



Use this manual if you encounter any problems, or have any questions.

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- [The radio reception is poor. / Static noise occurs.](#)

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- [PTY displays \[PTY not found.\].](#)

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- [There is no picture/picture noise occurs.](#)
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- [The other BLUETOOTH device cannot detect this unit.](#)
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└ [Cannot pair.](#)

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### SiriusXM Connect Vehicle Tuner

└ [A mature channel is not blocked although parental control setting has been made.](#)

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### Apple CarPlay

└ [The Apple CarPlay icon does not appear on the HOME screen.](#)

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└ [The Android Auto icon does not appear on the HOME screen.](#)

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### WebLink™

└ [WebLink™ cannot be used.](#)

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### Messages

└ [General](#)

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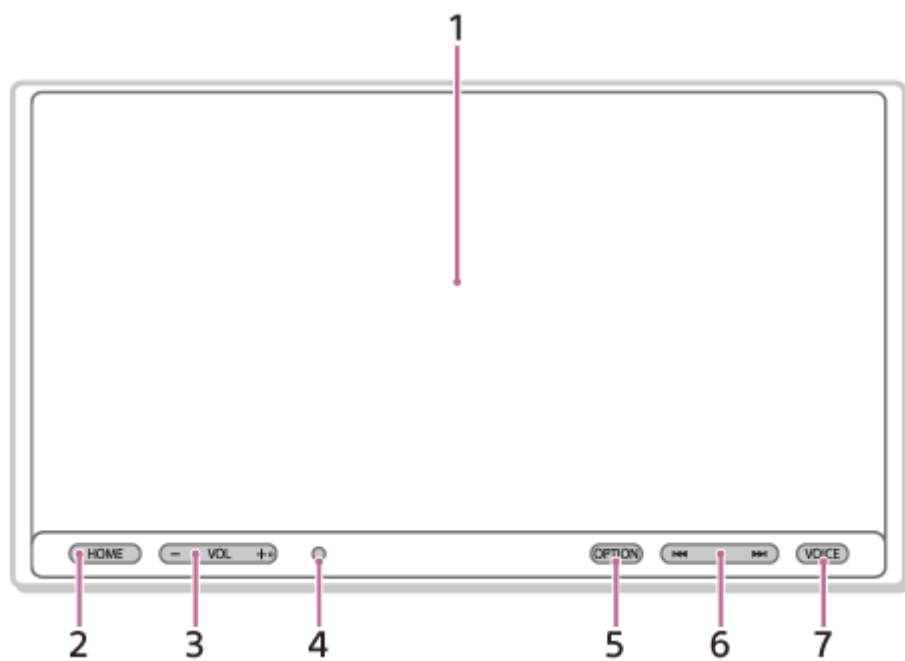
### [Customer Support Websites](#)

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### [About the “Support by Sony” App](#)

## Main Unit and Remote Commander

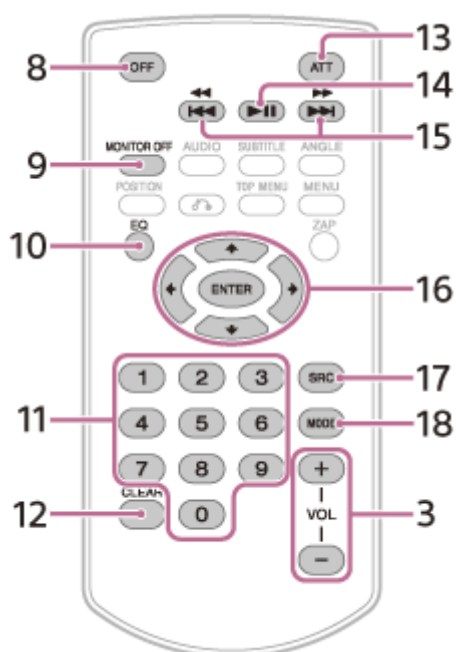
### Main unit



The VOL (volume) + button has a tactile dot.

### RM-X170 remote commander

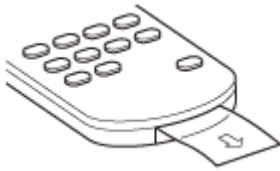
The remote commander can be used to operate the audio controls. For menu operations, use the touch panel.



#### Note

- The white buttons in the illustration above are not supported.

Remove the insulation film before use.



1. Display/touch panel
2. HOME  
Displays the HOME screen.  
● STANDBY  
Press and hold to turn the unit to standby mode (USB charging is still available).  
To resume, press any button.
3. VOL (volume) +/-
4. Receptor for the remote commander
5. OPTION  
Displays the OPTION screen.  
● ATT (attenuate)  
Press and hold for 1 second to attenuate the sound.  
To cancel, press and hold again, or press VOL (volume) +.
6. ◀◀ / ▶▶ (previous/next)  
Functions differently depending on the selected source:  
Tuner: select a preset station.  
SiriusXM: select a preset channel.  
USB: move to the previous/next file.  
BT Audio: move to the previous/next file.  
Press and hold to:  
Tuner: tune into a station automatically (SEEK+/SEEK-).  
USB: fast-reverse/fast-forward.  
BT Audio: fast-reverse/fast-forward.
7. VOICE  
Activates the voice command function for Apple CarPlay and Android Auto.
8. OFF  
Turns the source off.
9. MONITOR OFF  
Turns off the monitor.  
To turn back on, press again.
10. EQ (equalizer)  
Selects an equalizer curve.
11. Number buttons (0 to 9)
12. CLEAR
13. ATT (attenuate)  
Attenuates the sound. Press again to cancel the attenuation.
14. ▶▶ (play/pause)
15. ◀◀ / ▶▶ (previous/next)  
◀◀ / ▶▶ (fast-reverse/fast-forward)  
Functions differently depending on the selected source:  
Tuner: select a preset station.  
SiriusXM: select a preset channel.  
USB: move to the previous/next file.  
BT Audio: move to the previous/next file.  
Press and hold to:  
Tuner: tune into a station automatically (SEEK+/SEEK-).  
USB: fast-reverse/fast-forward.  
BT Audio: fast-reverse/fast-forward.
16. ◀ / ↑ / ↓ / ▶ (left/up/down/right)  
Functions differently depending on the selected source.  
Tuner: select a preset station or tune into a station automatically.  
SiriusXM: select a preset channel or move to the previous/next channel.

USB: select a folder or move to the previous/next file.

ENTER

Enters the selected item.

**17. SRC (source)**

Changes the source. Each time you press this button, a selectable source is displayed in a popup on the current display.

**18. MODE**

Selects the radio band.

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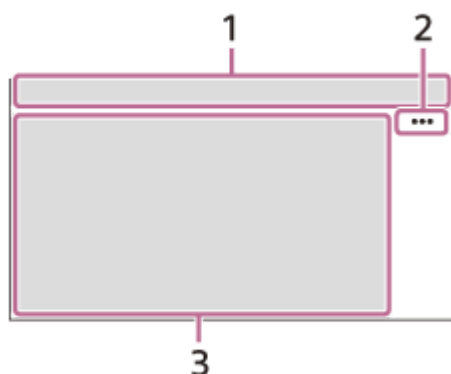
**Related Topic**

- [Screen Displays](#)

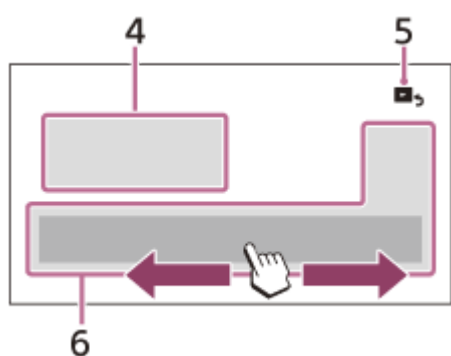
5-006-476-11(5) Copyright 2019 Sony Corporation

## Screen Displays

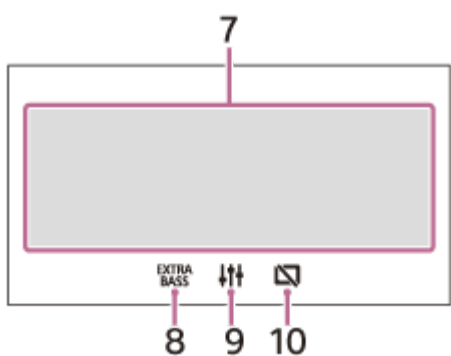
### Playback screen:



### HOME screen:



### OPTION screen:



### 1. Status indication

| Icon in the display                                                                                | Detail                                                                                 |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| <br>(attenuate) | Lights up when the sound is attenuated.                                                |
| <br>(SiriusXM)  | Indicates the signal strength status of the connected SiriusXM Connect Vehicle Tuner.  |
| <br>(BLUETOOTH) | Lights up when the BLUETOOTH signal is on. Flashes when the connection is in progress. |

| Icon in the display                                                                                 | Detail                                                                                                  |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <br>(audio)        | Lights up when the audio device is playable by enabling the A2DP (Advanced Audio Distribution Profile). |
| <br>(mobile phone) | Lights up when handsfree calling is available by enabling the HFP (Handsfree Profile).                  |
| <br>(antenna)      | Indicates the signal strength status of the connected mobile phone.                                     |
| <br>(battery)      | Indicates the remaining battery status of the connected mobile phone.                                   |

## 2. ●●● (source option)

Opens the source option menu. The available items differ depending on the source.

