



## MSR2107 Troubleshooting Guide

### Radio will not turn ON

- Try the reset button (located on Tuner/Amplifier).
- Check fuse.
- Verify +12V on the Turn ON ACC+ wire to radio (RED wire).
- Confirm Ground.
- Verify Commander is securely connected to Tuner/Amplifier.
- Connect Commander direct to Tuner/Amplifier. If that corrects, replace the extension cable.

### Radio turns ON, but no sound

- Verify **Volume**, **Fader/Balance**, **Mute** controls are set correctly (see owners manual).
- Try RESET button.
- Verify proper speaker connections.
- Check for shorts or opens on speaker wires.

### 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.
- Verify tuner Area is set to correct region: USA, Europe, Latin, Orient

### No Satellite Radio reception

- See Owner's Manual for correct operating instructions.
- Verify you have the optional equipment installed (satellite radio tuner & satellite radio antenna). Refer to [JENSENSIRIUSQRG](#) document for SIRIUS compatibility list.
- Verify you are outdoors and there are no line-of-sight blockages of the signal to the antenna (roof air conditioners, TV antennas, etc).
- Verify you have activated the subscription service with Sirius.
- Verify with preview channel (184).
- Verify tuner Area is set to USA.

### No Audio from Left or Right Side while in Sirius mode

- If you do not get Audio from one side or the other (Left or Right) while listening to Sirius, inspect data cable for missing or bent pin on either end. Data cable should have eight pins on both ends.

### No iPod operation

- Make sure iPod is connected to the iPod port on the rear of the radio with the **JIPDCBL12** cable.
- Check for a damaged or defective **JIPDCBL12** cable. Replace with new if necessary.
- Incompatible iPod. Refer to [TBJENiPOD0908](#) document for iPod compatibility list.

### USB function does not work

- Make sure USB device is fully inserted.
- Verify USB device contains either MP3 or WMA files.
- **Does not support portable hard drives or some USB music devices.**

**No audio in AUX mode**

- Verify audio cable is connected securely to radio and source.
- Test with different audio cable.
- Verify volume level on source is turned all the way up.

**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.

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