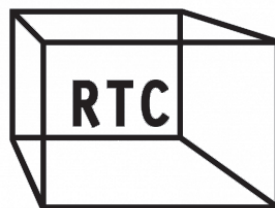
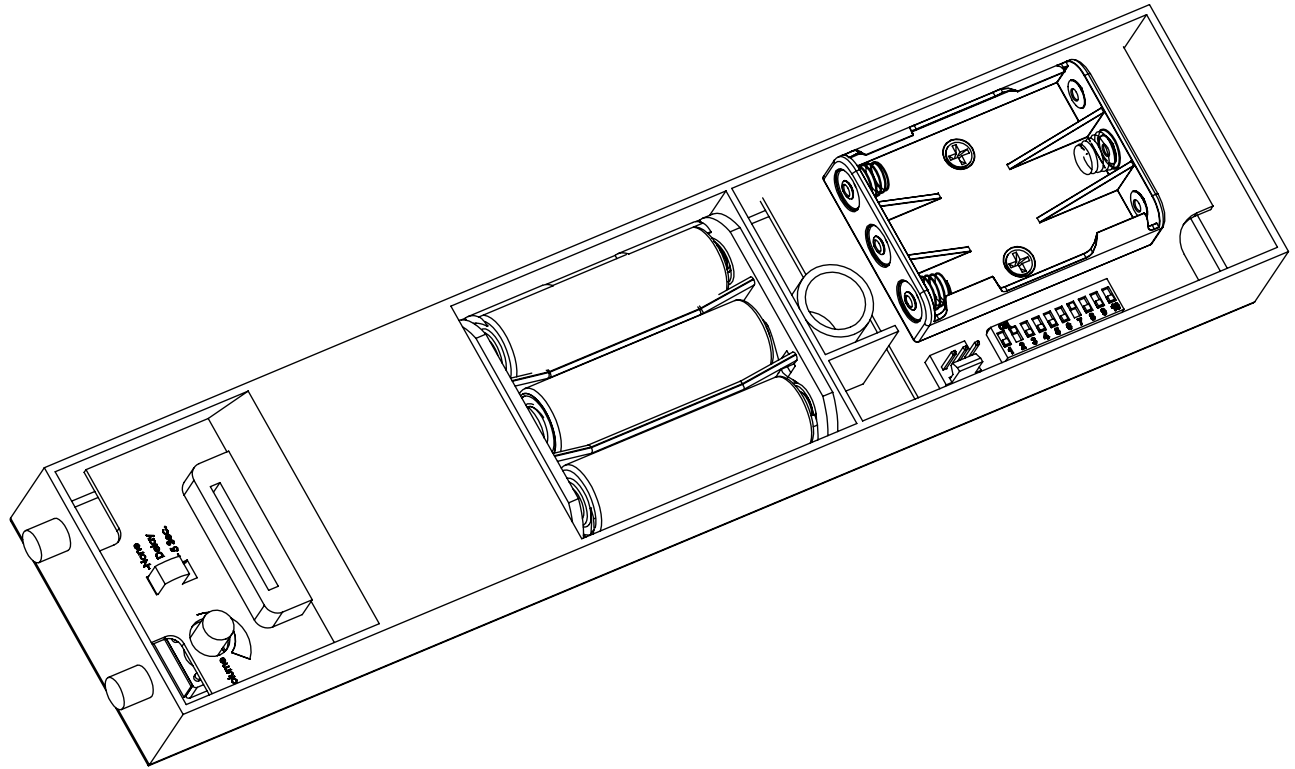


