



VIDEOTREE

LUXURY WATERPROOF TELEVISIONS MADE IN ENGLAND

IPTV RANGE

MADE IN
BRITAIN



VTL19OIP: ON-WALL 19" IPTV
VTL27OIP: ON-WALL 27" IPTV



User manual and installation guide for Videotree's on-wall range of waterproof IP-enabled televisions.

Please read this guide carefully before installing and operating your Videotree television and retain for future reference.



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Warning: Improper mounting and installation of your Videotree television can lead to damaged or broken property, bodily injury or death. If you do not feel confident that you can complete any step in this guide please STOP IMMEDIATELY. Place the television in a safe location and contact Videotree or a professional AV installer or electrician before continuing.

It is the responsibility of the installer to ensure that your waterproof television is correctly installed and sealed to retain water-tightness.

Your warranty will be void if damage to the television occurs due to incorrect installation or poor sealing.

Images shown in this manual may differ to your television depending on which product you have purchased.

If unsure, please contact Videotree:

Email: sales@videotree.com

Telephone: 01932 267 797

Overseas: +44 (0)1932 267 797

Opening Hours:

Monday - Friday

9am - 5pm (GMT)

INTRODUCTION

Thank you for choosing Videotree. The following guide will assist you with the operation and installation of your on-wall television. Please carefully read this guide before attempting to install and operate your on-wall television and follow the instructions provided.

If you have any questions or are unsure about any of the instructions in this guide, please contact Videotree before proceeding with the installation (contact details can be found on page 36).

BEFORE YOU BEGIN

Please ensure you read the following safety precautions and check the contents of your packaging before you begin to install your on-wall television. If any of the below contents are missing, please contact Videotree before continuing with the installation of your television.

CONTENTS



IP-enabled on-wall television



Learning Remote



Master Remote



2x AAA Batteries
(Master Remote)



Power Lead



Power Supply:

12V for 19" & 27" screens
24V for 32" - 55" screens

WHAT YOU WILL NEED

To install and mount your on-wall television, you may require the following additional tools and accessories:



Fixture Screws
(we recommend coach screws for the larger TVs)



Wall Plugs
(depending upon the condition of your wall)



Measurement Tools
(such as a spirit level or tape measure)



Watertight Sealant
(such as silicon sealant)
REQUIRED

SAFETY PRECAUTIONS

Please carefully read the below safety precautions before installing your Videotree television.



A Warning is used when failure to follow instructions may result in serious injury or death.



A Caution is used when failure to follow instructions may result in a minor injury or damage to the product or other property.



Notes are used to provide clarification.

WARNINGS



Do NOT install your television in the following environments:

- In direct sunlight
- Near a heat source such as a heater or fireplace
- In an outdoor area exposed to weather conditions
- Underneath a direct water source such as a shower.

Risk of damage to the television. May result in fire or electric shock.



Do NOT install the television without a safety earth. Your Videotree television MUST be earthed. Ensure the earth pin on the mains plug is correctly connected.

Risk of electrocution or injury.



Do NOT touch the mains plug or power supply unit with wet hands. Ensure the mains plug is clean and dry before connecting to mains power.

Risk of electrocution, fire or injury.



Ensure the mains plug is properly connected to the socket before turning the mains power on.

Unsecured mains plugs can result in fire or electrocution.




Do NOT expose the mains plug or power supply unit to excessive heat.


Risk of fire or electric shock.





Do NOT expose the power supply to water.


Water damage may result in fire or electric shock.


- 


Do NOT remove the back cover of the television or attempt to open the unit. There are no user serviceable parts inside.
Risk of electric shock or fire.
- 


Ensure there is always easy access to the mains supply and the power supply unit.
Blocked access may result in increased fire risk.
- 


Ensure the power supply unit is disconnected from the mains power supply before connecting to your television.
Risk of power surge causing damage to the unit.
- 


Do NOT place heavy objects onto the television, power supply unit or connecting wires.
Risk of product damage, injury or fire.
- 


Do NOT excessively bend connecting wires behind the rear of the television during installation. Also do NOT hang the wires on the back of the television. Tidy cables away safely.
Risk of product damage and fire.
- 

Do NOT plug too many devices into a singular power supply socket.
Risk of fire due to overheating.
- 

Ensure the television is correctly and securely fixed to the wall before use. Do NOT allow children or pets to climb on to the television once installed.
Falling heavy objects could result in injury or death.
- 

Keep all packaging and small parts out of reach of children.
Risk of suffocation or death.
- 

Do NOT insert metal objects into the power supply unit or mains power socket.
Risk of electrocution or fire.
- 

Do NOT store flammable substances near the television or mains supply unit.
Risk of combustion.
- 

Do NOT place foreign objects into the television.
Risk of electric shock or fire.



Do NOT clean the television or power supply unit with a flammable substance.

Risk of fire or electric shock.



Do NOT touch the television or power supply unit during a lightning storm.

Risk of electric shock.



Do NOT insert or remove the mains plug into the mains supply socket, or turn the mains supply socket on or off if there is a gas leak. Open windows and doors to ventilate the area.

Risk of fire by ignition.



Do NOT leave the mains plug in the mains supply socket if the television is not being used for long periods of time.

Risk of electric shock or fire due to degradation of the unit or dust ingress causing ignition.



Do NOT use the television if the following applies:

- The unit has been badly damaged
- There is smoke or a strong smell coming from the unit
- Foreign objects have been placed into the unit

If any of the above applies, please contact Videotree immediately.

CAUTIONS



Do NOT use a power supply unit from a different manufacturer or supplier. Videotree's power supply units are specifically designed for Videotree televisions.

Use of other power supply units may result in damage to the television and personal injury.



Do NOT attempt to install or remove your television without assistance. Videotree televisions are heavy and require at least 2 persons for installation and removal.

Incorrect handling of heavy objects can result in injury.



Do NOT install or use the television near wireless communication devices.

Electromagnetic interference may occur.



Do NOT install the television on an unstable surface. If you are unsure, remove the television immediately.

Risk of injury or damage to the unit.



Only use the batteries specified in this guide. DO NOT mix old and new batteries.

Risk of leakage and ignition.



Do NOT expose batteries to excessive heat or direct sunlight.

Risk of ignition.



Do NOT attempt to charge non-rechargeable batteries.

Risk of ignition or electric shock.



Ensure the remote control sensor on the television is not blocked. Objects between the remote control and the sensor will prevent the remote control from working.



Ensure external devices are correctly connected to the television and that the cables are long enough to reach.

Risk of damage to the unit or personal injury.



Do NOT use the mains plug sockets to turn the television on or off. Always turn the television on or off by using the power button on the unit or remote control.

Incorrect use may result in damage to the unit or electric shock.



Do NOT place excessive force or weight onto the screen.

Risk of damage to the screen.



Do NOT use abrasive or flammable substances when cleaning the television. Always turn off the power supply before cleaning the unit with a soft, clean cloth.

Risk of damage to the unit or electric shock.



Do NOT unplug the power supply plug by pulling on the wires.

Always ensure the power supply is turned off and remove the plug by pulling on the plastic casing.

Risk of electric shock and damage to the wires.



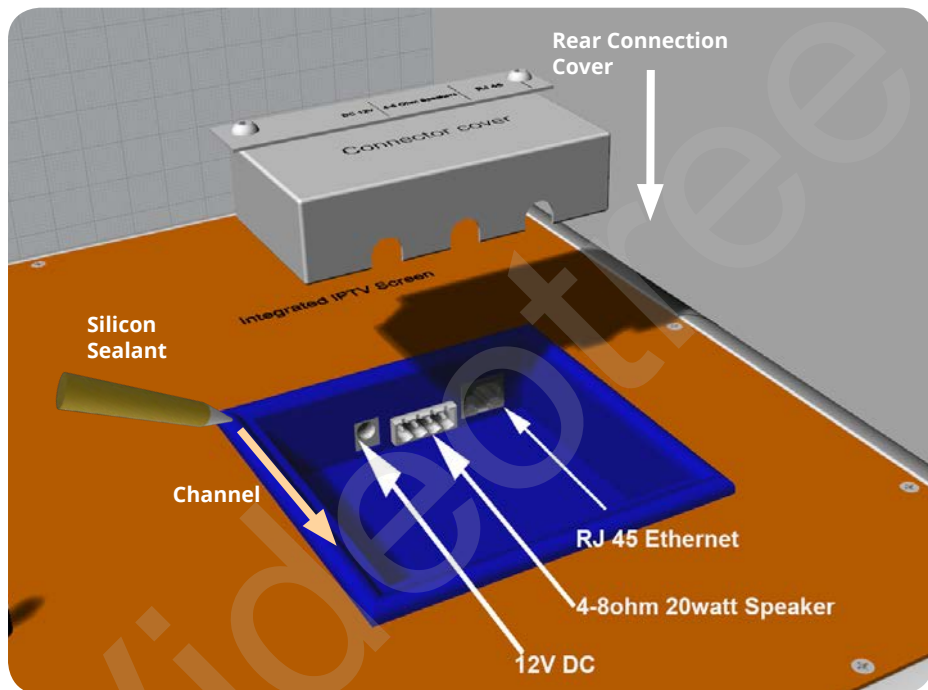
Do NOT display a still image on the screen for prolonged periods of time. This could result in the image 'sticking' and therefore damage to the screen.



Videotree's on-wall IP-enabled television is perfectly designed for harsh environments. Each television module is IP66 rated for complete protection against moisture, dust and insects, with a specially designed rear connector cover to ensure no further ingress through the rear connection ports - ideal for wet, humid or outdoor environments.

