

Rise Ticker Hardware Install Guide



www.RiseDisplay.com

Version 1.4 (update 09/16/24)

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Tools Required

- Cordless drill with phillips bit #1 & #2
- Standard set of drill bits
- 3/8" nut driver
- Torpedo Level
- Chalk line (or a laser level if possible)
- Tape measure

Technical Specifications

- [32 Pixel \(4mm\)](#)
- [48 Pixel \(4mm\)](#)
- [64 Pixel \(4mm\)](#)
- [32 Pixel \(6mm\)](#)
- [48 Pixel \(6mm\)](#)
- [64 Pixel \(6mm\)](#)

Network Settings

The LED ticker's IoT controller communicates with our Cloud platform via both inbound and outbound TCP/IP connection to **cms.risedisplay.com** via **TCP Port 9090**. In order for the ticker to properly function, please make sure you whitelist this URL and port number on your network firewall. If you are unable to whitelist the domain [cms.risedisplay.com](https://docs.aws.amazon.com/vpc/latest/userguide/aws-ip-ranges.html), you will need to whitelist the IP address range for the AWS region "US East 1" located at

<https://docs.aws.amazon.com/vpc/latest/userguide/aws-ip-ranges.html>

ETL Certification



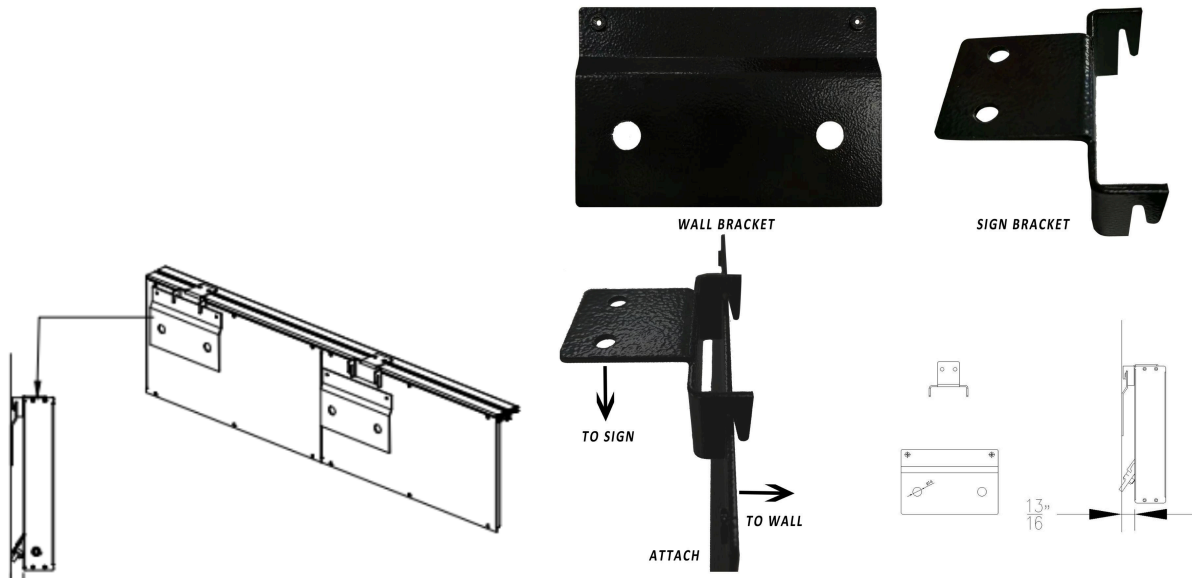
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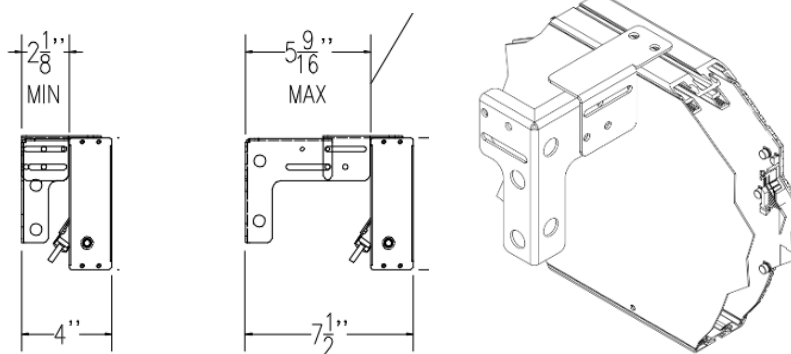
Standard(s):	Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements [UL 62368-1:2019 Ed.3] Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements [CSA C22.2#62368-1:2019 Ed.3]
Product:	RGB sign

