

Customer Questions & Answers

(TIPS: You can simply click on the table of contents to jump automatically ~)

Catalog

1. How do I know if my car is wired with Android Auto?	1
2. Is my car or aftermarket stereo compatible with the Android Auto Adapter?	1
3. What Android system only supports wireless Android Auto?	1
4. How do I get a wireless Android car?	2
5. When I try to connect to the adapter, my phone asks for the WiFi password. What is the password?	2
6. Why is the dongle light still on after the car is turned off?	2
7. Can't find the dongle's Bluetooth or WiFi?	2
8. By what principle way does the dongle work?	3
9. Constantly disconnected?	3
10. Can the adapter be paired with more than one phone?	3
11. Can't reconnect automatically?	4
12. Is it possible to watch videos Youtube and other videos?	4
13. Pairing Android Auto does not start or car prompts device incompatibility/unrecognized USB... ..	4
14. What do I need to run a wireless Android car on my car display?	5
15. If I have two phones, which one will it automatically connect to?	5
16. Why doesn't the adapter connect automatically after the first pairing?	5

17. When a firmware update is needed?	5
18. I've done a firmware update but my car still doesn't work with Android Auto?	6
19. Is there a delay when changing songs with the wheel button?	6
20. Why does the adapter not work after a period of time?	6
21. Does the adapter continue to consume power after the car is parked?	7

1. How do I know if my car is wired with Android Auto?

Please go to Google's official wired Android Auto model support website:

www.android.com/auto/compatibility/#compatibility-vehicles

2. Is my car or aftermarket stereo compatible with the Android Auto Adapter?

For compatible models and adapters for aftermarket audio, please refer to Link:

<https://www.android.com/auto/compatibility/>

3. What Android system only supports wireless Android Auto?

Android 11 and above only support wireless android auto, please make sure your phone is Android 11 and above and update the latest Android auto.



4. How do I get a wireless Android car?

1) First, make sure the adapter is compatible with your phone and car.

2) Then, the phone will turn on Bluetooth, WiFi and GPS.

3) Next, the phone receives Bluetooth connection credentials from the adapter for pairing. In about 10-15 seconds, the car successfully connects to the wireless Android Auto and the Android Auto app icon appears on the car's display.

Note: If this is your first time using the Android Auto feature, please use the USB C cable to plug your phone into the car's USB port and activate Android Auto via cable, which is required to use Wireless Android Auto.

5. When I try to connect to the adapter, my phone asks for the WiFi password. What is the password?

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

6. Why is the dongle light still on after the car is turned off?

Because the car does not immediately cut off all power when the engine is turned off, the dongle's light will not go off immediately, but will take some time. Please rest assured that it consumes very little power and will not drain the car battery.

7. Can't find the dongle's Bluetooth or WiFi?

First, make sure your Android phone's Bluetooth and WIFI are on, you can use another Android phone to test if it is convenient. If only a specific Android phone cannot



find the dongle's Bluetooth or WiFi, try resetting the network and Bluetooth settings on this Android phone and then restart the phone once.

If the same problem occurs on other Android phones, the device may be defective. In this case, please let us know and we will give you a replacement.

8. By what principle way does the dongle work?

The dongle is connected to the dongle's WIFI automatically by connecting the phone's Bluetooth successfully, then the Bluetooth will be disconnected automatically, and then connected to the original car's own Bluetooth. So, during use, please make sure your phone's Bluetooth and WIFI are open, the phone's WIFI is connected to the dongle's WIFI, and the Bluetooth is connected to the original car's Bluetooth.

9. Constantly disconnected?

The dongle relies on the WiFi connection to the phone to work. Disconnections are usually caused by wifi interference. Do you have any other wifi devices in your car, such as a car camera with wifi capability? If so, you may need to ignore other wifi networks when using the dongle. You can also improve this problem by resetting the mobile WLAN network. It is also worth trying to update the firmware of the dongle.

10.Can the adapter be paired with more than one phone?

The dongle can be paired with multiple Android phones, but only one device can be connected at a time. If you want to pair it with a new Android phone, please cancel the current connection first. Please note that by default, the dongle's system will only



automatically connect back to the last Android phone used by the Bluetooth feature.

11.Can't reconnect automatically?

1)In some cars, we need to select "Auto Connect" in Android Auto settings to use the dongle's auto connect function.

2)Other cases:

A.Make sure the Bluetooth and WiFi functions are on and the Bluetooth is not occupied when you get into the car;

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

3)Try to upgrade the firmware.

12.Is it possible to watch videos Youtube and other videos?

The product only supports Google's official Android Auto standard APP, does not support video playback APP.

13.Pairing Android Auto does not start or car prompts device incompatibility/unrecognized USB...

1)If your car has used Android Auto for the first time, please use your data cable to connect your phone to activate Android Auto by wired way.

2)Please make sure the Android auto on your Android phone is the latest version, if not, please login your googlePlay account to update to the latest version.

3)Please turn off your phone Bluetooth and enter the phone application management to search Auto to clear auto cache, after clearing, restart the dongle and reconnect



Bluetooth.

14.What do I need to run a wireless Android car on my car display?

Must support 5 GHz Wi-Fi, have an active data plan, an Android car in your car that has been activated, and an Android phone that is compatible with wireless Android cars. Compatible Android versions: any phone with Android 11.0, Google or Samsung phones with Android 10.0, compatible car or stereo.

15.If I have two phones, which one will it automatically connect to?

If the adapter is already connected to two different phones, they will automatically connect to the last paired phone. To connect the first phone, you need to disconnect the phone to which the adapter was last connected. Re-establish the connection for the first phone. (Similar to Bluetooth headsets)

16.Why doesn't the adapter connect automatically after the first pairing?

1) check that both Bluetooth and WIFI on your phone are turned on.

2) Then, check if the Bluetooth on your phone and car is occupied by other devices.

If the Bluetooth of your phone and car is connected to another Bluetooth device, you need to remove the occupied device from your phone and car. Then re-establish the Bluetooth connection with the adapter.

17.When a firmware update is needed?

If your phone is able to connect to your car's Android car system via the adapter, but



can only use some functions, you can try a firmware update to fix the problem. The prerequisite is that it can be connected to the car properly.

18.I've done a firmware update but my car still doesn't work with Android Auto?

If your phone is able to connect to your car's Android car system via the adapter, but can only use some functions, you can try a firmware update to fix the problem. The prerequisite is that it can be connected to the car properly.

19.Is there a delay when changing songs with the wheel button?

Wireless Android Auto indicates that there will be a 2-3 second data delay for media audio to prevent packet loss of instant playback data, resulting in inconsistent sound quality. So a 2-3 second delay is normal.

20.Why does the adapter not work after a period of time?

Plan A: You may need some updates to get it back on track.

1) Open your phone Settings > System > Advanced > System, check the Android version, and install any available updates.

2) Open the Google Play Store and check for updates to the Android Auto app.

3) You should update other core system apps like Google and Google Play services if they have updates. Doing so will fix issues such as Android Auto's voice commands not working.

4) Finally, after all the updates, open the Android Auto app on your phone. You may



need to accept the user agreement update before you can use it.

If the app is waiting for your approval, this is one of the reasons why Android Auto stops working after a major update.

Plan B: If the Android Auto app is the latest version, it still won't work.

1)First, turn off the Bluetooth of your phone.

2)Then, open your phone's app manager, search for android auto and clear the app cache.

3)Finally, restart the adapter and reconnect Bluetooth.

21.Does the adapter continue to consume power after the car is parked?

This adapter does not power itself, and it disconnects when the car is turned off. The power consumption of the adapter is also very low, so don't worry about.