

CarlinKit AI Box Frequently Asked Questions

Problem 1: The box has been inserted into the SIM card, but can not network

Solution: Check whether there is a 4G signal

If you are using your own SIM card, first let plug into the phone whether you can normally access the Internet, the phone can access the Internet then check the APN information, and then fill in the APN information to the box, if it still does not work, grab the network log to us.

Problem 2: Cannot enter the system

Solution:

First of all, whether the phone directly connected to the car can enter the carplay, if not, it is not supported by the car.

Secondly, plug in the box lights up after a short period of time, the two lights all out, such as out of the need to add a dichotomous line. Can also try methods: restore factory settings phone ignore the connected WiFi and Bluetooth signal, restart the phone, the box to delete the connected records, replace the MFI certification data cable, catch log.

Problem 3: GPS positioning slow / positioning failure

Solution: First of all, see if the box location is blocked, whether the car has metal film, see if the car can be positioned in the open, try to go to the settings - factory settings enter "4545", open the original GPS or add signal amplifier

Problem 4: the use of certain self-contained software is missing, APK installer also shows installed

Solution: first restore the factory settings of the box, if still not to the factory settings, check whether the software is disabled

Problem 5: Carplay connects normally, but Android Auto fails to connect

Solution: Change the resolution of Android Auto on your phone
(tutorial:https://www.youtube.com/shorts/W6Gj_GQbjqw)

Problem phenomenon 6: noise and lag when playing video or listening to music

Solution: Turn off "Google Maps Wake Up"

Problem 7: Explain why Bluetooth and wifi are turned off when connected to carplay or android auto

Solution: Hotspot is needed to connect to carplay, hotspot and wifi are mutually exclusive, so wifi will be turned off; audio goes wireless protocol, so Bluetooth should be disconnected; otherwise there will be problems with sound.

Problem 8:How to upgrade the product version

Solution:

●●Preparation materials: Carplay AI Box, TF card, U disk.

1. Format the TF card to FAT32, decompress it, and copy the "update" file into the TF card (the file name must be "update" in the TF card)

【Contact the seller for the upgrade version file】

2. Insert the TF card into the product, the system will automatically remind whether to update or not, click update

3. The box will automatically enter the upgrade (upgrade time lasts five minutes, do not unplug the box in the middle)

4. When you see the product interface again, the system will automatically load the software application

Note!

*Do not power off the upgrade process

*The upgrade time lasts five minutes, do not unplug the box in the middle.

*During the upgrade process, the box will flash red and green lights at the same time.