

Gondola Mount Freedom Case

Indyme Installation Guide

Review this entire document before arriving on site.

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Overview

Task List

1. Remove merchandise from top shelf for safety.
 - a. Take a reference photo before removing merchandise.
 - b. Place merchandise in a shopping cart
 - c. Shelves are to be removed only in cases that have full side panels to prevent damage
 - d. Do not remove shelves from adjacent cases. If shelves were removed before the technician arrived, request assistance from the store manager to reinstall the shelves.
 - e. Mount top hat assembly
2. Mount front door frame (extend telescopic top hat as needed) Level & Adjust
3. Connect left- and right-side panels (and optional side braces in the middle)
With multiple cases in line, install 5-inch side brace in the middle of multiple cases
4. Install top camera
5. Insert touch screen wire harness connectors into top hat controller
6. Feed LAN cable to top hole and connect to top hat controller
7. Mount optional LED strips (magnets) and insert connectors
 - a. Connect magnetic LED strips (Left and Right)
8. Install the PoE injector and power supply or connect to a PoE++ switch port.
9. Test the unit using the touch screen.

Tools required

1. Allen hex wrench
 - a. Size: 1/8 inch
 - b. Size 10/32 inch
2. Socket wrench – 3/8 inch
3. Phillips medium head PH no. 2 screwdriver
4. Small crescent wrench
5. Level
6. Step ladder (greater than 6 feet)

Technician Deliverables

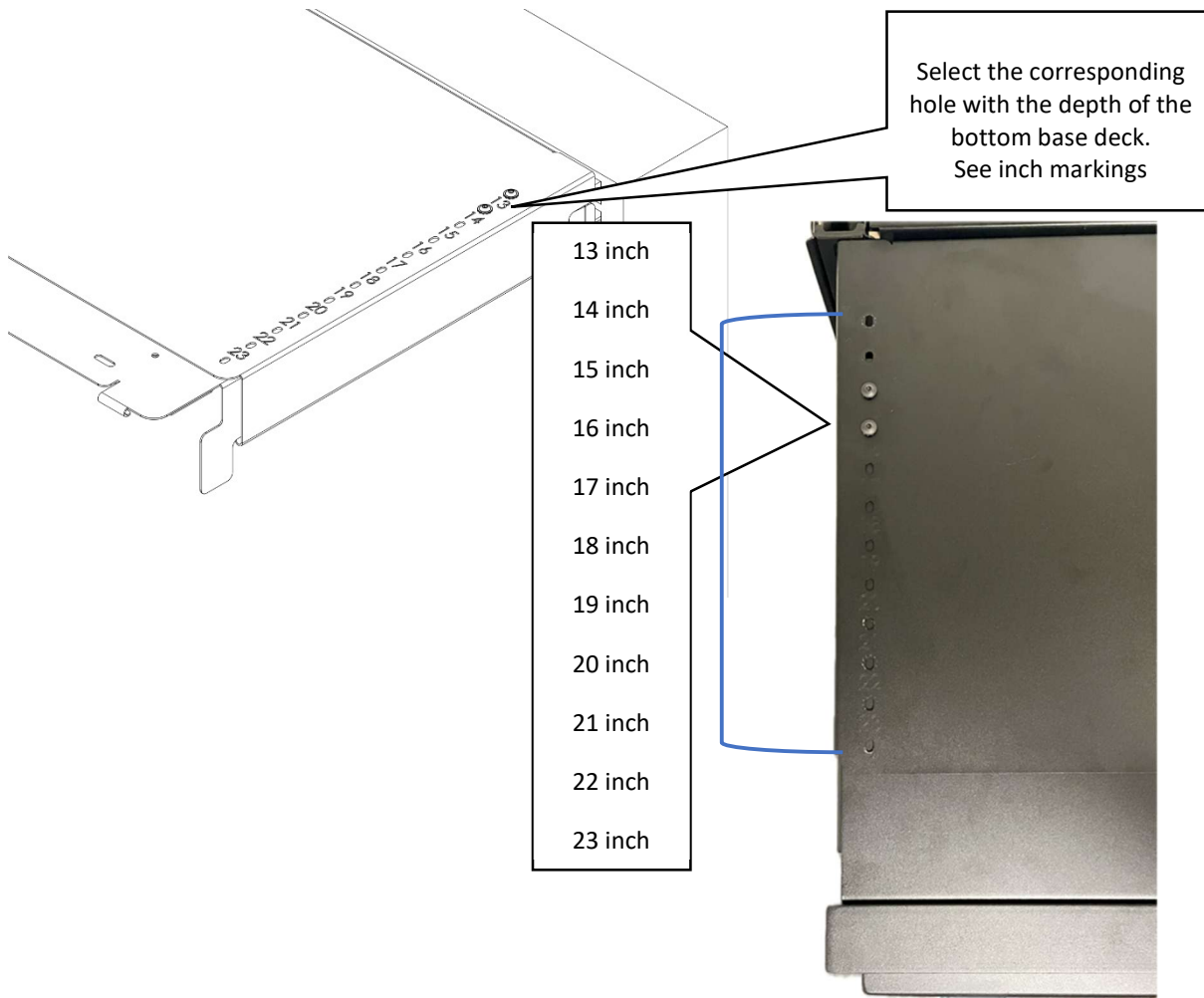
- Remote certification with Indyme
- Check-out document signed by manager
- Clear photos of the installation of every case

