Vehicle Distributor

In the USA:
Mercedes-Benz USA, LLC
One Mercedes Drive
Montvale, NJ 07645-0350
www.mbusa.com

Customer Assistance Center:
1-877-762-8267

In Canada:
Mercedes-Benz Canada Inc.
98 Vanderhoof Avenue
Toronto, ON M4G 4C9
www.mercedes-benz.ca

Customer Relations Department:
1-800-387-0100

Mercedes-Benz USA, LLC and Mercedes-Benz Canada Inc. are Daimler companies.

Canada only:
*Authorized Sprinter Dealer* is defined as an authorized Mercedes-Benz Sprinter Dealer.
Welcome to Audio 20.

Please familiarize yourself with your Audio 20 radio and read this Operator’s Manual before using it. This will help you to obtain the maximum pleasure from your system and to avoid endangering yourself and others.

The equipment or product description of your Audio 20 may vary, depending on:

- model
- order
- country specification
- availability

The manufacturer continuously updates its vehicles and equipment. We therefore reserve the right to make changes with regard to:

- design
- equipment
- technical features

Your nearest authorized Sprinter Dealer will be happy to assist you further if you have any other questions.

This manual is an integral part of the vehicle. Always keep this Operator’s Manual in the vehicle. Pass it on to the new owner if you sell the vehicle.

We extend our best wishes for many miles of safe, pleasurable driving.
<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Index</td>
<td>4</td>
</tr>
<tr>
<td>Introduction</td>
<td>7</td>
</tr>
<tr>
<td>At a glance</td>
<td>9</td>
</tr>
<tr>
<td>Audio</td>
<td>17</td>
</tr>
<tr>
<td>Telephone</td>
<td>31</td>
</tr>
<tr>
<td>System settings</td>
<td>47</td>
</tr>
<tr>
<td>A</td>
<td>Audio AUX mode</td>
</tr>
<tr>
<td>---</td>
<td>----------------</td>
</tr>
<tr>
<td>Authorizing</td>
<td>Cell phone</td>
</tr>
<tr>
<td>Autostore</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>Back button</td>
</tr>
<tr>
<td>Balance</td>
<td></td>
</tr>
<tr>
<td>Basic functions</td>
<td></td>
</tr>
<tr>
<td>Basic menu</td>
<td>Calling up</td>
</tr>
<tr>
<td></td>
<td>Overview</td>
</tr>
<tr>
<td>Bass</td>
<td></td>
</tr>
<tr>
<td>Bluetooth® Interface</td>
<td></td>
</tr>
<tr>
<td>Brightness</td>
<td></td>
</tr>
<tr>
<td>Business cards</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Call lists</td>
</tr>
<tr>
<td></td>
<td>Calling up the list</td>
</tr>
<tr>
<td></td>
<td>Deleting</td>
</tr>
<tr>
<td>Caller ID</td>
<td></td>
</tr>
<tr>
<td>CD</td>
<td>Copy protection</td>
</tr>
<tr>
<td></td>
<td>Ejecting</td>
</tr>
<tr>
<td></td>
<td>General information</td>
</tr>
<tr>
<td></td>
<td>Loading</td>
</tr>
<tr>
<td></td>
<td>Mediums</td>
</tr>
<tr>
<td></td>
<td>Multisession</td>
</tr>
<tr>
<td></td>
<td>Playback options</td>
</tr>
<tr>
<td></td>
<td>Risk of injury</td>
</tr>
<tr>
<td></td>
<td>Selecting a track</td>
</tr>
<tr>
<td></td>
<td>Selecting Medium</td>
</tr>
<tr>
<td>Cell phone</td>
<td>De-registering</td>
</tr>
<tr>
<td></td>
<td>Registering</td>
</tr>
<tr>
<td>Channel list</td>
<td>see Weather channels</td>
</tr>
<tr>
<td>Clear button</td>
<td></td>
</tr>
<tr>
<td>Copy protection</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Display</td>
</tr>
<tr>
<td></td>
<td>Adjusting</td>
</tr>
<tr>
<td></td>
<td>Language selection</td>
</tr>
<tr>
<td></td>
<td>Switching on/off</td>
</tr>
<tr>
<td>DTMF tones</td>
<td>Sending</td>
</tr>
<tr>
<td>E</td>
<td>Emergency calls “911”</td>
</tr>
<tr>
<td>External authorization</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>Fader</td>
</tr>
<tr>
<td>Fast forward (CD)</td>
<td></td>
</tr>
<tr>
<td>Frequency entry</td>
<td>Manually</td>
</tr>
<tr>
<td>I</td>
<td>Interference</td>
</tr>
<tr>
<td>Language selection</td>
<td></td>
</tr>
<tr>
<td>M</td>
<td>Mediums</td>
</tr>
<tr>
<td></td>
<td>Audio CD</td>
</tr>
<tr>
<td></td>
<td>MP3</td>
</tr>
<tr>
<td>Menu</td>
<td>Horizontal</td>
</tr>
<tr>
<td></td>
<td>Overview</td>
</tr>
<tr>
<td></td>
<td>Vertical</td>
</tr>
<tr>
<td>MP3</td>
<td>Bit and sampling rates</td>
</tr>
<tr>
<td></td>
<td>Copyright</td>
</tr>
<tr>
<td></td>
<td>File systems</td>
</tr>
<tr>
<td></td>
<td>Formats</td>
</tr>
<tr>
<td></td>
<td>Mediums</td>
</tr>
<tr>
<td></td>
<td>Selecting Medium</td>
</tr>
<tr>
<td>Multisession CDs</td>
<td></td>
</tr>
<tr>
<td>Mute</td>
<td></td>
</tr>
</tbody>
</table>
## Index

| O | Operating safety | 7 |
| Operating system | 10 |
| Operation | 11, 13 |

| P | Phone book | 39 |
| Calling up | 39 |
| Deleting an entry | 41 |
| Selecting an entry | 39 |
| Presets | 20 |
| Proper use | 8 |

| R | Radio mode | 18 |
| Menu overview | 18 |
| Switching to | 18 |
| Reset | 50 |
| Rewind (CD) | 28 |
| Risk of injury (CD) | 7 |

| S | Sound | 15 |
| Balance | 15 |
| Bass | 15 |
| On/off | 14 |
| Treble | 15 |

| Station | Adjusting | 19 |
| Presets | 20 |
| Storing | 20 |
| Station list | 19 |
| Station memory | 19 |
| Station search | 19 |

| Steering wheel with buttons | 15 |
| Calling up call lists | 45 |
| Calling up the phone book | 45 |
| Selecting a track | 30 |
| Setting stations/weather channels | 30 |
| Using the telephone | 45 |

| Switching on/off | 14 |

### System settings
- Bluetooth® | 49 |
- Display | 49 |
- Factory settings | 49 |
- Language | 48 |

### Telephone
- Accepting/rejecting a call | 41 |
- Basic menu | 36 |
- Bluetooth® | 33 |
- Call waiting | 44 |
- DTMF tone transmission | 44 |
- Ending an active call | 43 |
- Function restrictions | 33 |
- Hands-free microphone switching on/off | 44 |
- Incoming call | 41 |
- Menu overview | 36 |
- Outbound call | 42 |
- Redialing | 43 |
- Setting reception and transmission volume | 37 |
- Single call connection | 44 |
- Switching to telephone mode | 36 |
- Telephone number entry | 42 |

### Treble
- 15 |

### Using the telephone
- 41 |

### vCards
- 38 |

### Volume
- Adjusting | 14 |

### Waveband
- 19 |

### Weather Band (WB)
- 18 |

### Weather channels
- Adjusting | 19 |
- Channel list | 19 |
Introduction

Your vehicle may have some or all of the equipment described in this manual. Therefore, you may find explanations for optional equipment not installed in your vehicle. If you have any questions about operating particular equipment, any authorized Sprinter Dealer will be glad to demonstrate the proper procedures.

Optional equipment is also described in this manual, including operating instructions wherever necessary. Since they are special-order items, the descriptions and illustrations herein may vary slightly from the actual equipment of your vehicle.

If there are any equipment details that are not shown or described in this Operator’s Manual, any authorized Sprinter Dealer will be glad to inform you of correct care and operating procedures. The Operator’s Manual is an important document and should be kept with the vehicle.

Operating safety

⚠️ Risk of accident
Always focus your attention on the traffic conditions. Only use Audio 20 or the telephone when the road and traffic conditions permit. Operating Audio 20 or the telephone while driving will distract you from the traffic conditions. This could cause you to lose control of your vehicle and cause an accident. Remember that even at a speed of 30 mph (50 km/h), your vehicle covers a distance of almost 44 feet (14 m) per second.

⚠️ Risk of injury
The CD changer is a class 1 laser product. There is a risk of exposure to invisible laser radiation if you open the casing or if the casing is faulty or damaged. Do not open the casing. The unit contains no parts on which you can carry out maintenance. For safety reasons, have any necessary maintenance work carried out by qualified aftersales technicians only.

