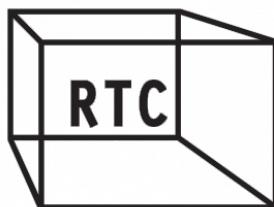
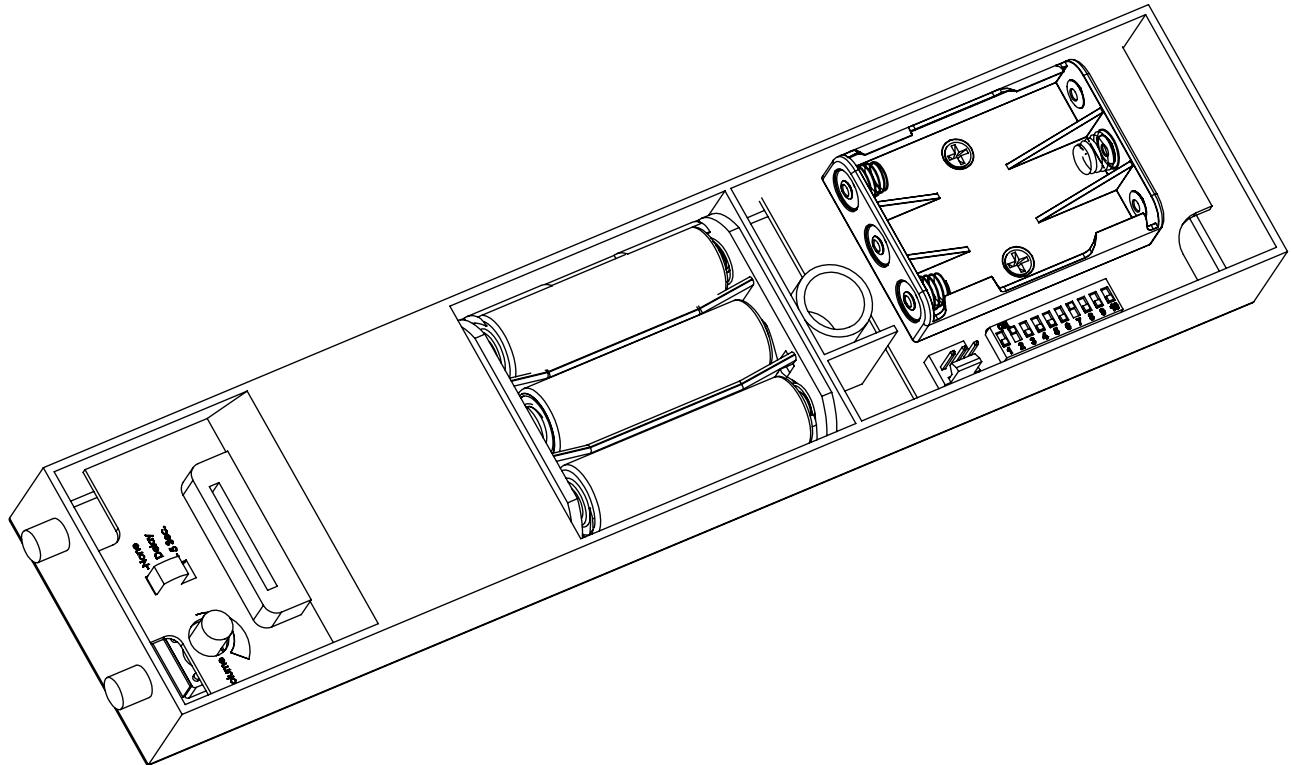


