# verizon

# SECURITY GUIDE

## 2022 NEXT GENERATION - CORPORATE

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VPG

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# INSTALLATION VIDEOS

CR338

CR338-UTC

Titan L2

Titan L2QD

&

Omni Cradle

EnCore

Duo

# FIXTURES & SECURITY OPTIONS

## AISLE FIXTURE

**EnCore**
VP-1397

**CR338**
K-CR338-02

## MAGAZINE RACK

**CR338-UTC**
K-CR338UC-02

**Titan L2**
K-TTNL2-02C

**Titan L2QD**
K-TTNL2QD-02

## SPOTLIGHT FIXTURE

**Duo**
VP-1480

**CR338**
K-CR338-02

**CR338-UTC**
K-CR338UC-02

**Titan L2**
K-TTNL2-02

**Titan L2QD**
K-TTNL2QD-02

## WALL FIXTURE

**EnCore**
VP-1397

**CR338**
K-CR338-02

## EXPERIENCE TABLE

**EnCore**
VP-1397

**CR338**
K-CR338-02

# AISLE FIXTURE

EnCore | CR338

VP-1397

K-CR338-02

## EnCore

The EnCore alarms adhere inside the two removable panels. Make sure their positions are offset and adhered in the orientation shown.

### Phone & Tablet Security

CR361 with the K-1106 mounting kit is used on this fixture to secure phones & tablets.

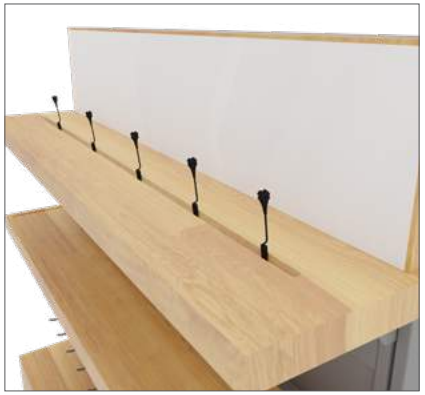
Their power cables exit out of the rear of the pedestal, and feed underneath the panel.

### IR Extender Cable (KF-1102)

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

Feed the cable down through the fixture and adhere the dome to the middle of the top shelf behind the front lip. 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.



### Sensors

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.

# ENCORE

Installation

## 1 Tools & Parts Needed

VP-1397

V-T900

or

V-900-T

VP-1439

or

VP-1603

or

VP-1350XL

or

VP-1626

V-37

KF-1102

KF-1106

VP-1524C

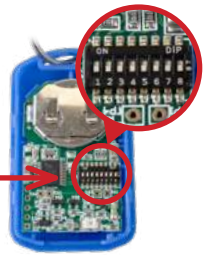
## 2

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

Set the security code by changing the DIP switch inside the EnCore.

or

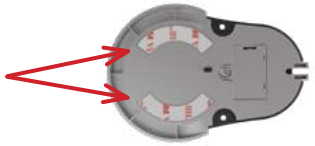
*Switch #8 changes the sensor LEDs to red.*



**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.

The IR Receiver will accept the keyfob's IR signal for the EnCore.

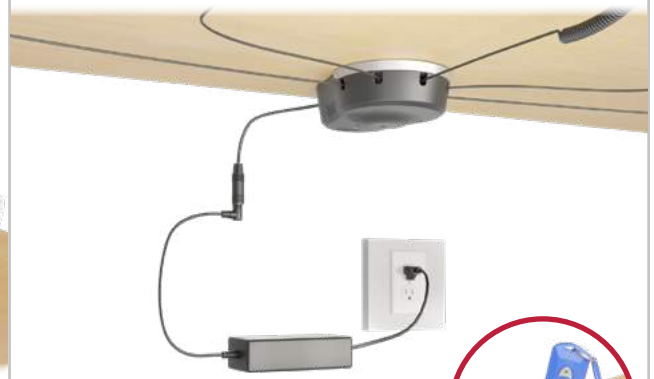
Reinstall the EnCore cover.

## 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 Reciever and press the red lock button to arm the EnCore

# CR338

## Installation

### 1 Tools & Parts Needed

VP-1751

AD-238-8

VP-1707

AD-298-8

V-39

AP-001-200

K-1106

KF-1106

P-21015 or

P-21005 or

P-21001

### 2

Make sure the tamper switch is fully depressed and properly aligned before mounting.

### 3

Screw the threaded rods through the mounting ring and into the pedestal.

Mount to the fixture with the two thumb nuts.

**IMPORTANT: Adhesive mounting should only be used on the Wall Fixture.** Remove the adhesive liner on the base of the pedestal and adhere the pedestal to the fixture.

### 4

Clean the back of the device with an alcohol pad and wipe dry.

Adhere sensor to the center of the device and plug in the power coupler.

### 5

Attach the sensor to the pedestal by twisting the boot into the sensor.

### 6

Plug the power supply into the pedestal and into an AC outlet.

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.

**IMPORTANT:** Please see page 46 for CR361 IR Keyfob instructions.

# 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.

## 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.

# MAGAZINE RACK

CR338-UTC | TITAN L2 | TITAN L2QD

K-CR338UC-02

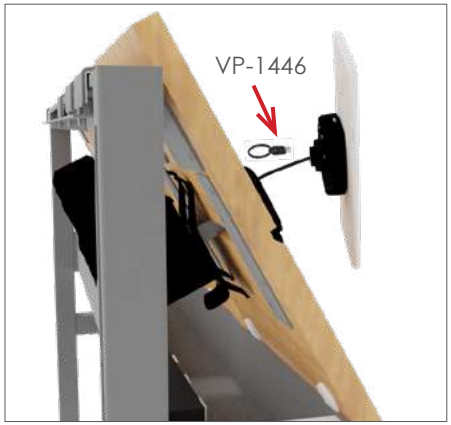
K-TTNL2-02C

K-TTNL2QD-02

**CR338-UTC, Titan L2, or Titan L2QD (High Security)**

The CR338-UTC, Titan L2, and the Titan L2QD use a V-39 power supply and secures phones and tablets. Remove the covers of the power supply holders to reveal the power strip and plug in the security.

When arming and disarming the system, point your keyfob at the right side of the pedestal above the magazine rack.




**Product Removal**

To remove the product from the cord reel, disarm the system with your keyfob. Then, place the VP-1446 magnet tool in the groove on the boot of the sensor. You may hear a "click", twist the sensor off the cord reel.

When the sensor leaves the cord reel, it is put into "customer demo mode". This is a timed session that lasts 3 minutes, or longer if you hit the disarm button on your keyfob while pointed at the sensor. This will reset the timer back to 3 minutes.

**Sleep Mode**

If you are removing the products for overnight security, you need to put the sensors attached to the phone into "sleep mode". This will keep the internal backup battery from needlessly getting drained.

To do this, unplug the system from external power or remove the device and sensor from the pedestal. Disarm the system with your keyfob, then use the VP-1446 magnet tool to disconnect the device and sensor from the pedestal. Point your keyfob at the pedestal and hold down the green "Unlock" symbol for approximately 5 seconds.

The pedestal will play a descending melody letting you know that the pedestal is now turned off, and ready for overnight storage.

# CR338-UTC

Installation

## 1 Tools & Parts Needed

VP-1750-Y

VP-1707

VP-1540

V-39

VP-1521-Y

AD-238-8

AD-298-8

AP-001-200

KF-1106

P-21015 or

P-21005 or

P-21001

## 2

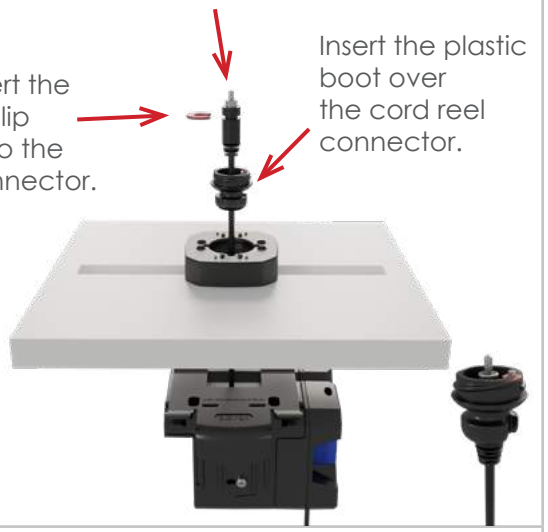
Thread the pedestal's power cable through the fixture. Place the pedestal onto the fixture.

## 3

Thread the cord reel connector through the pedestal.