⚠️ Risk of accident and injury
Always have work on the vehicle carried out at a qualified specialist workshop. In particular, work relevant to safety or work on safety-related systems as well as maintenance work must be carried out at a qualified specialist workshop which has the necessary specialist knowledge and tools to carry out the work required.

We recommend that you use an authorized Sprinter Dealer for this purpose.

⚠️ Risk of accident
Any alterations made to electronic components can cause malfunctions. The radio, amplifier, CD changer and telephone are interconnected. When one of the components is not operational or has not been removed/replaced properly, the function of other components may be impaired. This condition might seriously impair the operating safety of your vehicle.

We recommend that you have any service work on electronic components carried out at an authorized Sprinter Dealer.
The Audio 20 internal Bluetooth \textsuperscript{®} transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

This equipment complies with FCC/IC radiation exposure limits set forth for uncontrolled equipment and meets the FCC Radio Frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC Radio Frequency (RF) Exposure rules.

This equipment has such low levels of RF energy that it is deemed to comply without testing of specific absorption ratio (SAR).

USA only:

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate this equipment.

Adherence to the relevant specifications for electromagnetic compatibility is therefore guaranteed for this device.

As a result, interference caused by your equipment in other electrical/electronic equipment and interference in your equipment caused by other electrical/electronic equipment is largely prevented.

Canada only:

This device complies with RSS-210 of Industry Canada.

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Any changes or modifications not expressly approved by the Party responsible for compliance could void the user’s authority to operate this equipment.

Portable electronic devices in the vehicle can severely impair the radio reception.

**Proper use**

Always observe the following when using the audio equipment:

- the safety notes in this manual
- the national road traffic regulations
Vehicle equipment
Audio 20 operating system
Operating Audio 20
Basic functions of Audio 20
Steering wheel with buttons
Connecting an external audio source
This Operator’s Manual describes all features, standard or optional, potentially available for your vehicle at the time of purchase. Please be aware that your vehicle might not be equipped with all features described in this manual.

### Vehicle equipment

### Audio 20 operating system

#### At a glance

<table>
<thead>
<tr>
<th>Function</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switches on radio mode</td>
<td>18</td>
</tr>
<tr>
<td>Switches wavebands</td>
<td>19</td>
</tr>
<tr>
<td>Calls up the system settings</td>
<td>48</td>
</tr>
<tr>
<td>Selects Audio CD/MP3 mode</td>
<td>21</td>
</tr>
<tr>
<td>Selects telephone mode</td>
<td>36</td>
</tr>
<tr>
<td>Eject/load button</td>
<td>23</td>
</tr>
<tr>
<td>Disc slot</td>
<td>23</td>
</tr>
<tr>
<td>Display</td>
<td>11</td>
</tr>
<tr>
<td>Keypad</td>
<td></td>
</tr>
<tr>
<td><strong>Radio mode:</strong></td>
<td></td>
</tr>
<tr>
<td>Manual frequency entry</td>
<td>19</td>
</tr>
<tr>
<td>Station preset</td>
<td>20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Function</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Audio CD/MP3 mode:</strong></td>
<td></td>
</tr>
<tr>
<td>Track selection</td>
<td>28</td>
</tr>
<tr>
<td>CD changer magazine slot</td>
<td>23</td>
</tr>
<tr>
<td><strong>Telephone mode:</strong></td>
<td></td>
</tr>
<tr>
<td>Passcode entry</td>
<td>34</td>
</tr>
<tr>
<td>Phone number entry</td>
<td>42</td>
</tr>
<tr>
<td>DTMF tones</td>
<td>44</td>
</tr>
<tr>
<td>Clear button</td>
<td>13</td>
</tr>
<tr>
<td>Back button</td>
<td>12</td>
</tr>
<tr>
<td>Confirmation button</td>
<td>12</td>
</tr>
<tr>
<td><strong>Arrow buttons to navigate within a menu:</strong></td>
<td>12</td>
</tr>
<tr>
<td>Selects a station</td>
<td>19</td>
</tr>
<tr>
<td>Selects a track</td>
<td>27</td>
</tr>
<tr>
<td>Fast forward/rewind</td>
<td>28</td>
</tr>
</tbody>
</table>
Operating Audio 20

With the Audio 20 system you can operate the following main functions:

- audio function with the radio, disc (CD audio or MP3 mode), Audio AUX and external audio devices
- the cell phone with the phone book
- various system settings

In addition, the audio system can also be operated with the steering wheel buttons (> page 15).

In these instructions, the keypad (right side of audio control unit) and the function buttons are referred to as “buttons”.

### Display

Avoid touching the audio display at all times. The display has a very sensitive high-gloss surface, there is a risk of it being scratched. Do not press directly in the display face. Otherwise, the audio display will be damaged.

<table>
<thead>
<tr>
<th>Function</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>Control knob Adjusts the volume 14</td>
</tr>
<tr>
<td>14</td>
<td>Switches on/off 14</td>
</tr>
<tr>
<td>15</td>
<td>Selects a station Selects a track Fast forward/rewind 19 27 28</td>
</tr>
<tr>
<td>16</td>
<td>Accepts a call Starts a call Redials 42 43 41</td>
</tr>
<tr>
<td>17</td>
<td>Ends a call Rejects a call 43 41</td>
</tr>
<tr>
<td>18</td>
<td>Mute Pause function 14 27</td>
</tr>
<tr>
<td>19</td>
<td>Calls up sound settings 14</td>
</tr>
</tbody>
</table>

The currently selected mode and the associated menus are shown on the audio display. The audio display is divided into several areas.

Example illustration: Radio selected

Status line 3 displays the current settings for radio and telephone mode.

You can request the required function using menu bar 1.

The selection is made using buttons [ ], [ ], [ ], [ ].

Cell phone readiness is indicated by additional information being shown in the status line:
- In the telephone main menu:
  Name of the Bluetooth® device (calls made and received via the Bluetooth® interface) (> page 36).
- Cell phone network signal strength [ ]. This information will only be shown with suitable cell phones.
- The receiver symbol indicates whether a call is active or not.
  - No active call
  - Active call

In this example, the audio main function is set to the FM radio mode and main area 2 is active.

The layout of the menus may vary depending on your vehicle’s equipment. This Operator’s Manual shows the menus for a fully equipped vehicle.
At a glance

The following table shows the structure of the modes and their menus. Each mode has a basic menu. Each menu item in turn has several submenu items.

<table>
<thead>
<tr>
<th>Button</th>
<th>Mode/Menu</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>RADIO</td>
<td>Radio mode</td>
<td></td>
</tr>
<tr>
<td>Disc</td>
<td>Disc mode</td>
<td></td>
</tr>
<tr>
<td>TEL</td>
<td>Telephone mode</td>
<td></td>
</tr>
<tr>
<td>SYS</td>
<td>System mode</td>
<td></td>
</tr>
</tbody>
</table>

Calling up an operating mode

- Press the RADIO, DISC, TEL or SYS button.

The basic menu of the selected mode appears in the display. The main area is active. The active area is highlighted.

The following screens show the audio display’s day design. The appearance of the highlighted items in the menu will vary depending on the display design.

Radio function basic menu

- Moving to the menu bar: Press the button

Horizontal menus

- Moving through the menu bar: Press the or button.

- Confirming the selected menu item: Press the button.

- Exiting the menu bar without confirming a selection: Press the or button.

Vertical menus

- Moving through the submenu: Press the or button.

The currently selected item is highlighted.

- Confirming the selected submenu item: Press the button.

- Exiting the submenu without confirming a selection: Press the , or button.

Back button

- Moving to the superordinate menu: Press the button briefly.

- Moving to the main menu of the current operating mode: Press and hold the button.
Clear button

Use the \[c\] button for deleting digit or entire entries (▶ page 42).

► **Deleting a single digit**: Press the \[c\] button briefly.

► **Deleting entire entry**: Press and hold the \[c\] button.

**Example of how to operate Audio 20**

Example: direct frequency input FM 104.5 MHz. In the following description, an operation step is described as in the following example.

► \[RADIO\] → Radio → Enter Frequency is the short for the following individual steps.

► Press the \[RADIO\] function button repeatedly until desired waveband FM has been selected.

► **Switching to the menu bar**: Press the \[▼\] button.

► **Selecting Radio in the menu bar**: Press the \[◄\] or \[►\] button until Radio is highlighted.

► **Confirming selection**: Press the \(\bigcirc\) button. The Radio menu is selected and a list of submenus appears. Enter Frequency is highlighted/selected.

► **If it is not selected**, press the \[▲\] or \[▼\] button until Enter Frequency is highlighted.

► **Confirming selection**: Press the \(\bigcirc\) button.

The Enter Frequency submenu appears.

*It is not possible to enter a frequency in the respective waveband which is outside the frequency range. Frequencies within the current frequency range, but outside the current frequency step width are rounded to the next lower allowed frequency.*

► Enter “1045” with the number buttons on the keypad of the audio control unit.

The audio system tunes in to the frequency entered.
Basic functions of Audio 20

Switching Audio 20 system on/off

Switching on: Press the \( \text{ON} \) button.

or

If the Audio 20 system was on as you switched off the ignition, turn the key to position 1 in the ignition lock. The Audio 20 system will come back on with the last selected function.