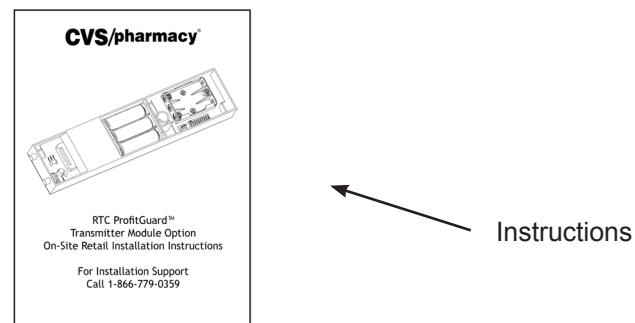
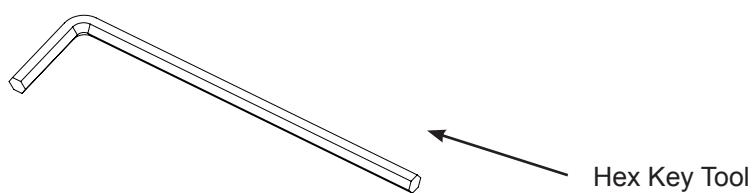
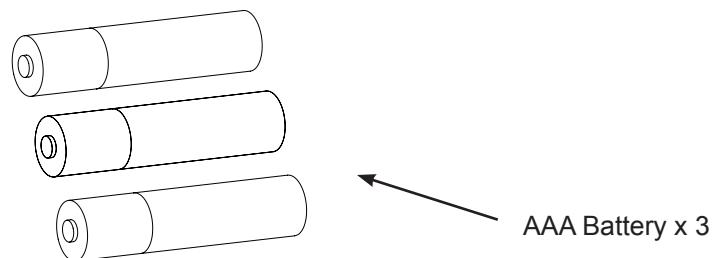
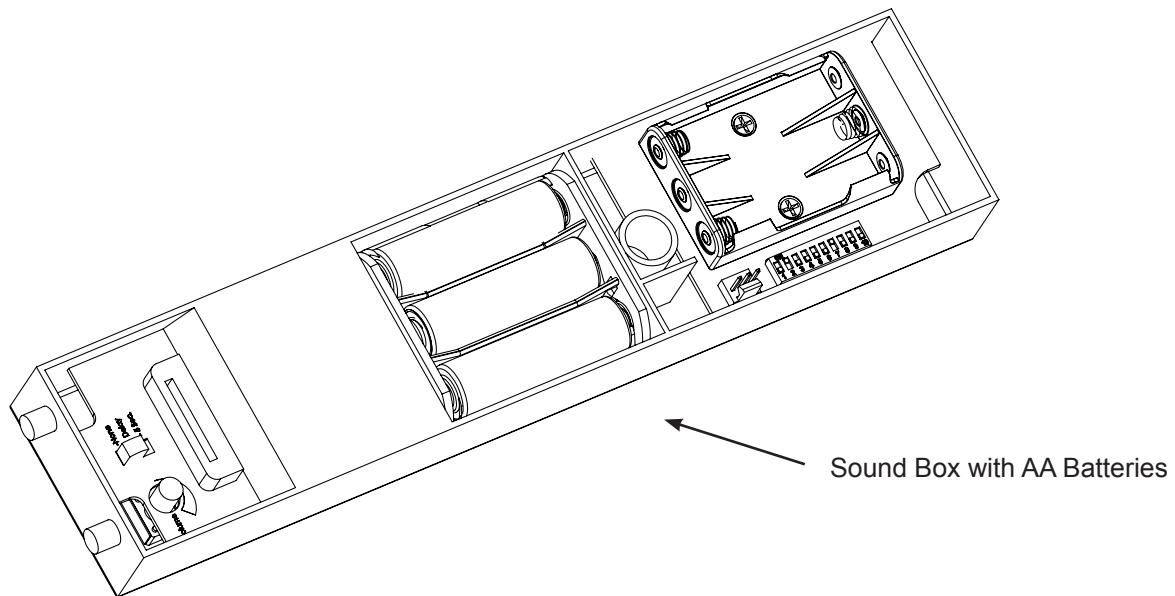
CVS/pharmacy®



RTC ProfitGuard™ Transmitter Module Option On-Site Retail Installation Instructions

