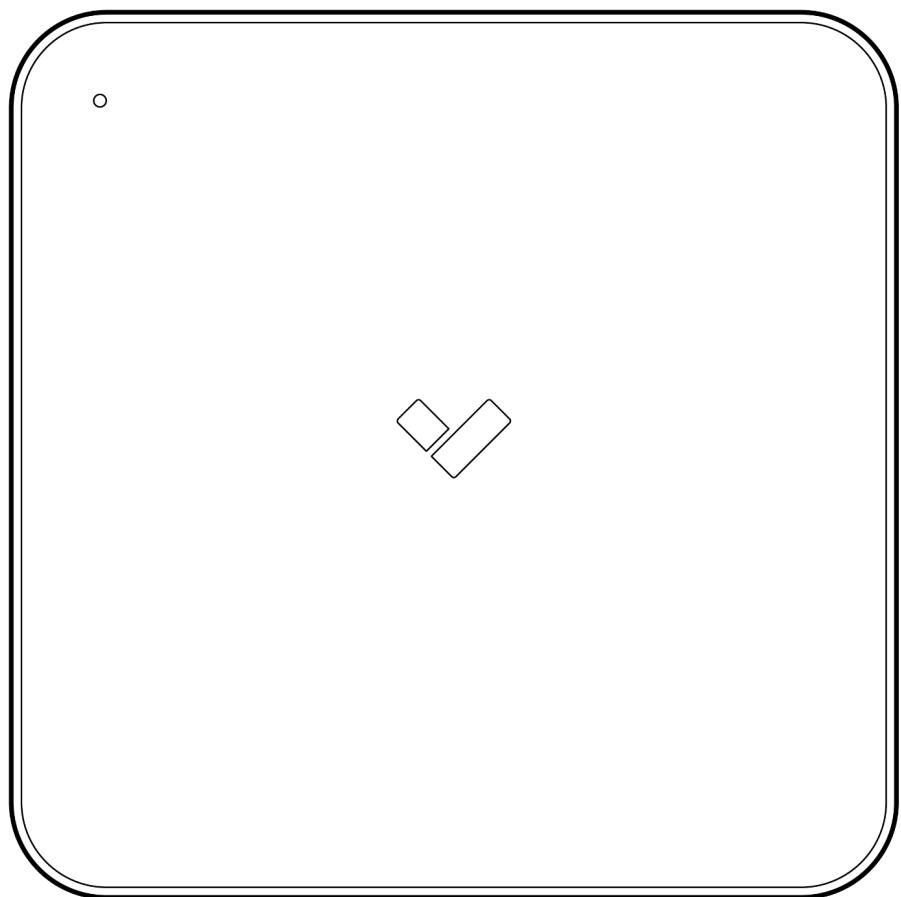


Install Guide

WH32 VLink Wireless Hub



Document Details

Version

V1.2 20250912

(V1.0 published 20241211)

Firmware

Firmware version can be verified on Verkada

Command command.verkada.com.

Product Models

This install guide pertains to model WH32-HW.

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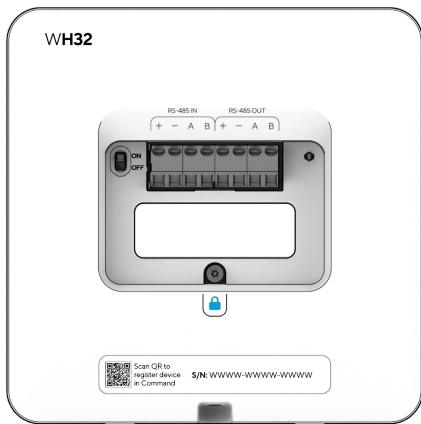
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Introduction

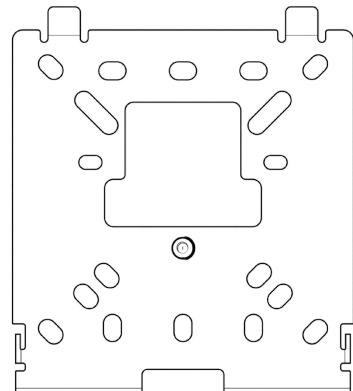
What's in the box



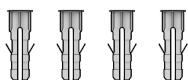
Top Cover
(Attached to device)



VLink Wireless Repeater



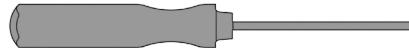
Mount Plate
(Attached to device)



Wall Anchors (4 pcs)



M4 Wall Screws (4 pcs)
Length: 25mm Drive: #2 Phillips



T10 Security Torx Screwdriver

What you'll need

- #2 Phillips driver (screwdriver or power drill)
- 7/32 inch (5.5mm) drill bit if using wall anchors

