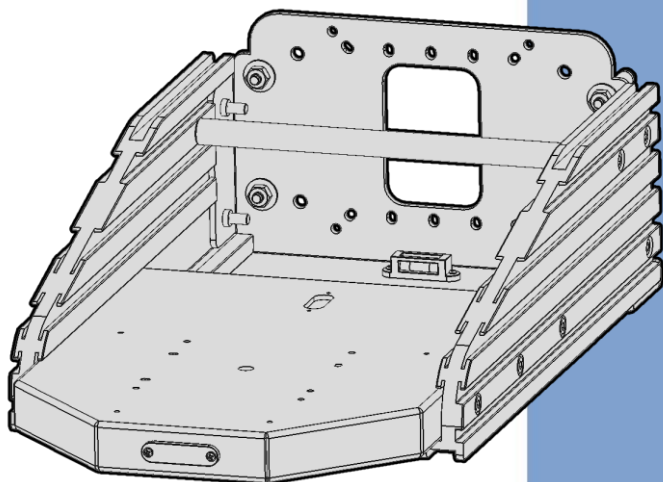




PROFESSIONAL
WALL MOUNT FOR
ROBOTIC PAN TILT HEAD

WM-11

Instruction Manual

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Disclaimer of Product & Services

The information offered in this instruction manual is intended as a guide only. At all times, Datavideo Technologies will try to give correct, complete and suitable information. However, Datavideo Technologies cannot exclude that some information in this manual, from time to time, may not be correct or may be incomplete. This manual may contain typing errors, omissions or incorrect information. Datavideo Technologies always recommend that you double check the information in this document for accuracy before making any purchase decision or using the product. Datavideo Technologies is not responsible for any omissions or errors, or for any subsequent loss or damage caused by using the information contained within this manual. Further advice on the content of this manual or on the product can be obtained by contacting your local Datavideo Office or dealer.

Warranty

Standard Warranty

- Datavideo equipment is guaranteed against manufacturing defects for **one (1) year** from the date of purchase.
- A valid purchase invoice or other proof of purchase must be provided when requesting warranty service.
- The warranty period begins on the actual purchase date. If the purchase date cannot be verified, the warranty period will begin **thirty (30) days after shipment** from a Datavideo office.
- Non-Datavideo branded products (products without the Datavideo logo) are covered by a **one-year warranty** from the date of purchase.
- Damage caused by accident, misuse, unauthorized repair, or exposure to sand, grit, or water is **not covered** under warranty.
- Virus or malware infections on computer systems are **not covered** under warranty.
- Any issues caused by unauthorized third-party software installations that are not required by Datavideo systems are **not covered** under warranty.
- All shipping, mailing, or transportation costs, including insurance, are the responsibility of the owner unless otherwise stated.
- **Teleprompter glass is not covered** under warranty.
- Accessories, including **headphones, cables, batteries, metal parts, housings, protective cases, cable reels, and consumable items**, are **not covered** under warranty.
- Warranty is valid only in the country or region of purchase.
- All other claims **not explicitly stated** are not covered.
- Your statutory rights remain unaffected.

Five Year Warranty

- Starting January 1, 2026, all Datavideo products that are successfully registered on the Datavideo official website are eligible for a **free four-year extended warranty**, in addition to the standard one-year warranty, for a total of **five years of coverage**.



- **Only registrations completed through the Datavideo official website qualify** for the five-year warranty. Registrations completed through local Datavideo offices, resellers, or authorized distributors **are not eligible**.
- Certain parts with limited service life — including **LCD panels, DVD drives, hard drives, solid-state drives, SD cards, USB thumb drives, lighting equipment, non-PCIe cards, and third-party PC components** — are covered by a **one-year warranty only** and are **not eligible** for the extended warranty.
- **Camera modules** are covered by a **three-year warranty from the date of purchase**.

Disposal



For EU Customers only - WEEE Marking

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.



CE Marking is the symbol as shown on the left of this page.

The letters "CE" are the abbreviation of French phrase "Conformité Européene" which literally means "European Conformity". The term initially used was "EC Mark" and it was officially replaced by "CE Marking" in the Directive 93/68/EEC in 1993. "CE Marking" is now used in all EU official documents.