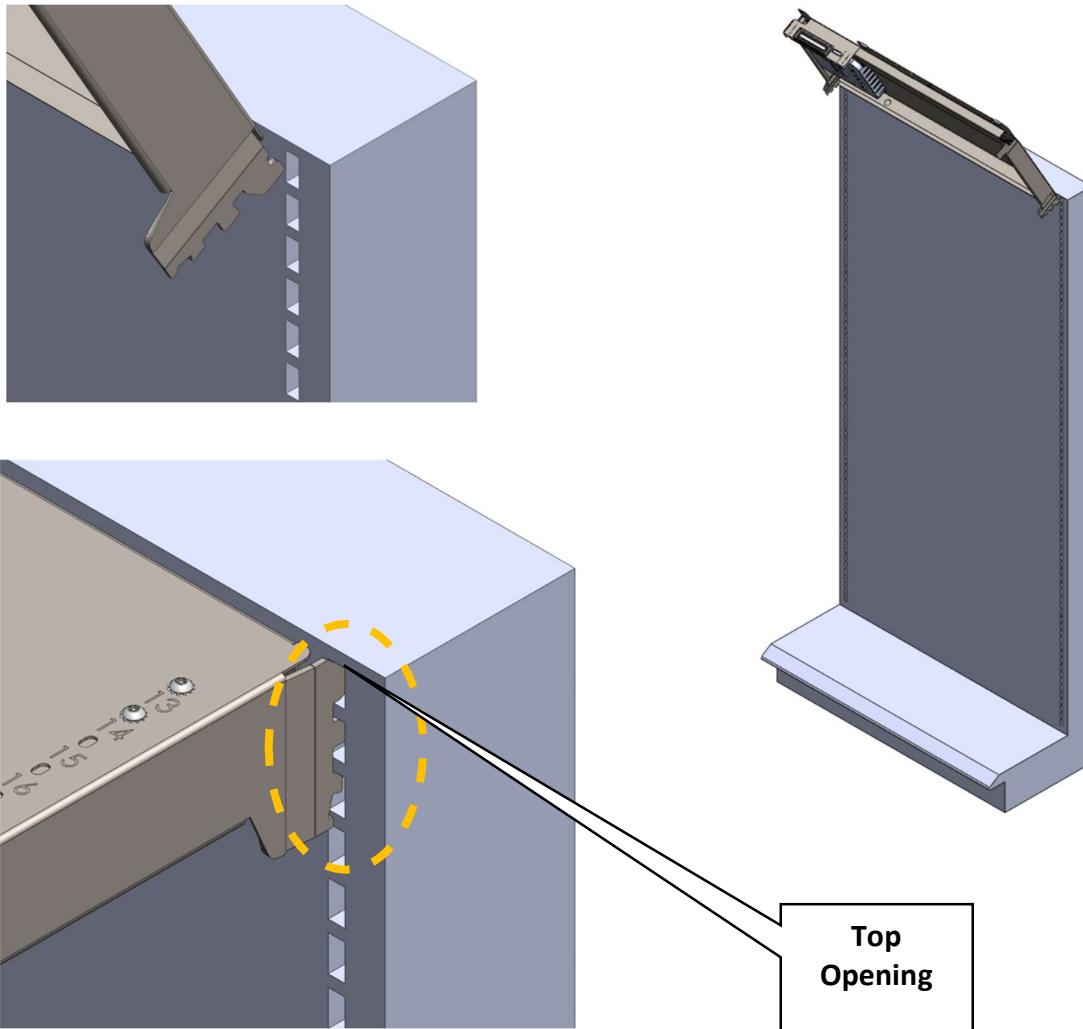


This picture represents a 48" case, a 36" case has a single door.

Installing the Top Hat (Lid)

1. Take a picture of the top shelf for reference when putting the merchandise back.
2. Remove merchandise from top shelf for safety and place in a shopping cart.
3. Measure the depth of the existing base deck, also known as the bottom shelf. Use the base deck depth markings on the top hat. These markings indicate 13-inch to 23-inch base deck depths. Adjust the top hat to match the base deck measurement and secure it with screws.
4. Extend the top hat and secure the screws at the mark that matches the base deck depth.
5. Install the top hat (lid) of the freedom case (use 2 persons for this step)
 - a. For an 84" case, hook the top hat assembly into the top-most opening of the gondola upright. Other heights will need to be measured.





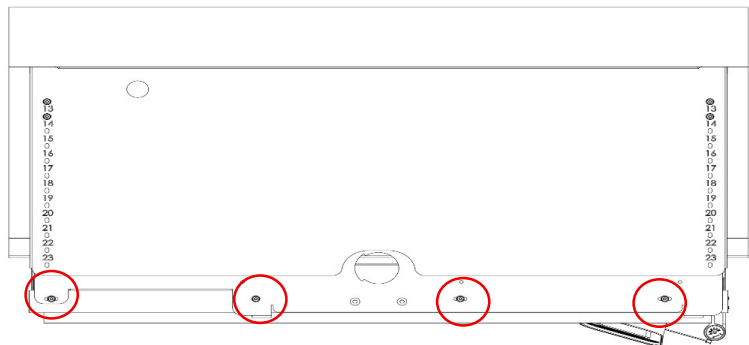
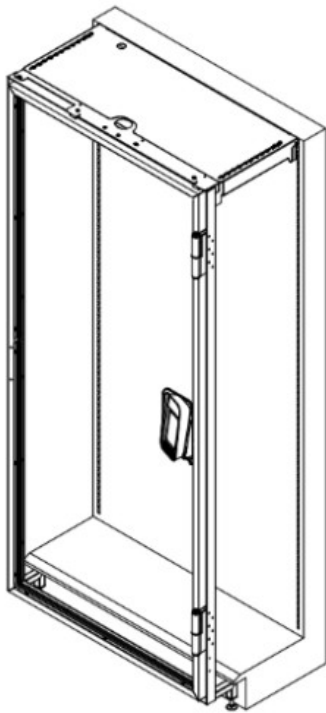
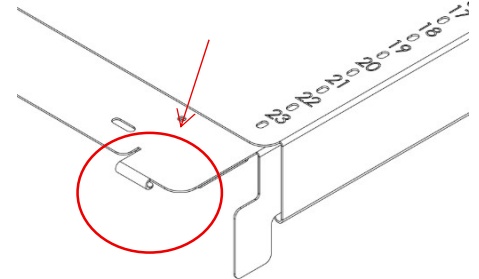
6. Support the Telescopic Top hat to prevent sagging.



