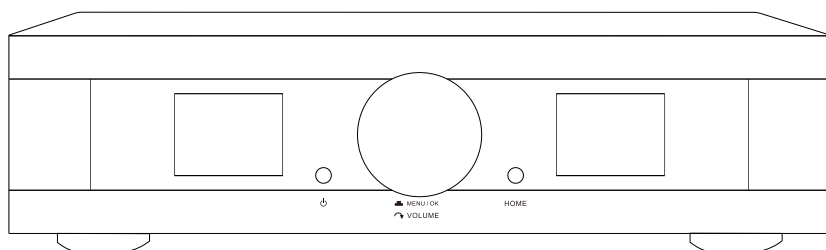


# ■ ■ ■ ■ ■ ■ User manual ■ ■ ■ ■ ■ ■



## 8K Dolby Atmos/DTS:X Cinema Decoding Processor

ISO9001 Certified Enterprise





# Packing List

NO.	Item	Quantity
1	User manual	1 pcs
2	Power cord	1 pcs
3	HDMI cable	1 pcs
4	Certificate of qualification	1 pcs
5	Remote	1 pcs
6	Antenna cable	1 pcs
7	Calibrate mic	1 pcs

## Pollution Control Sign and Content Description



The symbol indicates that the product can be reused. The figure indicates the term of service of environmental protection. The product will not cause environmental pollution or affect human body and property within the term of service expressed by the figure since the date of manufacture as long as the safety and operating precautions on the product are obeyed.

Name and Content of Toxic or Harmful Substance or Element in the Product

Name of Parts	Toxic or Harmful Substance or Element					
	Lead Pb)	Mercury Hg)	Cadmium Cd)	Hexavalent chromium Cr)6+	Polybrominated (PBB )	Biphenyls polyphenyls (PBDE )
Body/Box	○	○	○	○	○	○
Equipped Baseplate/ Electrical Part	×	○	○	○	○	○
Plastic Structural Member	○	○	○	○	○	○
Metallic Structural Member	○	○	○	×	○	○
Cable	○	○	○	○	○	○
Transformer	○	○	○	○	○	○
Loudsp-eaker/ Microphone	×	○	○	×	○	○

### Marks:

“○”means the content of the hazardous toxic substance is lower than SJ/T11363-2006 standard required.

“×”means in a homogeneous material of the component the contentof the hazardous toxic substance is higher than SJ/T11363-2006 standard required.

Note: “×” as there are no substitutable substances under the existing technology

Thank you for using our audio products. With the philosophy of “high technology, high quality and high taste”, we make products with durable materials, exquisite technique, rigorous circuit & advanced technology and offer professional service!

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**Notice**

- 1. Read the user manual carefully before you use the product.
- 2. Design, color and images will be dependent on the actual product.
- 3. The product or software might upgrade slightly without further notice.

# Important Protective Measures for Attention

	<b>WARNING</b> ELECTRIC DANGER DO NOT OPEN		<p>To reduce risk of electric shock, do not remove the outer cover (or rear panel).</p> <p>For maintenance, it should be carried out by qualified maintenance people.</p> <p>To avoid fire and electric shock hazards, do not get the unit wet or damp.</p> <p>Equipment safety standard : Class II</p>
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1. Read the protective measures: read all warning messages about protection and operation in the instructions carefully before using the equipment.
2. Follow instructions: please follow the instructions and do not violate the instructions.
3. Place the product on where manufacturer recommends: to avoid overturning, do not push too hard or suddenly stop when moving.
4. Keep away from water and moisture: do not place equipment near water such as bathtub, basin, sink, washing machine, etc. Do not use equipment at high temperatures or high humidity environment, such as a damp basement.
5. Cleaning: do not use liquid or mist cleaners. Please use dry cloth to clean. Turn off the machine and power off before cleaning the equipment.
6. Power supply: use the power supply according to marks and tags. Connect and place the wires properly. Do not step on wires to avoid damage. Pay special attention to wires to plugs, receptacles and connecting ports.
7. Ventilation: the cabinet of equipment is designed with venting holes. To ensure reliable performance, please avoid overheating and do not cover the equipment. Do not use the equipment on beds, sofas, carpets etc.
8. Keep away from heat: do not put that machine near heat sources, such as radiators, stoves and other objects that generate heat (including power amplifiers).
9. Prevent unknown objects or liquids - objects or liquids should be prevented from falling through the holes into the equipment, because it might contact with current or live parts that might cause fire or electric shock. Do not place the equipment in rain or water splashing place. Do not put water containers such as vases on top of it.
10. Please connect well all input/output wires before switching on.
11. Thunder and lightning: unplug the power cable in thunder and lightning weather because it can effectively prevent lightning impulses to protect the equipment.
12. Protections: unplug the machine when you do not use it for long period. Good grounding can prevent the machine from being damaged.

