

Proto M2

User Guide



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1. OVERVIEW

The Proto M2 is a tabletop holographic communication and media device. It presents live or pre-recorded holographic content as well as holographic apps for shopping, entertainment, telemedicine, communication, fitness, and displaying NFTs.

1.1 Vulnerable People Safety Information

Small parts contained in your Proto M2 and its accessories may present a choking hazard to small children. **Keep away from children.**

1.2 Intended Use and Reasonable Foreseeable Misuse

The Proto M2 is intended for indoor use only. It is not intended to be used near water or in direct sunlight.

The Proto M2 shall be used with the following software, original accessories, and components only:

- Proto Studio Kit
- Proto Live Beam Kit
- Proto Beam App
- Proto Cloud
- Travel Case
- Proto HDMI Input Adapter

The Proto M2 may only be used in accordance with the instructions described in this guide. Any use other than those described in this guide is considered a non-intended use and will invalidate the warranty.

Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage.

1.3 How to Use the Product Safely

Technical Life Span

The technical lifespan of the Proto M2 is five (5) years of use. Dispose of the product when the Proto M2 is expired.

Intended Use Safety Information

- **Avoid prolonged listening at high volume.** Prolonged listening to the device at high volume can damage the ear of the user. To prevent possible hearing damage, users should not listen at high volume levels for long periods.
- Do not expose the Proto M2 to temperatures above 90°F / 32°C or below 50°F / 10°C.

Installation Safety Information

- Check the Proto M2 for damage after unpacking. If there is any visible damage, contact Proto.

- Install the Proto M2 in a well-ventilated, indoor space.
- Do not expose the Proto M2 to steam or install it near heat sources such as radiators, heat registers, stoves, or other devices that produce heat.
- Do not install the Proto M2 near water or in direct sunlight.
- Install the Proto M2 on a clean, flat, stable, and hard surface that is clear of other objects.
- Use two hands when moving, lifting, or rotating the Proto M2.
- To prevent pinching, keep fingers away from the area where the display connects to the base.
- Only handle the Proto M2 with clean, dry hands.


Electrical Safety Information

- Check the electrical cable for damage before electrical installation.
- Only connect the Proto M2 to an easily accessible and grounded outlet with earth leakage protection using the provided cable. Do not force the power adapter into an outlet or plug multiple electric devices into the same power outlet. Overloading an outlet can cause it to overheat and may result in a fire.
- Use only an extension cord or adapter rated for a minimum of 4 amps (4A)
- Only use the included power supply for the device; do not use a 3rd-party power supply.
- If you wish to stop power from flowing into your Proto M2, unplug it from the outlet.
- Immediately unplug the Proto M2 from the outlet:
 - if it has been damaged
 - if water or another substance enters the Proto M2
 - if you smell smoke or other odors coming from the Proto M2
 - during lightning storms
 - when unused for long periods of time

Service and Repair Safety Information

The Proto M2 contains no user-serviceable parts. Contact support@protohologram.com for service or repair.

