



User Guide



DROP

HDCP compliant wall mount monitors

Technology Serving Design

Danish craftsmanship
Mediterranean soul


ARTHUR HOLM

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WELCOME

Thank you very much for purchasing an Arthur Holm product.

Please, read these installation and operating instructions carefully and keep them in a safe place for future consultations.

We remain at your entire disposal if you have any suggestions.

Henrik Holm

General Manager

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ABOUT US

The Company

Arthur Holm has its origins in the Danish furniture designer Jorgen Alex Jensen, who was active during the sixties and the seventies. His design inspiration and his concept of ergonomics have been continued by his family, who is the design force behind Arthur Holm product range. The result of combining Scandinavian design tradition with Mediterranean creativity, flexibility and emotion is a wide product range built on more than 25 years of craftsmanship.

Arthur Holm offers a professional product range where tomorrow's technology is shaped into valued materials with design flexibility and customisation, specially created to enhance communication in reception, collaboration, conference and meeting areas.

The art of customisation

Arthur Holm offers a range of ingenious products whose designs are based on quality materials and the latest technology. Products which endow meeting and conference rooms with silent, ergonomic, innovative and aesthetic solutions that integrate into the furniture, hang from the walls as works of art or are used as interactive points of information.

The world of Arthur Holm

Arthur Holm offers a selection of unique, elegant, versatile, flexible and ergonomic products that are being used in meeting and conference rooms, reception areas, huddle rooms, control rooms, auditoriums and public zones of leading companies throughout the world.

The numbers speak for themselves! We currently own 33 product patents, have presence in over 45 countries with products and solutions in more than 25,000 installations.

It will be our pleasure to work with you, designing your unique and personalised environment. Our broadcast electronic engineers will provide the latest technology while our design team will offer you the most exclusive appearance.

Our team puts its heart, passion and pride in all our designs.

EC REGULATIONS AND SECURITY



ATTENTION: Do not disassemble or modify the device in any way. This symbol warns of the presence of dangerous un-insulated voltages inside some of the components, of sufficient magnitude to expose people to risk of electronic shock.



This symbol draws attention to important use and maintenance instructions in the manual that accompanies the unit.



This symbol indicates that the equipment conforms to the norms established by the European Community.



This symbol indicates D.C. current.

SAFETY INSTRUCTIONS

Plugs

- Do not dismantle any part of the monitor power connector.
- Disconnect the power plug from the AC outlet when the monitor is not going to be used for an indefinite period of time.

Power and extensions cords

- Use the appropriate power cord with the correct plug type.
- Do not overload wall outlets or power cords.
- Make sure the total ampere passed through an extension cord does not exceed the maximum allowed by the cable used.
- Do not place anything on the power cord.
- Do not locate this product where a person may walk or trip over the cord.

SAFETY INSTRUCTIONS



Wiring connected to hazardous voltage requires installation by qualified personnel or the use of ready-made flexible cables.



For your security, your equipment must be connected to an electrical outlet with grounding connection protection.

Since the plug is used to disconnect the device, the operating electrical outlet must be in an easily accessible place.

Environment

- Install the equipment in a ventilated area.
- Avoid exposing the equipment to:
 - Rain or water
 - Excessive heat, cold or humidity
 - Area exposed to direct sunlight
 - Dirty areas
 - Equipment generating strong magnetic fields
- Avoid placing open containers of liquid, near the equipment.
- Keep a minimum distance of 30 mm in order to have good ventilation.
- Never place above the device any sources of flames such as lighted candles, etc.
- If you are using the device in extreme weather conditions and/or tropical climates, the equipment should be installed in a room which ensures a reasonable level of temperature and humidity.
- To prevent damage the equipment must be firmly anchored to the surface, as shown on the installation instructions.

SYSTEM DESCRIPTION

General

Drop monitors have been designed for an easy in-wall installation. They are supplied with a separate box for fix mounting, while the screen itself provides a “clip-on front” system.

Drop monitors are available with glass, brushed stainless steel and aluminium frames and provide multiple options and customisations. All models are provided with a galvanised mounting box and are available in a variety of sizes.

