



Muro Ultra High Brightness Display

Installation Manual



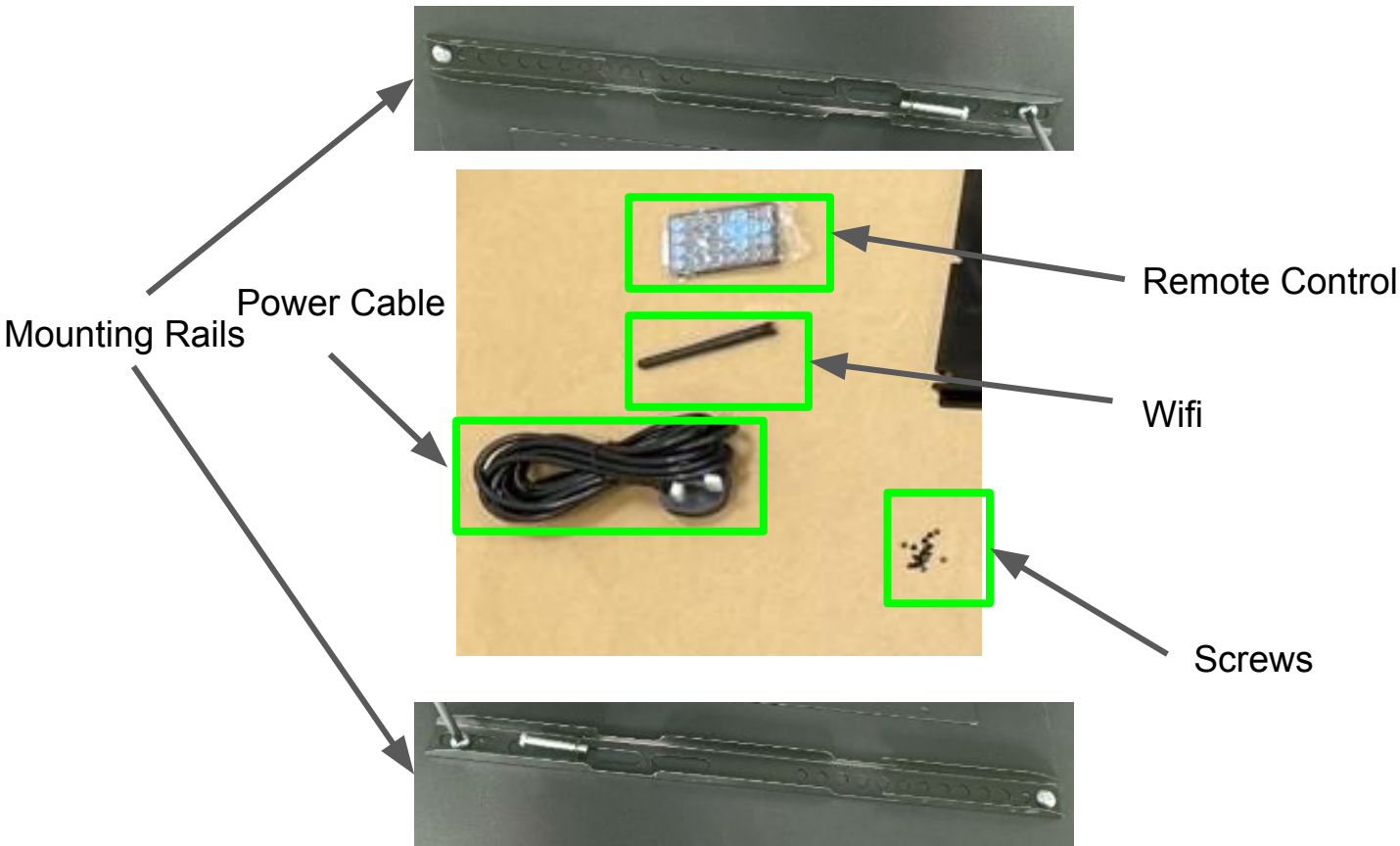
Contents

<u>Package Contents</u>	<u>03</u>
<u>Tools Required</u>	<u>05</u>
<u>Instructions</u>	<u>07</u>
<u>Automatic Brightness</u>	<u>12</u>
<u>Safety</u>	<u>14</u>
<u>Troubleshooting</u>	<u>16</u>

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 Required

Tools that may be required during your installation are listed below.

Hammer drill or screwdriver kit with adjustable torque/speed



Drill bits



Pencil



Spirit Level



Socket set



Assorted screwdrivers



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

Lay the display down on a soft flat surface, ensuring the protection of the screen.



Line up and screw the wall brackets to the back of the screen. Depending on your preference of either having the screen landscape or portrait will determine how you secure the brackets to the back of the display.



Landscape installation



Portrait installation

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.

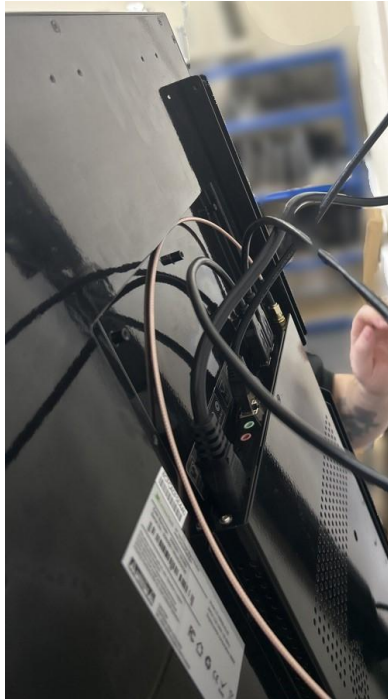
NOTE: The fixings provided are for solid walls. If you choose to mount to plasterboard, you will need to arrange for your own fixings.

