Honda CONNECT User Manual

Notice

Introduction

Please read all the operating procedures in this manual and the following precautions carefully before using this service.

Safety precautions
■ When the driver uses this service in a car, etc., it is very dangerous to operate and watch the screen while driving.
■ When using this service in a car, ask the passengers to operate or stop at a safe place.
■ The Company will not be liable for any accidents that may occur while using this service.

Precautions for use
■ Specifications and services are subject to change or withdrawal without notice. Service may be suspended without notice due to server maintenance and troubleshooting
■ The functions, screens, designs, etc. described in this manual are subject to change without notice.
■ The screens are image. It may be different from the actual ones.
■ The operation way (images and procedures) described in this manual are examples. It may vary depending on the smartphone model. Some models may have different menus on the screen.
■ Smartphone communication costs for using this service will be borne by the customer.
■ Conditions for entering the OFF-mode of TCU (Telematics)
- When 7 days have passed since vehicle was stopped with OFF (LOCK) mode.
- When the amount of charge of 12V battery is low immediately after turn vehicle to OFF (LOCK) mode or when 12V battery is removed.
- When the accumulated consumption current of telematics control unit exceeds the specified value while OFF (LOCK) mode.
In above case, condition is reset when vehicle setting to ACC or ON mode for about 2 minutes.
■ Application data batch will be updated every 3 minutes. Update status will be shown as "Latest Update" on TOP page1.
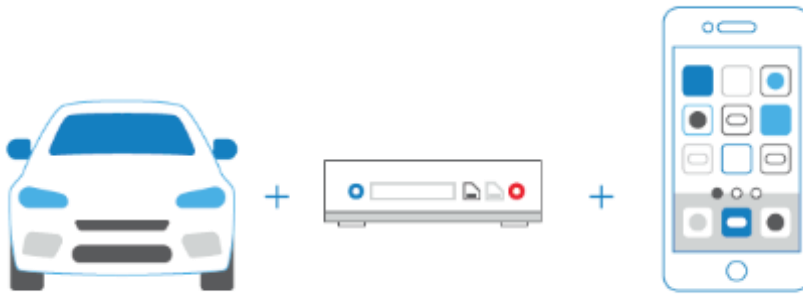
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<Chapter1> Honda CONNECT

1-1 Application Overview

1-1 Application Overview

Honda CONNECT is bringing intelligent Telematics technology that combines the work between Wireless Telecommunication and Informatics Application that develop to control long distance data transmission by working together between TCU (Telematics Control Unit) that is installed inside the car.

Just the touch of a finger, you and your trusty car can genuinely connect and communicate, as if having a personal assistant in the car in your hand
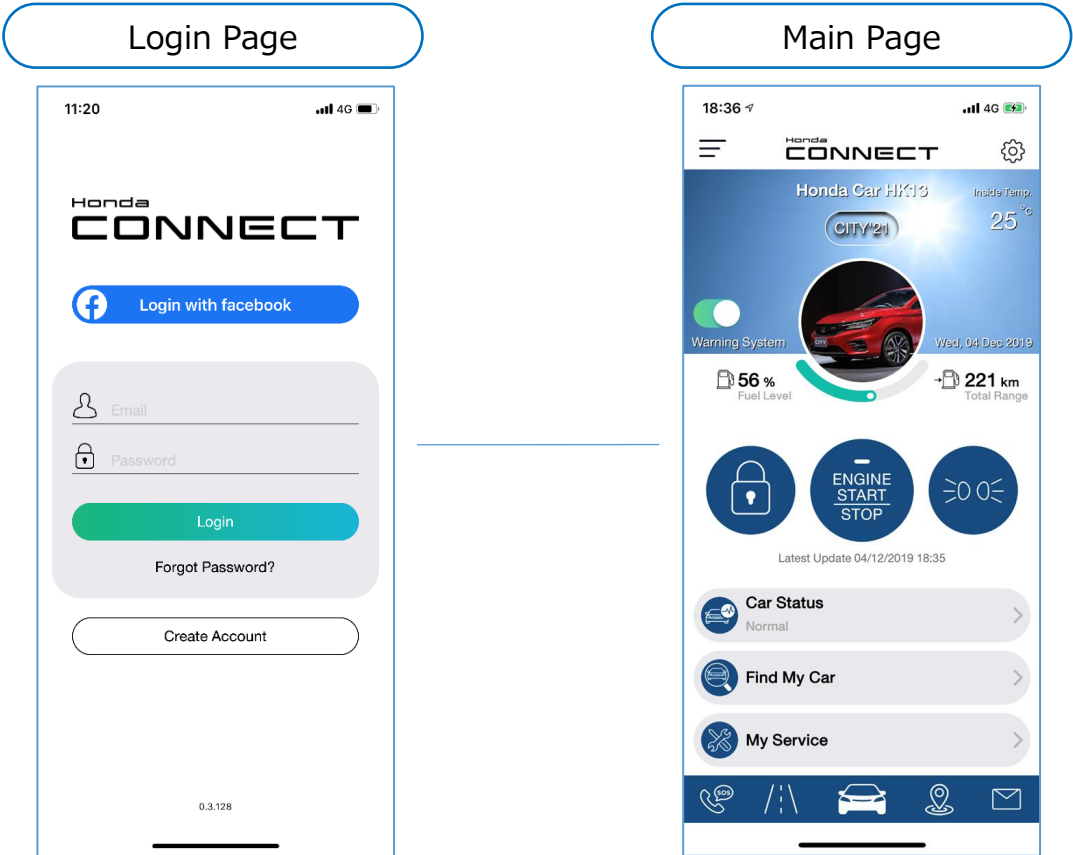
1-1 Application Overview

Honda CONNECT is an application.
Application that allows you to connect with the car. You can connect and communicate smartly like having your own assistant.

Get started by downloading the application.
"Honda CONNECT Malaysia" on smart phones which supports both the Android and iOS operating systems.

Then register to specify the username and password, then you can start using Honda CONNECT immediately.

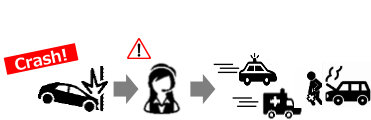**Honda Connect** has login page and main application page as below

Login Page

Main Page

<Chapter1> Honda CONNECT

1-2 Function Overview

1-2 Function Overview

Safety & Security

Automatic Collision Detection

Service overview
Detect airbag deploy and automatically send notification to call-center.
Customer support arrange emergency support on emergency level.

Usecase
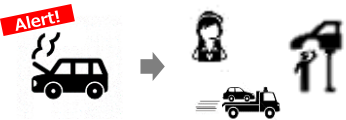To prepare in case of emergency or car trouble

Security Alarm

Service overview
Remotely monitor vehicle situation (parking car situation).

Usecase
In case crime such as a car being opened or stolen, user can remote control his/her car to minimize damage.

Remote Diagnostic Support

Service overview
Provide necessary information and support according to the trouble when vehicle trouble occurs.

Usecase
Even users who are concerned about car accidents can drive with peace of mind since HM can provide accurate and quick support in case of emergency or trouble.

4-2-1 Vehicle Dashboard – Automatic Collision Detection	4-2-2 Vehicle Dashboard – Security Alarm	4-2-3 Vehicle Dashboard – Remote Diagnostic Support

Speed Alert / Geo Fence

Service overview
User set the speed he/she want to notify and Set IN / OUT of specified area. Notifying user's application under the set conditions.

Usecase
When user worry about his/her parents or children, user can watch the driving of them and know where and how much speed they are driving.

3-2-2 Geofencing Mode
3-2-3 Speed Alert

1-2 Function Overview

Convenient & Comfort

Vehicle Dashboard

Service overview
Visualizing vehicle state such as the presence or absence of abnormality of the vehicle, improve convenience of vehicle management.

Usecase
Information on cars is gathered in the palm of user's hand, so user can manage his/her car easily by watching car status anytime, anywhere.

4-2 Car Status

POI Search

Service overview
Function to search convenience store, ATM, Gas station and favorite place around current location.

Usecase
User can search the nearest convenience store / ATM / Gas station / Dealer / etc.

4-5-4 Location Search

Remote Vehicle Control

Service overview
Remote vehicle controlling from smart phone (such as Door lock/unlock, Engine start/stop with A/C ON, Light ON).

Usecase
By setting temperature inside car before driving, user can start his/her drive with comfortable temperature.

4-1 Remote Vehicle Control

Find my Car

Service overview
Provide latest location of vehicle.

Usecase
User can search for his/her vehicle location when your vehicle is not found at the original parking space and seems to be stolen.

4-3 Find My Car

1-2 Function Overview

Communication

1to1 Message

Service overview
Direct message from Honda.

Usecase
Direct message from Dealer & HMSB. To remind you about periodical maintenance, connected service renewal, insurance renewal, tax remainder, etc.

4-5-5 Message

SNS Posting

Service overview
Sharing drive event, Memorial event on SNS.

Usecase
Sharing user's travel memories with his/her friends by posting his/her drive records and memorial scene to SNS.

4-5-2 Driving Behavior

<Chapter1> Honda CONNECT

1-3 How to Start

1-3 How to Start

To use Honda CONNECT application, follow main process as below;
- Create user account
- Set password to log in Application.

Login Page
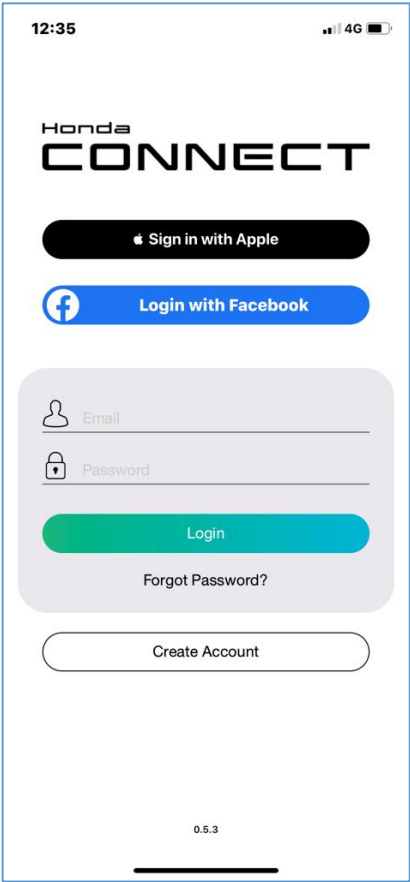
TOP Page
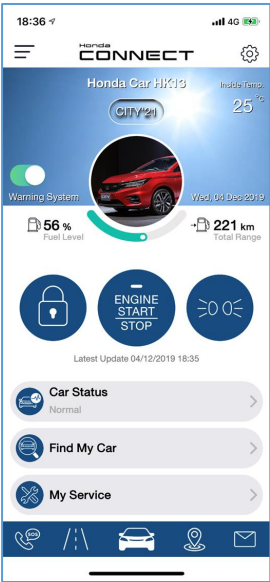
TOP Page

For TCU user (Connected Car):
This TOP Page will be shown
after user registration process
completed and Car's information
will be activated.
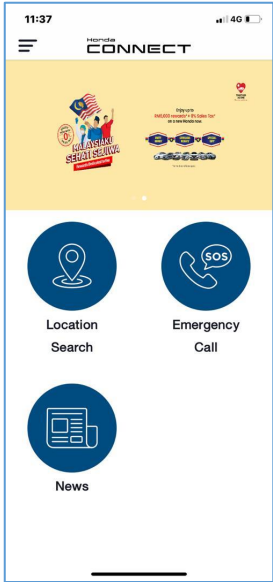
For Non TCU user:
Only some Functions will be available.
(refer to Chapter 5 for Non TCU user)

1-3 How to Start
1-3-1 User Registration

There are 3 ways to register for Honda CONNECT.
1. Use the same account with Facebook.
2. Create a new account using email.
3. Use the same account with Apple (Only for iOS)

Login Page

12:35

3. Use Apple account

1. Use Facebook account

2. Create new account

TOP Page

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1-3 How to Start
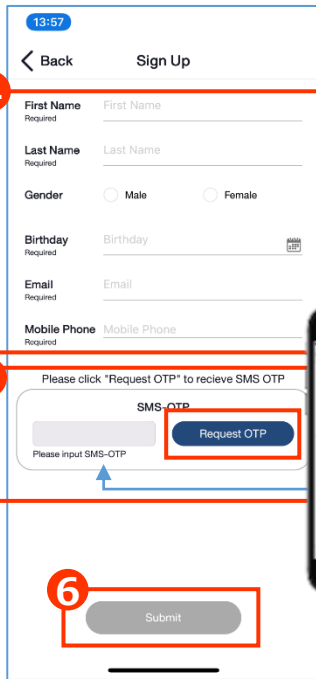## 1-3-1 User Registration

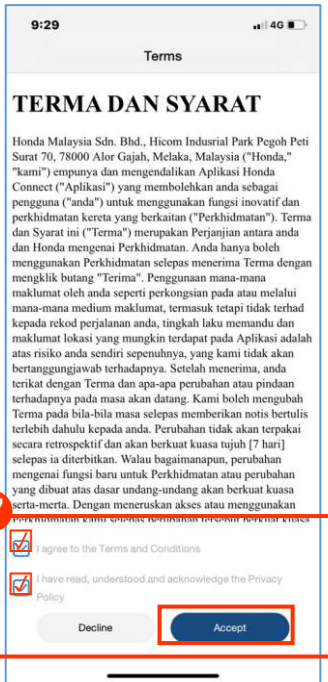1. Use the same account with Facebook.
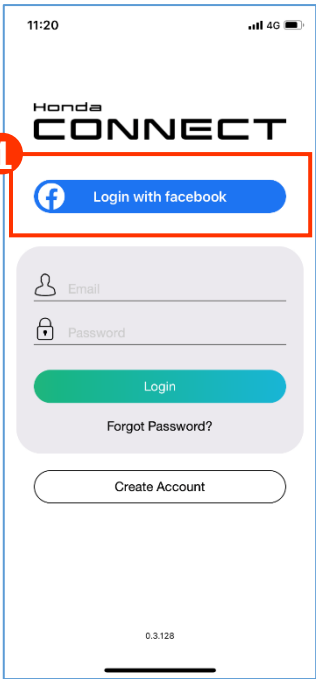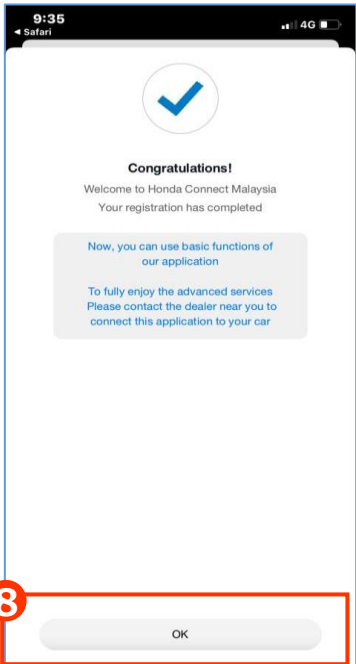
❶ Tap "Login with Facebook"
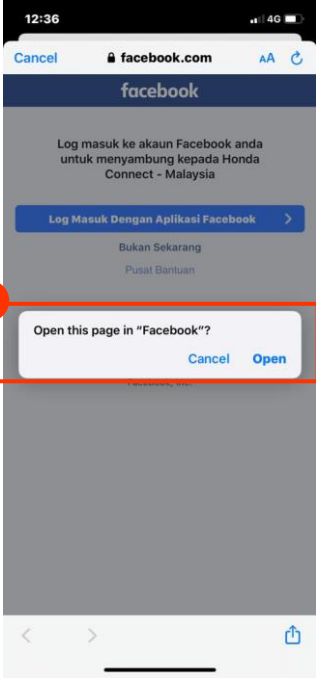
❷ Use Facebook ID to login Facebook
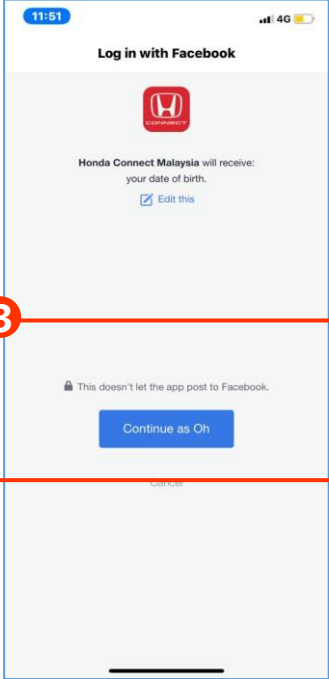
❸ Enter Facebook information and login

❹ Fill the information
❺ Tap "SMS-OTP" to get OTP code
❻ Enter OTP code and tap "Submit"

❼ Read through on "Terms and Conditions" and "Privacy Policy" then tap "Accept" button otherwise user cannot use Facebook ID to login
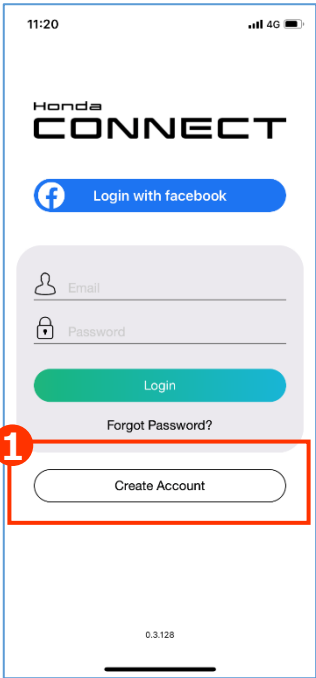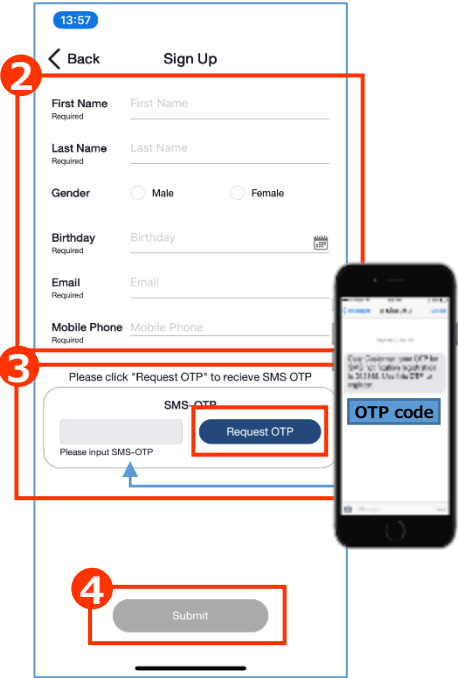
❽ Tap "OK" to finish

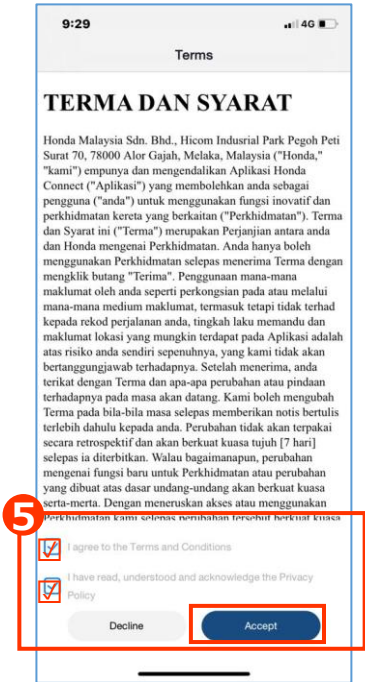## 1-3 How to Start
1-3-1 User Registration
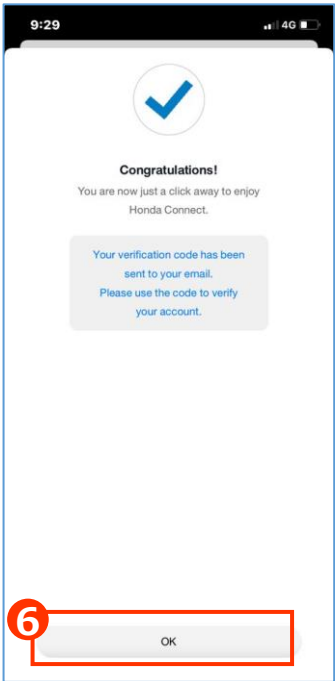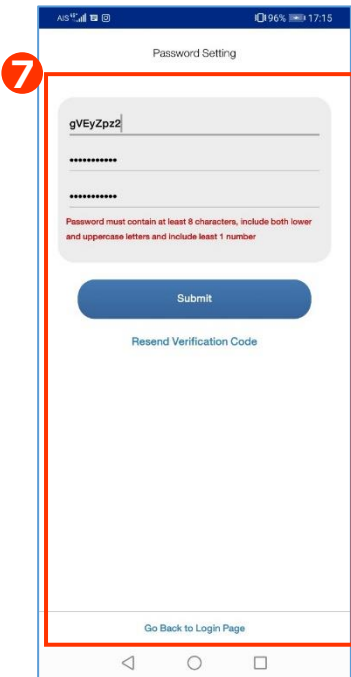
2. Create a new account using email.

