

## *Site Survey*

Complete the Site Survey and email it to the Comlabs Logistics via email at [Installations@comlabs.com](mailto:Installations@comlabs.com). The Site Survey form can be found in the download section of Installations page of the Comlabs website ([www.comlabs.com](http://www.comlabs.com)). Directions are provided on the website in the *New EMnet Sites* section. It is important that the completed survey is in by the due date so the proper equipment is shipped to you for installation. Please make sure to complete the form as accurately as possible. IP Address(es) - these should be private (not accessible through the internet) and on the same subnet. If you use DHCP that is fine for receive only systems, please just identify that on your site survey form. You will need a static IP address if you are getting a Via Sat system. If you have questions regarding any IP issues, please contact the Comlabs Customer Support group at (321) 409-9898 option 1.

## *Communications Test*

Complete the Communications Test and email the results to [Installations@comlabs.com](mailto:Installations@comlabs.com). The test can be accessed through the Download section on the Installation page of the website; the file name is ComTestZip.exe. If the network, on which the EMnet computer is going to be installed has a firewall, please make sure that there is access through the ports and servers indicated in Network Requirements document. It is vital to have access to the Internet for the EMnet computer over your LAN. This should be a high-speed connection and not dial-up.

## *Network Cable*

It is the responsibility of the site, and not the installer, to determine where the computer will be located and run Cat 5 (Ethernet) cable to that location from ports on the site's Local Area Network (LAN). This cable needs to be run before the date of installation. The computer should be in an area that is monitored 24/7. If you do not have an area that is monitored 24/7 you should put the system in an area that has the most access. It is also the responsibility of the site to supply battery backup and virus protection to the PC that is supplied with the system.

## *Crossover Cable (Via Sat Systems Only)*

It is the responsibility of the site, and not the installer, to determine where the RCST (satellite receiver) will be located for Via Sat systems and run Cat 5 (Ethernet) crossover cable to that location from the location that the PC will be placed. This cable needs to be run before the date of installation. The RCST should be in an area that has battery backup.

## *Site Contact*

Arrange to have someone available to the technician at the time of the appointment to allow him or her access to the locations where the computer and satellite dish will be installed. It is recommended to also have the site's IT/IS or computer person available at the time of installation to troubleshoot any issues that may arise. The contact person and the network contact's name and phone number should be included on the site survey sheet.

Please make sure to have someone available to schedule an appointment for training and configuring the system with the Comlabs Training Director. The system will not function properly until it has been configured correctly. Training and configuring should be completed within 5 business days of the system installation. You can schedule training at (321) 409-9898 x312 or via email at [jenny@comlabs.com](mailto:jenny@comlabs.com).

**PLEASE NOTE:** Return trips to the site to complete the installation due to circumstances outside of the installer's control (with the exception of weather) and/or incomplete or inaccurate site survey information, will result in an additional billing at our labor rate per hour including travel time. The reasons for these return trips include but are not limited to an unprepared site, inaccurate or incomplete site survey form, failing communications test, and failure to have someone meet the technician. Be aware that some grant agencies choose to pay additional costs incurred, while others do not.