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Instruction Manual 

ZZ2 ITZ-NTG4-A, ITZ-NTG4-SLS Advanced CarPlay/Android Auto integration



Advanced CarPlay/Android Auto integration for Mercedes vehicles equipped with NTG4 system

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Components



- ZZ Play Interface
- LVDS-IN Cable



- LVDS-OUT Cable



- Main Harness



- BT/WIFI SMB Antenna



- Velcro for module

DIP Switch Settings

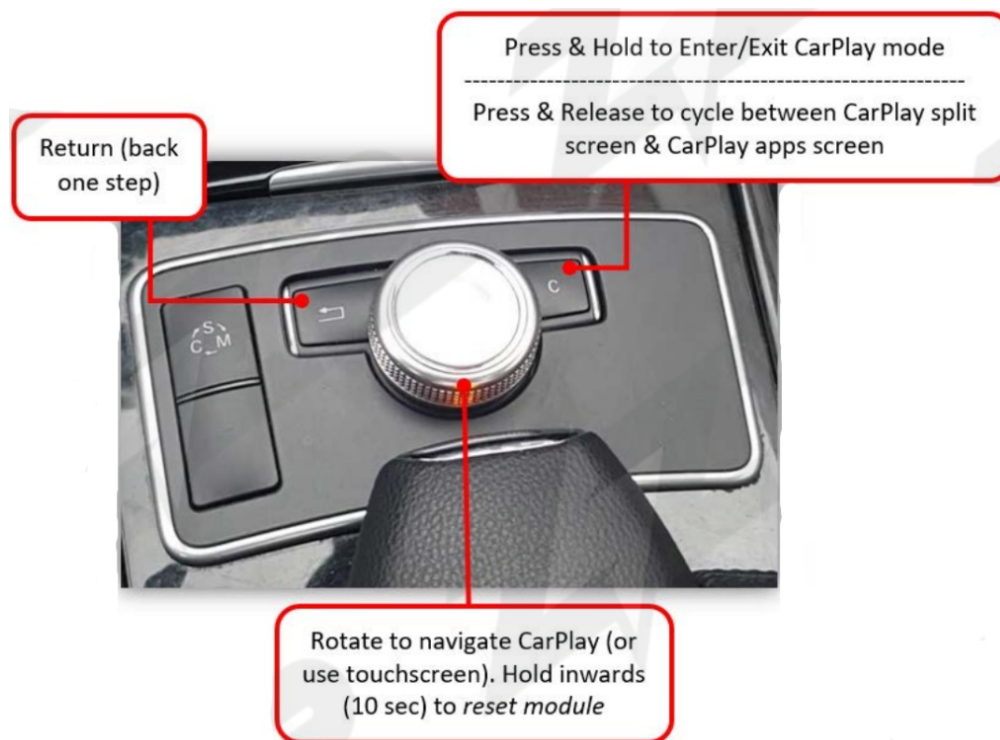
Disconnect power before adjusting dip switches.



1	2	3	4	5	Screen Size
ON	ON	ON	OFF	OFF	7" type 1
ON	ON	ON	OFF	ON	7" type 2
ON	ON	ON	ON	OFF	5.8" type 1
ON	ON	ON	ON	ON	5.8" type 2