Switching off: Press the \( \text{ON} \) button.

or

Turn the key to position 0 in the ignition lock and remove the key.

Adjusting: Turn the \( \text{ON} \) control knob 1.

or

Press the \( + \) or \( - \) button on the steering wheel.

In hands-free mode, you can adjust similarly the volume of a telephone call while the call is currently active.

Sound

Switching on/off: Press the \( \text{OFF} \) button on the audio control unit.

The sound from the audio source is switched on or off.

When the sound is switched off, the \( \text{OFF} \) icon appears in the status line.

If you change the audio source, or alter the volume, the sound is automatically switched on again.

In CD and MP3 mode, the \( \text{OFF} \) button switches the pause function on or off.

Selecting sound settings

You can select different bass and treble settings for each individual audio source. The particular Sound menu can be opened from the basic menu for the desired operating mode, or by pressing the \( \text{OFF} \) sound button on the audio control unit.
Adjusting bass or treble

► **Treble or Bass.**
or
► **Select Sound → Treble or Bass.**

The Sound menu appears. A longer and brighter bar indicates the previously stored setting. The red pointer indicates the currently selected setting.

Example for adjusting bass

► **Changing setting:** Press the ▲ or ▼ button until the desired treble or bass setting is reached.

► **Saving setting:** Press the OK or button.

The setting is stored and the menu is exited.

Adjusting the balance or fader settings

Balance and fader settings apply to all audio sources.

Balance and fader determines whether the sound is louder on the right or left, or in the front or the rear of the vehicle.

- The fader can only be adjusted on vehicles with rear loudspeakers.

► **Bal/Fad.**
or
► **Select Sound → Bal/Fad.**

The current setting is indicated by a red line.

**Steering wheel with buttons**

<table>
<thead>
<tr>
<th>Function</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Display</td>
<td></td>
</tr>
<tr>
<td>2 Increases the volume</td>
<td>14</td>
</tr>
<tr>
<td>Decreases the volume</td>
<td>14</td>
</tr>
<tr>
<td>3 Accepts a call</td>
<td>45</td>
</tr>
<tr>
<td>Ends a call</td>
<td>45</td>
</tr>
</tbody>
</table>
Connecting an external audio source

To operate Audio 20 functions with the steering wheel, the display of the instrument cluster must be set to the respective radio, CD or telephone function.

Switching over the display

- On the steering wheel, press the \[\text{V}\] or \[\text{U}\] button repeatedly until the desired menu appears.

The following displays are shown as examples.

### Radio mode display

1. Reception frequency or station identification (if sent)
2. Waveband with memory location number of the station in the station memory (if stored)

### CD mode display

1. Current CD
2. Current track

### Telephone mode display

In the basic display, you see the text Bluetooth ready (Bluetooth® telephony).

- To switch from the basic display to the list display: press the \[\text{*}\] button on the multifunction steering wheel.

In the list display, you see one of the last outbound calls instead of the Bluetooth® readiness.

- To return to the basic display: press the \[\text{~}\] button on the steering wheel.

The view then switches over to the telephone basic display.

### Connecting an external audio source

Portable electronic devices in the vehicle can severely impair the radio reception.

### Audio AUX jack

You can connect an external audio source (AUX) to Audio 20. The connection socket can be found behind the instrument cluster. Please consult an authorized Sprinter Dealer for further information.

Audio AUX mode († page 29).
Vehicle equipment
  Radio mode
  Audio CD and MP3 mode
  Audio AUX mode
Steering wheel with buttons
Vehicle equipment

This Operator’s Manual describes all features, standard or optional, potentially available for your vehicle at the time of purchase. Please be aware that your vehicle might not be equipped with all features described in this manual.

Radio mode

⚠️ Risk of accident
Please devote your attention first and foremost to the traffic situation you are in.
Before your journey, please familiarize yourself with the radio functions. Only use Audio 20 when road and traffic conditions permit you to do so. Otherwise you could be involved in an accident in which you or others could be injured.

Information about the operation of Audio 20 and the basic functions of the system can be found on (> page 10).

Menu overview

<table>
<thead>
<tr>
<th>Menu</th>
<th>Function/submenu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radio (except Weather Band WB)</td>
<td>Frequency entry</td>
</tr>
<tr>
<td></td>
<td>Station information (in FM waveband only)</td>
</tr>
<tr>
<td>Presets (except Weather Band WB)</td>
<td>Autostore</td>
</tr>
<tr>
<td></td>
<td>List of stored stations</td>
</tr>
<tr>
<td>Channel (only Weather Band WB)</td>
<td>List of channels</td>
</tr>
<tr>
<td>Sound</td>
<td>Treble</td>
</tr>
<tr>
<td></td>
<td>Bass</td>
</tr>
<tr>
<td></td>
<td>Balance / fader</td>
</tr>
</tbody>
</table>

Switching to Radio mode

Press the [RADIO] function button.
The radio basic menu appears. You will hear the last station selected.
Weather Band will automatically tune to the strongest station in the area.

Radio display in the FM waveband (example)

1. Status line showing station info (e.g. WNYC) and cell phone readiness
2. Station name or other information from the station
3. Station frequency and stored position
4. Main area with waveband

Station name or other information (2), available for the FM waveband, can only be seen when the station transmits the name or other information and the function Show Station Info in the Radio menu is activated.

> [RADIO] → Radio → Show Station Info

In the WB waveband, the audio system displays the channel number, e.g. Channel 6, instead of station names and/or frequency.
Switching wavebands

You can switch the radio between the FM, AM and WB (Weather Band) wavebands.

<table>
<thead>
<tr>
<th>Waveband</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>FM</td>
<td>87.7 – 107.9 MHz</td>
</tr>
<tr>
<td>AM</td>
<td>530 – 1710 kHz</td>
</tr>
<tr>
<td>WB</td>
<td>Weather channels</td>
</tr>
</tbody>
</table>

Press the button repeatedly until the desired waveband appears in the display.

The FM, AM, and WB wavebands are called up one after another. The waveband currently selected appears in the main area of the audio display. The last selected station in the selected waveband is heard.

Setting stations / channels

The following functions are available:

- Station search function
- Station memory (except Weather Band WB)
- Channel list (Weather Band WB only)
- Manual frequency entry (except Weather Band WB)

Setting a station / channel using station search

The search function searches for the next receivable station in the FM or AM waveband. In Weather Band (WB) the search function switches to the next channel in the channel list.

- Press the button.
- Press the button.

Setting the station using the station memory

This function is not available for Weather Band (WB).

- Select Presets in the radio display.

The memory menu appears. The dot in front of a memory position indicates that the currently selected station is stored there.

- Select a station in the memory menu using the or button and press the button.

or

- If stations have been stored in the memory, press a number button, e.g. 4, on the keypad of the control unit.

Setting a WB channel using the channel list

The channel list is only available in the WB waveband.

The channel list contains all the weather channels that can currently be received, and shows their channel number.

- Select Channel in the Radio display.

The channel list appears. The dot in front of a channel indicates the currently selected channel.

- Select a channel in the channel list using the or button and press the button.

Setting stations via manual frequency entry

This function is not available for Weather Band (WB).

- Select Radio → Enter Frequency in the radio display.
Radio mode

Audio

Saving stations manually

Storing directly using the keypad

- Press and hold a number button, e.g. 4, until a brief signal tone sounds.
  The currently set station is stored.

By calling up the station memory menu

- Select Presets in the radio display.

  or

- Press the \( \text{OK} \) button when the main area of the display is active.

  Both of these will bring up the station memory. The  \( \bullet \) dot in front of a preset position indicates that the currently selected station is stored there.

Station memory (example)

- Selecting a memory position: Press the \( \text{↑} \) or \( \text{↓} \) button.

- Storing a station to a selected memory position: Press the \( \text{OK} \) button until a brief signal tone sounds.

  or

- Press and hold a number button, e.g. 4, in the radio display until a brief signal tone sounds.

  The station is stored.

Storing using Autostore

- This function is not available for Weather Band (WB).

  This function automatically stores stations which can be received in order of their reception quality at the moment of performing the

or

- Press the \( \text{*} \) button on the keypad of the control panel briefly.

  The Enter Frequency submenu appears.

To enter a frequency: press the number buttons on the keypad of the control panel.

Audio 20 sets the frequency entered.

It is not possible to enter a frequency in the respective waveband which is outside the frequency range. Frequencies within the current frequency range, but outside the current frequency step width are rounded to the next lower allowed frequency.

Storing a station

You can save up to 10 FM and 10 AM stations.

- If you select a memory preset which is already in use, it will be overwritten by the new station.
autostore. Any stations stored manually in the station memory are overwritten in this process. If less than 10 stations are found, the remaining entries are left empty.

- Select Presets → Autostore in the radio display.
- Press the button.

The audio system searches for receivable stations. A corresponding message is displayed. The available stations are automatically stored in the station memory. The first received station will be automatically played.

- **Canceling storage procedure:** Select Cancel and press the button while the message Rewriting memory... is being displayed.

