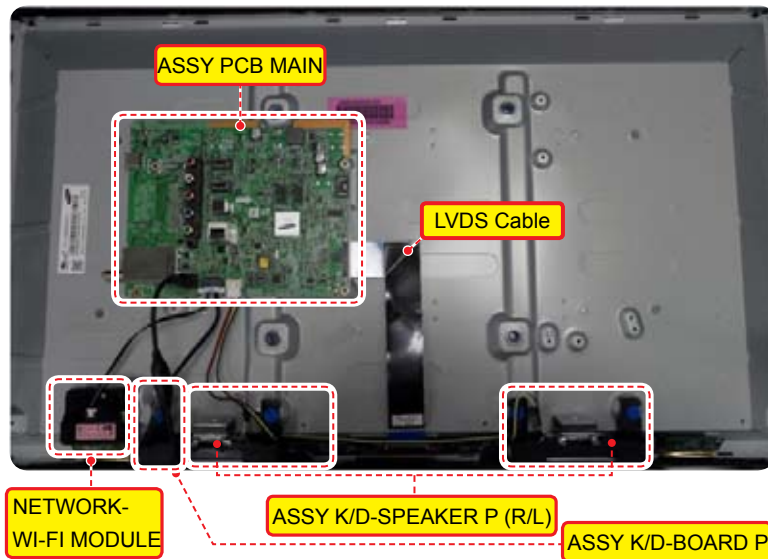


4. Troubleshooting

4-1. Troubleshooting

■ Previous Check

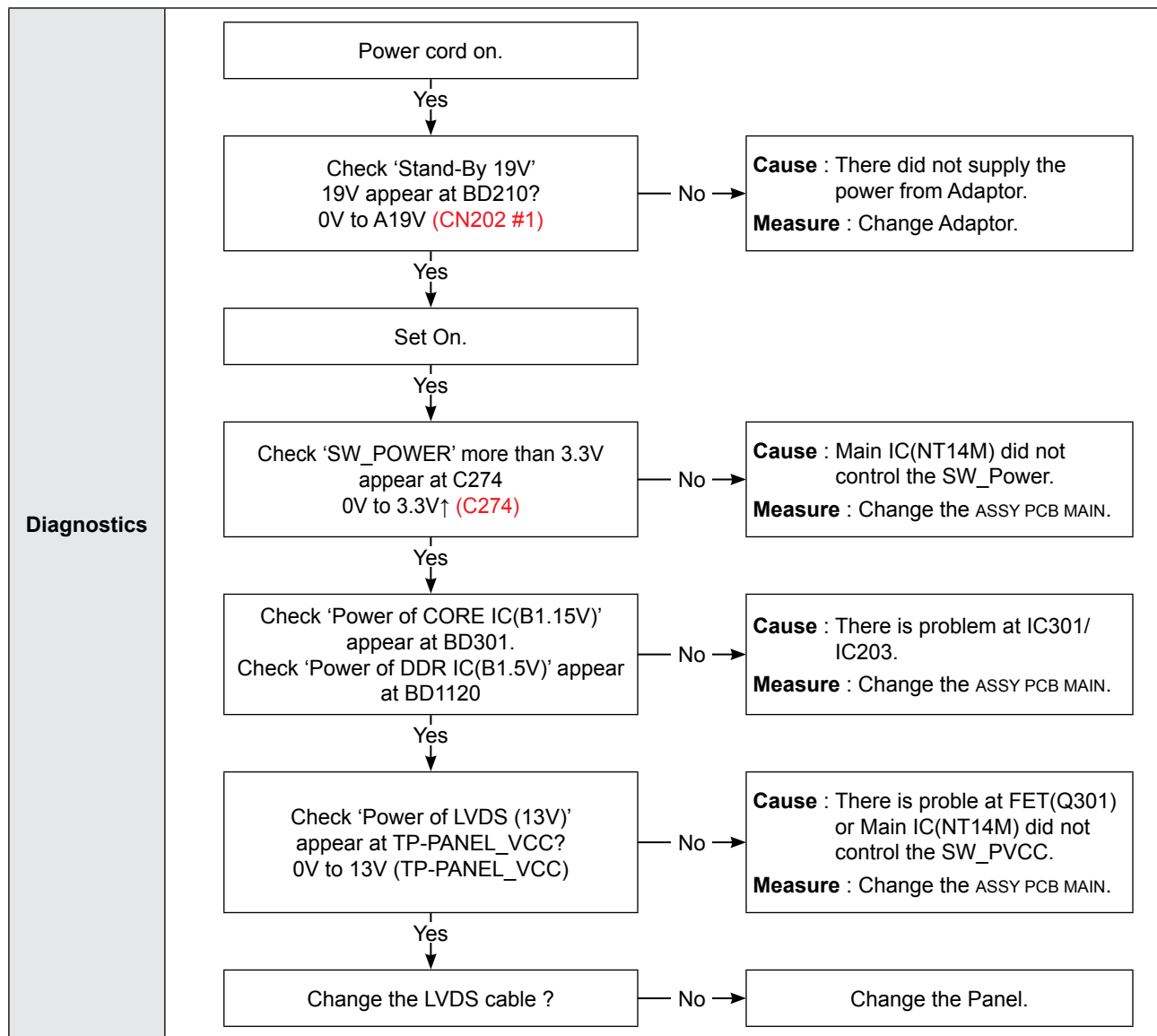
1. Check the various cable connections first.
 - Check to see if there is a burnt or damaged cable.
 - Check to see if there is a disconnected or loose cable connection.
 - Check to see if the cables are connected according to the connection diagram.
2. Check the power input to the ASSY PCB MAIN Board.



