

**GENERAL:**

PROBLEM	RESOLUTION
Cannot control the TV with the remote control.	Confirm remote control is pointing directly at the remote control sensor on front of the TV and try again. Wipe off the sensor if dirty. Remove any obstacle between the TV and the remote control. Check if the remote control batteries are still working and properly installed.
No image display and no sound is produced. Unit does not power on.	Check if the product is powered 'on' - press the red on/off button under the TV on right side. Check if the power cord is fully connected to a wall outlet. <b>Push the red GFI button on the AC power cord - the LED light will be 'on' when power is 'on'.</b> Check if there is a problem in the wall outlet by connecting other products.
Cannot connect external devices.	Refer to the "SETUP" section in the manual to connect an external device.
The TV turns off suddenly.	Check the power cord is still connected, and any power strip is 'on'. Check if the Auto sleep feature is activated in the Time settings. Refer to the "Sleep Timer" section. If there is no signal while the TV is 'on', it will power off automatically after 15 minutes of inactivity.
Water drips from the rear vent holes.	This is normal. It is water collecting near the vent/speaker holes as it runs off the rear cover of the TV.
The screen has black blotchy areas.	Direct sunlight on the screen on a hot day can cause the LCD panel to display improperly. This is normal if it occurs. Face screen away from direct sunlight. Power off the TV until the sunlight is not directly on the screen.
The remote control batteries are weak.	Replace the battery with CR2025 coin cell. Turn the rear battery cover to remove/replace.
Cannot connect to the streaming media stick in the HDMI port.	Confirm the stick battery or power cord is connected properly. Some stick's WiFi signal is too weak to extend past the rear metal TV cover. Remove cover to increase signal distance. It is not recommended to leave cover off in bad

**AUDIO:**

PROBLEM	RESOLUTION
No sound is produced while images are displayed.	Press VOL + button on the remote control. Check if the sound is muted by pressing MUTE on the remote control to clear it. Scroll to other channels. There may a problem with that channel's broadcast. Check if the audio cables are connected properly, and to the input source used. Check if the TV Speaker feature is activated in the On-Screen menu option.
No output from one of the speakers.	Adjust speaker right/left balance in the On-screen menu option.

**VIDEO:**

PROBLEM	RESOLUTION
The image displays in black & white, or poor color quality.	Adjust the color setting in the menu option. Keep a sufficient distance between this product and other electronic products. Scroll to other channels. There may a problem with the broadcast.
Horizontal or vertical bars appears or images blur.	Check if there are local interferences such as an electrical appliance or power tool. If the lines persist after powering the TV on/off and across all sources, contact CINIOS for service.
Lines or streaks appear on images.	Check the antenna or aim the antenna to the proper direction.
The power is on but the screen appears extremely dark or light.	Adjust the brightness and contrast in the On-screen menu option.
"No Signal" appears on the screen.	Check the signal cable is connected properly between TV and input source device. HDMI cables experience signal degradation at 25-30 ft. Reduce length or add a repeater. Check the input source is correctly selected.
Thin lines appear in the background of the screen.	Check the video cable connections.
The picture image is one color, others are missing.	Check the component video connections.
The reception on some channels is poor.	Scroll to other channels. There may a problem with the broadcast. The station signal may be weak. Aim the antenna to the proper direction. Check if there is local interference such as an electrical appliance or power tool.