Owner's manual
Golf
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Golf Owner's manual

Volkswagen

# Owner's manual

## Golf

Edition 07.2019

## Vehicle data sticker

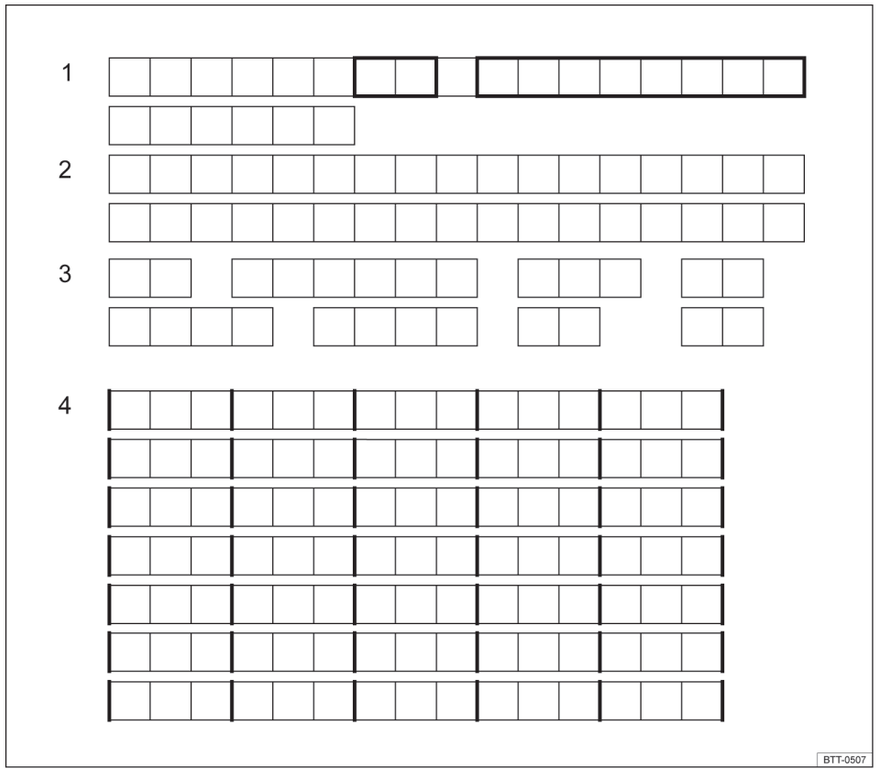


**Fig. 1** 1: Vehicle identification number; 2: Vehicle type, engine power, gearbox type; 3: Engine code, gearbox code, paint number, interior equipment; 4: Optional extras, PR numbers

| **Pre-delivery inspection carried out on:** | **Date of delivery to customer/initial registration:** [a] |
|---|---|
| Volkswagen dealership stamp | Volkswagen dealership stamp |

[a] Whichever comes first.

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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 vehicle for the first time, please read and observe the information in this owner's manual. It will quickly help you to become familiar with your vehicle 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 enjoy driving your new vehicle. Happy motoring.
**Volkswagen AG**

# Infotainment

## Getting started

### Introduction to the topic

The function and settings of the Infotainment system depend on the country and vehicle equipment.

**Before using for the first time**

Before using the device for the first time, please observe the following points so you can make full use of the available functions and settings:

— Observe the basic safety instructions ⚠ → page 190.

— Reset the Infotainment system to factory settings.

— Find your favourite radio stations and store them to station buttons for quick access → page 202.

— Use only suitable audio sources and data media → page 205.

— Pair a mobile device to make calls using the telephone interface → page 212.

— Use current map data for the navigation → page 207.

— Register with Volkswagen We Connect to use the corresponding services → page 177.

**Other applicable documents**

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

— Supplements to the vehicle wallet of your vehicle.

— The operating instructions for the mobile device or audio sources.

— The operating instructions for external data media and playback devices.

— Instructions for any Infotainment accessories subsequently installed or additionally used.

— Service description when using Volkswagen We Connect services.

— Digital operating instructions in the Infotainment system (where available) ◁

### Safety notes

**Please refer to ⚠ and ⓘ on page 190.**

— Some functions may contain links to websites that are operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.

— Some functions may contain external information supplied by third parties. Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.

— The radio stations or owners of the data storage media and audio sources are responsible for the content provided.

— Multi-storey car parks, tunnels, high buildings, mountains, and other electrical devices, e.g. battery chargers, can also impair radio reception.

— Films or metal-coated stickers on the aerial and on the windows can interfere with radio reception.

**⚠ WARNING**

The central computer of the Infotainment system is networked with the control units installed in the vehicle. Incorrect repair or incorrect removal and installation of the central computer therefore lead to an increase risk of accident and injury.

- Never replace the central computer with a used central computer from end-of-life vehicles or from recycling.
- Have the central computer removed and installed or repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

**⚠ WARNING**

The factory-installed radio with integrated hardware is networked with the control units installed in the vehicle. Incorrect repair or incorrect removal and installation of the radio therefore lead to an increase risk of accident and injury.

- Never replace the radio with a used radio from end-of-life vehicles or from recycling.
- Have the radio removed and installed or repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

**⚠ WARNING**

Accidents and injuries can occur if the driver is distracted. Reading information off the screen and operating the Infotainment system can distract you from the road and cause accidents.

- Always drive carefully and responsibly.

**WARNING**

Connecting, inserting or removing data media or audio sources while the vehicle is in motion can distract you from the road and lead to accidents.

**WARNING**

Set the volume so that noises outside the vehicle (e.g. emergency service sirens) can be easily heard at all times.

- Setting the volume too high may damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

**WARNING**

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are not possible or are interrupted:

- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- If you are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is out of order or is not available.
- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile device is flat or has insufficient charge level.

**WARNING**

In some countries and mobile networks, a call for assistance or an emergency call can be made only if a mobile device is connected to the vehicle's mobile phone interface that contains an “unlocked” SIM card with sufficient credit, and if there is sufficient network coverage.

**WARNING**

Read and follow the appropriate operating manuals of the respective manufacturer when using mobile devices, data media, external devices, external audio and media sources.

**WARNING**

Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

**WARNING**

The volume level may suddenly change when you switch the audio or media source or connect a new source.

- Reduce the volume before switching the audio or media source or connecting a new source.

**WARNING**

The limit values for electromagnetic radiation in the vehicle may be exceeded, and thus the health of the driver and vehicle occupants may be endangered when operating a mobile or wireless device without a connection to an external aerial. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 centimetres between the aerials of the mobile device and an active medical implant, since the mobile devices may impair the function of active medical implants.
- Do not carry an operational mobile device close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off mobile devices immediately if you suspect they may be interfering with an active medical implant or any other medical device.

**WARNING**

Mobile devices, external devices and accessories in the vehicle that are not properly secured can be flung though the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Secure any mobile devices and accessories outside the deployment zone of the airbags or stow them safely.

**WARNING**

The centre armrest can obstruct the driver's arm movements. This can cause accidents and severe injuries.

- Always keep the stowage compartment in the centre armrest closed while the vehicle is in motion.

**WARNING**

Unfavourable light conditions and a damaged or dirty screen may result in displays and information not being read or not being read correctly from the screen.

- Displays and information on the screen must never cause you to take safety risks. The screen

is no substitute for full concentration on the part of the driver.

**WARNING**

Radio stations can transmit catastrophe and danger warnings. The following conditions can prevent these warnings from being received or issued:

- If your current location is in an area with no or insufficient radio signal reception. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- If the frequency bands of the radio stations are subject to interference or are not available in areas with adequate radio signal reception.
- If the loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have a sufficient power supply.
- When the Infotainment system is switched off.

**WARNING**

Switch off mobile devices in areas with a risk of explosion.

**WARNING**

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

***NOTICE***

Your mobile device must always be switched off in areas where special regulations apply and when the use of mobile devices is forbidden. The radiation produced by the mobile device when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

***NOTICE***

The loudspeakers may be damaged if the volume is too high or the sound is distorted. ◁

## Notes on use

**Please refer to ⚠ and ⓘ on page 190.**

— The Infotainment system needs a few seconds for a complete system start and does not respond to inputs during this time. During system startup, only the rear view camera image can be displayed.

— The Infotainment system needs to start up completely before all displays are available and before it is possible to run functions. The duration of a system start depends on the functional scope of the Infotainment system and can also take longer than usual particularly at low and high temperatures.

— When using the Infotainment system and the corresponding accessories, such as a headset or earphones, please observe the country-specific regulations and legal requirements.

— Some Infotainment functions require an active We Connect user account for the vehicle and an online connection to the Internet. The data transfer must not be restricted for the execution of the functions.

— Lightly pressing the buttons or touching the touchscreen is sufficient to operate the Infotainment system.

