

# Apple CarPlay Android Auto Kia Connect

Quick Reference Guide



## APPLE CARPLAY

**Apple CarPlay™ is a smarter way to use your iPhone® in the car.**



It enables your vehicle's radio to be a display and controller for compatible iPhones.

Apple CarPlay\* provides access to a variety of compatible Apple apps and a number of popular third-party apps.

### REQUIREMENTS

- iPhone 6S or later and it is recommended to always update your iPhone to the latest iOS release
- Apple cable provided with your phone or an Apple Certified cable for USB connection

For any questions regarding the features of your vehicle, please contact your preferred Kia dealer or contact Kia Customer Assistance at (800) 333-4KIA (4542).

\*IF EQUIPPED.

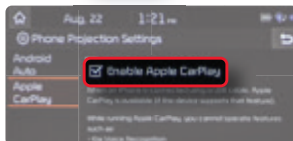
# CarPlay Set Up: Wireless\*

Wireless Connection setup for Apple CarPlay® (Standard Audio System-Value only):

- 1 Press the SETUP key on the audio head unit
- 2 Press DEVICE CONNECTION SETTINGS
- 3 Press PHONE PROJECTION, then ADD NEW

# CarPlay Set Up: USB Cable\*

- 1 On the head unit, press the SETUP hard key 
- 2 Press the PHONE PROJECTION or DEVICE CONNECTION button and select APPLE CARPLAY
- 3 Ensure ENABLE APPLE CARPLAY is selected [Accept all terms, conditions and requests on the head unit and phone in order to use Apple CarPlay]
- 4 Connect the Apple CarPlay compatible iPhone with the vehicle's USB port using the manufacture's cable provided with your iPhone
- 5 From the vehicle's home screen, select the Apple CarPlay button, where you'll see all the Apple CarPlay supported apps

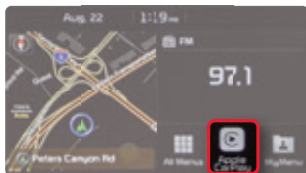


## REMINDERS

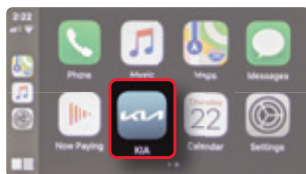
- Apple CarPlay® compatibility requirements: Latest iOS software (above iOS 10) and data and wireless plan for applicable feature(s)
- It is recommended to always update your phone to the latest operating system release
- Due to the smartphone's battery draw when using wireless Apple CarPlay®, we recommend connecting the phone's USB charger or using the wireless charger, if equipped

# Basic Control Features

Apple CarPlay is controlled using your vehicle's knobs, buttons, touchscreen and steering controls, and also features Siri® voice control. Control for your Apple CarPlay apps is very similar to your iPhone.



- 1 Select **Apple CarPlay** on the head unit screen to enter CarPlay mode



- 2 Select buttons on the head unit screen to launch apps. Select **KIA** button to go back to the home screen

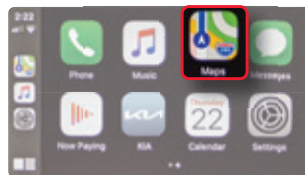


- 3 Or, use the **VOICE** button on your steering wheel to access Siri  
For AVN Widescreen, press and hold to access Siri. Sample commands are: "Take me to the nearest gas station", "Call Rich", or "Read my new message"

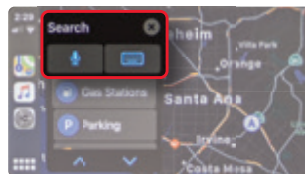
## QUICK TIP

Apple CarPlay may not support voice recognition for some third party music apps.

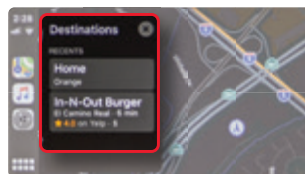
# How To Use Maps Inside Apple CarPlay



- 1 Select the **MAPS** button on the Apple CarPlay screen



- 2 Enter an address, find a contact, or search for a nearby point of interest by touching the **SEARCH** button on the screen



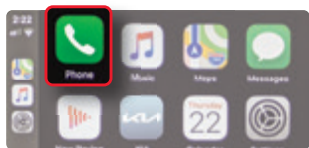
- 3 Or select **DESTINATIONS**



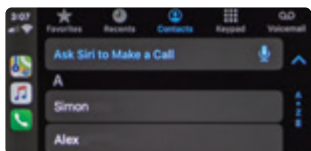
- 4 Or, use the **VOICE** button on your steering wheel to access Siri and use voice commands to initiate your trip  
For AVN Widescreen, press and hold to access Siri

# How To Make Phone Calls

Make calls, return calls, and listen to voicemail.



