

## DCI Troubleshooting Tips

**Over the last couple years the number of emails we receive regarding this product has increased beyond our ability to manage. For every 4 or 5 DCIs we ship we get an email claiming it doesn't work, yet the actual DCI failure rate is less than 0.1%. That means for every DCI that is actually bad we get over 200 complaints. This has gotten out of control.**

We test every DCI using an after-market head unit and a dash control mockup before it's packaged for sale, so we are pretty sure the product we ship is fully functional. In most cases you will get it working faster if you assume the DCI is good and look for a problem with installation or setup.

**Troubleshooting Tips – One of these tips solves over 99% of the “my DCI doesn't work right” emails we receive, though for some reason it frequently takes 4 or 5 (or in one case 11) emails before the customer figures it out.**

1. Review the DCI operating instructions. The DCI does NOT work like the OEM system and some users think there's something wrong when it doesn't act like their original dash controls.
2. If the dash mute is on, or the dash mute circuit is bad, the DCI will appear dead. If the mute signal (2v or more) is sensed by the DCI it will disable all other commands until mute is turned off. If your DCI is not doing anything verify the DCI purple wire has no voltage on it, or disconnect it and see if the DCI starts working.
3. Verify wiring and switch settings. Get a friend to review your work; it helps to have someone who hasn't been staring at it for 2 hours look it over.
4. Make sure you're not setting the DCI switches up-side down. Yes, it happens.
5. If you're using an adapter harness check the connector for bent pins. These use long thin pins that must align perfectly with a tiny hole in the mating socket. If a pin misses the hole it can get bent out of alignment and bend sideways. We've even seen cases where the pin enters the hole at an angle and so makes intermittent contact with the terminal socket, so make sure the pins are straight.
6. Always change switch settings with power off, as the DCI only reads the switches during power-up. This can be especially confusing if the switches are set wrong initially and the DCI doesn't work when you first turn the ignition on. Some users then check the manual and set the switches correctly, but the DCI still doesn't work (because they didn't cycle power), so now they think the DCI is bad. Set the switches according to the manual and LEAVE THEM ALONE. Trying every possible switch combination “in case the manual is wrong” is DUMB and will not fix the problem.
7. Connect the included 3.5mm cable from the DCI to the HU “remote control input” jack (see your HU manual for location). This is how the remote control signals get from the DCI to the HU. Some people think the cable is for an MP3 player or plug it into AUX; others just ignore it. Seriously, you would be surprised how many customers don't connect it and then wonder why the DCI isn't working.
8. READ YOUR HU MANUAL. Some head units (especially Sony) come with the remote control input disabled from the factory and it must be enabled through a menu option. I will no longer read your head unit manual for you and tell you what it says in an email.
9. Swap the 3.5mm cable we supplied with a known good one. We see about 1/2% failure *after* we test them. Sorry, but it happens and there's not much we can do about it. Fortunately it's easy to test and a simple thing to fix.
10. If you are using SCV and it doesn't seem to work, hit the MODE + CH button combination a couple times and try again. If it still doesn't work then check your connection to the speed signal wire. We test the SCV function on every DCI before it ships so we know it worked when it was sealed in the pink bag.