

## REFRESHING YOUR SIRIUS RADIO AFTER AUGUST 17, 2017

### Does your radio need a refresh?

Here's how to find out.

If you have a Sirius radio and subscribe to a **Mostly Music, Basic, or Español package**, here's how to determine if your radio requires a refresh.

The first time you turn on your radio beginning August 17:

- a. Allow 3-5 minutes for your radio to update. Please do not change channels until the update is complete. When your radio has finished updating tune to **channel 75**.
- b. If you hear **Met Opera Radio**, you're all set! You do NOT need a refresh.
- c. If you hear nothing, if the channel number does not appear, or if you see a message like "unsubscribed channel", you will need to refresh your radio.

If you have a Sirius radio and subscribe to a **Family Friendly package**, here's how to determine if your radio requires a refresh.

The first time you turn on your radio beginning August 17:

- a. Allow 3-5 minutes for your radio to update. Please do not change channels until the update is complete. When your radio has finished updating tune to **channel 41**.
- b. If you hear **Turbo**, you're all set! You do NOT need a refresh.
- c. If you hear nothing, if the channel number does not appear, or if you see a message like "unsubscribed channel", you will need to refresh your radio.

We apologize for any inconvenience this may cause. Click [here](#) for a copy of these instructions that you can print out and take to your vehicle.

### Follow these Steps to Refresh Your Radio:

Refreshing your radio is a quick and easy process that you can do at either online (recommended) or by phone.

- 1) **Before you start!** Have your 12-digit Radio ID (or ESN#) available. (Don't know it? See "How to Find my Radio ID/ESN" below or check the communication you may have received from SiriusXM.)
- 2) Choose one of these two convenient options:
  - Go to [www.siriusxm.com/refresh](http://www.siriusxm.com/refresh) and follow the easy instructions.
  - Call 1-855-MYREFRESH (697-3373) and follow the prompts. (This is a toll-free call).

If you refresh your Sirius radio for any other reason prior to May 4, you will need to perform this action again on May 4 or later to realign your channels with your current subscription package.

### Helpful Hints:

**If your radio is inside your Vehicle**, the most convenient way to request a refresh is from your smartphone or other mobile device while you are in your vehicle, since your radio must be turned "on" to receive the refresh signal.

Make sure the antenna of your radio is facing skyward, your radio is turned on and tuned to channel 184 and your vehicle is NOT in the garage.

Then go to [www.siriusxm.com](http://www.siriusxm.com) using your smartphone or other mobile device, click the "Refresh My Radio" button, which is located right on the home screen. Enter your Radio ID and your refresh signal will be sent in moments.

If you accidentally miss the refresh signal, please repeat the process above.

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**How to find your Radio ID/ESN:** For many Sirius radios you can simply tune to channel 0 and the 12-digit Radio ID (also ESN, or SID) will be displayed. If it doesn't appear, your Radio ID may also be found by accessing the Menu function of your radio (you can refer to your owner's manual for specific instructions).