Wall Mount (option a)



1. Screw Wall Brackets into wall studs (or use Anchors/drywall plugs) using a minimum of two-inch screws.
2. Attach the Sign Bracket onto the top frame via the caged nuts located in the top frame itself (there will be 4 caged nuts, 2 nuts per Sign Bracket.)
3. Lift A1 section and set the sign bracket down onto the wall bracket.
4. Repeat for all remaining sections.

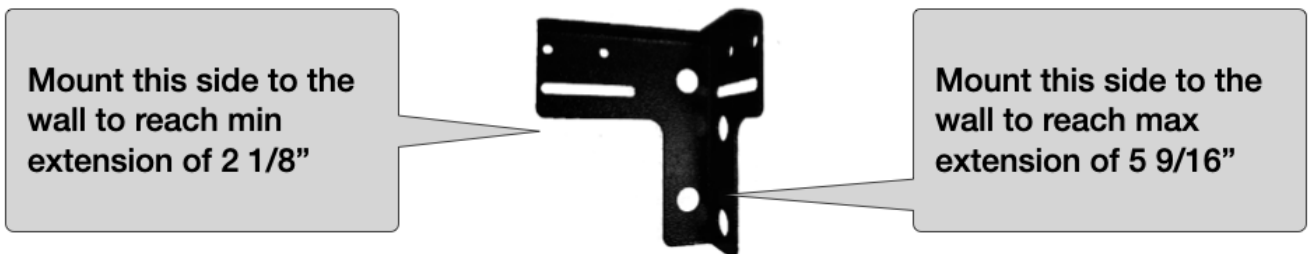
Adjustable Wall Mounts (option b)



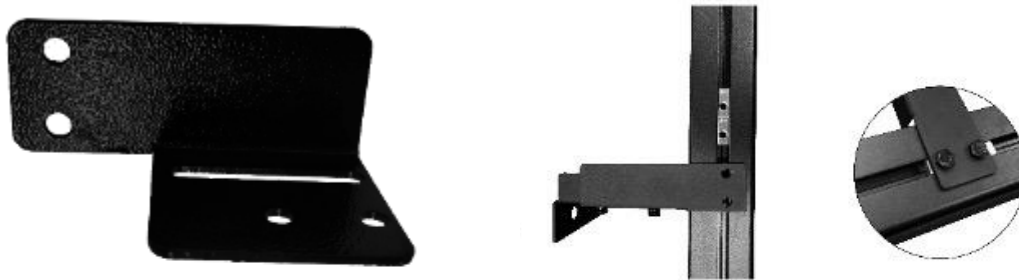
1. Connect the two metal brackets together with the two nut / bolt / washer sets.



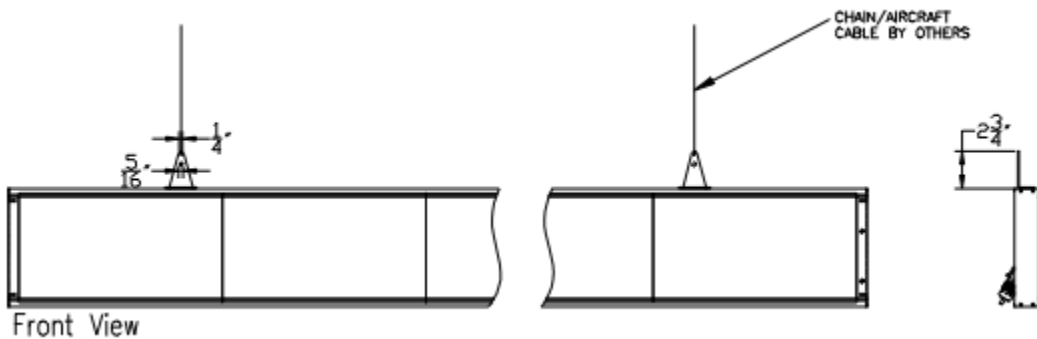
- Screw Wall Brackets (vertically) into wall studs (or use Anchors/drywall plugs) using a minimum of two-inch screws.



