

# How to solve Ignition Key release don't turn off unit and reset for start name SKU: JY like SKU: JY-C0344

Recently some customers feedback the start name SKU: JY android head unit Ignition Key release don't turn off unit and reset. Like [Android 4.4.4 kitkat VW Head unit JY-C0344](#).

Manuel said:

Turn off:

Bt still on, wifi still on.

Ignition Key release don't turn off unit.

No way to make a real off or reset it.

Turn on:

No process killed started, the process that you program to startup in the startup do not start.

Daemons like Google Play music hangs.

How to: Reset. There is a reset? How to enter in recovery mode. There is root access?

About Ignition Key release don't turn off unit, you must to disconnect the ACC wire like this image



About turn on, can you tell me does the program to startup in the loading? or the program started not connect internet?

I advice you can reinstall apps like Google play music in the EOM on the main menu.

For how to reset:

You need to open the settings and find the Factory data reset to reset, you can see this images:

You should backup your data before you reset it.