## 3. Application specific area

Displays playback controls/indications or show the unit's status. Displayed items differ depending on the source.

## 4. Clock

Displays the time which are set on the Date/Time setting.

## 5. (return to the playback screen)

Switches from the HOME screen to the playback screen.

## 6. Sources and Settings select keys

Changes the source or make various settings.

Flick to select the setting icon and other icons.

| Icon in the display                                                                 | Name          |
|-------------------------------------------------------------------------------------|---------------|
|  | Android Auto  |
|  | Apple CarPlay |
|  | Tuner         |
|  | SXM           |
|  | BT Audio      |
|  | Phone         |
|  | USB port 1    |
|  | WebLink       |
|  | USB port 2    |
|  | Rear Camera   |
|  | Settings      |

## 7. Sound select keys

Changes the sound.

## 8. ( EXTRA BASS )

Changes the EXTRA BASS setting.

## 9. ( EQ10/Subwoofer )

Changes the EQ10/Subwoofer setting.

**10.  (monitor off)**

Turns off the monitor. When the monitor is turned off, touch any part of the display to turn it back on.

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**Related Topic**

- [General Settings \(General\)](#)
- [Sound Settings \(Sound\)](#)

## Performing Initial Settings

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You need to perform initial settings before operating the unit for the first time, after replacing the car battery, or changing connections.

If the initial settings screen does not appear when you turn on the unit, perform the factory reset to initialize the unit.

- 1** Touch [Language], then set the display language.
- 2** Touch [Demo] repeatedly to select [OFF] to disable the demonstration mode.
- 3** Touch [Set Date/Time], then set the date and time.
- 4** After setting the date and time, touch [OK].
- 5** To return to the previous display, touch  (back), then touch [OK].  
The startup caution appears.
- 6** Read through the startup caution, then if you accept all conditions, touch [Close].  
The setting is complete.

This setting can be further configured in the setting menu.

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### Related Topic

- [General Settings \(General\)](#)
- [Sound Settings \(Sound\)](#)
- [Visual Settings \(Visual\)](#)
- [BLUETOOTH Settings \(Bluetooth\)](#)

## Preparing a Bluetooth® Device

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You can enjoy music or perform handsfree calling depending on the BLUETOOTH compatible device such as smartphones, mobile phones, and audio devices (hereafter “BLUETOOTH device” if not otherwise specified). For details on connecting, refer to the operating instructions supplied with the device. Before connecting the device, turn down the volume of this unit; otherwise, a loud sound may result.

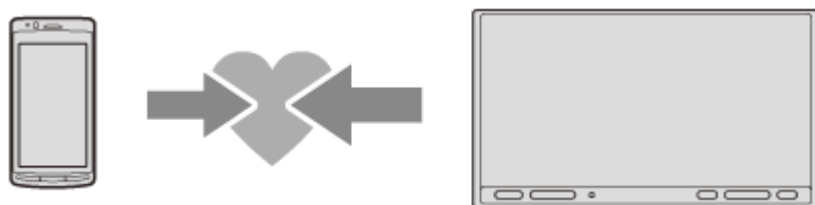
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### Related Topic

- [Pairing and Connecting with a BLUETOOTH Device](#)
- [Connecting with a Paired BLUETOOTH Device](#)

## Pairing and Connecting with a BLUETOOTH Device

When connecting a BLUETOOTH device for the first time, mutual registration (called “pairing”) is required. Pairing enables this unit and other devices to recognize each other.



**1 Place the BLUETOOTH device within 1 m (3 ft) of this unit.**

**2 Press HOME, then touch [Settings].**

**3 Touch [Bluetooth].**

**4 Touch [Bluetooth Connection], then touch [ON].**

The BLUETOOTH signal is turned on and  (BLUETOOTH) lights up on the status bar of the unit.

**5 Touch [Pairing].**

 (BLUETOOTH) flashes while the unit is in pairing standby mode.

**6 Perform pairing on the BLUETOOTH device so it detects this unit.**

**7 Select your model name shown in the display of the BLUETOOTH device.**

Repeat from step 5 if your model name does not appear.

If the connection confirmation display appears, operate the BLUETOOTH device to approve the connection, then touch [OK] on the unit and/or the BLUETOOTH device.

**8 If passkey\* input is required on the BLUETOOTH device, input [0000].**

When pairing is made,  (BLUETOOTH) stays lit.

\* Passkey may be called “passcode”, “PIN code”, “PIN number”, “password”, etc., depending on the BLUETOOTH device.

**9 Select this unit on the BLUETOOTH device to establish the BLUETOOTH connection.**

 (mobile phone) or  (audio) lights up when the connection is made.

### Note

- The unit can only be connected with one BLUETOOTH device at a time.
- To disconnect the BLUETOOTH connection, turn the connection off from either the unit or the BLUETOOTH device.
- BLUETOOTH pairing is not possible while Apple CarPlay or Android Auto is running.



## Connecting with a Paired BLUETOOTH Device

To use a paired device, connection with this unit is required. Some paired devices will connect automatically.



**1 Press HOME, then touch [Settings].**

**2 Touch [Bluetooth].**

**3 Touch [Bluetooth Connection], then touch [ON].**

Make sure that  (BLUETOOTH) lights up on the status bar of the unit.

**4 Activate the BLUETOOTH function on the BLUETOOTH device.**

**5 Operate the BLUETOOTH device to connect to this unit.**

 (mobile phone) or  (audio) lights up on the status bar.

### To connect the last-connected device from this unit

When the ignition is turned to on with the BLUETOOTH signal activated, this unit searches for the last-connected BLUETOOTH device, and connection is made automatically.

#### Note

- While streaming BLUETOOTH audio, you cannot connect from this unit to the mobile phone. Connect from the mobile phone to this unit instead.

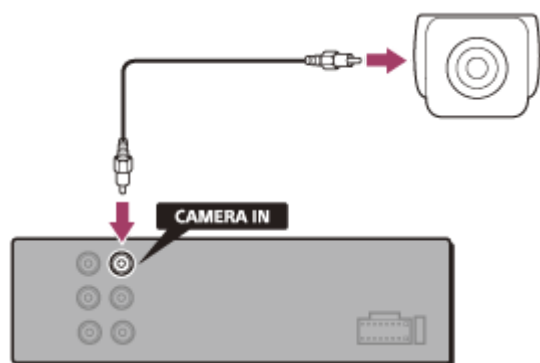
### To capture your voice during handsfree calling

You need to install the microphone (supplied).

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## Connecting Rear View Camera

By connecting the optional rear view camera to the CAMERA IN terminal, you can display the picture from the rear view camera.



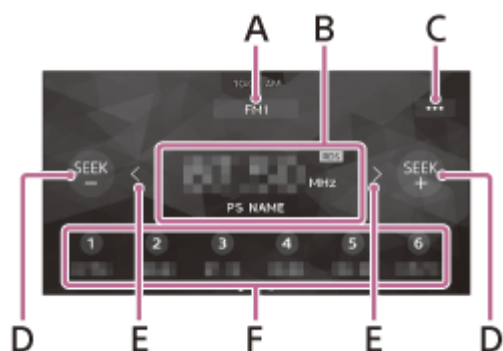
### To display the picture from the rear view camera

Press HOME, then touch [Rear Camera].

## Listening to the Radio

Press HOME, then touch [Tuner].

### Reception controls/indications



#### A. Current band

Change the band (FM1, FM2, FM3, AM1 or AM2).

#### B. Current frequency, program service name\*, RDS (Radio Data System) indication\*

\* Only available during RDS reception.

#### C. ... (tuner option)

Open the tuner option menu.

#### D. SEEK - /SEEK +

Tune in automatically.

#### E. < / > (left/right)

Tune in manually.

Touch and hold to continuously skip frequencies.

#### F. Preset numbers

Select a preset station. Swipe right/left to show the other preset stations.

Touch and hold to store the current frequency in that preset.

## Tuning

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**1** Select the desired band (FM1, FM2, FM3, AM1 or AM2).

**2** Perform tuning.

### To tune automatically

Touch SEEK–/SEEK+.

Scanning stops when the unit receives a station.

### To tune manually

Touch and hold **</>** (left/right) to locate the approximate frequency, then touch **</>** (left/right) repeatedly to finely adjust to the desired frequency.

### To store manually

While receiving the station that you want to store, touch and hold the desired preset number.

### To receive stored stations

Select the band, then touch the desired preset number.

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### Related Topic

- [Listening to the Radio](#)

## Using Tuner Option Functions

The following functions are available by touching **•••** (option) on the top-right of the screen.



### [BTM] (Best Tuning Memory)

Stores stations in order of frequency on the preset numbers. 18 stations for FM and 12 stations for AM can be stored as preset stations.

### [PTY]

Selects a program type from the PTY list to search for a station broadcasting the selected program type.  
(Only available during FM reception.)

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### Related Topic

- [Listening to the Radio](#)

## Listening to the SiriusXM Radio

Press HOME, then touch [SXM].

### To activate your SiriusXM Subscription

Only SiriusXM brings you more of what you love to listen to, all in one place. Get over 140 channels, including commercial-free music plus the best sports, news, talk, comedy and entertainment. Welcome to the world of satellite radio. A SiriusXM Connect Vehicle Tuner and Subscription are required. For more information, visit [www.siriusxm.com](http://www.siriusxm.com)

After installing your SiriusXM Connect Vehicle Tuner and antenna (aerial), press HOME, then touch [SXM]. You should be able to hear the SiriusXM preview channel on Channel 1. After verifying that you can hear the preview channel, select Channel 0 to find the Radio ID of your tuner. In addition, the Radio ID is located on the bottom of the SiriusXM Connect Vehicle Tuner and its packaging. You will need this number to activate your subscription. Write the number down for reference.

