

Symptom

MANDATORY: TV set with symptom as below:

- Picture-related (Wrong or Bad color/ Bad picture quality/ Picture scaling issues, RGB, ...);
- Audio/Sound-related (No Audio/Sound Drop/Lips sync issue, ...);
- System / stability issues (Permanent reboots/ Intermittent reboots/ Switches ON or off by itself/ Stuck in standby mode or PHILIPS logo/ Set freezes/Blinking LED/ No function, no standby LED (set dead), ...);
- System / general issues (Error message on screen/ Settings lost or not applied/ Issues during or after SW upgrade/ Slow response to user interaction, ...)
- Ambilight relative (Ambilight shows wrong color, ...),
- Smart TV issues (Netflix/ You Tube/ Issues with specific app(s)/ Smart TV not work, ...);
- Remote control issues (TV not responding to some or all remote control commands/ RC pairing issues).

Cure

Affected Countries: EU, RU, AP, LT

Affected Chassis:

EU					
2019 CTN	TPM19.1E LA	TPM19.6E LA	TPS19.1E LA		
	TPM19.1L LA	TPM19.6L LA			
	TPM19.1A xA	TPM19.6A LA			
2020 CTN	TPM20.1E xA	TPM20.6E LA	TPM20.7E LA	TPN20.6E LA	TPS20.1E LA
	TPM20.1L LA	TPM20.6L LA	TPM20.7L LA		
	TPM20.1A xA	TPM20.1T xA	TPM20.6A LA	TPM20.7A LA	TPN20.6A LA
2021 CTN	TPM21.1E xA	TPM21.5E LA	TPN21.6E LA		
	TPM21.1L xA	TPM21.5L LA			
	TPM21.1A xA	TPM21.5A LA			
2022 CTN	TPM22.1E xA	TPM22.6E LA	TPN22.6E LA	TPS22.1E LA	
	TPM22.1L xA	TPM22.5L LA			
	TPM22.1A xA	TPM22.5A LA			
2023 CTN	TPM23.1E xA	TPN23.6E LA	TPN23.7E LA	TPN23.8E LA	
	TPM23.1L xA	TPM23.7L LA			
	TPM23.1A xA	TPM23.7A LA			

Affected CTNs: All CTNs under the Affected Chassis

Service action: Service center information only, Fix on Fail, Fix on All Return.

Solution:

Call Centers: TPV910

Home Repair: Please follow the instruction in point Work Shop.

Workshops:

Solution: recovered SW via One Button Reset (OBR).

Info:

I. Depending on the scenario please act as below:

- a) In case of received Work Order, CSP need to contact with end user for repair date and other information. At this stage please contact with end user and execute obligatory OBR (instruction point II) to recovery the TV before technician start repair. If case is solved it will be a remote solution success. If case not solved then go ahead with repair.
- b) In case of Home Repair or Pickup Return → please first try to run the OBR (instruction point II) to recovery TV before the main board (SSB) is replaced.

Remarks1: * TCA claiming instruction / IRIS codes that should be used in case of OBR:

- Success → please add **#OBR-S** info in filed “*SCC or JIRA applied*”. After OBR success, technician should also take photo at “TV Virgin mode”, then CSP upload to Infotip.

Condition	Symptom	Repair	Section	Defect	Location	SCC or JIRA applied
Follow IRIS code	Follow IRIS code	C	FMW	P	1053	SCC2107138V01 #OBR-S

- Fail → please add **#OBR-F** info in field “*SCC or JIRA applied*”.

Condition	Symptom	Repair	Section	Defect	Location	SCC or JIRA applied
Follow IRIS code	Follow IRIS code	C	FMW	P	1053	SCC2107138V01 #OBR-F

* In case of RR (Repeat repair) – SSB could be replaced if there was executed OBR.

Example of claiming below:

example :

SCC2107138V01

#OBR-S for OBR success .

#OBR-F for OBR fail.

Symptom Code	Repair Code	Sec Code	Defect Code	Loc Code	SCC or JIRA applied
<input type="text" value="210"/>	<input type="text" value="A2"/>	<input type="text" value="SYS"/>	<input type="text" value="N"/>	<input type="text" value="1053"/>	<input type="text" value="SCC2107138V01"/>
<input type="text" value="386"/>	<input type="text" value="A"/>	<input type="text" value="VHR"/>	<input type="text" value="N"/>	<input type="text" value="ECN408"/>	<input type="text" value="GSC_114775"/>
<input type="text" value="Select..."/>	<input type="text" value="Select..."/>	<input type="text" value="Select..."/>	<input type="text" value="Select..."/>	<input type="text" value=""/>	<input type="text" value="#OBR-F"/>
<input type="text" value="Select..."/>	<input type="text" value="Select..."/>	<input type="text" value="Select..."/>	<input type="text" value="Select..."/>	<input type="text" value=""/>	<input type="text" value=""/>

II. OBR instruction.

TV sets with mentioned symptoms can be potentially recovered via the OBR as a potential substitute for having to flash the latest available SW again via PKG.

The OBR mechanism can be triggered via the following steps (**Figure 1**):

1. Power off the TV set by disconnecting it from mains.
2. Press the joystick to the DOWN position and hold it.
3. Power on the TV set while still holding the joystick in DOWN position.
4. Wait for the LED blink procedure to kick in (LED will blink in fast succession for a few seconds) or for the TV set to boot up.
5. Let go of the joystick.
6. The TV will now reboot and will trigger the virgin mode again.
7. The consumer can now install the TV from scratch and evaluate whether the issue is solved.

