

**Welcome to Your
New LED Sign**



**Your Sign's Unique
Information:**

LED Sign Manual
**Installer: Please give to
customer for their records.**

THANK YOU FOR YOUR PURCHASE!

The ThinkSIGN team is committed to supporting you.



Please Keep This Packet

It contains important information about your new sign. Your sign number is useful when calling for support and warranty needs. Your pixel matrix is necessary when making new projects.

Included in this packet are pages outlining your sign's unique information, our company contact information, software training and webinar, content resources, and a quick start guide for communication and software to get you started.

If you know someone who needs an electronic message center we happily pay \$250.00 to YOU when someone you refer purchases a ThinkSIGN!

Sign Content Services

There is free content within our proprietary software to help you get started right away with your sign. If you need additional content creation or management services here are some recommendations of businesses who provide those services:

SIGNPROgrammers, Inc.
1-855-474-4627
www.signanimations.com

Verge Digital Media
435-363-7205
info@vergedigital.com
www.vergedigital.com

Creative Bundle
727-465-3009
creativebundle@hotmail.com
www.creativebundle.com



ThinkSIGN Technical Support

Monday-Friday 8:30am to 5:30pm EST

Phone: 888-271-6807 | Email: support@thinksign.com

ThinkSIGN support is available to assist with software, communication, and diagnosis.

Wednesday Webinars

Our weekly Webinars every Wednesday at 11:00 am EST. Covering topics such as software best practices, sign troubleshooting, sign set up and more to ensure you get the most out of your investment.

Webinar login Information is available at: www.thinksign.com/wednesday-webinar

ThinkSIGN Troubleshooting Tips

**Please make sure everything is functioning properly before your Sign Companies Installation Technician leaves.*

My sign is being or was just installed

1. The sign installer should install your sender and receiver for your sign
2. Before the technician installing your sign leaves make sure you can connect to the sign with the software

My software won't connect to my sign. (Communication Issue)

1. Power cycle the radios by temporarily removing the power to the sender and the receiver
2. Check all the connections from the PC to the sender radio to be sure they are completely seated
3. Verify the cable from the PoE port to the Sender radio is no longer than 20 feet
4. Verify there is a solid white light on your PoE device
5. Verify the indicator lights on the back of the Sender radio are illuminated
6. If the Sender Radio is on your network check with your local IT administrator
7. If the Sender radio is isolated to one PC check to see if your network adapter has a static IP assigned to it - (See page 7 for instructions on how to set the static IP)
8. After these steps have been taken if communication is not restored please call our tech support number at 888-271-6807

My sign is not displaying the content correctly

1. Create a test pattern project of the following four slides of a solid background in each of the following colors (Red, Green, Blue, and White)
2. Connect to the sign and send the test pattern project
3. Take a picture of each color slide as it appears on the sign and email to support@thinksign.com

***We recommend you call your local signvage partner (where you made your original purchase) first for repairs.**

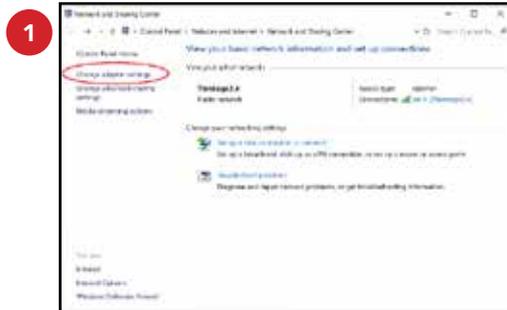
Connecting to Your Sign

Network Configuration Quick Set Up Guide for Your Sender.
(The Receiver is attached to your sign by your sign installer.)

