Getting Started with Uconnect Access

Registration (Uconnect 8.4A and 8.4AN Radios)

With Uconnect Access you're always connected to your car. Your favorite entertainment at your fingertips, lock your doors from hundreds of miles away, use your voice to send a text or find top-rated places near you.

Using the vehicle touchscreen, the following steps will get you registered. You can choose to register by speaking with a Uconnect Care Agent [Register By Phone] OR do it yourself using a smartphone, tablet or computer using the [Register By Web] method. Ensure your vehicle is in an area with good cellular coverage.

1. press Apps*

2. scroll down and select Uconnect Registration, then choose to

3a. Register By Phone   OR   4a. Register By Web

john@example.com

3b. press Uconnect Care

4b. enter your email address, press Send, then login to your personal email to find your secure link and follow the instructions.
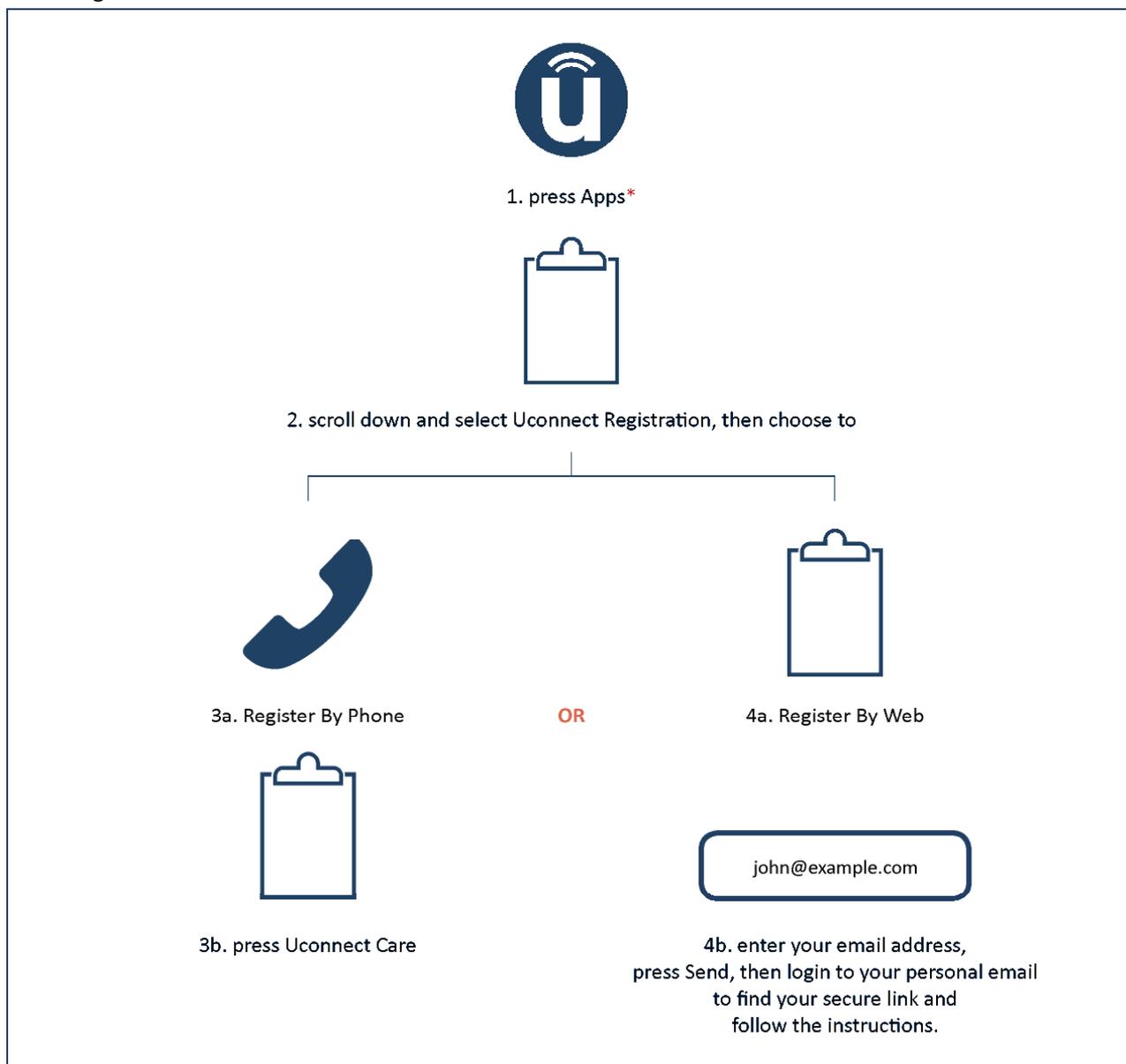
* If this is your first time pressing the Apps button, press the START button when the pop-up notification appears, then skip 2.

