



Wall-Mounted Digital Signage

Installation Guide

Legal Information

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The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the Hikvision website (<https://www.hikvision.com/>).

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Regulatory Information

FCC Information

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC compliance: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Conditions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

EU Conformity Statement



This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU.



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: <http://www.recyclethis.info>.



2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: <http://www.recyclethis.info>.

Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (A)/NMB-3(A) standards requirements.




Previous

Applicable Models

This manual is applicable to Digital Signage (hereafter referred to as the device).

Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
 Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
 Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
 Note	Provides additional information to emphasize or supplement important points of the main text.

Safety Instructions



Warning

- The device may generate radio interference in indoor environment. Necessary precautions may be required.
- Our company is not responsible for any fault caused by third-party when operating the device and other failure or damage incurred.
- Do not operate the device in an environment of dust, high humidity, or oil and steam contacting to avoid the risk of fire and damage.
- Do not place the device in:
 - Direct strong lighted, humid, over-heated/cooled, dusty environment.
 - An environment where flammable and explosive matter are stored and used.
 - An environment of flammable and corrosive gas.
 - Places like bathroom and kitchen.
- Do not operate the device in an environment of dust, high humidity, or oil and steam contacting to avoid the risk of fire and damage.
- Do not operate the device near heating device or place of high temperature to avoid the risk of fire.

- Do not damage the power cable:
 - Do not modify the cable in any form.
 - Do not place heavy matter on the cable.
 - Keep the power away from heat.
 - Do not disconnect the power plug by pulling the cable.
- Do not use damaged or unfit power socket. Make sure the plug and the socket are in good contact.
- Do not parallel multiple plugs in one socket to avoid fire risk caused by power overload.
- Do not approach the device with fire (e.g. a lit candle) to avoid the risk of fire or electric shock.
- Do not place anything containing liquid on the device to avoid the risk of fire or electric shock caused by liquid-splashing.
- Do not let sharp or metal articles and liquids contact the signal connectors or heat dissipation holes to avoid short circuit, product damage and electric shock.
- The hole on the shell is designed for heat dissipation. Do not block the hole when installing the device.
- Do not touch the device with a wet finger to avoid risk of electric shock.
- Contact professional technicians for repairing.
- To avoid the risk of electric shock, please do not operate when the power is on.
- Please do not frequently plug and unplug the power cable when the power is on.
- Keep small accessories away from children.
- Make sure the power supply matches the requirements specified by the plate on the shell.
- After moving the device from low temperature environment to high temperature environment, please do not turn on the device immediately and wait for the condensation to evaporate.
- Make sure the environment is dry and well-ventilated, and heat dissipation is good.
- The device and its accessories are subject to change without prior notice.
- The fragile materials of the display are vulnerable to falling and impact. Please hold with care.
- Scratching or knocking the device with hard objects is strictly forbidden. Do not frequently turn on/off the power of the device when operating to avoid the risk of damage and faults.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.

Chapter 1 Operation and Maintenance Precautions

The LCD panel on the device is made by high-precision technology. However, tiny spots on the screen that are always or never lit may be observed, or when observed from side, the color may and brightness may appear to be uneven. Yet the above phenomena are common among LCD displays rather than faults and will not affect the performance of the device.

1.1 Use of Power Cable

- If the power cable is damaged or failed, contact service center. Make sure the power supply is properly grounded and matches the requirements specified by the plate on the shell.
- Do not expose the device to rain or humid environment. Disconnect power plug and antenna in thunderstorm weather.
- Install the device near an available AC power socket for easy power connection. Use the same ground cable with other devices to prevent signal interference.
- If the device is not to be used for a long time, shut down the power of the device and disconnect the power supply.
- Electric discharge may last for a short period of time after the power is shut down. Please wait for two minutes after the power is shut down to operate the device.
- Only use the original power cable delivered with the device. Contact authorized dealer to purchase power cable with same specifications.
- Make sure the power supply is grounded.
- Do not let dust or metal attachment adhere to the power plug and socket.
- Do not modify the cable in any form.
- Do not place heavy object on the cable.
- Keep the cable away from heat.
- Do not disconnect the power plug by pulling the cable.
- Keep the power cable away from physical or mechanical damage.
- The cable is applicable only to the device. Do not use it on other devices.

1.2 Cleaning and Maintenance

- The hole on the rear shell is for heat dissipation. Do not pour or spray liquid to the rear shell or use wet cloth for cleaning.
- Disconnect the power plug before cleaning.
- Use a dry, soft and dust-free cloth to clean the device.
- Contact service center for internal cleaning.
- Proper maintenance can avoid certain early-stage failures.
- Clean the device on a regular basis to make the device look new.