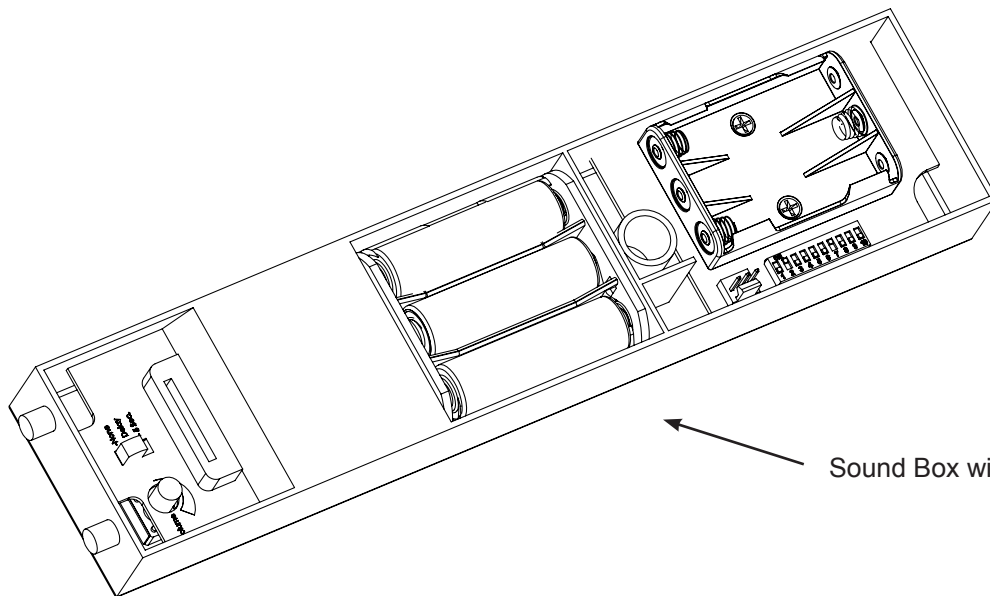
# CVS/pharmacy<sup>®</sup>



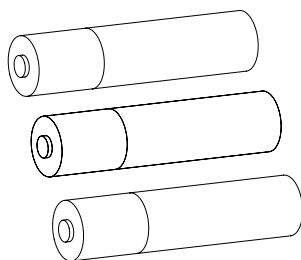
**RTC ProfitGuard<sup>™</sup>**  
**Transmitter Module Option**  
**On-Site Retail Installation Instructions**

