



## AWM970 Troubleshooting Guide

### Radio will not turn ON

- Try the reset button.
- Check fuse.
- Check 12V+ on battery wire to radio (YELLOW wire).
- Check 12V+ on accessory wire to radio (RED wire).
- Check Ground.

### Radio turns ON, but no sound

- Verify **Volume**, **Fader/Balance**, **Mute** controls are set correctly (see owners manual).
- Try the reset button.
- Verify proper speaker selection.
- Verify proper speaker connections.
- Check for shorts or opens on speaker wires.
  - If short on "A" channel, "B & C" channels will continue to function.
  - If short on "B and/or C" channels, "A" channel will continue to function.

### CD/DVD does not load fully

- Make sure unit has power and no other CD/DVD is currently inside.
- Make sure transport screw has been removed from rear of unit. Disc will load for several seconds and then eject if transport screw has not been removed.

### CD/DVD does not play correctly

- Check to make sure disc is inserted correctly.
- Verify disc is free from dirt, scratches, etc.
- Check with factory CDs.
- Inspect radio's chassis to verify shipping screw(s) have been removed.
- Check factory original CDs for compatibility warnings (due to various copy-protection, multi-media content, etc).

### No AM or FM reception

- Verify you are tuned to a valid station.
- Check your antenna connection on rear of stereo.
- Try a different antenna

### DVD plays sound but no video

- Make sure the video cable is routed from the video output (yellow RCA) to the input on the television.

### Unit does not respond to Remote Control

- Verify that you have a clear line of sight for the IR signal.
- Check the batteries.
- Confirm the remote IR sensor is plugged into IR input (if applicable).

### Wired remote control not functioning

- Try the reset button.
- Verify remote is securely connected to the radio directly or via extension cable.
- If using extension cable, try connecting direct to radio. If the remote works in this manner, the extension cable is most likely damaged. Replace extension cable.
- If the remote still does not work when connected direct to radio, the remote could be defective. Replace with new remote.
- Verify compatible remote is used. Only the MWR75 is compatible.

## No iPod operation

- Make sure iPod is connected to the iPod port on the rear of the radio with the **JIPDCBL-xx** cable.
- Check for a damaged or defective **JIPDCBL-xx** cable. Replace with new, if necessary.
- iPod control is done via on-screen interface shown on connected TV/monitor. AWM970 must be connected to TV and TV must be ON and correct input selected to see on-screen iPod interface.

## iPod compatibility information

Fully-supported iPod/iPhone models when used with the <b>JIPDCBL01, JIPDCBL12</b> or <b>JIPDCBL12B</b>	iPod/iPhone models that will not charge when used with the <b>JIPDCBL01, JIPDCBL12</b> or <b>JIPDCBL12B</b>	Unsupported iPod models
<ul style="list-style-type: none"> <li>• <b>iPod 3<sup>rd</sup> Gen</b> (w/firmware 2.2 only)</li> <li>• <b>iPod 4<sup>th</sup> Gen</b></li> <li>• <b>iPod Photo</b></li> <li>• <b>iPod 5<sup>th</sup> Gen</b></li> <li>• <b>iPod Classic</b> (80GB &amp; 160GB versions only)</li> <li>• <b>iPod Mini</b></li> <li>• <b>iPod Nano</b> (1<sup>st</sup>, 2<sup>nd</sup> &amp; 3<sup>rd</sup> Gen)</li> <li>• <b>iPod Touch 1<sup>st</sup> Gen</b></li> <li>• <b>iPhone Touch</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>iPod Nano 4<sup>th</sup> Generation</b> (Chromatic Series)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>iPod 1<sup>st</sup> Gen</b></li> <li>• <b>iPod 2<sup>nd</sup> Gen</b></li> <li>• <b>iPod 3<sup>rd</sup> Gen</b> (with firmware other than 2.2)</li> <li>• <b>iPod Shuffle</b></li> <li>• <b>iPod Touch 2<sup>nd</sup> Generation</b></li> <li>• <b>iPhone 3G</b></li> <li>• <b>iPod Classic 120GB</b></li> </ul>

## USB Interface file playback

- USB Flash Drive and Hard Disk Drive support up to 4GB capacity.
- Supported file playback:
  - Audio – MP3, WMA
  - Video – MPEG-2\*. MOV\*. (*\*May not be compatible with all variations of these file formats*)
  - Photo – JPEG
- Can not control Apple iPod, Microsoft Zune or other MP3 player device that does not support USB mass-storage mode through USB interface.