

## Requirements for activating a function


- A suitable Infotainment system is installed in the vehicle.
- Compatibility and performance of the hardware available in the vehicle.
- There is a valid We Connect contract between you and Volkswagen.
- The vehicle is assigned to your We Connect user account.
- Sufficient mobile reception at the current location of the vehicle.
- The electrical system in the vehicle is ready for use.
- The vehicle battery has a sufficient charge level.
- Factory-installed OCU or in some countries the Volkswagen We Connect control unit. <

## Steps for activation

Do not drive the vehicle during an activation process.

1. Switch on the ignition.
2. Confirm activation in the Infotainment system.
3. Observe the information on the Infotainment system during activation.

After activation, it is necessary to switch the ignition off and then back on again for some functions. The function can then be used properly.

 Before starting the engine again, read the message in the Infotainment system about completed activation. Observe the instructions if activation was not successful. <

## Troubleshooting

### Where can I obtain activatable functions?

From an online shop accessible via your Volkswagen We Connect user account.

Depending on equipment, functions can also be purchased and activated directly via the Infotainment system in the "In-Car Shop".

### Function restrictions during activation

The function is not available during activation.

### After successful activation

Successful activation is displayed on the Infotainment system.

### When will the activated function be available?

Depending on the function activated, it will be available either immediately or only after the next driving cycle (deactivation and renewed activation of the vehicle's drive system). <

## Wi-Fi hotspot


### Introduction to the topic

The WLAN hotspot function is not available in all markets and vehicles.


Some Infotainment systems can be used as a WLAN hotspot to provide Internet access for up to eight WLAN devices.


Some Infotainment systems can use the WLAN hotspot of an external WLAN device (WLAN client) → page 210.

A data connection is required to set up a connection to the internet and to use services such as We Connect.

 As default, the WLAN connection is encrypted using WPA2 encryption for security reasons. Volkswagen recommends

always using WPA2 encryption. Observe country-specific requirements.

 The necessary data transfer may be subject to charges. Due to the potentially high volume of data in use, Volkswagen recommends using a mobile phone tariff which includes a data flat rate. For more information contact your mobile telephone provider.

 Depending on your mobile telephone tariff, additional costs (such as roaming charges) may be charged for loading and using online data packages, especially if you use these services abroad.

## Setting up a data connection

### Wi-Fi

- WLAN 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 GHz or 5 GHz).
  - 2.4 GHz access point.
  - 5 GHz access point.
- Wi-Fi aerial.
  - One multiband aerial each for 2.4 GHz and 5 GHz.
- Up to eight Wi-Fi devices can be connected simultaneously.
- Internet connection via Wi-Fi:
  - Tethering via customer telephone or eSIM via OCU.
  - Hotspot for clients in the vehicle.
- Apple CarPlay™ via Wi-Fi.
- Android Auto™ via Wi-Fi.
- Simplified pairing process via WPS or QR Code.

### eSIM (embedded SIM) → page 208

The vehicle has an OCU with embedded SIM card (eSIM). In order to use this eSIM you must purchase data plans for use via the In-Car-Shop.

The following must be activated in the Settings menu:

- **Network settings** ► *Allow internet connection.*
- **OR: Data connection** ► *Integrated data connection.*

### External Wi-Fi device<sup>1)</sup>


Use the WLAN hotspot of an external mobile device → page 210.

## Configuring a Wi-Fi hotspot

The Infotainment system can be used as a WLAN hotspot to provide Internet access for up to 8 Wi-Fi devices.

In order to establish a connection to the Internet and be able to use services such as Volkswagen WeConnect, a data connection is additionally required, for example by using an internal eSIM or an external Wi-Fi network. The possible data connection types vary according to country and depend on the Infotainment system used.


### Setting up the Wi-Fi connection

- Touch **(HOME)** ►  ► **(Wi-Fi)** ► **(Infotainment system as Hotspot)**.
- Activate the  **Use as mobile hotspot** checkbox.
- Search for the name of the Wi-Fi hotspot on the Wi-Fi device.
- Enter the displayed network key on the Wi-Fi device and confirm.

The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.

<sup>1)</sup> These data connections depend on the vehicle's country and equipment and are not available in every vehicle.

- Repeat the procedure to connect further Wi-Fi devices.


 The name of the hotspot and the network key are automatically generated. You can then define a name for the hotspot and the network key yourself.

