



**JVC Music Play
Application**
JVC KENWOOD Corporation

JVC Music Play Application

Troubleshooting

General

Symptoms	Remedies/Cause
JVC Music Play does not detect the USB connection, even when the cable is connected to the JVC receiver.	<ol style="list-style-type: none"> 1) Check that you are using a 2015 JVC Receiver model. JVC Music Play will not work with older models. 2) Disconnect the cable from the android device, and reconnect the cable securely. 3) Please try again with another USB data cable.
JVC Music Play is not launched after I connect the USB cable to the JVC Receiver.	Once connected, JVC Music Play will run automatically in the background, and will place a notification icon, both in the notification bar and the notification menu. Tap on the icon in the notification menu to bring the app to the foreground.
My device is connected to the JVC receiver, but JVC Music Play shows me that I'm not connected.	<p>JVC receiver can connect with android devices in 2 ways:</p> <ol style="list-style-type: none"> 1) Audio Mode – Basic functions, does not need JVC Music play app. 2) Auto Mode – Advanced playback and display functions, requires JVC Music Play App. <p>Please ensure you are connected to JVC Music play in Auto mode by pressing the “USB Mode” button on the receiver to toggle between these 2 modes.</p>
I am connected but I cannot see any album information or artwork.	Please connect to android device in Auto mode. You may press the “USB Mode” button on the receiver to change mode.
My android device behaves abnormally or hangs whenever I disconnect the USB from the JVC receiver.	Please press the DISCONNECT button available in JVC Music Play main screen before physically disconnecting the USB cable from the device.

Media Player

Symptoms	Remedies/Cause
There is no artwork being shown.	The song being played does not carry any album artwork information.
There is no tag information being shown.	The song being played does not carry any Tag information.
Play/Pause/RW/FW buttons or gestures are missing, or does not work.	All playback operations are to be performed in the JVC Receiver, and not on the app.
I cannot scroll through the playtime/there is no playtime bar.	All playback operations are to be performed in the JVC Receiver, and not on the app.