13. Maintenance: do not open the cabinet without professional instruction to avoid electric shock.

Contact with the product managers where you buy this machine in the following cases:

- (a) Unknown parts or liquid enter the machine.
- (b) The machine is soaked.
- (c) The machine works abnormally.
- (d) Machine falling or damage.

14. Battery: for environment protection, please dispose batteries in appropriate ways.

15. Disconnection device of main power supply: this machine use power plug and coupler as the disconnecting devices. Power plug and coupler should be easily operated.

16. This product is only suitable for safe use in altitude below 2000m.



17. This product is not suitable to be used in tropical climates.



# Product Introduction

AT-500 is a 8K immersive audio theater decoding preamplifier which is developed for high-end private cinemas. It supports Dolby Atmos immersive audio effects and DTS:X immersive sound, along with 8K video technology, and it is compatible with video formats such as 3D, HDR10+, and Dolby Vision. It features a Chinese/English overlay OSD menu, audio and video matrix grouping, ETQ room intelligent acoustic correction, and other functions, making it easy to set up and friendly operate. Additionally, it supports local playback via USB drives and TF cards, and is compatible with various lossless audio formats. With App control, Bluetooth lossless transmission, and infrared/Bluetooth remote control, it allows you to enjoy great music anytime. This product is an ultra-high-definition audio-visual hub that integrates both a cinema system and a music center.

## Main Features

1. Support Dolby Atmos, DolbyTrue HD and all backward Dolby audio formats.
2. Support DTS:X, DTS-Master and all backward DTS audio formats.
3. Support HDMI2.1, HDCP2.3.
4. Support 8K, YUV4:4:4, 40GHz bandwidth HD video signal.
5. Support Dolby Vision, HLG, HDR10, HDR10+ video signal.
6. Full balance 7.1.6/9.1.4 and unbalance output 7.3.6/9.3.4 Dolby Atmos signal output.
7. One-button simple operation for EQ room calibration and compensations of speaker distance, delay and sound pressure, automatic calibration and supports user manual adjustment.
8. Built-in music playing device; support multi-level folder arrangement of music files from TF card and USB disk; support lossless and compressed audio formats including FLAC, APE, WAV, MP3, etc.
9. Built-in digital Bluetooth audio receiver.
10. Support App control, infrared remote and Bluetooth remote control.
11. Dual 2.8" display screens, all kinds of information is at a glance.
12. Chinese/English overlay OSD menu.
13. Synchro-reading and display of music lists on mobile phone and TV.
14. Support speaker configurations from 2.0 to 7.3.6/ 9.3.4.
15. HDMI 6 in 2 out (HDMI1, HDMI2, HDMI3 support 8K), 2 ways of coaxial, 2 ways of optical and 3 ways of analog inputs.
16. Support 5.1 channel external mixing input, can connect external reverberator.
17. Support RS232 protocol.
18. Support HDMIeARC and CEC.
19. Maximum 1000ms lip-sync adjustment.
20. 5 to 11 band parameters EQ for each channel.
21. Support audio-video matrix subgroup output.
22. New dual-core DSP chip from ADI company.
23. Independent settings and parameter storage for each input channel.
24. Independent EQ selection and volume control for each input channel.

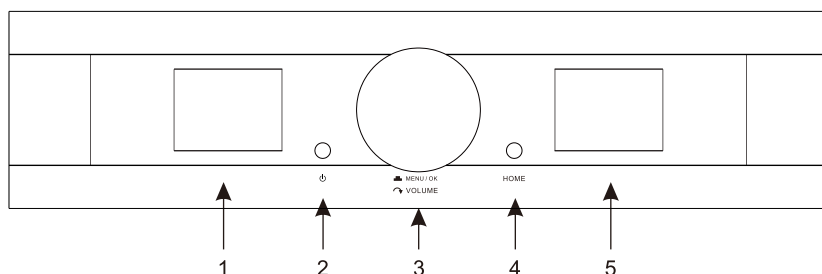


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## Front Panel



### 1. Left display screen:

Display source, menu interface.

