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Frequently Asked Questions

Porsche Classic Communication Management Plus (PCCM Plus) **for Porsche 911 (Type 997 II and Type 991 I) and Boxster & Cayman (Type 987 II and Type 981)**



Porsche Classic Communication Management Plus (PCCM Plus) **for Porsche 911 (Type 997 I), Boxster & Cayman (Type 987 I) and first-generation Cayenne**



FAQs

Porsche Classic Communication Management Plus (PCCM Plus) for Porsche 911 (Type 997 II and Type 991 I) and Boxster & Cayman (Type 987 II and Type 981)

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1. General & installation

Can the PCCM Plus be installed by the user or is professional assistance required?

We recommend that the PCCM Plus be installed by qualified professionals. The warranty on the device will be void if the installation is carried out by the user. For information on installing the PCCM Plus, please contact your Porsche Centre.

What do I need to consider during the initial commissioning?

Vehicle-specific equipment can be configured in the PCCM Plus setup assistant. It is important to ensure that the equipment variants match exactly. It is recommended that the initial commissioning be carried out by qualified professionals. Depending on the vehicle's equipment, it may be necessary to code the instrument cluster.

What technical requirements need to be met before installing the PCCM Plus?

Several requirements must be met before installation, depending on the vehicle:

- The existing amplifier needs to be updated to the latest software version.
- For European vehicles, the factory-installed antenna amplifier needs to be replaced.
- Vehicles with a built-in 3G antenna must be retrofitted with one or two 4G antennas, depending on the variant, before installation. The specific part numbers can be found in the installation instructions/technical information notes (TI).

What is the purpose of the SIM card?

The SIM card is only needed for internet services. These include, for example, internet radio, traffic status, satellite images, radio logos, map updates, the video app and navigation voices.

2. Operation & user interface

What limitations are there when using the PCCM Plus?

The PCCM Plus buttons can only be used within lists and do not work in sound control overviews, for example.

The setup assistant cannot be operated using the buttons. Alternatively, the right knob on the PCCM Plus device can be used.

Will the multifunctional steering wheel still be supported?

Yes, the functions of the multifunctional steering wheel will still be supported. Among other things, it is possible to assign selected functions to the Screen button for the Porsche 911 (Type 997 II), Boxster (Type 987 II) and Cayman (Type 987 II).

Is the factory-installed Sport Chrono function still available?

The Sport Chrono function will no longer be displayed in the PCCM Plus device from this generation onwards. These functions will instead be displayed in the instrument cluster and will therefore remain available.

3. Multimedia & entertainment

Which media and radio functions are supported by PCCM Plus?

The PCCM Plus supports radio and HD radio (North America). DAB support is reserved only for devices with part numbers 99764260000 and 99164260000.

TV tuners and SDARs are no longer supported. Instead, an integrated video app is available, which allows video content to be played via the YouTube™ platform while the vehicle is stationary.

AM reception can be selected directly in the media menu.

Which multimedia interfaces are available after the retrofit?

Music can be played back via radio, smartphone, internet radio, as well as via USB-A and USB-C. An additional USB port can be optionally integrated into the centre console or glove compartment. The new PCCM Plus does not have a CD changer or AUX and iPod interfaces.

4. Navigation & maps

How is navigation information displayed in the vehicle?

The display of the maximum permissible speed varies depending on the model:

- In Porsche 911 (Type 991 I) and Boxster/Cayman (Type 981) models, the speed display can be shown in the instrument cluster.
- For Porsche 911 (Type 997 II) and Boxster/Cayman (Type 987II) models, the speed display is exclusively in the PCCM Plus navigation.

A full mirroring of Apple CarPlay® and Android Auto™ in the instrument cluster is not possible. Instead, turn-by-turn directions and specific instructions are displayed, providing easy access to the most important navigation information.

Can vehicles that were originally equipped with a CDR unit display map data in the instrument cluster?

As the instrument cluster of 9x1.l vehicle variants does not support map display, it is not possible to implement this feature. The turn-by-turn display is still fully available, provided that the instrument cluster has been coded.

Do I need to purchase a licence for the navigation device?

The navigation data is valid for three years after purchase. After this period, a licence is required to regularly update the navigation data.