❶ Tap "Login with Create account "

❷ Fill information
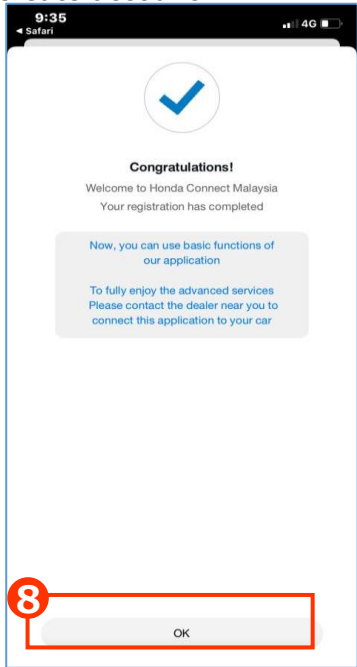❸ Tap "SMS-OTP" to get OTP code
❹ Enter OTP code and tap "Submit"

❺ Read through on "Terms and Conditions" and "Privacy Policy" then tap "Accept" button otherwise user cannot create account

❻ Tap "OK" and check verification code in email address

❼ Set login password and verification code which was sent to the email address. Then tap "Submit"
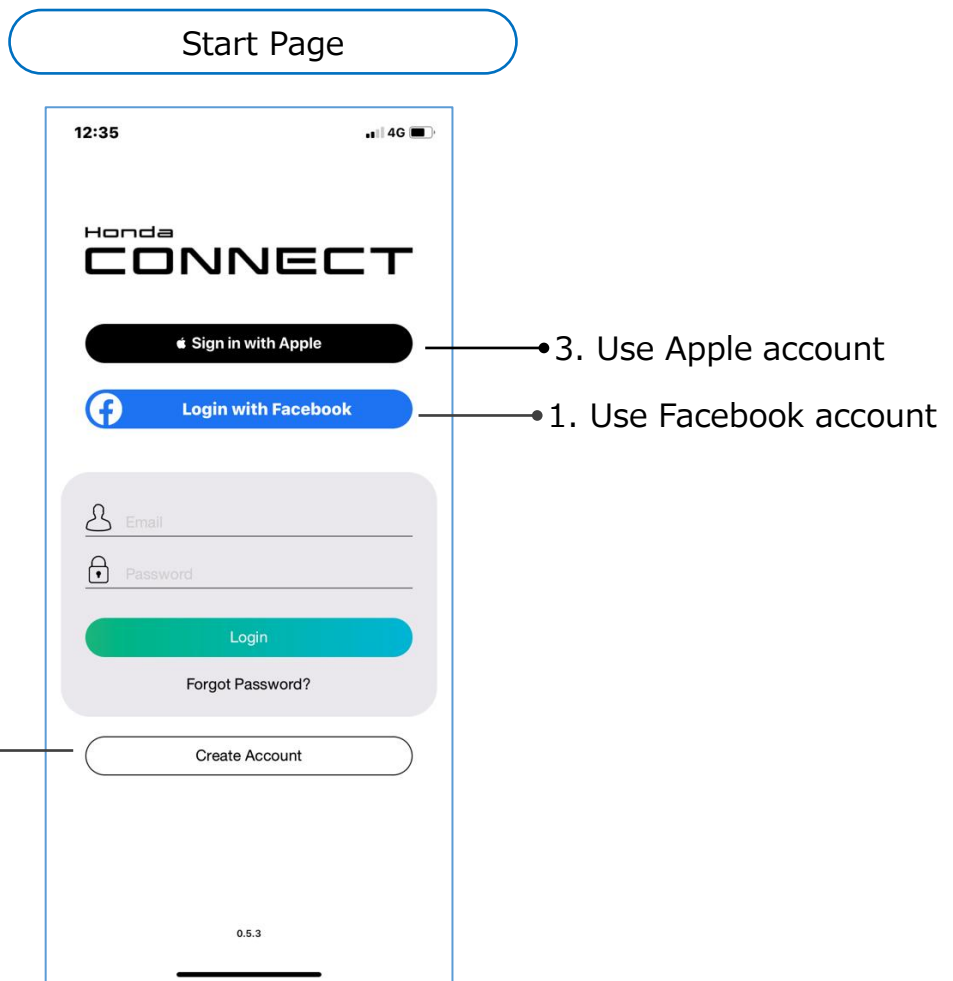

❽ Tap "OK" to finish

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1-3 How to Start
1-3-2 Login

There are 3 ways to register for Honda CONNECT.
1. Use the same account with Facebook.
2. Create a new account using email.
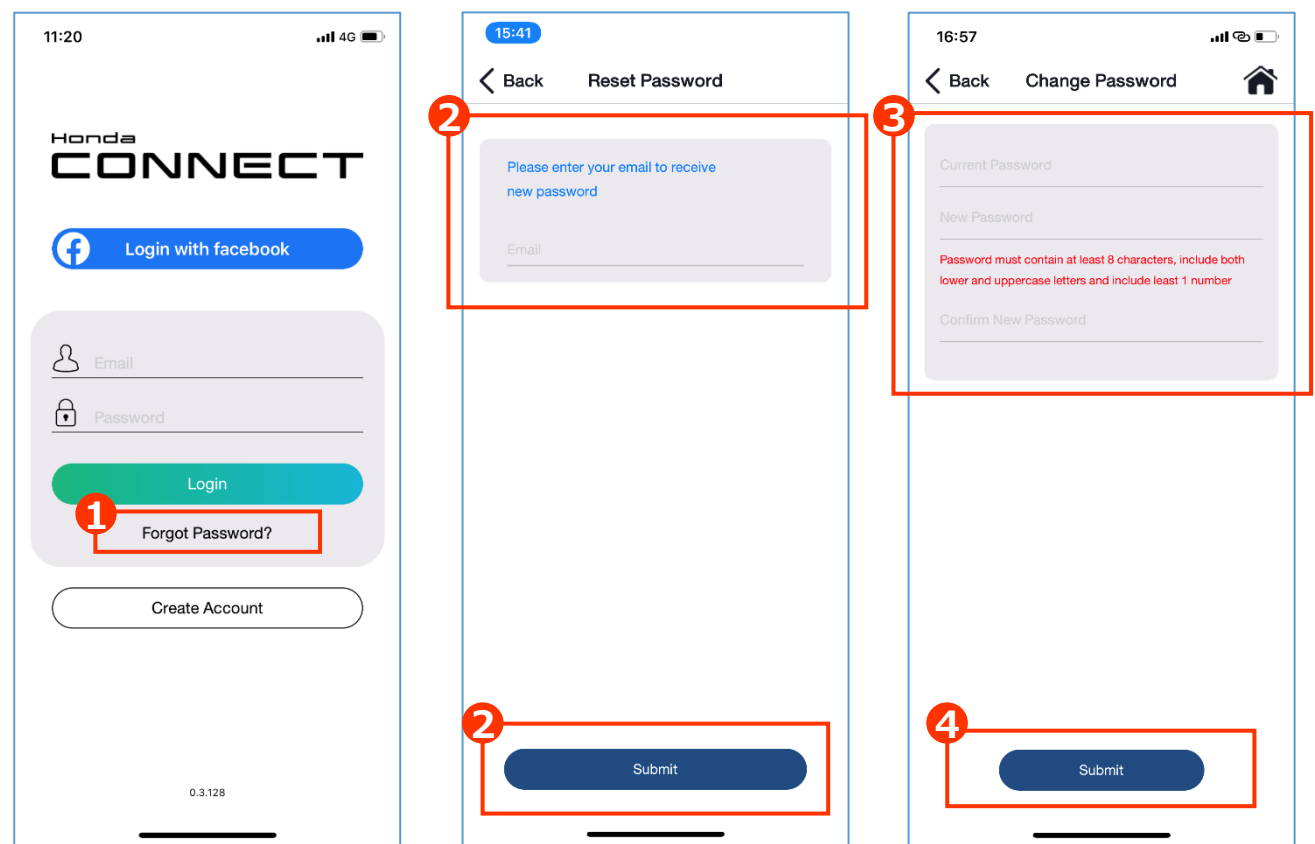3. Use the same account with Apple (Only for iOS)

Start Page

3. Use Apple account

1. Use Facebook account

2. Use Email Address

1-3 How to Start
1-3-2 Login

Forgot Password

In case user forgot password, user can set up new password with 2 ways;

- For "Login with Facebook": Follow step via Facebook application
- For "Create Account" by email: Follow step as follows;

❶ Tap "Forgot password"

❷ Enter email address registered and tap "Submit" button. Confirmation message with temporary password will be sent to email for new password setting.

❸ Enter the verification code sent to the email and enter new password to reset.
❹ Submit to reset password
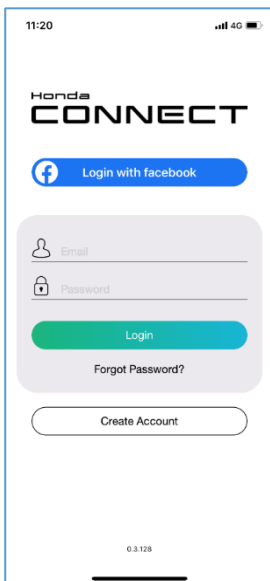
1-3 How to Start
1-3-2 Login

Login with New Device

In case user change new device, download Honda CONNECT application to new device and login.
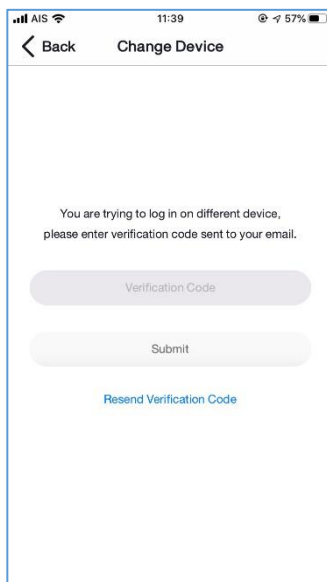
- For "Login with Facebook": Follow step via Facebook application
- For "Create Account" by email: Follow step as follows;

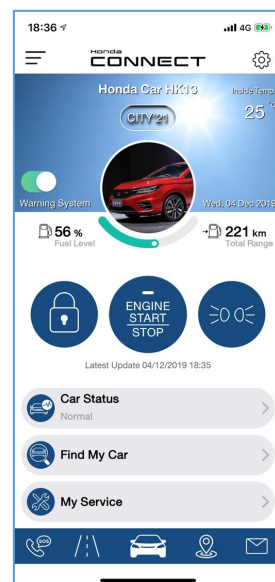❶ Login with email and password which is registered

❷ verification code will be sent to user's email

❸ Input verification code from email then tap "OK" button

❹ Login to TOP Page

Remark:
When user login to Honda CONNECT with new device successfully, old device will be logout automatically.

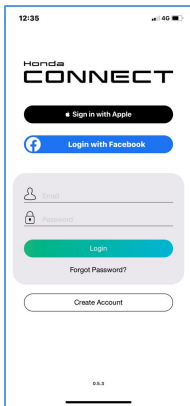# \<Chapter2\> Application Screen

2-1 Screen Structure

2-1 Screen Structure

Login Page

There are 5 areas of TOP Page1
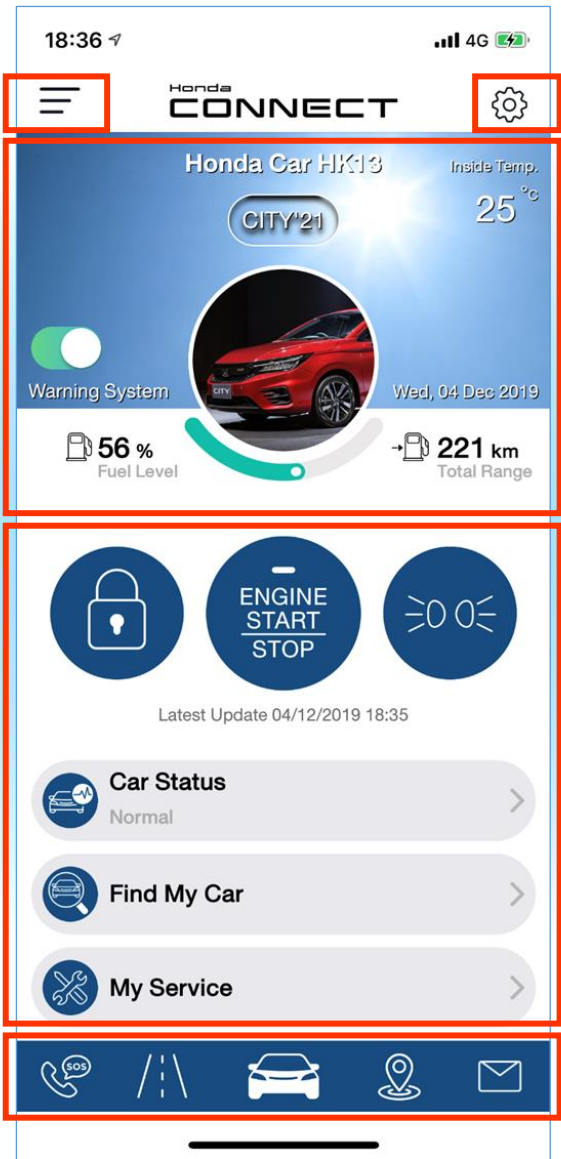
❶ Side Menu
❷ Quick Settings
❸ Vehicle Overview
❹ Application Functions
❺ Quick Function Bar

TOP Page1

❶ Side Menu
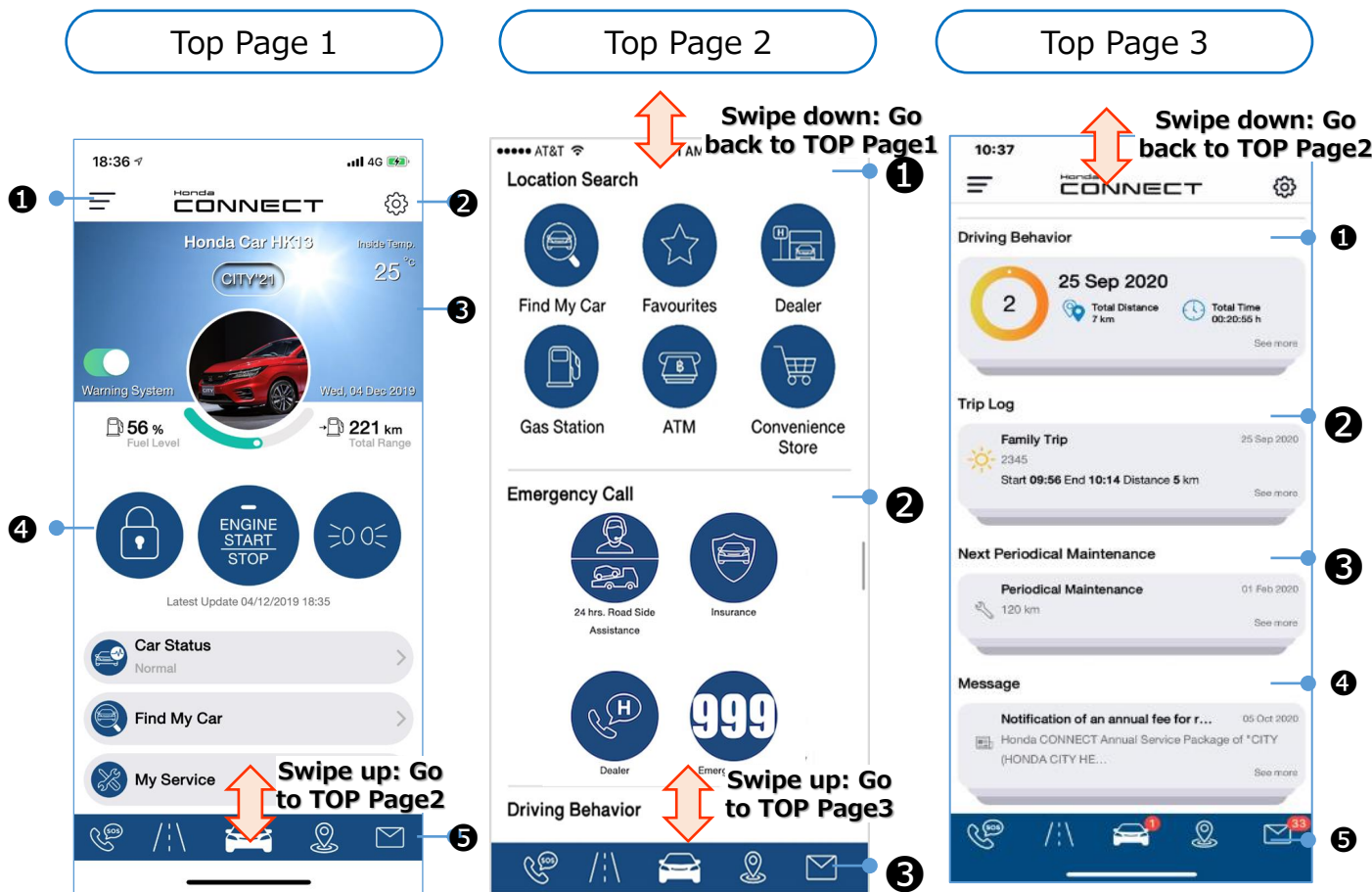
❷ Quick Settings

❸ Vehicle Overview

❹ Application Functions

❺ Quick Function Bar

2. Application Screen

2-1 Screen Structure

■ From TOP Page1, you can also go to TOP Page2 and TOP Page3 by swiping screen as follows to use other function as a quick access.

Top Page 1	Top Page 2	Top Page 3

5 areas will be displayed in TOP Page1;

❶ Side Menu
❷ Quick Setting
❸ Vehicle Overview
❹ Application Functions
❺ Quick Function Bar

3 areas will be displayed in TOP Page2;

❶ Location Search
❷ Emergency Call
❸ Quick Function Bar

5 areas will be displayed in TOP Page3;

❶ Driving Behavior
❷ Trip Log
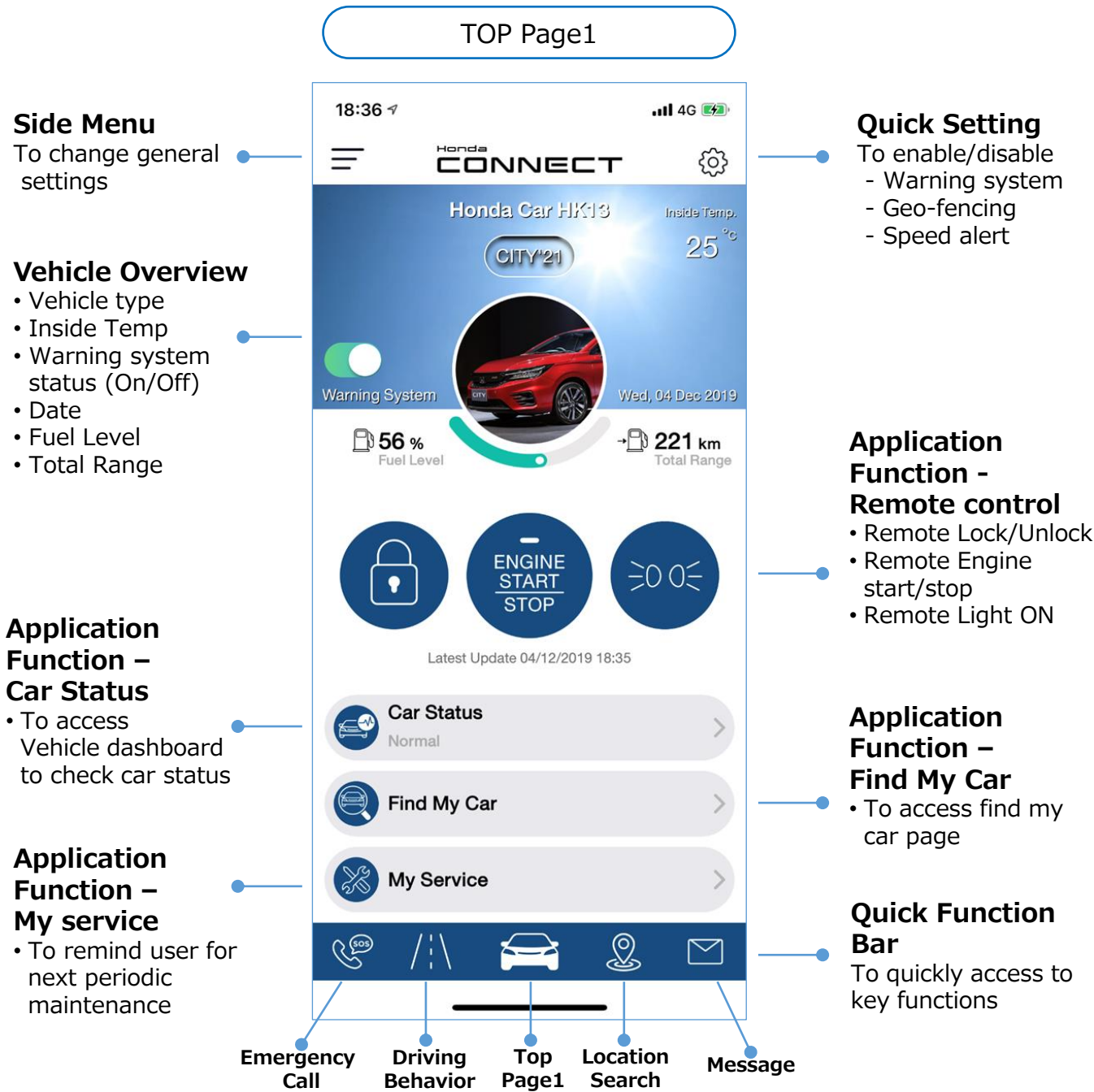❸ Next Periodical Maintenance
❹ Message
❺ Quick Function Bar

<Chapter2> Application Screen

2-2 TOP Page

2-2 TOP Page

- On TOP Page1, user can check vehicle overview, access remote vehicle control, vehicle dashboard, find my car, my service and quick function bar.
- Also user can go to side menu and quick settings to set functions.
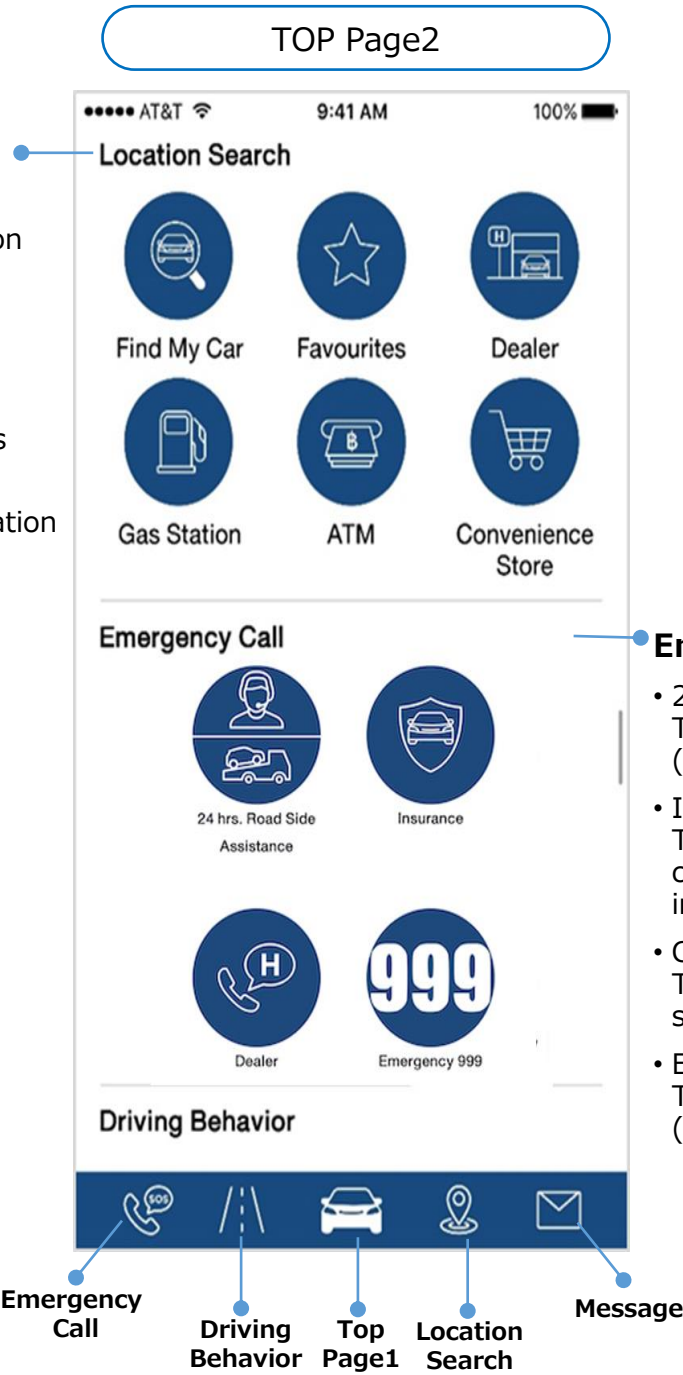
TOP Page1

Side Menu
To change general settings

Vehicle Overview
- Vehicle type
- Inside Temp
- Warning system status (On/Off)
- Date
- Fuel Level
- Total Range

Application Function – Car Status
- To access Vehicle dashboard to check car status

Application Function – My service
- To remind user for next periodic maintenance

Quick Setting
To enable/disable
 - Warning system
 - Geo-fencing
 - Speed alert

Application Function - Remote control
- Remote Lock/Unlock
- Remote Engine start/stop
- Remote Light ON

Application Function – Find My Car
- To access find my car page

Quick Function Bar
To quickly access to key functions

18:36

Honda CONNECT

Honda Car HK13

Inside Temp. 25 °c

CITY'21

Warning System

Wed, 04 Dec 2019

56 % Fuel Level

221 km Total Range

ENGINE START STOP

Latest Update 04/12/2019 18:35

Car Status — Normal

Find My Car

My Service

Emergency Call | **Driving Behavior** | **Top Page1** | **Location Search** | **Message**

2-2 TOP Page

■ "Location Search" and "Emergency Call" function are on TOP Page2.

