



Video Products Technical Bulletin 30-2017-022

DATE: **March 13, 2017**

SUBJECT: **SPLASH SCREEN REMAINS DISPLAYED AT
POWER-ON AND MONITOR DOES NOT START**

MODEL: **BVM-E171
BVM-E251**

SERIAL NO: **ALL**

DESCRIPTION

At power-on, the splash screen may remain displayed for over two minutes, and the monitor does not start normally. (See Figure 1.)



Figure 1

This symptom occurs if the connector between the BA and BC boards is floating and not connected properly.

MODIFICATION PROCEDURE

1. Remove the rear cabinet of the monitor.
NOTE: Refer to the service manual.
2. Visually inspect CN6000 and CN6001 on the BC board.
(See Figure 2.)

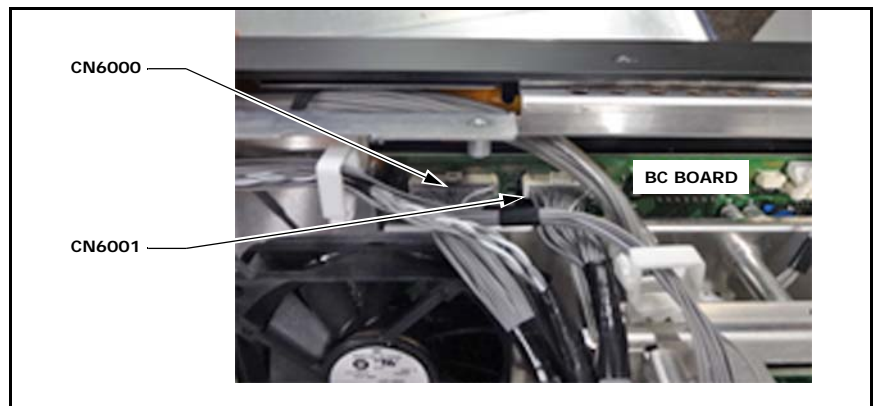


Figure 2

DPMO17-003

3. Confirm that the connector is seated and connected completely. (See Figure 3.)

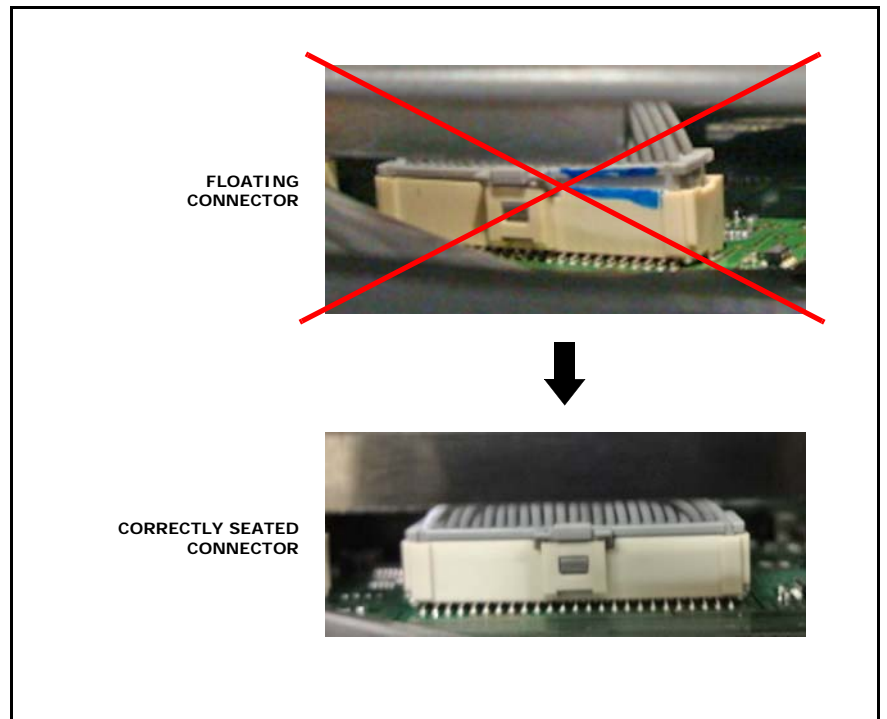


Figure 3

4. Reinstall the rear cabinet.
5. Power-on the monitor, and confirm that it starts normally.