

PORSCHE



# 911 Quick Start Guide

QUICK QUESTIONS & ANSWERS

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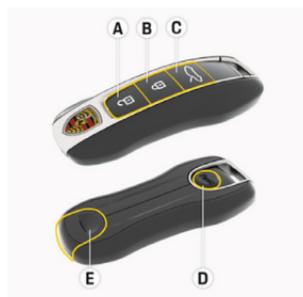
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# Opening / Unlocking / Locking Vehicle

## What are the functions of the vehicle key?



- A** Unlock the vehicle
- B** Lock the vehicle
- C** Unlock luggage compartment lid
- D** Panic button
- E** Emergency key

**NOTE:** The Porsche crest on the vehicle key lights up when buttons are pressed.

### Unlocking

#### **Press button A on the key once.**

The emergency flasher flashes once. The driver's door can be opened.

#### **Press button A on the key twice.**

The emergency flasher flashes twice. All vehicle doors can be opened.

#### **Press button C on the key once.**

The front luggage compartment lid is unlocked and all of the doors can be opened. To open the front lid, raise the lid slightly, unlatch the safety catch, and then open the lid.

### Locking

#### **Press button B on the key once.**

The emergency flasher flashes twice. The doors are locked. The interior surveillance alarm is activated.

#### **Press button B on the key twice.**

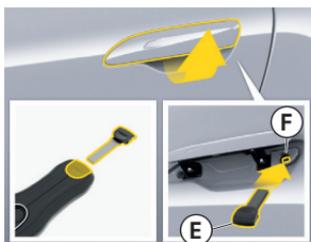
The emergency flasher emits one long flash. The doors are locked. The interior surveillance alarm is turned off.

**HELPFUL TIP:** Locking the vehicle but deactivating the interior surveillance alarm is useful should persons or animals remain in the vehicle.

### Emergency Key

#### **Insert emergency key E into the door lock F.**

Turning the emergency key counterclockwise unlocks the doors. Turning the emergency key clockwise locks the doors. The emergency key needs to be turned back and pulled out before you can open the door. Ensure the ignition is switched on within 15 seconds.



# Opening / Unlocking / Locking Vehicle

## What do I need to know about Comfort Access? IF EQUIPPED

Vehicles with Comfort Access can be unlocked and locked without using the vehicle key. The vehicle key must be carried by the handle, e.g. in a pocket.

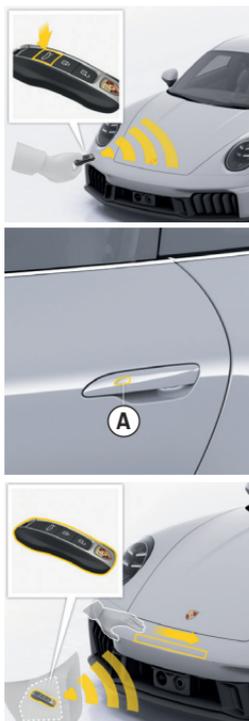
**Unlocking Doors:** Grasp into the handle recess of the door and do not touch the proximity sensor on the front of the door handle. The door handle will then extend; pull on the door handle. **HELPFUL TIP:** the door may also unlock and door handles will extend upon approaching the vehicle with the key. To enable this setting, go to **Settings > Vehicle > Vehicle locking systems > "Unlock doors when approaching and extending door handles"**.

**Locking Doors:** Once leaving the vehicle, touch proximity sensor **A** at the door handle. Two warning signals sound and the emergency flasher flashes twice. The door handle will then retract into the door.

**HELPFUL TIP:** Keep the key in a separate pocket from cell phones as they may cause issues with key detection.

**Luggage Compartment Lid:** Move your hand below the seam of the lid and the top of the front bumper using either a back-and-forth or a swiping motion; the lid will unlock. Lift the lid slightly and open the lid safety catch. When the lid is completely open, the luggage compartment light will come on.

**HELPFUL TIP:** If washing your vehicle by hand, the Porsche Comfort Access sensor used to open the front lid may be triggered from the spray of the water if the key is in close proximity while washing the vehicle. The key can be disabled by holding down the lock and unlock buttons simultaneously until the crest lights up briefly. The key can subsequently be turned back on by pressing any button.



