Navi 900 IntelliLink, Touch R700 IntelliLink
Frequently Asked Questions

September 2016

This document is valid for Opel Insignia produced as of August 2015.

Wir leben Autos.

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1. Audio

Q: How can I change the audio source, e.g. from FM radio to USB music?
A: By pressing the "RADIO" button you can toggle through all available radio sources. By pressing the "MEDIA" button you can toggle through all available media sources.

Q: How can I search and play a radio station or media title?
A: Select the corresponding audio source. Then tap the "Browse" button on the main audio screen in order to search for a specific radio station or media title. Hint: Alternatively you can tap the center of the main audio screen or turn the menu knob.

Q: Why can't I access my playlists or albums whenever I connect a device (e.g. smartphone) via Bluetooth® (BT)? It works whenever I connect the same device via USB.
A: Browsing music of a BT-connected device requires that the device supports the BT protocol AVRCP 1.4. Check with the device manufacturer if AVRCP 1.4 is supported.

Q: Why is the song title not displayed on the screen when listening to music via Bluetooth® (BT) e. g. from my smartphone?
A: In order to display metadata, such as artist and title on the infotainment screen when streaming music via Bluetooth®, your device must support BT protocol AVRCP 1.3 (or higher).

Q: Why can't I hear any music when connected to an external audio device (e.g. via USB or Bluetooth®)?
A: After connecting with an external audio device, switch to the respective source by pressing the "MEDIA" button. Depending on the number of files stored on your external device, the indexing can take several seconds.

Q: How many mp3 files does the infotainment system support?
A: The infotainment system supports 10.000 songs.

Q: How can I switch on/off the TP (Traffic Program)?
A: The TP can be switched on/off through the audio menu. On the main audio screen tap the "MENU" button on the lower right.

Q: How can I adjust the tone settings?
A: You can adjust the tone settings in the audio menu. On the main audio screen tap the "MENU" button on the lower right. If adjusted, the tone settings will be applied to all source modes. Hint: To quickly switch between tone settings you may store them as favourites.

Q: Why can't I select my connected USB device with the steering wheel controls or the control panel?
A: Please make sure that your connected USB device has a device name (e. g. "my USB flash drive").

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2. Navigation (only Navi 900 IntelliLink)

Q: How can I enter a destination and start route guidance?
A: On the home screen, tap on "NAV" to access the navigation main screen that shows the map. Tap on "DESTINATION" at the bottom of the screen and choose which kind of destination you want to enter, such as an address, intersection or point of interest (e.g. gas station).

Q: Why can't I start route guidance from an address on my smartphone when connected via Bluetooth®?
A: In some cases the infotainment system may not be able to read contact information. Please check whether your contact's address information is entered correctly. Hint: Try and limit the contact's address information to town/city, street name and house number, and delete the postcode.

Q: How can I cancel an active route guidance?
A: To cancel an active route guidance, tap on the red "X" button on left side of the map screen. If you can't find the "X" button on the map screen, tap on the map once to reveal it along with other buttons.

Q: While driving under active route guidance, how can I disable or enable the navigation voice prompts?
A: To disable or enable the navigation voice prompts while under route guidance, tap on the speaker icon on left side of the map screen. If you can't find the speaker icon on the map screen, tap on the map once to reveal it along with other buttons. Hint: You can also set navigation voice prompts only to be disabled while being on a phone call. Tap "MENU" on the map screen and then select "Navigation Voice Preferences".

Q: How can I toggle between the time of arrival, the remaining distance and the remaining travel time displayed during active route guidance?
A: To toggle between time of arrival, remaining distance and remaining travel time, tap the time/distance information on the navigation map.

Q: How can I hear a navigation voice prompt again during active route guidance?
A: For detailed information on upcoming navigation maneuvers and to replay the last voice prompt, tap the maneuver arrow on the navigation map.

Q: Can I save points of interest and addresses?
A: Yes, like many other elements, points of interest and addresses can be saved as favourites.

3. Phone

Q: How can I connect my mobile phone with the infotainment system via Bluetooth® (BT)?
A: To connect your mobile phone with the infotainment system via BT, first make sure that BT is enabled in your phone settings and that it is set to visible. On the home screen of the infotainment system, tap on "PHONE" and then "Pair Device". Select your phone from the list of available BT devices and accept the connection request both on the infotainment system and on the phone. After connecting, on certain phones access requests to the phone book need to be confirmed in addition.