TOP Page2

Location Search

• Find My Car
  To find user car location

• Favorites
  To bookmark location
  user usually search

• Dealer
  To find nearest dealers

• Gas Station
  To find nearest gas station

• ATM
  To find nearest ATM

• Convenience Store
  To find nearest
  convenience stores

••••• AT&T 🛜   9:41 AM   100% 🔋

Location Search

Find My Car   Favourites   Dealer

Gas Station   ATM   Convenience Store

Emergency Call

24 hrs. Road Side Assistance   Insurance

Dealer   Emergency 999

Driving Behavior

Emergency Call

• 24hrs. Road Side Assistance
  To call for road side service
  (towing) & call center

• Insurance
  To call insurance
  company which user set
  in advance

• Call Dealer
  To call dealer which user
  set in advance

• Emergency 999
  To call for emergency rescue
  (accident etc.)

Emergency Call   Driving Behavior   Top Page1   Location Search   Message

2-2 TOP Page

- On TOP Page 3, user can check car records such as "Driving Behavior" "Trip Log" and "Next Periodical Maintenance"
- Also user can check massages (same function as quick bar)

TOP Page3

Driving Behavior

· To check total driving distance, time, etc. Page link to Car Log

Trip Log

· The date, weather, distance etc. travelled by car will be recorded automatically

Driving Behavior

16 Oct 2020
1
Total Distance 6 km
Total Time 00:19:59 h
See more

Trip Log

Recent Trip
Trip Detail
Start 08:27 End 08:47 Distance 6 km
16 Oct 2020
See more

Next Periodical Maintenance

Periodical Maintenance
57 km
16 Oct 2020
See more

Message

APP ONLY
APP ONLY TO REGISTERED TARGET LIST
16 Oct 2020
See more

Next Periodical Maintenance

· To remind user to go to dealer for periodical Maintenance

Message

· User can check latest messages from Honda

Emergency Call | Driving Behavior | Top Page1 | Location Search | Message

<Chapter3> Settings

3-1 Side Menu

3. Settings

3-1 Side Menu

Side Menu: To change general settings

Side Menu

Wall Paper Setting

Theme
Day & Night Mode

User/Car information
• My profile
• Emergency contact
• Car profile

Contact us
• Inquiry
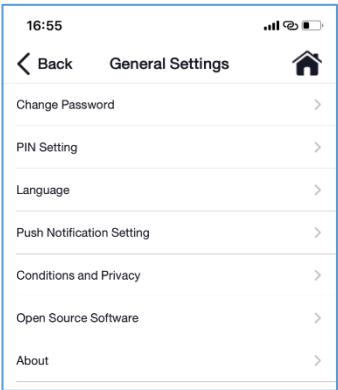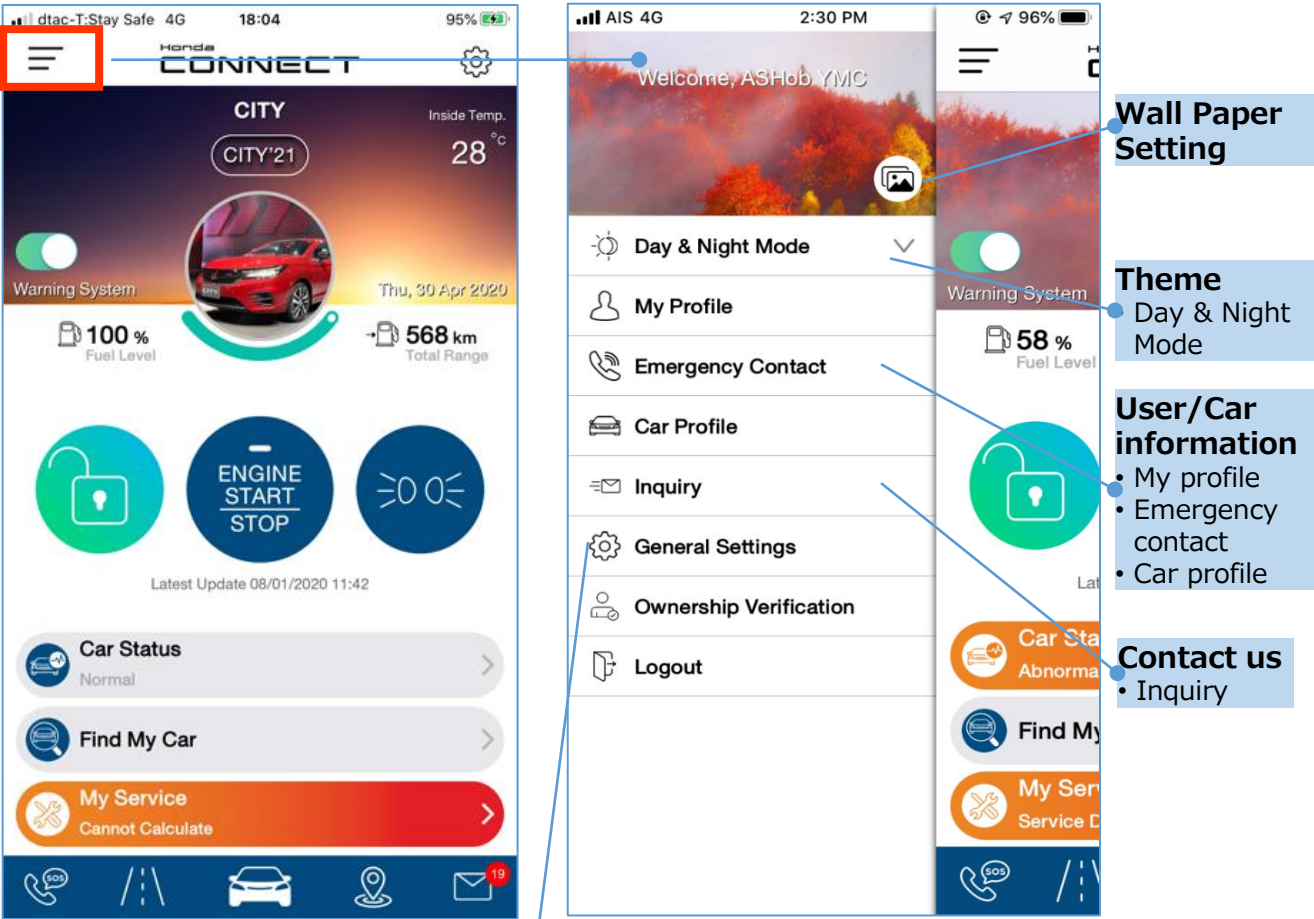
General Settings

• Change password
  To change your login password

• PIN Setting
  To reset Pin code

• Language
  To change Application Language

• Push Notification Setting
  To change notification settings

• Conditions and Privacy
  To check terms & conditions and privacy policy

• Open Source Software
  To check open source software information

• About
  To check Application version

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3-1 Side Menu
3-1-1 Wall Paper Settings

■ Wallpaper of top page can be set as following step.
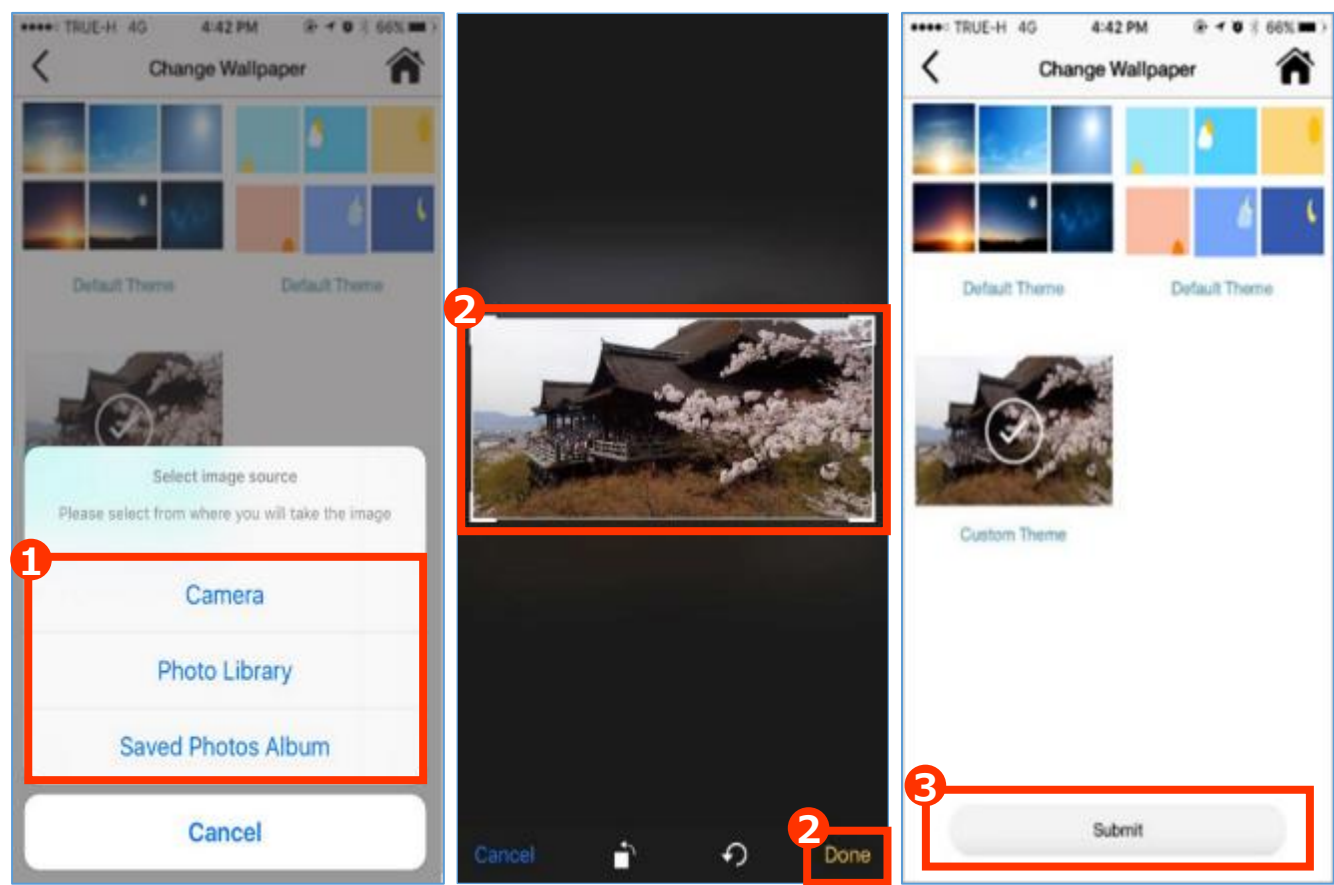
❶ After tap the picture icon, select the image source to upload the wallpaper

❷ Trimming the picture and tap done.

❸ Tap Submit to change the wallpaper

3-1 Side Menu
3-1-2 Day & Night Mode

■ Day & Night Mode, application theme can be changed by select theme via this menu. 3 modes are available

❶ Auto : Application theme will be changed according to time setting on mobile phone. Application's background automatically switch to day mode (white color) at 6:00 AM and automatically switch to night mode (dark color) at 06:00 PM.
❷ Day Mode : Application theme display on white color background
❸ Night Mode : Application theme display on dark color background
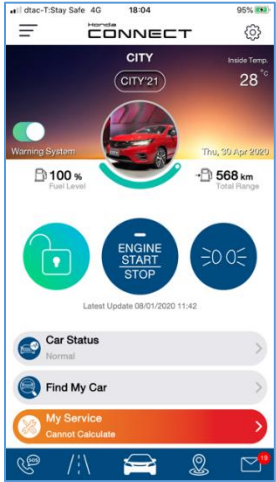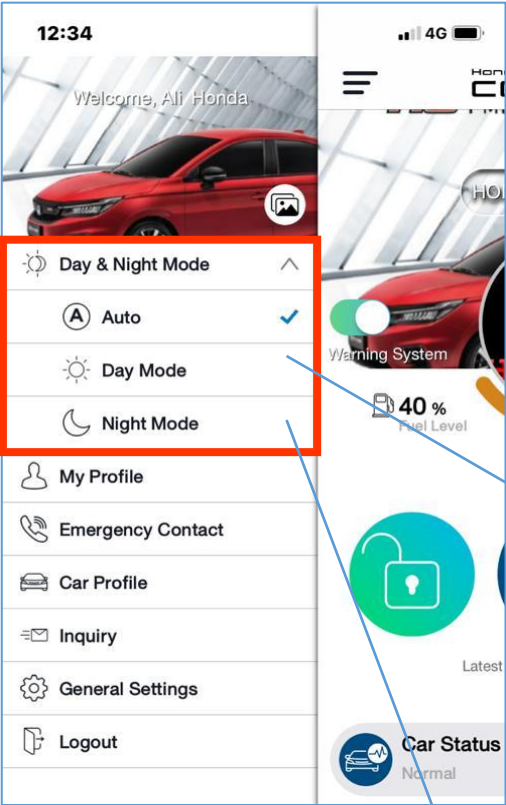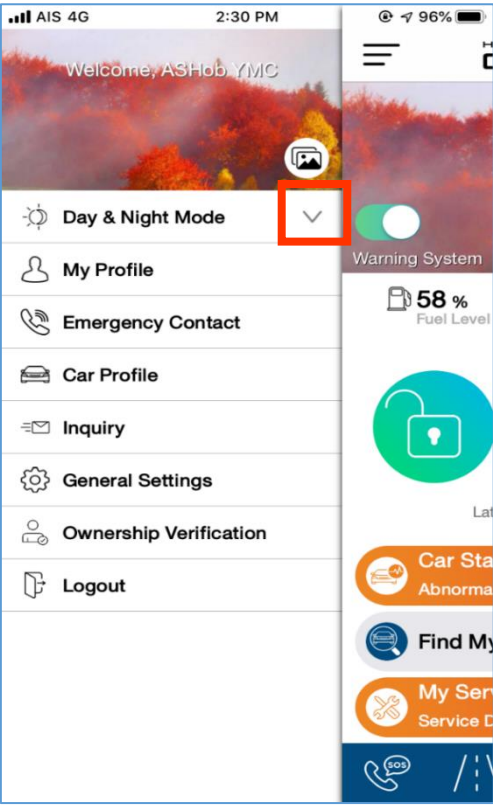
Day Mode
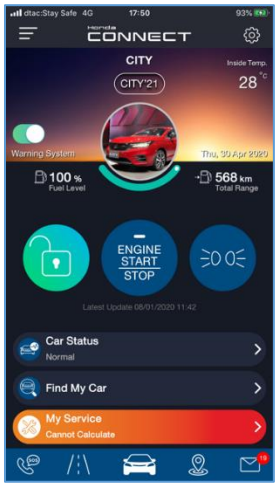
Night Mode

❶ Tap "V" to view mode option

❷ Select your preferable mode, application theme will be changed according to your selection

3-1 Side Menu
3-1-3 My Profile

■ My profile information can be changed by user via this function except changing "Email. If user want to change email, please contact your dealer for further action.
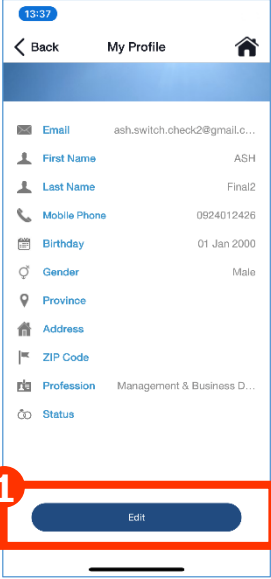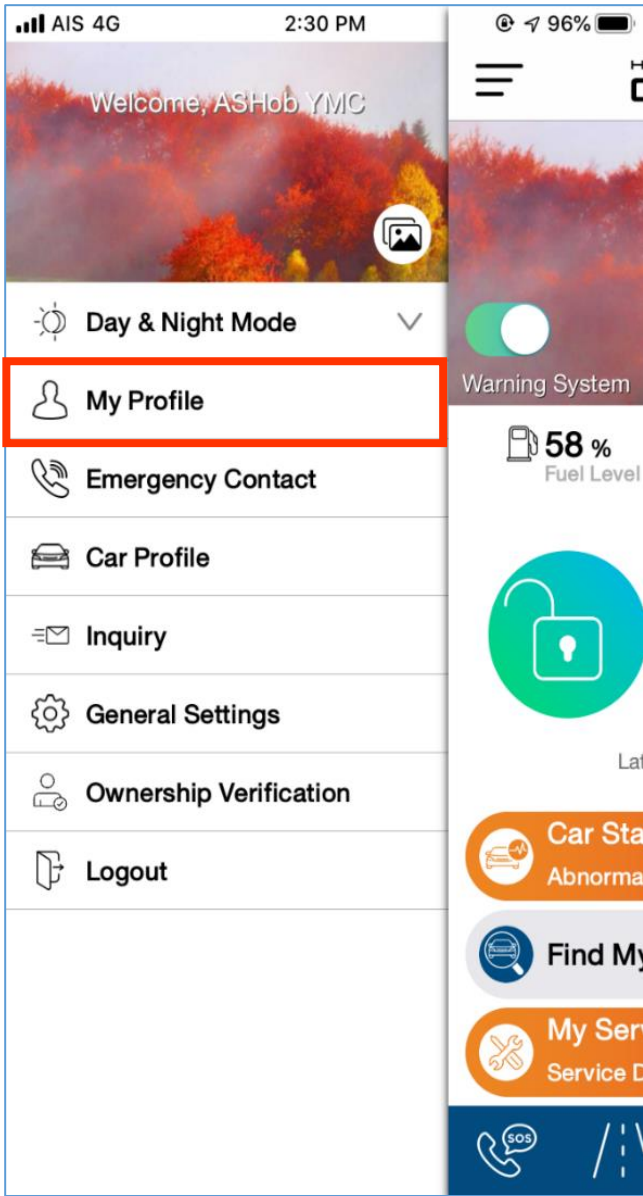
❶ Tap edit to change My profile

❷ Information can be changed except "Email".

❸ Tap submit to change profile information.

3-1 Side Menu
3-1-3 My Profile

User Profile Phone Number Updated
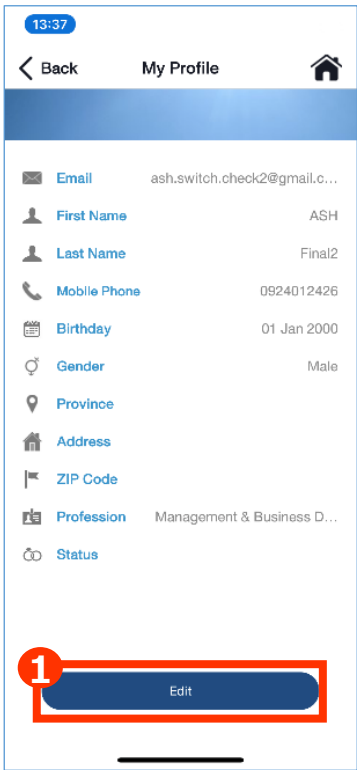
❶ Tap "Edit" to change My Profile
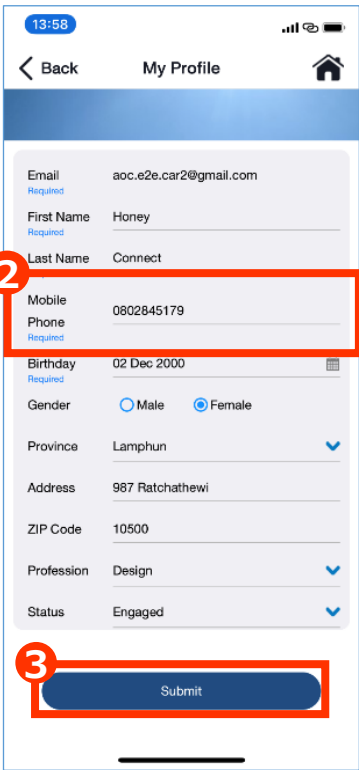
❷ Input new phone number.
❸ Tap "Submit"
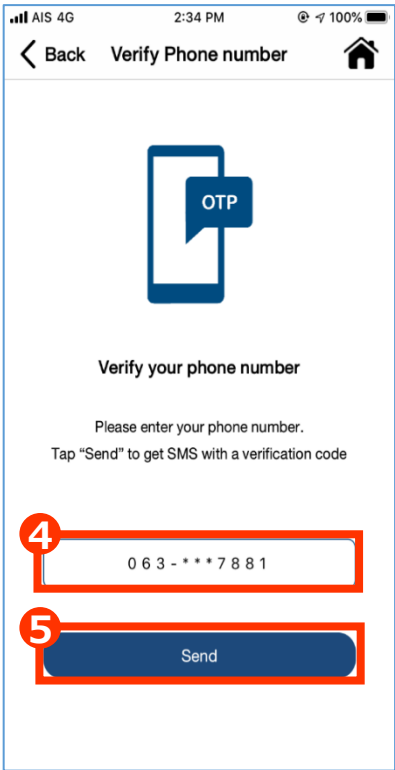
❹ Updated phone number which you input in My Profile is set as a default. Enter your phone number if you would like to change.
❺ Tap "Send"

3-1 Side Menu
3-1-3 My Profile

Phone Number Verification

Honda Connect will request user to verify phone number every 3 months after last successful verification date.
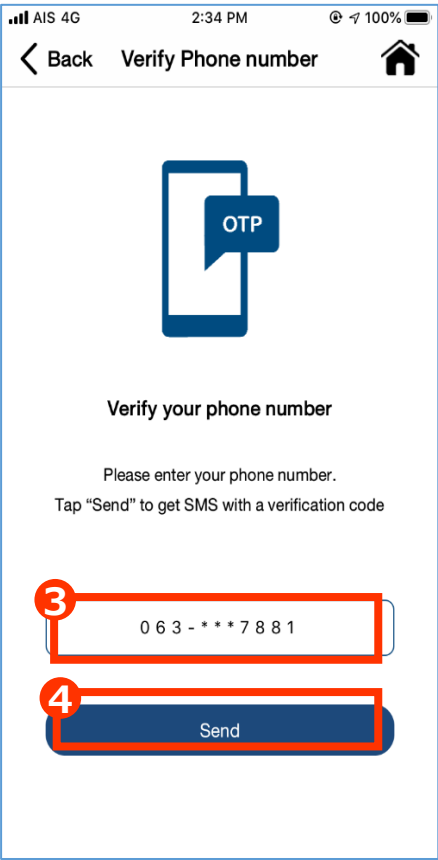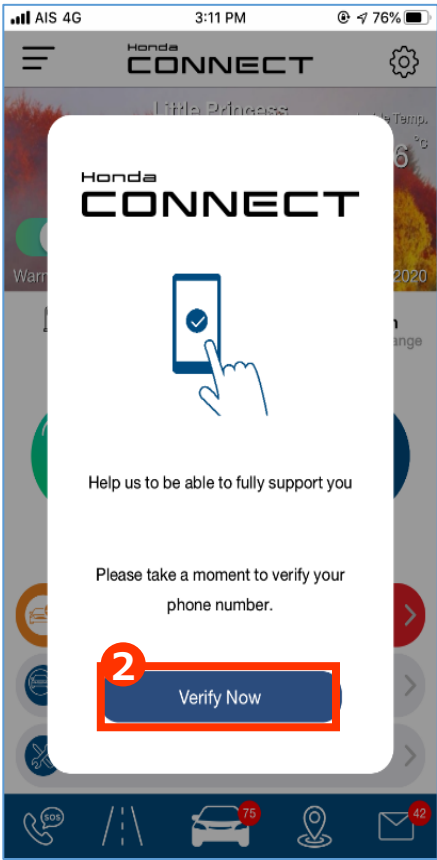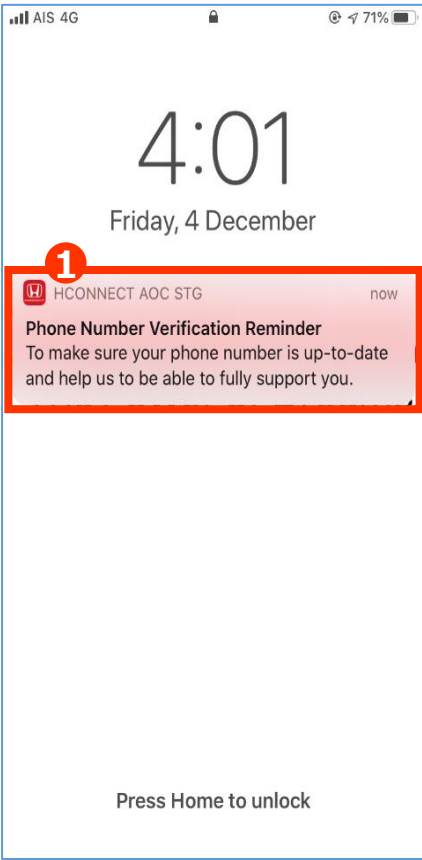
❶ Push notification to remind user to perform phone number verification.