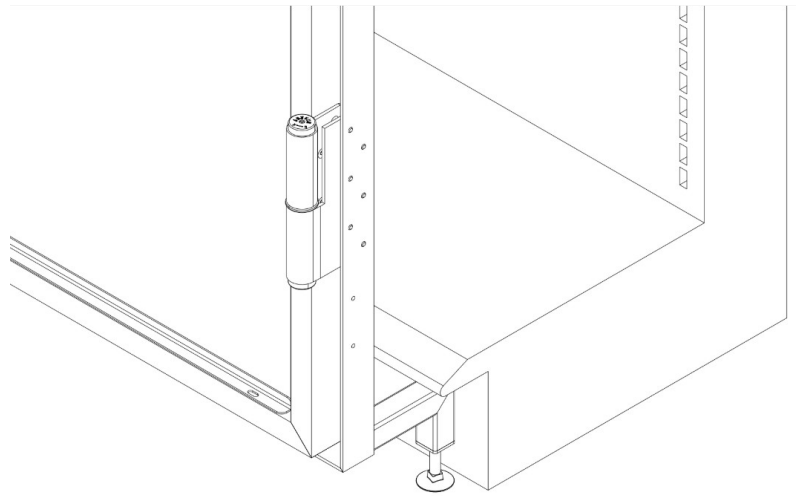
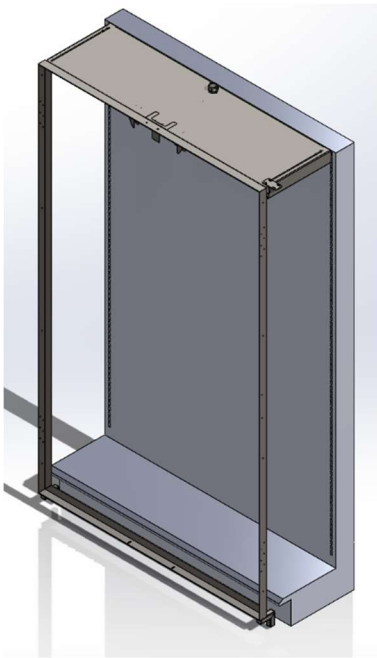
Installing the L- Door Frame (L-Frame)

It is recommended to extend the L-door frame leveling feet by ½ inch before installation.

1. Install the L-door frame by moving it into position under the top hat.
2. Lift the top hat slightly while leaning the door frame under the top hat.
3. The underside of the top hat includes two lips on each side. The L-door frame must pass through the opening before the top hat is gently lowered onto the frame.
4. Pull the frame forward toward you until it stops in the clips. This holds the frame in place while the screws are secured.
5. Push in the L-door frame feet until they are flush with the base of the gondola. This helps keep the frame level.
6. Align the holes from the Top hat with the holes in the L-door frame. These holes are threaded, use caution when installing the screws.
7. Using 4x 10-32 screws (in bag A) and 4x lock washers (Bag B), fasten the screws through the holes from the top starting from the left and moving to the right.

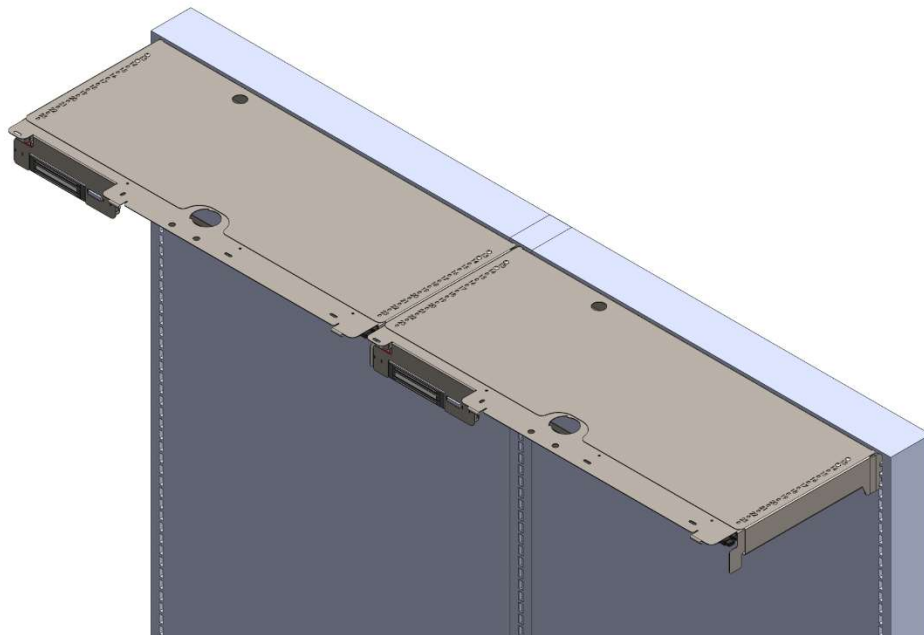
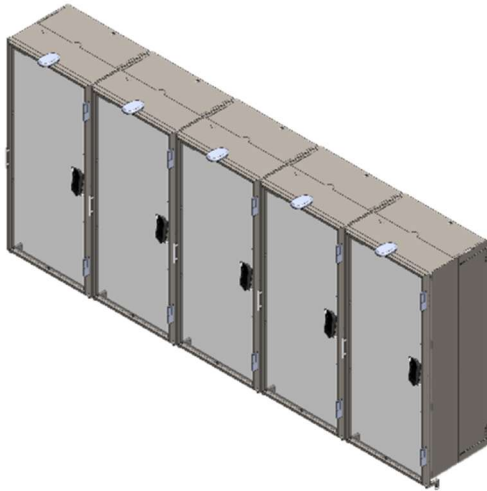


