**JVC Remote
Application**

JVC KENWOOD Corporation

JVC Remote Application

Troubleshooting

General

Symptoms	Remedies/Cause
Where can I find the JVC Remote App to install?	You can find the JVC Remote App by searching for JVC Remote" in Google Play or Apple App Store.
My song title, artist and album name does not scroll.	You can change scroll setting in the preference setting. Please select either "Scroll Once" or "Scroll Repeat" to enable scrolling.
Screen does not dim and display screen remains on after start the application.	This is one of the application default settings. Customers can change this display setting in the preference after installing the application.
In Bluetooth source, Tag information and play time is not available in car receiver.	This is because Bluetooth device in the smart phone doesn't support AVRCP 1.3.
Tag information and play time is not available for Pandora/iHeartRadio/etc...	Pandora/iHeartRadio is a third party service. Some or more features may not be available for JVC Remote App when in these sources.
My screen does not show the current source on the Car Receiver, it keeps showing the media player.	You are not yet connected to the car receiver. Please pair the device with the receiver first, and then go to "Menu > Connect".

Connectivity

Symptoms	Remedies/Cause
Car receiver is unable to connect to JVC Remote App after installing the application.	After installing the JVC Remote App on your phone, you need to run the App to initiate Bluetooth connection module of the phone. Run JVC Remote App from phone first, and then manually connect from JVC Car receiver. Otherwise, Power OFF and then turn ON car receiver to enable auto connection to JVC Remote App. Please take note of the following: ✓ Make sure that the appropriate Mobile platform is selected correctly for Remote App communication in the Car Receiver: (Go to Settings/Remote App and select iOS or Android) ✓ For iOS Connection, make sure that the iPod source is available in the Car Receiver, and that your iOS device is already playing music through the car receiver. Begin the Remote App connection while the Car Receiver is in iPod source. ✓ For Android Connection, make sure that the Remote app connection is already established in the Car Receiver. (In Car Receiver, go to Settings/Remote App/Android list to see if the Android phone has been activated) Delete all pairing information of Car Receiver/Phone.

	Then try pairing one more time.
Car Receiver does not connect automatically to JVC Remote App.	Please ensure Bluetooth Auto Connect setting is set to "ON" in car receiver. You can also manually connect by tapping Menu -> Connect. Run JVC Remote App in phone first before turning ON car receiver for auto connect operation.
JVC Remote App is unable to connect to the Car Receiver by pressing on the "Connect" button in the Remote App.	Some Android Phones will not be able to activate a Bluetooth connection automatically from the phone to the receiver. In this case, please make the connection from the Car Receiver, in the Settings menu.
After pressing the "Connect" button in the Remote App, a "Bluetooth Socket failed" message appears.	Some Android Phones will not be able to activate a Bluetooth connection automatically from the phone to the receiver. In this case, please make the connection from the Car Receiver, in the Settings menu.
JVC Remote App updates the status slower than the car receiver does.	Some Android phones set lower priority for Bluetooth Communication, which will cause slower communication speed. You can improve the speed by disconnecting Bluetooth Audio and Bluetooth Hands Free with the phone.
"Your car receiver does not support this feature. Please connect using car receiver." is display when I try to connect to car receiver using JVC Remote app.	Manual connect feature is only supported in some models JVC car receiver. Please connect using the appropriate car receiver if you see this message.
Car Receiver does not show any music tag info/Car Receiver shows the incorrect tag info.	This feature is phone-dependant. Certain phones do not support tag information sending to the car receiver, while other phones will only send tag info that is present in the Android in-built music player, and not from any 3rd party music apps, and some phones will only show the current playing music, regardless from which app it is playing from.
Cannot connect with Car Receiver by Bluetooth.	Please try any of the following: ✓ Restart Car Receiver and JVC Remote App. ✓ Turn off Bluetooth on your phone, and turn it on again. ✓ Delete all pairing information in the Car Receiver, and in the Phone. Then try pairing one more time.
The App shows the waiting cursor for a long time, when I try to connect it to the Car Receiver.	Please try any of the following: ✓ Exit (or kill/force stop) the App and launch the app again. ✓ Turn off and on the Car Receiver, and try again. ✓ Reset the Platform selection in Car Receiver by doing the following: (Go to Settings/Remote App and select iOS/Android, Switch to <NO>. Select iOS/Android again, and switch it to <YES>.)

Symptoms	Remedies/Cause
My phone is connected to the Car Receiver, but I cannot access the Receiver settings in the MENU option.	Please ensure that you have already pressed the CONNECT button in the MENU options. Also, please ensure that the Car Receiver that you are connecting to, supports this function. Receiver Settings availability is dependent on the JVC Car Receiver Model.

