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☐ COMMUNICATION

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Telephone

Vehicle equipment

This chapter describes all standard, country-specific and special equipment available for the model series. It may therefore describe equipment and functions which are not installed in your vehicle, for example on account of the optional equipment selected or the country specification. This also applies to safety-relevant functions and systems. Please comply with the relevant laws and regulations when using the corresponding functions and systems.

Telephone functions

General

Mobile telephones can be connected to the vehicle using Bluetooth, see Owner's Handbook for the vehicle.

At high temperatures, the charging function of the mobile telephone may be limited and functions may no longer be performed.

To avoid malfunctions, a mobile telephone which is connected to the vehicle should not be operated with the phone's keypad.

When using the mobile telephone through the vehicle, follow the user manual of the mobile telephone.

Safety note

WARNING

Operating integrated information systems and communication devices during a journey may distract you from the traffic. You could lose control of the vehicle. There is a danger of accidents. Only operate the systems or devices if permissible in the traffic situation. Stop if nec-

essary and operate the systems or devices with the vehicle at a standstill.

Incoming call

If the number of the caller is saved in the telephone book and is transferred by the network, the name of the contact is displayed. Otherwise, only the phone number is displayed.

Press the volume knob when a call is incoming to suppress the ring tone in the vehicle.

Accepting a call

Incoming calls can be accepted in different ways.

- ▶ Via iDrive:
 -  "Accept"
- ▶  Press the button on the steering wheel.
- ▶ Via gestures: move your index finger towards the front of the vehicle.
- ▶ Via the selection list in the instrument cluster:
 - Select using the knurled wheel on the steering wheel: "Accept"

Rejecting a call

- ▶ Via iDrive:
 -  "Reject"
- ▶ Via the selection list in the instrument cluster:
 - Select using the knurled wheel on the steering wheel: "Reject"
- ▶ Via gestures: move your hand in the direction of the driver's seat.

Ending a call

- ▶ Via iDrive:
 -  "End call"



- ▶  Press the button on the steering wheel.

Ring tone

The telephone ring tone for an incoming call can be selected.

1. "CAR"
2. "Settings"
3. "General settings"
4. "Mobile devices"
5. "Mobile devices"
6. Tilt the Controller to the right.
7. "Telephone"
8. "Use device ringtone"
9. Select the desired setting.

Last calls

The last outgoing, missed and incoming calls are transferred to the vehicle. Depending on the equipment version, the transfer is from the main and additional telephone.

Displays

1. "COM"
2. If applicable, "Telephone"
3. "Recent calls"
4. The last calls are displayed.

Filtering the call list

1. "COM"
2. "Telephone"
3. Select the desired filter:
 - ▶ "All calls"
 - ▶ "Missed calls"
 - ▶ "Incoming calls"
 - ▶ "Outgoing calls"
4. Select the desired setting.

Dialling a number from the list

Select from the list. The call is established using the mobile telephone from which the entry came.

Using options: start the call using the second mobile telephone.

To cancel: "End call"

Active calls

Adjusting the volume

During a call, turn the volume knob on the radio until the required volume has been reached. The setting is saved for the currently used driver profile.

Volume compensation

The microphone volume of the telephone can be adjusted during a call.

1. "Microphone sensitivity"
2. Set the desired volume.

Transferring a call

An incoming call can be heard using the terminal unit that took the call, for example via the vehicle's hands-free system by pressing the button on the steering wheel.

A call can be transferred between the vehicle and a terminal unit during a call:

- ▶ "Call via vehicle"
- ▶ "Forward call to mobile phone"

Dialling a number

1. "COM"
2. "Dial number"
3. Enter the numbers.
4.  Select the symbol.

The call is made using the mobile telephone assigned to the telephone function.



To establish the connection via the additional telephone:

1.  Press the button.
2. "Call via"

Hold, resume

An active call can be held and resumed later.

- ▶  "Hold call"
The call is held.
- ▶  "Continue"
The call is continued.

Microphone muting

The microphone can be muted during active calls.

