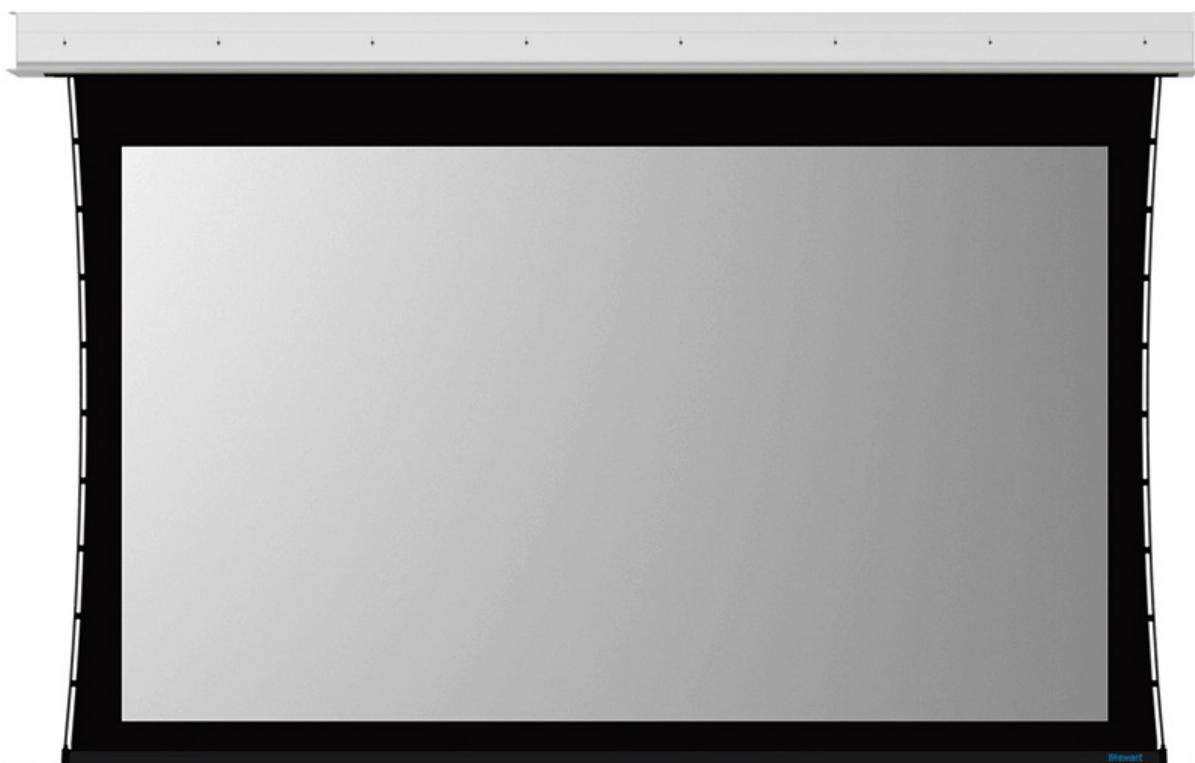


# Visionary Medio

Retractable, Above Ceiling, Self-Finishing Screen System with Two-Piece Construction



**Stewart**  
F I L M S C R E E N

The Reference for Stunning™

Printed in U.S.A. Stewart Filmscreen Corporation

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**[www.stewartfilmscreen.com](http://www.stewartfilmscreen.com)**

# Visionary Medio

## OWNERS MANUAL

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## TO THE OWNER

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Congratulations on your purchase of the finest optical viewing screen available anywhere in the world! Please take a moment to review this manual, it will help ensure you many years of trouble-free service from your new Stewart Filmscreen product.

### ABOUT YOUR VISIONARY MEDIO ELECTRISCREEN

The Visionary Medio ElectriScreen is designed for ease of installation. If necessary, the case can be installed during construction of the room, and the screen assembly is installed when the construction is completed. The Visionary Medio features a seamless, self-finishing face-plate and drywall stops to accommodate various ceiling configurations.

## PREPARING THE INSTALLATION

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Before proceeding with the installation of this screen, be sure to read and understand all the installation and operating instructions thoroughly.

All electrical wiring installations must conform to local and national codes and should be performed by qualified service personnel. There are no user-serviceable parts contained within the unit.

### PREPARATION

Specifications regarding the individual screen dimensions, weight, mounting type, and controls are provided by the factory when the unit is ordered. Before beginning the installation, review this manual and:

- ▶ Check the specifications for the type of mounting and control to be used.
- ▶ Ensure that the mounting area and electrical connection are prepared.
- ▶ Check the size and weight of the screen to be installed so that you can plan for the number of people required for the mounting procedure. You need at least two people to mount the smaller screens; more may be needed for larger, heavier screens.

Projection screens should always be protected in rooms that are under construction. Damage will result if the screen is unprotected in these situations. (With the Visionary Medio, you can install the case and then install the screen assembly when construction is complete.) When installed in a room undergoing construction or remodeling, make sure the screen is retracted at all times and that the electrical service to the unit is shut off. Cover the unit's ceiling opening with plastic sheeting to guard against foreign debris (such as dry wall dust or paint) from entering the screen housing. When the room is finished, remember to remove protective plastic sheeting prior to screen's first activation.

