Radio Troubleshooting

If the ASWC-1's auto detect feature was used and at the end of the programming sequence the ASWC-1's light went solid **Red**, yet fails to function, follow the steps below to trace down where the problem may lie. If any of the following steps are performed, reset and reprogram the ASWC-1 according to the vehicle specific document. Scroll down to the end of the document for a physical layout of the ASWC-1 showing the reset button location.

• Ensure that the 3.5mm jack from ASWC-1 is connected to the radio securely, and that it's in the correct "steering wheel control" jack from the radio. Make sure that it's *not* plugged into the "Bluetooth Mic" jack or "AUX-IN" jack. If unsure which jack to connect to the radio, contact the radio Manufacturer.

   Note: Some radios don't use a jack for steering wheel controls, instead they use a wire(s).

• If installing a radio with a wire(s) for connections instead of a jack, also program the steering wheel controls within the radio. But only after the ASWC-1 has been programmed, and the ASWC-1's light is solid **Red**. Refer to the manual provided with the radio, or contact the radio Manufacturer for any questions regarding this process.

   Note: This does not apply to JVC and Kenwood radios.

• Specific radio troubleshooting steps:

   • **For Kenwood radios:** Ensure that the ASWC-1's L.E.D. feedback shows a Kenwood radio installed (2 **Red** light flashes). If the ASWC-1's L.E.D. feedback shows a JVC radio instead (5 **Red** light flashes), reference the **Changing Radio Type** document to change the radio type. If the ASWC-1's L.E.D. feedback shows 7 **Red** light flashes, this could mean the wrong wire used from the radio, or a bad 3.5mm jack. Kenwood radios use a **Blue/Yellow** wire for steering wheel control. Ensure that the **Blue/White** wire is not accidentally used. If the radio is connected properly, then the 3.5mm jack may be at fault. Remove the *Female 3.5mm jack with stripped leads* and wire the Kenwood directly to the ASWC-1's "skinny" **Red** wire within the 3.5mm jack. Also, some Kenwood radios have a feature called **Remote Sensor** which disables the steering wheel controls. If the radio has this feature, ensure it is turned on. If it is on, turn it off, then back on.

   • **For Alpine radios:** Remove the 3.5mm jack from the radio, reset and reprogram the ASWC-1 with the jack removed, then reconnect the 3.5mm jack back into the radio. Ensure that the steering wheel control jack used is labeled "REM". Also, some Alpine radios have a feature that turns the remote to either the back or the front. If the radio has this feature, ensure that the sensor is on the rear setting. If the setting is on the rear setting, turn it to the front, then back to the rear.

   • **For Pioneer and Sony radios:** If the ASWC-1 works, yet the buttons are out of order, or become out of order, this could be caused by the 3.5mm jack. It may not be seating properly, slipping out, or have residue on the contacts. Clean the contacts, reinsert the jack firmly into the radio, then put a stress loop on the 3.5mm cable to prevent the cable from slipping out. Also, if anything is prohibiting the jack from seating all the way in such as a heatsink, lightly trim some of the plastic from the 3.5mm jack as needed. Take note that the steering wheel control jack for Pioneer radios is labeled "**W/R**". For Sony radios it is a blue jack labeled "**REMOTE**".

   • **Any radio using a wire for SWC connection:** Ensure the correct steering wheel control wire is used from the *Female 3.5mm jack with stripped leads* (included with ASWC-1). For radios only requiring 1 wire, ensure that the solid **Brown** wire is used. The **Brown/White** wire will not be used in these applications. Take note that the solid **Brown** wire is always the primary wire.

• If all steps have been performed and the ASWC-1 still doesn't function, or doesn't function properly, update the ASWC-1 to the latest software via **AxxessInterfaces**. After updating the ASWC-1, program it to the vehicle following the vehicle specific document. If the ASWC-1 still fails to function, contact Tech Support at 1-800-253-TECH. Take note to be prepared to perform some tests in the vehicle when you contact Tech Support.

Radio L.E.D. Feedback (**Red** light)

Radio #	Radio
1	Eclipse (type 1) †
2	Kenwood ‡
3	Clarion (type 1) †
4	Sony / Dual
5	JVC
6	Pioneer / Jensen
7	Alpine *
8	Visteon
9	Valor
10	Clarion (type 2) †
11	Metra OE
12	Eclipse (type 2) †
13	LG
14	Parrot **
15	XITE
16	Philips
17	TBA
18	JBL

Keynotes

* If an **Alpine** radio is not installed, yet the ASWC-1's light flashes **Red** 7 times, this means an open connection. Verify that the ASWC-1's 3.5mm jack is connected to the radio. If it is, then the jack may be defective. Verify continuity with a multimeter.

** The AX-SWC-PARROT is required (sold separately). The software in the radio must be rev. 2.1.4 or higher.

† If a **Clarion** radio is installed and the steering wheel controls do not work, change the radio type to the opposite **Clarion** radio type; likewise for **Eclipse**. Refer to the **Changing Radio Type** document.

‡ If a **Kenwood** radio is installed and the L.E.D. feedback comes back showing as a **JVC** radio, change the radio type to **Kenwood**. Refer to the **Changing Radio Type** document.

   Note: The ASWC's light will flash **Red** the amount of times shown for the radio installed. Example, a **Pioneer** radio will flash **Red** 6 times.

Update Port   **Reset Button**   **Programming LED**