### 2. Standby /Mute:

- (1) Standby status, short press to turn on.
- (2) On status, long press go to standby.
- (3) Short press to Mute when playing music or movie.

### 3. Menu/OK/Volume key:

- (1) Rotate to adjust volume.
- (2) Press to mute when playing music, press to confirm in other operations.

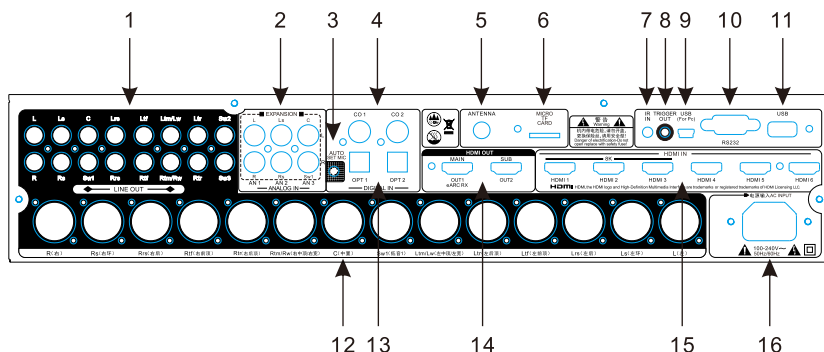
### 4. HOME/RETURN:

- (1) Press the first time for Menu, will display menu interface.
- (2) Press for Return if under the 2nd or 3rd menu layer.
- (3) Press to close menu interface when you go back to the main menu .

### 5. Right display screen:

Display volume, source and EQ curve.

## Rear Panel



**1. RCA7.3.6/9.3.4 signal output.**

**2. ANALOG IN (L/R) :**

3 groups of analog signal input AN1,2,3 and external 5.1CH input(share with AN1,2,3)

**3. AUTO SET MIC:**

Automatic test microphone jack, connect to test microphone (ETM-3), to collect automatic rooms information obtained by scanning.

**4. COAXIAL DIGITAL AUDIO INPUT:**

2 groups of coaxial input CO1, CO2.

**5. ANTENNA.**

**6. MICRO TF CARD SLOT.**

**7. IR IN:**

IR IN jack, can connect any on sales IR receiver to expand signal receiving range.

**8. TRIGGER OUT:**

5V level signal output, to trigger other equipment to turn on or off.

**9. USB for computer.**

**10. RS232 control.**

**11. U disk.**

**12. 7.1.6/9.1.4 full balance signal output.**

**13. OPTICAL DIGITAL audio input:**

2 groups of coaxial input OPT1, OPT2.

**14. HDMI OUT:**

2 groups of HDMI output, to connect equipment with HDMI input. Note, HDMI 1(eARC) has audio playback function.

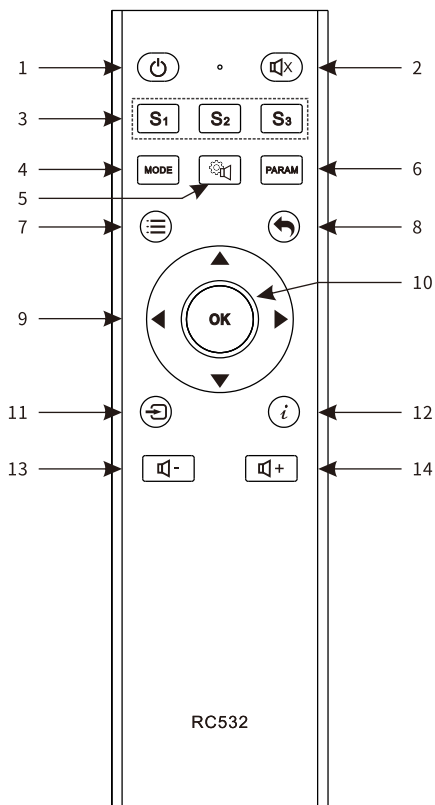
**15. HDMI IN:**

This is to connect equipment with HDMI output, such as DVD, network player etc. (Note: HDMI1,2,3 support 8K)

**16. Power supply:**

100-240V~ 50Hz/60Hz adaptive wide voltage.