8. Ensure the Door L-frame feet are touching the base deck of the gondola. Using a level, adjust the feet using a crescent wrench to raise or lower each side. Confirm the case is level at the following points:
 - a. Measuring across the top hat from left to right
 - b. Measuring across the top hat from front to back
 - c. Measuring down the side of the L-door frame
 - d. Doors are even and do not rub against the frame or against each other.
 - e. Take pictures of all measurements to verify the case is level. (deliverables)



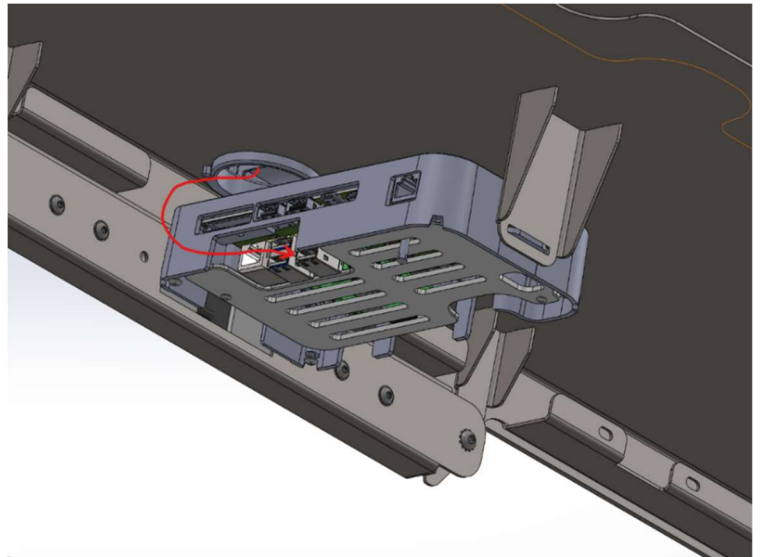
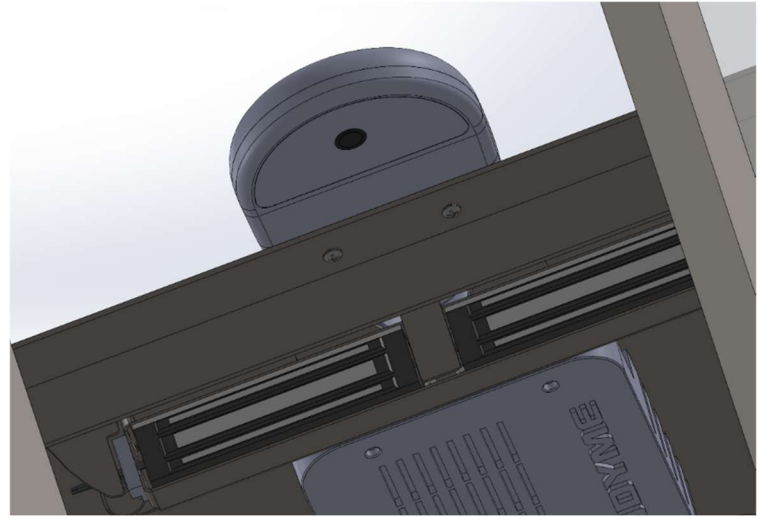
Multiple cases in Line (Optional)

When multiple cases are installed together, repeat the top hat and L-door frame installation process for each case until all cases are installed.