Introduction

WM-11 Professional Wall Mount is designed specifically for Datavideo PTR-10/10T Robotic Pan Tilt Head as well as the PTZ camera series (PTC-150/150T/200/200T). The two bubble level meters allow the user to align the mounted device horizontally.

The four piece mounting kit is made of rugged metal and is easy to install on any walls in either an upright or upside down position. The assembled mount can support up to a 10 Kg load.

Note: WM-11 is designed for PTR series of robotic pan tilt heads and PTC series of PTZ cameras.

Parts Assembly and Installation

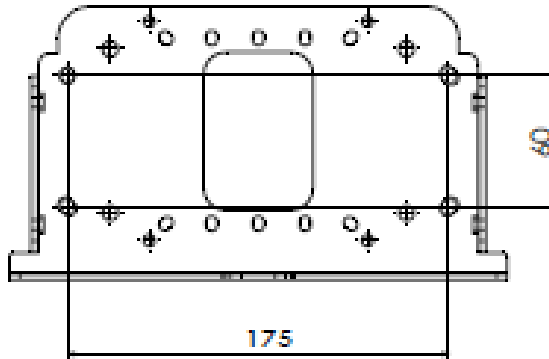
In this section, you will be shown how you can assemble and install your kit.

Pre-work

1. First check you have all the parts listed in the table below.

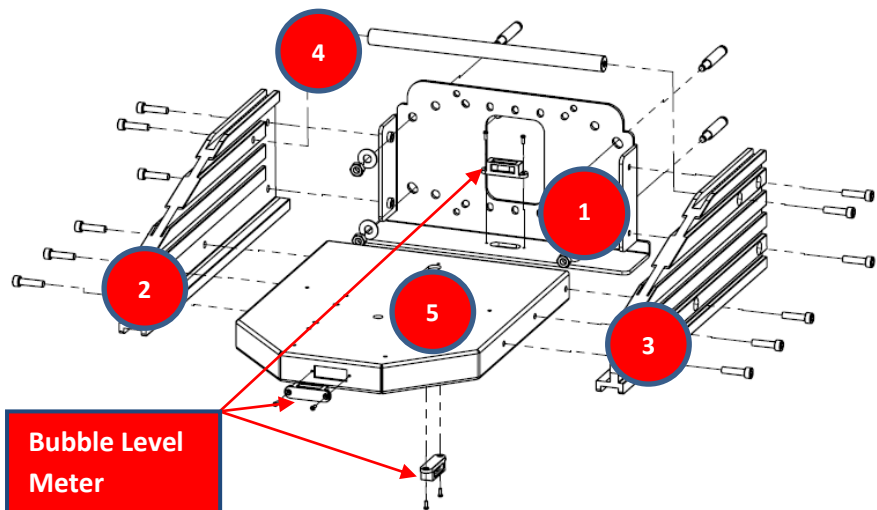
No.	Part Names	Qty
1	Wall plate	1
2	Left bracket	1
3	Right bracket	1
4	Round rod	1
5	Base plate	1
6	M5x20 nickel plated hex socket cap screw	12
7	Expansion bolt	4
8	Bubble level meter	3
9	M2.5 screw	6
10	M3 x 10mm screw and spring washer	4
11	M3 x 8mm screw	4

2. On the surface where the WM-11 is to be mounted, drill four holes spaced according to the dimensions indicated in the diagram below. Then follow the procedure in the next section to assemble and install the WM-11.

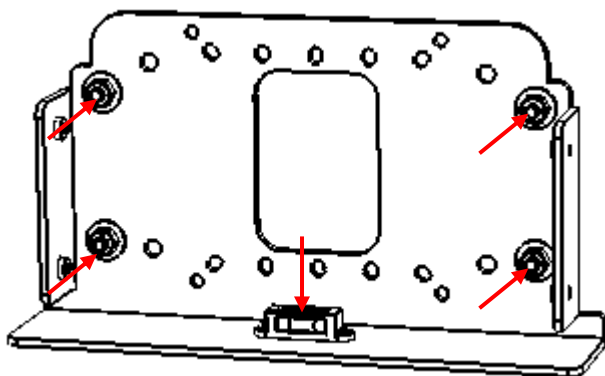


Procedure

The diagram below is an exploded-view drawing of WM-11, and the numbers correspond to the respective installation steps.