- ▶  "Mute"

A muted microphone is activated automatically:

- ▶ When a new call is set up.
- ▶ When toggling between call parties.

DTMF overlap dialling

DTMF overlap dialling is used to access network services or to control devices, for example to access an answer phone remotely. This requires the DTMF code.

1.  "Digit input"
2. Enter DTMF code.

Calls with a number of participants

General

It is possible to switch between calls or merge two calls to set up a conference. The functions must be supported by the mobile telephone and service provider.

Accepting a call during another call

If there is a second call during an ongoing call you hear a call waiting signal, if applicable.

- ▶  "Accept"

The call is accepted and the existing call is held.

Setting up a second call

Another call can be set up during a call.

1.  "Contacts"
2. Select a new call number.
The call is started and the first call is held.

Switching between two calls, toggling

You can switch between two calls.

1. Set up two calls.
2. "Continue"
The phone switches to the call that is in progress.

Setting up a conference

Two calls can be merged to set up a telephone conference. The calls must be set up using the same mobile telephone.

1. Set up two calls.
2.  "Place conf. call"

Hands-free system

General

Calls taken via the hands-free system can be continued via the mobile telephone and vice versa.

From mobile telephone to the hands-free system

Calls that were started outside the Bluetooth range of the vehicle can be continued via the hands-free system with standby state switched on. The remote control must be in the vehicle for this to work.

Depending on the mobile telephone, there is an automatic switch to the hands-free mode.



If the changeover does not take place automatically, follow the instructions on the mobile telephone display. See also the user manual of the mobile telephone.

From the hands-free system to the mobile telephone

If the vehicle switches to idle state or you leave the vehicle with the key, a call started using the hands-free system can be continued using the mobile telephone, depending on the telephone.

Follow the instructions on the mobile telephone display. See also the user manual of the mobile telephone.

Contacts

General

Contacts are transferred from the mobile telephone and displayed. The contacts' photos can be displayed if the mobile telephone supports this function.

Contact entries with identical names are merged into one single contact.

Displaying all contacts

1. "COM"
2. "Contacts"

The contacts are listed in alphabetical order. The contact search function and the quick search are offered, depending on the number of contacts.

Filtering contacts

It is possible to select whether the contacts should be displayed from a mobile telephone, and if so, from which mobile telephone.

1. "COM"
2. "Contacts"
3. "Filter"
4. "Select sources for contacts"
5. Select the required mobile telephone.

Display order for contacts

The contact names can be displayed in a different sequence.

The sorting order for contacts might not be the same as the selected sorting order, depending on how contacts are saved on your mobile telephone.

1. "COM"
2. "Contacts"
3.  Press the button.
4. "Display order"
5. "First name, surname" or "Surname, first name"
6. Select the desired order.

Sorting contacts

The contacts can be sorted in a different order. The sorting order for contacts might not be the same as the selected sorting order, depending on how contacts are saved on your mobile telephone.

1. "COM"
2. "Contacts"
3.  Press the button.
4. "Sorting order"
5. "Surname" or "First name"
6. Select the desired order.

Contact search

If there are more than 30 contacts, the contact search function is available.

1. "COM"
2. "Contacts"
3.  "Search"
4. Enter letters.

The hits are displayed on the right side.



5. Tilt the Controller to the right.
6. Select the contact to display it.

Quick search in lists

If there are more than 30 contacts, a quick-search function is available. Letters for which an entry is available are displayed in alphabetical order along the left edge of the Control Display.

1. Turn the Controller quickly to the left or right.
A display with the initial letters of available contacts is shown.
2. Select the initial letter of the required contact.
The first entry of the selected letter is displayed.

Detail search

The contact search can be extended to individual details of the contact, for example the telephone number.

1. "COM"
2. "Contacts"
3.  Press the button.
4.  "Search in contact details"
5. Confirm selection.
6. Enter search term for contact search.

Additional functions

Depending on the equipment, the following functions are available for the selected contact:

- ▶  Start route guidance.
- ▶  Call up contact.
- ▶  New e-mail.

