



Muro UHB Ceiling Mounted Display

Installation Manual



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Package Contents

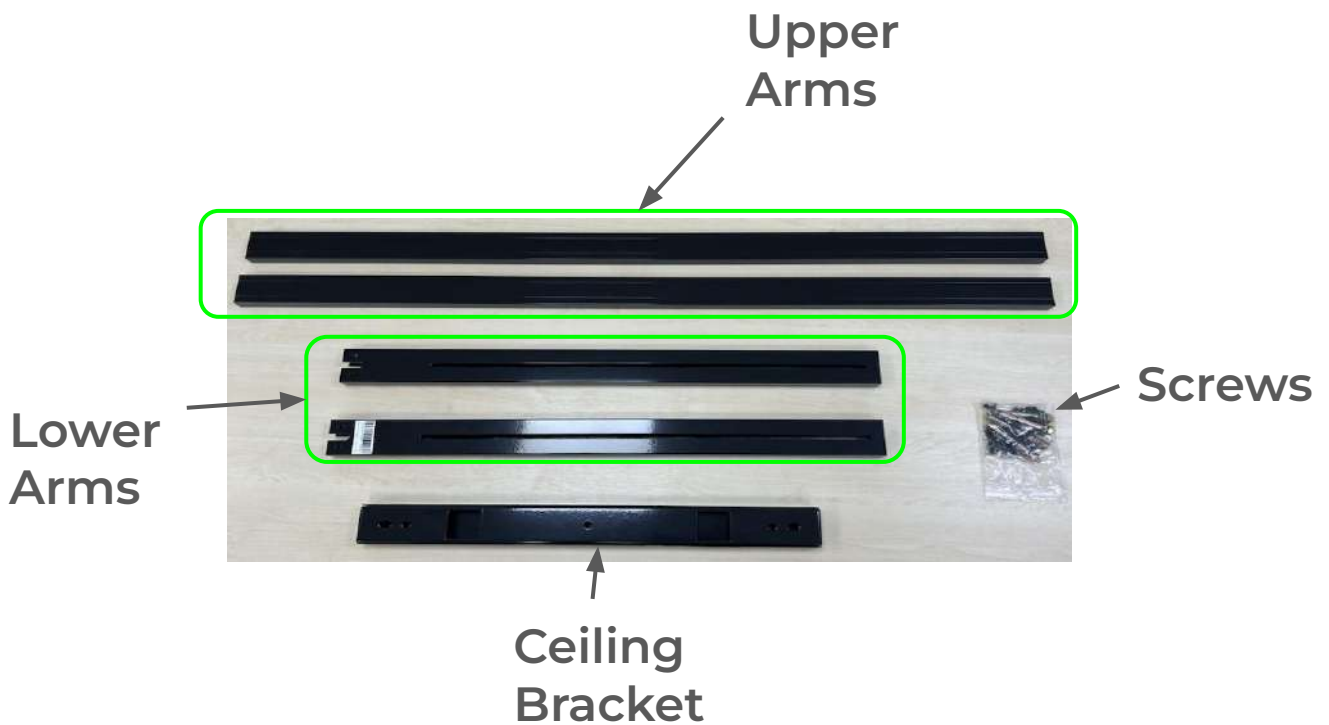


Package Contents

For each Muro Display you have ordered you will have 1 box. The boxes will contain the following contents.



49" Double Sided Display



Tools Required



Tools Required

Tools that may be required during your installation

Phillip's Screwdriver



Socket Set



Power drill



Instructions



Ceiling Mount Wires

To Install the display the following steps should be followed

- 1) Firstly, we need to install the steel wire rope onto the ceiling mounting plate. Pass the loop end of the steel wire rope through the U shaped brackets. Now reattach the U shaped brackets - using the 2 holes which they were removed from (circled in red in Fig 1) - using the nuts on the rear of the mounting plate to ensure these are tightened.

