

Troubleshooting

Wired / Wireless Carplay not connecting

If you're having trouble connecting to wired/wireless CarPlay, follow these steps:

Wired Carplay

- Ensure the cable you are using is a **genuine Apple cable**

Double check the Bluetooth and WiFi Antenna

- Make sure you have plugged the fly lead that has the **Bluetooth and Wi-Fi antenna** built into it (See page [11](#))

Check for Updates

- Ensure your iPhone is running the **latest iOS version**.
- Make sure the head unit has the **latest software update** (OTA updates – see page [76](#)).

Restart Devices

Reboot the head unit:

- Tap the **Time/Date** section on the head unit to open the **quick menu**.
- Select **Reboot System**.
- **Restart your iPhone**: Turn it off and back on.

Check Network Settings

- **Disable VPN**: If you have a VPN enabled on your iPhone, **turn it off**.
- **Turn off Hotspot**: Disable **Personal Hotspot** on your iPhone.
- Make sure **Wi-Fi is enabled** on your phone.

Verify Bluetooth Connection

Ensure Bluetooth is enabled on the head unit:

- **Go to Settings > Bluetooth > Turn On**.

Perform a Factory Reset (If Needed)

- If the issue persists, reset the head unit:
- Go to **Settings > System > Factory Reset**.

Wired / Wireless Android Auto not connecting

If you're having trouble connecting to Android Auto, follow these steps:

Wired Android Auto:

- Ensure the cable you are using is a **data cable**

Double check the Bluetooth and WiFi Antenna:

- Make sure you have plugged the fly lead that has the **Bluetooth** and **Wi-Fi** antenna built into it (See page 11).

Check for Updates:

- Ensure your Android phone is running the latest **software version**.

Ensure Android Auto is up to date:

- Open the **Google Play Store** on your phone.
- Search for **Android Auto** to check for and **install** any available updates.

Ensure the head unit is up to date:

- Make sure the head unit has the **latest software update** (OTA updates – see page [76](#)).

Restart Devices:

Reboot the head unit:

- Tap the **Time/Date** section on the head unit to open the **quick menu**.
- Select **Reboot System**.
- Restart your Phone: **Turn it off and back on**.

Check Network Settings:

- **Disable VPN**: If you have a VPN enabled on your phone, **turn it off**.
- **Turn off Hotspot**: Disable Personal Hotspot on your phone.
- Make sure **Wi-Fi is enabled** on your phone.

Verify Bluetooth Connection

Ensure Bluetooth is enabled on the head unit:

- **Go to Settings > Bluetooth > Turn On**.

Perform a Factory Reset (If Needed)

- If the issue persists, reset the head unit:
- Go to **Settings > System > Factory Reset**.

Reverse Camera not working correctly

If you are having trouble with the reverse camera, please see troubleshooting tips below

Polaris AHD Mini Camera

No Image?

- Have you **powered the camera** using the 12V red wire coming from the RCA plug?

Not Switching to Reverse?

- Have you connected a **reverse trigger** to let the head unit know when to switch to the camera feed?
- Refer to page 21 to double-check the wiring.

Distorted Picture?

- Check page 19 - 20 to ensure the **correct camera format setting** has been programmed.

Factory Camera

No Image?

- Have you plugged the **Camera RCA into the Camera RCA fly lead**?
- See page 24 for the wiring diagram.

Not switching to reverse?

- Have you **powered the CANbus module**?
- Refer to page 24 for instructions on **powering the CANbus module**.

Distorted Image?

- Check page 19 to 20 to ensure the correct **camera format setting** is applied.
- Factory cameras are typically **CVBS NTSC format**.

Can't locate the format you are after in the settings?

- Simply **scroll up or down** to view all the options, as not all of them will be visible on the screen at once.

Poor Radio Reception

If you are having trouble with the radio reception, please see troubleshooting tips below

79 Series Toyota Landcruiser 2010-2025

- Please **do not use the antenna adaptor** - refer to page [41](#) for more details

Other models

- If your vehicle has a standard **1 DIN radio antenna** connection and does not require an antenna adapter, ensure that the **Antenna Control wire** on the vehicle side is powered. To enable this, connect the **Amp Control wire** from the Polaris fly lead to the appropriate pin that controls the **Antenna Control wire** on the vehicle side.

Steering Wheel Controls are not working

No CANbus Module

Steering wheel controls not responding?

- Make sure the **controls** have been **programmed** into the head unit.
- Refer to page [78](#) for a video guide on how to program them.

With CANbus Module

No steering wheel control response?

- Ensure the **CANbus module is powered** (see reference photo).



- **Verify that the CANbus module is set correctly:**
 - Open the **CAR** app on the head unit.
 - Check the **CANbus** settings for your specific unit in this manual.

Steering Wheel Controls are not working (cont)

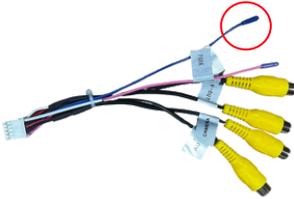
Incorrect Button Functions

Some steering wheel controls are assigned incorrectly?

- Adjust them in the Car app:
- Open **Car app** > **Car Settings** > **General Settings**.
- Swap buttons as needed.

External amp makes a pop sound when i start the car up

- Your **amplifier** must be **powered by the head unit**. Make sure you have connected your **amp wire** to the **amp control wire** located on the plug below.



When i turn the right indicator on, the head unit goes to a black screen

Open **Car app** > **Car Settings** > **General Settings** > Look for an option that says **Signal Shield** > Turn this on

My radio antenna is randomly going up and down when the car is off

- Please see picture (right) on how to fix this:

