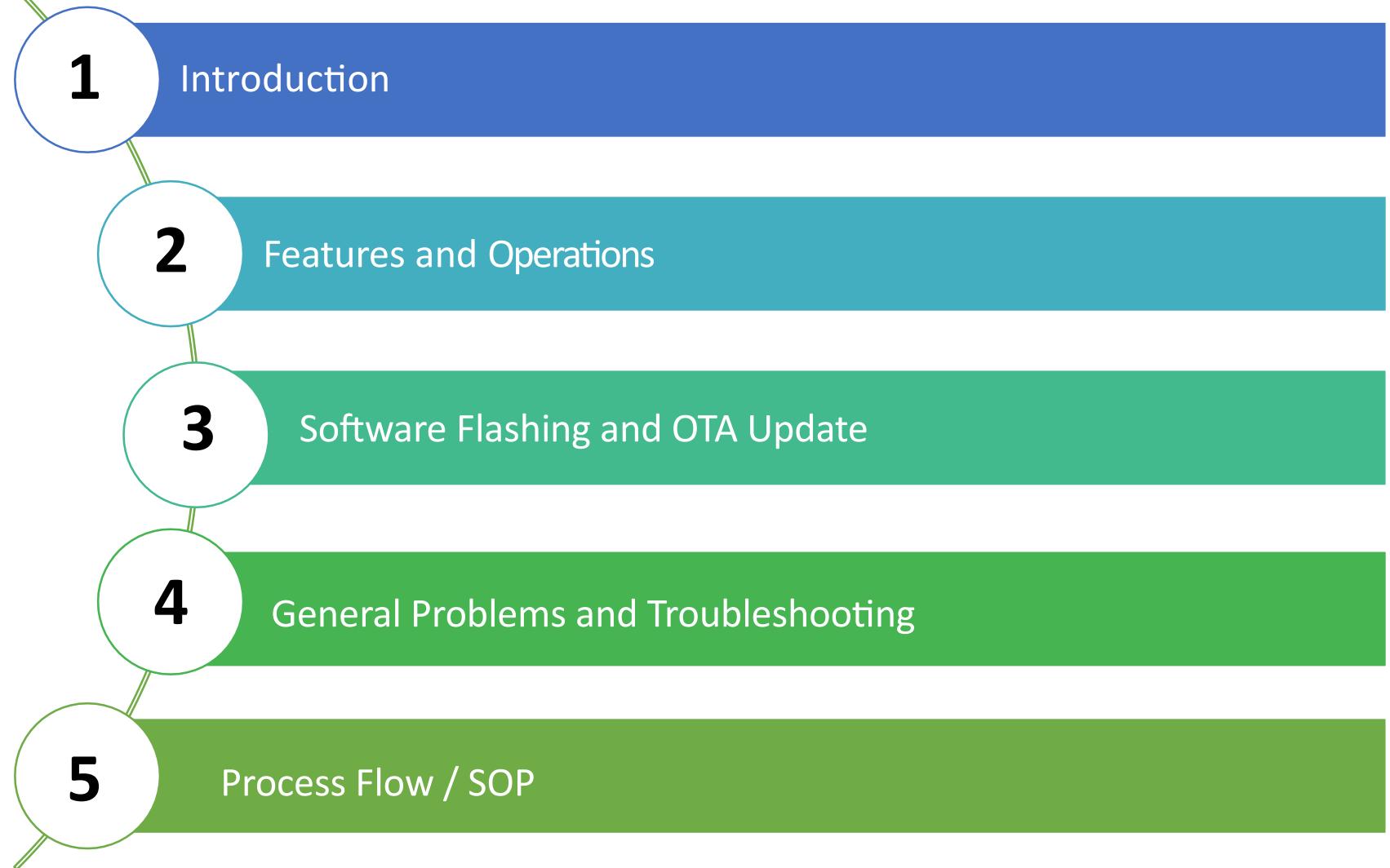


Supreme - Train the Trainer

•Faurecia clarion
ELECTRONICS



Display Audio (DA-2)



Agenda

Infotainment System

Smart Play Pro 7inch

Smart Play Pro + 9inch



Infotainment System Models

- Smart Play Pro & Smart Play Pro + is the infotainment System in your Suzuki vehicle
- It provides you with state of the art In Vehicle Infotainment entertainment to enhance your driving experience
- Using the system, you can:

Tasks	Tasks
Audio playback from multiple media sources	Supported mobile applications for: <ol style="list-style-type: none">1. Navigation2. Entertainment3. Access Internet Content through Apple CarPlay & Android Auto4. Access the system features through the Remote-Control App
View video and pictures	
Wired/wireless connectivity of smartphones	
On-Board voice recognition	
Vehicle functions and alerts	

Introduction



- AM, FM and DRM radio bands
- 6 Presets per radio band i.e.
- FM: 18 Presets
- AM and DRM: 12 presets



- Media Sources:
 - Bluetooth
 - USB
 - iPod
- Media types: Audio, Video and Images



- Connectivity through Bluetooth to:
- Handle incoming and outgoing phone calls
- Access SMS, phonebook and call logs
- Simultaneous pairing with 10 devices



- Wired and Wireless Access from infotainment
- Apple CarPlay
- Android Auto
- Use the Voice Recognition (VR) feature of Apple CarPlay/ Android Auto to manage the infotainment system



- View Vehicle Alerts like, Door open , Parking brake, Seat belt etc.
- Rear View Camera (RVC)
- Reverse Park Assistance System (RPAS)
- Surround View System(SVS)



- You can control the system features using voice recognition

Key Features

1. ⚡ Power Button

Short Press: Switches between Display ON/OFF.

Long Press: Switches between System Active and System Standby modes.