— To ensure that the Infotainment system works properly, it is important to make sure the system is switched on and that the correct date and time are set in the vehicle – where available.

— A missing function button on the screen does not constitute a fault in the unit; it corresponds to the country-specific equipment.

— Some functions of the Infotainment system are available only when the vehicle is stationary. In some countries, the selector lever must additionally be in parking position **P** or neutral position **N**. This is not a malfunction, but simply a legal requirement.

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

— Switch the ignition on before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.

— Changes to settings may cause the display content to vary and some aspects of the Infotainment system operation to differ from the descriptions given in this manual.

— Repairs and modifications to the Infotainment system should be carried out only by a qualified

workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

— Using a mobile device in the vehicle may cause noise from the speakers.

— In some countries, the Infotainment system is automatically switched off when the engine is switched off and when the 12-volt vehicle battery charge level is low.

— In certain vehicles with Park Distance Control, the volume of the current audio source is lowered automatically when reverse gear is engaged. It is possible to lower the volume.

— Information on the included software and the licence conditions is stored under: ▶ Setup ▶ Copyright.

— If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the SD card, external audio sources and data media are removed where applicable.

## Start screen HOME

**Please refer to ⚠ and ⓘ on page 190.**

You can configure the layout of the tiles, views and displays on the start screen of the display and operating unit or have them positioned on the basis of factory layout templates.

If a tile is not present, this is not a fault but corresponds to the country-specific equipment of your vehicle.

The following main menus may be included as tiles on the start screen:

| Main menus on the start screen | |
|---|---|
| | Alexa (not available in all countries) |
| | Background lighting |
| | App-Connect → page 183 |
| | Apps |
| | Driver assist systems → page 133 |
| | e-Manager |
| | Vehicle |
| | Help: here you can find further information on the functions and operation of the Infotainment system. |

| Main menus on the start screen | |
|---|---|
| | Air conditioning → page 106 |
| | Sound → page 198 |
| | Media Control |
| | Navigation → page 207 |
| | Users, User management → page 176 |
| | Podcasts |
| | Radio/Media → page 202, → page 205 |
| | Settings → page 198 |
| | Auxiliary heater → page 110 |
| | Telephone → page 212 |

## Technical data

**Please refer to ⚠ and ⓘ on page 190.**

**Radio with integrated hardware (8.25")**

The radio installed in the vehicle at the factory contains country-specific components and software for connectivity and for execution of Infotainment, convenience and vehicle functions.

The corresponding displays are shown on the screen of the radio and in some cases in the instrument cluster and head-up display.

— Capacitive colour screen:

  — 8.25-inch variant, TFT display, WVGA: 1,082 x 480 pixels.

— Device operation by touching the screen, rotary/push knob, menu control and buttons on the multifunction steering wheel.

**Central computer with display and operating unit (10")**

The central computer installed in the vehicle at the factory contains country-specific components and software for connectivity and for execution of Infotainment, convenience and vehicle functions.

The corresponding displays are shown on the screen of the display and operating unit and in some cases in the instrument cluster and head-up display.

— Capacitive colour screen:

  — 10-inch variant, TFT display, HD: 1,280 x 720 pixels.

— Device operation by:
  — Sensor fields. Touch operation.
  — Buttons on the multifunction steering wheel.
  — Proximity sensor (driver/front passenger detection, gesture control).

**Convenience and vehicle functions**

— Settings for driver assist systems
— Settings for heating and air conditioning system.
— Settings for light and vision functions.
— Settings for convenience functions.
— Settings for parking and manoeuvring ◁

## Sound system

**Please refer to ⚠ and ⓘ on page 190.**

**Basic equipment:**

The Infotainment system available from the factory is equipped as follows:

— Two to four loudspeakers, in different installation locations.
— Amplifier output power, max. 5 x 20 watts.
— Setting options:
  — Treble, Mid, Bass.
  — Volume distribution front, rear and left, right (balance, fader).

**Optional sound system**

The Infotainment system can be extended as follows by an optional sound system:

— Up to 9 loudspeakers, in different installation locations and with different power ratings (watt).
— External amplifier (DSP-Ethernet).
— Separate subwoofer.
— Setting options:
  — Equaliser, Treble, Mid, Bass.
  — Volume distribution front, rear and left, right (balance, fader).
  — Seat-dependent sound optimisation (sound focus).
  — Subwoofer volume.
  — Surround settings. ◁

## Connectivity

**Please refer to ⚠ and ⓘ on page 190.**

**Wi-Fi (only for 10")**

— Wi-Fi in accordance with IEEE 802.11 a/b/g/n/ac.
— Transfer in 2.4 GHz and 5 GHz.
— Three Wi-Fi modes simultaneously:
  — Tethering (2.4 or 5 GHz),
  — 2.4 GHz access point,
  — 5 GHz access point.
— Wi-Fi aerial.
  — One multiband aerial each for 2.4 and 5 GHz.
— Up to 8 Wi-Fi devices can be connected simultaneously.
— Internet connection via Wi-Fi:
  — Tethering via customer telephone,
  — Hotspot for clients in the vehicle.
— Apple CarPlay via Wi-Fi.
— Audio and video streaming via Wi-Fi
— Simplified coupling process via WPS, NFC or QR code.

**Bluetooth® profiles**

A maximum of three Bluetooth® devices can be connected at the same time.

The Infotainment system is delivered with a version 4.2 Bluetooth® interface.

These Bluetooth® profiles may be present:

— HFP 1.7 (Hands-Free Profile)
  — Telephony and speakerphone.
— A2DP 1.3 (Advanced Audio Distribution Profile).
  — Music playback.
— AVRCP 1.6 (Audio Video Remote Control Profile)
  — Display and operation of music playback.
  — Transmission of Cover Arts.
— PBAP 1.2 (Phone Book Access Profile)
  — Access to phone book and call lists.
— MAP 1.3 (Message Access Profile)
  — Access to SMS and e-mail.
— SSP 1.2 (Serial Port Profile).
  — Serial data transmission via Bluetooth®. ◁

## Overview and controls: 10 inch

Please refer to ⚠ and ⓘ on page 190.

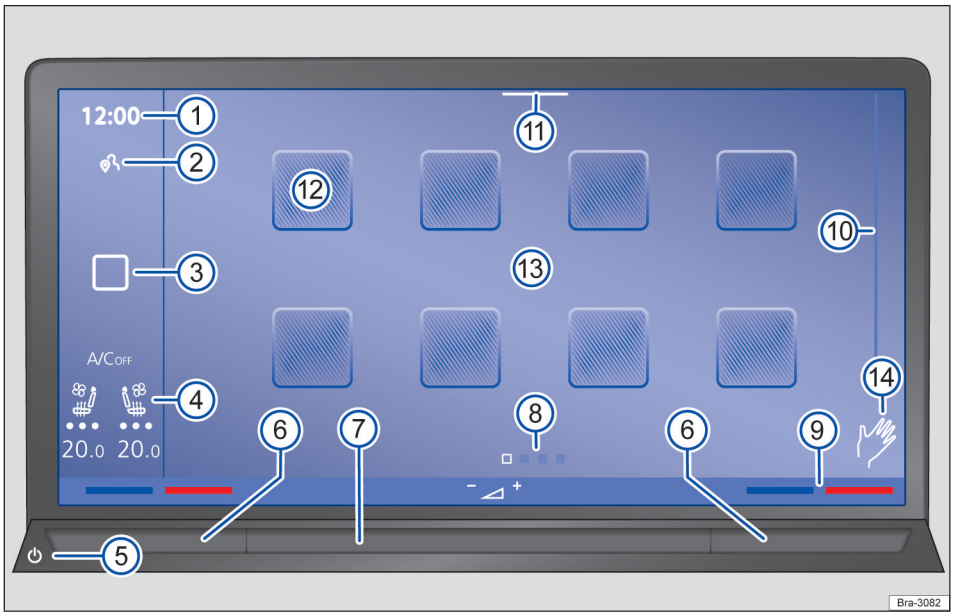


**Fig. 129** Overview: display and control unit of the 10 inch version (10").

1. Time.
2. Status of privacy settings with number of possible notifications.
3. HOME button: ☐.
4. Status display for seat heating and seat ventilation.
5. Sensor field (Infotainment system on or off).
6. Touch slider for temperature.
7. Touch slider for volume.
8. Views (the current view is highlighted).
9. Temperature display (adjustment via 6).
10. Scroll bar.
11. Drop-down menu.
12. Function buttons for main menus (tiles).
13. Screen (touchscreen).
14. Gesture control is switched on.

Further information and tips on operating the Infotainment system can be found at
→ page 197, *Operating the Infotainment system*.

**3 HOME button: ☐**

Opens the start page.

— Touch ☐.

**5 Sensor field (on or off)**

Switches the Infotainment system manually on and off.

— Touch the sensor field.