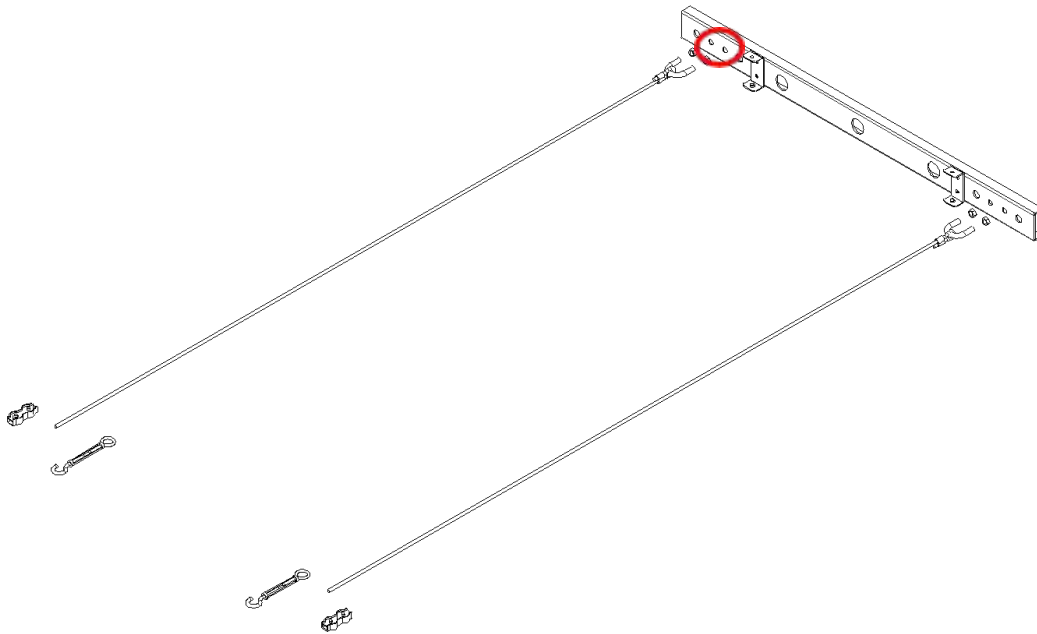
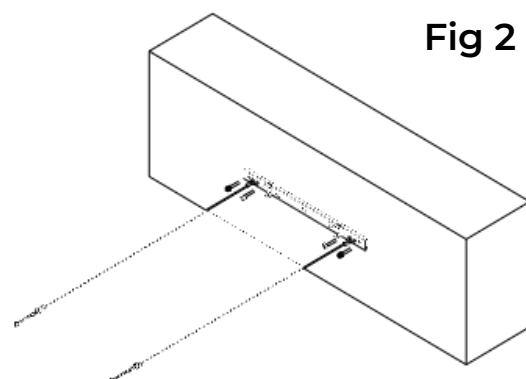
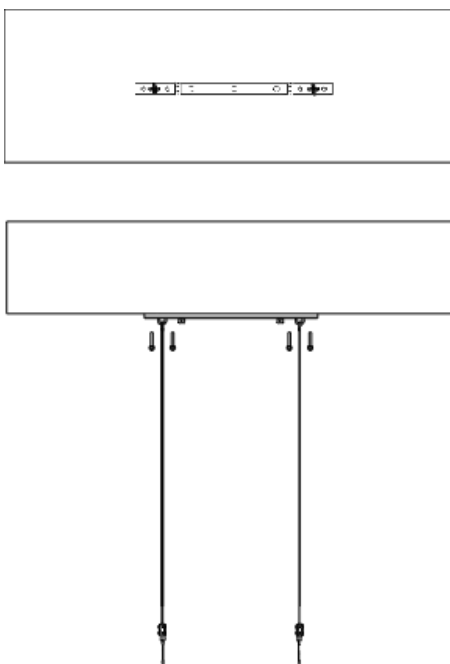


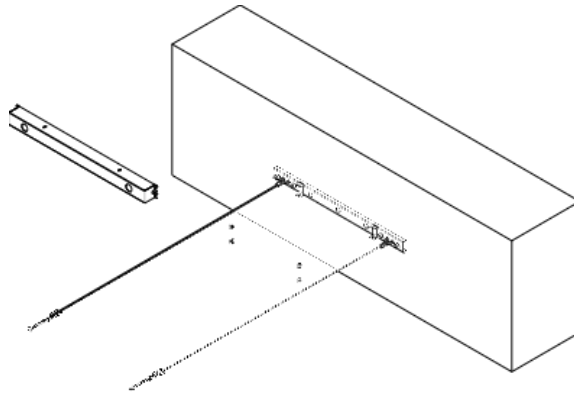
Fig 1

- 2) Next, we need to install the ceiling mounting plate. The Plate should be secured into a solid surface (i.e., directly into brick or concrete) using the anchor fixings within the accessories pack. The ceiling plate has 4 fixing positions. All 4 fixing positions should be used to spread the load and ensure the display is installed safely. The fixing positions are the outer 2 of the 4 on each side of the ceiling mounting plate. These are the larger holes.



