



# Installation guide

for Cisco TelePresence MX800 Single Monitor with Single/Dual Camera  
mounted on the wall

This guide covers wall-mounted MX800 Single with two camera options.



**MX800 Single  
with single camera**



**MX800 Single  
with dual camera**

The instructions in this guide apply to systems with single and dual camera, even if the illustrations show only the single camera option.

## Dimensions

Height: 1258mm / 49.6 in.

Width: 1596mm / 62.9 in.

Depth: 148mm / 5.9 in.

Weight: 110kg / 116kg (single camera / dual camera)  
242lb / 256lb (single camera / dual camera)

## Room setup

Explore the Cisco Project Workplace to find inspiration and guidelines when preparing your office or meeting room for video conferencing:

<https://www.cisco.com/go/projectworkplace>

## Documentation

Visit one of these websites to find out more about setup, management, and use of this product:

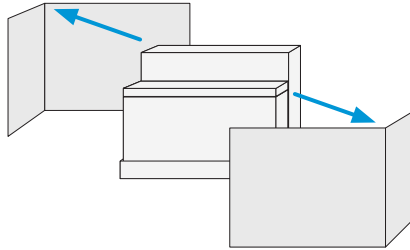
<https://collaborationhelp.cisco.com>

<https://www.cisco.com/go/mx-docs>

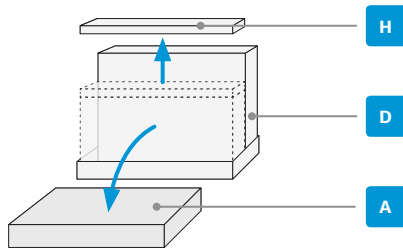
Use the first link if your device is registered to the Cisco Webex service and the second link if the device is registered to another service.

## Packaging

- 1 Open the plastic snap locks and remove the side walls.



- 2 Lift off box H. Lay box A flat on the floor and remove the lid.



**A** ... **H** Boxes are labeled A to H. This guide refers to the labels.

**B+E-G** Shows which boxes are inside.

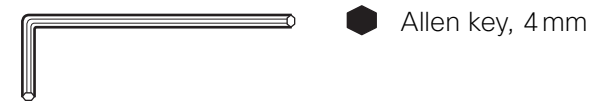
Screws and tools.

## Screws

The screw kit contains more screws than you need, because the same kit is shipped with all mounting options.

	M6x100, pan Tool: Allen key, 4 mm
	M6x90, countersunk Tool: Allen key, 4 mm
	M6x12, pan Tool: Allen key, 4 mm
	M6x12, countersunk Tool: Allen key, 4 mm

## Tools



## EMC Class A declaration

WARNING: This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

### 声明

此为A级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

# 1

## Read before you start mounting

### Safety information



Due to the size and mass of this product, it is important that the wall-mounted system is safely installed according to these installation instructions.

The wall and mounting hardware must be able to safely support the product.

The wall-mounted system must be installed by qualified personnel, in accordance with state and local building regulations.

### Manpower



We recommend four people working together to mount this system. Follow local regulations.

## 2

## Mount wall bracket

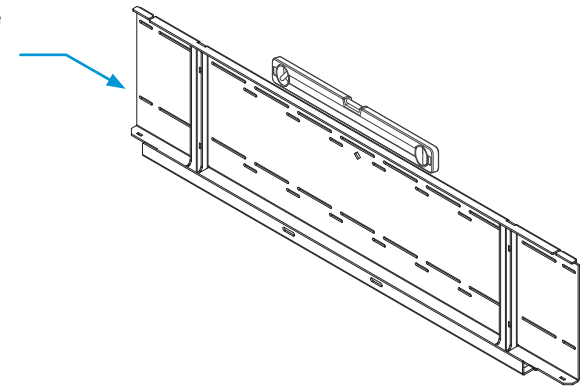


Check that the wall bracket is level and mark the required screw hole positions on the wall. Use at least four screws when fastening the wall bracket. The wall bracket can be fastened through any of the horizontal slots.

