After-sales service collect-LED screen

PS: After customer received the products or install the components, be sure to check the follow step then continued the products operation properly !

No.	Part	Method
1	Whether the product is powered	Performance the full-screen test after connecting AC110/220V
2	display module and HUB cable	Whether the red and black wires are correctly connected to the anode and cathode ; Are the HUB cables inserted according to the indicating arrow
3	Control card	Whether the indicator light on the control card flashes normally
5	Power supply	Whether the indicator light on the Power supply flashes normally
6	Current	Use a universal electric meter to check whether the DC voltage input to the product is DC5V
7	Power cable	The control card is finally connected to the AC power plug cable, whether the above is properly connect earth line, null line, and live line
8	Settle parameter set & software	1) Check the parameter setting according to the manual is it right or not ; 2) download and set the control software , Send information to the display to check whether it is normal properly

Common problem and solutions

No.	Common Problem		Part	Solutions
1	Whole Screen not bright	1) Black screen	① Whether the LED screen powered ② whether the LED modules connected well ③ Check the HUB cable connected well or not ④ Check the power cable connected well or not ⑤ Check the indicator light is lighting or not ⑥ Whether the parameter set correctly ⑦ Summarize the above situation and still not working	①According to the local supply voltage , ensure that the input voltage is 110/220V; ②Use a universal electric meter to check whether the DC voltage input to the product is DC5V; ③-1 Connect the HUB cables inserted according to the indicating arrow; ③-2 Swap the position of the foremost module and the last module in the same row for check; ④Connect the power plug cable to the anode and cathode, and connect the earth line, null line, and live line. ⑤-1 Use software to reset the parameter when the indicator light of the control card is lighting ; ⑤-2 if the indicator light of the control card is not bright, change the control card to check it; ⑤-3 if it is a synchronous LED screen, make sure the indicator lights of control card and receive card are lighting; ⑥-1 The polarity setting in the software parameter setting is wrong, exchange the value of them ⑥-2 After the software is reset, the new information must be sent successfully again; ⑦If the above does not work, replace the corresponding accessories (modules, HUB cable, LAN cable, power supply, power cables, control card, etc.)
		2) No display		
2	Error codes	Error codes and display abnormally		
3	Twinkling	LED beads are twinkling , bad contact		
4	Part is not bright	Some lamp beads are bright, some are not bright		
5	Low brightness	1) Lamp beads are dim , Not enough bright		
		2) Still not bright after adjust by software		
6	back ground color is wrong, opposite display	back ground color is fully bright, the text is dark, opposite display		
7	Some module not bright	1) The front modules are not bright, the behind modules are bright		
		2) Some modules are not bright in the middle of the screen		
8	Overheat	LED screen continuing high temperature and can't be used normally	① Check the LED screen operating ambient temperature; ② Check the above problems	①the LED screen generating heat is normal situation, the working temperature of the LED screen is -60℃ to 40℃; ② if it can't work normally, Please check and repair according the above situation
9	display error time	1) The time on the screen is wrong; 2) The control card has time chip, but the time is inaccurate if it turned on after power failure	① Is it the time display normally when you send the clock via software ② Check whether the button battery of the control card is charged	① Edit a new program, only display"time", don't add another program and check the time is correct or not ② If the time still wrong after you execute "①", then replace the button battery of the control card
10	Software install	Software can't be install and use	Check whether the computer is blocked by a firewall	① Install the software on another computer ② Please turn off the firewall before install this software, you can turn the firewall on when you install this software to you computer

After-sales service collect-LED digit sign

PS: After customer received the products or install the components, be sure to check the follow step then continued the products operation properly !

No.	Part	Method
1	Whether the product is powered	After connecting AC110/220V then performance the full-screen test.
2	LED digit modules	Whether the red and black lines of the LED digits are correctly inserted into the 2 PIN port of the driver card ; Whether there is false welding or dead light ; Whether the LED digits are display normally
3	Control card	Whether the indicator light on the control card flashes normally
4	Drive card/PIN port/HUB port	**1)** Whether the work light on the drive card lighted ; whether the IC of the drive card loose or lost , and is it false welding ; **2)** PCB digits and NIXIE tube don't need the drive card, please check the PIN port and HUB port connect normally
5	Power supply	Whether the indicator light on the Power supply flashes normally
6	Current	Use a universal electric meter to check whether the DC voltage input to the product is DC12V
7	Power cable	The power cable between the control card and the drive card, male and female power cords, and finally connect AC power plug , Whether the above is normally connected to the "+, -" poles, earth line, null line, and live line
8	LAN cable	Whether the network cable between the motherboard and the driver card and waterproof connector for multiple-screen are properly connected
9	Controller	**1)** When you press the remote controller, whether the red light on the surface are light up, refer to the manual to set the parameters, and whether the screen is displayed normally ; **2)** Whether the RF/IR remote control has been installed with 12V, 23A batteries; **3)** Whether the LCD remote control has been charged; **4)** Effective control range: RF remote controller's control range is 50-100 meters (barrier-free); the IR remote controller's control range is 1.5-3 meters; the LCD remote controller's control range is 15-30 meters;
10	Antenna	The antenna of the remote control is only used to enhance the remote control signal, check whether signal exist normally within 50 meters of barrier-free environment ; **2)** The antenna with GPS function is a satellite signal antenna. the antenna need placed in a place can facing the sky to ensure that it can receive global satellite signals.
11	RF wireless control box	**1)** The default IP for wireless control box is from POOSLED: 192.168.XXX, Please conduct communication test refer to the manual after received the goods, then connect to the local TCP/IP network, and set according to the local IP address; **2)** The wireless control box is an independent individual, it is the medium of the digital screen and the computer, so it must be properly connected to the computer before it can be used , And ensure that the computer, mobile phone, etc. are in the same network during use
12	4G control	**1)** Prepare a sim card can connect to the internet,and install to the control card of LED digit sign; **2)** Check the MAC code of the control card, this is a particular "ID Card" for control card; **3)** Download the software & phone app, create an account and password to send the message for check the LED digit sign