Rear connection ports:

- RJ45 Ethernet
- 4-8 Ohm, 20 watt speaker
- 12V DC

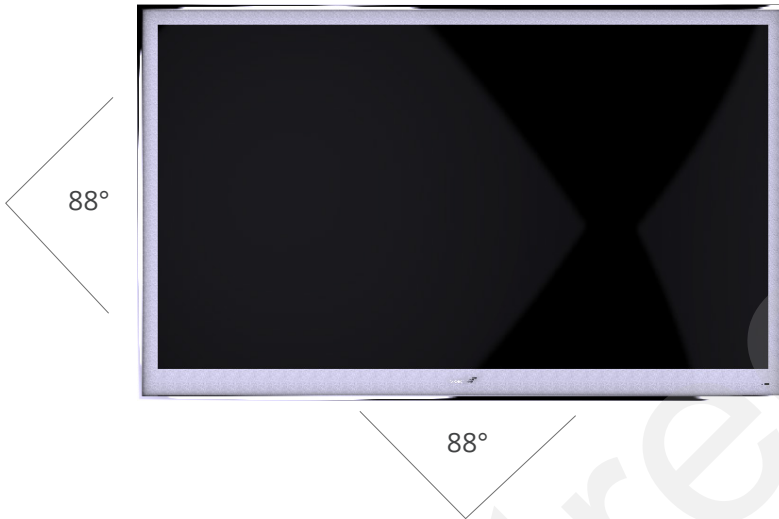


We provide a simplistic connection port for quick setup and installation in our range of IP-enabled televisions.

Once all the connections are in place, the rear connection cover simply slots into the connection box on the back of the television - leaving no interference with the cable connections.

For added protection, installers can fill the provided channels surrounding the connection box with silicon sealant (see image above).

VIEWING ANGLES



WARNING:

Do NOT install your television in direct sunlight, underneath a direct water source, in outdoor conditions or near a heat source.



Do NOT install your television on an unstable surface.

1. Decide on the best position for your on-wall television.
2. If possible, test the television in this position to ensure the viewing angle is appropriate for the viewing position. *Your television viewing angle may differ depending upon the size and style of your television.*
3. If unsure, plug the television into the nearest mains power supply and turn on once you have ensured the area is safe. Whilst the screen is on, position the television until satisfied that the picture does not darken or disappear from your viewing position.
4. Once you have decided on the television position, check for any hazards that may prevent you from installing in this area, i.e. cables or pipework beneath the wall. When mounting your television in stud walls, check for any supporting framework behind the plasterboard.

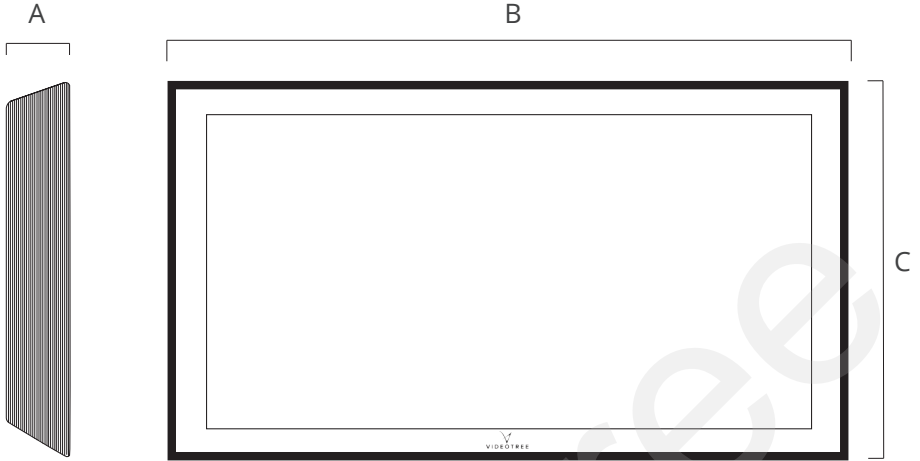


WARNING:

If you are unsure about the installation of your television STOP IMMEDIATELY and contact a professional.

Incorrect installation could result in bodily injury or damage to the television.

TELEVISION DIMENSIONS

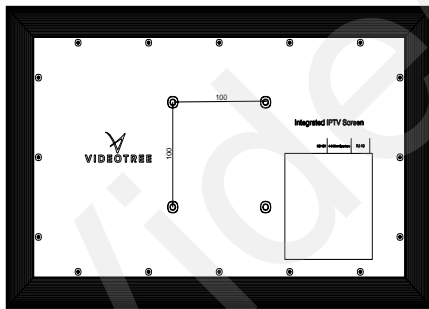
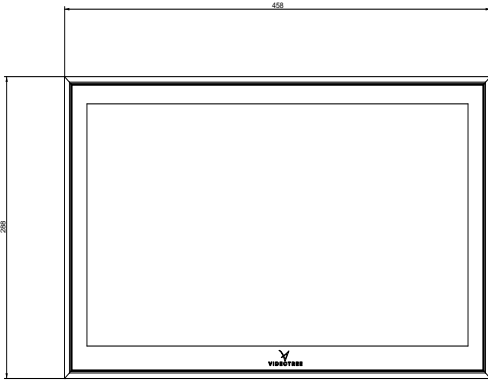