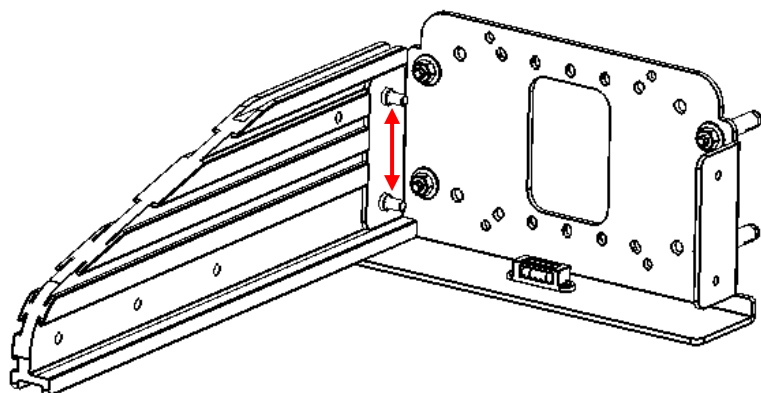


1. First mount a bubble level meter to the wall plate using two M2.5 screws. Align the wall plate with the four holes drilled in Pre-Work then use four expansion bolts to secure the wall plate. ***See the diagram below.***

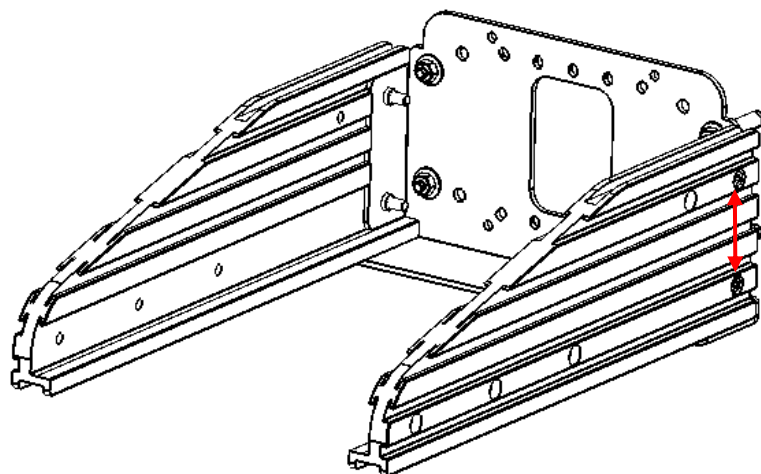


Please note that you can use the bubble level meter to make sure that the wall plate is properly aligned. If the bubble is at the center, the wall plate is horizontally aligned (perfectly levelled). If the bubble is on either side, the wall plate is tilted to the sides.

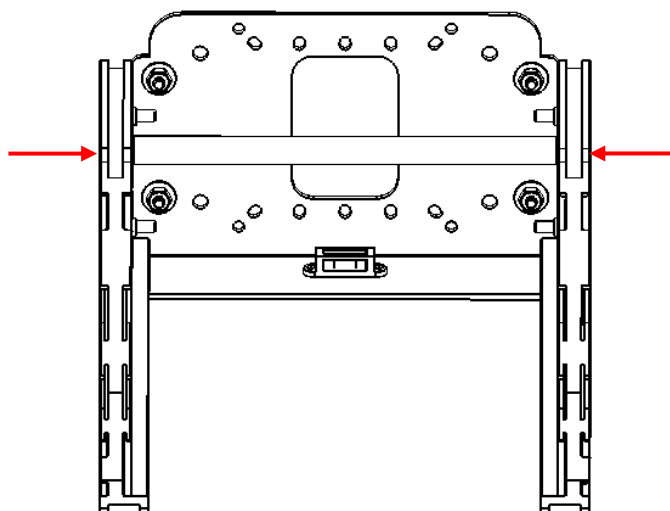
2. Assemble the left bracket to the wall plate with two **M5x20 nickel plated hex socket cap screws** as shown in the diagram below.



