







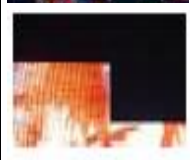


Frequently Asked Questions

Fault serial NO	Fault description	Fault photos	Possible reasons	Solutions
I	The whole screen doesn't show any thing, but the green indicator light for signal of the sending card is flashing	LED display shows black	i .no AC power input	Check the power supply and make sure the power supply works normally
			ii .the netcable from saning card to display isn't connected	Check net cable connection and replug the net cable
			iii.the connection of some devices which is betwween the sending card &display isn't connected well or broken	Check and normalize, if the connection is well but problem still exists please replace Function card or Repeater
			iv.The first receiving card which is connected with sending card has no DC 5 V power supply or receiving card broken	check the receiving card power supply , if DC power supply is ok,please replace the receiving card
II	The whole screen doesn't show any thing, and the green indicator light for signal of the sending card isn't flashing	LED display shows black	i .The graphic card configuration is incorrect	Please setup the graphic card to clone mode
			ii .the DVI cable from graphic card to sending card isn't connected well	Check the DVI cable connection and makesure it is connected well
			iii.Setup turn off led screen power with software	Turn on LED screen power supply with LEDStudio
			iv.the sending card installation isn't well or broken	Reinstall the sending card to PCI socket or replace it
III	When you open the ledstudio ,It shows the information "LED screen system not found"	"LED screen system not found"	i .RS232 cable or USB cable isn't connected from motherboard to sending card	Replug the RS232 or USB cable from motherboard to sendiung card
			USB driver haven't been installed	Install the USB driver again
			iii.RS232 cable or USB cable broken	Replace the RS232 or USB cable
			iv.The COM port or USB port of computer is broken	Change to an other COM port or USB port
			v .The USB port or RJ11 port broken	Replace sending card
IV	Screen brightness is low or display image is fuzzy		i .Setup the value of brightnessis very low with LEDstudio	Set to maximum brightness values
			ii .If you use function card, maybe the function card configuration is incorrect	Setup the minimum value of brightness to 80 in led screen
			iii.The software progarm error	Restore to sending card default Settings
			i .The software progarm error	Restore to sending card default Settings, if problem still exists,please send receiving card driver file to receiving card and save to receiving card again

V	Full screen garbled, blurring		ii .The DVI cable connection isn't well	Check the DVI cable connection and make sure it is connect well
			iii.The receiving card driver file is missing	Send receiving card driver file to receiving card and save again
			iv.The sending card broken	Replace sending card
			v .The receiving card is connected with sending card	Replace the receiving card
VI	Every cabinet shows same image		i . Haven't save the display connection configuration data	Please setup the display connection file , send to receiving card and save to receiving card
VII	Screen shows reverse phase image		i .The display connection setup is incorrect, in other word , the display connection figure is different from the actual trend of the net cable connection	Make the correct display connection file according to the actual trend of net cable cascade
VIII	One row of module doesn't work		i .Falt cable isn't connect well	Check flat cable connection or replace it
			ii .The signal output of the former module is out of order or the module input port is out of order.	First check which module is broken,then replace it
			iii.DC 5 V power supply for module have problem	Check the DC power cable connection
IX	Some of the modules don't work in one cabinet.		i .DC 5 V power cable isn't connected well	Check the DC power cable connection
			ii .Power suply is broken	Replace the power supply
			iii.The power supply is in protection mode.	Restart the power supply
X	The whole cabinet doesn't work		i .220V power cable isn't connected well	Check the AC power cable connection
			ii .The network cable which offers input to the receiving card is out of order.	Replace the net cable
			iii.The receiving card is out of order.	Replace the receiving card
XI	Some cabinets show balck		i .AC power supply for these cabinets have problem	Check the AC power supply for the cabinet
			ii .The net cable connection betwwen receiving card has problem or net cable broken	Check the net cable connection or replace it
			iii.The signal output of the former receiving card is out of order or the receiving card input port is out of order.	First check which receiving card is broken and replace
XII	Some video format can't be recognized by LEDstudio	video format can't berecognized	i .Don't install related Video decoder	Install related Video decoder , for example real player and so on Convert video formats to formats which can be recognized
X III	You use the Intelligent distribution box, but can't open led display power	LED display shows black	i .The net cable from sending card to function card connection has problem	Check the net cable connection or replace it
			ii .The function card has problem	Replace the Function card