



## STAR ONLINE PUBLICATION



**Case Number:** S228A000007

**Release Date:** June 2022

**Symptom/Vehicle Issue:** Unable To Listen Into Rear Seat Entertainment From Radio Or Front Display

**Discussion:** The customer may find the rear seat App on the radio is Inop or unable to listen in to the rear screens over the car speakers

**Technician Observation:** The rear screens function properly and can play content but on the radio the customer is unable to interact with the rear screens.

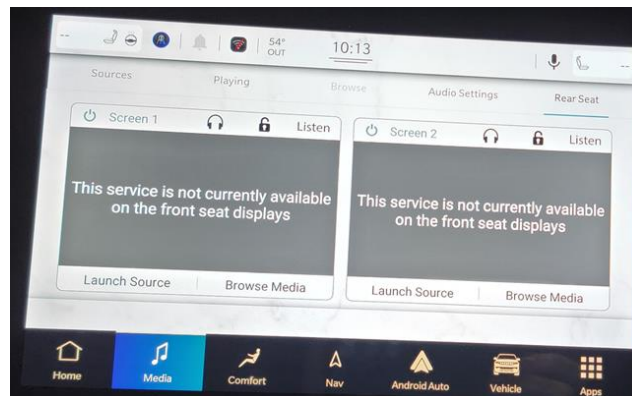


Fig 1

Not all apps from rear screens will mirror to the front screens. These include Netflix, Rear Navi, Rear Climate Controls App, Are We There Yet?, Apps that will not display to the front radio screen or the Front Passenger Display Module (FPDM) due to licensing restrictions.

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FPDM cannot play audio over car speakers, FPDM can only play audio over wireless headsets connected to the FPDM.

The Listen in feature requires that both rear screen Amazon Fire TV software be up to date. The rear screens need to be signed into an Amazon account and connected to a Wi-Fi network connection to update. The Wi-Fi connection can be in vehicle if available or an outside connection like a home Wi-Fi or Wi-Fi Hotspot.

It is suggested that the Wi-Fi connection Not be the Dealership's Wi-Fi where we could encounter Blockers, Firewalls and Security to prevent use of Netflix, YouTube and other Apps the dealership Admin might want to keep employees off of.

To set up Wi-Fi connection, click on "Network Settings" or click on click on Settings gear

