

# ARCAM AVR360/400 — FAQ

## Part 1 -Audio

### Audio Source Setup (no audio from source)

Within the Input Config setup page you must assign the source of audio depending on the input being configured the options will be either ANALOGUE or DIGITAL (CD,AUX,DISPLAY) or with regards to a Video input (BD,AV,SAT,PVR,VCR) the options will be HDMI, ANALOGUE, DIGITAL.

### Set-top box setup when using HDMI

When using HDMI connection, set-top boxes should be connected using HDMI for video & optical/coaxial SPDIF for audio. The input video source should be set to HDMI, the audio source digital. i.e Optical / SPDIF from the set top box.

### Speakers assigned as Small during auto set-up

This is due to the in-room measured performance of the speaker i.e a speaker may be physically large but acoustically small in the listening room i.e -3dB performance below 40Hz and the presence of a Subwoofer.

### Room EQ guidance

When running EQ ensure that the microphone is placed at ear level at the listening position ideal equidistant from either left or right speaker and with the Arcam badge facing forwards – avoid sitting the microphone on a pile of cushions as this may add artificial high frequency damping causing the AVR to boost frequencies artificially.

### Subwoofer distance is completely wrong when running Auto EQ

This will happen if the Subwoofer in the system has it's own EQ DSP causing an audio delay on the LFE channel – hence the sub distance is increased to take this extra delay into account. You should keep the measured distance for best bass timing.

### No subwoofer output

When playing back from a 2 channel source and applying any of the Dolby (ProLogic) or DTS (Neo:6) modes, these sources do not contain a discrete .1 LFE channel so if all speakers are set to large within the speaker sizes menu no bass management is performed and no low frequency audio will be directed to the Subwoofer, low frequency audio will however be redirected to the subwoofer from any channels assigned as small at the pre-determined crossover point within the speaker sizes menu.

### Dolby Volume

The Dolby Volume leveler within the input configuration options is a global control and is used to set the desired volume level for the input. Any input that has Dolby volume function set to on within the input config setup will match this desired gain setting.

### Subwoofer Hum during input switching

This is a sign that the Subwoofer gain is set excessively high and the AVR's Subwoofer trim is set low – in effect this causes the subwoofer to amplify any residual switching noise on the LFE channel – try setting the Subwoofers own gain to around half and recalibrate aim for +/- 3dB of the trim menus centre point.

### To enable HDMI audio return path (audio back from display device) when the display input is selected

Within the General set up page set.

CEC control to ON

ARC control to ON

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## Part 2 -Video

### Intermittent short term drop of video or total lack of video.

During movie playback (usually) at 1080p, and (3D models) if the video is present with the menu up, but not in bypass, this can be an indication that the data received by the panel projector is on the edge of usability – try substituting the output cable if this is the longest run – if not try the input cable.

Also confirm the cable is capable of carrying high speed signals. In some older installations where existing cables are used to carry 1080i/720p signals these cables may need to be replaced with high speed cables capable of 1080p/24 operation or in the case of 3D certified High Speed cables.

Remember HDMI cables become an integral part of the whole system not only sending video/audio signals but the all important HDCP protocol data.

### Video Source Setup (no video from VCR HDMI input)

In firmware v2.24 and previous issues, the VCR input is by default assigned to the composite video input and should be reassigned to the HDMI input by opening the Input config menu under the VCR heading and setting the Video source to HDMI. The default for ALL video inputs is HDMI for firmware versions later than v2.24

### Use of analogue video inputs

As above the installer must reassign the relevant video path from the HDMI default within the input config video source – options are (HDMI, Component, s-Video, Composite)

### Green line on the side of the screen

In several cases, this has been shown in several cases to be due to the EDID information from the display requesting an incorrect sync polarity which shifts the image. Types of displays showing this should be reported to the manufacturer and Arcam. This may be overcome on most panels/projectors by selecting the Overscan option (screen zoom between 2 and 5%) on some Sony panels this is assigned per input.

### Flicker on-screen or screen goes blank when selecting to play a Blu-ray from the navigation menu

This is due to the display device relocking to a different frame rate usually a transition from 1080p 60 to 1080p 24 – this is perfectly normal and an action of the panel/projector relocking to the new frame rate.

### HDMI video output setup (very important)

The default video output resolution setting is preferred. Many displays still request 1080i as their preferred resolution. If this is the case, a 1080p 24fps source will result in no video. To correct this, change the output resolution from preferred to 1080p.

The default output frame rate is auto, which will only output frame rates the display indicates it is capable of in its EDID. Some displays do not indicate they can handle 24fps signals in their EDID. If this is the case, then changing the output resolution to follow input will force a 24fps for such a source.