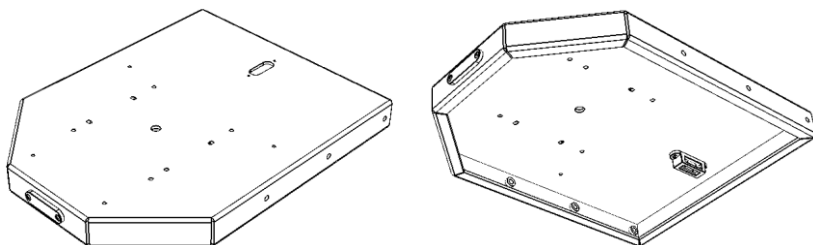
3. Assemble the right bracket to the wall plate with two **M5x20 nickel plated hex socket cap screws** as shown in the diagram below.



4. Place the round rod in between the left and right brackets then secure it in position by fastening two **M5x20 nickel plated hex socket cap screws** to the respective holes on the brackets as shown in the diagram below.

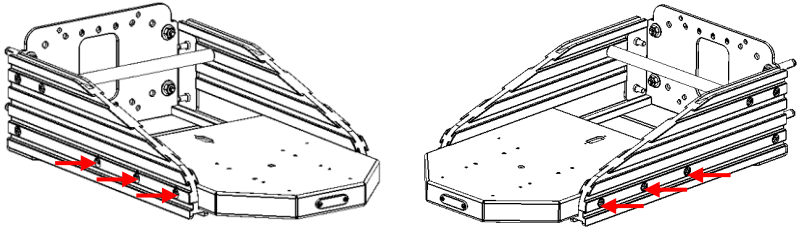


5. Use four M2.5 screws to mount two bubble level meters to the base plate with one in the front and one at the bottom.



Insert the base plate between the left and right brackets then secure it in position by fastening six **M5x20 nickel plated hex socket cap screws** to the respective holes on the brackets as shown in the diagram below. By inspecting the bubble level meter,

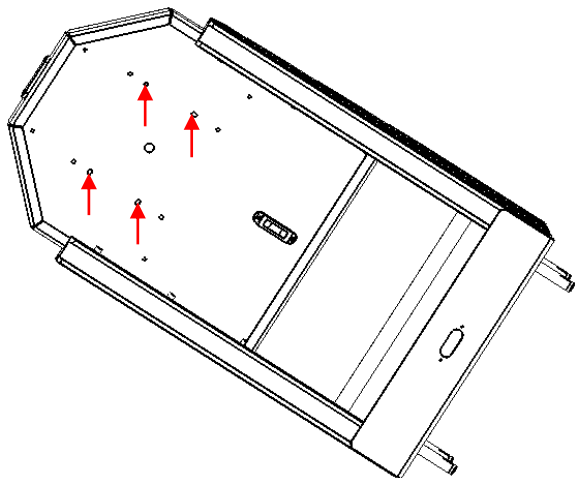
you can make sure the base plate is properly aligned, i.e. the bubble is at the center. **The inner rails on the right and left brackets should allow you to move the base plate back and forth.**



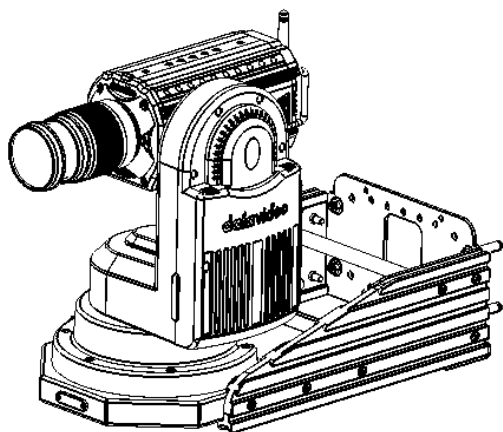
Note: The base plate may be inserted in an upright or upside down position.

