

1. Can I upgrade my Car Connection Pro OBD Device to the new CarLink Service?
  - a. "Car Connection Pro" OBD Device customers will be able to by Oct 2015 and will receive several email alerts.
  - b. "Car Connection" OBD Device customers can not upgrade to the new Services because it uses a different wireless network then the new Service
2. Are there refunds if I don't use a full month of service or from the Free Service Plan that was included with my CarLink OBD Device purchase?
  - a. No. Your Service is based on the plan you pick, monthly or annual. When you cancel, you will not be billed after the current service plan you paid for is over.
  - b. If you pick "12 Months of Free Remote Start Basic" when you activate your account the first time, there will be no refund if you upgrade to "All-On Premium" service plan later.
3. What is the different between Car Connection 2.0 and the new CarLink?
  - a. Car Connection 2.0 is sold by AT&T and provides AT&T direct billing, requires an AT&T account, does not include any service and has less service plan options.
  - b. CarLink is different for 4 Reasons:
    - i. CarLink includes 12 Months of Remote Start Basic Service or 6 Months of All-On Premium Service with the purchase of each CarLink OBD Device.
    - ii. CarLink has 4 Service Plans: Remote Start Basic, All-On Premium, and Fleet Service Plans. Plus CRM Service Plan for the Car Dealer coming in 30 days.
    - iii. CarLink is sold by professional installers and Car Dealerships and typically with a Remote Start Service accessory kit installed with the CarLink OBD Device.
    - iv. CarLink has a 3 year Device warranty vs. 1 year warranty
4. How much are the Service Plans?
  - a. CarLink "All-On Premium" service plan is \$9.99 per month which includes everything except Fleet and CRM. No Contract. No Activation Fee.
    - i. CarLink is \$59.99 Annual "Remote Start Basic" service plan is \$59.99 per year which includes Remote Start/Access service only and access to the Insurance discount program (see website for details). No other services included but customer can upgrade to "All-On Premium" service plan at anytime. No contract. No Activation Fee.
    - ii. CarLink "Fleet" service plan is \$19.99 per month. No contract. No Activation Fee.
    - iii. CarLink "CRM" service plan for Car Dealerships and Service Centers is \$24.99 per year per device/Vehicle. Available August 1<sup>st</sup> 2015 with other payment options.
5. Can I use the same OBD Device?
  - a. No. You need to buy CarLink OBD Device to use CarLink services.
  - b. Car Connection Pro subscribers can upgrade to the new CarLink Services Sept 2015 using the same OBD Device.
6. Does CarLink \$9.99 include Remote Start service also?
  - a. Yes. "All-On Premium" service plan for \$9.99 per month includes Remote Start/Access service if the Remote Start accessory kit was installed.

7. What Wireless Service are you using?
  - a. AT&T 3G Nationwide coverage network.
8. Does the service plan give me unlimited use?
  - a. Yes, the service plan gives the end user consumer unlimited day-to-day usage of the CarLink system in the United States. The CarLink device will locate the vehicle every 5 minutes with the vehicles ignition is ON and every hour when the vehicle is OFF.
9. Is CarLink available outside the U.S.?
  - a. No, CarLink is only available in the United States.
10. What internet browser should I use?
  - a. You can use Microsoft Internet Explorer (Versions 8 & 9), Firefox, Google Chrome and Safari. You can download both browsers for free. For Internet Explorer, go to [microsoft.com/IE](http://microsoft.com/IE). For Firefox, go to [mozilla.org](http://mozilla.org). For Safari, go to Safari Browser for Windows. For Chrome, go to Chrome Browser
11. Can I control my vehicle from more than one Smart Phone or PC?
  - a. Yes, simply download the CarLink app on the devices in use and enter your established user name and password.
12. How many other devices/vehicles can I have on my CarLink account?
  - a. With the CarLink 'All-On-Premium' account, you can have a total of five vehicles/devices on your account.
  - b. With a CarLink 'Fleet' account, you can have as many vehicles as you want.
13. Can I install CarLink myself?
  - a. While anything is possible, we strongly recommend professional installation. This will also ensure that you do not void your CarLink product warranty or security or remote start system's warranty.
14. What is a remote start?
  - a. A remote start system is a device that can start the vehicle from a 1000 feet distance to warm up or cool down the interior. Using CarLink you can use your Smartphone from any distance.
15. Is my car secure after I remote start it?
  - a. Yes, the vehicle needs the ignition key to operate and to drive. The vehicle would shut down once someone put their foot on the brake without using the ignition key. Also, remote start will only run for a preset amount of time and will turn off after that time period expires.
16. Can I use CarLink if I do not have an iPhone?
  - a. Yes. CarLink is compatible with Android as well. CarLink can also be accessed without the Smart Phone app. Simply navigate to - [www.CarLinkUSA.com/login](http://www.CarLinkUSA.com/login) from any web browser and log into your account.
17. What is required to use the CarLink App?
  - a. Compatible Alarm System Installed (See Compatibility List [[Link: http://voxrighnow.custhelp.com/app/answers/detail/a\\_id/13303](http://voxrighnow.custhelp.com/app/answers/detail/a_id/13303) ])
  - b. Installed and Activated CarLink Module.
  - c. Compatible Smartphone (Android or iPhone)

