Digital Sign Troubleshooting

To avoid voiding any warranty coverage, do not open your sign without prior authorization of Techno Signz Ltd.

Your first attempt at fixing any issues pertaining to your sign or even app should be switching it off and then turning it back on, or even deleting the app and then re-downloading it.

Like any wired device, if you follow the wires, it should lead you to the problem. For most digital signage this would be a simple chain of wires starting at the power source, then sign controller which leads to rows or columns of LED modules daisy chained together.

Common Issues

Module Failure

Black squares may appear on screen.

Power Failure

Entire portion of screen goes out.

Usually it's a loose connection or a short in the input/output connections.

Power supply problem, may need replacing.

Communications Failure

App won't connect to sign.

Distance between transmitter & receiver may be too far or there may be obstructions.

LED Failure

If an individual LED goes.

Entire module of LED's needs replacing.

Controller Failure

Entire screen going blank not from a communication issue.

May need a new controller.

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