

Ford (2015 – 2021) Tesla Series *Android 11 - Troubleshooting Guidelines*

Caution: Please make sure you watch our installation video before start the installation. For the model of Microsoft SYNC 2 & SYNC 3 System, the audio from the new system goes thought the original “USB” channel. For certain models of F150 which equipped with original SYNC 2 & 3, you may need to prepare a USB with one music file inside (any mp3 format file will work) and connect to the original USB port (The bottom console which located under the screen). Then manually go to the original SYNC menu and select the USB.

Kindly remind all customers to confirm the SYNC version that comes with your vehicle before start.

1) If your vehicle comes with 4” stock screen, please confirm which Syn version that comes with your vehicle.

- If it looks like the left side in the picture, it is Sync versoin 1
- If it looks like the right side in the picture, it is Sync version 3



4 inch with SYNC1 4 inch with SYNC3



- If the stock screen looks like the picture on the right hand side, then your vehicle comes with either Microsoft SYNC version 2 or 3. If it looks like the left side in the picture, it is Sync versoin 2;
- If it looks like the right side in the picture, it is Sync version 3



SYNC2

SYNC3



2) Lastly to confirm with the vehicle if it comes with Manual A/C control or Automatic A/C Control.

- If the AC control looks like the left side in the picture, it is Auto A/C;
- If it looks like the right side in the picture, it is Manual A/C.



For SYNC 1 Vehicle:

For the vehicle that comes with SYNC 1 system, new generation of the system will replace the original radio which means ***you will need to remove the original radio during the installation.*** You do not need to keep the Original radio during the installation. Once the original radio is removed and unplug all the harness. You can see there are two harness which will match with the main power harness from the new system.



Original Radio Unit

For SYNC 2 & SYNC 3 Vehicle:

For the vehicle that comes with SYNC 2 & SYNC 3, ***it is required to keep BOTH the original radio and the original SYNC APIM module during the installation.*** You will need to connect the original radio



Original SYNC APIM module

CAUTION: Please do not connect or disconnect any of the wiring harness while the unit is turned ON.

Installation Instruction (Ford F150 | 2015 - 2020) & (F250, F350 | 2017 - 2021):

There are some changes on the harness of the new Android 11 models, please refer to the video below for a reference. The harness in the video is only for a reference to give you a general idea. Different models will come with different harness as well.

Android 11 Wiring Introduction (Version 1): <https://youtu.be/2efVfSvW8fM>

Android 11 Wiring Introduction (Version 2): <https://youtu.be/QFQelces-7M>

Installation Video Instruction:

- (SYNC 1 with Stock 4" Screen | Manual AC): <https://youtu.be/JdQVCR776Fg>

Note: For the new Android 11 systems, you do NOT need to keep the original radio. You can remove the original radio and connect the harness directly to the new power harness from the new system.

- (SYNC 2 with Stock 8" Screen | Auto or Manual AC): <https://youtu.be/589pZRI5QjM>

- (SYNC 3 with Stock 8" Screen | Auto or Manual AC): <https://youtu.be/rdeR-WF4TmI>

Software Setup Tutorial:

After the installation, if you have any issues on how to setup or use the system after the installation, please refer to the video instruction below:

System Setup Tutorial: <https://youtu.be/lnTHN3Hpybk>

Climate Control Motherboard Installation Tutorial:

FORD F150 F250 F350 (Motherboard Instruction): <https://youtu.be/9JWB6R7wSEg>

Please make sure the key is removed and the unit is OFF during the installation

The correct procedure to connect the new system

1) Connect the all other accessory cable (GPS, USB, and 4G LTE) → 2) ORIGINAL SYNC Computer → 3) ORIGINAL SYNC Harness → 4) Main Power Harness of the new System → 5) Switch on the Engine.

When you try to DISCONNECT any of the harness, please make sure the car is OFF, key is off and the driver side door is opened.

Audio / Sound Diagnostic:

Only Applies to SYNC 2 & SYNC 3 vehicle:

For SYNC 2 or 3: (No Sound from the new system, included CarPlay and Video Playback):

Tutorial Video (Only applied to SYNC 2 & 3 Systems): <https://youtu.be/AKDjM5MXdzQ>

Step 1: Get ready with a USB and copy one of the MP3 or media file to the USB.

