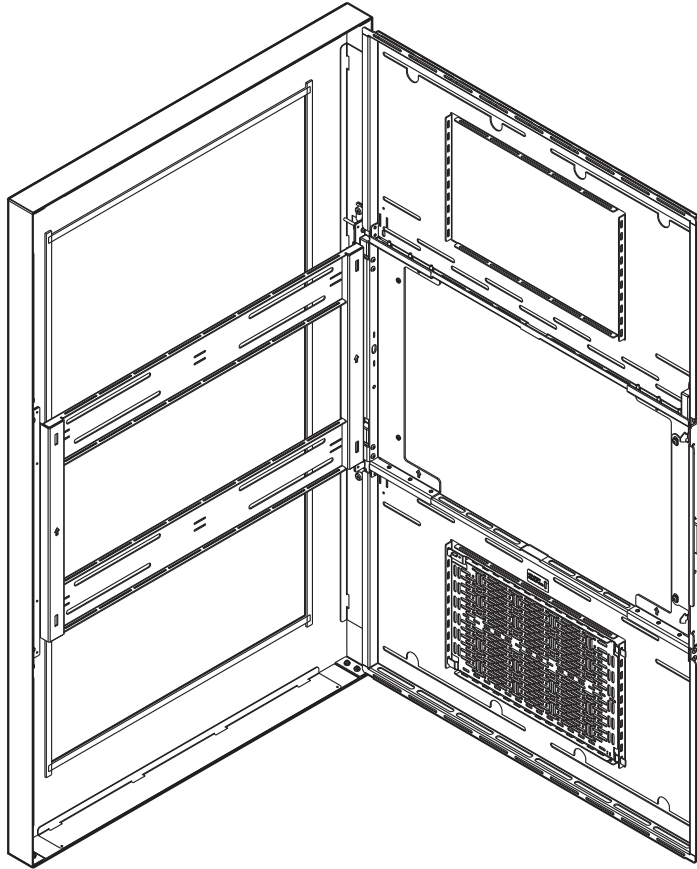


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# INSTALLATION INSTRUCTIONS

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**46"/47"/48"/49"/50"/55" Portrait Wall Kiosks**

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## DISCLAIMER

Milestone AV Technologies and its affiliated corporations and subsidiaries (collectively "Milestone"), intend to make this manual accurate and complete. However, Milestone makes no claim that the information contained herein covers all details, conditions or variations, nor does it provide for every possible contingency in connection with the installation or use of this product. The information contained in this document is subject to change without notice or obligation of any kind. Milestone makes no representation of warranty, expressed or implied, regarding the information contained herein. Milestone assumes no responsibility for accuracy, completeness or sufficiency of the information contained in this document.

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## DEFINITIONS

**MOUNTING SYSTEM:** A MOUNTING SYSTEM is the primary Chief product to which an accessory and/or component is attached.

**ACCESSORY:** AN ACCESSORY is the secondary Chief product which is attached to a primary Chief product, and may have a component attached or setting on it.

**COMPONENT:** A COMPONENT is an audiovisual item designed to be attached or resting on an accessory or mounting system such as a video camera, CPU, screen, display, projector, etc.



**WARNING:** A WARNING alerts you to the possibility of serious injury or death if you do not follow the instructions.



**CAUTION:** A CAUTION alerts you to the possibility of damage or destruction of equipment if you do not follow the corresponding instructions.



## IMPORTANT SAFETY INSTRUCTIONS



**WARNING:** Failure to read, thoroughly understand, and follow all instructions can result in serious personal injury, damage to equipment, or voiding of factory warranty! It is the installer's responsibility to make sure all mounting systems are properly assembled and installed using the instructions provided.



**WARNING:** Failure to provide adequate structural strength for this mounting system can result in serious personal injury or damage to equipment! It is the installer's responsibility to make sure the structure to which this mounting system is attached can support five times the combined weight of all equipment. Reinforce the structure as required before installing the mounting system.



**WARNING:** Exceeding the weight capacity can result in serious personal injury or damage to equipment! It is the installer's responsibility to make sure the weight of components attached to swing door does not exceed:

- **LW46/47/48UxP Models:** 100 lbs (45.4 kg)  
Removable storage panel capacity: 5 lbs (2.3 kg);
- **LW49/50/55UxP Models:** 125 lbs (56.7 kg)  
Removable storage panel capacity: 15 lbs (6.8kg).

The hinge-open position is for installation and service only.



**WARNING:** Use this mounting system only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.



**WARNING:** Never operate this mounting system if it is damaged. Return the mounting system to a service center for examination and repair.



**WARNING:** Do not use this mounting system outdoors.

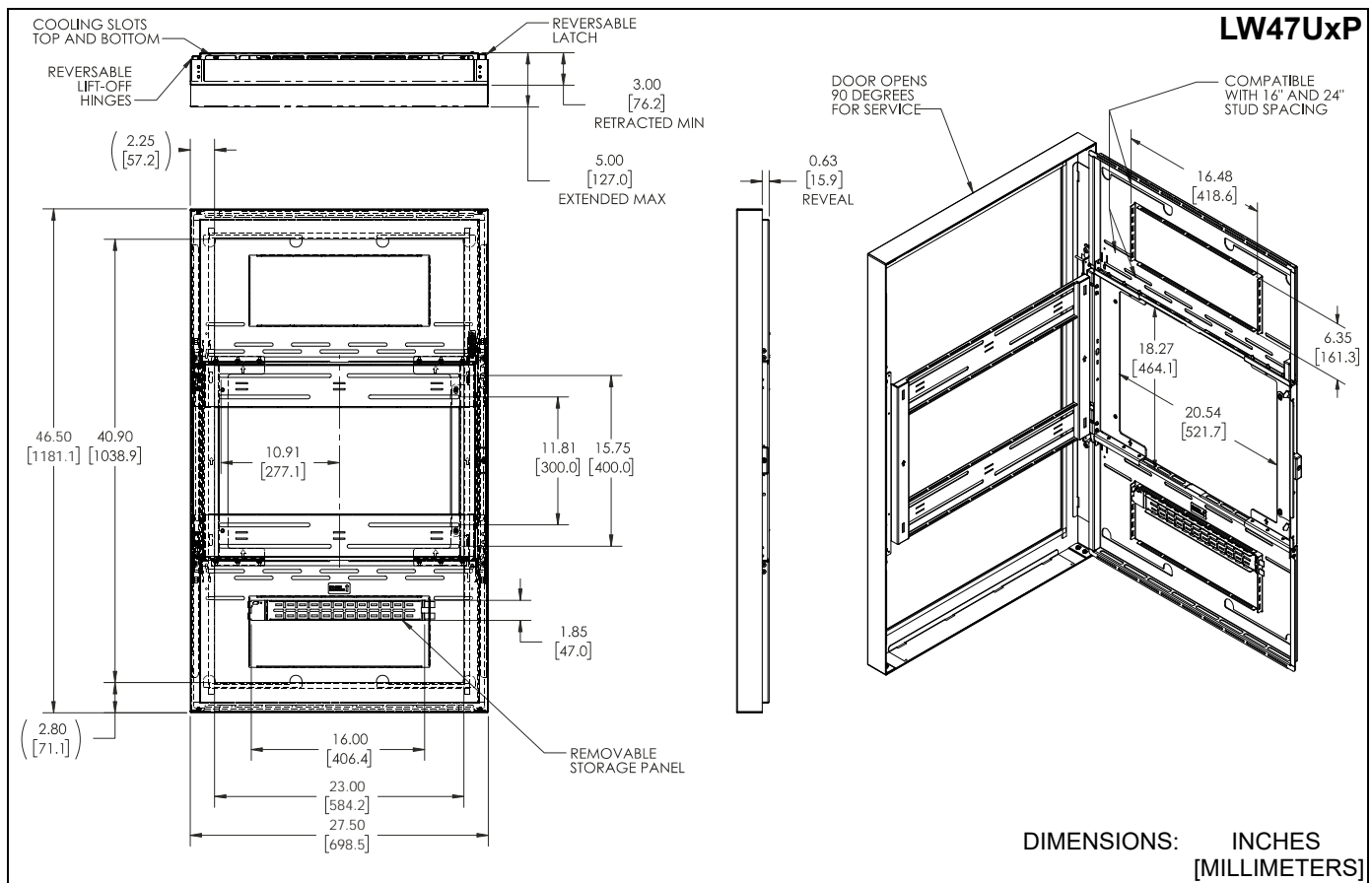
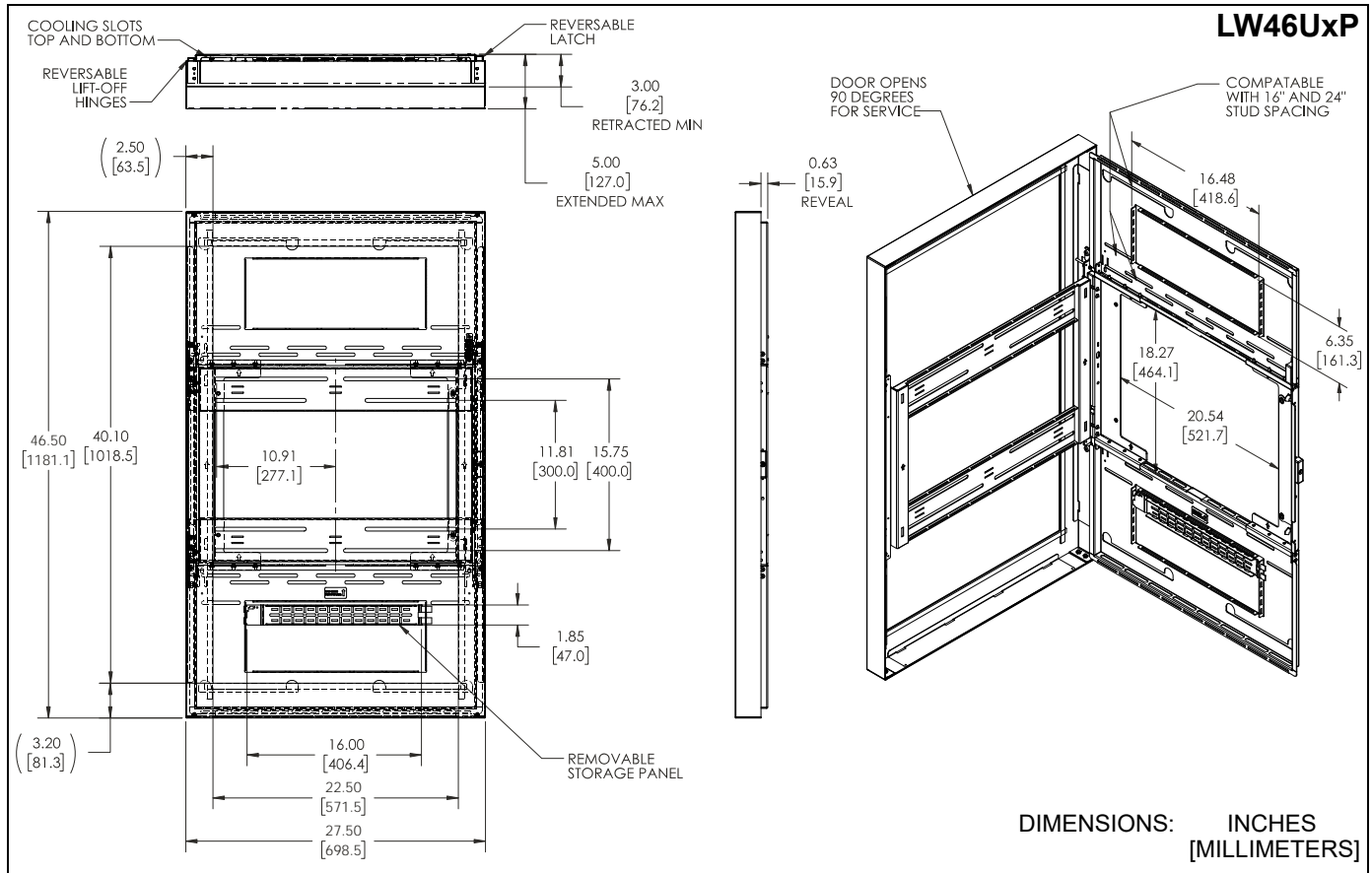
**IMPORTANT ! :** The LW46/47/48/49/50/55UxP portrait wall kiosks are designed to be mounted to an:

- a bare 8" concrete or 8"x8"x16" concrete block wall; or
- a 2" x 4" wood studs (16" on center minimum) wall with a maximum drywall thickness of 5/8"; or
- a steel stud (16" on center minimum to 24" on center maximum) wall with a maximum drywall thickness of 5/8".

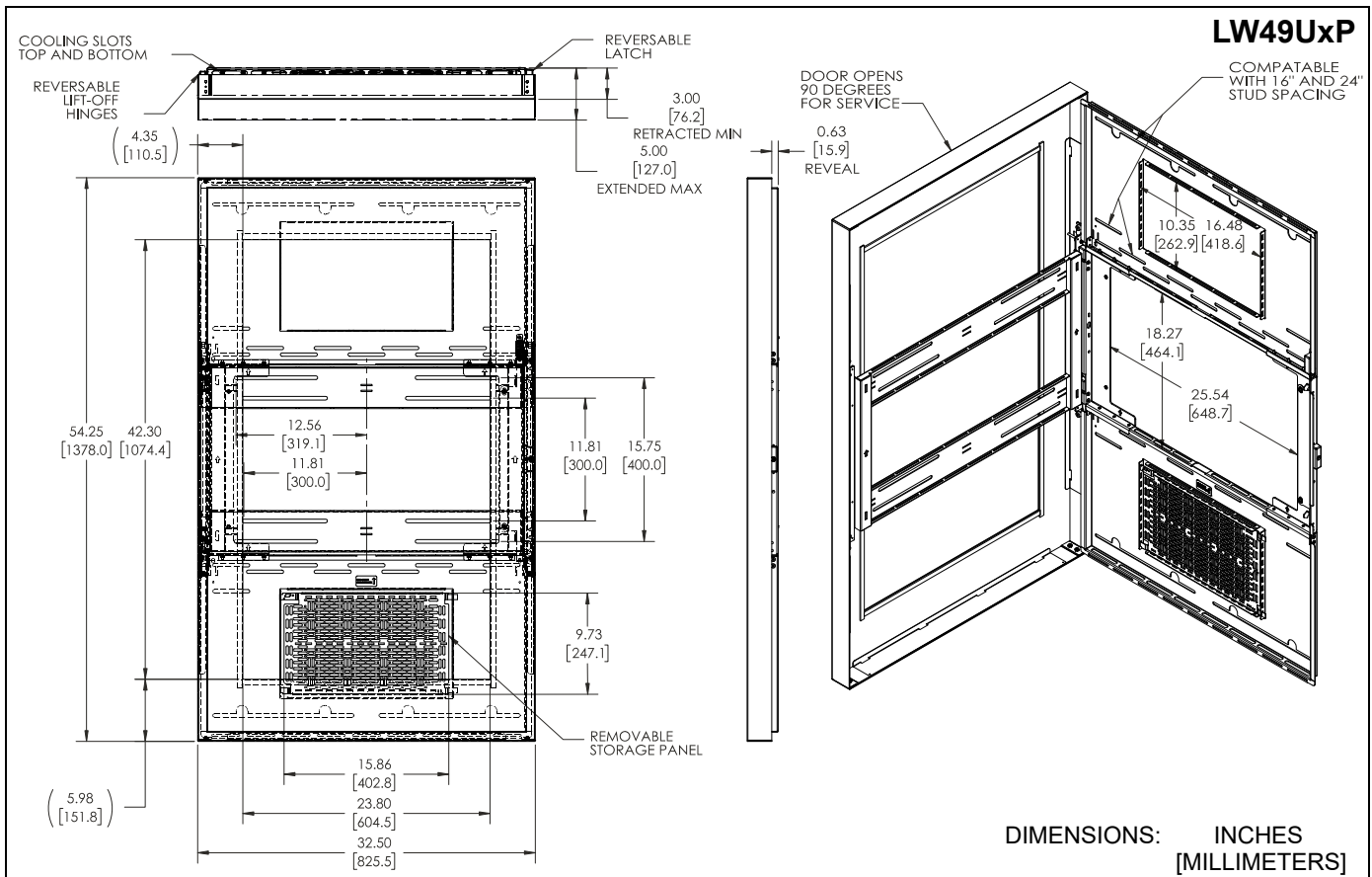
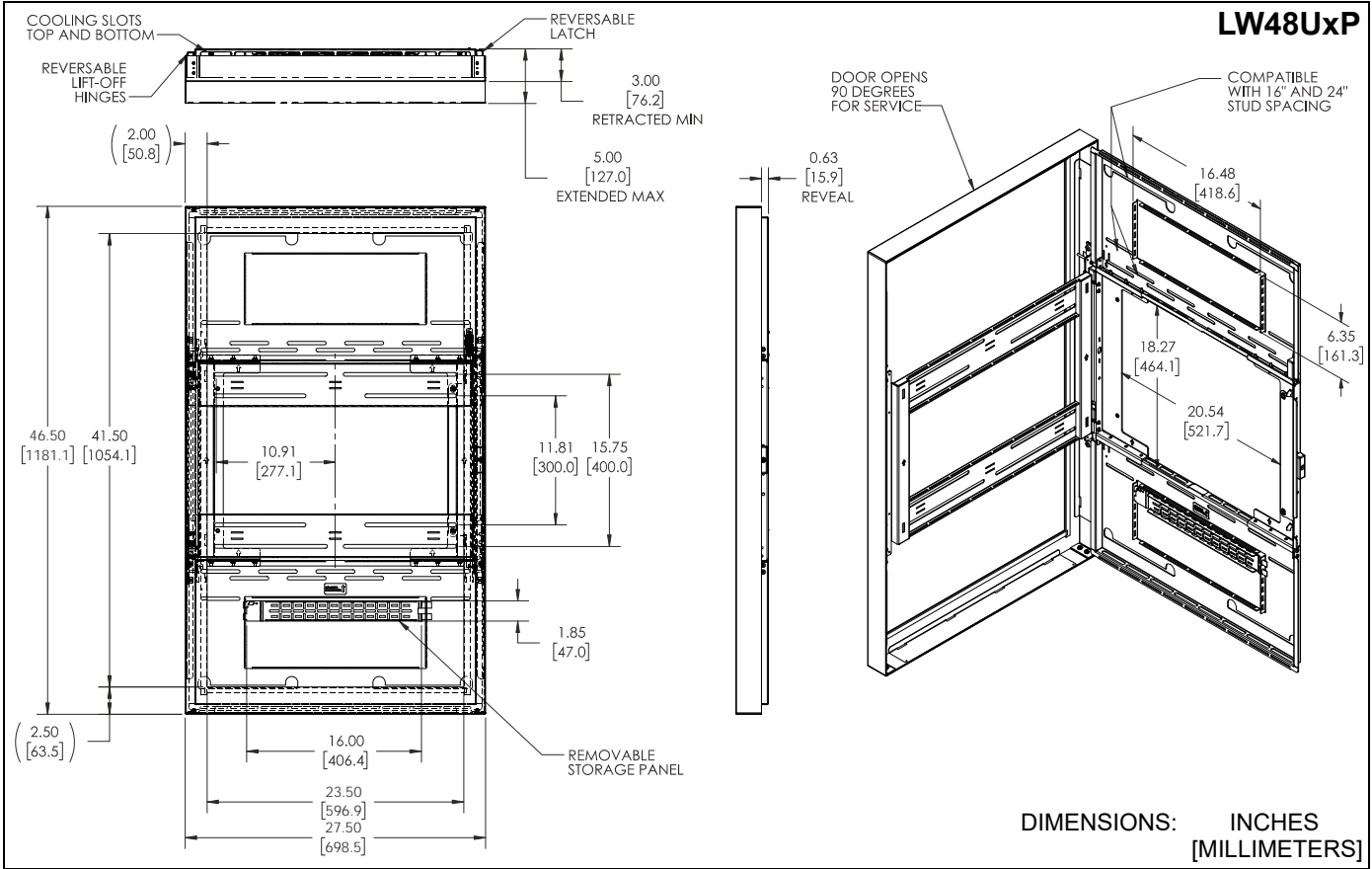
**NOTE:** The kiosks have an adjustable depth of 3" to 5".