Insert the C-clip onto the connector.

Insert the plastic boot over the cord reel connector.



## 4

Slide the cord reel onto the pedestal mount. Plug the pedestal's power cable into the cord reel.

## 5

Clean the back of the device with an alcohol pad and wipe dry.

Adhere the sensor to the center of the device and plug in the power coupler.

Twist the boot into the sensor.

## 6

Plug the power supply into the cord reel and into an AC outlet.

Arm the system by pressing the red "lock" button on the IR Keyfob (KF-1106). Point the key near the side of the pedestal.

# CR338-UTC

## Sensor Removal

**1** **Tools & Parts Needed**

KF-1106

VP-1446

VP-1477

**2**

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

**3**

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

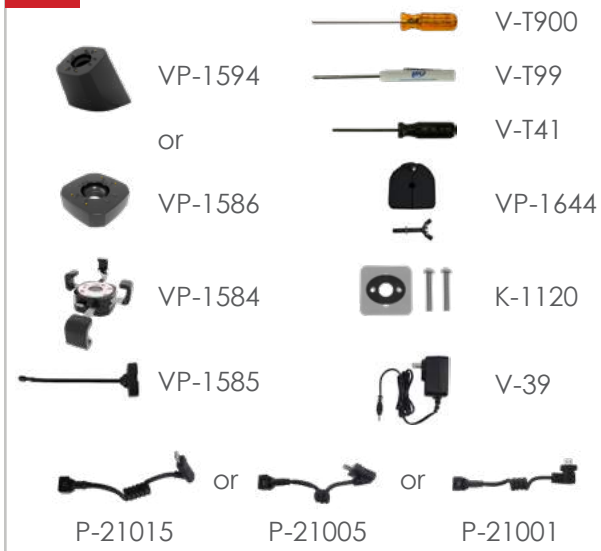
**4**

To remove the sensor from the device, place VP-1477 removal tool over the sensor and gently twist to break the adhesive bond.

# TITAN L2

Installation | Angled/Vertical

## 1 Tools & Parts Needed




## 2

Both Angled and Vertical pedestals have the same installation steps.

Lay the pedestal over the slot in the fixture and feed the power cable down. Hold the pedestal in place during this step.

## 3

Using the 2 provided screws and the V-T99, screw the metal plate with the rubber padding (K-1120) facing away from the counter. Make sure the rubber plate is facing out.

**IMPORTANT:** The thin power cable should NOT go through any of the holes on the plate.

## 4

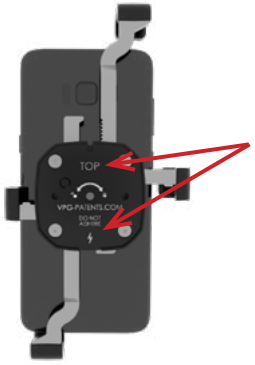
Insert the sensor cable into the pedestal and out through the center of the metal plate. The power cable should feed out the side of the mounting plate.

## 5

The VP-1644 cable stopper is installed behind the fixture. Open the stopper with a V-T41 security driver. Close the stopper in the groove at the end of the cable and tighten the screw again.

## 6

Loosen the security screw on the back of the bracket assembly with the V-T900 security driver.




**IMPORTANT:** Ensure proper orientation of the bracket. The power symbol must face the charging port on the device. "TOP" should be closer to the top of the device.

# TITAN L2

Installation | Angled/Vertical

## 7

Place the device and bracket face down on a flat surface. This holds the arms in place while tightening the screw.

Tighten the screw on the back of the bracket assembly with the V-T900 security driver.

## 8

Plug the power coupler into the VP-1585 sensor. Make sure to use the proper power coupler (Lightning, Type-C, etc).

Use the 2 smaller screws provided to attach the sensor to the bracket assembly with the V-T900 security driver.

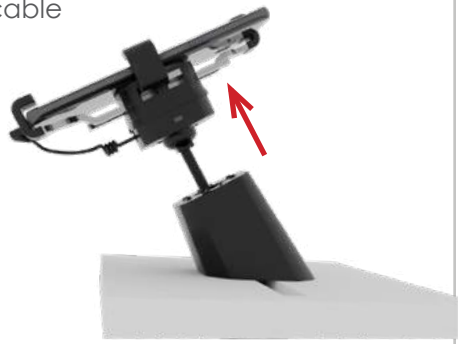
## 9

Plug the power coupler into the charging port on the device.

Plug the V-39 power supply into an AC outlet in the fixture. Plug the V-39 cable into the barrel connector shown.

## 10

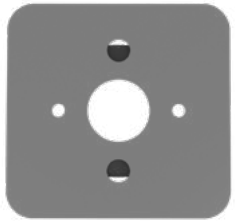
Test the security by pulling up on the device and making sure the cable stopper is secure.



Ensure the red light on the sensor illuminates when it's resting on the pedestal and the device is charging.

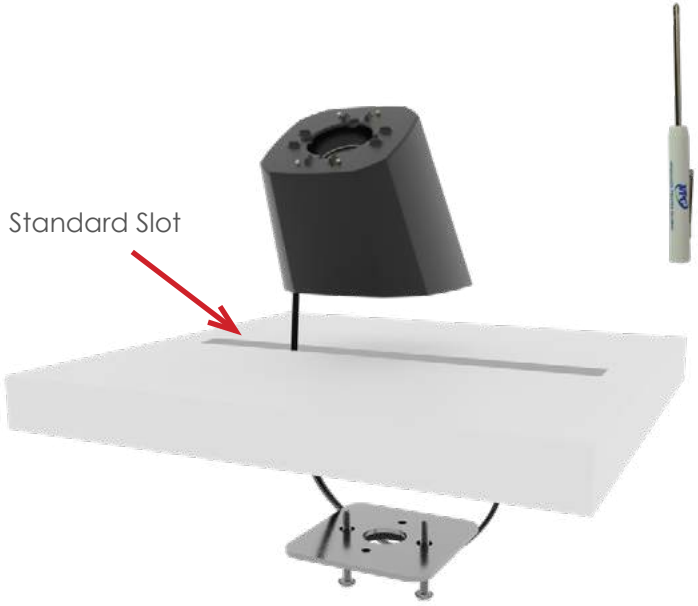
## Mounting for Slot

K-1120 (3/4" Thick Fixtures - Live Try & Slotted):



This Side Faces Fixture

This Side Faces Down



V-T99

## Mounting for Hole

K-1125 The plate below will be required to keep the pedestal straight on the fixture:

This Side Faces Fixture

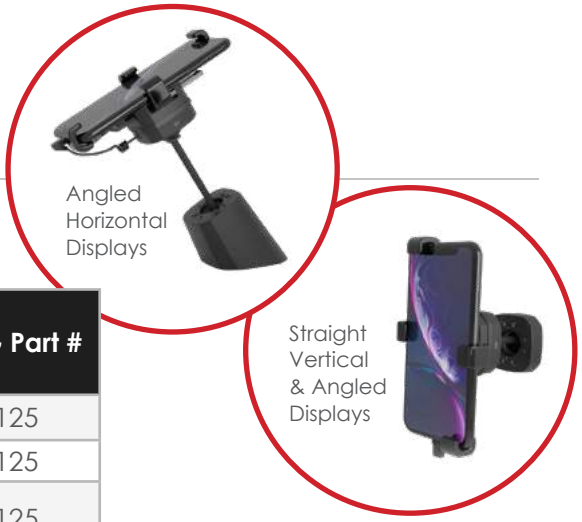
This Side Faces Down

V-T99

# TITAN L2

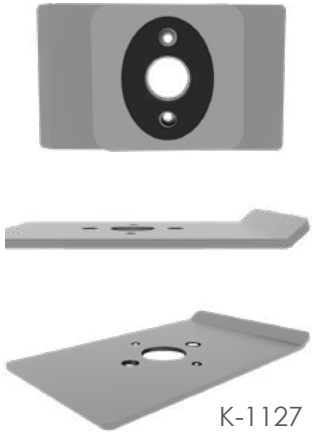
Mounting | Reference

**IMPORTANT:** Adjusted screws have been sent out separately from the initial shipment.



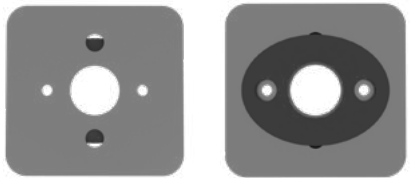

| Store | Fixture | Pedestal Shape | Mounting Screw Length | Standard Mounting Plate | L-Plate | Centering Ring | VPG Part # |
|---|---|---|---|---|---|---|---|
| Evo Stores | Apple | Angled | 1 3/8" | ✓ | | | K-1125 |
| | Google | Angled | 2" | ✓ | | | K-1125 |
| | Samsung Solution Wall (1 7/8" Hole)* | Vertical | 1 3/8" | | | ✓ | K-1125 |
| | | | | | | | |
| Smart Stores | Smart Cube | Angled | 2" | | ✓ | | K-1127 |
| | Device Wall | Angled | 1 3/8" | ✓ | | | K-1127 |
| | Essential Pedestal | Angled | 2" | | ✓ | | K-1127 |
| | | | | | | | |
| Legacy | Google* | Angled | 2" | ✓ | | | K-1125 |
| | Samsung 8" Slot | Angled | 1 3/8" | ✓ | | | K-1125 |
| | Samsung 4" (7/8" Hole) | Angled | 1 3/8" | | | ✓ | K-1125 |
| | Apple 8" Slot | Angled | 1 3/8" | ✓ | | | K-1125 |
| | Apple 4" (7/8" Hole) | Angled | 1 3/8" | | | ✓ | K-1125 |
| | | | | | | | |
| Evo 2.0 | Tables* | Angled | 2 1/2" | ✓ | | | K-1122 |

