
verizon^v

QUICK START GUIDE
SMART DEVICE WALL



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SMART DEVICE WALL

EnCore | CR338 | Slim Wearable Sensor | Cabinet Lock



CR338 - Phone & Tablet Security



CR338 positions will adhere to the top of the Smart Device Wall shelf.



CR338 Bottom View

How to Remove Front Panel

Lift, then pull front panel above bottom drawer to remove from the fixture.



INCORRECT



CORRECT

Ensure the tamper switch is depressed and the power cord is properly aligned prior to securing the pedestal in place.



EnCore - Accessory Security



The EnCore alarms are to be placed behind the removable panel on the front of the fixture.



EnCore Bottom View

Ensure the tamper switch is depressed prior to securing the EnCore in place.



SMART DEVICE WALL

EnCore | CR338 | Slim Wearable Sensor | Cabinet Lock



IR Extender Cable (KF-1102) - Accessory Security

The IR extender cable is used to extend the EnCore receiver.

Feed the cable up through the fixture slot and adhere the dome to the top shelf close to the edge of the slot.

When it's plugged in, you will see a green light illuminated on the dome.

To arm and disarm the EnCore alarm, point the IR keyfob at the dome.



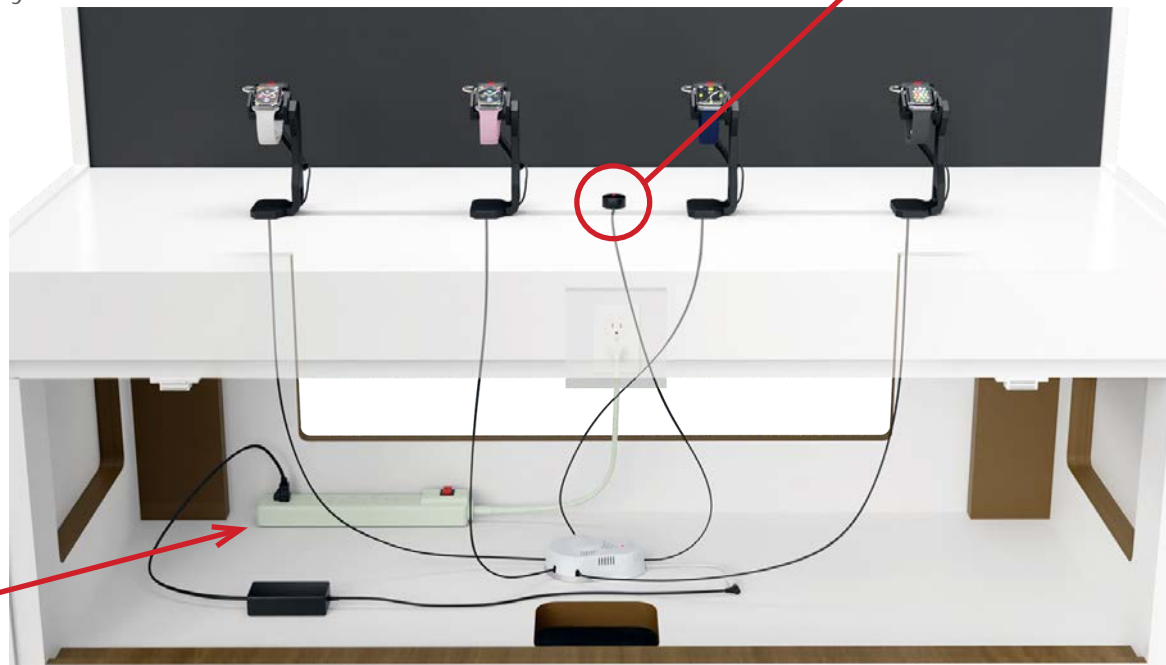
IR Extender
KF-1102

Sensors - Accessory Security

Sensors can route from the EnCore, up through the slot.

Micro-USB, Type-C, and X-Sensors feed up through the fixture and plug in or adhere to products.

Up to 5 sensors are used with the EnCore. Typically, you will not use all 5.



X-Sensor
VP-1350WXL



Type-C
VP-1439W



Micro USB
VP-1349WXL

Power Supply

The power supplies can be plugged into the power strips located behind the removable panel.

ENCORE

Installation

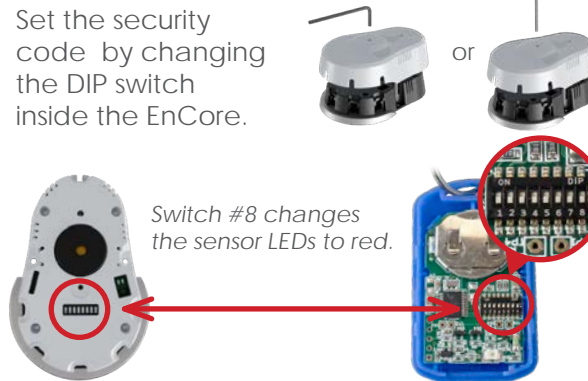
click or scan QR code
for installation video



1 Tools & Parts Needed



2 Remove the cover of the EnCore (VP-1397) with the V-T900 security driver or V-900-T Allen wrench.



IMPORTANT: The code must match the switches inside the IR Keyfob.

3

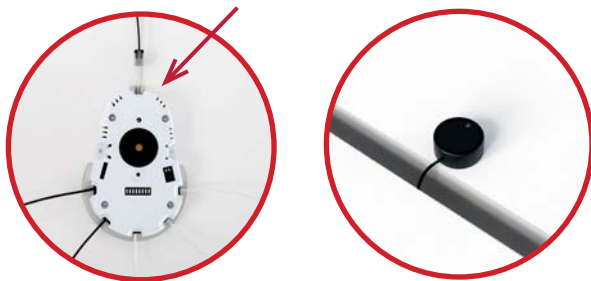
Remove the 3M adhesive liner.

Clean the fixture surface. Then, adhere the EnCore to the fixture. Hold in place for 30 seconds.

Plug the appropriate VPG accessory sensors into the EnCore.



4 Plug the IR Receiver cable into the back port of the EnCore.



Adhere the IR dome close to the edge of the fixture slot. The IR Receiver will accept the keyfob's IR signal for the EnCore.

Reinstall the EnCore cover.



5



Thread the sensor cables through the fixture. Install the sensors to the products.

6

Plug the V-37 power supply into the EnCore's power connector



Point the IR Keyfob at the IR Receiver and press the red lock button to arm the EnCore



CR338

Installation

click or scan QR code
for installation video



<p>1 Tools & Parts Needed</p> <p>VP-1751W AD-238-8 VP-1707W AD-239-5 V-39 AP-001-200 KF-1106 *K-1140 P-21012 or P-21006 or P-21002</p> <p><i>*Single Hole Adapter may come installed on pedestal.</i></p>	<p>2 Make sure the tamper switch is fully depressed and properly aligned before mounting.</p>	<p>3 ADHESIVE MOUNTING (for fixtures WITHOUT overlay)</p> <p>Clean fixture surface and wipe dry. Remove the adhesive liner on the base of the pedestal and adhere the pedestal to the fixture.</p> <p>Bottom View</p> <p>IMPORTANT: Hold for 30 seconds to ensure a strong bond.</p>	<p>4 ADAPTER MOUNTING (for fixtures WITH overlay)</p> <p>IMPORTANT: This step & step 5A are necessary if the single hole adapter is NOT already installed on the CR338 pedestal.</p> <p>Adhesive Tape → Adhesive Liner →</p> <p>Fully remove both the adhesive liner and the tape from the bottom of the pedestal.</p>
<p>5 ADAPTER MOUNTING (for fixtures WITH overlay)</p> <p>A. Thread the pedestal power cord through the adapter and screw to the bottom of the pedestal.</p> <p>B. Place connected pedestal and adapter through the hole in the fixture and tighten nut.</p>	<p>6 Clean the back of the device with an alcohol pad and wipe dry.</p> <p>Plug the power coupler into sensor and device. <i>*if coupler is not plugged in, system will not alarm.</i></p> <p>Remove adhesive liner on sensor and adhere to the center of the device.</p> <p>IMPORTANT: If you are securing a glass back device, see page 10 prior to adhering sensor.</p>	<p>7 Attach the sensor to the pedestal by twisting the boot into the sensor.</p>	<p>8</p> <p>Plug the power supply into the pedestal and into an AC outlet.</p> <p>Arm the system by pressing the red "lock" button on the IR Keyfob (KF-1106). Point the keyfob near the black receiver above the LED.</p> <p><i>System is on battery only if LED is flashing quickly. Must have power plugged in to arm the system.</i></p>

