Ford/Lincoln Remote Access Web Portal User's Guide

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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.

New Account Setup Using the Web Portal

Use this reference guide and follow *Steps 1 - 4* to aid in the creation and setup of new user accounts. After logging into the Remote Access web page, you will be directed to this home page. The home page is used to access the features and functions of the Remote Access system.
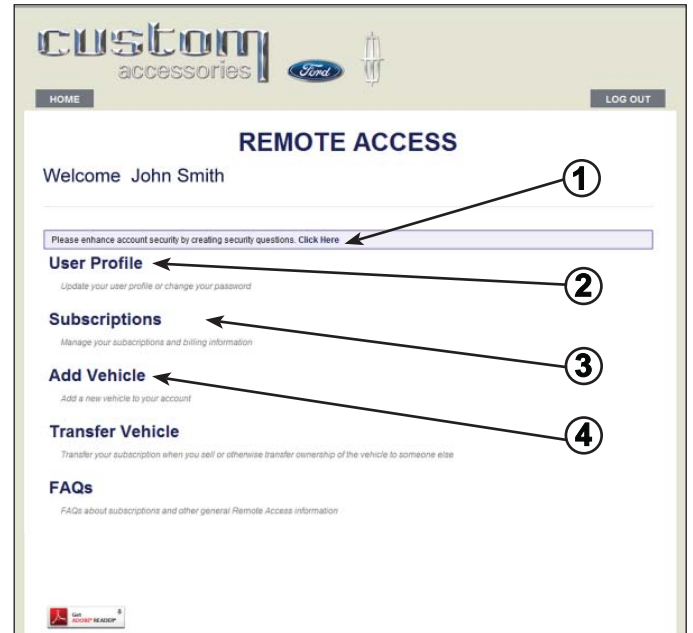
Note: If the user created a new account using a mobile device, this step may not be necessary.

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 purchase your annual subscription from: http://www.FordRemoteAccess.com or http://www.LincolnRemoteAccess.com to continue service. Make sure to save this URL to your internet favorites.

Step 1.

Security Question

Create a unique security question to add in identification of the user for Remote Access support personnel.
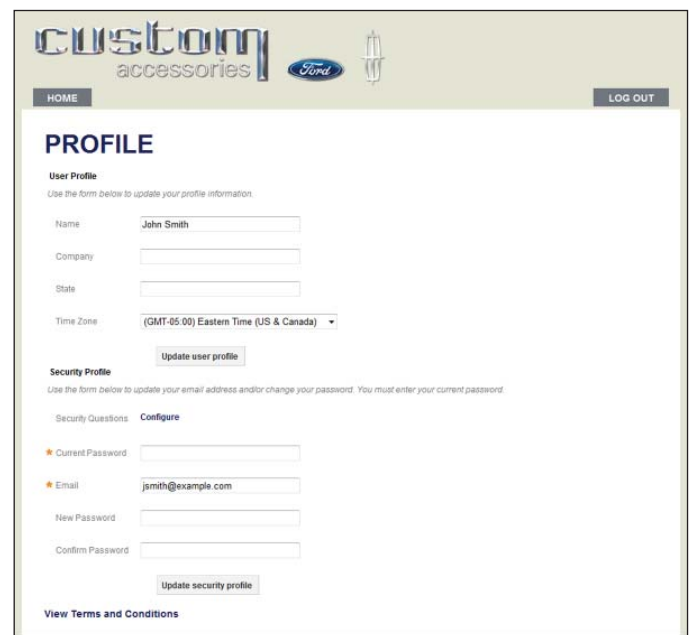
Step 2.

User Profile

This page is used to save or update user specific information.

Note: The correct time zone setting will ensure proper function of the Power Save Mode (Described later in this user guide).

