# Operating manual

Provision for mobile telephone

PREMIUM

# Description of symbols

™ Refers to a section within a chapter which contains important information and safety notes ⇐ that should always be observed.

≤ Indicates that the section is continued on the next page.

⊂ Indicates the end of a section.

″ Indicates situations in which the vehicle must be stopped as quickly as possible.

® The symbol indicates a registered trademark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

⇒
⇒
⇒
Symbols like these refer you to warnings within the same section or on a given page. They draw your attention to possible risks of accident or injury and explain how they can be avoided.

⇒
Cross reference to information about possible damage to your vehicle within the same section or on a given page.

**DANGER**

**Texts with this symbol indicate dangerous situations which will lead to fatal or severe injuries if you do not observe the warning.**

**WARNING**

**Texts with this symbol indicate dangerous situations which could lead to fatal or severe injuries if you do not observe the warning.**

**CAUTION**

**Texts with this symbol indicate dangerous situations which could lead to slight or severe injuries if you do not observe the warning.**

**NOTICE**

**Texts with this symbol indicate situations which could cause vehicle damage if you do not observe the warning.**

Texts with this symbol contain additional information on the protection of the environment.

Texts with this symbol contain additional information.

Volkswagen AG works continuously to develop and improve its vehicles. Please understand that we must therefore reserve the right to alter any part of the vehicle and its equipment or technical specifications at any time. The data provided concerning scope of delivery, appearance, performance, dimensions, weights, fuel consumption, standards and vehicle functions are all correct at the time of going to print. Some of the equipment described might not yet be available in a particular vehicle (information can be provided by your local Volkswagen dealership), and some equipment may not be available in certain countries. No legal commitment may be inferred from the information, illustrations or descriptions in this manual.

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Provision for mobile telephone
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# Thank you for choosing Volkswagen

By purchasing this Volkswagen, you have become the owner of a vehicle fitted with the most up-to-date technology and a multitude of convenience functions for your use and enjoyment.

**Before using your PREMIUM mobile telephone provision for the first time, please read and observe the information in this operating manual. It will quickly help you to become familiar with your PREMIUM mobile telephone provision and all of its functions as well as making you aware of dangers to yourself and others and of how these dangers can be avoided.**

If you have any further questions about your vehicle, or if you think that the vehicle wallet has not covered everything, please get in touch with your Volkswagen dealership. They will always be happy to deal with your questions, suggestions or problems.

We hope you get great driving pleasure from your vehicle. Happy motoring.

**Volkswagen AG**

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# About this manual

- An alphabetical index is included at the end of this manual.
- A list of abbreviations detailing abbreviations and terms can be found at the end of the manual.
- Directions and positions such as left, right, front and rear are normally relative to the vehicle's direction of travel, unless otherwise indicated.
- Illustrations help with orientation and should be regarded as a general guide.
- In right-hand drive vehicles the controls may sometimes be different to those displayed in illustrations or described in the text.

All equipment and models are described without indicating whether the equipment is optional or specific to the model type. This means that your vehicle may not have some of the equipment described, or it may only be available in certain markets. The scope of equipment fitted in your vehicle can be found in the sales documentation and you can contact your Volkswagen dealership for further information.

All data in this manual correspond to the information available at the time of going to print. Because the vehicle is constantly being developed and further improved, there may be differences between your vehicle and the data in this manual. No discrepancy in data, illustrations or descriptions shall form the basis for any legal claim.

Please ensure that the complete vehicle wallet is always in the vehicle if you lend or sell the vehicle to someone else.

# Introduction

## Before using the unit for the first time

**Before using the PREMIUM mobile telephone provision for the first time, carry out the following steps. This will enable you to use the PREMIUM mobile telephone provision safely and make full use of the functions it provides:**

| | | |
|---|---|---|
| ∞ | Observe the basic safety notes ⇐. | ⇒ page 3 |
| ∞ | Familiarise yourself with the controls. | ⇒ page 6 |
| ∞ | Read the instruction manual of the mobile telephone or media player you wish to pair with the unit. | |

## Safety notes

**WARNING**

**Accidents and injuries can occur if the driver is distracted. Using the telephone and operating the mobile telephone provision can distract you from the road.**

- **Select volume settings that allow you to easily hear signals from outside the vehicle at all times, e.g. emergency service sirens. Observe legal requirements.**
- **Your call may be cut off or you may be unable to make calls if you are in an area with no mobile telephone network coverage, an area where the network is very weak or, in some cases, in a tunnel, garage or underpass. This also means that no emergency calls can be made.**
- **In some countries and some mobile telephone networks, it is only possible to make an emergency call from the mobile telephone provision if it is connected to a mobile telephone containing an "unlocked" SIM card with sufficient credit. Network coverage must also be sufficient.**

**WARNING**

**If a mobile telephone is not secured or is incorrectly secured in the vehicle, it could be flung though the interior during a sudden driving or braking manoeuvre, or in the event of an accident. This can cause injuries.**

- **You should never position or attach a mobile telephone on a door, on the windscreen or above or near to the areas marked "AIRBAG" on the steering wheel, the dash panel and the seat backrests, or between these areas and the vehicle occupants. The mobile telephone could cause serious injury in an accident, especially when the airbags inflate.**

**WARNING**

**Always switch off the mobile telephone when filling the tank and in areas with a risk of explosion. Electromagnetic radiation can generate sparks which can in turn start a fire.**

- **The mobile telephone can automatically dial back into the mobile telephone network when the Bluetooth connection to the mobile telephone provision is interrupted.**

**WARNING**

**If a mobile telephone not connected to an external aerial is used in the vehicle, electromagnetic radiation in the interior could exceed limit values. This also applies to external aerials which have not been correctly installed.**

- **Maintain a gap of approximately 20 centimetres between the aerials of the mobile telephone and the pacemaker, as mobile telephones may affect the functioning of pacemakers.**
- **Do not carry a mobile telephone in your breast pocket above your pacemaker when the telephone is switched on or in standby mode.**
- **If you suspect interference, switch off the mobile telephone immediately.**

**WARNING**

**An armrest may obstruct the driver's arm movements, which could cause accidents and severe injuries.**

- **Always keep the armrest closed while the vehicle is in motion.**

**NOTICE**

- **Your mobile telephone and the mobile telephone provision must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.**
- **If your vehicle is fitted with a bracket (base plate) for a charging base, only a suitable charging base (telephone holder) may be used. Use of other charging bases may cause damage to the mobile telephone provision.**
- **High speeds, poor weather and road conditions as well as the network quality may impair telephone calls in the vehicle and lead to loss of connection.**

## General information

The PREMIUM mobile telephone provision described in this manual is approved for use in the following networks: GSM 850, GSM 900, GSM 1800, GSM 1900, UMTS 850, UMTS 2100.

Together with a compatible mobile telephone paired via Bluetooth rSAP, the PREMIUM mobile telephone provision forms a fully-fledged GSM/UMTS car telephone system.

When pairing a mobile telephone with the mobile telephone provision using the hands-free profile (HFP) and when the mobile telephone is not in the charging base, observe the information on use of a mobile telephone in the vehicle without a connection to the external aerial ⇒ Booklet *Owner's manual*.

Follow the operating manual for your mobile telephone and the instructions provided by the accessory manufacturer.

You may experience poor reception or may be cut off in areas where the signal is weak.

Most electronic devices are shielded against high-frequency signals. However, in rare cases, it is not possible to shield electronic devices against high-frequency signals emitted by the mobile telephone provision. This can cause interference.

## Declaration of conformity

Hereby, novero GmbH, declares that this HT-5 is in compliance with the essential requirements and other relevant provisions of the Directive 1999/5/EC. A copy of the Declaration of Conformity can be found at http://www.novero.com/declaration_of_conformity.

**FCC/INDUSTRY CANADA NOTICE**

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

FCC ID: WJLHT-5

IC: 7847A-HT5

Any changes or modifications not expressly approved by novero could void the user's authority to operate this equipment.

**FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

To ensure compliance with FCC RF exposure requirements, this device must be installed in a location such that the antenna of the device will be greater than 20 cm (8 in.) away from all persons.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Canada Class B statement:**

This Class B digital apparatus complies with Canadian ICES-003

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

# Control elements

## ™ Introduction

This chapter contains information on the following subjects:

Components of the PREMIUM mobile telephone provision ..... 6
Multifunction steering wheel ..... 7
Three-button module ..... 8
Charging base with buttons for information call and breakdown call ..... 9

**Additional information and warnings:**

- Safety notes ⇐ ⇒ page 3
- General information ⇒ page 4
- Operation ⇒ page 10

**NOTICE**

**Light pressure is sufficient to operate the controls of the PREMIUM mobile telephone provision.**

## Components of the PREMIUM mobile telephone provision

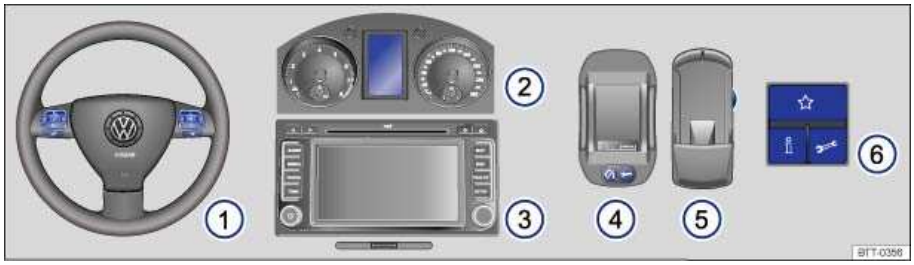


**Fig. 1** General view of the possible components of a PREMIUM mobile telephone provision.

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⓘ on page 6.**

| Item Fig. 1 | Necessary components | See |
|---|---|---|
| (1) | Multifunction steering wheel | ⇒ page 7 |
| (2) | Instrument cluster display shows telephone functions | ⇒ Booklet *Owner's manual*, Chapter *Volkswagen information system* |

| Item Fig. 1 | Necessary components | See |
|---|---|---|
| (3) | Volkswagen radio or navigation system | ⇒ Booklet *Radio* or ⇒ Booklet *Navigation system* |
| (4) | Charging base with buttons for information call and breakdown call [12] | ⇒ page 9 |
| (5) | Bracket (base plate) for a charging base[1] | ⇒ page 9 |
| (6) | Three-button module in the roof | ⇒ page 8 |

## Multifunction steering wheel

**Fig. 2** Buttons on the multifunction steering wheel, left side

**Fig. 3** Buttons on the multifunction steering wheel, right side

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⓘ on page 6.**

| Fig. 2, Fig. 3 | Function | See |
|---|---|---|
| | *Press briefly*: activate and deactivate voice control. | ⇒ page 23 |
| OK | *Press briefly*: confirm the selected item in the telephone menu. | ⇒ page 25 |

[1] Depends on the vehicle.

[2] Available as an accessory.

| Fig. 2, Fig. 3 | Function | See |
|---|---|---|
| ∈ ⊇ ∉ | *Press briefly*: enter a digit, a letter or a character.<br>Move the selection between menu items or telephone book entries. | ⇒ page 25 |
| ⊂ ⊇ ⊆[3] | *Right side, press briefly*: change menu. | ⇒ Booklet *Owner's Manual*, Chapter *Using the menus in the instrument cluster* |
| & ⊇ ⊱[3] | *Press briefly*: change menu. | |
| ε | *Press briefly*: go up one level in the menu. | |
| ⊥ ⊇ ▯ | *Press briefly*: increase or lower the volume. | ⇒ page 16 |
| ε | *Press briefly*: dial number, answer call or end call.<br>*Press longer*: reject a call. | ⇒ page 19 |

## Three-button module

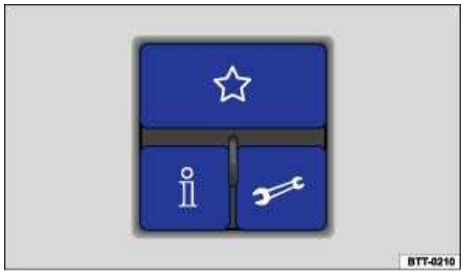


**Fig. 4** Controls on the three-button module

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⓘ on page 6.**

| Fig. 4 | Function | See |
|---|---|---|
| χ | *Press briefly*: answer call or end call.<br>*Press longer*: reject a call. | ⇒ page 20 |
| | *Press briefly*: activate and deactivate voice control[4]. | ⇒ page 23 |
| ⊦ | *Press and hold for more than 2 seconds*: information on the Volkswagen brand and on selected value-added services relating to traffic and travel. | ⇒ page 22 |
| δ | *Press and hold for more than 2 seconds*: breakdown assistance from the Volkswagen dealership network. | |

[3] Depends on the vehicle.

[4] Does not apply if a navigation system RNS 510 with voice control is fitted or if there is an active telephone call.

## Charging base with buttons for information call and breakdown call

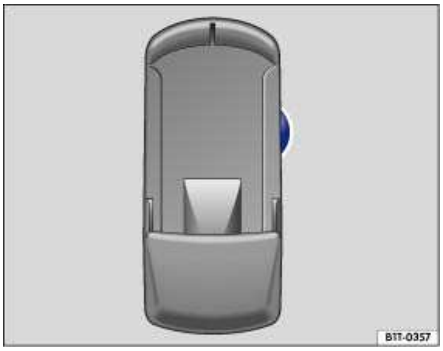


**Fig. 5** Bracket for the charging base with release button on the side for removal of the charging base

**Fig. 6** Charging base with buttons for information call and breakdown call

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⓘ on page 6.**

Depending on the vehicle, a bracket (base plate) for the charging base with buttons for information call and breakdown call may be installed in the armrest between the front seats.

The charging base (telephone holder) is inserted into the bracket for the charging base and clicks into place. To remove the charging base from the bracket, press the release button on the side.

| Fig. 6 | Function | See |
|---|---|---|
| &/i | *Press and hold for more than 2 seconds*: information on the Volkswagen brand and on selected value-added services relating to traffic and travel. | ⇒ page 22 |
| ∂ | *Press and hold for more than 2 seconds*: breakdown assistance from the Volkswagen dealership network. | |

# Operation

## Important steps for the use of the PREMIUM mobile telephone provision

**Checklist**

Before using (pairing) for the first time

- Switch on the mobile telephone with Bluetooth.
- Activate Bluetooth on the mobile telephone and set it to visible.
- Activate **rSAP** on the mobile telephone (for premium telephony and WLAN functionality).[5]
- Close any Bluetooth connections on the mobile telephone that are still active, i.e. that switch on automatically.
- Deactivate the keypad lock and screensaver on the mobile telephone.

**Checklist**

To use the telephone

- Activate Bluetooth on the mobile telephone and set it to visible.
- Connect the mobile telephone with the mobile telephone provision.

# Getting started

## ™ Introduction

This chapter contains information on the following subjects:

Bluetooth ..... 11
Pairing a mobile telephone before using for the first time ..... 12
Automatic connection ..... 14
Switching on or off ..... 15
Adjusting the volume ..... 16
Media players ..... 16

Some functions and settings are only available when the vehicle is stationary and are not supported by all mobile telephones.

**Using the telephone menus and selection menus**

The **TELEPHONE** menu and selection lists of the PREMIUM mobile telephone provision can be opened on the instrument cluster display ⇒ Booklet *Owner's manual*, Chapter *Using the menus on the instrument cluster*.

Both the **TELEPHONE** menu and the menu items of the mobile telephone provision are selected and confirmed via the buttons on the multifunction steering wheel ⇒ page 7.

[5] If the mobile telephone supports premium telephony (rSAP).

### Pairing process and user profile

Before the PREMIUM mobile telephone provision can be used, a one-time pairing process with the mobile telephone must be carried out to “connect” the units to each other. A user profile is created in the PREMIUM mobile telephone provision which is assigned to one specific mobile telephone.

Pairing must always be carried out via the instrument cluster display.

Once the pairing process has been carried out, the PREMIUM mobile telephone provision will connect automatically with the “known” device via the Bluetooth connection when the ignition is switched on.

In some cases, the PREMIUM mobile telephone provision in the mobile telephone must be authorised to do this. Follow the operating manual for the mobile telephone.

### Additional information and warnings:

- Safety notes ⇐ ⇒ page 3
- General information ⇒ page 4
- Control switches ⇒ page 6
- Using the telephone ⇒ page 18
- Telephone menu ⇒ page 25

**WARNING**

**Accidents and injuries can occur if the driver is distracted.**

- **Only pair the mobile telephone and configure the user profiles when the vehicle is stationary.**

Volkswagen recommends pairing a mobile telephone with the PREMIUM mobile telephone provision via premium telephony ⇒ *Bluetooth profiles* in order to use all of its functions.

