

STEERING WHEEL CONTROLS NOT WORKING

1. Check if correct "car type" and "protocol" has been set.
2. Check if any missed connections or mis-connection.

STEERING WHEEL CONTROL BACKWARDS OR VOLUME AND TUNE CONTROL MIXED UP

Go to Setting – find setting like "Prev/Next settings" – change the setting.

NO SOUND WHEN IN REVERSE

Go to Setting – change the setting named like "Parking sound" or "Reverse mute"

TEMPERATURE UNIT NOT CORRECT

In Car Settings App, find unit setting, try to toggle Metric or US or F or C. If still not working, you may need to get a Canbus software update from us.

GPS NOT WORKING PROPERLY

1. Go to Settings or another GPS Monitor app, check if you have Green Bars. If yes, maybe the nav app used needs Internet connection to work, or it needs offline maps downloaded.
2. Ensure that Antenna is securely connected into the correct port located on back side of unit. If there are similar ports, it's usually labelled 'GPS'.
3. Ensure nothing is obstructing reception (i.e Metal under dash or tall buildings). Usually put on top of dash or stick on windshield.
4. If none of the above work, contact us for further assistance.

RADIO POOR OR NO RECEPTION

1. Make sure radio antenna (adapter) is securely connected at the back of the unit and connected to the correct OEM connector (usually white or black OEM antenna connector).
2. Make sure to tear off the adhesive on the other end of the radio antenna and stick it to the front window near the door to ensure better signal reception.
3. You may need to retain OEM radio for some models.

WIFI NOT WORKING

1. Make sure WIFI antenna is connected correctly and securely
2. Go to setting (Gear Icon at the top, can scroll left right) - More settings (next to General) to find and connect your WIFI source. Make sure password is correct. If one is not working, can try a different one. Some WIFI sources may not be so compatible.
3. Try forgetting and reading the WIFI source.
4. Try rebooting the unit and/or the router.

BLUETOOTH NOT WORKING PROPERLY

1. Go to your phone's setting. Make sure Bluetooth is turned on and it's not connected to other devices at the same time.
2. For iPhones, you need to go to iPhone Bluetooth setting for the unit to find your phone.
3. You can try to initiate the connection from the unit or from the phone.
4. Try forgetting and reading the unit on the phone.
5. Try rebooting the unit and/or the phone.

BUILT-IN CARPLAY ANDROID AUTO NOT WORKING

1. Go to setting - user setting, make sure allow mobile connection is enabled.
2. Android Auto Only supports wired connection. Make sure to use a proper cable.
3. If wired connection is used, make sure connection is secure and cable quality is good.
4. If using wireless CarPlay, make sure iPhone's WIFI and Bluetooth are turned on and connect the unit with iPhone through Bluetooth.
5. Uninstall Easyconnect app on the unit.
6. Try rebooting the unit and/or the phone.
7. Contact us for asking the newest carplay apk.

SCREEN PARAMETER CHANGING FOR OFF CENTER SCREEN

1. Go to Settings - Advanced / Install set - (try code 666888, 8861, 1680 then ok) - GM Parameter - Test 1 through 7 - then after changing screen parameters and rebooted need to go to AUX app then go back to console to make the change take effect

SCREEN CALIBRATION

1. Use five fingers to press on the touch screen at same time, hold for seconds
2. then, the calibration screen should appear (some units do not have this function)

If you have any questions, please feel free to contact us at Email:
contactus@phoenixautomotiveinc.com or call+13239179038



16. Troubleshooting tips

NOT POWERING ON / NOT BOOTING UP / BLACK SCREEN / NO DISPLAY

If the unit is not powering on after installation

1. Please make sure all cables fit and connected well. (Some units may have extra harnesses and/or connectors not used)
2. Check if the B+ wire (usually is yellow) of the main harness has 12 V
3. With vehicle on, check if the ACC wire (usually is red) has 12 V relative to Ground wire (usually is black) on the main harness

If B+ wire has 12 V but ACC wire doesn't, please check if fuse in the car is blown or if the decoder box or decoder/AC board is connected to the main harness; otherwise, the decoder box or decoder/AC board or main harness of the unit may be defective and needs replacing.

If both wires have 12 V when vehicle on, check the fuse on the unit. Replace if blown. If the unit's screen has backlight or there is touch tone when the screen is touched, the unit may have a defective display and need to be repaired or replaced.

If you have tried above and found no issues, try pressing RST button on the unit. If still not working, please call or email us for help.

AC NOT WORKING

Make sure you have connected OEM AC connector to matching connector from the unit and other matching connectors are connected as well with no loose wires or bent pins. If the unit has a decoder box or decoder/AC board, make sure it's connected to the main harness. If the main harness has an eight pin connector with green, green/black or white, white/black wires, make sure it's connected correctly.

Go to setting – find where you can set vehicle type (if passcode is needed, try one of these: 3368, 126)– take note of current Car type settings. Then you can try different variations of car type, protocol and car info settings. Usually, car type with 'H(I)' is for auto AC, and car type with 'L(O)' is for manual AC.

Please also check in Car Settings app. Some units have AC type setting in Car Settings.

If still not working, please contact us for help.

BACKUP CAMERA NOT WORKING / BACKUP CAMERA NO SIGNAL

If there is male RCA connector in the harnesses labeled 'CAMERA', 'CVBS', 'Reversing' or similar, connect it to a female RCA with similar label.

Make sure the harness with the female RCA is connected correctly to the unit.

Go to setting, find setting named like "Reversing Video Format", and try changing the setting and reboot the unit. (if passcode is needed, try one of these: 3368, 126)

If you have tried above but still not working, please call or email us for help.

BACKUP CAMERA SCREEN NOT TRIGGERING

1. Check the main harness for broken wires or pushed out pins.

2. Check if the RPM or door opening status work on the unit. If not, it may indicate that the unit does not have communication with the vehicle's Canbus system.

3. Check if there is optional two-pin connection to make or if OBD adapter harness needs to be connected.

If you have tried above but still not working, please call or email us for help.

TIME CONSTANT CHANGE WHEN UNIT BOOT UP

Go to setting, find Date & Time

Turn Off / Remove Checkmark on the automatic Date & time and Time zone, then select the time zone which gives the right time.

Some units also need Internet connection to synchronize time. Please connect to Internet for these units to display time correctly.

NO SOUND

Software issues:

1. Make sure the car type is right

2. Setting - more setting - sound - volume - turn on (not mute)

3. Setting - Equalizer - Balance - reset (sometimes all speakers are mute)

4. For some vehicles, go to 'console' app on top. Adjust OEM Amp settings. Try decrease 'cul vol' to 0 then increase it with radio playing.