Checking an address as a destination

If the vehicle is equipped with a navigation system, a contact can be adopted as a destination.

1. Select the desired contact.
2. Select an address.

3. "Check address" or "Search for address online"
4. Correct entries if necessary.
5. "Start route guidance"

The address can be accepted into route guidance.

Displaying photos of contacts

Photos saved for contacts are displayed in the vehicle when a suitable mobile telephone is connected to the vehicle.

1. "COM"
2. "Contacts"
3.  Press the button.
4. "Display contact picture"
5. Activate the function.

Voice control

A connected smartphone can be operated by voice commands.

To do this, activate voice control on the smartphone.

Button on the steering wheel	Function
	Press the button for at least 3 seconds. Voice control in the smartphone is activated.
	This symbol on the Control Display shows that voice control is active.



Additional functions

General

Depending on the mobile telephone and the installed apps, the following content is transferred from the mobile telephone to the vehicle:



► Contacts, see page 59.

► SMS messages, see page 61.

The data transfer can take a few minutes.

You may need to have certain functions enabled by the mobile telephone provider or service provider.

SMS messages

Displaying all SMS messages

1. "COM"
2. "Text messages"

For information on BMW messages, see page 69.

Status

A symbol indicates the status of the SMS message.

Sym- bol	Meaning
	Read SMS message.
	Unread SMS message.

Filtering a message list

1. "COM"
2. "Text messages"
3. "Filter"
4. Select the desired setting.

Selecting sources

It is possible to select whether the SMS messages are to be transferred from the mobile telephone, and if so, from which mobile telephone.

1. Press the button.
2. "Select sources for messages"
3. Select the required mobile telephone.

Deleting a conversation

Completely delete a conversation with a contact.

1. Highlight the required SMS message.
2. Press the button.
3. "Delete text message thread"
4. "Yes"

Displaying an SMS message

Select the desired SMS or conversation. The conversation with this contact is displayed.

Answering or forwarding an SMS message

1. Select the required SMS message.
2. ► "Reply"
The recipient of the SMS message is entered automatically.
- "Forward"
"To:"
Enter the number or contact. Tilt the Controller to the right, if necessary, to select the contact from the list of results.
3. "From:"
If necessary select the mobile telephone from which the SMS message is to be sent.
4. "Text:"
Text recognition, see page 62.
5. "Send"

New SMS message

1. "COM"
2. "Messaging"
3. "Compose text message"
4. "To:"
Enter the number or contact. Tilt the Controller to the right, if necessary, to select the contact from the list of results.
5. "From:"



If necessary select the mobile telephone from which the SMS message is to be sent.

6. "Text:"

Text recognition, see page 62.

7. "Send"

To cancel: "Delete all contents"

Additional functions

The following functions are available for a selected SMS message or a conversation.

- ▷ "Call sender"
- ▷ "Add to contact" or "Show sender"
- ▷ "Forward".
- ▷ "Reply".
- ▷ "Delete"
- ▷ "Read out".
- ▷ "Use data".

Text recognition/dictation function

General

The offer depends on the vehicle equipment and the country variant.

Principle

Spoken words are detected by voice recognition and converted to text. The text can be corrected and added to as needed. The text can be used as a subject or content of e-mails or SMS messages. To use it, data is sent across an encrypted connection to a service provider and stored locally there.

Operating requirements

The mobile telephone must support the function.

The following function is activated: "Contact upload dictation function"

Improving voice recognition for contact names

Principle

The contact names on a connected mobile telephone are transferred to the voice recognition system. This improves recognition of contact names when they are converted into text. To use it, data is sent across an encrypted connection to a service provider and stored locally there.

Activating/deactivating the function

This function can be enabled or disabled for each mobile telephone.

1. "CAR"
2. "Settings"
3. "General settings"
4. "Mobile devices"
5. Select the required device.
6. "Contact upload dictation function"

Adapting the menu

The menu can be adapted, for example to remove the entries for unused functions from the menu.

1. "COM"
2. "Personalise menu"
3. Select the desired setting.
4. Tilt the Controller to the left.

