MITSUBISHI MOTORS — Trouble Shooting Guide for Multimedia model: AU600034

Problem	Probable Cause	Updated	Correction
General	Unit does not Turn On		Check 15A FUSE on rear of Unit & also Vehicle`s BATT & ACC Fuse. (Try connecting a working unit for reference)
	Unit Frozen		Press the reset button, located below the back icon on the front face of the unit (using a pen tip).
Touch Screen	No Display / No touch functions		Press the PWR button. Check system brightness in Settings Menu. Remove screen protector.
	Glare		The screen protector may not have been removed. The easiest way to check this is to take a picture with a smart phone of the area at the bottom-left of the screen near the reset button. See Fig 1 on page 3 to check if the screen protector has not been removed.
Audio	No sound		Speakers or Vehicles wiring may be damaged or shorted to ground - try disconnecting or testing speakers one at a time.
			Check the Volume, Mute, Fader/Balance is set correctly. Do a full factory RESET via Settings/Factory menu.
	No sound from Radio after hanging up Bluetooth phone call	✔	This occurs if the AM or FM station being listened to is not saved - ie stored in on of the preset locations. Solution is to store the tuned station (press and hold one of the preset locations for 3 seconds) or perfrom Autostore to store all available stations.
Reception AM/FM	Poor or no Reception		Move vehicle outdoors when Auto Storing stations. Ensure Antenna is connected at the rear of the unit.
	FM Stations Fade in/out		If "AF" is displayed on the screen near the "DX" & "ST" icons, turn the AF function off by selecting the "RDS" icon on the bottom-left side of the Tuner screen the touch "AF"
DAB+	No Reception		Coverage is limited only to major city regions. Visit www.digitalradioplus.com.au for region coverage.
	Reception cuts out at times!		
	Stations jump when tuning up/down	✔	Download and install latest Firmware version from Knowledge Base
Mi-DISPLAY Not Working when Smartphone is connected	USB Cable	✔	Ensure the cable supplied with the unit or genuine/certified USB cables are used. This is particularly important for Apple phones and it is adviseable to have your own "reference" cable on hand to confirm that the customer's cable is in fact genuine if not the model sullied with the unit..
	Correct USB Outlet		Ensure the USB cable is connected to the right USB port in the vehicle denoted with the smartphone icon.
	Android phones		Ensure the Android Auto App installed on the phone and that the latest version of the Android operating system is installed.
Mi-DISPLAY Not Working when iPhone is Locked	Setting		Go to settings > General > Carplay > EW Carplay > and select "Allow CarPlay While Locked"
Voice Echo in Calls	Android Voice Assistant		Certain voice assistant functions may cause echo so it is recommended to turn off voice assistant functionality when using Mi-DISPLAY. Consult the phone manufacturer's instructions for assistance in doing this.
Navigation Lagging, Not Showing Correct Location When Using Mi-DISPLAY	Smartphone GPS Reception	✔	Locate the smartphone in a higher position in the car, ideally not within pockets or consoles but in the line of site of the windows which will provide better GPS coverage.

Problem	Probable Cause	Updated	Correction
Phone Charging	Phone Charges Slowly when connected to Mi-DISPLAY / Appears to "Drain Battery"	✔	The Mi-DISPLAY USB connection not only provides an on-screen phone interface but will also charge it. Please note that the available charge rate is 1A so depending on the number of functions being performed by the phone, for example Navigation and Audio Streaming, the charge rate will be reduced compared to charging while not operating Mi-DISPLAY (in other words charge at a lesser rate than the phone is using current). This is due to the fact that the connection is a data link and is not fast charge. This an issue with most Apple and Android systems. Suggested improvements include closing non-essential apps, utilising low power mode and re-positioning the phone (maybe out of a pocket or bag) to allow better cellular coverage which in turn will reduce battery usage.
	iPhone does not charge over 80% when connected to the unit		There is a factory setting called "Optimised Battery Charging" that can be found in: Settings/Battery/Battery Health (see https://support.apple.com/en-au/HT210512). This setting restricts when the phone can charge over 80%. By turning this function off, the phone can charge over 80%
Blutooth	Not Pairing		Turn your mobile completely off and restart it. Open Bluetooth settings on your phone and please it open when trying to connect and make sure Bluetooth is turned on.

ANDRIOD Smartphone Mi-DISPLAY Specific Issues*

Android Auto not Working/Connecting	Latest Software/Firmware	✔	Make sure Android Auto is installed on the phone and the latest version is installed (open google Play store and check for updates). Ensure apps like Google Play Services are updated
	Memory/Data	✔	Clear all of the saved data in the Android Auto cache
	Accepted/Rejected Cars in Android Auto App	✔	Find Advanced Settings/Android Auto and "forget" all cars in the app then try reconnecting or check to see if the phone is listed in the Rejected cars header
Spotify / Music Player volume lower compared to radio	Android Auto Settings (which vary from handset brand to brand). Please see these suggestions	✔	Turn off "Normalise Volume" in Spotify app settings
			If the phone's audio settings have EQ settings applied, please remove them (ie set to default)
			Make sure handset volume is full once the Bluetooth connection starts
			Depending on handset brand, turn off "Adapt Sound"
Random Screen "Freezes" / Black Screen	Android Auto Operating System Please google the phone model for specific help - please see some suggestions here	✔	Try unlocking/locking the phone
		✔	Set Android Auto services to high performance mode
		✔	Disable battery optimizations for all Android Auto services
Screen Resolution Lower than Home Screen When Android Phone Connected	Android Auto Specific	✔	This is the resolution available from Android Auto for this unit. By comparison, Apple CarPlay provides a higher resolution.

* These issues are related to the Android Auto operating system and are not limititations of Mi-DISPLAY

FIG 1.

Evidence of the screen protector here.

Edge of screen protector.

Screen protector removed.