Note: Remote Access will always remain in the time zone set on this screen, even if the user travels to a different time zone.
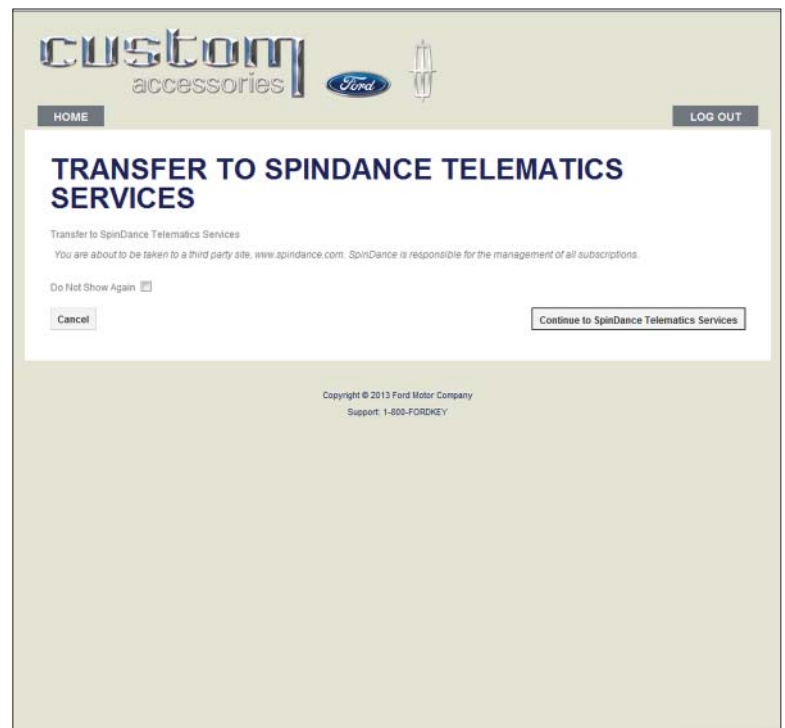
Step 3.

Subscriptions

Note: Your newly installed Remote Access hardware comes with 3-days of complimentary service starting when a vehicle is added to the account (Step 4).

To ensure uninterrupted service, select the ***Continue to SpinDance Telematics Services*** link to update your billing information.


Step 4.

Adding a Vehicle

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

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

SIM Card Carrier

4-Digit PIN

SIM ID
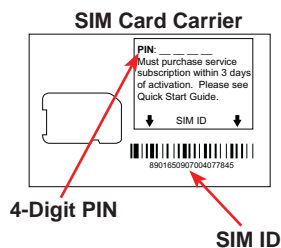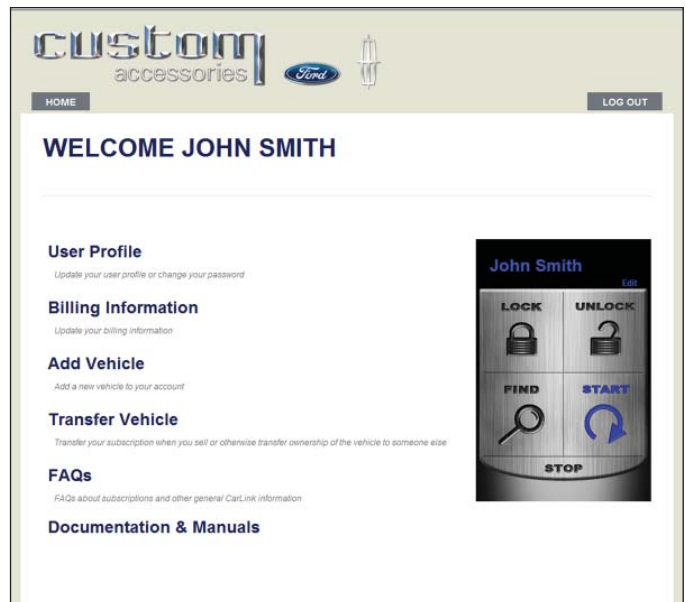
Using the Remote Access Desk Top Application