# PREPARING THE INSTALLATION (CONTINUED)

## THINGS YOU NEED

You will need:

- ▶ Two sawhorses or similar supports
- ▶ Enough ladders appropriate for ceiling height, or one ladder and a duct jack for lifting the case (housing) and screen assembly (bezel)
- ▶ A level
- ▶ Housing mount hardware
  - ▶▶ For blocked wood installation: Four  $\frac{1}{4}$ " x 3" (.63 cm x 7.6 cm) lag screws
  - ▶▶ For a poured ceiling: #12 or larger screws and anchors
- ▶▶ **Note:** Butterfly drywall screws and similar NOT recommended
- ▶▶ For threaded rod ceiling mount: Strut, threaded rod and strut hardware
- ▶ Appropriate tools for selected type of installation
- ▶ Electrical hook-up wire and associated components to connect control system

## DIMENSIONS

Refer to Figure 1 for key dimensions.

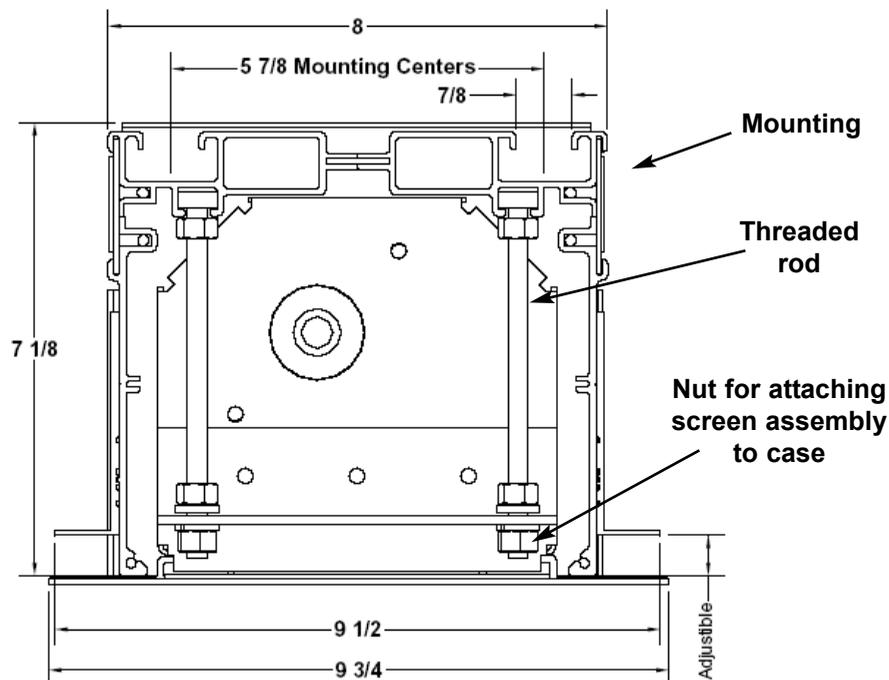


Figure 1: Schematic side view of Visionary Medio

# PREPARING THE INSTALLATION (CONTINUED)

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## UNPACKING

### **⚠ CAUTION**

During installation, do not place the unit on an unstable cart, stand, table, or ladder. The unit may fall, causing injury to a child or adult and damage to the unit.

1. Place the shipping carton on the floor.
2. Position two sawhorses adjacent to the shipping container, approximately 18" (45 cm) from each end of the carton.
3. Open the shipping container.
4. Remove the Visionary Medio from carton by lifting straight up. Place the unit on sawhorses as shown in Figure 2. Do NOT place the Visionary on its back (with the screen opening up), as this may damage the screen material.

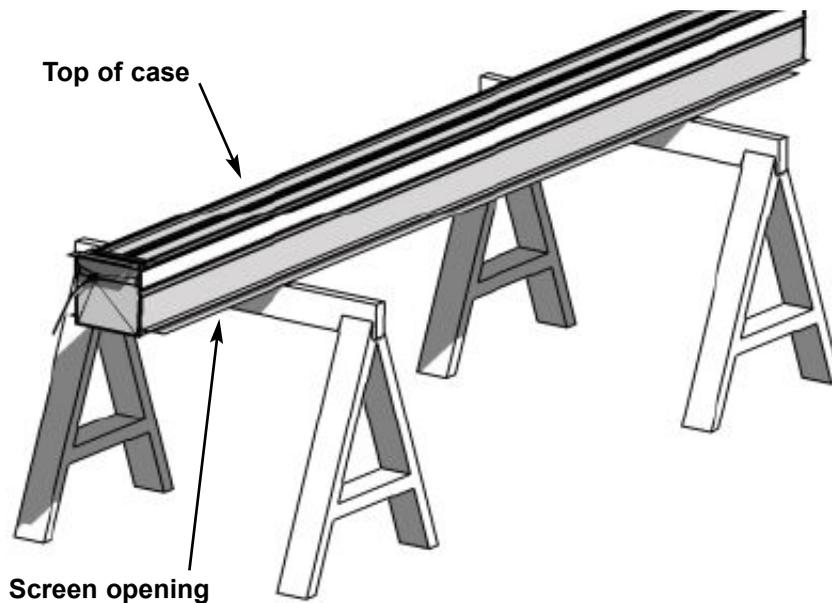


Figure 2: Screen unit placed on saw horses; top side up

## PREPARING THE INSTALLATION (CONTINUED)

- From under the unit, remove the two nuts and washers from the studs at each end. Retain the hardware for later reuse in installation. Refer to Figure 3.

