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**Q: Where can I use Tour?**

SiriusXM Tour comes with everything you need to install and enjoy satellite radio in a vehicle. The *Power*Connect™ Vehicle Kit makes do-it-yourself installation quick and easy. It's simple to connect the cables to the color-coded *Power*Connect™ Vehicle Dock. Use Bluetooth if your vehicle's stereo system supports Bluetooth, or use the Aux In Cable, if your vehicle's stereo system has Aux In capability, or use the *Power*Connect™ FM Transmitter, if you want to listen through your vehicle's FM radio.

With compatible accessory kits (sold separately), such as the SXDH4 Home Kit (for the office also), the SXSD2 Sound System, and additional SXDV3 Vehicle Kits, you can effortlessly move Tour 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: Can I use the SXDH3 Home Kit I have with Tour?**

Yes, you can, but you will need to purchase a new more powerful Home Power Adapter for SiriusXM Tour Radio, model number SXWBR1AC5V-D. Go to **siriusxm.com** and order it in Accessories.

Also, the Remote Control that was included in the SXDH3 Home Kit (SXIR2) is not compatible with Tour, but a Remote Control for SiriusXM Tour Radio, model number SXWBR1-D, is available from **siriusxm.com** in Accessories.

**Q: Can I use the SXSD2 Portable Speaker Dock I have with Tour?**

Yes, you can. The Remote Control included with the SXSD2 Portable Speaker Dock (SXDPR1) is not compatible with Tour, but a Remote Control for SiriusXM Tour Radio, model number SXWBR1-D, is available the US from **siriusxm.com** in Accessories.

Also note that because of the higher power consumption of Tour compared to other SiriusXM radios we recommend you use the AC Power Adapter included with the Speaker Dock. You may find that using the batteries will not give as much usage time compared to other SiriusXM radios.

**Q: Can I use the SiriusXM Remote Control I already have with Tour?**

No, previous SiriusXM Remote Controls are not compatible with Tour. Tour has its own Remote Control specifically designed to work with Tour. You can purchase a SXDH4 Home Kit which includes a Remote Control, or purchase just the SXWBR1-D Remote Control for Tour.

**Q: Why does Tour need a Wi-Fi connection?  What is Internet Streaming?**

Internet streaming refers to SiriusXM content that is sent to Tour via the Internet, rather than via satellite. Internet streaming adds features such as Xtra channels, Personalized Stations Powered by Pandora, On Demand content, and Voice tuning, search & discovery. You will need a Wi-Fi connection to enable these features of Tour.

If you are using Tour in your vehicle, and your vehicle already has Wi-Fi, you can connect Tour to the vehicle's Wi-Fi. If you have a mobile Wi-Fi device such as a MiFi or Jetpack mobile hotspot, you can connect Tour to the mobile Wi-Fi hotspot device.

You can also use an iOS device such as an iPhone, or an Android device such as a phone, to establish a Wi-Fi hotspot and connect Tour to the Wi-Fi hotspot for Internet streaming. Note that you are responsible for any carrier data and other related fees you may incur from your carrier or service provider.

In your home or office, simply connect Tour to a Wi-Fi network for Internet streaming.

Note also that radio features depend on subscription package.

**Q: Is a Wi-Fi connection required in order for Tour to work?**

No. You can connect a satellite antenna and receive all the satellite channels. However, you will not receive any streaming content that is sent via the Internet: Xtra channels, Personalized Stations Powered by Pandora, and On Demand content, if these are included in your subscription plan. You also will not be able to use Voice tuning, search & discovery without a Wi-Fi connection.

**Q: What channels will I receive if I only have a satellite antenna connected to Tour but do not have a Wi-Fi connection?**

You will receive all the satellite channels that are included in the subscription plan you have selected for Tour. Without a Wi-Fi connection, you will not receive any streaming content: Xtra channels, Personalized Stations Powered by Pandora, and On Demand content, if these are included in your subscription plan. You also **will not** be able to use Voice tuning, search & discovery without a Wi-Fi connection.

**Q: What channels and content will I receive if I do not connect a satellite antenna to Tour but do have a Wi-Fi connection?**

You will receive all channels that are available via satellite, and also all streaming content: Xtra channels, Personalized Stations Powered by Pandora, and On Demand content, if these are included in your subscription plan. You also will be able to use Voice tuning, search & discovery.