Wireless charging dock

Principle

The wireless charging dock permits the following functions to be performed wirelessly:

- ▷ Charging the battery of a mobile telephone with Qi capability and of other mobile devices which support the Qi standard.



- ▶ Charging the BMW display key, see Owner's Handbook for the vehicle.

- ▶ Connection of the mobile telephone to the external aerial.

This ensures better network reception and a consistent reproduction quality, depending on the country.

General

When inserting the mobile telephone, make sure there are no objects between it and the wireless charging dock.

During charging, the surface of the dock and the mobile telephone can heat up. At higher temperatures, the charging current through the mobile telephone may be reduced; in exceptional cases, the charging process is temporarily interrupted. Observe the relevant information in the operating instructions for the mobile telephone.

(🔋) The charge indicator shows on the Control Display whether a mobile telephone with Qi capability is being charged.

Safety notes

⚠ WARNING

When charging a Qi-compatible device in the wireless charging dock, any metal objects located between the device and the dock can become very hot. If smart cards, memory cards or cards with magnetic strips are placed between the device and the dock, this may impair card function. There is a danger of injury and damage to property. When charging mobile devices, make sure there are no objects between the device and the dock.

Operating requirements

- ▶ The mobile telephone must support and be compatible with the required Qi standard. For compatible mobile telephones, see Owner's Handbook for the vehicle.

If the mobile telephone does not support the Qi standard, the mobile telephone can be charged using a special Qi-compatible charging pad.

- ▶ The mobile telephone is not allowed to exceed a maximum size of approximately 165 x 85 x 18 mm, 6.49 x 3.34 x 0.7 in.
- ▶ Only use protective sleeves and covers up to a maximum thickness of 2 mm, 0.07 in. Otherwise, the charging function may be impaired.
- ▶ Ignition or standby state is switched on.
- ▶ Charging tray: the mobile telephone to be charged is located in the middle of the dock.

Charging tray

General

The wireless charging dock is in the centre console at the front.

Overview



- 1 LED
- 2 Storage area

Inserting the mobile telephone

1. Push the cover of the storage compartment forward.
2. Place the mobile telephone in the centre of the tray with the display facing upwards.
3. Push the cover of the storage compartment backwards.



Removing the mobile telephone

1. Push the cover of the storage compartment forward.
2. Remove the mobile telephone.

Forgotten warning

General

If the vehicle is equipped with the forgotten warning function, a warning can be output if a mobile telephone with Qi capability has been left in the wireless charging dock when exiting the vehicle.

The forgotten warning is shown in the instrument cluster.

Activating

Via iDrive:

1. "CAR"
2. "Settings"
3. "General settings"
4. "Wireless charging tray"

LED displays

Colour	Meaning
Blue	The mobile telephone is charging. The blue LED stays illuminated once the inserted Qi-compatible mobile telephone is fully charged.
Orange	The mobile telephone is not charging. The mobile phone is possibly exposed to excessively high temperatures or there may be foreign bodies in the charging dock.
Red	The mobile telephone is not charging. Contact a Service Partner of the manufacturer or another qualified Service Partner or a specialist workshop.

System limits

If the mobile phone or the vehicle interior is exposed to excessively high temperatures, the charging functions of the mobile telephone might be restricted and functions might no longer work.



Services and applications

Vehicle equipment

This chapter describes all standard, country-specific and special equipment available for the model series. It may therefore describe equipment and functions which are not installed in your vehicle, for example on account of the optional equipment selected or the country specification. This also applies to safety-relevant functions and systems. Please comply with the relevant laws and regulations when using the corresponding functions and systems.

Overview

General

The Teleservices, intelligent emergency call or ConnectedDrive Services features are required to use the services and applications described here.

The content and scope of the services that are available can vary by country. Therefore, it is possible that some of the services and applications described in this Owner's Handbook may not be offered, or may not yet be available in the vehicle's country of registration.

Services and applications may be provided in the following ways:

- ▶ In the scope of the vehicle order; for example as special equipment.
- ▶ Via the BMW ConnectedDrive Portal on the Internet.
- ▶ Via iDrive on the Control Display of the vehicle in the ConnectedDrive Store.

