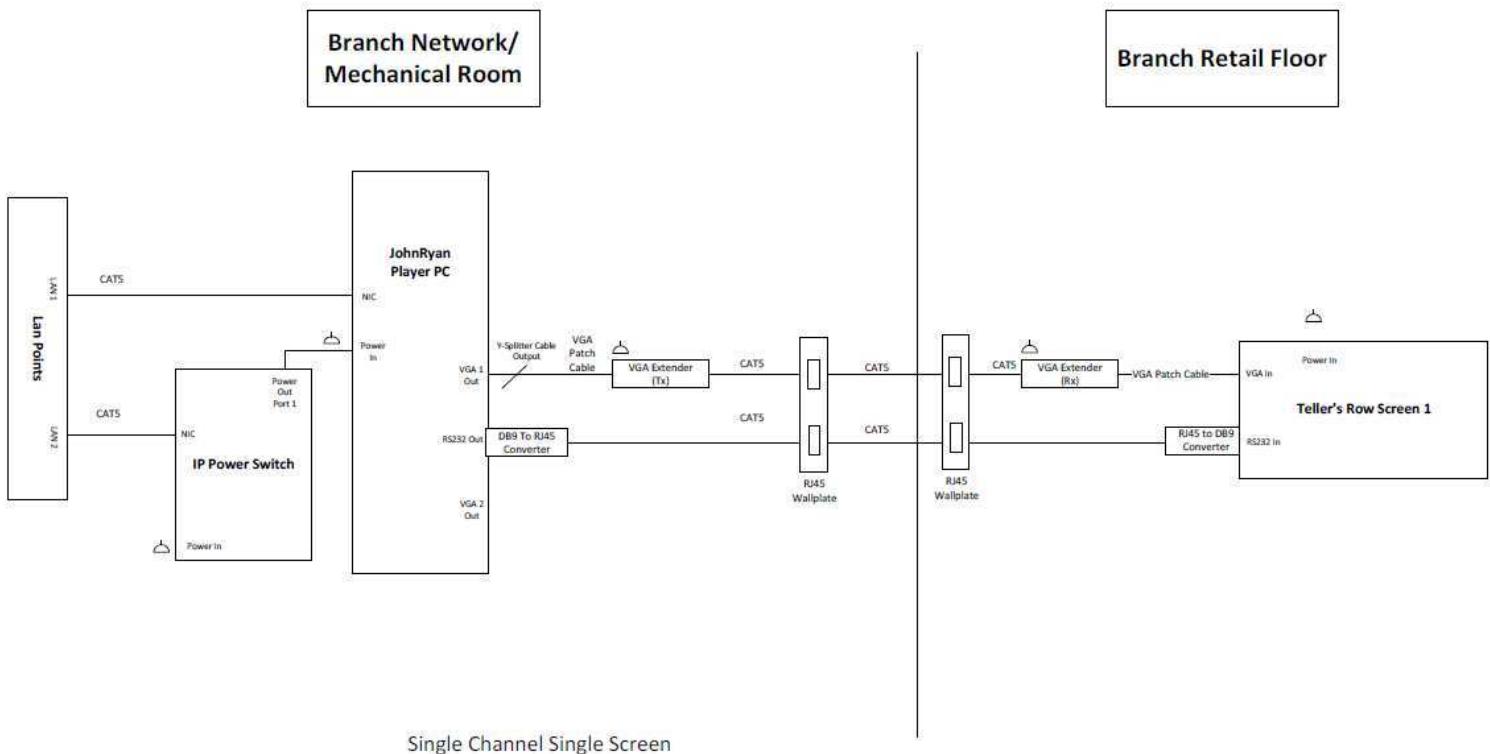
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APPENDICES

Item	Manufacturer	Make/Model	Description	Provider
PC Player	Lenovo	ThinkCentre	PC Player	First Tennessee
Graphics Adapter	Nvidia	NVS300	Graphics card	First Tennessee
Distribution Server			Virtual Server	First Tennessee
Power Strip			Power Strip w/surge protection	First Tennessee
CMS Server			CMS Server	John Ryan
Screen	NEC	V422	42" digital screen	John Ryan
Mount	Peerless	SF650	Black wall mount	John Ryan
Balun set		AC555A-R2	VGA balun set	John Ryan
IP Power switch	Remote Power Switch	RPS-SP4L	IP power switch	John Ryan
CAT5 Patch cables		MR-C5MB-5BLK	5 ft. patch cable	John Ryan
VGA Patch cables		FR-VGA-03	3 ft. M/M patch cable	John Ryan
RS232 Adapters		FA756/FA770	9-pin to RJ45/12-pin to RJ45 adapters	John Ryan
RS232 Splitter		TL073A-R4	Splitter	John Ryan
Serial cable		MR-ASM-6FM	9-Pin(F)/25-Pin(M) serial cable	John Ryan

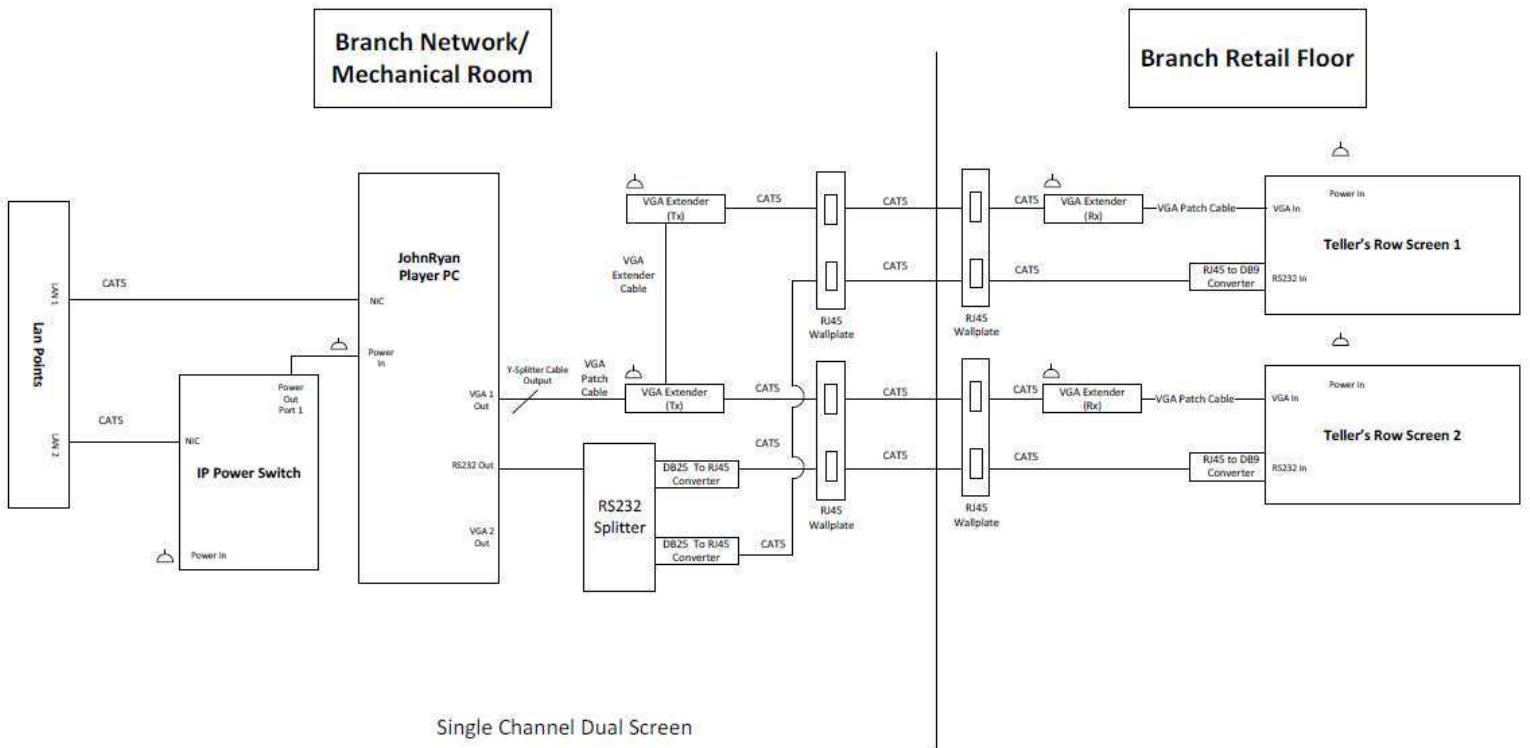
NETWORK SCHEMATICS

One TV, one channel



NETWORK SCHEMATICS

Two TVs, one channel

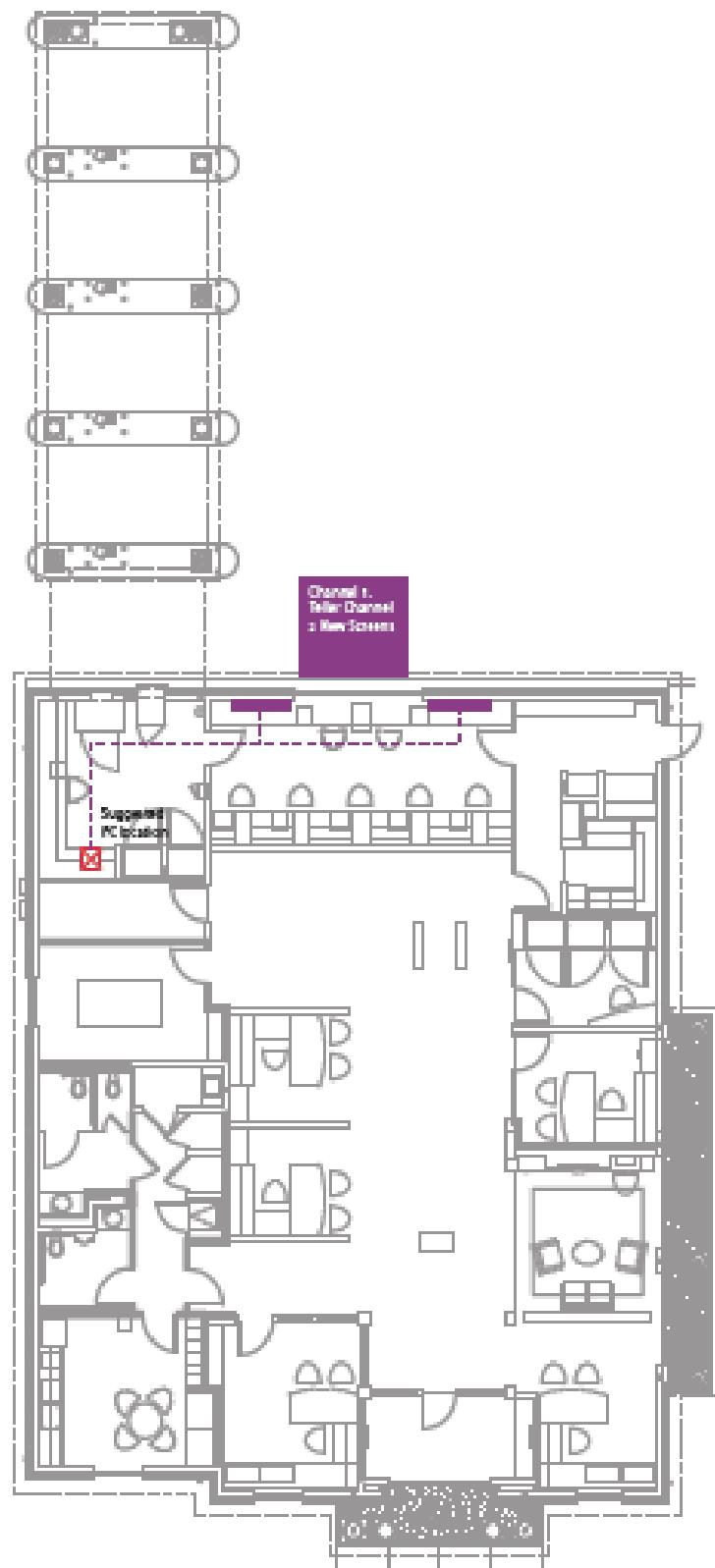


NETWORK SCHEMATICS

Two TVs, two channels

**THIS SCHEMATIC IS PENDING.
IT WILL BE SENT LATER.**

ABBOTT MARTIN







Placement: (2) new screens wall-mounted on the behind teller wall

Channel Type: single

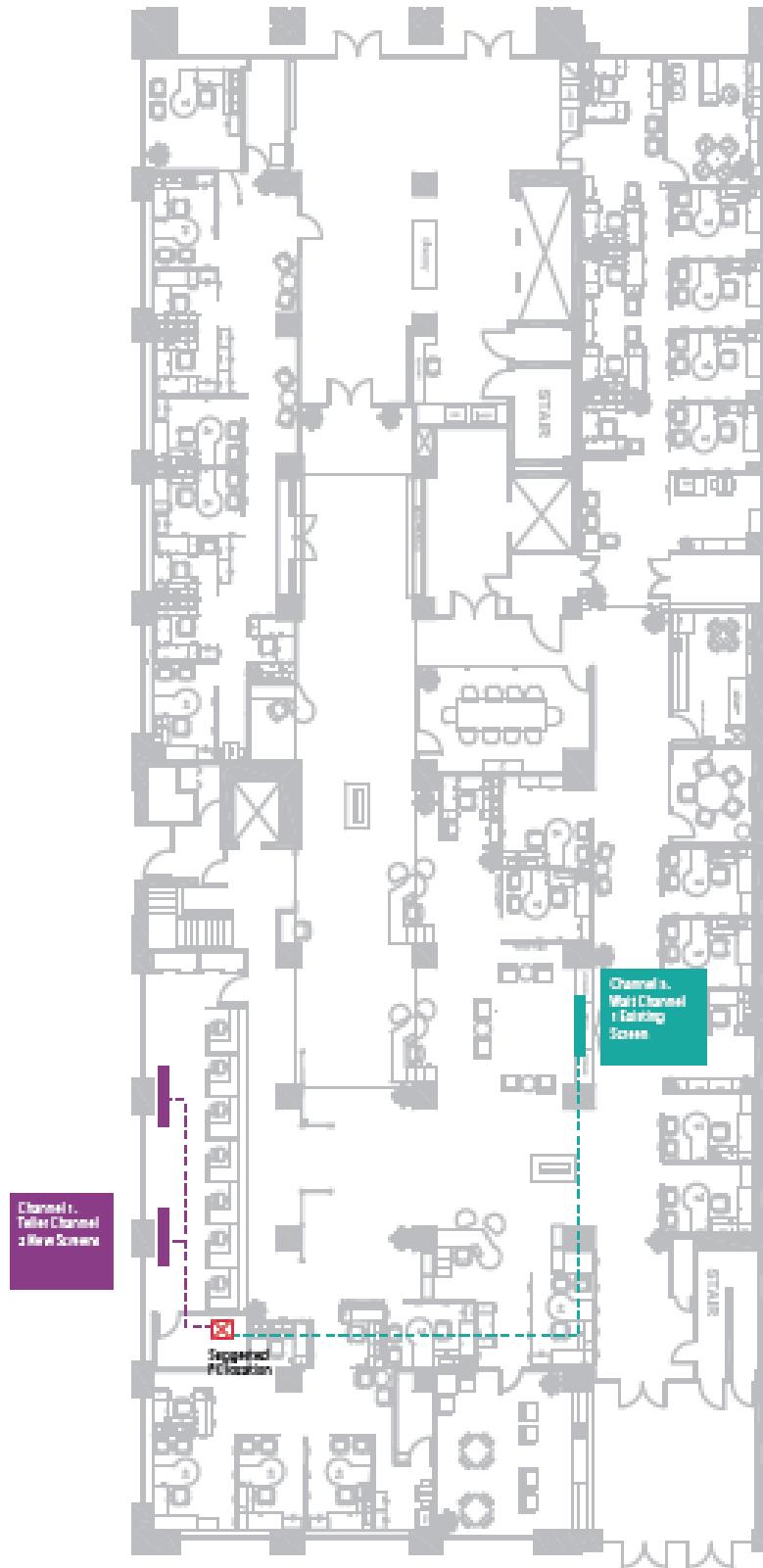
Recommendation: position the screens flanking the drive-up window, with equal distance on each side between the edge of the screens and the edge of the drive-up window

Items for Removal: (2) single wall posters
(2) wall plaques

Items for Relocation: none that are known

CHATTANOOGA

MAIN OFFICE







Placement: (2) new screens wall-mounted on the behind teller wall
(Note: the wall is granite)

Channel Type: dual

Recommendation: position the screens on the segments of wall in-between the windows below the security cameras. Screens to be wall mounted in granite.

Items for Removal: (2) single wall posters
 (1) existing screen ceiling hung over the queue zone

Items for Relocation: none that are known



Placement: (1) existing screen in the cabinet in the waiting area

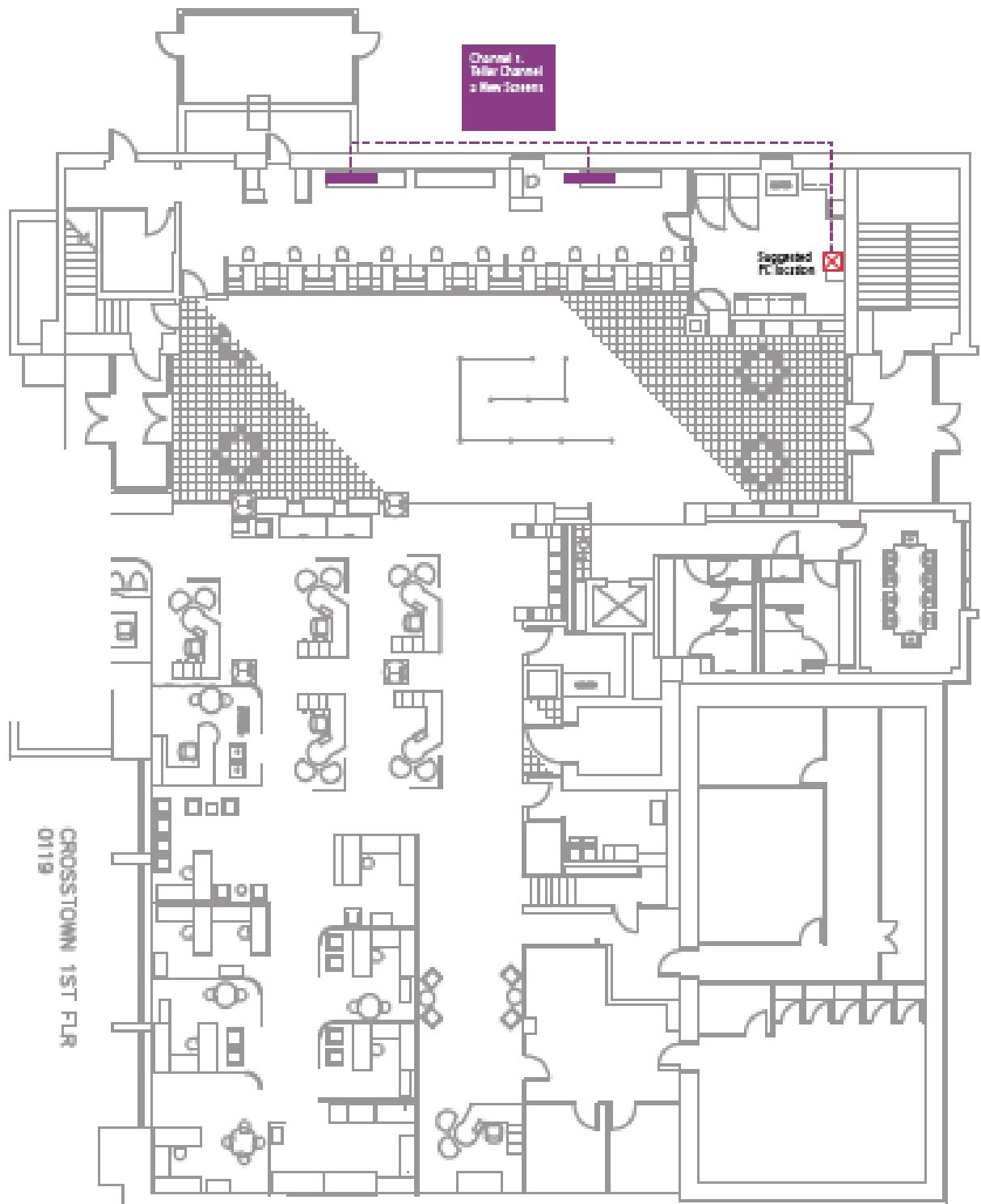
Channel Type: dual

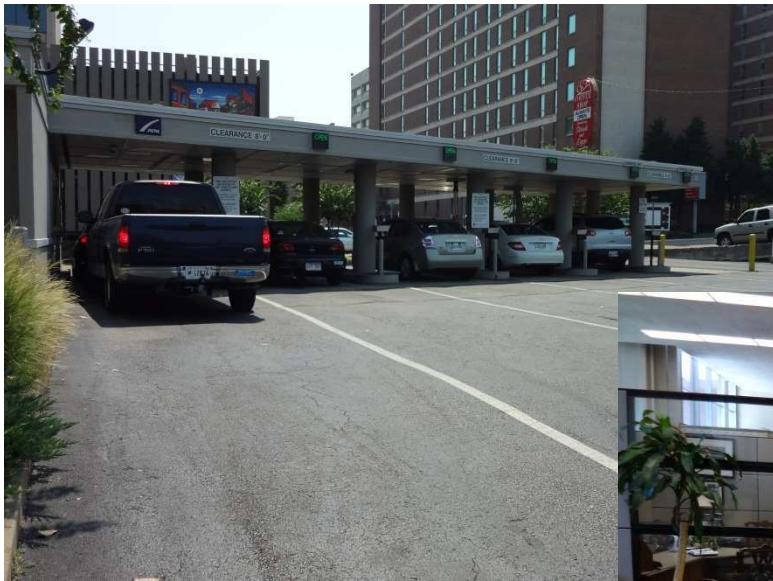
Recommendation: leave the screen as is located within the cabinet