User Operation

ATTENTION: RADIO MUST BE ON AUX MODE TO HEAR AUDIO FROM CARPLAY THROUGH THE SPEAKERS

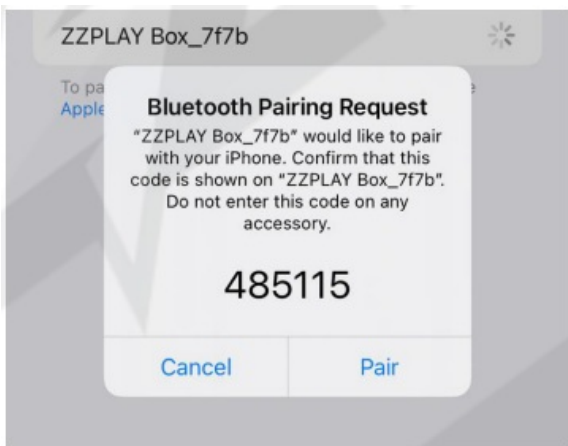


How to connect to Apple CarPlay / How to setup Bluetooth Phone Calls

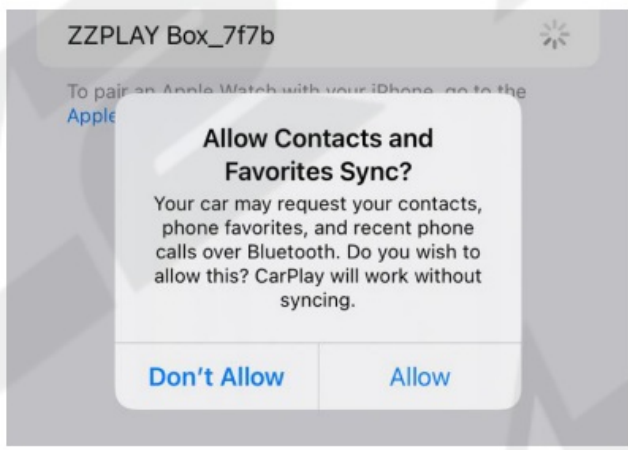
1. If you would like to use a cable to connect your iPhone, please use a certified Apple cable.
2. If you would like to use a wireless connectivity, please follow the next steps.
3. Before pairing the iPhone with the system, please make sure you do a “hard reset” on the phone in order to prevent any malfunction. (Check phone manual/online)
4. Once you are done with the previous step go to Settings > Bluetooth and the phone should be able to find a Bluetooth device called ZZPLAY***** under the Other Devices.



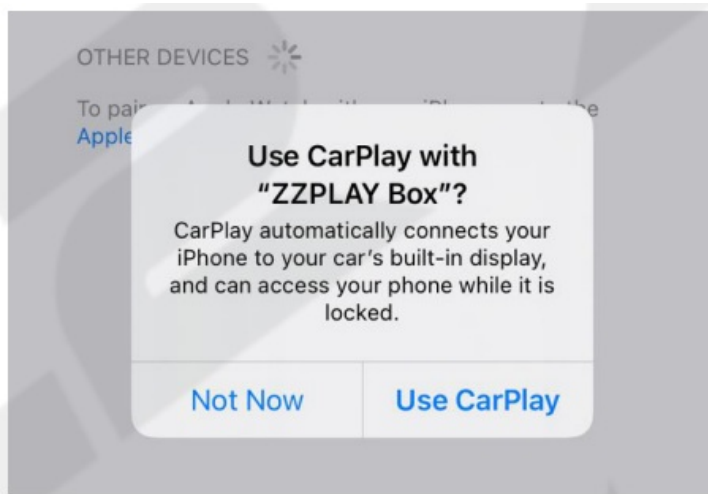
5. Select ZZPLAY***** and a Bluetooth Pairing Request will be displayed on the screen with a code. Select “PAIR”.



6. Right after the Pairing notification a new request to Sync your contact with the car will be displayed. Select “ALLOW” in order to have caller ID and access to your contacts through CarPlay.



7. A notification asking for a permission to connect your iPhone to the car even when the phone is locked will pop up. Select “Use CarPlay” and the CarPlay main screen should show up on the factory radio screen.



8. When the phone is connected and paired properly, the screen will automatically switch to CarPlay. Once you are in CarPlay mode, if ever necessary, select the ZZ2 app to go to the interface's main menu.

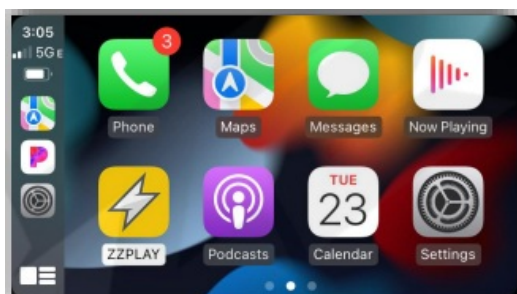
ZZPLAY Interface Main Menu



ZZPLAY Interface Settings Menu

The next few pages overview the ZZPLAY interface, navigating settings and explains entering/exiting all menus. There are (2) menu systems that exist outside of the OE radio system: Carplay (or Android Auto) menu and the ZZPLAY Interface Menu. They operate independent of each other (the ZZPLAY Interface menu will function regardless of whether or not a phone is connected to the module). Settings found inside Carplay will only affect CarPlay functionality. Settings for the ZZPLAY Interface control things like reverse camera settings, audio output control settings and other vehicle/interface-specific parameters.