- Attach the Sign Bracket onto the top frame via the caged nuts located in the top frame itself (there will be 4 caged nuts, 2 nuts per Sign Bracket.)



Ceiling Mount (option a)



1. Attach the Triangular Sign Bracket onto the top frame via the caged nuts located in the top frame. Slide along the top of the ticker top to position the brackets then tighten.. (there will be 4 caged nuts, 2 nuts per Sign Bracket.)

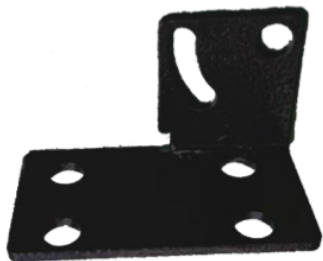


2. Attach a chain or aircraft cable to the bracket.

Ceiling Mount (option b)



1. Attach the Sign Bracket onto the top frame via the caged nuts located in the top frame - slide along the top of the ticker top position the brackets. (there will be 4 caged nuts, 2 nuts per Sign Bracket.)

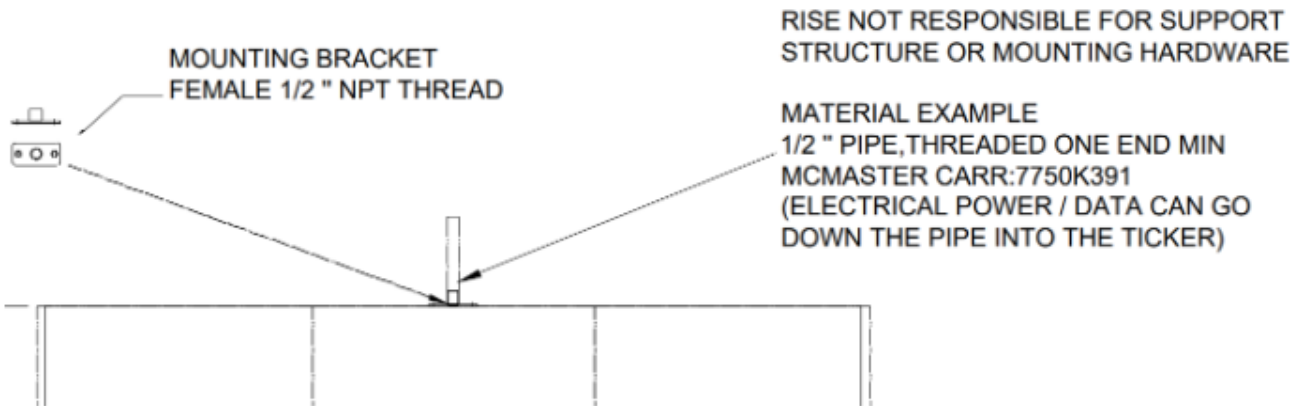


2. Attach the triangle shaped bracket to the ceiling.

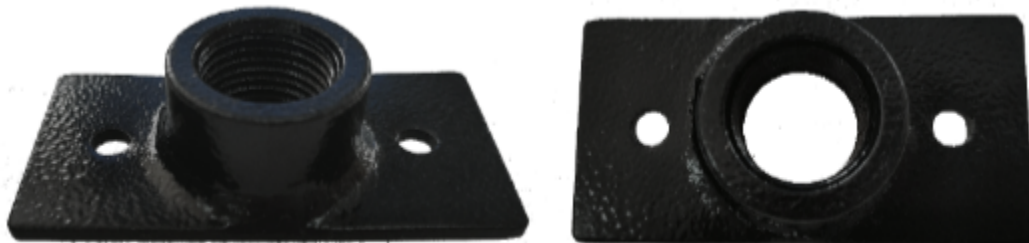


3. Connect the two metal brackets together with the two nut / bolt / washer sets.

Ceiling Mount (option c)



1. Loosely thread the 1/2" NPT female adapter (shown below) onto the 1/2" NPT support (male), do not fully tighten. NPT support not included.