**Q: When can I use Voice Tuning, Search & Discovery?**

You can use Voice tuning, search and discovery whenever Tour is connected to the Internet using a Wi-Fi connection. Voice is not available without a Wi-Fi connection, and the Voice button is removed from the Now Playing screen when there is no Wi-Fi connection.

**Q: Are there any videos which can help me learn how to use Tour?**

Yes. Go to the [SiriusXM YouTube channel](#) to learn about connecting the Tour audio, connecting to a Wi-Fi hotspot or network, and more!

**Q: How do I clean Tour's touchscreen?**

First, turn Tour off. Wipe the screen using a microfiber cloth which will not scratch the screen. For stubborn smudges, use a small amount of eyeglass cleaner to slightly dampen the microfiber cloth. Do not spray the eyeglass cleaner directly on the screen.

**Q: What should I be aware of before using Bluetooth as Tour's audio connection?**

Before you begin the Bluetooth pairing and connection process, please be aware of these important considerations for a successful Bluetooth connection.

- Every audio system has its own implementation of Bluetooth. It is not possible to provide instructions for each particular audio system. It is also beyond the scope of SiriusXM support to troubleshoot a particular problem with your audio system which you may encounter in pairing and connecting Tour. Instead, consult the owner's manual for your audio system for Bluetooth instructions for your particular audio system.
- During the Bluetooth pairing and connection process, it is best to turn Bluetooth off on any cellphone you may have with you that has been previously paired to the audio system, so it does not connect to the audio system while attempting to pair and connect Tour.

- Tour requires the Bluetooth A2DP media/music protocol to stream the SiriusXM audio via Bluetooth. Not all audio systems are capable of the A2DP protocol. Some audio systems only support the Bluetooth Hands-free protocol used for cellphones. Consult the owner's manual for your audio system to determine if yours supports the Bluetooth media/music A2DP protocol.
- Some audio system support only one Bluetooth connection at a time, others support multiple simultaneous Bluetooth connections. If your audio system supports only one Bluetooth connection at a time, you will have to choose between having your cellphone connected or having Tour connected to your audio system.
  - If your audio system supports only one Bluetooth connection at a time, and you have both your cellphone and Tour paired with the audio system, keep in mind that when you start your vehicle your cellphone will likely connect first to the audio system preventing Tour from connecting automatically.
- Some audio systems will assign the Hand-free Bluetooth protocol to Tour upon pairing and connecting even though they also support the A2DP media/music protocol. If this happens with your audio system, you will have to manually assign the Bluetooth A2DP media/music protocol to Tour. Consult the owner's manual for your audio system for instructions on how to assign the Bluetooth A2DP media/music protocol to Tour (instead of the Hands-free protocol).
- Some audio systems support both the Hands-free and the A2DP protocols, but will assign both to a connected cellphone. Some audio systems may allow you to assign the Hands-free protocol to the cellphone and the A2DP protocol to Tour, while others may not. If both protocols are assigned to a cellphone, and you cannot reassign the A2DP protocol to another Bluetooth device (Tour) *while the cellphone is connected*, you cannot use Bluetooth for Tour. Consult the owner's manual for your audio system to determine whether it supports protocol splitting, and also for instructions on how to split the protocols.
  - Also note that in the situation described above, that while Tour may pair and connect with your audio system, and play the SiriusXM audio, once disconnected it may not automatically connect again.
  - If you wish to use Bluetooth for Tour and not for your cellphone, your audio system might support Bluetooth device connection priority and you can make Tour the first priority. Consult the owner's manual for your audio system to determine if yours supports Bluetooth connection priority.
- The easiest method to connect Tour is to initiate and complete the Bluetooth pairing and connection process from Tour, and we recommend trying this method first. However, some audio systems prefer to initiate and complete the Bluetooth pairing process using the audio system. This is an alternate method and is supported by Tour.
  - If you are using Tour to initiate and complete the Bluetooth pairing and connection process, your audio system must be put into Bluetooth discoverable mode in order for Tour to "see" it. Consult the owner's manual for the audio system for instructions on how to place it in discoverable mode.
  - If you are using your audio system to initiate and complete the Bluetooth pairing and connection process, Tour will need to be put into discoverable mode in order for your audio system to "see" Tour. This is done by starting the Bluetooth pairing and connection process using Tour, selecting the "**Device Not Found**" button, and then completing the pairing and connection process using your audio system.


