BRIGHTSIGN SOFTWARE INSTALLATION INSTRUCTIONS

Updating Your BrightSign Software

1. Download the update.zip file

2. Unzip it and copy update.rok to the root of your CompactFlash card using your PC and a card reader.

   - The update.rok file will automatically delete after the upgrade is complete so that after the first boot the unit will no longer upgrade, but will continue to autorun the content on the CF card.
   - Rename the update.rok file to update_save.rok if you do not wish the file to be automatically deleted so that you can upgrade multiple units.

3. Insert the CF card into the Brightsign

4. Apply Power to the Brightsign

   HD600
   - Wait. If a display is connected it will be blank.
   - The Connector Activity LEDs will flash, starting with the Busy light and stopping on the USB light.
   - After 20-30 seconds, the Ethernet LED on the front panel will start to flash. Once it completes flashing, the upgrade is complete.
   - If you are using the "update.rok" method, the unit will then reboot as normal.
   - If you wish to verify the new software version, startup the BrightSign without a flash card inserted to view the version number.

   HD2000
   - Wait. If a display is connected it will be blank.
   - The LEDs on the front panel will be lit as the unit boots up. After some time, the red upgrade LED will light up.
   - During the upgrade, the connector activity LEDs are turned on and off to indicate that the upgrade is in progress.
   - Once it completes flashing, the upgrade is complete.
   - If the upgrade file was named "update.rok", the file will be deleted and the unit will reboot.
     - o Note – if the card was formatted with NTFS or HFS+, then the update.rok file will not be deleted, the Video Mode LEDs will flash, and the unit will not reboot.
     - o If the upgrade file was named "update_save.rok", the Video Mode LEDs will flash. The file will not be deleted and the unit does not reboot.

Troubleshooting Software Upgrades That Don't Work

1. Please ensure that the front panel LED's blink during the upgrade process.

2. If the upgrade does not succeed, the most likely reason for this is that the "safe boot" mode firmware on your unit does not support the CF flash card you are using. If you experience this problem (auto update.rok method not working), you have these options:

   - Try a couple different brands of CF cards; you should be able to find one that works. For example, SanDisk, Patriot, Lexar, and Transcend to name a few.

   - Using a null modem cable and the Shell (see the BrightSign User Guide under "Shell") you can use the "update" shell command to perform an upgrade.

3. If you have any questions, please contact technical support at www.rokulabs.com/support_bs_contact_form.php.