**6 Touch slider for temperature**

Touch slider for the driver position, touch slider for the front passenger position.

— Swipe to the left to reduce the temperature.

— Swipe to the right to increase the temperature.

**7 Touch slider for volume**

— Swipe to the left to reduce the volume.

— Swipe to the right to increase the volume.

### (8) Views

Submenus and functions have several views with different content. Active views are marked by being highlighted in colour.

— Touch a marking to change the view.

— Swipe left or right across the screen to switch between views.

### (10) Scroll bar

Some menus and functions have further content above or below the current screen view.

— Touch the scroll bar and pull it up or down.

### (11) Drop-down menu

Further function buttons for functions and notifications can be found in the drop-down menu. Displayed functions can be configured → page 198.

— Touch a marking and pull it down to open the drop-down menu.

### (12) Function buttons for main menus (tiles)

Open the main menus using the function buttons. The position of the function buttons can be configured → page 198.

— Touch to open a main menu, e.g. for the telephone interface.

### (13) Screen

Operate the functions of the Infotainment system via the screen. A detailed description of the various finger movements can be found in the digital instructions.

— Touch ▢ ▶ ⓘ ▶ ♡ ▶ Operation.

## Overview and controls: 8.25 inch

**Please refer to ⚠ and ⓘ on page 190.**

**Fig. 130** Overview: radio of the 8.25 inch version (8.25").

(1) Rotary/push knob.

(2) Time.

(3) Status of privacy settings with number of possible notifications.

④ HOME button: ▢.
⑤ Status display for seat heating and seat ventilation.
⑥ Function buttons for main menus (tiles).
⑦ Drop-down menu.
⑧ Screen (touchscreen)
⑨ Views (the current view is highlighted).
⑩ Scroll bar.
⑪ Menu control.

### ① Rotary/push button

— Press to switch the Infotainment system on or off.
— Turn to the left to reduce the volume.
— Turn to the right to increase the volume.

### ⑥ Function buttons for main menus

Open the main menus using the function buttons. The position of the function buttons can **not** be configured.

— Touch to open a main menu, e.g. ✆ for the telephone interface.

### ⑧ Screen

Operate the functions of the Infotainment system via the screen. A detailed description of the various finger movements can be found in the digital instructions.

— Touch HOME ▶ ⓘ ▶ ♡ ▶ Operation.

### ⑪ Menu control

— Turn to control the selection in lists.
— Turn to confirm a selection. ◁

## Operating the Infotainment system

**Please refer to ⚠ and ⓘ on page 190.**

Carry out functions and settings via the controls of the Infotainment system.

Depending on equipment, the Infotainment system has different controls:

— Touchscreen.
— Sensor fields outside the screen, e.g. MENU.
— Function buttons, e.g. RADIO or PHONE.
— Rotary/push knob.
— Menu control.

### Opening the Quick Guide

You can find further information and tips for operation in the Quick Guide of the Infotainment system.

— Touch HOME ▶ ⓘ ▶ ♡.

### Switching the Infotainment system on and off

Provided that it has not been switched off manually, the Infotainment system is switched on when the ignition is switched on.

The Infotainment system starts at the last selected volume setting, provided that this does not exceed the preselected maximum switch-on volume.

The Infotainment system switches off automatically when the vehicle key is removed from the ignition lock.

ℹ The Infotainment system switches off automatically when you open the driver door with inactive ignition.
If you switch on the Infotainment system manual when the ignition is inactive, it will switch off automatically after around 30 minutes.

### Scrolling through lists, switching tracks

Select the desired function, setting or track of the Infotainment system via the touchscreen or menu control.

### Moving objects, adjusting volume

Move objects on the screen to adjust settings, e.g. of sliders, or to move areas of a menu.

Personalise menus and views depending on equipment → page 198.

### Zooming images and maps in and out

*Recommendation: use thumb and index finger.*

— Touch the map simultaneously with two fingers and leave your fingers on the screen.
— To zoom in views, move your fingers slowly apart.
— To zoom out views, move your fingers slowly towards each other. ◁

## Personalising the Infotainment system

Please refer to ⚠ and ⓘ on page 190.

Personalise the menus and views of the Infotainment system to permit faster access to favourite or frequently used functions.

Function buttons for accessing further menus and functions are located in the HOME menu. Adapt the positions of the function buttons.

You can reach the quick access options for certain functions via the drop-down menu. Adapt the displayed functions.

Configure personal menus and the displayed functions to adapt the Infotainment system to your needs.

— For further tips and information on personalisation, touch HOME ▶ ⓘ ▶ ♡ ▶ Custom.

### Adapting the HOME menu

1. Touch a menu and keep your finger on the screen until the menu is visibly highlighted.
2. Move the menu to the desired position and then take your finger off the screen.

### Configuring personal menus

You can find the personal menus in the different views via the HOME menu of the Infotainment system → page 197. Remove or add menus via the configuration function.

1. Touch a function button in a personal menu and keep your finger on the screen until an additional window opens.
2. Touch ✎ ▶ ⊕ to open the configuration function.
   — Touch the desired template to add a new menu. New personal menus are created without functions.
   — Touch ⊗ to remove a menu.
3. Touch ✎ to close the configuration function.
4. Add functions to a new menu → page 198.
5. Touch a free area on the screen to return to the personal menu.

ⓘ At least two personal menus are always available. These cannot be removed.
You can add a maximum of two further personal menus (maximum of four personal menus in total).

### Adapting personal menus

1. Touch a function button in a personal menu and keep your finger on the screen until an additional window opens.
2. Touch the function button to which you would like to add a function.
3. Touch the desired function in the additional window. Various functions are available depending on the size of the function button.
4. Touch a free area on the screen to return to the personal menu.

ⓘ More functions are available for some function buttons than are visible at first glance in the additional window. To find all functions, swipe to the left or right in the additional window.

### Adapting the drop-down menu

1. Touch a function and keep your finger on the screen until an additional window opens.
2. Touch the desired function in the additional window and keep your finger on the screen until the function is visibly highlighted.
3. Move the function to the desired position and then take your finger off the screen. The active function is automatically removed from the drop-down menu and added to the additional window.

ⓘ More functions are available for the drop-down menu than are visible at first glance in the additional window. To find all functions, swipe to the left or right in the additional window. ◁

## Settings (system, sound)

Please refer to ⚠ and ⓘ on page 190.

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

### Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.

| Symbol, meaning | |
|---|---|
| ☑ / ◉ | The setting is selected and activated or switched on. |

| Symbol, meaning | |
|---|---|
| ☐ ○ | The setting is not selected or deactivated or switched off. |
| ▽ ∨ | Open the drop-down list. |
| + | Increase the setting values. |
| − | Decrease the setting values. |
| < | Gradually back. |
| > | Gradually forwards. |
| ▭ | Change setting values with the slider control (infinitely variable). |

**Sound settings**

Opening the sound settings:

10": Home button ▶ Sound .

8.25": MENU ▶ Sound.

The following functions, information and setting options may be available in the sound settings:

— Equalizer.

— Position.

— Volume.

— Settings.

**System settings**

Opening the system settings:

10": Home button ▶ Settings.

8.25": MENU ▶ .

The following functions, information and setting options may be available in the system settings:

— Screen.

— Time and date.

— Language.

— Additional keyboard languages.

— Units.

— Voice control.

— Wi-Fi.

— Data connection.

— Manage mobile devices.

— Reset to default settings.

— System information.

— Copyright.

— Configuration assistant.

**Adjusting the volume of external audio sources**

If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.

If the sound from the external audio source is **too quiet**, increase the **output volume** of the external audio source. If this is not sufficient, set the **input volume** to Medium or Loud.

If the sound from the connected external audio source is **too loud or distorted**, lower the **output volume** on the external audio source. If this is not sufficient, set the **input volume** to Medium or Quiet. ◁

## Cleaning the screen

**Please refer to ⚠ and ⓘ on page 190.**

Remove stubborn dirt carefully and without using aggressive cleaning agents.

Observe the checklist when cleaning the screen:

✓ Infotainment system is switched off.

✓ Use a soft, clean cloth that is moistened with water.

**OR:** use a cleaning cloth available from Volkswagen dealerships.

✓ *In the case of stubborn dirt*: moisten dirt with only a little water and allow to soak in. Then carefully remove with a clean, soft cloth.

**NOTICE**

You can damage the screen if you clean the screen with the wrong cleaning agents or when the screen is dry.

- Use only gentle pressure.
- Do not use aggressive or solvent-based cleaning products. These cleaners may damage the Infotainment system and “dull” the screen. ◁

## Trademarks, licences, copyright

**Please refer to ⚠ and ⓘ on page 190.**

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| | | |
|---|---|---|
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| Bluetooth | MirrorLink | |

**Copyright law**

Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe the legal requirements. ◁

# Voice control

## Introduction to the topic

Voice control works online and offline.

