

# Technical Support Guide

Gen 3.0 [HARMAN models]

6.5-inch system

8-inch system

8-inch Navi system



# Forward

The content of this “Technical Support Guide” is based mostly on the respective region’s owner’s manual supplements for the Gen3.0 infotainment (HARMAN model Navigation/Audio) system offered with the new 17MY Impreza 4-door/5-door models. It is an additional supplement intended to provide a brief overview of system functionality, and anticipated FAQ not described in the “Service Manual”.

Please note that the purpose of this guide is limited to use by Subaru distributors, retailers, and dealer staff to provide customer support.

If you need to diagnose trouble or system defects, please refer to the instructions in the “Service Manual” Infotainment section.

January, 2017

Fuji Heavy Industries LTD.

Subaru Customer Center

Overseas Service Dept.

# Contens

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## 1. Introduction of Gen 3.0 Audio/Navigation System

System Types .....	4
Part Number Information .....	5
Main Product Features .....	6
Summary of Features .....	8
Main Screens.....	10
APPS Function .....	12
Navigation Function.....	15
Radio Function .....	16
Media Function .....	17
Other Function.....	19

## 2. Frequently Asked Questions (FAQ)

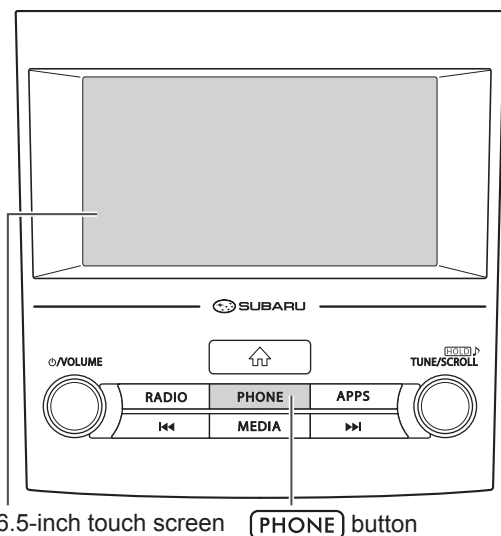
Navigation.....	21
Bluetooth Hands-Free .....	22
Audio & Visual .....	23
APPS .....	25
Voice Recognitions & Others.....	27
Apple CarPlay.....	28
Android Auto .....	29
SUBARU STARLINK (General) .....	30
SUBARU STARLINK (Connection).....	35
SUBARU STARLINK (Apps - Calendar).....	38
SUBARU STARLINK (Apps - iHeart Radio).....	39
SUBARU STARLINK (Apps - Music) .....	40
SUBARU STARLINK (Apps - News).....	41
SUBARU STARLINK (Apps - Weather) .....	42
SUBARU STARLINK (Apps - Yelp).....	43
SUBARU STARLINK (Apps - BestParking) .....	45
SUBARU STARLINK (Apps - Glympse) .....	46
SUBARU STARLINK (Apps - Magellan).....	48
SUBARU STARLINK (Apps - RightTrack) .....	50
SUBARU MAP UPDATE.....	52
SOFTWARE UPDATE .....	53

# 1. Introduction of Gen 3.0 Audio/Navigation System

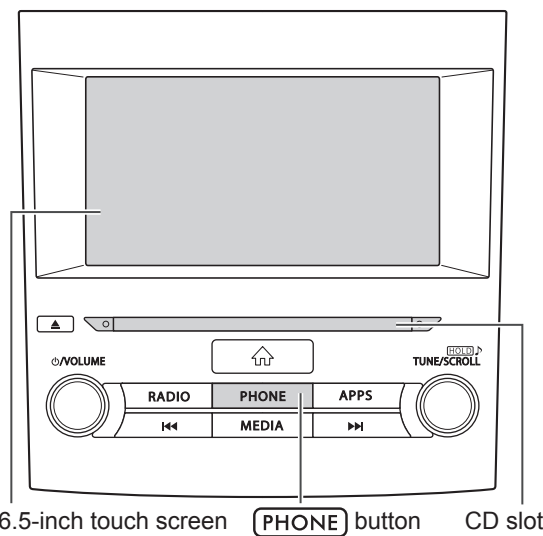
## System Types

### ■ 6.5-inch system

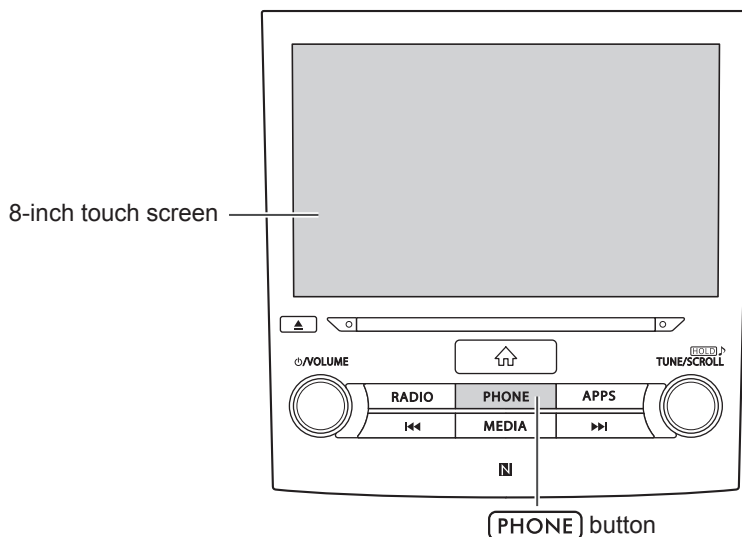
- For North America



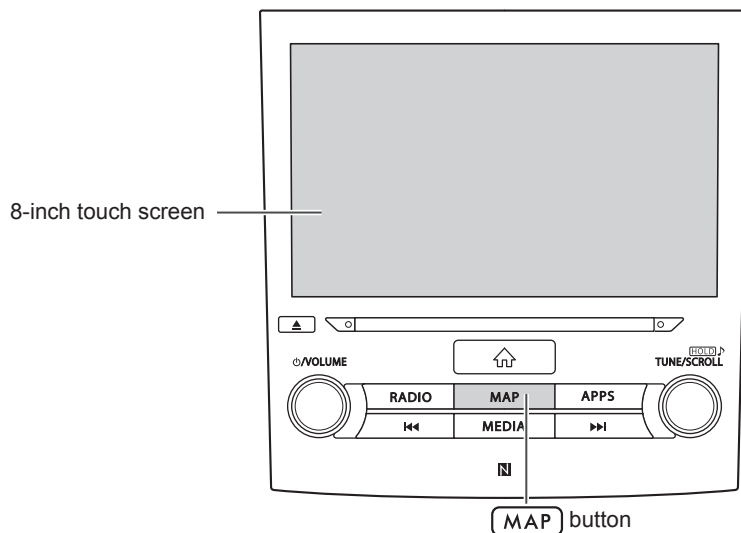
- Regions other than North America



### ■ 8-inch system



### ■ 8-inch with Navi system



These illustrations are for left-hand drive vehicles.  
The button positions and shapes will differ for right-hand drive vehicles.

# 1. Introduction of Gen 3.0 Audio/Navigation System

## Part Number Information

### ■ 17MY IMPREZA 4-door/5-door

Region	Type	Subaru PN	RH/LH
North America	Base Audio	86201FL610	LH
		86201FL710	LH
		86201FL600	LH
		86201FL700	LH
	Mid Audio	86201FL620	LH
		86201FL720	LH
	High Navi	86271FL600	LH
		86271FL700	LH
	Base Audio	86201FL61A	LH
		86201FL71A	LH
		86201FL60A	LH
		86201FL70A	LH
	Mid Audio	86201FL63A	LH
		86201FL62A	LH
		86201FL72A	LH
		86271FL60A	LH
High Navi	86271FL70A	LH	
	86271FL73A	LH	
Canada	Mid Audio	86201FL73A	LH
Europe	Base Audio	86201FL400	LH
		86201FL410	LH
		86201FL420	LH
	Mid Audio	86201FL430	LH
		86201FL440	LH
		86201FL450	LH
	High Navi	86271FL400	LH
		86271FL410	LH
		86271FL420	LH
	Base Audio	86201FL310	RH
		86201FL320	RH
		86201FL330	RH
		86201FL340	RH
	Mid Audio	86201FL350	RH
86271FL300		RH	
86271FL310		RH	
Australia	Base Audio	86201FL200	RH
	Mid Audio	86201FL210	RH
	High Navi	86271FL200	RH
Columbia	High Navi	86271FL520	LH
		86271FL52A	LH
General	Base Audio	86201FL100	RH
		86201FL110	RH
		86201FL130	RH
		86201FL500	LH
		86201FL510	LH
	Mid Audio	86201FL120	RH
		86201FL140	RH
		86201FL520	LH
	High Navi	86271FL100	RH
		86271FL130	RH
		86271FL500	LH
		86271FL510	LH

# 1. Introduction of Gen 3.0 Audio/Navigation System

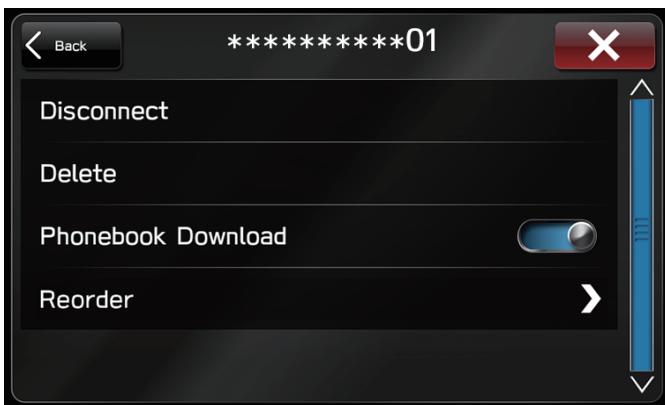
## Main Product Features

### Standardized operation screen layout for all functions



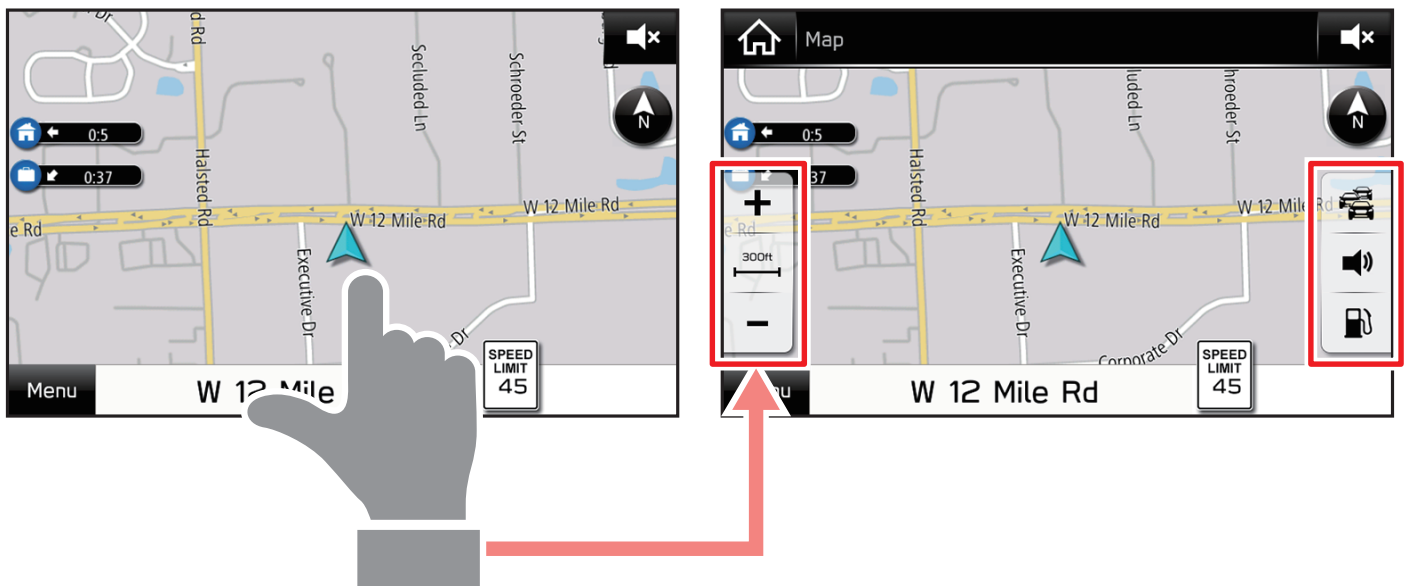
- Mode switching buttons on the left and operation buttons on the right and at the bottom prevents users becoming lost in operation no matter which functions are used.

### Use of POP-UP screens



- Pop-up screens are used instead of screen switching, preventing users from losing the current screen.

### Easy-to-view map screen display\*



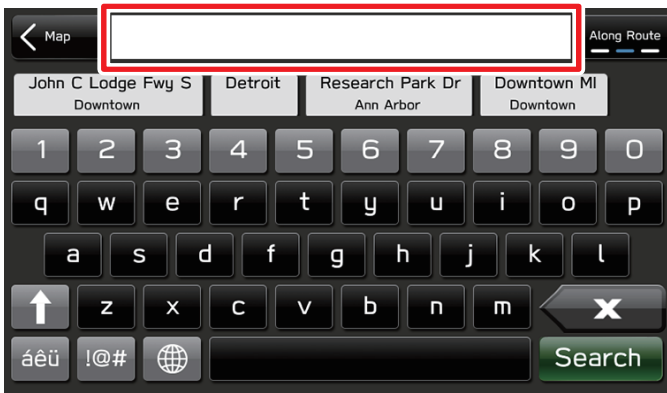
- Maps appear wider by minimizing constantly displayed buttons.
- Touch screen to display automatically hidden buttons.

\* 8-inch with Navi system model only

# 1. Introduction of Gen 3.0 Audio/Navigation System

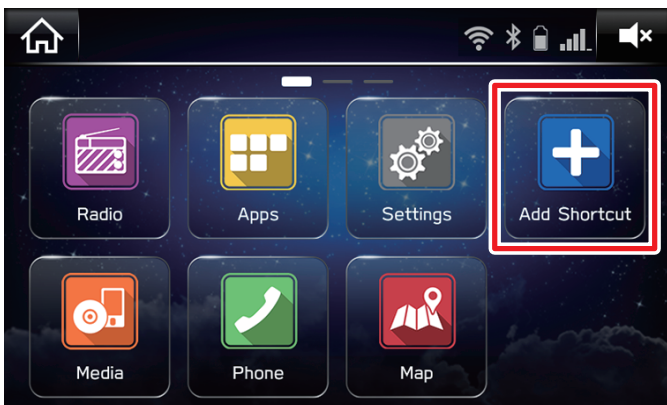
## Main Product Features

### Rough destination search function\*



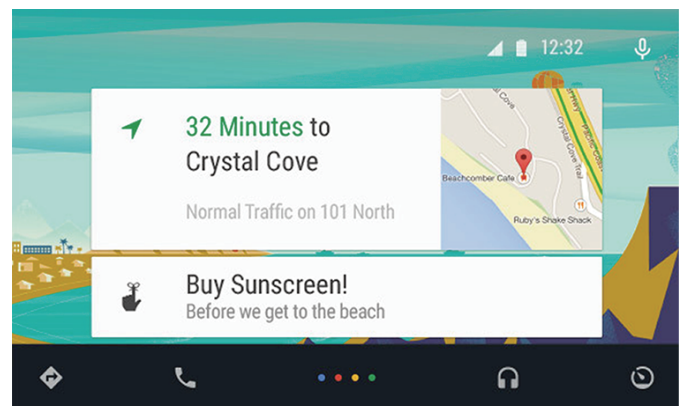
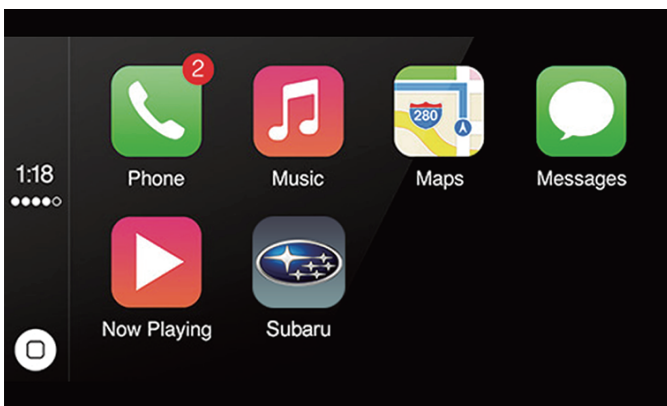
- Start a search with a variety of words such as addresses, facility names, intersection names.

