



A7/A9 FAQ's

11/24/03

| Customer FAQ's | Possible Solution |
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| <p>Can the driver or front passenger listen to the radio, tape or CD at the same time the rear passengers listen to the video?</p> | <p>Yes,</p> <ol style="list-style-type: none"> 1. With the video system playing, press the "Speaker" button on the front panel control of the monitor or press the "Audio" button on the remote until monitor displays "Headphone Sound Only" 2. Turn radio power on 3. Tune radio to your favorite station, insert CD or tape 4. Rear passengers turn the headphone power switch to on 5. Place headphones on head 6. Adjust volume on headphones and radio to desirable volumes |
| <p>I cannot receive AM/FM stations with the video system powered on while the rear passengers listen through the headphones?</p> | <ol style="list-style-type: none"> 1. Press the "Speaker" button on the front panel control of the monitor or press the "Audio" button on the remote until displays "Speaker OFF" 2. Tune radio to favorite AM/FM station |
| <p>How do I hook up a video game to the existing system?</p> | <p>Refer to the owners manual</p> |
| <p>The sound for the video is not playing through the stereo</p> | <ol style="list-style-type: none"> 1. Turn radio power on 2. Tune the radio to 87.9 FM 3. Press the "Speaker" button on the bottom passenger side of the monitor or press the "Audio" button on the remote until displays "Vehicle Audio On" 4. Adjust volume on radio to desirable volume |
| <p>The remote control stopped working</p> | <p>Pick a store like "Radio Shack", bring the old battery into the store to match to a replacement battery. If this does not correct the problem your remote may have been damaged. Contact the nearest Rosen Authorized Dealer, information is available on our web sight (www.rosenentertainment.com) under "Mobile Video Dealer Locator" or call Rosen Customer Service at 909-898-9808, to purchase a new remote.</p> |
| <p>Can I play my video system while the vehicle motor is off? If so, will it run my battery down?</p> | <p>Your vehicle's electrical system will allow you to watch a movie of a standard length (1 to 1 ½ hours) with the motor in the off position while parked. Your battery should then be charged by starting the vehicle to bring it back to its full capacity. (the installation of additional aftermarket equipment may reduce the length in which you can operate your vehicle with out it running)</p> |

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| <p>How many headphones can the system support?</p> | <p>Most vehicle have 3 positions for rear passengers, the video system is fully capable to operate 3 headphone sets for full standard operation. If more are needed, more headsets can be added for rear seat line-of-sight operation only. They will not operate properly from the front seat locations.</p> |
| <p>Will other brand of wireless headphones work with my system? Where can I purchase extra sets of headphones?</p> | <p>The system only operates the headphones that come with the system. Contact the nearest Rosen Authorized Dealer, information is available on our web sight (www.rosenentertainment.com) under "Mobile Video Dealer Locator" or call Rosen Customer Service at 909-898-9808, to purchase addition headphones.</p> |
| <p>With the headphones that came with the video system, can I listen to my vehicles factory or aftermarket radio, tape or CD player through the headphones?</p> | <p>No, they are solely dedicated to the audio portion of the video system. However your A7 also plays CD's and MP3's and you can listen to them through the wireless headphones.</p> |
| <p>The video system is inoperable and I'm on vacation, where do I get it serviced?</p> | <p>Any authorized Rosen Authorized Dealer can service your video system. Dealer information is available on our web sight (www.rosenentertainment.com) under "Mobile Video Dealer Locator" or you can call Rosen Technical Support at 909-898-9808.</p> |
| <p>At night, the monitor is really bright, how do I adjust the brightness?</p> | <p>Your A7 is equipped with a day/night feature that adjusts the brightness of the screen for better performance. The day/night button is located on your remote control. See owners manual.</p> |
| <p>Can I power the system off & on without the remote control?</p> | <p>Closing the monitor will pause the movie and power down the screen.</p> |
| <p>The blue disc guide light stay on after the vehicle is off.</p> | <p>This is intentional. The Blue LED lights will stay on for 6 minutes after you turn the vehicle power off. This feature allows the system to shut down properly.</p> |
| <p>The DVD motor runs every time I start my vehicle.</p> | <p>This is normal operation. When a DVD is not present in the player, the motor will do a self-test too make sure it is not malfunctioning. If you leave a DVD in the player it will not run this test.</p> |
| <p>DVD won't eject.</p> | <p>In order to eject, using the controls located on the A7, you will need to push the stop/eject button three times with a short pause in-between each depression. Once to stop/pause play, A second time to stop the disc and a third time to eject. Each press will give you a on screen prompt. OR Using the remote control, push the eject button once</p> |
| <p>There is a little red light that blinks coming from under the driver side dome light.</p> | <p>The A7 is equipped with a self-diagnostic program. Using an LED display under the lens a Rosen Authorized Installer can quickly determine if there is a problem with your A7 and fix the issue. If the LED blinks and you do not notice a problem the system probably recovered on it's own. If the light continues to blink and you encounter problems then you need to visit your local Rosen Authorized Dealer, information is available on our web sight (www.rosenentertainment.com) under "Mobile Video Dealer Locator" or call Rosen Customer Service at 909-898-9808.</p> |

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| <p>Can I add additional monitors?</p> | <p>Yes, The A7/A9 has the ability to add any screen you desire. Rosen has built in another Rosen Advantage allowing a cosmetically matching slave screen to easily be added. Ask your local retailer for the CV7200 for the A7 and the CV9200 for the A9.</p> |
| <p>Can I add a TV Tuner?</p> | <p>Yes, The A7/A9, when matched with the CV4000, has the ability to receive television reception with a seamless integration allowing the user one remote capability and give you two extra A/V inputs. See your local Rosen authorized dealer for more details and installation information.</p> <p>Note: Due to atmospheric conditions beyond Rosen's control, TV reception cannot be guaranteed.</p> |
| <p>Can I add a VCR to the system?</p> | <p>Yes, The A7/A9, when matched with the R5010, has the ability to play VHS videocassettes and also has a built in TV tuner to receive television reception. Using the Rosen R5010 allows a seamless integration with the use of one remote and gives you two extra A/V inputs. See your local Rosen authorized dealer for more details and installation information.</p> <p>Note: Due to atmospheric conditions beyond Rosen's control, TV reception cannot be guaranteed.</p> |