Fasten the wall bracket in a secure manner ensuring that the wall's structure is sufficient to support the system load (screws and mounting hardware not provided; not shown in illustration).

The lower edge of the screen image will be at the height of these horizontal slots.

We recommend that the distance from the floor to this line is 70 cm / 27.6 in.\*



\* If you mount the system higher, note the following consequences:

- You may need to increase the distance between the video system and the table in order for the camera to capture the closest participants.
- The camera will give an elevated view of the room. This view is not optimal for video conferencing.

Further information: <http://www.cisco.com/go/projectworkplace>

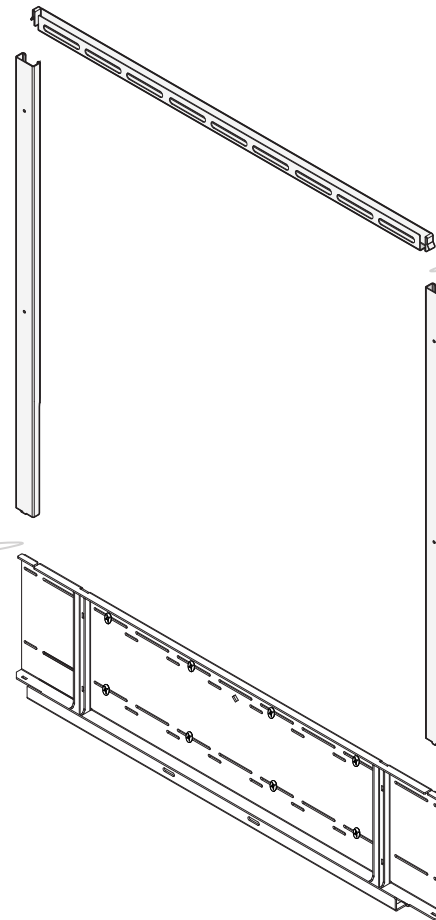
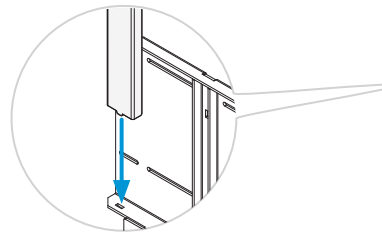
2D CAD drawings with measurements: <http://www.cisco.com/go/mx-docs> (Technical References)

# 3 Mount spacers and top wall bracket



- 1 Mount the left and right spacer onto the wall bracket.

Fasten each spacer with two screws (not provided; not shown in illustration).



- 2 Snap the top wall bracket onto the spacers. Face the narrow slots against the wall.

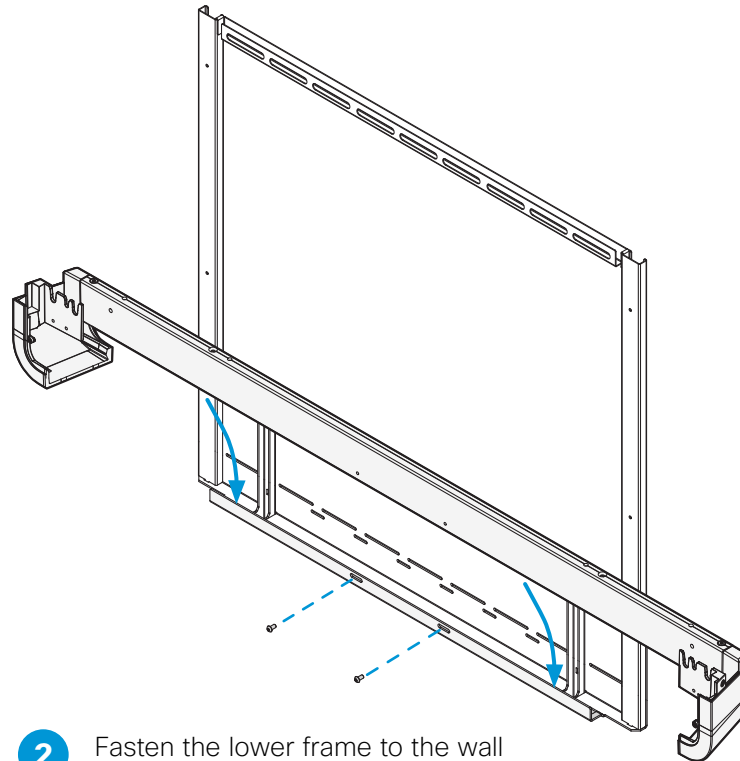
Fasten the top wall bracket in a secure manner ensuring that the wall's structure is sufficient to support the system (screws and mounting hardware not provided; not shown in illustration).