**Note:** In the figure, the end plate is not shown. You do not need to remove the end plate.

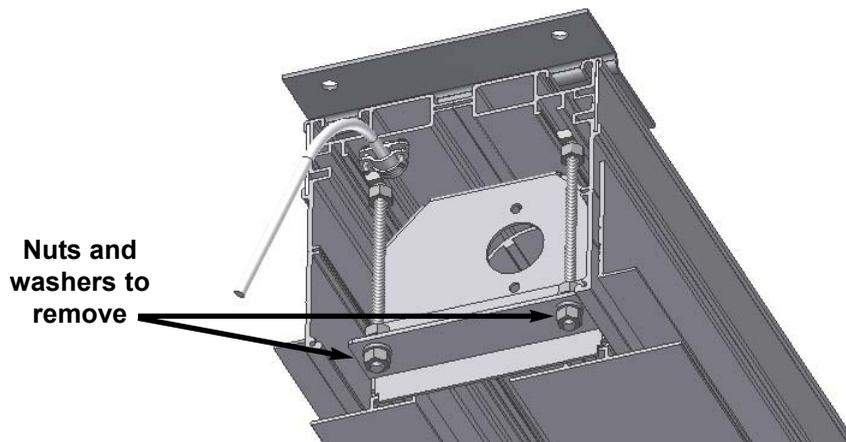


Figure 3: Unit end

- Lift the case straight up to avoid contact with screen material. Place the case adjacent to the screen assembly on the sawhorses. Refer to Figure 4.
- Check the shipping container and remove the control system (if provided).
- Replace the screen assembly into the shipping container for protection prior to final installation. Leave the foam batten interlock blocks in place until the screen assembly is installed in the case.

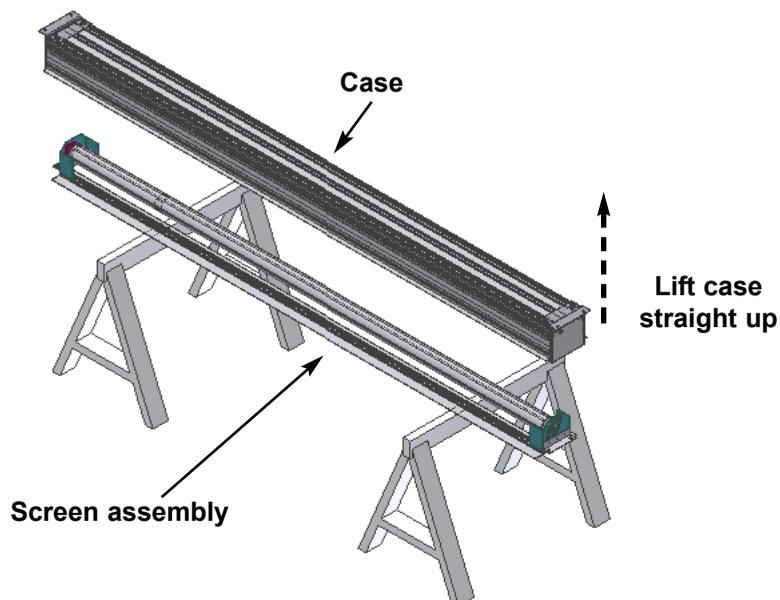


Figure 4: Case lifted before being placed adjacent to screen assembly

## PREPARING THE INSTALLATION (CONTINUED)

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### AVAILABLE INSTALLATION METHODS

You can use different methods to install the Visionary Medio housing.

- ▶ Flat ceiling mount brackets. Refer to Figure 5.
- ▶ Threaded rods, using the built-in sliding nut rail. The installer supplies the mounting hardware, including threaded rods and hangers. Refer to Figure 6.

Prepare the overhead structure to accept the selected mounting method.

