CAR68
6.8” 2 DIN CAPACITIVE TOUCH SCREEN
MULTIMEDIA MECHLESS RECEIVER

AM-FM-RDS
USB Multimedia Player
Front / Rear Camera Inputs

INSTALLATION &
OWNER’S MANUAL
Copyright and Trademark

Apple CarPlay is a trademark of Apple Inc. / 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, iPod, or iPad may effect wireless performance.

iPhone, and Apple are trademarks of Apple Inc., registered in the U.S. and other countries.

Availability of Android Auto™ may vary depending upon your country and phone model. Please visit android.com/auto for more information.

Android, Android Auto, Google and other marks are trademarks of Google Inc.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.

Other trademarks and trade names are those of their respective owners.

FCC Compliance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.
Video / movie playback will not operate while the vehicle is moving. This is a safety feature to prevent driver distraction. In-dash video / movie functions will only operate when vehicle is in Park and the parking brake is engaged. It is illegal in most jurisdictions for the driver to view video while the vehicle is in motion.

The SAFETY NOTICE is reminder to drive responsibly and safely while using your mobile phone device, or any APP’s that are compatible with this unit.

it is highly recommended that your JENSEN CAR68 is installed by a professional installer or an authorized dealer.

This product is only for use in vehicles with 12VDC negative ground only.

To prevent damage or injury:

• Make sure to ground the unit securely to the vehicle chassis ground.
• Do not remove the top or bottom covers of the unit.
• Do not install the unit in a spot exposed to direct sunlight or excessive heat or the possibility of water splashing.
• Do not subject the unit to excessive shock.
• When replacing a fuse, only use a new one with the correct rating. Using a fuse with the wrong rating may cause the unit to malfunction.
• To prevent short circuits when replacing a fuse, disconnect the wiring harness first.
• Use only the provided hardware and wire harness.
• If you experience problems during installation, consult your nearest JENSEN dealer.
• If the unit malfunctions, reset the unit as described. If the problem still persists, consult your nearest JENSEN dealer or call tech assistance @ 1-888-921-4088.
• To clean the monitor, wipe only with a dry silicone cloth or soft cloth. Do not use a stiff cloth, or solvents such as paint thinner and alcohol. They can scratch the surface of the panel and/or remove the printing.
• When the temperature of the unit falls (as in winter), the liquid crystal inside the screen will become darker than usual. Normal brightness will return after the unit is in use for a while.
• When extending the ignition, battery or ground wiring, make sure to use automotive-grade wiring with an a minimum AWG 16 or more to prevent voltage drops.
• Do not touch the liquid crystal fluid if the LCD is damaged or broken. The liquid crystal fluid may be hazardous to your health or fatal. If the liquid crystal fluid from the LCD contacts your body or clothing, wash it off with soap immediately.
Preparation

Please read and understand entire manual before installation.

Consult a qualified technician for detailed instructions or installation assistance.

Before You Start
• Disconnect negative battery terminal.
• Avoid installing the unit where it would be subject to high temperatures, such as from direct sunlight, or where it would be subject to dust, dirt or excessive vibration.

Getting Started
• Unpack unit from its protective packaging.
• Connect vehicle wiring harness and antenna to this receiver’s harness. See wiring instructions. Consult a qualified technician if you are unsure.
• Certain vehicles may require an installation dash kit and/or wiring harness adapter (sold separately).
• Reconnect battery negative terminal.
• Test for correct operation and secure back into dashboard.
• Snap trim ring into place if needed.

Tools Required

MOUNTING SCREWS

MOUNTING BRACKET

M5.0 x 6.0mm

Typical ISO-DIN Installation
When replacing a fuse, make sure to use the correct type and amperage. Using an incorrect fuse could cause damage. The unit uses (1) 15 amp ATO blade-type fuse located on the back of the unit.

Wiring Notes:
Front / Rear camera inputs
Up to two cameras (not included) can be used.

We recommend optional JENSEN Backup Camera Part # BUCAM200J for FRONT CAMERA and BUCAM300AJ or BUCAM400AJ for REAR CAMERA
Getting Started - First Time Setup Wizard

The first time the unit is powered on, the Setup Wizard will guide you through the main system settings and connect to your Bluetooth device.

**STEP 1**
Select Language

**STEP 2**
Set the Clock

**STEP 3**
Set Radio Region

**STEP 4**
Set RDS Functions

**STEP 5**
Auto Store Presets

**STEP 6**
Pair Bluetooth

**FINAL STEP**
Confirm passcode

A random Bluetooth passcode will be generated. Follow the on-screen instructions, and press OK on your device.

**Tips** The Setup Wizard can be skipped at any time. To rerun the Setup Wizard again, press RESET with a paperclip for 3 seconds.
Press any button to turn the unit on. Press POWER and hold to turn the unit off.

Press VOLUME + to increase the volume level.

Press MUTE to silence the audio. Momentarily press again to return to the previously selected volume. Pressing VOLUME +/- while muted will also cancel the mute function.

Press VOLUME + to decrease the volume level.

Press to access the Voice Assistant.

Note: Carplay / Android Auto USB Connection or compatible iOS / Android Bluetooth connection is required to use this feature.

Press SOURCE to access available modes: Radio, USB, Bluetooth Handsfree, Bluetooth Audio, AV In 1, Front / Rear Camera and Settings.

To reset all settings, use a paper clip to press RESET for 3 seconds. The unit will reset the main processor to the default settings.
### Source Menu Operation

**Quick Select Sources**

1. **Press to quickly access your Top 3 Sources.**

2. **Radio**
   - **Press to access Radio.**

3. **Media Player**
   - **Press to access Media Player.**

4. **Carplay | Android Auto**
   - **Press to access Apple CarPlay or Android Auto.**

5. **Standby Mode**
   - **Press the clock to put the unit in Standby mode. Press anywhere on the screen to return to the previous mode.**

6. **Audio**
   - **Press to display and adjust audio settings.**

7. **Rear Camera**
   - **Press to display the rear camera.**

8. **Front Camera**
   - **Press to display the front camera.**

9. **Auxiliary AV Input**
   - **Press to access files on auxiliary input device.**

10. **BT Music**
    - **Press to access the Bluetooth media player.**

11. **USB Media Port**
    - **Press to access files on USB device.**

12. **BT Handfree Calling**
    - **Press to access Bluetooth handsfree calling.**

13. **Main Menu**
    - **Press to return to the Main Menu.**

14. **Settings Menu**
    - **Press to access the System Setup Menu.**
While in any Main Source mode (other than Apple CarPlay or Android Auto), you can quickly swipe to switch sources using the motions depicted below. The Ribbon Mode Indicator on the screen shows current location in the layout.

**Gesture Source Ribbon Operation**

- **SWIPE LEFT or RIGHT**
- **SWIPE FROM RIGHT SIDE**
- **SWIPE FROM LEFT SIDE**
- **SWIPE DOWN FROM TOP**
- **SWIPE UP FROM BOTTOM**

**Tips**

Swipe gestures cannot be used in Apple CarPlay or Android Auto modes. Instead, use the HOME button to return to the Main Menu.
AM/FM Tuner Operation

- **Band Selector**: Press to select between FM1, FM2 and FM3.
- **Preset Stations**: Press any preset station stored in the current band to tune radio to saved frequency. To save presets, tune the radio to desired station, then press and hold the desired preset button to save the station.
- **Additional Presets**: Press to step through and select any of the preset stations in the additional bands.
- **EQ Status**: Displays the current EQ setting.
- **Settings**: Press to access and adjust radio settings.
- **Audio**: Press to access and adjust audio settings.
- **Seek Tune Up**: Press to automatically tune to the next strong station.
- **Automatically Store**: Press and hold to automatically find and store the strongest stations as presets.
- **Direct Tuning**: Press to enter the desired station using a keypad.
- **Preset Scan**: Press to scan presets and listen to the first 10 seconds of each. Press again to stop scanning and listen to the station.
- **Seek Tune Down**: Press to automatically tune to the last strong station.
- **Local | Distance**: Press to toggle between local and distance tuning.
10-BAND Equalizer

10-Band Sliders  
Press to manually adjust frequencies.

