

## GUIDELINES

Here are some guidelines that you can follow to fix the touchscreen TV:

- Check for physical damage: Take a close look at the screen to see if there's any visible damage like cracks or scratches. If you do notice any, replacing the screen might be necessary.
- Check the power supply: Make sure that the TV is properly plugged in and that the power outlet is working. If your TV has a power button, make sure that it is turned on.
- Clean the screen: Oftentimes, an unresponsive touchscreen can be caused by dirt and smudges on the screen. Use a microfiber cloth and a small amount of water or screen cleaner, gently wipe the screen to avoid any damage.
- Reboot TV: To resolve minor software issues, try rebooting the TV by turning it off, unplugging it for a few minutes, and then plugging it back in.
- Check for software updates: Updating the TV's software can often resolve various issues. Check for any available updates and install them if necessary.
- Reset the TV: If none of the above steps work, resetting the TV to its factory settings may be necessary. Remember to back up any important files before proceeding.
- If you've checked the external components of the TV and they appear to be functioning properly, it may be necessary to troubleshoot the internal parts.

Here is the step-by-step guide to help you troubleshoot your TV:

**Step 1** Unscrew TV case and carefully open.



**⚠ HAZARDOUS VOLTAGE. Contact will cause electric shock or burn.**  
Turn off and lock out system power before servicing.

**Step 2** Detach the TV case and unscrew the panel for lifting.



**Step 3** After locating the touchscreen film board (orange film), delicately detach and reconnect it.



**i** Utilize a gentle, lint-free cloth to wipe the internal components of the TV and eliminate any dust or dirt buildup.

**!** Ensure the screen is moisture-free and avoid excessive pressure to prevent screen damage.

**Step 4** Once finish reconnecting the film board, carefully reattach the case of the TV and secure it with the screws.



**i** Should the preceding measures prove ineffective, kindly reach out to the manufacturer's customer support for further assistance. They can offer additional troubleshooting measures or recommend repair or replacement options, if deemed necessary.