SLIM WEARABLE SENSOR

Installation

click or scan QR code
for installation video



1 Tools & Parts Needed



2 Thread the watch charger through the stand as shown.



3 Insert the watch stand into the bottom of the black Wearable Riser box. Thread the watch sensor cable through the watch stand and riser as shown.



Install the Wearable Riser's base plate with the 4 Phillips head screws.

SLIM WEARABLE SENSOR

Installation

click or scan QR code
for installation video



- 5** Use the appropriate watch cradle for the product you wish to secure.



Apply the circular adhesive to the back of the watch puck. Thread the watch charging cable through the watch cradle for the specified device. Remove adhesive liner and adhere the charging puck inside the cradle.

- 6** Insert the provided binding screw into the watch cradle.



Screw the watch cradle to the watch stand with the security driver (V-T900).

- 7**

Loosen the screw on the top of the Slim Wearable Sensor (VP-1626) and remove the clear shunt plug on the side of the sensor.

Insert the Flex Sensor (VP-1636) into the sensor.



- 8**



Close the Slim Wearable Sensor onto the top watch band and tighten with the security driver.

- 9**

Remove adhesive liner and adhere the Flex Sensor to the back of the watch head.

Ensure the Flex Sensor will not be crimped when the watch is placed on the display stand or fixture.



- 10**

For the Apple Watch Cradle, remove the rubber padding if using a 42mm Apple Watch or larger.



Rest the watch on the stand, and plug the sensor into the EnCore alarm unit (VP-1397).

IMPORTANT: If the Flex Sensor is damaged or missing, do **NOT** plug sensor into EnCore.

CABINET LOCK

Installation | Device Wall

click or scan QR code
for installation video



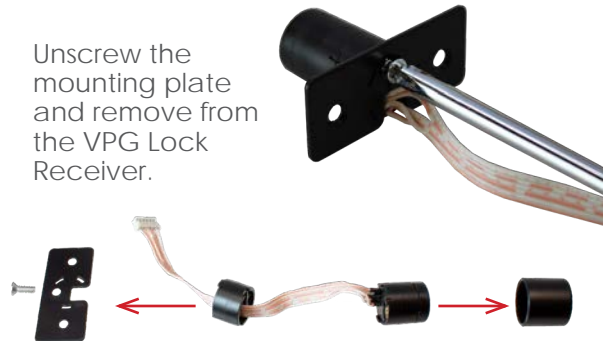
1 Tools & Parts Needed



***Not included in kit:** Drill
Phillips screwdriver
Flathead screwdriver
Double-sided adhesive

2 Use the existing system's key to unlock drawer and remove the lock and white ring cylinder.

Unscrew the mounting plate and remove from the VPG Lock Receiver.



Remove the extension cylinder and outer sleeve from the lock receiver.

3 **Note:** Depending on drawer thickness, this step may not be necessary.

Add the spacer between the mounting plate and lock receiver. Making sure the screw holes are aligned.



