



BMW Connected: Frequently asked questions (06/2011)

1. General

What is BMW's new special option "Apps"?

The special option Apps (option code 6NR) integrates innovative applications from your iPhone into your vehicle. Many functions are designed only for use in connection with your BMW. Some functions can also be used directly on your iPhone without a vehicle connection.

What is needed to use all new features of the new special option "Apps"?

All BMWs equipped with special option code 6NR ("Apps"), Navigation System Professional, USB connection and SnapIn adapter in combination with an iPhone and the BMW Connected app (which can be download free of charge from Apple's App Store) can use the full feature set. In addition, it is recommended to have a suitable mobile phone contract with broadband data services for the best possible functionality (e.g. webradio).

Which smartphones can I use with the new special option "Apps"?

Currently, compatibility exists with Apple's iPhone 3GS and iPhone 4 with iOS software version 4.2 or higher.

Who should I contact if I have any problems with the USB port on my iPhone?

You can obtain further information on your iPhone and its connection ports in the BMW user guide or from Apple's technical support.

How can I clearly identify my iPhone serial number?

You will find the serial number of your Apple iPhone in the following menu: [Settings][General][About][Serial Number] Then enter this serial number on the following website: <http://support.apple.com/specs>

Where can I find my iPhone's software version?

For Apple iPhones please navigate to the following menu entry: [Settings][General][About][Version]

2. Use

What do I have to do before I can use the BMW Connected app on my iPhone in my vehicle?

Before you can use the BMW Connected iPhone app in your vehicle, you must download the BMW Connected app from the App Store and install it on your iPhone. The following link takes you to the download site for the BMW Connected app: <http://itunes.apple.com/app/bmw-connected/id406975118>. Alternatively, you can also search for "BMW Connected" directly on Apple's iTunes Store. The BMW Connected app can then be found in the search results for iPhone apps.

What do I have to do in order to use the BMW Connected app in my vehicle?

Connect your iPhone to your BMW using the video/audio adapter cable for Apple iPhone or the snap-in adapter (BMW accessories) and launch the BMW Connected app. The applications will then be displayed in your BMW within the menu item "BMW Apps ". The BMW iDrive controller is used to activate the features.



Why am I asked to agree to the use of information on the location (a pop-up message appears)?

Some BMW Connected functions use the location information from the iPhone. It is recommended that you agree to the use of the location information to enjoy the full range of available functions.

Why is the BMW Connected app closed when a video is played?

This is a known behavior of the Apple iPhone. An active app is closed as soon as a video is played. After the video has finished, you have to relaunch the BMW Connected app. It is recommended to start the BMW Connected app only when road traffic conditions permit. For driving safety reasons, the operation of your iPhone while driving is not recommended.

Why is the BMW Connected app closed by an outgoing telephone call?

This is a known behavior of the Apple iPhone. When an outgoing call is made, the active app is closed. After the call has finished, you have to relaunch the BMW Connected app. It is recommended to start the BMW Connected app only when road traffic conditions permit. For driving safety reasons, the operation of your iPhone while driving is not recommended.

Where can I obtain an update for my BMW Connected app?

Any available updates for the BMW Connected app can be downloaded from Apple's App Store. The following link takes you to the download site for the BMW Connected app: <http://itunes.apple.com/app/bmw-connected/id406975118>

How can I update my vehicle software?

Further information on this topic is available in chapter SOFTWARE UPDATE.

When using online applications, especially webradio, why are incoming calls forwarded directly to voicemail?

This is a network based restriction. Some operators forward incoming calls directly to voicemail during data communication via EDGE and GPRS. However, when using a UMTS / HSDPA connection, incoming calls can be answered and will not be forwarded to voicemail.



3. Problems and remedies

I can't find the menu "Apps" in my vehicle's display .

Your vehicle's display will only contain the "Apps" menu if it is equipped with special option code 6NR. Please inquire with your BMW dealer to find out whether a retrofitting solution is available for your vehicle.

I can't use the BMW Connected app functions in my BMW.

In order to use the BMW Connected app functions in your vehicle, your iPhone must be connected to your BMW via cable or SnapIn adapter, and the BMW Connected app must be launched on your iPhone.

Even after connecting my iPhone and launching the BMW Connected app, I can't find any of the BMW Connected functions.

In order to exclude potential connection/hardware issues on your iPhone, we recommend you unplug the iPhone and reconnect it and also relaunch the BMW Connected app.

If the problem persists, it is recommended that you switch the iPhone off and then back on.

If the problem still persists, please carry out a reset of your iPhone. The iPhone is reset by pressing the two keys "Home" and "Standby" on your iPhone at the same time for at least ten seconds until the Apple logo appears.

Following this procedure, if still no BMW Connected functions are displayed in your vehicle, it is recommended that you perform the self-diagnosis tool contained in the BMW Connected app, as described in the owner's handbook.

My iPhone's internet connection is not available in order to use the BMW Connected features.

1. Please check that the "Flight mode" option on your iPhone is disabled.
2. In a foreign country: Data roaming is usually disabled. Please bear in mind that enabling data roaming may result in substantial additional costs with your mobile phone provider.

From time to time, BMW Connected online applications are limited during the journey or are not available at all.

Due to the operating principle, the service quality of the BMW Connected app online applications are influenced to a large extent by the coverage of mobile phone networks and the current reception quality.

In many cases, poor reception can be recognized by the low signal strength (typically indicated by the bar display on your iPhone). Even if good signal reception is indicated on the iPhone, this does not necessarily mean that the service quality is good as well. Your iPhone's service quality often depends on additional network-specific parameters.



4. Web radio

Why are there repeated audio interruptions for webradio?

Malfunctions may occur due to poor or non-existent broadband network connection at your current location. Network coverage tends to be better in major cities and along well-developed motorways in comparison to less densely populated rural areas. In addition, volume-based broadband restrictions by the provider may limit your iPhone's data connection functionality.

The iPhone displays a good network connection, but I still experience a lot of audio interruptions.

The data rate that is actually available from your network provider at the current time and place depends on a large number of factors. If the mobile reception cell you are currently located in is experiencing high data usage volume by other telephone users, this may reduce the quality of your individual data connection.

Which station directory does webradio use?

Webradio uses the station directory of Radio Time, Inc.

What can I do if my favourite station is missing?

Please submit your request for additional radio station listings on Radio Time, Inc.'s internet site at the following link: <http://radiotime.com/mobile/bmw.aspx>

What can I do if my chosen radio station listing appears to be incorrect?

Please report your request for radio station listing correction on Radio Time, Inc.'s internet site at the following link <http://radiotime.com/mobile/bmw.aspx>.

Why are certain radio stations not featured in the webradio application?

Only the radio stations which are available through radiotime.com or which support the MP3 or ACC format (information valid as of 03/2011) are featured in the webradio application. In addition, licensing conditions may restrict the use of certain radio stations in the webradio application.

5. Facebook

What do I have to do before I can use Facebook in my vehicle?

In order to use Facebook in your vehicle, a Facebook account is necessary. If you do not have a Facebook account, you can create it at <http://www.facebook.com>. Disconnect the device from the vehicle and enter your Facebook login data in the BMW Connected app at [BMW apps][Facebook][Log into Facebook].
Accept the requests for permission to allow the access on your Facebook data by BMW Connected.

Connect your device to your BMW using the video/audio adapter cable for Apple iPod/iPhone or the snap-in adapter (BMW accessories) and open "Facebook" in your BMW.

What does the paper-clip symbol mean in the detailed view of a Facebook posting in my BMW's display?

The paper-clip symbol indicates an attachment in the Facebook posting, which cannot be shown in your BMW's display for technical reasons.

The volume counter for Facebook comments and 'likes' in my BMW's display shows three periods ('...') instead of a number. What does this mean?

The volume counter will display three periods ('...') if the total sum of Facebook comments and 'likes' exceeds 99.



