

## Notes on using the Mercedes-Benz Advanced Control (MBAC) smartphone App

Please note that connection problems may arise when you are using the "Mercedes-Benz Advanced Control" smartphone App.

If you have problems when using the App, please observe the "Troubleshooting connection problems and re-installation" assistance described in the following.

Requirements for using the smartphone App:

- You are in the immediate vicinity of the vehicle.
- Bluetooth® is activated on the smartphone.
- The MBAC Smartphone App has the required access permission.

## Troubleshooting connection problems and re-installation

**Your vehicle has already been paired with the App but is no longer shown**



In this case, operation via Bluetooth® will be temporarily unavailable.

- ▶ Use the MBUX multimedia system.

### The connection to MBAC has failed

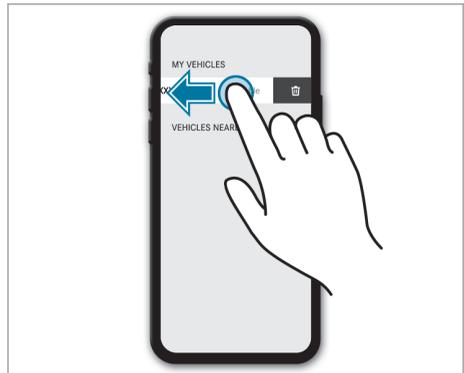
This can happen after re-opening the App or leaving Bluetooth® range.



- ▶ Re-establish the connection by selecting the vehicle in the overview.

### A new connection cannot be established

The vehicle is shown in the overview. Despite restarting the App, it is not possible to establish a connection. In this case, it is necessary to pair the vehicle and the smartphone again.



- ▶ Swipe left in the corresponding line to remove the vehicle from the App.
- ▶ Remove the vehicle from the smartphone's Bluetooth® settings.
- ▶ Under [Mercedes-Benz Advanced Control Unit, Settings, Bluetooth](#) in the multimedia system, use the [Delete](#) function to remove the smartphone.
- ▶ Follow the steps shown in the App until the vehicle overview is displayed.
- ▶ Select the vehicle's MBAC unit in the "VEHICLES NEARBY" list.

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- ▶ Under **Mercedes-Benz Advanced Control Unit, Settings, Bluetooth** in the multimedia system, select the **Visible for all devices** function.
  - ▶ When prompted, enter the last six digits of the vehicle identification number (VIN) of the vehicle.
  - ▶ At the following prompt, enter the last eight digits of the VIN to validate the connection.
- ⓘ You can find the vehicle identification number (VIN) of the vehicle in line "E" of the vehicle registration document or in the door frame on the driver's side.



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