Step 2: Insert the USB to the "ORIGINAL" USB port, NOT those two USB from the new screen.

Step 3: Click on Console → Go to Original SYNC menu → Media → USB mode

Step 4: Make sure the USB is recognized by the ORIGINAL SYNC system

Step 4: Make sure the music file from the USB is being **Played** via the "Original" USB port.

Step 5: Click on the "HOME" button of the new tesla screen (Located at the bottom left corner of the screen)

Step 6: Click on Setting on top of the screen

Also refer to System Setup Tutorial: <https://youtu.be/InTHN3Hpybk>

Further Diagnostic Steps:

Step 1: Check if original radio is working. Simply by clicking on the icon "Console" on top of the menu bar.

- Check if the ORIGINAL SYNC Screen display properly (*If not display properly, please move to **Step 2***)
- Check if the ORIGINAL radio is working properly (*If original radio is working properly, and there is ONLY no sound when play Video or YouTube from the new system, please move to **Step 3***)

Step 2: Make sure the ORIGINAL SYNC computer is transferred properly from the original system to the new system. The SYNC computer is located at the back of the original screen. Also make sure the LVDS cable is connected properly.

Step 3: Make sure the ORIGINAL LVDS USB are connected properly to the back of the original SYNC APIM computer. Since the micro USB connector is required to be connected display the signal from the ORIGINAL SYNC system.

Original SYNC Menu:

Only Applies to SYNC 2 & SYNC 3 vehicle:

If your vehicle comes with Microsoft SYNC 2 & 3, the system will retain the original SYNC system, you can click on the icon "CONSOLE" on top of the navigation menu bar, if the original SYNC menu doesn't show up on the screen, you can follow the step bellows:

For SYNC 2 or 3:

Step 1: Check if original radio is working. Simply by clicking on the icon "Console" on top of the menu bar.

- Check if the ORIGINAL SYNC Screen display properly (*If not display properly, please move to **Step 2***)
- Check if the ORIGINAL radio is working properly (*If original radio is working properly, and there is ONLY no sound when play Video or YouTube from the new system, please move to **Step 3***)

Step 2: Make sure the ORIGINAL SYNC computer is transferred properly from the original system to the new system. The SYNC computer is located at the back of the original screen. Also make sure the LVDS cable is connected properly.

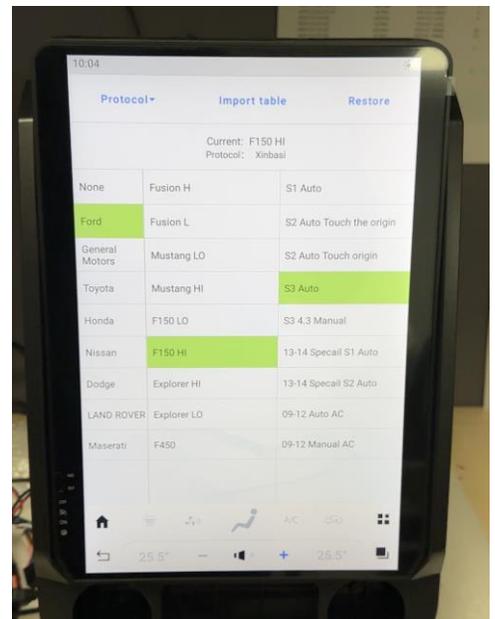
Step 3: Make sure the ORIGINAL USB are connected to properly to the back of the original SYNC computer. Since the USB is necessary to connected to the back of the ORIGINAL SYNC computer.