For Installation Support:
CVS Loss Prevention
1-401-770-2173

RTC ProfitGuard Sound Box Parts

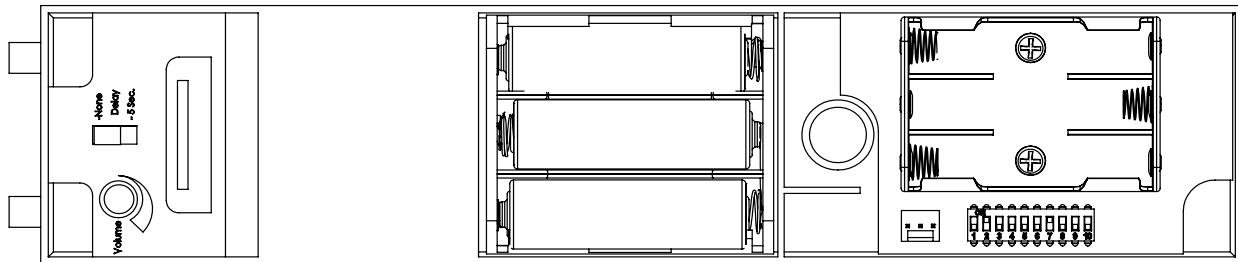


Transmitter Module Setup

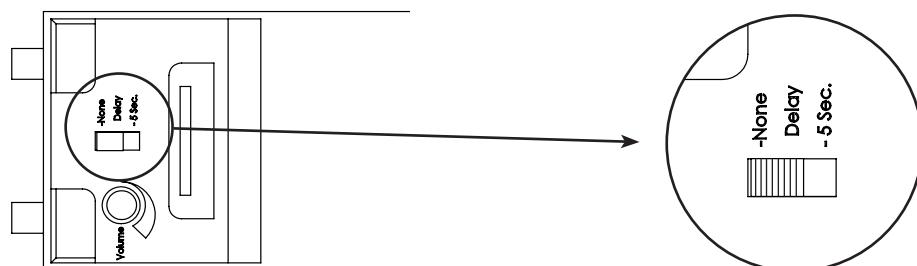
Step 1: Using the instructions supplied with the RTC ProfitGuard verify the door is properly installed on the gondola shelf.

Step 2: If the Sound Box is installed remove it from the shelf with the supplied hex wrench.

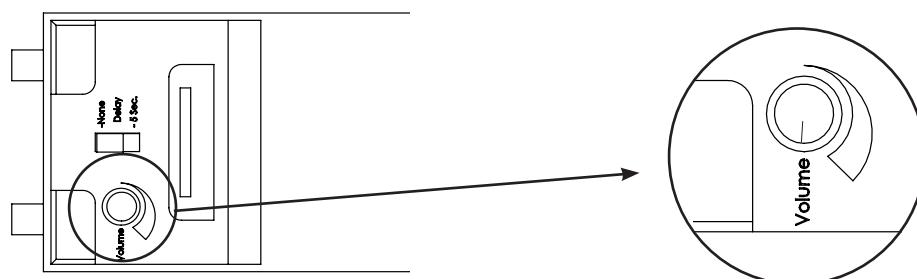
Step 3: The rear of the Sound Box (the side with the batteries) should be facing you.



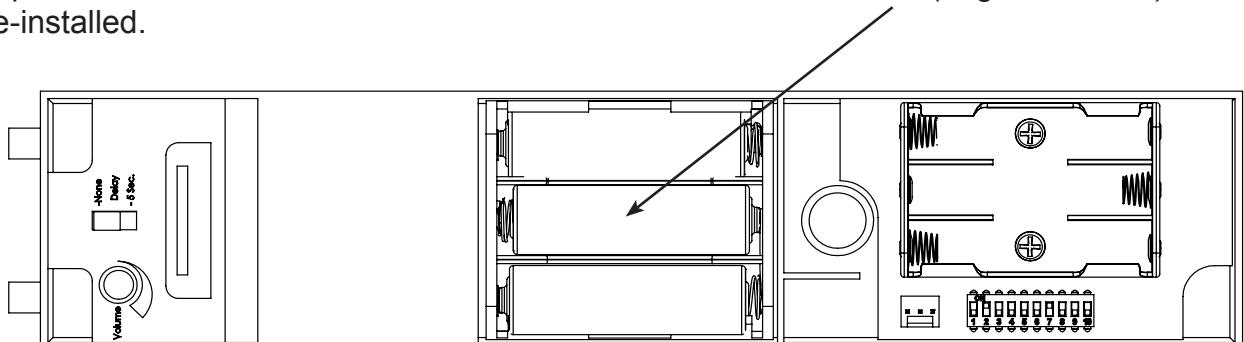
Step 4: The Sound Box will come factory pre-set with the Delay set to **NONE**.



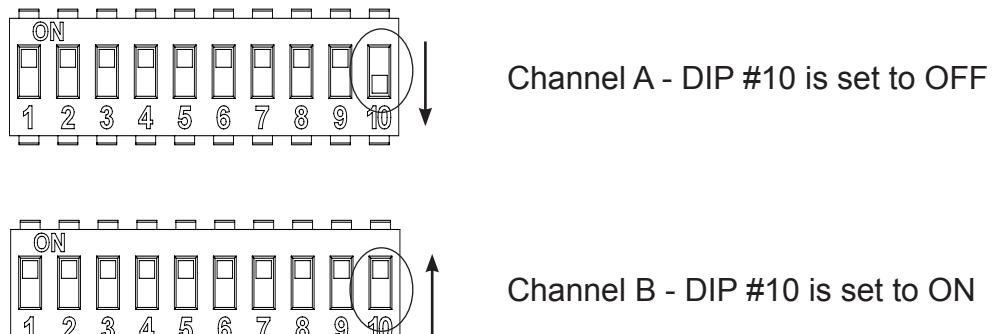
Step 5: The Sound Box will come factory pre-set with volume set to **100%**. Volume can be lowered by turning the knob counter-clockwise or increased turning it clock-wise.