**Q: How do I connect the Tour to my audio system using Bluetooth as the audio connection?**

Note: For more visual instructions showing the various screens displayed on Tour when pairing and connecting refer to the Tour User Guide.

Please read the FAQ, **What should I be aware of when using Bluetooth as Tour's audio connection?** if you encounter any difficulties in pairing and connecting Tour to your audio system.

**These steps describe how to pair Tour with a Bluetooth device using Tour to initiate the pairing and connecting process with the Bluetooth device**. Refer to the next section if you want to use your audio system to initiate the pairing and connecting process.

1. Tap the **Settings** button.
2. Tap the **Manage Settings** button on the System Settings panel.
3. Tap the **Configure** button on the Audio panel.
4. Tap the **Configure** button on the Bluetooth panel. (Make sure Bluetooth is shown as On, otherwise tap the **On/Off** slider to turn it on.
5. Tap the **Add Device** tile.
6. At the Pair Bluetooth Device screen, verify that the Bluetooth audio system with which you have been pairing is in discoverable mode. If not, place it in discoverable mode before proceeding, then tap the **Continue** button.
7. At the Bluetooth Pairing screen, a list of discoverable Bluetooth devices is displayed. Tap the Bluetooth audio system with which you want to pair. If you do not see your audio system in the list, try pairing Tour from the audio system. Skip to the next section.
8. The Bluetooth audio system tile that was tapped will display the **Pairing...** message.
9. If a passcode is required, Tour will prompt you:
    a. If Tour prompts you to confirm a passcode, compare the passcode shown on the Bluetooth audio system with the passcode shown on Tour. If they match tap the **Confirm** button.
    b. If Tour prompts you to enter a passcode, enter the passcode shown on the Bluetooth audio system and tap the **GO** button.
10. When Tour has successfully paired with the Bluetooth audio system, a message will be displayed showing the name of the paired Bluetooth audio system. Tap the **OK** button. You should now hear the SiriusXM audio through your Bluetooth audio system.
11. To adjust the audio level to match other audio levels such as the AM/FM radio level, or CD or MP3 player level, refer to the Audio Level section for instructions.

If Tour was unable to pair with your Bluetooth audio system, try pairing Tour from the Bluetooth audio system (next section).


**These steps describe how to pair and connect Tour with an audio system, usually a vehicle headunit, using the audio system to initiate the pairing process.**

You will need to be familiar with the process of pairing a device from your audio system to complete this pairing. Refer to the instructions which accompanied your audio system for instructions on how to pair devices.

1. Tap the **Settings** button.
2. Tap the **Manage Settings** button on the System Settings panel.
3. Tap the **Configure** button on the Audio panel.
4. Tap the **Configure** button on the Bluetooth panel. (Make sure Bluetooth is shown as On, otherwise tap the **On/Off** slider to turn it on.
5. Tap the **Add Device** tile.
6. At the Pair Bluetooth Device screen, *don't put your Bluetooth device* in discoverable mode. This step is being skipped. Simply tap the **Continue** button.
7. At the Bluetooth Pairing screen, tap the **Device Not Found** button.
8. Tour will now wait for your Bluetooth device to initiate pairing with Tour.

9. Using your Bluetooth audio system, initiate pairing with Tour. Select **SiriusXM_Tour** from the list of available Bluetooth devices as the device to pair.
10. If Tour prompts you to confirm a passcode, compare the passcode shown on the Bluetooth device with the passcode shown on Tour. If they match tap the **Confirm** button.
11. When Tour has successfully paired with the Bluetooth device, Tour will display a message showing the name of the paired Bluetooth device. Tap the **OK** button. You should now hear the SiriusXM audio through your Bluetooth device.
12. To adjust the audio level to match other audio levels such as the AM/FM radio level, or CD or MP3 player level, refer to the Audio Level section for instructions.

**Q: How do I connect Tour to my Honda CR-V using Bluetooth as the audio connection?**

For a Honda CR-V audio system, you may need to do Bluetooth protocol splitting to assign the A2DP media/music protocol to Tour. Refer to the [Bluetooth Audio For Honda CR-V Supplement](#) for more information and instructions.

**Q: How do I connect the Tour audio to my vehicle audio system using FM as the audio connection?**

The FM audio connection option is only available when using a Vehicle Dock. Using FM for the Tour audio involves setting the FM radio of your audio system and Tour to use the same FM channel.

