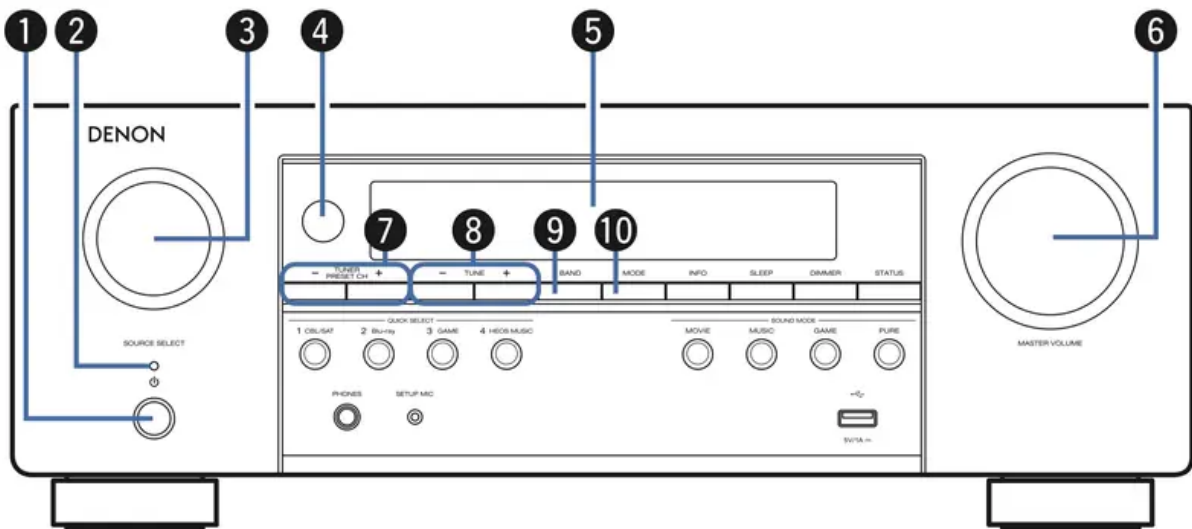
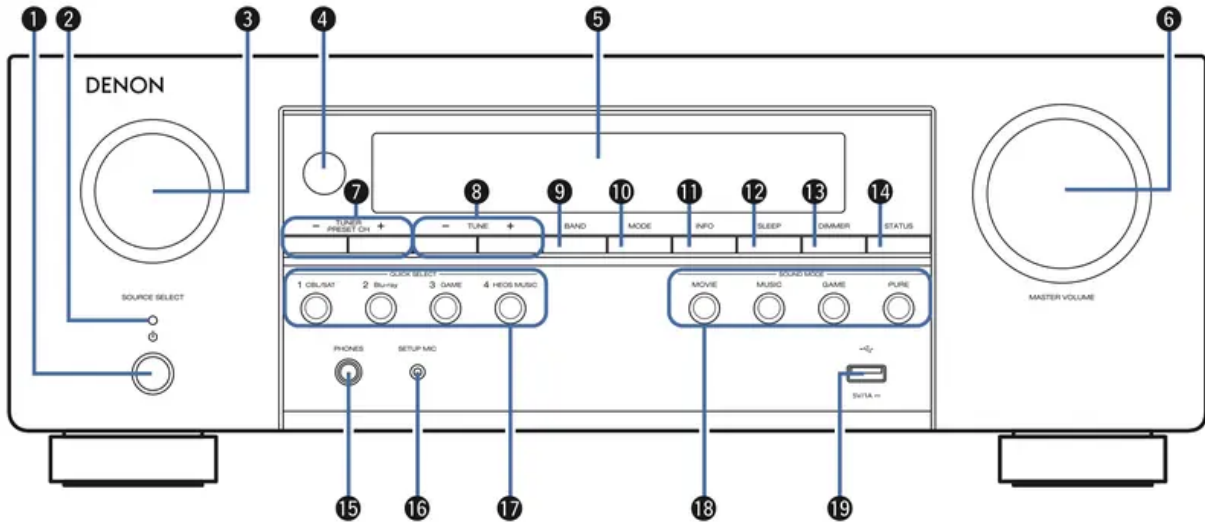


Part names and functions

Front panel



1. Power operation button ()

Used to turn the power on/off (standby). (p.50)

2. Power indicator

This is lit as follows according to the power status:

- Green: Power on
- Off: Normal standby

- Red:
 - When “HDMI PassThrough” is set to “On” (p.135)
 - When “HDMI Control” is set to “On” (p.136)
 - When “Network Control” is set to “Always On” (p.167)

3. SOURCE SELECT knob

This selects the input source. (p. 50)

4. Remote control sensor

This receives signals from the remote control unit. (p. 9)

5. Display

This displays various pieces of information. (p. 18)

6. MASTER VOLUME knob

This adjusts the volume level. (p. 51)

7. Tuner preset channel buttons (TUNER PRESET CH +, -)

These select preset broadcast stations. (p. 67)

8. Tuning up / Tuning down buttons (TUNE +, -)

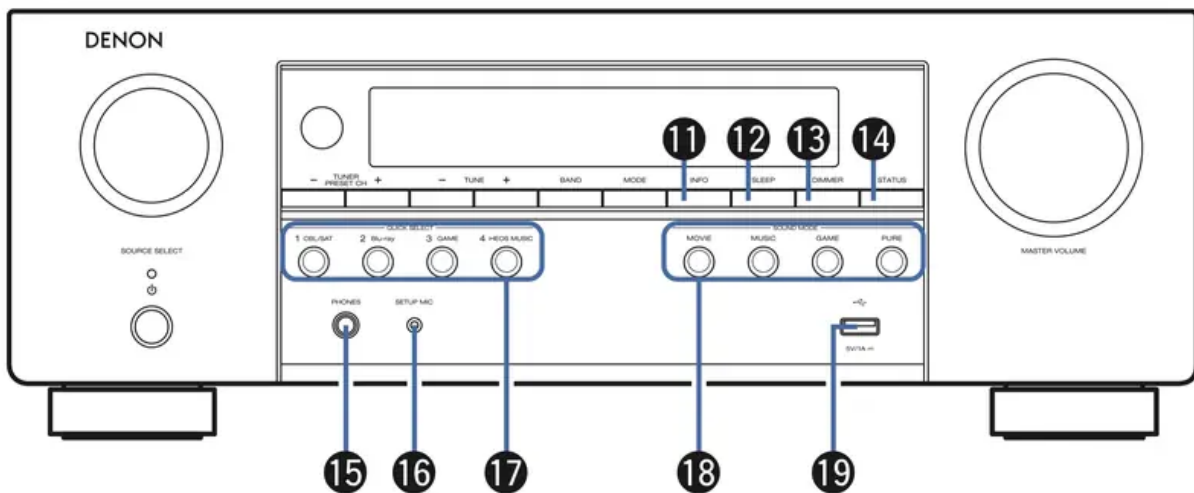
Select either FM broadcast or AM broadcast. (p. 64)

9. Reception band select button (BAND)

This switches the reception band. (p. 64)

10. Tune mode select button (MODE)

This switches the tuning mode. (p. 66)



11. Information button (INFO)

This displays the status information on the TV screen. (p. 180)



12. SLEEP button

This sets the sleep timer. (p. 107)

13. DIMMER button

Each press of this switches the brightness of the display. (p. 175)

14. STATUS button

Each press of this switches the status information that is shown on the display.

15. Headphones jack (PHONES)

This is used to connect headphones.

When the headphones are plugged into this jack, audio will no longer be output from the connected speakers or from the SUBWOOFER connectors.

NOTE: To prevent hearing loss, do not raise the volume level excessively when using headphones.

16. SETUP MIC jack

This is used to connect the supplied Sound calibration microphone. (p.150)

17. QUICK SELECT buttons

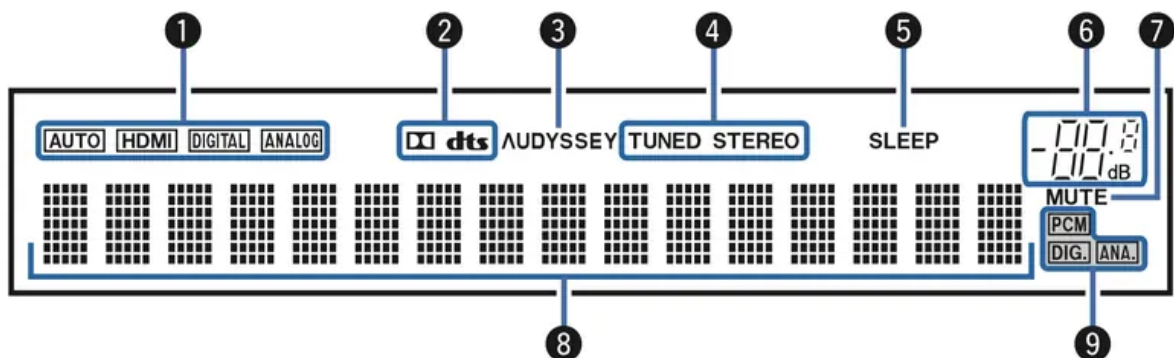
With a single press of any of these buttons, you can call up various settings you've registered to each button such as the input source, volume level and sound mode settings. (p. 109)

18. SOUND MODE buttons

These select the sound mode. (p. 97)

19. USB port ()

This is used to connect USB storages (such as USB memory devices). (p. 43)



1. Input mode indicators

These light according to the audio input mode settings of each input source. (p.145)

2. Decoder indicators

These light when Dolby or DTS signals are input or when the Dolby or DTS decoder is running.

3. Audyssey® indicator

This lights when “MultEQ®”, “Dynamic EQ” or “Dynamic Volume” has been set up. (p. 129)

4. Tuner reception mode indicators

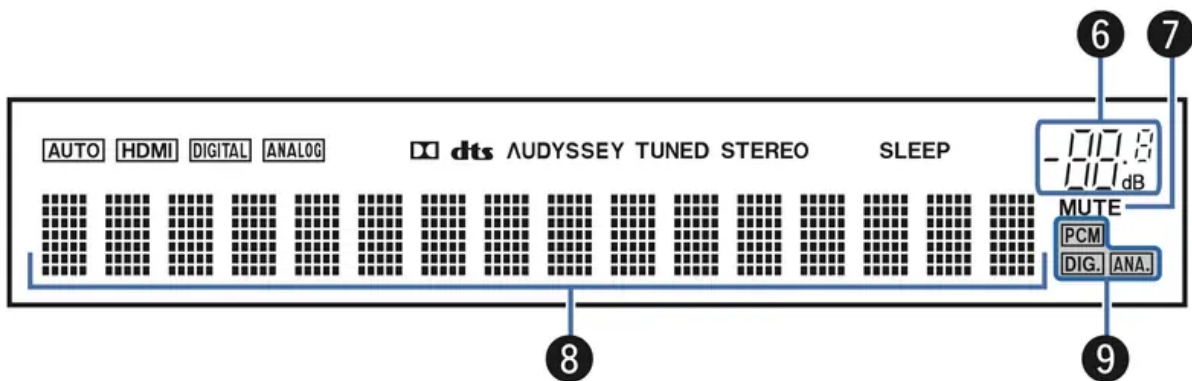
These light up according to the reception conditions when the input source is set to “Tuner”.

TUNED: Lights up when the broadcast is properly tuned in.

STEREO: Lights up when receiving FM stereo broadcasts.

