

# FAQ for Pumpkin Car Stereo

## KD-C0223/KD-C0224 (4)

**Q14 :** Why can't I surf the Internet after plugging in my 3G dongle ?

**A :** It might be the 3G dongle you used is not compatible with our radio. It's possible that you didn't buy the 3G dongle from our store. Would you like to buy a compatible one from [us](#) to try? Also please note that for our 3G dongles to work it can only support a WCDMA 3G bandwidth Internet SIM card.

**Q15 :** Why does pressing the GPS button to open the Igo maps not work while clicking on the icon does ?

**A :** Please go to setting-GPS-GPS application option to set the GPS button's function. You can define it to open any map app you installed on the radio.

**Q16 :** Why can't I open the map or it reports errors when I open it ?

**A :** It might be the map software preinstalled onto the map SD card is corrupt or lost files. Would you mind we send you a link to download the all map files again to try? Or you can wait for us to send you a new map SD card by post to you? Any idea please let us know, so that we can give you following instructions.

**Q17 :** Why is [the stereo](#) screen black and no shows no display ?

**A :** Please use something sharp like a paperclip to press the RST hole on the front panel to check. If it is still not working, please check if the touchscreen and all other functions still work. Does it have sound coming out? If it is only the display is black and not working, then it maybe the display screen or the display board doesn't have power to the back-

light of the screen, it may require opening the front panel to check screen board, can you try that? If all of the other functions do not work either, then it might be the device is not connected with power. Please check the power connector and fuse on the radio to see if they are all still good.

**Q18 :** Why does the radio interface not have voice while others have ?

**A :** Please disconnect the power cable to the radio, and wait for an hour, and then connect it back to check. We have had clients solve the problem by doing this, maybe this will solve the problem for you also.