



Installation Manual

ThinkSign Optoelectronics Inc

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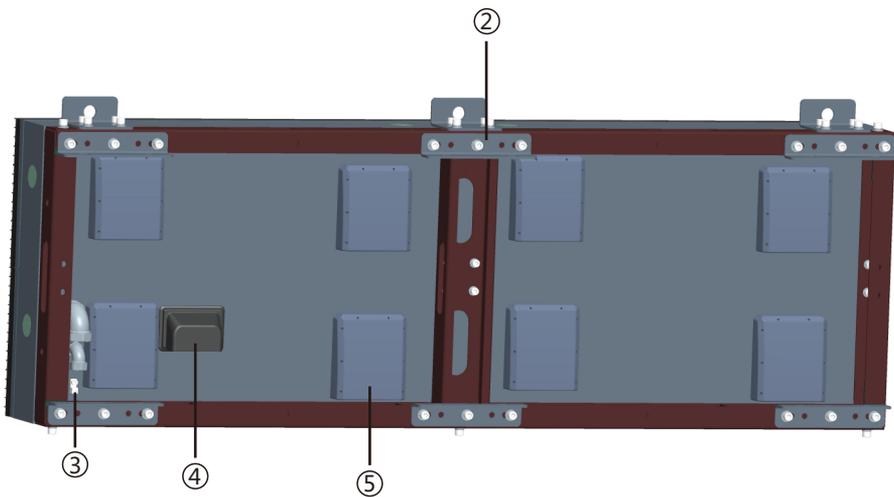
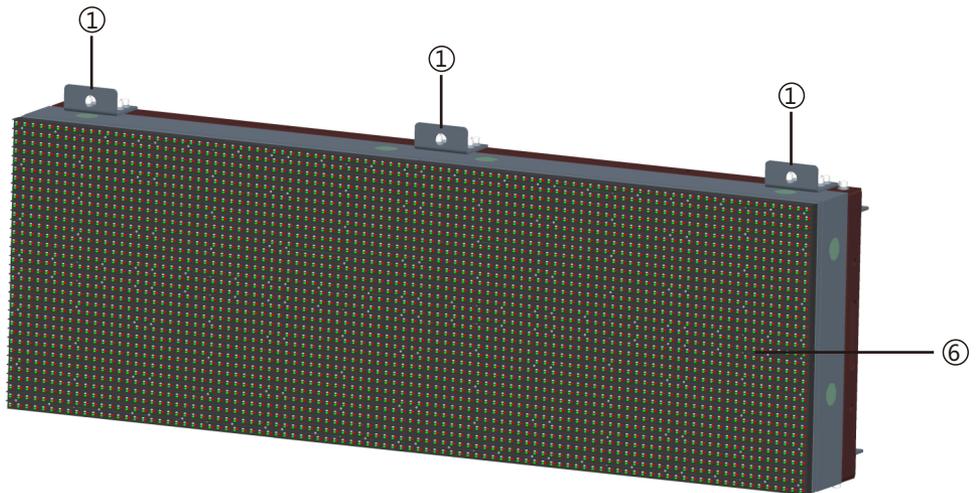
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Overview

PRODUCT DESCRIPTION

Thinksign is made up of numerous LED modules comprised of multiple rows and columns of aluminum powder coated cabinets held together by a steel frame. All of the LED displays are outdoor signs. Thinksign LED Displays are connected remotely over the Internet, wirelessly through bridges, or directly through Ethernet or fiber connections.

DESCRIPTION OF ACCESS

In order to access the Master cabinet a 4mm Hexagonal head screwdriver (Allen Wrench) will be included for convenience.

1. Insert the 4mm Allen Wrench in the recessed setscrew that is located on the front left hand side of the cabinet. The operator should face the front of the sign (Figure 1).
2. Next, turn the wrench counterclockwise to open the cabinet. It is important to note that the cabinet has 6 Allen Screws that need to be loosened to access the cabinet. 3 screws are located at the top of the sign and 3 screws are located in the bottom of the cabinet.

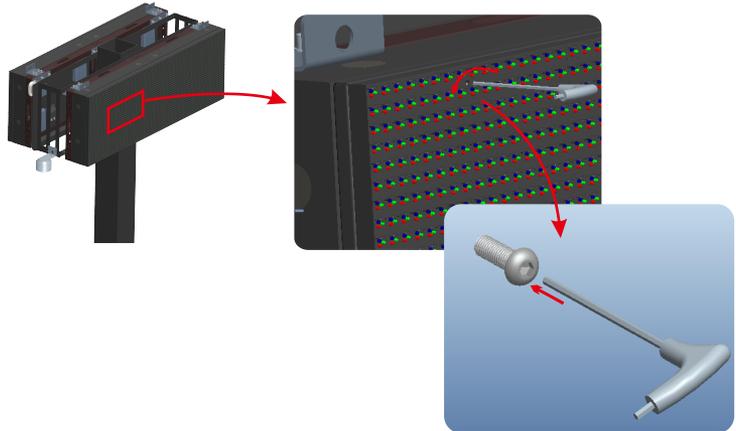


Figure1-Proper Allen Wrench Placement

3. Once loosened, pull out the door of the cabinet approximately 4 to 5 inches (Figure 2).

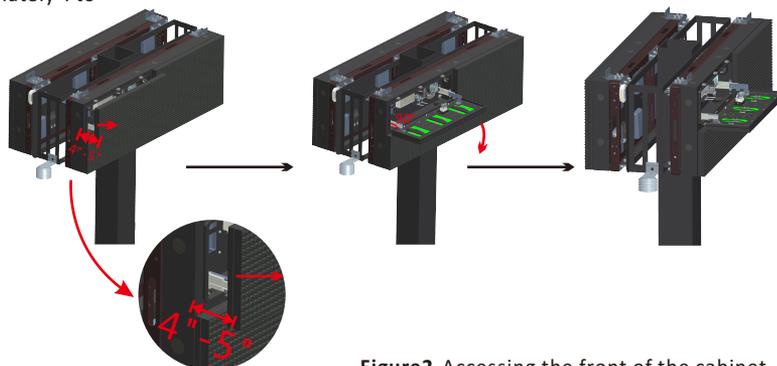


Figure2-Accessing the front of the cabinet

4. Then, push the door downward to make sure the door forms a horizontal 90-degree angle.
5. To put the cabinet back to the original position, repeat the same steps in reverse order.

NOTE: The Allen Screws are imbedded in the sign's cabinet.

MASTER & SLAVE UNIT DESCRIPTIONS

Master

The Master Cabinet includes a controller that powers both the LED display and internal computer software (Figure 3).

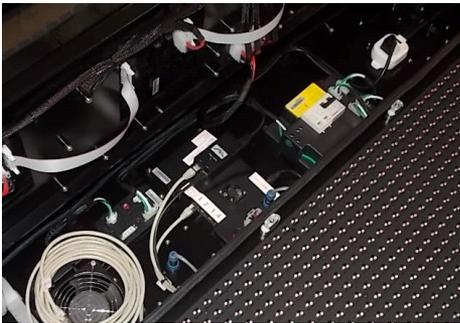


Figure 3–Master with controller

Slave

It is essential to note that all cabinets without a controller are Slave Cabinets (Figure 4).



Figure 4–Slave without controller

If the sign is a double-faced sign, where the sign is faced back-to-back, the side without a controller is a Slave Cabinet.
NOTE: The only difference between the Master and Slave units is the controller and the Surge Protector.
Both the Master and Slave Cabinets are labeled on the outside of each sign face.

Sign Handling

UNLOADING

- 1.To begin, attach the crane or other lifting device to the sign while it is still on the pallet.
- 2.Once moved to the proper loading area, unload the sign by gently lowering the sign. Once lowered, remove the shrink wrap.
- 3.The sign is procured to the pallet with straps. Cut the straps to dislodge the sign from the pallet.
- 4.Wooden blocks are placed on the top and sides of the sign. Remove the blocks.



Figure 5– Standard packaging

- 5.The lifting bracket (Figure 6) is placed at the top of the sign where the procurement straps loop through. It is advised to remove the lifting brackets due to unsightliness.



