



MoniCom 15” and 19” User Manual

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WEB site: www.symcod.com

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Warranty

Symcod warrants its products to be free from defects in material and workmanship during **one year** from the purchase date. If a product proves to be defective in material or workmanship during the warranty period, Symcod will, at its choice, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. Symcod provides no warranty for the third-party software included with the product or installed by the reseller, distributor, customer or any other party.

Warranty does not include:

Any product on which the serial number has been defaced, modified or removed. Damage, deterioration or malfunction resulting from: Accident, misuse, neglect, fire, water (except for waterproof units), lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product. Repair or attempted repair by anyone not authorized by Symcod. Damage to or loss of any programs, data or removable storage media. Software or data loss occurring during repair or replacement. Any damage of the product due to installation of the product. Causes external to the product, such as electric power fluctuations or failure. Use of supplies or parts not meeting Symcod specifications. Failure of owner to perform periodic product maintenance as stated in documents supplied. Any other cause which does not relate to a product defect. Damage caused by static. Removal, installation, freight and set-up service charges.

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**Documents include instruction book, user guide, operating instructions, manuals, safety precautions / instructions, data sheets or any other documents supplied by Symcod.*

IMPORTANT

Read me first

By carrying out the installation and the use of this equipment you accept the rules and limitations described in this document or any other document relating to this product.

By carrying out the installation and the use of this equipment you are presumed having read all the safety warnings (.



WARNING: Safety and reliability

SYMCOD Inc will not be responsible for the use of this equipment for other purpose then data collection. This equipment is designed and intended for an industrial and commercial use only. The MoniCom is not for a residential use.

MoniCom

The MoniCom is a touch screen monitor specifically designed for dusty industrial environment without watering. The casing of the MoniCom is made of aluminum which gives it his lightness and resistance. The MoniCom is provided with a 15"/19" TFT LCD resistive touch screen and with a solid aluminum stand which allows desktop or wall mount installation in a few minutes. A VESA mounting is also available to adapt to a compatible arm or to install a Thin Client box that uses this standard.

The Ultra-Resistant touch screen is offered for usage in environment where there is particularly abrasive dust. Unlike the standard touch screens that are covered with a polymer, this one is covered with a thin layer of tempered glass, which makes it much more resistant to the abrasives and even allows it to function with deep scratches. The touch screen used in the MoniCom is ELO compatible on the serial port (no additional driver needed).

Main characteristics

MoniCom 15"

Product #	Color touch screen	Inputs / Outputs			Maximum power consumption
	15" Ultra resistant - Resistive ¹	VGA port	USB port	Serial port	
006-01215B-1000	X	1	1	1	14W

¹ Recommended for environments with very abrasive dust, screen covered with a fine layer of tempered glass, allows operation with deep scratches.

Environmental specifications

Product	Fix	Mobile	Indoor	Outdoor	Dust	Water	Operating temperature °C	Storage temperature °C	Relative humidity (without condensation) %
MoniCom 15"	X		X		X	Note1	5° à 40°	-20° à 60°	20 à 80

¹ The casing is not designed to be watered. However, the front is water-tight and therefore will resist dripping and splashing.

Main characteristics

MoniCom 19"

Product #	Color touch screen	Inputs / Outputs			Maximum power consumption
	15" Ultra resistant - Resistive ¹	VGA port	USB port	Serial port	
006-01219B-1000	X	1	1	1	19W

¹ Recommended for environments with very abrasive dust, screen covered with a fine layer of tempered glass, allows operation with deep scratches.

Environmental specifications

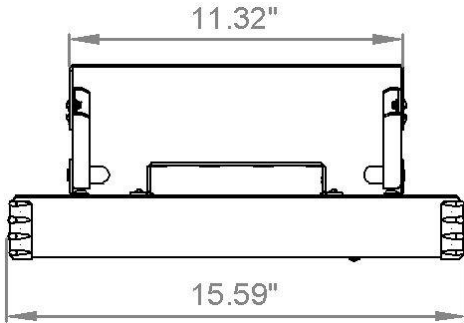
Product	Fix	Mobile	Indoor	Outdoor	Dust	Water	Operating temperature °C	Storage temperature °C	Relative humidity (without condensation) %
MoniCom 19"	X		X		X	Note1	5° à 40°	-20° à 60°	20 à 80

¹ The casing is not designed to be watered. However, the front is water-tight and therefore will resist dripping and splashing.

