

USB connection issues with iOS4

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Some customers reported that they've experienced odd USB connection glitches with their iPod touch, iPhone 3GS and iPhone 3G upgraded to the latest iOS 4 firmware; that did not exist with iPhone OS 3.1.3. These glitches could be no audio or intermittent connectivity to the head-units. In such cases; re-connecting, restarting, or resetting the iPhone (or iPod touch) may resolve the issue.

USB connection issues may occur when connected as listed below. In this case, perform the Recovery Method(s) listed below.

- Connect the iPhone (or iPod touch) to the head-unit without reset.
- Connect the iPhone (or iPod touch) after link with iTunes without playback a music file at least one time.
- Connect the iPhone (or iPod touch) to the head-unit during the iPhone (or iPod touch) is OFF.

Recovery Method(s). Try one of the below listed recovery methods.

- Reconnect the iPhone (or iPod touch) to the head-unit.
- Reconnect the iPhone (or iPod touch) to the head-unit while playing back a music file.
- Disconnect the iPhone (or iPod touch). Turn it off completely and then turn ON again. Then re-connect it to the head-unit.
- Disconnect the iPhone (or iPod touch). Press and hold the "Sleep/Wake button" and the "Home button" together for at least ten seconds, until the Apple logo appears. After a few seconds, turn it on and reconnect to the head unit.
- Restore the iPhone (or iPod touch) using the iTunes restore menu

Reference information

Refer to Apple Support at (<http://www.apple.com/support/>) for additional information.

Note: - If the issue could not be solved by the above methods, try resetting the iPhone(or iPod touch) again.

Remarks

The compatibility with iPhone 4 will be updated, but for now follow the methods above.

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