2. Lift the ticker section and slide to align the cage nuts inside the channel on the top of the ticker with the adapter.



3. Tighten the adapter and use set screws to attach the adapter to the cage nuts in the top of the ticker.
4. Repeat for each of the support points for that section.

Connecting Sections

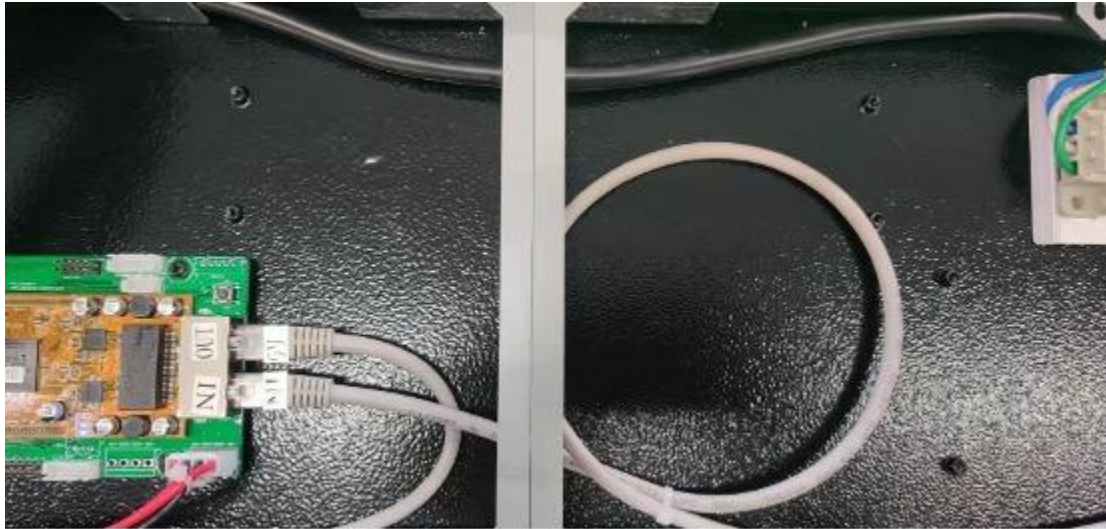
1. Align all sign sections as diagrammed below. A1 is the master section with the controller and WIFI data receiver. It should be positioned at the far right, starting point.



2. Remove the module on both ends of each section. Insert the handle into the top between the chassis and module, make sure the spring is facing the module and pull out. The module is fixed by five magnets attached to the frame at the top, and after loosening you can lift the module out of the track holding the bottom in place.



3. Connect the RJ45 data cable between sections A1 and A2



4. Connect the power connection between sections A1 and A2.



5. Slide in a flat joining metal between sections A1 and A2, ensure the two sections are tightly together eliminating any seam, thread in and tighten 4 bolts on top and bottom of the cabinet to secure in place.



6. Repeat the above steps until all sections are connected.
7. Plug the AC power cable into the port on the back of Sign. Once the power cable is plugged in the right direction, it will be locked in place.



8. The pre-loaded message should start at section A1 and scroll continuously across the entire sign from right to left. If the message doesn't properly scroll through all sections check the data and power cable connections between sections (steps 3 and 4 above).

Installing Corners

If your ticker has corners:

1. Place the two segments together and connect the data cable and power cables between the two segments. (see steps 2-4 in Connecting Sections).
2. Rotate the joining metal to the desired angle and slide in the slot, tighten the screws to fix the two segments together in the determined degree.

