

17. Diagnostics with Phenomenon

A: LIST

1. CHECK ABNORMALITY OF STARLINK

Symptoms	Counter-measure
STARLINK app was terminated.	Perform the procedures described on “Confirm connection between smartphone and unit”. <Ref. to ET-51, CHECK SMARTPHONE AND UNIT CONNECTION, INSPECTION, Diagnostics with Phenomenon.>
Smartphone was powered off while connecting via the STARLINK.	
Bluetooth connection stops while connecting via the STARLINK.	
Communication gets out of service while connecting via the STARLINK.	
Radio wave reception becomes worse while connecting via the STARLINK.	

NOTE:

Possible STARLINK error messages with relation to the above symptoms

Details of message
Please disconnect mobile device and install the STARLINK application on your mobile device and try again. Bluetooth disconnected, please reconnect and try again. Smartphone data connection is poor, please try to connect again.

B: INSPECTION**1. CHECK SMARTPHONE AND UNIT CONNECTION**

Step	Check	Yes	No
1 CHECK COMPATIBILITY OF SMARTPHONE. Check that the customer's smartphone is compatible with the system. <ul style="list-style-type: none"> • iPhone: iOS 4.3.5 or later • Android: Android 4.0 or later 	Is it compatible?	Go to step 2.	The smartphone cannot be used due to incompatibility.
2 ACTIVATION OF APP. Check the STARLINK app of the smartphone.	Is it installed?	Go to step 4.	Go to step 3.
3 INSTALLATION OF APP. Install STARLINK app to smartphone.	Is installation successful?	Go to step 4.	Reboot the smartphone, and install the STARLINK.
4 ACTIVATION OF APP. Activate STARLINK app.	Is STARLINK app activated?	Go to step 5.	Reinstall the app and activate it. If you still fail to activate it, the smartphone may be defective.
5 CHECK BLUETOOTH CONNECTION. NOTE: For a 6.2-inch iPhone model (with USB connection), go to the next step. Confirm the Bluetooth connection with the unit.	Is Bluetooth connection established?	Go to step 7.	Check that the unit can connect with other smartphones. If successful, the smartphone may be defective. If the unit cannot communicate with other smartphones, replace the audio or navigation unit. <Ref. to ET-12, Audio.>
6 CHECK USB (FOR A 6.2-INCH IPHONE MODEL). Check that the USB cable is connected to the unit.	Is USB connection successful?	Go to step 7.	Check that the unit can connect with other smartphones. If successful, the smartphone may be defective. If the unit cannot communicate with other smartphones, replace the audio or navigation unit. <Ref. to ET-12, Audio.>
7 REBOOT THE SMARTPHONE. 1) Reboot the smartphone. 2) Reinstall the STARLINK app.	Is it operating normally?	The system has returned to a normal condition at this time. Reproduce the failure, and then perform the diagnosis again.	Go to step 8.

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ENTERTAINMENT

Step	Check	Yes	No
8 CHECK POWER SUPPLY. Turn the ignition switch to OFF → ACC ON.	Is it operating normally?	The system has returned to a normal condition at this time. Reproduce the failure, and then perform the diagnosis again.	Go to step 9.
9 DELETE CACHE INFORMATION OF UNIT. Delete cache information of the unit. Refer to the Notes in the margin.	Is it operating normally?	Cache information temporarily stored in the unit was corrupted. Currently, it is normal.	Perform the procedures described on “Check STARLINK service”. <Ref. to ET-52, CHECK STARLINK SERVICE, INSPECTION, Diagnostics with Phenomenon.>

NOTE:

- 7-inch display
 1. Select STARLINK from the APPS screen.
 2. On the STARLINK display (including an error message screen), press and hold the right bottom corner of the screen for 30 seconds or more.
 3. Lift your finger off the screen. If the message [Select Audio Source] appears when you lift your finger off the screen, the cache information is successfully deleted.
- 6.2-inch display
 1. Press the HOME button to display the HOME screen.
 2. Press the SETTINGS key to display the SETTINGS screen. (The most recent set entry is displayed.)
 3. Press the Settings General key to display the Settings General screen.
 4. Press the System Software key to display the System Software screen.
 5. Press the Delete key, and press OK on the confirmation message display. Then the cache information is successfully deleted.

2. CHECK STARLINK SERVICE

Step	Check	Yes	No
1 CHECK SMARTPHONE. Check the smartphone connection.	Can the smartphone connect the Internet?	Go to step 4.	Go to step 2.
2 CHECK RADIO WAVE CONDITION. Move to a location where the radio wave condition is good, and confirm the connection.	Can the smartphone connect the Internet?	Go to step 4.	Go to step 3.
3 CHECK RADIO WAVE CONDITION. Communication network gets busy at times even in a good radio wave location. In this case, wait for some time and then try again.	Can the smartphone connect the Internet?	Go to step 4.	The smartphone may be defective.
4 CHECK STARLINK. Check service provision status with STARLINK.	Is there any problem in the service provision status?	Try to connect after the problem in service provision is solved.	Replace the audio or navigation unit. <Ref. to ET-12, Audio.>

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