### Customised home screen layout



- Frequently used functions and operations can be added to the home screen.  
Example: For calling specific phone numbers, listening to specific radio stations, etc.
- “Add Shortcut” may not be shown by default in some regions. The system can be configured to display it on the “General Settings” screen.

### Apple CarPlay\*\* / Android Auto\*\*



- Support for Apple CarPlay and Android Auto allows access to functions such as maps, phone calls, and music.

\* 8-inch with Navi system model only

\*\* Specifications vary by model and region. For more information, please review the “Summary of Features”.

# 1. Introduction of Gen 3.0 Audio/Navigation System

## Summary of Features

Features		6.5-inch system	8-inch system	8-inch with Navi system
Display	Size & spec	6.5 in WVGA (800x400)	8 in WVGA (800x400)	8 in WVGA (800x400)
	Touch panel	Capacitance touch panel	○	○
	Seamless	n/a	○	○
Audio	AM/FM	○	○	○
	Mix Preset Stations (AM/FM/SXM)	North America only	North America only	North America only
	RDS-Traffic Message Channel	n/a	n/a	Australia, Europe only*
	RBDS / RDS	○	○	○
	HD Radio™	n/a	North America only	North America only
	Cache Radio Program	n/a	North America only	North America only
	SiriusXM® Satellite Radio	n/a	North America only	North America only
	Featured Favorites	n/a	North America only	North America only
	DAB/DAB+.Other	Europe only*	Europe only*	Europe only*
	CD	Australia, Europe only	○	○
	CDDB (Gracenote)	n/a	○	○
	USB Audio/AUX	○/○	○/○	○/○
	USB Video	Australia, Europe only	Australia, Europe only	Australia, Europe only
Bluetooth	Version	2.1+EDR	3.0+EDR	3.0+EDR
	Registrable device number	5	5	5
	Audio	○	○	○
	Hands Free	○	○	○
Wireless connectivity	Wi-Fi	n/a	○	○
	NFC	n/a	○	○
Connectivity	Pandora®	North America, Australia only	North America, Australia only	North America, Australia only
	SUBARU STARLINK	n/a	North America, Europe only	North America, Europe only
	MirrorLink™	n/a	n/a	n/a
	Apple CarPlay	○*	○*	○*
	Android Auto	○*	○*	○*
	aha™ by HARMAN	North America only	North America, Europe only	North America, Europe only
	SiriusXM Travel Link	n/a	North America only	North America only

\* Differs depending on destination, contract and equipment.



# 1. Introduction of Gen 3.0 Audio/Navigation System

## Summary of Features

Features			6.5-inch system	8-inch system	8-inch with Navi system
SUBARU STARLINK Safety and Security services			US only	US only	US only
Vehicle linkage	Meter display		n/a	○	○
	MFD		n/a	○	○
	Air conditioning		n/a	○	○
Voice control	System function all control		○	○	○
	Air conditioning		n/a	○	○
VUI (Voice User Interface)	Voice recognition	On-board and embedded applications (Nuance)	○	○	○
		Voice recognition server (CarPlay · Android Auto)	○*	○*	○*
		Server link (POI search) (CarPlay · Android Auto)	○*	○*	○*
		STT (speech to text) (CarPlay · Android Auto)	○*	○*	○*
	Voice synthesizer	TTS (Text to speech)	Australia only	○	○
	Voice conversation	Scenario talk (On-board / CarPlay · Android Auto)	Europe only/○*	○/○*	○/○*
Other connection	Rear Camera		○	○	○
	Steering switch		○	○	○
Map data update	Wired (USB)		n/a	n/a	○
Software update	Wired (USB)		○	○	○
	Wireless (over the air) Wi-Fi		n/a	○	○
	Wireless (over the air) Smartphone		n/a	○	○
Update server	Red bend		n/a	○	○
Navi	On-board navi		n/a	n/a	○ (Tomtom)
	Off-board navi (Smartphone-Apps: CarPlay · Android Auto)		○*	○*	○*
Traffic information	SiriusXM® Satellite Radio		n/a	n/a	North America only

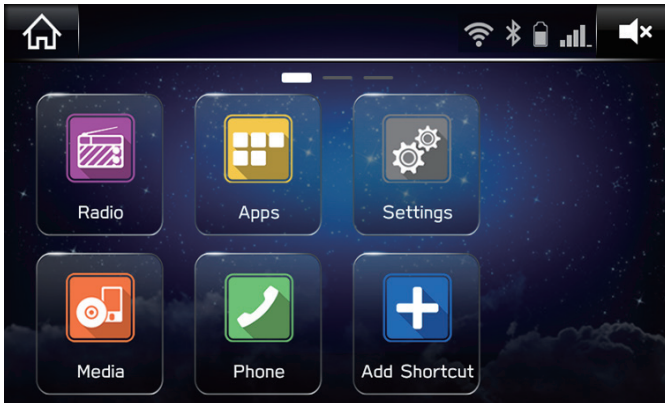
\* Differs depending on destination, contract and equipment.

# 1. Introduction of Gen 3.0 Audio/Navigation System

## Main Screens

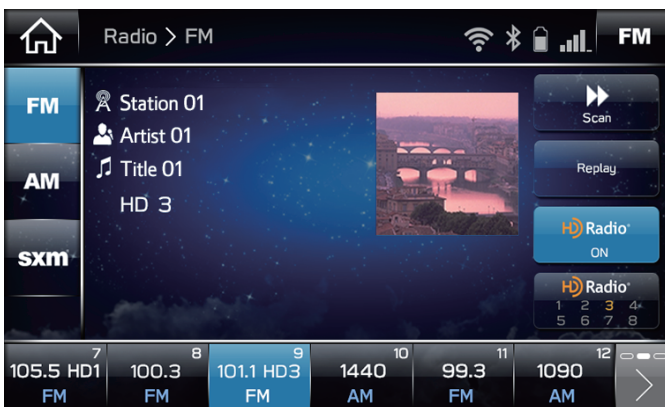
### ■ 6.5-inch system/8-inch system

#### HOME Screen



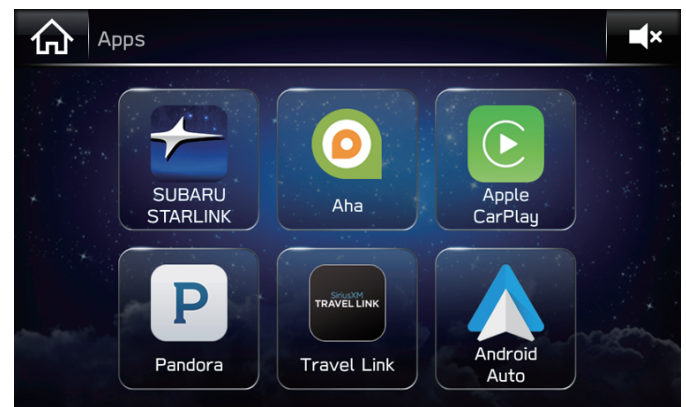
- Radio: Display “Radio” Screen
- Media: Display “Media” Screen
- Apps: Display “Apps” Screen
- Phone: Bluetooth Hands-free call
- Settings: General Settings, Sound Settings, Phone Settings, Vehicle Settings
- Add Shortcut: Add shortcut to home screen

#### “Radio” Screen



- Used to select the radio mode, change stations, etc.

#### “Apps” Screen



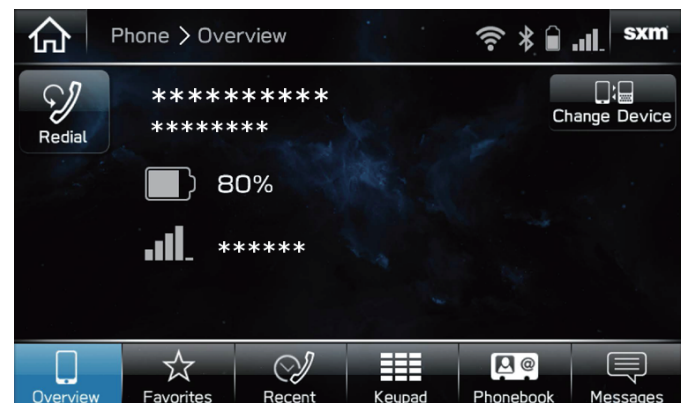
- Used to control supported applications that are installed on the connected smartphone.

#### “Media” Screen



- Used to select the audio source and control the audio being played.

#### “Phone” Screen



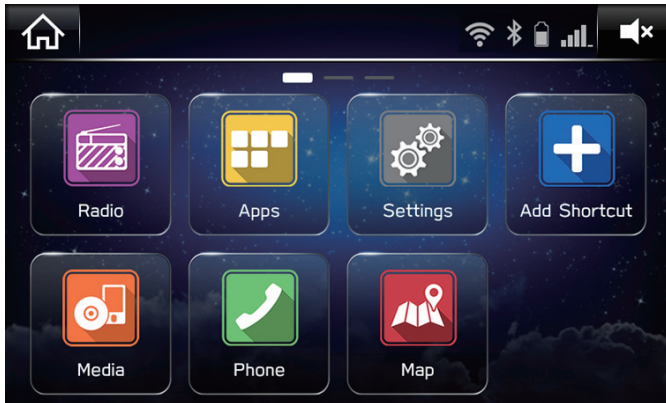
- Used to control the connected phone and send a short message.

# 1. Introduction of Gen 3.0 Audio/Navigation System

## Main Screens

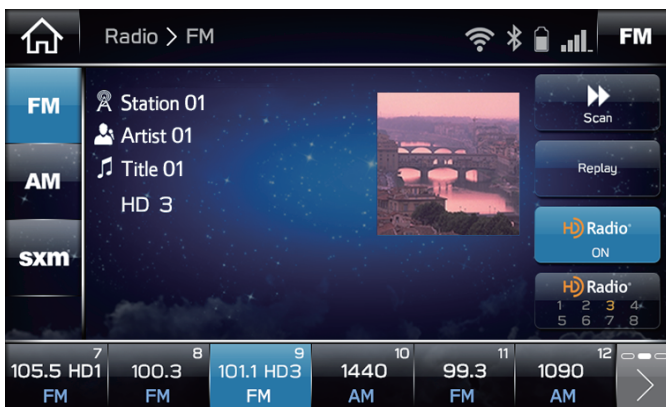
### ■ 8-inch with Navi system

#### HOME Screen



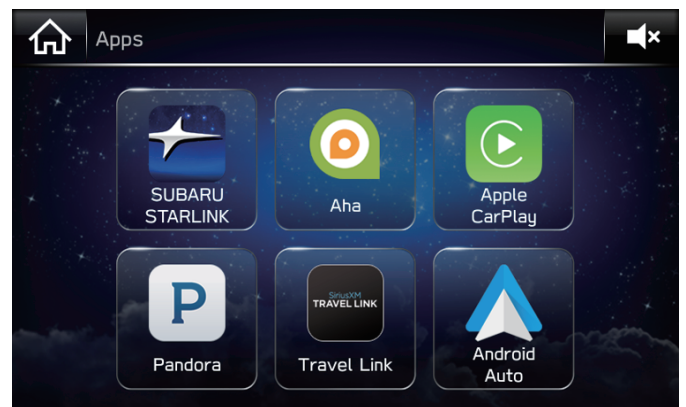
- Radio: Display "Radio" Screen
- Media: Display "Media" Screen
- Apps: Display "Apps" Screen
- Phone: Bluetooth Hands-free call
- Settings: General Settings, Sound Settings, Phone Settings, Navigation Settings, Vehicle Settings
- Map: Navigation Map
- Add Shortcut: Add shortcut to home screen

#### "Radio" Screen



- Used to select the radio mode, change stations, etc.

#### "Apps" Screen



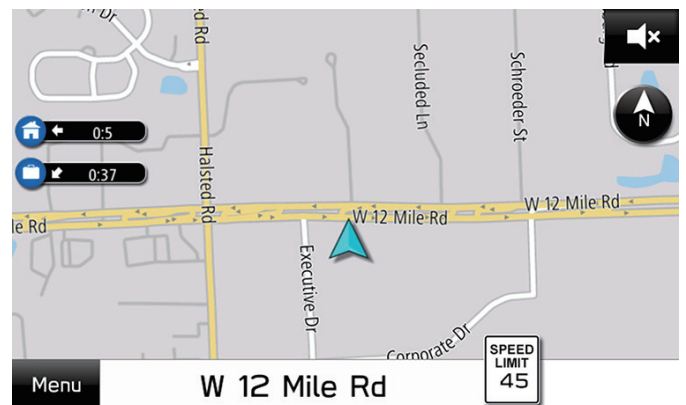
- Used to control supported applications that are installed on the connected smartphone.

#### "Media" Screen



- Used to select the audio source and control the audio being played.

#### "Map" Screen



- The destination can be set from the Menu.
- The map screen buttons can be accessed by selecting any point on the map. You can search for nearby gas stations using the map screen buttons.

