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**General**

Q: Where can I use the SiriusXM Onyx EZR?

A: SiriusXM Onyx EZR with Home Kit includes everything you need to install and enjoy Satellite Radio in your home or office. You can listen through your home audio system or set of powered speakers with easy, do-it-yourself installation. The color-coded Home Dock makes it simple to connect.

With compatible accessory kits (sold separately), such as Vehicle Kits, Sound Systems and additional Home Kits, you can effortlessly move SiriusXM Onyx EZR from your home to your vehicle, to multiple locations. Enjoy satellite radio practically anywhere at home, in your vehicle, in the office, or even outdoors such as on the patio or at a picnic — all with a single satellite radio subscription.

Q: How do I activate the SiriusXM Onyx EZR?

A: It's easy to activate the SiriusXM Onyx EZR. You can either go online to www.siriusxm.com/activatenow, or call 1-866-635-2349. To complete the activation process, you will need the Radio ID. On the SiriusXM Onyx EZR you can find the Radio ID by selecting Radio ID after pressing menu or by tuning to channel 0 (zero). The Radio ID is also printed on the label on the bottom of the product package and on the label on the back of the Radio. The Radio ID is eight characters long, and consists of a combination of numbers and letters. Note: The Radio ID does not use the letters F, I, O, or S.

To make the activation process easy, the SiriusXM Onyx EZR has a built-in Activation Wizard. Just press menu and the first item in the list (for unactivated radios) will be Activate Radio. Press the Select button. A series of easy-to-follow screens will guide you through the activation process.

Q: How do I know when my Radio has been activated?

A: Once you have completed the activation request, either via the phone or online, wait for a few minutes to allow the SiriusXM Onyx EZR to receive the activation signal. When your service is activated, your SiriusXM Onyx EZR will display the alert message that your subscription has been updated. To continue, press any button. Thereafter, you can scroll through and tune to other channels. Activation usually takes less than 15 minutes, but sometimes may take longer. We recommend you keep the SiriusXM Onyx EZR on until the activation process is complete.

Q: I activated my Radio but I never received the alert message that my subscription was updated. I cannot tune to the channels in the subscription package I selected.

A: You may need to send a refresh signal to your SiriusXM Onyx EZR to repeat the activation. Go to [www.siriusxm.com/refresh](http://www.siriusxm.com/refresh) and follow the instructions to send a refresh signal to your radio. Activation usually takes less than 15 minutes, but sometimes may take longer. We recommend you keep the SiriusXM Onyx EZR on until the activation process is complete.

Q: How do I listen to the SiriusXM Onyx EZR in my home or office?

A: In order to listen to the SiriusXM Onyx EZR in your home or office, you need to:

• Connect the Home Power Adapter to the Home Dock

• Connect the Indoor/Outdoor Home Antenna to the Home Dock and aim it properly

• Connect the audio from the SiriusXM Onyx EZR to your home audio system or set of powered speakers

• Subscribe to the SiriusXM service

Q: What do I need to listen to the SiriusXM Onyx EZR in a vehicle?

A: It's easy to listen to the SiriusXM Onyx EZR in a vehicle with the SiriusXM Dock & Play PowerConnect™ Vehicle Kit (Models: SXDV3 or DV3).

Q: I have the SiriusXM Dock & Play Home Kit (Model: XADH1 installed in my home or office. Do I have to re-install everything in my home, or can I use my current Home Kit to listen to SiriusXM Onyx EZR?

A: You can use the SiriusXM Dock & Play Home Kit (Model: XADH1) which is compatible and can be used with your SiriusXM Onyx EZR.

Q: What do I need to listen to the SiriusXM Onyx EZR outdoors, such as on the patio, deck, or at a picnic?

A: It's easy to listen to the SiriusXM Onyx EZR outdoors with the battery operated SiriusXM Portable Speaker Dock (Model: SXSD2 or SD2).

**Programming**

Q: What subscription packages are available on the SiriusXM Onyx EZR?

A: The SiriusXM Onyx EZR is able to receive all SiriusXM audio channels and satellite programming packages. Please visit the SiriusXM website at www.siriusxm.com/subscriptions to review the available subscription packages.

Q: What's the difference between Sirius, XM and SiriusXM radios?

A: Without getting too technical, there are 3 different kinds of radios, each with different technology. There are Sirius radios, XM radios and SiriusXM radios. Radios labeled as Sirius radios receive the Sirius subscription packages, XM radios receive the XM subscription packages, and SiriusXM radios receive the SiriusXM subscription packages.

Q: Are there differences between the Sirius, XM and SiriusXM satellite subscription packages?

A: To find out more information about the available subscription packages and channel lineups, visit www.siriusxm.com/subscriptions.

**Display Options**

Q: What display options are available with the SiriusXM Onyx EZR?

A: There are two display options for the SiriusXM Onyx EZR:

• White text on black background

• Black text on white background

Q; How do I change the display option with the SiriusXM Onyx EZR?

A: There are two ways to change the display option with the SiriusXM Onyx EZR. The easiest method is when you are listening at the main display screen, press and hold the Jump button until the display option changes. The other method is through the menu options by selecting Display Settings, Display Screen, and then pressing the Select button to alternate between the display options.

Q: Which SiriusXM Onyx EZR display option should I use?