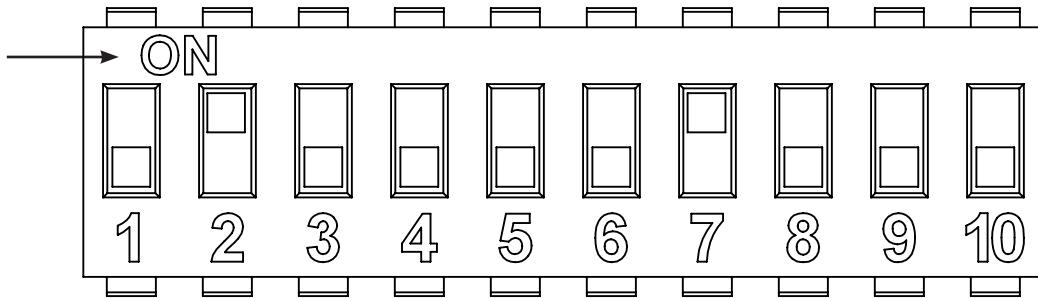
Step 6: The Sound Box will come with two sets of batteries. The **AA** (larger batteries) will be pre-installed.



Step 7: The DIP switch position marked **10** is used to set the buttons transmit frequency channel. Verify this matches the stores receiver frequency channel. If receiver frequency is unknown then start with Channel A since most stores are set this way.

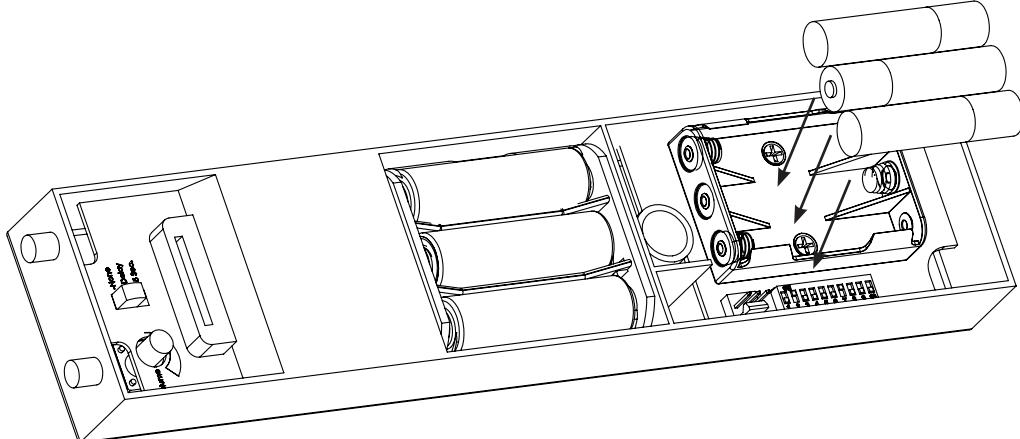


Step 8: DIP switch positions marked **1** through **8** are used to set the message that will play over the stores PA when the door open timer expires. Use the **Message DIP Switch Setting Chart** (pages 6 - 7) to set the message. The unit comes preset with the switches set to trigger the bilingual “Shaving Department” message (see example below). Take notice of the “ON” direction of the switch - ON is UP towards the “ON” marking on the switch and OFF is DOWN towards the numbers on the switch. DIP switch **9** is not used.



Example of “Shaving Department” message slot #66 setting & Channel set to “A”

Step 9: Insert the **AAA** (smaller batteries) into the battery holder. Verify direction!



Step 10: Reinstall the Sound Box into the shelf using the supplied hex wrench.

System Test

The ProfitGuard door system will work in the following manner:

Step 1: Customer opens the door and a “chime” will be heard from the display for **2 seconds**.

Step 2: A “Thank you for shopping at CVS” message will be heard from the display.

Step 3: If the door is still open, then a “chime” will sound for **15 to 20 more seconds** from the display until the door is closed. The longer the door is open the louder the “chime”.

Step 4: If the door is still open, then a “Customer service needed” message will be heard over the PA System in about **10 seconds** after the door open action.

Step 5: If the door remains open for another **10 seconds** then the “Customer service needed” message will repeat over the PA system one more time.

Step 6: Once the door is closed then all the timers and messages will reset.

