

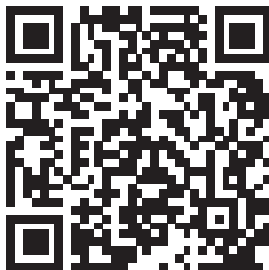
SORENTO

Vehicle Infotainment System
Quick Reference Guide



The Power to Surprise

**To access the web manual for your vehicle infotainment system,
scan the QR code below.**



Accessing the web manual via QR codes

You can view the web manual of the system by scanning QR codes with your smartphone.

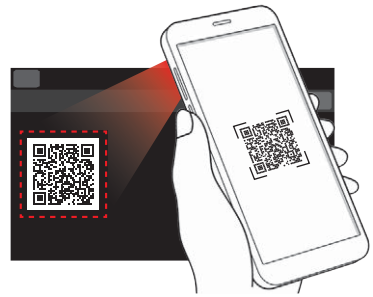
⚠ Warning

Park your vehicle in a safe location before scanning the QR code. For safety reasons, you are not able to access QR codes from the system's screen while the vehicle is moving.

1 Select one of the following methods to access a QR code.

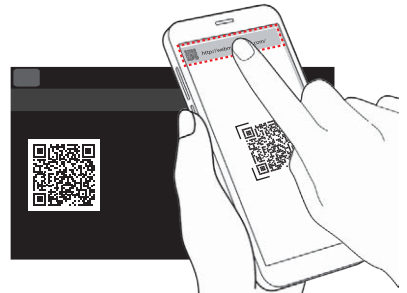
- On the system's Home screen, press **All menus ▶ Manual**.
- On the system's Home screen, press **All menus ▶ Settings ▶ General ▶ System info ▶ Manual**.
- Alternatively, find the QR code in the Quick Reference Guide.

2 Install a QR code reader application from the App Store (🍏) or the Google Play Store (🌐) and scan a QR code.



3 On your smartphone's screen, press the URL for the web manual.

- You can view the web manual of the system in the Internet browser application of your smartphone.
- Depending on how you scan the QR code, you may be able to open the web manual without pressing its URL.





Note

- You can also scan QR codes with the pre-installed camera application in your iPhone or Android smartphone. Depending on the Android smartphone type, some camera applications may not support QR code scanning. For more information, refer to your smartphone's user guide.
- By scanning the QR code in each function menu, you can quickly access the information of the current function (except for some functions).
 - After starting a function in the system, press **Menu ► Manual**.
- Without scanning the QR code, you can directly enter the URL address to view the web manual. (http://webmanual.kia.com/DA_GEN2_V/AV/AUS/English/index.html)

Safety warnings

For safety, follow the instructions below. Failure to do so may increase the risk of a traffic accident, which may result in death or personal injury.

About driving

Do not operate the system while driving.

- Driving while distracted may result in a loss of vehicle control, potentially leading to an accident, severe personal injury, or death. The driver's primary responsibility is the safe and legal operation of a vehicle, and any handheld devices, equipment, or vehicle systems which divert the driver's attention from this responsibility should never be used during operation of the vehicle.

Avoid watching the screen while driving.

- Driving while distracted may lead to a traffic accident.
- Stop your vehicle in a safe location before using functions that require multiple operations.

Stop your vehicle first before using your mobile phone.

- Using a mobile phone while driving may lead to a traffic accident.
- If necessary, use the Bluetooth Handsfree feature to make calls and keep the call as short as possible.

Keep the volume low enough to hear external sounds.

- Driving without the ability to hear external sounds may lead to a traffic accident.
- Listening to a loud volume for a long time may cause hearing damage.



About handling the system

Do not disassemble or modify the system.

- Doing so may result in an accident, fire, or electric shock.

Do not allow liquids or foreign substances to enter the system.

- Liquids or foreign substances may cause noxious fumes, a fire, or a system malfunction.

Stop using the system if it malfunctions, such as no audio output or display.

- If you continue using the system when it is malfunctioning, it may lead to a fire, electric shock, or system failure.



Note

If you experience any problems with the system, contact your place of purchase or dealer.

Safety cautions

For safety, follow the instructions below. Failure to do so may result in personal injury or damage to the system.

About operating the system

Use the system with the engine running.

- Using the system for a long time when the engine is stopped may discharge the battery.

Do not install unapproved products.

- Using unapproved products may cause an error while using the system.
- System errors caused by installing unapproved products are not covered under the warranty.

About handling the system

Do not apply excessive force to the system.

- Excessive pressure on the screen may damage the LCD panel or the touch panel.