Details on the content and scope of ConnectedDrive can be obtained from www.bmw.com/connecteddrive or your Service Partner.

Safety note

WARNING

Operating integrated information systems and communication devices during a journey may distract you from the traffic. You could lose control of the vehicle. There is a danger of accidents. Only operate the systems or devices if permissible in the traffic situation. Stop if necessary and operate the systems or devices with the vehicle at a standstill.

BMW Teleservice

Principle

Teleservices are services that help to keep the vehicle mobile.

General

The offer depends on the vehicle equipment and the country variant.

For more information regarding available services, the manufacturer of the vehicle recommends contacting a Service Partner or customer support.

Teleservices can comprise the following services:

- ▶ Automatic Teleservice Call, see page 66.
- ▶ Manual Teleservice Call, see page 66.
- ▶ Teleservice Report, see page 66.
- ▶ Teleservice Battery Guard, see page 66.
- ▶ Your Service Partner, see page 67.
- ▶ Online logbook, see page 67
- ▶ Breakdown assistance, see Owner's Handbook for the vehicle.



- ▶ BMW Accident Assistance, see Owner's Handbook for the vehicle.

Requirements

- ▶ Activated ConnectedDrive contract, equipment with intelligent emergency call or BMW ConnectedDrive services.
- ▶ Mobile reception.
- ▶ Standby state is switched on.

Automatic Teleservice Call

Teleservice data relating to a vehicle's service requirements is automatically transmitted by BMW to the Service Partner when a service is due. If possible, the Service Partner will contact you to arrange a service appointment.

In so doing, the Service Partner can prepare precisely for service appointments. The workshop stay is shortened.

Manual Teleservice Call

Principle

A manually triggered Teleservice Call causes the data for the vehicle's service requirements to be transferred by BMW to the Service Partner. If possible, the Service Partner will contact you to arrange a service appointment.

General

A Teleservice Call can also be started through a Check Control message, see Owner's Handbook for the vehicle.

Starting a Teleservice Call

1. "Apps"
2. "BMW Assistance"
3. "Teleservice Call"

Teleservice Report

Principle

The technical data from the vehicle is transferred as needed to BMW at regular intervals. This is used to evaluate the further development of BMW products.

General

The Teleservice Report is free of charge and is activated for vehicles that meet the following requirements:

- ▶ Certain technical requirements are met.
- ▶ Active BMW ConnectedDrive contract.
- ▶ Equipment with intelligent emergency call or with ConnectedDrive services.

Neither personal information nor position data is transferred.

Teleservice Battery Guard

Principle

If the battery charge state falls below certain levels, BMW informs you or the Service Partner directly or when the vehicle is next started in defined cases.

General

If required and possible, the Service Partner will contact you to arrange a service appointment.

The Teleservice Battery Guard is available in specific countries and under the following conditions:

- ▶ Certain technical requirements are met.
- ▶ Active BMW ConnectedDrive contract.
- ▶ Equipment with intelligent emergency call or with ConnectedDrive services.
- ▶ To receive information from the Teleservice Battery Guard, your contact data must be saved in the ConnectedDrive Portal.



Your Service Partner

Principle

The preset Service Partner is displayed and can be contacted.

General

In special cases, for example after a change of owner or address, it may be necessary to change the Service Partner. There are several possible ways of doing this:

- ▷ Via customer support.
- ▷ From a Service Partner of the manufacturer or another qualified Service Partner or a specialist workshop.
- ▷ Where applicable, independently via iDrive on the vehicle's Control Display.
- ▷ Where applicable, via the ConnectedDrive Portal on the Internet.

Displaying Service Partners

The Service Partner that is currently assigned to the vehicle is displayed as a contact in the vehicle.

1. "Apps"
2. "Your Service Partner"

The assigned Service Partner is displayed along with all its contact information.

Depending on the equipment, the following functions are available in the contact:

- ▷ "Start route guidance"
- ▷ Call up contact.
- ▷ "Compose email"

Changing Service Partners

1. "Apps"
2. "Your Service Partner"

The assigned Service Partner is displayed along with all its contact information.