2. 🔊+ Volume Up

3. 🔊- Volume Down

4. ✅ Mute

5. 🏠 Home

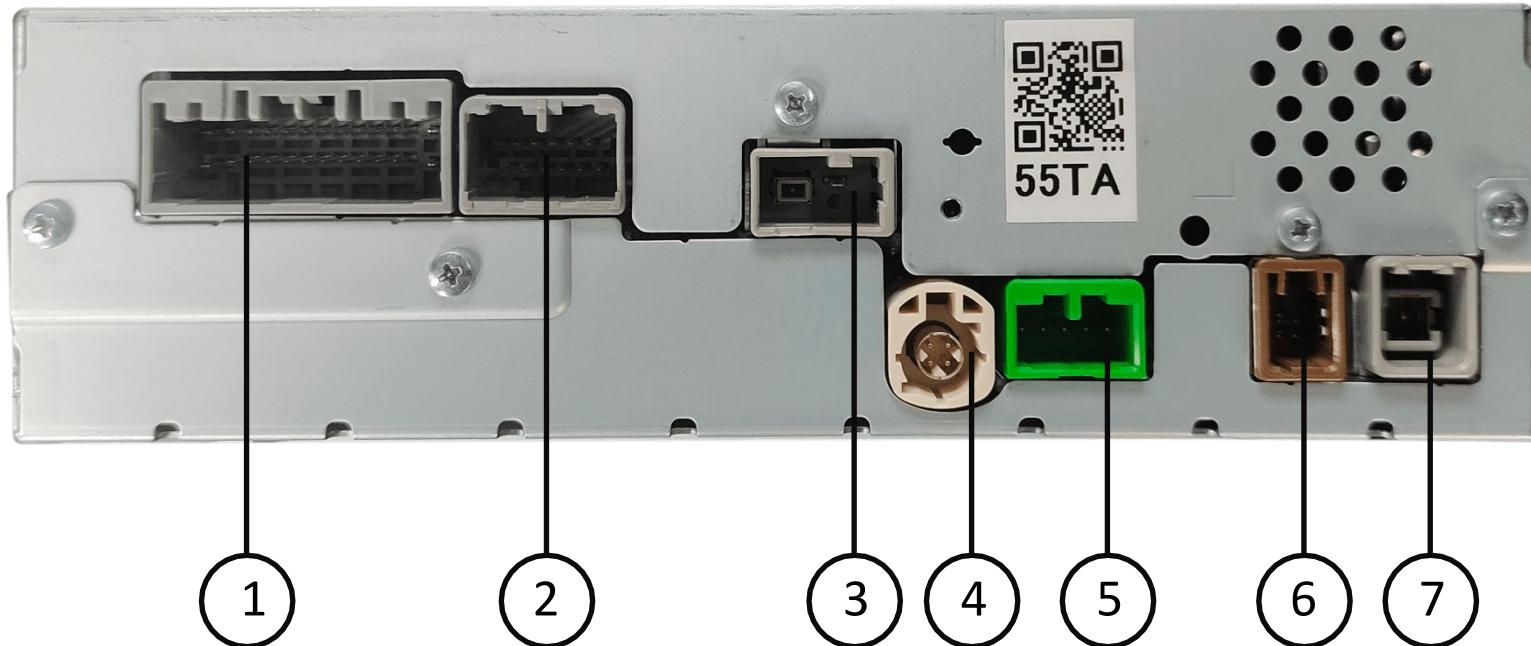
6. ⌛ Voice Recognition

7. 🎵 Source

8. ☎ Phone



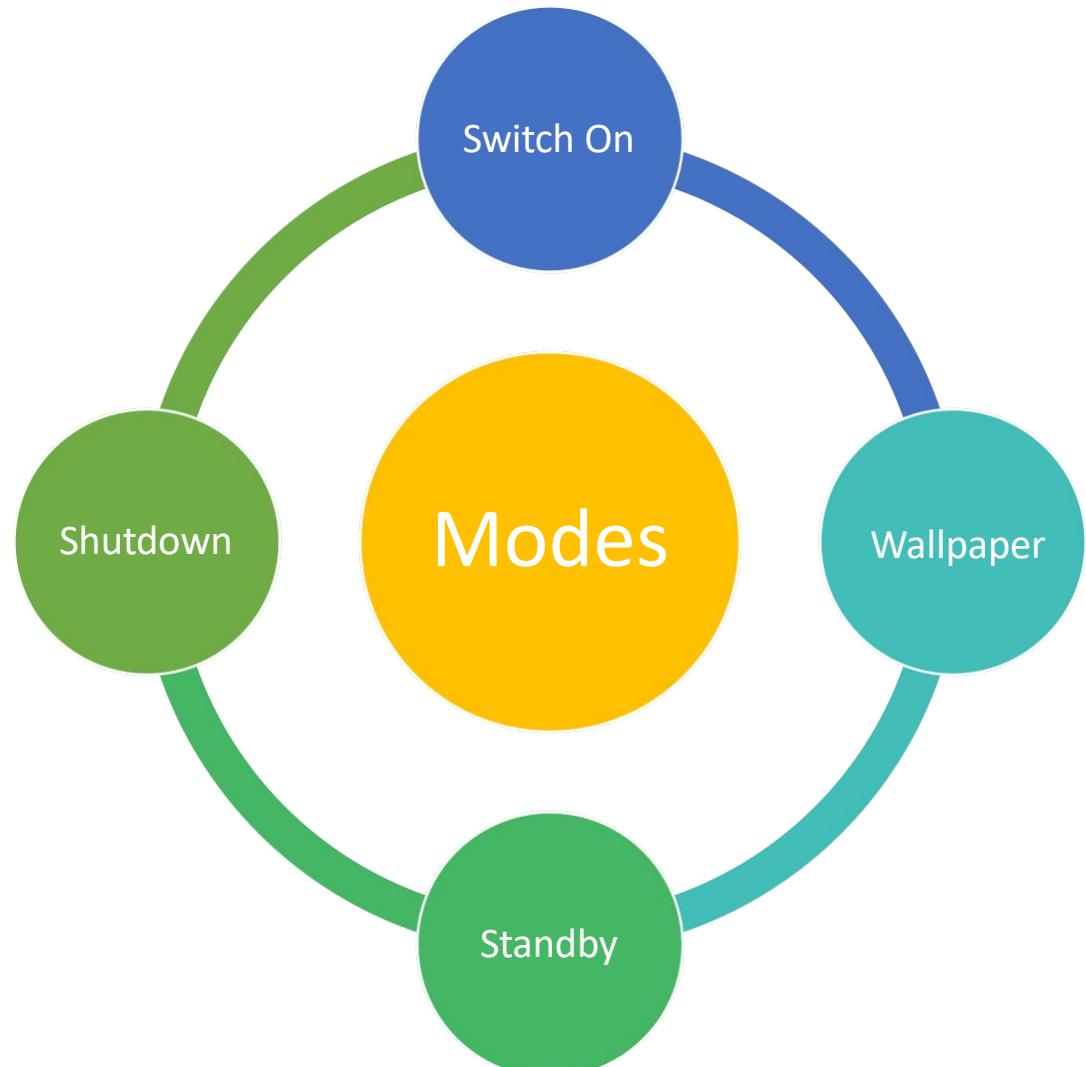
FRONT PANEL DETAIL



1. Main Connector(24 pin)
2. Vehicle information(12 pin)
3. AM/FM Antenna
4. Surround View System(360° Camera)
5. Rear View Camera
6. USB Connector
7. GPS Antenna

REAR CONNECTORS DETAIL

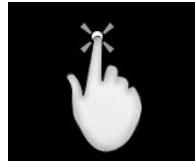
- 7" & 9" inch Capacitive Touch Screen
- Hands-free phone access
- Access through Steering Wheel controls
Voice commands
- Wallpaper Mode for distraction free drive
- Wired and Wireless connectivity through
Apple CarPlay & Android Auto



Key Features

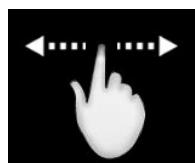
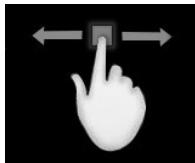
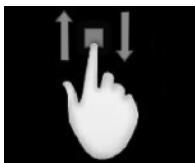
Select a screen object

- Tap on the screen element



Scroll through a list

- Drag the slider up/down or left/ right
- Tap the required arrows displayed beside the list
- Press the Up or the Down Steering Wheel arrows
- Swipe through the list items



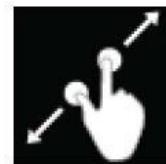
Access Types

Set Values

- Tap +/- screen icons or </>arrows to select the required value in the range
- Drag the slider left/ right to set the required value in the range
- Press the Up or the Down Steering Wheel arrows to increase/decrease the value in a range

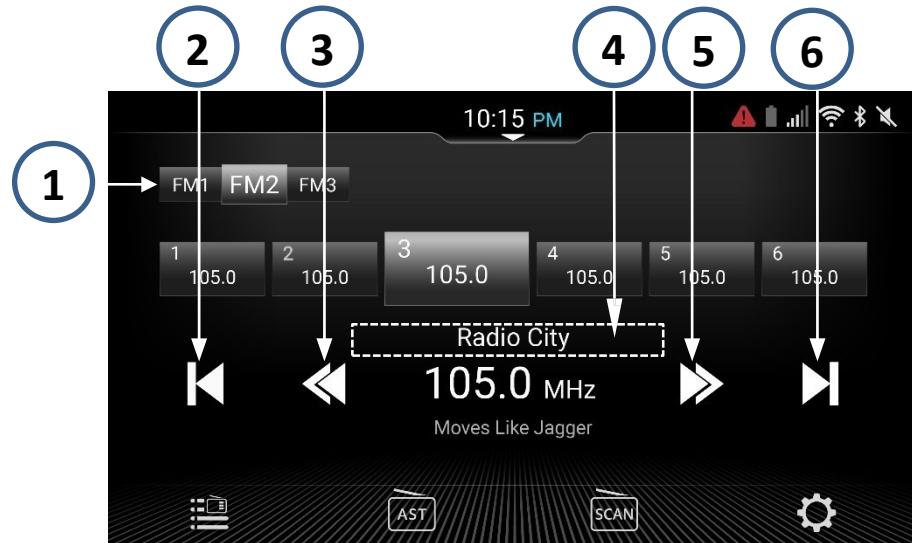
Zoom in/zoom out of a screen

- Pinch in or pinch out on the required screen



Access Types

- 1. Band Select:** Current band of FM/AM/DRM
- 2. Auto Seek Previous :** Initiates Auto Seek until the previous valid station
- 3. Change Frequency/Service Previous:** Tunes to available previous frequency/service.
- 4. Station Information/Program Service Name:** Displays station name, frequency and Radio
- 5. Change Frequency/Service Next:** Tunes to available next frequency/service.
- 6. Auto Seek Next:** Initiates Auto Seek until the next valid station



Tuner Controls

- 7. Preset list:**
- Short Press: Plays the preset station
 - Long Press: Saves the currently played station on the preset

Preset Arrows: Used to browse through the presets or change the radio band

- 8. Station List:** Displays the Station list screen

- 9. Auto Store:** Auto scans the available stations and stores the first 6 stations in the presets

- 10. SCAN:** Scan to a valid station and dwell for specified time

- 11. Setting:** Tap Setting, system will display Media Setting Screen



Tuner Controls

Change Radio band (FM1, FM2, FM3)

- Tap the required band radio button (FM1, FM2, FM3)

Tune the Radio station

- Using Station List
- Using Forward / Rewind
- Using Presets
- Using SWC

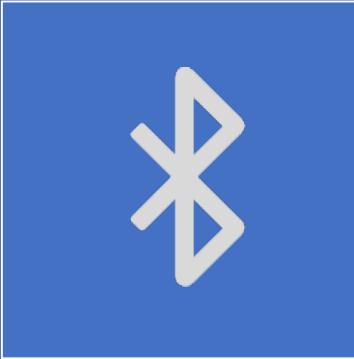
Select the Presets

- Setting Manually
- Setting Automatically

Set Radio volume

- Using Control Elements
- Using SWC
- Using Smartplay Remote Control App

Tuner Operations



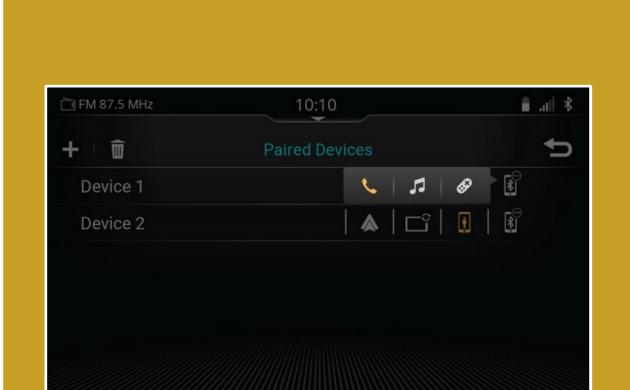
Enable Bluetooth

- Phone: Turn on Bluetooth and device visibility
- System: Tap the Pair option in the Bluetooth Pairing screen



*Pair Phone and System

- Initiated from system
 - Initiated from Phone
- *See next slide for more information*



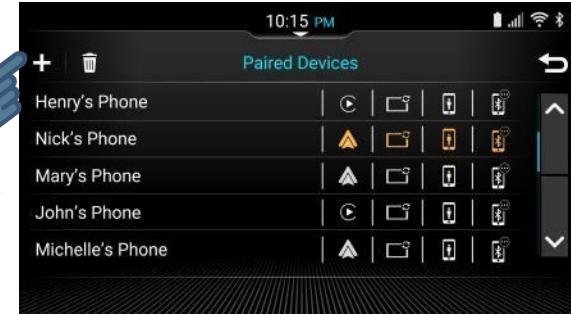
Manage the Paired Devices

- Indicates Device name
- Bluetooth Phone status
- Bluetooth Music status
- Bluetooth
- Smartphone App
- Function status
- Remove paired device
- Add New Devices