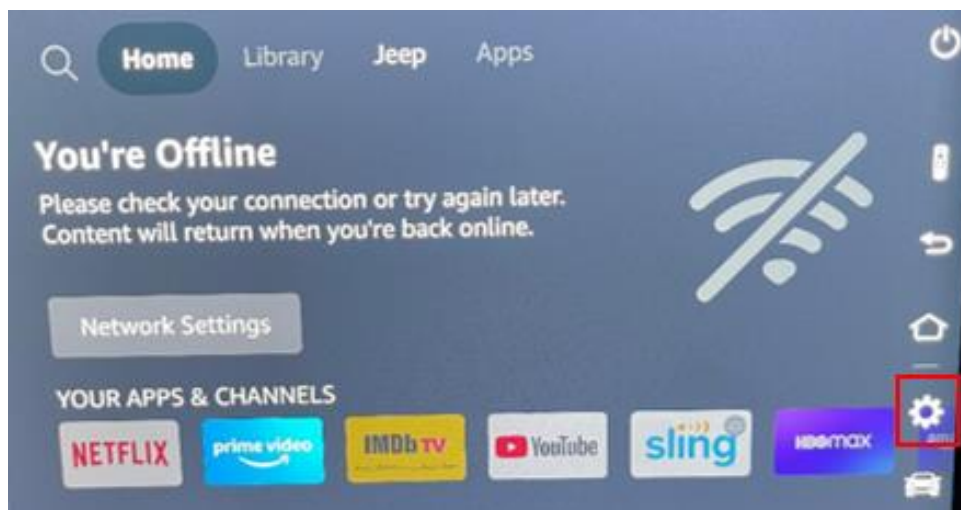


Fig 2

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### Select Settings

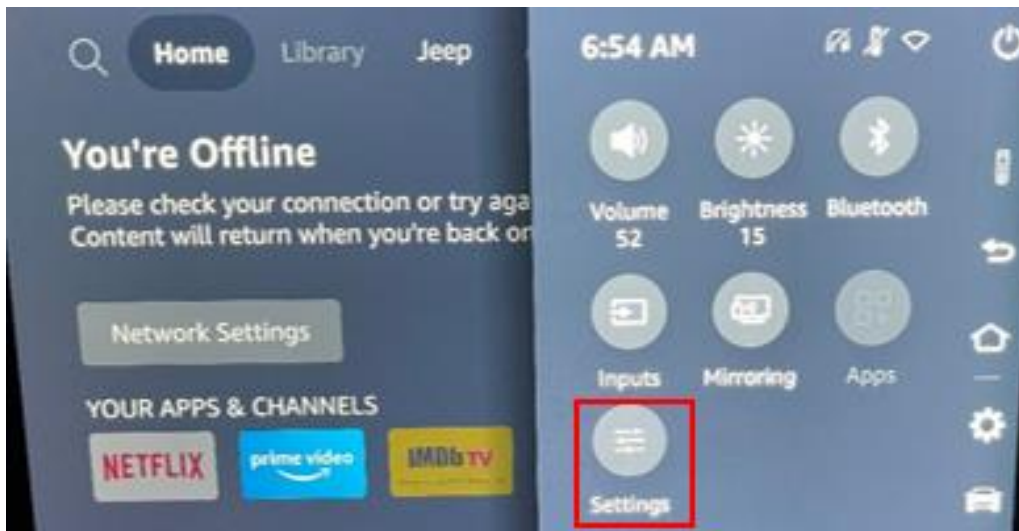


Fig 3

Click on Network to select an available network.

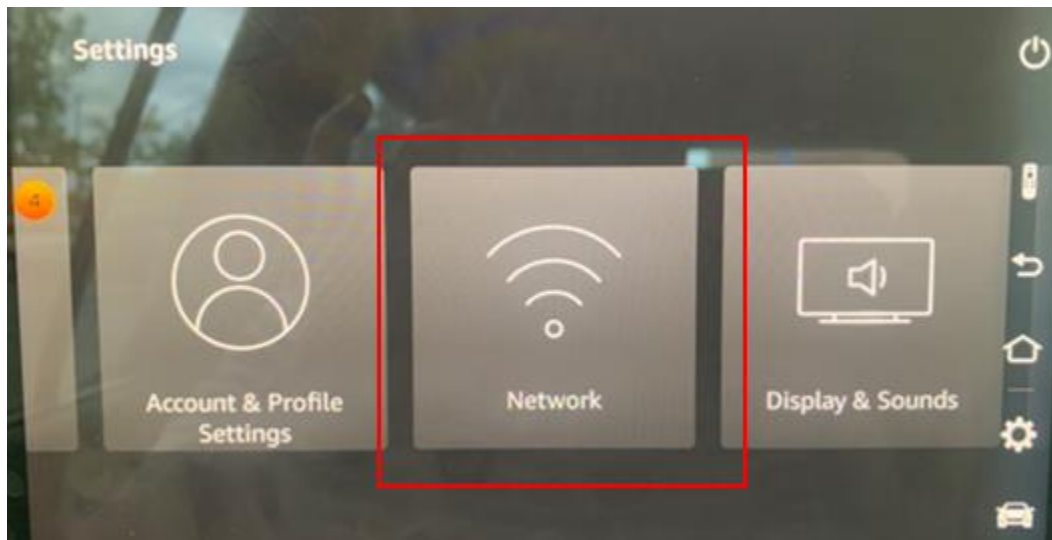


Fig 4

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Select Wi-Fi source and input password if needed.

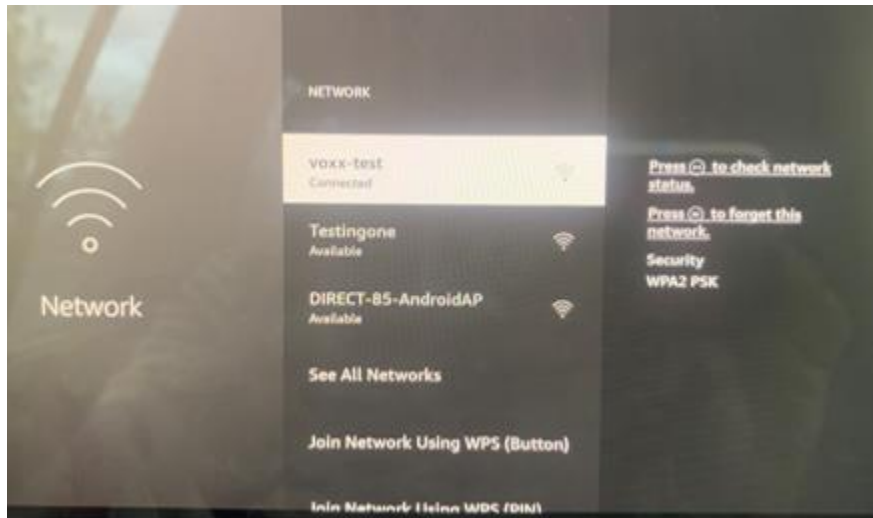


Fig 5

Go through sign in process on rear screens to update the software:



Fig 6

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Create a free Amazon account if needed, no credit card information necessary just an email.

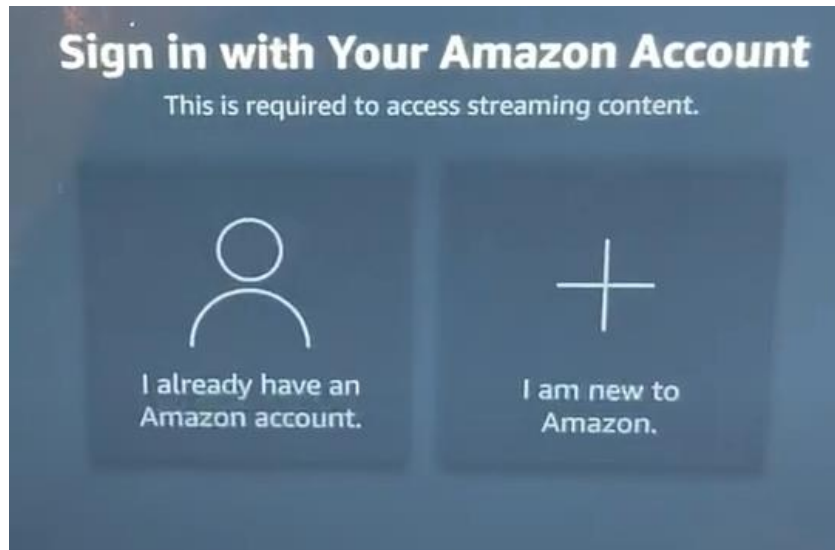


Fig 7

Ensure device is connected to Wi-Fi. Select the small gear in the bottom right.

