SUBARU®

blueconnect®

Handsfree System

Bluetooth®

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SUBARU

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What is BlueConnect®?

BlueConnect is a handsfree phone communication system for your vehicle. BlueConnect utilizes Bluetooth® wireless technology and Bluetooth handsfree profiled cell phones to improve cell phone use and convenience. BlueConnect eliminates the need to hold a handheld cell phone, wear a headset or earpiece, or use an in-vehicle mounted handset adapter while making or receiving phone calls.

What cell phones work with BlueConnect®?

Due to the limitations of Bluetooth wireless technology, not all cell phones share the same Bluetooth "PROFILE" and may not work properly with BlueConnect. Only cell phones that are Bluetooth enabled and support a "HANDSFREE" profile are compatible with BlueConnect. You can go to www.subaru.com to see a list of compatible cell phones. You can also contact your local cell phone provider.

Consumer Contact Information

LOCATION	CONTACT
In the Continental US & Alaska	1-800-SUBARU-3 (1-800-782-2783) Hours of Operation Mon-Thurs: 8:30AM-7:00PM (EST) Friday: 10:30 AM- 5:00 PM (EST) www.subaru.com/contactus
Hawaii	808-564-2260 www.subaruhi.com
Puerto Rico	787-793-2828
Canada	Contact your Subaru dealer for immediate assistance or log on to www.subaru.ca for general operating instructions, troubleshooting tips, and responses to common questions.

⚠ WARNINGS - PLEASE READ

Be Safe. When using a handsfree cellular device in a vehicle, the vehicle operator is solely responsible for operating the vehicle in a safe manner. Vehicle operators must maintain full surveillance of all pertinent driving conditions at all times. An accident or collision resulting in damage of property, personal injury or death could occur if the operator of the vehicle fails to pay attention to travel conditions and vehicle operation while the vehicle is in motion.

DO NOT program, attempt to program, adjust, or set up your BlueConnect unit while the vehicle is moving. Your vehicle should be in park with the ignition turned to the "ACC" (accessory) or "ON" position.

DO NOT program, attempt to program, adjust, or set up your BlueConnect unit while the vehicle is inside an enclosed area, such as in a garage with the garage door closed, and the engine running.

Failure to follow these precautions could result in property damage, serious injury, and death for yourself, pets, or other people near the vehicle from carbon monoxide or from physical impact.

Fully charge your cell phone's battery before programming your BlueConnect® unit to ensure that the wireless electronic connection will be established with minimal difficulty.

Try to maintain a fully charged cell phone battery when using BlueConnect®.

BlueConnect® will not increase or decrease your cell phone's signal strength, because it operates using the same signal as your cell phone.

Keep your cell phone "ON" and inside of your vehicle's interior cabin, so it can transmit properly to BlueConnect®.

Do not place your cell phone in a metal box or similar container.

Your vehicle will require that the ignition switch be turned to either the "ACC" or "ON" position for programming and operation of BlueConnect®.

This BlueConnect® version is programmed for English, Canadian French, and Spanish.

When using BlueConnect®, face the windshield and speak in your normal voice clearly without shouting. You do not have to speak slowly or pronounce words more distinctly than you normally would.

Pressing the phone activation button (1) will automatically mute the vehicle's stereo system. It is important that you do not override this feature by pressing either the "MODE" or " MUTE " buttons on the steering wheel. Doing so will cause sound to resume from the vehicle's stereo which will interfere with BlueConnect's voice recognition.

Be sure to power down your BlueConnect unit after terminating a call or completing changes from the menu so that sounds from the stereo system or passengers speaking do not cause BlueConnect to dial a new number.

BlueConnect® will automatically prompt you for a verbal response when the confirmation prompt feature is turned "ON."

Make sure the prompt feature is turned "ON" on your BlueConnect® unit before programming or when following any "PROMPTED" instructions outlined in this owner's guide.

You can say "CANCEL" to return to the main menu or "HELP" to hear a list of available options anytime BlueConnect® prompts you for a response.

