Ford/Lincoln Remote Access iPhone User's Guide

Works with iPhone

Table Of Contents

Warning:
Do not remote start vehicle in an enclosed environment (i.e. closed garage). Prolonged operation of a motor vehicle in an enclosed environment can cause a harmful build-up of Carbon Monoxide. Carbon Monoxide is harmful to your health. Exposure to high levels of carbon monoxide can cause headaches, dizziness or in extreme cases unconsciousness and/or death.

Warning:
Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment and void warranty.

Congratulations on your purchase of a Remote Access System. This technology represents the latest in automotive convenience and protection systems. Your system, purchased today, is ready to accept tomorrow's advancements in technology.

Download the Remote Access Application

After having the Remote Access system installed into your vehicle, your dealer may contact you with information on how to download the application to your phone.

Note: **If your dealer has not contacted you with this information, please visit The App Store and search for Ford Remote Access or Lincoln Remote Access and download the application as needed.**

Launch the Remote Access Application

Locate the icon pictured, in your phone's application list and press to activate.

New Account Setup

After launching the Remote Access app, follow the steps listed below to setup a new account:

1. At the Login screen, press the **Create New Account** button.
2. Enter your name, email address and create an alpha numeric password that is at least 8 characters long and contains at least 1 letter and 1 number, then press the **Save** button. You will then need to accept the End User License Agreement to complete the account creation.
3. You will automatically be directed to the **Add a Vehicle** screen to add your vehicle to the account.

Note: The user will remain logged in unless manually logged out or if the account password was changed using a different device, at which time the user must log back into the account using the new password.

Note: **Your newly installed Remote Access hardware comes with 3-days of complimentary service starting the day the vehicle is added to an account. You must visit: http://www.FordRemoteAccess.com or http://www.LincolnRemoteAccess.com to purchase your annual subscription. Make sure to save this URL to your internet favorites.**
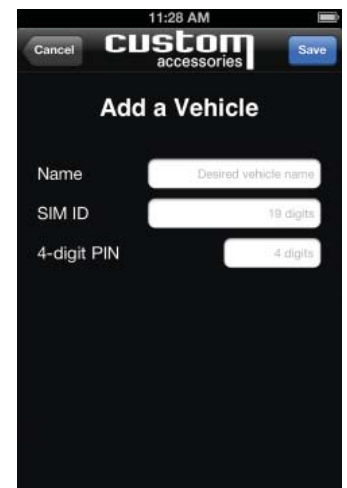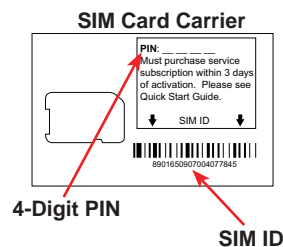
Adding a Vehicle to a New Account

To add a vehicle to your account, follow the steps listed below:

1. Enter a **Name** for the vehicle. This name can be changed later, if desired.
2. Enter the 19-digit **SIM ID** provided by the dealer on your SIM card carrier.
3. Enter the **4-digit PIN** provided by the dealer on the same SIM card carrier.

Note: For your security, the 4-digit PIN provided by the dealer will be valid for one use only. If you are having difficulty adding your vehicle, please see your dealership.

4. When complete, press the **Save** button.

SIM Card Carrier

PIN: _____
Must purchase service subscription within 3 days of activation. Please see Quick Start Guide.

↓ SIM ID ↓

8901650907004077845

4-Digit PIN

SIM ID

Account Settings

The Account Settings screen is where you will be able to edit your email address or change your password. To change the email address or password, follow the steps listed below:

1.   Press the *Settings* icon from the main screen.
2.   Under the Account heading, press the *Blue* arrow.
3.   Enter your new email address or password.
4.   Press the *Save* button to save your changes.

Note: If the Remote Access application was logged into on another phone the other user will be forced to sign back into the account the next time the application is opened, using the new e-mail address or new password.

