

Chapter Four: Troubleshooting

Troubleshooting is how you determine what part of a complex system (like a home theater system) is at fault when the system isn't working how you think it should. When you troubleshoot a system, you diagnose a problem by examining and eliminating possible causes until there's only one left. Troubleshooting is easiest when you start with the most obvious, most common, and most likely and work from there.

Diagnosing your own problems can save you time and aggravation—the better you understand how to troubleshoot and adjust your own system, the less time you have to:

- spend on the phone with a customer service representative
- do without your receiver because it's "in the shop"

There are some basic steps to good troubleshooting:

1. **Verify the exact conditions when the problem occurs.**
This is the most important step in troubleshooting. Whether you fix it yourself or have to describe it to a technician, you are much more likely to really solve the problem if you know the exact circumstances surrounding the problem. For example, if you don't hear anything through the speakers, it's useful to know if it only happens when you are listening to CDs. Knowing that eliminates the speakers themselves as part of the problem. The more you know about when a problem occurs, the more likely it is that you or the technician can solve it.
2. **Check each part of the signal's path from source (such as a CD player) to speaker.**
You may also want to test the assumptions you made in step 1: maybe you haven't listened to your MD recorder in a while—is there no sound from it as well? This step will really help narrow down the possible causes. Test all your connected devices and eliminate the ones where the problem doesn't occur.

When you're done with this step, you'll probably have found the problem.

3. **Go over all device connections slowly and methodically. Double-check the settings on your remote.**

Wrong or loose connections are the most likely cause of the most common home entertainment problem: no sound. Use the *Connection and Setup Guide* to double-check your connections for each device. This is especially important with VCRs, tape decks, MD recorders, and equalizers, where it's very easy to swap the "play" and "record" connections.

You should also check your PowerTouch settings carefully. Did you set the input to the correct device (you can also check the front panel of the receiver)? Are you monitoring a different zone than you are in? Are you trying to listen to an analog source using a digital connection?

4. **Cables (especially old ones) go bad more frequently than devices do.**

Always suspect the cable before its device. For one thing, it's easier to test: simply swap the cable with one connected to a device you know *is* working. If the problem device works now, it was the cable. You can generally purchase new cables at most home electronics stores, or via the Internet.

5. **User error is more likely than device failure.**

You probably don't want to hear this, but it's true. Use this manual to go over the steps to operate the receiver. Refer to the other devices' manuals as well.

6. **Instruction manuals are your friends.**

A good rule of thumb is to check the manual when something doesn't work how you expected it to. If you read the manual before calling the store or taking the device back, you may find the solution to your problem much more quickly.

The rest of this chapter presents some common problems, grouped by type, and the steps you can take to resolve them.

Sound

I don't hear any sound at all

Check that:

- The volume is set at the proper level. See “Adjusting the Volume” on page 9 of this manual.
- Mute is OFF. If the MUTE indicator on the front of the receiver is blinking, MUTE is ON. See “Muting Sound” on page 13 of this manual.
- The proper input (e.g., CD player, Tuner, etc.) has been selected on PowerTouch. See “How Do I Operate Devices?” on page 24 of this manual.
- (VR-3100 only) The proper zone has been selected. See “How Do I Switch Control Modes?” on page 81 of this manual.
- The CD2/Tape2 monitor input has not been selected. (If it has, the CD2/Tape2 monitor indicator on the receiver's front panel will be lit). See “What's on the Front Panel of My Kenwood Audio - Video Receiver?” on page 2 of this manual.
- The input mode matches the input signal (e.g., analog vs. digital) that has been set. See “Switching to Analog Input” on page 20 of this manual.
- The correct Listen Mode (e.g., Auto) has been set for the digital input. See “What are Listen Modes?” on page 15.
- The correct speakers have been activated. See “Turning the Speakers On” on page 9 of this manual.

I can't hear sound from one or more of the speakers, or the sound is abnormally low

Check that:

- All of the speaker wires are connected tightly. See Chapter One of the *Connections and Setup Guide*.
- All of the speakers have been activated in the Setup Speakers menu. See Chapter Two of the *Connections and Setup Guide*.

- The individual speaker levels are set properly. See Chapter Two of the *Connections and Setup Guide*.
- The CD2/Tape2 monitor input has not been selected. (If it has, the CD2/Tape2 monitor indicator on the receiver's front panel will be lit). See "What's on the Front Panel of My Kenwood Audio - Video Receiver?" on page 2 of this manual.
- The correct speakers have been activated. See "Turning the Speakers On" on page 9 of this manual.
- The correct listen mode has been selected. See "What are Listen Modes?" on page 15 of this manual.

I can't hear sound from my surround or center speakers

Check that

- The proper listen mode (Dolby 3 Stereo, Dolby Pro Logic, DSP, DTS or Dolby Digital has been selected. See "What are Listen Modes?" on page 15 of this manual.
- All of the speaker wires are connected tightly. See Chapter One of the *Connections and Setup Guide*.