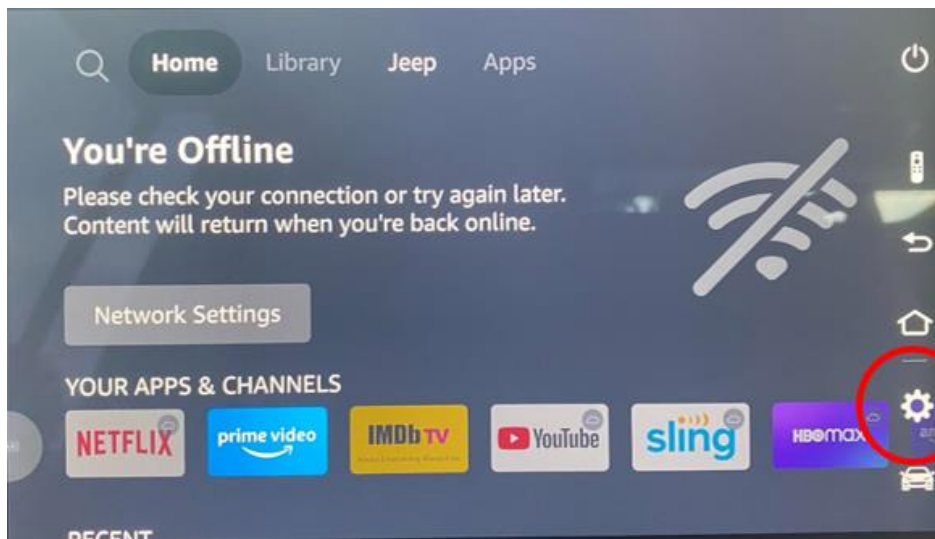


Fig 8

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Select Settings.

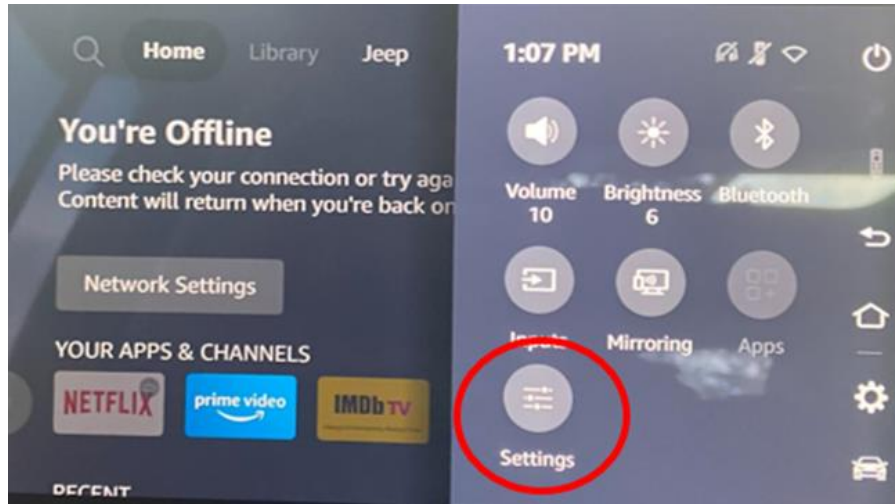


Fig 9

Scroll to the right to select "Devices and Software"

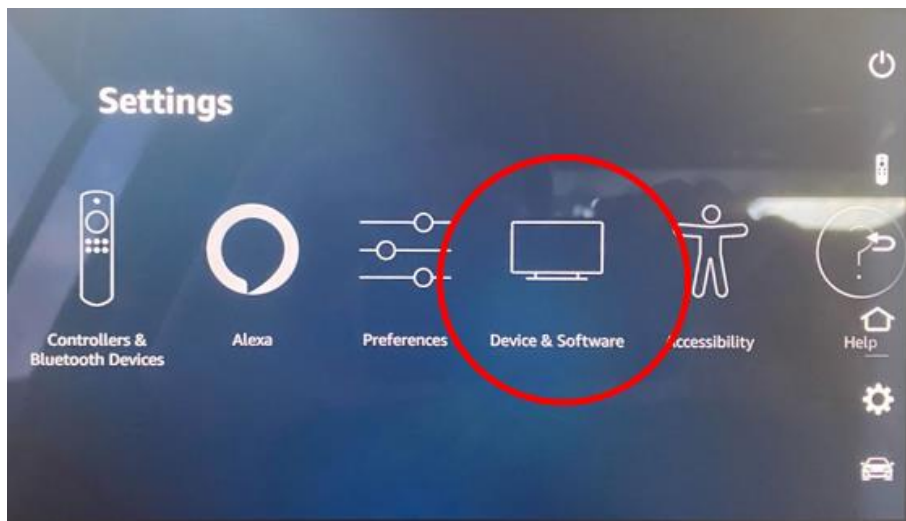


Fig 10

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Select about.

