5. Service modes, error codes, protections, faultfinding and repair tips

In this chapter the following paragraphs are included:
1. Test points.
2. Service modes.
3. Problems and solving tips (related to CSM).
4. ComPair.
5. Error codes.
6. Protections.
7. Repair tips.

5.1 Test points

The EM2E chassis is equipped with test points in the service printing. These test points are referring to the functional blocks:
- P1-P2-P3, etc. on LSP: Test points for the power supply.
- L1-L2-L3, etc. on LSP: Test points for the line drive and line output circuitry.
- F1-F2-F3, etc. on LSP: Test points for the frame output circuitry.
- R1-R2 on LSP: Test points for the rotation circuitry.
- A1-A2-A3, etc.:   Test points for the audio circuitry.
- I1-I2-I3, etc. on SSB: Test points for the Tuner/IF part.
- S1-S2-S3, etc. on SSB: Test points for the synchronisation circuitry.
- V1-V2-V3, etc. on SSB: Test points for the video processing circuitry.
- C1-C2-C3, etc. on SSB: Test points for the control and teletext circuitry.
- F1F-F2F-F3F, etc.: Test points for the CRT-panel circuitry.
- SC1-SC2-SC3, etc: Test points for the SCAVEM circuitry.

The numbering is done in a for diagnostics logical sequence; always start diagnosing within a functional block in the sequence of the relevant test points for that functional block.

5.2 Service modes and ComPair

5.2.1 Service Default Mode (SDM)

The purpose of the SDM is to provide a situation with predefined settings to get the same measurement results as given in this manual.

Specification of the SDM:
- Tuning frequency 475.25 MHz.
- TV-system for BGLM sets set to BG.
- All picture settings at 50 % (brightness, colour, contrast, hue).
- All sound settings at 50 % except volume at 25 % (so bass, treble, balance at 50 %, volume at 25 %).
- All service-unfriendly modes are disabled (like sleep timer, child lock, blue mute, AVL and SDLP).

Entering the SDM can be done in 4 ways:
- Via a standard RC-handset by entering the code '062596' followed by the 'MENU' button (it is possible that, together with the SDM, the main menu will appear. To switch it off, push the 'MENU' button again).
- Via ComPair.
- By the 'DEFAULT' button on the DST while the set is in the normal operation mode.
- By short-circuiting for a moment the two solder-pads with the indication 'SDM' (item 4006) on the A-side of the SSB (activation can be performed in all modes except when the set has a problem with the main-processor).

Note: If the SDM is entered via the pins, all the software-controlled protections are de-activated.

Exiting the SDM can only be done via the STANDBY command. By switching off-on the set with the mains switch the set will come up again in the SDM.

5.2.2 Service Alignment Mode (SAM)

The purpose of the SAM is to align the set and/or adjust the settings.

Specification of the SAM:
- Software alignments (see chapter 8).
- Option settings (see chapter 8).
- Error buffer reading and erasing. The most recent error code is displayed on the left side.
- Operation counter.
- Software version.

Entering the SAM can be done in 4 ways:
- Via a standard RC-handset by entering the code '062596' followed by the 'OSD' button [i +] (it is possible that, due to the button sequence, the channel will change to channel 9. To return to the channel of your selection, push the appropriate button on the RC).
- Via ComPair.
- By the 'ALIGN' button on the DST while the set is in the normal operation mode (or SDM). Enter the password '3140' and press OK.
- By short-circuiting for a moment the two solder-pads with the indication 'SAM' (item 4005) on the A-side of the SSB (activation can be performed in all modes except when the set has a problem with the main-processor).

Note: If the SAM is entered via the pins, all the software controlled protections are de-activated.

The Service Alignment Mode menu will now appear on the screen. The following information is displayed:
- Date: the software date.
- ID: the software version of the ROM (Example: EM2E11.0_01501. This software-code stands for EM2E (chassis), E = Europe, 1 = language, 1.0 = software version, xxxxx = latest 5 digits of 12nc code software).
- Operation Hours: the accumulated total of operation hours.
- Errors: followed by maximal 10 errors. The most recent error is displayed at the upper left. For explanation errors see (table 5.1).
- Defect. Module: here the module that generates the error is displayed. If there are multiple errors in the buffer that have not all been generated by a single module, there is probably another defect. The message 'Unknown' will then be displayed here.
- Reset Error Buffer: pressing the 'OK' key can reset the error buffer.
- Functional Test: all devices are tested via the 'OK' key. Eventual errors are displayed in the error buffer. The error buffer is not erased, the content returns when the Functional Test is terminated.
- Alignments: this enables the Alignments sub-menu to be called up.
- Dealer Options: extra features for dealers.

Exiting the SAM can be done via the 'MENU' command or via switching OFF-ON the set with the mains switch.

5.2.3 Customer Service Mode (CSM)

All EM2E sets are equipped with the 'Customer Service Mode' (CSM). This 'Customer Service Mode' is a special service

mode, which can be activated and deactivated by the customer upon request of the service technician/dealer during a telephone conversation in order to identify the status of the set. This CSM is a 'read only' mode, therefore modifications in this mode are not possible.

Switching-on of the Customer Service Mode:
The Customer Service Mode will switch-on after pressing simultaneously the 'MUTE' knob on the remote control handset and the 'MENU' button on the TV for at least 4 seconds. This activation only works if there is no menu on the screen.

