

## FAQ

### (Amps)

#### 1. I hear a loud snapping/popping sound from my speakers at high volume levels:

Step 1: Turn down the bass control on your head unit – you are overdriving the speaker

Step 2: If your system includes an amplifier, turn on the high-pass crossover or raise the crossover frequency. 6.5-inch speakers should be crossed over at 90Hz and 7-inch speakers at 75-80Hz.

#### 2. My amplifier turns off when I turn up the volume:

Step 1: Check for good ground connection- Start with a visual inspection – make sure the ground connection is not loose or corroded.

Step 2: Using a high quality digital multimeter or an Analog meter, monitor the voltage at the amplifier power terminals while music is playing. If the voltage drops below 10.5V, then the power wire and ground connections must be upgraded.

Step 3: Measure the speaker impedance with a multimeter. The impedance of the woofer(s) may be below the operating capability of the amplifier.

#### 3. My amplifier won't turn on:

Step 1: Check the fuse at the battery and make sure it is not blown

- Check for voltage at the output of the fuse, don't always trust a visual inspection

Step 2: Check the fuses on the amplifier (if applicable) to make sure they are not blown

Remove the fuses and check for continuity with a multimeter

Step 3: Check for power at the amplifier.

- Measure voltage at +BATT terminal relative to a known good ground

Step 4: Check for good ground connection

- Start with a visual inspection – make sure the ground connection is not loose or corroded.

- Measure voltage across the power terminals of the amplifier.

#### 4. The protection light on my amplifier is blinking and I don't hear any music:

Step 1: Disconnect all speakers and turn the amp back on. If the light still blinks, send the amp in for service

Step 2: If the light is not blinking, start reconnecting the speakers one at a time. If one particular speaker causes the amp to go into protection, the speaker or the wiring to the speaker is damaged and needs to be replaced.

Step 3: Check the impedance of each speaker using a quality multimeter. Also check the resistance between the speaker wire and a known good ground.

Blue ON, Red Off Amp operating normally

Blue and red blinking alternately Amplifier is in thermal protection

Blue and red blinking alternately slowly Over-voltage protection on the power supply

Blue and red blinking together quickly Short Circuit protection

Blue and red blinking three times Repeated short circuits. Remove short and wait 5 minutes for the amplifier to reset.

#### 5. What do wire colors represent on the speaker level input jack included with my Clarion amplifier:

These colors match the universal ISO wire color standard:

**Grey** Right Positive

**Grey / Black** Right Negative

**White** Left Positive

**White / Black** Left Negative

Black Ground

## FAQ

### (General)

#### 6. Where to download Owners Manuals:

From the main page at [www.clarion.com](http://www.clarion.com), click on the Get Support button at the top of the screen, then enter on the appropriate model number under Manual Download in the middle of the screen. We are in the process of adding older manuals to this section. If the manual you want is not there, please contact our parts distributor [WWW.PACPARTS.COM](http://WWW.PACPARTS.COM) to purchase a paper copy.

#### 7. Wire Harness Pin Outs For Clarion Products:

Please email [PARTS@CLARIONUS.COM](mailto:PARTS@CLARIONUS.COM) to request the pin outs for retail models only.

### (Navigation and video)

#### 8. General - Audio Only Warning

Why does my Clarion Multimedia/DVD Player radio display "Audio Only" during video playback?

It is illegal to view full motion video from the driving position in a vehicle. The parking brake must be engaged for the unit to display video. Please refer to wiring chart in the installation manual.

### (SiriusXM)

#### 9. General - Finding the SID / ESN number to activate a Sirius Radio Account:

Step 1: Make sure that your audio system has a Sirius Satellite Radio tuner module connected to it. This can be accomplished through a visual inspection, or by pressing the SAT button, or repeatedly pressing the Func/Source button until SIRIUS is displayed on the screen. If nothing happens.

- If no tuner is found via the radio, then a visual inspection should follow to confirm if the additional actual hardware is installed. For a more in-depth inspection please contact your local Clarion dealer.

Step 2: If the tuner is found, then the ESN can be retrieved using the following steps:

For Marine Units with a direct SAT Button

Press and hold the MENU button for 2 seconds

Press the Track Up button until "SID DISP" is shown on the screen

Press the ENT button

The six digits you see are only the first six of twelve. Turn the volume clockwise one position to see the second six digits

For Marine Units with a Source Button

Press and hold the T (Func) button for 2 seconds

Press the track up button until "SID DISP" is shown on the screen.

Press the Play/Pause (Enter) button

The six digits you see are only the first six of twelve. Press Volume Up to see the second six digits

For Car Source Units

Press and hold the "D" display button for 1 second or longer to display the ADJUST mode

Press the track up button until "SID DISP" is shown on the screen.

