

FAQ New Generation Infotainment

Insignia/Landing page usage

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Key Messages/Talking Points

- The future of Opel infotainment: On-board navigation with connected services
- Intuitive, stylish, state-of-the-art: Multimedia and Multimedia Navi Pro systems
- Over the air: Live Traffic, online fuel prices, map updates and much more
- Harmonize with your Insignia: Personalization through up to five individual user profiles

Q&A

GENERAL AND MOST FREQUENT QUESTIONS

Q: Is the new Infotainment generation available for all Insignia variants?

A: Yes, Multimedia and Multimedia Navi Pro systems are offered across the entire Insignia model range: Insignia Grand Sport, Insignia Sports Tourer, Insignia Country Tourer and Insignia GSi.

Q: Will the new infotainment generation be offered on other models than Insignia?

A: The Insignia model range (Grand Sport, Sports Tourer, Country Tourer and GSi) will be the first to feature Opel's next generation of infotainment systems. The rollout will continue on additional models later this year and in 2019.

Q: Can you name the additional models to receive Multimedia and Multimedia Navi Pro systems?

A: As you would expect, we can't talk about our future plans at this time.

Q: Can owners of a current Insignia upgrade their infotainment system to Multimedia or Multimedia Navi Pro?

A: The new Multimedia and Multimedia Navi Pro infotainment systems will be available across the entire Insignia model range starting with the new Model Year 2019. Vehicles of previous model years cannot be upgraded.

Q: Is the new Infotainment generation available with OnStar?

A: The new Multimedia and Multimedia Navi Pro infotainment systems will be available across the entire Insignia model range (Grand Sport, Sports Tourer, Country Tourer and GSi) starting with the new Model Year 2019. OnStar can be ordered as an option and will continue to deliver current set of services through 31st December 2020.

Q: What exactly is Live Traffic and how does it work?

A: The Multimedia Navi Pro infotainment system offers connected navigation services for optimum points of interest and destination searches, online fuel prices, parking information according to the destination and online map updates as well as Live Traffic.

Live Traffic is an internet based service which requires a WiFi connection via a tethered smartphone, a dedicated mobile hotspot in USB-stick format or via OnStar hotspot. In the connected state Live Traffic aggregates traffic information from multiple sources. Flow and conditions are updated in near real-time and integrated into routing. This provides the most accurate and timely alerts as well as improved navigation routing. Additionally, Live Traffic shows which parts of the route are affected by delays and what kind of incident may be the cause.

Q: What is the difference to Real-Time-Traffic?

A: Live Traffic is an internet based service which requires a WiFi connection via a tethered smartphone, a dedicated mobile hotspot in USB-stick format or via OnStar hotspot. In the connected state Live Traffic is the most exact and accurate traffic information based on online information covering full street network closed to real time.

The Multimedia Navi Pro supports in addition to Live Traffic via Internet Protocol (IP), also RDS-TMC and DAB-TPEG traffic service. All three services are based on a mix of a variety of sources, e. g. commercial traffic data providers, departments of transportation, police and emergency services, road sensors, traffic cameras, floating car data and even aircraft reports. All this information is compiled by the service provider and delivered to the navigation system through different channels (FM radio, DAB+ radio or online connection).

While all services rely on the same input data, the main differences between the different services is caused by the distribution channel and the related bandwidth and not by the data sources. Traffic information coming through radio channels (FM RDS or DAB TPEG) are facing a lower bandwidth and therefore a lower update rate and lower road network coverage.

Live Traffic is coming through an online channel at high update rate and tailored to location and route of your vehicle. Live traffic is considered the best quality traffic information available on the market at this point of time.

Q: Traffic information is based on Live Traffic. What happens in case there is no connection to the mobile internet (e. g. no data volume, no smartphone or external hotspot tethering, no coverage)?

A: The Multimedia Navi Pro supports also traffic service via FM TMC and dependent on the country via DAB + TPEG (Germany, UK, Belgium, Luxemburg, Netherlands, Italy, Norway, potentially Switzerland)

Q: How much data is consumed when using the connected navigation services?

A: In average you can assume an amount of 4 MB/hour. Online map updates are dependent on the incremental changes and can vary approximately between 75-150 MB per quarter. In case the update exceeds 250 MB the system will inform via pop-up.

AUDIO

Q: Is it possible to search for a certain frequency?

A: Yes, searching for a frequency can be done by pressing an icon (circle with vertical white lines) in the audio menu.

Q: Can I watch pictures or videos on the screen?

A: No, this is not supported.

Q: How many MP3 files does the infotainment system support when connecting an USB stick?

A: The system supports at minimum 5000 MP3 files.