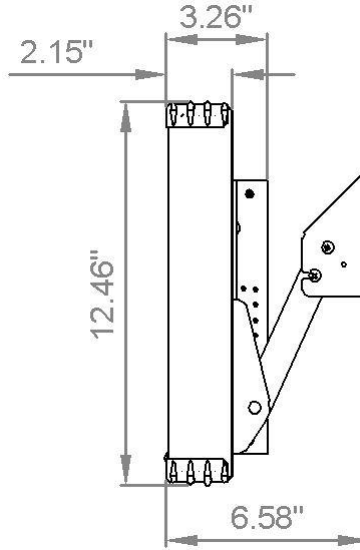
Dimensions (in inches) for the 15" and 19"

MoniCom 15"

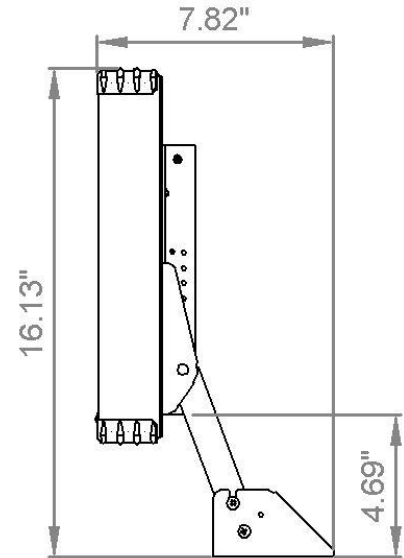
Top view



**Wall mount
Side view**

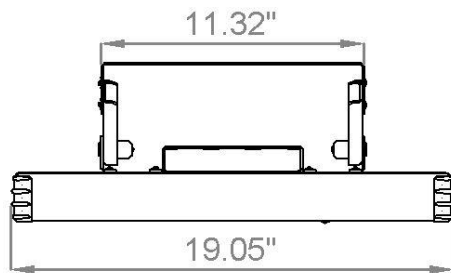


**Desktop mount
Side view**

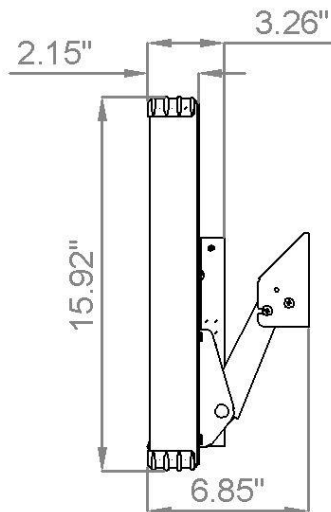


MoniCom 19"

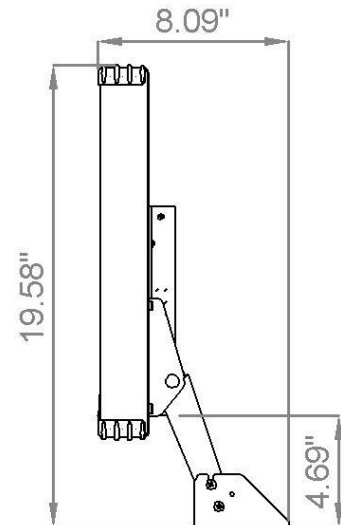
Top view



**Wall mount
Side view**



**Desktop mount
Side view**



Power

The MoniCom is powered through an external 12 VDC power supply which connects to a 120/240VAC power network. (Power cable and power supply are provided with the unit)



WARNING: powering

Before installation, please turn off powering source. Plug the unit only when the installation is completed.



WARNING: earth ground

Make sure that the MoniCom case is properly grounded.

Options description

Orientation of Connectors

Because every installation is different from another and to provide more flexibility the orientation of the connectors can be configured during assembly at our facility. By default, the connectors will be oriented downwards. If specified on order, the connectors can be oriented upwards.