Press the Play/Pause (Enter) button

The six digits you see are only the first six of twelve. Press Volume Up to see the second six digits

For Car Multimedia Units **without Sirius Direct**

Touch the Option Key from the Sirius Menu

Your Sirius 12 digits ID will be displayed

For Car Multimedia Units **with Sirius Direct** (logo can be found directly on the cosmetics)

Select Sirius from source selection list

Scroll back to channel Zero "0"

The Sirius 12 digit ID will be displayed

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### (Marine)

#### 11. General - How "water resistant" are the Marine source units and are they UV rated?

For marine source units to function properly and remain water resistant, it is imperative that they are installed on a flat surface and that the rubber gasket seals perfectly against this mounting surface. These source units are not water proof when the CD loading slot or front panel is open. Water damage occurred by improper installation or use is not covered under warranty.

Clarion's IPX5 and IPX6 certified marine source units have been subject to rigorous testing including their control panel being hit with 65 gallons of water for 5 minutes. The superior design of the front gasket and drainage channels helps keep water out. Sensitive components such as the PCB and microprocessor have also been conformably coated for added protection against humidity.

Several marine source units feature a water resistant stainless steel chassis. This chassis was designed to help further protect the internal circuitry of these radios. This is an additional level of protection against water intrusion damage, but does not make these units waterproof.

All Clarion Marine speakers, grill covers, and radios are designed to meet and exceed the ASTM D4329 requirements for UV exposure. This level of certification will ensure that your Clarion Marine product will stay looking good and sounding great for years to come.

#### 13. Installation - Current Draw when not in use

Even when a radio is turned off, the computer in the radio is still active and awaiting the command to turn back on. To reduce the power consumption of your radio to a level that will not affect your battery, make sure the red wire on the power harness has 12V removed from it when the boat is not in use. You can use a dedicated switch, or connect the wire to the equivalent of an 'ignition' source.

\*(Some marine units only have a red ignition wire)

#### 14. Remote Control - Wired Remote Compatibility

Most Clarion marine source units are compatible with our line of wired remote controls. The attached spreadsheets is an advanced cross-compatibility reference.

(New links will be provided. Only for example.)

(Needs to be updated)

[http://www.teamclarion.com/Sharedwebdbs/clarionsupport.nsf/ce17209d69d0c0b688256ea0005a1fbc/049c0150c85c49cd88256b510079709d/\\$FILE/Marine\\_Remote\\_Compatibility\\_Chart.pdf](http://www.teamclarion.com/Sharedwebdbs/clarionsupport.nsf/ce17209d69d0c0b688256ea0005a1fbc/049c0150c85c49cd88256b510079709d/$FILE/Marine_Remote_Compatibility_Chart.pdf)

#### 15. Remote Control - Wired Remote Installation

LCD Remote- 3-inch  
Standard Remote- 2-1/16-inch

### (Source Units)

#### 16. General - Cleaning Faceplate / Display

Use a soft, dry cloth to wipe fingerprints and smudges off the face of your radio. Do not use sprays or liquid cleaner of any kind. Damage to the face caused by liquids will not be covered under the warranty.

#### 17. General - Keeping functionality of factory mounted steering wheel audio controls.

All Clarion Source units that offer the OEM Steering Ready Remote Ready feature can be connected to a compatible interface. Please check Metra, PAC, Crux and Peripheral websites to confirm compatibility of these interfaces with your make, model and year of vehicle.

#### 18. General - music can only be heard when the radio is selected but not on CD

Step 1: Your system most likely has an amplifier. You have connected the remote turn-on lead to the blue wire. It should be connected to the blue/white wire.

Step 2: You may be playing a copy-protected CD. Switch the deck from MP3/WMA mode by pressing and holding the BAND button, remove the disc and re-insert. On higher end decks, the CD mode is in the "setup menu". It should be in CD mode to play copy-protected CDs.

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### 19. General - My USB radio won't detect the USB player inserted

Clarion USB radios recognize most USB devices that do not require any form of special driver software. Many of the new MP3 players are not compatible due to the need for special software to communicate with these devices. Conventional USB memory sticks from companies like Lexar and SanDisk work great. The maximum recommended size is 64GB.

### 20. General - Programming station presets?

Use the seek up and down buttons to select the desired station. Press and hold the preferred radio preset button to store the station in memory. This does not include units without preset buttons. Please refer to the manual for more detailed instructions on these units.

### 21. General - Radio error codes

The chart below describes the error codes and their possible resolution: (Needs Updating)

#### CD/MP3/WMA

##### Error 2

A CD is caught inside the deck and cannot be ejected  
The CD Mechanism requires service – contact your authorized Clarion dealer for repair

##### Error 3

A CD cannot be played due to the inability of the laser mechanism to focus on the CD  
Replace with a known good CD.

##### Error 5

Indicates a CPU error  
Press the reset button. Remove power cord for five minutes.

##### Error 6

A CD cannot be read  
Replace with a good quality store-bought CD.

##### Error HHH

Internal temperature of the CD deck is too high  
Discontinue playback and allow the deck to cool off.

##### Error 8

There is a failure of the flash memory  
Cycle Power, reset deck and perform a system check

##### Error R

Region Code Error  
Replace with a disc with the proper region code. Region codes are not configurable.

If the fault persists, contact an authorized Clarion service center for repair.