- 1 Select the **PHONE** button on Apple CarPlay screen. Siri will ask who do you want to call. You can choose to respond or cancel Siri request and tap **CONTACTS**



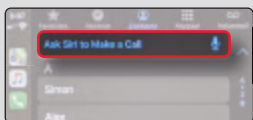
- 2 Easily access your favorites, recents, contacts and more. Swipe the screen to scroll up and down; select the contact or number to initiate the call



- 3 Or, use your steering wheel controls and voice commands to access Siri to help initiate your call. You may also use steering wheel controls to answer and end an incoming call

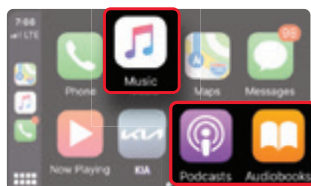
## QUICK TIP

Dial keypad is locked out when the vehicle is out of park. However, voice command button and Siri can be used to dial a number.

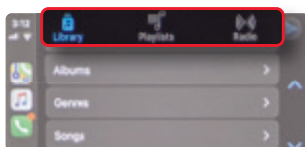


# How to Use Music, Podcasts, Audiobooks and More

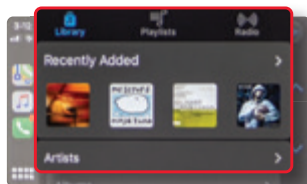
Access all of your content from iTunes® & compatible music apps.



- 1 Select **MUSIC, PODCASTS** or **AUDIOBOOKS** from the Apple CarPlay home screen



- 2 Content categories are shown across the top of the screen



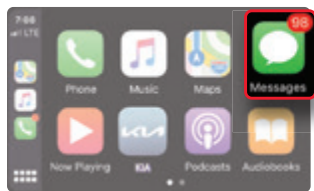
- 3 Swipe up and down to scroll through content; tap to play your selection



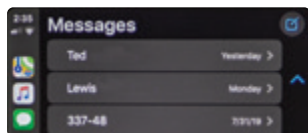
- 4 Or, use the steering wheel controls and voice commands to tell Siri what you'd like to hear from your Music library

# How To Use Messages

Send/Receive messages and receive new message notifications.



- 1 Select the **MESSAGES** button on the Apple CarPlay home screen. If you have unread messages, Siri will ask who do you want to text. You can choose to respond or cancel Siri request and tap **MESSAGES**



- 2 Access recent and new messages, listed by contact



- 3 Use the steering wheel controls and voice commands to have Siri read new messages, or send new messages to a contact

## QUICK TIP

### App Icon Placement

With the iPhone connected and Apple CarPlay in use, open the Settings app within the iPhone, select **GENERAL → CARPLAY → KIA MOTORS**. Next, touch and hold any icon on the home screen and drag it to the desired location.

# Troubleshooting

If CarPlay doesn't work like you expect, here are a few things you can check.

Try the following:

- Disconnect cable and reconnect
- Restart the iPhone
- Try a different Apple certified Lightning cable
- Update to the latest iOS

Issues that may occur when using CarPlay:

- Temporary black/blank screen (Change modes/disconnect/reconnect)
- Interruptions in functionality (Siri, Maps, etc.) due to data signal strength (Move to an area with better signal)
- CarPlay does not launch and other concerns (Confirm iPhone is updated to the latest iOS, and verify cable is Apple certified)

**NOTE: Use of CarPlay is dependent on the iPhone and CarPlay.**

## DISCLAIMERS

Driving while distracted is dangerous and should be avoided. Drivers should remain attentive to driving and always exercise caution when using the steering-wheel-mounted controls while driving.

Driving while distracted can result in a loss of vehicle control that may lead to an accident, severe personal injury and death. The driver's primary responsibility is in the safe and legal operation of a vehicle, and use of any handheld devices, other equipment or vehicle systems which take the driver's eyes, attention and focus away from the safe operation of a vehicle or that are not permissible by law should never be used during operation of the vehicle.