Figure 6– Lifting bracket

Mounting & Installation

SURVEYING LAYOUT & LANDSCAPE

When purchasing a sign, it is necessary to assess and understand both the layout of the building and the landscaping of where the sign will be installed. It is beneficial to the user to know the layout of the building to determine the size and length of cables necessary for communication. Thinksign provides the user with a 5m cable. Moreover, it is valuable that the installer knows what structure the sign will be mounted on to determine proper spacing for ventilation. Additionally, knowing the environment layout allows the installer to setup a proper distance of the sign to the point of communication (i.e. Sending Unit to Network Access should be no longer than 300').

FRAMING

Thinksign LED Displays are preassembled; no additional assembly is necessary. Thinksign's steel frame and removable mounting clip angles offer greater installation options.

GENERAL INSTALLATION

When mounting the sign, make sure the structure is designed to hold and accept the weight of the sign. The sign can be welded, bolted, cut, and/or framed to the identified structure. Thinksign has removable rear clip angles for installation purposes. The rear clip angles are provided for easy installation to angle irons. However, the installer is able to weld the steel frame to a mounting pole if desired.

All ThinkSigns are 10" in depth. However, the overall depth is 12" (inches) when the removable clip angle is used (Figure 7). The sign's cabinet depth is 7", the steel frame is 3", and the removable clip angle is 2".



Figure 7– Depth of sign

NOTE: All ThinkSign LED Displays are manufactured to the user's preference of size. Therefore, the displays are already preassembled and no stacking installation is required.

Mounting & Installation

SPREADER BAR LIFT

Depending on the size of the sign, it is usually acceptable for a crane to lift the sign into the proper structural area. If the sign is that of billboard size, it is advised to use a spreader bar lift to mount the sign in the designated area.

Spreader bars must be built out of strong enough material to move the sign without any refraction along the entire length of the bar.

The length of the spreader bar should at least be equal to or greater than $\frac{3}{4}$ of the sign's overall length.

All spreader bar straps must be of equal length. It is best if these straps are as short as possible.

CABINET INSTALLATION

Since the sizes of the sign mounting frames are different, the following installation method is only for your reference (Figure 8).

The figure represents a black pole, in the center, and a double-sided sign, one frame on each side of the pole.

In this case, it is advised to remove the clip angles on the back of the frames, otherwise, the clip angles will be in the way of mounting the frame flat against the pole. Use a 10mm Allen Wrench to remove both the clip angles and lifting brackets.

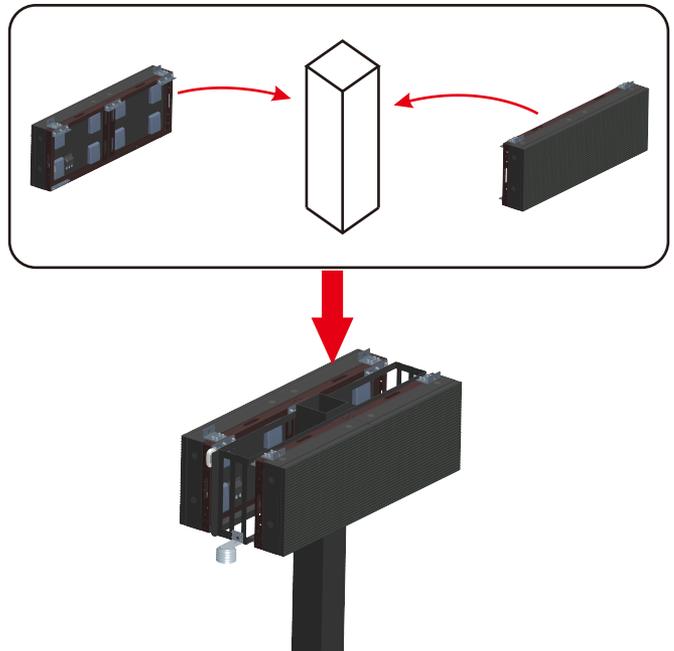


Figure 8– Installation

For a single-sided sign, please install the other sign in the same procedures listed above.

Temperature & Brightness Sensor Installation

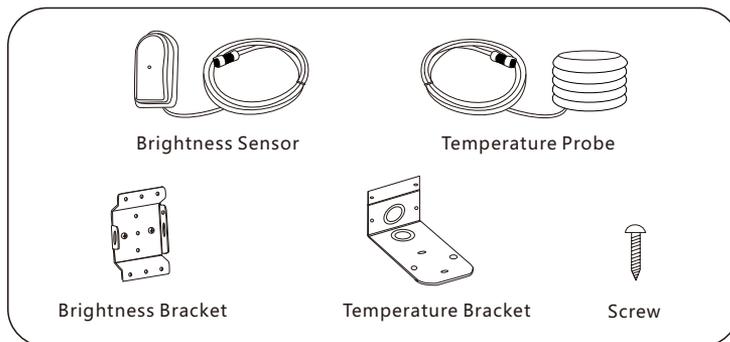
DO NOT install both temperature and brightness sensors, while the message center is powered on.

Both the temperature and brightness sensors play a pivotal role in the functioning of the signs. The temperature probe displays the environment temperature around the sign.

The brightness sensor automatically adjusts the brightness of the sign according to the ambient light levels. For instance, if the sun is shining on the sign, the brightness sensor changes the LED levels in order to better view the sign.

Accessories

All the accessories illustrated below are packed in the accessory box:



TEMPERATURE PROBE INSTALLATION

It is very important to note that the temperature probe should NOT be installed near or around any damp or wet conditions like sprinklers or fountains.

Temperature & Brightness Sensor Installation

TEMPERATURE PROBE INSTALLATION

It is very important to note that the temperature probe should NOT be installed near or around any damp or wet conditions like sprinklers or fountains.

1. Do Not mount the temperature probe on the top of the sign. Users must understand if the temperature probes are mounted upside down, the temperature gauge will be faulty and will not work.
2. To ensure proper installation, make sure the temperature bracket is placed on top of the temperature probes (Figure 9).
3. Once the bracket is in on top of the probe, fasten the screws tightly.
4. After the bracket is tightened to the probe, mount the bracket to the side of the installation frame (Figure 10). The top of the mounting bracket is bendable if needed.

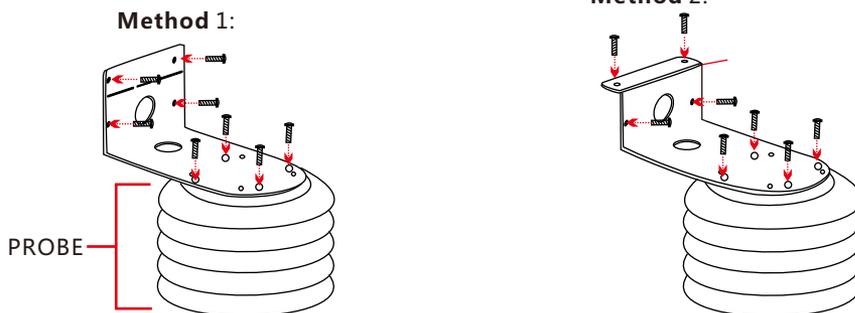


Figure 9-Temperature Probe

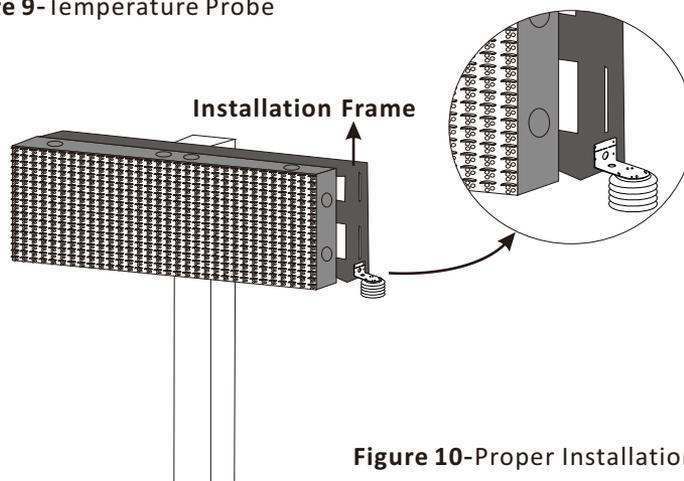


Figure 10-Proper Installation

NOTE: If the probes are facing downward and the bracket is on top of the probe, it has been properly mounted.

