



## DV2011 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 RESET button.
- Verify proper speaker connections.
- Check for shorts or opens on speaker wires.

### CD/DVD does not load fully

- Make sure unit has power and no other CD/DVD is currently inside.
- Inspect radio's chassis to verify shipping screw(s) have 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.
- 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 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.
- Confirm the remote IR sensor has a solid connection (if applicable).
  - Revisions A & B are supplied with a remote IR sensor. This sensor is compatible with **only Rev. A & B**. Revision C & later require the use of **IRPMRPT**, available separately. IRPMRPT is not compatible with Revisions A or B. Use of incompatible remote IR sensor will disable all remote functionality.

### **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.
- Verify compatible remote is used. Only the MWR75 is compatible.

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