

Firmware Installation

4Kx42, XDx32, XDx30, HDx22, HDx20, LSx22, HD970, AU320

We post the latest release versions of BrightSign internal device software (i.e. firmware) on the [Downloads](#) section of our website. The following instructions outline how to install firmware on BrightSign players.

Attaining the Current Firmware Version

If you want to know which version of firmware is currently installed on your BrightSign player, you can power on the player (while it is connected to a monitor with a VGA or HDMI cable) with no SD card(s) inserted. The firmware version number will be displayed on screen once the boot process is completed.

Updating BrightSign Player Firmware

Follow these steps to update the firmware of a player with an SD card:

1. Click the **Download** button on the download page that corresponds with the model number of your BrightSign player.

Note: *Firmware versions for different model families are often designated with the same number, but they are different files. Make sure to use only the update file that corresponds to the model number of your BrightSign player.*

2. Unzip the downloaded file and copy the `.bsfw` file to the root directory of your SD card.
3. Insert the SD card into your BrightSign player.
4. Power on the BrightSign player.
5. Ensure that the orange “update” LED is blinking during the update process (except on LSx22 models). Once the player has finished updating, it will automatically delete the `.bsfw` 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, ensure the following:

- The update file is in the root directory of the SD card. For example, if Windows designates your SD drive as **G:**, then the directory for the update file will be **G:/<*-update>.bsfw**.
- The SD card contains only one file with a `.bsfw` 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 Rescue Mode

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 Rescue Mode:

1. Copy the *.bsfw* update 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 **SVC** button located on the side of the player.
5. Power on the player while holding the **SVC** button. The orange “update” LED (available on all models except on the LSx22) may turn for a moment at boot: Hold the **SVC** button until the orange “update” LED stays on.
6. 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:

These 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](#).