Message DIP Switch Setting Chart

Message Slot	Message Name (Version 2.3)	Message Type	Switch Position							
			1	2	3	4	5	6	7	8
1	Ding	ENGLISH	ON	OFF						
2	Special Ding 1	ENGLISH	OFF	ON	OFF	OFF	OFF	OFF	OFF	OFF
3	Security to the Front of the Store	ENGLISH	ON	ON	OFF	OFF	OFF	OFF	OFF	OFF
4	Manager to the Front of the Store	ENGLISH	OFF	OFF	ON	OFF	OFF	OFF	OFF	OFF
5	Cashier to the Front of the Store	ENGLISH	ON	OFF	ON	OFF	OFF	OFF	OFF	OFF
6	Customer Service Scan All Aisles	ENGLISH	OFF	ON	ON	OFF	OFF	OFF	OFF	OFF
7	Customer Service needed at Cough/Cold	ENGLISH	ON	ON	ON	OFF	OFF	OFF	OFF	OFF
8	Customer Service needed in the Shaving Department	ENGLISH	OFF	OFF	OFF	ON	OFF	OFF	OFF	OFF
9	Customer Service needed at the Beauty Counter	ENGLISH	ON	OFF	OFF	ON	OFF	OFF	OFF	OFF
10	Customer Service needed in the Liquor Department	ENGLISH	OFF	ON	OFF	ON	OFF	OFF	OFF	OFF
11	Customer Service needed in the Diet and Nutrition Department	ENGLISH	ON	ON	OFF	ON	OFF	OFF	OFF	OFF
12	Customer Service needed in the First Aid Department	ENGLISH	OFF	OFF	ON	ON	OFF	OFF	OFF	OFF
13	Customer Service needed in the Vitamin Department	ENGLISH	ON	OFF	ON	ON	OFF	OFF	OFF	OFF
14	Customer Service needed in the Pain Reliever Department	ENGLISH	OFF	ON	ON	ON	OFF	OFF	OFF	OFF
15	Customer Service needed in the Eye Care Department	ENGLISH	ON	ON	ON	ON	OFF	OFF	OFF	OFF
16	Customer Service needed in the Foot Care Department	ENGLISH	OFF	OFF	OFF	OFF	ON	OFF	OFF	OFF
17	Customer Service needed at the Fragrance Case	ENGLISH	ON	OFF	OFF	OFF	ON	OFF	OFF	OFF
18	Customer Service needed in the Pre-Recorded Video Department	ENGLISH	OFF	ON	OFF	OFF	ON	OFF	OFF	OFF
19	Customer Service needed in the Telecommunications Department	ENGLISH	ON	ON	OFF	OFF	ON	OFF	OFF	OFF
20	Customer Service needed in the Cosmetics Department	ENGLISH	OFF	OFF	ON	OFF	ON	OFF	OFF	OFF
21	Customer Service needed in the Recordable Media Department	ENGLISH	ON	OFF	ON	OFF	ON	OFF	OFF	OFF
22	Customer Service needed in the Womens Health Department	ENGLISH	OFF	ON	ON	OFF	ON	OFF	OFF	OFF
23	Customer Service needed at the Pharmacy	ENGLISH	ON	ON	ON	OFF	ON	OFF	OFF	OFF
24	Customer Service needed at the Photo Lab	ENGLISH	OFF	OFF	OFF	ON	ON	OFF	OFF	OFF
25	Customer Service needed at Baby Formula	ENGLISH	ON	OFF	OFF	ON	ON	OFF	OFF	OFF
26	Customer Service needed at Small Appliances	ENGLISH	OFF	ON	OFF	ON	ON	OFF	OFF	OFF
27	Customer Service needed at Electric Razors	ENGLISH	ON	ON	OFF	ON	ON	OFF	OFF	OFF
28	Customer Service needed at Stomach Remedies	ENGLISH	OFF	OFF	ON	ON	ON	OFF	OFF	OFF
29	Customer Service needed at Family Planning	ENGLISH	ON	OFF	ON	ON	ON	OFF	OFF	OFF
30	Customer Service needed at Batteries	ENGLISH	OFF	ON	ON	ON	ON	OFF	OFF	OFF
31	Customer Service needed at Deodorants	ENGLISH	ON	ON	ON	ON	ON	OFF	OFF	OFF
32	Customer Service needed at Dental Care	ENGLISH	OFF	OFF	OFF	OFF	OFF	ON	OFF	OFF
33	Customer Service needed at Home Diagnostics	ENGLISH	ON	OFF	OFF	OFF	OFF	ON	OFF	OFF
34	Customer Service needed at Body Wash	ENGLISH	OFF	ON	OFF	OFF	OFF	ON	OFF	OFF
35	Customer Service needed at Stationery	ENGLISH	ON	ON	OFF	OFF	OFF	ON	OFF	OFF
36	Customer Service needed in the Film Department	ENGLISH	OFF	OFF	ON	OFF	OFF	ON	OFF	OFF
37	Customer Service needed in the Allergy Department	ENGLISH	ON	OFF	ON	OFF	OFF	ON	OFF	OFF
38	Customer Service needed in the Skin Care Department	ENGLISH	OFF	ON	ON	OFF	OFF	ON	OFF	OFF
39	Customer Service needed in the Hair-Care Department	ENGLISH	ON	ON	ON	OFF	OFF	ON	OFF	OFF
40	Customer Service needed at Electronics	ENGLISH	OFF	OFF	OFF	ON	OFF	ON	OFF	OFF
41	Customer Service needed in Aisle One	ENGLISH	ON	OFF	OFF	ON	OFF	ON	OFF	OFF
42	Customer Service needed in Aisle Two	ENGLISH	OFF	ON	OFF	ON	OFF	ON	OFF	OFF
43	Customer Service needed in Aisle Three	ENGLISH	ON	ON	OFF	ON	OFF	ON	OFF	OFF
44	Customer Service needed in Aisle Four	ENGLISH	OFF	OFF	ON	ON	OFF	ON	OFF	OFF
45	Customer Service needed in Aisle Five	ENGLISH	ON	OFF	ON	ON	OFF	ON	OFF	OFF
46	Customer Service needed in Aisle Six	ENGLISH	OFF	ON	ON	ON	OFF	ON	OFF	OFF
47	Customer Service needed in Aisle Seven	ENGLISH	ON	ON	ON	ON	OFF	ON	OFF	OFF
48	Customer Service needed in Aisle Eight	ENGLISH	OFF	OFF	OFF	OFF	ON	ON	OFF	OFF
49	Customer Service needed in Aisle Nine	ENGLISH	ON	OFF	OFF	OFF	ON	ON	OFF	OFF
50	Customer Service needed in Aisle Ten	ENGLISH	OFF	ON	OFF	OFF	ON	ON	OFF	OFF
51	Customer Service needed in Aisle Eleven	ENGLISH	ON	ON	OFF	OFF	ON	ON	OFF	OFF
52	Customer Service needed in Aisle Twelve	ENGLISH	OFF	OFF	ON	OFF	ON	ON	OFF	OFF
53	Customer Service needed in Aisle Thirteen	ENGLISH	ON	OFF	ON	OFF	ON	ON	OFF	OFF
54	Customer Service needed in Aisle Fourteen	ENGLISH	OFF	ON	ON	OFF	ON	ON	OFF	OFF
55	Customer Service needed in Aisle Fifteen	ENGLISH	ON	ON	ON	OFF	ON	ON	OFF	OFF
56	Customer Service needed in Aisle Sixteen	ENGLISH	OFF	OFF	OFF	ON	ON	ON	OFF	OFF
57	Customer Service needed in Aisle Seventeen	ENGLISH	ON	OFF	OFF	ON	ON	ON	OFF	OFF
58	Customer Service needed in Aisle Eighteen	ENGLISH	OFF	ON	OFF	ON	ON	ON	OFF	OFF
59	Customer Service needed in Aisle Nineteen	ENGLISH	ON	ON	OFF	ON	ON	ON	OFF	OFF

