

# Virtual Concierge Install Guide

## Tools and Equipment:

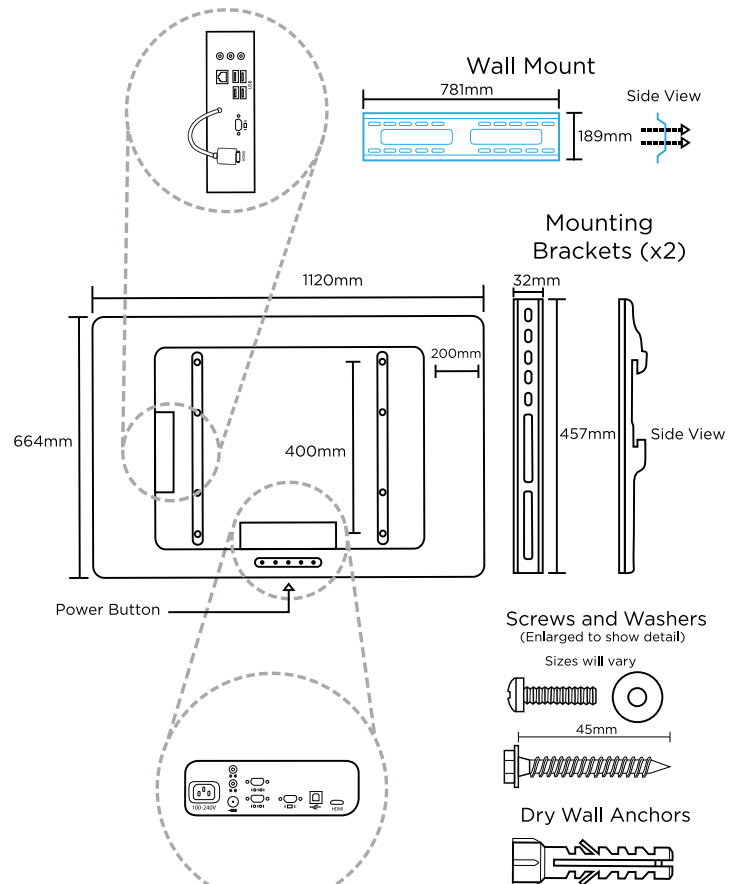
- Power Drill
- Screwdriver (Phillips)
- Socket Wrench (if mount kit uses lag bolts)
- Level
- Stud Finder
- Tape Measure
- Pencil
- Wall Mount Kit

## Wall Mount Kit Includes:

- Wall Mount
- Mounting Brackets (x2)
- Spacers (x4 or more for each size)
- Shoulder Washers (x4 or more)
- Screws (approx. 35mm)
- Washers

## Things to Consider:

- Determine the best wall location for mounting the touchscreen, using the guidelines provided by Novotel Headquarters.
- Primary considerations include cable management, available power and ethernet sockets, and a sufficient area of drywall-based surface to attach the unit.
- Keep in mind that each unit weighs 40 kg.



NOTE: In some circumstances, it is possible to hide the power outlets and ethernet ports behind the screen.



## Pre Installation

### Minimum Internet Requirements

Download Speed: 1Mbit/S

Upload Speed: 512 Kbits/S

The Novotel Virtual Concierge requires several ports to be open so that your unit may access the internet and our server for timely updates and remote access. In order to ensure your ports are set properly, please contact your Internet Service Provider or IT Department and request that the following are open:

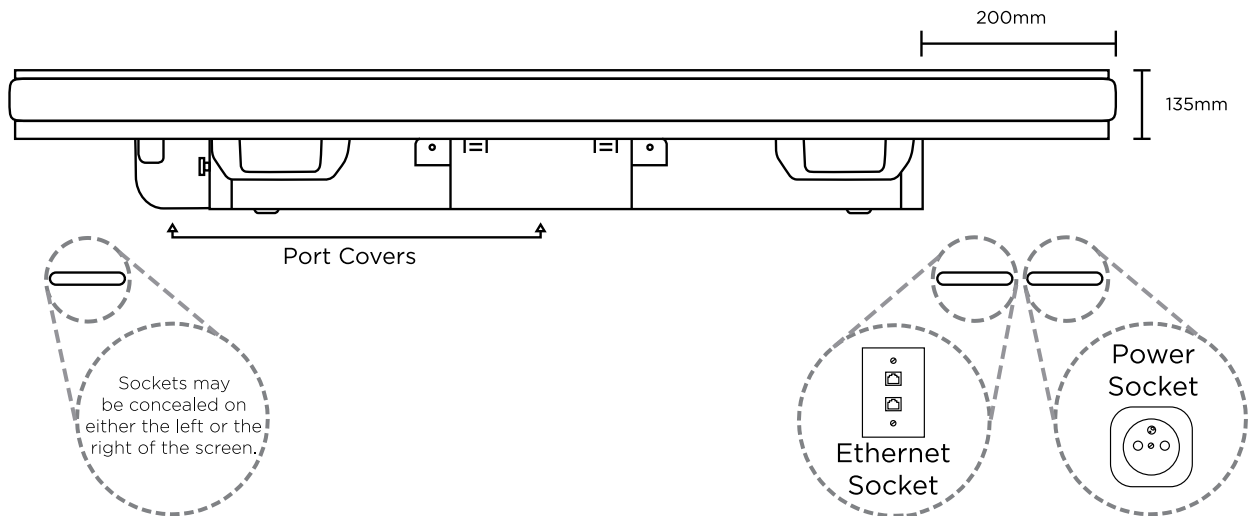
Ports:

- TCP 20 (outgoing FTP)
- TCP 21 (outgoing FTP)
- TCP 22 (outgoing SSH)
- TCP 80 (outgoing HTTP)
- TCP 443 (outgoing HTTPS)
- TCP 1433 (outgoing database)
- TCP 51433 (outgoing database)
- TCP 2002 (outgoing; remote access)

\*MAC Addresses will be provided by Monscierge, should you need to authenticate access to your network.

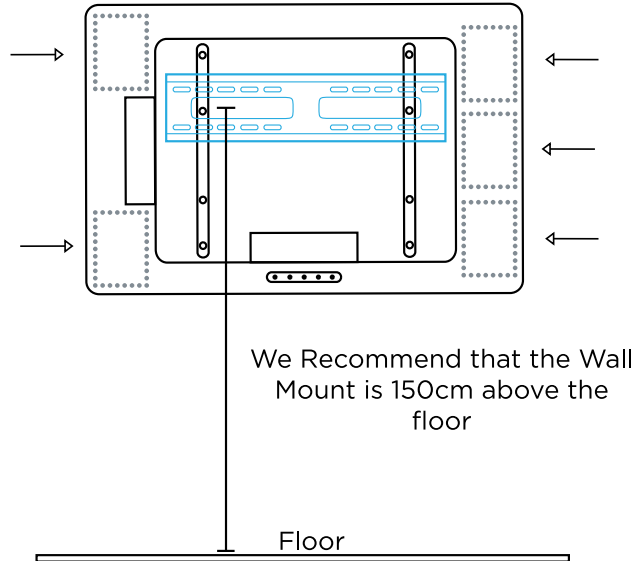
### Mounting Requirements

Bottom View



## Pre Installation cont.

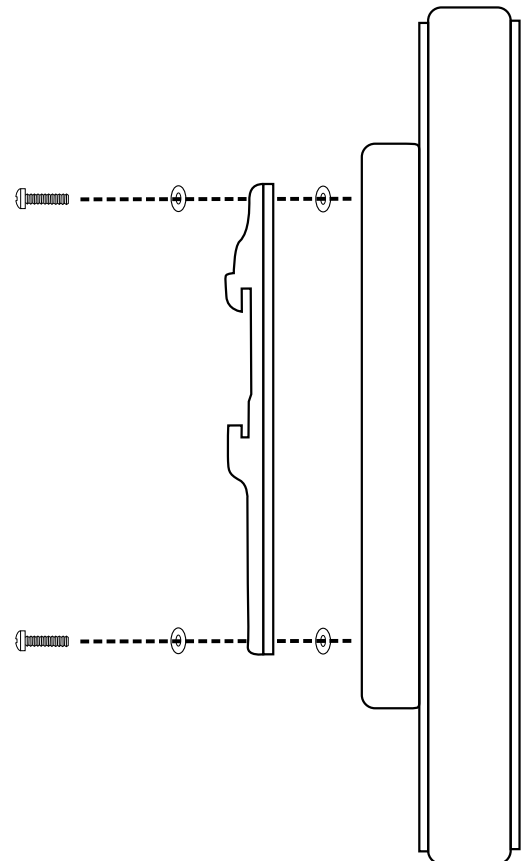
The arrows indicate good areas to hide the ports/sockets.



