

Defigo Display unit Installation Manual

Package contents

- 1 – Defigo Display Unit
- 1 – Glass mounting adhesive plate

More information

For more information go to <https://www.getdefigo.com/partner/home>
Or contact us at support@getdefigo.com

What you will need to install

- 1 Drill
- 1 Torx T10 bit for the security screw
- 4 screws appropriate for the type of wall you are mounting the display on
 - Minimum screw dimensions M4.5 x 40mm
- 1 drill bit 16mm minimum for a Cat6 cable with connectors
- 1 drill bit 10mm minimum for a Cat6 cable without connectors
- A CAT-6 cable and RJ45 connectors, the cable, between the Display unit and the Defigo control unit.

Prerequisite

Defigo should only be installed by professional technicians who has received the proper training. Installers are expected to be able to use tools, crimp cables and other relevant activities to perform a technical installation.

Overview

Thank you for choosing the Defigo access control and intercom system. The display unit replace the old-fashioned keypads outside the front door of the building.

IMPORTANT INFORMATION

Read before you install

NOTE: NEVER OPEN THE DISPLAY UNIT CASE. THIS VOIDS THE WARRANTY OF THE UNIT AND COMPROMISE THE INTERNAL ENVIRONMENT OF THE ELECTRONICS.

Installation preparations

Send the information from the QR code to Defigo at support@getdefigo.com before installing. Remember to note the address and entrance for the Display so that you receive the correct admin password for the Display. You will need the admin password to activate the Display after installing.

Choosing the position of the display

Finding the right place to install the display is key to getting a good installation and happy users. The display should be installed close to the door so that a visitor who stands in front of the door is easily visible from the camera.

You should always consult stakeholders in the building before choosing the place to install the display.

You should also consider the following factors when you choose a position:

- Good cell phone coverage: The display has a built in 4G LTE modem, good cell phone coverage is necessary for the service to work well.
- Protected for the weather: Although the display is very weather resilient the user experience is better if the screen is not clogged with snow or has direct sunlight. If possible, the display should be mounted under a roof. The display is also harder to read in direct sunlight so, if possible, it should be mounted in a direction where it is shaded.

Choosing the mounting height of the display

The display should be mounted so that the camera is approximately 170 cm off the ground. The height will depend on the environment and the customer's requirements.

IMPORTANT: Due to safety regulations the display unit shall not be installed more than 2 meters above the ground.

Other important factors you need to consider before installing the Defigo Display:

- Make sure you have room above the back plate so that you can slide the display down from the top of the back plate.
- Make sure you have space below the display unit so that you can screw in the security screw after you slide the display onto the backplate.
- Always make sure that all cables are nice and tidy, and that you either hide them inside walls or covers and/or use cable protectors. No customers like messy cables.
- Make sure to clean up after the installation.
- Before you deinstall the existing intercom you will need to check if any other system, like apartment/business doorbells depend on it. If so, the customer needs to be informed that they will not continue to work after installing Defigo Display unit.

NOTE!

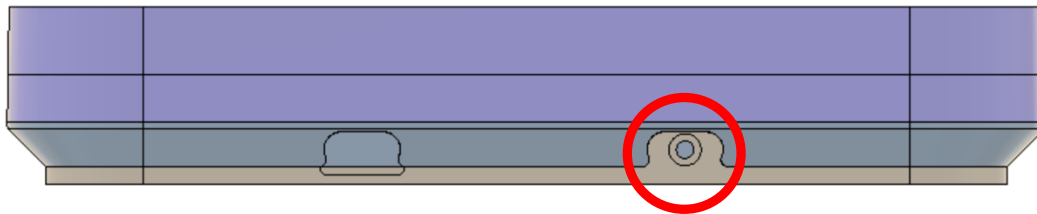
Having enough space below the Display Unit is very important. The security screw should be removeable using a standard screwdriver, and not require special equipment like angled or flexible screwdrivers.

INSTALLATION PROCEDURE

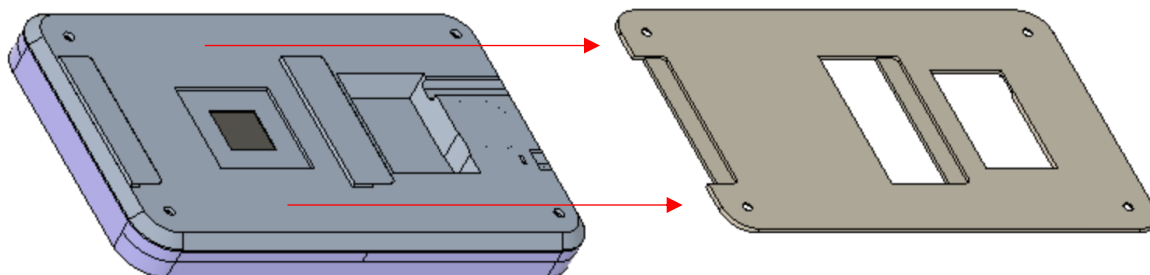
Take the Display unit out of the package. Make sure that it does not have any damage or scratches.