# Remote Control



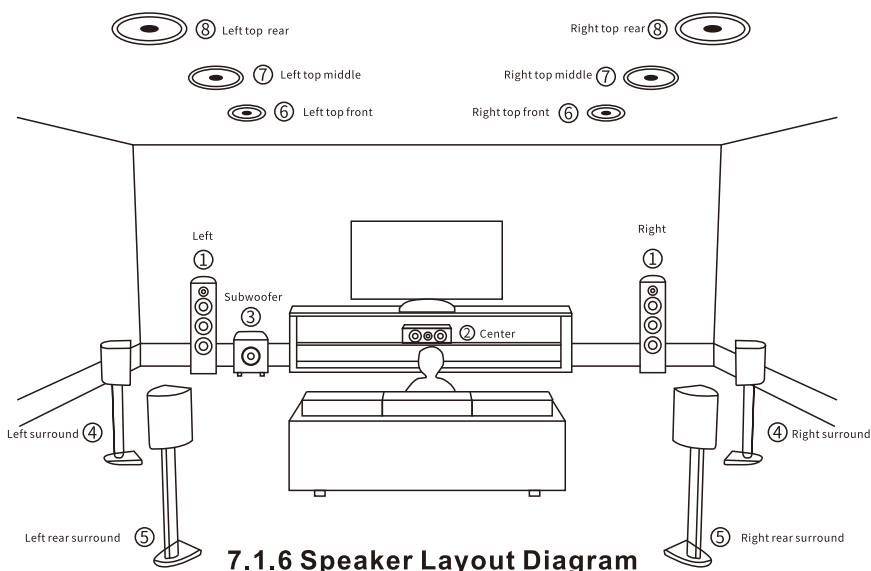
1. “” **Power key**: When unit is ON, press it to STANDBY. When unit is STANDBY, press it to ON.
2. “” **Mute key**.
3. “**S<sub>1</sub>, S<sub>2</sub>, S<sub>3</sub>**” **Self-define input source keys**: Choose one input source in the input source setting, then set it as one of these keys, after that, you can choose the corresponding source with the set key.
4. “**MODE**” **MODE key**: Press it to switch modes.
5. “” **Speaker setting key**: Press it to speaker setting menu interface.
6. “**PARAM**” **Parameter key**: Press it to parameter setting interface, can adjust volume of each channel separately.
7. “” **Menu Key**: Press it to menu interface.

8. “↩”Return key.
9. “▲、▼、◀、▶”Navigation keys.
10. “OK” confirmation key.
11. “☰”Input selection key: Press it to input menu setting interface, can select different input source.
12. “i”Information key: Press it to product information interface, can check details of the product.
13. “⏮”Volume adjusting key: Press to decrease volume.
14. “⏭”Volume adjusting key: Press to increase volume.

## Notices for remote control

1. Please make sure to put the positive and negative ends of batteries correctly.
2. Please don't mix-use old & new batteries.
3. Please take out all batteries if the remote is not in use for a long time to avoid damage caused by battery leakage.
4. Please replace the batteries when the effective range of the remote is reducing or the signal transmission is not stable.
5. Please use soft cloth to regularly clear the IR diode on the remote and the remote control sensor on the front panel.
6. Please don't put the remote in a moist or sultry place and avoid hitting and shaking.

# Connecting Instruction



You can use the 7.1.6 system diagram above as a reference to arrange your speakers.

## ① Left and right speakers

Front left and right speakers can create the overall soundstage. Place the speakers in front of the user at ear-listening level. Toe-in the speakers inwards and create an equilateral triangle between the user and the two speakers so that they meet to a point that goes behind the user. Then adjust the angle to find the position where the audio has better soundstage and imaging.

## ② Center speaker

The center speaker produces most of the dialogue and vocals and reinforces the sound effect of front left and right speakers. Place the center speaker under or above the display device and make sure it faces to the user at ear-listening level or at the same level as the front left and right speakers.

## ③ Subwoofer

The subwoofer adds emotion and impact, and handles the bass in the sound field. The sound quality and volume of the subwoofer are closely related to the shape of your audio room and the listening position. In general, place the subwoofer in the front corner, or the one-third width of the room, or anywhere you feel the best sound.

#### ④ **Left and right surround speakers**

These speakers are used for precise positioning of sounds and to bring spatial sound effect from all directions. Place these speakers on the sides or slightly backward sides of the user at the height of about 60cm to 100cm above user's ears. The same distance between the speaker and the user brings ideal sound quality.

#### ⑤ **Left and right rear surround speakers**

They enhance the surround sound and are usually used for Dolby TrueHD and DTS HD sound effects. Place these speakers on the back sides of the user at the height of about 60cm to 100cm above ears.

