Problem: **Smart Sign has become unresponsive**  
**Smart Sign Series 120-277VAC**  

Last Update: 08/06/18

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**Sign is unresponsive after working for a period of time**

- **Can you ping the sign's assigned IP address?**  
  - **NO**  
    - **Can you verify power is getting to the sign? (see +12V LED inside cabinet)**  
      - **YES**  
        - There may be a network issue such as an incorrectly configured DHCP lease. Double check network configuration and power cycle sign.  
      - **NO**  
        - Check power coming into the sign. If the +12V LED on the power supply does not light when receiving sufficient power, it may be defective. Contact sales.
  - **YES**  
    - **Can you access the Ethernet controller's web interface by entering the sign's IP address into a web browser?**  
      - **NO**  
        - There may be a network issue such as an IP address conflict, and another device on the network may be responding to the ping. Double check network configuration and resolve any IP conflicts.  
      - **YES**  
        - **Is the latest version of the Sign Control Software installed?**  
          - **NO**  
            - Update your software to the latest version  
          - **YES**  
            - Power-cycle the sign

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**If the sign is still unresponsive, run the debug log in the administrative software. Type “DEBUG” anywhere in the software and event-logging window will appear. Try connecting to the sign. Copy text from DEBUG window by pressing Copy to Clipboard and paste in an email. Send email to sales@signal-tech.com.**

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**Can you access the Ethernet controller's web interface by entering the sign's IP address into a web browser?**

**Is the latest version of the Sign Control Software installed?**