

5. Service Modes, Error Codes, and Fault Finding

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5.1 Test Points

This chassis is equipped with test points in the service printing. In the schematics test points are identified with a rectangle box around Fxxx or Ixxx. These test points are specifically mentioned in the service manual as "half moons" with a dot in the centre.

Perform measurements under the following conditions:

- Television set in Service Default Alignment Mode.
- Video input: Colour bar signal.
- Audio input: 3 kHz left channel, 1 kHz right channel.

5.2 Service Modes

Service Default mode (SDM) and Service Alignment Mode (SAM) offers several features for the service technician, while the Customer Service Mode (CSM) is used for communication between the call centre and the customer.

This chassis also offers the option of using ComPair, a hardware interface between a computer and the TV chassis. It offers the abilities of structured troubleshooting, error code reading, and software version readout for all chassis.

Minimum requirements for ComPair: a Pentium processor, a Windows OS, and a CD-ROM drive (see also paragraph "ComPair").

5.2.1 Service Default Mode (SDM)

Purpose

- To create a predefined setting for measurements to be made.
- To override software protections.
- To start the blinking LED procedure.
- To inspect the error buffer.
- To check the life timer.

Specifications

Table 5-1 SDM default settings

Region	Freq. (MHz)	Default system
Europe, AP-PAL/Multi	475.25	PAL B/G
NAFTA, AP-NTSC, LATAM	61.25 (ch. 3)	NTSC M

- All picture settings at 50% (brightness, colour contrast, hue).
- Bass, treble and balance at 50%; volume at 25%.
- All service-unfriendly modes (if present) are disabled. The service unfriendly modes are:
 - Timer / Sleep timer.
 - Child / parental lock.
 - Blue mute.
 - Hotel / hospital mode.
 - Auto shut off (when no "IDENT" video signal is received for 15 minutes).
 - Skipping of non-favourite presets / channels.
 - Auto-storage of personal presets.
 - Auto user menu time-out.

- Auto Volume Levelling (AVL).

How to enter

To enter SDM, use one of the following methods:

- Press the following key sequence on the remote control transmitter: "062596" directly followed by the MENU button (do not allow the display to time out between entries while keying the sequence).
- Short "Service" jumpers on the TV board during cold start and apply mains (see Figure "Service jumpers"). Then press the mains button (remove the short after start-up).
Caution: Entering SDM by shorting "Service" jumpers will override the +8V-protection. Do this only for a short period. When doing this, the service-technician must know exactly what he is doing, as it could damage the television set.
- Or via ComPair.



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070504

Figure 5-1 E Service jumpers

After entering SDM, the following screen is visible, with SDM in the upper right corner of the screen to indicate that the television is in Service Default Alignment Mode.