5. Sleep timer indicator

This lights when the sleep mode is selected. (p. 107)



6. Volume indicator

7. MUTE indicator

This blinks while the sound is muted. (p. 51)

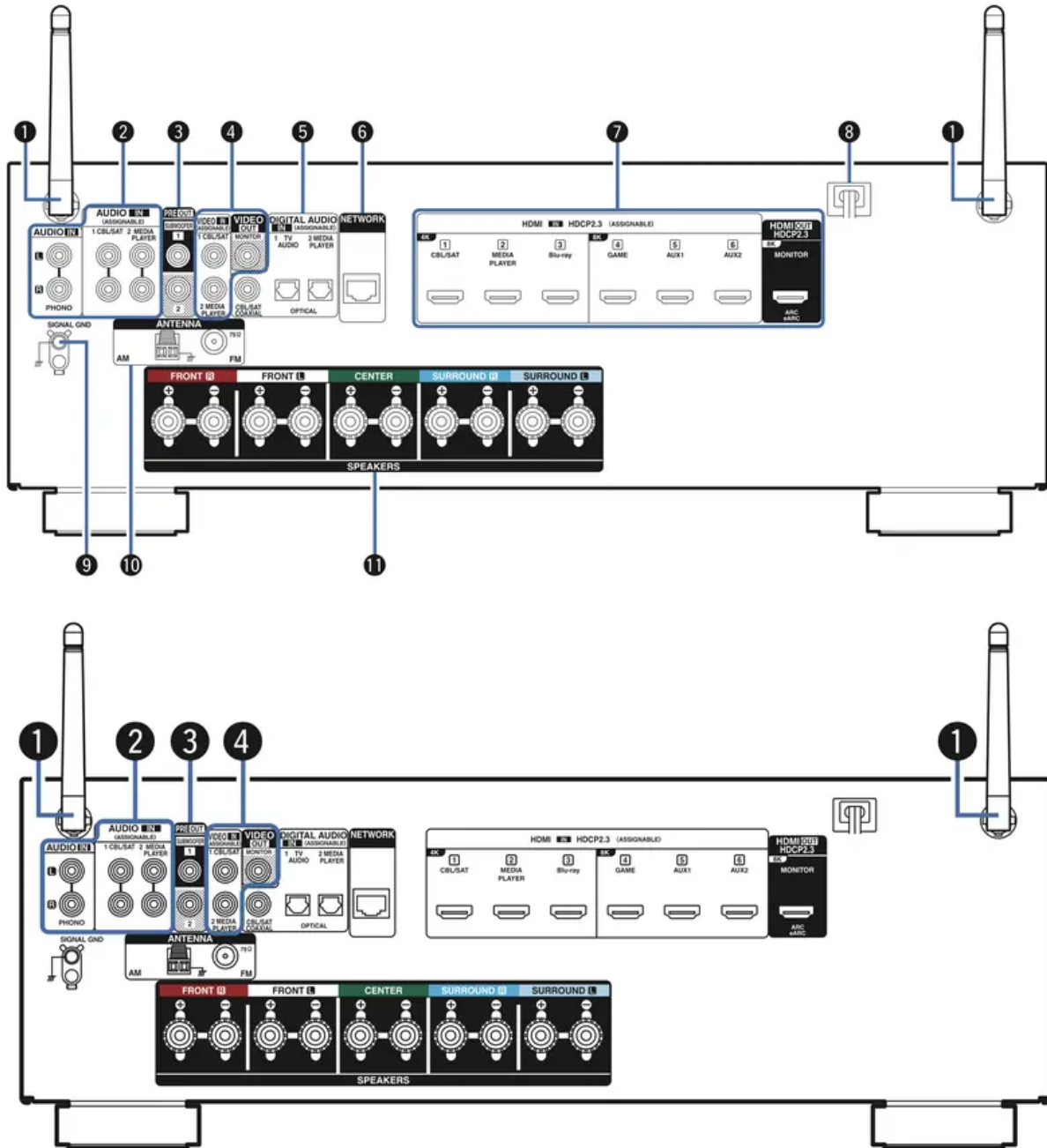
8. Information display

The input source name, sound mode, setting values and other information are displayed here.

9. Input signal indicators

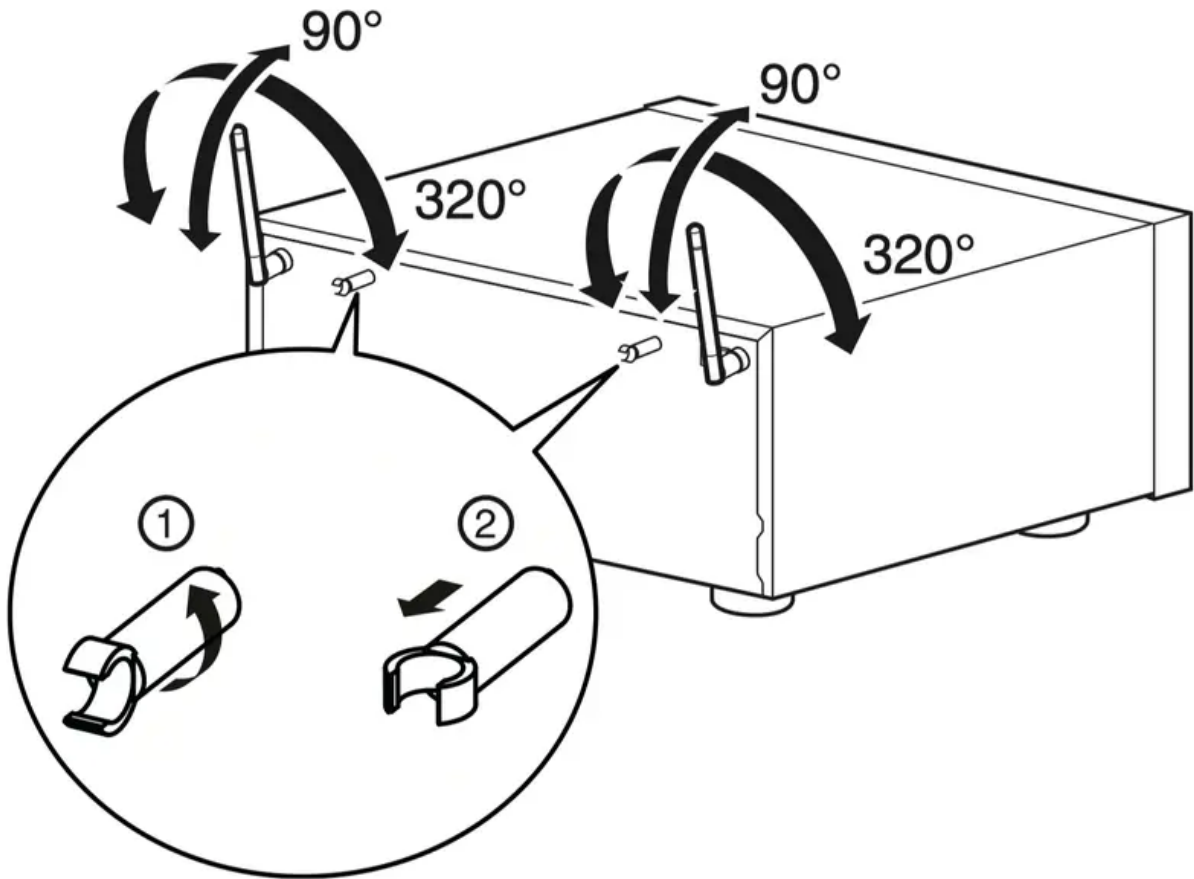
The respective indicator will light corresponding to the input signal. (p. 145)

Rear panel



1. Rod antennas for Bluetooth/wireless LAN

Stand this antenna upright when connecting to a network via wireless LAN, or when connecting to a handheld device via Bluetooth. (p. 47)



NOTE:

- The antenna clip can be removed from the rear panel.
 1. Rotate the antenna clip 90 degrees to the left.
 2. Pull the antenna clip out towards yourself.
- The antenna clip is needed when transporting this unit. Keep it in a safe place.
- Attach the antenna clip by following the steps for removing it in reverse.

2. Analog audio connectors (AUDIO)

Used to connect devices equipped with analog audio connectors.

- “Connecting a set-top box (Satellite tuner/cable TV)” (p. 38)
- “Connecting a Blu-ray Disc player or DVD player” (p. 40)
- “Connecting a turntable” (p. 42)

3. PRE OUT connectors

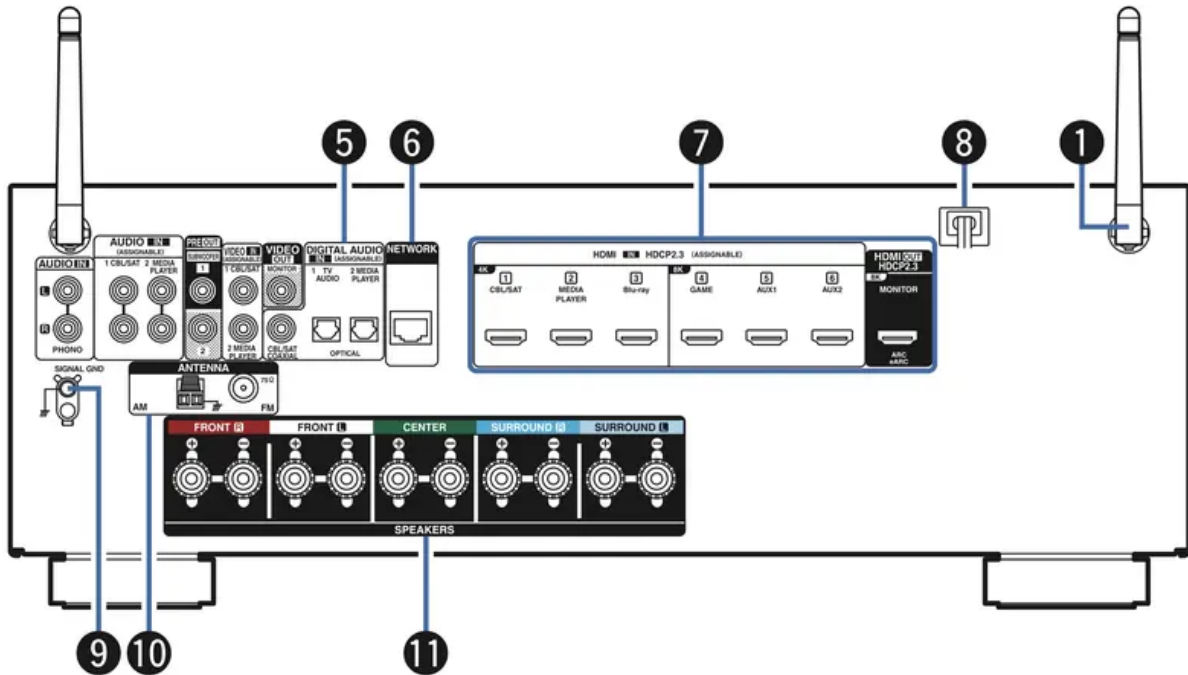
Used to connect a subwoofer with a built-in amplifier. (p. 30)

4. Video connectors (VIDEO)

Used to connect devices equipped with video connectors.

- “Connection 3 : TV equipped without an HDMI connector” (p. 36)

- “Connecting a set-top box (Satellite tuner/cable TV)” (p. 38)



5. Digital audio connectors (DIGITAL AUDIO)

Used to connect devices equipped with digital audio connectors.

- “Connection 2 : TV equipped with an HDMI connector and incompatible with the ARC (Audio Return Channel) / eARC (Enhanced Audio Return Channel)” (p. 35)
- “Connection 3 : TV equipped without an HDMI connector” (p. 36)
- “Connecting a set-top box (Satellite tuner/cable TV)” (p. 38)
- “Connecting a media player” (p. 39)

6. NETWORK connector

Used to connect to a LAN cable when connecting to a wired LAN network. (p. 46)

7. HDMI connectors

Used to connect devices equipped with HDMI connectors.

