

# How to Fix These Frequent Issues of Android Car Stereo?



**Q1:** I set up the date to be the GPS date. The GPS show the right hour, but on [car stereo](#)'s main menu the time is 1 hour different. The time zone is correct. Could you help me to have the right time ?

Please don't use local time, forward or backward to adjust the time zone. You can adjust the time in Setting.

**Q2:** When playing music from the SD card, the player is not moving to the next song or is getting stock after few songs. Is issues with app ? Is any update for that?

Please use the small storage SD card, preferably less than 32G B. Did you have some songs for lossless formats or other formats ? Please use the flash disk or MP3 player.

**Q3:** Why the GPS of [Android car DVD player](#) can't get signal ?

About the GPS signal, please check the following issues:

- GPS antenna didn't connect well with the GPS slot;
- GPS is put to the wrong place, please put it to a good reception place;
- Bad weather or the building around would affect the reception of the GPS, please try it another day or another place for good reception.

<https://www.dropbox.com/s/9pdbohtmzlxlv9g/affect%20satellites%20reception.jpg?m=>

- The wire which connect the GPS slot and the mainboard is loose, please open the car stereo and check inside.

**Q4:** Why the media unit of [car DVD player](#) is dead ?

Have you tried to reset the head unit? If no, please reset the unit by using a needle to press the "RST" for more than 2 seconds. Before doing this, please make sure that both your car and the head unit are turned on.

If you've already done above and found nothing help, please remove the car DVD player and wait for half a day, then power on and check again.

However, if it's still nothing improve, please reinstall the system according to the instruction below:

<http://www.news.autopumpkin.com/how-to-upgrade-your-android-head-unit-from-4-2-to-4-4-kitkat/>

**Q5:** Why the [car head unit](#)'s steering wheel buttons don't work ?

Here is the instruction for how to set the steering wheel buttons:

## Steering wheel control connections instruction.

### Enter into the steering wheel control:

Please click the "Settings" icon to enter into the system setup interface on the screen, then, dragging option bar up and down to find the settings option of "How to learn steering wheel control".

### The procedure for steering wheel control settings:

1. Clicking the picture of "Clear All" to clean up (empty) everything.
2. On the steering wheel, pressing (holding) this button which you will need to setting (set).
3. Click these buttons on the touch screen, which functions are corresponding with these buttons (keys) accordingly.
4. When these buttons turn red, it means that these buttons have been set successfully.
5. Repeat 2-4 key actions to complete all learning. Please correctly connect the steering wheel control lines,

please see the following pictures: Connecting two AD lines with the positive pole of steering wheel control line, connecting the GND with negative pole.



**Q6:** The radio tuner of [Android car stereo](#) is not working any more. It can open but is not detecting any signal.

- Please check whether you had connected the radio antenna tightly.
- Check the wire on the ISO cable ANT-CONT, and connect it with the blue wire on the radio ant

enna to power for radio.

- Please enter the factory setup in the unit and check the radio area, the password is 126.
- When using the radio, please turn off AF and TA option first, and then search the radio station.

**Q7:** The navigation button is not working, but the navigation software works fine when I open from the touch screen, maybe I have a bad OS version. Can you send me the link for the latest one for that [car head unit](#) ?

Please back up your important files before update it. First of all, please download the installation package from

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

Then unzip it and copy all files to an empty SD card (notes: without folder).

After that please turn off the unit and insert the SD card to GPS slot. Last but not least, turn on the unit again to update

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**Q8:** The power light of [car stereo](#) is illuminated, but the OBD2 adapter's light don't light up. What should I do ?

About the OBD, the normal whole instruction is :

- Please enter our "Bluetooth" application, then set the pairing code of the radio to the same one as the OBDII scanner' Generally it would be 0000 or 1234.( please try both )
- Then please open the built-in torque, choose the OBDII scanner MAC address in the application setting and choose your car protocol.
- At last, please do it step by step on this video:

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

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## 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 disp

lay 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.

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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)



