

## Symptom

OLED TV – No start up – Only LED Blinking

## Cure

### Affected CTNs:

TPM19.1E	55OLED804/12	65OLED804/12	55OLED854/12	65OLED854/12
	55OLED934/12	65OLED934/12	65OLED984/12	
TPM19.6E	55OLED754/12	65OLED754/12		
TPM19.1A	55OLED804/56 /67 /75 /79/ 98		65OLED804/56 /67 /75 /79/ 98	
TPM19.1T	55OLED934/96	65OLED934/96		
TPM20.1E OA	55OLED805/12	65OLED805/12	55OLED855/12	65OLED855/12
	55OLED865/12	65OLED865/12	48OLED935/12	55OLED935/12
	65OLED935/12			
TPM20.1A OA	55OLED805/56,67, 68, 70, 79, 94, 98		65OLED805/56, 67, 68, 70, 79, 94, 98	
TPM21.1E OA	55OLED706/12	65OLED706/12		
	48OLED806/12	55OLED806/12	65OLED806/12	77OLED806/12
	55OLED856/12	65OLED856/12	55OLED876/12	65OLED876/12
	48OLED936/12	55OLED936/12	65OLED936/12	65OLED986/12
TPM21.1L OA	55OLED706/43	65OLED706/43	55OLED706/44	65OLED706/44
	55OLED706/78	65OLED706/78		
TPM21.1A OA	55OLED706/67, 68, 70, 74, 75, 79, 96, 98		55OLED706/56, 67, 68, 70, 74, 75, 79, 96, 98	
	55OLED806/56, 96, 98		65OLED806/56, 73, 96, 98	
	77OLED806/56, 96, 98			
	55OLED936/56, 98		65OLED936/56, 68, 98	

**Affected Chassis:** TPM19.1E LA, TPM19.6E LA, TPM19.1A LA, TPM19.1T LA, TPM20.1E OA, TPM20.1A OA, TPM21.1E OA, TPM21.1L OA, TPM21.1A OA

**Affected Countries:** EU, AP

### Info:

If TV set can't be switched on via RC but instead only LED diode is blinking [Errorcode 7] means TV set goes to PROTECT MODE.

TV is going to protect mode always if OLED panel get over range voltage.

Reason of over range voltage may be always different.

