



in conjunction with RADIONAV system
Guide to Services

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GUIDE TO SERVICES

GENERAL INFORMATION

With **Blue&Me™ Nav** you can access a series of services that can be requested at the time of purchasing the car or later on. To activate the services, refer to the subscription form, available at www.alfaromeo.com or from Alfa Romeo Authorized Services.

SOS SERVICE

The **Blue&Me™ Nav SOS** service allows you to take advantage of roadside assistance and medical services during your journeys.

In case of any sort of emergency, simply press the **SOS** button in the passenger compartment and you will be directed to a Service Centre through an SMS text message containing the details for requesting assistance and the GPS position of the car for your location.

A voice phonecall will also be forwarded to a Service Centre operator.

The **SOS** service also ensures that the request for assistance from the Service Centre takes place automatically if an air bag is deployed following an accident.

This SOS service is offered free of charge during the roadside assistance cover period included in the warranty.

INFO SERVICE

The **Blue&Me™ Nav INFO** service allows you to take advantage of automobile information services.

Wherever you are it is simple to get updates on events, the cinema, museums, road conditions, trains, restaurants, bars and much more. Simply press the ⓘ button in the passenger compartment to talk to an operator who will satisfy your requirements.

The service is available for a charge.

➡ To find out the cost of the INFO service, refer to the subscription contract.



WARNING

The use of several of the system functions whilst driving can distract attention away from the road with the risk of causing an accident or other serious consequences; they should therefore only be used when driving conditions permit and, if necessary, on with the car stationary.



WARNING

Read these instructions and follow them: before using your system, read all the safety information and instructions in this user manual ("User Guide") and follow them. Failure to observe the precautions in the User Guide can result in accidents or other serious consequences.

Keep the Manual in the car: if it is kept in the car, the User Guide will become something quick and easy to consult for those not familiar with the system. Before using the system, make sure that everyone has easy access to the User Guide and that they read the safety information and instructions carefully.

Warning Consulting the system whilst driving can distract attention away from the road with the risk of causing an accident or other serious consequences. Do not change the system settings whilst driving or enter information other than verbally (i.e. using the manual controls). Before carrying out these operations, stop the car safely in accordance with the highway code. It is important to take this precaution because setting or changing some of the functions may cause the driver to be distracted from the road and take their hands off the steering wheel.

GENERAL OPERATION

Voice command controls: the system functions can be carried out using voice commands only. Using voice commands whilst driving means that the system can be operated without taking your hands off the steering wheel.

Prolonged view of the display: never consult anything whilst driving that requires looking at the display for a long time. Stop the car safely in accordance with the highway code before consulting any of the system functions that requires prolonged attention. Even only glancing at the display occasionally can have a dangerous affect if the driver's attention is distracted at a critical time.

Setting the volume: do not turn the volume up too high. Whilst driving, keep the volume at a level where you can still here the traffic outside and emergency signals. Driving without being able to hear these can cause accidents.

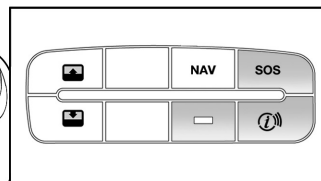
Use of Voice Recognition: the voice recognition software is based on a statistical process that is subject to error. It is your responsibility to monitor the voice recognition functions allowed by the system and to correct any mistakes.

Dangers of Distraction: the functions could require manual settings (not using voice commands). Making these settings or entering information whilst driving can distract attention causing an accident or resulting in serious danger. Before carrying out these operations, stop the car safely in accordance with the highway code.

DISPLAY AND CONTROLS ON THE STEERING WHEEL



Direct **Blu&Me™ Nav**, function buttons in the area of the front courtesy light



Red signalling LED for SOS and INFO services (*)

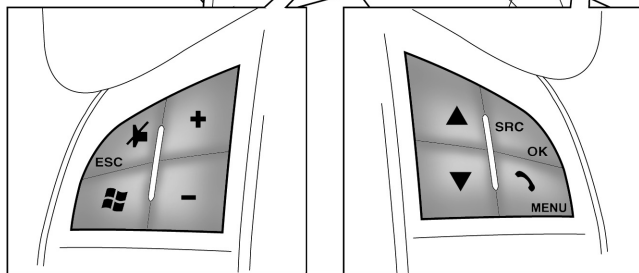






fig. 1


(*) The red LED coming on signals that there is not the connectivity required for the SOS and INFOservices.