Blue Arrow

Settings Icon

___
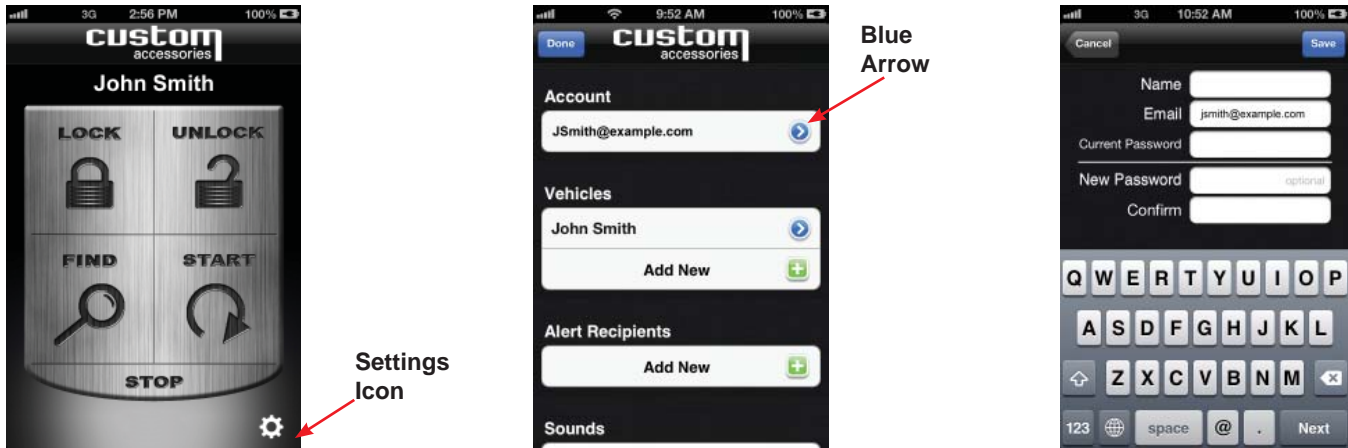
Alert Recipients (Optional - see your dealer for details)

This feature requires your system be installed with the optional vehicle alarm feature enabled. See your dealer for details.

This feature provides the ability to send text and/or e-mail alert notices from the vehicle if the alarm system is triggered by an entry point or the shock sensor. To add, change or remove alert recipients, follow the steps listed below:

1.   Press the *Settings* icon from the main screen.
2.   Under the Alert Recipients heading, select *Add New*.
3.   Select either *Email* or *Text* and enter the appropriate information.
4.   Press the *Save* button after entering the information.

Note: If you would no longer like to receive email or text notifications, simply press the email address or phone number of the one to be deleted and select *Delete* when prompted.

Note: If the mobile carrier is not correctly selected, SMS notifications will not be received.

Settings Icon

OR
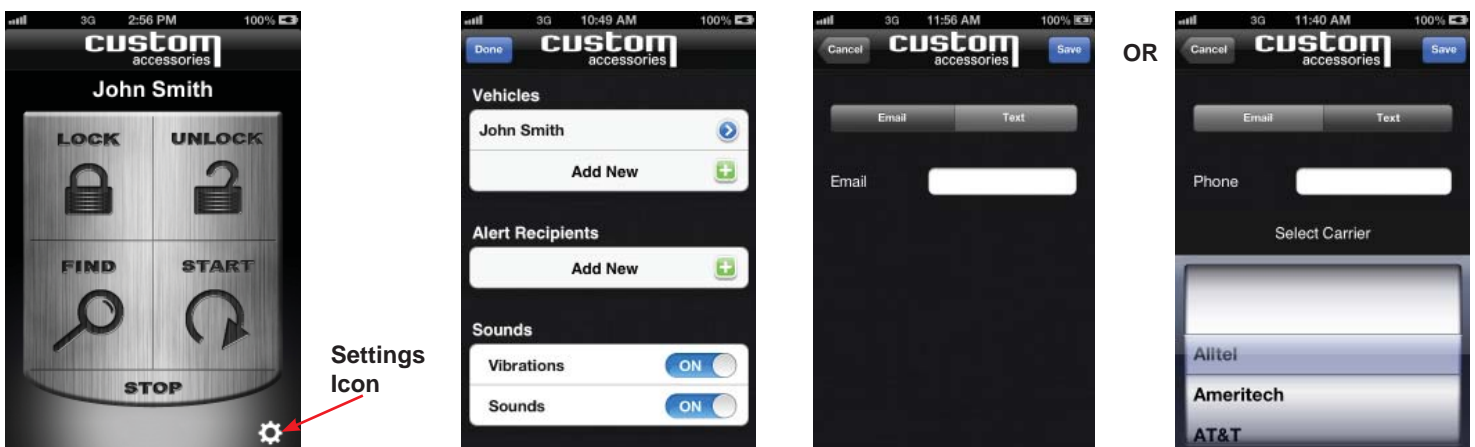
Enabling Vibration

This feature allows you to toggle response vibrations on or off. To enable or disable a vibration response when successfully activating vehicle functions, follow the steps listed below:

1. Press the *Settings* icon from the main screen.
2. Scroll down to the Sounds heading.
3. Press the *Vibrations* button to toggle the option *ON* or *OFF*.