**--SAVE THESE INSTRUCTIONS--**

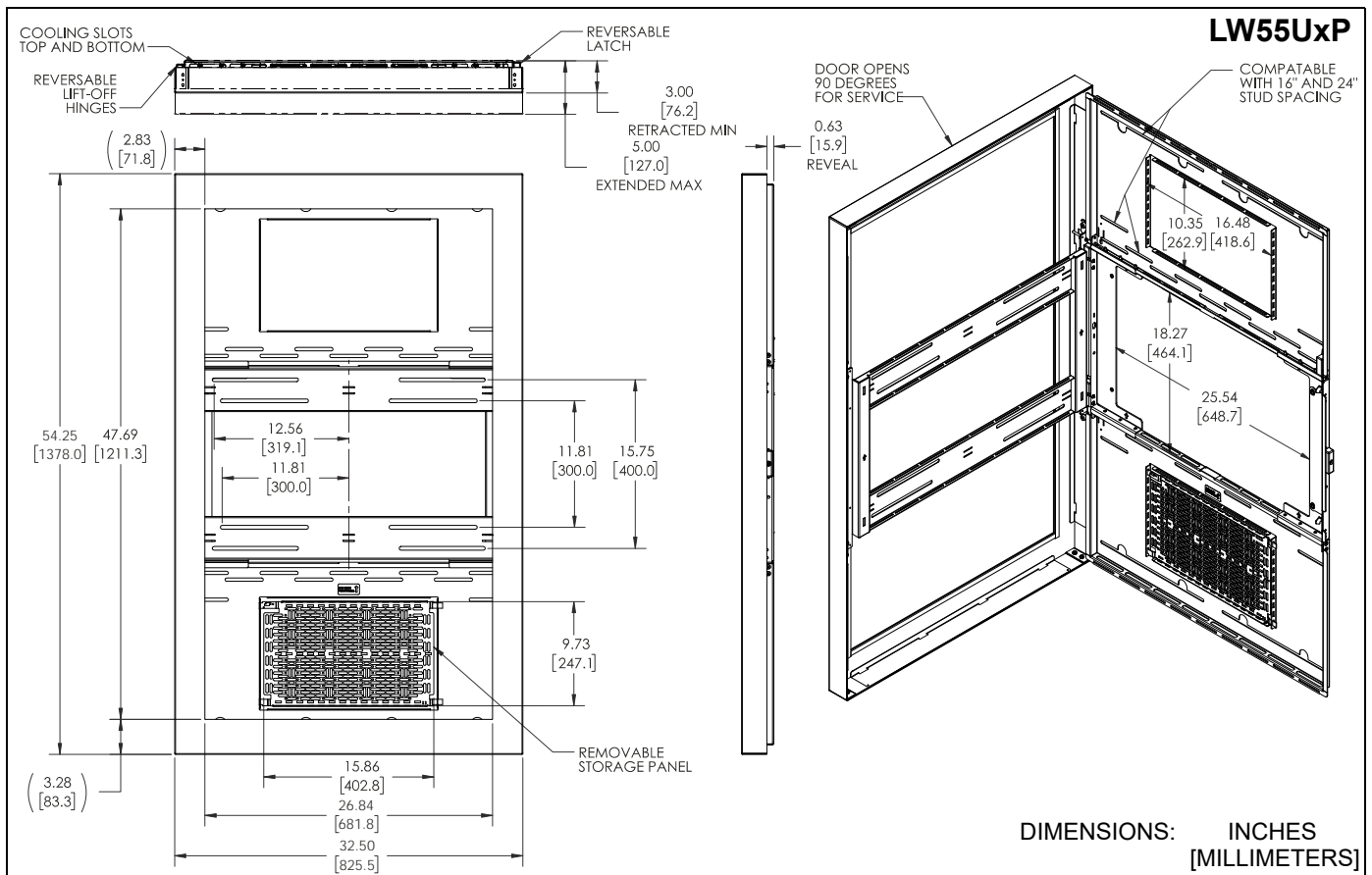
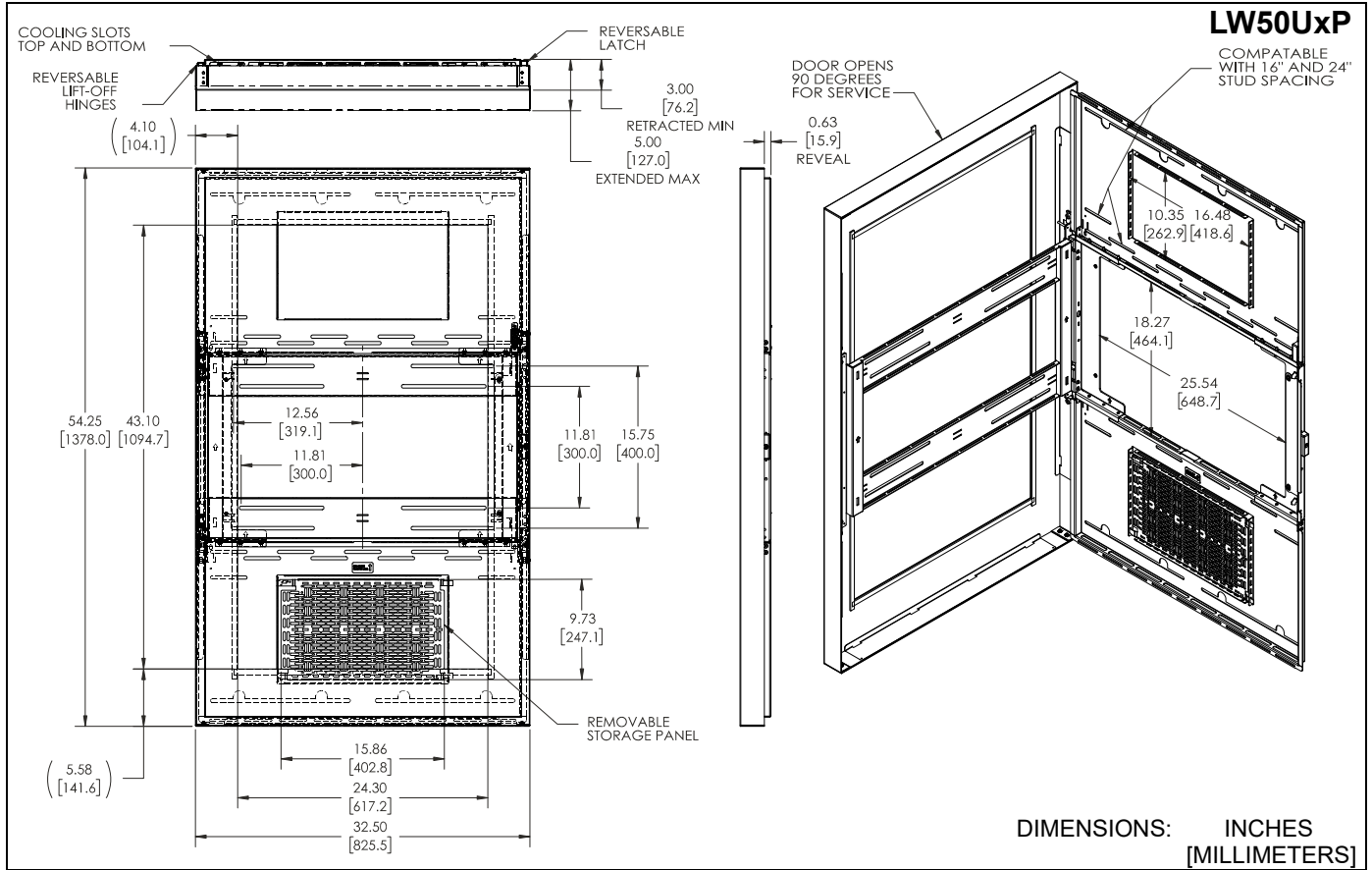
**DIMENSIONS**







**DIMENSIONS--continued**



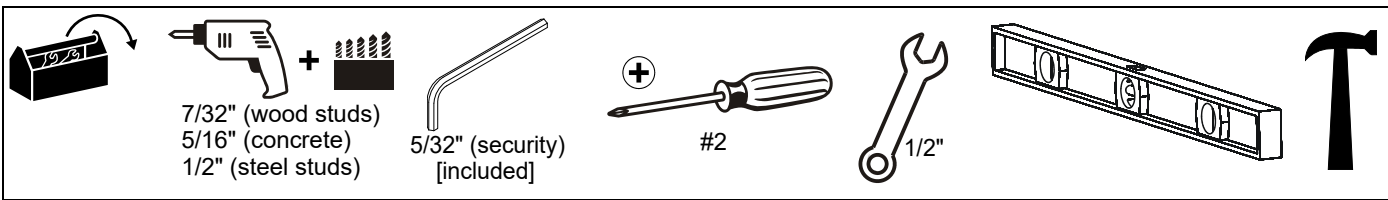
**DIMENSIONS--continued**



**LEGEND**


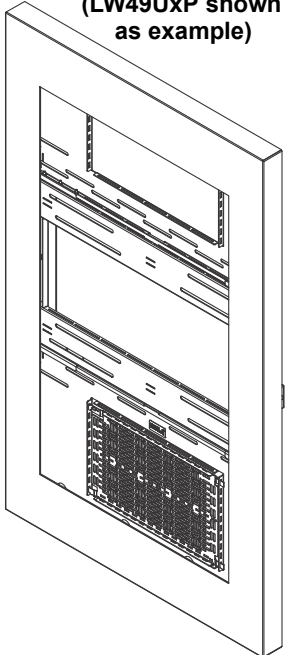
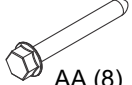



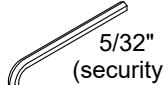





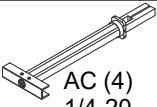




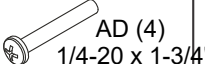



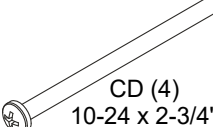




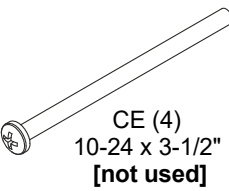
	<b>Phillips Screwdriver</b>		<b>Drill Hole</b>
	Destornillador Phillips		Perforar
	Kreuzschlitzschraubendreher		Bohrloch
	Chave de fendas Phillips		Fazer furo
	Cacciavite a stella		Praticare un foro
	Kruiskopschroevendraaier		Gat boren
Tournevis à pointe cruciforme	Percez un trou		
	<b>Open-Ended Wrench</b>		<b>Hex-Head Wrench</b>
	Llave de boca		Llave de cabeza hexagonal
	Gabelschlüssel		Sechskantschlüssel
	Chave de bocas		Chave de cabeça sextavada
	Chiave a punte aperte		Chiave esagonale
	Steeksleutel		Zeskantsleutel
Clé à fourche	Clé à tête hexagonale		