When using BlueConnect®, wait to speak until after the beep is heard which follows the BlueConnect® prompt.

If no response is given to a BlueConnect® prompt, it will repeat the prompt two more times until the user selects an option. If there is still no option selected, BlueConnect® will power down.

1. **Phone Button or Activation / Deactivation Button**
   - Push to set up and program unit.
   - Push to receive an incoming call.
   - Push to make a call if not on a call.
   - Push to end a call.
   - Push to accept an incoming call when on another call.

2. **Volume Up & Down Buttons**
   - Push (+) to increase the volume.
   - Push (-) to decrease the volume.
   - Push either button to the desired volume level when the unit is not activated. Audible beeps indicate the current volume level.

3. **VR (Voice Recognition) Button or Barge-In Button**
   - Push to input a command without having to listen for a prompt.
   - Push and say "TRANSFER CALL". This allows you to transfer your call back to your cell phone in the event you want privacy or are exiting the vehicle. Repeat to transfer call back to BlueConnect.
   - Push to mute the phone.
   - Push to send DTMF (Dual-Tone Multi-Frequency) tones.

4. **Blue L.E.D. Light**
   - A blue light comes on indicating that the unit is activated or when there is an incoming call. It also comes on when you are on a call.

Incoming Calls

1. If you are not on a call, the BlueConnect blue L.E.D. light will come "ON" and the system will announce the incoming call verbally.
2. If you are on a call, BlueConnect will announce the incoming call with a double-beep.

Call Waiting

1. Use this feature to place a call on hold.
2. Press and hold the Phone button until you hear one beep to place a call on hold.
3. Press and hold the Phone button again until you hear one beep to retrieve the call.

Redial

1. Press and release the VR button and say, "REDIAL." BlueConnect will redial the last number called on the cell phone.

Digit String Dialing

1. BlueConnect will allow you to send <digits> to far-end as touch-tones (DTMF).
2. Use this feature in the event you need to dial into voice mail or an automated system.
3. Push VR button, say number sequence and then say, "SEND."
4. Example: 1-2-3-4-5-#-# - "SEND".

VR (Voice Recognition) Button

1. Pressing and releasing the VR button interrupts the system and tells BlueConnect to listen for a command.
2. Pressing and releasing the VR button does not interfere with the person on the other end of the call.

Transfer a Call

1. Press and release the VR button during a call and say, "TRANSFER CALL." This transfers the call from BlueConnect® to your cell phone.
2. Press and release the VR button again and say, "TRANSFER CALL" to transfer the call from your cell phone back to BlueConnect®.

Three Way Calling

1. This feature will not work unless your cell phone has three way calling capability.
2. Make your first call. Once connected, press the VR button and say "DIAL" or "CALL". This places the first call on hold.
3. Make the second call. When connected, press and hold the Phone button until you hear two beeps. This joins the two calls. You can switch between calls by pressing and holding the Phone button until you hear one-beep. When on a call you can connect a second incoming call by pressing and holding the Phone button until you hear two beeps.

Mute a Call

1. Press and release the VR button during the call and say "MUTE" to turn the mute feature on. This mutes the in-car activity from the person on the other end of the call.
2. Press and release it again and say, "MUTE OFF" to turn the mute feature off.

Call Reject

1. Use this feature when on a call to reject a second incoming call.
2. Let the double-beep play three times.

Emergency

1. THIS IS NOT A SAFETY, LIFE SAVING, OR AUTOMATIC EMERGENCY RESPONSE FEATURE OR SYSTEM.
2. This feature, in order to function properly, requires that a "911" service is available and that BlueConnect® is paired to a cell phone which is "ON" and in the vehicle. It also requires that the cell phone is able to receive and transmit properly at the time this feature is used.

COMMAND 1	COMMAND 2	COMMAND 3
Call <Name>	<Location>	
CALL	<Name> in Phonebook	<Location>
Dial <Number>		
DIAL	<Number>	
REDIAL		
PHONEBOOK	**NEW ENTRY**	<Name><Location><Number>
	EDIT	<Name><Location><Number>
	LIST NAMES	Call <Location>
		Edit<Location><Number>
		Delete<Location>
		Previous
		Continue
	DELETE	<Name><Location><ALL>
	ERASE ALL	<Name><Location><ALL>
	IMPORT CONTACT	<Number><Name><Location>
EMERGENCY		
SET UP	**PAIRING OPTIONS**	Pair
		Delete
		List
	CONFIRMATION PROMPTS	
	SELECT PHONE	Phone ID <Name>
	LANGUAGE	English
		Canadian French
		Spanish
HELP		

SET UP

PAIRING OPTIONS

You must first pair BlueConnect® (establish a communication link) to your Bluetooth® handsfree profile cell phone. Please refer to your cell phone's operation manual for instructions on how to place your cell phone into a pairing mode before starting the pairing process. In order to complete successful pairing, both your cell phone and the BlueConnect module must be in a pairing mode at the same time. BlueConnect will remain in a pairing mode for about 3 minutes before timing out.

1	Press and release the BlueConnect PHONE button and say "*SET UP*". For example, say, "*SET UP*" at the Main menu and BlueConnect prompts "*Select one of the following: pairing options, confirmation prompts, language, select phone, or say cancel to return to main menu.*" If there is no response to the prompts, BlueConnect reminds you of the selection two more times until you select an option. If there is no option selected after two repeats, BlueConnect will power down.
2	Say, "*PAIRING OPTIONS*."
3	After the system prompts you, say "*PAIR*." The system will remind you that pairing should only be completed while the vehicle is stopped.
4	The system will then ask you for a 4-digit PIN. This can be any number you choose as long as you enter the same 4-digit PIN on the phone later. Say your 4-digit PIN. For example: "One-Two-Three-Four"
5	Follow your cell phone manufacturer's instructions for placing your cell phone in a pairing mode.
6	Select BlueConnect on the phone. Then, on the phone's numeric keypad, enter the same 4-digit PIN number as entered in step 4.
7	BlueConnect will prompt you for a phone name. Name it something easy to remember. Say the phone name, for example, "MY PHONE." BlueConnect will come on and say "PAIRING COMPLETE."
8	If two phones are paired, BlueConnect will use the higher priority phone when both phones are within range. Say the phone priority, for example, "MY PHONE" when choosing the phone desired. BlueConnect will make the last phone paired have the highest priority.

CLEARING PAIRED PHONE(S)

You must clear a paired phone from BlueConnect® in order to remove it from being paired. BlueConnect will respond with "PHONE NOT AVAILABLE" if you attempt to use a previously cleared phone to make a call. If you make a mistake during the clearing process or decide not to clear a phone, press the BlueConnect PHONE button to disconnect or the VR button and say "CANCEL" to exit the clearing mode. To re-prioritize cell phones you must first clear the phone(s) paired with BlueConnect and then re-pair the phones with the new desired priorities.

1	If you are not currently in a VR session or on a phone call, press and release the PHONE button and say "*SET UP*", otherwise go to the main menu and say, "*SET UP*".
2	Say "*PAIRING OPTIONS*."
3	After BlueConnect prompts you, say, "*DELETE*."
4	BlueConnect prompts you for the number associated with the priority of the phone you would like to clear. For example, "say 'ONE' for Jacob's phone', say 'TWO' for 'Robin's mobile'." Say the number of the phone you wish to delete.
5	BlueConnect responds with a verification to clear the selected phone. If correct, say "*YES*" (say "*NO*" to start the delete process over).
6	When complete, BlueConnect indicates the phone or phones have been "*DELETED*."

EDIT PAIRED PHONE(S)

This option is used when you want to change the name to the paired phone saved in BlueConnect.

