



2014

BOOM!™ BOX INFOTAINMENT SYSTEM

TROUBLESHOOTING

TROUBLESHOOTING		
SYSTEM	SCREEN MESSAGE	DEFINITION or SOLUTION
Software Update	The ISO image on the attached USB is corrupted or incompatible.	Reload .ISO file on media device and retry software update. If problem still exists, contact your Harley-Davidson® dealer.
Clock	Clock not adjustable due to loss of __ signal.	If loss of GPS, acquire a good GPS signal. If loss of RDS, acquire a good FM signal. If loss of system clock, check communication with speedometer. If problem still exists, contact your Harley-Davidson® dealer.
Media Player	Content is not available on Device.	1. Flash drive is empty. 2. Unsupported file format. 3. Check your device for supported files or check Device Compatibility at harley-davidson.com/infotainment to verify your device/media type is supported.
Media Player	Device is not available.	1. Flash drive is empty. 2. Unsupported file format. 3. Check your device for supported files or check Device Compatibility at harley-davidson.com/infotainment to verify your device/media type is supported.
Media Player	"Please wait..."	Delay is due to number of files and capacity of media device.
Satellite Radio	Device is not ready.	Channel is not supported by satellite provider.
Satellite Radio	Invalid channel	1. Vehicle needs to have clear view of the sky. 2. See your Harley-Davidson® dealer to verify the antenna is plugged into the Boom!™ Box.
Satellite Radio	Signal lost	Your satellite radio subscription does not support this channel. Contact your satellite provider to change subscription.
Media Player	Unsubscribed channel	Your satellite radio subscription does not support this channel. Contact your satellite provider to change subscription.
CB	The device connected to the USB port is drawing too much power. Please disconnect the device.	Device may be drawing too much power to be supported. Disconnect the device.
CB	CB is currently turned off. Turn CB ON to adjust squelch.	Turn CB ON to operate squelch.
Media Player	No CB Module found. Contact your Harley-Davidson® Dealership.	CB module is not installed.
Media Player	Some models are susceptible to damage from vibration. Refer to the user manual.	Older devices use mechanical or non-solid state memory which can be damaged due to vibration.
Media Player	The connected device does not support this feature.	Consult Device Compatibility at harley-davidson.com/infotainment for phone compatibility with Boom!™ Box.
Satellite Radio	No Playable Media Found.	1. Flash drive is empty. 2. Unsupported file format. 3. Check your device for supported files or check Device Compatibility at harley-davidson.com/infotainment to verify your device/media type is supported.
Satellite Radio	Error: Check Tuner	There is an error in communicating with the XM module. If issue persists, see Harley-Davidson dealer. SiriusXM module may need to be serviced or replaced.
Satellite Radio	List of tagged artists and songs is full.	Boom!™ Box can tag up to 20 artist or songs. Need to delete entries to add tag information
Satellite Radio	Error: Check Antenna	See your Harley-Davidson® dealer to verify the antenna is plugged into the Boom!™ Box.
Satellite Radio	Active channel became unavailable.	Satellite provider channel line-up may have changed or is in the process of changing. Refer to satellite provider for current channel line-up.
Satellite Radio	Active channel became unsubscribed.	Your subscription status for that channel has changed. Contact satellite provider.



