



**Agent Debug Tree
Dynex LCD TVs
(DX-26L150A11, DX-32L150A11, DX-37L150A11, DX-46L150A11)
July 29, 2010**

Setup	1
Image Issues.....	4
Channel Issues.....	5
Audio Issues.....	7
General.....	7
Hardware Issues.....	8
Stand/Wall Mounting.....	8

Setup

1. How do I set up my TV?

- Have you tried using your quick start guide to help you through this process? If more help is needed please follow the steps below.
- Connecting Devices:
 - Do you need help selecting the best connection?
 - To get the best digital audio and picture, use an HDMI connection.
 - Component is the 2nd best followed by S-Video and A/V cables (RCA Cables, Composite Cables).
 - What type of cable are you using?
 - HDMI Cable
 - Connect an HDMI cable to the **HDMI** jack on the back or side of your TV and to the **HDMI Out** jack on the HDMI device.
 - Component Video Cables are red, green and blue. The audio cables are red and white.
 - Connect a component video cable to the **COMPONENT IN** jacks on the back of your TV and to the **COMPONENT Out** jacks on the component device.
 - S-Video Cables are round with 4 pins in the middle. The audio cables are red and white.
 - Connect an S-Video cable to the **S-VIDEO** jack on the back of your TV and to the **S-Video Out** jack on the S-Video device.
 - Connect an audio cable to the **L AUDIO** and **R AUDIO** jacks on the back of your TV and to the **Audio Out** jacks on the S-Video Device.
 - A/V Cables (RCA Cables, Composite Cables) have a yellow video cable, and red and white audio cables.
 - Connect A/V cables to the **AV IN** jacks on the back or side of your TV and to the **AV Out** jacks on the A/V device.
- Setting Up Channels:
 - Are you using a cable/satellite box, cable connected directly to the TV, or an antenna?
 - If you are using a cable or satellite box you must use the remote that came with that box to change channels.
 - Make sure you have the correct input selected on your TV to view channels via the cable or satellite box. For example, if the cable or satellite box is connected via component cables press the **COMP** button on your remote to select Component to view your channels.

- If you are using cable connected directly to the TV:
 1. Press **MENU**. The on-screen menu opens.
 2. Press ◀ or ▶ to highlight **Channel**, then press ▼. The *Channel* menu opens.
 3. Press ◀ or ▶ to select **Cable**.
 4. Press ▲ or ▼ to highlight **Auto Scan**, then press **ENTER**. A confirmation box opens.
 5. Press ◀ or ▶ to select **Yes**, then press **ENTER** to start the scan. A progress box shows the progress of the scan.
- If you are using an antenna:
 1. Press **MENU**. The on-screen menu opens.
 2. Press ◀ or ▶ to highlight **Channel**, then press ▼. The *Channel* menu opens.
 3. Press ◀ or ▶ to select **Antenna**.
 4. Press ▲ or ▼ to highlight **Auto Scan**, then press **ENTER**. A confirmation box opens.
 5. Press ◀ or ▶ to select **Yes**, then press **ENTER** to start the scan. A progress box shows the progress of the scan.

2. I am programming my universal remote, what code is needed?

- Use the following table to obtain the correct remote code:
 - *Note: The brand name is often visible on the front of the universal remote control, and the model number is often visible on the back.*
 - *Note: If the universal remote control isn't listed in the chart, refer to your universal remote control's instructions and try codes for other brands Orion, Emerson, Memorex, Sansui, Sylvania, or Zenith.*

Dynex TV codes for universal remote controls (for all Dynex TVs manufactured after Jan. 1, 2007)			
Universal remote control manufacturer and model			
Philips PHDVD5, PH5DSS, PMDVR8, PDVR8	RCA RCU807	One for All URC- 6690	Sony RM-VL600
115	135	0464	8043

Set-top box manufacturer and model				
Comcast M1057	Dish Network VIP508, VIP622	Motorola DRC800	TIVO Series 3, HD	DirecTV RC23
0463	720	0463	0091	10463

- Codes for other universal remotes are available online at:
<http://www.dynexproducts.com/universalcontrolcodes.aspx>
- Follow your universal remote control's instructions to enter the code.