I can hear sound only from the center speaker when Dolby Pro Logic or Dolby 3 Stereo is selected

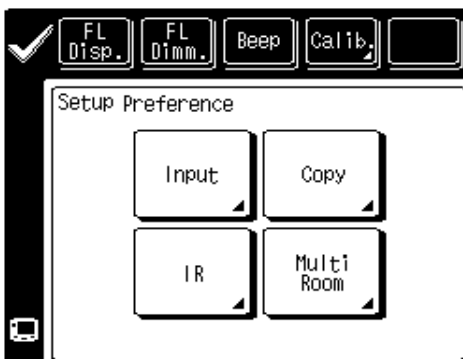
Check that the program (e.g., TV show, radio station, VCR tape) is in stereo. Programs in mono play only through the center speaker when the receiver is in the Dolby Pro Logic listen mode.

Sound from one (or more) of my devices is abnormally loud or soft

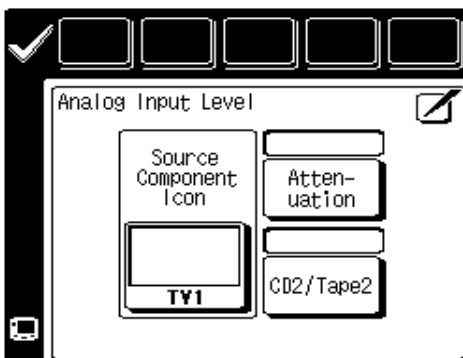
Adjust the analog input level for that device:



1. Select the icon for the device. For Video1, Video2, Video3, and Video4, also select the Input Analog icon.

2. Touch  on the main menu then touch :



3. Touch :



4. Touch . Every time you select the button the volume will cycle between 0dB, -3dB, -6dB and back up to 0dB. Select the level that best matches that of the other sources.
5. Touch  to return to the Setup Menu; touch it again to return to the Main menu.

(VR-3100 only) I can't hear any sound in Zone B

Check that:

- The volume in Zone B is turned up. See “How Do I Switch Control Modes?” on page 81 of this manual.
- The Zone B speakers are turned on, if using Speaker B inputs (as opposed to Second Room Pre Out inputs). See “Turning the Speakers On” on page 9 of this manual.
- The source is connected via an analog jack set (digital inputs are not sent to Room B). See Chapter One of the *Connections and Setup Guide*.
- Analog has been set as the input type. See “Switching to Analog Input” on page 20 of this manual.

There wasn't any sound recorded on tapes made on my VCR or tape deck

Check that:

- The audio cables are connected properly for the device.
- Analog has been set as the input type. Digital inputs cannot be used as sources for recording to analog media (such as VHS or audio tape). See “Switching to Analog Input” on page 20.

The initial sound is intermittent or non-existent when I start to play from a Dolby Digital DVD source

- Some DVD players simply have intermittent start-up sound.
- Check that the correct digital cable is being used. The cable must be a *digital* coaxial or optical cable. See Chapter One of the *Connections and Setup Guide*.

With a Dolby Digital program, the loud sounds aren't very loud and the quiet sounds aren't very quiet

Check that Midnight Mode is not selected. See “Balancing Volume Extremes (Midnight Mode)” on page 14 of this manual.

All I hear is loud static when I play DTS discs

Check that Digital has been set as the input type. DTS discs do not output analog sound. See “Switching to Analog Input” on page 20.

I hear a hum when I select the PHONO input

Check that:

- The audio cables are connected securely to the Phono jack set. See Chapter One of the *Connections and Setup Guide*.
- The turntable is grounded on the receiver. See Chapter One of the *Connections and Setup Guide*.

Video

I can't see the program I'm playing on the TV

There wasn't any video output to my VCR when I recorded

- Check that the video source and TV are connected via the same type of connectors. S-Video input signals cannot be transmitted via composite (standard) connections and vice versa. All Zone B input must be composite—SVideo is not supported in Zone B
- Check that the correct video input on the TV is selected.

PowerTouch

I don't see icons for all my devices

You must identify devices for PowerTouch control for them to appear in the icon bar on PowerTouch. See Chapter Two of the *Connections and Setup Guide*.

I don't see icons for all the devices I set up

Some of the device icons appear only when PowerTouch is set up to control Zone A and some appear only when PowerTouch is set up to control Zone B. See “Why Don't I See All My Devices?” on page 82 of this manual.

When I select a device icon, I don't see any commands

- When you start PowerTouch for the very first time, all the possible icons appear. If you select any of them, there will be no commands in the command area. You must set up PowerTouch before you can begin controlling devices. See Chapter Two of the *Connections and Setup Guide*.
- Re-enter the setup code for the device. See Chapter Two of the *Connections and Setup Guide*.

My PowerTouch is slow to respond—sometimes I have to press buttons or select commands several times

- If PowerTouch is in sleep mode (the screen is blank), the first button press or touch “wakes it up”. The second press or touch performs the action.
- Your PowerTouch supports 2-way communication with the receiver. If the green light on the front of the receiver is lit, PowerTouch is receiving information. It cannot transmit your new command until it is finished receiving information from the receiver.

My PowerTouch is not responding

- Make sure you are within the operating range for PowerTouch. See Chapter Two of the *Connections and Setup Guide*.
- Replace the batteries. See Chapter Two of the *Connections and Setup Guide*.
- If you're using an IR receiver, make sure it is connected properly and turned on. See Chapter Three of the *Connections and Setup Guide*.