5. Setting - user settings -background processes - try on or off

6. If your car has Digital Amplifier originally, then may not output the sound through digital amplifier, because our units don't support digital amplifier directly. In this case, need an amplifier bypass directly connect with speakers. or install aftermarket amplifier.

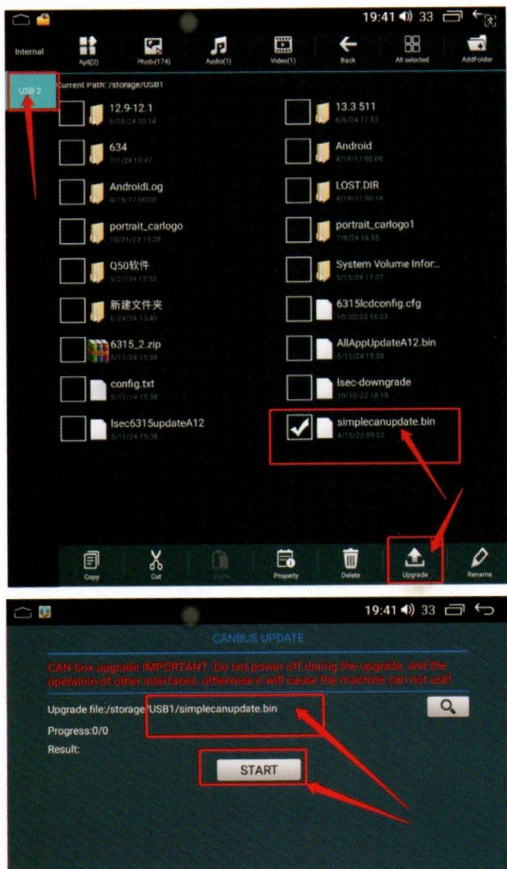
7. CANBUS software is not right, please contact us and send the picture of system information for help.

Hardware issues:

1. Make sure the harness is good and works, and decoder box on main harness is connected.

2. If there is 3.5 mm AUX connector supplied with the unit, please connect it to OEM AUX port, which is in the storage box next to the gear lever. No need to connect the other end. It just triggers sound switching.

3. Sound processing unit is broken, please contact us for help.

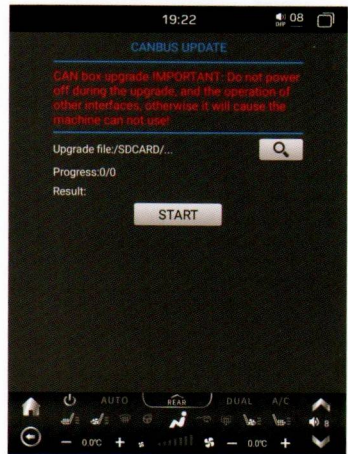
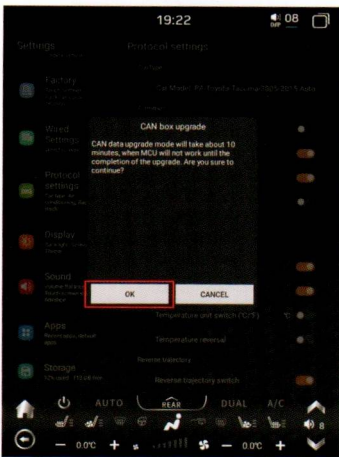
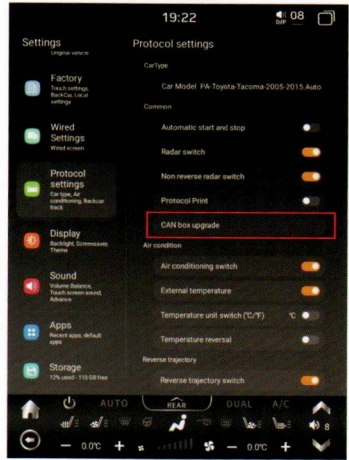


2. System file upgrade: please provide the system information for us so that we can send you a firmware to upgrade, download the firmware into your USB drive, and then insert it into the unit, and wait for the unit screen to automatically upgrade.

15. Upgrade steps

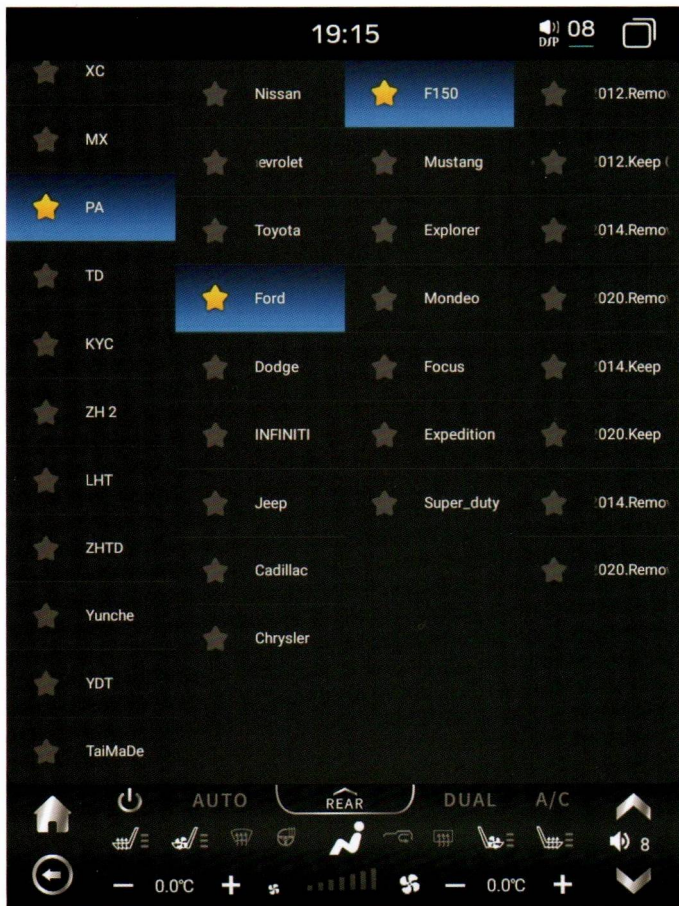
1. canbus upgrade: If there is a problem with the AC or the original car related functions, please provide the system information for us so that we can send you a canbus file to upgrade, first you need to prepare a USB drive, copy the file we sent into it, connect it to the unit, make sure it can be displayed in the local file manager, and then follow the steps below:

Click "settings", then click "Protocol settings", click "CAN box upgrade", click "OK", select the file prepared in the USB drive, and click "upgrade". After the upgrade is completed, the screen will show success, then unplug the USB drive, the unit will automatically restart, and after restarting, check whether the system information has been successfully upgraded.