Set up your Uconnect Payment Account

Setting up your Uconnect Payment Account allows you to make purchases from your vehicle (such as WiFi Hotspot) and can be used to ensure uninterrupted service at the end of the included trial period. Your Uconnect Payment Account is optional, but we recommend it so that you can enjoy the full benefits of the system.

Setting up your Uconnect Payment Account during registration:

1) Setting up your Uconnect Access Payment Account is <u>completely optional</u>. After you have selected a package and accepted the Terms of Service, you will be asked to set up your Uconnect Payment Account as an optional step. Please enter the required information, and then click on the Create Uconnect Payment Account button. As part of this step, you will have created a Uconnect Payment PIN which you will use anytime you make purchases in the Uconnect Store.
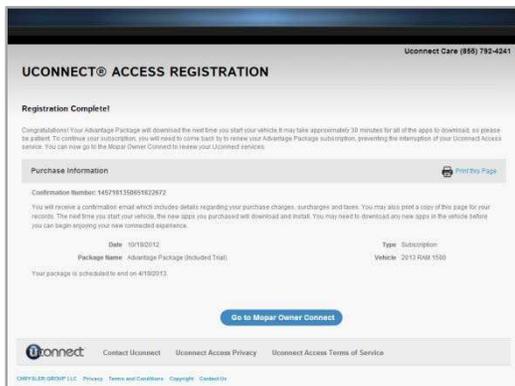
Setting up AFTER registration and Managing your Uconnect Payment Account

If you didn't set up your Uconnect Payment Account when you registered, or you want to make changes later on, just go to moparownerconnect.com to manage your account.

1) Log In to Mopar Owner Connect with your username/email and password.
2) In the upper-right corner of the screen, click on the **Edit Profile** button.

Click here
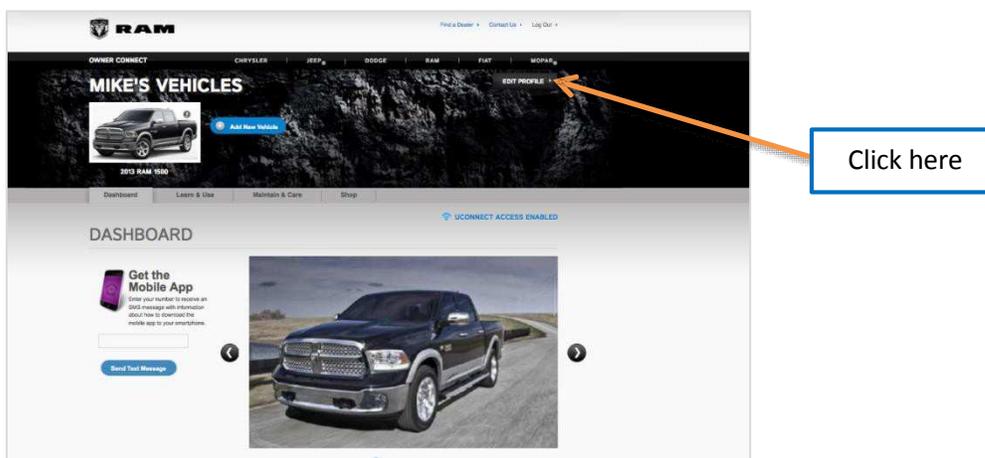
3) On the left side of the next screen, click on the tab called **Uconnect Payment Account**. It will take you to a page where you can manage your payment options, including:

- Adding or editing your credit card information for payment
- Editing your billing address
- Reviewing you current subscriptions to packages and Apps
- Changing your Uconnect Payment PIN, or your Security Question
- Viewing transaction history of purchases from the Uconnect Store
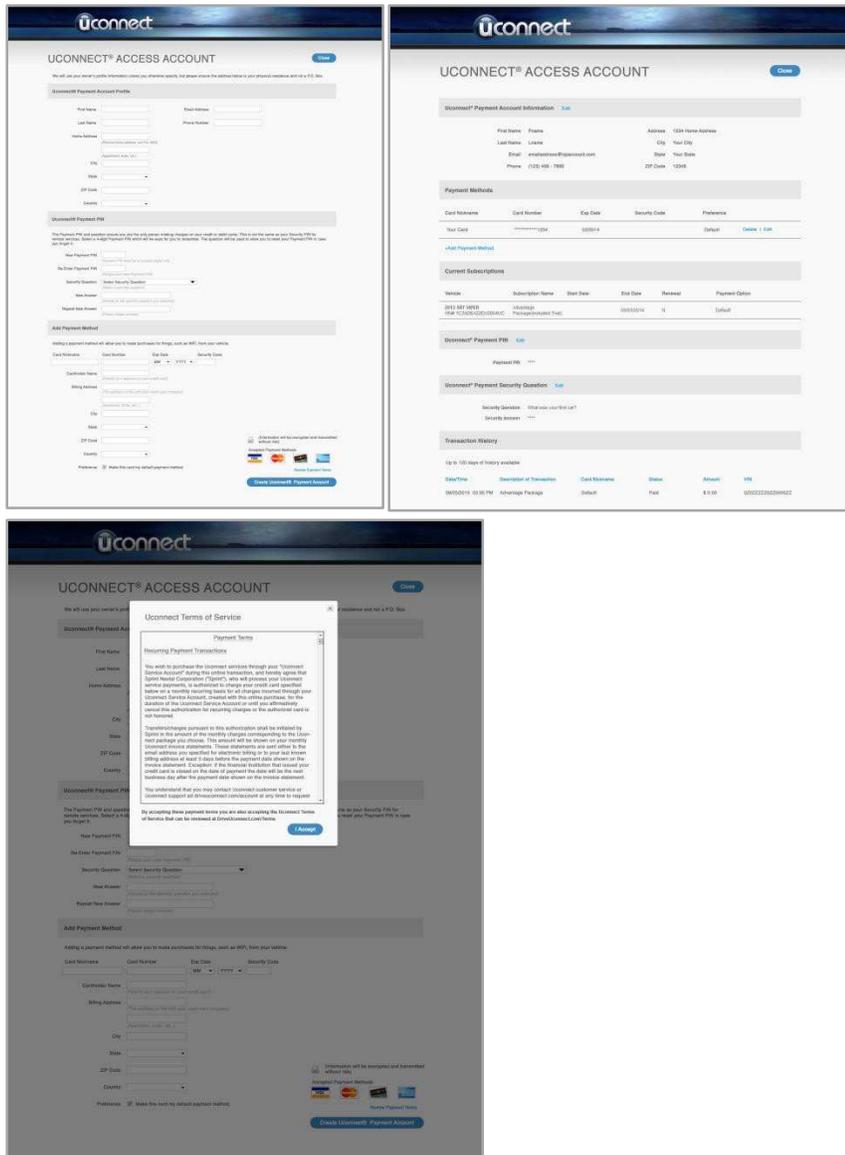
Download the Uconnect Access App

The Uconnect Access smartphone app allows you to remotely lock or unlock your doors, start your engine (if equipped) and activate your horn and lights from virtually anywhere. The smartphone app also features Via Mobile (if equipped) which uses your smartphone's data plan to access your personal Pandora, iHeartRadio, Slacker Radio and Aha™ by HARMAN accounts and control them using your vehicle touchscreen.

The Uconnect Access app is only compatible with select iPhone and Android smartphones. Visit UconnectPhone.com to confirm that your smartphone is compatible with Uconnect.

Once you've confirmed your smartphone is compatible, Android and iPhone users should visit their respective app store and search for "Uconnect Access".

Why do I need the Uconnect Access App?

Unlike your key fob, the Uconnect Access app on your smartphone can send commands to your vehicle from any distance so long as your phone and vehicle are both in cellular range. The Uconnect Security PIN that was set up during registration is required for remote services.

- Lock or unlock your car doors from virtually any location

- Start your car to warm it up, or cool it down, before you get inside

- Sound your horn and flash your lights to find your vehicle in a crowded parking lot

- Contact Customer Care or Roadside Assistance with the push of a button on your smartphone

- Use Via Mobile to access your personal Pandora, iHeartRadio, Slacker Radio and Aha™ from the vehicle and control them using your vehicle touchscreen
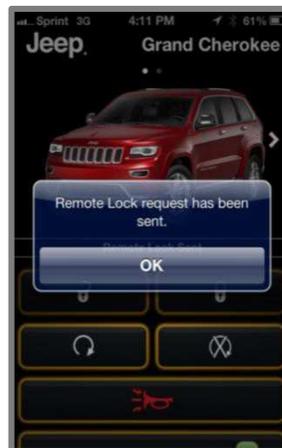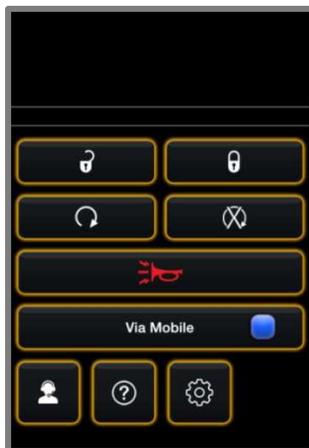
To download the app to your smartphone, go to your respective app store and search for "Uconnect Access" (there is no charge to download and install the app to your smartphone).