Enabling Sound

This feature allows you to toggle response sounds on or off. To enable or disable sounds when successfully activating vehicle functions, follow the steps listed below:

1. Press the *Settings* icon from the main screen.
2. Scroll down to the Sounds heading.
3. Press the *Sounds* button to toggle the option *ON* or *OFF*.

Settings Icon

Press Here To Toggle Option ON or OFF
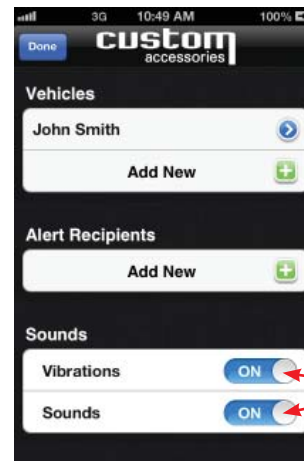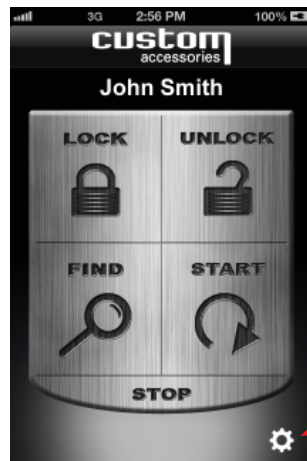
Account Time Zone

The Account Time Zone screen is where you will be able to edit your local time zone. The correct time zone setting will ensure proper function of the Power Save Mode (Described later in this user guide). To edit your time zone, follow the steps listed below:

1. Press the *Settings* icon from the main screen.
2. Scroll down to the Time Zone heading.
3. Press the *Time Zone* selection to adjust, if necessary.
4. Press the *Save* button to save your changes.

Note: The Remote Access app will always remain in the time zone set on this screen, even if the user travels to a different time zone.

Note: Certain features of the Remote Access system depend on the time zone setting, therefore the Time Zone field **must** be filled out.
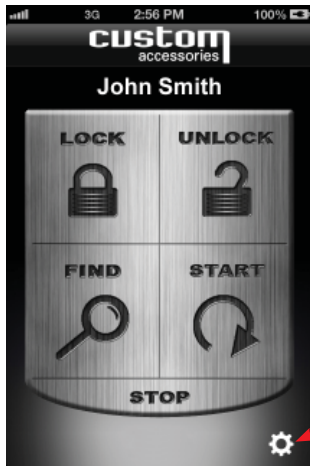

Settings Icon

Time Zone Setting
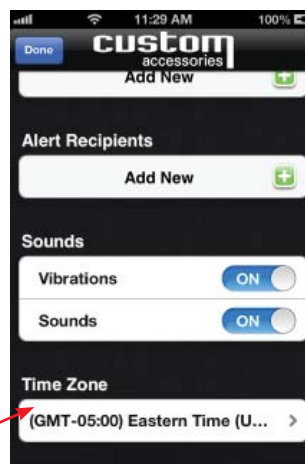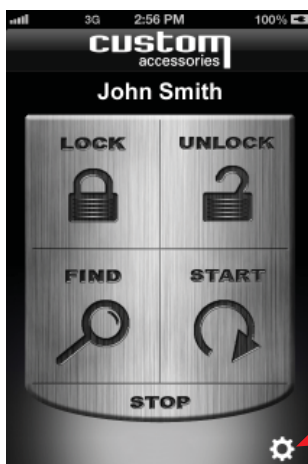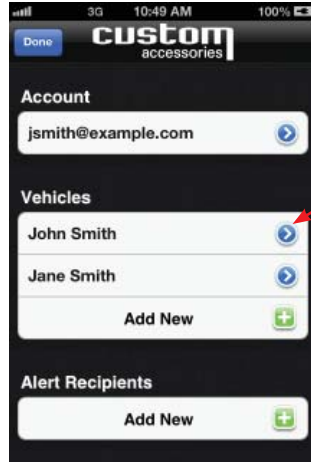
Enabling Security Alerts

This feature requires your system be installed with the optional vehicle alarm feature enabled. See your dealer for details.