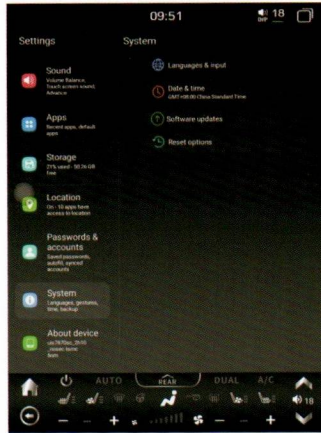
14. Protocol setting

1. Click "CarType" to select the CAN protocol for the model. Most of them are factory set, if there is a problem with the AC or some functions, please contact us and select under the guidance of customer service. Our units must select "PA".
2. Click "Boot Screen Logo" to switch the boot logo.
3. Click "Original Car Agreement" for more original car settings.



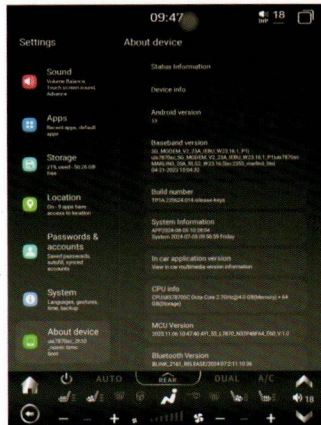
13.12 System settings

1. Language and input method: you can switch languages and add languages.
2. Date and time: Set the system time, which generally provides a time mode for the automatic acquisition network.



13.13 About the car and the machine

It mainly displays the basic information about the applications, systems, and other software in the machine.



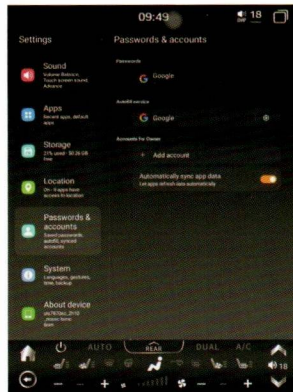
13.10 Location information setting

In the location information access option, you can set the GPS satellite positioning to get your current location information. The GPS satellite positioning function needs to be kept regularly open to ensure the normal use of the navigation function.



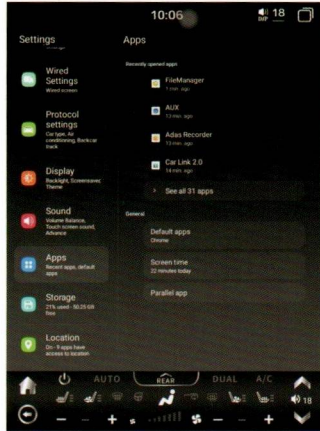
13.11 Password and account setting

You can set up to add or remove accounts.



13.8 Application settings

You can view the most recent application, device usage time, and set the default application.

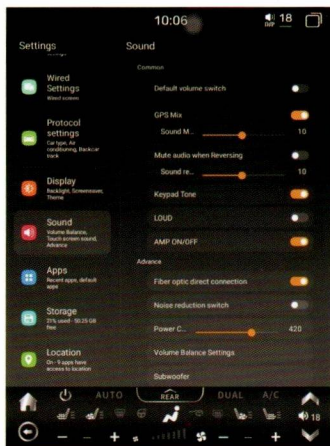


13.9 Storage settings



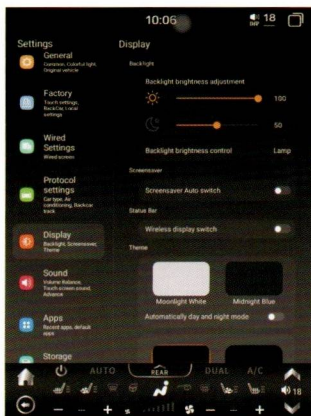
13.6 Sound settings

Various sound-related functions can be set according to user habits.



13.7 Display the settings

You can set backlight, customize theme and background color, adjust brightness, etc.

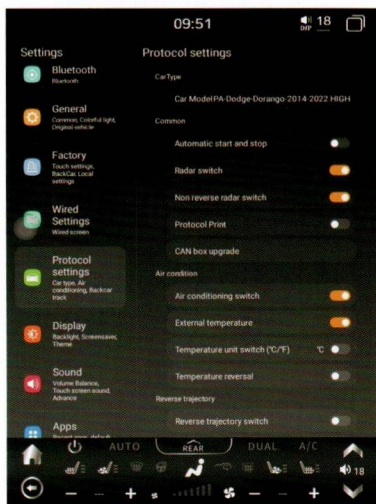


1. Any button: click the touch screen
2. Automatic access navigation: Automatic access navigation can be set
3. Image time superposition: the time can be displayed in the image screen after opening
4. Navigation application settings: Set the navigation map for the call
5. Voice application settings:
6. Fan Settings: You can set the manual clock or turn off the fan and automatic constant temperature
7. Lantern setting: control the color of the key light on the screen
8. Reverse mirror image: the reverse mirror image function can be enabled
9. Steering wheel Settings: you can enter the steering wheel learning interface
10. USB Device startup: can set the usb
11. Automatic startup setting: the automatic startup application can be set up
12. Break the ACC delay power failure: the delay time of power failure can be set.

13.4 Plant settings

Factory settings can be configured for the function of the machine, entering the correct matching password, to ensure the normal operation of the machine, users are not recommended to change the setting in non-special circumstances.

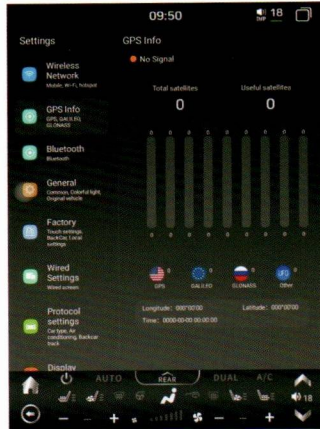
13.5 Agreement setting



1. WiFi: Click the main interface Settings WLAN can enter the wifi interface, can also pull down menu long press wifi, the button into the wifi interface, open wifi, will display the searched nearby available wifi resources, select the available wifi name click connection.
2. Network settings: Network preferences can be set.

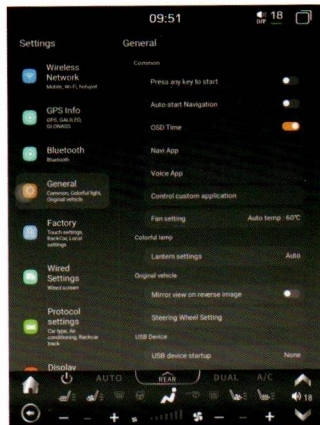
13.2. GPS information

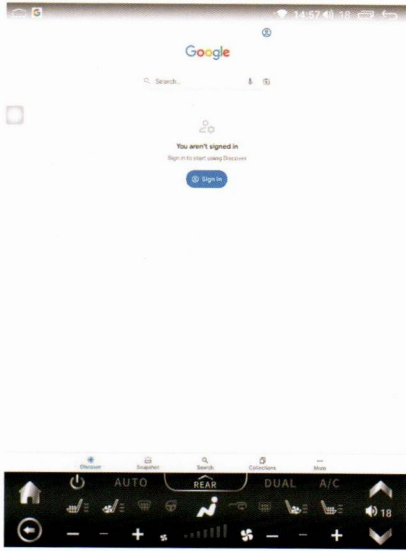
The GPS information shows the basic information of the machine positioning, and the machine time is synchronized with the satellite time when the positioning is successful.



13.3. Universal settings

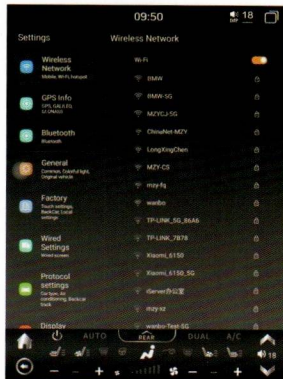
General settings can set some basic properties of the machine, and users can configure according to their personal habits.






13. Relevant introduction of settings

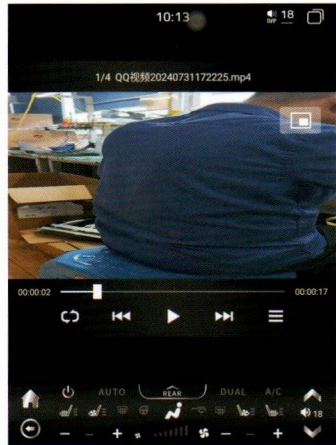
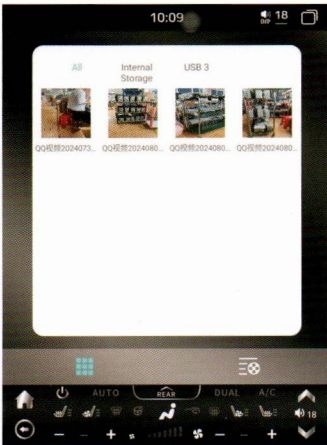
13.1 Wireless settings



3. Video playback interface and drawing in the picture

Select the played video through the video list screen and jump to the video play screen. The interface will display the title of the video and the playback progress, etc. You can realize the function of fast forward and fast back by dragging the progress bar. Touch the screen operation interface automatically hidden surface, easy to watch the video.

 Click the picture-in-picture function button, and the video playback interface will be reduced and superimposed on other application interfaces. And click the zoom and full screen button in the upper right corner of the picture to select the size of the video. The in-picture feature helps users operate navigation and other apps while watching videos.



12. Internet browser

You can use the built-in browser, which is Google Chrome, or you can install other third-party browsers you like. As long as you can install the Android APK normally, after the APP is installed, you can choose your favorite browser to use.

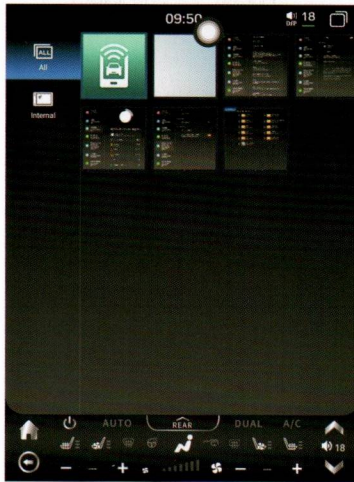
11.4 Picture preview

1. Picture browsing interface

Image browsing function can browse all the internal storage and external storage on the car, and can customize the wallpaper.

2. Picture operation

Click any picture to enter the browsing mode, such as the left picture, which can zoom in and out, long press the screen to hide the function button operation, and support the picture with the finger movement, and gesture left and right cut function. On the right is the key function of the picture.




11.5 Video playback

1. Video player- -video playback

The video player can identify all video resources from the internal storage as well as the external storage, and supports a variety of common video formats such as 3 gp, mp4, m4v, f4v, f 4 v, m kv, webv, webm, avi, etc. Unique and simple operation interface, powerful decoding ability and support for HD video playback.

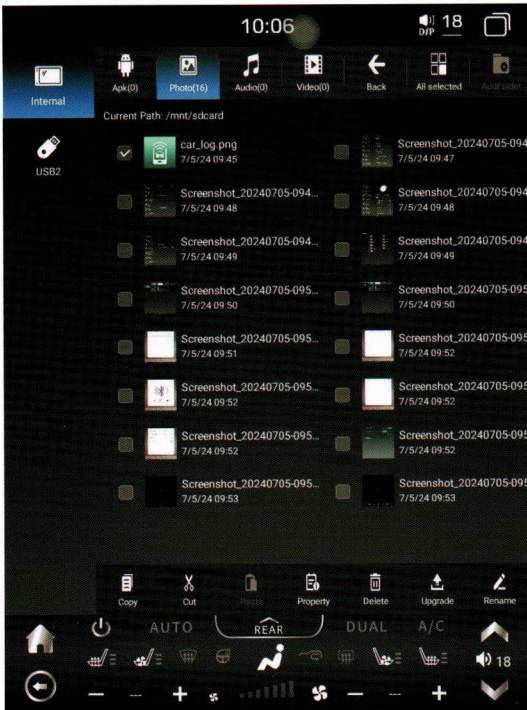
2. Video player- -Video list

 Click to enter the video list interface, and the user can view the corresponding video list by selecting the type of storage device on the left.

11.3 Document management

The File Manager interface

All files in the machine can be viewed and operated in the file manager, and on the left side of the page. If you need to copy or move a file, just select the file to be operated, and a row of operation buttons will appear at the bottom. Select the file directory to be stored, and click the corresponding operation button.



11.2 Touch-screen assistant

1. Show the button

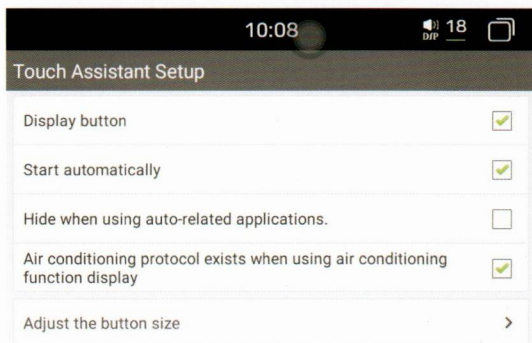
The floating button in the touch screen assistant has many operational shortcuts, through which you can easily jump the functions. If the user needs to display the floating button, click the touch screen assistant to enter the page and set the display button option.