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
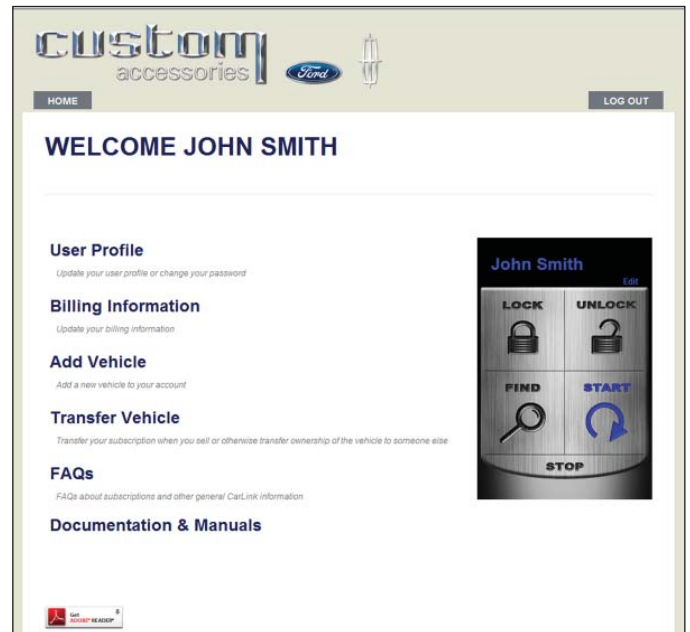Press while the vehicle is remote started to shut off the engine.

Vehicle Access and Control

Select the icons on the desk top screen to operate the Remote Access features for your vehicle.

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

Select the icons on the desk top screen to operate the Remote Access features for your vehicle.

1.   Press the **Start** icon.

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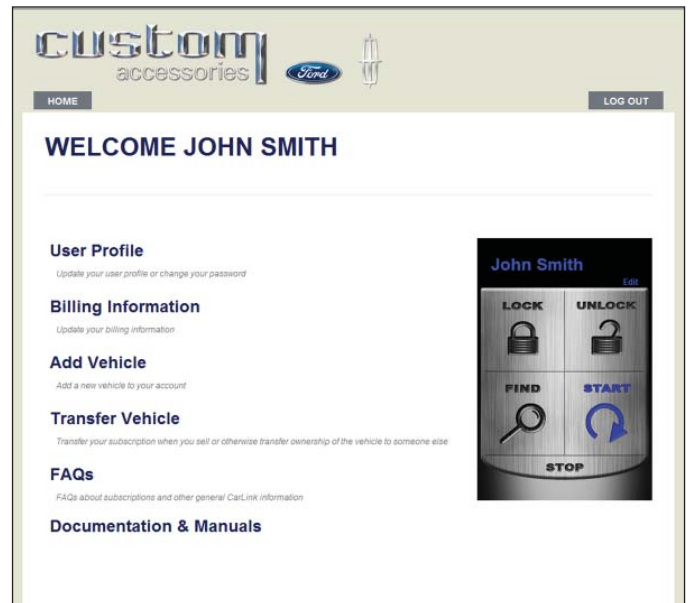
Note: The number of remote starts and duration is limited by the vehicle. See the vehicle owner guide for details.

① ② ③ ④ ⑤

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, you can control any vehicle on the account by selecting the desired feature on the desired vehicle.
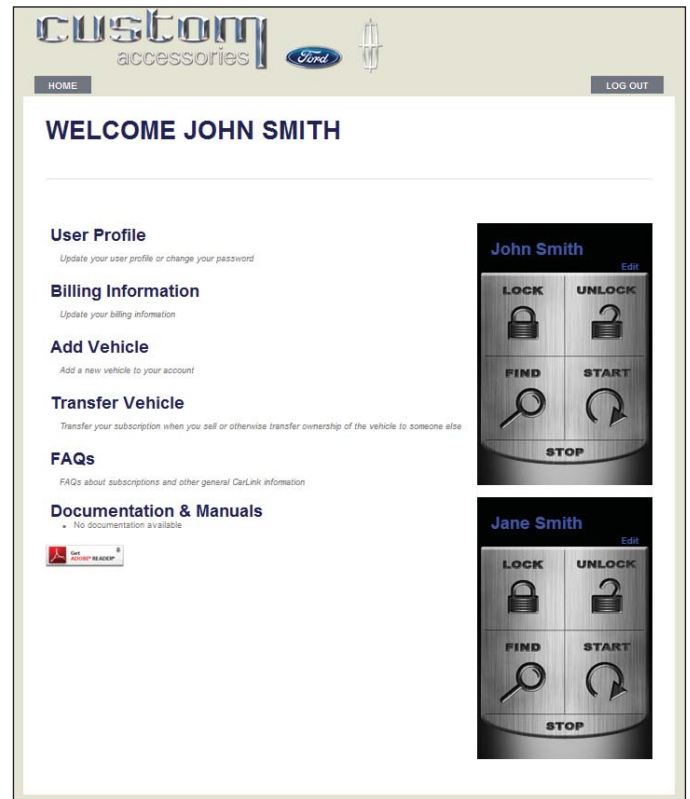
Enabling Security Alerts

This feature requires your system be installed with the optional vehicle alarm features 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 **Edit** icon (Fig.1).
2.   Select the **Security Alert** check box (Fig. 2).
3.   Press **Save**.