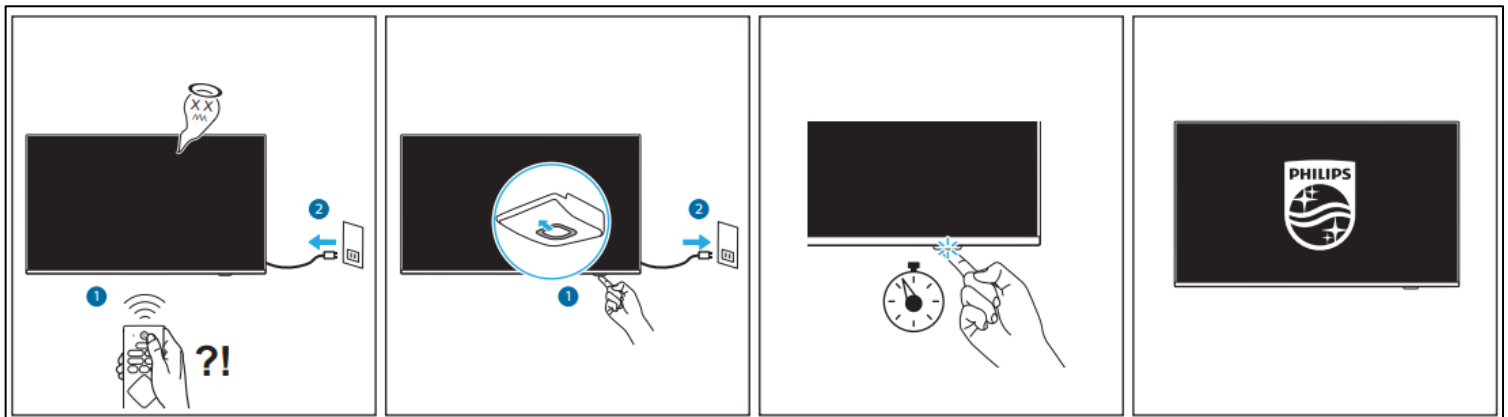


Figure 1. OBR mechanism.

Attentions:

- ➔ After executing the OBR mechanism successfully, the TV set will fall back to the previous SW version. Hence, the TV set will receive another IP push notification if it is connected to the network again. If desired, consumers may upgrade the SW via USB as well (e.g. if the set is not connected).
- ➔ The availability of this recovery mechanism will depend on the TV main SW that is currently installed. Hence, if possible (=if the issue at hand allows it), please verify the currently installed SW version before advising to use this mechanism.
- ➔ The recovery partition will be upgraded each time the main SW is upgraded via UPG (e.g. via IP push/pull). Under normal circumstances, the recovery partition will be residing on the previous SW release, while the main partition will be residing on the latest official SW release.

- ➔ TPM20.6E LA (2k20 MT5806) does not support the blinking LED indication mechanism on an SW version prior to 3.98.1. If the backup partition is running any older SW version, the TV set may also not directly fall back to virgin mode (only after upgrading the backup partition to any eligible SW version).
- ➔ A PKG upgrade/downgrade will reset both partitions (primary and secondary) to the same SW version, namely the version that the PKG file is carrying.
- ➔ Please (advise consumers to) monitor the set for the failure. In case the issue returns within 48h after having executed the OBR mechanism, please (advise consumers) not to re-execute the OBR functionality again to prevent scenarios where both partitions are corrupt (in which case the OBR function will lead to the set booting up from an already corrupt/defect partition).

Remarks2:

OBR functionality was imported after the following SW versions:

Chassis (platform)	From SW onwards
TPS19.1E LA (2k19 MSD92L) TPS20.1E LA (2k20 MSD92L)	TPS191E_000.002.035.000
TPM19.6E LA (2k19 MT5806) TPM19.6A LA (2k19 MT5806)	TPM196E_091.004.027.001
TPM19.1E xA (2k19 MT5599) TPM20.1E xA (2k20 MT5599) TPM20.1A xA (2k20 MT5599) TPM19.1A (T) xA (2k19 MT5599)	TPM191E_101.002.022.002
TPN20.6E LA (2k20 NT72671) TPN20.6A LA (2k20 NT72671)	TPN206E_203.002.188.001
TPM20.7E LA (2k20 MT9288) TPM20.7A LA (2k20 MT9288)	TPM207E_202.003.181.001
TPM20.6E LA (2k20 MT5806) TPM20.6A LA (2k20 MT5806)	TPM206E_201.003.098.001
TPN21.6E LA (2k21 NT72671)	TPN216E_216.002.100.011
TPM21.5E LA (2k21 T32) TPM21.5A LA (2k21 T32)	TPM215E_001.000.208.000
TPM21.1E xA (2k21 MT9970A) TPM21.1A LA (2k21 MT9970A)	TPM211EA_001.001.123.000

Change History

Version	Date	Change History	Author
1.0	2021/07/01	Initial release	Jacek Kolodziej
1.1	2021/11/03	Added missing SW version for platforms and RU CTN	Jacek Kolodziej
1.2	2021/11/16	Updated symptoms; Added CCB number; Information about two scenario; TCA claiming instruction and remarks about repeat repair;	Jacek Kolodziej
1.3	2022/01/25	Added info about claiming in TCA OBR success or fail; added illustration of OBR mechanism;	Jacek Kolodziej
1.4	2022/03/01	Add AP region product range	Lee Hwee Miang
1.5	2022/05/04	Add new symptom: No function, no standby LED (set dead);	Jacek Kolodziej
1.6	2023/10/19	<ol style="list-style-type: none">1. Add new symptom: RGB pattern when TV turn on.2. Add 2023 CTN	Anny Huang