Preset EQ  
Select between the following preset EQ options: Flat, R&B, Rock, Pop, HipHop, Jazz or Custom (manual adjustment).

Reset  
Press to reset all EQ frequencies to Flat.

Go Back  
Press to return to the previous source mode.

💡 Tip  
*Each source will remember its respective EQ setting.*
Media Player Operation

- **Source Selector**: Press desired option to select between audio sources for the media player: USB, Auxiliary Input or Bluetooth Music.
- **File/Folder List**: Press to display all files/folders on the device (Music or Pictures). Press any file to begin playback. File/folder list is only available for USB playback.
- **Track Number**: Displays the current track number/total number of tracks.
- **Elapsed Time**: Displays the elapsed and total time for the current track.
- **Audio**: Press to access and adjust audio settings.
- **Tune/Track Up**: Press to advance to the next track. Press and hold to fast forward through the current track.
- **Play/Pause**: Press to pause or resume playback.
- **Shuffle**: Press to turn the Shuffle feature On or Off. Shuffle feature is for USB playback only.
- **Tune/Track Down**: Press to return to the previous track. Press and hold to fast reverse through the current track.
- **Repeat**: Press to select one of the following repeat options: Repeat Track, Repeat Folder or Repeat All.

**Sources**
- USB
- AUX
- BT

**Menu Options**
- USB Playback
- Media Player - Bluetooth Music
- Media Player - Auxiliary Input

**Examples**
- USB - PoP Magic Various Songs
- AUX - Ultimate Dance Party
- BT - Rock Stars All My Favorite Songs
- USB - Greatest Hits

**Icons**
- Top 3 Sources
- Home Source Menu
- Media Player USB Playback
Media Compatibility

<table>
<thead>
<tr>
<th>File Type</th>
<th>MP3</th>
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<tr>
<td>File System</td>
<td>FAT</td>
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<td>FAT 12</td>
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Notes:
- For USB mode, it is not possible to view JPG files on the in-dash monitor while the vehicle is moving. This is a safety feature to prevent driver distraction.
- The JPG image viewer function will only operate when vehicle is in park and the parking brake is engaged.

The following types of files are not compatible:
- MP3 PRO format, MP3 playlists
- RMP format
- WAV format
- WMV format
- AAC, protected AAC, M4A format

MP3 playback sequence begins in the root folder of the USB drive. Any folders that do not include MP3/JPG files are skipped.

ISO9660 standards:
- Maximum nested folder depth is 8 (including the root folder).
- Valid characters for folder/file names are letters A-Z (all caps), numbers 0-9, and “_” (underscore). Some characters may not be displayed correctly, depending on the character type.

Some files may not play, depending on sampling rates and bit rates. For best results, use the following settings when ripping MP3 files: 128kbps or higher constant bit rate; 44.1kHz or higher sampling frequency.
**Bluetooth - Handsfree Operation**

**Preparation**
Before you can use a Bluetooth device, it must be paired and connected. Make sure that Bluetooth is activated on your device before you begin the pairing process.

**Pairing a New Device**
The unit broadcasts the pairing signal constantly when no devices are currently connected. Complete the pairing sequence from your Bluetooth device. Refer to the owner’s manual for your device for more details. The device name is “JENSENBT”. The unit can be in any mode of operation when pairing is performed. On certain phones, pairing may need to be done more than once.

**Connecting a Paired Device**
Most Bluetooth devices support the auto-connect feature and will connect automatically if the device is in range when the unit is powered-on. If your device was previously paired but does not connect, enter the Bluetooth setup menu and turn Auto Connect on.

**Bluetooth Phone**
To access the phone, select Bluetooth Phone from the Main Menu or from any operational mode.

**Signal Strength**
Displays the strength of the current signal.

**Keypad**
Press to display the keypad.

**Contacts**
Press to display stored contacts. Press any contact to dial that number.

**Recent Calls**
Press to display a list of recent calls. Press any number to dial.
Bluetooth - Handsfree Operation

- **Device Manager**: Press to display a list of paired devices, and select desired device to connect.
- **Keypad**: Use the keypad to dial a number.
- **Talk**: Press to connect a call to the number entered.
- **Backspace**: Press to backspace when using the keypad.
- **Phone Number**: Displays the number dialed.
- **End Call**: Press to end a call.
- **Mute**: Press to mute call audio.
- **Display Keypad**: Press to return to the keypad.
- **Transfer Audio**: Press to transfer call audio between the unit and the mobile phone.
Apple CarPlay Operation

Apple CarPlay.
The ultimate copilot.

