

<b>Product</b>	LCD, LED, PDP TV	<b>Bulletin No</b>	10C-TV-A021
<b>Project</b>	-	<b>Bulletin Date</b>	30/JUNE/2010
<b>Model Code</b>	LCD C750 / LED C7000,8000,9000 / PDP C7000	<b>Buyer</b>	ASIA
<b>Subject</b>	No Signal When connecting HDMI device.		

**Detail Model List**

LCD TV C750 40"46"55"  
 LED TV C7000 40"46"55"  
           C8000 40"46"55"  
           C9000 46"55"  
 PDP TV C7000 50"58"63"

**Call Guide**

**Key Word** : HDMI connector does not recognize the signal, No Video, No signal, HDMI device

**Symptom** : No Video when connecting HDMI Device.

When a customer plugs HDMI Device into HDMI 1 port of TV, "No Signal" is shown and HDMI 2 is activated even when nothing is connected to this port. In this case, HDMI1 is greyed out (un-activated)

(※ If you connect the device to HDMI2, HDMI 3 would be activated)

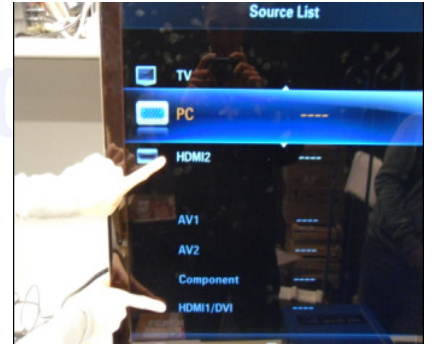
This symptom usually happen when you turn on the TV after keeping the TV off for a long time (one or two days long)



1. Connect the HDMI 1.



2. HDMI 1 and 2 are No signal.



3. HDMI 2 is Highlighted.

**Cause** : HDMI 1.4 communication Error

**How to Guide** : Give information about the firmware on 'samsung.com'  
 So that they could download the firmware and upgrade their TV to new version.  
 And don't pass about this problem to ASC.

**Reference** : "How to Upgrade"  
 (Detail steps to Upgrade : Next page)

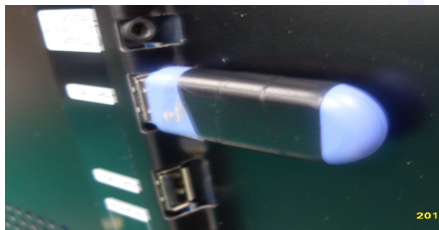
<b>Application</b>	'Reference ( )	Only Defected sets ( ○ )	Whole sets ( )
<b>Attachment</b>	Schematic Diagram ( )	Drawing ( )	None ( ○ )
<b>Published by Hyeji Joo/ VD Div. Global CS team (e-mail ID : hyeji.joo@samsung.com )</b>			

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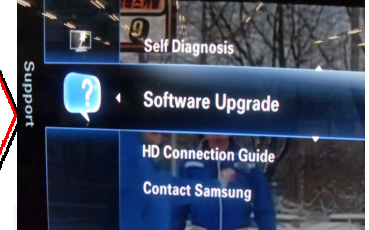
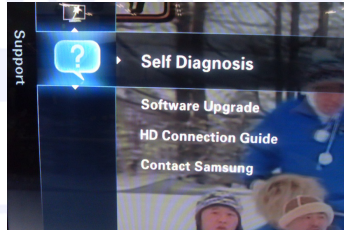
## ※ Detail steps to Upgrade

### - Firmware Upgrade

- Insert USB memory that contains firmware to USB port.
- Select 'Software Upgrade' on OSD menu (Menu - Support - Software Upgrade)
- Select 'By USB' and then select 'OK'
- Upgrade takes around 1~2 minutes. You shouldn't turn off the TV when upgrade is running.  
After finishing it, TV will turn off and on by itself.



Insert USB into USB port



Menu → Support → Software Upgrade → By USB

10095600

<b>Application</b>	'Reference ( )	Only Defected sets ( ○ )	Whole sets ( )
<b>Attachment</b>	Schematic Diagram ( )	Drawing ( )	None ( ○ )
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