

# Troubleshooting Instructions

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Problems	Status	Inspections	Instructions	Comments
<b>Display</b>	Black screen without backlight	1.Use multimeter on the backlight port of the electrical box to measure if there is voltage 2.Detects the side backlight button(Screen)	1.8 pins totally on the backlight port of the electrical box, the 4 top pins are positive and the other bottom pins are negative 2.If there is no voltage on the backlight ports, detect if there is 5V voltage for ON/OFF of the internal control board 3.No backlight is also caused by malfunction of the side backlight button	Repair and replace based on the troubles
	No signal but with backlight	Detect LVDS Cable and control board	Replace the hardwares with problems	
	Flicker	Detect the flicker caused by the backlight or the signal light. Remove the LVDS cable, it is backlight if still flickers. Otherwise, it is caused by the signal light	1.The backlight flickers a.Detects whether the side light button works b.Detects the voltage for backlight to determine if it is caused by the electrical box 2.The signal light flickers: Detect the control board, the LVDS cable, the LVDS interface card, mostly caused by the LVDS cable	
	Blurry screen	1.The 01 mode of control board is not set up properly 2.The LVDS cable is connect improperly 3.The soft cable between LVDS interface card and the screen is not connected properly	1.Enter into the factory menu 2580 on remote controller , odin→Ti Mode 1/Bit Number 8. 2.Replug the LVDS cable, and replace it if the cable malfunctions 3.The processes probably causing blurry screen: control boards, LVDS cables, LVDS interface card	
		Detect if the settings for the mirror of control board are correct	Enter into the menu 1979 on remote controller, special set→mirror, then change	
	Unstable brightness	Detect the connection of the backlight port on the screen when the electrical box works properly	udden brightness and darkness and local darkness are mostly caused by the screen	

<b>Touch</b>	Touch not working	Works under Android, but failed under Windows	The internal control board of electrical box malfunctions	
		Failed under both Windows and Android	1.The internal control board of electrical box malfunctions 2.Connect the USB cable for touch to the port of OPS, if it does not work, then check the USB cable and the touch control board	
<b>Ports/Buttons</b>	The light on the button board off	1. Problems on the button board. 2. The problem of the ports board caused the POWER light off	Replace corresponding components	
	Some of ports on the ports board malfunction	1. Port problem of ports board itself. 2. High-speed cable problem.	Replace corresponding components	
<b>Odinboard</b>	Unable to re-activate	The Odinboard software cannot be activated if it is not the latest patch	If it cannot be activated after updating to the latest Odinboard software, email the manufacturer to get feedback	
	Others	Provide feedback if there are other problems		
<b>OPS</b>	Unable to boot	Check whether the electrical box with power supply.	Detect the voltage for the control board of OPS, then check power supply board if no voltage	
		OPS internal malfunction	Check the internal hardwares of the OPS, disassembling allowed.	
	No signal output/unable to boot	Switching signals is required to start/output signals when M2OPS is on	Upgrade the internal driver of the electrical box	
	unable to connect to the internet	1. The problem that cannot connect to the internet when the network cable is connected to the ports board is caused by either interface board or OPS 2. Dual system OPS offline, except for the first analysis, detect if Android shares network to OPS or the network card driver is changed under WINDOWS.	1.Connect internet cable directly to the OPS internet port, if it works, then the problem is caused by ports board or high-speed cable trouble 2.Check if the internet sharing is open under Android 3.The shared network card for Windows should be changed under dual-system, check the details by documents	