3. How do I hook up my external device (e.g., cable/satellite box, Blu-ray/DVD player, Game System, VCR, etc.)?

- Have you tried using your quick start guide to help you through this process? If more help is needed please follow the steps below.
- What type of cable are you using?
 - HDMI Cable
 1. Connect an HDMI cable to the **HDMI** jack on the back or side of your TV and to the **HDMI Out** jack on the HDMI device.
 2. To play from an HDMI device:
 - a. Turn on your TV, then press **HDMI**.
 - b. Turn on the HDMI device, then set it to the correct mode. See the documentation that came with the device for further instructions.
 - Component Video Cables are red, green and blue. The audio cables are red and white.
 1. Connect a component video cable and audio cables to the **COMPONENT IN** jacks on the back of your TV and to the **COMPONENT Out** jacks on the component device.
 2. To play from a component video device:
 - a. Turn on your TV, then press **COMP**.
 - b. Turn on the component video device, then set it to the correct mode. See the documentation that came with the device for further instructions.
 - S-Video Cables are round with 4 pins in the middle. The audio cables are red and white.
 1. Connect an S-Video cable to the **S-VIDEO** jack on the back of your TV and to the **S-Video Out** jack on the S-Video device.
 2. Connect an audio cable to the **L AUDIO** and **R AUDIO** jacks on the back of your TV and to the **Audio Out** jacks on the S-Video Device.
 3. To play from an S-Video device:
 - a. Turn on your TV, then press **VIDEO** to select **S-Video**.
 - b. Turn on the S-Video device, then set it to the correct mode. See the documentation that came with the device for further instructions.
 - A/V Cables (RCA Cables, Composite Cables) have a yellow video cable, and red and white audio cables.
 1. Connect A/V cables to the **AV IN** jacks on the back or side of your TV and to the **AV Out** jacks on the A/V device.
 2. To play from an A/V Device:
 - a. Turn on your TV, then press **VIDEO** to select **AV**.
 - b. Turn on the A/V device, then set it to the correct mode. See the documentation that came with the device for further instructions.

4. How do I set up my channels or run an autochannel search?

- Are you using a cable/satellite box, cable connected directly to the TV, or an antenna?
 - If you are using a cable or satellite box you must use the remote that came with that box to change channels.
 - Make sure you have the correct input selected to view channels via the cable or satellite box. For example, if the cable or satellite box is connected via component cables please press the **COMP** button on your remote to select Component to view your channels.
 - If you are using cable connected directly to the TV:
 1. Press **MENU**. The on-screen menu opens.
 2. Press **◀** or **▶** to highlight **Channel**, then press **▼**. The *Channel* menu opens.
 3. Press **◀** or **▶** to select **Cable**.
 4. Press **▲** or **▼** to highlight **Auto Scan**, then press **ENTER**. A confirmation box opens.
 5. Press **◀** or **▶** to select **Yes**, then press **ENTER** to start the scan. A progress box shows the progress of the scan.
 - If you are using an antenna:
 1. Press **MENU**. The on-screen menu opens.
 2. Press **◀** or **▶** to highlight **Channel**, then press **▼**. The *Channel* menu opens.
 3. Press **◀** or **▶** to select **Antenna**.
 4. Press **▲** or **▼** to highlight **Auto Scan**, then press **ENTER**. A confirmation box opens.
 5. Press **◀** or **▶** to select **Yes**, then press **ENTER** to start the scan. A progress box shows the progress of the scan.

Image Issues

5. My picture is not filling the screen. I have black bars around my picture.

- This is due to the aspect ratio. An increasing amount of digital TV and movies are presented in wide screen (16:9).
- Different sources and TV stations may broadcast different aspect ratios. The aspect ratio may need to be changed as you change to a different source or TV station.
- To change the appearance of the screen, cycle through these four options by pressing the **Zoom** button on the remote:
 - **Normal:** Selects the aspect ratio that matches to source's aspect ratio (4:3 or 16:9).
 - **Wide:** Displays a full-screen image.
 - **Zoom:** Enlarges the picture. The top and bottom may be cropped.
 - **Cinema:** Stretches the image at the edges while maintaining a clear image in the center of the screen.

