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G U I D E T O S O S E m e r g e n c y S E R V I C E
A N D I N F O S e r v i c e



GUIDE TO SOS Emergency SERVICE AND INFO Service

GENERAL INFORMATION

Blue&Me™ Nav provides access to a number of services that can be requested when purchasing your car or afterwards.

SOS Emergency SERVICE

With **Blue&Me™ Nav SOS Emergency** service you will be able to use road and medical services when traveling.

In case of emergency, you will simply need to push the **SOS** button in your cabin to send an SMS to the Service Center. The message contains the assistance request information and the GPS position of your car, required to locate you.

At the same time, a voice call will be forwarded to an operator of the Service center.

SOS Emergency service also includes the automatic request for assistance to the Service Center in case of airbag operation following an accident.

The SOS Emergency service is provided free of charge throughout the period of road assistance included in the contractual warranty.

INFO Service

INFO Service by **Blue&Me™ Nav** provides information systems to drivers.

No matter where you are, you will always easily receive information on venues, movies, museums, traffic, trains, restaurants, bars, clubs and much more. Simply press the **ⓘ** button in your cabin to be connected to an operator who will answer any need or request.

The service is available at a charge.

➡ To know the costs of the **INFO Service** please refer to your subscription agreement.



WARNING

Operating certain parts of this system while driving can distract your attention away from the road, and possibly cause an accident or other serious consequences; for this reason certain functions shall only be used when driving conditions are secure and, if required, only when the car is stopped.



WARNING

Read and Follow Instructions: before using your system, read and follow all instructions and safety information provided in this end user manual (“User’s Guide”). Not following precautions found in this User’s Guide can lead to an accident or other serious consequences.

Keep User’s Guide in the car: when kept in the car, the User’s Guide will be a ready reference for you and other users unfamiliar with the system. Please make certain that before using the system for the first time, all persons have access to the User’s Guide and read its instructions and safety information carefully.

WARNING: Operating certain parts of this system while driving can distract your attention away from the road, and possibly cause an accident or other serious consequences. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the car in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.

GENERAL OPERATION

Voice Command Control: functions within the system may be accomplished using only voice commands. Using voice commands while driving allows you to operate the system without removing your hands from the wheel.

Prolonged Views of Screen: do not access any function requiring a prolonged view of the screen while you are driving. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

Volume Setting: do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

Use of Speech Recognition Functions: speech recognition software is inherently a statistical process which is subject to errors. It is your responsibility to monitor any speech recognition functions included in the system and address any errors.

Distraction Hazard: any features may require manual (non-verbal) setup. Attempting to perform such set-up or insert data while driving can seriously distract your attention and could cause an accident or other serious consequences. Stop the vehicle in a safe and legal manner before attempting these operations.

