



Basic Panel Troubleshooting Guide

- 1) Is the panel plugged in and turned on
- 2) Do you have a power light (red/green)
- 3) Does the panel respond to the remote?
 - If no, press and hold the “normal” button at the top of the remote until the light flashes green twice
- 4) Is the panel set to the correct input
- 5) Is the HDMI cable plugged in securely to the panel
- 6) Is the HDMI cable plugged in securely to the media player
- 7) Power cycle the panel
- 8) Is the media player on
- 9) Is the media player online (call Digital Support: 262-317-7766 to verify)
- 10) Is the media player connected to the network (physical connection)
- 11) Power cycle the media player properly
 - Connect mouse and keyboard to player
 - CTL/ALT/DEL to open task manager screen
 - Reboot/reset in task manager