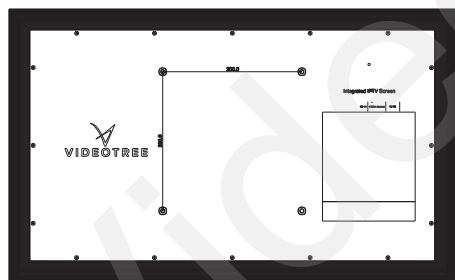
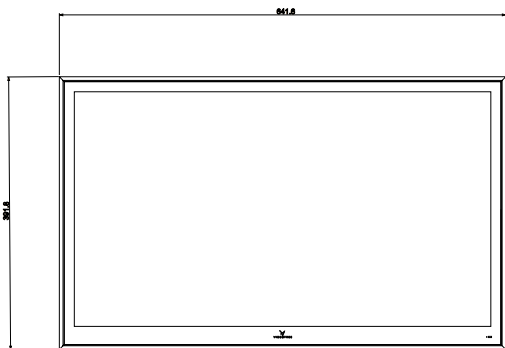
TELEVISION SIZE		
KEY*	19"	27"
A	45	44.8
B	458	641.6
C	288	391.8
PACKAGING DIMENSIONS		
Length	553	735
Depth	180	180
Height	497	550
Weight (kg)	11kg	16kg
VESA MOUNT DIMENSIONS		
Fixing Holes	100 x 100	100 X 100

*Measurements are in millimetres (mm) unless otherwise stated.

19" TELEVISION DIMENSIONS

19" Screen





INSTALLATION



WARNING:

When removing your television from the packaging, ensure that you are able to lift the television correctly. We recommend that 2 persons are required to lift and move the larger televisions.



When lifting your television, face the screen away from your body and hold the top and the bottom of the frame securely. Do NOT hold the screen or place excessive pressure on the screen.



NOTE:

Before installing your television, we recommend that you connect the television to a power source and ensure that it is working correctly.

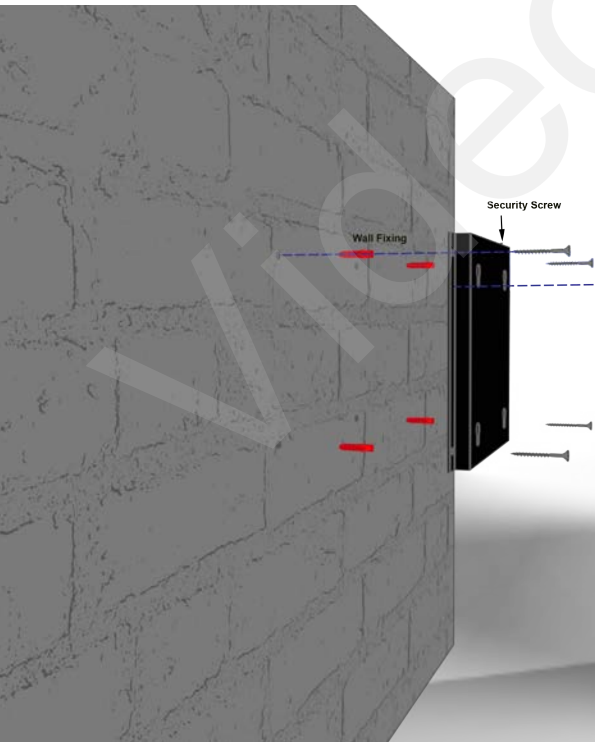
STEP 1

Determine the best position for the television, taking into account viewing angles, cable connections and lighting. Ensure that you correctly measure and mark out the fixtures and fittings to align with your television, ensuring that they are positioned as straight as possible.

STEP 2

Once all the fittings are marked out, fix the VESA mount bracket to the wall using security screws and wall plugs if required.

Ensure the wiring is accessible and long enough to connect to the television. We recommend fixing the wiring into the wall and keeping the cables as tight to the wall as possible.





WARNING:

Ensure the cables are long enough to reach your television and any power outlets or external devices.



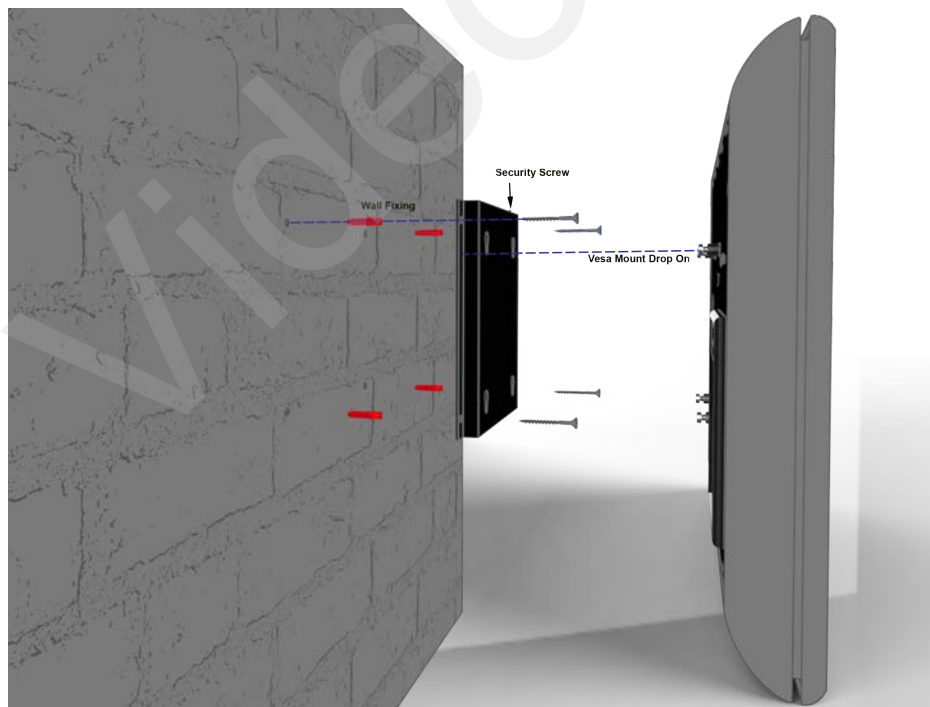
Ensure the mains supply socket is switched off before connecting your television power supply.



