

Skybox Ticker Hardware Install Guide



www.SkyboxFanCave.com

Version 1.0 (update 4/13/23)

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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

ETL Certification



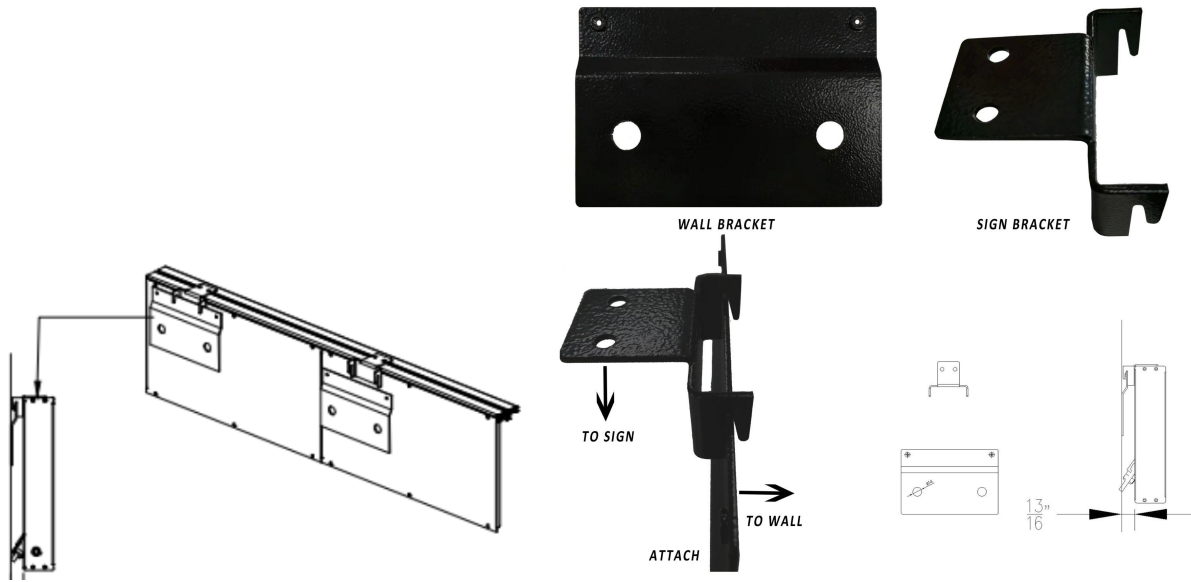
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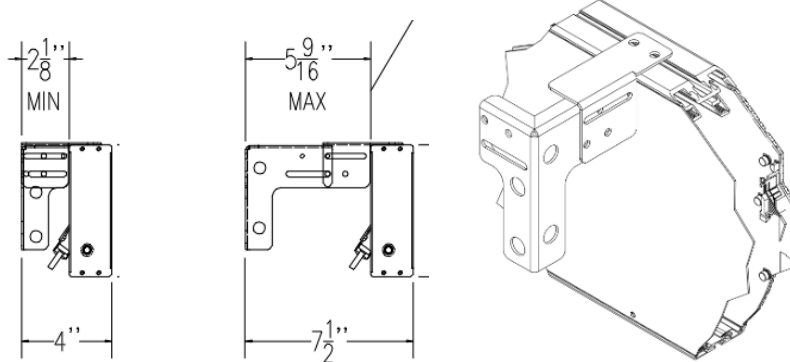
Standard(s):	Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements [UL 62368-1:2019 Ed.3]
	Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements [CSA C22.2#62368-1:2019 Ed.3]
Product:	RGB sign

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.

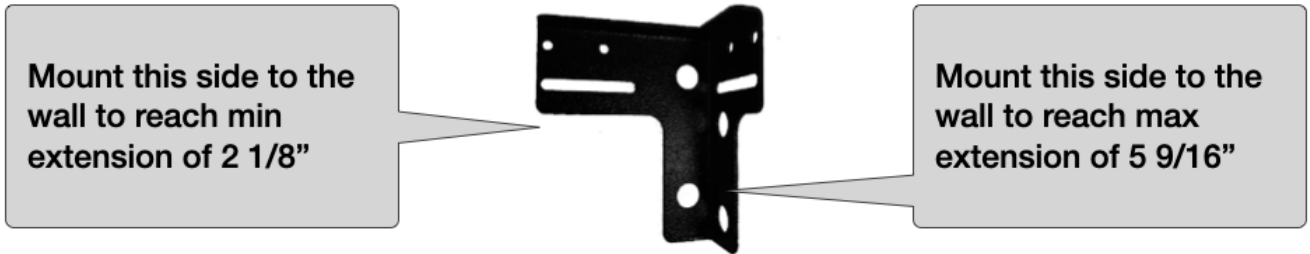
Adjustable Wall Mounts (option b)