Tune the FM radio in your vehicle to an FM channel that has static or silence – not talk or music audio. Use the SiriusXM FM Channel Finder at **siriusxm.com/fmchannel**. Enter your zip code and the Channel Finder will suggest a list of available FM channels in your area.

1. Tap the **Settings** button.
2. Tap the **Manage Settings** button on the System Settings panel.
3. Tap the **Configure** button on the Audio panel.
4. Tap the **Configure** button on the FM panel. (Make sure FM is shown as On, otherwise tap the **On/Off** slider to turn it on.)
5. Tap the **Add Channel** button.
6. Tap the **–** or **+** buttons to adjust the FM channel, or Tap+Hold+Drag the FM slider and drag left or right, to adjust the FM channel to the same FM channel that the vehicle's FM radio was set to in step 1.
7. Tap the **OK** button.
8. At the confirmation screen, verify that the vehicle's radio is set to the same FM channel and tap the **OK** button.
9. You should hear SiriusXM audio through your vehicle's FM radio. If you are satisfied with the sound quality, the FM audio connection is complete.

**Q: How do I change the Audio Level of Tour?**

The audio level of Tour can be adjusted when an audio connection is made between the dock and a vehicle stereo system, or other audio device. Audio level is used to adjust Tour's volume level to match the volume of other audio sources you may use.

Do not use the audio level as a volume control. Use the volume control on your audio device instead. Note turning the audio level up too high may cause a hum, buzzing, crackling, distortion or other noise in the SiriusXM audio.

1. To adjust the audio level, tap the **Settings** button.
2. Tap the **Manage Settings** button on the System Settings panel.
3. Tap the **Configure** button on the Audio panel.
4. Tap the **Audio Level** button on the Audio Level panel.
5. Tap the **–** or **+** buttons to adjust the audio level, or Tap+Hold+Drag the audio slider and drag left or right to adjust the audio level.
6. Tap the **Done** button to save the new audio level setting.

**Q: How do I setup a Wi-Fi Hotspot to use Tour in my vehicle?**

If your vehicle already has Wi-Fi, you can connect Tour to the vehicle's Wi-Fi. If you have a mobile Wi-Fi device such as a MiFi or Jetpack mobile hotspot, you can connect Tour to the mobile Wi-Fi hotspot device.

You can also use an iOS device such as an iPhone, or an Android device such as a phone to establish a Wi-Fi hotspot and connect Tour to the Wi-Fi hotspot. The following two sections show how to establish a hotspot using an iOS device and then for an Android device. Please note that your particular device settings may vary from what is shown. Please consult the user manual for your device.

Note: Tour's features depend on subscription package. 360L streaming features such as Xtra channels, Personalized Stations Powered by Pandora, On-Demand content, and Voice tuning, search & discovery require Internet connectivity via a Wi-Fi connection. You are responsible for any carrier data and other related fees you may incur from your carrier or service provider.

**Establishing an iOS Wi-Fi Hotspot** (iPhone)

Note that for iOS devices, ***every time*** you connect or reconnect Tour to the iOS Wi-Fi hotspot, you will need to open **Personal Hotspot**, and tap the **Personal Hotspot** slider to turn the hotspot off and then on again. This is an iOS feature.

1. On the iOS device, tap **Settings**.
2. In Settings, tap **Personal Hotspot**.
3. Tap the Personal Hotspot slider to turn on the hotspot. The slider will turn green indicating the hotspot is on.
4. Make a note of the Wi-Fi password and the name of the iOS device which will be the name of the Wi-Fi hotspot network. This will be needed when connecting Tour to the hotspot.
5. The Wi-Fi hotspot is now on and ready for Tour to connect. **Do not yet exit Settings.** After Tour has been connected to the Wi-Fi hotspot, you can exit **Settings**.

Note that for iOS devices, ***every time*** you connect or reconnect Tour to the iOS Wi-Fi hotspot, you will need to open **Personal Hotspot**, and tap the **Personal Hotspot** slider to turn the hotspot off and then on again. This is an iOS feature.

**Establishing an Android Wi-Fi Hotspot**

1. On the Android device, swipe down from the top of the screen and tap the Settings icon.
2. In Settings, tap **Network & Internet**.
3. In Network & Internet, tap **Hotspot & tethering**.
4. In Hotspot & tethering, tap **Wi-Fi hotspot**.
5. In Wi-Fi hotspot, tap the OFF slider to turn on the hotspot. The slider will turn blue indicating the hotspot is on.
6. Tap **Hotspot password** and enter a password. Tap **OK**. Make a note of the Wi-Fi password and the Wi-Fi hotspot network name. This will be needed when connecting Tour to the hotspot.
7. Exit Settings. The Wi-Fi hotspot is now on and ready for Tour to connect.

