

Parasound's Basic Troubleshooting Guide

Below we have listed the most common issues Parasound receives inquiries about, along with our best suggestions on how to diagnose and hopefully remedy these issues.

Buzz/ Hum – Heard through the speakers

Possible Cause #1: cable or satellite TV

Test: Disconnect the incoming cable line from the cable or satellite box. If this eliminates the hum/buzzing it indicates that the cable TV or Satellite TV company ground is different than your house's electrical ground.

Solution: A device called a "Cable TV Ground loop Isolator" which connects between your incoming cable line and the cable box or satellite receiver.

- https://www.amazon.com/dp/B00B2HFE2O/ref=cm_sw_em_r_mt_dp_U_5CzCDbEHEY727
- <https://www.parts-express.com/jensen-iso-max-vrd-1ff-75-ohm-inline-digital-catv-isolator-hum-eliminator--246-0121>

Possible Cause #2: Various audio and video components plugged into different AC outlets

Solution: If your AV components are not all plugged into the same electrical circuit in your house it can cause a ground loop. A ground loop can cause hum or buzz to be heard in your speakers. You can generally solve this by plugging all your components into the same power strip or AC outlet or at least the same house circuit. Don't forget about your TV, projector or subwoofer which may not be located in the same area as your audio equipment.

Other possible solutions:

- A. When possible, use balanced XLR cables between your preamplifier and Parasound power amp
- B. When rack mounting, use insulated "shoulder" washers on both the front and rear sides of the rack mount before attaching its bolts to the equipment rack rails.

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Other possible solutions (continued)

- C. Household light dimmers can cause hum in your system. Trying to turn light dimmers totally off and see if the hum or buzz is still present.

If all of this fails to eliminate the problem, please contact Parasound's service team.

Buzz/ Hum coming heard from the chassis of the unit

- Try turning off any large appliances such as washing machines and electric heaters.

Unit will not power on or stay powered on

Possible Cause: Turn On Options Switch is not set to Manual

Test: Check the position of the Turn On Options switch on the rear of the unit

- If the switch is set to "manual" The front panel power button will power on/off the amplifier.
- If the switch is set to "Audio" the front panel power button is disabled. The amplifier will only power on with an incoming audio signal of sufficient voltage (volume level).
- If the switch is set to 12V the front panel power button is disabled. The amplifier will only power on when 12 volts is present at the amplifier's 12V input jack. This method can only be used if you preamplifier or surround sound processor has a 12V trigger output.

Thank you!

Parasound Service Team