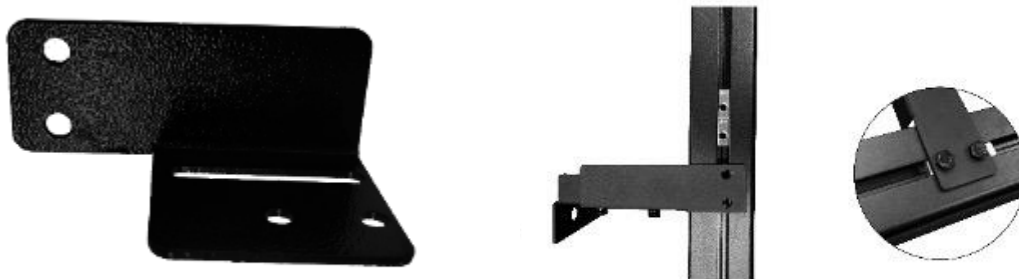
1. Connect the two metal brackets together with the two nut / bolt / washer sets.



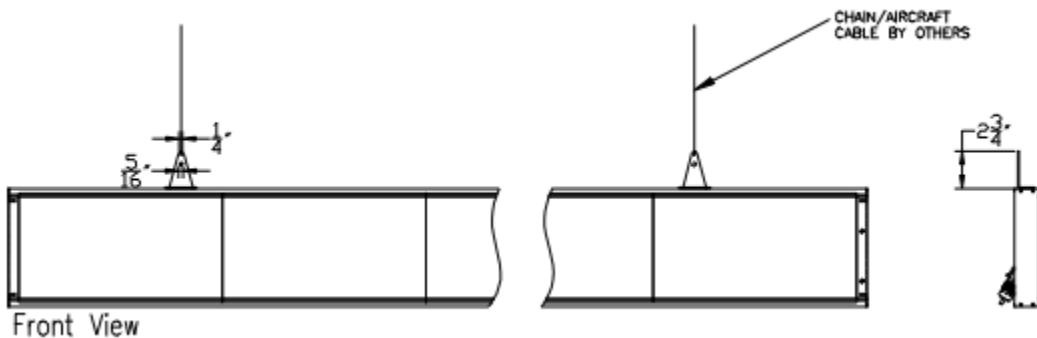
2. Screw Wall Brackets (vertically) into wall studs (or use Anchors/drywall plugs) using a minimum of two-inch screws.



3. 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.)

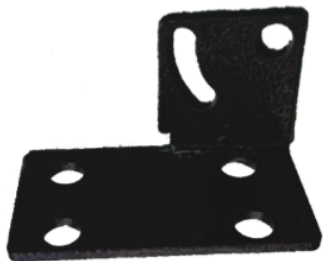


2. Attach a chain or aircraft cable to the bracket.

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.

Connecting Power

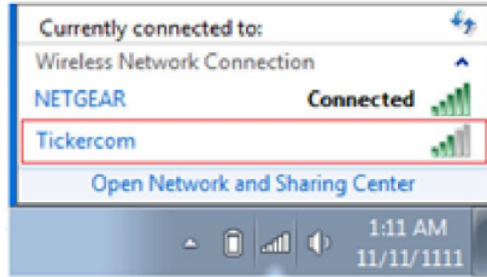
1. Plug the AC power cable into the port on the back of Sign. Once the power cable is plugged in the right direction, it will be locked in place.



2. 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).

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 'Tickercom' the password for this network is '**PASSWORD**' all in upper case. Once Connected to 'Tickercom' 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 'Tickercom' 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:	<input style="width: 100%;" type="password"/>

▶ Advanced

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.

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 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.