

TROUBLE SHOOTING

Plasma TV		
Sr. No	Symptoms	Checks
	General	
1	TV screen is not clear after installing an indoor antenna	Indoor antenna may experience poor reception due to surrounding buildings. Please install an outdoor antenna or wireless antenna.
2	How can I view cable broadcasting	Please install a cable-broadcasting receiver (converter).
	Picture problems	
3	Neither picture nor sound comes	1) Check whether power is on.
		2) Check whether the power is cut or whether power cord is properly connected.
		3) Try to plug another products power cord to the outlet the PDP is plugged into.
4	Picture turns on slowly after the power is turned on	This symptom is not a malfunction. This delay is designed to prevent the distorted and noisy picture when the power is on. However if the picture does not appear more than 5 min after the power is on, call the service centre.
5	Vertical and horizontal lines and web patterns briefly appear on the picture and shake	This symptom may be caused by interference from other electric appliances. Please avoid using a cordless phone, hairdryer, and electric drill etc.
6	Input source information only appears on black screen	Check whether your TV is properly connected to external devices.
7	Poor reception on some channels	Check whether you selected proper channels, Try reorienting your antenna. Ensure LNA is activated.
8	Black and white on some channels	Check other channels for black and white screen. Adjust color.
9	TV wont turn on	Ensure that the power cord is plugged.
10	Auto on does not work	Ensure to use the remote controller power button on the product to turn off your TV. If you unplug the power cord, The stand by consumption power becomes 0.which causes the program time to be erased.
11	After setting the time I turned TV off and turn it on. The programmed information has been erased	Ensure to use the remote controller power button on the product to turn off your TV. If you unplug the power cord, The stand by consumption power becomes 0.which causes the program time to be erased.
12	Sound Problems	
13	Too much noise occurs	Check whether the audio setting is in the stereo mode. In the stereo mode the sound may be distorted in the area where experiences poor reception or is located far away from a TV broadcasting station

VIDEOCON: CONSUMER DURABLES SUPPORT SECTION

14	No sound while viewing a cable channel	Make sure an audio or audio/video component is securely inserted into the appropriate jacks. Check other channels for sound. Check the volume settings the cable-broadcasting receiver.
15	Picture is OK but sound does not come out	Try to press volume up/Down of your remote control.
16	One of the speakers does not produce sound	Select sound balance and make proper adjustment. Check the speaker connection cables.
	General	
17	Remote control wont work	1) Check whether there is blocking object between the remote control and PDP. Make sure your TV is power is on. (In case of normal, LED on the front panel is in RED 2) Check whether batteries are inserted with proper polarities 3) When the batteries are worn out replace with new ones.
18	Where does the S video cable plug in for audio output?	Connect the two audio jacks from the S Video cable to the left and right ports on the composite
19	Strange noises are heard	Ticking noise during or after watching is caused by the change of ambient environment such as humidity and temperature, which is characterized by plastic products. Strange ticking noise occurs because signal is suddenly transmitted to the PDP panel.
20	I tried to use the TV screen as a PC monitor but it does not work	Adjust the resolution referring to the standard signal mode table. Check the specification of your video card installed on your PC. If your video card does not work in supported hardware. Try upgrading the video card's driver.