



Smart Remote Application

JVC KENWOOD Corporation

Smart Remote Application

Troubleshooting

General

| Symptoms | Remedies/Cause |
|--|--|
| Where can I find Smart Remote App to install? | You can find the Smart Remote App by search “Smart Remote” in android market place. |
| My song title, artist and album name do not scroll. | By default, the song title, artist and album is set to no scroll. You can change the preference setting to your own preference. |
| Bluetooth Hands-free and Audio connection indicator status in Smart Remote App is different from car receiver. | Bluetooth Hands-free and Audio connection indicator status in Smart Remote 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 Remote App indicator will indicate Bluetooth Audio as disconnected. |
| Screen does not dim and display screen keep on after start the application. | This is one of the application default setting. Customers can change this display setting in the preference after install the application. |
| In Bluetooth source, Tag information and play time is not available. | 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 Remote App when in Pandora. |

Connectivity

| Symptoms | Remedies/Cause |
|--|--|
| Car receiver is unable to connect to Smart Remote App after install the application. | After install Smart Remote App on your phone, you need to run the App to initiate Bluetooth connection module of phone. Run Smart Remote 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 Remote App. |
| Car Receiver does not connect automatically to Smart Remote App | Please ensure Bluetooth Auto Connect setting is set to “ON” in car receiver. Run Smart Remote App in phone first before turning ON car receiver for auto connect operation. |
| Smart Remote 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. |

Gesture Control

| Symptoms | Remedies/Cause |
|--|---|
| After I draw a gesture on Smart Remote App, car receiver does not execute the command. | When car receiver in menu and content list mode, it will ignore all command from App. |
| I am not able to drag the Playtime panel using gesture command | To avoid accidentally trigger other gesture commands while dragging the Playtime Panel, "Drag" operation is disabled. |