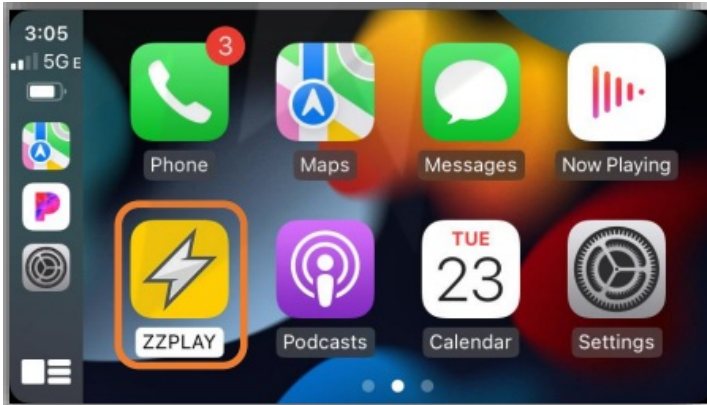
CARPLAY



ZZPLAY INTERFACE MENU



To enter the ZZPLAY Interface Menu from the CARPLAY system, locate the ZZPLAY tile and select it. If there is no phone connected, simply using the activation button (which normally brings you into CARPLAY mode) will enter you in the ZZPLAY Interface Menu.



Selecting 'Settings' will bring you to the ZZPLAY Interface Setup Menu with all options pertaining to the specific vehicle and install.



General:

Allows adjustments for global volume control and navigation (specific) volume control output. Also there is an option for auto-pairing the user's handset.



Car Setting:

Allows adjustments for camera(s) and MIC options.

These options are specific to the how the interface handles camera triggers and types (data vs analog wire, OEM vs aftermarket etc). A few other vehicle-specific settings can be found here as well.



Display:

Allows adjustments for brightness, contrast & saturation



System:

Shows hardware & Software information.



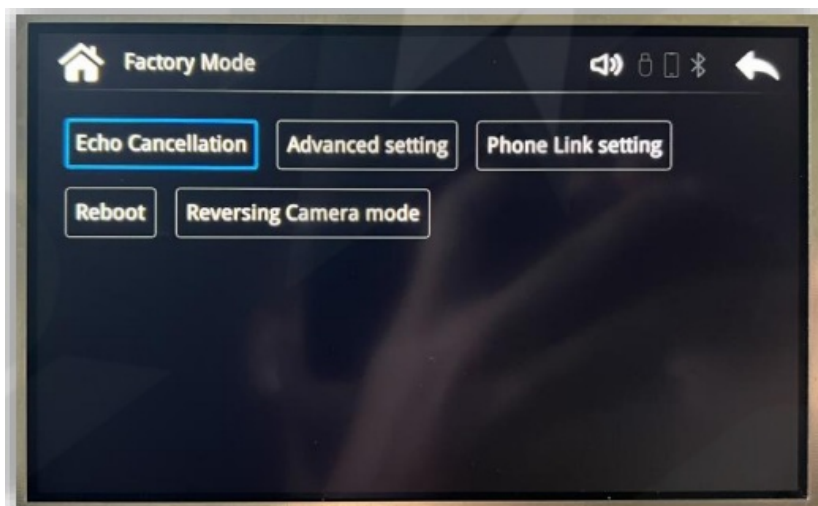
Factory Mode:

Echo Cancellation: Run this to get the best possible performance out of the provided microphone (if equipped)

Advanced Setting: Stores settings that do not need adjustment at this time from end user.

Phone Link Setting: Use these settings if you want a specific type of handset (iPhone vs Android) to be wired only / or wireless only.

Helpful for when 2 handsets are in the vehicle at the same time.



Reboot: press to reboot the ZZPLAY system without turning vehicle off.

Reversing Camera Mode: typically does not need adjustment, but adjusts video standard for connected cameras.

Sound:

Allows bass, mid & treble adjustments for audio output.



Phone Link Setting



ITZ-NTG4-A FAQ

Question: I can't hear any audio from the CarPlay/Android Auto system.

Answer: Your OE system must be resting on AUX mode in order to hear any sound from the kit. This includes during phone calls. NOTE: Some systems AUX input are not labeled 'AUX', it may be labeled 'Media Interface' or there may be an audio conversion to the vehicle's USB input. Check with your installer for more information.

Question: I'm hearing reports of a lot of echo or delayed echo on audio during a phone call. Why is this happening and how can I eliminate this?