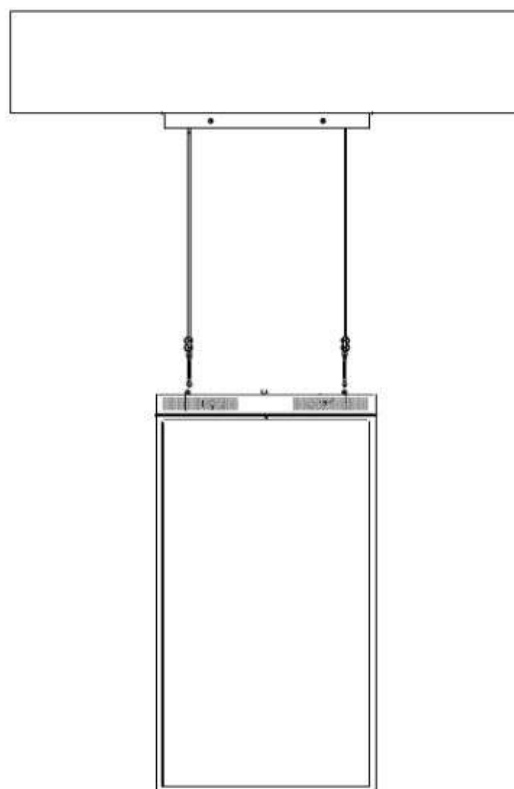
- 3) Loosen the nuts on the clamps. With the loose hanging end of the steel wire rope, feed it through the clamp and then feed through the hoop end of the tension hook. Once done, feed it back through the clamp and tighten it firmly into place with the nuts.
- 4) If the power cable is being fed down the hanging wires this can now be done and concealed before the covering plate is attached. The power should be fed down the cable which is on the same side as the power port on the top of the display. Please note that if the power port is on the right hand side of the display when facing it, this means you are facing the outward facing side - 3500 nits brightness. If the power port is on the left hand side, you are facing the inward facing side - 1000 nits brightness. The cable can be cabled tied to the steel wire to ensure it is held neat and tidy and prevent it becoming loose.
- 5) The cover can now be fitted to the ceiling mounting plate. The steel wire ropes and power cable can pass through the holes on each side, allowing the plate to be moved up and fitted in position as shown in Fig 3. 2. The 4 screws which you removed in step 1 should be fitted, 2 on each side of the cover.

Fig. 3. 2



- 6) The display can now be lifted into position onto the 2 tension hooks at the end of the steel wire rope. Please note that this is a 2 person job to ensure that the screen is lifted safely. The hooks will just slide into the fixings at the top of the screen. As shown in Fig.4

Fig.4



7) The next step is to install the ground anchoring cables. These cables are installed to ensure that the screen doesn't swing/sway in a public area. Our recommendation is to fit these as they will help prevent accidental damage from a screen being placed near a door or close to a walkway.

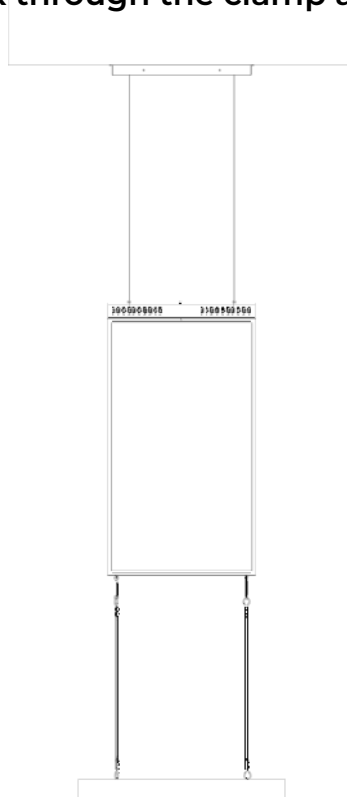
As shown in Fig 5 there are 2 fixing points on the underside of the screen. You should screw in the remaining 2 small eyes into these points. Next, fix the two ground anchor fixings into a solid base (e.g. concrete). Then unscrew the bolts that are within the anchor fixing. Next, screw a long eye into each anchor fixing.

You then have a couple of options for how to fix the cables.

Option 1 - feed the loose end of the steel wire through the long eye which is secured into the ground anchor. Then feed the loose end through the loop and pull through. The next part is the same as what you did above for the tension hooks at the top of the screen. Loosen the nuts on the 2 remaining clamps. Now feed the loose end through the clamp and through the hoop end of the tension hook. Once done, feed it back through the clamp and tighten it firmly into place with the nuts. This will leave you with this loop at ground level. Or you may prefer option 2 for a neater look, but this does involve cutting the steel wires.