Voice commands are recorded more accurately in online mode because more data are available.

Voice control understands questions and statements without the need to learn voice commands. The voice commands can be freely formulated and colloquial. You can find suggested voice commands in the Infotainment system.

The functions are reduce in offline mode.

Loud interior and exterior noises can cause malfunctions and misleading sentences and answers.

Voice control recognises only voice commands in the language set in the Infotainment system.

Test voice control while the vehicle is stationary before starting a journey in order to familiarise yourself with the function.

**Seat-based voice control**

Voice control uses additional microphones to detect whether the driver or passenger is speaking. This enables you to access seat-related functions in the supported online languages, e.g. switching on the seat heating.

**Opening suggested voice commands**

— Touch HOME ▶ ? ▶ .

**Supported languages, market-dependent**

— *Online and offline*: German, American English, British English, French, Italian, Spanish, Czech.

— *Offline*: Bulgarian, Danish, Finnish, Canadian French, Greek, Japanese, Korean, Dutch, Polish, Portuguese, Brazilians Portuguese, Russian, Swedish, Mexican Spanish, Turkish.

**Prerequisites**

✓ *Online and offline*: voice control with corresponding Infotainment system is installed in the vehicle.

✓ *Online*: valid We Connect Plus contract is activated. ◁

## Activation word and voice commands

**Please refer to ⚠ and ⓘ on page 190.**

**Activation word for voice control**

If you have activated the control by means of an activation word, the activated Infotainment system scans the words spoken in the vehicle for the activation word. The activation word depends on the language set in the Infotainment system.

Apart from scanning for the activation word, there is no recording and no transmission of anything spoken in the vehicle.

Voice control starts when the Infotainment system recognises the activation word → page 201.

### Switching the activation word on and off

1. Touch HOME ▶ ⚙ ▶ **Voice control** ▶ **Activation word.**

If the activation word is switched off, the voice control cannot be activated via the activation word. Voice control remains available via the button in the multifunction steering wheel or the VOICE function button in the Infotainment system. Availability depends on the country and vehicle equipment.

| Activation word in national languages | |
|---|---|
| BG | Здравей Volkswagen |
| BR | Olá Volkswagen |
| CDN | Bonjour Volkswagen |
| CZ | Ahoj Volkswagen |
| D | Hallo Volkswagen |
| DK | Hej Volkswagen |
| E | Hola Volkswagen |
| F | Salut Volkswagen |
| FIN | Hei Volkswagen |
| GB | Hello Volkswagen |
| GR | Γεια σου Volkswagen |
| I | Ciao Volkswagen |
| J | こんにちは Volkswagen |
| MEX | Hola Volkswagen |
| N | Hallo Volkswagen |
| NL | Hallo Volkswagen |
| P | Olá Volkswagen |
| PL | Cześć Volkswagen |
| ROK | 안녕하세요 Volkswagen |
| RUS | Привет Volkswagen |
| S | Hej Volkswagen |
| TR | Merhaba Volkswagen |
| USA | Hello Volkswagen |

### Voice commands

To ensure that the voice control recognises voice commands reliably, follow the tips for successful voice commands.

**Tips for successful voice commands**

- ✓ Clear pronunciation. Unclear voice commands are not recognised.
- ✓ Speak at normal volume. Speak slightly louder at higher speeds.
- ✓ Avoid outside noises. Open windows and doors may hinder voice control.
- ✓ Avoid background noise, such as conversations in the vehicle.
- ✓ Do not point the airflow from the vents towards the microphones or vehicle roof.
- ✓ No over emphasis or strong dialects.
- ✓ No long pauses when speaking.

Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname to ensure it is reliably recognised from the telephone book. ◁

## Starting and stopping voice control

**Please refer to ⚠ and ⓘ on page 190.**

Depending on the vehicle equipment, you can start voice control by different methods.

Voice control is active and will recognise the spoken words.

### Starting the voice control function

— *Voice activation*: say the activation word for voice control. Pay attention to the national languages of the activation words → page 200.

— *Multifunction steering wheel*: press the voice control button → page 10.

— *Infotainment system*: touch VOICE.

Voice control is automatically ended when you use functions on the Infotainment system, activate the parking system or when voice outputs occur, e.g. incoming calls or traffic announcements.

In some cases, the voice control function of the connected mobile device can be started by pressing and

holding the voice control button or the VOICE button.

**Ending voice control manually**

— Voice control can be cancelled by means of a voice command.

— *Multifunction steering wheel*: press the voice control button twice in succession. ◁

# Radio mode

## Introduction to the topic

In radio mode, you can receive available radio stations on different frequency bands and store your favourites to station buttons for quick access.

The available reception types and frequency bands depend on the equipment and country. Frequency bands may be discontinued, deactivated or no longer offered in individual countries.

**Opening the RADIO menu**

1. HOME ▶ ♫ ▶ .

**Accessing settings**

1. HOME ▶ ♫ ▶ ⚙ ▶ Radio.

**Online functions in radio mode**

Online functions in radio mode are only available under the following conditions:

— We Connect or We Connect Plus equipment.

— You have an active We Connect user account.

— Vehicle is assigned to your user account.

— You have purchased a corresponding data package from the In-Car-shop or can use data from your own mobile device via a Wi-Fi hotspot.

— Streaming services always require an existing account with the relevant provider.

The radio stations are responsible for the content of the information sent.

Additional electrical devices connected in the vehicle can interfere with reception of the radio signal and cause noises in the loudspeakers.

Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial. ◁

## Equipment scope and radio symbols

**Please refer to ⚠ and ⓘ on page 190.**

**Radio**

The available functions and the possible reception modes and frequency band depend on the vehicle equipment and country.

— AM tuner.

— FM dual tuner (diversity aerial).

— Combined station list.

  — Combination of DAB and FM stations in one list.

— Combined preset list.

  — Combination of all stations stored to station buttons in one list.

  — 36 station buttons as storage locations for favourites.

— Station logos.

— Aerial amplifier.

— DAB/DAB+.

— DAB Slideshow.

  — Stationary images are transmitted parallel to the current broadcast.

— Hybrid Radio.

— Internet Radio.

**General symbols in radio mode**

| | |
|---|---|
| **AM** | Select AM frequency band. |
| **FM/DAB** | Select FM/DAB frequency band. |
| **Internet Radio** | Select Internet Radio reception mode. |
| < | Select previous station from the station list or station on previous station button. |
| > | Select next station from the station list or station on next station button. |
| ♡ | Display station buttons. |
| ☆ | Station already stored to a station button in a station list. |
| TP | Traffic news monitoring (TP) is activated. |
| No TP | The selected traffic news station is not available. |
| AF off | Automatic station tracking is switched off. |
| RDS off | Radio Data System (RDS) is switched off. |

### Symbols in the FM/DAB frequency band

Display frequency band for manual selection of FM frequency.
Possible only if the combined station list is switched off.

No DAB reception possible.

DAB station supports slideshow.

Slideshow is not available for the DAB station.

### Symbols in the AM frequency band

Update station list manually.

Display frequency band for manual selection of AM frequency.

### Symbols in Internet Radio mode

Open full-text search.

Display recently listened to internet radio stations.

TOP 100 Display 100 most frequently listened to internet radio stations.

Display available internet radio podcasts.

Display internet radio stations from the desired country.

Display internet radio stations that broadcast in the desired language.

Display internet radio stations who broadcast programmes from the desired genre.

## Tuning, selecting and storing stations

**Please refer to ⚠ and ⓘ on page 190.**

### Selecting a frequency band

Before selecting a station, you must first select a frequency band or reception mode. Different stations are available depending on the selected frequency band or reception mode.

The available frequency bands and reception modes depend on the vehicle equipment and country.

1. Touch **Source** to open the list of frequency bands and reception modes.
2. Select frequency band or reception mode:
   — AM.
   — FM/DAB.
   — FM (for devices without DAB support).
   — Internet Radio.
   — Satellite radio.

### Searching for and selecting stations

You can select radio stations in different ways. The possibilities vary depending on frequency band and reception mode.

#### Selecting via frequency band (AM and FM)

1. Display frequency band.
2. Touch the cursor, move on the frequency band and release at the desired frequency.
3. **OR:** touch a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

The station at the set frequency is set.

#### Selecting from station list (AM and FM/DAB)

The station list shows the stations that can currently be received. In the AM frequency band it may be necessary to manually update the station list if you have left the corresponding region since you last opened the station list. The station list is updated automatically in the FM/DAB frequency band.

1. Open the station list.
2. Touch the desired station.

The selected station is set. In the case of FM/DAB, the best reception mode is selected automatically according to availability of the station.

#### Searching for and filtering stations (Internet Radio)

In Internet Radio mode, it is possible to filter stations according to categories or search for stations by means of a full-text search.