**Service action:** ☐ Service center information only, ☒ Fix on Fail, ☐ Fix on All Return.

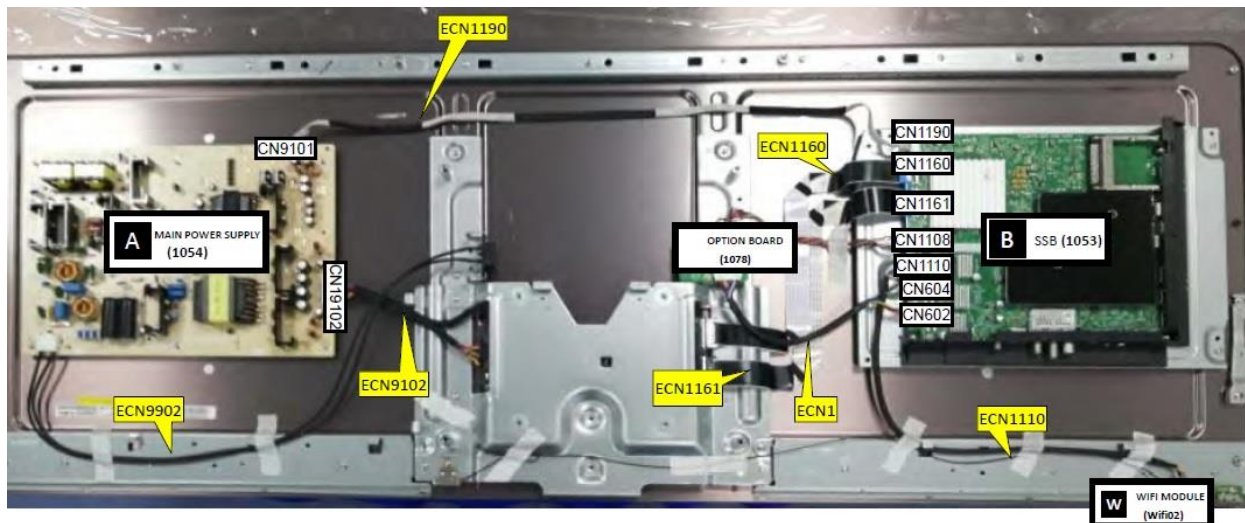
**Impact range:** All

**Cut-In Date:**

**Solution:**

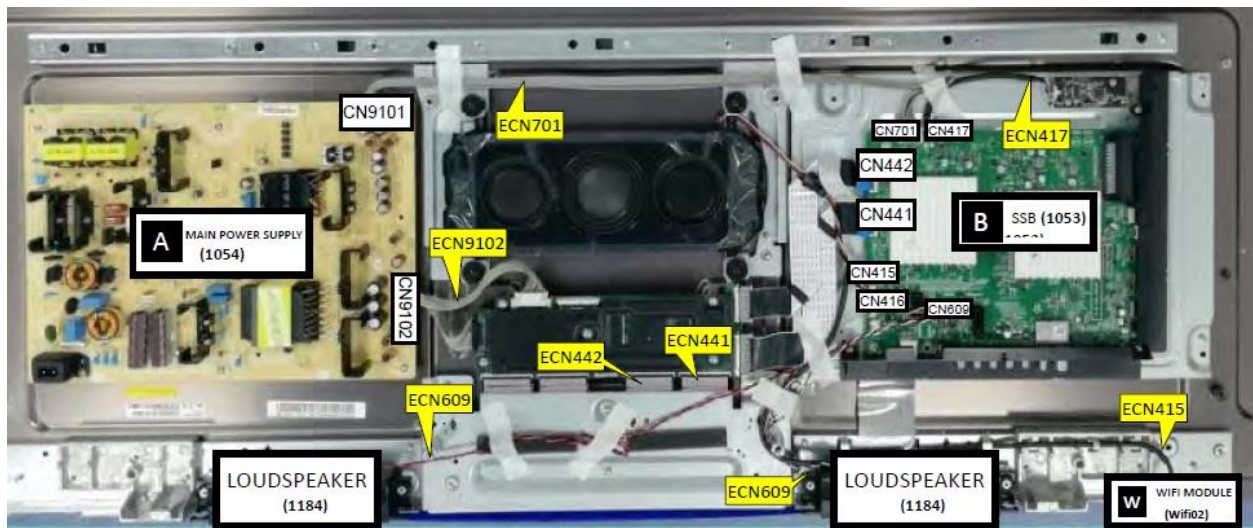
Call Centers: TV must be returned to workshop

65OLED984/12



Cable dressing (65" OLED984 series)

xxOLED754/12



Cable dressing (55"/65" OLED754 series)

## 2. Remove protect mode by using the .eed file.

- a. Prepare clean USB pen drive (please use USB 2.0 with file system FAT32)
- b. Download file ->
  - TPM19.1E, TPM19.1A, TPM19.1T, TPM20.1E OA, TPM20.1A OA: <https://app.box.com/v/TPM191E-OLED-NVM-eed>
  - TPM19.6E: <https://app.box.com/v/TPM196E-OLED-NVM-eed>
  - TPM21.1E OA, TPM21.1L OA, TPM21.1E OA: <https://app.box.com/v/2K21-OLED-NVM-eed>
- c. Copy file to USB pen drive
- d. Unplug power cable
- e. Plug in USB pen drive onto TV USB 1 or USB 2 port.
- f. Plug in power cable
- g. Switch on TV set via remote controller
- h. Wait 2 minutes ( during this time TV set can reboots few times )
- i. Unplug USB

- j. Switch on TV set by remote controller
- 3. Check if problem is solved. If solved then go for aging test min. 48 hours (to use rolling pattern without any constant marks to avoid sticking image).
- 4. If not solved, check if 24V TCON voltage is present from power supply (with help of PSU tester).
  - a. If 24V are not present -> order a new PSU.
  - b. If 24V are present -> order a new display after verified OLED panel with buddy tool and confirmed OLED panel defect.
- 5. After display or PSU replacement -> remove the protection mode (with \*.eed file).
- 6. Aging test min. 48 hour (to use rolling pattern without any constant marks).

### Change History

Version	Date	Change History	Author
1.0	2019/10/09	Initial release	Anny Huang
2.0	2020/08/31	Add 2K20 CTN	Anny Huang
3.0	2021/6/24	Add 2K21 CTN	Anny Huang