



Frequently asked Questions:

Is this product plug and play? Do I need to program or code my Mercedes-Benz? Do I need to buy external GPS antenna? Can I still check the original car info as the OEM screen?

Answer: Yes, it is plug and play, it has the same plugs and harness as original Mercedes-Benz system, not need to cut wires when install. You do not need to program/code your car when installation. All necessary accessories are included in the package. You do not need to buy anything else to make it work. You can still check the original Mercedes-Benz car info as before.

Can I operate the original Mercedes-Benz interface via touchscreen?

Answer: NO. You can only operate the original Mercedes-Benz NTG system via the command knob as before.

Can I operate the new navigation system interface via command knob?

Answer: Yes. You can operate the new upgrade system via command knob.

How do I switch between the new Navigation system interface and the original Mercedes-Benz interface?

Answer: Please press "BACK" command button for 3 seconds to switch between original Mercedes-Benz interface and new navigation system.



Why does it show "No signal" or blank screen when switch to original Mercedes-Benz interface?

Answer: Please check the LVDS port. Make sure you connect the LVDS plug (removed from the original Mercedes-Benz screen, not the end from the original head unit) to the "CAR-LVDS" port on the control box.

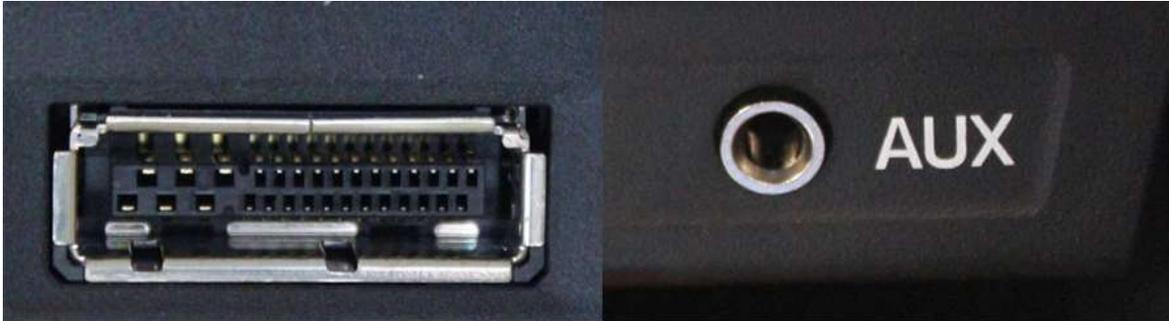


NTG 4.0 have the 10 pin square LVDS port. NTG 4.5/4.7/5.0/5.1/5.2/5.5 have 4 pin round LVDS plug.

Why there is no audio from new upgrade system?

Answer:

1. Please check if there is AUX IN port, AMI port or USB port on your car, usually it is in the center armrest box or glove box on passenger side.



AMI/MMI/MI port AUX IN port

2. If it is AUX IN port(NTG 4.0/4.5/4.7) on your car, please activate AUX mode, then switch to the upgrade system to get sound.

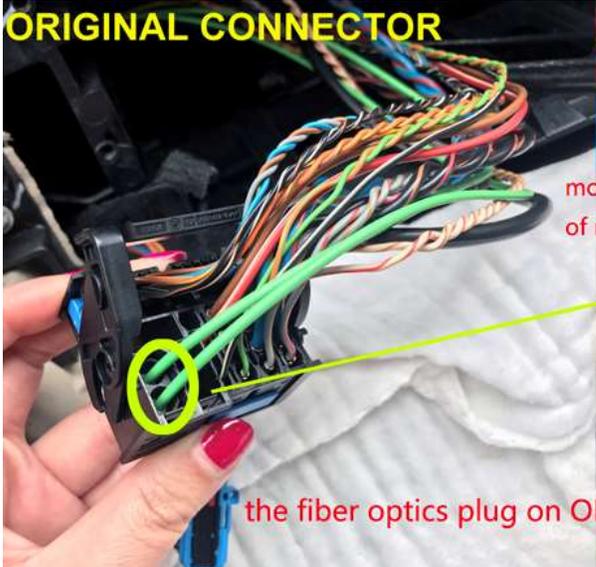
If it is AMI port(NTG 4.0/4.5/4.7) on your car, you need to buy our AMI-AUX cord and plug in the AMI port, then you will see the AUX audio option, activate AUX mode, then switch to the upgrade system to get sound.



Why does the Sirius/XM radio, CD, original car computer info and factory camera does not display?

Answer: Please check the fiber optics plug, you need to move it from the original connector to new connector we provided.

ORIGINAL CONNECTOR



move it to new connector
of new harness

the fiber optics plug on OEM connector



NEW CONNECTOR WE PROVIDE