**Frequently Asked Questions**

General

Programming

Features: Display Modes

Features: Favorite Channel Preview

Features: TuneMix

Features: PowerConnect™ & FM

Troubleshooting

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**General**

Q: Where can I use the SiriusXM Onyx EZR?

A: SiriusXM Onyx EZR comes with everything you need to install and enjoy satellite radio in a vehicle. The PowerConnect™ Vehicle Kit makes do-it-yourself installation quick and easy. It's simple to connect the cables to the color-coded PowerConnect™ Vehicle Dock. Use the Aux In Cable, if your vehicle's stereo system has Aux In capability, or the PowerConnect™ FM Transmitter, if you want to listen through your vehicle's FM radio. It also works with a Cassette Adapter (sold separately).

With compatible accessory kits (sold separately), such as Home Kits, Sound Systems and additional Vehicle Kits, you can effortlessly move SiriusXM Onyx EZR from a vehicle to multiple locations and enjoy satellite radio practically anywhere — at home, in the office, in another vehicle 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 vehicle?

A: In order to listen to the SiriusXM Onyx EZR in your vehicle, you need to connect its audio to your vehicle's stereo system or FM radio. There are a variety of Do-It-Yourself Installation and Professional Installation audio connection solutions:

Do-It-Yourself Installation audio connection solutions:

* Use the included Aux In Cable, if your vehicle's stereo system has Aux In capability, to play audio through the vehicle's stereo. You may need to turn your vehicle stereo system to "Aux", "Aux In" or "Auxiliary Input" mode.
* Use the built-in PowerConnect™ FM Transmitter to play audio through the vehicle's FM radio.
* Use a Cassette Adapter (sold separately), if your vehicle has a cassette player, to play audio through the vehicle's stereo.
* Use an FM Direct Adapter (Model: FMDA25, sold separately) to play audio through the vehicle's FM radio, and directly connects the SiriusXM Onyx EZR to your vehicle’s FM radio. The FMDA25 should be installed by a professional installer. Prepaid Installation Cards are available for purchase from retailers or on www.siriusxm.com.

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

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

Q: How do I tell the difference between the PowerConnect™ Vehicle Dock and other Vehicle Docks?

A: It's easy to tell the difference between the PowerConnect™ Vehicle Dock and other Vehicle Docks. Just look for the color-coded audio cable and antenna connectors; they are only on the PowerConnect™ Vehicle Dock.

Q: What do I need to listen to the SiriusXM Onyx EZR at home or in the office?

A: It's easy to listen to the SiriusXM Onyx EZR at home or in the office using any of the following compatible accessories (sold separately):

• SiriusXM Dock & Play Home Kit (Model: SXDH3 or DH3)

• SiriusXM Portable Speaker Dock (Model: SXSD2 or SD2)

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 (default)

• 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.

**PowerConnect™ & FM**

Q: I'm using PowerConnect™ for the audio connection with the SiriusXM Onyx EZR. How do I quickly change FM channels?

A: Press the FM button to change to the next FM channel that you have saved . Be sure to set your vehicle radio to the same FM channel.

Q: How do I preset FM channels?

A: Press the Menu button, select FM settings, and then select FM channels. Choose an empty FM preset denoted by “---“ and use the Up/Down and Left/Right buttons to set the FM channel. When you have selected the FM channel press the Select button to save it as an FM preset. You will be prompted to Start Using the new FM channel.

**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. Make sure the Magnetic Mount Antenna is mounted outside of the vehicle with a clear view of the sky. If you are in an obstructed area (such as, a covered garage, tunnel etc.), you should begin receiving the signal again after clearing the obstruction.

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

A: It means the antenna may not be securely connected to the Vehicle Dock. Make sure that the Magnetic Mount Antenna cable is firmly and securely plugged into the Vehicle Dock. If the message persists, most likely the Magnetic Mount 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: When using the Aux In Cable or Cassette Adapter to listen to the SiriusXM Onyx EZR, what does it mean when I do not hear audio?

A: You may not have the correct audio input source selected on your vehicle's stereo system. Ensure you have selected the proper audio input source, such as Aux In or Cassette, on your vehicle's stereo system. Additionally, check all the cables and connections between the SiriusXM Onyx EZR and your vehicle's stereo system to ensure they're securely connected and undamaged.

Q: When using the PowerConnect™ FM Transmitter to listen to the SiriusXM Onyx EZR, what does it mean when I do not hear audio?

A: It may mean the SiriusXM Onyx EZR and the vehicle's FM radio are not tuned to the same available FM channel. First, find and select an available FM channel in your area. You can find a list of available FM channels in your area by going to the SiriusXM FM Channel Finder at www.siriusxm.com/frequency and entering your zip code. Then, ensure that the SiriusXM Onyx EZR and your vehicle's FM radio are tuned to that same FM channel. Refer to the SiriusXM Onyx EZR User Guide for detailed instructions (www.siriusxm.com/guides).

If the problem persists even after you have confirmed that the SiriusXM Onyx EZR and the vehicle's FM radio are tuned to the same available FM channel, and you can see artist and song title information displayed on the SiriusXM Onyx EZR, which confirms that your satellite radio is working properly and receiving the satellite signal, it is possible that some type of inaudible interference is present that prevents reception of the SiriusXM Onyx EZR broadcast. Your only options are to use another FM channel or a different audio connection solution.

Q: When using the PowerConnect™ FM Transmitter to listen to the SiriusXM Onyx EZR, what does it mean when the audio fades in and out or has static?

A: First, check all the cables to ensure they are firmly and securely connected. Check to ensure the PowerConnect™ Power Adapter is securely connected into the vehicle's cigarette lighter or power adapter socket. If the problem persists, it may be due to interference from commercial or broadcast FM radio station(s). You will need to find another unused or available FM channel in your area. You can find a list of available FM channels in your area by going to the SiriusXM FM Channel Finder at www.siriusxm.com/frequency and entering your zip code. Refer to the SiriusXM Onyx EZR User Guide for detailed instructions (www.siriusxm.com/guides).

Note: When driving through tunnels or under wide overpasses, you may temporarily stop receiving the satellite signal, which will cause the audio to mute or fade out. You will see a message: "No Satellite Signal" if the SiriusXM Onyx EZR is not receiving the signal. Reception should be restored when you exit the tunnel or overpass.

If the problem continues, use a different audio connection solution, such as the included Aux In Cable, if your vehicle has Aux In capability or a Cassette Adapter (sold separately). If you cannot use these solutions, consider getting an FM Direct Adapter (Model: FMDA25, sold separately) professionally installed.

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 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 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).