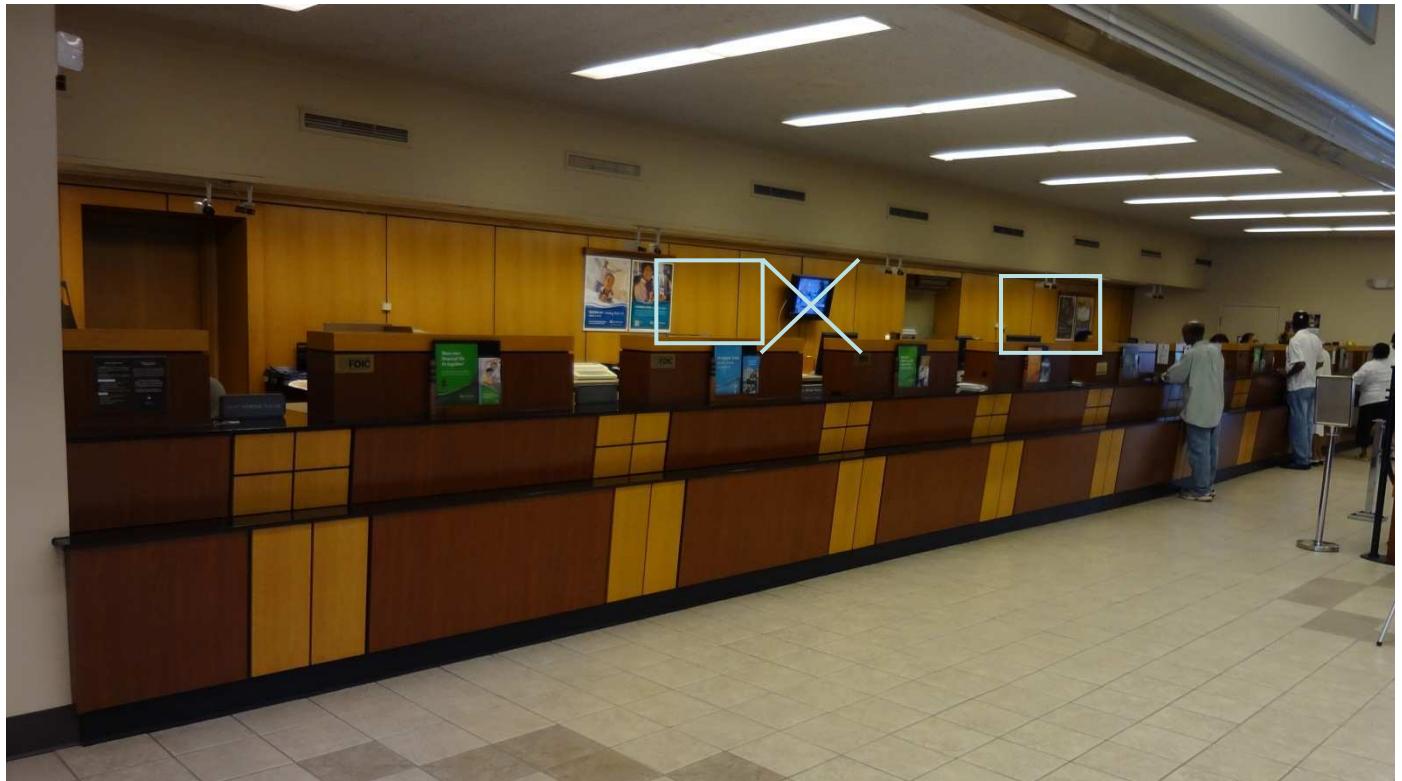
Items for Removal: none that are known

Items for Relocation: none that are known

CROSSTOWN







Placement: (2) new screens wall-mounted on the behind teller wall
(Note: the wall is laminate faced on cement)

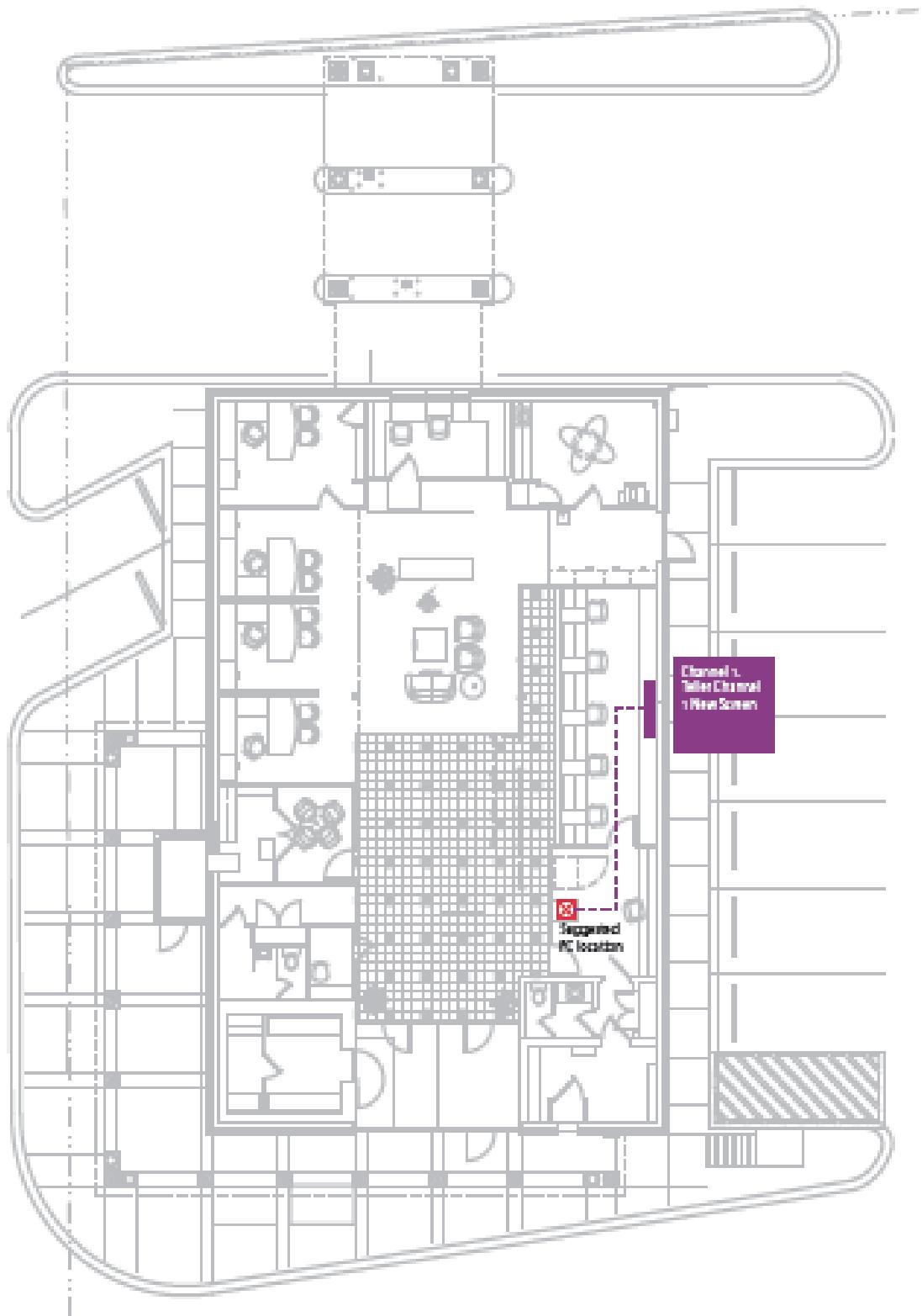
Channel Type: single

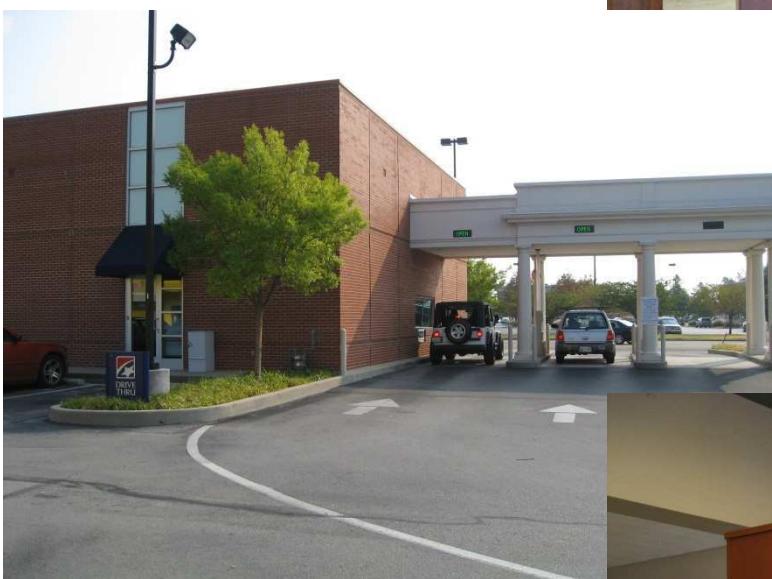
Recommendation: position the left screen between the current double poster and the existing screen. Position the right screen between the indent and the double poster. Both screens need to be below the security cameras. Material at mounting point is concrete behind the laminated wood

