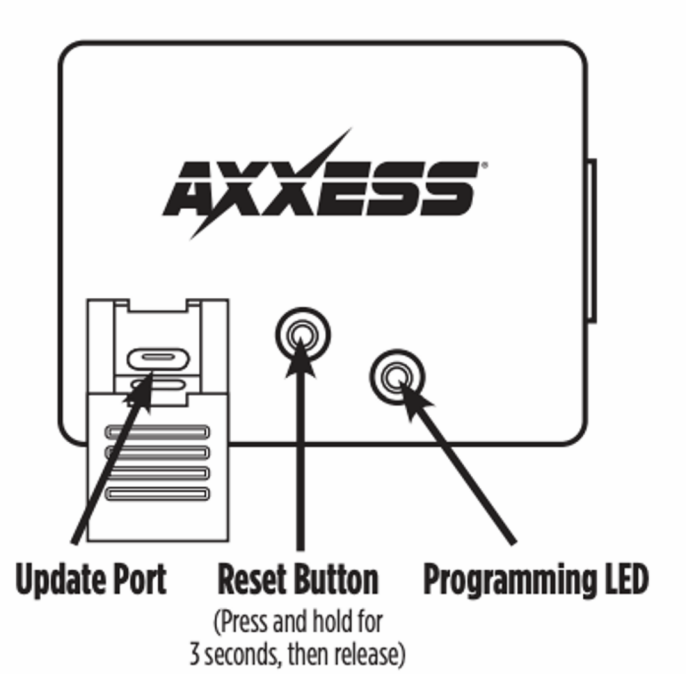
AXSWC | Radio Troubleshooting

IIf the **Auto-Detect** feature was used and the LED on the AXSWC interface turned solid **Red** at the end of the programming sequence yet failed to function, follow the steps below to determine the problem(s).

If **any** of the following steps are performed, reset and reprogram the interface according to the vehicle-specific document.



1. Ensure the **3.5mm jack** from the interface is securely connected to the radio and in the correct “steering wheel control” jack. It should not be plugged into the “Bluetooth Mic” or “AUX-IN” jack. If you are unsure which jack to connect to the radio, contact the radio manufacturer. **NOTE: Some radios don’t use a 3.5mm jack for steering wheel controls, instead they use a wire(s).**
2. If installing a radio with a wire(s) for connections instead of a 3.5mm jack, also program the steering wheel controls within the radio after the interface has been programmed and the light is solid **Red**.
3. Refer to the manual provided with the radio, or contact the radio manufacturer with any questions regarding this process. **NOTE: This does not apply to JVC and Kenwood radios.**

Radio Specific Steps

Kenwood

1. Make sure the LED feedback shows a Kenwood radio installed (2 **Red** LED flashes).
   a. If the LED feedback shows a JVC radio instead (5 Red light flashes), reference the Changing Radio Type document to change the radio type.
   b. If the LED feedback shows 7 **Red** light flashes, this could mean the wrong wire used from the radio, or a bad 3.5mm jack.
2. Kenwood radios use a **Blue**/**Yellow** wire for steering wheel control. Make sure the **Blue**/**White** wire is not accidentally used. If the radio is connected properly, then the 3.5mm jack may be at fault.
3. Remove the 3.5mm adapter and wire the Kenwood directly to the "skinny" Red wire within the 3.5mm jack. **NOTE: Some Kenwood radios have a feature called Remote Sensor which disables the steering wheel controls.**
4. If the radio has the above feature, make sure it is turned on. If it is on, turn it off, then back on.

Alpine

1. Remove the 3.5mm jack from the radio, reset and reprogram the interface with the jack removed.
2. Reconnect the 3.5mm jack back into the radio.
3. Ensure the steering wheel control jack used is labeled "REM". **NOTE: Some Alpine radios have a feature that turns the remote to either the back or the front.**
4. If the radio has the above feature, make sure 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.

Pioneer

1. If the interface 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.
   a. Clean the contacts, reinsert the jack firmly into the radio, then put a stress loop on the 3.5mm cable to prevent it from slipping out.
2. If anything is prohibiting the jack from seating all the way, such as a heatsink, lightly trim some of the plastic from the 3.5mm jack as needed. **NOTE: The steering wheel control jack for Pioneer radios is labeled "W/R". For Sony radios it is a blue jack labeled REMOTE.** (**continued on Page 3**)

Radio Specific Steps (cont.)

Sony

1. If the interface 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.
2. Clean the contacts, reinsert the jack firmly into the radio, then put a stress loop on the 3.5mm cable to prevent it from slipping out.
3. If anything is prohibiting the jack from seating all the way, such as a heatsink, lightly trim some of the plastic from the 3.5mm jack as needed.
4. 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 SWC Enabled Radio

1. Ensure the correct steering wheel control wire is used from the 3.5mm adapter.
2. For radios only requiring a single wire, ensure the solid **Brown** wire is used. The **Brown**/**White** wire will not be used in these applications.
3. Take note that the solid **Brown** wire is always the primary wire.

TIP

If all steps have been performed and the interface still doesn’t function, or doesn’t function properly, update the interface to the latest software via axxessinterfaces.com. After updating, program the interface to the vehicle following the vehicle specific document. If the interface still fails to function, contact Tech Support at 386-257-1187. Be prepared to perform some tests in the vehicle when you contact Tech Support.

Radio Legend

Radio #	Radio
1	Eclipse (type 1) (1)
2	Kenwood (2)
3	Clarion (type 1) (1)
4	Boss (type 1)/Dual/Sony
5	JVC
6	JVC
7	Alpine (3)
8	Visteon/Boss (type 4)
9	Valor
10	Clarion (type 2) (1)
11	Boss (type 2)/Metra OE
12	Eclipse (Type 2) (1)
13	LG
14	Parrot (4)
15	XITE
16	Philips
17	Kicker
18	JBL
19	Insane Audio
20	Magnadyne
21	Boss (type 3)
22	Axxera
23	Axxera (IR)

NOTES

- If no SWC, change the radio type to the opposite radio type.
- If the interface shows JVC, change the radio type to Kenwood.
- If the interface shows Alpine, but an Alpine radio isn't installed, ensure the 3.5mm jack is plugged in.
- AXSWCH-PAR required (sold separately). The software in the radio must be 2.1.4 or higher
- If no SWC, change the radio type to the opposite radio type.
- Indicated with a SWC wire labeled "IR".