



Muro Canvas

Installation Manual



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Package Contents

Contents

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

Display



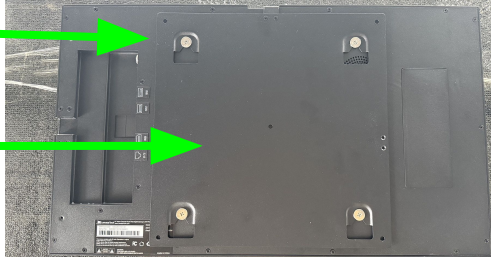
Screws and Plugs



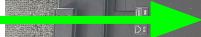
24V 3a Power Supply



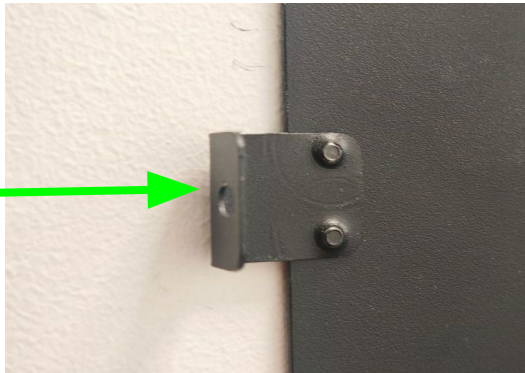
Mounting Plate Large Screws x 4



Mounting Plate



Retaining Angle Bracket



Tools Required



Tools

Tools that may be required during your installation

Phillips head screwdriver



Drill with socket set



Spirit Level



Instructions



Instructions

Prior to installation, carefully evaluate the chosen environment to ensure it meets the operational requirements of the Canvas screen. Because the Canvas utilizes a fanless design and relies entirely on passive cooling, selecting an appropriate location is critical for optimal performance and hardware longevity.

General Positioning Guidelines Follow these foundational rules when selecting a mounting location to ensure the hardware can effectively regulate its own temperature:

- **Isolate from Heat Sources:** Position the screen well away from external heat generators. This includes HVAC heating vents, radiators, heavy lighting fixtures, and other high-heat electronics.
- **Maintain Adequate Clearance:** Provide sufficient ambient airflow around the entire perimeter of the screen. Unobstructed surrounding space is essential to allow the passive cooling system to effectively dissipate heat into the room.



Window Installation Requirements If you are installing the screen in or near a window display, you must adhere to the following strict thermal constraints to prevent overheating:

- **Direct Sunlight:** Do not install the screen in south-facing windows or any location subjected to prolonged, direct sunlight. Excessive solar heat gain will overwhelm the passive cooling system and compromise the display.
- **Observe Glass Clearance:** When mounting the unit facing outward inside a window display, you must maintain a minimum clearance of 30cm between the screen and the window glass. This critical spacing prevents a greenhouse effect, stopping heat from becoming trapped and allowing the unit to safely manage its internal temperature.

Instructions

Preparation and Positioning

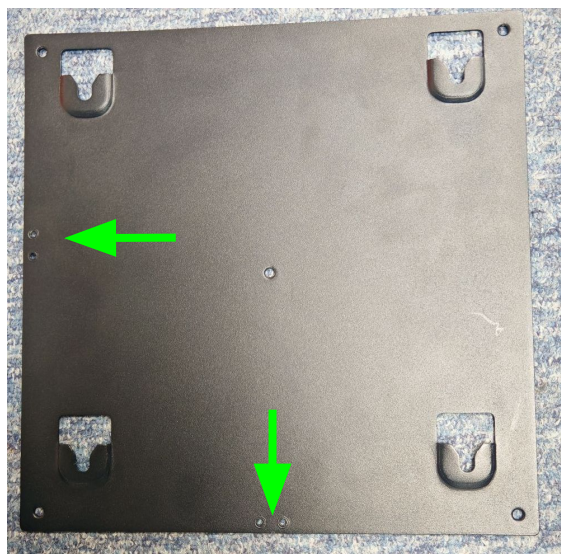
Before drilling, determine the optimal location and orientation for your digital signage display. The screen can be installed in either **Portrait** or **Landscape** orientation.

Refer to the provided technical drawings in specification sheet to verify measurements, screw distances, and power cable routing. If you have ordered the optional 3-in-1 AI Microphone, Speaker, and Camera Bar, you must ensure there is sufficient spatial clearance at the top of the display location prior to marking your holes.

Mounting Plate Configuration

Proper orientation of the mounting plate is critical for a secure installation. Position the mounting plate against the wall, ensuring the following alignments:

- The bulging, U-shaped mounting joints must face **outward** toward you, not flat against the wall.
- Two of the retaining bracket screw holes must face **downward** toward the floor.
- Two of the retaining bracket screw holes must face to your **left** (from the installer's perspective).