<http://www.clarion.com/us/en/user-support/service/>

### 22. General - Replacing Detachable Faceplates

Replacement Detachable Faceplates can be ordered through our parts distributor, PacParts.

<http://www.pacparts.com/clarion/>

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### 23. General - Setting the clock

There are several ways of setting the clock, depending on the model number. (I added method 1 for the newer stuff)

Method 1: Press and hold the MENU button to enter the menu. Then press the double arrow, right or left buttons to go to CLOCK and press ENT. Use the volume knob (On units with dual knobs, use the right side knob instead) to adjust the hour then press the double arrow, right or left buttons to go to minutes and rotate knob again to set minutes. Press and hold DISP again to exit.

Method 2: Press and hold the MENU button to enter the menu. Then press the double arrow, right or left buttons to go to CLOCK and press ENT. Use the volume knob (On units with dual knobs, use the right side knob instead) to adjust the hour then press the double arrow, right or left buttons to go to minutes and rotate knob again to set minutes. Press and hold DISP again to exit.

Method 3: Press and hold BAND and DISP to display the clock. Press and hold BAND and DISP until the display flashes. SEARCH left to adjust the hours; right to adjust the minutes. Press BAND to set.

Method 4: Same as method 2 except press DISP to set.

Method 5: Press ADJ. SEARCH left or right to select clock and press ENT. SEARCH left or right to select the hour or minute. Turn rotary knob clockwise or counterclockwise to set the correct time. Press ENT to store time. Press ADJ to return to the previous mode.

Method 6: Press and hold BAND and FUNCTION to display clock. Press and hold BAND and FUNCTION until the display flashes. SEARCH left to adjust hours; right to adjust minutes. Press BAND to store.

Method 7: While the display is showing the clock, press and hold the CLOCK button until the minutes flash. Press the CLOCK button to adjust the minutes. When the CLOCK button is released for 5 seconds the hours will flash. Press the CLOCK button to adjust the hours. When the CLOCK button is released for 5 seconds the time will be set.

For unit specific instructions or if none of these work please refer to the user manual for further instructions.

### 24. Installation - Radio displays 'Amp Guard' or 'Amp GRD'

Step 1: Disconnect all the speakers from the head unit and try again. If the same message comes up, send the unit in for service.

Step 2: If the message goes away, you have a wiring problem. Check each speaker lead for a short circuit, damaged speaker or a ground to chassis.

### 25. Installation - Radio powers up but no volume is present

Step 1: Check the Fader control on the radio

- Make sure it is set to the center position, not front or rear

Step 2: Check to see if your system is using an amplifier.

- Make sure the amplifier is turning on (power LED illuminates)

- If not, verify if there's no speakers leads that are shorting out

- Make sure the amp control wire is hooked up to the blue with white wire  
see "AMP GARD or AMP GRD" Topic

### 26. Installation - Radio will not power up

Step 1: Check that both the red and yellow power wires are connected to the appropriate power sources. (Refer to installation manual.) Measure with reference to known good ground location, not the ground wire on the harness. NOTE: Some marine units only have a red ignition wire.

Step 2: Check that the fuses are not blown.

- Do not trust a visual inspection, check for voltage on the output side of the fuse.

Step 3: Check for a good ground connection

-measure from yellow lead to black lead at power connector on the back of the radio)

Step 4 Press the reset button on the radio (if applicable)

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27. Installation - Wiring color codes (New links will be provided. Only for example.)

[http://www.teamclarion.com/Sharedwebdbs/clarionsupport.nsf/ce17209d69d0c0b688256ea0005a1fbc/429bb76d62a900428825721700586c52/\\$FILE/Clarion\\_Standard\\_Wiring.pdf](http://www.teamclarion.com/Sharedwebdbs/clarionsupport.nsf/ce17209d69d0c0b688256ea0005a1fbc/429bb76d62a900428825721700586c52/$FILE/Clarion_Standard_Wiring.pdf)

28. Ungo- Replacement Remotes (New links will be provided. Only for example.)

Please visit [WWW.PACPARTS.COM](http://WWW.PACPARTS.COM) for availability.

### (Warranty)

31. What is the warranty on my Clarion product?

If purchased from an authorized Clarion dealer, Clarion products are warranted against all defects in materials and workmanship for a period of one (1) year from the date of original purchase.

The Clarion Limited Warranty does not cover products that have been damaged due to misuse, water penetration, faulty installation, and neglect or involved in an accident of any kind. The Clarion Limited Warranty covers only the labor and parts to repair the actual unit. The warranty does not cover any cost to remove and reinstall the unit, or to ship the unit to us for repair. We do pay for return shipment after the repair has been completed.

For complete details, please read the Warranty Card included with your product.

32. Where do I send my unit for repair?

You may take or ship your product to your authorized Clarion service center for repair. <http://www.clarion.com/us/en/user-support/service/>

At all times, please include a copy of your original sales invoice from an authorized Clarion dealer, a clear description of the unit problem and full contact information including address and phone number. It is extremely important that all items shipped for repair be packaged securely and insured. Clarion is not responsible for any damage that occurs during shipping.