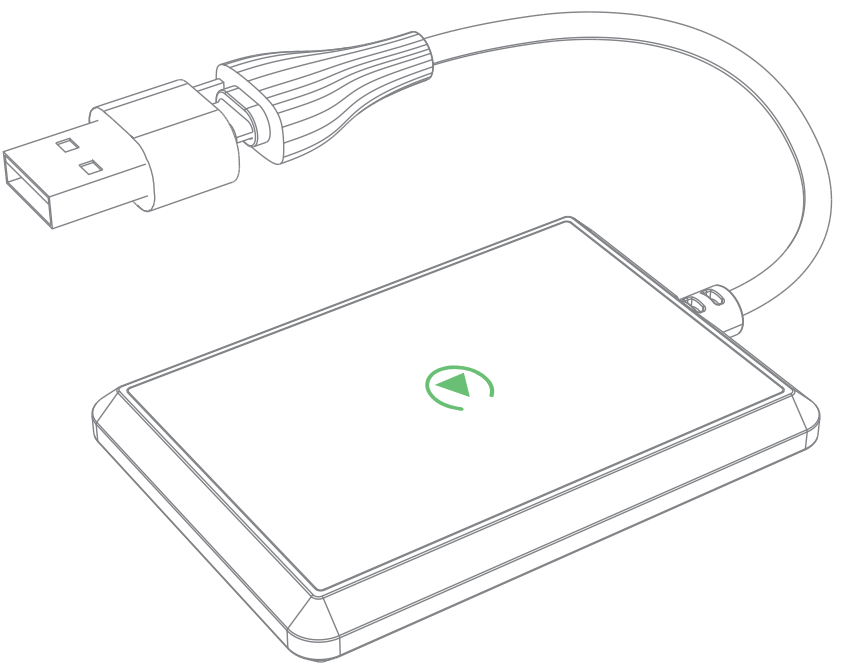
AOGUERBE

# WIRELESS
## Carplay Adapter

Model No .: C01



# USER MANUAL

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# Important Instructions

Please read the manual carefully before use and we recommend keeping this manual for future reference.

## Notice

1. This Wireless Carplay Adapter is designed to work exclusively with iPhone and is not compatible with other smartphones or tablets.

2. This Wireless CarPlay Adapter is designed exclusively for cars that already have their own wired CarPlay function and do not support cars without CarPlay functionality.

3. Only iPhone 6 and later models are compatible with this Wireless CarPlay Adapter. Please note that your iPhone operating system must be iOS 10 or higher in order to use this Adapter.

4. If your car hasbeen customized with features (such as front-facing camera monitoring, car 360 surround monitoring, etc.), there will be a successful connection but there is a probability of a black screen appearing, This is not indicative of a product. issue. In such cases, we recommend reaching out to our customer service team promptly to help you find a solution.

5. When connecting Wireless Carplay, please ensure that is only connected to the Bluetooth and Wi-Fi signals Smart Dongle-xxxx of the Wireless Carplay Adapter (xxxx is the product serial number, the product serial number shall be based on the actual receipt of goods) do not connect to the Bluetooth and Wi-Fi signals of the vehicle system to avoid signal conflict.

6. During the connection process, please ensure that only the user's iphone is connected to the Bluetooth and Wi-Fi signal Smart Dongle-xxxx from the Wireless Carplay Adapter.

## Pay More Attention

**Notice**: "Smart Dongle-xxxx"Bluetooth plays a pairing role in the operation of the Carplay. When the pairing is completed, it only needs Wi-Fi to keep working, so it doesn't matter if you turn off Bluetooth. Please note that when you use it next time, you still need to turn on the phone's Bluetooth, so that the Wireless Carplay Adapter,can be automatically paired and connected.

1. While using the Wireless CarPlay feature, your mobile phone's Wi-Fi will be connected to"Smart Dongle-xxxx" Wi-Fi which is broadcasted by the Wireless CarPlay Adapter. Please note that other Wi-Fi connections cannot be used during this time. If the other Wi-Fi conflicts with the Wi-Fi of the Wireless Carplay Adapter, it may be necessary to manually disconnect the other Wi-Fi to maintain the use of Wireless Carplay.