Message Slot	Message Name (Version 2.3)	Message Type	Switch Position							
			1	2	3	4	5	6	7	8
60	Customer Service needed in Aisle Twenty	ENGLISH	OFF	OFF	ON	ON	ON	ON	OFF	OFF
61	Security to the Front of the Store	ENGLISH/SPANISH	ON	OFF	ON	ON	ON	ON	ON	OFF
62	Manager to the Front of the Store	ENGLISH/SPANISH	OFF	ON	ON	ON	ON	ON	OFF	OFF
63	Cashier to the Front of the Store	ENGLISH/SPANISH	ON	ON	ON	ON	ON	ON	OFF	OFF
64	Customer Service Scan All Aisles	ENGLISH/SPANISH	OFF	OFF	OFF	OFF	OFF	OFF	ON	OFF
65	Customer Service needed at Cough/Cold	ENGLISH/SPANISH	ON	OFF	OFF	OFF	OFF	OFF	ON	OFF
66	Customer Service needed in the Shaving Department	ENGLISH/SPANISH	OFF	ON	OFF	OFF	OFF	OFF	ON	OFF
67	Customer Service needed at the Beauty Counter	ENGLISH/SPANISH	ON	ON	OFF	OFF	OFF	OFF	ON	OFF
68	Customer Service needed in the Liquor Department	ENGLISH/SPANISH	OFF	OFF	ON	OFF	OFF	OFF	ON	OFF
69	Customer Service needed in the Diet and Nutrition Department	ENGLISH/SPANISH	ON	OFF	ON	OFF	OFF	OFF	ON	OFF
70	Customer Service needed in the First Aid Department	ENGLISH/SPANISH	OFF	ON	ON	OFF	OFF	OFF	ON	OFF
71	Customer Service needed in the Vitamin Department	ENGLISH/SPANISH	ON	ON	ON	OFF	OFF	OFF	ON	OFF
72	Customer Service needed in the Pain Reliever Department	ENGLISH/SPANISH	OFF	OFF	OFF	ON	OFF	OFF	ON	OFF
73	Customer Service needed in the Eye Care Department	ENGLISH/SPANISH	ON	OFF	OFF	ON	OFF	OFF	ON	OFF
74	Customer Service needed in the Foot Care Department	ENGLISH/SPANISH	OFF	ON	OFF	ON	OFF	OFF	ON	OFF
75	Customer Service needed at the Fragrance Case	ENGLISH/SPANISH	ON	ON	OFF	ON	OFF	OFF	ON	OFF
76	Customer Service needed in the Pre-Recorded Video Department	ENGLISH/SPANISH	OFF	OFF	ON	ON	OFF	OFF	ON	OFF
77	Customer Service needed in the Telecommunications Department	ENGLISH/SPANISH	ON	OFF	ON	ON	OFF	OFF	ON	OFF
78	Customer Service needed in the Cosmetics Department	ENGLISH/SPANISH	OFF	ON	ON	ON	OFF	OFF	ON	OFF
79	Customer Service needed in the Recordable Media Department	ENGLISH/SPANISH	ON	ON	ON	ON	OFF	OFF	ON	OFF
80	Customer Service needed in the Womens Health Department	ENGLISH/SPANISH	OFF	OFF	OFF	OFF	ON	OFF	ON	OFF
81	Customer Service needed at the Pharmacy	ENGLISH/SPANISH	ON	OFF	OFF	OFF	ON	OFF	ON	OFF
82	Customer Service needed at the Photo Lab	ENGLISH/SPANISH	OFF	ON	OFF	OFF	ON	OFF	ON	OFF
83	Customer Service needed at Baby Formula	ENGLISH/SPANISH	ON	ON	OFF	OFF	ON	OFF	ON	OFF
84	Customer Service needed at Small Appliances	ENGLISH/SPANISH	OFF	OFF	ON	OFF	ON	OFF	ON	OFF
85	Customer Service needed at Electric Razors	ENGLISH/SPANISH	ON	OFF	ON	OFF	ON	OFF	ON	OFF
86	Customer Service needed at Stomach Remedies	ENGLISH/SPANISH	OFF	ON	ON	OFF	ON	OFF	ON	OFF
87	Customer Service needed at Family Planning	ENGLISH/SPANISH	ON	ON	ON	OFF	ON	OFF	ON	OFF