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

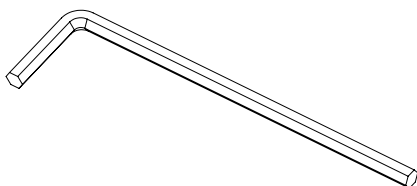
## RTC ProfitGuard Sound Box Parts



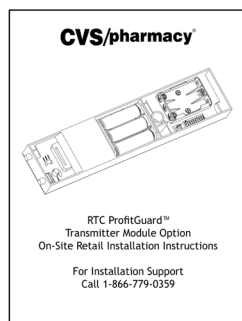
Sound Box with AA Batteries



AAA Battery x 3



Hex Key Tool



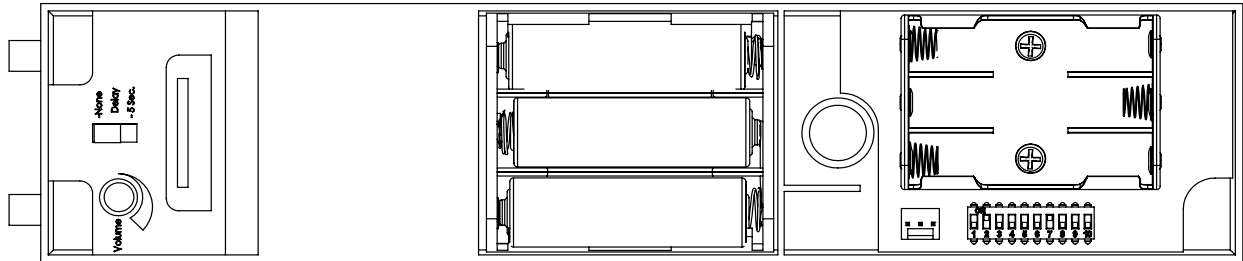
Instructions

## 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.

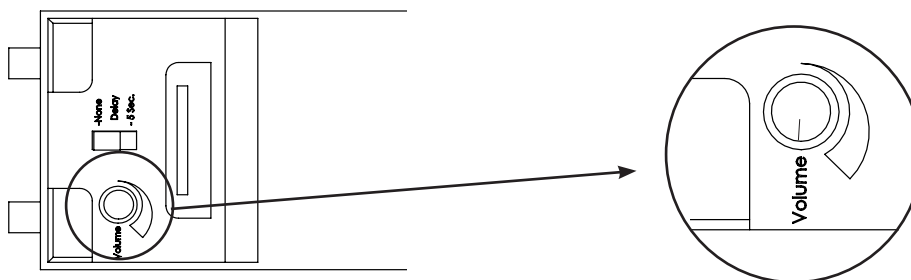
Step 3: The rear of the Sound Box (the side with the batteries) should be facing you.



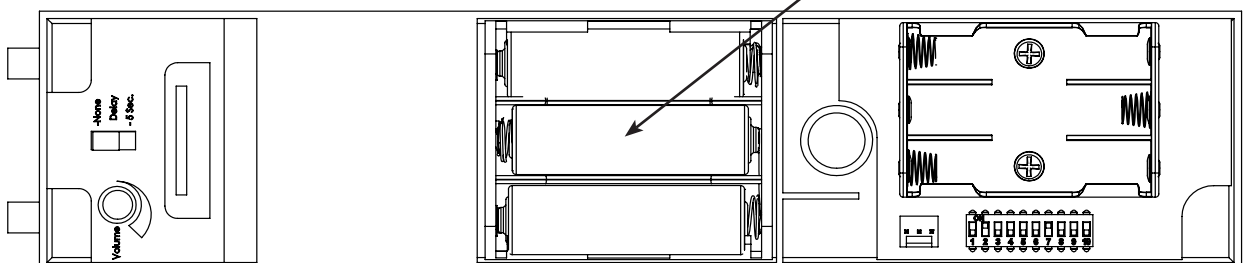
Step 4: The Sound Box will come factory pre-set with the Delay set to **NONE**.



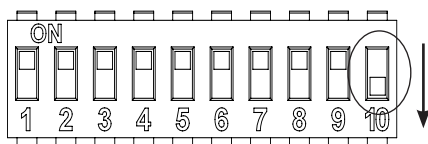
Step 5: The Sound Box will come factory pre-set with volume set to **100%**. Volume can be lowered by turning the knob counter-clockwise or increased turning it clock-wise.



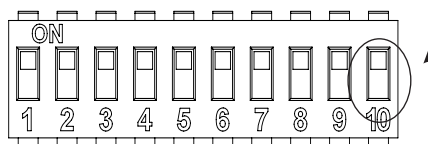
Step 6: The Sound Box will come with two sets of batteries. The **AA** (larger batteries) will be pre-installed.



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.

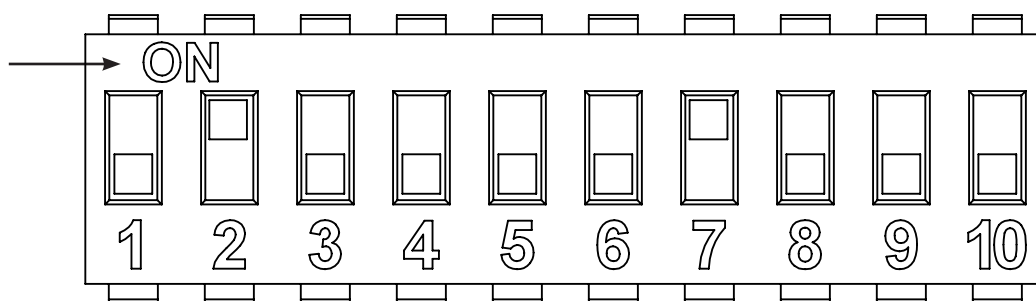


Channel A - DIP #10 is set to OFF



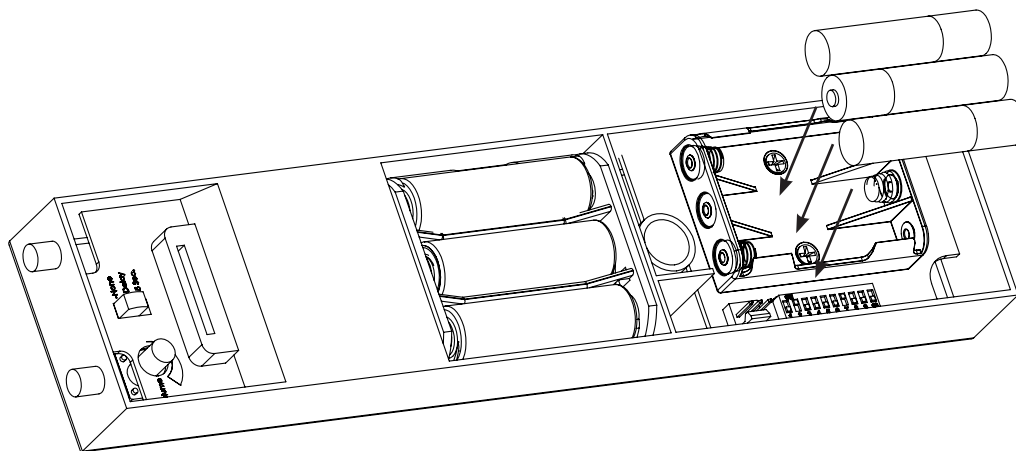
Channel B - DIP #10 is set to ON

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	<b>Ding</b>	ENGLISH	ON	OFF	OFF	OFF	OFF	OFF	OFF	OFF
2	<b>Special Ding 1</b>	ENGLISH	OFF	ON	OFF	OFF	OFF	OFF	OFF	OFF
3	Security to the <b>Front of the Store</b>	ENGLISH	ON	ON	OFF	OFF	OFF	OFF	OFF	OFF
4	Manager to the <b>Front of the Store</b>	ENGLISH	OFF	OFF	ON	OFF	OFF	OFF	OFF	OFF
5	Cashier to the <b>Front of the Store</b>	ENGLISH	ON	OFF	ON	OFF	OFF	OFF	OFF	OFF
6	Customer Service <b>Scan All Aisles</b>	ENGLISH	OFF	ON	ON	OFF	OFF	OFF	OFF	OFF
7	Customer Service needed at <b>Cough/Cold</b>	ENGLISH	ON	ON	ON	OFF	OFF	OFF	OFF	OFF
8	Customer Service needed in the <b>Shaving Department</b>	ENGLISH	OFF	OFF	OFF	ON	OFF	OFF	OFF	OFF
9	Customer Service needed at the <b>Beauty Counter</b>	ENGLISH	ON	OFF	OFF	ON	OFF	OFF	OFF	OFF
10	Customer Service needed in the <b>Liquor Department</b>	ENGLISH	OFF	ON	OFF	ON	OFF	OFF	OFF	OFF
11	Customer Service needed in the <b>Diet and Nutrition Department</b>	ENGLISH	ON	ON	OFF	ON	OFF	OFF	OFF	OFF
12	Customer Service needed in the <b>First Aid Department</b>	ENGLISH	OFF	OFF	ON	ON	OFF	OFF	OFF	OFF
13	Customer Service needed in the <b>Vitamin Department</b>	ENGLISH	ON	OFF	ON	ON	OFF	OFF	OFF	OFF
14	Customer Service needed in the <b>Pain Reliever Department</b>	ENGLISH	OFF	ON	ON	ON	OFF	OFF	OFF	OFF
15	Customer Service needed in the <b>Eye Care Department</b>	ENGLISH	ON	ON	ON	ON	OFF	OFF	OFF	OFF
16	Customer Service needed in the <b>Foot Care Department</b>	ENGLISH	OFF	OFF	OFF	OFF	ON	OFF	OFF	OFF
17	Customer Service needed at the <b>Fragrance Case</b>	ENGLISH	ON	OFF	OFF	OFF	ON	OFF	OFF	OFF
18	Customer Service needed in the <b>Pre-Recorded Video Department</b>	ENGLISH	OFF	ON	OFF	OFF	ON	OFF	OFF	OFF
19	Customer Service needed in the <b>Telecommunications Department</b>	ENGLISH	ON	ON	OFF	OFF	ON	OFF	OFF	OFF
20	Customer Service needed in the <b>Cosmetics Department</b>	ENGLISH	OFF	OFF	ON	OFF	ON	OFF	OFF	OFF
21	Customer Service needed in the <b>Recordable Media Department</b>	ENGLISH	ON	OFF	ON	OFF	ON	OFF	OFF	OFF
22	Customer Service needed in the <b>Womens Health Department</b>	ENGLISH	OFF	ON	ON	OFF	ON	OFF	OFF	OFF