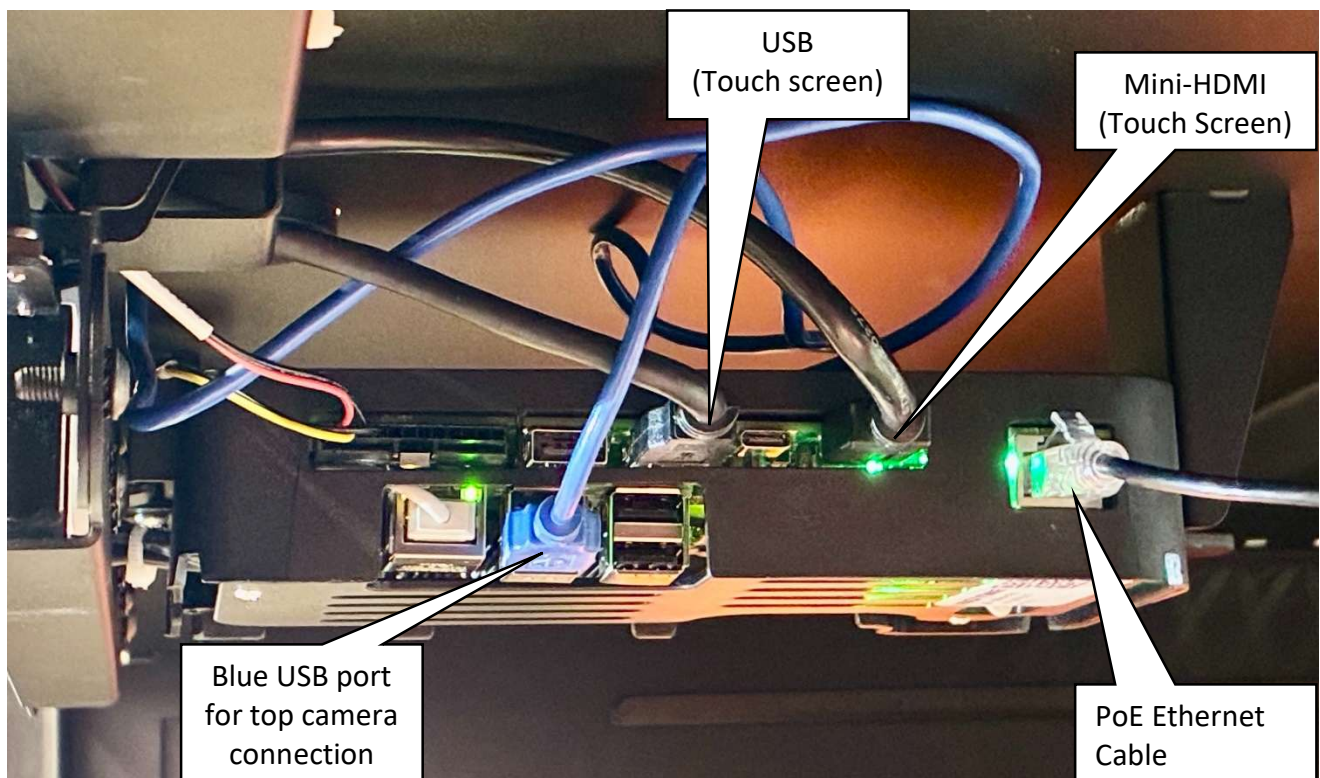
Installing the Top Camera

1. Locate the top camera and inspect for damage
2. Slide the USB cable through the hole in the top middle of the top hat.
3. Turn the camera so the slots fit through the hole
4. Once seated, turn the camera so the lens is positioned over the top hat and the screw holes are aligned.
5. Secure the camera to the L- Door frame using 2x #10 plastite Phillips screws (located in bag D)
6. Remove the plastic cover from the CPU by removing 4 screws. Save the cover and screws for reinstallation.
7. Plug in the USB cable into the blue USB port on the CPU secured to the bottom of the top hat.



Installing the LAN Cable and Connecting the Touch Screen

1. Pull the LAN cable through the hole in the top hat and feed it to the CPU
2. Connect the RJ45 connector to the LAN port of the CPU
3. Locate the USB and Mini HDMI cables already plugged into the CPU.
4. Route the cable through the D-line cable chase on the L-door frame and plug into the cables on the display.
5. Ensure connectors are secure in the display bracket by coiling the cables in the chase under the display and securing in place using zip ties (bag F)
6. Reinstall the CPU cover removed when installing the camera.





CPU Cover Installed

Installing the Magnetic LED Strips

1. Locate the magnetic LED strips shipped with the equipment
2. Install the strips vertically on the L-door frame, with the wires oriented upward.
3. Route the LED power wire from the CPU to each corner of the case and taped to the top hat.
4. Connect the two cables together and tuck the wire into the cable chase.



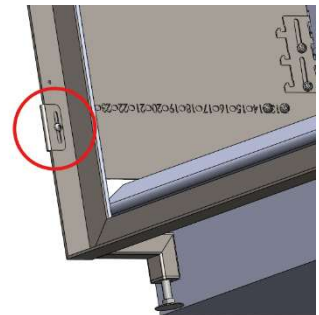
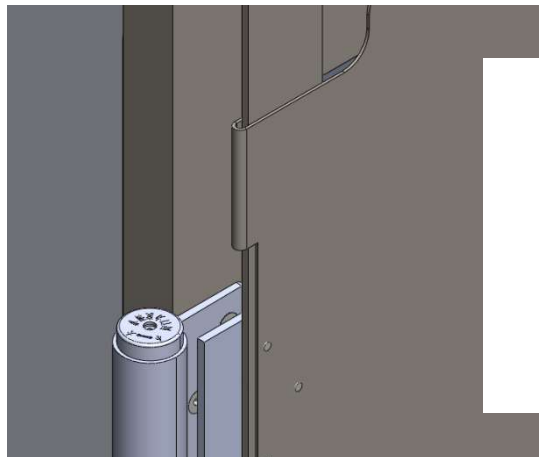
Installing the Side Panels, Stand-Alone Case

Installer note - Installing the side panels before the L-door frame makes them easier to maneuver into place.