1.4 Graphical Symbols

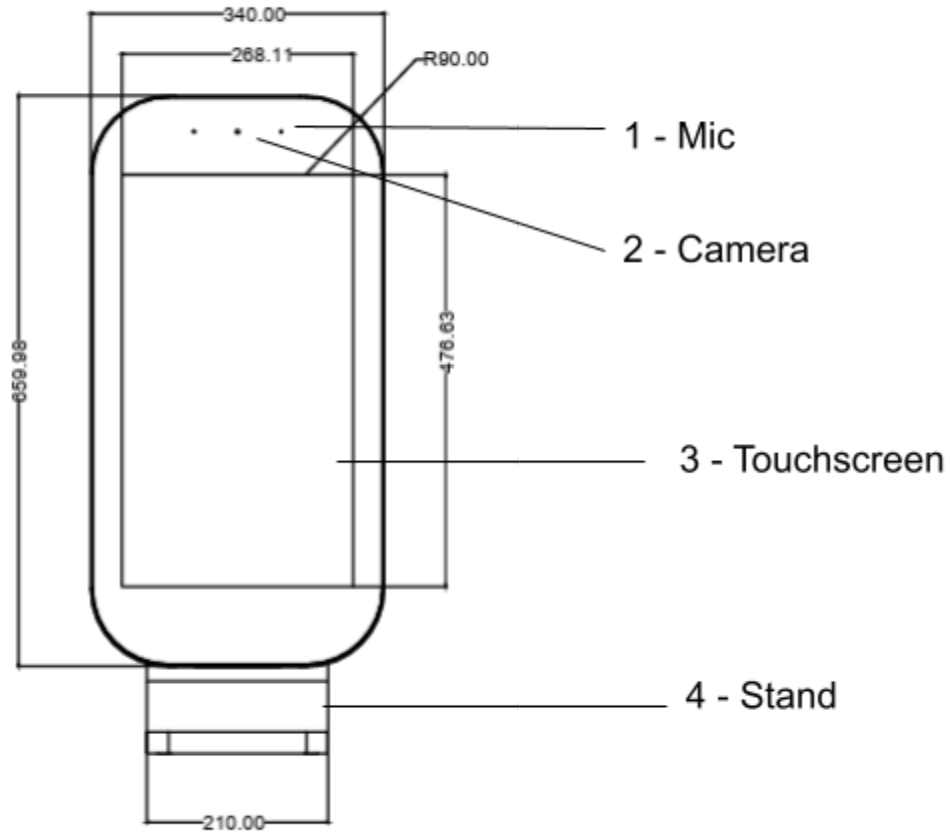
SYMBOL	MEANING
	<p>This symbol on the product, the accessories, or packaging indicates that this device shall not be treated as unsorted municipal waste but shall be collected separately.</p>

2. PRODUCT ELEMENTS

2.1 What's Included

- ① Proto M2
- ② Power cable
- ③ Power adapter
- ④ HDMI Input adapter
- ⑤ Allen wrench

2.2 Front



1. Microphone
2. Camera
3. Touchscreen
4. Stand

3. SETUP

The Proto M2 should be installed in a well-ventilated, indoor space. Do not install the Proto M2 in direct sunlight, near water, or near heat sources such as radiators, heat registers, stoves, or other devices that produce heat.

3.1 Connecting to Power

1. Connect the power cable to the Proto M2.
2. Connect the power cable to an outlet.

A surge protector is recommended to protect the Proto M2 from power surges.

Make sure that people cannot step on the power cable or trip over the cable. Do not put objects on the cable.

Only connect the Proto M2 to an easily accessible and grounded outlet with earth leakage protection using the provided cable. Do not force the power adapter into an outlet or plug multiple electric devices into the same power outlet. Overloading an outlet can cause it to overheat and may result in a fire.

3. Press the Boot/Shut down switch. The Boot/Shut down switch is on the bottom back of the M2 stand. The Boot/Shut down switch does not stop power from flowing into your Proto M2. To stop power from flowing to your Proto M2, unplug it from the outlet.

3.2 Rotating the Proto M2

To rotate the Proto M2 into landscape or portrait orientation, insert the included Allen wrench into the small access hole on the back of the stand below the Proto logo. Turn the wrench **left (counter-clockwise)** to loosen the stand. Once the stand is loose, carefully adjust the unit into the desired orientation. When finished, turn the wrench **right (clockwise)** to tighten and secure the stand in place.

3.3 Connecting to the Internet

When the Proto M2 is first turned on, an onscreen guide will walk you through connecting your Proto M2 to your Wi-Fi network. After your Proto M2 is connected, you can switch to another Wi-Fi network:

1. Tap the **Settings** gear on the Home screen. A list of Wi-Fi networks will appear.
2. Tap a Wi-Fi network.
3. When prompted, enter the Wi-Fi password, if any. Your Proto M2 will connect to the selected network.

