



NEO ProLink 3V9-BT

Installation and operation instructions

Chapter 1 – Getting Started

1.1 Subject

The Neo ProLink V9 adapter—an integration that links between an iPod (and iPhone) and a car stereo. The ProLink adapter features are:

- iPod/iPhone© play, charge and control via EXT2 port.
- Bluetooth capability via additional EXT1 port and Bluetooth Dongle for hands free and wireless audio streaming from your mobile phone.
- AUX-IN 3.5mm connector for many other audio devices such as XM radio, MP3 or DVD player. via EXT1 port.
- Firmware upgradeable via micro SD card, universal adapter that fits into many car makes.

1.2 Introduction

Thank you for purchasing the Neo ProLink adapter. It has been designed to provide endless hours of listening pleasure through most vehicles' factory radios. You will be able to control your iPod/iPhone with the car stereo buttons or steering wheel controls, and your iPod/iPhone will stay charged when connected to the car stereo. Additional EXT port will allow you to connect Bluetooth Dongle or any other audio device that has 3.5mm plug. To ensure that your iPod/iPhone performs correctly in your car or truck, we recommend that you read your vehicles section in this manual before attempting to install the interface.

1.3 Precautions

Proper mounting location

Securely install the interface in a location that is free from heat, humidity, moving parts, or direct sunlight. Beware of the hot airflow from your vehicle's climate control system. We recommend securing the interface to a suitable location that is free of sharp metal edges using double-sided tape, Velcro, or wire ties.

The iPod/iPhone has not been designed to withstand extreme automotive temperatures. You may damage your iPod/iPhone if you leave it inside your vehicle on a very hot or very cold day. For further information, please refer to your iPod/iPhone manual.

1.4 Disclaimer

- This product is not affiliated with any OEM manufacturers.
- Modifying the radio may void any outstanding warranty.
- The purchase of this product carries with it no warranties, either expressed or implied.
- While every care has been taken to provide a quality product, we cannot guarantee that the Neo iPod adapter will function correctly if installation is not done according to the instructions provided in this guide.

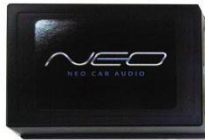
We also cannot guarantee that the NEO adapter will function correctly with an iPod if the iPod is broken or damaged or not supported.

- We are not liable for the misuse of this product. Misuse includes improper installation, damage to the board or radio while trying to install it, and the illegal use of the radio.

1.5 Kit Contents and Vehicle Connection

a) The Neo Car Audio adapter set consists of the 3V9 interface, one iPod dock cable, and one vehicle-specific cable with optional accessories.

Package contents



NEO ProLink 3v9 Interface (1)



Docking cable (2)



Vehicle specific cable (3)



Bluetooth Dongle (BLUBTDV9)

c) The basic wiring diagram of the NEO Car Audio ProLink adapter is detailed in Figure 3:

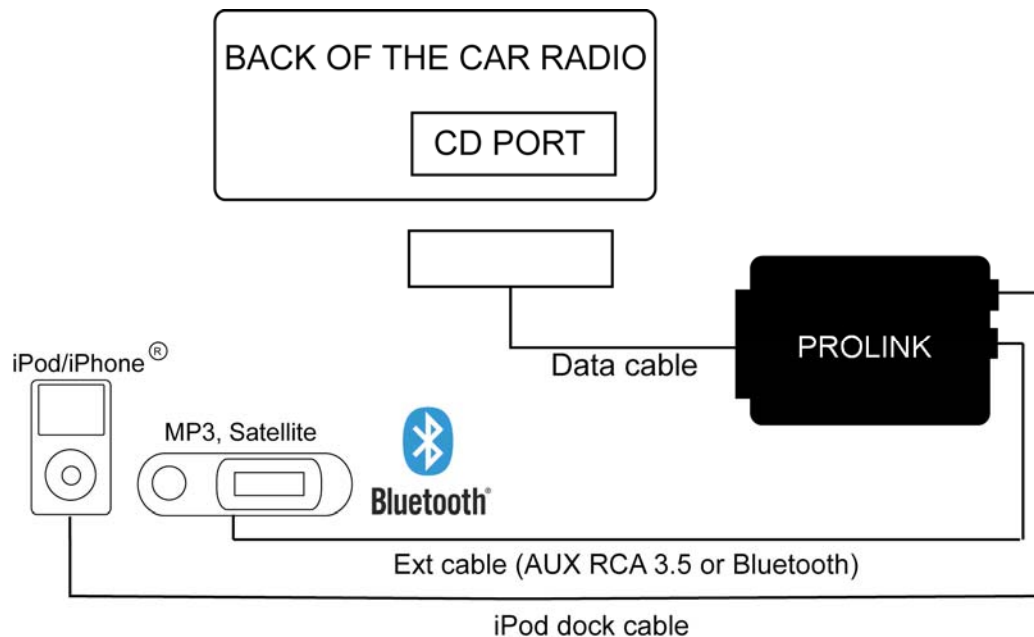


Figure 3. Basic wiring diagram.

1.6 Important Compatibility Notes

If your vehicle is equipped with an external factory CD changer, you must disconnect it in order to install the interface. You will lose the use of the external CD changer to gain the use of your iPod, Bluetooth or MP3 player. Any built-in CD changers will remain working.

Chapter 2 – General Installation

2.1 Installation location:

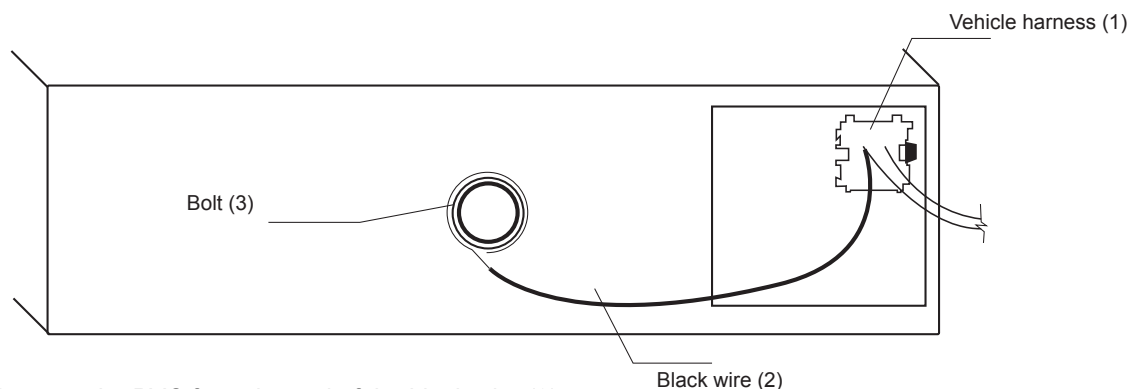
Most installations will require you to remove the factory radio in order to plug in the vehicle-specific harness. For some vehicles, you will also have the option of connecting the interface to the factory pre-run CD changer cable located in the trunk or glove box.

2.2 Tools needed:

In many cases, no special tools are required to remove the stereo. For some stereos, it is better to use car stereo removal tools. Please consult your local car audio shop or your vehicle's dealership for instructions or assistance as necessary.

2.3 Preparation and adapter installation

1. Remove all CD's from Head Unit or CD Changer then turn off car engine and remove key from ignition
2. If your radio uses a **Security Code**, make sure that you have the code before unplugging the radio.
3. Un-mount your radio from the dash in order to gain access to the back side of the radio. Some vehicles require special tools to remove the radio. Please consult your vehicle's dealership or a local car audio professional as necessary.
4. Attach the car harness connector to the back of the stereo via the CD changer port. Connect it firmly without forcing it. Connect the other end to the interface
5. **VW / AUDI / Seat / Skoda : there is a single black cable on the vehicle specific harness (3)** you will need to attach it to the metal part of the car stereo chassis or other grounding location. Failure to attach the black cable to the chassis of the stereo or other ground will mean that the NEO adapter will not work!