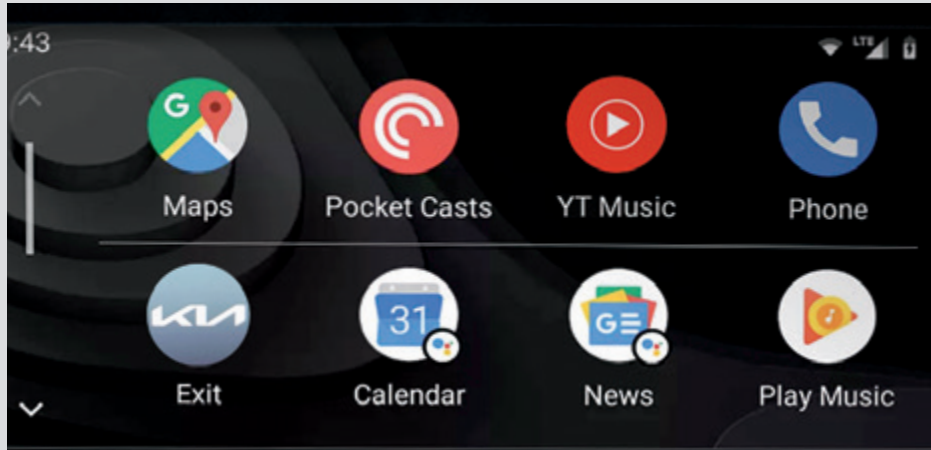
Only use Apple CarPlay when conditions allow you to do so safely. Some laws prohibit the operation of electronic devices while operating a vehicle. Launch applications and perform other operations on electronic devices only when the vehicle is safely parked. Certain functionalities may be locked while vehicle is operational. Depending on use, Apple CarPlay can share certain user and vehicle information (e.g., vehicle location, speed and other operating conditions) with the connected iPhone. See Apple's privacy policy or contact Apple Inc. at [www.apple.com](http://www.apple.com) for details regarding Apple's use and handling of data uploaded by Apple CarPlay. Use of Apple CarPlay is at user's own risk, and is subject to agreement to the Apple CarPlay terms of use, which are included as part of the Apple iOS terms of use. Apple CarPlay vehicle integration is provided "as is," and Kia cannot guarantee Apple CarPlay operability or functionality now or in the future due to, among other conditions, changes in Apple CarPlay software/Apples iOS, service interruptions, or incompatibility or obsolescence of vehicle-integrated hardware or software.

Apple CarPlay™ is a trademark of Apple Inc.

iPhone®, Siri®, and iPod® are registered trademarks of Apple Inc. iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license. Please refer to [www.apple.com](http://www.apple.com) for the full list of compatible apps.

While the information contained in this guide is accurate at the time of printing, Kia may change vehicle specifications without notice in advance or after the fact, and assumes no liability in connection with such changes.

**Android Auto™ is designed to help you stay focused on the road.**



It equips your vehicle's radio with display and control functions for compatible Android™ phones.

Android Auto provides access to a variety of compatible apps, available by visiting Google Play™ on your Android phone.

## REQUIREMENTS

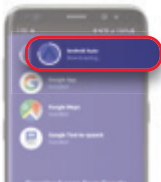
- Android phones with Android 6.0 Marshmallow or higher.
- It is recommended to always update your phone to the latest OS release
- Use the USB cable provided with your phone for USB connection

For any questions regarding the features of your vehicle, please contact your preferred Kia dealer or contact Kia Customer Assistance at (800) 333-4KIA (4542).

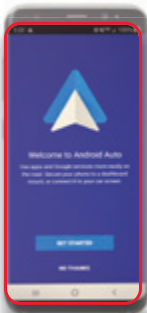
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# Downloading the Android Auto App

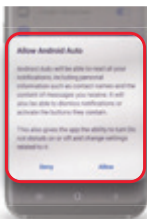
- 1 From your compatible device, download the **ANDROID AUTO** app from the Google Play Store



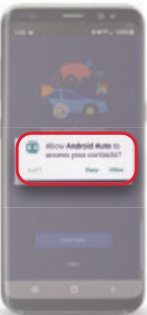
- 2 Launch the **ANDROID AUTO** app on the phone and follow the on-screen instructions to complete the setup



- 3 When the **ALLOW ANDROID AUTO** window appears, press **ALLOW** to continue



- 4 If you prefer for **ANDROID AUTO** to access your contacts, press **ALLOW** to continue



# Android Auto Setup: Wireless\*

Download the Android Auto™ app from the Google Play™ Store. Open the Android Auto™ app and proceed with the onscreen instructions to complete setup on the mobile device.

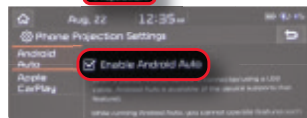
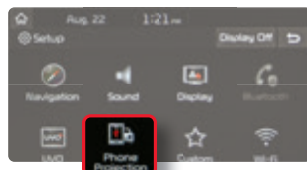
Wireless Connection setup for Android Auto™ (Standard Audio System-Value only):

- 1 Press the **SETUP** key on the audio head unit
- 2 Press **DEVICE CONNECTION SETTINGS**
- 3 Press **PHONE PROJECTION**, then **ADD NEW**

# Android Auto Setup: USB Cable\*



- 1 Press the **SETUP** hard key



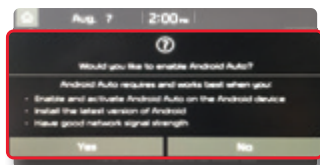
- 2 Select the **PHONE PROJECTION** or **DEVICE CONNECTION** button to select Android Auto and ensure **ENABLE ANDROID AUTO** is selected. Accept all terms, conditions and requests on the head unit and phone in order to use Android Auto.

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## Android Auto Setup: USB Cable\*

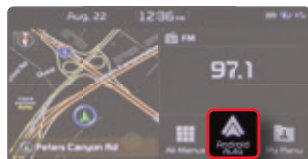
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- 3 Select **YES** when the **ENABLE ANDROID AUTO** window is prompted



- 4 Connect the device to your vehicle's USB port with the cable that was provided with your phone



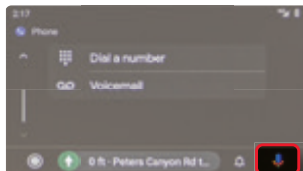
- 5 From the home screen, select the **ANDROID AUTO** button

## REMINDERS

- Android Auto™ compatibility requirements: OS Android™ 5.0 or higher, compatible Android™ smartphone and data and wireless plan for applicable feature(s)
- It is recommended to always update your phone to the latest operating system release
- Due to the smartphone's battery draw when using wireless Android Auto™, we recommend connecting the phone's USB charger or using the wireless charger, if equipped

## Basic Control Features

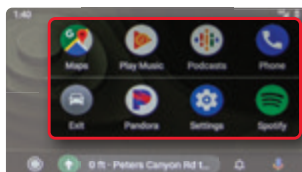
Android Auto uses graphical cards on your vehicle's home screen to keep you up to date with functions that are taking place through your phone, such as: messages, phone calls, navigation, music and more.



- 1 Select the **MICROPHONE** button in the lower right corner of the Android Auto home screen, or use the steering wheel controls to access Google Voice™. Use voice recognition to: send or reply to texts, make phone calls, navigate to a destination, and play music



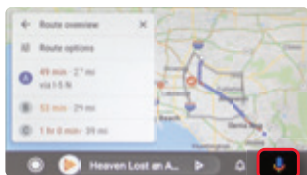
- 2 **ANSWER** and **END** buttons are available on the steering wheel controls for use with incoming phone calls



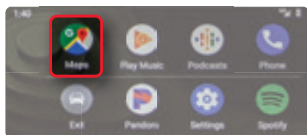
- 3 Tap on the **●** button to open the app launcher, where you'll find your most commonly used apps automatically featured in the top row  
Select the app to launch

# How to Use Google Maps Inside Android Auto

Access the features of Google Maps™ and have voice guided navigation to your destination.



- 1 Select the **MICROPHONE** button on the Android Auto screen, or use the steering wheel controls to begin Google Voice™
- 2 Say "Navigate to [address]" to begin navigation
- 3 Or, start navigation directions with Google Maps™ from your Android device

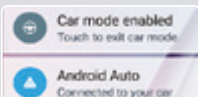
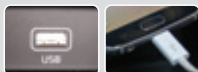
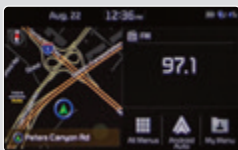


- 4 Select the **MAPS** to launch

## QUICK TIP

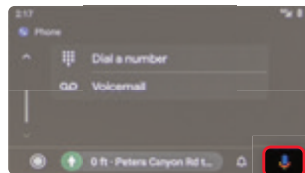
### Android Auto Unavailable on the Console

- ✓ Ensure that **CAR MODE ENABLED** is activated. Confirm Android Auto App is downloaded and launched on phone
- ✓ Make sure your phone is connected to the vehicle's USB port



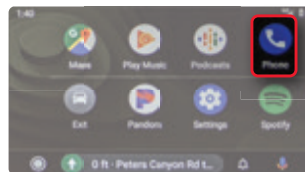
# How To Make Phone Calls

Make calls, return calls, and listen to voicemail.