#### Note

- The SiriusXM Radio ID does not include the letters I, O, S or F.

### To display the SiriusXM Radio ID

1. Press HOME, then touch [SXM].
2. Touch ●●● (option), then select [Channel Direct Select].
3. Input [000], then touch [OK].

In the USA, you can activate online or by calling SiriusXM Listener Care:

- Online: Visit [www.siriusxm.com/activatenow](http://www.siriusxm.com/activatenow)
- Phone: Call 1-866-635-2349

In Canada, you can activate online or by calling SiriusXM Listener Care:

- Online: Visit [www.siriusxm.ca/activatexm](http://www.siriusxm.ca/activatexm)
- Phone: Call 1-877-438-9677

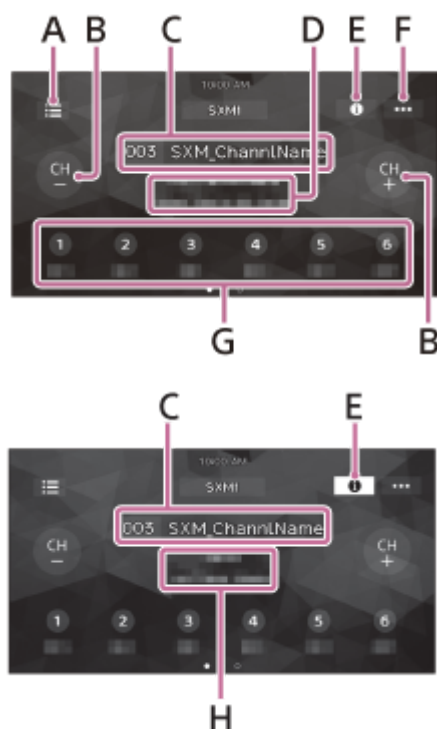
As part of the activation process, the SiriusXM satellites will send an activation message to your tuner. When your radio detects that the tuner has received the activation message, your radio will display: [Subscription Updated Press Enter to Continue]. Once subscribed, you can tune to channels in your subscription plan.

#### Note

- The activation process usually takes 10 to 15 minutes, but may take up to an hour.
- Your radio will need to be turned on and receiving the SiriusXM signal to receive the activation message.

## Tuning Channels for SiriusXM

### Reception controls/indications



**A. ☰ (list)**

Open the channel list or category list.

**B. CH- (previous channel) /CH+ (next channel)**

Select the channel.

**C. Channel number, channel name**

**D. Artist name, song title**

**E. ⓘ (information)**

Switch the channel information.

**F. ... (SXM option)**

Open the SXM option menu.

**G. Preset numbers**

Select a preset channel. Swipe right/left to show the other preset channels. Touch and hold to store the current channel in that preset.

**H. Category name, content information**

## Tuning the Channel by Inputting its Channel Number

- 1 Touch the area with the channel number and channel name on the SiriusXM radio screen.



Alternatively, press ENTER on the remote commander.

- 2 Input the channel number, then touch [OK].

Alternatively, input with the number buttons (0 to 9) and press ENTER on the remote commander.

### Related Topic

- [Tuning Channels for SiriusXM](#)

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## Tuning the Channel from the Channel List or Category List

- 1 Touch  (list) on the SiriusXM radio screen.



The category list appears.

- 2 Touch the desired category.

To tune from the channel list, touch [All Channels].

- 3 Touch the desired channel.

## Setting a Parental Control

The parental control feature allows you to limit access to SiriusXM channels with mature content. When enabled, the parental control feature requires you to enter a passcode to tune to the locked channels. Information on setting up the passcode and locking channels can be found below.

- 1 Touch **...** (option) on the SiriusXM radio screen, then touch **[Parental Control]**.



The passcode input display appears.

- 2 Enter your 4-digit passcode by touching the number keys, then touch **[OK]**.

The passcode confirmation display appears.

- 3 Enter the 4-digit passcode again, then touch **[OK]**.

The parental control is applied, and the channels are locked.

### To unlock the channels/To lock the channels again

1. Touch **...** (option), then touch **[Parental Control]**.  
The passcode input display appears.
2. Enter your 4-digit passcode by touching the number keys, then touch **[OK]**.

### To change the passcode

1. Touch **...** (option), touch **[Pass Code Change]**, then enter your current passcode.
2. Enter your new passcode, then touch **[OK]**.  
The passcode confirmation display appears.
3. Enter your new passcode again, then touch **[OK]**.

## Using SXM Option Functions

The following functions are available by touching ●●● (option) on the SiriusXM radio screen.



### [Channel Direct Select]

Tunes the desired channel by inputting its channel number directly.

### [Parental Control]

Sets the parental lock to on or off.

### [Pass Code Change]

Changes the passcode for the Parental Control feature.

## Playing a USB Device

MSC (Mass Storage Class) type USB devices<sup>\*1</sup> compliant with the USB standard can be used. MTP (Media Transfer Protocol) type USB devices<sup>\*1 \*2</sup> can be used only when connected to the USB port 2.

<sup>\*1</sup> e.g., a USB flash drive, digital media player, Android™ phone

<sup>\*2</sup> Some digital media players or Android phones may require setting to MTP mode.

### Note

- For details on the compatibility of your USB device, visit the support site.
- Check the supported file formats for USB playback.

- 1 Turn down the volume on the unit.**
- 2 Connect the USB device to the USB port 1 or the USB port 2.**
- 3 Press HOME, then touch [USB port 1] or [USB port 2].**  
Playback starts.

## To remove the USB device

Turn the unit off or turn the ignition switch to the ACC off position, then remove the USB device.

### Related Topic

- [Supported Formats for USB Playback](#)
- [Customer Support Websites](#)

## USB Port 1 and USB Port 2

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When connecting the USB devices, select the USB port 1 or the USB port 2 according to the features to be used.

### USB port 1

- Apple CarPlay
- Android Auto
- WebLink™
- File system
  - FAT12
  - FAT16
  - FAT32
  - exFAT
- Playable audio format
  - MP3
  - WMA
  - FLAC
  - WAV
  - AAC
- Playable video format
  - MPEG-4
  - WMV
  - MKV
  - Xvid
- USB connection mode
  - MSC

### USB port 2

- File system
  - FAT12
  - FAT16
  - FAT32
- Playable audio format
  - MP3
  - WMA
  - FLAC
- USB connection mode
  - MSC
  - MTP

## Playing a BLUETOOTH Device

You can play contents on a connected device that supports BLUETOOTH A2DP (Advanced Audio Distribution Profile).



- 1 Make a BLUETOOTH connection with the audio device.
- 2 Press HOME, then touch [BT Audio].
- 3 Operate the audio device to start playback.

### Note

- Depending on the audio device, information such as title, track number/time, and playback status may not be displayed on this unit.
- Even if the source is changed on this unit, playback of the audio device does not stop.
- BLUETOOTH pairing is not possible while Apple CarPlay is running.

### To match the volume level of the BLUETOOTH device to other sources

You can reduce the volume level differences between this unit and the BLUETOOTH device:  
During playback, touch **•••** (option), then set [Input Level] between -6 and +6.

### Related Topic

- [Connecting with a Paired BLUETOOTH Device](#)

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## Repeat Play and Shuffle Play

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- 1 During playback, touch  (repeat) or  (shuffle) repeatedly until the desired play mode appears.

Playback in the selected play mode may take time to start.

Available play modes differ depending on the selected sound source and connected device.

## Searching for a File from the List Screen

### 1 During USB playback, touch (list).

The list screen of the currently played item appears.

When connecting the USB device to the USB port 1, touch  (audio) or  (video) to list up by file type.



### 2 Touch the desired item.

Playback starts.

#### Note

- When connecting the USB device to the USB port 2,  (audio) and  (video) do not appear.

## Other Settings During Playback

When connecting the USB device to the USB port 1 and playing back a video, further settings are available by touching **•••** (option).

### Picture EQ

Adjusts the picture quality according to your taste: [Dynamic], [Standard], [Theater], [Custom]. (Available only when the parking brake is applied.)

### Aspect

Selects an aspect ratio for the screen of the unit. (Available only when the parking brake is applied.)

| Item     | Detail                                                                               |
|----------|--------------------------------------------------------------------------------------|
| Normal   | Displays a 4:3 picture in its original size, with side bars to fill the 16:9 screen. |
| Zoom     | Displays a 16:9 picture that has been converted into 4:3 letter box format.          |
| Full     | Displays a 16:9 picture in its original size.                                        |
| Captions | Enlarges the picture horizontally, while fitting captions in the screen.             |

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## Preparing a Mobile Phone

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To use a mobile phone, connect it with this unit.



### Note

- The handsfree calling functions are not available when the Apple CarPlay or Android Auto function is activated. In this case, use the handsfree calling functions of the application.

---

### Related Topic

- [Preparing a Bluetooth® Device](#)

In-Car Receiver  
XAV-AX7000

## Receiving a Call

---

- 1 Touch  (call) when a call is received.

The phone call starts.

### Note

- The ringtone and talker's voice are output only from the front speakers.

## To reject/end a call

Touch  (end a call).