- “Connection 1 : TV equipped with an HDMI connector and compatible with the ARC (Audio Return Channel) / eARC (Enhanced Audio Return Channel)” (p. 34)
- “Connection 2 : TV equipped with an HDMI connector and incompatible with the ARC (Audio Return Channel) / eARC (Enhanced Audio Return Channel)” (p. 35)
- “Connecting a set-top box (Satellite tuner/cable TV)” (p. 38)
- “Connecting a Blu-ray Disc player or DVD player” (p. 40)
- “Connecting a media player” (p. 39)
- “Connecting a game console or player device compatible with the 8K” (p. 41)

8. Power cord (p. 48)

9. SIGNAL GND terminal

Used to connect a ground wire for the turntable. (p. 42)

10. FM/AM antenna terminals (ANTENNA)

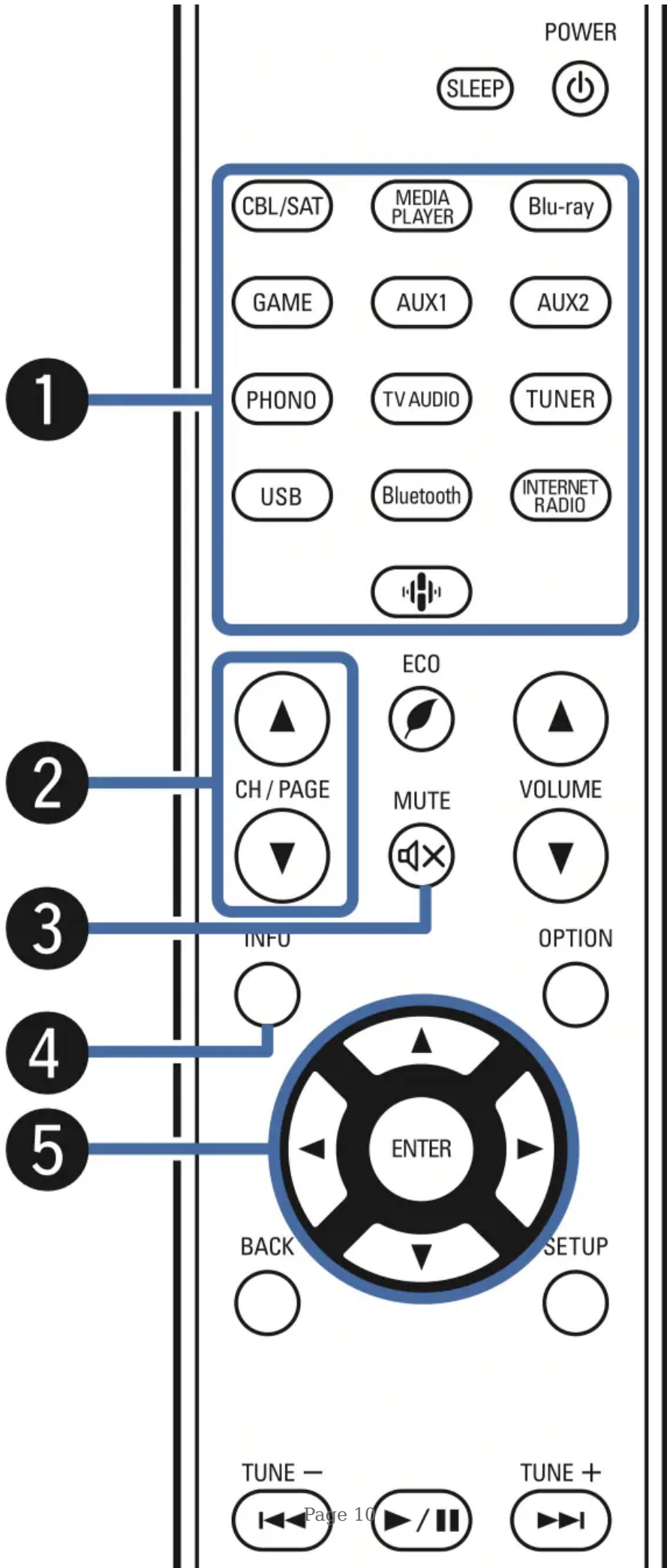
Used to connect FM antennas and AM loop antennas. (p. 44)

11. Speaker terminals (SPEAKERS)

Used to connect speakers. (p. 29)

NOTE: Do not touch the inner pins of the connectors on the rear panel. Electrostatic discharge may cause permanent damage to the unit.

Remote control unit



1. Input source select buttons

These selects the input source. (p. 50)

2. Channel/page search buttons (CH/PAGE)

These select radio stations registered to presets or switch pages. (p.67)

3. MUTE button ()

This mutes the output audio. (p. 51)

4. Information button (INFO)

This displays the status information on the TV screen. (p. 180)

5. Cursor buttons ()

These select items.



6. BACK button

This returns to the previous screen.

7. System buttons

These perform playback related operations.

Tuning up / Tuning down buttons (TUNE +, -)

These select either FM broadcast or AM broadcast. (p. 64)

8. QUICK SELECT buttons (1 – 4)

These call up settings registered to each button, such as input source, volume level and sound mode settings. (p. 109)

9. SOUND MODE buttons

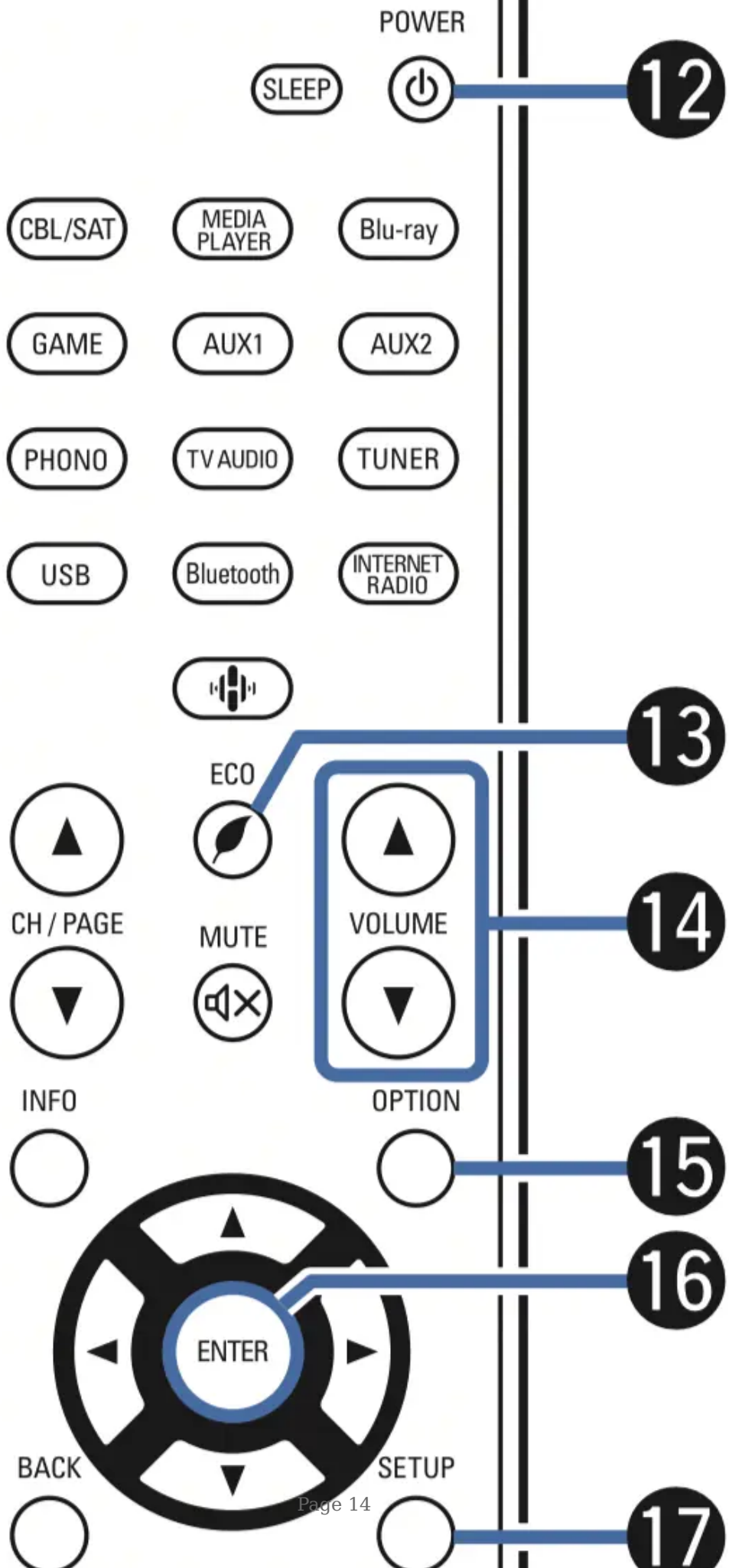
These select the sound mode. (p. 97)

10. Remote control signal transmitter

This transmits signals from the remote control unit. (p. 9)


11. SLEEP button

This sets the sleep timer. (p. 107)




12. POWER button ()

This turns the power on/off. (p. 50)

13. ECO Mode button ()

This switches to ECO Mode. (p. 171)

14. VOLUME buttons ()

These adjust the volume level. (p. 51)

15. OPTION button

This displays the option menu on the TV screen.

16. ENTER button

This determines the selection.

17. SETUP button

This displays the menu on the TV screen. (p. 121)

Connections

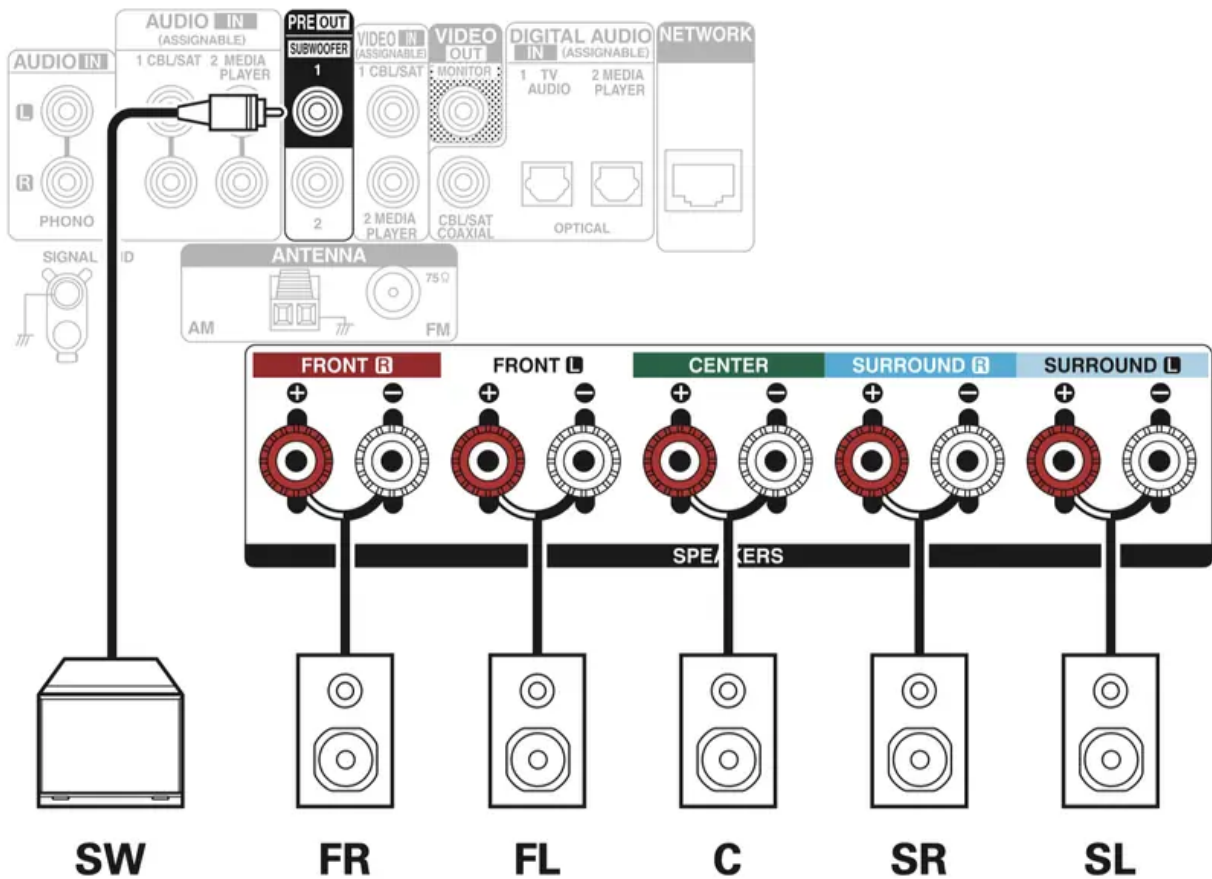
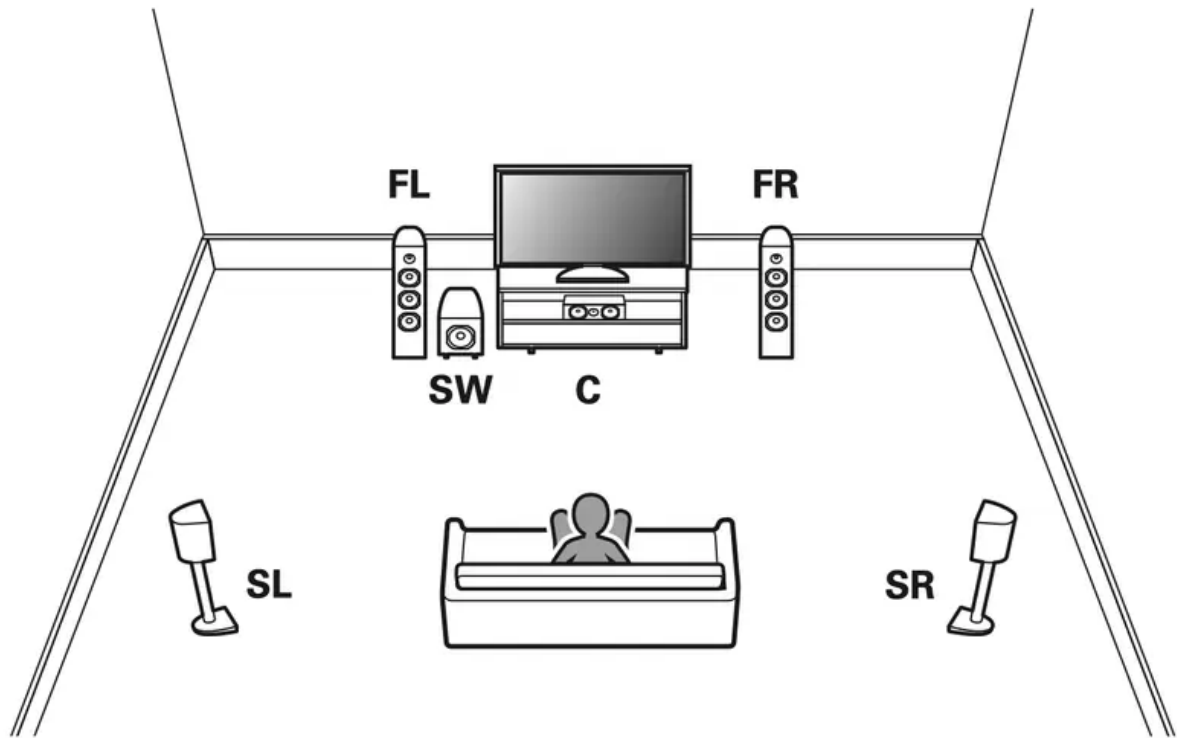
Cables used for connections