When cleaning the screen or button panel, make sure to stop the engine and use a soft, dry cloth.

- Wiping the screen or buttons with a rough cloth or using solvents (alcohol, benzene, paint thinner, etc.) may scratch or chemically damage the surface.

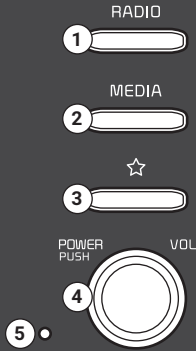
If you attach a liquid-type air freshener to the fan louvre, the surface of the system or the louvre may become deformed due to the flowing air.

Note

If you experience any problems with the system, contact your place of purchase or dealer.

Component names and functions

Control panel



❶ Radio button

- Turn on the radio. While listening to the radio, press repeatedly to change the radio mode.

❷ Media button

- Play content from a media storage device.
- Press and hold to display the media selection window.

❸ Custom button

- Use a custom function.
- Press and hold to access the Custom Button settings screen.

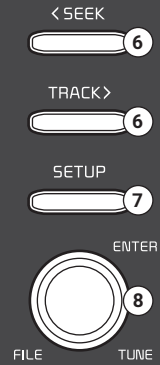
❹ Power button/Volume knob

- Turn the radio/media function on or off.
- Press and hold to turn off the screen and the sound.
- Turn to the left or right to adjust the system sound volume.

❺ Reset button

- Restart the system.

Note: Depending on the vehicle model and specifications, the illustration above may differ from the product's actual appearance and layout.



⑥ Search backward/forward button (SEEK/TRACK)

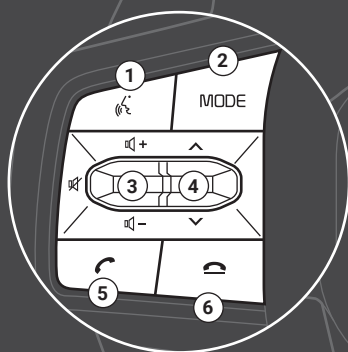
- While listening to the radio, change the station.
- While playing media, change the track/file. Press and hold to rewind or fast forward (except for the Bluetooth audio mode).

⑦ Setup button

- Access the settings screen.
- Press and hold to access the System Info or Version info/Update screen.

⑧ Search knob (TUNE FILE)

- While listening to the radio, adjust the frequency or change the station.
- While playing media, search for a track/file (except for the Bluetooth audio mode).
- During a search, press to select the current track/file.



❶ Voice recognition button

- Start or end voice recognition of a connected smartphone via phone projection. (The button's operation may vary depending on smartphone specifications.)

❷ Mode button

- Change the mode (radio, media, etc.).
- Press and hold to access the Steering wheel MODE button settings screen.

❸ Volume lever/Mute button

- Adjust the sound volume.
- Press to mute or unmute the system.
- While playing media, press to pause or resume playback.

❹ Search lever

- While listening to the radio, switch between the stations on the preset list. Press and hold to search for a station.
- While playing media, change the track/file. Press and hold to rewind or fast forward (except for the Bluetooth audio mode).

❺ Call/Answer button

- Start connecting a mobile phone via Bluetooth.
- After a Bluetooth phone connection is made, access your call history. Press and hold to dial the most recent phone number. When a call comes in, answer the call.
- During a call, switch between the active call and the held call. Press and hold to switch the call between the system and the mobile phone.

❻ Call end button

- When a call comes in, reject the call.
- During a call, end the call.

Note: Depending on the vehicle model and specifications, the illustration above may differ from the product's actual appearance and layout.

Turning the system on or off

Turning on the system

- 1 To turn on the system, start the engine.
- 2 When the safety warning appears, read it and press **Confirm**.
 - To change the system language, press **Language**.

Warning

- Some functions may be disabled for safety reasons while the vehicle is moving. They work only when the vehicle stops. Park your vehicle in a safe location before using any of them. In a manual transmission vehicle, apply the parking brake to use the functions. In an automatic transmission vehicle, shift to "P" (Park) or apply the parking brake.
- Stop using the system if it malfunctions, such as no audio output or display. If you continue using the system when it is malfunctioning, it may lead to a fire, electric shock, or system failure.

Caution

- You can turn on the system when the key ignition switch is placed in the "ACC" or "ON" position. Using the system for an extended period without the engine running drains the battery. If you plan on using the system for a long time, start the engine.
- If you turn on your system without starting the engine, a battery warning will appear. Once the engine starts, the battery warning will disappear.

Turning off the system

If you do not want to use the system while driving, press and hold the Power button on the control panel.

