

U2-AIR PRO FAQ

1. Will it work for my car?

A.If your vehicle is equipped with a factory-installed wired CarPlay system, then this product is compatible.

B.Please refer to the user manual for specific steps to confirm if your car supports wired CarPlay.

2 、 What to do if the Bluetooth connection interface does not appear after connecting U2Air Pro to the vehicle?

A. Please check if your car supports wired CarPlay function and ensure that it is selected.

B. Please check if the USB cable is properly inserted, the port is secure, and the connection is tight.

C. Please try selecting other USB ports in your car while making sure no other devices are connected to those USB ports.

D. Please try to restore the original car system to factory settings and then reconnect.

E. You can try replacing the USB cable (you can use an Android phone's data cable as a replacement).

F. Perform a firmware version upgrade using a computer.

G. If the problem is still not solved, please report a log in this APP, indicating the car model and years, fault phenomenon, car VIN number (car driving number).

3.What to do if the U2Air Pro crashes and reboots when connected to the vehicle for the first time?

Some cars need to reboot to adapt the screen resolution after the connection. This is a normal.

4、 When the phone is connected to U2Air Pro for the first time, what should I do if the car screen crashes, reboots, or fails to connect

No need to disconnect the connected phone, re-plug the U2Air Pro, and wait for the automatic connection. This is a normal.

5.How to switch to wired Carplay?

If you want to use the wired Carplay, you can disconnect our product to use the original wired Carplay function directly.

6、 Why can't I connect to wireless CarPlay

- A. Select "Allow" when the "Use Carplay" page pops up on your phone.
- B. iPhone-Settings-General-CarPlay, clear connected device records ;
iPhone-Settings-General-Transfer or Reset iPhone-Reset-Reset Network Settings, restart the phone and re-plug the adapter.
- C. If it still can't connect, don't disconnect the connected mobile phone, re-plug the U2Air Pro, and wait for the automatic connection.
- D. Please perform an update in this APP to test if the problem not be solved.

7.What should I do if I can't display it in full screen?

Since the product works through the original carplay protocol, the size of the wired carplay screen is the same as the wireless carplay.

8.What should I do if my U2Air Pro frequently disconnects, reboots repeatedly, or does not power on ?

- A.Please check that the USB cable is inserted correctly, tightly, and in place.
- B.Please try to replace the USB cable (can be replaced with an Android phone cable.)
- C. You can try upgrading the firmware version using a computer.
- D.If the problem is still not solved, please report a log in this APP, indicating the car model and years, fault phenomenon, car VIN number (car driving number).

9.What should I do if the music frequently stutters during use?

- A.Restart the phone and re-plug the adapter, then make sure the phone's network connection is working.
- B.Please try to change another music app
- C.Please follow the steps in the manual to update to the latest version.
- D.If the problem is still not solved, please report a log in this APP, indicating the car model and years, fault phenomenon, car VIN number (car driving number).

10. Why does the steering wheel control of the previous song, next song, answer the phone button not work?

- A. Please try to use the on-screen controls or the voice controls.
- B. Please follow the steps in the manual to update to the latest version.
- C. If the problem is still not solved, please report a log in this APP, indicating the car model and years, fault phenomenon, car VIN number (car driving number).

11. What should I do if I encounter issues with screen flickering, black screen, or incomplete display?

Please perform an update in this APP first. If the problem is still not solved, please report a log in this APP, indicating the car model and years, fault phenomenon, car VIN number (car driving number).

12. What should I do if there is no sound during phone calls?

After connecting the U2Air Pro, ensure your phone's Bluetooth is disabled and not connected to any other devices, including the vehicle's native Bluetooth system.

13. Why can't I zoom in or out on Google Maps

As the product is developed based on the CarPlay protocol, which does not support multi-touch, Android devices converted via the CarPlay protocol also lack multi-touch capabilities. Consequently, Google Maps cannot be zoomed using finger gestures. However, you can use the +/- icons in the lower right corner of the map to zoom in and out. This is normal.

14. Should I reconnect my phone each time I start my vehicle?

- A. Normally, manual reconnection is not required, as the U2Air Pro automatically connects to your phone and enters CarPlay mode
- B. If you experience difficulties with automatic reconnection upon starting your vehicle, necessitating the unplugging and replugging of the device, follow the manual's instructions to adjust the delay mode to Delay Mode 2 via the backend website 192.168.1.101.

15. Is it necessary to connect the device to both Wi-Fi and Bluetooth?

During CarPlay connection, your phone must connect to the U2Air Pro's Bluetooth, after which the phone automatically connects to the device's Wi-Fi to enable wireless CarPlay functionality.

16. Can multiple phones be connected to the adapter?

Yes, multiple phones can be connected to the adapter, but only one device can be connected at a time. To switch to another phone, disable the connected phone's Wi-Fi and Bluetooth, and then connect the other phone once the adapter returns to the Bluetooth connection screen.

17. How long does it take for the device to successfully connect to my phone after starting the vehicle?

The connection process typically takes between 30 seconds and 1 minute, depending on the vehicle.

18. Can the U2Air Pro be used to watch Netflix videos?

The U2Air Pro is designed to convert wired CarPlay to wireless CarPlay and does not support video playback

19. Can the U2Air Pro be used with aftermarket head units

If the aftermarket head unit has functional wired CarPlay, you can try using the U2Air Pro. However, due to differences between domestic and international head units, some may be incompatible

20. Will the adapter drain the vehicle's battery when the car is locked?

If the vehicle's USB port continuously supplies power even when the car is turned off, it is recommended to disconnect the U2Air Pro from the vehicle before locking it. When not in use, the U2Air Pro consumes approximately 0.5 watts per hour.

21, Does the U2Air Pro have build-in GPS?

The U2Air Pro does not have a build-in GPS. The GPS signal required for CarPlay maps comes from your phone's GPS signal.

22. Why are incoming calls not displayed on the screen?

- A. Ensure that your phone is not connected to the vehicle's native Bluetooth system.
- B. If you have ascertained that your phone is not connected to the vehicle's native Bluetooth system and the issue persists, update to the latest version and test.
- C. If the problem remains after updating to the latest version, please submit a LOG following the manual's instructions, specifying the vehicle's make, year, malfunction, and VIN (Vehicle Identification Number). Provide a screenshot of the successful upload to our engineers for prompt analysis.