

INSTRUCTION MANUAL

ZZPLAY | ITZ-NTG6

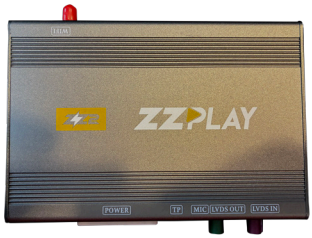
Advanced CarPlay/AndroidAuto integration for Mercedes vehicles equipped with NTG6 MBUX with 10.25" and 12.3" displays

REV 1.0

1) BASIC CARE

- WARNING: Never start installation with the vehicle ignition switched on. Always check that the vehicle is completely switched off.
- The product must be installed by a qualified professional.
- Never remove the covers from the housing or modify the product in any way. Doing so may cause electric shock or burn you, resulting in loss of warranty.
- Immediately disconnect the interface if you notice that your product is emitting smoke, a burning smell, or strange noises, and contact us to request technical support.
- Do not allow the product to come into contact with liquids. Liquid in the enclosure may cause a fire, electric shock, or damage to the device. Immediately disconnect the interface from the power supply if any object or liquid falls inside the device.
- When connecting the power connector to the interface, carefully check that the battery, post-ignition, and ground wires are properly connected and insulated.
- The product warranty does not cover damage caused by drops, liquids, or misuse. The warranty covers manufacturing defects only.

2) COMPONENTS



• ZZPLAY Interface



• Main Power Harness



• LVDS-Y Cable



• FAKRA Antenna

3) FEATURES

- Compatible with wired or wireless Carplay.
- Compatible with wireless Airplay.
- Compatible with wired or wireless Android Auto.
- Plays video via USB.
- Sound equalizer.
- Rear camera input with dynamic guide lines.
- Front camera input, with automatic activation and time adjustment.
- Microphone audio settings.
- Upgradeable via USB.

4) DIP SWITCH

4.1 - COMPATIBILITY

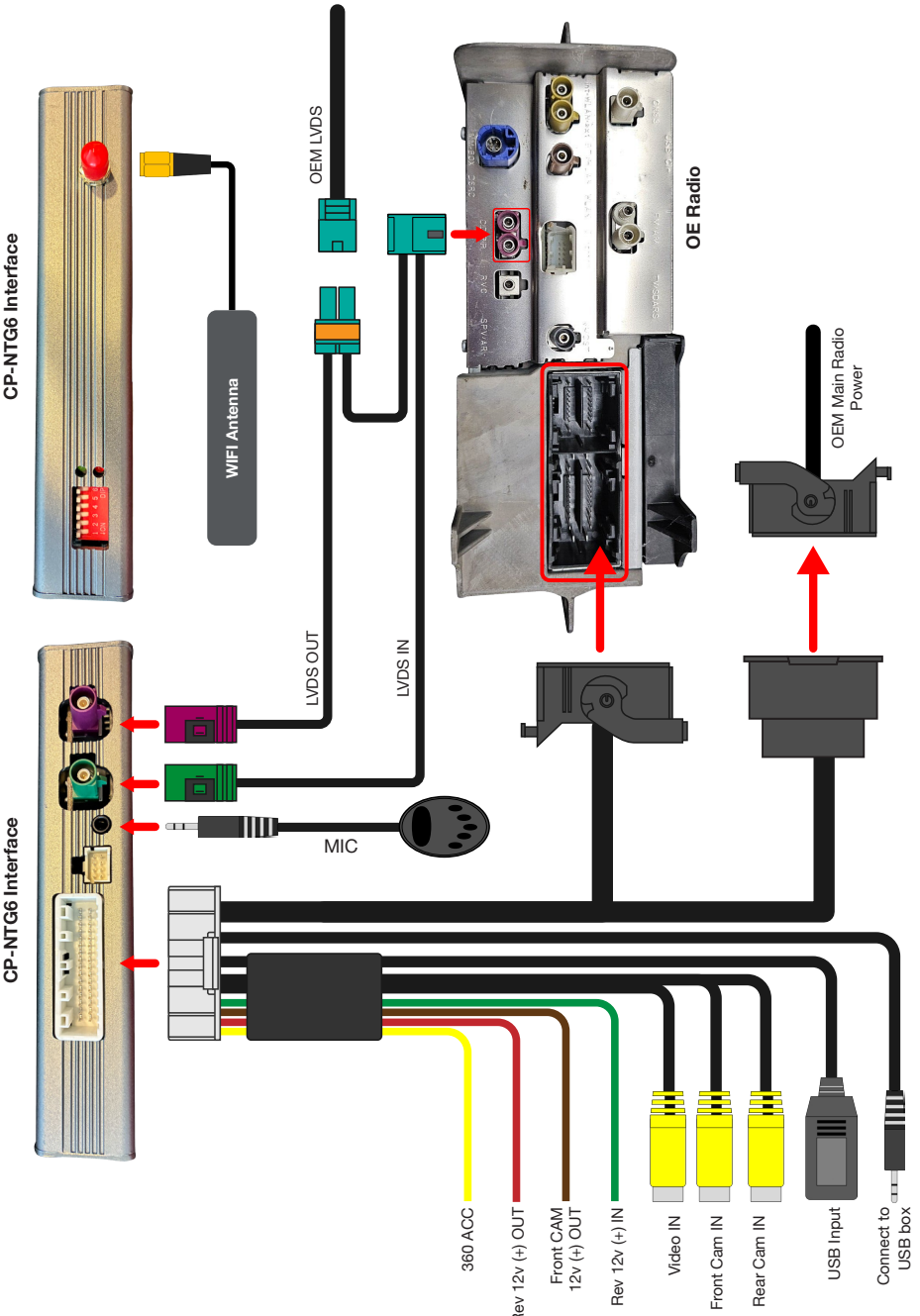
Model	Year	Model	Year
A Class (W177)	05/2018 →	E Class (W213)	2020 →
B Class (W247)	12/2018 →	GLB (X247)	09/2019 →
C Class (W205)	2019 →	GLC (X253)	2019 →
CLA (C118)	03/2019 →	GLE (W167)	2019 →
CLA Shooting Brake (X118)	07/2019 →	GLE Coupe (C167)	2019 →
EQA (H243)	2021 →	GLS (X167)	2019 →
EQB (X243)	2021 →	V Class / Viano (W447)	
EQC (N293)	2019 →		