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- Do not clean the device with water, spray cleaner or industrial chemical reagent. Prevent foreign matters from entering the device.
- Contact qualified service personnel for device maintenance. If the device is damaged, please contact our company, do not carry out unauthorized maintenance.

Chapter 2 Installation Preparations

2.1 Precautions for Installation

- Place the device on a stable surface or fix the device steadily on the wall.
- Contact professional staff for wall mounting.
- Do not expose the device to rain or humid environment.
- Do not place the device near mechanical vibration source.
- Do not place the device in an environment where insects have easy access.
- Do not let the device face the air conditioner directly to avoid condensing.
- Do not place the device in strong electromagnetic field to avoid radio interference.
- Clean the device screen and back before installation for best performance.

2.2 Packing List

Table 2-1 Packing List

Name	Quantity	Name	Quantity
Digital Signage	1	Pack of Expansion Bolt (6 × M8, 1 × M4)	1
Power Cord	1	Disk	1
Remote Control	1	Installation Guide	1
Battery	2	Wall-mounted Plate	1



Note

If any accessories are damaged or lost, keep the package and contact your dealer for replacement.

2.3 Environmental Requirements

Space Requirements

Ensure that enough space is left for the device and mounting structure.

Bearing Requirements

Ensure that the surface or the wall is strong enough to hold the necessary weight of the device and the mount.

Temperature and Humidity Requirements

Temperature from 0 °C to 40 °C is recommended. Humidity from 0% to 90% is recommended.

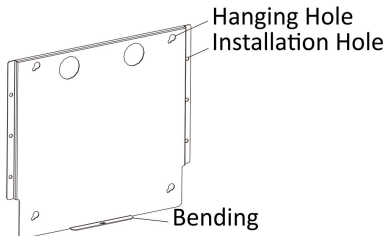
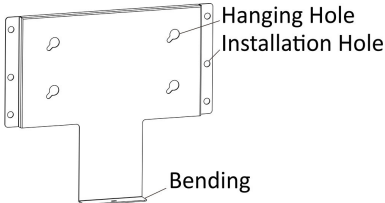
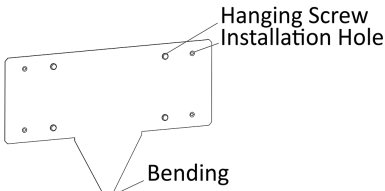
Chapter 3 Connections and Installation

The device can be mounted on the wall horizontally or vertically. Ensure that the surface or the wall is strong enough to hold the necessary weight of the device and the mount. Ensure that the room is enough and leave about 5 cm space around the device for installation.

Note

- There are three types of wall-mounted plates as described in the following table. The installation procedures for the plates are similar, and the following section uses the type A plate as an example to describe the installation procedures.
- Products may vary with device model. All pictures in this guide are for illustration purpose only.

Table 3-1 Appearance of the Wall-Mounted Plates

Wall-Mounted Plate	Appearance
Type A	 <p>The diagram shows a rectangular plate with two hanging holes at the top and two installation holes on the right side. A bending point is indicated at the bottom center.</p>
Type B	 <p>The diagram shows a rectangular plate with two hanging holes at the top and two installation holes on the right side. A bending point is indicated at the bottom center.</p>
Type C	 <p>The diagram shows a rectangular plate with two hanging screw installation holes at the top and two installation holes on the right side. A bending point is indicated at the bottom center.</p>

3.1 Horizontal Wall Mounting

The device can be mounted on the wall horizontally. Observe the following instructions.

Steps

1. Confirm the installation height according to the actual application environment.
2. Put the plate on the wall, and locate the positions of 6 installation holes.

Note

Make sure the bending is at the bottom.

3. Drill holes with the percussion drill on the positions located in the previous step.
4. Fix the wall-mounted plate on the wall using M8 expansion bolts.

