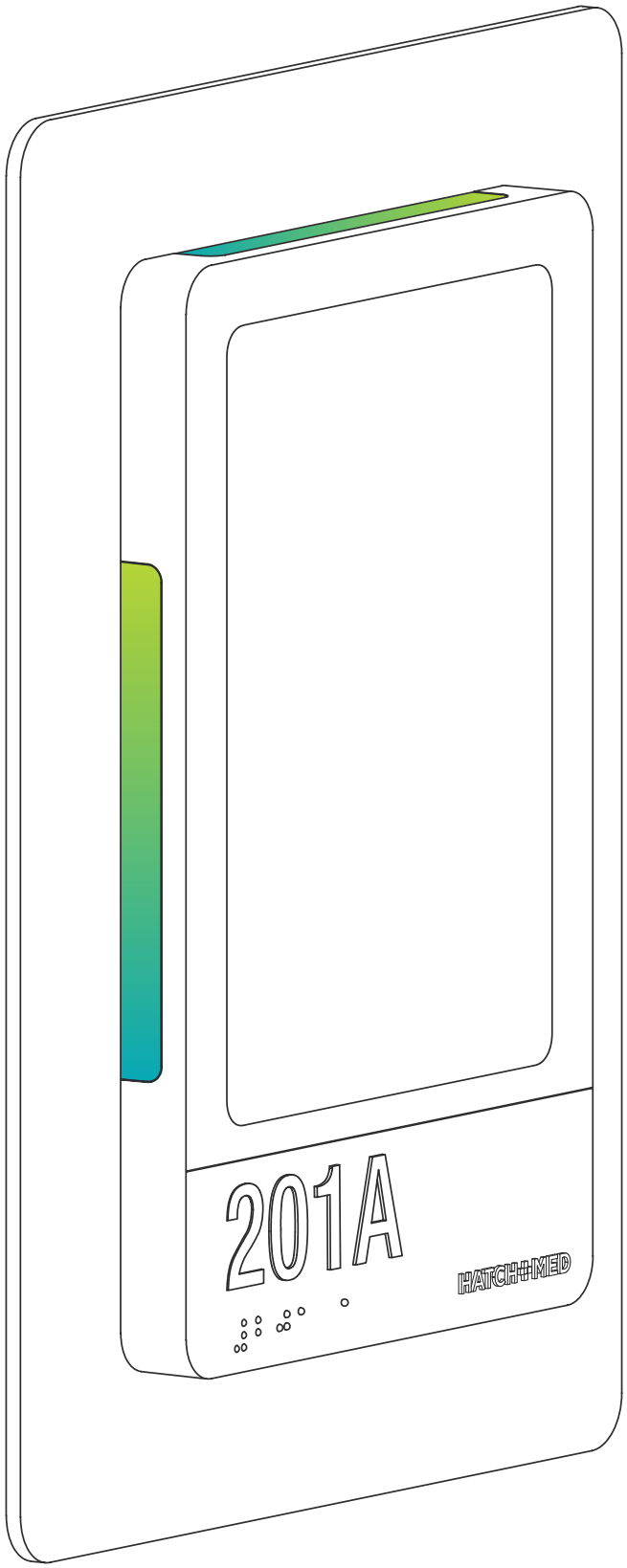


HallMonitor
by HATCH+MED

Installation Guide

HMNF-3921 & HMNF-3912 · V6.2

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Before you start

Verify that your PoE+ or 24V and WiFi source is functional, and consult the appropriate manuals to set up the iPad software.

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Network: PoE+ Requirements

Step 1. Complete this before anything gets mounted.

The switch configuration needs to be in place and saved before the install crew starts on the wall. A port negotiating only 15.4W looks correct at first, with the iPad reporting charging while it loses charge.

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

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

You can also configure multiple ports on a switch at one time by choosing a range like “gigabitethernet2/0/1-24”. This can save a lot of time in larger installations.

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. Save from the Switch(config-if)# prompt with copy running-config startup-config, then run end. 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.

PoE+ Splitter & Back Panel Install

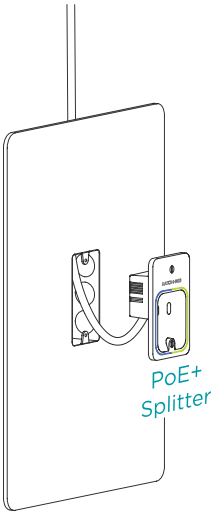
Set the mounting height first at 48″ to 60″ off the floor.