# 1. Introduction of Gen 3.0 Audio/Navigation System

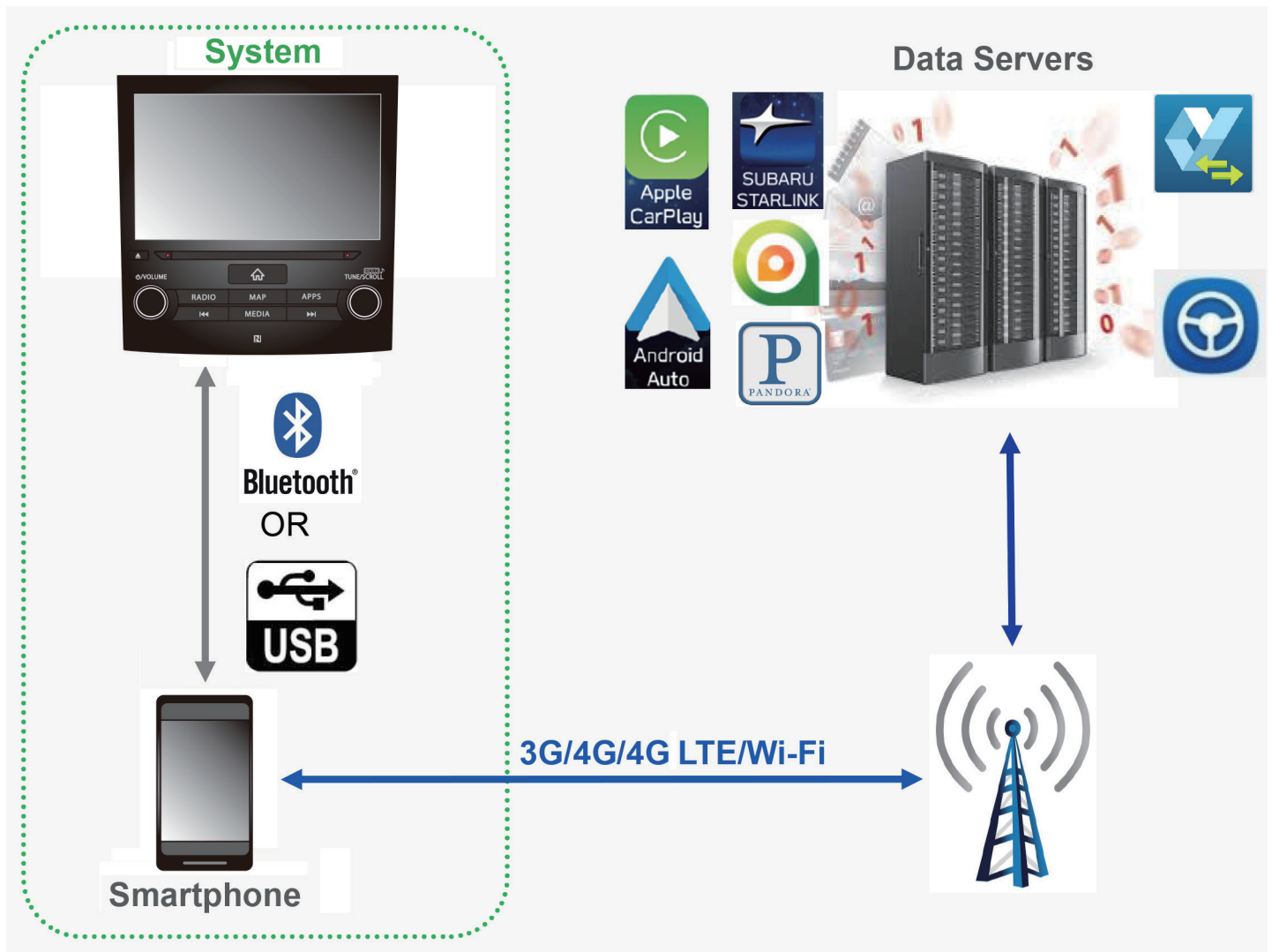
## APPS Function

SUBARU STARLINK, aha™, Pandora®, Apple CarPlay, Android Auto

### To operate a APPS function

- App (application) needs to be installed on user's smartphone. (Apple CarPlay does not require an application to be installed.)
- Smartphone needs to connect with the unit via USB or Bluetooth depending on phone models and application being used.
- Smartphone requires the mobile data plan.
- Smartphone needs to connect to the internet via wireless network (3G, 4G, 4G LTE or Wi-Fi).

### Communication



# 1. Introduction of Gen 3.0 Audio/Navigation System

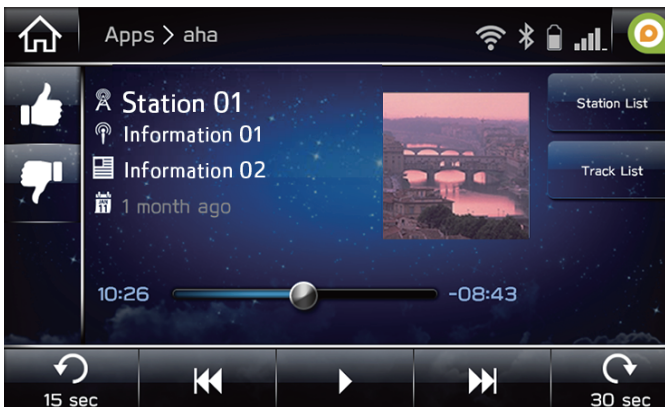
## APPS Function

### SUBARU STARLINK Screen



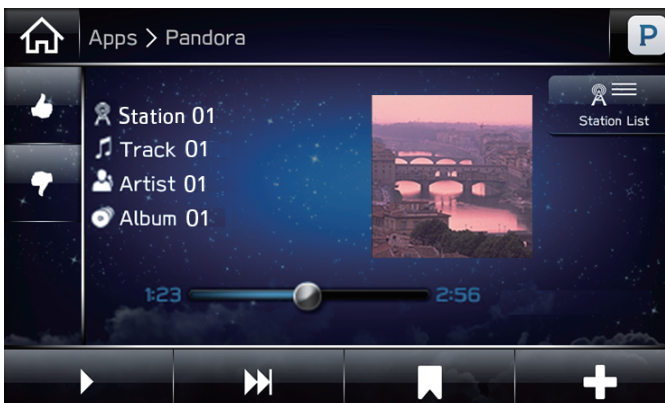
- SUBARU STARLINK allows you to display and control a variety of content, including weather, music, and news.

### aha Screen



- aha™ is a cloud-based application that connects to the system and gives you access to your favorite web content safely and easily.

### Pandora Screen

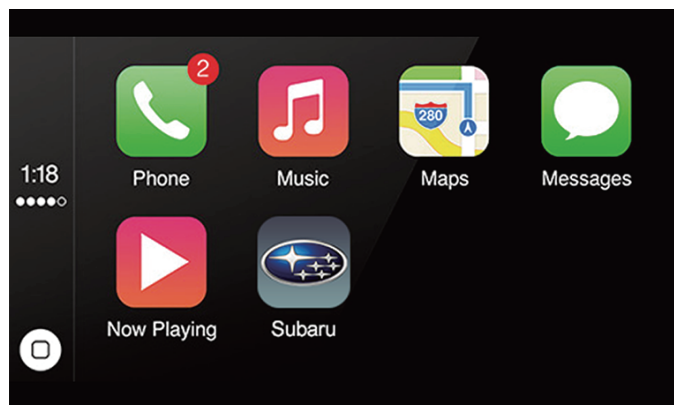


- Pandora is free personalized radio that offers effortless and endless music enjoyment and discovery.

# 1. Introduction of Gen 3.0 Audio/Navigation System

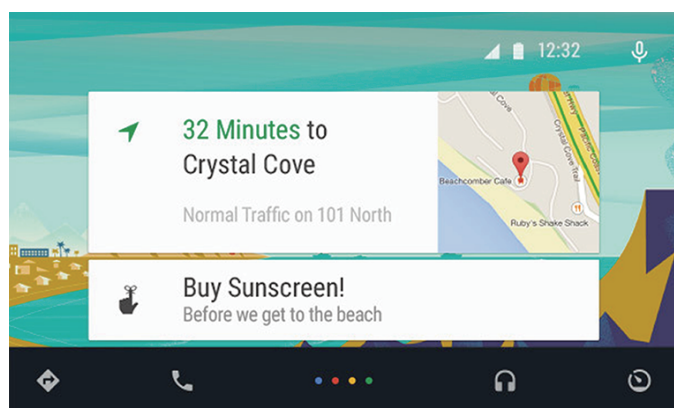
## APPS Function

### Apple CarPlay Screen



- CarPlay can be used to view iPhone maps, play music, and place calls by connecting your iPhone to the system. Supported applications can also be run.

### Android Auto Screen



- Android Auto can be used to view Android maps, play music, and place calls by connecting your Android device to the system. Supported applications can also be run.

### APPs, Supported Device, Connection Method

Features	App for Smartphone	Supported Device	Connection Method to Unit
SUBARU STARLNK	SUBARU STARLNK	iPhone: iOS 7.1.2 or later Android: Android 4.0 or later	iPhone: USB or Bluetooth Android: Bluetooth
aha	aha	iPhone: iOS 7.0 or later Android: Android 2.2 or later	iPhone: USB Android: Bluetooth
Pandora	Pandora	iPhone: iOS 8.0 or later Android: Jellybean 4.1.1 or later	iPhone: USB Android: Bluetooth
Apple CarPlay	Apple CarPlay	iPhone: 6s, 6s Plus, 6, 6 Plus, SE, 5s, 5c, 5	iPhone: USB
Android Auto	Android Auto	Android: Android 5.0 or later	Android: USB

### SiriusXM Travel Link

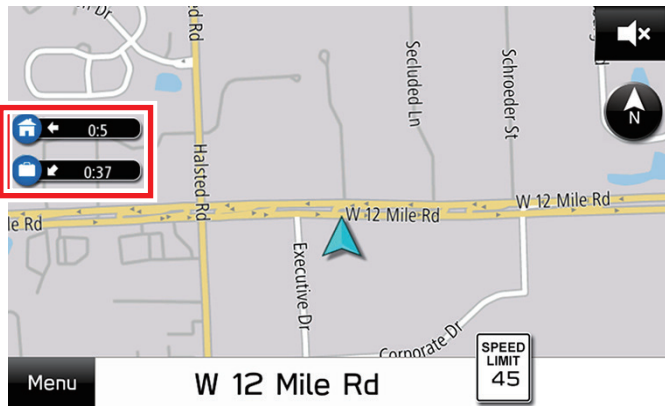
- SiriusXM Travel Link is a service provided by SiriusXM® Satellite Radio, and can be used to view information on fuel information, sports, stocks, and weather.
- SiriusXM Travel Link subscription is required.
- For more information, please see P.113 in the Owner's Manual Supplement for SUBARU Genuine Infotainment System.



Specifications vary by model and region. For more information, please review the "Summary of Features".

# 1. Introduction of Gen 3.0 Audio/Navigation System

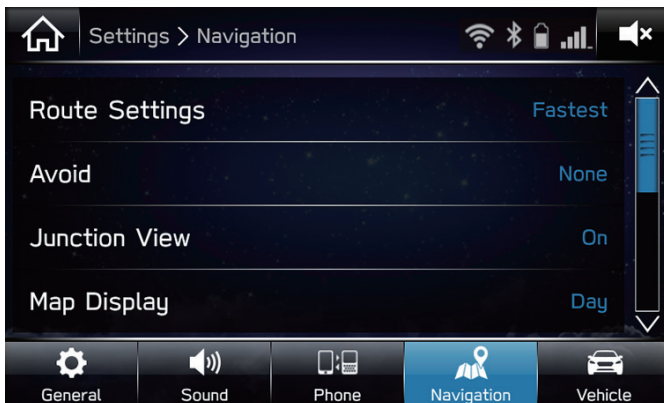
## Navigation Function

### Map Screen



- By registering your home or work, the direction and time required are displayed.
- Select and hold  to set home as the destination.
- Select and hold  to set work as the destination.

### Navigation Settings Screen



The following settings can be configured on the “Navigation Settings” screen.

- You can set the route type to fastest, shortest, or economic.
- You can set avoidance criteria for the route calculation.
- You can toggle display of the junction screen on and off.
- You can set the map display to auto, day, or night.
- You can register and edit home and work addresses.
- You can toggle display of POI icons on and off.
- You can switch the arrival time display between 12-hour time and 24-hour time.
- You can turn the auto zoom function on and off.

### Map Update

- Maps can be updated using a USB memory device.  
You can download updated map data from the portal site.  
Inquiries about the portal site should be directed to distributors.
- This car is entitled to a 3-year-long yearly free map update programme, starting from the delivery date to the first owner.

# 1. Introduction of Gen 3.0 Audio/Navigation System

## Radio Function

### Mix (AM/FM/SXM) Preset Stations\*



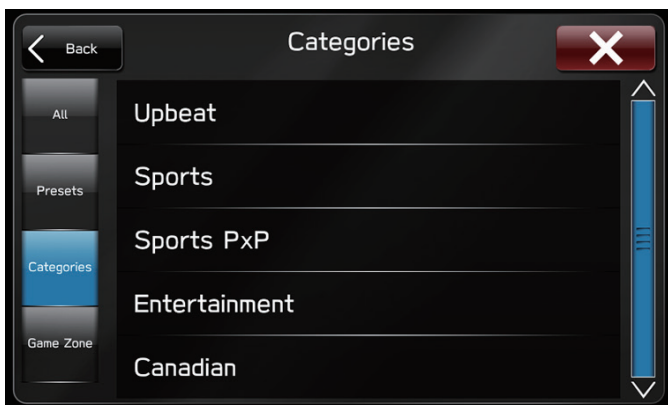
- Multiple stations can be registered as presets.

### Cache Radio Program\*



- When the radio broadcast is interrupted by another audio output, such as an incoming phone call or Voice Recognition, the unit will automatically cache the interrupted portion and perform timeshift playback when the interruption ends.

### Featured Favorites\*



- Featured Favorites are a collection of channels that are created by the SiriusXM programming team that are updated several times throughout the year. The Featured Favorites channels can be found under the SXM Category screen.

\* Specifications vary by model and region. For more information, please review the "Summary of Features".



# 1. Introduction of Gen 3.0 Audio/Navigation System

## Media Function

### Music (CD\*, USB, iPod, Bluetooth audio, AUX)



- A USB memory stick or iPod can be connected via the USB jack to enable playback of music stored on the device.
- A Bluetooth device can be connected via Bluetooth to enable playback of music stored on the device.
- A portable audio device can be connected to the AUX jack to enable the system to play audio output from the device.

### If unable to play music

For more information about how to connect different devices and which media types and files can be played, see the Owner's Manual Supplement for SUBARU Genuine Infotainment System.

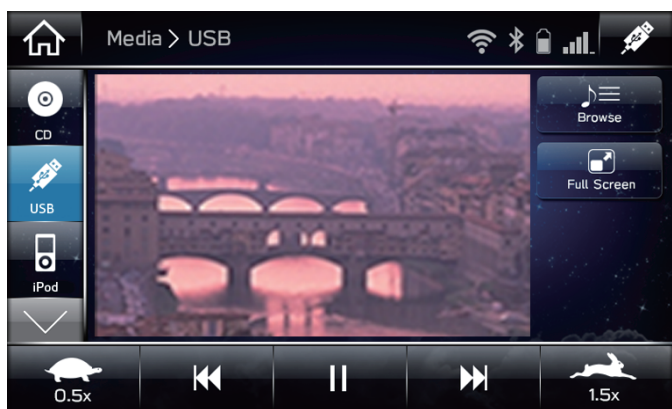
Media Type	North America		Europe/General		Australia	
	Connection type	Conditions	Connection type	Conditions	Connection type	Conditions
CD	35	153, 156	35	140, 144	35	130, 133
USB memory	36	156	36	143, 144	36	133
iPod	36	156	36	143, 144	36	133
Bluetooth audio	147	53, 156	133	53, 144	123	53, 133

\* Specifications vary by model and region. For more information, please review the "Summary of Features".

# 1. Introduction of Gen 3.0 Audio/Navigation System

## Media Function

### Video\* (USB)



- A USB memory stick can be connected via the USB jack to enable playback of video files stored on the device.
- While driving, video will not be displayed. Only sound will be output.

### If unable to play video

For more information about how to connect device and which media types and files can be played, see the Owner's Manual Supplement for SUBARU Genuine Infotainment System.

Media Type	Europe/General		Australia	
	Connection type	Conditions	Connection type	Conditions
USB memory	36	143, 146	36	133, 136

\* Specifications vary by model and region. For more information, please review the "Summary of Features".

# 1. Introduction of Gen 3.0 Audio/Navigation System

## Other Function

### SUBARU STARLINK Safety and Security services



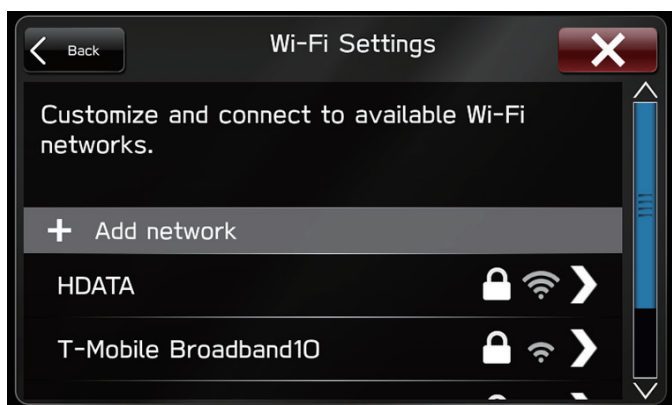
- When using SUBARU STARLINK, this screen is displayed, and other functions are disabled.

