BrightSign®

Installation Tips

Installing your BrightSign player should be a simple and seamless process given careful attention to the setup steps listed below.

Before Installing Your BrightSign Player

1. Update your unit firmware to the latest available firmware from the BrightSign website. http://brightsign.zendesk.com/entries/312793-brightsign-firmware

2. Download the latest version of BrightAuthor, also available at the link above. Your firmware must match the BrightAuthor version, or there will be no playback.

3. Confirm your operating system is Windows Vista 32 or 64 bit, or Windows 7 32 or 64 bit. We recommend Windows 7.

4. If your BrightSign will be networked, verify that the network or Internet connection you will be using is available and tested.

5. Prepare a class 6+ SDHC card to ensure smooth HD video playback and decent writing speed for network updates. We don't recommend Transcend cards, as they can cause playback problems.

6. Test that your BrightSign player supports and plays back your multimedia content. Check FAQ for supported multimedia content. http://support.brightsign.biz/forums/150165-general-questions

7. Download or create a test presentation using BrightAuthor, publish it to the 6+ SDHC card, insert the SDHC card into the BrightSign player, and ensure it plays back. Sample presentations can be downloaded from our online Quick Start Kit. http://brightsign.zendesk.com/entries/315644-quick-start-kit

8. If you have a question or an issue, first check the FAQ section of the website; there is valuable information posted. http://brightsign.zendesk.com/forums

9. If you cannot find a solution from reading the FAQ, please submit a support ticket via the Brightsign website. Ensure that you include in the ticket your BrightAuthor software version, BrightSign player firmware version, a clear description of the issue, and log files.

During Installation

BrightSign players use a class 6+ SDHC card* or USB Flash Drive as storage for receiving and playing presentations. After creating setup files and inserting the storage, do not remove it from the player. You should only remove the storage if you are not connected to a network and must provide updates manually. When removing storage, power off the unit first. Power it back on when the updated card or flash drive is reinserted.

- **Startup –** Wait up to 45 seconds for a normal boot.
    - The unit will reboot if the newly published project has a different resolution from the current project.
    - The unit may reboot twice if being setup for the BrightSign Network.

- **Content** – Content problems can cause reboots or no picture.
    - Images over 1920x1080 won't play (digital camera images are often larger than this).
    - Only supported video codecs will play (H.264, MPEG1, MPEG2, and the latest WMV).
    - Only supported extensions are visible in BrightAuthor (.jpg, .bmp, .png, .txt, .mov, .mp4, .wmv, .mpg, .vob, and .ts).
    - WMV support requires BrightAuthor 2.3 or later.
    - H.264 MOV/MP4 are only supported up to level 4.1. Any higher can cause reboots or undesirable playback issues.
    - Recommended video bit rate is up to 25 Mbps. Maximum resolution is 1920x1080.

- **Video** – VGA supports up to 1360x768 resolution.
    - When using VGA, do not set to an HDMI resolution (e.g. 1080p or 720p). No picture will be displayed.

- **Audio** – Audio failure is normally caused by setting the wrong audio output or using an unsupported audio codec.
    - Check audio output settings under Zone Properties in the BrightAuthor playlist.
    - Only MP2 and MP3 audio (MP3 audio must have a sample rate of 48 kHz or 44.1 kHz) are supported in MPEG video, and AAC (CBR only, no VBR support) in H.264 video.
    - Note: AC3 audio is not decoded, but passed through over HDMI.

- **Firmware** – Be sure you have downloaded the latest available firmware.
    - Verify your firmware matches the BrightAuthor version, or there will be no playback.

*Note: SD cards must be formatted in FAT32 format. SD cards can store up to 32GB, but the maximum possible size for a file on a FAT32 volume is 4 GB. You can play larger files on NTFS formatted storage. However, this is only compatible with standalone units. NTFS formatted storage cannot receive network updates.