UN50EH5000FXZA Fast Track Troubleshooting Manual – Rev 6/25/12





SERVICE BULLETINS

No Bulletins listed for this exact model /size as of the date of this revision.

Other smaller sizes for the same model series have important bulletins concerning rear cover removal and front cover replacement procedure to prevent damage.

-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 -

Ver.	Part No.	Description
CH01	BN07-01140A	LCD-Panel
CH01	BN94-05764R	Main Board
CH01	BN44-00499A	SMPS
CH01	BN96-22213A	T-Con
CH01	BN96-22413L	Jog Sw. & IR
CH01	AA59-00600A	Rem. Cont.

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.

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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	



CNL802 IP SMPS to LEDs

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

UNEH TV Start Up Sequence**

MAIN

Sequence	Location	DC Voltage
 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



SMPS



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								
	UNEH4(000 Sample						
Press Le	ft Ri	ght Up	Down	Function menu				
CN 1 II 2 GN 3 A3 4 MS	702 (FUN R ND .3V ←	ICTION) 5 MSDA 6 KEY1 7 KEY2 8 GND	All Functions can Tested in Standby Mode	be TV Controller				
			(Standby Voltage)					
Command	PIN	Signal	(Standby Voltage) DC Voltage/Notes					
Command IR	PIN 1	Signal IR	(Standby Voltage) DC Voltage/Notes 3.3V to 2.5V DC with any Remote Control Commands	Actual IR Signal				
Command IR Press	PIN 1 6	Signal IR Key 1	(Standby Voltage) DC Voltage/Notes 3.3V to 2.5V DC with any Remote Control Commands 3.3V to 0.0V DC	Actual IR Signal				
Command IR Press Left	PIN 1 6 7	Signal IR Key 1 Key 2	(Standby Voltage) DC Voltage/Notes 3.3V to 2.5V DC with any Remote Control Commands 3.3V to 0.0V DC 3.3V to 1.6V DC	Actual IR Signal				
Command IR Press Left Right	PIN 1 6 7 7 7	Signal IR Key 1 Key 2 Key 2	(Standby Voltage) DC Voltage/Notes 3.3V to 2.5V DC with any Remote Control Commands 3.3V to 0.0V DC 3.3V to 1.6V DC 3.3V to 2.5V DC	Actual IR Signal				
Command IR Press Left Right Up	PIN 1 6 7 7 7 7	Signal IR Key 1 Key 2 Key 2 Key 2	(Standby Voltage) DC Voltage/Notes 3.3V to 2.5V DC with any Remote Control Commands 3.3V to 0.0V DC 3.3V to 1.6V DC 3.3V to 2.5V DC 3.3V to 0.0V DC	Actual IR Signal				

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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 -

 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



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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

ALIGNMENTS:

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

Standard Remote	Factory remote			
1. Power OFF the TV	1. Power the TV ON			
2. Press MUTE, 182, then POWER	2. Press INFO then FACTORY			

Option	T-MX9HAUSC-1006.0	Factory Reset			
	DTP-LP3-0061-11	Туре	32P6AFOD		
Control	OPTION:32P6AF0D,US,4000,NONF	Model	UE4000		
SVC	FactoryCS:0111120080	SVC Model	4000		
Expert	EDID: SUCCESS	Local Set	US		
	HDCP : SUCCESS	Tuner	SI_ATC2		
ADC/WB	Date Of Purchase:00/00/00	Ch Table	NONE		
Advanced		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.



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)

Option Bytes settings for UN50EH5000

Model Code	Sido	Option							
	Side Label	Туре	Basic Model	SVC Model	Tuner	Region	Ch Table	Front Color	Local Set
UN50EH5000FXZA	CH01	50P6AF0D	UEH5000	UEH5000	-	-	SAMEX	U-S-C-5K	US



'2012 LED Hybrid Disassembly cautions for 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





- 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.