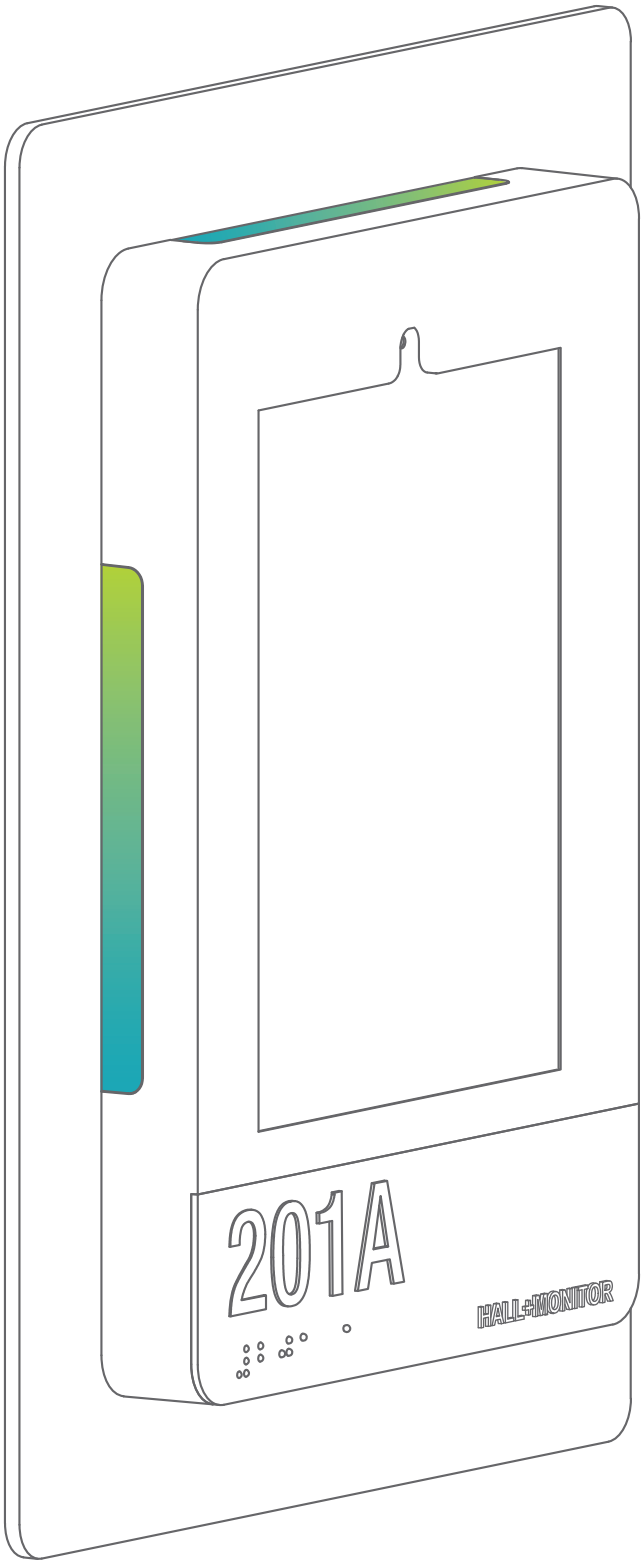
HATCH+MED



HallMonitor Installation Guide

HMNF-3821 & HMNF-3821/12

V4.5

HATCH MED

Table of Contents

1 - 2	PoE+ Version Back Panel Install
3 - 4	12V Version Back Panel Install
5	iPad and Top Cover Install
6	FAQ & Setup, Cleaning Instructions
7	Mounting Template

Prior to starting installation, please verify that your PoE+ or 12V & WiFi source is functional, and consult the appropriate manuals to set up the iPad software.

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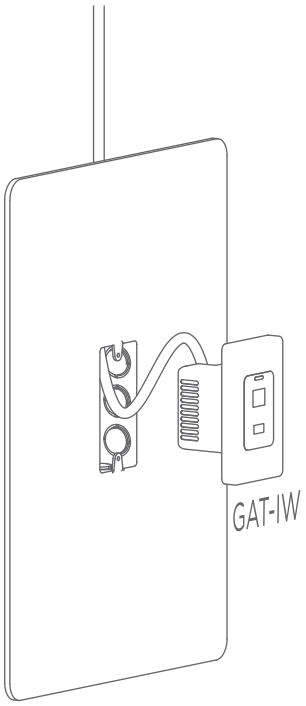
HallMonitor PoE+ Install

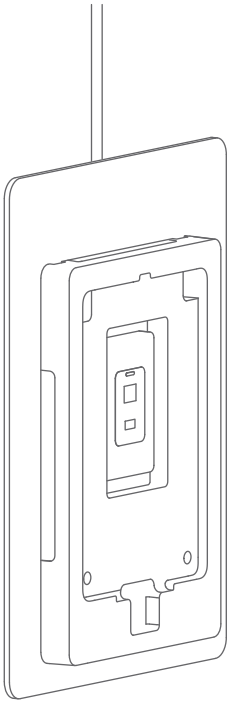
NOTE: Install process is identical for vertical / horizontal and all HallMonitor sizes.