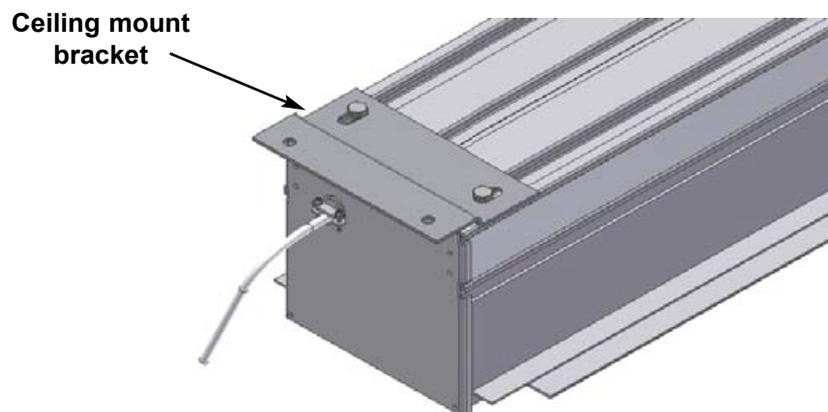


Figure 5: Flat ceiling mount bracket

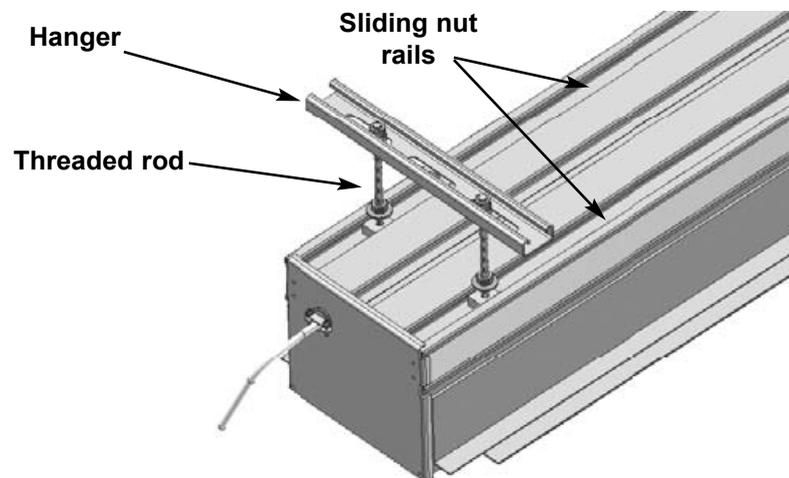


Figure 6: Threaded rod mounting option

# INSTALLATION PROCEDURES

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Professional mounting techniques should be used. Stewart Filmscreen Corporation cannot be liable for substandard or faulty installations.

## INSTALLATION SEQUENCE

Once the mounting area is prepared and the power source is available, the general installation sequence is:

1. Install the case (housing).
2. Connect the control system.
3. When the room is ready, install the screen assembly (bezel).

You can install the case when the room is under construction. Install the screen assembly after the construction is finished. This protects the screen fabric from damage due to construction dust and debris.

## INSTALLING THE CASE

The first step is to install the case into the prepared opening. Make sure that you mount the case so that the electrical connection is on the left side (audience left).

**Note:** If necessary, you can make the electrical connection when the case is partially lifted into the opening to provide better access if the case fits tightly to the opening.

1. Position ladders and or duct jack under area where Visionary Medio is to be installed.
2. Lift the case into the prepared opening
3. Loosely hang the case using hardware appropriate to installation.
4. Level the case by using shims or adjusting hardware.
5. Secure the case using the appropriate hardware.

### CAUTION

The screen will not properly deploy if the case is not level. Improper deployment may cause the screen material to wrinkle.

**Next steps:** Install and connect the control system at the same time as the case installation. Then you can complete drywall or ceiling installation.

# INSTALLATION PROCEDURES (CONTINUED)

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## ELECTRICAL CONNECTION

The unit requires standard AC input (unless an alternate voltage has been specified).

### **⚠ CAUTION**

Professional techniques need to be used when making any electrical connection. A qualified electrician should perform these procedures.

Be sure to follow all standard safety procedures for installing electrical devices.

Do not disassemble or alter the configuration of the motor or the unit's electrical connections. This may cause injury to you or damage to the product. The electrical connection should be made only to the type of power source indicated on the marking label.

Stewart Filmscreen supplies a short electrical connection wire that is fitted with a Molex motor connector. Connect the harness (pigtail) to the incoming AC Romex or service cord by wire nuts.

1. Feed the incoming AC Romex or service cord through the Romex connector on the housing.
2. Connect the pigtail with wire nuts on the inside of the housing. The AC connection to this pigtail should never be made on the outside of the enclosure as this would violate NEC electrical code and UL standards.

### **WARNING!**

Make sure the motor leads do not get pinched between the end plate and housing once the screen / bezel has been installed. Should this occur the motor will short causing failure.

