1100 Woodfield Rd, Ste. 101
Schaumburg, IL 60173

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MSIT Support:
(888) 629-9198

Installation Requirements

Here at S-NET we are dedicated to providing you with a seamless transition to your new services. To ensure that your installation runs smoothy and your assigned S-NET Field Engineer can complete the project, we require that certain conditions are met before your scheduled installation date.

A representative of the S-NET Field Engineering Team will visit your store prior to installation for a site survey. We will determine if there are any unmet requirements and inform you if any changes need to be made before your scheduled installation date. If you need additional guidance, the S-NET team is also happy to recommend third-party vendors to address these changes.

A failure to ensure that these conditions are met by the time of the installation could delay your installation and may result in additional installation charges. Please ensure that your store meets the following requirements:

Space
- S-NET strongly recommends all network equipment be installed in a network equipment cabinet but may be mounted on a plywood backboard mounted to the wall. Network equipment cannot be anchored directly to drywall or studs.
- S-NET equipment requires a **2'x 2'** mounting surface if the equipment cabinet is provided, or a 4'x4' mounting surface if the equipment cabinet is **not** provided. Any old, unused equipment that takes up space and interferes with installation needs to be removed prior to the installation date.
- Phone and data equipment, as well as cable jacks need to be easily accessible. Any items that block phone and data equipment, as well as items in front of jacks and under the counter need to be cleared out before installation.

Power and Cabling
- S-NET equipment requires at least one 110V, 20 Amp outlet at a maximum of 5ft distance of the equipment location.
- All cables need to be terminated with RJ-45 connectors on a CAT5e patch panel. The patch panel must be installed in the provided equipment cabinet or on the equipment mounting surface. Existing cables terminated with RJ-11 Connectors will require RJ45 connectors to be terminated correctly on the patch panel prior to the day of the install.
- Cabling for all equipment, including phones, POS, EMV readers and others, need to be home run to the patch panel with CAT5e wiring. Existing group switches cannot be connected to the new switch.
- Patch cords and cables need to be labeled clearly. Cabling that is not labelled will need to be traced and tagged prior to the day of installation.
- Any existing cabling that is not functioning as needed has to be repaired or replaced.

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POS

- The store's POS system needs to be installed before the S-NET team can begin work.
- The installation of your S-NET network services requires the support of a FoodTec technician to connect the store's POS to the new network switch and configure POS devices, as well as the new caller ID box.

EXCLUSIONS

The S-NET Communications Team is happy to recommend third-party vendors to help you prepare your store for installation and meet these requirements. Please keep in mind that the following services are NOT included in your S-NET installation charges and are the responsibility of the franchisee.

- Electrical work.
- Tracing, labelling or replacement of incorrectly installed or damaged cabling.
- Installation of cabinetry or plywood backboard.
- Installation of new wiring.
- Decluttering or removal of old, unused equipment.
- POS installation.