### Siri (Siri Eyes Free)

- An extension of Apple's Siri functionality for enabling voice control of an iOS mobile device (iPhone, iPod touch)
- Device is connected with the unit via Bluetooth connection.
- Device communicates with internet via wireless network (Wi-Fi, 3G, 4G, 4G LTE)
- Press and hold the "Talk Switch" on the steering switch to start and then speak when the beep sound is heard.

Supported Models	Supported iOS Version
iPod touch (5th generation), iPhone 4S, 5, 5s, 6, 6s, 6 Plus, 6s Plus, SE	iOS 6 or later (6, 7)

### Wi-Fi

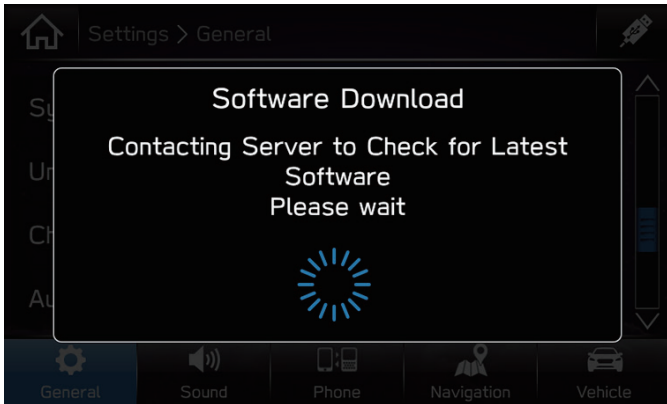


- The system can be connected to a Wi-Fi network in order to update the software.

# 1. Introduction of Gen 3.0 Audio/Navigation System

## Other Function

### Updating System



- The system software may also be updated by the customer via a Wi-Fi device or using the Aha application on your smartphone (depending on your smartphone communication and transfer speed).
- The update process involves downloading and installing the software update.
- The system functionality will be restricted during installation.





### NFC (Near Field Communication)



- Bluetooth devices that support NFC can be paired without the need to manually configure the device. (The system still needs to be manually configured.)

## 2. Frequently Asked Questions (FAQ)


### Navigation

No.	Q	A	Owner's Manual page		
			North America	Europe/General	Australia
1	Is it possible to change the Navigation Voice Guidance from male to female?	No	–	–	–
2	How can I adjust the Navigation Voice Guidance Volume?	<ul style="list-style-type: none"> <li>When the Navigation Voice Guidance is giving a voice prompt, you can adjust the volume by turning the "⏮/VOLUME" knob on the unit.</li> <li>Press  =&gt; Settings =&gt; Sound =&gt; Navigation Volume =&gt; Set the desired volume.</li> </ul>	20, 71	20, 73	20, 72
3	How do I change the Voice Guidance Language?	Press  => Settings => General => System Language => Set the desired language.	62	62	62
4	How can I register my HOME to the unit?	Press MAP => Select Menu => Nearby Places => Favorite (Favourite) =>  => Enter your home address => Search => Select desired item => Save => OK	168	157	145
5	How can I set my HOME as a destination?	Select and hold  => GO (Go)	170	159	147
6	Does the Route Guidance consider traffic conditions when driving to a destination?	No.	–	–	–

Hyphens (–) in the table indicate that the function is supported, but is not described in the Owner's Manual. "n/a" indicates that the function is not supported for the relevant destination.




## 2. Frequently Asked Questions (FAQ)

### Bluetooth Hands-Free

No.	Q	A	Owner's Manual page		
			North America	Europe/General	Australia
1	Where is the incoming voice heard from in the vehicle?	Both front speakers.	77	79	77
2	Where can I find approved phones that work with the unit?	<a href="http://www.subaru.com/owners/index.html">http://www.subaru.com/owners/index.html</a> (US only) Check with your local Distributor for countries other than the US.	–	–	–
3	Can more than one phone be registered to the unit and be used at the same time?	Up to 5 phones can be registered to unit, but only one phone can be used at the time.	56	56	56
4	How can I register a phone to the unit?	<ol style="list-style-type: none"> <li>1. Turn ON the Bluetooth connection setting of your cellular phone.</li> <li>2. Press  =&gt; Phone.</li> <li>3. Select "Yes" to register the phone.</li> <li>4. Search for "Subaru BT" in the your phone's Bluetooth menu and select it.</li> <li>5. Select "Confirm".</li> </ol>	52	52	52
5	How many Bluetooth devices can be registered to the system?	Up to 5 devices can be registered to the system.	56	56	56
6	How come phone calls drop when the phone is connected to Bluetooth?	If the problem is intermittent, this could be a problem with the phone. Please make a few test phone calls with the cell phone not connected to the Bluetooth system to verify if there are no issues with the phone itself.	–	–	–
7	Why does the receiving caller hear wind noise?	This could be caused by the center air vents pointed upward toward the microphone. The microphone is located on the map light area. Lower the air vents to prevent the noise.	78	80	78
8	Why is the Bluetooth sound quality poor (Echo)?	If the problem is intermittent, this could be a problem with the phone. Please make a few test phone calls with the cell phone not connected to the Bluetooth system to verify there are no issues with the phone itself.	–	–	–
9	What Bluetooth profiles are required to transfer phone contacts to the unit?	PBAP (Phonebook Access Profile)	53	53	53
10	How many favorites list can be registered to the unit?	Up 15 contacts. (maximum of 4 numbers per contact)	–	–	–
11	How many "Recent" (missed, incoming and outgoing) can be displayed on the Phone screen of the unit?	Up to 30.	–	–	–

## 2. Frequently Asked Questions (FAQ)

### Audio & Visual

No.	Q	A	Owner's Manual page		
			North America	Europe/General	Australia
1	Can the unit accept more than one disc?	No. The unit is a single disc player.	n/a	–	–
2	How do I mute the audio?	Press the “  /VOLUME” knob to turn audio off.	20	20	20
3	How do I turn the screen off?	<ul style="list-style-type: none"> <li>Press and hold the “/VOLUME” knob.</li> <li>Press  =&gt; Settings =&gt; General =&gt; Display Screen</li> </ul>	118, 62	112, 62	106, 62
4	Can I replace the initial screen with my own picture?	No. The initial screen cannot be replaced or customized.	–	–	–
5	Can I play DVD/Blu-ray movies?	No. The system does not support DVD or Blu-ray playback.	n/a	–	–
6	Does the unit display cover art image when listening to Sirius XM radio?	Yes (8-inch with Navi system/8-inch system only) , but depending on the channel.	–	n/a	n/a
7	Does the unit display the Sirius XM signal strength?	No.	–	n/a	n/a
8	Why is the cover art not displayed when on Sirius XM mode?	SXM does display Album Cover Art (Depending on the station) . Station Logos will also be displayed.	–	n/a	n/a
9	How can I find the XM Radio ID number?	Tune to channel 0 for the Radio ID number.	132	n/a	n/a
10	What are “Featured Favorites”?	With Featured Favorites Turned on, the user will be given a Featured Favorite section in the Category list. Featured Favorites are created by SXM several times throughout the year.	133	n/a	n/a
11	What is the Cache Function? (8-inch with Navi system/8-inch system only)	The unit can record a SXM or FM/AM Radio program and play it back in a time shifted manner.	126, 132	n/a	n/a
12	How long can Cache radio function store audio data? (8-inch with Navi system/8-inch system only)	The system can store up to 30 minutes. Cached data will be erased when the radio mode or station is changed or when the audio system is turned off.	126	n/a	n/a
13	Why will my iPhone not play apps (Pandora/aha)?	When using an iPhone to access aha or Pandora, a USB cable connection is needed from the iPhone to the Unit.	102, 106	102	97
14	Can I watch video from USB flash memory while driving? (Except North America)	No. You will only hear the audio from the video files while driving.	n/a	125	115
15	Can I listen to music when I put music files to my USB Flash Memory?	Yes.	139	125	115
16	What functions are supported by USB Flash Memory?	North America: Audio playback. Except North America: Audio and video playback.	139	125	115
17	What USB Flash Memory Device is supported?	Communication formats: USB 2.0 HS (480 Mbps) and FS (12 Mbps) File formats: FAT 16/32 Correspondence class: Mass storage class	156	143	133
18	What Audio formats are supported for USB flash memory?	MP3/WMA/AAC/PCM/WAVE.	156	144	133

## 2. Frequently Asked Questions (FAQ)

### Audio & Visual

No.	Q	A	Owner's Manual page		
			North America	Europe/General	Australia
19	Does the unit support video playback on USB Flash Memory? If so what formats?	Yes. (Except North America) Supported file formats are WMV, AVI, and MPEG4.	n/a	146	136
20	Can I watch videos from the iPod?	No.	–	–	–
21	Can iPod's be charged when they are connected to the USB port?	Yes.	–	–	–
22	Which iPod is supported?	iPod Compatibility Chart can be found on the Owner's Manual Supplement for SUBARU Genuine Infotainment System.	156	143	133
23	While listening to HD Radio, sometimes I see Album Art, but sometimes I do not. Why?	You can see Album Art only when the HD radio station broadcasts album image data.	126	n/a	n/a



## 2. Frequently Asked Questions (FAQ)

### APPS

No.	Q	A	Owner's Manual page		
			North America	Europe/General	Australia
1	What Bluetooth profile is required for APPS function?	<ul style="list-style-type: none"> <li>• SPP (Serial Port Profile).</li> <li>• PAN (Personal Area Networking Profile)</li> <li>• DUN (Dial-Up Network Profile)</li> </ul>	53	53	53
2	Why will my iPhone not play apps (Pandora)?	When using an iPhone to access Pandora, a USB cable connection is needed from the iPhone to the Unit.	106	n/a	97
3	What wireless network is required for aha, Pandora and SUBARU STARLINK?	3G, 4G, Wi-Fi or 4G LTE.	95	97	95
4	What are the supported devices for aha/Pandora?	<p>&lt;aha&gt; iPhone: iOS 7.0 or later. Android: Android 2.2 or later.</p> <p>&lt;Pandora&gt; iPhone: iOS 8.0 or later. Android: Android 4.1.1 or later.</p>	105, 108	105	99
5	How do I connect my smartphone with the unit for the aha/Pandora function?	<p>aha -To use the aha application, connect your iPhone to the USB port, or connect your Android device via Bluetooth.</p> <p>Pandora -To use the Pandora application, connect your iPhone to the USB port, or connect your Android device via Bluetooth.</p>	102, 106	102	97
6	Do I need to install aha/Pandora/SUBARU STARLINK applications to my smartphone to use these functions?	Yes.	95	97	95
7	Where can I find the aha/Pandora app to install on my smartphone?	<p>iPhone: Apple App Store.</p> <p>Android device: Google Play Store.</p>	95	97	95
8	How do I connect the SUBARU STARLINK App on my smartphone to the unit? (8-inch with Navi system/8-inch system only)	To use the SUBARU STARLINK App, connect your iPhone to the USB port or via Bluetooth, or connect your Android device via Bluetooth.	97	99	n/a
9	What is Pandora?	Pandora is a free personalized radio that offers effortless and endless music enjoyment and discovery.	106	n/a	97
10	What is aha?	aha is a cloud-based application that connects to the system and gives you access to you favorite web content safely and easily.	102	102	n/a
11	I have 55 aha preset stations on my phone. Can the system display all 55 preset stations?	No. The system displays the top 35 stations.	104	104	n/a
12	Will the Weather Information update automatically based on my location?	8-inch with Navi system: Yes. 6.5-inch system/8-inch system: No. Select the location manually.	114	n/a	n/a
13	What information is provided by SiriusXM Travel Link?	Weather, Stocks, Sports and Fuel.	113	n/a	n/a
14	Does SiriusXM Travel Link cover Canada?	Yes, except for fuel services	–	n/a	n/a
15	Do I need a paid subscription to receive Sirius XM Satellite Radio Service?	Yes.	113	n/a	n/a

## 2. Frequently Asked Questions (FAQ)

### APPS

No.	Q	A	Owner's Manual page		
			North America	Europe/General	Australia
16	How long can Smartphone run using each application without charging the phone battery?	Battery consumption depends on Smartphone models and connection methods. <SUBARU STARLINK> iOS: USB/Bluetooth Android: Bluetooth (can keep USB connected) <aha> iOS: USB only Android: Bluetooth (can keep USB connected) <Pandora> iOS: USB only Android: Bluetooth (can keep USB connected)	-	-	-
17	Do I need a smartphone to use this functions?	Yes. It is required to connect your smartphone with Internet and the cloud service in order to use SUBARU STARLINK/Aha/Pandora. You must first connect your smartphone with the in-vehicle device to use the services.	-	-	-
18	What features of my phone will work with this audio system?	When connected with an in-vehicle device, currently available features such as hands-free calling and downloading the contacts are available. When you use SUBARU STARLINK / Aha / Pandora, the in-vehicle device uses your smartphone to connect Internet. You can change the setting of SUBARU STARLINK / Aha / Pandora on your smartphone.	-	-	-
19	Why are my Aha/Pandora/SUBARU STARLINK Applications Greyed out (inactive)?	There are three potential reasons for that. (1) SUBARU STARLINK app hasn't been installed into your smartphone yet. (2) Your smartphone hasn't been paired with the in-vehicle device. (3) SUBARU STARLINK app hasn't been launched on your smartphone.	-	-	-
20	If I cannot get the App (SUBARU STARLINK, Aha, or Pandora) to work, is there any basic troubleshooting guide?	Owners Manual contains the troubleshooting guide section for SUBARU STARLINK, Aha and Pandora.	-	-	-
21	Do I need to connect my smartphone via Bluetooth or USB cable in order to use the apps?	Refer to below. <aha> iOS: USB only Android: Bluetooth (can keep USB connected) <Pandora> iOS: USB only Android: Bluetooth (can keep USB connected)	-	-	-
22	In order to stream Aha or Pandora, do I need to connect my iPhone using Bluetooth Audio (Bluetooth-A) or can I do it using the USB?	You need to use the USB connection with iPhone, and use the Bluetooth connection with Android phone.	-	-	-