To forget a Wi-Fi network:

1. Tap the **Settings** gear icon on the Home screen.
2. Tap a Wi-Fi network.
3. Tap **Forget Network**.

Alternatively, you can connect to the internet using a wired ethernet cable

4. PLAYING CONTENT

To play content on your Proto M2, you will need to create a Proto Cloud account and link your account to your Proto M2.

4.1 Creating a Proto Cloud Account

1. Visit cloud.protohologram.com.
2. Click Sign Up.
- 3 Type your email address and name.
- 4 Type and confirm your password.
5. Agree to the terms of service.
6. Click Sign Up.

You will receive an email to verify your account.

4.2 Linking Your Account with Your Proto M2

1. Turn on your Proto M2.
2. Scan the QR code with a mobile device.

OR

Visit cloud.protohologram.com/activate on a computer or mobile device.

3. Navigate to the Devices tab, then select **Connect Device** and type in the activation code.

4.3 Uploading Content to the Proto Cloud

1. Visit cloud.protohologram.com on a PC or mobile device.
2. Log in.
3. Navigate to the Content page in the side menu.
- 4 Click **Upload Content** and follow the prompts on screen.
5. Assign the content you wish to play to your Proto M2.

4.4 Playing Content

1. Visit cloud.protohologram.com on a computer or mobile device.

2. Log in.
3. Navigate to the **Devices** tab and tap or click a device.
- 4 Tap or click the content under the **Content** tab.

5. CLEANING

5.1 Cleaning the screen

1. Turn off and unplug the Proto M2.
2. Wipe the screen with a microfiber cloth using a circular motion.

Do not press hard on the LCD screen during cleaning. Doing so may cause scratches.

3. If needed, lightly apply water, isopropyl alcohol (up to 55% IPA), or glass cleaner to the cloth, wipe the screen, and allow the screen to dry. Do not spray any liquid directly onto the screen.
4. Turn on the Proto M2.

5.2 Cleaning the Stand

Clean the stand using a lightly damp microfiber cloth.

6. TROUBLESHOOTING & SUPPORT

ERROR	CAUSE	SOLUTION
No Power	The power outlet may not be live.	Check for the blue LED power indicator on the power supply. Try a different power outlet. The electricity supply to the outlet may be controlled by a switch. Plug another device into the outlet to see if the power is active.
	The power cable may not be connected.	Check the cable connection to the Proto M2 and the outlet.
Blue screen or error message	The Proto M2 software has crashed.	Restart the Proto M2.
No sound or volume is too low	The content does not contain audio.	Verify that the content has audio.
	The volume setting is too low.	Increase the volume using the volume slider on the M2's screen. Navigate to the Audio tab under Settings to verify the audio slider is not at zero.
No Internet connection	The Proto M2 is not connected to a Wi-Fi or ethernet network.	<ul style="list-style-type: none">• Tap the Settings gear on the Home screen. Under Wi-Fi, a list of networks will appear.• Tap a Wi-Fi network.• Enter the Wi-Fi password, if any.
The Proto M2 will not rotate	The locking bolt is engaged.	Use the included allen wrench to loosen the locking bolt.

6.1 Repair by Skilled Persons

All servicing and repairs should be performed by an authorized Proto representative.

Servicing is required when the Proto M2 has been damaged in any way, such as if the power supply cord or plug is damaged or if the Proto M2 has been exposed to rain or moisture, does not operate normally, or has been dropped.

6.2 Support & Service

For support or service, please contact:

Proto, Inc.
7111 Hayvenhurst Ave, Van Nuys, CA 91406

1-866-465-6476

support@protohologram.com

www.protohologram.com

7. DISPOSAL

7.1 Packaging waste

The packaging may be disposed of through your local recycling facilities. By disposing of the packaging and packaging waste in the proper manner, you help to avoid possible hazards for the environment and public health.

7.2 Electrical components

Dispose of your Proto M2 via a collection point for the recycling of waste electrical and electronic equipment if you live within the EU and in other European countries that operate separate collection systems for waste electrical and electronic equipment. By disposing of the device in the proper manner, you help to avoid possible hazards for the environment and public health that may otherwise be caused by improper treatment of waste equipment.