Place a small piece of double-sided adhesive on the spacer to temporarily hold in place.

Place the lock receiver in the existing cabinet lock hole.

4 Using the mounting plate as a guide, pre-drill small pilot holes for the mounting screws.



Install the lock receiver with the included #4x5/8" screws.

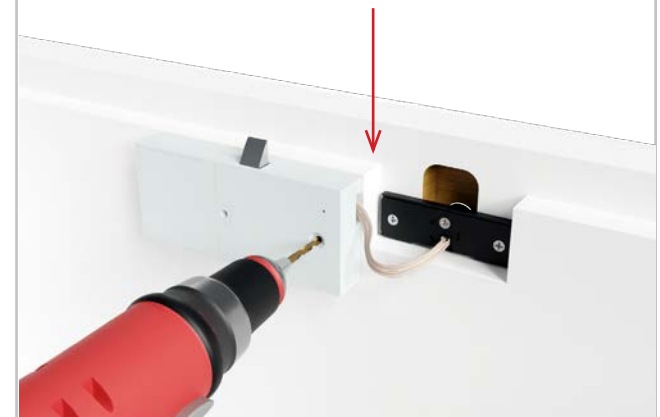
Important: Check thickness of wood, separate screw size may be needed.

5 Plug the female end of the ribbon cable from the lock receiver into the male end located on the lock bolt assembly.



Note: This can only be attached one way.

6 Align the lock bolt assembly with the outside of the 'notch' where the lock receiver is located.



Drill pilot holes for the mounting screws.

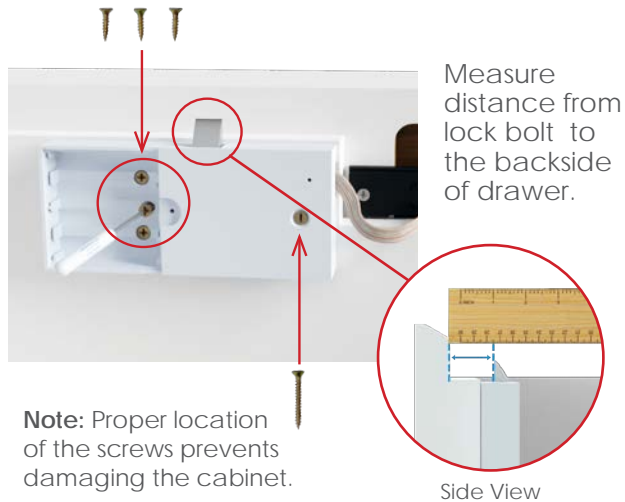
CABINET LOCK

Installation | Device Wall

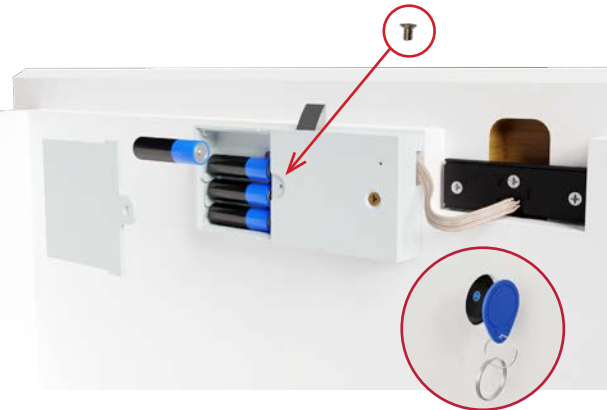
click or scan QR code
for installation video



- 7** Install the lock bolt using three #6x5/8" and one #8x1³/₄" flat head screws.

