

TV: MG7.1E Customer service mode

Revision history	
2002-04-14	• First appearance

The customer service mode (CSM) shows the current settings of the TV. It is a 'read-only' menu; no changes can be made to the settings.

Entering customer service mode

Press the [MENU] button (TV) and the [MUTE] button (remote) simultaneously until the menu appears (takes about 4 seconds).

Alternative method: first press the TV-[MENU] for 4 seconds and then press REMOTE -[MUTE] until the menu appears.

The customer service mode menu consists of two pages:

CUSTOMER SERVICE MENU 1	
1 SW Version	MG31E11.8_02581
2 Code 1	050 066 050 066 050
3 Code 2	066 050 066
4 LS Volume	0
5 LS Brightness	32
6 LS Contrast	26
7 LS Colour	19
8 LS Headphone	6
9 Sharpness	5
10 Dolby	Not present
11 Surround Mode	3D Surround
11a Tuner Frequency	751 MHz

CUSTOMER SERVICE MENU 2	
12 Rear Volume	5
13 Centre Volume	5
14 DNR	Maximum
15 Noise Figure	42
16 Digital Option	Natural Motion
17 Colour System	Pal
18 TV System	BG
19 Audio System	Stereo
20 Tuned bit	Off
21 Speaker config.	full internal
22 Digital sources	None

1 SW Version (Software version)

This shows the software information.

For a description, see [Customer alignment mode](#).

2 Code 1

3 Code 2

These are the 10 last detected errors. The very last error detected is the first number on the Code 2

line.

For the error codes description, see [Customer alignment mode](#).

4 LS Volume (Last set volume)

Currently set volume.

Range: 0..24

5 LS Brightness (Last set brightness)

Currently set brightness.

Range: 0..63

6 LS Contrast (Last set contrast)

Currently set contrast.

Range: 0..63

7 LS Colour (Last set colour)

Currently set colour.

Range: 0..63

8 LS Headphone (Last set headphone volume)

Currently set headphone volume.

Range: 0..24

9 Sharpness

Current sharpness.

Range: 0..7

If the Sharpness value is 3 or 4 and the Noise Figure is >127 then you might have to decrease the Sharpness.

10 Dolby

Indicates if the current selected channel transmits a Dolby signal.

Range: Present / Not present

11 Surround Mode

Currently set sound mode.

Range: 0 / Pro Logic / Dolby 3 Stereo / Hall / Off

11a Tuner Frequency

Currently set tuner frequency.

12 Rear Volume

Volume of the rear speakers (Surround Sound).

Range: 0..63

13 Centre Volume

Volume of the centre speaker.

Range: 0..63

14 DNR (Dynamic Noise Reduction)

Setting of the Dynamic Noise Reduction.

Range: Off / Min / Med / Max

15 Noise Figure

The noise figure of the currently selected channel.

Range: 0..255 (0=good, 127=average, 255=bad)

If this value is >127 for different channels, you should check your reception/cabling.

If this value is > 127 for selected channels, then you might have to decrease the Sharpness if the Sharpness is currently set to 3 or 4.

16 Digital Options

Selected digital mode.

Range: 100 Hz (only for 4:3 mode) / Digital Scan / Natural Motion

17 Colour System

The detected colour system of the currently selected channel.

Range: BW (black/white) / PAL / SECAM / NTSC

The Colour System and Video System are related to each other and should indicate the same systems. If they do not it is usually indicated by incorrect colours and/or an incorrect picture. The following list shows some false combinations. These are due to an incorrect setting of the 'System' of the channel:

Colour System	TV System	Action ('Manual installation')
PAL	M38.9	'System' should be set to 'West Europe'
PAL	L	'System' should be set to 'West Europe'
BW	BG	'System' should be set to 'USA'
BW	L	'System' should be set to 'USA'
SECAM	BG	'System' should be set to 'France'
SECAM	M38.9	'System' should be set to 'France'

18 TV System

The detected video system of the currently selected channel.

Range: BG / DK / I (PAL-I) / L (SECAM-L) / M38.9 (NTSC-M with 38.9 MHz carrier) / MN (NTSC-M)

See Colour System for some remarks.

19 Audio System

The detected audio system of the currently selected channel.

Range: Sound muted / Dolby Pro Logic / Mono / Stereo / Dual I / Dual II / Digital Mono / Digital Stereo / Digital Dual I / Digital Dual II

20 Tuned bit

This shows the success (set to On while adjusting; set to Off when successful) for a manual selected frequency.

Range: On / Off

21 Speaker config. (speaker configuration)

The speaker configuration of the TV.

Range: 0 (no Dolby present) / Full internal / L/R external / Surround external / Full external

22 Digital Sources

The digital source setting.

Range: FRONT / EXT1 / EXT2 / NONE