Requirements

- Vehicle must be properly equipped with the Uconnect Access System

- Your smartphone must be compatible with the Uconnect Access App

- Vehicle must be in range of a usable and authorized cellular signal

- Your smartphone sending the command must be in cellular range to send the command

- Vehicle must be registered with Uconnect Access and have an active subscription that includes the applicable feature or App

- Owner must have a compatible smartphone and download the Uconnect Access App

- The vehicle must be properly equipped with factory-installed features that enable remote commands. (i.e. Remote Door Lock/Unlock, Remote Start/Stop and Remote Horns and Lights)

- Vehicle must be in the 48 contiguous states and Alaska, where cellular coverage is available

FAQs

1) **How much does the Uconnect Access App cost?** > Uconnect does not charge for the App, however to utilize the Remote Services (e.g., Remote Door Lock/Unlock) a subscription or trial is required to the Advantage Package.

2) **Will my vehicle be safe if I lose my smartphone?** > People sometimes lose their phone, which is why security measures have been engineered into the Uconnect Access App. Asking for your username/email, password and Uconnect Security PIN help to ensure that nobody can get into your vehicle if they happen to find your smartphone.

3) **Why can't all phones use the Uconnect Access App?** > The Uconnect Access App has been designed to work on most smartphones with the Apple and Android operating systems. Visit UconnectPhone.com to confirm that your smartphone is compatible with Uconnect.

4) **How do I know how much data is being used when I'm using Via Mobile? >** Uconnect Access Via Mobile uses your smartphone's existing data plan to stream content. Data usage varies by phone/device, content (e.g. videos), high quality audio and several other factors. Please refer to your device carrier for specific details.

Set up Via Mobile

After registration, link your app accounts to your Via Mobile Profile on Mopar Owner Connect. If you already have an account with these apps, click "set up" to enter your information. If you do not have an account, you can create one.
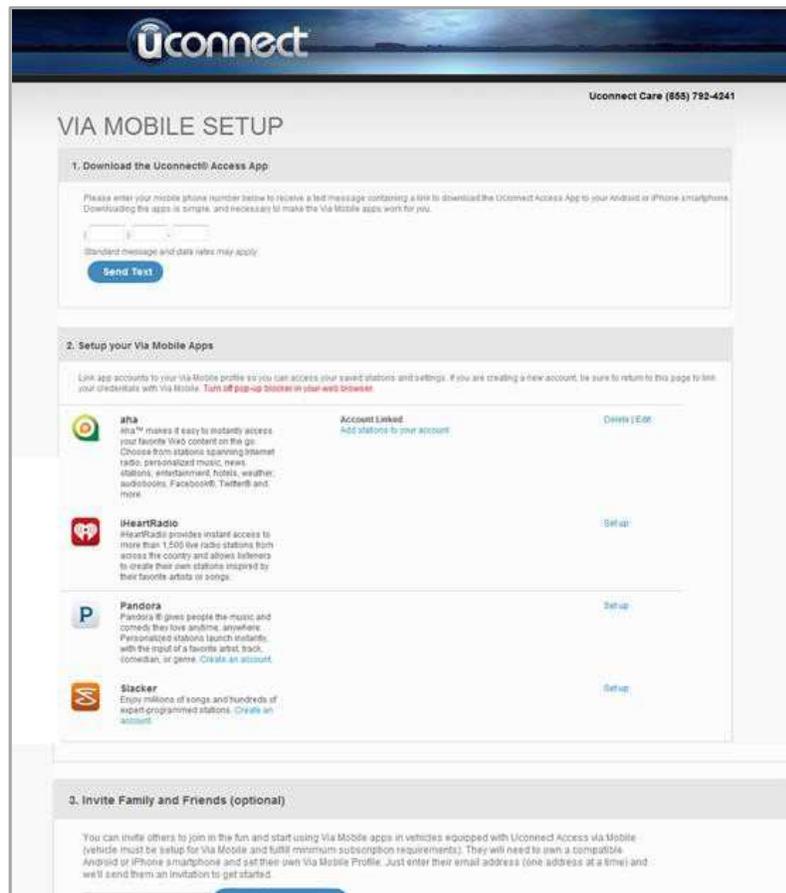
Please note if you've already registered with Uconnect Access, but have not set up your Via Mobile apps, you can come back to this page at any time by logging in to MoparOwnerConnect.com. Click on "Via Mobile Profile".

Determine if Your Vehicle is Via Mobile-enabled

To see if your Uconnect® 8.4A or 8.4AN system is equipped with Via Mobile Apps, press the "Apps" button on the touchscreen, then press the "All Apps" tab on the left side of the screen. If you see Aha™, iHeartRadio, Pandora or Slacker Radio then your system is capable of playing Via Mobile Apps (registration required).

Earlier vehicles with the Uconnect® 8.4A or 8.4AN may qualify for a software upgrade to enable Via Mobile Apps. You can call Uconnect® Care at (855) 792-4241 or visit DriveUconnect.com/features/via-mobile/

- Click on Help & Support > Select your Brand > System Updates

Using Via Mobile

Launch the Uconnect Access app on your connected smartphone and log in with your Mopar Owner Connect Username/Email and password. From the vehicle touchscreen select an app from the apps list. To launch an app using voice recognition, press the button on the steering wheel and say, "launch [app name] Via Mobile".

Connect Smartphone to the Vehicle Touchscreen

The Uconnect Access app is compatible with select iPhone and Android smartphones. Visit UconnectPhone.com to confirm that your smartphone is compatible with Uconnect. Once you've confirmed your smartphone is compatible, pair it to Uconnect using the Bluetooth (BT) Hands Free Profile to use Via Mobile apps. *(Please note: When connecting multiple devices, Via Mobile audio will stream using the BT Hands Free Profile, not the Media (A2DP) profile.)* If using an iPhone, a USB cable may also be used for the data connection.

Data Usage

Uconnect Access Via Mobile uses your smartphone's existing data plan to stream content. Data usage varies by phone/device, content, high quality audio and several other factors. Please refer to your device carrier for specific details.

Connection Status

The Via Mobile button provides a status indication of the smartphone connection for Via Mobile app use. Under "Settings" in the Uconnect Access app on your smartphone, confirm that Via Mobile data has been turned on.

- Green indicates the data connection is ready
- Blue indicates the data connection is established
- Yellow indicates a Bluetooth connection error
- Red indicates a user account problem or network connection error
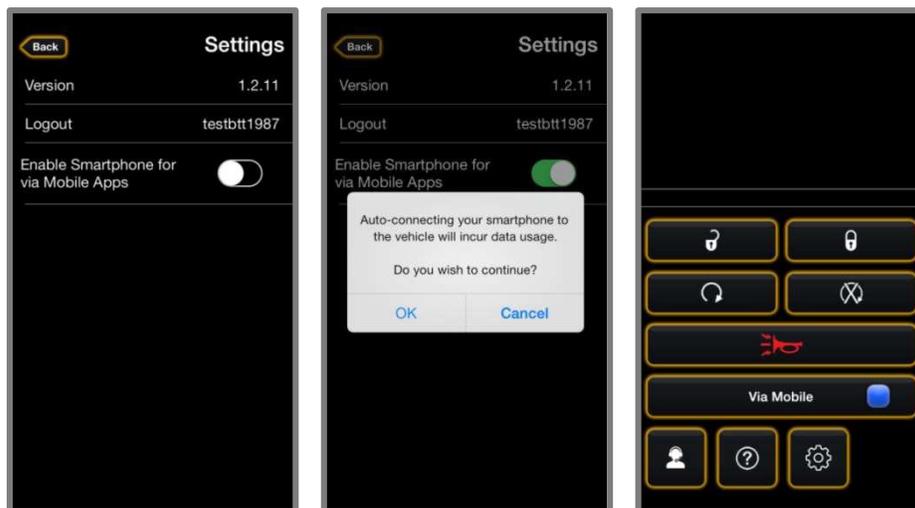
Purchasing Apps and WiFi Hotspot for your Vehicle

Apps and WiFi Hotspot can be purchased from the Uconnect Store from within your vehicle, and online at moparownerconnect.com. You must first register and set up a Uconnect Payment account.

Purchasing Apps and WiFi Hotspot from within Your Vehicle:

1) With the vehicle parked and the radio powered on, press the "**Apps**" soft-key located near the bottom right-hand corner of the radio touchscreen.

Apps soft-key

2) To launch the Uconnect Store, press Tools > Uconnect Store

Uconnect Store

3) From the Uconnect Store, press the App you wish to purchase.

Press **WiFi HotSpot**

4) This will launch the selected App into purchase mode along with providing additional information. The purchase process begins when you press the "**Buy**" soft-key.

Press **Buy**

5) The Uconnect Store will display a "Purchase Overview" message confirming the financial details for the App you are about to purchase. Press the "**Purchase**" soft-key to continue.

Review charges and applicable taxes for purchase. Press **Purchase Apps**

6) The User must press "AGREE" in order to complete purchase. "DISAGREE" will cancel purchase and re-direct customers back to the Uconnect Store landing page.

7) The Uconnect Store will ask you to "Confirm Payment" using your default payment method on file in your Uconnect Payment Account. Press the **Complete** soft-key to continue.

