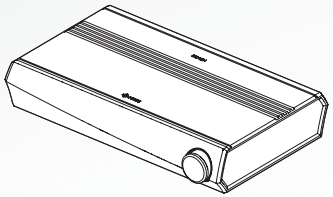
HEOS®
BY DENON

HEOS AVR QUICK START GUIDE

BEFORE YOU BEGIN

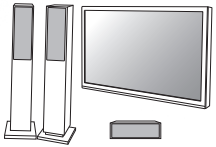
The HEOS AVR is designed to add HEOS multi-room audio functionality to your home theater.



Make sure you have the following items in working order:

Wi-Fi Router
& Internet Connection

Apple iOS, Android or Kindle mobile device connected to your network



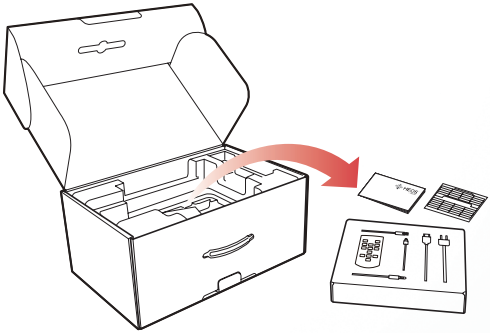
TV, Wired front Speakers
& Speaker Wires

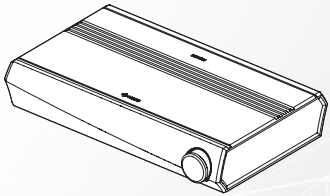
OPTIONAL

Two wired or wireless surround speakers and a wired or wireless subwoofer.

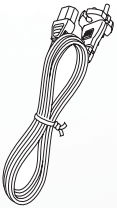
STEP 1: UNPACK

Carefully unpack your HEOS AVR.

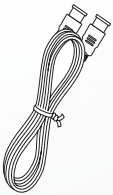




Verify that the following items are included in the box.



Power cord



HDMI cable

Ethernet cable

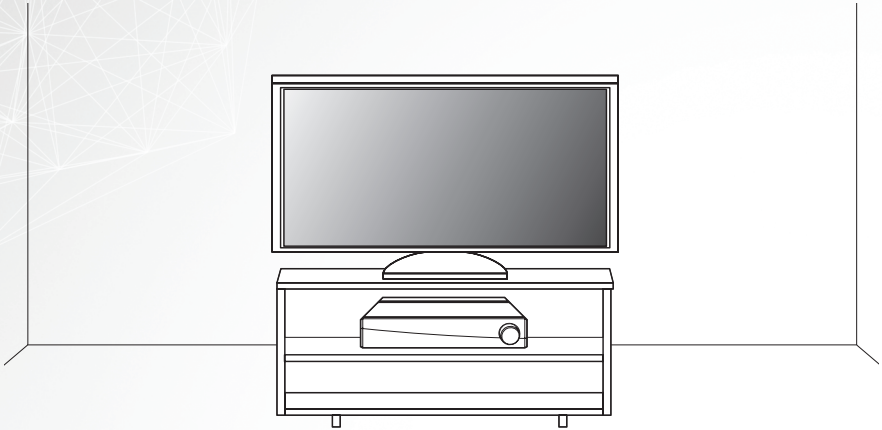
3.5 mm setup cable

Optical cable

Remote control unit

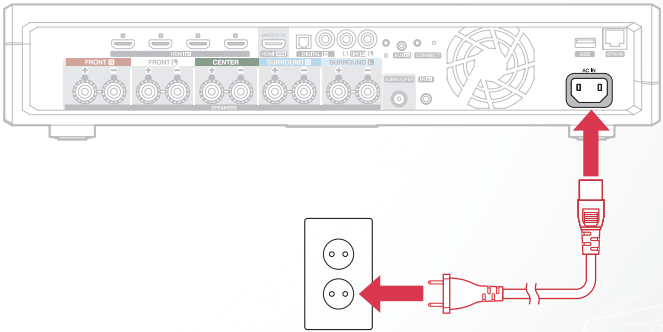
STEP 2: PLACE

Place the HEOS AVR at a convenient location near the TV.



STEP 3: CONNECT

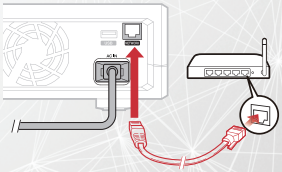
Connect the power cord between the HEOS AVR and a wall outlet.