**Q: How do I connect Tour to a Wi-Fi Hotspot or a Wi-Fi Router?**

The procedure to connect Tour to a Wi-Fi hotspot or to a Wi-Fi router in a home or office is exactly the same. The Wi-Fi hotspot or home/office Wi-Fi router will be selected from a list of available Wi-Fi networks. You will need the name (SSID) of the Wi-Fi hotspot or home/office Wi-Fi router, and the password also if the Wi-Fi network requires a password. If your Wi-Fi network does not have an SSID you will to manually connect to the Wi-Fi network. Refer to the Tour User Guide for instructions.

1. Tap the **Settings** button.
2. Tap the **Manage Settings** button.
3. Swipe the System Settings screen to the left to display the next page. In the Wi-Fi Connection panel, verify that the slider displays **ON** (blue). If not, tap the slider so it displays **ON**.
4. Tap the **Configure** button at the bottom of the Wi-Fi Connection panel.
5. The Connect to a Wireless Network screen is displayed. Tap the **Scan** button.
6. A list of available Wi-Fi networks is displayed. Tap the Wi-Fi hotspot tile to connect to the Wi-Fi network.
7. If a password is required for the Wi-Fi network, enter the password using the on-screen keyboard and tap the **Go** button.
8. A message will be displayed verifying that Radio has connected to the Wi-Fi network. Tap the **OK** button to return to System Settings. The Wi-Fi Connection panel will show the Wi-Fi network to which Radio is now connected.
9. Tap the **Home** button to return to the Now Playing screen.


**Q: How do I subscribe Tour?**

It's easy to subscribe Tour. You can either go online to **siriusxm.com/activatenow** or call 1-866-587-4225. To complete the subscription process, you will need the Radio ID. For Tour you can find the Radio ID by tapping the **Settings** button and looking under the Account Information panel, 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 12 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.

Tour also has a built-in subscription guide. Just tap the **Subscribe** button on the Now Playing screen. A series of easy-to-follow screens will guide you through the subscribing process.


**Q: How do I authorize Tour for satellite and Internet streaming?**

Tour must be authorized before you can receive SiriusXM services. Satellite authorization must be received first before Internet streaming services can be authorized.

1. Determine the Radio ID of the Tour radio. Tap the **Settings** button and the Radio ID is shown in the center panel under Account Information.
2. Power off Tour by removing it from the dock for approximately 15 seconds. Then insert it back into the dock and turn it on (if it does not come on automatically).
3. If Tour powers on and then shows the screen that says, **Radio Not Authorized For Service...**, tap the **No** button or the **X** in the upper right corner to take you back to the Now Playing screen showing channel 1.
4. Verify that you are receiving a good satellite signal, at least two of the three bars should be blue in the icon in the upper right corner, **three is better**.

5. Have the Radio ID handy and go to:

    In the US: **siriusxm.com/refresh** and enter the Radio ID.

6. Wait up to 15 minutes for Tour to receive the refresh signal.
7. When the refresh signal is received, you should see the message **Subscription Updated**. Now you will be able to tune to other satellite channels. Tour is now authorized for satellite service.
8. If you have not already done so, connect Tour to a Wi-Fi hotspot or Wi-Fi network so that Tour can authorize itself to receive the SiriusXM streaming content also. Refer to **How do I connect Tour to a Wi-Fi Hotspot or a Wi-Fi Router?** for instructions.
9. Once you have connected Tour to a Wi-Fi hotspot, again power off Tour by removing it from the dock for approximately 15 seconds. Then insert it back into the dock and turn it on (if it does not come on automatically). Authorization for streaming content can take up to 24 hours, but should be sooner.
10. If you are still unable to authorize your Tour radio, call SiriusXM Listener Care for assistance:

    In the US at **1-866-587-4225**.

**Q: How do I know that I am receiving Xtra channels, Personalized Stations Powered by Pandora, and On Demand?**

You can determine if Tour is receiving streaming services by tuning to an Internet streaming channel, such as 706.