Provide necessary cables according to the devices you want to connect.

Speaker cable	
Subwoofer cable	
HDMI cable	
Video cable	
Coaxial digital cable	
Optical cable	
Audio cable	
LAN cable	

Standard connection

This serves as a basic 5.1-channel surround system.



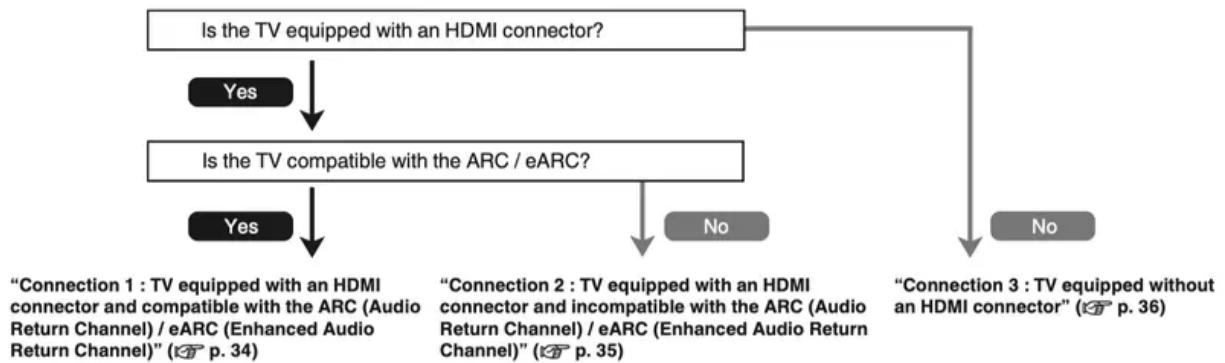
Connecting a TV

Connect a TV to this unit so that the input video is output to the TV. You can also enjoy audio from the TV on this unit.



How to connect a TV depends on the connectors and functions equipped on the TV.

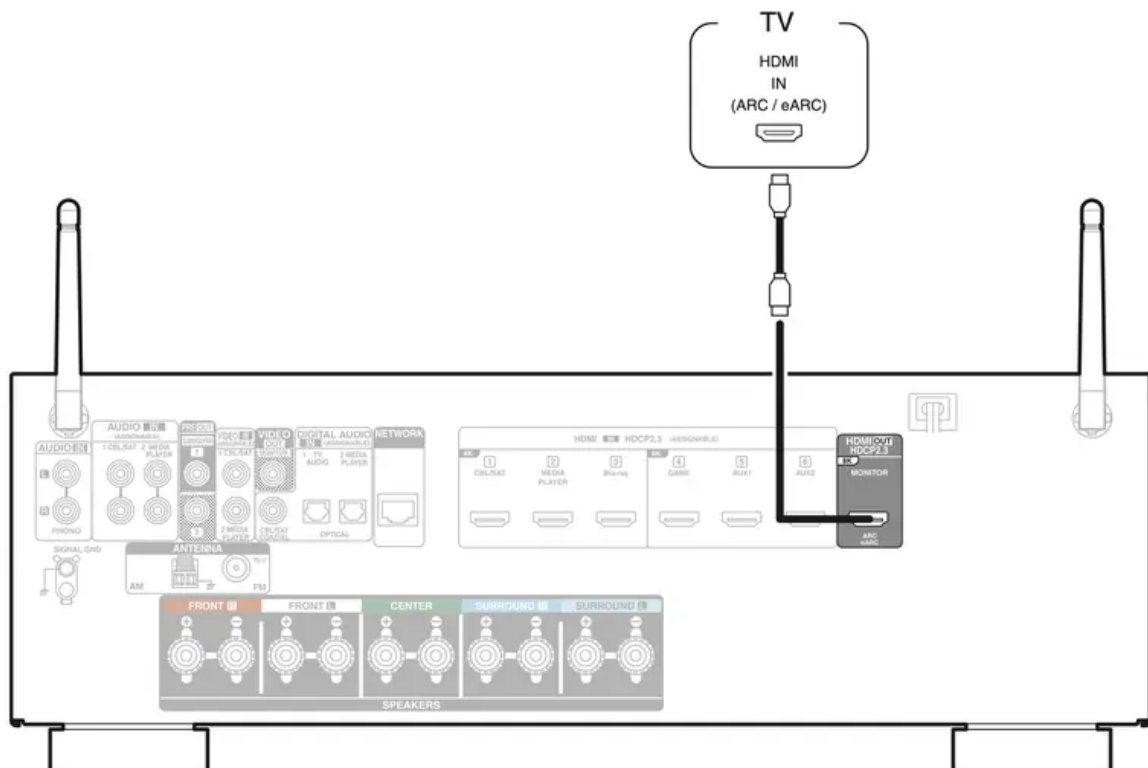
ARC (Audio Return Channel) / eARC (Enhanced Audio Return Channel) function plays TV audio on this unit by sending the TV audio signal to this unit via HDMI cable.



Connection 1 : TV equipped with an HDMI connector and compatible with the ARC (Audio Return Channel) / eARC (Enhanced Audio Return Channel)

Use an HDMI cable to connect a TV that is compatible with the ARC / eARC function to this unit.

Set “HDMI Control” to “On” or “ARC” to “On” when using a TV that supports the ARC function. (p. 136) Using an eARC function-compatible television enables audio playback from the speaker connected to this unit, regardless of “HDMI Control” and “ARC” settings in the menu.



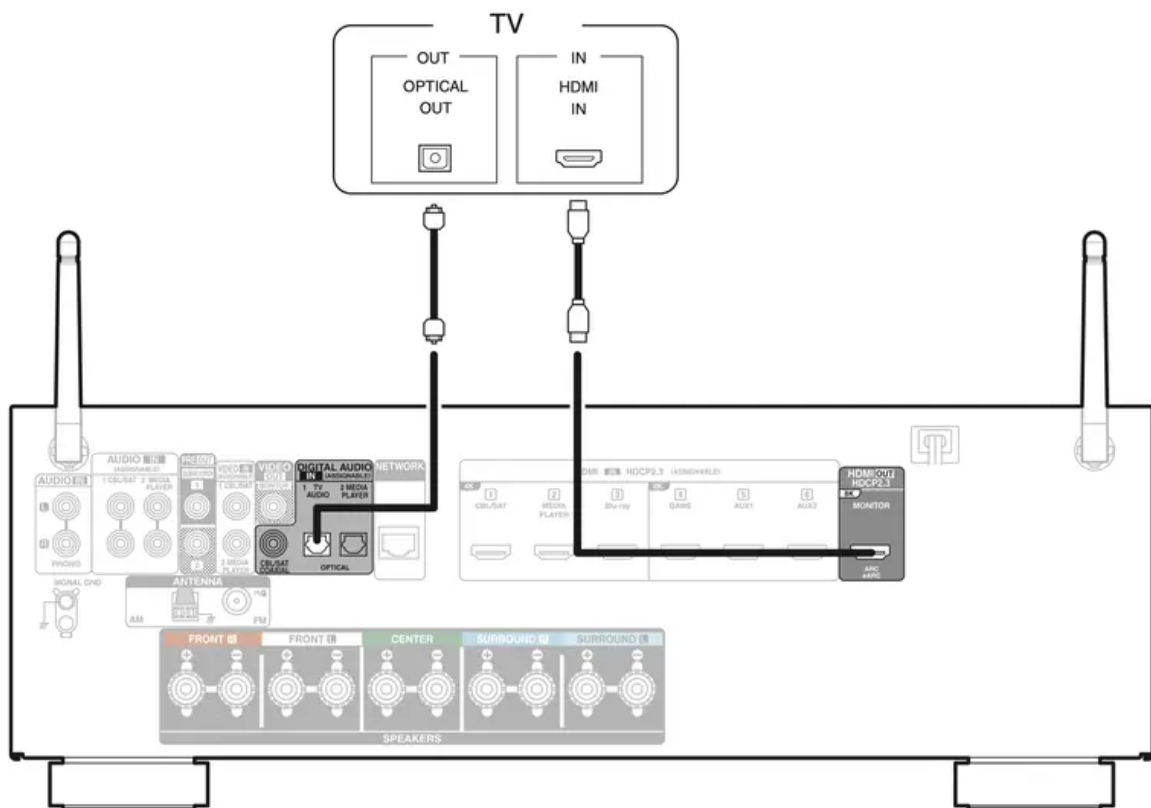
Note:

- eARC function settings may be required depending on the eARC function-compatible television you are using. Make sure eARC is set to on if this setting exists on your television. For more information, check your television’s owner’s manual.
- When an ARC and eARC function-compatible television is connected, the eARC function is prioritized.
- Use a “High Speed HDMI Cable with Ethernet” when using an ARC / eARC function-compatible television.
- Use a certified “Ultra High Speed HDMI cable” to enjoy 8K or 4K 120Hz video.
- Set “4K/8K Signal Format” to “8K Enhanced” in the menu to enjoy 8K video. (p. 140)

Connection 2 : TV equipped with an HDMI connector and incompatible with the ARC (Audio Return Channel) / eARC (Enhanced Audio Return Channel)

Use an HDMI cable to connect the TV to this unit.

To listen to audio from TV on this unit, use an optical cable to connect the TV to this unit.

