

Diagnosing BrightShow issues -

Troubleshooting playback issues:

1. Please identify the error as precisely as possible.
Error could be “No playlist in this period”: *Check player date and time*
“Playlist or content mismatch” : *Check content/screen aspect Horizontal or Vertical?*
2. Please verify the firmware version on each player.
Firmware must be at least version 3.1.3 (Firmware updates can be acquired from Gallery Support)
3. Please confirm the type, aspect, pixel size and files size of the image or video
Images and video must not exceed 1920 x 1080 pixels, Video must be in either AVI, MP4 or WMV (Windows H.264 or Divx H.264 encoded format container)
Note: *Apple® Macintosh® renders without Divx encoded formats. These systems must have a Divx or Xvid component added to them and must use H.264 export to be compatible.*
4. Please confirm the method the content was loaded by.
What version of desktop program (if used)? Was there a create USB card error? Was there a network error?
5. Please confirm the type of operating system used to create, convert and load the content.
This will usually determine compatibility issues. (Issues can occur when USB drives are improperly formatted or the desktop operating system is not allowing administrative rights to the desktop application.)
6. Is the player clock on the proper time-zone, time & date?
This can effect the “ no playlist in this period” error and or effect when content expires or when schedules actually play.

Troubleshooting network issues: (Applies only to network/cloud based users)

1. Is the network cable connected and are there activity lights on its connector at both ends?
Connectivity issues can start at the most basic level.
2. Is the internet service available through this connection live?
You can confirm this by plugging a laptop computer into the same network cable and reaching the internet through it. (Remember to disable other Wifi networks when doing so.)
3. Does the connection allow the player client to connect unrestricted?
Are there possible firewall issues or security blocks in place?
4. How long is the cable from this display/player to the network switch or router?
*An extreme cable run might compromise network Ethernet power to the player.
Anything over 100' is questionable without a properly powered switch.*
5. What other devices are on this same network? (POS?, Cameras, Other computers)
This might be a conflict issue with other IP devices. To resolve, either set a static internal IP on the player or reboot player and let the router using DHCP assign a new internal IP.
6. If the media is not playing (Player is stopped) can you see IP address and connection state in lower right hand corner of Splash screen?
It might also be necessary to have the remote control handy to check this and also to use the menu to check the player ID on the network.