4.2 - DIP ADJUST



Model / Screen Size	DIP 1	DIP 2	DIP 3	DIP 4	DIP 5	DIP 6
A / B / GLA / GLB / GLC 10.25”	OFF ▲	OFF ▲	OFF ▲	OFF ▲	OFF ▲	OFF ▲
GLE / GLS / CLS 12.3”	ON ▼	OFF ▲	OFF ▲	ON ▼	OFF ▲	OFF ▲
E 12.3”	OFF ▲	ON ▼	OFF ▲	ON ▼	OFF ▲	OFF ▲

5) INSTALLATION DIAGRAM



6) USER OPERATION





	Operation	Function
1	Press	Home
	Long Press	Switch Interface/OEM
2	Press	Return
3	Press	Prev. / Next tune
4	Press	Siri/Google Assistant
5	Press	Answer
6	Press	Hang Up
	Long Press	Switch Interface/OEM
7	Press	Volume

7) HOW TO CONNECT TO APPLE CARPLAY / HOW TO SETUP BLUETOOTH PHONE CALLS

• If you would like to use a cable to connect your iPhone, please use a certified Apple cable.

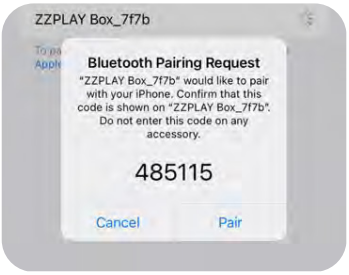
• If you would to use a wireless connectivity, please follow the next steps.

• Before pairing the iPhone with the system, please make sure you do a “hard reset” on the phone in order to prevent any malfunction. (Check phone manual/online)

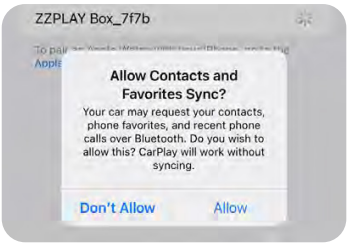
• Once you are done with the previous step go to Settings > Bluetooth and the phone should be able to find a Bluetooth device called ZZPLAY***** under the Other Devices.