1	Press and release the BlueConnect PHONE button and say "*SET UP*".
2	Say, "*PAIRING OPTIONS*."
3	After the system prompts you, say "*EDIT*."
4	BlueConnect will say "Please say (ex. 1 for Motorolla, 2 for My phone, which device please?")
5	Say 1 or 2 for the device you would like to edit. BlueConnect will ask you for the "*NEW NAME*". Say the new name for the paired phone.
6	BlueConnect responds, "*New name saved.*"

SET UP CONTINUED

LIST PAIRED PHONE(S)

1	Press and release the BlueConnect PHONE button and say "*SET UP*." BlueConnect will prompt you with available options.
2	Say "*PAIRING OPTIONS*."
3	After BlueConnect prompts you, say "*LIST*."
4	BlueConnect lists the names of the cellular phones that are currently paired with the BlueConnect module.
5	BlueConnect asks if you want to start the list over again.
6	Say "*YES*" or "*NO*."

CONFIRMATION PROMPTS

Confirmation prompts confirm your commands with BlueConnect before they are carried out. When the BlueConnect Confirmation Prompts feature is "ON", BlueConnect will repeat the last command received and ask whether the command received was correct before proceeding with the command execution.

Example with the confirmation prompts ON and OFF

PROMPTS	ON	OFF
1	You say, "Dial five-five-five-one-two-one-two."	You say, "Dial five-five-five-one-two-one-two."
2	BlueConnect says, "*Dialing five-five-five-one-two-one-two, is this correct?*"	BlueConnect dials the number as recognized. For example; "Dialing five, five, five..." and then dialing the number.
3	You say, "YES" and BlueConnect places the call. You say, "NO" and BlueConnect asks you to repeat the number.	

Turning the confirmation prompts ON and OFF

1	Go to the BlueConnect main menu and say, "*SET UP*." BlueConnect prompts you with available options.
2	Say, "*CONFIRMATION PROMPTS*."
3	If the confirmation prompts are "ON", BlueConnect will ask if you want to turn them "OFF".
4	Say, "*YES*." BlueConnect will tell you that they are "OFF" and says, "READY." Or
5	If the confirmation prompts are "OFF", BlueConnect will tell you that they are "OFF" and will ask if you want them to be turned "ON".
6	Say, "*YES*" to turn them "ON". BlueConnect will then return to the main menu.

SELECT PHONE

This option is used to override the phone priority given during pairing. This override only works during the current ignition "ACC" or "ON" cycle. BlueConnect switches back to the highest priority phone once the ignition is turned "OFF". You can select a phone using the VR button during a phone listing or by the select phone command.

Select phone by name

1	At the main menu say "*SET UP*", "*PAIRING OPTIONS*." BlueConnect prompts you with available options.
2	Say "*LIST*."
3	BlueConnect lists all paired phones.
4	When the name of the desired phone is heard, press and release the VR button and say, "*SELECT*."
5	BlueConnect sets this phone to the highest priority for the rest of the current ignition "ACC" or "ON" position. BlueConnect temporarily overrides the phone priorities for the rest of the current ignition "ACC" or "ON" cycle.

SET UP CONTINUED

LANGUAGE

Language Set Up Option 1

This option is used to change the current language. Available options are English, Canadian French, or Spanish. If the language setting is changed BlueConnect will speak and all commands will be in the newly selected language.

1	At the main menu say, "SET UP." The system prompts you with available options.
2	Say, "LANGUAGE"
3	BlueConnect responds, "Select a language: English, French, or Spanish", Say, "FRENCH", (Speak the desired language: "ENGLISH', "FRENCH", or "SPANISH")
4	BlueConnect responds, "French selected, is this correct?", Say "YES", BlueConnect responds, "French selected, returning to main menu" (Spoken in the newly selected language)

Language Set Up Option 2

Also note that from the main menu, you can speak the desired language (for example Español) and BlueConnect will start speaking in the newly selected language.

1	At the main menu say, "Español"
2	BlueConnect responds, "Would you like to change the language to Español?" (Prompt played twice: 1) in current active language, 2) in selected language). Say, "YES"
3	BlueConnect responds, "Please wait, switching to Spanish Phonebook" (Spoken in the newly selected language), "Spanish selected, returning to main menu" (Spoken in the newly selected language)

MAKING A CALL

USING THE CALL FEATURE

Calling a name or name / location from the phonebook.