Q: Why does the system don't play USB/Radio automatically by inserting/pulling out the USB stick?

A: To play the desired audio source you need to select the source actively

Q: I can still see audio sources displayed which are no longer connected to the system?

A: The system displays the last active sources on the short cut list. Please select a new source in the extended source menu.

Q: How can I adapt traffic announcements in DAB to a dedicated volume?

A: This is not possible as different to the traditional FM TA announcements the DAB announcements do not use a special volume

Q: Why is when storing a radio favorite the song information stored and not the broadcast station name?

A: In case the broadcast station uses the radio text field for song information, the system will use this as station name.

Q: When I use the up and down buttons of the steering wheel, I do not want to change to next favorite but to next available frequency. Can I adapt the system in that way?

A: Yes, this can be adapted in the "Favorite Button Setting" within the Audio page.

NAVIGATION

Q: Where is the navigation map stored in the car?

A: The map is stored on a SD card. The SD card needs to be in the respective SD card slot when the car is handed over.

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Q: What happens when I press the Traffic icon in the navigation map?

A: With an online connection or FM/DAB reception, all incidents along the route and within 150 km radius around the vehicle position are listed. Only major or safety critical incidents of a certain category (e. g. accidents, roadwork, bad weather conditions) are shown in this list. Traffic jams or slow traffic is indicated via red or orange flow information on the map, but they are all considered for the route calculation.

Q: How does the map update works for Multimedia Navi Pro. Which area is updated and how often?

A: The system recognizes the driving behavior and defines a "homezone" where the car is most frequently driving. The map for the homezone and related areas is updated over the air automatically 4 times a year. Dependent on the countries within the homezone, in MY 19 certain countries are split (e. g. Germany in "Bundesländer" or France in "Arrondissements"), then only the part overlapping the homezone is updated. As of MY 20 all countries overlapping the homezone are fully updated. A complete European map update is not possible over-the-air, due to high data volume. For this, the SD card needs to be changed.

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Q: How can I see that the system is using Live Traffic?

A: The icon on the map shows LIVE below the traffic icon on the top left. In case the LIVE icon is not visible, please check if the hotspot of your mobile device is still active. Some smartphones have an automatic time-out and require a manual re-activation after being inactive for a certain time.

Q: There is a hint for warnings in the system but I don't see them in Germany. How can I activate this function?

A: Warnings especially speed cams are legally not allowed to be shown in certain countries.

Q: What means the message "No network available" after pressing live traffic icon?

A: It can occur when network is temporary unavailable. Please wait some minutes, the connection is built up again.

Q: Why is Traffic Data List empty although traffic flow is shown as yellow or red?

A: This can happen, when traffic is slow without an incident (e. g. crash or road construction).

Q: What is the benefit of Live traffic?

A: Live traffic is the most exact and accurate traffic information based on online information covering full street network in real time. A connection to the mobile internet via e. g. tethered phone is required.

Q: How can I connect my system to the internet to use connected navigation services?

A: The system can be connected via smart phone tethering using the smart phones hotspot. In case the car is equipped with OnStar, the data package from the OnStar WiFi hotspot can be used if available. You can also connect to other WiFi sources like home WiFi or mobile WiFi stick.

Q: What type of WiFi stick can I use to connect my system to the internet to use connected navigation services? Do I need a SIM card? And what data plan do I need?

The recommendation is to use a WIFI stick providing a mobile Hotspot in USB Stick Format (WIFI/WLAN-Stick, not „Surf-Stick”). The stick must support LTE, not just 3G because the network coverage of 4G is usually better. The stick should not have an internal battery.

You need a SIM-card and data plan for the WiFi stick. For an average usage of up to 2 hours live traffic per day, a data plan with 300 MB per month is sufficient

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 import navigation destinations from an external source, e. g. USB stick?

A: No, this is not supported.

Q: Why is the distance to destination different between search and after starting route guidance?

A: For the first calculation the air route is used for estimate after starting guidance the real distance is calculated.

Q: Why is the map on the mainscreen not shown?

A: Before the navigation application opens, the Terms & Conditions need to be accepted by pressing the navigation icon on the homescreen. Without accepting the T & C neither the mainscreen nor the instrument cluster show navigation information.

Q: Where is a second entered destination added? At the end of my route or in between?

A: The second destination will be always added before the first one. This can be changed manually afterwards similar to Google maps for example.

Q: Why do I have to accept the navigation terms & conditions more than one time? I expected they need to be signed only once.

A: In case you have created more than one user profile, the navigation Terms & Conditions need to be signed for each profile individually.

Q: I have done a POI search for gas stations but I cannot see the fuel prices. Why are they not shown?

