

FAQ for BMW Multi Device

	Question	Answer
1	What is Multi Device Cars & Mobilities?	<p>With Multi Device Cars & Mobilities, Swisscom is offering the first 5G option for a vehicle in Switzerland. An existing blue Mobile contract can easily be expanded with the 'Cars & Mobilities' Multi Device option for CHF 10 per month, linking the vehicle to Swisscom's existing mobile phone contract using an eSIM.</p> <p>ATTENTION: The option will probably also be available for NatelGo customers in Q1/2023. Further information will follow.</p>
2	What does an eSIM in a vehicle do for me?	<ul style="list-style-type: none"> ○ High-speed internet via your car's external aerial ○ Connectivity that follows you from vehicle to vehicle with your BMW ID ○ Activates 5G in your car ○ The most stable telephone connection possible in a car ○ Wi-Fi hotspot for you and your passengers
3	When is the option available?	From 9 November 2022.
4	Can I also use Multi Device in my vehicle?	Yes. Since 9 November 2022, the partnership has also allowed the benefits of Multi Device to be used in a BMW. The Personal eSIM turns your vehicle into a mobile device.
4	What is Personal eSIM?	The Personal eSIM is a fixed virtual version of a conventional SIM card in a BMW vehicle.
5	Which Multi Device option do I need for my vehicle?	There is a special Cars & Mobilities option for your vehicle for CHF 10 per month. This can only be activated directly in your My BMW account and is not visible in the normal Swisscom order flow.
6	What are the prerequisites for the Cars & Mobilities option?	Currently, it can only be used with BMW vehicles. Your vehicle will need BMW Operating System 8 as well as the optional equipment Personal eSIM (SA 6PA) and Teleservice (SA 6AE). A Swisscom mobile contract and a Swisscom login are also required.
7	With which models can the Cars & Mobilities option be used?	All models enabled with the Multi Device function (for BMW Personal eSIM) can be found on the My BMW Website .
8	How do I activate the Cars & Mobilities Multi Device option in my vehicle?	<ol style="list-style-type: none"> 1. Open the My BMW app or the My BMW website 2. Register with your mobile number. // Create your profile if you don't yet have one.

		<ol style="list-style-type: none"> 3. Click the <g id="1">Personal eSIM</g> tile. 4. Select the option 'Cars and Mobilities'. 5. Confirm your selection. 6. You will be redirected to your My BMW account. To use the services, please log in to your vehicle with this BMW ID.
9	What about the radiation in the car? Isn't it much higher due to the built-in 5G Wi-Fi spots?	With Multi Device 'Cars & Mobilities', customers use the modem in their BMW vehicle that is directly connected to the car antenna, i.e. there is no radiation at all.
10	If my partner uses the car, can they also benefit from the option or is it only for one person?	Like any other Multi Device option, Cars & Mobilities is personal and non-transferable. Secure access is ensured by the BMW car key.
11	How many people can use the car and benefit from it?	Every customer who has activated Multi Device can benefit from in-car connectivity. Multi Device is intended for personal use by a single person.
12	If someone else is using the car, will they also see my messages and contacts, etc?	Like any other Multi Device option, Cars & Mobilities is personal and non-transferable. Secure access is ensured by the BMW car key.
13	What data does BMW receive? Text messages, contacts and where are they stored?	BMW does not receive any data. Like other additional devices used with Multi Device, no data is sent to the device manufacturer.
14	Are there plans to expand it in the future to include automated driving or other services with 5G?	We do not know what plans BMW has for autonomous driving. What is certain is that 5G will continue to revolutionise the driving experience.
15	Today, I can easily pair my mobile phone via Bluetooth. What additional benefits does this option offer?	Due to environmental regulations and therefore better shielding, the reception in the vehicle is severely restricted by an indoor antenna (smartphone, hotspot). With Multi Device 'Cars & Mobilities', customers use the modem in their BMW vehicle that is directly connected to the car antenna.
16	Does the SIM card use 5G wide or 5G plus? What if it doesn't have 5G?	If 5G is not available, the connection will run over the 4G network.
17	Do I have to pay roaming charges if I drive abroad?	The BMW vehicle can be used as part of the available roaming credit (days/data volume) for the respective inOne mobile subscription. When roaming, the usage is deducted from the inclusive volume of the main blue mobile connection.