How do map updates and map data management work?

Onboard navigation map data can be updated online and over-the-air. This is recommended to keep the navigation up to date. The latest map data can be purchased at your Porsche Centre. However, due to limited storage capacity, it is not possible to save all global map data.

To optimise performance and data usage, unneeded maps should be manually deleted. To do this, proceed as follows: Home → Navigation → Settings → Maps → Press and hold downloaded map → Delete.

Does the PCCM Plus support real-time traffic information and traffic sign recognition?

Yes, the PCCM Plus supports RTTI (real time traffic information) if a SIM card is inserted. In addition, real-time traffic data can be accessed via Apple CarPlay® or Android Auto™ (for example, Apple Maps® or Google Maps™).

Traffic sign recognition is based on location-based map information from the PCCM Plus. Data from Apple CarPlay® or Android Auto™ is not used for this purpose, which is why different speed displays are possible. In any case, local signage has priority.

5. Smartphone integration (Apple CarPlay & Android Auto™)

How does the connection to the smartphone work?

The PCCM Plus can be connected both wired (via USB) and wirelessly, provided the smartphone supports this. You can find information on this in the specifications provided by your smartphone manufacturer, for example for Apple® (www.apple.com/de/ios/carplay) or for Android Auto™ ([On the road with Android Auto – the best of Android on your car's display](#)).

How can devices be deleted from Device Manager?

Devices can be deleted in Device Manager under 'Known devices'. Press and hold the corresponding device on the touchscreen display and drag it to the left. Then press the area highlighted in red with a recycle bin icon.

How does the use of Apple CarPlay® and Android Auto™ work?

Apple CarPlay® and Android Auto™ are considered separately in the PCCM Plus. Multiple smartphones can be connected simultaneously; the display depends on the actively selected device. However, simultaneous operation of Apple CarPlay®, Android Auto™ and Wi-Fi hotspot is not possible.

Which content is not displayed with Apple CarPlay® and Android Auto™?

Apple CarPlay® and Android Auto™ do not display detailed information about waypoints such as arrival time or distance. This data is only available with the PCCM Plus, the TRIP screen, or the instrument cluster. Intermediate stops are displayed there as individual, separate destinations. Navigation data is also calculated separately for each intermediate route and not as a whole.

Where are contacts from Apple CarPlay® and Android Auto™ displayed?

The phonebook feature of Apple CarPlay® and Android Auto™ is not supported in the instrument cluster. It is displayed in the PCCM Plus device infotainment system.

6. Phone calls, contacts & speech

Why are contacts, phone numbers, or call times not displayed correctly?

Certain information is not transmitted in full through Bluetooth or Wi-Fi from the smartphone. Call times are only recorded from the moment the connection to the PCCM Plus is established.

Some special characters and emojis are not supported by the infotainment cluster (IC). In these cases, they are either not displayed at all or are replaced by standard characters.

Telephone numbers need to be stored in an international format (e.g., +49 ...) to be displayed correctly.

How can contacts be imported via Bluetooth®?

To import contacts via Bluetooth®, access to the phonebook must be allowed on the mobile phone.

How does microphone configuration affect voice quality and phone calls?

Vehicles without a factory-installed microphone use the microphone integrated into the PCCM Plus, which can lead to reduced voice quality. To ensure optimal speech input and recognition, it is recommended to speak in the direction of the device.

If the sound quality is poor, check whether the original microphone is activated. Please proceed as follows: Settings → Systems → Setup Assistant → Microphone, activating it with the checkbox.

Is the cordless telephone handset still supported?

No, the cordless telephone handset is not supported by the PCCM Plus. Smartphone applications are used for telephony instead.

7. Audio & sound systems

Will existing BOSE® or Burmester® sound systems continue to be supported?

Yes, the factory-installed sound systems can still be used. Before installing the PCCM Plus device, the sound system must be updated to the latest software version. The BOSE® AudioPilot, the Surround and Listening Position features are still supported. Installation by a qualified professional is required.

Is speed-dependent volume adjustment supported?

Yes, speed-dependent volume adjustment is supported.

What can I do if the radio reception is poor?