STEP 1

First remove the metal back plate from the display. You do this by removing the security screw on the underside of the display.

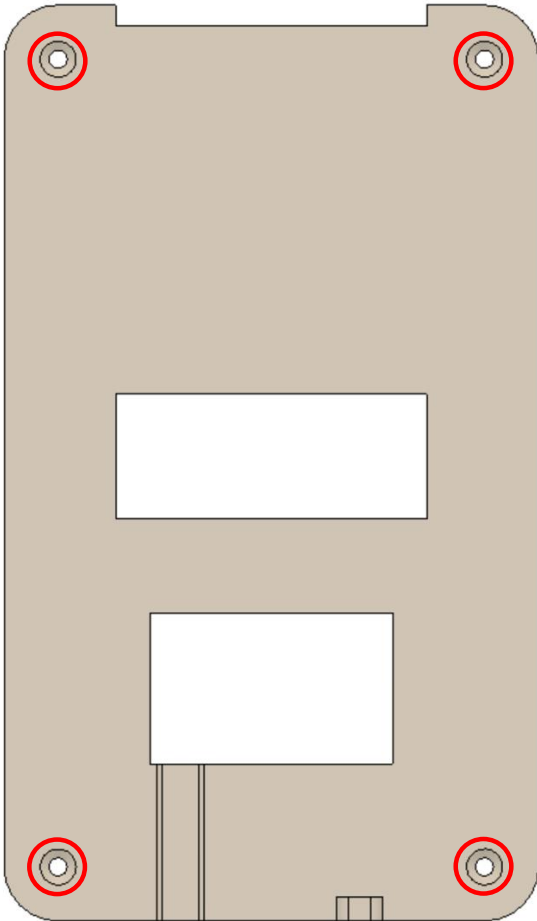


Slide the back plate down so that it comes free from the hooks in the display case and then remove it



STEP 2

Mount the backplate on to the wall where you want the display to be. Use whatever screws are appropriate for the type of wall you install the backplate to. Remember to leave enough space above and below the unit, as described in the IMPORTANT INFORMATION section.



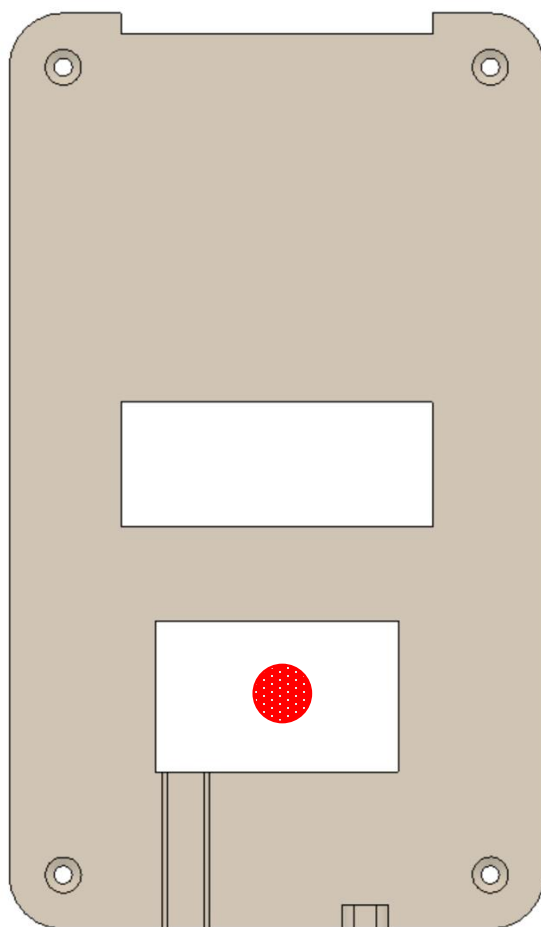
STEP 3

Follow STEP 3A if you want the cable to be hidden inside the wall and come out behind the display.

Follow STEP 3B if it is not possible for the cable to come out from behind of the display. In this case the cable comes up from below the back plate. The cable fits inside the groove in the backplate.

This could be if you are installing the Defigo Display on glass. To mount the unit on glass, use the Glass mounting adhesive plate, peel of one side and adhere it to the back of the metal backplate.