CarPlay is a smarter, safer way to use your iPhone in the car. CarPlay takes the things you want to do with your iPhone while driving and puts them right on your display. You can voice control via Siri directions, make calls, send and receive messages, and listen to music, all in a way that allows you to stay focused on the road. Just connect your iPhone and go.

- **Phone** - Use Siri to make calls, return missed calls, listen to voicemail messages, and view the caller ID on the receiver’s screen.
- **Messages** - Ask Siri to send, read, and reply to text messages. This hands free operation minimizes distraction and allows you to keep hands on the wheel and eyes on the road.
- **Music** - Access music by artist, song, play list, and more through the receiver’s touchscreen or via Siri. The receiver will mirror the iPhone screen with artist and track information.
- **Maps** - Use Siri to request turn-by-turn directions – search by address or points of interest. Apple Maps will be mirrored on the screen, including traffic information and estimated time to destination.

Some features, applications, and services are not available in all areas.

For more information, visit [https://www.apple.com/ios/carplay/](https://www.apple.com/ios/carplay/).

**Note**: Certain iPhone functions may be illegal while driving in your location. Be sure to familiarize yourself with local and state laws regarding mobile devices. When in doubt, stop and park your vehicle before using any devices.

CarPlay is compatible with these iPhone models.

- iPhone 11 Pro Max
- iPhone 11 Pro
- iPhone 11
- iPhone XS
- iPhone XR
- iPhone X
- iPhone 8
- iPhone 8 Plus
- iPhone 7
- iPhone 7 Plus
- iPhone 6s

**For best results:**
- Always use an Apple Certified USB-A Lightning cable.
- A car mount for your phone is recommended.
Starting CarPlay
Connect an iPhone to the receiver’s USB port using an Apple Certified Lightning cable (not included). Apple CarPlay will launch automatically, and familiar applications will appear on the screen.

Note: For safety reasons, CarPlay features are limited while driving and will vary with each CarPlay-enabled app. Available functions are determined by each individual app provider.

When the CarPlay menu is displayed, the home button in the lower left corner works just like the home button on your iPhone.

- Press and hold to activate Siri and begin your voice commands. You can also press the unit’s PTT button while in CarPlay.

- At any time during CarPlay operation, you can press HOME button momentarily to return to the main CarPlay menu screen.

Press any application button on the main CarPlay menu to access that operation directly. The toolbar on the left side of the screen displays the time, signal strength and shortcuts to the most popular applications - Phone, Music and Navigation - so they can be accessed quickly and easily without returning to the main menu.

Using CarPlay
The following basic controls will operate many standard CarPlay features.

- Touch - Briefly press the desired option.
- Swipe - Briefly swipe in the desired direction.
- Drag - Press, hold and drag to the desired location.

Note: There is no need to pair Bluetooth to your iPhone when using CarPlay. Phone calls will occur automatically when connecting an iPhone to the unit’s USB port.

Note: When CarPlay is in use, the unit’s Bluetooth will turn off automatically and hands-free functionality will operate through the CarPlay feature. Any other devices connected via Bluetooth will be disconnected during CarPlay use.

Exiting CarPlay
Disconnecting your iPhone will automatically exit CarPlay mode. To exit CarPlay manually while your phone is still connected, press the SOURCE button momentarily, and the unit’s main source menu will be displayed.
Android Auto Operation

Android Auto brings the most useful apps to your phone screen or unit’s display, in a format that makes it easy for you to keep your main focus on driving. You can control things like navigation and maps, calls, text messages and music. With larger touch targets, a simplified interface, and your Google Assistant, it’s designed to minimize distraction so you can stay focused on the road.

