MOOD:

T-MOBILE
SCOPE OF WORK & SIGN-OFF

*****MUST follow the below guidelines for this Installation to be complete*****

IMPORTANT NOTE: <u>All devices are site specific</u>
Please reference the MOOD labels on the device box to confirm that the information on the label matches the site where the install is to be completed.

Must EMAIL <u>COMPLETED</u> CHECKLIST within 24 hours
Send to: PC

Login info: Please reference scope of work in SR for site specific login.
Username: tmobilestore(insertstore#)@socialmix.fm
Password: tmobile^123
Please submit checklist to PM: Nicole.Etheridge@moodmedia.com at completion.
THE INSTALLATIONS WILL REQUIRE AT LEAST 2 TRIPS. The first trip will be for the speaker installation and we will return once network & tablets are in place for the App testing, etc. First date is FIRM (unless GC's timeline pushes), but the second trip we will need to make sure network and tablets are in.

<u>Tools to have available:</u>
➢ Standard Ethernet tools (Including RJ45 Heads)
➢ Standard ladder
➢ Camera

<u>Equipment shipping to tech:</u>
➢ **DMXIS10DVD** – ProFusion (marked with <u>site specific</u> detail)
➢ **Profusion iS Rack Mount**
➢ **CAT5**
➢ **TOABG235**
➢ **MOODXD6202TFWH (4)**
➢ **BEL6200UEBK**
➢ TOAMB25BBK

Scope of Work

*****MUST follow the below guidelines for this Installation to be complete*****

⇨ **Scope Overview -** MOOD is installing the ProFusion iS device **for overhead music/messaging** and **music/messaging On-Hold**. The ProFusion iS will have **Shazam** and **Social Mix** enabled. We are also providing T-Mobile with access to a **MOOD:Mix** web page and a **custom T-Mobile APP** that will sync with the Wireless Bluetooth Speakers within the store. This custom T-Mobile App will be downloaded on an existing tablet within the store, which will give the customers the ability to test the Bluetooth Speakers.

** VERY IMPORTANT NOTE ** After work is complete, review post-work issues with Manager, and note on Sign-Off Checklist note section.

o **Mount ProFusion in Network Rack** - Ensure ProFusion has secure placement in site's Network Rack utilizing the Profusion Rack Mount Kit provided; coil up access wires and use cable ties if needed.

o **Connect ProFusion to sound system** – Connect Zone 1 of the ProFusion to the sound system for overhead music and messaging. Balance levels as required for quality sound and volume. Device is set-up to play Social Mix + Massaging. Social Mix is set to the **custom T-Mobile Style of "Magenta"**, with custom overhead messaging every 30 minutes.

o **Connect ProFusion to network for MOH –** All new sites have VOIP phones, so they will run off the network now. The messaging will come from corporate over their internet system.

- **Before leaving the site, you must call the site and have them put you on-hold to ensure that the quality of sound is satisfactory, regardless of if they have a PBX or VOIP phone system.** *Music plays with messaging every 5 minutes*

o **Connect ProFusion to the network** – Connect the ProFusion to the clients Network. This should be ran to **Port 12 on the 02S02011 Switch (or it could be labeled as 02R02012).** *Make sure you look closely at the switch port labeling. Many technicians have been confused by it and have connected to the wrong port so this is very important.* (Device will be connected via **DHCP**). **If you have to run Cat5 to the Network Switch, be prepared to do so – device has

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to be connected to the Network** MUST CALL NETWORK OP'S CENTER 1-877-611-5868 opt 5 & 1 to unlock port 12.
**Please do not use any switch without approval from T-Mobile's NOC support.