2. Start up

After setting the floating button for display, the floating button will automatically display by setting the boot option, and there is no need to enter the touch screen assistant every time. For the video interface, navigation and other interfaces need to hide the floating button, which can set the hidden functions when using car-related applications.

3. Button size adjustment

During the use of the touch screen assistant, the button size can be set to adjust the size of the floating button, and the user can set it according to their personal use habits.



3. Click on this icon  to label the station
3. Click on this icon to  bookmark the station
4. Click the icon  to enter the radio Settings interface, in the radio Settings interface, there is a FM sensitivity adjustment, of course, the premise is in the automatic stop stage sensitivity open conditions. With the FM sensitivity set in the radio setting interface, or the RDS switch, or after the area change, If feel very messy, which is not good for us to regulate the radio, we can click the default button, restore to the default setting.

11、 Introduction to the main functions of the application interface

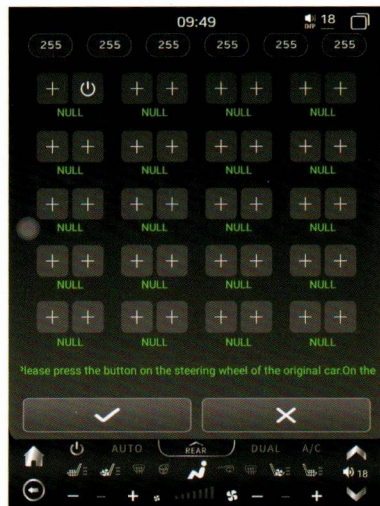
11.1 Steering wheel learning

1. Steering wheel- -steering wheel button learning

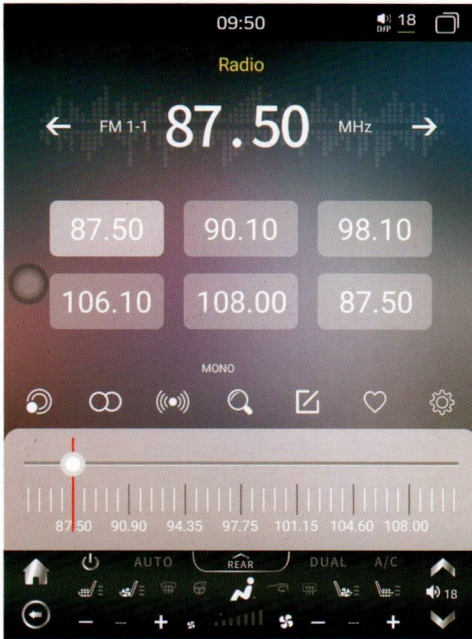
For cars with steering wheel keys, if the keys support learning, you can customize the steering wheel function. The steps are as follows: Step 1, long hold the button on the steering wheel.





The second step is to select the function button to be learned on the machine until a valid number (the number under the key indicates the resistance value of the key).

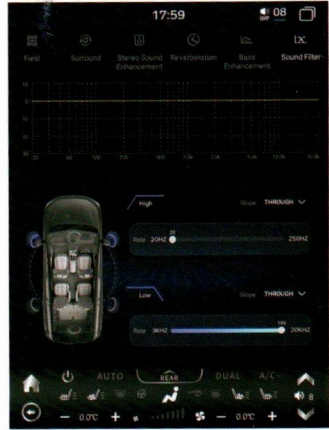
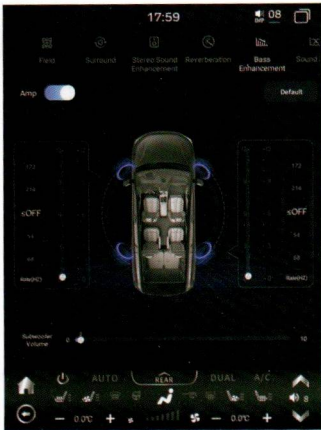
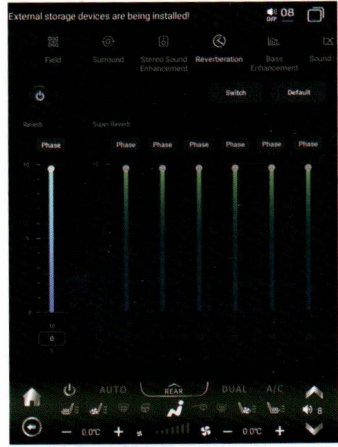
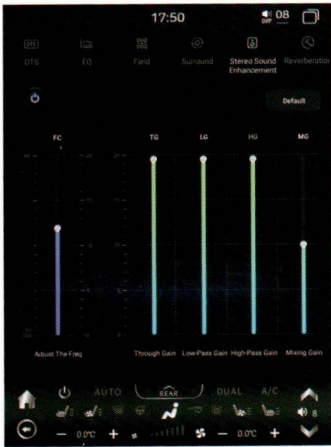
The third step is to learn the other keys in turn according to the first two steps. Click the save button after learning (the same key can only learn one function).



10. Radio function



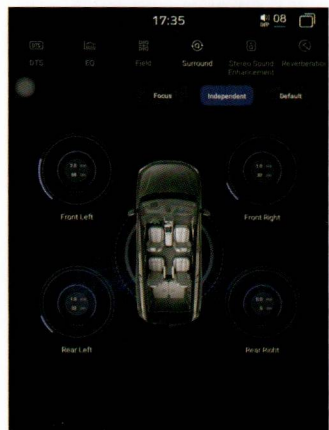
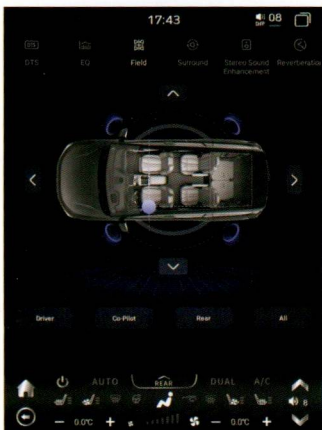
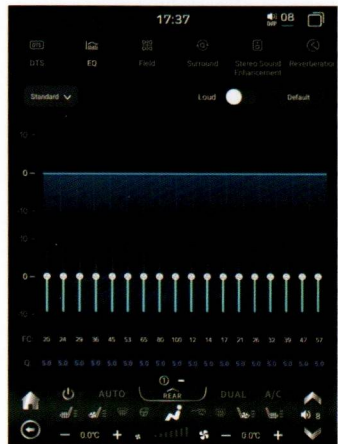
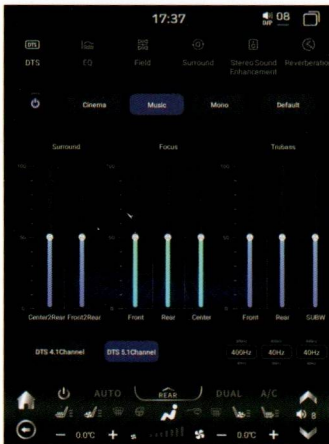
1. Click the icon  to switch between the far and near range.
1. Click on the icon  to switch to the stereo sound.
2. Click the icon  to switch between the far and near range.
3. Click the icon  to search for the radio station. When the button is pressed, the radio will search out for all the radio bands.