Switching-off the Customer Service Mode:
The Customer Service Mode will switch-off after pressing any key of the remote control handset (with exception of the 'cursor-up' and 'cursor-down' keys), or the buttons on the TV or by switching off the TV set with the mains switch.

Detailed explanation of the Customer Service Mode
After switching on the Customer Service Menu the following screen will appear:

```
┌──────────────────────────────────────────┐
│ ╭────────────────────────────────────────╮ │
│ │  CUSTOMER SERVICE MENU 1                │ │
│ │                                         │ │
│ │   1  SW Version        ............     │ │
│ │   2  Code 1            ... ... ... ... ...│ │
│ │   3  Code 2            ... ... ... ... ...│ │
│ │   4  LS Volume         ..               │ │
│ │   5  LS Brightness     ..               │ │
│ │   6  LS Contrast       ..               │ │
│ │   7  LS Colour         ..               │ │
│ │   8  LS Headphone      ..               │ │
│ │   9  Sharpness         .                │ │
│ │  10  Dolby             .....            │ │
│ │  11  Surround mode     ..........       │ │
│ │  11a Tuner Frequency   ............     │ │
│ │                     ▼                   │ │
│ ╰────────────────────────────────────────╯ │
└──────────────────────────────────────────┘
```

CL96532137_024.eps
101199

Figure 5-1

Note: Following text is an explanation of the CSM. Be aware that these descriptions are depending on the set hardware.

Line 1:
Software version; the build in software version (AAABCX.Y)
• AAA = chassis name (EM1 = Painter processor, EM2 = OTC processor)
• B = country (E = Europe, A = Asian Pacific, U = USA)
• C = 1 (language cluster)
• X = main version number
• Y = sub version number
Details on the software version can be found in the chapter 'Software Survey' of the publication 'Product Survey - Colour Television'.

Line 2:
Code 1; gives the last 5 errors of the error buffer. As soon as the built-in diagnose software has detected an error the buffer is adapted.

Line 3:
Code 2; gives the first 5 errors of the error buffer. As soon as the built-in diagnose software has detected an error the buffer is adapted.
The last occurred error is displayed on the leftmost position of code 2. Each error code is displayed as a 3 digit number. When less than 10 errors occur, the rest of the line(s) is (are) empty. In case of no errors the text 'No Errors' is displayed. See paragraph 5.5 of this chapter for a description of the error codes.

Line 4:
LS Volume; gives the Last Status of the volume as set by the customer for this selected transmitter. The value can vary from 0 (volume is minimum) to 24 (volume is maximum). Volume values can be changed via the volume key on the remote control handset.

Line 5:
LS Brightness; gives the Last Status of the brightness as set by the customer for this selected transmitter. The value can vary from 0 (brightness is minimum) to 63 (brightness is maximum). Brightness values can be changed via the 'cursor left' and 'cursor right' keys on the remote control handset after pressing the 'MENU' button and selecting 'PICTURE' and 'Brightness'.

Line 6:
LS Contrast; gives the Last Status of the contrast as set by the customer. The value can vary from 0 (contrast is minimum) to 63 (contrast is maximum). Contrast values can be changed via 'cursor left' and 'cursor right' keys on the remote control handset after pressing the 'MENU' button and selecting 'PICTURE' and 'Contrast'.

Line 7:
LS Colour; gives the Last Status of the colour saturation, as set by the customer. The value can vary from 0 (colour is minimum) to 63 (colour is maximum). Colour values can be changed via 'cursor left' and 'cursor right' keys on the remote control handset after pressing the 'MENU' button and selecting 'PICTURE' and 'Colour'.

Line 8:
LS Headphone; gives the Last Status of the headphone volume, as set by the customer. The value can vary from 0 (volume is minimum) to 24 (volume is maximum). Headphone volume values can be changed via the 'cursor left' and 'cursor right' keys on the remote control handset after pressing the 'MENU' button and selecting 'SOUND' and 'Headphone'.

Line 9:
Sharpness; gives the sharpness value. The value can vary from 0 (sharpness is minimum) to 7 (sharpness is maximum). In case of bad antenna signals a too high value of the sharpness can result in a noisy picture. Sharpness values can be changed via the 'cursor left' and 'cursor right' keys on the remote control handset after pressing the 'MENU' button and selecting 'PICTURE' and 'Sharpness'.

Line 10:
Dolby; indicates whether the received transmitter transmits Dolby sound (present) or not (not present). Attention: The presence of Dolby can only be tested by the software on the Dolby Signalling bit. If a Dolby transmission is therefore received without a Dolby Signalling bit, then this indicator will show 'not present' even though such a Dolby transmission is received.

Line 11:
Surround Mode; indicates the by the customer selected surround mode. In case the set is a Non-Dolby set there will be displayed '0'. If it is a Dolby-set then is displayed: 'Pro Logic', 'Dolby 3 Stereo', 'Hall' or 'Off'. For Dolby-set surround mode can be changed via the 'cursor left' and 'cursor right' keys on the remote control handset after pressing the 'MENU' button and selecting 'SOUND' and 'Surround settings'.

Line 11a:
Tuner Frequency; indicates the frequency the selected transmitter is tuned to. The tuner frequency can be changed via the "cursor left" and "cursor right" keys for fine tune or by entering directly with the digit keys 0 to 9 on the remote control