A: You’ll probably have to try both to determine which is your personal preference. In bright sunlight you may find that the black text on a white background is easier to see. At night or indoors you may find that white text on a black background is preferable.

**Favorite Channel Preview**

Q: How can I see what’s currently playing on my favorite channels without having to tune to each favorite channel?

A: The SiriusXM Onyx EZR has a split screen mode which will show what’s currently playing on the channels you have saved as favorites. Another way to view what’s playing on your favorite channels is to display the favorites category by pressing left arrow button on the radio.

Q: How do I display the split screen on the SiriusXM Onyx EZR?

A: When you are listening at the main display screen press the Select button to display the split screen. To the right of the screen you will see a column with the artist’s name and the song title for each of your first five favorite channels. If you want to tune to a favorite channel, press the number button that corresponds to the number displayed directly to the left of the artist name and song title. If you have saved more than 5 favorite channels, press the Select button again to display the next five favorite channels. To turn the split screen off, press the Select button again.

Q: Why can’t I display the split screen while TuneMix is playing?

A: The split screen display option is not available while in TuneMix mode.

**TuneMix**

Q: What is TuneMix?

A: TuneMix plays songs in a unique mix from the music channels that you have selected, allowing you to build a blended channel from as few as three to as many as 18 music channels. TuneMix plays the songs that have aired on those channels in a shuffle type format.

Q: Why don’t I see all the music channels when selecting channels for TuneMix?

A: Most music channels are available for TuneMix and these are referred to as qualified music channels. There are some music channels that are not qualified music channels per SiriusXM’s licensing agreements and therefore cannot be used for TuneMix. When you select music channels for TuneMix, only qualified music channels are shown.

Q: Why does TuneMix display the message, "Not enough unlocked favorite channels have been saved for Tune Mix" when I press the TuneMix button?

A: You have not selected the minimum number of music channels, or there are not enough unlocked channels, for TuneMix. We recommend that you select a total of at least three channels, and be sure they are unlocked before beginning TuneMix.

Q: Why can’t I skip forward in TuneMix?

A: TuneMix has run out of songs to play, and needs to collect more songs. This can happen if you have skipped songs in TuneMix. Wait a few minutes and then try skipping forward in TuneMix again. The more music channels you have selected for TuneMix, the more songs TuneMix will have to play.

**Troubleshooting**

Q: What does it mean when the SiriusXM Onyx EZR display reads, "No Satellite Signal"?

A: It means the antenna is not receiving the satellite signal. You need to find a better location for the Indoor/Outdoor Home Antenna with a clear view of the sky. Move the antenna to a south-facing window without any obstruction in its view toward the southern sky. You should begin receiving the satellite signal after the antenna is placed in the right location and is pointed properly.

Q: What does it mean when the SiriusXM Onyx EZR display reads, "Check Antenna"?

A: It means the Indoor/Outdoor Home Antenna may not be securely connected to the Home Dock. Make sure that it is firmly and securely plugged into the Home Dock. If the message persists, most likely the antenna or the antenna cable has been damaged. You may need to replace the antenna. Replacement antennas can be purchased online and at your favorite retailers.

Q: What does it mean when the SiriusXM Onyx EZR display reads, "Acquiring Signal"?

A: This message is perfectly normal. It simply means that the SiriusXM Onyx EZR is acquiring audio or program information. This message usually goes away after a few seconds.

Q: What does it mean when the SiriusXM Onyx EZR display reads, "Channel XXX Unavailable"?

A: If your SiriusXM Onyx EZR is activated and you get this advisory when attempting to direct tune to a channel, it means that the channel you've entered is not currently broadcasting. Tune to a channel that is currently broadcasting.

Q: What does it mean when the SiriusXM Onyx EZR display reads, “Channel XXX Not Subscribed”?

A: If your SiriusXM Onyx EZR is activated and you get this advisory when attempting to direct tune to a channel, it means that the channel you've entered is not in the subscription package you selected. To find out more information about the available subscription packages and channel lineups, visit www.siriusxm.com/subscriptions.

Q: What does it mean when I can see artist name and song or program title on the SiriusXM Onyx EZR, but I do not hear audio after connecting it to my home audio system or powered speakers?

A: You should check all cables between your SiriusXM Onyx EZR and your stereo system or powered speakers for a firm and secure connection. You may not have the correct audio input source selected on your stereo system. Ensure you have selected the proper audio input source.

Q: The audio from my SiriusXM Onyx EZR sounds too soft. What can I do?

A: Raise the volume of your home audio system or powered speakers. You may want to increase the audio level of your SiriusXM Onyx EZR until the sound quality improves. Refer to the User Guide at www.siriusxm.com/guides.

Q: The demo mode of my SiriusXM Onyx EZR is playing. What can I do?

A: The SiriusXM Onyx EZR automatically enters demo mode if the Indoor/Outdoor Home Antenna is not properly connected, or it is not receiving the satellite signal for a prolonged period of time. Check that the antenna is connected properly. You may need to find a better location for the Indoor/Outdoor Home Antenna with a clear view of the southern sky. The SiriusXM Onyx EZR should automatically exit the demo mode when it begins receiving the satellite signal. You can also press and hold the Select button for 10 seconds to exit demo mode. You can also disable demo mode. Refer to the User Guide at [www.siriusxm.com/guides](https://www.siriusretail.com/product/Product_Families/XM/tab_inc/faq/www.siriusxm.com/guides).