Per ADA, the raised elements of the number plate must sit within 48″ to 60″ off the floor. The accent plate carries the room number and Grade 2 Braille and replaces the room's permanent ADA placard, and the screen above it carries the room's precautions and isolation status. Both need to land in that range.

Install process is identical for all HallMonitor styles.

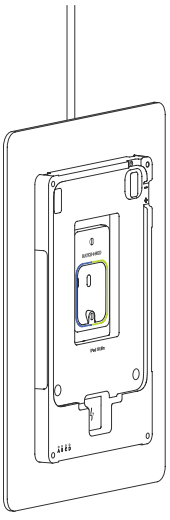
Equipment Required

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



Mount the PoE+ Splitter

- Find a spot on the wall outside the room to mount the PoE+ Splitter, **approximately 55” off the ground to the bottom edge.**
  - 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 and secure it into the wall.

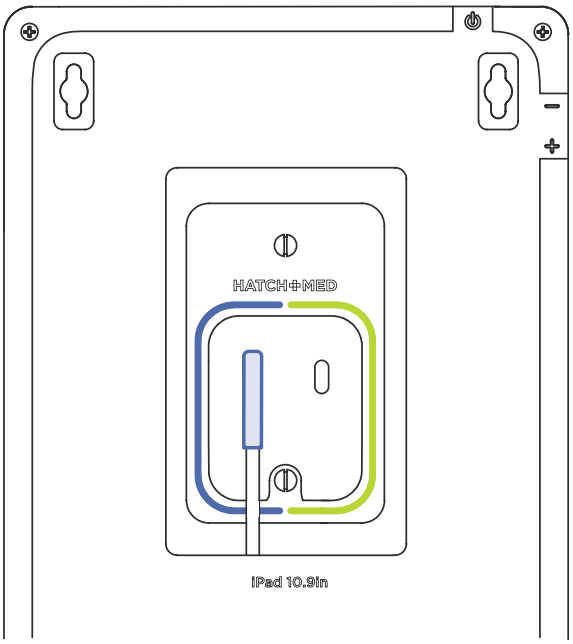


Mount the Back Panel

- Mount the HallMonitor back panel directly over the installed PoE+ Splitter.
  - On drywall, the mounting holes need wall anchors.
  - The splitter sits in the middle of the back panel opening.

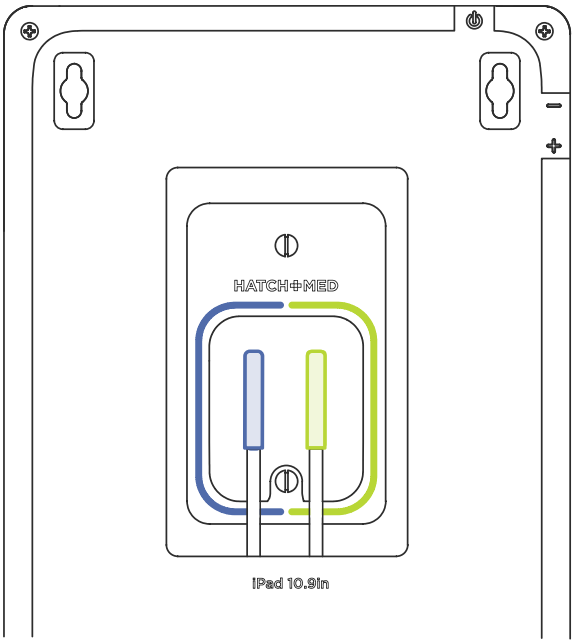
Cable Connections

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



Connect the Blue Cable

- 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.



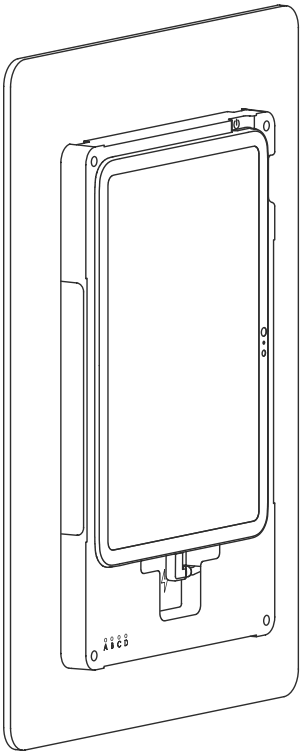
Connect the Green Cable

- 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.