6. I have poor picture quality.

- Make sure your cable connections are connected securely.
- If you are receiving service from a cable or satellite provider, reception can vary by channel depending on the broadcast power level of a given station. Contact your cable or satellite provider.
- If you are using an antenna, the signal strength of the channel may be low.
 - Check the signal strength of the digital channels:
 1. Press **CH ^** or **CH v** to select the channel you want and to view the selected channel strength.
 2. Press **MENU**. The on-screen menu opens.
 3. Press **◀** or **▶** to highlight **Channel**, then press **▼**. The *Channel* menu opens. The DTV signal strength is shown at the bottom of the menu.
 4. Move the antenna around the room or close to a window. Check the signal strength of the digital channels again. The optimal location may vary by channel.
 5. Press **EXIT** to close the menu.
 - The UHF band (channels 14 and higher) is more directional than VHF (channels 2-13) and more sensitive to obstacles (such as trees, tall buildings, and mountains) that lie between your antenna and the broadcast tower. Getting good UHF reception can be more difficult than VHF.
 - If you're getting marginal reception of digital signals, both the picture and sound might freeze or break up to the point that it's not watchable. If you're really on the fringes—either too far from a tower or with too many obstacles in the way—you'll see a black screen that says "No signal".
 - Reception can vary by channel, depending on the location and broadcast power level of a given station.
 - Make sure your antenna is connected securely to the TV.
 - Use a basic indoor set-top antenna designed to pick up both VHF and UHF.

OR

Use a set-top antenna that has a built-in signal amplifier.

OR

Use an antenna mounted on your roof or in your attic.

 - For more information about antennas and the available channels in your area, visit www.antennaweb.org- The video cables you are using may be bad, try a new set.

7. I have sound but no picture.

- Make sure the cables are connected correctly and securely to the jacks on the TV and on the external devices.
- The video cable(s) you are using may be bad, try a new set.
- If you are using an antenna, the signal strength of the channel may be low.
 - Check the signal strength of the digital channels. It is possible you are receiving marginal reception. Both the picture and sound may freeze or break up due to poor reception.
 1. Press **CH ^** or **CH v** to select the channel you want and to view the selected channel strength.
 2. Press **MENU**. The on-screen menu opens.
 3. Press **◀** or **▶** to highlight **Channel**, then press **▼**. The *Channel* menu opens. The DTV signal strength is shown at the bottom of the menu.

4. Move the antenna around the room or close to a window. Check the signal strength of the digital channels again. The optimal location may vary by channel.
 5. Press **EXIT** to close the menu.
- The UHF band (channels 14 and higher) is more directional than VHF (channels 2-13) and more sensitive to obstacles (such as trees, tall buildings, and mountains) that lie between your antenna and the broadcast tower. Getting good UHF reception can be more difficult than VHF.
 - If you're getting marginal reception of digital signals, both the picture and sound might freeze or break up to the point that it's not watchable. If you're really on the fringes—either too far from a tower or with too many obstacles in the way—you'll see a black screen that says "No signal".
 - Reception can vary by channel, depending on the location and broadcast power level of a given station.
 - Make sure your antenna is connected securely to the TV.
 - Use a basic indoor set-top antenna designed to pick up both VHF and UHF.
- OR
- Use a set-top antenna that has a built-in signal amplifier.
- OR
- Use an antenna mounted on your roof or in your attic
- For more information about antennas and the available channels in your area, visit www.antennaweb.org

Channel Issues

8. I am receiving the error message "No Signal".

- Press **INPUT** and make sure have selected the correct input for the device or service you are trying to use.
- Are you using a cable/satellite box, cable connected directly to the TV, or an antenna?
 - If you are using a cable or satellite box you must use the remote that came with that box to change channels.
 - Make sure you have the correct input selected to view channels via the cable or satellite box. For example, if the cable or satellite box is connected via component cables please press the **COMP** button on your remote to select Component to view your channels.
 - If you are using cable connected directly to the TV, you need to scan for channels.
 - To scan for channels:
 1. Press **MENU**. The on-screen menu opens.
 2. Press ◀ or ▶ to highlight **Channel**, then press ▼. The *Channel* menu opens.
 3. Press ◀ or ▶ to select **Cable**.
 4. Press ▲ or ▼ to highlight **Auto Scan**, then press **ENTER**. A confirmation box opens.
 5. Press ◀ or ▶ to select **Yes**, then press **ENTER** to start the scan. A progress box shows the progress of the scan.
 - If you are using an antenna, you need to scan for channels.
 - To scan for channels:
 1. Press **MENU**. The on-screen menu opens.
 2. Press ◀ or ▶ to highlight **Channel**, then press ▼. The *Channel* menu opens.
 3. Press ◀ or ▶ to select **Antenna**.
 4. Press ▲ or ▼ to highlight **Auto Scan**, then press **ENTER**. A confirmation box opens.
 5. Press ◀ or ▶ to select **Yes**, then press **ENTER** to start the scan. A progress box shows the progress of the scan.

9. I am missing channels or a single channel.

- Try entering the channel manually using the number keypad on your remote.
- Make sure the channel is not hidden. Channels can be deleted from the channel list so that when you press channel up or down it will skip the hidden channels.
 - o To unhide a channel:
 1. Press **MENU**. The on-screen menu opens.
 2. Press ◀ or ▶ to highlight **Channel**, then press ▼. The *Channel* menu opens.
 3. Press ▲ or ▼ to highlight **Show/Hide**, then press **ENTER**. The channel list opens. If a channel has a checkmark under the Show column, it is included in the list.
 4. Press ▲ or ▼ to highlight the channel, then press **ENTER** if the checkmark is missing.
 - *Note: If the list has more than one page, press ◀ or ▶ to scroll through the pages.*
 5. Press **Exit** to close the menu.
- Are you using a cable/satellite box, cable connected directly to the TV, or an antenna?
 - o If you are using a cable or satellite box you must use the remote that came with that box to change channels.
 - Make sure you have the correct input selected to view channels via the cable or satellite box. For example, if the cable or satellite box is connected via component cables press the **COMP** button on your remote to select Component to view your channels.
 - Reception can vary by channel depending on the broadcast power level of a given station. Contact your cable or satellite provider.
 - o If you are using cable connected directly to the TV:
 - Try scanning for channels:
 1. Press **MENU**. The on-screen menu opens.
 2. Press ◀ or ▶ to highlight **Channel**, then press ▼. The *Channel* menu opens.
 3. Press ◀ or ▶ to select **Cable**.
 4. Press ▲ or ▼ to highlight **Auto Scan**, then press **ENTER**. A confirmation box opens.
 5. Press ◀ or ▶ to select **Yes**, then press **ENTER** to start the scan. A progress box shows the progress of the scan.
 - Reception can vary by channel depending on the broadcast power level of a given station. Contact your cable provider.
 - o If you are using an antenna:
 - Try scanning for channels:
 1. Press **MENU**. The on-screen menu opens.
 2. Press ◀ or ▶ to highlight **Channel**, then press ▼ to access the *Channel* menu.
 3. Press ◀ or ▶ to select **Antenna**.
 4. Press ▲ or ▼ to highlight **Auto Scan**, then press **ENTER**. A confirmation box opens.
 5. Press ◀ or ▶ to select **Yes**, then press **ENTER** to start the scan. A progress box shows the progress of the scan.
 - The signal strength of the channel may be low.
 - Check the signal strength of the digital channels:
 1. Press **CH ^** or **CH v** to select the channel you want and to view the selected channel strength.
 2. Press **MENU**. The on-screen menu opens.
 3. Press ◀ or ▶ to highlight **Channel**, then press ▼. The *Channel* menu opens. The DTV signal strength is shown at the bottom of the menu.
 4. Move the antenna around the room or close to a window. Check the signal strength of the digital channels again. The optimal location may vary by channel.
 5. Press **EXIT** to close the menu.
 - The UHF band (channels 14 and higher) is more directional than VHF (channels 2-13) and more sensitive to obstacles (such as trees, tall buildings, and mountains) that lie between your antenna and the broadcast tower. Getting good UHF reception can be more difficult than VHF.
 - If you're getting marginal reception of digital signals, both the picture and sound might freeze or break up to the point that it's not watchable. If you're really on the fringes—

either too far from a tower or with too many obstacles in the way—you'll see a black screen that says "No signal."

- Reception can vary by channel, depending on the location and broadcast power level of a given station.
- Make sure your antenna is connected securely to the TV.
- Use a basic indoor set-top antenna designed to pick up both VHF and UHF.

OR

Use a set-top antenna that has a built-in signal amplifier.

OR

Use an antenna mounted on your roof or in your attic

- For more information about antennas and the available channels in your area, visit www.antennaweb.org

Audio Issues

10. I have no sound or my sound has static noise.

- Check volume levels.
- Make sure the TV volume is not muted.
- Make sure headphones are not connected to the headphone jack.
- Make sure your connections are connected correctly to the jacks on the TV and on the external devices.
- Check the signal strength of the digital channels. It is possible you are receiving marginal reception. Both the picture and sound may freeze or break up due to poor reception.
 1. Press **CH ^** or **CH v** to select the channel you want and to view the selected channel strength.
 2. Press **MENU**. The on-screen menu opens.
 3. Press **◀** or **▶** to highlight **Channel**, then press **▼**. The *Channel* menu opens. The DTV signal strength is shown at the bottom of the menu.
 4. Move the antenna around the room or close to a window. Check the signal strength of the digital channels again. The optimal location may vary by channel.
 5. Press **EXIT** to close the menu.
- The audio cables you are using may be bad, try a new set.