### Use of 3D material

To switch 3D material via the AVR400 you must set the Video Outputs set up to BYPASS as seen under the HDMI output resolutions drop down options

### Unable to set the source blu-ray player to 24fps

In some circumstance certain brands of blu-ray player may show the 24fps setting option as grayed out or unelectable this may be caused by the player not re-reading the EDID back from the display device – in this instance you should.

1. Physically disconnect the HDMI cable and then reinsert at the Blu-ray players output.
2. Connect the player directly to the panel just for calibration of the 24fps setting.

### Viera Link

It would appear that many Panasonic source devices such as Bluray/set top products have as default Viera link set to on – this may cause the player to ignore your specified output resolution after a standby cycle i.e you have adjusted the output resolution and moved from auto to 1080p after standby cycle the player has reverted to 1080i or another resolution – ensure that Viera link is switched off to cure this issue.

### Switching of 3D video source material

If installing a 3D capable version of the AVR600/AV888 you must set the product to Video BYPASS. This option is found within the Video Output Resolution settings. Please note video Bypass is only available on Output 1.

### Changing Video output resolution from remote

Simply press the AMP button on the remote follow by Shift then within 1 sec press the Right arrow – you will see the current resolution display –press Shift and the Right arrow again and the AVR will move to the next resolution.

### Bypass of HDMI in standby

HDMI bypass when the unit is in standby (3D models) is not possible due to the HDMI PCB being powered down to save power.

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## Part 3 - Network

### **Network response is slow or dropping out**

Check that the local network is not suffering from heavy traffic from other users (e.g. a PC using P2P filesharing software). This can cause slow response times to request from the AVR to the vTuner service or uPnP server.

Also, heavy local traffic can cause the playback of files/internet radio stations to stop due to insufficient data bandwidth.

### **FLAC/other files do not appear when using uPnP (OK if played from USB)**

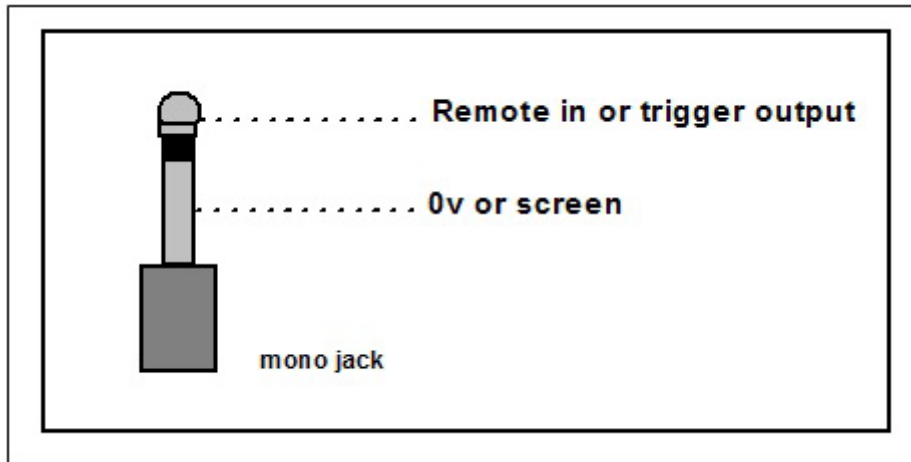
Check the uPnP server supports the FLAC file format. E.g. At the time of writing Windows Media Player does not support FLAC files so if this is used as the uPnP server, the AVR will not be made aware of any FLAC files stored. 3rd party CODECS and alternative uPnP server applications are available if required.

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## Part 4 - CI, tricks & shortcuts

### Remote input and trigger outputs

These are for use with Mono jacks and should be wired as the below diagram indicates. Please note: as is typical of this type of remote input external remote eyes such as a Xantech Dinky Link will require an external +12v regulated power supply as recommended by the supplier.



### No RS232 Control

The out of box default setting for the RS232 control port is OFF this can be switched to ON within the General Setup menu it will be seen as the last option under the heading RS232 control.

Software update is available from <http://www.arcam.co.uk/extranethome/tor>

### Tricks & shortcuts

Changing the video output resolution from the remote control

Simply press the AMP button on the remote follow by Shift then within 1 sec press the Right arrow – you will see the current resolution display –press Shift and the Right arrow again and the AVR will move to the next resolution.

This is useful if the AVR output resolution has been set to a resolution that the display device is not compatible with.

Update from USB

On the front panel press Mode + Display then O.K

Display software version

On the front panel press Info and Volume +

Full reset from front panel

On the front panel press Info and Zone for +3 seconds (AVR will display Standby and then restart)

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## Part 5 - HDMI fault-finding tips

Simply taking an AVR out of the loop and connecting direct from source to panel to achieve a picture does not indicate that the Receiver in the middle is at fault...!!

