



Audi MMI Smartphone Interface

Customer FAQ

Q: What models have wireless compatibility with the MMI Smartphone Interface?

Apple CarPlay: Wireless

- > Model Year 2019 (MIB2+ MMI)
A6, A7, A8, Q8, e-tron SUV
- > Model Year 2020 (MIB2+ MMI)
A6, A7, A8, Q3, Q7, Q8, e-tron SUV, e-tron sportback
- > Model Year 2021 (MIB2+ MMI)
Q3
- > Model Year 2021 (MIB3 MMI)
A4, A5, A6, A7, A8, Q5, Q7, Q8, e-tron SUV, e-tron sportback
- > Model Year 2022 (MIB3 MMI)
A4, A5, A6, A7, A8, Q3, Q5, Q7, Q8, e-tron SUV, e-tron sportback, e-tron GT

Android Auto: Wireless

- > Model Year 2022 (MIB3 MMI)
A3, A4, A5, A6, A7, A8, Q3, Q5, Q7, Q8, e-tron SUV, e-tron sportback, e-tron GT, (TBD: Q4 e-tron)

Customer FAQ

Q: What models have wired compatibility with the MMI Smartphone Interface?

Apple CarPlay & Android Auto: Wired

- > Model Year 2017+ (MIB2 MMI)
TT, R8, A3, A4, A6, A7, Q7
- > Model Year 2018+ (MIB2 MMI)
TT, R8, A3, A4, A5, A6, A7, Q5, Q7
- > Model Year 2019 (MIB2+ MMI)
A6, A7, A8, Q8, e-tron SUV
- > Model Year 2020 (MIB2 MMI)
Q5
- > Model Year 2020 (MIB2+ MMI)
A6, A7, A8, Q3, Q7, Q8, e-tron SUV, e-tron sportback
- > Model Year 2020 (MIB3 MMI)
A4, A5
- > Model Year 2021 (MIB2+ MMI)
Q3
- > Model Year 2021 (MIB3 MMI)
A4, A5, A6, A7, A8, Q5, Q7, Q8, e-tron SUV, e-tron sportback
- > Model Year 2022 (MIB3 MMI)
A4, A5, A6, A7, A8, Q3, Q5, Q7, Q8, e-tron SUV, e-tron sportback, e-tron GT

Customer FAQ

Q: Sometimes after I start my vehicle, I cannot start Wireless Apple CarPlay. When I touch the tile in the MMI, the tile will turn green, but Apple CarPlay does not start.

A: This situation can occur when the MMI attempts to start Wireless Apple CarPlay and it cannot find the iPhone on the MMI's Wi-Fi network. Typically when this occurs the iPhone is still active on a different Wi-Fi hotspot (home or work network). Wireless Apple CarPlay sessions operate over Wi-Fi, but the Bluetooth communication is used initially to tell the MMI that the iPhone is present and ready to use Wireless Apple CarPlay (as well as share the Wi-Fi security information).

After the MMI attempts to make a connection to the iPhone for Apple CarPlay over the Wi-Fi, it soon realizes it cannot find the iPhone because the iPhone is connected to a different hotspot. This also can happen if the iPhone is manually paired to the 2.4Ghz band of the car's Wi-Fi hotspot. **The MMI has two bands for Wi-Fi, 2.4Ghz (labeled AUDI_XXXX) and the 5Ghz (labeled AUDI_XXXX_5Ghz). Apple CarPlay uses the 5Ghz band and this is automatically chosen when the first pairing is done.** If you try to manually pair the iPhone to the 2.4Ghz band it can create this concern because from this point on the iPhone is constantly switching between the two bands which can upset Wireless Apple Carplay.

To fix this issue, in the iPhone settings, go to the Bluetooth settings for the MMI and select the little "(i)" next to the MMI's name and then cycle the "Apple CarPlay" option off and back on. If Apple CarPlay does not automatically start then reselect it in the MMI. Please remember that this step will need to be repeated anytime this issue occurs again in the future.

Q: Why do I have issues with Wireless Apple CarPlay since the latest iOS update?

A: You will need to reset your network setting on the iPhone. Tap Settings > General > Reset > Reset network settings. This will also reset the Wi-Fi network and passwords, your cellular settings and any VPN or APN settings that you may have used before.

Customer FAQ

Q: My Audi Connect Plus plan has expired, why can I no longer use Wireless Apple CarPlay?

A: If this happens, you must either turn on Wi-Fi assist, or delete all pairings for the Wi-Fi and Bluetooth connections. Then, perform a new Bluetooth pairing only.

If this does not rectify the issue, delete the MMI Wi-Fi hotspot settings in the iPhone, delete the Bluetooth Pairing in the iPhone and MMI, and then pair the iPhone again to Bluetooth and accept the prompts for Wireless Apple CarPlay. Please DO NOT manually connect the iPhone to the Wi-Fi Hotspot in the vehicle, because then the iPhone will try to use the MMI for data usage. Since no data can be obtained with an expired Audi Connect Plus plan, Wireless Apple CarPlay will not function.

Q: Why won't Apple CarPlay turn on automatically when I turn on the car?

A: Check to make sure your iPhone is not connected to a different Wi-Fi hotspot, instead of a home, or other Wi-Fi connection. If your phone is not properly connected to the Wi-Fi hotspot of the vehicle, Apple CarPlay will not operate.

Q: Wireless Apple CarPlay only works intermittently, what could be causing this?

A: Unlock the iPhone, or turn off the USB accessories security feature. Apple has instituted security features in iOS starting with iOS 12. The newest feature locks out the use of connected USB accessories, including the MMI, if the iPhone has not been unlocked in the last hour before connecting the iPhone to the vehicle's USB or Wi-Fi hotspot. Unlock the iPhone to fix the concern.

Customer FAQ

Q: Apple CarPlay starts with a blank, or black screen, what could be causing this?

A: At this time, there are some troubleshooting steps you can take to correct this concern. First, make sure the operating system is updated to the latest version (iOS 15). If the software is already at this version, go into your music settings and turn off EQ profiles assigned to music.

If this does not fix the issue, reset network settings in the iPhone and delete the pairing in the MMI.