Note: If a check mark is present, Security Alerts are **enabled**. If no check mark is present, Security Alerts are **disabled**.
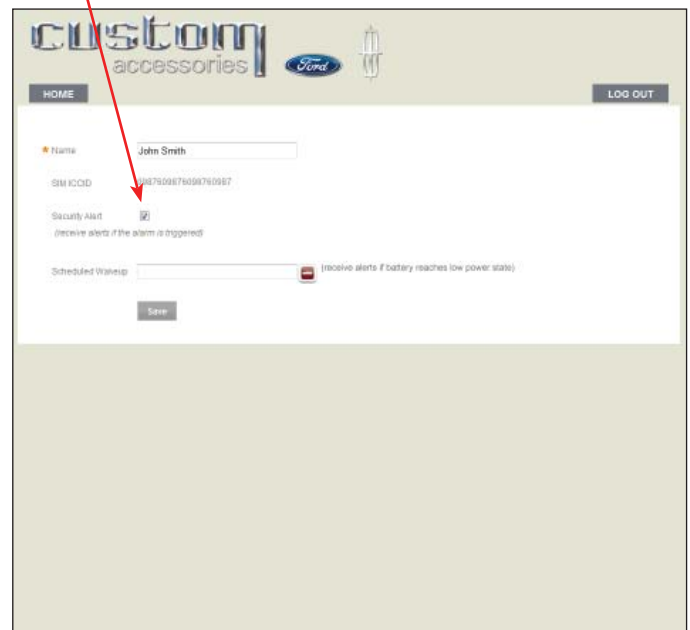
Fig. 1   Edit Icon
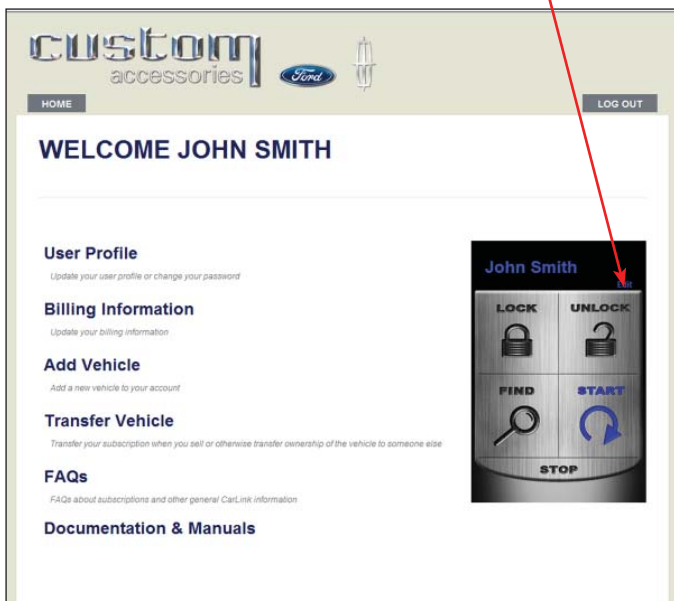
Edit Icon   **Fig. 2**

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.

- While in Power Save Mode, the Remote Access 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 **Edit** icon or the **Vehicle Name** (Fig.1).
2.   Place the computer cursor in the **Scheduled Wake-up** text box (Fig. 2).
3.   Set the desired wake-up date and time, by adjusting the sliders (Fig. 2).
4.   Press **Done** (Fig. 2).
5.   Press **Save** (Fig. 3).

Note: Once the vehicle Wake-up Date/Time is scheduled, the **Wake-up Date/Time** icon will be displayed on the main screen.

Note: **Power Save Mode** will be cancelled when the vehicle is started with the ignition key.

Note: If a wake-up is scheduled and the vehicle never enters **Power Save Mode**, the wake-up will automatically be cleared 24 hours after the scheduled wake-up time.

