

COMAND Online: The mobile phone address book has not been transferred completely

Topic number	LI82.70-P-067458
Version	1
Function group	82.70 Telephone, Voice-control-system(VCS)
Date	12-12-2017
Validity	Model 213 with code 531 Model 222 with code 531 and 808 Model 238 with code 531 Model 257 with code 531
Reason for change	
Reason for block	

Complaint:

The mobile phone address book has not been transferred completely. There are some missing contacts in the COMAND Online display (A26/17).

The problem occurs irrespective of the mobile phone used.

Cause:

1. Special character in address book of paired mobile phone.
2. Address book entry with two or more names in first name and/or last name field.

Attachments	
File	Description
Adressbook.JPG	Address book with wrong content

Remedy:

1. Please check that the contacts in the mobile phone address book do not contain any special characters.

In this complaint case, please delete the special characters (e.g. smilies) from the contact.

2. Delete doubled last names and/or first names from the address book entry.

Then reconnect the customer's mobile phone again.

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Telephone book malfunction

Attachments

XENTRY TIPS

Adressbook.JPG:

