# ERM Posterboard

## Schools Energy Program

## SCREEN TROUBLESHOOTING

**If your Posterboard is not functioning correctly, try some of the following options:**

### POWER CYCLING THE TV

This is the easiest way to refresh the screen and also to fix most problems that could occur. It is done by turning the TV **OFF** and back **ON**, with a **30 second wait time between** each off and on state.

The TV must be switched off **from its source** (the outlet on the wall that the TV is plugged into). There is also a switch on the rear of the TV that can be turned off, which is located directly above the inlet where the power plug inserts. The power plug can also be unplugged and reinserted from the rear TV inlet.

Using the remote to turn the TV off and on **will not complete a proper power cycle**, the power to the TV **MUST** be turned off and on.

If you have tried power cycling the TV and the Posterboard still does not display, try some of the other following troubleshooting options:

### BLACK/BLANK, WHITE/INCORRECT DISPLAY OR ERROR MESSAGE:

- If the screen does not appear to be on, confirm that power being supplied to the outlet the TV is plugged into is operational.

- If the screen loads to a white internet browser screen after a power cycle, check that the LAN cable is inserted properly and that the LAN point on the wall is providing internet access successfully.

If the screen loads to a black screen with a bouncing 'No Cable Connected' notice after a power cycle, try to power cycle the TV one more time. This time, ensure you are leaving 30 second wait time between turning the TV off and on. If still not successful contact**: Mark Wells on MWells@ermpower.com.au or 0438 424 288**

### INCORRECT DATA

- If you can see all of your slides but the data looks wrong, for example you are seeing zeroes or blank spaces on graphs, contact: **Rachel Hicks on rhicks@ermpower.com.au or 0429 709 921.**

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*This guide will also be available from your Information Hub from July 2018, or by email to rhicks@ermpower.com.au*

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## SCREEN ADVANCED INFORMATION

**This information should be kept safe by the Schools Energy Project primary contact and only used if directed to do so by the Program team for advanced troubleshooting**

### SECURITY CODE

You may need the code to unlock the screen in the event that the on and off timer needs to be adjusted (for daylight savings) and also for the operation of the TV after the NSW Schools Energy Program is complete.

### UNLOCKING THE TV/SCREEN

**Please ensure the Posterboard is relocked in the event that the screen needs to be unlocked during the NSW Schools Energy Program**. **To unlock the screen, you will need the Samsung remote to enter the four digit Security PIN, which is 8102 (2018 backwards).**

- Press any button on your Samsung remote so that the option to enter the security password is displayed on the screen and enter your security password using the remote. If your password is entered correctly a notification stating '**Screen Lock: Off'** will be displayed in the bottom left hand corner of the screen, confirming that the screen is now unlocked.

- To re-lock the Posterboard, press the small black '**LOCK'** button on the remote, which is located 2nd row from the bottom and 2nd from the right (above the pause symbol) which will display the option to enter the security password. After the password is entered correctly, a notification stating '**Safety Lock: On**' will be displayed in the bottom left hand corner of the screen.
A simple method of testing the screen lock is to press any button on the remote which should display a notification asking for your security PIN. If the remote functions as normal, the screen lock has not been successful and you must try these steps again.

### CHANGE DATE/TIME AND ON-OFF TIMER

To do this, you will need the Samsung remote to enter the security password. Press any button on your remote so that the option to enter the security password is displayed on the screen and enter your security password using the Samsung remote.

- To change the clock for daylight savings: once the screen is unlocked, access the menu using the remote by pressing the '**MENU'** button and then select '**SYSTEM'** and then '**TIME'** from the options.

- To access the '**ON-OFF'** timer and holiday management settings: Once the screen is unlocked, press the '**HOME**' button on the remote until a toolbar appears on the bottom of the screen and select the '**ON-OFF'** timer in the right hand corner. You will now see options to edit, add or delete ON and OFF time functions as well as Holiday Management settings (for turning the TV off during set holiday periods).