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

Topic number	LI82.85-P-068846
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	09-25-2018
Validity	All models as of NTG5.5 and Mercedes me connect (code 360/362 without 830)
Reason for change	Countries and model series adjusted
Reason for block	

Complaint:

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

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

Cause:

With the introduction of COMAND Online NTG 5.5 (code 531), free browsing, Internet access via WiFi hotspot and Internet radio can only be used if the customer concludes a separate contract for "Data volume for Internet services" with the relevant mobile phone network provider. You can find the link to the relevant mobile phone network provider in the Mercedes me Portal under "Data volume for Internet services".

Notes:

- IITC is currently unavailable in some countries.

- NTG5.5 Entry (code 506): IITC use restricted (free browsing and IP radio usable, a Hotspot function is not available).

- IITC in USA and Canada: Available from MY19

- NTG 6: IITC is only available in vehicles with code 355

Remedy:

How can I register with the relevant mobile phone network provider?

- Register in Mercedes me portal

- Select vehicle

- If necessary, activate "Internet services in the car" via service administration

- Registration is possible directly from the vehicle:

- Connect external device to the head unit via WiFi hotspot in the vehicle *)

- Call up any webpage on the external device. This automatically opens the registration page of the relevant mobile phone network provider.

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- Follow the registration process (enter personal data)

- Select a tariff

*) Access data can be found under: System - Connectivity - Set up hotspot

IITC is currently available in the following countries:

UK, Germany, Netherlands, France, Spain, Austria, Switzerland, Liechtenstein, Czech Republic, Hungary, Ireland, Portugal, Belgium, Italy, Luxembourg, Denmark, Sweden, Finland, Greece, Romania, USA, Canada

Not yet available in: Norway, Poland

Currently not planned for: Slovakia, Turkey, South Africa, UAE, Latvia, Estonia, Lithuania, Slovenia, Croatia, Bulgaria, Cyprus, Malta, Taiwan, Russia, Australia, New Zealand.

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

In countries where IITC is not provided, the functions of free browsing, Internet access via WiFi hotspot and Internet radio may not be available. Contact Product Management for further information.

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

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

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