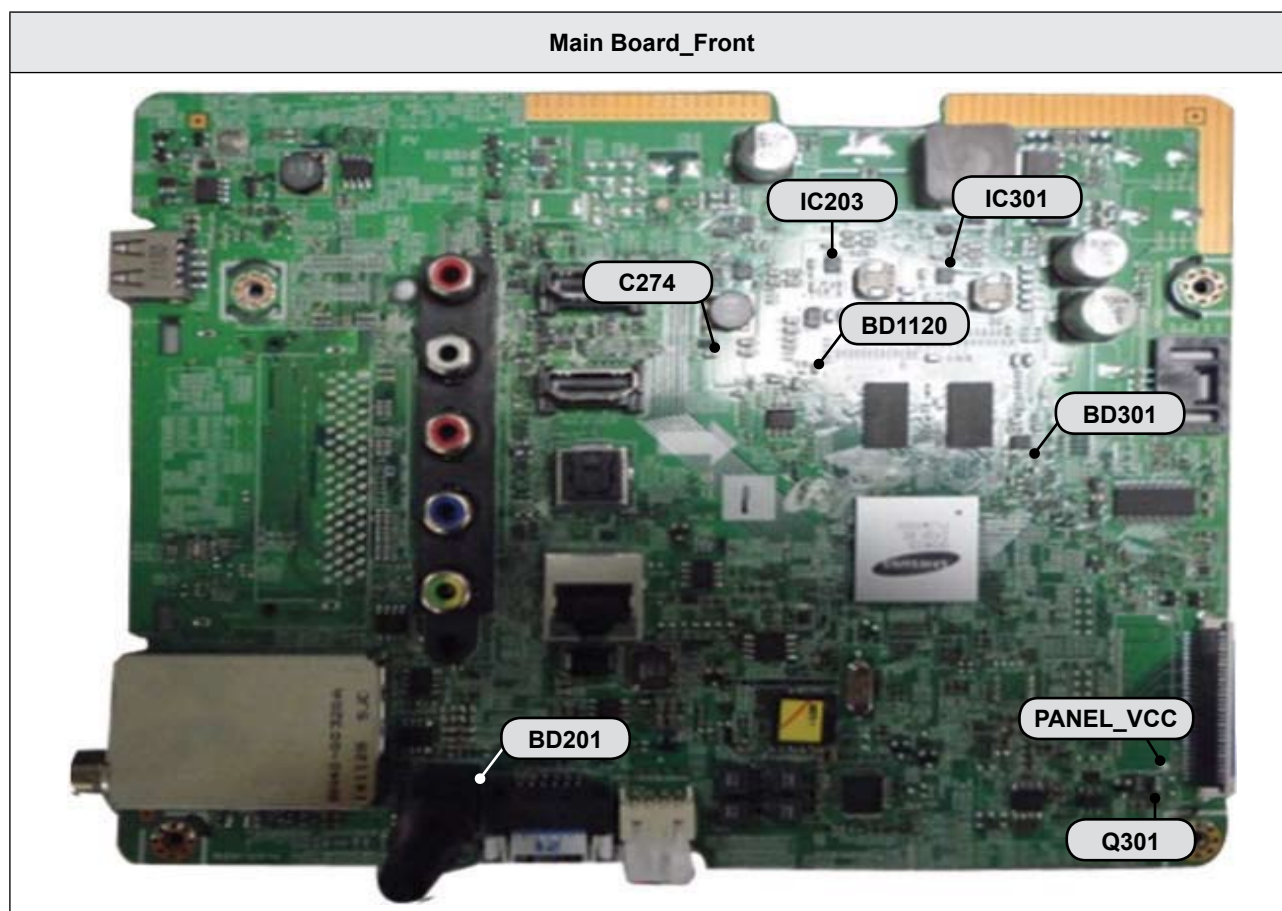
3. Check the power in & output between DC VSS(A) (Adaptor) & ASSY PCB MAIN, ASSY PCB MAIN & Panel, IP & Panel.