- o **Test Connection** – Obtain TEST PIN, see Test Pin instructions below. *You must document Test PIN and Port information on the sign-off page as well.*
  - **Port used:**_____
  - **Test Pin:**_____

ProFusion Test Pin Instructions
  - ❖ Press the ***** button to access the control Panel menu system.
  - ❖ Press the Navigation ↓ button until the current line indicator **(>)** is on Network Control, then press the ***** button.
  - ❖ Press the Navigation ↑ or Navigation ↓ button until the current line indicator **(>)**is on Set
  - ❖ Configuration, then press the ***** button.
    - Note: The Set Configuration menu option often requires an unlock code. If access to the Set Configuration menu is needed, contact Tech Support.
  - ❖ Press the Navigation ↑ or Navigation ↓ button until the current line indicator **(>)** is on Test
  - ❖ Network Connection, then press ***** button to initiate the Test Network Connection option.
  - ❖ Profusion iS will attempt to connect to its designated server (ProFusion dials out).
    - If the Test Network Connection is successful, the LCD panel will display "**CONNECTION SUCCESSFUL" with a 4 digit pin #. Note that pin # on sign off page.**
    - If the Test Network Connection fails, the LCD control panel will display the message **"CONNECT FAILED"**. If you receive a Test Fail error, call Tech Support at 1-800-228-7228.

- o **Test that Shazam is working correctly with the ProFusion & Train MGR** – You must have the Shazam App downloaded on your phone prior to going to the site. After music is playing overhead via the ProFusion, bring up the Shazam App and start shazaming the song that is playing overhead. Confirm that once the song is identified on Shazam that it takes you directly to the custom T-Mobile landing page, as shown below (it may take you shazaming a song a couple of times before the custom T-Mobile landing page pops up). Also ensure that the MGR is fully trained on this functionality.
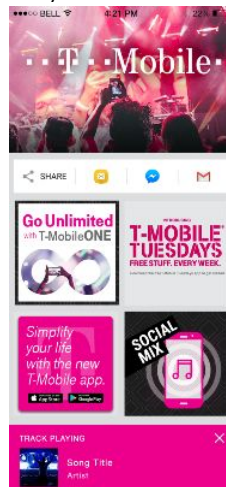
(T-Mobile's custom landing page)

- o **Test that Social Mix is working correctly with the ProFusion & Train MGR** – The Shazam app will have a link to the Social Mix page.

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However, you can also access it by going to the locations assigned web page, which MOOD will provide on your site specific Work Order email. Please ensure that this address is also provided to the site.

☆

☆ *Social Mix gives the site (& customers) the ability to "vote" up on upcoming songs, so that the song plays sooner in rotation.*

● Ensure that the song that shows as playing, as shown below, is actually playing overhead. Also ensure that the MGR is fully trained on this functionality.

- o **Download Custom T-Mobile App** – Speak with the MGR to obtain an Android compatible Tablet that they would like to utilize for downloading the custom T-Mobile app; please advise them that they would be using this tablet to sync with their Bluetooth Speakers for testing purposes. The intent of this app, is that once you sync the tablet with the Bluetooth Speaker, you will use the app to play music through the speaker, at which time it will mute the overhead music.

  - **Confirm the Tablet is Connected to their WiFi –** If the tablet is not connected to the Wifi, you should connect it to the sites "Guest Wifi".

  - **T-Mobile App Download Process -** *(Please have MGR watch this process so they can easily download this app on other devices if wanted)*
    - ▪ Using a browser - go to link: http://us.moodmedia.com/apk/tmobile/
    - ▪ Tap the link for the .apk file
    - ▪ The files should begin to download automatically.
    - ▪ Once the download is complete, select the finished file from the device's download folder.
      - o The device may be set to block installation of unknown apps (apps that were not downloaded from the Google Play Store), if so, the tablet will notify you of this and ask if you would like to allow this via settings).
    - ▪ You will be asked to review the permissions the app asks for from your mobile device, select "Install".
    - ▪ Once the install is finished, you can select "Open" to start the app.

★ MOOD will supply you with the App User Manual outside of this document, please ensure that this is supplied to the MGR.

- o **Test T-Mobile App on Tablet** – *(Please be sure that the MGR is watching this process so they can easily train their employees on the functionality of this app)*
  - ● Once the tablet is connected to their Wifi and app is downloaded, Sync it to one of the Wireless Bluetooth Speakers in the store. Once they are synced-up, test the functionality of the App via the separate instructions supplied. The Profusion Overhead Music should be muting when utilizing this function.