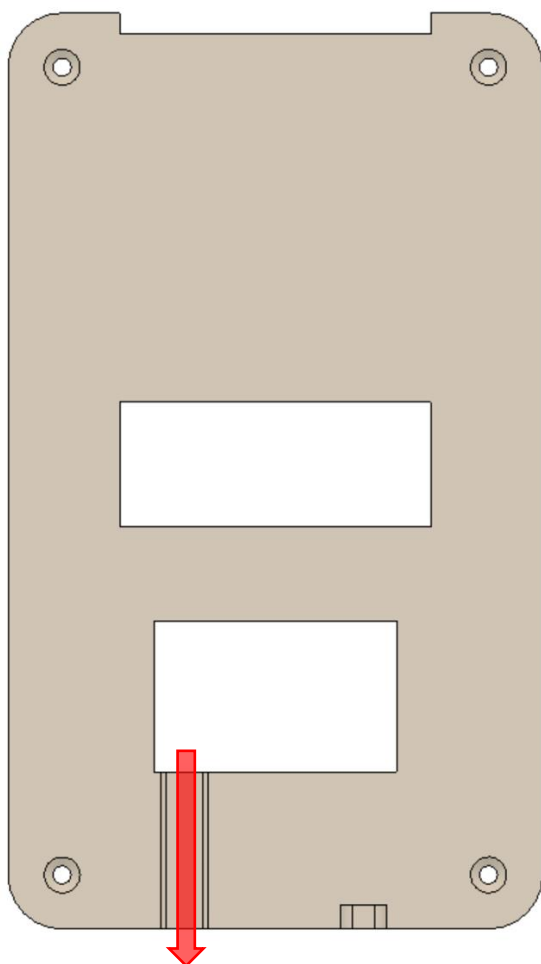
STEP 3A: Installation where the cable comes through a hole in the wall.



Make a hole for the cable in the lower square on the back plate like shown in the picture above.

We strongly suggest that you use a cable without connectors to prevent damage to the connectors when pulling it through the wall.

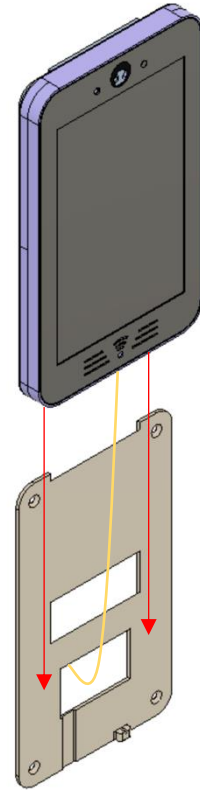
STEP 3B: Installation with the cable on the wall



If installation is done without having the cable coming in from behind the display, place the cable inside the groove of the backplate as shown in the picture above.

STEP 4

How to mount the display on the back plate.



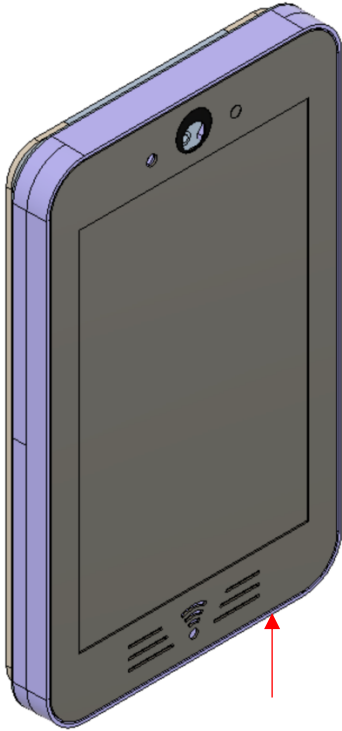
Connect the cable to the display unit. The connector is on the back side of the display unit.

Position the Display Unit over the back plate and slide it down. Make sure the Display Unit is completely flush with the backplate.

The pictures above will illustrate installation done as STEP 3A. If cable should come through the groove place the cable in the groove when mounting.

STEP 5

Secure the display.



Put the security screw back (from Step 1) to secure the display after mounting.

STEP 6

Wait for the Display unit to prompt a message asking for the admin password. The admin password for the Display will be provided by Defigo after the QR code has been sent.

STEP 7

Testing the system after physical installation.

Videocall

Test the Display by calling yourself on the screen. Check for video and sound.

Volume

The Displays volume can be adjusted in the installation wheel in the top right corner.

Go to Doorbell Settings to adjust speakers.

RFID

Test RFID connection with an access card or RFID tag.

Go to Doorbell Settings and RFID reader test and place your access card on the WiFi symbol at the bottom of the Display Unit.

STEP 8

Remove the screen protector. Any fingerprint can easily be removed by using a clean dry cloth.

Remove tougher stains using screen cleaner spray and wipe off using clean dry cloth.

FCC

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.*
- Increase the separation between the equipment and receiver.*
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*
- Consult the dealer or an experienced radio/TV technician for help.*

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

In order to comply with FCC RF Exposure requirements, this device must be installed to provide at least 20 cm separation from the human body at all times.

ISED

“This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada’s licence-exempt RSS(s). Operation is subject to the following two conditions:

- 1. This device may not cause interference.*
- 2. This device must accept any interference, including interference that may cause undesired operation of the device.”*

L’émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d’Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes:

- 1. L’appareil ne doit pas produire de brouillage ;*
- 2. L’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.*

In order to comply with ISED RF Exposure requirements, this device must be installed to provide at least 20 cm separation from the human body at all times.

Afin de se conformer aux exigences d'exposition RF ISED, cet appareil doit être installé pour fournir au moins 20 cm de séparation du corps humain en tout temps.

CAN ICES-3 (B)/NMB-3(B)