Confirm Purchase by selecting the **Complete**

8) The Uconnect Payment Account will then ask for your "Payment PIN". After entering this four digit PIN, press the **Complete** soft-key to make the purchase.
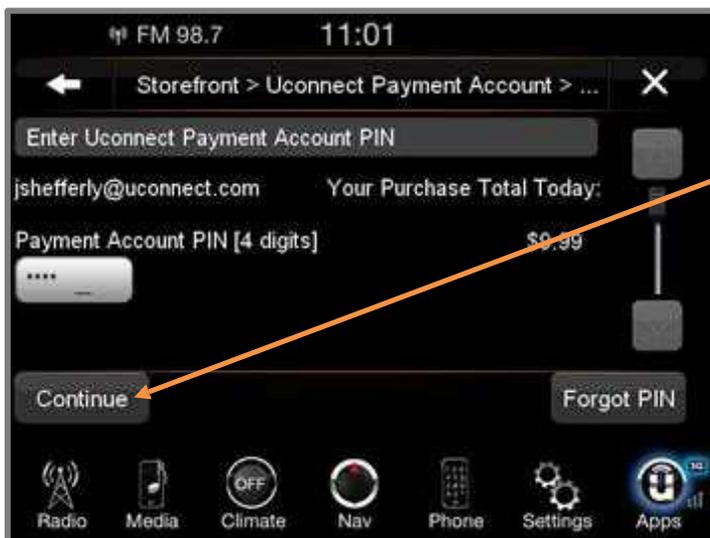
Provide your Uconnect Payment PIN and press **Continue**

9) You will receive a confirmation message that your purchase has been submitted. Press **OK** to end the process.
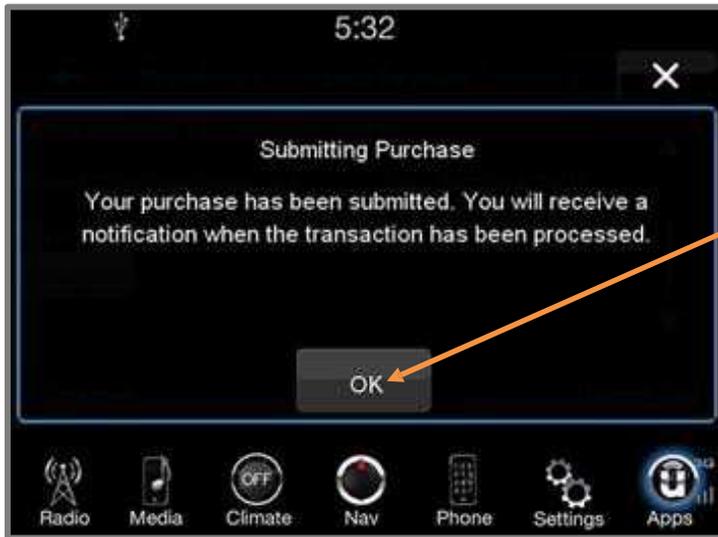
To conclude the Purchase Request, press **OK**

Note: Purchased Apps can take up to 30 minutes to download, depending on your vehicle's cellular coverage at time of purchase. If your download takes more than 30 minutes, please contact Uconnect Care by pressing the ASSIST button on the rear view mirror.

Purchasing Apps online from Mopar Owner Connect website:
You can also purchase Apps or renew your subscription to a package from the Mopar Owner Connect website. Log in to moparownerconnect.com with your username/email and password, and click on the "Store" tab.

1) Log In to Mopar Owner Connect with your username/email and password.
2) Click on the tab that says "**Shop**"
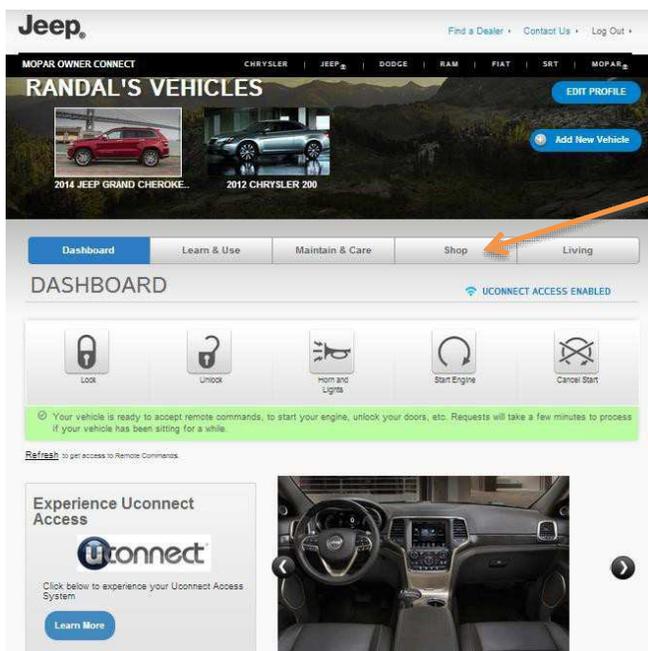
Click on **Shop**