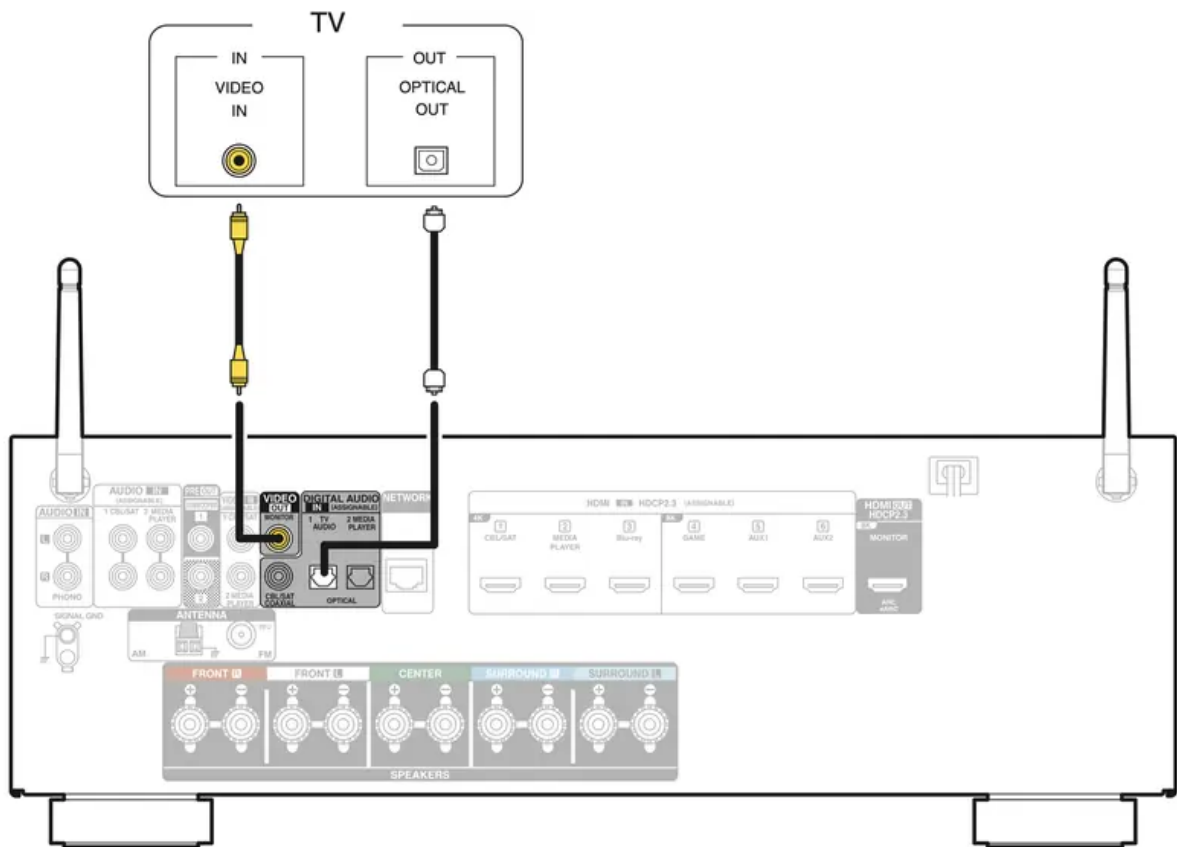


Connection 3 : TV equipped without an HDMI connector

Use a video cable to connect the TV to this unit.

To listen to audio from TV on this unit, use an optical cable to connect the TV to this unit.

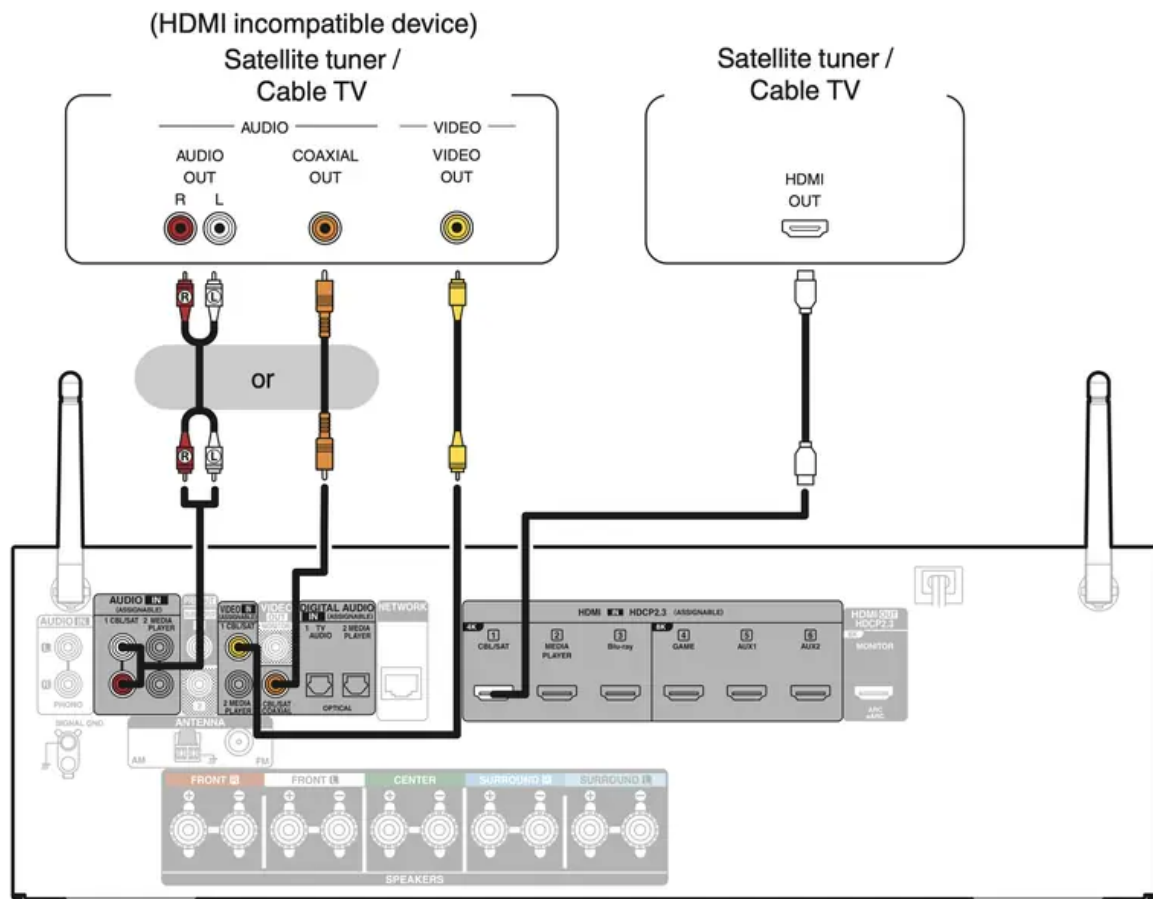




Connecting a set-top box (Satellite tuner/cable TV)

This explanation uses the connection with a satellite tuner/cable TV STB as an example.

Select the input connectors on this unit to match the connectors on the device that you want to connect to.

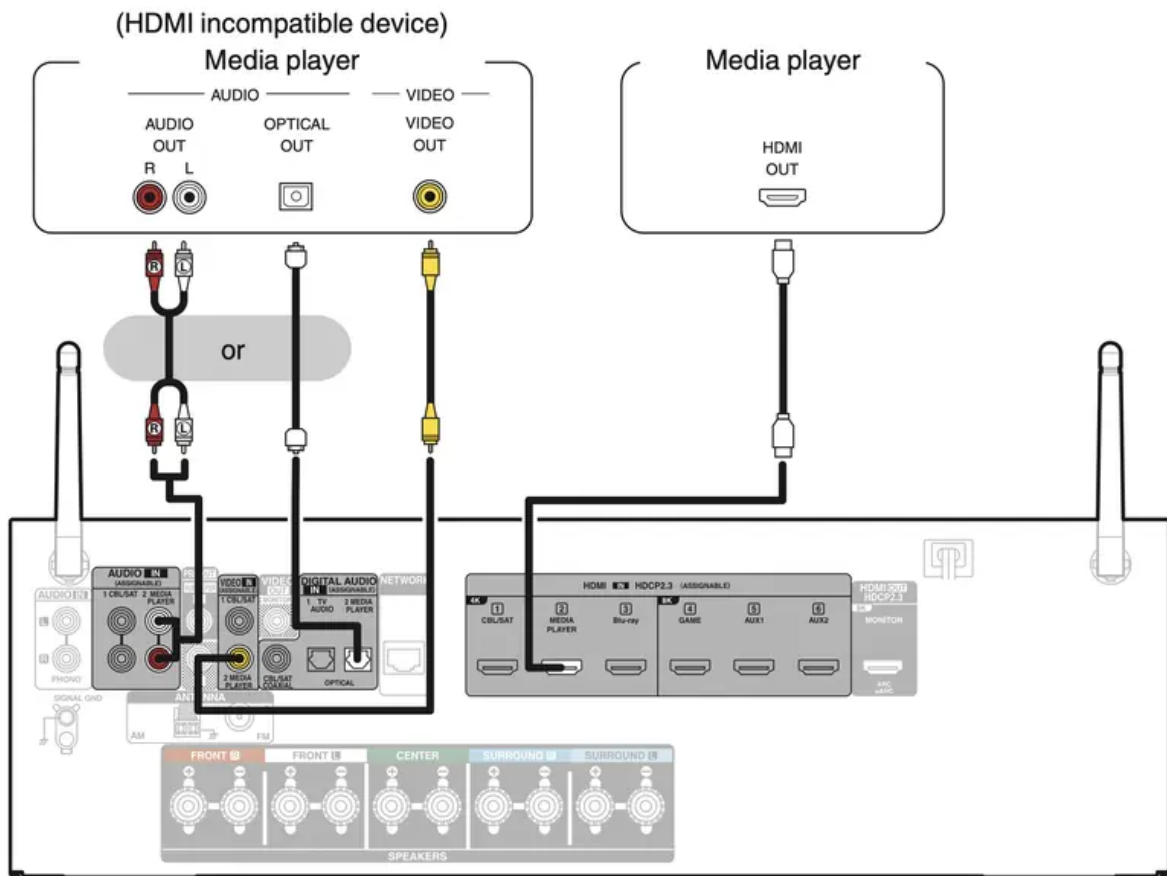


Connecting a media player

This explanation uses the connection with a media player as an example.

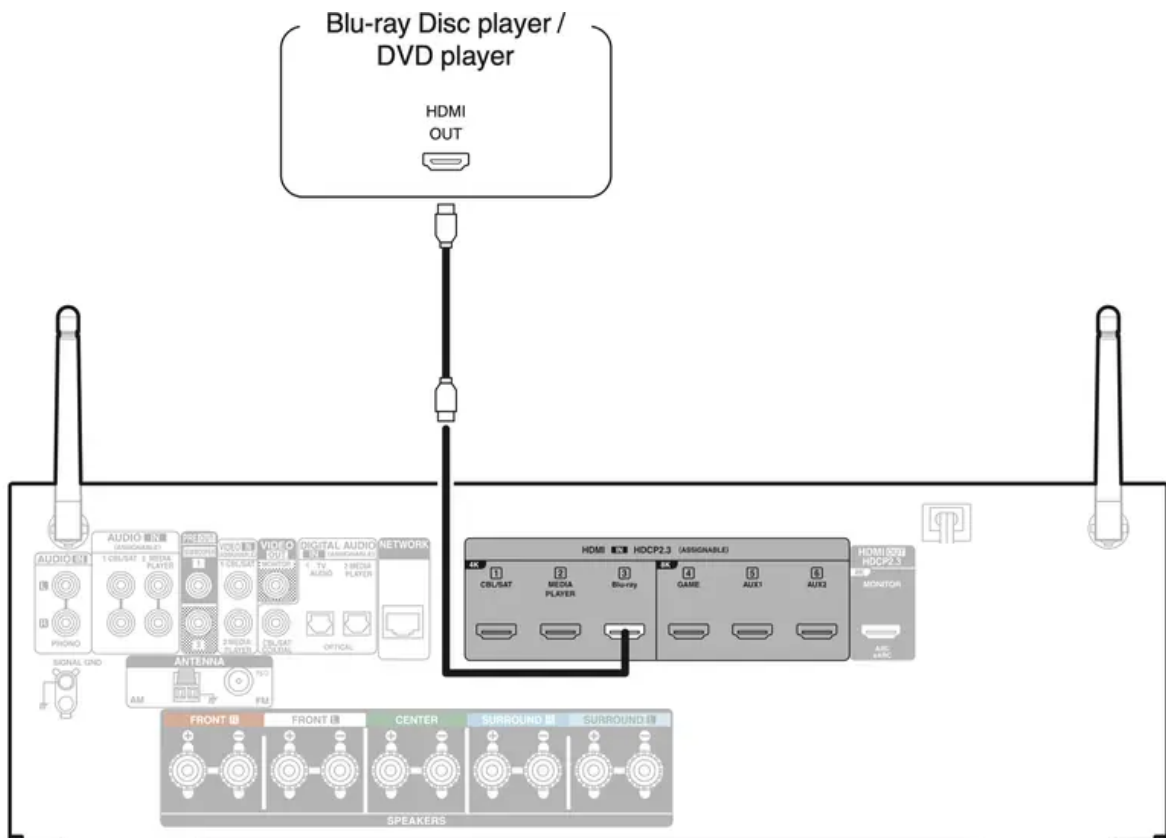
Select the input connectors on this unit to match the connectors on the device that you want to connect to.