### Audio CD and MP3 mode

#### Safety notes

**⚠️ Risk of injury**

The CD changer is a class 1 laser product. If the casing is opened or is faulty or damaged, there is a danger that invisible laser radiation may damage your eyes or other people’s eyes.

Do not open the casing. The unit contains no parts on which you can carry out maintenance. For safety reasons, have any necessary maintenance work carried out by qualified aftersales technicians only.

**⚠️ Risk of accident**

In order to avoid distraction which could lead to an accident, the driver should insert or eject CDs with the vehicle at a standstill and operate Audio 20 only if permitted by road, weather and traffic conditions.

Bear in mind that at a speed of just 30 mph (50 km / h), your vehicle is covering a distance of 44 feet (14 m) every second.

#### Notes about MP3 mode

**Permissible media**

CD-R and CD-RW

**Permissible file systems**

ISO 9660 / Joliet for CDs

**Multisession CDs**

For multisession CDs, the content of the first session determines how Audio 20 will process the CD.

If the first session contains data in audio CD format and the second session contains MP3 tracks, Audio 20 will treat the CD as a conventional audio CD. This means that it is not possible to access the MP3 tracks.

If the first session contains MP3 tracks, for example, and the second session contains data in audio CD format, Audio 20 will not treat the disc as a conventional audio CD. This means that it is only possible to access the MP3 tracks.

**File structure of a disc**

When you create an MP3 disc, the MP3 tracks can be organized in folders. A folder can also contain subfolders. A disc can contain a maximum of 255 folders. Each folder can contain a maximum of 255 tracks and 255 subfolders.

A disc can contain a maximum of 500 tracks. The maximum directory depth for MP3 CDs must not exceed 8 levels. Files in lower levels are ignored.

**Track and folder names**

When you create an MP3 disc, you can assign names to the MP3 tracks and folders. Audio 20 uses these names for the display in MP3 mode. Audio 20 does not display files that are not supported.
Audio CD and MP3 mode

If MP3 files are stored in the root directory itself, the root directory will also be treated as a folder. Audio 20 will then show the name of the root directory as the folder name. You must observe the following when assigning track names:

- Track names must have at least one character.
- Track names must have the extension "mp3" or "wma".
- There must be a period between the track name and the extension.
- Example of a correct track name: Track1.mp3

Audio 20 does not recognize MP3 tracks if:
- there is not a period between the track name and the extension
- the extension is missing

Audio 20 does not support ID3 tags.

Notes on copyright

The music tracks that you create and play back in the MP3 and WMA format are generally subject to copyright protection in accordance with the applicable international and national regulations. In many countries, reproductions are not permitted without the prior consent of the copyright holder, even for private use.

Ensure that you know about the applicable copyright regulations and that you comply with these.

If you own these rights yourself, e.g. for your own compositions and recordings, or if the copyright holder has granted you permission, these restrictions do not apply.

Notes on compact discs

Discs with copy protection are not compatible with the audio CD standard. Therefore, they may not be able to be played back on Audio 20. There may be playback problems when playing copied discs. There is a wide range of discs, writing software and writers available. This variety means that there is no guarantee that the system will be able to play discs that you have burned yourself. There may be playback problems if you play CDs that you have copied yourself with a storage capacity of more than 700 MB. CDs of this type do not conform to currently applicable standards.

Do not affix stickers or labels to the discs. They could peel off and damage the drive. Such damage is not covered by the New Vehicle Limited Warranty.

The drive is designed to hold discs which comply with the EN 60908 standard. Therefore, you can only use discs with a maximum thickness of 1.3 mm.

Permissible formats

MP3 (MPEG1 Audio Layer 3)
Audio 20 supports the following types of MP3 files:
- fixed and variable bit rates from 32 kbit/s to 320 kbit/s
- sampling rates of 24 kHz to 48 kHz

WMA (Windows Media Audio)
Audio 20 supports the following types of audio files:
- fixed bit rates from 8 kbit/s to 384 kbit/s
- sampling rates of 8 kHz to 48 kHz
Audio 20 does not support the following types of WMA files:
- DRM encrypted files (Digital Rights Management)
- WMA Pro
- 5.1 Surround
If you insert thicker discs, e.g. those that contain data on both sides (DVD on one side and audio data on the other), they cannot be ejected and they can damage the CD drive.

Do not use discs with a diameter of 8 cm, even with an adapter, as this can damage the CD drive. Such damage is not covered by the New Vehicle Limited Warranty.

Only use round discs with a diameter of 12 cm.

**Notes on handling compact discs**

- Only hold discs by the edge.
- Handle discs carefully to prevent playback errors.
- Avoid getting scratches, fingerprints and dust on discs.
- Clean discs from time to time with a commercially available cleaning cloth. When cleaning CDs, you should wipe in straight lines from the center outwards, never in a circular motion.
- To label discs, only use a pen designed for such a purpose.
- Place discs back in their cases after use.
- Protect discs from heat and direct sunlight.

**Loading CDs**

⚠️ Risk of accident

In order to avoid distraction which could lead to an accident, the driver should insert or eject CDs with the vehicle at a standstill and operate Audio 20 only if permitted by road, weather and traffic conditions.

Bear in mind that at a speed of just 30 mph (50 km / h), your vehicle is covering a distance of 44 feet (14 m) every second.

If the CD has a printed side, this must face upwards when the CD is inserted. If neither side is printed, the side to be played should face downwards. The system may not be able to play discs with copy protection. The CD changer has an integrated magazine with six trays.

**Inserting a disc into an individual magazine tray**

- Press the \( \text{load} \) button.

A menu shows the current load status of the magazine trays. The last tray selected is identified by a red digit.

**Magazine menu**

- **To select a magazine tray:** press the \( \text{ or } \) button.
- **To start loading:** press the \( \text{ } \) button.

\( \text{ or } \)
Press a number key (1-6).
The CD changer switches to the selected magazine tray. You see the Please Wait... message.

When the magazine tray is ready, you see the Please Insert Disc <x> message.

Only insert a CD when Audio 20 prompts you to do so. Never insert more than one CD at a time into each magazine tray.

Insert a disc into the slot with the printed side facing upwards.
The CD changer loads the disc into the selected magazine tray. You see the message: Loading Disc <x>.

The loading process depends on the disc type and may take a while. If no disc is inserted for approximately 20 seconds, the display returns to the Magazine menu.
The CD changer plays the first disc you loaded if it has been inserted correctly and if it is a permissible type.

To exit the menu: press the load button again.

or

Press the button.

Filling empty magazine trays

Press the load button.
The Magazine menu appears. The last tray selected is identified by a red digit.
Select Fill Empty Slots.
You see the Please Insert Disc <x> message.

Only insert a CD when Audio 20 prompts you to do so. Never insert more than one CD at a time into each magazine tray.

Insert a disc into the slot with the printed side facing upwards.
You see the Please wait... message.
When the disc has been loaded, the CD changer selects the next empty tray. You see the Please Insert Disc <x> message.
Repeat this step until all trays are loaded.
The CD changer plays the last disc you loaded if it has been inserted correctly and if it is a permissible type. If the loading process is not completed, Audio 20 plays the disc that was loaded first.

To complete loading: press the load button again.

or

Press the button.
Ejecting CDs

⚠️ Risk of accident

In order to avoid distraction which could lead to an accident, the driver should insert or eject CDs with the vehicle at a standstill and operate Audio 20 only if permitted by road, weather and traffic conditions.

Bear in mind that at a speed of just 30 mph (50 km/h), your vehicle is covering a distance of 44 feet (14 m) every second.

Ejecting a disc

- Press the eject button.
  The Magazine menu appears. The magazine tray containing the current disc is highlighted.

  ① Eject/load button (all magazine trays)
  ② Disc slot

> If you eject one disc while playing another disc, the CD changer interrupts playback. Playback continues once the disc has been ejected.

Ejecting all discs

- Press the eject button.
  The Magazine menu appears.

> Select Eject All.
  The CD changer ejects the last disc selected. You see the Ejecting Disc <x>... message.

> Remove the disc from the slot when a message to this effect appears.
  The CD changer switches to the next loaded magazine tray and ejects the disc.
Audio CD and MP3 mode

Menu overview

<table>
<thead>
<tr>
<th>Menu</th>
<th>Submenu</th>
</tr>
</thead>
<tbody>
<tr>
<td>CD or MP3</td>
<td>Normal track sequence</td>
</tr>
<tr>
<td></td>
<td>Random tracks</td>
</tr>
<tr>
<td></td>
<td>Random folder (MP3 mode only)</td>
</tr>
<tr>
<td>Track list</td>
<td>Display track list (CD audio mode only)</td>
</tr>
<tr>
<td>(CD mode only)</td>
<td>Folder selection (MP3 mode only)</td>
</tr>
<tr>
<td>Folder (MP3 mode only)</td>
<td>Display track list (CDaudio mode only)</td>
</tr>
<tr>
<td>Changer</td>
<td>Magazine tray selection</td>
</tr>
<tr>
<td>Sound</td>
<td>Treble</td>
</tr>
<tr>
<td></td>
<td>Bass</td>
</tr>
<tr>
<td></td>
<td>Balance / fader</td>
</tr>
</tbody>
</table>

Switching to audio CD or MP3 mode

- Insert a CD (> page 23).
  Audio 20 loads the inserted medium and playback starts.
  or
  - Press the [DISC] function button.