How to install your MoniCom

The support provided with the MoniCom permits to install the unit on a wall or on a table. Once fixed, the angle of the MoniCom can be easily adapted to the needs of each user, no need to do a new adjustment of the screws (see ⚠ fixation & handling)

How to install the MoniCom

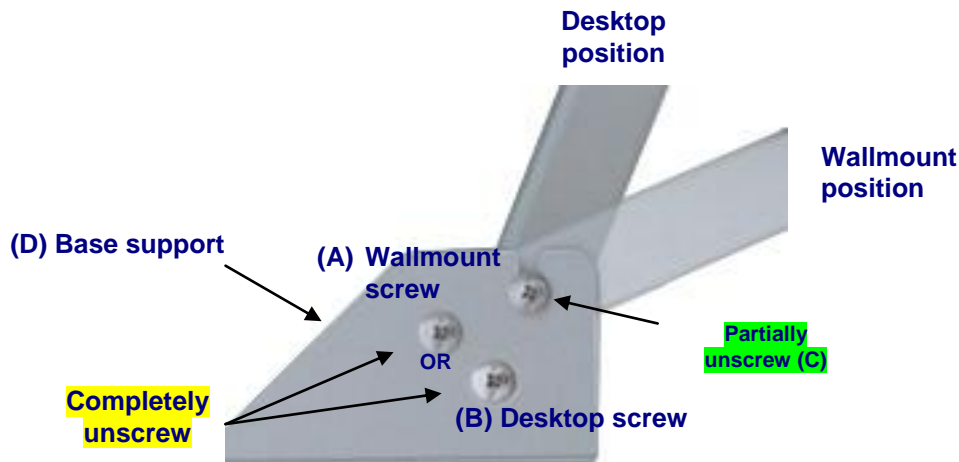


Figure 1
Base support MoniCom
Side view

1. Determine the appropriate emplacement (plane & motionless surface). **Be sure to choose a fixed and solid plane surface able to support the weight of the MoniCom.**
2. On the base support (D), **completely unscrew** screw A (wall mount) or the screw B (desk top). **Partially unscrew** the screw C (see figure 1).
3. Separate the base support (D) from the MoniCom.
 - Fix the base support (D) at the chosen emplacement.
 - Replace MoniCom on its base support in the desired position (Wall mount or desktop) and fix the corresponding screw, A for wall mount, B for desktop.
 - Tighten the screws on each side of the base support.

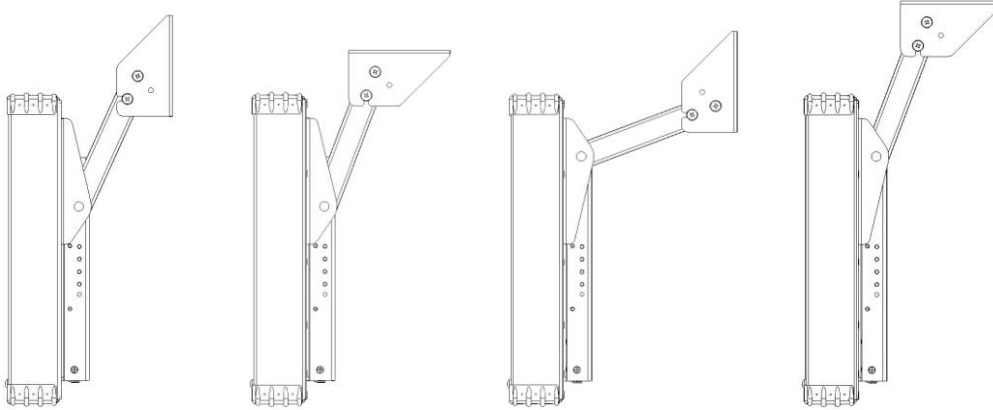


WARNING: fixation & handling

Choose a fixed and solid plane surface able to support the weight of the MoniCom (15"= approximately 9.4 lbs / 4.26Kg, 19"= approximately 15.5 lbs / 7 Kg). Handle the MoniCom safely in order to avoid any back wound.