Q: Why is my mobile phone not connecting with the infotainment system via Bluetooth® (BT)?
A: Make sure that BT is enabled in your phone settings and that it is set to visible.

Q: Why do my mobile phone's contact list and calls list appear empty on the infotainment screen when connected via Bluetooth® (BT)?
A: In order to access your contact list your smartphone has to support the PBAP (Phone Book Access Profile) Bluetooth® protocol. On some phones access permissions for contact and calls lists may have to be set when connecting it with the infotainment system. Make sure that your phone's access settings are correct. Please note that contacts stored on a SIM card cannot be displayed. Depending on the size of your contact list

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loading the contacts into the infotainment system can take several minutes. Should the problem remain try updating your smartphone software.

Q: Can I sort my mobile phone's contacts by first name and surname on the infotainment system?
A: To change sorting of the contact list on the infotainment system, tap on "Sort" at the top right of the contact list.

Q: Why does a music title, selected through the speech recognition of my smartphone (e.g. Apple Siri®), not play although my phone is connected via Bluetooth® (BT)?
A: Make sure BT audio is selected as your active audio source. You can select BT audio by pressing the "MEDIA" button.

Q: How can I use my smartphone's speech recognition (e.g. Apple Siri® or Google Voice) with the infotainment system?
A: First make sure your smartphone is connected with the infotainment system via Bluetooth®. Press and hold the voice control button on the steering wheel controls to start your smartphone's voice recognition. Note: Some functions of your smartphone's speech recognition might require a 3G or 4G internet connection.

Q: Why can't I see all phone numbers assigned to a contact in my smartphone on the infotainment screen although my smartphone is connected via Bluetooth®?
A: A contact in your contact list can be assigned several phone numbers, e. g. „private", „work" etc. Please make sure that contacts in your contact list are assigned one additional phone number per category only, marked as „other", "alternative" or similar.

Q: Does my Bluetooth® connected smartphone use the vehicle antenna for phone calls?
A: Phone calls are placed through the antenna of your smartphone. SAP (sim access profile) is not supported.
Q: I have connected my Apple iPhone via Bluetooth® (BT) with the infotainment system and I want to answer to an older text message (SMS). Why is the SMS inbox of the infotainment system empty and why can't I send a SMS?
A: On your iPhone, select to the BT connection with your infotainment system and make sure that the setting "Show notifications" is enabled. In the infotainment system inbox, SMS will be shown that have been received while the iPhone is connected with the infotainment system via BT, older SMS are not shown. To send a new SMS or answer to a SMS please use Siri® or Apple CarPlay™.

4. Apple CarPlay™

Q: What is Apple's CarPlay?
A: Apple CarPlay is a simple and smart way to use your Apple iPhone ® in the car. CarPlay enables you to display and control certain phone apps that are optimized for in-car usage and functionality via the vehicle's infotainment display's touchscreen or through voice commands.

Q: How is Apple CarPlay different from using a cell phone while driving?
A: Apple CarPlay takes advantage of voice commands where possible and projects larger, simpler app layouts onto the infotainment screen. It helps you keep your eyes on the road and your hands on the wheel. Additionally, you can access a limited number of apps through CarPlay, which helps minimize distractions. For a list of apps that are currently available, visit http://www.apple.com/ios/carplay/.

Q: What apps are available with Apple CarPlay?
A: With Apple CarPlay, only apps that are optimized for in-car usage and have been released by Apple are available for use. For a list of apps that are currently available, visit http://www.apple.com/ios/carplay/.

Q: Why are some functions of Apple CarPlay not available while driving?
A: For safety reasons, some functions of Apple CarPlay (e.g., access to the phone contact list) are not available while the car is moving. To use those functions, use Siri® voice control or park the car and enable the handbrake to use the phone instead.

Q: How do I find out if my phone supports Apple CarPlay?

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A: Apple CarPlay works on iPhone 5 or later. For information about phone compatibility, visit
http://www.apple.com/ios/carplay/.