1. Open the station selection.
2. Select the category according to which you wish to filter the stations.
3. **OR:** touch 🔍 to start the full-text search. The input field is displayed.
4. Enter the name of the desired station. The list of found stations is automatically updated during input.
5. Touch the desired station.

The selected station is set.

#### SCAN Searching in SCAN mode (AM and FM/DAB)

In SCAN mode, the stations of the frequency band are automatically set successively and played for approx. 5 seconds in each case.

1. Touch SCAN at the right display edge.

   The SCAN function starts and the currently set station is shown on the display. A SCAN function button is displayed next to this.

2. To select a station, touch SCAN again.

The SCAN function stops and the station is set.

### ♡ Storing stations to station buttons

You can store up to 36 stations from different frequency bands and reception modes as favourites on station buttons.

1. Set the desired station.
2. Open the station buttons.
3. Touch ⊕.

   **OR:** touch an already assigned station button and hold for approx. 3 seconds.
4. **OR:** touch and hold a station in the station list. The station buttons are displayed.
5. Touch station button.

The station is stored to the selected station button.

If a station was already stored on the station button, this station will be removed from the station button and replaced by the new station. ◁

## Special functions in radio mode

**Please refer to ⚠ and ⓘ on page 190.**

### TP (Traffic Programme)

The TP function monitors the reports from a set traffic news station and automatically outputs them during radio operation or media playback. Reception of a traffic news station must be possible for this.

Some stations that do not broadcast their own traffic news support the TP function through a corresponding traffic news station (EON).

In the AM frequency band or media mode, the system will always automatically tune to a traffic news station in the background if one is available.

If no traffic news station can be received, **No TP** will be shown on the display. The unit automatically searches for a receivable traffic news station. As soon as a new traffic news station can be received, the status in the display changes to **TP** again.

Traffic news stations are not available in all countries.

#### Switching on the TP function

— In radio or media mode, touch ⚙ ▶ Radio and activate Traffic programme (TP).

### Internet radio

Internet radio is a reception mode for internet radio stations and podcasts which is independent of AM, FM and DAB. Due to transmission via the internet, reception is not regionally restricted.

Internet radio is available only when the Infotainment system has an active internet connection. Costs may be incurred for data transmission from the internet when using Internet Radio mode.

### Hybrid Radio

When Hybrid Radio is switched on, the radio switches to the same station in Internet Radio mode when reception in the FM/DAB frequency band is poor.

Depending on setting, this changeover takes place automatically or must be confirmed after the corresponding query on the display.

**(WEB)** is displayed next to the station name as long as the station is being received in Internet Radio mode.

The radio automatically switches to the FM/DAB frequency band as soon as the station can be received again via FM/DAB.

#### Activating Hybrid Radio

— In the FM/DAB frequency band, touch ⚙ ▶ Advanced settings and activate ☑ Additional online data.

— In Internet Radio mode, touch ⚙ and set the audio quality for internet radio reception to High or Low.

### Station logos

Station logos may be pre-installed for some frequency bands in the Infotainment system.

If Autoselect station logos is activated in the settings in the FM/DAB frequency band, the station logos will be automatically assigned to the stations.

In Internet Radio mode, the Infotainment system accesses station logos from an online database and automatically assigns them to the stations.

#### Manually assigning station logos

— In FM/DAB mode, touch ⚙ ▶ Radio ▶ Station logos.

— Select the station to which you wish to assign a station logo.

— Select station logo.

— Repeat the process for further stations if desired.

— End assignment of station logos with ↩. ◁

# Media mode

## Introduction to the topic

In media mode, you can play media files from data media and streaming services on the Infotainment system.

With some equipment levels, the following data media can be used:

— USB storage device (e.g. USB stick, mobile telephone connected by USB).

— Bluetooth® device (e.g. mobile telephone, tablet).

With some equipment levels, the following types of media files can be played back:

— Audio files (e.g. music, audiobooks).

— Video files.

You can also use streaming services. The availability of streaming services depends on the equipment and the country.

To use streaming services, you require a separate user account for each service.

**Opening the MEDIA menu**

1. HOME ▶ ♫ ▶ Browser .

**Accessing settings**

1. HOME ▶ ♫ ▶ ⚙ ▶ Media.

**Restrictions and notes on data media**

Dirty, overheated or damaged data media may be unusable. Observe the manufacturer's instructions.

Differences in the quality of data media from different manufacturers can interfere with media playback.

Incorrect configuration of a data medium can render it unreadable.

The read time of data media can be increased by the storage capacity, usage state (copying and deletion processes), file system, folder structure, and the amount of stored data.

Playlists simply specify a playback sequence. They link to the location of the media files within the folder structure. There are no media files stored in a playlist. To play a playlist, the media files must exist in the locations on the data medium referenced by the playlist.

No liability can be accepted for damaged or lost files on data media. ◁

## Equipment features and media symbols

**Please refer to ⚠ and ⓘ on page 190.**

**Audio, media, connectivity:**

— Media playback and media control via Bluetooth.

— Audio playback in the following formats:

  — AAC

  — ALAC

  — AVI

  — FLAC

  — MP3

  — MP4

  — WMA

— Video playback in the following formats:

  — MPEG-1 and MPEG-2 (.mpg, .mpeg)

  — ISO MPEG4; DivX 3, 4 and 5 Xvid (.avi)

  — ISO MPEG4 H.264 (.mp4, .m4v, .mov)

  — Windows Media Video 10 (.wmv, .asf)

— Cross-device playlists.

— Cross-source media database:

  — The data of all media sources connected to the Infotainment system are stored in a media database.

— Media streaming (online)

— Media search.

**Symbols for media sources**

♫ Select My media as the media source. Connected devices can be selected under My media.

Select a device connected via Bluetooth® as media source.

Set up available streaming services. Already set up streaming services will be displayed in the list of media sources with their own logo.

**General symbols in media operation**

▷ Start playback.

|| Pause playback.

< Go to previous track.

> Go to next track.

Repeat current track.

Repeat all tracks.

Activate shuffle mode.

Show favourites list.

Go back to higher-level folder of the media source.

**Symbols for categories and groups of media files**

Music tracks.

Videos.

Playlists.

Albums.

Artists.

Genre.

Podcasts.

Audio books.

**Symbols for video playback**

Play video in full-screen mode.

Minimise playback.

## Selecting and playing a media source

**Please refer to ⚠ and ⓘ on page 190.**

**Selecting a media source**

Before playing media files you must first connect a media source.

An internet connection must be available in order to use streaming services.

1. Connect an external media source (if playback from an external media source is desired).
2. Select the connected media source that is to be used for playback.

**▷ Playing audio and video files**

You can search for and play media files from an available media source in various ways.

**Searching in the folder structure**

All media files of USB devices are filtered according to categories (e.g. album, artist, track). This category view is always displayed in My media. The classic folder structure of the individual USB data storage devices is additionally located under My media.

1. Show folder structure.

   The folder structure of the selected media source is displayed. If My media is selected, categories (music, videos, playlists) and connected media sources are displayed first.
2. Search through the folder structure for the desired track.
3. **Or:** touch 🔍 to start the full-text search. The input field is displayed.
4. Enter the name of the desired track. The list of found tracks is automatically updated during input.
5. Touch the desired track.

   If the selection is located in a folder on a media source at the start of playback, the media files located in this folder will be added for playback.

   If a playlist is played, all available tracks in the playlist will be added for playback.
6. Close the selection with ✕.

**Selecting favourites**

You can save individual tracks, genres, artists and albums as favourites.

1. Open favourites.
2. Touch the desired favourite.

Depending on the selection, all tracks that belong to the favourite added for playback.

**Setting up streaming services**

Depending on the vehicle equipment, you can use streaming services directly via the Infotainment system. For this you require an existing user account with the respective streaming service and must log in on the Infotainment system with this account. An internet connection is also required to use these services.

1. Select Streaming as the media source.

   A list of available streaming services is displayed.
2. Select the desired streaming service.

   An input field for input of the login data is displayed.
3. Enter the login data of the desired user account and confirm.

   The streaming service is added to the list of media sources as a new function button.

**Saving favourites**

Only media files that are stored in the internal memory (Jukebox) of the Infotainment system can be

saved as favourites. You can save individual tracks, albums, artists and genres.

1. Start playback.
2. Open favourites.
3. Touch ⊕.

   **Or:** touch an already assigned favourite location and hold for approx. 3 seconds.
4. Choose from the selection list:

   — Track.

   — Album.

   — Artist.

   — Genre.

   — Playlist.

The selection is saved as a favourite at the selected favourite location. If the favourite location was already assigned, the previously stored favourite is overwritten.

The selection options in the selection list depend on the data attached to the media file. If no genre is specified for music files, for example, the genre cannot be saved as a favourite.

