



**Expand Your Factory Radio**

add

**iPod®**



**GM5  
Owner's  
Manual  
Neo Gateway**



**Enjoy The Music**

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# Neo Gateway & Optional Add-ons



Factory Radio  
Not Included



Neo Gateway Harness

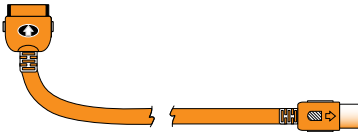


Neo Gateway



3Ft. HD Radio Cable

iPod  
Not Included



11Ft. iPod Cable



(sold separately)



# 1. Introduction

Thank you for purchasing the ® Neo Gateway. The Neo Gateway is designed to provide endless hours of listening pleasure from your factory radio. To ensure that your iPod performs correctly with your radio, we recommend that you read this entire manual before attempting installation of the Neo Gateway.

The Neo Gateway allows connectivity for iPod and the HD Radio tuner (HDRT sold separately), enabling full control of these devices from the factory installed radio. It also retains original system features such as satellite radio and rear seat entertainment (if equipped).

## 2. Precautions

### **UPDATING iPod FIRMWARE**

For proper operation of the Neo Gateway, your iPod must be updated with the most recent version of firmware from Apple. This is done on your computer. To update the software on the iPod go to: <http://www.apple.com/ipod/download/>.

Follow the directions on the website to complete the download. There is no charge for this update.

### **PREVENTING DAMAGE TO YOUR VEHICLE OR IPOD.**

To eliminate the risk of an electrical short, we recommend disconnecting the vehicle's battery prior to installation. If you do not feel comfortable making these connections, we suggest you seek professional installation. We recommend that the iPod be disconnected from the interface when the vehicle is not in use.

### **PROPER MOUNTING LOCATION**

Securely install the interface in a location free from; heat, humidity, moving parts, sharp metal edges or direct sunlight. We recommend securing the interface to a suitable location using; double sided tape, Velcro™ or zip-ties.

# 3. Compatibility Notes

This section will inform you of the specific requirements for your factory radio to be compatible with the Neo Gateway. These notes will inform you of any issues or circumstances that can affect the compatibility of our product with your radio, audio system, or accessories. Not all Factory radios are compatible with the Neo Gateway. The Neo Gateway will only work on models equipped with the specifications listed below. Please read and understand these notes before proceeding:

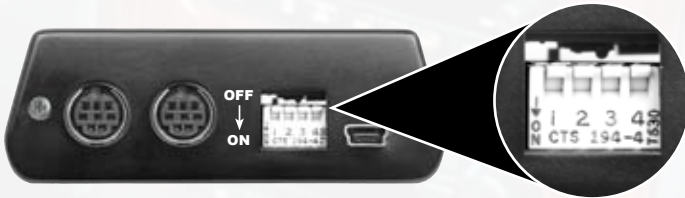
## Radio Requirements

Radios must have a button labeled “**BAND**” and be satellite radio ready. This indicates that the required connection is present on the rear of the head unit and that the radio has the necessary functionality to operate the Neo Gateway.

Please visit [www.neo-gateway.com](#) to verify your vehicle's compatibility.

# 4. Dipswitch Settings

All 4 dipswitches **MUST** be set in the **OFF** (up) position for proper operation.



**Fig. 1** Side view of interface with dip switches in correct position

## 5. Installation

1. When making electrical connections it is always recommended that the vehicle's battery be disconnected from the electrical system before performing the installation.
2. Carefully remove the trim panels covering the 7mm bolts that secure the radio into the dash cavity. Remove these bolts, and carefully pull the radio from the dash of the vehicle. This will provide access to the factory radio connectors where you will connect the Neo Gateway harness.
3. Disconnect the factory 24 & 12-Pin harness (if present) from the back of the radio. Disconnect the antenna from the radio.
4. Connect the 8-Pin iPod docking cable into the first port on the Neo Gateway (farthest away from dipswitches). Carefully run the 11 foot iPod cable behind the dash to the location where the iPod will be mounted or stored (for example the glove box or center console). This location will vary based on the vehicle, and the customer's preference. When running this cable through the dash be sure to secure it away from moving parts or sharp metal edges that may damage the cable.
5. If connecting the HD Radio Tuner (HDRT sold separately), make the following connections **before connecting the Gateway to the vehicle**. Plug the 3 foot HD Radio Cable (8-Pin mini-din to 8-Pin mini-din) cable into the second port (closest to the dipswitches) on the Neo Gateway. Connect the other end of this cable into the HD Radio tuner. Connect the factory antenna cable into the antenna connection on the HD Radio tuner (HDRT).
6. Plug in the male connectors on the GM5 harness into the 24 & 12-pin port on the back of the radio. Next, connect the factory 24 & 12-pin harness (if present) into the female connectors on the GM5 harness. Be sure to make a firm connection but do not force it. Plug the Black micro-fit 24-pin connector on the GM5 harness into the Gateway Neo Gateway box.
7. To complete the installation secure the Neo Gateway (Gateway) and HD Radio tuner (HDRT if equipped) into the cavity in the dash behind the radio. Be sure that the cables and interface modules are not near moving parts or sharp metal edges as they may damage the cables. To prevent rattling noises inside the dash, use zip ties, tape, or other fasteners to mount the interfaces securely.
8. With all connections made, reconnect the vehicle's battery, insert the key into the ignition, and turn the vehicle on. Check for proper operation of the Neo Gateway and HD Radio tuner before reinstalling the factory dash panels.
9. Note: The first time you access the Gateway, your radio may display "DEV INIT" while the device is initializing. If this is displayed, please wait one minute then cycle the ignition off and on. Then access SAT mode again to begin normal gateway operation.

## 6. iPod Operation

### Entering Mode Select Menu

Leave and re-enter the XM source to enter the mode select menu. This can be accomplished by pressing the “BAND” button to switch to FM, AM and then again to switch back to “XM”. Once in the mode select menu, turn the rotary knob until “iPod” is displayed. The gateway will auto select the mode after 4 seconds of inactivity.

### Next Track

Turn the rotary tune knob to the right one notch to advance to the next track.

### Previous Track

Turn the rotary tune knob to the left one notch to move back to the previous track.

### Fast Forward

Press **PRESET 2** repeatedly to fast forward the song that is playing.

### Rewind

Press **PRESET 1** repeatedly to rewind the song that is playing.

### Entering “BROWSE Menu / Select

Press **PRESET 3** to enter the “BROWSE” menu or to make a selection while in the “BROWSE” menu.

### Menu UP

Press **PRESET 4** to move up one folder in the “BROWSE” menu.

### Exit Browse menu

After 10 seconds of inactivity the menu will time out and return to normal operation.

## **Browse by Artist**

**Press Preset 3 to enter the browse menu.**

"PL: LIST" will appear on your display.

**Turn the rotary tune knob until ARTIST is displayed.**

**Press Preset 3 to select browse by Artist.**

The list of Artists on your iPod will be displayed one at a time in alphabetical order. "AR" will be displayed in front of the artist's name to indicate that you are searching for an artist.

**Turn the rotary tune knob to cycle through the artists.**

When the desired artist is displayed on the radio,

**Press Preset 3 to select the artist and display the albums by that artist.**

The Albums from the selected Artist will be displayed one at a time in alphabetical order. "AL" will be displayed in front of the name of the album to indicate you are searching for an album.

**Turn the rotary tune knob to cycle through the albums.**

Once the desired album is displayed,

**Press Preset 3 to select the desired Album.**

The first song in the album will be displayed. "TR" will be displayed in front of the song title to indicate that a "track" or song title is being displayed.

**Turn the rotary tune knob or cycle through the songs in the selected album.**

Songs are listed in the order in which they appear in the album, not alphabetically. Once the radio displays the name of the desired song,

**Press Preset 3 to select and play the desired song.**

The display will automatically change to show the title of the chosen song. Press the "TEXT" button to toggle between track title and artist name.



## Browse by Album

Press Preset 3 to enter the browse menu.

"PL: LIST" will appear on your display.

Turn the rotary tune knob until **ALBUM** is displayed,  
Press Preset 3 to select browse  
by Album.

The Albums on your iPod will be displayed one at a time in alphabetical order. "AL" will be displayed in front of the name of the album to indicate you are searching in the album folder.

Turn the rotary tune knob to cycle through the albums.

Once the desired album is displayed,

Press Preset 3 to select the desired Album.

The first song in the album will be displayed. "TR" will be displayed in front of the song title to indicate that a "track" or song title is being displayed.

Turn the rotary tune knob to cycle through the songs in the selected album.

Songs are listed in the order in which they appear in the album, not alphabetically. When the radio displays the name of the desired song,

Press Preset 3 to select and play the desired song.

The display will automatically change to show the song title.



## Browse by Genre

Press Preset 3 to enter the  
browse menu.

"PL: LIST" will appear on your display.

Turn the rotary tune knob until  
**GENRE** is displayed,  
Press Preset 3 to select browse  
by Genre.

The Genres on your iPod will be displayed one at a time in alphabetical order. "GE" will be displayed to indicate that you are searching for a Genre.

Turn the rotary tune knob to cycle through the Genres.

Once the desired Genre is displayed,

Press Preset 3 to select the desired Genre.