**TOOLS REQUIRED FOR INSTALLATION**



**PARTS**

**NOTE: Letters match markings on hardware bags**

 <p><b>Hardware Bag - Wall Hardware</b></p>	<p><b>Hardware Bag - Monitor Interface Hardware</b></p>			<p><b>Hardware Bag - Security/Swap Hardware</b></p>	<p>A (1) [Enclosure assembly] <b>(LW49UxP shown as example)</b></p> 
 <p>AA (8) 5/16 x 2-1/2"</p>	 <p>BA (4) M4 x 12mm</p>	 <p>BB (4) M4 x 25mm</p>	 <p>BC (4) M4 x 50mm</p>	 <p>5/32" (security) CA (1) 10-24 x 3/8"</p>	
 <p>AB (8) 5/16"</p>	 <p>BD (4) M5 x 12mm</p>	 <p>BE (4) M5 x 25mm</p>	 <p>BF (4) M5 x 50mm</p>	 <p>CB (4) 10-32 x 3/4"</p>	
 <p>AC (4) 1/4-20 SnapToggle</p>	 <p>BG (4) M6 x 12mm</p>	 <p>BH (4) M6 x 25mm</p>	 <p>BI (4) M6 x 50mm</p>	 <p>CC (4) 10-32 x 5/16"</p>	
 <p>AD (4) 1/4-20 x 1-3/4"</p>	 <p>BJ (4) M8 x 12mm</p>	 <p>BK (4) M8 x 25mm</p>	 <p>BL (4) M8 x 50mm</p>	 <p>CD (4) 10-24 x 2-3/4"</p>	
 <p>AE (4) 1/4"</p>	 <p>BM (8) .750x.344x.500"</p>	 <p>BN (8) .750x.323x.250"</p>	 <p>BO (4) [universal washer]</p>	 <p>CE (4) 10-24 x 3-1/2" <b>[not used]</b></p>	



## ASSEMBLY AND INSTALLATION

### Preparing Wall Bracket

1. Remove kiosk from the packaging and place on a flat surface. (See Figure 1)
2. Open so that wall bracket is at a 90° angle from the swing door.
3. Keeping the wall bracket at 90°, slide the wall bracket about 1 inch towards bottom of kiosk until hinge pins clear the hinges, and move the wall bracket away from the swing door. (See Figure 1)

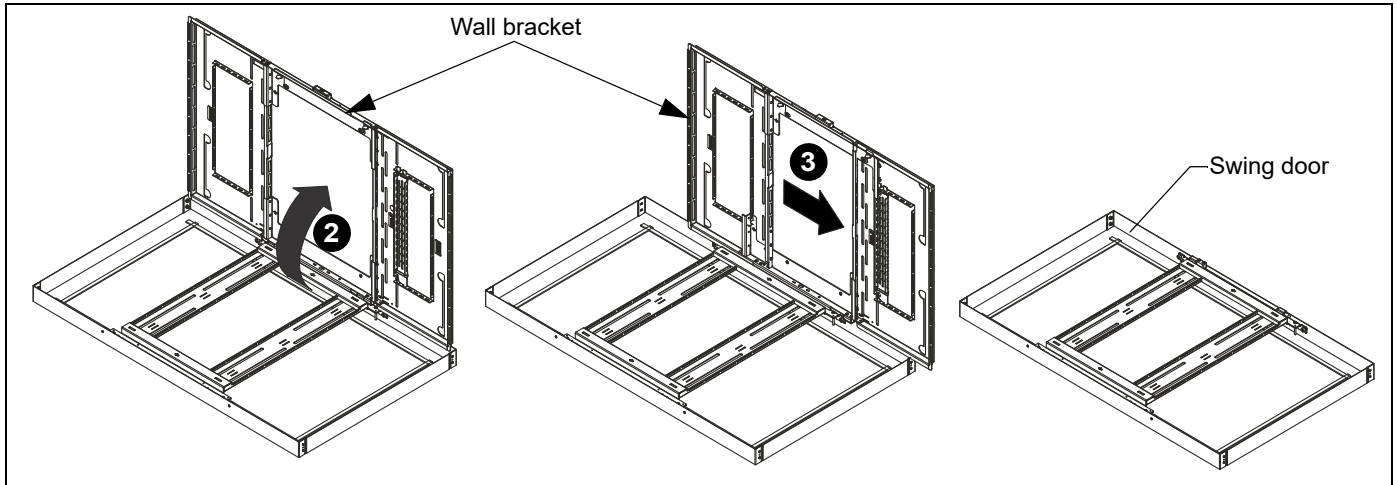


Figure 1

**NOTE:** The kiosks ship with the removable storage panel already in place in the lower of two mounting positions. The panel may be removed to add components as required, and then reinstalled in either location. (See instructions included with the panel.)

The storage panel latch is spring-loaded. To remove the panel, squeeze the latch on end tabs and slide the panel sideways out of the slots on the wall bracket. Pivot the panel and remove it from the slots on the opposite side.

Install AV component(s) to the panel using the hardware and instructions included with the component(s). Either screws or cable ties may be used to fasten component(s) to the panel.

To reinstall the panel, slide the panel end without latches sideways into the slots on one side of the wall bracket opening. Pivot panel in and slide it sideways toward the slots on opposite side of the wall bracket panel opening. The panel will snap into the slots, securing it to the wall bracket.

**IMPORTANT ! :** The kiosks ship with the hinge located on the left side. The hinge location may be switched, if required, for installation or service. **Before beginning the installation**, decide on which side the hinge should be located and, if you require the kiosk be hinged on the right side, switch the hinge **before** completing any other installation steps. See **Switching Hinge Location** section in **Appendix**.

### Locate Mounting Site



**WARNING:** IMPROPER INSTALLATION CAN LEAD TO MOUNT FALLING CAUSING SEVERE PERSONAL INJURY OR DAMAGE TO EQUIPMENT! It is the installers responsibility to make certain the structure to which the mount is being attached is capable of supporting five times the combined weight of all components attached to swing door:

- **LW46/47/48UxP Models:** 100 lbs (45.4 kg)  
Removable storage panel capacity: 5 lbs (2.3 kg). (See Figure 2)
- **LW49/50/55UxP Models:** 125 lbs (56.7 kg)  
Removable storage panel capacity: 15 lbs (6.8kg). (See Figure 2)

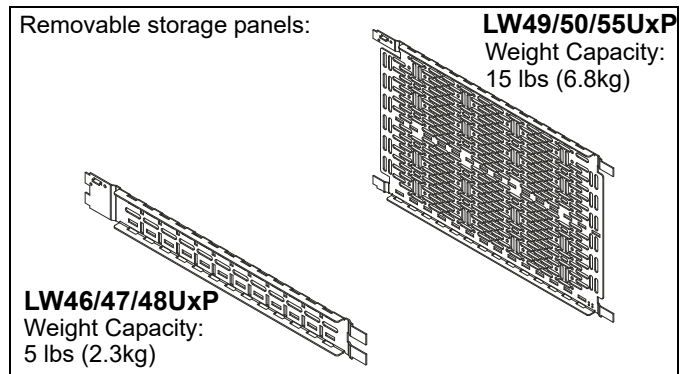


Figure 2

## Installing Wall Bracket

The LW46/47/48/49/50/55UxP wall kiosk mounts are designed to be mounted to:

- a bare 8" concrete or 8"x8"x16" concrete block wall; or
- a 2" x 4" wood studs (16" on center minimum) wall with a maximum drywall thickness of 5/8"; or
- a steel stud (16" on center minimum to 24" on center maximum) wall with a maximum drywall thickness of 5/8".

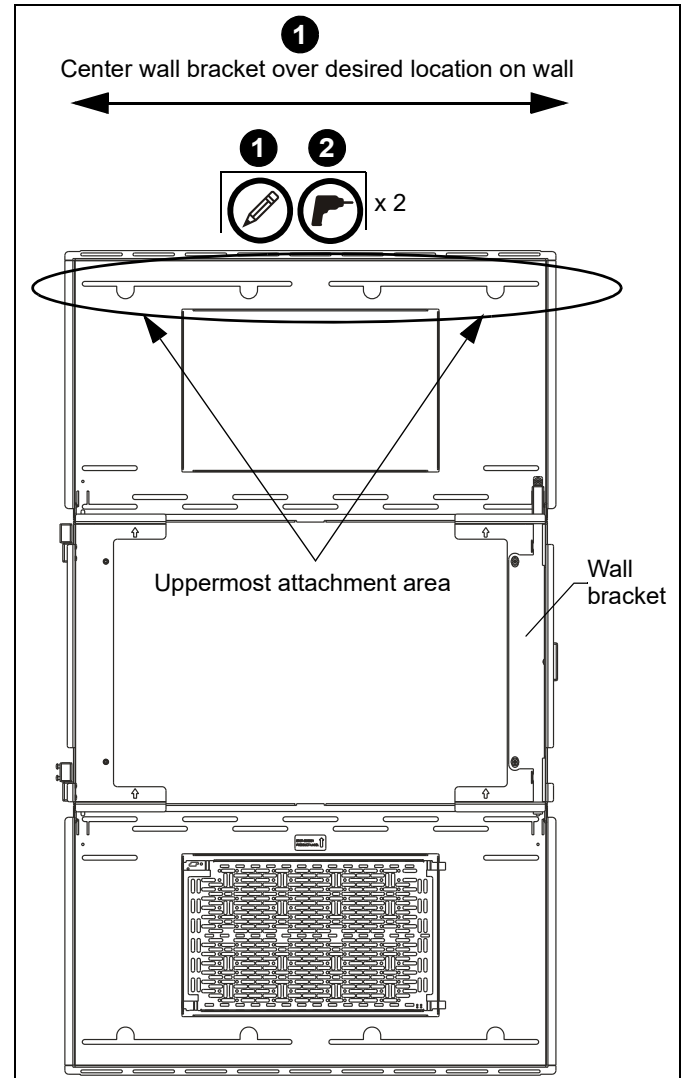
**Table 1: Fastener Information**

WALL TYPE	PILOT HOLE	FASTENERS (see PARTS drawing)
Steel stud / Wood stud	1/2"	- 1/4-20 x 1-3/4" Phillips screw (AD) - 1/4" washer (AE)
	7/32"	- 1/4-20 Snap toggler (AC) - 5/16 x 2-1/2" hex head lag (AA) - 5/16" washer (AB)
Concrete	5/16 x 3-1/4"	- 5/16 x 2-1/2" hex head lag (AA) - 5/16" washer (AB) - Fischer Anchor UX10x60R (AF)

1. Determine the horizontal center of the wall bracket, and where it should be located on the wall. (See Figure 3)
  - For wood or steel stud walls, use a level and mark the two uppermost locations over studs for attachment a minimum of 16" apart and a maximum of 24" apart. (See Figure 3)

**IMPORTANT ! :** For maximum stability in a wood or steel stud wall, mount the hinge side of kiosk as close as possible to a stud.

- For concrete walls, use a level and mark the two uppermost locations for attachment as far apart as possible to provide maximum stability. (See Figure 3)



**Figure 3**

2. Drill one pilot hole (see Table 1 for size) at both locations marked in Step 1 (See Figure 3) and follow fastener information (appropriate for wall type) located in Table 1.

**IMPORTANT ! :** Refer to **Fastener Installation Methods** (located in **Appendix** at end of Installation Instructions) for details on installing product into various wall types.