Option 2 - Cut the loop off the end of the steel wire. Put the now loose end into the Gripple wire joiner, feed it through, pass it through the eye in the ground anchor and then pass it back through the other end of the Gripple to create a fixed loop. The next part is the same as what you did above for the tension hooks at the top of the screen. Loosen the nuts on the 2 remaining clamps. Now feed the loose end through the clamp and through the hoop end of the tension hook. Once done, feed it back through the clamp and tighten it firmly into place with the nuts.

Fig. 5



8) The last step is to commission the display and test any software you may wish to install. There are 2 USB ports and a power switch on the top of the display. Simply plug a USB mouse and USB drive into these ports to control the screen and install your CMS.

Instructions

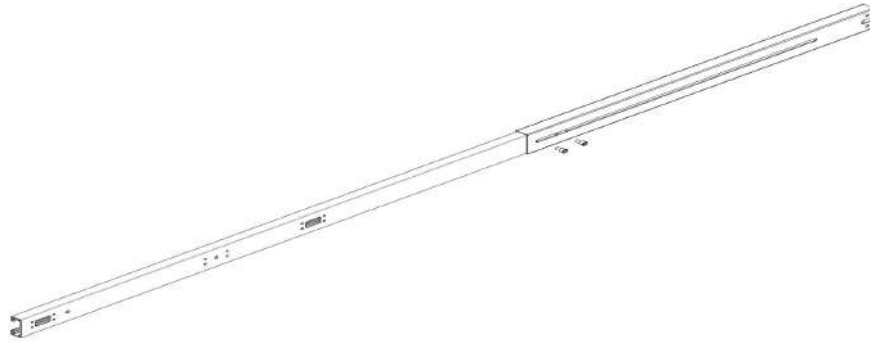


Ceiling Mount Arms

To Install the display the following steps should be followed

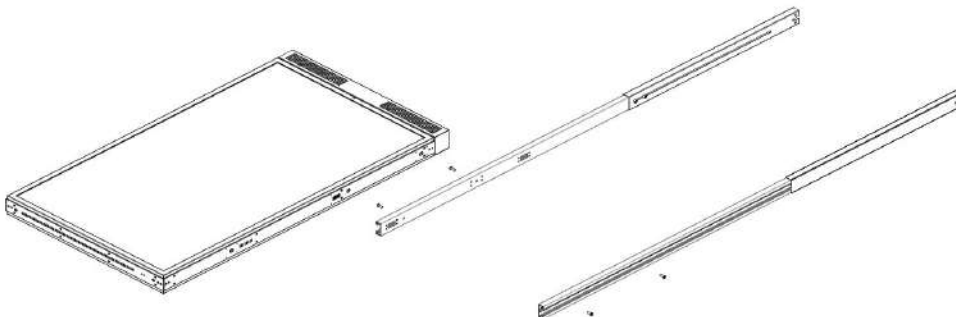
- 1) The side arms and extensions must be firstly slotted inside of each other and the 2 retaining screws fitted as shown in Fig 1. Repeat this step for both side arms. Please note that the cover that goes onto the side arm should not be installed at this point as cable management is still required.