Paring to Smartphone Bluetooth



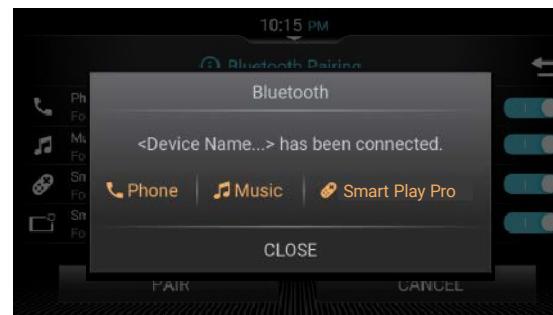
1. Tap to Paired Devices shortcut



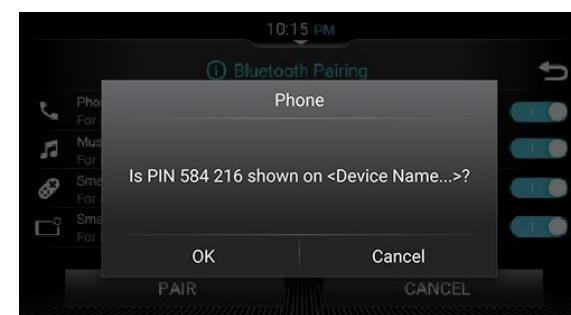
2. Tap Add Devices



3. Select your phone



6. Pairing of devices successfully completed



5. Tap Yes to confirm PIN



4. Select/deselect pairing options and tap PAIR

Pairing Devices From System

Make an Outgoing Call

Handle an Incoming Call

Handle Second Incoming Call

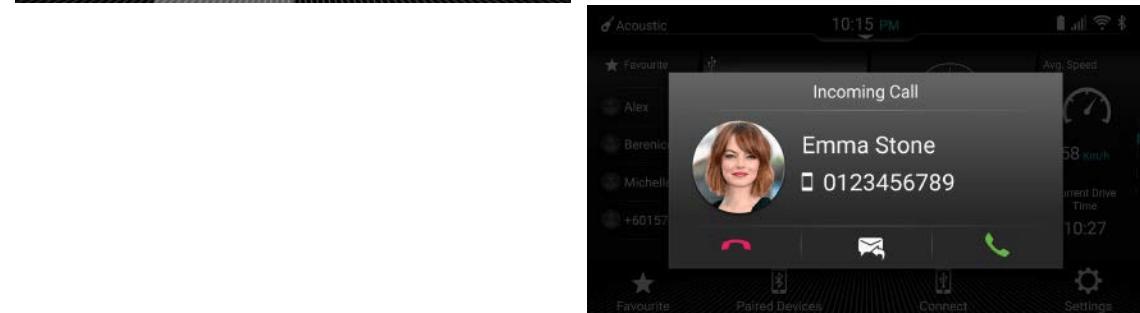
Handle Active Calls

Handle Messages

Swap between Multiple Calls

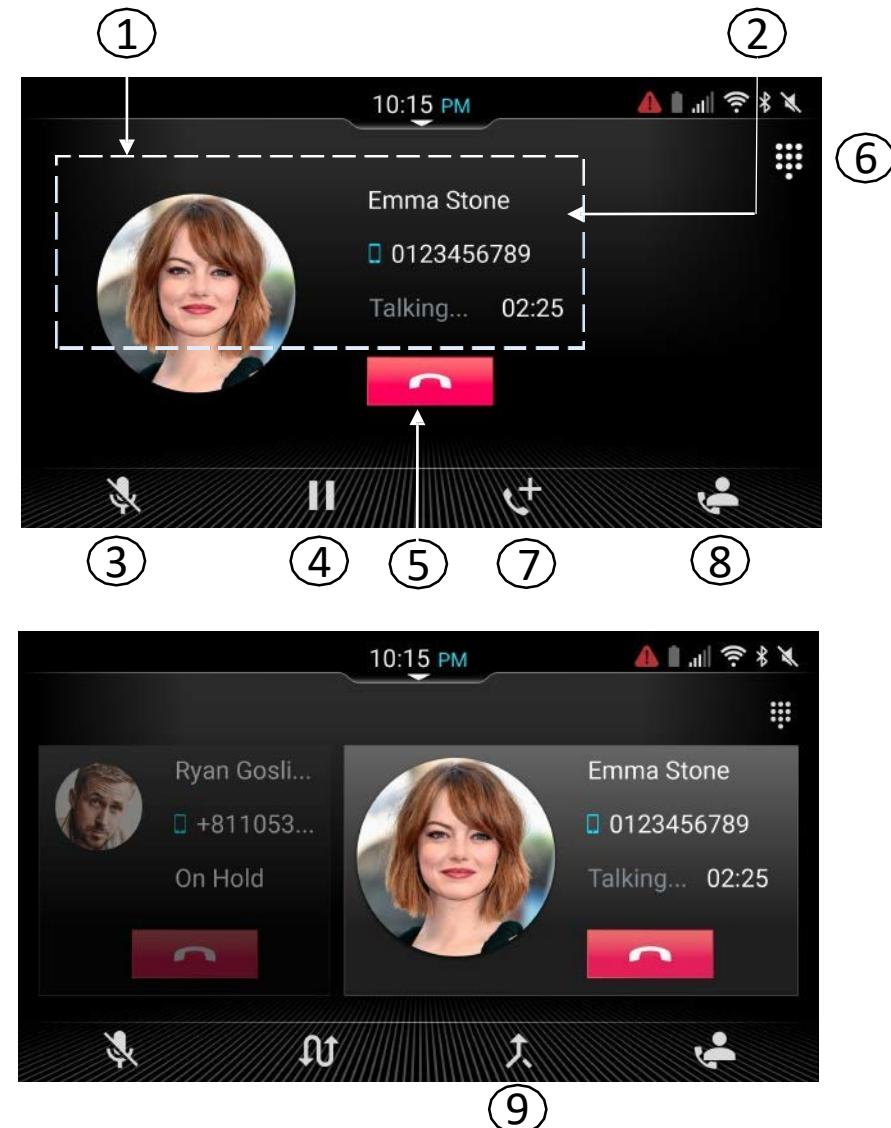
Answer Automated Response System

Manage Conference Call



Phone Operations

1. Displays details of the currently active call
2. Status/duration of the current call
3. Mutes/unmutes call
4. Places call on hold/ resumes call
5. Ends the active call
6. Displays the Dialpad
7. Add a new Call
8. Indicates the mode of the call (hands-free mode/ private mode)
9. Allows you to merge two calls, up to 5 calls



Active Call Screen

Media Sources

- USB
- Bluetooth
- iPod

Note: BT core version 4.2 supported

Audio Formats

- AAC
- MP3
- WMA
- Audiobooks (iAP2)
- Podcasts (iAP2)

Note: 8kbps to 320kbps bitrate supported

Image Formats

- PNG
- JPEG
- BMP
- GIF
- TIFF

Note: (6000 x 6000) max resolution

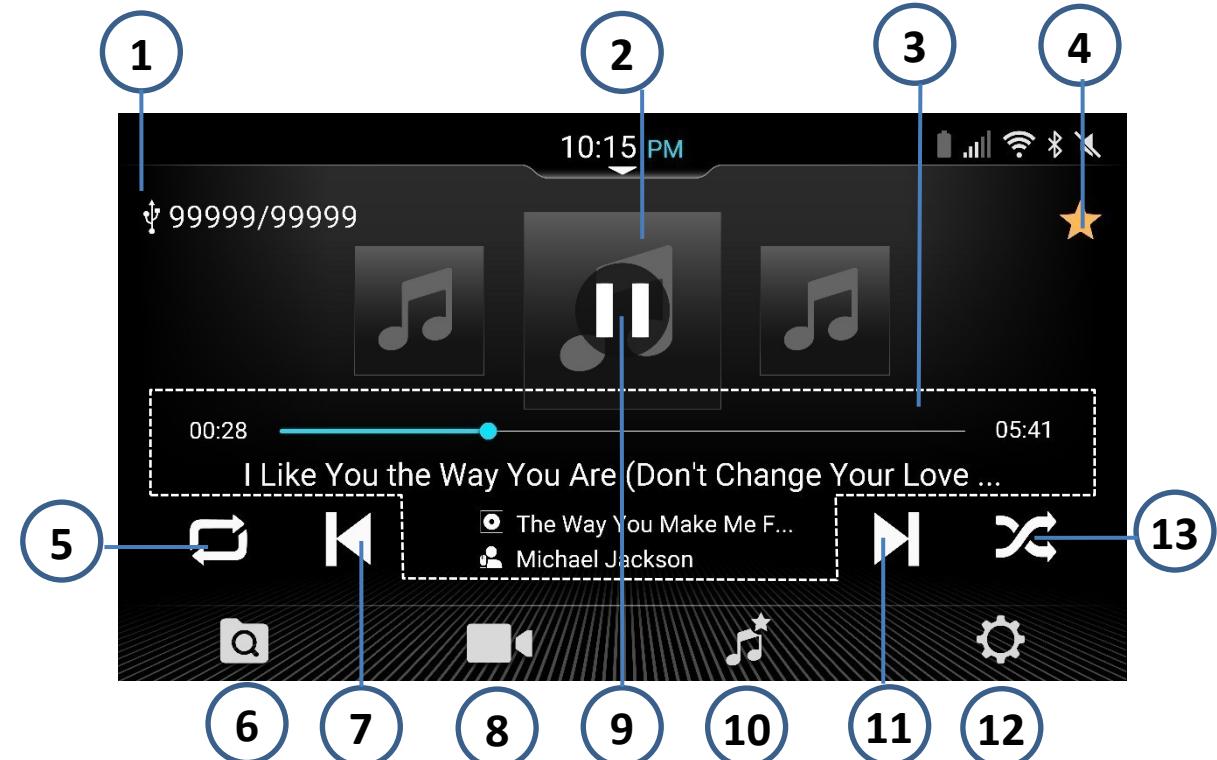
Video Formats

- MP4
- AVI
- MPEG
- MPG
- MKV

Note: up to 60fps @ Full-HD (1920 x 1080)

Media Generic Information

1. Current Audio Source
2. Album art
3. Current Track Information
4. Set Media as Favourite
5. Repeat toggle
6. Media Browse
7. Short Press: Previous Media Track
Long Press: Fast Rewind
8. Toggle between Video / Audio playback
9. Play/Pause Button
10. Display audio Favorite list if available.
11. Short Press: Next Media Track Long Press:
Fast Forward
12. Media Setting
13. Media Shuffle



Media Home Screen

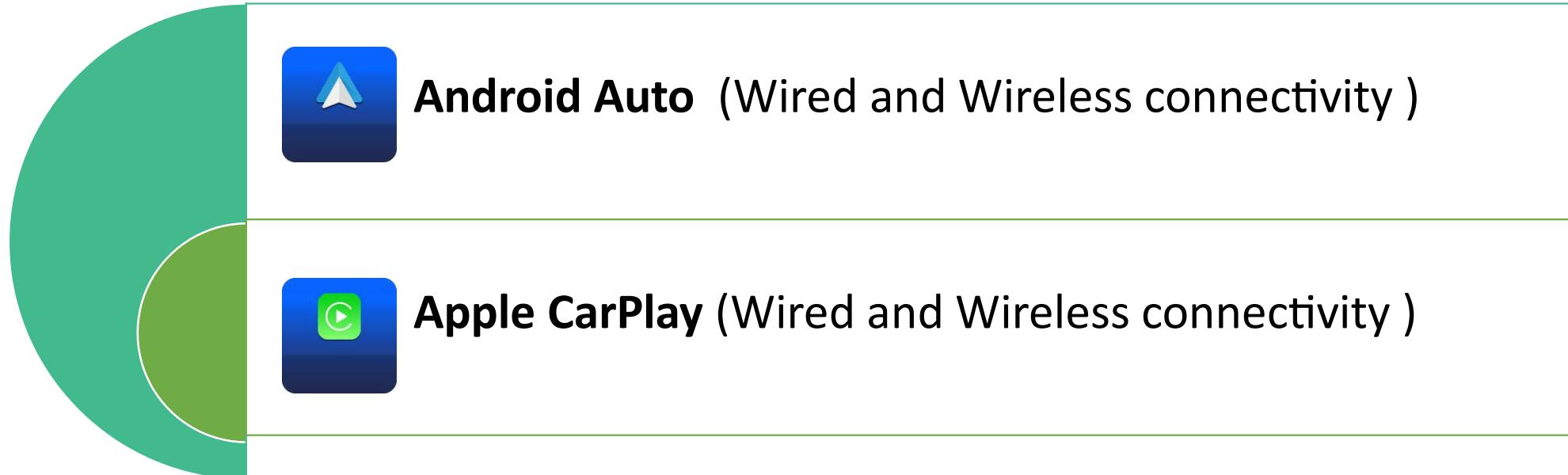
Handle Audio: USB, BT and iPod

- Play/pause music
 - Set a track as favourite
 - Handle music volume
 - Repeat music track
 - Randomly play music tracks
 - Play next/previous music tracks
- Perform Fast Forward/Fast Rewind
 - Browse through the music content
 - Play tracks from a folder/media group
 - View information of a music track
 - View your favourite media list