If a video file is currently being played, only this video can be saved as a favourite. ◁

## Entertainment playback via the Infotainment system

**Please refer to ⚠ and ⓘ on page 190.**

The Infotainment system can be used to play music and videos.

### Video operation

In video mode, the Infotainment system display can play a video from a data medium, from internal memory, or from a streaming service. The video audio is relayed via the vehicle loudspeakers.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. The video audio can continue to be heard.

A stable Internet connection is required for playback via a streaming service. Costs may be charged by the mobile operator. ◁

# Navigation

## Introduction to the topic

A global satellite system calculates the current vehicle position. Sensors in the vehicle analyse busy routes. All measurements and potential traffic reports are compared with the available map material to ensure optimum navigation to the destination.

Acoustic navigation announcements and visual guidance direct the driver to the destination.

The navigation is operated on the screen.

Depending on the country, some Infotainment functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

**⚠ WARNING**

Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.

ⓘ The navigation may recalculate the route if the driver misses a turning.

ⓘ The quality of the navigation recommendations depends on the navigation data available and any reported traffic jams.

### Navigation announcements

Navigation announcements are acoustic driving instructions for the current route.

The type and frequency of navigation announcements depends on the driving situation, e.g. starting route guidance, driving on a motorway or gyratory system, and the settings.

A navigation announcement informing you that you have reached the destination area is given if the exact destination cannot be reached, e.g. because it is located in a non-digitised area. In addition, notes on the direction and distance to the destination are displayed on the screen.

During dynamic route guidance, you receive information about reported traffic jams on the route. An additional navigation announcement is given if the route is recalculated due to traffic jams → page 211.

The volume of a navigation announcement can be adjusted during output of the announcement. All other navigation announcements are then given with this volume setting.

ⓘ Navigation announcements are not given if the Infotainment system has been muted.

### Restrictions during navigation

When the Infotainment system cannot receive any data from GPS satellites, e.g. in a tunnel or underground car park, navigation can still continue using the vehicle sensors.

In areas that are not or are not completely included in the Infotainment memory, the Infotainment system will also try to enable route guidance.

If navigation data are unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

Road navigation is subject to continuous changes, e.g. new roads, road works, road closures, changes in the road names and house numbers. In the case of obsolete navigation data, there may be errors or inaccuracies during navigation.

### Controlling the navigation map

For optimal viewing, you can also operate the navigation map with advanced finger movements.

Advanced operation is available depending on the equipment.

#### Moving the map

*Recommendation: use your index finger.*

— Use your finger to move the map.

#### Zooming in

*Recommendation: use your index finger.*

— Touch the map twice to zoom in on a particular position.

#### Zooming out

*Recommendation: use your index and middle finger.*

— Touch the map with two fingers simultaneously.

#### Changing view

*Recommendation: use your index finger.*

— Touch the map twice and hold your finger on the screen.

— Move your finger upwards to zoom out from the map view. Move your finger downwards to zoom in on the map view.

#### Changing view

*Recommendation: use thumbs and index finger.*

— Touch the map with two fingers simultaneously and hold them down.

— Move your fingers together to zoom out from the map view. Move your fingers apart to zoom in on the map view.

#### Tilting the view

*Recommendation: use your index and middle finger.*

— Touch the map with two fingers horizontal to each other and hold them down.

— Move your fingers upwards to tilt the map view forwards. Move your fingers downwards to tilt the map view backwards.

#### Rotating the map

*Recommendation: use thumbs and index finger.*

— Touch the map with two fingers simultaneously and hold them down.

— Turn your fingers clockwise or anticlockwise to rotate the map view.

### Stored data

The Infotainment system stores certain data, e.g. frequently driven routes and position information, to enable you to enter destinations quickly and to optimise route guidance.

#### Deleting stored data

1. Touch Settings ▶ Basic settings ▶ Delete Usage pattern.
2. Touch the required data. ◁

## Navigation equipment and symbols

**Please refer to ⚠ and ⓘ on page 190 and ⚠ at the start of the chapter on page 207.**

### Navigation

The navigation functions depend on the equipment level and country.

#### Equipment

— Destination entry and route calculation (offline and online).

— Import of routes and destinations.

— Simultaneous display of two navigation maps (screen and instrument cluster).

— Online map update.

— Predictive navigation.

— 3D City Maps.

— Online Traffic Information, e.g. dynamic POIs or traffic reports.

— 360° range display (electric and hybrid vehicles).

### Map symbols

The buttons and displays depend on the set up and the current driving situation.

The map displays symbols for traffic reports and POIs, e.g. petrol stations, railway stations or interesting stopovers, when navigation data is available → page 211.

Current position

Further options for route guidance.

Displays the navigation map.

Opens the contact list.

Navigation setup.

Additional window with further options.

Additional window with route options.

Centres map on the current position.

Aligns the map to north.

Information on current route guidance.

Map scale.

**Symbols in the additional window**

— Touch ≡ to open the additional window.

Centres map on the current position.

Route options and information on current route guidance.

360° range display.

Repeat the previous navigation announcement.

Volume for navigation announcements.

**Other symbols**

Detailed destination entry for a particular address.

**Route plan symbols**

Current position.

Destination of the current route guidance.

Close the route plan.

**POI symbols**

POIs are displayed on the map when navigation data is available.

Touch the desired POI to start a route guidance → page 210.

Filling station.

E-charging station.

Car park.

Tourist information.

Train station.

Restaurant.

**Traffic reports**

Traffic reports displayed on the map when navigation data is available → page 211, *Traffic information*.

Touch a traffic report to open an additional window with further details → page 211, *Function descriptions*.

Slow-moving traffic.

Traffic jam.

Accident.

Ice.

Road closed.

Risk of skidding.

Danger.

Road works.

Strong winds.

◁

## Navigation data

**Please refer to ⚠ and ⓘ on page 190 and ⚠ at the start of the chapter on page 207.**

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

In order to carry out route guidance correctly and make full use of the functions offered, the Infotainment system always requires up-to-date navigation data.

**NOTICE**

If you use obsolete data, navigation may be impaired. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

### Updating navigation data online

Navigation data for frequently travelled regions is automatically updated in the background with an existing Internet connection and valid privacy settings → page 175, *Privacy settings*.

1. Navigation data is automatically updated while the ignition is switched on.

Automatic update of navigation data depends on the privacy settings set. No update is carried out in "incognito"- mode → page 175.

### Updating navigation data manually

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the Internet at www.volkswagen.com and stored on a suitable USB data storage device available commercially. If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again. Navigation via the USB memory stick is not possible.

1. Download navigation data to a USB data storage device
2. Switch on the vehicle ignition.
3. Connect the USB data storage device to the Infotainment system. The navigation data is automatically updated in the background.

The version of the map data is displayed under **HOME ▶ ⚙ ▶ System information.**

**⚠ WARNING**

Updating navigation data manually while driving may result in accidents and serious injuries.

- Only update navigation data when the vehicle is stationary.

## Starting route guidance

**Please refer to ⚠ and ⓘ on page 190 and ⚠ at the start of the chapter on page 207.**

Depending on country and vehicle equipment, different functions are available for destination input.

Further information about the symbols on the Infotainment system display is available on → page 208.

Destination inputs are located in the main menu of the navigation system.

### Opening the main menu of the navigation system

— Touch [HOME] ▶ ⚠ ▶ ⊠.

### Entering an address

Enter a known address for route guidance. The navigation system will suggest possible destinations during input.

### Selecting a destination and starting navigation

1. Touch ♡ ▶ [Search].

   **OR:** touch ⊠.
2. Enter the address of the destination and select the desired destination.
3. Touch [Route] or [Start].

### Quick start

1. Touch ♡ ▶ [Search].
2. Enter the address of the destination and press and hold the desired destination for a few seconds.

Enter the destination as accurately as possible. If you make a mistake when entering the destination, route guidance will not be possible or you may be navigated to the wrong destination.

### Predictive navigation

The "Predictive navigation" function uses stored data to suggest possible destinations.

### Selecting a destination and starting navigation

1. Touch ♡ ▶ [Predictive Navigation].
2. Select the desired destination. Route guidance starts automatically.

### Last destinations

The navigation system stores up to ten destinations that you have driven to last in order to make them available for route guidance. New destinations automatically overwrite the oldest destination.

### Selecting a destination and starting navigation

1. Touch ♡ ▶ [Last destinations] and select the desired destination.
2. Touch [Route].

### Quick start

1. Touch ♡ ▶ [Last destinations] and press and hold the desired destination for a few seconds.

### Favourite destinations

Save up to 20 destinations as favourites.

