

S.M.A.R.T. Service Material and Reference Tips

Product: LCD

Date: 2/8/2010

Models: 32E200U, 32E200UM, 37E200U, 37E200UM, 40E200U, 40E200UM

Doc Ref/File: SMART2010-LCD410 Rev.2

Purpose: The purpose of this document is to give the service provider troubleshooting information designed to expedite the diagnosis and service process to modular/sectional level for Toshiba products.

[The information contained within the document will evolve over time so a version number has been indicated in the document name. The servicer should always use the latest version available.]

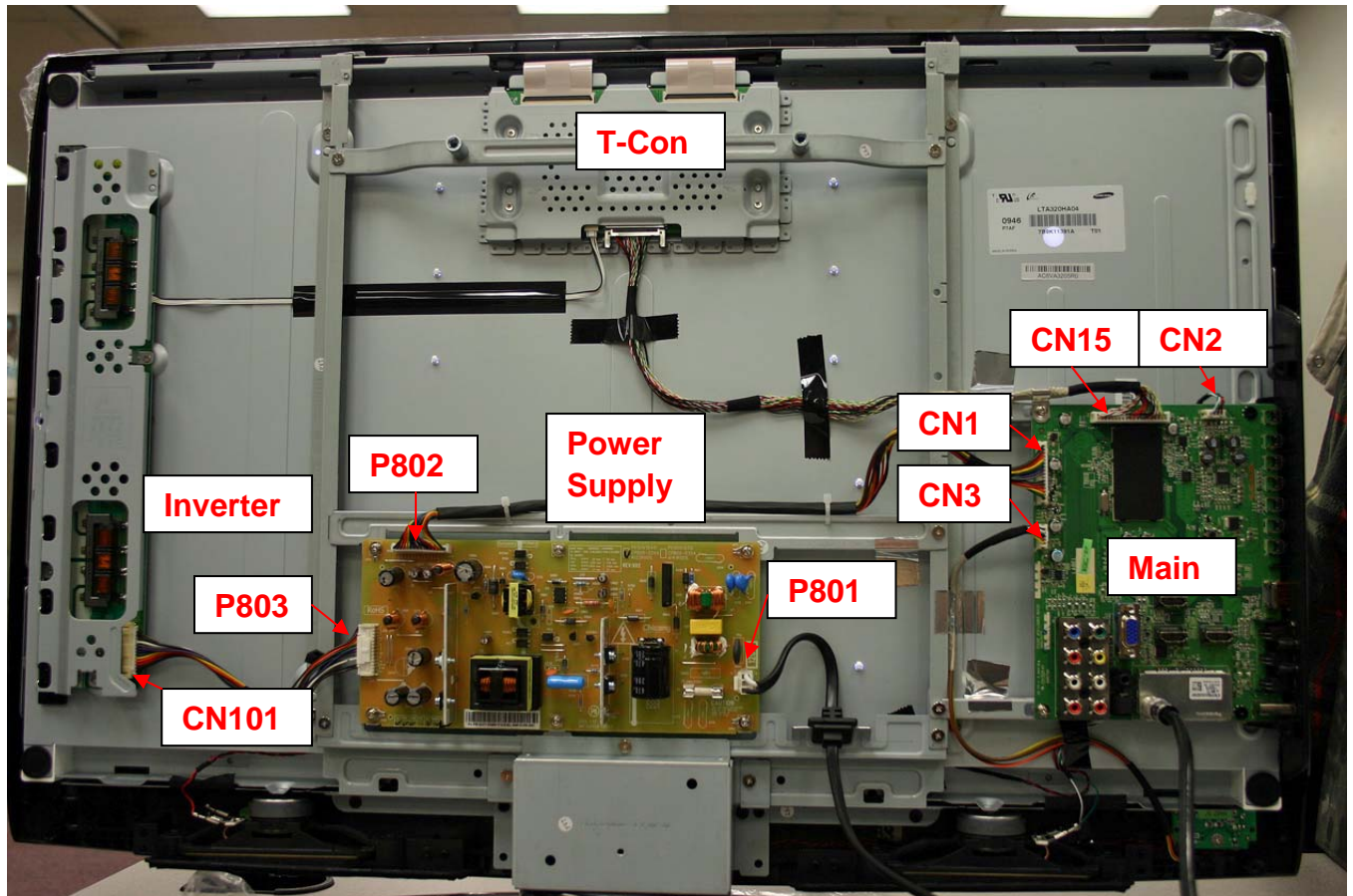
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*****Always check for firmware upgrades before troubleshooting unit.**

Feedback: Please provide any comments or suggestions about this document to technical_support@tacp.com When commenting, please provide the document and version number on all correspondence.

