

Audi smartphone interface

Setup

Applies to: vehicles with Audi smartphone interface

You can connect your smartphone to the MMI with a cable or wirelessly* using the Audi smartphone interface. Certain content on your smartphone is adapted in the MMI while driving and can be operated through the MMI.

Connecting smartphones with a cable

Requirement: the vehicle must be stationary and the ignition must be switched on. An iPhone from the 6th generation or newer with lightning connection must have the latest operating system installed or a smartphone with Android Auto app must have Android 5.0 Lollipop or newer installed.

- ▶ Connect your smartphone to the Audi music interface ⇒ *page 223* using a USB adapter ⇒ *page 222, fig. 148*.

Connecting smartphones wirelessly

Applies to: vehicles with wireless Apple CarPlay/wireless Android Auto

Requirement: the vehicle must be stationary and the ignition must be switched on. An iPhone from the 6th generation or newer with lightning connection must have the latest operating system installed or a smartphone with Android Auto app must have Android 11 or newer installed.

- ▶ To connect your smartphone wirelessly, switch on the Bluetooth function and Wi-Fi on your smartphone.
- ▶ Applies to: wireless Apple CarPlay: Open the Apple CarPlay settings in your iPhone.
- ▶ Applies to: wireless Android Auto: Make sure that wireless Android Auto is allowed in the app settings in your smartphone.
- ▶ Enable the Bluetooth function and visibility on the MMI ⇒ *page 234*.
- ▶ Applies to: MMI: Select on the home screen: **SETTINGS > Connected devices > Audi smartphone interface > New connection**.
- ▶ In the MMI, press on your smartphone in the list of displayed devices.

- ▶ To update the list, press ↻.

Establishing a wired/wireless* connection

- ▶ Follow the system instructions if necessary.
- ▶ Pay attention to any additional system prompts on your smartphone, if applicable.
- ▶ Applies to: MMI: If you declined use of Apple CarPlay or Android Auto the first time you connected your smartphone, then select on the home screen: **SETTINGS > Connected devices > Audi smartphone interface > a smartphone**.
- ▶ Follow the system instructions.

WARNING

Driving requires your complete and undivided attention. As the driver, you have complete responsibility for safety in traffic. Never operate mobile devices while driving, because this increases the risk of an accident.

Note

Read the information about Audi connect, and be sure to note the connectivity costs section ⇒ *page 193*.

Tips

- The functions that can be used depend on the following factors, among others:
 - The brand of your smartphone
 - The version of the operating system in your smartphone
 - The software version of the app used
 - The USB adapter cable and correct connection
 - Your cell phone service provider
 - The customized settings on your smartphone
- One of the factors above or a combination of any of them could cause your smartphone to be incompatible with the Audi smartphone interface. Compatibility cannot be guaranteed for all types of smartphones. For more information and assistance, refer to the user guide and the manufacturer of your smartphone.
- Please note that you can only connect your smartphone via the front Audi music

interface in order to use the Audi smartphone interface.

- Wireless Apple CarPlay*/wireless Android Auto* is not available in all countries.
- Wireless Apple CarPlay*/wireless Android Auto* was a function in development at the time this manual was printed. Wireless Apple CarPlay*/wireless Android Auto* may not be available in your vehicle.
- Wireless Apple CarPlay*/wireless Android Auto* is only possible in vehicles without a navigation system or without a detected vehicle position (GPS data) if the following requirement is met: the embedded SIM card for the vehicle must be logged into the mobile phone network ⇒ *page 194*.
- If the connected smartphone has voice control, you can operate your smartphone using

the external voice recognition system

⇒ *page 27*.

- The MMI uses the menu language selected in your smartphone settings.
- Some MMI functions are not available when there is an active Audi smartphone interface connection.
- You cannot connect any mobile devices via Bluetooth when an Audi smartphone interface connection is active.
- Usage of the Audi smartphone interface depends on the availability of services through third party providers.
- Audi merely provides access to third party services through the MMI and does not assume any responsibility for the content of these services.

Troubleshooting

Applies to: vehicles with Audi smartphone interface

The information that follows lists some troubleshooting options. They depend on the equipment.

Problem	Solution
Audi smartphone interface cannot be opened.	<p>Check the battery charge level on your smartphone.</p> <p>Check the USB adapter and use a different one if necessary.</p> <p>Check if Android Auto or Apple CarPlay is available in the country where the vehicle is being operated.</p> <p>Android Auto: check if the Android Auto app is installed on your smartphone.</p>
Connecting the smartphone to the MMI failed.	<p>Make sure that you are using the correct USB adapter and check if the USB adapter is connected correctly to your smartphone and the Audi music interface ⇒ <i>page 222</i>.</p> <p>Apple CarPlay: check if Apple CarPlay is activated on your iPhone.</p> <p>Android Auto: check in the Android Auto app if Android Auto permits new vehicles.</p>

Problem	Solution
Wireless connection between the smartphone and the MMI failed.	Wireless Apple CarPlay: open the settings for Bluetooth and Apple CarPlay on your iPhone. Remove your vehicle.
	Wireless Android Auto: open the settings for Bluetooth on your smartphone. Remove your vehicle. Also remove your vehicle in the Android Auto app.
	Open the Connected devices menu ⇒ <i>page 235</i> . Delete your smartphone in the Telephone 1 and Audi smartphone interface menu items. Repeat the connection process. Restart the MMI ⇒ <i>page 18</i> . Restart your smartphone. Open the Wi-Fi settings in your smartphone. Check if your smartphone has connected to the 5 GHz vehicle Wi-Fi. Try connecting to the 5 GHz Wi-Fi manually.
The smartphone is not automatically detected.	Make sure that you are using the correct USB adapter and check if the USB adapter is connected correctly to your smartphone and the Audi music interface ⇒ <i>page 222</i> . Check if the requirements needed to connect a smartphone have been met.