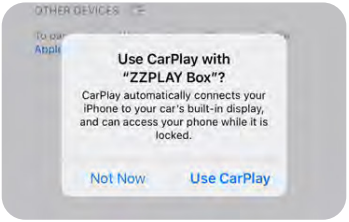
Select ZZPLAY***** and a Bluetooth Pairing Request will be displayed on the screen with a code. Select “PAIR”.



Right after the Pairing notification a new request to Sync your contact with the car will be displayed. Select “ALLOW” in order to have caller ID and access to your contacts through CarPlay.



A notification asking for a permission to connect your iPhone to the car even when the phone is locked will pop up. Select “Use CarPlay” and the CarPlay main screen should show up on the factory radio screen.



When the phone is connected and paired properly, the screen will automatically switch to CarPlay. Once you are in CarPlay mode, if ever necessary, select the ZZ2 app to go to the interface’s main menu.

8) ZZPLAY INTERFACE

8.1 - MAIN MENU



CarPlay connection settings menu. Displays information about the currently connected iPhone

Android Auto connection settings menu. Displays information about the currently connected phone

For phone screen mirroring

Displays connected Bluetooth devices

USB Audio and Video Playback

Displays the front-facing camera (if installed)

Go to the settings menu

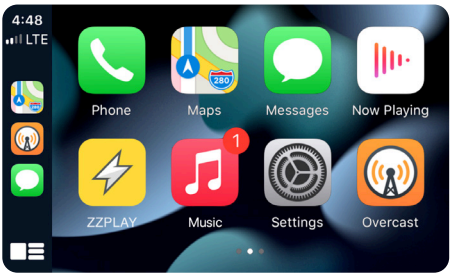
9) SYSTEM SETTINGS

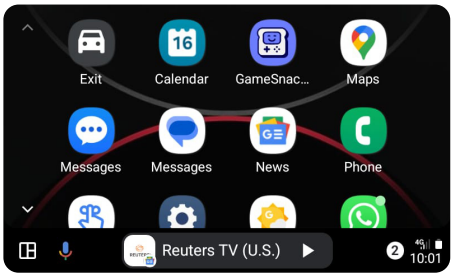
9.1 - OVERVIEW

The following pages provide an overview of the interface, navigation settings, and access to all menus.

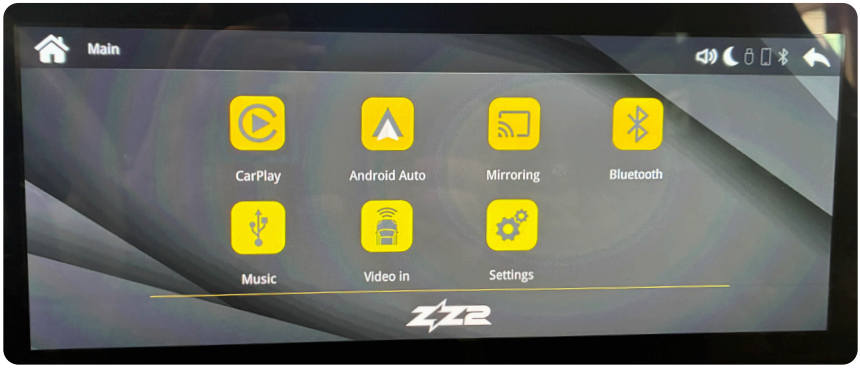
There are two menu systems in addition to the vehicle's original menu:

CARPLAY / ANDROID AUTO





ZZPLAY INTERFACE MENU

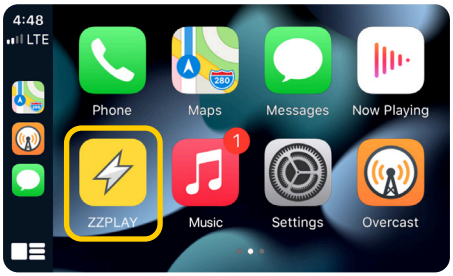


They operate independently of each other (the ZZPLAY interface menu will work regardless of whether or not a phone is connected to the module).