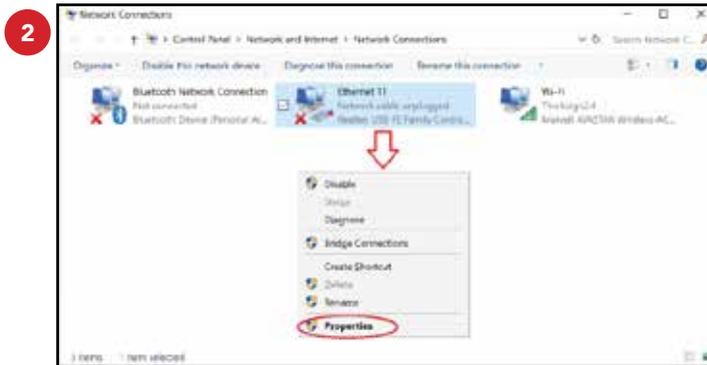


*This is a temporary option to get you started quickly. Your IT professional will be able to get your sign set up on your network as a more permanent secure solution.

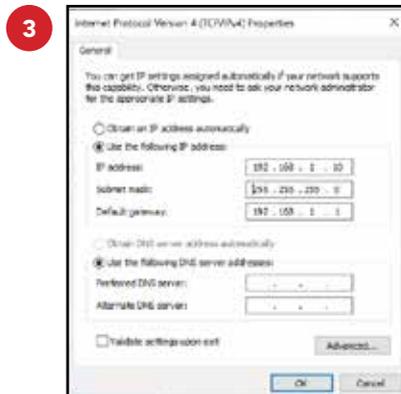
Setting The Static IP



In the "Control Panel" on your computer, click "Change Adapter Settings"

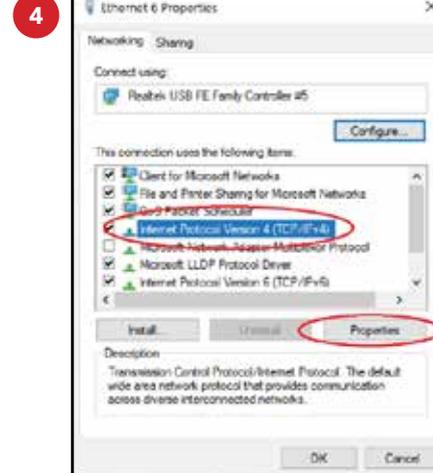


- Select USB Network Adapter (NIC) or local area network adapter (LAN) according to the way that it was connected to your local computer.
- Right click on selected adapter
- Click Properties



- Select "Use the following IP address"
- Type the following configuration in:
IP Address: 192.168.1.10
Subnet Mask: 255.255.255.0
Gateway: 192.168.1.1
- Click "OK" to save

DNS can be left blank or you can use your own domain's DNS as long as it allows network to communicate to 192.168.1.x range



- Select "Internet Protocol Version 4 (TCP/IPv4)"
- Click "Properties"

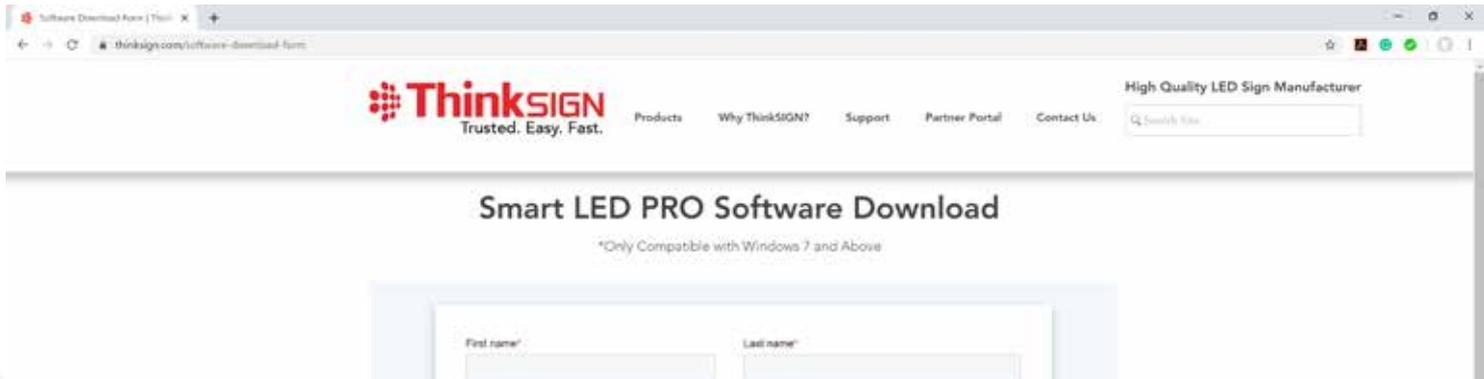
Software Quick Start

The following pages as a step-by-step guide for how use ThinkSIGN's proprietary software.