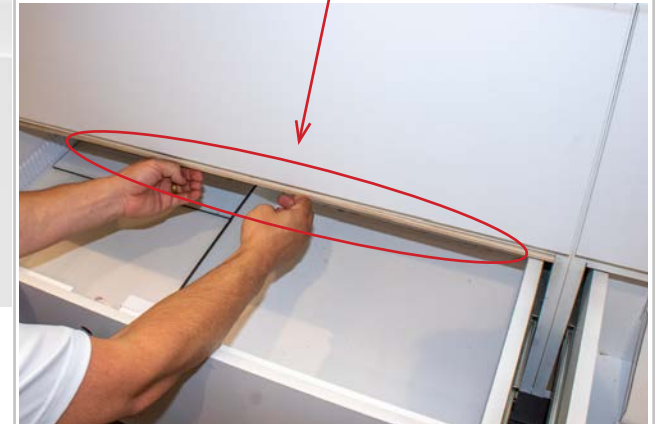


- 8** Insert the batteries into the Lock Bolt and use the designated manager key to test the lock.

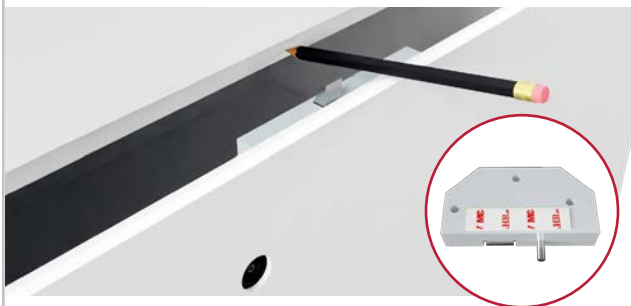


Close the battery compartment with the small flathead screw.

- 9** **IMPORTANT:** Some cabinet designs may include a thin furring strip on the underside of the cabinet. If one is present, installation steps 10 - 11 are not required.



- 10** Slide the drawer to a nearly closed position and lightly mark the location where the lock bolt meets the underside of the cabinet. (This is for positioning the lock latch assembly.)



Place a small piece of double-sided tape on the lock latch assembly and verify positioning with the marks made on the fixture.

- 11** Using the measurement from step #8, offset the lock latch to the proper depth from the edge of the fixture.



Use the double-sided tape and firmly place the lock latch in position.

Prior to securing the lock latch in place, slide the drawer closed to make sure positioning is correct. Use the key you programmed to release the lock after verifying fit.

- 12** Drill pilot holes, using the lock latch as a template. Then, use the provided screws to attach lock latch.



Verify lock is working properly,

DEVICES WITH INDUCTIVE CHARGING/CAMERAS

Accessory Security



X-Sensors

X-Sensors will be used on phones that use inductive charging. No flex cover is necessary.

If the phone has a removable back, detachable parts or pieces, or the battery can be removed, you will need to use a secondary X-Sensor to fully secure it.

Thread the X-Sensor up through the slot in the table, and adhere it near the top of the phone, clearing the camera and other important features of the device.



Speakers & Other Devices w/EnCore

Speakers use a Type-C input for powering the device.

Use a VPG power and security Type-C sensor plugged into the side of the device as shown.

The EnCore lights on the sensor will light up a steady red when the product is secure.



Type-C Power & Security Sensors

Type-C PAS sensors are able to charge and secure devices at the same time.

When applicable, use the retainer bracket that comes with the sensor. These sensors work with the EnCore, but remember, the EnCore is not designed to charge phones.

Charge pads, speakers, and other small accessories are perfect for the Type-C PAS plugged into an EnCore alarm.



ADHESIVE RESISTANT DEVICES

Merchandising Requirements | All Glass Back Phones

AD-218 - Clear Adhesive

Any device that has a glass back requires the AD-218 to make sure VPG sensors properly adhere to the product.

- 1) Clean the back of the device with an alcohol pad and wipe dry immediately.
- 2) Remove the adhesive liner from the AD-218.
- 3) Adhere the AD-218 to the back of the device.
- 4) **IMPORTANT:** Ensure the tamper switch on the CR338 sensor aligns with one of the 3 holes on the AD-218 adhesives.