You can also refer to the System Setup Tutorial: <https://youtu.be/InTHN3Hpybk>

You can also check the settings follow the steps below:

Setting → System → Setting Guide → Car model/AC → 666888

- 1) For **Ford 150 SYNC 1 | Manual AC with Microsoft SYNC 1:**
 - a. **F150 LO** → S1 Manual → Double Click and Reboot
- 2) For **Ford 150 SYNC 2 | Manual AC with ORIGINAL 8" Stock Screen:**
 - b. **F150 LO** → S2 Manual → Double Click and Reboot
- 3) For **Ford 150 SYNC 2 | Auto AC with ORIGINAL 8" Stock Screen:**
 - c. **F150 HI** → S2 Auto → Double Click and Reboot
- 4) For **Ford 150 SYNC 3 | Manual AC with ORIGINAL 4.3" Stock Screen:**
 - d. **F150 LO** → S3 4.3 Manual → Double Click and Reboot
- 5) For **Ford 150 SYNC 3 | Manual AC with ORIGINAL 8" Stock Screen:**
 - e. **F150 LO** → S3 Manual → Double Click and Reboot
- 6) For **Ford 150 SYNC 3 | Auto AC with ORIGINAL 8" Stock Screen:**
 - f. **F150 HI** → S3 Auto → Double Click and Reboot



Bluetooth

If your device can not pair with the new system, you can try the following

Step 1: Go to the Bluetooth menu of the cellphone, delete the Bluetooth screen) from the Bluetooth list of the cellphone. Restart the cellphone.

Step 2: Go to the Bluetooth menu of the new screen, delete the Bluetooth (Cellphone) from the Bluetooth list of the Tesla screen.

Step 3: Get ready with a tiny pin or needle. (The pin that used to eject a sim card from any



procedure:
device (Tesla
device
card from any

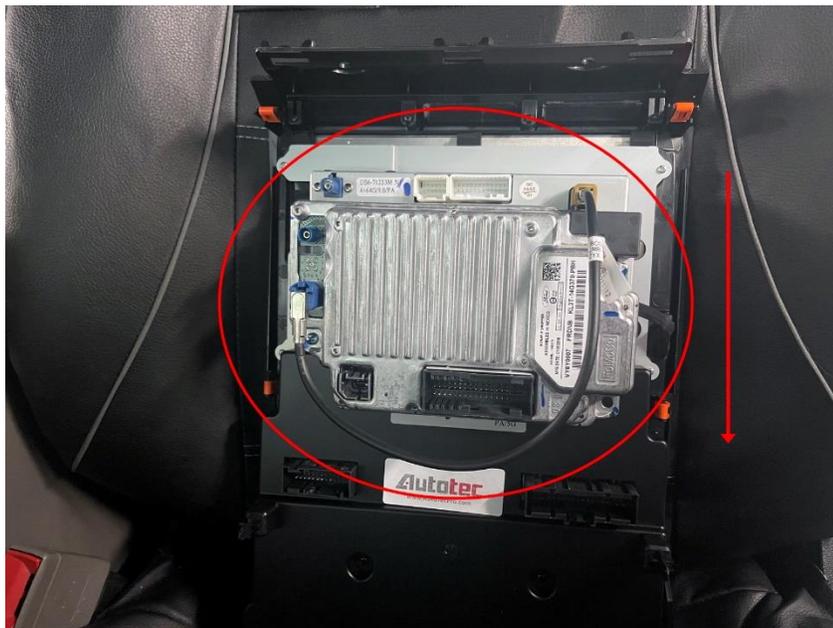
Step 4: Find the reset button at the front of the system. Usually located on either the bottom left corner or bottom right corner of the screen. Please be careful that one of the holes is the microphone and another one is reset button. The reset button usually is labelled as “RST”.

Step 5: Wait until the system restart. Then you can try to pair with the new system again. If you can find the Tesla Bluetooth from your cellphone, you can turn off the Bluetooth of the cellphone and turn it on again.

Step 6: Done.

GPS Signal: (Only apply to SYNC 3 system)

If your vehicle equipped with original SYNC 3 system, due to its built-in geolocation sensor, you will need to install the original SYNC 3 computer correctly. It is shown as the picture below. Otherwise, it will affect the GPS signal on the original navigation.



Wireless Apple CarPlay

Even Wireless Apple CarPlay use Bluetooth to pair at the beginning, however, wireless Apple CarPlay use WiFi channel instead of Bluetooth to communicate between the new system and the phone.