This feature enables/disables the vehicle's ability to send text and/or e-mail alert notices if the alarm system is triggered by an entry point or the shock sensor. To enable optional security alerts, follow the steps listed below:
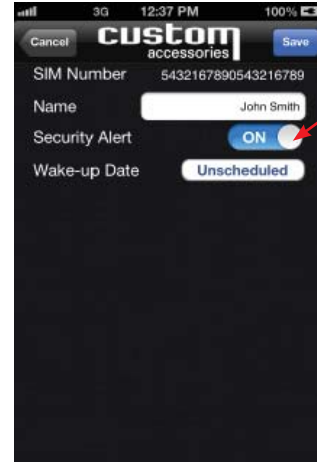
1.   Press the *Settings* icon from the main screen.
2.   Select the desired vehicle by pressing the *Blue* arrow.
3.   Press the security alert *ON/OFF* button to toggle the option *ON* or *OFF*.
4.   Press the *Save* button to save your changes.

Adding Additional Vehicles to an Existing Account

To add a vehicle to an existing account, follow the steps listed below:

1. Press the *Settings* icon from the main screen.

2. Under the Vehicles heading, select *Add New*.

3. Enter a *Name* for the vehicle. This name can be changed later, if desired.

4. Enter the 19-digit *SIM ID* provided by the dealer on your SIM card carrier.

5. Enter the *4-digit PIN* provided by the dealer on the same SIM card carrier.

6. When complete, press the *Save* button.

Note: For your security, the 4-digit PIN provided by the dealer will be valid for one use only. If you are having difficulty adding your vehicle, please see your dealership.

Using the Remote Access Application

LOCK
Press to lock all of the vehicle's doors and tailgate/hatch glass (if equipped).

UNLOCK
Press to unlock the vehicle.

FIND
Press to sound the horn/flash the parking lights 5 times.

START
Press to remote start the vehicle.

Press a 2nd time to extend the vehicle's remote start run time.

STOP
Press while the vehicle is remote started to shut off the engine.
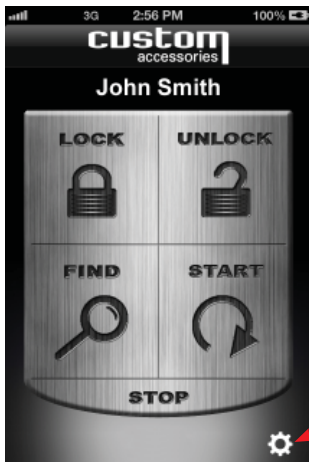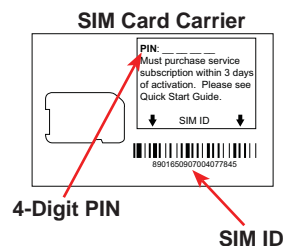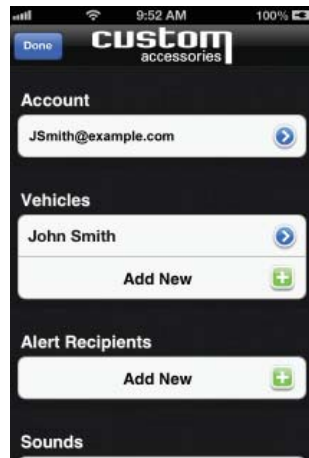
Vehicle Access and Control

Use the icons on the keypad screen to operate the Remote Access features for your vehicle. For more information and updates please visit the Remote Access website: http://www.FordRemoteAccess.com or http://www.LincolnRemoteAccess.com

Note: Once a feature is activated, the length of time your vehicle takes to respond will be affected by cellular coverage or network congestion.

Note: When a button is flashing either BLUE, GREEN or RED, the Remote Access application will not accept any other user input.