- o **Test and Train MGR on MOOD:Mix –** We will supply you with a separate document with instructions on how the site will utilize MOOD:Mix, however, please walk them through using it for the first time. Site Specific User Name and Password credentials will be provided for this location on the Work Order email, please provide this to the MGR. To access MOOD:Mix, go to mix.moodmedia.com from the tablet and login with information provided. Follow separate instructions from here.

- o **Train Manager** – Walk the manager through the system and train on the following:
  - ● On Shazam Functionality
  - ● On Social Mix Functionality
  - ● On MOOD:Mix Functionality
  - ● On downloading the custom T-Mobile App
  - ● On the T-Mobile Functionality and how to Sync with Bluetooth Speaker

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- The ProFusion device should stay on 24/7 for best results.
- View Style on device.
- Turn on/off device in the event of power cycle.
- Tell if the device is playing.
- Verify volume settings on amp are acceptable and allow for any volume controls to adjust levels appropriately.
- Call 1-800-342-0105 for service issues.
- Hand extra cables and Profusion iS manual to Manager.

➤ ISSUES YOU MAY COME ACROSS

o **No Music Playing Overhead** – If the mix zone is NOT playing music, but the device is connected to the Network and the green link light is lit up, follow the instructions below.
  - If the mix zone is NOT playing music you can login to the online control panel via the Social Mix instructions, select the device ID via the dropdown, then make sure that the play button has been pressed.

o **Network connectivity issues** – If you are unable to connect to the network or find that Port 12 on the 02S02011 (or it could be labeled as 02R02012) Switch is not available:
  - Call T-Mobile's NOC Help Desk @ 1-877-611-5868 opt. 5 & 1
  - Do not leave the site without having the device connected to their Network.

o **Issues with T-Mobile App, Shazam, MOOD: Mix or Social Mix** – If you have any issues or questions at all, please reach out to: **MOOD Media Platinum Service Center toll free at 1-888-345-5000.**

MOOD:

T-MOBILE
SIGN-OFF CHECKLIST
*Checklist **MUST** be dated and all names legible.*

EMAIL <u>COMPLETED</u> <u>CHECKLIST</u> within 24 hours of completion to <u>nicole.etheridge@moodmedia.com</u> **& PC**

<u>Installation Technician</u> -- <u>Please only mark a on items below after work is completed.</u>

*Technician Disclaimer: mark indicates to Mood Media that work has been completed. If work is not completed **DO NOT** check off box and call Mood Media immediately.*

- ❑ Disconnected existing music player(s) and left in place.
- ❑ Tested network connectivity.
  Test Pin:_____ Port #:_____Switch Name:_____
- ❑ Adjusted the amp settings to balance the system based on the ProFusion output.
- ❑ Tested Shazam, Social Mix & MOOD: Mix
  - o If Shazam is not functional - contact support however **Do not wait for fix in-store.**
- ❑ Connected and tested message on hold.
- ❑ Downloaded T-Mobile App on Tablet & ensured that music mutes from Profusion when being utilized.
- ❑ Trained MGR on all items outlined in SOW.

<u>Manager Section</u> -- <u>Please only mark a on items below after you confirmed completion of items.</u>

- ❑ I have been instructed on the basic operation of the Mood Media Profusion iS and informed the device is to remain on 24/7 for best results
- ❑ I have been instructed on the basic operation of the T-Mobile App on our Tablet with functionality with the Bluetooth Speakers, along with how to download the App to a tablet.
- ❑ I have verified the volume levels are acceptable.
- ❑ I have verified that the overhead music mutes when Samsung tablet is being utilized w/ Bluetooth Speakers.
- ❑ I have verified message on hold is working properly.
- ❑ I know that I can reach a Mood Media Technical Service Representative at any time by calling the **MOOD Media Platinum Service Center toll free at 1-888-345-5000.**

NOTE ANY PRE- and POST-WORK SERVICE ISSUES, as well as recommendations below:

_____

_____

_____   _____   _____
Manager (Print)   Manager Signature   Date

_____   _____   _____
Technician (Print)   Technician Signature   Date