Carplay Product Manual (4.0 ID 9142490)

Product inquiries

1. What is CarPlay?

CarPlay allows you to use your iPhone smarter and safer in the car, so you can focus on the road. With your iPhone connected to CarPlay, you can get directional road cues, make phone calls, send and receive messages, listen to music, etc..

2. How can I confirm whether my car supports the wired Carplay function?

Please make sure your country or region supports CarPlay and your car supports CarPlay. If you are not sure if your car supports CarPlay, please check this link:
https://www.apple.com/ios/carplay/available-models/
Or contact the corresponding vehicle manufacturer.

3 . How can I check if my phone is IOS or Android?

1. iOS is a mobile operating system developed by Apple and is only used on Apple's smart devices. Android is a mobile operating system developed by Google. If your phone is an Apple phone, it is the IOS system.

2. The specific method: Enter the phone settings, select "About Phone", and view the details of the phone.

4.How do I confirm that my car supports this product?

The CarlinKit 3.0 wireless adapter is suitable for the car with the Carplay function, and the car screen is the original car device; the connected mobile phone is iPhone 6 and above, it is suitable for IOS 10 and above, and only supports Apple mobile phones.

Compatible model query: https://www.apple.com.cn/

Please refer to the product link:

https://www.lightinthebox.com/en/p/wireless-carplay-adapter-carlinkit-3-0-wired-to-wireless-carplay-cpc200-u2w -plus-car-mp5-player-gps-mp3- for-universal_p8684636.html?prm=1.5.1.1

5.If it is an Android phone, how can I use wireless Carplay?

The Android phone has to meet the following conditions:

1. The mobile phone must be an overseas version with a Google framework.

2. The Android system needs to be Android.11 and above.

6.How often is the software updated?

If the product can be used normally, no updates are required. If the product has connection, screen freeze or other non-hardware problems, you can log in and check for the latest version of the desktop interface.

For specific operations, please refer to the product instructions or check the operation instructions on the next page.

7.How many mobile phones can I use at the same time?

The product can be paired with multiple iPhones but can only be connected to one single phone at a time for normal usage. Paired mobile phones can be managed in the List Management.
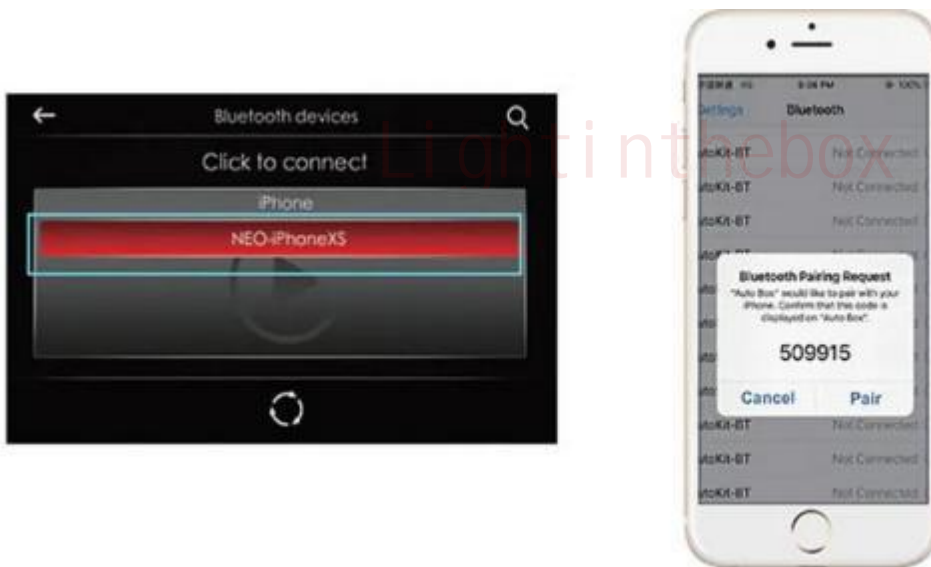
Operational Guide

1.How do I connect to CarPlay?

1. First, connect CarlinKit 3.0 to the USB port of the car. Select Active Search, and turn on the WiFi and Bluetooth of the mobile phone.