2. The automatic connection feature of the Wireless Carplay Adapter requires you to keep your phone's Wi-Fi and Bluetooth available. In addition, please set the Wireless Carplay Adapter's Smart Dongle-xxXX Wi-Fi signal network to "Auto Join":

   A. Settings>WLAN>Ask to Join Networks: select "Notify";
   B. Settings>WLAN>Click the"ⓘ" symbol on the far right of "Smart Dongle-xxxx">Turn on"Auto-Join".

3. The Wireless Carplay Adapter will disconnect the Bluetooth connection with your phone after pairing. If the phone's Bluetooth connects to other devices at this time, it may cause Carplay mic input or sound playing to be unavailable. You may need

to manually disconnect your phone from the other Bluetooth or switch off the Bluetooth directly to fix it.

A. Settings > Bluetooth > Choose the Bluetooth that comes with the car like "Car model xxxx" > Click the exclamation mark: select "Forget This Device";

## Specifications

**Wi-Fi signal name:**

Smart Dongle-xxxx (xxxx is the product serial number, the product serial number depends on the actual receipt of goods)

**Bluetooth signal name:**

Smart Dongle-xxxx (xxxx is the product serial number, the product serial number depends on the actual receipt of goods)

**Input interface:**

USB-A Male/Equipped with USB-A TYPE-C externall Adapter

**Input voltage:** 5V

**Wi-Fi Bluetooth module frequency:**

Bluetooth 2.4GHz, Wi-Fi 2.4-5.8GHz

**Support Bluetooth version:** Bluetooth 2.1+EDR/3.0/4.X/5

**Wi-Fi format:** WEP/WPA2/WPA3-SAE PERSONAL MFP

**Applicable system version:** iOS10+

**Support mobile phone:** iPhone 6 & later iPhone models

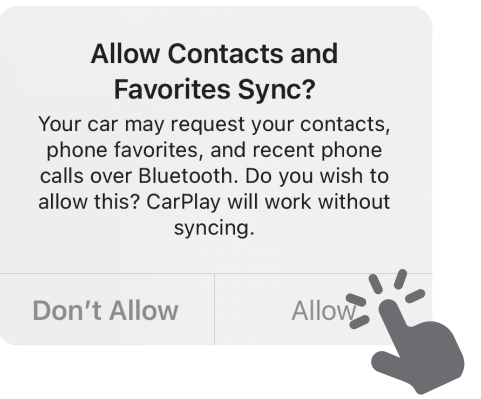
## What's in the Box

1× Wireless Carplay Adapter

1 x User Manual

## Find Your Carplay and Use It

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

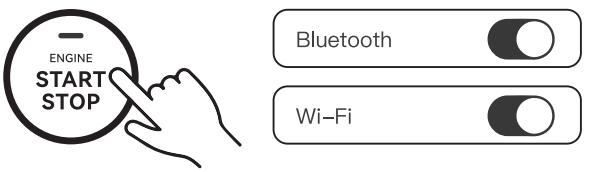



**Method 2**: If there is a Carplay icon in the car stereo menu, that your car has built-in Apple Carplay.

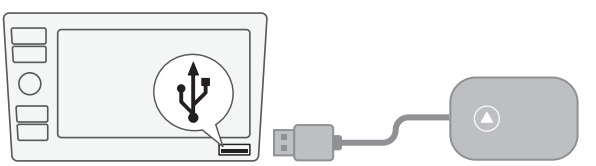
**Method 3**: Contact your car dealer for help.

## Setup Step

1. Start the car and wait for the car engine system to load. Keep your phone's Bluetooth and Wi-Fi enabled and not connected to any other signals.




2. Connect the Wireless Carplay Adapter to your vehicle's USB or USB C port with apple Carplay functionality. Note that if your car has more than one port, make sure to plug the Wireless Carplay into the USB or USB C port of the wired Carplay (with a diagram of the data transfer ports, some of the ports will be wrapped in a white wire frame)



3. Once the Wireless Carplay Adapter is successfully connected to the car,(please note that some cars may require selecting the CarPlay option on the display screen to initiate it), you'll see the following message on your car's display screen, indicating a successful connection between the Wireless CarPlay Adapter and your vehicle.

