



Setting up an Internet connection to use Car-Net Guide & Inform

How to set up a data connection in a few short steps

Here, you will find out how, and under what conditions, it is possible to set up an Internet connection with your infotainment system in order to use Car-Net. However, this document does not describe all functions and is not a substitute for the vehicle's on-board manual, which contains many important explanations and warnings. You will find frequently asked questions on the Volkswagen website connect.volkswagen.com.

In order to use Car-Net, you will require a separate agreement with Volkswagen AG, a vehicle that has been configured for Car-Net and a mobile data connection. Below, you will find instructions on how to set up a data connection. You require an Internet connection in order to use Guide & Inform services. Please note that only the owner, holder or a user with non-temporary authorisation (e.g. lessee, company car driver, etc.) may activate mobile online services.

The availability and terms and conditions of Car-Net services may vary by vehicle and country. You can find more information about Car-Net at connect.volkswagen.com and at your Volkswagen dealership.



Connection options

In order to use Car-Net, you require an Internet data connection. Depending on functionality, you have several options. When you launch an online service for the first time, the online configuration assistant will guide you through the activation process.

Select one of the following options to set up a mobile data connection.

A Wi-Fi hotspot via your smartphone

- 1.** Switch on your mobile device (e.g. smartphone) and activate its 'Wi-Fi hotspot' in the settings. Make the hotspot visible. Now the hotspot name and network security key, for example, will be displayed.
- 2.** Now go to your infotainment system and select → 'Set-up' → 'Wi-Fi' via the main menu. Activate Wi-Fi and initiate the hotspot search via the menu displayed. Select your mobile device.
- 3.** Enter the network security key if prompted. The hotspot is now connected (as indicated by the tick symbol). Whenever the hotspot is activated, the vehicle will connect when in range.
- 4.** You can delete the connection to the hotspot by clicking on the 'bin' symbol.



B Using a SIM card in the assigned slot

Only in connection with the Discover Pro navigation system and the Business telephone interface.

1. Insert your Internet-enabled SIM card into your vehicle's SIM card slot.
2. Decide whether you wish to use the SIM card solely for a data connection or also to make telephone calls.
3. Enter your SIM card PIN if prompted.
4. Click on 'Connect' to connect your infotainment system with the Internet.

C Automatic set-up of an Internet connection

The connection is set up via the SIM card (eSIM) installed in the vehicle. This option is only available for Car-Net in the Touareg (model years 2018–2023) in selected countries.

Once the vehicle is connected to the Internet, a corresponding Wi-Fi symbol will be displayed in the upper section of the infotainment system. Additional costs may be incurred.



Legal information

To use the Car-Net services, you require a Volkswagen ID user account and will need to log in with your username and password. A separate agreement must be concluded online with Volkswagen AG. In order to use the services for the full term, you have 90 days following vehicle handover to register the vehicle at www.myvolkswagen.net or via the Volkswagen app (available in the App Store and Google Play). If registration takes place at a later date, the free period shall be shorter.

The mobile online services of Car-Net Guide & Inform can only be used with the optional features Discover Media and Discover Pro. In addition, you require an Internet-enabled mobile device (e.g. smartphone) that is also equipped with mobile Wi-Fi hotspot functionality. Alternatively, a mobile phone with remote SIM Access Profile (rSAP) or a SIM card with telephone and data option may be used with the optional Business telephone interface in conjunction with the navigation system Discover Pro. Car-Net services are only available with an existing mobile phone contract or one to be concluded separately between you and your mobile network provider and only within the coverage area of the mobile network concerned. Depending on your particular mobile tariff, additional fees (e.g. roaming charges) may be incurred when exchanging data on the Internet, particularly when using the service abroad. On account of the data volume consumed when using Car-Net services, it is strongly recommended that you agree a data flat rate with your mobile network provider.

To use the free Volkswagen app, a smartphone with a suitable iOS or Android operating system and a SIM card with a data option with an existing mobile phone contract or one to be concluded separately between you and your mobile network operator are required. The availability of Car-Net services may vary in different countries. These services are available for the agreed contract period and may be subject to substantive changes during the contract period. You can find more information about Car-Net at connect.volkswagen.com and your Volkswagen dealership; for information on mobile data charges, please contact your mobile data provider.