❷ Tap "Verify Now" to start verification process.

❸ Enter your phone number which you would like to receive OTP, existed mobile number is set as default.
❹ Tap "Send"

3-1 Side Menu
3-1-3 My Profile

Phone Number Verification

❺ Input OTP.
❻ Tap "Send" to submit OTP
or Tap "Resend code" to request
OTP once again.
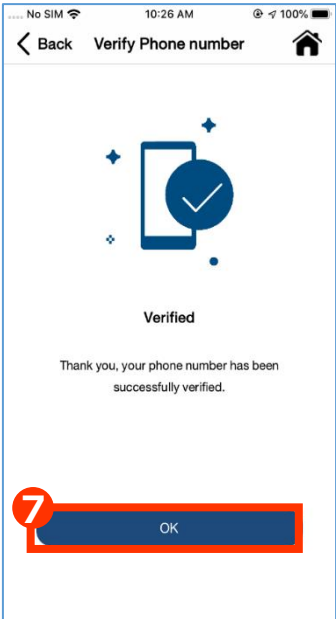
❼ Your phone number has
been successfully verified.
Tap "OK" to complete phone
number verification and go to
Top page.
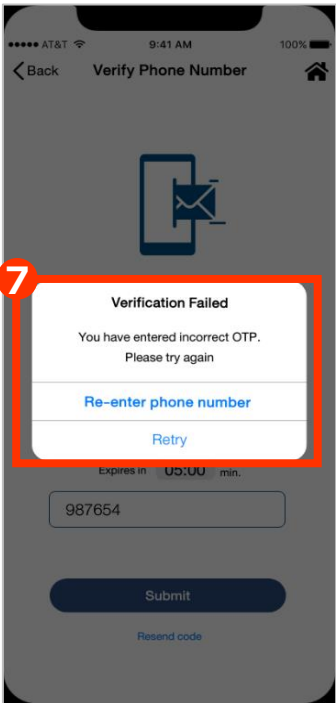
❼ This screen shown when
verification failed.
Tap "Re-enter phone
number" to enter phone
number again or
Tap "Retry" to request new
OTP.

3-1 Side Menu
3-1-4 Emergency Contact

■ Emergency contact is different to emergency call. User can set family member or friends as emergency contact. Call Center can call emergency contacts if user can not be reached in an accident with airbag deployed.
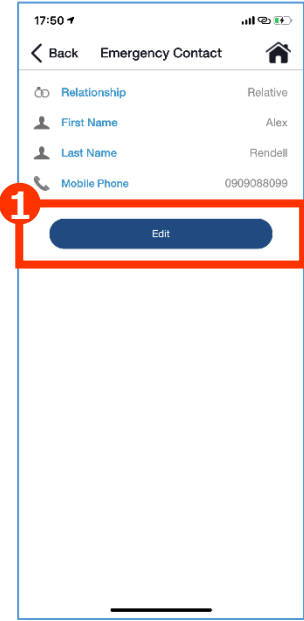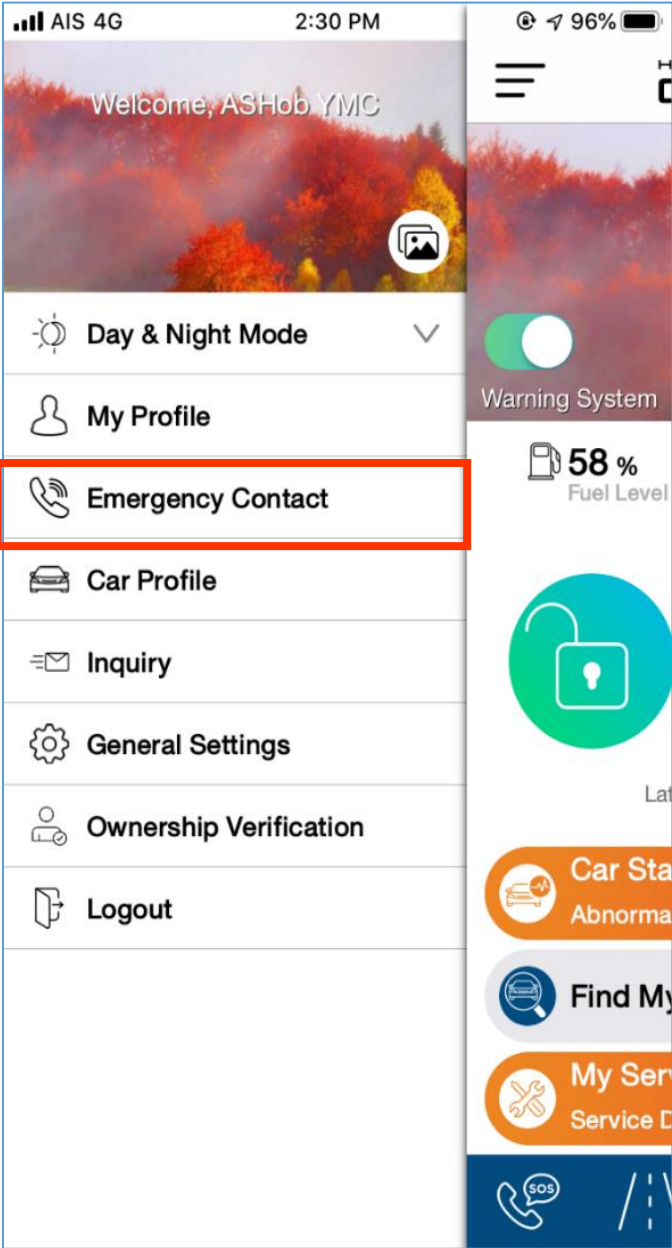
❶ Tap "edit" to change emergency contact
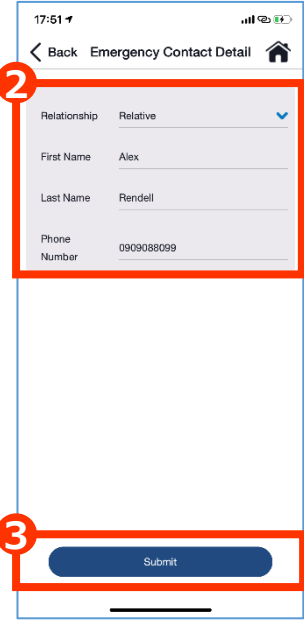
❷ Select relationship and enter information of each item

❸ Tap submit to change emergency contact

3-1 Side Menu
3-1-5 Car Profile

- "Car Profile" information such as Car Model, Year Model, Color etc. will be linked with Honda database and shown after user registration process complete in 1 day.
- "Car Profile" can be changed for image, car name and insurance information.
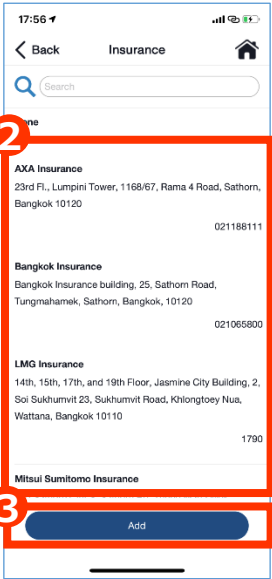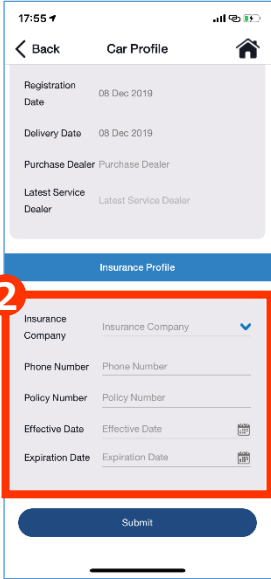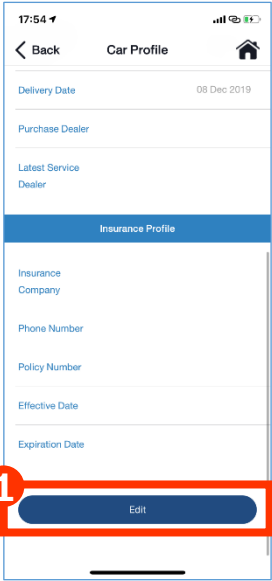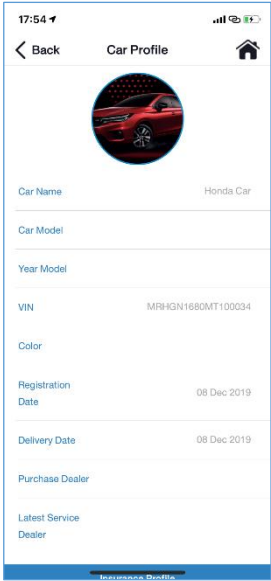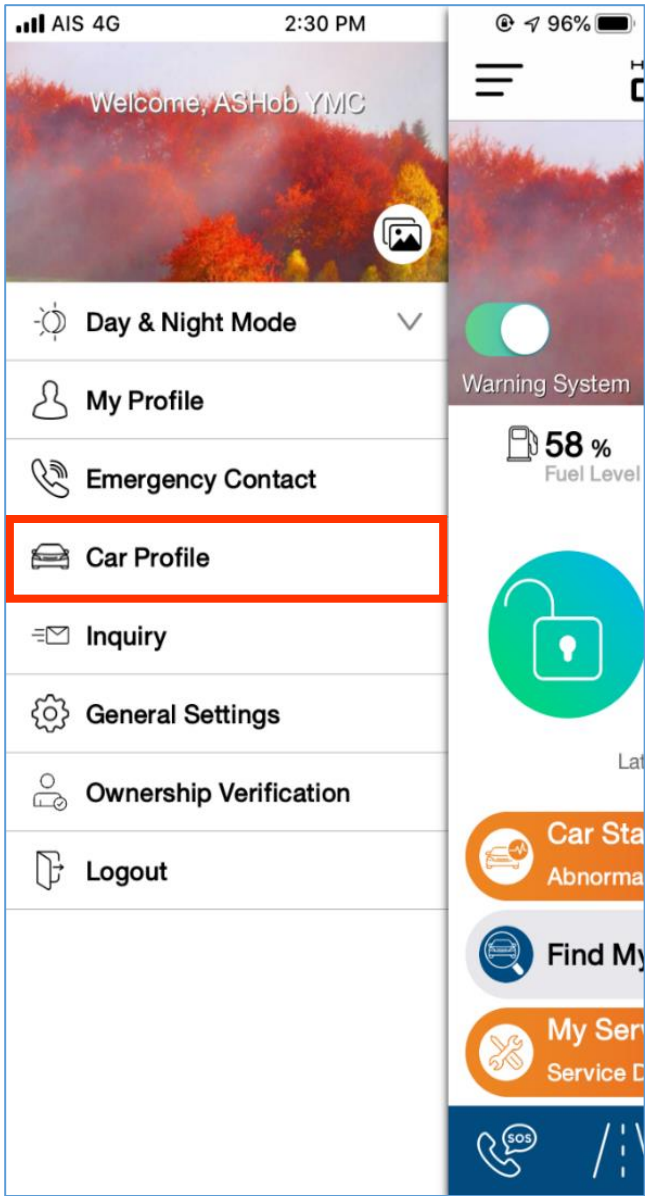
❶ Scroll down and tap edit to change car image and car name.

❷ Tap Insurance Company to add insurance company detail

❸ Tap Add to input insurance company if list is not available. Then tap Submit to add.

3-1 Side Menu
3-1-6 Inquiry

■ Inquiry will be linked to Honda website on "Contact us". User can write down any inquiry to HMSB.

*https://www.honda.com.my/
customer-service/enquiry
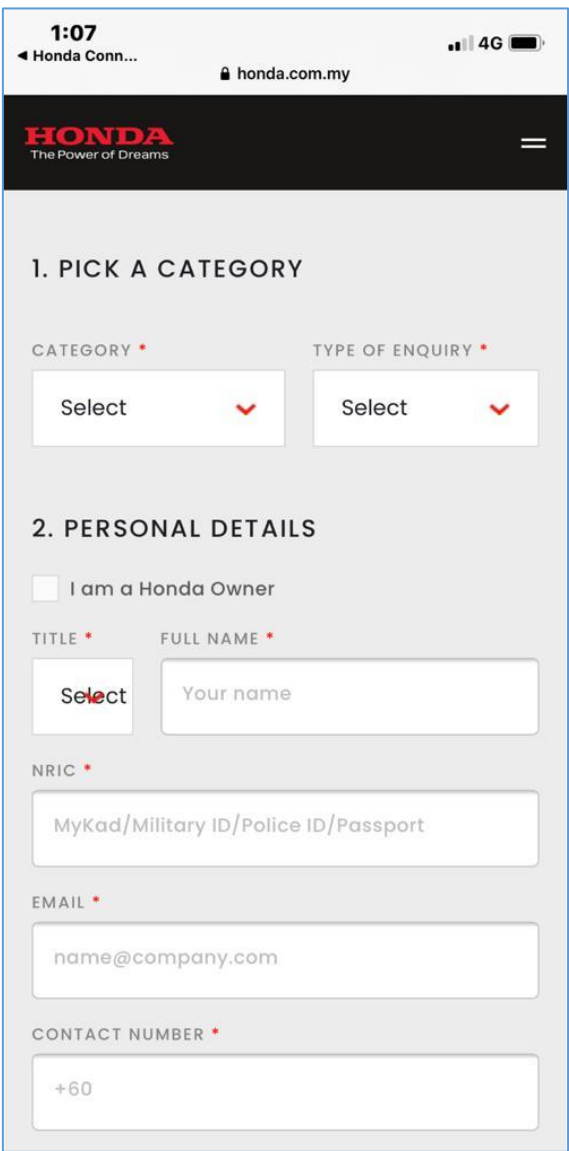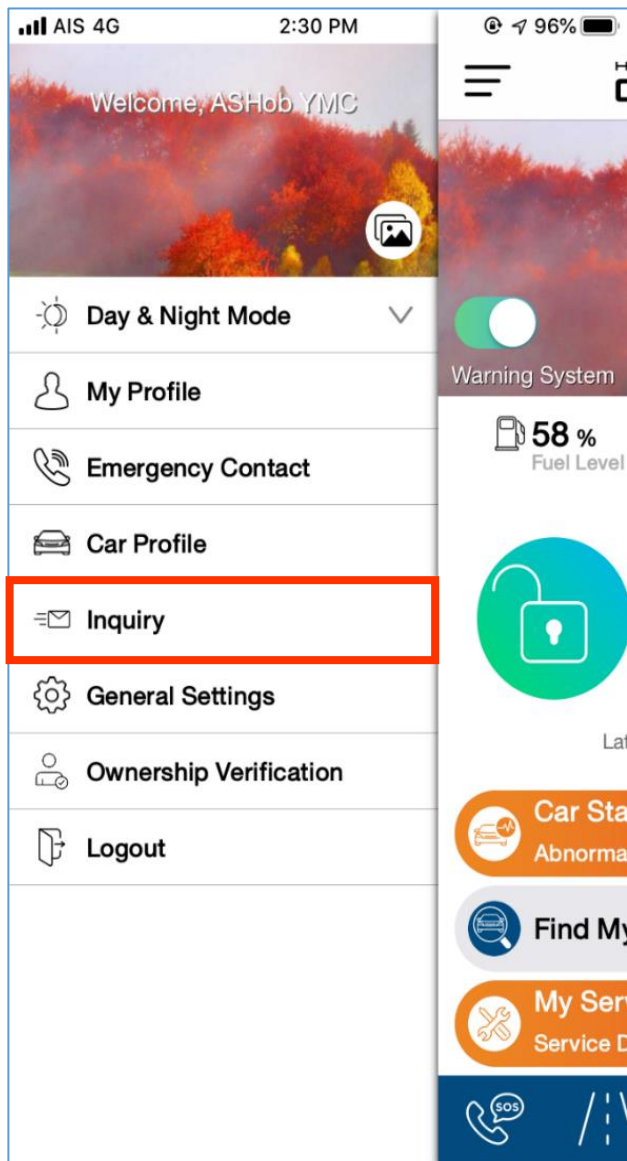
3-1 Side Menu
3-1-7 General Settings

■ Basic setting can be set and application information is available in General Settings.
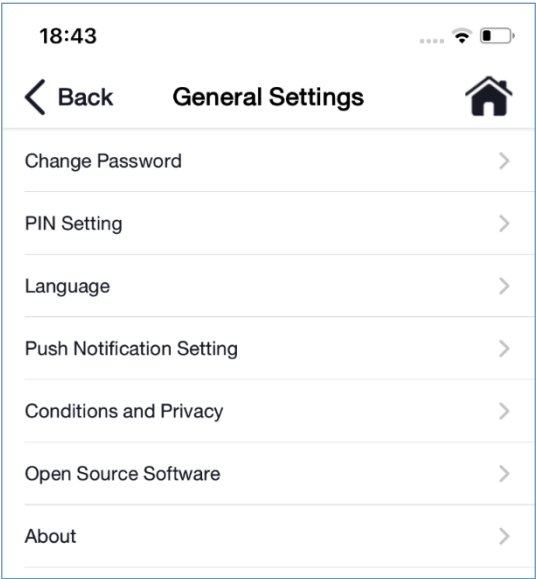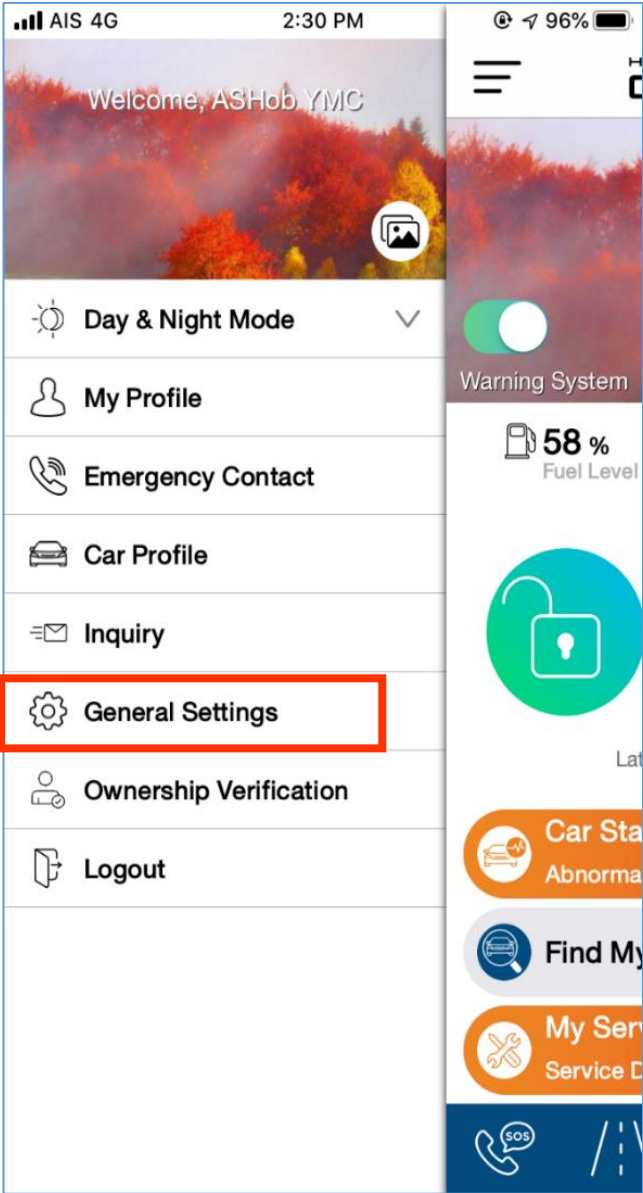
- **Change Password**
  Change your login password
- **PIN Setting**
  Reset Pin code
- **Language**
  Change Application Language
- **Push Notification Setting**
  Change notification setting
  (News/Reminder/Service)
- **Conditions and Privacy**
  Check terms & conditions and
  Privacy Policy
- **Open Source Software**
  Declare Open Source License
  information
- **About**
  Check Application version