Refer to the operating manual for the mobile telephone for information on pairing and connecting the mobile telephone with the PREMIUM mobile telephone provision via Bluetooth.

Some networks might not support all language-dependent characters and services.

## Bluetooth

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 10.**

### Bluetooth technology

Bluetooth technology is used to connect a mobile telephone to the hands-free system fitted in a vehicle. A pairing process only has to be carried out once to use the mobile telephone provision with a Bluetooth mobile telephone.

Use compatible Bluetooth devices only. Information on compatible Bluetooth products is available from your Volkswagen dealership or on the Internet.

Some Bluetooth mobile telephones are detected and connected automatically when the ignition is switched on. For this to happen, the mobile telephone and the Bluetooth function in the telephone must be switched on, and all active Bluetooth connections to other units must be disconnected.

The Bluetooth connection is free of charge.

Bluetooth® is a registered trademark of Bluetooth® SIG, Inc.

### Bluetooth profiles

When a mobile telephone is connected to the PREMIUM mobile telephone provision, data are exchanged via one of the following Bluetooth profiles.

- **Premium telephony** Bluetooth remote SIM Access Profile (rSAP): the mobile telephone must support rSAP. The PREMIUM mobile telephone provision does not use its own SIM card, but rather “borrows” the SIM data of the mobile telephone via a Bluetooth connection. The mobile telephone logs itself out of the GSM or UMTS network and the PREMIUM mobile telephone provision logs itself in using the data from the “borrowed” SIM card. The telephone is then controlled exclusively via the controls in the vehicle. The mobile telephone switches to offline mode. Premium telephony enables you to make full use of all PREMIUM mobile telephone provision functions and the external aerial.
- **Hands-free telephony** Bluetooth Hands-Free Profile (HFP): If a mobile telephone is connected via HFP to the PREMIUM mobile telephone provision, you can make calls wirelessly via the hands-free system. Many other functions of the PREMIUM mobile telephone provision are *not* available with this profile. The vehicle's exterior aerial can thus *not* be used. When pairing a mobile telephone with the PREMIUM mobile telephone provision via the Hands-Free Profile (HFP), observe the information on use of a mobile telephone in the vehicle without connection to the external aerial ⇒ Booklet *Owner's manual*.
- **Advanced Audio Distribution Profile (A2DP):** Bluetooth profile for transferring audio signals ⇒ *Media players*.
- **Audio Video Remote Profile (AVRCP):** Bluetooth profile for remote control of audio or video devices ⇒ page 16.
- **Phone Book Access Profile (PBAP):** Bluetooth profile for access to the telephone book.

There may be restrictions on the use of Bluetooth devices in some countries. Information is available from the local authorities.

When connecting the mobile telephone provision with a device using Bluetooth, read the device's operating manual for detailed safety information. Use compatible Bluetooth products only.

## Pairing a mobile telephone before using for the first time

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 10.**

**Each** mobile telephone must be paired with the PREMIUM mobile telephone provision via Bluetooth.

The pairing process takes a few minutes. Pairing can only be carried out when the ignition is switched on and the vehicle is stationary.

Pairing must always be carried out via the instrument cluster display.

**Read the operating manual for the mobile telephone** and prepare the mobile telephone for pairing ⇒ page 10.

Keep the mobile telephone close to hand as you will need to operate it during the first pairing procedure between the PREMIUM mobile telephone provision and the mobile telephone.

### Step 1: Making the Bluetooth connection visible

- Activate the Bluetooth function on the mobile telephone and, if necessary, activate the external SIM mode, which allows the mobile telephone provision to access the mobile telephone's SIM card information via Bluetooth.

- Switch the mobile telephone to “Device visible for all”. The mobile telephone will then be visible for a few minutes.[6] Repeat steps 1 and 2 as required if the time allowed expires without successful pairing.

### Step 2: Bluetooth device search

- Switch on the ignition.
- Open the telephone menu on the instrument cluster display using the buttons & and ∋ on the multifunction steering wheel or with the ε button.
- Use the ∈ and ∉ buttons to select the **`Telephone search`** menu item and then press OK on the multifunction steering wheel to search for compatible Bluetooth mobile telephones in the vehicle. A list of the Bluetooth names of the found devices will be shown after the search has been completed.
- Select the desired device with the ∈ and ∉ buttons, and press OK again to confirm.

### Step 3: Pairing the mobile telephone

*There is a time limit for entering the password! Read through the whole of step 3 before carrying out all of the individual actions.*

- If applicable, activate “Wait for incoming Bluetooth connections” on the mobile telephone [6].
- Hold the mobile telephone in your hand ready to enter the password within the time limit.
- Use the ∈ and ∉ buttons to select the mobile telephone from the list of devices in the instrument cluster display.
- Confirm any connection prompts on the mobile telephone, if required.
- The 6-character PIN code shown on the instrument cluster display must match the 6-character PIN code shown on the mobile telephone display. If the PIN code matches, this must be confirmed using the OK button on the multifunction steering wheel and on the mobile telephone.
- **OR:** enter the 16-character password shown on the instrument cluster display **within 30 seconds on the mobile telephone**.
- Confirm password entry.
- Confirm any further prompts on the mobile telephone if required, e.g. for authorisation.

### Step 4: Entering the SIM card PIN code

*Only necessary when pairing via Bluetooth rSAP and PIN code input is required by the SIM card setting.*

- Use the multifunction steering wheel to enter the PIN code for the mobile telephone's SIM card when **`PIN code:`** appears on the instrument cluster display.
- To enter the PIN digits on the multifunction steering wheel, use the ∈ and ∉ buttons, and confirm each digit with OK ⇒ ⓘ. The digits entered are displayed in an encrypted form.
- After you have entered the last digit, select the menu item **`Store`** if you would like the PREMIUM mobile telephone provision to connect to the mobile telephone automatically when the ignition is switched on *without* manual PIN input in the future.
- **OR:** Select **`OK`** from the menu to enter the PIN code manually before every automatic connection.

### Step 5: Creating a user profile

- Press the OK button to confirm the prompt on the instrument cluster display for creation of a user profile. If 3 user profiles have already been created, delete one of them.

The user profile is stored and displayed in the instrument cluster display. The Bluetooth name of your mobile telephone will be suggested as a user name.

---

[6] Depends on the mobile telephone.

### Failed pairing

There is no limit on the number of attempts to pair the device with the PREMIUM mobile telephone provision.

Pairing will fail if the time limit for password entry is exceeded, an incorrect PIN is entered ⇒ or if 3 user profiles already existed and none has been deleted.

Start the pairing process again if pairing fails even though the data entered were correct.

### Copy of the telephone book

Once pairing has been successfully completed, the entries stored in the mobile telephone's telephone book[6] are loaded automatically into the data memory of the PREMIUM mobile telephone provision. This procedure can last for a few minutes depending on the number of entries.

If any changes are subsequently made to the telephone book data on the mobile telephone, the telephone book stored in the vehicle can be updated manually (via the menus **Settings**/**Phone book**/**Update** ⇒ page 35).

**NOTICE**

**The SIM card will be blocked by the mobile telephone network provider if you enter the SIM card's PIN code into the PREMIUM mobile telephone provision incorrectly three times in succession.**

To prevent abuse, deactivate “Visibility” on the mobile telephone when the pairing process is complete.

For data privacy reasons, Volkswagen recommends that you select **OK** when entering the PIN code so that the PIN code needs to be entered each time the PREMIUM mobile telephone provision automatically connects to the mobile telephone.

To carry out the device search, choose a location where you would not expect there to be many Bluetooth devices, e.g. in a garage. The Bluetooth signal range is approximately ten metres.

## Automatic connection

**™ First read and observe the safety warnings on page 3 and the introductory information and safety warnings on page 10.**

A mobile telephone paired with the PREMIUM mobile telephone provision will be connected automatically to the PREMIUM mobile telephone provision when the ignition is switched on. In **Telephone mode** you can define the preferred method for connection of a mobile telephone as **premium** telephony or **hands-free** telephony ⇒ page 25.

If necessary, refer to the operating manual for the mobile telephone for information on automatic Bluetooth connection (authorisation). If required, switch on authorisation, step 2 ⇒ page 12.

The PREMIUM mobile telephone provision always attempts to establish a connection for premium telephony. If this fails, it attempts to establish a connection for hands-free telephony ⇒ page 11.