Items for Removal: (2) double wall posters
 (1) existing screen wall mounted

Items for Relocation: none that are known

EASTGATE







Placement: (1) new screen wall-mounted on the behind teller wall

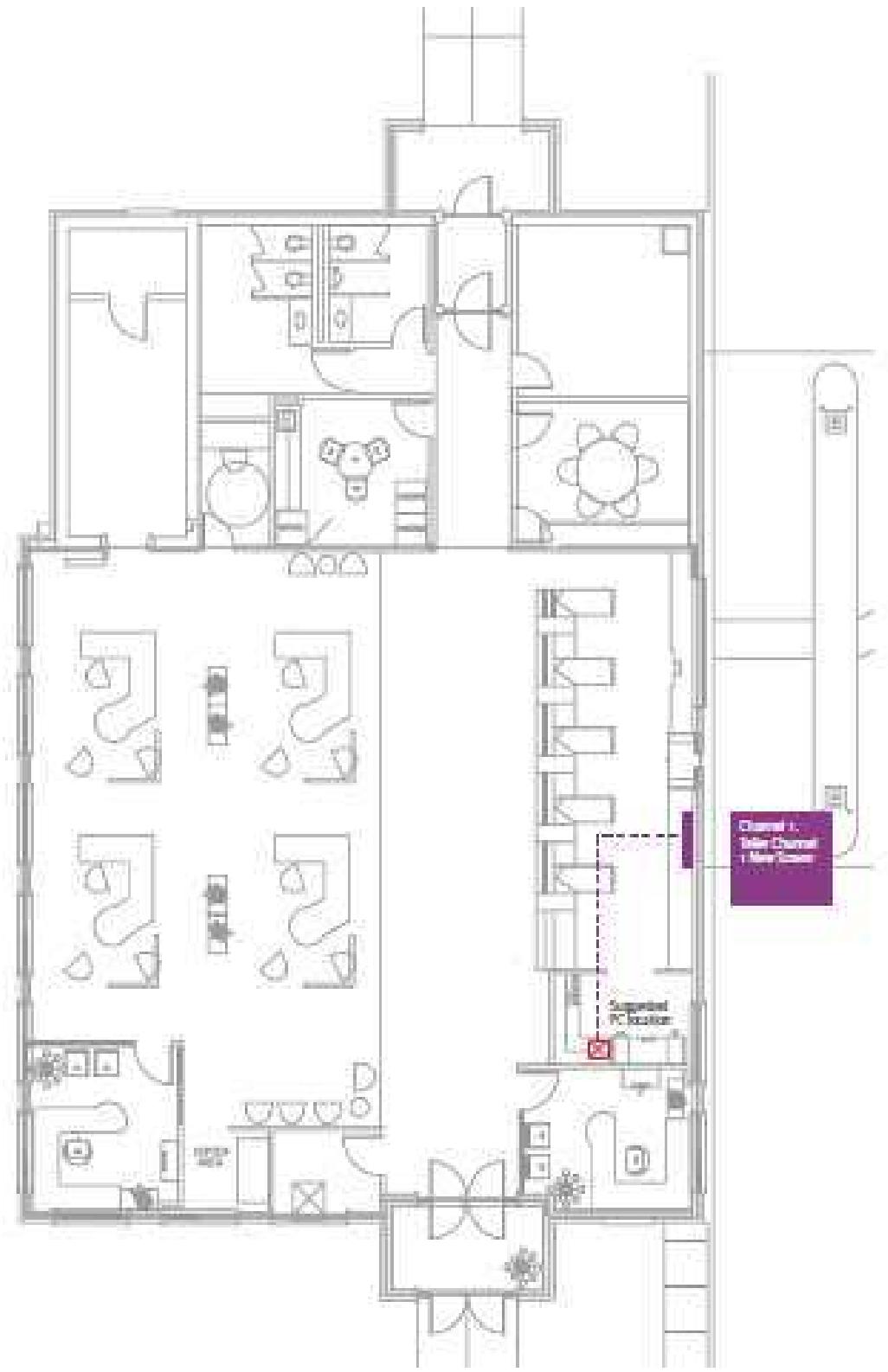
Channel Type: single

Recommendation: position the screen centered on the wall behind the middle teller window, to the right of the current clock

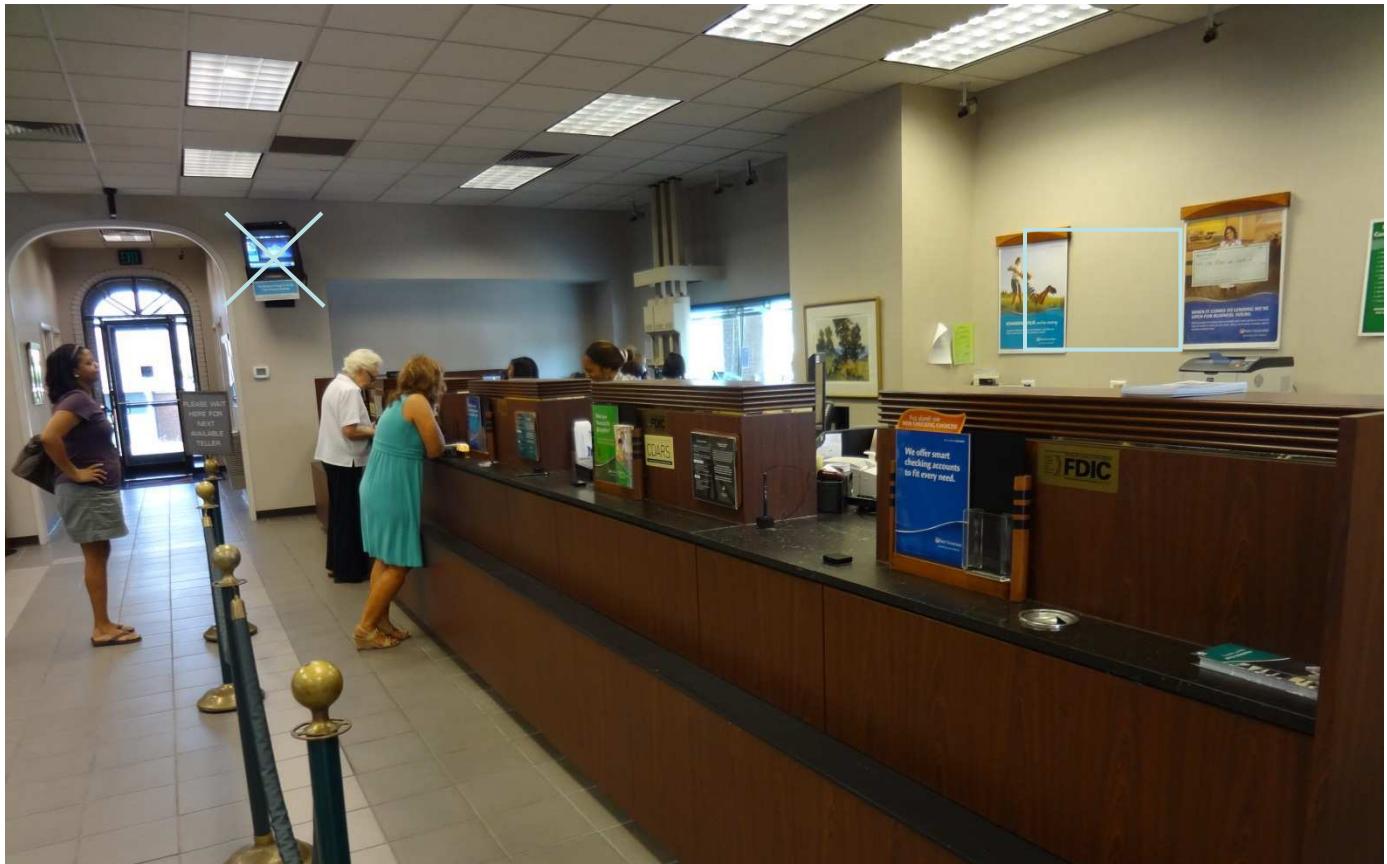
Items for Removal: (2) double wall posters
(2) blue First Tennessee bags
(1) single wall poster on the side teller wall