Chassis Layout

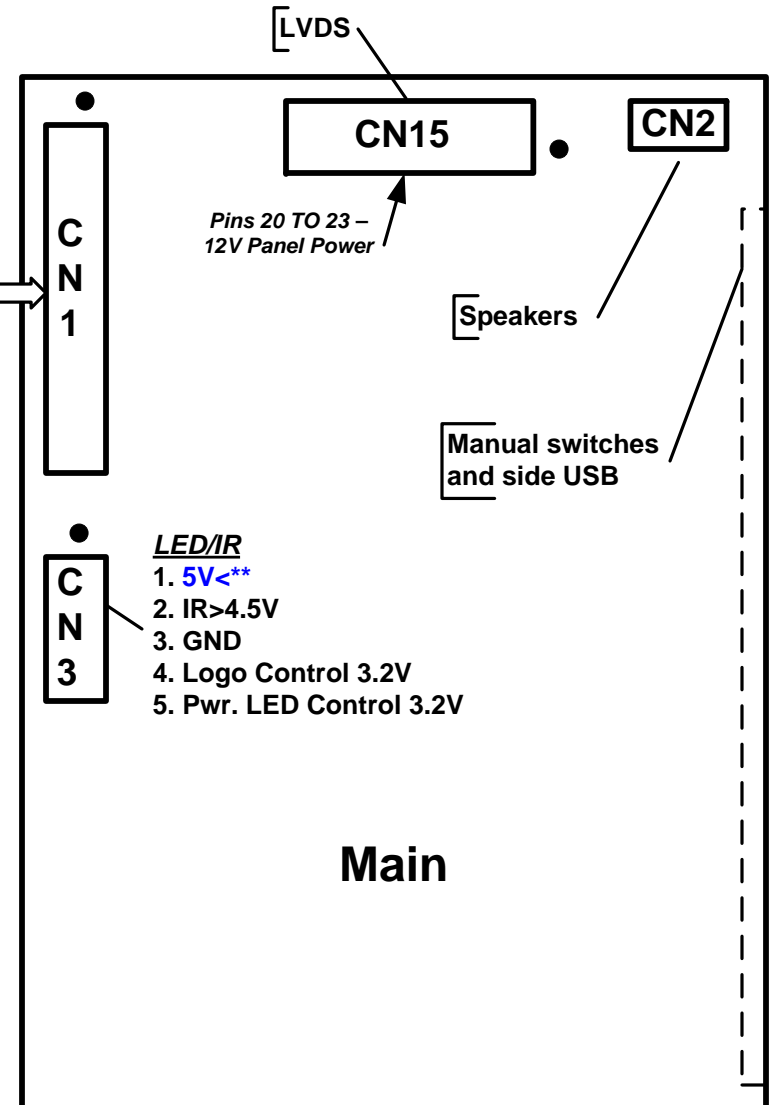
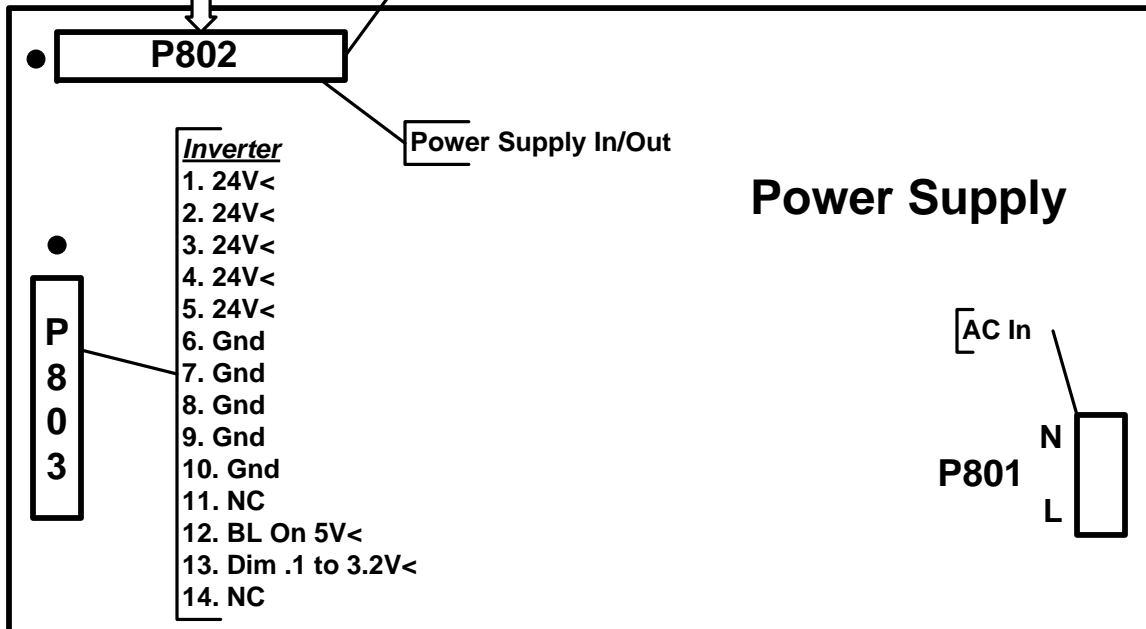