BRIGHTNESS SENSOR INSTALLATION

The sensor should be directly behind the right side of the sign's cabinet if looking straight at the sign. Place the brightness bracket on the back of the brightness sensor.

- 1.Next, tighten the screws to secure the bracket on the sensor (Figure 11).
- 2.Then, place the sensor, bracket side down, on the top right hand side of the installation frame.
The sensor should be placed on the front or side of the installation frame (Figure 12).
- 3.The front of the sensor should be facing the same direction as the face of the sign. Thus, the front of the sensor should be facing the very back of the sign's cabinet.
- 4.Once placed on the frame correctly, screw the brackets securely on the frame.



Figure 11-Brightness Sensor

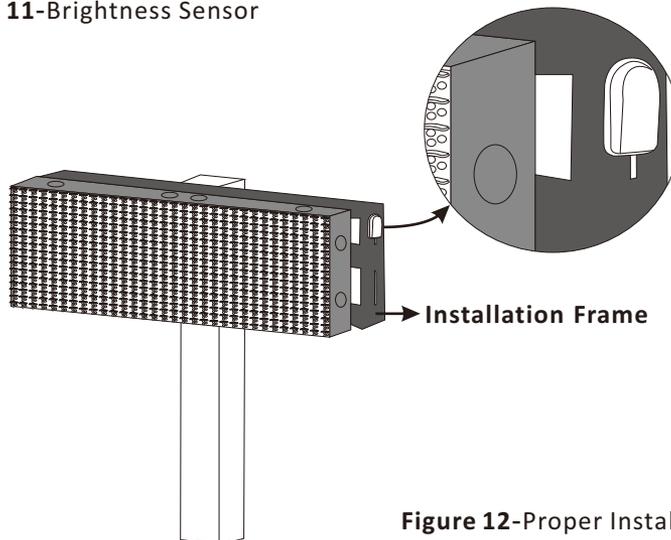


Figure 12-Proper Installation

Method 1 shows the bracket being mounted horizontally. Method 2 illustrates mounting the bracket to the sensor vertically. Either way is acceptable. It is determinant on the user's preference as well as structural shape and size the sign is being installed upon.

NOTE: DO NOT install or attach brightness or temperature sensors to the side of the aluminum cabinet. Install or attach to the steel frame **ONLY**.

Ventilation Requirements

REAR-VENT DESIGNS

Allow a minimum of a 1.5" gap per face behind the sign for proper airflow (Figure 13). However, it is recommended to have a 2" gap for precautionary measures.

DO NOT obstruct the airflow of the backs of the cabinets. Otherwise, the sign will overheat and not perform to highest quality.

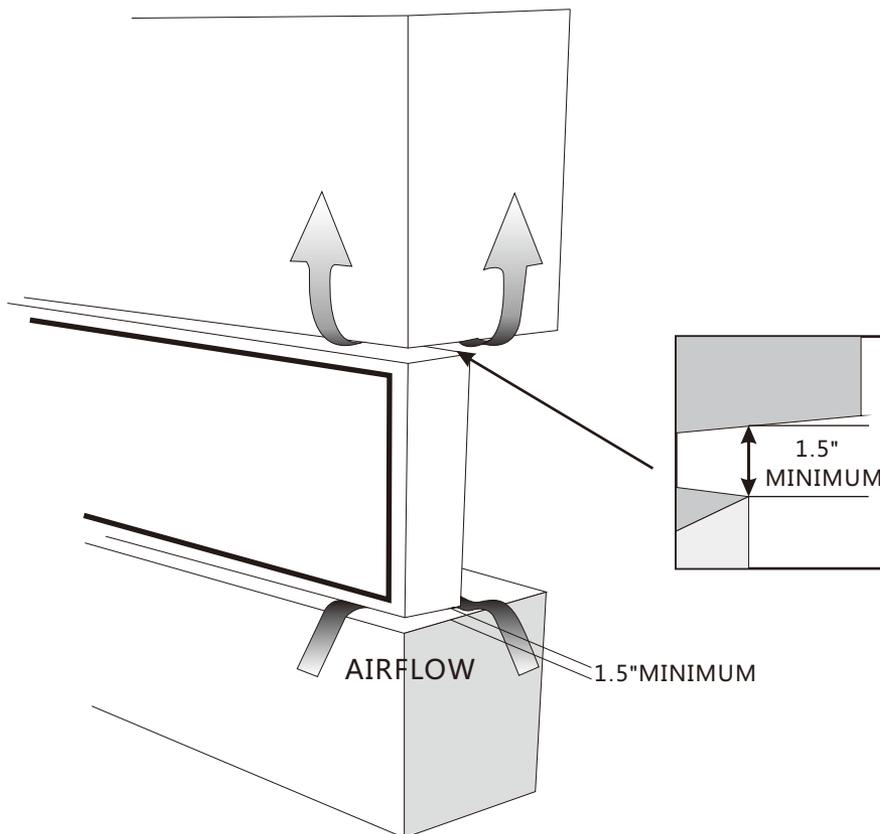


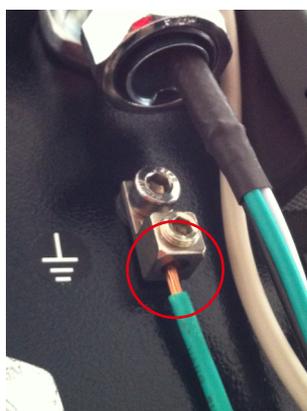
Figure 13-Ventilation measurement

NOTE: It is not advised to cover the front of the sign with glass or polycarbonate, this will not hurt ventilation or obstruct airflow but it will leave a residue hurting visibility.

Earthing & Grounding

The purpose of grounding is to protect the equipment from any electrical disturbances (i.e. Lightning).

1. Install at minimum a 4' long, copper-clad ground rod close to the base of the sign by submerging the rod as far as it can into the ground. The close proximity of the rod ensures safety of the sign.
2. Next, place a ground terminal to the grounding rod, if not already done so. A ground terminal is already placed on the back of the cabinet for accessibility. It is in shape of a lug nut in the bottom left hand corner of the cabinet.
3. Insert a 6mm Allen Wrench into the terminal and turn counterclockwise to loosen the screw.
4. Next, insert the ground wire into the terminal.
5. Then, make an electrical connection from the ground rod to the Master cabinet.



DO NOT use steel poles because it may corrode over time. Copper-clad ground rods resist corrosion and retain their grounding properties.

Electrical Code Requirements: The sign must be installed in accordance with the requirements of the National Electrical Code and/or with other appropriate local codes and ordinances.

Wiring

Electrical Requirements: Various LED signs require 120-volt single-phase electrical service with 2 wires: 1 hot leg and 1 neutral. In addition, an earth ground is needed. Some enormous signs need 240-volt single-phase electrical service. It should include 3 wires: 2 hot legs and 1 neutral. Similarly to the 120-volt single-phase electrical service, an earth ground is needed. Refer to the sales/order sheet for the electrical service required for the sign. For 240-volt service, the current listed is just per hot leg not the total amount. If there is any disagreement or question, contact ThinkSign Support for confirmation prior to install. Surge suppression is manufactured in the sign, however additional surge protection may be added.

POWER CORD CONNECTION

The location of the sign's power cords is placed on the back of the sign. However, the cables are positioned inside of a protective power box. The cables are in 3 distinct colors: black, grey, and green. This allows the user to know how to connect the wires.