88	Customer Service needed at Batteries	ENGLISH/SPANISH	OFF	OFF	OFF	ON	ON	OFF	ON	OFF
89	Customer Service needed at Deodorants	ENGLISH/SPANISH	ON	OFF	OFF	ON	ON	OFF	ON	OFF
90	Customer Service needed at Dental Care	ENGLISH/SPANISH	OFF	ON	OFF	ON	ON	OFF	ON	OFF
91	Customer Service needed at Home Diagnostics	ENGLISH/SPANISH	ON	ON	OFF	ON	ON	OFF	ON	OFF
92	Customer Service needed at Body Wash	ENGLISH/SPANISH	OFF	OFF	ON	ON	ON	OFF	ON	OFF
93	Customer Service needed at Stationery	ENGLISH/SPANISH	ON	OFF	ON	ON	ON	OFF	ON	OFF
94	Customer Service needed in the Film Department	ENGLISH/SPANISH	OFF	ON	ON	ON	ON	OFF	ON	OFF
95	Customer Service needed in the Allergy Department	ENGLISH/SPANISH	ON	ON	ON	ON	ON	OFF	ON	OFF
96	Customer Service needed in the Skin Care Department	ENGLISH/SPANISH	OFF	OFF	OFF	OFF	OFF	ON	ON	OFF
97	Customer Service needed in the Hair-Care Department	ENGLISH/SPANISH	ON	OFF	OFF	OFF	OFF	ON	ON	OFF
98	Customer Service needed at Electronics	ENGLISH/SPANISH	OFF	ON	OFF	OFF	OFF	ON	ON	OFF
99	Customer Service needed in Aisle One	ENGLISH/SPANISH	ON	ON	OFF	OFF	OFF	ON	ON	OFF
100	Customer Service needed in Aisle Two	ENGLISH/SPANISH	OFF	OFF	ON	OFF	OFF	ON	ON	OFF
101	Customer Service needed in Aisle Three	ENGLISH/SPANISH	ON	OFF	ON	OFF	OFF	ON	ON	OFF
102	Customer Service needed in Aisle Four	ENGLISH/SPANISH	OFF	ON	ON	OFF	OFF	ON	ON	OFF
103	Customer Service needed in Aisle Five	ENGLISH/SPANISH	ON	ON	ON	OFF	OFF	ON	ON	OFF
104	Customer Service needed in Aisle Six	ENGLISH/SPANISH	OFF	OFF	OFF	ON	OFF	ON	ON	OFF
105	Customer Service needed in Aisle Seven	ENGLISH/SPANISH	ON	OFF	OFF	ON	OFF	ON	ON	OFF
106	Customer Service needed in Aisle Eight	ENGLISH/SPANISH	OFF	ON	OFF	ON	OFF	ON	ON	OFF
107	Customer Service needed in Aisle Nine	ENGLISH/SPANISH	ON	ON	OFF	ON	OFF	ON	ON	OFF
108	Customer Service needed in Aisle Ten	ENGLISH/SPANISH	OFF	OFF	ON	ON	OFF	ON	ON	OFF
109	Customer Service needed in Aisle Eleven	ENGLISH/SPANISH	ON	OFF	ON	ON	OFF	ON	ON	OFF
110	Customer Service needed in Aisle Twelve	ENGLISH/SPANISH	OFF	ON	ON	ON	OFF	ON	ON	OFF
111	Customer Service needed in Aisle Thirteen	ENGLISH/SPANISH	ON	ON	ON	ON	OFF	ON	ON	OFF
112	Customer Service needed in Aisle Fourteen	ENGLISH/SPANISH	OFF	OFF	OFF	OFF	ON	ON	ON	OFF
113	Customer Service needed in Aisle Fifteen	ENGLISH/SPANISH	ON	OFF	OFF	OFF	ON	ON	ON	OFF
114	Customer Service needed in Aisle Sixteen	ENGLISH/SPANISH	OFF	ON	OFF	OFF	ON	ON	ON	OFF
115	Customer Service needed in Aisle Seventeen	ENGLISH/SPANISH	ON	ON	OFF	OFF	ON	ON	ON	OFF
116	Customer Service needed in Aisle Eighteen	ENGLISH/SPANISH	OFF	OFF	ON	OFF	ON	ON	ON	OFF
117	Customer Service needed in Aisle Nineteen	ENGLISH/SPANISH	ON	OFF	ON	OFF	ON	ON	ON	OFF
118	Customer Service needed in Aisle Twenty	ENGLISH/SPANISH	OFF	ON	ON	OFF	ON	ON	ON	OFF