What you should see

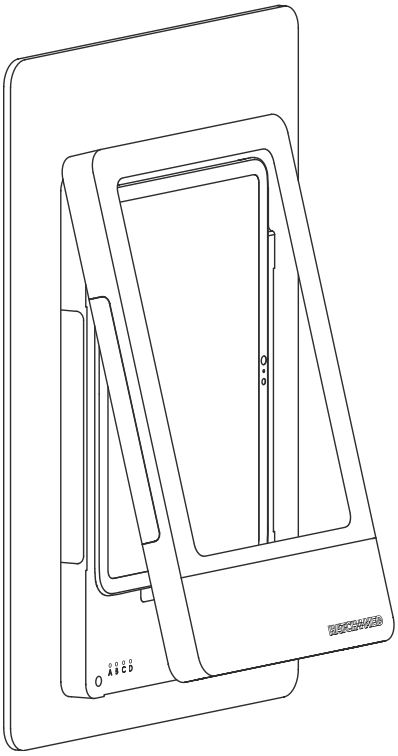
Your back panel is now fully connected to the PoE+ Splitter via both cables, and the LEDs light up a soft white color.

iPad Mounting & Front Cover



iPad Mounting

- Press the iPad firmly into place. It will not sit fully flush, but it needs to be snug.
  - The charging port lines up with 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 starts charging and connects to wired Ethernet once all previous connections are made.



Testing & Front Cover Attachment

- After securing and connecting the iPad, test with the buttons on the bottom left before attaching the front cover.
  - Press the button labeled B to simulate maximum power draw, and confirm the iPad is still charging and the lights stay on.
  - If the iPad software is not being set up at install, use the buttons to set LED colors.
    - A adjusts brightness or turns LEDs off.
    - B sets LEDs to bright white.
    - C & D cycle through LED colors.
- Mount the front cover and secure it with the two provided screws on the bottom.

iPad Configuration

Everything below lives in the **Settings app** on the iPad. Configure each one through MDM, or individually on the device.

Required iPad Settings	
Display & Brightness > Night Shift	Off
Display & Brightness > Auto-Lock	Never
Display & Brightness > True Tone	Off
Accessibility > Display & Text Size > Auto-Brightness	Off
Privacy & Security > Wired Accessories	Always Allow

Where Wired Accessories lives

On iPadOS 26 and later, this setting is under Settings > Privacy & Security > Wired Accessories. On earlier versions of iPadOS it sits under Settings > Face ID & Passcode (or Touch ID & Passcode), where USB Accessories (or Accessories) needs to be turned on. Without it, the iPad will not connect to wired Ethernet.

Confirming the Ethernet Connection

If the iPad was previously on Wi-Fi, that icon disappears once it connects to Ethernet. In the Settings app, a new Ethernet tab appears below the Wi-Fi tab.

FAQ & Care

01 Lights turn on at first, but shut off as soon as I try to change color.

This usually means the HallMonitor is not receiving enough power. Verify it is connected to PoE+ rather than standard PoE. On a Cisco switch, check that the port has been provisioned for PoE+ (see Network: PoE+ Requirements).

02 The iPad is not charging, or the LEDs do not update alongside the software.

Verify the charging cable is plugged into the iPad, and that both colored USB-C cables are connected to the PoE+ splitter behind it. It is also worth confirming the software update is tied to an LED change, since not all of them are.