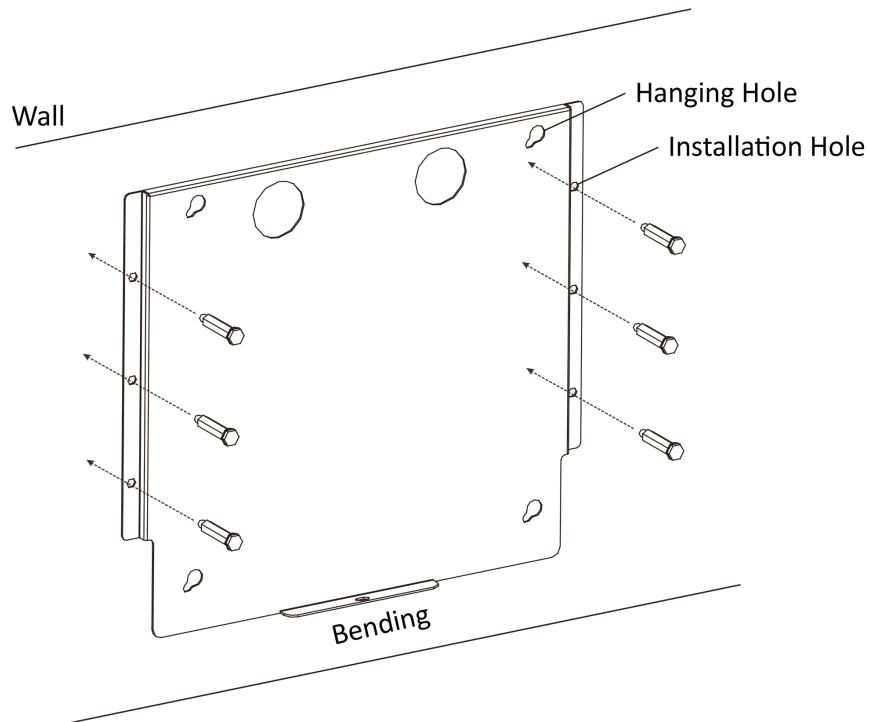


Figure 3-1 Horizontal Wall Mounting

5. Insert the M6 hanging screws on the device back panel into the bigger end of the hanging hole, and then slide the device to the smaller end.