You can use the PREMIUM mobile telephone provision as soon as the telephone basic screen is shown on the instrument cluster display.

When connecting automatically, the system will first search for the telephone that was last used in order to reconnect it with the PREMIUM mobile telephone provision. If this mobile telephone is not in

the Bluetooth range, the system will start to search for the mobile telephone (user) that was used before it.

**Requirements for automatic connection**

- The mobile telephone needs to have already been paired with the PREMIUM mobile telephone provision.
- The mobile telephone must be switched on and contain a valid SIM card to make telephone calls.
- Bluetooth must be activated on the mobile telephone and authorisation must be enabled.
- The mobile telephone must not be connected to a different device via Bluetooth.
- The mobile telephone must be within the Bluetooth range of the PREMIUM mobile telephone provision.
- The ignition must be switched on.

If a Bluetooth connection cannot be made even though all requirements are fulfilled or if the PREMIUM mobile telephone provision does not function “normally”, the mobile telephone's system may have crashed. Remove the battery from the mobile telephone and reinsert it. Switch the mobile telephone on again and try to set up the Bluetooth connection.

## Switching on or off

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 10.**

### Switching off with the vehicle key

- End any active telephone call.
- Switch off the ignition.
- Remove the vehicle key from the ignition lock. The mobile telephone provision is switched off if there is no active telephone call.

### Switching off via the menu when the ignition is switched on

*Only applies to premium telephony* ⇒ page 11:

- In the telephone main menu, select the **Settings** menu followed by **Switch off telephone** ⇒ page 35.
- Select **[Yes]** and confirm your selection. The mobile telephone remains in offline mode.
- Leave the vehicle key in the ignition lock.
- Leave the mobile telephone in the vehicle so that it does not connect to the mobile telephone network on its own once it is removed from the Bluetooth range in the vehicle.

To **switch on**, select the **Switch on** menu in the telephone main menu.

When the PREMIUM mobile telephone provision is switched off, only the connection between the mobile telephone network and the mobile telephone provision is deactivated. The Bluetooth® connection between the mobile telephone provision and the mobile telephone remains constant. This requires the vehicle key to remain in the ignition lock and the mobile telephone to remain within the Bluetooth range of approx. ten metres. Volkswagen therefore recommends that you leave the mobile telephone in the vehicle.

### Switch-off time

The PREMIUM mobile telephone provision is **not** switched off if the vehicle key is left in the ignition lock after the engine is switched off. The PREMIUM mobile telephone provision and the vehicle's

factory-fitted radio or navigation-system are not switched off until the switch-off time has passed (factory setting approx. 15 minutes).

In some cases, the mobile telephone must be switched off to prevent the mobile telephone from dialling into the mobile telephone network again.

## Adjusting the volume

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 10.**

The volume can be adjusted with the volume control of the radio or navigation system, or with the buttons on the multifunction steering wheel ⇒ page 7.

But on some mobile telephones, the volume of the mobile telephone provision can be adjusted using the corresponding buttons on the telephone.

### Radio

If the radio is switched off and the ignition is switched on, the radio will be switched on automatically via the mobile telephone provision when a call is made or received.

The radio broadcast or other music source is muted during an incoming or outgoing call so that the call is not disturbed by unnecessary background noise.

You can adjust the volume of the call with the radio volume control.

### Navigation system

If route guidance has been started, voice navigation instructions will continue during a telephone call.

## Media players

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 10.**

Please refer to the notes on operating a media player ⇒ Booklet *Radio* or ⇒ Booklet *Navigation system*, Chapter *External audio source connected via Bluetooth*. The media player you wish to pair must support the A2DP Bluetooth profile ⇒ page 11.

The media player can also be operated via the voice control function [7] ⇒ page 23. This is possible if the mobile telephone supports the Bluetooth profile Audio Video Remote Control Profile (AVRCP). On some mobile telephones, you first need to start the telephone's media player function before it can be operated by voice control[7] or via the factory-fitted radio or radio-navigation system.

### Connecting a paired mobile telephone as a media player

A mobile telephone you have already paired can also be connected as a media player as described below.

- Open the telephone menu on the instrument cluster display.
- Switch to the **Bluetooth** menu ⇒ page 33.
- Switch to **Media player** and select **Paired devices**.
- Select the mobile telephone you wish to use as a media player and select **Connect**.

[7] Vehicle dependent

### Pairing other media players

- Activate the Bluetooth function on the media player and switch it to visible.
- Open the telephone menu on the instrument cluster display.
- Switch to the **Bluetooth** menu ⇒ page 33.
- Switch to **Media player** and start **Search**.
- Media players found are shown in the **Device list**.
- Select the desired device.
- Enter the required passkey on the PREMIUM mobile telephone provision and, if necessary, on the media player.[8]
- The 5 symbol is displayed on the instrument cluster as confirmation. You can then play music stored on the media player.

If no mobile telephone is connected with the PREMIUM mobile telephone provision, switch directly to the **Media player** item in the telephone menu.

A paired media player is assigned to a user profile. The next time you connect to its user, the media player is automatically connected with the PREMIUM mobile telephone provision ⇒ page 14.

### Starting and stopping music playback

- Select the music playback programme on the mobile telephone, e.g. **Playback via Bluetooth**.
- Select the device **VW Phone**.
- Start music playback on the mobile telephone.
- If necessary, select the audio source on the radio or navigation system ⇒ Booklet *Radio* or ⇒ Booklet *Navigation system*.
- To close playback, stop the music playback programme on the mobile telephone.

### Operation during music playback via “Bluetooth Audio”

You can adjust the sound settings and switch to other audio sources on the radio or navigation system ⇒ Booklet *Radio* or ⇒ Booklet *Navigation system*.

You can select the music track and fast forward or reverse using the buttons on the mobile telephone.

### Questions and answers on operating a media player

If you suspect a malfunction when using a media player with the PREMIUM mobile telephone provision, read and observe the instructions for the mobile telephone or media player and the following advice **before** visiting a Volkswagen dealership or qualified workshop.

| Question | Answer or possible remedy |
|---|---|
| **How many devices can be simultaneously connected to the PREMIUM mobile telephone provision via Bluetooth?** | In addition to a user telephone, one other device can be connected to the PREMIUM mobile telephone provision as a media player or modem. |
| **If a device is connected as a user telephone and media player, can it be used to make calls while it is playing music?** | Yes, all telephone functions are available during music playback via Bluetooth Audio. Music playback is stopped while you make a telephone call. |

[8] Depends on the mobile telephone.

| Question | Answer or possible remedy |
|---|---|
| **Can a mobile telephone that is connected as a user telephone be used to play music if a separate mobile telephone is already connected as a media player?** | No, because this may impair music playback. If necessary, disconnect the telephone and reconnect it. |
| **Can a media player be connected to the vehicle via Bluetooth and the MEDIA-IN multimedia interface at the same time?** | No, because this may impair music playback. Disconnect the media player from one of the interfaces. |
| **Can a mobile telephone that is connected only as a media player be also used for telephone calls?** | No, it cannot be used for telephone calls. If necessary, close the Bluetooth connection and reconnect the device to the PREMIUM mobile telephone provision as a user telephone.⇒ page 14 |
| **How can the volume of a telephone call be adjusted?** | It is possible to adjust the volume on the phone with some mobile telephones. Volkswagen recommends setting the volume to maximum on the mobile telephone and adjusting the volume on the radio or navigation system during playback. |
| **Why is it not possible to play certain media data from the connected media player?** | Only media data with a valid licence (DRM protection) can be played via Bluetooth Audio. |
| **What points should you remember when switching from one media player to another?** | If you want to switch from one media player to another while music playback is active, stop music playback first to avoid malfunctions. |

If a Bluetooth connection between a mobile telephone and the PREMIUM mobile telephone provision is already active, connecting another user will disconnect the previously connected mobile telephone and end music playback from it.

Always switch off the warning and service tones on a connected Bluetooth audio source, e.g. key tones on a mobile telephone, to prevent interference noise and malfunctions.

## WLAN and Internet Access

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 10.**

To use the WLAN Hotspot functionality and connect mobile devices to the Internet, enter the phone menu, select WLAN and switch WLAN on, Please note that the WLAN Hotspot functionality does only work with the PREMIUM mobile telephone provision. If your car phone is not in PREMIUM mode, the WLAN menu item will not be visible.