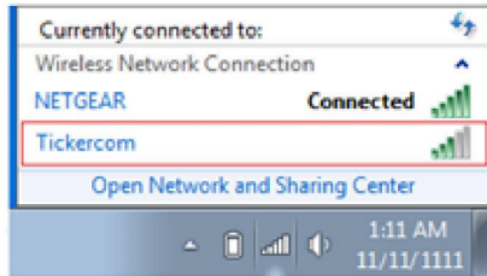


Twin Ticker

Twin Tickers (2 separate streams) must be defined at the time of purchase so the displays are properly built with a 2nd controller and 2nd mobile app subscription. (i.e. this can not be changed after installation)

Network Connectivity




1. If you are using a wired connection, plug your Cat5 cable to the RJ45 port (see photo in step 7 on the previous page). If you ordered a twin ticker, there will be one RJ45 port on the right side and one on the left side.
2. For a wireless connection, once the sign is turned on with either a Smartphone or PC/Laptop that can detect wireless networks, follow these steps:
 - a. Check available wireless networks, locate and connect to the network named 'Ticker' the password for this network is '**PASSWORD**' all in upper case. Once Connected to 'Ticker' your device may state that you have 'Limited Connectivity' this is normal. If it says "Unable to join the network", please try the WIFI setup on a different device.



- b. Once connected to 'Ticker' open your browser and in the address bar type in 192.168.0.1 and press enter.
- c. A pop-up screen will appear requesting a login Username and Password. Enter the following and click Sign in.
 Username: admin
 Password: PASSWORD
- d. From the ticker sign's wireless setup screen interface select the "QuickConnect" option from the left hand menu to view all available wireless networks.

WLAN Link Scan

Network name:

Network Name	BSSID	Ch	RSSI	Security Suite
SKYBOX	8E:79:67:A9:24:D5	11	 -37 dBm dBm	WPA2-CCMP
Kidsroom	50:D2:F5:F1:DF:A0	3	 -67 dBm dBm	WPA2-CCMP-TKIP
office	80:3F:5D:FC:18:66	1	 -71 dBm dBm	WPA2-CCMP

- e. Select the desired wireless network and enter the associated password and click submit.

Security	
Key Type:	<input checked="" type="radio"/> Passphrase <input type="radio"/> Hex
Password:	••••••

▶ Advanced

Apply Test Connection **Submit**

- f. After you see the confirmation screen your ticker has successfully connected and you can exit your browser.

```
Changed WLAN Profile New_Profile Instance to "SKYBOX".
Changed WLAN Profile New_Profile Basic Network Name to "SKYBOX".
Changed WLAN Profile New_Profile Security Suite to "WPA2".
Changed WLAN Profile New_Profile Security WPAX Passphrase to "
<Configured>".
Changed WLAN Profile New_Profile Security WPAX Encryption to
"CCMP".
The changes have been saved permanently.
```

3. Ensure your network / firewall is set up to allow Outbound TCP/IP communication to **cms.risedisplay.com** via port **9090**. More details check out the [Rise Ticker App User Guide](#).
4. To update your content and control the scroll speed and brightness by downloading the Rise Ticker App from the Apple App Store or Google Play Store.
5. If you have a Twin Ticker you will need to replicate these steps for the 2nd controller.

Troubleshooting

- No content is appearing on your ticker - make sure the power cable is firmly connected.
 - If there is a white blinking LED in the top right of section A1, this means your ticker is in power save mode. Use the remote to turn off power save and resume scrolling content.
- Content is only scrolling on a portion of the ticker - it is likely that something wasn't connected properly during installation or something came loose in shipping. Start by removing the section to the left of the last working section. Disconnect and reconnect the power cable and the CAT5 jumper.
- My ticker data is not updating - unplug your ticker for 5 seconds then reconnect power and wait 60 seconds to see if the content updates. Then check your Rise Ticker App to see if the ticker shows online, if it is showing red go to a device connected to the same network and type 192.168.0.1 in the address bar and log in with Username: admin Password: PASSWORD. Navigate to the Interface wlan0 menu item and see if the Connection State is "Connected". If it says disconnected repeat the step 2 under Network Connectivity from this guide.
 - If your ticker is equipped with an external controller power button, make sure it is illuminated green. NOTE: older ticker models may have a brightness button here instead.

Photo of power button:



- If your ticker is not properly updating and you have verified it is connected, share the [Rise Ticker App User Guide](#) with your IT department and have them check your organization firewall to ensure it is not blocking connectivity to the ticker.
- If you have any other questions or need assistance email us at support@risedisplay.com.