Poor radio reception can be caused by loose or damaged cable connections. Please check that your cable connections are securely in place. Please also ensure that any porous plugs and cables are replaced to guarantee reception quality in the tuner area. Pay particular attention to the window antenna connection.

8. System settings & misc.

What languages does the PCCM Plus support?

The PCCM Plus supports Dutch, English, French, German, Hungarian, Italian, Polish, Romanian, Spanish and Swedish.

How is the time set or synchronised in the instrument cluster?

In Porsche 911 (Type 997 II) and Porsche Boxster/Cayman (Type 987 II) models, the GPS time is automatically transmitted by the PCCM Plus, ensuring that the time is always displayed correctly. For Porsche 911 models (Type 991 I and Type 981), the following procedure must be followed to ensure the correct daylight savings time display in the instrument cluster: Vehicle → Settings → Date & Time → Daylight Savings (please note the time zone).

FAQs

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1. General & installation

Can I install the PCCM Plus in the Porsche 911 (Type 997) or Boxster/Cayman (Type 987) of the model years 2005 to 2008 or in the first-generation Cayenne of the model years 2003 to 2008 with CDR?

Yes, the PCCM Plus can also be installed in the 911 (Type 997), the Boxster (Type 987) / Cayman (Type 987) of the model years 2005 to 2008 and first-generation Cayenne of the model years 2003 to 2008 with a CDR. Additional adapter cables may be required for installation. For information on how to install the PCCM Plus, please contact your Porsche Center.

Can I install the PCCM Plus in the Porsche 911 (Type 997) or the Boxster/Cayman (Type 987) from model years 2009 to 2012 or the first-generation Cayenne from model years 2009 to 2010?

No, the PCCM Plus was developed and tested exclusively for the 911 (Type 997), the Boxster (Type 987) / Cayman (Type 987) of the model years 2005 to 2008 and first-generation Cayenne of the model years 2003 to 2008.

Is the factory fitted antenna amplifier (for the European/Australian/New Zealand market) still used?

With the PCCM Plus (Europe), the antenna amplifier installed in the vehicle must be replaced by the new antenna amplifier.

Can I still use my factory fitted GPS-antenna?

No, the supplied GPS antenna must be installed.

What do I have to consider when I use the PCCM Plus for the first time?

The Auto-configure PCCM Plus function must be run when the PCCM Plus is used for the first time in order to guarantee the full range of functions.

- 911 (Type 997) and Boxster/Cayman (Type 987): To run the function, press CAR → Set → System → Configure PCCM Plus → Auto-configure PCCM Plus or HOME → Car → Set → System → Configure PCCM Plus → Auto-configure PCCM Plus.
- First-generation Cayenne: To run the function, press CAR → Set → Auto-configure PCCM Plus or HOME → Car → Set → Auto-configure PCCM Plus.

2. Operation & user interface

Will my trip computer still work?

The trip computer is integrated into the PCCM Plus. The trip computer includes travel time, distance, range, average consumption, average speed, date, time and outside temperature. Please note due to a different calculation logic, the values shown in the trip computer may deviate from the values shown in the instrument cluster. In addition, radio stations, media, telephone and navigation in the instrument cluster can be displayed depending on the vehicle equipment.

Can I still use my factory fitted microphone?

No, the factory fitted microphone cannot be used anymore. The included microphone is a directional microphone that achieves better sound quality compared to the old device. The integrated microphone of the PCCM Plus can be used as an alternative.

Will the multifunction steering wheel still be supported?

Yes, the functions of the multifunction steering wheel are still supported. Among other things, it is also possible to assign selected functions to the screen button for the Porsche 911 (Type 997) and Boxster/Cayman (Type 987). When pressing the SCAN/MAN button on the multifunction steering wheel of the first-generation Cayenne, you activate radio mode and toggle between FM/AM/DAB+ or SiriusXM.

Is the individual memory function supported?

Yes, the individual memory function is supported. The individual memory function is only available on the PCCM Plus for Porsche 911 (Type 997) and Boxster/Cayman (Type 987), but not for the PCCM Plus for the first-generation Cayenne. The PCM performance display for Porsche 911 (Type 997) and Boxster/Cayman (Type 987) is not supported.

Will the factory-installed rear view camera of my first-generation Cayenne continue to be supported?

