My monitor screen is black but I still have sound

1.Check if the video cable wire is loose.
2.Check if the video cable itself is bad.
3.Check the source of the video (DVD player, cable box, game console, etc.) to see if that has problems. Try the source of the video with another monitor/TV if possible. If another display works, then your monitor is experiencing an issue. If another display does not work, then the problem lies with the device (DVD player, cable box, game console, etc.).
4. If you have checked all of the above, most likely the monitor is at fault. Try turning the monitor off, unplugging the power for 10 minutes, then plugging it back in. Please see if that solves your issue.
5. If you are still experiencing issues, please contact our support team for more assistance. https://www.sceptre.com/contactus.html

HDMI Compatibility Issues Basic Information

1. Try a known to be working HDMI cable to see if that helps.
2. Purchase a new HDMI cable from an electronics store or online store to see if that helps.
2. Turn both devices off then power each of them on separately. See if that helps.
3. If you still have the same problem please check with Sceptre's support team for further
help on the subject. www.sceptre.com/contactus.html

TV has no power, LED is not illuminated.

1.Make sure the power cord is properly and securely connected.2.Try a different electric outlet.3.Try a new power cord.4.If you are still experiencing issues, please contact our support team for more assistance. https://www.sceptre.com/contactus.html

The contrast is too bright, and the text has coloring, what do I do?

1. Obtain the TV's remote control.
2. Press menu then navigate to Picture settings. Using the features like Sharpness, Saturation, Contrast and Brightness adjust the sliders for best viewing experience that

you prefer.

3. If you are still experiencing issues, please contact our support team for more assistance. https://www.sceptre.com/contactus.html

Are Sceptre products compatible with Apple products?

Yes, Sceptre TVs and monitors will display as plug and play devices when connected. If you are still experiencing issues, please contact our support team for more assistance. https://www.sceptre.com/contactus.html

Display has dead / stuck / bright pixels.

1. If you purchased it under 30 days. Please exchange it with your retailer.

2. If you are outside 30 days of return period please read the following. Your TV is manufactured using an extremely high level of precision technology, however, sometimes some pixels of your TV may not display. Pixels defects within industry specifications are inherent to this type of product and do not constitute a defective product. SCEPTRE sets limit on the LCD at 3 dead, stuck or bright pixels in a cluster adjacent to each other, or 5 dead pixels in a combination of color and brightness. Any number of dead or bad pixels under the limit is considered to be within normal performance specification of the LCD and is not considered defective.

Picture is distorted or abnormal.

1. Check if the video cables are loose

2. Check if the video cables are correctly connected. Sometimes with YPbPr (Component) cables it is possible to mix the green and blue connection.

3. Check if the cable is corrupt. Try a new set of cables to see if it makes any difference.

If connected with the composite cables) red yellow white) make sure you are on the AV source.

If connected with component cables(green blue red white red) make sure you are on the YPbPr source.

This might be from interference from large electrical appliances, cars, motorcycles, or fluorescent lights. If the TV is close to the wall, try moving the TV to another room in your house to see if the problem still occurs.

If you are still experiencing issues, please contact our support team for more assistance. https://www.sceptre.com/contactus.html

The left side of right side of the screen is partially cut off, while the opposite side has a vertical black bar.

1. Make sure that your display's aspect ratio is set to full or dot by dot.
2. Check another source to see if the same issue happens.
3. Check the video cable to make sure it is not loose. If this is a TV, see if all the sources are giving you the same problem.
If this is a monitor, try going into the video card's driver settings to see if you can adjust the image from the video card driver settings.
If you are still experiencing issues, please contact our support team for more assistance. https://www.sceptre.com/contactus.html

No Signal

1. Check if your TV is on the right source. The inputs on the back of the TV will be labeled. Press the source button and select the same source that your connection is plugged in to.
2. Check if the video cable wire is loose.
3. Check if the video cable itself is bad.
4. Check the source of the video (a dvd player or cable box or game console) to see if that has problems. Try the source of the video with another TV if possible. If it works then this tells you it is the TV's issue. If it does not work then it tells you the problem lies with the device.
5. If you have checked all of the above, most likely the TV is at fault. Try turning the TV off, unplugging the power for 10 minutes then plugging it back in.
6. If you are still experiencing issues, please contact our support team for more assistance. https://www.sceptre.com/contactus.html

Removing sticker labels on the

Method A

1. Use a hair dryer and blow on the sticker; this will warm up the sticker's glue which will allow you to easily remove the sticker.
2. Use regular tape to remove the glue residue by taping the glue residue then pulling the tape up. Repeat this action until the glue residue is completely removed.Method B
1. Use a product found commonly in hardware stores such as Home Depot or Lowes called Goo Gone or Goo Be Gone, dampen a paper towel with the solution and rub gently on the sticker area.
2. Wait for 10-20 minutes.
3. Try to remove the sticker by gently picking at the sides. If the sticker still feels hard to peel off, repeat STEP 1.
4. Once you remove the sticker, use the Goo Gone or Goo Be Gone solution again on the towel and wipe the area where the sticker was removed in order to remove the remaining glue residue.
5. As an alternative you can use tape to remove the glue residue by taping the glue residue then pulling the tape up.
6. Repeat this action until the glue residue is completely removed.

How do I mount my TV/ monitor?

Most of our products will be VESA compatible; however, sizing will change with each model. Please consult your user manual for more information. If you are still experiencing issues, please contact our support team for more assistance. https://www.sceptre.com/contactus.html