



Muro Stretch

Installation Manual



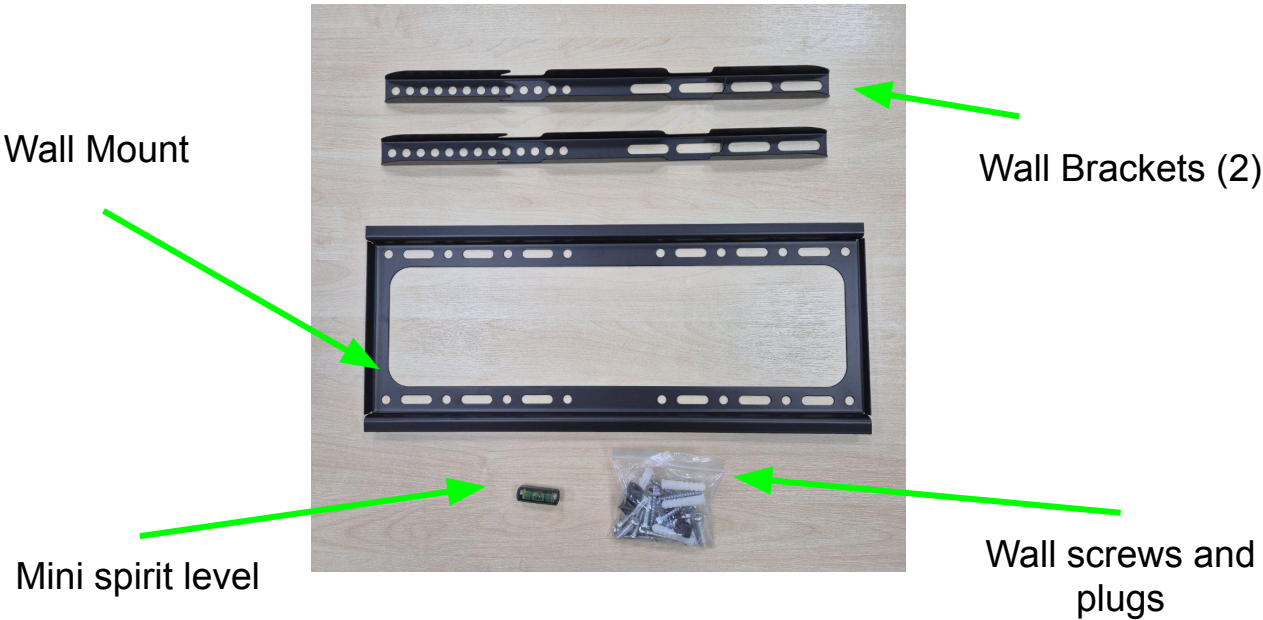
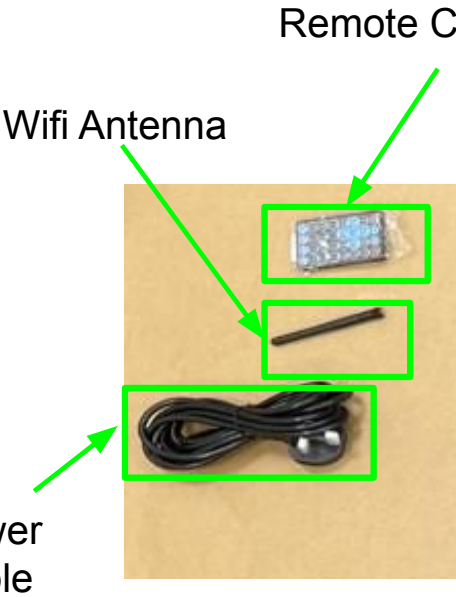
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Package Contents

Contents

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



Tools Required

Tools

Tools that may be required during your installation

Phillips head screwdriver



Set of allen keys



Drill with socket set



Spirit Level



Instructions



Instructions

Prior to installation, carefully evaluate the chosen environment to ensure it meets the operational requirements. Because the Muro Stretch display utilises 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:

Window Installation Requirements:

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

- **Direct Sunlight:** Do not install the display in south-facing windows or any location subjected to prolonged, direct sunlight. Excessive solar heat gain will overwhelm the passive cooling system and can damage the display or its components.
- **Observe Glass Clearance:** When mounting the unit facing outward inside a window display, you must maintain a minimum clearance of 30cm between the display 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.
- **Isolate from Heat Sources:** Position the display 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 display. Unobstructed surrounding space is essential to allow the passive cooling system to effectively dissipate heat into the room.



Instructions

To start, mark where the screen will be mounted. Using your mount and a spirit level, carefully mark the points where you will drill your holes. Once done, drill the holes into your wall



Once you have created your holes, you will need to insert the plugs provided.

Next, line up your mount with the holes and begin driving the provided screws into the wall plugs. Note: do not fully tighten any screws until all of them are in place.

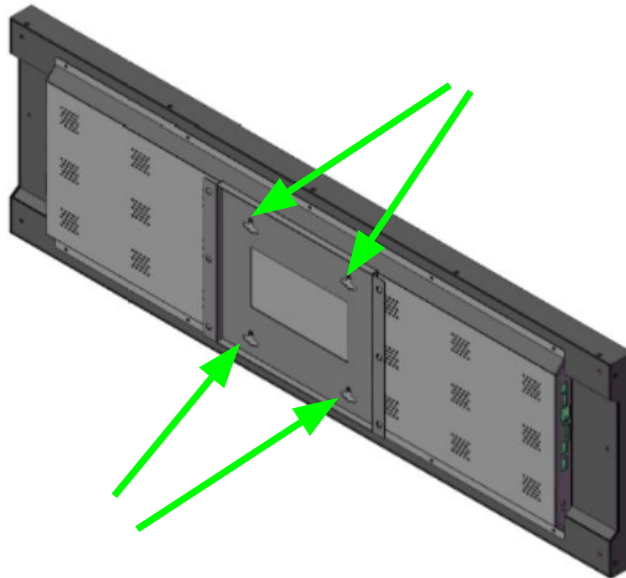
NOTE: The fixings provided are for solid walls. If you choose to mount to plasterboard, you will need to arrange for your own fixings.

Place the spirit level back on the mount to ensure it is level. If so, tighten the screws to secure the mount to the wall



Instructions

Following this, attach the wall brackets to the back of the device using the provided 4 screws on the back of the screen. Once connected attach to the wall mount



The orientation of the screen will change depending on the way the brackets are installed. Whichever way the hooks attach will be the orientation of the screen.



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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101	1.1	Technical Team	05/10/2026	ISO 9001