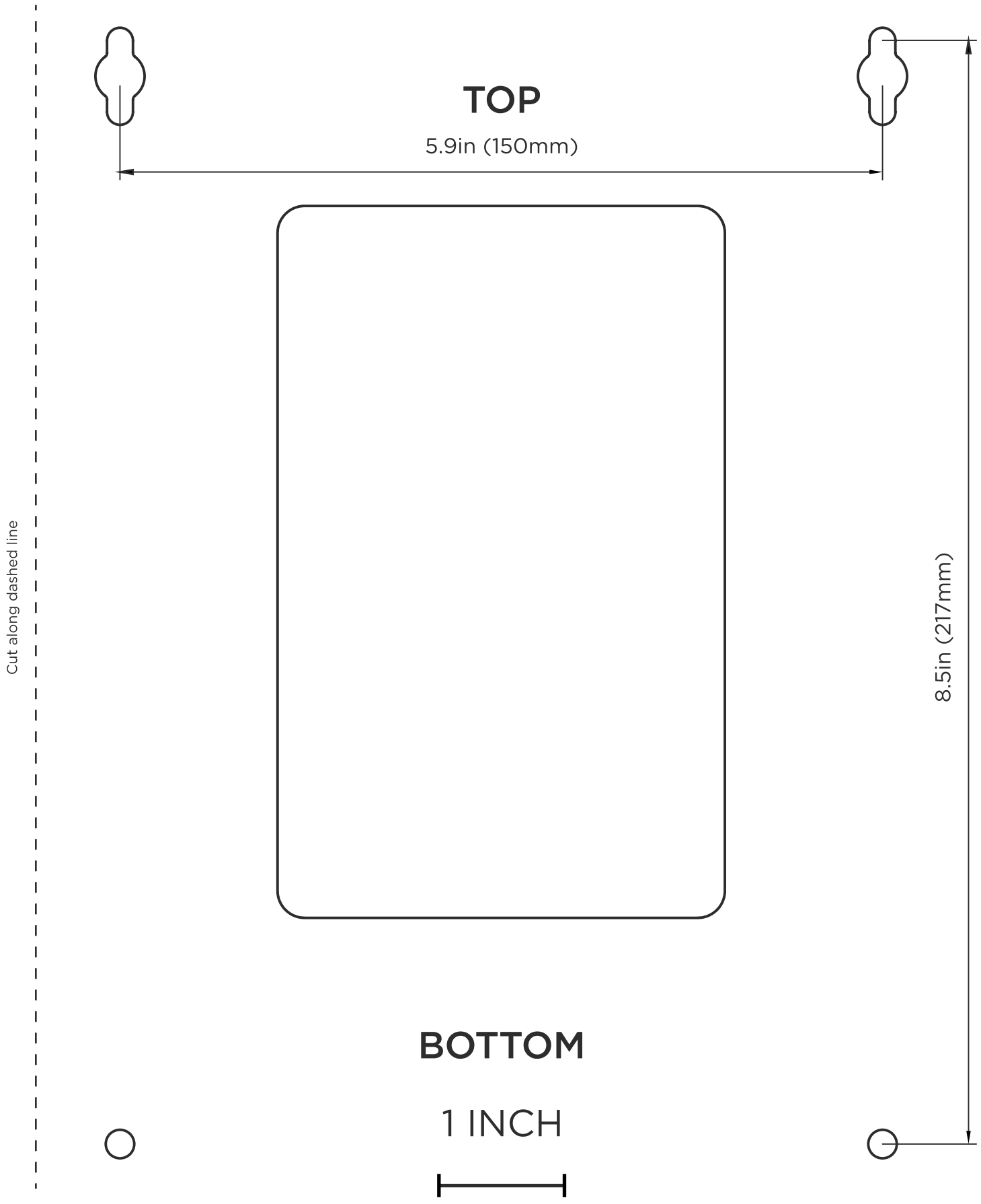
03 The iPad is charging, but the LEDs are not on.

Verify both colored USB-C cables are connected to the PoE+ splitter behind the iPad. If the signage app is set up, confirm it is not currently sending an LED Off command; otherwise press the A button to turn the LEDs on.

Cleaning & Care	
How often	As needed, on both the HallMonitor housing and the iPad screen
What to use	Dry or lightly moistened wipes
Approved solutions	Water, or Dimethyl Benzyl Ammonium Chloride based wipes such as Clorox
Avoid	Wet products, which leave stains and residue marks on the surface
After cleaning	Wipe off any extra residue with water and a cloth before drying