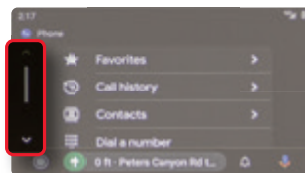


- 1 Select the **MICROPHONE** button on the vehicle's Android Auto screen, or use the steering wheel controls to begin Google Voice™

- 2 Say "Call [Name or number]" to dial



- 3 Or, select the **PHONE** to launch



- 4 Scroll UP or DOWN at the top left for a dial by name directory, voicemail access, call history, or to view missed calls

## QUICK TIP

Pressing the call button on the steering wheel for two seconds will call the last person contacted.

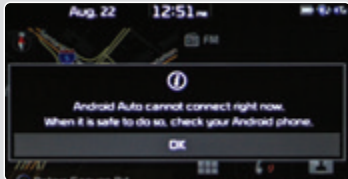
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# How To Make Phone Calls

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## QUICK TIP

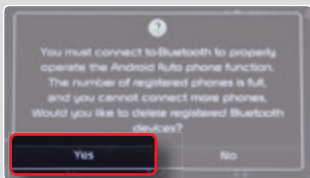
### Unable To Make Phone Calls



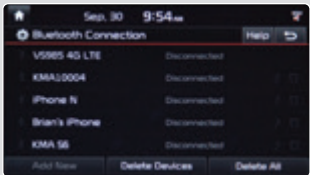
If this message is shown, your phone needs to be paired with your vehicle through Bluetooth®. If five phones have been paired to the vehicle in the past, it is necessary to delete a paired phone in order to pair your phone.



- 1 Press the **PHONE** button on the steering wheel



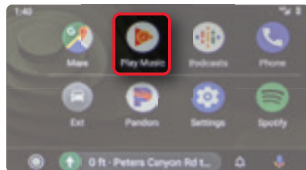
- 2 Select **YES** on the head unit screen



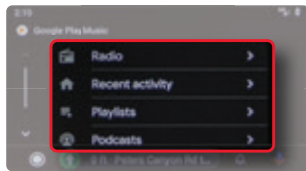
- 3 Once you are on the Bluetooth® connection menu, you may delete one or more devices

# How To Listen To Music

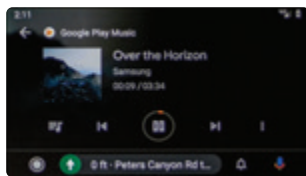
Listen to music from your Google Play Music™ app and other compatible third-party services.



- 1 Select **PLAY MUSIC** to launch the Music app



- 2 Select your music source



- 3 Your music will begin playing

## QUICK TIP

### Voice Recognition with Music Apps

Android Auto may not support voice recognition for some third party music apps.

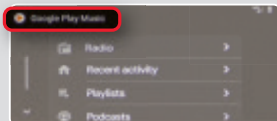
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# How To Listen to Music

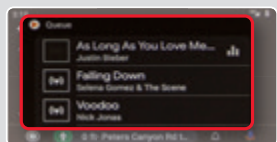
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## QUICK TIP

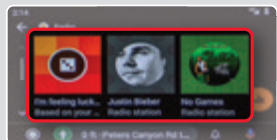
### When Audio Cannot Be Heard Through Third Party Apps



- 1 Select the music station's name



- 2 Select a category option



- 3 Select a station or song. This resets the music stream

## DISCLAIMERS

Driving while distracted can be dangerous and should be avoided. Drivers should remain attentive to driving and always exercise caution when using the steering-wheel-mounted controls while driving.

Driving while distracted can result in a loss of vehicle control that may lead to an accident, severe personal injury and death. The driver's primary responsibility is in the safe and legal operation of a vehicle, and use of any handheld devices, other equipment or vehicle systems which take the driver's eyes, attention and focus away from the safe operation of a vehicle or that are not permissible by law should never be used during operation of the vehicle.