Note: Heat (whether it be ambient or from the device) plays a major role in the effectiveness of adhesives. For optimal adhesive bond, phones should be displayed in a cool, dry area.



CR338

Pedestal Removal

IMPORTANT: Do NOT try to pull up on the CR338 base. It can damage the pedestal and/or the fixture. To remove a CR338 pedestal that's adhered to Verizon fixtures, follow the steps below.

[click or scan QR code for video](#)



1 Tools & Parts Needed



KF-1106

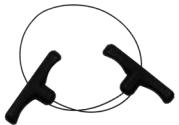


VP-1446



VP-1477

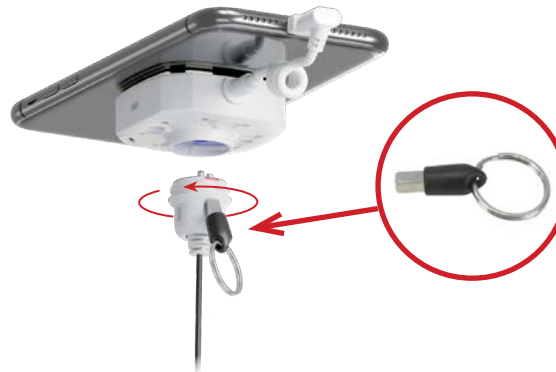
or



V-44

2

Disarm the system by pressing the green "unlock" button on the IR Keyfob (KF-1106).



Use the magnet tool (VP-1446) to twist and release the boot from the sensor.

3



Place the VP-1477 removal tool over the pedestal with the indentation side facing up.

4



Gently twist the removal tool to break the adhesive bond.

5



Optionally, you can use the V-44 removal tool. Wrap the removal tool's cable underneath the pedestal.

6



Alternate pulling the removal tool handles with each hand, in a sawing motion, until the pedestal is detached.

CABINET LOCK

Troubleshooting | Best Practices

1 LOCK DOES NOT RESPOND TO KEY.

Cause:

Key is not programmed to the lock.

Solution:

Use the master key to open the lock and program additional keys.

If you hear 5 rapid beeps when a key is swiped, the key has not been programmed to that lock.

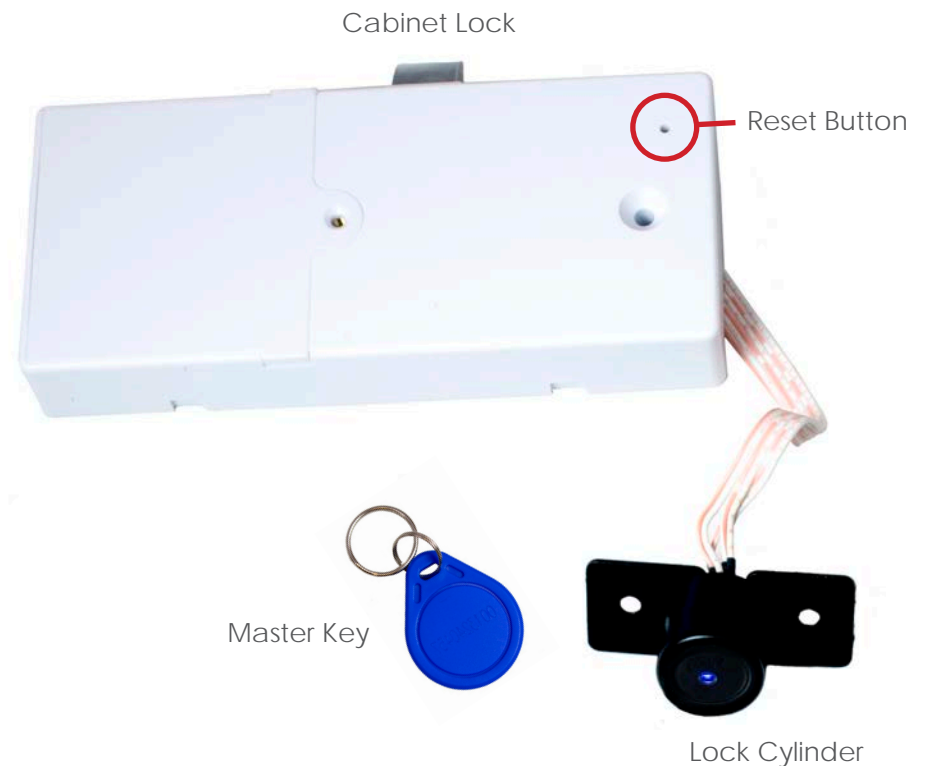
1. Locate the master key and open the lock.
2. Before the lock re-engages, swipe additional secondary keys immediately to program them to the lock.
3. Once the lock re-engages, test the secondary keys before closing.