**Q: I am getting this message from Tour. What does it mean? (See message list below)**

| Message | Reason/Solution |
|---|---|
| Channel tiles have an "**Unavailable**" banner | There is a temporary signal loss, either the satellite signal or the Wi-Fi Internet connection. Check the satellite signal strength (at least two to three blue bars). Check the Wi-Fi connection. |
| Channel tiles have an "**Upgrade to Listen**" banner | The current subscription plan of Tour does not include these channels. Upgrade your subscription plan to enjoy all the SiriusXM content. Go to **siriusxm.com/activatenow** or call SiriusXM at 1-866-587-4225 to subscribe. |
| Channel tiles have an "**Subscribe to Listen**" banner | Tour is currently unsubscribed. Go to **siriusxm.com/activatenow** or call SiriusXM at 1-866-587-4225 to subscribe. |
| Channel tiles have an "**Try Me**" banner | SiriusXM is having a free listening promotion of this channel and others which are not included in your subscription plan for you to try. Upgrade your subscription to continue listening to these channels after the promotion is over. |
| The "**Channel Not Available**" message is being shown | This message may be shown when a channel is no longer available. Tune to a different channel. |

| Message | Reason/Solution |
|---|---|
| The "**Check Antenna**" message is being shown | The satellite antenna is disconnected or damaged. Check the antenna connection to the dock, and check the antenna cable for damage. |
| The "**No Satellite Signal**" message is being shown | Tour is not receiving a satellite signal. Make sure that there are no obstructions to the satellite antenna, and that the antenna has a clear view of the southern sky. |
| The "**No Internet Connection**" message is being shown | Tour is either not connected to a Wi-Fi hotspot or network, or the Wi-Fi signal is weak. Check that Tour is connected to a Wi-Fi network, and that it is receiving a good Wi-Fi signal. |
| The "**Loading**" message is being shown | Tour is unable to load the currently tuned channel (note that you may have audio, but no metadata). Try tuning to a different channel and then back again. If the problem persists verify that you have a good satellite signal (at least two to three blue bars), and also that Tour is connected to a Wi-Fi network and has a strong Wi-Fi signal. If the problem persists remove Tour from the dock for 15 seconds, place Tour back into the dock, and power it on.<br><br>If this happens with an unsubscribed radio, open the Linear Tuner and tap channel 0, then tap channel 1. |
| The "**Radio Could Not Complete Power On**" message is being shown | A problem has occurred during the startup process of Tour. Remove Tour from the dock for 15 seconds, place Tour back into the dock and power it on. If the problem persists, call SiriusXM Listener Care at 1-866-587-4225. |
| The "**Radio Not In A Dock**" message is being shown | You have connected a USB cable to Tour and attempted to turn Tour on. Remove the USB cable and place Tour in a dock and then turn Tour on. |
| The "**Radio Was Removed From Dock**" message is being shown | You have connected a USB cable to Tour and removed Tour from the dock. Remove the USB cable and place Tour in a dock to use Tour. |
| The "**Episode Not Available**" message is being shown | An On Demand episode has become unavailable. Tune to a different On Demand episode. |
| The "**Station Not Available**" message is being shown | A Pandora Station that was previously tuned is unavailable. Tune to a different Pandora Station, or try tuning the station again later. Also verify that Tour has a Wi-Fi connection and a strong Wi-Fi signal. |

| Message | Reason/Solution |
|---|---|
| The "**Slow Network Connection**" message is being shown | The current Wi-Fi connection is slow and Tour cannot play the currently tuned content. This condition may clear itself after a short time. Also check that the Wi-Fi connection has strong Wi-Fi signal. |
| The "**Something Went Wrong**" message is being shown | Tour has encountered an unknown problem with the Wi-Fi connection. Verify that Tour has a Wi-Fi connection and a strong Wi-Fi signal. Try tuning to a different channel or content. |
| The "**Subscription Updated**" message is being shown | Tour has received a subscription update. This message is received when you have changed your subscription plan, or SiriusXM has had a channel lineup change. |
| The "**Channel Cannot Be Added To Favorites**" message is being shown | The channel you have attempted to save as a favorite cannot be saved as a favorite. |
| The "**Cannot Set Notifications**" message is being shown | The song, artist, or team that you attempted to save for alerts cannot be saved for alerts. Alerts cannot be saved for some select content. |
| The "**Skip Limit Reached for XX Minutes**" message is being shown | Some content has Digital Millennium Copyright Act (DMCA) limitations for skipping, generally music. The maximum amount of skips allowed have been used, but will be available again after the amount of time shown has elapsed. |
| The "**Unable To Create Artist Station**" message is being shown | Tour has encountered a problem creating the selected Pandora Station. Try again at a later time. |
| The "**Jump Is Unavailable**" message is being shown | Tour is unable to jump back to the previously tuned content. |

