



MSR3012 Troubleshooting Guide

Radio will not turn ON

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

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

CD does not load fully

- Make sure unit has power and no other CD is currently inside.
- Inspect radio's chassis to verify shipping screw(s) have been removed.

CD does not play correctly

- Check to make sure disc is inserted correctly.
- Verify disc is free from dirt, scratches, etc.
- Check with factory CDs.
- Check factory original CDs for compatibility warnings (due to various copy-protection, multi-media content, etc).
- Disc skips during playback – verify you have not exceeded 30 degrees mounting angle.

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 USB port on the front of the radio.
- Check for a damaged or defective iPod cable. Replace with new if necessary.
- Perform reset on radio via reset button.
- Perform reset on iPod/iPhone (see iPod/iPhone manual for instructions).
- Refer to [JENSENIPODQRG](#) document for iPod compatibility list.

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.