---

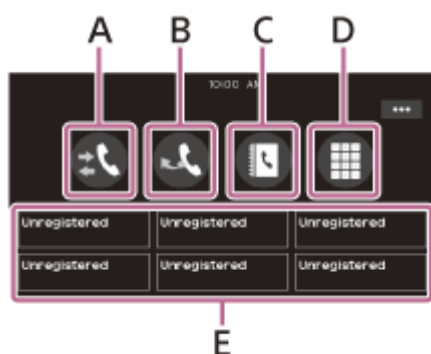
### Related Topic

- [Preparing a Mobile Phone](#)

## Making a Call

1 Press **HOME**, then touch **[Phone]**.

2 Touch one of the call icons on the **BLUETOOTH** phone display.



A. (call history)\*

Select a contact from the call history list. The unit stores the last 20 calls.

B. (redial)

Make a call automatically to the last contact you made.

C. (contacts)\*

Select a contact from the name list/number list. To search for the desired contact in alphabetical order from the name list, touch (alphabetical search).

D. (dialpad)

Enter the phone number.

E. Favorites (favorites)

Select the stored contact.

To store the contact, see “To add phone numbers to Favorites” below.

\* The mobile phone needs to support PBAP (Phone Book Access Profile).

3 Touch (call).

The phone call starts.

### To add phone numbers to Favorites

You can store up to 6 contacts in the Favorites.

1. On the phone screen, touch (contacts) and select a phone number you want to store in the Favorites.  
The confirmation display appears.
2. Touch **[Add to Favorites]**.
3. Touch the desired preset in the Favorites to store the phone number.  
The contact is stored in the Favorites.

### Related Topic

- [Preparing a Mobile Phone](#)



## Available Operations During a Call

---

### To adjust the ringtone volume

Press VOL(volume) +/- while receiving a call.

### To adjust the talker's voice volume

Press VOL(volume) +/- during a call.

### To adjust the volume for the other party (Mic gain adjustment)

During a handsfree call, touch ●●● (option), then set [MIC Gain] to [High], [Middle], or [Low].

### To reduce echo and noise (Echo/noise canceler mode)

During a call, touch ●●● (option), then set [Speech Quality] to [Mode 1] or [Mode 2].

### To switch between handsfree mode and handheld mode

During a call, touch  ↔  (speaker/phone) to switch the phone call audio between the unit and mobile phone.

#### Note

- Depending on the mobile phone, this operation may not be available.

### To answer an incoming call automatically

Touch ●●● (option), then set [Auto Answer] to [ON].

## Apple CarPlay

Apple CarPlay lets you use your iPhone in the car in a way that allows you to stay focused on the road.  
(Available only when your iPhone is connected to the USB port 1.)

### Notes on using Apple CarPlay

- Check the Apple CarPlay website for supported iOS versions. Update to the latest iOS version before use.
- For details about Apple CarPlay, refer to the manual supplied with your iPhone, or visit the Apple CarPlay website.
- Since the GPS on your iPhone is used, place your iPhone where it can easily receive a GPS signal.

#### 1 Connect your iPhone to the USB port 1.

To connect an iPhone, use a USB connection cable for iPhone (not supplied).

#### 2 Press HOME, then touch the Apple CarPlay icon.

Your iPhone's display appears on the display of the unit. Touch and control the applications.

Use of the Apple CarPlay logo means that a vehicle user interface meets Apple performance standards. Apple is not responsible for the operation of this vehicle or its compliance with safety and regulatory standards.  
Please note that the use of this product with iPhone may affect wireless performance.

## Android Auto™

---

Android Auto extends the Android platform into the car in a way that's purpose-built for driving.  
(Available only when your Android phone is connected to the USB port 1.)

### Notes on using Android Auto

- Check the Android Auto website for supported OS versions. Update to the latest OS version before use.
- Your Android phone needs to support Android Auto.
- Download the Android Auto app on Google Play.
- For details about Android Auto, refer to the manual supplied with your Android phone, or visit the Android Auto website.
- Since the GPS on your Android phone is used, place your Android phone where it can easily receive a GPS signal.
- Android Auto may not be available in your country or region.

#### **1 Connect your Android phone to the USB port 1.**

To connect an Android phone, use an appropriate connection cable (not supplied).

#### **2 Press HOME, then touch the Android Auto icon.**

The Android Auto interface will be displayed full-screen on the display of the unit. Touch and control the applications.

## WebLink™

The “WebLink Host” app allows you to enjoy the “WebLink Apps” such as a video or music player on the connected iPhone/Android phone.

(Available only when your iPhone/Android phone is connected to the USB port 1.)

### Notes on using WebLink™

- Check the WebLink™ website for supported OS versions. Update to the latest OS version before use.
- For details on compatible models, refer to the compatibility list on the following site:  
<http://abaltatech.com/WL>
- Download the “WebLink Host” app available on Google Play for your Android phone, and available on the App Store for your iPhone.
- A network connection may be required when configuring settings, such as during the initial connection setup. Make sure that a network connection is available on your iPhone/Android phone.
- When using the Cast function, settings on your iPhone/Android phone may be required.
- For details about the “WebLink Apps”, visit the website for the “WebLink Apps”.
- The WebLink™ function and/or a certain “WebLink Apps” may not be available in your country or region.
- When using the Cast function and connecting the iPhone, the display direction is the same as the display of the iPhone.

#### 1 Connect your iPhone/Android phone with main unit via BLUETOOTH.

#### 2 Connect your iPhone/Android phone to the USB port 1.

To connect an iPhone, use a USB connection cable for iPhone (not supplied).

To connect an Android phone, use an appropriate connection cable (not supplied).

#### 3 Press HOME, then touch the WebLink™ icon.

The WebLink™ display appears on the display of the unit. Touch and control the applications.

#### Hint

- You can switch the app between Apple CarPlay/Android Auto and WebLink™ if these apps are installed on your iPhone/Android phone.

## Using Gesture Command

You can perform frequently-used operations by swiping your finger on the reception/playback display.

### Note

- The gesture commands explained below are not available on the screens of Apple CarPlay, Android Auto and WebLink™.

### Swipe left to right

#### Radio reception:

seek forward stations. (The same as pressing and holding  (next).)

#### SiriusXM reception:

tune the next channel (channel +).

#### Video/audio playback:

skip forward a file/track. (The same as  (next).)

### Swipe right to left

#### Radio reception:

seek backward stations. (The same as pressing and holding  (previous).)

#### SiriusXM reception:

tune the previous channel (channel -).

#### Video/audio playback:

skip backward a file/track. (The same as  (previous).)

### Swipe upwards

#### Radio reception:

receive stored stations (go forward).

#### SiriusXM reception:

tune the next preset (preset +).

### Swipe downwards

#### Radio reception:

receive stored stations (go backward).

#### SiriusXM reception:

tune the previous preset (preset -).

## Basic Setting Operation

---

You can set items in the following setup categories: General Settings (General), Sound Settings (Sound), Visual Settings (Visual), BLUETOOTH Settings (Bluetooth).

- 1 Press HOME, then touch [Settings].**
- 2 Touch one of the setup category.**  
The items that can be set differ depending on the source and settings.
- 3 Move the scrollbar up and down to select the desired item.**

### To return to the previous display

Touch  (back).

### To switch to the playback screen

Touch  (return to the playback screen).

---

### Related Topic

- [General Settings \(General\)](#)
- [Sound Settings \(Sound\)](#)
- [Visual Settings \(Visual\)](#)
- [BLUETOOTH Settings \(Bluetooth\)](#)
- [Canceling the Demonstration Mode](#)

## General Settings (General)

### Language

Selects the display language: [English], [Español], [Français], [Deutsch], [Italiano], [Português], [Русский], [ไทย], [العربية], [简体中文], [繁體中文], [한국어].

### Demo

Activates the demonstration: [OFF], [ON].

### Date/Time

| Item          | Detail                                                  |
|---------------|---------------------------------------------------------|
| Set Date/Time | Sets the date and clock time: [Auto(RDS)], [Manual].    |
| Date Format   | Selects the format: [DD-MM-YY], [MM-DD-YY], [YY-MM-DD]. |
| Time Format   | Selects the format: [12-hour], [24-hour].               |

### Beep

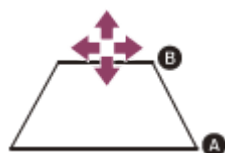
Activates the operation sound: [OFF], [ON].

### Rear View Camera

Selects the image from the rear view camera: [OFF], [Normal], [Reverse] (mirror image).

[Guide Line Adjust] adjusts the guide on the picture from the rear view camera.

Touch the near side **A** or far side **B** (red portions) of the guide to adjust.



Touch  $\leftarrow$  /  $\wedge$  /  $\rightarrow$  /  $\vee$  (left/up/right/down) to adjust the guide position, and touch  $\rightarrow \leftarrow$  (inward) or  $\leftarrow \rightarrow$  (outward) to adjust the guide width.