23	Customer Service needed at the <b>Pharmacy</b>	ENGLISH	ON	ON	ON	OFF	ON	OFF	OFF	OFF
24	Customer Service needed at the <b>Photo Lab</b>	ENGLISH	OFF	OFF	OFF	ON	ON	OFF	OFF	OFF
25	Customer Service needed at <b>Baby Formula</b>	ENGLISH	ON	OFF	OFF	ON	ON	OFF	OFF	OFF
26	Customer Service needed at <b>Small Appliances</b>	ENGLISH	OFF	ON	OFF	ON	ON	OFF	OFF	OFF
27	Customer Service needed at <b>Electric Razors</b>	ENGLISH	ON	ON	OFF	ON	ON	OFF	OFF	OFF
28	Customer Service needed at <b>Stomach Remedies</b>	ENGLISH	OFF	OFF	ON	ON	ON	OFF	OFF	OFF
29	Customer Service needed at <b>Family Planning</b>	ENGLISH	ON	OFF	ON	ON	ON	OFF	OFF	OFF
30	Customer Service needed at <b>Batteries</b>	ENGLISH	OFF	ON	ON	ON	ON	OFF	OFF	OFF
31	Customer Service needed at <b>Deodorants</b>	ENGLISH	ON	ON	ON	ON	ON	OFF	OFF	OFF
32	Customer Service needed at <b>Dental Care</b>	ENGLISH	OFF	OFF	OFF	OFF	OFF	ON	OFF	OFF
33	Customer Service needed at <b>Home Diagnostics</b>	ENGLISH	ON	OFF	OFF	OFF	OFF	ON	OFF	OFF
34	Customer Service needed at <b>Body Wash</b>	ENGLISH	OFF	ON	OFF	OFF	OFF	ON	OFF	OFF
35	Customer Service needed at <b>Stationery</b>	ENGLISH	ON	ON	OFF	OFF	OFF	ON	OFF	OFF
36	Customer Service needed in the <b>Film Department</b>	ENGLISH	OFF	OFF	ON	OFF	OFF	ON	OFF	OFF
37	Customer Service needed in the <b>Allergy Department</b>	ENGLISH	ON	OFF	ON	OFF	OFF	ON	OFF	OFF
38	Customer Service needed in the <b>Skin Care Department</b>	ENGLISH	OFF	ON	ON	OFF	OFF	ON	OFF	OFF
39	Customer Service needed in the <b>Hair-Care Department</b>	ENGLISH	ON	ON	ON	OFF	OFF	ON	OFF	OFF
40	Customer Service needed at <b>Electronics</b>	ENGLISH	OFF	OFF	OFF	ON	OFF	ON	OFF	OFF
41	Customer Service needed in <b>Aisle One</b>	ENGLISH	ON	OFF	OFF	ON	OFF	ON	OFF	OFF
42	Customer Service needed in <b>Aisle Two</b>	ENGLISH	OFF	ON	OFF	ON	OFF	ON	OFF	OFF
43	Customer Service needed in <b>Aisle Three</b>	ENGLISH	ON	ON	OFF	ON	OFF	ON	OFF	OFF
44	Customer Service needed in <b>Aisle Four</b>	ENGLISH	OFF	OFF	ON	ON	OFF	ON	OFF	OFF
45	Customer Service needed in <b>Aisle Five</b>	ENGLISH	ON	OFF	ON	ON	OFF	ON	OFF	OFF
46	Customer Service needed in <b>Aisle Six</b>	ENGLISH	OFF	ON	ON	ON	OFF	ON	OFF	OFF
47	Customer Service needed in <b>Aisle Seven</b>	ENGLISH	ON	ON	ON	ON	OFF	ON	OFF	OFF
48	Customer Service needed in <b>Aisle Eight</b>	ENGLISH	OFF	OFF	OFF	OFF	ON	ON	OFF	OFF