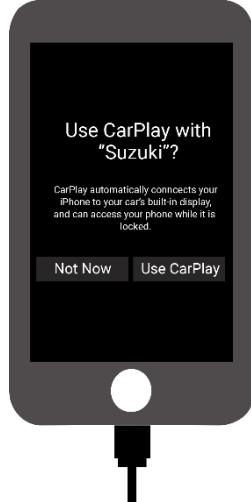
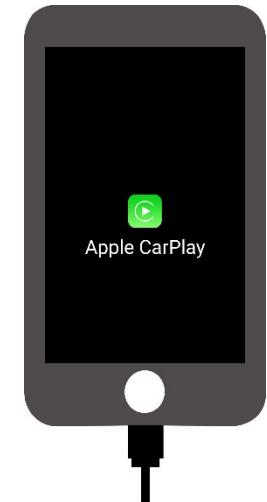
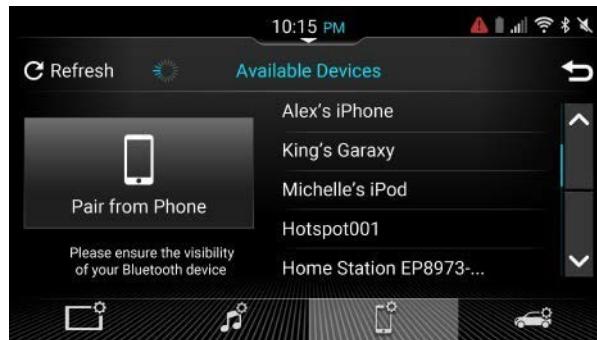
View Images: Only USB

Play Videos: Only USB

Media Operations



Apps Supported



Smartphone connected to USB

Open Apple CarPlay
launch Icon

Allow the Popup

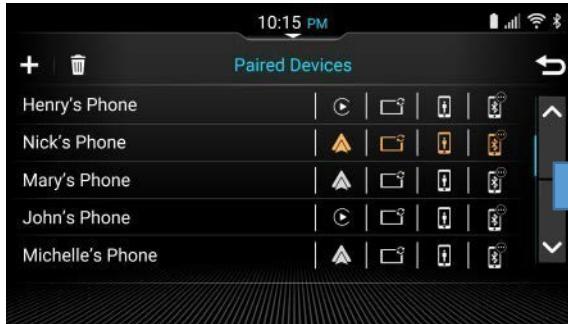


Apple CarPlay projection Screen



Tap Apple CarPlay Icon

USB- Connecting to Apple CarPlay



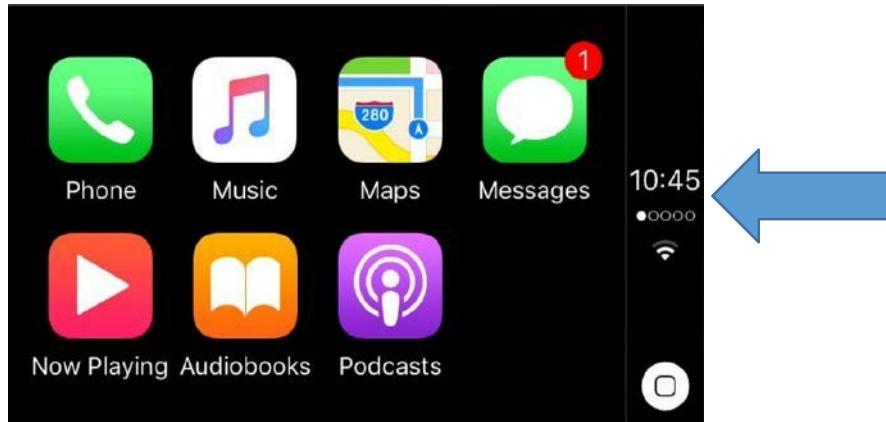
Paired Device List



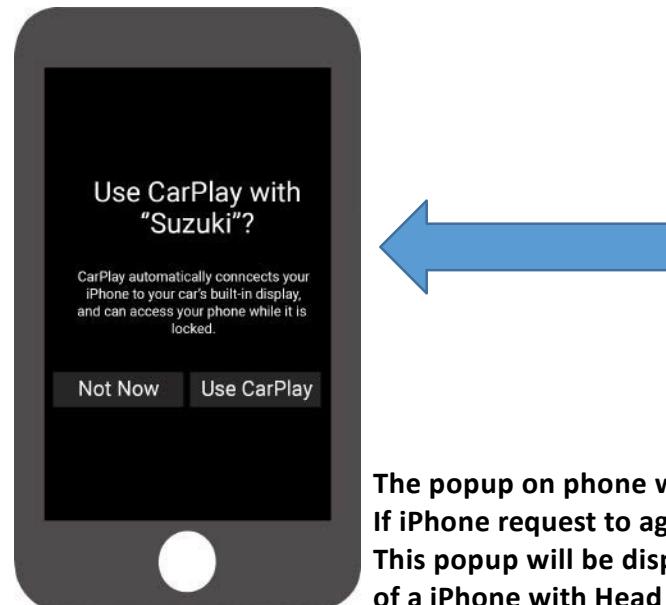
Paired You Phone



Select Apple CarPlay



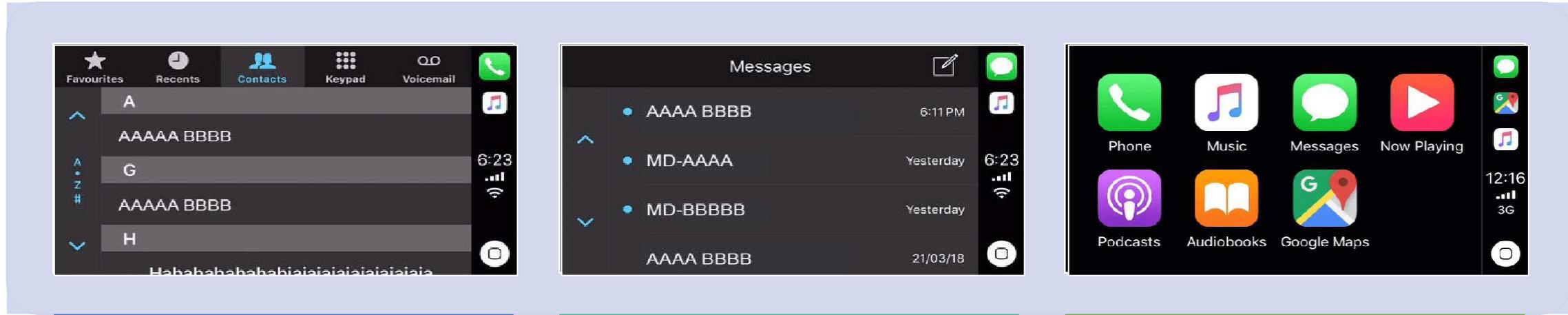
Apple CarPlay projection screen



The popup on phone will be shown,
If iPhone request to agree about disclaimer to user.
This popup will be displayed only in first time connection
of a iPhone with Head unit.