Connecting a Blu-ray Disc player or DVD player

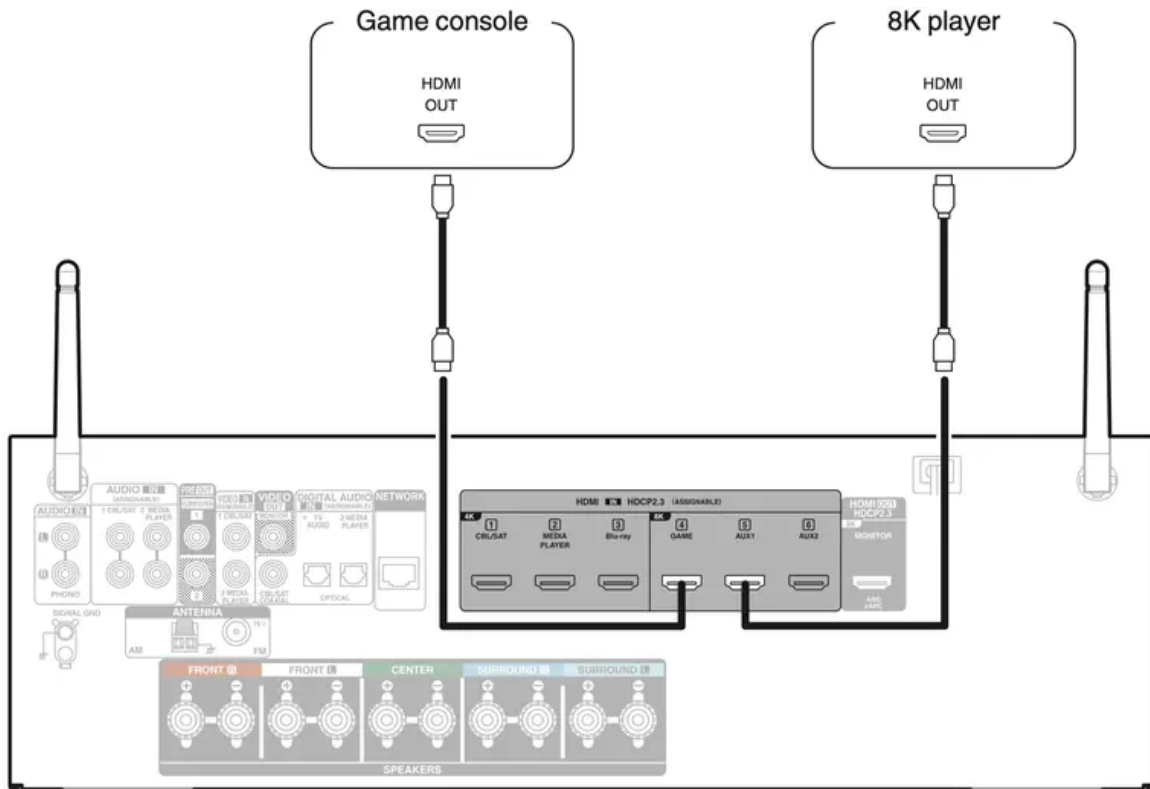
This explanation uses the connection with a Blu-ray Disc player or DVD player as an example.



Connecting a game console or player device compatible with the 8K

This unit supports 8K HDMI video signals.

If your game console or player device supports 8K, connect it to the HDMI 4, HDMI 5 or HDMI 6 connector on your device.



Note:

- To enjoy 8K or 4K 120Hz video, connect an 8K-compatible TV with a certified “Ultra High Speed HDMI cable”.
- Set “4K/8K Signal Format” to “8K Enhanced” in the menu to enjoy 8K video. (p. 140)

Connecting to a home network (LAN)

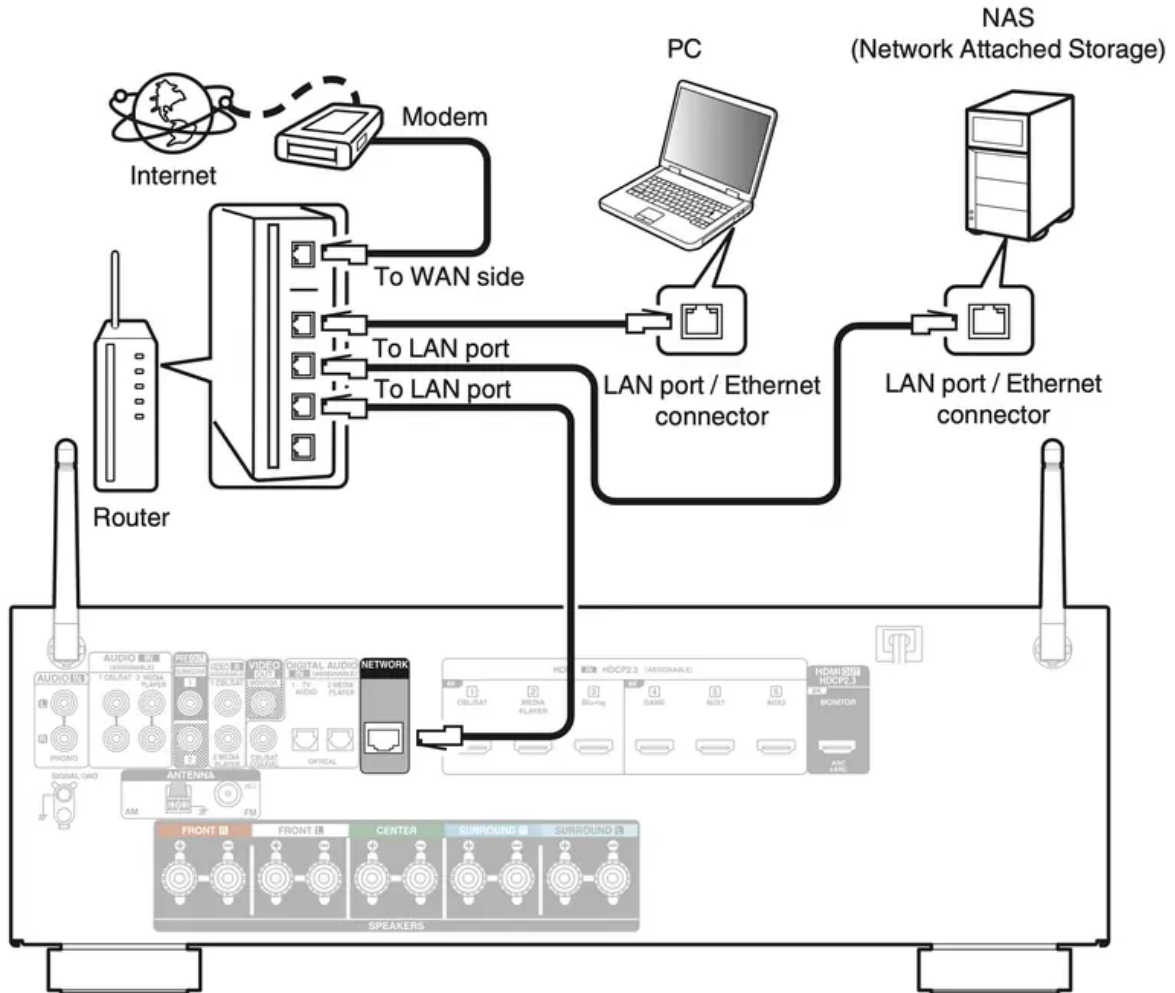
This unit can connect to a network using a wired LAN or wireless LAN. You can connect this unit to your home network (LAN) to enable various types of playback and operations as described below.

- Playback of network audio such as Internet Radio and from your media server(s)
- Playback of streaming music services
- Using the Apple AirPlay function
- Operation on this unit via the network
- Operation with the HEOS wireless multi-room sound system
- Firmware Update

For connections to the Internet, contact an ISP (Internet Service Provider) or a computer shop.

Wired LAN

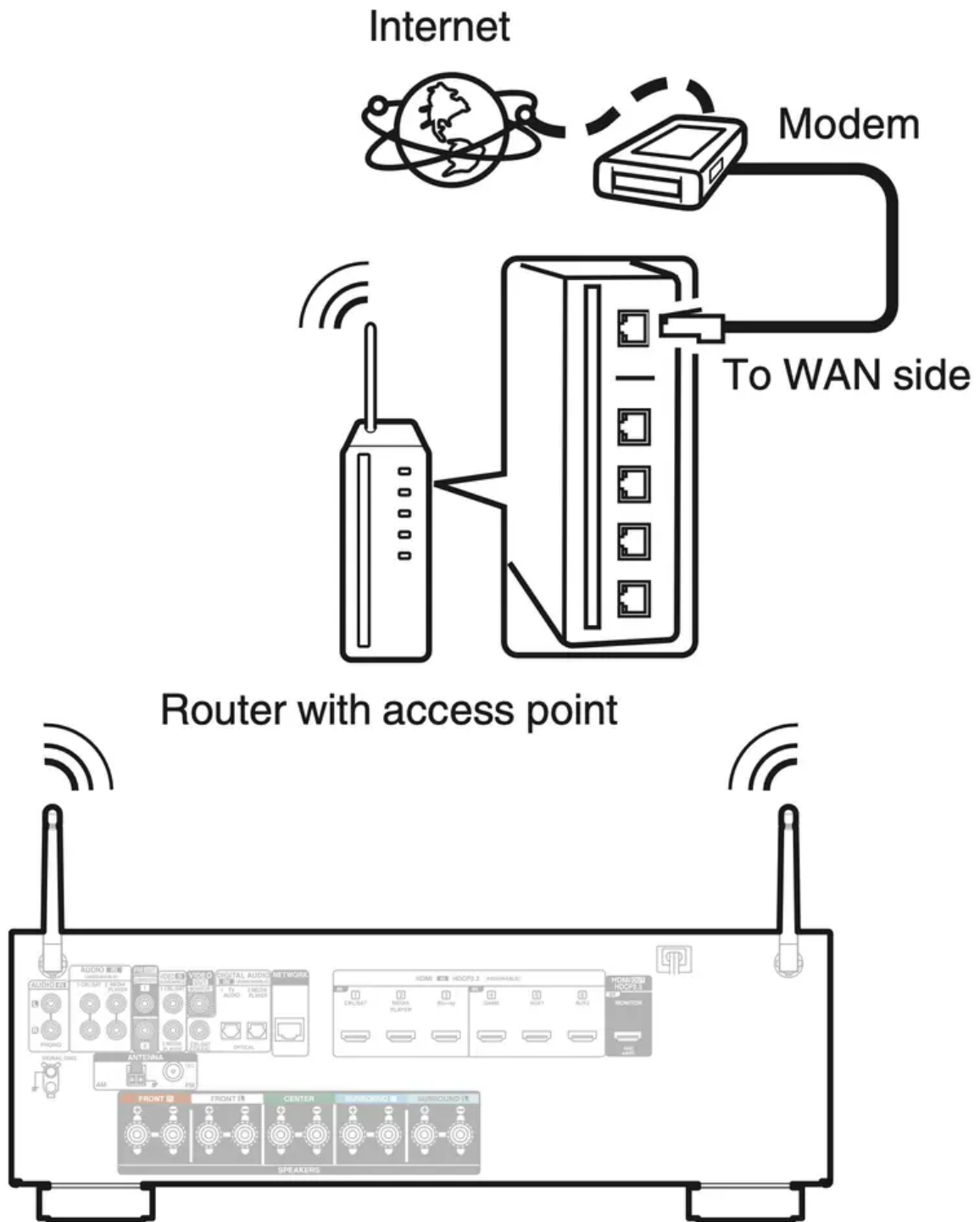
To make connections via wired LAN, use a LAN cable to connect the router to this unit as shown in the figure below.