**IMPORTANT ! :** Attaching the wall bracket requires a minimum of 8 wall fasteners. For installation in a wood or steel stud applications, the snap toggles are required near the edge of the wall bracket hinge side if the hinge side is not fastened to a stud. (See Figure 4) and (See Figure 5)

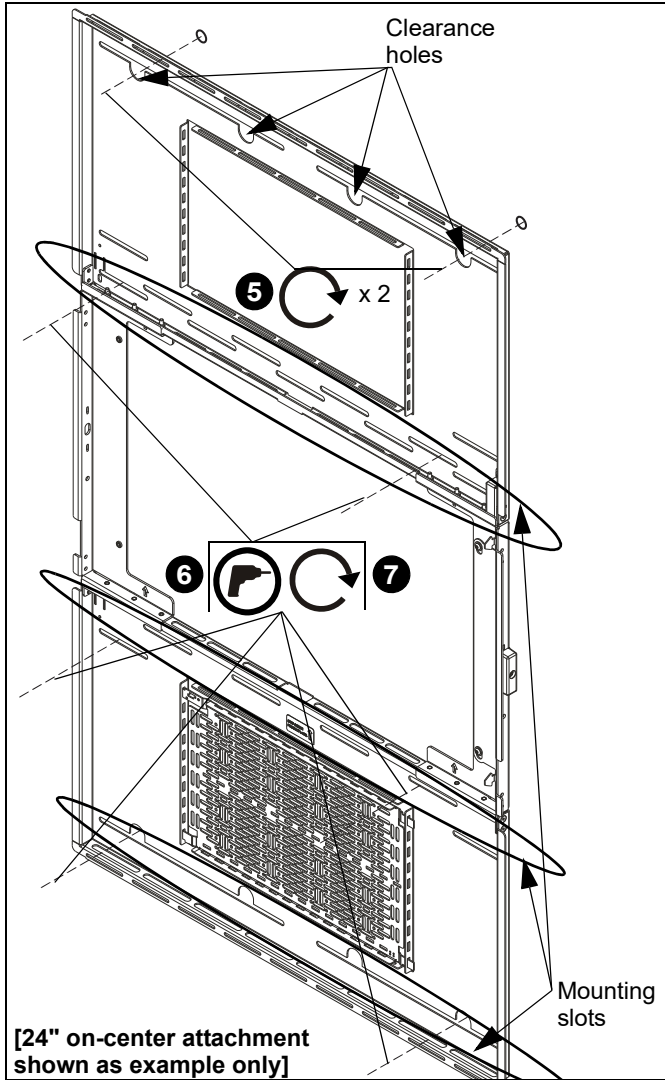


Figure 4

3. Partially install fasteners into wall, but do not completely tighten to wall.
4. Hang wall bracket, aligning upper mounting slot clearance holes over fasteners and adjust side-to-side for proper location. (See Figure 4)
5. Tighten fasteners to secure wall bracket to wall at upper mounting slots.
6. Drill six remaining pilot holes (see Table 1 for size) at attachment locations and follow fastener information (appropriate for wall type) located in Table 1. (See Figure 4)
7. Tighten six fasteners to secure wall bracket to wall at middle and lower mounting slots.
8. **For Wood and Steel Stud walls:** Insert four snap toggles and related fasteners into hinge side of wall bracket. (See Figure 5)

**IMPORTANT ! :** Refer to **Fastener Installation Methods** (located in **Appendix** at end of Installation Instructions) for details on installing snap toggles and related fasteners into various wall types.

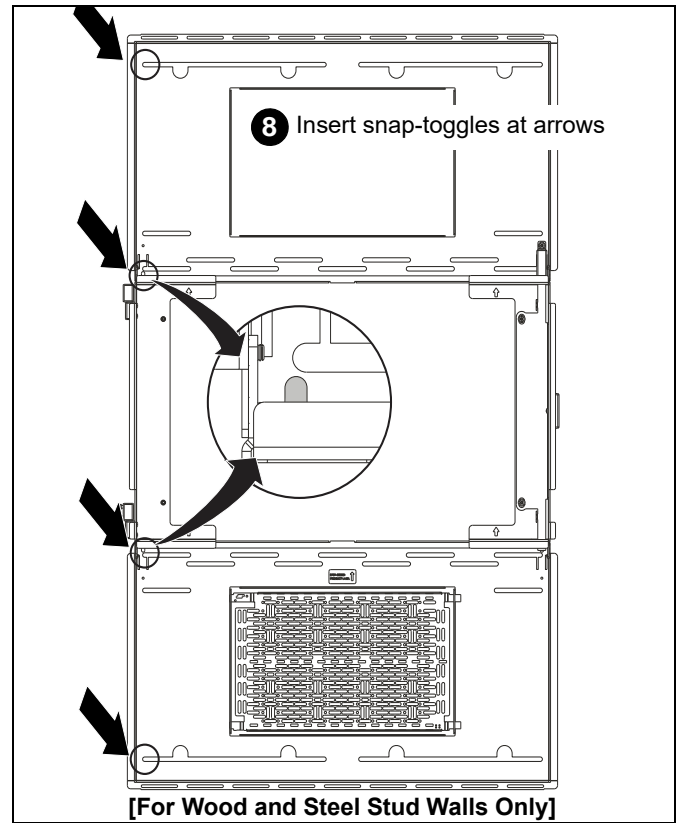


Figure 5

**Attaching Flat Panel**

1. Remove and **SAVE** four Phillips screws, loosen four thumb nuts and remove hinged frame from swing door. (See Figure 6)

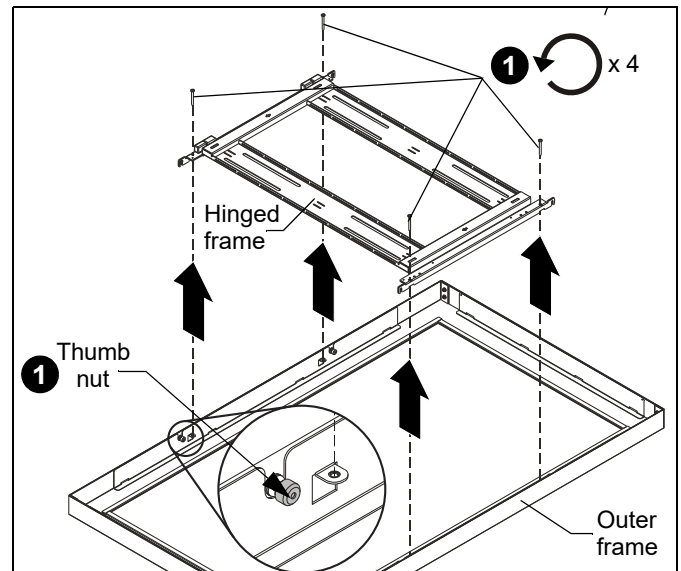


Figure 6

- Carefully lay flat panel face down into the depth-adjustable outer frame. (See Figure 7)

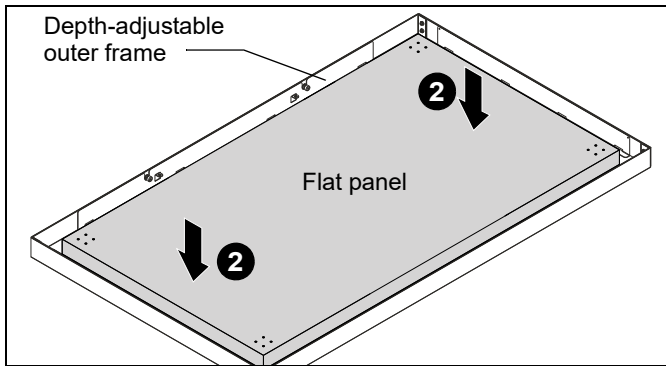


Figure 7

- Center flat panel on opening within outer frame in both vertical and horizontal directions.

**NOTE:** Measuring from inside edges to display edges assists in centering the display within opening.



**WARNING:** IMPROPER INSTALLATION CAN LEAD TO DISPLAY FALLING CAUSING SERIOUS PERSONAL INJURY OR DAMAGE TO EQUIPMENT! Using screws of improper size may damage your display. Properly sized screws will easily and completely thread into display mounting holes. If spacers are required, be sure to use longer screws of the same diameter.

- Select screw *diameter* by examining hardware (BA-BL) and comparing with mounting holes on flat panel.
- Select spacers:
  - Spacers are **NOT** required if mounting holes are not recessed and hinged frame can lay flat against flat panel.
  - Spacers (BM, BN) **ARE** required if mounting holes are recessed, or if protrusions prevent hinged frame from laying flat.
  - Spacers may also be used between the hinged frame and flat panel to create more space for AV components, or to accommodate thinner flat panels. (See **Depth Adjustment** section for further information.)
- Select screw *length*:
  - By hand, insert **SHORTEST** length screw of selected diameter (BA, BD, BG, or BJ) through universal washer (BO--if required), hinged frame, spacer (BM, BN--if required), into flat panel mounting hole. Do **NOT** thread screw into hole at this time.

**IMPORTANT ! :** The M8 screws do **NOT** require a washer. Use the universal washer (BO) **ONLY** with the M4, M5 or M6 screws.

- Proper screw length requires base of screw head to protrude above flat washer a *distance equal to or greater than the screw diameter*. If screw length is inadequate, select longer screw. Select *shortest* screw which will protrude the required distance.

- Place hinged frame onto back of flat panel and match the VESA pattern on flat panel to the hinged frame mounting slots. Also match the threaded studs in outer frame to the hooks on the hinged frame. (See Figure 8)
- Use selected screws (BA-BL), washers (BO--if required), and spacers (BM, BN--if required), to connect hinged frame to back of flat panel. (See Figure 8)

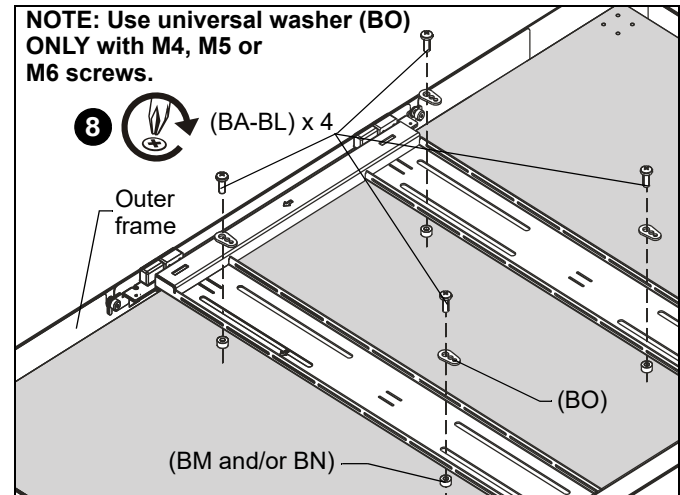


Figure 8

**NOTE:** The outer frame depth may be adjusted between 3" - 5" to make room for a variety of different flat panel thicknesses. (See Figure 9)

- This outer frame adjustable depth can also be used to make more space between the back of the flat panel and wall for AV component storage.
- The 4 Phillips screws removed in Step 1 can be replaced with four 10-24 x 2-3/4" Phillips screws (CD) for larger depth adjustments.