3-1 Side Menu
3-1-7 General Settings

How to change password
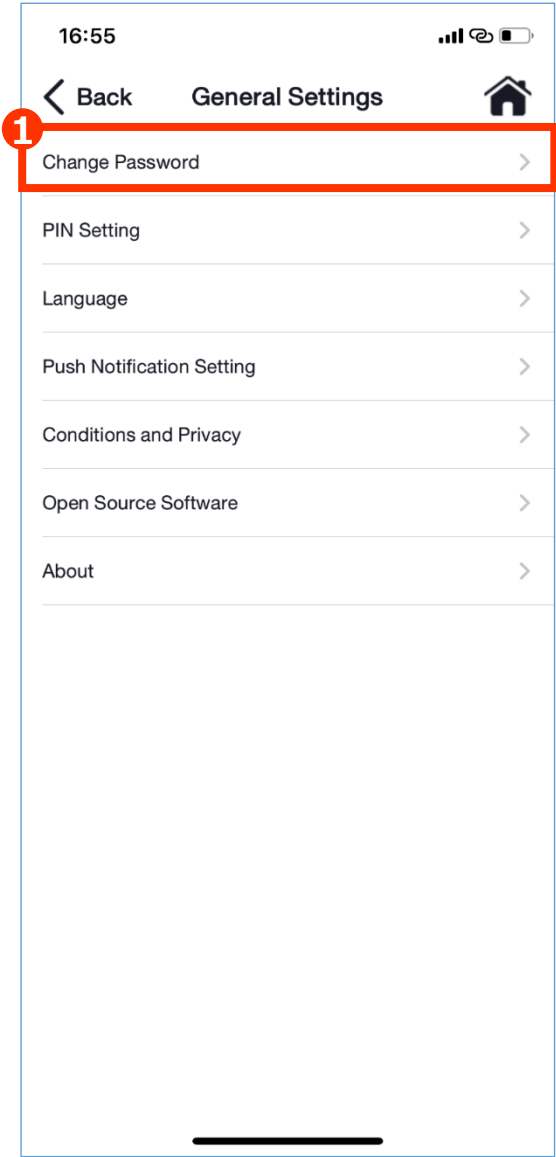
❶ Tap "Change Password"
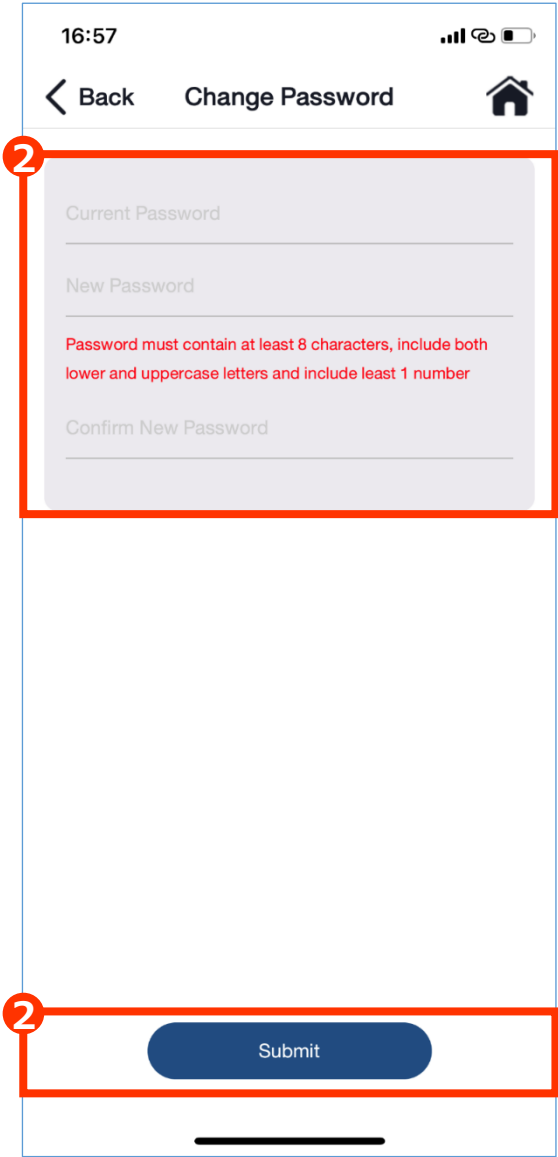
❷ Enter information of each item. Then tap submit to save new password

Remark:
Password must contain at least 8 characters including both lower and upper case letters and contain at least 1 number.

3-1 Side Menu
3-1-7 General Settings

How to set PIN
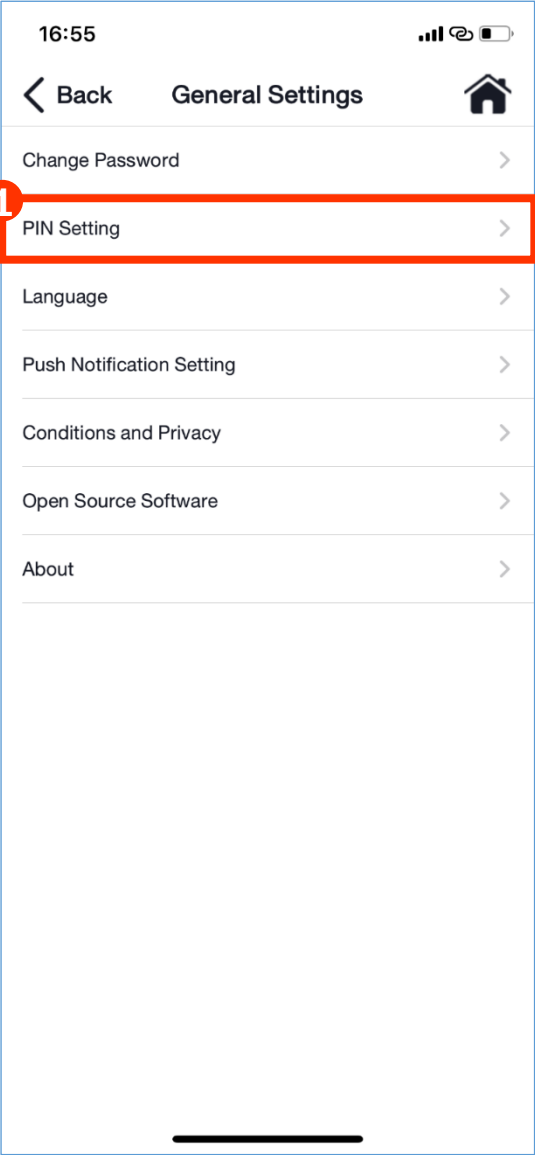
❶ Tap "PIN Setting

❷ Turn on Touch ID/
Face ID or
Change PIN
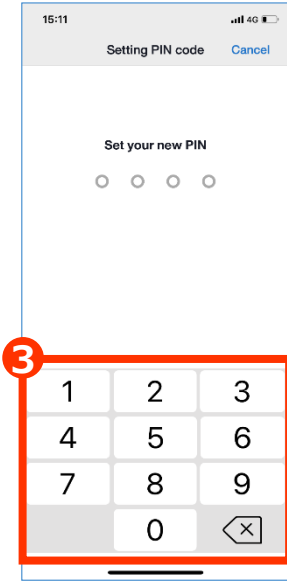
❸ Enter PIN (4 digits)
for new/change
setting
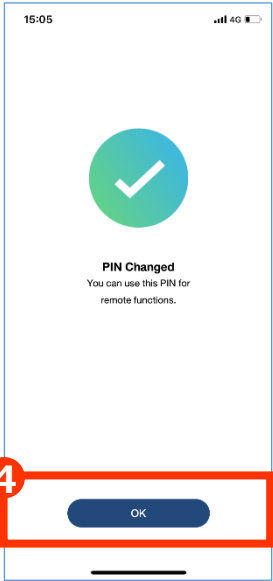
❹ Tap "OK" to
finish setting

3-1 Side Menu
3-1-7 General Settings

Set PIN for "Forgot PIN Code"
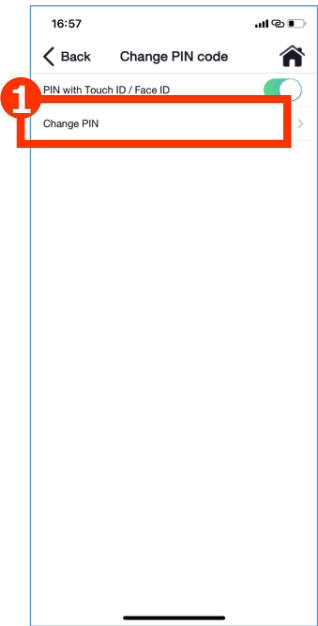
❶ Tap "Change PIN"
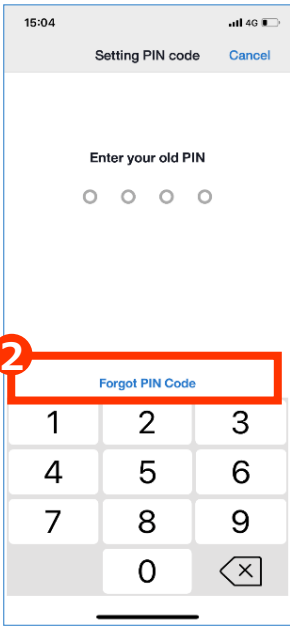
❷ Tap "Forgot PIN Code"
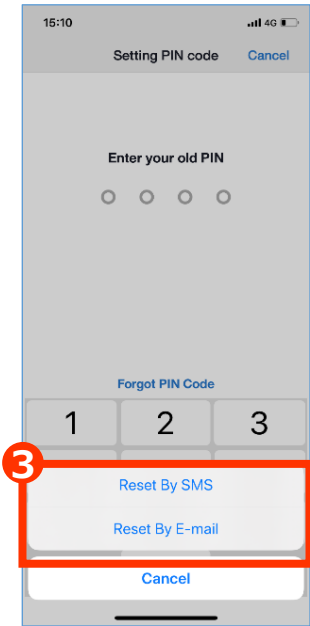
❸ Select reset PIN setting type to send verification code to user (SMS or Email)
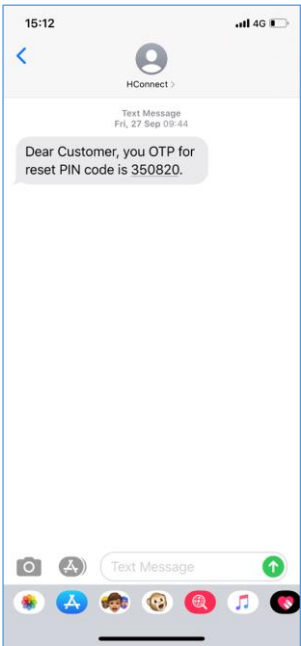
❸-1 Example: Send message to SMS
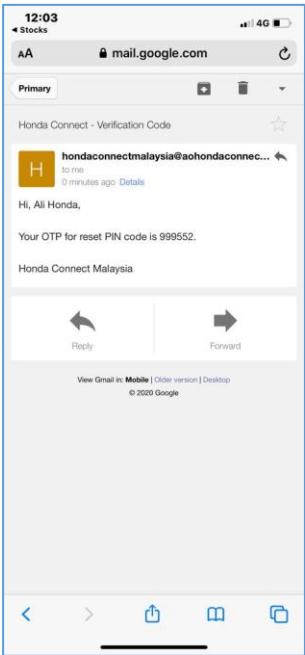
❸-2 Example: Send message to Email
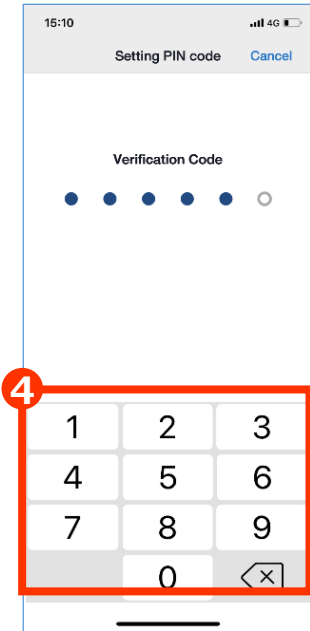
❹ Enter Verification code and set up new PIN code
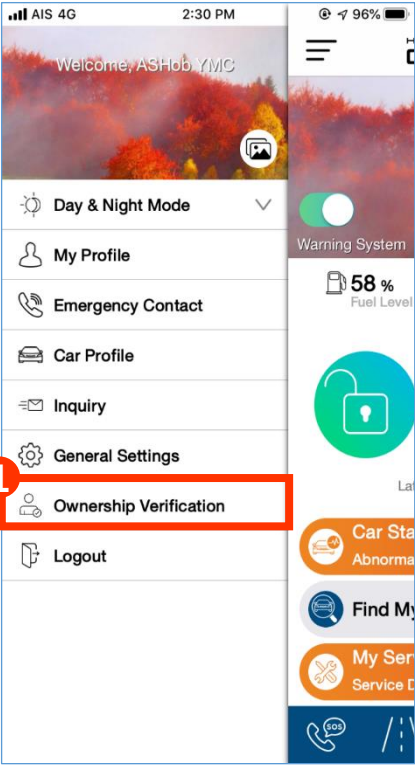
3. Settings

3-1 Side Menu
3-1-8 Ownership Verification
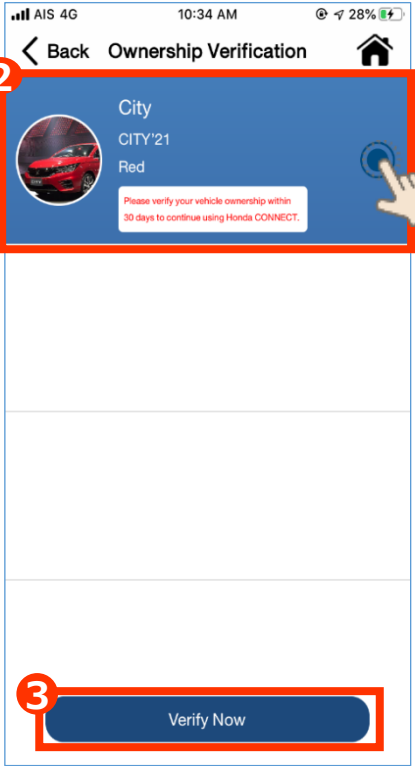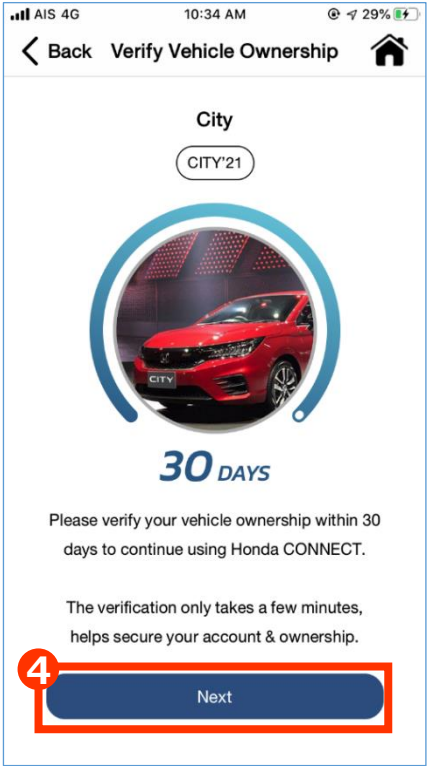
■ To verify your ownership of this Honda Connect Vehicle.

User required to verify ownership every 3 months after activate SIM card
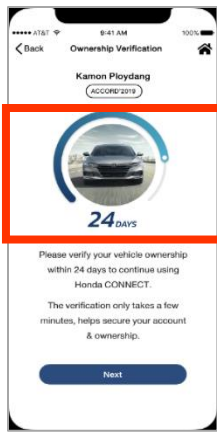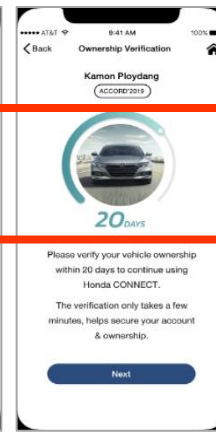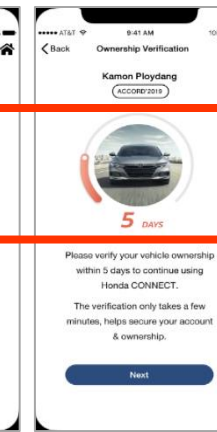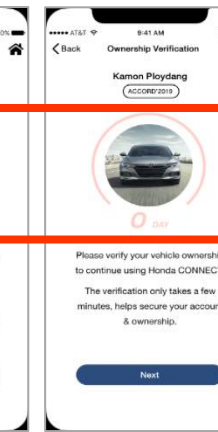

❶ Tap "ownership Verification"

❷ Select vehicle which you would like to verify
❸ Tap "Verify Now"

❹ Screen shown days left to verify your vehicle ownership Tap "Next" to start vehicle ownership verification

Reminder Process Status

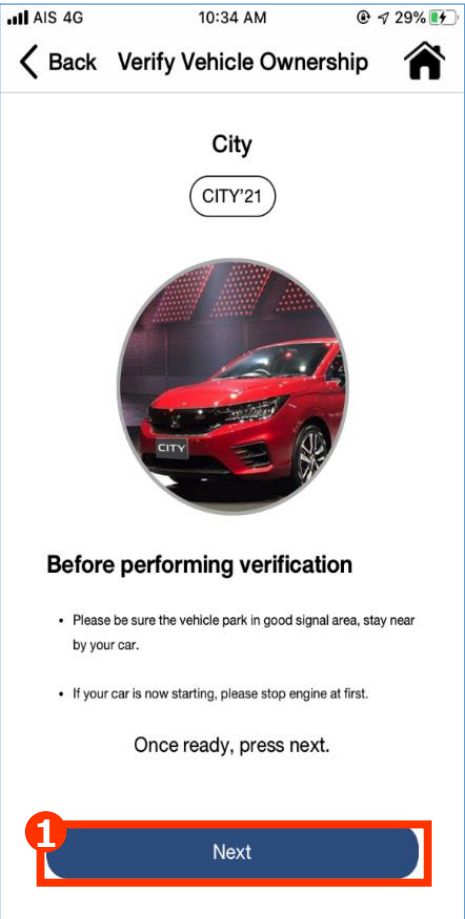Progress bar color is changed depend on timing of ownership confirmation count

3-1 Side Menu
3-1-8 Ownership Verification

■ To verify your ownership of this Honda Connect Vehicle.

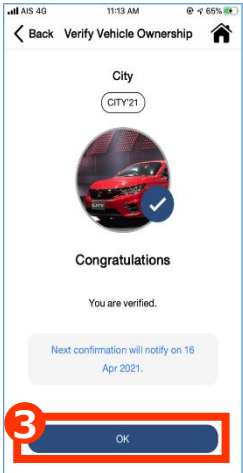❸ This screen shown if verification completed. Tap "OK" to return to Top page.

❶ Follow instruction before performing verification then tap "Next"
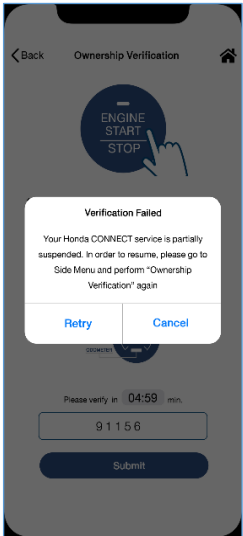
❷ Start the engine then enter current mileage presented on odometer. Tap "Submit"
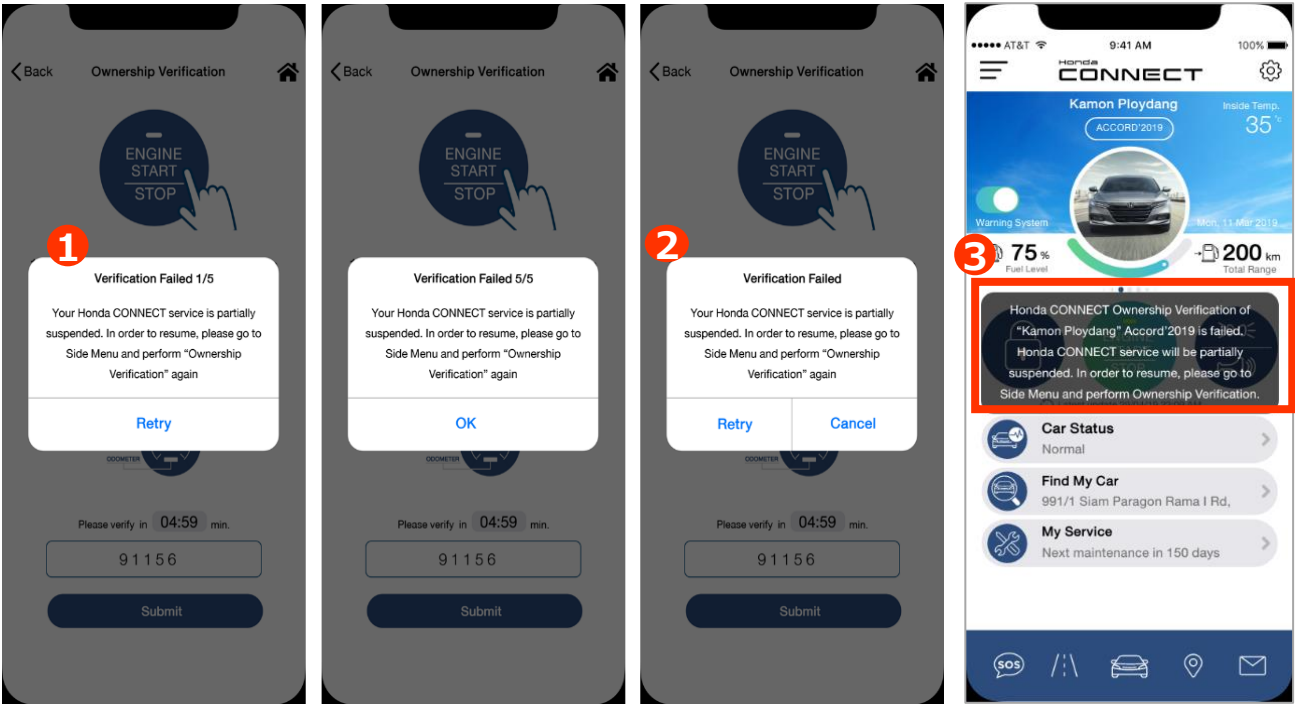
*Please verify within 60 minutes.