* Important note - If using receiver part number CVS-DMS then the following slots have been changed or added

Slot 112 - "Security to the Minute Clinic"

Slot 119 - "Medical Alert to the Minute Clinic 1"

Slot 120 - "Medical Alert to the Minute Clinic 2"

Troubleshooting

Verify Sound Box has good batteries and that they are installed in the correct direction.



Verify receiver is on (generally found in the managers office).

On 1st generation USB based receivers the Blue Status LED should be lit.

On 2nd generation IP based receivers the blue LED panel should be lit.



Press the speaker button on the receiver and verify you can hear the message when door is open for more than 8 seconds.



Verify receiver volume is turned up.



Verify the DIP switches on the Sound Box are set correctly.



Verify the DIP switch for the channel on the Sound Box is set correctly.



Make sure that the antenna from the receiver is not too far away from the ProfitGuard doors - the antenna should be on the ceiling of the sales floor.

Note: The receiver is generally found in the managers office or where the PA amplifier for the store is located.

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FCC Notice

FCC Part 15 : This equipment has been tested and found to comply within the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of the equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct interference at his own expense.

FCC Notice (for U.S. Customers):

This device complies with Part 15 of the FCC Rules:

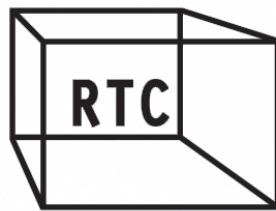
Operation is subject to the following conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation

Changes or modifications not expressly approved by the manufacturer can void the users' authority to operate the equipment under Federal Communications Commissions rules.



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