

Promethean™

ActivPanel™

Installation Best Practices

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About this document

This document has been developed to assist you in the installation of our ActivPanel range and to provide you with the underpinning best practice principles to complete your installation.

It makes no assumptions about your abilities to perform this type of installation but instead allows you to make an informed decision to proceed with self-installation.

Pre-installation checklist

As with any project, whether it be large or small, communication on a regular basis is a key component to its success, as it ensures all parties are aware of the overall requirements and that any issues that could arise can be resolved with the minimum of disruption.

It is of a high importance that all parties involved have the ability to contact each other during the course of the project/installation.

Here are a few questions you may wish to include as part of check list:

- Has an assessment been made of the desired location?
- Do you have a full equipment list of the products to be installed?
- What services are required for the installation?

Why have a site survey?

A site survey is both a valuable and cost effective tool to have in your tool kit as it provides you with a clear picture of your product installation. Its objective is to assist you in the assessment of the locations and positions of your products, identifying all known scenarios and to ensure that nothing has been overlooked within the teaching space.

It will provide you with the information for you to plan a logical order of events and it gives you a chance to explore and evaluate any knowledge gaps that may exist for you to fulfil a self-installation of the product.

At its conclusion you will have gathered information that can be shared with all parties involved in the installation prior to any installation work commencing.

Some considerations for a site survey are: -

- Position of the product within the teaching space.
- Suitability of the wall construction for a product to be mounted.
- Presence of or lack of any electrical or data outlets, etc.

Findings from the survey may result in the following: -

- Provide/relocate teacher PC.
- Remove any/all obstructions on or near the wall receiving an ActivPanel.
- Identify and verify that any additional power or data has been installed.

Installations

Dependent on the size and amount of installations taking place, it may be necessary to create a Statement of Works, or SOW as a safeguard. This document is especially useful if external parties are involved in the project, as it can be used to confirm with all parties if additional work is to take place, that all prior agreed installation expectations will be met.

Here are some key areas which you should consider if creating a SOW:

- Logistics and delivery schedules
- Storage
- Pre-agreed product locations
- Room access
- Teacher PC availability
- Order of room installation
- Daily start/stop times
- Security
- Environmental responsibilities
- Overall timescales and length of project
- All relevant contact details

This is to ensure everyone knows what is expected of them, prior to works commencing; it's an acknowledgement to all parties of what will be accomplished during the installation process/project.

As an ongoing measure, quality control checks on all installations are important to verify that all installed Promethean products, peripheral equipment and systems are fully functional, and that they meet the desired requirements.

The purpose of quality control checks, and the reason they are performed, is to reduce any faults by correcting them during installation phase, whilst also ensuring the quality of the installations is consistent.

Sign off

All installations should be inspected prior to handover to ensure they meet end user requirements.

For both single and multiple installations its good practice to perform a walk through to ensure all installations are ready for 'sign off' and completed as per the Statement of Works. This will provide a final opportunity to identify any remedial work which may be needed to satisfy you on the installation quality and functionality prior to final handover.

Having installed the ActivPanel, all the associated operational items, i.e. remote control, pens and any user guides should be made available.

Carrying out a functionality test is important to ensure that all the installed Promethean products are fully operational as designed.

When checking the functionality of the product you may wish to consider the following:

- Correct image resolution has been selected
- All HDMI, USB, VGA and audio sources options are functioning
- Where appropriate 4k playback tested
- ActivPanel responding from the keypad
- ActivPanel responding from the Remote control
- ActivConnect G-Series connected and functioning
- Software loaded and checked
- PC/MAC setup to function correctly with the ActivPanel
- Audio is able to be played back from all the appropriate sources
- Any additional cabling checked
- All peripheral devices accounted for

Warranty

Promethean is confident in its product quality and to support this, offers an exceptional warranty for its parts and materials to be free of defects from date of installation (when registered) please visit the following link for the warranty for your region: <https://www.prometheanworld.com/products/warranty-activcare>

Full warranty terms and conditions can be found on the above link.

Some key warranty facts are:

- The installation of this product should be completed by a suitably competent person.
- Promethean cannot warrant any fault occurring due to improper installation.
- This product is designed and manufactured to operate within defined design limits.
- Use of components not supplied by Promethean or not meeting minimum specifications may impact performance and affect the warranty.

Registration

To ensure you maximize the standard warranty offered, or if you have purchased an enhanced warranty and need to activate it, please register the product within 90 days of installation at <http://registration.prometheanworld.com>.

Support

If your Promethean product suffers a fault, please visit our Support Portal for initial troubleshooting:
<https://support.prometheanworld.com>.

If the troubleshooting does not correct the fault, please contact Promethean Technical Customer Support via our Support Portal: <https://support.prometheanworld.com/contact>.