## 2. Frequently Asked Questions (FAQ)

### Voice Recognitions & Others

No.	Q	A	Owner's Manual page		
			North America	Europe/General	Australia
1	Why will my Voice Recognition not understand any of my commands?	Voice Commands may not be recognized if: <ul style="list-style-type: none"> <li>• Spoken too quickly.</li> <li>• Spoken at a low or high volume.</li> <li>• Driving with the window open.</li> <li>• Passengers are talking while voice commands are spoken.</li> <li>• The air conditioning speed is set to high.</li> <li>• Air vents are pointed upward and blowing air over the microphone.</li> </ul>	–	–	–
2	How do I find a list of voice commands to use with the system?	The information can be found from Owner's Manual Supplement for SUBARU Genuine Infotainment System.	197	185	173
3	How can I use Siri?	Customer must have a Siri supported Apple iPhone product connected via Bluetooth to the system. Press and hold the Talk switch on the steering wheel until the Siri screen shows on the system.	192	180	168
4	What Commands can I give Siri?	Phone Commands – “Dial, Call.....” Text Commands – “Text John I will be running late.....” Call local establishments – “Find the closest Chinese restaurant” Check the weather - “What is the Forecast?” Take Notes - “Make a Note, Sign up for the Gym this week” Create Reminders - “Remind me to pick up flowers for my wife at 4PM” The iPhone will restrict some commands when driving. Not all commands will work when connected to the vehicle.	–	–	–
5	Why won't Siri put directions on the vehicle's map screen?	Siri is not able to transfer direction to the vehicle's navigation system.	–	–	–
6	Does the system support Bluetooth Message function?	Yes.	87	89	87
7	Can I view the received text message on the unit while driving?	No.	88	90	88
8	How many “Quick Reply” are stored in the unit?	10.	90	92	90
9	On Messaging function does the system display photos with text message?	No. The unit can only display Text when the vehicle is stopped.	–	–	–
10	Why won't the system show notifications when using 3rd party messaging apps?	The system can not support 3rd party messaging apps. Please use the original phone messaging app.	–	–	–
11	What data can be deleted by pressing “Factory Data Reset”?	All setup items.	62	62	62

## 2. Frequently Asked Questions (FAQ)

### Apple CarPlay

No.	Q	A	Owner's Manual page		
			North America	Europe/General	Australia
1	What is Apple CarPlay?	Apple CarPlay allows you to display and control various iPhone functions on the system's display, for example looking up information about your destination, making calls, sending and receiving messages, and listening to music. Siri's voice-recognition function can be used to control the device so that use of CarPlay does not interfere with driving.	–	–	–
2	Are any apps required to use Apple CarPlay?	No apps are required.	–	–	–
3	What models and iOS versions are supported?	The following models are supported: iPhone 6 Plus, iPhone 6, iPhone 5s, iPhone 5c, and iPhone 5. The following iOS versions are supported: iOS 7.0 and later.	–	–	–
4	How do I connect my phone to the system?	The phone is connected by USB.	–	–	–
5	Does Apple CarPlay support wireless connections such as Bluetooth?	Apple CarPlay does not support wireless connections such as Bluetooth. It only works over a USB connection.	–	–	–
6	What apps can I use with Apple CarPlay?	See the following URL for a list of apps that can be used with CarPlay: <a href="https://www.apple.com/jp/ios/carplay/">https://www.apple.com/jp/ios/carplay/</a> .	–	–	–
7	How do I launch Apple CarPlay?	1. Connect your iPhone by USB. 2. Select "Apple CarPlay" on the Apps screen.	109	106	100
8	I can't connect to Apple CarPlay.	The Apple CarPlay service may have quit on your iPhone due to an error. Disconnect your iPhone from the USB jack, cycle its power, and then reconnect it.	–	–	–

## 2. Frequently Asked Questions (FAQ)

### Android Auto

No.	Q	A	Owner's Manual page		
			North America	Europe/General	Australia
1	What is Android Auto?	Android Auto allows you to control functions on a connected Android smartphone via the system's display. A variety of apps can be used to provide access to media functions such as music playback and hands-free calling. In addition, voice recognition can be used to control the device so that use of Android Auto does not interfere with driving.	–	–	–
2	Are any apps required to use Android Auto?	You must download a dedicated app (Android Auto) to your smartphone to use Android Auto. <a href="https://play.google.com/store/apps">https://play.google.com/store/apps</a>	–	–	–
3	What versions of Android are supported?	Version 5.0 and later	–	–	–
4	How do I connect my phone to the system?	The phone is connected by USB cable. Make sure that the cable is a data transferable type.	–	–	–
5	Does Android Auto support wireless connections such as Bluetooth?	Android Auto does not support wireless connections such as Bluetooth. It only works over a USB connection.	–	–	–
6	What apps can I use with Android Auto?	See the following URL for a list of apps that can be used with Android Auto: <a href="http://g.co/androidauto">http://g.co/androidauto</a> .	–	–	–
7	How do I launch Android Auto?	1. Connect your smartphone by USB. 2. Select "Android Auto" on the Apps screen.	111	108	102
8	I can't connect to Android Auto.	The Android Auto app may have quit on your smartphone due to an error. Disconnect your smartphone from the USB jack, cycle its power, and then reconnect it. Your smartphone may have turned off while using Android Auto. Disconnect your smartphone from the USB jack, cycle its power, and then reconnect it.	–	–	–
9	I can't play music on Android Auto.	If you turn off the engine while playing music and then start the engine again, playback may not resume automatically. Start playback manually.	–	–	–

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (General)

North America, Europe only

No.	Q	A
1	What is SUBARU STARLINK?	SUBARU STARLINK is an Infotainment service and is called SUBARU STARLINK cloud that includes many applications.
2	What is the feature of SUBARU STARLINK?	SUBARU STARLINK is a function that some Apps of Music or Information-provision can be displayed and operated in a car navigation unit by connecting Smartphone to it.
3	How can SUBARU STARLINK start to be used?	SUBARU STARLINK can be used by connecting your Smartphone to an on-car unit with USB cable or Bluetooth after downloading SUBARU STARLINK App to the Smartphone from Apple Store or Google Play.
4	When an in-vehicle device including DA is replaced, do I need to submit an application in order to associate the new device?	No. You don't need to submit any application.
5	Is it impossible to use SUBARU STARLINK without BT function in Smartphone?	Connection with USB cable for iPhone, and by Bluetooth for Android. (There are different ways between 8-inch with Navi system and 8-inch system/6.5-inch system.)
6	Is it possible to keep to connect SUBARU STARLINK 24 hours a day, 7 days a week?	Yes. It is possible to connect all the time.
7	Can SUBARU STARLINK be used free of charge?	Yes. The Apps of Smartphone("SUBARU STARLINK App") can be installed from "Google Play" or "App store" free of charge. However this App has data communication, therefore it will require some cost for data communication. We recommend to join an fixed-rate plan for data communication of Smartphone.
8	Which method, SUBARU STARLINK or CD, can provide the better quality of sound when listen to music?	The sound quality depends on music data recorded on a CD or downloaded into your smartphone. SUBARU STARLINK uses compressed music data for transmission. When reproducing it there may be a minor discrepancy from the CD quality, but how you feel it greatly differs from person to person.
9	Can I use an email feature of my smartphone on the screen of my in-vehicle device while it is connected to SUBARU STARLINK?	SUBARU STARLINK doesn't provide any email app at this moment. An email feature on your smartphone is available when the device is either in the Android Auto mode or in the CarPlay mode.
10	Does it influence the service fee of Smartphone to download information by SUBARU STARLINK? If yes, is it better to change to a fix rate service plan?	Packet fee is charged since communication is required for using SUBARU STARLINK. A fix rate service plan may depend on the frequency and number of SUBARU STARLINK use. Talk to customers at dealership .
11	What are Apps to SUBARU STARLINK? Will SUBARU STARLINK have more Apps?	There are 5 Apps, News, Music, Weather, iHeartRadio and Calendar. More Apps will become available in future.
12	What happens when I have an incoming call to my smartphone while it has been connected with SUBARU STARLINK and some app is running on it (like I have been listening to music)?	The call has a higher priority, so the SUBARU STARLINK app is interrupted.
13	Is it possible to enjoy SUBARU STARLINK with tablet devices like iPad with a communication function?	Yes. Tablet devices can be applicable.
14	What wireless communication of smartphone is required to use SUBARU STARLINK? (EX. Wi-Fi, 3G, 4G, 4G LTE?)	It really does not matter as long as it connects your smartphone with Internet.
15	Will Apps be updated working with Smartphone? Or only by updating Smartphone?	Only Smartphone requires to update.
16	Is it possible to use other smartphone based Apps?	No. You can't use other smartphone based Apps on SUBARU STARLINK.
17	Is it possible to use SUBARU STARLINK for some contents which have been bought in music/movie apps originally stored in Smartphone?	Yes. It is possible to play any music contents which can be played with a standard player for Smartphone.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (General)

No.	Q	A
18	Is there any way of enjoying SUBARU STARLINK service with non compliant models (cellular phones)?	SUBARU STARLINK is a service based on the use of Smartphone.
19	Is there any difference of operation between iPhone and Android Smartphones?	There is not different operation of SUBARU STARLINK between iPhone and Android Smartphones.
20	Is it possible to get SUBARU STARLINK information only with a Smartphone outside of the car?	No, it is not possible.
21	What should I do when the unit is replaced?	Your smartphone needs to be paired by Bluetooth again.
22	What should I do when I get my smartphone repaired or replaced with a new one?	With iPhone, you don't need to do anything for USB cable connection, but you may need to make a Bluetooth pairing again with Android phone.
23	Can I transfer the date to a new vehicle when I replace my vehicle?	No, you can't.
24	Is it possible to operate the infotainment features while driving? (I understand that I need to stop the car when control the navigation features)	The driver restriction becomes effective when the car moves at or above 8 km/h, how it applies to SUBARU STARLINK apps differ by the app. Each app is applied its own driving restriction and some particular operations and the contents are unavailable while driving. As an example, displaying a large amount of description such as News detail is prohibited while driving as it may cause driver distraction.
25	Can I use the steering switch to control SUBARU STARLINK?	No, you can't. You cannot use the steering switch to control SUBARU STARLINK.
26	Can I use the hardware buttons of the navigation/audio device to control SUBARU STARLINK?	No, you can't. You cannot use the hardware buttons of the navigation/audio device to control SUBARU STARLINK.
27	I would like know the manufacturers for the available devices.	Subaru factory fitted system: Harman International Gen3 system (6.5-inch/8-inch/8-inch Navi) <Reference> Other vehicle types: Fujitsu-ten Gen2 (7-inch)/Clarion Gen2 (6.2-inch)
28	Why can't I use the system to control my smartphone Navi app (or other smartphone apps)?	The SUBARU STARLINK Cloud supports only Subaru apps that are specifically designed to interface with the system. These apps are hosted on the SUBARU STARLINK Cloud and will be updated to include more applications in the future.
29	Do I need a subscription or payment to use SUBARU STARLINK?	No. It is a free service. Registration or payment isn't necessary. The connection fee may occur, however.
30	How many APPs are available for SUBARU STARLINK?	The service starts with 5 apps.
31	Can I use a SUBARU STARLINK app together with another app such as music app or movie app that relies on the smartphone?	No, you can't.
32	Do I need any specific application(s) on my smartphone for SUBARU STARLINK to work?	Yes. If you want to use Pandora or Aha, there are the relevant app for each of them to connect to an in-vehicle device. If you want to use SUBARU STARLINK that includes iHeartRadio, News and Music, you also need to download them. Those apps are downloadable from Apple Store and Google Play.
33	I would like to know how to update the SUBARU STARLINK software?	You can update SUBARU STARLINK app as similar as the update of other smartphone apps. You can get the information of the newer version of it from Apple Store or Google Play according to the type of your smartphone.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (General)

No.	Q	A
34	How do I use "SUBARU STARLINK"? Can I use SUBARU STARLINK by only connecting Smartphone to Product?	<p>Install "SUBARU STARLINK App" from "Google Play" or "App Store" to your Smartphone. Open your "SUBARU STARLINK App" in your Smartphone, and then connect your Smartphone to Product. Refer to the following procedure.</p> <p>[Procedure] [iPhone]</p> <ol style="list-style-type: none"> <li>1. Connect Smartphone to Product with USB cable(*).</li> <li>2. Push APP button of the Product.</li> <li>3. Push SUBARU STARLINK button of the Product's screen.</li> <li>4. If some icons are displayed on the Product's screen, the connection has been successfully completed.</li> </ol> <p>* Use "Apple genuine USB cable" or "MFI (Made For iPhone) certified cable". In case of using the others, there is possibility to be unable to connect correctly.</p> <p>[Android]</p> <ol style="list-style-type: none"> <li>1. Connect Smartphone by Bluetooth(*).</li> <li>2. Push APP button of the Product.</li> <li>3. Push SUBARU STARLINK button of the Product's screen.</li> <li>4. If some icons are displayed on the Product's screen, the connection has been successfully completed.</li> </ol> <p>* Regarding how to connect by Bluetooth, please refer to the operation manual of your Smartphone.</p> <p>[Note] Please use SUBARU STARLINK in an environment that Smartphone can activate internet (3G/LTE/Wi-Fi and so on), because SUBARU STARLINK is an internet communication service. You cannot use SUBARU STARLINK in an environment of not internet communication.</p>
35	How are customers notified when new SUBARU STARLINK apps are available?	Newly available content is added to the screen displayed after the SUBARU STARLINK button is pressed (the initial screen with rows of icons).
36	How are dealers notified when new apps are added to SUBARU STARLINK?	Dealers will be notified by Distributors.
37	Is it possible to see on the web about details of or how to use SUBARU STARLINK?	No. It is not available by Web as of today.
38	Is there any way to confirm if the communication is successful or not?	Communication is successful when the globe icon on the upper right corner is blue.
39	When Smartphone is OFF, can SUBARU STARLINK be used?	SUBARU STARLINK cannot be used when Smartphone is OFF. Be sure to keep Smartphone ON (sleep mode is also OK), and use SUBARU STARLINK with SUBARU STARLINK App open.
40	Is there any way of confirming the version of SUBARU STARLINK App?	<p>The version number can be checked using the smartphone Settings app as follows:</p> <p>[Procedure] [iPhone]</p> <ol style="list-style-type: none"> <li>1. Launch the Settings app on the iPhone.</li> <li>2. Tap "General" in the Settings app.</li> <li>3. Tap "Usage" in the Settings app.</li> <li>4. Find "SUBARU STARLINK" under "STORAGE" in the Settings app and tap it.</li> <li>5. Check the version number listed in the Settings app.</li> </ol> <p>[Android] * The names of interface elements may vary depending on the model and Android version of the device.</p> <ol style="list-style-type: none"> <li>1. Launch the Android Settings app.</li> <li>2. Tap "Apps" in the Settings app.</li> <li>3. Find "SUBARU STARLINK" in the Settings app and tap it.</li> <li>4. Check the version number listed in the Settings app.</li> </ol>




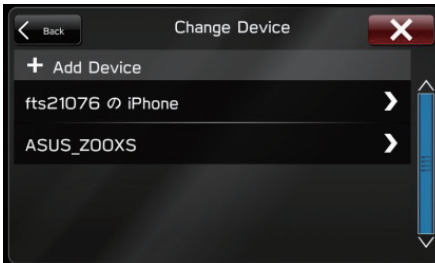
## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (General)

No.	Q	A
41	Can I delete data when I trade in my vehicle?	Yes, you can delete data in the Setting menu. [Supplemental information] You can delete data in "Factory Data Reset" in "General" of the Setting.
42	I am stuck on a "screen", screen is locked up, can't find my way around the system. The screen is no longer responsive during operation, and I don't know where I am.	Press "HOME" button to return to the HOME screen.
43	SUBARU STARLINK won't launch and it's not showing gray.	SUBARU STARLINK App must be launch/running before the phone is paired [by Bluetooth] to the vehicle. Disconnect Bluetooth, restart SUBARU STARLINK APP and re-Pair phone to vehicle.
44	I deleted apps by mistake. How can I get them back?	Download SUBARU STARLINK app again to your smartphone.
45	How can I find operation manual for Music, News, Calendar, Weather and iHeartradio APPs?	Printed version of operation manual for SUBARU STARLINK apps are not available.
46	Are there several methods available to connect smartphone to an in-vehicle device such as Bluetooth and Wi-Fi?	For SUBARU STARLINK, both USB cable connection and Bluetooth connection are available with iPhone, but only Bluetooth connection is available for Android phone. Wi-Fi connection isn't available for either of smartphones. Also Bluetooth feature must be disconnected when connect iPhone to SUBARU STARLINK with USB cable connection.
47	The icon of signal reception of the Smartphone shows fully good, however SUBARU STARLINK is unable to activate and displays error message on the Product's screen.	[iPhone] Use "Apple genuine USB cable" or "MFI (Made For iPhone) certified cable". In case of using non-certified cables, there is a possibility of the flawed connection. [Android] Confirm Bluetooth connection condition between your smartphone and the device according to the procedure below. [Procedure] 1. Press the HOME button of the device 2. Press the SETTING button on the device's screen. 3. Press the Bluetooth icon (lower-left) of the device's screen.
48	How can it be known that SUBARU STARLINK is out of service due to server maintenance?	SUBARU STARLINK App can show the condition. Step 1) Open SUBARU STARLINK. Step 2) Select SETTING tab. Then, maintenance information is displayed if under maintenance.
49	Is it possible to investigate a problem with a Smartphone of a dealer technician when a user claims it?	Yes, it is possible.
50	How can I identify the causes, such as smartphone issue, navigation issue or signal issue, for connection problems?	Review the issues according to the procedures.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (General)

No.	Q	A
51	Although my smartphone has already been paired, the screen of the in-vehicle device seems not to advance from the SUBARU STARLINK caution screen.	<p>A message "Connected" appears on the smartphone that has been connected. The state for SUBARU STARLINK to be usable</p>  <p>The state for SUBARU STARLINK not to be usable</p> 
52	An error message appears on the SUBARU STARLINK screen.	Make sure a globe icon is lit up on the SUBARU STARLINK APPS screen.
53	An error message in English appears on the SUBARU STARLINK screen.	Error messages are available only in English.
54	How can I check if the SUBARU STARLINK server is working or down?	You can check the status of the SUBARU STARLINK server within the SUBARU STARLINK app on your smartphone.
55	Whom should I contact in case of a problem related to SUBARU STARLINK?	In the Japan market, you can contact the service department or Customer Service in Japan. In overseas, please contact the local Subaru Distributor or Overseas Service department.
56	What should I do if my in-vehicle device or 6.5-inch system/8-inch system has failed to work properly? Do you have a link?	Yes, we have a link system available for existing products and we will use it for this service as well. (Please contact our service department or customer service. Please contact the local Subaru Distributor or overseas service department for overseas products.)
57	Can I charge my iPhone through the USB port while I am streaming Aha or Pandora?	Yes, you can charge your iPhone through the USB port. But some particular condition of your iPhone may prohibit it from charging. (Example: your iPhone is too hot due to other apps are running in the background.)

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Connection)

North America, Europe only

No.	Q	A
1	How many Smartphones for STARLINK can be used for one vehicle?	Up to 5 smartphones can be registered with one in-vehicle device. Only one of them can be connected at a time.
2	When I possess multiple vehicles with an infotainment device in each of them, can I connect one smartphone with each of them?	You can connect one smartphone with each of them, but you cannot retain the setting information of every one of them.
3	What happens when we bring in multiple smartphones that have already registered into a car? (For example, when each of I and my wife has a smartphone separately and they have already been registered, and both of us bring in the phones into my wife's car, then what happens?)	You can register up to 5 smartphones. The device can memorize the connected device right before the ACC is turned OFF, and it automatically connect to it when the ACC is turned ON again. (You can cancel the automatic connection in the "SETTINGS" screen.)
4	What happens if I switch the connection to a USB cable while my in-vehicle device has been connected to SUBARU STARLINK via Bluetooth?	When a USB cable is connected to a Harman in-vehicle device, the Bluetooth connection is broken and switched to the USB connection. In a normal situation, however, CarPlay is launched instead of SUBARU STARLINK that would be terminated when CarPlay is launched. (You can turn off the launch of CarPlay on your smartphone.)
5	I have an Android Smartphone. Is it possible to use SUBARU STARLINK by connecting Smartphone to Product with USB cable?	Android smartphone can use only Bluetooth to connect SUBARU STARLINK. (The USB connection with Android smartphone isn't available due to the Android OS restriction.) You can use SUBARU STARLINK services via Bluetooth while charging it through a USB cable. In case of Android Smartphone, it is impossible to use SUBARU STARLINK with USB cable. Connect Smartphone to Product by Bluetooth. And when connecting by Bluetooth, you can use SUBARU STARLINK while connecting USB cable to charge the battery.
6	During hands-free phone calling, can SUBARU STARLINK be used?	SUBARU STARLINK can be used if there is no legal driving restrictions while driving. But please note that audio is exclusively for hand-free calling.
7	Can I download and use "other" apps?	No. The only app you need to download (from iOS or Google) is the SUBARU STARLINK app. This app provides a link to the SUBARU STARLINK Cloud that is proprietary for Subaru-only customers. There are 5 apps on this cloud today, and more as they become available. These apps can be viewed and used directly from the system and do not need to be downloaded. The apps located in the SUBARU STARLINK Cloud are the only apps that can be used with the system.
8	During sleep mode or screen lock condition of the Smartphone, can SUBARU STARLINK be used?	As far as "SUBARU STARLINK App" is open on Smartphone, you can use SUBARU STARLINK during sleep mode or screen lock condition of Smartphone.
9	When Smartphone is OFF, can SUBARU STARLINK be used?	SUBARU STARLINK cannot be used when Smartphone is OFF. Be sure to keep Smartphone ON (sleep mode is also OK), and use SUBARU STARLINK with SUBARU STARLINK App open.
10	Is it possible to use Smartphones of the others when driving my Legacy with my family or with a user of another Legacy?	Yes. More than two Smartphones can be connected. (It is not possible to connect them at the same time.)
11	If my family members connect their own smartphone with one infotainment in-vehicle device separately, does it cause any connection-related problem?	Everyone can connect his/her own smartphone without any issue.
12	Do I need to connect my smartphone via Bluetooth or USB cable in order to use the apps?	Refer to below. <SUBARU STARLINK> iOS: USB/Bluetooth Android: Bluetooth (can keep USB connected)
13	Does it matter if connected via Bluetooth or cable?	When iPhone is connected to SUBARU STARLINK via a USB cable, Bluetooth has to be disconnected.
14	In case that my in-vehicle device is required to connect SUBARU STARLINK via a USB cable, and if I disconnect it while using SUBARU STARLINK, then what happens?	The services would stop as the communication is disconnected.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Connection)

No.	Q	A
15	Can any models of Smartphones use SUBARU STARLINK?	Please check with the Owner's Manual as not all models and system versions are supported.
16	What phones work with my SUBARU STARLINK?	Basically, the SUBARU STARLINK system works with all Android and iOS phones (a list of phones is always available on the Subaru website). Windows phones (and all non-iOS/Android phones) will not work with the SUBARU STARLINK Apps.
17	What should I do when I get a new mobile phone?	Download SUBARU STARLINK App to the new phone. Android phone requires Bluetooth pairing.
18	Can Apps be updated? How and where to do?	Updated App of SUBARU STARLINK can be obtained from App Store or Google Play in the same way of Apps for Smartphone.
19	After pushing Google login of CONFIG button of Calender App, it is impossible to go back to the App list.	Push SETTING tab.
20	Where should I contact for help if one of SUBARU STARLINK Apps does not work?	You can contact Clarion Customer Services as follows according to which country you live, the U.S.A. or Canada for any inquiry about SUBARU STARLINK when you have SUBARU STARLINK app-related issues on your smartphone.  [CLARION] USA: (Clarion Corp. of America) To Mr. Don STARNES <dsstarne@clarionus.com> cc Mr. Gilbert CARTER <gcarter@clarionus.com>, Mr. Nobuyuki YOSHIZAWA <nyoshizawa@clarionus.com> Canada: (Clarion Canada Inc.) To Mr. Kee CHANG <kchang@clarioncanada.com> Other countries: Check with your local Distributor.
21	When performing troubleshooting SUBARU STARLINK-related issues, will the Smartphone of a customer be needed?	No. The Smartphone of the user is not always necessary, but depends on claims. For example, if Bluetooth module may have some problem, the user's Smartphone is needed to use after obtaining the user's consent. It will be necessary to get information on the Smartphone for an initial investigation.
22	The launcher screen of SUBARU STARLINK is not displayed properly. Is there any recovery way?	It needs to clear remaining data from Product and "SUBARU STARLINK App". Refer to [How to clear data] to delete the data. [How to clear data] [Product] 1, Push HOME Button of the Product. 2, Push SETTING button of the Product's screen. 3, Push the spanner icon (lower left) of the Product's screen. 4, Push Delete button of Browser Cache of the Product. 5, Confirm the contents of pop-up displayed on screen. If it has no problem, push OK button. ["SUBARU STARLINK App" of Smartphone] 1, Boot up "SUBARU STARLINK App" on your Smartphone. 2, Push SETTING tab of "SUBARU STARLINK App" screen. 3, Push CONFIG button(upper right) of "SUBARU STARLINK App" screen. 4, Push "Delete "SUBARU STARLINK App" data" of "SUBARU STARLINK App" screen. 5, Push OK button of pop-up of "SUBARU STARLINK App" screen.
23	The following error message appeared. "Please disconnect mobile device and install the SUBARU STARLINK application on your mobile device and try again. Bluetooth disconnected, please reconnect and try again. Smartphone data connection is poor, please try to connect again."	Here explains how to install SUBARU STARLINK app. Download SUBARU STARLINK app either from Apple Store (for iPhone) or from Google Play (for Android smartphone) to your smartphone.  Follow the instruction below to reconnect the device to a mobile phone. 1) Select [HOME], then [SETTINGS], and select [Bluetooth]. 2) Select the device that had been connected. 3) Select [Disconnect All]. 4) Select [Connect All] following the completion of the "Disconnect" process

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Connection)

No.	Q	A
24	I pushed SETTING tab, however error message is displayed on the Smartphone's screen.	The data communication has been failed. Move to a good environment place of communication and re-push the SETTING tab.
25	I pushed SETTING tab, however maintenance message is displayed on the Smartphone's screen.	The data communication has been successful, however it is under the maintenance of server. After a while, re-push the SETTING tab and confirm the state of server.
26	After inputting site registration URL by CONFIG of News App, "Search failed" is displayed.	There is a possibility to be unable to obtain RSS data. Re-confirm the URL.
27	If my car comes to a poor reception place for internet with SUBARU STARLINK connected, will the SUBARU STARLINK connection be cut off? And then when my car comes to a good reception place, will it be automatically re-connected? Or will it be necessary to do something to re-connect?	Re-connection by a user is needed.
28	What is displayed when Smartphone becomes out of service while driving after opening an infotainment App? (A previous screen remains to display? Or a message of out-of-service is displayed?)	The screen changes to an error screen when you are out of the sufficient signal reception area. When you move back into the sufficient signal reception area, it returns to another screen.
29	When there is something wrong with Internet without any problems on the communication of Smartphone, is any caution message which are understandable to users displayed? (A kind of time out screen of browser is expected.)	The error caution message clearly describes how to avoid such a problem for users.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - Calendar)


North America, Europe only

No.	Q	A
1	It is not possible to display schedule of the next day.	Push switching button of right or left side of today's date to change indication date.
2	Is it possible to switch between indication of national holidays and non-indication?	It is impossible by Product. Access to Google Calendar by PC etc. and set up the indication of Calendar.
3	Schedule registered in Japanese is not displayed.	Schedule registered by Japanese can not be displayed. Register by Alphabet.(English)
4	Is it possible to add schedule?	It is impossible to add by Product. Access to Google Calendar by PC or other and register schedule.
5	How do I merge my Google Calendar with SUBARU STARLINK?	You can merge it when you log in to you Google account from Calendar app of SUBARU STARLINK. [SUBARU STARLINK app (smartphone)] 1. Launch SUBARU STARLINK app on your smartphone. 2. Press the SETTING tab on the SUBARU STARLINK app screen. 3. Press "Calendar" on the SUBARU STARLINK app screen. 4. Press the CONFIG button (upper-right) on the SUBARU STARLINK app screen. 5. Press the "Google logon" button on the Application settings screen to log in with your Google account.
6	"Reconnect after logging in from your Smartphone." is displayed.	When you use Calendar App, log it in by selecting CONFIG of Calendar from SETTING tab of SUBARU STARLINK App.
7	How is it to move to today's schedule?	There is no function to move to today's schedule. Select today's date from Calendar and move today's schedule.
8	The schedule added by Smartphone is not indicated. Is there any way of indications the schedule?	Push update button to obtain the latest schedule.
9	If failed to obtain schedule, YES or NO question for "Update failed. Update again?" is asked.	YES : It's tried to obtain information again. NO : Calendar indication remains. If you push update button, it is updated again.
10	I can't put any schedule into Calendar App.	Calendar app doesn't have the feature for you to put any schedule into it. You need to use your smartphone or PC to enter a new schedule.
11	"???" is displayed in Calendar App.	It is not possible to indicate any fonts (like Japanese) which the product does not store.
12	"Update failed. Update again?" is displayed in Calendar App, and the same message is shown again even after selecting "YES".	It means that internet can not be connected. Move to a good environmental place and try to select "YES" again.
13	It is not possible to obtain Calendar information.	SUBARU STARLINK communication needs to be possible. Confirm if the globe-shaped icon at upper-right is displayed in blue.
14	"Reconnect after logging in from your Smartphone." is displayed.	When you use Calendar App, do log in to Google from SUBARU STARLINK by Smartphone.
15	It is impossible to update Calendar information.	Push update button to update information.
16	When using Calendar App, I was no longer able to operate it.	It becomes impossible to operate due to a drive regulation while driving. Stop the vehicle to operate it.
17	"Reconnect after logging in from your Smartphone." is displayed.	When you use Calendar App, do log in to Google from SUBARU STARLINK by Smartphone.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - iHeart Radio)

US only

No.	Q	A
1	Is iHeart Radio included SUBARU STARLINK system in my Subaru vehicle?	iHeartRadio is available in Subaru vehicles equipped with the SUBARU STARLINK application suite.
2	What are Shows & Personalities?	Shows & Personalities are custom talk stations that go beyond live talk radio to deliver instant, on-demand, fully customizable access to news, sports, lifestyle, entertainment finance and comedy.  When you play a custom talk station, you will be prompted.
3	How do I start listening to iHeartRadio?	The application can be found within the SUBARU STARLINK application suite. You can access SUBARU STARLINK using the following methods:  Press the  button on your multimedia system, tap the "APPS" button on the screen, then tap the "SUBARU STARLINK" logo.
4	How do I play a Live Radio Station?	There are several ways to quickly find and play a Live Radio Station in iHeart Radio. On the "Home" menu screen, tap the "Live Radio" button. Then tap one of the following buttons on the "Live Radio" menu screen:  "Stations Near You" will display radio station.
5	How do I create a Custom Music Station?	iHeartRadio allows you to create Custom Music Stations based on any artist or song. There are several easy ways to do this:  While listening to a live radio station, tap the "Create Station" button, and a new Custom Music Station will be created based on the current music.
6	How do I save a station to listen to later?	iHeartRadio lets you save your favorite live radio, music, and talk stations so that you can listen to them anytime. Tap the "Add to Favorites" button while listening to a station you like to save it. You can access your list of saved stations by tapping the "Favorites" button at the top of the "Navi" menu. To save a station in your list of favorites, you'll have to log into your Facebook or iHeartRadio account.
7	What do the Thumbs buttons do?	While listening to a Custom Music Station, you can personalize the music in that station by tapping the "Thumbs Up" or "Thumbs Down" buttons on the currently playing song.  While listening to a Live Radio Station, tapping the Thumbs buttons will indicate.
8	What does the Discovery button do?	While listening to a Custom Music Station, you can personalize the music in that station by tapping the "Discovery" button on the currently playing song, then tapping "Familiar", "Mixed", or "Less Familiar". These settings will adjust the variety of music.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - Music)