DISPLAY AND BUTTONS ON THE STEERING WHEEL

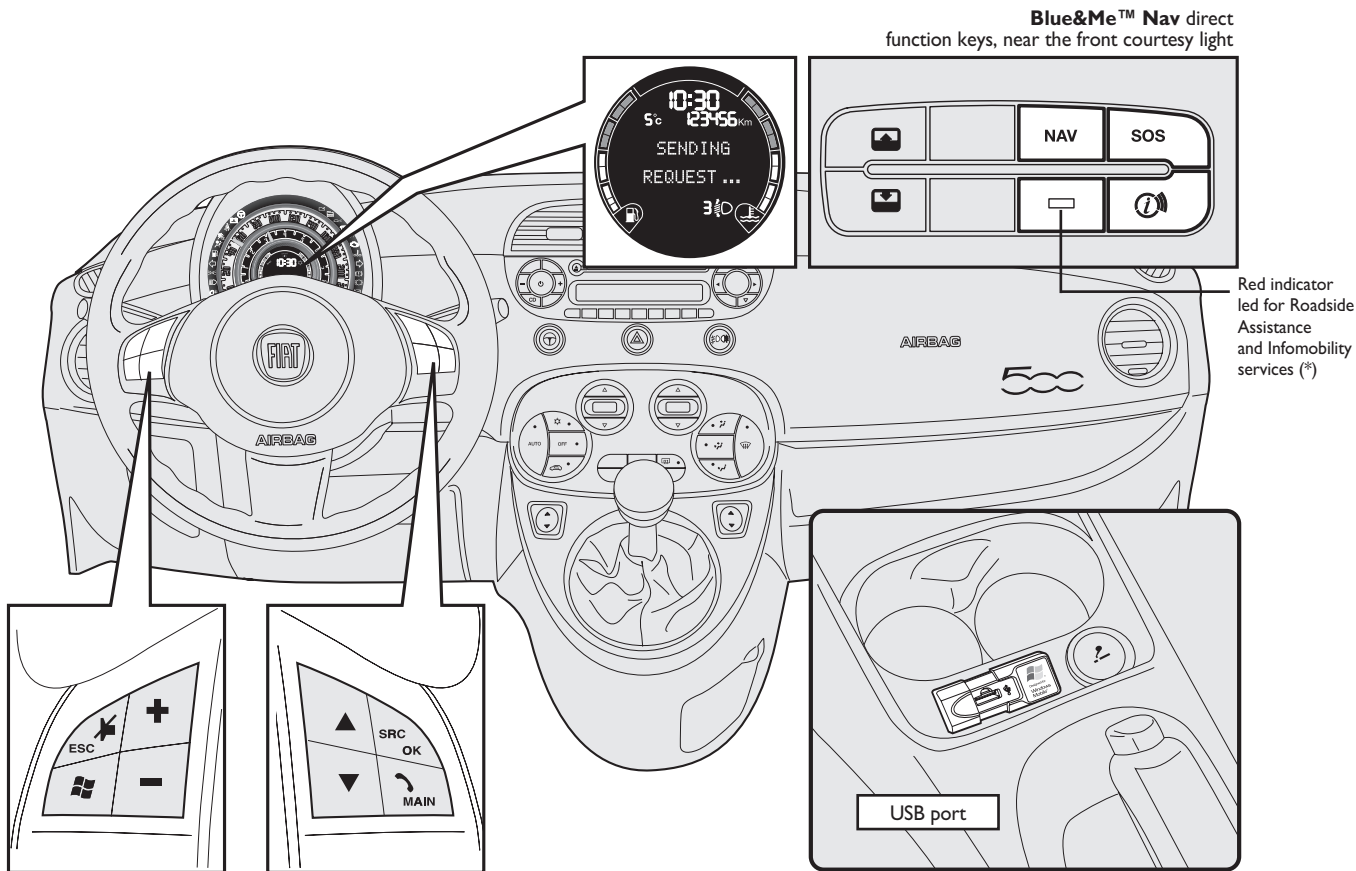






fig. 1

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(*) When red warning light is on, it means no connection to SOS Emergency and INFO Service is available.

Controls	Button	Short press function (less than 1 second)	Long press function (more than 1 second)
STEERING WHEEL	 /MAIN	– Accept an incoming phone call	– Reject an incoming phone call – End a phone call (hang up)
	 /ESC	– Cancel voice recognition – Cancel a voice announcement – Mute the ring tone of an incoming call – Media player Pause on/off	–
		– Activate voice recognition – Interrupt voice announcement to provide a new voice command	– Repeat the last utterance in a voice interaction
	+ / –	– Adjust the volume of Blue&Me™ Nav functions: hands-free kit, message reader and media player, voice announcements	–
Blue&Me™ Nav DIRECT FUNCTION KEYS	NAV	– Start Navigation Menu – Display incoming information with active navigation	–
	SOS	– Access to SOS Emergency service	–
		– Access to INFO Service	–

Note

- For many tasks, the steering wheel buttons **SRC/OK** and **~MAIN** can be used interchangeably, and you can use the key that is more convenient for you to press.
- For both operating modes of steering wheel buttons (short or long press), the function chosen will be activated when you release the button.

DESCRIPTION OF THE SERVICES

SOS Emergency SERVICE

SOS Emergency service provides you with the following type of assistance:

- road assistance in case of failure
- road assistance in case of accident
- health care when traveling.

This service is available all year round, 24 hours a day.

The territory coverage of the service is the same as the road assistance included in the agreement warranty.

The service is free of charge for the assistance period included in the agreement warranty.

➔ For information on how to subscribe to the service, see section HOW TO ACTIVATE SOS Emergency and INFO Service.

How to ask for rescue



In order to ask for **SOS** rescue to the Service Center, press the **SOS** button on the button panel in the front ceiling.

Note:

The request for **SOS Emergency** service cannot be sent by vocal control.

The system will forward the request for rescue to the operator of the Service Center after a safety time of few seconds, in order to avoid any unwanted activation.

Blue&Me™ Nav will count the safety time by a vocal message and a sound alarm.

You can cancel the rescue request procedure by pressing the **SOS** button again, within the safety time (displayed on the multi-function panel).

Once the safety time has elapsed, **Blue&Me™ Nav** will automatically send an SMS containing the assistance request information and the GPS position of your vehicle. At the same time the system will forward a voice call (loudspeaker mode) to the Service Center.

When the information regarding the position of the vehicle has been received, the Service Center operator will check the requirements of the service request and immediately send the necessary rescue team.

Suitable rescue will always be guaranteed, even if you are unable to talk to the operator or if you can't place a voice call with the Service Center.

Rescue will be sent only if the SMS with the assistance request and GPS position of the car has been forwarded to the Service Center.

Note:

- Any active phone conversation will be automatically cut off in case the **SOS Emergency** service is enabled.
- If the vehicle is turned off by turning the startup key to **STOP** position during the **SOS Emergency** request, it will be completed only with the sending of the SMS message.
- If the vehicle is turned off by turning the startup key to **STOP** during a call with the Service Center operator, the call will not be cut off until completed or after 15 min. conversation.

- ❑ In case no information on the vehicle position is available (e.g. a failure to receive the GPS signal due to the vehicle being parked indoor) the request for service to **SOS Emergency** Service Center will be sent anyhow.
- ❑ Should you be unable to connect to the Service Center, **Blue&MeTMNav** will forward the rescue request to **112 International Emergency Number** (in this case only a phone call in loud-speaker mode to the Service Center will be placed, while the SMS with the information on the request for assistance and the GPS position of the car will not be sent)
- ❑ In case GSM service is missing, the message “**SEGNALE GSM ASSENTE**” will be displayed on the multi-function panel and the red warning light on the keyboard panel of the front ceiling will turn on. In this condition you cannot send the **SOS Emergency** service request to the Service Center.

Automatic activation

The **SOS Emergency** service is automatically enabled in case of airbag operation following an accident.


In this condition, fast and suitable rescue will be sent, even if you are unable to talk to the Service Center operator.

SOS Emergency service status

Through vocal controls you can find out about the status of the **SOS Emergency** service and receive information on the **SOS Emergency** service.



Vocal controls:

press  and say “**SOS Information**”, **Blue&MeTMNav** will list the available controls:

- ❑ “**Service mode**” **Blue&MeTMNav** will inform you about the status of the **SOS Emergency** service:
 - **INACTIVE**: **SOS Emergency** service is not available because you did not subscribe to the service or you haven’t renewed your subscription.
 - **ACTIVE**: **SOS Emergency** service is active.

– **IN EMERGENCY CALL ONLY, MODE**: only an emergency call (loud-speaker mode) will be placed to the 112 international emergency number.

In this mode, the automatic forwarding of the request for SOS Emergency service in case of airbag operation is disabled.

– **IN MAINTENANCE MODE**: **SOS Emergency** service has been temporarily disabled by the Service Center, due to maintenance interventions on the vehicle.

- ❑ “**SOS procedure**” **Blue&MeTMNav** will provide a brief description of the **SOS Emergency** service request.

INFO Service

This service allows you to receive information from the Service Center regarding: Gas stations, weather forecast, drugstores, restaurants, hotels, movie theatres and movies, bars and clubs, venues, exhibitions, markets, parking lots, traffic, reservations, ticketing etc.

INFO Service is available every day 8 am to 10 pm in Italy, France, Germany, United Kingdom and Spain.


INFO Service contents may vary according to the country where you are.

INFO Service charges on a per use basis, therefore you don't need to pay a subscription, although it needs to be enabled.

➔ For information on how to register, see section HOW TO ACTIVATE SOS Emergency and INFO Service.

Requesting for information






To access the service, press the  button on the front ceiling button panel, **Blue&Me™ Nav** will forward a phone call to the Service Center in loudspeaker mode.

Together with the phone call, the system will also send an SMS message containing the GPS position of the vehicle so that the Service Center can locate you.

This way the Service Center will be able to answer your needs and provide you with information pertaining to the area where you are located.

For detailed information on the type of Information services, please refer to **INFO Service** activation agreement.

Note:

- If after pressing the  button the message “**SERVIZIO NON DISPONIBILE**” is displayed on the multi-function panel, then this means the service is not available because you did not subscribe to the service or you haven't renewed your subscription.
- If you press the  button while you are on a conversation, you will not be able to send your request to the Service Center
- If you receive a phone call immediately after having pressed the  button and before making the voice call to the Service Center, the request for **INFO Service** will be cancelled.
- Blue&Me™ Nav** will ignore any incoming call to your **Bluetooth®** phone, during a voice call with the Service Center.
- If the vehicle is turned off by turning the startup key to **STOP** during a request for information the request will be completed anyhow.

- ❑ In case no information on the vehicle position is available (e.g. a failure to receive the GPS signal due to the vehicle being parked indoor) the request for service to **INFO Service** Service Center will be sent anyhow.
- ❑ If you request a phone number, please note that **INFO Service** will not be able to transfer you automatically.
- ❑ In case GSM service is missing, the message "**GSM SIGNAL ABSENT**" will be displayed on the multi-function panel and the red warning light on the keyboard panel of the front ceiling will turn on. In this condition you cannot send the **SOS Emergency** service request to the Service Center.

HOW TO ACTIVATE SOS Emergency AND INFO Service

To activate the services, please refer to the subscription form available at www.fiat.com or at Fiat Dealers.

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