49	Customer Service needed in <b>Aisle Nine</b>	ENGLISH	ON	OFF	OFF	OFF	ON	ON	OFF	OFF
50	Customer Service needed in <b>Aisle Ten</b>	ENGLISH	OFF	ON	OFF	OFF	ON	ON	OFF	OFF
51	Customer Service needed in <b>Aisle Eleven</b>	ENGLISH	ON	ON	OFF	OFF	ON	ON	OFF	OFF
52	Customer Service needed in <b>Aisle Twelve</b>	ENGLISH	OFF	OFF	ON	OFF	ON	ON	OFF	OFF
53	Customer Service needed in <b>Aisle Thirteen</b>	ENGLISH	ON	OFF	ON	OFF	ON	ON	OFF	OFF
54	Customer Service needed in <b>Aisle Fourteen</b>	ENGLISH	OFF	ON	ON	OFF	ON	ON	OFF	OFF
55	Customer Service needed in <b>Aisle Fifteen</b>	ENGLISH	ON	ON	ON	OFF	ON	ON	OFF	OFF
56	Customer Service needed in <b>Aisle Sixteen</b>	ENGLISH	OFF	OFF	OFF	ON	ON	ON	OFF	OFF
57	Customer Service needed in <b>Aisle Seventeen</b>	ENGLISH	ON	OFF	OFF	ON	ON	ON	OFF	OFF
58	Customer Service needed in <b>Aisle Eighteen</b>	ENGLISH	OFF	ON	OFF	ON	ON	ON	OFF	OFF
59	Customer Service needed in <b>Aisle Nineteen</b>	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 <b>Aisle Twenty</b>	ENGLISH	OFF	OFF	ON	ON	ON	ON	OFF	OFF
61	Security to the <b>Front of the Store</b>	ENGLISH/SPANISH	ON	OFF	ON	ON	ON	ON	OFF	OFF
62	Manager to the <b>Front of the Store</b>	ENGLISH/SPANISH	OFF	ON	ON	ON	ON	ON	OFF	OFF
63	Cashier to the <b>Front of the Store</b>	ENGLISH/SPANISH	ON	ON	ON	ON	ON	ON	OFF	OFF
64	Customer Service <b>Scan All Aisles</b>	ENGLISH/SPANISH	OFF	OFF	OFF	OFF	OFF	OFF	ON	OFF
65	Customer Service needed at <b>Cough/Cold</b>	ENGLISH/SPANISH	ON	OFF	OFF	OFF	OFF	OFF	ON	OFF
66	Customer Service needed in the <b>Shaving Department</b>	ENGLISH/SPANISH	OFF	ON	OFF	OFF	OFF	OFF	ON	OFF
67	Customer Service needed at the <b>Beauty Counter</b>	ENGLISH/SPANISH	ON	ON	OFF	OFF	OFF	OFF	ON	OFF
68	Customer Service needed in the <b>Liquor Department</b>	ENGLISH/SPANISH	OFF	OFF	ON	OFF	OFF	OFF	ON	OFF
69	Customer Service needed in the <b>Diet and Nutrition Department</b>	ENGLISH/SPANISH	ON	OFF	ON	OFF	OFF	OFF	ON	OFF
70	Customer Service needed in the <b>First Aid Department</b>	ENGLISH/SPANISH	OFF	ON	ON	OFF	OFF	OFF	ON	OFF
71	Customer Service needed in the <b>Vitamin Department</b>	ENGLISH/SPANISH	ON	ON	ON	OFF	OFF	OFF	ON	OFF
72	Customer Service needed in the <b>Pain Reliever Department</b>	ENGLISH/SPANISH	OFF	OFF	OFF	ON	OFF	OFF	ON	OFF
73	Customer Service needed in the <b>Eye Care Department</b>	ENGLISH/SPANISH	ON	OFF	OFF	ON	OFF	OFF	ON	OFF
74	Customer Service needed in the <b>Foot Care Department</b>	ENGLISH/SPANISH	OFF	ON	OFF	ON	OFF	OFF	ON	OFF
75	Customer Service needed at the <b>Fragrance Case</b>	ENGLISH/SPANISH	ON	ON	OFF	ON	OFF	OFF	ON	OFF
76	Customer Service needed in the <b>Pre-Recorded Video Department</b>	ENGLISH/SPANISH	OFF	OFF	ON	ON	OFF	OFF	ON	OFF
77	Customer Service needed in the <b>Telecommunications Department</b>	ENGLISH/SPANISH	ON	OFF	ON	ON	OFF	OFF	ON	OFF
78	Customer Service needed in the <b>Cosmetics Department</b>	ENGLISH/SPANISH	OFF	ON	ON	ON	OFF	OFF	ON	OFF
79	Customer Service needed in the <b>Recordable Media Department</b>	ENGLISH/SPANISH	ON	ON	ON	ON	OFF	OFF	ON	OFF
80	Customer Service needed in the <b>Womens Health Department</b>	ENGLISH/SPANISH	OFF	OFF	OFF	OFF	ON	OFF	ON	OFF
81	Customer Service needed at the <b>Pharmacy</b>	ENGLISH/SPANISH	ON	OFF	OFF	OFF	ON	OFF	ON	OFF
82	Customer Service needed at the <b>Photo Lab</b>	ENGLISH/SPANISH	OFF	ON	OFF	OFF	ON	OFF	ON	OFF
83	Customer Service needed at <b>Baby Formula</b>	ENGLISH/SPANISH	ON	ON	OFF	OFF	ON	OFF	ON	OFF
84	Customer Service needed at <b>Small Appliances</b>	ENGLISH/SPANISH	OFF	OFF	ON	OFF	ON	OFF	ON	OFF
85	Customer Service needed at <b>Electric Razors</b>	ENGLISH/SPANISH	ON	OFF	ON	OFF	ON	OFF	ON	OFF
86	Customer Service needed at <b>Stomach Remedies</b>	ENGLISH/SPANISH	OFF	ON	ON	OFF	ON	OFF	ON	OFF
87	Customer Service needed at <b>Family Planning</b>	ENGLISH/SPANISH	ON	ON	ON	OFF	ON	OFF	ON	OFF
88	Customer Service needed at <b>Batteries</b>	ENGLISH/SPANISH	OFF	OFF	OFF	ON	ON	OFF	ON	OFF
89	Customer Service needed at <b>Deodorants</b>	ENGLISH/SPANISH	ON	OFF	OFF	ON	ON	OFF	ON	OFF
90	Customer Service needed at <b>Dental Care</b>	ENGLISH/SPANISH	OFF	ON	OFF	ON	ON	OFF	ON	OFF
91	Customer Service needed at <b>Home Diagnostics</b>	ENGLISH/SPANISH	ON	ON	OFF	ON	ON	OFF	ON	OFF
92	Customer Service needed at <b>Body Wash</b>	ENGLISH/SPANISH	OFF	OFF	ON	ON	ON	OFF	ON	OFF
93	Customer Service needed at <b>Stationery</b>	ENGLISH/SPANISH	ON	OFF	ON	ON	ON	OFF	ON	OFF
94	Customer Service needed in the <b>Film Department</b>	ENGLISH/SPANISH	OFF	ON	ON	ON	ON	OFF	ON	OFF
95	Customer Service needed in the <b>Allergy Department</b>	ENGLISH/SPANISH	ON	ON	ON	ON	ON	OFF	ON	OFF