Note: Lock/Unlock and Car Find functions will continue to work with the ignition key in the *On* position, until the vehicle is shifted out of park.
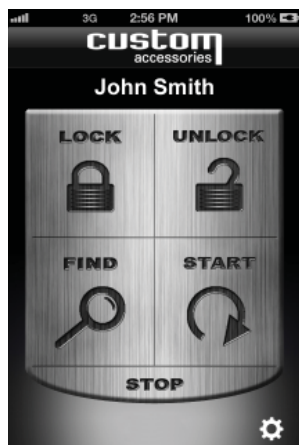
Main Screen.
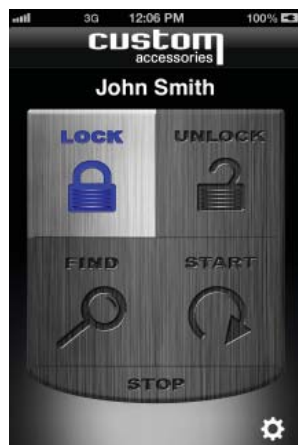
Buttons flash BLUE when communicating with the vehicle.
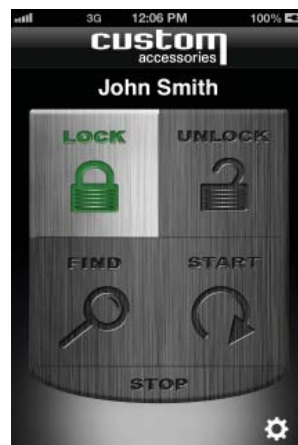
Buttons flash GREEN to confirm operation successful.
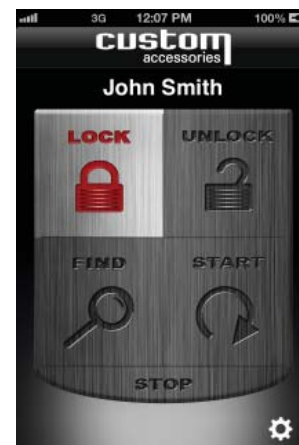
Buttons flash RED when the request could not be completed. This may be due to a cellular communication error or the state of the vehicle.
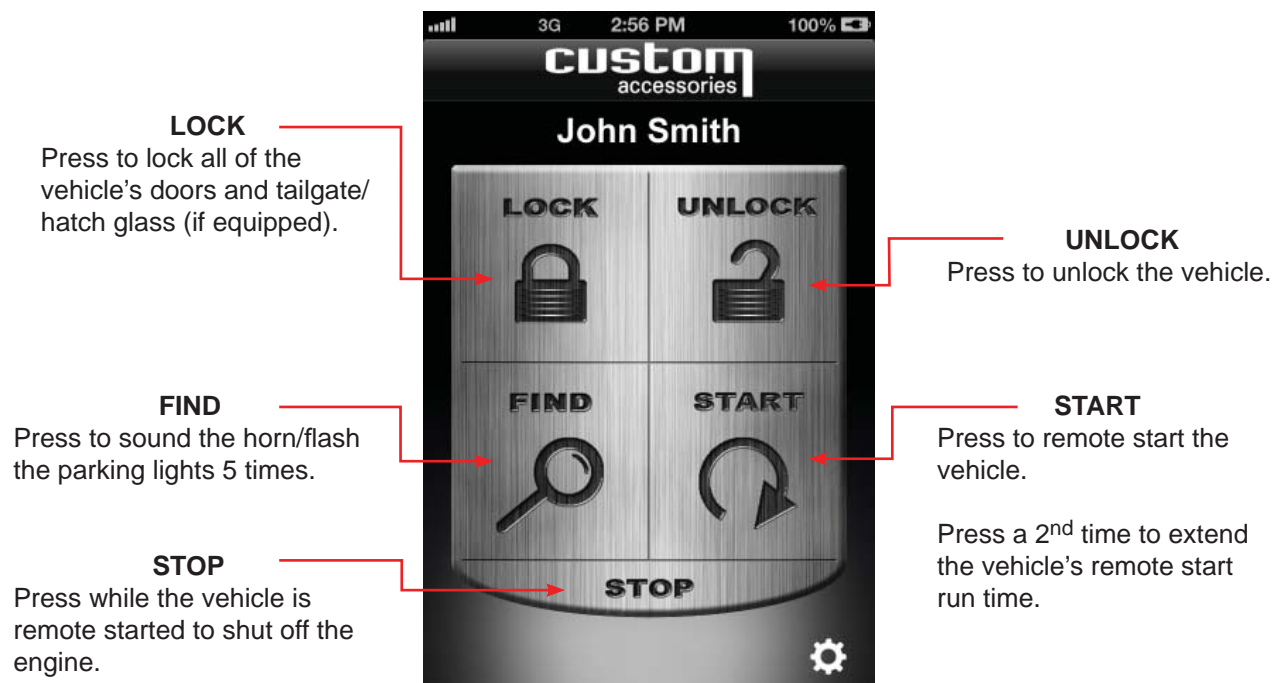
Remote Starting the Vehicle