1. To begin, the user will need either a Phillips or Flathead screwdriver.
2. Secondly, locate the grey power box on the back of the sign (Figure 14).
3. Next, unfasten the screws to take off the door of the power box. There should be four screws to unfasten (Figure 15).
4. Once removed, you will see three power cables fixed inside.
5. Take out the power cables to connect to your power distribution box.
6. It is important to locate the power distribution box since that is the actual form of electrical current.
7. When you have located the power distribution box, bring the box's cables to the power cords of the sign.



Figure 14-Power Box



Figure 15-Unfastened

8. Then, twist the ends of the sign's power cords to the ends of the power distribution boxes cables (Figure 16). It is important to realize the exposed wiring must be the only wire that is twisted with the other power cords. Otherwise, the plastic tubing surrounding the wire will not conduct electricity.

9. Once the wiring ends are twisted to the power source's cords, it is recommended to screw on wiring nuts to the exposed wiring (Figure 17).

NOTE: For safety reasons, it is always recommended to screw on wiring nuts to any exposed power cords or wiring. The installers are advised to place wing nuts on the cables.



Figure 16-Twisted ends

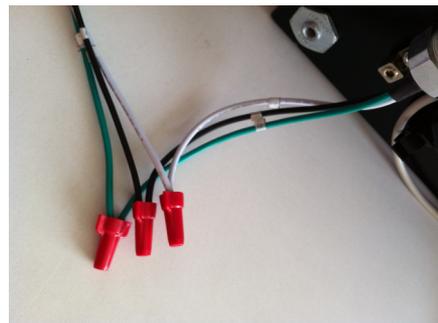


Figure 17-Wiring Nuts

SIGNAL CABLE CONNECTION

The signal junction box can be located on the back of the sign. The junction box is important to monitor and provide both temperature and brightness signals to the sign.

Provided are the RS-232 communications cable, the brightness sensor cable, and temperature probing cable.

1. To begin, locate the signal junction box on the back of the sign (Figure 18).



Figure 18-Signal Junction Box

2. Next, there are 3 blue safety tops on the bottom of each port. Loosen all 3 tops by turning them counterclockwise (Figure 19).
3. Once unfastened, grab all three cables mentioned above.
4. Start by inserting the RS-232 communications cable into the RS-232 Serial Port (It looks like a computer connecting to a LED sign).
5. Then, to lock the cable into place, twist clockwise until fastened.
6. After the RS-232 cable is in place, repeat the same steps for both the brightness and temperature cables.

NOTE: Thinksign has provided the installer convenience by already connecting the temperature and brightness sensor cabling (Figure 20). Also, the RS-232 cable is only a backup method.



Figure 19-Unfastened



Figure 20-Already installed

CATEGORY 5 CABLE CONNECTION

The Category 5 (Cat. 5) connection is important for carrying signals to an Ethernet and/or wireless connection.

1. The first step in installing the Cat. 5 cable connection is accessing the Master cabinet. As illustrated in the above section of opening the cabinet, use the hexagonal screwdriver to open the cabinet.
2. Once opened, notice the labeling of numbers 1 through 4 and a sticker that displays the serial, LAN, and sensor ports (Figure 21).



Figure 21-Sticker displays

3. Also, a coiled white cable inside the cabinet (Cat. 5 Cable) should be visible. One end of the Cat. 5 cable should already be connected to the POE port of the POE box (Figure 22).
4. Then, take the other end of the Cat. 5 cable labeled, "Wi-Fi" and feed it through the stainless steel elbow (metal pipe) (Figure 23). It will look like a big hole in the cabinet. This end connects to the receiver (illustrated more in "Wi-Fi Connections Section").
5. Next, open the slave side master cabinet following similar directions to that of the master side.
6. Notice that the slave side master cabinet also has a coiled Cat. 5 cable. The video hub has two stickers indicating video out and in. One end of the cable should already be attached to the video in port (Figure 24).
7. Take the other unattached end and feed it through the slave's stainless steel elbow.
8. Once fed through the elbow, feed it through the elbow of the master sign. The user is now connecting the Cat. 5 cable of the slave into the master's controller.
9. After feeding the unattached Cat. 5 cable of the slave through the master's elbow, connect the end to any video out ports (labeled 1-4). It is advised to connect the cable to the port labeled 3 (Figure 25).

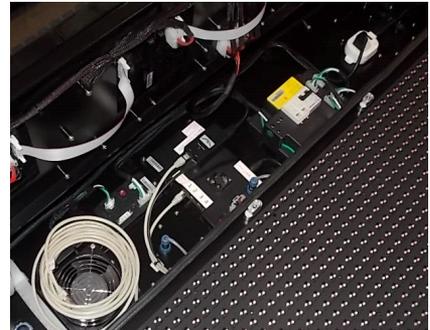


Figure 22-Inside Master Cabinet



Figure 23-Steel Elbow

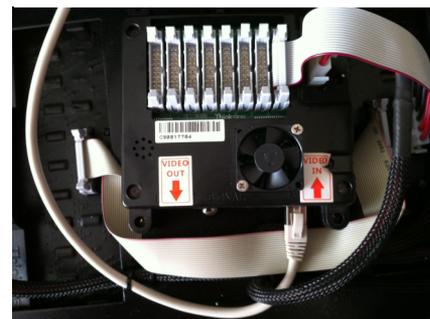


Figure 24-Video Port



Figure 25-Video Out in Master Cabinet

NOTE: The installer and/or user will need an additional Cat. 5 cable for the unknown distance between the sending unit and point of network access (i.e. Router, switch, or Ethernet port). Install both the receiver and sender in the later section titled, "Wi-Fi Communications."

Communication

SOFTWARE INSTALLATION

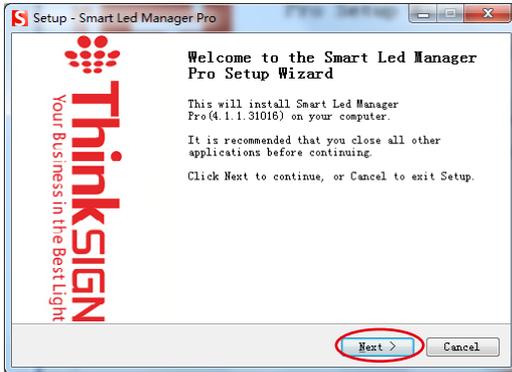
Once everything has been properly connected, it is time to install the Smart LED Manager Pro Software system contained on the USB. The USB should be located in either the sender or receiver boxes.

1. To begin, insert the USB into the USB port of your computer. Once the USB is inserted a window will pop up to begin a download.
2. Read the directions then simply click on the next button to proceed with the Manager Pro software download.
3. Next, a license agreement window will pop up. Read through the terms to carefully understand the agreement.
4. Once read and agreed upon, click on the button that says, "I accept the agreement."
5. If you do not agree, click on the "I do not accept the agreement" button.
6. Once agreed, click the next button.
7. After clicking next, a new window for a default location folder will show.
8. In the box it should be labeled, "Smart LED Manager Pro."
9. Once confirmed that is what it says in the box, click next.
10. A new window asking for additional tasks should now be on your screen.
11. A box that says, "create a desktop item" should be checked. If not, do so at this time.
12. Once checked, click next.
13. The next window that pops up should be indicating ready to install. Once confirmed, click the button that says, "install."
14. Lastly, clicking on the install button shows the final window completing the Smart LED Manager Pro Setup. Make sure the "Launch Smart LED Manager Pro" button is checked to launch the program once clicking finish.

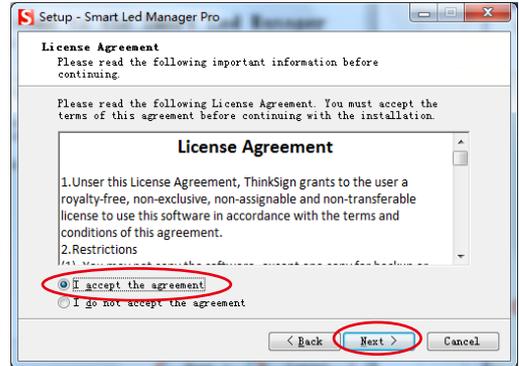
The illustrations below provide a step-by-step depiction of what the windows and buttons will look like.

