

# FAQ FOR THE DYNAVIN N7-MST2010 PRO FORD MUSTANG 2010-2014

## I. PRE-INSTALL QUESTIONS

### 1. Is it really Plug and Play?

Yes. The Dynavin comes with all the necessary plugs and harnesses to connect directly to your car; no extra adapters or dash trim kits required.

### 2. Is the Dynavin compatible with the Shaker audio system?

Yes. The Dynavin is compatible with the base audio system and the upgraded Shaker audio system.

### 3. Does the Dynavin support Mustang's Sync System?

The Dynavin system replaces Sync by activating Siri or Google Assistant on a paired Bluetooth phone to play music, make phone calls, dictate text messages, search for information etc. Dynavin phone voice activation will work in cars equipped with or without Sync.

### 4. Will my car's steering wheel controls still work?

Yes. Steering wheel controls compatibility is built into the Dynavin and its wiring harness; no extra parts needed. Just make sure to connect the 4-pin plug on the main wire harness to the back of the radio (next to the USB plugs) and ensure it is plugged in the correct direction so it is keyed properly. This is a common install error.

### 5. Will the HVAC controls be compatible with my car?

Yes. The Dynavin will work with both the standard and dual zone HVAC systems. There are buttons to control the HVAC on the front panel as well as on the touchscreen. In dual zone cars, the second zone temperature and other functions exclusive to the dual zone system are accessible on the touchscreen display.

### 6. How does the navigation work and how is it updated?

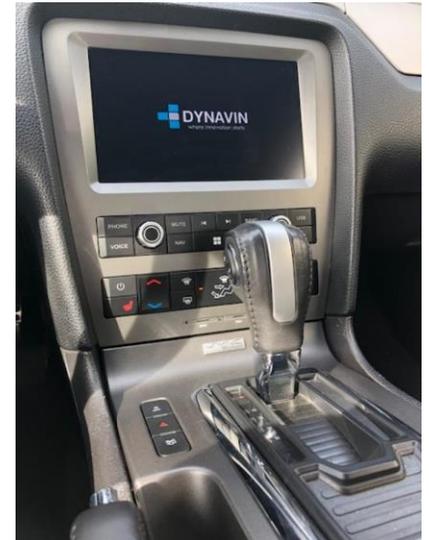
The Dynavin utilizes iGo Primo navigation software, a common program in the automotive aftermarket. It is a standalone "on board" navigation system; it is not internet connected. The navigation program and map data are loaded on the included micro SD card. The iGo Primo navigation program and map data is provided by [naviextras.com](http://naviextras.com). The maps provided will be as current as possible but in the future, map updates can be obtained by visiting [naviextras.com](http://naviextras.com), downloading their "toolbox" software, and using it to update the micro SD map card that was included with the Dynavin radio. Users can update for free in the first 30 days of first use.

### 7. Does the Dynavin support an aftermarket amp/speakers/etc. if I want to install in the future?

Yes. The Dynavin connects to all the factory wiring, but also comes with a full set of RCA amplifier outputs (front, rear, sub) and A/V inputs and outputs —like any other aftermarket head unit— to support various aftermarket equipment.

### 8. Can I install a backup camera to use with the Dynavin radio?

Yes. The Dynavin has a conventional composite video RCA input for a backup camera that will work with almost any aftermarket camera. The install is the same as with any other aftermarket backup camera solution



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except there is no reverse trigger wire necessary as it is already integrated into the Dynavin radio's main wire harness.

## II. INSTALL

### 1. Will the Dynavin keep my factory USB and/or aux connections in the armrest?

Yes. The kit comes with retention cables for these two plugs. On Sync-equipped cars the factory USB connection can be found on the Sync module above/behind the glove compartment. Use the supplied USB retention cable to connect the matching factory plug at the Sync module to the "MEDIA" USB plug on the back of the Dynavin. The aux connection is accessed in the center console right on the backside of the aux plug. Unplug the factory cable and use the supplied aux retention cable to connect to the AUX IN RCA harness on the back of the Dynavin.