❸ This screen shown if verification failed. Tap "Retry" to do verification again or tap "Cancel" to return to Top page

3-1 Side Menu
3-1-8 Ownership Verification

Ownership Verification Retry/Failed

❶ Count of verification failed. User is allowed to verify ODO Meter for 5 times.

❷ If user failed to verify ODO Meter for 5 times or not verify ownership until time is overdue, this message will shown.

❸ Black message box shown on top page if user failed to verify ownership.

Remark: (Version 2)
Please take note on the Ownership Verification due date and fail limit (5 times). For security reasons, some of Honda Connect services will be partially suspended if the fail limit exceeded or this process is not performed after the due date
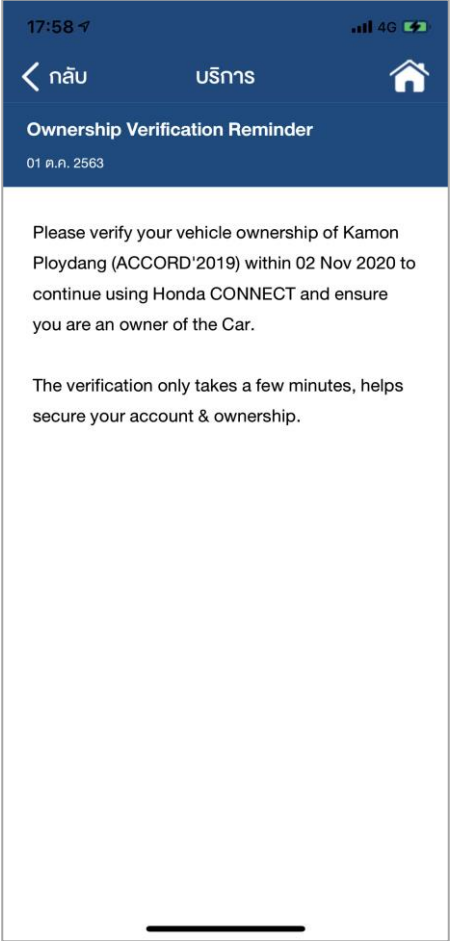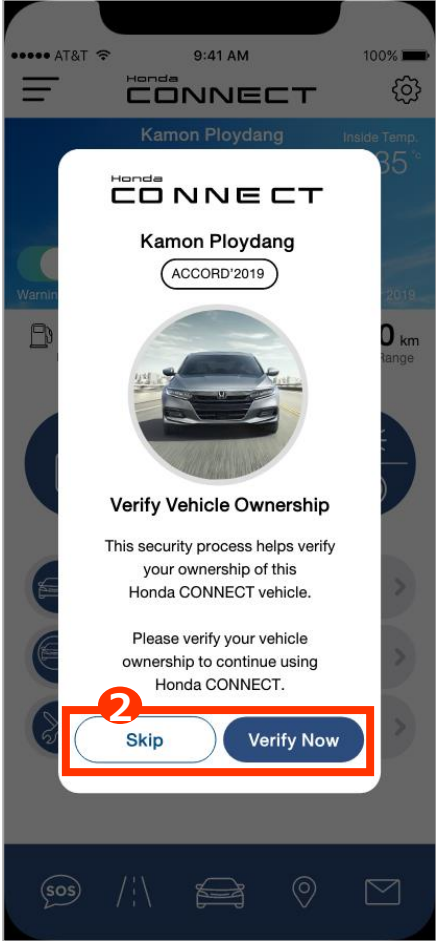
3-1 Side Menu
3-1-8 Ownership Verification

Ownership Verification Reminder

Reminder message will pop up to remind user for ownership verification before ownership confirmation date.

❶ Push notification will be send 4 times before last day to verify.

1st notification: 30 days before
2nd notification: 14 days before
3rd notification: 7 days before
4th notification: ownership confirmation date.

❷ Tap "Skip" to close pop up and go to top page
Tap "Verify Now" to go to reminder progress status screen.

❸ Reminder message appeared on service message box.
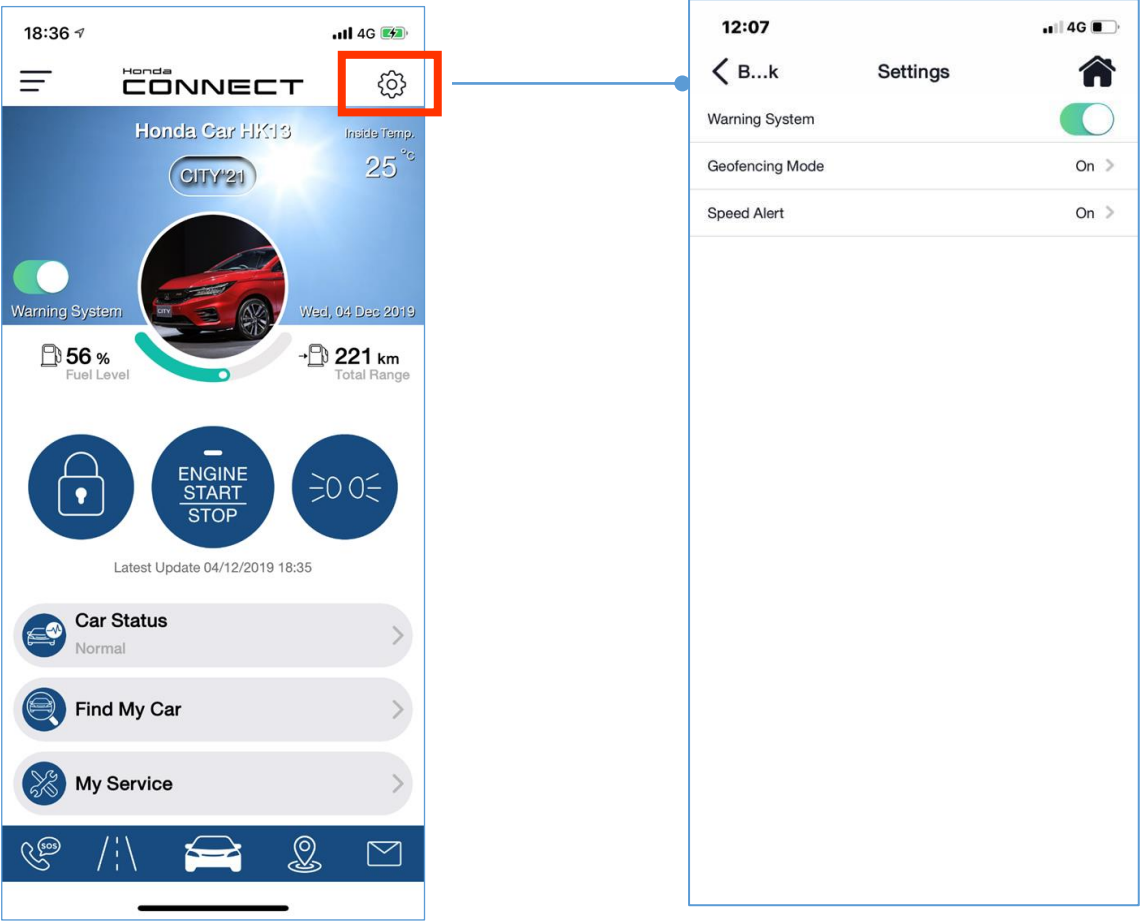
<Chapter3> Settings

3-2 Quick Settings

3-2 Quick Settings

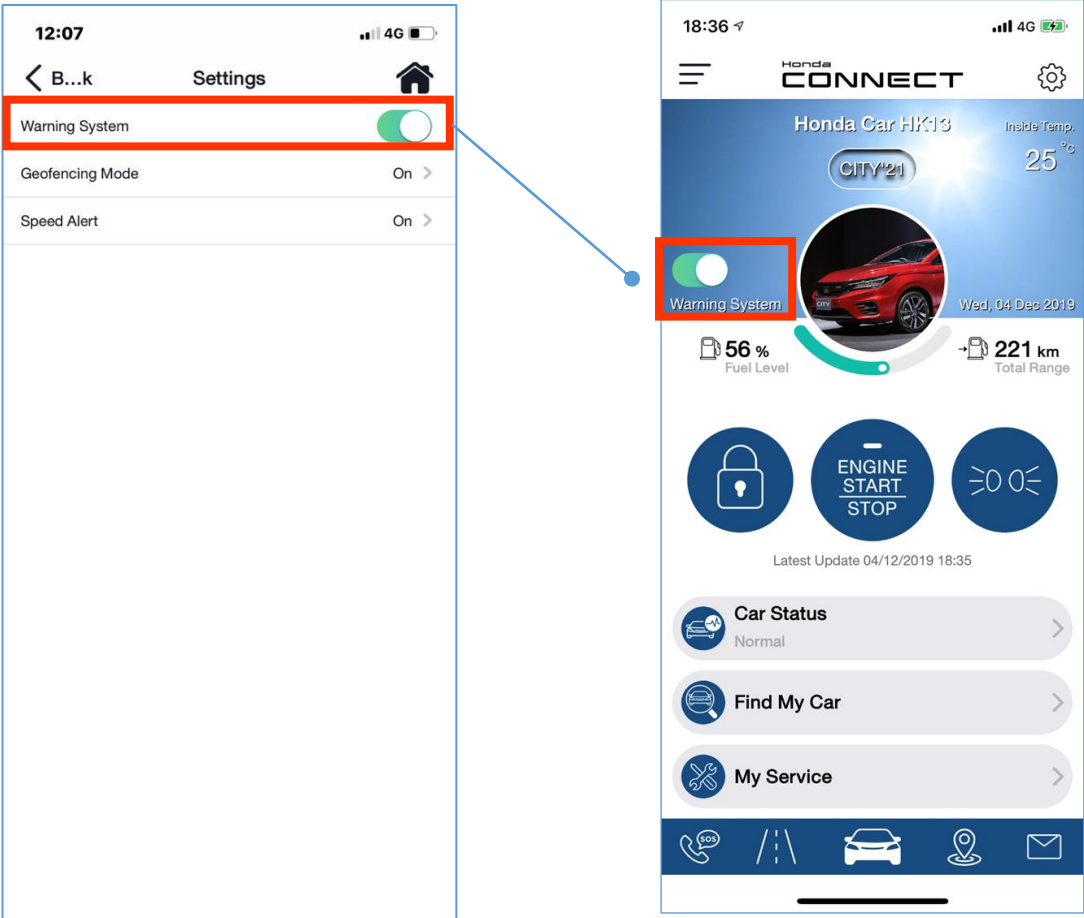**Quick Settings;** To enable/disable Warning System, Geo Fencing Mode, Speed Alert

Quick Settings

- Enable/ Disable Warning System
- Geofencing Mode setup
- Speed Alert Setup

3-2 Quick Settings
3-2-1 Warning System

Warning System; Turn ON-OFF to get notification when vehicle has status changing. (same function on TOP Page1)


Remark:
For safety reason, Airbag Deployment (Automatic Collision Detection) can be detected and send alert notification even user turn OFF warning system.

3. Settings

3-2 Quick Settings
3-2-2 Geo Fencing Mode

User can get notification to alert for setting condition within driving radius and driving in-out condition. Notification will alert when driving is out of setting condition.
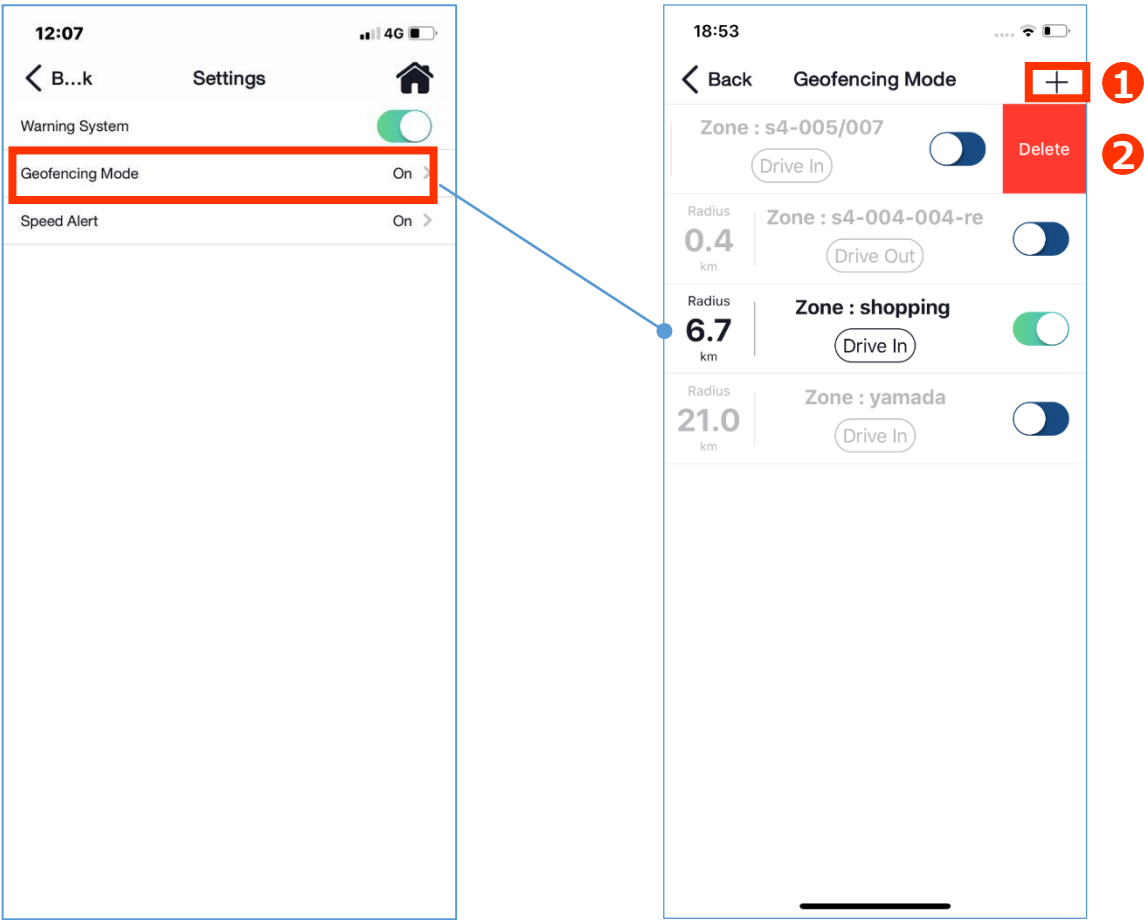
[Add]
❶ Tap "+" to add setting

<Setting Condition>
- Maximum 6 settings
- Function can operate only active setting
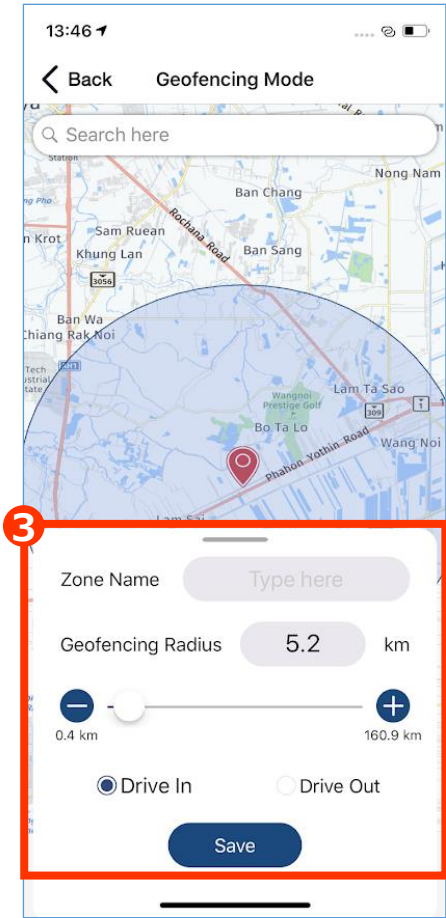- This icon is hidden when user already have 6 geo fencing settings

[Delete]
❷ Swipe left on Geo Fencing setting which user wants to delete and tap delete
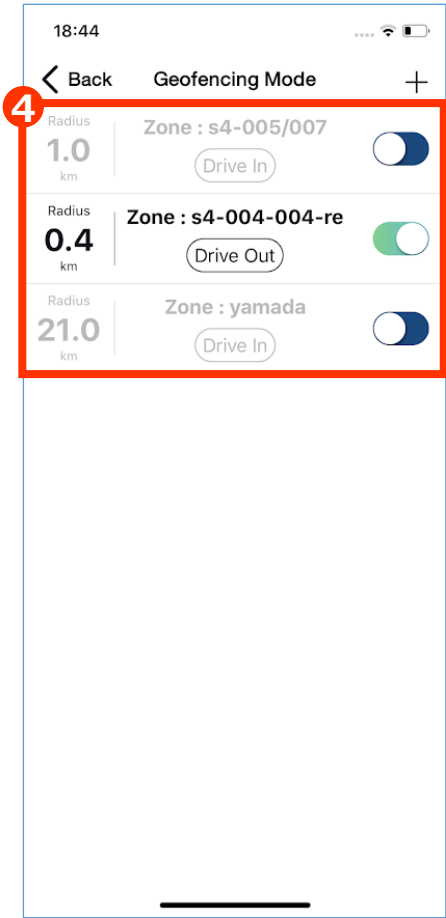
3-2 Quick Settings
3-2-2 Geo Fencing Mode

Condition can be adjusted to add / delete / edit / turn on / turn off each setting.

❸ Set up Geo Fencing setting;
- Search location/place to set Geo Fencing
- Set zone name
- Set radius by putting number (range from 0.4 to 160.9 km as maximum)
- Set condition for "Drive In" or "Drive Out"
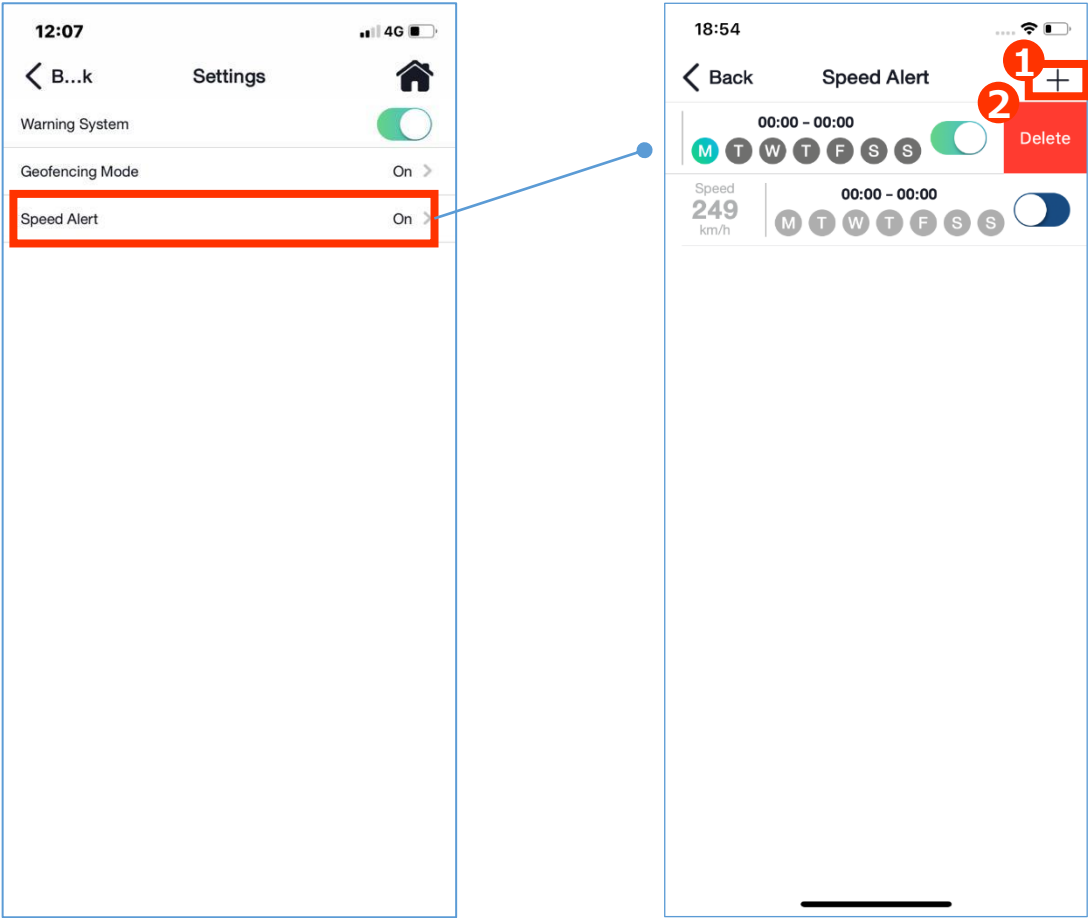- Tap save to record condition

❹ Setting list will display and slide button to activate function. (button turns to Green color)

3. Settings

3-2 Quick Settings
3-2-3 Speed Alert

User can get notification to alert for setting condition within speed range, day, time, and duration. Notification will alert when driving is out of setting condition.

[Add]
❶ Tap "+" icon to add

<Setting Condition>
- Maximum 3 settings
- Function can operate only active setting
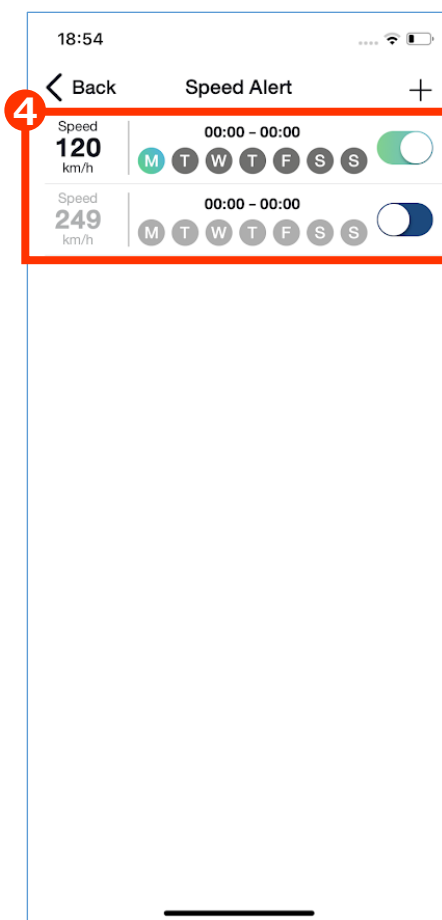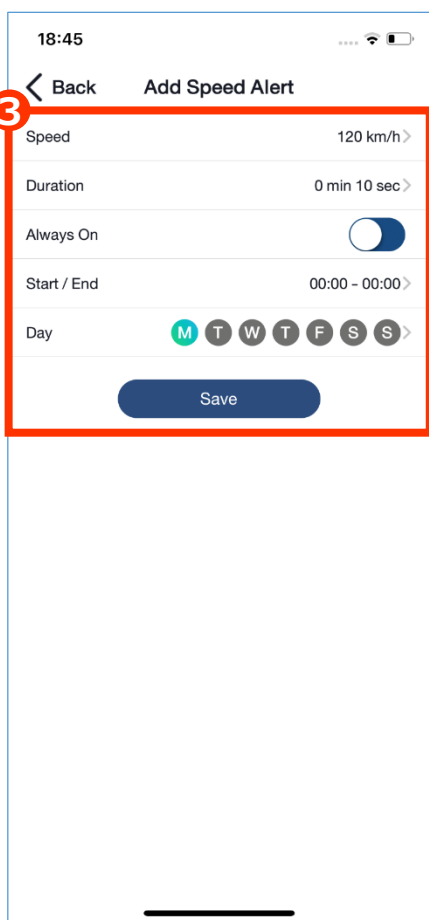- This icon is hidden when user already have 3 speed alert settings.

