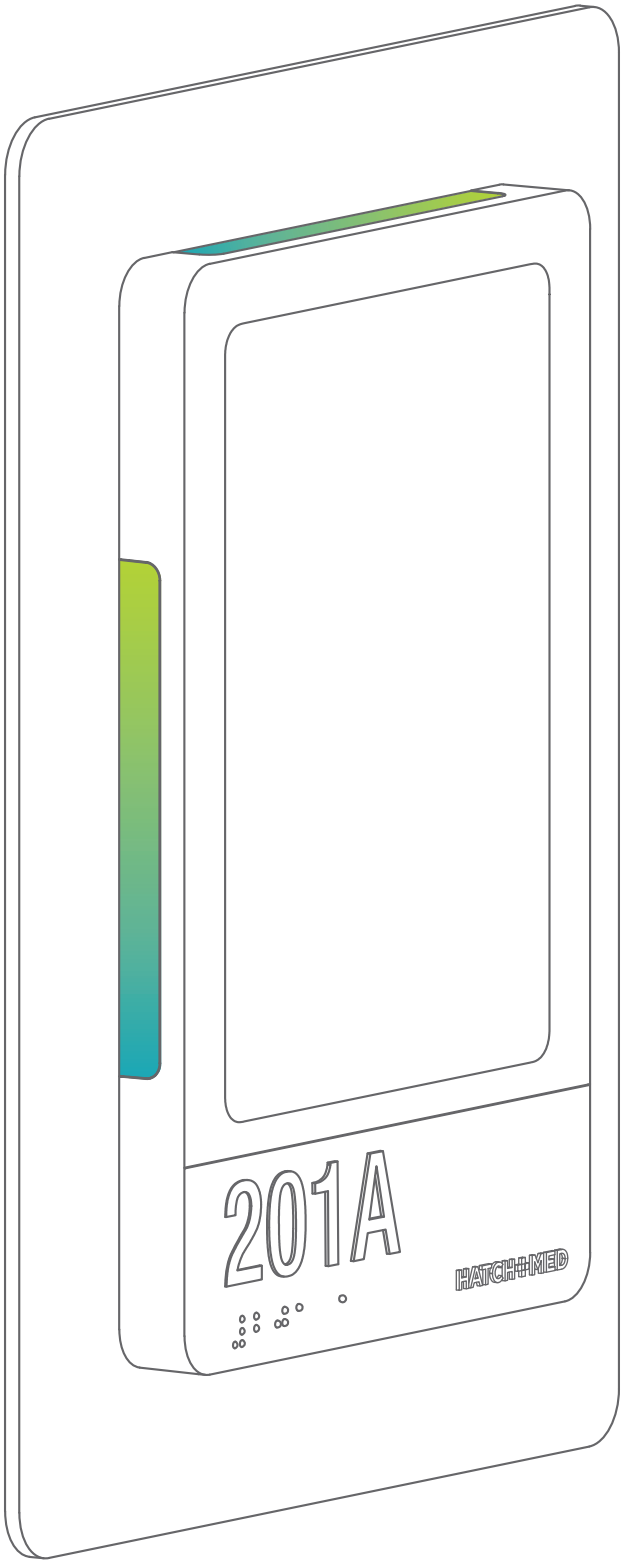
HATCH MED



HallMonitor Installation Guide

HMNF-3921 & HMNF-3912

V5

HATCH MED

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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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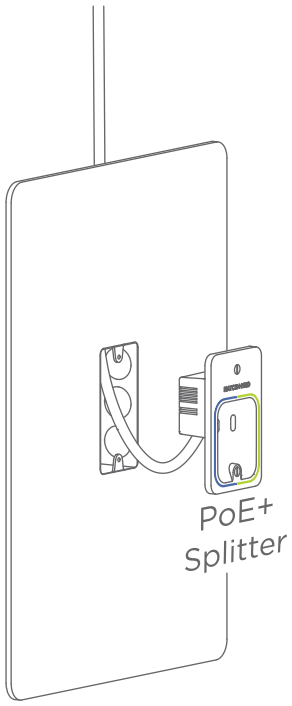
HallMonitor PoE+ Install

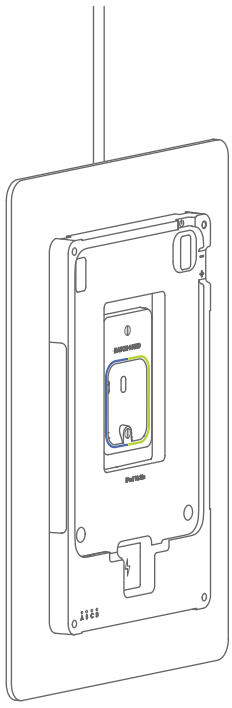
NOTE: Install process is identical for all HallMonitor styles.