## Installation

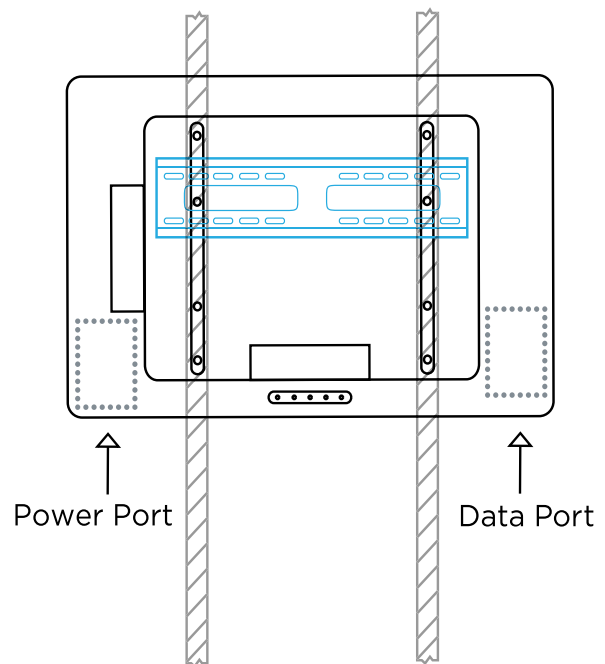
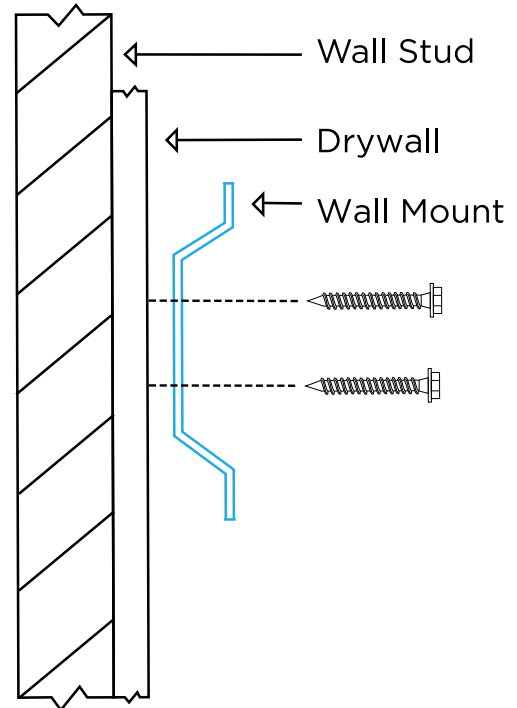
### 1. Attaching the Mounting Arms

- Locate the mounting holes on the back of your touchscreen.
- Attach the mounting brackets to the mounting holes on your touchscreen using the bolts & washers provided with your mounting kit. Be careful not to over-tighten and do not use a power drill. Make sure the two mounting brackets are level with each other.
- Set the touch screen aside, resting it so the screen is facing upward. **Setting the touchscreen with the screen facing down can cause permanent damage.**



## 2. Attaching the Wall Mount

- Use a stud finder to locate the two studs in your wall that will support your touchscreen.
- Mark the location of each stud's center with a pencil. Use a nail to confirm a stud has been located.
- Measure the distance between the top and bottom holes on each mounting arm. Mark two points in the center of each wall stud, corresponding to these holes. Use a level to ensure the mounting holes for each arm are even.
- Use a power drill to drill pilot holes for the wall bracket screws or bolts. Insert the wall anchors that came with your mounting kit. **NOTE: Do not use hollow-wall anchors as they cannot support wall mounts.**
- Attach the wall bracket plate to the wall using the screws or bolts provided. If the kit uses lag bolts, drill pilot holes to fit the bolts and drive them in with a socket wrench. Be sure not to over-tighten the bolts, as this might split the wall stud.

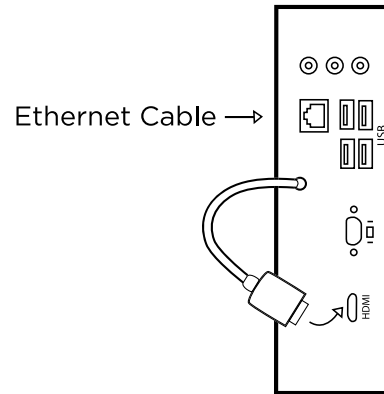


### 3. Attaching the Cables

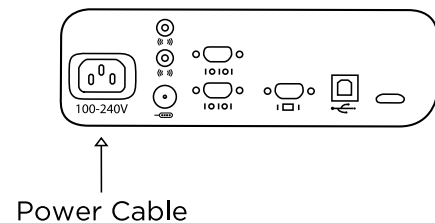
NOTE: If you're attaching your touchscreen flat to the wall on a fixed wall mount, you may find it easier to connect the cables to the touchscreen before attaching it to the wall bracket.