## L-Plate



K-1127

## Standard Mounting Plate



K-1120

## Mounting Screws

SWPH-00640-PMZ - 2 1/2"

SWPH-00632-PMZ - 2"

SWPH-00622-PMS - 1 3/8"

## Centering Ring

K-1125

# TITAN L2QD

Installation | Angled/Vertical

## 1 Tools & Parts Needed

## 2

Both Angled and Vertical pedestals have the same installation steps.

Lay the pedestal over the slot in the fixture and feed the power cable down. Hold the pedestal in place during this step.

## 3

Using the 2 provided screws and the V-T99, screw the metal plate with the rubber padding (K-1120) facing away from the counter. Make sure the rubber plate is facing out.

**IMPORTANT:** The thin power cable should NOT go through any of the holes on the plate.

## 4

Insert the sensor cable into the pedestal and out through the center of the metal plate. The power cable should feed out the side of the mounting plate.

## 5

The VP-1644 cable stopper is installed behind the fixture. Open the stopper with a V-T41 security driver. Close the stopper in the groove at the end of the cable and tighten the screw again.

## 6

Loosen the security screw on the back of the bracket assembly with the V-T900 security driver.

**IMPORTANT:** Ensure proper orientation of the bracket. The metal ledge should be facing the top of the phone.

# TITAN L2QD

Installation | Angled/Vertical

7

Place the device and bracket face down on a flat surface. This holds the arms in place while tightening the screw. Tighten the screw on the back of the bracket assembly with the security driver.

8

Plug the power coupler into the sensor. Slide the bracket onto the sensor until you hear a click.

9

Plug the V-39 power supply into an AC outlet. Plug the V-39 cable into the barrel connector shown.

10

Test the security by pulling up on the device and making sure the cable stopper is secure.

To release the bracket, unplug the power coupler. Insert the V-T30 driver into the bracket release. Turn gently counter-clockwise and slide the bracket off.

# SPOTLIGHT FIXTURE

DUO | CR338 | CR338-UTC | TITAN L2 | TITAN L2QD

VP-1480

K-CR338-02

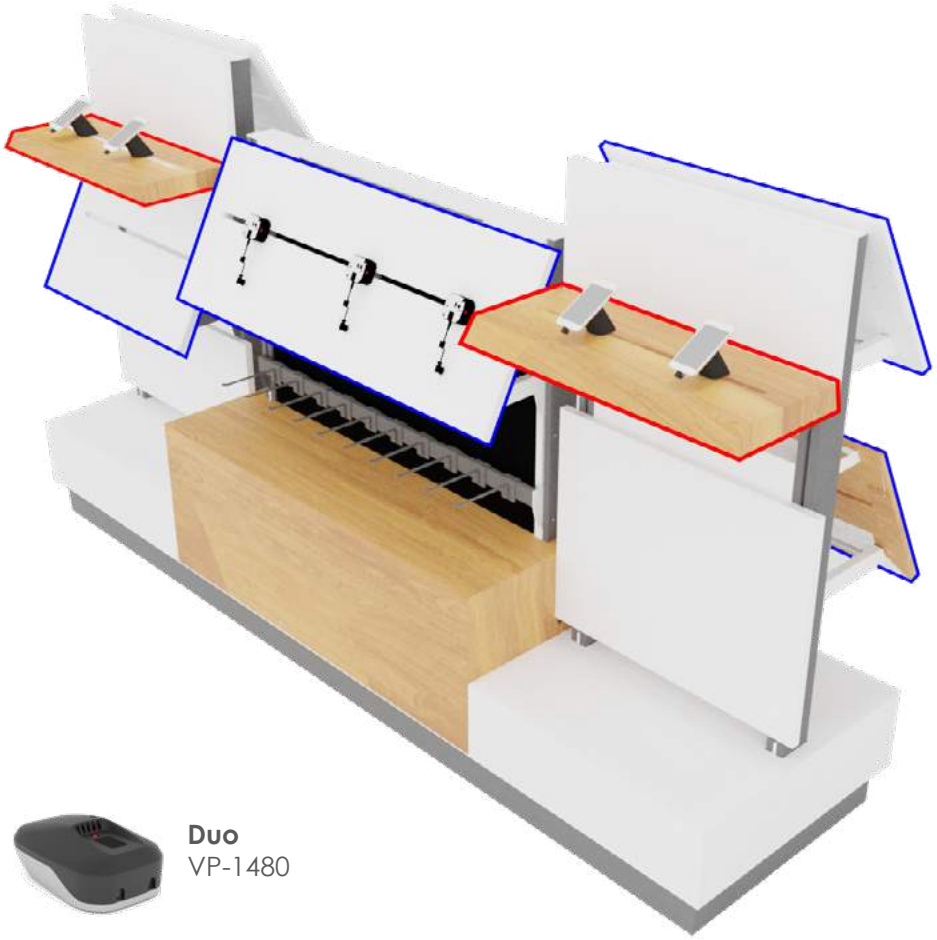
K-CR338UC-02

K-TTNL2-02C

K-TTNL2QD-02

K-TTNL2A-02

K-TTNL2QDA-02C

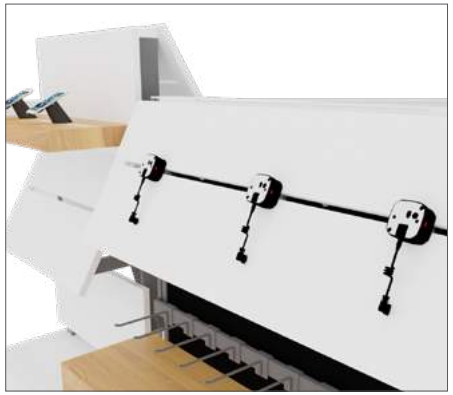




**Duo**
VP-1480

**CR338**
K-CR338-32

**CR338-UTC**
K-CR338UTC-02



**CR338, Titan L2, Titan L2QD**

CR338, Titan L2, and Titan L2QD are commonly used on the back shelf of the fixture to secure phones & tablets. They are mounted with the K-1106 black universal mounting ring under the fixture.

The power cables can thread down through the slots in the fixture and out the bottom of the platform.

**CR338-UTC, Titan L2, Titan L2QD**

CR338-UTC, Titan L2, and Titan L2QD are used on the angled panels outlined in blue to the left to secure phones and tablets.

Remove the fixture panel to reveal the V-39 power supply holder, the power strip, and to plug in the security. When arming and disarming the system, point your keyfob at the pedestal above the fixture.

**Duo**

The Duo can be used to secure 2 products on the fixture or any other area where power isn't available or required.

When arming and disarming the Duo, make sure to place the keyfob directly on the IR lens on the top of the alarm. To save battery life, sensors do not light up unless there is an alarm.

# DUO

## Installation

### 1 Tools & Parts Needed

VP-1480

VP-1439

or

VP-1603

or

VP-1350XL

or

VP-1626

V-T900

or

V-900-T

V-37

KF-1102

KF-1106

VP-1524C

### 2

Remove the cover of the Duo (VP-1480) with the V-T900 security driver or V-900-T Allen wrench.