# 4

## Mount lower frame



- 1 Place the lower frame onto the wall bracket.



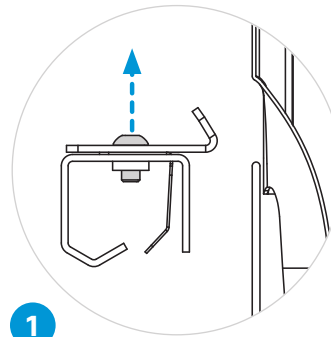
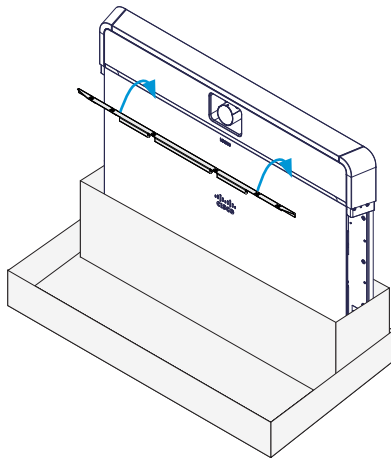
- 2 Fasten the lower frame to the wall bracket with two screws.

2 ×  M6x12, pan

# 5 Fasten clamp on monitor

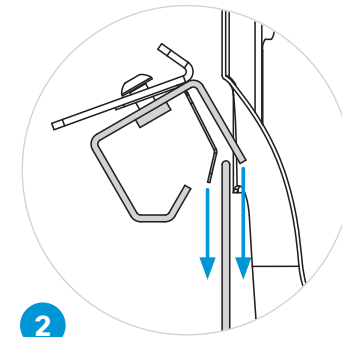


While the monitor is still in the package, mount the clamp on the rear side.



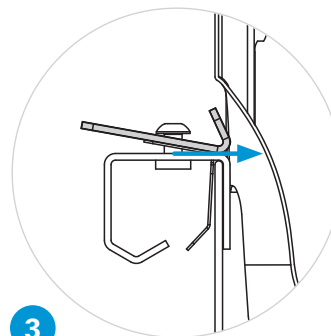
1

Use the Allen key 2.5 mm and loosen, but do not remove, the premounted screws.



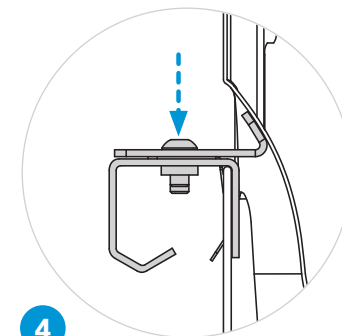
2

Slide the clamp in place on the monitor and make sure that all the small clamps are properly fitted.




3

Push the support bracket tight against the back plate of the monitor.



4

 Tighten the screws and check that the clamp is properly fastened.



## Read before you mount the monitors



90 kg / 200 lb



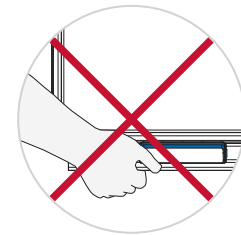
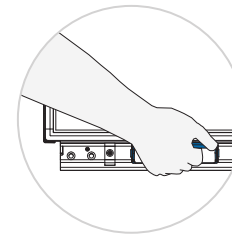
### The monitor is heavy

We recommend four people working together to mount the monitor. Two people should lift the monitor using the handles as described here. The other people must help stabilizing the monitor and check that the monitor enters the slots properly.