Yes, the factory-installed rear view camera is connected to the PCCM Plus by means of a multi-adapter.

3. Multimedia & entertainment

How can the AM reception area be activated?

The reception area AM in the Tuner menu can be activated and deactivated in the settings (options) via checkbox.

Will the CD-Changer CDC-4 continue to be supported?

No, the functions of the CD changer CDC-4 are not supported.

What should be considered when presenting media information in the media sector?

The cover flow is only displayed if the graphic (e.g. cover of the album) is stored in the ID3 tag of the MP3 file.

Which formatting of the USB stick as well as which file formats are supported via the USB port?

It is necessary to pay attention to the correct formatting (FAT32) of the USB stick as well as to the storage capacity of a maximum of 64 GB. The following file formats are supported: mp2/mp3/wma/flag/ape/ogg.

4. Navigation & maps

Is the compass display still supported in my first-generation Cayenne?

Yes, the compass display is still supported in conjunction with the corresponding map material on a separate MicroSDHC card. The map material can be purchased separately via your Porsche Center.

How do map updates work?

Onboard navigation cannot be updated online. The current map material (microSDHC card) can be purchased from your Porsche Center.

Does the PCCM (Plus) feature RTTI (Real Time Traffic Information)?

No, the Onboard-Navigation does not contain an RTTI function. However, RTTI can be used through the included Apple CarPlay® / Android Auto™ functionality (Apple Maps or Google Maps).

5. Smartphone integration (Apple CarPlay & Android Auto™)

How does the connection to the smartphone work?

Smartphones can only be connected via cable (USB-Port) or Bluetooth® for data transfer. Bluetooth® does not grant "full access" to smartphone functionality as is the case with the wireless connection in new vehicles.

Apple CarPlay® works with iPhone® generation 5 and newer. Compatibility information can be found in the specifications provided by your smartphone manufacturer, for example for Apple® (www.apple.com/de/ios/carplay) or for Android Auto™ ([On the road with Android Auto – the best of Android on your car's display](#)).

Why does my phone terminate the Bluetooth® connection when activating Apple CarPlay® or Android Auto™?

Apple CarPlay® disconnects an existing Bluetooth® and does not initiate a new one. Android Auto™ disconnects an existing Bluetooth® connection to initiate a new one automatically.

How does the volume adjustment work with Apple CarPlay® / GOOGLE® Android Auto?

The volume level for different audio sources can be adjusted separately with Apple CarPlay®. GOOGLE® Android Auto includes uniform volume levels for different audio sources.

How does the volume control of media playback via Bluetooth® work?

When playing media via Bluetooth®, pay attention to the volume level of your mobile device. Ensure that the volume is set to maximum. The volume level of the PCCM Plus is uniformly controlled via the audio sources Tuner, Media, Phone and Navigation.

6. Phone calls, contacts & speech

Why are phone numbers not displayed correctly?

Telephone numbers need to be stored in an international format (e.g., +49 ...) to be displayed correctly.

How can contacts be imported via Bluetooth®?

To import the contacts via Bluetooth® it is necessary to allow access to the phone book through your mobile device.

Why is the sound quality of my microphone unsatisfactory?

If the sound quality is poor, check whether the external directional microphone is activated. Please proceed as follows: Home → Phone → Options → external microphone and activate it via checkbox. To ensure optimal speech input, it is recommended to speak in the direction of the device.

Will the external handset still be usable?

The factory fitted external handset is no longer supported. Smartphone applications are used for telephony instead.

7. Audio & sound systems

Will existing BOSE® or Harman sound systems continue to be supported?

The factory fitted sound systems can still be used. Before installing the PCCM Plus device, the sound system must be updated to the latest software version. The BOSE® AudioPilot, the Surround function and the Listening position features are still supported.

Is the speed-dependent volume still supported?

Yes, the speed-dependent volume is supported.

Why is my radio signal reception mediocre?

Your device's cable connections may not be secured properly. Please check the firm fit of your cable connections. Please also make sure that degraded plugs as well as cables are replaced if necessary to ensure the reception quality in the tuner area. Pay particular attention to the connection of the windshield antennas on the vehicle models 911 (Type 997) and Boxster/Cayman (Type 987).