The function button takes you directly to the previously set disc mode (audio CD or MP3 CD).

Example display in audio CD mode

1. Disc type
2. Magazine tray number

Example display in MP3 mode

1. Disc type
2. Magazine tray number
3. Track number
4. Track name (only if stored on the disc)
5. Track time
6. Visual time and track display
7. Sound settings
8. Magazine tray selection
9. Current playback settings (no icon for "Normal track sequence")
10. Disc name (only if stored on the disc as CD text)
11. To call up the track list
12. Playback options
Pause function

In audio CD/MP3 mode

► To pause playback: briefly press the \[ \] button.
   The \[ \] icon appears at the top left in the status bar.

► To continue playback: briefly press the \[ \] button again or turn the volume control slightly.
   \[ \] goes out.

Selecting an audio CD or MP3 disc

Selecting a disc via the selection list

► In audio CD and MP3 mode: select Changer.
   or

► In audio CD mode only: press the \[ \] button, when the display/selection window is active.
   The magazine tray selection list appears. The \[ \] dot indicates the current medium being played.

Magazine tray selection list (example)
The magazine tray selection list shows you the currently available disc in the CD changer (magazine trays 1 to 6).
The following media are supported:
- Audio CD
- MP3 CD

Selecting by skipping to a track

► To skip forward or back to a track:
   press the \[ \] or \[ \] button.
   or
   Press the \[ \] or \[ \] button.

Skipping forward skips to the next track. Skipping back skips to the beginning of the current track if the track has been playing for more than 8 seconds. If the track has been playing for less than 8 seconds, it skips to the start of the previous track.

If you activate the playback options Random Track or Random Folder, the track sequence is random.

Selecting by track list

► In audio CD mode: select Track list.
► In MP3 mode: select Folder.
   or
   Press the \[ \] button when the display/selection window is selected.
   The track list appears. The \[ \] dot indicates the current track.
To select a track: press the ▲ or ▼ button.
Press the OK button.

In MP3 mode, the list shows all the tracks in alphabetical order.

Selecting a track using the keypad
Press the button on the keypad. A numerical entry field appears. The number of positions offered corresponds to the number of tracks on the CD. Only numbers that correspond to a track number on the CD can be entered.
Enter the desired track number.

Pressing and holding down a number button for two seconds or more completes entry, and the corresponding track is played. This makes the next step (pressing the OK button) unnecessary.
To complete entry: press the OK button. The track is played back.

Fast forward/rewind
The display/selection window is active: press and hold the ◀ or ▶ button until you reach the desired position.
Press and hold the ◀ or ▶ button until the desired position is reached.

Selecting a folder
This function is only available in MP3 mode.
Switch to MP3 mode (page 26).
Select Folder.

Press the OK button when the display/selection window is selected. The folder list appears.

To switch to the next folder up: select the ◀ icon.
Press the OK button. The display changes to the next folder up.

To select a folder: select the desired folder.
Press the OK button. The folder is opened. You see the folder names and the tracks contained.

To select a track: press the ▲ or ▼ button.
Press the OK button. The track is played.
**Playback options**

The following options are available to you:
- Normal track sequence
- You hear tracks played back in the normal order (e.g. track 1, 2, 3, etc.).
- Random tracks
- All the tracks on the CD are played in random order (e.g. track 3, 8, 5 etc.).
- Random folder (MP3 mode only)
- The tracks in the currently active category or folder are played in random order.

▸ **To select options:** switch to audio CD or MP3 mode (> page 26).
▸ Select CD or MP3.
  The options list appears. A dot indicates the option selected.
▸ Select an option.
  The option is activated. All options except "Normal Track Sequence" will be indicated in the display/selection window.

⚠️ The Normal Track Sequence option is automatically selected when you change the disc you are currently listening to or select a different medium. If an option is selected, it remains selected after Audio 20 is switched on or off.

---

**Audio AUX mode**

You can connect an external audio source (AUX) to Audio 20. The connection socket can be found behind the instrument cluster.

⚠️ The external audio source (AUX) is not activated automatically by Audio 20.

For more information on connections, consult a qualified specialist workshop or an authorized Sprinter Dealer.

---

**Risk of accident**

Operating an external audio source while the vehicle is in motion will distract you. You may not notice changing road and/or traffic conditions, which may cause an accident.

Bear in mind that at a speed of just 30 mph (50 km / h), your vehicle is covering a distance of 44 feet (14 m) every second.

For your safety and the safety of others, pull over to a safe location and stop before operating an external audio source.

---

**Switching to audio AUX mode**

⚠️ **Risk of accident**

Due to the different volumes of the external audio sources, system messages of the vehicle may be much louder. You may need to disable these system messages or adjust the volume of these messages manually.

▸ Select the → CD/MP3 → Aux function button.
  The Audio AUX menu appears. You will hear the medium which is being played in the external audio source if it is connected and switched to playback.
Please see the respective operating instructions for how to operate the external audio source.

You can set the following in audio AUX mode:
- volume
- balance and fader
- treble and bass

The volume of external audio sources can vary greatly. In some cases, the volume of the external audio device may be quieter or louder, or the maximum possible volume may be less than usual. The volume of some devices can be set separately. In this case, start with a medium volume and then slowly increase it. This enables you to determine whether the system is able to play the music at high volume without distortion.

**Steering wheel with buttons**

### Setting the radio station/weather channel

- Switch Audio 20 to radio mode.
- Select the radio display using the or button on the steering wheel.
- Briefly press the or button on the steering wheel.

The next or the previous station from the station list is selected.

or

- Press and hold the or button on the steering wheel for longer than 3 seconds.

**FM/WB**: the station/weather channel is selected from the station memory or channel list.

- Button : the selection moves up in the station memory or channel list.
- Button : the selection moves down in the station memory or channel list.

**AM**: station search scans up or down and stops at the next station found.

### Selecting a track

- Switch to audio CD, MP3 or audio AUX mode on Audio 20.
- Select the disc display using the or button on the steering wheel.
- Press or on the steering wheel.

You will hear the previous or next track.
Vehicle equipment
Safety notes
General information
Telephony via the Bluetooth® interface
Menu overview
Emergency calls "911"
Reception and transmission volume
Phone book
Call lists
Using the telephone
Steering wheel with buttons
Vehicle equipment

This Operator’s Manual describes all features, standard or optional, potentially available for your vehicle at the time of purchase. Please be aware that your vehicle might not be equipped with all features described in this manual.

Safety notes

⚠️ Risk of accident
Please do not forget that your primary responsibility is to drive the vehicle. A driver's attention to the road must always be his/her primary focus when driving. For your safety and the safety of others, we recommend that you pull over to a safe location and stop before placing or taking a telephone call.

If you choose to use the cell phone while driving, observe all legal requirements. Please use the hands-free system and only use the cell phone when road, weather, and traffic conditions permit. Some jurisdictions prohibit the driver from using a cell phone while driving a vehicle.

Bear in mind that at a speed of just 30 mph (50 km/h), your vehicle is covering a distance of 44 feet (14 m) every second.

⚠️ Risk of injury
Excessive electromagnetic radiation may constitute a health hazard to yourself and others.

Scientists are currently investigating the possibility that electromagnetic fields may be a health risk. You can reduce this risk by using an external antenna.

Therefore, when possible only use mobile communication devices if these are connected to the vehicle's external antenna.

General information

Audio 20 enables telephony using the Bluetooth® interface in connection with a Bluetooth®-capable cell phone.

The functions and services available to you while using the cell phone depend on your service provider and the type of cell phone you are using. Also see your cell phone's operating manual for instructions on how to use it.

If your cell phone is connected to Audio 20 via the Bluetooth® interface, you can operate your cell phone using Audio 20, the steering wheel buttons (page 45) or using the telephone keypad.

Please note that these functions are only available with cell phones approved by the distributor named on the inside of the front cover.

In order for the functions described in this section to work correctly, the Bluetooth® telephone must be linked to the Audio 20. Please make sure any other Bluetooth® device linked with the cell phone is switched off before you use the telephone functions with Audio 20.

The Audio 20 internal Bluetooth® transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Unless otherwise indicated, the descriptions and illustrations in this section refer to Audio 20.
Making calls via the Bluetooth® interface

Using the Bluetooth® interface and a suitable cell phone, you can use the hands-free operation function of Audio 20 and receive vCards, for example.

Please note that these functions are only available with cell phones approved by the distributor named on the inside of the front cover.

Please contact an authorized Sprinter Dealer for information on features available for your cell phone of choice.

Caller ID

Audio 20 can display the telephone number and the name of the caller, e.g. for an incoming call and also in other menus or displays. For the telephone number to be displayed, the caller must transmit their telephone number. Otherwise Unknown will be shown on the display.

