

Troubleshooting for SMP-DX

Early Preview

The content in this section is currently under construction and subject to change.

There are many reasons why a screen may be black. The first things to check are mostly obvious:

- Is there power to the Player and the display?
- Is the HDMI cable connected between the player and the display?
- Is the display set to show the desired video input?

If the player's boot sequence (which includes a Scala logo on the upper right) is visible, but the display then goes black:

- Make sure that the display resolution set in Player configuration is correct and supported by the display
- If the Player is set to auto-logout but has the wrong password, then the screen will be black. (Moving the mouse will cause the mouse pointer to appear). From a fresh startup, you can successfully login to fix the problem with the following sequence:
 - Press <Enter>
 - Type the correct password
 - Press <Enter>
- Check Content Manager for the following:
 - Is there a channel assigned to the Player?
 - Is there content scheduled to play? Look for expired items, empty playlists, missing timeslots, etc. Double-check the player's timezone.
 - Has the player been communicating? (Players that cannot reach their Content Manager for 30 days can go black.)

Depending on the display resolution and the scaling setting, the **OK** and **Cancel** buttons in the Player Configuration tool may have been pushed off the bottom of the display. Here are some things you can do, in Windows Settings, under System then Display:

- Change the display resolution to a setting taller than 720 pixels
- Reduce the scaling setting ("Change the size of text, apps, and other items") to 100%

You can always use the hotkeys (**Alt+O** for **OK**, **Alt+C** or **ESC** for **Cancel**) even if the buttons are not visible.

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