Jaguar – Bluetooth® FAQs

"Phones with Bluetooth technology listed on Jaguar.com have been through a functional assessment. Each phone's performance level can differ as a result of; phone software version, coverage and/or your wireless carrier/service provider. It is also important to note that phone warranty is the responsibility of the phone manufacturer and not Jaguar."

1. About the Technology

Q. What is Bluetooth?
A. Bluetooth is the name for a short-range radio frequency (RF) technology that operates at 2.4 GHz and is capable of transmitting voice and data wirelessly. The effective range of Bluetooth devices is 32 feet (10 metres) and Bluetooth transfers data at a rate of 1 Mbps.

Q. Why is the technology called Bluetooth?
A. Bluetooth is a brand named after the Danish King Harold 'Bluetooth' Blaatand who unified Denmark and Norway. In the beginning of the Bluetooth wireless technology era, Bluetooth was aimed at unifying the telecom and computing industries.

2. About the Phones

Q. Is any phone model compatible provided it has the required software?
A. No – Jaguar has only tested the models listed as compatible and can only recommend these as suitable handsets for Jaguar Bluetooth Connectivity.   Jaguar Product Development continues to validate more phones for compatibility with the Bluetooth system on an on-going basis. Revised phone compatibility lists will be issued every quarter. The last update of the information is recorded at the bottom of each document.

Q. Why aren't there any PDA/Blackberry type phones on the approved list?
A. PDA/Blackberry devices typically run an open operating system (such as Microsoft Windows CE) and as such demand higher levels of Bluetooth security for pairing (not required for standard mobile phones). This higher level of security is not currently supported by Jaguar. Jaguar Product Development is investigating ways of improving PDA/Blackberry phone compatibility, and vehicle software enhancements will be implemented at the earliest opportunity.

3. Phone Compatibility and Software version

Jaguar Bluetooth Connectivity was developed to be used with a selected range of mobile phones from a number of different manufacturers. Some mobile phones feature different operating software versions – the correct version is needed for successful integration with the Jaguar Bluetooth system. Please refer to compatibility list for applicable software level. In order to locate your phone's software level, please refer to the handset user guide.

Q. Why is the software important?
A. This defines the standard specifications agreed by the Bluetooth Special Interest Group (SIG) who defined how Bluetooth would work in the automotive sector. Early phones were not developed in line with the defined specification. It is also important to ensure that the phone does not have an earlier or later level software as Jaguar cannot guarantee compatibility with untested software versions.

Q. Can software be updated?
A. Yes – but how this is done varies by phone manufacturer. Contacting the phone retailer or visiting the phone manufacturer's website will provide information for obtaining compatible software. Note that it is not always possible to downgrade phone software to a previous version (phone manufacturer dependent). Jaguar is unable to update your phone software level.
Q. What if my phone is not Jaguar approved?
A. It may work, or work partially; however Jaguar cannot guarantee the level of operation.

4. About Phonebook Compatibility

Q. Why aren't all phones able to transfer phonebook data to the vehicle?
A. Not all phones support the phonebook transfer strategy implemented on the vehicle. There are several strategies available for transferring phonebooks over Bluetooth but there is no industry standard.

Jaguar – Bluetooth® FAQs

Jaguar Product Development is continually monitoring market trends and investigating ways of improving phonebook compatibility. Wherever improvements can be identified they will be implemented at the earliest opportunity. Please note the new XK has a different vehicle operating system to that of X-Type, S-Type, XJ and previous generation XK. Please refer to vehicle handbook.

Q. Is the phonebook permanently stored in the vehicle?
A. Yes, a copy of the phonebook is stored for each paired phone (up to five phones can be paired to the vehicle). Note it is only possible to view the phonebook of the phone that is currently connected to the vehicle.

Q. What happens if I change any of the phonebook entries after downloading the phonebook to the vehicle?
A. As long as automatic phonebook download is turned on the vehicle's phonebook will be updated every time the phone is connected to the vehicle.

5. About Jaguar Bluetooth Functionality

Q. How does the Jaguar Bluetooth functionality compare to other manufacturer's solutions?
A. The level of integration with the vehicle controls and primary Bluetooth features including phonebook transfer facility is competitive with other vehicle manufacture's Bluetooth options.

Q. How does the functionality differ from the previous Jaguar in-car fixed phone?
A. The level of integration is the same. The Bluetooth handset is the customer's own mobile and is not docked into the car. Bluetooth does not have the option to send and receive SMS text messages.

Q. Can numbers in the phonebook be scrolled through using the steering wheel controls?
A. Yes

Q. Can you dial from the audio head unit, touch screen display or steering wheel controls?
A. Yes

Q. If two previously paired handsets are present in the vehicle at the same time, which phone will achieve Bluetooth connection?
A. The last phone handset paired to the vehicle will automatically achieve connection.

