

12 How do I link a smartphone?

DRAFT

12.1 MG iSmart app

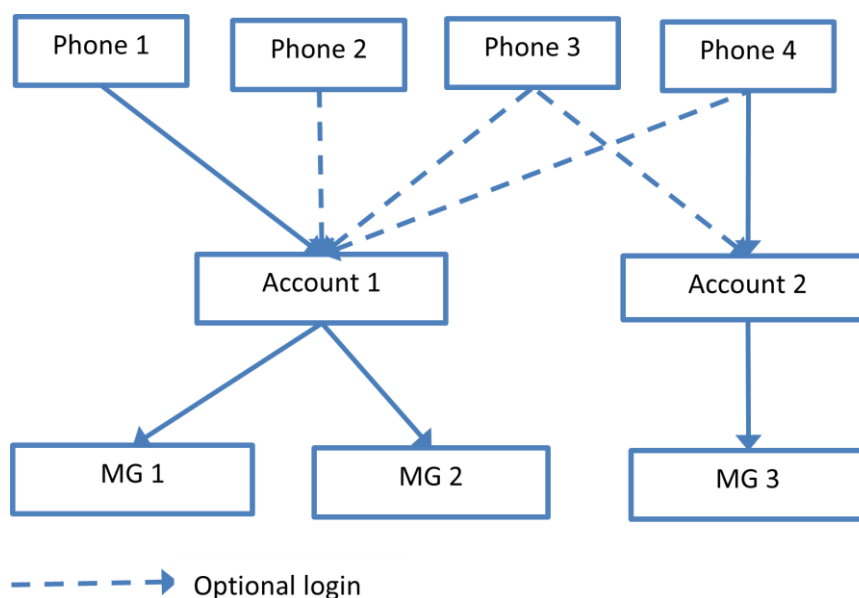
This app allows information on the car to be displayed on a smartphone and instructions to be issued to the car from the smartphone. A suitable phone may be charged on the phone charging pad (U68) (Appendix A). The guide refers to version 2.0.1 of the app. This is a new version and the infotainment manual may not have been updated, so there are no references to the manual.

12.1.1 Setting up

- Ideally the dealer should assist in setting up iSmart on your phone.
- Check that:
 - The phone and car have a Wi-Fi or mobile data connection. The strength of the car's signal is shown on the top right of the *Home* screen.
 - The car's time and phone time are the same (11.5).
 - You have agreed the Privacy Notice (11.5).
 - If the car is second-hand, that the previous owner has 'unbound' their iSmart account. If this has not happened, the dealer will have to contact MG for them to unbind the account.
 - The dealer has not bound their account to the car. This shouldn't happen but if your iSmart app won't bind to the car, it could be an explanation.
- There may be videos available on YouTube (Note that the menu options on the phone as shown on the video may not be those on your phone due to updates)
- Download the app:
 - From Google Play store or Apple's App Store (search on MG iSmart).
 - By scanning in the QR code on *Home2>User>Account*.
- Start the app, agree to conditions (if appropriate) and tap 'Start'.
- Tap Register on the front screen and set up the account with a mobile number (no '0') or e-mail. You will be sent a verification code. (If you don't get a code from using a mobile number, use your email address). Enter this.
- Choose a password. **NOTE:** make a note of the password and the phone number e-mail used to set up the account. You will almost certainly need them in the future. Tap 'Register'.
- You next need to 'bind' the car to the account you have just set up. From the phone's iSmart front screen, tap the bottom right icon (a 'face') to get the *Hello MG iSmart* screen.
- Tap the top right box, which will give you a camera for scanning a QR code.