This is also the case for name displays. For this, the telephone number and the name of the caller must also be saved in the phone book.

Call disconnection while the vehicle is in motion

A call may be disconnected if:

- there is insufficient GSM network coverage in certain areas
- you move from one GSM transmitter / receiver area (GSM cell) into another and no channels are free
- you use a SIM card which is not compatible
- when using a cell phone with "Twincard", the second SIM card is registered on the network at the same time.

Function restrictions

You will not be able to use the telephone, or you may have limited operation, in the following situations:

- if the cell phone is not switched on
- if the cell phone is locked
- if the cell phone has not or not yet logged into the network The cell phone automatically tries to log into a network. If no network is available, you will also not be able to make a "911" emergency call. If you attempt to make an outgoing call, the No Service message will appear for a short while.

- if the Bluetooth® function is deactivated on Audio 20 or on the cell phone when making calls via the Bluetooth® interface
- if you switch off Audio 20 during an active call in hands-free mode, e.g. by switching off the ignition, the call is terminated.

This can be prevented as follows:

- Switch to Private Mode on the cell phone before deactivating Audio 20 (see the cell phone operating instructions).

Telephony via the Bluetooth® interface

Requirements for the cell phone

For telephony via the Audio 20 Bluetooth® interface, you need a Bluetooth®-enabled cell phone.

The cell phone must support Hands-Free Profile 1.0 or higher (see the cell phone operating instructions).

For further information on suitable cell phones and connecting Bluetooth®-enabled cell phones to Audio 20 contact the respective Customer Assistance Center named on the inside of the front cover.
In preparation for making calls via the Bluetooth® interface, you should check the following items on your cell phone (see the cell phone operating instructions):

- Hands-Free Profile
- Some displays (e.g. the signal strength displayed) appear independently of the supported version of the Hands-Free Profile.
- Bluetooth® visibility
- On some cell phones, in addition to Bluetooth® being activated, the device must also be made "visible" to other devices.
- Bluetooth® device name
- Every Bluetooth® device has a Bluetooth® device name. This name can be freely chosen, but the default name can be identical for all devices from a given manufacturer. It is recommended that the device be given its own name so that your cell phone can be clearly identified.

Registering the cell phone (authorizing)

When you use your cell phone in conjunction with Audio 20 for the first time, you must register it (authorization).

You can register more than one cell phone. A connection is always established to the most recently connected cell phone within range.

If you authorize a new cell phone, it will be activated automatically. You can switch between the authorized cell phones.

Searching for a cell phone

- Press the \[ \text{TEL} \] function button on Audio 20.

The duration of the search procedure depends on the number and type of Bluetooth® telephones. The search may take a few minutes.

If the telephone list is already full, you will be asked to de-authorize a device (> page 36). If Audio 20 cannot find your cell phone, external authorization may be necessary (> page 35).

**To authorize:** select a cell phone which has not yet been authorized from the phone list by pressing the \[ \text{向上} \] or \[ \text{向下} \] and (\[ \text{OK} \]) buttons.

- Select Options \( \rightarrow \) Authorize.

The Input menu for the passcode appears.
The passcode is any one to sixteen-digit number combination which you can determine yourself. You must enter the same number on Audio 20 and on the device to be authorized.

Entering on Audio 20

To enter the passcode on Audio 20, you can use the keypad or select the desired digits in sequence from the on-screen menu bar.

Using the menu bar (use the arrow keys on the control panel):

- **To enter**: press the \[\] or \[\] button until the desired digit is selected and then press the \[\] button.
- **Repeat this procedure** to select all the digits in sequence from the menu bar.
- **To confirm**: select \[\] in the menu bar.
- **To delete an entry**: select \[\] in the menu bar and press the \[\] button briefly (single number) or hold it down (for an entire numerical sequence).

Using the keypad on the control panel:

- **To enter**: select the digits one by one.
- **To confirm**: press the \[\] button.
- **To delete an entry**: press the \[\] button briefly (single digit) or hold it down (for an entire numerical sequence).

Entering on the cell phone

If the Bluetooth® connection is successful, you will be prompted by the cell phone to enter the passcode (see the cell phone operating instructions).

- Enter the same passcode as for Audio 20.

**After entering the passcode, you may also need to enter a confirmation in your cell phone. Check the display of your cell phone.**

If the Audio 20 display shows the *Authorization Procedure Unsuccessful* message, you may have exceeded the prescribed time period. Repeat the procedure.

The cell phone is authorized. You can now use the Audio 20 hands-free function to make calls on your cell phone. The Bluetooth® device name of your cell phone appears in the status bar of the Telephone basic menu.

External authorization

If Audio 20 is unable to detect your cell phone, this may be due to the security settings on your cell phone. In this case, check whether your cell phone can locate the Audio 20 system. The Bluetooth® device name of Audio 20 is "MB Bluetooth".

- \[TEL\] → *Phone* → *Bluetooth Phones* → *Update* → *Options* → *External Authorization*.

or

- \[SYS\] → *System Settings* → *Bluetooth* → *Bluetooth Device List* → *Update* → *Options* → *External Authorization*.

The message *Ready for External Authorization* appears.

- Start the Bluetooth® search on the cell phone (see cell phone operating instructions).
- Select Audio 20 (MB Bluetooth) on your cell phone.
- When requested to do so, enter the passcode on the cell phone and then in the Audio 20 system.
On some cell phones, you have to set up the connection to Audio 20 again after entering the passcode (see the cell phone operating instructions). Otherwise, the cell phone cannot be authorized.

**Displaying details**

There is a detail display for each cell phone in the phone list.

1. **TEL** → Phone → Bluetooth Phones.
2. Select the cell phone from the list.
3. Select Options → Details.

More information about the selected cell phone is displayed.

- **To close the detail display:** press the ▶, ◀ or OK button.

**De-registering (de-authorizing) a cell phone**

1. **TEL** → Phone → Bluetooth Phones.
2. Select the authorized cell phone from the list.
3. Select Options → De-authorize.

A prompt appears asking whether you really wish to revoke authorization for this device.

- Select Yes or No.

If you select Yes, the device will be deleted from the phone list.

**Connecting another cell phone**

If you have authorized several cell phones, you can switch between the individual phones.

- You can only switch to another authorized cell phone if no phone call is active.

**Menu overview**

<table>
<thead>
<tr>
<th>Menu</th>
<th>Submenu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Bluetooth® Phones</td>
</tr>
<tr>
<td></td>
<td>Download Contacts</td>
</tr>
<tr>
<td></td>
<td>Delete Contacts</td>
</tr>
<tr>
<td></td>
<td>Adjust Volume</td>
</tr>
<tr>
<td>Name</td>
<td>Phone book</td>
</tr>
<tr>
<td>Call Lists or Microphone off/on</td>
<td>Calls Received</td>
</tr>
<tr>
<td></td>
<td>Calls dialed</td>
</tr>
<tr>
<td></td>
<td>Delete Call Lists</td>
</tr>
<tr>
<td></td>
<td>Mic On / Mic Off - switches hands-free microphone on/off (during a call)</td>
</tr>
</tbody>
</table>

**Telephone basic menu**

**Switching to telephone mode**

**From another main function**

1. Press the **TEL** function button on the Audio 20 control panel.

2. When in telephone mode, press the ◀ back button repeatedly until the Telephone basic menu appears.
If you press the 📞 button when the Telephone basic menu has already been called up, the calls dialed (redial) list will appear (▶ page 43).

The following information is displayed in the status bar:
- Bluetooth® device name of the connected cell phone, in this case: blue_mobile
- Cell phone network signal strength [ ][ ][ ][ ]
  This information will only be shown with suitable cell phones.
  The bars indicate the current signal strength of the cell phone network for reception. Optimum reception is indicated by all bars full. All bars empty indicates very poor or no reception.
- The receiver symbol 📞 or 📞 indicates whether a call is is being connected or is in progress:
  📞 - not active
- READY indicates that a call is possible.
- NO SERVICE indicates that the cell phone network is not available.

### Reception and transmission volume

The settings for reception and transmission volume should not normally be changed, as the preset values are matched with most cell phones. Find out about the optimum setting for your cell phone from your authorized Sprinter Dealer.

Incorrect settings may result in serious impairment of reception quality.

The following describes how to dial a "911" emergency call using the Audio 20 when a cell phone specified by the distributor named on the inside of the front cover is connected via the Bluetooth® interface to Audio 20. Unless otherwise specified, the descriptions refer to Audio 20.

Consult the separate cell phone operating instructions that came with your cell phone for information on how to place a "911" emergency call on the cell phone.

The following conditions must be met for a "911" emergency call via Audio 20:
- The cell phone must be switched on.
- The corresponding cell phone network must be available.
Emergency calls may not be possible with all telephone networks or if certain network services and/or telephone functions are active. Check with your local service providers and cell phone instructions.

If you cannot make an emergency call, you will have to initiate rescue measures yourself.

---

**Placing a "911" emergency call using Audio 20 control unit with the cell phone unlocked**

If the cell phone is locked, you only can make an emergency call on the cell phone itself, without the use of Audio 20.

