



Troubleshooting/Install Issues

Please describe any unexpected issues experienced during installation and/or suggestions for improvement on training documentation:

Installation is not considered complete until all requested documentation is submitted and approved by the Installer Relations (Support) Team.

List of Required Photos and Screenshots:

Insert (copy/paste) all required photos from the install **INLINE** below and upload this document no later than one workday from the date of the installation.

- A. Antenna Installation & Cable Runs
 1. Antenna Mounting Base (close-up, show grounding wire)
 2. Antenna side view
 3. Cable point of entry to building
 4. Line of site from ODU to satellite (must be taken AFTER installation of WiFi devices)
 5. Entire External Cable Run (including service loops and grounding block)
 6. Grounding Rod/Source with Secured Ground Wires from WiFi Pole and ODU
- B. Internal Equipment
 1. UPS and Modem location, including interior cable run
 2. Selling location, including POS and installed marketing material
- C. Controller and Access Point Installation & Cable Runs
 1. Photo from 15m away – must show NC and AP location
 2. Photo of storefront – must show ground, marketing material, NC pole height (use [Google Measure](#) app)
 3. Close-up of installed NC with service loops showing grounding from NC to metal pole
 4. Close-up of installed AP with service loops
 5. Mounting structure for NC (shows how pole is secured)
 6. Mounting structure for AP (if it's installed on a different pole than NC)
 7. Outdoor ethernet cable run
- D. Agreement
 1. If Applicable: Signed Installation & Training Agreement (photo or scan is acceptable)
- E. Screenshots
 1. 2.4 GHz WiFi Interference Graph at POS location
 2. 2.4 GHz WiFi Interference Graph at 10m location outside host building
 3. If Applicable - POS Portal URL icon on the POS homepage
 4. Speed Test at 10m location outside host building
- F. Solar – if applicable, include all solar kit install images required by ClearBlue