

Dealer Technology Assistance Program (DTAP)

Dealer Pre-Installation & Installation Requirements

The Dealer Technology Assistance Program is a game changer. To ensure your retail facility is fully prepared for this powerful new tool, we're providing some important information about the process and steps that need to be completed before **and** during installation. Please read this document carefully.

Installation Overview

Within 5 business days of you placing your digital signage order, our installation company will call to confirm your installation date and time. We recommend your Primary and/or Secondary Contact, as well as your IT contact, be available during installation.

You will have approximately 5-6 weeks to review and complete the pre-installation checklist prior to your installation. It is imperative these steps are followed and complete before the installer arrives.

- Prior to your installation date, **all electrical and internet connections must be in place. All internet connections must be hard-wired.** Note to please communicate with Installer if any issues arise and installation date/time needs to be changed. **If the installation team arrives and the electrical and/or data network connections have not been completed, the installation cannot proceed and a \$500 remobilization fee will be charged.**
- **Optional Ceiling Mount Installations** -This mounting option only applies to those dealerships/facilities that have elected to use a ceiling mount instead of a flat wall mount. Prior to your installation date, it will be the dealerships responsibility to attach the ceiling adapter mounting component (receiver/plate) to the unique ceiling system structure. There are many different ceiling designs and structures within the retail facility environment. We recommend having your contractor complete this installation procedure. This requirement can all be scheduled and completed at the same time as the power/data is to be installed. Our suggestion is to use a Peerless CMJ450 Suspended Ceiling Kit (link: <https://www.peerless-av.com/en-us/consumer/products/cmj450>). This particular ceiling mount is extremely versatile and mounts to our "Extension Column" from Peerless. This is just a suggestion. Please refer to your contractor for their recommendation for **Peerless** ceiling mounts based on the dealerships unique ceiling system/design.
- Two weeks prior to your installation date, the installer will call to confirm all preparations will be complete by the scheduled installation date and time.
- Approximately one week prior to your installation date, the monitors and hardware will arrive at your dealership. Please alert your shipping & receiving or parts department to store the monitors and hardware cartons in a secure and safe location to avoid damage. Be aware the monitor cartons are large and require an adequate amount of space for secure storage.

DCI Digital Dealer Program Headquarters

(800) 766-5660 | DCILiveGuide@dciartform.com | Monday – Friday, 8-5pm CST
Messages received outside of business hours will be addressed the following business day.

- On the day of the installation, the installation team (2-3 installers) will arrive at the scheduled time. They will identify themselves as DCI-Artform and ask for the Primary or Secondary Contact.
- The installation will take approximately 4-6 hours to complete, depending on your dealership's specific installation requirements.
- The installation team will unpack equipment, install all monitors and hardware, connect the LiveGuide media player to each monitor, test the systems and clean up the installation site.

Pre-Installation Checklist

- ✓ Please remove all artwork, logo screens, displays, etc. from walls meant for monitor placement.
- ✓ Confirm the Primary and/or Secondary contact is available on site during the installation. We also recommend your IT contact be available during the installation.
- ✓ Alert your shipping & receiving or parts department to store the Dealer Technology Assistance Program hardware and monitors in a secure and safe location in order to avoid damage.
- ✓ Inform your sales and service teams when and where the Dealer Technology Assistance Program hardware will be installed.
- ✓ Ensure electrical and internet connections are in place. Please note all internet connections must be hard-wired and active. Please ensure all ports remain open and there are no firewall restrictions.
- ✓ For monitors larger than 55", we advise the electrical and data connection be installed at a minimum of 85" from the floor (depending how high the ceilings are). This will allow the bottom of the 85" monitor to be approximately 52" from the floor. Please refer to the monitor specs listed below to help calculate the correct electrical and data outlet sites. Note: the top of any monitor should be at least 6" from the ceiling for serviceability and user convenience.

Installation Checklist

- ✓ Please deliver monitors and hardware to their respective locations prior to arrival of installation team.
- ✓ **IMPORTANT:** Remove all vehicles located near the installation sites.
- ✓ Confirm the placement of the Dealer Technology Assistance Program hardware with the installation team.
- ✓ Advise the onsite installer which area should be installed first – Showroom or Service.
- ✓ Provide installers access to trash receptacles and recycle bins. Clean up should take place during and after the installation process.
- ✓ A site contact is required to sign off on the installation process.

Damaged Equipment

To process a request for replacement display equipment which was received damaged, please provide the following documentation:

- ✓ Serial tag on the unit (number must be readable) [PHOTO]
- ✓ Serial tag on the box (number must be readable) [PHOTO]
- ✓ Full front view of shipping/unit box [PHOTO]
- ✓ Full back view of shipping/unit box [PHOTO]
- ✓ Full left view of shipping/unit box [PHOTO]
- ✓ Full right view of shipping/unit box [PHOTO]
- ✓ Clear photo of unit damage, including surrounding area [PHOTO]
- ✓ Copy of Proof of Delivery

Any questions in regards to this process can be directed to DCI-Artform LiveGuide® Support. Technicians are available Monday-Friday from 8am-5pm CST by phone (1-800-525-2017) and e-mail (lgsupport@dciaartform.com).