- Press the [TEL] function button.
- Enter 911 on the keypad.

To delete individual digits, press the [c] button briefly.

- Press the [c] button.
- Wait until the emergency call center answers, then describe the emergency.

Depending on the phone type, if no SIM card is inserted in a GSM cell phone or if there is no service on a CDMA cell phone, **NO SERVICE** may appear in the Audio 20 display. In that case, you only can make an emergency call on the cell phone itself, without the use of Audio 20.

---

**Phone book**

The Audio 20 phone book contains imported external entries from cell phones.

---

**Receiving business cards**

You can import business cards (vCards) from external Bluetooth®-capable telephones into the phone book.

---

Please bear the following in mind:

- Bluetooth® is activated on Audio 20 ([page 34]) and the external Bluetooth® telephone (see the cell phone operating instructions).
- The external Bluetooth® telephone can send vCards via Bluetooth® (see the cell phone operating instructions).
- The external Bluetooth®-capable telephone in the vehicle must be switched on and authorized ([page 34]).

If you switch to another main function, e.g. radio, while receiving vCards, the reception of vCards will be terminated.

- Press the [TEL] → Phone → Download Contacts.
- Press the [OK] button to confirm.
- **Importing:** Start data transfer on the external Bluetooth® telephone (see the cell phone operating instructions).

The vCard data is imported automatically to the phone book. The number of vCards imported is displayed.

- **Canceling reception:** Press the [←] back button or switch to a different mode.

---

**Deleting external contacts**

- Press the [TEL] → Phone → Delete Contacts.

A prompt appears asking whether the data should be deleted.

- Select Yes or No.

If you select Yes all personal data are then deleted from the phone book.
Entries in the phone book are displayed in alphabetical order. The search speller is active when more than 8 entries are available. The search speller appears on the lower edge of the display.

If a phone book entry has the icon next to it, this indicates that there are several numbers stored in this entry. You can select these sub-entries (page 40).

You can use the search speller to reduce the number of entries you need to make.

You can only use the smart speller when the vehicle is stationary.

**Closing phone book:** Press the button.

**Switching from the search speller to the list:** Press the button repeatedly.

**Switching from the list to the search speller:** Press the button.

---

### Selecting an entry

#### Selection using the search speller

- Switch from the list to the search speller if necessary.

- **To change the search speller character set:** select .

  Depending on the previous setting, the input mode changes to special characters or to digits with special characters.

- **To enter characters:** Press the or button to select the characters for the required entry.

  The first letters you enter determine the first letters of the name you are looking for.

  Press the button to confirm.

  The first entry containing the selected initial letters is highlighted in the list. If there are a number of similar entries, the next different character is displayed.

**Example:**

In the example, the first letters of the names Fisher, Bob and Fisher, Kim are the same. The first possible distinct letter is the B or the K.

Therefore, B and K are offered as possibilities.

- Select the characters for the required entry one after another.

  As soon as the selection has been narrowed down to a single entry, the audio system will switch to the list automatically.

- **To delete individual characters:** select in the menu bar.

  or

  Press the button briefly.

Each time you enter or delete a character, the closest match will be displayed at the top of the list.
To delete an entire entry: select "CLR" and press and hold the "OK" button until the entire entry has been deleted.

or

Press and hold the "C" button until the entire entry has been deleted.

Ending search: Switch from the search speller to the list.

The entry at the top of the list is automatically highlighted.

The search switches to the list automatically if the input cannot be assigned unambiguously to an entry.

Selecting by list

If necessary, switch from the search speller to the list.

Phone book list

Entries with symbol "1" have additional options available (sub-entries), e.g. more phone numbers.

Press and hold the "A" or "V" button until the desired entry is highlighted.

Select "OK" in the menu bar or press the "OK" button to confirm.

A call will be initiated.

Selecting sub-entries

Select a phone book entry with the "A" icon from the list and press the "OK" button.

The "A" icon changes to "V" and the sub-entries are displayed.

Phone book entry

Press and hold the "A" or "V" button until the desired sub-entry is highlighted.

Press the "OK" button to confirm.

A call will be initiated.

Depending on the cell phone and the entries in the cell phone book, the phone numbers are assigned to categories. The categories are indicated by category symbols.

<table>
<thead>
<tr>
<th>Number category</th>
<th>Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not classified</td>
<td></td>
</tr>
<tr>
<td>Home</td>
<td></td>
</tr>
<tr>
<td>Work</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone category</th>
<th>Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not classified</td>
<td></td>
</tr>
<tr>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Car</td>
<td></td>
</tr>
<tr>
<td>Pager</td>
<td></td>
</tr>
</tbody>
</table>

Displaying details for an entry

Audio 20 can also show a shortened entry in full.

Select an entry.

Select Options → Details.

The detail display appears.

To exit the detail display: press the "L" or "R" button repeatedly until the entry is highlighted again.
Deleting an entry

- Select an entry.
- Select Options → Delete.

A prompt appears, asking whether the entry should be deleted.
- Select Yes or No.

If you select Yes, the entry is deleted from the Audio 20 phone book.

Call lists

Audio 20 uses separate lists to store calls dialed and received (including missed calls) while the telephone was in operation.

- The respective menu item can only be selected if calls have been received or dialed using Audio 20.

Calling up the missed calls in the Audio 20 display is not supported for every type of cell phone.

A list of previously dialed numbers is displayed in the instrument cluster display.

The Audio 20 call lists are not synchronized with the call lists on your cell phone. If you make a call from your cell phone and only use the audio system’s hands-free device, these calls will not be listed.

Calling up a list

- [TEL] → Call Lists.
- Select Calls Received or Calls Dialed.

The corresponding list appears.

Deleting call lists

- Audio 20 retains the saved call lists even when you use another cell phone with Audio 20. For this reason, delete the call lists before selling or transferring ownership of your vehicle.

- [TEL] → Call Lists.
- Select Delete Call Lists.

A query appears asking if all call lists are to be deleted.
- Select Yes or No.

If you select Yes, both lists are deleted from the Audio 20 phone book.

Using the telephone

Incoming call

Rejecting or accepting a call

You will be notified of an incoming call by the ringing tone and a message on the display. Depending on the cell phone you are using, the audio system’s ringing tone may differ from the one you have set on your cell phone. You may hear

- the ringing tone set on the cell phone
- the audio system’s preset ringing tone
- the audio system’s preset ringing tone and the ringing tone set on the cell phone.
If the caller’s name and number are among the entries in the audio system’s phone book and the caller has not withheld this information, it will appear on the display.

If the caller withholds this information, you will see:

![Call from Unknown](image)

- **To accept:** Press the \( \text{OK} \) button (Accept is selected).

  or

- Press the \( \text{OK} \) button on Audio 20 control unit or on the steering wheel.

- **To reject:** Press the \( \text{CLR} \) button to select Reject, and press the \( \text{OK} \) button to confirm.

  or

- Press the \( \text{OK} \) button on Audio 20 control unit or on the steering wheel.

Once you have accepted the call, you can conduct your telephone call using the hands-free system. The call volume can be adjusted (page 14).

For more information, see the “Functions during a single call connection” section (page 44).

- You can also accept a call as described above, even if the Audio 20 display is showing one of the other operating modes. The display switches to the telephone display after you accept the call. After the call has been ended, the Audio 20 display shows the previously selected mode again.

### Making calls

- Press the \( \text{TEL} \) function button to call up the telephone mode.

When the cell phone is ready for operation, the display will look similar like this:

![Cell Phone Ready](image)

### Initiating an outgoing call

#### Entering the phone number using the keypad on the control unit

- To enter digits, select the required digits in sequence.

- **To delete individual digits:** Press the \( \text{C} \) button briefly.

- **To delete an entire number:** Press and hold the \( \text{C} \) button until all digits have been deleted.

  or

- Press the \( \text{OK} \) button on Audio 20 control unit or on the steering wheel.

- **To make a call:** Press the \( \text{OK} \) button on Audio 20 control unit or on the steering wheel.

#### Entering a telephone number using the Telephone main menu

In addition to the actual menu bar, the telephone main menu features a second bar containing numbers, the number menu. When the bar is active (highlighted), you can select elements.
Using the telephone

To enter digits: Press the \( \text{left arrow} \) or \( \text{right arrow} \) button to select the required digit.
- Press the \( \text{OK} \) button to confirm.
- Repeat the procedure, until you have select all digits for the necessary phone number.

To delete individual digits: Select \( \text{CLR} \) in the menu bar and press the \( \text{OK} \) button briefly.
- or
- Press the \( \text{C} \) button.

To delete an entire phone number: select \( \text{CLR} \) in the menu bar and press and hold the \( \text{OK} \) button until the phone number has been deleted.
- or
- Press and hold the \( \text{C} \) button until the entire entry has been deleted.

Initiating a call: select \( \text{OK} \) in the menu bar and press the \( \text{OK} \) button to confirm.
- or
- Press the \( \text{button} \) on Audio 20 control unit or on the steering wheel.