Items for Relocation: (1) clock

KIRBY WOODS







Placement: (1) new screen wall-mounted on the behind teller wall

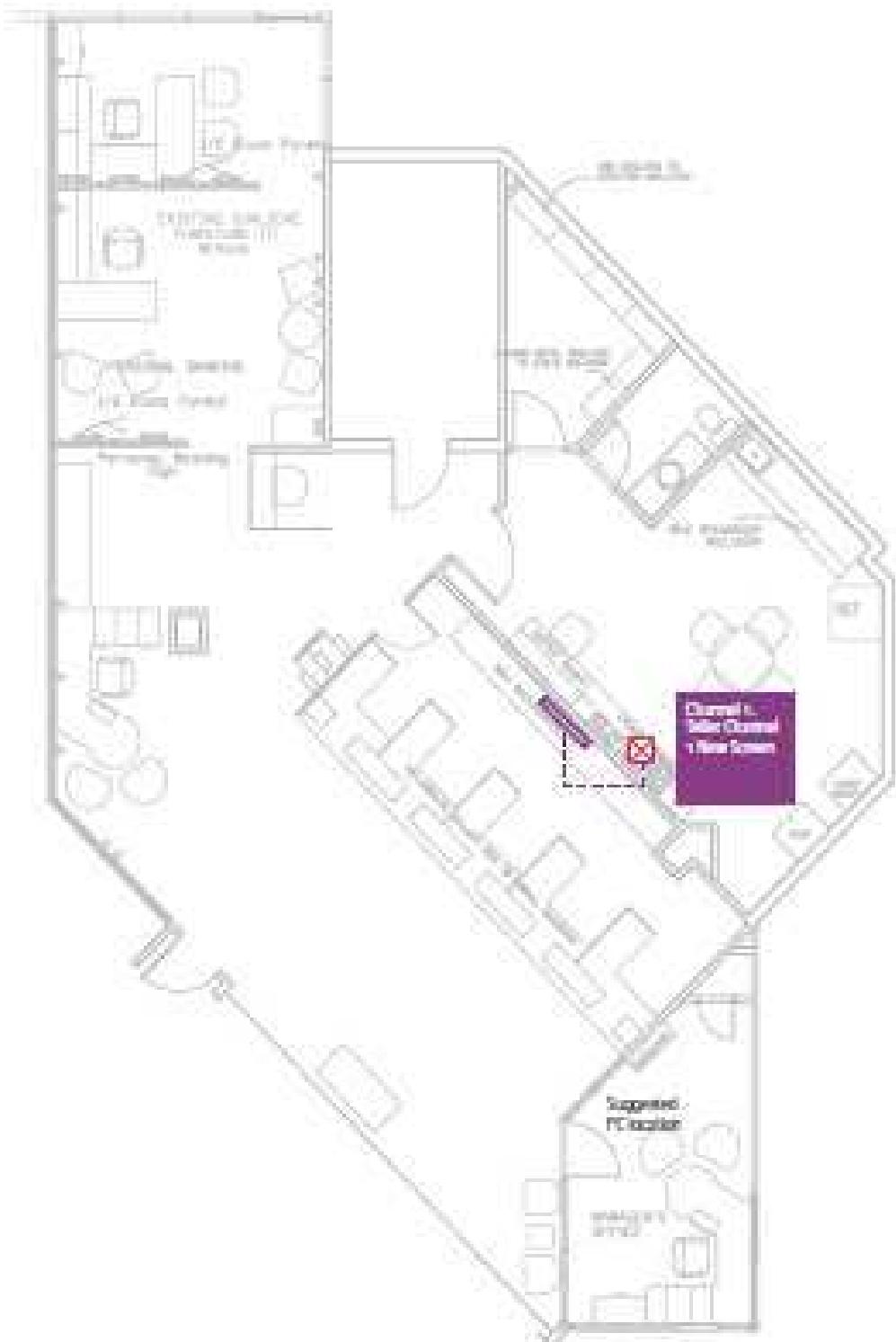
Channel Type: single

Recommendation: position the screen to the right of the bump out where the current single poster is, as least 12" from the bump out side wall

Items for Removal: (1) existing screen wall mounted
(3) single wall posters
(2) papers on the right side bump out wall
(2) papers tacked to the back teller wall
(1) customer experience sign on the back teller wall

Items for Relocation: (1) artwork on the bump out wall

MEDICAL CENTER







Placement: (1) new screen wall-mounted on the behind teller wall

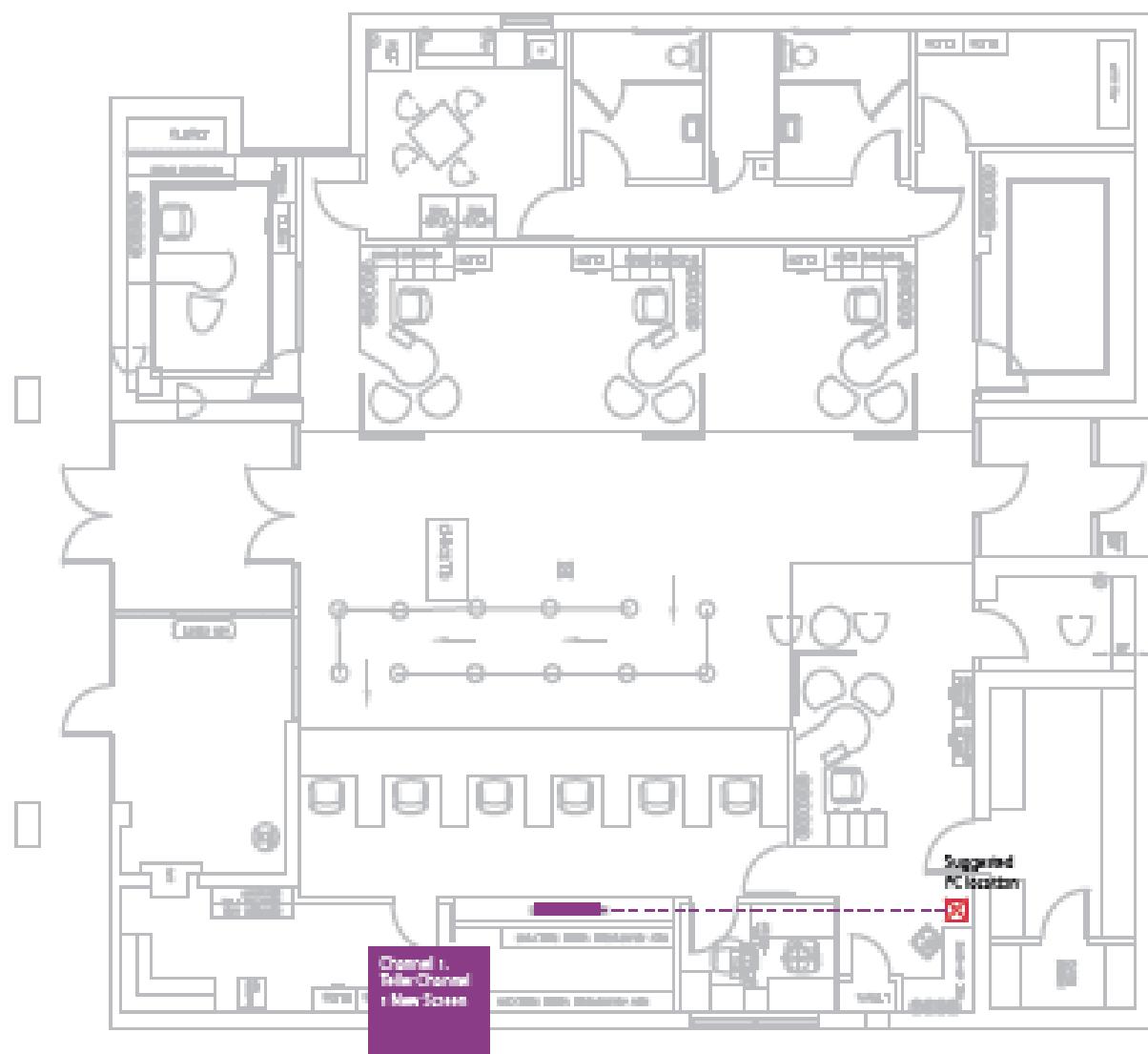
Channel Type: single

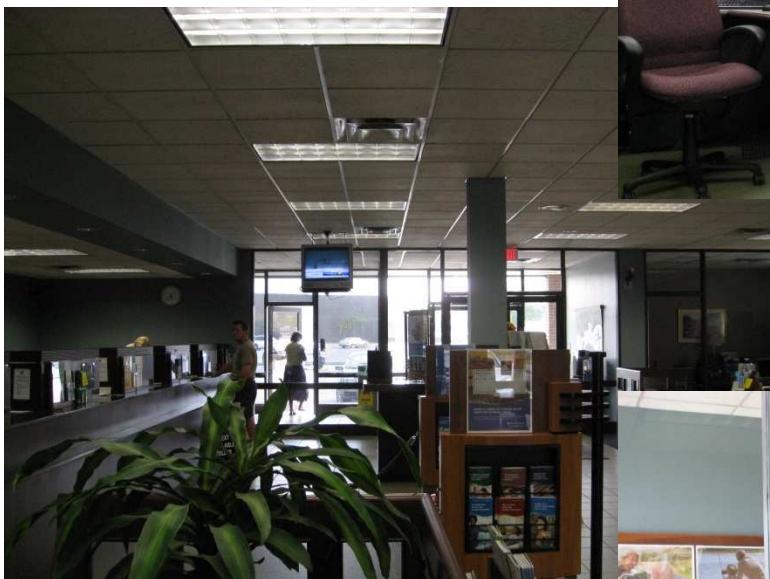
Recommendation: position the screen to the left of the bump out between the second and third teller station

