USER MANUAL



ZAOTRO Wireless CarPlay Adapter for IPhone

SCOPE OF DELIVERY

Thank you for buying ZAOTRO auto parts series products. Please carefully check whether the items are missing after unpacking

Package List:

1 x Apple CarPlay Dongle

1 x USB-A to USB-C Adapter

1 x User Manual

Setup Step

1. Start the car and wait for the car head unit system to be loaded.

2. Connect the wireless CarPlay dongle to your vehicle's USB or USB C port. Note if your car has several ports, please be sure to plug the dongle into the port that is for wired Apple CarPlay.

3. Turn on your iPhone’s WiFi, then the adapter "smartDongle-xxxx" will appear in the list. Please do not connect to it or to any other WiFi list at this time, just keep Wi-Fi on and not be occupied.

4. Turn on the Bluetooth, search for the adapter "smartDongle-xxxx", then click it to pair. After a few seconds, the phone will prompt "Use Carplay", click the prompt and wait for 5-15 seconds to connect successfully.

5. After the first pairing, the wireless CarPlay dongle will automatically reconnect to your iPhone when you use it again. In some cars, you may need to choose the option of "Start automatically" in the CarPlay settings to activate this function.

Frequently Asked Questions

Q: What's the password to connect to WiFi?

A: We need to connect to Bluetooth, not WiFi. No password is required to connect to Bluetooth. Make sure your WiFi is on and unoccupied when pairing.

Q: The dongle's light was still on after the car was turned off?

A: The lights in dongle do not go out immediately, but over a period of time, because the car does not cut off all power immediately when the engine is turned off. Rest assured, it consumes so little power that it won't drain the car battery.

Q: Can't find the Bluetooth or WiFi of the dongle?

A: Please ensure that Dongle is powered on and the indicator blue light is on.If convenient, you can test it with another iPhone. If only a specific iPhone cannot find the Bluetooth or WiFi of the dongle, please try to reset the network and Bluetooth settings of this iPhone and then restart the phone once; if the same problem happens on other iPhones, the unit may be defective. In this case, please let us know and we will solve it for you.

Q:Audio input or output issues: calls rejected or forwarded to voicemail/no play sound/microphone not working/music playback interrupted or paused/voice functioning abnormally...?

A: 1). Please check your phone's Bluetooth to see if it is connected to another device. If so, please ignore other auto-connected Bluetooth devices;

2). Clear the programs running in the background of your phone when using the dongle.

3). When on a call, check that your ""Audio"" output option is CarPlay. * Note: Bluetooth plays a pairing role in the work of the dongle. When the pairing is completed, it only needs wifi to keep working, so it doesn't matter to turn off Bluetooth. But when you use it next time, you still need to turn on Bluetooth, so that the dongle can be automatically paired and connected.

Q: Persistent disconnection?

A: 1). The dongle relies on a WiFi connection to your phone to work. Dropped connections are usually caused by wifi interference. Do you have other wifi devices in your car, such as a car camera with a WiFi function? If so, you may need to ignore other wifi networks when using the dongle.

2). You can also improve this problem by resetting your mobile WLAN network(Go to Settings > General > Transfer or Reset [Device] > Reset > Reset Network Settings)

3). Updating the firmware of your dongle is worth trying.

Q: Can the adapter be paired with multiple phones?

A: The dongle can be paired with multiple iPhones, but only one device can be connected at a time. Please note, by Bluetooth function default, the dongle's system will only auto-connect back to the last used iPhone.

Q: Unable to automatically reconnect?

A: 1)In some cars, we need to select "automatic connection" in the CarPlay settings, so that the automatic connection function of the dongle can be used.

2) Check phone settings:

A. Settings > WLAN > Ask to Join Networks: select "Notify";

B. Settings > WLAN > Auto-Join Hotspot > select "Automatic"(or no need change);

C. Settings > WLAN > Click the "i" symbol on the far right of "smartDongle-****" > turn on "Auto-Join".

3) Other cases:

1. Please make sure that the Bluetooth and WiFi functions of your mobile phone are turned on and the Bluetooth is not occupied when you get in the car;

2. Clear the pairing record, restart the phone and re-pair the dongle.

4) Try to upgrade the firmware.

Q: Audio out of sync with video when playing video on your phone?

A: Even the original wireless CarPlay in the car experienced audio lag when watching videos. Because video transcoding is more complex than ordinary audio file transcoding, processing time is longer. This is a normal wireless CarPlay issue, not an adapter issue.

Q: Audio lag or sound quality issues (not including audio lag while the video is playing)?