Highlights

- In- wall installation
- Brushed stainless steel/ Aluminium/ Glass front frame (depending on the model)
- Galvanised in-wall mounting box
- Clip on front system
- Maintenance free
- Easy to install
- Energy saving design

SYSTEM DESCRIPTION

Available Models

MODEL	DESCRIPTION
AH12DI/ AH12DA/ AH12DG Wide	HDCP compliant 12.1" widescreen monitor finished with a stainless steel (I), aluminium (A) or Glass (G) front frame for in-wall integration, DVI-I and DVI-D inputs.
AH15DI/ AH15DA/ AH15DG Wide	HDCP compliant 15.6" Full HD monitor finished with a stainless steel (I), aluminium (A) or Glass (G) front frame for in-wall integration, DVI-I and DVI-D inputs.
AH17DI/ AH17DA/ AH17DG Wide FHD	HDCP compliant 17.3" Full HD monitor finished with a stainless steel (I), aluminium (A) or Glass (G) front frame for in-wall integration, DVI-I and DVI-D inputs.
AH19DI/ AH19DA/ AH19DG Wide	HDCP compliant 18.5" Full HD monitor finished with a stainless steel (I), aluminium (A) or Glass (G) front frame for in-wall integration, DVI-I and DVI-D inputs.
AH22DI/ AH22DA/ AH22DG	HDCP compliant 21.5" Full HD monitor finished with a stainless steel (I), aluminium (A) or Glass (G) front frame for in-wall integration, DVI-I and DVI-D inputs.

SYSTEM DESCRIPTION

Options

AH12DI/A/G	AH15DI/A/G	AH17DI/A/G	AH12DI/A/G	AH12DI/A/G
CL Laser engraved logo	CL Laser engraved logo	CL Laser engraved logo	CL Laser engraved logo	CL Laser engraved logo
TS12016 - Not available for Glass models (G) Projected capacitive multitouch screen	TS15HD - Not available for Glass models (G) Projected capacitive multitouch screen	TS170HD - Not available for Glass models (G) Projected capacitive multitouch screen	TS190HD - Not available for Glass models (G) Projected capacitive multitouch screen	TS22010 - Not available for Glass models (G) Projected capacitive multitouch screen
PC Built-in fan less industrial PC board	PC Built-in fan less industrial PC board	PC Built-in fan less industrial PC board	PC Built-in fan less industrial PC board	PC Built-in fan less industrial PC board
RS-232 RS-232 serial port	RS-232 RS-232 serial port	RS-232 RS-232 serial port	RS-232 RS-232 serial port	RS-232 RS-232 serial port

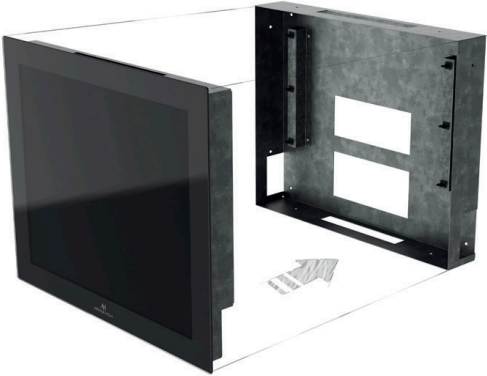
SYSTEM DESCRIPTION

Box Contents

Before the installation of your retractable monitor, please check the contents of the shipping box, it must contain the following items:

- Monitor
- Galvanised in-wall mounting box
- Power cord
- Power supply 100-240Vac, 50-60Hz. Output 12V
- User Manual

Important note: This device can only work with the power supply included in the shipping box. This power supply can not be replaced by any other rather than the original one.

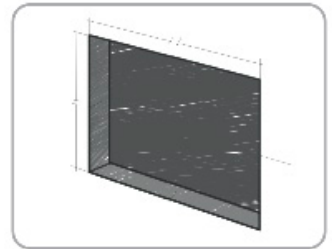


INSTALLATION INSTRUCTIONS

Drop installation guide

1.- First make a hole in the wall following the indications and dimensions in the pattern hole document.