#### ⑥ **Top channel speakers (Ltf, Rtf, Ltm, Rtm, Ltr, Rtr)**

Add the height channel to create 3D sound effect which transports you with breakthrough, spatial & realistic audio experience and brings you a deeper connection to music and images.

[illegible]

## Basic usages setup (First time installation and setup instruction)

1. OSD setup menu language selections: English/Chinese.

Main menu – Setup – Option – Language/语言.

2. Select relative signal source input:

Main menu – Source – Move up and down the cursor to select the input.

3. Subwoofer selection:

Main menu – Setup – Speaker setup – Subwoofer – No/One/Two/Three.

(Note: "No" mode only available when left and right speaker frequency response is set as full frequency).

4. Speaker configurations:

Main menu – Setup – Speaker setup – Speaker layout.

Choose speaker layout according to your speaker quantity.

(1) subwoofer "No", you can choose 9 different configurations of 3.0/5.0/7.0/5.0.2/5.0.4/7.0.2/7.0.4/7.0.6/9.0.4. (Note: "No" mode only available when left and right speaker frequency response is set as full frequency).

(2) subwoofer "One", you can choose 9 different configurations of 3.1/5.1/7.1/5.1.2/5.1.4/7.1.2/7.1.4/7.1.6/9.1.4.

(3) subwoofer "Two", you can choose 9 different configurations of 3.2/5.2/7.2/5.2.2/5.2.4/7.2.2/7.2.4/7.2.6/9.2.4.

(4) subwoofer "Three", you can choose 9 different configurations of 3.3/5.3/7.3/5.3.2/5.3.4/7.3.2/7.3.4/7.3.6/9.3.4.

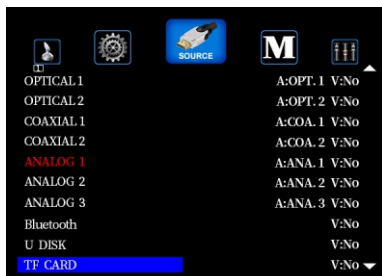
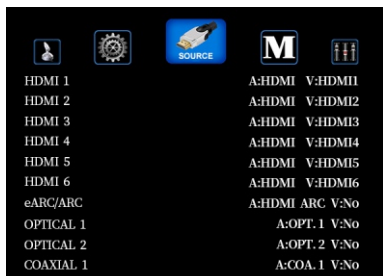
5. Speaker distance (latency):

Main menu – Setup – Speaker setup – Speaker distance.

You can set the distance from every speaker to your seat.

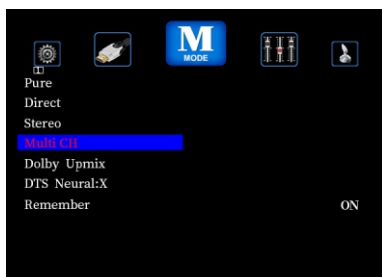
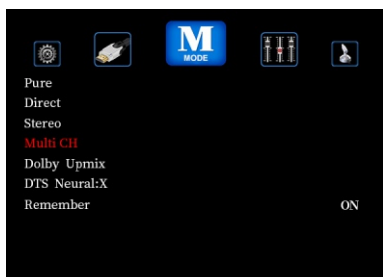
# Function and Settings

## 1. Signal source



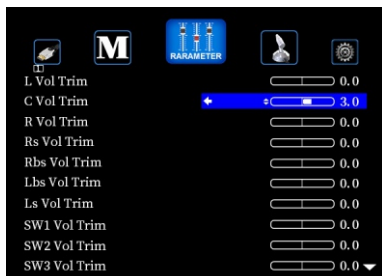
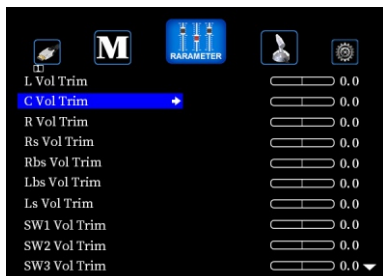
It offers all the signal inputs for selection, and display the input ports for both video and audio.

## 2. Mode selection



It only applies relative DSP processing to the current input source instead of all input signal sources. It offers 6 modes for option: Pure, Direct, Stereo, Multi CH, Dolby Upmix and DTS Neural:X. (when you choose mode and the memory option is "OFF", then unit will be defaulted when reboot. When the memory option is "ON", it will remember the mode you choose and will not change when reboot.)