After switching WLAN on for the first time, the network name and the password will be displayed on the screen. Your passengers should search for a WLAN network with this name and enter the password.

In case you can connect to WLAN, but do not get a connection to the Internet, you may lack cellular data connectivity. Please check the APN settings and enter the appropriate APN, user name and password manually. You will get those from your mobile network operator. If you are using mobile Internet on your Smartphone, you may get the correct settings from your Smartphone settings.

# Using the telephone

## ™ Introduction

This chapter contains information on the following subjects:

Making a telephone call ..... 19
Answering, rejecting or ending a call ..... 20
Functions during a telephone call ..... 20
Transferring a telephone call in progress to the vehicle ..... 21
SIM card with 2 telephone numbers ..... 22
Information call and breakdown call ..... 22

**Additional information and warnings:**

- Safety notes ⇐ ⇒ page 3
- General information ⇒ page 4
- Control switches ⇒ page 6
- Voice control⇒ page 23
- Telephone menu ⇒ page 25

**WARNING**

**Accidents and injuries can occur if the driver is distracted.**

- **Making telephone calls and carrying out functions while the vehicle is in motion can distract you from the road.**

## Making a telephone call

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 19.**

To make a telephone call, the ignition must be switched on and a mobile telephone must be connected to the PREMIUM mobile telephone provision ⇒ page 10.

You can dial a number by entering it directly, using the telephone book, using a call list, using the speed dial function or using voice control.

### Entering and dialling a number

*This cannot be done while the telephone book is displayed.*

- In the **TELEPHONE** menu, select and confirm the menu item **Dial**. Enter the telephone number you wish to call.
- Press the ✆ button on the multifunction steering wheel. This number will be dialled.

### Dialling an entry from the telephone book

- In the **TELEPHONE** menu, select and confirm the menu item **Phone book** ⇒ page 31.
- Mark and confirm the desired entry in the telephone book. If the entry has more than one number, select and confirm the number you require.

- Confirm this selection.
- Press the e button on the multifunction steering wheel. This number will be dialled.

**Dialling a number from one of the call lists**

- In the **TELEPHONE** menu, select the menu item **Call lists**, select the desired call list and confirm your selection.
- Mark an entry in the call list and confirm by pressing the OK button on the multifunction steering wheel. Additional details will be displayed. Press OK again to dial the number.
- **OR**: mark an entry in the call list and confirm with e to make a call.

**Dialling a number using voice control**

- Press the button on the multifunction steering wheel or the button on the three-button module to activate the voice control function ⇒ page 25.
- Say the voice command ⇒ page 23.

## Answering, rejecting or ending a call

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 19.**

You can accept or reject an incoming call, or end an active call using the multifunction steering wheel or the three-button module.

| Function | On the multifunction steering wheel | On the three-button module |
|---|---|---|
| Answering an incoming call. | Briefly press the e button. | Briefly press the button. |
| Rejecting an incoming call. | Press the e button for longer than 2 seconds. | Press the button for longer than 2 seconds. |
| Ending the telephone call. | Briefly press the e button. | Briefly press the button. |
| Adjusting the call volume. | Press the or button. | — |
| | Use the volume control on the factory-fitted radio or navigation system. | |

**Muting**

Select and confirm the menu item **Mute** in order to switch the signal tone mode of the PREMIUM mobile telephone provision to mute.

## Functions during a telephone call

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 19.**

**During an active telephone call**

| Function | Description | |
|---|---|---|
| **End call** | End the telephone call. | |
| **Hold** | Hold the active telephone call in order to conduct a second call. | |
| | **Activation** | Resume the held call. |
| | **Telephone book** | Make another call. |
| | **Call lists** | |
| | **Dial** | |
| | **End call** | End the held call. |
| **Conference** | Link the active call and the held call to form a conference. | |
| **Forward** | Connect 2 “other” parties.[9] | |
| **DTMF tones** | You can generate DTMF tones (Dual Tone Multiple Frequency) to control service functions, such as mailbox authorisation. | |
| **Switching microphone on and off** | Switch the microphone in the vehicle on and off. | |
| **Private call**[10] | Switch a telephone call to a connected mobile telephone to prevent the passengers in the vehicle hearing your conversation. The conversation can be returned to the vehicle loudspeakers with the menu option **Hands-free**. | |
| **Hands-free function**[10] | | |
| **Swap** | During an active telephone call, answer a second waiting call without having to end the first one. The active call will be held. Using the **Switch** function you can switch between the active call and the held call. | |

## Transferring a telephone call in progress to the vehicle

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 19.**

If a mobile telephone has already been paired with the PREMIUM mobile telephone provision, it is possible to transfer a telephone call from the mobile telephone to the vehicle during the connection process.

Call transfer is only possible with hands-free telephony ⇒ page 11. When the call is ended, the PREMIUM mobile telephone provision will attempt to connect the mobile telephone via premium telephony.

ⓘ If a mobile telephone connected by premium telephony ⇒ page 11 is taken too far away from the vehicle while a telephone call is in progress via the PREMIUM mobile telephone provision, the Bluetooth connection will fail and the telephone call will be interrupted.

[9] Depending on the SIM card used.

[10] Only applies to hands-free telephony ⇒ page 11.

## SIM card with 2 telephone numbers

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 19.**

Premium telephony ⇒ page 11 for mobile telephone SIM cards with 2 telephone numbers, each with a separate PIN, is supported by the PREMIUM mobile telephone provision as described below.

- Calls to both telephone numbers can be received.
- Calls are always made from the selected telephone number.

2 different PINs can be stored and managed in the telephone menu by selecting the **SIM mode** menu item in the **Settings** menu ⇒ page 35.

The existing labels, such as “Business” or “Private”, can be assigned with the **Rename** function. This categorisation is not applied on the mobile telephone.

When you **Change** the SIM card mode, you may be required to enter the PIN for the desired mode.

## Information call and breakdown call

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 19.**

Using the buttons &/i or i and δ on the charging base ⇒ page 9 or on the three-button module ⇒ page 8 you can call the breakdown and service centre of the Volkswagen Service Call Centre.[11] The system automatically connects you with the service centre of your home country. A connection can be made only if a mobile telephone that is switched on is connected to the mobile telephone provision via Bluetooth ⇒ page 12.

Volkswagen makes every effort to make these services available to you at the most reasonable price possible. Information on country-specific call charges is available from Volkswagen dealerships.

### Information call

**Information call** via the i or &/i button provides information on the Volkswagen brand and on value-added services relating to traffic and travel.

To call this service, press and hold the i or &/i button for longer than 2 seconds.

In countries without an information call number, pressing the i or &/i button calls the breakdown call service.

### Breakdown call

**Breakdown call** via the δ button offers immediate assistance in the event of a breakdown. The Volkswagen dealership network with mobile service vehicles is at your disposal.

To call this service, press and hold the δ button for longer than 2 seconds.

A call made via the buttons i or &/i, or the δ button has a higher priority than a normal telephone call. If the i, &/i or δ button is pressed during a normal telephone call, this call will be cut off and the information or breakdown centre will be dialled.

[11] Country-specific

A call to the information service will be interrupted if the breakdown call button is pressed. The breakdown service will then be dialled. The same applies if the information service button is pressed during a call to the breakdown service.

A mobile telephone network must be available to place a call to the information and breakdown call services. Services might not be available in some countries.

# Voice control

## ™ Introduction

This chapter contains information on the following subjects:

Ensuring the voice control function works properly ..... 23
Starting and stopping the voice control function ..... 25

**Voice control functions**

The following functions can be executed via voice control.

- Dial number.
- Dial a name from the telephone book without previously recording a voice tag, e.g. “Call Peter Smith at home”.
- Listen to stored SMS text messages being read out.
- Listen to the telephone book being read out, either in full or for a certain initial letter.

**Additional information and warnings:**

- Safety notes ⇐ ⇒ page 3
- General information ⇒ page 4
- Control switches ⇒ page 6

If an RNS 510 navigation system with voice control is installed, the voice control function of the mobile telephone provision may be switched off depending on the country. If this is the case, the navigation system's voice control is used ⇒ Booklet *RNS 510 navigation system*.

An incoming telephone call has priority over voice commands. The voice control function will, therefore, be deactivated automatically if there is an incoming call.

## Ensuring the voice control function works properly

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information on page 23.**

- Speak at a normal volume without exaggeration or long pauses.
- Speak slowly and clearly. Unclear words and numbers, or words in which syllables are *mumbled* will not be recognised by the system.

- Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname when saying the name to ensure it is reliably recognised from the telephone book.
- Avoid noise from outside the vehicle and close all windows, doors and the sliding/tilting sunroof.
- Do not point the flow of air from the vents towards the vehicle roof.
- Speak slightly louder at higher speeds.
- Background noise, such as conversations in the vehicle, should be avoided when saying voice commands.
- Do not speak when the hands-free system is making an announcement.
- Avoid loud noises in the background when recording voice tags.

The main functions of the mobile telephone provision can also be operated by voice control after initial user pairing or the automatic connection process.

### Short dialogue and long dialogue

Voice control can be set to either short dialogue or long dialogue. The factory setting is long dialogue.

Is it advisable to use the short dialogue if you are familiar with the voice control function's commands and menus. Say the required voice command after the tone.

With the long dialogue you receive additional instructions and information for the next steps in voice control.

### Help for voice control function

Help for voice control should be activated and listened to the first time you use it.

The help for voice control explains the basic operation of voice control. It also gives the main voice commands for the current context.

- Press the button on the multifunction steering wheel or the button on the three-button module.
- Wait for the tone.
- Say the voice command in the language set in the instrument cluster.

| **Language: voice command** |
|---|
| German: Hilfe |
| English: help |
| Spanish: ayuda |
| Italian: aiuto |
| French: aide |
| Portuguese: ajuda |
| Czech: nápověda |
| Dutch: hulp |

The language of the voice control function is the same as the language selected in the vehicle. If the language selected in the vehicle is not available for the voice control function, **English** is selected as the substitute language. If the vehicle has an instrument cluster menu, the language can be set on the instrument cluster. To set the language on a vehicle that does not have an instrument cluster menu, contact a Volkswagen dealership.

## Starting and stopping the voice control function

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information on page 23.**

### Starting the voice control function

- Press the button on the multifunction steering wheel or the button on the three-button module.
- Wait for the tone.
- Say the voice command.
- Follow the further instructions given in the voice dialogue (long dialogue).

### Closing the voice control function

- Press the button on the multifunction steering wheel or the button on the three-button module.

You can cancel at any time by saying the cancel command.

ⓘ Press the or button on the multifunction steering wheel during a voice announcement. The voice announcement is immediately stopped and an acoustic warning is given. You can then say a voice command immediately.

# WLAN

## ™ Introduction

To start Internet browsing, enter the Telephone menu, select WLAN, select Switch on and press OK. The WLAN network name will be displayed in the instrument cluster display. When WLAN is switched on the first time, the system will offer you immediately the oprion to view the password.

## WLAN Name and Password

In the WLAN menu select *WLAN Name* to view or change the network name. To change the name, select *Rename.* Then enter the desired name with the steering wheel keys.

To view the WLAN password, enter the Telephone menu, select *WLAN* and then *WLAN Password.* You can either view the active password or generate a new one.

## Security

### WPS Configuration

You have the choice between two WPS methods:

- WPS PIN, requires the entry of the PIN from your mobile device with the steering wheel keys.
- Push button, allows you to handle the WLAN configuration on your mobile device.

Enter the *Telephone menu,* select *WLAN* and then *WPS Configuration* to select your preferred method.

### Encryption

The PREMIUM mobile phone provision supports encryption of WLAN traffic, using WPA2. In China, the chinese WAPI standard is supported, as well.

Enter the *Telephone menu,* select *WLAN, Settings* and then *Encryption.* Then select the desired encryption method or *Open* to disable encryption. Please be aware of the security risks associated with unencrypted, open WLANs.

## WLAN Settings

To modify settings for the Internet access, enter the *Telephone Menu*, selct *WLAN* and then *Settings.*

### Configure Cellular Data Connectivity (APN)

To configure the settings of the cellular data connection, select *APN.* Chose *Reset* or *Manage* and then enter *Access Point Name, Username* and *Password.*

### Data vs. Voice Priority

In some areas your car phone will only have access to 2 GSM networks, which do not allow voice and data connections at the same time.

As a default, your car phone will give priority to voice calls. If you receive a voice call or initiate a call yourself, the data connection will be stopped.

You may change the priority to data. In this case, you will not receive voice calls during an active data connection.

### Encryption

See section Security, above.

### Visibility

With this setting, you can control, whether the WLAN access point will be visible to mobile devices searching for available networks. Please note that the setting is user-specific (i.e. depending on the mobile phone, holding the SIM card).

### Channel

You can manually select the WLAN channel used by you car phone. The default channel is 11.

## Data Counter

Usage of mobile data services may lead to significant cost, especially in roaming situations. Many subscriptions offer pre-purchased monthly data volumes and charge additional data volume or limit connection bandwidth after this amount of data has been transmitted.

Your car phone provides user-specific data counters that allow you to keep an eye on the data volume. There is a counter for the current connection and a second one for the total volume. Both counters can be reset to zero.

Tip: Reset the counters at the beginning of the month to monitor your monthly data volume or when you leave your home country to keep an eye on roaming charges. Please note that the counters do not show data traffic of connections directly from your Smartphone.

## Device List

The premium telephone provision maintains three lists of mobile devices, which have been connected over WLAN.

- Active devices (active WLAN connection exists – max. 7 devices).
- Known devices (device has been connected in the past – max. 50 devices). It is possible to rename the devices or block access.
- Blocked devices (device has been blocked by the driver and will not be given access – max. 50 devices). It is possible to allow access to a device and remove it from the list.

To access the device lists, enter Telephone menu, select *WLAN,* and then *Device Lists.* Select one of the list and browse through the list or modify entries for individual devices as described above. Alternatively you may delete one or all lists.

# Telephone menu

## ™ Introduction

This chapter contains information on the following subjects:


Overview of the menu structure ..... 27
`Telephone basic screen` menu ..... 30
`Phone book` menu ..... 31
`Call lists` menu ..... 31
`Voice mailbox` menu ..... 32
`Text message` menu ..... 32
`Bluetooth` menu ..... 33
WLAN menu ..... 34
`Settings` menu ..... 35


**Additional information and warnings:**

- Safety notes ⇐ ⇒ page 3
- General information ⇒ page 4
- Control switches ⇒ page 6
- Getting started ⇒ page 10
- Using the telephone ⇒ page 18

**WARNING**

**Accidents and injuries can occur if the driver is distracted.**

- **Only adjust settings for the PREMIUM mobile telephone provision and carry out functions while the vehicle is stationary.**

Some of the functions in the telephone menu are only available when a mobile telephone is connected or when the mobile telephone is connected with the PREMIUM mobile telephone provision via premium telephony ⇒ page 11.

Follow the operating manual for your mobile telephone and the instructions provided by the accessory manufacturer.

## Overview of the menu structure

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 27.**

In the main menu, select the **Telephone** menu. The following menu items can be opened.

| On the display | Function |
|---|---|
| **Telephone basic screen** | Display of user name, network provider and field strength. |
| **Telephone book** | Access to a copy of the mobile telephone's telephone book. |
| **Dial number** | Number input for making a call. |
| **Call lists** | Display of lists of the last numbers dialled, missed calls and calls received. Entries downloaded from the connected mobile telephone are also displayed at the top of the lists.[12] |
| **Voice mailbox** | Select voice mailbox to listen to messages that have been left. The settings of the voice mailbox depend on the network provider ⇒ page 32. |
| **SMS** | Display, read out or delete messages received, or copy them to the mobile telephone or call the message sender back ⇒ page 32. |
| **Bluetooth** | Adjust settings for the user profiles and the Bluetooth functions ⇒ page 33. |
| **WLAN** | Control Internet access using the WLAN Hotspot. ⇒ page 34 |
| **Settings** | Adjust basic settings for the PREMIUM mobile telephone provision ⇒ page 35. |

### Telephone menu structure

**Telephone basic screen ⇒ page 30**

**Telephone book ⇒ page 31**
**Dial**

**Call lists ⇒ page 31**
- Missed calls
- Received calls
- Last calls
- Delete lists
- Back – *back to the telephone menu*

**Voice mailbox ⇒ page 32**

**Text message[13] ⇒ page 32**
- Options for a text message
  - Show
  - Read out
  - Send time
  - Copy
  - Call back
  - Delete

[12] Depends on the mobile telephone.

[13] If the mobile telephone is connected via premium telephony ⇒ page 11.

