

denon avr 687 manual

ENGLISH

Troubleshooting

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If a problem should arise, first check the following.

3. Are the connections correct?

2. Have you operated the receiver according to the Operating Instructions?

3. Are the speakers and other components operating properly?

If this unit is not operating properly, check the items listed in the table below. Should the problem persist, there may be a malfunction. Disconnect the power immediately and contact your store of purchase.

Symptom	Cause	Measures	Page
Display not lit and sound not produced when POWER switch set to on.	• Power supply cord not plugged in securely.	• Check the insertion of the power supply cord plug.	18
Display lit but sound not produced.	• Speaker cables not securely connected. • INPUT SELECTOR knob position is not appropriate. • Volume control set to minimum. • MUTING is on. • No digital signal is being input.	• Connect securely. • Switch to the proper position. • Turn volume up to suitable level. • Switch off MUTING. • Properly select a digital signal input source.	8 19 19 20 41
Nothing is displayed on monitor.	• AVR687's video output terminals and monitor's input terminals are not properly connected. • Monitor's input setting is wrong. • Player connected with component terminal, TV connected with video terminal (yellow) or S-Video terminal.	• Check that the connections are correct. • Set the monitor's input selector to the terminal to which video signals are connected. • Downconversion is not possible for progressive video signals. Make the interlace settings on the player.	8, 13 - 18 — —
No DTS sound is produced.	• DVD player's audio output setting is not set to bit stream. • DVD player is not DTS-compatible. • AVR687's input setting is set to analog.	• Make the DVD player's default settings. • Use a DTS-compatible player. • Set to "AUTO" or "DTS".	— — 19
Copying from DVD to VCR is not possible.	• Copying between a source such as DVD and a VCR is not usually possible, as DVDs are often encoded with copy-protection signals that prevent VCR recording.	• Copying is not possible.	—

Symptom	Cause	Measures	Page
No sound is produced from subwoofer.	• Subwoofer's power is not on. • Subwoofer's initial setting is set to "MUTE". • Subwoofer's output is not connected. • The subwoofer's channel volume level is set to "OFF".	• Turn on the power. • Set the setting to "YES". • Connect properly. • Turn the subwoofer's channel volume level up.	— 46, 46 8 30
No test tones are produced.	• Surround mode is set to a mode other than STANDARD (Dolby/DTS Surround).	• Set to STANDARD (Dolby/DTS Surround).	—
No sound is produced from surround speakers.	• Surround mode is set to "STEREO".	• Set to a mode other than "STEREO".	—
This unit does not operate properly when remote control unit is used.	• Batteries dead. • Remote control unit too far from the unit. • Obstacles between this unit and remote control unit. • Different button is being pressed. • IR and IR ends of batteries inserted in reverse.	• Replace with new batteries. • Move closer. • Remove obstacles. • Press the proper button. • Insert batteries properly.	3 3 3 — 3
Power has turned off and the power indicator is blinking red.	• The set's internal temperature has risen and the protection circuit has been activated.	• Put the AVR687 in a well-ventilated place. • Turn off the power, then wait for the set to fully cool off before turning the power back on.	8 8
	• The core wires of the speaker cables are touching each other or the AVR687's rear panel, activating the protection circuit. • AVR687 is malfunctioning.	• Check the connections of all the speaker cables. • Turn off the power and contact a DENON customer service center.	8 8
Sound is only produced from the center speaker.	• You are playing a monaural source (TV, AM radio broadcast, etc.) in the STANDARD (Dolby/DTS Surround) mode.	• When playing monaural sources, select a surround mode other than STANDARD (Dolby/DTS Surround) mode.	29
"DOLBY DIGITAL" is not displayed.	• DVD player's digital audio output setting is not proper.	• Check the DVD player's audio output setting. For details, see the DVD player's operating instructions.	—
"CHECK ANTENNA" is displayed in the XM mode.	• AVR687's XM connectors and the XM Passport System is not properly connected. • The signal cannot be received.	• Check that the connection are correct. • Reposition your XM Passport System.	32 32

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