WiFi- Connecting to Apple CarPlay



Handle Calls

- Make calls
- Receive calls

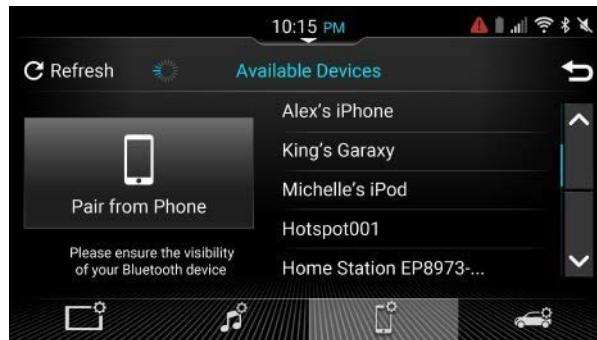
Messages

- Read received messages
- Send messages
- Reply to received messages

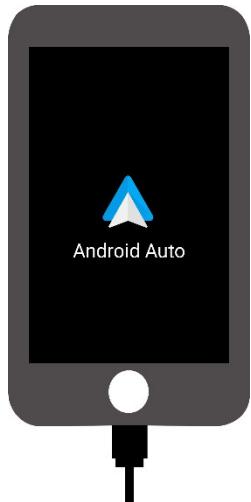
Other Features

- Play Music using Music Apps, Podcasts and Audiobooks

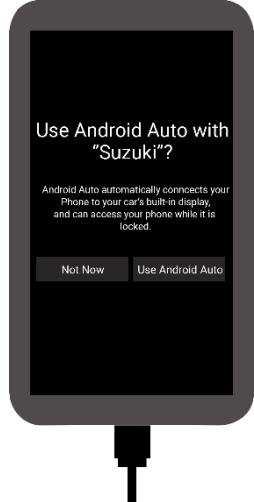
Apple CarPlay Operations



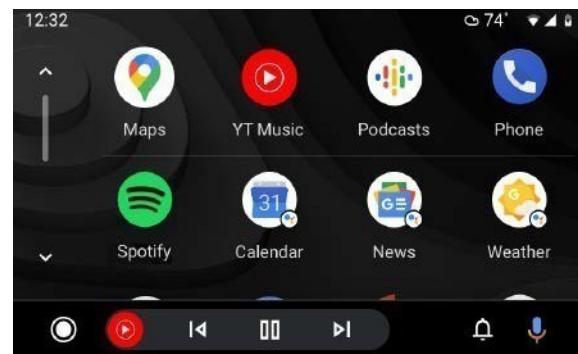
Smartphone connected to USB



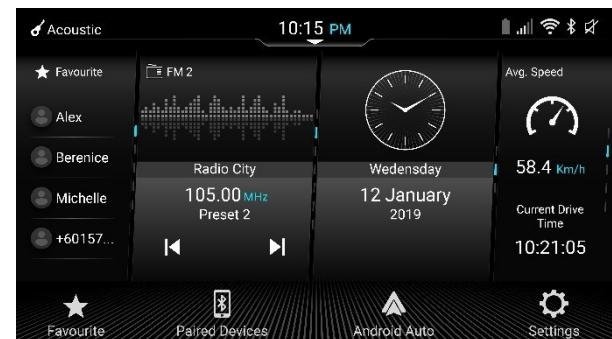
Open Android Auto
launch Icon



Allow the Popup

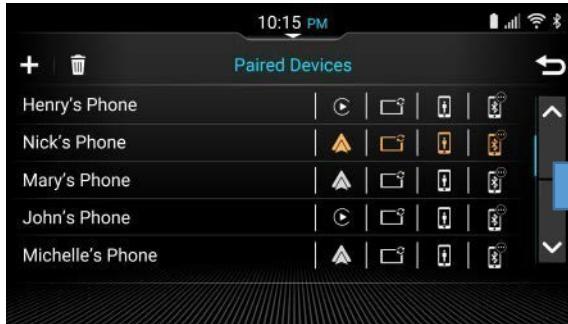


Android Auto projection Screen



Tap Android Auto Icon

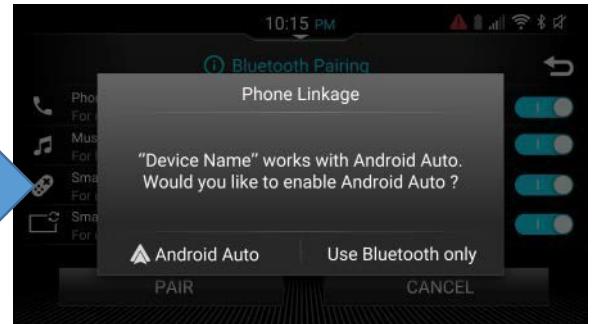
USB- Connecting to Android Auto



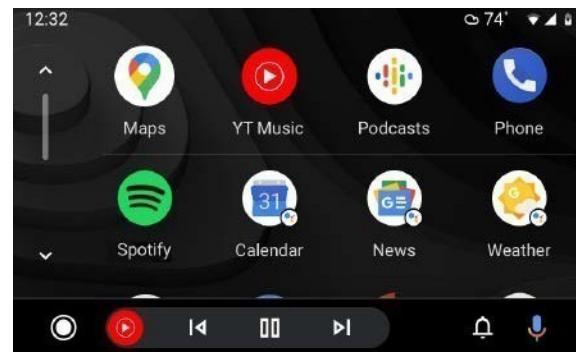
Paired Device List



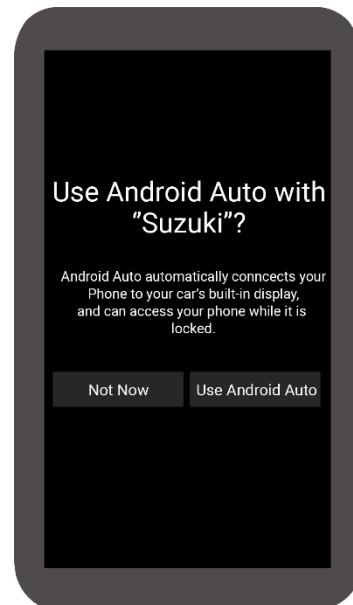
Paired You Phone



Select Android Auto



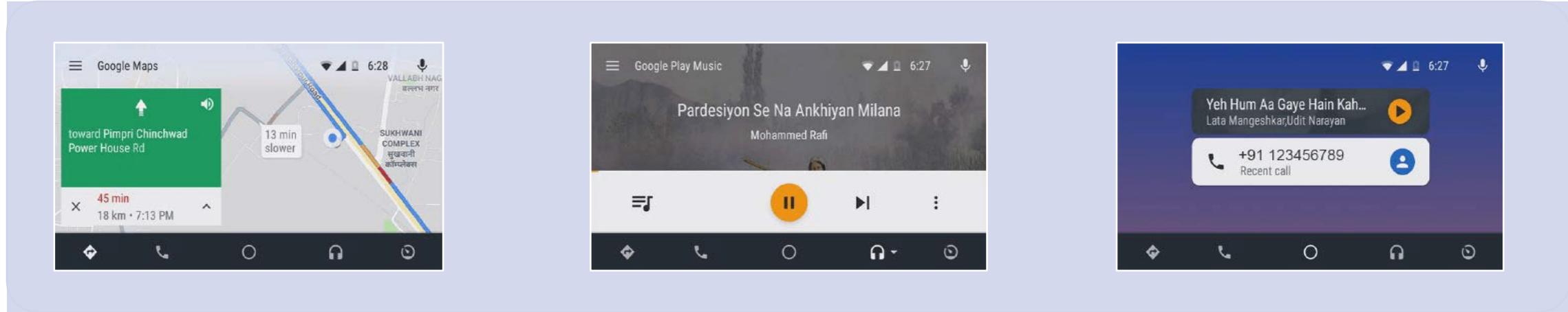
Android Auto projection Screen



The Page on phone will be shown,
If Phone request to agree about disclaimer to
user. If user select Yes I'm in.



WiFi- Connecting to Android Auto

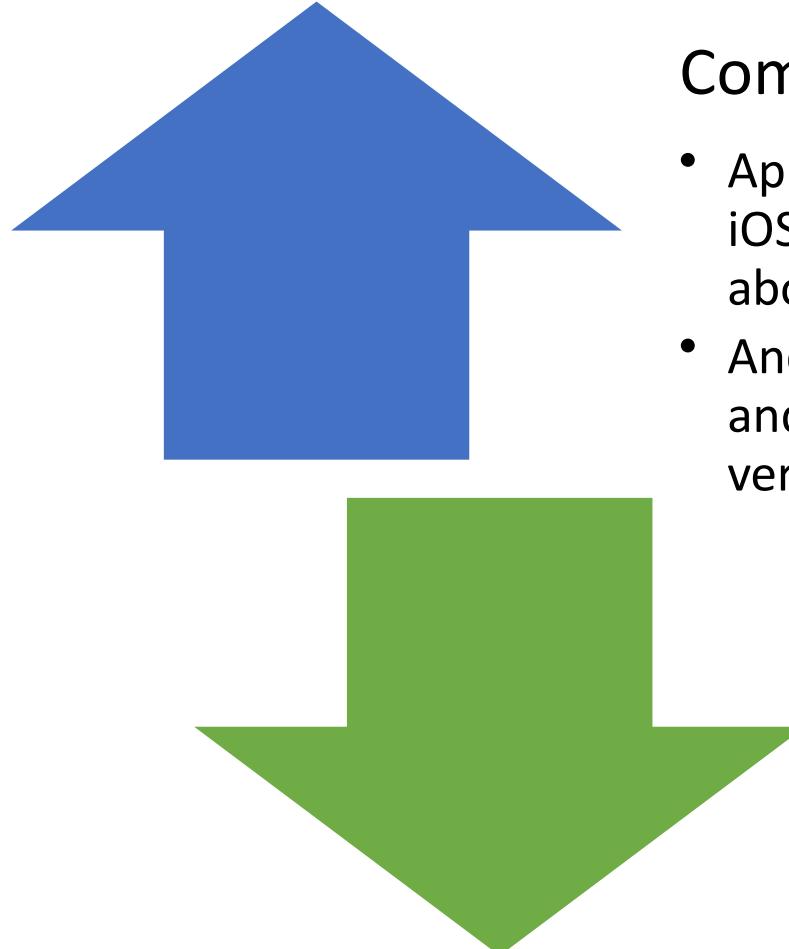


Use the various features of Google Maps

Hear to the tracks in your Google Play Music and use other music functions from the system

Make calls, receive calls or handle any other communication actions from the system

Android Auto Operations



Compatibility

- Apple CarPlay is compatible with iPhone 5 and above or iOS 7.1 above versions(**Wired only**)/ iOS 9 and above(**Wireless**)
- Android Auto is compatible with smartphones with android versions 6.0 and above(**Wired only**)/ Android version 11 and above(**Wireless**)

Unsupported

- **Keypad not accessible during maps navigation while vehicle is running.**

Apple CarPlay and Android Auto Notes

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Vehicle Alerts:

- Door open
- Parking brake
- Seat belt
- Remote control battery
- Low fuel warning

Trip Details:

- Fuel Economy Screen with:
 - Fuel usage details
 - Mileage details

Past Trip Details:

- Details of last 5 trips:
 - Mileage
 - Refuel

Vehicle Functions -Vehicle Alerts



REAR VIEW
CAMERA

REVERSE PARK
ASSIST SYSTEM



The lines displayed by RPAS indicates the distance between the object and the vehicle.

For example, if only the nearest line is displayed, it indicates that the object is very near to the vehicle.

1. Violet lines are reference lines.
2. Red and Yellow colored lines are distance lines and indicate the distance of obstacle from your vehicle bumper.

Vehicle Functions - RVC and RPAS

Engage
Reverse Gear

SURROUND
VIEW



Select the options to change the Camera view



1. Violet lines are reference lines.
2. Red and Yellow colored lines are distance lines and indicate the distance of obstacle from your vehicle bumper.

View of the camera can be change by selecting different options

Vehicle Functions – Surround View Camera

Press
View
Button



360° VIEW
CAMERA



360 camera view displays when VIEW button of the vehicle is pressed or also displays after finishing of the S logo animation after DA2 starts.

Vehicle Functions – Surround View Camera

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ELECTRONICS

VOICE CONTROL (START / STOP)

To Start Voice Control

1. Press  switch or CTP button
2. Say "Hi Suzuki" (Wake word)

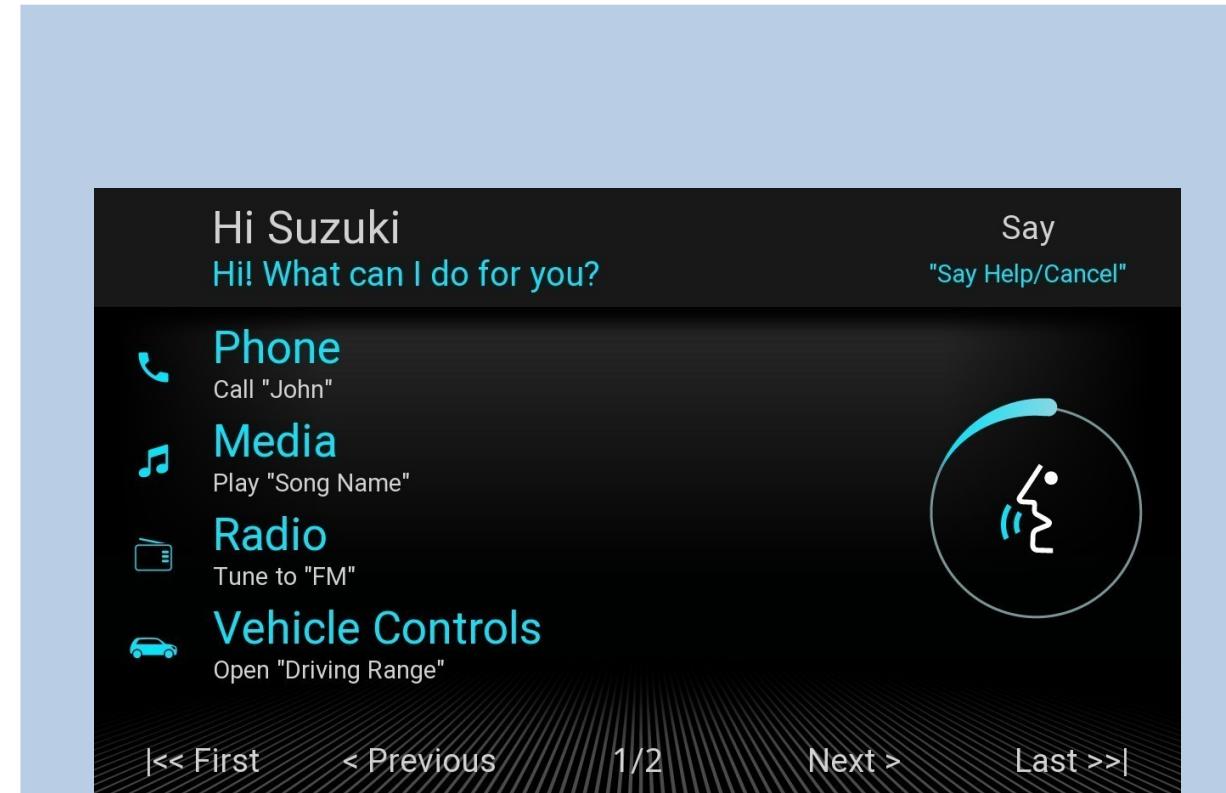
To Stop Voice Control

1. Long press  switch or CTP button
2. Say "Cancel".

Using the voice control feature, you can select many of the device's functions by means of spoken commands.

Voice control is available for the following function domains:

- Telephone
- Playing media (audio)
- Tune Radio
- Smartphone Connectivity
- Vehicle control
- Settings



Voice Recognition

HOW VOICE CONTROL WORKS

The main Menu

As soon as you start voice control, the main menu appears:

In the main menu you will find the name of function domains along with an example command for each.

Below are some of the commands for each

Phone

- Call a contact
- Dial a number
- Call recent calls
- Send SMS to contact
- Send SMS to a number

Media

- Play artist name
- Play song name
- Play genre
- Play USB
- Play Bluetooth

Radio

- Tune to <Frequency>
- Show FM station list
- Play FM

Vehicle control

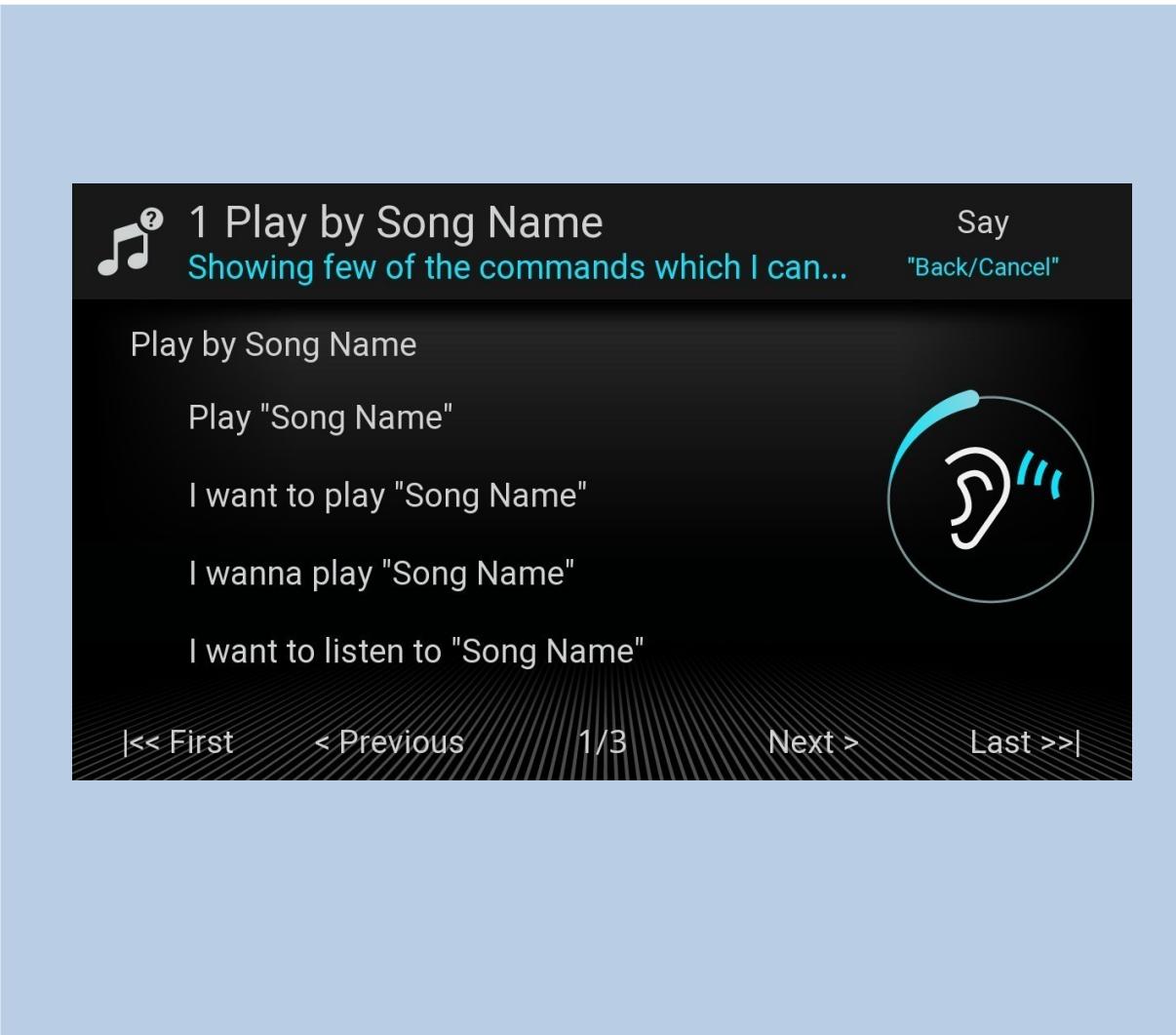
- Driving Range

Smartphone connectivity

- Connect Phone
- Pair my phone

Settings

- System Settings
- Media settings
- Voice assistant settings

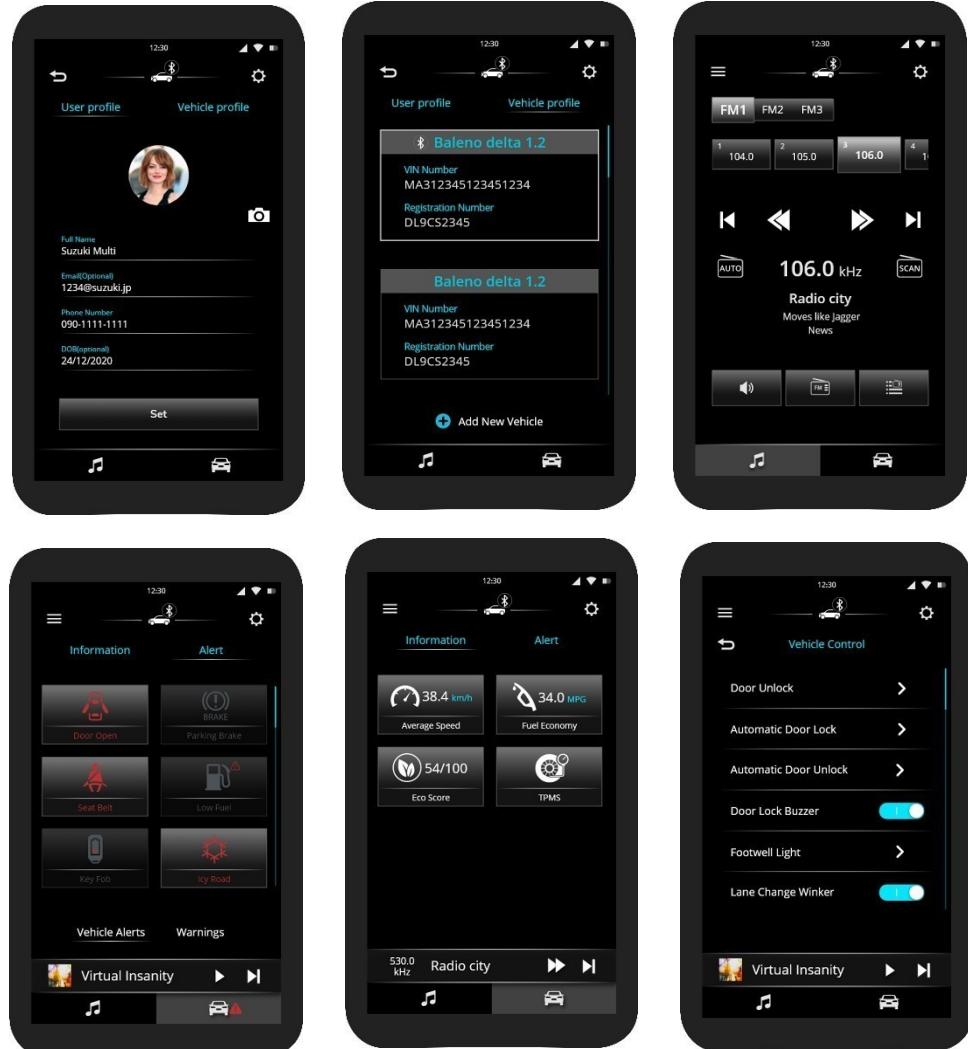


Voice Recognition

Using Bluetooth Remote Control app, you can control or access the following functions of the system from your smartphone:

App Name: Smart Play pro (Available on both Play store and App Store)

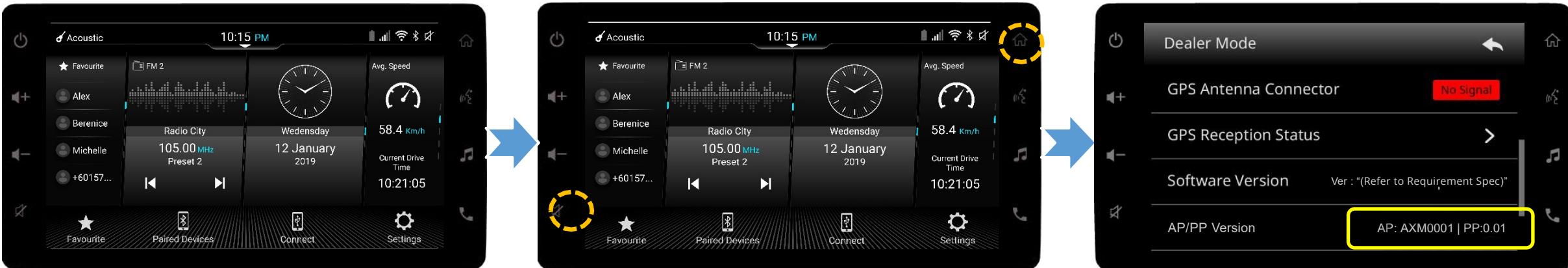
- Switch between media player and tuner
- Change tuner frequency
- Change tuner stations with station preset buttons
- Switch between different media player input sources: iPod, USB, SD card and Bluetooth
- Standard media player functions: play/pause track, next/previous track,
- fast forward/rewind track
- Control the volume: increase, decrease and mute
- Toggle display ON/OFF



RCA – Remote Control App

The intention of this document is to details down the USB software update or flashing procedure in step by step manner for MSIL Head Unit.

Procedure as below:

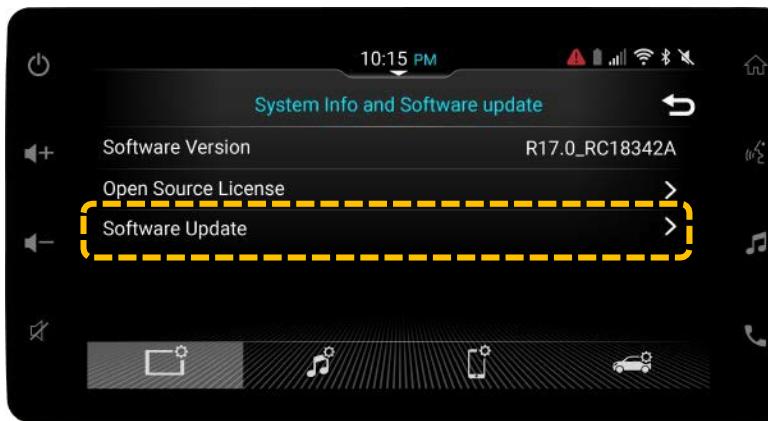


Insert the USB Stick with the Proper USB Flash Software. Please ensure that the Software update file is copied at root level with only single updated version.