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.

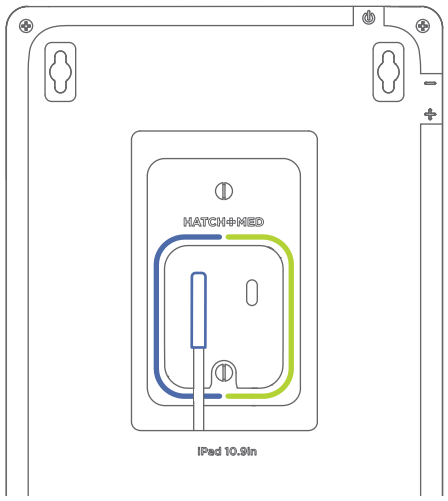


- Find a spot on the wall located outside the room to mount the PoE+ Splitter.
  - Per ADA, the raised elements of the number plate must be within 48”- 60” off the ground.
    - The bottom of the splitter should be around 55” off the ground.
  - Cut a 2“x 3” tall opening in the wall.
    - If required by code, install a 2-3/4” deep single gang back box.
  - Connect the PoE+ cable to the back of the splitter & secure into the wall.

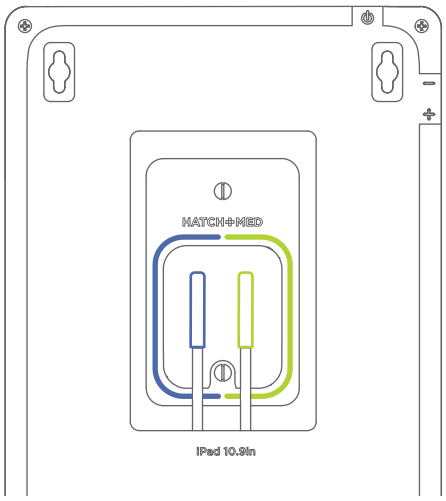


- Mount the HallMonitor back panel directly over the installed PoE+ Splitter.
  Note: if installing on drywall, mounting holes should have wall anchors.
  - The splitter should be positioned in the middle of the back panel opening.

Your backplate and PoE+ Splitter should now be securely fastened to the wall.



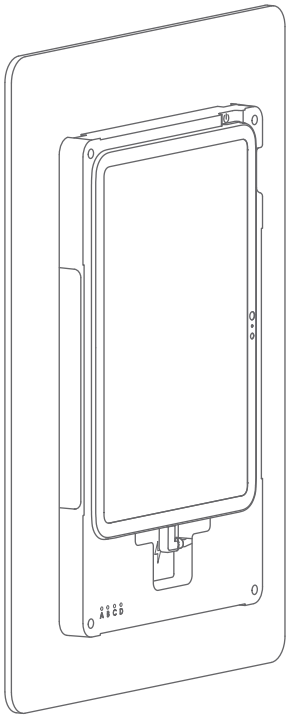
- Connect the free end of the **blue** USB C cable to the **left**, blue colored, USB C port.
  - If needed, gently push or pull on the cable to adjust the exposed length.



- Connect the free end of the **green** USB C cable to the **right**, green colored, USB C port.
  - If needed, gently push or pull on the cable to adjust the exposed length.

Your back panel should now be fully connected to the PoE+ Splitter via both cables, and the LEDs should be illuminated a soft white color.

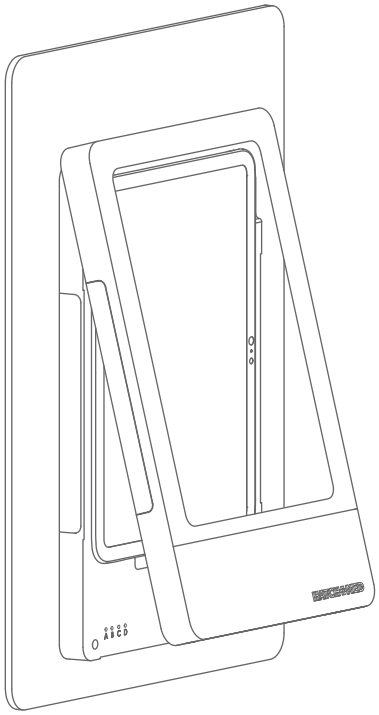
iPad Mounting



- Press the iPad firmly into place.
  Note: it won't be fully flush, but it needs to be snug.

  - The charging port should be by the charger icon on the tray.
  - 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 & connect to wired Ethernet if all previous connections have been made.

Testing & Front Cover Attachment



- After securing and connecting the iPad, test with the buttons on the bottom left **prior** to attaching the front cover.