4-2. How to Check Fault Symptom

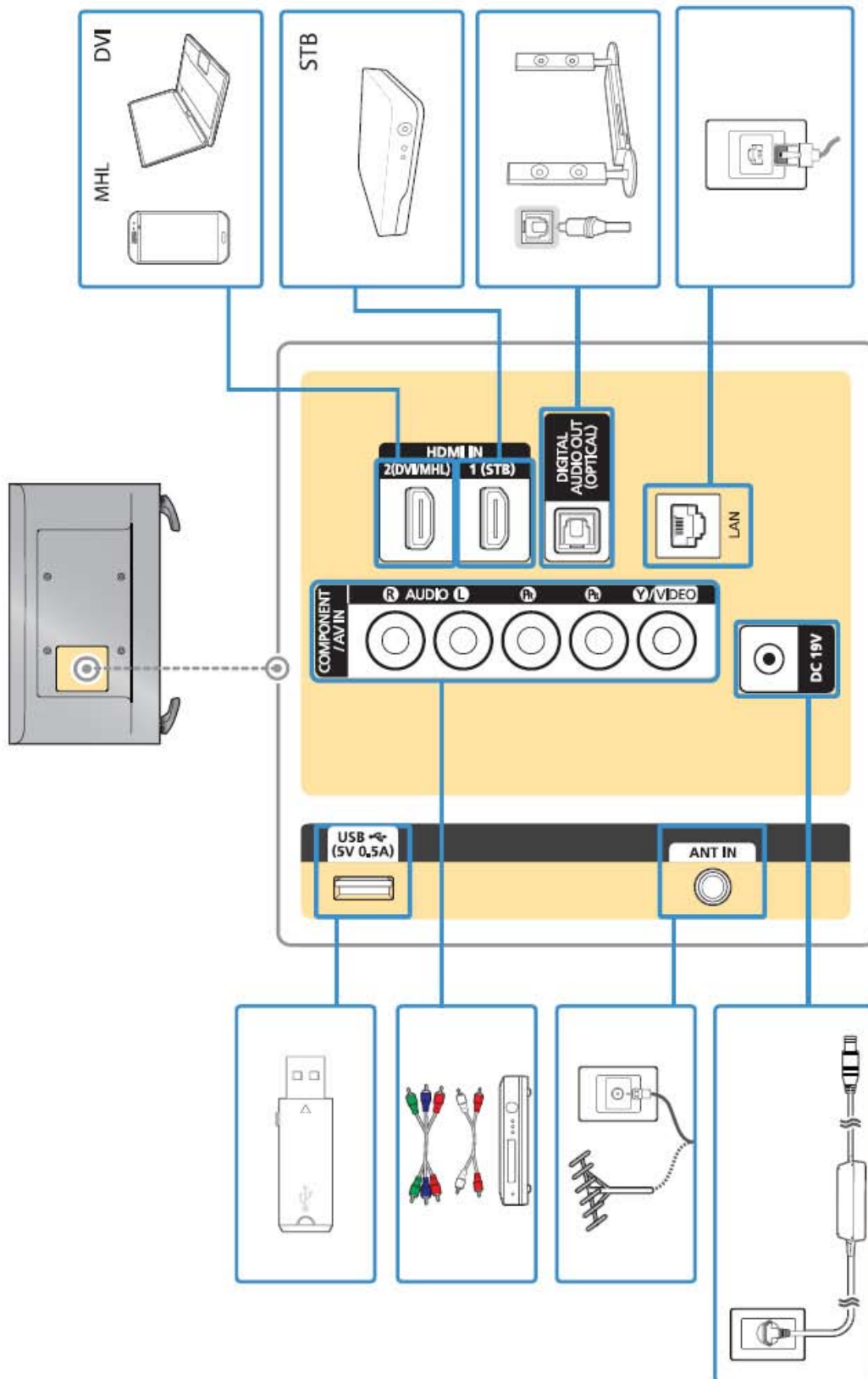
■ No Picture



■ Location of Parts



4-3. Connect



4-4. Factory Mode Adjustments

4-4-1. Detail Factory Option



NOTE

If you replace the main board with new one, please change the factory option as well.
The options you must change are "**Type**".

