VM1 Troubleshooting Guide

General Notes

DO NOT UNPLUG VMR1 RECEIVERS WHILE VM1 IS POWERED ON: The power for the VMR 1 receiver's grounds through the television it is connected to. The television's video input can be damaged if the VMR1 receiver's are "Hot Swapped. " Please insure that the television and the VM1 are powered off before the VMR1 is connected or disconnected.

For all VM1-4UC users

Sources 1 & 4 are factory defaulted for composite video. To use component or S-Video inputs, the internal switches must be changed. Please refer to the installation manual for this procedure.

For all VM1-8UC users

Sources 1 & 4 and 5 & 8 are factory defaulted for composite video. To use component or S-Video inputs, the internal switches must be changed. Please refer to the installation manual for this procedure.

Troubleshooting Guide

PROBLEM	*CAUSE*	*ACTION*
Loss of picture / VM1 is clicking	Bad power supply or wrong power supply is being used	Check to insure that the A-PS power supply (24 volts) is connected. Test power supply for 24 volts
Red (Pr) and Blue (Pb) colors are reversed	RJ 45 connector is wired to T568B standard	Rewire the RJ45 connector to the T568A standard
No picture	Video Sync (Y) is carried on the Brown White / Brown Pair	Check the Brown White / Brown Pair on the CAT-5 , Punch Down, and RJ45 connector
Red (Pr) is missing from the picture	Red (Pr) is carried on the Orange White / Orange Pair	Check the Orange White / Orange Pair on the CAT-5 , Punch Down, and RJ45 connector
Blue (Pb) is missing from the picture	Blue (Pb) is carried on the Green White/green Pair	Check the Green White / Green Pair on the CAT-5 , Punch Down, and RJ45 connector
VMR1 receiver's power indicator is not lit	Power is carried on the Blue White/ Blue Pair	Check the Blue White / Blue Pair on the CAT-5 , Punch Down, and RJ45 connector
Russound keypads are not controlling the VM1	RNET communication is carried on the Blue Pair on the RNET link.	Check the Blue White/ Blue Pair on the RNET cable and RJ45 connectors
No control of VM1 on Zones 7 & 8 / Keypads in zone 7 & 8 operate Zones 1& 2	Controller ID (on CAV/CAA/CAM) is set incorrectly	Set controller ID on the controller to reflect controller 1, 2 , 3, etc.
Video sync issues for CAT-5e runs less than 50 feet	VMR1 Receiver may require re-calibration	Temporarily extend CAT-5e cable by 50 feet to see if problem is resolved. Try swapping with a working VMR1 from another zone. Call Russound Dealer Support.
Color or picture stability issues	DC voltage may be present on the video output signal of the source, common on some cable/ satellite boxes.	Use a DC blocker such as Audio Authority's Model 1183 Active Video DC Blocker.

Russound 5 Forbes Road, Newmarket, New Hampshire 03857 USA 603.659.5170 www.russound.com
Technical Support: 8:30 AM ET to 7:00 PM ET 866.888.7466 (toll free in the USA)

©2010 Russound. All rights reserved. All trademarks are the property of their respective owners. Specifications are subject to change without notice. Russound is not responsible for typographical errors or omissions.
KAW Rev. 1 03/17/10