## CONNECTING THE CONTROL SYSTEM

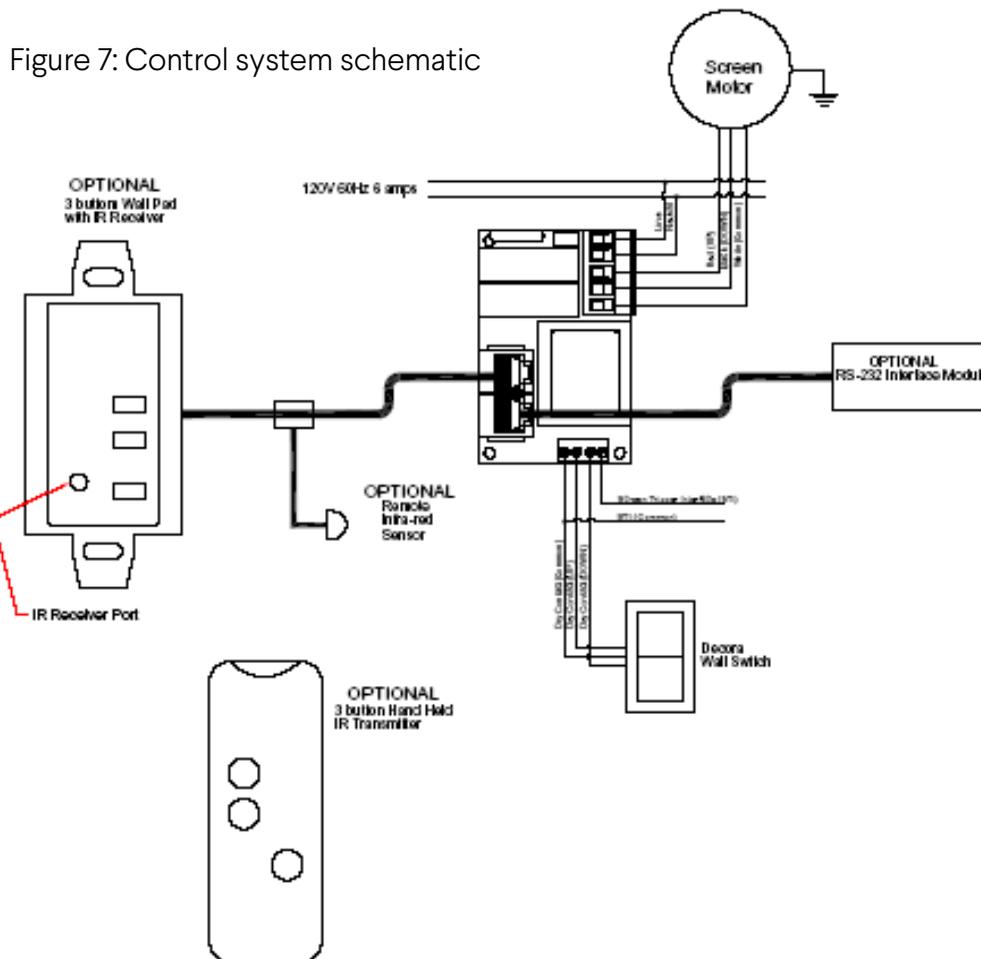
Visionary Medio is provided with an IMC (Intelligent Motor Controller) as a standard control system. The IMC supports:

- ▶ Screen Trigger Interface
- ▶ Dry contact closures for use with a low-voltage wall switch or home automation controller
- ▶ Stewart 3-button wall pad with infrared sensor and handheld IR transmitter RS-232 via IBT100 Serial Translator

Note: Other control systems are optional. All control systems for the Visionary Medio are to be connected in an outboard fashion. No internal controllers are available.

## INSTALLATION PROCEDURES (CONTINUED)

The IMC control is mounted in its own case. Connect a 4-conductor wire from the IMC location and feed it into the Medio's housing. Then the Molex / pigtail can be connected via wire nuts to that cable. Review Figure 7 for installation appropriate to the site and associated equipment.



### INSTALLING THE SCREEN ASSEMBLY

#### **⚠ CAUTION**

During installation of the Visionary Medio screen assembly into the mounted housing, be advised that damage can occur to the screen. Perform the following actions to avoid damage:

- ▶ When lifting the screen assembly up into the case, make sure the screen does not come into contact with the sides of the case.
- ▶ When installing the screen assembly make sure that the screen never contacts or strikes any objects as damage will occur as a result.

## INSTALLATION PROCEDURES (CONTINUED)

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1. Position ladders and or duct jack under area where the Visionary Medio screen assembly is to be installed.
2. Lift the screen assembly up to the case.
3. Make sure electrical pigtails are clear of the screen assembly before positioning it.
4. Position the screen assembly mount plates over the internal threaded rods. Refer to Figure 8.

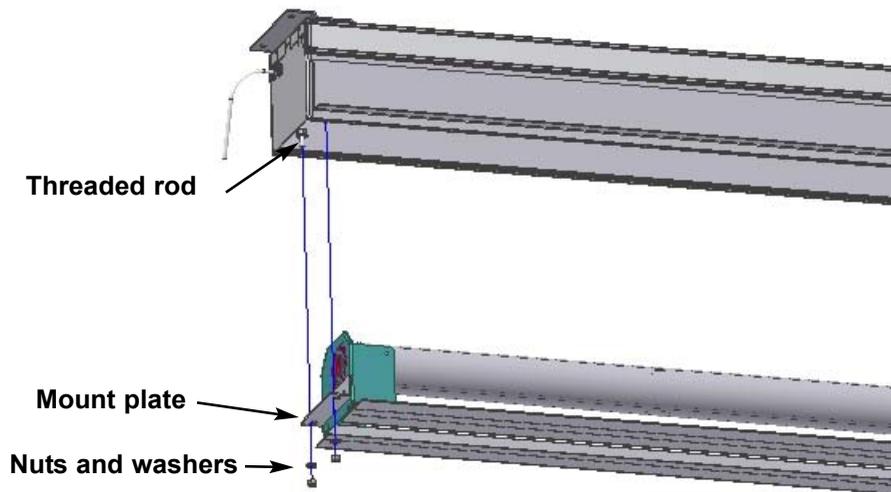


Figure 8: Installing the screen assembly

5. Loosely install the nuts and washers on each end. Note: Use the nuts and washers removed during unpacking.
6. Level the screen assembly by adjusting the nuts on the internal threaded rods. Refer to Figure 9.