North America, Europe only

No.	Q	A
1	How much is Music data volume of Music App reserved in the server of Clarion?	Music App is to play music data stored in Smartphone.
2	I want to narrow down like [Artist] => [Albums] => [Tracks]. Is it possible to do it?	It is impossible to multiply narrow down such as [Artist] => [Albums] => [Tracks]. The following three patterns of narrow-down are available. <ul style="list-style-type: none"> <li>• Select [Playlists] =&gt; Narrowed-down [Tracks] will play.</li> <li>• Select [Artists] =&gt; Narrowed-down [Tracks] will play.</li> <li>• Select [Albums] =&gt; Narrowed-down [Tracks] will play.</li> </ul>
3	Is it possible to operate "Seek" from Play bar displayed on product?	It is impossible to operate "Seek" from Play bar displayed on product.
4	When I push Rewind button, there seems to be two types of playing music, one is to play the same music and another is a different music. Why are they different?	If music playing time on product screen is less than 5 seconds, a previous music is played. In case of 5 and more seconds, the current music is played from the beginning. When pushing Rewind button during stopping music, a previous music is played.
5	When I change music with Smartphone (iPhone), the loading mark of Music App has been displayed on product and the function of narrowing down has been canceled. Why?	When a playing music is changed with Smartphone, narrow-down information on product becomes canceled. If you want to keep narrow-down information on product, change music by product.
6	Can I play music when I have switched to other features such as navigation? Can I control music such as skip a song or play from the top of it while the navigation is in use?	You can play music while you use a navigation feature. You can't use a steering remote-control to control music at that time.
7	When I want to cancel narrowing down a list screen, what can I do?	By choosing one of [Playlists], [Artists] or [Tracks], it becomes cancelled to narrow down, all lists that have been combined by selected tabs are displayed again.
8	It is impossible to listen to music by Music App.	This is to play music stored in Smartphone, so that confirm if the Smartphone has any music to play.
9	No album art is displayed by Music App.	It may be possible that there is no Album Art in Smartphone. Confirm if there is.
10	"???" as song titles is displayed by Music App.	It is not possible to indicate any fonts (like Japanese) which the product does not store.
11	When a list is selected on the list screen, the letter of tab has changed to orange. What does it mean?	By choosing a displayed list after selecting the tabs of [Playlists], [Artists] or [Albums], narrowed-down track information is displayed. During narrowing down, the tab is displayed in orange. When a track information in a narrowed-down list, the select track is played.
12	I can not find any Music Apps which can integrate with Smartphone.	There is no Smartphone music App which integrates product.
13	Music information is not displayed.	It is impossible to display music information in Japanese. Check music information of Smartphone.



## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - News)

North America, Europe only

No.	Q	A
1	When using News App, "Cannot display while driving." is displayed as detail information.	The details of articles can not be displayed during driving. Stop the vehicle and confirm News.
2	Is it possible to change the order of News articles?	No it isn't. Push scroll up or down button to select News articles.
3	Is it possible to display "Favorites" by each News distribution site?	It is impossible to display some favorites articles of different News distribution sites on the same page. See articles by each News distribution site.
4	I can not know the meaning of News ☆ mark.	You can add articles to "Favorites" by pushing ☆ mark.
5	Is there swipe function in this App?	There is no swipe function.
6	It is not possible to add any new Sources by CONFIG of News App.	Maximum numbers of Source registrations are six. Push "x" button of unnecessary Source, and push "Add source" button, then add the Source you want.
7	How is it to increase News sources or to change News contents in News App?	Choose news source or directly input URL by selecting CONFIG of News from SETTING tab of SUBARU STARLINK.
8	I can not know change News distribution sites.	Push site switching buttons displayed on right and left sides of News distribution site.
9	I can not know add articles to "Favorites".	Push ☆ mark at left of News titles on screen of news list or news details. The articles with ☆ mark indicated in orange have been added to "Favorites".
10	When using News App, "Download failed." is displayed.	When failed to obtain articles from News site, this message is displayed. • Push update button and retry to obtain News. • In case that a specific news site is failed, wait for a while and re-connect.
11	When using News App, "No article is registered." is displayed.	When there is no article registered to "Favorites", the message is displayed.
12	The contents of News app are not updated.	The contents of News app are not updated automatically. Also, the contents itself are pulled from its RSS site. Thus, the update intervals differ by the site.
13	When using News App, the news list can not be obtained.	SUBARU STARLINK communication needs to be possible. Confirm if the globe-shaped icon at upper-right is displayed in blue.
14	Obtained News articles are not listed in Newest.	News articles are displayed in the order that News distribution site defines. Push the scroll down button to confirm News articles.
15	News articles are not updated.	There is no function to update News articles automatically. Push the update button at upper right to obtain the latest News articles.
16	The error message "please disconnect mobile device and install "SUBARU STARLINK App" on mobile device and try again." is displayed at YAHOO and USA TODAY.	SUBARU STARLINK communication has been disconnected. Confirm the communication condition of SUBARU STARLINK.
17	Japanese News articles are not displayed.	The articles of News distribution site in Japanese can not be displayed. Confirm the current News distribution site.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - Weather)

North America, Europe only

No.	Q	A
1	It takes long time to change an initial screen in Weather App.	It will take longer for the first time because it needs to access to Weather Information Server. From the second time on, it will not take long because weather information stored in cache is taken.
2	How often does Weather information get updated?	The Weather app accesses the source every 10 minutes. But actual update intervals of the weather information depends on the weather information server.
3	Which source is used for Weather App?	The app gets the information from the URL below. <a href="http://www.wunderground.com/">http://www.wunderground.com/</a>
4	Is it possible to change temperature units between Celsius and Fahrenheit?	The temperature is displayed only by Fahrenheit. It is impossible to display by Celsius.
5	Is the displayed temperature the current on?	The displayed temperature is that of current place.
6	It is not possible to add any new Regions by CONFIG of Weather App.	Maximum numbers of Region registrations are six. Push the "x" button of unnecessary Region, and push "Add a region...", then search and add new Regions.
7	How is it to select a town to display in Weather App?	Find any places by selecting CONFIG of Weather from SETTING tab of SUBARU STARLINK.
8	I can not know how to areas to indicate.	Push switching button at right of area name to change indication area.
9	After indication area is changed, how can I go back to the indication of current place information.	Select current place by area change. Or go back to APPS display and restart Weather App.
10	How can I add or input areas I want to know.	Add areas by "SUBARU STARLINK App" of Smartphone.
11	It is not possible to obtain weather information.	SUBARU STARLINK communication needs to be possible. Confirm if the globe-shaped icon at upper-right is displayed in blue.
12	The error information notified by weather information server is displayed.	Due to error on the weather information server(weather underground), there may be impossible to obtain weather information. Try to obtain the weather information by pushing update button.
13	Weather information of current place is not displayed.	Make it effective to obtain GPS information of SUBARU STARLINK App with Smartphone.
14	A set-up area was changed with Smartphone, but the area displayed on Product has not been updated.	Go back to the launcher screen, then open Weather App again.
15	"???" is displayed in Weather App.	It is not possible to indicate any fonts (like Japanese) which the product does not store.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - Yelp)

US, Canada, Europe only

No.	Q	A
1	What is Yelp app?	Yelp is one of the world's largest crowd-sourced service that publishes user reviews of variety of commercially available business. It covers wide ranges of business categories from restaurants, hotels, as well as churches, hospitals, parks to lawyers and attorneys and shoe stores among the others for the user-intended local areas.
2	Although there are more than four reviews, but only three of them are displayed.	Yelp app for SUBARU STARLINK is restricted to display only up to 3 reviews. These are the digest version of the reviews recommended by Yelp.
3	There is a plus mark, "+", preceded to a phone number. Can I still make a call?	Any international phone numbers except the ones in the U.S.A. and Canada are displayed with "+" preceding the phone number. You can make a call at a domestic calling rate within the same country. if it is an international phone number, an international call rate is charged.
4	The Navigation button isn't displayed.	The Navigation button is displayed only when Navigation you use are compatible with Yelp or Magellan Navi of SUBARU STARLINK app is used in the regions it is serviceable. This means that the Navigation button is not displayed on a 6.5-inch system/8-inch system that is used in any region outside the N. America region.
5	Why is the image of a search result screen a camera image?	The camera image is displayed when the search result doesn't contain an image data.
6	Is the distance from the own vehicle position shown in km? Is there another unit to show?	It changes in accordance with the language set to an in-vehicle device to display. English, Spanish, (Mexico): mil, others: km
7	Is there any favorite feature?	No.
8	Is there a login feature?	No.
9	What kind of searches are available with the search BOX?	Category search or free word search can be performed on a screen with category displayed. Enter category or free word followed by @city name (toponym) to perform a category search or a free word search. Ex.: Piza@New York
10	Can I use a combination of two keywords such as Category and a name of a store in a search? (Ex.: spit-roast, Tanaka)	No, you can't.
11	Is it possible to search by a toponym?	Search by a toponym can be done on the category search result screen. Enter a toponym to search in the category search result.
12	Camera icons are displayed both on the search result screen and the detail screen. What does this happen?	A camera icon is displayed when a user has not registered a picture.
13	The Navigation button doesn't appear on the detail screen. Why?	The Navigation button isn't displayed if you use a 6.5-inch system/8-inch system as in-vehicle device and Navigation app of SUBARU STARLINK such as Magellan Navi is disabled (when Magellan app is not shown in the Launcher).
14	Does this app have a swipe feature?	This app doesn't have a swipe feature.
15	How can I enter a search query?	Search by a category or category with a city name in the initial screen, and search by a city name or Zip code on the category search result screen.
16	What is the Filters button?	This is a filtering setting for search results. Best Match (recommended) Distance (in the order of shorter distance in a straight line) Ration (in the order of higher ratio)

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - Yelp)

No.	Q	A
17	What is the Sort By button?	This is a condition to sort the search results. Star Ratings (in the order of the greater number of star symbols) Most Reviewed (in the order of the greater number of reviews) Distance (in the order of shorter distance in a straight line)
18	What is the Navigation button?	It displays the screen with which you can check the parking lot you searched on the map. The mark "I O" at the center of the map indicates the destination. The blue dot indicates the current location.
19	What is the Go button that is shown on the location review screen in a parking search?	This button is for sending the location of a parking lot to Navigation as a destination. When you press the "Go" button, it send the location of a parking lot to Navigation.
20	How can I search a specific restaurant?	You can enter a name of a restaurant into the search box. In the free word search, however, a genre cannot be specified. Therefore, the search returns other stores with same name in other genres in addition to the restaurants with the same name.
21	Is it possible to return to the Yelp screen after the destination has been set?	No, it isn't. Follow the following operation sequence: Press the SUBARU STARLINK app button => Press the Yelp icon.
22	Is it possible to return to the Yelp screen after having made a call to a restaurant?	No, it isn't. Follow the following operation sequence: Press the SUBARU STARLINK app button => Press the Yelp icon.
23	An error message, "Unable to get current position" is displayed as a search result.	Make sure the location information setting on a smartphone is set to ON. Make sure that a smartphone can receive the good GPS signal. if the location information setting on a smartphone is set to OFF, or in a place like an underground parking lot or in an indoor parking lot where the GPS signal is very poor or unavailable an error message is displayed.
24	An error message, "Error Occurred. Please try again later." is displayed as a search result.	There is a chance that you are in an area in which your smartphone may not be able to communicate at all or its data transmission speed is too slow. Check the cell signal strength on your smartphone.
25	An error message, "No Results Found" is displayed as a search result.	There was no search result. Search again after changing the query wording.
26	An error message, "please disconnect mobile device and install the SUBARU STARLINK app on mobile device and try again." is displayed. Why?	The communication of SUBARU STARLINK app is disconnected. Check the communication state of SUBARU STARLINK app.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - BestParking)

US only

No.	Q	A
1	What is the BestParking app?	This is an application that let you search parking information in 105 cities in the U.S.A. and 5 cities in Canada and in 115 airports in the N. America. You can check the cities and airports covered with this app in the following BestParking Homepage. <a href="https://www.bestparking.com/">https://www.bestparking.com/</a>
2	Is it necessary to select a parking duration?	Select the desired parking period and duration as parkings to recommend differ depending on the parking duration.
3	Can I make a reservation through the app?	This app doesn't provide the reservation feature.
4	Does this app display only three candidates as a search result?	This app provides up to three candidates recommended by BestParking.
5	The Get Direction button is not displayed.	When Navigation a user use is compatible with BestParking or Magellan Navi of SUBARU STARLINK app is usable, the Navigation button is displayed. The Navigation button isn't displayed in the regions outside the N. America.
6	What is the Get Direction button on the location review screen of a parking for?	The location of a parking lot is sent to Navigation and is registered as a destination.
7	The image of a search result is an camera image. Why?	If any search result doesn't include an image data, a camera image is displayed.
8	Is this app usable in Mexico?	No. This app provides the parking information only in the U.S.A. and Canada.
9	Is it possible to get to know if the parking is full or not?	No. This app doesn't provide the information of the parking being full.
10	Is it possible to have more than three search results displayed?	This app shows and guides the three parking facilities recommended by BestParking.com.
11	In what order are the search results displayed?	The search results are displayed in the order of the degree of recommendation by BestParking.
12	Does this app have a swipe feature?	No.
13	What is the Get Direction button?	This is the button to display the map on the screen on which the location of the searched parking is reviewed. The "I O" mark on the center of the map is the destination. The blue circle indicates the current location.
14	An error message, "Failed to acquire the current location. Please try again later." is displayed as a search result. Why?	Make sure the location information setting on a smartphone is set to ON. Make sure that a smartphone can receive the good GPS signal. if the location information setting on a smartphone is set to OFF, or in a place like an underground parking lot or in an indoor parking lot where the GPS signal is very poor or unavailable an error message is displayed.
15	An error message, "Error Occurred. Please try again later." is displayed as a search result.	There is a chance that either you are in the environment in which the smartphone communication is unavailable or the transmission speed is too slow. Check the state of the smartphone communication and try again when you are in the strong signal environment.
16	An error message, "No garages found" is displayed as a search result. Why?	There is no parking information available to provide the search result near your current location. It is outside the service area of BestParking. Move within the service area and search again.
17	An error message, "please disconnect mobile device and install the SUBARU STARLINK app on mobile device and try again., is displayed.	The communication of the SUBARU STARLINK app has been disconnected. Check the state of the SUBARU STARLINK app communication

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - Glympse)

North America only

No.	Q	A
1	What is the Glympse app?	Glympse is the most simple and easiest method to share your own location information with your acquaintance safely in real time. The person whom you shared your location information will track your whereabouts dynamically on the map. You can decide how long the recipient can track you. You don't have to submit an application or new social networking management to use Glympse. A recipient can check your arrival time and the location in real time for a duration which you have set. When the session period in which you continue to send your location information reaches the end, the recipient is no longer able to track your location. The biggest advantage of Glympse is that the recipient can check your location in real time without using any particular software. Only by sending a SMS, a recipient can check your location on a device such as smartphone that is able to display Web.
2	What is Displayed name (Sender name)?	This is the name of a sender who sends the location information. This information must be entered when use the Glympse app for the first time. If you need to change it, select the section in which the name is displayed to call up the entry screen and change it.
3	The "From Contact List" isn't displayed.	Make sure that the contact (recipient) is stored in a phone book on the smartphone. Give a SUBARU STARLINK app a permission to access the contacts using the setting on the smartphone. If any supplementary setting is in place, the number doesn't show up. At the initial launch, it searches through the names with the initial letter of "A." Select the suitable initial letter for your search of a contact and search again.
4	There is a plus mark, "+", preceded to a phone number. Can I still make a call?	Any international phone numbers except the ones in the U.S.A. and Canada are displayed with "+" preceding the phone number. The vehicle location information cannot be sent to the phone numbers with "+" preceding it.
5	Does this app require Message?	The location information can be sent without an entry of Message.
6	How can I configure the transmission duration?	The minimum is 15min, and the maximum is 4 hours.
7	Is it possible for the sender to know the location of the recipient?	No. This is an app that lets a sender to share his/her location with others.
8	Is it possible for a recipient who received the location information while driving a vehicle with a compatible in-vehicle device in it to see the sender's whereabouts on the in-vehicle device?	No. This app is premised on a recipient who has received the sender's location information to check the sender's whereabouts on a device that is capable of displaying web page. With this app, a user who is driving can share his/her location with his/her family and friends easily.
9	How often does the recipient receive the vehicle location information?	SMS is sent only once when the sender has completed the transmission. After that, the vehicle location information will be updated on either the Web viewer or the Glympse app at a few-second intervals.
10	Is it necessary for a recipient to receive SMS many times in order to get the information about the sender's move?	SMS is sent only once when the sender has completed the transmission. After that, the vehicle location information will be updated on either the Web viewer or the Glympse app at a few-second intervals.
11	Is it possible to send the vehicle location information to multiple recipients?	This app cannot send the vehicle location information to multiple recipients.
12	When multiple senders sent their vehicle locations to the same person at the same time, can the recipient see all of them?	No if the Web viewer is used to display it. If the Glympse app is used to display it, please refer to the specification of the app.
13	How long is the send-status bar displayed?	The maximum duration is 4 hours. You cannot extend more than 4 hours even if "+15 min." feature is used.
14	Is the Glympse app available in other countries such as in Japan or in Europe?	No. This app can be used only in the regions to which SMS can be sent from the U.S.A. (This means that Glympse app is usable only in the U.S.A. and Canada.)

