

We've got
your answers.

FAQs



Volk-L

Hands-free Communication
and Audio System



General

What is Volkswagen Volk-L?

Volk-L is the brand name for the VW dealer installed Bluetooth™ Hands-free system. The system is fully **certified by Volkswagen** allowing hands-free communication with excellent audio quality and music streaming through your car radio. Steering wheel controls, such as the "Phone" button, can be used when available.

Where can I get Volk-L installed?

Volk-L is available for installation at your local Volkswagen dealership. Please see either vw.com or www.govolk.com to find your nearest VW dealership. Installation time will vary but allow for approximately one hour.

What Volkswagen models work with Volk-L?

Jetta/GLI 2005.5 - 2009 • GTI 06 - 09 • Passat 06 - 09 • EOS 06 - 09 • Rabbit 06 - 09 • Tiguan 2009

Owners of the Volkswagen Touareg and Beetle, and models built prior to 2005 will not be able to have Volk-L installed due to electrical differences in these vehicles. Please request from your VW dealer alternative aftermarket Bluetooth options.

The Volk-L system will activate the "Phone" button on the steering wheel controls, however, vehicles without the "Phone" button can also have Volk-L installed. The phone management in these cases is done manually on the cell phone and not via the steering wheel controls.



"Phone" button on steering wheel.

Is my warranty affected?

If your Volk-L system was installed at a Volkswagen dealership by a certified installer, the Volk-L system will be covered under your existing Volkswagen warranty. For further information, please contact your VW dealership.

Functionality

What can I do with Volk-L?

When connected to the Volk-L system, incoming calls will mute your car stereo, allowing you to talk on your cell phone without taking your hands off the wheel. This will keep you compliant with most hands-free laws throughout North America. It is also possible to stream music from your cell phone over Bluetooth to play over your car stereo system.

How do I connect my cell phone with Volk-L?

When your vehicle ignition is active, the Volk-L system will begin to look for cell phones it has paired with before. Enable Bluetooth on your cell phone and search for devices to pair with. After identifying the Volk-L system – which is named "VW UHV" – select "VW UHV" to pair. Upon receiving a request for a password, type in "0000" (four zeroes), and connect your cell phone to the Volk-L system. You can now talk hands-free for phone calls and stream music if supported by your cell phone. You can also set your cell phone to reconnect to the Volk-L system every time the car is restarted (please see instructions from your cell phone provider).

Once paired – will my cell phone automatically re-connect?

Yes, if you have authorized Volk-L to reconnect, your cell phone will automatically reconnect once the ignition is active.

How is Volk-L activated/turned on?

Your Volkswagen dealer has installed your certified Volk-L hands-free system to activate from your car's ignition. If you have paired to the system previously, it will try to reconnect to your cell phone.

How does the Volk-L system utilize the steering wheel controls?

The available steering wheel buttons for use with the Volk-L system are the "Phone" button and of course the volume up/down buttons. Press this button once to accept an incoming call or end a current call, long press the button to toggle between hands-free and privacy mode (pushing the call back into your cell phone), and the Volume Up/Down for volume control.



"Phone" and volume up/down buttons on steering wheel.

How can I get my music to play from my cell phone?

If you have a compatible Bluetooth A2DP cell phone (please see the Volk-L compatibility table), you can play music stored on your cell phone to your stereo system wirelessly through your Volk-L system. Refer to your Volk-L user guide for instructions. Please Note: some Volkswagen radios only allow music to be played from your cell phone in mono rather than in stereo. Your Volkswagen service department can determine if your radio can manage this feature.

Hands-free

How can I use Volk-L to talk hands-free?

When connected to the Volk-L system, your car radio will mute and you will hear your cell phone's ringtone over the car speakers when receiving incoming calls. To answer, just press the "Phone" button on your steering wheel and speak normally, or hold the "Phone" button down for at least 2 seconds to reject the call. During a call, press and hold the "Phone" button to transfer the call to your cell phone or back to your car speakers. When finished with a call, press the "Phone" button on the steering wheel to hang up. Additionally, if you have a "Phone" button or not, you may always use the appropriate buttons on your cell phone to perform the same functions.

Is there a possibility to save voice tags in the Volk-L's memory?

No, voice tags are stored in the compatible cell phone. Some cell phone models allow voice tag usage through the Volk-L system, while others require voice tags be spoken into the cell phone microphone itself.

