

Error	Problem	Cause or remedy	Process (service technician)
	Cleaning the TV set, cleaning the screen.	# Check the cleaning and maintenance chapter in user instruct # Clean your TV housing with a soft and damp cloth. # Do not touch, rub or push objects against surface of the scre # Clean the screen surface with a soft cloth. You can use dedi	
	Tv after connecting to the electricity doesn't operate, doesn't	# Check if appliance is connected to the electricity according t # Check presence of electricity in same socket with other appli # Check if appliance is turned on (possible ON/OFF switch at t # Check that the power cord is firmly connected to the power s	• Power supply cable. • Connecting clamps. • Main switch. • Fuse. • Power module.
	Tv doesn't turn on. Tv doesn't turn on. The stand-by light at t	# Direct the remote control to the TV and press the power butt # Check proper orientation of inserted batteries in the remote c # Check condition of the batteries. # Turn on the TV using the keyboard on the housing if the TV i # Disconnect the power of the TV, wait a minute and turn back	• Batteries. • Remote control. • IR Module. • Main module. • Power module.
	TV switches off automaticaly.	# Check condition of power supply cable. # Disable feature stand-by timer. # Disable feature AUTOMATIC SHUT-DOWN. # Check settings for automatic turn off by HDMI-CEC. # Reset total settings.	•Power supply cable.
	Tv turn's off durring usage.	# Disconnect all cables and connect one by one to identify noi # If TV switches off durring watching multimedia, check USB d # If TW switches off durring watching digital tv, turn off automa # Check settings for automatic turn off by HDMI-CEC. # Reset total settings. # Update SW to last version.	• Correct connection. • Reset total settings. • SW upgrading. •Power module.
	Stink, unpleasant smell at first use the appliance.	• Smells at first use may be normal and are the cause of the fir	•Power supply cable. • Main switch. •Power module.
	IR (infrared) remote control not working. Tv doesn't react to th	# Direct the remote control to the TV and press the power butt • TV needs some time to turn on. During this time, it is not res # Check proper orientation of inserted batteries in the remote c # Check condition of the batteries. # Use the mobile phone camera to check the operation (blinkin # Reset total settings. # Update SW to last version.	•Batteries. •Remote control. • IR Module.
	RF (Wi-Fi) remote control doesn't operate. Tv doesn't react to	# Check proper orientation of inserted batteries in the remote c # Check condition of the batteries. # Remote control need to be paired with tv. Perform the pairin	•Batteries. • Pairing. •Remote control. •Wi-Fi module.
	No control keys on the TV housing. No keyboard.	• Some models of televisions do not have a physical keyboard I # The power button is located behind the IR sensor - stand-by # Check user instruction.	
	Cracking / clicking noises comes from housing. Occasional cr	• Depending on your TV model, clicking at TV turn on or off mo • Cracking of plastic components occurs when heating and coo	
	Tv housing is hot.	# Check proper installation. # Clean the cooling slots on housing. # Install the appliance on a sufficient air space and away from # Follow the installation manual.	•Condition of the PCB modules. •Condition of the screen.
	The stand-by light at the bottom edge of the TV flashes contin	# Disconnect the TV from the electricity, wait 10 minutes and t	•Main module. •Power module.

Error	Problem	Cause or remedy	Process (service technician)
	No image. No sound.	# Check that the device or antenna is connected to the approp # Switch to the correct signal source. Press the INPUT key, a # If you watch live tv through external unit (TV box), connect th # Check orientation and adequacy of the air antenna land ante # If you are using TV in DVB-T or DVB-C mode, start automati # Check the installation and validity of the CO-CONNAX card.	• Program search. • CI-CONAX card.
	No image. Black screen.	# Check picture on different inputs. # Check audio signal presence. # Disconnect the power of the TV, wait a minute and turn back # Check if screen backlight is operating. (In very dark room sc # Check that screen shows TV information (MENU).	• Select correct input.
