



JE1907DC Troubleshooting Guide

Remote Control

Problem	Possible Solutions
Remote control does not operate	<ul style="list-style-type: none">• The batteries could be weak. Replace the batteries.• Check the orientation of the batteries.• Make sure the power cord is plugged in.

Video and Audio

Problem	Possible Solutions
No picture (screen not lit), No sound	<ul style="list-style-type: none">• Make sure the power cord is plugged in.• Press POWER on the TV or on the remote control.• Press the input source select button to cycle through the connected video sources.• Try another channel; it could be station trouble.
Dark, poor or no picture (Screen lit), good sound	<ul style="list-style-type: none">• Select a proper picture mode.• Adjust the brightness in the video setting.• Check the antenna/cable connections.
No color/dark picture/color is not correct	<ul style="list-style-type: none">• Adjust the color saturation in the video setting.
Only snow and noise appear On the screen	<ul style="list-style-type: none">• Check the antenna/cable connections.• Try another channel; it could be station trouble.
Dotted lines or stripes	<ul style="list-style-type: none">• Adjust the antenna.• Move the TV away from noise sources such as cars, neon signs, or hair dryers.
Double images	<ul style="list-style-type: none">• Using a highly directional outdoor antenna or a cable may solve the problem.
"Black box" on screen	<ul style="list-style-type: none">• You have selected a text option in the Setup setting and no text is available. Please try to turn off the Close Caption feature or select CC1 instead of Text1-4.
Good picture, no sound	<ul style="list-style-type: none">• The sound may be muted. Press MUTE again to cancel.• Make sure the speaker option is set to On in the Audio settings.• Make sure the stereo mode is set to stereo or mono.
Audio noise	<ul style="list-style-type: none">• Communication problems may occur if infrared communication equipment (e.g., infrared cordless headphones) is used near the TV. Move the infrared communication equipment away from the TV until the noise is eliminated.

General

Problem	Possible Solutions
One or some channels can't be displayed	<ul style="list-style-type: none">• These channels may be locked. Please unlock them (see Lock settings).• These channels may be set to hidden in the master channel list. You may mark them with the tick symbol to cancel hidden or select them with 0-9 number buttons.
Lost password	<ul style="list-style-type: none">• On the password screen, enter the following master password: 1397. You may use the master password to set a new password as desired. Please remember your new password and keep it carefully.
Some items can't be accessed	<ul style="list-style-type: none">• If a setting option appears in gray, this indicates that the settings option is unavailable in current input mode.
TV cabinet creaks	<ul style="list-style-type: none">• When the TV is in use, there is a natural rise in temperature, causing the cabinet to expand or contract and may be accompanied by a slight creaking noise. This is not a malfunction.
Control buttons do not operate	<ul style="list-style-type: none">• Disconnect the power cord and wait for a few seconds. Then re-plug the power cord and turn on the unit again.

Notes:

If your problem is not solved, turn your unit off and then on again.

If the TV does not turn on, check for a blown fuse (to release the fuse holder, push in and turn counterclockwise).

Verify you have 12V+ DC on power harness and check ground for proper connection.