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - Glympse)

No.	Q	A
15	Is it possible to receive the location information?	No. This is the send-only app.
16	Is there a login feature like other smartphone apps?	No.
17	Is the SMS sending fee charged when a location information is sent?	SMS is sent to recipients via the Glympse server. Thus, there is no charge to the sender. Recipient, however, may bear the data communication charge on the smartphone.
18	Is there a link feature to Facebook or Twitter?	There is no link to social networking services.
19	Does this app have a swipe feature?	There is no swipe function with this app.
20	I want to cancel midway through the transmission of a location information?	Press "Expire" on the screen that displays the remaining duration.
21	I want to extend the transmission time of a location information. How can I do it?	Press "+15 min." on the screen that displays the remaining time. You can extend the transmission time by 15 minutes.
22	How can the recipient who received the location information check the vehicle location?	The location information is sent to the recipient's phone number by SMS. To display the vehicle location, open the SMS link. Either the Web viewer or the Glympse app on smartphone can display it.
23	An error message, "Error Occurred. Please try again later." is displayed. Why?	There is a chance that either you are in the environment in which the smartphone communication is unavailable or the transmission speed is too slow. Check the state of the smartphone communication and try again when you are in the strong signal environment.
24	When "Send Glympse" was pressed, an error message, "We are unlabeled to determine the destination. Check the Input contents, Please send again." was displayed. Why?	There is a chance that the recipient's phone number is incorrect. Check the phone number and resend it. when the phone number is incorrect, you may want to edit the associated data on your smartphone.
25	The Send Glympse button doesn't become active.	There is no recipient information entered. Please enter the recipient.
26	An error message, "Please disconnect mobile device and install the SUBARU STARLINK app on mobile device and try again." is displayed.	The SUBARU STARLINK communication has been disconnected. Check the communication state and reconnect.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - Magellan)

US only

No.	Q	A
1	What is the Magellan app?	The Magellan Navi app is a cloud-based connected car navigation solution with turn-by-turn map guidance and keyword search for addresses and points-of-interest. Magellan Navi's intuitive user interface and distraction mode help minimize driver distraction during navigation, while the "OneTouch" favorite list stores frequently visited places and emergency POIs for easy access.
2	(Regarding Map, Route guidance, Voice guidance, POI data contents, Magellan Navigation app specifications)	Please contact the following site for any question about the specification of the Magellan Navigation app such as map accuracy, latest version, Voice guidance and POI data quantity. Ex.: <a href="http://support.magellangps.com/support/index.php">http://support.magellangps.com/support/index.php</a> (the official site is still under construction and when it becomes available, the above url information will be changed.)
3	Is this app available in Japan or in Europe?	No, it isn't. This service is currently available only in the U.S.A.
4	Is it possible to check the expiration date of the license currently in use on a smartphone?	Yes. Tap the App tab located at the lower part of the screen to display the App screen. Then tap Magellan Navi to display the detail information. The expiration date is shown in the in-app purchase section.
5	When I try to use this app, a message regarding the audio source restriction is displayed. What does this mean?	When the Magellan Navi app is used, Radio, CD and iPod are designed to be playable together. If other music source and the Magellan Navi app are launched together, however, it may cause to take more time to retrieve or cause for voice guidance not to work properly.
6	Magellan Navigation isn't displayed on an in-vehicle device. (an inquiry from a user in the U.S.A.)	Tap the APP tab on the lower part of the screen with SUBARU STARLINK app on a smartphone to move it from the gear mark on the upper-right corner of the screen to CONFIG screen. Tap the Region selection button to make sure "United States" being selected. If "United States" isn't selected, select it and tap the OK button on the lower part of the page. When the in-vehicle device is started the next time, the changes are incorporated in the system, and Magellan Navi appears in the launcher of SUBARU STARLINK app. You may need to purchase a license to use Magellan navi, however.
7	Although the in-vehicle devices with the specifications as same as the ones for the USA are distributed to the countries such as Guam and Puerto Rico, this service may not be available in those countries. If I purchased a vehicle in one of those countries and set the country to the U.S.A, and then bring the vehicle to the mainland of the U.S.A., can I access to this app?	At the time that you bring the vehicle into the mainland of the U.S.A. with the country set to the U.S.A., the Magellan Navigation is displayed and the GPS information suggests it is in the U.S.A., you can access the Magellan Navigation.
8	How is the start date of the free three-year campaign set?	The start date is when the Magellan Navigation app is launched for the first time, not the sales date of the vehicle.
9	I get a message that suggests that I should not use both the native navigation of an in-vehicle device and a navigation map at the same time when I try to use this app. What does this mean?	If the navigation (native navi) equipped with an in-vehicle device and this navigation app are used simultaneously, voice guidance comes from both navigations, may cause confusion for a user, and may impair the ability of a user to drive safely. Thus, please make sure not to use both navigations simultaneously.
10	Is it possible to display information of other apps such as BestParking on Magellan Navi map?	No, it isn't. However, you can set the place you searched with other app as a destination on the Magellan Navi app.
11	Is it possible to use a smartphone that belongs to someone else such as my children, my friends or my parent to use this app?	Yes, it is. Magellan Navigation is licensed to an in-vehicle device. Thus, any smartphone with the SUBARU STARLINK app installed in it can use it. Some information such as the destination history may not be displayed as such information is stored in the SUBARU STARLINK app.
12	What happens if the license is expired while I am driving?	The app can be continued to use until the car engine is turned off (ACC-OFF).



## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - Magellan)

No.	Q	A
13	If my in-vehicle device is broken and get it replaced with a new one, what happens to my license?	<p>The SUBARU STARLINK app detects whether an in-vehicle device is changed or is replaced, or the license is transferred, and shows the confirmation screen in order to prompt a user to confirm.</p> <p>When a user confirms the change of a in-vehicle device and agrees to the transfer of the license in accordance with the instruction shown on the screen, the license given to the old device is transferred to the replaced new device automatically.</p> <p>Once the license is transferred to the replaced device, however, it cannot be transferred back to the old device automatically.</p>
14	Is it possible to check the expiration date of the license currently in use on an in-vehicle device?	Yes. Launch the Magellan Navi app first and display the setting screen. The expiration date is shown in the 2nd page.
15	When I try to use this app, a message, "License is invalid.", is displayed.	You can use it after the purchase of a license of this app through SUBARU STARLINK, a smartphone app.

## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - RightTrack)

US only

No.	Q	A
1	What is RightTrack?	This app monitors and records your driving habits. You may be able to get a discount offer on your insurance based on your driving habits. You can also check the driving habits of your children with this app, so you can rest easy.
2	Do I need to download the special App to my mobile such as Liberty Mutual RightTrack? Ref: <a href="https://play.google.com/store/apps/details?id=com.libertymutual.pi.mobile.android.rightrack&amp;hl=ja">https://play.google.com/store/apps/details?id=com.libertymutual.pi.mobile.android.rightrack&amp;hl=ja</a>	No, you don't need any special App on your smartphone. You just download SUBARU STARLINK and register from it.
3	Can I enroll it from Liberty Mutual website? Ref: <a href="https://www.libertymutual.com/rightrack">https://www.libertymutual.com/rightrack</a>	No. Subaru RightTrack Test Drive is a different service from it. Please register your information on SUBARU STARLINK smartphone App.
4	If I have question about my score, who should I talk to?	Please contact to Liberty Phone: 1-888-323-4487
5	After UBI enrollment in SUBARU STARLINK App, how should I do? Is there any operation?	You don't need to do any specific operation. Please just drive with your smartphone.
6	Can I quit before the end of 90-day trial? If it's YES, how is my score managed after that?	Yes, you can quit by "Opt out" function in SUBARU STARLINK smartphone App. Please note that once you opt out, you will no longer be eligible for insurance discount and need to register the program to start a new 90-day trial.
7	If I don't enroll the insurance after the trial, how is my score managed? Is there any influence in future?	No, there is no bad influence in determination of your insurance rate based on the score. The score is an indicator of how much insurance discount can be applied.
8	After the trial, what kind of incentive will come from Liberty and how will it be done?	After the trial, the program participant can earn insurance discount by contacting Liberty representative.
9	After the trail, can I continue to use RightTrack in SUBARU STARLINK?	Yes, you can. The program continues to provide you useful driving safety reports.
10	Are the safety tips dedicated for me based on my driving behavior? Or just general tips for all users?	The safety tips are provided for general purpose. However, a driver can see his or her own acceleration and braking events that are generated during trips.
11	What is the difference between OCTO RightTrak and SUBARU STARLINK one?	The OCTO RightTrack is an OBD2 based device that plugs in to the vehicle's OBD port. It does not provide interactive feedback after a trip. On the other hand, the SUBARU STARLINK RightTrack utilizes smartphone and system to provide informative driving feedback after a trip.
12	Can I enroll it in my state?	The RightTrack Test Drive discount program is currently available in: AR, CO, DE, GA, KY, ME, MN, MO, NE, OH, TN, UT, VT, WI.
13	What is the normal discount level of UBI? Is there any average?	Drivers can save up to 30% after the RightTrack Test Drive program and average discount is 15%.
14	Is the emergency call supported 24 hours in All US?	The customer claim number 1-800-225-2467 is available 24 x 7.
15	When UBI becomes available in my state, can I get the notice on the system or SUBARU STARLINK Phone App?	You will not receive a notice from the system. The mobile app can detect the state where you are located and automatically prompts you if your state is eligible.
16	Now I'm living in California and using RightTrack as my drive evaluation only. When UBI becomes available in CA, how do I join the UBI trial?	Please contact to Liberty for more details. Phone: 1-888-323-4487
17	I'm living in US near Canada and often go to Canada. During driving in Canada, RightTrack works well?	Yes. RightTrack can monitor your driving habits even if you drive to Canada.


## 2. Frequently Asked Questions (FAQ)

### SUBARU STARLINK (Apps - RightTrack)

No.	Q	A
18	Can my family member also joins the RightTrack Test Drive program?	Yes, family members are welcome to participate and the discount applies to the best scorer in the family.
19	I have 2 Subaru cars, can I sign up both cars?	No, each SUBARU STARLINK smartphone app pairs with one Subaru car only.
20	Can I see the score changes in real time?	No, the trip report is generated after the trip is completed. You do not see braking or acceleration events in real time.
21	How do I retry the trial?	On your SUBARU STARLINK smartphone App, please select; <App> tab => Select "RightTrack" => Select Gear icon. "Welcome" screen will be displayed and you can register your information again.



## 2. Frequently Asked Questions (FAQ)

### SUBARU MAP UPDATE

No.	Q	A
1	Where is map data stored?	Map data is stored in flash memory inside the unit. There is no SD card for map data.
2	What is Map Update?	Map Update is a service that downloads the latest map data to keep your navigation system's map data up to date.
3	What do I need to use Map Update?	To update your map data, you will need an Internet-connected computer and a USB memory stick. Supported operating systems • Windows 7, 8, and 10 • Apple OS X 10.8 or later
4	How often is map data updated?	Map data updates will be announced in the map update portal site.
5	How can I find more information about what changes have been made in each update?	Please check with your local Distributor for details of the Map Update portal website.
6	Is there a charge for using Map Update?	Map updates are available free of charge for three years after new vehicle purchase. After that, a fee is charged to use the service.
7	How can I verify that my map data is up to date?	Follow the steps below to check the version of your map data: Press  => Settings => General => System Information And then refer to the map update portal site.
8	Are email notifications about changes that have been made in each update available?	E-mail notifications will be available after registering at the Map Update portal website. You can find more information about updates at the Map Update portal website.
9	How is map data updated?	Maps can be updated using a USB memory device. For details, contact your SUBARU dealer. • US customers: <a href="http://www.subaru.com">www.subaru.com</a> • Canadian customers: <a href="http://www.subaru.ca">www.subaru.ca</a> • Map update portal site: TBD by each local Distributor

## 2. Frequently Asked Questions (FAQ)

### SOFTWARE UPDATE

No.	Q	A
1	What is Software Update?	Software Update is a service that keeps your navigation system software up to date to improve the user experience.
2	What do I need to use Software Update?	You will need a Wi-Fi device or the Aha application on your smartphone.
3	How often is the software updated?	The software is updated as necessary.
4	How can I find more information about what changes have been made in each update?	Please contact your local Distributor.
5	Is there a charge for using Software Update?	There is no charge for using Software Update. (besides the mobile connection fee)
6	Are email notifications about changes that have been made in each update available?	Email notifications are not available. You can find more information about updates from your local Distributor.
7	How is the software updated?	<p><b>UPDATE DOWNLOAD:</b></p> <ol style="list-style-type: none"> <li>1. Connect to a Wi-Fi network, or start the Aha application on your smartphone.</li> <li>2. Press .</li> <li>3. Select "Settings".</li> <li>4. Select "General".</li> <li>5. Select "Check for Updates".</li> <li>6. Select "Download Now" to begin the download (if an update is available).</li> </ol> <p><b>UPDATE INSTALLATION:</b></p> <ol style="list-style-type: none"> <li>1. Complete the "UPDATE DOWNLOAD" process.</li> <li>2. Select "Install Now" to start the installation.</li> <li>3. When the installation is complete, select "I Agree" on the confirmation message to complete the update process.</li> </ol>
8	How can I verify that my software is up to date?	<p>Follow the steps below to check your software version:</p> <p>Press  =&gt; Settings =&gt; General =&gt; System Information</p>