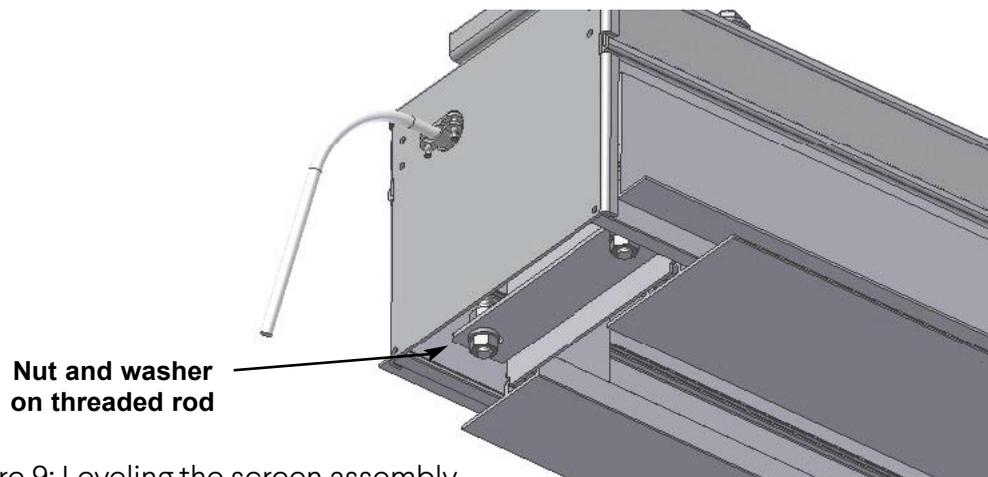


Figure 9: Leveling the screen assembly

## INSTALLATION PROCEDURES (CONTINUED)

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7. Connect the screen assembly Molex connector to the case Molex connector.
8. Remove the foam packing blocks.
9. Test the operation of the screen and control system.

### INSTALLING ACCESS COVER PLATES

When the unit is installed and operational, install the access cover plates.

1. Locate the tabs on end of plate.
2. Pushing the plate in until it is flush. Refer to Figure 10.

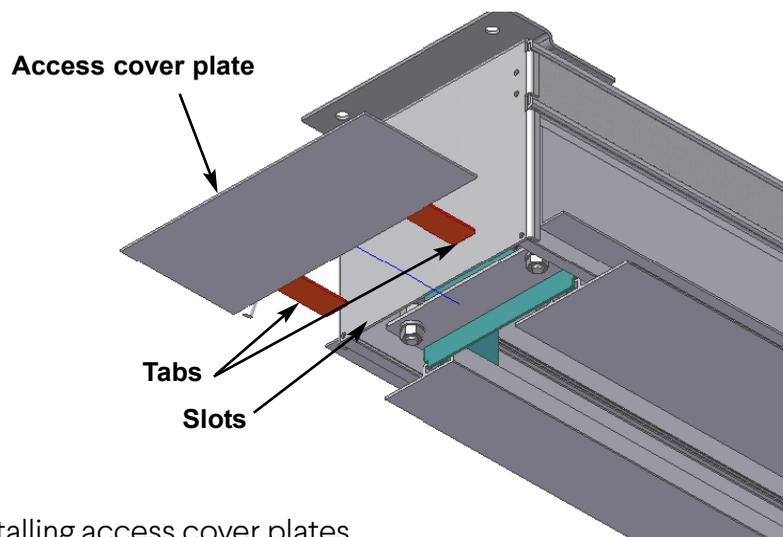


Figure 10: Installing access cover plates

## OPERATING THE SCREEN

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The method you use to raise and lower the screen depends on the type of switch control device you have selected.

When you lower or retract the screen, it will stop at its preset limit. If an obstacle (such as a person or furniture) gets in the path of the screen as it is lowered, you should use the switch control to stop the screen's motion; it will not automatically stop if it hits an obstacle.

The motor is designed to be used for short operations such as lowering the screen in preparation for viewing. The motor is not designed for continuous duty. If the motor operates continually for more than a few minutes, it may automatically shut off to prevent damage from overheating. If the motor occasionally needs to be run more than normal, for example during initial setup and positioning, allow time for the motor to cool down.

In general, when the screen is not in use, you should store it in the fully retracted position.

### **⚠ CAUTION**

Do not operate the motor when any of the following occurs:

- ▶ The unit emits any smoke, heat, abnormal noise or unusual odor.
- ▶ The unit is damaged in some way, such as damage from a water leak.

If any of these situations occur, call a qualified service person.