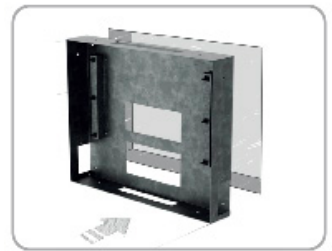
Depending on the wall's material it may be necessary to use a different fastening.



2.- Place the mounting box inside the hole with the edges flush with the wall and fix it with screws:

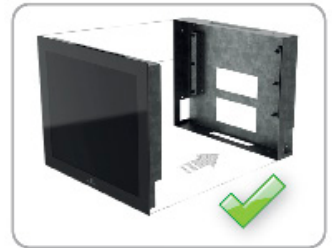
In lateral sides and/or up and down

In frontal holes, if the back of the mounting box is in contact with the wall.
Always use countersunk screws!

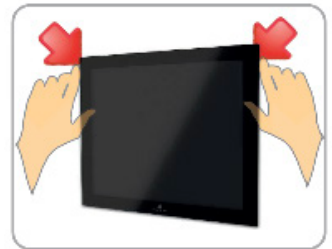


3.- Mount the monitor into the box. Press it until you hear the "click" of the latches of the monitor.

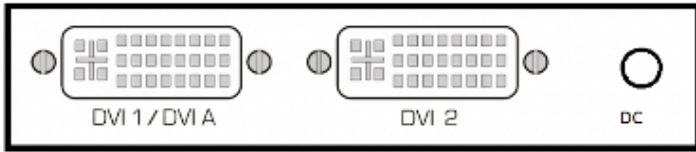
This means it will stay in place.



4.- If you need to remove the device, carefully introduce fingers, or a plastic wedge between the wall and the metal plate in the upper corners and pull gently. You should be able to move the latch to loosen the device from the mounting box.



INPUT CONNECTORS



DC 12V D.C.: Power supply input connector.

DVI 1 / DVI A: DVI-I input signal. Connect a DVI (digital) input signal and select DVI 1 on the OSD monitor menu. Use a DVI to VGA adaptor to connect an ARGB (analogue) input signal and select DVI-A on the OSD monitor menu.

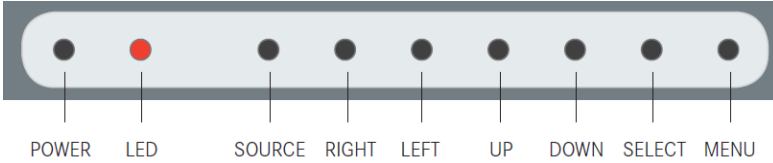
DVI 2: DVI-D input signal. Connect a DVI (digital) input signal and select DVI 2 on the OSD monitor menu. Use high quality DVI cables with 2m maximum length.

Use high quality DVI cables with 2m maximum length

CONTROLS

OSD monitor control

The OSD buttons, to control or configure the monitor, are located at the lower body housing of the system



POWER	Monitor power on/off
LED	Indicates operation status
SOURCE	Signal input selection
RIGHT	Moves the cursor right in the OSD menu
LEFT	Moves the cursor left in the OSD menu
UP	Moves the cursor up in the OSD menu
DOWN	Moves the cursor down in the OSD menu
SEL	Selects the OSD menu function
MENU	Activates the OSD menu on screen. Exits the OSD menu when is active

OSD MENU

Accessing the menu system

- With the OSD off, push the MENU button to activate the main OSD menu.
- Press the UP and DOWN buttons to move from one function to another. Please refer to the following sections below to view a complete list of all the functions available for the monitor.
- Press the OK button to confirm.
- When a function is selected, press the LEFT and RIGHT buttons in order to change the parameter of the function.

Press the MENU button to access to the main menu.

Picture

Picture Mode: Adjusts the mode of the image

- Dynamic
- Standard
- Mild
- User: Contrast - Brightness - Colour - Sharpness - Tint

Colour Temperature: Adjusts the colour of the image

- Cool
- Medium
- Warm
- Use: Red - Green - Blue

Aspect Ratio: Adjusts the image aspect on screen

- 4:3
- 16:9
- Just scan

OSD MENU

Noise Reduction: Adjusts the image noise filter

- Off
- Low
- Medium
- High
- Default

Screen: (Only for analogue signals)

- Auto Adjust
- Horizontal Position
- Vertical Position
- Size
- Phase

Backlight: Adjusts the backlight screen's level

Colour Range: Adjusts the colour range

- 0 - 255
- 16 - 235

OSD MENU

Option

Language: OSD language selection

Restore Factory Default: Adjusts the parameters to the initial factory parameters

Blending: OSD window transparency

- Low
- Medium
- High
- Off

OSD Duration: Adjusts the time that the OSD menu window remains on the screen

Software Update (USB): Port to use for firmware's upgrade.

