

## Common issues and troubleshooting steps for the MiniX Display

Here are some useful troubleshooting steps for the Earth Networks HP Display:

**When clicking on a file the MiniX just places a green check box next to the file and never opens any file**

Un-highlight the logo in the top left corner next to the house. The MiniX thinks you are trying to select multiple files at once due to the check feature being activated.

**Downloaded upgrade file is named "file.bin"**

If you just have a file called "file.bin", you will need to rename it first by following these steps:

Click on 2nd Icon from the left that looks like 2 checkmarks beside 3 lines

Click on the file "file.bin"

Click on 3rd Icon from the left that looks like an icon with a pencil on it

Select "Rename"

Change the end of the filename from ".BIN" to ".APK"

Click on 2nd Icon from the left that looks like 2 checkmarks beside 3 lines

Click on "file.apk" to launch the installer

**Display shows below in every image**



On the monitor do the following:

Press menu

Press down arrow button (until you see System Setup)

Press menu to highlight 'splendid demo mode'

Press menu again and you see On/Off

Press down arrow until OFF is highlighted

Exit the menu

**Display shows error message shown below**



Turn on Ethernet and turn on Wifi

Reboot the display

Restart Slideshow

ETHERNET MUST ALWAYS BE ON REGARDLESS OF WHETHER OR NOT IT IS BEING USED

**HD Display is displaying Germantown, MD**

Turn on the ethernet and reboot, When the display comes back up select the correct connection type

**HD Display is displaying an unexpected weather station**

If the HD Display is displaying an unexpected weather station other than Earth Networks in Germantown, MD, the weather station that it normally displays may be offline. You can reach out to Technical Support via 800-624-4205 or [support@earthnetworks.com](mailto:support@earthnetworks.com) to verify.

**Display shows blue line instead of some of the slideshow**

Contact Technical Support via 800-624-4205 or [support@earthnetworks.com](mailto:support@earthnetworks.com)