

## ELAC ConneX Troubleshooting Guide

### 1. First Check for all inputs

Before troubleshooting a specific input

- Confirm speakers are powered on.
- Confirm the active and passive speakers are connected securely.
- Confirm the correct input is selected.
- Confirm source volume is turned up.
- Confirm mute is off on both the source and ConneX.

### 2. HDMI ARC / eARC Troubleshooting

No Sound from TV

- Ensure HDMI cable is connected to the TV's HDMI ARC/eARC port.
- Set TV audio output to External Speaker / Receiver / HDMI ARC.
- Enable HDMI-CEC (Anynet+, Simplink, BRAVIA Sync, etc.).
- Set TV digital audio output to PCM for testing.

Audio/Video Out of Sync

- Set TV audio output format to PCM.
- Turn eARC Off for testing.
- Disable Dolby Atmos processing.
- Set TV audio delay to 0 and adjust if needed.
- Disable Adaptive Sound, Auto Volume, AI Sound, and virtual surround.

TV Remote Does Not Control Volume

- Confirm HDMI-CEC is enabled.
- Use a certified HDMI cable.
- Power cycle TV and speakers.
- Disconnect other HDMI devices temporarily.

Netflix / Streaming Apps Are Quieter

- This is often normal due to dynamic range differences.
- Set TV audio format to PCM.
- Disable Dolby Atmos and sound enhancement modes.

### 3. Optical Input Troubleshooting

#### No Sound

- Ensure optical cable clicks firmly into both devices.
- Set source output to PCM stereo.
- Confirm ConneX input is set to Optical.
- Remove plastic caps from optical cable ends.

#### Distorted or Intermittent Audio

- Set source digital output to PCM.
- Do not use Dolby Digital, DTS, or Bitstream modes.

#### Volume Differences

- HDMI and Optical inputs may have different signal levels depending on the TV.

### 4. USB Audio Troubleshooting

#### No Sound from Computer

- Select ConneX as the computer's audio output device.
- Use a data-capable USB cable.
- Restart the music app after selecting the device.

#### Low Volume

- Check system, app, and browser volume settings.
- Set computer volume to 80–100% for best performance.

### 5. Bluetooth Troubleshooting

#### Cannot Pair

- Select Bluetooth input.
- Put ConneX into pairing mode.
- Remove previous pairings and reconnect.

#### Audio Dropouts

- Move source device closer.
- Reduce interference from routers and metal objects.

#### Low Bluetooth Volume

- Check phone volume and app volume.
- Disable volume normalization for testing.

### 6. Analog Line Input Troubleshooting

#### No Sound

- Confirm RCA cables are connected properly.
- Select Analog input.

- Confirm source volume is up.
- Ensure Phono/Line switch is set to Line

#### Low Volume

- Increase source output level.
- Use fixed-level line outputs where possible.

### 7. Turntable / Phono Troubleshooting

#### Very Low Volume

- Use Phono mode for turntables without built-in preamps.
- Use Line mode for turntables with built-in preamps enabled.

#### Hum or Buzz

- Connect the ground wire.
- Keep RCA cables away from power cords.

#### Distorted Sound

- Avoid double phono preamp configurations.

### 8. Subwoofer Output Troubleshooting

#### No Subwoofer Sound

- Verify RCA connection from Sub Out to subwoofer.
- Ensure subwoofer power and gain are turned on.

#### Too Much or Too Little Bass

- Adjust crossover, gain, phase, and placement.

### 9. Volume Differences Between Inputs

Volume differences between HDMI, Optical, Bluetooth, USB, Analog, and Phono inputs can be normal because each source outputs different signal levels.

#### Examples:

- Music apps are often louder than streaming video services.
- Bluetooth volume depends on phone settings.
- Optical and HDMI may be processed differently by the TV.