UN32EH5000FXZA Fast Track Troubleshooting Manual – Rev 6/25/12

SAMSUNG

32"

MAIN

LVDS

SMPS

SPEAKER- R

T-CON

SPEAKER- L

-**FIRMWARE: 6/4/2012 Version 1012.3**
-**2012 LED TV X9N Full HD Firmware**
  (T-MX9FAUSC_1012.3)
-"Makes better picture quality and solves sound noise with 'Auto Volume On'."
Avail on GSPN or Samsung,Com
Always check for <u>latest</u> updates

Quick Parts List:
- Verify before ordering -

No	Ver	Parts No	Short Description
1	TS01	BN44-00493A	SMPS
2	TS01	BN94-04577B	Main PCB
3	TS01	BN95-00569A	T-CON PCB
4	TS01	BN95-00586A	Panel
5	TS01	BN96-21618A	Front Cover
6	TS01	BN96-21735F	Stand Base
7	TS01	BN96-21741A	Stand Guide
8	TS01	AA59-00600A	Remote
9	TS01	BN96-17116Y	LVDS Cable
10	TS01	BN96-21669A	Speaker
11	TS01	3903-000599	Power Cord

HELP : 888-751-4086; 866-894-0637 FE)
GSPN
http://gspn3.samsungcsportal.com
PLUS ONE
http://my.plus1solutions.net/clientPortals/samsung

HOT TIPS
-New 2012 Model… always check for latest bulletins and firmware updates.

- Important Bulletins for rear cover removal and front cover replacement to prevent damage.

SERVICE BULLETINS

ASC20120319002:
SUBJECT: Rear Cover replacement procedure for 2012 Full LED (EH series) TV models

ASC20120319001
SUBJECT: Front Cover replacement procedure

Disassembly Caution for LED-H TV Servicing Prep.