# ADJUSTING THE SCREEN EXTENSION

## ⚠ CAUTION

Improper adjustment of the limit switches can cause irreparable damage to the screen itself, resulting in voiding the factory warranty.

The extension and retraction limit switches have been preset at the factory. In general, we advise you to avoid readjusting these switches. In some cases, to enable proper alignment of the displayed image on the screen, you may need to adjust the extension of the screen. If adjustment to the extension is necessary, carefully follow these instructions.

## WARNING!

The screen is fully retracted when the batten is flush with the bottom of the case. Do not attempt adjustments with the yellow retraction (UP) limit switch that will further retract the screen. Incorrect adjustment of the switch will cause severe screen damage. Please consult the factory if you have any questions.

## MODIFYING THE EXTENSION OF THE SCREEN

You can increase the extension of the screen up to 3" (7.6 cm) past the factory preset stop, or you can decrease the extension by approximately 4-6" (10 - 15 cm) from the factory preset stop. Do not attempt to modify the screen extension beyond these recommended amounts.

The limit switches are located on the left side of the screen roller tube inside the case, as shown in Figure 11.

To increase the screen's fully extended (screen down) stop position:

1. Lower the screen to its current stop position.
2. Locate the white extension (down) limit switch located on the left side of the screen tube. Use a hex head or an electrician's style screwdriver (with a minimum 6-inch / 15 cm blade). Turn the switch in a counterclockwise direction. If the power is on, the screen will drop incrementally as the switch is turned.

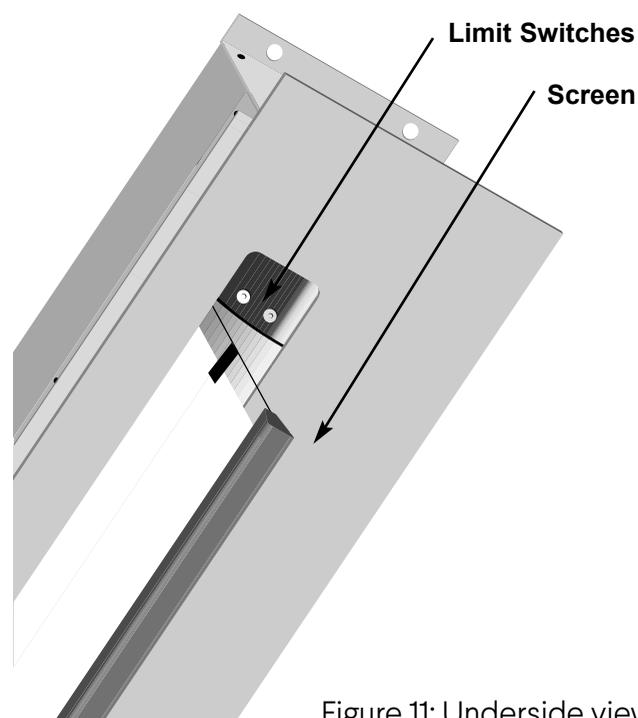


Figure 11: Underside view

## ADJUSTING THE SCREEN EXTENSION (CONTINUED)

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**Note:** One complete turn of the switch will make approximately a 3/4" (2 cm) change in the screen's stop position.

To decrease the screen extension:

3. Lower the screen until it is extended about halfway down.
4. Locate the white extension (down) limit switch located on the left side of the screen tube. Use a hex head or an electrician's style screwdriver (with a minimum 6-inch / 15 cm blade). Turn the switch in a clockwise direction.

**Note:** One complete turn of the switch will make approximately a 3/4" (2 cm) change in the screen's stop position.

5. Activate the screen in the down direction until it reaches the newly reduced stop position. Repeat this procedure until the desired stop position is reached.

Once you have made the adjustment, whenever you lower the screen, it will automatically stop at the new position.

**Note:** It is recommended that you make a note of any changes made to the factory preset.

## SCREEN CARE AND CLEANING

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With reasonable care, you may expect many years of trouble-free use of your Stewart projection screen. We encourage you to keep your screen clean. To protect your screen when it is not in use, store it in the fully retracted position. Avoid getting any foreign material on the screen, as cleaning may prove very difficult. It may not be possible to remove scratches, paint, ink, etc.

### GENERAL MAINTENANCE

The screen surface on your screen is delicate. Special attention to these instructions should be followed when cleaning.

- ▶ A draftsman-style brush may be used to lightly whisk away any loose dirt or dust particles. (This type of brush is usually available at office supply stores.) Stewart Filmscreen has an optional screen cleaning kit that contains the proper type of brush. Contact your dealer if you would like to obtain this cleaning kit.
- ▶ Particles left on the screen when it is retracted into the case may form an impression on the screen surface. Periodically wipe the back of the screen with a clean damp cloth.
- ▶ For tougher spots, use a solution of mild detergent and water. Rub lightly using a sponge. Blot with a damp sponge to absorb excess water. Residual water marks will evaporate within a few minutes. Let the screen air dry completely before retracting.

Do not use any other cleaning materials on the screen. Contact the factory if you have questions about removing difficult spots.

