Best practices for a successful install

Avoid setbacks, delays and errors by setting yourself up for success before you install the Nureva™ Span™ system.

1. Complete the Span system site survey and checklist

This document walks you through the entire installation process - from choosing a suitable area pre-installation to finishing up by giving the customer a technical overview post-installation. Skipping the site survey or simply skimming the checklist puts you at risk of delaying or prolonging the process in order to make installation area suitable or source parts that meet the minimum operating requirements at the last minute. For example, if the USB extenders are not Cat5e, they will not work with the system and the installation will be delayed until the correct ones can be sourced.

2. Determine your cabling configuration and prepare cabling holes ahead of time

Having the correct length of cables, the appropriate extenders, and all your cabling equipment on hand is essential to a successful installation. Determining your cabling configuration also allows you to identify if your installation area requires any cabinets or shelves to store the hardware. A clean, professional installation ends with the hardware and wires stowed away out of view. Preparing the cabling holes, plugs and any necessary electrical work ahead of time allows your installers to get started as soon as they arrive.

3. Read the installation guides as part of the planning process

The installation guide and installation drawing for your system is located on our [Customer support portal.](#) Download the installation guide and as well as the installation drawing for your system's hardware configuration. Ensure you review the steps and required tools and parts.

4. Ensure you have full access to the computer's operating system

It is strongly recommended that you install your software as the actual Administrator of the computer, not just a user with administrative rights.

5. If you are connecting the PCs via Wi-Fi, ensure you have access to a dedicated Wi-Fi and that all PCs are using the same Wi-Fi

The system will not be able to receive updates if the projector PC(s) are connected to a guest network and the Span software will experience errors if there are multiple projector PCs connected to different Wi-Fi.

6. Download the software and drivers from the download website

Downloading from the [Customer support portal](#) instead of using software provided on a USB ensures you have the most recent version of the software and drivers. If possible, save time by installing the software and drivers on your PC(s) before the installation.