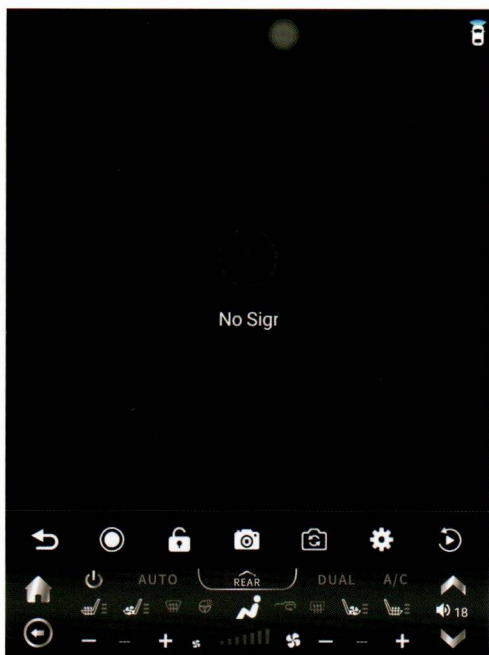
9. Multimedia

(1). Page for the equalizer

Entering the equalizer interface, the user can click EQ, sound field Settings, space effects and sound effects to enter the sound adjustment mode. The user can set the preset sound effect or set the sound effect by manually adjusting the setting value.



8. Recorder



video recording



lock



Photo



front view / back view



Settings




playback

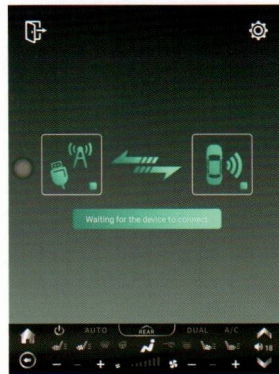
7. Car Link 2.0


CarPlay The system is a kind of iPhone connection that can "project" the APP to the car screen, enabling the "projection" of functions such as phones, maps, music and information. At the same time, Siri allows the driver to respond to requests through voice commands and help the driver read messages, respond with voice functions or call, ensuring the driver to drive the vehicle safely.

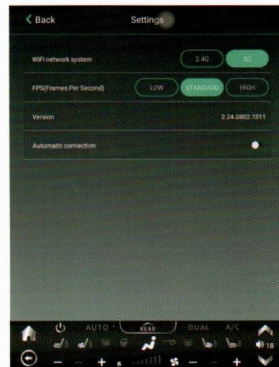
Android auto Is a Android-based in-car app from Google that can "project" the APP in the phone to the car screen, providing basic functions such as navigation, phone, music, and voice search. Android Auto Is essentially to call and integrate these applications on the phone, with a unified interactive interface on the car end.



Click the icon  in the upper right corner to set the wifi format and frame rate, view the version number, etc.

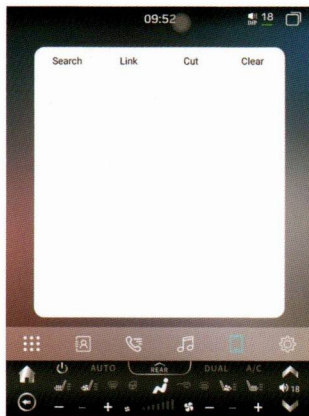


 Click the upper left corner and the icon to exit CarPlay.



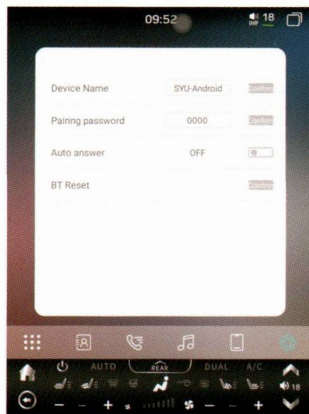
(5).The Bluetooth device management interface

1. Click the icon to enter the device search interface, and then click the search button, Bluetooth will search for all nearby Bluetooth devices, and display them in the list, find and select the Bluetooth device you want to connect to in the list.
2. Click the connection button to send a connection request to the selected Bluetooth device. Enter the matching password in the selected Bluetooth device for the unconnected device icon. If the connection icon appears, the connection is successful.
3. Click to disconnect to disconnect the device.
4. Click Clear the device to clear the device.




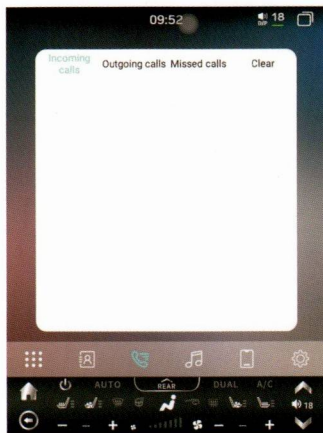
(6).Bluetooth Settings interface

The Bluetooth Settings page shows the name of the vehicle's Bluetooth and the matching password, and the user can manually change the information. The automatic answer function is that when there is a phone call, the car and machine will automatically answer. All the Bluetooth information pressed by the user will restore the factory settings.




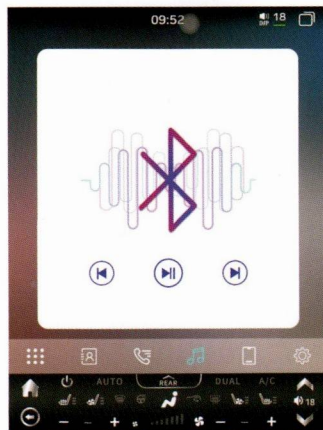
(3) Bluetooth call record

 Click the icon on the Bluetooth interface to enter the call record interface. All the call records during the Bluetooth connection with the mobile phone will be displayed under the page, which can view the incoming, outgoing and missed calls, arranged recently according to the dialing time, and can be exhaled according to the record, or deleted.



(4) Bluetooth Music

 Click this icon to enter the Bluetooth music of the phone, you can play the music of the phone.