### REPLACEMENT PARTS AND SERVICE

No user-serviceable parts are contained within the unit. Contact your dealer or the factory if you require part replacement or service.

## TROUBLESHOOTING

Refer to the following guidelines if you encounter a difficulty in the operation of your Stewart Filmscreen product. Problems related to electrical or motor function may require a qualified service person or electrician. Should you have a problem that is not addressed here, call Stewart Filmscreen Corporation (310-784-5300) Toll free (800-762-4999).

Problem	Cause	Action Steps
Screen won't operate.	No AC power available.	Check to see if the circuit breaker has switched off. Reset if needed. Check voltage availability. Contact an electrician.
Screen won't roll up or down (even though power is available).	Bad connection at switch.	Have an electrician or qualified service person check the connection.
Screen roller chatters when power is activated.	Can be caused by voltage drop, bad connections, or a defective switch.	Have an electrician or qualified service person check all hookups including all outboard wiring.
Unit hums in up mode. (Screen has already retracted.)	The screen batten is retracting too far into the case. <b>Failure to correct can damage motor and screen. Do not use the unit until this problem is resolved.</b>	Have a qualified service person adjust the yellow UP limit switch. Turn the adjusting screw clockwise.
Screen drops when up direction is activated (grinding noise occurs).	Drop in voltage.	Screen motor requires full voltage. Have an electrician or qualified service person check available voltage.
Screen continues past bottom stop position.	White limit switch is out of adjustment.	Readjust the white DOWN limit switch.
Batten retracts too far into case.	Yellow limit switch out of adjustment. <b>Failure to correct can damage motor and screen. Do not use the unit until this problem is resolved.</b>	Have a qualified service person readjust the yellow UP limit switch.

## TROUBLESHOOTING

Problem	Cause	Action Steps
During operation, there is a repeated thumping or clicking sound.	Motor cable or connectors are out of position in the case and interfering with the screen assembly.	Remove screen assembly and reposition cable and connectors so that they remain within the electrical box when the screen assembly is fitted back into the case.
Motor shuts off. Motor has been in use for more than 2 minutes.	Motor is designed for short operations (lowering and retracting), not continuous duty. Longer operation, such as during setup and positioning, causes the motor to overheat and shut off.	Allow the motor to cool down. Complete cooling can take an hour or more. Heat gain is cumulative and takes time to dissipate. If motor use is initiated before it has cooled completely, the motor will shut down again when it reaches maximum temperature.
Dirt, finger prints, marks, etc. on screen surface.	Improper handling of screen.	Brush off or use a mild detergent solution with clean rag or cotton swab.
Indentations appear on screen surface.	Debris or particles adhering to screen due to static cling.	Check back of screen; gently brush debris away by hand.

## LIMITED ONE YEAR WARRANTY

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STEWART FILMSCREEN CORPORATION (Stewart) warrants all products to the original purchaser only. Stewart products are guaranteed to be free from defects in materials and workmanship for a period of one (1) year from the date of purchase by the original purchaser or eighteen (18) months from date of manufacture, as defined in the serial number. Additionally, all products must be properly operated and maintained according to Stewart instructions and cannot be damaged due to improper handling or treatment after shipment from the factory. This warranty does not apply to equipment showing evidence of misuse, abuse, or accidental damage, including neglect caused by improper installation (i.e. proximity to hot lights, exposure to extreme heat or cold, exposure to excessive humidity, etc.)

Stewart on-site warranty repair services are not available for this product. Stewart's sole obligation under this warranty shall be to repair or to replace (at Stewart's sole discretion) the defective part of the merchandise. This warranty expressly does not cover any costs of removal, installation, framing, or other costs incidental to replacing the screen or returning it to Stewart. Returns for service should be made to your Stewart dealer. If it is necessary for the dealer to return the screen or part to Stewart, transportation (freight) expenses to and from Stewart are payable by the purchaser. Stewart is not responsible for damage in shipment. To protect against damage or loss in transit, insure the product and prepay all transportation expenses.

This warranty is in lieu of all other warranties, expressed or implied, including warranties as to fitness for use or merchantability. Any implied warranties of fitness for use, or merchantability, that may be mandated by statute or rule of law are limited to the one (1) year warranty period. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. In no event will Stewart be liable for sums in excess of the purchase price of the product. No liability is assumed by Stewart for expenses or damages resulting from interruption in operation of equipment, or for incidental, direct, or consequential damages of any nature. In the event that there is a defect in materials or workmanship of a Stewart Filmscreen product, you may contact our Customer Service Department at 1161 W Sepulveda Blvd, Torrance, California 90502- 2797 (310-784-5300) Toll free (800-762-4999).

**IMPORTANT:** This warranty shall not be valid and Stewart shall not be bound by this warranty if the product is not operated and maintained in accordance with Stewart's written instructions. Stewart Filmscreen Corporation shall not be liable for any and all consequential damage(s) occasioned by the breach of any written or implied warranty pertaining to the sale of a Stewart Filmscreen product in excess of the purchase price of the product sold.



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The Reference for Stunning™  
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