

# FAQ for Pumpkin Car Stereo

## KD-C0223/KD-C0224 (3)

**Q10 :** Why is the [car stereo](#)'s WIFI connection unstable ( often off-line or can't connect) ?

**A :** It maybe the WIFI source signal is too far from the radio, and as the radio has an inbuilt WIFI antenna, it will not keep a stable connection. Please get the WIFI source signal close to the radio. Such as use your cellphone to share WIFI hot-spots out, and then use the radio to connect to the cellphone WIFI hot-spots.

And if it is still not working, can you please erase all the settings data on the radio to check? Just go to setting-backup/restore, and then choose restore to erase all the data. Please note the operation will delete all the applications and settings you have done on the radio. Please take note before you go further with this.

And please turn off the WIFI optimization on the WIFI advance setting, just as the following picture shows□

[http://image16-c.poco.cn/mypoco/myphoto/20150410/10/17615050620150410105104032.jpg?492x296\\_120](http://image16-c.poco.cn/mypoco/myphoto/20150410/10/17615050620150410105104032.jpg?492x296_120)

**Q11 :** After pairing the bluetooth, why can't I hear my voice or the other party's voice when calling ?

**A :** Please check if you have plugged in the external mic to use it. Is the external mic connected tightly into the mic port? And when you talking to phone, please talk close to the mic to check. If it is still not working, please check if the external mic is broken. Can you change another mic to check?

**Q12 :** Why can't some apps be installed or corrupt ?

**A :** Why is it that some of the apps can not install or are cor

rupt? Or you mean all apps can not be installed or corrupt? If it is just some of the apps do not work, then it is normal. Because the [Android system](#) has capability issues with some apps, even if you are using an Android cellphone, it will have those issues too. If you mean all apps are a problem, then it may be the system file has a problem, you will just need to re-install system of the radio to solve it. Here is the link of the system file:

[https://mega.co.nz/#!AY9T0Tba!rce-Dn5dJyfTiPSm\\_NCRsJ6UjxMh\\_HaZNfraBf7tUe0](https://mega.co.nz/#!AY9T0Tba!rce-Dn5dJyfTiPSm_NCRsJ6UjxMh_HaZNfraBf7tUe0)

After downloading it, please decompress it, and you will get the firmware from the zip file. Copy the firmware onto an empty micro SD card. Then turn on the radio to the main menu; insert the SD card into the GPS slot. It will show a window leading to the update. During the update, please do not do any other operation or cut off the power.

**Q13** : Why does it show no music after connecting an iPod ?

**A** : Please check if you have connected the iPod wire well between radio and iPod. Could you try disconnecting the iPod and reconnect it? And please click the folder icon at the bottom right of the iPod menu, choose music files from the iPod folder.

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## [FAQ for Pumpkin Car Stereo KD-C0223/KD-C0224 \(2\)](#)

**Q7** : Why the OBDII scanner can't be paired ? Or why can't I read the information after pairing ?

**A** : Firstly, please check if your OBDII scanner has a 4 digit

1 Bluetooth pairing code.

Secondly, go to the Bluetooth application of the radio, and set the pairing code of the radio to the same one as the OBDII scanner.

Thirdly, open the Torque application, choose the OBDII scanner MAC address in the application setting. Below is a demo video to show you the operation:

<https://www.youtube.com/watch?v=PwFJx0V84VM>

Lastly, if the connection is working well, but not able to read your car MCU information, then it maybe the OBDII scanner is not compatible with your car, you may need to find another one.

**Q8 :** Why can't I search the radio stations ?

**A :** First, please check if you have plugged the original car radio antenna connector to the radio antenna port from the radio tightly.

Secondly, if connected well, please check if your car is in an area with good radio reception.

Thirdly, please turn off the AF option on the radio menu to search the radio stations.

Lastly, you could get a radio antenna booster to connect between the radio and the original car radio antenna plug. And please power the booster from the ANT-CON wire or the red ACC wire.

**Q9 :** Why can't I install the new car stereo ? ( the plug doesn't fit or the size is different from the original one)

**A :** Sorry about this! But we have already listed the measurement data of the radio in our description, so that clients can check before purchasing. And as you can see, the radio is a 2 d

in universal device with universal ISO cable harness. It will not fit all cars, some cars have an original cable harness instead of universal ISO connectors. For these cars, you may need modify the wiring or buy an ISO to special cable harness adapter to install the radio. Please tell us your car information, and take photos to show us your original car connectors. We will check if we have this wire adapter for you.

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## [FAQ for Pumpkin Car Stereo KD-C0223/KD-C0224 \(1\)](#)



**Q1 :** Why can't enter into factory setting menu ?

**A :** The factory setting password is 126, please input it and press ok to enter into factory setting menu.

**Q2 :** How many points can the touch screen support ?

**A :** The touch screen is capacitive screen, it can support 5 points touch.

**Q3 :** Did the radio root from the factory ?

**A :** The radio do not rooted from the factory, and we also do not suggest you to root it even if you can root it, because it will cause unstable risk to the system. Please note that the man made damage on the radio include the system will not under protective in the warranty period.

**Q4 :** Why can't use the DVR ?

**A :** Please check if your camera is USB free drive type. If it is USB type but still not work, it maybe not compatible. You can buy a compatible one from [our stock](#) to check. And please enter into factory setting by password 126, and then make sure the "Front camera" option was ticked, and save it and reboot the radio to make it active. And the car record is saving video files into the GPS slot storage card, so please make sure there is a available storage card in the GPS slot.

**Q5 :** Why can't use the original steering wheel control ?

**A :** The radio can only support resistance basted steering wheel control buttons to work. If your car original with can bus system, then it will not support. If your car without can bus system, then you can find the original car's steering wheel control wire, connect to KEY1/KEY2 from the ISO wire, then go to wheel learning menu to program each buttons to make them work.

**Q6** : Why can't enter into the main menu after starting up ?

**A** : It is the system file problem, could you mind download the system file from the following link?

[https://mega.co.nz/#!AY9TQTba!rce-Dn5dJyfTiPSm\\_NCRsJ6UjxMh\\_HaZNfraBf7tUe0](https://mega.co.nz/#!AY9TQTba!rce-Dn5dJyfTiPSm_NCRsJ6UjxMh_HaZNfraBf7tUe0)

Here is the instruction doc file, please check carefully before you do the restore procedure.

[https://mega.co.nz/#!dVVBtaSI!4IpRTHmYUYvuxIPPzTq\\_iH28MNigu8lIQi\\_g7D0Rb1g](https://mega.co.nz/#!dVVBtaSI!4IpRTHmYUYvuxIPPzTq_iH28MNigu8lIQi_g7D0Rb1g)

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