Q: My vehicle supports Apple CarPlay, but CarPlay is currently not available in my country. When available, what would I need to do to use CarPlay in my vehicle?
A: It's simple. Just connect your compatible iPhone (iOS 5 or later) with the infotainment system with a lightning cable to start Apple CarPlay. There is no service update of your vehicle required.

Q: My vehicle is equipped with an older infotainment system which is not compatible with Apple CarPlay. Can I update my vehicle's infotainment system and make it compatible with CarPlay?
A: No. Compatibility with Apple CarPlay cannot be added to an older infotainment system.

Q: Is there a cost for Apple CarPlay?
A: Apple CarPlay compatibility is a functionality of the embedded IntelliLink infotainment system and is not a separate feature. This feature carries no additional cost. Some apps that you access in the vehicle through the compatible phone may enable in-app purchases or use your phone's data, which could impose additional costs, especially when roaming in another country. That includes music streaming apps and navigation apps, for example. If your vehicle is equipped with an OnStar® 4G LTE with available Wi-Fi hotspot (not available in all markets), you can connect your compatible phone and use the vehicle's data plan.

Q: How can I easily identify whether or not my vehicle's infotainment system is compatible with Apple CarPlay?
A: If your vehicle's infotainment system is compatible with Apple CarPlay, a "PROJECTION" icon is shown on the home screen of the infotainment system.

Q: How do I get started with Apple CarPlay?
A: First, make sure you have the latest available iOS version installed on your iPhone.
Check if your iPhone supports Apple CarPlay and if CarPlay is available in your country. To use CarPlay, follow these steps:
1. Make sure that Siri® is enabled on your iPhone.
2. Connect your iPhone to the infotainment system with a lightening cable. For best performance, use your phone's factory-provided lightning cable.
3. Unlock your iPhone and allow CarPlay to access your iPhone. If CarPlay does not start automatically, press on the CarPlay icon on the home screen of the infotainment system. Please note that some functions of CarPlay, like music streaming or Siri® voice recognition, might require a 3G or 4G Internet connection.

Q: How do I operate Apple CarPlay?
A: After you start Apple CarPlay, the CarPlay home screen and available apps are shown on the infotainment system screen. More apps might be available on additional pages of the home screen that you can access by swiping your finger left or right on the screen. Tap on any app icon to start the app. To go back to the home screen, tap the CarPlay home button on the lower left of the screen. Press and hold the CarPlay home button to start Siri® voice control. You can also press and hold the voice button on the steering wheel to start Siri®.

Q: How do I start Siri® and what can I say?
A: To start Siri®, press and hold the voice button on the steering wheel control or press and hold the CarPlay home button. Please note that Siri® might require a 3G or 4G Internet connection. While using Siri®, you can make calls, get directions, play music, ask about the weather or many of the other things you use Siri® for on your iPhone.

Q: How can I change back to my vehicle's infotainment system while Apple CarPlay is running to listen to a radio station?
A: On the infotainment system controls, press the home button to switch to the infotainment system. Press and hold the home button to switch back to CarPlay. Tip: Use the buttons on the steering wheel or infotainment system controls to change audio sources or radio stations.

Q: Can I turn off Apple CarPlay entirely?

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A: Yes. In your vehicle's infotainment system, go to the settings and then disable Apple CarPlay. You can turn CarPlay back on at any time.

Q: Apple CarPlay won't start on my vehicle's infotainment system. What can I do?
A: Please verify that you followed the instructions on getting started with Apple CarPlay. Make sure that CarPlay is enabled in the settings of your vehicle's infotainment system and connect your phone with a factory-provided USB cable. After connecting, certain device settings may need to be confirmed on your phone. Verify that your infotainment system's date and time settings are accurate.

Q: Why won't Siri® understand what I'm saying?
A: After starting Siri®, wait to speak after the signal tone. Siri® might require a 3G or 4G Internet connection.

Q: Why am I having problems with using Apple CarPlay (e.g., music playback is interrupted or Siri® is not reacting)?
A: If you experience issues while using CarPlay, check your iPhone's Internet connection. If you have connected our iPhone to the OnStar ® 4G LTE Wi-Fi hotspot, check your Wi-Fi hotspot connection. Some functions of CarPlay, such as music streaming or Siri®, might require a 3G or 4G Internet connection.

Q: What are you doing to protect the vehicle against cyber attacks?
A: We take customer safety and security very seriously. We are taking a multi-faceted approach to in-vehicle cyber security and designing vehicle systems so that they can be updated with enhanced security measures as potential threats evolve.

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5. Android Auto™

Q: What is Android Auto?
A: Android Auto is a simple and smart way to use your Android™ smartphone in the car. Android Auto enables you to display and control certain phone apps that are optimized for in-car usage and functionality via the vehicle's infotainment display's touch-screen or through voice.

Q: How is Android Auto different from using a cell phone while driving?
A: Android Auto takes advantage of voice commands where possible and projects larger, simpler app layouts onto the infotainment screen. It helps you keep your eyes on the road and your hands on the wheel. Additionally, you can access a limited number of apps through Android Auto, which helps minimize distractions.

Q: What apps are available with Android Auto?
A: Only those apps that are optimized for in-car usage. For a list of currently available apps, visit g.co/androidauto.
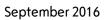
Q: How do I find out if my phone supports Android Auto?
A: On your phone, search for Android Auto on Google Play™. For information about phone compatibility, please visit https://www.android.com/auto.

Q: My vehicle supports Android Auto, but Android Auto is currently not available in my country. When available, what would I need to do to use Android Auto in my vehicle?
A: It's simple. Download the Android Auto app on your Android phone from Google Play and connect it to the infotainment system with a USB cable. There is no service update of your vehicle required.

Q: My vehicle is equipped with an older infotainment system that is not compatible with Android Auto. Can I update my vehicle's infotainment system and make it compatible with Android Auto?
A: For model year 2016 Navi 900 / Touch R700 IntelliLink a software update is available as of May 2016 that adds compatibility with Android Auto. Please contact your dealer for further information. Compatibility with Android Auto cannot be added to other infotainment systems.

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Q: Is there a cost for Android Auto?
A: Compatibility with Android Auto is a functionality of the embedded IntelliLink infotainment system and is not a separate feature, so it carries no additional cost. Some apps that you access in the vehicle through the compatible
phone may enable in-app purchases or use your phone's data, which could impose additional costs, especially when roaming. These include music streaming apps and navigation apps, for example. If your vehicle is equipped with an OnStar ® 4G LTE with available Wi-Fi hotspot, you can connect your compatible phone and use the vehicle's data plan.

Q: Can I use Google Maps with Android Auto in my car without an Internet connection (e.g. when travelling abroad)?
A: Yes, you can use the Google Maps feature "Offline Areas" with Android Auto. To download an offline area on your smartphone, first connect your smartphone with a Wi-Fi network. Then, open the Google Maps app on your smartphone, enter the Google Maps menu and select "Offline Areas". Download one or more offline areas. Your offline areas will be available for navigation using Google Maps even without an Internet connection.

Q: How can I easily identify whether or not my vehicle's infotainment system is compatible with Android Auto?
A: If your vehicle's infotainment system is compatible with Android Auto, a "PROJECTION" icon is shown on the home screen of the infotainment system.

Q: How do I get started with Android Auto?
A: First, make sure you have the latest available Android operating system installed on your phone. Also, check if your Android phone supports Android Auto and if Android Auto is available in your country. To use Android Auto, follow these steps:
1. Download and install the Android Auto app from Google Play on your phone.
2. Connect your phone to the infotainment system with a USB cable. For best performance, use your phone's factory-provided USB cable.
3. On your phone, configure Android Auto to access necessary phone functions.
4. If Android Auto does not start automatically, press on the Android Auto icon on the home screen of the infotainment system.

Please note that some functions of Android Auto, like music streaming or talk to Google, might require a 3G or 4G Internet connection.

Q: I plugged in my phone and found the Android Auto button, but it won't open. Why?
A: If this is the first time you're using Android Auto in a particular car, be sure to unlock your phone and accept the Terms and Conditions on your phone's screen after you've connected and touched the Android Auto button on your display. Also, make sure that the "Only connect to known cars" setting in the Android Auto app is unchecked.

