

WELCOME TO ACUMERA !

This checklist is provided as an aid to ensure the installation process goes as smooth as possible. It is your responsibility to review and complete this checklist in advance of your upcoming installation. Please have this checklist available for use and reference during your installation. Checking each item that applies to your store before the installation will increase your rate of success during the installation. If you are uncertain or uncomfortable completing any of these items below, please contact your Local IT Resource for help. If you need clarification about any bullet points below, please call Acumera at 512.687.7400, Option 9.

PRIOR TO INSTALLATION

It is important to review the following items and ensure they are in place prior to the installation. We suggest the below items be completed at least two weeks prior to the installation appointment. Failure to complete these steps may require your install appointment to be canceled, resulting in a reschedule charge. Review and check YES or NO for each item. Any NO responses must be addressed prior to the installation.

1. Make sure you have a Broadband Internet Connection that is installed and working properly.

- Who is your Internet Service Provider? _____

Internet installed and working: YES NO

2. If possible, provide the following internet information. Contact your ISP for assistance:

- Helpful information to have (please choose one):
 - DHCP Connection – Your modem automatically gets assigned an IP address from the ISP's network without further account information
 - Static IP – Your ISP has a static IP address assigned to your onsite device.
 - If Static, what is the:
IP Address - _____
Subnet Mask - _____
Default Gateway _____
 - PPPoE – Your mo-dem automatically gets assigned an IP address from the ISP's network, but a Username and Password is required.
 - If PPPoE, what is the:
PPPoE Username - _____
PPPoE Password- _____
- Do you have any port forwarding setup that allows devices on your network to be accessed directly over the Internet via the Public IP Address?
 - If so, identify the device function, the Local IP Address (not the public IP used to access it), and the port(s) that are forwarded to the device.
- It would be helpful if you had the phone number and account information for the Internet Service Provider (ISP) available during the install appointment in the event that Acumera needs to contact them to verify or gain additional information.
- Critical business application White List URLs MUST be provided in advance to minimize impact to business operations.

ISP/White list Information provided: YES NO

3. Map out your network:

- Trace Cables to each piece of equipment.
- Place labels on each of the cables so that you can verify which cable goes to which piece of equipment during the install.
- Make sure you can identify each piece of the following applicable equipment:
 - Modem, Model Number: _____
 - Router, Model Number: _____
 - Switch(es), Model Number: _____
 - POS Server
- Please leave this equipment plugged in. This will allow our engineer to gather more information from your network at the time of the install.

Network mapped: [] YES [] NO**4. On-Site equipment required at time of installation:**

You are required to have the following equipment on-site to support the installation:

- If you do not have a POS terminal or Backoffice PC with access to the internet, you **MUST** have an internet-accessible laptop with Administrator Credentials.
- Ethernet cable, minimum 5 ft. in length.
- Surge protector to plug in all new equipment.
- Sufficient electrical outlets to plug in all new equipment.
- Confirm receipt and unbox equipment from Acumera: Firewall, Access Point, etc.

Required equipment available: [] YES [] NO**AT THE TIME OF INSTALLATION**

Call Acumera Implementation Engineering at 512.687.7400, Option 9, then Option 3. Let the Deployment Engineer know that you are calling for a scheduled installation. Once the installation is complete, specific validation tests will be performed to ensure your network is operating properly.

1. You MUST have Administrator-Level Credentials with you at the time of the Install.

Each piece of equipment (most importantly, your PC) usually requires login credentials to login and make changes. Administrator Credentials are different than regular login Username and Password credentials. An Administrator user can make changes to the actual system files. For example: Administrators can add or remove programs from the system. Make sure you have Administrator-Level Credentials for your equipment.

- Be prepared for our Engineer to remote session into your computer to begin the installation.

Administrator Credentials available: [] YES [] NO**2. Validation Testing: Be prepared to test the following with our Engineer during the appointment:**

- A typical Credit Card transaction.
- Your common Business-Critical websites and applications that are used daily / weekly.

CC / Business apps for testing: [] YES [] NO