

# Android Version 9.0 Disable Ringtone Sync

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# Introduction

## Background of Issue

The Samsung Android 9.0 software update included a new feature "Ringtone Sync" which enables a user defined ringtone in addition to the standard ringtone. This function sends a secondary ringtone via Bluetooth where the Alpine unit can only recognise a single incoming ringtone. The following instructions provides steps to disable the "Ringtone Sync" feature to resume correct Bluetooth operation.

**Problem:** Continuous Ringtone during Active Call.

**Solution:** Disable Ringtone Sync Android Version 9.0.

## Requirements and limitations

- Samsung handset with Android Version 9 or above

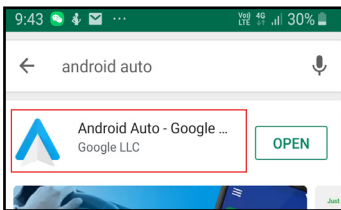
# Instructions

## Precautions

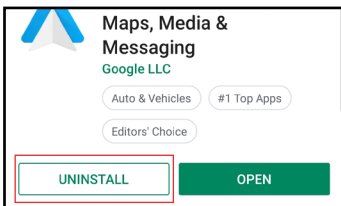
- Do NOT operate the handset or Alpine unit whilst driving.
- Do NOT use connect/disconnect Bluetooth whilst driving.

## Removing Android Auto

1 To allow Ringtone Sync to be disabled, Android Auto must first be uninstalled. Go to the Google Play Store and type "Android Auto" into the search bar and select Android Auto left of the screen to bring up the App information (do not select OPEN).

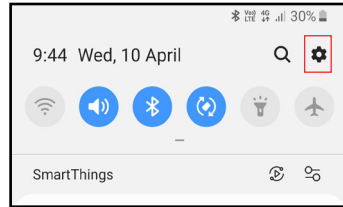


2 Select "UNINSTALL", this will begin the process of removing Android Auto from your handset. It will prompt you to confirm. Press Accept.

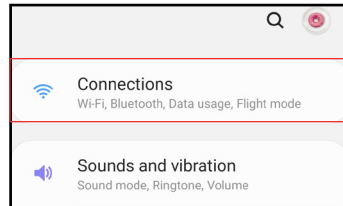


## Disable Ringtone Sync Function

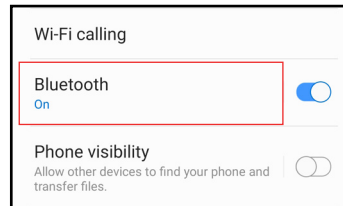
1 Swipe down from the top of the handset to access the dashboard. Select the Settings button in the top right of the screen.



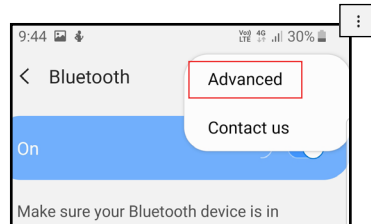
2 Select Connections from the Settings Menu.



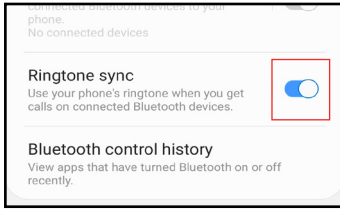
3 Select Bluetooth from the Connections Menu.



4 Select Advanced via the 3 vertical dots on the top right of the Bluetooth menu screen.

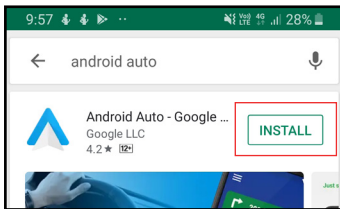


5 Select the toggle switch to disable the “Ringtone Sync” function. This is the cause of the continuing ringtone during Bluetooth communication.

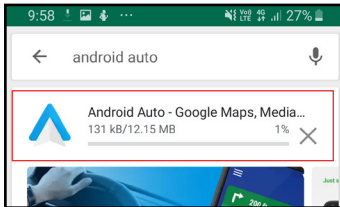


## Reinstall Android Auto

1 Open the Google Play Store and type “Android Auto” into the search bar. Select the INSTALL button.



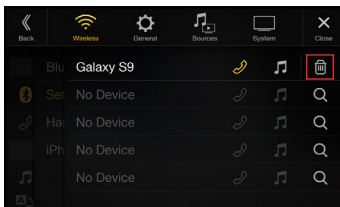
2 Android Auto will now download and install onto the handset.



## Un-Pair the Handset from the Unit

1 Remove your handset from the Alpine unit Bluetooth device list by selecting the trash icon.

Settings → Bluetooth → Set Bluetooth Device



2 Turn the vehicle off, wait 60 seconds then turn the unit back on.

## Re-Pair the Handset to the Unit

1 Search for your handset by selecting the magnifying glass icon to the right of the screen.

Settings → Bluetooth → Set Bluetooth Device



2 Select your Handset from available Bluetooth devices.



## Testing

Perform a test call to your handset whilst connected to Alpine Bluetooth. If performed correctly you should no longer hear the continued ringtone during an active call.

## Notes

- When connecting to Alpine Bluetooth, you will be prompted to re-sync your contacts to the Alpine unit.
- Upon your first use of Android Auto after reinstallation you will be prompted to configure all permissions relating to Android Auto.