How to connect to the Wireless Apple CarPlay:

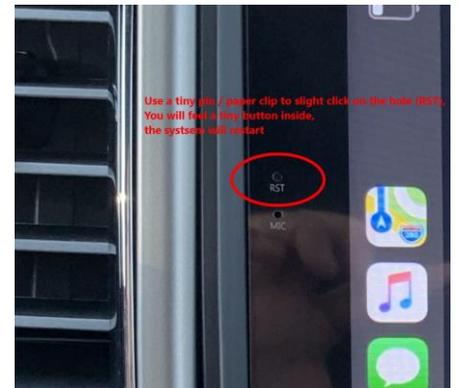
- Step 1:** Make sure you disconnect and un-pair from the original SYNC / Bluetooth.
- Step 2:** Make sure you turn on SIRI and setup properly on your phone.
- Step 3:** Connect to the Bluetooth of the NEW screen. You can find the device name from the Bluetooth menu.
- Step 4:** Open **Z-Link** from the top of the menu bar or from the app list of the new system.
- Step 5:** Follow the instruction on the screen of the phone. (There will be a message pop up on the phone and ask you to grant the authorization of using CarPlay on the phone)
- Step 6:** Enjoy the Apple CarPlay

How to stop Apple CarPlay and connect to WiFi hotspot?

Step 1: Go to GENERAL SETTINGS on the iPhone, search CarPlay from the search bar. Turn off the CarPlay device of the new system from the phone.

Step 2: Turn on WiFi and connect to the WiFi hotspot.

(Note: If you finished using WiFi and would like to connect it back to CarPlay, you will need to follow the step 1 but turn on CarPlay again from the phone and goes through the pairing step mentioned above again. If it doesn't work, you may also need to restart the unit by slightly clicking on the tiny RST hole on the left side of the screen. Another way to restart the system is to go to User Setting – Scroll down to the bottom, click "Save and Reboot")



How to stop Apple CarPlay and connect to another phone or WiFi Hotspot?

Step 1: Go to GENERAL SETTINGS on the iPhone, search CarPlay from the search bar. Turn off the CarPlay device of the new system from the phone.

Step 2: Restart the unit by slightly clicking on the tiny RST hole on the left side of the screen. Another way to restart the system is to go to User Setting – Scroll down to the bottom, click "Save and Reboot"

Step 3: Connect the NEW phone to the Bluetooth of the NEW screen. You can find the device name from the Bluetooth menu.

Step 4: Open **Z-Link** from the top of the menu bar or from the app list of the new system.

Step 5: Follow the instruction on the screen of the phone. (There will be a message pop up on the phone and ask you to grant the authorization of using CarPlay on the phone)

Step 6: Enjoy the Apple CarPlay

(Note: If it doesn't work, you may also need to reset the unit by slightly clicking on the tiny RST hole on the left side of the screen.)

Note: If you find that the CarPlay is not connected properly, you can go to **Step 1** mentioned above, "delete" the CarPlay from the phone, and then go to the Bluetooth from the new screen, delete the Bluetooth of the phone. Go to **Step 2** to restart the new system. Also, restart the phone. Go to **Step 3** and pair again.

Backup Camera

(After the installation, if you find that the original camera is not working, please check the following)

You can also refer to the System Setup Tutorial: <https://youtu.be/lnTHN3Hpybk>

For SYNC 1 System:

Step 1: Please make sure you connect the camera harness behind the original screen.

Step 2: You can also refer to the System Setup Tutorial: <https://youtu.be/lnTHN3Hpybk>

You can also check the settings follow the steps below:

Setting → System → Setting Guide → Car model/AC → 666888

- 1) For **Ford 150 SYNC 1 | Manual AC with Microsoft SYNC 1:**
F150 LO → S1 Manual → Double Click and Reboot

Step 3: Setting → System → Factory Settings → 7890

Make sure the Reverse Camera Format is set to "**CVBS-AHD**" → Save and Reboot



For SYNC 2 System:

Step 1: Check if original radio is working. Simply by clicking on the icon "Console" on top of the menu bar.