Interconnect

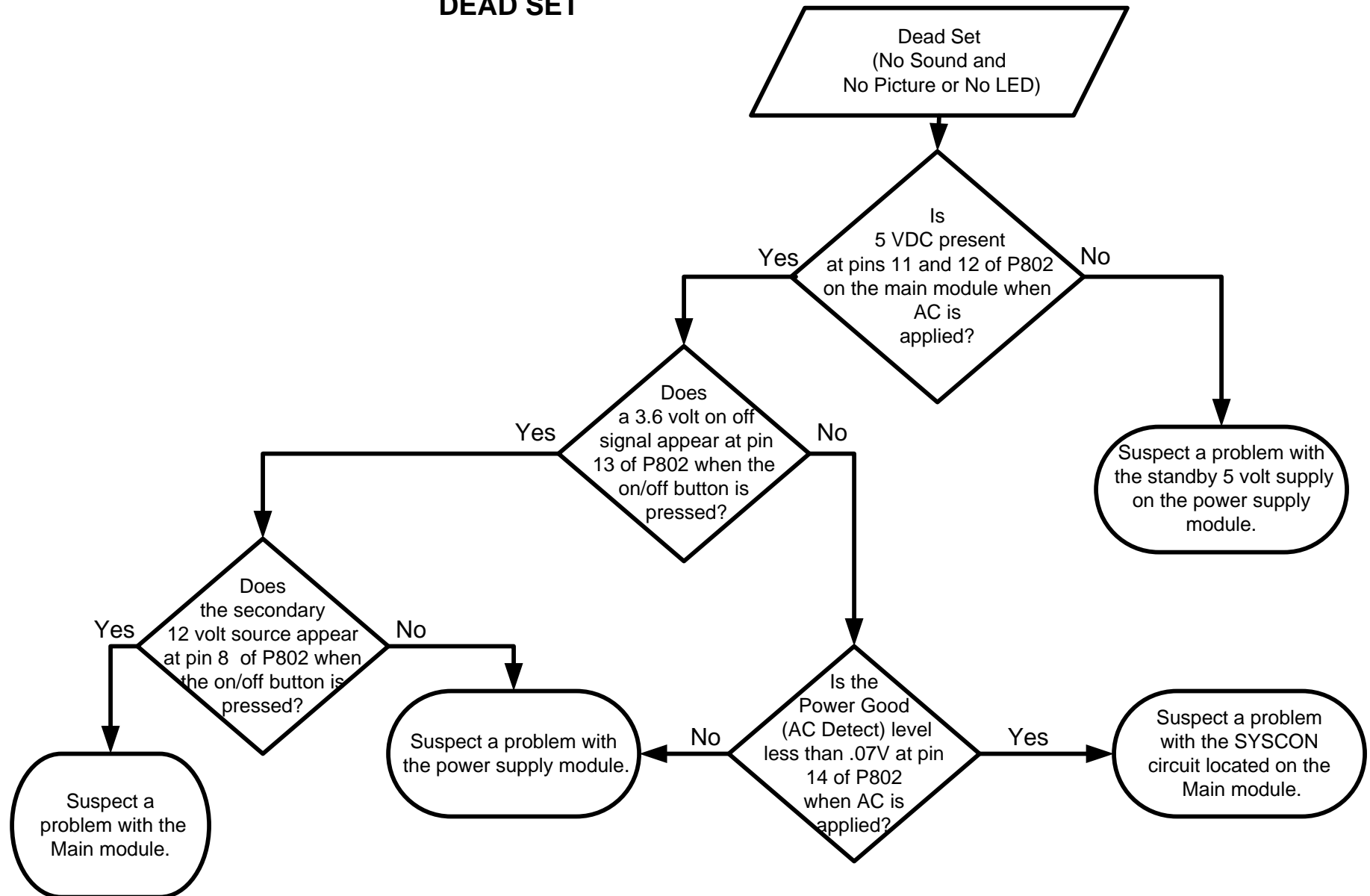
Key
Pin 1 ●
Flow >-out <-in

Power Supply In/Out

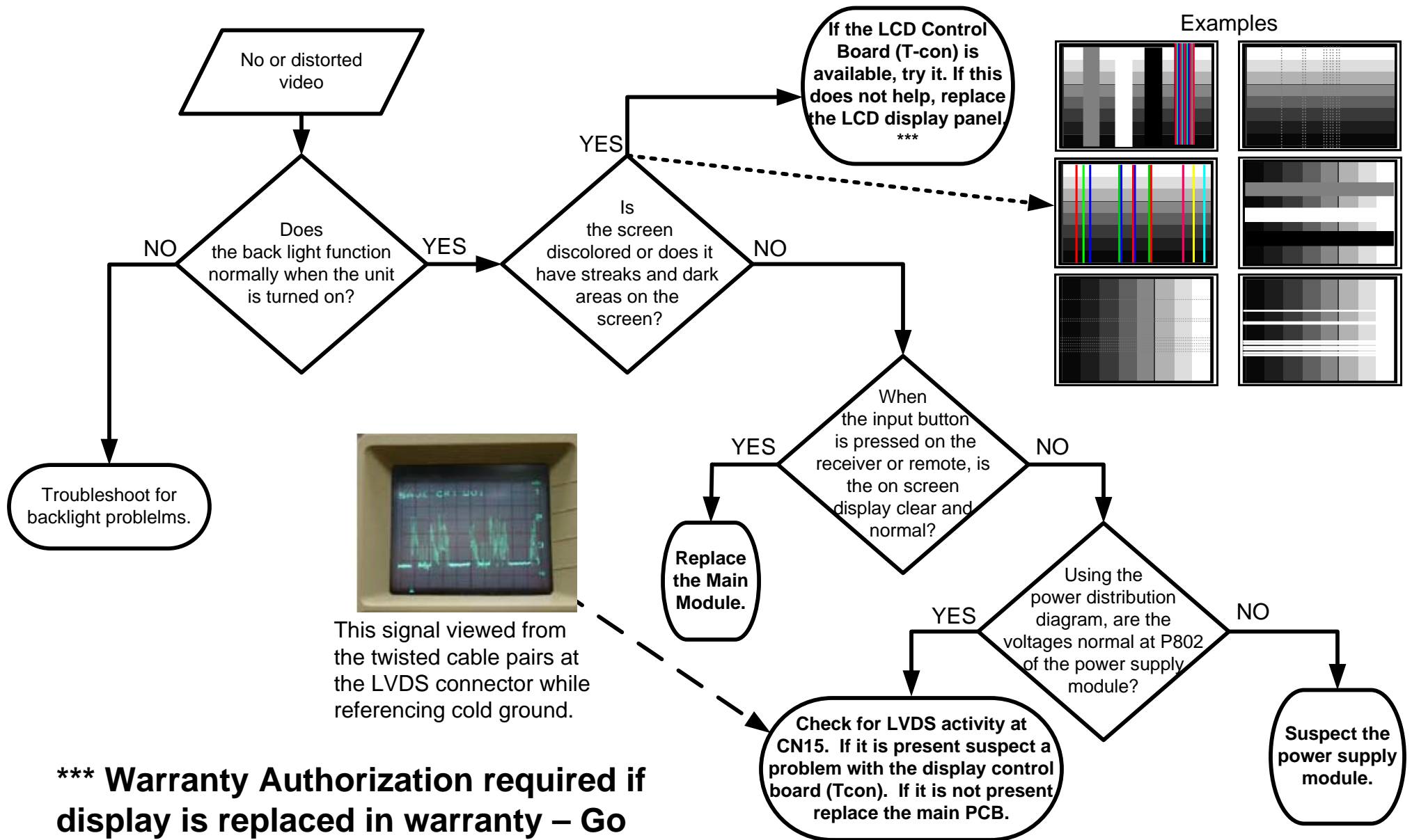
1. Gnd
2. Gnd
3. 24V Aud>
4. 24V Aud>
5. Gnd
6. Gnd
7. Gnd
8. 12V>
9. 12V (Panel Pwr.) >
10. NC
11. 5V>**
12. 5V>** ** Indicates Standby
13. Pwr. On (Enable) 3.6V<
14. AC Det.(PWR Good) .07V>
15. Dim .1 to 3.2V<
16. BL On 5V<