We recommend using at least two persons to lift the television.

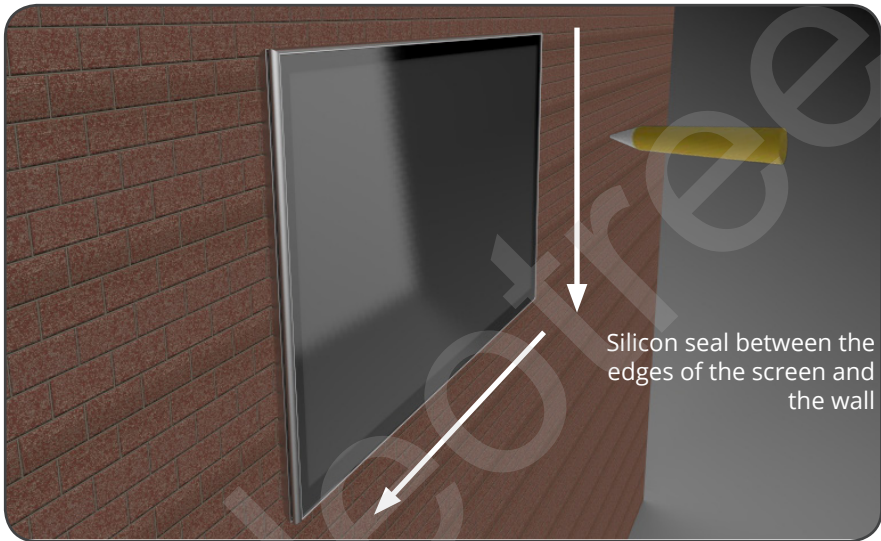
STEP 3

We recommend that you test your television once the wires have been fixed into the wall. Connect the wires to the television. Hook the television onto the VESA mount using the holes and 'drop-on' hooks as demonstrated below. Test that your television is working correctly and that the cables are correctly inserted into the back of the television before applying sealant.