### Random pixels on screen (noise) - an extreme case is shown below, but the effect can be more subtle



This is typically a problem caused by the cable either between the source component and AVR or most likely from the AVR to the Panel or PJ (the longer length)..

Call up the set up menu on the AVR. Is this stable and free of noise? If so the length between the AVR and panel is o.k and the source to AVR link is suspect..

If noise is still present or picture disappears completely then the link between the AVR and Panel may be the culprit try an alternative brand or shorter cable..

Other cable symptoms maybe more obvious and result in

- No image, pink screen / blue screen or any other solid color including black (although the Panel appears to be receiving a picture)
- Picture flashing – disappearing

### Pink / Green / No picture

This may indicate a HDCP failure and may happen briefly during Movie playback...

Are all sources affected? – i.e A picture can be achieved from the Cable Box / Satellite receiver but not the BD player – this is unlikely to be an AVR failure if one source is operational, take the cable connected to the operational source and connect this to the non-operational source i.e BD player can a picture now be seen? Cause = Cable.

### Still no picture?

Connect the BD player direct to the panel and if applicable set the video set-up options to 1080p (if applicable) rather than auto – now re-introduce into the AVR into the system.

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## Part 6 - Control your AV with a SKY+ remote

### First find the code for your TV (see SKY+ Handbook or Online)

When you have your code:

1. Cover the end of your SKY+ remote control with your hand (to prevent IR transmission) and press the tv button.
2. Remove your hand, then hold select and the red button together until the LED blinks twice.
3. Enter your four-digit setup code and press select.
4. Cover the end of your SKY+ remote control and press sky.

If this works, test the remote by changing your TV volume. Please remember that some TV functions may not be supported by your Sky remote, but the basic standby and volume functions should work once you've put your code in.

### Programming your SKY+ remote to control your ARCAM amplifier

ARCAM Amp Codes: 0669 or 0297

1. Turn on you ARCAM amplifier. Cover the end of your SKY+ remote control and press the tv button.
2. Remove your hand, then hold select and the zero (0) button together until the LED blinks twice.
3. Enter one of the ARCAM four-digit setup codes. The LED should flash twice to confirm the code was entered successfully.
4. Use the left navigation button on the SKY+ remote control to try and switch the AV Amplifier into standby. If the standby command works then the correct code has been selected. If not, then repeat steps 1 – 3 but using the alternative ARCAM code.

### Controlling the Volume

If you are in SKY+ mode you can control EITHER the TV volume OR the AV Amp volume, depending on the punch through setting - but not BOTH.

When you are in TV mode, you can control BOTH volumes. Which one is controlled by the standard volume controls will be set as per the punch through setting (see below). The other device will be controlled by the up/down cursor keys. Please note that the mute button on the SKY+ RCU does not map to the "mute" command on the ARCAM Amplifier (you can only control Volume + and Volume -).

### Volume Punch Through

This allows you to control the volume of you ARCAM Amplifier while in both TV mode SKY+ mode.

To program punch through:

1. Press the tv button
2. Hold the select and the one (1) button until the LED blinks twice

To undo this feature:

1. Press the tv button
2. Hold the select and the two (2) button until the LED blinks twice

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## Part 7 - Zone 2

### What inputs can I listen to in Z2?

All inputs are available on Z2 but any external inputs must be connected via analogue. Internal inputs (tuners etc.) are converted to analogue internally.

### What video inputs can I watch in Z2?

Any input that has a video input can be viewed in Z2 but again it must be connected via composite.

### How can I control Z2 from Z2?

There are two ways:

1. RS232 – there are explicit commands for Z2 available, refer to custom install notes on the TOR.
2. IR – There is a dedicated IR jack for Z2 on the back of the unit for use with dinky links or similar. This allows use of the supplied CR102 remote to be used in Z2. Note that the remote needs to be set to AMP mode to enable it to control the AVR.

### How can I control Z2 from Z1?

Again, there are two ways:

1. From the front panel – Press the zone button on the front of the unit so it shows the status of Z2, the remote and front panel will now control Z2. Note the remote must be in AMP mode for this to work.
2. IR – Press shift followed by OK, this has the same effect as pressing the zone button on the front panel and allows control of the zone via the remote control.

### I want Z2 to be a copy of Z1, make that happen!

Set the input in the Z2 menu to “follow Z1”, again any inputs that are required in Z2 must be connected via analogue to the AVR.

### The Z2 OSD is flashing/ corrupted, what gives?

The zone 2 OSD needs to be set to match the video standard, PAL or NTSC.