BLUE&ME
nav

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Control	Button	Short press (less than 1 second)	Long press (more than 1 second)
ON THE STEERING WHEEL	 /MENU	– Accept incoming phone call	– Refuse incoming phone call – Ending of phone call in progress
	 /ESC	– Deactivation of voice recognition – Interruption of voice message – Deactivation/reactivation of the microphone during a phone conversation – Resetting the volume of the call tone for the incoming phone call	–
		– Activation of the voice recognition – Interruption of the voice message in order to give a new voice command	– Repetition of the last voice message given by the system
	+ / –	– Adjustment of audio volume for Blue&MeTM Nav functions: hands free, SMS reader, multimedia player, voice announcements	–
DIRECT FUNCTION BUTTONS Blue&MeTM Nav	SOS	– Access to SOS service	–
		– Access to INFO service	–

Notes

- For many functions, the **SRC/OK** and /MENU controls on the steering wheel are interchangeable and you can select the button you prefer.
- For both operating modes for the controls on the steering wheel (short or long press) the function is activated when the button is released.

DESCRIPTION OF THE SERVICES

SOS SERVICE

The **SOS** service offers the following types of assistance:

- roadside assistance in the case of a breakdown
- roadside assistance in the case of an accident
- medical assistance when travelling.

This service is available 24/7, 365 days a year.

The territorial cover of the service is the same as offered by the roadside assistance included in the contractual warranty.

The service is free of charge during the cover period included in the contractual warranty, after which the **SOS** service can be extended by taking out a subscription.

➔ For details of subscribing to the service, refer to the ACTIVATION OF SERVICES paragraph.

Request for help



To make an **SOS** request for help from the Service Centre, press the **SOS** button located in the area of the front ceiling courtesy light

Note:

The **SOS** request cannot be activated using voice commands.

The system will forward the emergency request to the Service Centre operator after a safety period of several seconds to prevent accidental activation of the service.

Blue&Me™ Nav will issue a voice message and an alarm during the safety period.

The request for help can be interrupted by pressing the **SOS** button again within the safety period (shown on the reconfigurable multifunction display).

When the safety period has elapsed, **Blue&Me™ Nav** will automatically send an SMS text message containing the information for the request for help and the GPS position of the car, simultaneously making a hands free voice phone calls to the Service Centre.

Once the information concerning the location of the car is received, the Service Centre operator will check the requirements of the request for help and quickly obtain the necessary help.

Whatever the situation, suitable help will be guaranteed even if you are not able to talk to the operator or it is not possible to make a voice phonecall to the Service Centre.

Help will only be sent if it has been possible to forward the SMS text message containing the information for the request and the GPS position of the car to the Service Centre.

Notes:

- Any activated telephone call (conversation in progress) will be automatically ended if the **SOS** service request is activated.
- If the car is switched off with the ignition key in the **STOP** position during an **SOS** service request, this will only be brought to an end with the sending of the SMS text message.

- If the car is switched off with the ignition key in the **STOP** position during a call to the Service Centre operator, it will be kept activated until the call is over or after 15 minutes of conversation.
- If information relating to the position of the car is not available (e.g. difficulties in receiving the GPS signal because the car is parked under cover) the **SOS** request to the Service Centre will still be sent.
- If it is not possible to connect to the Service Centre, **Blue&Me™ Nav** will forward the request for help to the **Emergency Number**.
- If there is no GSM signal, the message **"NO GSM SIGNAL"** will be shown on the reconfigurable multifunction display and the red LED in the buttons in the area of the front ceiling courtesy light will come on. The **SOS** request cannot be sent to the Service Centre in these circumstances.

Automatic activation

The **SOS** service is activated automatically if an air bag is deployed following an accident. In this situation the appropriate help is sent immediately even if you cannot talk to the Service Centre operator.

SOS status

The **SOS** service status and information on the **SOS** service can be acquired using voice commands.

With voice interaction:
 press  and say **"Information on SOS"**, **Blue&Me™ Nav** will list the commands available:

- **"Service status" Blue&Me™ Nav** will let you know the service status of the **SOS**:
 - NOT ACTIVATED: the **SOS** service is not available because the contract has not been signed or renewed.
 - ACTIVATED: the **SOS** service is activated.

– EMERGENCY CALLS ONLY: only a (hands free) emergency phonecall will be made to the emergency number.

In this mode, the SOS request will be sent automatically if an air bag is disabled in the case of an accident.

– MAINTENANCE: The **SOS** service is momentarily disabled by the Service Centre in the case of maintenance operations on the car.

- **"SOS procedure" Blue&Me™ Nav** will briefly describe the **SOS** service request procedure to you.

INFO SERVICE

The Service Centre will provide information on the following through this service: filling stations, weather forecasts, chemists, restaurants, hotels, cinemas and programmes, bars, events, exhibitions, markets, car parks, traffic information, booking, tickets, etc.

The **INFO** service is available, daily from 8.00 to 22.00 in Italy, France, Germany, Great Britain and Spain.


The contents of the **INFO** service differ depending on the country.

It costs to use the **INFO** service because there is no subscription but it can be activated.

➔ For details of subscribing to the service, refer to the ACTIVATION OF SERVICES paragraph.

Request for Information



To access the service, press the  button in the area of the front courtesy light, **Blue&Me™ Nav** will make a hands free phonecall to the Service Centre.

At the same time as the phonecall the system will also send an SMS text message containing the GPS position of the car so that the Service Centre can locate you.

In this way the Service Centre operator will be able to meet your needs and provide information as to where you are located.

For details of the types of information services available, refer to the **INFO** service activation contract.



DriveMe™

By means of this function **Blue&Me™ Nav** allows you to talk to an operator and receive the desired destination via SMS text messages without entering it manually.


Note

This service may not be available when the vehicle is purchased; for information on availability and activation, call the Alfa InfoMore Freephone number 80025320000 or consult the dedicated area on the www.alfaromeo.com website.

To request a new destination using the **DriveMe™** service, proceed as follows:

- Press button  and wait for a telephone connection with the operator.
- Request the chosen destination giving the address or the destination directly or by asking for information on the location of points of interest (e.g.: hotels, restaurants, chemists, airports, etc.).
- After a few seconds **Blue&Me™ Nav** will automatically receive a **DriveMe™** SMS text message containing the destination requested and will show it on the panel reconfigurable multifunction display. Press **SRC/OK** or /MENU to continue.


It is possible to start the navigation to the destination received:



 With manual interaction, use the “▲” or “▼” buttons in the **DriveMe™** menu and select the **START** option by pressing **SRC/OK** or **↶/MENU**.

 Or, using voice commands, press  and say “Start”.

Note: The destination requested will be stored in the **LAST DESTINATIONS** and can be recalled later on.


If the destination is linked to a telephone number and your **Bluetooth®** mobile phone is connected to **Blue&Me™ Nav**, it is also possible to make a phone call

 Through manual interaction, use the “▲” or “▼” buttons in the **DriveMe™** menu and selection the **CALL** option by pressing **SRC/OK** or **↶/MENU**.


 Or, using voice commands, press  and say “Call”.

At the end of the phone call the system will give you the chance of starting the navigation to the destination received via the **DriveMe™** service.

Note

If you do not want to start navigation to the destination displayed, press the /ESC button. The destination and possible associated phone number, will be stored under the **LAST DESTINATIONS** and can be recalled later on.