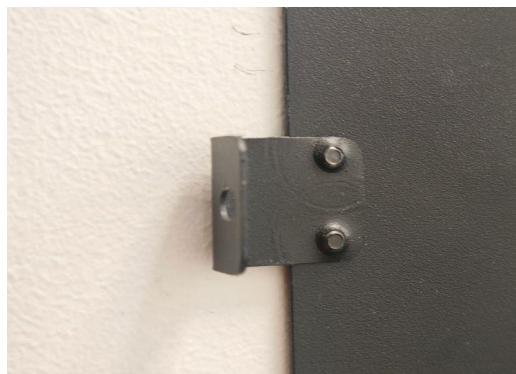
Instructions

Next, attach the retaining angle bracket to the mounting plate based on your chosen screen orientation.

- **Landscape Installation:** Secure the retaining angle bracket to the **bottom** screw holes.



- **Portrait Installation:** Secure the retaining angle bracket to the **left** screw holes.

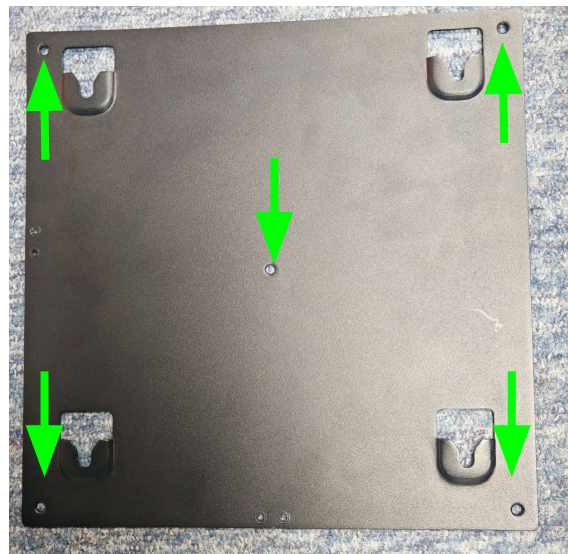


Instructions

Fixing the Plate to the Wall

1. Place the mounting plate against the wall and use a spirit level to ensure it is perfectly straight and level.
2. Mark the exact drilling positions for the screw holes using a pencil.
3. Secure the bracket to the wall. Use the provided mounting hardware if you are installing on solid block or brick walls. If you are mounting the display to plasterboard or drywall, you will need to arrange for your own specialized, weight-bearing wall anchors.

Wall Screw Holes

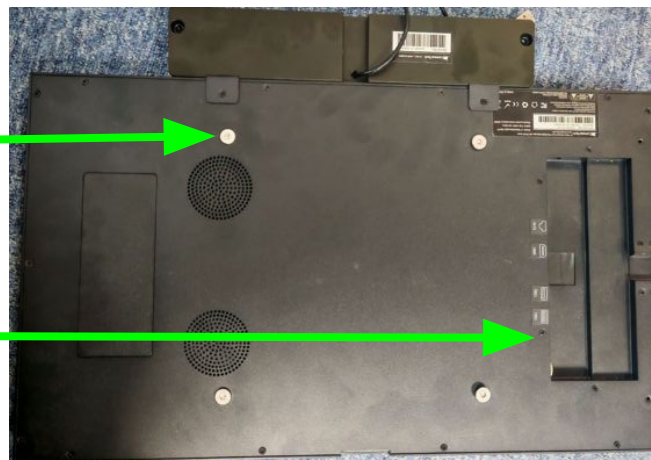


Screen Preparation and Wiring

1. Locate the display large mounting screws on the back of the display. Adjust these screws to ensure enough thread length is exposed so the screen can successfully hook onto the wall plate.

Large mounting screws

Power and USB ports



Instructions

2. If you ordered the optional *3-in-1 AI Bar*, install it to the display now using the provided screws and angle brackets.
3. Bring the screen close to the installed wall plate.
4. Connect the power supply and any necessary USB cables to the designated ports on the rear of the display before lifting it onto the wall.

Mounting and Securing the Display

1. Carefully lift and hook the screen onto the wall mounting plate.
2. Check the fitment and ensure the screen sits tightly with no wobbling or play on the screws. If there is any movement, carefully remove the screen and re-adjust the large rear mounting screws.
3. Verify that the retaining angle bracket lines up perfectly with the retaining groove on the screen. This groove will be located on the **bottom** for Landscape setups, and on your **left-hand side** for Portrait setups.
4. Insert and securely tighten the two retaining screws to lock the display permanently into place.

Troubleshooting



Troubleshooting

Issue	Solution
Wi-Fi dropping in and out	1. Check antenna is securely connected 2. Check Wi-Fi signal strength- if the wireless signal is too weak look at hardwiring the device 3. Forget the wireless network and reconnect 4. Ensure the Wi-Fi network supports 2.4Ghz
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.
No Display/black screen	1. Check if you have a backlight as this may be a content issue 2. 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	1. Plug a mouse into the screen and exit application 2. Check screen brightness settings and alter accordingly.
Display intermittently turning off	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.



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102	1.1	Technical Team	21/07/2026	ISO 9001