**Troubleshooting**

**Q: Why does Tour have a relatively longer start up time compared to other SiriusXM radios?**

Tour features SiriusXM's next generation 360L user interface designed for ease of use, content discovery, and personalization. It combines both Satellite broadcasting and Internet streaming services. It utilizes the Android OS, and the SiriusXM software is layered on top of it. All this sophisticated technology requires a relatively longer initialization time than other SiriusXM aftermarket radios marketed in the past.

**Q: Why is the Voice tuning, search & discovery button is missing?**

Voice tuning, search & discovery requires that Tour be connected to a Wi-Fi network. If Tour does not have a Wi-Fi connection the Voice button is removed from the Now Playing screen.

**Q: Why am I not able to tune Xtra channels, or Personalized Stations by Pandora, or On Demand?**

Xtra channels, Personalized Stations by Pandora, On Demand – this content is available via Internet streaming only. Tour needs to be connected to the Internet via a Wi-Fi hotspot in a vehicle or a Wi-Fi network in a home or office to receive this content.

**Q: I subscribed Tour but Tour will not tune to any channel except for channel 1. Why?**

After a subscription plan is purchased, Tour needs to be authorized both for satellite and Internet streaming services. See the next issue for the procedure to authorize your Tour.

**Q: What are the differences between the subscriptions available for Tour?**

Please refer to Tour Subscription Packages. Upgrade your subscription by calling SiriusXM Listener Care at 1-866-587-4225.

**Q: I have a Wi-Fi hotspot on my iOS device (iPhone) but Tour is not automatically connecting each time I turn Tour on. Why?**

iOS devices require that *every time* you connect or reconnect Tour to the iOS Wi-Fi hotspot, you will need to open the personal hotspot on the iOS device and tap the Personal Hotspot slider to turn the hotspot off and then on again. This is an iOS feature.

**Q: Why does Tour not find my Wi-Fi network?**

Make sure your Wi-Fi network has a visible SSID. Wi-Fi networks with a hidden SSID will need to use the manual connection process. Refer to the Tour User Guide for instructions for connecting to a Wi-Fi network where the SSID is hidden.

**Q: Why do I get a hum, buzzing, crackling, distortion, noise in the SiriusXM audio?**

This can be due to the audio level of Tour being set too high. Refer to the Audio Level FAQ and turn down the audio level setting.

**Q: Why doesn't Tour show my Bluetooth device?**

Before Tour can find your Bluetooth device, the Bluetooth device must be put into discoverable mode. Consult the instructions which accompanied your Bluetooth device and put it into discoverable mode.

**Q: Why doesn't my SiriusXM Remote Control work correctly with Tour?**

Remote Controls for other SiriusXM radios will not work with Tour. You will need the Tour Remote Control. You can purchase a SXDH4 Home Kit which includes a Remote Control, or purchase the SXWBR1-D Remote Control for Tour.

**Q: Why I can't turn Tour on with the Tour Remote Control?**

While Tour can only be turned on by using the power button on the rear of Tour, you can use the Remote Control to turn Tour off, and for the other functions of Tour.

**Q: I was using the Setup Guide but didn't finish. How do I start the Setup Guide again?**

To restart the Setup Guide tap the **Settings** button, tap the **Manage Settings** button, and then tap the **Setup Guide** button.

**Q: Why is the "Switch to Internet" button is being shown?**

When the satellite signal is lost, and the currently tuned channel is available via Internet streaming, the **Switch to Internet** button is shown on the Now Playing screen. Tap to continue listening to the channel.

**Q: Why is the "Switch to Satellite" button is being shown?**

When the Wi-Fi connection is lost, and the currently tuned channel is available via satellite, the **Switch to Satellite** button is shown on the Now Playing screen. Tap to continue listening to the channel.

**Q: After I do a Factory Reset my favorites seem to be erased, but then they come back when I connect to Wi-Fi. Why?**

Settings stored in the cloud, such as favorites, are not cleared by a factory reset. While these settings are temporarily removed from Tour, they will return once a Wi-Fi connection to the Internet is re-established. Make sure you clear the Favorites first when Tour has a Wi-Fi connection, then do a Factory Reset.