

Reference	SSM71998
Models	XK / X150 F-TYPE / X152 XJ / X351 XF / X250
Title	Apple iOS8, iPhone 6 and 6 Plus issue affecting phone operation
Category	Electrical
Last modified	23-Sep-2014 00:00:00
Symptom	205000 Electrical Accessories
Attachments	
Content	<p><u>Issue</u> Customers might be experiencing an issue with iPhones 6 and 6Plus, as well as iPhones that have been updated to iOS8. The issue is common across all manufacturers.</p> <p><u>Symptoms</u> When the Apple device is connected to the car system and a call is received there is no option to answer or reject the incoming call on the system. The steering wheel controls also have no effect. The touch screen continues to display the Phone Screen. The pop-up screen to answer or reject the call is not shown.</p> <p><u>What Apple products:</u> Seen on some iPhones 6 and 6Plus devices, as well as iPhones that have been updated to iOS8. Note: Not all devices will be affected by this issue.</p> <p><u>Cause</u> This is caused due to the new iCloud "iPhone Cellular Calls" feature. This issue is an IOS issue and not a car system issue.</p> <p><u>Action</u> If the user is experiencing the above mentioned symptoms then they should go to settings, select iCloud and then turn that option off. The user should then delete the car's bluetooth pairing from the phone and then turn the phone "off" and then "on". Whilst the phone is being power cycled the user should then delete the phone from the car's system. The phone should then be paired to the car and start using it as normal.</p>