

## Firmware Installation

HD110, HD210, HD410, HD810, HD1010

We post the latest release version of BrightSign internal device software (i.e. firmware) on the [support section](#) of our website. If you need to learn the version of firmware currently installed on your BrightSign player, you can power on the player (while it is connected to a VGA or HDMI monitor) with no SD card inserted. You can then read the version number on the display. If the release version of firmware on the website is higher than the version on your player, you should upgrade your player using the steps below.

### Updating your BrightSign Software

1. Click the **Download Now** button below the model number that corresponds to your BrightSign player.
2. Unzip the downloaded file and copy the *update.rok* to the root directory of your SD card.
3. Insert the SD card into the BrightSign player.
4. Power on the BrightSign player.
5. Ensure that the yellow update LED is blinking during the update process. Once the player has finished updating, it will automatically delete the *update.rok* file from the SD card and reboot.

Alternatively, you can update the player firmware in BrightAuthor when setting up a unit or publishing a presentation (see the [BrightAuthor User Guide](#) for more details).

### Troubleshooting Updates

If the firmware update process does not work, make sure the following conditions are true:

- The update file is on the root directory of the SD card. For example, if Windows designates your SD drive as **G:**, then the directory for the file will simply be **G:/update.rok**.
- The SD card contains only one file with a *.rok* extension.
- The SD card is formatted using FAT32. You can check the formatting of your SD card by right-clicking the card in Windows Explorer and selecting **Properties**.

## Updating with Secure Boot

If the firmware update process has been interrupted, or if the firmware file has been corrupted, you may not be able to update the player using the above methods. In these cases, you can perform an update using **secure boot**:

1. Copy the *update.rok* file onto the root directory of the SD card.
2. Power down the BrightSign player.
3. Insert the SD card into the BrightSign player.
4. Using a paper clip or pen, press and hold the **GPIO12** button located on the side of the player.
5. Power on the player while holding the **GPIO12** button.
6. Hold the **GPIO12** button until the orange update LED turns on. Release the button.
7. Allow several minutes for the firmware update to complete. Once finished, the player should reboot and display the BrightSign logo, along with the new firmware version of the player.

### Note:

Firmware update instructions apply to using a USB 2.0 thumb drive as well. If you have additional questions about installing firmware updates, please contact [technical support](#).