### Steering Control

Selects the input mode for the connected remote control. To prevent a malfunction, be sure to match the input mode with the connected remote control before use.

| Item   | Detail                                                                                                                                                                                                                                    |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Custom | Input mode for the steering wheel remote control (follow the procedures of  (register/setup) to register functions on the connected remote control). |

| Item                                                                                                  | Detail                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Preset                                                                                                | Input mode for the wired remote control excluding the steering wheel remote control.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <br>(register/setup) | <p>The steering button panel appears.</p> <ol style="list-style-type: none"> <li>1 Press and hold the button you want to assign to the steering wheel. The button on the panel lights up (standby).</li> <li>2 Press and hold the button on the steering wheel you want to assign the function to. The button on the panel will change the color (highlighted or encircled by an orange line).</li> <li>3 To register other functions, repeat steps 1 and 2.</li> </ol> <p>(Available only when [Steering Control] is set to [Custom].)</p> |

### Note

- While making settings, the connected remote control cannot be used even though some functions have already been registered. Use the buttons on the unit.
- If an error occurs while registering, all the registered information is cleared. Restart registration from the beginning.
- This function may not be available on some vehicles. For details on the compatibility of your vehicle, visit the support site.

## SXM Reset

Initializes the SiriusXM Connect Vehicle Tuner settings (preset channels/parental lock): [Reset], [Cancel].

## Factory Reset

Initializes all the settings to the factory settings.

## Firmware Version

Updates and confirms the firmware version.

## Open Source Licenses

Displays the software licenses.

### Related Topic

- [Basic Setting Operation](#)
- [Customer Support Websites](#)

## Sound Settings (Sound)

### EXTRA BASS

Reinforces bass sound in synchronization with the volume level: [OFF], [1], [2].

### EQ10/Subwoofer

Selects an equalizer curve and adjusts the subwoofer level.  
(Available when any source is selected.)

| Item      | Detail                                                                                                                                                                       |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EQ10      | Selects the equalizer curve: [OFF], [R&B], [Rock], [Pop], [Hip-Hop], [Dance], [EDM], [Jazz], [Soul], [Country], [Custom].<br>[Custom] adjusts the equalizer curve: -6 to +6. |
| Subwoofer | Adjusts the volume level of the subwoofer: [OFF], -10 to +10.                                                                                                                |

### DSO (Dynamic Stage Organizer)

Enhances audio output: [OFF], [Low], [Middle], [High].

### Balance/Fader

Adjusts the balance/fader level.

| Item    | Detail                                                                                  |
|---------|-----------------------------------------------------------------------------------------|
| Balance | Adjusts the sound balance between the left and right speakers: [L15] to [R15].          |
| Fader   | Adjusts the sound balance between the front and rear speakers: [Front 15] to [Rear 15]. |

### Advanced

Adjusts the sound related settings such as the cut off frequency, the subwoofer, and the speaker connection.

| Item             | Detail                                                                                                                                                                                                                                                |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High Pass Filter | Selects the cut-off frequency of the front/rear speakers: [OFF], [50Hz], [60Hz], [80Hz], [100Hz], [120Hz].<br>([100Hz] is applied when [Subwoofer Direct] is set to [1] to [3] from [OFF]. [OFF] is applied when [Subwoofer Direct] is set to [OFF].) |
| Low Pass Filter  | Selects the cut-off frequency of the subwoofer: [OFF], [50Hz], [60Hz], [80Hz], [100Hz], [120Hz].                                                                                                                                                      |

| Item                   | Detail                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subwoofer Direct       | <p>Selects the mode for the subwoofer connected to the rear speaker lead without a power amplifier: [OFF], [1], [2], [3]. As the setting number increases, the subwoofer audio level increases. When connecting normal speakers to the rear speaker leads, set to [OFF]. (Available only when the source is off.)</p> <ul style="list-style-type: none"> <li>When connecting a 2Ω or 4 Ω to 8 Ω subwoofer to either of the rear speaker leads, set [Speaker Impedance Load] to [2 Ohm].</li> <li>When using a subwoofer with dual voice coil, or using subwoofer(s) by connecting to the right and left rear speaker leads, set [Speaker Impedance Load] to [2 Ohm].</li> </ul> |
| Subwoofer Phase        | Selects the subwoofer phase: [Normal], [Reverse].                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Speaker Impedance Load | <p>Sets the impedance load of the speaker connection: [4 Ohm] (4 Ω load connection), [2 Ohm] (2 Ω load connection). (Available only when the source is off.)</p> <ul style="list-style-type: none"> <li>Set to [2 Ohm] when connecting as follows: <ul style="list-style-type: none"> <li>When connecting front speakers in parallel.</li> <li>When connecting subwoofer(s) to right and left rear speaker leads.</li> <li>When connecting a dual voice coil subwoofer with 4 Ω to 8 Ω impedance.</li> </ul> </li> </ul>                                                                                                                                                        |
| Volume Limiter         | Sets the limit of the maximum volume to prevent an internal error of the unit: 30 to 50.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## Related Topic

- [Basic Setting Operation](#)

## Visual Settings (Visual)

---

### Wallpaper

Changes the wallpaper by touching the desired color or sets your favorite photo data in a MSC (Mass Storage Class) type USB device as a wallpaper.

(Available only when photo data are JPEG files of 6 MB or less.)

#### To set a photo data

When connecting the USB device to the USB port 1, [You can import a photo from a USB device] appears on the screen. Touch [Import], and select your favorite photo.

### Dimmer for Monitor & Illum.

Dims the display and the button illumination: [OFF], [Auto], [ON].

([Auto] is available only when the illumination control lead is connected and works when the head light is turned on.)

 (register/setup) adjusts the brightness level when the dimmer is activated: -5 to +5.

### Illum. Level on Monitor OFF

Dims the button illumination when the monitor is turned off: [OFF], [1], [2], [3], [4].

---

#### Related Topic

- [Basic Setting Operation](#)

## BLUETOOTH Settings (Bluetooth)

---

### Bluetooth Connection

Activates the BLUETOOTH signal: [OFF], [ON], [Pairing] (enters into pairing standby mode).

### Bluetooth Device Info

Displays the information of the BLUETOOTH device connected to the unit.  
(Available only when [Bluetooth Connection] is set to [ON] and a BLUETOOTH device is connected to the unit.)

### Bluetooth Reset

Initializes all BLUETOOTH-related settings such as pairing information, call history, history of connected BLUETOOTH devices, etc.

---

#### Related Topic

- [Basic Setting Operation](#)

## Canceling the Demonstration Mode

---

- 1 Press HOME, then touch [Settings].
  - 2 Touch [General], then touch [Demo] to set to [OFF].
  - 3 To exit the setup menu, touch  (back) twice.
- 

### Related Topic

- [General Settings \(General\)](#)

In-Car Receiver  
XAV-AX7000

## Updating the Firmware

---

To update the firmware, visit the support site, then follow the online instructions.

### Note

- During the update, do not remove the USB device.

---

### Related Topic

- [Customer Support Websites](#)

## Precautions

- Power antenna (aerial) extends automatically.
- When you transfer ownership or dispose of your car with the unit installed, initialize all the settings to the factory settings by performing the factory reset.
- Do not splash liquid onto the unit.

## Notes on safety

- Comply with your local traffic rules, laws, and regulations.
- While driving
  - Do not watch or operate the unit, as it may lead to distraction and cause an accident. Park your car in a safe place to watch or operate the unit.
  - Do not use the setup feature or any other function which could divert your attention from the road.
  - When backing up your car, be sure to look back and watch the surroundings carefully for your safety even if the rear view camera is connected. Do not depend on the rear view camera exclusively.
- While operating
  - Do not insert your hands, fingers, or foreign objects into the unit as it may cause injury or damage to the unit.
  - Keep small articles out of the reach of children.
  - Be sure to fasten seatbelts to avoid injury in the event of sudden movement of the car.

## Preventing an accident

Pictures appear only after you park the car and set the parking brake. If the car starts moving during video playback, the following caution is displayed and you cannot watch the video.

### [Video blocked for your safety.]

Do not operate the unit or watch the monitor while driving.

## Notes on LCD panel

- Do not get the LCD panel wet or expose it to liquids. This may cause a malfunction.



- Do not press down hard on the LCD panel as doing so can distort the picture or cause a malfunction (i.e., the picture may become unclear or the LCD panel may be damaged).
- Do not touch the panel with objects other than with your finger as it may damage or break the LCD panel.
- Clean the LCD panel with a dry soft cloth. Do not use solvents such as benzene, thinner, commercially available cleaners, or antistatic spray.
- Do not use the unit outside the temperature range 0 °C to 40 °C (32 °F to 104 °F).
- If your car was parked in a cold or hot place, the picture may not be clear. However, the monitor is not damaged and the picture will become clear after the temperature in your car becomes normal.
- Some stationary blue, red, or green dots may appear on the monitor. These are called “bright spots” and can happen with any LCD. The LCD panel is precision-manufactured with more than 99.99% of its segments functional. However,

it is possible that a small percentage (typically 0.01%) of the segments may not light up properly. This will not, however, interfere with your viewing.

## Notes on the touch panel

- This unit uses a capacitive touch panel. Touch the panel directly with your fingertip.
- Multi-touch operation is not supported on this unit.
- Do not touch the panel with sharp objects such as a needle, pen, or fingernail. Operation with a stylus is not supported on this unit.
- Touching the panel with a gloved finger may cause the unit to operate incorrectly or not respond.
- Do not let any objects contact the touch panel. If the panel is touched by an object other than your fingertip, the unit may not respond correctly.
- Since glass material is used for the panel, do not subject the unit to strong shock. If cracking or chipping occurs on the panel, do not touch the damaged part as it may cause injury.
- Keep other electrical devices away from the touch panel. They may cause the touch panel to malfunction.
- If there are water droplets on the touch panel, or if you touch the panel with wet fingertips, the touch panel may not react correctly.