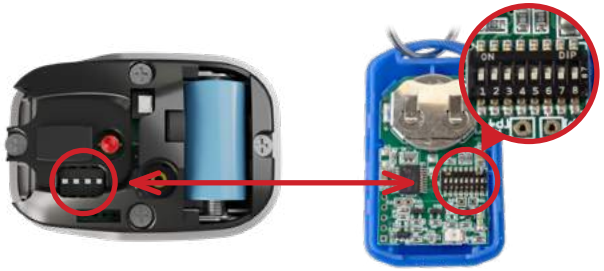
or

Plug the appropriate VPG accessory sensor(s) into the Duo.

**Note:** Duo is an alarm only product. No power source for devices.

### 3

Set the security code by changing the DIP switch inside the Duo.



**IMPORTANT:** The code must match the 1-4 switches inside the IR Keyfob.

Reinstall the cover of the Duo.

### 4

Turn the power switch to the ON position. Remove the 3M adhesive liner.

### 5

Install the sensor(s) to the product(s).

Clean the fixture surface, then adhere and hold the Duo down for 30 seconds.

### 6

Press the red lock button on the IR Keyfob to arm the Duo. The keyfob works best within one inch of the Duo.

# CR338

## Installation

### 1 Tools & Parts Needed

VP-1751

AD-238-8

VP-1707

AD-298-8

V-39

AP-001-200

K-1106

KF-1106

P-21015 or

P-21005 or

P-21001

### 2

Make sure the tamper switch is fully depressed and properly aligned before mounting.

### 3

Screw the threaded rods through the mounting ring and into the pedestal.

Mount to the fixture with the two thumb nuts.

**IMPORTANT: Adhesive mounting should only be used on the Wall Fixture.** Remove the adhesive liner on the base of the pedestal and adhere the pedestal to the fixture.

### 4

Clean the back of the device with an alcohol pad and wipe dry.

Adhere sensor to the center of the device and plug in the power coupler.

### 5

Attach the sensor to the pedestal by twisting the boot into the sensor.

### 6

Plug the power supply into the pedestal and into an AC outlet.

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.

**IMPORTANT:** Please see page 46 for CR361 IR Keyfob instructions.

# 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.

## 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.

# CR338-UTC

Installation

## 1 Tools & Parts Needed

VP-1750-Y

VP-1707

VP-1540

V-39

VP-1521-Y

AD-238-8

AD-298-8

AP-001-200

KF-1106

P-21015 or

P-21005 or

P-21001

## 2

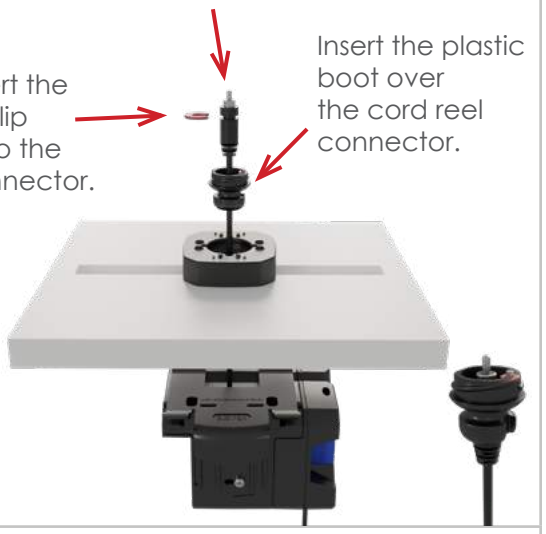
Thread the pedestal's power cable through the fixture. Place the pedestal onto the fixture.

## 3

Thread the cord reel connector through the pedestal.

Insert the C-clip onto the connector.

Insert the plastic boot over the cord reel connector.



## 4

Slide the cord reel onto the pedestal mount. Plug the pedestal's power cable into the cord reel.

## 5

Clean the back of the device with an alcohol pad and wipe dry.

Adhere the sensor to the center of the device and plug in the power coupler.

Twist the boot into the sensor.

## 6

Plug the power supply into the cord reel and into an AC outlet.

Arm the system by pressing the red "lock" button on the IR Keyfob (KF-1106). Point the key near the side of the pedestal.

# CR338-UTC

## Sensor Removal

**1** **Tools & Parts Needed**

KF-1106

VP-1446

VP-1477

**2**

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

**3**

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

**4**

To remove the sensor from the device, place VP-1477 removal tool over the sensor and gently twist to break the adhesive bond.

# TITAN L2

Installation | Angled/Vertical

## 1 Tools & Parts Needed

## 2

Both Angled and Vertical pedestals have the same installation steps.

Lay the pedestal over the slot in the fixture and feed the power cable down. Hold the pedestal in place during this step.

## 3

Using the 2 provided screws and the V-T99, screw the metal plate with the rubber padding (K-1120) facing away from the counter. Make sure the rubber plate is facing out.

**IMPORTANT:** The thin power cable should NOT go through any of the holes on the plate.

## 4

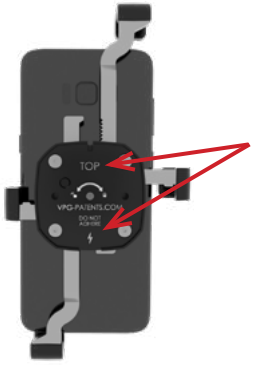
Insert the sensor cable into the pedestal and out through the center of the metal plate. The power cable should feed out the side of the mounting plate.

## 5

The VP-1644 cable stopper is installed behind the fixture. Open the stopper with a V-T41 security driver. Close the stopper in the groove at the end of the cable and tighten the screw again.

## 6

Loosen the security screw on the back of the bracket assembly with the V-T900 security driver.




**IMPORTANT:** Ensure proper orientation of the bracket. The power symbol must face the charging port on the device. "TOP" should be closer to the top of the device.

# TITAN L2

Installation | Angled/Vertical

## 7

Place the device and bracket face down on a flat surface. This holds the arms in place while tightening the screw.

Tighten the screw on the back of the bracket assembly with the V-T900 security driver.

## 8

Plug the power coupler into the VP-1585 sensor. Make sure to use the proper power coupler (Lightning, Type-C, etc).

Use the 2 smaller screws provided to attach the sensor to the bracket assembly with the V-T900 security driver.

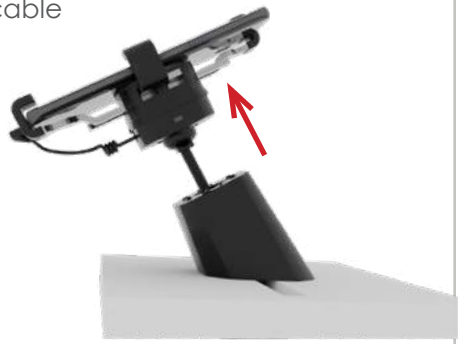
## 9

Plug the power coupler into the charging port on the device.

Plug the V-39 power supply into an AC outlet in the fixture. Plug the V-39 cable into the barrel connector shown.

## 10

Test the security by pulling up on the device and making sure the cable stopper is secure.



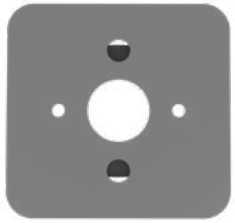
Ensure the red light on the sensor illuminates when it's resting on the pedestal and the device is charging.

# TITAN L2



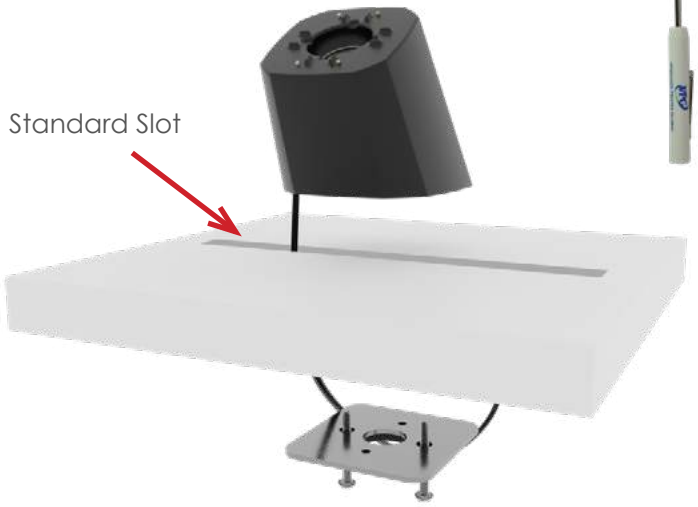
## Mounting for Slot

K-1120 (3/4" Thick Fixtures - Live Try & Slotted):