Fig1



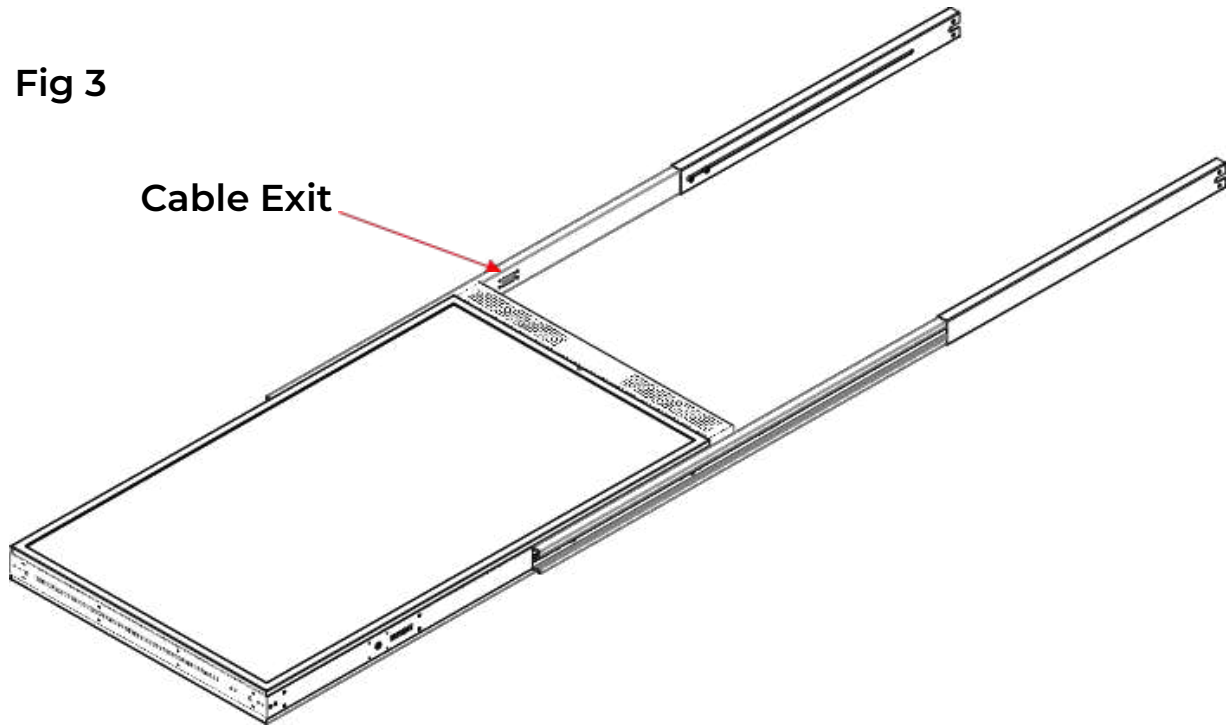
- 2) Once both side arms are put together mount them to the display and fix with the screws from the accessory pack. 8 screws per side arm should be fitted (4 at each fixing position). As shown in fig 2. During the fitting of these arms the ethernet and power cable should also be routed through the opening to allow these to pass through the arms and the arms to be securely fastened to the display.

Fig 2



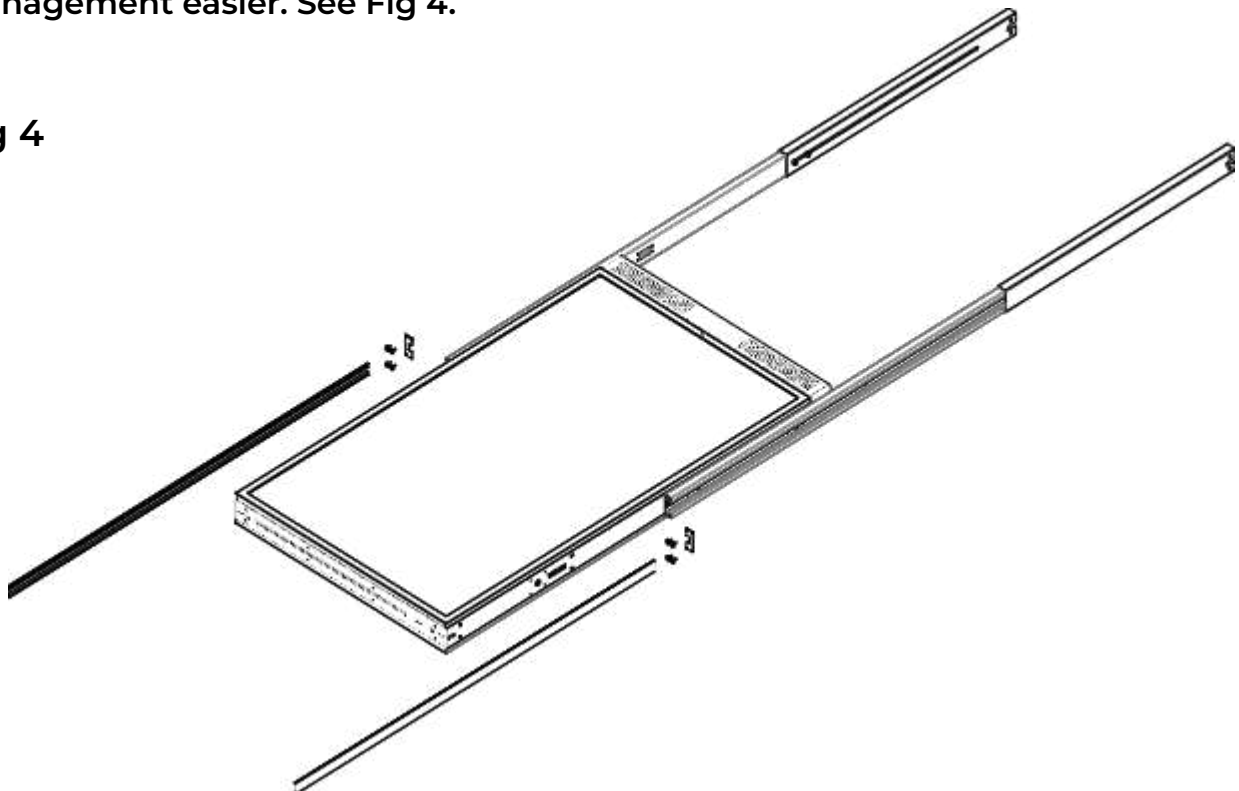
3) The display is now ready for the cables to be ran in the arms. The cables can exit the arms just above the screen to allow for neat and tidy cable management. There's a cable exit on each side of the screen. Once the cables have been installed correctly, please fit the covers to the side arms and install the securing plates on the bottom of these arms as shown in Fig 3. Once this has been done the display is ready for installation onto the ceiling mount. The structure should now be complete.