Items for Removal: (3) single wall posters

Items for Relocation: (1) clock from the right side teller wall

NORTHGATE







Placement: (1) new screen wall-mounted on the behind teller wall

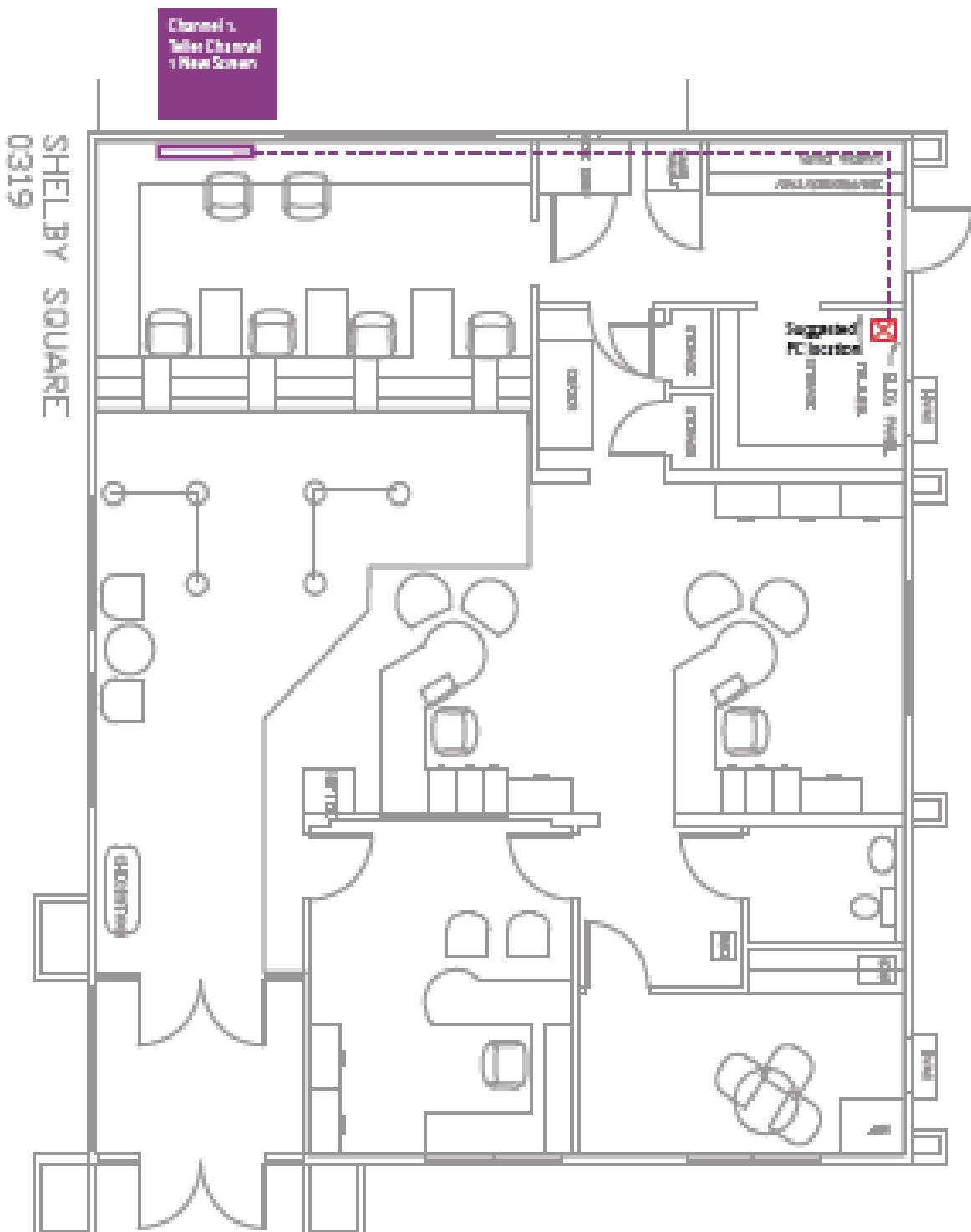
Channel Type: single

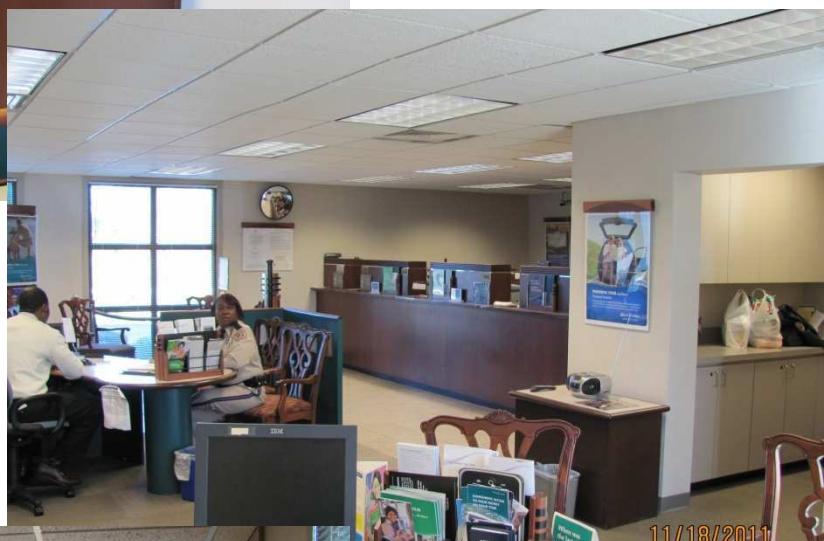
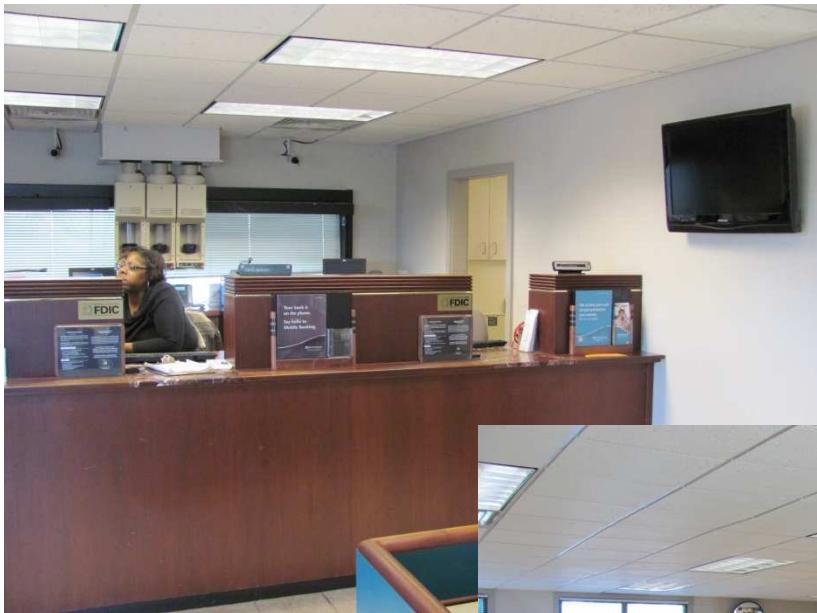
Recommendation: position the screen in-between the current single posters below the security camera

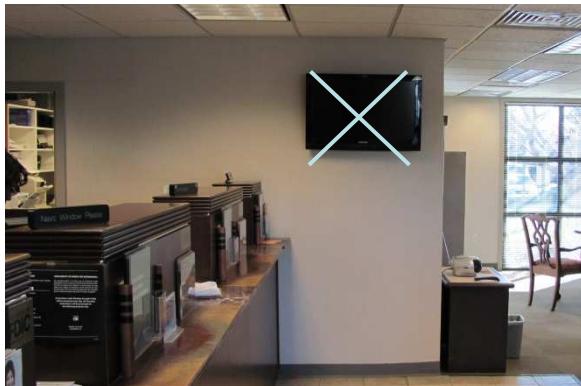
Items for Removal: (2) single wall posters
(1) existing screen ceiling hung from the queue area

Items for Relocation: (1) printer on the behind teller counter
(1) hand sanitizer dispenser on the behind teller wall