Appendix A - Installation Survey Document Example

Installation Survey Document		Promethean	
Site Name/Address:			
Contact Name:			
Contact Tel:			
Contact Email:			
Survey Date:			
Surveyor:			
Proposed Installation Date:			
Installation Information			
Room No:			
Equipment to be installed:			
ActivPanel	Size:		
ActivConnect		Y/N	
Stand		Y/N	
ActivSound		Y/N	
Access times, any restrictions (noise, etc.):			
Height from floor to bottom of ActivPanel:			
Room Details			
Height	Width	Length	
Possible obstructions: (i.e. ducts, pipes, cables, etc.)			
Construction of wall: (i.e. solid brick, plastered, dry wall, etc.)			
Additional services required? (i.e. Electrical sockets, Network etc.)			
Any additional jobs required to be carried out prior to installation? (i.e. Strengthening of wall, general decoration, removal of obstructions etc.)			
Are extended cabling options required?			


Installation Survey Document		Promethean	
Sketch Floor Plan to show location of Promethean Hardware			
Customer Acceptance			
I, as a representative of the above company/customer accept the proposed positions of the above equipment. I fully understand that if the positions of equipment change which is no fault of the installer, additional charges may be incurred.			
Signed:			
Print Name:			
Date:			
Position:			
Comments:			


Appendix B – Sign Off Document Example

Sign Off Document		Promethean	
Survey Date:			
Site Name/Address:			
Contact Name:			
Contact Tel:			
Contact Email:			
Room reference	Product/Model No.	Quantity	Serial number
Operator Instruction - Functionality Checklist:			
	Y	N	If not, please state reason
Have you been advised on how to connect the ActivPanel system to a PC with the supplied Cables?			
Have you been advised of the ActivPanel system start up (050609/0515)?			
Have you been advised on the features and functions of the ActivPanel?			
Have you been advised on the set up and settings of the ActivPanel?			
Have you been made aware of the product Software and its basic features and functions?			
Have you been advised of where to find supporting information and user help articles?			
Have you been advised on how to use the ActivConnect device?			
Have you been advised on the product warranty?			
Have you been advised on how to register the product and warranty?			

Sign Off Document		Promethean	
Items left with customer	Y	N	
End User Hang Tag			
Technical Publications/User Guides			
USB cable			
HDMI cable			
Remote control			
ActivPanel pens			
Additional items left but not listed			
DECLARATION			
I declare that the installation has been carried out to my complete satisfaction and that I have been shown all the tasks and received all the items as shown on the check list.			
I have checked all of the supplied and installed equipment stated above and I declare that it is in working order with no defects.			
Customer Signature	Print name	Date	
ActivPanel Installer signature	Print name	Date	
Comments			

Appendix C – Statement of Works Document Example

Statement of Works (Minimum Requirements)	
	
Customer Name:	
Installer/Company Name:	
Installation Site Name/Address:	
Installation Date:	
I. Expectations	
<ul style="list-style-type: none"> Installation will take place during standard business hours. Access to all rooms where installation(s) are scheduled to take place will be made available at the times specified. An installation survey will be conducted to establish placement of the Promethean hardware in each room and to determine required installation supplies. 	
II. Installation	
<ul style="list-style-type: none"> Installations will be completed by competent persons. Installation of Promethean hardware in area as designated according to Promethean specifications and Installation Survey. Ensure use of suitable fixing types based on the findings of the site survey and installed according to the manufacturers specifications and guidance. Installation of all necessary cabling to connect Promethean hardware to the appropriate source computer. For wall mounted installations, install all wall mounted cables through surface mount raceway or trunking (provided by the installer) to achieve a neat and professional appearance. (Delete if not applicable) Ensure appropriate arrangements are made for the environmental disposal and removal of all packaging materials from site when finished. Confirm that the latest versions of Promethean software and firmware (where applicable) are installed on the hardware. Leave any and all product guides. For customers that have purchased ActivCare Plus ensure that the ActivCare Plus warranty card/packet is explained and then left with the customer. Explain the Promethean hardware connectors and controls. 	
III. Customer Responsibility	
<p>For Promethean hardware that is to be wall mounted, customer will ensure there are no obstructions on the wall where hardware will be installed. (Delete if not applicable).</p> <p>Promethean hardware that is non-wall mounted (mobile) ensure that no obstructions are located in the area where the Promethean hardware will be installed. (Delete if not applicable).</p> <ul style="list-style-type: none"> Provision of appropriate safe electrical outlet(s) for all Promethean hardware. Ensure that person(s) responsible for software installation will have administrative logon information at the time of installation or that suitable arrangements have been made. Ensure that the customer is available for orientation or that alternative arrangements have been made. Sign Installation Sign off upon successful completion of work. 	
IV. Deliverables	
<ul style="list-style-type: none"> Installer will demonstrate all installed Promethean hardware is functioning properly and is ready for use. 	

Statement of Works (Minimum Requirements)	
	
Agreement	
We agree with the Statement of Works (SOW) outlined in this document.	
Customer Signature:	Print Customer name:
Customer Position:	Date:
Completion of Work	
By signing this SOW, the Customer agrees and confirms that the work completed was in line with this SOW.	
Please attached a completed Sign off document	
Customer Signature:	Print Customer name:
Customer Position:	Date:
A Statement of Works is to be used as a guideline for tasks and responsibilities agreed between the Installer and the Customer.	

All installation documents are available on the Promethean Support Portal:

<https://support.prometheanworld.com>.