

Fosi Audio Class D Amplifier Troubleshooting Tips.

FAQ.

1. How to contact us?

Please contact us via email at customer@fosiaudioshop.com or fosiaudio@hotmail.com;

2. What type of speakers work best with the Fosi Audio amplifiers?

Fosi Audio Amplifiers work great with any 4, 6 or 8 ohm passive speakers. (not fit for powered speakers or powered subwoofer)

3. Can I connect a turntable to my amp, why is the volume is extremely low?

Some turntables may not have a built-in preamp and you would need to add an external phono preamp to bring the instrument level signal of the turntable to line-level. Some turntables may have a built-in preamp but have a switch on the back for either “line” or “phono,” such as the Music Hall USB-1 or the Audio Technica AT-LP120; the switch would need to be selected to “line” in order to work directly with the speakers.

4. How to connect the amplifier to audio system?

Step1:connect the amplifier to your speakers via banana plugs or bare wire.

Step2:connect the amplifier to power supply;

Step3:connect the power supply to AC outlet;

Step4:connect the amplifier to your audio source via RCA cable;

Step5:turn on this amplifier and volume up;

5. Can I connect a subwoofer to the Fosi Audio amps?

If you bought subwoofer amps from Fosi Audio or 2.1 Channel amplifier, (or the amp that with sub output), you can connect to subwoofer, but if you got the 2.0 Channel amplifier, you can't connect to the subwoofer.

6. Can I take my amp to another country with a different voltage?

Fosi Audio amplifiers come with a power supply that accept AC110V-240V, it will automatically convert to different voltage when plugged in. The power cable is also detachable which makes it convenience to replace the AC plug with a different type if you don't want to use an adapter plug.

7. Can I leave the Fosi Audio amps power on all the time?

Sure, the Fosi Audio amps have the power-saving idle mode that activates after you stop playing music, and they are class d amplifier, will cost very low power when nothing playing though it.

8. Why sparks flying when I plug the power cord into the amp? And does it unsafe?

Some customers may see some slight sparks flying when they plug the power supply into the amplifier, because they use it in wrong way, you need to connect the amp to the power supply first, then plug the power supply into the 110v AC outlet, don't worry about the sparks, because this is class d amplifier, the capacitors need to charge when the power in, it's normal and safe.

9. Why the power light still on even I switch the amp off? And does it unsafe when I leave it on?

The power light on means the power adapter plugged in, the amp will off when you switch off, Please don't worry, it's safe and you can leave it on.

Fosi Audio class d amplifier troubleshooting tips

The following troubleshooting tips can help diagnose and correct most common issues with the amplifier. We have attempted to make this list as comprehensive as possible, so some of these may not apply to your issue, but please go through each tip and if the problem still persists then open a support ticket [here](#).

Be sure to include your results and we will then respond as quickly as possible and do our best to resolve the issue. Support email: customer@fosiaudioshop.com

1. Power supply indicator is not illuminated:

- Check to see that the AC power cord is securely connected to the power supply and to an AC power outlet;
- Check that the AC power outlet is supplying power;
- If you can sure the power supply is defective, please contact us for exchange;

2. If the power supply light is on but you are experiencing an audio-related issue, try these tips:

- Verify that the volume/power control on the front panel is not turned all the way down or powered off (we recommend setting the volume to at least the 10 o' clock position).
- Check that the volume level of your audio source component or device is not set to minimum volume or powered off.
- Check speaker wire connections from the amp to the speakers by removing the speaker wire from each speaker and then reconnecting. Also check the speaker wire polarity by verifying that the wires are going to same terminals on both speakers.
- Check that the cables from your audio sources to the amplifier are properly connected. Confirm this by unplugging the audio cables and then reconnecting.
- Try decreasing the volume of the input audio source and increase the volume of the amp. Try using different audio input sources and/or devices to see if the problem follows.
- Try swapping your left and right speaker to see if the issue remains in the same channel or if it follows the speaker.
- If you are using a computer connected to the amplifier, make sure the volume is up on your media player, internet radio, master control, device volume, etc. and that the balance control is centered.
- If you are using a wireless adapter, preamp, or an external DAC with your amplifier, remove these (temporarily) and connect the audio source directly to the amplifier then to speakers.
- If your input source has its own EQ, please make sure the low end is at a moderate level, as having too much bass in your signal can obviously cause some unwanted distortion.
- Move your amplifier and speakers to a different location to see if something is causing

interference in the current setup. Something as simple as a wireless internet router, cordless or mobile phone, or halogen lamp nearby can cause interference.

