

SAMSUNG screen: troubleshooting guide

This guide is intended for whom is responsible of maintenance / support of screens (usually the integrator)



- **Red LED of screen is on steady:** it means the screens is in standby mode. It might have been turned off via the remote control, the physical button or via a timer OFF or AUTO POWER OFF feature ⇒ turn the screen ON
- **Red LED of screen is blinking:** it means the screens has been switched from zebrix to another external source (HDMI, DP, etc.) and there is no signal, the screen has turned off its panel and is waiting for a signal ⇒ switch the source back to zebrix
- **LED off, black image, black icon on the zebrix CMS:** the screen is currently not showing any content (out of schedule or bad use of schedule or tags) ⇒ fix the problem on zebrix CMS
- **LED off, black image, blue icon on zebrix:** there is probably a problem with the content, check the content and follow the steps of this guide
- **LED off, black image, grey icon on zebrix:** there is probably a problem with the screen, check the power, follow the steps of this guide
- **Content is displayed on screen but grey icon on zebrix CMS and red corner displayed on the screen :** the screen is not able to access to zebrix server, check the network, network settings and internet connection.

Check the network

- Is the firewall properly configured? [Check network prerequisites](#)
- Is the connection stable? [How to avoid "unstable connection"](#)
- Does the IP configuration correct?
- Try using ethernet cable instead of WIFI when possible

Check the firmware version, the current recommended needs to be installed

Check the current recommended version according to your screen model here: [Tizen firmwares compatibility with zebrix](#)

- Either, you can install it remotely from the CMS using **HARDWARE TOOLS > FIRMWARE > search for the right firmware > INSTALL**
- or, You can install it from USB drive on premise using the following procedure : [Samsung SSSP USB Firmware Upgrade](#)

+ next step

Remind people on premise they should not power off the screen

The zebrix schedule will automatically turn the screen OFF as the end of the schedule. Adjust the schedule on zebrix if needed.

Lock the remote control from zebrix CMS

This will avoid people changing settings / source / turning OFF the display. You can enable this lock from **HARDWARE TOOLS > REMOTE > LOCK > LOCK ENABLED (but disable in offline mode)**



It is recommended to use the option **LOCK ENABLED (but disable in offline mode)** instead of **LOCK ALWAYS ENABLED** so you'll keep an access to screen configuration in case the screens goes offline.

Check the screen settings, go to the screen menu:

- AutoPower OFF should be OFF (this will avoid screen to go to deep standby mode off for power saving after a 4, 6, 8 hours delay)
- AutoPower ON should be ON (this will allow the screen to automatically turn on after a power failure/cut, useful when the location in turning to power off at night)
- Check if there is any OFF timers that may have been configured by the customer, removed them ⇒ **HOME button > Timer > Timer off** (this will avoid screen to automatically go to standby at a certain time)

It didn't help ? go to the next step.

Recommended settings for high(er) availability

We know that people on premise sometimes use the remote control of the display or the screen's physical button even they shouldn't. The screen can then switches its source (and exits zebrix) or could be powered off (in standby mode). In both situations, the screen will remain offline on zebrix.

There are two very useful settings that could automatically recover zebrix in these cases:

- The **Autosource switching** feature can insure that the display always switches back to zebrix app after a source change. Here is how to [Enable "AutoSource Switching" feature](#).
- The **Timer ON** will automatically power on the display based on a daily scheduled power on, so in case of a power off via the remote control, the screen will be back online in less that 24

hours. You can add a daily “ON Timer” via the HOME menu (HOME key of the remote control, then “Schedules”). Please note that adding a “power off” timer is not needed and that the “timer on” won't have any noticeable impact on a display that is already powered on. You can even define multiple “ON timers” on the same day for maximum safety (e.g one at 8am, another one at 2pm).

Empty the cache from the CMS:

This will erase all media files and force the display to download everything again. Zebrix application and configuration will remain intact.

HARDWARE TOOLS > REMOTE > Empty cache

It didn't help ? go to the next step.

Proceed to a factory reset

Using the following procedure: [Factory Reset for a Tizen/SSSP screen](#) After the procedure, you'll face the initial configuration wizard and have to reconfigure the screen: language, time/date setting, entering zebrix URL, etc.

It didn't help ? go to the next step.

Consider replacing the motherboard of the display by SAMSUNG

The screen is probably having malfunction, ask SAMSUNG service to replace it.

From:
<https://documentation.zebrix.net/> - **zebrix documentation**

Permanent link:
https://documentation.zebrix.net/doku.php?id=en:samsung_screen_troubleshoot_guide&rev=1659948741

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