If you have any questions or problems concerning your unit that are not covered in this Help Guide, consult your nearest Sony dealer.

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## Related Topic

- [General Settings \(General\)](#)

## Supported Formats for USB Playback

### USB port 1:

- WMA (.wma)\*<sup>1</sup> \*<sup>2</sup>  
 Bit rate: 48 kbps – 192 kbps (Supports variable bit rate (VBR))\*<sup>3</sup>  
 Sampling frequency\*<sup>4</sup> : 44.1 kHz
- MP3 (.mp3)\*<sup>1</sup> \*<sup>2</sup>  
 Bit rate: 48 kbps – 320 kbps (Supports variable bit rate (VBR))\*<sup>3</sup>  
 Sampling frequency\*<sup>4</sup> : 32 kHz, 44.1 kHz, 48 kHz
- AAC (.m4a)\*<sup>1</sup> \*<sup>2</sup>  
 Bit rate: 40 kbps – 320 kbps (Supports variable bit rate (VBR))\*<sup>3</sup>  
 Sampling frequency\*<sup>4</sup> : 8 kHz – 48 kHz  
 Bit per sample (Quantization bit): 16 bits
- FLAC (.flac)\*<sup>1</sup> \*<sup>6</sup>  
 Sampling frequency\*<sup>4</sup> : 8 kHz – 48 kHz  
 Bit per sample (Quantization bit): 16 bits
- WAV (.wav)\*<sup>1</sup>  
 Sampling frequency\*<sup>4</sup> : 8 kHz – 48 kHz  
 Bit per sample (Quantization bit): 16 bits, 24 bits
- Xvid (.avi)  
 Video codec: MPEG-4 Advanced Simple Profile  
 Audio codec: MP3 (MPEG-1 Layer3)  
 Bit rate: Max. 4 Mbps  
 Frame rate: Max. 30 fps (30p/60i)  
 Resolution: Max. 1280 × 720\*<sup>5</sup>
- MPEG-4 (.mp4)  
 Video codec: MPEG-4 Advanced Simple Profile, AVC Baseline Profile  
 Audio codec: AAC  
 Bit rate: Max. 4 Mbps  
 Frame rate: Max. 30 fps (30p/60i)  
 Resolution: Max. 1280 × 720\*<sup>5</sup>
- WMV (.wmv, .avi)\*<sup>1</sup>  
 Video codec: WMV3, WVC1  
 Audio codec: MP3, WMA  
 Bit rate: Max. 6 Mbps  
 Frame rate: Max. 30 fps  
 Resolution: Max. 720 × 480\*<sup>5</sup>
- MKV (.mkv)  
 Video codec: MPEG-4 Advanced Simple Profile, AVC Baseline Profile  
 Audio codec: MP3, AAC  
 Bit rate: Max. 5 Mbps  
 Frame rate: Max. 30 fps  
 Resolution: Max. 1280 × 720\*<sup>5</sup>

### USB port 2:

- WMA (.wma)\*<sup>1</sup> \*<sup>2</sup>  
 Bit rate: 48 kbps – 192 kbps (Supports variable bit rate (VBR))\*<sup>3</sup>  
 Sampling frequency\*<sup>4</sup> : 44.1 kHz

- MP3 (.mp3)\*<sup>1</sup> \*<sup>2</sup>  
 Bit rate: 48 kbps – 320 kbps (Supports variable bit rate (VBR))\*<sup>3</sup>  
 Sampling frequency\*<sup>4</sup> : 32 kHz, 44.1 kHz, 48 kHz
- FLAC (.flac)\*<sup>1</sup>  
 Sampling frequency\*<sup>4</sup> : 8 kHz – 48 kHz  
 Bit per sample (Quantization bit): 8 bits, 16 bits, 24 bits

\*<sup>1</sup> Copyright-protected files and multi-channel audio files cannot be played back.

\*<sup>2</sup> DRM (Digital Rights Management) files cannot be played back.

\*<sup>3</sup> Non-standard bit rates or non-guaranteed bit rates are included depending on the sampling frequency.

\*<sup>4</sup> Sampling frequency may not correspond to all encoders.

\*<sup>5</sup> These numbers indicate the maximum resolution of playable video and do not indicate the player's display resolution. The display resolution is 800 × 480.

\*<sup>6</sup> Displaying the tag information is not supported.

### Note

- Some files may not be played back even though their file formats are supported by the unit.

## About iPhone

---

- **Compatible iPhone models:**

iPhone X, iPhone 8 Plus, iPhone 8, iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone 5s

- Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with an Apple product may affect wireless performance.

## Notice on License

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This product contains software that Sony uses under a licensing agreement with the owner of its copyright. We are obligated to announce the contents of the agreement to customers under requirement by the owner of copyright for the software. For details on software licenses, check [Open Source Licenses] in [General].

If you have any questions or problems concerning your unit that are not covered in this Help Guide, consult your nearest Sony dealer.

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### Related Topic

- [General Settings \(General\)](#)

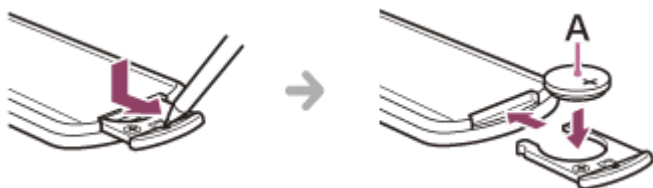
## Maintenance

### Replacing the lithium battery (CR2025) of the remote commander

When the battery becomes weak, the range of the remote commander becomes shorter.

#### CAUTION

Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type.



**A:** Lithium battery (CR2025) + side up

#### Note

- Keep the lithium battery out of the reach of children. Should the battery be swallowed, immediately consult a doctor.

## Specifications

FOR THE CUSTOMERS IN THE USA. NOT APPLICABLE IN CANADA, INCLUDING IN THE PROVINCE OF QUEBEC.

POUR LES CLIENTS AUX ÉTATS-UNIS. NON APPLICABLE AU CANADA, Y COMPRIS LA PROVINCE DE QUÉBEC.

### AUDIO POWER SPECIFICATIONS



CTA2006 Standard

Power Output: 45 Watts RMS × 4 at 4 Ohms < 1% THD+N

SN Ratio: 80 dBA (reference: 1 Watt into 4 Ohms)

### Monitor section

|                  |                                                  |
|------------------|--------------------------------------------------|
| Display type     | Wide LCD color monitor                           |
| Dimensions       | 6.95 in/176 mm                                   |
| System           | TFT active matrix                                |
| Number of pixels | 1,152,000 pixels (800 × 3 (RGB) × 480)           |
| Color system     | PAL/NTSC automatic select for CAMERA IN terminal |

### Tuner section

#### FM

|                       |                      |
|-----------------------|----------------------|
| Tuning range          | 87.5 MHz – 107.9 MHz |
| Usable sensitivity    | 7 dBf                |
| Signal-to-noise ratio | 70 dB (mono)         |
| Separation at 1 kHz   | 45 dB                |

#### AM

|              |                     |
|--------------|---------------------|
| Tuning range | 530 kHz – 1,710 kHz |
| Sensitivity  | 32 µV               |

### USB player section

|                 |                                                            |
|-----------------|------------------------------------------------------------|
| Interface       | USB port 1: USB (Hi-speed)<br>USB port 2: USB (Full-speed) |
| Maximum current | USB port 1: 1.5 A<br>USB port 2: 500 mA                    |

## Wireless communication

|                                 |                                                                                                                                                                         |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Communication System            | BLUETOOTH Standard version 3.0                                                                                                                                          |
| Output                          | BLUETOOTH Standard Power Class 2 (Max. Conducted +1dBm)                                                                                                                 |
| Maximum communication range*1   | Line of sight approx. 10 m (33 ft)                                                                                                                                      |
| Frequency band                  | 2.4 GHz band (2.4000 GHz – 2.4835 GHz)                                                                                                                                  |
| Modulation method               | FHSS                                                                                                                                                                    |
| Compatible BLUETOOTH Profiles*2 | A2DP (Advanced Audio Distribution Profile) 1.3<br>AVRCP (Audio Video Remote Control Profile) 1.3<br>HFP (Handsfree Profile) 1.6<br>PBAP (Phone Book Access Profile) 1.1 |
| Corresponding codec             | SBC, AAC                                                                                                                                                                |

\*1 The actual range will vary depending on factors such as obstacles between devices, magnetic fields around a microwave oven, static electricity, reception sensitivity, antenna (aerial) performance, operating system, software application, etc.

\*2 BLUETOOTH standard profiles indicate the purpose of BLUETOOTH communication between devices.

## Power amplifier section

|                      |                                               |
|----------------------|-----------------------------------------------|
| Outputs              | Speaker outputs                               |
| Speaker impedance    | 2 $\Omega$ /4 $\Omega$ – 8 $\Omega$           |
| Maximum power output | 100 W $\times$ 4 (at 2 $\Omega$ /4 $\Omega$ ) |

## General

|                                |                                                                                                       |
|--------------------------------|-------------------------------------------------------------------------------------------------------|
| Power requirements             | 12 V DC car battery (negative ground (earth))                                                         |
| Rated current consumption      | 10 A                                                                                                  |
| Dimensions                     | Approx. 178 mm $\times$ 100 mm $\times$ 179 mm (7 1/8 in $\times$ 4 in $\times$ 7 1/8 in) (w/h/d)     |
| Mounting dimensions            | Approx. 182 mm $\times$ 111 mm $\times$ 160 mm (7 1/4 in $\times$ 4 3/8 in $\times$ 6 3/8 in) (w/h/d) |
| Mass                           | Approx. 1.2 kg (2 lb 11 oz)                                                                           |
| Package contents               | Main unit (1)<br>Parts for installation and connections (1 set)<br>Remote commander (1): RM-X170      |
| Optional accessories/equipment | SiriusXM Connect Vehicle Tuner: SXV100, SXV200, SXV300                                                |

Ask the dealer for detailed information.

