International District – Crystal Ball Video Monitor – AV and Technology – Troubleshooting Guide:

- 32” Monitor – Samsung N5300 32” Television.
- BrightSign Digital Player – HD224
- 4x Black Arcade Buttons

Activating the videos:

There are 4 buttons to the right of the monitor. The 3 buttons on the top play different videos, and the button on the bottom pauses the video that’s currently playing.

How to access the equipment:

If you need to troubleshoot the equipment you’ll have to access it first. To access the BrightSign and Samsung Television you will need to remove the access panel behind the monitor. To take the access panel off you will remove the 6 bolts with a 5mm (3/16 inch) allen key / hex wrench.

No Picture on the Television:

1.) Using the remote, make sure the TV is turned on. Press the red power button on the top left of the face of the remote.

2.) If nothing happens when you press the red power button then try changing the batteries to the remote.

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3.) Check to make sure the HDMI cable is completely plugged into the BrightSign player.

4.) Check to make sure the BrightSign's power supply is completely plugged in.

5.) Make sure the TV has the correct source selected. Press the "Source" button on the top right of the face of the remote.

No sound playing:

1.) Using the remote, make sure the TV sound level isn't turned all the way down or muted.

2.) If nothing happens when you press the volume buttons, try changing the batteries to the remote.

BrightSign connected with no video playing:

1.) Make sure the SD card is loaded into the SD slot. If you can grab the SD card then it's not plugged all the way in. You will only be able to feel a plugged-in SD card by placing your finger over the slot. If the SD card isn't completely seated in the slot, then unplug the power cord to the BrightSign, push the card into the slot, and plug the power cord back into the BrightSign.

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Resetting the BrightSign and Television:

If the previous steps do not solve the issue then you can try turning off both of the devices to reset them. This is called “Power Cycling”.

1.) Use the remote to turn the television off, or unplug it by pulling the power cable out of the rear of the television.

2.) Reset the BrightSign by unplugging the power supply cord labeled “12V 1.5A” on the BrightSign.

3.) Wait at least 30 seconds.

4.) Use the remote to turn the television back on, or replace the plug in the rear of the television.

5.) Plug the power supply cord back into the BrightSign.

When to contact the ALIEF Campus Tech Support / IT Department:

If you have performed all of these steps and the videos are still not playing as expected you should reach out to the ALIEF Campus Tech Support / IT Department for further troubleshooting assistance.

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