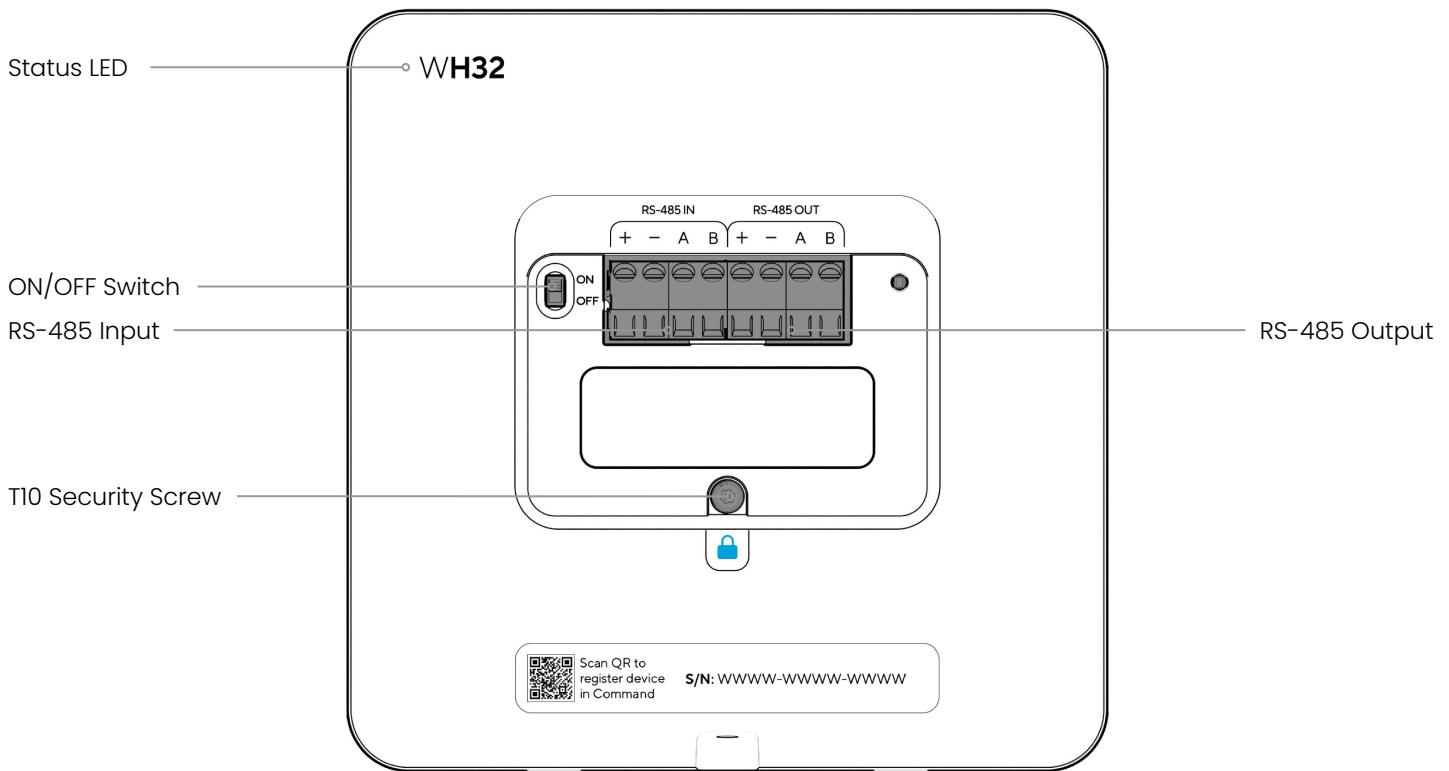
Connect

For easy registration and setup, scan the QR code on the product.

If you prefer to manually register your product, please proceed to:
verkada.com/start

Introduction

Overview



LED Behaviors

● Solid Orange

The device is on and booting up.

● Flashing Orange

The device is updating firmware.

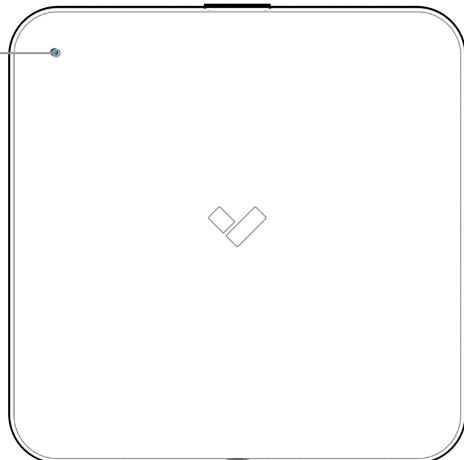
● Solid Blue

The device is running and online.

● Flashing Blue

The device is running and offline.