DEAD SET

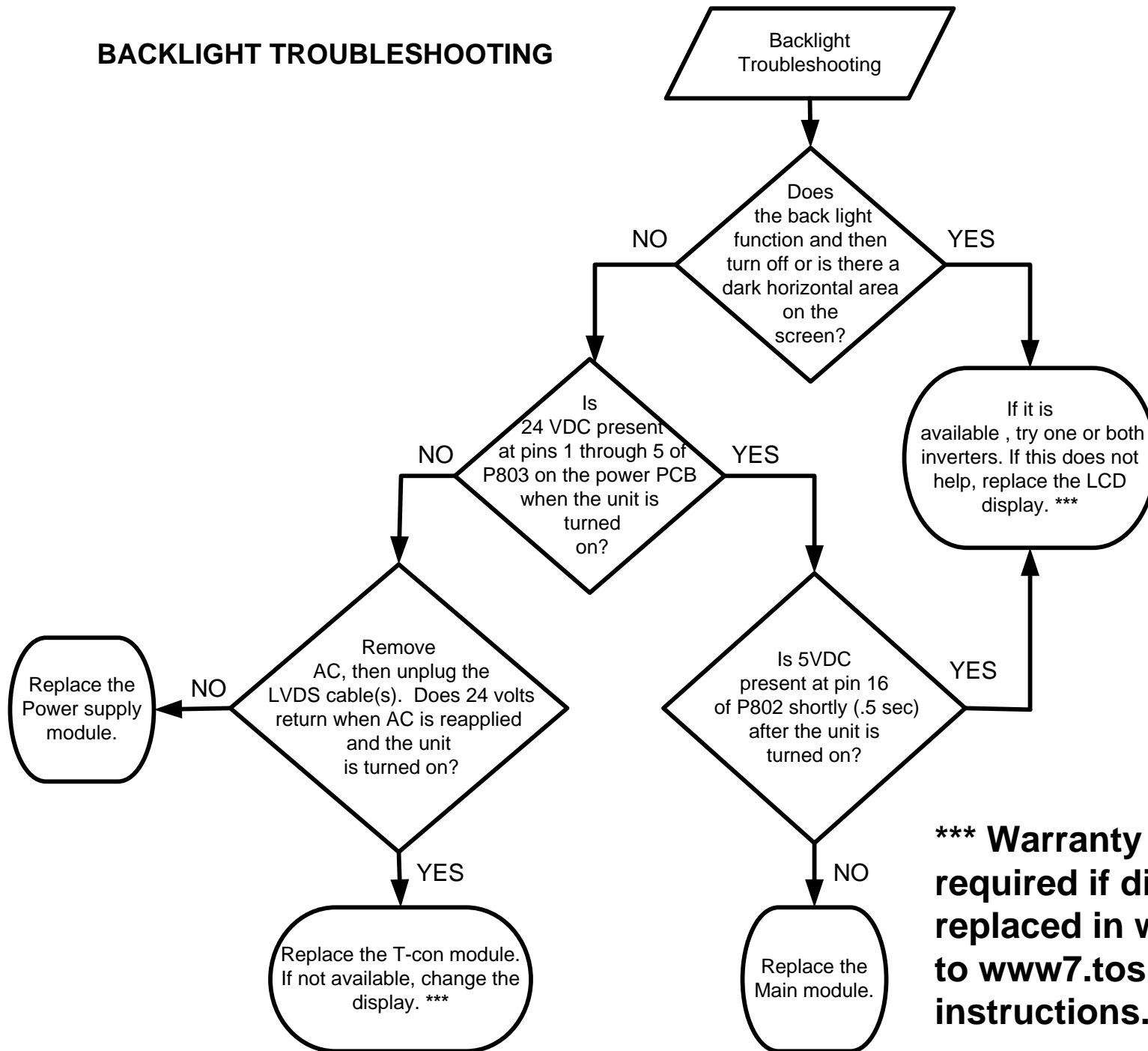


NO VIDEO



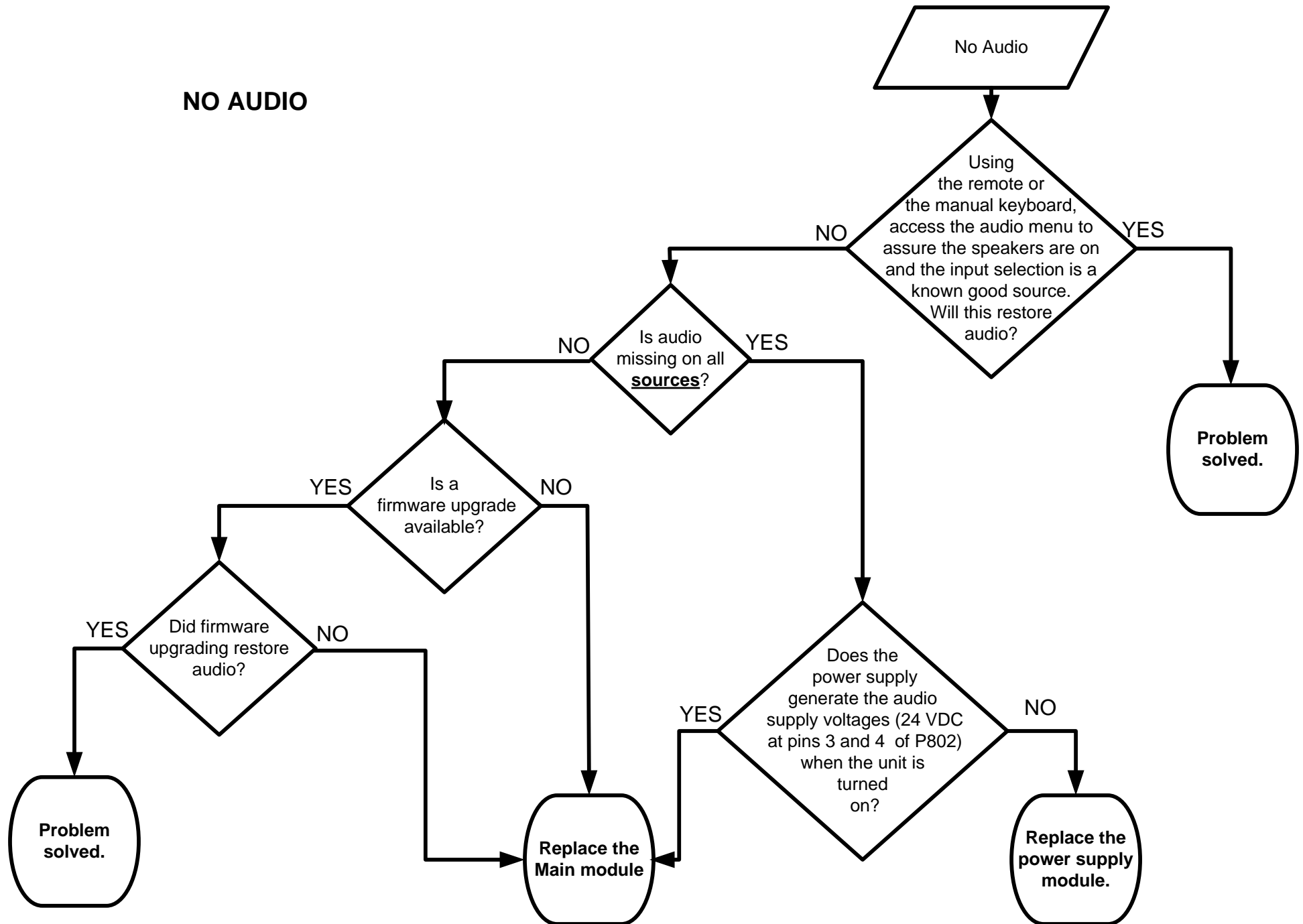
***** Warranty Authorization required if display is replaced in warranty – Go to www7.toshiba.com for instructions.**