## 3. Parameters



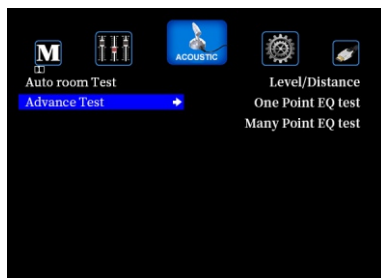
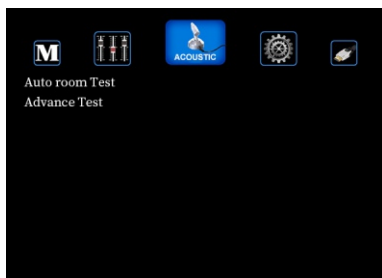
Independent output level/gain adjustment for each channel. The display differs based on different speaker configurations. Non-existent channels will be in grey color and can't be adjusted.

Remember channel volume : ON/OFF.

DRC Dynamic Range Control: ON/OFF/Auto.

Lipsync: Auto/0-1000ms.

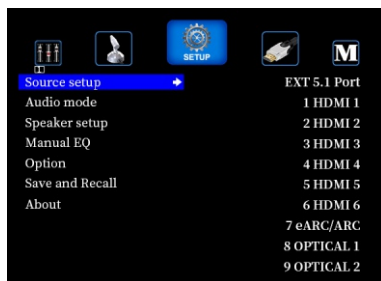
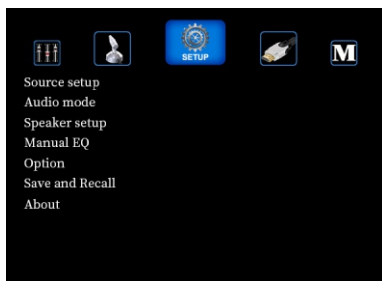
## 4. Acoustic test



Auto Room Test: to auto-test the speaker EQ, distance and frequency response.

Advance Test: to set the speaker EQ, distance and frequency response at your will.

## 5. System setup



It has 7 settings of input source setup, audio mode, speaker setup, manual EQ , option, save and recall, and about.

**A. Source setup:** can set for 8 functions of enable, remote keys, video source, audio source, EQ selection, volume mode, trigger out, default.(Note, Bluetooth can set Bluetooth name).

(1) Enable: to set ON/OFF for each audio input port. If this is set as OFF, then display will be invalid and can not do any setting.

(2) Remote keys: can set for key S1, S2, S3. After set up S1, S2, S3, you can switch to the set channel directly by remote.

- (3) Video source: No Video, HDMI1, HDMI2, HDMI3, HDMI4, HDMI5, HDMI6.  
(suggest the default selection)
- (4) Audio source: Sync HDMI, Optical1, Optical2, Coaxial1, Coaxial2, Analog1, Analog2, Analog3.(suggest the default selection)
- (5) Volume mode: Independent,Unified, Additional  $\pm 20\text{dB}$ .(suggest the default selection)
- (6) EQ selections: Direct, Cinema, Music, Karaoke, Auto EQ and System synchronization.
- (7) Trigger out: ON/OFF (suggest to use the default mode)
- (8) Default: press to default all the parameters of the current working channel.(only current working channel change, other channel will not change)

**B. Audio modes:** can set 6 different modes of Analog/PCM 2CH, Multi CH PCM, Dolby 2CH, Dolby Multi CH, DTS 2CH, DTS Multi CH. And each model can set 6 different effects of Pure, Direct, Stereo, Multi-channel, Dolby upmix and DTS Neural: X.