	Vertical or horizontal lines on screen.	# Check picture on different inputs. # Check for lines to be visible allways or only at the beginning. # Disconnect the power of the TV, wait a minute and turn back	•LVDS cable. •T-CON board. •Main module.
	No channel/program found during channel search.	# Check that correct cable is connected to the antenna socket # Check that the correct channel reception mode has been sel • Searching only analog channels in DVB-T reception mode do # If you receive programs via an external unit, start the channe	• Select correct input. • Antenna socket condition. •Main module.
	Distorted picture. Picture freezes. Image interference with ant	# Remove TV or air antenna from close proximity of other sour • High buildings or natural barriers between air broadcasting tr # Check orientation and adequacy of the air antenna. # Check length, relevance and condition of antenna cable. # Reduce the number of signal dividers on an antenna cable. # Check condition of the antena cable socket. # Air antenna move away from close proximity of other HF rad # If reception is bad only on one program, use the precise adju # Disable advance picture settings: adaptive contrast, smooth # Reset total settings. # Update SW to last version.	• Antenna socket. •Main module.
	Distorted picture. Picture freezes. Image interference when re	# The image quality will be better if you use an HDMI input. # Check connection of the signal cable (HDMI, VGA, SCART # Check operation on a another input socket.	• HDMI, VGA, SCART connector. • HDMI, VGA, SCART cable.
	The Anyview cast (SmartView, ScreenMirror) or Anyview strea	• TVs produced before year 2018 does not support Windows a # On TV remote, press INPUT and select Anyview cast or Any # On the external device, activate the wireless screen sharing f # Start the device search on the external device, and select th # Try with another external unit - server. • AnyView cast function operates only through wireless networ # Reset total settings. # Update SW to last version.	• Anyview cast / transfer function operation.
	NETFLIX app doesn't operate.	# Check that TV has a network connection. # On the Settings menu, check the time settings. # Check that user has logged in a valid Netflix account and pro # Check operation with another device. # Suggest user to log in Netwlix through computer and select o # Reset total settings.	
	YouTube app doesn't operate.	# Check that TV has a network connection. # On the Settings menu, check the time settings. # Reset total settings. # Update SW to last version.	
	Distorted picture. Image disturbances in reception via Anyview	• Quality reception depends on quality of transmitting device. • Reception quality may be reduced near the other sources of t # Bring transmitting device closer.	• Anyview cast / transfer function operation

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	No sound, poor sound	# Set the appropriate sound volume. Deactivate MUTE functio # Select the correct audio output (speakers, optical output). # Try the reception of another program. # If you have an external audio device connected to the TV, se # Check that you have connected suitable cable to transmit th # Check the sound volume of correct audio output. # On the external device, select the appropriate audio input. # Replace the audio transfer cable (HDMI, optical, scart, audio # Reset sound settings.	• Sound settings. • Connection of sound device.
	No sound on one of the sepakers.	# Check sound balance, set it to 0. # Check operation on different channels. # Reset sound settings. # Replace the audio transfer cable (HDMI, optical, scart, audio	• Sound settings. • Connection of sound device.
	No sound from an external device.	# Set the appropriate sound volume. Deactivate MUTE functio # Select the correct audio input # Check that you have connected suitable cable to transmit th # Check the sound volume on the external device. # Replace the audio transfer cable (scart, AUDIO-IN).	• Sound settings. • Connection of sound device.
	No sound on headphones or external sound device.	# Set the appropriate sound volume. Deactivate MUTE functio # Check the audio output settings (headphones / headphones # Check the sound volume on the external device. # Check connection of external audio device. # Reset sound settings.	• Sound settings. • Connection of sound device.
	Speakers emmits noise.	# Check quality of the signal on different sockets. # Check condition of signal cables. # Check operation on a another input socket. # Check all external units connected to tv. Disconnect all cabl # Update SW to last version.	• Sound settings. • Connection of sound device.
	No sound through HDMI cable.	# Check the volume settings on both devices. # Use only 1.4 or 2.0 certified HDMI cable # Try with connected to other HDMI socket. # Reset sound settings. # Disconnect all devices and connect one by one. # Reset total settings. # Update SW to last version.	• Condition of HDMI cable. • Condition of HDMI sockets.