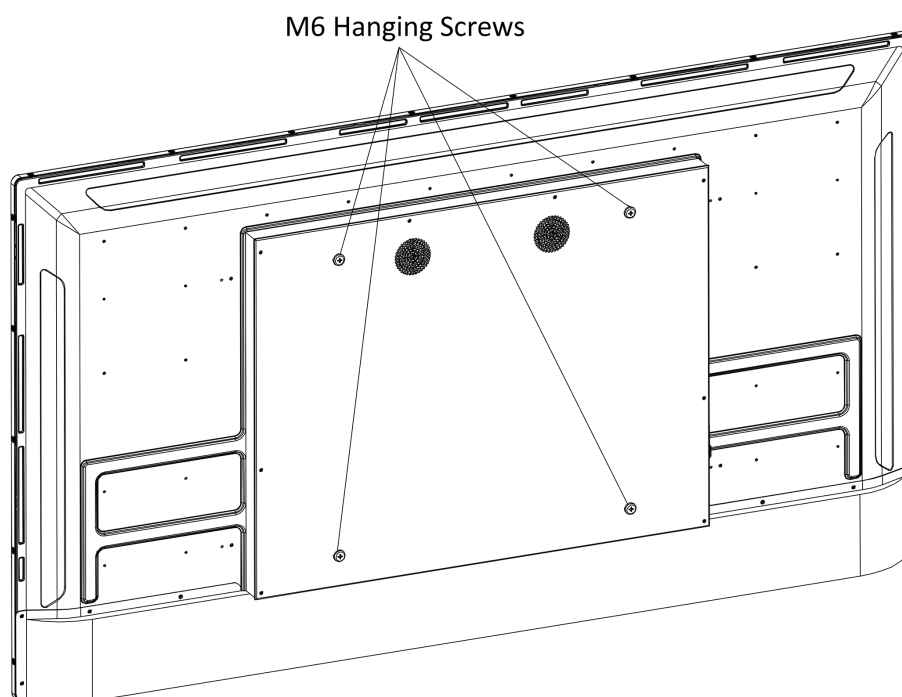


Figure 3-2 M6 Hanging Screws

6. Tighten the M4 screw on the bottom of the device to prevent being taken away.

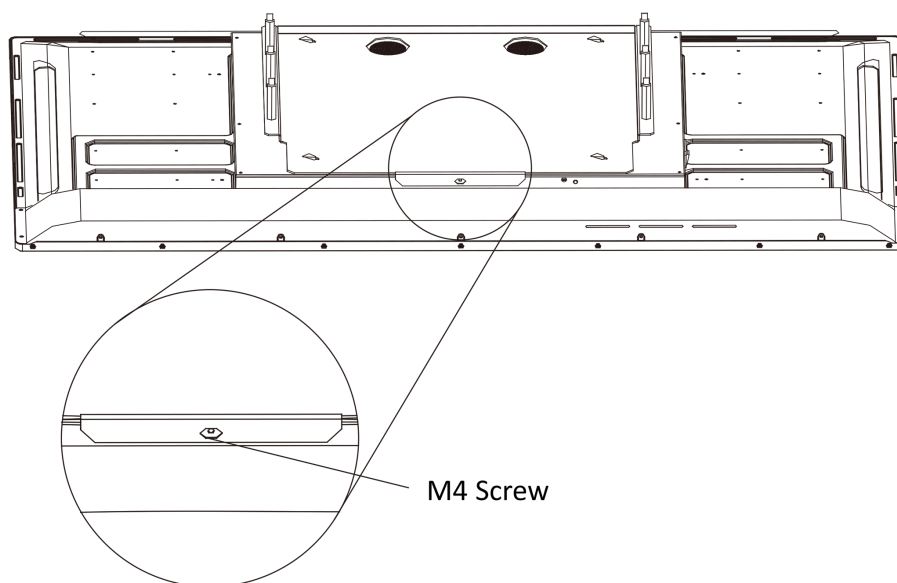


Figure 3-3 The Position of M4 Screw

3.2 Vertical Wall Mounting

The device can be mounted on the wall vertically. Observe the following instructions.

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Steps

1. Confirm the installation height according to the actual application environment.
2. Put the plate on the wall, and locate the positions of 6 installation holes.

Note

Make sure the bending is on the right.

3. Drill holes with the percussion drill on the positions located in the previous step.
4. Fix the wall-mounted plate on the wall using M8 expansion bolts.

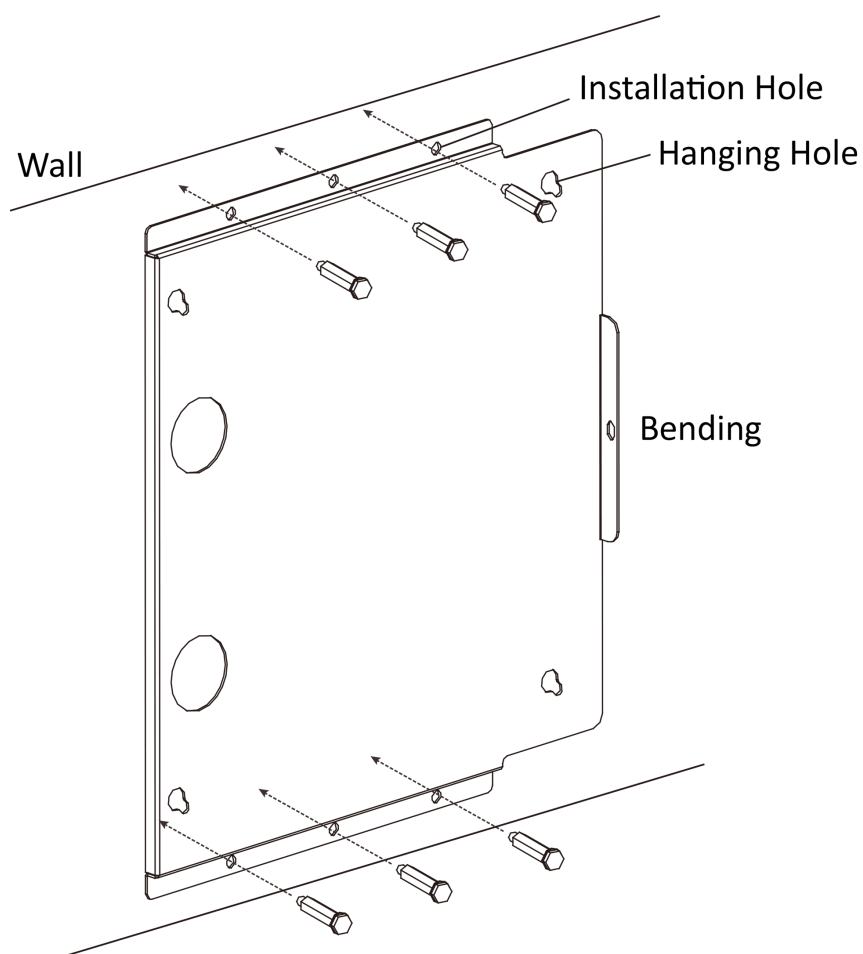


Figure 3-4 Vertical Wall Mounting

5. Insert the M6 hanging screws on the device back panel into the bigger end of the hanging hole, and then slide the device to the smaller end.
6. Tighten the M4 screw on the bottom of the device to prevent being taken away.

Note

- See **Horizontal Wall Mounting** for detailed installation instructions.
 - Ensure the bending is on the right, otherwise the device would be at the risk of slipping.
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3.3 Powering on the Device

Steps

1. Insert the power cable into 220 V socket with well grounding.
2. Turn on the rocker switch, and check whether the light is on.



Note

If the device can be turned on and display normally, the installation is finished. If the device cannot be turned on normally, check whether the connection is right.



See Far, Go Further