







## Remark1 : What is System related issue ?

1. Permanent reboots
2. Intermittent reboots
3. No function, no standby LED (set dead)
4. No function, blinking LED
5. Set freezes, intermittently
6. Slow response to user interaction
7. Switches ON by itself
8. Switches Off by itself
9. Stuck in standby mode / unable to start up
10. Stuck on PHILIPS / ANDROID logo
11. CAM not recognized by TV
12. CAM authentication issue
13. Misc CAM issue
14. IP-EPG issues
15. BC-EPG issues
16. PVR issues w/ BC-EPG
17. PVR issues w/ IP-EPG
18. PVR issues / generic
19. EDFU-related issue
20. Features not available in UI / cannot be activated

## Remark2 : How to judge intermittent issue ?

1. When the problem happened can be solved by:
  - 1) AC off AC on
  - 2) DC off DC on
  - 3) RC switch different source
2. The problem intermittent happened