This Side Faces Fixture

This Side Faces Down



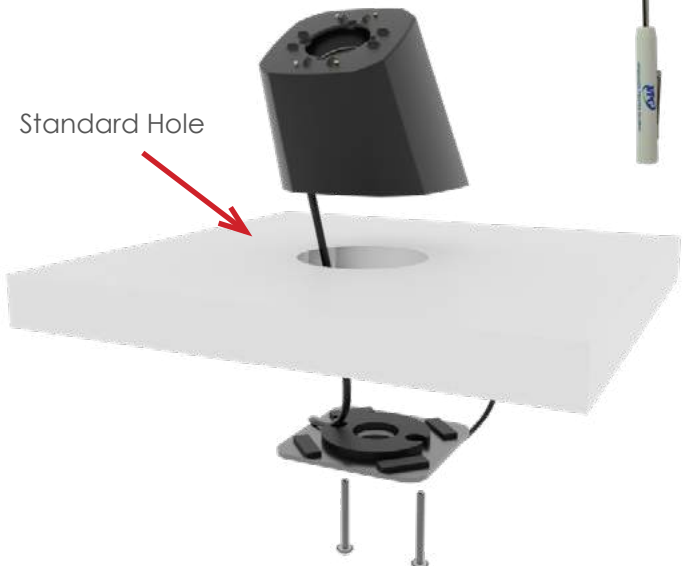
V-T99

## Mounting for Hole

K-1125 The plate below will be required to keep the pedestal straight on the fixture:

This Side Faces Fixture

This Side Faces Down

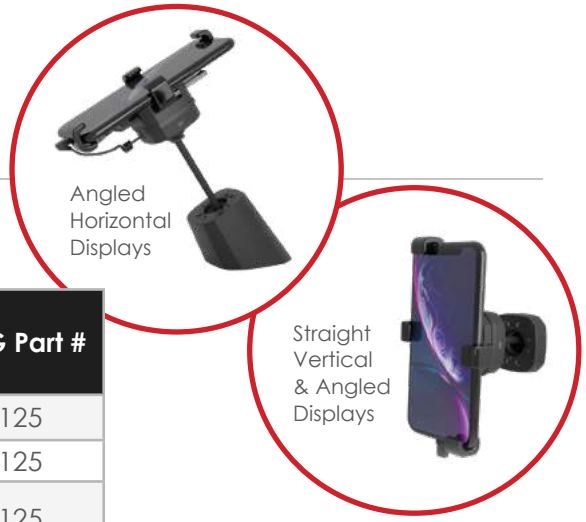


V-T99

# TITAN L2

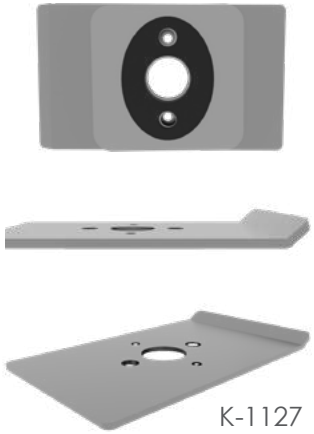
Mounting | Reference

**IMPORTANT:** Adjusted screws have been sent out separately from the initial shipment.



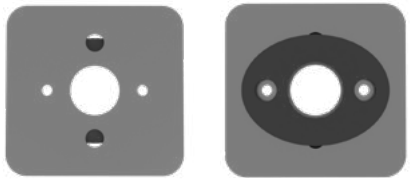

| Store | Fixture | Pedestal Shape | Mounting Screw Length | Standard Mounting Plate | L-Plate | Centering Ring | VPG Part # |
|---|---|---|---|---|---|---|---|
| Evo Stores | Apple | Angled | 1 3/8" | ✓ | | | K-1125 |
| | Google | Angled | 2" | ✓ | | | K-1125 |
| | Samsung Solution Wall (1 7/8" Hole)* | Vertical | 1 3/8" | | | ✓ | K-1125 |
| | | | | | | | |
| Smart Stores | Smart Cube | Angled | 2" | | ✓ | | K-1127 |
| | Device Wall | Angled | 1 3/8" | ✓ | | | K-1127 |
| | Essential Pedestal | Angled | 2" | | ✓ | | K-1127 |
| | | | | | | | |
| Legacy | Google* | Angled | 2" | ✓ | | | K-1125 |
| | Samsung 8" Slot | Angled | 1 3/8" | ✓ | | | K-1125 |
| | Samsung 4" (7/8" Hole) | Angled | 1 3/8" | | | ✓ | K-1125 |
| | Apple 8" Slot | Angled | 1 3/8" | ✓ | | | K-1125 |
| | Apple 4" (7/8" Hole) | Angled | 1 3/8" | | | ✓ | K-1125 |
| | | | | | | | |
| Evo 2.0 | Tables* | Angled | 2 1/2" | ✓ | | | K-1122 |

## L-Plate



K-1127

## Standard Mounting Plate



K-1120

## Mounting Screws

SWPH-00640-PMZ - 2 1/2"

SWPH-00632-PMZ - 2"

SWPH-00622-PMS - 1 3/8"

## Centering Ring

K-1125

# TITAN L2QD

Installation | Angled/Vertical

## 1 Tools & Parts Needed

## 2

Both Angled and Vertical pedestals have the same installation steps.

Lay the pedestal over the slot in the fixture and feed the power cable down. Hold the pedestal in place during this step.

## 3

Using the 2 provided screws and the V-T99, screw the metal plate with the rubber padding (K-1120) facing away from the counter. Make sure the rubber plate is facing out.

**IMPORTANT:** The thin power cable should NOT go through any of the holes on the plate.

## 4

Insert the sensor cable into the pedestal and out through the center of the metal plate. The power cable should feed out the side of the mounting plate.

## 5

The VP-1644 cable stopper is installed behind the fixture. Open the stopper with a V-T41 security driver. Close the stopper in the groove at the end of the cable and tighten the screw again.

## 6

Loosen the security screw on the back of the bracket assembly with the V-T900 security driver.

**IMPORTANT:** Ensure proper orientation of the bracket. The metal ledge should be facing the top of the phone.

# TITAN L2QD

Installation | Angled/Vertical

7

Place the device and bracket face down on a flat surface. This holds the arms in place while tightening the screw. Tighten the screw on the back of the bracket assembly with the security driver.

8

Plug the power coupler into the sensor. Slide the bracket onto the sensor until you hear a click.

9

Plug the V-39 power supply into an AC outlet. Plug the V-39 cable into the barrel connector shown.

10

Test the security by pulling up on the device and making sure the cable stopper is secure.

To release the bracket, unplug the power coupler. Insert the V-T30 driver into the bracket release. Turn gently counter-clockwise and slide the bracket off.

# WALL FIXTURE

EnCore | CR338 | Titan L2 | Titan L2QD

VP-1397

K-CR338-02

K-TTNL2A-02C

K-TTNL2QDA-02C

**EnCore Placement**

EnCore is mounted inside the fixture by removing the back panel.

The power strip is located above the EnCore in the image shown to the left.

**EnCore**
VP-1397

**IR Extender Cable (KF-1102)**

The IR extender cables feed out the mouse holes in the fixture as shown in the image to the left.

Adhere the IR receiver dome underneath the bottom of each shelf.

Point your keyfob in the general area of the IR receiver dome to arm and disarm the EnCore inside the wall fixture.

**CR338, Titan L2, Titan L2QD**

CR338, Titan L2, and Titan L2QDs are used to secure phones and tablets on the bottom 2 shelves.

The K-1106 mounting kit is used on this fixture to secure phones and tablets.

Their power cables exit out of the rear of the pedestal and feed underneath the panel.

# ENCORE

Installation

## 1 Tools & Parts Needed

VP-1397

V-T900

or

V-900-T

VP-1439

or

VP-1603

or

VP-1350XL

or

VP-1626

V-37

KF-1102

KF-1106

VP-1524C

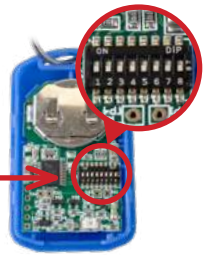
## 2

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

Set the security code by changing the DIP switch inside the EnCore.

or

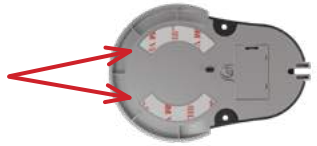
*Switch #8 changes the sensor LEDs to red.*



**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.

The IR Receiver will accept the keyfob's IR signal for the EnCore.

