

NOTE - Alpha Video Onsite Policy:

After 1 year, Alpha Video's warranty does not cover an onsite visit for failed video equipment unless we can identify that the computer has failed, as the computer has a 3-year onsite warranty.

Q - My plasma screens don't display anything.

-or-

Q - My plasma screens look wrong.

Troubleshooting process:

1 – Is there a signal present on the computer monitor?

- 1.1 - If so, is content playing?
- 1.2 - Check for loose cables on the back of the computer system and plasma.
- 1.3 - If loose cables are detected, re-seat the cables and reboot the PC.
- 1.4 - If the problem still persists, reboot the PC
- 1.5 - If a reboot doesn't solve the problem, proceed to the next section.

2 – Is the plasma powered?

- 2.1 - If the plasma is on, there is will be a green light in the lower left corner of the screen. If the green light is on, skip this section.
- 2.2 - If the plasma was turned off using the remote, there will be a red light in the lower left corner of the screen.
- 2.3 - If there is not a light on the lower left corner of the plasma:
 - 2.3.1 The unit is physically shut off, lacks power, or needs repair.
 - 2.3.1.1 - OFF - If someone physically turned the plasma off.
 - 2.3.1.1.1 Turn on the Plasma using the switch on the front of it. Skip to the next section.
 - 2.3.1.2 - POWER - The power source may be the problem.
 - 2.3.1.2.1 Plug another device into the power socket that the plasma us using and then see if that works.
 - 2.3.1.2.2 Try is replacing the power cord between the socket and the plasma.
 - 2.3.1.3 – REPAIR – The plasma is in need of repair.
 - 2.3.1.3.1 Alpha Video is an authorized service center for most manufacturers.
 - 2.3.1.3.2 Call 1-800-388-0008 and ask to speak to the service department.

3 – The plasma is powered, has a green light, but says "NO SIGNAL" in yellow letters on the top-right of the screen:

3.1 – Either the plasma is on the wrong input or the PC signal is not getting to the plasma

3.1.1 WRONG INPUT

3.1.1.1 The remote control has a button labeled 'PC' in the lower left corner of the remote.

3.1.1.1.1 By pressing this button, that sets the input of the plasma display to be PC, which is the input commonly used for the computer input.

3.1.1.1.2 Alternatively, cycle through the inputs until you see one that works using the "INPUT" button on the top-right of the display.

3.1.2 NO SIGNAL

3.1.2.1 Confirm the connections are solid from the VGA out to the Magentra Research Transmitter.

3.1.2.2 Check that the power supply for the Magenta Research transmitter is plugged in.

3.1.2.2.1 Should see power light.

3.1.2.3 Check to make sure the CAT5 output of the Transmitter is firmly connected - best way to confirm is to unplug and plug back in securely.

3.1.2.4 Check these same things at the Plasma end (Magenta Research receiver).

3.1.2.4.1 Should see power light.