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

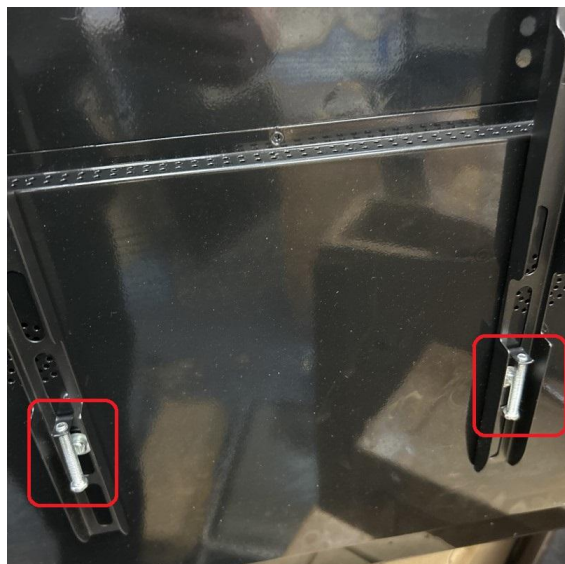


Instructions

Now pick the screen up and with a second person, attach any cabling that is required before hooking the screen onto the mount



Now attach the tightening screw (highlighted below) to the bracket and tighten to secure the screen.



Your display is mounted and ready to use

Automatic Brightness

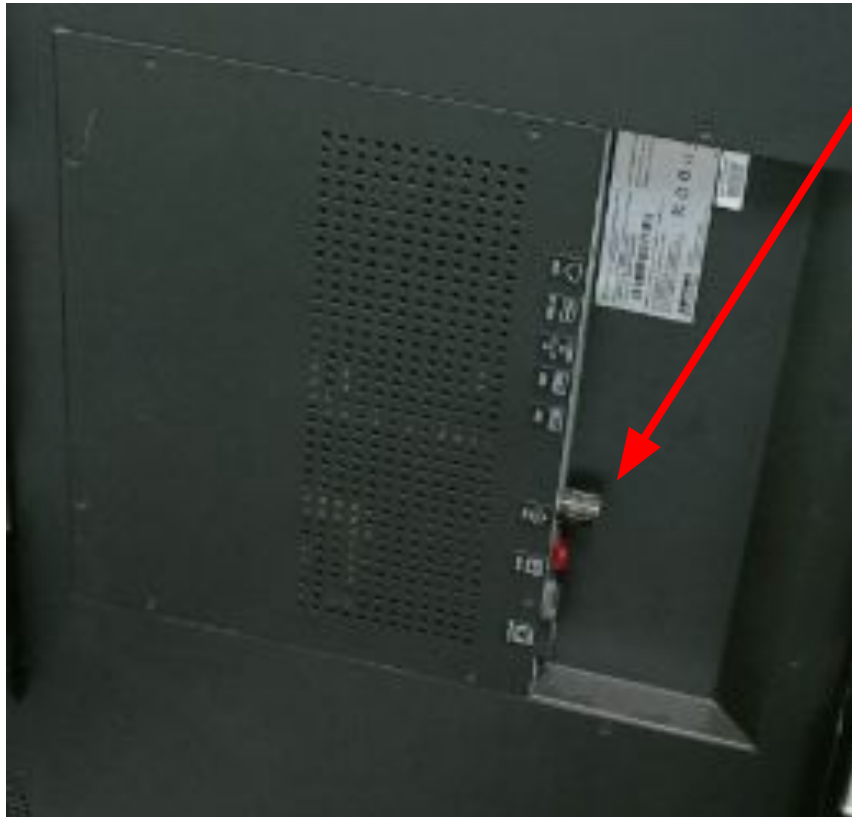
Automatic Brightness Sensor

Behind the 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.

Next to it will be where you plug in your power



You will also find WI-FI antenna slot and USB ports on the back too

Safety



Instructions



Important Safety Instructions & Warnings

Read Before Installation: Do not begin installation until you have read and understood all instructions and warnings in this manual. If you have any questions, please contact **LamasaTech** or your place of purchase.

Intended Use: The mounting bracket should only be used with the Versi display it was sent with. It is intended for **indoor use only**. Improper installation or outdoor use may result in product failure, property damage, or serious personal injury.

Installer Requirements: This product should only be installed by professional installer with basic building experience, and a full understanding of this installation manual.

Structural Capacity: The installer is responsible for verifying that the wall or supporting surface can safely bear the combined weight of the display, the mounting bracket, and all attached components.

Mounting Hardware: Installers must provide their own appropriate hardware for mounting situations not covered by the supplied fixings. If mounting to timber wall studs, a stud finder is highly recommended to ensure screws are anchored directly into the centre of the studs.

Safe Handling: Always use an assistant or mechanical lifting equipment to safely lift and position the display.

Securing Screws: Tighten all screws firmly, but do not overtighten. Overtightening can damage the hardware and severely reduce its holding power.

Third-Party Mounts: If you choose to use an alternative, third-party wall mount instead of the one provided, you must ensure it is fully rated to safely support the combined weight of the display and all attached hardware.

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

Manual No.	Version No.	Author	Publish Date	Standard
132	1.1	Technical Team	05/10/2026	ISO 9001