1	At the main menu say, "*CALL* (any phonebook entry name)." If the name has more than one location, BlueConnect will ask for the location to call.
2	If just "CALL" was used, BlueConnect will say, "NAME PLEASE." Say the name.
3	Say the location, example "Robin's Home, Robin's Work, Robin's Mobile, or Robin's Other.

USING THE DIGIT STRING DIALING FEATURE

Dialing a phone number that is not in the phonebook.

1	At the main menu say, "*DIAL*" (immediately followed by the phone number such as 5551234567) or just say "*DIAL*" then say the phone number when prompted.
2	BlueConnect repeats the number and verifies that it is correct (if confirmation prompts are on). If correct say "*YES*" or "*NO*" if incorrect, it says "*DIALING*" and dials the number when you say "YES".

USING THE REDIAL FEATURE

1	At the main menu say, "*REDIAL*."
2	BlueConnect says "*DIALING*" and calls the phone number that was dialed last on the phone.

PHONEBOOK

BlueConnect® can store up to 32 names and 128 phone numbers. Each name has 4 locations (Home, Work, Mobile, and Other).

Adding a new name and phone number to your phonebook.

1	At the main menu say, "*PHONEBOOK.*" BlueConnect prompts you for a new entry, edit, list names, delete or erase all, import contact, or say cancel to return to the main menu. Say, "*NEW ENTRY.*"
2	Say the Name of the entry to add. BlueConnect responds with the name it hears and checks to see if it is correct before proceeding.
3	BlueConnect asks for a location to go with the name.
4	Say the location of the name; "*HOME,*" "*WORK,*" "*MOBILE,*" or "*OTHER.*" BlueConnect checks to see if it heard the location correctly.
5	BlueConnect asks for the phone number for the name.
6	Say the phone number for the name and location. BlueConnect says the phone number and asks if it is correct. If yes, it adds the phone number for this name and location to the phonebook and then asks... "*Number stored. Would you like to add another number for this entry?*"
7	Say "*YES*" to add another number for this entry or say "*NO*" if you are finished.

Adding a new location for an existing name in your phonebook.

1	At the main menu say "*PHONEBOOK,*" "*EDIT,*" When prompted, say the name that you want to edit. The system responds with "*Home, Work, Mobile,* or *Other.*"
2	Say the Location ("*HOME*", "*WORK*", "*MOBILE*", or "*OTHER*")
3	BlueConnect verifies that it heard the location correctly and asks for the phone number for that location.
4	Say a phone number like "5551234567."
5	BlueConnect verifies that it heard the number correctly and stores the number. It will then say, "*Number changed. Would you like to call this number, edit another entry, or return to main menu?*"
6	Say, "*CALL,*" "*EDIT,*" or "*RETURN TO MAIN MENU.*"

Editing a phone number for an existing name / location.

1	At the main menu say "*PHONEBOOK,*" "*EDIT.*" When prompted, say the name, and then the Location of the phone number you want to edit. BlueConnect will tell you the current phone number.
2	Say the new phone number like "5551234567."
3	BlueConnect verifies that it heard the number correctly and stores the number. It will then say, "*Number changed. Would you like to call this number, edit another entry, or say cancel to return to main menu?*"
4	Say, "*CALL,*" "*EDIT,*" or "*CANCEL*" to Return to Main Menu.

Listing names in the BlueConnect® phonebook.

1	At the main menu say "*PHONEBOOK,*" " *LIST NAMES.*" The phonebook entries are listed.
2	At the end of the list, BlueConnect asks "*End of list, would you like to start from the beginning?*" Say,"*YES*" to hear the phonebook entry list again or "*NO*" if you do not want to hear it again. Or,
3	After you hear the phonebook entry that you want to call, press the BlueConnect VR button to stop the list process.
4	Say, "*CALL*" to call the last name listed.
5	BlueConnect states the selected name and its locations. It then asks for the location you want to call.
6	Say the location you want to call.
7	BlueConnect says who and where it is calling and asks if this is correct. Say, "*YES*" if yes is correct, or "*NO*" if incorrect. If yes, BlueConnect responds with "*DIALING*" and dials the selected number.

Deleting a phonebook name or location.

1	At the main menu say "*PHONEBOOK,*" "*DELETE*". When prompted, say the '*NAME*' to delete.
2	If only one location exists for the name, BlueConnect will verify that you want to delete the name and location and then deletes it. Or,
3	If that name exists and there is *more than one location* for the name, BlueConnect reads you a list of locations for the name. Say the location to delete or say "*ALL*" to delete all locations for this name. BlueConnect verifies that you want to delete the location. Say "*YES*" if it is correct and BlueConnect then deletes it, or say "*NO*" to hear the list again.

PHONEBOOK CONTINUED

Erasing all phonebook records.

Use this command only if you want to erase (delete) the entire phonebook. BlueConnect prompts you two times to be sure you do want to delete the phonebook.

1	At the main menu say, "*PHONEBOOK*," " *ERASE ALL*" to delete all phonebook records.
2	BlueConnect responds "*Are you sure you want to erase everything from your system phonebook?*"
3	Say, "*YES*" to delete all phonebook records. BlueConnect responds, "*You are about to delete everything from your system phonebook. Do you want to continue?*"
4	Say, "*NO*" if you do not want to delete all phonebook records. BlueConnect exits the Erase All process or say, "*YES*" to delete all phonebook records. BlueConnect deletes all phonebook records and says "*PHONEBOOK ERASED.*"

Importing a contact from the cell phone.

1	At the main menu say, "PHONEBOOK," "IMPORT CONTACT" to import a contact from your phone.
2	BlueConnect responds "For safety, importing a contact can only be performed when the vehicle is stopped", "Ready to receive a contact from the phone. Only a home, a work, and a mobile number can be imported"
3	Select one entry from the phonebook and send it using Bluetooth. BlueConnect responds, X number(s) have been imported. What name would you like to use for this(these) number(s)? Say, XXXXXX" (Ex. "MARY'S PHONE') (Say a voice tag for the name registered)
4	BlueConnect responds "Number saved. Would you like to import another contact?" Say, "YES" or "NO", If "YES", then import the next voice tag, if "NO" then BlueConnect will return to MAIN MENU.

TROUBLESHOOTING

My phone will not pair.

CHECK	POSSIBLE SOLUTIONS
Phone and BlueConnect have power.	Make sure that the phone is "ON" and vehicle ignition is in the "ACC" or "ON" position. Also make sure that your phone battery is charged.
Phone is designed to work with BlueConnect.	Your phone may not work with BlueConnect. Only phones with Bluetooth® capability and a handsfree profile will work with BlueConnect. Phones that support the use of a wireless headset should work with BlueConnect. You can go to www.subaru.com and view a list of approved BlueConnect Bluetooth handsfree profile phones.
Phone was paired properly.	Refer to the phone's pairing instructions and the BlueConnect pairing instructions. Try the pairing process again.
On certain phone models you need to tell the phone to connect (after initiating the pairing process on some models only.)	Try pairing again and tell the phone to connect.
Bluetooth option on your phone was turned "ON".	Turn the Bluetooth option to "ON" on your phone.
Phone is not outside of the vehicle while trying to pair it to BlueConnect.	Place phone inside the vehicle in the front seat area during the pairing process.
Phones that require a SIM card	Make sure that it is installed. If not, install a SIM card.
4 digit PIN number entered in the phone matches the BlueConnect PIN number.	Reprogram using the same four-digit PIN for both PIN requests.

A paired phone will not link / connect.