3. "Change Service Partner"

A search for a different Service Partner can be launched under Change Service Partner.

To change the Service Partner, the current location of the vehicle is preselected. Adapt the search criteria of the location search if necessary.

The new Service Partner is informed of all automatically or manually reported service requirements.

Online logbook

Principle

The online logbook saves and documents completed trips.

General

The range varies from country to country.

All completed journeys can be saved in the vehicle.

The minimum data recorded is the date and time at the start and end of each journey, the geo-position and number of kilometres, the kilometres travelled and the selected type of trip.

For business trips, the trip destination, purpose and business partner visited are also entered.

Completed trip book entries are automatically transferred to the ConnectedDrive Portal, where they can be shown and edited retrospectively. Changes must be made within seven days in order to meet the legal requirements of the financial authorities. All changes are logged.

As a template for the financial authorities, a report can be compiled by the user containing all the necessary information to ensure compliance with the country-specific legal requirements.

The entries can be completed both in the vehicle and in the ConnectedDrive Portal. Final confirmation can only be provided in the ConnectedDrive customer portal.

The journeys recorded are encrypted and can only be shown and processed in the vehicle or in the ConnectedDrive Portal.



Operating requirements

The correct date and time are set on the Control Display.

Activating logbook

1. "Apps"
2. "Logbook"
3. Activate the function.

More information on range of functions and operation online:

www.bmw-connecteddrive.com/

Deactivating a logbook

If the trip book is deactivated, all saved journeys are transferred to the BMW ConnectedDrive Portal. All data entered in the vehicle is retained.

The current trip is ended.

1. "Apps"
2. "Logbook"
3. "Settings"
4. "Deactivate logbook" or "OK"
5. Deactivate the function.

Updating BMW services

Principle

Starts the manual update of all services available in the vehicle.

Updating services

1. "Apps"
2. "All apps"
3.  Press the button.
4. "Update apps and services"

Customer support

Principle

Contact customer support for information on all aspects of your vehicle.

Calling customer support

1. "Apps"
2. "BMW Assistance"
3. If applicable, "Customer Support"

The customer support is displayed and a voice connection is established. If a voice connection is not established, dial the number manually.

ConnectedDrive Services

Operating requirements

- ▶ Connected Drive Services are applied for at a Service Partner or have been purchased via the ConnectedDrive Store.
- ▶ Mobile telephony reception must be guaranteed.
- ▶ For certain services, for example information on current location, the vehicle must be able to determine your current location.
- ▶ The correct date is set on the Control Display, see Owner's Handbook for the vehicle.

ConnectedDrive Store

Principle

Various services can be ordered retrospectively for vehicles that meet certain technical requirements.

General

The range varies from country to country.



Ordering services

1. "Apps"
2. "Store"

An overview of the services present in the vehicle and those available to order is shown.

3. "All services"

An overview of the services present in the vehicle and those available to order is shown.

4. To buy a service, select it and follow the instructions in the Control Display.

BMW messages

General

Messages from the Concierge Service and from My Info are displayed.

Information about SMS messages from the mobile telephone, see page 61.

Displaying BMW messages

1. "Apps"
2. "BMW messages"

The latest BMW messages are displayed.

Status

A symbol indicates the status of the message.

Sym- bol	Meaning
	Read BMW message.
	Unread BMW message.

Filtering the message list according to status

1. "Filter"
2. Select the desired setting.

Filtering message list by message type

1. "All message types"

2. Select the desired setting.

Deleting a message

1. Press the button.
2. Delete selected message: "Delete message"
Deleting all messages: "Delete all messages"

Additional functions

Depending on the equipment, the following functions are available in a selected message, from the Concierge Service or from My Info.

- Select a town/city to start route guidance.
- Select a telephone number to dial it.

My Info/Service Info

General

Messages from My Info/Service Info can come from the ConnectedDrive customer portal or be sent by selected partners.