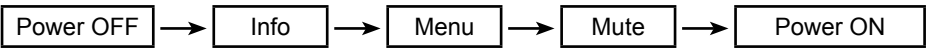
■ UN32J4300AGXZD

Inches		32"
PANEL	Vendor	BOE CSOT
	Code	BN95-02143F BN95-02125B
	Spec.	CY-JJ032AGEV1G CY-JJ032AGHV1G
SMPS BOARD (DC VSS(A), Adaptor)	Vendor	SEM
	Code	BN44-00838A
	Spec.	A5919_FSM
MAIN BOARD	Chassis Ass'y	BN91-13330D BN91-13330A
	PBA Ass'y	BN94-07831D BN94-07831A
Byte	Item	
0	Factory Reset	-
1	Type	32B6AH0JJ 32S6AH0JJ
2	Local set	Different according to the country (BRA_DTV)
3	SW Model	UJ4303
4	BOM Model	4300
5	Tuner	ISDB-T
6	Ch table	NONE

4-4-2. Entering Factory Mode

o enter 'Service Mode' Press the remote -control keys in this sequence :

- If you do not have Factory remote control



- If you have Factory remote control



- If you don't have Factory remote control, can't control some menus.

Option
Control
Debug
SVC
ADC/WB
Advanced

T-N14MJUABC-0107.1

T-NT14MJAUSS-0106

BT Version : xxxx

E-Manual : NMISDBJ-1.001

EDID SUCCESS

HDCP SUCCESS

CALIB : AV/COMP/PC/HDMI/

Option : 32S6AH0JJ, xxx_DTV, 4303, NONE

RFS : "NT14M 0159" K/1 201x-xx-xx

KERNEL : xxxx.xxxx,/Onboot: xxxx

DTP-DTVTD-5406

TCON Version:----

Model : UN32J4303

Wired MAC : xxxx

Wireless MAC : xxxx

WIFI : ATH6K(5.0.1.45_0205)

CO Nf/ W/ M/ D/ HX PO AO / S/ N/ SC/

Factory Data : 293 / EERC Ver : 127

SmartControl : ****

DTP-BP-HAL-5406

DTP-BP-MW-5406

DTP-BP-APP-5404-02-Hijack

DTP-png-13-0004

Date of purchase:-/-----

4-4-3. Factory Data

■ Option

Factory Menu Name	Data	Range
Factory Reset	-	
Type	32S6AH0JJ	
Local Set	Depending on models	
Model	UJ4303	
SVC Model	4300	
TUNER	Depending on models	
Ch Table	NONE	
MRT Option		
Front Color	U-S-C-53	
Lvds Format	JEIDA	
Language_Arabic	US	
Region	USA	
PnP Language	ENG_US	
WIFI REGION	S	
OTN Support	ON	
OTA Support	OFF	
MediaPlay DLNA	...	
TTX	OFF	
China HD	OFF	
NT Conversion	OFF	
Num of DTV	1	
Num of AV	1	
Num of COMP	1	
Num of HDMI	2	
Num of SCART	0	
Num of USB Port	2	
Num of USB 3.0	0	
Num of RVU	0	
Num of Display	2	
Num of IPTV	0	
Num of RUI	0	
Num of PVR RECORD	0	
TOOLS Support	40	
LNA Support	OFF	
24Px4 Support	OFF	

4. Troubleshooting

Factory Menu Name	Data	Range
BD Wise Support	OFF(H6203 ON)	
Data Service Support	OFF	
PVR Support	OFF	
CI Support	OFF	
LEDMotionPlus Support	ON	
Natural Mode Support	ON	
Relax Mode Support	OFF	
HDMI/DVI SEL	2	
Select LED/PDP	LCD	
Wall Mount	OFF	
HV Flip	HV Filp	
FRC HV Flip	0	
Light Effect	OFF	
e-Pop Default	ON	
CAMERA Support	OFF	
NETWORK Support	Int-Wifi	
EcoSensor Support	ON	
3D Support	OFF	
BT Support	OFF	
BT ADDRESS	Not support	
HP LINE	LineOut	
Smart Control Support	OFF	
Motion Recog	OFF	
Voice Recog	OFF	
Virtual Remocon color	1	
Local Dimming Panel	OFF	
Wifi Vendor	QCA	
Engineer Option		
Type Of PANEL KEY	None	
5 Way Function Key	R_BACK	
Contents Bar	OFF	
Cable Modulation	QAM	
Standby led on/off	OFF	
Recognition Support	OFF	
IF AGC	0	
D AGC	0	
PH BW	0	
FQ BW	0	

Factory Menu Name	Data	Range
PH RATE	0	
PD EN	0	
PEQ Inx	0	
WF Scale		
WF Type	0	
Num of Network Stream	1	
DP V Size	0	
Backend Device		
BT_AUDIO_ON_OFF	OFF	
Config_AV_PATH		
USING_PSI_UPDATE		
ECO Stanby	OFF	
Fast Logo Delay	0	
Num of PANEL KEY		
Panel Detail	0	
Panel Init Time	250	
Tcon Init Time	460	
WRITE MAC Address		