Google Assistant
With your Google Assistant on Android Auto, you can keep your eyes on the road and your hands on the wheel while using your voice to help you with your day. Simply say, “Ok Google,” or in compatible cars, press and hold the voice control button on your steering wheel.

Navigation
Get real-time traffic alerts to avoid hazards, speed traps and find the fastest route. Or take a break and find a bite along the way.

Calls & Messages
Your Google Assistant lets you stay connected while you’re driving. Your Assistant can help you call phone numbers from your contacts, chat with your favorite apps, read your messages aloud and text back - all while keeping your hands on the wheel.

Compatible Devices

**What are the requirements to run Android Auto on my phone screen?**
An Android phone running Android 5.0 (Lollipop) and up with a data plan is required to run Android Auto. For best performance, we recommend Android 6.0 (Marshmallow) and up. You can check your phone’s software version by looking at the About Device section under Settings.

**Warning:**
Certain uses of the smartphone may not be legal while driving in your jurisdiction, so you must be aware of and obey any such restrictions. If in doubt as to a particular function, only perform it while the car is parked. No feature should be used unless it is safe to do so under the driving conditions you are experiencing.

Availability of Android Auto may vary depending upon your country and phone model. For more information on how to use and download Android Auto, visit https://www.android.com/auto/faq.

**For best results**
- Use an OEM USB cable.
- A car mount for your phone (optional but recommended).
Starting Android Auto
Connect an Android Auto compatible device to the unit via USB cable. Android Auto will launch automatically, or it can be accessed at any time from the main menu.

Note: When the device for Android Auto is connected to this unit, the device is also connected via Bluetooth at the same time. If five devices are already paired, a message asking if you want to delete the registered device is displayed. If you want to delete the device, touch [Agree]. If you want to delete other device, touch [BT Settings] and delete the devices manually.

Note: If Android Auto is turned on during a call on a cellular phone other than an Android Auto compatible device, the Bluetooth connection will switch to the Android Auto compatible device after the call.

Using Android Auto
The Android Auto home screen displays personalized information, like time to your destination, reminders, recent calls incoming messages, the song you're listening to and Google Now cards.

When the Android Auto menu is displayed, you can say “OK Google” or select the microphone to talk to Google. You can also press the unit's PTT button while in Android Auto.

Exit Android Auto
To exit Android Auto, press the Exit button. Disconnecting your Android phone will also automatically exit Android Auto mode.
From the Main Menu, press the gear icon to access the Setup menu and adjust the following: General, Audio, Display, Radio and Bluetooth.

**General:**
- Time - Press to set the time.
- Date - Press to set the date.
- Time Zone - Press to select time zone.
- Daylight Savings Time - Press to turn Daylight Savings Time on or off.
- Clock Sync Automatically - Press to select RDS, Phone or Off.
- Language - Press to set the language to English or Spanish.
- Key Beep - Turn the key beep on or off.
- Power Off Delay - Turn the power off delay on or off.
- Factory Reset - Press to reset unit to factory default settings.

**Audio:**
- Balance/Fader - Adjust balance and fader levels.
- Subwoofer Output - Turn subwoofer output on or off.
- Subwoofer Filter - Select between 50Hz, 80Hz, 120Hz, 160Hz or Off.
- EQ - Press to adjust EQ levels.
- Loudness - Turn Loudness feature on or off.
- Volume - Adjust volume levels for Main Volume, BT Ringer, BT Call, Navi Mix and Device Mix.
- Source Level - Set desired volume level for each audio source.
- Amp - Turn internal amp on or off.

**Display:**
- Screen - Turn illumination control on or off, and adjust levels for Gamma Day, Gamma Night, Day Brightness and Night Brightness.
- LED - Turn animation effect on or off, select desired illumination color, select day/night colors and adjust day/night brightness levels.
- Wallpaper - Select from available wallpaper options.

**Radio:**
- Radio Region - Select North America, Europe or Latin America.
- RDS/RBDS - Enable or disable this feature.
- Traffic Announcements - Enable or disable this feature.
- Alternate Frequencies - Enable or disable this feature.