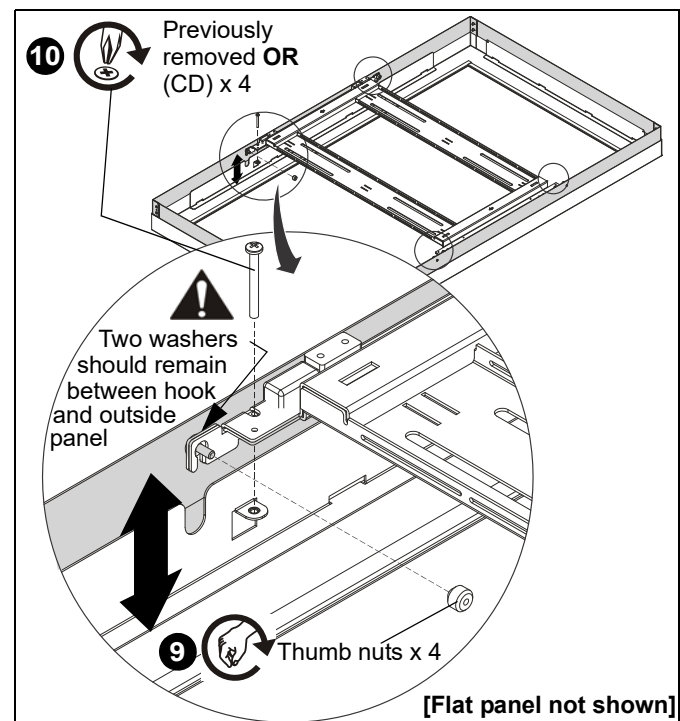


Figure 9

9. Tighten thumb nuts over threaded studs in four locations on the hinged frame. (See Figure 9)
10. Replace and fasten four Phillips screws which were removed in Step 1, **OR** replace the removed screws with four 10-24 x 2-3/4" Phillips head screws (CD) to allow for a larger depth adjustment of the outer frame. (See Figure 9)
11. Carefully lift (using two people) the swing door with attached flat panel.

**IMPORTANT !** : Be sure to keep swing door at a 90° angle to the wall to enable a smooth installation.

12. Keeping the swing door at a 90° angle against the wall, slide the swing door so that hinge pins are above hinges.
13. Lower swing door to engage hinge pins into hinges. (See Figure 10)

**NOTE:** Some resistance is normal when the hinge pins drop into the hinges.

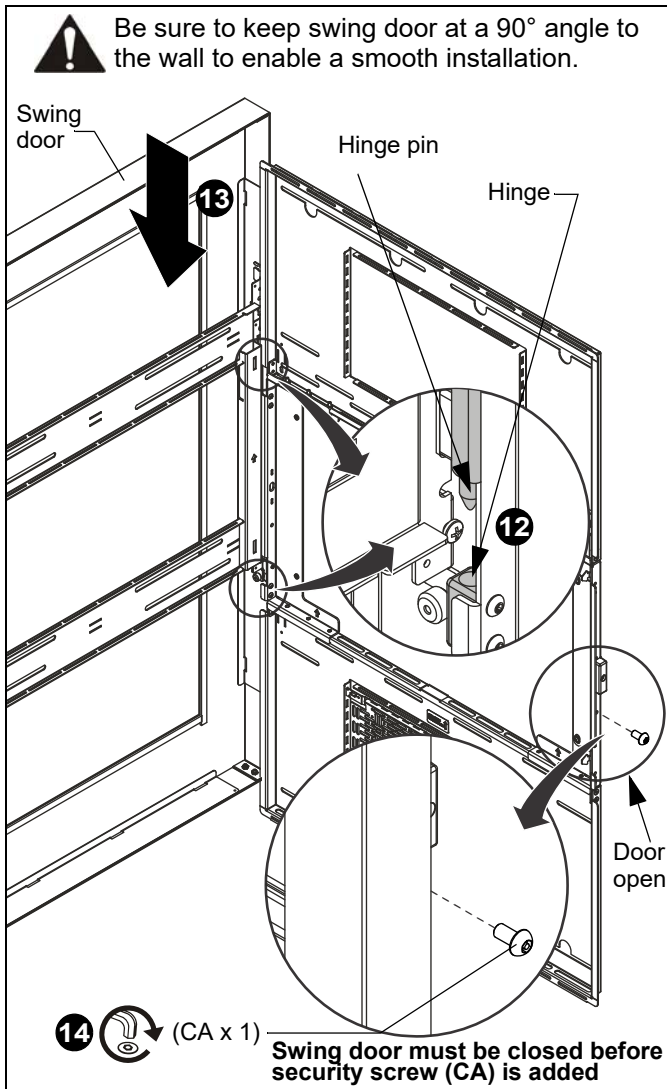


Figure 10

14. Close swing door and add 10-24 x 3/8" button head security screw (CA) in hole below latch to lock door. (See Figure 10)

**Cabling**

1. Cables may be placed through the center slot in the wall bracket flanges. (See Figure 11)

**IMPORTANT !** : Cables should not be placed **OVER** the wall bracket flanges. Damage to cables may occur. (See Figure 12)

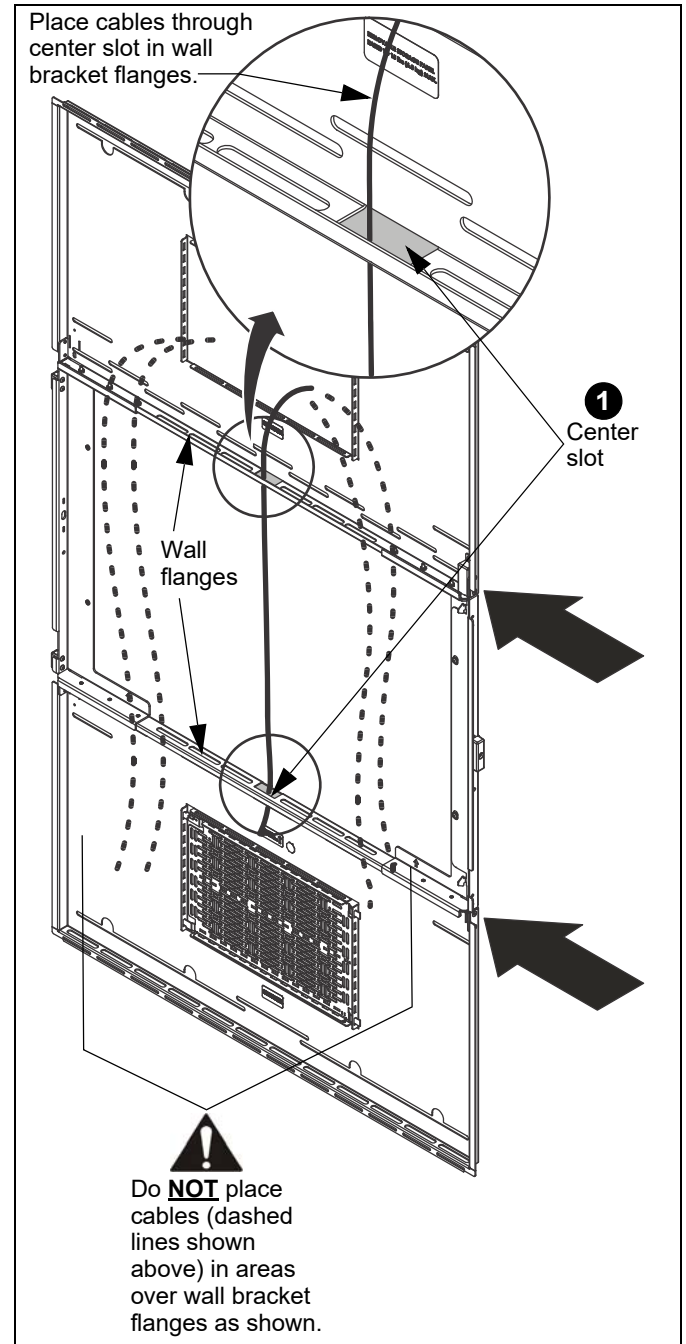


Figure 11

## APPENDIX

### Switching Hinge Location

1. Remove **AND SAVE** the hardware on the latch (right) side of the wall bracket. (See Figure 12)

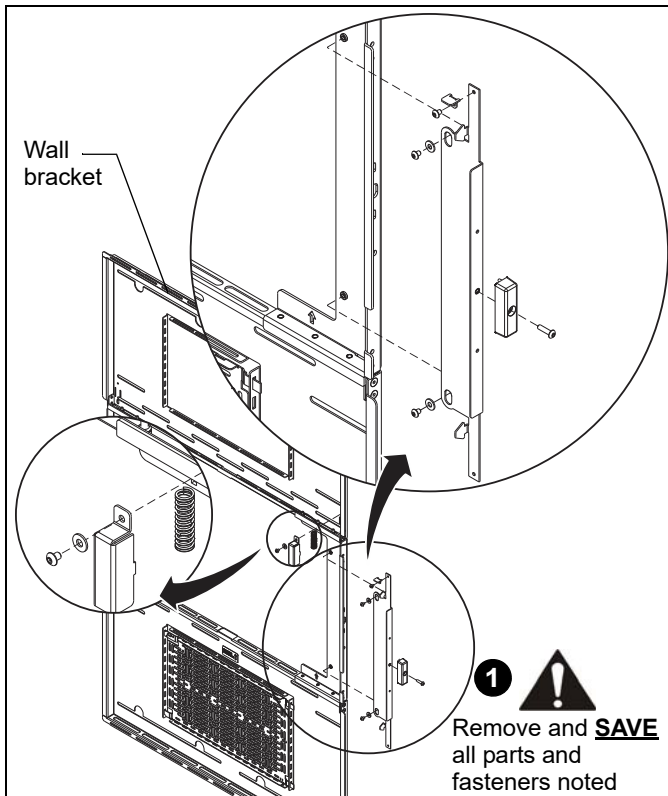


Figure 12

2. Remove and **SAVE** two lift-off hinges from hinged side of wall bracket. (See Figure 13)
3. **DISCARD** the four fasteners from these hinge parts.