## How do I program the HomeLink®/garage opener?

### Before You Start:

- Ensure you are physically near the garage being programmed and GPS functions are enabled.
- Ensure relatively fresh batteries are in the existing remote before starting.
- The engine does not have to be running, but the ignition must be in the on position.

### Initial Programming:

- Go to **HOME > HOMELINK® > Choose the desired button to be programmed > Start configuration process**
- Follow the instructions on the screen.

**NOTE:** If the screen goes to **Configuration Error**, try the following:

- Some remotes may require the button to be briefly pressed and released. Try pressing the button multiple times.



Scan QR code or [click here](#) to watch to watch the setup of HomeLink.

## Opening / Unlocking / Locking Vehicle

- Newer-style remotes such as the mini one pictured at right take longer to detect. Be patient and try again with multiple button presses, ensuring there are fresh batteries in the remote.

- If the prompt says to continue the synchronization, proceed to the *Rolling Code Synchronization* section.
- If the prompt says synchronization is not necessary, the system is ready to use.



### Rolling Code Synchronization:

- If you are near your garage door, find the **Learn** button on your garage door unit to begin the rolling code pairing process. You may need to refer to your opener's instructions. Otherwise, if you are not near your garage, you can click **Continue Later** to resume this process when you are near your garage.
- Once the **Learn** button has been pushed, return to the car and follow the instructions on the screen.

# Configuration & Personalization

## What should I know about the Auto Start Stop feature?

When the vehicle stops, e.g., at a traffic light or in a traffic jam, the engine automatically stops, provided all the requirements for the auto-stop function are met. In this way, the automatic Start Stop function helps to save fuel.

The ignition remains on even when the engine is stopped automatically.  
All safety functions continue to operate.

### Prerequisites for Auto Start Stop:

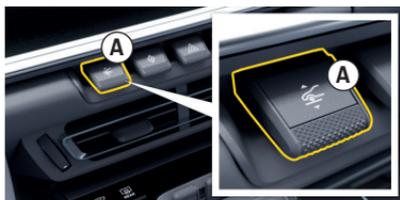
- Auto Start Stop turned on
- Hood closed
- Brake pedal pressed
- PDK in D, M, N, P, or Manual Transmission in neutral with the clutch released
- Engine, transmission, and A/C have reached operating temperature
- Driver's seat belt fastened
- Exceptional conditions for the Auto Start Stop function:
  - ✓ T-Hybrid vehicle
- For T-Hybrid vehicles, the Auto Start-Stop function is also active in SPORT driving mode. The SPORT driving mode can be individually customized by changing the desired setting in the CAR menu and pressing the check box to save the settings.

## Switching the Auto Start Stop off and on: CAR > DRIVE > Start Stop

**Default On:** Auto Start Stop is automatically activated whenever the vehicle is turned on.

## How do I operate the front axle lift system? OPTIONAL

With the front axle lift system, the front end can be raised by around 1.57 in. (40 mm) (leading edge of the front spoiler). This helps prevent damage to the bodywork, such as when entering underground parking garages or crossing speed bumps.



### Raising the front end:

While the engine is running, press button A. The front end will raise, the A button will flash red and a message will appear on the instrument cluster. When the front end is fully raised, the A button lights up red and a message appears on the instrument cluster. A prompt will appear on the PCM and ask if you would like to save the current location as a Smart Lift location and have it trigger automatically next time.

**NOTE:** There is a risk of damage if the front end is lowered inadvertently. Because of the system design, the front end lowers automatically after a certain time when the engine is stopped. The vehicle must always be lowered before it is switched off.

### Lowering the front end:

With the doors closed and the engine running, press button A. The front end will lower, the A button will flash red and a message will appear on the instrument cluster. When the front end is fully lowered, the red illumination of the button will go out and a message will appear on the instrument cluster. If a door is opened while the vehicle is being lowered, the front end is raised again automatically. If the vehicle exceeds a certain speed, the front end will also automatically lower.

**NOTE:** There is a risk of damage if the vehicle hits an obstacle. Do not lower the vehicle when positioned over an obstacle.

## Configuration & Personalization

### Occasionally the front camera view turns on when I am parking, why is that?

To help in parking, the front camera view will activate automatically when the sensors detect proximity to an object. However, in certain situations such as dense urban traffic, the camera may be triggered by nearby vehicles. If this behavior is not desired, you can turn off this feature by going to **Parking>Activating front park view automatically**.

