



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

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.