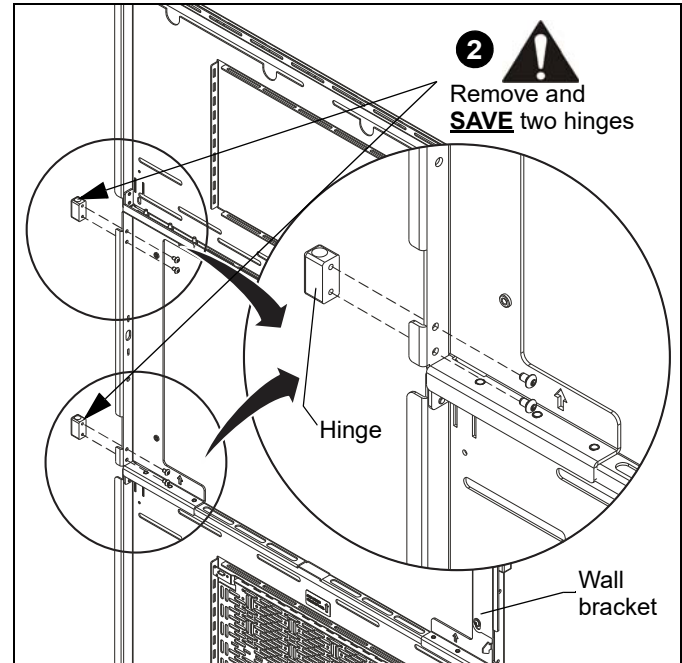


Figure 13

4. Remove and **SAVE** lift-off hinge and hinge spacer plate from two locations on swing door. (See Figure 14)
5. **DISCARD** the four fasteners from these hinge parts.

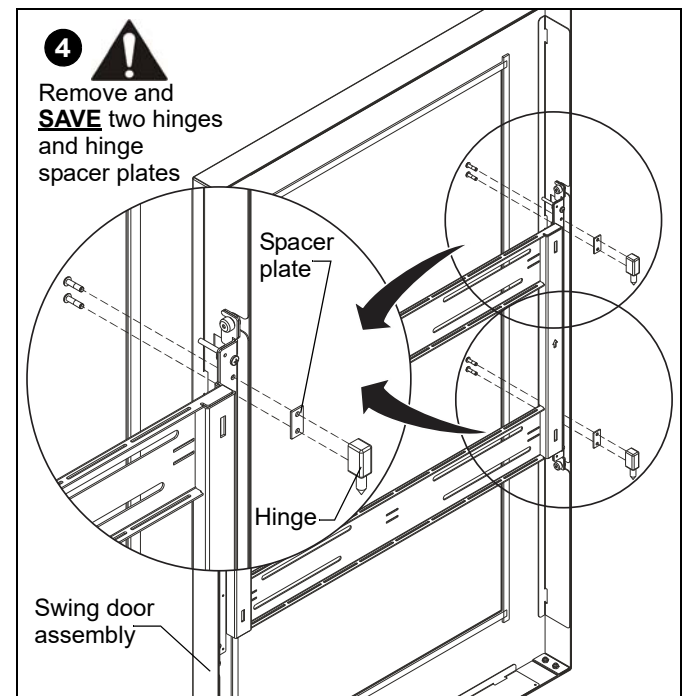
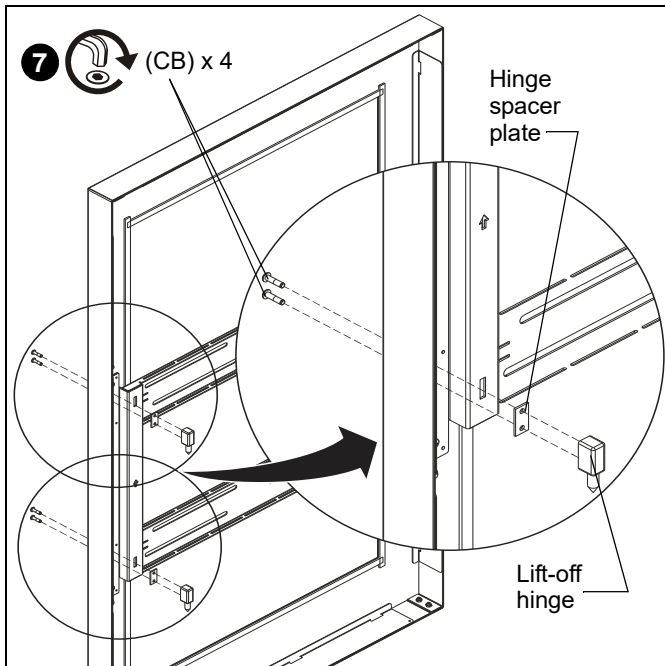


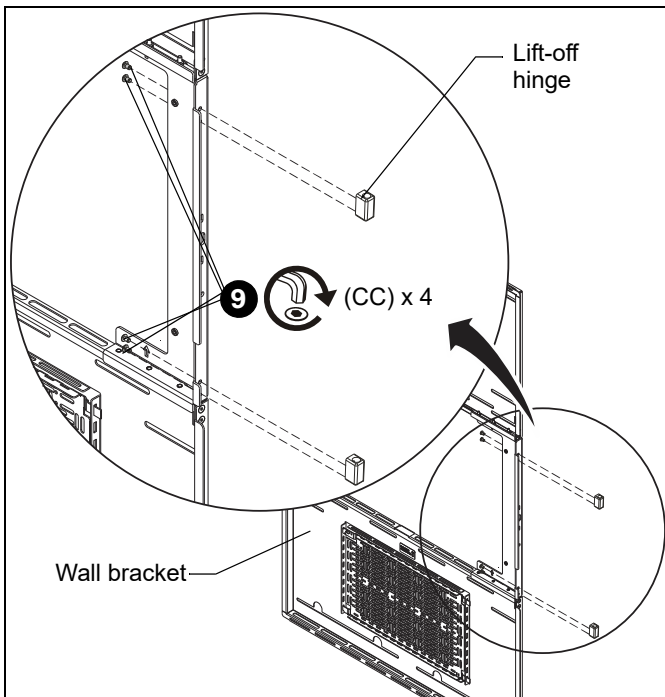
Figure 14

6. Replace two lift-off hinges and hinge spacer plates onto opposite side (left) of swing door. (See Figure 15)
7. Fasten in place with four (two each hinge) **NEW** 10-32 x 3/4" button head cap screws (CB). (See Figure 15)



**Figure 15**

8. Move the lift-off hinges to the right side of the wall bracket. (See Figure 16)
9. Fasten in place with four (two each hinge) **NEW** 10-32 x 5/16" button head cap screws (CC). (See Figure 16)



**Figure 16**



10. Flip and install latch section on left side of wall bracket.

**NOTE:** Be sure that upper and lower tabs are slid into slots on wall bracket. (See Figure 17)

11. Fasten in place with two washers and screws removed in Step 1. (See Figure 17)

12. Re-install small horizontal tab removed from bottom of latch section in Step 1, by fastening it onto the top of the latch section. (See Figure 17)

13. Re-install outside latch using fastener removed in Step 1. (See Figure 17)

14. Re-install inside latch: (See Figure 17)

- Place spring on top of horizontal tab and compress spring slightly.
- Place latch over spring, lining up tabs on latch with slots in wall bracket.
- Fasten latch in place with button head cap screw and washer removed earlier in Step 1.