If the master key cannot be located, the lock will need to be reprogrammed and another master key created.

1. Use another secondary key to open the lock.
2. Use a pin or paperclip to depress the reset button in the small hole opposite the battery compartment until you hear 1 beep.
3. When you release the button, you will hear another beep.
4. The next key swiped on the lock cylinder will be the new master key. Mark the new key to identify.
5. Program remaining secondary keys.
6. This process will need to be repeated on all the locks in the store to designate the new master key.

If no key can be located to release the lock.

1. The fixture may need to be broken into.
2. Ask Sean for Languate, who to call.



CABINET LOCK

Troubleshooting | Best Practices

2 NO SOUND WHEN THE KEY IS SWIPED.

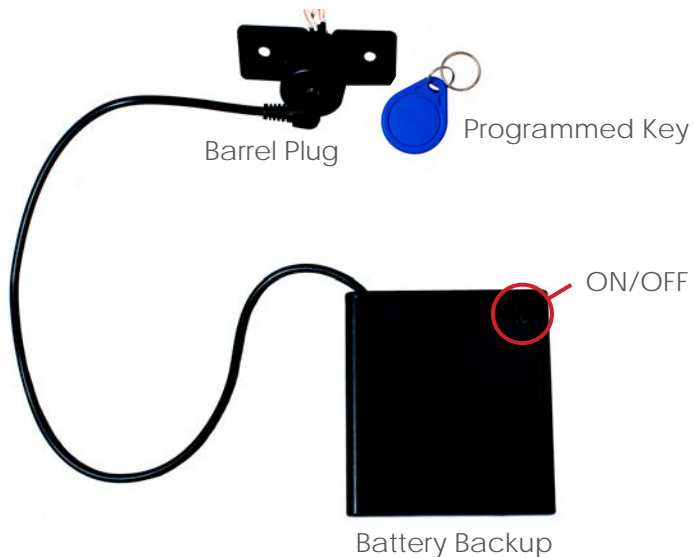
Cause:

No power to the lock. Batteries are either dead or not installed.

Solution:

Use the battery back-up.

1. Ensure the batteries in the battery back-up are good.
2. Make sure the battery back-up is in the 'ON' position
3. Insert the barrel plug from the battery back-up into the receiver on the lock cylinder. The lock should make 2 beeps.
4. Place a programmed key on the end of the barrel plug.
5. Replace the batteries in the lock.
6. Verify the lock is operational before closing.



3 LED LIGHTS & SOUNDS.

First time a key is used.

2 beeps and steady LED. Lock will not disengage.

Master key used.

1 beep and flashing LED, slow flashing LED.

Secondary key used.

Melody chimes and steady LED.

Unsuccessful key.

5 quick beeps, quick flashing LED.

Battery back-up plugged in.

2 slow beeps.

