Telephone

Introduction

Applies to vehicles: with phone pre-installation or Bluetooth interface

You can operate your mobile phone conveniently via the Telephone function of the MMI system.

The mobile phone is connected to the on-board phone system via Bluetooth. The hands-free system on the on-board phone system can then be used to make phone calls.

> ⚠️ **WARNING**
>
> – According to health organisations, mobile phones may interfere with the function of pacemakers. A minimum distance of 20 cm should be kept between the mobile phone aerial and the pacemaker.
>   – Do not carry a mobile phone in your breast pocket directly over the pacemaker when the phone is switched on.
>   – If you suspect interference, switch the mobile phone off immediately.
> – The speech dialogue system ⇨ *page 15* must not be used in cases of emergency, since the voice changes in stressful situations. This could result in a failed or delayed telephone connection. Always dial emergency numbers manually!
> – Switch off your mobile phones in all areas where there may be a risk of explosion. Remember that these areas may not always be adequately marked. Such places are filling stations, fuel and chemical storage facilities or transport vehicles and other places where fumes, chemicals (e.g. from leaking propane or fuel vapours in vehicles or buildings) or large quantities of dust particles (e.g. from flour, wood or metal) could accumulate in the air. This warning also applies to all other places where you would normally switch off your engine.
> – When using the telephone, please observe the notes on traffic safety ⇨ *page 6*.

> ⚠️ **CAUTION**
>
> – Please observe the laws regulating the use of telephones in vehicles.
> – You must switch off the telephone in areas where the use of mobile telephones is prohibited. Please observe all relevant caution notices and regulations.

> ⓘ **Note**
>
> – The telephone functions will depend on the mobile network service provider and the mobile phone used. For more information, please contact your mobile network service provider, see the operating instructions for your mobile phone, or see the Internet (e.g. www.audi.com/bluetooth).
> – The maximum range of the Bluetooth connection is limited to the interior of the vehicle. The connection can be susceptible to interference with other electronic devices.

Bonding a mobile phone

Applies to vehicles: with phone pre-installation or Bluetooth interface

Fig. 19 Searching for new mobile phones

Fig. 20 Device management menu

Requirements for bonding

– The vehicle must be stationary, and the ignition must be switched on.
– Bluetooth must be switched on in the MMI and on the mobile phone.
– Both your mobile phone and the MMI must have the Bluetooth discoverability option switched on.
– The on-board phone system or the mobile phone you would like to bond must not be connected actively to any other Bluetooth device.

Searching for a mobile phone

Some mobile phones are only found by the infotainment system via the function **Find Bluetooth devices**.

– **Searching for new mobile phones**: Select function selector button MENU > **Telephone** > **Connect mobile phone** > **Find new devices**. The available Bluetooth mobile phones are shown on the display.

– **Searching for Bluetooth devices**: Select function selector button MENU > **Telephone** > control button **Settings** > **Bluetooth** > **Device management** > **Find new devices**. The available Bluetooth devices are shown on the display.

Bonding a mobile phone

– **Bonding with PIN entry**: Select and confirm the mobile phone you wish to use. Select and confirm **Handsfree**. A PIN code for establishing the connection will appear on the display. Select and confirm **Yes**. When the phone requests it, enter the PIN code shown into your mobile phone.
– To enter any 4 to 16-digit PIN, select and confirm **No** at the PIN entry and enter your own personal PIN in the MMI and then in your mobile phone.
– **Fast bonding (secure simple pairing)**: If your mobile phone supports this function, a 6-digit PIN will be shown on your mobile phone and on the MMI display simultaneously. Confirm this PIN on your mobile phone and in the MMI.

Please pay attention to any connection queries on your mobile phone.

The signal strength bar and the mobile phone symbol ① will appear in the status line of the display when the mobile phone has successfully bonded.

The Bluetooth connection between the on-board phone system and the mobile phone is automatically terminated when you switch off the ignition.

(i) Note

– You have about 30 seconds to enter the PIN.
– You have to enter the 4-digit PIN code once only. Any Bluetooth devices that have already been bonded to the infotainment system once are connected automatically when they are within range. Please pay attention to any connection queries on your mobile phone.

▶

Bedienung

Kommunikation

Navigation

Unterhaltung

– You can speed up the automatic connection by authorising the on-board phone system on your mobile phone.
– You can bond several mobile phones to the on-board phone system; however only one connection is active at a time.
– For up-to-date information on the phone pre-installation, please see the Internet (e.g. www.audi.com/bluetooth) or contact an Audi dealer.
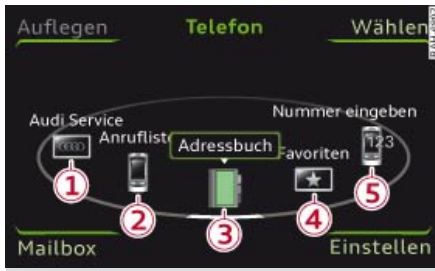
Calling up the telephone

Fig. 21   Telephone functions

Important: A mobile phone must be bonded to the MMI.

▶ Select: Function selector button MENU > **Telephone**.

The main telephone functions or the telephone menu that was last activated will appear on the display. You can call up the main telephone functions by pressing the function selector button marked TEL again (while the telephone is activated).

① Audi Service ⇨ *page 38*
② Call list ⇨ *page 35*
③ Directory ⇨ *page 40*
④ Favourites ⇨ *page 37*
⑤ Enter number ⇨ *page 34*

Dialling a telephone number

Dialling using the speller

Applies to vehicles: with phone pre-installation or Bluetooth interface

Using the speller, you can enter a telephone number directly (as a series of numbers or as a series of letters).

Fig. 22   Entering a telephone number via the speller for numbers

Fig. 23   Entering a telephone number via the speller for letters

▶ Select: Function selector button MENU > **Telephone** > **Enter number**.

– **Entering a telephone number using numbers**: Enter a telephone number using the speller ⇨ *fig. 22*.
– **Entering a telephone number using letters**: Press the control button for **A-Z**. Enter a series of letters, e.g. *AUDISERVICE* via the speller.
– **Dialling a telephone number**: Select and confirm **OK** or press the control button for **Dial**. After the connection has been established, the audio system will be muted.

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If you have entered incorrect digits, select and confirm ◀. You can delete all characters entered at once by turning the speller to ◀ and pressing and holding the rotary pushbutton.

> **(i) Note**
>
> – You can enter DTMF tones ("touch-tones") using the speller while you are talking on the phone.
> – If you deactivate the option **Navigation cues during call** in navigation mode, you will not hear any navigation cues while you are talking on the telephone ⇨ *page 54*.
> – If the display was switched off, it will be switched on automatically when there is an incoming call.

Selecting from a list

Applies to vehicles: with phone pre-installation or Bluetooth interface

Fig. 24 Selecting a telephone number from the call list

Important: A telephone number must be stored in the call lists or in the directory.

▶ Select: Function selector button MENU > **Telephone**.

Call list

– **Dialling a telephone number**: Select and confirm the desired telephone number in the call list. Select and confirm **Call**.

Directory

– **Dialling a telephone number**: Select and confirm the desired contact in the directory. The address card will appear on the display.

Select and confirm the desired telephone number.

Favourites

– **Dialling a telephone number**: Select and confirm a favourite.

Control button Dial (Call list)

– **Dialling a telephone number**: Select and confirm the desired telephone number in the call list. Select and confirm **Call**.

> **(i) Note**
>
> The telephone functions will depend on the mobile network service provider and the mobile phone used. For more information, contact your mobile network service provider or refer to the operating instructions for your mobile phone.

Calling mailbox

Applies to vehicles: with phone pre-installation or Bluetooth interface

▶ Select: Function selector button MENU > **Telephone** > control button **Mailbox**.

– **Entering mailbox number**: Enter the mailbox number via the speller. Select and confirm **OK**.
– **Dialling mailbox number**: Select function selector button **Mailbox** > control button **Call**.

> **(i) Note**
>
> – This service must be set up and activated on your mobile network before you can use it. For more information, contact your service provider.
> – The mailbox number depends on your service provider.

Answering and ending calls

Applies to vehicles: with phone pre-installation or Blue-tooth interface

Important: There must be an incoming call, an active call, or the phone must be establishing a connection.

– **Answering a call**: Press the control button for **Answer**.
– **Ignoring a call**: Press the control button for **Ignore**.
– **Ending a call/cancelling the dialling process**: Press the control button for **End call**.

If you are already talking on the phone when someone else calls, the option **Answer** can be used to place the current call on hold and to answer the incoming call. If you select **Ignore**, the incoming call will be declined.

