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› BrightSign Ultra HD HD1025 Digital Signage Appliance User Manual

Brightsign HD1025

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1. INTRODUCTION

This manual provides essential information for the setup, operation, and maintenance of your BrightSign Ultra HD HD1025 Digital Signage Appliance. The HD1025 is an ultra-high-definition player designed for interactive digital signage applications, supporting 4K60p HDR10 video and advanced HTML5 animations. Its robust design and flexible I/O options make it suitable for a wide range of professional installations.

2. SAFETY INFORMATION

Please read and follow these safety guidelines to ensure proper operation and prevent damage to the device or injury.

- Do not expose the device to water or excessive moisture.
- Ensure proper ventilation around the device to prevent overheating.
- Use only the power adapter supplied with the device.
- Do not attempt to open or repair the device yourself. Refer all servicing to qualified personnel.
- Keep the device away from direct sunlight and heat sources.

3. PACKAGE CONTENTS

Verify that all items are present in the package:

- BrightSign Ultra HD HD1025 Digital Signage Appliance
- Power Adapter
- Quick Start Guide
- Wi-Fi/Bluetooth Antenna(s) (if applicable to model variant)

4. PRODUCT OVERVIEW

Familiarize yourself with the ports and indicators on your BrightSign HD1025 appliance.



This image displays the BrightSign Ultra HD HD1025 Digital Signage Appliance from a top-down, slightly angled perspective. The device has a sleek, dark blue metallic top panel with the 'BrightSign' logo in white and 'HD5' branding. The sides are dark gray. On one of the shorter sides, various ports and indicators are visible: two antenna connectors (likely for Wi-Fi/Bluetooth), an Audio out jack, an IR port, a Serial port, a GPIO block with multiple pins, and indicator lights labeled 'Pwr', 'Bsy', and 'Err'.

Front/Side Panel Connections:

- **Antenna Connectors:** For Wi-Fi and/or Bluetooth connectivity.
- **Audio Out:** 3.5mm jack for audio output.
- **IR Port:** For infrared remote control or sensor input.
- **Serial Port:** For serial communication with external devices.
- **GPIO (General Purpose Input/Output):** Multi-pin connector for custom interactive controls, buttons, and sensors.
- **Indicator Lights:**
 - **Pwr:** Indicates power status.
 - **Bsy:** Indicates device activity/busy status.
 - **Err:** Indicates an error condition.

Additional ports (e.g., HDMI, Ethernet, USB) are typically located on the rear or other sides of the appliance, not fully visible in this specific image.

5. SETUP

Follow these steps for initial setup of your BrightSign HD1025:

1. **Connect to Display:** Connect an HDMI cable from the HD1025's HDMI output port to your display device (TV, monitor, projector).
2. **Connect Network (Optional):** For network-enabled content updates and remote management, connect an Ethernet cable to the LAN port or attach the Wi-Fi antenna(s) and configure wireless settings.
3. **Connect Peripherals (Optional):** Connect any interactive peripherals such as touchscreens, buttons, or sensors to the appropriate USB, Serial, or GPIO ports.
4. **Insert Storage:** Insert an SD card or other supported storage device containing your digital signage content into the designated slot.

5. **Connect Power:** Plug the power adapter into the HD1025's power input and then into a power outlet. The device will power on automatically.
6. **Initial Configuration:** Follow the on-screen prompts or refer to the BrightSign software documentation for network configuration and content publishing.

6. OPERATING

The BrightSign HD1025 operates by playing content from its storage based on the programmed presentation. Content is typically created and published using BrightSign's BrightAuthor:connected software.

Content Playback:

- Once powered on and configured, the player will automatically begin playing the assigned content.
- Ensure your content is optimized for 4K resolution and HDR10 if utilizing these features.

Interactivity:

The HD1025 supports various interactive elements:

- **Touch Screens:** Connect compatible touch displays via USB for interactive presentations.
- **Buttons & Sensors:** Utilize the GPIO port to connect physical buttons, motion sensors, proximity sensors, and other external triggers.
- **Serial & UDP Commands:** Send and receive commands via the serial port or network (UDP) to control external devices like lighting systems or conference room equipment.

7. MAINTENANCE

The BrightSign HD1025 is designed for reliable, continuous operation with minimal maintenance.

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid cleaners or aerosols.
- **Ventilation:** Periodically check that the ventilation openings are clear of dust and debris to ensure proper airflow.
- **Firmware Updates:** Regularly check for and apply firmware updates provided by BrightSign to ensure optimal performance and access to new features.

8. TROUBLESHOOTING

If you encounter issues with your BrightSign HD1025, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No power/Device not turning on	Power adapter not connected; faulty outlet; power adapter issue.	Ensure power adapter is securely connected. Try a different power outlet. Test with a known good power adapter if available.
No video output	HDMI cable loose/faulty; incorrect display input; display off.	Check HDMI cable connections. Ensure display is on and set to the correct HDMI input. Try a different HDMI cable or display.
Content not playing	No content on storage; corrupted content; incorrect presentation setup.	Verify content is properly loaded onto the SD card/storage. Re-publish content from BrightAuthor:connected. Check presentation settings.
Network connectivity issues	Ethernet cable disconnected; Wi-Fi not configured; network problems.	Check Ethernet cable. Configure Wi-Fi settings in BrightAuthor:connected. Verify network infrastructure.

9. SPECIFICATIONS

Key technical specifications for the BrightSign Ultra HD HD1025 Digital Signage Appliance:

Feature	Detail
Brand	Brightsign
Model Name	HD5 (Item Model Number: HD1025)
Resolution	4K (4K60p HDR10 video support)
Connectivity Technology	USB, Ethernet
Connector Types	Micro USB, Ethernet, HDMI, Audio, IR, Serial, GPIO
Special Features	Interactivity, single touch and swipe interactions, usage data tracking, partner solution integration
Color	Black
Form Factor	TV Box
Item Weight	12.2 ounces (approx. 346 grams)
Product Dimensions	4 x 2 x 8 inches (approx. 10.16 x 5.08 x 20.32 cm)

10. WARRANTY AND SUPPORT

For information regarding product warranty, technical support, and additional resources, please visit the official BrightSign website or contact your authorized BrightSign reseller. Keep your purchase receipt as proof of purchase for warranty claims.