Wireless LAN

When connecting to a wireless LAN network, stand the rod antenna for Bluetooth/wireless LAN connection upright on the rear panel.

See "Wi-Fi Setup" on how to connect to a wireless LAN router. (p.164)



Note:

- When using this unit, we recommend you use a router equipped with the following functions:
 - Built-in DHCP server
 - This function automatically assigns IP addresses on the LAN.



- Built-in 100BASE-TX switch
 - When connecting multiple devices, we recommend a switching hub with a speed of 100 Mbps or greater.
- Only use a shielded STP or ScTP LAN cable (readily available at electronics stores). (CAT-5 or greater recommended)
- The normal shielded-type LAN cable is recommended. If a flat-type cable or unshielded-type cable is used, other devices could be affected by noise.
- When using this unit connected to a network with no DHCP function, configure the IP address, etc. in “Network”. (p. 163)

Note:

- The types of routers that can be used depend on the ISP. Contact your ISP or a computer shop for details.
- This unit is not compatible with PPPoE. A PPPoE compatible router is required if your contracted line is not set using PPPoE.
- Do not connect a NETWORK connector directly to the LAN port / Ethernet connector on your computer.
- Various online services may be discontinued without prior notice.

Tips

I want the volume not to become too loud by mistake

- Set the volume upper limit for “Limit” in the menu beforehand. This prevents children or others from increasing the volume too much by mistake. (p. 128)

I want to keep the volume at the same level when I turn the power on

- By default, the volume setting when power was previously set to standby on this unit is applied at next power on with no change. To use a fixed volume level, set the volume level at power on for “Power On Level” in the menu. (p. 128)

I want to have the subwoofer always output audio

- Depending on the input signals and sound mode, the subwoofer may not output audio. When “Subwoofer Mode” in the menu is set to “LFE+Main”, you can have the subwoofer always output audio. (p. 162)

I want to make human voices in the movies clearer

- Select a setting that makes the dialog easier to hear in the option menu “Dialog Enhancer”. (p. 92)



I want to keep bass and clarity during playback at a lower volume level

- Set “Dynamic EQ” in the menu to “On”. This setting corrects the frequency characteristics to allow you to enjoy clear sound without the bass being lost even during playback at a lower volume level. (p. 130)

I want to automatically adjust the volume level difference in content such as TV and movies

- Set “Dynamic Volume” in the menu. Volume level changes (between quiet scenes and loud scenes) in TV shows or movies are automatically adjusted to your desired level. (p. 131)

I want to set the optimized listening environment after changing the configuration/position of the speakers or changing a speaker to a new one

- Perform Audyssey® Setup. This automatically makes the optimized speaker settings for the new listening environment. (p. 147)

I want to combine a desired video with the current music

- Set “Video Select” in the option menu to “On”. You can combine the current music with your desired video source from a Set-top Box or DVD, etc. while listening to music from the Tuner, Phono, HEOS Music, USB or Bluetooth. (p. 96)

I want to skip unused input sources

- Set unused input sources for “Hide Sources” in the menu. This allows you to skip unused input sources when turning the SOURCE SELECT knob on this unit. (p. 146)

Troubleshooting

Power does not turn on / Power is turned off

Power does not turn on.

- Check whether the power plug is correctly inserted into the power outlet. (p. 48)

Power automatically turns off.

- The sleep timer is set. Turn on the power again. (p. 107)
- “Auto Standby” is set. “Auto Standby” is triggered when there is no operation for a set amount of time. To disable “Auto Standby”, set “Auto Standby” on the menu to “Off”. (p. 173)

Power turns off and the power indicator flashes in red approx. every 2 seconds.

- The protection circuit has been activated due to a rise in temperature within this unit. Turn the power off, wait about an hour until this unit cools down sufficiently, and then turn the power on again. (p. 231)
- Please re-install this unit in a place having good ventilation.

Power turns off and the power indicator flashes in red approx. every 0.5 seconds.

- Check the speaker connections. The protection circuit may have been activated because speaker cable core wires came in contact with each other or a core wire was disconnected from the connector and came in contact with the rear panel of this unit. After unplugging the power cord, take corrective action such as firmly re-twisting the core wire or taking care of the connector, and then reconnect the wire. (p. 29)
- Turn down the volume and turn on the power again. (p. 50)
- This unit's amplifier circuit has failed. Unplug the power cord and contact our customer service center.

Operations cannot be performed through the remote control unit

Operations cannot be performed through the remote control unit.

- Batteries are worn out. Replace with new batteries. (v p. 9) 0 Operate the remote control unit within a distance of about 23 ft/7 m from this unit and at an angle of within 30°. (v p. 9) 0 Remove any obstacle between this unit and the remote control unit.
- Insert the batteries in the proper direction, checking the q and w marks. (v p. 9) 0 The set's remote control sensor is exposed to strong light (direct sunlight, inverter type fluorescent bulb light, etc.). Move the set to a place in which the remote control sensor will not be exposed to strong light.
- When using a 3D video device, the remote control unit of this unit may not function due to effects of infrared communications between units (such as TV and glasses for 3D viewing). In this case, adjust the direction of units with the 3D communications function and their distance to ensure they do not affect operations from the remote control unit of this unit.

Display on this unit shows nothing

Display is off.

- Set "Dimmer" on the menu to something other than "Off". (p. 175)

No sound comes out

No sound comes out of speakers.

- Check the connections for all devices. (p. 29)
- Insert connection cables all the way in.
- Check that input connectors and output connectors are not reversely connected.
- Check cables for damage.
- Check that speaker cables are properly connected. Check that cable core wires come in contact with the metal part on speaker terminals. (p. 29)

- Securely tighten the speaker terminals. Check speaker terminals for looseness. (p. 29)
- Check that a proper input source is selected. (p. 50)
- Adjust the volume. (p. 51)
- Cancel the mute mode. (p. 51)
- Check the digital audio input connector setting. (p. 143)
- Check the digital audio output setting on the connected device. On some devices, the digital audio output is set to off by default.
- When a headphone is plugged into the PHONES jack on the main unit, sound is not output from the speaker terminal and SUBWOOFER connector.
- Audio is output to your Bluetooth headphones, but not to speakers or pre-outs when “Output Mode” set to “Bluetooth Only”. Change “Output Mode” to “Bluetooth + Speakers” to output audio from your Bluetooth headphones as well as your speakers or pre-outs. (p. 174)

No sound comes out when using the DVI-D connection.

- When this unit is connected to a device equipped with a DVI-D connector, no sound is output. Make a separate audio connection.

Desired sound does not come out

The volume does not increase.

- The maximum volume is set too low. Set the maximum volume using “Limit” on the menu. (p. 128)
- Appropriate volume correction processing is performed according to the input audio format and settings, so the volume may not reach the upper limit.

The volume of Bluetooth headphones does not decrease.

- Bluetooth headphones volume cannot be adjusted from this unit. Use a Bluetooth headphones with volume adjustment.

No sound comes out with the HDMI connection.

- Check the connection of the HDMI connectors. (p. 34)
- When outputting HDMI audio from the speakers, set “HDMI Audio Out” on the menu to “AVR”. To output from the TV, set “TV”. (p. 134)
- When using the HDMI Control function, check that the audio output is set to the AV amplifier on the TV. (p. 106)

When an eARC function-compatible television is connected, television audio is not output from the speaker connected to this unit

- eARC function settings may be required depending on the eARC function-compatible television you are using. Make sure eARC is set to on if this setting exists on your television. For more information, check your television's owner's manual.
- Make sure the input source of this unit is "TV Audio".
- The eARC function does not operate when the HDMI input connector is set to the "TV Audio" input source. To enable eARC function operation, remove the HDMI input connector setting, then restart this unit and the television. (p. 144)

No sound comes out of a specific speaker.

- Check that speaker cables are properly connected.
- Check that a selection other than "None" is set for the "Speaker Config." setting in menu. (p. 157)
- When the sound mode is "Stereo" and "Virtual", audio is only output from the front speakers and subwoofer.

No sound is produced from subwoofer.

- Check the subwoofer connections.
- Turn on the subwoofer's power.
- Set "Speaker Config." – "Subwoofer" on the menu to "Yes". (p. 158)
- When "Speaker Config." - "Front" in the menu is set to "Large", depending on the input signal and the sound mode, no sound may be output from the subwoofer. (p. 157)
- When no subwoofer audio signal (LFE) is included in the input signals, no sound may be output from the subwoofer. (p. 162)
- You can make the subwoofer always output sound by setting the "Subwoofer Mode" to "LFE+Main". (p. 162)

DTS sound is not output.

- Check that the digital audio output setting on the connected device is set to "DTS".

Dolby TrueHD, DTS-HD, Dolby Digital Plus audio is not output.

- Make HDMI connections. (p. 38) 0 Check the digital audio output setting on the connected device. On some devices, "PCM" is set by default.

Dolby PLg mode or DTS Neo:6 mode cannot be selected.

- It cannot be selected when "Speaker Config." - "Surround" is set for "None". (p. 158)
- Dolby PLg or DTS Neo:6 cannot be selected when using headphones.

Audyssey MultEQ® , Audyssey Dynamic EQ ® and Audyssey Dynamic Volume ® cannot be selected.

- These cannot be selected when you have not performed Audyssey ® Setup. (p. 147)
- Switch to a sound mode other than “Direct”. (p. 99)
- These cannot be selected when using the headphones.

“Restorer” cannot be selected.

- Check that an analog signal or PCM signal (Sample Rate = 44.1/48 kHz) is input. For playback of multichannel signals such as Dolby Digital or DTS surround, “Restorer” cannot be used. (p. 127)
- Switch to a sound mode other than “Direct”. (v p. 99)

Sound mode settings are not available when using Bluetooth headphones. Audio menu settings are also not available.

- This unit cannot change sound mode or audio menu settings for audio output to Bluetooth headphones.

Sound is interrupted or noise occurs

During playback from the Internet radio or USB memory device, sound is occasionally interrupted.

- When the transfer speed of the USB memory device is slow, sound may occasionally be interrupted.
- The network communication speed is slow or the radio station is busy.

When making a call on iPhone, noise occurs in audio output on this unit.

- When making a call, keep a distance of 0.7 ft/20 cm or longer between iPhone and this unit.

Noise often occurs in FM/AM broadcasting.

- Change the antenna orientation or position. (p. 44)
- Separate the AM loop antenna from the unit.
- Use an outdoor antenna. (p. 44)
- Separate the antenna from other connection cables. (p. 44)

The sounds appear to be distorted.

- Lower the volume. (p. 51)
- Set “Off” to the “ECO Mode”. When “On” or “Auto” is in the “ECO Mode”, the audio may be distorted when the playback volume is high. (p. 171)

Sound cuts out when using Wi-Fi connection.

- The frequency band used by the wireless LAN is also used by microwave ovens, cordless telephones, wireless game controllers and other wireless LAN devices. Using such devices at the same time as this unit may cause sound to cut out due to electronic interference. Sound cut out can be improved using the following methods. (p. 46)
 - Install devices that cause interference away from this unit.
 - Turn off the power supply to devices that cause interference.
 - Change the settings of the router channel to which this unit is connected to. (See the instruction manual of the wireless router for details on how to change the channel.)
 - Switch to a wired LAN connection.
- Particularly when you play back large music files, depending on your wireless LAN environment, the playback sound may be interrupted. In this case, make the wired LAN connection. (p. 164)

No video is shown on the TV

No picture appears.

- Check the connections for all devices. (p. 34)
- Insert connection cables all the way in.
- Check that input connectors and output connectors are not reversely connected.
- Check cables for damage.
- Match the input settings to the input connector of the TV connected to this unit. (p. 143)
- Check that the proper input source is selected. (p. 50)
- Check the video input connector setting. (p. 143)
- Check that the resolution of the player corresponds to that of the TV. (p. 179)
- Check whether the TV is compatible with copyright protection (HDCP). If connected to a device not compatible with HDCP, video will not be output correctly. (p. 211)
- To enjoy content that is copyright protected by HDCP 2.2 or HDCP 2.3, use a playback device and TV compatible with HDCP 2.2 or HDCP 2.3.
- To play back a 4K video, use a “High Speed HDMI Cable” or an “High Speed HDMI Cable with Ethernet”. In order to achieve a higher fidelity for 4K videos, it is recommended to use a “Premium High Speed HDMI Cables” or an “Premium High Speed HDMI Cables with Ethernet” that has an HDMI Premium Certified Cable label on the product package.
- Use a certified “Ultra High Speed HDMI cable” to enjoy 8K or 4K 120Hz video. If you use a different HDMI cable, the video may not be displayed or other problems may occur.