To remote start your vehicle, follow the steps listed below:

1.	Press the **Start** icon from the main screen.

2.	The **Start** icon will flash BLUE indicating communication with the vehicle.

3.	Once the vehicle has received and completed the command, the **Start** icon will flash GREEN, indicating that the vehicle has remote started.

4.	After the vehicle has started, the countdown timer will flash GREEN and then turn GRAY and stay GRAY for the remainder of the remote start cycle.

5.	If you wish to cancel the remote start, press the **Stop** icon located on the main screen.

Note: The number of remote starts and duration is limited by the vehicle. See the vehicle owner guide for details.

Extending Vehicle Remote Start Run Time

The vehicle remote start run time may be extended for an additional 5, 10 or 15 minutes (depending on your vehicle's remote start settings) at any time during the initial remote start cycle. To extend the vehicle remote start run time, follow the steps listed below:

1. At any time during the initial remote start cycle, press the **Start** icon again to extend the remote start run time.

2	The remote start will automatically add 5, 10 or 15 minutes to the time that is remaining on the count down timer.

In the example shown below, the maximum run time is 15:00 minutes. After 5:00 minutes have elapsed, the user extended the run time by pressing the START button, bringing the remaining time to 25:00 minutes. (Total run time is 30:00 minutes.)

Multiple Vehicle Access and Control

If you have added more than one vehicle to your account, follow the steps listed below to toggle between vehicles:

1.   Press the current **Vehicle's Name** from the main screen.

2.   From the screen, select the vehicle of your choice. Press the **Done** button.

Vehicle's Name

Application Badge Notifications

In some cases a "Red Badge" will appear on top of the Remote Access icon (Fig. 1), however when the user opens the Remote Access application there will not be any notifications available to view. The "Red Badge" signifies that the vehicle has notified the Remote Access application that a remote start session has completed while the application was inactive. This is normal behavior of the Remote Access system. To disable the badge notification feature, follow the steps below:

Fig. 1

Red Badge

1.   Press the **Settings** icon from the phone's main screen (Fig. 2).
2.   Press the **Notifications** button (Fig. 3).
3.   Scroll down and press the **Remote Access** heading.
4.   Press the **Badge App Icon** button to toggle the option **ON** or **OFF** (Fig. 4).

Note: Disabling the Badge Icon does not prevent notifications from being displayed.

Fig. 3

Fig. 4

Fig. 2

Notifications Button

Badge App Icon Button
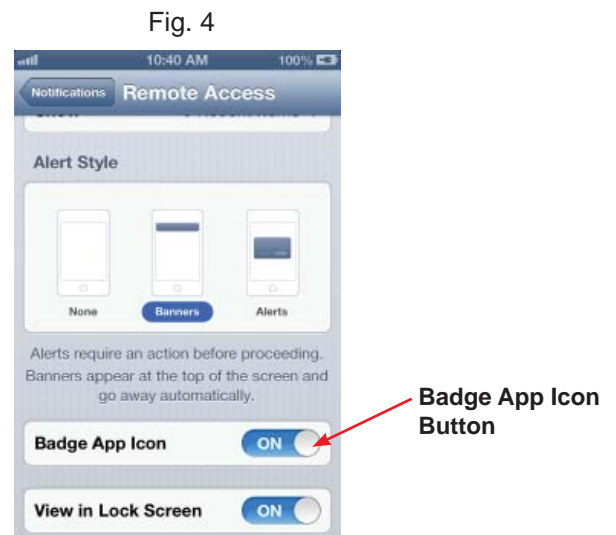
Power Save Mode

After 72 hours of vehicle inactivity, the Remote Access module will enter Power Save Mode, which prevents unnecessary vehicle battery drain when parking your vehicle for extended periods of time. During the Power Save Mode, a *Power Save Mode* icon will be displayed on the main screen (Fig. 1).

- While in Power Save Mode, the Remote Access app functions will not work.
- Wake-up date/time will allow the user to schedule a time in the future when they can control the vehicle with the Remote Access application.
- Wake-up date/time must be scheduled at least 24 hours in advance.
- The Remote Access module will wake-up at the scheduled time, allowing the use of the Remote Access application, but it will go back into *Power Save Mode* after 12 hours if the vehicle's ignition is not turned to the ON position (*See Note Below*).
- The Vehicle will send security alerts, regardless of being in Power Save Mode (Depending on your optional Remote Access Security Alert settings).

Note: The vehicle may wake-up *before* or *after* the scheduled wake-up time. Please review the **FAQ** section located at **http://www.FordRemoteAccess.com or http://www.LincolnRemoteAccess.com** for additional information.

How to schedule a vehicle Wake-up Date/Time:
1. Press the *Settings* icon from the main screen (Fig. 1).
2. Select the desired vehicle by pressing the *Blue* arrow (Fig. 2).
3. Press the *Unscheduled* button (Fig. 3).
4. Set the desired wake-up date and time. Press the *Done* button (Fig.4).
5. Press the *Save* button (Fig. 4).

Note: Once the vehicle Wake-up Date/Time is scheduled, the *Wake-up Date/Time* icon will be displayed on the main screen (Fig. 1).
Note: *Power Save Mode* will be cancelled when the vehicle is started with the ignition key.

How to cancel a vehicle Wake-up Date/Time:
1. Press the *Settings* icon from the main screen (Fig. 1).
2. Select the desired vehicle by pressing the *Blue* arrow (Fig. 2).
3. Press the *Date/Time* button (Fig. 5).
4. Press the *Clear* button (Fig. 4).
5. Press the *Save* button (Fig. 4).

Note: If the Wake-up time has passed, the *Wake-up Date/Time* icon can be removed by pressing the *Clear* button on the *Scheduled Wakeup* window (Fig. 4).

Power Save Mode Icon

Wake-Up Date/Time Icon

Fig. 1

Settings Icon

Blue Arrow

Fig. 2

Fig. 3

Unscheduled Button

Save Button

Fig. 4

Clear Button

Done Button

Fig. 5

Date/Time Button

Logging Out

Even if you close the Remote Access application you will remain logged in until manually logged out. If you plan to give someone else access to your phone but do not wish to give them access to your vehicle, it is a good idea to logout of the Remote Access application to avoid unauthorized access to your vehicle. To Logout, follow the steps listed below:

1.   Press the *Settings* icon from the main screen.
2.   Press the account's email address.
3.   Press the *Logout* button.
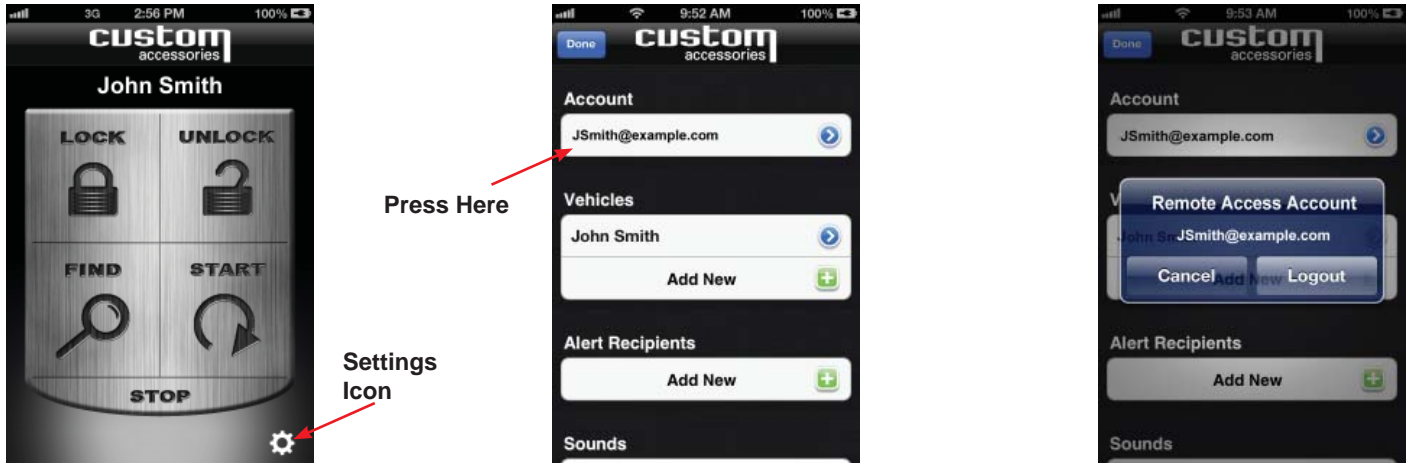
Password Recovery