Mirror:

0. Image with no flip
1. Vertical flip
2. Horizontal flip
3. Rotate

VIDEO SIGNALS

AH12 DA Wide/AH12 DI Wide/AH12 DG Wide

RESOLUTION	Horizontal freq (KHz)	Vertical freq (Hz)	Scanning type
800x600@60Hz	37.879	60.317	Progressive
800x600@72Hz	48.077	72.188	Progressive
800x600@75Hz	46.875	75.000	Progressive
1024x768@60Hz	48.363	60.005	Progressive
1024x768@70Hz	56.476	70.070	Progressive
1024x768@75Hz	60.023	75.030	Progressive
1280x720@60Hz	44.697	59.915	Progressive
1360x768@60Hz	47.720	59.799	Progressive

AH15 DA Wide FHD/AH15 DI Wide FHD/AH15 DG Wide FHD

RESOLUTION	Horizontal freq (KHz)	Vertical freq (Hz)	Scanning type
800x600@60Hz	37.879	60.317	Progressive
800x600@72Hz	48.077	72.188	Progressive
800x600@75Hz	46.875	75.000	Progressive
1024x768@60Hz	48.363	60.005	Progressive
1024x768@70Hz	56.476	70.070	Progressive
1024x768@75Hz	60.023	75.030	Progressive
1280x720@60Hz	44.697	59.915	Progressive
1360x768@60Hz	47.720	59.799	Progressive
1280x1024@60Hz	63.981	60.020	Progressive
1680x1050@60Hz	65.160	59.944	Progressive
1600x1200@60Hz	74.479	59.967	Progressive
1920x1080@60Hz	67.500	60.000	Progressive

VIDEO SIGNALS

AH17 DA Wide FHD/AH17 DI Wide FHD/AH17 DG Wide FHD

RESOLUTION	Horizontal freq (KHz)	Vertical freq (Hz)	Scanning type
800x600@60Hz	37.879	60.317	Progressive
800x600@72Hz	48.077	72.188	Progressive
800x600@75Hz	46.875	75.000	Progressive
1024x768@60Hz	48.363	60.005	Progressive
1024x768@70Hz	56.476	70.070	Progressive
1024x768@75Hz	60.023	75.030	Progressive
1280x720@60Hz	44.697	59.915	Progressive
1360x768@60Hz	47.720	59.799	Progressive
1280x1024@60Hz	63.981	60.020	Progressive
1680x1050@60Hz	65.160	59.944	Progressive
1600x1200@60Hz	74.479	59.967	Progressive
1920x1080@60Hz	67.500	60.000	Progressive

AH19 DA Wide FHD/AH19 DI Wide FHD/AH19 DG Wide FHD

RESOLUTION	Horizontal freq (KHz)	Vertical freq (Hz)	Scanning type
800x600@60Hz	37.879	60.317	Progressive
800x600@72Hz	48.077	72.188	Progressive
800x600@75Hz	46.875	75.000	Progressive
1024x768@60Hz	48.363	60.005	Progressive
1024x768@70Hz	56.476	70.070	Progressive
1024x768@75Hz	60.023	75.030	Progressive
1280x720@60Hz	44.697	59.915	Progressive
1360x768@60Hz	47.720	59.799	Progressive
1280x1024@60Hz	63.981	60.020	Progressive
1680x1050@60Hz	65.160	59.944	Progressive
1600x1200@60Hz	74.479	59.967	Progressive
1920x1080@60Hz	67.500	60.000	Progressive