1. For a stand-alone case, install side panels on both sides.
2. Adjust the side panels to match the width of the top hat used in Step 3 of Installing the Top Hat.
3. Each side panel includes two double-sided hooks, one at the top and one at the bottom. Each hook is designed to fit different gondola configurations. After the correct side is determined, secure it to the side panel using the nyloc nuts. (extra nuts in bag C)
4. Align the slots on the side panel and slide the panel so the hooks are toward the back of the gondola. Lift the panel and insert the hooks into the back of the gondola.
5. The front of the side panels are equipped with “hooks” to secure the L-door frame to the side panel. Once properly installed, align the hole and using 1 10-32 screws (in bag E) secure the side panel to the front door L-frame.
 - a. Open the door and fasten the screw from the inside out.



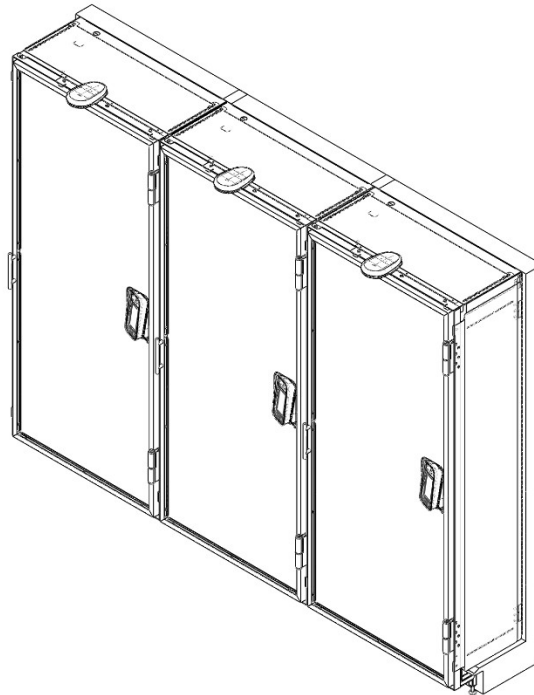
Standalone with two side panels on either side.



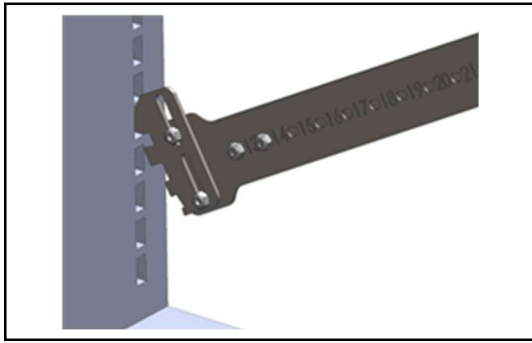
Installing the Side Panels, Multiple Cases Side by Side

The process is the same as the stand-alone installation, with the following exceptions:

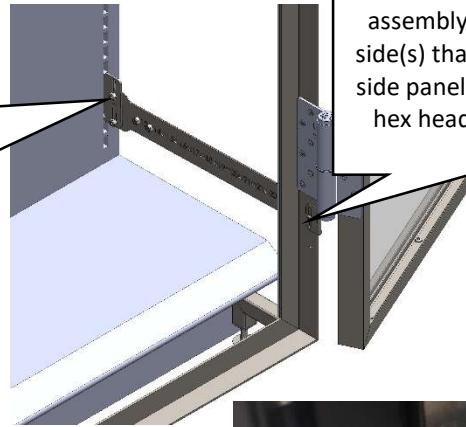
- Install side panels only on the far-left and far-right cases, leaving the middle cases open.
- Install a brace between cases where no side panel is used to secure the bottom of the L-door frame.
- Attach the appropriate hook to each brace to fit the gondola.
- Each case must have its own brace or side panel on each side. In the example shown, two braces are installed side by side to secure the L-door frame.
- Adjust each brace to match the bottom shelf measurement for a secure fit at the bottom of the L-door frame.



Installers note: If the side panels have a gap due to boing, then use the double-sided sticky tape in bag G to secure them to the L-Door Frame.



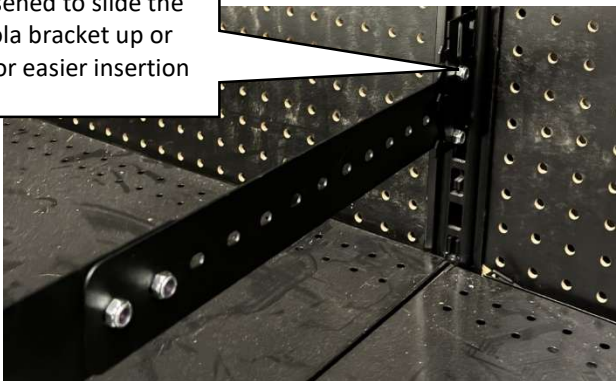
Attach a side brace assembly to the L frame side(s) that will not have a side panel using the 10-32 hex head screw (Bag E)



Middle section with Side Brace. **Each side of the door L-frame must have a side panel or side brace connected**



The nylock nuts securing the gondola bracket can be loosened to slide the gondola bracket up or down for easier insertion



Brace with clip attached to frame

Example:

- Three (3) cases side-by-side
- Install left side panel. Install second side panel all the way to the right. Install side braces in the middle. **Both sides of each door L-frame must be connected to the fixture upright.**

Freedom Case Hinge Closure Rate Adjustment

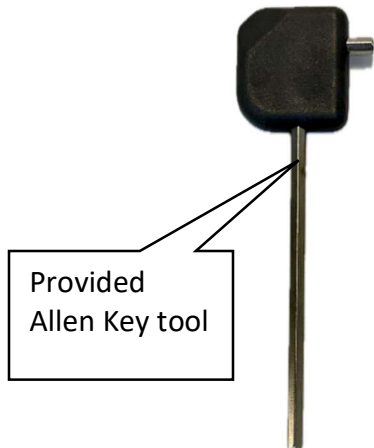
1. Closing time might not be consistent between doors. Open the door to 90 degrees so that the door is stationary:



2. Gently push the door so that it begins closing on its own and measure the closing time. If the close time is within 4-10 seconds, **no hinge adjustment is needed**. Move on to the Validation Test.
3. If the close time does not fall within this range, adjustment is needed. **DO NOT TOUCH THE KEYHOLE ON THE BOTTOM OF THE HINGE. ONLY THE TOP KEYHOLE OF THE HINGE WILL NEED ADJUSTMENT.**



4. Take the Allen Key tool and use it to turn the top keyhole clockwise one full rotation if the close time takes longer than 10 seconds or turn it one full rotation counterclockwise if it takes shorter than 4 seconds. Time the door again by opening it up to 90 degrees and gently push the door so that it begins closing on its own.



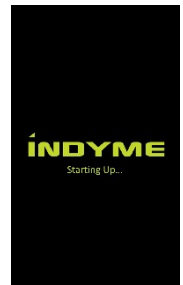
5. If the close time falls within 4 to 10 seconds, the adjustment is complete. Move on to validation testing. If the close time is still too short or too long, turn the top keyhole counterclockwise or clockwise one full rotation, respectively, and retest until it falls within the 4 to 10 second range. **IF THE SCREW STARTS TO BOTTOM OUT STOP ROTATING AS THIS WILL CAUSE THE HINGE TO LEAK.**

Freedom Case/Cage Validation Test

After the Freedom Case/Cage has been installed and powered on for the first time, the installer must perform a display validation test. This document provides step-by-step instructions for completing the test.

Powering down the case during this process may damage the CPU.

1. **Power on the system.** The display will begin the boot-up process, and you will see a boot splash screen with the words Indyme starting up.



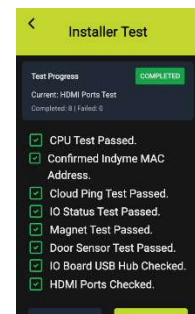
2. **Installer Test.** Once the system has finished loading, the Installer Test Display screen will appear. Tap the **“Begin Installer Test”** button to continue.



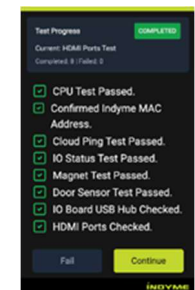
3. **Installer information screen.** On this screen, the installer must enter their name and company before proceeding. Once the form is complete, tap the **“Begin Test”** button to continue. To reset the form and clear all entered information, tap the **“Clear Form”** button.

Two side-by-side screenshots of the "Installer" screen. The left screenshot shows the form with "jchoi" entered in the "Installer Name" field and "Indyme" entered in the "Installer Company" field. Below the fields are "Clear Form" and "Begin Test" buttons. At the bottom is a QWERTY keyboard. The right screenshot shows the same form but with the "Clear Form" button highlighted in green.

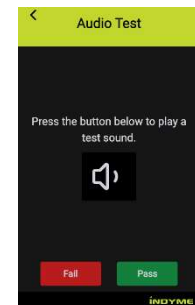
4. **Test Initialization.** Once the test begins, the system will run a self-diagnostic and display the status of each test as it is performed.



5. **Test completion.** Upon completion, each test displays a status indicator: a **green check mark** for *Pass* or a **red X** for *Fail*. All tests must show green check marks to proceed. If any test fails, the issue must be reported before continuing.



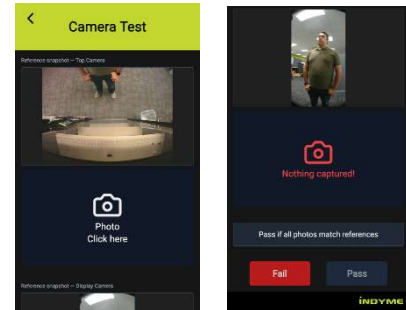
6. **Volume test.** To perform the volume test, tap the **Speaker** button on the display. An audio message plays. If the volume is at an acceptable level tap **Pass**. If not, tap **Fail**.



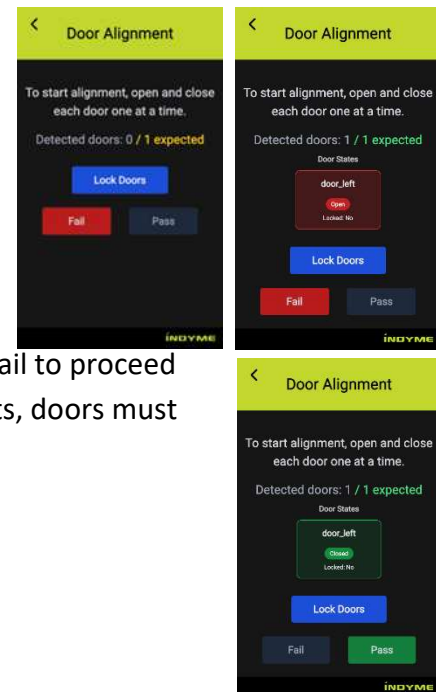
7. **Display touch test.** To perform the touch test, tap the square in each corner of the screen, as well as the center square. Each square should light up **Green** when tapped, indicating a successful response. Once all five squares are activated, tap the **Continue** button. If any area does not respond, tap the **Fail** button.



