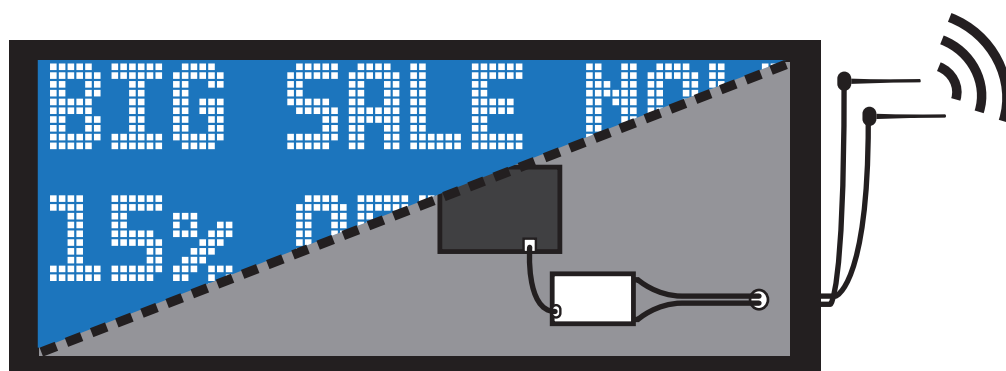




Cell Modem Communications Guide



IMPORTANT INSTALLATION NOTES

- The modem is pre-installed inside the sign.
- (2) external antennas are pre-connected to the modem, and run outside the sign for mounting.
- They **must** be mounted outside, on the side or top of any metal structure, skinning, or other metal surface using the magnetic base mounts.
- Prior to mounting the antenna permanently, make sure the modem is getting good signal strength, then make adjustments to the mounting location as needed.

This document is protected by copyright law. Unauthorized duplication, display, or modification in any form is prohibited. This document applies only to the software/hardware indicated. Due to continuing development, the information is subject to change without notice. This document contains no guarantees or warranties specifically expressed or implied.

SIGNAL STRENGTH AND INSTALLATION

It is important that the cellular modem signal strength is adequate to provide communications for the LED display. The antenna should be facing the nearest cell tower with clear line of sight. Go to www.antennasearch.com for a great resource to locate towers. It's also useful for planning an installation.

- When provided by the manufacturer, the carrier will typically be AT&T or Verizon.
- If you are unsure, speak with your sales representative, or call technical support.

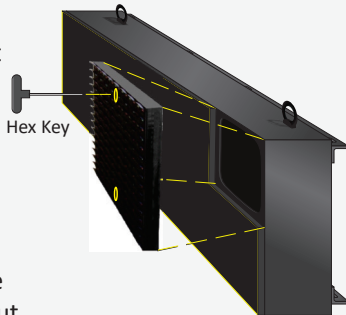
ACCESS THE CELL MODEM

1 Power on the display, and wait 5-10 minutes for all the devices to boot up.

2 Identify the location of the PC Controller using the location diagram that shipped with the sign. The Cell Modem will be mounted nearby.

3 Remove required LED modules to access the internal components

- Insert the Hex Key and twist 1/2 turn left to unlock each



- Gently pull out module, take care not to pull the cables out.



The data and power cables can be disconnected at the module. Avoid dropping the cables inside the sign.

4 Locate the Cell Modem mounted near the Control PC. (May need to remove multiple modules)



5 Check the Green "NET" light on the Cell Modem.

- **Blinking = Trying to get a signal.**
- **Solid = Signal connected.**

If the light is off, or blinking, you must adjust the antenna position to improve the reception.



MOUNT THE EXTERNAL ANTENNAS

The base of the antennas is magnetic, and can be mounted vertically or horizontally to any metal structure, including the display cabinet, side panel, pole, or other location that is suitable and practical.

1. Move the antennas to their mounting location, route the antenna cables accordingly to make sure they don't get caught or tangled up.
2. Use the magnetic base on each antenna to mount on the top or side of a metal structure.
3. Zip tie and route any excess cable to maintain a clean and professional install.



VERIFY THE DISPLAY IS ONLINE

1. Login to SM Infinity at www.sminfinity.com
2. Navigate to the **My Displays** section.
3. Select your display.
4. Verify your sign is online from the Display Communications area. The Last Check In date and time should be current.

Display Communications

Last Check In: 5/25/2017, 10:59:23 AM

Last Flip: 5/25/2017, 10:59:21 AM

Last Reported 63°F

Temperature:

If the sign doesn't connect, you may need to power cycle the sign and try again.

1. Turn power off, and wait 30 seconds
2. Turn back on again. Wait 5-10 minutes for a full boot. Then check SM Infinity again.

Do not contact SM Infinity for communication issues. Call your display technical support team.