- d. CarLink Service Plan activated; either Basic or Premium service plan
18. Can I use CarLink with more than one vehicle?
- a. Yes. CarLink can operate multiple vehicles from one application and as long as they both use the CarLink Module and a compatible Alarm System is installed into each of the vehicles (See Compatibility List [Link: [http://voxrighnow.custhelp.com/app/answers/detail/a\\_id/13303](http://voxrighnow.custhelp.com/app/answers/detail/a_id/13303) ]).
19. What username and password I need to use to access the mobile application?
- a. User should use the same Username and Password they use to access the Web application.
20. How do I change the email/phone number that notifications are sent to?
- a. While logged into your account, you can change your registered email and phone number in the settings section.
21. How can I check if my vehicle is compatible with CarLink?
- a. You can use our vehicle look up tool by following this link: <http://carconnection.installernet.com/>
22. What is ZoomSafer?
- a. ZoomSafer is a mobile application that works with CarLink. When installed it will lock your phone and prevent any use while driving.
23. How do I connect my device to my ZoomSafer account?
- a. While logged into your CarLink account, you will navigate to the settings section. Look for the distracted driving section and check off 'Notify ZoomSafer'. After you have downloaded the ZoomSafer application and code will be provide to link your account.
24. What is a Geo-fence? What is Geo-Fencing?
- a. A Geo-fence is a digital boundary created and set by users. When your vehicle enters or exits this boundary, a notification will be sent to either your cell phone or email address (or both!). You can adjust these notifications in the CarLink settings section.
25. How do I create/edit/delete Geo-fences?
- a. When logged into your CarLink account, navigate to the Location tab. Once here you can choose Geo-fencing in the drop down next to vehicles. Once selected you can create, edit and delete Geo-fences. Please reference the user manual for more information.
26. How can I get more details on use of the CarLink mobile application and website?
- a. While logged into your CarLink account, navigate to the Documents section located in the username dropdown. Here you can view or download the CarLink setup guide, user manual, EULA and privacy policy.
27. Does CarLink work coast to coast or is limited to 29 States and some counties like LoJack?
- a. CarLink can work coast to coast and in all counties
28. Why do I have to add my Gender, VIN, and DL number to activate the Service?
- a. Yes we do ask a few more questions than most but our Service can provide emergency services and this information is helpful with giving you the best support in case of an emergency.
29. How many devices can a user have on their CarLink account?

- a. Users can have up to 5 devices in one CarLink account. If they want more devices they will need to either; open a new CarLink account or be moved to the fleet solution.
30. How does CarLink 'Roadside Assistance' work?
- a. Customer's using the CarLink Roadside Assistance feature must first download the CarLink application and have a CarLink Premium account. In the app users can click the 'Emergency' icon (Red circle with a white cross) and click 'Get Roadside Help'. Once clicked, the application will automatically dial the roadside assistance number. This number will put the user in contact with the 24/7 call center. Depending on the need – the appropriate response/help will be sent to the location.
    - i. Gas Delivery: Up to 2 gallons
    - ii. Towing: Up to \$100 in towing charges
31. How does CarLink 'Emergency Response' work?
- a. Customer's using the CarLink Roadside Assistance feature must first download the CarLink application and have a CarLink Premium account. In the app users can click the 'Emergency' icon (Red circle with a white cross) and click 'Get Emergency Help'. Once clicked, the application will automatically dial the emergency assistance number. This number will put the user in contact with the 24/7 call center. Depending on the need – the appropriate response/help will be sent to the location.
32. How does CarLink 'Auto Crash SOS' work?
- a. Customer's using the CarLink Roadside Assistance feature must first download the CarLink application and have a CarLink Premium account. After the CarLink Device recognizes a crash – a notification is sent to our Emergency Response Call Center. At this time the Emergency Response Call Center will note the customer's vehicle, last known location, contact information and list of contacts. They will first attempt to call the customer – if the customer is able to answer, the call center will review the best course of action with the customer – if they are unable to answer; the call center will contact the appropriate authorities.
33. How does CarLink 'Stolen Vehicle Recovery' work?
- a. Customer's using the CarLink Roadside Assistance feature must first download the CarLink application and have a CarLink Premium account. In the app users can click the 'Emergency' icon (Red circle with a white cross) and click 'Get Emergency Help'. Once clicked, the application will automatically dial the emergency assistance number. This number will put the user in contact with the 24/7 call center. Customers can report stolen vehicles here.