Fig 3



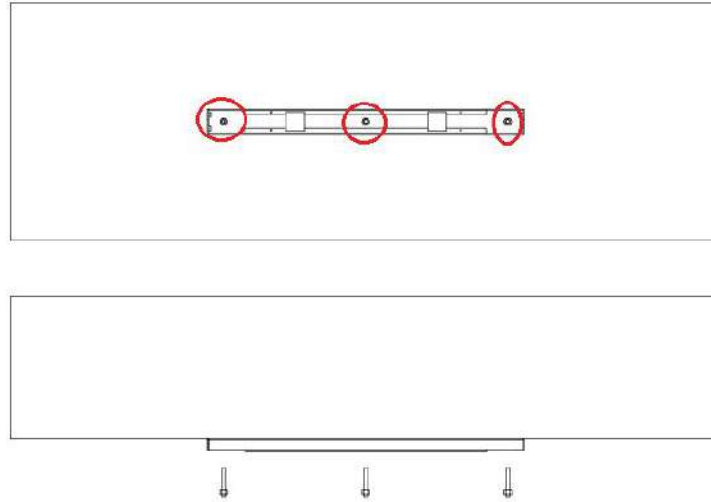
4) We now need to slide the arm covers in place and fit the retaining screws. Each arm has a sliding cover and a retaining bracket at the end of the arm to stop the cover moving. The cover is removable to make cable management easier. See Fig 4.

Fig 4



5) Next we are going to install the ceiling mounting plate. The Plate should be secured into a solid surface (i.e., directly into brick or concrete) using the anchor fixings within the accessories pack. The ceiling plate has 3 fixing positions. All 3 fixing positions should be used to spread the load and ensure the display is installed safely. The fixing positions are indicated by the red circles in Fig 5.