OPTIONAL

If you are connecting the HEOS AVR to a wired network, connect the included Ethernet cable between the HEOS AVR and your router.

Do not connect the Ethernet cable if you are connecting your HEOS AVR to a wireless network.



STEP 4: CONTROL

1 Download the HEOS App.

Go to the Apple Store, Google Play or Amazon App Store and search for “HEOS” to download and install.

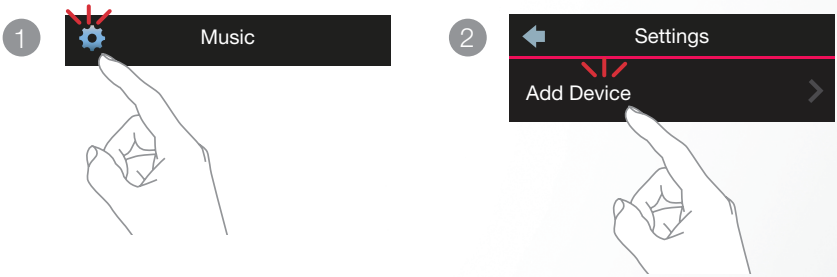
Download on the App Store

GET IT ON Google Play

amazon Available at amazon

2 Launch the HEOS App and follow the instructions in the app to complete the setup and configuration of the HEOS AVR.

STEP 5: ADD DEVICE



ENJOY!

OWNER'S MANUAL

- For more information, visit www.HEOSbyDenon.com
- Refer to the Online Manual for other functions information and operation procedure details.
  manuals.denon.com/HEOSAVR/ALL/EN

BASIC TROUBLESHOOTING

My HEOS device won't connect to my network using the audio cable

- Make sure your mobile device is connected to your wireless network before setting up your HEOS device.
- Alternatively, you can connect your HEOS device to your network router using the included Ethernet cable. Once connected via Ethernet, the HEOS by Denon App should recognize the HEOS device and you can manually move it to your wireless network using Settings/My Devices/Device_Name/Advanced/Network Settings.

Music cuts out or delays sometimes

- Make sure your Internet connection is operating correctly.
- If you are sharing your network with other users or devices, they may be using most of your bandwidth (especially if they are streaming video).
- Make sure your HEOS devices are within range of your wireless network.
- Make sure your HEOS devices are not located near other electronic devices that could interfere with it's wireless connectivity (like microwave ovens, cordless phones, TVs, etc…).

Cannot pair a Bluetooth device with the HEOS device

1. Activate the Bluetooth setting on your mobile device.
2. Press and hold the Play/Pause button located on the remote control unit for 3 seconds and release the button when you see a pattern of two green flashes on the status LED.
3. Select "HEOS AVR" from the list of available Bluetooth devices.

I hear distortion when using the AUX input

The analog output signals from some sources can be fairly strong. If the input level of the source device is turned up high, it could overload the inputs of the HEOS device. This is unlikely to cause damage, but can cause distorted sound. Initially, set the volume of the source to a medium – low level, then turn it up as needed. If you hear distortion, turn down the device's volume control.

I hear a delay when using the AUX input with my TV

- If you are connecting the AUX input with your cable or satellite box for enjoying TV audio through multiple HEOS devices, you may hear a delay between when you see someone speak and when you hear the audio. This is because the HEOS system must buffer the audio before it sends it out to the devices so that it arrives at all devices at the same time.
- You can avoid this delay by listening only to the HEOS device which is directly connected to the set top box.

Connecting to a network using WPS

If your wireless router supports WPS (Wi-Fi Protected Setup™) your HEOS wireless device can optionally connect to your network using the “Push Button” method by following these steps:

1. Press the WPS button on your router.
2. Within 2 minutes, press and hold the Connect button on the rear panel of the HEOS device for 3 seconds.
3. The LED on the front of the HEOS device will flash green for several seconds as it connects to your router.
4. When the connection is complete, the LED on the front of the HEOS device will turn solid blue.

Resetting your device

Resetting your HEOS device will clear out the wireless network settings, EQ, and name but retain it’s current software. You will have to use Settings->Add Device to reconnect the device to your home network before it can be used.

To reset your HEOS device, press and hold the Connect and Bluetooth buttons located on the back of the HEOS device for 5 seconds until the front LED begins to flash amber.

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