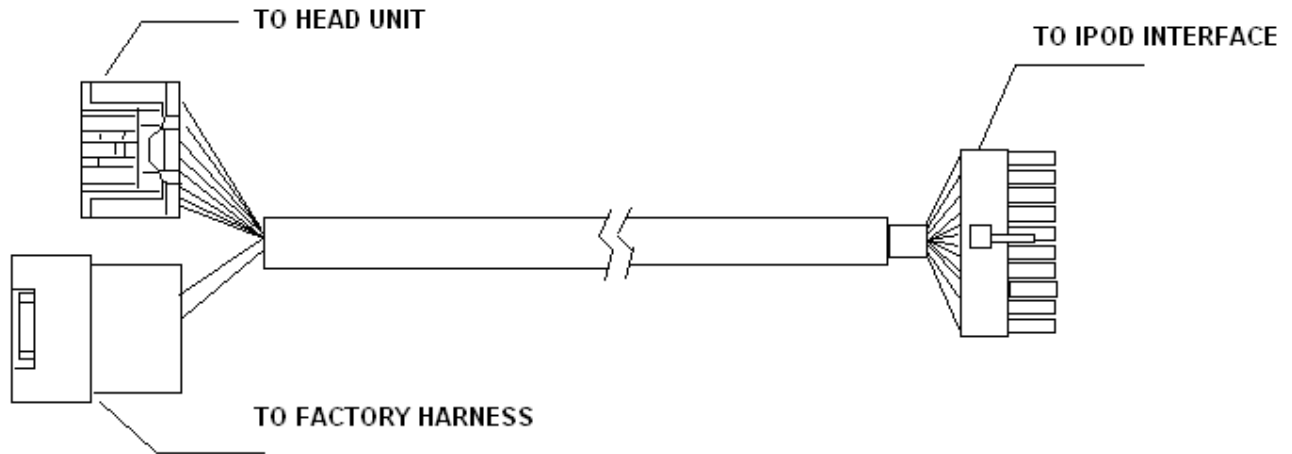


- Remove the PVC from the end of the black wire (2)
 - (a) Connect the end of the black wire (2) to the metal part of the car stereo chassis or ground. You can connect it under the bolt (3) if present
 - (b) Make sure solid contact is maintained between the striped black wire and the metal part of the car stereo body.
6. **For AUDI vehicles only:** For some AUDI headunits an additional part or harness modification is required in order to gain the access to the CD changer port. The 8-pin CD changer port on such stereos is occupied by a solid 20-pin connector. Please contact NEO Car Audio to get a special harness to retain factory connections

7. **For BMW vehicles only:** Please refer to the installation insert for the special guidelines for BMW installation.

8. **For Toyota/Honda vehicles only:**

In some Toyota/Lexus/Scion and Honda/Acura vehicles the CD changer port is occupied with a factory harness (such as NAV or audio harness). The NEO package for Toyota/Lexus or Honda/Acura includes a Y shaped vehicle cable. In order to connect the interfaces properly please follow to the scheme below.



If the car has no NAV or XM leave the female end of the Toyota or Honda (HON1) harness open.

9. **Connect Ipod Cable to the EXT2 Port and connect optional AUX or BT to the EXT1 port**

10. Once the interface is connected to the radio, you will need to test the operation of the interface before re-assembling the dash.

11. Turn your car stereo on and switch it to CD Changer mode using the Disc / Mode / CD / AUX buttons (depending on the stereo type) on your car stereo until it shows Disc 1, Track 01 on the display. You may have to press CD twice to access CD Changer mode.

12. Connect the iPod cable to the iPod. Turn on the iPod. You should now hear iPod music coming from the car stereo speakers.

Once the operation of the interface is confirmed, you may continue with the installation. If you experience difficulties with the installation, please see our **troubleshooting section**.

13. Find a place where you can place the module. In many cars there is enough room inside the dashboard to place the module.

Note: Make sure you mount the module in a place with enough room so that, when you re-mount the car stereo, you do not break the adapter.

14. You may use the glove box or other spaces on the dash to direct the audio cables out.

15. Re-mount your car stereo, making sure its clips or screws are secure.

Adapter mounting in the trunk (for VW and BMW only)

1. Locate the trunk mounting cable in your car (usually located along the left side of the car in the back).
2. Disconnect the existing CD changer, if present.
3. Attach the matching cables

Note for BMW trunk installation:

Some BMW's are factory wired for a cellular phone. Except for wire location, the factory cellular phone connector looks identical to the factory 3-pin connector used for the CD changer. The CORRECT 3-pin connector for the CD changer **has a BROWN wire (ground) in the #1 pin position**. Please make certain you use this connector.

The INCORRECT factory cellular phone connector has a BROWN wire in the center position—**DO NOT USE THIS CONNECTOR**.