SHELBY SQUARE







Placement: (1) new screen wall-mounted on the behind teller wall

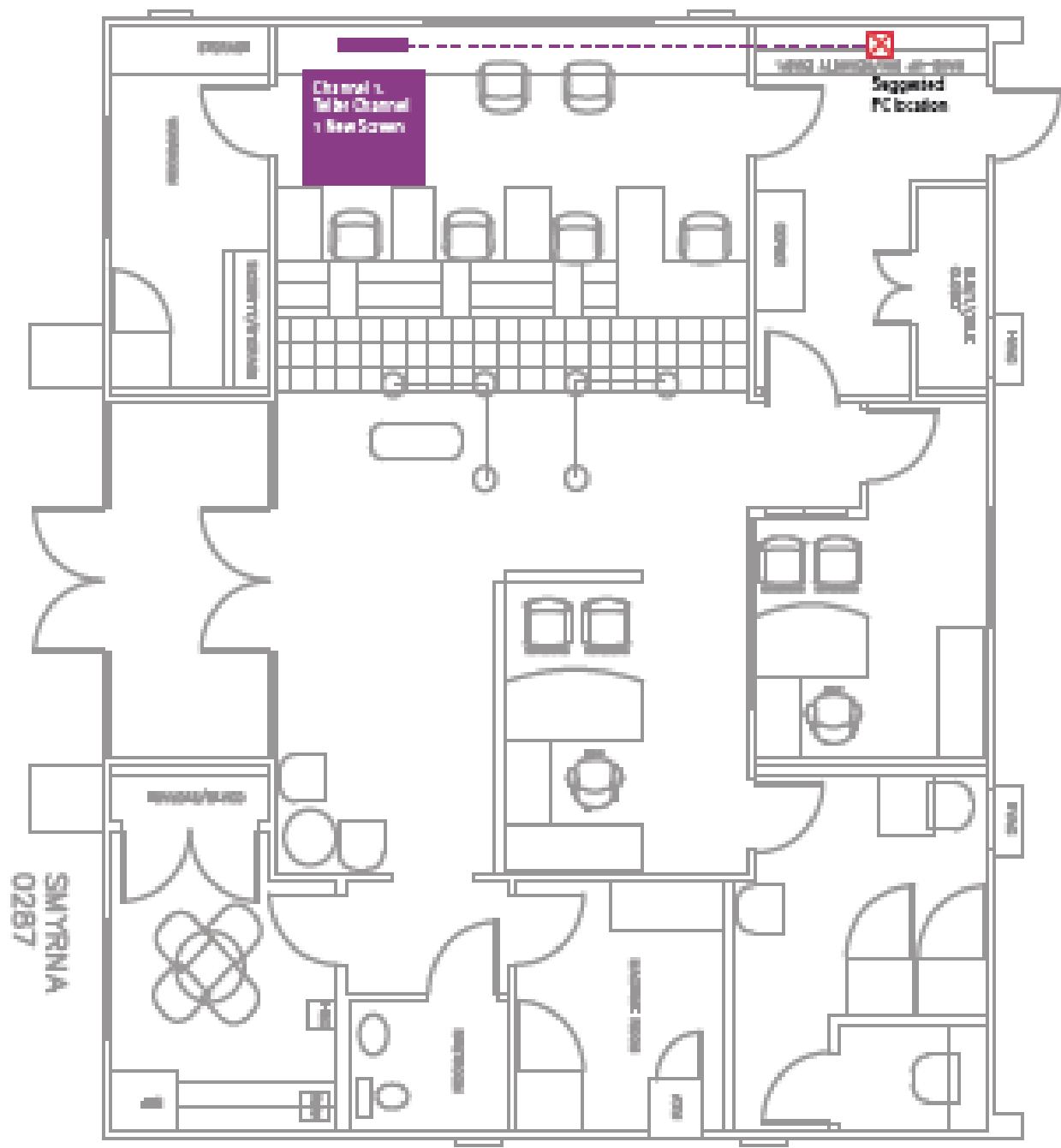
Channel Type: single

Recommendation: position the screen to the left of the drive-up window

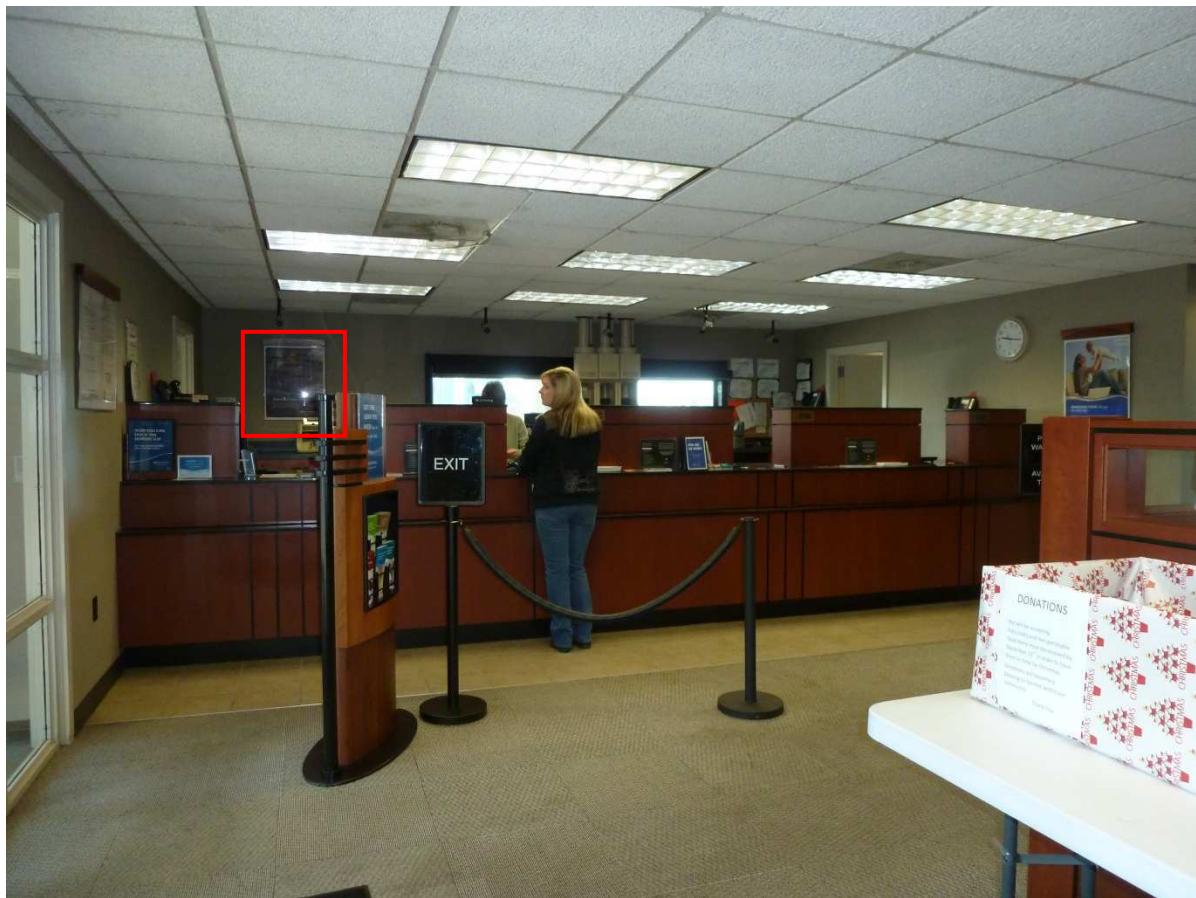
Items for Removal: (1) existing screen on the right side teller wall
(2) single posters on the back left teller wall

Items for Relocation: (1) clock from the back left teller wall

SMYRNA







Placement: (1) new screen wall-mounted on the behind teller wall

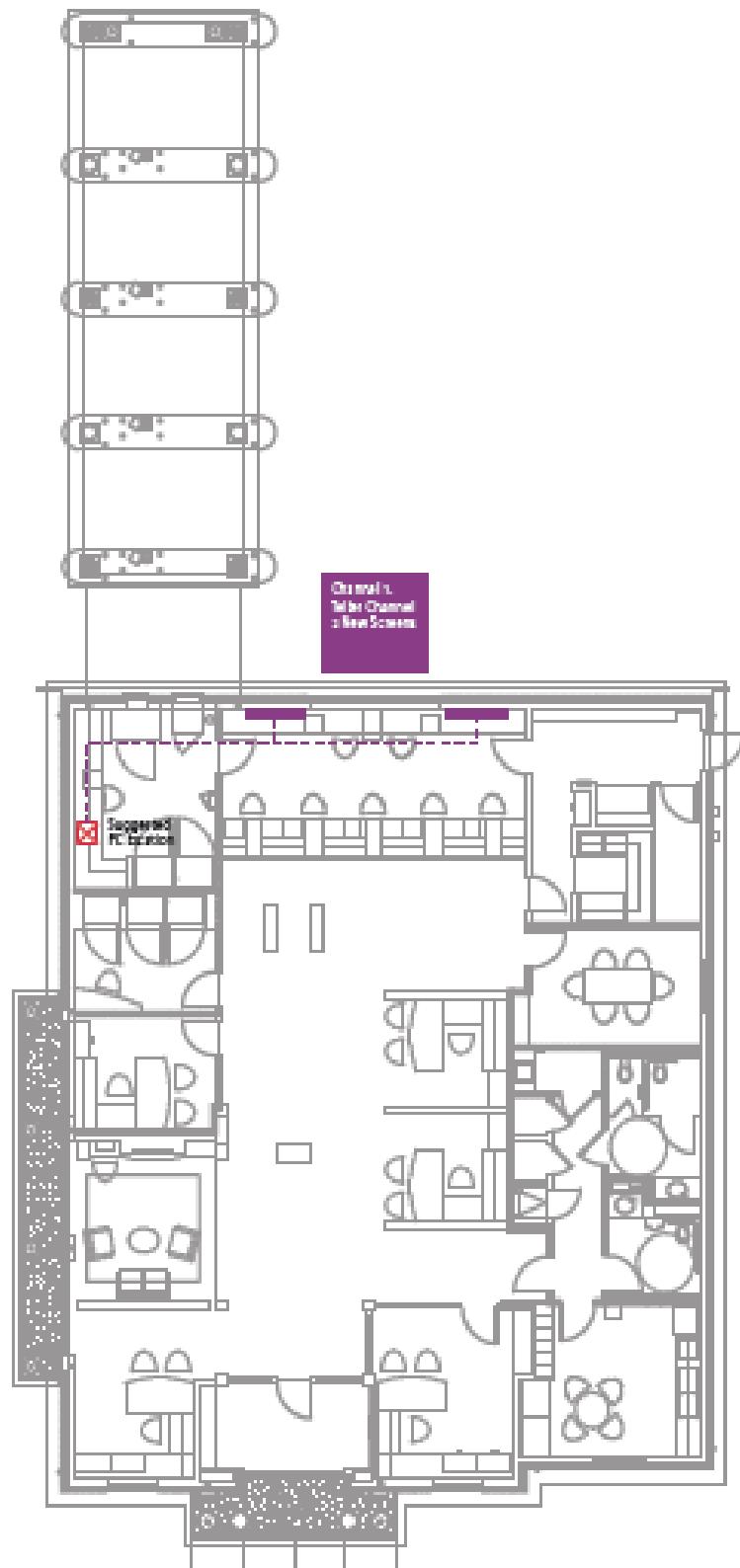
Channel Type: single

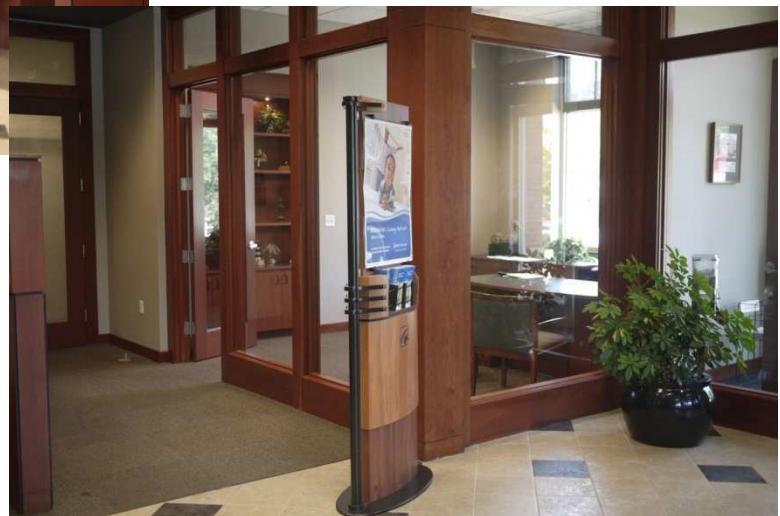
Recommendation: position the screen to the left of the drive-up window

Items for Removal: (1) single poster from the left back teller wall
(4) certificates from the right back teller wall