	The function EasyLink or HDMI-CEC not operate. Some commands do not work via EasyLink or HDMI-CEC.	• The external device must support feature EasyLink or HDMI- • The devices must be connected with the appropriate HDMI c # Activate the HDMI-CEC function in advanced settings. Activ # Activate the HDMI-CEC function also on the external device. # Check operation with another HDMI cable. # Depending on the external device, a limited set of command	• Set up HDMI-CEC function on TV. • Set up an HDMI-CEC on an external device.
	The HDMI-ARC audio transmission function is not working.	# Connect the external device to the HDMI-ARC socket on the • The external device must support feature HDMI-ARC. The fu • The function must be enabled also on TV. # Reset total settings. # Update SW to last version.	• Check HDMI-ARC settings on TV • Check HDMI-ARC settings on external unit.
	Tv doesn't recorgnize extern (USB) memory. Files from external memory (USB) are not displayed.	# Select USB memory in the menu INPUT. # Verify that the USB memory is compatible with the memory d # Check that the memory is compatible with the TV (Supporte # Check that the TV supports the used file format. # Check that USB device power consumption (max. 1A). # Check, that USB memory size is not too big (currently up to # Reset total settings. # Update SW to last version.	• Try to play test files from a memory stick.

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	Subtitles are not displayed during video playing.	# Check that movie has subtitles inserted or subtitle file is encl # Check that subtitle file is in correct format and has same na # Enable subtitles through menu Subtitles.	• Check operation with test video files.
	Displayed subtitles are not readable or unrecognizable. Wrong	# Change characters set of the subtitles through menu/ Subtitl	• Check operation with test video files.
	Image format changes. Picture Format changes. The image not displayed across entire screen.	# In picture settings set picture format to 16:9 or overscan. # On the external device, set the image format to 16:9.	
	No picture (black picture) at FHD programs. (HD ready TV do	• HD ready TV does not support resolution FHD. Picture won't • Select program with lower resolution. • Set lower resolution on external device.	
	The picture from computer is not stable, it is not readable, is n The picture from computer not sharp.	# The image quality will be better if you use an HDMI input. # On your computer, set the resolution supported by the TV. # On your computer, set refreshing rate supported by the TV(5 # Try operation with another cable.	
	Tv doesn't connect to the wireless network	# Check that TV has a network connection. # Check that the Wi-Fi feature is included on the modem and t • Poor wi-fi signal. # Tv move closer to the wi-fi access point or opposite. # Tv connect to the modem by wire. # Reset total settings. # Update SW to last version.	• Operation of the network functionalities.
	Tv does not connect to the network through cable	# Check connection and condition of network cable. # Check that TV has a network connection. # Turn on DHCP option on router or modem. # Reset total settings. # Update SW to last version.	• Operation of the network functionalities.
	Slow operation of applications. Slow performance of Internet-s	• Poor wi-fi signal. • Refreshing rate depends on the bit rate of the modem's con # Tv move away from close proximity of other HF radiation so # Tv move closer to the wi-fi access point or opposite. # Tv connect to the modem by wire.	
	Tv automatic shut down few hours after turn on.	• The automatic 'sleep' mode function is set. # Turn off a function or set it to a longer time.	
	The 3D function does not work. The 3D effect is not visible.	• To watch 3D content, you need to turn on the 3D feature. • To watch 3D content you need to wear 3D glasses. • Most video content is not modified to play in 3D mode. The 3 # Some 3D glasses are active. You must switch them with the • Some active 3D glasses must be paired with TV. # Check condition of batteries in the glasses.	• 3D function operation. • Operation of enclosed 3D glasses.
	With very bright white scenes, uneven screen brightness is visi Uneven screen brightness.	• This is not a failure. Due to the composition of the screen, ill	
	At dark picture brightness of the entire screen is not totally equal Uneven screen brightness.	# Check picture on different inputs. # Check for lines to be visible allways or only at the beginning. # Reduce backlight power. • This is not a failure. Due to the composition of the screen, ill	• Reduce backlight power.