Q. Where do I find the secure pairing code for my vehicle?
A. Please consult your vehicle's handbook.

Q. Will my handset battery life be affected when my Bluetooth is operating?
A. Yes. Note Bluetooth operation uses more battery power, secondly handset battery management tools will automatically disable Bluetooth functionality when battery life is low.

Q. What happens if I have correctly paired my handset and I'm still experiencing functionality difficulties? For example, during a call you can hear caller but they can't hear you.
A. You will need to reconnect; this must be done by finding somewhere safe to stop the vehicle. Firstly turn ignition off and then wait for approx 5 minutes for the module to power down, then restart the vehicle and wait for a further 2 minutes before using the phone.

Q. Am I able to activate my Bluetooth as soon as I enter the vehicle?
A. Yes this is possible, however Jaguar would recommend that you wait for approx 2 minutes (after starting the vehicle) prior to Bluetooth use.

6. About the Phone Location in the Vehicle

Q. Does the system require a docking station, cradle or separate aerial for the phone?
A. These are not necessary – Jaguar Bluetooth is a wireless phone connection and does not require a docking station or cradle. The system is also designed to function without an external aerial.

Q. How is the phone battery charged in the vehicle?
A. The phone can be charged using the in-car 12V power socket, charging leads can be purchased from any phone store.

Q. Can the phone be kept in the owner's pocket or bag?

Jaguar – Bluetooth® FAQs

A. Yes it can be located anywhere in the cabin. Whilst it may function from the boot (trunk), Jaguar does not recommend this, as the signal may be weaker in this enclosed environment.

7. How the Phone and Vehicle Communicate

Q. Does Bluetooth have to be enabled on the phone?
A. Yes, this can be done following phone handset instructions (refer to phone manufacturers guide)

Q. Does the phone need to be switched on to work?
A. Yes

Q. Why can't the vehicle find my phone during pairing? XK only
A. If you have an approved phone make sure it is turned on and Bluetooth is enabled/switched on. You also need to ensure that the phone's Bluetooth identity is 'visible to all' or 'discoverable' (refer to the phone manufacturer's guide for details of how to make the phone visible/discoverable). After checking this, try searching for the phone again using the vehicle's touchscreen.
The searching process can take a few minutes to complete. If the view on the touchscreen changes before the search results are displayed make sure that the 'timeout to homescreen' feature is turned off (refer to system setting in the touchscreen section of the handbook).
If you are still unable to find your phone it is possible that the phone is faulty. Please contact your phone retailer for advice on how to check if your phone is operating correctly.

Q. Is it possible to store pairing details for more than one phone?
A. Yes, however the number of phones differs between vehicles. Five phones can be stored in the new XK, one for X-Type/S-Type/XJ/previous generation XK. However, only one phone can be used via Bluetooth at any time.

Q. If the phone battery gets low or Bluetooth is turned off will the pairing be lost?
A. No, pairing need only be done once, and then the phone can be connected/disconnected as frequently as the customer wishes. It is recommended that the customer keeps the phone battery charged at all times – some phones turn Bluetooth off automatically when the phone battery gets low.

Q. How safe is the system to mobile phone cloning?
A. The user has to select a special mode to get handsets to be paired to the vehicle. Other Bluetooth enabled handsets cannot communicate with the car without first being paired by the user, thus making the system secure.

Q. Do I need to make the phone's Bluetooth identity visible/discoverable?
A. Yes, in order to pair your phone to the vehicle the phone's Bluetooth identity must be visible in order for the vehicle to find the phone when searching for devices. Refer to the phone manufacturer's guide for details of how to make the phone visible/discoverable. For security reasons, Jaguar recommends that the phone's identity is hidden after pairing has been completed.

Q. Once the phone is paired, what do I have to do each time to make the phone work in the car?
A. Every time you come back to the car, it should automatically reconnect to the last connected phone. (please note auto connect must be activated on your phone handset). If you are unsure which phone was last connected to the vehicle, check the paired phone list on the touchscreen – the last connected phone is the device at the top of the list.

8. If something goes wrong

Q. My phone has stopped working correctly with the vehicle. What should I do?
A. Your Jaguar dealer is always there to help but there are a few simple steps that may help get you going again.
> 1) Mobile phones run extremely complex software and it is possible that the phone software can lock-up from time to time. If the phone fails to connect to the vehicle, try turning the phone off and remove the phone battery for a short duration. Then replace the battery and turn the phone on and try to reconnect to the vehicle.
> 2) Check that the phone battery is fully charged. Using the phone to make long phone calls whilst connected to the vehicle via Bluetooth can significantly drain the battery. If the phone battery is low, the Bluetooth link might become temporarily disabled.
> 3) Check that your phone was the last connected phone to the vehicle.
> 4) Check that your phone has not been deleted from the paired phone list.