Equipment Required

Tools for mounting single gang electrical back box if required by code, drill and/or impact drill & hardware (not provided) for stud or drywall mounting the enclosure.

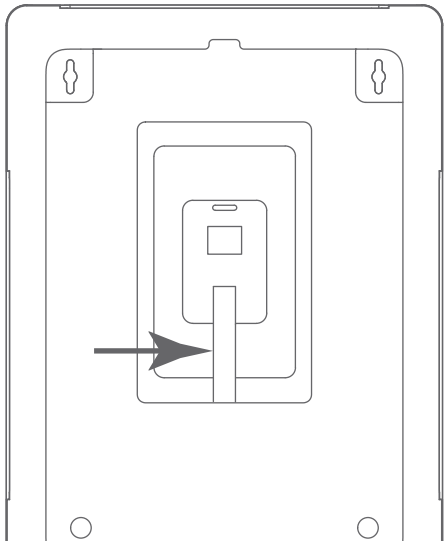


- Find a spot on the wall located outside the room to mount the GAT-IW which will connect to your HallMonitor and supply it with power and internet.
  - This spot should be located outside of the patient's room around 48-54" above the floor.
  - Cut a 2"x 3" tall opening in the wall.
    - If required by code, install a 2-3/4" deep single gang back box.
  - Remove the faceplate from the GAT-IW, and attach the provided PoE+ drop to the *BACK* RJ45 port of the GAT-IW.
  - Mount the assembly inside the opening, securing with the provided screws, and re-attach the GAT-IW faceplate to complete its installation.

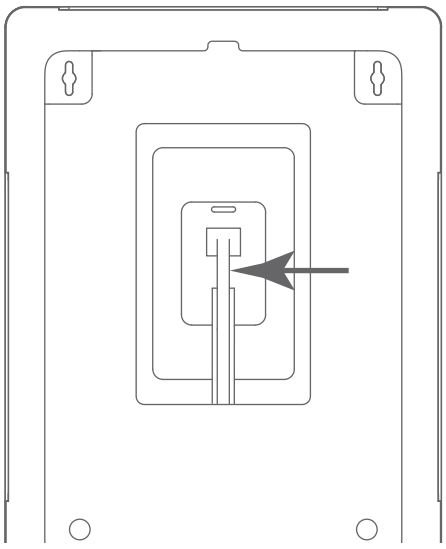


- Once the GAT-IW is installed, mount the HallMonitor back panel directly over it. Note: if installing on drywall, mounting holes should have wall anchors.
  - The GAT-IW should be in the middle of the back panel cut-out after installation.

Your backplate and GAT-IW should now be securely fastened to the wall.



- Connect the free end of the right angle USB-A cable into the USB-A port of the GAT-IW.
  - The port on the GAT-IW is bi-directional, ensure that the USB cable is exiting away from the RJ45 port above the USB port.
  - If needed, gently push or pull on the cable to adjust the exposed length.



- Plug the free end of the ethernet cable into the GAT-IW RJ45 port, running the cable on top of the USB cable from the previous step.
  - If needed, gently push or pull on the cable to adjust the exposed length.

Your back panel should now be fully connected to the GAT-IW via both cables, and the LEDs should be illuminated a dim white color.

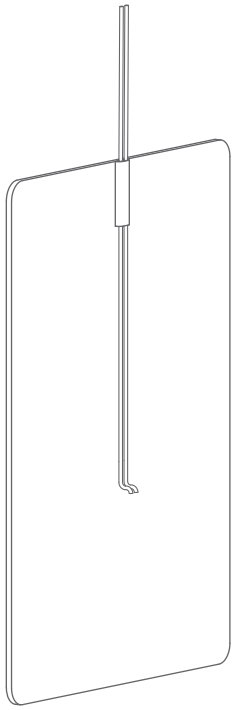
Skip to page 5 for the next step.

