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Subject: Crackling audio problem  
Posted by [Pioneer](#) on Mon, 28 Dec 2015 19:31:40 GMT  
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I have one of the Roku boxes with the remote that has the headphone jack built in. Lately the audio crackles when you listen via headphones. Is there any way to fix this?

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Subject: Re: Crackling audio problem  
Posted by [Wayne Parham](#) on Mon, 28 Dec 2015 20:09:20 GMT  
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Lightly jiggle the plug in the jack. Listen to see if the crackling sound seems to be exacerbated by movement.

I suspect it will be. Probably the most common problem that causes this kind of cracking sound is an intermittent headphone connection caused by a damaged connector. When someone yanks on the cord - by accident or by "lazy disconnect" - it can easily damage the connector or the cord.

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Subject: Re: Crackling audio problem  
Posted by [Pioneer](#) on Fri, 01 Jan 2016 21:06:19 GMT  
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Wayne Parham wrote on Mon, 28 December 2015 14:09  
Lightly jiggle the plug in the jack. Listen to see if the crackling sound seems to be exacerbated by movement.

I suspect it will be. Probably the most common problem that causes this kind of cracking sound is an intermittent headphone connection caused by a damaged connector. When someone yanks on the cord - by accident or by "lazy disconnect" - it can easily damage the connector or the cord.

Movement did seem to make it worse, although the problem seems to have resolved itself for the time being. Not sure how that's possible. The night I ran into this problem initially, it seemed the problem was coming more from the remote than the headphones as the crackled continued through two different sets of headphones.

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Subject: Re: Crackling audio problem  
Posted by [Chase](#) on Sat, 02 Jan 2016 14:17:38 GMT  
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I had a similar problem with my Roku remote. It gradually got worse and I had to contact the company for a replacement. I was still under warranty and they replaced it without any problems.

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Subject: Re: Crackling audio problem  
Posted by [Lizah](#) on Mon, 22 Feb 2016 17:14:35 GMT  
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This seems to be a typical problem with these remotes. My daughter uses hers this way all the time and it makes the same crackling noise. I wish that wiggling it would take care of hers that way.

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Subject: Re: Crackling audio problem  
Posted by [Azuri](#) on Mon, 22 Feb 2016 17:30:35 GMT  
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Hopefully, someone at Roku took note of this weakness in their product. A good company will try to strengthen whatever kind of weak spot one of their products has.

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Subject: Re: Crackling audio problem  
Posted by [iLoveiPod](#) on Mon, 22 Feb 2016 17:35:13 GMT  
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Chase wrote on Sat, 02 January 2016 08:17 I had a similar problem with my Roku remote. It gradually got worse and I had to contact the company for a replacement. I was still under warranty and they replaced it without any problems.

For how long is the warranty effective, Chase? I'm having the same problem with my Roku remote (or either it's the earphones that came with it... not sure) and I've only had it since Christmas.

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