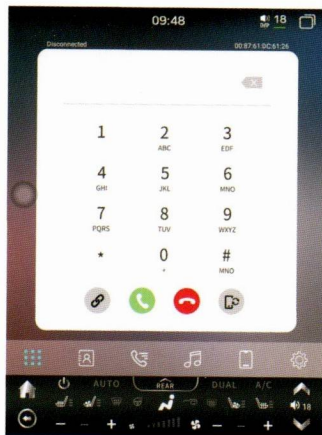


6. Bluetooth

(1) Bluetooth call



Click on this icon to dial the phone.

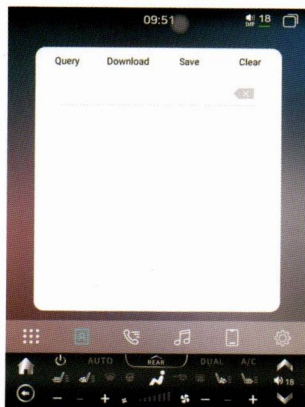


(2).Bluetooth synchronization of the mobile phone address book

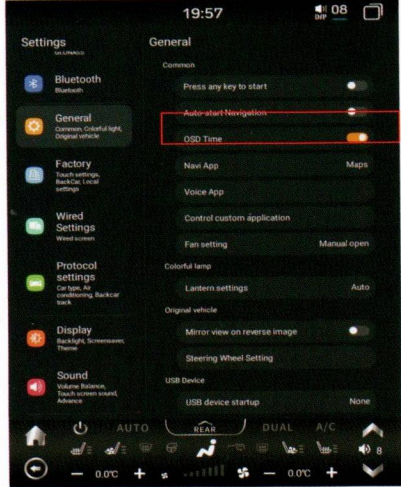
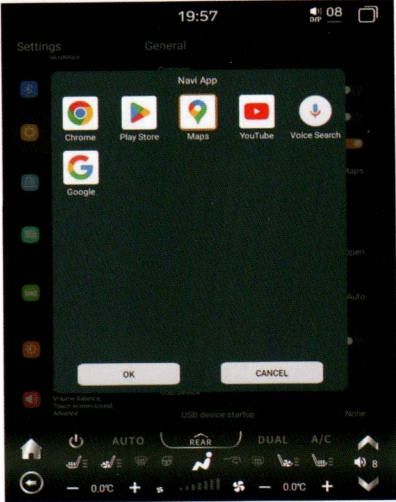


Click the icon to enter the synchronous mobile phone address book interface, the car and machine synchronous mobile phone address book, first ensure that the mobile phone Bluetooth and the mobile phone connection is normal, the method is:

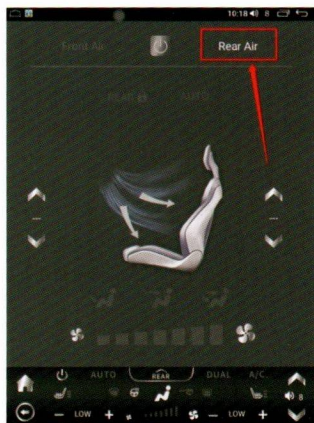
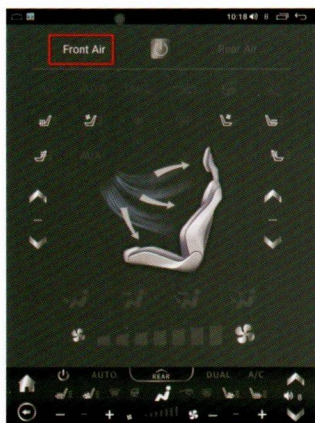
1. Click to download the phone book, and a prompt box will pop up on the mobile phone to select whether to allow the car to access the mobile phone address book.
2. Wait for the car to pop up to complete the download prompt box, and then click the save button.
3. Click Search to find the contact person in the downloaded phone book.
4. Click the Delete button to delete the contact in the phone book.



5. Map related settings



4. Air conditioner function description



1. If the original car AC control panel is removed during the installation process, the original car's AC function can be controlled by the unit's touch screen and related physical buttons. If the original car supports rear AC control, you can click "Rear Air" to enter the rear AC interface for control.



In-car air circulation/external circulation/ventilation switching



Seat ventilation/ventilation gear control



Heated Steering wheel control



Heated rear windshield control



Seat heating/heating gear control



Auto AC switch control



Front windshield defogger control

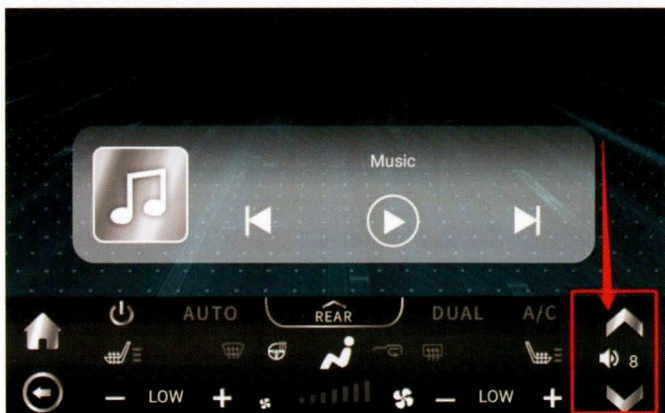


AC partition control

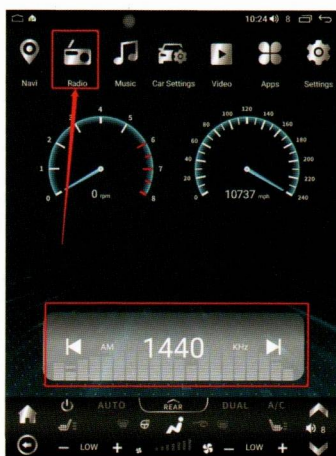
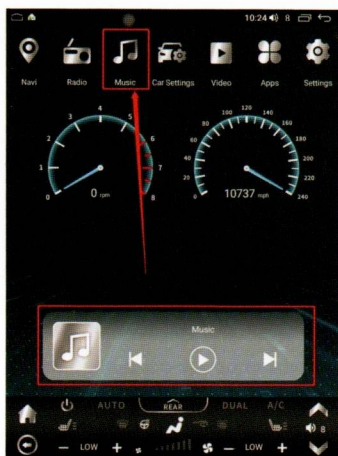
2. NOTE: some models need to retain the original car AC board, so the touch screen AC control may not work. These models must use the original car physical button knob for AC control. And if the corresponding function of the icon is not available in the original car itself, then these buttons will not work. Or the original car has another control switch for separate operation, such as some cars' seat heating and cooling, which will not work on this page.

