

Wireless CarPlay Adapter for iPhone

Customer Questions & Answers

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1. How do I need to make sure my car can use Carplay?

Method 1: Plug your iPhone into the main USB port of the car. If the car has Apple CarPlay functionality, the app will pop up on the screen requesting permission on your phone.

Method 2: If there is a CarPlay icon in the car stereo menu, that your car has built-in Apple CarPlay.

Method 3: Contact your car dealer for help.

2. Does my device model work?

Supports: iPhone 6 and later iPhone models.The iPhone system version needs to be iOS 10 and above.

Only for cars with wired Apple CarPlay.

3. What is the password to connect WiFi?

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.

4. The dongle's indicator light remains on when 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 a while. Rest assured that it consumes very little power and will not drain the car's battery.

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

If it is convenient, you can test it with another iPhone. If only a specific iPhone cannot find the dongle's Bluetooth or WiFi, please try resetting the network and Bluetooth settings on this iPhone and then restart the phone once; if the same problem occurs on another iPhone, the device may be defective. In this case, please let us know and we will refund you or give you an exchange.

6. By what principle way does the dongle work?

The dongle is automatically connected to the WIFI of the dongle by connecting the Bluetooth of the phone successfully and then the Bluetooth will be disconnected automatically. 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 not connected to any Bluetooth device.

7. Audio input or output problem:Call rejected or diverted to voicemail / no sound playing / microphone not working / music playback interrupted or paused / voice function abnormal..."?

1). Please check your phone's Bluetooth to see if it is connected to another device. If

so, please ignore other Bluetooth devices that are automatically connected or just turn off Bluetooth.

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

Note: Bluetooth plays a pairing role in the dongle's work. After pairing is done, only wifi is needed to continue working, so it is okay to turn off Bluetooth. But the next time you use it, you still need to turn on bluetooth and let the dongle pair and connect automatically.

8. Constantly disconnected?

"The dongle relies on a WiFi connection to the phone to work. A disconnected connection is 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.

Reset network settings (this will cause you to re-enter your password when using a network you were previously connected to) Go to Settings > General > Transfer or Reset [Device] > Reset > Reset Network Settings."

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

The dongle can be paired with multiple iPhones, but only one device can be connected at a time. If you want to pair it with a new iPhone, please cancel the current connection first. Please note that by default, the Bluetooth feature will only automatically connect the dongle's system back to the last iPhone used.

10. Can't reconnect automatically?

1). In some cars, we need to select "Auto Connect" in CarPlay settings in order to use the dongle's auto-connect feature.

2). Check the phone settings:

A. Settings > WLAN > Request to join network: select "Notify";

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

C. Settings> WLAN>, click "Smart Dongle - ****" > the rightmost "i" symbol to turn on "Auto Join".

3). Other cases:

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

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

4). Try to upgrade the firmware.

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

The product only supports Apple's official Carplay standard APP, not other video playback APP.

12. How do I know if my car comes with the in-line Carplay feature?

Please check the official Apple Carplay model support website: www.apple.com/ios/carplay/available-models/

13. Audio delay or sound quality problems (not including audio delay during video playback) ?

"Modify the "Audio Streaming Mode":

1) Enter the dongle setting interface;

2) Find "Audio Streaming Mode" - there are 4 modes to choose from:

Default - a fixed setting for most models;

Mode 1 - fixed settings for some models;

Mode 2 - adaptive settings based on car parameters

Mode 3 - unmodified car audio output settings

In general, we recommend using the default mode and mode 2.

2. you can also try other modes for best results.

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

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

14. When paired with CarPlay, it does not start or the car indicates that the device is not compatible/unrecognized USB...?

"To modify the "Delayed start" mode:

1) Enter the dongle setting interface;

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

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

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

15. When the phone plays video, the audio is not synchronized with the video?

Even the original wireless CarPlay has audio delays when watching videos. This is because video transcoding is more complex than normal audio file transcoding and takes longer to process. This is a normal issue with wireless playback, not the adapter

16. Does the car screen turn black after pairing?

When we pair for the first time, we need to keep the wifi on (no need to manually connect to the adapter's wifi at this time) and then perform Bluetooth pairing. When the Bluetooth pairing is successful, the wifi will automatically connect to the dongle. When this page appears, you can observe if your wifi has automatically changed to connected to the adapter.

If not, please unplug the adapter - ignore the "smart adapter - ****" on your Bluetooth list - restart your phone - plug in the adapter and fix it again.

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

17. The car can use wireless carplay through the adapter. Buyers can listen to car radio when using wired carplay, but they can't listen to car radio while using wireless carplay, why is that?

Using fm in the car is not carplay, debugging to fm mode will be fine.