

Rolls-Royce Motor Cars
Connect FAQ



General

What is Rolls-Royce Connect?

The Rolls-Royce Connect (SA6NR) option integrates innovative iPhone apps into your vehicle. Many functions are designed specifically for use with your Rolls-Royce. Some functions can also be used directly on your iPhone without a connection to your Rolls-Royce.

What is required for the use of Rolls-Royce Connect?

A Rolls-Royce with the Rolls-Royce Connect (SA6NR) option, a supported iPhone (3GS/ iPhone 4 with iOS 4.2/iPhone 4S) and the Rolls-Royce Connect app. (The Rolls-Royce Connect app can be downloaded free of charge from the App Store using the compulsory Apple® App Store account). In addition, you should have a suitable mobile phone contract. In some cases the Rolls-Royce Connect app makes intensive use of broadband services. This may incur costs which do not constitute a part of Rolls-Royce Connect.

With which Rolls-Royce series models is Rolls-Royce Connect compatible?

Only for Ghost after 04/2012 and Phantom after 06/2012

Which smartphones are supported by Rolls-Royce Connect?

At present Rolls-Royce Connect can be used with the Apple iPhone 3GS and iPhone 4/ 4S with iOS 4.2.

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

You can obtain further information on your mobile device from your iPhone manual or manufacturer.

How can I clearly identify my iPhone model?

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

How do I find out the software version of my iPhone?

This is listed under the following menu entry: [Settings][General][About][Version].

Google™ Send to Car

What are the requirements to activate Google™ Send to Car?

To activate this service, location services on the iPhone must be activated and you have to allow the use of the location determination for Rolls-Royce Connect. The location services on the iPhone can be activated in [Settings][Location Services]. Your location must be one of the selected countries in which Google™ Send to Car is available. The country check is a one-time action.

You can recheck the country on the iPhone in [Settings][Connect][Country of activation].

In which countries is Google™ Send to Car available?

Google™ Send to Car is available in the following countries: Australia, Austria, Belgium, Denmark, France, Finland, Germany, Italy, Liechtenstein, The Netherlands, New Zealand, Norway, Spain, Sweden, Switzerland, Taiwan, UK.

How do I send a point of interest to Rolls-Royce Connect?

1. Visit your local Google™ Maps page and select a point of interest (POI) or street address.
2. Select the 'send' link, located outside the upper-right corner of the map.
3. Enter the following data in the pop-up:
 - Send to: Car
 - Make: ROLLS-ROYCE
 - ROLLS-ROYCE Connect account name: Your registered email address or your nickname for ROLLS-ROYCE Connect.
 - Notes: Optional notes that will be sent with the POI.
4. Send.
5. Select Google Send to Car in your Rolls-Royce.

How can I delete destinations sent to Rolls-Royce Connect?

Currently held destinations cannot be deleted. Up to 30 entries can be stored. Sending a further destination will delete the oldest entry.

News

Which news feeds are supported by Rolls-Royce Connect?

Rolls-Royce Connect enables subscription to RSS feeds, not Atom feeds. If a website with RSS feeds redirects to another address (e.g. faz.de to faz.net), use that address to search for RSS feeds instead.

Google™ Local Search

What are the requirements to activate Google™ Local Search?

To activate this service, location services on the iPhone must be activated and you have to allow the use of the location determination for Rolls-Royce Connect. The location services on the iPhone can be activated in [Settings][Location Services]. Your location must be one of the selected countries in which Google™ Local Search is available. The country check is a one-time action. You can recheck the country on the iPhone in [Settings][Connect][Country of activation].

In which countries is Google™ Local Search available?

Google™ Local Search is available in the following countries: Austria, Belgium, Canada, Denmark, France, Germany, Italy, The Netherlands, Russia, Spain, Sweden, UK and USA.

When I search for a point of interest in my current location, the given results are far away from my position.

To receive the nearest results for your current location, make sure that the Location Services are enabled globally on the iPhone and also for the Rolls-Royce Connect app. You can find both settings in [Settings][Location Services] on the iPhone.

Web radio

Why are there repeated audio interruptions when listening to the Web radio?

Malfunctions may occur if there is a poor quality broadband connection. Network coverage tends to be better in major towns and cities and along well-developed motorways than in rural areas. In addition, volume-based broadband restrictions set by the provider may limit functionality.

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

The data rate that is available from your network provider at a particular time and place depends on a number of factors. If the cell you are currently in is being used extensively by other people for telephony or data transfer, this may limit functionality. This is independent of the quality of the connection displayed.

Particular locations experience a lot of audio interruptions at certain times. Why?