**If you prefer to watch a video tutorial here is a link to it:
<https://www.thinksign.com/led-software-tutorial-video>**

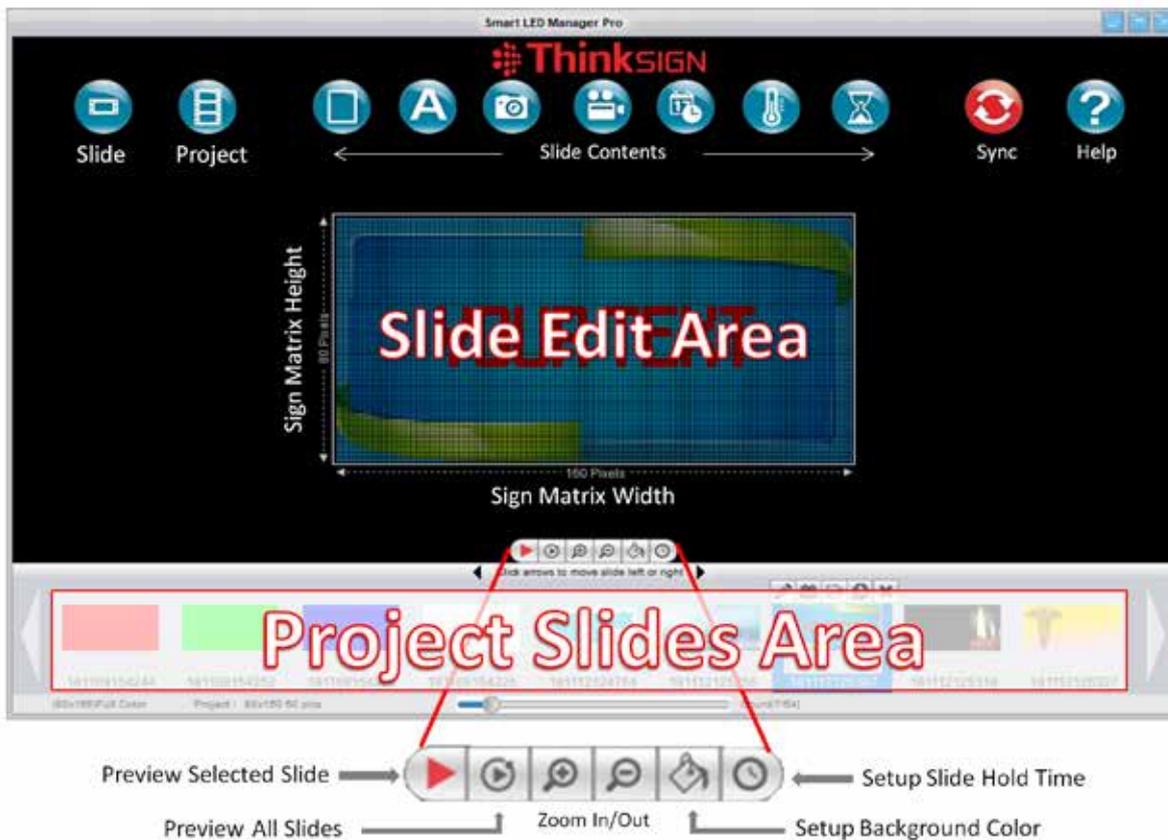
Downloading the Sign Software (Smart LED Manager Pro)

1. Go to **www.thinksign.com/software-download-form** and fill out/submit the form and click "Start Download"
2. Click "Click here to download the software" link, the software will then begin downloading
3. Once the software has been downloaded find it on your computer
4. The installation wizard will start once you double click on the downloaded application
5. Follow the installation wizard steps