Depending on whether the caller is stored in the directory and whether the telephone number is transmitted with the call, the *name*, the *telephone number* or **Unknown** will appear on the display.

(i) Note

– Depending on your mobile phone and service provider, you may be able to answer incoming calls while you are already talking on the phone ⇨ *page 36*. The active telephone call will then be placed on hold automatically.
– The audio source is muted automatically when you make or receive telephone calls.
– If you do not want to hear any navigation cues while you are on the phone, you can simply switch off the voice guidance function ⇨ *page 54*.

During a call

Applies to vehicles: with phone pre-installation or Blue-tooth interface

Important: You must be talking on the phone.

▸ Select: Control button **Options**.

– **Making a further call**: Select **Hold** > **Further call** > **Directory** or **Call list** > *entry in list*.
– **Answering a further call when you are talking on the phone and have another call on hold**: Select **Replace**. The current call will be replaced by the incoming call.

Other functions are:

Switch microphone off: Your caller cannot hear your private conversations. You can still hear the caller.

Hold/Resume: You can put a call on hold and retrieve it later from the hold queue. **On hold** appears in the display, together with the amount of time the call has been on hold. To end a call that is on hold, press the control button for **End call**.

Switch: You can switch between two phone calls (one of them will be on hold at any given time). Press the control button for **End call** to end whichever call is active. The call on hold will remain in the hold queue and can be continued by pressing the control button for **Options** and selecting **Resume**.

Join conference: The caller on hold and up to five callers can take part in a conference (depending on the network service). To set up a further call, select **Hold** to place all the members of an existing conference on hold. Press the **Options** control button. Select and confirm **Further call** and choose a telephone number from the **Call list** or the **Directory**. Alternatively, select **Enter number**. To add this caller to the existing conference, select **Join conference**. Select **Resume** if you want to retrieve all participants in an existing conference from the hold queue. **Show conference participants** allows you to display the participants.

Answering a further call

(i) Note

– The option *Call waiting* must be activated on your mobile phone for you to be made aware of incoming calls during a conversation.

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– The options available during a call may vary depending on the mobile network service provider and the mobile phone you are using. For more information, contact your service provider.

– The display for the incoming call may remain for several seconds afterwards; this depends on the type of mobile phone you are using. Should you use the function **Replace** or **Ignore** in the infotainment system during this time, it is possible that the active call will be ended.

Storing a telephone number

Storing a new telephone number

You can store a new telephone number as a contact in the directory ⇨ *page 41*.

Storing from the call list

Applies to vehicles: with phone pre-installation or Bluetooth interface

You can store telephone numbers from the call lists in the directory.

Fig. 25 Storing a telephone number in the directory

Important: A telephone number must be stored in the call lists.

▶ Select: Function selector button MENU > **Telephone** > **Call list** > *select telephone number* > **Store in directory**.

– **Storing a telephone number as a new address card**: Select **New contact**. Enter a **Surname**. Enter additional data if desired. Select and confirm **Store contact**.

– **Allocating a telephone number to an existing address card**: Select and confirm a contact in the list. Select and confirm **Store contact**.

> (i) **Note**
>
> – The contacts are only stored in the directory of the infotainment system.
> – You can edit the directory ⇨ *page 40*.

Storing in the favourites

You can store the numbers you dial most frequently in a favourites list.

▶ Select: Function selector button MENU > **Telephone** > **Favourites** > **Assign favourite**.

Storing a new telephone number as a favourite: Select **New contact**. Enter a **Surname** and further data if required. Enter a **Telephone number**. Select and confirm **Store contact**.

Storing an existing telephone number as a favourite: Select and confirm a contact in the list. Select and confirm the desired telephone number.

You can store up to six contacts in the **Favourites** list.

Auto SOS

Applies to vehicles: with phone pre-installation

When an airbag is triggered, the car telephone kit or connected mobile phone will automatically place an emergency call.

Important: A mobile phone must be connected to the MMI ⇨ *page 33*.

▶ Select: Function selector button MENU > **Telephone** > control button **Settings** > **Telephone settings** > **Auto SOS**.

on

When an airbag is triggered, the connected mobile phone will call the emergency number.

off

The automatic emergency call function can be switched **off**. However, the emergency call

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function will be reset to **on** when the engine is switched off.