- Check if the ORIGINAL SYNC Screen display properly (*If not display properly, please move to **Step 2***)
- Check if the ORIGINAL SYNC Screen is working properly (*If original screen is working properly, and there is ONLY no camera image when reverse, please move to **Step 3***)

Step 2: Make sure the ORIGINAL SYNC computer is transferred properly from the original system to the back of the new system. The SYNC computer is located at the back of the original screen.

Step 3: Setting → System → Setting Guide → Car model/AC → 666888

- 1) For **Ford 150 SYNC 2 | Manual AC with ORIGINAL 8" Stock Screen:**
F150 LO → S2 Manual → Double Click and Reboot

- 2) For **Ford 150 SYNC 2 | Auto AC with ORIGINAL 8" Stock Screen:**
F150 HI → S2 Auto → Double Click and Reboot

Step 4: Setting → System → Factory Settings → 7890

Make sure the Reverse Camera Format is set to "**VGA-YUV**" → Save and Reboot



For SYNC 3 System:

Step 1: Check if original radio is working. Simply by clicking on the icon “Console” on top of the menu bar.

- Check if the ORIGINAL SYNC Screen display properly (*If not display properly, please move to **Step 2***)
- Check if the ORIGINAL SYNC Screen is working properly (*If original screen is working properly, and there is ONLY no camera image when reverse, please move to **Step 3***)

Step 2: Make sure the ORIGINAL SYNC computer is transferred properly from the original system to the back of the new system. The SYNC computer is located at the back of the original screen. Also make sure the LVDS cable is connected properly.



Original **SYNC 3** Computer



SYNC 3 LVDS Cable (Included in Package)

Step 3: Setting → System → Setting Guide → Car model/AC → 666888

- 1) For **Ford 150 SYNC 3 | Manual AC with ORIGINAL 4.3” Stock Screen:**
 - g. **F150 LO** → S3 4.3 Manual → Double Click and Reboot
- 2) For **Ford 150 SYNC 3 | Manual AC with ORIGINAL 8” Stock Screen:**
 - h. **F150 LO** → S3 Manual → Double Click and Reboot
- 3) For **Ford 150 SYNC 3 | Auto AC with ORIGINAL 8” Stock Screen:**
 - i. **F150 HI** → S3 Auto → Double Click and Reboot

Step 4: Setting → System → Factory Settings → 7890

Make sure the Reverse Camera Format is set to “**VGA-YUV**” → Save and Reboot

Touch Screen Calibration:

For ALL Systems:

Symptom: If the touch screen doesn't respond properly, you can re-calibrate the screen by following the steps below.

Step 1: Place 5 finger tips on the screen (Any spot on the screen), hold 5 fingers on the screen for around 5 seconds.

Step 2: Follow the instruction on the screen to calibrate the touch screen.

For SYNC 2 System:

Symptom: The tesla screen works properly, only the touch point on the original SYNC 2 menu become opposite, the SYNC 2 screen under "Console".

You can adjust the settings followed by the steps below:

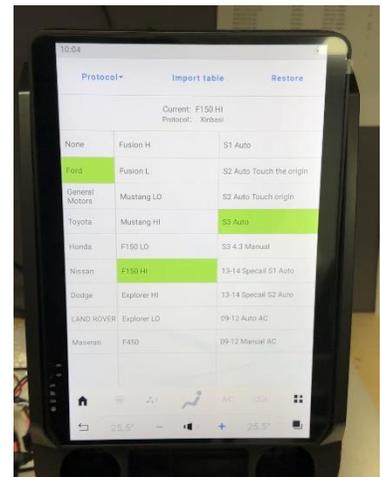
Setting → System → Setting Guide → Car model/AC → 666888

You can select between two different settings:

- 1) *S2 Touch the Origin*
- 2) *S2 Touch Origin*

You can select between these settings by double click on the icon and the system will restart.

Video Instruction: <https://youtu.be/XWmWuUSB38M>



Black Screen:

Applied to ALL Systems:

Step 1: There is a reset button at the front of the screen, which is labelled as "RST". Use a needle / pin to click on the hole to restart the unit.

Step 2: Check the fuse.

Step 3: Turn off the vehicle first, open the front driver side door since the power is connected to the front door lock.

Step 4: Pull off the unit. Unplug the main harness behind the unit. Plug it back after 1 min.