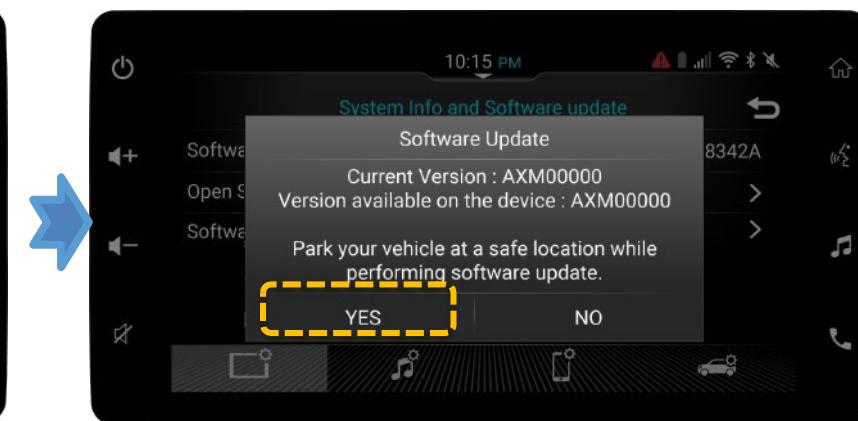
System must be on Home Screen.
Press Mute & Home icon on the Head Unit for 5 seconds.

The system will display Dealer Mode.
The Software version will be seen in disabled mode until the software in USB is authenticated.

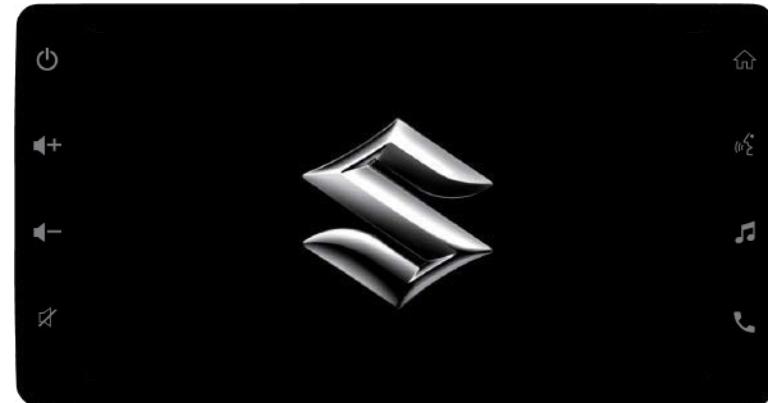
Software Flashing Procedure



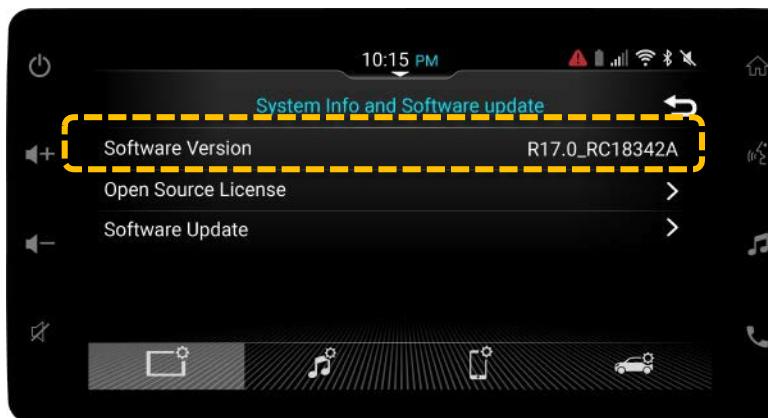
After the authentication the Software Version is highlighted. Tap on Software version option.



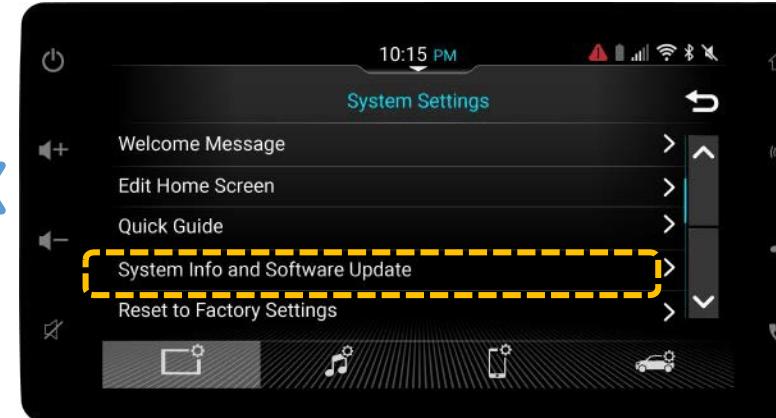
A pop-up for Software Update will be shown select the Update Option for updation of software.



After the software updatation process the system will restart and Home screen will appear.



The system will show the updated version on display screen.

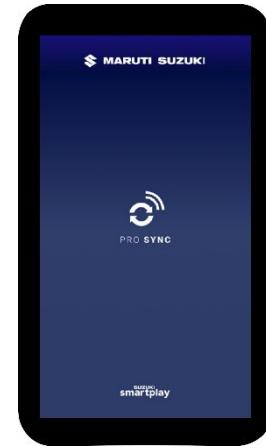


To verify version Tap Setting option at Home screen
-> System Settings -> System Information.

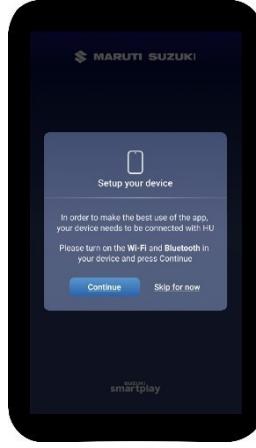
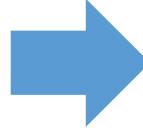


Software Flashing Procedure (cont..)

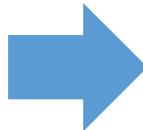
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ELECTRONICS



Smartplay Pro Sync app

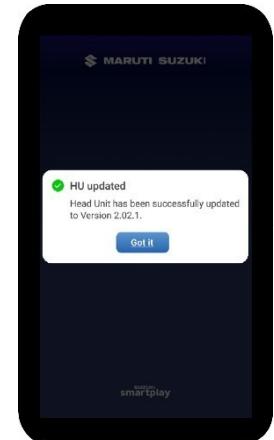


Installed app phone to head unit.

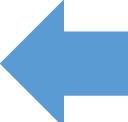


Home screen with Vehicle connected info should show status of Wi-Fi, Bluetooth and Internet connection and software update.

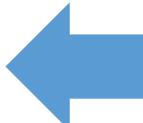
Once Smart play Pro Sync app received Software update notification, select to go to Software update notification screen



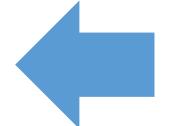
Software updated successfully



After selected installation request, software will begin transferring from device to head unit and installation progress dialog box will appear.



Successful software download



Software update notification

OTA – Over the air-Smartplay Pro Sync App

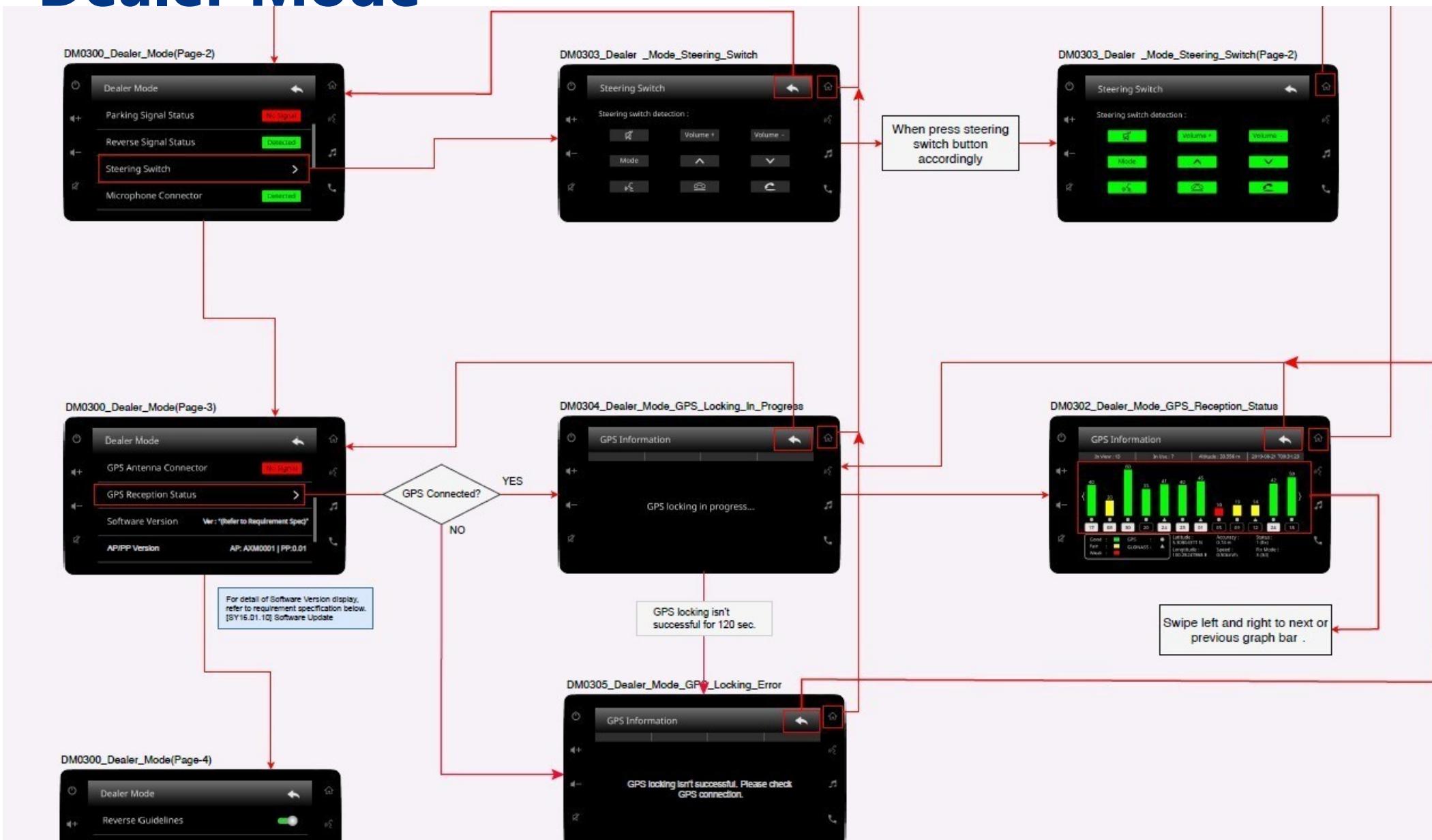
Procedure as below to enter in Dealer Mode



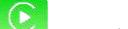
1. System must be on Home Screen.
2. Press Mute & **Home** icon on the Head Unit for 5 seconds.

The system will display Dealer Mode.

Dealer Mode



Generic Do's and Don'ts

PARAMETER	Do's ✓	Don'ts ✗
Wired Android Auto and Apple CarPlay works smoothly with	 Marshmallow android 6.0 	 Lollipop Android 5.0 
Wireless Android Auto and CarPlay works with	Android 11 and later , iOS 9 and above	Android 10 and below, iOS 9 and below
Download the Smartplay Pro/ Smartplay Pro Sync Apps from Play Store/App store Only	  Android	Do not use App file shared through 'Share It'/any other data sharing platform
Use good-quality original USB cable which comes with phone to ensure proper data transfer		Do not use wire extension for USB cable  

Use good-quality original USB cable which comes with phone to ensure proper data transfer



Do not use wire extension for USB cable



Generic Do's and Don'ts

PARAMETER	Do's ✓	Don'ts ✗
Use standard USB	Pen drive up to 128 GB of memory size is adaptor supported 	Do not use  
Music tracks recorded bit rate recommended Audio	Good quality sound 	
Video format supported (Only with USB Pen Drive)	   up to 60fps @ Full-HD (1920 x 1080)	
Video Playback	Through USB Only 	Not Supported through AUX, iPod , BT, Android Auto/Carplay  

Generic Do's and Don'ts (cont..)