The list of Artists on your iPod from the desired Genre will be displayed one at a time in alphabetical order. "AR" will be displayed in front of the artist's name to indicate that you are searching in the artist folder.

Turn the rotary tune knob to cycle through the artists.

When the desired artist is displayed on the radio,

Press Preset 3 to select that artist and display the albums by that artist.



The Albums from the selected Artist will be displayed one at a time in alphabetical order. “AL” will be displayed in front of the name of the album to indicate you are searching for an album.

**Turn the rotary tune knob to cycle through the albums.**

Once the desired album is displayed,

**Press Preset 3 to select the desired Album.**

The first song in the album will be displayed. “TR” will be displayed in front of the song title to indicate that a “track” or song title is being displayed.

**Turn the rotary tune knob to cycle through the songs in the selected album.**

Songs are listed in the order in which they appear in the album, not alphabetically.

When the radio displays the name of the desired song,

**Press Preset 3 to select and play the desired song.**

The display will automatically change to show the song title.



## **Browse by Playlist**

**Press Preset 3 to enter the browse menu.**

“PL: LIST” will appear on your display.

**Press Preset 3 to select browse by Playlist.**

The Playlists on your iPod will be displayed one at a time in alphabetical order.

**Turn the rotary tune knob to cycle through the Playlists.**

When the desired playlist is displayed on the radio,

**Press Preset 3 to select the desired Playlist**

The list of songs in that playlist will be displayed one at a time. “TR” will be displayed in front of the track title to indicate that you are searching for a “track” or song. The songs will be listed in order that they were added to the playlist, not alphabetically.

**Turn the rotary tune knob to cycle through the songs in the selected Playlist.**

When the desired song is displayed on the radio,

**Press Preset 3 to select and play the desired song.**

The display will automatically change to show the song title.

# 7. HD Radio Operation

## Entering Mode Select Menu

Leave and re-enter the XM source to enter the mode select menu. This can be accomplished by pressing the “BAND” button to switch to FM, AM and then again to switch back to “XM”. Once in the mode select menu, turn the rotary knob until “HD Radio” is displayed. The gateway will auto select the mode after 4 seconds of inactivity.

## Tune Up

Turn the rotary tune knob to the right to manually tune up.

## Seek Up

Press the “SEEK>” button to seek up to next available station.

## Tune Down

Turn the rotary tune knob to the left to manually tune down.

## Seek Down

Press the “<SEEK” button to seek down to the next available station.

## Changing Bands

Press the “BAND” button to switch between AM and FM bands.

## Store Presets

Once you have selected a station you wish to store as a preset, press and hold the preset button for 2 seconds where you wish to store the preset. An audible beep will be heard when station has been stored successfully.

## Recall Presets

Press the preset button (1-6) for the preset you wish to recall.

## Changing Display

Press the “TUNE” knob to toggle between HD artist and HD title.

## **8. Selecting AUX Input**

### **Entering Mode Select Menu**

Leave and re-enter the XM source to enter the mode select menu. This can be accomplished by pressing the “BAND” button to switch to FM, AM and then again to switch back to “XM”. Once in the mode select menu, turn the rotary knob until “AUX 1” is displayed. The gateway will auto select the mode after 4 seconds of inactivity.

## **9. Selecting Factory Installed XM Radio**

### **Entering Mode Select Menu**

Leave and re-enter the XM source to enter the mode select menu. This can be accomplished by pressing the “BAND” button to switch to FM, AM and then again to switch back to “XM”. Once in the mode select menu, turn the rotary knob until “SAT” is displayed. The gateway will auto select the mode after 4 seconds of inactivity.

### **Factory Sat Operation**

Refer to the owners' manual that came with your factory radio.

# 10. Troubleshooting

Symptom	Cause	Remedy
Radio shows iPod not connected	iPod cable is not connected to iPod or Gateway.	Verify the docking cable is connected to the Neo Gateway, and the iPod
I can not correctly control the iPod through the radio.	The iPod firmware may be out of date.	Update iPod firmware for free at <a href="http://www.apple.com/ipod/download">http://www.apple.com/ipod/download</a>
I have updated my iPod's firmware and still have control issues	Sometimes the iPods needs to be reset	Press and hold the click wheel (center button) and the menu button for 10 seconds. This will reboot the iPod. <b>YOU WILL NOT LOSE MUSIC</b> on the iPod by doing this reset
I don't see iPod artist or song information on the screen	The radio is displaying a different text field	Press the Text / Scan button to see text
I can't use my iPod's click wheel to select music	The iPod is in external control mode. This allows text to be displayed on the radio screen	Press the Aux / Sat button and select AUX 2 source to control the iPod manually using the click wheel
The Neo Gateway does not recognize the HD Radio tuner (HDRT)	The HD tuner was not properly connected when the Gateway was first connected and initialized.	HDRT must be connected <b>before the Gateway is powered on</b> . Disconnect the Gateway from the vehicles harness for 5 minutes. Verify the 8 pin DIN HDRT cable is securely connected at both ends before reconnecting the vehicle harness.
Radio shows "DEV INIT"	Gateway device is initializing	This only occurs the first time the Gateway is powered on. Wait a few minutes, cycle ignition off and on then enter SAT Mode.
When I listen to the factory AM or FM radio there is only static, no audio.	Factory antenna cable is connected to the HD Radio tuner.	Use Gateway to access HD Radio source. This will provide all AM and FM reception for your vehicle.
No AM or FM reception using the HD Radio source	Factory antenna cable is not connected to the HD Radio tuner (HDRT)	Remove from factory radio, connect into HDRT module. Note* some vehicles need to use the supplied antenna adaptor to make this connection.
HD Radio station quality fluctuates or is lost randomly	The HD Tuner is temporarily losing reception of the Digital HD Radio broadcast signal	This is expected performance. The Digital HD Radio playback will resume in areas of higher broadcast signal strength.

# 11. Warranty

## One Year Limited Warranty

The quality controls used in the manufacture of this product will ensure your satisfaction. This warranty applies only to the original purchaser of this product from an authorized dealer. This warranty covers any supplied or manufactured parts of this product that, upon inspection by authorized personnel, is found to have failed in normal use due to defects in material or workmanship. This warranty does not apply to installation expenses. Attempting to service or modify this unit, operating this unit under conditions other than the recommended voltage will render this WARRANTY VOID.

Unless otherwise prescribed by law, shall not be liable for any personal injury, property damage and or any incidental or consequential damages of any kind (including water damage) resulting from malfunctions, defects, misuse, improper installation or alteration of this product. All parts of this product are guaranteed for a period of 1 year as follows:

Within the first 12 months from date of purchase, subject to the conditions above, will repair or replace the product at their discretion, if it is defective in material or workmanship providing it is returned to an Authorized Neo Car Audio dealer, with PROOF OF PURCHASE from an authorized dealer.

### Warning:

This equipment may be reset by unintentional electrostatic discharge during operation. Exposure to direct sunlight or extreme heat may cause damage or malfunction.

## FCC Class B Radio Frequency

### Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Re-orientate or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that of which the receiver is connected.
4. Consult the dealer or an experienced radio / television technical for help.

Notice : The changes or modifications not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.



For Best Performance Have It  
Professionally Installed.







NEO

NEO CAR AUDIO

The logo features the word "NEO" in a stylized, outlined font with a blue-to-purple gradient. Below it, the words "NEO CAR AUDIO" are written in a clean, blue, sans-serif font. The entire logo is set against a white background with a subtle reflection effect underneath.

# **BluStream Operation in: General Motors (PGHGM5, ISGM575)**

## **Selecting Bluetooth Mode**

Press the BAND button until XM is displayed. Immediately turn the TUNE KNOB until BT is displayed. Press PRESET 3 to select the displayed mode.

## **Phone Controls**

**IMPORTANT NOTE: The radio MUST be in Satellite mode in order for the ISBT21 to function. If you switch out of Satellite Radio mode the ISBT21 will automatically disconnect from your phone and you must use the handset.**

- 1. Answer/End Call** - Press PRESET 1 to answer/end a call.
- 2 Volume** - Press the < SEEK or SEEK > buttons while in a call to adjust the volume.
- 3. Call Waiting** - Press PRESET 1 while in a call to answer a 3rd party call. You can also use PRESET 1 to switch between the calls. To end a 3rd party call you must press and HOLD PRESET 1 for 2 seconds.
- 4. Privacy Mode** - Press PRESET 2 while in a call to transfer the audio from the vehicle speakers to the handset.
- 5. Reject Call** - Press PRESET 2 to reject an incoming call.
- 6. Voicemail** - While in Bluetooth mode, press PRESET 6 to activate voicemail.
- 7. Call History** - Turn the TUNE KNOB while in Bluetooth mode to scroll through a list of your previous incoming calls.
- 8. Call Last #** - Press PRESET 1 while in Bluetooth mode to call the last incoming number to your phone.
- 9. Menu** - While in Bluetooth mode press PRESET 3 to enter the menu. Once in the menu you can use the TUNE KNOB to scroll through the options. Press PRESET 3 while in the menu to select the displayed option.

## **A2DP Controls**

- 1. Play/Pause** - Press PRESET 2 to Play/Pause the song that is selected.
- 2 Changing Tracks** - Press the < SEEK or SEEK > button to change tracks