Initiating a call to a call list entry
- \( \text{TEL} \rightarrow \) Call Lists.
- Select Calls Received or Calls Dialed.
  - The corresponding list appears.
- Select entry (\( \rightarrow \) page 41).
- Press the \( \text{OK} \) button.
- or
- Press the \( \text{button} \) on Audio 20 control unit or on the steering wheel.

Initiating a call to an Audio 20 phone book entry
- \( \text{TEL} \rightarrow \) Name.
- Select entry (\( \rightarrow \) page 38).
- Press the \( \text{OK} \) button.
- or
- Press the \( \text{button} \) on Audio 20 control unit or on the steering wheel.

Redialing
- In order to use the redial function, no numbers may have been entered.

- Select \( \text{ } \).
- or
- When the Telephone main menu is shown, press the \( \text{button} \) on the Audio 20 control unit or on the steering wheel.
  - The list of dialed numbers appears. The most recently dialed number is at the top.
  - Selecting a call: Press the \( \text{left arrow} \) or \( \text{right arrow} \) button until the desired entry is highlighted.
  - Initiating a call: Press the \( \text{OK} \) button.

Ending an active call or aborting dial
- \( \text{TEL} \rightarrow \) (in the menu bar) and press the \( \text{OK} \) button to confirm.
- or
- Press the \( \text{button} \) on Audio 20 control unit or on the steering wheel.
Functions available during a single call connection

Switching hands-free microphone on/off

- This function is not supported by all cell phones.

The menu bar changes when you make or receive a call. Instead of the Call Lists menu item, Mic Off or Mic On will appear.

- **To switch off:** Select Mic Off.
  
  The message The microphone is off will flash up on the display. If the microphone is switched off, the 🎤 icon appears in the main area.

- **To switch on:** select Mic On.
  
  The message The microphone is on will flash up on the display. The 🎤 icon goes out.

- You can also switch the microphone on or off by pressing button 🎤.

Sending DTMF tones

- This function is not supported by all cell phones.

You can use DTMF tones to control answering machines or other devices, e.g. for remote query functions.

- **To send individual characters:** Select the desired characters during a call.

  or

  - Press the corresponding button on the Audio 20 control unit.

  Every character selected will be transmitted immediately.

- **To send a phone book entry as a character string:** Select Name.

  - Select the desired phone book entry.
  
  The entry is immediately sent as a character string.

- **To return to the call display:** Press the button.

Rejecting or accepting a waiting call

- The "call waiting" function must be supported by the cell phone network provider and must be enabled.

If you have a call in progress and receive another call, the call waiting display will appear. You also hear a tone.

- **To reject:** Press the button to select Reject, and press the button to confirm.

  or

  - Press the button on Audio 20 control unit or on the steering wheel.

- **To accept:** Press the button (Accept is selected).

  or

  - Press the button on Audio 20 control unit or on the steering wheel.

  This ends the previous call.

If you accept the waiting call using the cell phone, the current call will be put on hold. You then have two calls, with the accepted call being the active call.

The Audio 20 display changes. If a connected cell phone is used, it is possible for the displays shown on Audio 20 and on the cell phone to be different.
Steering wheel with buttons

Basic information about operation using the steering wheel buttons can be found in the "At a glance" section (> page 15).

Audio 20 phone book

Calling up the Audio 20 phone book

► Press the \( V \) or \( U \) button on the steering wheel to select the Telephone menu.
► Select Name using the \( \& \) or \( * \) button on the steering wheel.

Selecting an entry

► Press and hold the \( \& \) or \( * \) button until the desired entry is highlighted.

If you press and hold the \( \& \) or \( * \) button for longer than one second, the on-board computer scrolls through the names in the phone book rapidly. After four seconds, the rapid scroll speeds up and only the first and last entry is shown for each letter. Rapid scroll stops when you release the button again or the end of the list is reached.

Making a call to an entry

► Select an entry and press the \( 6 \) button.
If there are several numbers for this name, you see a list of sub-entries.
► Press the \( \& \) or \( * \) button on the steering wheel to select the desired number.
► Press the \( 6 \) button again.

Call lists

Calling up a list

► Press the \( V \) or \( U \) button on the steering wheel to select the Telephone menu.
► Press \( 6 \) on the steering wheel to open the list of dialed numbers on the instrument cluster display.
► Press and hold the \( \& \) or \( * \) button until the desired entry is highlighted.
► Press the \( 6 \) button again.

Using the telephone

Rejecting a call

For an incoming call:
► Press the \( \~ \) button on the steering wheel.

Accepting a call

For an incoming call:
► Press the \( 6 \) button on the steering wheel.

Ending an active call

► Press the \( \~ \) button on the steering wheel.

Rejecting / accepting a waiting call

If you have a call in progress and receive another call, the call waiting display will appear. You also hear a tone.

Rejecting

► Press the \( \~ \) button on the steering wheel.

Accepting

► Press the \( 6 \) button on the steering wheel.
Menu overview
Setting the system language
Display settings
Bluetooth® settings
Resetting
Menu overview

**Calling up the System menu**

- Press the [sys] function button.
  
  The **System menu** appears.

1. To call up menu options
2. To switch off the display

### Setting the system language

This function sets the display menu language.

1. Press the [sys] → System Settings → Language.
2. The list of languages appears. The • dot in front of an entry indicates the current setting.

- **To select a language**: Press the ▼ or ▲ button.
- **To confirm the language selection**: Press the [OK] button.

Audio 20 loads the selected language and stores the setting.

If you select **Language Synchronization**, Audio 20 sets the language to that which is used by the instrument cluster display.

The language selection affects the input options in the editing and search spellers.

### Menu overview

**Calling up the System menu**

- Press the [sys] function button.
  
  The **System menu** appears.

1. To call up menu options
2. To switch off the display

<table>
<thead>
<tr>
<th>Menu</th>
<th>Function/submenu</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Settings</td>
<td>Language setting</td>
</tr>
<tr>
<td></td>
<td>Display settings</td>
</tr>
<tr>
<td></td>
<td>Bluetooth® settings</td>
</tr>
<tr>
<td></td>
<td>Reset to factory settings</td>
</tr>
<tr>
<td>Display On/Off</td>
<td>Switching display on/off</td>
</tr>
</tbody>
</table>

### Switching the display on/off

- **To switch off the display**: select Display Off.
- **To switch on the display**: press the [OK] or [◄] button or one of the [◄], [►], [▲] or [▼] buttons.
  
  or

- Press the [OK] button.
  
  The **System menu** appears.

- **To switch off the display**: select Display Off.
- **To switch on the display**: press the [OK] or [◄] button or one of the [◄], [►], [▲] or [▼] buttons.
  
  or

- Press the [OK] button.
  
  The **System menu** appears.

- You can also press one of the function buttons, e.g. the [disc] button. This turns on the display and switches to the corresponding function.
Display settings

You can adapt the brightness of the audio display to the prevailing light conditions.

Setting the brightness

- The brightness detected by the Audio 20 light sensor influences the settings available for this function.
- To set the brightness: press the ▲ or ▼ button. The needle moves up or down.
- To confirm the selection: press the OK, ◀, ◁ or ▶ button.

Setting the display design

- To call up the Bluetooth® device list, you must first activate Bluetooth®.
- In the Automatic setting, Audio 20 evaluates the readings from the automatic vehicle light sensor and automatically switches the display designs.

Bluetooth® settings

General information about Bluetooth®

Bluetooth®-capable devices must support Hands-Free Profile 1.0 or higher to be connected to Audio 20. Every Bluetooth® device has its own specific Bluetooth® name. Bluetooth® technology is a standard for short-range wireless data transmission of up to approximately 10 meters. Bluetooth® can be used to exchange vCards, for example.

Activating and deactivating Bluetooth®

- To activate Bluetooth®: press the SYS button. You have activated or deactivated Bluetooth®. A checkmark ☑ appears when Bluetooth® is activated.

Bluetooth® Device List

The device list appears. The device list and the phone list (TEL → Phone → Bluetooth Phones) are similar.

You will find detailed information about searching, connecting and authorizing a Bluetooth® device in the “Telephone” section (page 33).
Resetting

You can reset Audio 20 back to its factory settings. In this case, all data is lost, including personal settings (i.e. station presets). Resetting is recommended before selling or transferring ownership of your vehicle, for example.

► **SYS** → System Settings → Reset.

A prompt appears asking whether you wish to reset.

► Select Yes or No.

If you select Yes, a prompt will appear again asking whether you really wish to reset.

► Select Yes or No.

If you select Yes, Audio 20 will be reset and restarted.
Internet
Further information about Mercedes-Benz vehicles can be found on the following website:
www.mercedes-benz.com

Editorial office
You are welcome to forward any queries or suggestions you may have regarding this manual to the technical documentation team at the address mentioned on the inside of the front cover.

© Mercedes-Benz USA, LLC
© Mercedes-Benz Canada Inc.

Mercedes-Benz USA, LLC and Mercedes-Benz Canada Inc. are Daimler companies.

Not to be reprinted, translated or otherwise reproduced, in whole or in part, without written permission.

Printed in U.S.A
Press date: November 2, 2009