VIDEO SIGNALS

AH22 DA/AH22 DI/AH22 DG

RESOLUTION	Horizontal freq (KHz)	Vertical freq (Hz)	Scanning type
800x600@60Hz	37.879	60.317	Progressive
800x600@72Hz	48.077	72.188	Progressive
800x600@75Hz	46.875	75.000	Progressive
1024x768@60Hz	48.363	60.005	Progressive
1024x768@70Hz	56.476	70.070	Progressive
1024x768@75Hz	60.023	75.030	Progressive
1280x720@60Hz	44.697	59.915	Progressive
1360x768@60Hz	47.720	59.799	Progressive
1280x1024@60Hz	63.981	60.020	Progressive
1680x1050@60Hz	65.160	59.944	Progressive
1600x1200@60Hz	74.479	59.967	Progressive
1920x1080@60Hz	67.500	60.000	Progressive

INFORMATION ON DISPOSAL FOR USERS OF WASTE ELECTRICAL & ELECTRONIC EQUIPMENT



This symbol on the products and/or accompanying documents means that used electrical and electronic products should not be mixed with general household waste.

For proper treatment, recovery and recycling, please take these products to the designated collection points, where they will be accepted on a free of charge basis. Alternatively, in some countries, you may be able to return your products to your local retailer upon the purchase of an equivalent new product.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling. Please contact your local authority for further details of your nearest designated collection point.

Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

For business users in the European Union

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

Information on disposal in countries outside the European Union

This symbol is only valid in the European Union. If you wish to discard this product, please contact your local authorities or dealer and ask for the correct method of disposal.

WARRANTY TERMS AND CONDITIONS

Albiral Display Solutions warrants this product against manufacturing defects and workmanship for a period of two (2) years from the date of purchase, subject to the conditions below.

1. LCD panel, inverter, controller, electrical, electronic boards, engine, mechanical parts, accessories and power supply are warranted against manufacturing defects and workmanship for a period of two (2) years from the date of purchase.

2. LCD panels that present more than 3 defective pixels (15-19") and more than 4 defective pixels (20-24") will be replaced under warranty.

3. Labour costs: Albiral Display Solutions covers the labour costs to replace any defective parts during the validity of this warranty.

4. Transport costs:

I) In the case that a manufacturing defect occurs within 90 days after the purchase date, both freight and insurance costs will be paid by Albiral Display Solutions.

Although Albiral Display Solutions pays for transport and insurance cost, Albiral Display Solutions will not be responsible for the damages caused by transport if the customer does not inform in writing immediately when receiving the goods.

II) After 90 days of the purchase date, the beneficiary of the warranty will pay both freight and insurance costs.

Albiral Display Solutions will not be responsible for the damages caused by transport, when the customer pays this.

5. This warranty does not cover the labour costs of handling, diagnose, remove, replace, reinstall and/or program any product, force majeure causes such as vandalism or stealing.

WARRANTY TERMS AND CONDITIONS

6. This warranty does not apply if the fault has been caused by misuse, improper handling, electrical or mechanical abuse, abnormal operation conditions, non-authorized modifications, and inadequate transport or as a result of atmospheric phenomena.

7. The warranty is not valid if persons other than authorized Service Centre have handled the product and if the product has been manipulated or warranty seals are removed or manipulated.

8. The beneficiary of the warranty will have to send the devices with the original packaging to warranty there are no damages during the transport.

9. The warranty is not valid if the beneficiary of the warranty does not include RMA form and copy of the purchasing invoice.

Please note that laws vary from country to country, and the same provisions of this warranty may not apply to you.

If you have any doubts concerning the terms of this warranty, please contact:

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Patents

MU17180ES00	P27178ITEP
MU17301ES00	P27178RUPC
MU17322ES00	P27178USPC
MU17413ES00	P27284DEEP
MU17445ES00	P27284EPPC
MU17854ES00	P27284ESEP
MU17868DEPC	P27284GBEP
MU17868RUPC	P27284RUPC
P24821DEEP	P27284USPC
P24821ESEP	P27715ESEP
P24821GBEP	P28089DEEP
P24821USPC	P28089ESEP
P27178DEEP	P28089ITEP
P27178EPDV01	P28089USPC
P27178EPPC	P28090EP00
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	P31160PCES