



Muro Ultra High Brightness Double-Sided Window Display

Installation Manual



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Package Contents

Package Contents

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

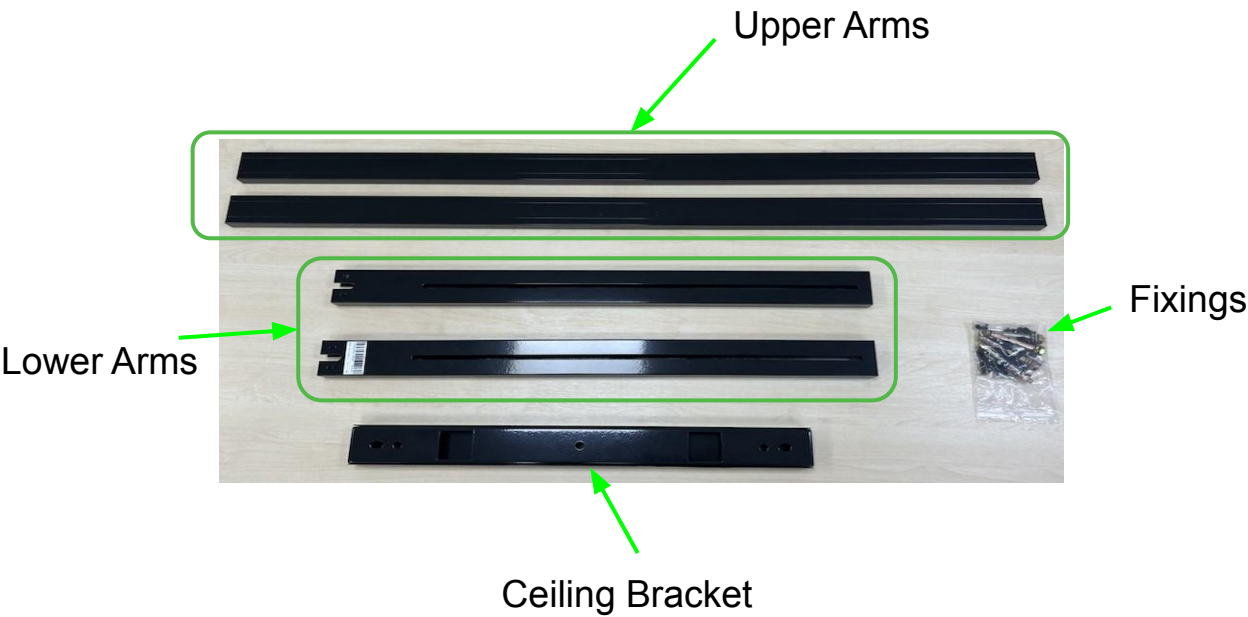
Double Sided Display



Accessory Pack - IEC Power Cable, remote, aerial



Arm mounting kit



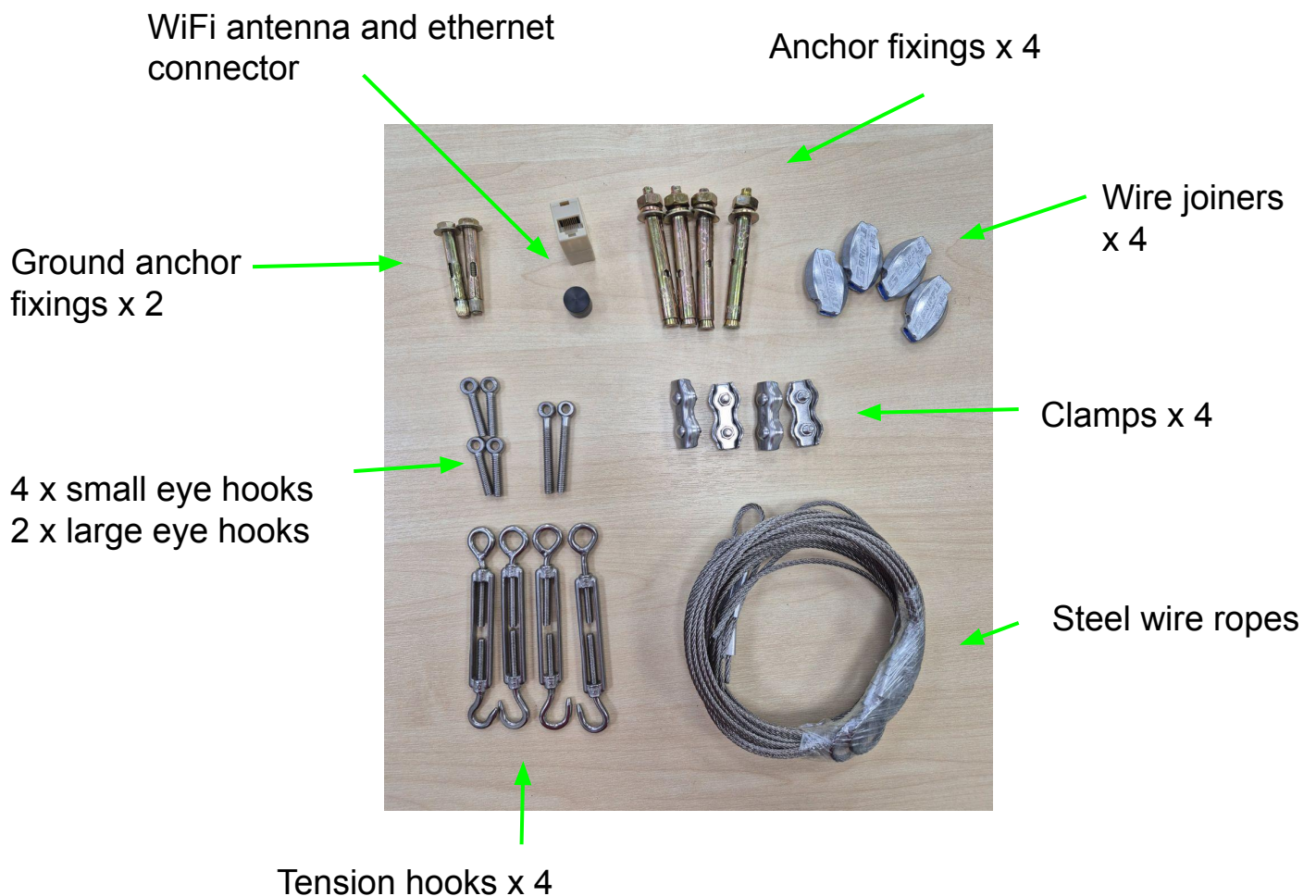
Package Contents

Wire mounting kit



Wire mounting kit bag - part breakdown below

Please note, you will need some of these items, whether you are using wire or arm mounting configuration.



Tools Required

Tools Required

Tools that may be required during your installation:

Phillips Screwdriver



Socket Set



Power drill



Instructions

Ceiling Mount Wires

Instructions

Prior to installation, carefully evaluate the chosen environment to ensure it meets the operational requirements. The Muro UHB does have a heat resistant panel as well as cooling fans for when temperatures begin to rise. These facts however doesn't mean it can be put anywhere.

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:

- **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

1) Firstly, remove 4 screws (2 on each side) to separate the ceiling mount into two parts.



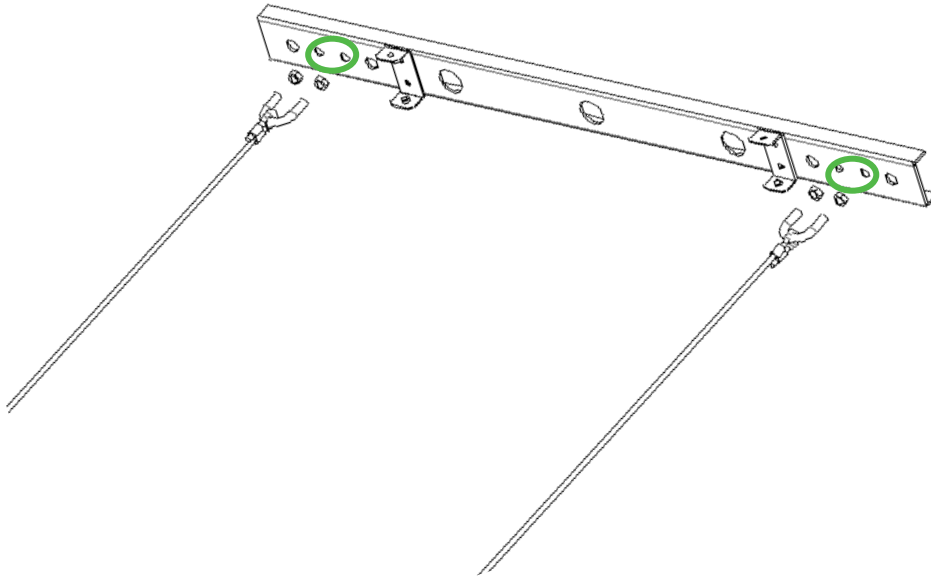
Keep the section with the 2 silver brackets and set the cover and screws aside for later.

Next, unscrew the bolts on the silver U-brackets and remove them from the plate.

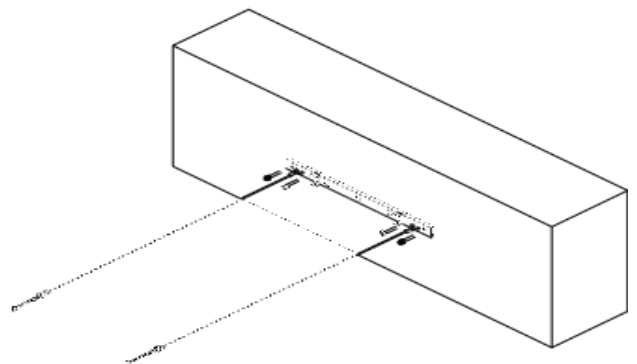
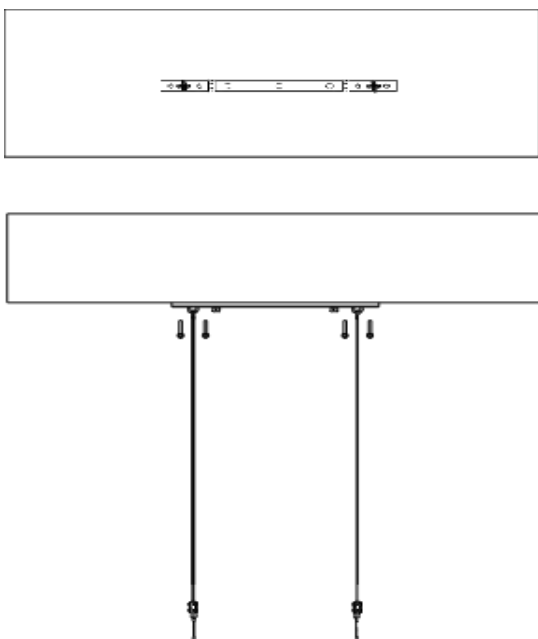


Instructions

Now, install the steel wire ropes onto the plate. To do this, pass the loop end of each rope through each U-shaped bracket, then reattach the brackets to the plate using the 2 holes which you removed them from a moment ago (circled in the image below). Secure and tighten them with the bolts.



3) Next, install the ceiling mounting plate onto a solid surface (e.g., directly into brick or concrete) using the anchor fixings from the accessories pack. The ceiling plate has 4 fixing positions (positioned either side of the u-shaped brackets) and all 4 should be used to distribute the load and ensure the display is installed safely.



Instructions

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 cable can be cabled tied to the steel wire to ensure it is held neat and tidy and prevent it becoming loose.

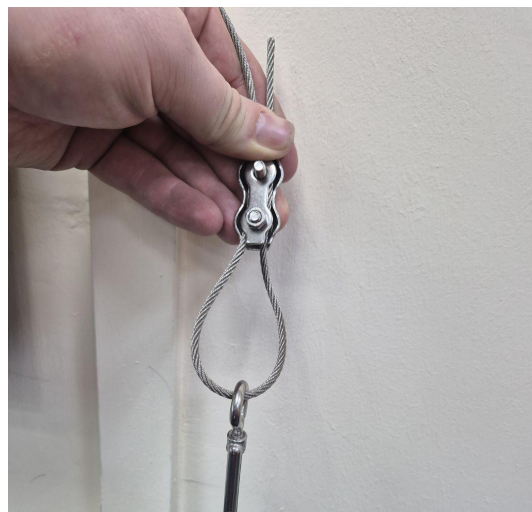
The power should be fed down the cable which is on the same side as the power port on the top of the display. *Please note* - if the power port is on the right hand side of the display when facing it, this means you are facing the outward facing side - 3500 nits brightness. If the power port is on the left hand side, you are facing the inward facing side - 1000 nits brightness.

5) The cover can now be re-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. The 4 screws which you removed in step 1 should be fitted, 2 on each side of the cover.

6) Next, loosen the nuts on the silver clamps shown in below image.

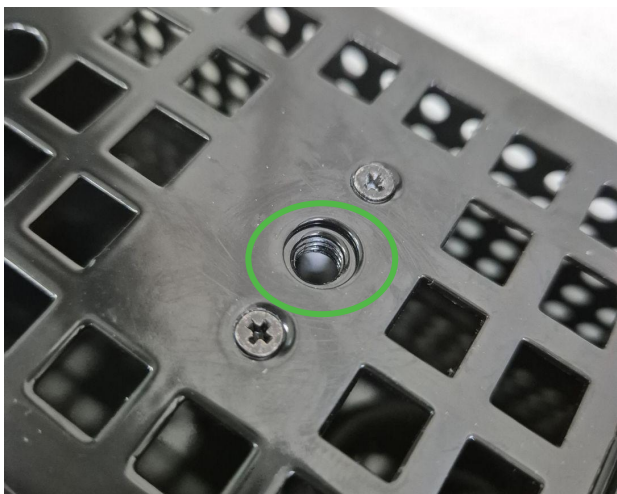


Get the loose hanging end of one steel wire rope, feed it through a clamp and then through the hoop end of a tension hook. Once done, feed it back through the clamp and tighten it firmly into place with the nuts. Then repeat with the other steel wire rope.



Instructions

7) At the top of the display, screw in two small eye hooks into the fixing points - one at each side.



The display can now be lifted into position onto the 2 tension hooks at the end of the steel wire rope.

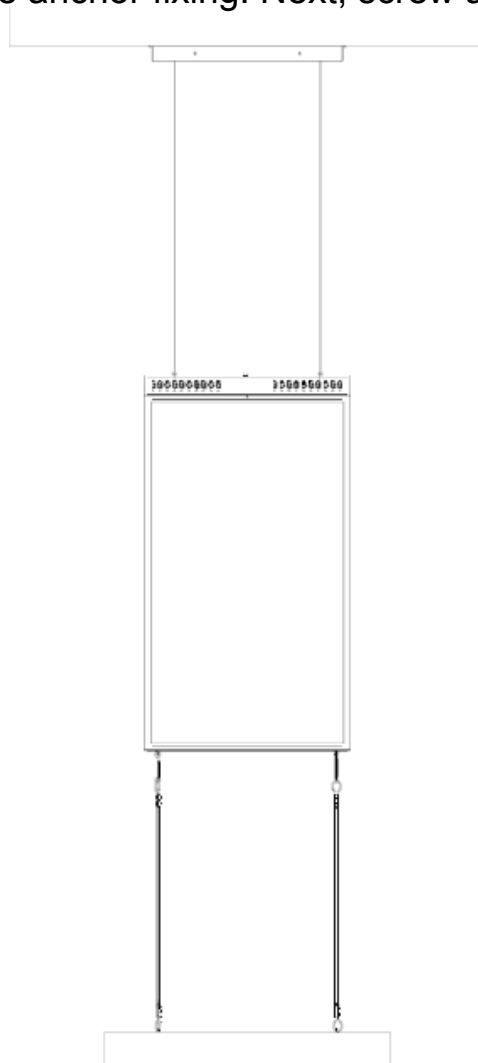
Please note, this is a 2 person job to ensure that the screen is lifted safely. The hooks will just slide into the fixings at the top of the screen.



Instructions

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 can help prevent accidental damage.

As shown in the image below, there are 2 fixing points on the bottom of the screen. You should screw in the remaining 2 small eye hooks into these points. Next, fix the two ground anchor fixings into a solid base (e.g. concrete). Unscrew the bolts that are within the anchor fixing. Next, screw a long eye into each anchor fixing.



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 in step 6 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 a loop at ground level.

Alternatively, you may cut the wires and use the wire joiners so that you don't have a loop at the anchor into the floor.

Instructions

Ceiling Mount Arms

Instructions

Prior to installation, carefully evaluate the chosen environment to ensure it meets the operational requirements. The Muro UHB does have a heat resistant panel as well as cooling fans for when temperatures begin to rise. These facts however doesn't mean it can be put anywhere.

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:

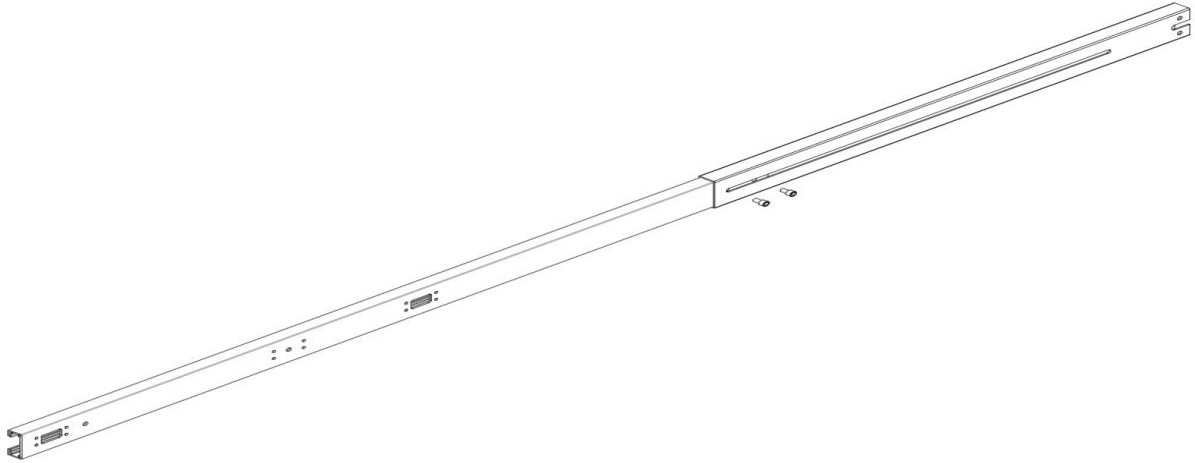
If you are installing the display in or near a window display, you must adhere to the following strict thermal constraints to prevent overheating:

- **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.

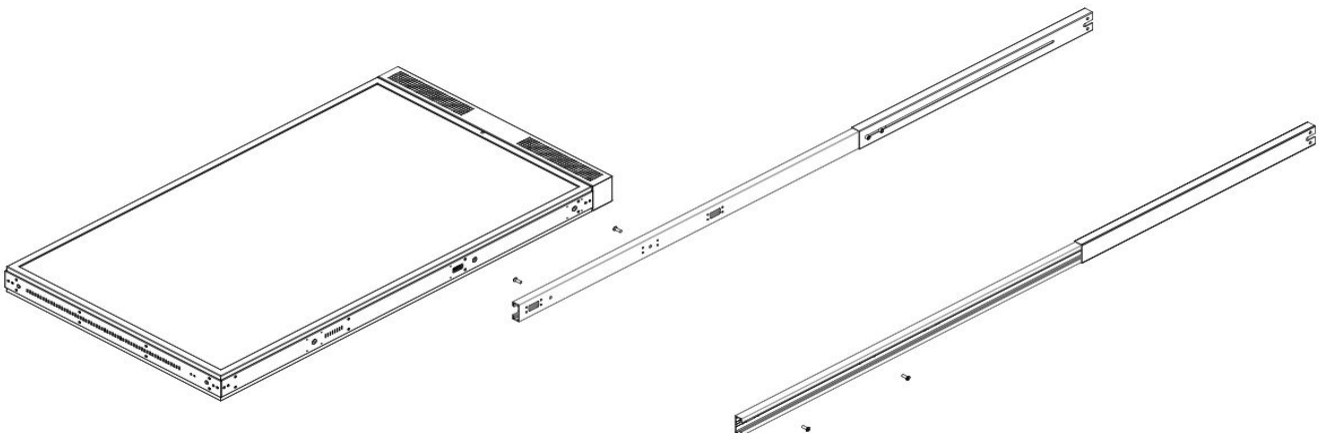


Instructions

1) The side arms and extensions must be firstly slotted inside of each other and the 2 retaining screws fitted as shown below. 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.

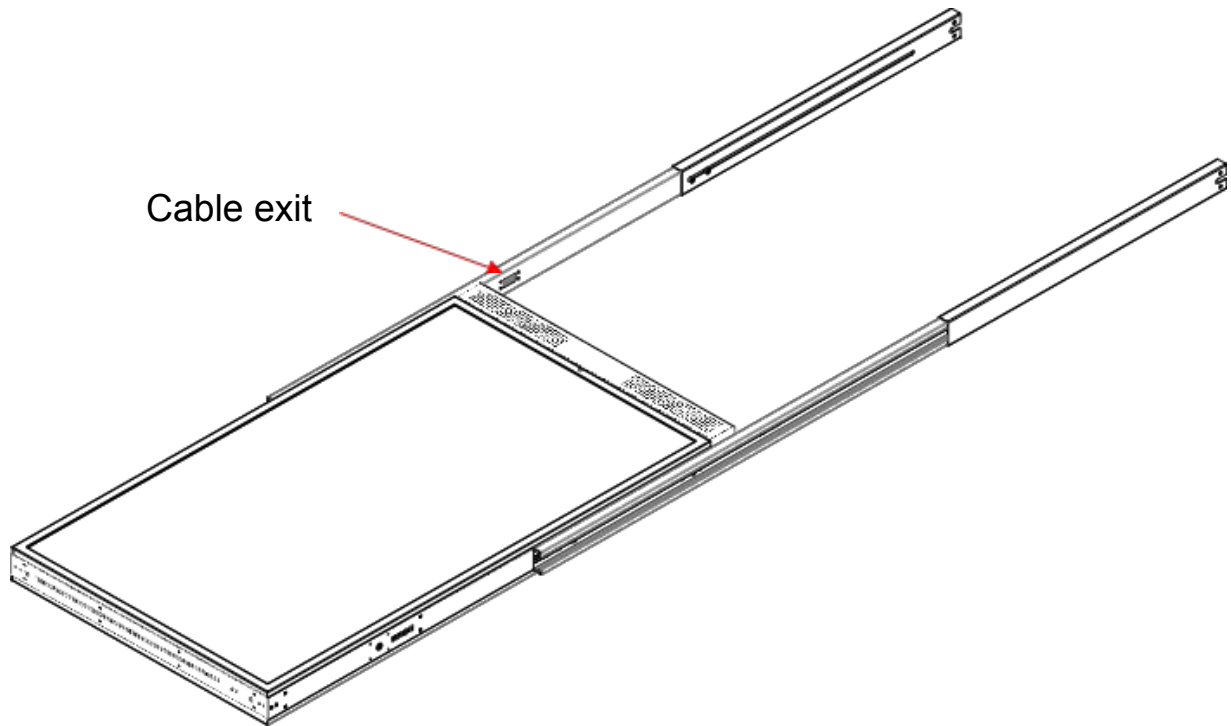


2) Once both side arms are put together mount them to the display and fix with the screws from the accessory pack. 8 screws per side arm should be fitted (4 at each fixing position, as shown in the image below). During the fitting of these arms the ethernet and power cable should also be routed through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

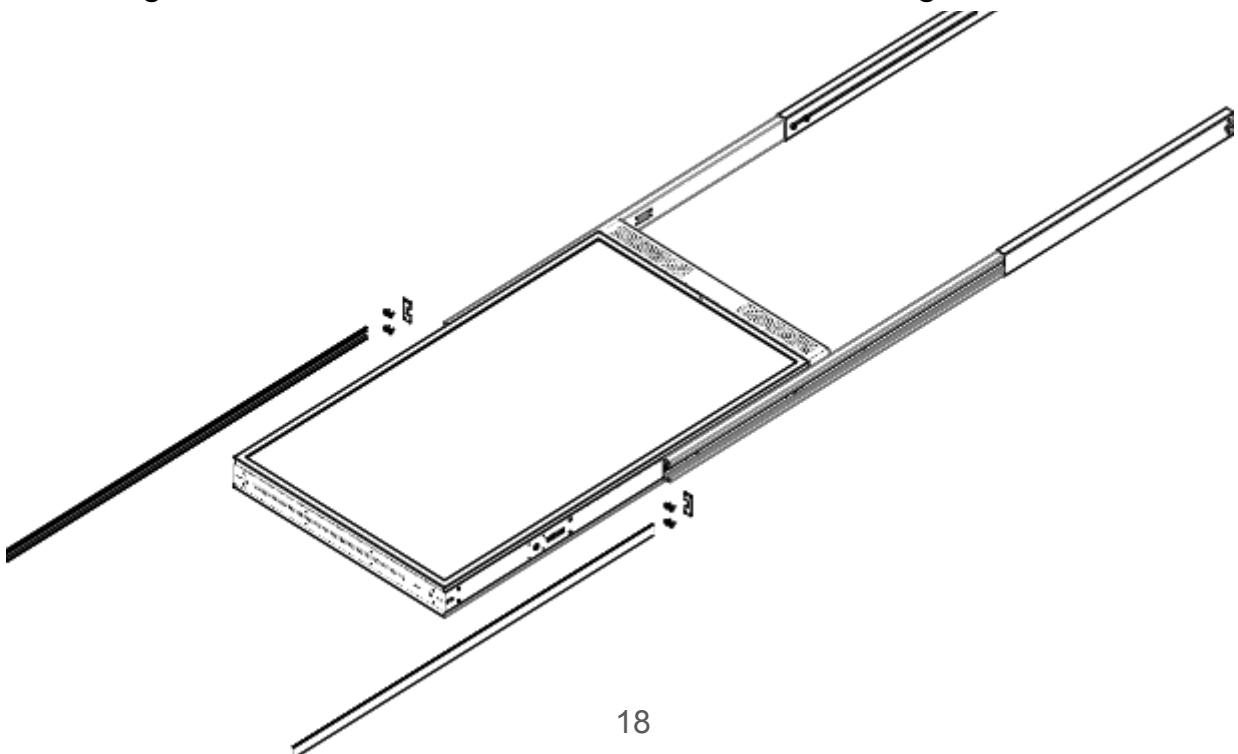


Instructions

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.

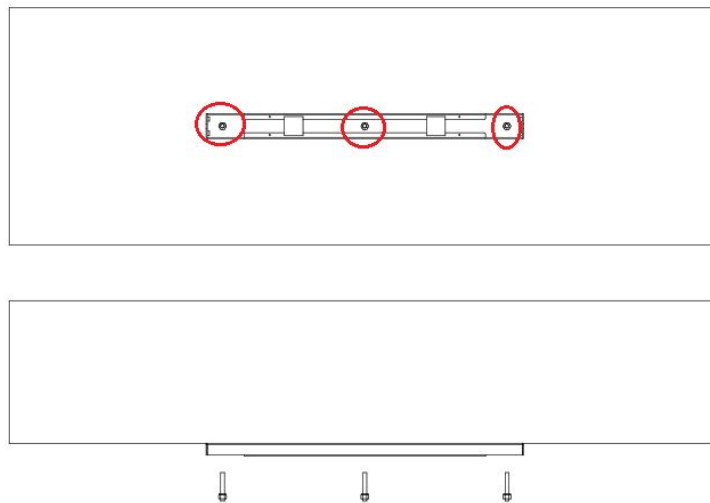


4) We now need to slide the arm covers in place and fit the retaining screws. Each arm has a sliding cover and a retaining bracket at the end of the arm to stop the cover moving. The cover is removable to make cable management easier.



Instructions

5) Next we are going to install the ceiling mounting plate. It 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.

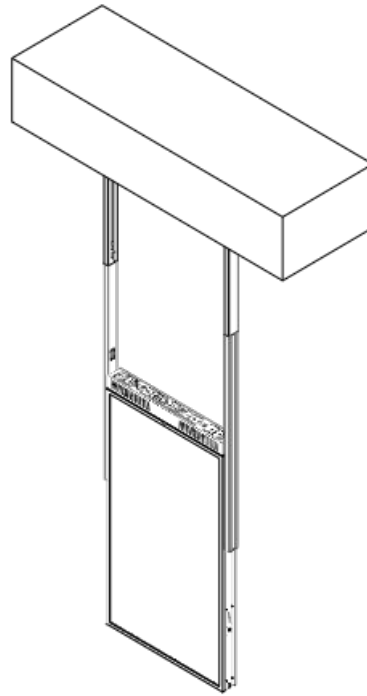
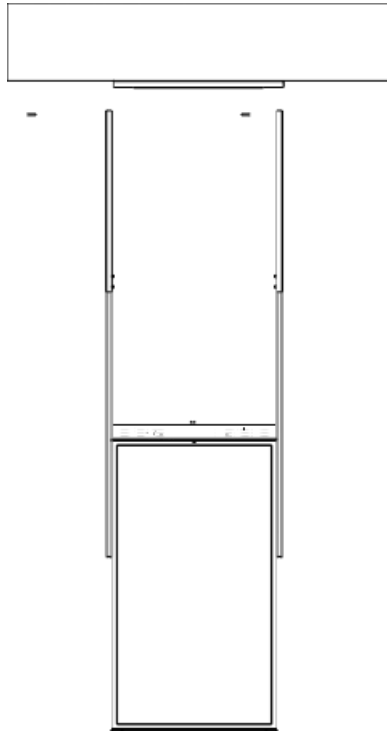


6) It's now time to lift the display into place. Please note, this step should be carried out by 2 people to ensure that the display is lifted safely.

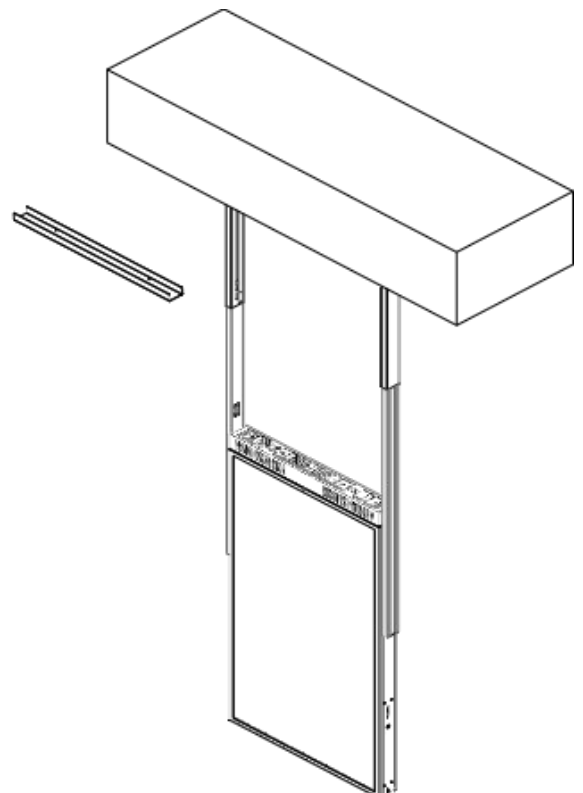
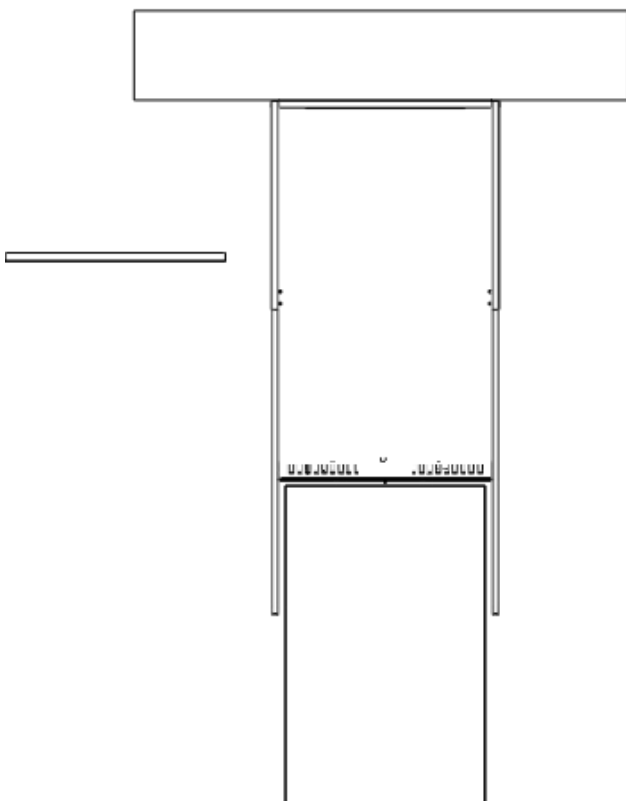
The high brightness side of the display which should be outward-facing can be identified by the automatic brightness sensor at the top centre of the display. This will be protruding slightly from the screen and looks like an LED. This should be facing outwards when mounting.

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 the next image.

Instructions



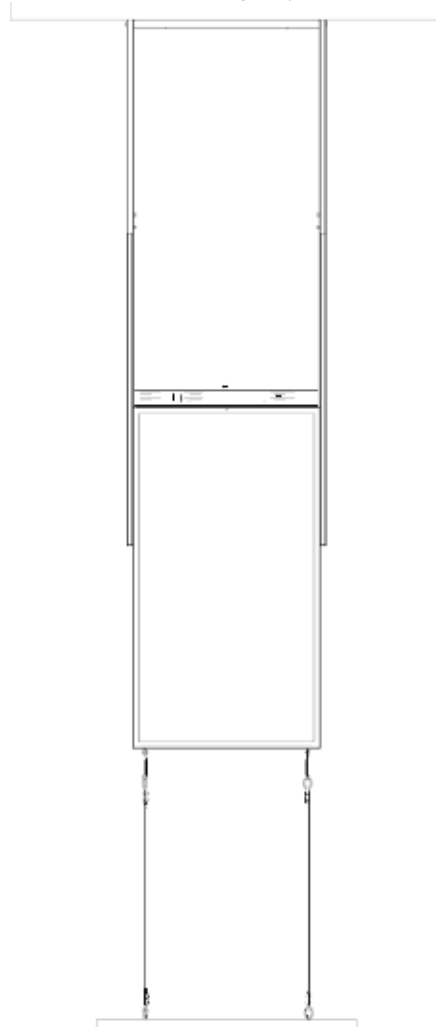
7) The cover for the ceiling mounting plate is now ready to fit. This covers any cable that you have ran in the arms and also the ceiling mounting plate to give a smooth finish. The mounting plate is installed with 2 screws. These are within the accessory pack. The plate just slots over the ceiling mount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



Instructions

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 to prevent accidental damage. To fit these, you will need some of the parts from the wire mounting kit bag.

As shown in the image below, there are 2 fixing points on the bottom of the screen. You should screw 2 small eye hooks into these points. Next, fix the two ground anchor fixings into a solid base (e.g. concrete). Unscrew the bolts that are within the anchor fixing. Next, screw a long eye hook into each anchor fixing.



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.

Loosen the bolts on 2 clamps. Now feed the loose end through the clamp and through the hoop end of a tension hook. Once done, feed it back through the clamp and tighten it firmly into place with the bolts. This will leave you with a loop at ground level.

Alternatively, you may cut the wires and use the wire joiners so that you don't have a loop at the anchor into the floor.

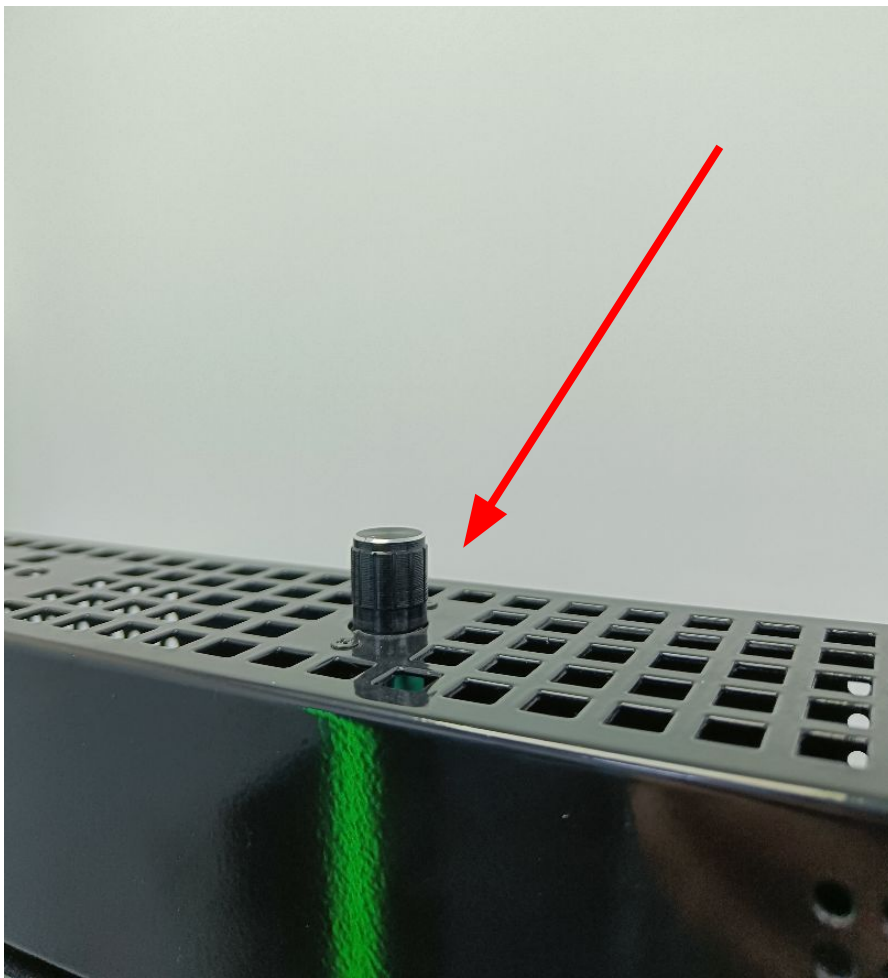
Automatic Brightness

Automatic Brightness Sensor

On the top of the Double Sided Muro UHB, you'll find a toggle for the brightness limiter.

This allows you to set the minimum brightness level that the screen will display. The screen is equipped with a brightness sensor, so it automatically adjusts based on the surrounding light. Its brighter when there's more light, and dimmer when there's less.

The brightness limiter helps control how dim the screen can get when there's limited light, letting you choose the lowest brightness it will reach in low-light conditions.



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.



Contact technical support

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Manual No.	Version No.	Author	Publish Date	Standard
123	1.1	Technical Team	05/10/2026	ISO 9001