A: The gas prices are available for gas stations participating in a reporting process. This is dependent on the country as well as on the gas station. For example prices are provided by gas stations in Austria, Belgium, France, Germany, Luxembourg, Netherlands, Portugal, Spain, Italy, Switzerland and Poland.

Q: I have checked the gas prices before driving to the gas station. When I arrived I have noticed that the price was different than shown in my navigation system. Why is there a deviation?

A: Even the data in the navigation system is frequently updated within minutes, deviations between the navigation system and the actual price at the gas station can occur. Submitting fuel prices through regional data providers and update rate at the gas station can deviate from the update rate of the navigation system. The number of updates is also dependent on the country from several times per day to a few changes within a week.

PROFILES AND PERSONALIZATION

Q: Can I create profiles in the "Multimedia" system?

A: You can store your personal settings on the 2 keys. A dedicated HMI like for Multimedia Navi Pro is not available.

Q: I want to link a profile to the second key. Does the second key then to be physically available in car for linking the profile?

A: No, it is not necessary to have the second key in the car when linking a profile.

Q: What happens with my profile when I re-set the system to factory settings?

A: All personal data are swiped from the system and the server of the navigation provider.

Q: Why are all my settings gone? Why is my car behaving different?

A: Please check if you have used the second key while your profile is linked to the main key or you have recalled a different profile than yours.

Q: What are the benefits of a profile and which settings are stored on my profile?

A: The system provides a user interface for creating a profile in an interactive way. The system can be personalized by storing individual preferences. The profile can store favorites for example in audio, phone or navigation.

Q: What is the guest profile?

A: The guest profile is selected as standard profile and is without password, name or picture. A Configuration is not possible and it cannot be deleted or linked to the key.

Q: Why is the radio station changing when I start the engine? When I entered the car without starting the engine I listened to a different radio station.

A: When the profile is linked to the key this profile will be loaded each time the car gets started with this key. The radio station is adapted even the radio was already playing from last station from another profile. Please note, that it is not recommended to change the profile during driving.

PHONE

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 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. Further you need to accept the import of the address book into the infotainment system.

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

Q: There is no indication of wireless charging during a call. Is charging supported?

A: Yes, also during a phone call your phone is charged.

Q: The contact list from a second phone is shown. How I can switch to the other contact list?

A: You can pair two phones via Bluetooth and one in addition via Apple CarPlay™. For the Bluetooth paired phones there is always one primary for outgoing and incoming calls and one secondary phone for incoming calls only. The phone book from the primary (outgoing) phone is always shown. To access the phone book of the other connected phone a switch to the respective phone is needed by selecting the device in the phone menu. Before you need to allow in the settings for both phones the pairing of a second phone.

Q: How can I change the volume of the ring tone when I have connected my smartphone via Bluetooth?

A: The volume of the ring tone can be adapted at the smartphone. If you have an iPhone, the volume can vary between connecting the phone via Bluetooth or via cable when using Apple CarPlay.

VOICE CONTROL

Q: Where can I activate voice control?

A: The button for voice control is located on the steering wheel.

Q: I have recognized that the help advises for the voice control have changed. Why are they now shorter and less detailed?

A: The system features different modes for the voice control commands. At the beginning, the help advises are more detailed and longer, but when the voice control is successfully used for several times, it is automatically adapted and the help advises are shortened.

Q: Can I search or select a radio station via voice control?

A: In general yes, but via voice control potentially issues can occur.

Q: Can I enter a destination via voice control for a different country (e. g. system language is German and I want to enter a destination in France)?

A: The country and the corresponding language needs to be aligned, however it works in certain cases also for other countries.

Q: I wanted to use the voice control for entering a navigation destination and get an error message that the voice control is not available and cannot be activated. Why is the voice control not available?

A: Please make sure that you have accepted the navigation terms & conditions. Without signed terms & conditions, the voice control cannot be activated.

Q: When the system provides more than one result, how can I select them via voice control? When I say "one" it does not work.

A: Just "one" or "first one" are not recognized by the system. The right command is "number one" or "line one".

Q: Can also the co-driver use the voice control and can enter voice commands?

A: No, the co-driver cannot use the voice control as the microphones are optimized for the driver position.

Q: The voice control did not accept "Navigate to address" <name of city>. What do I need to enter as command?

A: The voice control does not work only for the name of the city. The command "Navigate to address" <name of the street> including number <name of the city> can be processed.

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: When I change the speed or volume of the voice recognition, there is no impact on navigation voice?

A: The voice recognition settings and the navigation settings are separated from each other.

Q: Why does the icon for voice recognition have different colors red or green?

A: The icon "head" is red as long as the driver should not talk and turns green as soon as he can talk.