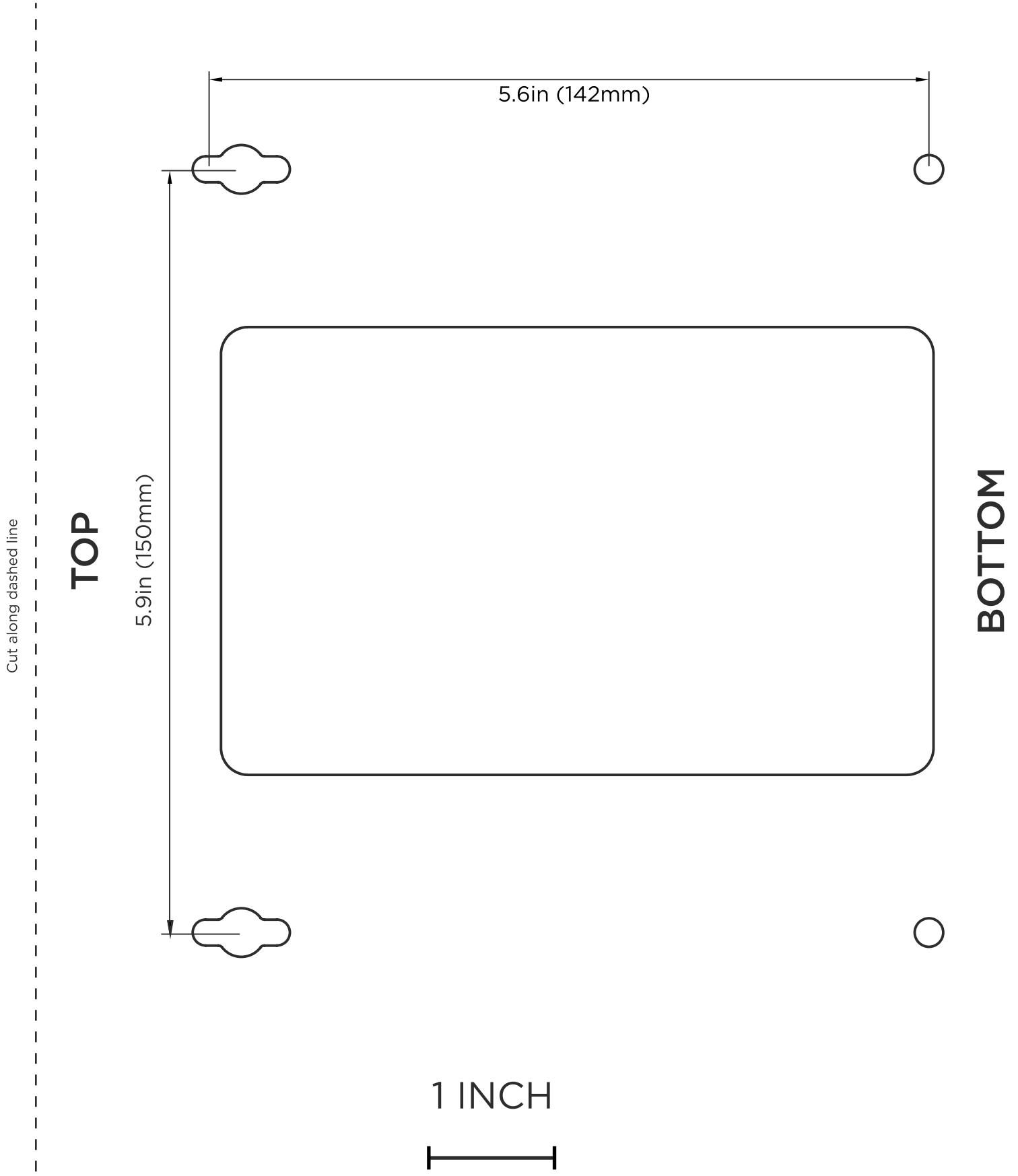
HallMonitor Vertical 1:1 Mounting Template

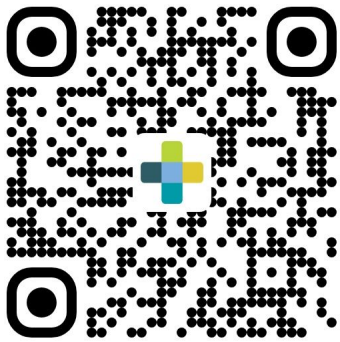
Print at 100% scale. Do not use "fit to page".



HallMonitor Horizontal 1:1 Mounting Template

Print at 100% scale. Do not use "fit to page".





Scan for more info
& install help