TECHNICAL FAQ: Frequently Asked Questions

I cannot fine the USB for the LED screen we purchased?

All Aurora displays come with a USB containing supporting files and guides to assist installation,
Should for some reason these be missing the files are still available on our cloud system, contact your Westan Reginal Support and they can assist with retrieving/providing access to your PRJ XXX fies.

Half the screen has gone black?

Sections of screen going black indicates either –

- Loss of lead in power to that section (check circuit breakers and / or isolators)
- Loss of Lead in Data (Check Data connectivity to the lead in cabinet and the data connectivity from the LED processor output)
- If the Display exceeds 650,000 pixels in total, there will be more than one lead in data cable from the LED processor and more than one section to the screen. It is important when sections of the screen turn black that you identify whether the black area correlates to the size of the section (you can ascertain this by looking at the Novastar display setup and data flow). If the section correlates the issue will be lead in data or power outage , if it does not then the issue will be the interconnecting data or power cable from the last working cabinet to the next black (failed) cabinet.

The Display seems to be flickering?

The symptom of flickering would point to the data cable being slightly unseated, please removeand re-insert the cable connector and ensure that it is not damaged or the retaining clip has not been compromised.

Parts of the screen are in the wrong position after we turned on the display?

This will indicate that the display cabinets have NOT been installed in the order as shipped from Aurora. Check the Aurora documentation to ascertain the correct layout and position. This can be resolved by loading up novastar software and re sending the display configuration to the screen.
FIRST, be sure to save the existing config files as a matter of redundancy. (refer to Aurora Quick Guide or contact Westan support if you arequire assistance)
Ensure you selected “send to HW” first and check that the display is now correct prior to saving screen configuration permanently in receiver card memory.

The display has strange blotching / jittering or resolution problems?

This would indicate an incorrect firmware on the Novastar receiver card for all OR part of the Display. The resolution is to retrieve the firmware that is located on the supplied project USB and upload it to the cabinet / s receiver cards that are affected.

WARNING: this is a more advance operation and should only be attempted by an experience Novastar user, otherwise contact your Westan Support for assistance.

I can see a row of LED's that are a strange colour or slightly different?

This issue indicates an IC Chip short circuit whereby it is likely that one of the IC legs has touched another OR become unseated by solder failure. This is more prominent immediately after installation as transit and man handling could create this issue. Remove the module in question and thoroughly clean the PCB to check if you are an experienced installer otherwise remove the model and replace with a spare and return the module for repair/replacement.

Replacement LED module for our screen seems to have a different brightness and colour?

LED screen modules are made in specific batches, these batches can never truly be re created post manufacturer in a different batch as subtle variances in the setup of the factory line (even ever so small) will create a noticeably different outcome.
It is more apt for Westan to arrange a repair of a module from the original batch, if this is not possible the via the use of the PRJ xxx (Project Number) Aurora Manufacturing can trace the serial/production specifications and manufacture as close to possible the original batch type. Aurora will also use a calibration tool to calibrate pixel by pixel to attain the best possible match.

I have turned the screen on and I am seeing a white snow like image ?

This issue indicates a lack of configuration file or incorrect configuration file. In this instance please locate the configuration (Intelligent file) and reload it to the screen as supplied on the USB or contact Westan Support.

I can see bright green, red or pink pixels that should not be there?

This indicates a physical issue with module, try replacing or re seating the internal data strap from that module that runs to the receiver card in that cabinet (check both ends) and if that fails then replace the module with a spare and return the faulty unit for repair to Westan.

When we look over the front of the screen it is not uniform ?

When installing display you should stop and evaluate after each row to ensure alignment, there is lots of adjustment to be made by adjusting the 4 affixing bolts to each cabinet AND checking the interconnecting locks between cabinets have in fact been locked properly.
Also there can be occasions where the plastic mask unseats which will cause this affect but can be remedied by carefully re inserting into position. Whilst some adjustment can be made post install, it is much easier to assess and align at the end of each row/column.

The screen keeps dropping in and out, we turn it off and on and it comes back ?

This will indicate dirt or residue in the seated location of the Data Connector (lead in connector).
Typically overtime and particularly in hospitality or entertainment venues environmental factors will cause residues and intermittent signal faults. Ideally connectors should be cleaned as part a SLA or ongoing maintenance agreement.

I cannot get the screen to power on ?

Check the circuit breakers and main breaker to ensure the venues power is in fact on and then check the rear of the cabinets to see if there are indicators lights on .
Indicator lights on means there is power but no video signal and you need to –

- Check the AV source connectivity at the Led processor
- Check the data cables at the LED processor OUTPUT and the Screen lead in INPUT
- Ensure the Led processor has the correct input selected
- Ensure the AV source is using a resolution that the screen processor can support
- Check LED processor input and output resolution settings
- Check LED processor scaling settings

How do I know if the screen is receiving data or not ?

To ascertain if screen cabinets are receiving data, check the green indicator light at the rear of the cabinet –

- Slow blinking indicates power but no data signal
- Rapid blinking indicates data and incoming signal