

JVC Smartphone Control FAQ

Symptoms	Remedies/Cause
Where can I get this application?	JVC Smartphone Control application is available at Google Play. https://play.google.com/store/apps/details?id=com.jvckenwood.HID_ThinClient.JVC
How much is this application?	JVC Smartphone Control application is available for free.
I have removed this application from the Android device. What should I do to reinstall the application again?	Please download again from Google Play. https://play.google.com/store/apps/details?id=com.jvckenwood.HID_ThinClient.JVC
What are the system requirement of the Android device to use this application?	System requirements: <ul style="list-style-type: none"> – Android™ 4.1 and above – Bluetooth® SPP (Serial Port Profile) and HID (Human Interface Device) Profile – MHL or HDMI Output <p>Not all Android Devices are compatible with the "JVC Smartphone Control" function, even if the above system requirement is met. Please refer to the following URL for the list of the compatible devices. http://www.jvc.net/car/app/jsc/compatible_android.html</p>
Why does the JVC Smartphone Control App ask for the following permissions during the installation process?	<ul style="list-style-type: none"> – Bluetooth pairing: Bluetooth wireless technology is used to communicate between the Android device and the AV Receiver. – Execution of this application on reboot: This is necessary in order to make the connection between the Android device and the AV receiver automatic after the Android device had been restarted. – Overlaps this application over other applications: This is required to display HOME/ TASK/ BACK keys on the top of the other applications. – Disables sleep function of the Android device: This setting is necessary to make stable connection with the AV Receiver. – System setting change: This setting is necessary to control the pointer speed and the automatic screen rotation while the Android device is connected to the AV Receiver.
How does Android device connect to the AV Receiver?	Android device must be connected by both MHL (HDMI) cable and by Bluetooth. <ol style="list-style-type: none"> 1. Bluetooth connection: Please make sure that the Android device is connected with the AV Receiver by Bluetooth connection. 2. MHL (HDMI) cable connection: Please connect the Android device and the AV Receiver with MHL or HDMI cable (sold separately). <p>** Type of the cable that is necessary for connection depends on the smartphone.</p>

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What do I do when the JVC Smartphone Control application had crashed?	Please restart this application again, after shutting down all other applications.
I cannot make a connection to the AV Receiver:	<p>Please recheck the below settings:</p> <ul style="list-style-type: none"> – Please make sure that the Android device is connected to the AV Receiver with MHL or HDMI cable. – Please make sure the Bluetooth connection between the Android device and the AV Receiver is established. – Do not check off the "Input device" setting of the Android device in [Settings] → [Bluetooth] → [Paired devices] → [Paired Bluetooth device]. – Please make sure the "Allow Connection" checkbox is checked, on the JVC Smartphone Control application setting menu. – Please make sure that the JVC Smartphone Control application is running. (especially after the initial installation & update of the application.) – Please make sure that the vehicle is parked.
Touch screen position is dislocated:	<ul style="list-style-type: none"> – Please make sure that the aspect ratio on the AV Receiver is set to "Full". – Please recalibrate by pressing the "Screen calibration" key on the menu of the JVC Smartphone Control application. – Please confirm that the "pointer speed setting" of the Android device is positioned at the middle (center) position. This setting can be confirmed on the Android device [Settings] → [Language and input] → [Pointer speed]. Do not change the pointer speed setting while the AV Receiver is connected.