

HallMonitor Site Setup

Network: PoE+ Requirements



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HallMonitor takes power and data over a single PoE+ run to a splitter in the gang box. Every port must be configured to deliver 802.3at (PoE+) without relying on LLDP negotiation, and that configuration must survive a power cycle.

Why the port must be forced

The iPad draws up to 18W charging with a bright screen, right on the boundary between 802.3af (15.4W) and 802.3at (30W). A port negotiating only 15.4W appears to work while the iPad reports "charging" and loses charge anyway. The switch also cannot be told what the device needs: no PoE-to-USB-C converter presents LLDP, by design, because the USB-C device demands an 18-22W Power Delivery profile at connection and cannot run LLDP until it already has power.

Worked example: Cisco Catalyst 9300 / 9400

Rated for PoE+, but they default to negotiating only 15.4W with a PoE-to-USB-C converter. Enable two-event classification per port, or across a range with interface range. Other vendors need the equivalent under their own syntax.

```
Switch> enable
Switch# configure terminal
Switch(config)# interface gigabitethernet2/0/1
Switch(config-if)# power inline port 2-event
Switch(config-if)# end
Switch# copy running-config startup-config
```

Write the change to startup config

If the classification lives only in the running config, a power cycle wipes it and the displays drop offline. Worth knowing: the save runs from the Switch# prompt, after end. From inside interface config it is rejected, so the save quietly does not happen. A port's show output will not reveal a missing classification either, so it is worth saving and then confirming with a deliberate reload.

How to tell a port is right

What you see	What it means
Blue LED on back of splitter	iPad is running on 802.3at (PoE+). Correct.
Red LED on back of splitter	iPad is running on 802.3af. The port is underpowering it.
Port negotiates 15.4W, or the iPad loses charge while reporting "charging"	Two-event classification was never applied, or a reboot wiped configuration settings

If ports flap a PoE overload mimics spanning tree in the logs. The switch cuts power, the port drops, STP renegotiates on the way back up. Check the power budget before the topology.

Non-PoE installs run on AC with WiFi and use the 24V supply

HallMonitor Site Setup

Epic Monitor: LED Setup



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The LEDs mirror the Room Display's theme color, which Epic passes to HallMonitor over the USB interface whenever it changes. Nothing on the HatchMed side needs configuring, all data and rules stay within Epic, HallMonitor is driven by Epic with LED color commands.

1. Version gate

Your Epic version	What you need
Earlier than May '25	Not compatible. Upgrade first.
May '25 or Aug '25	Compatible, but you must take SUs (special updates). Your Epic TS identifies which.
Nov '25 or later	Compatible by default. No SUs. The integration shipped here.

2. Build CER rules to set the theme

CER rules are your own IF/THEN/ELSE criteria over almost any aspect of a patient's chart. They set the theme, and therefore the lights. The Epic guide is *Configure the System to Dynamically Change the Room Display Theme, Galaxy DocumentID 3463910*, which needs a customer login so your Epic team can reach it. Most sites start with an isolation order, high fall risk, or severe allergies. Start simple, confirm the color changes end to end, then add rules.

3. Deploy Epic Monitor by MDM

Configure the Epic Monitor app via MDM, per your organization's standard app deployment steps. Epic recommends MDM over per-device installs, mainly for the environment configuration.

If the lights are wrong

To confirm HallMonitor is functioning correctly, open the Epic Monitor app and watch the LEDs. Any response, including going dark as the app opens, means the hardware is working and the color is coming from the CER build. From there, work with your Epic rep to troubleshoot your CER build.

If the LEDs never respond at all and a power cycle does not change that, confirm PoE+ power is reaching the device (see page 1). If the power checks out, get in touch and we will pick it up from there: techsupport@hatchmed.com or (877) 427-0911.

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