■ Control

Factory Menu Name	Data	Range
EDID		
EDID ON/OFF	OFF	
EDID WRITE ALL	...	
EDID WRITE PC	...	
EDID WRITE HDMI	...	
EDID WRITE HDMI1	...	
EDID WRITE HDMI2	...	
EDID WRITE HDMI3	...	
EDID WRITE HDMI4	...	
EDID Ver	...	
EDID Port		
EDID WRITE DVI	...	
Sub Option		
RS-232 Jack	UART	Debug/UART
Serial Log On/Off	OFF	ON/OFF
Watchdog	OFF	
FRC Monitoring	OFF	

4. Troubleshooting

Factory Menu Name	Data	Range
Checksum	0x0000	
Fast Boot in Production	ON	
UART ENABLE	OFF	
ECO IC TYPE	MC8121	
Info Link Server Type	development	
Info Link Country	None	
TTX Group	...	
Visual Test	...	
MediaPlay DB	...	
OPTION_SWU		
OPTION_NUM		
RF Remocon Support	OFF	
CCD mode	...	
DONS Support	OFF	
Num of IPTV CIP	0	
Num of CI	0	
Num of HYBRID TV	0	
T-CON Device		
BOARD CONTROL	OFF	
RM		
PSA		
LMK threshold	4	
Low threshold	10	
High threshold	15	
CSB	ON	
CLB	ON	
EEPG Enable	0	
Last Screen	OFF	
App Resume	OFF	
BP PMS Reset	1	
F Anet Thread	2	
ACM_MC	OFF	
Support MiniBrowser	ON	
HotkeyList	Basic_Smart	
PDP Option		
Pixel Shift Test	OFF	
Logic SW		
Panel Temperature		

Factory Menu Name	Data	Range
LOGIC Waveform Day		
Logic Check Sum		
MRT		
SAPC Timer		
APC Speed		
Hotel Option		
Hospitality Mode	OFF	
Power On		
Menu OSD		
Operation		
Music Mode		
External Source		
Eco Solution		
Cloning		
Shop Option		
Shop Mode	OFF	
Exhibition Mode	OFF	
3D Cube	OFF	
Asia Option		
Unbalance		
AF Level adjust		
TX Power Level		
Mono Last Memory		
H Shaking		
SOUND		
Carrier_Mute	ON	
High Devi	OFF	
Speaker Delay Normal	10	
SPDIF PCM Gain	-9 dB	
FM M Prescale	48	
FM Prescale	0x00h	
AM Prescale	0x32h	
NICAM Prescale	0x48h	
BTSC Mono Prescale	15	
BTSC stereo Prescale	29	
BTSC SAP Prescale	29	
A2Ident High Thid	36	
A2Ident Low Thid	9	

4. Troubleshooting

Factory Menu Name	Data	Range
Pilot Level High Thld	0x0Fh	
Pilot Level Low Thld	0x08h	
Carrier2 Amp High Thld	4	
Carrier2 Amp Low Thld	3	
Carrier2 SNR High THR	16	
Carrier2 SNR Low THR	80	
Sig Error On	35	
Sig Error Off	41	
Amp Model	TAS5745	
Amp Volume	0xc9h	
Amp Scale	0x35h	
Amp Check Sum	0x00480W60	
Woofer Type	0	
Woofer Volume	0xcbh	
Woofer Scale	0x8ah	
Woofer Check Sum	NONE	
Woofer Local EQ Checksum	0	
Speaker EQ	ON	
PEQ Test	Ready	
Lacal Speaker EQ	0	
Local EQ Checksum	0	
SRS Tuning Parm	0	
Subwoofer Support	0	
India Sound	OFF	
AudioDock BT delay	50	
Wall Filter Type	0	
Bottom CheckSum	0	
Bottom Local Checksum	0	
Lipsync Inx	2	
Lipsync checkSum	NG	
Lipsync USB Test	Ready	
Lipsync BT Checksum	NG	

