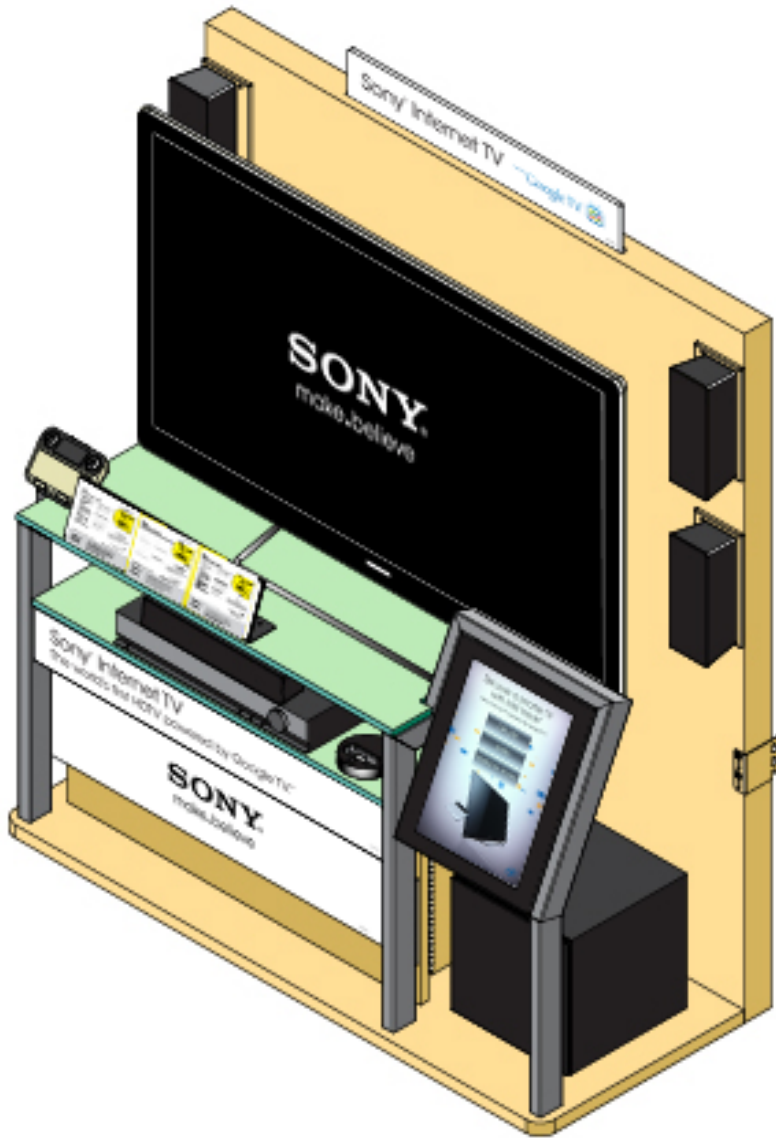


SITV / HT-SS380 Endcap at Best Buy

Troubleshooting Guide



NOTE: There is only audio heard through the HT-SS380 Home Theatre Speaker System when selecting **LEARN**, then one of the three options that you are presented with on the touch screen; **Complete and Powerful Search**, **Personalize** or **Search Made Simple**. The looping video, the **EXPLORE**, and **POWER OF SOUND** options have no audio.



Touch screen
image 1



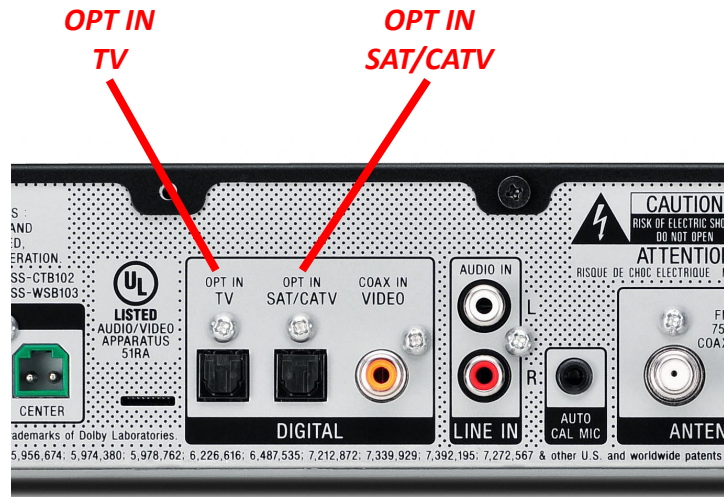
Touch screen
image 2

SITV / HT-SS380 Endcap at Best Buy

Troubleshooting Guide

1

Ensure the Optical Digital Cable (Toslink) is connected from the back of the computer to either the **OPT IN TV** or **OPT IN SAT/CATV** on the back of the HT-SS380 receiver.



Set HT-SS380 receiver input to either the **TV** or **SAT/CATV** to match the input that the Optical cable was plugged into. *To verify if correct, there will be an **OPT** above the input that the cable is plugged into.*



2

Set the HT-SS380 receiver volume to 18 using the rotary dial on the front of the receiver unit.



NOTE: This is the ideal volume level for most retail environments; adjust as deemed sufficient by store manager.

TESTING: On the touchscreen, select **LEARN**, then one of the three options that you are presented with on the touch screen; **Complete and Powerful Search, Personalize** or **Search Made Simple**. These are the only options that contain audio.

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Troubleshooting Guide

3

According to the manual for the HT-SS380 (page 43), the default setting for AUTO STBY (Auto Standby) out-of-the-box is STBY ON, which will shut OFF the receiver after 30 minutes when there is no signal being sent to the receiver. Since the video loop contains no audio, and the audio cable is the only input to the receiver, if no consumer interacts with the display for 30 minutes the receiver will shut itself OFF. To remedy this, change this option using the HT-SS380 remote.



- **AMP MENU**
- **DOWN ARROW** until at **SYSTEM**
- **RIGHT ARROW**
- **DOWN ARROW** until at **AUTO STBY**
- **RIGHT ARROW**
- **DOWN ARROW** until at **STBY OFF**
- **AMP MENU**

4

Make sure the following are confirmed:

- There are no other products on this display (Blu-ray player or other). If there are, remove them and notify store manager.
- There is only one ethernet cable (for internet) and it is connected to the computer. If there is an additional ethernet cable attached to the NSX-46GT1 TV, unplug it and remove it from the endcap.
- There are no batteries in the remote for the NSX-46GT1 SITV. If there are, remove the batteries and notify store manager.
- There are no connections to the back of the HT-SS380 receiver except for the speaker wires and Optical Digital cable. If there are other cables connected, remove them and notify store manager.
- There are no connections to the back of the NSX-46GT1 TV other than the HDMI from the computer. Make sure to set the TV input to match the input the HDMI cable is in.