

ENTRANCE TV BLUE SCREEN/NO SIGNAL

Description of problem:

Customer is having issues with entrance screen showing a blue screen or a “no signal” or “no input” displayed.

Things to Check and Try:

- Check that the Entrance module computer (most likely a kangaroo brand) is on (should have a blue light on)
- Check that the entrance tv is set to the correct input (just like your TV at home)
- Try resetting the Kangaroo computer by unplugging it and holding the power button until the light turns off, wait 30 seconds then plug it back in and press and hold power button until the light turns back on
- Try unplugging and re-plugging back in the HDMI cord from both the kangaroo and the entrance tv, and reinstalling it
- If after resetting the computer the please pull forward screen doesn't pull up automatically, double click on the “Tracker Image” icon on the screen

Description of System:

The Entrance Module TV works much like your tv at home, instead of a cable box we are using an Entrance Module Computer (Kangaroo Computer) to send a signal via HDMI cable to the TV. When the Entrance Module Computer is working properly it should send a signal to the TV, occasionally this computer needs to be reset, much like your computer at home.



If after reestablishing connection with the entrance computer and you entrance tv you notice the screen slides change constantly without being told to you may need to switch to machine controlled to do this:

- Press the ESC button on the keyboard
- Then click on “Tools” and select “Machine Controlled”