4. Open the Bluetooth interface of the mobile phone, find the Bluetooth signal of the Wireless carplay Adapter"Smart Dongle-xxxx",Click pairing,the phone will prompt "Bluetooth pairing request", click all prompts "allow", wait a few seconds to connect successfully. (Most will automatically access whether the phone matches, no need to manually click)

5. The Wi-Fi of the iphone will automatically connect to the Wi-Fi signal"Smart Dongle-xxxx"of the Wireless carplay Adapter. Do not connect to it or any other Wi-Fi signals at this time. Please ensure that the Wi-Fi is not connected to other Wi-Fi signals.

6. When the car screen switches to the carplay control interface, it means that the connection has been successful.

7. After the intial pairing, when you use the Wireless Carplay Adapter again, it will automatically connect to your iPhone (ensure that your phone's Wi-Fi and Bluetooth are enabled). In certain cars, you may need to tap the CarPlay icon on your car's display to initiate the connection.

# Online Firmware Upgrade

## Premise

1. If the Wireless Carplay Adapter works properly, it means the current version is compatible with your car.

2. Only try this solution when the problem you encountered cannot be resolved by the solutions in the "FAQ" list.

3. If the Wireless Carplay Adapter has problems after updating, please "restore factory Settings".

## How to Update/ Enter the Settings Interface

1. Power up the Wireless Carplay Adapter, it is recommended to use the charging-only port.
2. Connect the Wireless Carplay Adapter's Wi-Fi, the password is "12345678".
3. Open Safari and enter "192.168.18.8", then tap"Update". (*Please refer to Picture 1 for further information: Note1)
4. On the same page, you could also fill in the car make, model years, and issue details, next tap "Submit" to report the issue. Our engineers will document your problem and research possible solutions.

5. After the upgrade is complete, please restart the phone once before using the Wreless Carplay Adapter.

## *if the update fails, please try the following:

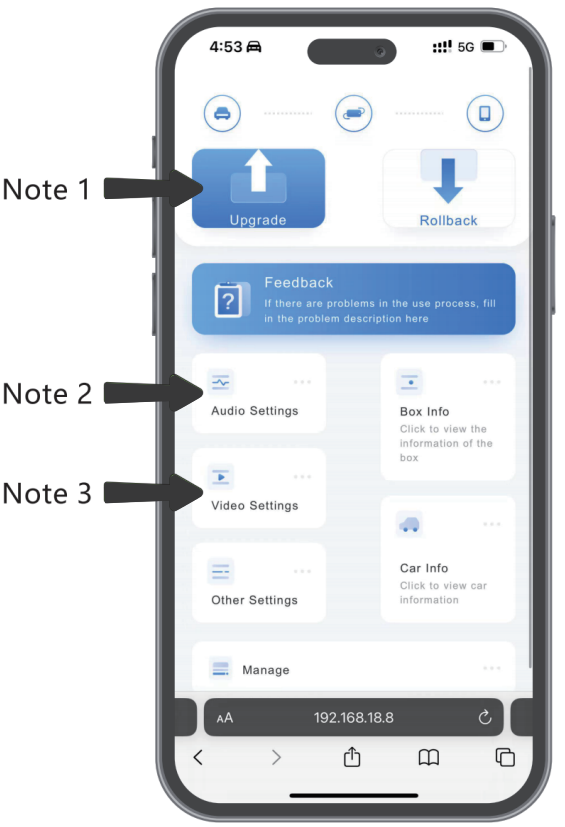
A. Turn off your phone's Bluetooth;

B. Enter the WLAN Settings of the phone and forget the Smart Dongle-xxxx Wi-Fi signal of the Wireless Carplay Adapter;

C. Research and re-connect the"Smart Dongle-xxxx" in the phone's Wi-Fi list.

D.Try to update again on"192.168.18.8".

If your problem is not finally resolved, please contact us for help.




Example Figure 1

## FAQs & Troubleshooting

**What is the password to connect to Wi-Fi?**

**Possible Causes**: The first thing we need to connect is Bluetooth, after the Bluetooth connection is successful, the Wi-Fi will be automatically connected, and no manual password is required

**Solution:** When pairing Bluetooth, make sure Wi-Fi is on and not occupied.

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**The indicator light of the Wireless Carplay Adapter is still on after the car is turned off.**

**Possible Causes**: The lights on the Wireless Carplay Adapter do not turn off immediately, but takes a while. Rest assured that its power consumption is minimal and will not drain the car battery.