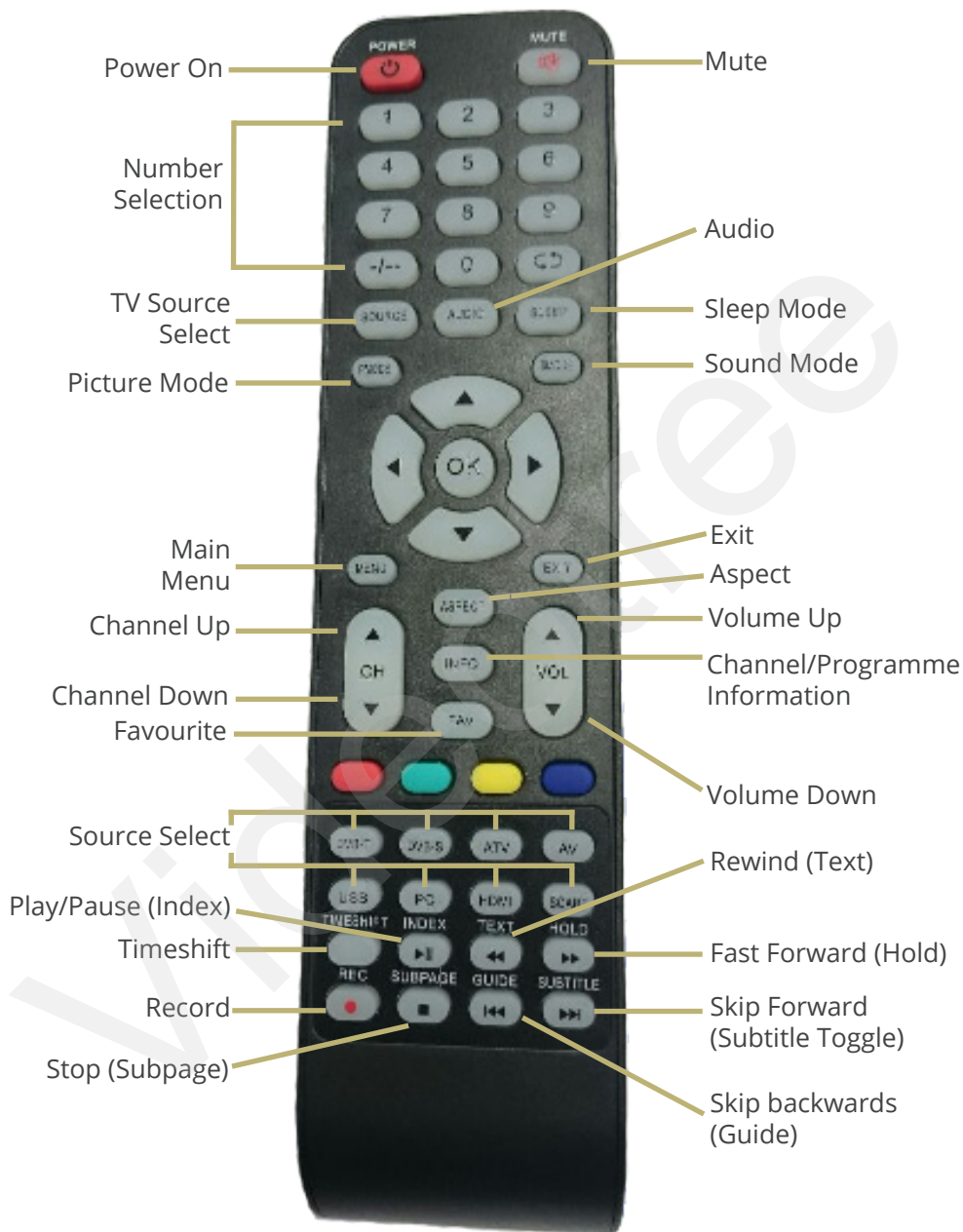


STEP 4 (optional)

Once you have ensured your television is working correctly and that all the cables have been connected, use a silicon sealant to seal between the edges of your television and the wall. Ensure that any gaps are completely sealed to prevent ingress of water and dust to the rear of the television.

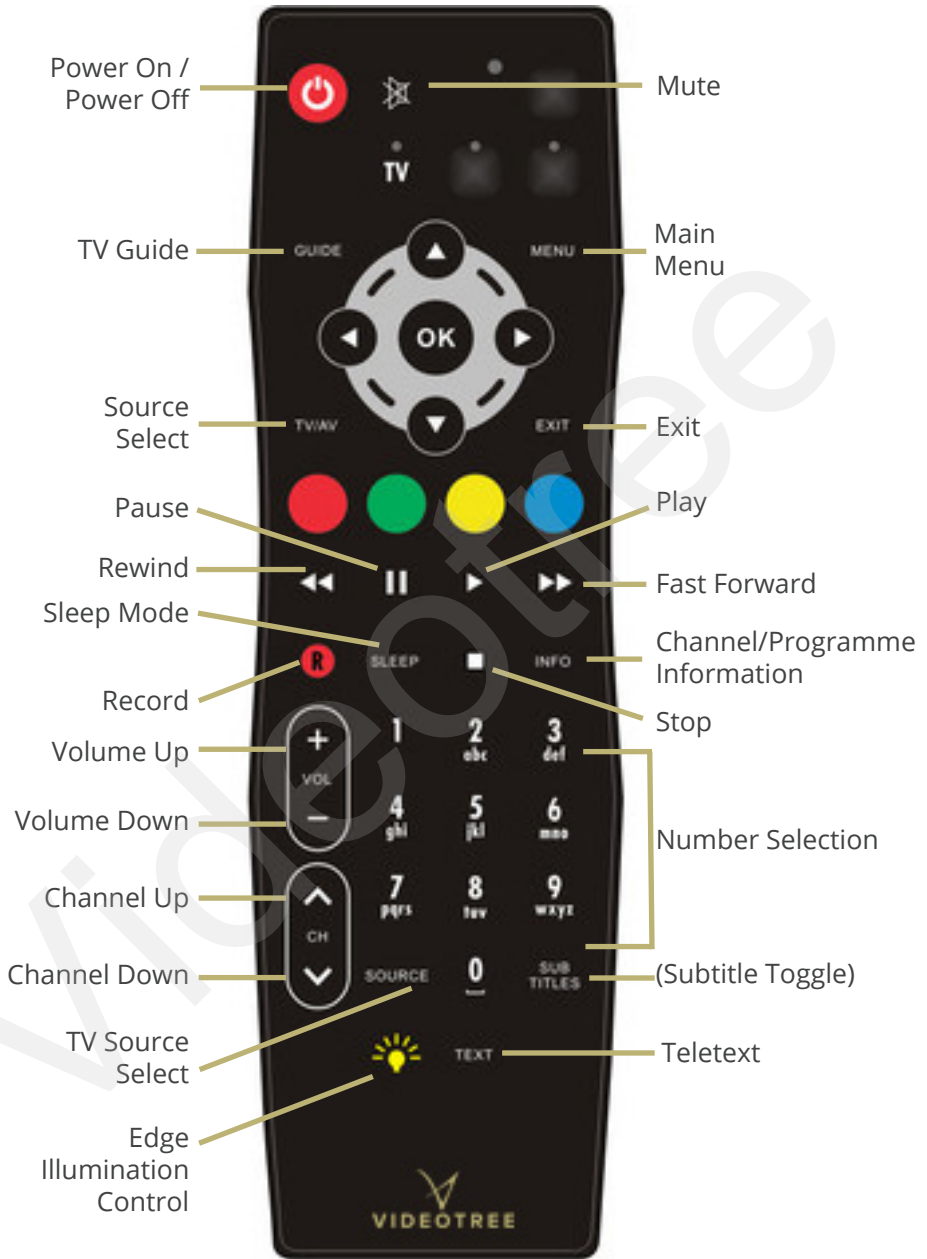


MASTER REMOTE CONTROL



PLEASE NOTE: The Master Remote Control is NOT waterproof. Do NOT get wet or submerge under water.

