Brightsign LS425

BrightSign LS425 Digital Signage Player User Manual

Model: LS425

1. Introduction

The BrightSign LS425 is a compact and powerful digital signage media player designed for reliable and high-quality content playback. It supports Full HD and 4K video, HTML5 content, graphics, and digital audio, making it ideal for looping video, simple HTML5 widgets, animations, and single touchscreen experiences. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your LS425 player.

2. Package Contents

Before proceeding with the setup, please ensure all components are present in the package:

- BrightSign LS425 Digital Signage Player
- Power Adapter
- Quick Start Guide (if applicable)

Note: HDMI cables, Ethernet cables, and MicroSD cards are typically sold separately.

3. Device Overview

Familiarize yourself with the ports and indicators on your BrightSign LS425 player.



Figure 3.1: Top-down view of the BrightSign LS425 player. This image displays the top surface of the BrightSign LS425, highlighting its various ports and indicators. Visible ports include USB-C, MicroSD card slot, and Audio out. On the opposite side, HDMI and Ethernet ports are visible, along with Reset and SVC buttons. The device has a blue top panel with "BrightSign LS5" branding.

- **USB-C Port:** For connecting USB devices such as touchscreens or storage.
- **MicroSD Slot:** For inserting the MicroSD card containing your digital signage content.
- **Audio Out:** 3.5mm jack for analog audio output.
- **HDMI Out:** For connecting to a display (monitor, TV, projector).
- **Ethernet Port:** For network connectivity (LAN).
- **Power Input:** For connecting the provided power adapter.
- **Reset Button:** Used for factory reset or rebooting the device.
- **SVC Button:** Service button for advanced functions.

4. Setup Instructions

Follow these steps to set up your BrightSign LS425 player:

1. **Prepare Content:** Ensure your digital signage content (videos, images, HTML5 files) is properly prepared and loaded onto a MicroSD card using BrightAuthor or BrightSign BSN.cloud.
2. **Insert MicroSD Card:** Gently insert the prepared MicroSD card into the MicroSD slot on the player until it clicks into place.
3. **Connect to Display:** Connect one end of an HDMI cable to the HDMI Out port on the LS425 and the other end to the HDMI input on your display device.
4. **Connect Audio (Optional):** If using external speakers or an audio system, connect a 3.5mm audio cable from the Audio Out port on the LS425 to your audio input device.
5. **Connect to Network (Optional):** For network-enabled features (e.g., content updates, remote management), connect an Ethernet cable from the Ethernet port on the LS425 to your network router or switch.
6. **Connect Power:** Plug the provided power adapter into the Power Input port on the LS425, then plug the adapter into a power outlet. The player will automatically power on and begin booting.
7. **Power On Display:** Turn on your display device and select the correct HDMI input source.



Figure 4.1: Angled view of the BrightSign LS425 player. This image shows the BrightSign LS425 from an angled perspective, highlighting the front-facing ports including USB-C, MicroSD, and Audio. The device's blue top panel and dark grey base are clearly visible, along with the "BrightSign LS5" branding.

5. Operating Instructions

Once powered on and connected, the BrightSign LS425 will automatically begin playing the content programmed onto the

MicroSD card. The operation is largely automated based on the presentation created in BrightAuthor or BSN.cloud.

5.1 Content Playback

- The player will loop video, display images, and run HTML5 content according to the presentation schedule.
- Ensure your content is encoded in compatible formats (e.g., H.265 for 4K video, H.264 for Full HD).

5.2 Interactive Experiences

- If your presentation includes interactive elements (e.g., touchscreen, USB buttons), connect the appropriate USB device to the USB-C port.
- The player will respond to user input as programmed in your BrightSign presentation.

5.3 Network Features

- If connected to a network, the player can receive content updates remotely via BSN.cloud or a local network server.
- Network connectivity also enables remote monitoring and management of the player.

6. Maintenance

Proper maintenance ensures the longevity and optimal performance of your BrightSign LS425 player.

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the player. Do not use liquid cleaners or aerosols.
- **Ventilation:** Ensure the player is placed in a well-ventilated area to prevent overheating. Do not block any ventilation openings.
- **Firmware Updates:** Periodically check the BrightSign website for firmware updates. Keeping the firmware updated can improve performance and add new features.
- **Content Management:** Regularly review and update your content to keep your digital signage fresh and engaging.

7. Troubleshooting

This section addresses common issues you might encounter with your BrightSign LS425 player.

Problem	Possible Cause	Solution
No video output.	HDMI cable loose or faulty. Incorrect HDMI input selected on display. No content on MicroSD card or corrupted content. Player not powered on.	Check HDMI cable connections. Select correct HDMI input on your display. Verify MicroSD card content and re-insert. Ensure power adapter is connected and outlet is active.
No audio output.	Audio cable loose or faulty. Display/speaker volume too low or muted. Audio format not supported.	Check audio cable connections. Adjust volume on display/speakers. Ensure audio in content is compatible.
Content not playing or freezing.	Corrupted MicroSD card. Incorrect content format or resolution. Presentation errors.	Reformat MicroSD card and reload content. Verify content encoding (e.g., H.265 for 4K). Check presentation in BrightAuthor/BSN.cloud for errors.

Problem	Possible Cause	Solution
Network connectivity issues.	Ethernet cable loose or faulty. Network configuration errors. Router/switch issues.	Check Ethernet cable connections. Verify network settings in BrightAuthor/BSN.cloud. Restart network equipment.
Player not responding.	Temporary software glitch.	Disconnect power, wait 10 seconds, then reconnect. Press the Reset button using a paperclip.

For more detailed troubleshooting or persistent issues, please refer to the official BrightSign support resources or contact customer support.

8. Specifications

Feature	Detail
Model Number	LS425
Video Output	HDMI (Supports Full HD and 4K video playback)
Video Codecs	H.265, H.264
Connectivity	Ethernet, USB-C, MicroSD, 3.5mm Audio Out
Dimensions	4 x 2 x 8 inches
Item Weight	14.1 ounces
Power	External Power Adapter

9. Warranty Information

BrightSign LS425 players (Series 5 and beyond) purchased and registered on or after January 1, 2025, come with a**5-year standard warranty**. This warranty covers defects in materials and workmanship under normal use. For full details regarding warranty terms, conditions, and claim procedures, please refer to the official BrightSign website or contact their customer support.

10. Customer Support

For technical assistance, product inquiries, or warranty claims, please contact BrightSign customer support through their official website. You may need your product model number (LS425) and serial number (located on the device) when contacting support.
BrightSign Official Website: www.brightsign.biz

© 2024 BrightSign. All rights reserved.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question