Items for Relocation: (1) bulletin board from right back teller wall

SOUTHERN HILLS







Placement: (2) new screens wall-mounted on the behind teller wall

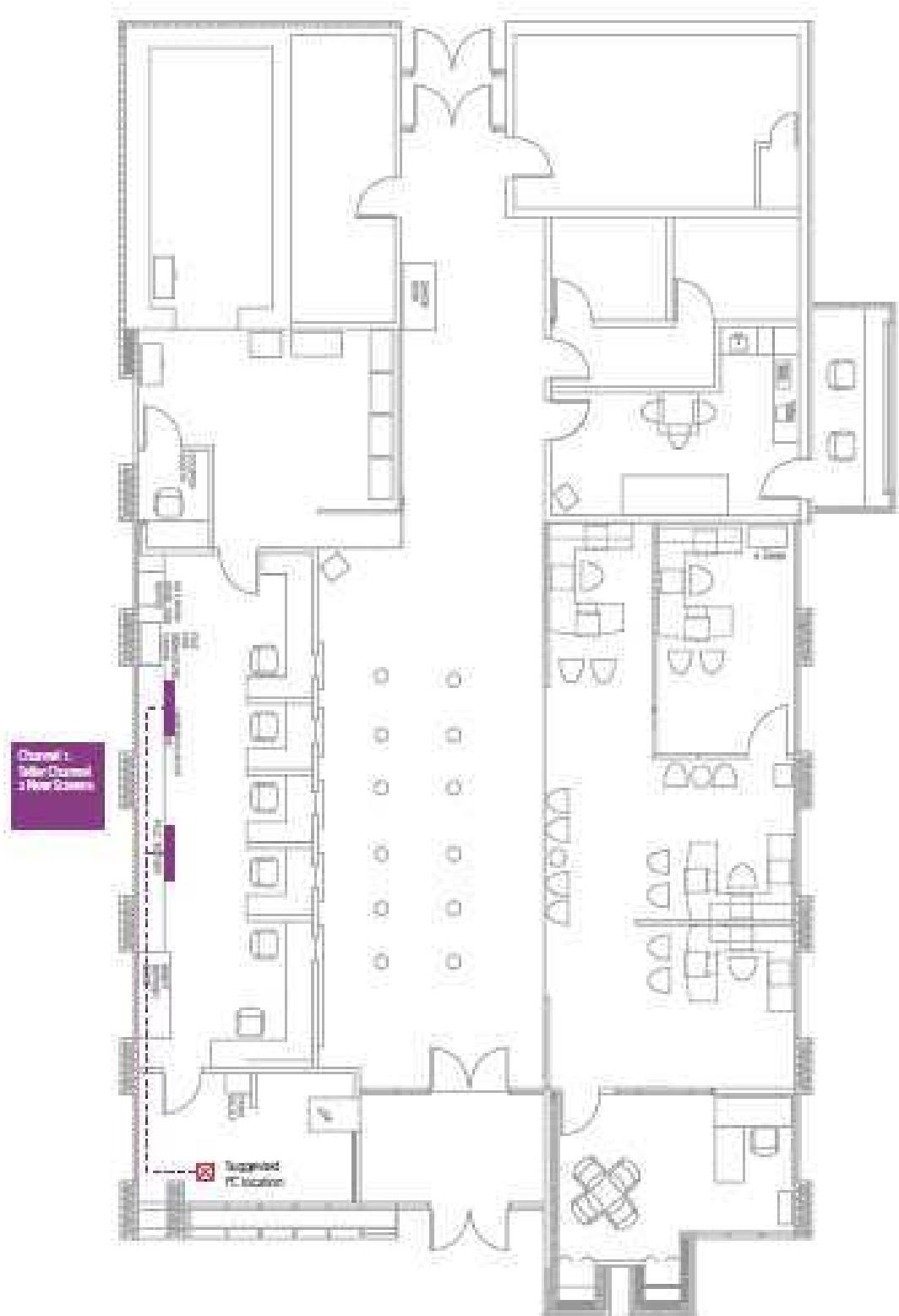
Channel Type: single

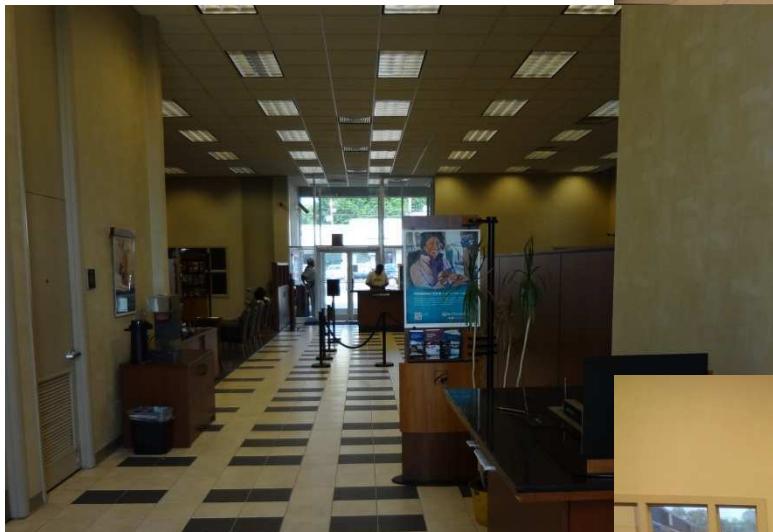
Recommendation: position the screens flanking the drive-up window, with equal distance on each side between the edge of the screens and the edge of the window, keeping in mind the door on the right side opens in

Items for Removal: (2) double wall posters
(1) single wall poster (right side teller wall)

Items for Relocation: the wash lights above the screens need to be redirected or turned off

WATKINS FRAYSER







Placement: (2) new screens wall-mounted on the behind teller wall

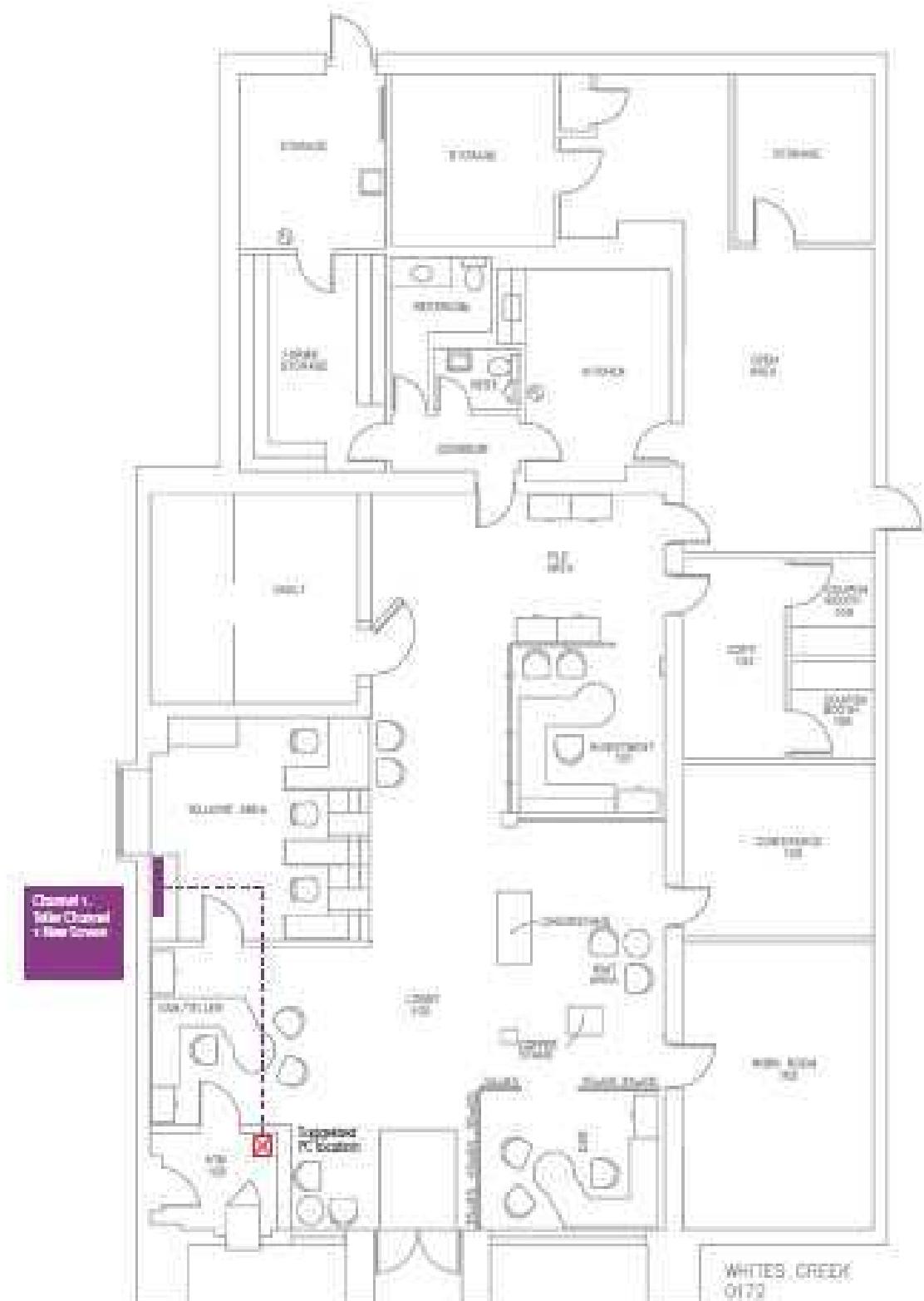
Channel Type: single

Recommendation: position the screens on the segments of wall in-between the windows above the security cameras

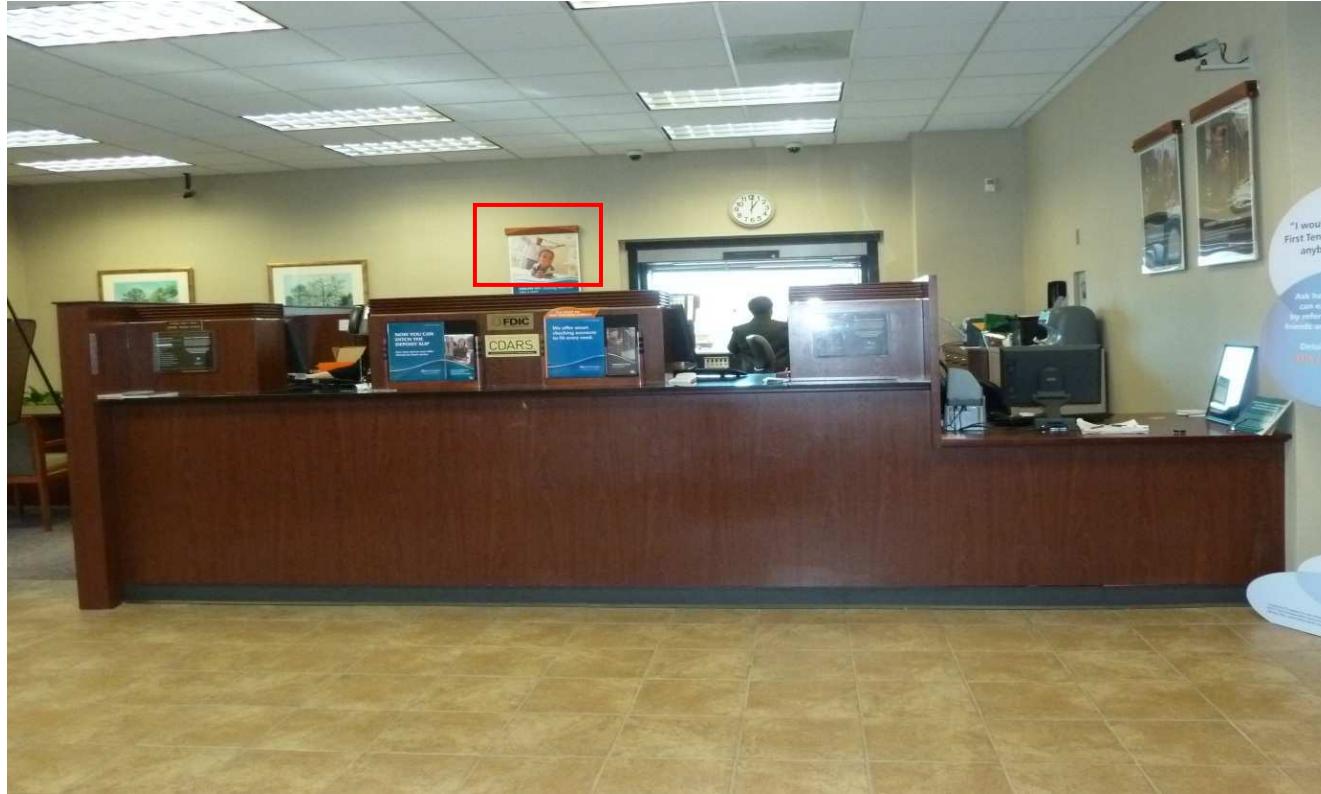
Items for Removal: (4) single wall posters (one on the left teller wall)
(1) existing screen ceiling mount

Items for Relocation: (1) regulatory sign holder

WHITE'S CREEK







Placement: (1) new screen wall-mounted on the behind teller wall

Channel Type: single

Recommendation: position the screen to the left of the drive-up window

Items for Removal: (1) single wall poster from the back teller wall
(1) artwork from the right side platform wall near teller zone

Items for Relocation: (1) clock from above the drive-up window
(1) artwork to be centered in the platform area