HallMonitor 12V Surface Mount Install

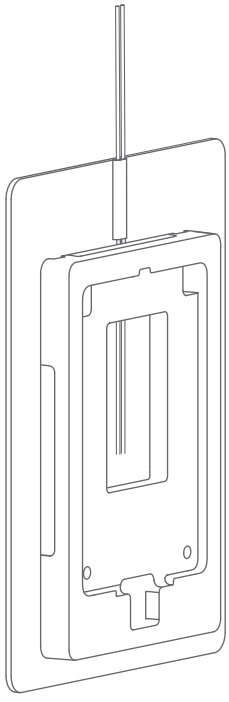
NOTE: Install process is identical for all HallMonitor sizes.

Equipment Required

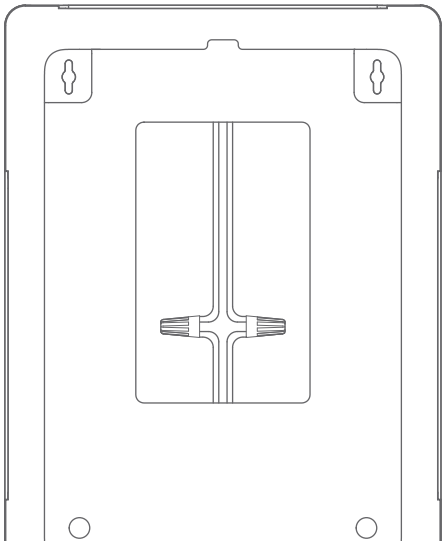
Tools for mounting single gang electrical back box if required by code, drill and/or impact drill & hardware (not provided) for stud or drywall mounting the enclosure.



- Find a spot on the wall located outside the room to mount the HallMonitor.
  - This spot should be located outside of the patient's room around 48-54" above the floor.
- Extend the 12V power pair from the power supply located in the ceiling or externally on the wall, and cover the wires with an appropriately colored wire channel to match the wall.



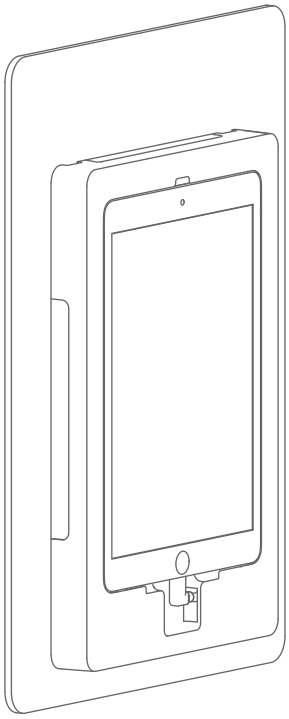
- Attach 3M heavy duty command strips to the back of the back panel, and attach the back panel to the wall, ensuring that the 12V power wires come out of the middle cutout on the back panel.
  - Use 4-5 Command strip pairs per HallMonitor to ensure securing mounting.
  - Be sure to leave approximately 2" of extra wire inside the HallMonitor for the following steps - leaving too much may make it difficult to manage inside the enclosure.
  - The back plate should mount *over* the cables.



- Secure the power source 12V wire pair to the pre-terminated wires in the HallMonitor using the enclosed wire nuts.
  - Be sure to match the power cable to the appropriate + / - receiving wire on the HallMonitor to avoid shorting the circuitry.

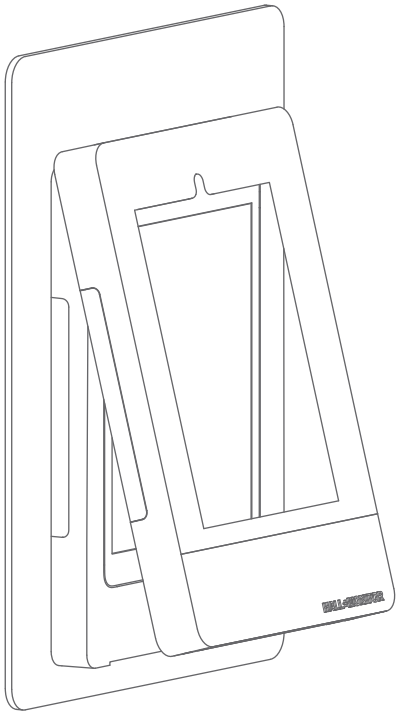
Your back panel should now be securely attached to the wall with Command strips, with the 12V power lines connected to the appropriate receiving wires, and the LEDs should be illuminated a dim white color.

iPad Mounting



- Angle the iPad under the tabs at the top of the opening, and press it into place, ensuring the iPad screen is flush with the housing.
  - The charging port should be on the lower side
  - Plug the exposed charging cable into the iPad
    - If needed, gently push or pull on the cable to adjust the exposed length.
    - The iPad should begin charging if all previous connections have been made.