Furthermore, it provides the same directions above but shown with images.

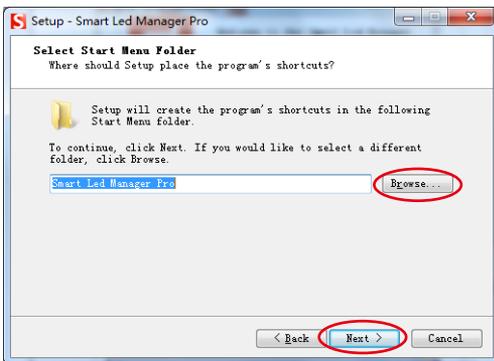
1) Click **Next**.



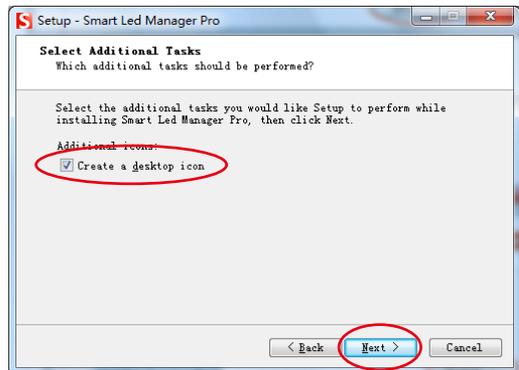
2) Select **I accept the agreement** then **Next**.



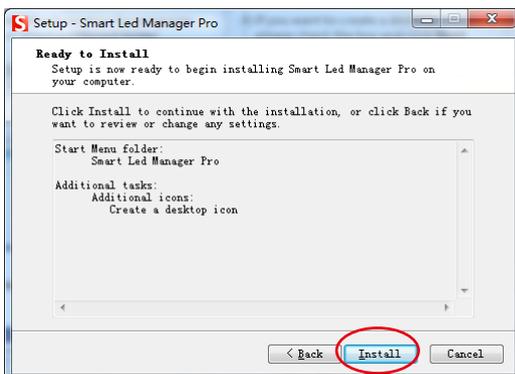
3) Accept the default location for programs shortcut or select a different folder.



4) If you want to create a desktop icon, please check the box and click **Next**.



5) Click **Install**.



6) Check "**Launch Smart LED Manager Pro**" and then click **Finish**.

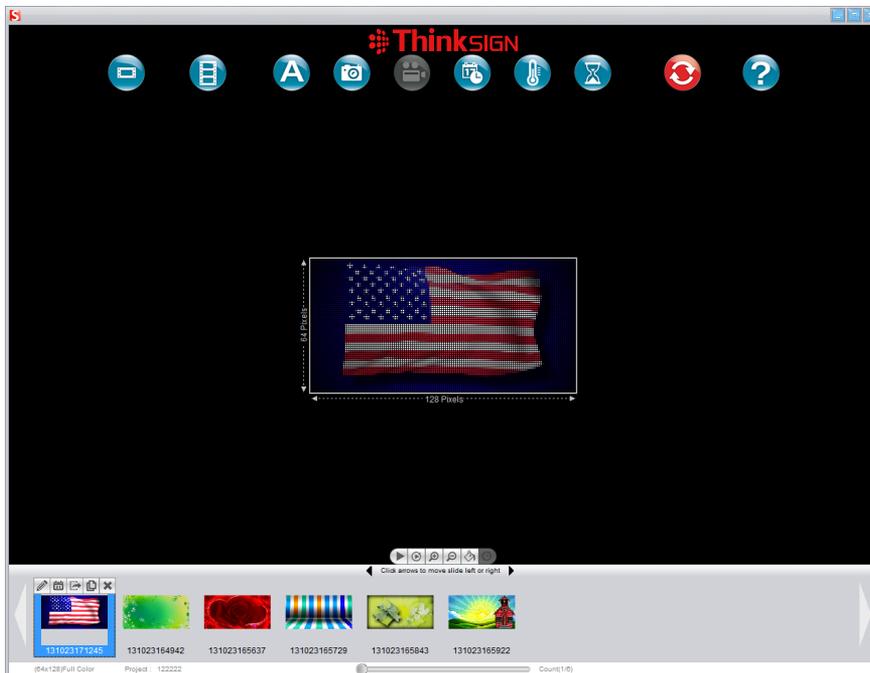


USING THE SOFTWARE

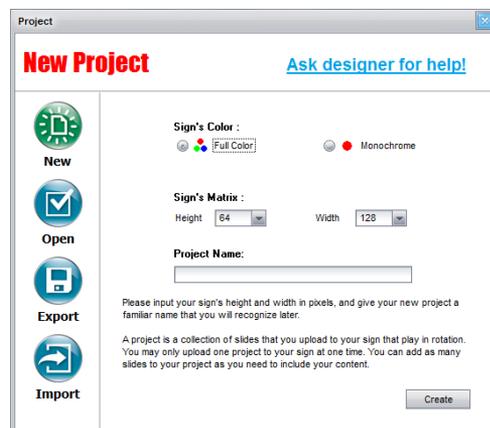
Once the program is downloaded, one of two things will happen: if you checked the “launch Smart LED Manager Pro” box, the software should have already opened or you now have the Smart LED Manager Pro icon on your desktop due to not checking the box.

If you did not check the box, go ahead and click the icon at this time. After launching the application, the main interface should come up on the screen.

STARTING A NEW PROJECT



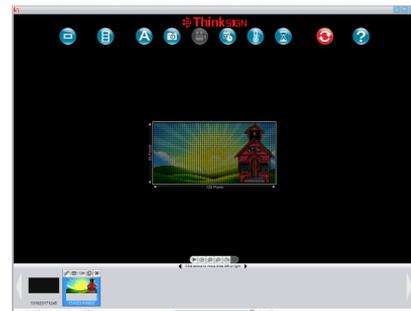
1. From the interface, click on the new project icon on the upper left-hand portion of the screen. It is displayed with a paper icon.
2. Once clicked, create a new project window will appear to ask the size of the sign and the color preferences. If wanting, the user can name the project, which is highly recommended. Make sure the appropriate sizing is inputted.



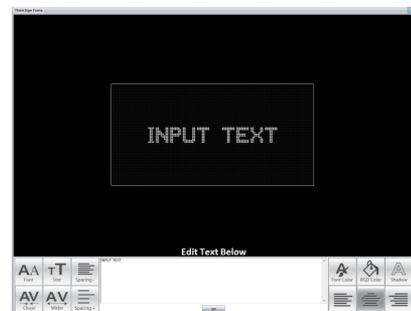
3. After inputting the correct size (Matrix), color preference, and name of the sign, click the create button.
4. A blank screen should appear.
5. In order to download new template backdrops click on the red computer icon on the top left-hand screen next to the question mark icon.



6. When the icon is clicked, a screen uploads for the user to download new backdrops.
7. Click on any background and then select import.
8. Once imported, the old black background will be the new backdrop.



9. From here, the user has multiple options: create a new custom text (basic text), MS text (sophisticated text), add a picture, add a video, add a date and time, add temperature gauges, set-up a timer, or add a text variable (animated text).



10. As an example, click MS text.
11. From there, a black screen will appear that says add text input here.
12. At the bottom black screen type in any message for the viewer to see. Once typed, click OK on the bottom right hand corner.



13. Now when the screen pops up, the message is written on the backdrop. The message is now able to move to any area of the background. To delete the message, right-hand click the message and select delete.



NOTE: If needed, there is both a link to download the software and software tutorial on the Company's website: www.thinksign.com

Wi-Fi COMMUNICATIONS

Thinksign LED displays are shipped with Dynamic Host Configuration Protocol (DHCP). Meaning that connecting the sender, receiver, and sign to the local area network should allow the user to connect with the network and integrate automatically. DHCP (allows the network to assign the display an IP address automatically), is the easiest communications setup due to smart LED Manager Software can scan an LAN for Thinksign Displays.

CAT. 5 CABLE TO RECEIVER

The sign's receiver unit is preconfigured and is shipped with the master sign.

