


Troubleshooting

If you are experiencing any troubles with the unit, the first thing we advise is to try a hard reset first. Note: Please **DO NOT** attempt a Factory reset as your device ID will change. If you have the HEMA maps option and you perform a factory reset, you will need to pay for a new license which is \$40.00.


A hard reset is different to a factory reset. Please click the link below to see how to perform a proper hard reset of the unit.

How to perform a hard reset: <https://www.youtube.com/watch?v=KS35R08zvcY>

If a hard reset is unsuccessful, please see below some troubleshooting tips.

| Issue | Troubleshooting tip |
|---|---|
| Bluetooth not pairing | <ul style="list-style-type: none"> • Make sure your bluetooth is turned on • When searching for your phone via the head unit, make sure you are also in your bluetooth settings in your phone, otherwise the head unit cannot find your phone. • Make sure you are putting in the correct password (0000) • Make sure your phone has all the latest software updates • Try turning your bluetooth off and back on again on your phone • Try restarting your phone |
| My contacts won't sync / import | <ul style="list-style-type: none"> • Make sure you allow your phone to share this information. Usually your phone will ask you as soon as you pair for the first time > click allow • If you have an iPhone, make sure sync contacts is switched on. Go into bluetooth settings > find the Polaris head unit connected and select > Sync contacts > on  |
| Bluetooth music isn't working | <ul style="list-style-type: none"> • To get bluetooth music to work, you need to go into the BT music app first. Once you have selected this and can hear your music playing, you can press home and use other functions. |
| My touch panel buttons on the head unit aren't working | <ul style="list-style-type: none"> • If you have tried a hard reset and this has not worked, you can manually set them. Please see video here on how to do this: |
| WiFi won't connect | <ul style="list-style-type: none"> • Please make sure that you personal hotspot is on. Please see video here on how to connect to wifi using your personal hotspot: https://www.youtube.com/watch?v=_lflNgClyzM • Please double check that you have entered the correct wifi password. This is actually more common than you think. Forget the device and start the |

Troubleshooting (Cont...)

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| When I press the navigation button/icon , it defaults as google | You can change this via settings. Go into settings > car settings > navigation settings > set a navigation software > choose which nav program you want as default. |
| My ipod doesn't work | Unfortunately the unit does not support Ipods |
| I have a caravan camera but when I select reverse gear , my reverse camera shows up, I want to see my caravan camera in reverse! | The unit will always automatically default to the reverse camera when the vehicle is put into reverse. To toggle to the second camera press  on the touch button panel (not the actual touch screen). |
| I have the carplay dongle and it isn't working properly. | Make sure the Autoplay app and dongle is all up to date. Please see video below on how to perform updates: https://www.youtube.com/watch?v=BnQnxwrDS2M |
| An app I installed on the head unit isn't working properly | Unfortunately we do not have control over third party apps but there are a couple of general things you can try: <ul style="list-style-type: none"> • Hard Reset (see page 44) • Make sure the app is up to date • Go into settings > Apps & notifications > App info > Select app > Storage > clear data. • Go into settings Apps & Notifications > App info > select app > select force stop and try to go into the app again. • Uninstall the app and reinstall. |
| I have the Hema off road maps with the Oziexplorer software and I cannot access any maps or it just keeps showing me a world map | <ul style="list-style-type: none"> • Please make sure that the map and data path file is set correctly. Please watch video below to see how to do this: https://www.youtube.com/watch?v=UsReDzQwjTU |
| I have the Hema off road maps with the Oziexplorer software and trial appears on the screen | Quit icon (red power symbol) > Yes > Reopen Oziexplorer app |
| I have a wifi dongle that has it's own sim card and when I plug it into one of the USBs it just shows a black screen | Please try it in another USB input. One of the USBs is dedicated to work best with the carplay dongle so if your WiFi dongle just needs power and it is plugged into the carplay dongle USB, you will have compatibility issues. The actual dongle itself will work with any USB input. |

If you have tried the above and are still experiencing issues, please call us on 1300 555 514 as a software update may fix the issue which we can send you via email.