3) Click on the link to the **Uconnect Store**
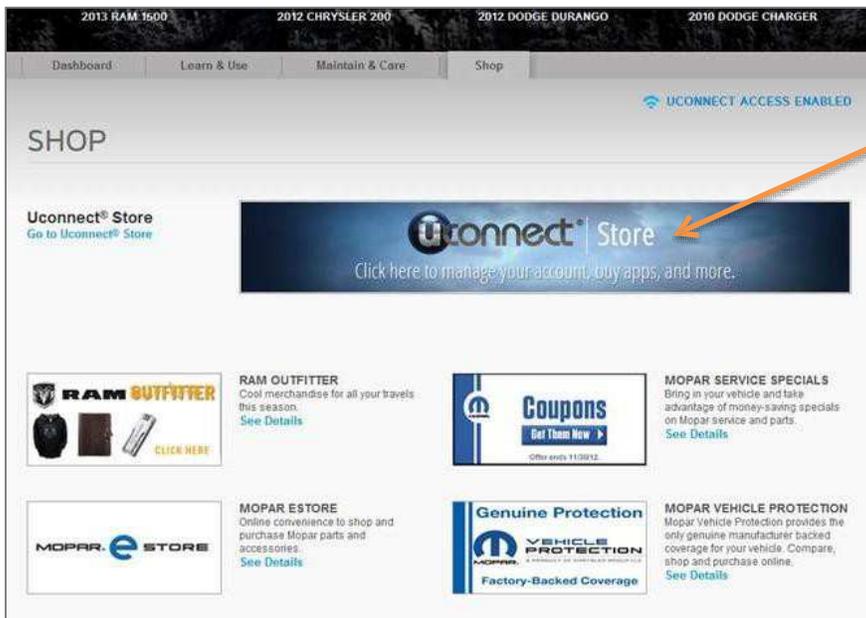
Click on
Uconnect Store

4) You can now browse through the various packages, features and Apps available for your vehicle. Look through your options, read the details, and if you find something you want for your vehicle click on the **Purchase** button.
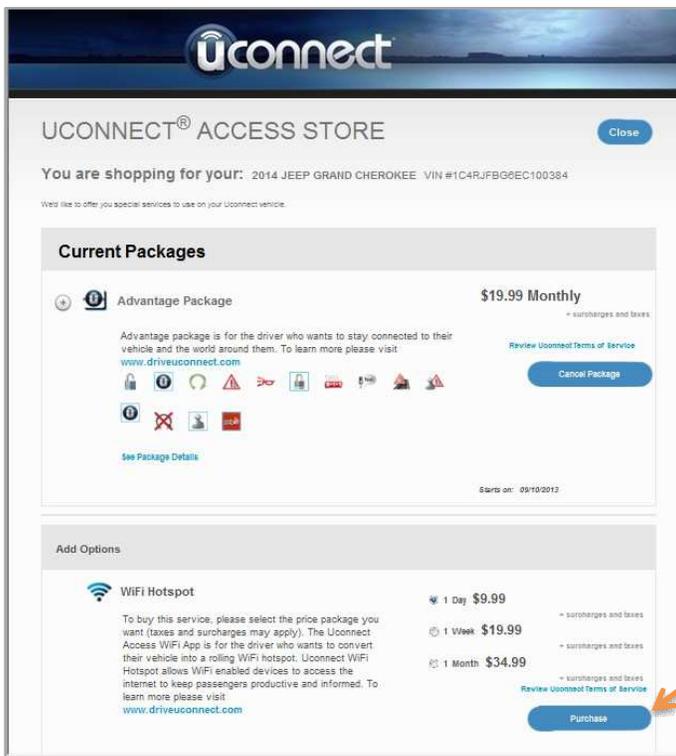
Click on
Purchase

Using Mopar Owner Connect

The Mopar Owner Connect website (moparownerconnect.com) is where you can track your service history and find recommended accessories for your vehicle. It is also where you can manage your Uconnect Access account. This section will familiarize you with the key elements of the website that will help you get the most of your Uconnect Access system.
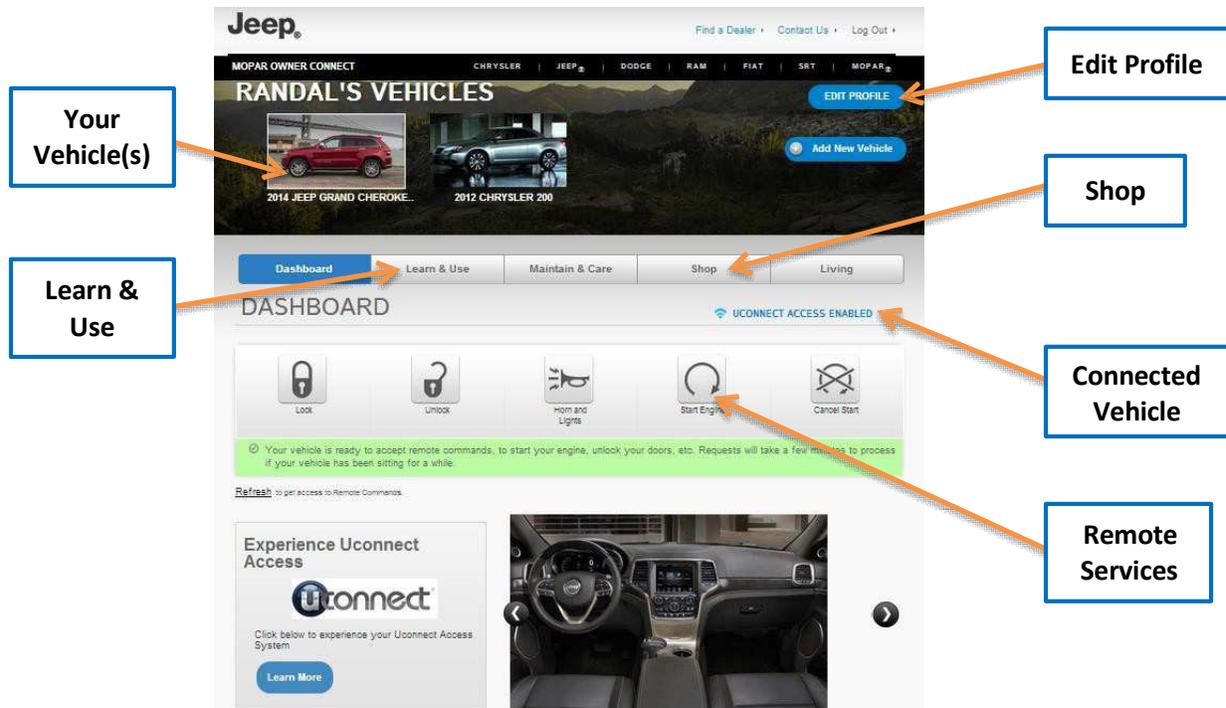
- **Your Vehicle(s):** Images are placed here to represent the Chrysler Group vehicles (Chrysler, Jeep, Dodge, Ram, SRT and Fiat) you own. If a vehicle you own is not shown here, click on the Add New Vehicle button. Likewise, if a vehicle is shown that you no longer own click on the Edit Profile to manage your account.
- **Learn & Use:** Click on the Learn & Use tab to find user guides and other information about your vehicle. More specifically, there is a dedicated Uconnect Access tab in this section to learn all about your connected vehicle capabilities.
- **Uconnect Access App:** This is where you can enter the mobile phone number for your compatible smartphone to download the Uconnect Access App. For more details, see the section labeled Download the Uconnect Access App.
- **Subscription Status:** Refer to this section to quickly see if you are currently subscribed to remote services.
- **Edit Profile:** To manage the details of your Uconnect Access account, such as your contact information, password and PIN, click on the Edit Profile button to access the details of your account.
- **Shop:** To purchase Apps and renew your subscription to a package, click on the Shop tab then go to the Uconnect Store to make your purchase.
- **Connected Vehicle:** This statement will indicate which vehicle you own are equipped with the Uconnect Access system. Other vehicles you own may not have Uconnect Access and will indicate that it is a non-Uconnect Access Vehicle.

- **Remote Services:** Press on one of these icons and enter your four-digit Uconnect Security PIN to command your vehicle to remotely start, lock/unlock doors or sound the horn and lights.

Editing Your Notifications

Notifications are an important element of your Uconnect Access Account. For example, any time you use your remote services (such as Remote Door Unlock), or if your theft alarm is set off, you can elect to receive a text message and/or email to notify you of the event. To set up the notifications, please follow these instructions.
NOTE: Standard text message rates apply.

To get the Uconnect Access App from the Mopar Owner Connect website:

1) Log on to moparownerconnect.com using the username/email and password you used when registering your Uconnect Access system.
   o If you forgot your username/email or password, links are provided on the website to help you retrieve them.

2) Once logged in you will find yourself on the **Dashboard**. Click on the **Edit Profile** button in the upper-right corner of the page.

3) Click on the **Notifications** tab on the left side of the page.

4) If you have more than one vehicle with Uconnect Access, please select which vehicle you want to manage notifications for using the drop down menu.

5) You can enter up to 5 mobile phone and/or email addresses to your notifications, and you can customize which ones receive the types of messages.

6) You will receive a confirmation text message, asking to confirm and receive vehicle notifications. If you are ok with this, reply to the text message saying "yes" (message and data rates may apply, please see your mobile phone provider for details). If you have questions, text "HELP" in your reply.