

Frequently Asked Questions (FAQ) and Answers

1) The device cannot turn on?

Check if car battery is connected correctly or not and check related fuse to be sure that there is no disconnection.

Check cable connections of the unit.

Push Reset button on the device.

2) The sound comes from device but no display?

Restart the device from Reset button.

3) While starting the device, the logo remains in car emblem?

Restart the device by disconnecting your connected apparatus as USB, SD, etc. from the device.

4) The key or keys on the device do not issue any command?

Check the buttons if any is pressed.

Clean the buttons till there is no fingerprint.

Restart the device.

5) Touch screen is not working, it runs fast or be late?

If the protective transparent gelatin is attached to the screen, try it by removing it.

Refresh the calibration setting from device settings.

Restart the device.

6) Mobile phones cannot connect to Bluetooth of the device?

Please make sure that your device is connected before.

If the pre-connected phone does not connect again, delete the device information from the phone and try to connect it again.

Please make sure that Bluetooth of your mobile phone is ON.

Please make sure that the Multimedia Bluetooth is ON and searching function is active.

Check the Bluetooth name from device menu.

Try with another mobile.

7) There is no sound while talking via Bluetooth?

If there is no sound in the phone, hang up the phone and make call again.

If there is no sound from the speaker, make sure that the volume of the device is turned up.

Please make sure that the authorization in the phone settings is enabled on the phone.

Check if there is any sound in the Bluetooth music screen.

Try with another mobile.

8) Cannot transfer the phone book to the device?

Please make sure that you press the contacts transfer icon.

Turn on the "sync contacts" setting in the Bluetooth submenu on iPhones.

On Android-based phones, accept the phone book permission notification after Bluetooth matching.

Delete the Bluetooth matching from your device and phone and match again.

Try with another phone.

9) When the phone book is transferred to the device, the contacts appear as Last Name-Name instead of Name-Surname?

Try with another phone.

Check your phone's contacts settings. Name-Surname indicator settings may be set incorrectly.

Note: Some phone brands may experience problems due to their manufacturers.

10) Navigation map cannot be opened?

Please make sure that the Navigation APK files are installed on the device.

Please make sure that there is IGO folder in the file manager.

Please make sure that the "navigation shortcut" icon definition is made correctly in the settings.

Please contact to authorized service or the dealer.

11) Navigation cannot detect the signal?

Pay attention that the car is not in a closed area such as parking lot, tunnel, etc.

Enter the "GPS Signal" section from the device settings page, check the device signal status. If there is a signal on the device but the navigation does not find a location, enter the "File Manager" and delete the "Save" folder in the "Igo File". Test again by logging into the navigation.

If there is no signal on the GPS screen, contact the authorized service for antenna control.

12) How to update navigation?

Click to enter: www.naviextras.com , click "Sign up" then choose "Product Selection" and enter "ESSEGRUP", choose your device model and follow the steps below:

- Enter your personal information then download and install the "toolbox" program on your computer.
- Insert a completely empty USB stick into the device in the vehicle.
- Click on the "Synctool" program in the Applications menu.
- After scanning for a short time, it will send files to the memory.
- Plug the loaded USB stick into the computer.
- After updating via "Toolbox", insert the USB stick into the device in the vehicle.
- Click on the "Synctool" icon, click the checkbox when it switches to the autoloading screen.
- When the installation is completed you can remove the USB.

13) Device cannot read the USB?

Try another USB.

Change the USB protocol versions to 1.0 or 2.0 in the device settings and try again.

Restore the device from the settings menu.

Please contact to authorized service or the dealer.

14) How to adjust Wi-Fi connection?

Enter the Android Settings page and follow the steps below:

- Open Wi-Fi.

- Choose your Wi-Fi name you see on the scanning screen and enter your password then choose “Connect”.

15) Radio frequency does not receive, how to fix it?

Please test it by tuning several different radio frequencies. If there is a problem with more than one frequency, it is a regional problem and it will be fixed by switching to a different region.

