Samsung Volume UI not shown on 2012 platform

Published 2014-10-27 | (Compatible with SDK 5.0,5.1 and 2014 models)

> Troubleshooting problems with the native Volume OSD on 2012 platform.

Contents

This issue happens on the 2012 platform browser, when the application uses the native Samsung Volume OSD.

If the volume UI does not appear on the screen, even though following the instructions from the article above, verify the letter case in the window.onShow event. The 2012 platform is more case sensitive than previous ones and will ignore the event completely if some other letter case is used. On the older platforms using window.onshow will work as well.

Source Files

> Note
>
> The files needed for the sample application are **here**.

Bad example

```
var WIDGET = new Common.API.Widget();        // For sendReadyEvent()
var TVKEY  = new Common.API.TVKeyValue();    // Remote controller key value object

Main.onLoad = function () {
    this.enableKeys();
    WIDGET.sendReadyEvent();
    caph.platform.dtv.Device.unRegisterKey(caph.platform.Key.VOL_UP);
    caph.platform.dtv.Device.unRegisterKey(caph.platform.Key.VOL_DOWN);

    /**
     * code
     */
}
```

Good example

```
var WIDGET = new Common.API.Widget();        // For sendReadyEvent()
var TVKEY  = new Common.API.TVKeyValue();    // Remote controller key value object
```

```
Main.onLoad = function () {
    this.enableKeys();
    WIDGET.sendReadyEvent();
};

window.onShow = function() {
    caph.platform.dtv.Device.unRegisterKey(caph.platform.Key.VOL_UP);
    caph.platform.dtv.Device.unRegisterKey(caph.platform.Key.VOL_DOWN);

    /**
     * code
     */
};
```