LEARNING REMOTE CONTROL



PLEASE NOTE: The Learning Remote Control is splashproof ONLY. Do NOT submerge under water.

RS232 CODES

Number	Description	RS232 Code
1	POWER ON	POWR01
2	POWER OFF	POWR00
3	VOLUME UP	RGHT00
4	VOLUME DOWN	LEFT00
5	CHANNEL UP	UPXX00
6	CHANNEL DOWN	DOWN00
7	MUTE ON	MUTE99
8	MUTE OFF	MUTE99
9	HDMI1	IHDM01
10	HDMI2	IHDM02
11	HDMI3	IHDM03
12	USB1	IUSB01
13	RGB	IRGB01
14	SATELLITE DVBS	DVBS00
15	TERRESTRIAL DVBT	DVBT00
16	COMPONENT	IYPB01
17	COMPOSITE	IAVX01
18	SCART	ISCT01
19	SELECT	SLCT00
20	EPG GUIDE	EPGX00
21	LEFT	WEST00
22	RIGHT	EAST00
23	UP	NRTH00
24	DOWN	SUTH00
25	CHANNEL 1	NUMB01
26	CHANNEL 2	NUMB02
27	CHANNEL3	NUMB03
28	CHANNEL4	NUMB04
29	CHANNEL5	NUMB05
30	CHANNEL6	NUMB06
31	CHANNEL7	NUMB07
32	CHANNEL8	NUMB08
33	CHANNEL9	NUMB09

RS232 CODES CONTINUED

Number	Description	RS232 Code
34	CHANNEL0	NUMB00
35	-/---	NUMT00
36	EXIT	EXIT00
37	ARC ON	ARCX01
38	ARCOFF	ARCX00
39	BLUE	BLUE00
40	RED	REDX00
41	YELLOW	YLOW00
42	GREEN	GREN00
43	SOURCE	SRCE00
44	PAUSE/PLAY	PLPS00
45	RECORD	RECX00
46	SLEEP	SLEP00
47	STOP	STOP00
48	INFO	INFO00
49	TEXT	TEXT00
50	Sub Title	SUBT00
51	MENU	MENU00
52	ENTER	ENTR00
53	CEC ON	CECXX01
54	CEC OFF	CECXX00
55	CEC STATUS	CECX??

Baud Rate is: 115200

Data Length: Data Length 8bits

Parity bit: None

Stop bit: 1 bit

Flow Control: None

DB9 Pin connection signals:

2 -RX

3 -TX

5 - Ground

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
No LED light	No input power.	<ul style="list-style-type: none"> • Check the power cable • Check if the green LED light on the power supply is illuminated
No signal	<p>No signal transmitted/ different source selected.</p> <p>No source cable is properly connected.</p> <p>Source equipment is not setup correctly.</p>	<ul style="list-style-type: none"> • Check correct source is selected • Check cable connection between TV and source equipment • Check the external equipment is on and set to display video on the required output port
No remote response	New batteries required.*	<ul style="list-style-type: none"> • Replace the batteries • The waterproof remote comes with power LED
No sound	<p>Mute is on.</p> <p>Volume is set too low.</p> <p>No speaker is connected.</p>	<ul style="list-style-type: none"> • Press the mute button • Press the Vol + button • Check connection between TV and speaker
No sound for PC input	The audio cable is not connected correctly.	<ul style="list-style-type: none"> • Check the cable is connected between the PC line out and the TV's line in connection
RS232 does not work	<p>Transmission protocol is incorrect.</p> <p>If a non-standard RS232 cable is used, the connector pin-out could be incorrect.</p>	<ul style="list-style-type: none"> • Check the transmission protocol • Check the DB9 male pin-out

** To check the remote control IR transmitters are working, view the IR emitter through a digital camera (or mobile phone camera) and press a button. If the emitter does not flash then you will need to replace the batteries.*

If you are still experiencing difficulties operating your television after following the troubleshooting guide, please contact us:

Email: sales@videotree.com

Telephone: 01932 267 797

www.videotree.com

TECHNICAL SPECIFICATIONS

GENERAL INFORMATION

Temperature:

Operating  0°C to 50°C

Storage  -10°C to 60°C

Humidity:

Operating  5% to 80% RH (non-condensing)

Storage  5% to 80% RH (non-condensing)

Installation On-wall installation. Indoor use.