3. No sound:

- Recheck speaker wire connections from the amplifier to each speaker.
- Verify that the amplifier and your source components are turned on.
- Check that the AC wall outlet is on and working.
- Check that the cable from the power supply is connected to the amp and the power supply indicator is lit.
- Check that the volume/power knob on the front panel is turned on and not set to minimum volume.
- Check that your audio sources (iPod, computer, etc) are turned on and not set to minimum volume, please change audio source if you can.
- Check that the cables from your audio sources are working and are properly connected.
- Please sure the "Power" LED on the amp is on when you switch on.
- If you got the Bluetooth amplifier, please ensure the Bluetooth is not paired, if Bluetooth connects, playback from the physical input(RCA or AUX input) is interrupted. If you want to connect this amplifier with the audio cable(physical input), you need to interrupt the Bluetooth first.(turn off Bluetooth from your Bluetooth device).

4. Sound through one speaker only:

- Recheck all speaker wire connections on the speakers and the amplifier.
- Check that the cables from your audio sources to the amplifier are properly connected.
- If using a computer, verify that the audio output balance setting is centered.
- Please swap the RCA input, right and left channel input swap, if the opposite channel can't work, the issue may from your audio source. If that channel still can't work, the issue may from your speakers or this amplifier. Please contact us if this amp have this issue.

5. Lack of bass or poor imaging:

- Check the polarity of the speaker wires on the amplifier and both speakers.
- Check the EQ or sound settings on your audio source.

6. Sound Distorted:

- Decrease the volume of the input audio source and increase the volume of the amplifier;
- Please make sure your speakers are passive speakers not active speakers;
- Please unplug the RCA input, connect this amp to your speakers, then connect it to power supply, switch on and volume up, to hear whether noise or humm existed, if yes, the issue may from the amplifier or your speakers, if no, the issue may from your RCA cable or audio source, please change the audio source and audio cable to try again.
- Please make sure all the cable completely pushed into the device, incompletely connections will create distorted.

7. Low volume:

- Recheck the volume on your audio source and this amplifier is turned up and not set to

minimum volume;

- Please make sure your audio source needs a pre-amp or not;

8. Bluetooth can't work

- Please unplug the power supply into the AC outlet, then re-plug it again to try again.
- Please change the Bluetooth device to try again.
- Please make sure that the amplifier is not paired with your other Bluetooth device.
- Please move your Bluetooth device close to the amplifier.
- Please check the BT and the AUX select is on BT position.

9. Hum

Adding a new component such as Fosi Audio amplifier can bring out hum or buzz that may not have existed before. Your first assumption may be that something is wrong with the component but this is generally caused by a “ground-loop” in your system. Consider these tips for possible solutions:

- First try moving all components to the same electrical circuit or AC outlet.
- If the hum or buzz is still present, power off all gear and remove the mini-jack and/or RCA audio cables to and from the amplifier.
- Turn the amplifier back on and check for hum. If the noise is still audible try plugging the power cable into a different AC outlet.
- If the hum goes away while the audio cables are still disconnected, the noise is likely coming from another component in your system. Connect each component back one at a time and the one that causes the system to hum is likely the culprit.
- A common ground-loop source is from cable TV or satellite cables. If the hum or buzz persists after trying the previous tips, disconnect the coaxial cable from your cable box, TV, or DVR and if the hum goes away the cable is the cause. In this case you can get a ground-loop isolator from your local electronics store. These are inexpensive and easy to connect inline with your video cable.
- Sometimes something as simple as a portable heater or dehumidifier will add noise into your wall wiring that could be picked up by your audio gear. A dimmer switch on a halogen lamp, a wireless internet router, or wireless phone near the amplifier, for example, could also all be possible culprits.

The best overall solutions are to use an AC line filter, plug the unit into a different AC circuit, or in the case of noise introduced by a wireless router, for example, move it further away from your audio gear.