

# Troubleshooting

## **There are no lights on the unit:**

Check that:

- the power cord is plugged into the AV9 and the mains socket outlet it is plugged into is switched on.
- the power button is pressed in.

If a red LED is present, the AV9 is in standby mode. Press any source button on the front panel or on the remote control.

## **The unit responds erratically or not at all to the remote control:**

Check that:

- there are fresh batteries in the remote control.
- the Remote IR receiver window is visible and you are pointing the remote control towards it.

## **The front panel display is blank:**

Check that:

- the display hasn't been turned off. Press the **DIS** button on the remote control.
- the AV9 is not in 'Programming mode' by turning it off, waiting ten seconds then switching back on again.

## **No picture is produced:**

Check that:

- your viewing device is turned on and switched to display your AV9. Test by pressing the **MENU** button on the AV9 or AV9 remote and look for the AV9 'Main Menu Screen 1' displayed on your device.
- the correct video input is selected on the AV9
- the video source is on, is operating normally, and is in 'play' mode if appropriate.
- you have the same video connection between the video source and the AV9 as between the AV9 and your viewing device. For example, composite video is used from the source to the AV9, and from the AV9 to the display device.

## **The video source is different to the audio:**

Check that:

- the video and audio inputs are correctly selected in 'Main Menu Screen 1'. Press **MENU**, then change either the video or audio source by first using the navigation  and  buttons, then use the source buttons to select the correct input.
- the digital audio inputs and HQ video inputs are correctly assigned to their sources on the 'Digital Settings' page in the Setup Menu.

## **There are bright edges or 'ghosts' on the picture:**

Check that:

- Check that the cables used for analogue video connections (not HDMI) are designed to carry video (i.e., they are 75Ω coaxial cables).
- Ensure that the 'Sharpness' control on your video display device is switched off or set near minimum.
- If this problem occurs when using an HDMI connection, try using a shorter cable. In general, HDMI signals cannot be run over such long cables as analogue signals.

## **There is no on screen display (OSD):**

Check that:

- your video display device is connected to your AV9 correctly.
- the on screen display has not been turned off on the 'Video Settings' or 'Zone 2 Settings' pages (for zone 1 and Zone 2 respectively) in the Setup Menu.
- if you are using a component display, check that the AV9 is set for component video. See the 'Basic Setup' section.

No OSD will be visible on the HDMI output.

## **OSD Display is pink/red**

If a component video signal is fed into the AV9 when the 'HQ Video' setting is set to **RGB** you will have a pink/red OSD.

To correct this you must set the 'HQ Video' line on the General Settings menu to 'Component'.

## **No On Screen Display (OSD) overlaid on video:**

The AV9 cannot overlay video onto progressive scan or HDTV signals. In this case, the AV9 creates a full screen display with a black background for the menus and turns off the pop up messages.

**No sound is produced:**

Check that:

- the correct input has been selected.
- the source equipment is on, is operating normally, and is in 'play' mode if appropriate.
- the volume is turned up to a reasonable level and 'MUTE' is not displayed on the front panel display.
- your power amplifier(s) are turned on and working correctly.
- you have assigned the digital input to the correct source button.
- **If the HDMI connection is in use for video, have you made analogue connections for the audio?**

If possible, plug some head-phones into the AV9. If sound can be heard through these, then the problem is likely to be 'down-stream' of the AV9 (check your power-amps. and speakers). If no sound can be heard through the headphones, ensure that the source (CD player, cassette deck, etc.) is generating audio and has been selected on the AV9.

**The sound is poor or distorted:**

Check that:

- the cables to that source and to the power amplifier are making a good connection. If necessary withdraw the cable from the connector and plug it back in again. (Turn the power off before doing this)
- you have not excessively reduced the input sensitivity on the 'Input Trims' page in the Setup Menu if an analogue input has been selected. Check that the input is not clipping by using the 'Analogue Settings' page.
- you have selected the correct size of speakers to suit your system on the 'Speaker Sizes' page in the Setup Menu.

**Sound only comes from some of the speakers:**

Check that:

- you have an appropriate surround sound source selected and playing.
- the DVD disc is encoded in the appropriate format, and that the correct format has been selected in the Disc start menu of the DVD player (if applicable).
- the DVD player has been set to output 'Bitstream' audio on the digital output.
- the display window indicates that the disc you are playing is a multichannel recording.
- all the speakers are correctly connected to the power amp, and are secure.
- you have not selected 'Stereo' in the mode selection.
- your speaker balance is correct.
- all amplifiers are turned on and all channels are working correctly.
- after setup, that you have configured your AV9 to include all the speakers in your system.

**Unable to select Dolby Digital or DTS decoding modes:**

The AV9 can only apply Dolby Digital and DTS decoding to sources which have been encoded in the same format.

Check that:

- a digital source is selected and connected.
- the source is playing appropriately encoded material.
- the DVD disc is encoded in the appropriate format, and that the correct format has been selected in the Disc start menu of the DVD player (if applicable).
- the DVD player has been set to output 'Bitstream' audio on the digital output.