Protection Rating IP66

OSD Language English/French/German/
Spanish/Italian/Russian + 16
languages

Usage Life Up to 60,000 hours typical

SCREEN

Contrast Ratio 3000:1

Aspect Ratio 16:9

Driver Element a-Si TFT active matrix

Colour Depth 10 Bit

Number of Pixels Standard: 1360 x 768

Brightness 400 NIT

Viewing Angle Up/Down 88° / 88°
Left/Right 88° / 88°

AUDIO OUT

Digital Audio SPDIF Coax

Line level audio out (included)

Speakers out (included)

Audio out 2 x 8W @ 8 Ω THD <10%

Noise reduction 3D

Dolby Licensed

PHOTO

jpg / jpeg / .bmp / .png

VIDEO

mp3 / .wma / .m4a / .aac

USB

Supports photo, music and video files

POWER

220V / 240V AC requirement

12V (27") or 24V (32"-55") to screen

Low Power Standby Mode (<0.5 Watt)

12V Trigger Out (optional extra)

MOVIE

.avi (DivX, Xvid, MPEG-4) .mp4

.mpg MPEG-1, MPEG-2 .ts

.dat MPEG-1 .dat

.mov .mkv H.264 .rmbv .rm

IPTV SPECIFICATIONS

1 x Ethernet 10/100 BaseT via RJ-45 shielded connector

Outputs

HDMI 1.3a. with HDCP & CEC 10-way Mini-DIN for composite Video / Component (YPrPb) / RGB / S-Video & analogue audio/ S/PDIF (optical) / 2 x USB 2.0 / RS232 serial connector

Power

5V DC at 1.5A via external power supply

Less than 8W typical usage (external supply input voltage 100-240V AC 50-60Hz 3A max)

Codecs

MPEG-2 MP@HL

MPEG-4 pt10 AVC/H.264 HP@L4

Video Resolutions

Up to 720p & 1080i. Displays up to 1080p

Graphics Resolutions

HD graphics up to 1280 x 720

Audio

Analogue stereo audio out

Stereo & Dolby 5.1 surround via S-PDIF & HDMI

Dolby Digital+ pass through to external decoder

Security

Wide selection of DRM & Conditional Access support

HDCP on HDMI Macrovision on SD outputs (optional)

Memory

128MB Flash, 256MB RAM

SYMBOLS USED



Temperature limitation: indicates the temperature limits to which the television can be safely used or stored.



Humidity limitation: indicates the humidity limits to which the television can be safely exposed.



Refer to instruction manual.

IP66

The first number 6: protected from total dust ingress.

The second number 6: protected against powerful water jets.

WASTE DISPOSAL OF ELECTRICAL AND ELECTRONIC PRODUCTS (WEEE)

One of the provisions of the European Directive 2012/19/EU is that anything electrical or electronic should not be treated as domestic waste and simply thrown away. To remind you of this Directive all affected products are now being marked with a crossed-out wheelie bin symbol, as depicted below.



To comply with this directive, Videotree are offering customers to return their old televisions to us for correct disposal.

Simply return your television to:

Videotree Ltd,
Unit 1, Ember Centre
Hersham Trading Estate
Lyon Road
Walton on Thames
KT12 3PU

Once received, we will then send your television for components recovery and recycling to help to conserve the world's resources and minimize any adverse effects on the environment.

More information can be found online here: www.legislation.gov.uk

EXPECTED SERVICE LIFE

Your Videotree television is guaranteed for 2 years, but should last for around 10-15 years. We recommend that you regularly check and replace the AA batteries within the remote controls.

EXPECTED STORAGE LIFE

The television unit has no fixed shelf/storage life. Storage life depends on the storage environment (see details of storage temperature and humidity on page 24). AA batteries should last for 3 years if unopened and kept in a dark, cool place.

WARRANTY

All Videotree televisions come with a 2 year manufacturer warranty as standard. The warranty covers manufacturer defects and mechanical faults for 2 years from the date of purchase.

We recommend that you register your television for warranty by visiting:
www.videotree.com

Please note your television's serial number and date of purchase below for future reference:

Serial Number:

Date of purchase:/...../.....



PLEASE NOTE:

The warranty does NOT cover:

- Parts or accessories (leads/back-boxes/remote controls etc)
- Damage through personal fault or poor installation (the television has been dropped/knocked/scratched etc)
- Damage occurred through water or dust ingress due to poor or incorrect installation
- Damage occurred through foreign objects being placed inside the television unit

The warranty is void if:

- The television unit has been opened or tampered with
- The television has been incorrectly installed by an unqualified installer

Videotree will not be held responsible for any damage caused to the television, installation area or third party equipment if the instructions provided in this installation guide are not properly adhered to.

Should you have any questions, please contact us:

Email: sales@videotree.com

Telephone: 01932 267 797

PRODUCT CODES

TELEVISION SIZE	INSTALLATION	PRODUCT CODE
19"	ON-WALL	VTL19OIP
27"	ON-WALL	VTL27OIP

Each television is available in a range of coloured glass finish:

Black (add "-B" to product code)

White (add "-W" to product code)

Mirror (add "-M" to product code)



Unit 1 Ember Centre
Hersham Trading Estate
Lyon Road
Walton-On-Thames
Surrey, KT12 3PU
United Kingdom
Telephone: 01932 267 797 (Mon-Fri, 9am - 5pm)
Overseas: +44 (0)1932 267 797
Fax: 01932 251 206
Email: sales@videotree.com
Web: www.videotree.com

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HDMI®, the HDMI® Logo and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI®.

The contents of this manual are subject to changes at anytime.
Please contact Videotree for more information.