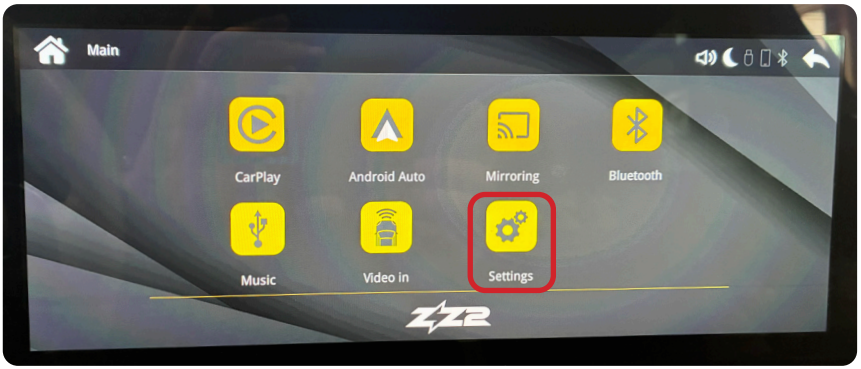
CarPlay settings affect only the use of CarPlay. ZZPLAY interface settings allow you to adjust the rearview camera, configure audio output controls, and set other vehicle- or interface-specific parameters.

9.2 - ACCESSING THE MENUS

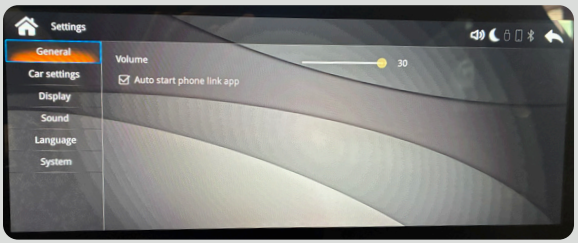
To access the ZZPLAY interface menu while using CarPlay, select the “ZZPLAY” or “Exit” icon.



To access the ZZPLAY interface menu without a phone connected, use the toggle button on the factory radio.
To return to CarPlay / Android Auto, select the “Home” option from the ZZPLAY interface menu.
To access the interface settings menu, select the “Settings” option

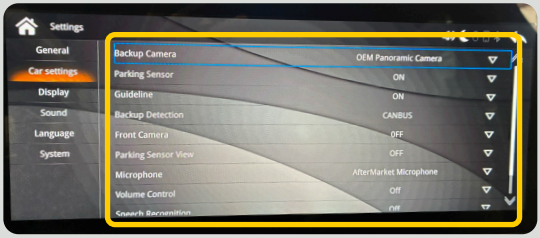


9.3 - SETTINGS MENU



General: Adjust the interface’s volume and microphone settings.

Car Settings



Backup Camera: If the camera is the original one, keep it set to “OEM Camera”. If an external camera is installed, select “Aftermarket”.

Parking Sensor: To enable the parking sensor, set it to “ON”.

Guideline: Turns guide lines on or off.

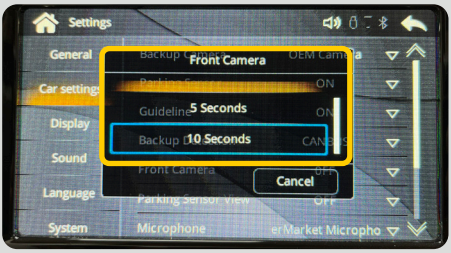


Backup Detection: Select the detection type for the rearview camera.

***Front Camera:** If installed, this feature enables or disables the front-facing camera view (for 5 or 10 seconds).

Parking Sensor View: Enables or disables the front-facing camera’s grid lines.

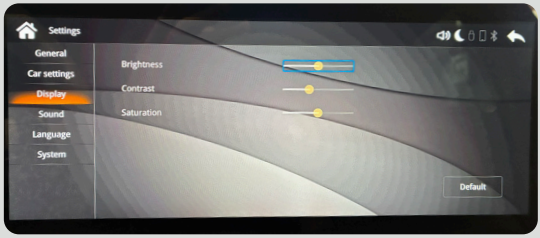
FRONT CAMERA*



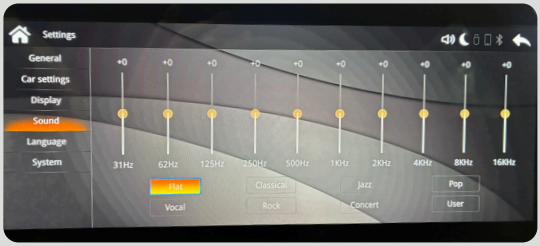
Microphone: Select the type of microphone installed in the vehicle (if the one from the interface is installed, select “Aftermarket Mic”).