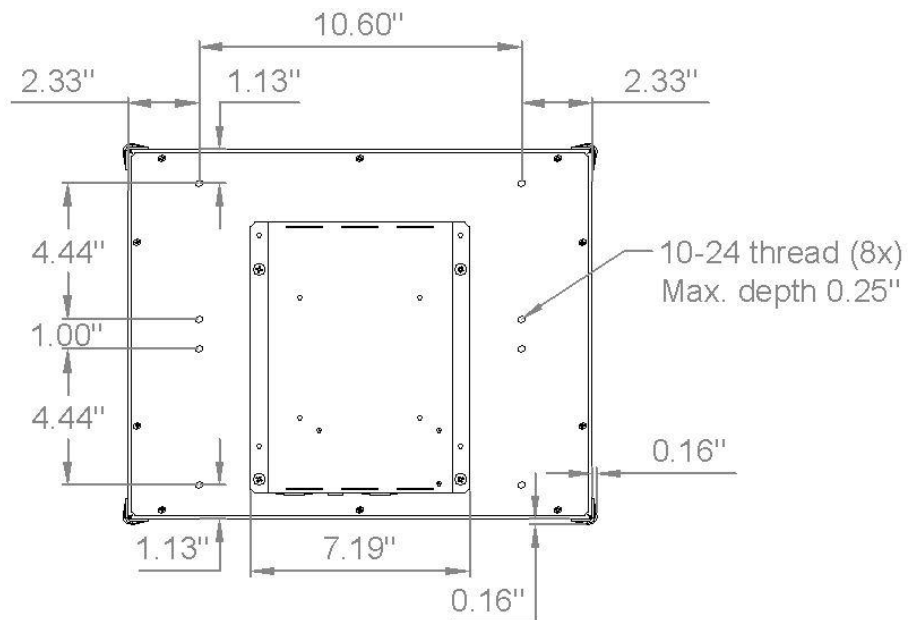
Mounting variants

The MoniCom is always sent with its support installed at the bottom of the unit and in Wall mount position. However, it is possible to change the location and position of the support to respond to different needs. Here are some examples of mounting variants:

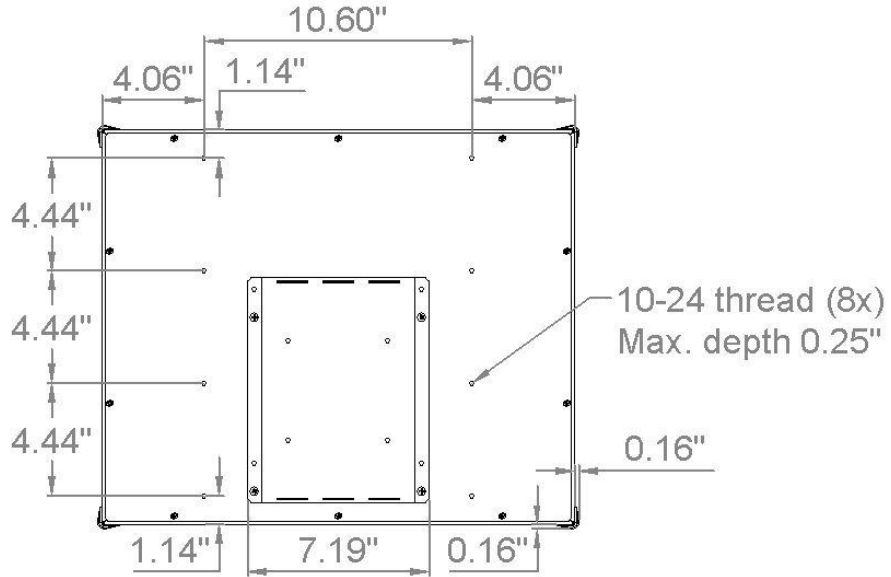


If the support provided with the unit doesn't fit your needs you can make your own support using the same mounting holes at the back of the casing. Here are dimensions for location of these mounting holes:

MoniCom 15"
Mounting Holes

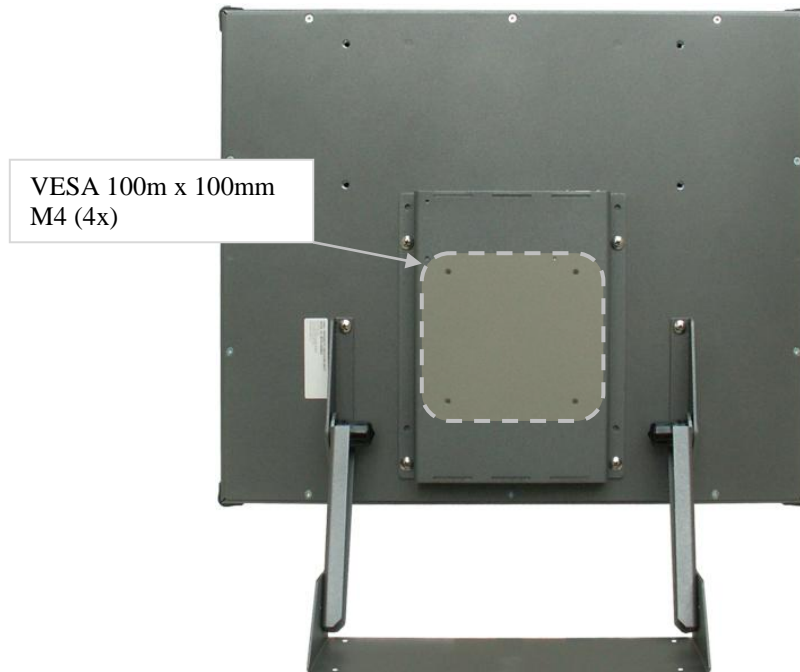


MoniCom 19" Mounting Holes



The MoniCom also offers VESA100 mounting (100mm x 100mm) at the back to allow installation to a VESA mounting arm. These mounting holes accept M4 screws (not included) that must not exceed a depth of 1" (25.4mm).

The VESA mounting can also be used to install a Thin Client device since some manufacturers are using this standard to mount their boxes.



Detailed Specifications

The MoniCom is provided with some ports (see Figure 2) allowing the connection to a computer.



Figure 2
MoniCom bottom view

Power button

The power button (figure 2) allows the MoniCom to be powered on or off.

Connectors



Figure 3
Connectors of MoniCom

Power in: Allows to connect to a 120 or 240VAC power network (external power supply included).

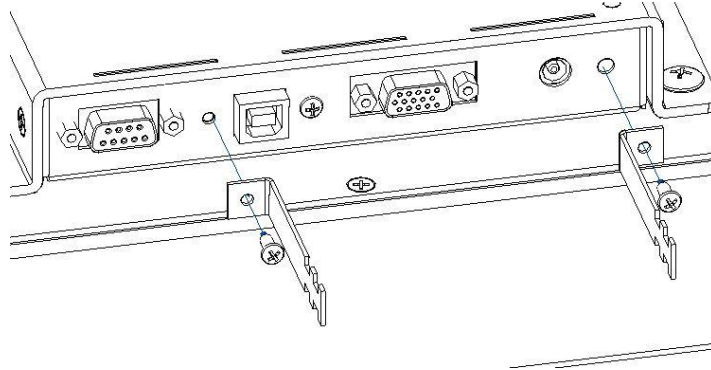
SVGA: Allows to connect to the SVGA port of a computer (SVGA cable included).

USB: Allows to connect the touch screen to the USB port of a computer (USB cable included). The driver must be installed on the computer. Driver is available at www.symcod.com.

RS-232: Allows to connect the touch screen to the serial port of a computer (RS-232 cable included). ELO compatible (no additional driver needed).

ATTENTION: To ensure proper working of the touch screen it is recommended to use only USB or RS-232, not both at the same time.

With the MoniCom are provided two "L" shaped brackets to allow you to tie your USB cable and power cable to prevent them from disconnecting unexpectedly. To tie your USB cable, use one of the screws from the USB connector to hold the bracket in place, connect your USB cable then tie it to the bracket with a tie-wrap (not included). To tie your power cable, follow these same steps using the provided screw.



MoniCom maintenance



Cleaning: Painted aluminum may react to some chemical agents, in particular with ammonia and with products containing hydroxide or certain acids. Clean it with a soft soap to prevent any damage to the case. Once in a while, use air blast to remove dust if needed.

Certification

This equipment has been found compliant to class A Part 15 of FCC Rules. These limits are intended to get a reasonable protection against dangerous interferences when the equipment is used in an industrial or commercial environment. This equipment emits uses and can generate radiations of radio frequencies and can cause dangerous interference for radio communications if it is not used in accordance with the instruction manual. The use of this equipment is not planned for a residential use.

Service and support

Support

Please use **EMAIL** for your requests.

- For **technical questions** (hardware and software), email at support@symcod.com
 - Provide a detailed description of the problem and/or questions (problem happens when..., intermittent problem...)
 - Please indicate model number and serial number (if applicable).
- For **all other questions**, please use symcod@symcod.com or Symcod Inc. at

1171 Notre-Dame O., Victoriaville, Qc, G6P 7L1
Phone: 1-800-203-9421, 1-819-751-0095
Fax: 819-751-1292

Return Merchandise Authorisation (RMA)

All return request must be authorized by SYMCOD Inc. To do so please refer to the following:

<http://www.symcod.com/rma>

- You will receive a formal confirmation number (# RMA)
- The RMA number must be printed on each box.
- All freight charges are at the customer expense and responsibility. Please take note that “collect” package will be refused.