### **C.Speaker setup:**

- (1) Speaker layout: Choose speaker configuration according to your speaker and subwoofer quantity.
  - a. subwoofer "No sub", you can choose 9 different configurations of 3.0/5.0/7.0/5.0.2/5.0.4/7.0.2/7.0.4/7.0.6/9.0.4.(Note: "none" mode only available when left and right speaker frequency response is set as full frequency)
  - b. subwoofer "one sub", you can choose 9 different configurations of 3.1/5.1/7.1/5.1.2/5.1.4/7.1.2/7.1.4/7.1.6/9.1.4.
  - c. subwoofer "two subs", you can choose 9 different configurations of 3.2/5.2/7.2/5.2.2/5.2.4/7.2.2/7.2.4/7.2.6/9.2.4.
  - d. subwoofer "three subs", you can choose 9 different configurations of 3.3/5.3/7.3/5.3.2/5.3.4/7.3.2/7.3.4/7.3.6/9.3.4.
- (2) Center speaker: Choose ON or OFF base on your needs.
- (3) Top speaker type: Choose suitable top high speaker and reflective speaker bases on your speaker types.
- (4) Level test/adjust: Test the position of each speaker to see if it is correct, and adjust volume gain of different channels to create correct sound field, balance sound effects. System will close the unnecessary channel adjustments base on your speaker configuration.
- (5) Speaker distance (Latency): In order to achieve the best sound effects, you only need to input the distances between each speaker to the listener's position, system will auto adjust speaker latency.
- (6) Subwoofer: there are four modes of subwoofer: No sub/ one sub /two subs /three subs, choose the one base on your needs.
- (7) Speaker crossover: It's for frequency range of each speaker.
- (8) Filter slope: Set the best filter crossing point slope of high pass and low pass, to create best sound effect.
- (9) Subwoofer Enhance: If bass is not enough, turn on Subwoofer Enhance to create more impressive bass sound effects.( note:L and R need to set into full frequency, or Enhance key can not turn on)

**D. EQ Settings:** There are 6 different modes of Cinema, Music, Karaoke, auto EQ, auto EQ2 and Direct. And Cinema mode, Music mode and Karaoke modes support EQ parameter adjustment for each channel. 11 bands for L, R and center channels. 7 bands for surround, top height channels. 5 bands for subwoofer. Group for LR channels, group for surround channels, group for top height channel and group for subwoofer.

**E. Option:** Provide 11 different settings of Language, Startup settings, Volume options, HDMI option, Information display, No signal standby, Trigger out, Unit, Network Settings, Remote pair and U Driver Log.

(1) Language: Chinese/English.

(2) Startup settings:

- a. Turn on: power up to turn on automatically.
- b. Standby: if unit is in standby when power on, then you need to turn it on manually.
- c. Status before turn off: remember the status of last turn off. If unit is turn off when it is standby status, it will be in standby when reboot. If unit is turn off when it is in ON status, it will turn on automatically when reboot.

(3) Volume options:

- a. Turn on volume: to set turn on volume.
- b. Max volume (IMPORTANT): Set the max volume limit, this can avoid turning the volume into max by misoperation during use.
- c. Volume step: means how much volume will be changed when you press remote volume + or -.

(4) HDMI option:

- a. HDMI output: the amplifier has two HDMI outputs, you can set HDMI 1, HDMI 2, or HDMI 1 & 2 output synchronously (When only connect one HDMI out, suggest to use HDMI 1.)
  - b. Synchronize TV power: ON and OFF switch are available. For ON status, the amplifier can be turned on and off when TV is turned on and off. For OFF status, you need to turn on amplifier manually.
  - c. Standby pass through: turn on this function, when unit is in standby status, audio and video signal from player equipment will output to display equipment directly (such as TV or projector). If set it OFF, this function will not be available.
  - d. CEC signal sources auto control: turn on this function, when unit is ON and when the connected HDMI CEC equipment (such as DVD) is turned on or is playing, the unit will switch to its HDMI channel automatically, no need to switch signal source manually again, but need to make sure it is connected correctly. (This function only support HDMI1 output port, suggest to set it OFF to avoid any mis-operation.
  - e. CEC control: Turn on this function, the remote of this unit can control the connected HDMI CEC equipment.
  - f. HDMI signal formats. There are 4 options available: Auto, Standard, Enhance and Enhance+.
- Enhance display high quality HDMI signal.
  - Auto: Auto adjustment to adapt connected equipment's resolution. (Support 3D, HDR and Dolby Vision).
  - Standard: support HDMI 1.4a format.
  - Enhance: support HDMI 2.1 format.
  - Enhance+: support not only auto adjustment to adapt connected equipment's resolution (Support 3D, HDR and Dolby Vision), but also support HDMI 2.1 format.

(5) Information display:

- a. Display DIM: display window dim level, can adjust from 1 to 10 level.
- b. OSD information: to display content that are playing on the screen, (Off, only display volume, all display.)
- c. OSD info position: can be on top or on bottom.
- d. OSD transparency: can adjust from 0 to 7 level.
- e. Cursor loop: turn on this function, when you select the last item, press again it will go to the first item.
- f. Lighting effect: 5 choices of OFF, Blue, Yellow, Purple and Follow music.