No video is shown on the TV with the DVI-D connection.

- With the DVI-D connection, on some device combinations, devices may not function properly due to the copy guard copyright protection (HDCP). (p. 211)

While the menu is being displayed, no video is shown on the TV.

- The video being played will not appear in the background of the menu when the menu is operated.

The menu screen is not displayed on the TV

The menu screen or status information screen is not displayed on the TV.

- The menu screen is only displayed on this unit and a TV connected with an HDMI cable. If this unit is connected to a TV using a different video output connector, operate while watching the display on this unit.
- The status information will not appear on the TV when the following video signals are being played.
 - Some images of 3D video content
 - Computer resolution images (example: VGA)
 - Video with an aspect ratio other than 16:9 or 4:3
 - Some kind of HDR signals
 - Some kind of game contents
 - Compressed video
- When a 2D video is converted to a 3D video on the TV, the menu screen or status information screen is not displayed properly. (p. 180)
- Set the “TV Format” setting in the menu to a selection that is appropriate for the TV. (p. 142)

The color of the menu screen and operations content displayed on the television is different from normal

The color of the menu screen and operations content displayed on the television is different.

- Performing operations on this unit during playback of a Dolby Vision signal may cause variance in the color display of the menu screen and operations content. This is a characteristic of the Dolby Vision signal and is not a malfunction.

AirPlay cannot be played back

The AirPlay icon is not displayed on iTunes / iPhone / iPod touch / iPad.

- This unit and PC / iPhone / iPod touch / iPad are not connected to the same network (LAN). Connect it to the same LAN as this unit. (p. 46)
- The firmware on iTunes / iPhone / iPod touch / iPad is not compatible with AirPlay. Update the firmware to the latest version.

Audio is not output.

- The volume on iTunes / iPhone / iPod touch / iPad is set to the minimum level. The volume on iTunes / iPhone / iPod touch / iPad is linked with the volume on this unit. Set a proper volume level.
- The AirPlay playback is not performed, or this unit is not selected. Click the AirPlay icon on the iTunes / iPhone / iPod touch / iPad screen and select this unit. (p. 87)

Audio is interrupted during the AirPlay playback on iPhone / iPod touch / iPad.

- Quit the application running in the background of the iPhone/iPod touch/iPad, and then play using AirPlay.
- Some external factors may be affecting the wireless connection. Modify the network environment by taking measures such as shortening the distance from the wireless LAN access point.

iTunes cannot be played back through the remote control unit.

- Enable the “Allow iTunes audio control from remote speakers” setting on iTunes. Then, you can perform playback, pause, and skip operations through the remote control unit.

USB memory devices cannot be played back

USB memory device is not recognized.

- Disconnect and reconnect the USB memory device. (p. 43) 0 Mass storage class compatible USB memory devices are supported.
- This unit does not support a connection through a USB hub. Connect the USB memory device directly to the USB port.
- The USB memory device must be formatted to “FAT32” or “NTFS”.
- Not all USB memory devices are guaranteed to work. Some USB memory devices are not recognized. When using a type of portable hard disc drive compatible with the USB connection that requires power from an AC adapter, use the AC adapter that came with the drive.

Files on the USB memory device are not displayed.

- Files of a type not supported by this unit are not displayed. (p. 52) 0 This unit is able to display files in a maximum of eight folder layers. A maximum of 5000 files (folders) can also be displayed for each layer. Modify the folder structure of the USB memory device.
- When multiple partitions exist on the USB memory device, only files on the first partition are displayed.

iOS and Android devices are not recognized.

- The USB port of this unit does not support playback from iOS and Android devices.

Files on a USB memory device cannot be played.

- Files are created in a format that is not supported by this unit. Check the formats supported by this unit. (p. 214)
- You are attempting to play a file that is copyright protected. Files that are copyright protected cannot be played on this unit.
- Playback may not be possible if the album art file size exceeds 2 MB.

Bluetooth cannot be played back

Bluetooth devices cannot be connected to this unit.

- The Bluetooth function in the Bluetooth device has not been enabled. See the Owner's Manual of the Bluetooth device to enable the Bluetooth function.
- Bring the Bluetooth device near to this unit.
- The Bluetooth device cannot connect with this unit if it is not compatible with the A2DP profile.
- Turn the power of the Bluetooth device off and on again, and then try again.

Smartphones and other Bluetooth devices cannot be connected.

- Smartphones and other Bluetooth devices cannot be connected when "Transmitter" is set to "On". Press Bluetooth on the remote control to switch the input source to Bluetooth, then connect the device. (p. 174)

Cannot connect Bluetooth headphones.

- Bring the Bluetooth headphones near to this unit.
- Turn the power of the Bluetooth headphones off and on again, and then try again.
- Go to "General" - "Bluetooth Transmitter", and set "Transmitter" to "On" within the menu. (p. 174)
- Make sure this unit is not already connected to another pair of Bluetooth headphones. Check the currently connected Bluetooth headphones by pressing INFO on the remote control or STATUS button on the unit.

Disconnect the connected Bluetooth headphones before connecting the ones you want to use.

- Bluetooth headphones cannot be connected if Bluetooth is being used as an input source in any zone.
- Bluetooth headphones cannot be connected if this unit is grouped in the HEOS App. Remove this unit from the group to enable Bluetooth headphones connection.
- The Bluetooth headphones cannot connect with this unit if it is not compatible with the A2DP profile.
- Connection and operation are not guaranteed for all Bluetooth-enabled devices.
- This unit can only connect to one Bluetooth headphone at a time. However, up to 8 Bluetooth headphones can be registered. You can switch between registered devices from "Device List" in the "Bluetooth Transmitter" menu. (p. 174)

The sound is cut off.

- Bring the Bluetooth device near to this unit.
- Remove obstructions between the Bluetooth device and this unit.
- To prevent electromagnetic interference, locate this unit away from microwave ovens, wireless LAN devices and other Bluetooth devices.
- Reconnect the Bluetooth device.

The sound is cut off or noise occurs when using Bluetooth headphones.

- Move the Bluetooth headphones closer to this unit.
- Remove obstructions between the Bluetooth headphones and this unit.
- Reconnect the Bluetooth headphones.
- To prevent electromagnetic interference, locate this unit away from microwave ovens, wireless LAN devices and other Bluetooth devices.
- We recommend using wired LAN to connect this unit and other devices.
- Bluetooth transmits on the 2.4 GHz band which may interfere with Wi-Fi transmitted on this band. Connect this unit and other devices to Wi-Fi network on a 5 GHz band if available on your Wi-Fi router.

Audio is delayed on my Bluetooth headphones.

- This unit cannot adjust audio delay on Bluetooth headphones.

The Internet radio cannot be played back

A list of broadcasting stations is not displayed.

- The LAN cable is not properly connected, or the network is disconnected. Check the connection status. (p. 46)

- Perform the network diagnostic mode.

Internet Radio cannot be played.

- The selected radio station is broadcasting in a format that is not supported by this unit. Formats that can be played back in this unit are MP3, WMA and AAC. (p. 217)
- The firewall function is enabled on the router. Check the firewall setting.
- The IP address is not properly set. (p. 165)
- Check the power of the router is on.
- To obtain the IP address automatically, enable the DHCP server function on the router. Also, set the DHCP setting to “On” on this unit. (p. 165)
- To obtain the IP address manually, set the IP address on this unit. (p. 165)
- Some radio stations broadcast silently during some time period. In this case, no audio is output. Wait for a while and select the same radio station, or select another radio station. (p. 72)
- The selected radio station is not in service. Select a radio station in service.

Cannot connect to favorite radio stations.

- Radio station is not currently in service. Register radio stations in service.

Music files on PC or NAS cannot be played back

Files stored on a computer cannot be played.

- Files are stored in a non-compatible format. Record in a compatible format. (p. 216)
- Files that are copyright protected cannot be played on this unit.
- The USB port of this unit cannot be used for connection to a computer.
- Media sharing settings on the server or NAS do not allow this unit. Change the settings to allow this unit. For details, see the owner’s manual of the server or NAS.

Server is not found, or it is not possible to connect to the server.

- The computer’s or router’s firewall is activated. Check the computer’s or router’s firewall settings.
- Computer’s power is not turned on. Turn on the power.
- Server is not running. Launch the server. 0 IP address of this unit is wrong. Check the IP address of this unit. (p. 163)

Music files on PC cannot be played back.

- Even if PC is connected to the USB port on this unit, music files on it cannot be played back. Connect PC to this unit through the network. (p. 46)

Files on PC or NAS are not displayed.

- Files of a type not supported by this unit are not displayed. (p. 216)

Music stored on a NAS cannot be played.

- If you use a NAS in conformity with the DLNA standard, enable the DLNA server function in the NAS setting.
- If you use a NAS that does not conform with the DLNA standard, play the music via a PC. Set Windows Media Player's media sharing function and add NAS to the selected play folder.
- If connection is restricted, set audio equipment as the connection target.

Various online services cannot be played

Various online services cannot be played.

- The online service may have been discontinued.

The HDMI Control function does not work

The HDMI Control function does not work.

- Check that "HDMI Control" in the menu is set to "On". (p. 136)
- You cannot operate devices that are not compatible with the HDMI Control function. In addition, depending on the connected device or the settings, the HDMI Control function may not work. In this case, operate the external device directly. (p. 106)
- Check that the HDMI Control function setting is enabled on all devices connected to this unit. (p. 106)
- When you make connection related changes such as connecting an additional HDMI device, the link operation settings may be initialized. Turn off this unit and devices connected via HDMI, and turn them on again. (p. 106)

Cannot connect to a wireless LAN network

Cannot connect to the network.

- The network name (SSID), password and encryption setting have not been set up correctly. Configure the network settings according to the setting details of this unit. (p. 165)
- Shorten the distance from the wireless LAN access point and remove any obstructions to improve access first before re-connecting again. Place the unit away from microwave ovens and other network access points.
- Configure the access point channel settings away from channels that are being used by other networks.

- This unit is not compatible with WEP (TSN).

Cannot connect to a WPS Router.


- Check that the WPS mode of the router is operating.
- Press the WPS button on the router and then press the “Connect” button displayed on the TV within 2 minutes.
- A router/settings that are compatible with WPS 2.0 standards are required. Set the encryption time to “None”, “WPA-PSK (AES)” or WPA2-PSK (AES). (p. 165)
- If the router encryption method is WEP/WPA-TKIP/WPA2-TKIP/WPA3-SAE (AES), you cannot connect by using the WPS button on the router. In this case, use the “Scan Networks” or “Manual” method to connect.

Cannot connect to the network using iPhone/iPod touch/iPad.

- Update the iPhone/iPod touch/iPad firmware to the latest version.
- When configuring the settings via a wireless connection, iOS 10.0.2 or later needs to be supported.

Update/upgrade error messages

If an update/upgrade is interrupted or fails, an error message appears.

Display	Description
Connection failed. Please check your network, then try again.	<ul style="list-style-type: none"> • The network connection is unstable. • Connection to the server failed. • Check your network environment and try the update again.
Update failed. Please check your network, then try again.	<ul style="list-style-type: none"> • The download of the firmware failed. • Check your network environment and try the update again.
Upgrade failed. Please check your network, then try again.	<ul style="list-style-type: none"> • The download of the firmware failed. • Check your network environment and try the upgrade again.
Please check your network, unplug and reconnect the power cord, and try again.	<ul style="list-style-type: none"> • The update failed. •  Press and hold the power button on the main unit for more than 5 seconds, or remove and re-insert the power cord. • The update restarts automatically.
Please contact customer service in your area.	<ul style="list-style-type: none"> • This unit may be broken. • Contact our Customer Service Center in your area.

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