### 2. Will the Dynavin radio work with my car's SiriusXM Satellite radio?

Satellite radio can be added to the Dynavin radio system by installing the Sirius SXV300 tuner plugged into the supplied adapter cable. The factory satellite radio is not compatible with the Dynavin as it is part of the factory audio system that is being replaced with the Dynavin. Make sure the Region is set to US in the System menu. Access SiriusXM from the Radio menu by tapping the lower left box on the screen.

### 3. Will the Dynavin work with my Shaker amplifier?

Yes. On cars equipped with the Shaker amplifier, the amplifier integration harness must be used to match the output of the Dynavin radio to the input of the stock amplifier. The harness goes between the RCA outputs of the head unit and the signal wires on the main harness (plug B).

### 4. How do I pair my phone to the Dynavin via Bluetooth?

You do not need to do anything on the Dynavin besides turn it on. The pairing is done entirely on the phone. Find the Dynavin in your phone's Bluetooth menu and select it. If your phone asks to pair to the Dynavin, select Yes or Pair. It may also ask for permission to access your contacts. Select Yes or No.

### 5. What are these SD cards for?

The smaller micro SD card has the navigation program and map data on it. It must be inserted into the "NAV" card slot on the front lower panel of the Dynavin radio. The larger "card" is simply an adapter to the larger more common SD card size which is often inserted in a computer to download firmware updates, images, or other media.

### 6. Can the boot logo/startup screen image be changed?

Yes. Any picture stored on an SD card or USB (JPG, PNG or BMP format) can be used as the boot screen. To change the boot screen, access the USB or SD Card menu. Go to "Images". Find the image you want, select the it so it displays on the screen, and press the icon in the bottom left corner. The selection will be confirmed when the icon shows a green check mark.

### 7. Where should I install the microphone?

The microphone should be placed in front of the driver. Some trial and error may be needed for best results. Typically, the area near the dome lights or at the top of the A pillar works best. In the Bluetooth Phone

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settings menu there is a setting for “mic gain”. This setting can be used to fine tune the sensitivity of the microphone to work best for the user’s voice level, ambient car noise, etc. More audio settings are available in the “Audio” menu from the main menu.

## **8. Where should I install the GPS antenna?**

The easiest place to install the GPS antenna is inside the dash behind the stereo. Since the dash frame is metal, the magnetic GPS antenna will stick to it. Placing the GPS antenna on top of the highest crossmember facing up usually yields good results. If for any reason the reception is not good, alternate locations include the outside of the car, the roof, trunk lid, or cowl area.

## **III. TROUBLESHOOTING**

### **1. My steering wheel controls are not working.**

Check that the 4-pin plug on the main harness is connected to the back of the radio and if it is, unplug it and make sure to plug it in the correct direction so it is keyed properly. This is a common install error.

### **2. I plugged in the main harness and the Dynavin will not turn on.**

There is a small two-pin plug on the main harness that is easy to miss. Make sure it is plugged into the mating plug coming out of the back of the Dynavin radio.

Check the battery: will the car start? Car audio installations can be hard on a car's battery as the doors are open, lights on, key in, for long periods of time which can run down the battery or push a battery that is already weak to the point of failure. If in doubt, have the battery load tested. Most auto parts stores will do this for free.

### **3. I'm hearing low level static noise coming from my speakers.**

Does the car have the Shaker Amplifier? If so, install the amplifier integration harness. This switches the audio outputs from the speaker level connections to the much lower level RCA connections that are appropriate for the Shaker Amplifier.

There is also a setting in the “Audio” menu called "Factory Amplifier" that can be activated and adjusted to further fine tune the output of the head unit to match the factory amp. If the overall system volume seems too high and the adjustments to output level too abrupt, turn the factory amplifier level setting down.

### **4. The time is not displaying or is displaying incorrectly.**

The Dynavin radio gets its time data from the GPS satellites so a clear line of sight to the sky is required for good reception. Therefore, the time may be slow to display in places with weak or obstructed reception such as in garages, inside buildings, etc. In the “System” menu there is a time zone setting. It is in hours offset from GMT. Depending on your location and Daylight Savings the continental United States falls between -4 and -8.

### **5. I press the “NAV” button and nothing happens.**

Insert the included iGO Primo navigation micro SD card into the “NAV” card slot on the front lower panel of the Dynavin radio.

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## 6. The NAV program starts but it is not getting GPS reception.

When GPS reception is too weak to get a lock, a satellite icon will be displayed in the corner of the map view screen. Touch it and it will bring up a signal strength graph. This graph can be used to determine if the signal is simply weak (indicating that the GPS antenna should be installed in a better location) OR non-existent (indicating an unplugged or damaged/defective GPS antenna).

## 7. When my phone is connected via Bluetooth I can hear callers, but they cannot hear me.

Ensure that the microphone is fully plugged into the back of the Dynavin radio. Delete the pairing from the phone and radio and re-pair. Make sure nothing is in between the microphone and you. Somewhere in front of you is best. If the issue is still present, you may need to replace the microphone.

## 8. My phone won't connect/pair via Bluetooth to the Dynavin.

The first step in resolving phone-related issues is to reboot the phone (this varies by phone model—you need to do a hardware reboot, not a "turn off", "reset", or "restore".) The correct reboot will NOT reset the phone to factory settings.

If that does not resolve the issue the best thing to do is to start over with a clean slate.

In the phone's Bluetooth menu, delete or "Forget" the device pairing if present. In the Dynavin radio's Bluetooth menu (Phone menu > Setup), delete any phones paired by tapping the X next to the phone name and then tap the "Bluetooth Reset" option. Reboot the phone and reboot the Dynavin radio by holding down the MENU button for 10 seconds or until it shuts off. Once it has rebooted, pair as usual.

## IV. ADVANCED INFORMATION

### 1. Reboot

Just like any other electronic device or computer, sometimes things go wrong. If this happens, the first step should always be to reboot the unit. Hold down the MENU button for 10 seconds to force a reboot.

### 2. CAN functions

The Dynavin radio system in the Mustang interacts extensively with the CAN bus network in the car. The steering wheel controls, HVAC, button lighting, backup camera activation, and on/off-related functions all work through CAN communication. If CAN communication is not present due to a hardware, software, or settings issue, none of these CAN-related functions will work. Knowing this is helpful in troubleshooting.

### 3. Boot up/On/Off/Standby Modes

The Dynavin transitions from bootup to on/off to standby mode.

**Boot up:** The Dynavin radio has a 20-30 second boot up time which starts as soon as the unlock button is pressed on the key fob OR a door is opened. During this boot time the screen will be dark and there will not be any audio until the key is turned on; the unit will appear to be off, but it is in fact on. If the key is turned on during this boot time the boot logo will be displayed.

**On:** Once the key is turned on, the boot up is complete, the screen and audio will turn on and the Dynavin radio can be used normally. The unit can also be manually turned on by pushing in the volume knob even if the car is off. It will stay on for 5 minutes and then automatically turn off.

**Standby:** When the key is in the off position and the door is opened, the screen will go dark and the audio will turn off, but the unit will stay on, in standby mode, for about 5 minutes. If the car is turned back on during this

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time, there will be no boot up time since the unit has not yet turned off completely. We sometimes get contacts from customers who believe that their unit is not turning off correctly because when they check the amperage draw or look at an aftermarket amplifier power light, they see an indication that the unit is on. But in doing so they open the door or unlock the car inadvertently turning the head unit on. To properly check for shutdown would require the doors be shut, the key out, and the car left alone for at least 5 minutes.

## **4. Firmware Updates**

Periodically, Dynavin releases firmware updates to improve performance and/or add features, etc. To check for the latest firmware update, visit us at <https://dynavinnorthamerica.com/pages/firmware-updates>. To check your Dynavin's installed firmware version, go to the "Info" screen from the main menu. It will say "OS Version" then a 4-digit # and "MST" where "MST" indicates that the car type is set to Mustang. If it says something other than "MST" then the car type setting needs to be corrected. Please contact us for further instructions if that is the case.

For a brief video of the N7-MST2010 PRO interface and basic features, please check out our video at:

<https://youtu.be/QHMB7dRc4zg>

For additional FAQ, please visit us as <https://dynavinnorthamerica.com/pages/faq>

For troubleshooting, please call us at 559.486.4047 during our normal business hours. For help after hours, please contact [support@dynavinnorthamerica.com](mailto:support@dynavinnorthamerica.com).