CHECK	POSSIBLE SOLUTIONS
Phone and BlueConnect have power.	Make sure that the phone is "ON" and vehicle ignition is in the "ACC" or "ON" position. Also make sure that your phone battery is charged.
Phone and BlueConnect have had adequate time to "FIND" each other.	Allow at least 60 seconds for the link to take place.
BlueConnect was not "BARRED" from the phone.	Use the BlueConnect "SET UP" command at the main menu and then "SELECT PHONE" command to link to the desired phone.
Phone is set to automatically link / connect to the BlueConnect.	See your phone's user guide for Bluetooth settings.
BlueConnect was not inadvertently set back to the default (is not set to automatically link / connect to the BlueConnect).	See your phone's user guide for Bluetooth settings.

TROUBLESHOOTING CONTINUED

I cannot receive incoming calls.

CHECK	POSSIBLE SOLUTIONS
Vehicle's ignition is in "ACC" or "ON" position.	Turn your vehicle ignition to the "ACC" or "ON" position.
You are pressing the correct button on BlueConnect to answer the call.	Press the "PHONE" button to answer an incoming call and not the VR button on BlueConnect.
Phone is paired and linked to BlueConnect.	Use the BlueConnect "SET UP" command at the main menu and then "SELECT PHONE" command to link to the desired phone.
Phone is not outside of the vehicle.	Place the phone inside of the vehicle to ensure a good connection.

I cannot place a call.

CHECK	POSSIBLE SOLUTIONS
Phone is turned "ON".	Turn your phone "ON". BlueConnect will only work when the paired cell phone is turned "ON".
The vehicle ignition is in the "ACC" or "ON" position.	Turn your vehicle ignition to the "ACC" or "ON" position.
You have an adequate cell phone signal.	Check the signal icon on your phone for signal. You may have to wait until you are in an area that provides you with a stronger signal before making a call. BlueConnect uses the signal going to the paired cell phone. It does not increase or decrease cell phone signal strength.
Phone is paired and properly linked to BlueConnect	Your phone may not be paired properly. See your phone user guide for pairing instructions and try to pair your phone again. Use the "SET UP" command on your BlueConnect's main menu and then give the "SELECT PHONE" command to link to the desired phone.
You are within your coverage area.	Most calls cannot be made if you are outside of your coverage area. Your BlueConnect unit uses the same coverage area as the paired cell phone. Try making a call again when you are in your coverage area. Check with your phone provider if you are unsure about your coverage area.
Mobile account is still active and has not been cancelled.	Contact your cell phone service provider.

I can hear but they cannot hear me

CHECK	POSSIBLE SOLUTIONS
The phone's signal strength.	Avoid using your phone and BlueConnect in areas where the signal strength is poor and unable to provide a good conversation in both directions.
Call is not "MUTED" on the BlueConnect unit.	Turn mute off by pressing the VR Barge Button and saying, "*MUTE OFF*" while in use.

The audio goes mute both ways during a call

CHECK	POSSIBLE SOLUTIONS
You have not accidentally muted BlueConnect.	Press the PHONE button to return to the call.

The audio quality is poor

CHECK	POSSIBLE SOLUTIONS
The audio quality of your cell phone while not using it with BlueConnect.	If the audio quality is good then try it again with BlueConnect. If the audio quality is still poor with BlueConnect then contact Subaru Customer Service. If the audio quality is poor on your cell phone then contact your phone provider / carrier to verify that your phone has the latest firmware.
Phone has adequate cell signal strength.	Check the signal strength icon on your phone. Avoid using the phone and BlueConnect in areas where the signal strength is poor and unable to provide a good conversation in both directions.
Phone is in the vehicle.	Place phone closer to BlueConnect module, Example: the center of front seat area of the vehicle.

TROUBLESHOOTING CONTINUED

It will not call the name given to it.

CHECK	POSSIBLE SOLUTIONS
The name you called is stored in the BlueConnect phonebook.	Store the name in the BlueConnect phonebook, not in the phone.

I am told I sound bad.

