

smart media system: Telephone connection is made, communication is not possible

Topic number	LI82.70-P-067315
Version	2
Function group	82.70 Telephone, Voice-control-system(VCS)
Date	07-23-2018
Validity	Model series 453 with smart media system (SA code 556/558/535/557),
Reason for change	Clerical error
Reason for block	

Complaint:

- An incoming call can be accepted quite normally and the connection is established, but possibly communication might not be possible.
- Bluetooth might abort.

Cause:

Possibly Software.

Remedy:

New software and new SCN coding

1. Install the new USB software for the multifunction display (higher than "8046").

Please note that all settings on the multifunction display will be lost.

The latest software is available as a download in the XENTRY Portal. Mercedes-Benz XENTRY Portal home screen ->Maintenance & repair ->Workshop equipment ->Downloads & updates ->Software updates ->W 453 589 11 22 00

2. When the new software has been installed, new SCN coding of the Audio/COMAND display (ZAN A40/3) must be performed.

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Driver cannot be heard
Communication/information / Communication / Mobile phone / Telephone / Other party cannot be heard
Communication/information / Communication / Mobile phone / Telephone / Call cannot be connected