Vehicle apps

Principle

BMW ConnectedDrive Services offer you apps and other functions that enable you to display information, for example the weather and news, on the Control Display.

Displaying BMW ConnectedDrive service apps

1. "All services"
2. Select the required app.
3. "Further product details"
View detail if applicable.

Messages

- My Info messages, see page 69.



Log on

To display personal data, for example e-mails, a log on is required.

The function is country-dependent.

1. "CAR"
2. "Driver profiles"
3. "ConnectedDrive user name"
Enter the ConnectedDrive user name.
4. "ConnectedDrive password"
Enter the ConnectedDrive password.
5. "Log in"

Automatic log on

The log on takes place automatically when the vehicle's apps are called up. Automatic logon can be carried out with the personal driver profile, see Owner's Handbook for the vehicle.

The automatic logon function can be deactivated in the ConnectedDrive customer portal on the Internet. A change may be required in the ConnectedDrive Portal under Password protection in the vehicle in the Control menu item.

Changing user

1. "CAR"
2. "Settings"
3. "Driver profiles"
4.  Press the button.
5. "Change driver profile"
6. Select a different user account.
7. "OK"

Adapting the menu

The menu can be adapted, for example to remove the entries for unused functions from the menu.

1. "COM"
2.  Press the button.

3. "Personalise menu"
4. Select the desired setting.
5. Tilt the Controller to the left.

Concierge Service

Principle

The Concierge Service provides information about hotels, restaurants etc. and can send an SMS with the required information to the vehicle. Addresses can also be sent directly to the navigation system. A voice connection to the Concierge Service is established for this purpose.

Starting the Concierge Service

1. "COM"
2. "BMW Assistance"
3. "Concierge Services"

A voice connection to the Concierge Service is established.

Remote Services

Principle

Remote Services enable some vehicle functions to be controlled remotely via the BMW Connected app. The app can be used to lock and unlock the vehicle, for example.

Other functions are available depending on the vehicle.

General

The vehicle is controlled via the BMW Connected app, which can be obtained for iOS from the Apple App Store and for Android in the Google Play Store.

For Remote Services to be used, they must be activated in the ConnectedDrive customer portal or in the BMW Connected app as a one-time



procedure. An active BMW ConnectedDrive contract is required.

Alternatively, remote control of certain functions can also be requested using the BMW ConnectedDrive call centre.

You can find the Owner's Handbook for the BMW Connected App in the ConnectedDrive customer portal or at www.bmw.com.

Apple CarPlay preparation

Principle

CarPlay makes it possible to operate certain functions of a compatible Apple iPhone by Siri voice operation and using iDrive.

General

Depending on the country variant, CarPlay may not be available. Contact a Service Partner of the manufacturer or another qualified Service Partner or a specialist workshop for more detailed information.

CarPlay and the associated apps are provided by the iPhone. The scope and content depend on the device manufacturer and may vary depending on the country variant.

The following restrictions apply to an iPhone connected via CarPlay:

- ▶ Not every app installed on the iPhone can be operated via CarPlay.
- ▶ Telephoning is only possible via CarPlay.
- ▶ The iPhone cannot be registered as an additional telephone.
- ▶ The entries in the phonebook are not transferred to the vehicle.
- ▶ Only one further telephone can be connected to the vehicle.
- ▶ Using CarPlay may incur mobile phone costs. These costs do not form part of vehicle's optional equipment.

Operating requirements

The iPhone is connected to the vehicle, see the Owner's Handbook for the vehicle.

Selecting CarPlay

CarPlay can be selected using the following menu:

- ▶ "Apple CarPlay"
The CarPlay menu is displayed.
- ▶ "Media/Radio"
"Now playing in Apple CarPlay"
The iPhone music app opens.
- ▶ "Enter destination"
"Maps in CarPlay"
The iPhone navigation app opens.
- ▶ "Communication"
"Phone in CarPlay"
The iPhone telephone app opens.

Operating CarPlay

CarPlay can be operated using iDrive and by voice commands.

By voice:

1.  Press the button on the steering wheel until Siri voice control is activated on the iPhone.
2. Say the commands recognised by the iPhone.

