

TV NO DISPLAY – WORK AROUND

1. Problem Description

- TV screens show blank or black
- TV does not display any image
- Meeting room TV is not working

2. Possible Root Cause

- Power trip\outage occurred
- TV power cable was disconnected
- Power socket is switched off
- Extension power socket is turned off
- TV breakdown
- TV in standby mode after power is restored

3. Resolution

- Ensure the power socket is switched on
- Check the power source
- Verify all power cables are connected properly
- Verify TV standby LED light is on
- Turn on the TV using the remote control

4. Steps of User Guide

Step 1 — Check TV Indicator Light

- Look for the indicator light on the TV.

Red Light

- TV is receiving power.
- TV is currently in standby mode.
- Press the **Power Button** on the remote control to turn on the TV.

Green Light

- TV is powered on.
- TV should be displaying content.
- If the screen is still blank, proceed to the next steps.

No Light

- TV is not receiving power.
- Check the power source and cable connections.

Step 2 — Check Power Socket

- Ensure the wall power socket is switched on.
- If using an extension socket, ensure its power switch is turned on.

Step 3 — Check TV Power Cable

- Ensure the TV power cable is securely connected to the TV.
- Ensure the cable is securely connected to the power socket.

Step 4 — Turn On the TV

- Press the **Power Button** on the remote control.
- Wait a few seconds for the TV display to appear.
- If the TV displayed marketing information or Queue number, reboot the signage controller at back of TV.

Step 5 — Check for Power Trip

- If all nearby devices no power means a power trip occurred. Contact Facility to check power supply.
- Once power is restored, the TV may show a **red light** and require manual power-on using the remote control.

5. Escalate to Facility Team If above work around still not resolved

- TV remains off after checking the power source
- No indicator light is visible
- Indicator light is green, but the screen remains blank
- Power cable appears damaged
- TV cannot be turned on using the remote control
- Multiple TVs or devices in the area are affected by the same issue