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Bluetooth / Phone	The song / artist is no longer available.	The song you tried to tag has ended while you were on the Tag This screen. Try again later.
Bluetooth / Phone	Cannot turn off Bluetooth during active call.	Finish phone call to disconnect Bluetooth.
Bluetooth / Phone	Max. number of devices already paired. Please delete a paired device from your device list first.	Delete a paired device before adding another.
Bluetooth / Phone	Pairing of ___ has failed.	<ol style="list-style-type: none"> 1. Ensure phone is in pairing mode. Consult phone manual. 2. Reset phone by turning off and restarting. 3. Check that the number of paired devices on phone has not exceeded maximum limits.
Bluetooth / Phone	No pairing during active call.	Cannot pair phone while on call. Complete call and then pair phone.
Bluetooth / Phone	This feature is disabled while a phone call is in process.	
Bluetooth / Phone	___ does not support this operation.	Consult Device Compatibility at harley-davidson.com/infotainment for phone compatibility with Boom!™ Box.
Bluetooth / Phone	Saved contacts are full. Do you want to replace a contact?	Maximum number of contacts stored. Delete contacts to add new.
Bluetooth / Phone	Template list is full. Delete an entry?	Need to delete templates to add new ones.
Bluetooth / Phone	Contacts are still syncing. Please wait...	Wait until contact list has downloaded. Time is dependant on number of contacts. Maximum number of contacts is 1000.
Bluetooth / Phone	Messages are still syncing. Please wait...	Wait until messages are downloaded. Time is depenent on number of SMS messages.
Bluetooth / Phone	The connected device does not support this feature.	Consult website for phone compatibility with Boom!™ Box.
Bluetooth / Phone	No Devices Found	Ensure Bluetooth is enabled on device.
Bluetooth / Phone	Calls are still syncing. Please wait...	List of past calls will sync to Boom!™ Box. Time is dependent on the number of stored calls.
Bluetooth / Phone	Please Wait for Bluetooth Connection...	Bluetooth connection will take time to establish connection during initial start-up.
Bluetooth / Phone	This request is currently pending. Please wait.	Bluetooth connection already in progress. Wait for previous connection attempt to complete.
Bluetooth / Phone	Service connection attempt failed.	Phone is out of range from tower or there is no service in area.
Bluetooth / Phone	This will end ___	Placing a new call will end the currently connected call and asks for confirmation.
Bluetooth / Phone	Device could not be deleted.	There was an unexpected error in Bluetooth. The request could not be fulfilled. Try again later or after an ignition cycle.
Bluetooth / Phone	This feature is not supported by the device.	Consult Device Compatibility at harley-davidson.com/infotainment for phone compatibility with Boom!™ Box.
Bluetooth / Phone	Error reading file	Consult Device Compatibility at harley-davidson.com/infotainment for phone compatibility with Boom!™ Box.
Bluetooth / Phone	There was an error syncing SMS messages.	<ol style="list-style-type: none"> 1. Consult Device Compatibility at harley-davidson.com/infotainment for phone compatibility with Boom!™ Box. 2. Ensure devices are setup to show SMS messages. 3. See Boom!™ Box Owner's Manual to enable SMS messages.
Voice Recognition	Voice Recognition is not ready. Please wait...	During start up or if changing languagues the voice recognition system can take several minutes to activate.
Satellite Radio	Team count at maximum. You must first remove a favorite team.	Maximum number of team is 20. Delete a team to add another.
Navigation	The calculated route contains areas where guidance is incomplete. Caution is advised.	<ol style="list-style-type: none"> 1. Data may not exist for all roads. 2. Some roads may not be paved. 3. Newer roads may not be digitized.



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Navigation	The destination cannot be routed to. It is incomplete or not accurate.	<ol style="list-style-type: none">1. Check address or destination.2. Address is not in database.3. Consult navigation website to ensure address is available.
Navigation	The trip is full. Additional destinations cannot be added.	Maximum number of trips is 18, the maximum number of destinations is 9.
Navigation	Please wait...Traffic Messages are not available.	<ol style="list-style-type: none">1. Traffic data is not available on start up.2. Data is download on a continuous basis and may take several minutes to download.
Navigation	GPS location data is unavailable	<ol style="list-style-type: none">1. Vehicle needs to have clear view of the sky.2. See your Harley-Davidson® dealer to verify the antenna is plugged into the Boom!™ Box.
Navigation	Cannot route to this destination. It is incomplete or inaccurate.	<ol style="list-style-type: none">1. Data may not exist for all roads.2. Some roads may not be paved.3. Newer roads may not be digitized.
Navigation	Navigation is Not Ready. Please wait...	Navigation is still initializing or vehicle is establishing location with satellites.
Navigation	No destinations found to import.	Device may not contain correct file format.
Navigation	Error importing destination!	Device may not contain correct file format.
Navigation	Error importing trip!	Device may not contain correct file format.
Navigation	In-Process-Data (IPD)	Indicates that the nav map data is in the process of being added by the map supplier and may be incomplete.