

If the AXTC interface's LED light didn't go out at the end of the radio programming sequence, or showed the wrong radio installed\*, follow the steps below to trace down where the problem may lie. The final LED feedback light will also flash **Red** slowly or turn solid **Red**, instead of turning solid **Green**. If any of the following steps are performed, reset and reprogram the interface per the vehicle specific document. Take note where SWC is worded means Steering Wheel Control.

\* Reference the **Radio LED Feedback** table at the end of this document.

Is the  
3.5mm jack  
connected?

The 3.5mm jack from interface should be plugged into the **SWC Input** from the radio. Make sure it isn't plugged into the **Bluetooth Mic** or **AUX Input**. If unsure which input to use, refer to the manual provided with the radio, or contact the radio Manufacturer.

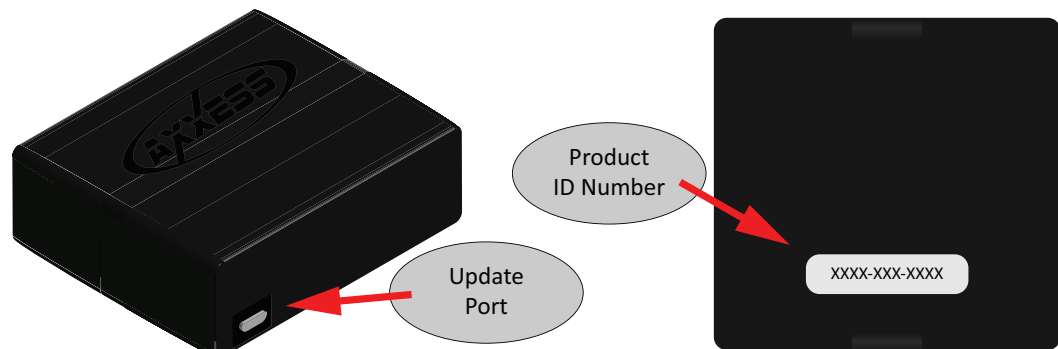
**Note:** Some radios use a wire an for SWC instead

Was the  
correct  
radio type  
detected?

Reference the **Radio LED Feedback** table. Boss, Clarion, and Eclipse have different radio types and the wrong radio type may have been auto detected. Reference the **Changing Radio Type** document to change the radio type. Also refer to the radio specific troubleshooting steps on the following page.

Update  
the  
interface

If all troubleshooting steps have been performed and the interface still doesn't go solid **Green** at the end of the final programming sequence, **update** the interface to the latest firmware, then try programming once more. If the interface still doesn't go solid **Green**, contact Tech Support at 1-800-253-TECH. Take note to be prepared to perform some tests in the vehicle when you contact Tech Support, and have the **Product ID Number** on the bottom of the interface noted.



Back of interface

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Radio  
Specific  
Troubleshooting

### Alpine

1. Unplug the 3.5mm jack from the radio, reset and reprogram the interface, then plug the 3.5mm jack back into the SWC input labeled **REM**.
2. Some Alpine radios have a feature that changes SWC\* from the back to the front, and vice-versa. If the radio has this feature, make sure SWC is on the rear setting. If the setting is on the rear, turn it to the front, then back to the rear.

\* Labeled **remote** in the **Alpine** manual

### Kenwood

1. Make sure the interface's LED feedback shows **Kenwood**. If it shows **JVC** instead, reference the **Changing Radio Type** document to change the radio type to **Kenwood**.
2. If the interface's LED feedback shows **Alpine**, this could mean the wrong wire used from the radio, or a bad 3.5mm jack. **Kenwood** radios use a **Blue/Yellow** wire for SWC. If the radio is connected properly, remove the **3.5mm Adapter** and wire the radio directly to the interfaces's "skinny" **Red** wire within the 3.5mm jack.
3. Some **Kenwood** radios have a feature called **Remote Sensor** which disables SWC. If the radio has this feature, make sure it's turned on. If it's turned on, turn it off, then back on.

### Parrot

1. **AX-SWC-PARROT** (sold separately) is required. The software in the radio must be rev. 2.1.4 or higher.

### Pioneer / Sony

1. If the SWC buttons are out of order, this could be caused by the 3.5mm jack not be seating properly, or residue on the contacts. Clean the contacts, then plug the 3.5mm jack firmly back into the radio. Add a stress loop on the cable to prevent the 3.5mm jack from slipping out.
2. If anything is prohibiting the 3.5mm jack from seating all the way in such as a heatsink, lightly trim away some of the plastic from the 3.5mm jack as needed.
3. SWC input for **Pioneer** is labeled **W/R**. SWC input for **Sony** is a blue 3.5mm input labeled **REMOTE**.

### General Radio (with wire for SWC)

1. Make sure the correct wire is used from the 3.5mm Adapter.
  - a) **Brown** is for Key-A or SWC-1.
  - b) **Brown/White** is for Key-B or SWC-2\*

\* Disregard if not applicable


















3.5mm Adapter

2. Make sure SWC is programmed within the radio menu. Refer to the manual provided with the radio, or contact the radio Manufacturer for any questions regarding this process

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### Radio LED Feedback

Radio	LED Pattern	Keynotes (reference below)
Pioneer / Jensen		
Boss (type 1) / Dual / Sony		3 (Boss)
Kenwood		1
JVC		
Alpine		2
Boss (type 2)		3
Clarion (type 1)		3
Clarion (type 2)		3
Boss (type 3)		3
Insane Audio		
Magnadyne		
Visteon / Boss (type 4)		3 (Boss)
JBL		
Eclipse (type 1)		3
Eclipse (type 2)		3
Philips		
XITE		
Parrot		4
Valor		
LG		
Kicker		
Axxera		

- 1) If the LED pattern shows **JVC**, change the radio type to **Kenwood**. Refer to the **Changing Radio Type** document.
- 2) If the LED pattern shows **Alpine**, but an **Alpine** radio isn't installed, make sure the 3.5mm jack is plugged into the radio.
- 3) If no SWC, change the radio type to the opposite radio type. Refer to the **Changing Radio Type** document.
- 4) **AX-SWC-PARROT** required (sold separately). The software in the radio must be rev. 2.1.4 or higher.