Fig 5

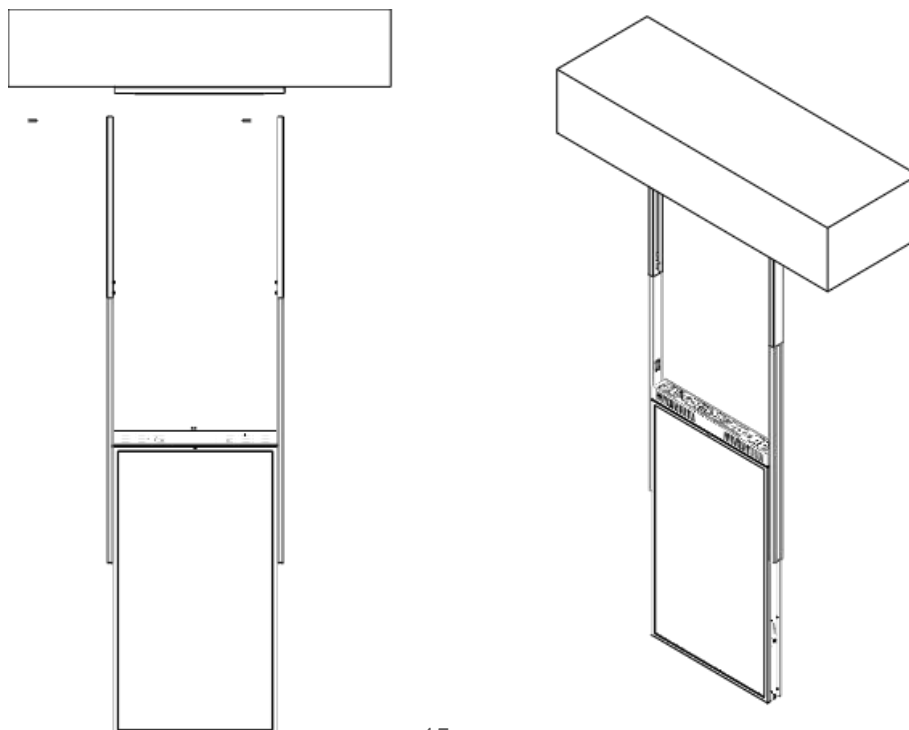


6) Once the ceiling mounting is fitted correctly it's now time to lift the display into place. This step should be carried out by 2 persons. Please ensure that the display is lifted safely. The high brightness side of the display can be identified by the automatic brightness sensor at the top Centre of the display. This will be protruding slightly from the screen and looks like an LED. This should be facing outwards when mounting.

There are also cable management positions within the ceiling plate if you want to conceal any cables. This will allow the cables to run up the arms and into the mounting plate to ensure the installation is neat and tidy.

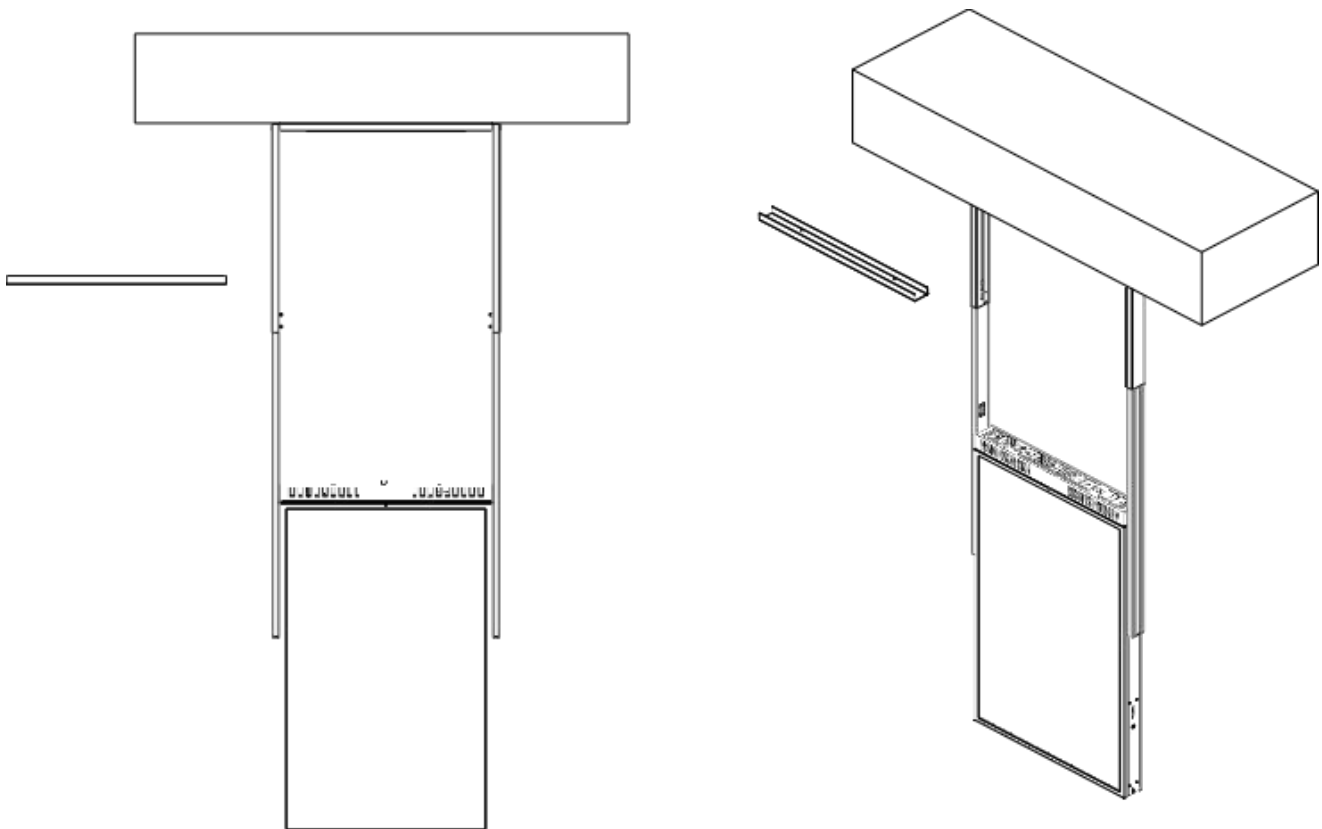
The display should be lifted and held in position whilst the 2 screws on each side are inserted into the ceiling mount as shown in Fig 6.

