



## TROUBLE SHOOTING GUIDE

Original Release:	8/07/2019	Tracking Number:	TSG-10001
Current Revision:	1	Written By:	Darrell Robinson
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Description:	Typical AV Connections between Wall Mount Stereos and TVs		

### Typical AV Connections between Wall Mount Stereos and TVs

- **JWM90A A/V System**

- **HDMI**

- “No Image” shows on TV
  - Check source setting in TV menu
  - Check HDMI connections on the TV and JWM90A
  - Check the HDMI cable to ensure it is in good shape
- TV does not turn on when a DVD is placed in the JWM90A
  - Check the HDMI connection to the TV; should be marked (ARC)
- On Air Programming audio does not play through the JWM90A (& connected speakers)
  - Check the HDMI connection to the TV; should be marked (ARC)
  - Check the source setting on the JWM90A; should be set to (HDMI/ARC) as a source
  - Check that the volume is not turned down on the JWM90A for the Zone they are listening in.
  - Check the revision level of the JWM90A; Rev F in 0818 there was an update to solve ARC issues.

CAN WE PUT A SCHEMATIC OF A CORRECTLY CONNECTED HDMI? I like Pictures.

- **Composite**

- Black/White picture
  - Check that the yellow composite video plug is connected to the correct jack
    - On some TV's the composite signal input is shared on the green jack of the component inputs
  - Check that the Red audio connection is plugged into an audio jack and not the Red jack for component video
- No DVD audio on the TV speakers
  - Check the audio connections on the TV (red and white RCA connectors).
    - Some OEM's chose to not connect the RCA audio to the TV since the DVD audio plays directly over the speakers.
    - The customer can choose to add an RCA cable and hook this up on their own if they prefer; it's not an indication of incorrect installation.
      - NOTE: If they play DVD through the TV speakers and ceiling speakers, they may hear an echo effect due to time delay of the audio signal going through the TV's circuitry. They may need to turn off the JWM90A's 3 zones while listening to the TV speakers.
- No on-air TV programming audio plays on the ceiling speakers
  - Check the audio connections on the TV (red and white RCA connectors)
    - Some OEM's chose to not connect the RCA audio from the TV's audio output jacks; it's not an indication of an incorrect installation.
      - The customer can choose to add an RCA cable and hook this up on their own if they prefer.