  - Press the button labeled **B** to simulate maximum power draw, and ensure the iPad is still charging & lights stay on.
  - If the iPad software is not being set up at install, use the buttons to set LED colors.
    - **A** to adjust brightness or turn LEDs off.
    - **B** to set LEDs to bright white.
    - **C & D** to cycle through LED colors.

- Mount the front cover & secure with two provided screws on the bottom.

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+ *(see section below).*

The iPad is not charging or the LEDs don't update alongside the software.
Verify that the charging cable is plugged into the iPad, and that both of the colored USB C cables are connected to the PoE+ splitter behind the iPad. Verify that the software update is linked to a LED change - not all will be.

How do I know if the iPad is connected to wired ethernet or Wi-Fi?
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! Tap on the screen to wake it. *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 both of the colored USB C cables are connected to the PoE+ splitter behind the iPad. If the signage app is set up, ensure it is not currently sending a "LED Off" command, otherwise press the *A* button to turn LEDs on.

PoE+ Switch Configuration

While Cisco 9400, 9300 & other switches are rated for PoE+ and capable of negotiating PoE+ class 4 devices, they will default to only negotiating 15.4 watts configured for 2 event classification or auto mode. It may be necessary to force the port into 30W mode, for more info visit the official documentation below or scan the QR code.
https://l.ead.me/poeswitch

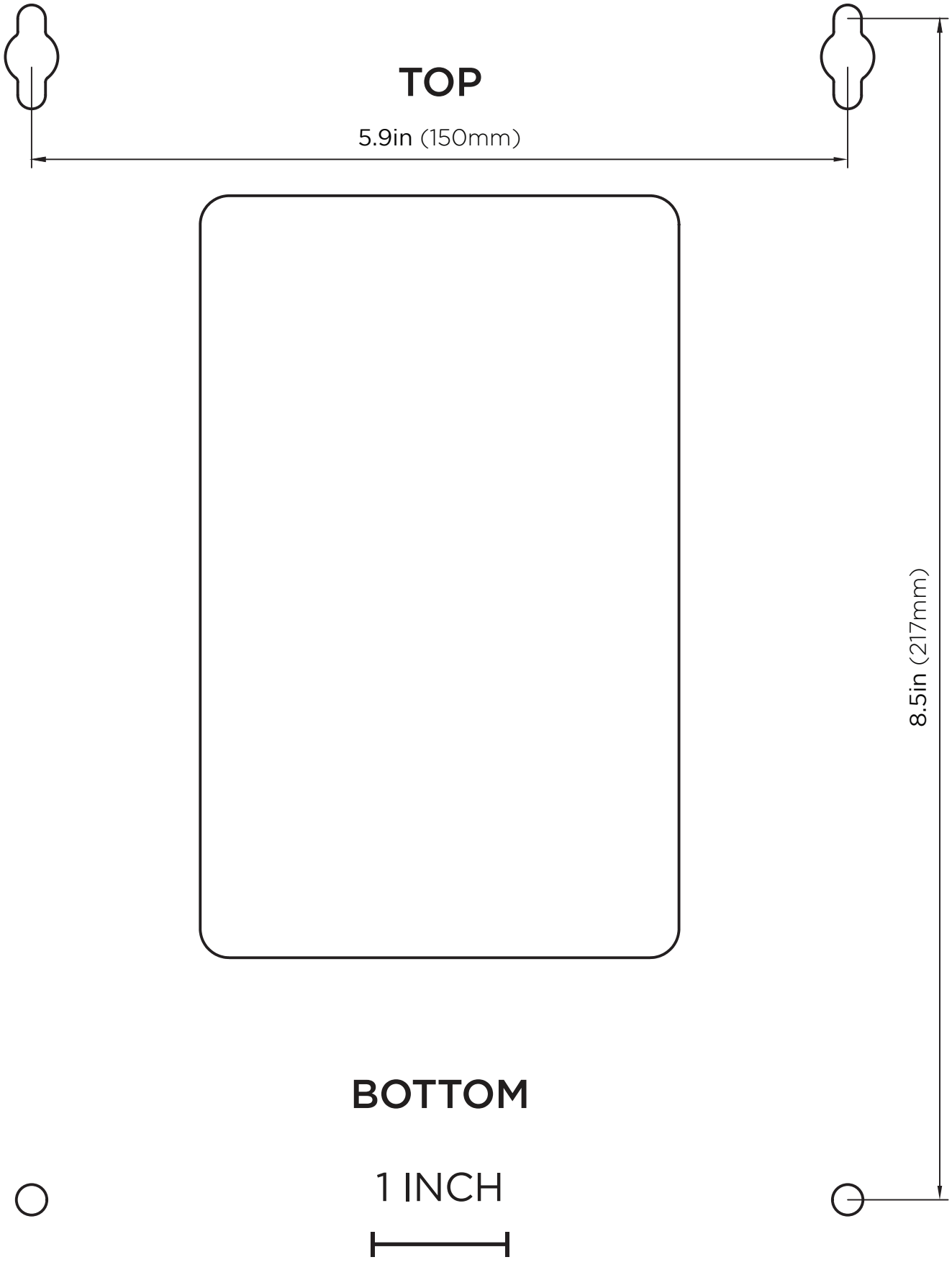
Cleaning

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), avoid using 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

