

HOME ELECTRONICS FAQs

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General home audio

"I can't get any sound out of my unit. What's wrong?"

It could be one of a couple of things. Here are a few things to check before bringing it in for service:

1. Check that MUTE is OFF.
2. Check that the Tape 2 Monitor is OFF.
3. Did you accidentally overdrive the amplifier? If so, turn the volume down, then turn the unit OFF and then ON again.
4. Check the speaker wiring and connections to see if anything has come loose or to see if there is bare wire. If so, fix the connection or replace the wire.
5. If you have an equalizer, double-check its connections. Make sure the IN goes to OUT and OUT goes to IN.
6. If you've checked everything, then it might be time to refer to an [authorized Kenwood dealer or service center](#).

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Digital

"I am getting sound from my unit, but I can't choose Dolby Digital when using my DVD Player. Why?"

1. Check that the DVD player is set to either Bit Stream, Dolby Digital or AC-3; if it's in the PCM mode you will not get Dolby Digital.
2. Check that the input of the receiver is set to Digital. If set to Analog you will not get Dolby Digital.
3. Check that the software is recorded in Dolby Digital 5.1. You can usually check the case for the recording type.

"I can't get sound from my digital component (DVD player, LD player, MD player, etc.). Why?"

1. Check that the proper digital cable (digital optical, digital coaxial, etc.) is connected.
2. Check that the input of the receiver is set to Digital. If set to Analog, you will not get Dolby Digital.
3. Check that MUTE is OFF.
4. Check that the Tape 2 Monitor is OFF.
5. Did you accidentally overdrive the amplifier? If so: 1) turn volume down; and 2) turn the unit OFF and then ON again.

1. Check the speaker wiring and connections to see if anything has come loose or to see if there is bare wire. If so, fix the connection or replace the wire.
2. If you've checked everything, then it might be time to refer to an [authorized Kenwood dealer or service center](#).

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Receivers

"How do I get the picture from my video component (VCR, DVD, LD, etc.) to display?"

1. Check the Monitor Out connection on the back of the receiver/amplifier. Be sure it is connected to a video input.
2. Check the TV settings. Be sure to select the correct TV input.
3. Check that the video component (VCR, DVD, LD, etc.) is connected to the receiver's/amplifier's video input.

"My unit will not turn on. Why?"

1. Check that the power cord is plugged into a working outlet.
2. Remove the speaker wires, power the unit ON, then OFF, and then reconnect the speaker wires.
3. Press and hold the power button for about 2 seconds, release the power button, and then turn the unit ON.

"I'm not getting Dolby Surround Pro Logic from my receiver. I only hear sound from the center speaker (even though everything works fine in Stereo mode). What's wrong?"

1. Make sure that the source material (videotape, laser disc, or TV broadcast) is in Stereo or Surround sound.
2. Make sure that your TV's audio signal is in Stereo (check your TV audio settings) and check to see that the program is being broadcast in Stereo.

"I'm not getting Dolby Surround Pro Logic from my receiver. I cannot hear sound from the rear speakers (even though everything works fine in Stereo mode). What's wrong?"

1. Make sure that the source material (videotape, laser disc, or TV broadcast) is in Stereo or Surround sound.
2. Make sure that your TV's audio signal is in Stereo (check your TV audio settings) and check to see that the program is being broadcast in Stereo.
3. Check that the speaker connections are good.
4. Check that the VCR audio is set to HIFI.
5. If the VCR's audio is running into your TV and then from your TV to your receiver, make sure you are using composite audio cables. In many cases using coaxial cables degrades the audio signal enough that you will not get surround sound.
6. If your component (other than the receiver) has a built-in processor, make sure that processor is turned OFF.

"When I increase the volume on my receiver, the numbers on the display go lower. What's wrong?"

The volume on your display is shown in decibels in relation to a pre-set reference level (this reference level is 'zero'). So, when the volume is set below the zero level, it's shown with negative numbers. As you increase the volume, these negative numbers get smaller.

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Phono/Turtables

"I just connected a new turntable to the Auxiliary (AUX) jack on the back of my Kenwood receiver or amplifier, but the audio is very low. How do I fix this?"

We hate to do this to you, but you'll need to buy a small piece of equipment: a phono pre-amp. Connect it between the turntable and the AUX jack on the mini system. It'll take care of the problem by amplifying the lower signal produced by most turntables. (By the way, our P-100 Turntable has its own selectable phono preamp, so it doesn't need the added piece of equipment.)

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CD Players

"I put a disc in my CD player, then selected Play. The display shows 'No Disc'. What's wrong?"

1. Check that the disc is in the correct position (see owner's manual referencing label side placement).
2. Check that the disc is clean and dust/scratch free.
3. Dry up any possible condensation by turning the unit ON and leaving it ON for a few hours.

Condensation may occur when the unit is moved from a warm place to a cold place, and there is a large temperature difference.

If you are playing a CD-R, keep in mind that the quality of the recorder and disc may affect the readability of the CD.

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Cassette Decks

"I can't get my cassette deck and CD player to use the recording feature to make tapes from CDs. Why not?"

Try one of these:

1. Check to make sure that the erase-protection tabs are intact on your blank tape.
2. Make sure that the tape is in the record side of the deck.
3. Make sure that most of the tape is wound on the left side of the cassette and that the play direction arrow, on the record side of the deck, is pointing to the right.

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Remote Control

"I can use a set-up code to tell the remote how to operate my audio and video components, but the remote won't control my brand new TV. I've tried everything. What's wrong?"

There's nothing wrong with what you've tried. We try very hard to make sure that we have the set-up codes for all audio and video components on the market at the time we sell a programmable remote. However, it's likely that the codes for your new TV weren't available in time for your remote. A bit of good news: some Kenwood components support our [FutureSet](#) remote control. This allows for downloading of new codes into your remote via the telephone.

"I cannot control my Kenwood CD player and cassette deck with my Kenwood receiver remote. Why not?"

1. Check that the system control cords are Stereo type. (To identify Stereo type plugs, look for two bands around the connector tip.)
2. Check that the system control mode is set the same on all units. See your owner's manual for how to select the correct system mode.

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Portable CD Players

"My portable CD player will not play CDs."

1. Check that this "HOLD" switch is in the OFF position.
2. Check that the CD is securely anchored into place.
3. If you are playing a CD-R, keep in mind that the quality of the recorder and disc may affect the readability of the CD.

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