

Technical Bulletin

PDI-P14W and PDI-P14 TAB Troubleshooting Cheat Sheet

Troubleshooting Suggestions for the Popular PDI-P14
Android-Based Television



PDi

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Most issues with the Android-based P14 television are usually setup related and can be quickly resolved using the information provided in this bulletin.

This chart applies to the TV portion of the product

PDI-P14 TV	
TV SYMPTOM	REMEDY
TV No Sound, Picture OK	<ol style="list-style-type: none"> 1. Verify TV Sound is not muted. 2. Try another Channel. 3. Access TV's SETUP / SOUND / INTERNAL SPEAKER ENABLE menu, verify TV source has Sound Enabled. 4. Insert Earphone plug into TV Earphone Jack and remove, recheck for sound from internal TV speakers. 5. Activate TV's SETUP / CHANNELS and verify SIGNAL type is set correctly.
TV Sound Ok, Black Pix	<ol style="list-style-type: none"> 1. Check TV for On Screen Display (OSD), such as Channel Numbers or Volume Bar. If no OSD, remove for service. 2. If OSD present, activate SETUP / PICTURE and verify Brightness and Contrast settings. Recheck Pix.
TV Message, "No Channels Available, Service Level is Blank"	<ol style="list-style-type: none"> 1. Access TV's SETUP menu; verify SERVICE LEVEL is set to a level populated with channels.
TV Message, "<Source>, No Video Signal".	<ol style="list-style-type: none"> 1. TV is set to a source with no signal. Activate Source and verify connected signal cable. 2. Channel TV to active channel or active Source.
TV Message, "TV No Signal".	<ol style="list-style-type: none"> 1. TV is tuned to an empty channel. Tune TV to an active channel. 2. Verify TV is connected to active signal source.
TV Picture is Pixilated on Digital Channel	<ol style="list-style-type: none"> 1. Access TV's SETUP / CHANNELS menu and verify PRO:IDIOM is set to "FREE TO GUEST". 2. Verify TV has proper RF signal level.
TV Picture is Snowy on Analog Channel	<ol style="list-style-type: none"> 1. Verify TV has proper RF Signal level.

This chart applies to the Android portion of the TV

PDI-P14 TAB	
ANDROID SYMPTOM	REMEDY
Black Pix	<ol style="list-style-type: none"> 1. Verify TV is set to "Module – Android" source. 2. Press and hold down the TV's power button for 12 seconds to initiate a reset. Recheck.
No Internet	<ol style="list-style-type: none"> 1. Check the Android desktop toolbar Wireless icon for indicated signal strength with connection Icon. 2. In the Android menu, select SETTINGS. Verify Wi-Fi is on. 3. Select/Verify Wi-Fi network. Exit to Android desktop and open Browser. 4. Accept and Press the Terms and Conditions button on the disclaimer page. 5. If no Internet, contact network administrator.
No User Log On	<ol style="list-style-type: none"> 1. Select "I'm a new user" button on Login screen. Follow Login instructions
Locked Up – No Response	<ol style="list-style-type: none"> 1. Press and hold down the TV's power button for 12 seconds to initiate a reset. Recheck.
No Android	<ol style="list-style-type: none"> 1. Access TV's SETUP / SOURCES / SOURCE ENABLE menu, verify MODULE - ANDROID source is enabled. 2. Press "TV/AV" button on remote until MODULE – ANDROID source appears, then Log On screen. 3. If no response from Android, remove TV for service.

For More Information

If you have questions, please contact PDI Product Support at 937-743-6010, Option 2.