Status LED



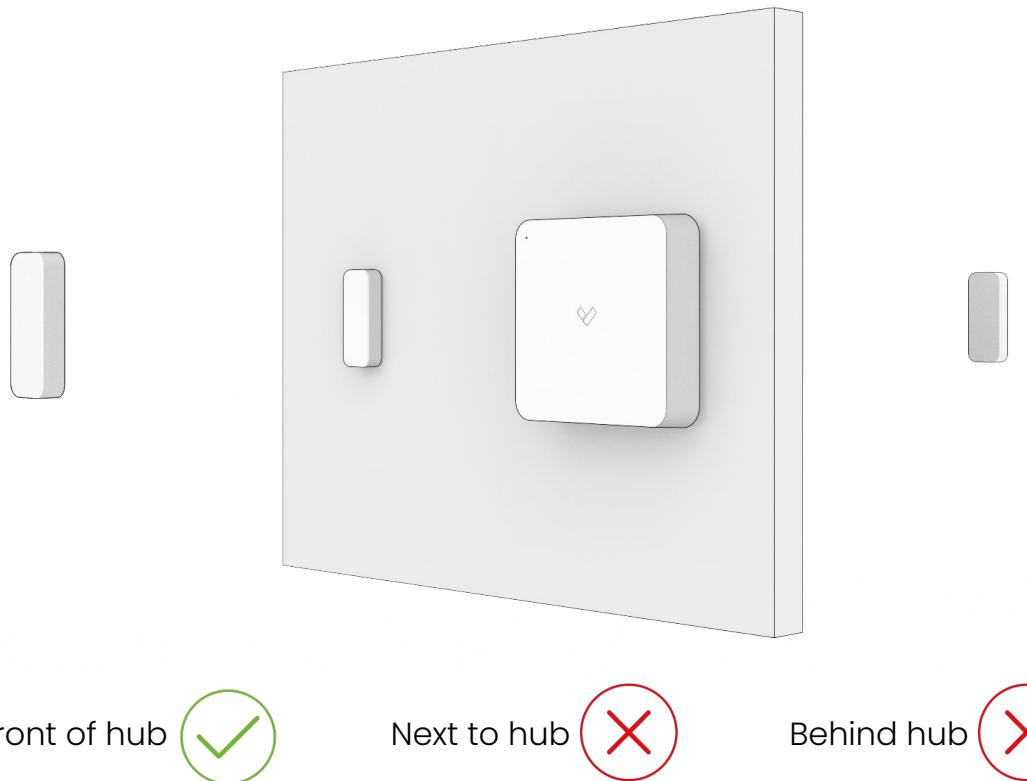
Status LED is visible through the Top Cover

Introduction

Placement

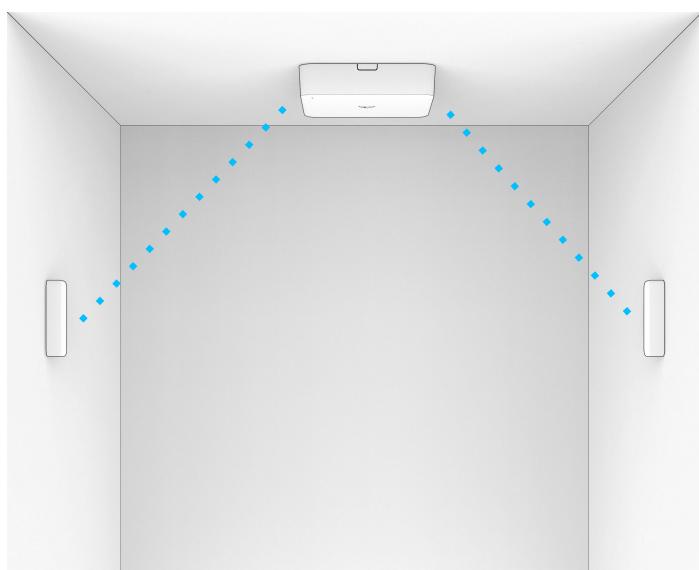
Optimal connection to Sensors

Avoid mounting sensors behind, or on the same plane as the hub. For optimal connection, make sure that the sensors are always in front of the hub, without obstruction.



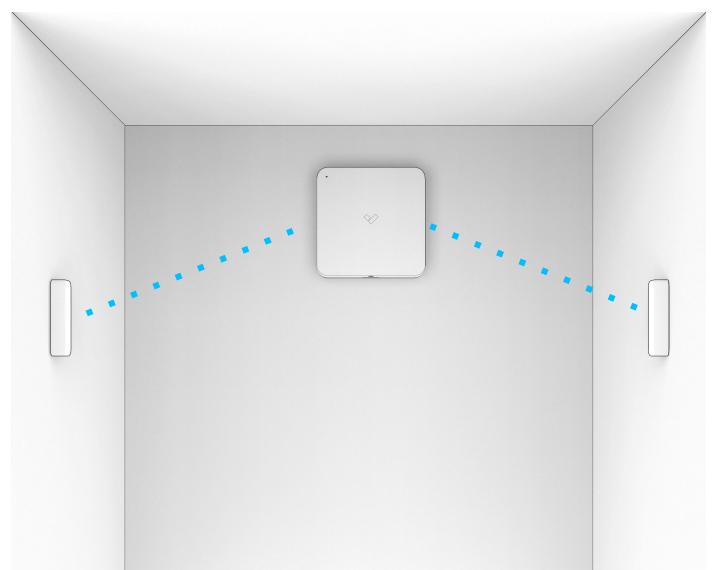
Warehouse

Mount hub on the ceiling.



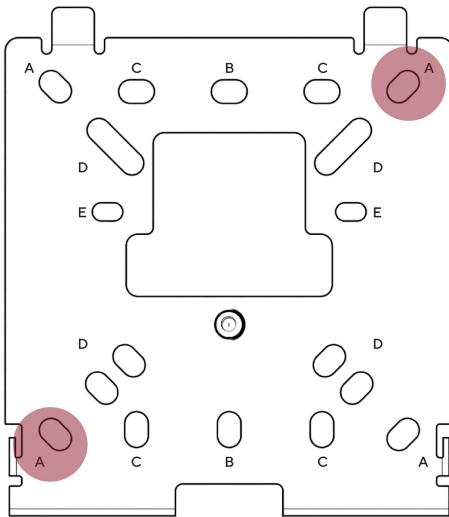
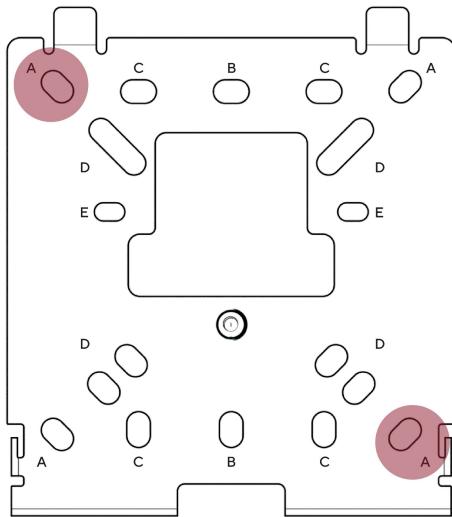
Hallway

Mount hub on the wall, at end of hallway.