2. Secondly, select the Bluetooth signal of the mobile phone that appears in the car console. Next , select the mobile phone and you may use Apple Carplay to get the wireless connection.
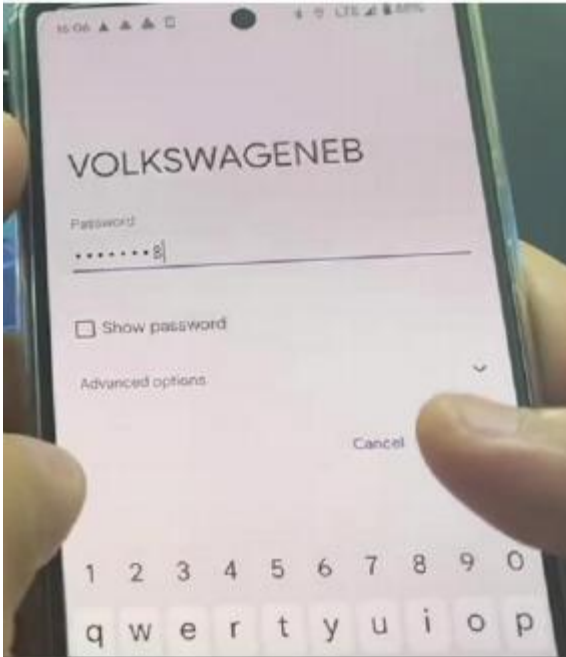

Note: If the above method fails to connect, you can use your mobile phone to turn on both Wifi and Bluetooth. Search for the Bluetooth name displayed on the car and select to connect directly.
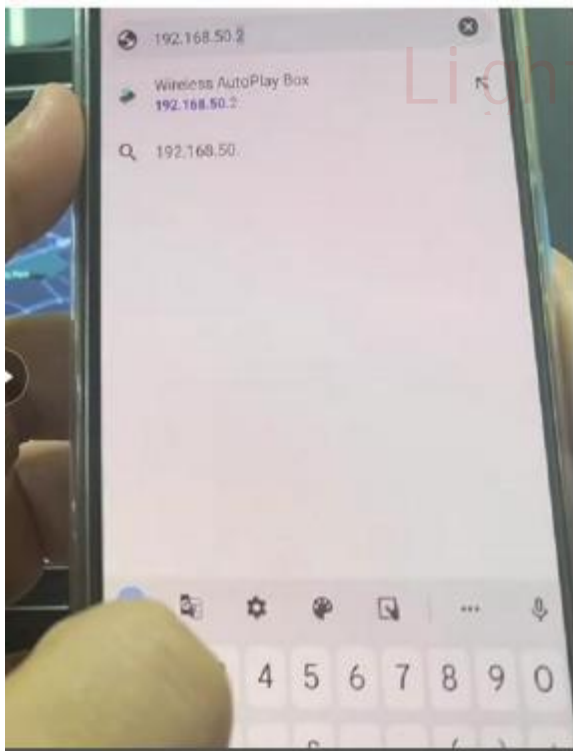
2.How do I enter the APP background system?

1. Connect the WIFI AUTO or VOL of the box to the WIFI signal that changes with the model.

The connection password is: 12345678.

2.Use 192.168.50.2 with the default browser of the mobile phone and click to enter the URL to enter the system background to amend settings.

3.How do I check and update the product version?

1. Enter the background settings. Refer no. 2 (how do I enter the APP background system), select "Infos" at the bottom left of the page, and then select "Check Update" under "Others"

4.How do I modify the frame rate?

1. On the same page, refer to no.2 (how do I enter the APP background system), select Advanced at the bottom right of the interface. Enter the Advanced page.
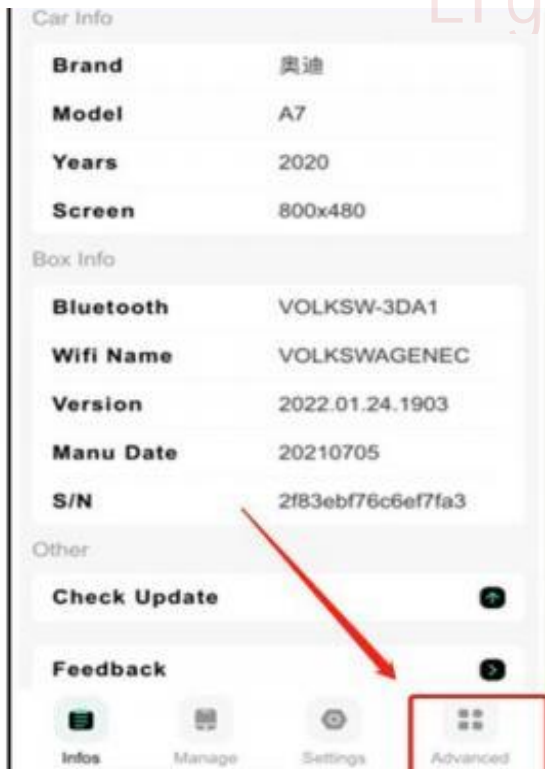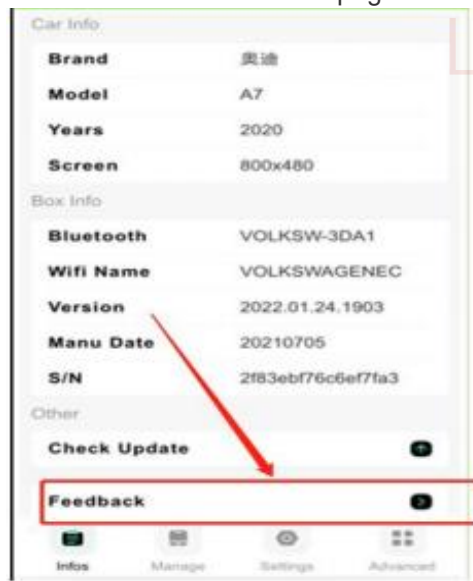
2. In the Advanced page, select the Frame column and modify the frame rate. It is recommended to modify the FPS to 20.
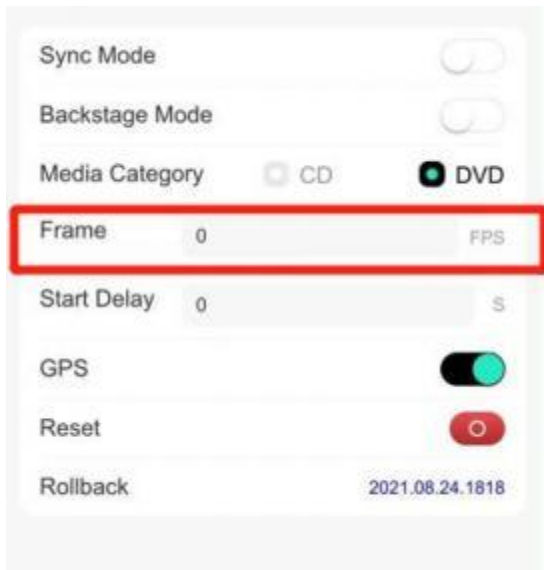
5.How do I upload error logs, and the correct steps for uploading logs?

