



Smart Music Control Application

JVC KENWOOD Corporation

Smart Music Control Application

Troubleshooting

General

Symptoms	Remedies/Cause
Where can I find the Smart Music Control App to install?	You can find the Smart Music Control App by searching for “JVC Smart Music” in Google Play 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.
Bluetooth Hands-free and Audio connection indicator status in Smart Music Control App is different from car receiver.	The Bluetooth Hands-free and Audio connection indicator status in Smart Music Control App is designed to indicate Bluetooth connectivity between this Smart phone and JVC car receiver. If another phone is connected to the car receiver Bluetooth Audio, Smart Music Control App indicator will indicate Bluetooth Audio as disconnected.
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.	Pandora is a third party service. Some or more features may not be available for Smart Music Control App when in Pandora.
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”
My device is draining battery very quickly, even after I exit the program.	Song Background Analysis is running in the background. Please refer to User Guide on how to cancel song analysis.
How to switch back from Media Player UI to Bluetooth Audio Sources UI in car mode?	Select “Preference”, and then uncheck “Media Player Activation”.
I cannot move the floating home icon	Press and hold on the floating HOME icon for 1 second, before you drag the icon.
The app is displayed in my native language. However, the voice commands do not work in my native language.	Please set the voice command language in the Preferences, under Voice control settings.

Media Player

Symptoms	Remedies/Cause
How to switch to Mood Blender Mode?	Swipe 2 fingers to left/right.
How to change mood in Mood Blender Mode?	Tap and drag the mood selector circle to your desired mood location, and then release.
I am in the mood blender mode, but the song is not playing/ I cannot perform play/pause function.	You can trigger Play/Pause by tapping in the black area outside of the mood selector circle.
I am in the media player mode, but the song is not playing.	You can trigger Play/Pause by tapping in the centre area of the screen.

Related to song analysis

Symptoms	Remedies/Cause
Can the result of song analysis be deleted?	<ol style="list-style-type: none"> 1) On the Android device default launcher, select “ Settings > Applications > Manage applications ” and then select “ JVC Smart Music Control ” from the application list. 2) Executing “Clear data” (memory item) will erase all analysis results. Songs are not deleted.
Can song analysis and database output be performed with the Android device connected to the car audio system or PC?	They cannot be performed when the Android device is connected in the USB storage mode. In the USB storage mode, this application cannot be used.
“Song analysis finished.” is displayed on the status bar whenever I turn on the Android device.	Select “Preference”, and then uncheck “Auto Song Mood analysis”.
“Output of analyzed data finished.” is executed whenever I turn on the Android device.	Select “Preference”, and then uncheck “Auto output”.
Mood analysis results in “Unclassifiable”.	<p>Only the songs satisfying the following conditions can be analyzed:</p> <ul style="list-style-type: none"> ✓ Sampling frequency: 44.1 kHz (* Sampling frequency of 32kHz or 48kHz is converted to 44.1kHz to conduct the analysis.) ✓ Number of channels: 1channel or 2 channels ✓ Song length: 20 seconds or longer ✓ Genre: Song belonging to music genre among Gracenote CDDb and ID3 genres <p>A song which does not meet the above conditions cannot be analyzed.</p>

Connectivity

Symptoms	Remedies/Cause
Car receiver is unable to connect to Smart Music Control App after installing the application.	After installing the Smart Music Control App on your phone, you need to run the App to initiate Bluetooth connection module of the phone. Run Smart Music Control App from phone first, and then manually connect from JVC car receiver. Otherwise, turn OFF and then turn ON car receiver to enable auto connection to Smart Music Control App.
Car Receiver does not connect automatically to Smart Music Control App	<p>Please ensure Bluetooth Auto Connect setting is set to “ON” in car receiver. You can also manually connect by tapping Menu -> Connect.</p> <p>Run Smart Music Control App in phone first before turning ON car receiver for auto connect operation.</p>
Smart Music Control 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 Smart Music control app.	Manual connect feature is only supported in 2013 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 3 rd party music apps (like JVC Smart Music Control).
Can not connect with Car Receiver by Bluetooth.	Please try the following: <ul style="list-style-type: none"> ✓ Restart Car Receiver/JSMC. ✓ Delete all pairing information of Car Receiver/Phone. Then try pairing one more time.
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, and that the APP icon appears checked in the top try in the GUI. Also, Receiver Settings cannot be accessed from Home Launcher/Phone Launcher/App Launcher/Navi. It can only be accessed when in Source/Media Player.
I have changed the Fader/Balance/User EQ setting, but I cannot hear or see any change in my Car Receiver.	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.

Gesture Control

Symptoms	Remedies/Cause
After I draw a gesture on Smart Music Control App, car receiver does not execute the command.	When car receiver is in menu and content list mode, it will ignore all commands from App.
I am not able to drag the Playtime panel using gesture command.	This happens only in car receiver mode. 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. Bellow are some tips for 2 finger gesture operation:- <ul style="list-style-type: none"> ✓ 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.
Why does the mood blender selector circle move when I try to input a gesture?	When you tap on small ball (mood blender selector circle) in mood blender mode, the gesture engine will detect it as mood change operation.

	Avoid tapping on small ball in mood blender mode when your input gesture command.
I cannot perform any gesture control when I am in home launcher/Navi/App Launcher/Phone Launcher.	Gesture Controls only function in Media Player. Please go to Media Player GUI to perform gesture controls.

Home Launcher

Symptoms	Remedies/Cause
Can I change the default Navi button to launch an app of my choice?	Yes, you can select the map app of your choice in the Preference setting, under Launcher Settings. Note that only apps that make use of map services will be shown in the dialog box, only these can be selected and linked to the NAVI button.
I cannot press the MENU button when I bring up a contact in Phone Launcher.	When you select a contact, or edit a contact, MENU button option will not be available.
New Contact/New App cannot be seen in the Add Contact/Add App selector.	Please reboot your phone and try again.
I cannot see the WIFI/Mobile signal indicators in the Home Launcher.	Please ensure that your device hardware has the above-mentioned functions. Please turn the mobile signal/WIFI on in Android settings.
I cannot remove the contacts in the Phone Launcher/ I cannot remove the apps in the App Launcher.	Press MENU on your device, and select "EDIT". Tap the cross icons on the contacts/apps you wish to delete. Press BACK on your device to exit the EDIT function.