Chapter 3- Usage manual

3.1 Supported iPods

4th Gen iPod and newer / Nano 1st, 2nd, 3rd, 5th Gen and Nano-chromatic / iPod Video / iPod Photo / iPod Classic 1st and 2nd Gen / iPod Touch 1st and 2nd Gen / iPhone / iPhone 3G / iPhone 3GS / iPhone 4

3.2 Basic features

The 3V9-iPod adapter has two modes of operation:

3.2.1 Simple mode:

iPod stays unlocked. Your iPod can be controlled via its clickwheel or via car stereo controls. The information displayed on your car stereo does **not** represent the actual song position on the iPod (the song's number). There is no need to prepare your iPod to play in this mode. The simple mode is always selectable by choosing CD1 (DISC1) from the car stereo. To switch to **advanced mode**, just select any disk other than 1. Please refer to the section 3.3 of this manual for the description of the supported operations in the Simple Mode.

3.2.2 Advanced mode:

Your iPod is locked for control and only operated via car stereo buttons. In this mode all data is synched between the stereo and iPod which allows you to see current information such as track time, number and playlist (disc) number. Text is also available for certain stereos. In order to use this mode you have to prepare your iPod as explained below.

The advanced mode is always on for disks 2-9. To switch to **simple mode** just select DISC 1

"Ok to disconnect" is shown on the iPod display while it is connected to this unit. The clickwheel of the iPod is disabled when in this mode.

3.3 Supported operations in Simple Mode

In simple mode, your iPod behaves in its usual fashion, with the clickwheel and display being functional. The following controls are possible from the car stereo:

- **Next track**
When pressed on the car stereo, the iPod will jump to the next song and the car stereo track number will increase by 1.
- **Previous track**
When pressed on the car stereo, the iPod will jump to the previous song and the car stereo track number will decrease by 1
- **Fast Forward**
When pressed, the iPod will start moving quickly through the current track.
- **Fast Reverse**
When pressed, the iPod will start rewinding the current track.
- **Play/Pause**
When the stereo is turned to the CD changer mode, the iPod will automatically start playing. Turning the stereo off or switching to another source (FM, AM, etc.) will cause the iPod to pause the current track.
- **Disk Change**
When changing the disk other than 1 the iPod will switch to the Advanced Mode

None of the information displayed during the simple mode is related to the song currently playing. The display will show: DISC 1 TRACK xx TIME 00:00. Track information can change from 00-99.

3.4 Supported operations in Advanced Mode

In advanced mode iPod controls will be locked and the following operations will be supported:

- **Next track**
When pressed on car stereo, iPod will jump to the next song and car stereo track number will represent song number in a current playlist
 - **Previous track**
When pressed on car stereo, iPod will jump to the previous song and car stereo track number will represent song number in a current playlist
 - **Fast Forward**
When pressed iPod will start rewinding current track forward. Time on car stereo will represent actual position within the audio track
 - **Fast Reverse**
When pressed iPod will start rewinding current track backward. Time on car stereo will represent actual position within the audio track
 - **Play/Pause**
When stereo is turned into CD changer mode the iPod will automatically start playing in simple mode at the last position it was left.
 - **Scan**
Allow to skip tracks by 10 when set. Next track will jump to current track+10. Previous track will jump to current track-10. It is helpful to skip the whole album (usually ~10 songs)
 - **Disk Change**
When you select Disk 2-9, iPod will stay in Advanced Mode and will resume last playing track in a playlist. Once DISK 1 is selected, iPod will switch over to **Simple Mode**
 - **Mix/Random**
When turned on it will allow playing songs in a shuffle mode through the whole playlist. The track enumeration will start from 1. When switched off, track enumeration will be restored to the real order in the playlist.
 - **Repeat**
When turned on, will play first track in the playlist after the last track is played.
- The display will show disk number, track number and track time of the currently playing track.

3.5 Playlists set up for advanced mode

To use your iPod in Advanced Mode you have to define playlists. The number of playlists depends on the stereo (usually 5-8). We recommend naming the playlists starting with the number according to the desirable disc position.

- 1-Andy's songs
- 2-Disco dance
- 3-Favorites
- 4-House rhythms
- 5-Smooth Jazz

"1-Andy's songs" will be mapped to Disc 2; "2-Disco dance" will be mapped to DISC 3, and so on. Therefore selecting DISC 2 on car stereo will play "1-Andy's songs" playlist; DISC 3 will select "3-Disco songs" and so on.