Connected Mode General Operation

Symptoms	Remedies/Cause
When I press on a source button in the source bar/source change popup, it takes 2 seconds before the source changes.	The source change command has already been sent to the Car Receiver, and the Car Receiver is performing the source change process.
Some sources are not available in the Source change popup/Source bar.	JVC Remote App will show/hide various sources depending on whether the source media/module is present in the Car Receiver. (eg: CD must be loaded before the CD source is available) There are also some sources that are currently not supported by the JVC Remote App. In such cases, "Unknown" will be displayed in the Source title.

Driver Mode / Gesture Control

Symptoms	Remedies/Cause
After I draw a gesture on JVC Remote App, car receiver does not execute the command.	When car receiver is in menu and content list mode, as well as in Passenger Mode (Connected Status), it will ignore all commands from App.
I am not able to drag the Playtime panel using gesture command.	This happens only in Connected mode (with the car receiver). To avoid accidentally triggering other gesture commands while dragging the Playtime Panel, "Drag" operation is disabled when it is in car receiver mode.
Why does the gesture command not work at times?	The gesture recognition engine didn't recognize the gesture you input. Please see the User Guide for gesture control function.
"No Function" is display when I using 2 finger gesture.	It's due to the incorrect input of 2 finger gesture. Below are some tips for 2 finger gesture operation:- ✓ Distance between 2 fingers should be more than 1 cm. ✓ Swiping direction of 2 finger must the same. ✓ Swiping of 2 fingers should in vertical/horizontal direction.
I cannot perform any gesture control when I am in Passenger Mode.	Gesture Controls only function in Media Player, and in Driver Mode. Please go to the relevant modes to perform gesture controls.

Passenger Mode

Symptoms	Remedies/Cause
Some buttons in Passenger mode are not working.	The JVC Remote App Passenger Mode mimics a physical remote control interface, and as such, certain buttons will perform different functions in different sources and scenarios. In some situations, some buttons do not have assigned functions, and therefore have no effect when being pressed.
Some buttons in Passenger Mode perform different functions in different sources.	The JVC Remote App Passenger Mode mimics a physical remote control interface, and as such, certain buttons will perform different functions in different sources and scenarios. In some situations, some buttons do not have assigned functions, and therefore have no effect when being pressed.
There is a delay between button presses on the App, and the Car Receiver responding to the button press.	In some situations, when the BT connection is encountering a high data load (high bitrate audio, tag information, Bluetooth communication overhead, etc.), data transfer of JVC Remote App to the Car Receiver will slow down. Please wait for the button press commands to be received by the Car Receiver.
When I press on a source button in the source bar/source change popup, it takes 2 seconds before the source changes.	The source change command has already been sent to the Car Receiver, and the Car Receiver is performing the source change process.
Some sources are not available in the Source change popup/Source bar.	JVC Remote App will show/hide various sources depending on whether the source media/module is present in the Car Receiver. (eg: CD must be loaded before the CD source is available) There are also some sources that are currently not supported by the JVC Remote App. In such cases, "Unknown" will be displayed in the Source title.
I cannot select Random or Repeat modes in Passenger Mode.	Please go to driver mode to use the Repeat and Random gestures.

Receiver Settings

Symptoms	Remedies/Cause
I cannot enter into Receiver Settings / I cannot see the "Receiver Settings Icon in MENU.	Receiver Settings is only available for certain models. If your car receiver does not support Receiver Settings adjustments, the icon option will not appear.
The Receiver Settings in the App are not being saved to the Car Receiver.	After adjusting to the required settings on the App, be sure to press "SAVE" at the top right corner of the screen, to send the new settings to the Car Receiver successfully. In some screens, there is no "SAVE" button. In this case, the new setting is being sent to the receiver in real time.

After adjusting the settings, I pressed "SAVE", but a popup message says "Failed to save settings".	Please check the following: ✓ Make sure the BT connection is stable/within range. ✓ Make sure that the Car Receiver is not in Setup Menu. Remote App will not be able to send any settings when Car Receiver is in this condition. ✓ Make sure that the App is still connected to the Receiver. Please disconnect and re-connect if needed.
I have changed the Fader/Balance/User EQ setting, but I cannot hear or see any change in my Car Receiver.	In some Receiver settings, it is necessary to press the SAVE button in order for the Car Receiver to receive the new settings. Please press SAVE after you have made your adjustments in Receiver Settings, or else the new setting will not be sent to the Car Receiver.