Introduction

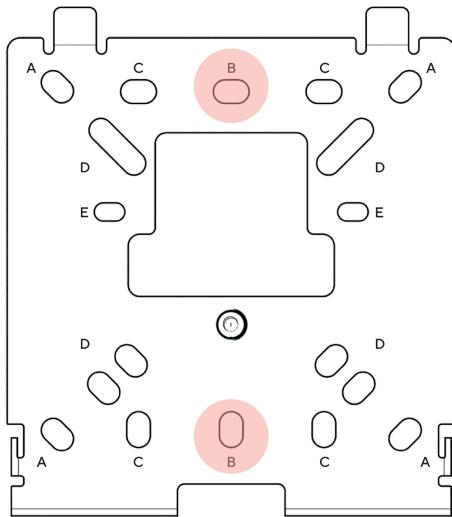
Mount Plate Overview 1/2



A Wall/Ceiling/Square Junction Box (4 inches)

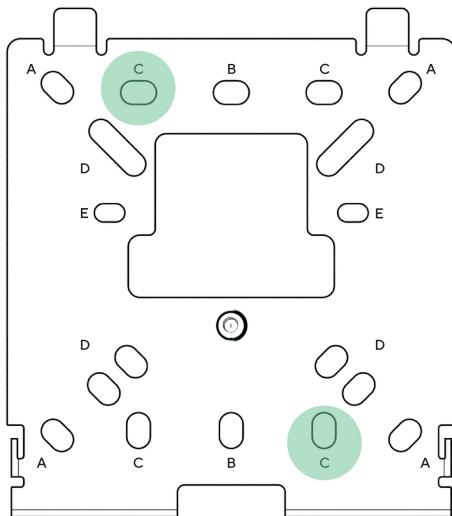
For junction boxes: use two 6-32 or 8-32 machine screws with minimum length 10mm diagonal from one another.

For wall/ceiling: follow the description on page 10.



B Single Gang Junction Box

Use two 6-32 or 8-32 machine screws with minimum length 10mm vertical from one another.

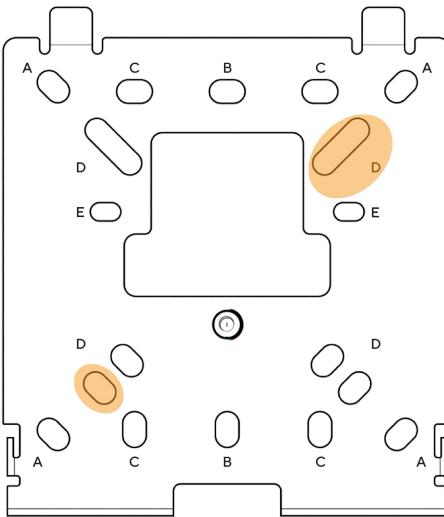
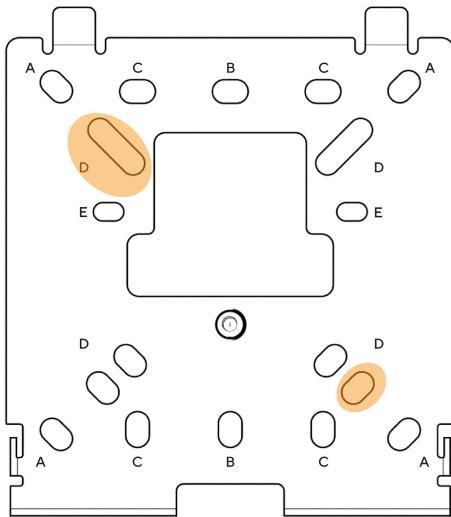


C Double Gang Junction Box

Use two 6-32 or 8-32 machine screws with minimum length 10mm machine screws diagonal from one another.