1. Enter the background system in the way of question 2 (How do I enter the APP background system), and select "Infos" at the bottom of the page. Select "Feedback" to report issues (upload logs).

Note: User will be required to describe the problems as detailed as possible.

At the same time, please don't forget to attach the picture of the issue, and <u>the screenshot of the log contents</u>. Then send the attachments to the customer service. Customer service will then forward the attachment to the corresponding docking personnel to resolve the issue. The supplier will give priority to these after-sale services according<u> to the pictures received</u>. The supplier will reply the solution within 48 hours.

Frequently asked questions (FAQ)

Connectivity Issues?

Firstly,please ensure that the cable is not damaged nor broken.Make sure that the USB plug and the mobile phone plug is free from debris or foreign objects. Lastly,try to change a data cable to connect the Carlinkit 3.0 to the car.

Check whether the external USB/Type C interface of the car host is working normally; you may try to insert a storage device into the interface to verify if the car device can read the device normally

Reboot the iPhone, plug the device back in and try again;

The connection indicator lights up showing red however the product cannot be recognized?

Try to re-insert the product console; if issue persists, please update to the latest version. If the connection still cannot be recognized normally, please upload the error log and feedback the details of the problem together with a screenshot to the customer service for further assistance.

Product disconnects/reboots/shuts down after being connected for a short period?

Please head to "Infos" > "Others"and check the update. Then, upgrade the product to the latest version. If the connection is still unsuccessful , kindly modify the frame rate to 20 via Step 4 of the operational guide.

Even though the connection is successful, the sound comes only from the phone speaker and not from the car?

Kindly ignore other blue-tooth connections besides the console. If the issue persists,please reset all network settings on the phone by doing a hard reset.

Even though the connection is successful,there is no sound from both phone speaker and the car?

Kindly upgrade the product to the latest version to fix this issue.

After the software update, the LED light of the console is no longer on /not working?

The software update and upgrade operation might be wrong. Please ensure that the power is not cut off in advance or the web-page is closed abruptly during the upgrading process.

Carplay interface showed in windowed mode instead of full screen mode?

The size of the screen might appear smaller due to a smaller sized car or different car models.

Is the map interface delayed?

It might be due to many applications running in the background.Please close off any unused applications running in the background of the car and turn off GPS navigation to fix the issue.

Random black screens?

Please head to system settings and modify the FPS frame rate to 20 (refer to step 4 of the operational guide)

No connectivity after upgrading the product version?

Please check if the software is upgraded correctly. Retry the upgrading process and please do not power off or close the web-page in advance.If the issue persists, please upload the error log and take a screenshot to the customer service for further assistance.

Are Hyundai car models compatible for Carplay?

For newer car models, users can select "Carplay"in the settings.

After the product is plugged in, the screen of the car machine shows completely black?

Enter the system background and try again by starting up in background mode.

Can't connect to Apple's carplay? Unable to locate bluetooth?

First, confirm whether the car is connected to the box and the red box UI interface appears. If it is confirmed that the product has been connected to the car but the Bluetooth is still unable to be found, please contact customer service.