



## Trouble shooting guide GW500 MOST

### Bmw

- My Product is not working?
  1. Check if the vehicle has a CD Changer, if not this will have to be activated at a dealership.
  2. Check dip switch settings as per guide.
  3. Make sure it is installed either at the CD changer is fitted or last on the ring behind the radio.
  4. Make sure the AUX box switch is in the full filled circle mode. Not Bypass
  5. Check the blue light is flashing or stable
  6. Check the MOST service for loop. Dealers sometimes miss this off if there are no other modules in the vehicle. (Under glove box flap)
  
- The CD changer is active but all grey on the iDrive
  1. Check the dip switches are correct. 1,2 for vehicles with KMP3 and just 2 for no text vehicles. Check compatibility sheets for more on years. (2007 on will have text standard)
  2. Check power on the GW500 module. Also Blue LED on aux box for power
  3. Make sure the AUX box switch is in the full filled circle mode. Not Bypass
  
- I get no text on my display.
  1. Check the unit is in Gateway mode
  2. Check for KMP3 compatibility (2007 on or dealer activation)

### Mercedes

- My Product is not working?
  1. Check compatibility no NTG2.5 or 4
  2. Check if the vehicle has a CD Changer, or an active loop, if not this will have to be activated at a dealership.
  3. Check dip switch settings as per guide.
  4. Make sure it is installed either at the CD changer is fitted or last on the ring behind the radio.
  5. Make sure the AUX box switch is in the full filled circle mode. Not Bypass
  6. Check the blue light is flashing or stable
  
- I get no text on my display.
  1. Check the unit is a Comand unit
  2. Check the unit is in Gateway mode
  3. Text activation will be required on the head unit, (rear of guide)

## Porsche

- My Product is not working?
  1. Check if the vehicle has a CD Changer, if not this will have to be activated at a dealership.
  2. Check dip switch settings as per guide.
  3. Make sure it is installed either at the CD changer is fitted or last on the ring behind the radio.
  4. Make sure the AUX box switch is in the full filled circle mode. Not Bypass
  5. Check the blue light is flashing or stable
  
- I get no text on my display.
  1. Check the unit is in Gateway mode
  2. Text activation may be required (as per Mercedes on the rear of the guide)
  3. Only PCM2 and 2.1 are text compatible
  
- I get errors on the screen when I power up
  1. The GW500 is installed incorrectly
  2. The fibres are incorrect

## Audi

- My Product is not working?
  1. Check if the vehicle has MMI basic or colour
  2. Check dip switch settings as per guide.
  3. Make sure it is installed if basic as per 2A or colour anywhere on the ring.
  4. Make sure the AUX box switch is in the full filled circle mode. Not Bypass
  5. Check the blue light is flashing or stable
  
- I get no text on my display.
  1. Check the unit is in Gateway mode
  2. Only PCM2 and 2.1 are text compatible
  
- I get errors on the screen when I power up
  1. The GW500 is installed incorrectly
  2. The fibres are incorrect
  3. Check the dip switch settings

## Volvo/Aston Martin

- My Product is not working?
  1. Check if the vehicle has a CD Changer and NO AUX input.
  2. Check dip switch settings as per guide.
  3. Make sure it is installed at the CD changer. 2A in the guide
  4. Make sure the AUX box switch is in the full filled circle mode. Not Bypass
  5. Check the blue light is flashing or stable
  
- I get no text on my display.
  1. Check the unit is in Gateway mode
  2. RDS text and MP3 text will have to be turned on in the head unit menu
  
- I get errors on the screen when I power up
  1. The GW500 is installed incorrectly (Not at CD changer)
  2. The fibres are incorrect
  3. Wrong compatibility