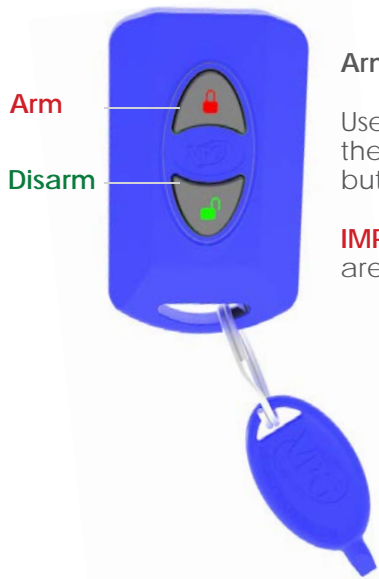


4 BEST PRACTICES, MASTER KEY.

1. Identify and label the master key before installing or programming any locks.
2. Do not close any drawers or cabinets until the master key has been programmed to the unit.
3. Once the master key has been programmed to a lock and verified to work, program the remaining secondary keys.

IR KEYFOB (KF-1106)

Troubleshooting



Arming and Disarming

Use the red "lock" button to arm the system, and the green "unlock" button to disarm the system.

IMPORTANT: Ensure the button pads are not installed upside down.

Range

You must be within 6" -12" of the IR receiver.



IR Emission

Ensure you hold the keyfob in the proper orientation.

The IR signal emits from the front and front underside of the fob. Point the keyfob at the IR lens on the product.

DIP Switches

Check to see if the alarm's DIP switches match by opening the IR keyfob. Compare the DIP switch settings inside the keyfob with the alarm you are arming or disarming. Pictured to the right is the EnCore.



Note: CR338s do not have to have matching DIP switch settings in order for the keyfob to arm and disarm those systems.



Battery Check

To check if the battery is dead, cup your hand around the keyfob, or go into a dark room. Hold down one of the buttons and look for a strobing red LED through the blue plastic as shown.






































IMPORTANT: Do **NOT** hold down the buttons when attempting to arm or disarm. After holding a button down for 5 seconds, the key is programmed to stop emitting the IR signal to avoid draining the battery. You must wait 10 seconds for it to reset.

Battery Life

Battery life varies depending on keyfob usage. In most use cases, the keyfob battery (CR2032) can last at least 1 year.

SPARE PARTS

Maintenance

CR338 Kit K-CR338-02W	 CR338 Pedestal VP-1751W	 CR338 Sensor VP-1707W	 Mounting Kit K-1106	 Power Supply V-39		Alarms	 EnCore VP-1397	
PAS	 PAS Bracket VP-1431C-5	 Clear PAS Bracket VP-1202C-5	 Type-C PAS Sensor VP-1439W	 Micro USB PAS Sensor VP-1349WXL	Power Couplers	 Micro USB Coupler P21002	 USB-C Coupler P21006	 Lightning Coupler P21012
Tools	 Sensor Removal Tool VP-1477	 1/8" Allen Security Screwdriver T-99	 1/8" Allen Security Screwdriver V-T900	 Allen Security Wrench V-41	 Magnet Tool VP-1446	Power Supply	 Power Supply V-37	 Power Supply V-39
Adhesives	 CR338 Adhesive AD-239-5	 CR338 Sensor Adhesive AD-238-8	 EnCore Adhesive AD-139-20	 X-Sensor Adhesive AD-131-50	 Glass Adhesive AD-218-10	 Primer Stick AD-105-5	 Alcohol Pads AP-001-200	
Misc.	 IR Receiver KF-1102	 IR Keyfob KF-1106	 X-Sensor VP-1350WXL	 X-Sensor Cover VP-1524C	 Velcro V-60V	 Supply Bag VPG Bank Bag		
Wearable Kit VZW-Wearable3	 Wearable Stand VP-1625*	 Apple Watch Stand VP-1559	 Slim Wearable Sensor VP-1626	 Flex Sensor VP-1636	 Wearable Sensor VP-1433M	*Cradle options for VP-1625	Generic Watch Cradle VP-1657 Samsung Watch Cradle VP-1635 Galaxy Active VP-1664	Garmin Watch Cradle VP-1656 Mont Blanc Watch Cradle VP-1689 Gizmo Watch Cradle VP-1694