1. Place monitor face down on cushioned table.

2. Remove 4 screws from the stand.
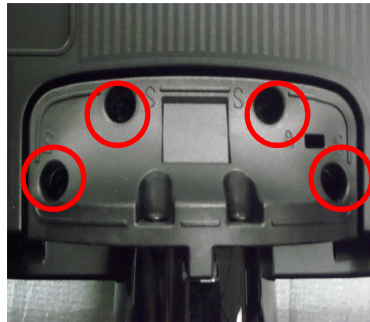
3. Remove stand.

4. **Remove the 1 screw of cover jack.**

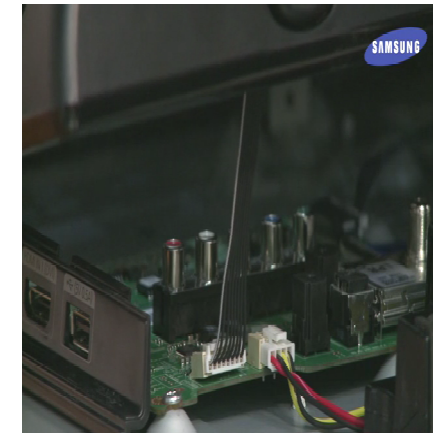5. **Remove cover jack.**

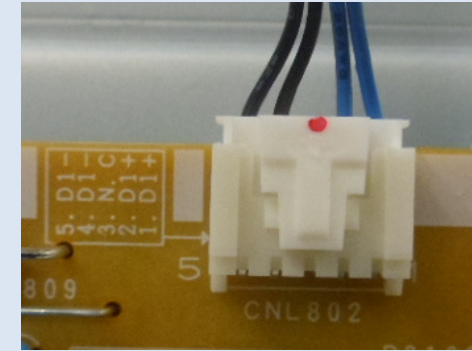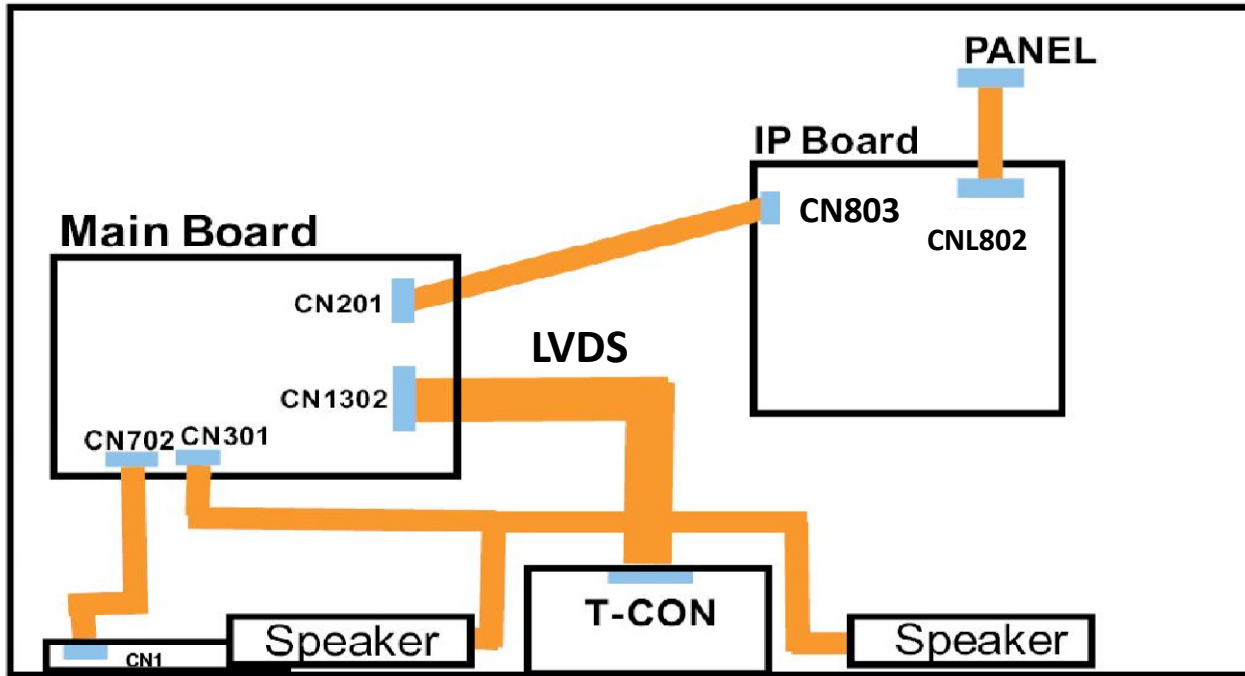6. **Disconnect the function Assy. Cable**

7. Remove the screws of rear-cover.

Not removing the connector can cause **Damage** to the PC/Connector as shown.

8. Remove the rear cover

UN32EH5000FXZA

SAMSUNG

PANEL

IP Board

CN803

CNL802

Main Board

CN201

CN1302

LVDS

CN702 CN301

CN1

FUNCTION & IR

Speaker

T-CON

Speaker

CNL802 IP SMPS to LEDs

1	D1 -
2	D1 -
3	N/C
4	D1 +
5	D1 +

CN803 IP SMPS to /fro MAIN BOARD

| 1	B13V	8	GND
2	PWM_DIMM	9	GND
3	B13V	10	GND
4	B13V	11	B5V
5	Vamp 13V	12	A5V
6	BLU On/Off	13	B5V
7	Vamp 13V	14	Power On/Off