Note: For stereos with disc ^ and disc v you may set up to 10 playlists, on some stereos up to 99.

We strongly recommend that you organize your songs into playlists and enumerate them for proper operation of this unit.

If your iPod does not have playlists/songs it may cause unpredictable outcomes and improper operation of the unit.

EMPTY PLAYLISTS MAY ALSO CAUSE UNPREDICTABLE BEHAVIOURS, ESPECIALLY EMPTY PLAYLISTS THAT ARE LOCATED IN THE MIDDLE OF ALL OTHER PLAYLISTS.

Note for iPhone users: Once connected to the NEO adapter, your iPhone will register a message stating "This accessory is not made to work with iPhone." Simply dismiss the message. It may also ask if you want to "Turn ON the Airplane Mode." Please answer "NO". If the stereo still does not recognize the iPhone, please restart the iPhone

3.6 When the car ignition is OFF

When you turn your car stereo or car ignition off, the iPod will pause, it will then go into sleep mode or other default mode after being paused. In sleep mode, the iPod will still consume power—although very little—from the car battery. The iPod is NOT charging when ignition is off. There is no need to disconnect the iPod every time you turn off your car.

However, **it is strongly advised that you disconnect the iPod if you do not plan to operate your car for extended periods.**

3.7 Using EXT1 for AUX-IN on your NEO 3V9 adapter

You can connect any alternative audio sources such as MP3 player, DVD, GPS, XM and etc. to the Neo Car Audio adapter via Mini Din to RCA and 3.5mm phone jack cable (must be purchased separately, is not included in the basic package). Connect MiniDin end of the cable to the adapter. Connect 3.5mm end to the audio source. Turn ON the audio source and the stereo. Put stereo into CD changer mode. The music will start playing. We recommend that you unplug the iPod/iPhone from the dock connector if you are using the AUX-IN RCA 3.5mm cable on Neo Car Audio adapter. If you don't unplug the iPod/iPhone and connect the 3.5mm audio source at the same time some sound interference may occur.

3.8 Using EXT1 for Bluetooth connection on your Neo Car Audio 3V9 adapter

You may connect the NEO Bluetooth Dongle to the EXT port on the 3V9 adapter for the hands free use of your mobile phone and wireless music play. Please refer to the NEO Bluetooth Dongle manual that is supplied with your Bluetooth Dongle. You can also access the manual online at NEO Car Audio website <http://neocaraudio.com/pdf/BLUBTDV9.pdf>
The Bluetooth and iPod cables can be connected at the same time and work simultaneously.

3.9 Troubleshooting

Symptom	Cause	Remedy
No power	Bad connection	Check connections. Make sure unit has good ground. Insure all cables are connected securely with no bent pins.
Radio is not recognizing iPod interface	Some car stereos have to be restarted before the radio recognizes the signal	After connecting the adapter turn the ignition off and back on. You may also have to press CD twice to access the correct mode.
You can hear music from the iPod but you can't control it from the stereo	iPod needs to be reset or iPod cable is not connected to correct port	Reset the iPod (resetting will not erase your music, it will only restart the iPod) Make sure iPod cable is connected to IPOD port
You can't hear the music from the iPod	An empty album or playlist is selected on the iPod or No CD changer is selected	Make sure that the non-empty album or playlist is selected on the iPod Make sure CD changer, SAT mode or AUX is selected (correct key depends on your stereo)
The music is distorted	EQ or BASS boost options are turned ON on the iPod	Make sure all EQ and BASS boost options are turned OFF on your iPod
For VAG only: Radio is not recognizing iPod interface	Single black wire on the vehicle specific harness (3) is not attached to the stereo chassis (stereo body)	Attach the black cable to the car stereo body Make sure it is properly grounded
For BMW only: Radio is not recognizing iPod interface Audio is coming only	iBus wire is loose Sometimes when using T-Tap clips, the IBus wire may not receive proper connection due	Make sure the IBus wire is securely attached by using multimeter or slightly tighten the T-Tap connector so its slot is smaller.

from 1 speaker	to its wire size.	
Audio is not coming from the speakers	The 10-pin sound connector is not aligned correctly	Make sure that 10-pin sound connector on vehicle cable is aligned correctly
	The audio cable is not inserted properly.	Make sure that the audio cable inserted properly.

3.10 Support

For questions or technical support please visit <http://neocaraudio.com/support.html> Your question will be answered by the first available representative.

Chapter 4. Warranty, license agreement and disclaimers

One Year Limited Warranty

The quality controls used in the manufacture of this product ensure your satisfaction. This warranty applies only to the original purchaser of this product from an authorized dealer. This warranty covers any supplied or manufactured parts of this product that, upon inspection by NEO CAR AUDIO authorized personnel, is found to have failed in normal use due to defects in material or workmanship. This warranty does not apply to installation expenses. Operating this unit under conditions other than those recommended or voltages other than the voltage indicated on the unit, or attempting to service or modify the unit, will render this WARRANTY VOID. Unless otherwise proscribed by law, NEO CAR AUDIO shall not be liable for any personal injury, property damage or any incidental or consequential damages of any kind (including water damage) resulting from malfunctions, defects, misuse, improper installation or alteration of this product.

All parts of this NEO CAR AUDIO product are guaranteed for a period of 1 year as follows:

Within the first 12 months from date of purchase, subject to the conditions above, NEO CAR AUDIO will repair or replace the product if it is defective in material or workmanship providing it is returned to NEO CAR AUDIO, with PROOF OF PURCHASE from an authorized dealer. If you have a problem with this product, please call or write to our Customer Service Dept.

All warranty repairs must have a RMA number from our service department. Contact Neo Car Audio for further warranty repair info.

Warning:

1. This equipment may be reset by unintentional electrostatic discharge during operation. Exposure to direct sunlight or extreme heat may cause damage or malfunction.
2. Do not disassemble or alter the cable and interface box.
3. Make the connections correctly
4. Do not cut away the wire sheath and use the power for other equipments.
5. Do not install in locations which might hinder vehicle operation or create hazards for vehicle occupants.
6. Have the wiring and installation done by professionals.
7. Arrange wiring so it is not crimped or pinched.
8. Do not use this product for purposes other than stated for the vehicle.

Caution:

1. The ACC Switch Output Connector has 10mA drive capability only. You must use a relay if higher ACC power output is required.
2. Use of headphones while operating an automobile or moving vehicle is not recommended and is unlawful in some countries and areas.
3. Be careful and attentive on the road. Stop operation of the Neo Adapter if you find it disruptive or distracting while driving. The driver of a motor vehicle should not operate the Neo Adapter while driving.

FCC Class B Radio Frequency Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/television technician for help.

Notice 1: The changes or modifications not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.

Notice 2: Shielded interface cables, if any, must be used in order to comply with the emission limits.

Copyrights, warnings, and other information

The illustrations, technical information, data and descriptions contained in this publication are subject to change without notice. This publication, together with all information contained in it, and all intellectual property rights on this publication remain the property of NEO CAR AUDIO. The user may not pass this publication on to third parties. No liability will be accepted for any inaccuracies or omissions in this publication, although due care has been taken to make it as complete and accurate as possible

Bluetooth Module Add-On for V9 Kits (BLUBTDV9)

Installation and operation instructions

Chapter 1 – Getting Started

1.1 Subject

The NEO Car Audio Bluetooth Dongle —seamless Bluetooth integration into the factory car stereo for many car makes. When connected to the extension port (EXT) of NEO V9 adapters, the dongle provides wireless hands-free operation with accept/reject call features. The BLUBTDV9 also enables wireless A2DP playback with AVRCP control.

1.2 Introduction

Thank you for purchasing the Neo Car Audio Bluetooth Dongle. With the Bluetooth Dongle you will be able to:

- use your phone in your car hands free;
- stream your MP3 or internet radio music and control it where applicable with the stereo buttons;
- hear GPS voice announcements and more (when applicable).

To ensure that your Bluetooth module performs correctly in your car or truck, we recommend that you read this entire manual before attempting install and use the Bluetooth dongle.

1.3 Precautions

Proper mounting location

Securely install the interface in a location that is free from heat, humidity, moving parts, or direct sunlight. Avoid the hot airflow from your vehicle's climate control system. We recommend securing the interface to a suitable location that is free of sharp metal edges using double-sided tape, Velcro, or wire ties.

