



AWM950/AWM960 Troubleshooting Guide

Radio will not turn ON

- Try the reset button.
- Check fuse.
- Check 12V+ on battery wire to radio (GREEN/WHITE wire).
- Check 12V+ on accessory wire to radio (ORANGE/WHITE wire).
- Check 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 selection.
- Verify proper speaker connections.
- Check for shorts or opens on speaker wires.

No Satellite Radio reception

- See Owners' Manual for correct operating instructions.
- Verify you have the optional equipment installed (satellite radio tuner & satellite radio antenna).
- 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).

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).
- Inspect radio's chassis to verify shipping screw(s) have been removed.
- Disc skips during playback – verify you have not exceeded 30 degrees mounting angle.

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.