UN**EH TV Start Up Sequence

MAIN

SMPS

Sequence	Location	DC Voltage
1. **5V STBY** to Main Board	CN803-12 **(A5V)**	**5V**
2. **Power On/Off** From Main Board	CN803-14 **(Power On/Off)**	**0V-3.5V**
3. **Low Volts On** to Main Board with **Booting Melody (X9 MStar)**	CN803-1,3,5,7 **(B13V)** CN803- 11,13 **(B5)**	**13V** **5V**
4. **Back Light On/Off** From Main Board	CN803-6) **BLU On/Off**	**0V – 4.9V 5 Sec Dly**
5. **Back Light Dim Control** from Main Board "0 to 20" Backlight	**CN803 - 2 (PWM_DIMM)** effective DC Voltage is **max** when backlight **max**	**0.5V – 4.0V (effective)** Dark to Bright
6. **Dim Control Out** from IP SMPS to LEDs **D1 –** is **max** voltage when backlight is **min**	**CNL802-1 & 2 (D1 -)** C NL802-4 & 5 **(D1+)** **D1 + stays constant DC voltage.**	**1.3V-32.8V** **110.8V**
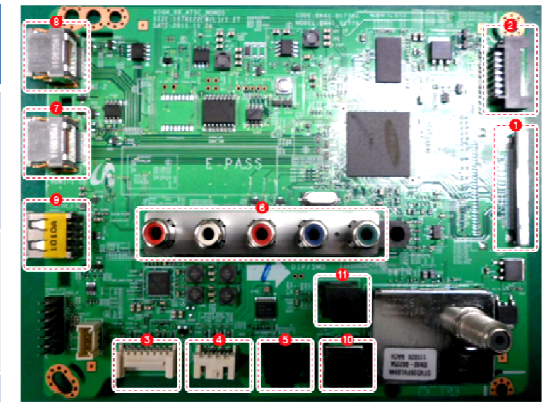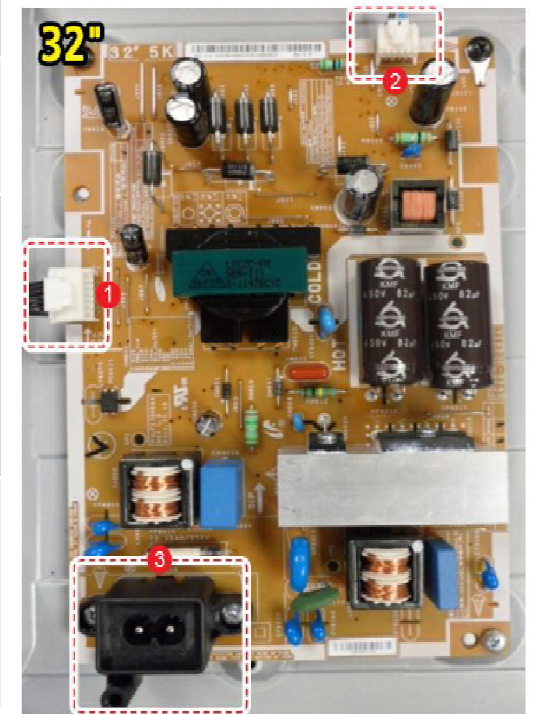
Function Control Troubleshooting

- ✓ Standby **A3.3V** on Function Connector, Pin 3.

- ✓ All Pins should read **3.3V** before commands.

- ✓ **Press**, at Key 1, Pin 6.   3.3V to 0.0V DC

- ✓ **Left, Right, Up, Down** at Key 2, Pin 7. Check **specific voltages** on chart.
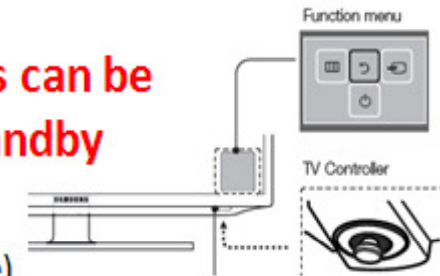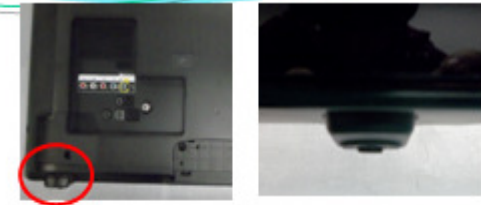
5 Directional Function Control

UNEH4000 Sample

| Press | Left | Right | Up | Down |

CN702 (FUNCTION)

1	IR	5	MSDA
2	GND	6	KEY1
3	A3.3V	7	KEY2
4	MSCL	8	GND

All Functions can be Tested in Standby Mode

(Standby Voltage)

Function menu

TV Controller

Command	PIN	Signal	DC Voltage/Notes
IR	1	IR	3.3V to 2.5V DC with any Remote Control Commands
Press	6	Key 1	3.3V to 0.0V DC
Left	7	Key 2	3.3V to 1.6V DC
Right	7	Key 2	3.3V to 2.5V DC
Up	7	Key 2	3.3V to 0.0V DC
Down	7	Key 2	3.3V to 0.8V DC

Actual IR Signal
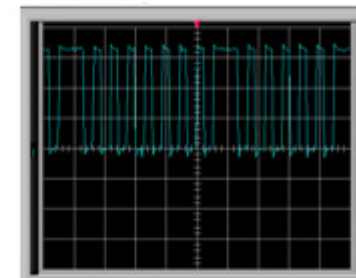
4V P-P Data

Fast Track Troubleshooting Manual

TROUBLESHOOTING VIDEO PROBLEMS

1. **Verify Video Operation (2012 Models)**

   a. **Boot Logo** models with X10 Micro-Processor & above during power on. Boot Sound only (X9 MPU) during power on.