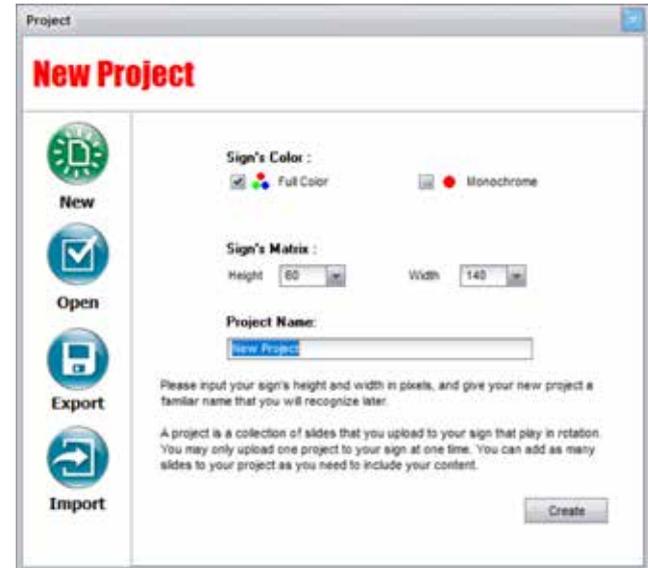
The screenshot shows a web browser window displaying the ThinkSIGN website. The URL in the address bar is www.thinksign.com/software-download-form. The page features the ThinkSIGN logo with the tagline "Trusted. Easy. Fast." and a navigation menu with links for "Products", "Why ThinkSIGN?", "Support", "Partner Portal", and "Contact Us". A search bar is located in the top right corner with the text "High Quality LED Sign Manufacturer". The main heading of the page is "Smart LED PRO Software Download", with a note below it stating "*Only Compatible with Windows 7 and Above". The form contains two input fields labeled "First name*" and "Last name*".

Getting Started



Creating Your First Project

1. Click the film strip icon at the top left of the software.
2. In the window that pops up, select your sign's color and enter the sign matrix in height and width - Listed on the front of this packet
3. You also must give your project a name.



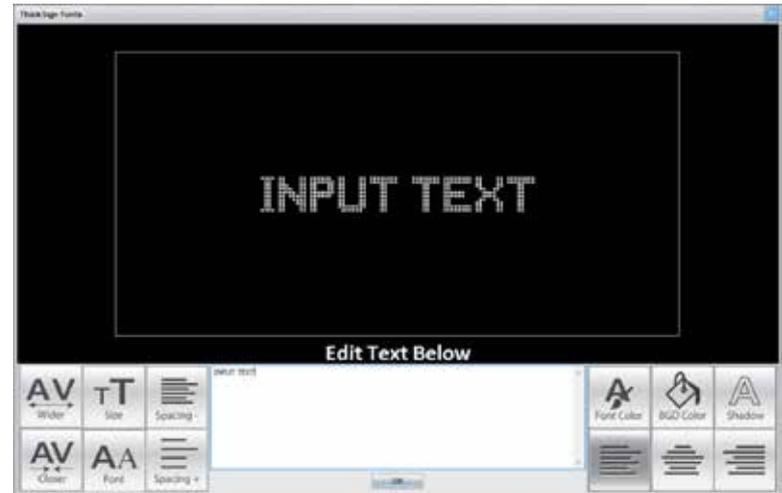
Creating Your First Slide

Click the single frame film strip, three choices appear in the pop-up window, the first creates a new blank slide, the second is to import a saved slide, and the third is to import an animation from the built in Animation Library.



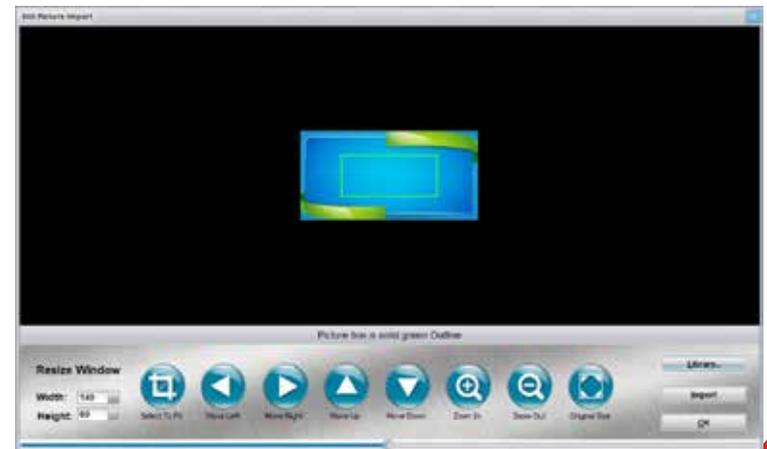
Adding Text

Click the letter A icon, it will then present you with three font options (Pictured Below). Once you have chosen a font option you will be presented with a text editing screen (Pictured Right).