> ⚠️ **WARNING**
>
> Please note that automatic emergency call cannot be guaranteed under all circumstances for technical reasons. Do not rely solely on your telephone when a vital communication (e.g. medical emergency) is involved.

> ⓘ **Note**
>
> – The position of your vehicle can be determined via cell-ID positioning.
> – The automatic emergency call is available for all EU countries as well as Switzerland, Norway, Liechtenstein and Iceland.

Audi Service

The Audi Service function allows you to quickly and easily call the Audi Info call or breakdown assist numbers.

▶ Select: Function selector button MENU > **Telephone** > **Audi Service**.

– **Calling Audi breakdown assist**: Select and confirm **Breakdown assist call** > **Dial**. The telephone number will be dialled.
– **Calling Audi Info number**: Select and confirm **Info call** > **Dial**. The telephone number will be dialled.

Other settings

Settings

Applies to vehicles: with phone pre-installation or Bluetooth interface

▶ Select: Function selector button MENU > **Telephone** > control button **Settings**.

Telephone settings

– **Ring tone settings**[1]: The **Ring tone** can be changed and the **Ring tone volume** can be reduced (**Vol. -**) or increased (**Vol. +**).

– **Auto SOS**: The automatic emergency call function ⇨ *page 37* can be switched **on/off**.

Bluetooth

– **Device management**: All Bluetooth devices bonded to the MMI system are displayed in a list. The device that is currently connected is marked with the Bluetooth symbol. To switch between the Handsfree Profile and the audio player profile while a mobile phone is connected, select the Bluetooth device and change the profile via the function **connect** (the vehicle must be stationary). Use the function **disconnect** to disconnect the device currently bonded. To delete bonded Bluetooth devices one at a time, select a device and delete it by selecting the function **Delete Bluetooth device**. The **Find new devices** function searches for all Bluetooth devices within range and displays them in a list.
– **Bluetooth**: When this function is on, the Bluetooth symbol ① will appear on the display. The Bluetooth discoverability of the MMI can be switched on/off using the settings **visible/invisible**. Devices which have already been bonded can connect via Bluetooth even when discoverability is deactivated. Once you have bonded your mobile phone, you should switch **Bluetooth** to **invisible** to prevent the on-board phone system from being discovered by third parties.
– **Audio player**: In order to be able to use the **Bluetooth audio player** as a source in media mode, the function must be switched **on**. To avoid problems while using the telephone or media, switch the **Audio player** function **off** when you are not using the Bluetooth audio player.
– **MMI name**: The Bluetooth name of the MMI system (e.g. "AUDI MMI 2613") is displayed and can be changed.

You can bond several mobile phones to the infotainment system; however only one connection is active at a time.   ▶

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[1]   This depends on your mobile phone.

You can return the Bluetooth settings to the factory defaults if desired .

Audi Phone Box

Applies to vehicles: with phone pre-installation and Audi Phone Box

– **Establishing a Bluetooth connection**: Place your mobile phone into the Audi Phone Box with the display facing upwards. A mobile phone that has already been bonded ⇨ *page 33* will automatically be connected to the MMI.
– **Charging the battery**: Connect your mobile phone to the 5 Volt socket ① using the USB charging cable*.

The following USB charging cables are currently available:

① Nokia adapter
② Mini USB straight
③ Mini USB angled
④ Sony Ericsson FastPort
⑤ Apple Dock Connector

A mobile phone in the Audi Phone Box sends and receives call signals and data via the external car aerial. This reduces mobile phone radiation in the interior of the vehicle. An additional aerial amplifier ensures good transmission quality.

⚠ WARNING

Loose objects can be flung around in the passenger compartment in the event of sudden driving or braking manoeuvres. This could result in serious injuries and also cause you to lose control of the vehicle. Always keep the centre armrest closed when driving.

ⓘ Note

– The Audi Phone Box is not available in all countries. Your Audi dealer will be able to provide you with more detailed information.
– To avoid malfunctions, ensure that the mobile phone is correctly placed inside the Audi Phone Box. The mobile phone should ideally be placed centrally on the telephone symbol.
– If the mobile phone is placed in the Audi Phone Box in a bag or a protective case, this may interfere with the connection to the external aerial.
– A Bluetooth connection between your mobile phone and the on-board phone system is also necessary when you are using the Audi Phone Box.
– USB charging cables are available from Audi dealers or specialist retailers.