### Saving a destination as a favourite

1. Touch ☆ in the additional window during destination input.

### Selecting a destination and starting navigation

1. Touch ♡ ▶ [Favourites].

2. Touch the desired destination.
3. Touch Route.

**Quick start**

1. Touch ♡ ▶ Favourites and press and hold the desired destination for a few seconds.

**Selecting on the map**

The navigation map contains active areas at many locations which are suitable for destination input. To do this, touch the desired position or location on the map. You can start route guidance if map data are available at this location.

Destination input via the navigation map depends on the data status and is not possible for all positions.

To start "offroad navigation", touch a free area without positioning data → page 211.

**Starting navigation**

1. Touch ⊠.
2. Move the map view until the desired position can be selected. The navigation map can be operated by extended touch gestures → page 207.
3. Touch the desired destination on the map.
4. Touch Route.

**Offroad navigation**

The "offroad navigation" function calculates routes to selected destination points with unknown data. If a destination point is not on known roads or there is no positioning data available for this point, the navigation system will calculate the route up to the nearest point on the known roads and then complete the route up to the destination point by a direct connection.

**Starting navigation**

1. Touch ⊠.
2. Move the map view until the desired position can be selected. The navigation map can be operated by extended touch gestures → page 207.
3. Touch any point on the map without positioning data.
4. Touch Route.

**Using contact data**

Start navigation using the stored address data of a contact. Stored contacts without address data cannot be used for route guidance.

**Starting navigation**

1. Touch ⊙.
2. Touch the desired destination.
3. Touch Route.

**NOTICE**

If the address data of a contact are out-of-date, navigation will still be performed to the stored address. Make sure that the address of the contact is up-to-date. ◁

## Traffic information

**Please refer to ⚠ and ⓘ on page 190 and ⚠ at the start of the chapter on page 207.**

The Infotainment system automatically receives detailed traffic information when connected to the Internet. This information is indicated by symbols and colouring of the road network on the map.

ℹ Receipt of traffic information depends on the privacy settings set. In the maximum privacy settings mode, no traffic information is received → page 175.

**Traffic reports**

Traffic reports, e.g. traffic jams or slow-moving traffic are shown as symbols on the navigation map → page 208, *Navigation equipment and symbols*.

When route guidance is active, traffic reports that are on the current route are displayed in the route plan. You can bypass these traffic reports → page 211, *Function descriptions*.

**Traffic flow display**

The traffic flow is shown on the navigation map for all traffic reports by colouring of the road network.

**Orange** Slow-moving traffic.
**Red** Traffic jam. ◁

## Function descriptions

**Please refer to ⚠ and ⓘ on page 190 and ⚠ at the start of the chapter on page 207.**

**Route plan**

The route plan contains information on all events, e.g. starting points, stopovers, traffic reports, POIs and destinations, if navigation data is available.

When you touch an event, an additional window opens with further options. The options available depend on the event and the current settings → page 207.

**Opening and closing the route plan**

— Touch the route plan directly to open it.

— To close it, touch [>].

### Editing route guidance

To edit route guidance, move the stopovers or the destination to TripView.

1. Hold the desired destination until it is visibly highlighted.
2. Move the destination into the desired position.
3. Remove your finger from the screen. The route will be recalculated.

### Bypassing traffic reports

The route plan displays current traffic reports when navigation data is available. Bypass traffic reports by editing the route plan → page 211, *Traffic information*.

1. Touch a traffic report.
2. Touch [Bypass]. The route will be recalculated.

### Additional window

If you use any navigation functions, an additional window with further options may appear. The possible options depend on the function used.

### Closing the additional window

— Touch a free area outside the additional window.

— **OR:** Touch ⊗.

Functions in the additional window:

[Display on map] Display the selection on the map.
[Add stopover] Add a stopover to the route guidance.
[Direct route] Start direct route guidance.
[Delete] Delete stopover from the route guidance.
[Bypass] Bypass traffic congestion. The route will be recalculated.
[Stop route guidance] End the current route guidance.
⊗ Close the additional window.
☆ Add a destination to favourites.

### Learning usage patterns

While travelling, the navigation saves the routes travelled and destinations arrived at in order to create suggested destinations automatically. Destinations are learned depending on the time of day and the day of the week.

The navigation system can suggest up to five routes at the same time. The suggested routes may differ from the routes used in normal route guidance.

Route guidance begins when one of the suggested routes is selected.

The route guidance follows the selected route until the vehicle deviates from it. The route is recalculated and will guide you back to the selected route via a direct alternative.

Serious traffic congestion is taken into account in the route guidance and, if an alternative route is available, avoided if navigation data is available.

You can activate or deactivate the function at any time.

### Activate and deactivate learning usage patterns

The setting can be found in the relevant navigation menu ⚙ ▶ [Basic function settings].

— To activate the function, activate [Learn usage pattern].

— To deactivate the function, deactivate [Learn usage pattern].

— To delete saved data, touch [Delete usage pattern].

### 360° range display.

For hybrid and electric vehicles, the 360° range display shows the possible range with the current charge level of the high-voltage battery.

### Activating the 360° range display

— Touch ≡▶ ◁

# Mobile phone interface

## Introduction to the topic

You can connect your mobile phone to the Infotainment system via the telephone interface and then use the Infotainment system to control the telephone functions. Sound is played back using the via the vehicle loudspeakers.

You can connect up to two mobile devices to the Infotainment system simultaneously. Only one device is active and can be used to make calls.

You can use the second connected device to receive calls via the Infotainment system and for media playback.

High speeds, poor weather and poor road conditions, loud noise levels (also outside the vehicle) and also network quality may impair telephone calls in the vehicle.

ℹ As a general rule, a device (e.g. mobile phone) must only be paired once. The Bluetooth or Wi-Fi connection with the device can be restored at any time without having to pair the device again. ◁

## Equipment and symbols of the mobile phone interface

**Please refer to ⚠ and ⓘ on page 190.**

### Equipment features

— Hands-free function.

— Use up to two phones simultaneously.

— Phone book with a maximum of 5,000 contact entries (2,000 for 8.25-inch and 6.5-inch radio).

— Text message functions via Bluetooth®:

  — Read text messages.

  — Write text messages (including templates).

  — Have text messages read out loud.

  — Message history.

— Email functions via Bluetooth®:

  — Read emails.

  — Write emails.

— Bluetooth® and Wi-Fi device pairing via NFC.

— Convenience telephony.

— Connection to wireless charging function.

— Connection to microphone installed in the vehicle.

### Symbols in the main menu

*The appearance of the symbols may differ depending on Infotainment system.*

Contacts.

Call lists for incoming and outgoing calls.

Dial phone number.

Text messages (texts and email).

Settings of mobile phone interface.

Select active device.

### Symbols for phone calls

*The appearance of the symbols may differ depending on Infotainment system.*

Start call or bring to foreground.

End or reject call.

Open contact list.

Dial phone number.

Mute hands-free system.

Hold call.

Continue call.

Start conference.

SOS Make emergency call.

Obtain help in the event of breakdown.

Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.

Voicemail.

### Symbols in the contact window

— Touch to open the contact window.

Input to search for contacts.

Edit favourites.

Add favourites.

Remove favourites.

### Symbols for call lists

— Touch to open the call lists.

Incoming call.

Outgoing call.

Missed call.

Phone number (work).

Phone number (private).

Mobile number (work).

Mobile number (private).

Fax (private).

Fax.

### Symbols for text messages

*The appearance of the symbols may differ depending on Infotainment system.*

— Touch to open the text messages.

Activate voice input → page 200.

Templates for text messages.

## Areas where special regulations apply

Please refer to ⚠ and ⓘ on page 190.

Switch off the telephone and mobile phone interface in areas with a risk of explosion. These areas are not always clearly signposted. They include, for example:

— Areas immediately around chemical pipelines and tanks.

— Lower decks of ships and ferries.

— The area around vehicles which run on liquid gas (such as propane or butane).

— Places where there are chemicals or particles such as flour, dust and metal powder in the air.

— All other places where the vehicle engine and telephone must be switched off.

**⚠ WARNING**

Switch off telephones in areas with a risk of explosion.

**NOTICE**

Your telephone must always be switched off in areas where special regulations apply and when the use of telephones is forbidden. The radiation produced by the telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment. ◁

## Pairing, connecting and managing

Please refer to ⚠ and ⓘ on page 190.

Prerequisite for pairing:

✓ Bluetooth® is activated on the mobile device.

✓ Bluetooth® is activated in the Infotainment system.

Pair a telephony-capable mobile device with the Infotainment system to use the functions of the mobile phone interface. The mobile device must be paired with the Infotainment system before the first connection is established. A user profile is then automatically stored in the Infotainment system → page 215.

The pairing process can take a few minutes. The available functions depend on the mobile device used and its operating system.

### Pairing the mobile device

1. Open the list of available Bluetooth® devices on the mobile device and select the device name of the Infotainment system.
2. Observe the messages on the mobile device and Infotainment system and confirm as necessary.