Entered login data for Facebook are not accepted in the vehicle, even though the login on the iPhone was successful.

Login verification for Facebook can be delayed depending on the Facebook server's current availability status. By tapping the login button twice during the verification process, the login will fail in the vehicle. In this case, your Facebook's login data needs to be re-entered on the iPhone.

How can I change the language of the posts, that I can send from the vehicle?

The language must be changed locally on the iPhone in [Settings][General][International][Language]. Currently the app supports English, French, German, Italian and Spanish. If another language is set on the iPhone, the language of the BMW Connected application is English. This also includes the available posts for Facebook and Twitter.

Why aren't all posts that can be send in Twitter / Facebook available in the vehicle at all times?

A few default posts are linked to conditions, e.g. exceeding a specific outside temperature. If such a post will be edited on the iPhone the link is cancelled. The link will be enabled again when restoring the posts in the BMW Connected app in [Info][Settings][Reset posts]. Furthermore posts with variables are only available if the variables can be set with valid data from the vehicle, e.g. from an active route guidance of the navigation system.

Why can posts not be sent during a phone call via the hands-free kit?

The ability to send data during a phone call depends on the network connectivity and the network carrier. Some operators do not provide data communication via EDGE and GPRS during a voice connection. Using a UMTS / HSDPA connection, voice and data network can be used simultaneously.

What is the difference between resetting posts in current language and resetting posts in all languages on the iPhone?

If you edit or add a text for posting on Twitter or Facebook, the text will only be stored in the current language setting of your iPhone. You can create individual texts for each language the app supports. Resetting posts in the current language only resets posts to factory default which you added or changed in the respective language setting. Resetting posts in all languages resets all posts to factory default in every language setting the app supports.

Please note that posts for Twitter and Facebook are in the same data pool.

6. Twitter

What do I have to do before I can use Twitter in my vehicle?

In order to use Twitter in your vehicle, a Twitter account is necessary. If you do not have a Twitter account, you can create it at <http://www.twitter.com>.

Disconnect the device from the vehicle and enter your Twitter login data in the BMW Connected app at [BMW apps][Twitter][Log into Twitter].

Connect your device to your BMW using the video/audio adapter cable for Apple iPod/iPhone or the snap-in adapter (BMW accessories) and open "Twitter" in your BMW.

Is there a limit to the number of requests to Twitter?

Yes, a maximum number of 150 Twitter requests per hour are possible. For further details, please refer to Twitter's internet site at the following address: <http://dev.twitter.com/pages/rate-limiting>



What happens if tweets with the same content are sent several times?

Twitter ignores any subsequent tweets sent with the same content. . For further details, please refer to Twitter's internet site at the following address: http://dev.twitter.com/doc/post/statuses/update

Entered login data for Twitter on the iPhone are not accepted in the vehicle.

Your individual Twitter user name and password will be checked as soon as the iPhone is connected in your BMW and the BMW Connected app has been launched. If login problems persist, please disconnect the iPhone and recheck your Twitter login data. Please also ensure that the date, time and time zone on the iPhone are set correctly.

How can my favourite Tweets be viewed?

Your favourite Tweets can be viewed on the official Twitter internet site at the following address by clicking the "favorites" tab: http://www.twitter.com

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7. PlugIn

What is BMW Apps PlugIn?

PlugIn enables BMW Apps to display the familiar iPod navigation menu in the vehicle's display screen. It also allows control of the music playback features with an iPhone, iPod touch or the latest-generation iPod nano, using the vehicle's controls. In addition, the display screen gives direct access to the latest iPod functions, such as a custom playlist and Genius Mixes, which lets you automatically create playlists from songs in your music library that go great together.

What is needed for the feature BMW Apps PlugIn?

For PlugIn a BMW with option SA 6NR (BMW Apps) and an iPhone 3G, iPhone 3GS, iPhone 4 or iPod touch (second and third generation) with at least iOS 4.2.1 is required.

PlugIn can only be used via the Snap-In-Adapter, not via the BMW USB port.