Installing PTR-10/10T

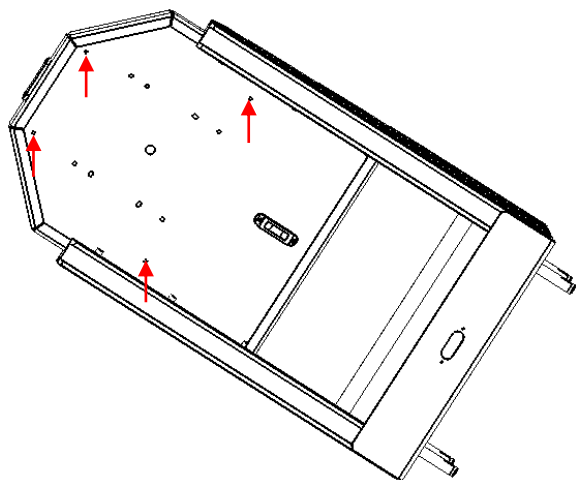
To mount the PTR-10/10T to the WM-11, first place it on the base plate of the WM-11 such that the four screw holes at the bottom of the PTR-10/10T base are aligned with the screw holes found in the base plate as indicated in the diagram below.



Secure your PTR-10/10T with four **M3 x 10mm screws and spring washers**.



If after installation, the PTR-10/10T vibrates, you may enhance the installation by securing the base with four M3 x 8mm screws. The additional screw holes are depicted in the diagram below.



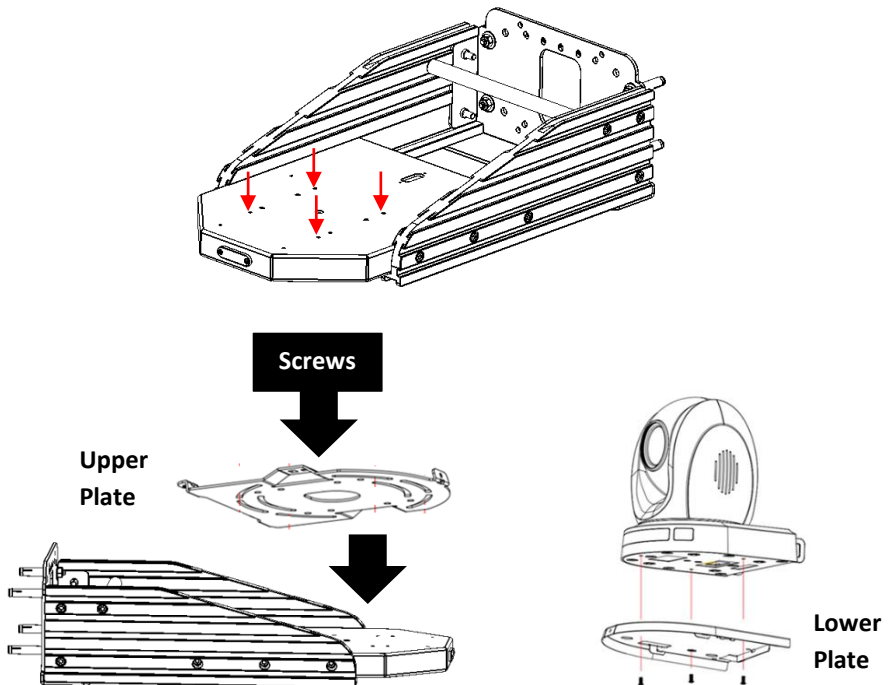
Installing PTC-150

Before installation, first make sure you have the following:

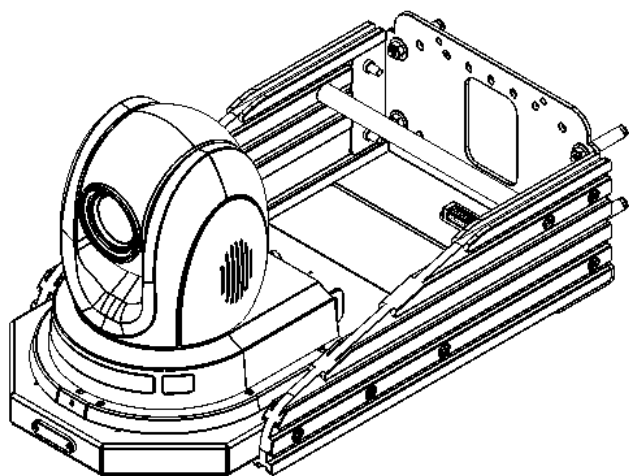
- PTC-150
- Ceiling bracket
- M4 screw x 4
- WM-11 wall mount

Note: The ceiling bracket and four pieces of the M4 screws are standard accessories of PTC-150.

