

Quick Support Guide

Power on failed	<ol style="list-style-type: none"> 1. Make sure the power plug is securely plugged into the TV and the power outlet. 2. Try another power cable and a known working power outlet. 3. Try the power button from the front panel of the TV.
No picture or sound from a specific source	<ol style="list-style-type: none"> 1. From the OSD, make sure the appropriate source is selected 2. Make sure source is powered on and playing to display signal 3. Confirm that source is correctly connected and on the right input on the TV.
Spots or noise on screen	Automobiles, trains, high-voltage transmission lines or neon signs may cause interference. Position the TV in a different location away of potential interference.
Poor color display	Check the OSD menu under picture and verify that color settings are reasonable. If this appears fine then check another source to see if the problem is source specific.
Image size distortion	Check the aspect ratio to make sure the image is being viewed as intended. Aspect ratio may also be affected before it reaches the TV.
The image is too bright and saturated in the brightest areas	<ol style="list-style-type: none"> 1. From the OSD menu, confirm that the contrast is not too high. 2. The signal such as a DVD Player can be set to high output.
Searching for signal but no image	<ol style="list-style-type: none"> 1. Verify that the signal wire is fully inserted on both ends, TV and Source. 2. Verify that the signal wire is inserted to the appropriate input and that the TV is selecting the correct source.
Out of range	Make sure that the sources' video output is not set to a very high resolution, which is most typical from VGA.
Remote control does not work well or at all	<ol style="list-style-type: none"> 1. Check to see if the batteries are properly inserted. 2. Try another set of batteries. 3. Test both distance and angle from the TV's Infrared (IR Receiver) to the remote control. 4. Make sure that objects are not obstructing the path of the remote or the TV. 5. Make sure that strong florescent light is not exposed to the IR Receiver. 6. Try a universal remote.
No sound	<ol style="list-style-type: none"> 1. Check if sound volume is set to mute or low. 2. Make sure the headphones are not plugged in. 3. Verify that the audio cable coming from the source is in and on the correct input. 4. Make sure the speaker wires are inserted from the speakers to the TV. 5. Check the OSD to make sure the speaker output is not set to off.