	Damaged screen. Damaged screen surface. Cracks on the s	• During transport package fell by an excessive force. No war • When you installed the TV, you were pushing on screen too • When you installed the TV, you hit the screen with too much f • You laid the TV on a sharp object. No warranty. • A foreign object flew into the screen. No warranty.	
	Black vertical lines across the screen. Black vertical lines acro Screen is not cracked.	• Screen malfunction. Repair is carried out by authorized Servi	• T-CON board. • Screen.

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	Picture is unnatural, unreadable.	# Check quality of the signal. # Check condition of antenna cable or picture transmission ca	• HDMI, SCART, AV cable. • LVDS cable. • T-CON board. • Screen.
	Tiny black dot on screen. Tiny Color dot on screen. Tiny bright dot on screen.	# In case of bright dot clean display to eliminate possible dirt • White dot is not aloud. Screen malfunction. Repair is carried • Dark dot, pixel on screen.. Number of defective dots allowed	• Condition of the screen.
	Teletext does not turn on, doesn't display, doesn't show. Teletext pages appear after a very long time.	• The TV shows teletext only on programs that broadcast teletext • If you receive a program through an external unit (TV-box), initialization is required • If the program reception is very bad, the teletext will not work	• Teletext operation.
	The current time and date are not correct, are not set, are wrong.	• Information about the current time and date of the TV retrieved from the internet • The external device must support the broadcast of the time and date # On the Settings menu, check the time settings. # Manually set current time and date.	
	Displaying the current location and weather information is incorrect.	# To properly display weather information, the TV is required to be connected to the internet # Set the location and weather view in the AccuWeather app.	
	The external bluetooth audio device does not play TV audio.	• The TV must support bluetooth device connectivity. # Before first use, the TV and the external device need to be paired • When the TV is paired with a Bluetooth device, the audio is sent to the external device # Check the volume settings on both devices.	• Pairing bluetooth devices. • Testing of bluetooth operation.
	Functions PVR and REMINDER doesn't work.	• Function doesn't work with analogue tv channels or watching recorded programs • Function operates only for shows which not been started yet. • Function PVR doesn't work in some countries. # Check that memory medium is inserted successfully. # Check that memory medium is at least 2GB size and in correct format # With function INPUT check that TV recognizes memory medium	
	Function TV guide doesn't work.	• Function doesn't work with analogue tv channels or watching recorded programs • Some TV programs doesn't broadcast TV guide option.	
	Time shift function doesn't operate.	• Function doesn't work with analogue tv channels or watching recorded programs # Check that memory medium is inserted successfully. # Check that memory medium is at least 2GB size and in correct format # With function INPUT check that TV recognizes memory medium	
	Dark image at certain program at certain time. Sometimes some of the program gets blank. No signal at certain program.	# Check the TV schedule. It is possible to broadcast locked content # Disable parental lock. # Check the installation and validity of the CO-CONNAX card.	• Disable parental lock. • CI-CONNAX card.
	In channel list TV put channel number automatically. No possible to edit channel list.	# Start automatic channel search again. # Disable feature LCN.	
	EON app is not visible. TV cannot find application EON.	Conditions for app operation are: • tv needs to have screen resolution 4k. FHD models don't have • builded OS VIDAA U4. data you find in product data of the app • needs to have builded SW version higher than K0901. • in menu select country, which supports app. • Models xxA7100F manufactured from November 2020 and later If all above conditions are met and Tv is connected, in HOME	
	TV cannot find application T2. T2 app is not visible.	Conditions for app operation are: • tv needs to have screen resolution 4K. FHD models don't have • builded OS VIDAA U4, U5. data you find in product data of the app • Models xxA7100F manufactured from November 2020 and later • Make sure the device is connected to the Internet (Wi-Fi icon) • in menu select country, which supports app. If all above conditions are met and Tv is connected, in HOME	