Q: How do I operate Android Auto?
A: After you start Android Auto, the Android Auto home screen is shown on the infotainment system screen. On the bottom of the screen, tap on any app icon to start (e.g., Google Maps™ or Google Play). To go back to the home screen, tap the circular home button on the lower middle of the screen. Tap the voice button on the upper right of the screen to start talk to Google. You can also press and hold the voice button on the steering wheel to start talk to Google.

Q: How do I use Talk to Google?
A: To start talk to Google, press and hold the voice button on the steering wheel control or tap the microphone button on the upper right of the touch-screen when Android Auto is running. Please note that talk to Google might require a 3G or 4G Internet connection.

Q: Why won't talk to Google understand what I'm saying?
A: After starting talk to Google, wait to speak after the tone. Talk to Google might require a 3G or 4G Internet connection.

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Q: How can I change back to my vehicle's infotainment system while Android Auto is running to listen to a radio station?
A: On the infotainment system controls, press the home button to switch to the infotainment system. Press and hold the home button to switch back to Android Auto. Tip: Use the buttons on the steering wheel or infotainment system controls (e.g., to change audio sources or radio stations).

Q: How do I change between audio apps with Android Auto (e.g., from Google Play Music to Spotify)?
A: While Android Auto is running, tap on the Music icon on the lower right of the screen to start the audio app. Tap it again to select between available audio apps (e.g., Spotify).

Q: Can I turn off Android Auto entirely?
A: Yes. In your vehicle's infotainment system, go to the settings and then disable Android Auto. You can turn Android Auto back on at any time again.

Q: Android Auto won't start on my vehicle's infotainment system. What can I do?
A: Please verify that you followed the instructions on getting started with Android Auto. Make sure that Android Auto is enabled in the settings of your infotainment system and connect your phone with a factory-provided USB cable. After connecting, certain device settings may need to be confirmed on your phone. Verify that your infotainment system's date and time settings are accurate.

Q: Why am I having problems with using Android Auto (e.g., music playback is interrupted or talk to Google is not reacting)?
A: If you experience issues while using Android Auto check the Internet connection of your Android phone. If you have connected your phone with the OnStar® 4G LTE Wi-Fi hotspot, check your Wi-Fi hotspot connection. Some functions of Android Auto, such as music streaming or talk to Google, might require a 3G or 4G Internet connection.

Q: What are you doing to protect the vehicle against cyber attacks?
A: We take customer safety and security very seriously. We are taking a multi-faceted approach to in-vehicle cyber security and designing vehicle systems so that they can be updated with enhanced security measures as potential threats evolve.

6. Speech recognition

Q: The speech recognition doesn't always recognize my commands. How can I improve the speech recognition's performance?
A: Try to speak naturally, not too fast or too loud. After pressing the speech recognition button wait for the beep tone and speak afterwards. Please refer to the infotainment system screen for examples of valid voice commands you can say.

Q: How can I interrupt a voice prompt during active speech recognition and say a command without having to wait until the voice prompt has ended?
A: You can interrupt voice prompts anytime by pressing the speech recognition button on the steering wheel controls. Please wait for the beep tone and speak afterwards.

Q: Why does the speech recognition not understand me when I'm saying a navigation destination?
A: In order to enter destination addresses via speech recognition a country-dependent entry order is required. For English language settings the order is: house number, street name and city. After pressing the speech recognition button, please refer to the infotainment system screen for examples of valid voice commands or refer to the infotainment system manual.

7. Color instrument panel

Q: How can I control the color instrument panel with the steering wheel controls?

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A: With the color instrument panel you can control certain vehicle or infotainment functions, such as looking up the tire pressure or starting a phone call. You can control the color instrument panel with the buttons on the right side of the steering wheel controls. Press the left arrow button to go to the main menu. To select an item from the main menu, press the up/down arrow buttons and the checkmark button in the center. Some menus have sub-menus with additional functions. To enter a sub-menu, press the right arrow button.

Q: How can I change the number of info pages shown on the instrument panel display?
A: You can select and unselect individual info pages through the steering wheel controls. Press the left arrow button on the steering wheel control panel to switch to "Settings" and select "Info Pages".

