



TUTORIS

Television Troubleshooting Guide



The Dufresne Group

NORMAL SOUNDS YOU MAY HEAR

The following sounds may be heard while your Television (TV) is operating. They are normal.

Sounds from TV cabinet: Changes in the temperature and humidity of the room may cause the TV's cabinet to expand or contract and produce metallic sounds. This is not a sign of faulty operation or a malfunction.

Whirring sound: The TV may have a cooling fan that makes a soft whir. This is not a sign of faulty operation or a malfunction.

Tick/Click sound: When the TV is powered on an electrical component in the TV activates, producing a tick/click sound. This is not a sign of faulty operation or a malfunction.

Buzzing sound: Electrical circuits are active while the TV set is on. This is not a sign of faulty operation or a malfunction.

BEFORE CALLING FOR SERVICE

If your TV does not function properly or does not function at all, check the following before you call service.

| Problem | Possible Causes | Possible Solutions |
|--|--|--|
| Can press any button to return moves on the screen | <ul style="list-style-type: none"> • "Image retention" is activated | <ul style="list-style-type: none"> • To prevent "Image retention", the screen saver is automatically activated after a few minutes if no signals are sent or no operations are performed. |
| Some spots remain bright or dark | <ul style="list-style-type: none"> • Pixels may be bright or dark | <ul style="list-style-type: none"> • These pixels do not indicate a defective panel and will have no impact on the performance of the TV. |
| Chaotic image, noisy | <ul style="list-style-type: none"> • Interference from nearby electrical products | <ul style="list-style-type: none"> • Check nearby electrical products. |
| No image can be displayed | <ul style="list-style-type: none"> • Cable connection • Wrong input has been selected • Picture setting | <ul style="list-style-type: none"> • Check the cable connections. • Check that the correct input has been selected. • Check Picture menu. |
| Only spots are displayed instead | <ul style="list-style-type: none"> • Channel settings | <ul style="list-style-type: none"> • Check the channel settings . |

BEFORE CALLING FOR SERVICE (Cont.)

| Problem | Possible Causes | Possible Solutions |
|--|--|--|
| of images | | |
| Neither image nor sound is produced | <ul style="list-style-type: none"> • Power cord not plugged in • Unit is not turned on • Picture setting • Cable connection • Wrong input has been selected | <ul style="list-style-type: none"> • Plug unit in. • Turn unit on. • Check picture menu. • Check the cable connections. • Check that the correct input has been selected. |
| Black Box appears | <ul style="list-style-type: none"> • Closed caption is on | <ul style="list-style-type: none"> • Change settings of Closed Caption. |
| No sound is produced | <ul style="list-style-type: none"> • Speakers cables are not connected • Unit is on "mute" • Volume set to the minimum • Unit speakers set to Off | <ul style="list-style-type: none"> • Check manual for set up instructions. • Unselect mute. • Increase volume. • Turn speaker function on. |