Design and specifications are subject to change without notice.

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In-Car Receiver  
XAV-AX7000

## Copyrights

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## Troubleshooting

---

Do the following before you request a repair service.

- Read the relevant instruction and troubleshooting topics in this Help Guide.
- Issues may be resolved by updating the software. When you install the "Support by Sony" app on your smartphone, you can get software update information conveniently.
- Visit our customer support home page.

If none of the above works, consult your nearest Sony dealer.

---

### Related Topic

- [Customer Support Websites](#)
- [About the "Support by Sony" App](#)

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XAV-AX7000

## **There is no beep sound.**

---

- An optional power amplifier is connected and you are not using the built-in amplifier.

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## **The fuse has blown. / The unit makes noise when the position of the ignition is switched.**

---

- The power supply leads are not matched correctly with the car's accessory power connector.

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## The display disappears from/does not appear on the monitor.

---

- The monitor off function is activated.
    - Touch anywhere on the display to turn the display back on.
- 
- 

### Related Topic

- [Main Unit and Remote Commander](#)
- [Screen Displays](#)

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## Menu items cannot be selected.

---

- Unavailable menu items are displayed in gray.

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## The USB functions do not work properly.

---

- Do not use a USB extension cable as it may cause deterioration of signal quality.
  - Use a shorter USB cable when connecting the USB device, or replace the USB cable with a new one.

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## The unit cannot be operated.

---

- Press and hold HOME for more than 10 seconds to restart the unit. For your safety, do not restart the unit while you are driving.

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## The clock set automatically is not accurate.

---

- The clock data on radio waves is not accurate.
    - Press HOME, select [Settings] → [General] → [Set Date/Time], then set from [Auto(RDS)] to [Manual]. After that, touch  (register/setup) and adjust the clock manually.
- 

### Related Topic

- [General Settings \(General\)](#)

## **The touch panel does not react to your touch correctly.**

---

- Touch one part of the touch panel at a time. If two or more parts are touched simultaneously, the touch panel will not react correctly.
- Touch the pressure sensitive panel firmly.
- The touch panel does not react when touching with a wet fingertip or when water droplets are on the touch panel.
  - Dry your wet fingertips well, or fully wipe water droplets off of the touch panel.

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## Multi-touch is not recognized.

---

- Multi-touch operation is not supported on this unit.

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## **The radio reception is poor. / Static noise occurs.**

---

- Connect the antenna (aerial) firmly.

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## **PTY displays [PTY not found.].**

---

- The current station is not an RDS station, or the radio reception is poor.

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## **There is no picture/picture noise occurs.**

---

- A connection has not been made correctly.
- Check the connection between this unit and other equipment and set the input selector of the equipment to the source corresponding to this unit.
- Installation is not correct.
  - Install the unit at an angle of less than 30° in a sturdy part of the car.
- The parking lead (light green) is not connected to the parking brake switch lead, or the parking brake is not applied.

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## The picture does not fit in the screen.

---

- The aspect ratio is fixed on the playback source.

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## There is no sound/sound skips/sound cracks.

---

- A connection has not been made correctly.
  - Check the connection between this unit and the connected equipment and set the input selector of the equipment to the source corresponding to this unit.
  - Installation is not correct.
    - Install the unit at an angle of less than 30° in a sturdy part of the car.
  - The unit is in pause/reverse/fast-forward mode.
  - The settings for the outputs are not made correctly.
  - The volume is too low.
  - The ATT function is activated.
  - The format is not supported.
    - Check if the format is supported by this unit.
- 

### Related Topic

- [Supported Formats for USB Playback](#)

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## Sound is noisy.

---

- Keep cords and cables away from each other.

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## Items cannot be played.

---

- Reconnect the USB device.
  - The USB port to which the USB device is connected is not appropriate.
    - Connect the USB device to the appropriate USB port that supports the file formats.
- 

### Related Topic

- [USB Port 1 and USB Port 2](#)

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## The USB device takes longer to play.

---

- The USB device contains large-sized files or files with a complicated tree structure.

## Audio files cannot be played.

---

- USB devices formatted with file systems other than FAT12, FAT16, FAT32 or exFAT\*<sup>1</sup> are unsupported.\*<sup>2</sup>
- The USB port to which the USB device is connected is not appropriate.
  - Connect the USB device to the appropriate USB port that supports the file systems.

\*<sup>1</sup> USB devices formatted with the exFAT file system are available only when connected to the USB port 1.

\*<sup>2</sup> This unit supports FAT12, FAT16, FAT32 and exFAT, but some USB device may not support all of these. For details, refer to the operating instructions of each USB device or contact the manufacturer.

---

### Related Topic

- [USB Port 1 and USB Port 2](#)

## Operations cannot be performed.

---

- The USB mode of the device is not set to the appropriate mode.
    - Make sure that the USB mode of the device is set to MSC or MTP mode.
  - The USB port to which the USB device is connected is not appropriate.
    - Connect the USB device to the appropriate USB port that supports the features.
- 

### Related Topic

- [USB Port 1 and USB Port 2](#)

## The other BLUETOOTH device cannot detect this unit.

---

- Set [Bluetooth Connection] to [ON].
  - While connecting to a BLUETOOTH device, this unit cannot be detected by another device. Terminate the current connection and search for this unit from the other device.
  - Depending on your smartphone or mobile phone, you may need to delete this unit from the history of the connected smartphone or mobile phone, then pair them again.
- 

### Related Topic

- [Preparing a Bluetooth® Device](#)
- [BLUETOOTH Settings \(Bluetooth\)](#)

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## Connection is not possible.

---

- Check the pairing and connection procedures in the manual of the other device, etc., and perform the operation again.

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## The name of the detected device does not appear.

---

- Depending on the status of the other device, it may not be possible to obtain the name.

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## There is no ringtone.

---

- Raise the volume while receiving a call.

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## **The talker's voice volume is low.**

---

- Raise the volume during a call.

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## The other party says that the volume is too low or high.

---

- Adjust the [MIC Gain] level.
- 

### Related Topic

- [Available Operations During a Call](#)

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## Echo or noise occurs during call conversations.

---

- Reduce the volume.
  - Set [Speech Quality] to [Mode 1] or [Mode 2].
  - If ambient noise other than the phone call sound is loud, try reducing this noise.
    - Shut the window if road noise is loud.
    - Lower the air conditioner if the air conditioner is loud.
- 

### Related Topic

- [Available Operations During a Call](#)

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## The phone sound quality is poor.

---

- Phone sound quality depends on reception conditions of the mobile phone.
  - Move your car to a place where you can enhance the mobile phone's signal if the reception is poor.

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## The volume of the connected BLUETOOTH device is low or high.

---

- Volume level will differ depending on the BLUETOOTH device.
    - Reduce the volume level differences between this unit and the BLUETOOTH device.
- 
- 

### Related Topic

- [Playing a BLUETOOTH Device](#)

## **The sound skips during audio streaming or the BLUETOOTH connection fails.**

---

- Reduce the distance between the unit and the BLUETOOTH device.
- If the BLUETOOTH device is stored in a case which interrupts the signal, remove the case while using the device.
- Several BLUETOOTH devices or other devices (e.g. ham radio devices) which emit radio waves are used nearby.
  - Turn off the other devices.
  - Increase the distance between the unit and other devices.
- Playback sound stops momentarily when this unit is connecting to a mobile phone. This is not a malfunction.

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## **The connected BLUETOOTH device cannot be controlled during audio streaming.**

---

- Check that the connected BLUETOOTH device supports AVRCP.

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## Some functions do not work.

---

- Check that the connecting device supports the functions in question.

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## A call is answered unintentionally.

---

- The connecting phone is set to start a call automatically.
  - [Auto Answer] of this unit is set to [ON].
- 

### Related Topic

- [Available Operations During a Call](#)

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## Pairing failed due to time out.

---

- Depending on the connecting device, the time limit for pairing may be short. Try completing the pairing within the time.

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XAV-AX7000

## Cannot pair.

---

- The unit may not be able to pair with a previously paired BLUETOOTH device after initializing the unit if the pairing information of the unit is on the BLUETOOTH device. In this case, delete the pairing information of the unit from the BLUETOOTH device, and then pair them again.

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## The BLUETOOTH function cannot be operated.

---

- Turn the ignition off. Wait for a while, then turn the ignition to the ACC position.

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XAV-AX7000

## **No sound is output from the car speakers during a handsfree call.**

- 
- If the sound is output from the mobile phone, set the mobile phone to output the sound from the car speakers.

**A mature channel is not blocked although parental control setting has been made.**

- If you tune to a mature channel, the passcode display will appear. Once you have entered the passcode, you will have unblocked parental control for all channels until the unit is powered down or you turn parental control back on. Set [Parental Control] to [Locked] in the SXM option ( ●●● ) again.

**Related Topic**

- [Using SXM Option Functions](#)

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## The Apple CarPlay icon does not appear on the HOME screen.

