

Reference	SSM68359
Models	XK / X150
Title	Connection guidelines - Android Phones to XK (X150).
Category	Electrical
Last modified	18-Sep-2013 00:00:00
Symptom	207000 Entertainment Systems
Content	<p><u>Issue:</u> Customers may report that they are unable to play music through their Android phone when connected via cable to USB - XK does not support Bluetooth streaming.</p> <p><u>Cause:</u> This could be for a number of reasons not necessarily related to the vehicle operation and is unlikely to be a vehicle fault.</p> <p><u>Action:</u> Please always check the phone user manual / website for advice on connecting phones as MP3 players / Mass Storage Devices. Please check file extension of music file attempting to be played. XK supports mp3 (MPEG1 L3, MPEG2 L3 and MPEG 2.5) and wma music files. The phone may have to be connected as a USB Mass Media Storage Device. This may be possible within the phone settings. <b>Please consult the phone manual.</b> If an SD card is fitted / mounted, the car may only see what is stored on the SD card and not the phone. If this is the case, it may be necessary to un-mount the SD card as a storage device. This should be possible via the phone settings – <b>please consult the phone manual.</b> In some instances it may be impossible to connect the phone as a music device to the car. This is likely to be due to phone protocols set by the phone manufacturer and not a fault of the car. XF and XJ use a completely different audio system so it may be found that these vehicles will play music from devices that XK will not. A direct comparison should therefore only be made with other XK vehicles. In instances where an XK customer cannot play music, customers should be advised that playing authorised files types via a USB stick or different MP3 device may be the only option.</p>