Switching CarPlay off/on

1. "CAR"
2. "Settings"
3. "General settings"
4. "Mobile devices"
5. Select the iPhone with CarPlay function.
6. "Connection mode"
7. ▶ "Apple CarPlay"



Select the entry to switch CarPlay off. The iPhone remains connected as a smartphone.

- ▷ "Apple CarPlay"

Select the entry to switch CarPlay on.

CarPlay navigation

The destination of the active CarPlay navigation can be transferred to the BMW navigation. Route guidance is taken over by the BMW navigation and the CarPlay navigation is closed.

Transferring back to CarPlay is not possible.

BMW Connected App

Principle

The Connected App provides mobility-based services and applications.

General

You can find information about installing the Connected App and on its content, as well as information about the ConnectedDrive customer portal, at www.bmw.com/connecteddrive.

The Connected app must be installed on the smartphone you wish to use. The installation process will vary depending on the smartphone.

To use all the features of the Connected app, you will need to register when you start it up; you only need to do this once. The registration process creates a personal ConnectedDrive account for you in the ConnectedDrive customer portal. If you already have a ConnectedDrive account, you can use its login details in the Connected app.

Some functions enable communication with the vehicle without the need for you to be inside or at the vehicle. These functions can be executed via the Connected app or the ConnectedDrive account.

The vehicle needs to be linked to the ConnectedDrive account in order to use the functions; you only need to do this once. You can link the

vehicle via the account or via the app. Confirmation in the vehicle via iDrive is also required.

Apps

Principle

Certain apps of a compatible smartphone can be integrated into the vehicle. These apps are displayed on the Control Display.

General

Some apps can only be used when the vehicle is stationary for safety reasons.

The vehicle manufacturer recommends using applications that have been classified by BMW as compatible with your vehicle; otherwise there is a risk of system malfunctions.

Information about using apps:

- ▷ The extent of apps shown on the Control Display depends on the functions of the app installed on the smartphone.
- ▷ The data transfer of the apps from the smartphone to the vehicle may take a while. Some apps are dependent on the speed of the available Internet connection of the smartphone.
- ▷ Some smartphones cannot use apps and Bluetooth hands-free at the same time. Restart the app on the smartphone after a phone call as necessary.
- ▷ Using the apps on a smartphone may incur costs. These costs do not form part of vehicle's optional equipment.

Information about compatibility:

- ▷ Compatible smartphones: www.bmw.com/bluetooth.
- ▷ Available apps and installing them: www.bmw.com/connectivity.
- ▷ From a Service Partner of the manufacturer or another qualified Service Partner or a specialist workshop.



Requirements

- ▶ Corresponding mobile radio contract.
- ▶ Compatible smartphone.
- ▶ Apps are installed on the smartphone and ready for use.
- ▶ The smartphone is connected to the vehicle via a USB port or Bluetooth, see Owner's Handbook for the vehicle.

- ▶ The smartphone is connected to the vehicle simultaneously via Bluetooth and the USB interface.

With simultaneous connection via the USB interface and Bluetooth, the Bluetooth connection takes precedence.

Using apps

1. "Apps"
2. "All apps" or, where applicable, "ConnectedDrive"
3. Select the desired app on the smartphone.

Displaying the status

1. "All apps" or "ConnectedDrive"
2. "Mobile devices"

Frequently Asked Questions

Why are the apps installed on my smartphone not displayed on the Control Display, even though the smartphone is connected to the vehicle?

- ▶ The smartphone is no longer selected for the use of apps.

Another smartphone connected to the vehicle has been selected for the use of apps.

- ▶ The smartphone is no longer selected for the use of Bluetooth audio.

The smartphone is connected to the vehicle via Bluetooth. Another smartphone has been selected for the use of Bluetooth audio. Without Bluetooth audio, the use of apps via a Bluetooth connection is not possible.

Two different smartphones are used for audio playback and for using apps. In this case, one of the smartphones has to be connected to the vehicle via the USB interface.



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Everything from A to Z

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