---

- Your iPhone is not compatible with Apple CarPlay.
  - Refer to the manual supplied with your iPhone, or visit the Apple CarPlay website.
- Disconnect your iPhone from the USB port 1 and reconnect it again.
- The USB port to which your iPhone is connected is not appropriate.
  - Connect your iPhone to the USB port 1.
- Apple CarPlay may not be available in your country or region.
- Make sure a certified Lightning cable is used to connect your iPhone and the unit.

## The Android Auto icon does not appear on the HOME screen.

---

- Check your Android phone and accept the disclaimers and permission requests required to use Android Auto on your Android phone.
- There is no Android Auto application installed on your Android phone.
  - Download and install the Android Auto application onto your Android phone.
- Your Android phone is not compatible with Android Auto.
  - Your Android phone needs to support Android Auto. Refer to the manual supplied with your Android phone, or visit the Android Auto website.
- Disconnect your Android phone from the USB port 1 and reconnect it again.
- The USB port to which your Android phone is connected is not appropriate.
  - Connect your Android phone to the USB port 1.
- Android Auto may not be available in your country or region.

## **WebLink™ cannot be used.**

---

- Installing the “WebLink Host” app to your iPhone/Android phone is required.
  - Check the following site and install the “WebLink Host” app.  
<http://abaltatech.com/WL>
  - Check your iPhone/Android phone and accept the disclaimers and permission to use WebLink™ on your iPhone/Android phone.
- Disconnect your iPhone/Android phone from the USB port 1 and reconnect it again.
- The USB port to which your iPhone/Android phone is connected is not appropriate.
  - Connect your iPhone/Android phone to the USB port 1.
- Restart your iPhone/Android phone.
- WebLink™ may not be available in your country or region.

In-Car Receiver  
XAV-AX7000

## There is no sound. / The sound is low.

---

- Your iPhone/Android phone is not connected to the unit via BLUETOOTH.
  - Make a BLUETOOTH connection.
- The volume level of [BT Audio] is low.
  - Adjust the volume level of [BT Audio].

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## General

---

### Cannot play this content.

- The currently selected content cannot be played back, or skipped to the next one.
  - The content is not in a supported file format. Check supported file formats.

### Check audio output connections for a short or improper Impedance load.

- The power from the power supply leads of the car may not be sufficient.
  - Check the power connection. If no problem is found in the connection, make the power connection to the battery directly.
  - Make sure that the speaker leads are not pinched or short-circuited. If no problem is found, press and hold HOME for more than 15 seconds to reset the unit, or turn the ignition off, wait for a while, then turn it to the ACC position to turn on the unit again.
- The speaker load setting depending on the speaker connection is not appropriate.
  - Make sure that [Speaker Impedance Load] in [Advanced] is set to [2 Ohm] for the speaker parallel connection, and [4 Ohm] for a speaker connection other than the speaker parallel connection.

If the problem still persists, consult your nearest Sony dealer.

### Device no response

- The unit does not recognize the connected USB device.
  - Reconnect the USB device.
  - Check that the USB device is supported by the unit.

### No Playable Data

- The USB device has no playable data.
  - Load music data/files into the USB device.

### Overcurrent caution on USB.

- The USB device is overloaded.
  - Disconnect the USB device.
  - The USB device has a fault, or an unsupported device is connected.

### The unit has reduced volume output to reduce temperature. Please allow unit to cool before high volume playback is resumed.

- The built-in thermal protector is activated.
  - Turn down the volume to lower the temperature of this unit. Before resuming playback at high volume, press and hold HOME to turn to standby mode to fully cool off the unit.
  - Set [Volume Limiter] in [Advanced] to a lower number.
  - Make sure that [Speaker Impedance Load] in [Advanced] is set to [2 Ohm] if the speaker parallel connection is made.

If the problem still persists, consult your nearest Sony dealer.

### USB device not supported

- For details on the compatibility of your USB device, visit the support site.

### USB hub not supported

- USB hubs are not supported on this unit.

---

#### **Related Topic**

- [Sound Settings \(Sound\)](#)
- [Supported Formats for USB Playback](#)
- [Customer Support Websites](#)

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## BLUETOOTH

---

### Bluetooth device is not found.

- The unit cannot detect a connectable BLUETOOTH device.
  - Check the BLUETOOTH setting of the connecting device.
- No device is in the list of registered BLUETOOTH devices.
  - Perform pairing with a BLUETOOTH device.

### Handsfree device is not available.

- A mobile phone is not connected.
  - Connect a mobile phone.

---

### Related Topic

- [Pairing and Connecting with a BLUETOOTH Device](#)
- [Connecting with a Paired BLUETOOTH Device](#)

## SiriusXM Connect Vehicle Tuner

### Channel Locked Please Enter the Lock Code

- The channel that you have requested is Locked by the radio Parental Control feature. See “[Setting a Parental Control](#)” for more information on the Parental Control feature and how to access locked channels.

### Channel Not Available

- The channel that you have requested is not a valid SiriusXM channel or the channel that you were listening to is no longer available.
- You may also see this message briefly when first connecting a new SiriusXM Connect Vehicle Tuner. Visit [www.siriusxm.com](http://www.siriusxm.com) in the USA or [www.siriusxm.ca](http://www.siriusxm.ca) in Canada for SiriusXM channel lineup information.

### Channel Not Subscribed Call SiriusXM to Subscribe

- The channel that you have requested is not included in your SiriusXM subscription package or the channel that you were listening to is no longer included in your SiriusXM subscription package.  
If you have questions about your subscription package or would like to subscribe to this channel, please contact SiriusXM.  
In the USA, visit [www.siriusxm.com](http://www.siriusxm.com) or call 1-866-635-2349.  
In Canada, visit [www.siriusxm.ca](http://www.siriusxm.ca) or call 1-877-438-9677.

### Check Antenna

- The radio has detected a fault with the SiriusXM antenna (aerial).
- The antenna (aerial) cable may be either disconnected or damaged.
  - Verify that the antenna (aerial) cable is connected to the SiriusXM Connect Vehicle Tuner.
  - Inspect the antenna (aerial) cable for damage and kinks.
  - Replace the antenna (aerial) if the cable is damaged. SiriusXM products are available at your local car audio retailer or online at <https://shop.siriusxm.com/all-parts/>

### Check Tuner

- The radio is having difficulty communicating with the SiriusXM Connect Vehicle Tuner.
- The tuner may be disconnected or damaged.
  - Verify that the SiriusXM Connect Vehicle Tuner cable is securely connected to the radio.

### Incorrect Pass Code entered

- Passcode input failed.
  - Check that the passcode has been entered correctly.
  - If you forget your passcode, perform [SXM Reset] in [General].  
Note that performing [SXM Reset] will initialize all the SiriusXM settings and stored contents in the SiriusXM Connect Vehicle Tuner.

### No Signal

- SiriusXM Connect Vehicle Tuner is having difficulty receiving the SiriusXM satellite signal.
  - Verify that your vehicle is outdoors with a clear view of the sky.
  - Verify that the SiriusXM magnetic mount antenna (aerial) is mounted on a metal surface on the outside of the vehicle.
  - Move the SiriusXM antenna (aerial) away from any obstructions.
  - Inspect the antenna (aerial) cable for damage and kinks.

- Consult the SiriusXM Connect Vehicle Tuner installation manual for more information on antenna (aerial) installation.
- Replace the antenna (aerial) if the cable is damaged. SiriusXM products are available at your local car audio retailer or online at <https://shop.siriusxm.com/all-parts/>

### Subscription Updated Press Enter to Continue

- The radio has detected a change in your SiriusXM subscription status.
  - Press Enter to clear the message.  
If you have questions about your subscription, please contact SiriusXM.  
In the USA, visit [www.siriusxm.com](http://www.siriusxm.com) or call 1-866-635-2349.  
In Canada, visit [www.siriusxm.ca](http://www.siriusxm.ca) or call 1-877-438-9677.

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### Related Topic

- [Setting a Parental Control](#)
- [General Settings \(General\)](#)

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## WebLink™

---

**Please install and start the WebLink Host app on your phone. For more information visit [www.abaltatech.com/wl](http://www.abaltatech.com/wl)**

- Visit [www.abaltatech.com/wl](http://www.abaltatech.com/wl), and check the detail.
- 

### Related Topic

- [WebLink™](#)

## Customer Support Websites

---

You can access the following customer support websites to get support information about your system.

For customers in the USA/Canada/Latin America:

<https://www.sony.com/am/support>

For customers in European countries:

<https://www.sony.eu/support>

For customers in other countries/regions:

<https://www.sony-asia.com/support>

### For customers in the USA

If you have any questions/problems regarding this product, try the following:

1. Read Troubleshooting in this Help Guide.
2. Please contact (U.S.A. only);  
Call 1-800-222-7669  
URL <https://www.SONY.com>

### For customers in European countries

Register your product online now at:

<https://www.sony.eu/mysony>

In-Car Receiver  
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## About the “Support by Sony” App

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When you install the “Support by Sony” app on your smartphone, you can get software update information conveniently.

**“Support by Sony” app - Find information and get notifications about your product:**



- ✓ News & Alerts
- ✓ Software updates
- ✓ Tutorials
- ✓ Tips & Tricks

<https://sony.net/SBS>

Visit the “Support by Sony” website at [sony.net/SBS](https://sony.net/SBS), and bookmark the model name of the unit, “XAV-AX7000”, when you visit the website.