The data rate that is available from your network provider in a particular time and place depends on a number of factors. If the cell you are currently in is being used extensively by other people for telephony or data links, this may limit functionality. The connection at the same location may vary significantly at different points in time.

Which station directory does Web radio use?

Web radio uses the station directory of Radio Time.

Why do some radio stations not feature in the web radio list?

Only the radio stations which are available through radiotime.com or which support the MP3 or ACC format are featured in the web radio application. In addition, licensing conditions may restrict the use of certain radio stations in the web radio application.

Use

What do I have to do before I can use Rolls-Royce Connect in my vehicle?

Before you can use Rolls-Royce Connect in your vehicle, you must install the Rolls-Royce Connect app from the Apple App Store onto your iPhone. Alternatively, you can search for 'Rolls-Royce Connect' directly in the Apple App Store. The Rolls-Royce Connect app will then be found in the search results for iPhone apps. You can obtain further information on what to do from your iPhone manual or manufacturer.

What do I have to do in order to use Rolls-Royce Connect in my Rolls-Royce?

Connect your iPhone to your Rolls-Royce using the relevant adapter (White Apple USB-cable or snap-in adapter (Rolls-Royce Accessories) and launch the Rolls-Royce Connect app. The app will then be displayed in your Rolls-Royce under the menu item [Rolls-Royce Connect]. The Rolls-Royce Rotary Controller is used for navigating the controls.

Why am I asked to agree to the use of my location information (pop-up)?

Some Rolls-Royce Connect functions use the location information from the iPhone. It is recommended that you agree to the use of the location information to guarantee that you have the full range of functions.

Why do I have to register an account to use Rolls-Royce Connect?

The account is necessary for the use of Google™ Send to Car. To send a destination from Google Maps to Rolls-Royce Connect you can choose your registered email address or your nickname as the recipient. Further information can be found in the Rolls-Royce Connect Owner's Handbook and in section 'Google™ Local Search/Google™ Send to Car' of the FAQ.

How do I reset my Rolls-Royce Connect password?

To request a password reset choose "Forgot your password?" on the login screen in the Rolls-Royce Connect app on the iPhone. If you are already logged in you will have to logout at [Info][Settings][Account settings][Log out] to change your password. Please note that some personal settings may be lost after you logged out.

How do I change my nickname?

To change your nickname, start the Rolls-Royce Connect App on the iPhone and go to [Info][Settings][Account settings][Change nickname]. Enter your login data and your new nickname on the following page and tap [Change].

Why does the Rolls-Royce Connect app close when a video is played?

A function of the Apple iPhone is to close an active app when a video is played. After the video has finished, you have to re-launch the Rolls-Royce Connect app. Only start the Rolls-Royce Connect app when road traffic conditions permit. Do not operate your iPhone whilst driving.

Where can I obtain an update for my Rolls-Royce Connect app?

Updates for the Rolls-Royce Connect app can be obtained via the normal update process of your Apple App Store.

When using online applications, especially Web radio, 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. Using a UMTS/HSDPA connection will not forward incoming calls.

Problems and remedies

I can't find the Rolls-Royce Connect menu entry.

Please check with your dealer as to whether your vehicle can be upgraded with this option.

I can't find any of the Rolls-Royce Connect functions in my Rolls-Royce.

The Rolls-Royce Connect functions can be found under the [Rolls-Royce Connect] menu entry. Before you can display the functions, your iPhone must be connected to your Rolls-Royce, and the Rolls-Royce Connect app must have been launched. In addition, further entertainment functions can be found in the [CD/Multimedia] and [Radio] menus. Similarly, these menus are only displayed when the iPhone is connected to the vehicle and the app has been launched.

Even after connecting my iPhone and launching the Rolls-Royce Connect app, I can't find any of the Rolls-Royce Connect functions.

In the event of an unexpected response, it is recommended that you unplug the iPhone reconnect it and relaunch the Rolls-Royce Connect app.

If the response persists, it is recommended that you switch the iPhone off and on again.

If after taking these steps, the problem is still unresolved, you should 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. If no Rolls-Royce Connect functions are displayed after this has been carried out, it is recommended that you perform the self-diagnosis contained in the app, as described in the Owner's Handbook.

None of the online Rolls-Royce Connect apps work.

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 incur substantial additional costs.

From time to time, Rolls-Royce Connect online apps are limited during the journey or are not available at all.

Due to the operating principle, the service quality of Rolls-Royce Connect online apps is largely influenced by the coverage of mobile phone networks and the reception quality at the time.

In many cases, poor reception can be identified by low signal strength (typically indicated by the bar display).

A strong signal indication does not necessarily mean the service quality is good as this is dependent on many network-specific parameters.