To mount the PTC-150 on the WM-11, use four **M4 screws** to secure each of the upper and lower plates of the ceiling bracket to the base plate of WM-11 and bottom of the PTC-150 respectively.

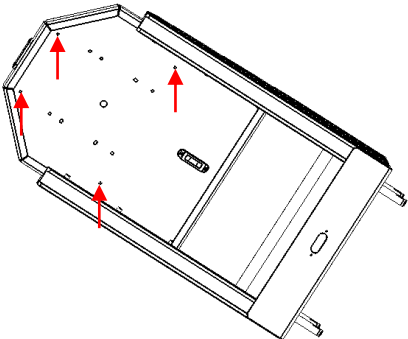


Mount the PTC-150 to the WM-11 as shown in the diagram below.



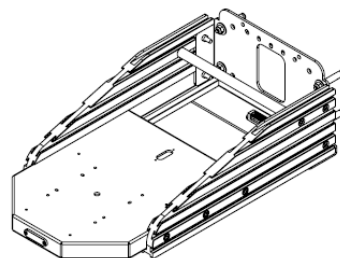
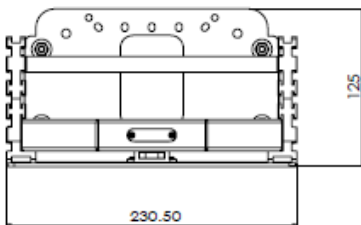
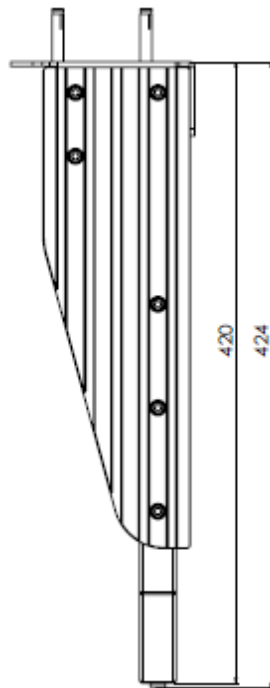
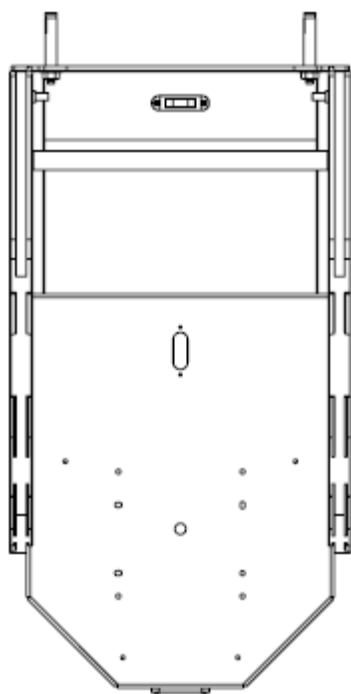
Frequently Asked Questions

This section describes problems that you may encounter while using WM-11. See related items for suggested solutions. If problem still exists, please contact your distributor or the service center.

No.	Problems	Solutions
1	PTR-10/10T vibrates after installation.	If after installation, the PTR-10/10T vibrates, you may enhance the installation by securing the base with four M3 x 8mm screws. The additional screw holes are depicted in the diagram below. 

Dimensions and Weight

Unit: mm



Weight: 3.95 Kg (8.70 lb)
Maximum load: 50 Kg

Specifications

Model No.	WM-11
Name	Professional Wall Mount for Robotic Pan Tilt Head
Weight	4 kg
Dimensions	424 x 230 x 125 mm
Max. Load	50 kg
Applicable Products	PTR-10 series PTC-140 series PTC-150 series PTC-280 series PTC-300 series

Notes

Notes

Service & Support

It is our goal to make your products ownership a satisfying experience. Our supporting staff is available to assist you in setting up and operating your system. Please refer to our web site www.datavideo.com for answers to common questions, support requests or contact your local office below.

Please visit our website for latest manual update.
<https://www.datavideo.com/product/WM-11>



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