- Be sure the touchscreen and any attached devices are unplugged from the wall outlet(s).
- Have someone help you hold the touchscreen up to the wall mount.
- Necessary cables for most touchscreen devices include:
  - Power Cable
  - Ethernet Cable

Side Panel



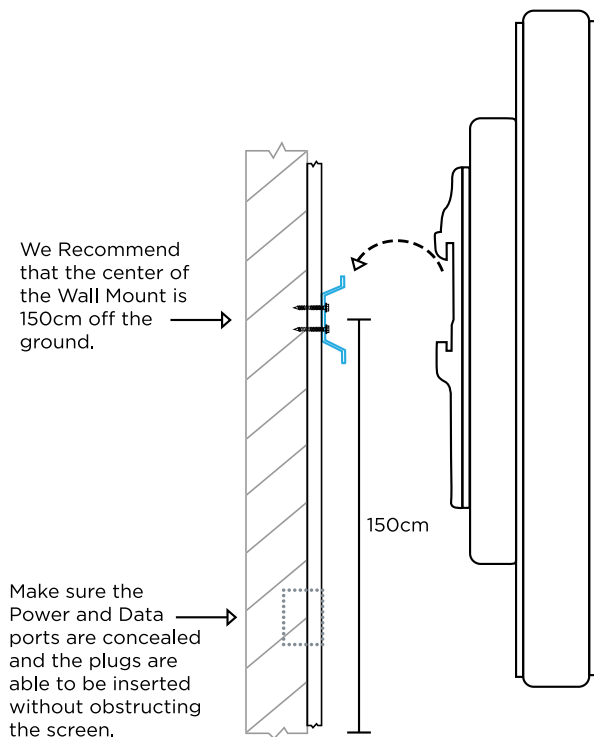
Bottom Panel



### 4. Hanging the Touchscreen on the Wall Mount

NOTE: DO NOT ATTEMPT THIS ALONE. Have at least two people assist with mounting the screen.

- Lock the touchscreen monitor mounting arms onto the wall bracket plate. Follow the manufacturer's instructions to secure the connections.
- Confirm that every point of connection is locked down securely. Test your installation with a few light tugs.
- Be sure to get assistance if you need to remove the touchscreen from the wall.

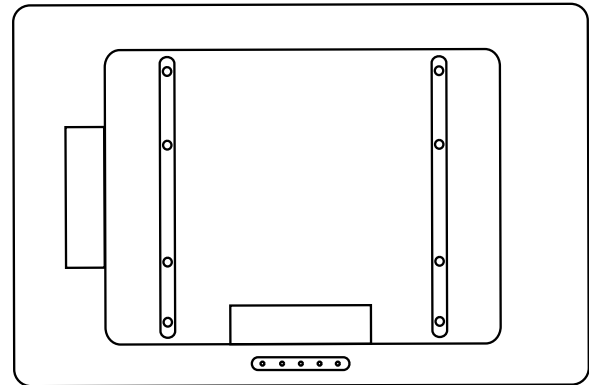




### 5. Connecting the Power

- Connect the Power Cable and Ethernet Cable to the device
- Power on the device

\* Do NOT power off the device, under any circumstances, unless directly instructed by Monscierge.

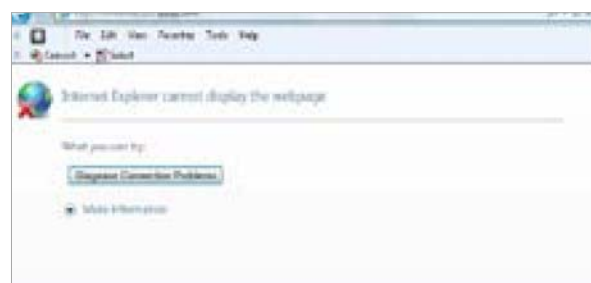
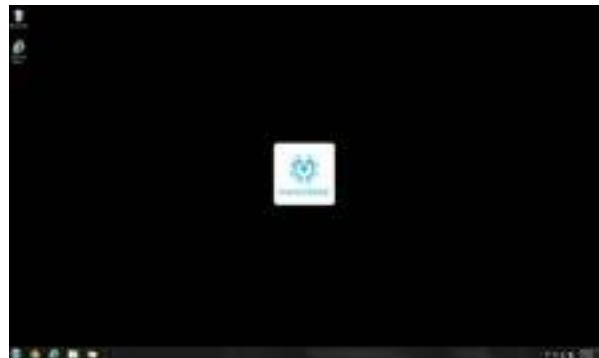


↑  
Power Buttons

### 6. Start & Windows Desktop

- The Windows Start Up screen should appear.
- Double Click on the Internet Explorer icon. This should bring up the Google Home page.

\*If Google does not load, inform your local Novotel or Accor IT Team to confirm that the internet ports are active.





## 7. The Hand Off

- At this point, you can leave the screen. If the screen hasn't changed within 4 hours, contact Support at the number provided.  
  
\* The screen will go blank. When this happens, please do not touch the screen or power down the device.
- Once the installation is complete, you will see this screen:



At this time, feel free to start using your Novotel Virtual Concierge!