



## MS2013BT Troubleshooting Guide

### Radio will not turn ON

- Try the reset button.
- Check fuse.
- Verify +12V on the Turn ON ACC+ wire to radio (RED wire).
- Confirm Ground.

### Radio turns ON, but no sound

- Verify **Volume**, **Fader/Balance**, **Mute** controls are set correctly (see owners manual).
- Try RESET button.
- Verify mode is active (AUX, iPod, AM/FM, Bluetooth, etc.)
- Verify proper speaker connections.
- Check for shorts or opens on speaker wires.

### No AM or FM reception

- Verify you are tuned to a valid station.
- Check your antenna connection on rear of stereo.
- Try a different antenna.
- Verify tuner Area is set to correct region: USA, Europe

### No iPod operation

- Make sure iPod is connected to the Rear USB input using a standard Apple USB cable.
- Check for a damaged or defective Apple USB cable. Replace with new if necessary.
- Incompatible iPod. Refer to [JENSENiPODQRG](#) document for iPod compatibility list.

### USB function does not work

- Make sure USB device is fully inserted.
- Verify USB device contains either MP3 or WMA files.
- **Supports USB drives up to 4GB. Does not support portable hard drives or some USB music devices.**

### No audio in AUX mode

- Verify audio cable is connected securely to radio and source.
- Test with different audio cable.
- Verify volume level on source is turned all the way up.

### Wired remote control not functioning

- Try the reset button.
- Verify remote is securely connected to the radio directly or via extension cable.
- If using extension cable, try connecting direct to radio. If the remote works in this manner, the extension cable is most likely damaged. Replace extension cable.
- If the remote still does not work when connected direct to radio, the remote could be defective. Replace with new remote.

### Bluetooth mode is unavailable or does not operate

- Verify Bluetooth is set to ON in Bluetooth Setup Menu (only available in BT Audio Mode).
- Verify Bluetooth mode on phone is active (see phone's owner's manual).
- Verify Bluetooth phone is paired with radio (see MS2013BT owner's manual).