



## JHD3620 Troubleshooting Guide

### Radio will not turn ON

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

### Radio turns ON by itself

- Radio's +12V power wire (RED) is connected to a constant power source.
  - RED wire must be connected to *switched* +12V DC power source.
- Weather Band Alert feature is ON and receiving a Weather Band Alert signal. Set to OFF in System Menu.

### 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 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 MP3 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.
- Rear AUX-IN is disabled when Front AUX-IN is in use.

### **No sound in PA mode**

- Make sure microphone is connected to PA MIC input.
- Make sure microphone volume is turned up.
- Make sure you are using a compatible microphone and adaptor(s) provided by ASA (Voyager or Jensen branded microphone only).

### **Unit does not respond to Remote Control (optional)**

- Verify that you have a clear line of sight for the IR signal.
- Check the batteries. Replace as needed.
- Test remote for operation by viewing LED through digital camera view screen while pressing remote buttons. The LED should blink rapidly. A cell phone camera will work to perform this test of the remote control.

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