

Free browsing, Internet access via Wi-Fi hotspot and Internet radio nonfunctional

Topic number	LI82.85-P-068846
Version	2
Function group	82.85 - Navigation and Communication systems
Date	7/6/21
Validity	All model series MY19+ equipped with NTG5.5/NTG6 and Mercedes me connect (code 362 or code EK1)
Reason for change	Validity edited

Complaint

Free browsing, Internet access via WiFi hotspot and Internet radio nonfunctional

Note: These three services combined may be known as "Internet in the car" (IITC).

Cause

With the introduction of COMAND Online NTG 5.5 (code 531) Internet access via WiFi hotspot and Internet radio can only be used if the customer enters into a separate contract for "Data volume for Internet services" with the relevant mobile phone network provider. You can find the link to the relevant mobile phone network provider in the Mercedes me Portal under "Top up data volume" or by connecting to the vehicle's WiFi Hotspot where you will be redirected to the providers registration page.

Notes:

- NTG5.5 Entry (code 506): IITC use limited (only internet radio usable, a Hotspot function is not available).
- NTG5.5 COMAND and Audio 20: In-car Internet Browser has been discontinued as of March 2020 (see NCU dated March 6th, 2020)
- NTG 6: IITC is only available in vehicles equipped with code 355

Remedy

How to purchase a data plan:

- Navigate to the head unit settings and activate the WiFi hotspot
- Have the customer connect their mobile device to the WiFi hotspot
- The mobile device will automatically direct you to the respective mobile phone network provider to create an account and purchase data
- Once the data plan is purchased the services are available immediately

or

XENTRY TIPS

- Ensure vehicle is Mmc active and paired to the customer's account
- Have the customer sign into the Mercedes me portal
- Select the respective vehicle
- Select "manage services" and "Top up data volume" under "In-car WiFi"
- The customer will then be forwarded to the mobile phone network provider to purchase data
- Once the data plan is purchased the services are available immediately assuming the vehicle has adequate mobile network reception

If you have any questions regarding the contract or the registration process, contact the respective mobile phone network provider. In case of general questions, please contact the CAC.

WIS-References		
Document number	Title	Note
SI82.95-P-0007A	Mercedes me connect	Contact details of CAC

Symptoms
Communication/information > Communication > Internet/email > Internet function > No connection possible
Communication/information > Communication > Internet/email > Internet services > Service unavailable
Communication/information > Communication > Internet/email > Internet services > Surfing the Internet is unavailable

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note