■ Debug

Factory Menu Name	Data	Range
Spread Spectrum		
LVDS Spread	ON	

Factory Menu Name	Data	Range
DDR Spread	OFF	
Period	20K	
Amplitude	1.5	
HD SSC ON/Off	OFF	
HD SSC Value	1	
LVDS SSC ON/OFF	OFF	
LVDS Value	0	
DDR SSC ON/OFF	OFF	
DDR SSC Value	1	
FRC Vx1 SSC ON/OFF	OFF	
FRC LVDS SSC ON/OFF	OFF	
FRC LVDS SSC MRR	10	
FRC LVDS SSC MFR	1	
FRC Vx1 SSC Period	0	
FRC Vx1 SSC Modulation	0	
FRC DDR SSC ON/OFF	ON	
FRC DDR SSC MRR	15	
FRC DDR SSC MFR	1	
FRC DDR SSC Period	0	
FRC DDR SSC Modulation	0	
DDR Margin		
A CTRL_OFFSET_0_3	0	
A CTRL_OFFSET_D	0	
B CTRL_OFFSET_0_3	0	
B CTRL_OFFSET_D	0	
MICOM POWER OFF	OFF	
RF Mute Time	6ms	
CI +1.3	OFF	
FRC		
Tuner Margin	10	
MPEG Margin	100	
H.264 Margin	100	
CAM Wait Time		
TS Clock delay	0	
TCON_TEMP_READ	0	
TEMP LAST	60	
DCC VERSION	0x3447	

4. Troubleshooting

Factory Menu Name	Data	Range
DCC CHK SEL	0	
DCC CHECK LOCAL	0	
DCC CHECK TOTAL	0	
MultiACC Checksum	0	
IIC Bus Stop	OFF	
Tuner Status		
Cert Option	SHOW	
RM_BIST_DTV	0	
RM_BIST_ATV	0	
Voice Debug	OFF	

■ SVC

Factory Menu Name	Data	Range
Self Test(for HW)		
Loop Back		
CPU		
DDR		
FLASH		
EEPROM		
Tuner X-TAL		
Tuner1		
HDMI Switch IC		
USB HUB IC		
WIFI		
LVDS		
LVDS2		
T-CON/FRC		
T-CON2/FRC		
PCB Test		
MOIP		
BT		
EcoSensor		
Voltage		
Chip Test		
Module Test		
ATV CH Inspection		
DTV CH Inspection		

Factory Menu Name	Data	Range
Satellite CH Inspection		
Woofer Sound Inspection		
DP Test		
DP CRC Result		
Voltage Result		
BT		
Chip Test		
Module Test		
ATV CH Inspection		
DTV CH Inspection		
Satellite CH Inspection		
UHD OSD TEST		
Aging Line Test		
Tweeter Sound Inspection		
Info		
SVC Info		
LOG(View Log)		
ER Count		
Panel Display Time		
Factory Execution History		
Factory Reset History		
Upgrade		
T-CON Usb Download		
T-CON CheckSum		
Logic Usb D/L		
SUBMICOM UPGRADE		
BT UPGRADE		
BT FREEPAIRING		
Function Upgrade		
FRC3D FW UPGRADE		
FRC3D LD UPGRADE		
Camera Upgade		
Mic Upgrade		
CPLD USB Download		
JP MICOM UPGRADE		
DP MICOM UPGRADE		
Jump UPGRADE		
IR Blaster Upgrade		

4. Troubleshooting

Factory Menu Name	Data	Range
IR Blaster delay time		
CPLD Download		
LDC PROFILE UPGRADE		
Pic Data USB Update		
Audio Data USB Update		
Eco Data USB Upate		
SC ADK Upgrade		
SC MBR Upgrade		
Reset		
App Reset	0	
EEPROM Rst	0	
SPI Flash Reset	Failure	
OPTION_HDMI		
DVI/HDMI SOUND	Auto	
HDMI HOT PLUG	Disable	
HOTPLUG SWITCHING	boot	
HOTPLUG DURATION	1200ms	
CLK TERM DURATION	1200ms	
HDMI FLT CNT SIG	100ms	
HDMI FLT CNT LOS	100ms	
UNSTABLE BAN CNT	5000ms	
HDMI ROBIN	ON	
HDMI Callback	OFF	
HDMI CTS Thld	8	
HDMI CTS Cnt1	1	
HDMI EQ	Auto	
HDMI Write Type	Combine	
HDMI Switch	NONE	
DVI SET TIME	300ms	
HDMI Sync	DE	
HDMI 3D DET	0	
HOTPLUG OFF HOLD TIME		
HDMI Stable Count	1	
HDCP UPDATE SPI		
SPI VERSION	0	
DVB CI		
TS Clock delay TC	0	
TS Clock delay S	0	

Factory Menu Name	Data	Range
CI Control Buf ON	ON	
TS Clock delay CPU	-1	
Test Pattern		
Pattern Sel	OFF	
Logic Pattern Sel		
Logic Level Sel		
FRC Pre Test Pattern	0	
FRC Post Test Pattern	0	
SOC TCON Test Pattern	0	
SOC TCON Pattern Level	255	
SOC TCON FRC Pattern	0	
HDMI WB Pattern	OFF	
HDMI Pattern Sel	0	
Parma Pre Test Pattern	0	
Parma Port Test Pattern	0	
FRC OSD PRE PATTERN	0	
FRC OSD POST PATTERN	0	
Other Setting		
Delete S/N	0	
IPERF	stopped	
Expert		
CAL Data Backup		
CAL Data Restore		
ATV IF AGC SPEED		
Source Direct ON/OFF	0	
App Update	LAST POWER	
SVC Panel	ORIGINAL	