BACKLIGHT TROUBLESHOOTING



***** Warranty Authorization required if display is replaced in warranty – Go to www7.toshiba.com for instructions.**

NO AUDIO



SOFTWARE INSTALLATION NOTICE

PART NUMBER: 2010 Firmware Update for XXE200U series

The installation process is simple; however, please read all of the following instructions and notices prior to installation. This software update is intended solely for use with the TOSHIBA Models indicated above.

Notice (Read Prior to Beginning the Software Upgrade)

The following events may interrupt the upgrade process and result in an inoperative unit.



- 1) DO NOT unplug the Power Cord during the software update procedure.
- 2) Avoid loss or interruption of power during the software update procedure.
- 3) DO NOT Press the power button on the unit during the software update procedure.

If you are experiencing problems or have further questions:

Customers should contact Toshiba Customer Service at 800-631-3811.

Toshiba Authorized Service Providers should contact Toshiba Technical Support Group.

Use the following procedure to update the Television software version:

- 1) Place the TV receiver in the “On” position (any Channel or input is ok).
- 2) “Insert a USB Flash Drive with firmware” copied to the drive into the side port below manual controls (labeled USB) as shown in Figures 1 and 1A.



Figure 1



Figure 1A

- 3) After a few seconds the update screen will appear as shown in Figure 2. Use the left and right arrow buttons of the remote to highlight the “Yes” selection. See Figure 2.
- 4) Press the “Enter” button to begin the firmware update. A status screen will display as shown in Figure 3. **DO NOT POWER OFF OR PRESS ANY KEY ON THE REMOTE CONTROL UNTIL AFTER COMPLETION OF THE UPDATE!!! DO NOT REMOVE USB FLASH DRIVE UNTIL INSTRUCTED IN STEP 6!!!**



Figure 2

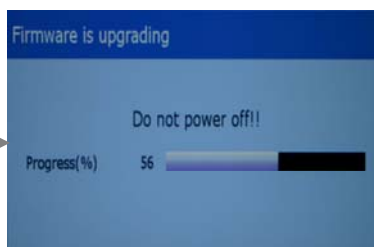


Figure 3

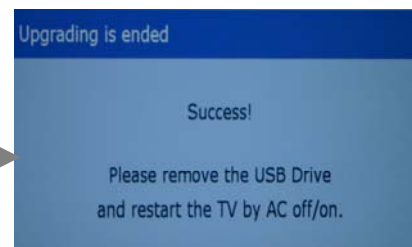


Figure 4

- 5) The firmware update is complete when the display shows “Upgrading is ended” screen as shown in Figure 4.
- 6) “Remove the USB Flash Drive” from the TV receiver. Momentarily remove AC power from the set by unplugging the AC power cord. Firmware updating is complete. Plug TV back into AC power. The TV should turn itself back on automatically.

TOSHIBA AMERICA CONSUMER PRODUCTS L.L.C.

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Factory Mode

The factory mode, necessary adjustments, and update procedures shown below can be accessed in this unit using the supplied remote control transmitter.



To enter the factory mode, you must press **“Left Arrow (<), then Exit, then Enter”** within approximately two seconds. To end this function, press exit or simply turn the television off.