11. The volume of the sound can be increased or decreased by adjusting the function keys at the bottom.

If the speaker has no sound, you need to check whether the wiring is correct during installation, whether the protocol car type is correct, whether the audio box is correctly connected to some models, and whether the original car host or module is correctly connected. Please provide the wiring diagram during installation and the original car model information to our customer service for after-sales service.

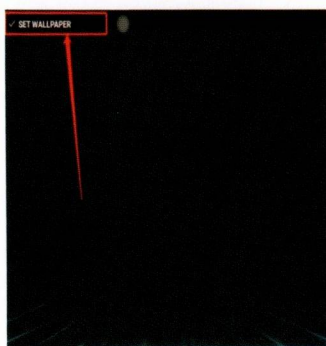
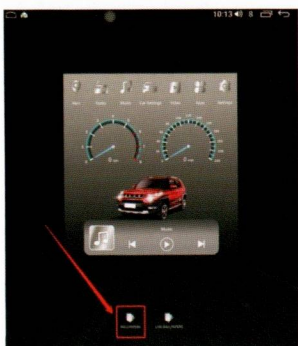


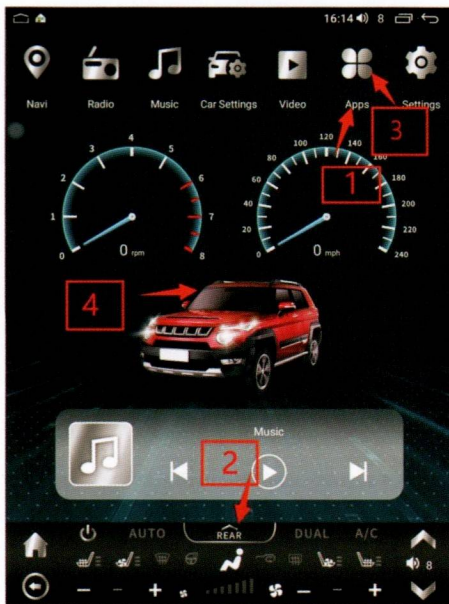
6. Click "Car Settings" to adjust the original settings of the original car, but the specific car model is different.
7. The applications in APPS can be dragged to the right side of the homepage to create a new page.
8. For other settings, you need to click "Setting" to find the corresponding function settings.
9. Swipe down the touch screen from the top to pop up the quick operation interface such as wifi/screen brightness/screenshot.
10. When playing music, the homepage displays the information of the currently playing music. When using the unit's FM/AM radio, the homepage displays the frequency of the radio. As shown in the pictures below:





5. Long press the background to enter the background change interface and change to your favorite wallpaper. If you want to restore the background, please follow the steps below:





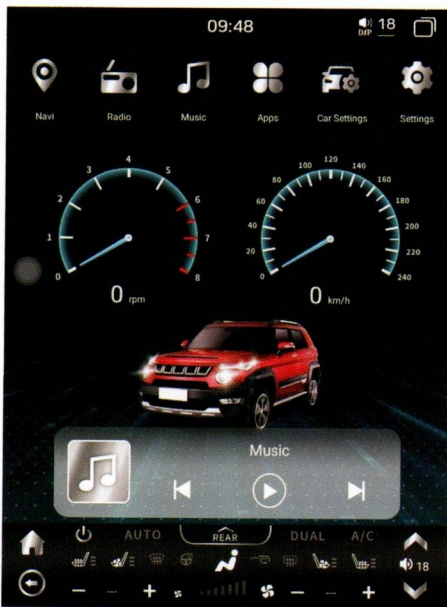
2. You can directly control the AC at the homepage . Click the AC functions at the bottom of the screen to use them. You can also click "REAR" to expand the separate AC interface for control.

3. You can hide the speedometer and RPM by long press "APPS" icon.

4. Long press the car model picture in the middle to replace it with the car model picture you want. But first you need to save the picture in the local file manager. You can contact us for some models pictures. Put the desired picture and copy it to the USB drive, put it in the folder named "portrait_carlogo", copy the entire file to the unit's built-in storage, then return to the homepage, long press the car model picture in the middle to select replacement.

3. Introduction of the main functions of the main interface

The main interface is as shown below:



1. As shown on the homepage: You can click and touch each functional section to use the function. If you need to use more APPs, please click "APPS" icon.



1

2

3

4

5

6

1. Navigation

3. Music

5. Car Settings

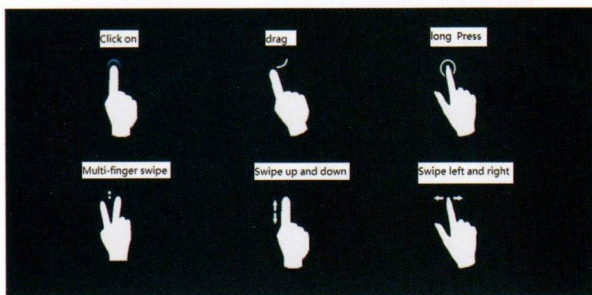
2. Radio

4. Apps

6. Settings

1. Basic operation of gesture recognition

The gestures that machines can recognize are mainly divided into short press, long press, drag, sliding and other types. The same function has different results under different gestures, and the user operates the machine by touching the screen.



2 Main interface and application interface

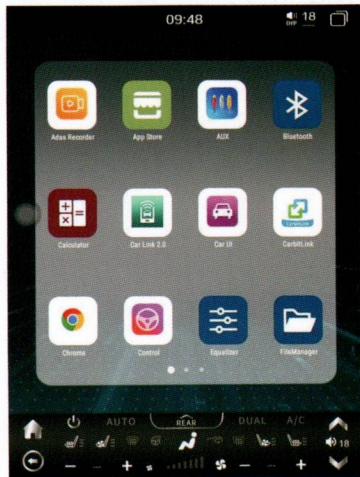
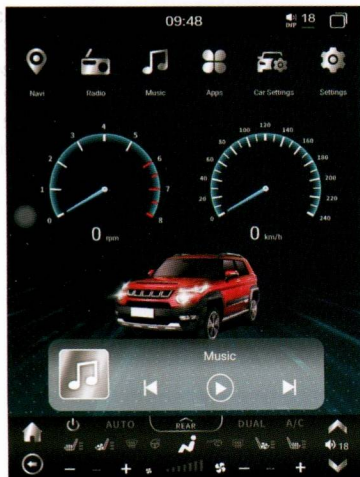
1. After the unit is started, it jumps to the main menu page by default. This page mainly displays the shortcut for the layout of some common functions.



The icon can return to the main interface.



The icon can return to the application interface.



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