Please make sure that your device antenna is original or not get any damage.

If you change your city, please scan again.

Please make sure the “DX Local Selection” is correctly chosen according to the region.

Local region selection will be “DX”, urban region selection will be “Local”.

Please contact to authorized service or the dealer.

16) Radio is scanning by itself?

Please make sure that TA traffic announcement function is off.

Please make sure that AF alternative frequency function is off.

Long press to the frequency info screen in the middle part of the menu.

17) Mirror-link feature does not transfer the phone screen to the device?

Check if your mobile model and software version are available in the compatible products list of the device.

Try with different mobile or connection cable. (There is no need any cable for IOS)

Note: In order to set a wireless connection on Android phones, you must connect with a cable once.

Check if the USB debugging setting is activated on Android phones.

You can activate the developer options by pressing the build number more than 5 times.

(settings - about phone - software info - build number)

Check if the EasyConnect program has been successfully installed on your phone.

Please make sure that the EasyConnect application is up to date in your device.

Please make sure that the access point (Wi-Fi Hotspot) on iPhones is connected to the device without any problem.

Please make sure Android phones are connected with the original data cable.

Please contact to authorized service or the dealer.

To activate USB mode;

<https://youtu.be/RfpDT-n289Y>

For barcode application;

<https://play.google.com/store/apps/details?id=com.gamma.scan&hl=tr>

For Iphone connection;

<https://youtu.be/2-mr780COhY>

For Android connection;

<https://youtu.be/iiCYQwgcqOM>

18) Videos on Youtube have light color?

Run the Youtube feature through the application, not the browser.

19) How to set device date?

Please follow steps below:

- Android settings
- Time and date
- Select automatic date and time setting.
- Turn off automatic time zone adjustment.
- Set your time zone selection according to your country.

Note: The time receives information from GPS, if the device does not find a signal, have your GPS antenna checked at the authorized service.

Warning: It may differ in country selections.

20) How to set screen light?

Find Screen and Brightness in Settings of the multimedia.

Swipe down the screen and adjust the light bar switching to the left and right on the screen.

21) Button lights are not on?

Please make sure the light settings are turned on in the settings.

Please make sure that the parking lights are turned on.

Please contact to authorized service or the dealer.

22) Is it possible to listen music while on the camera screen?

Activate the music player selection on the camera screen from the settings.

23) There is no display in the rearview camera?

If the screen does not switch to camera mode when you switch to reverse gear, check if the rearview camera is turned on in the settings.

When it switched the reverse gear, the screen goes black however the camera image does not appear on the screen, reset the unit.

24) The camera image shows upside down.

Turn off the "camera mirror mode" function from the settings.

25) No video watching while driving.

In the settings menu, select the "Turn off video when it is over 20 km speed" setting. When you approve the contract that appears on the screen, video monitoring will be activated.

Warning: For your driving safety, it is not recommended to play video while the vehicle is in motion. The whole responsibility is on your behalf.

26) Is it possible to connect any hard disk to the device?

It can be used on the file manager function on Android devices.

Note: On the current music and video player screen, memories in FAT 32 format work efficiently. Since the hard disks are in NTFS format and the file size is high, there may be problems such as not opening or reading late.

27) The application cannot be downloaded.

Please make sure that time and date are correct in the device.

Please make sure that the default Google services apps are up to date.

Please make sure that the account has no restrictions.

28) The device does not support some applications.

The application and the android version may not support each other.

Some applications may not be suitable with tablet system.

Some applications may not be suitable with the hardware data of the product.

29) How can I remove my Google account from device?

Android settings, accounts, sign out.

Android settings – backup and reset- factory reset -reset the tablet– delete all.

NOTE:

If you are not able to find a solution to your question or problem, please send email over our website, you will get quick response to your questions.

www.necvox.com.tr

If it is urgent, please get support from your nearest local authorized services or from the relevant dealer.