Common problem and solutions

No.	Common Problem		Part	Solution
1	LED digit beads not bright	1) Some lamp beads in different segments do not light up	① Whether the whole segment is not bright; ② Whether some parts are false welding; ③ Check whether the signal output port (HUB) or the IC of the drive card is soldered or damaged; ④ Check the output voltage is 12V or not; ⑤ Summarize the above situation and still not working	**A.** Change LED 7 segment digits/NIXIE tube **B.** change the LED beads of the PCB digits **C.** change the drive card / the HUB output port's IC(D882) of the back side of the PCB digits **D.** Use universal electric meter to check the direct current, ensure is 12V **E.** Summarize the above situation and still not working: Replace the drive card/HUB port/LED digits
		2) Only a few beads are lighting on the LED digit		
		3) The time part of the scoreboard is not fully displayed		
2	Display abnormally(error codes)	1) All digits are not bright, only the decimal point and few LED beads are lighting	① Check the LAN cable, is it loose; ② The controller send the blank content; ③ The controller digits format setting are not match with the LED sign actual format ④ The LED digits are not adjust yet ⑤ Check whether the 2 Pin port of the drive card is complete ⑥ Check whether the power supply is power by 12V voltage or the power cable is loose ⑦ New control card/drive card not compatible or the parameters setting of the control card are wrong ⑧ Is it disturb by same signal within signal range ⑨ Summarize the above situation and still not working	**A.** Reinsert the LAN cable or change a new one **B.** reset the sign according the manual **C.** whether TOXX of the screen set correct, XX is the stand for all digit's quantity in the full screen (for example, TO04 means the LED digit's quantity is 4 **D.** Press "SET" and "+" together to adjust the LED digit format ; **D(1)** if you use the LCD controller, set the rows and decimals **D(2)** Ensure the controller is fully charged and installed batteries **D(3)** Ensure that there is no disturb signal, if 1 kit sign have 2 signs in same frequency, please reduce the control card and reconnect them as 1 kit, or adjust the frequency. **E.** Weld the 2 PIN port and check the communication of the driver card **F.** Reinsert the power cable, ensure direct current is 12V **G.** There is LAN ports on the control card, you just need to set the 232/485 communication port on the software, and change the line on the control card, we can guide customers via video **H.** To sum up: A Replace LAN cable; B-D Replace IC/control card; E Replace drive card,; F Replace power cables/ power supply
		2) 1 card control multiple screens, The screen with the control card display normally, other screens don't work or abnormal		
		3) 1 card control multiple screens, some rows are display normally and some rows are not display or abnormal		
		4) 1 card control multiple screens, change all digits when you press the controller		
		4) LED digits are flicker or display abnormally		
		5) after use a period, full screen are not display		
		6) some digits are normal, some are abnormal		
		7) No respond when you press the controller, can not control the LED sign		

3	Brightness are inconsistent	1) brightness of the LED digits are different in same LED sign	① Check the LAN cable, is it loose; ② whether connect to the 12V voltage power supply ③Whether set the manual brightness correctly ④ Is it the brightness sensor covered or broken, Is the LED sign in a wrong place	**A.** Reinsert or change a new one **B.** Use universal electric meter to check whether the voltage between 2 signs is 12V. if not, please adjust to 12V **C.** Press the "set" and "-" together on the controller, and set to the highest brightness level(A7, P7) **D.** Clean the brightness sensor then put the sign on the bright place
		2) multiple screen control, the brightness are inconsistent		
4	Remote control malfunction	1) RF remote controller	① Check whether the controller install batteries or fully charged ② Check the effective remote control range ③ Try to send the data to the LED sign again ④-1 Check the control box is turned on, ④-2 Press any bottom on the box to check the indicator light is flicker or not	**A.** Charge the battery or install the batteries **B.** Ensure within the effective control range **C.** Replace controller or control box **D.**Replace control card
		2) LCD remote controller		
		3) IR remote controller		
		4) basketball scoreboard control box		
5	Display temperature abnormal	1) display temperature and actual temperature have big deviation	① Check the temperature sensor's position, ② Check the temperature sensor is install on the control card or not ③ Summarize the above situation and still not working	**A.** Temperature sensor can be put in the cabinet or face to the sun directly to overheat **B.** Temperature sensor mount on the control card and it can work **C.** Summarize the above situation and still not working: replace the temperature sensor
		2) Do not display temperature		
6	Antenna no signal	1) The RF remote screen cannot be controlled , antenna no signal	① Check the effective remote control range ② Check whether the control card work, and whether the antenna connect to the control card ③ Check whether the time zone is set correctly ④ Check whether the GPS antenna facing to the sky to receive signal ⑤ The sign still not working after checked	**A. 1)** The antenna of the remote control is only used to enhance the remote control signal, check whether signal exist normally within 50 meters of barrier-free environment ; **2)** The antenna with GPS function is a satellite signal antenna. the antenna need to placed in a place can facing the sky to ensure that it can receive global satellite signals. **B.** Reinsert the antenna to control card, ensure the antenna indicator light of control card are light on **C.** Set the time zone according the use manual **D.** Let the GPS antenna facing to the sky to receive signal **E.** Summarize the above situation and still not working: Replace the antenna
		2) The GPS control clock sign can not display normally		
		3) when you control the main screen and sub screen(scoreboard and 24 second), can not synchronous information		