1.4 Disclaimer

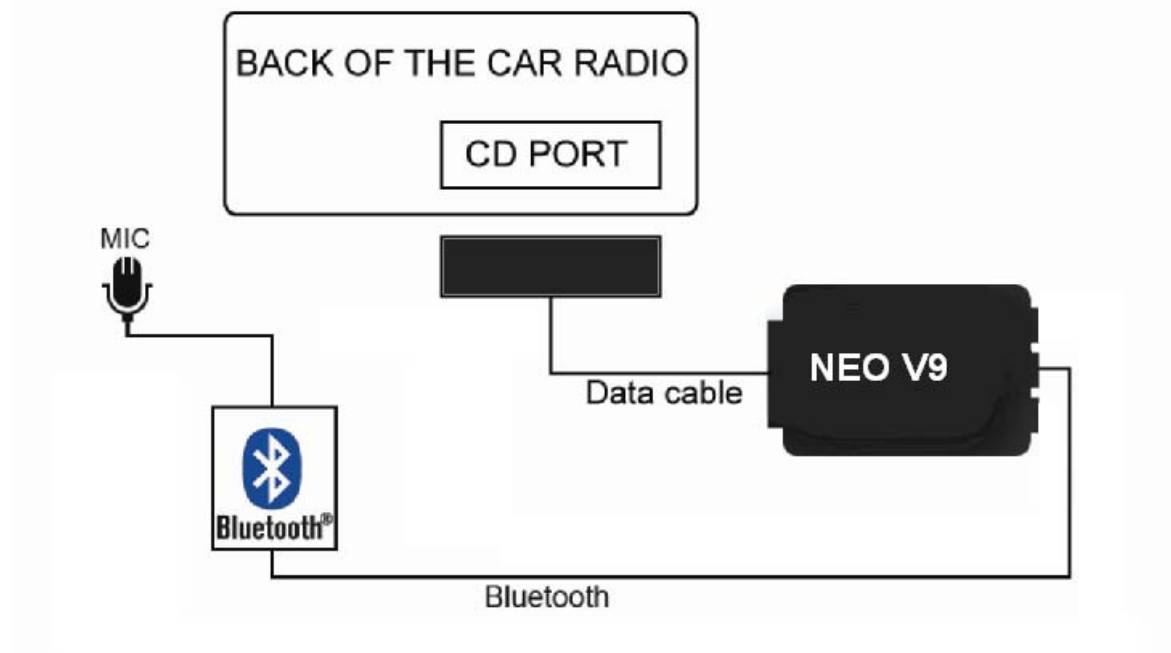
- This product is not affiliated with any OEM manufacturers.
- The purchase of this product carries with it no warranties, either expressed or implied.
- While every care has been taken to provide a quality product, we cannot guarantee that the NEO CAR AUDIO Bluetooth will function correctly if installation or operation of the unit is not done according to the instructions provided.
- Keep your eyes on the road while driving!
- We are not liable for the misuse of this product. Misuse includes improper installation, damage to the product and its parts while trying to install it, and the illegal use of the product.
- This system will not operate or may operate improperly with some Bluetooth devices.
- Neo Car Audio cannot guarantee the compatibility of all mobile phones with the NEO CAR AUDIO- BLUBTDV9. Audio streaming may or may not resume after telephone interrupt as this is dependent on mobile phone.

1.5 Included in set

The NEO CAR AUDIO Bluetooth Dongle set consists of:

- a. BTD dongle with 5FT wiring cable for NEO CAR AUDIO V9 adapter interfaces
- b. Omnidirectional microphone with mount for easier installation and 10Ft cable

Pic. 1 The NEO CAR AUDIO Bluetooth Dongle (microphone shape and mount may vary)



Chapter 2 – General Installation

2.1 Installation location:

1. Connect the BLUBTDV9 8 pin connector to the **EXT or EXT1** port of the V9 interface. Mount the BLUBTDV9 module away from metal structures in the dash and as close to the phone as possible.
2. Choose a proper mounting location for the microphone either on the headliner or center overhead console. Avoid mounting the microphone by the side windows to eliminate extra noise. Please also avoid mounting behind visor to avoid blocking voice from reaching the microphone. Carefully route the microphone cable down into the dash where the BLUBTDV9 is installed. Connect the microphone to the female audio plug on the BLUBTDV9.
3. Once all connected, cycle the ignition ON-OFF-ON to initialize. Maximum range of Bluetooth signal is approximately 20 feet.