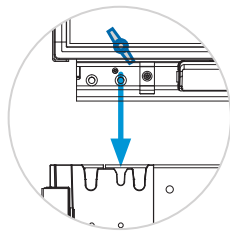


### Use lifting handles

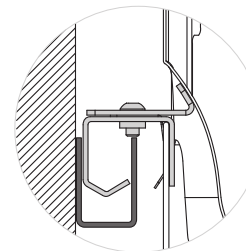
To avoid trapping your fingers, use the lifting handles at the bottom of the monitor.



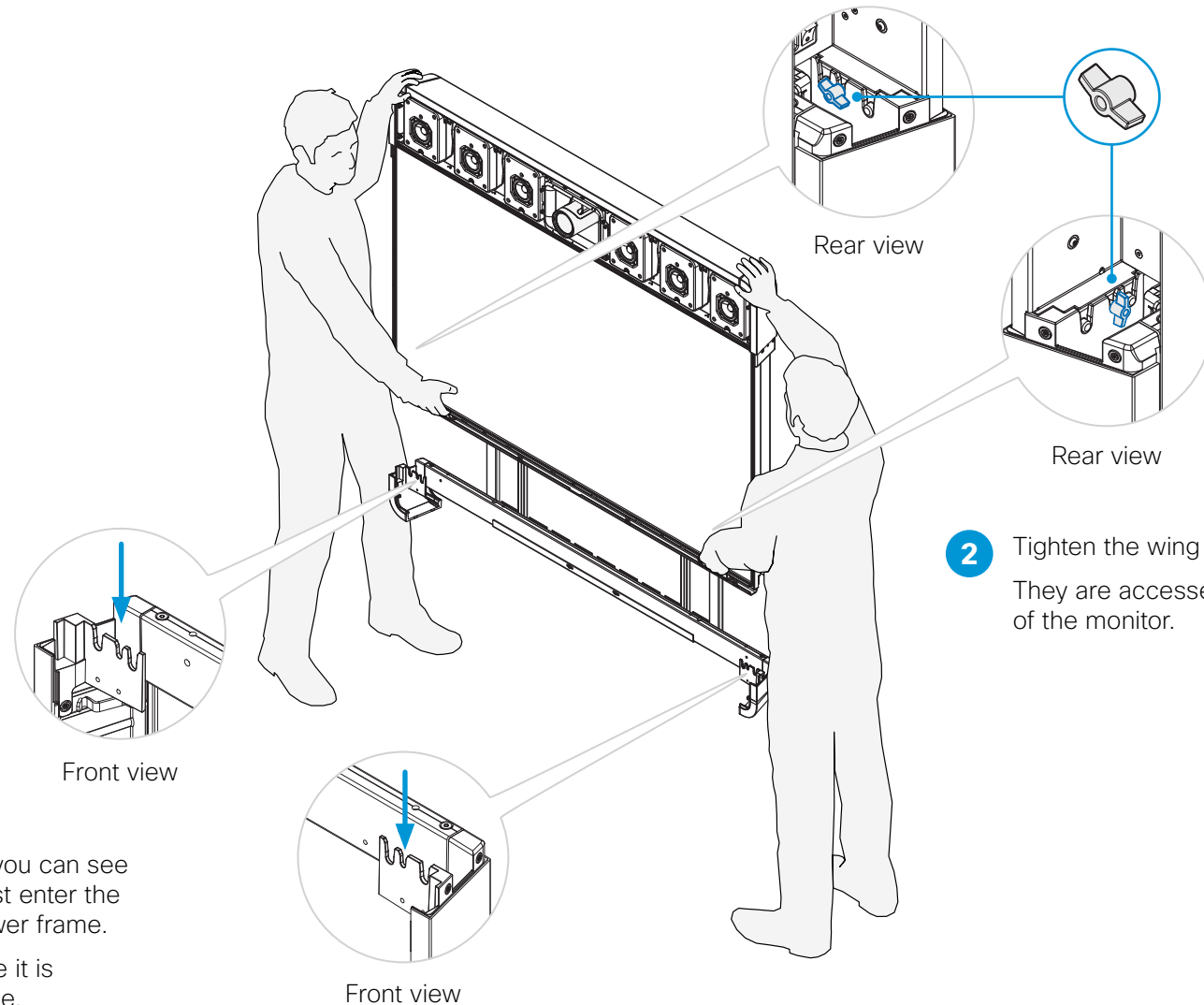
The screws with wing nut, which you can see from the sides of the monitor, must enter the center slot on each side of the lower frame.