   b. **Customer Picture Test** in user menu

   c. **"Display"** (If display and Boot Logo & Customer Picture Test are OK the source or cables are first suspected . Then check for a defective input on the Main Board.)

   d. Substitute with known good Source (**external DVD or Signal Generator** to check inputs on Main Board)

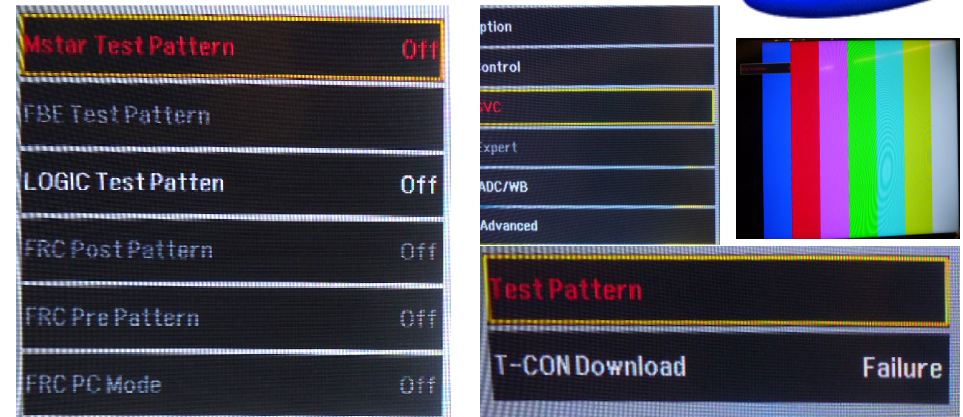## 2. Using Test Patterns in Factory Mode

- ENTER FACTORY MODE –

1. Select an active source signal since Test Pattern may rely on signal source to appear or select TV Source mode.
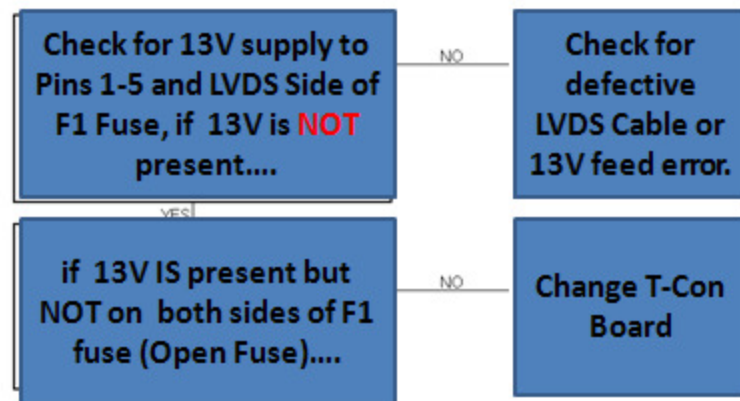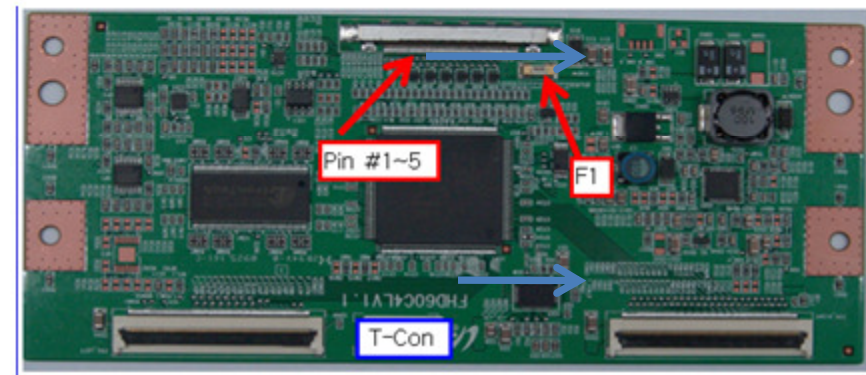
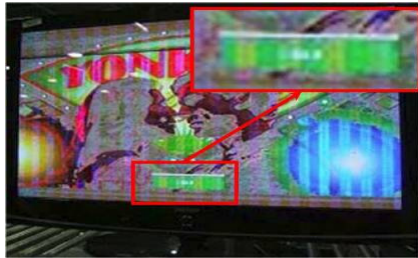| Customer Remote	Service Remote
2. Power Standby	2. Power On
3. Mute, 182, Power On	3. Info, Test
4. Select SVC	
5. Select Test Patterns	