8. **Camera Test.** To perform the camera test, tap the **Camera** button on the display. The first photo will be taken using the **top security camera** (available on large cases only). Scroll down to access the **display camera** and take a photo. Ensure the captured image clearly shows the person standing at the case.

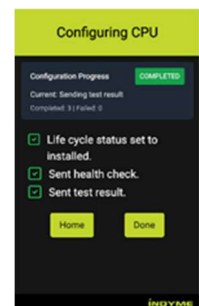


9. **Door Alignment Test.** To begin the alignment test, open door(s) then tap **lock doors**. Close door(s) and the system will automatically detect proper alignment of the door sensor(s). A **green status indicator** means the alignment is successful, press **Pass**. If alignment fails, the indicator will turn **red**. For a single-door case, the alignment test must pass. For a two-door case, both doors must pass before tapping Pass. If either door fails, re-align the sensors and retest. Tap Fail to proceed with the rest of the test, if needed. **NOTE:** on Cage units, doors must be locked to detect Open/Closed state.



10. **Test complete/Test Failed.** After all tests are complete, the **Configuring CPU screen** will appear, displaying the test results. If a test fails, a failed screen will appear. When the test is complete, two options are available:

- a. Tap Home to return to the beginning of the test sequence.

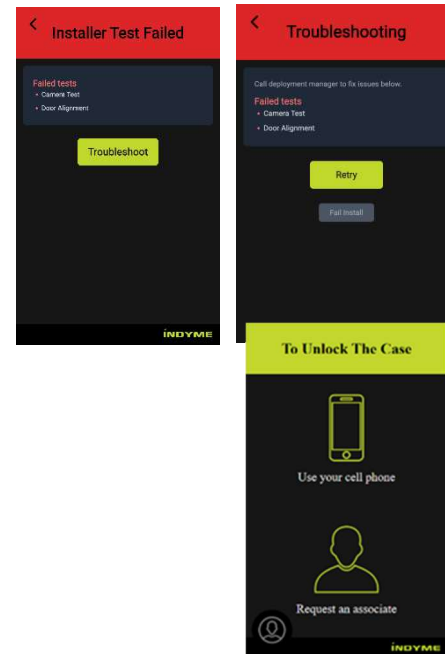


- b. Tap Done to exit the installer mode and proceed to the normal operations screen.

11. The Test Failed screens display the failed processes and provide troubleshooting options:

- a. Tap Troubleshoot to access the troubleshooting screen.
- b. Call the deployment manager to resolve any issues. Once repaired Tap either Retry or Fail Install to move forward.

12. Once the test is complete the regular home screen will reappear



Training

After the case(s) are installed and the area has been cleaned up, the technician must train the store manager on case operation, location of back-room equipment and locations of all cases installed.

1. Ask the store manager to gather all personnel who need training. Confirm that the output device for notifications is available for testing.
2. Show the case and display to the store manager and associates. The customer interface includes two access options:
 - a. Self-Service access: Using a cell phone access the case by entering a phone number and receiving a code. After receiving the code, enter it and open the case.
 - b. Customer assisted access: Press the “Request an associate” button and monitor the output device for a message. Once an associate arrives, they will press the associate icon in the lower left corner of the Freedom Case display and input the store code to access the case.
3. In the Self-Service mode an alert is sent out to the output device if suspicious behavior is detected such as:
 - a. The door is open for longer than 40 seconds
 - b. More than 3 items are removed
4. To Stock the case, press the associate icon and enter the store’s code on the keypad. This will unlock the door with no time limit and allow the associate to stock the case.
5. The doors are locked using an electromagnetic locking system. When the case is accessed, the locks disengage for 9 seconds before reactivating. If the door is not opened within 9 seconds, the access process must be restarted.
6. Explain there are 2 cameras on the case
 - a. The camera on top of the case records video while the door is open.
 - b. The camera on the display captures a still image of the person accessing the case.
 - c. Show the manager the location of all backroom equipment and explain how to reboot the devices.
7. Explain to the manager that if the case requires service or cannot be accessed, contact Indyme for assistance.

I acknowledge that training has been conducted to my satisfaction

Manager’s Name Printed

Manager’s signature

Date training was conducted

Installer Checkout

Final installation checkout sheet

- ☐ Store manager and associates have been trained
- ☐ All Cases have been installed in the proper location and are online as verified by support
- ☐ All Cases have lights installed
- ☐ All displays are operational: Test both self-service and request an associate.
- ☐ Pictures have been taken of the following for each installed case:
 - Pictures showing the case with level for:
 - o Top of case left to right and front to back
 - o Side of case up and down and the door
 - Door alignment showing the door is not off-center or rubbing against the frame. If the door is off-center, adjust the feet to compensate.
 - Each side brace and side panel installed
 - All lights installed.
 - Bottom of the case showing the legs are meeting the Gondola base
 - Picture of the completed installer test
 - Picture of the case admin screen. Access the screen by pressing the upper right corner of the display and entering the admin code. (contact Indyme for the admin code)
- ☐ The door(s) have been verified to close tightly and within 5 seconds. Open the door and release the handle so the door closes on its own. If the door does not close within 5 seconds, adjust the top hinge as needed.

Locations	Installation test Performed	Message heard on media device	System is Operational	Photos taken

- ☐ Clean-up the work area and discard all trash
- ☐ Cables are dressed and tied down
- ☐ Sign out with Manager
- ☐ Provide Manager's first and last name, and close out work order



Manager Signature

Manager Print Name

Field Rep Signature

Field Representative

Date

Indyme Analyst name

List any discrepancies:
