



Muro Ultra High Bright Double-Sided Floor Standing Display

Installation Manual



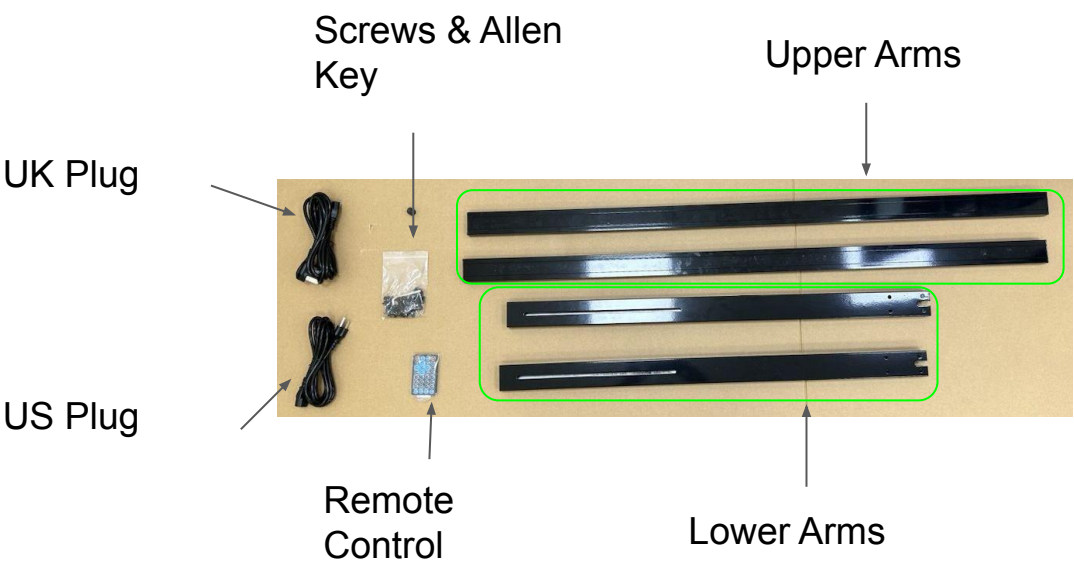
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Package Contents

Contents

For each Muro you have ordered you will have 3 boxes. The boxes will contain the following contents:



Muro Double-Sided Display



Wheeled Base

Tools Required

Tools Required

Below are the tools that may be required during your installation.

Phillips Screwdriver



Socket Set (Optional)



Instructions

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.

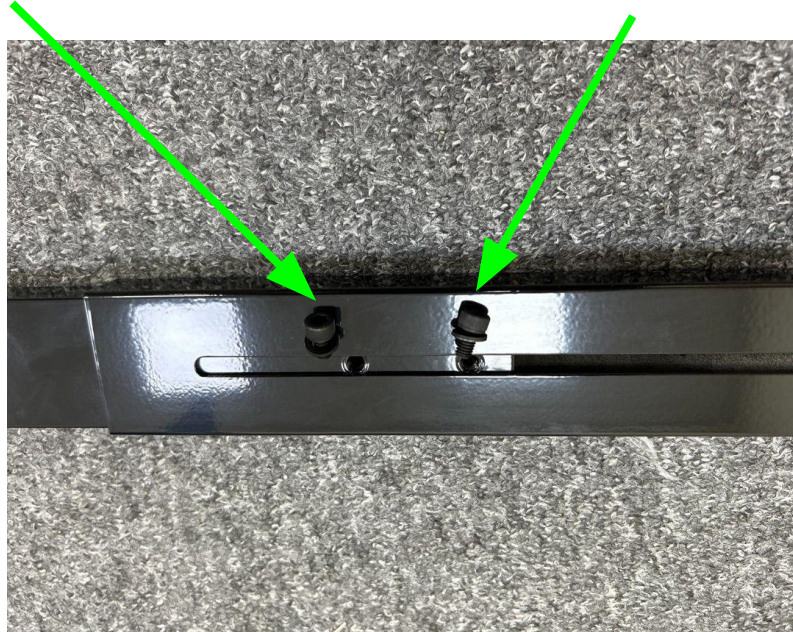


Instructions

Insert the upper arm into the lower arm. The lower arm is the shorter of the two kinds.



Then secure the arms together using the provided screws as shown in the image below.



Make sure they are at their highest when securing. You can adjust to the desired length later by loosening these screws.

Repeat these steps for the second arm

Instructions

Remove the arm covers from by unscrewing the cap found at the top and bottom of the arms



Removing the covers



Caps shown on each end

Insert the upper arm into the lower arm. The lower arm is the shorter of the two kinds. On the shorter arm, make sure the four screws for the base are at the bottom.



Four screw holes for
Base

Instructions

Next, you will need to lie the screen on the ground. We would recommend a soft surface to prevent scratches to the screen or the frame.



Screw in the arms to the screen, ensuring the power is at the top of the arms.



There are a total of 12 screws for each side. Do not fully tighten them until all are in place.

Instructions

Now that all screws are tightened, slide the arm covers back onto the arms to hide the cables.



Screw the top covers back onto the arms to top the arm covers from moving



Instructions

Once the arms are connected, you can adjust the length of the arms using these screws to the desired height for the screen

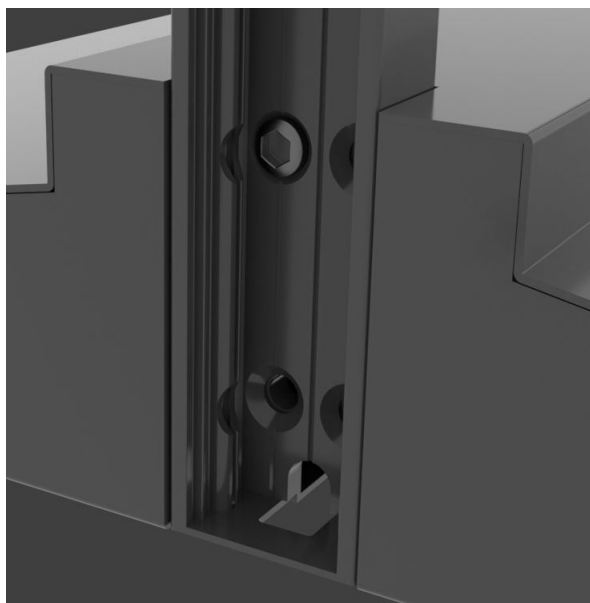


Before installing the screen into the base, lock the wheels to make sure it is secure if you have a freestanding base



Instructions

You will need two people to lift the screen onto the base. Once the arms fit into the base, one person should continue to hold the screen while the other person screws the arms into the base.



Use the four large philips screws for each side. Tighten fully when all screws are in place



Finally, screw in the WiFi antenna at the top of the display.



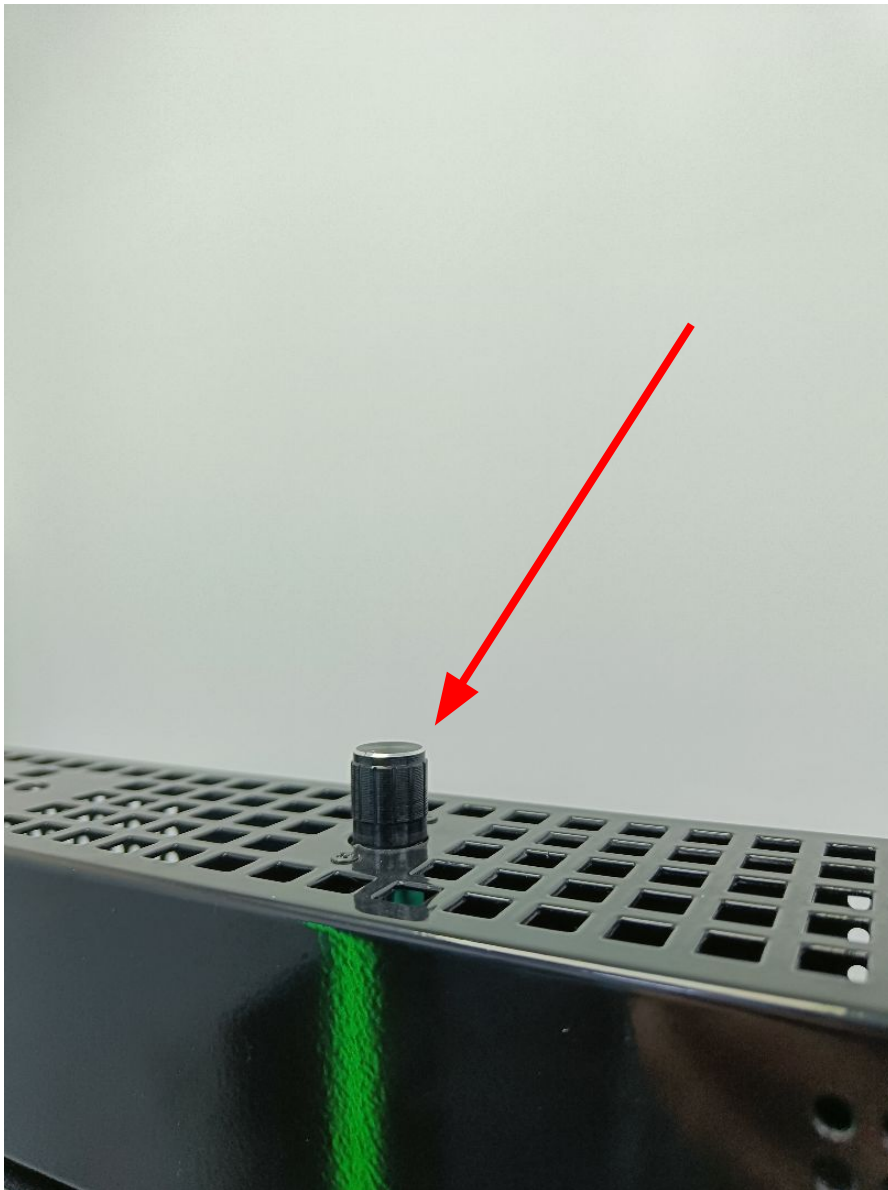
Automatic Brightness

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

cs@lamasatech.com

UK: +44 (0) 191 622 0725

US: +1 (805) 308-9623

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127	1.1	Technical Team	05/10/2026	ISO 9001