96	Customer Service needed in the <b>Skin Care Department</b>	ENGLISH/SPANISH	OFF	OFF	OFF	OFF	OFF	ON	ON	OFF
97	Customer Service needed in the <b>Hair-Care Department</b>	ENGLISH/SPANISH	ON	OFF	OFF	OFF	OFF	ON	ON	OFF
98	Customer Service needed at <b>Electronics</b>	ENGLISH/SPANISH	OFF	ON	OFF	OFF	OFF	ON	ON	OFF
99	Customer Service needed in <b>Aisle One</b>	ENGLISH/SPANISH	ON	ON	OFF	OFF	OFF	ON	ON	OFF
100	Customer Service needed in <b>Aisle Two</b>	ENGLISH/SPANISH	OFF	OFF	ON	OFF	OFF	ON	ON	OFF
101	Customer Service needed in <b>Aisle Three</b>	ENGLISH/SPANISH	ON	OFF	ON	OFF	OFF	ON	ON	OFF
102	Customer Service needed in <b>Aisle Four</b>	ENGLISH/SPANISH	OFF	ON	ON	OFF	OFF	ON	ON	OFF
103	Customer Service needed in <b>Aisle Five</b>	ENGLISH/SPANISH	ON	ON	ON	OFF	OFF	ON	ON	OFF
104	Customer Service needed in <b>Aisle Six</b>	ENGLISH/SPANISH	OFF	OFF	OFF	ON	OFF	ON	ON	OFF
105	Customer Service needed in <b>Aisle Seven</b>	ENGLISH/SPANISH	ON	OFF	OFF	ON	OFF	ON	ON	OFF
106	Customer Service needed in <b>Aisle Eight</b>	ENGLISH/SPANISH	OFF	ON	OFF	ON	OFF	ON	ON	OFF
107	Customer Service needed in <b>Aisle Nine</b>	ENGLISH/SPANISH	ON	ON	OFF	ON	OFF	ON	ON	OFF
108	Customer Service needed in <b>Aisle Ten</b>	ENGLISH/SPANISH	OFF	OFF	ON	ON	OFF	ON	ON	OFF
109	Customer Service needed in <b>Aisle Eleven</b>	ENGLISH/SPANISH	ON	OFF	ON	ON	OFF	ON	ON	OFF
110	Customer Service needed in <b>Aisle Twelve</b>	ENGLISH/SPANISH	OFF	ON	ON	ON	OFF	ON	ON	OFF
111	Customer Service needed in <b>Aisle Thirteen</b>	ENGLISH/SPANISH	ON	ON	ON	ON	OFF	ON	ON	OFF
112	Customer Service needed in <b>Aisle Fourteen</b>	ENGLISH/SPANISH	OFF	OFF	OFF	OFF	ON	ON	ON	OFF
113	Customer Service needed in <b>Aisle Fifteen</b>	ENGLISH/SPANISH	ON	OFF	OFF	OFF	ON	ON	ON	OFF
114	Customer Service needed in <b>Aisle Sixteen</b>	ENGLISH/SPANISH	OFF	ON	OFF	OFF	ON	ON	ON	OFF
115	Customer Service needed in <b>Aisle Seventeen</b>	ENGLISH/SPANISH	ON	ON	OFF	OFF	ON	ON	ON	OFF
116	Customer Service needed in <b>Aisle Eighteen</b>	ENGLISH/SPANISH	OFF	OFF	ON	OFF	ON	ON	ON	OFF
117	Customer Service needed in <b>Aisle Nineteen</b>	ENGLISH/SPANISH	ON	OFF	ON	OFF	ON	ON	ON	OFF
118	Customer Service needed in <b>Aisle Twenty</b>	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 Commission rules.



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