Q: What are the "Sport" and "Tour" theme on the 8-inch color instrument panel?
A: The 8-inch color instrument panel provides two graphical themes. While the "Sport" theme is focused on vehicle information, the "Tour" theme expands on infotainment-related information. To change between Sport and Tour, press the left arrow button on the steering wheel controls and select "Settings", then select "Display Theme".

8. Favourites

Q: What is a favourite?
A: A favourite is an element that the user can store to the favourites list which is available at the bottom of the infotainment system screen. A favourite could be a radio station, phonebook contact, song playlist, navigation destination, etc. With favourites you can configure frequently used elements and recall them by simply tapping on the respective favourite. For example if you store a destination as a favourite, tapping on this favourite will start navigation route guidance to this destination.

Q: The favourites list has disappeared. How can I recall it?
A: In certain menus the favourites list is hidden to allow more space. You can unhide the favourites list anytime by tapping the arrow buttons on the bottom right of the screen or by pulling up the menu bar with your finger from the bottom of the screen.

Q: How can I store a new favourite?
A: 1. Storing a radio station as a favourite:
To store the currently played radio station go to the radio main screen and press and hold on any favourite at the bottom of the screen until a beep sounds and the favourite's name has changed to the radio station name.
2. Storing a media song, album or playlist:
To store the currently played media song go to the media main screen and press and hold on any favourite at the bottom of the screen until a beep sounds and the favourite's name has changed to the song name.
To store an album or playlist tap on "Browse" on the media main screen. Select "ALBUMS" or "PLAYLISTS" then press and hold on any favourite at the bottom of the screen. The infotainment system will ask you to select the item you want to store as a favourite. After selecting the item the favourite's name has changed to the album or playlist name.
3. Storing a phonebook contact:
To store a phonebook contact first connect a mobile phone via Bluetooth®. On the phone main screen tap on "CONTACTS" then press and hold on any favourite at the bottom of the screen. The infotainment system will ask you to select the item you want to store as a favourite. After selecting the item the favourite's name has changed to contact name. Hint: If the favourites list is hidden, reveal it by pulling it up from the bottom of the screen.
4. Storing a navigation destination:
To store a navigation destination first start a route guidance to that destination. On the navigation map screen press and hold on any favourite at the bottom of the screen until a beep sounds and the favourite's name has changed to the navigation destination. Hint: If the favourites list is hidden, reveal it by pulling it up from the bottom of the screen.

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Q: How can I rename, delete or move my favourites?
A: Favourites can be renamed, deleted or moved by switching to the "SETTINGS" screen, then selecting "Radio" followed by the "Manage Favourites" button.

9. Video

Q: How can I play videos from an external device, e. g. my USB flash drive?
A: The following video formats are supported: .avi, .mpg, .mp4, .xvid and .wmv. Connect your device containing the videos with the infotainment system via USB-cable. Switch to the corresponding audio source by pressing MEDIA and tap the "Browse" button. Then tap the "More" button on the interaction bar on the bottom right and select the desired video. Please note that videos will only play when the parking break is applied.

Q: Why is there no image when playing videos? I can hear the audio.
A: Please make sure the parking brake is applied.

10. Other

Q: Can I change the home screen, e. g. re-arrange the order and position of the displayed applications?
A: In order to re-arrange the home screen press and hold down one of the displayed application symbols until the home screen switches into editing mode. In editing mode you can re-arrange symbols on one page or between pages by dragging an application symbol to the desired position with your finger. To exit the editing mode press Home button on infotainment control.

Q: Can the system time be set automatically?
A: The system time can be configured to set itself automatically. On the home screen tap on "SETTINGS" and then "Time and Date".

Q: I have difficulties reading the display – it's too bright in darkness and too dim in daylight. How can I improve the display's readability?
A: In order to improve the display's readability you can switch between night mode, day mode and auto mode by tapping the "SETTINGS" button on the Home screen. From the settings menu, select "Display". Hint: For best results select the auto mode. To manually change the instrument and infotainment system display brightness, use the dimming switch that is close to the vehicle lighting switch.

Q: How can I switch off the infotainment system?
A: Press and hold the volume knob to switch off the infotainment system. Hint: To switch off the screen only but continue with listening to music, go to "SETTINGS" and then "Display".