- The screen and the sound will turn off.
- To use the system again, press the Power button.

After you have turned off the engine, the system will automatically turn off after a while or as soon as you open the driver's door.

- Depending on the vehicle model or specifications, the system may turn off as soon as you turn off the engine.

Troubleshooting

Before reporting a malfunctioning system, refer to the following table and see if you can identify and fix the problem. If the problem persists or you are unable to locate your specific need, contact your place of purchase or dealer.

Sound and display

Symptom	Possible cause	Solution
No sound	System turned off	<ul style="list-style-type: none">• Ensure that the engine start/stop button is set to "ACC" or "ON."• Press the Power button to turn on the system.
	Low volume level	Turn the Volume knob on the control panel to adjust the volume.
	System muted	Press the Mute button on the steering wheel to unmute the system.
Sound is heard from only one speaker.	Unbalanced sound output	On the Home screen, press All menus ► Settings ► Sound ► Position and change the settings to adjust the sound balance.
Sound is cut off or a distorted noise is heard.	System vibration	It is not a malfunction. If the system vibrates, the sound may be cut off or a distorted noise may occur. When the vibration stops, the system will operate normally.
The image quality is deteriorated.	System vibration	It is not a malfunction. If the system vibrates, the image may be distorted. When the vibration stops, the system will operate normally.
	Aged or deteriorated screen	If the problem persists, contact your place of purchase or dealer.
Small red, blue, or green dots appear on the screen.		Because the LCD is manufactured with technology requiring extremely high pixel density, pixel deficiency or constant lighting may occur within the permitted range of less than 0.01 % of the total pixels.

USB playback

Symptom	Possible cause	Solution
The files on the USB storage device are not recognised.	File format not compatible	Copy compatible media files to the USB device and reconnect the device.
	Poor connection	Disconnect the USB storage device from the USB port and reconnect it correctly.
	Contaminated USB connectors	Remove foreign substances from the USB connector of the storage device and the contact surface of the USB port.
	USB hub or extension cable used	Connect the USB storage device directly to the USB port.
	Non-standard USB storage device used	Use a USB storage device that is compatible with the system.
	Corrupt USB storage device	Format the USB storage device on a PC and reconnect it. Format the device in FAT16/32 format.

Bluetooth connection

Symptom	Possible cause	Solution
The system is not detected on the Bluetooth device.	Pairing mode not activated	On the Home screen, press All menus ► Settings ► Device connection ► Bluetooth ► Bluetooth connections ► Add new to switch the system to the pairing mode. Then, try searching for the system again on the device.
The Bluetooth device is not connected to the system.	Bluetooth deactivated	Activate Bluetooth on the device.
	Bluetooth error	<ul style="list-style-type: none">• Deactivate Bluetooth and reactivate it on the device. Then, reconnect the device.• Turn the device off and on. Then, reconnect it.• Remove the battery from the device and reinstall it. Then, turn the device on and reconnect it.• Unregister the Bluetooth pairing on both the system and the device and then re-register and connect them.

Phone projection

Symptom	Possible cause	Solution
Phone projection does not start when a smartphone is connected via a USB cable.	Phone projection not supported by the phone	Visit the following websites and ensure that the smartphone supports the corresponding function. <ul style="list-style-type: none">• Android Auto: https://support.google.com/androidauto• Apple CarPlay: https://www.apple.com/ios/carplay
	Phone projection disabled	<ul style="list-style-type: none">• On the Home screen, press All menus ► Settings ► Device connection, select a function you want to use, and activate it.• Check if the function is disabled in the application settings or restriction settings on the smartphone.
	Smartphone not ready or malfunctioning	<ul style="list-style-type: none">• Check if the smartphone's battery is low. If the battery is low, the smartphone may not be recognised.• If the network signal is weak, phone projection may not work correctly.• If the smartphone is locked, unlock it.• Reset the smartphone and reconnect it.
When phone projection starts or is in use, a black screen is displayed.	Smartphone malfunctioning	<ul style="list-style-type: none">• Disconnect the USB cable from the smartphone and reconnect the cable.• Reset the smartphone and reconnect it.

System operation

Symptom	Possible cause	Solution
The previously used media mode is not activated after the system turns off and back on.	Poor connection or playback error	If the corresponding media storage device is not connected or has a problem in playback when you turn on the system, the mode you previously used will be activated. Reconnect the media storage device or restart playback.
The system is slow or it does not respond.	Internal system error	<ul style="list-style-type: none">• Press and hold the Reset button with a suitable tool, such as a pen or a paperclip.• If the problem persists, contact your place of purchase or dealer.
The system does not turn on.	Fuse shorted	<ul style="list-style-type: none">• Visit a repair shop and replace with a suitable fuse.• If the problem persists, contact your place of purchase or dealer.

Product specifications

Common specifications

Item	Specifications
Dimensions (W x H x L)	470.6 x 165.3 x 208.1 mm
Weight	2.11 kg

Display

Item	Specifications
Size (W x H)	8 inch (176.4 x 99.36 mm)
Pixel number	384,000 pixels (resolution: 800 x 480)
Operating method	Thin Film Transistor (TFT) Active Matrix
Viewing angle	Left/Right, Top/Bottom: 89°
Internal lighting	LED

Trademarks

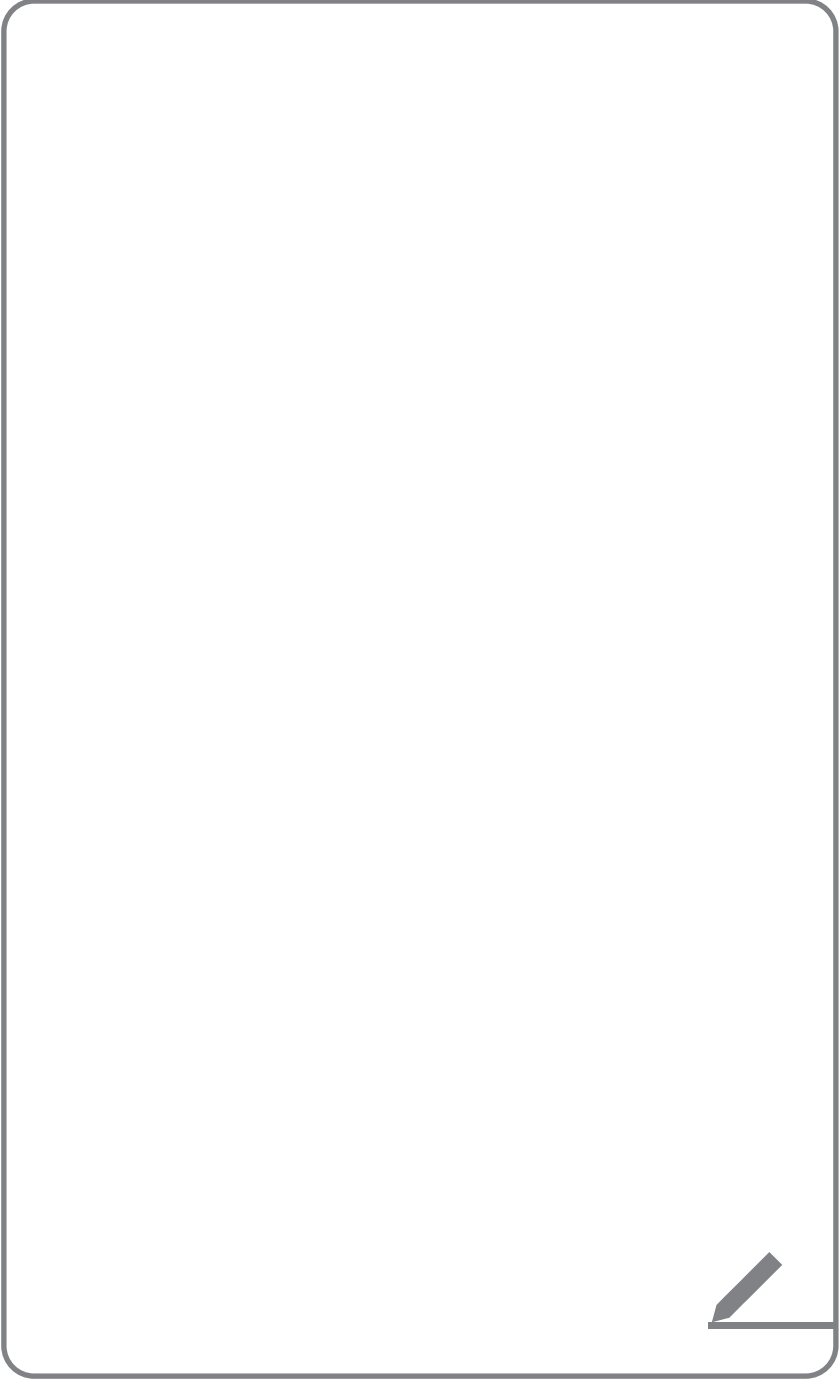
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