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- To get the QR code: on the car's screen, swipe the *Home* screen right to get *Home2*. Tap the 'User' button to see the account tab. Tap the 'Person' button on the left of the screen to get a QR code. Don't scan this.
- Tap 'Account Login' beneath the code.
- EITHER
 - Type in your e-mail/mobile number and password.
 - Tap 'Start login'.
 - Centre the QR code in the Smartphone's square.
 - You will be asked to set up a four-digit security code. Input this and make a note of it!
 - You should now see the *Vehicle Management* screen on the phone with the car's details.
- OR
 - Tap 'Start login'.to get a QR code.
 - Tap 'MG+' at the top of the smartphone screen to get the 'Vehicle Management' screen.
 - Tap 'Add Vehicle' on the smartphone and centre the QR code.
 - Scan in the QR code.
 - On the Car's screen, tap 'Connect vehicle' (towards the top left). Two QR codes will appear.
 - Tap 'Add Vehicle' on the smartphone again and centre the QR code on the right.
 - You will be asked to set up a four-digit security code. Input this and make a note of it!
 - You should now see the *Vehicle Management* screen on the phone with the car's details.
- Only one account can be set up. This account can be used on several phones but only one can be connected at any one time. It is the account which is bound to the car, not the phone. One account can be bound to several cars. A phone can be used to access several accounts, logging into each as required.



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- If the iSmart function does not work correctly, check whether there is agreement the 'End User Licence Agreement' (EULA). Swipe the *Home* screen to get *Home2*; tap *Settings*; from the menu on the left of the screen, scroll down to *Privacy Notices* and agree to the iSmart EULA.
- Be aware that accessing the car using iSmart may overwrite any settings set up using the car's screens (SoC, for example) with the settings in iSmart.

12.1.2 Starting

- Tap the MG iSmart icon on your phone. If required:
 - enter the phone number, choosing the country code and entering the number with no zero, OR enter the e-mail address, that you originally used to set up the account.
 - Enter the password.
 - Agree to the User agreement and Privacy Policy just below the 'Login' button. You may need to 'Zoom out', or scroll down, or change other phone settings, to ensure you see the whole screen.
 - Tap the Login button. If this is 'greyed out', all the required information has not been entered correctly.
- The *MG* screen should appear showing the car's name, remaining range, SoC, location and other information. To update the information, tap the shield icon at the base of the screen.
- You may see a brief message, 'The digital key is not activated'. Ignore it.
- You will have to login if another phone has been logged in to the account (a warning message should be displayed). Enter your password on the login screen.
- If no contact is made, the car may have gone into a 'deep sleep' if it has not been powered up for around 24 hrs. If so, unlock it and re-lock it.

12.1.3 Front screen (MG screen)

- At the base of the screen there are five icons:
 - An 'MG' symbol, which displays the front screen (*MG* screen).
 - A shield with a heart trace which displays the vehicle status page (12.1.5).
 - A location pin which displays the map page plus search options (12.1.6).
 - A messages page (12.1.7).
 - A personal data page – 'Hello MG iSmart (12.1.8).
- Tapping the car's name at the top left of the screen shows the *Vehicle Management* screen:
 - The '+' in the top right car provides a QR code screen to scan in the code from a car to be added.
 - The car's name, battery SoC, and range are shown (although the range may be blank).
 - Tapping the blue flag gives a small screen with the car's name (can be edited), model number, Brand, Model Year, Colour and VIN.
 - A button is at the base of the screen to start the 'Unbind' process (12.1.10). (Posts on the Forum indicate that you shouldn't do this if you wish to keep the car 'Bound', even if the app instructions suggest it).
 - Tap outside the small window to close it.

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- The car's range is shown above a picture of the car, although it may just show two bars. If the unit of measurement is in km and you require miles; tap the bottom right 'face' icon, tap 'Measurement' on the 'Hello MG iSmart' screen, choose 'Metric System', Confirm and then 'Imperial system', Confirm.
- Two small squares under 'Battery Range' show whether the car is connected to wireless and/or Bluetooth. They are green if connected.
- The car is unlocked and locked by tapping the appropriate symbols. Unlocking requires the four-digit code set up when iSmart was set up. The car needs to be powered down.
- Locking does not require the code.
- The car may be unlocked using a Bluetooth key on the phone. 'Digital Key Management' allows this to be activated. Tap on the car's details on the screen to get another screen to activate,
- Battery links to the *EV Management* screen (12.1.4).
- The air conditioning can be switched on for 10 minutes using the switch icon. **NOTE:** it may not work if a charging cable is plugged in (depends on car model and software versions). Enter the 'locking' code.
- Set the AC temperature by tapping the arrow to see the *HVAC* screen, bearing in mind that it may need to be about 6 degrees higher than required due to a software error. Tap the 'Send' button at the bottom.
- The 'Find Car' box shows:
 - The location of the car. It may be a few meters incorrect if the GPS signal is not strong.
 - The blue car icon button shows the car's location on a map (**NOTE.** This app version shows the car to be in Brussels!). A route to the car can be shown, or the car horn sounded.
- Tap the Seat Heating box to show the *seat heating* screen. Tap the setting below each seat to set the heating level (High/Medium/Low). Tap the 'Send' button at the bottom.

12.1.4 Charging management

- Shows the SoC and whether charging and battery heating are in progress.
- Shows the charging status of the car, which is useful when charging on a public charger, since you don't need to be in the car.
- When charging, the screen shows estimated mileage to 0% SoC, time remaining to charge to target level and charging current in kW.
- A switch turns on battery heating.
- The 'Start Charging' will start charging immediately, provided the supply from the charger is available.
- The 'Bolt' (top right) opens a screen to set the charging target level. Scheduled charging time and Scheduled battery heating time.
 - Tap the percentage figure to get a sub-screen to set the target. Confirm.
 - Be aware that if a target SoC is set up in the car (9.2.1) accessing this screen may overwrite the car's setting with the setting on this screen.
 - If required tap the Scheduled charging and Scheduled Heating lines to turn them on and set schedules. Tap the 'Save' button.

12.1.5 Vehicle Status

- Tap the shields with the heart trace to scan the car's statistics such as tyre pressures and battery voltage. Scroll down to see all the information.
- Expand 'Door Status' and 'Tyre Status' to see more detail.

12.1.6 Map Pin

- Shows the location of the car on a map.
- Allows the creation of a travel plan which can be sent to the car (see 11.4 User).
- Destinations can be determined by:
 - Using the search bar and typing in the destination. A new screen appears showing options. Select the desired destination. A screen appears with the destination and four buttons on the base:
 - 'Send to car'. This will display the message, 'Sent to car' but it may not appear in the car's travel plans (may depend on the phone being used, or the car's software version).
 - A star. This will mark the destination as a 'favourite'.
 - A schedule and + symbol. This will allow a schedule to be set up and sent to the car. This does seem to work, with the trip appearing in the Travel Plan tab on the car's iSmart screen (11.4).
 - 'Go'. Asks whether to use 'Google' or 'Here' maps, or cancel.
 - Selecting the 'Favourites' star.
 - Selecting a topic from the menu at the base and choosing an item from the list, which gives the same screen as search. An item can be marked as a 'Favourite'.
NOTE: The distances given are 'as the crow flies'. They ignore obstacles such as rivers and the distance may therefore be more when the map is selected. The list may include locations which have been closed, so make further checks before setting out. The 'More' button allows the items appearing to be determined.
- Tapping the *Star lists* shows the favourite addresses set up. Up to 10 can be tagged in each of: Home, Work or School. Swipe left to
 - Send to the car, where they appear in the iSmart PDI (points of interest) tab (11.4).
 - Choose the category.
 - Delete the item.
- The calendar shows events from your Google calendar.

12.1.7 Messages

- Tap top right to see messages
 - *Alarm*: Shows messages generated by the alarm systems.
 - *Command*: Shows warning messages issued by the car. This includes Travel Plans set.
 - *News*: Doesn't seem to have any content.

12.1.8 'Hello MG iSmart' screen

- The top right symbol gives access to a QR code reader which might be necessary to register or log on.

- Tap the headphone symbol at the top left of the screen to see the Rescue Call screen which should be set to the UK.
- *Security settings:*
 - the telephone number, e-mail (if used to login) and four-digit code can be changed on this screen
 - If the account is not bound to the car, tap the option to start the binding procedure.
 - Biometrics: switch this on for the phone to use its inbuilt features, such as face recognition. (Does not apply to all phones).
- *Alarm:* Sets options for receiving alarms on the app if the car is started or detects a fault
- *My travel plan:* Shows travel plans set up under 'Map Pin' (12.1.6). They appear in the Travel Plan tab on the car's iSmart screen (11.4). Swipe left to delete.
- *Language:* Sets language of iSmart.
- *Measurement:* sets units of distance to be displayed as imperial (miles) or metric (km).
- *Manual:* allows manuals to be downloaded to the phone. See 12.1.8.
- *Skin settings:* Sets the background colour of the phone screen (white only for this version)
- *Settings:*
 - *Update:* Updates iSmart, which will also be done by Google Play or iPhones equivalent.
 - *Clear cache:* Clears the phone's memory storage of frequently data such as maps which is stored to speed up the app. It shouldn't clear user data, such as favourites. If the app shows incorrect information, clear this.
 - *Privacy policy:* Sets up agreement with MG's privacy policy. Also done through the car's settings screen (11.5.10)
 - *Customer agreement:* Shows this agreement.
- About MG
 - *About MG:* Short history of MG.
 - *Rating:* Shows the Google Play screen for iSmart, which allows rating of the app.

12.1.9 Downloading car manuals to a computer

- The relevant car manuals are likely to be those on the car's Infotainment system, so if you want to read them away from the car, or print them out, they will need downloading.
- On your smartphone, on the iSmart app, choose the menu item 'My Profile' and then 'Manual'. Tap the manual(s) to download them.
- On the smartphone, using an app like 'ES File Explorer' search for pdf files. Hopefully it will find files named:
'com.saicmotor.iov.europe_eh32_navi_manual_EN.pdf_V1_E_MANUAL.pdf' and
'com.saicmotor.iov.europe_eh32_owner_manual_EN.pdf_V1_E_MANUAL.pdf'.
- The next step will depend on the file explorer app you have used. For ES File Explorer, tap the symbol for the file and it will give a list of options such as opening it with Adobe Acrobat or printing it.
- If you wish to view the file on a computer screen, open the file with Adobe Acrobat on the smartphone (or similar pdf file reader app), and then 'Share' the file ('<' symbol) in whichever way will get it on your computer. (I emailed mine using 'Outlook' on my smartphone and picked up the email on my computer).

12.1.10 Binding another phone

- An account can be bound to several phones but only to one phone at any one time and every phone must use the same account for that car, that is phone number/email and password.
- Download the iSmart app and open it.
- Make sure no other phone is logged into the account.
- You should be prompted for the phone number or email and password which opened the first account.
- The iSmart app should now scan the car.
- If you try to logon when another phone is connected, it will drop the connection of the other phone.

12.1.11 Unbind

- Tap the car's 'name' to get the *Vehicle Management* screen.
- In *Vehicle Management* screen tap the blue pennant. (Posts on the Forum indicate that you shouldn't do this if you wish to keep the car 'Bound', even if the app instructions suggest it).
- This will unbind the car from the account, allowing the binding of a new account.
- Tap this and follow the instructions to unbind the account and car.
- Do this before selling the car.

12.1.12 Problems with iSmart

- These are many and varied (see the Forum). Some possible solutions are:
- Where the app can't access the car:
 - Carry out the relevant checks in 12.1.1 and 12.1.2 above. Check in particular that the car has not gone into a 'deep sleep'.
 - Check the car has a wireless signal (12.1.3)
 - It's possible that the Chinese servers are down, so wait, or ask on the Forum.
- Where the app accesses the car's data but some functions don't work:
 - Wait - preferably overnight after turning the phone off. Faults often disappear for no obvious reason. This is true after receiving messages to 'Unbind'.
 - If problems persist, try clearing the cache (12.1.7)
 - Connect the phone using Android Auto (12.3).
 - If problems still persist, try putting your problem on the Forum or talking to your dealer.
- If all else fails – advice from a contributor to the Forum, 'Eventually tried my luck with MG again, got told to email: customer.service@mg.co.uk, requesting a full iSmart reset, including a description of the issue, name/address, VIN and a photo of the front page of the V5. A day later I got a message on my phone saying the car had been unbound, I could then login to the app again and was able to easily rebind the car, been working fine since.'

12.2 Bluetooth Phone (U110 & E33)

12.2.1 Connecting

- Turn on your phone's Bluetooth.
- Go to the car's Bluetooth (*Home2>Settings*) (U108 & E23)
 - Turn Bluetooth ON (Can also be done from the *Shortcut* screen – Appendix D)
 - Change the car's name, if required.
 - Synchronise call history and contacts: ON/OFF
- Connected currently: Shows phones currently connected (only one at a time). If one is connected, you will have to disconnect it in order to connect yours.
- Pairing history: shows phones which have been connected. Tap the 'Pairing cancelled' button to get an option to delete the entry.
- Tap the phone symbol on the right of the *Home* screen. Choose the Contacts tab and click the button to synchronise contacts.

12.2.2 Making a call

- Tap the phone symbol on the right of the *Home* screen or press the phone button – the top right button on the steering wheel to get the *Phone* screen with three tabs Recent calls; Contacts; Keypad.
- Tap on a previous call to call or,
- Choose the Contacts tab, select the contact and tap to phone or,
- Choose the keypad tab and type in the number.

12.2.3 Receiving a call

- When a call is received, short press the top right button on the steering wheel.

12.2.4 To hang up

- Touch the 'Hang up' button on the screen.
- Long press the phone button on the steering wheel – also rejects an incoming call.
- Hang up on the mobile phone (though not while driving).

12.3 Android Auto (AA)

12.3.1 Connections (U66, U109 & E35)

- A smartphone may be physically connected using a cable in one of three ways:
 - Left socket under the gear knob: this is a USB-A socket for using Android Auto or Apple CarPlay or a USB stick with music/video files. It also provides power.
 - Right socket under the gear knob: this is a USB-C socket for providing power or plugging in a USB stick, not AA or CarPlay.
 - USB-A socket at the rear of the centre console which can only provide power.
- The USB cable must be a high speed data cable otherwise Android Auto and Apple CarPlay can fail to connect properly. A high speed cable is one which has a black, blue, red but **not** white, plastic insert in the USB plug.
- Check the smartphone is not locked **and** is connected to Bluetooth (*Home2>settings>Bluetooth*) as AA uses the Bluetooth connection for audio.

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- Wait a few minutes for the car to power up before plugging in the smartphone.
- Plug in the smartphone. The AA symbol on the car's infotainment screen should go black. The AA screen should appear with Google maps. If not, tap the map symbol.
- If the car doesn't recognise the phone, on the phone swipe down from the top left to get the notification, 'Android System'. Tap this to get more options and choose the connection as, 'No data transfer'. It may work.
- Notifications should appear on the smartphone's front page indicating that AA is connected and, possibly, giving an option of changing AA settings – see 12.3.2 below.
- Note that the USB cable is used for data (maps) but the Bluetooth connection is used for audio (phone, music).
- Help is available online from [Google AA](#).

12.3.2 AA options

- The front screen of your phone may display an option to set AA settings ('Tap to open settings'). If your phone does not give this option, on the car's AA screen: tap the symbol (dots) on the bottom right hand of the menu strip to give the *App* screen. Tap the 'Settings' symbol to see the *Settings* screen. Scroll to the bottom to 'See more on the phone' and tap this. This should give you the options on your smartphone.
- Many options are available, including:
 - *Limit Wi-Fi*. Turn ON to turn Wi-Fi off on the smartphone when AA is connected. This may help if you are having problems with AA disconnecting.
 - *Customise launcher*. Determines which apps load when connected. It will load by default: Google maps, MG, Phone and Settings. Decide on the other apps you wish to load ('Hidden apps'). It's useful to load maps showing chargers, such as Electroverse. Scroll to the bottom of this screen and include 'Customise'. When tapped on the car's AA screen, this will show the AA launcher screen on your smartphone.
 - *Start AA while locked*. Turn ON to prevent losing AA if the phone is set up to lock as a security feature. **NOTE**: The phone must be unlocked when first connecting.
 - *Show quick controls for apps*: to see your media controls and navigation directions while you use a full-screen app,

12.3.3 AA Front screen


- Tap 'Android Auto' on the car's *Home* screen to show the AA front screen. This will show:
 - A Google Maps screen (part screen). Tap the map symbol on the right to get a full screen.
 - A screen for any music app, on the left.
 - A menu strip on the right for regularly used apps including Google Maps, Music, Phone, loaded applications (the bottom icon).
 - A microphone symbol. Tap this to talk to Google or say, 'Hey, Google' or press the top left button on the steering wheel (long hold).
 - The bottom right symbol (the App Launcher) toggles between split screen and apps.
 - If any notifications are pending (top right). These may include unanswered text or WhatsApp messages.

- Loaded applications: these will depend on the settings for AA on your phone. They will include, by default: MG, which will display the *Home* screen; the Phone and Settings.
- Since the loaded apps are those from your smartphone, I'm not providing any instructions for these.

12.3.4 Voice Command

- A short press on the Voice button (top left on steering wheel) will turn on the car's voice commands.
- A long press on the Voice button will turn on Google's Assistant.

12.3.5 Google Maps

- A journey can be set up on the Google Map app before connecting the phone to the car.
- The Google phone app has more options than the AA version, which can be set up while the car is parked. Having started the journey, tap the centre of the lower menu (which shows the estimated time, milage and ETA) to get options, including settings.
- The search function at the top of the car's screen enables:
 - A direct search by typing into the search box
 - A list of recent destinations
 - Categories of destination (restaurants, charge points).
 - Saved destinations by category (Favourites, Where to go, Starred. Labelled).
- On the Google Maps car screen, on the right are symbols for:
 - *Settings*: Show traffic (ON/OFF); Show satellite image (ON/OFF); Guidance audio – sound setting below; Route options – separate list for avoiding motorways, toll roads and ferries, and showing energy efficient routes.
 - *Sound*: Sound off (mute); alerts only; sound on
 - *Display*: Cycles through: perspective (3D) (the normal display with direction of travel towards the top); Outline (map of complete route); North up (map with North at the top).
- When the journey has started:
 - Top right box shows current position and next direction.
 - Lower box (from left to right): cancel journey, show alternative routes; search for an intermediate stop; destination information (map pin).
 - Tapping the map pin gives details of the destination, time and miles to it and the option to edit it. Tapping this button allows the addition of additional stops.
- Voice commands can be used:
 - Say "Hey Google" or long press upper left button on steering wheel or select microphone .
 - Tell Android Auto where you'd like to go. Some examples of things you can say are:
 - "Take me home."
 - "Navigate to [location]."
 - "Directions to [shop name]."
 - "Navigate to work."
 - "Drive to [address]."

- If multiple locations come up, confirm the one you want and follow the directions to your destination.

12.4 Apple CarPlay (U109 & E34)

- As with Android Auto, the USB cable must be a high speed data cable otherwise Apple CarPlay can fail to connect properly. A genuine (white) USB to Lightning cable from Apple has been found to work perfectly.
- Wireless adapters have been used but are not faultless. Check the MG EV Forum for advice.
- A Bluetooth connection is not necessary.
- Connect the cable to your phone and plug it into the left-hand USB socket.
- After a few seconds the CarPlay indicator will light up on the *Home* screen. Tapping this will give the CarPlay menu.

12.5 Vehicle hotspot (U111)

The car links to a mobile phone network (it has an esim – an embedded SIM card). It is the centre of a wireless network, and smartphones can link to it, like any other wireless network.

- Either:
 - Go to *Home2>Settings*. Choose 'Vehicle Hotspot' from the right-hand menu Turn it ON through this menu.
 - Or bring up the *Shortcut* settings menu (swipe *Home* screen from top) Tap the appropriate button.
- It turns OFF when the car is powered down.
- When clicked ON the following details are shown:
 - Vehicle name: this can be changed. It is the name seen by a connecting smartphone.
 - Hotspot passcode: the password required to be input into the smartphone. It can be changed; the length must be greater than eight characters.
 - Hotspot network frequency band: 2.4 GHz or 5 GHz. 2.4 GHz supports more devices over a longer distance but is slower than 5GHz.
 - Devices connected: shows the detail of the devices connected.
- When the vehicle hotspot is turned on, you will need to link your phone to it in the same way as any other Wi-Fi network, using the Hotspot password.