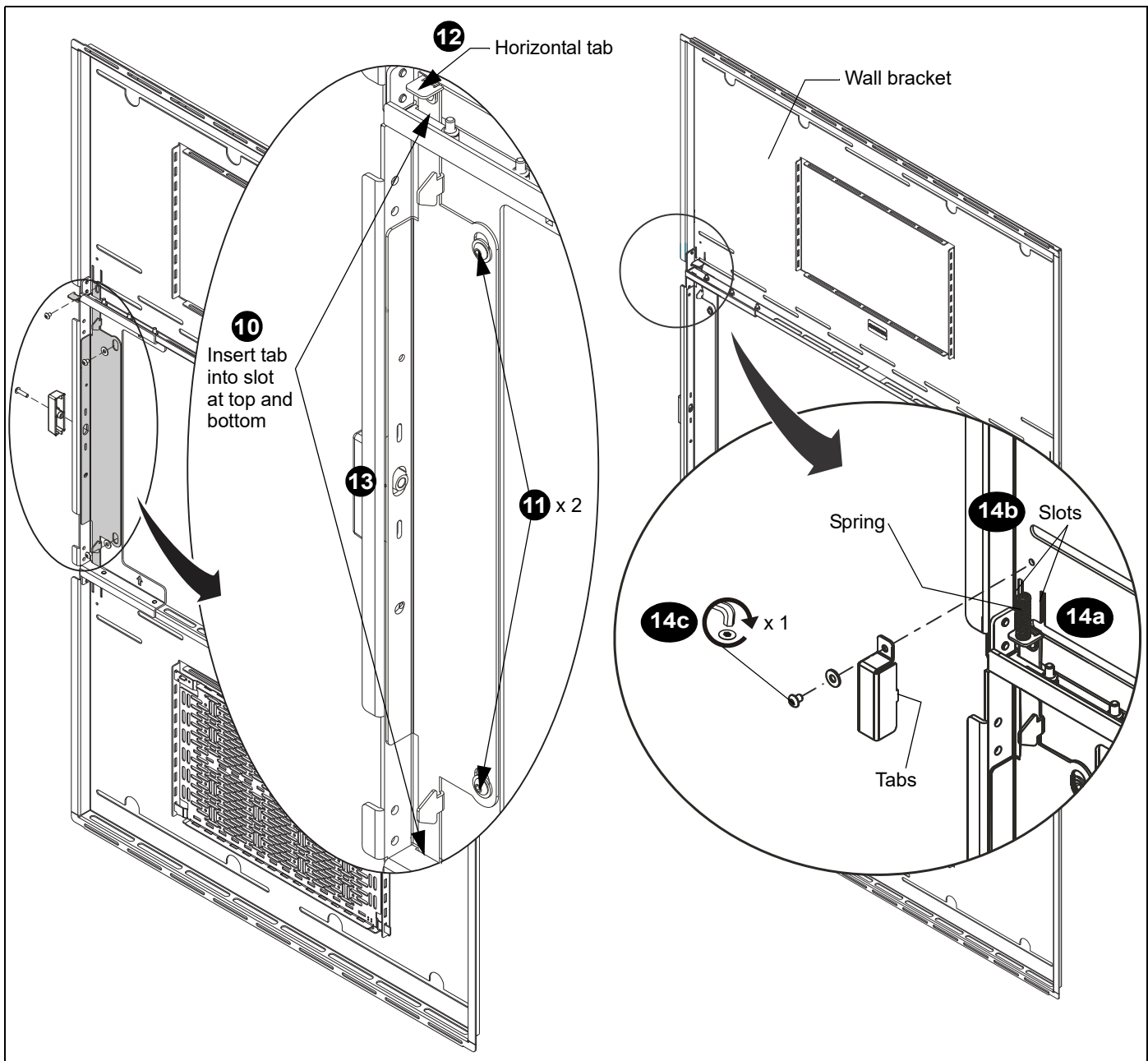


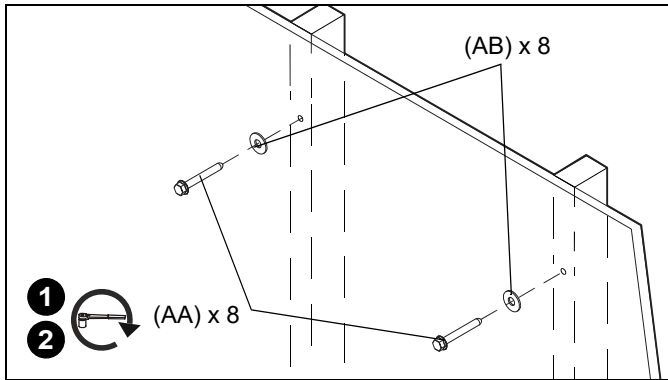
Figure 17

**Fastener Installation Methods**

**IMPORTANT ! :** See Table 1 for appropriate hardware and pilot hole sizes for various wall types.

**Wood Stud**

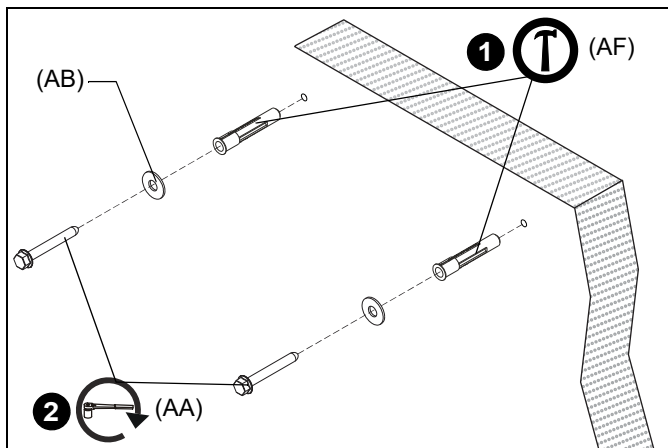
1. Use one 5/16" x 2-1/2" hex flange head lag bolt (AA) and one 5/16" washer (AB) through product and into pilot hole. (See Figure 18)
2. Repeat for remaining pilot holes.



**Figure 18**

**Concrete**

1. Install one UX10x60R anchor (AF) into each pilot hole using a hammer, making sure that the anchor is flush with the wall. (See Figure 19)
2. Use one 5/16" x 2-1/2" hex flange head lag bolt (AA) and one 5/16" washer (AB) through product into each anchor in wall. (See Figure 19)
3. Repeat for remaining pilot holes.

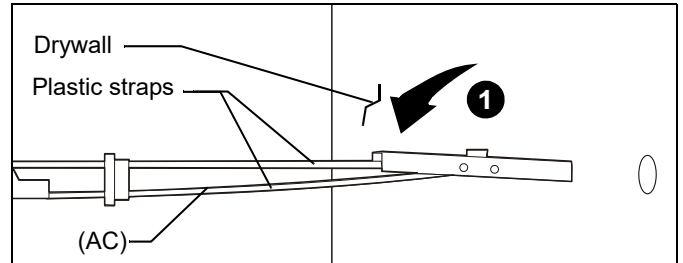


**Figure 19**

**Steel Stud**

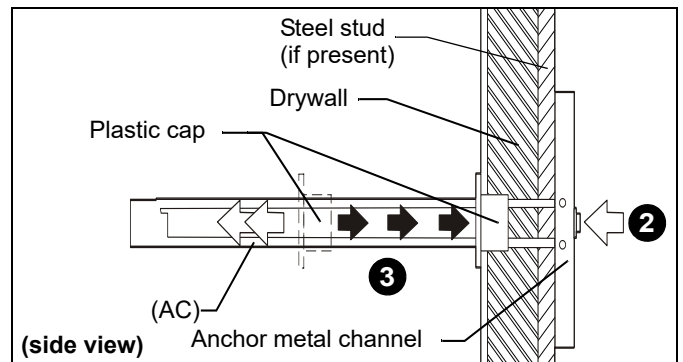
**IMPORTANT ! :** See **Site Requirements for Steel Stud Installation** section before proceeding with Steel Studs installation to ensure installation site meets requirements! The drywall must have a minimum thickness of 1/2"!

1. Hold metal channel on anchor (AC) flat alongside plastic straps and slide channel through hole. (See Figure 20)



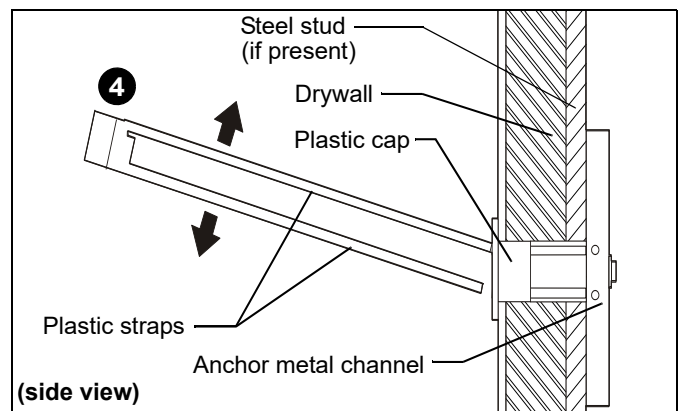
**Figure 20**

2. Holding plastic straps on anchor (AC), pull anchor away from wall until channel rests flush behind wall making sure anchor channel is positioned vertically on drywall, or steel stud (if present). (See Figure 21)
3. Slide plastic cap on anchor (AC) towards wall until flange of cap is flush with wall. (See Figure 21)



**Figure 21**

4. Snap off plastic straps on anchor at wall by pushing side to side, snapping off straps level with flange of plastic cap. (See Figure 22)



**Figure 22**



5. Line up anchor with attachment point.
6. Insert 1/4-20 x 1-3/4" Phillips pan head screw (AD) through 1/4" washer (AE), corresponding mounting hole in wall bracket and into anchor (AC), and tighten until flush against wall bracket. DO NOT over tighten! (See Figure 23)

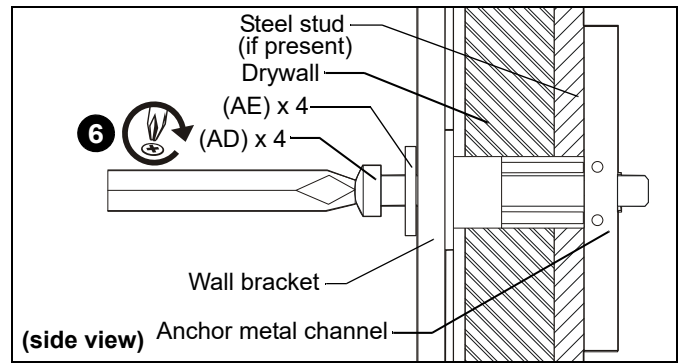
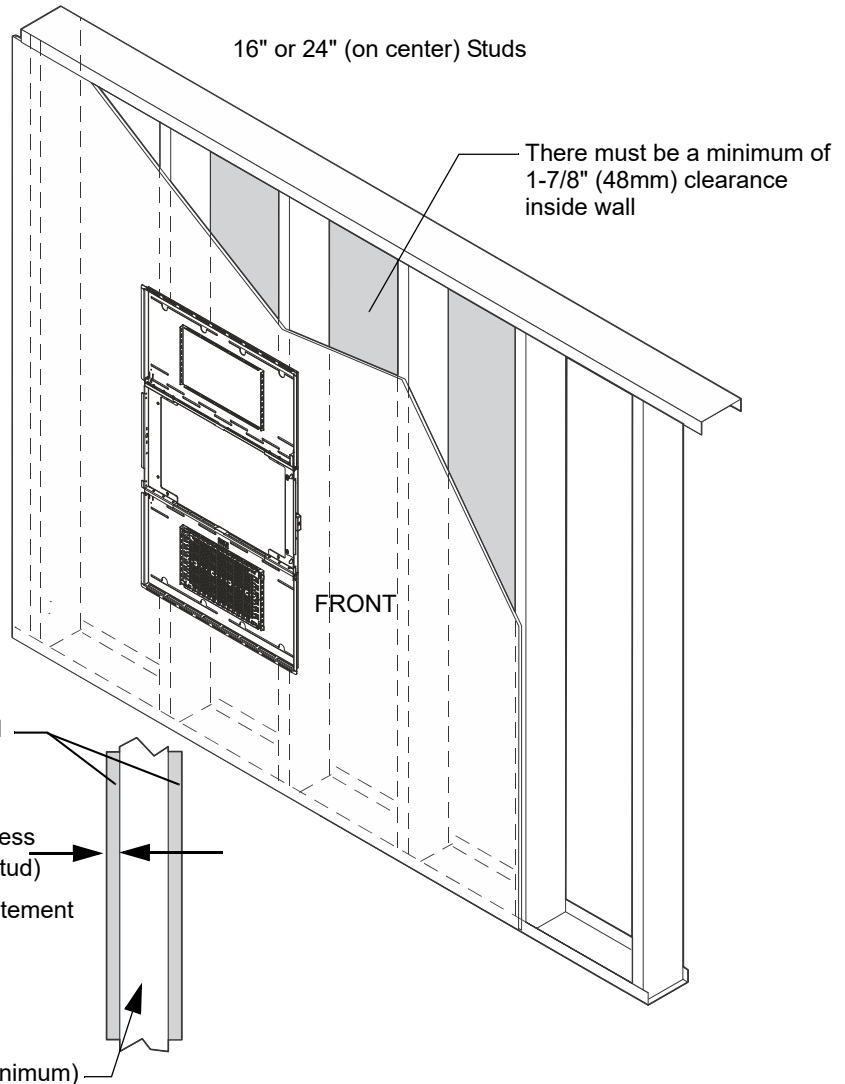


Figure 23

**Site Requirements for Steel Stud Installation**



If back side of wall is unfinished, drywall must be installed to a minimum of one stud left and right of the stud(s) being used to install the mount. Drywall must be secured to studs with screws a maximum of 12" (305mm) apart down center of stud.



Steel Stud (2 x 4 / 25ga minimum)

Stud type and structural strength must conform to the North American Specification for the Design of Cold-Formed Steel Structural Members. [362 S 125 18, C-Shaped, S-Stud Section]

Figure 24









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