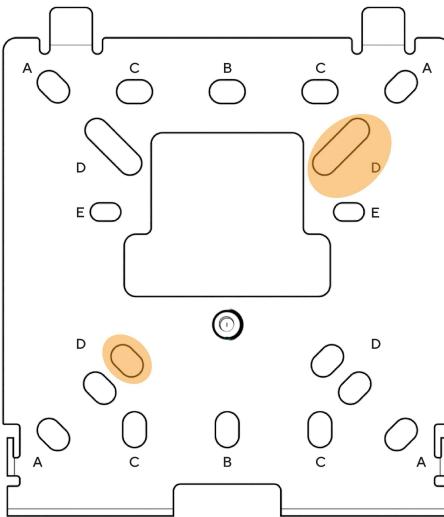
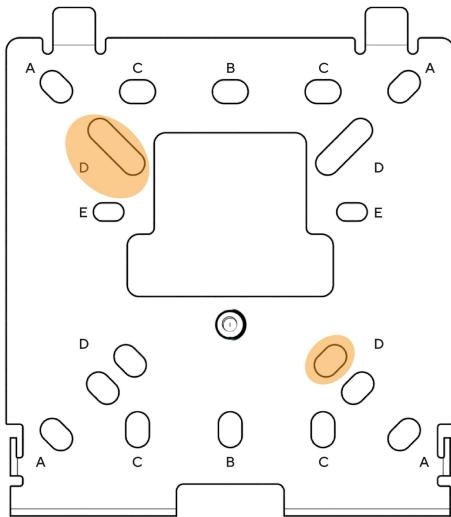
Introduction

Mount Plate Overview 2/2



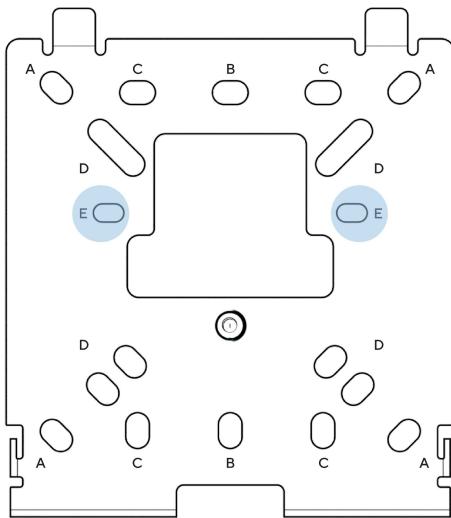
D Round Junction Box
(4 inches)

Use two 6-32 or 8-32 machine screws with minimum length 10mm machine screws diagonal from one another (further holes).



D Round Junction Box
(3 1/2 inches)

Use two 6-32 or 8-32 machine screws with minimum length 10mm machine screws diagonal from one another (closer holes).



E European Junction Box

Use two M3.5 machine screws with minimum length 10mm horizontal from one another.

Introduction

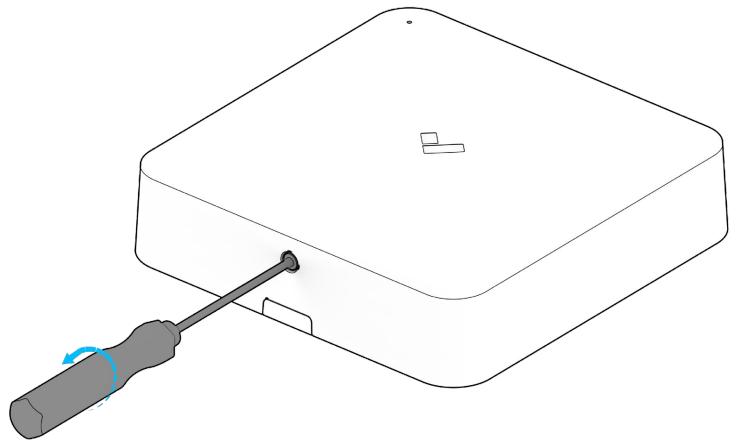
Technical Specifications

Power Draw	0.18W standby, 27W maximum. (5mA - 750mA current draw @ 36VDC input)
Input Voltage	10-36VDC input via terminal block
Output Voltage	36V +/- 3% (available when DC input is present) Output current 550mA max
Battery Life	24-hour battery backup (1200mAh rechargeable Ni-MH battery)
RF connectivity	VLink sub-GHz transceiver with internal Antenna (863MHz - 928MHz).
RF Range	≥ 400m when paired with any of Verkada's VLink capable devices
Tamper Detection	Yes
I/O ports	Two RS485, work independently
LEDs	Status LEDs: RGB + Orange
Operating Temp. & Humidity	0°C-50°C / 32°F-122°, 0-90% RH non-condensing
Dimension	5.53 (in) x 5.53 (in) x 1.34 (in)
Compliance	FCC, CE, AUS, NZ

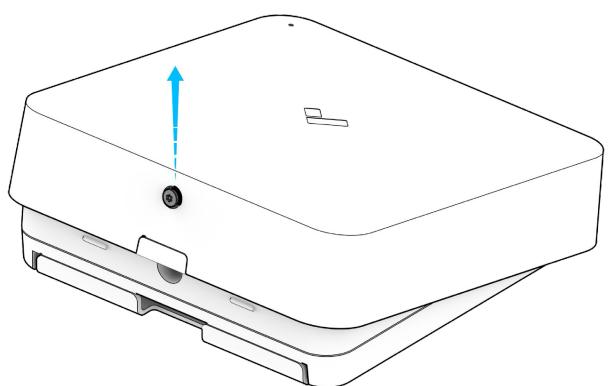
Installation

Preparation (1/2)

Loosen the screw on the top cover, using the provided T10 Security Torx Screwdriver.