Volume Control: Turns the interface’s automatic volume control on or off.

Speech Recognition: Enables or disables voice recognition (Siri/ Google Assistant).



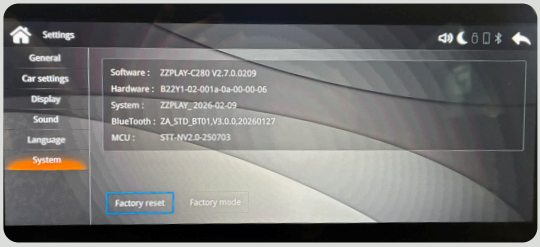
Display: Allows you to adjust Brightness, Contrast, and Saturation within the interface and in CarPlay/ Android Auto.



Sound: Allows you to adjust the car's sound equalization, with several preset options.

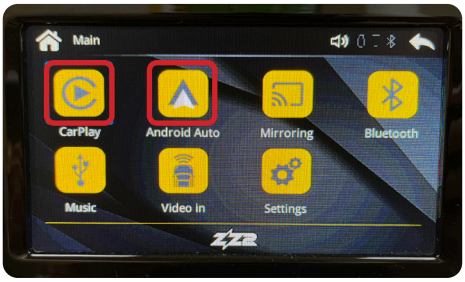


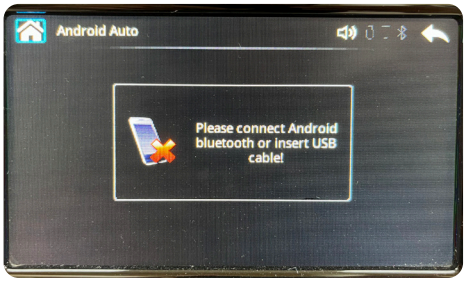
Language: Allows you to change the interface language.



System: View all interface information and reset settings.

9.4 - CARPLAY/ANDROID AUTO





Once your phone is connected - go directly to the CarPlay/Android Auto home screen.

9.5 - BLUETOOTH





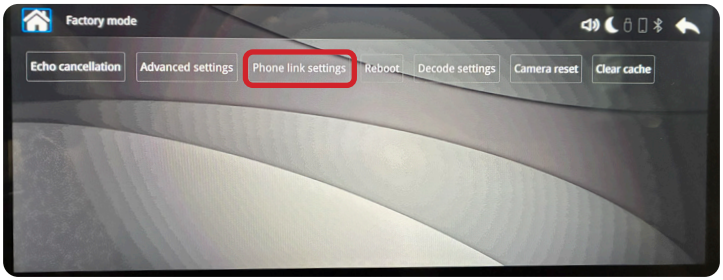
In the interface menu, you can view the connected devices and the interface's Bluetooth name.
When phone is disconnected - delete listed devices.
When phone is connected - view your contact list and other information.

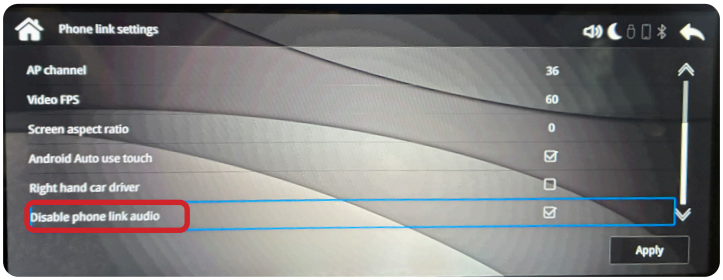
· A number of microphone settings are used specifically when using the microphone that comes with the interface.
· ZZ2 recommends using the vehicle's original Bluetooth system whenever possible.

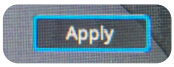
To use the car's built-in Bluetooth feature, follow these steps:
Settings > System > Factory Mode > Phone Link Settings > Disable Phone Link Audio











After enabling the option, remember to click "Apply" to save your changes.

FAQ

Question: I can't hear any audio from the CarPlay/Android Auto system.

Answer: It's best to use factory Bluetooth Streaming in order to hear any sound from the ZZPLAY kit. This includes during phone calls. NOTE: The phone must be connected to the factory radio Bluetooth simultaneously with the ZZPLAY module, and you must rest on 'BT Audio'.

Question: I'm hearing reports of a lot of echo or delayed echo on audio during a phone call. Why is this happening and how can I eliminate this?

Answer: This happens when using OEM AUX input for audio instead of OEM Bluetooth. The AUX path travels through the OEM amplifier, where there is active time-alignment & processing on this audio channel.

Question: Sometimes my phone won't connect lately / Sometimes when it connects the screen goes black / Sometimes CarPlay kicks me out back to the interface menu.

Answer: For iPhone users, you must perform a 'Hard Reset' on the phone in use on average twice a month to clear certain cache and reset the processors (this will not wipe any data). Google search 'Hard Reset iPhone 13' (or whatever version iPhone version you have) and perform that task. After this is done, you will see a difference in speed and reliability (of pairing/connecting).

Question: Incoming text responses from SIRI are silent on CarPlay. It mutes the audio but I don't hear the read-out.

Answer: This often happens for 2 reasons: The iPhone needs a hard-reset (see previous question), or the phone is connected to the vehicle's OE Bluetooth for both phone calls & audio (and the text read-outs are being sent to the vehicle BT source - you're on AUX source). You want to be connected to the vehicle for phone calls ONLY - for iPhone the only way to make this distinction is to adjust the phone setup on the OE radio side. Find your phone (name) in the Bluetooth or Phone setup in the OEM radio settings and disconnect as an audio player. NOTE: not all vehicles have this option, but it seems to happen mostly with cars that do have this option (Lexus, etc).

Question: Using Android, I cannot get the phone to reliably connect wirelessly (or at all).

Answer: Android phones are more finicky and iPhones with their wireless connectivity. Make sure the OS is fully up-to-date. Clear the cache on the Android Auto application. The Android OS must be at least version 11. Some phones (TCL, Motorola) seem to have protocols that don't play nice with every system. If you run into this, use a good USB-C cable for the Android Auto Connection instead.

WARRANTY PROCEDURE

1. TECHNICAL EVALUATION REQUIRED

*Before a Return Merchandise Authorization (RMA) can be issued, the dealer must contact ZZ2 Technical Support to obtain a ticket number. After diagnosis, the ticket is forwarded to the ZZ2 Sales Department, which will issue the appropriate RMA number. No return will be authorized until the product has been fully evaluated.

2. ADVANCED REPLACEMENT OPTION

*Once a ticket number is issued, an RMA will be created. Call tag eligibility is based on the original purchase date.
*Within the First 90 Days: Advanced replacement at no cost with a call tag.
*After 90 Days: Advanced replacement at no cost; dealer is responsible for return shipping.

3. DEFECTIVE UNIT RETURN WITHOUT ADVANCED REPLACEMENT

*Dealers may return defective units without receiving an advanced replacement. Credits will be applied to the dealer's ZZ2 account.

4. NON-DEFECTIVE RETURNS

All non-defective returns are subject to a 10% restocking fee. Products must be brand new, unused, fully resellable, and include all original packaging, accessories, and components.

TERMS OF LIABILITY

*By purchasing, distributing, or installing ZZ2 products, dealers agree that ZZ2 is not liable for direct, indirect, special, or consequential damages, injuries, or losses arising from the use or misuse of its products

WARRANTY COVERAGE

* 3-Year Warranty: ZZPLAY, DIZZPLAY, Camera Interface Products, OEM-Style Handle Cameras.
*1-Year Warranty: ZEUS-ULTRA2, ZZAIR-DUO2, ZZAIR-PRO2, ZZCONNECT+, ZWAGZ, Bike2Play, MPPLAY.

REFUND PROCESSING

* Approved returns are processed within 5–10 business days after the returned product has been received and inspected.

If you have any questions or require technical support, please contact our specialized team.

ZZ2.COM