**When playing a Dolby Digital DVD, the AV9 selects Dolby Pro Logic:**

Check that:

- you have a digital connection from your DVD player.
- sometimes Dolby Digital DVD discs contain material at either the beginning or the end of the main movie that is not in full 5.1 format, but in two-channel or Pro Logic encoding.

**Hum on an analogue input:**

Check that:

- all cables are making a good connection. If necessary withdraw the cable from the connector and plug it fully in again. (Turn the power off before doing this)
- the connections inside the source cable connector are not broken or badly soldered.
- if the hum originates only when one particular source component is connected, that an aerial, cable or dish connection to this source is ground isolated. Contact your installation contractor.
- try switching the ground lift switch on the back panel.

**There is radio or television reception interference:**

Check:

- where the interference is coming from. Switch off each source component in turn, then any other equipment. Most electronic equipment does generate low levels of interference.
- try re-arranging cabling from the nuisance source away from other cabling
- ensure that the cabling used is high quality, specified for its purpose, and is properly screened.
- if the problem persists contact your installer.

**The source switching changes randomly or freezes on one source:**

Check that:

- there are no static or impulse interference problems caused by nearby power equipment switching, e.g., heating or air conditioning control. Switch the AV9 off, wait ten seconds, then switch it on again to clear an operating problem. Contact your installer if the problem returns or persists.

**Zone 2 is changing the source inputs in the main zone:**

Check that, on the 'Zone 2 Settings' page of the Setup Menu, you have set the 'Zone 1 Control' line to **No**.

**Volume is always too loud when I turn the system on for the main zone or Zone 2:**

Check that the 'Max On Volume' line of 'General Settings' or 'Zone 2 Settings' pages in the Setup Menu. They will need adjusting to a lower level.

**You can't select a particular input in Zone 2:**

Check that you have not blocked that particular input using the 'Access' line of 'Zone 2 Settings' in the Setup Menu.

**When Zone 2 is put into standby, the main zone is also turned off:**

Check that the 'Zone 2 Standby' line of 'Zone 2 Settings' in the Setup Menu is set to **Local Only**.

**Component Video connection to AV9 only:**

It is possible to configure the AV9 by using the front panel as the selected line of the menu is displayed on the front panel, however it is easier using the OSD on your display device.

If you are using only a component connection to your display device it is possible to turn the HQ video output on and therefore view the OSD information with just a few buttons of the remote control as listed below.

- Turn the AV9 on and wait for it to initialise
- Press and hold the **MENU** button on the remote control for two seconds. The front panel display will indicate 'Setup Menu Index'.
- Press **▶ ▲ ▲ ▶** in sequence.

The OSD information is now displayed on your display device.

**Unable to alter settings in Setup Menus:**

To prevent tampering with the AV9 setup configuration you can 'lock' the menus by pressing the **OK**, **TUNER** and **DVD-A** buttons simultaneously on the front panel. To unlock the AV9 press the same buttons again.

**Unstable OSD on screen display:**

The AV9 defaults to the NTSC video standard: most display devices can sync to this automatically.

For PAL-only display devices, press and hold the **OK** button for two seconds: this will switch the video standard to PAL. Repeating this returns the AV9 to the NTSC video standard.

**Feedback when making digital recording:**

As the AV9 has only one analogue-to-digital converter (ADC), it is not possible to use a tape monitor loop when making a digital recording. If you try to do this, the tape analogue input is directed to the ADC (so that the tape input can have DSP processing), converting it to digital and feeding it to the digital output. This creates a loop through the digital recorder.

Digital recorders should not be used with the analogue tape monitor if you are using digital output from the AV9.

**No Zone 2 audio when playing DTS film:**

The DV27 (and most other two-channel DVD players) cannot output a stereo decoded version of the DTS signal – its analogue outputs are muted when playing back DTS films. If you want to watch a DVD in both the Main zone and Zone 2, please use the Dolby Digital sound track.

**Strange aspect ratio of video in Zone 2:**

The DV27 (and other DVD players) can only decode video to one aspect ratio at a time. If you are using wide screen in the Main zone, then wide screen information will also be fed to Zone 2.

To overcome this, either set the film to 4:3 for the main zone when you want to use Zone 2 as well, or change the Zone 2 display to a wide screen capable type.

**Unable to adjust bass and treble controls:**

Bass and treble is not available in THX mode. For Analogue Stereo and Digital Stereo modes, check that the 'Auto Stereo Tone Bypass' line of 'Speaker Eq' in the Setup Menu is set to **No**.

**Unable to adjust balance control:**

Balance is not available in THX mode.

**Digital signal drops out when other electrical appliances turn on (heating, fridge, freezer, etc.):**

If a poor quality or incorrect type of cable has been used for the digital inputs, they can pick up electrical noise. Change the cable to a 75Ω low loss coaxial type.

Check the connections have not oxidised. Clean the connectors with contact cleaner if they appear oxidised.