■ ADC/WB

Factory Menu Name	Data	Range
ADC		
AV Calibration		
Comp Calibration		
PC Calibration		
HDMI Calibration		
ADC Result		
1st_Y_GH	0	

4. Troubleshooting

Factory Menu Name	Data	Range
1st_Y_GL	0	
1st_Cb_BH	0	
1st_Cb_BL	0	
1st_Cr_RH	0	
1st_Cr_RL	0	
2nd_R_L	134	
2nd_G_L	134	
2nd_B_L	134	
2nd_R_H	49	
2nd_G_H	49	
2nd_B_H	49	
White Balance		
R-Offset	128	
G-Offset	128	
B-Offset	128	
R-Gain	128	
G-Gain	128	
B-Gain	128	
WB-W2_R_Offset		
WB_W2_B_Offset		
WB_W2_R_Gain		
WB_W2_B_Gain		
WB-N_R_Offset		
WB_W2_N_Offset		
WB_W2_N_Gain		
WB_W2_N_Gain		
MGA		
MGA On/Off	OFF	
R1_Gain		
G1_Gain		
B1_Gain		
R2_Gain		
G2_Gain		
B2_Gain		
R3_Gain		
G3_Gain		
B3_Gain		
R4_Gain		

Factory Menu Name	Data	Range
G4_Gain		
B4_Gain		
R5_Gain		
G5_Gain		
B5_Gain		
R6_Gain		
G6_Gain		
B6_Gain		
R7_Gain		
G7_Gain		
B7_Gain		
R8_Gain		
G8_Gain		
B8_Gain		
R9_Gain		
G9_Gain		
B9_Gain		
R10_Gain		
G10_Gain		
B10_Gain		

■ Advanced

4-5. White Balance

4-5-1. Calibration

1. Into the Factory Mode.
2. Select **SVC** Menu.
3. Select **ADC/WB** menu.
4. Select **ADC** menu.



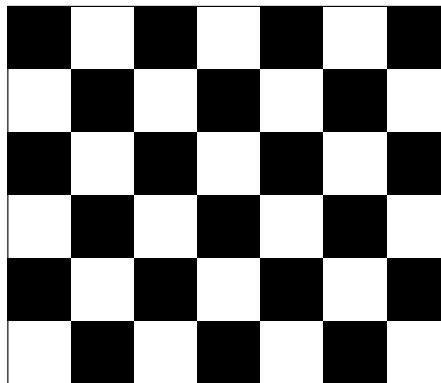
4-5-2. Service Adjustment

You must perform Calibration in the Lattice Pattern before adjusting the White Balance.

■ Color Calibration

- Adjust Specification

Source	Setting Mode	Pattern	Use Equipment
HDMI	1280 x 720@60 Hz	Pattern #24 (Chess Pattern)	CA210 & Master MSPG925 Generator



(Chess Pattern)

- Use other equipment only after comparing the result with that of the Master equipment.

Input mode	Calibration	Pattern
CVBS IN (Model_#1)	Perform in NTSC B&W Pattern #24	Lattice
Component IN (Model_#6)	Perform in 720p B&W Pattern #24	Lattice
HDMI IN	Perform in 720p B&W Pattern #24	Lattice

■ Method of Color Calibration (AV)

1. Apply the NTSC Lattice (N0. 3) pattern signal to the AV IN 1 port.
2. Press the Source key to switch to "AV1" mode.
3. Enter Service mode.
4. Select the "ADC" menu.
5. Select the "AV Calibration" menu.
6. In "AV Calibration Off" status, press the "►" key to perform Calibration.
7. When Calibration is complete, it returns to the high-level menu.
8. You can see the change of the "AV Calibration" status from Failure to Success.