T-Con Troubleshooting

Fast Track Troubleshooting Manual

ON SCREEN FAILURE EXAMPLES:

If Picture & Display errors Defective Main Board, LVDS, or T-CON

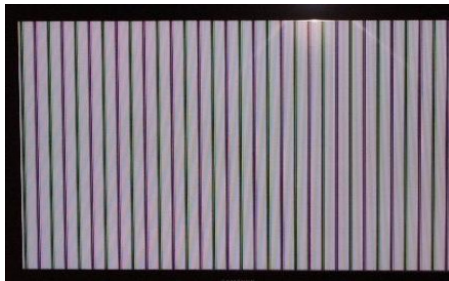**Green lines or a green screen defective main board , LVDS , or T-CON.**

Original Image — Image on Screen

Pixelization can be caused by the main board but is more commonly a source error

Vertical or Horizontal Lines :Defective Panel likely but also T-CON, LVDS, or Main Board. Use Test Patterns in Factory Service Mode to determine error)

ALIGNMENTS:

1. **Check/Set Option Bytes: in Factory Mode (Must be performed after replacing Main Board.)**

Standard Remote
1. Power OFF the TV
2. Press MUTE, 1 8 2, then POWER

Factory remote
1. Power the TV ON
2. Press INFO then FACTORY

Option	T-MX9HAUSC-1006.0
	DTP-LP3-0061-11
Control	DTP-LP3-App-0061-10
	OPTION:32P6AF0D,US,4000,NONE
SVC	FactoryCS :0111120080
	ADC: HDMI / COMP / PC / AV /
Expert	EDID: SUCCESS
	HDCP: SUCCESS
ADC/WB	Build Date:1-30-2012
	Date Of Purchase:00/00/00
Advanced	

Factory Reset	
Type	32P6AF0D
Model	UE4000
SVC Model	4000
Local Set	US
Tuner	SI_ATC2
Ch Table	NONE
Front Color	NONE

2. **Check/Perform latest Firmware Upgrade for all repairs.**

3. **Perform reset in Service Mode if Main board is replaced.**

SPECIAL NOTES:
Inform customer of reset of all Settings if Main Board is replaced.

Option Bytes settings for UN32EH5000

Model Code	Side Label	Option								
		Type	Basic Model	SVC Model	Tuner	Region	Ch Table	Front Color	Local Set
UN32EH5000FXZA	TS01	32A6AF0D	UEH5000	UEH5000	–	–	SAMEX	U-S-C-5K	US

'2012 LED Hybrid Disassembly cautions for Front Cover

(New panels come with the Front Cover)

To prevent the removal process from damaging the connections on the sides of the panel.

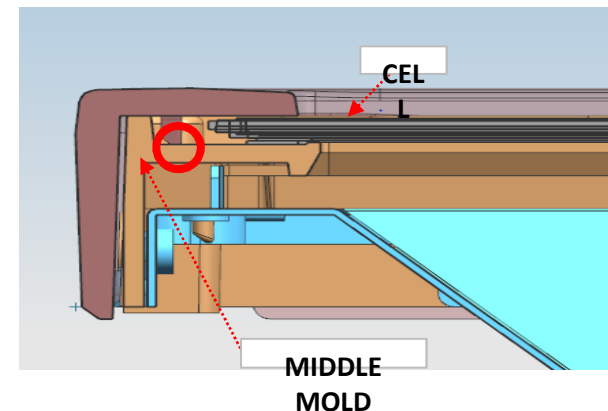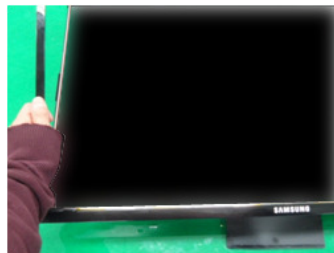**1. Place TV face up on cushioned table.**

2. Cut and split the cover off at the top

3. Carefully remove the Front Cover and insulated paper in Front of T-Con area.

4. Attach the Front Cover bottom first to the panel

CEL

MIDDLE MOLD

5. Secure the plastic latch on the left and right side of the Front Cover as shown
6. Visually inspect the spacing between the Cover and the panel for equal clearance
7. Combine to stick the Front Cover Rib into the middle mold.