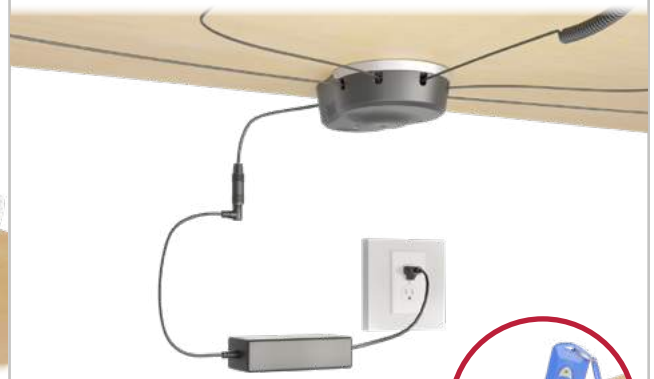
Reinstall the EnCore cover.

## 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 Reciever and press the red lock button to arm the EnCore

# CR338

## Installation

### 1 Tools & Parts Needed

VP-1751

AD-238-8

VP-1707

AD-298-8

V-39

AP-001-200

K-1106

KF-1106

P-21015 or

P-21005 or

P-21001

### 2

Make sure the tamper switch is fully depressed and properly aligned before mounting.

### 3

Screw the threaded rods through the mounting ring and into the pedestal.

Mount to the fixture with the two thumb nuts.

**IMPORTANT: Adhesive mounting should only be used on the Wall Fixture.** Remove the adhesive liner on the base of the pedestal and adhere the pedestal to the fixture.

### 4

Clean the back of the device with an alcohol pad and wipe dry.

Adhere sensor to the center of the device and plug in the power coupler.

### 5

Attach the sensor to the pedestal by twisting the boot into the sensor.

### 6

Plug the power supply into the pedestal and into an AC outlet.

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.

**IMPORTANT:** Please see page 46 for CR361 IR Keyfob instructions.

# 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.

## 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.

# TITAN L2

Installation | Angled/Vertical

## 1 Tools & Parts Needed

## 2

Both Angled and Vertical pedestals have the same installation steps.

Lay the pedestal over the slot in the fixture and feed the power cable down. Hold the pedestal in place during this step.

## 3

Using the 2 provided screws and the V-T99, screw the metal plate with the rubber padding (K-1120) facing away from the counter. Make sure the rubber plate is facing out.

**IMPORTANT:** The thin power cable should NOT go through any of the holes on the plate.

## 4

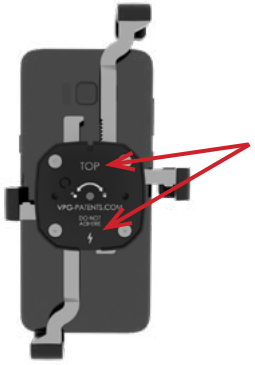
Insert the sensor cable into the pedestal and out through the center of the metal plate. The power cable should feed out the side of the mounting plate.

## 5

The VP-1644 cable stopper is installed behind the fixture. Open the stopper with a V-T41 security driver. Close the stopper in the groove at the end of the cable and tighten the screw again.

## 6

Loosen the security screw on the back of the bracket assembly with the V-T900 security driver.




**IMPORTANT:** Ensure proper orientation of the bracket. The power symbol must face the charging port on the device. "TOP" should be closer to the top of the device.

# TITAN L2

Installation | Angled/Vertical

## 7

Place the device and bracket face down on a flat surface. This holds the arms in place while tightening the screw.

Tighten the screw on the back of the bracket assembly with the V-T900 security driver.

## 8

Plug the power coupler into the VP-1585 sensor. Make sure to use the proper power coupler (Lightning, Type-C, etc).

Use the 2 smaller screws provided to attach the sensor to the bracket assembly with the V-T900 security driver.

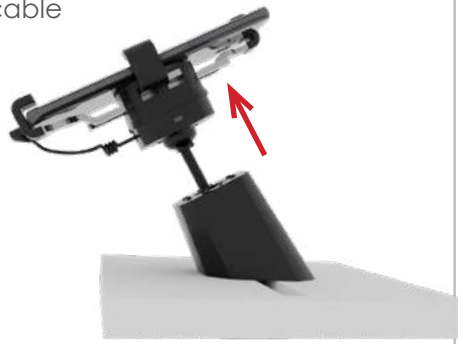
## 9

Plug the power coupler into the charging port on the device.

Plug the V-39 power supply into an AC outlet in the fixture. Plug the V-39 cable into the barrel connector shown.

## 10

Test the security by pulling up on the device and making sure the cable stopper is secure.



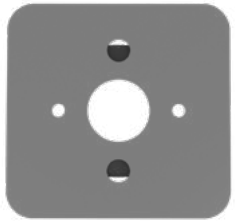
Ensure the red light on the sensor illuminates when it's resting on the pedestal and the device is charging.

# TITAN L2



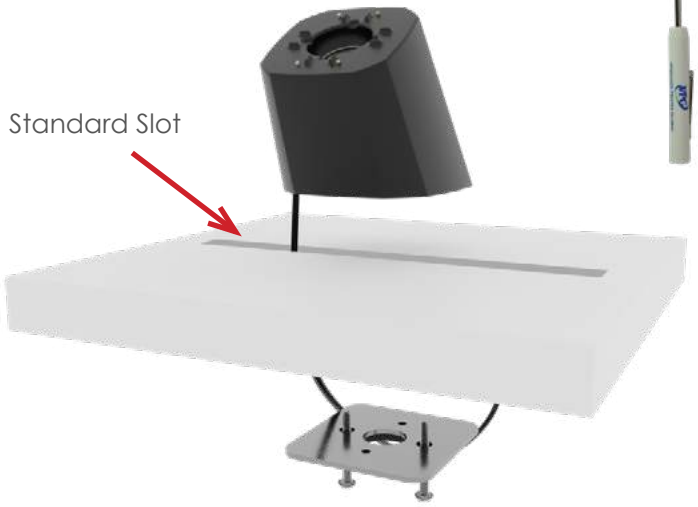
## Mounting for Slot

K-1120 (3/4" Thick Fixtures - Live Try & Slotted):



This Side Faces Fixture

This Side Faces Down



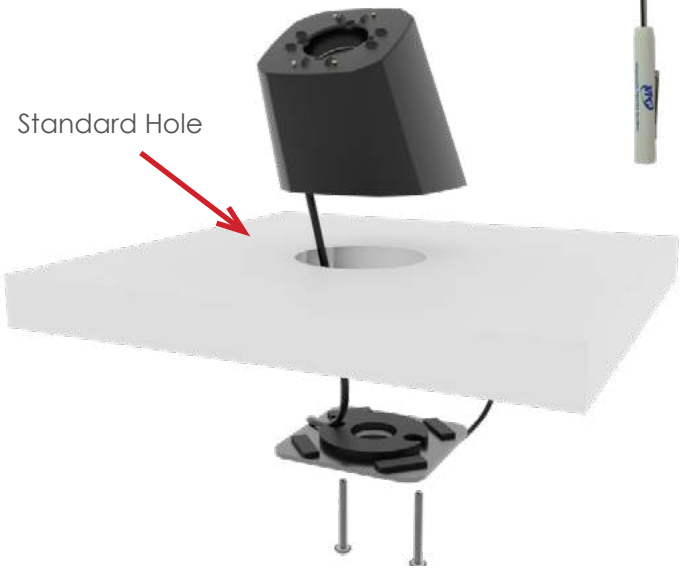
V-T99

## Mounting for Hole

K-1125 The plate below will be required to keep the pedestal straight on the fixture:

This Side Faces Fixture

This Side Faces Down

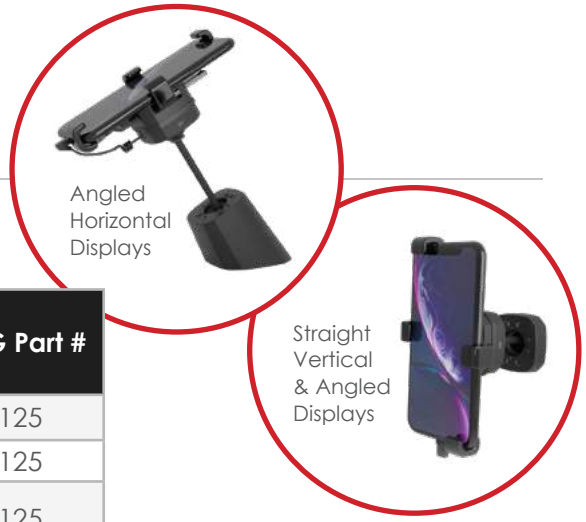


V-T99

# TITAN L2

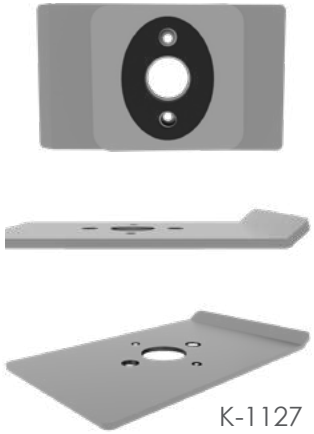
Mounting | Reference

**IMPORTANT:** Adjusted screws have been sent out separately from the initial shipment.



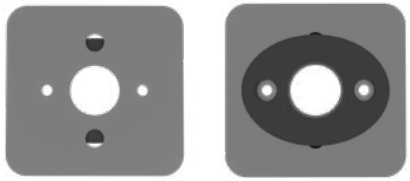

| Store | Fixture | Pedestal Shape | Mounting Screw Length | Standard Mounting Plate | L-Plate | Centering Ring | VPG Part # |
|---|---|---|---|---|---|---|---|
| Evo Stores | Apple | Angled | 1 3/8" | ✓ | | | K-1125 |
| | Google | Angled | 2" | ✓ | | | K-1125 |
| | Samsung Solution Wall (1 7/8" Hole)* | Vertical | 1 3/8" | | | ✓ | K-1125 |
| | | | | | | | |
| Smart Stores | Smart Cube | Angled | 2" | | ✓ | | K-1127 |
| | Device Wall | Angled | 1 3/8" | ✓ | | | K-1127 |
| | Essential Pedestal | Angled | 2" | | ✓ | | K-1127 |
| | | | | | | | |
| Legacy | Google* | Angled | 2" | ✓ | | | K-1125 |
| | Samsung 8" Slot | Angled | 1 3/8" | ✓ | | | K-1125 |
| | Samsung 4" (7/8" Hole) | Angled | 1 3/8" | | | ✓ | K-1125 |
| | Apple 8" Slot | Angled | 1 3/8" | ✓ | | | K-1125 |
| | Apple 4" (7/8" Hole) | Angled | 1 3/8" | | | ✓ | K-1125 |
| | | | | | | | |
| Evo 2.0 | Tables* | Angled | 2 1/2" | ✓ | | | K-1122 |

## L-Plate



K-1127

## Standard Mounting Plate



K-1120

## Mounting Screws

SWPH-00640-PMZ - 2 1/2"

SWPH-00632-PMZ - 2"

SWPH-00622-PMS - 1 3/8"

## Centering Ring

K-1125

# TITAN L2QD

Installation | Angled/Vertical

## 1 Tools & Parts Needed

## 2

Both Angled and Vertical pedestals have the same installation steps.

Lay the pedestal over the slot in the fixture and feed the power cable down. Hold the pedestal in place during this step.

## 3

Using the 2 provided screws and the V-T99, screw the metal plate with the rubber padding (K-1120) facing away from the counter. Make sure the rubber plate is facing out.

**IMPORTANT:** The thin power cable should NOT go through any of the holes on the plate.

## 4

Insert the sensor cable into the pedestal and out through the center of the metal plate. The power cable should feed out the side of the mounting plate.

## 5

The VP-1644 cable stopper is installed behind the fixture. Open the stopper with a V-T41 security driver. Close the stopper in the groove at the end of the cable and tighten the screw again.

## 6

Loosen the security screw on the back of the bracket assembly with the V-T900 security driver.

**IMPORTANT:** Ensure proper orientation of the bracket. The metal ledge should be facing the top of the phone.

# TITAN L2QD

Installation | Angled/Vertical

7

Place the device and bracket face down on a flat surface. This holds the arms in place while tightening the screw. Tighten the screw on the back of the bracket assembly with the security driver.

8

Plug the power coupler into the sensor. Slide the bracket onto the sensor until you hear a click.

9

Plug the V-39 power supply into an AC outlet. Plug the V-39 cable into the barrel connector shown.

10

Test the security by pulling up on the device and making sure the cable stopper is secure.

To release the bracket, unplug the power coupler. Insert the V-T30 driver into the bracket release. Turn gently counter-clockwise and slide the bracket off.

# EXPERIENCE TABLE

EnCore | CR338

VP-1397

K-CR338-02

### EnCore

EnCores will be used on opposite ends of the fixture. Exact placement may need to vary based on what products are secured in what positions on the table.

The IR receiver dome will be mounted on opposite ends of the table. Plug the EnCore into a V-37 power supply and plug it into the nearest power strip.

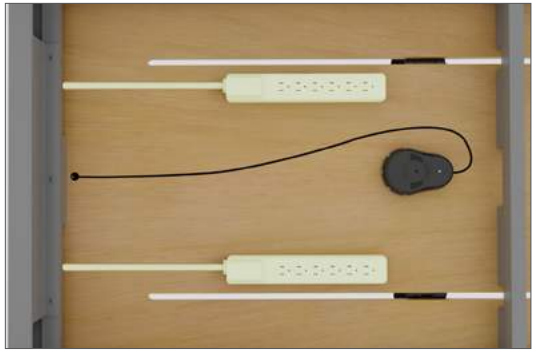
*Use the Triad-supplied adhesive backed cable management clips, or VPG supplied velcro for cable management.*

### Securing iPads & Keyboards

In order to completely secure an Apple iPad that uses a keyboard, you will need to adhere an X-Sensor to the back of the keyboard.

Use an X-Sensor flex cover over the X-Sensors in order to provide an extra bond between the sensor and the keyboard.

If displaying a stylus, or any other 2-in-1 accessories, make sure to apply an X-Sensor to the product.



### IR Extender Cable (KF-1102)

The IR extender cables attach to the rear of the EnCore alarms, and will adhere on opposite ends of the table.

With EnCores on both sides of the table, secure products with the EnCore closest to the position you are securing for ideal cable management.

### CR338

CR338s are used to secure phones and tablets that are not displayed on platters or risers.

The power cables run through the slots and plug into a V-39 power supply.

Amount of phones secured by a CR338 will vary in future product roll-outs.

# ENCORE

Installation

## 1 Tools & Parts Needed

VP-1397



V-T900

or

V-900-T

VP-1439

or

VP-1603

or

VP-1350XL

or

VP-1626

V-37

KF-1102

KF-1106

VP-1524C

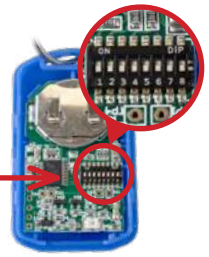
## 2

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

Set the security code by changing the DIP switch inside the EnCore.

or

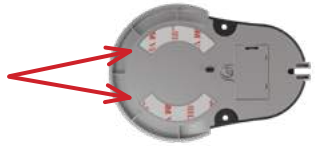
*Switch #8 changes the sensor LEDs to red.*



**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.

The IR Receiver will accept the keyfob's IR signal for the EnCore.

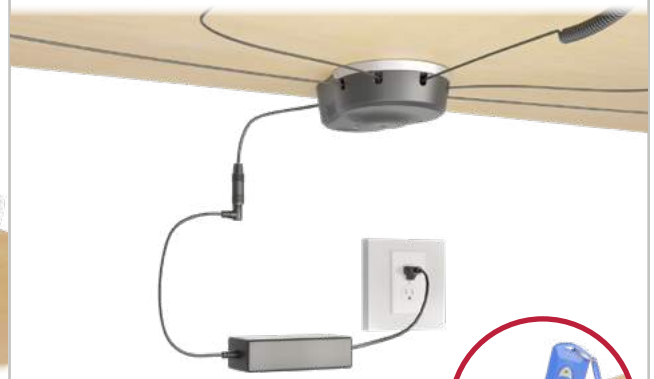
Reinstall the EnCore cover.

## 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 Reciever and press the red lock button to arm the EnCore

# CR338

## Installation

### 1 Tools & Parts Needed

VP-1751

AD-238-8

VP-1707

AD-298-8

V-39

AP-001-200

K-1106

KF-1106

P-21015 or

P-21005 or

P-21001

### 2

Make sure the tamper switch is fully depressed and properly aligned before mounting.

### 3

Screw the threaded rods through the mounting ring and into the pedestal.

Mount to the fixture with the two thumb nuts.

**IMPORTANT: Adhesive mounting should only be used on the Wall Fixture.** Remove the adhesive liner on the base of the pedestal and adhere the pedestal to the fixture.

### 4

Clean the back of the device with an alcohol pad and wipe dry.