**Solution:** No operation

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**Can't find the Bluetooth or Wi-Fi signal Smart Dongle-xxxx of the Wireless Carplay Adapter?**

**Possible Causes:** 1. The Wi-Fi and Bluetooth modules of the mobile phone are defective. 2. The Wireless Carplay Adapter has defects

**Solution**: If convenient, you can test it with another iPhone. If only a specific iPhone cannot find the Bluetooth or Wi-Fi of the Wireless Carplay Adapter, please try to reset the network and Bluetooth settings of this iPhone and then restart the phone once; if the same problem happens on other iPhones, the unit may be defective. In this case, please let us

know and we will refund you or send you a replacement.In this case, please let us know and we will refund you or send you a replacement.

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**Audio input or output issues: calls rejected or forwarded to voicemail/no play sound/microphone not working/music playback interrupted or paused/voice functioning abnormally ...**

**Possible Causes**: The Bluetooth connection has multiple connections, the background device of the mobile phone occupies the Bluetooth device, and the audio output selection is wrong

**Solution: 1)** Please check your phone's Bluetooth to see if it is connected to another device. If so, please ignore other auto-connected Bluetooth devices or turn off the Bluetooth directly.

A.Settings> Bluetooth> Choose the Bluetooth that comes with the car like "Car model xxxx" >Click the exclamation mark: select "Forget This Device";

2) Clear the programs running in the background of your phone when using the Wireless Carplay Adapter.

3) When on a call, check that your "Audio" output option is Carplay.

* Note: Bluetooth plays a pairing role in the work of the Wireless Carplay Adapter When the pairing is completed, it only needs Wi-Fi to keep working, so it doesn't matter to turn off Bluetooth. But when you use it next time, you'll still need Bluetooth on so the Carplay Wireless Adapter can automatically pair and connect..

**Persistent disconnection?**

**Possible Causes**: The Wi-Fi connection is disrupted
**Solution: 1)** The Wireless Carplay Adapter relies on a Wi-Fi connection to your phone to work. Dropped connections are usually caused by Wi-Fi interference. Do you have other Wi-Fi devices in your car, such as a car camera with a Wi-Fi function? If so, you may need to ignore other Wi-Fi networks when using the Wireless Carplay Adapter.

2) You can also improve this problem by resetting your mobile WLAN network. Also, updating the firmware of your Wireless Carplay Adapter is worth trying.

Reset network settings (this will cause you to reenter your password when using a network you have previously connected to)

Go to Settings> General >Transfer or Reset iPhone> Reset> Reset Network Settings.

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**Can the Wireless Carplay Adapter be paired with multiple phones?**

**Solution**: The Wireless Carplay Adapter can be paired with multiple iPhones,but only one device can be connected at a time.

If you would like to pair it with a new iPhone, please disconnect the current iPhone being used.

Please note, by Bluetooth function default, the dongle's system will only auto-connect back to the last used iPhone.

**Unable to automatically reconnect?**

**Possible Causes**: Phone Settings conflict

**Solution: 1) In some cars, you need to select**

"automatic connection" in the Carplay settings so that the automatic connection function of the Wireless Carplay Adapter. can be used.

**2) Check phone settings:**

A.Settings> WLAN> Ask to Join Networks: select "Notify";

B.Settings>WLAN>Click the "ⓘ" symbol on the far right of" Smart Dongle-xxxx>Turn on "Auto-Join".

**3) Other cases:**

A.Please make sure that the Bluetooth and Wi-Fi functions of your mobile phone are turned on and the Bluetooth is not paired to any other devices when you get in the car.

B. Clear the pairing history, restart the phone, and pair the phone again.

C. Update the firmware.

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**When the phone plays videos, the audio is not synchronized with the video?**

**Solution**: Even the original Wireless Carplay that comes with the car also has an audio delay when watching the video. This is due to video transcoding is more complex than normal audio file transcoding and takes longer to process. We have used a dual module design to improve product transmission speed. This is a normal problem of Wireless Carplay, not the Adapter's problem.

**Car screen goes black after pairing?**

**Solution:** When you pair it for the first time, you need to keep the Wi-Fi turned on (no need to manually connect to the Wireless Carplay Adapter's Wi-Fi at this time), and then you pair to Bluetooth. When the Bluetooth pairing is successful, the Wi-Fi will automatically become connected to the dongle. You can check whether your Wi-Fi has automatically changed to the state of connecting the dongle when this page appears. If not, please unplug the Wireless Carplay Adapter'- ignore the "Smart Dongle-xxxx" on your Bluetooth list restart your phone once-plug the dongle and repair it again.

2) If it still doesn't work, please try to update the firmware.

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**Audio lag or sound quality problem (excluding audio delay during video playback)?**

**Possible Causes**: The audio stream mode has a frequency conflict with the vehicle system

**Solution**: Modify the "Audio streaming mode": Enter the dongle's firmware update interface;

1. Power on the Wireless Carplay Adapter. It is recommended to use the charging port only.

2. Connect the Wi-Fi of the Wireless Carplay Adapter, and the password is"12345678".

3. Open the Safari browser and enter 192.168.18.8.
   (*Please refer to Picture 1 for further information: Note2)

1)Find "Audio streaming mode"- there are 4 optional modes:

**Default** -- A fixed setting suitable for most car models;
**Mode 1**--A fixed setting suitable for some car models;
**Mode 2** --Adaptive settings based on car parameters
**Mode 3** -- Unmodified car audio output settings

**Usually, we recommend using the default mode and mode**

2) You can also try other modes to get the best results.
3) Please restart your phone before using the dongle again.
4) If this method does not work, please return the "Audio streaming mode" to the "Default", and then try to upgrade the Wireless Carplay Adapter.

**When pairing, Carplay does not start or the car prompts that the device is not compatible/- does not recognize the USB.**

**Solution**: Modify the "Delayed start" mode:

1. Enter the Wireless Carplay Adapter 's firmware update interface;
2. Power on the Wireless Carplay Adapter. It is recommended to use the charging port only.
3. Connect the Wi-Fi of the Wireless Carplay Adapter, and the password is "12345678".
4. Open the Safari browser and enter "192.168.18.8".

(*Please refer to Picture 1 for further information: Note2)

1). Look for "Delayed Start" -change the mode from "default" to "Mode 1";
2). Please restart your phone before using the dongle again.

3). If this method does not work, please return the "Delayed start" mode to the "Default", and then try to upgrade the Wireless Carplay adpater.

NOTE: The "Video streaming mode" does not need to be changed.

**Note**: If you have tried troubleshooting the issue based on the above information and the problem persists, please contact after-sales support.Unauthorized repair personnel are strictly prohibited from disassembling or assembling the unit.

# Waranty Information

Smart Dongle Wireless Carplay Adapter is warranted against defects in materials and workmanship for a period of one year from the date of purchase. In the event that a defect covered by this warranty occurs during the period stated above, please contact after-sales support for assistance.

The warranty doesn't not apply under the following conditions:

1. The one-year warranty period has expired.
2. All product damage caused by mishandling and improper use according to the user manual instructions.
3. Damage caused by repairs made by the customer or unauthorized repair service personnel.
4. Damage caused by human factors (such as dropping, water submerging, use of unknown liquid corrosion, etc.).

## WARRANTY & SERVICE

Warranty (in the case of non-artificial damage)

1. Lifetime technical support;
2. Not working.
3. Fail to connect.
4. Blank screen.
5. Audio is not smooth.
6. Intermittent failure.
7. Connection delay, multimedia delay.
8. Receipt of defective, damaged products.

# Customer Support

**Contact Us on Amazon:**

a. Go to "Your orders" on your Amazon account;
b. Find the corresponding order;
c. Select "Problem with order" and choose the topic;
d.Select "Contact seller".

If there is any issue while using the Adapter or any dissatisfaction, we sincerely hope to have an opportunity to make it right.

Support Hours

Mon-Fri: We will reply you within 24 hoursWeekends: We will reply you within 48 hours

* Please feel free to contact us if you have any questions. Your satisfaction is our goal!

Made in China