1. Open up both the sender and receiver boxes. It will be properly marked on the front of the box whether it is a sender or receiver with a red and white sticker.
2. Once opened, start with the receiver. The box will have a white console (the receiver), a rectangular Power Over Ethernet (POE) box, and a power cable (Figure 26).



Figure 26-Receiver, Power Box, Power Cable

3. At this time, open up the Master cabinet.
4. Once opened, attach the power cable to the back of the POE box.
5. Bring the attached power cable and POE box to the inside of the cabinet (Figure 27).
6. From there, plug the power cable into the power outlet in the cabinet (Figure 28).
7. Next, plug a two-sided Ethernet cable in the LAN port of the controller and into the POE box labeled LAN.
8. Then, notice a Cat. 5 cable attached to the POE box in the POE port. The other end should not be connected. It will be coiled up with the other open end labeled, "Wi-Fi."
9. Next, feed the unattached Cat. 5 cable labeled, "Wi-Fi" through the elbow of the sign.
10. Next, connect the "Wi-Fi" labeled end into the receiver (Figure 29). To access the ports of the receiver notice a waterproof slider door. Slide the door open by unlatching the very bottom of the receiver.
11. The receiver is now setup.
12. Next, grab the sender.
13. Attach the power cable directly to the POE box of the sender, like done to the receiver.
14. The installer will need to have an extra Ethernet cable. The installer will be provided with 3 cables and 4 will be needed to install.
15. Next, plug the power cable into an outlet.
16. Plug one of the two remaining two-sided cables into the POE port of the POE box.
17. The other end will go directly into the sender by removing the sliding door similar to the receiver.
18. Once plugged in, grab the last two-sided cable.
19. Plug one end of the cable into the LAN port of the POE box. Next, plug the other end to the area of Internet access (i.e. Computer, router, radio, etc.) (Figure 30).



Figure 27– POE Box inside the Master Cabinet



Figure 28– Power Outlet in Cabinet



Figure 29– Cable into Receiver



Figure 30– Point of Internet Access

Once everything is configured, power on the sign. The sender and receiver automatically connect through Wi-Fi. The sign controller is already configured to obtain an IP address by default. For the sign to obtain the IP address from the internal network (i.e. router), the sender and receiver must boot and calibrate before the sign will obtain an IP address from the network. Please allow the sender and receiver 2-3 minutes to boot up.

HOW TO ASSIGN A STATIC IP ADDRESS

When establishing the home network it is sometimes necessary to assign each computer its own IP address instead of using Dynamic Host Configuration Protocol (DHCP).

Using Static IPs averts address conflicts between devices and allows the user to manage them easier. It must be noted that Thinksign Software is only compatible with Windows XP or greater.

WINDOWS 7

1. In Windows 7, to change the computer's IP address type in network and sharing into the search box in the Start Menu (Figure 34).
2. Then, select Network and Sharing Center when it pops up.
3. When the Network and Sharing Center pops up, select Change Adapter Settings (Figure 35).
4. Right-click on your local adapter and click Properties (Figure 36).

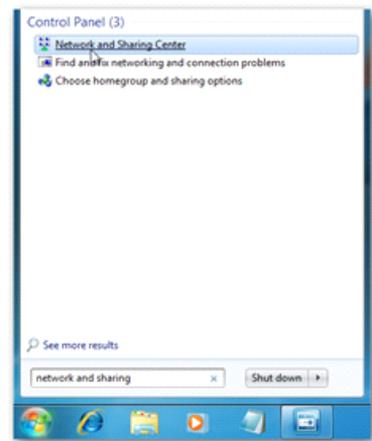


Figure 34

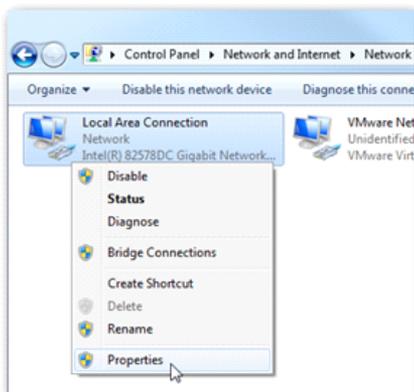


Figure 36

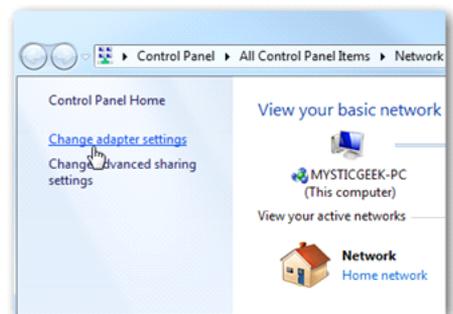


Figure 35

5. Scroll down to the Connection Properties window and highlight "Internet Protocol Version 4 (TCP/IPv4)" then Click the properties button (Figure 37).
6. Now select the radio button use the following IP address and enter in the correct IP, Subnet mask, and Default gateway that corresponds with your network setup (Figure 38). Then enter your Preferred and Alternate DNS server addresses. Here we're on a home network and using a simple Class C network configuration and Google DNS.
7. Check validate settings upon exit so Windows can find any problems with the addresses you entered. When you're finished click OK.
8. Now close out of the Local Area Connections window. Once the window closes a new window will pop up either indicating there is a problem or no problem occurred (Figure 39).

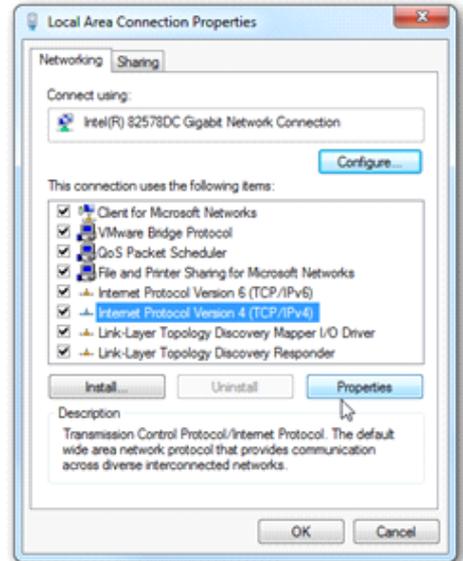


Figure 37

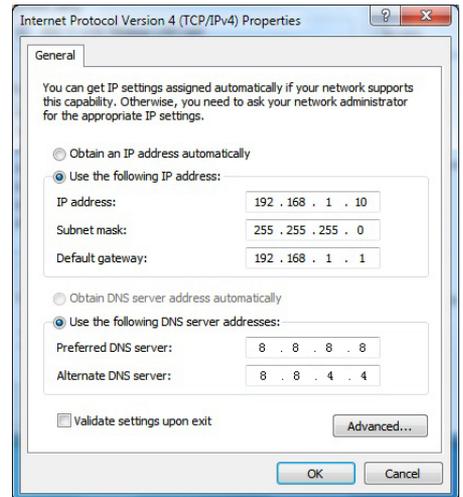


Figure 38

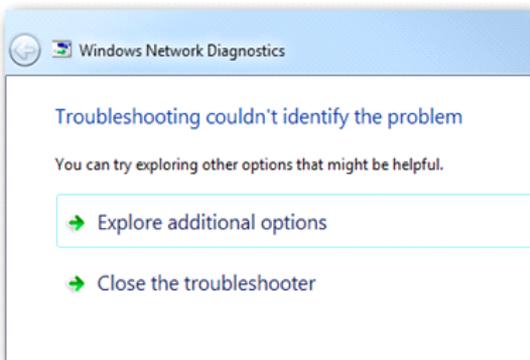


Figure 39

Windows 7 will run network diagnostics and confirm the connection is working. In this example, no problems occurred, but if you did, you could run the network-troubleshooting wizard.

Now one can open the command prompt and do an ipconfig to see the network adapter settings have been successfully changed (Figure 40).

```
Windows IP Configuration

Ethernet adapter Local Area Connection:

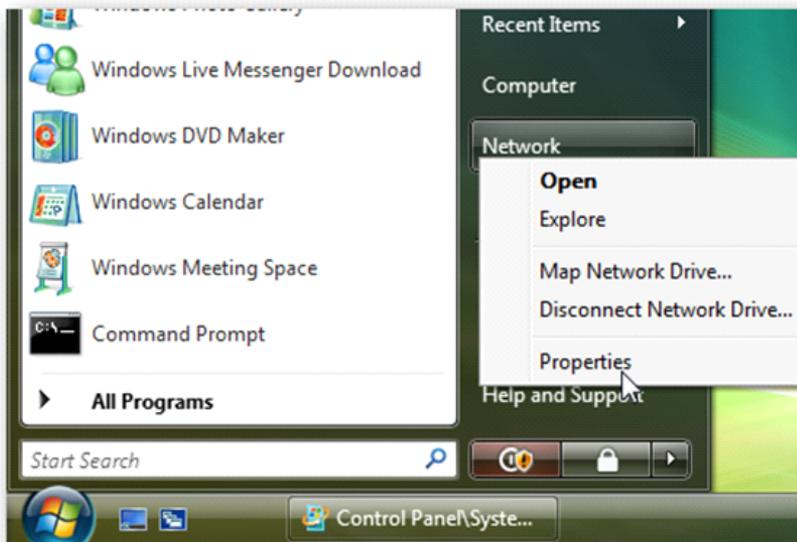
    Connection-specific DNS Suffix  . : 
    Link-local IPv6 Address . . . . . : fe80::11e3:1d23:a
    IPv4 Address. . . . . : 192.168.1.10
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1
```

Figure 40

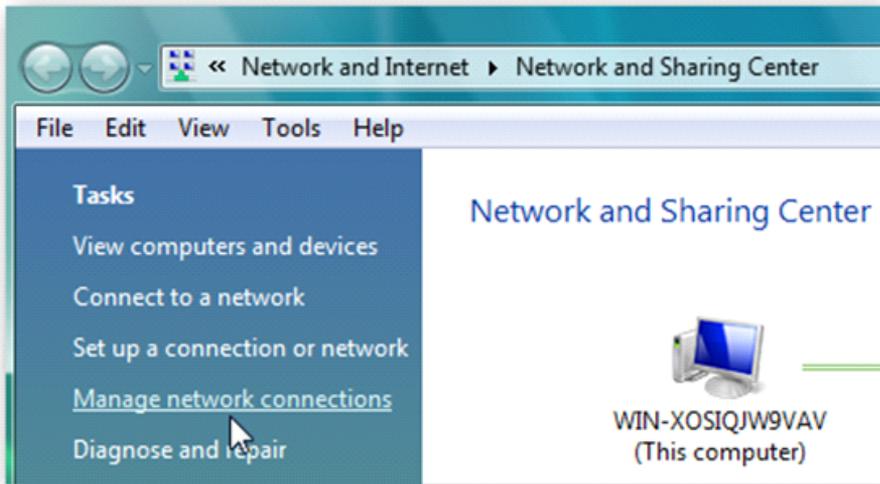
WINDOWS VISTA

Altering the IP from DHCP to a static address in Vista is similar to Windows 7, however, getting to the correct location is different.

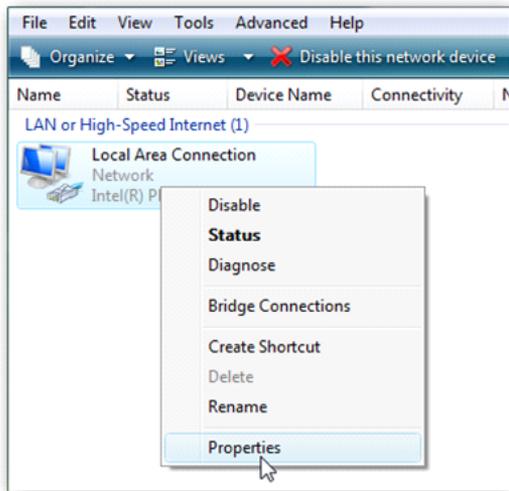
1. Open the Start Menu, right-click on Network, and select Properties.



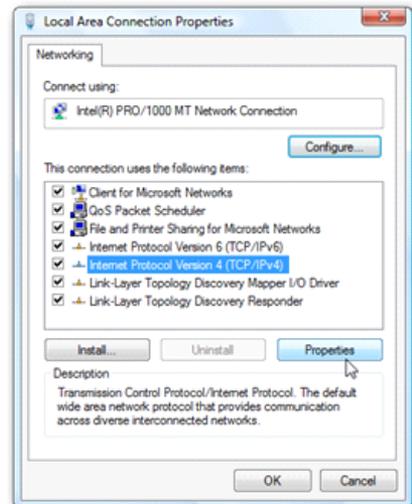
2. Once the Network and Sharing Center opens, Click on Manage network connections.



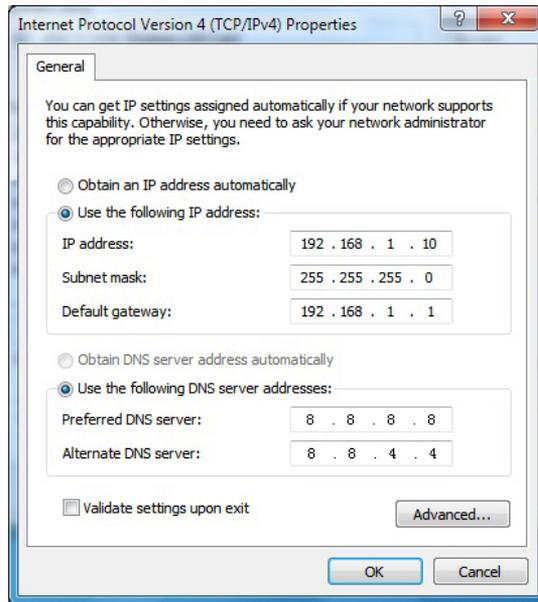
3. Next, right-click on the network adapter you want to assign an IP address to, then Click properties.



4. Highlight Internet Protocol Version 4 (TCP/IPv4) then Click the Properties button.



5. Now change the IP, Subnet mask, Default Gateway, and DNS Server Addresses. Once finished, Click OK.



6. Close out of Local Area Connection Properties for the settings to go into effect.

7. Open the Command Prompt and do an ipconfig to verify the changes were successful.

```
C:\Users\mysticgeek>ipconfig

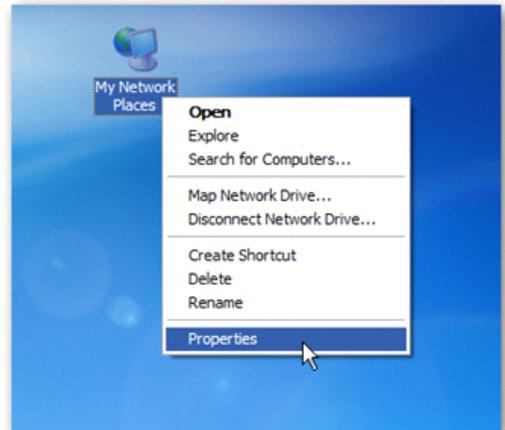
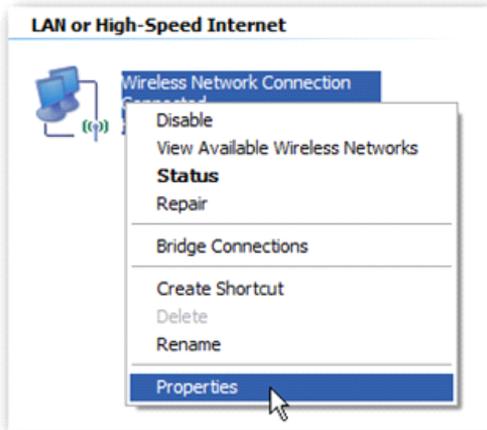
Windows IP Configuration

Ethernet adapter Local Area Connection:

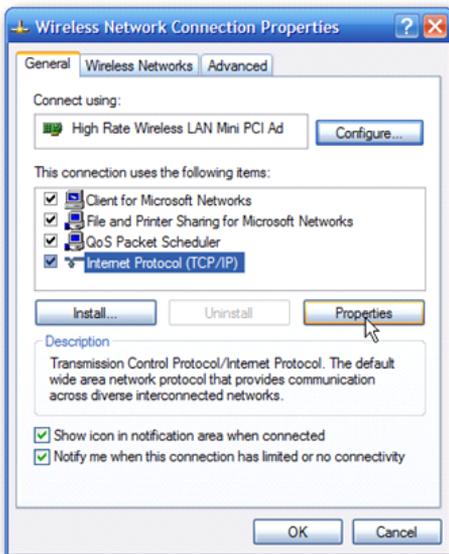
    Connection-specific DNS Suffix . . . : 
    Link-local IPv6 Address . . . . . : fe80::b1b1:6eba:
    IPv4 Address. . . . . : 192.168.1.10
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1
```