- Back – *back to the previous menu level*

**Bluetooth ⇒ page 33**

- User
  - Connect
  - Disconnect
  - Rename
  - Delete
- New user
- Visibility
- Media player
  - Active device
  - Paired devices
  - Search
  - Visibility
- Accessories[13]
  - Modem
- Telephone name
- Back – *back to the previous menu level*

**WLAN ⇒ page 34**

- Switch on/off
- Device List
  - Active Devices
  - Known Devices
  - Blocked Devices
  - Delete Lists
- Password
  - View
  - Generate new
- WLAN Name
  - View
  - Rename
- WPS Configuration
- Settings
  - Access Point
  - Priority
  - Encryption
  - Visibility
  - Data Roaming
  - WLAN Channel
  - Reset
- Data Counter
  - Current Connection
  - Total
  - Reset

**Settings ⇒ page 35**

- Telephone book
  - Update
  - Select memory
  - Sort mode
- Send own number[13]
- Signal settings[13]
  - Ringtone
  - Volume
- Telephone setting
  - Select operator[13]
  - Network mode[13]
  - SIM mode[13]
  - Telephone mode
  - Switch-off time
- **GPRS**[13]
- **Audio mode**[14]
- **Switch the telephone off**[13]
- **Back** – *back to the telephone basic screen*

## Telephone basic screen menu

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 27.**

The **telephone basic screen** displays various items of status information on the PREMIUM mobile telephone provision:

| Symbol | Definition |
|---|---|
| * | Bluetooth connection established to a mobile telephone via hands-free telephony ⇒ page 11. |
| = | Bluetooth connection established to a mobile telephone via premium telephony ⇒ page 11. |
| + | Bluetooth is set to visible during a connection via hands-free telephony. |
| < | Bluetooth is set to visible during a connection via premium telephony. |
| ? | UMTS network connection established. |
| 5 | Connection to a media player or a mobile telephone capable of music playback ⇒ page 16. |
| Φ | Data connection, e.g. GPRS connection, established. |
| E | Telephone battery level of a mobile telephone connected with the PREMIUM mobile telephone provision via hands-free telephony ⇒ page 11.[15] |
| Δ | Mobile telephone network signal strength.[15] |

[14] If the mobile telephone is connected via hands-free telephony ⇒ page 11.

[15] If supported by the mobile telephone.

## Phone book menu

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 27.**

The telephone book shown on the instrument cluster display is a copy of the telephone book from the mobile telephone.

| Function | Steps |
|---|---|
| **Dial a number from a telephone book entry** | – In the **telephone** menu, select the **telephone book**.<br>– Use the β and χ buttons to select the desired telephone book entry. Press and **hold** the buttons to scroll through the book by letter.<br>– Select the required number (**(**: mobile **(**: work, **ɜ**: private, **&**: general number).<br>– Confirm the selection by pressing the ε button on the multifunction steering wheel *once* or by pressing the OK button *twice*. This number will be dialled. |
| **Change voice tags for the voice control function**[16] | – Please ensure that there is no background noise when recording voice tags and avoid interference noise. A maximum of 30 voice tags can be recorded.<br>– Select the telephone book entry for which the voice tag is to be changed from the **Telephone book**.<br>– Select **Voice tag**.<br>– Select **Record** and wait until you hear a tone. Then say the name you wish to use to call up the entry via voice control. The recording will end automatically and the name recorded will be played back. |
| **Play back or reset a voice tag for the voice control function**[16] | – In the **Telephone book** menu, select a phone book entry for which the voice tag is to be played back or for which the altered tag is to be reset.<br>– Select name of tag to be played back or reset.<br>– Select **Tag**.<br>– Select and confirm **Play back** or **Reset**. |

## Call lists menu

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 27.**

In the **Call lists** menu, you can view lists of the last numbers dialled, missed calls and calls received. The number of entries is limited to 20.[17]

When a mobile telephone is connected, a maximum of ten entries are copied to the top of the list from the mobile telephone.[17]

- Select a list.
- Mark a list item.
- Press the ε button on the multifunction steering wheel to dial the number.

[16] Does not apply if the voice control function of the RNS 510 navigation system is used.

[17] Depends on the mobile telephone.

| Function | Explanation |
|---|---|
| **Missed calls** | The last telephone numbers of calls that were missed are shown. |
| **Calls received** | The telephone numbers of the last calls received are shown. |
| **Last calls** | The last telephone numbers dialled are shown. |
| | In the telephone main menu, press the [ε] button on the multifunction steering wheel to directly open the list of the last telephone calls made. |
| **Delete lists** | Delete all stored call lists. |

## Voice mailbox menu

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 27.**

### Listening to recorded messages

Use the **Voice mailbox** menu to access the recorded messages in your voice mailbox.

- You will have to enter the telephone number of your voice mailbox the first time this menu item is used as the number is determined by the network provider.
- **Store** the number entered.

You can change the number by selecting **Change No.**

## Text message menu

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 27.**

When the mobile telephone is connected to the PREMIUM mobile telephone provision via premium telephony ⇒ page 11, incoming text messages will *only* be received by the PREMIUM mobile telephone provision. Receipt of a text message is shown on the instrument cluster display. You can copy the text messages to the mobile telephone manually if necessary.

Text messages can only be sent from the PREMIUM mobile telephone provision if a suitable radio or navigation system with a touchscreen is installed ⇒ Booklet *Radio* or ⇒ Booklet *Navigation system*.

| Function | Explanation | |
|---|---|---|
| **Reading a text message** | Unread text messages are marked with the … symbol and text messages that have been read are marked with the ≈ symbol. Scroll through the list of text messages using the arrow buttons [β] or [χ] on the multifunction steering wheel, and select a text message with the [OK] button. | |
| **Options** | When a text message is opened to read it, you can also view information about the text message and select other functions. | |
| | **Show** | Display the message text. |

| Function | Explanation | |
|---|---|---|
| | **Read out**[18] | Listen to the message being read out. |
| | **Send time** | Time at which the text message was sent. |
| | **Copy**[19] | Copy a received text message to the SIM card or the memory of the mobile telephone. |
| | **Call back** | Dial the sender's telephone number. |
| | **Delete** | Delete the active text message. |
| | **Back** | Back to the **Text messages** menu. All text messages in the memory will be displayed. |

A maximum of 30 messages can be stored in the memory of the PREMIUM mobile telephone provision. An additional 30 messages from the mobile telephone's SIM card can be displayed.

MMS messages cannot be received by the PREMIUM mobile telephone provision.

## Bluetooth menu

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 27.**

| Function | Explanation | |
|---|---|---|
| **User** | **Connect** or **Disconnect** existing users and **Rename** or **Delete** user profiles. When changing users, it may be necessary to respond to identification commands on the mobile telephone and on the display of the instrument cluster ⇒ page 14. | |
| **New user** | Select to start the device search for compatible Bluetooth mobile telephones. If you attempt to pair another unknown mobile telephone, the system will check whether 3 user profiles already exist. As a maximum of three user profiles can be stored, you may have to delete a user profile first. Then continue with the remaining steps of the pairing procedure ⇒ page 12. | |
| **Visibility** | The PREMIUM mobile telephone provision must be set to visible to connect it with a compatible computer as a modem or to carry out pairing from an external media player. Symbols in the telephone basic menu indicate when visibility is activated ⇒ tab. 31. Visibility is deactivated automatically after 3 minutes. | |
| **Media players** | A separate media player or a mobile telephone that supports Bluetooth A2DP can be connected with the PREMIUM mobile telephone provision to play stored music tracks. For this function, select the following menu items in the **Bluetooth** menu, submenu **Media player**: | |
| | **Active device** | Display a connected device or disconnect it. |

[18] Does not apply if the voice control function of the RNS 510 navigation system is used.