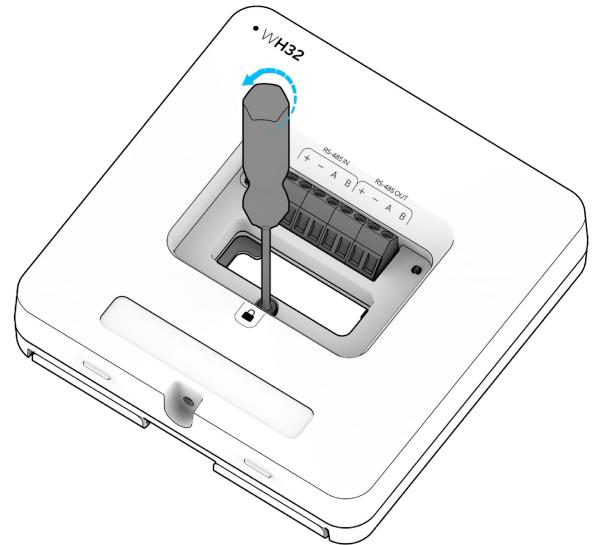
Swing the top cover open and lift it off the device, once disengaged.



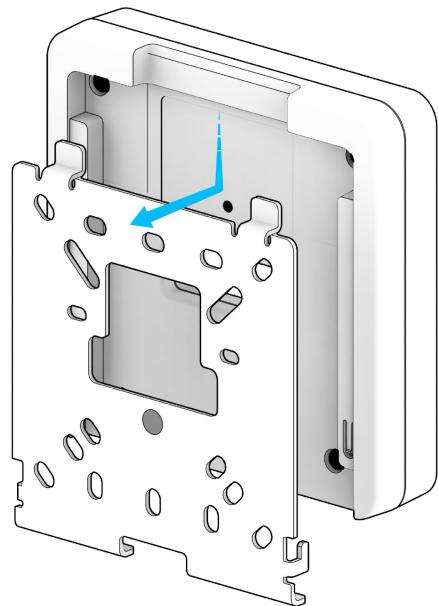
Installation

Preparation (2/2)

Loosen the T10 screw in the center of the device.



Remove the mount plate from the device by sliding it down and out.



Installation

Mounting (1/4)

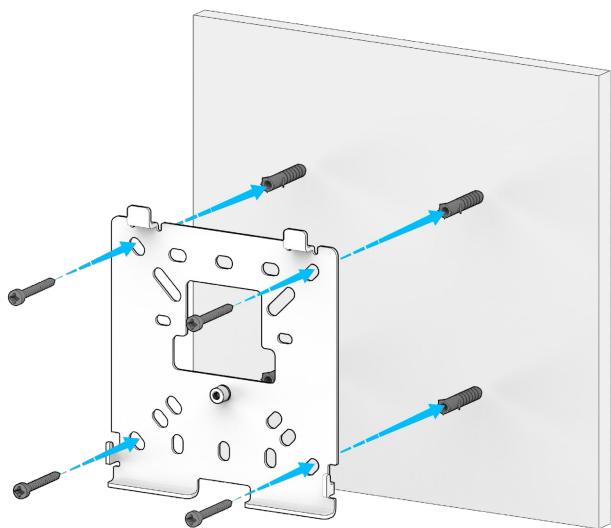
For wall mounting, drill pilot holes using pattern 'A' on mount plate.

For a solid material like wood or metal, drill $\frac{1}{8}$ -in (3.17mm) pilot holes.

Drive the mounting screws directly into the pilot holes.

For drywall, plaster or masonry, separate wall anchors may be required.

If wiring through the surface, make a hole aligning with the central cutout of the mount plate.



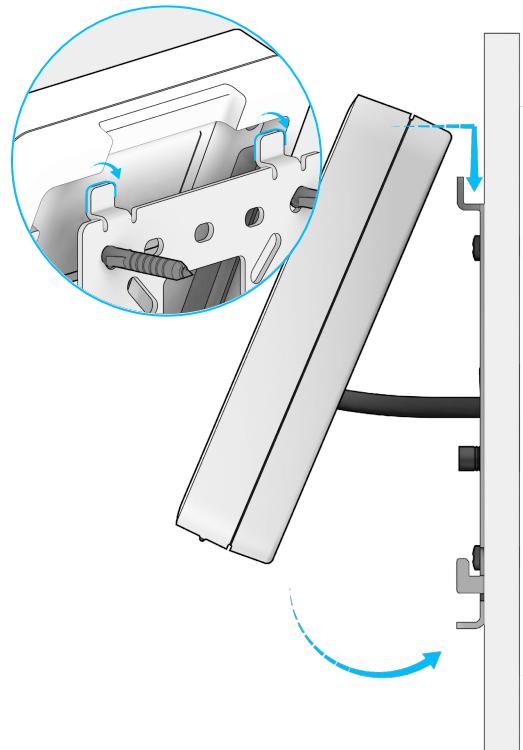
Route the wires through the surface, mount plate, and center of the device.



Installation

Mounting (2/4)

Align the hook features on the Mount Plate with the corresponding cavities on the device and slot it into place.



Make sure that you have enough wire length to work with.

Strip the wires in preparation for connecting them to the terminal blocks.