(6) No signal standby:

- a. Turn off, this function does not work.
- b. 5 to 60 minutes adjustable: when there is no input signal, or signal is off, to set the waiting time before the unit go into standby.

(7) Trigger output: always ON, always OFF, follow by signal.

(8) Unit: metric unit/English unit (For speaker distance only).

(9) Network setting: can connect WIFI.

(10) Remote pair: support bluetooth remote, need to pair with the unit.

(11) U Driver Log: ON/OFF (default OFF. When unit is fail, plug in U disk to record the failure information. There is a file create in the U disk, send it to factory for analysis).

**F. save and recall:**

- (1) Save to back up: back up all the current parameter.
- (2) Load from backup: recall the parameter saved last time.
- (3) Load from default: reset the parameter to factory default.

**G. About:**

Provide: firmware upgrade, MCU version, DSP version, OSD version, control board version, Bluetooth name, WIFI version, WIFI MAC address, WIFI IP address, TV connection1, TV connection2, More etc.

## Mobile Phone APP

For better user experience, Tonewinner develop its own App control to match its products, user can finish all below operations and switches on phone. If you are the first time to use Tonewinner App, follow below step1, step2, step3, step4, step5. if you are not the first time use Tonewinner App, follow step5.



- (1) Keep your phone on normal working status.
- (2) Keep your phone with internet access, scan the QR cord here, download the App and install it.
- (3) Amplifier source choose Bluetooth.
- (4) Turn on the Bluetooth on phone and search for AVR-BT, pair it when it appear.
- (5) Turn on the Tonewinner App, and find AVR-BT to pair it. Then the phone will switch to same source as amplifier automatically, and you can conrol the amplifier on phone.
- (6) For more App control, please check product details on Tonwinner's website [www.tonewinner.com](http://www.tonewinner.com)

**Product specifications are subject to change without prior notice.**

## Specification

**S/N:**  $\geq 110\text{dB}$  (A-weighted, 1KHz/1Vrms, analog in, pure mode)

**Distortion:**  $\text{THD} \leq 0.004\%$  (A-weighted, pure mode, 1kHz, analog in)

**Frequency response:** 10Hz-65kHz (+1/-3dB, analog in, pure mode)

**Output level:**  $4\text{Vrms} \pm 1\text{dB}$  ( $\text{THD} = 1\%$ , analog in, analog pure)

**Separation:**  $\geq 90\text{dB}$  (analog in, analog pure)

**Max power consumption:** 30W

**Net weight:** 4.3kg

**Gross weight:** 6.3kg

**Unit dimensions:** 431×304×80mm (W×D×H)

**Packing dimensions:** 560×392×165mm (W×D×H)

**Execution standards:** GB/T9254.1, GB4943.1, GB17625.1

## Equipment Safety Standard: Class II

1. Please read the manual and safety precautions carefully before using.
2. The product should be mounted somewhere ventilated and dry for the convenience of heat dissipation to avoid moisture and lampblack.
3. The safety standard of the machine is II; upon installation, the power plug should be connected to 100-240V~50Hz/60Hz grid.
4. Do not remove the cover during using to prevent electrocution.
5. Do not frequently turn it on or off. Wait a few minutes before turning it on again.
6. When the equipment fails, contact with the product managers where you buy this machine for internal maintenance. To avoid accident, do not open the rear cover for inspection or repair.
7. The plugs, power lines, fuses, power switch, and transformer used on the equipment are all safety parts. Upon change of safety parts, the maintenance department should replace them in accordance with the model and specification specified by our company.

# Problem Shooting

If a problem should arise, first check the following:

- Are the connections correct?
- Is the unit being operated as described in the user manual?
- Are the other devices operating properly?

If this unit does not operate properly, check the corresponding symptoms in this section. If the symptoms do not match, disconnect the power immediately and contact the dealer or store where you purchased this unit.

Problem	Solution
Display screen does not bright with AC power.	1 Disconnect the unit immediately; 2 Check if power socket has electricity; 3 After above two steps, turn it on again.
Remote control is insensitive or does not work.	1 Check if IR remote control sensor is blocked; 2 Change weak batteries.
The unit, display screen & inputs work normally, but there is no output.	1 Check if all cables are connected well; 2 Check if amplifier works normally; 3 Check if volume is too low;
ARC or eARC doesn't work.	1 Make sure the TV supports ARC or eARC. 2 Make sure it's connected to HDMI ARC/eARC ports properly. 3 Make sure the TV turns on the CEC function.