### I notice more tire noise and tire wear than I've experienced with some other cars. Why is that?

Porsche cars are engineered for a high level of performance and are also designed to ensure driving pleasure, comfort, and daily use. The hardness of the tire depends on the tire's temperature, as well as the compound specifications and the tread pattern of the tire. The side effects of these tire constructions may create louder noises while making a sharp turn when the tire is cold, such as pulling out of a parking spot.

**HELPFUL TIP:** All tires slowly lose air, and tire pressure also changes considerably when a tire heats up as a result of being driven. To keep tire noise and wear to a minimum, check tire pressure frequently and top off to recommended pressure. Also, have your Porsche Center perform alignment and balancing at intervals noted in the Owner's Manual.

### How do I save my personal settings in my vehicle?

Certain settings can be stored or retrieved in the 911 via the **Driver Profile** or **Memory Buttons**.

When the ignition is switched off, the settings just previously made are automatically saved to the Driver Profile in the PCM. When entering the vehicle, the settings will automatically be retrieved via the vehicle key, or when the Driver Profile is changed. If multiple persons drive the vehicle, it is recommended to use one Driver Profile and vehicle key per person.

#### Driver Profile Management:

Up to six Driver Profiles and 1 guest profile can be created in the Porsche 911. When the PCM system is first activated, the **Setup Wizard** will display and guide you through important steps for configuring your PCM. It is recommended you run the Wizard to ensure you create a full Driver Profile for yourself. To manage Driver Profiles, go to **HOME** and click on the profile name in the upper right corner.

#### Driver Profiles affect the **Comfort settings**:

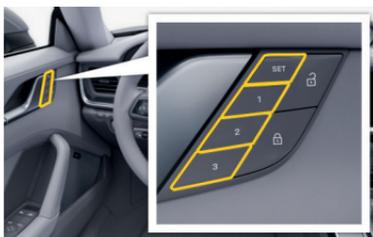
- Temperature
- Air-conditioning Settings
- Lights
- Vision
- Assistance Systems
- Instrument Cluster
- Infotainment Settings
- All Ergonomic Settings

#### Memory Buttons OPTIONAL

Additionally, up to three sets of **ergonomic settings** can be manually saved and retrieved via the three **Memory Buttons** in the driver's door. **Ergonomic settings** affect the seat, exterior mirror, and steering wheel settings.

#### Storing ergonomic settings on the Memory Buttons:

1. Press the **SET** button. The indicator light will light up.
2. Press the preferred Memory Button (**1**, **2**, or **3**) within 10 seconds.
3. There will be an acoustic chime and the light indicator in the **SET** button will go out.



# Controls

## How do I operate the climate control?



**What do I want to do?**

**What do I have to do?**

Defrost windshield

Press button A.

Switch on heated rear windshield/door mirror heating

Press button B.

Switch A/C Max mode (maximum air conditioning) on

Press button C.

Switch on automatic mode

Press button D.

Set temperature

Press button E for the driver's side or button G for the passenger's side up (warmer) or down (colder).

Set airflow manually

Press button F up (increase) or down (decrease).

Operate the air-conditioning system in Porsche Communication Management (PCM)

Set the strength of the airflow in automatic mode

CLIMATE > AIR > Style

Manually adjust the air distribution

CLIMATE > AIR > Air Distribution

Set the footwell temperature

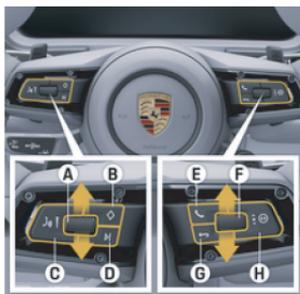
CLIMATE > AIR > Footwell

Adjust the upper ventilation panel

CLIMATE > AIR > Center

## What do the different steering wheel controls do?

- A. Volume
  - Turning: Change the volume.
  - Pressing: Mute volume.
- B. Opening a saved function: The button can be assigned individually.
- C. Opening voice control
  - Pressing: Call Porsche Voice Assistant.
  - Long Press: call external voice assistant.
- D. Play next station/track
- E. Accept or end a telephone call
- F. Switch between the Powermeter, 3D DriveAssist, map, extended map, night vision, and Sport Plus views
  - Turning: Scroll through the views.
  - Pressing: Select view.
- G. Skip back one or more menu levels in the display
- H. Switching between the tubes and the pop-ups.