**Bluetooth:**
- Bluetooth - Turn Bluetooth signal on or off.
- Auto Answer - Turn auto answer feature on or off.
- Auto Connect - Turn auto connect feature on or off.
- Device Name, BT Address & BT Profile - Displays unit information.
Cameras & Auxiliary Input

Rear Camera

Connect an optional rear camera to the Rear Camera inputs (Yellow RCA connector for video and Black RCA connector for audio). Refer to the wiring diagram for details.

Manual selection - Touch the REAR CAMERA icon from the Main Menu or from any operational mode (when enabled) to select camera mode. Touch the top left area on the screen to exit camera mode.

Note: The manual mode is for dedicated cameras that are ALWAYS on while driving, it is not meant for cameras that are connected to the vehicle’s reverse light.

The unit will automatically select camera mode when connected to the reverse lamp circuitry.

Note: The external video output is not active when using the rear camera input.

Front Camera

Connect an optional front camera to the Front Camera inputs (Yellow RCA connector for video; there is no audio connection for a front camera. Refer to the wiring diagram for details.

Auxiliary Input

Connect an optional audio source into the rear RCA input.

Select AUX IN from the Main Menu to listen to audio.

Adjust volume on the external audio source as needed (if connected to the headphone output of the device).
Steering Wheel Controls

A third-party adapter must be used in order for the CAR68 to be compatible with any OEM steering wheel controls.

The CAR68 has a built-in 3.5mm SWC interface that compatible with many popular 3rd party SWC control modules, such as PAC, METRA, and others.

3.5mm SWC port located on the rear of the unit, on the MAIN POWER I/O Harness

The following controls are available for most vehicles.

Volume +
Volume -
Mute
Seek / Track +
Seek / Track -
Band
Mode
BT Talk
BT End Call

Note: Not all OE steering wheel functions may be supported by the CAR68

We recommend the PAC SWI-RC .

1. Set "Radio Select Switch". Set the SWI-RC to position 7 - "Pioneer/Other/Sony".

2. To program, use the Pioneer/Sony/Other radio function mapping order.

3. When programming the SWI-RC, if a function is not supported (or not desired), then the function MUST be skipped as per the PAC SWI-RC instructions.

4. The SWC function MUST be programmed in the correct order per the PAC SWI-RC radio function mapping order instructions.
Limited One Year Warranty

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

Namsung America Inc. warrants this product to the original purchaser to be free from defects in material and workmanship for a period of one year from the date of the original purchase.

Namsung America Inc. agrees, at our option, during the warranty period, to repair any defect in material or workmanship or to furnish an equal new, renewed or comparable product (whichever is deemed necessary) in exchange without charges, subject to verification of the defect or malfunction and proof of the date of purchase. Subsequent replacement products are warranted for the balance of the original warranty period.

Who is covered?
This warranty is extended to the original retail purchaser for products purchased from an authorized Dual dealer and used in the U.S.A.

What is covered?
This warranty covers all defects in material and workmanship in this product. The following are not covered: software, installation/removal costs, damage resulting from accident, misuse, abuse, neglect, product modification, improper installation, incorrect line voltage, unauthorized repair or failure to follow instructions supplied with the product, or damage occurring during return shipment of the product.
Specific license conditions and copyright notices for the software can be found via www.jensenmobile.com

What to do?
1. Before you call for service, check the troubleshooting guide in your owner’s manual. A slight adjustment of any custom controls may save you a service call.
2. If you require service during the warranty period, you must carefully pack the product (preferably in the original package) and ship it by prepaid transportation with a copy of the original receipt from the retailer to an authorized service center.
3. Please describe your problem in writing and include your name, a return UPS shipping address (P.O. Box not acceptable), and a daytime phone number with your shipment.
4. For more information and for the location of the nearest authorized service center please contact us by one of the following methods:

   • Call us toll-free at 1-888-921-4088
   • E-mail us at cs@dualav.com

Exclusion of Certain Damages: This warranty is exclusive and in lieu of any and all other warranties, expressed or implied, including without limitation the implied warranties of merchantability and fitness for a particular purpose and any obligation, liability, right, claim or remedy in contract or tort, whether or not arising from the company’s negligence, actual or imputed. No person or representative is authorized to assume for the company any other liability in connection with the sale of this product. In no event shall the company be liable for indirect, incidental or consequential damages.
### Trouble Shooting - General

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<thead>
<tr>
<th>PROBLEM</th>
<th>CAUSE</th>
<th>ACTION</th>
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</thead>
<tbody>
<tr>
<td>Unit will not turn on (no power)</td>
<td>Red and/or Yellow wire not connected or incorrect voltage</td>
<td>Check connections for proper voltage (11~16VDC)</td>
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<tr>
<td></td>
<td>Black wire not connected</td>
<td>Check ground connection</td>
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<tr>
<td></td>
<td>Blown fuse on unit or vehicle</td>
<td>Replace fuse(s)</td>
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<tr>
<td></td>
<td>Speaker wires not connected</td>
<td>Check all connections, including speakers</td>
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<tr>
<td></td>
<td>Speakers are blown</td>
<td>Replace speakers</td>
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<tr>
<td></td>
<td>One or more speaker wires touching each other or touching chassis ground</td>
<td>Insulate all bare speaker wires from each other and chassis ground</td>
</tr>
<tr>
<td>Unit blows fuse(s)</td>
<td>Yellow or red wire touching chassis ground</td>
<td>Check for pinched or shorted wires</td>
</tr>
<tr>
<td></td>
<td>Speaker wires touching chassis ground</td>
<td>Check for pinched or shorted wires</td>
</tr>
<tr>
<td></td>
<td>Incorrect fuse rating</td>
<td>Use fuse with correct rating</td>
</tr>
<tr>
<td>Unit has audio (but no video)</td>
<td>Parking brake safety circuit not connected</td>
<td>Check connections at parking brake</td>
</tr>
<tr>
<td></td>
<td>Parking brake not applied</td>
<td>Apply parking brake as described in manual</td>
</tr>
<tr>
<td></td>
<td>Video Playback Codec is not supported</td>
<td>See Media Codec Support section</td>
</tr>
</tbody>
</table>

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**Customer Support**

1-888-921-4088  
(Monday-Friday, 9AM-5PM EST)  
Visit https://www.jensenmobile.com

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**For Your Records**  
Please keep your original sales receipt and be prepared to provide this receipt in the event you require service, as your original receipt is considered the best proof of purchase and indicates the date you purchased your JENSEN product.

**Dealer Info**  
Dealer Name: __________________________  
Dealer Phone: ________________________  
Purchase Date: ________________________
### FM Tuner
- **US Tuning Range:** 87.5MHz-107.9MHz
- **EU Tuning Range:** 87.50MHz-108.00MHz
- **Usable Sensitivity:** 8.5dBf
- **50dB Quieting Sensitivity:** 10dBf
- **Stereo Separation@ 1kHz:** 30dB
- **Frequency Response:** 30Hz-13kHz

### AM Tuner
- **Tuning Range:** 530kHz-1710kHz
- **Usable Sensitivity:** <42dBu
- **Frequency Response:** 30Hz-2.2kHz

### Bluetooth
- **Version:** 4.1 + EDR
- **Profiles:** HFP / A2DP / PBAP
- **Range:** Up to 33ft / 10m

### Monitor
- **Brightness:** 500 nit
- **TFT Resolution:** 1024x600
- **TFT Backlighting:** LED
- **Touch Screen Type:** Capacitive

### General Specifications
- **Operation Voltage Input:** 11~16VDC
- **USB 1 Charge Output:** 1.5A
- **USB 2 Charge Output:** 1.0A
- **Speaker Nominal Impedance:** 4~8 ohms
- **Line Output Voltage:** 4 Volts RMS
- **Dimensions:** 5” x 7” x 4” (126D x 178W x 101H mm)

### CEA-2006 Power Standard Specifications
(Reference: 14.4VDC +/- 0.2V, 20Hz~20kHz)
- **Power Output:** 16 Watts RMS x 4 channels at 4 ohms and ≤1% THD+N
- **Signal to Noise Ratio:** 80dBA (Reference: 1 watt into 4 ohms)

Design and specifications subject to change without notice.