Answer: This happens because we are using the OEM AUX input for audio, and the AUX path travels through the OEM amplifier, where there is active time alignment & processing on this audio channel. There are a few ways to fix this problem, and there are Pros & Cons to each choice:

1. Use the OE Bluetooth system to handle all phone calls, and answer all incoming phone calls from the steering wheel, always. To dial out using this method, you must use SIRI or voice command activation (typically hold control knob down for 4 seconds). Some vehicles, when using the CarPlay/AA control in recent calls, the system will still use the OE Bluetooth to handle phone calls, but not all vehicles will operate this way. NOTE: This method will sound the best for both parties on the phone call – to use this method, you MUST be paired to the OEM Bluetooth system simultaneously with the ZZPLAY unit. PROs: sounds the best, and regardless of what audio source you're currently on, using this method will switch to a 'phone call state' and return you back to the source you were on (FM, AUX, etc) once the call is ended. CONs: Your phone must connect to both the ZZPLAY unit and the OE Bluetooth for every drive, and the reliability of these connections happening properly upon every startup will be lower (only about 90% vs 100%).
2. Use the built-in 'AEC Auto Setup', or 'Call Quality Test', or 'Echo Cancellation' tests to adjust MIC settings for the microphone input of the ZZPLAY unit. These tests are found in the ZZPLAY setup menu typically under 'Audio' or somewhere similar. Some vehicles require a level of adjustment which will never be achieved, in these cases use the OE Bluetooth system (see choice 1). PROs: If this method works, it is the most reliable way of using the kit. CONs: You MUST be on AUX in order to hear the person you're speaking with. IE: if you use FM or SAT, while using the visual from CarPlay (maps, for example) and a phone call comes in, you must switch to AUX mode before you will hear the person when you answer the call.
This is very cumbersome which is why we suggest to stay connected to the OE Bluetooth and allow the car to handle the phone calls.

Question: Sometimes my phone won't connect lately / Sometimes when it

connects the screen goes black / Sometimes CarPlay kicks me out back to the interface menu.

Answer: For iPhone users, you must perform a 'Hard Reset' on the phone in use on average twice a month to clear certain cache and reset the processors (this will not wipe any data). Google search 'Hard Reset iPhone 13' (or whatever version iPhone version you have) and perform that task. After this is done, you will see a difference in speed and reliability (of pairing/connecting).

Question: Incoming text responses from SIRI are silent on CarPlay. It mutes the audio but I don't hear the read-out.

Answer: This often happens for 2 reasons: The iPhone needs a hard-reset (see previous question), or the phone is connected to the vehicle's OE Bluetooth for both phone calls & audio (and the text read-outs are being sent to the vehicle BT source – you're on AUX source). You want to be connected to the vehicle for phone calls ONLY – for iPhone the only way to make this distinction is to adjust the phone setup on the OE radio side. Find your phone (name) in the Bluetooth or Phone setup in the OEM radio settings and disconnect as an audio player. NOTE: not all vehicles have this option, but it seems to happen mostly with cars that do have this option (Lexus, etc).

Question: Using Android, I cannot get the phone to reliably connect wirelessly (or at all).

Answer: Android phones are more finicky and iPhones with their wireless connectivity. Make sure the OS is fully up-to-date. Clear the cache on the Android Auto application. The Android OS must be at least version 11. Some phones (TCL, Motorola) seem to have protocols that don't play nice with every system. If you run into this, use a good USB-C cable for the Android Auto Connection instead.

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[929-220-1212](tel:929-220-1212)

Toll free: [877-241-2526](tel:877-241-2526)

Extension 2: Tech Support



Documents / Resources

	<p>ZZ2 ITZ-NTG4-A, ITZ-NTG4-SLS Advanced CarPlay/Android Auto integration [pdf] Instruction Manual</p> <p>ITZ-NTG4-A, ITZ-NTG4-SLS, ITZ-NTG4-A ITZ-NTG4-SLS Advanced CarPlay Android Auto integration, ITZ-NTG4-A ITZ-NTG4-SLS, Advanced CarPlay Android Auto integration, CarPlay Android Auto integration, Android Auto integration, Auto integration, integration</p>
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References

- [User Manual](#)

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◆ Advanced CarPlay-Android Auto Integration, Android Auto Integration, Auto Integration, CarPlay-Android Auto Integration, Integration, ITZ-NTG4-A, ITZ-NTG4-A ITZ-NTG4-SLS, ITZ-NTG4-A ITZ-NTG4-SLS Advanced CarPlay Android Auto integration, ITZ-NTG4-SLS, ZZ2

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