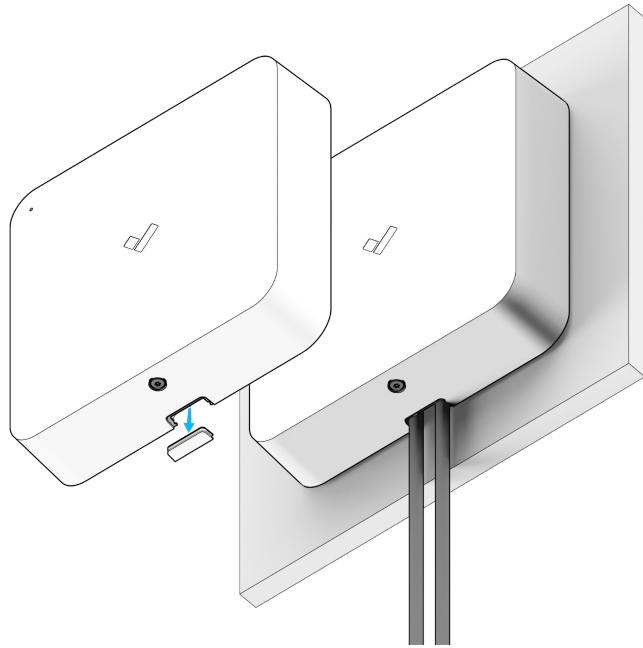
Installation

Cable Routing Options Along the Surface

If your install scenario requires cable routing along the surface, open the mouse hole on either top or bottom of the top cover.

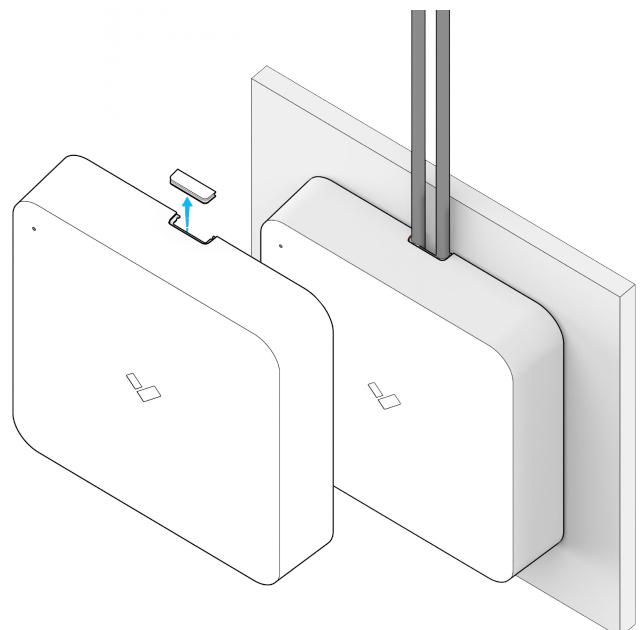
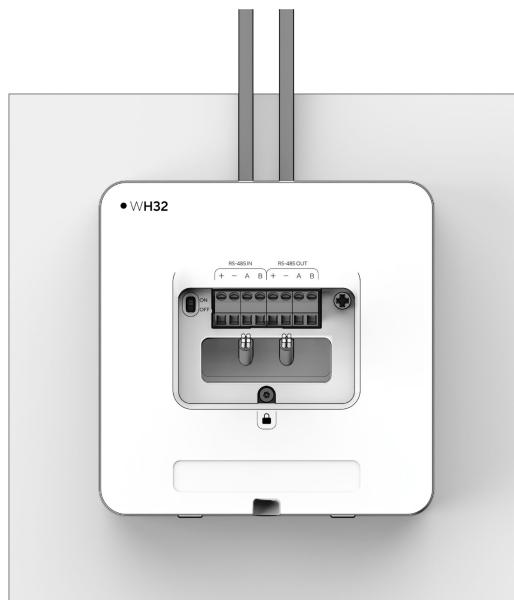
Option 1

From the bottom



Option 2

From the top



Installation

Wiring Requirement

Ensure that the wires are routed behind the device and through the central opening to allow the top cover to close properly.



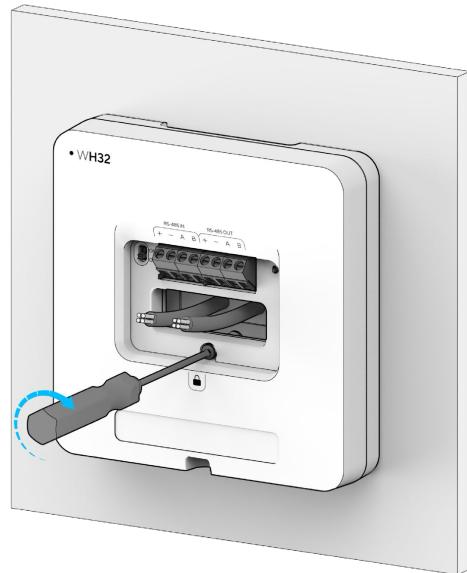
Do not route wires on top of the device, or the top cover will not be able to close.