PARAMETER	Do's 	Don'ts 
System Care and Maintenance	Use a soft, clean and dry-cleaning cloth to clean the touch screen surface.	Avoid spraying or spilling of cleaning solutions, perfumes, car fresheners, beverages, caustic chemicals or any liquids on the touch screen surface.
Safety Guidelines	Set the volume to a level that allows you to hear outside traffic and other warnings.	Exercise caution when setting the volume of your infotainment system as permanent hearing loss may occur if you play your music at loud volumes.

Generic Do's and Don'ts

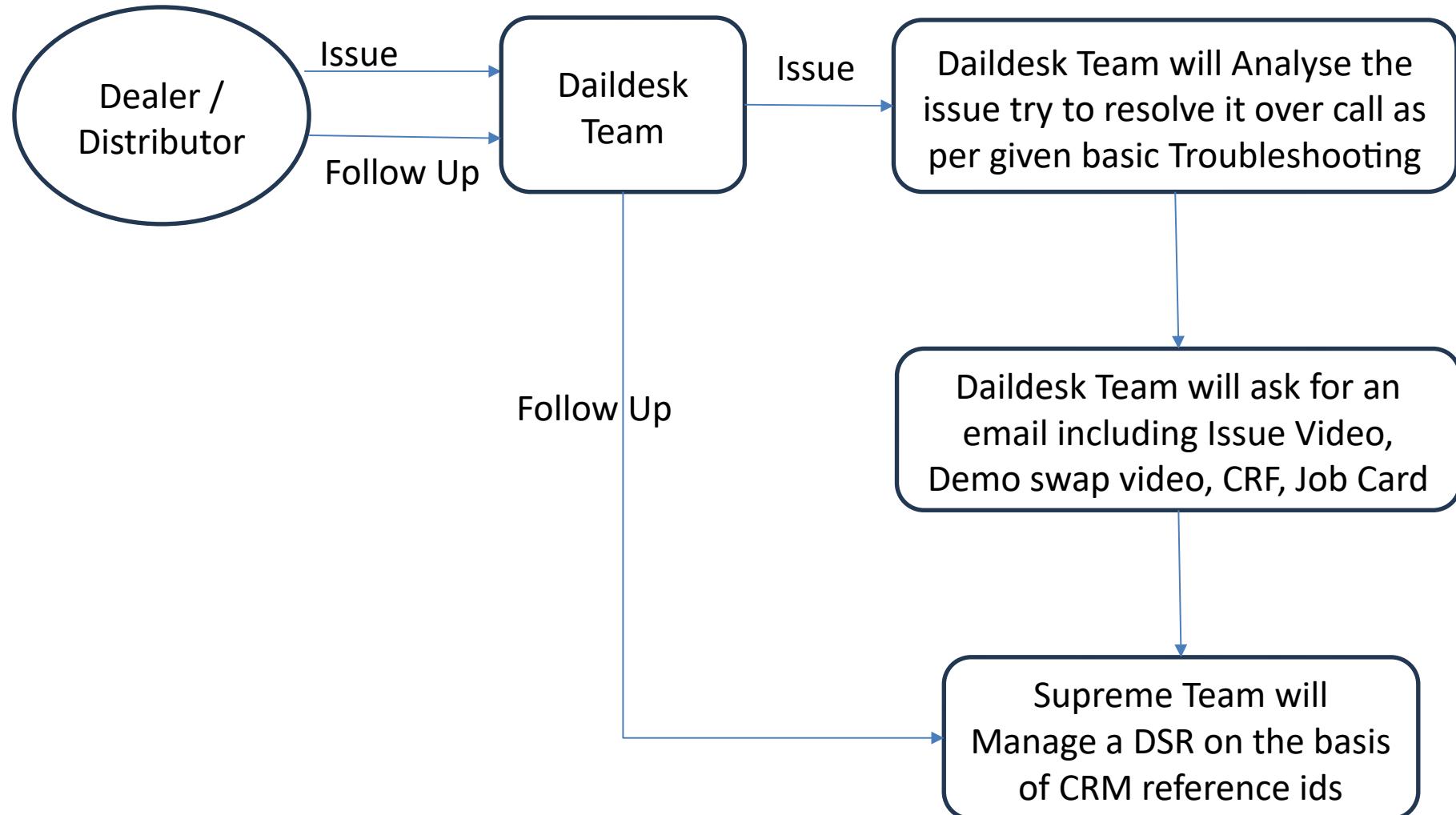
(cont..)

Topic	Description of Problem	Troubleshooting
Bluetooth Connectivity	BT pairing issue	1. Check & ensure Mobile phone BT is enable & Discoverable 2. Check & ensure pairing list shouldn't full only 10 users can add , Delete any of the phone from pairing list , if required 3. Do the Bluetooth Disable and Enable & check again by pairing with car audio 4. Restart the phone and again try to make connection by enable the Bluetooth 5. If issue is still not resolved , Contact FORVIA Service
Reception	No FM/AM/DRM Reception	1. Check & ensure FM/AM/DRM connector is correctly connected 2. Check & ensure the Antenna Harness is fully connected
	Weak or Poor Reception	1. Ensure FM/AM/DRM Antenna is functioning on roof 2. Ensure the Connectors & Wire harness proper fitment
Media	Song play issue	1. Check & ensure that file is compatible or not 2. Ensure USB (Pen drive) is fully inserted in USB Connector 3. Check & ensure the pen drive is compatible 4. Select the USB playing mode by pressing the Media button , USB will be shown on media tile
	Video play issue	1. Ensure USB should be properly inserted in USB Connector 2. Check & ensure correct video format (MP4 or AVI) in Pen drive
App Support	Wired Apple car play	1. Ensure original USB Cable used for connection 2. Ensure Car play ON setting Enable in Iphone
	Wired Android Auto	1. Ensure original USB Cable used for connection 2. Ensure Car Audio date should be current date
	Smartplay Pro/ Smartplay Pro Sync	1. Make Sure in the paired devices list whether proper profiles are connected or not 2. Check & Ensure app should download from app store only

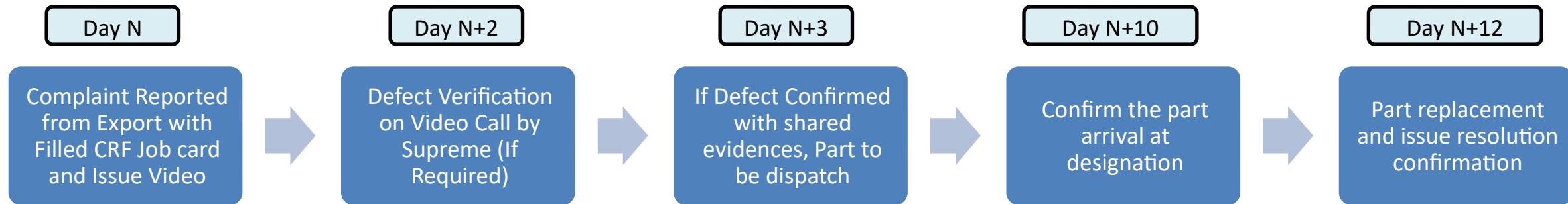
General Problems & Troubleshooting

Topic	Description of Problem	Troubleshooting
Wireless connectivity	Wireless Android Auto Issues (Supported android version is Android 11 onwards)	<ol style="list-style-type: none"> 1. Check & ensure Mobile phone WiFi is enable & Discoverable 2. Check & ensure all the permissions from the phone side is given or not 3. Check & ensure in the Playstore that the latest version of the Android Auto is used or not or later version of Android 11 4. Restart the phone and again try to make connection by enable the WiFi 5. Try deleting the device from the paired device list and start fresh pairing
	Wireless Carplay Issues (supported iOS version is iOS 9 onwards)	<ol style="list-style-type: none"> 1. Check & ensure Mobile phone WiFi is enable & Discoverable 2. Check & ensure all the permissions from the phone side is given or not 3. Check if the Carplay is enabled in the Settings ->Screen Time->Content and Privacy Restrictions->Allowed Apps 4. . Restart the phone and again try to make connection by enable the WiFi 5. Try deleting the device from the paired device list and start fresh pairing

General Problems & Troubleshooting



Process Flow / SOP for Daildesk



CRF Job Card

Method Of Contact

- **1st Information (Day N)-** Via Email from MSIL/Distributor with CRF Filled
- **Verification (Day N+2)-** Via Video Call on Zoom/WhatsApp/ Teams
- **24 Hrs. Helpline Number Will be arrange by 01 June**

Note-Day N Starts when all required information as per CRF Job card received

Process Flow with TAT:-

SN	Name	Post	Escalation Level	Skill Level	Contact Number	Mail Id
1	Service Customer Care: Service	Sr. Service Executive	Level 1	L2	To be share by May 31 st	msil.intlsupport@supremeaudiotronics.com
2	Mr. Akshay Kumar: Service	Assistant Manager Service	Level 2	L3	+91 8360898870	akshay@supremeaudiotronics.com
3	Mr. Shyam Babu: Service	Manager L1 Service	Level 3	L3	+91 9899821024	shyam@supremeaudiotronics.com
4	Mr. Sumit Kaushik: Service	Manager L2 Service	Level 4	L4	+91 8800305990	sumit.kaushik@external.forvia.com
5	Mr. Ripu Verma: Warranty/Quality	Lead Warranty and Service (Domestic & Export)	Level 5	L4	+91 9810345541	ripu.verma@forvia.com

Skill Level	Level Details
L1	Basic Knowledge of Product
L2	Basic Knowledge with Basic Resolution Steps
L3	Product Expert with Decision making capability in Major cases
L4	Expert and can make decision in escalated cases of S/W issues

Escalation Matrix

SN	Name	Post	Escalation Level	Contact Number	Mail Id
1	Service Engineer (Name to be shared after Joining)	Service Engineer	Level 1	+91-9958390059	msil.intlservice@supremeaudiotronics.com
2	Mr. Akshay Kumar: Service	Assistant Manager Service	Level 2	+91 8360898870	akshay@supremeaudiotronics.com
3	Mr. Shyam Babu: Service	Manager Service	Level 3	+91 9899821024	shyam@supremeaudiotronics.com
4	Mr. Arvind Kumar	Accounts	For Financial Purpose Only	+91-9871699021	arvind@supremeaudiotek.com
5	Mr. Samarth Chaudhry	Director, SAPL	Level 4	+91-9910943322	samarth@supremeaudiotronics.com

P.O.C. for Daildesk

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List of Models and Countries

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Replacement Action Plan



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Top Reported Issues and Videos

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THANK YOU

Basic

Troubleshoo

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Sol. Videos