

HD Radio™ Troubleshooting Guide

Reported Symptom	Potential Cause	Resolution
Station Volume changes.	The HD-Radio™ stations Analog and Digital volume is not properly aligned.	Verify correct operation on another HD-Radio™ station. Also, call the HD-Radio™ station and report the problem
	The 'Speed Volume' feature integrated in the radio is active.	Describe the 'Speed Volume' feature to the customer.
Audio repeats or jumps forward in time. An echo occurs when the radio switches between Analog and Digital audio	The HD-Radio™ stations Analog and Digital Audio streams are not properly time aligned.	Verify correct operation on another HD-Radio™ station. Call the HD-Radio™ station and report the problem.
Digital audio sounds worse than the Analog audio	The HD-Radio™ station is over processing its digital audio signal.	Verify Correct operation on another HD-Radio™ station. Call the HD-Radio™ station and report the problem.
The HD-Radio™ sound keeps switching between Digital and Analog audio quality. HD-Radio™ Indicator keeps turning on and off.	Customer is driving at the edge of the HD-Radio™ stations listenable area.	Explain to the customer this is expected operation. Demonstrate HD-Radio™ on a strong local HD-Radio™ station.
	Customer is driving in an area of strong localized interference.	Explain to the customer this is expected operation. Demonstrate HD Radio™ on a strong local HD-Radio™ station.
Customer can't tune to a secondary station.	The current BMW HD-Radio™ system does not support multicasting.	No Action. Design issue.
No 'Song Title' or 'Artist Information' is displayed.	The HD-Radio™ station is not broadcasting 'Song Title' and 'Artist information'.	Call the HD-Radio™ station and request the start of broadcasting 'Song Title' and 'Artist Information'.
	'Song Title' and 'Artist information' display is disabled by the customer.	Enable 'Details' through the BMW radio menu function.
	Customer is driving outside the HD-Radio™ stations listenable area.	Verify correct HD-Radio™ operation on another HD-Radio™ station that is "in range".
Station Name is Unintelligible	Some broadcasters send more characters than can be displayed. The display truncates anything longer than the maximum allowable character length.	Verify correct operation on another HD-Radio™ station that is "in range".
	Some broadcasters are inadvertently sending information other than the station name.	Verify correct operation on another HD-Radio™ station. Call the HD-Radio™ station and report the problem.

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Station is not received in HD-Radio™ digital sound quality. No HD-Radio™ stations received at all.	The HD-Radio™ reception mode has been turned off by the customer.	Turn on HD-Radio™ mode through the BMW radio menu function.
	Customer is driving outside the coverage area of the HD-Radio™ stations in that region.	To verify correct HD-Radio™ station operation drive closer to the HD-Radio™ stations broadcast site or chose a closer HD-Radio™ station.
	There are no HD-Radio™ stations in your reception area.	Check www.ibequity.com/hdradio/hdradio_hdstations.htm to search for local HD-Radio™ stations in your area. Also, call your favorite local stations and request their start of broadcasting in HD-Radio™ digital sound quality.
HD-Radio™ 'Autostore' function takes to long.	HD-Radio™ 'Autostore' takes approximately 2 seconds per listenable station. In a market with many stations this may take up to two minutes to complete.	Explain the correct operation to the customer.
HD-Radio™ 'Autostore' doesn't store 12 stations.	There are not 12 HD-Radio™ stations in your listening area.	See www.ibequity.com/hdradio/hdradio_hdstations.htm for a list of On-Air stations.
My favorite station doesn't store using the HD-Radio™ 'Autostore' feature.	The "Autostore" features store the 12 strongest HD-Radio™ stations it detects. The specific station is not among the 12 strongest stations or is not an HD-Radio™ station.	Explain the correct operation to the customer.