[Delete]
❷ Swipe left on speed alert setting which user wants to delete and tap delete

3-2 Quick Settings
3-2-3 Speed Alert

Condition can be adjusted to add / delete / edit / turn on / turn off each setting.

❸ Set up speed alert setting;
• Set speed range (from 2 to 249 km/hr)
• Set alert running timer (Maximum 10 minutes)
• If user want this speed alert always on, slide "Always On" button to activate (change to Green color)
• If "Always On" is ON, user cannot select Start/End and Day condition
• Set Start/End time when to turn on this speed alert
• Set Day when to turn on this speed alert
• Tap save to record condition

❹ Setting list will display and slide button to activate function. (button turns to Green color)

<Chapter3> Settings

3-3 Vehicle Overview

3-3 Vehicle Overview

Vehicle Overview; Display vehicle information such as vehicle type, Inside Temp, Warning system status (On/Off), Date, Fuel Level, Total Range

Vehicle Overview

Vehicle Type:
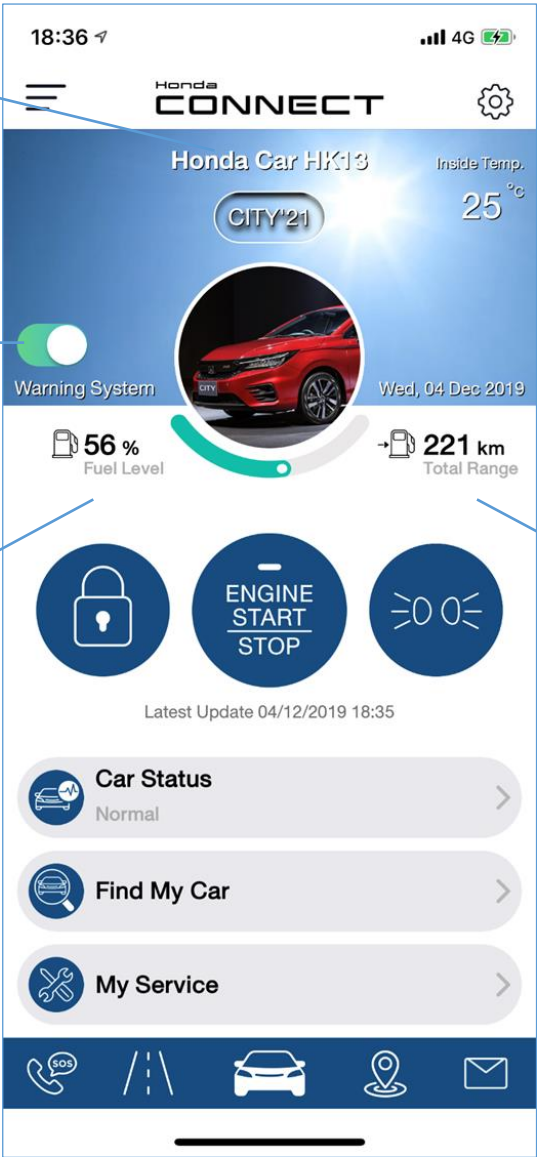Selected vehicle will be shown after user registration complete 1 day

Warning System:
Turn ON-OFF to get notification when vehicle has status changing.
*Airbag Deployment can be detected even warning system turn OFF.

Fuel Level:
% of fuel level from gauge

Inside Temp.:
Cabin temperature which can show only when Engine start

Date:
Local device date

Total Range:
Running mileage which will be able to drive calculated by remaining fuel level from gauge.

18:36

Honda CONNECT

Honda Car HK13

CITY'21

Inside Temp.
25 °C

Warning System

Wed, 04 Dec 2019

56 %
Fuel Level

221 km
Total Range

ENGINE START STOP

Latest Update 04/12/2019 18:35

Car Status
Normal

Find My Car

My Service

<Chapter4> Application Function

4-1 Remote Control
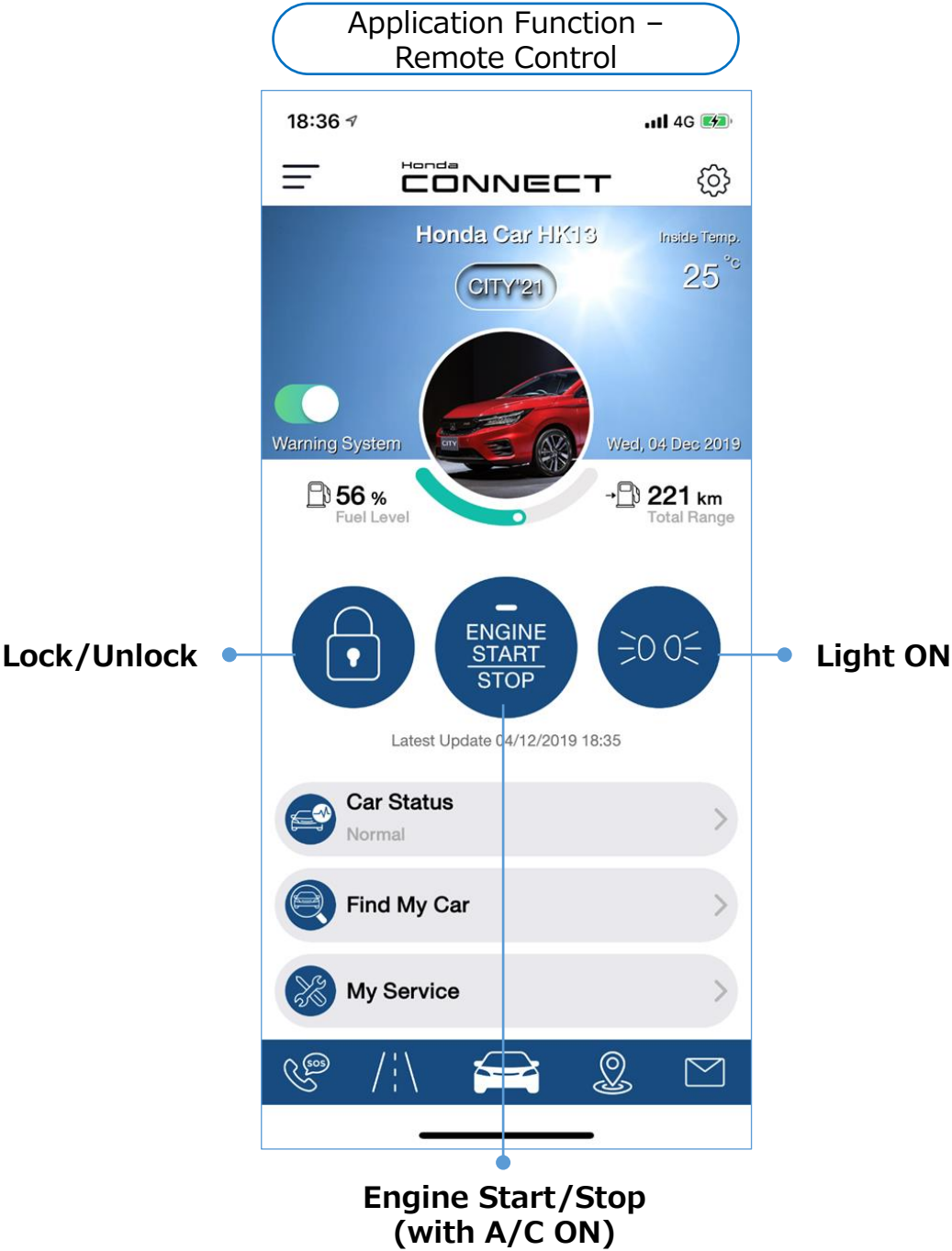
4-1 Remote Vehicle Control

Application Function - Remote control: Remote Lock/Unlock, Remote Engine start/stop, Remote Light ON.

Honda Call Center can operate for some commands from Honda web console If user request for support. User identity must be confirmed before Honda Call Center operate commands. Please contact Honda Call Center for more details.

Remark: Remote command response is based on network condition.

Application Function – Remote Control

Lock/Unlock

Light ON

Engine Start/Stop (with A/C ON)

4-1 Remote Vehicle Control
4-1-1 Lock/Unlock

- This function can activate for Lock/Unlock on all doors, hood, trunk/tailgate which will display status on vehicle dashboard in "Car Status" tap.
- For using remote control, Honda CONNECT App will use your PIN code or biometric authentication(Face ID/Touch ID)
- At the first time to use remote control, user must set authentication with "PIN setting" (4 digits) at General Settings on Side Menu

Page of application function

Tap function icon to command remote lock/unlock
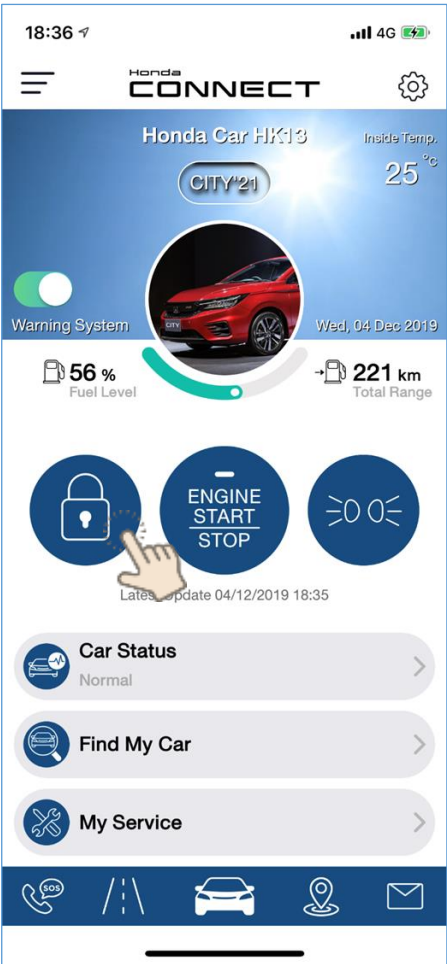
Status Color: "Blue" is lock, "Green" is unlock
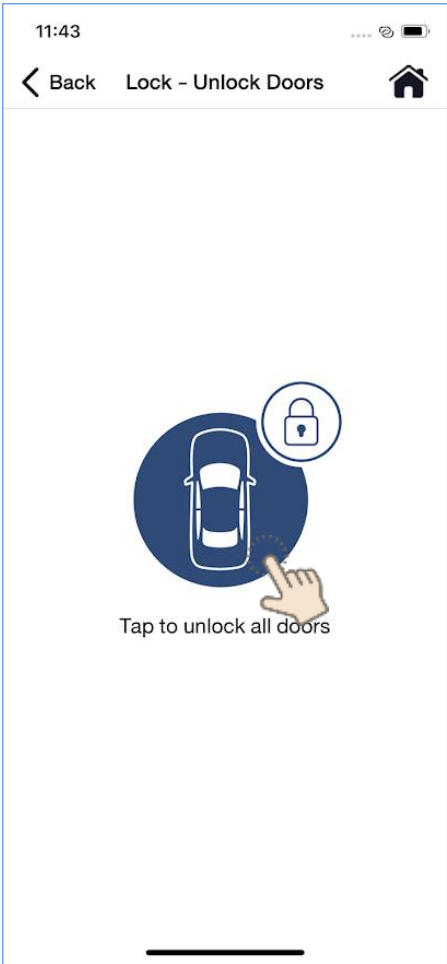
4-1 Remote Vehicle Control
4-1-1 Lock/Unlock

Page of authentication

To assure the command was conducted by user, Honda CONNECT App will use mobile authentication. For using PIN, function will be locked if user input incorrect PIN for 5 times.

- PIN setting
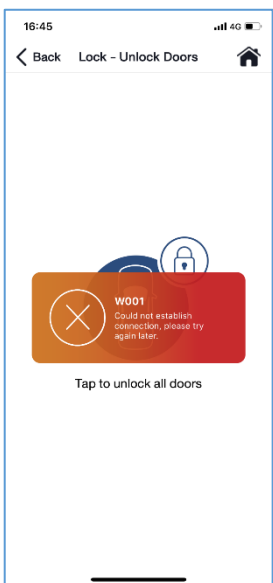

- Face ID

- Touch ID

Result of authentication

Server will response and show the result after authentication.
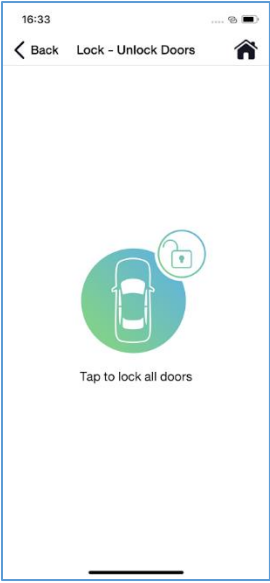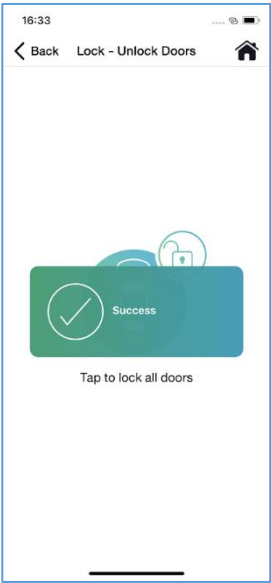

- Processing

- Success

- Failed

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4-1 Remote Vehicle Control
4-1-1 Lock/Unlock

Remote Unlock Success

Command will be conducted after authentication succeed.

* To Lock the doors, please go through the same process.

Usage Condition

- Commands will be impossible during driving
- Car must be in IG OFF condition

4-1 Remote Vehicle Control
4-1-2 Engine Start/Stop

- This function can activate for engine start/stop with air-conditioning (A/C) control
- For using remote control, Honda CONNECT App will use your PIN code or biometric authentication(Face ID/Touch ID)
- At the first time to use remote control, user must set authentication with "PIN setting" (4 digits) at General Settings on Side Menu

Page of application function

Tap function icon to command remote Engine start and stop. A/C ON setting can also be conducted during this command setting.
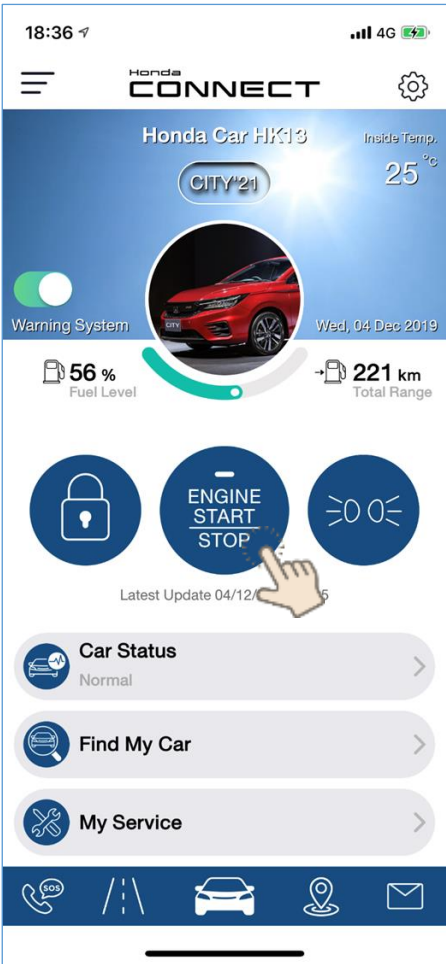
Status Color:
"Blue" is engine in "not start" status,
"Green" is engine in "started" status.

4-1 Remote Vehicle Control
4-1-2 Engine Start/Stop

Page of authentication

To assure the command was conducted by user, Honda CONNECT App will use mobile authentication. For using PIN, function will be locked if user input incorrect PIN for 5 times.
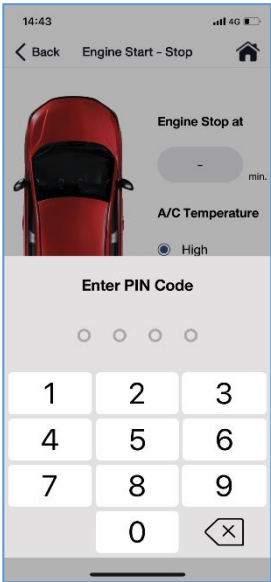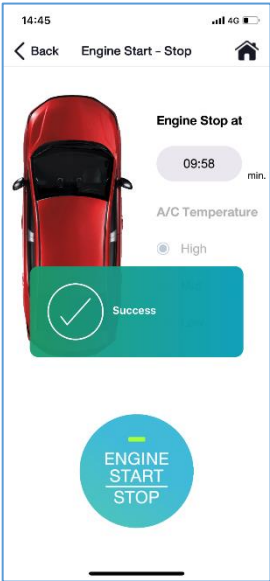

- PIN setting

- Face ID
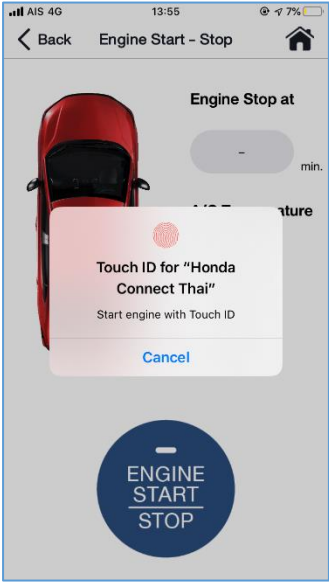
- Touch ID

Result of authentication

Server will response and show the result after authentication.
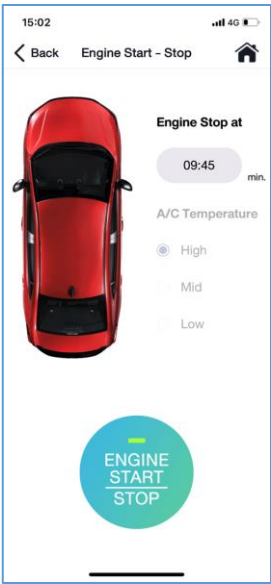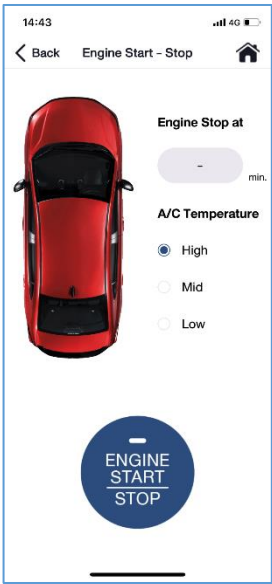

- Processing

- Success

- Failed

4. Application Function

4-1 Remote Vehicle Control
4-1-2 Engine Start/Stop

Remote Engine start & A/C ON Success

Command will be conducted after authentication succeed. A/C temperature can be set in range of High, Mid, Low.

*To stop engine, please go through same process.

*A/C temperature setting is not applicable for Honda City S-Variant. Hence, A/C temperature and blower speed will follow same setting during ignition-OFF.

Usage Condition

- Engine start time with A/C ON will be set 10 minutes. Starting time will be counted down automatically until engine will be stopped.
- Remote engine start/stop command can be activated only 2 times consecutively. User must use vehicle key to start engine manually then command can be possible by using Honda CONNECT App.
- Commands will be impossible during driving
- Car must be in IG OFF condition
- Keep vehicle key away from car 1 meter at least
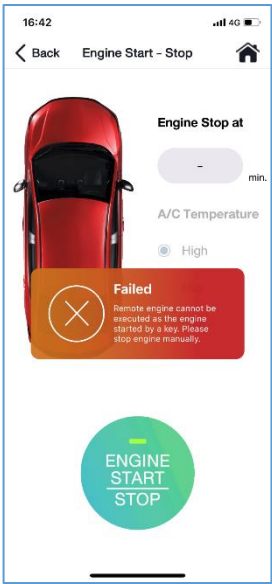- Shift position must be at "P" position only for safety reason

4. Application Function

4-1 Remote Vehicle Control
4-1-2 Engine Start/Stop

Limitation of Remote Engine Stop Command

If car is started manually by vehicle key, it will NOT be able to stop engine via Honda CONNECT App for safety reasons. Only manual engine stop by vehicle key will be allowed.

User will receive message as below;

Failed

Remote engine cannot be executed as the engine started by a key. Please stop engine manually.

Limitation of Remote Engine Start Command

If Remote engine start/stop command activated 2 times consecutively, it will NOT be able to start via Honda CONNECT App. User must user vehicle key to start engine manually then command can be possible by using Honda CONNECT App.

User will receive message as below;

Failed

Remote engine start reached the limited. You can used Remote Engine Start 2 times. To reset the limit, please start the engine by a key.

4-1 Remote Vehicle Control
4-1-3 Light ON

■ This function can activate for Light ON.