When you lift and place the monitor onto the wall brackets, keep the monitor close to the wall so the clamps on the rear side of the monitor slide fully onto the top wall bracket.



# 6 Lift and place monitor onto lower frame



- 1 The screws with wing nut, which you can see from the sides of the monitor, must enter the center slot on each side of the lower frame.

Do not let go of the monitor before it is securely placed on the lower frame.

- 2 Tighten the wing nuts on both sides. They are accessed from the sides of the monitor.

# 7 Fasten monitor and place cover



4 × M6x12, countersunk

2 × M6x90, countersunk

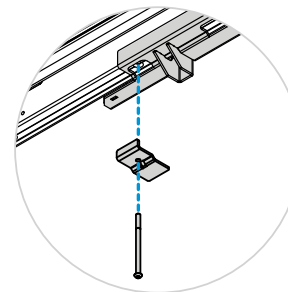
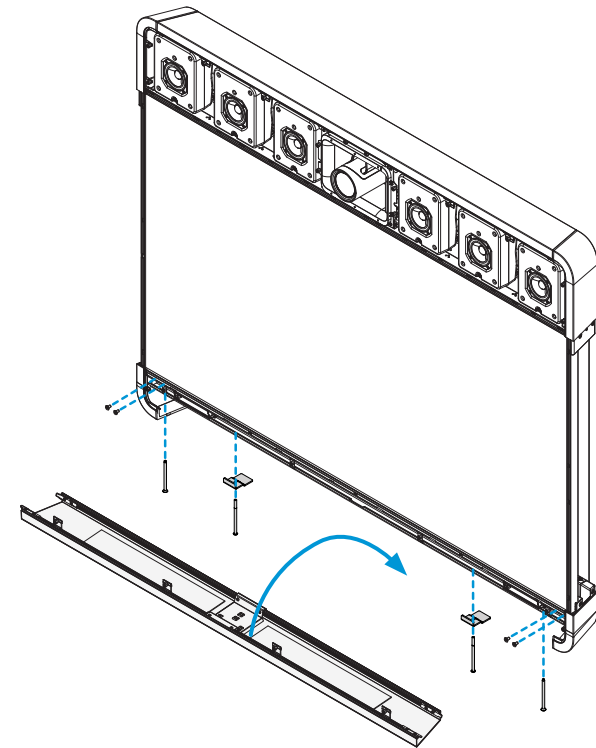
2 × M6x100, pan

2 × Bracket

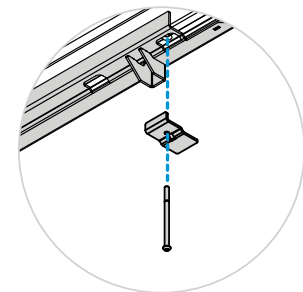
- 1 Enter the following screws:
  - Four M6x12 screws, from front.
  - Two M6x90 screws, from underneath.
  - Two M6x100 screws and their brackets, from underneath.

Then, tighten all screws.

- 2 Place the cover on the lower frame.



Left side of the monitor, viewed from underneath



Right side of the monitor, viewed from underneath

# 8

## Connect cables (page 1 of 2)



Remove protection foam from cameras. Make sure that cameras can move freely before connecting power.