Front Panel Attachment



- After securing and connecting the iPad, install the front plate as the last step.
  - Tilt the front panel to clip it into the top of the back panel with the built in clips.
  - Slide the front panel down and push it into the place.
  - Use the 2x provided M3 screws to secure the front panel to the back panel on the bottom of the unit.

FAQ & Set Up Tips

Lights turn on at first, but shut off immediately once I try to change color.
This most likely means the HallMonitor is not receiving enough power, verify that it is connected to PoE+ and not regular PoE. If using a Cisco switch, verify that it has been adequately provisioned for PoE+.

My iPad is not charging in the enclosure.
Verify that the charging cable at the bottom is plugged into the iPad, and for PoE+ installs ensure that the ethernet cable is connected to the GAT-IW (white box behind the iPad installed in the wall, a blue light should be visible).

How do I know if the iPad is connected to wired ethernet or Wi-Fi?
The quickest way is to check the icon in the top right of the screen - if the iPad was previously connected to Wi-Fi, that icon will disappear once connected to Ethernet. Next, go into the Settings app, and verify that there is a new Ethernet settings tab below the Wi-Fi tab.

The iPad screen turned off, do I need to open the enclosure again?
No! Simply press the housing directly below the screen and that will press the home button as well. Note: if the iPad is fully powered down, you will need to open the enclosure to press the power button.

The iPad is charging, but the LEDs are not turned on.
Verify that the USB cable in the cutout behind the iPad is plugged into the GAT-IW (white splitter box behind the iPad installed in the wall).

The LEDs are stuck on white and do not update alongside the iPad software.
This indicates the enclosure is powered, but is not receiving commands from the iPad. Verify that the enclosure is paired to the iPad within the app, and that the specific actions within the app correspond to a change in lights (not all software status updates trigger a change in LED color).

Cleaning

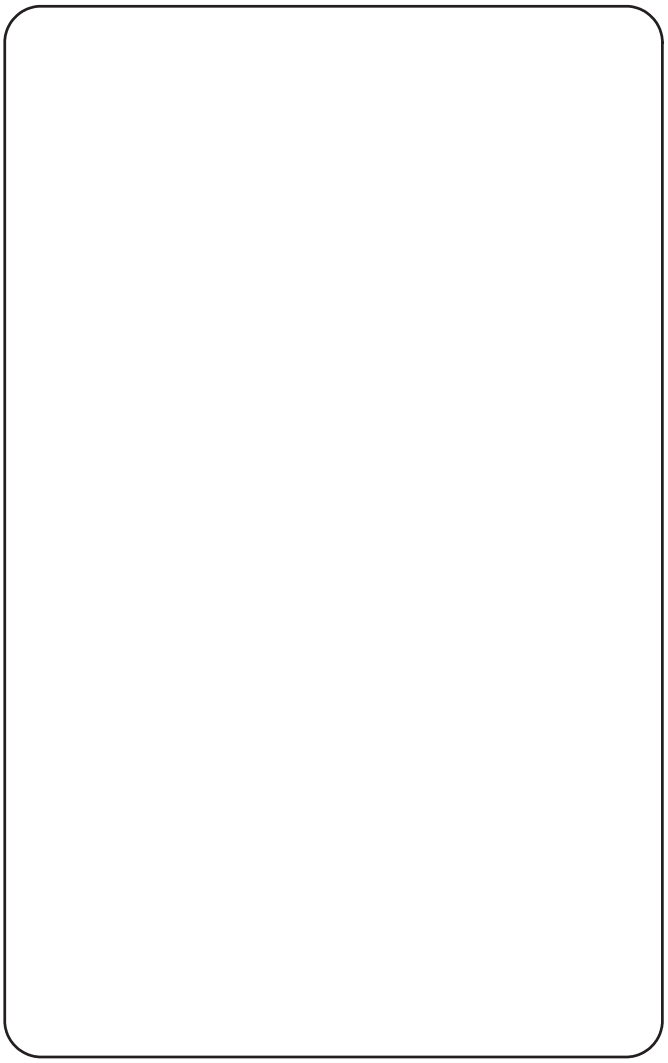
Clean the HallMonitor and the iPad screen as needed with dry or moist wipes, avoid using wet products to prevent stain and residue marks on the surface.

Use water or Dimethyl Benzyl Ammonium Chloride based wipes (such as Clorox), do NOT use alcohol based cleaning products as those will degrade the paint over time. Be sure to wipe off any extra cleaning agent residue with water & a cloth prior to drying.

HallMonitor Vertical 1:1 Mounting Template

Note: Print at 100% scale.

TOP



BOTTOM

1 INCH

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Scan for more info
& install help