11. How do I turn on/off closed captioning?

- Press the **CCD** button on the remote to select On or Off.
- Advanced closed captioning settings can be found in the Menu under Setup.

General

12. My TV did not come with a manual.

- The manual is available on the Dynex website.
 - DX-26L150A11
 - http://dynexproducts.com/cms/documents/DX-26L150A11_10-0346_WEB_ENG_V3_Final%20lr.pdf
 - DX-32L150A11, DX-37L150A11, and DX-46L150A11
 - http://dynexproducts.com/cms/documents/DX-32L-37L-46L150A11_10-0012_WEB_ENG_V4_Final%20lr.pdf

13. Can I get more information about this TV?

- DX-26L150A11
 - <http://dynexproducts.com/products/televisions/DX-26L150A11.html>
- DX-32L150A11
 - <http://dynexproducts.com/products/televisions/DX-32L150A11.html>
- DX-37L150A11
 - <http://dynexproducts.com/products/televisions/DX-37L150A11.html>
- DX-46L150A11
 - <http://dynexproducts.com/products/televisions/DX-46L150A11.html>

Hardware Issues

14. My TV is not working at all (i.e., will not turn on using remote or button on TV, LED flashing).

- Unplug the power cord, wait a few seconds, plug the cord back in again, then turn on your TV.
- Try plugging the TV into another outlet.
- Other devices (e.g., surround sound receiver, external speakers, fans, etc) may be interfering with your TV. Try turning one device off at a time to determine which device is causing the interference.
 - Once you have determined which device is causing interference, please move it further from the TV to eliminate the interference.

15. Nothing happens when I push buttons on my remote.

- Make sure the TV is plugged in.
- The supplied batteries are wrapped tightly in clear plastic. Have you removed the plastic from the batteries before you installed them?
- Are the batteries installed correctly?
 1. Remove the battery compartment cover on the back of the remote control.
 2. Insert the two AAA batteries into the battery compartment. Make sure that the + and – on the batteries align with the + and – symbols in the battery compartment.
 3. Replace the battery compartment cover.
- Point the control directly at the remote sensor on your TV. The sensor is located on the lower left corner of the TV.
- Remove any obstacles between the remote control and the remote sensor.
- Replace dead batteries with new ones.

Stand/Wall Mounting

16. How do I install a wall-mount bracket?

- DX-26L150A11
 1. Lay your TV face down on a table or bench. Make sure that you put down a soft cushion or cloth so that your TV is not scratched.
 2. Remove the four screws that secure the TV to the base.
 3. Remove the four screws holding the stand column to the TV, then remove the stand column.
 4. Secure the wall-mount bracket to the back of your TV using the four M4 screws provided with the bracket.
- DX-32L150A11, DX-37L150A11, DX-46L150A11
 1. Lay your TV face down on a table or bench. Make sure that you put down a soft cushion or cloth so that your TV is not scratched.
 2. Remove the four screws that secure the TV to the base.
 3. Remove the four screws holding the stand column to the TV, then remove the stand column.
 4. Secure the wall-mount bracket to the back of your TV using the four M6 screws provided with the bracket.

17. How do I attach my stand?

- DX-26L150A11
 1. Remove the stand from the box and place it on a table or bench. The wide portion of the stand must face the front of the TV; look for the “FRONT” marking on the bottom of the base.
 2. Lay the TV on a flat, cushioned surface.
 3. Align the stand with the TV.
 4. Move the stand gently until the locators on the stand column align with the locating grooves on the stand.
 5. Align the holes in the stand with the holes in the stand column, then secure the stand to the column with the four screws provided.
- DX-32L150A11, DX-37L150A11, DX-46L150A11
 1. Remove the stand from the box. The wide portion of the stand should face the front of the TV.
 2. Lay the TV (screen down) on a flat, cushioned surface.
 3. Align the stand with the TV.
 4. Move the stand gently until the locating ridges on the stand column align with the locating grooves on the stand.
 5. Align the holes in the stand with the holes in the stand column, then secure the stand to the column with the four M5 screws provided.