LED Ticker Quick Installation Guide

Thank you for selecting Rise Display for your LED Ticker project. The following guide provides you step by step instructions for installing your LED Ticker display. If you need additional resources or drawings check out the documentation at <u>http://www.risedisplay.com/led-ticker-hardware/</u>

Tools Required:

- Cordless drill with phillips bit #1 & #2
- Standard set of drill bits
- 1/4" nut driver
- 5/16" nut driver
- Torpedo Level
- Chalk line (or a laser level if possible)
- Tape measure

Installation Steps:

- 1. Unbox ticker sections and lay them out according to the numbered labels located on the top surface of each ticker section. **Note:** Section numbers begin at 1 and start from the right end of the ticker.
- 2. Use a chalk line or laser level to mark a line for the cleat rail on the wall where the ticker is to be installed. Use the measurements in the table below to determine how far from the top of the ticker cabinet the cleat rail will sit. Attach the cleat rail to the wall with screws at close intervals. Note: Some of the screws need to be drilled into studs or plywood.



Ticker Model	Cabinet Height	Distance "A"
TKR-M10-16-48	5.8"	7/8"
TKR-M10-24-72	8.2"	3 5/16"
TKR-M10-32-96	10.6"	3 5/16"



- 3. For FLEX chassis only (see Flex Ticker Addendum)
- 4. Hang ticker section 1 on cleat rail beginning at right most section.
 - a. Connect the power cable to an outlet, but do not turn the ticker's power switch on.
 - b. Connect the data cable to the building network.

Attach Additional Ticker Sections (if applicable):

5. Lift next ticker section and hang it on the cleat rail. Folded inside each of the open ends you will find a data cable, ground cable and power cable (see below), locate each and connect them together.



6. Join the two sections together and secure by tightening the joining link hardware on the top and bottom of the section joint.



Repeat steps 5 and 6 until all sections are in place.

7. Turn the power switch on. When facing the ticker it will be on the right hand side. For flex cabinets it will be on the back, for rigid cabinets it is accessible through the hole at the bottom.

Flex Ticker Addendum

If your ticker is flexible to conform to a concave or convex surface please see the following additional steps.

Additional Tools Needed:

• Pair of dikes or side cutters capable of getting in a 1/4" space (necessary for flex chassis installations)

Before Hanging:

1. In areas where the sign needs to bend, use dikes or diagonal cutters to cut the links on the back of the chassis that hold the ribs of the sign together.



2. Only cut links where bends are to be made. Do not make unnecessary cuts in locations where the sign is to be straight.



CAUTION: It is extremely important that all metal clippings are removed from the sign housing. Metal chips will cause short circuits and serious damage to the ticker.

LED Ticker Troubleshooting

After powering your ticker up if things aren't working correctly here are the most common issues to troubleshoot:

Issue: My ticker is blank

Sometimes it takes a few minutes when first connecting, give it about 5 minutes to boot and connect. If after a few minutes you aren't seeing any content:

- Start by recycling power. You can do this by:
 - Turn the power switch on the ticker off, wait 10 seconds and turn it back on.
 - Pulling the power cord from the wall
 - Finding the breaker and resetting power to the outlet
- Ensure the controller inside the ticker is receiving power:
 - Rigid cabinet (24 or 32 pixel), on the right hand side you should see 2 silver screws on the bottom of the right hand side that will slide down a tray containing the controller.
 - Flex cabinet (or 16 pixel high) remove 2nd and 3rd module from the right by removing the screws (top and bottom) holding the module to see into the cabinet.

After opening to confirm power to the various components look for:

- Blue light coming from the Rise Controller (square black box)
- Orange light on the controller board
- Green light on the power supply
- Red light on back of LED module
- Verify network connectivity
 - Connect another computer to the same network port and verify you can reach <u>www.risedisplay.com</u> and the website opens properly. Then run the Chrome extension for the <u>"Rise Ticker Network Diagnostics Utility</u>"
 - Find your network switch and on the port the ticker is connected to see if there is a "link" light. This indicates a recognized, physical link-layer awareness.
 - If you know the IP address of the ticker, ping the ticker from a different host to confirm local network connection.
 - Open the access panel to gain access to the Rise Controller, connect a keyboard, mouse and monitor to the controller and try to open a webpage. If the network connectivity is confirmed go to a terminal window, type "ping -c 5 10.0.0.1" you should get 5 replies back to verify the onboard ticker controller is operating properly.

Issue: Content is only scrolling on part of my ticker

In this case it is likely that something wasn't connected properly during installation or something came loose in shipping. Start by removing the module directly to the left of the last working module. Disconnect and reconnect the black and red power cable and the CAT5 jumper cable to the module.

Still need help?

If you have tried the above and need further assistance, take a photo of your issue / installation and email it to support@risedisplay.com with a phone number and time that is best to reach you. Our team will review and have the best available person contact you to help get your ticker up and running.