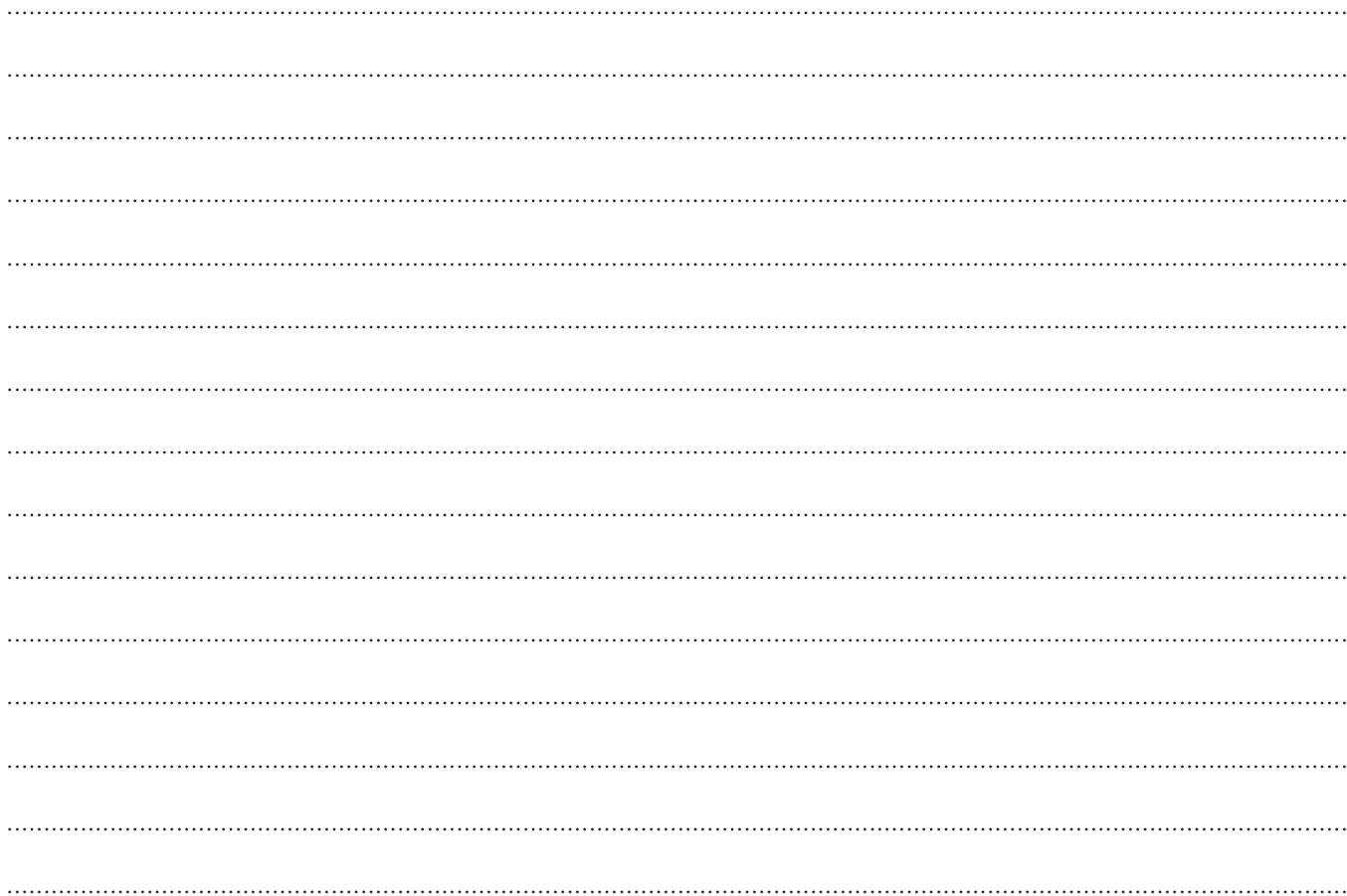
Notes:

- If after pressing the  button the message “**SERVICE NOT AVAILABLE**” is shown on the reconfigurable multi-function display, this means that the service is not available because the contract has not been signed or renewed.
- If you press the  button whilst a phonecall is in progress, the request for information from the Service Centre cannot be activated.
- If you receive a phone call straight after pressing the  button, the **INFO** service request will be interrupted before the voice call will the Service Centre is activated.
- An incoming call on your **Bluetooth®** mobile phone during a voice call to the Service Centre will be ignored by **Blue&Me™ Nav**.
- If the vehicle is switched off by turning the ignition key to the **STOP** position during a request for information, this will be brought to an end.

- If the information relating to the position of the vehicle is not available (e.g. difficulties in receiving the GPS signal because the vehicle is parked under cover) the **INFO** service request to the Service Centre will still be sent.
- If a telephone number is requested, the **INFO** service will not transfer the call directly to the number requested.
- If there is no GSM signal the message “**NO GSM SIGNAL**” will be shown on the reconfigurable multifunction display and the red LED in the buttons in the area of the front courtesy light will be on. The **SOS** request cannot be sent to the Service Centre in these circumstances.

ACTIVATION OF SERVICES

To activate the services, refer to the subscription form, available at www.alfaromeo.com or from Alfa Romeo Authorized Services.





SERVICE

CUSTOMER SERVICES

TECHNICAL SERVICES - SERVICE ENGINEERING

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