   If pairing was successful, the data of the telephone will be stored in the user profile.
3. *Optional:* confirm message for data transfer on the mobile device.

**⚠ WARNING**

If you carry out pairing when driving, this can cause accidents or injuries.

- Carry out pairing only when the vehicle is stationary.

ⓘ When some mobile devices are paired, a PIN number is shown on the display of the mobile device. Enter this number on the Infotainment system to finish pairing.

### Bluetooth® pairing via NFC

Prerequisites for one-off pairing:

✓ Stowage compartment with wireless charging function (compartment with interface for mobile telephone) is installed in the vehicle.

✓ NFC is activated on the mobile device.

1. Open the **Telephone settings** menu and touch Select mobile phone.
2. Unlock the mobile device.
3. Place the mobile device correctly on the shelf for the wireless charging function.

The mobile device is paired with the Infotainment system.

ⓘ The wireless charging function is deactivated while the Infotainment system is in the **Known mobile phones** menu. Wireless charging will be activated again when you leave the menu.

### Active and passive connection

At least one mobile device must be **connected** to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile devices are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile device.

### Difference between connection types

**Active** Mobile device is paired and connected. The functions of the mobile phone interface are

performed with the data of this mobile device.

**Passive** Mobile device is paired and connected. Only incoming calls can be accepted via the mobile phone interface. No other functions are available.

Paired mobile devices are stored in the Infotainment system even if they are not currently connected.

**Connecting a mobile device**

*Prerequisite: the mobile device is paired with the Infotainment system.*

1. Activate Bluetooth® on the mobile device.

**Establishing an active connection**

*Prerequisite: several mobile devices are connected with the Infotainment system simultaneously.*

1. Touch .
2. Touch the name of the active mobile device.
3. Select the desired mobile device. Other mobile devices then automatically have a passive connection.

**User profiles**

An individual user profile is automatically created for every paired mobile device. Data from the mobile device are stored in the user profile, e.g. contact details or settings. A maximum of ten user profiles can be stored in the Infotainment system simultaneously.

**Deleting a user profile**

1. Open the settings in the telephone main menu.
2. The user profiles are located in the area **Mobile devices** or Select mobile phone.
3. Select the user profile and touch  to delete. ◁

## Basic and convenience telephony

**Please refer to ⚠ and ⓘ on page 190.**

Depending on equipment, you can use two mobile phone interface types:

— Basic mobile phone interface

— Comfort mobile phone interface

**Basic mobile phone interface**

The Basic mobile phone interface uses the HFP Bluetooth® profile for transmission. This allows use of telephone functions via the Infotainment system and output via the vehicle speakers.

**Comfort mobile phone interface**

The Comfort mobile phone interface uses the HFP Bluetooth® profile like the Basic mobile phone interface.

The Comfort mobile phone interface may be equipped with a wireless charging function → page 215.

In order to use the wireless charging function, you must place a suitable mobile device correctly in the stowage compartment. The mobile device is then connected to the vehicle aerial. This improves the reception and call quality. ◁

## Wireless charging function

**Please refer to ⚠ and ⓘ on page 190.**

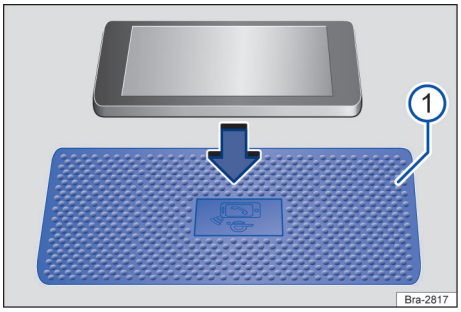


**Fig. 131** Illustration: stowage area with mat for wireless charging function.

The wireless charging function is dependent on the equipment level and is not available in all countries. The stowage area for the wireless charging function is located either in the centre console or in the area between the front seats depending on vehicle.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance.

The maximum charging power is 5 watts.

The Qi standard enables wireless charging of suitable Qi-enabled mobile devices.

In certain vehicles, a “telephone symbol” on the mat indicates the centre position of the wireless charging function → Fig. 131 1.

To charge a Qi-enabled mobile device, place it in the stowage compartment with the display facing up so that it is centrally positioned and has full surface contact. The charging process will start automatically. The operating instructions or the telephone manufacturer will provide information about whether the mobile device supports the Qi standard.

The factory-fitted Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components such as coins, keys, etc. that are detected in the stowage compartment. **Remove foreign objects immediately!**

If the mobile device has not been placed correctly or is too large, it cannot be detected or cannot be detected correctly. In certain circumstances, the system will then report that there is a foreign object in the stowage compartment. Correct positioning in the stowage compartment may rectify the fault.

Qi-enabled mobile devices that are too large in their dimensions cannot be charged using the wireless charging facility.
Always place only one Qi-enabled mobile device without protective case and with a maximum length of 140 mm on the stowage area of the wireless charging function.

### Declaration of conformity

"Wireless charging function":
Hereby, Novero Dabendorf GmbH, declares that this WCH-185 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

**WARNING**

Do not place any objects made of metal or with metallic components on the stowage area of the wireless charging function. Metallic objects may become very hot. This may cause burn injuries to the skin and cause a fire.

***NOTICE***

Do not place any ID cards, credit cards etc. with magnetic strips or with a chip on the stowage area with the wireless charging function. The data saved on the magnetic strip or on the chip may become unusable. ◁

## Making phone calls and sending messages

**Please refer to ⚠ and ⓘ on page 190.**

### Opening the mobile phone interface

— Touch HOME ▶ ✆.

### Using the telephone

Select a phone number to start a call. Different functions are available for selection of phone numbers.

### Using contact data

*If there are several phone numbers for each contact, you must select these correspondingly.*

— Touch 👤 ▶ 🔍 and enter the contact data you are looking for. Touch the contact in the list to start the call.

— Touch 👤 ▶ Favourites and a contact in the list to start the call.

— Touch 👤 ▶ All and a contact in the list to start the call.

### Using the call list

The mobile phone interface stores incoming and outgoing calls in the call list. Frequently used phone numbers are stored as favourites. Start calls via the call list.

— Touch ⏲ ▶ All and a number in the list to start the call.

— Touch ⏲ ▶ Missed calls and a number in the list to start the call.

— Touch ⏲ ▶ Favourites and a contact to start the call.

### Entering a phone number manually

1. Touch ⌨ and enter the phone number.
2. Touch ✆ to start the call.

ⓘ While you are entering a phone number, contacts that match the number will be shown on the Infotainment system display.

### Sending text messages

Depending on the mobile device and the Infotainment system used, you can send and receive text messages and emails via the mobile phone interface.

### Switching between text messages and email

To send text messages or emails, activate the corresponding option at the top left of the screen. The active option is displayed on the screen, e.g. Text message.

1. Touch ✉.
2. Touch the desired option at the top left of the screen.

### Sending text messages

1. Touch ✉ ▶ New message and enter the message on the screen.
2. Touch OK and one or more contacts in the list. If necessary, you can search for a contact by means of 🔍 Search.

**Sending emails.**

1. Touch ✉ ▶ New message and enter the message on the screen.
2. Touch OK and one or more contacts in the list. If necessary, you can search for a contact by means of Search.

## Telephone book, favourites and speed dial buttons

**Please refer to ⚠ and ⓘ on page 190.**

**Telephone book**

When a telephone is paired with the Infotainment system for the first time, the telephone book is stored in the Infotainment system. It may be necessary to confirm transfer on the telephone.

The telephone book is updated each time a new connection is established. The still existing telephone book can be used during the update.

If conference calls are supported, the telephone book can be opened during a call.

If an image is stored for a contact, this can also be displayed in the list next to the entry.

**Favourites and speed dial buttons**

A favourite from the telephone book can be assigned to a speed dial button. If an image is stored in the entry, it will be displayed on the speed dial button.

Speed dial buttons must be assigned manually and are assigned to a user profile.

**Assigning a speed dial button**

1. Touch ⊕.
2. Touch a contact from the telephone book. If several phone numbers are stored for a contact, touch a number from the list.

**Editing a speed dial button**

1. Press and hold the speed dial button until the telephone book is opened.
2. Touch a new contact from the telephone book. If several phone numbers are stored for a contact, touch a number from the list.

**Calling a favourite**

1. Touch the assigned speed dial button.

ⓘ Favourites are not automatically updated. If the phone number of a contact changes, the speed dial button must be assigned again.

**Deleting a speed dial button**

1. Touch ✎.
2. Touch the speed dial button and confirm the query about whether you want to delete with OK.

FCC Information to User

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 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 con-nected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution

Modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Compliance Information : 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.

IMPORTANT NOTE:

FCC RF Radiation Exposure Statement:

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 5 centimeters between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.