## How do I turn on the heated steering wheel? IF EQUIPPED

Press button **A** in the central steering wheel spoke until the message "Heated steering wheel on" or "Heated steering wheel off" appears briefly on the multifunction display.



## How do I operate the cruise control systems?

### Cruise Control:

The cruise control maintains a constant selected speed in the range of approximately 12–130 mph (20–210 km/h) without having to press the accelerator pedal.

**R. MODE:** Switches systems on and off or opens the drop-down menu.

1. Sets or increases the desired speed.
2. Sets or decreases desired speed.
3. CANCEL: Interrupt control.
4. RESUME: Resumes a saved speed.

### Adaptive Cruise Control\* (ACC) OPTIONAL:

Adaptive Cruise Control behaves like a speed control system. The desired speed setting is kept constant. If another vehicle that is traveling slower than the selected speed is detected up ahead in the same lane, Adaptive Cruise Control automatically maintains a set distance.

If the vehicle in front stops, Adaptive Cruise Control slows the vehicle and brings it to a stop, provided that this is possible within the system's control parameters. The speed of the vehicle can be increased at any time by pressing the accelerator.

**R. MODE:** Switches systems on and off or opens the drop-down menu.

**S.** Turning Lane Keep Assist on and off.

**Z.** Reduces and increases the distance.

1. Sets or increases the desired speed.
2. Sets or decreases desired speed.
3. CANCEL: Interrupts cruise control or distance control or discards the speed limit.
4. RESUME: Resumes cruise control or distance control or takes over the speed limit.



Cruise Control



Adaptive Cruise Control

## How do I activate voice control?

Numerous media, phone, navigation functions, A/C settings as well as apps can be activated via voice commands. The voice control function adapts to the speaker and learns from the very first dialog. Onboard and online voice recognition functions are linked seamlessly in the voice control system. The voice control function does not support all system languages.

1. Briefly press the  on the steering wheel. A rising acoustic signal is heard and the symbol  for voice control appears on the PCM.

2. Say the voice command.

**IMPORTANT:** To experience the full functionality of the voice control system, please ensure all Porsche Connect services are activated.

**HELPFUL TIP:** For a list of all voice commands, please refer to the Digital Owner's Manual.

\*Please see important limitations of assistance systems in your vehicle's Owner's Manual.

## How do I operate the windshield wipers?



### What do I want to do?

Wipe automatically at front  
(rain sensor/intermittent operation)

Set rain sensor/intermittent operation sensitivity

Wipe at front

Spray and wipe at front

Wipe at rear (intermittent wiping)

Fold windshield wipers out

### What do I have to do?

Press lever to detent position 1.

Adjust switch B on the right of the lever upward (wipe more often) or downward (wipe less often).

Slow: Press the lever to detent position 2.

Fast: Press the lever to detent position 3.

Once: Push the lever to position 4 (holding lever in position 4 accelerates wiping action).

Pull the lever towards the steering wheel at position 5 and hold.

Press switch A.

Switch off the ignition and press the wiper lever downward once in position 4. The windshield wipers move upward through approximately 90 degrees.

## Where are the cupholders in the 911?

There is one drink holder in the center console and one below the outer air vent on the passenger side. Additionally, there are bottle holders located on the doors.

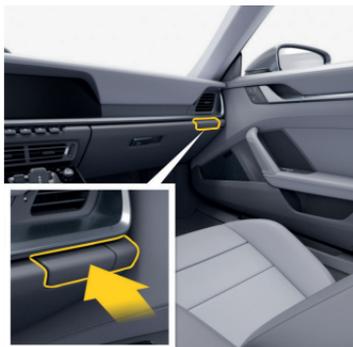
**NOTE:** Objects that are not intended for a cupholder can fall out.

**Center-console cupholder:** The drink holder in the center console is removable, so please pay attention to the following instructions:

- Insert the drink holder and push it downward until it clicks into place. The drink holder can now be used.
- Press the button and remove the drink holder upwards to remove it. **Warning:** Never operate the vehicle without an inserted cup holder or inserted storage compartment.

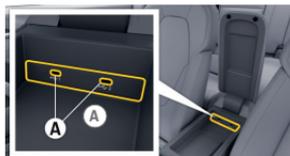


Passenger-side cupholder



## Where are the communication device plugs located in the armrest?

- Ⓐ USB ports (type C)



## Wireless Phone Charging

The wireless charging function can be activated or deactivated on the Center Display.



### How do I activate the electric parking brake?

The electric parking brake acts on the rear wheels and serves to secure the vehicle while parked.

Applying the parking brake: Pull (P) switch.  
The light indicator on the button (P) and the brake warning light illuminate.

Manually releasing the parking brake: With the ignition switched on, press the brake pedal and then press the (P) button. The brake warning light goes out.

Automatically releasing the parking brake: Despite the active parking brake, you can drive off normally. Check that the engine is running, the driver's door is closed, the driver's seat belt is fastened, or operating mode D, R, or M is selected. The electric parking brake detects the start request and releases.



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### What are the Quick Access Buttons and where are they located?

The Quick Access Buttons (◊ buttons) of the multifunction steering wheel or the center console switch panel can be freely assigned to a wide range of vehicle and infotainment functions (e.g., radio/media playback, navigation, etc.) depending on vehicle equipment.

The assigned menu can be easily accessed by holding down any of the Quick Access Buttons and checking the PCM screen.



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### Is there anything I should know about the brakes on my 911?

Because Porsche vehicles are engineered to be high-performance vehicles, you might hear your brakes squeal, but more importantly, you'll feel them stop — at the drop of a dime. Scan to watch a video to learn more about your high-performance brakes.



<https://www.youtube.com/watch?v=fUNHb9052WQ>

NOTE: Point the camera of your mobile device at the QR code.

### How do I pair my mobile phone to the PCM via Bluetooth®?

To connect a compatible mobile phone to the PCM, please make sure the Bluetooth® function is activated on both the mobile phone and PCM.

1. **HOME > DEVICES > Search for new phone**
2. Select a cellphone from the device list. A six-digit Bluetooth code is generated and displayed in the PCM system, and on the cellphone.
3. Compare the Bluetooth code in the PCM system and on the cellphone.
4. If the Bluetooth code in the PCM and on the cellphone match, confirm. When the phone is successfully connected, the numeric input (KEYPAD  menu) is displayed in the PCM.

### How do I activate Apple CarPlay® in my 911?

Apple CarPlay® must be selected when connecting for the first time. Apple Carplay can be connected via USB or wirelessly (see the previous section) when first pairing an Apple® device to the vehicle.

#### Opening Apple Carplay in the PCM:

1. Connect the iPhone® to the USB type C port (A) in the armrest.
  2. Confirm on the PCM display that you wish to use Apple Carplay. The available apps are displayed and Apple Carplay will open.
- To go from a different menu item to Apple Carplay, select **Apple CarPlay** .



#### Operating Apple Carplay in the PCM:

All available apps can be operated via the touch display, the rotary push button and the **Back** button of the PCM.

- To access the main menu with **Apple Carplay** , select the **Home** button  on the touch display.
- To go to the main function of the PCM, select **Apple Carplay**  > **PORSCHE** or select a function (for example, **MEDIA** .

#### Operating Apple Carplay via Siri® voice recognition:

1. Press and hold the  button on the steering wheel.
2. Say the desired voice command.

#### Ending Siri voice recognition:

Check that Siri is active and waiting for a voice command. Press the  button on the control lever. A fading acoustic signal sounds.



**NOTE:** Apple Carplay will only work on this vehicle if the noted conditions are met: iPhone 6S or later, iOS® 11.4 or later. Siri and Apple Carplay must be activated in the settings of the iPhone that is used. For flawless operation use original Apple USB type C lightning cables that are undamaged and that do not have a USB adapter.

### How do I operate Android® Auto?

#### Opening Android Auto:

1. Connect the phone to the USB interface (type C) in the armrest.
2. Confirm the notice that Android Auto is being used (Android Auto is opened, and the available apps are displayed).
3. Follow the instructions on the phone.

#### Operating Android Auto with PCM:

All available apps can be operated using the touch display, the rotary push button and the **Back** button of the PCM.

1. To open the main menu in Android Auto, press the  button on the touch display of the PCM.
2. To switch to the main function of the PCM, select  > **Android Auto Porsche**, or select any function (e.g., .

### How do I make an emergency call in my 911?

Different emergency call systems may be used depending on model, country, and equipment. Help can be requested via the emergency call system in an emergency or in dangerous situations. Despite activated private mode, location information for the vehicle can be transmitted in the event of a breakdown or emergency call, and theft can occur.