## Quick connection

The quick connection function makes it possible to easily and quickly establish a wireless local network with encryption. Alternatively, in some countries the function can be performed using a scanning a code.

### WPS with Infotainment system as Wi-Fi hotspot

- ✓ The WLAN hotspot of the Infotainment system must be activated.
- ✓ The Wi-Fi device must support WPS.

1. Touch **HOME** ►  ► **Wi-Fi**.
2. Touch **Quick connection with Infotainment system**.
3. Activate WPS on the WLAN device that is to be connected.
4. The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.
5. Repeat the procedure to connect further Wi-Fi devices.


It is possible to establish only one WPS connection at a time. If several connection attempts are started simultaneously, all connection attempts will fail.

### Carrying out Wi-Fi pairing via NFC


Wi-Fi pairing can be carried out via NFC using the stowage area of the wireless charging station → page 250.


Prerequisites for the NFC connection:

- ✓ The NFC technology and stowage area of the wireless charging station are installed in the vehicle.
- ✓ NFC in the Wi-Fi device is activated.
- ✓ The Wi-Fi hotspot in the Infotainment system is activated.

1. Touch **HOME** ►  ► **Wi-Fi**.
2. Touch **Quick connection with Infotainment system**.
3. Unlock the Wi-Fi device and place it on the stowage area of the wireless charging station → page 250.

The Wi-Fi device is connected as a client to the Wi-Fi hotspot in the Infotainment system.


 While the Infotainment system is in the Wi-Fi settings menu, the wireless charging function is deactivated. Wireless charging is reactivated when you exit the set-up menu.

 Older Wi-Fi devices may have limited functionality or may not work. Make sure you are using the latest software version for your Wi-Fi device.

### Wi-Fi pairing via QR code

The Wi-Fi connection can also be established by scanning a QR code.

- ✓ The Wi-Fi hotspot of the Infotainment system must be activated.
- ✓ A suitable application for scanning QR codes must be installed on the Wi-Fi device.


1. Touch **HOME** ►  ► **Wi-Fi**.
2. Touch **Quick connection with Infotainment system**.
3. Scan the QR code on the Infotainment system screen with the Wi-Fi device.

The Wi-Fi device is connected as a client to the Wi-Fi hotspot in the Infotainment system.

## Configuring a Wi-Fi client

The Infotainment system can use the WLAN hotspot of an external Wi-Fi device, such as a mobile telephone, to establish an Internet connection to use online services.


### Setting up the Wi-Fi connection


1. Activate the Wi-Fi hotspot on the Wi-Fi device; refer to the manufacturer's operating instructions.
2. Touch **HOME** ►  ► **Wi-Fi** ► **Wi-Fi**.
3. Touch **Wi-Fi search**.

The Infotainment system searches for Wi-Fi hotspots nearby. The search process may take a few seconds.

4. Select the Wi-Fi network in the desired Wi-Fi device.
5. Enter the network key for the Wi-Fi hotspot in the Infotainment system and confirm by pressing **OK**.


The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.

 Due to the large number of possible Wi-Fi devices, it is not possible to guarantee fault-free operation of all functions.

 The availability of the Wi-Fi function is country-specific and may vary.

### WPS with Infotainment system as client

- ✓ The WLAN device must support WPS.

1. Touch **HOME** ►  ► **Wi-Fi** ► **Wi-Fi**.
2. Touch **WPS quick connection (WPS button)**.
3. Activate WPS on the external Wi-Fi device.
4. The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.



WPS is not supported by all Wi-Fi devices. Establish the connection manually in this case:

- Set up the Infotainment system as a Wi-Fi hotspot → page 207, → page 208.
- Connect the Infotainment system as a client to an external Wi-Fi device → page 210.

## Adjusting the settings

### Accessing Wi-Fi settings

Touch **HOME** ► **SETTINGS** ► **Wi-Fi**.

The following settings are possible:

- Setting up the Infotainment system as a hotspot.
- Connecting to the Infotainment system via a fast connection.
- Connecting to Wi-Fi.

Make corresponding entries or touch function buttons. Changes are automatically stored when a menu is closed.

## App-Connect

### Introduction to the topic

App-Connect enables the user to display and operate content and functions from the mobile device on the Infotainment system screen.

The mobile device must be connected to the Infotainment system using a USB interface with a data transfer function.

Some technologies can also be accessed using Wireless App-Connect via the Bluetooth interface.

### The following technologies may be available:

- Apple CarPlay™.
- Apple CarPlay™ Wireless.