How to cancel a vehicle Wake-up Date/Time.
1.   Press the **Edit** icon (Fig. 1).
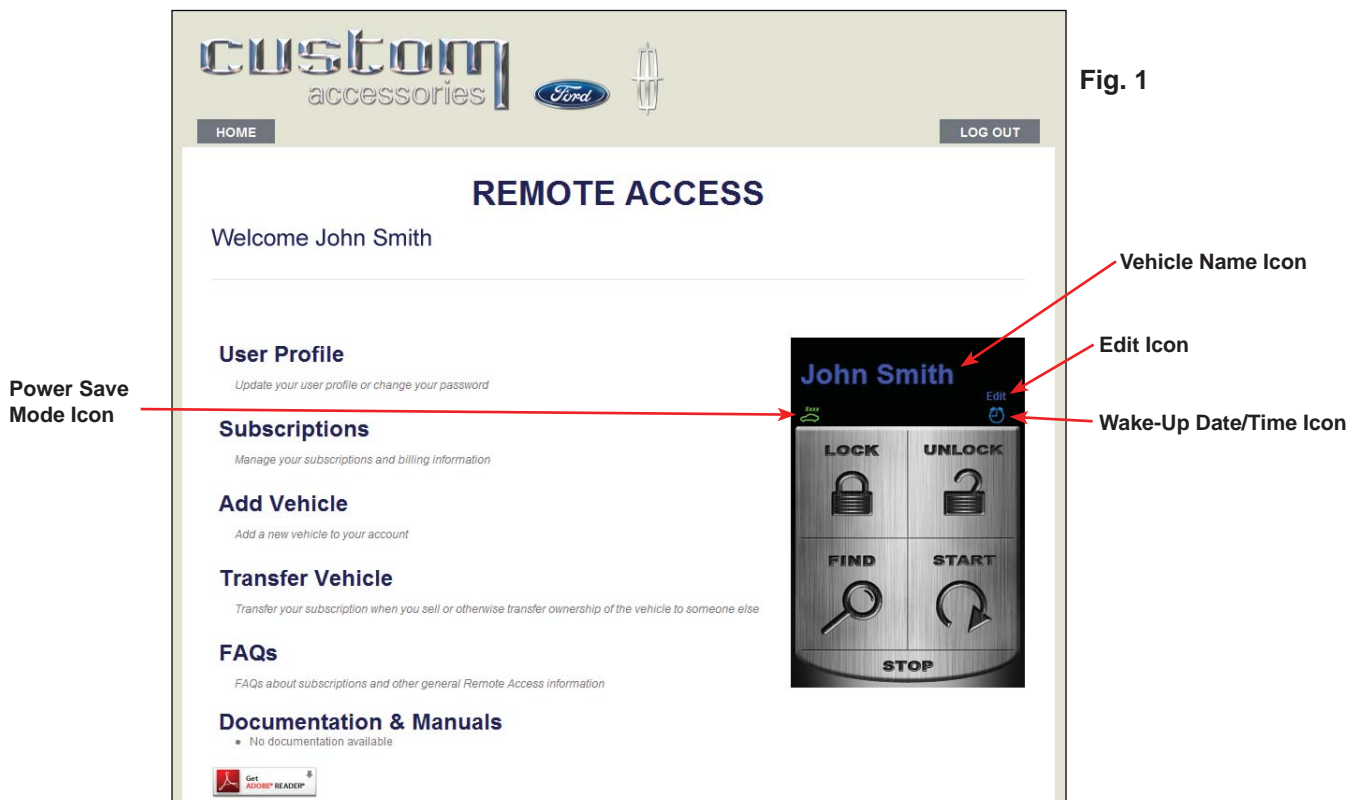2.   Press the **Unset** icon (Fig. 3).
3.   Press **Save** (Fig. 3).

Fig. 1

Power Save Mode; continued

Fig. 2

Scheduled Wake-up Text Box

Adjust Sliders for Hours and Minutes

Done

Fig. 3

Save

Unset Icon

Transferring Vehicle Ownership

When selling your current vehicle or purchasing a new vehicle with Remote Access installed, select *Transfer Vehicle* from the main page to begin the process and fill out the requested information.