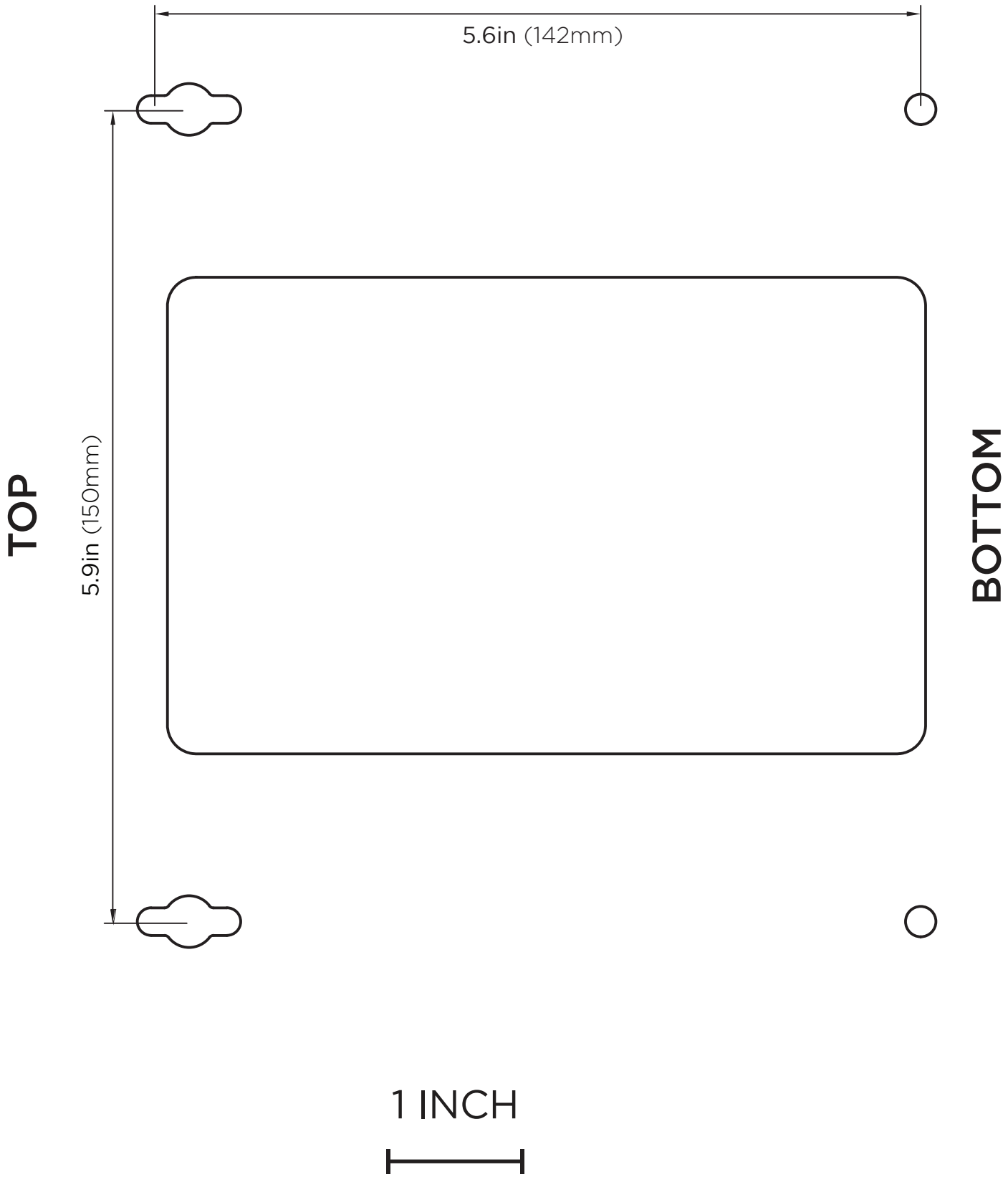
Note: Print at 100% scale.



Cut along dashed line

HallMonitor Horizontal 1:1 Mounting Template

Note: Print at 100% scale.



Cut along dashed line

Scan for more info
& install help