Installation

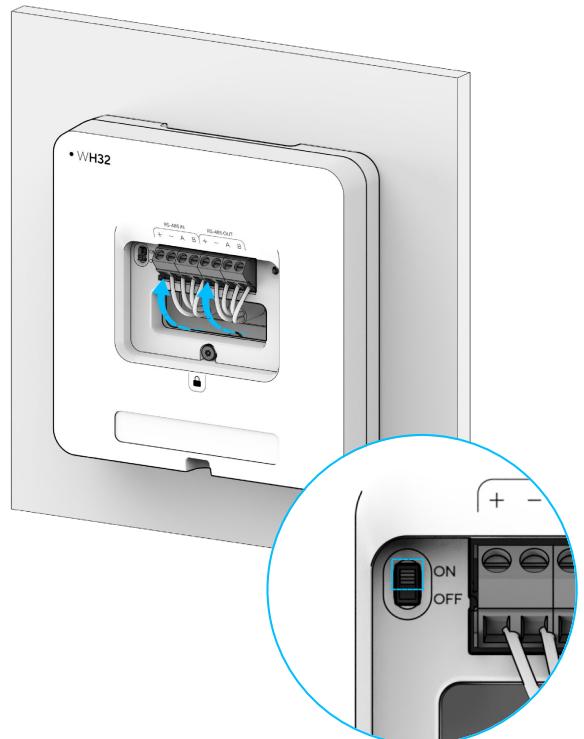
Mounting (3/4)

Tighten the T10 screw in the center of the device, to secure it to the mount plate..



Connect the wires to the terminal blocks.

Push excess wire back into the opening.

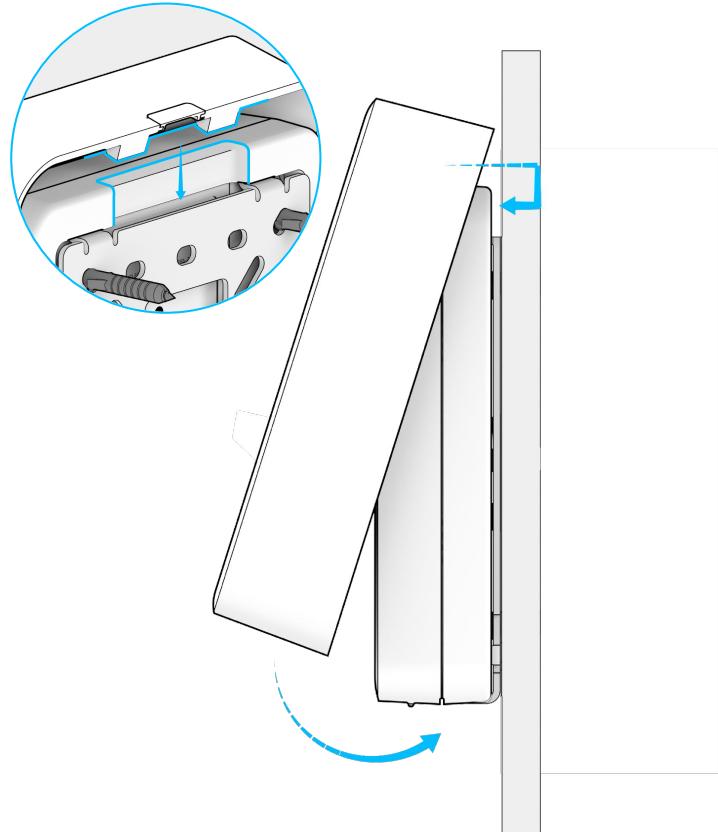


After the wiring connections are made, flip the switch to the ON position.

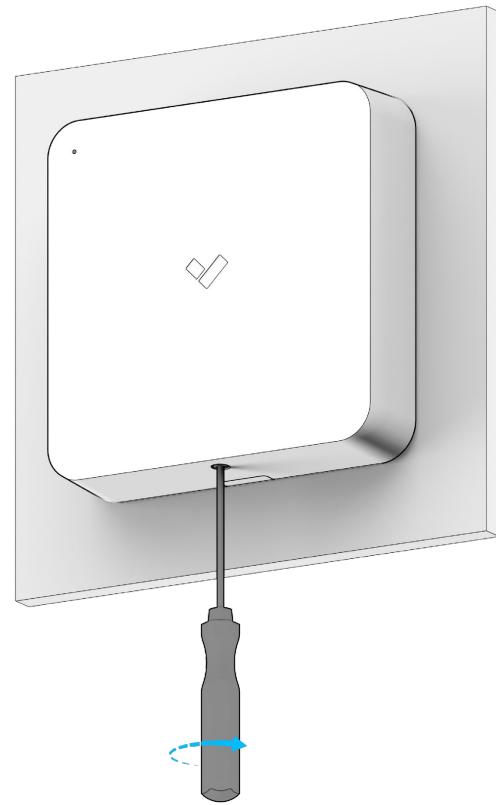
Installation

Mounting (4/4)

Slot the top cover onto the device and swing it into place.



Tighten the T10 screw on the bottom of the top cover to secure.



Appendix

Compliance

FCC Compliance	<p>This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.</p> <p>NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.</p> <p>IMPORTANT NOTE :</p> <p>FCC Radiation Exposure Statement : This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.</p>
IC Statement	<p>This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions:</p> <p>(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.</p> <p>IC Radiation Exposure Statement: This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.</p> <p>Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence.</p> <p>L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.</p> <p>Déclaration d'exposition aux rayonnements d'IC : Cet équipement est conforme aux limites d'exposition aux rayonnements IC RSS-102 définies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.</p>

Caution

Battery	<p>Since there is a non-replaceable Ni-MH battery pack included in this device:</p> <ul style="list-style-type: none">• Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion. Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.• A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.
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Appendix

Support

Thank you for purchasing this Verkada product. If for any reason you're experiencing issues or need assistance, please contact our 24/7 Technical Support Team immediately.

Sincerely,
The Verkada Team
verkada.com/support