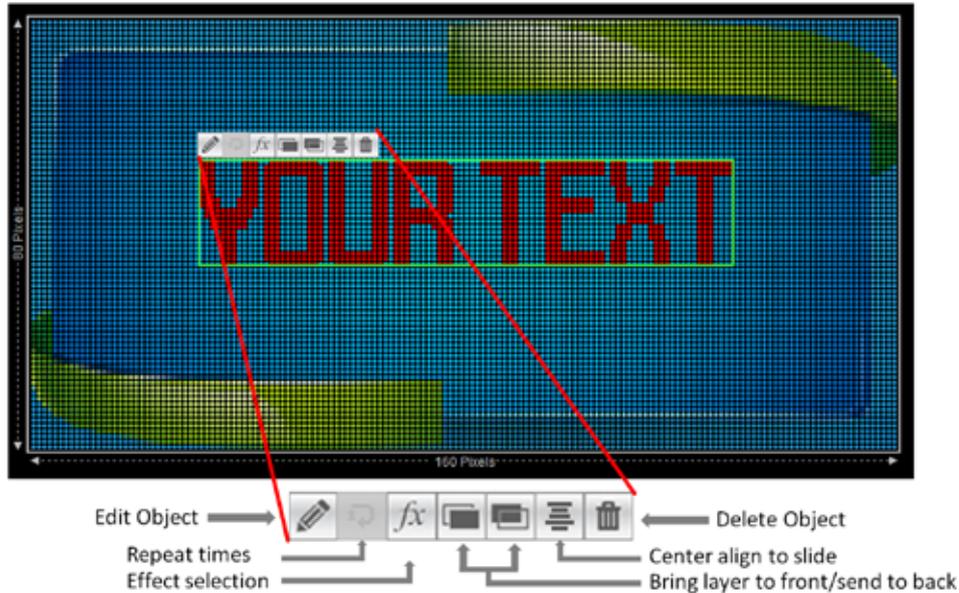
Adding a Picture

Click the camera icon. A new window will pop up (Pictured Right). You can click Import to add a picture from your computer or you can click "Library" to add a picture from our library. Once you have your image, you can use this window to preview and edit what it will look like on your sign.



Introduction to Slide Element Functions

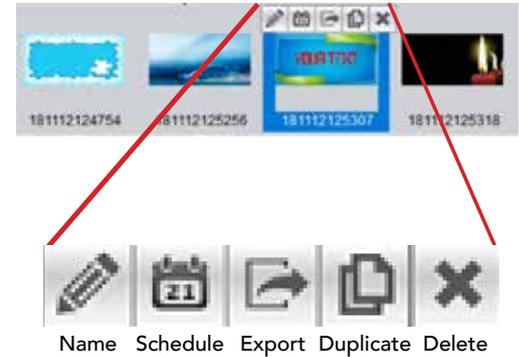
When you click on a text box, image, or video on your slide you will be shown these options:



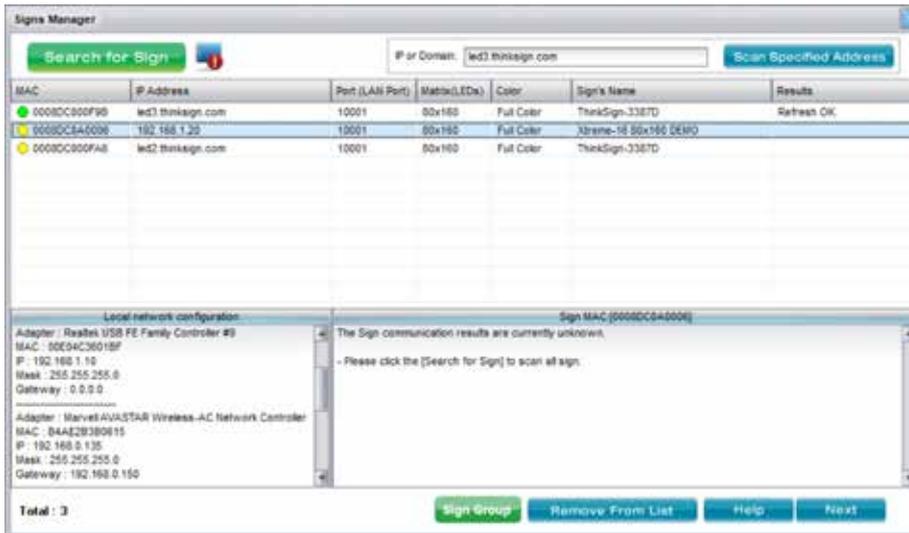
Each slide allows a max of 8 objects to edit, only 1 object can have an effect.
For example you can put text over an animation.

Slide Settings

When you click on a slide in your project slides area, you will be shown these options:



Sending a Project to Your Sign

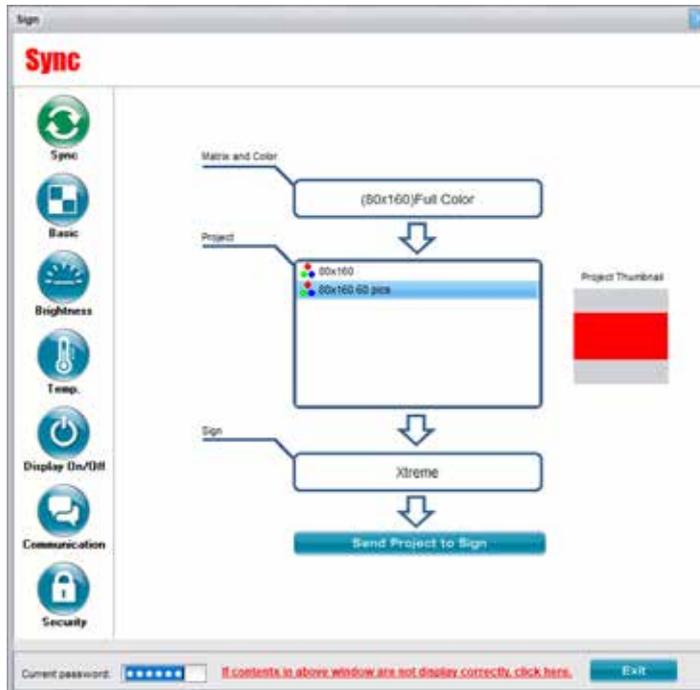


Click "Search for Sign" button to find your sign on the Local Area Network or you can type the IP Address or Domain of the sign to search for it.

The software will still find the sign even if it's not on same subnet. If the message pictured on the right pops up after connecting to the sign then it needs an Static IP Address assigned in the same subnet as your LAN.

Setting up Security for Your Sign

Once you connect to the sign successfully, the "Sign" window will pop up with more settings. Click the "Security" button to set a password for your sign. We highly recommend setting a password to prevent unauthorized people from accessing to your sign and displaying unwanted messages.



Design Tips

Color

Use text colors and backgrounds with high color contrast (white on black, orange on blue, blue on yellow, etc.)



Font

Make the font big, sans serif, and bold with a stroke



Message Length

Make the message short or break it up into multiple slides



Image Resolution

Use pictures with at least 72 PPI Resolution (for a clear image)



30 PPI



72 PPI

PRO TIP

If Using Photoshop or Another Design Application

1. Create a project with at least 72 PPI Resolution (preferably higher)
2. Make the size of the project the same dimensions as your sign
3. Set up the project as an RGB file
4. Save as a JPG



ThinkSIGN

Trusted. Easy. Fast.

Main - 877-767-9949
Support - 888-271-6807
support@thinksign.com
www.thinksign.com