Diagnostic help without Zebrix access

My screen is black: what should I do?

Is there a permanently lit red LED on the screen?

If so, the screen has probably been put to sleep using the button on the screen or using the remote control. Please press the “POWER” button on the remote control.



My screen is connected directly to my network

Take your remote control and press the HOME or content or SmartHUB button. In most cases, this is in the middle of the remote control.

This will activate the following menu, then select URL Launcher, if everything is working properly (network and content).





The screen will then load the display. Depending on the download speed and the weight of the content, it may take several minutes for the screen to display a black screen.

If you don't get the same menu, try powering up your screen and waiting for it to start up. If it still doesn't work.

Please contact support on +33 (0)3 21 40 59 69 or by email: support.ds@manganelli.com

If the screen displays an error message, please follow the procedures below.

A red LED flashes on the screen?

The screen doesn't seem to be on the right source. If the screen is controlled by a box (see photo), try changing the source (using the source button on the remote control) until you find the right source (the most likely source is HDMI 1).





My screen is displaying the wrong content. What can I do?

In this case, there are several possibilities,

- The screen is disconnected from the network but its memory function allows it to display the content.
- The screen is connected, but there has been a human error in content management.
- The screen is not in the correct playback mode.

In the first case, you can try restarting the screen to check whether it is reconnecting. It may be that the content is being updated. If not, please contact the account content manager.

If you are unable to reach this contact, please call us on +33(0)3 20 41 59 69 from Monday to Friday, 8am to 7pm (GMT+1) or email us at support.ds@manganelli.com

My screen displays an error message. What should I do?

the screen displays "no signal"

You have a nuc :

Choose the right source, e.g. HDMI (see the port used on the television side).

The screen displays a “No network connection” message.

There may be many reasons for this error, but the nuc contains a network self-diagnosis system. To access it, press the “Ctrl+D” key combination.

There are three possible scenarios:

- You get the message “ethernet interface not connected”: Check the wired connection, this message indicates that the box does not detect any network connections.
- You get the message “Ping to Gateway FAILED! This message indicates that the screen is connected but blocked by a firewall or network protocol. Check the IP configuration and contact your IT manager.
- You get the message “Ethernet interface look to be connected : OK ! The NUC is correctly connected. If your screen is not broadcasting, this is due to another malfunction.

Your screen is connected to the internet :

This means that the screen is looking for a video signal, but in your case you need to be connected to the internet to be able to view it. Restart the connection by selecting “HOME” on the remote control and confirming the launch of the URL.

the screen displays "Internet connection problem"

Using the remote control, press “HOME” then “network status” and contact support with the results of the network test.

Manganelli support is available Monday to Friday from 08:00 to 19:00 on +33 (0)3 21 40 59 69

the screen displays another error message

Please contact MANGANELLI support by copying / taking a photo of the error message (or describing it if it is too long).

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