



AWM975 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, iPod, USB, AM/FM, 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.

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.
- Check factory original CDs for compatibility warnings (due to various copy-protection, multi-media content, etc).

No AM, FM or WB 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

- **A/V** - 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.
- **HDMI** – Verify HDMI cable is connected and TV is on correct HDMI input.
 - *Replace A/V or HDMI cable with new cable and re-test.*

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.

Wired remote control not functioning (optional)

- 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 **JDABIPDL** cable.
- Check for a damaged or defective **JDABIPDL** cable. Replace with new, if necessary.
- Incompatible iPod. Refer to **JENSENiPODQRG** document for iPod compatibility list.
- iPod mode is not supported by front USB.

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.**

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

Unit turns ON by itself

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