WINDOWS XP

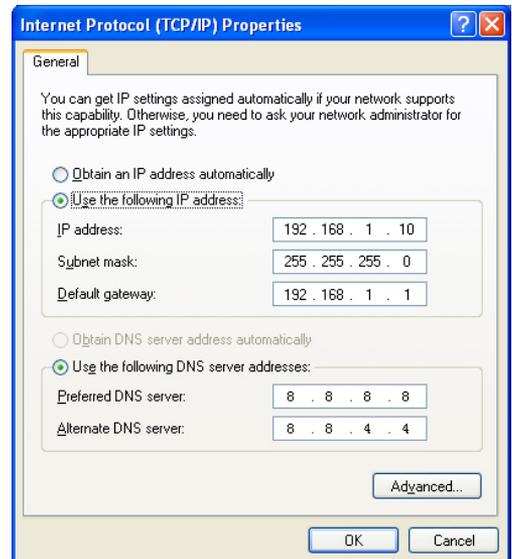
1. Right-click on My Network Places and select properties.
2. Right-click on the adapter you want to set the IP for and select properties.



3. Highlight Internet Protocol (TCP/IP) and Click the Properties button.



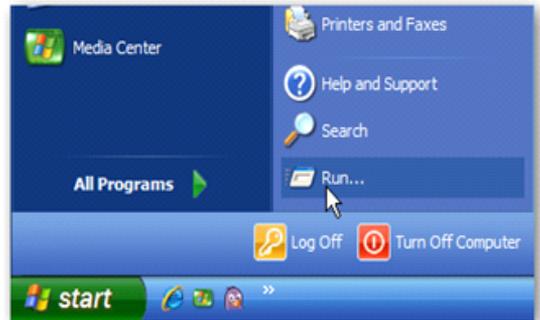
4. Now change the IP, Subnet mask, Default Gateway, and DNS Server Addresses. Once finished, Click OK.



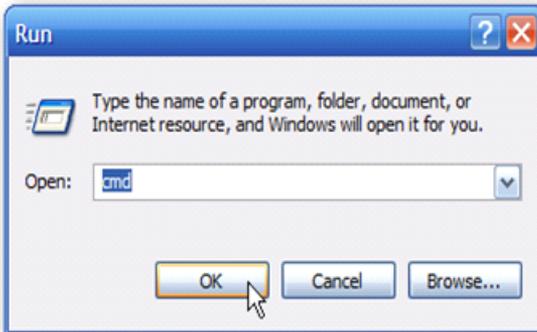
5. Close out of the Network Connection Properties screen before the changes go into effect.



6. Again verify the settings by doing an ipconfig in the command prompt. In case you're not sure how to do this, click on Start then Run.



7. In the Run box type in cmd and click OK.



8. Then at the prompt type in ipconfig and hit Enter.



NOTE: If you have a small office or home network, assigning each computer a specific IP address should make it a lot easier to manage and troubleshoot network connection problems.

Maintenance

Thinksign Displays, if properly installed, need no maintenance. In the event a component needs to be replaced, Thinksign support staff prefers to receive a picture of the problem to properly diagnose and ship the proper replacement component.

PLEASE SEND PICTURES TO: Support@thinksign.com

In case of needing a module replaced, the illustration depicts how to appropriately replace the module.

BEFORE ANYTHING, MAKE SURE TO HAVE THE SIGN POWERED DOWN.

- 1.First, open up the cabinet door by using a hexagonal screwdriver and gently lower the cabinet into a 45-degree angle.
- 2.A Phillips screwdriver is needed in replacing the module.
- 3.Once the cabinet door is opened, notice the screws on the edge of the cabinet. The screws are embedded and must be unfastened to release the modules.
- 4.Before unscrewing the screws, make sure the data cables are unfastened.
- 5.To unfasten the data cables, locate the fastener clips at the end of the data cables (white plastic clips). Press the two hinges outward to pop the data cables out of the clips.
- 6.Next, identify which module is in need of replacement.
- 7.Once identified, unscrew the module from the cabinet door.
- 8.Replace the module.
- 9.Then, fasten the screws into the new module.
- 10.Lastly, close the cabinet door and fasten the screws back into place.

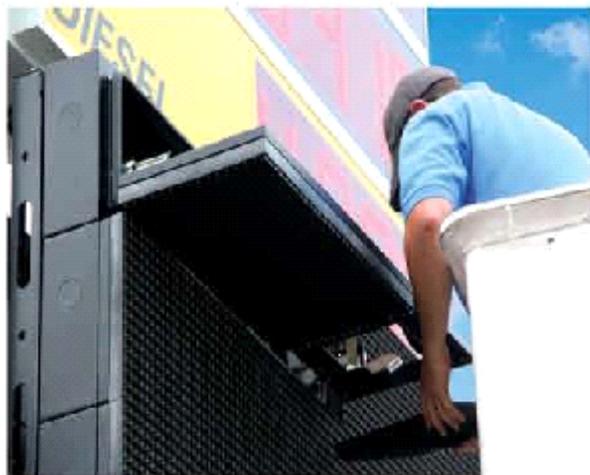


Figure 41

Frequently Asked Questions

Why Can't I Connect to My Sign?

Wi-Fi Connection

- If it is Wi-Fi, first course of action is to check and ensure that power is provided both to the sender and receiver.

Reboot Sign

- If power is ensured, make sure the sign is connected to the same network as the controlling computer.
- Next, scan for the sender and receiver from the Smart LED Manager Pro (SLMP) Software.

In SLMP, under setup, click the Wi-Fi discovery button.

- If no device is found, you have isolated the issue to be between the CPU and local network.
- If one radio is found, you have identified the sender and the loss of communication at the sign. Power cycle the sign and wait two minutes in an attempt to communicate.
- If the local Wi-Fi discovery tool identifies both the sender and receiver, the issue is at the sign. Check Ethernet cable between receiver and controller for both power and data.

Direct Connection

- If you cannot connect through direct connection, check in the section entitled, "How to Assign a Static IP Address."
- Also, check your Ethernet cable.

NOTE: If using Ubiquity Nano Stations, they provide both power and link quality lights. You can also use the above instructions to isolate the location of the issue.

What is the minimum distance between the Master and Slave signs when installed back-to-back?

- A minimum of 4 inches. The reason Thinksign recommends 4 inches is to allow the installer to access the cabinets.

Why did my download time out or fail?

- Consider repositioning either the sender or receiver for better line of sight or positioned around fewer obstacles.

Do I have to have an Internet connection to have a ThinkSign?

- No, you don't need to have an internet connection to use a ThinkSign Smart LED. You simply need a computer with a LAN connection to use the sign.

Will this work with my existing network for my business?

- Yes. Most cases we are able to help get the sign installed with or without the Wi-Fi and integrate it into your network according to your own needs.

Frequently Asked Questions

If we lose the projects, can we download the one from the sign?

- At this time, that is not available. We are currently working on enhancements on our software to possibly allow this.

Can I connect to my ThinkSign from anywhere to change it?

- That is possible. Configurations would have to be made to accomplish this, however.



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[Louisville Kentucky 40228](#)

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[Fax: 866-667-0537](#)

[E-mail: Support@ThinkSign.com](#)

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