How will my phone call hear me over the noise of the car?

The Volk-L system uses a microphone located near your rearview mirror that is designed to block out engine noise and other road noise while keeping your voice conversation strong. The Volk-L system is equipped with Digital Signal Processor (DSP) technology to further reduce background noise and enhance sound quality. It is not necessary for you to "shout or raise your voice" when using the Volk-L system.

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Is it possible to speak privately?

It is possible to switch your phone call from hands-free mode to the cell phone without interrupting the ongoing call. Just press and hold the "Phone" button on your steering wheel to toggle between hands-free and privacy mode.

Connectivity

How is the wireless connection established between my compatible cell phone and the Volk-L system?

Connect your cell phone for the first time by following this procedure:

1. Switch on the cell phone and your vehicles ignition.
2. Activate the Bluetooth feature in your cell phone and search for Bluetooth devices or audio enhancements.
3. Select "VW UHV".
4. Enter the Bluetooth passcode "0000" (four zeroes) on your cell phone. On some cell phones, you will need to confirm the connection separately.
5. The Volk-L system is now paired with your cell phone and ready for use. You do not need to enter the passcode if you connect the devices again.
6. If you want to connect your cell phone and the Volk-L system without manual confirmation on the cell phone, you should set the Volk-L system as an "authorized device" in the Bluetooth menu of your cell phone.

Please see the user guides of the Volk-L system and your cell phone for more detailed descriptions.

What is the Bluetooth passcode for pairing the devices?

The passcode is always "0000" (four zeroes) and will not change.

How do I know if my cell phone is compatible with Volk-L?

To check for cell phone compatibility please go to www.govolkl.com.

The Volk-L system is intended for use with any compatible cell phone that supports the relevant Bluetooth profiles: Hands-free Profile version 1.5 for hands-free telephony, for Bluetooth music streaming, the A2DP (Advanced Audio Distribution Profile) is needed. See the compatibility table on www.govolkl.com.

If your cell phone has the Bluetooth Hands-free Profile version 1.5 – the Volk-L system is backwards compatible to version 1.0.

How does Bluetooth wireless technology work in Volk-L?

Bluetooth wireless technology is based on a radio with a receiver and a transmitter that have been built into a microchip. One of these microchips is incorporated into the hands-free unit of the Volk-L system, and another is integrated into compatible cell phones. Bluetooth wireless technology makes it possible to create automatic, wireless connections between the Volk-L system and the cell phone within a radius of about 30 feet without physical cables or line-of-sight connection.

Which Bluetooth Profiles does the Volk-L support?

The Volk-L system supports the Hands-free Profile V1.5 for call control and A2DP V1.0 for Bluetooth music streaming. Volk-L supports the Bluetooth 1.2 specification.

The Hands-free Profile V1.5 is backwards compatible to V1.0.

Which cell phones support Bluetooth Hands-free Profile?

A list of cell phones that have been tested with the Volk-L system can be found on govolkl.com – a general list of which cell phones have Bluetooth Hands-free Profile can be found on the official web pages of the Bluetooth Special Interest Group (SIG) (www.bluetooth.com).

Please check with the manufacturer of your cell phone or refer the user guide to verify if your cell phone supports Hands-free Profile 1.0, 1.5, or A2DP 1.0.

Compatibility

What can I do if my cell phone is listed as compatible but does not work properly with Volk-L?

Please check our compatibility list on govolkl.com – verify that your cell phone functions correctly generally – or contact us at info@govolkl.com for more support information.

Can I use wireless mobile navigation?

When using your cell phone for navigation, the prompts for navigation will come through just as they come through on a normal cell phone call. For mobile navigation you can use wireless GPS devices together with the cell phone and Volk-L, the voice guidance is audible through the speakers and the map is shown on the display of the cell phone.

Installation

Does the Volk-L system fit any vehicle or are there installation restrictions in some car models?

The Volk-L system fits most Volkswagen vehicles (see general information for details). Installation locations depend on your vehicle type and model. Please ensure the Volk-L system is installed by a certified VW dealer – this will not only ensure there are no warranty issues but also ensure that the parts are installed in the recommended location for your vehicle.

How much will the installation of Volk-L cost?

The price of the installation depends on your car type and model. Please ask your Volkswagen dealer for a quotation.