A: Modify Audio Stream Mode:

1) Enter the dongle setting interface;

2) Find "Audio Stream Mode" -- there are 4 modes to choose from:Default - Fixed Settings for most models;

Mode 1 -- Fixed Settings for certain models;

Mode 2 -- Adaptive Settings based on vehicle parameters

Mode 3 -- Unmodified car audio output Settings

In general, we recommend using the default mode and Mode 2. You can also try other modes for best results.

3) Please restart your phone before using the dongle again.

4) If this method does not work, restore Audio Stream Mode to Default and then try to upgrade the dongle.

Q: CarPlay does not start when paired or the car prompt device is incompatible/does not recognize USB...?

A: To change the Delayed Start mode:

1) Enter the dongle setting interface;

2) Find "Delayed Start" - Change mode from "Default" to "Mode 1";

3) Please restart your phone before using the dongle again.

4) If this method does not work, return the Delayed Start mode to Default and then try to upgrade the dongle.

NOTE: The "Video streaming mode" no need to be changed.

Q: Car screen freezes? Unable to pair successfully? The car head unit cannot recognize the device?

A: Please let us know your car model, then we will send you the firmware update to try.

Q: What is wifi function for？

A: Wireless CarPlay Adapter uses Bluetooth to set up the connection between the phone and the vehicle and then it switches to using WiFi for the actual functionality.

After the Bluetooth pairing is successful, the phone WiFi will automatically connect to the dongle's WiFi, and then disconnect the Bluetooth connection by default.

Q: Car screen goes black after pairing?

A: 1) When we pair it for the first time, we need to keep the wifi turned on (no need to manually connect to the dongle's wifi at this time), and then perform Bluetooth pairing. When the Bluetooth pairing is successful, the wifi will automatically become connected to the dongle. You can observe whether yourwifi has automatically changed to the state of connecting the dongle when this page appears.If not, please unplug the dongle - ignore the "smartDongle-****" on your Bluetooth list - restart your phone once - plug the dongle and repair it again.

2) If it still doesn't work, please try to upgrade the firmware.

Q: Does this product copy and upload private information? Or does the update mechanism copies data from my phone?

A: Our products are limited to provide instant data connectivity function, and do not have the function of data storage and data upload. Please rest assured that it will not copy the data in your mobile phone.

FIRMWARE UPDATES

When do you need online firmware updates?

1. If the dongle works properly, the current version is suitable for your car. In this case, it is not recommended to update the firmware to avoid any problems.

2. Use this solution only when you encounter a problem that cannot be solved by the solution in the "FQA" list.

3. If any problem occurs after the upgrade, please "restore factory Settings".

Upgrade procedure

Step 1: Connect your wireless Carplay adapter to charger.(Ps: When upgrading, please don't directly connect to the USBport on the car)

Step 2: Connect to wireless Carplay adapter WIFI (that is always named smartDongle-xxxx). Password: 88888888

Step 3: Open Safari. Enter link 192.168.1.101, Once on the page, tap Update(During the update, the signal light of carplay will flash, and it will return to normal after successful.)

Step4:On the same page, you can also fill in the car brand, model year, and problem details, then click "Submit" to report the problem. Our engineers will document your problem and investigate possible solutions.

Step 5: Update successful.

* If the update fails, please try to turn off the Bluetooth function of the phone, then turn off - restart the wifi function once, and finally re-enter the wifi password to connect to the dongle wifi and update.

*If your problem is not finally resolved, please contact us for a refund

Note:

1. When enjoying the wireless CarPlay function, the phone's WiFi will be occupied by the dongle, other WiFi cannot be used during this period. If there is a conflict between other WiFi and the dongle's WiFi, you may need to manually disconnect the connection of other WiFi to keep the wireless CarPlay use.

2. The auto-connection function of the dongle requires you to keep the WiFi and Bluetooth of the mobile phone available. In addition, please set the WiFi network of the dongle to "Auto-Join":
A. Settings > WLAN > Ask to Join Networks: select "Notify";
B. Settings > WLAN > Click the "i" symbol on the far right of "SmartDongle-****" > turn on "Auto-Join".

3. Since the dongle will disconnect the Bluetooth connection after pairing, your phone's Bluetooth may automatically connect to other devices, which may cause CarPlay mic input or sound playing to be unavailable. You may need to manually disconnect your phone from the other Bluetooth or switch off the Bluetooth directly to fix it. (Bluetooth plays a pairing role in the work of the dongle. When the pairing is completed, it only needs wifi to keep working, so it doesn't matter to turn off Bluetooth. But when you use it next time, you still need to turn on Bluetooth, so that the dongle can be automatically paired and connected.)

If there is any issue while using the adapter or any dissatisfaction, we sincerely hope to have anopportunity to make it right, we will do our utmost to meet you satisfaction

Contact Us on Amazon:
A. Go to "Your orders" on your Amazon account;
B. Find the corresponding order;
C. Select "Problem with order" and choose the topic;
D. Select Contact seller