CHECK	POSSIBLE SOLUTIONS
There is not an abnormal amount of noise inside the vehicle while using BlueConnect.	Try eliminating any additional noise by rolling up the windows, turning the heater/ac blower fan down, and reducing any loud noises or talking while using BlueConnect. Your BlueConnect unit may also pick up road noise. Try to avoid using BlueConnect when traveling on extremely rough roads.
If they hear a lot of distortion.	You may have a firmware issue. Verify the latest phone firmware is being used. Contact your phone provider / carrier.

The voice recognition is not working.

CHECK	POSSIBLE SOLUTIONS
There is not an abnormal amount of noise inside the vehicle while using BlueConnect.	Try eliminating any additional noise by rolling up the windows, turning the heater / ac blower fan down, and reducing any loud noises or talking while using BlueConnect. Your BlueConnect unit may also pick up road noise. Try to avoid using BlueConnect when traveling on extremely rough roads.
You are not speaking at the same time or before the BlueConnect beep is heard.	Wait until the beep sounds before speaking.
You are not speaking too slow, too loud, or too soft.	Try speaking in a normal voice when giving a command or response to BlueConnect.

I cannot select a phone.

CHECK	POSSIBLE SOLUTIONS
Phone is paired to BlueConnect.	Pair the phone and "LINK" to BlueConnect.
Phone is turned "ON".	Turn the phone "ON".
Phone is LINKED to BlueConnect.	Say, "*SET UP*" in main menu and then say "*SELECT PHONE*" in order to select the desired paired phone to "LINK".

I cannot import a contact.

CHECK	POSSIBLE SOLUTIONS
Phone is paired to BlueConnect.	Pair the phone and "LINK" to BlueConnect.
Bluetooth is turned "ON"	Turn the Bluetooth "ON" in your phone settings for "IMPORT CONTACT"
Phone supports Object Push Profile (OPP).	The phone must support Bluetooth OPP profile to import contact to BlueConnect.

I cannot understand the language.

CHECK	POSSIBLE SOLUTIONS
BlueConnect is in a foreign language.	Say "SET UP" in the main menu and then say "LANGUAGE", BlueConnect will ask you English, French, or Spanish in the selected language at the time. Say "ENGLISH, FRENCH, or SPANISH" for desired language.

HELP

Using the HELP feature to get BlueConnect® to give you the available commands.

1	Press and release the BlueConnect® Phone button.
2	After the beep, say, "*HELP*" or during any time BlueConnect® is "ON," press the VR button and say, "*HELP*." The module lists the available commands for the current menu. For example, say, "*HELP*" at the main menu and BlueConnect® prompts "available options are: Call, Dial, Phonebook, Redial, Emergency,or Set Up."

Defective Product

What to do?

If you suspect that you have a defective product:

1. **Before returning to your Subaru Dealer, refer to the "Troubleshooting" sections as outlined in this document and perform the checks and solutions listed.**
2. **Make an appointment at a Subaru Dealership to have the system inspected in order to determine if the product is malfunctioning.**

Warranty

This product is covered under the terms of the Subaru Limited Warranty for Genuine Accessories. Please refer to the Warranty and Maintenance booklet included with your Owner Information Kit for full details.

Before contacting Subaru Customer Service please have the following information available:

-Vehicle Identification Number
-Customer Name
-Dealership Name
-Cell Phone Service Provider
-Phone Model #

To receive product support,

LOCATION	CONTACT
In the Continental US & Alaska	1-800-SUBARU-3 (1-800-782-2783) Hours of Operation Mon-Thurs: 8:30AM-7:00PM (EST) Friday: 10:30 AM- 5:00 PM (EST) www.subaru.com/contactus
Hawaii	808-564-2260 www.subaruhi.com
Puerto Rico	787-793-2828
Canada	Contact your Subaru dealer for immediate assistance or log on to www.subaru.ca for general operating instructions, troubleshooting tips, and responses to common questions.

Product Compliance

This device complies with FCC rules part 15. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference that may be received including interference that may cause undesired operation. WARNING: The transmitter has been tested and complies with FCC and IC rules. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the device. The term "IC:" before the certification/registration number only signifies that Industry Canada technical specifications were met.

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