[19] If supported by the mobile telephone.

| Function | Explanation | |
|---|---|---|
| | **Paired devices** | Connect via Bluetooth to a media player that has already been paired, change the Bluetooth name, delete the device pairing or configure the authorisation. |
| | **Search** | Search for new devices in the Bluetooth range and then pair these devices. |
| | **Visibility** | To carry out pairing from a media player, the PREMIUM mobile telephone provision must be set to visible for Bluetooth A2DP. Symbols in the telephone basic menu indicate when visibility is activated ⇒ tab. 31. Visibility is deactivated automatically after 3 minutes. |
| **Accessories** | With a compatible computer, you can use the PREMIUM mobile telephone provision as a modem to connect to the Internet. Refer to the device's operating manual for information on pairing. For this function, select the following menu items in the **Bluetooth** menu, submenu **Modem**: | |
| | **Active device** | Display a connected computer or disconnect it. |
| | **Paired devices** | Connect via Bluetooth to a computer that has already been paired, change the Bluetooth name, delete the device pairing or set the authorisation. |
| **Telephone name** | You can give the PREMIUM mobile telephone provision a name of your choice. When the PREMIUM mobile telephone provision is set to visible, its name will be displayed on other Bluetooth devices following a device search. The factory-set name is **VW Phone**. | |

For data privacy reasons, delete the “User profile” in the **User** menu when selling the vehicle, or contact a Volkswagen dealership.

Only computers which support the Bluetooth standard DUN (“Dial-Up Networking Profile”) canbe used.

## WLAN menu

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 27.**

| Function | Explanation | |
|---|---|---|
| **Switch on/off** | Activate/Disable WLAN functionality | |
| **Device Lists** | **Active Devices** | Browse through the list of devices with active WLAN connection to PREMIUM telephone provision. Each device in the list can be blocked. |
| | **Known Devices** | Browse through the list of devices, which have been previously connected to PREMIUM telephone provision. Each device in the list can be renamed or blocked. |

| Function | Explanation | |
|---|---|---|
| | **Blocked Devices** | Devices, which have been manually blocked. The PREMIUM telephone provision will not accept connection requests from these devices. Each device on the list can be unblocked. |
| | **Delete Lists** | Delete a single list or all lists. |
| **Password** | **View** | Display the active password on the instrument cluster display |
| | **Generate New** | Generate a new password and display it on the instrument cluster display. |
| | | |
| **WPS Configuration** | The Premuim telephone provision supports two method to set up WLAN security: WPS PIN and Push Button. Select preferred method and confirm with OK. | |
| **Settings** | **Access Point** | Change the acces point for cellular data connectivity. Manually enter access point name, user name and password. |
| | **Priority** | Select priority for voice calls or data (in 2G networks) and confirm with OK. |
| | **Encryption** | Activate WLA2 encryption or configure the network as open WLAN. |
| | **Visibility** | Activate or deactivate SSID broadcast. |
| | **Data Roaming** | Select behavior in roaming situations: enable data traffic, prevent data traffic or always ask. |
| | **WLAN Channel** | Select the WLAN channel used by the access point. |
| | **Reset** | Reset to factory settings |
| **Data Counters** | **Current connection** | Display data volume since last power up. |
| | **Total** | Display data volume since last reset of the counter. |
| | **Reset** | Reset all data counters to zero. |

## Settings menu

**™ First read and observe the safety warnings ⚠ on page 3 and the introductory information and safety warnings ⚠ on page 27.**

| Function | Explanation |
|---|---|
| Phone book | Once the mobile telephone has been connected, the entries stored in its telephone book[20] are loaded automatically into the data memory of the PREMIUM mobile telephone provision. |

[20] Depends on the mobile telephone.

| Function | Explanation | |
|---|---|---|
| | **Update** | Transfer to the vehicle's telephone book all changes made to the telephone book on the mobile telephone since it was last connected. |
| | **Memory selection** | Select whether to copy the telephone book entries from the SIM card, the internal mobile telephone memory[20] or both sources. Changes will only take effect when another **Update** is carried out. |
| | **Sort mode** | Sort the entries by **Surname** or **First name**.[20] |
| **Send own number**[21] | You can set the PREMIUM mobile telephone provision so that your telephone number will either be shown to the other person on their display during a telephone call **Yes**, or not **No**. This function is not supported by all mobile telephone network operators. | |
| | **Depending on the network** | The PREMIUM mobile telephone provision is set to the settings agreed with the service provider. |
| **Ringtone setting**[21] | **Ringtone** | Selection between different ringtones. Mark a ringtone to listen to it. Press the OK button on the multifunction steering wheel to confirm your selection and set the selected ringtone. |
| | **Volume** | Adjustment of the volume between the levels **1** (quiet) and **4** (loud). Select **Quieter** or **Louder** to adjust the volume level in stages. |
| **Telephone settings** | **Provider selection**[21] | This setting allows you to determine whether an available mobile telephone network should be selected automatically or manually. In **Automatic** mode, one of the mobile telephone networks available at the current location will be selected. In the **Manual** mode, a list of available networks will be displayed. It is only possible to select a mobile telephone network which has a roaming connection with the SIM card network operator. Otherwise a message will appear. |
| | **Network mode**[21] | Set network selection to **GSM** or **UMTS** or set to **Automatic** selection. |
| | **SIM mode**[21] | **Change** and **Rename** the SIM mode if the connected mobile telephone has a SIM card with 2 SIM PINs ⇒ page 22. You may need to enter a PIN when changing the SIM mode. |
| | **Telephone mode** | Select whether an already paired mobile telephone should connect to the PREMIUM mobile telephone provision via **premium** telephony or via **hands-free** telephony ⇒ page 10. |
| | **Switch-off time** | Setting to define how long the PREMIUM mobile telephone provision should remain available before the connection to the mobile telephone is closed after the ignition is switched off but the vehicle key is left in the ignition lock. Enter a value between 0 and 60 minutes. The factory setting is 15 minutes. The mobile telephone provision is only switched off if a factory-fitted radio or navigation system is switched off by the "Switch-off time" function. |

[21] If the mobile telephone is connected via premium telephony ⇒ page 11.

| Function | Explanation | |
|---|---|---|
| **GPRS** (General Packet Radio Service)[21] | The GPRS access point can be entered. Details on configuration of the GPRS function can be provided by your network operator. | |
| **Audio mode** [22] | **Telephony only** | At this setting, only telephone calls are relayed to the radio or navigation system. |
| | **Always** | At this setting, all audio events are relayed to the radio or navigation system, e.g. button tones and acoustic warnings on the mobile telephone. |
| **Switch the telephone off**[21] | The UMTS/GSM transmission function of the PREMIUM mobile telephone provision can be fully switched off ⇒ page 15. | |

If, in the **Telephone settings**, the **Network mode** is set to **UMTS**, network availability may be limited if the mobile network provider's UMTS network coverage is insufficient. In areas with insufficient UMTS coverage, it is advisable to set the network mode to **GSM**.

If the provider is selected manually and a DUN connection is active, delays or incomplete provider lists may result.

[22] If the mobile telephone is connected via hands-free telephony ⇒ page 11.

# Abbreviations

| Abbreviation | Definition |
|---|---|
| A2DP | Generic technology for transmission of audio signals via Bluetooth (advanced audio distribution profile) |
| APN | Access Point Name; needed to connect to the cellular network for data. |
| AVRCP | Technology for remote control of a media player via Bluetooth (audio/video remote control profile) |
| DRM | Digital rights management. |
| DTMF | Dual Tone Multiple Frequency |
| DUN | Standard for dial-up Internet connections (Dial-up Networking Profile) |
| GPRS | General Packet Radio Service |
| GSM | Global System for Mobile Communications |
| HFP | Hands-free profile |
| HSPA | High Speed Packet Access; celllar network technology that increases the data throughput beyond UMTS. HSDPA offers downloads with up to 7.2 MBPS and HSUPA increases the uplink speed to up to 5.7 Mbps. |
| MMS | Multimedia Messaging Service |
| PBAP | Technology for access to the telephone book (Phone Book Access Profile). |
| PIN | Personal Identification Number |
| rSAP | Premium telephony, SIM access profile via Bluetooth (remote SIM Access Profile) |
| SIM | Subscriber identity module |
| SMS | Short Message Service (text messaging) |
| UHV | Universal mobile telephone provision (universelle Handy-Vorbereitung) |
| UMTS | Mobile radio communications standard for high data transfer rates (Universal Mobile Telecommunications System) |
| Wi-Fi | Wi-Fi is a trademark of the Wi-Fi Alliance and the brand name for products using WLAN technology based on the IEEE 802.11 family of standards. |
| WLAN | Wireless Local Area Network; radio technology for wireless Internet access of computer and mobile devices like cellular phones, tablets etc. |
| WPS | **Wi-Fi Protected Setup** is a computing standard that attempts to allow easy establishment of a secure wireless network. |
| WPA | **Wi-Fi Protected Access** is a security protocol and security certification program developed by the Wi-Fi Alliance to secure wireless computer networks. |

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