■ Method of Color Calibration (Component)

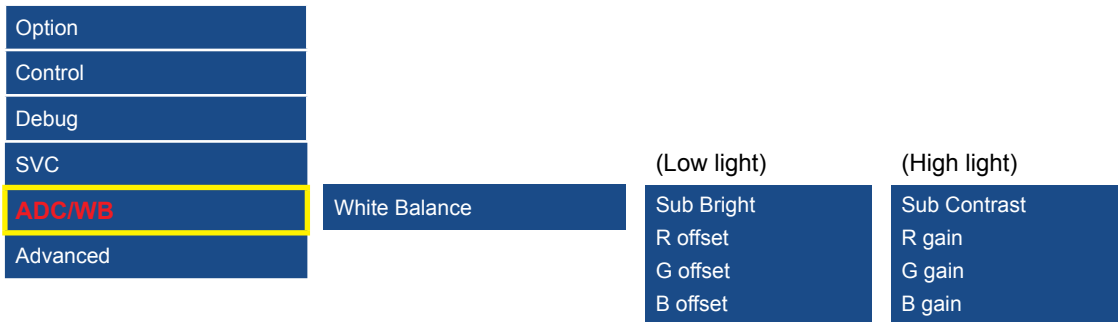
1. Apply the 720p Lattice (N0. 6) pattern signal to the Component IN 1 port.
2. Press the Source key to switch to "Component1" mode.
3. Enter Service mode.
4. Select the "ADC" menu.
5. Select the "Comp Calibration" menu.
6. In "Comp Calibration Off" status, press the "►" key to perform Calibration.
7. When Calibration is complete, it returns to the high-level menu.
8. You can see the change of the "Comp Calibration" status from Failure to Success.

■ Method of Color Calibration (HDMI)

1. Apply the 720p Lattice (N0. 6) pattern signal to the HDMI1/DVI IN port.
2. Press the Source key to switch to "HDMI1" mode.
3. Enter Service mode.
4. Select the "ADC" menu.
5. Select the "HDMI Calibration" menu.
6. In "HDMI Calibration Off" status, press the "►" key to perform Calibration.
7. When Calibration is complete, it returns to the high-level menu.
8. You can see the change of the "HDMI Calibration" status from Failure to Success.

4-5-3. Adjustment

- 1. Into the Factory Mode.
- 2. Select **SVC** Menu.
- 3. Select **ADC/WB** menu.
- 4. Select **WB** menu.



4-6. Software Upgrade

Software Upgrade can be performed by downloading the latest firmware from samsung.com to a USB memory device.

- Current Version - The software already installed in the TV.

Software is represented as 'Year/Month/Day_Version'.

4-6-1. How to Check the Software Version

■ Use the Main Menu

1. Click the "MENU" key in remote controller.
2. Select "Support" menu.
3. Locate the menu cursor "Software Upgrade" menu.
4. Click the "INFO" key.
 - Check the Main SW and Micom version.



■ Use the Factory Mode

Option	T-N14MJUABC-0107.1
Control	T-NT14MJAUSS-0106
Debug	BT Version : xxxx
SVC	E-Manual : NMISDBJ-1.001
ADC/WB	EDID SUCCESS
Advanced	HDCP SUCCESS
	CALIB : AV/COMP/PC/HDMI/
	Option : 32S6AH0JJ, xxx_DTV, 4303, NONE
	RFS : "NT14M 0159" K/1 201x-xx-xx
	KERNEL : xxxx.xxxx,/Onboot: xxxx
	DTP-DTVTD-5406
	TCON Version:----
	Model : UN32J4303
	Wired MAC : xxxx
	Wireless MAC : xxxx
	WIFI : ATH6K(5.0.1.45_0205)
	CO Nf/ W/ M/ D/ HX PO AO / S/ N/ SC/
	Factory Data : 293 / EERC Ver : 127
	SmartControl : ****
	DTP-BP-HAL-5406
	DTP-BP-MW-5406
	DTP-BP-APP-5404-02-Hijack
	DTP-png-13-0004
	Date of purchase:-/-----

4-6-2. How to Upgrade Software and Micom

Insert a USB drive containing the firmware upgrade downloaded from samsung.com into the TV. Please be careful not to disconnect the power or remove the USB drive while upgrades are being applied. The TV will turn off and turn on automatically after completing the firmware upgrade. Please check the firmware version after the upgrades are complete (the new version will have a higher number than the older version). When software is upgraded, video and audio settings you have made will return to their default (factory) settings. We recommend you write down your settings before beginning firmware update. After update is completed, restore your previous settings.

■ Main Software Upgrade

1. Store the sw program named "T-N14MJUABC" in USB memory stick.
 - Connect the USB.



2. Click the "MENU" key in Remote Controller.
3. Select "Support" menu.
 - Locate the menu cursor "Software Update" menu.



4. Locate the menu cursor "Update now" menu.



4. Troubleshooting

5. Click the "ENTER" key.



6. Click the "ENTER" key.

- Wait for upgrade complete.
- Check the Software Version.



4-7. The Dimension of 32J4300 Models

Item	32" (Mini Arc Stand)
SET Size (With Stand) mm	745.4 * 463.1 * 150.5
SET Size (Without Stand) mm	745.4 * 442.24 * 69.0
Opening Area (W * Diagonal)	699.7 * 394.3, 803.1
Wall - Mount (A * B)	200 * 200