- Apps use your smartphone data service; normal cellular service rates will apply.
- Android Auto features may operate differently than on your phone.
- Compatibility with third party apps is not guaranteed.
- Message and data rates may apply when using Android Auto.
- Android Auto relies on the performance of your phone. If you experience performance issues: close all apps, restart your phone, and disconnect and reconnect your phone.
- Use of the USB cable that was provided with your phone is recommended.
- When Android Auto is active, your in-vehicle voice recognition system will be disabled and all requests will be initiated using Google Voice actions.

**Bluetooth® Wireless Technology:** The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG Inc., and any use of such marks by Kia is pursuant to license. A Bluetooth® enabled cell phone is required to use Bluetooth® wireless technology.

Android Auto™, Android™, Google Now™, Google Voice™, Google Maps™, Google Play™ and Google Music™ are trademarks of Google, Inc.

Please refer to [www.android.com](http://www.android.com) for the full list of compatible apps.

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## Driving just got a whole lot better.

Whether you're on the road or on the couch, Kia Connect puts you in the driver's seat via the Kia Owner's Portal or the Kia Access. Kia Connect syncs your Kia with the Kia Access app, so you can interact with your Kia vehicle right from your compatible smartphone to perform remote commands, set climate, manage vehicle and owner profile, schedule service, set charging schedules, find nearby charging stations and much more. Experience Kia Connect and connect to an enhanced driving experience.



The **Kia Access App Features Guide** is a step-by-guide helping you utilize the app to its full potential by detailing how to set up and use each feature and adjust various settings.

To view the Kia Access App Features Guide on your mobile device, snap the QR Code above.

# Kia Connect Activation\*



- 1 Download **KIA ACCESS** from your preferred app store. Launch the app and log in or create an account



- 2 Connect to your car by entering your VIN. (You can usually find your VIN on the side of the driver seat door). Request a verification code to activate



- 3 Now, on your vehicle's head unit, select **ACTIVATE** and choose "I already have a code" to enter the verification code you received
- 4 Select "I have entered code" on your mobile device

## QR CODE

To download the Kia Access, snap this QR Code.

If you need further assistance please call **(844) 886-9411** to speak to an advisor today.



# Amazon Alexa\*

## EASY SET-UP:

- 1 Check that your vehicle is part of the list below and is equipped with Kia Connect
- 2 Download the Amazon Alexa app from the Apple App Store
- 3 Search for the UVO Skill/Agent on your Alexa companion app
- 4 Create a PIN to help manage access to certain features (e.g. Remote Start\*, Climate Control\*)

## VEHICLES WITH COMPATIBLE HARDWARE FOR VOICE ASSISTANT CAPABILITY:

- Carnival\* (MY2022+)
- Forte\* (MY2020+)
- K5\* (MY2021+)
- Niro\* (MY2020+)
- Niro EV (MY2019+)
- Seltos\* (MY2021+)
- Sorento\* (MY2020+)
- Soul\* (MY2019+)
- Sportage\* (MY2020+)
- Telluride (MY2020+)
- EV6 (MY2022+)

## REMOTE COMMANDS ON COMPATIBLE KIA VEHICLES:

- Remote Start/Stop Engine\*
- Remote Start with Climate Control\*
- Remote Charge & Stop Charge\*
- Remote Horn & Lights\*
- Remote Lock & Unlock\*

\*IF EQUIPPED.

# Troubleshooting Tips

For questions, call the Kia Connect Call Center at (844) 886-9411.

COMMAND	REQUIREMENTS FOR VEHICLE TO ACCEPT AND EXECUTE COMMAND	FEATURE LIMITATIONS
<b>Remote Start Engine</b>	To use Remote Start or Remote Start with Climate Control feature, all doors, hood and trunk/liftgate must be closed and locked	Activate Remote Start or Remote Start with Climate Control feature at least 10 min. before getting into the vehicle, which will allow vehicle interior to reach a desired temperature
<b>Remote Stop Engine</b>	Vehicle engine is on Vehicle engine was remotely started	
<b>Remote Start Engine with Climate Control</b>	All Vehicles: Doors closed and locked Hood and trunk are closed <b>EV:</b> Vehicle is plugged in <b>Niro PHEV:</b> No special requirements	If the driver does not enter the vehicle within the 10 minutes, the Remote Start will turn off the engine <b>EV:</b> Will start charging (if not already charging) and uses battery. <b>Niro PHEV (plugged in):</b> Will start charging (if not already charging) and uses battery (gas engine will not turn on)
<b>Remote Charging Start</b>	Vehicle is plugged in Vehicle is not currently charging	Vehicle will automatically stop charging when charge threshold met
<b>Remote Charging Stop</b>	Vehicle is plugged in Vehicle is currently charging	
<b>Remote Horn &amp; Lights</b>	Doors are closed and locked Hood and trunk are closed	Only remains on for 2 minutes No remote off feature

SYMPTOM	SOLUTION
<b>My verification code is not working</b>	The verification code expires after 20 minutes. Please be sure to use code before time expires. If requesting code multiple times, please wait at least 20 minutes between requests
<b>I've entered my verification code but nothing is happening</b>	Select the "Submit" button on the vehicle's head unit. Wait for "UVO is active." message on vehicle head unit. Then select "I have entered Verification Code" on your phone
<b>Why isn't Kia Connect sign-in taking my logon credentials</b>	Emails must be 30 characters or less. Passwords cannot contain any special characters
<b>I have an active account but it is asking me to enroll</b>	Please verify you are logging in with the same credentials that you used in the head unit. If you used an email address you will need to log into the app and Kia Owner's Portal (KOP) with the email address. If you enrolled using your phone number and not your email address, you will need to use your phone number to log in.
<b>Remote commands are failing</b>	Making sure the headunit is active, there is a strong signal for both the phone and vehicle, and all pre conditions are met
<b>My Location is still not correct</b>	The quickest way to obtain accurate vehicle status through the app is by pressing the refresh button on the app or refreshing the web page when using the customer web portal
<b>My EV is charging but it is not scheduled in the app</b>	EV vehicles can be scheduled to charge both manually from the head unit along with the use of the application. Please review the charging scheduled within the Kia Access App (or Kia Owner's Portal) and the head unit
<b>Kia Connect will not turn on</b>	In order to preserve the vehicle battery, Kia Connect will not turn on seven days after the last ignition was on. You will need to restart the vehicle with a key fob in order to use Kia Connect again

**Kia Connect:** Purchase/lease of certain 2022 and newer Kia vehicles with Kia Connect includes a complimentary 1-year subscription starting from new vehicle retail sale/lease date as recorded by the dealer. After your complimentary 1-year Kia Connect subscription expires, continued access to the full suite of Kia Connect services available on your Kia will require a paid subscription at the then-current subscription rate or your use of certain Kia Connect features may immediately terminate. Use of Kia Connect is subject to agreement to the Kia Connect Privacy Policy (available at [owners.kia.com/us/en/privacy-policy.html](https://owners.kia.com/us/en/privacy-policy.html)) and Terms of Service (available at [owners.kia.com/us/en/terms-of-service.html](https://owners.kia.com/us/en/terms-of-service.html)). Complimentary Kia Connect subscription is transferable to subsequent owner during the original Kia Connect service term. Only use Kia Connect when safe to do so. Kia Connect may currently be unavailable for Model Year 2022 and newer vehicles sold or purchased in Massachusetts; please see the Kia Owners Portal for updates on availability. Kia Access app is available from the Apple® App Store® or Google Play Store™. Kia America, Inc. reserves the right to change or discontinue Kia Connect at any time without prior notification or incurring any future obligation. Message and data rates may apply. Cellular and GPS coverage is required to use most

features. Kia Connect features may vary by model, model year, and trim level. Features, specifications, and fees are subject to change. For more on details and limitations, visit [www.kia.com](http://www.kia.com) or your authorized Kia dealer. Apple® and App Store® are registered trademarks of Apple Inc. Google™ and its logos are trademarks of Google LLC.

Remote features require a wireless signal with good coverage to function, and normal cellular service rates may apply. Use these services/features when safe and legal to do so. When performing a Remote Start or Climate Control for gas-powered vehicles (includes plug-in hybrids), please make sure your vehicle is parked in a secure and well-ventilated area. Close all doors leading from adjacent living areas to the vehicle area before executing these commands.

Amazon Alexa™ is a trademark of Amazon.com, Inc.

While the information contained in this guide is accurate at the time of printing, Kia may change vehicle specifications without notice in advance or after the fact, and assumes no liability in connection with such changes.



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