Fig 6



7) The cover for the ceiling mounting plate is now ready to fit. This covers any cable that you have ran in the arms and also the ceiling mounting plate to give a smooth finish. The mounting plate is installed with 2 screws. These are within the accessory pack. The plate just slots over the ceiling mount and fastens to it as shown in Fig 7.

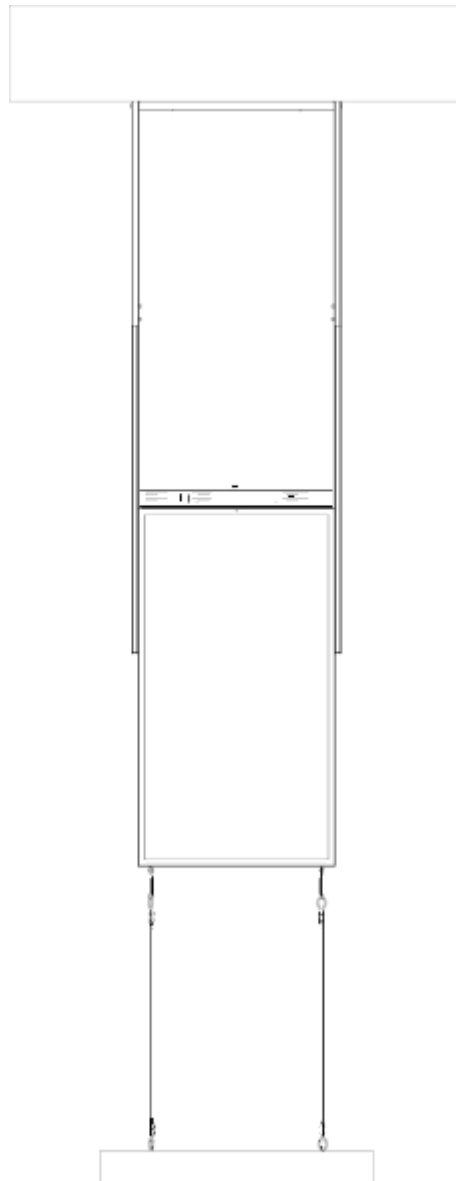
Fig 7



8) The next step is to install the ground anchoring cables. These cables are installed to ensure that the screen doesn't swing/sway in a public area. Our recommendation is to fit these as they will help prevent accidental damage from a screen being placed near a door or close to a walk way.

As shown in Fig 9 there are 2 fixing points on the underside of the screen where a hook is to be fitted and you also have a wire look and Figure of 8 clamps that are to be installed.

Fig. 9



9) The last step is to commission the display and test any software you may wish to install. There are 2 USB ports and a power switch on the top of the display. Simply plug a USB mouse and USB drive into these ports to control the screen and install your CMS.

Troubleshooting



Troubleshooting

Issue	Solution
Wi-Fi dropping in and out	<ol style="list-style-type: none">1. Check antenna is securely connected2. Check Wi-Fi signal strength- if the wireless signal is too weak look at hardwiring the device3. Forget the wireless network and reconnect4. Ensure the Wi-Fi network supports 2.4Ghz
Display doesn't boot or hangs on LamasaTech Logo	<ol style="list-style-type: none">1. Android OS issue, generally a firmware upgrade required please contact the LamasaTech Customer Success Team.
No Display/black screen	<ol style="list-style-type: none">1. Check if you have a backlight as this may be a content issue2. Plug a mouse into the usb port on the top of the display and exit the application to see if you can get to the OS.3. If you now get a display then this is down to content if you still have no display then please contact the LamasaTech Customer Success Team.
Dark/dull display	<ol style="list-style-type: none">1. Plug a mouse into the screen and exit application2. Check screen brightness settings and alter accordingly.
Display intermittently turning off	<ol style="list-style-type: none">1. Please check all ventilation ducts to ensure none have been blocked reducing air flow.

Troubleshooting

Issue	Solution
Screen Flashing on and off	1. Please contact the LamasaTech Customer Success Team.
Content not loading from CMS application	1. Check time zone on display as this can prevent signage applications running correctly
Display doesn't boot or hangs on LamasaTech Logo	1. Android OS issue, generally a firmware upgrade required please contact the LamasaTech Customer Success Team.



Contact technical support

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