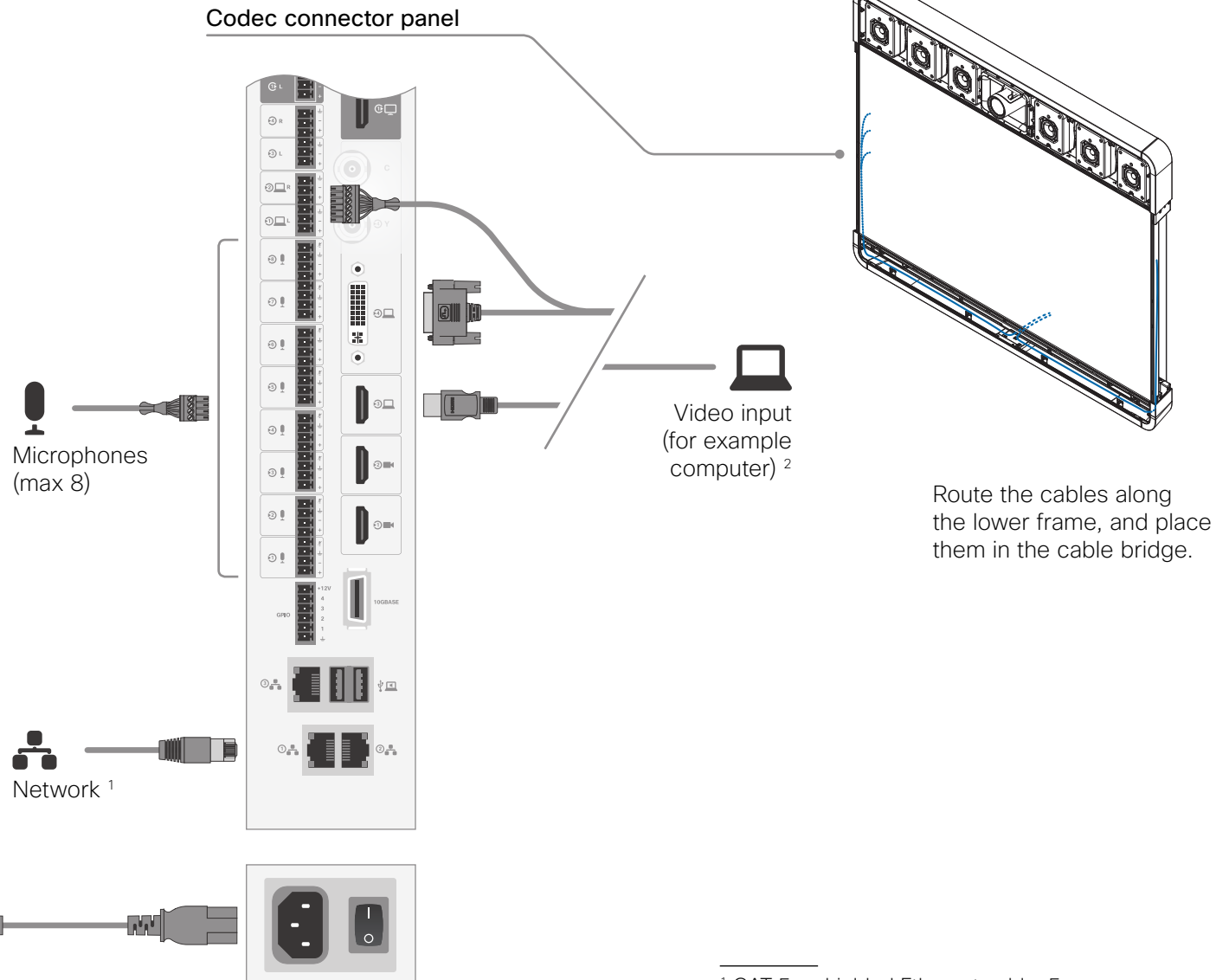


Always use the power cables provided.

The plug-socket combination must always be accessible, because it serves as the main disconnecting device.