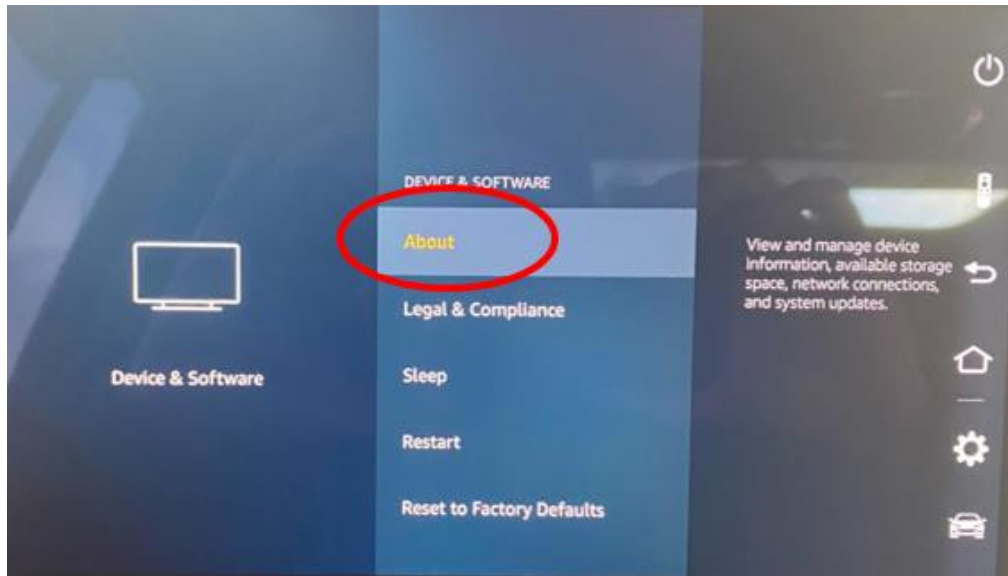


Fig 11

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## This **Must** be done on both screens:

- Select check for updates.
- Should start to download and then install software.
- The device will request a reboot once complete.
- Verify Software Version number is at least **2693** after updates.

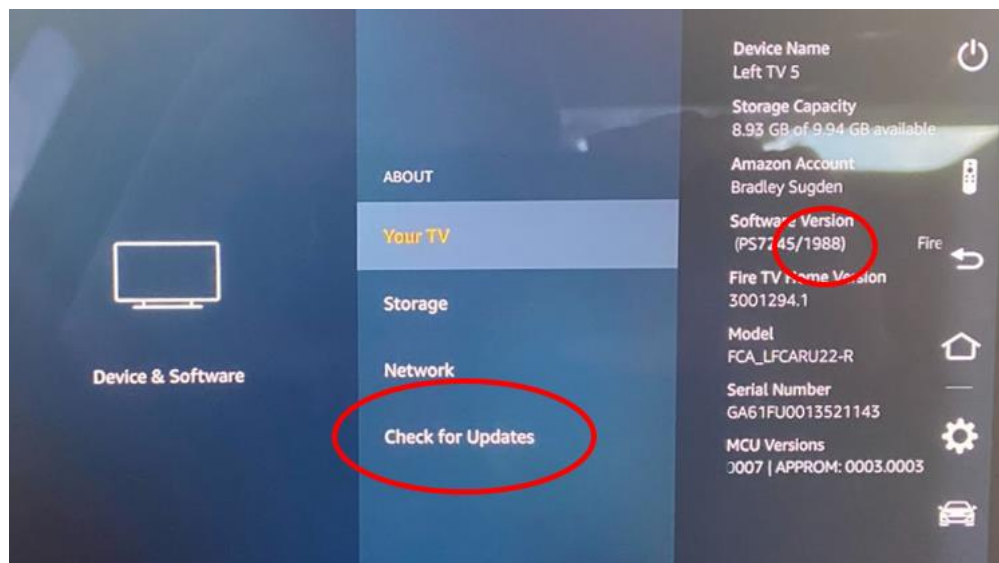


Fig 12

Verify system operation. If the system is still not working suggest performing an ECU reset on the Video Routing Module with wiTech. Then reset the radio. Push and hold the radio volume knob for ten seconds then release to reset.

Radio software needs to be at S24.18 or higher.

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After following the steps above, if the radio screen looks like the picture below, the radio needs HDCP keys installed. (HDCP key applies to WS only)



Fig 13

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