



AWM968 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 mode is active (CD, AUX, AM/FM, USB, etc.)
- 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 A/V input on the television and that correct input is selected.

Unit does not respond to Remote Control

- Verify that you have a clear line of sight for the IR signal.
- Check the batteries. Replace as needed.
- Confirm the remote IR eye has a solid connection (if applicable).
- Remove cable plugged into IR jack on rear. Re-test the remote.
 - If remote works in this fashion, replace IR eye.
- Inspect the IR jack on the rear of unit for damage.
- 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.

No audio or video 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

USB function does not work

- Make sure USB device is fully inserted.
- Verify USB device contains MP3 or WMA files.
- **Supports USB drives up to 4GB. Does not support portable hard drives or some USB music devices.**

Bluetooth mode is unavailable or does not operate

- Verify Bluetooth is set to ON in Bluetooth Setup Menu (only available in BT Audio Mode).
- Verify Bluetooth mode on phone is active (see phone's owner's manual).
- Verify Bluetooth phone is paired with radio (see AWM968 owner's manual).

Unit turns ON by itself

- Verify ALARM is not currently active (see owner's manual).
- Press the reset button.