Power (100-240 VAC, 50/60 Hz), extension cord, and country-specific cable

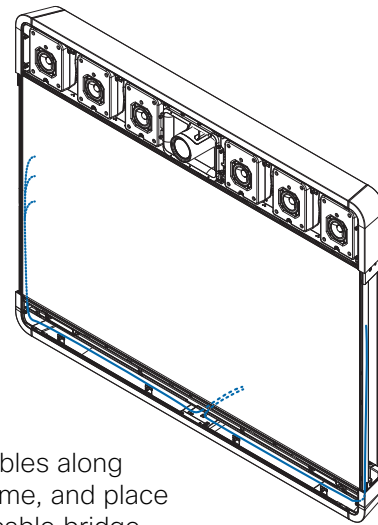


<sup>1</sup> CAT 5e, shielded Ethernet cable, 5 m.

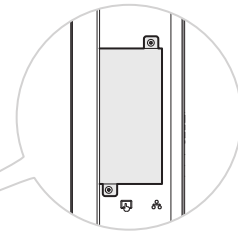
<sup>2</sup> Two presentation cables are provided: HDMI ↔ HDMI; and DVI/Euroblock ↔ VGA/mini jack.

# 8

## Connect cables (page 2 of 2)



Route the cables along the lower frame, and place them in the cable bridge.



Touch 10<sup>3</sup>



<sup>3</sup> The Ethernet socket is behind the lid at the rear of Touch 10. Use one of the provided PoE rated CAT 5e Ethernet cables, 12.5 or 4 m, flat.

# 9

## Start up the system

- Remove the protection foil from the display.
- Make sure that cameras can move freely.
- Insert the network and power cables into the wall outlets.
- Switch on the system.

The power switch is located directly below the codec, next to the power connector.

Wait a few minutes while the system starts up. The start-up may include automatic software upgrade and restart of Touch 10 and cameras.
- Follow the instructions on the Touch controller.

Cisco Webex: To find more information on how to get started, visit <https://collaborationhelp.cisco.com> and look for Getting Started articles for room devices.

Other services: For further information on set-up and configuration, download the Getting Started Guide from the Cisco web site, <https://www.cisco.com/go/mx-docs>

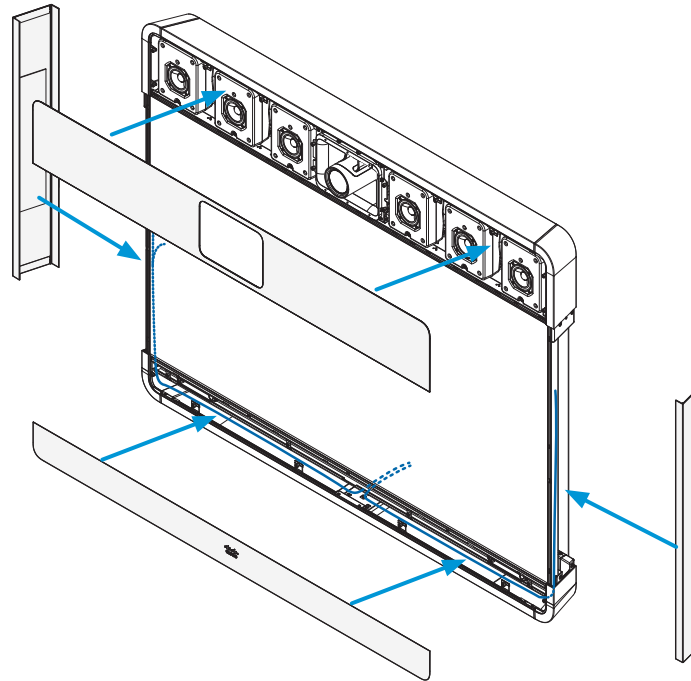
# 10

## Mount covers and textile grilles



Use the provided gloves when handling the textile grille.

The grilles and side covers snap to magnets.



For a list of offices, visit the Cisco website at <https://www.cisco.com/go/offices>

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