Adhere sensor to the center of the device and plug in the power coupler.

### 5

Attach the sensor to the pedestal by twisting the boot into the sensor.

### 6

Plug the power supply into the pedestal and into an AC outlet.

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.

**IMPORTANT:** Please see page 46 for CR361 IR Keyfob instructions.

# 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.

## 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.

# 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.

# Omni Cradle

Installation | Apple Watches | Samsung Watches | Wearables

## 1 Tools & Parts Needed

VP-1625

VP-1626

VP-1636

VP-1781

K-1107

VP-1480#

AD-223

## 2 ALL WATCHES

Apply the circular adhesive to the back of the watch charger.

Thread the watch charging cable through the Omni Cradle (VP-1781).

For Samsung watches, see *Step 3.*

## 3 APPLE WATCHES/OTHER WATCHES

Apple Generic

For Apple Watches use the Apple Adapter; all other (non-Apple or non-Samsung) watches use the flat generic watch adapter.

Adhere the watch adapters into the cradle with an adhesive on the bottom of the Apple or generic adapter.

Remove adhesive liner and Skip to *step 4.*

## 4 SAMSUNG WATCHES

Do **NOT** use the two cradle adapters from the VP-1781 kit for Samsung watches.

SAVE FOR FUTURE USE.

Remove adhesive liner and adhere the charging puck inside the cradle.

## 5

Insert the provided binding screw into the watch cradle. Thread the watch charger through the watch stand as shown.

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

## 6

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.

# Omni Cradle

Installation | Apple Watches | Samsung Watches | Wearables

## 7

Close the wearable sensor onto the watch band and tighten with the security driver.

## 8

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.

**IMPORTANT:** The Flex sensor **CANNOT** be removed once adhered or else the alarm will be triggered.

## 9

Rest the watch on the stand, and thread the sensor cable through the base of the stand. Route both cables through the fixture slot or through the back of the stand.

## 10 PRIMARY MOUNTING OPTION

**IMPORTANT:** MUST use the K-1107 mounting kit for wood fixture surfaces.

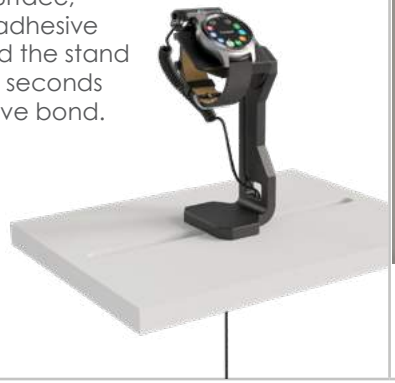
Screw the all-thread screws through the base of the stand. Then, thread the cables through the mounting ring and place the ring over the all-threads. Mount to the fixture with the two thumb nuts, as shown. Skip to *Step 11*

## 11 SECONDARY MOUNTING OPTION

*Do **NOT** use adhesive on wood fixtures.*

*If mounting the watch stand using adhesives, follow the step below.*

Clean the fixture surface; then, remove the adhesive liner. Press and hold the stand to the fixture for 30 seconds for a strong adhesive bond.



## 12

Plug the watch sensor into the Duo alarm unit (VP-1480). Do **NOT** adhere Duo to wood fixture surface. Mount the Duo on the watch stand or inside the fixture.

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

# ADHESIVE RESISTANT DEVICES



**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.

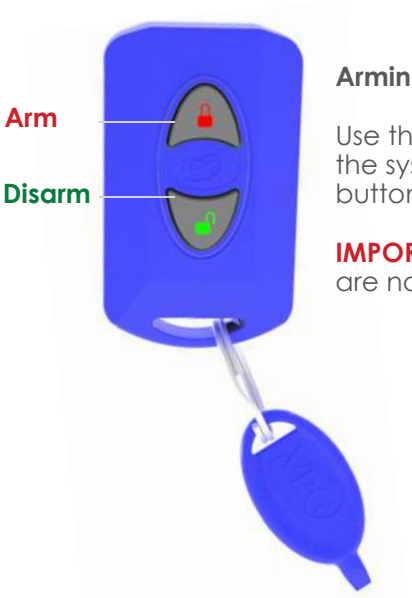
3) Adhere the AD-218 to the back of the device.

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.

# IR KEYFOB (KF-1106)

User Guide | 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.

### 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.

### Range

You must be within 6"-12" of the IR receiver. If using the Duo, you must be within 1".

### 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 and CR338-UTCs 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 | Security Kits | Black

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **CR338 Kit**<br>**K-CR338-02** | <br>Pedestal<br>VP-1751 | <br>CR338 Sensor<br>VP-1707 | <br>CR338 Mount Kit<br>K-1106 | <br>Power Supply<br>V-39 | | | | |
| **CR338-UTC Kit**<br>**K-CR338UC-02** | <br>UTC & Bracket<br>VP-1750-Y | <br>CR338 Sensor<br>VP-1707 | <br>Low Profile Boot<br>VP-1540 | <br>Pedestal Mount<br>VP-1521Y | <br>Power Supply<br>V-39 | | | |
| **Titan L2**<br>**Vertical Kit**<br>**K-TTNL2-02C** | <br>Vertical Pedestal<br>VP-1586 | <br>Titan L2 Sensor<br>VP-1585 | <br>Titan L2 Bracket<br>VP-1584 | <br>Titan L2 Cable Stop<br>VP-1644 | <br>Power Supply<br>V-39 | <br>Titan L2 Mount Kit<br>K-1120 | (See pg 12-13 for all L2 mounting options) | |
| **Titan L2**<br>**Angled Kit**<br>**K-TTNL2A-02-C** | <br>Angled Pedestal<br>VP-1594 | <br>Titan L2 Sensor<br>VP-1595 | <br>Titan L2 Bracket<br>VP-1584 | <br>Titan L2 Cable Stop<br>VP-1644 | <br>Power Supply<br>V-39 | <br>Titan L2 Mount Kit<br>K-1120 | (See pg 12-13 for all L2 mounting options) | |
| **Titan L2QD**<br>**Vertical Kit**<br>**K-TTNL2QD-02C** | <br>Vertical Pedestal<br>VP-1586 | <br>Titan L2QD Sensor<br>VP-1710-3 | <br>Titan L2QD Bracket<br>VP-1712 | <br>Titan L2 Cable Stop<br>VP-1644 | <br>Power Supply<br>V-39 | <br>Titan L2QD Mount Kit<br>K-1120 | (See pg 12-13 for all L2QD mounting options) | |
| **Titan L2QD**<br>**Angled Kit**<br>**K-TTNL2QDA-02C** | <br>Angled Pedestal<br>VP-1594 | <br>Titan L2QD Sensor<br>VP-1710-3 | <br>Titan L2QD Bracket<br>VP-1712 | <br>Titan L2 Cable Stop<br>VP-1644 | <br>Power Supply<br>V-39 | <br>Titan L2QD Mount Kit<br>K-1120 | (See pg 12-13 for all L2QD mounting options) | |
| **Wearable Kit**<br>**VZW-OMNIDUO-KIT** | <br>Wearable Stand<br>VP-1625 | <br>Omni Cradle<br>VP-1781 | <br>Slim Wearable Sensor<br>VP-1626 | <br>Flex Sensor<br>VP-1636 | <br>Duo Alarm<br>VP-1480 | | | |

# SPARE PARTS

## Maintenance

### CR338/ CR338-UTC

Micro USB Coupler
P21001

USB-C Coupler
P21005

Lightning Coupler
P21015

Mounting Kit
K-1106

### Alarms

EnCore
VP-1397

Duo
VP-1480

### Tools

Sensor Removal Tool
VP-1477

1/8" Security Screwdriver
V-T30

1/8" Allen Security Screwdriver
V-T900

Small Phillips Screwdriver
V-T99

Allen Security Wrench
V-41

Magnet Tool
VP-1446

### Adhesives

CR338 Adhesive
AD-298-8

CR338 Adhesive (blk)
AD-261

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

Watch Adhesive
AD-223

### PAS

PAS Bracket
VP-1431C-5

Clear PAS Bracket
VP-1202C-5

Type-C PAS Sensor
VP-1439

Micro USB PAS Sensor
VP-1603

### Power Supply

Power Supply
V-37

Power Supply
V-39

### Misc.

IR Receiver
KF-1102

IR Keyfob
KF-1106

X-Sensor
VP-1350XL

X-Sensor Cover
VP-1524C

Mounting Bracket
VP-1518

Velcro
V-60V

Supply Bag
VPG Bank Bag

Alcohol Pads
AP-001-200