If you forget your password, follow the steps listed below to recover it:

1.   From the login screen, press the *Forgot Password* button.
2.   Enter the login email address you used to create your account.
3.   Press the *Send* button and your password will be emailed to you.
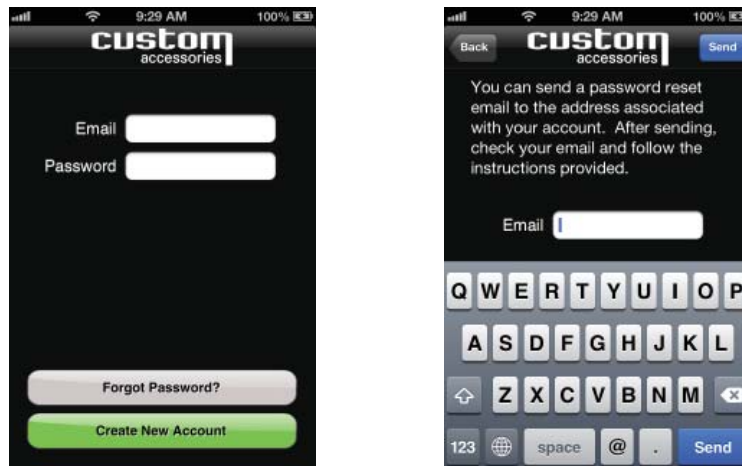
Additional Questions and Support

Call 1-800-FORDKEY for questions or concerns not addressed in this user's guide.

REMOTE ACCESS SYSTEM LIMITED WARRANTY

BASIC COVERAGE

Ford Motor Company will repair or replace any properly installed Remote Access System found defective in factory-supplied material or workmanship during the warranty period, as well as any component damage by the defective accessory. The accessory will be warranted for whichever provides the greater benefit:

¤ 12 months or 12,000 miles (20,000 km) from your system purchase date/mileage (whichever occurs first)

¤ The remainder of your new vehicle limited warranty

This means that the Remote Access System purchased along with your new vehicle are covered for up to the length of the Ford or Lincoln new vehicle limited warranty.

CUSTOMER REQUIREMENTS

To receive warranty service, Purchaser must fulfill the following requirements:

1) Return the vehicle to the original selling dealer's place of business during regular business hours for warranty service.

2) Present the Dealer with the Purchaser's copy of the original invoice showing date of purchase and installation if applicable. If the Purchaser is traveling or has moved to a different location, any authorized Ford Motor Company dealer will fulfill this warranty.

EXCLUSIONS

THIS WARRANTY DOES NOT COVER PARTS THAT ARE DAMAGED BY MISUSE, NEGLECT, ALTERATION, ABUSE, ACCIDENT, FIRE, FLOOD, LIGHTNING, IT DOES NOT COVER PARTS THAT HAVE BEEN IMPROPERLY SERVICED OR USED IN APPLICATIONS FOR WHICH THEY WERE NOT DESIGNED OR APPROVED BY FORD MOTOR COMPANY; IT DOES NOT COVER FAILURES CAUSED BY NON-FORD PARTS.

This warranty gives you specific legal rights and you may also have other rights that may vary from state to state or province to province. Ford Motor Company does not authorize any person to create for it any other obligation or liability in connection with the Remote Access System. TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. NEITHER FORD MOTOR COMPANY NOR THE SELLING DEALER SHALL BE RESPONSIBLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES. Some states or provinces do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages so the above limitation may not apply to you

Vehicle   Serial   Number _____

Owner   Name _____

Street   Address _____

City _____   State / Province _____

Country _____   Zip / Postal Code _____

Year _____   Make _____   Model _____

Mileage   at   Installation _____

Remote Access Purchased _____

FCC COMPLIANCE

This device complies with Part 15 of the FCC rules and with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including any interference that may cause undesired operation.