2.2 Pairing with the Phone

You need to pair the phone with your Bluetooth receiver only once.

1. Please make sure that Bluetooth function on your phone is active or turned on and that the phone is set to be discoverable. Refer to your phone's user manual to learn how to turn on and initiate the pairing feature.
2. Turn ON vehicle and radio. BLUBTDV9 will become **discoverable by your phone for 3 minutes. You must pair your phone within that interval.**
3. The pairing needs to be performed only once. After pairing is completed your phone will automatically connect to BLUBTDV9 upon ignition start (whether radio on or off).

NOTE1: Your phone can ask for **confirmation** and you can get the pop-up message “Confirm that the passkey “...” is shown on NEO CAR AUDIO-CAR”. Click “PAIR” then. Some phones can ask for pin code. Please enter **0000**.

NOTE2: Certain vehicle electrical systems may activate Neo Car Audio unit and BLUBTDV9 upon vehicle unlock.

NOTE3: BLUBTDV9 is on as long as vehicle is on. If radio is OFF, and you are receiving a call, you can answer automatically by turning ON radio and selecting NEO CAR AUDIO mode.

2.3 Operating with more than one playing source connected.

If you have any audio player connected to the NEO CAR AUDIO-V9 Kit via **AUX** port please disconnect the player. You can leave AUX cable in its place. BLUBTDV9 will not be able to mute the audio player connected via AUX cable.

2.5 Using your phone in the hands-free mode

Once the Bluetooth is paired with the phone and the stereo is in proper radio emulation mode you can start using your phone hands free. Once you receive the phone call the stereo will mute and you will hear the incoming call. Once you **receive the call** you are able to:

1. Answer Call – Press next track or track up.
2. Reject Call – Press previous track or track down.
3. End Call -- Press previous track or track down.
4. Call Waiting (answer a second call) -- Press next track or track up.
5. Voice dialing- Press SCAN twice within 3 seconds while in NEO CAR AUDIO mode

To **make a phone call**:

1. Dial the phone number on your phone.
2. Once the phone is dialing the music mutes and you start hearing the dialing. Once the phone is answered you will start using it hands-free.

NOTE: If your stereo is in mode different then kit emulation mode (FM, XM, etc.) and you receive a phone call – please enter the correct mode by selecting it on the car stereo. Entering emulation mode will automatically accept the call.

2.6 Streaming your music wirelessly and using A2DP Audio Controls

With the NEO CAR AUDIO Bluetooth Dongle you are able to stream the music from your mobile phone directly to the car stereo system wirelessly and control it with the car stereo/steering wheel controls.

1. When A2DP (advanced audio distribution profile) music starts playing, other audio will mute and A2DP will play.
2. To stop music playing -- stop playback on your phone. Playback of the previously selected source will resume.
3. Control A2DP music track selection by using track up and track down on car stereo or steering wheel buttons.
4. Changing car radio modes will pause A2DP playback.

5. Troubleshooting and support

I cannot pair my phone with NEO CAR AUDIO Bluetooth.

You are not pairing within the 3 minute pairing timeframe. Once you turn on the vehicle the NEO CAR AUDIO-BTD becomes discoverable for 3 minutes. You must pair your phone within that 3 minute interval.

I cannot pair my phone with NEO CAR AUDIO Bluetooth.

Your phone needs to be reset. Please reset your phone and try to pair again.

You can reset your phone by turning it off and on or pulling the battery out.

I cannot pair my phone with NEO CAR AUDIO Bluetooth.

The NEO CAR AUDIO unit needs to be reset. **Please reset unit:**

1. Switch off NEO CAR AUDIO mode (FM for example).
2. Wait 3-4 seconds
3. Switch to NEO CAR AUDIO mode and after 1 second press SCAN button
4. You will hear low beep confirming the reset

The sound from the microphone is distorted or muted.

The microphone is not positioned correctly. Please make sure to position the microphone in a location that is free from obstruction and facing user.

For questions or technical support please contact us via web form

<http://neocaraudio.com/support.html>