#### Triggering an emergency call via SOS button:

1. Open the cover plate by pressing on it.
2. Press SOS button **A** for at least one second. If the SOS button is pressed again for at least one second within six seconds, the emergency call is canceled.
3. If conditions permit, wait in the vehicle until the connection to the emergency call center is established. Light indicator **B** flashes green when the emergency call to the call center has been established.



**NOTE:** If queries from the emergency call remain unanswered, rescue measures are initiated automatically.

- A. SOS button**  
**B. Light indicator**

### Breakdown Call

Help can be requested via the breakdown call in the case of breakdowns or accidents.

#### Triggering a breakdown call:

- ▶  > Phone  Tap > the keypad.
- ▶ Press the  button. To end the breakdown call, select .
- ▶ If conditions permit, wait in the vehicle until the connection to the service center is established.

The breakdown call can also be triggered using the Porsche Connect App (**availability dependent on country**).

## Communication & Porsche Connect

### What is a Porsche ID?

Your Porsche ID is your universal Porsche account containing your personal data, contact information, vehicles, payment information, and much more. With a Porsche ID and your password, you can log in to most Porsche websites and apps. Your email address is your Porsche ID. Please contact us at 1-800-PORSCHE to receive an email invitation to create a Porsche ID.

### What is My Porsche?

My Porsche is the Porsche owners' portal. After logging on with your Porsche ID, you can manage your garage of Porsche vehicles, their Connect services, and your personal information in My Porsche. In addition, you will be able to purchase vehicle-related products and services, discover local events, and learn more about the latest news from Porsche. Please visit [porsche.com/usa](http://porsche.com/usa) to log on to My Porsche.

### What is Porsche Connect? (10 years inclusive)

With Porsche Connect services activated, you can enhance your vehicle infotainment experience with some of the following features:

- Navigation with real-time traffic and online map updates
- Enhanced voice assistant with online search and optional Amazon® Alexa® integration
- Remote vehicle access via the My Porsche app
- Third-party streaming apps, including Spotify® and YouTube™, via the App Center®\*
- Smart Service and Online Software

\***Please note** that use of the App Center and third-party applications requires the use of the Data Pass, which is included for 4 years upon activation of Porsche Connect. Additional data plans are available for purchase via the Connect Store.

If your Porsche Connect services have yet to be activated, please contact your Porsche sales professional or call us at 1-800-PORSCHE.

### Enrollment: Activation & Registration

Upon delivery of your new vehicle, you will receive an email that will guide you through the process of creating your Porsche ID, linking your vehicle to your account, and activating all included Connect services. For the best experience, we recommend downloading the My Porsche app from the Apple® App Store® or Google Play™ Store before starting the activation process.

After activating Porsche Connect, please log into your vehicle by scanning the QR code on the PCM screen and following the prompts in the set-up wizard

### My Porsche App

Unlock the full potential of your Porsche experience. Immerse yourself further in the dream car experience. Access more features. More convenience. More performance. More Porsche. Download the My Porsche app on the Apple® App Store® or Google Play™ Store.

### Onboard Owner's Manual

You can find more information on your vehicle and Porsche Connect in the Owner's Manual in the Porsche Communication Management (PCM) under **CAR**  > **CONTROL**  > **Manual**



### Notes on leaving the vehicle unused for long periods (T-Hybrid)

For idle periods of two weeks or longer:

- Do not park the vehicle with a discharged high-voltage battery.
- Make sure that the vehicle is not permanently exposed to direct sunlight. We recommend that you park the vehicle in a covered garage.
- If possible, check the battery charge regularly so that the battery charge does not fall below 30%. If the charge level of the high-voltage battery falls below a defined threshold value, the emergency starting can only be carried out by a Porsche Center. For idle periods of two months: Run high-voltage battery for several minutes in SPORT PLUS driving mode before parking the vehicle to charge the high-voltage battery to be above 80%.

# 911 Quick Start Guide



**Want to know more about your Porsche?** Download the My Porsche app on the Apple® App Store® or Google Play™ Store.



**Note:** Click the App Store or Google Play images to be directed to download

Porsche Customer Support may be reached at **1-800-PORSCHE** for any questions or information on the Porsche owner services.

NOTE: Some features described in this document are optional equipment and may not be fitted to your automobile.

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