Note: The new owner of the vehicle must set-up a Remote Access account before transferring the vehicle.

Note: For security, the 4-digit PIN provided to the new owner will be valid for one use only.
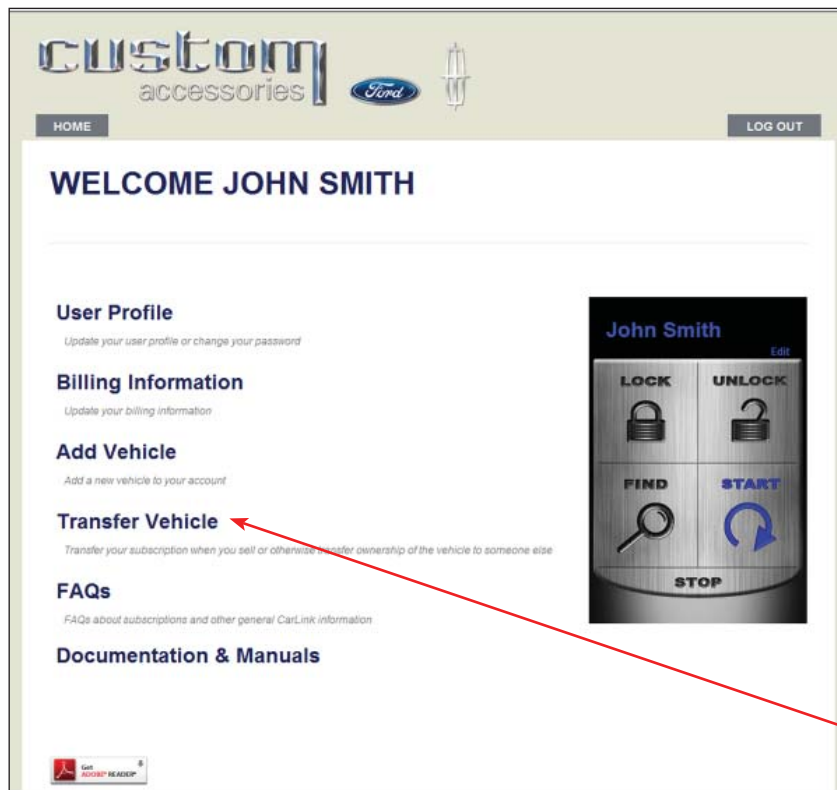
Transfer Vehicle

Purchasing/Renewing the Remote Access Subscription

Note: Your newly installed Remote Access hardware comes with 3-days of complimentary service starting when a vehicle is added to the account. To ensure uninterrupted service, visit the link shown to update your billing information.

To purchase a one year subscription select **Subscriptions** from the main page, then select the **Continue to SpinDance Telematics Services** link to update your billing information.

Subscriptions

Purchasing/Renewing the Remote Access Subscription; continued

After transferring to subscription/billing website (www.spindance.com), the user will see all vehicle's associated to their account on the home page.

1. Vehicle Name
This is the vehicle name that the user assigned during the account setup process.

2. Subscription Status
This field describes the current status of your Remote Access subscription.

Subscription expired on *mm/dd/yyyy*

Subscription is nearing renewal, it will expire on *mm/dd/yyyy*

Note: Email reminders are sent 30 days and 15 days before subscription expiration.

Subscription will expire on *mm/dd/yyyy*

Purchasing/Renewing the Remote Access Subscription; continued

3. Payment Information
Select this field to update your credit card information or billing address.

4. Automatic Renewal
Select this field to toggle the automatic renewal option ON or OFF.

Note: If this option is turned ON, the user will still receive email reminders 30 days and 15 days before the end of the subscription period. When the current subscription expires, the new subscription will automatically be billed to the credit card on file and there will be no interruption in service.

5. Subscription History
Select this field to view your subscription history.

Purchasing/Renewing the Remote Access Subscription; continued

6. Manage
- Select this field to purchase a new subscription, unless the Automatic Renewal option is turned ON.
- Select this field to cancel a current subscription.
   Note: Subscription fees are for 1-year of service and are non-refundable.

Cancel Subscription

7. Returning to the Remote Access Web Portal
Select this field to leave the *SpinDance Telematics* website and return to the *Remote Access* web portal.

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.