Page of application function

Tap function icon to command remote light ON.
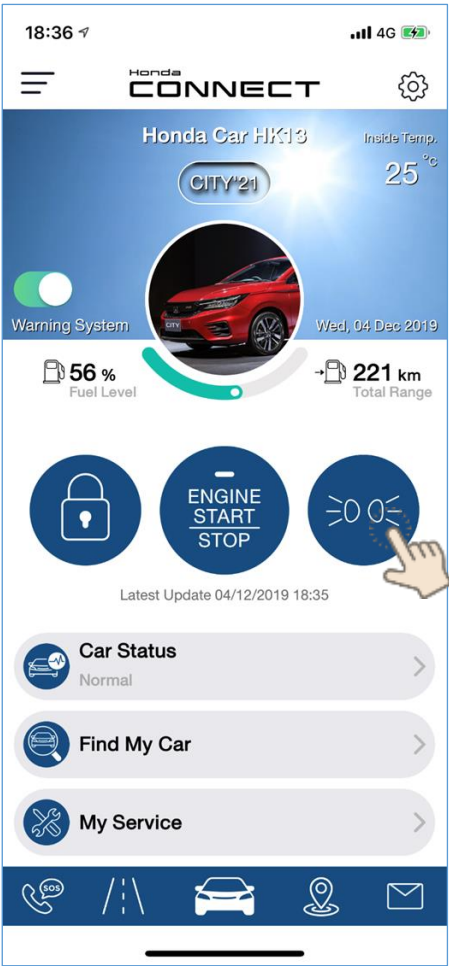
4-1 Remote Vehicle Control
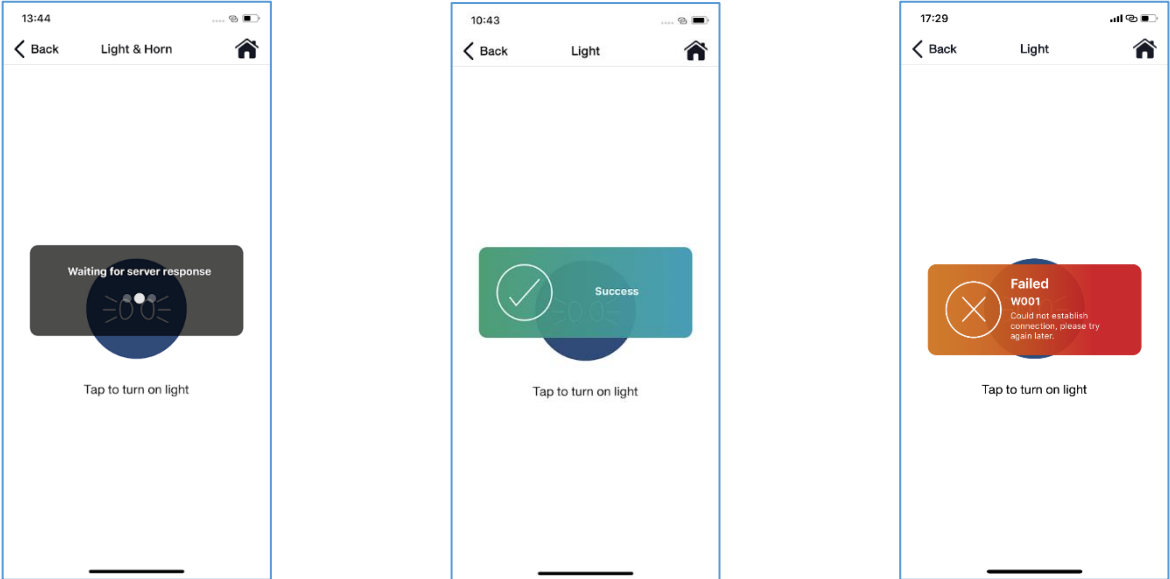## 4-1-3 Light ON

Select to turn on light

To assure the command will be conducted, confirmation message will display.
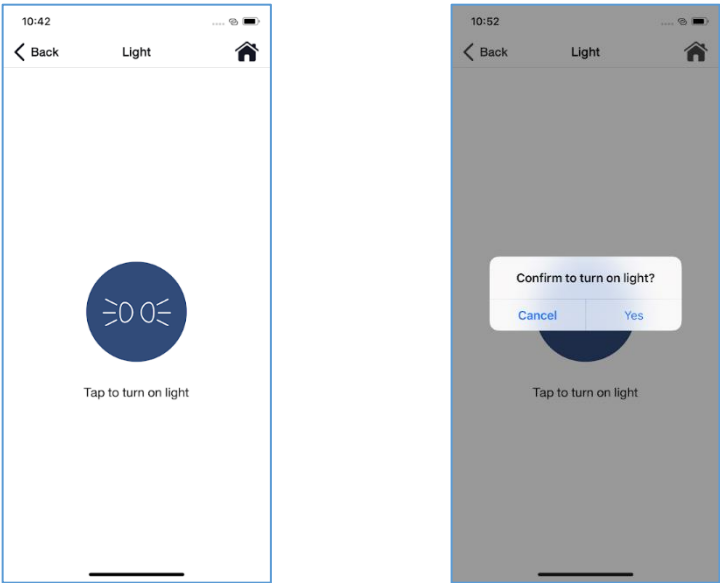
Result of command

Server will response and show the result of command.
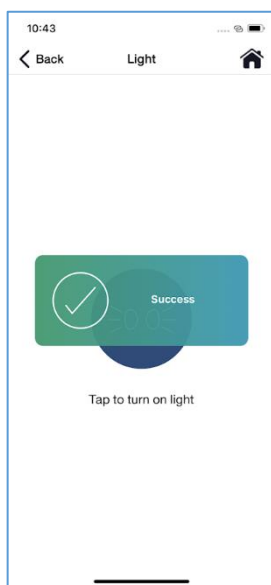

- Processing

- Success

- Failed

4-1 Remote Vehicle Control
4-1-3 Light ON

Remote Light ON Success

To assure the command will be conducted, confirmation message will display.

Usage Condition

- When remote light is activated both headlight and tail light will turn on and continue blinking for 30 seconds. Then it will turn off automatically.
- During activation, it is unable to turn off by Honda CONNECT App. Function icon on TOP page1 always keep in Blue color.
- Remote activated light will be possible to turn off by door unlock.
- Commands will be impossible during driving
- Car must be in IG OFF condition

<Chapter4> Application Function

4-2 Car Status

4-2 Car Status

Application Function – Car Status: Vehicle information will be connected and displayed on Honda CONNECT application which user can check and get alert as car status. To get ready for driving, user can check car status before driving.

Application Function –
Car Status

4-2 Car Status

Car Status Display

Car status will display connected function detection and alert as a vehicle dashboard.

TOP Page

Car Status

<Status Color Type>

- Button and tap colors display will represent function status as following examples.

Normal	Lock	Normal
Active	Unlock	Open
Abnormal	Abnormal	Deployed

- When car status is abnormal condition, tap "Detail" button to see detected status information.

- Even connected function on Car status is normal, tap color can change to abnormal color due to alert message from Airbag deployment, Geo fencing, Speed alert and Security alarm.

Usage Condition

- Battery Voltage status will be changed to "Abnormal" when voltage is lower than 11.5 V
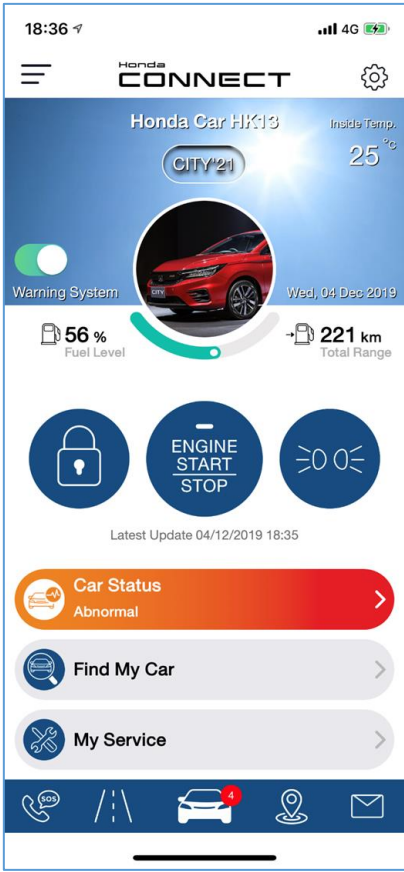
4-2 Car Status
4-2-1 Vehicle Dashboard – Automatic Collision Detection

- When Airbag deployment is detected, user will receive push notification and car status will be changed to alert color (Orange).
- User can check user's car status by 2 ways.
  1. From Push Notification
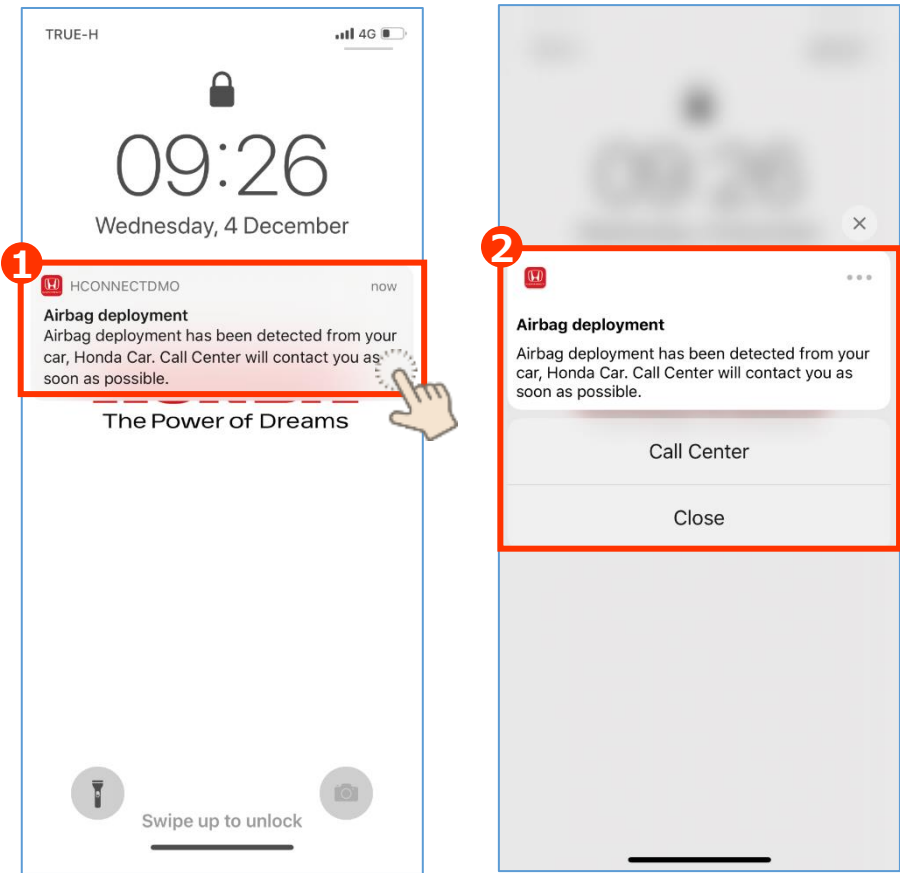 2. From TOP Page

1. Push Notification
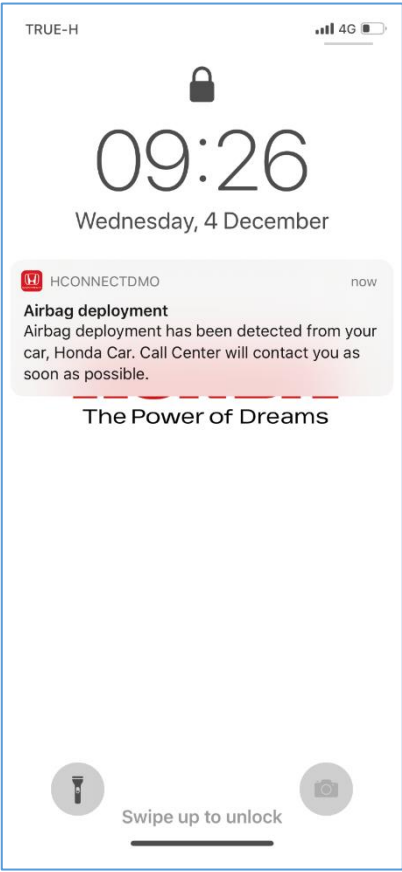
2. TOP Page
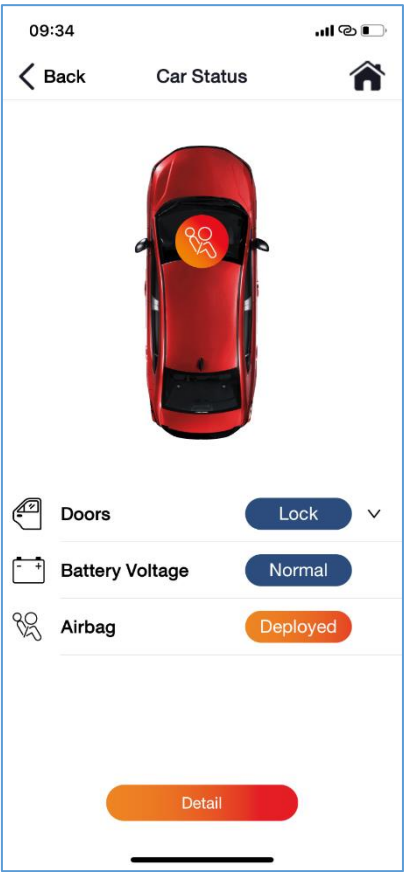
Remark:
Honda Call Center will also receive notification when airbag deployment and operator will provide emergency support to user promptly.

4-2 Car Status
4-2-1 Vehicle Dashboard – Automatic Collision Detection

1. Push Notification: User will receive push notification on mobile screen.

❶ Hold tapping on push notification, then it will display* Call Center and Close button

❷ Select button to take action.

- Call Center: Tap to call 'Call Center' for emergency support
- Close: Tap to close notification

*Push notification display layout will be difference based on mobile phone model and operating system (iOS/Android)

4-2 Car Status
4-2-1 Vehicle Dashboard – Automatic Collision Detection

2. TOP Page: Car Status will change to alert (Orange) user.
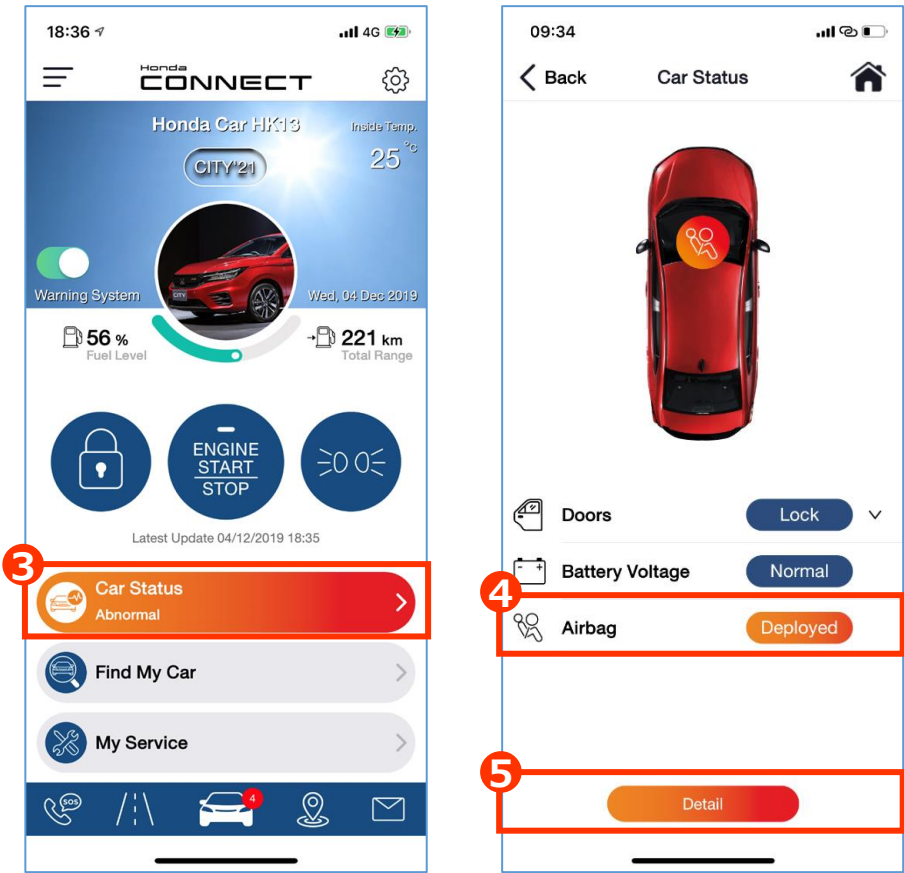
❸ Car status display alert

❹ Vehicle dashboard display Airbag as "Deployed" with icon on vehicle image

❺ Tap Detail to see more details (refer to next page)

4-2 Car Status
4-2-1 Vehicle Dashboard – Automatic Collision Detection

When user tap "Detail" in Car status dashboard, Airbag deployment message will display.

Airbag deployment has been detected from your car, "Honda Car". Call Center will contact you as soon as possible.

❻ OK

❼ Cancel

❻ Tap "OK" button, Airbag deployment notification will be dismissed and page will go to Top Page

❼ Tap "Cancel" button. page will go to Car status. User can re-access Airbag deployment detail by tapping "Detail" button

4-2 Car Status
4-2-2 Vehicle Dashboard – Security Alarm

- When security alarm activates (alarm activates when door, trunk, bonnet forcibly opened), user will receive push notification and can recognize vehicle situation.
- User can check user's car status by 2 ways.
    1. From Push Notification
    2. From TOP Page

1. Push Notification
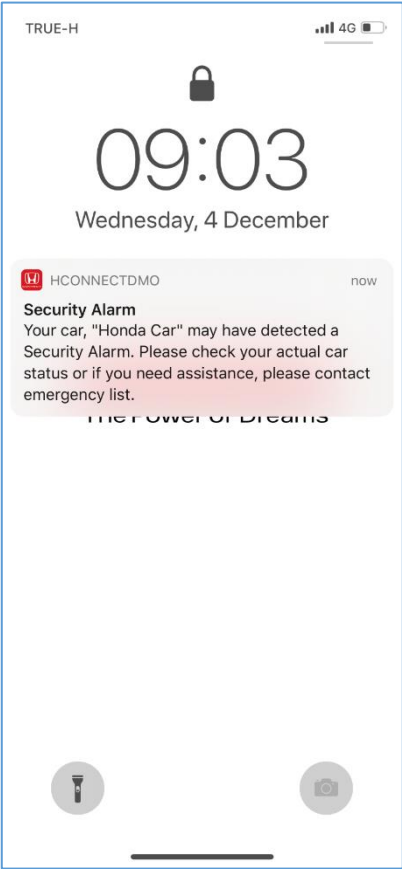
2. TOP Page
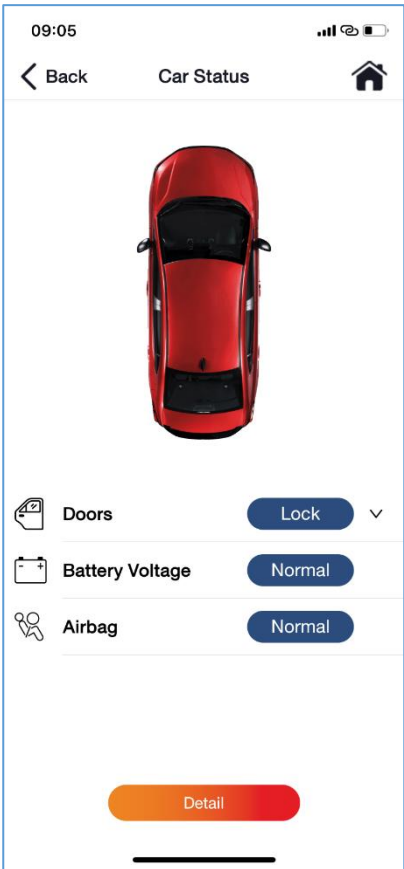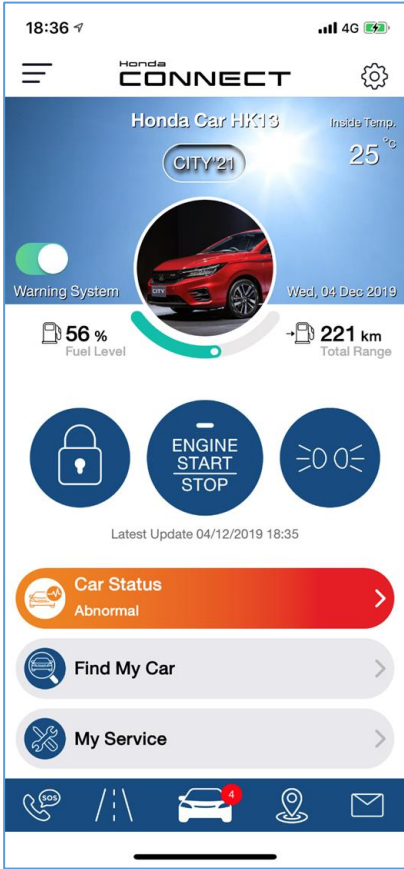
Limitation of Security Alarm detection

Function will be detected whenever vehicle security alarm is activated. However, security alarm function cannot differentiate whether security alarm activated from which situation (Door, trunk, bonnet forcibly opened or window glass broken or heavy shaking car or else)

4-2 Car Status
4-2-2 Vehicle Dashboard – Security Alarm

1. Push Notification: User will receive push notification on mobile screen.

❶ Tap push notification. Page will go to "Car Status Message"

❷ Tap on alert message to see detail

❸ In case user wants to check car's location, tap "Find My Car" button and use this function (refer to 4-3 Find My Car)

❹ In case user needs support, tap "Call Center" button to call operator

❺ In case user's car is in maintenance service, tap "Yes" to skip alert
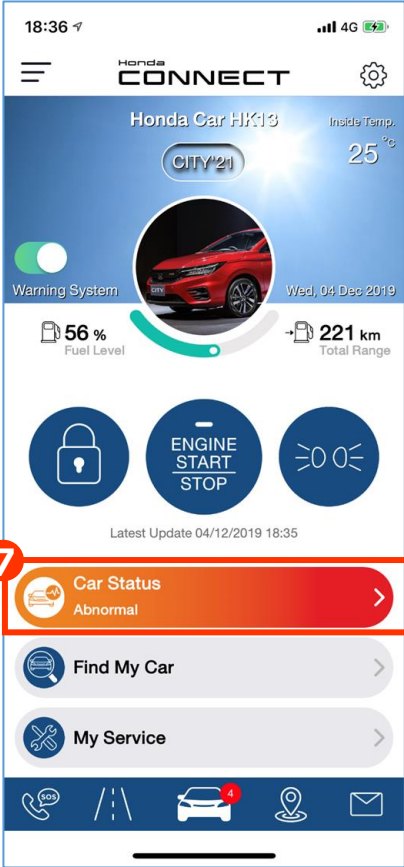
❻ Tap delete alert to remove the status message
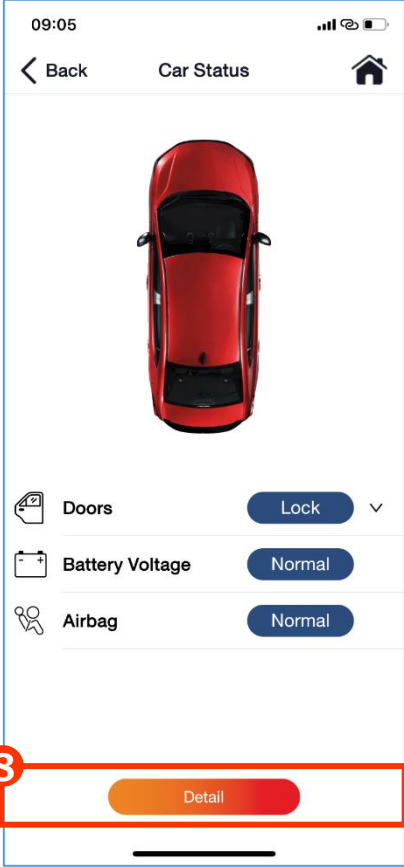
4-2 Car Status
4-2-2 Vehicle Dashboard – Security Alarm

2. TOP Page: Car Status will change to alert (Orange) user.
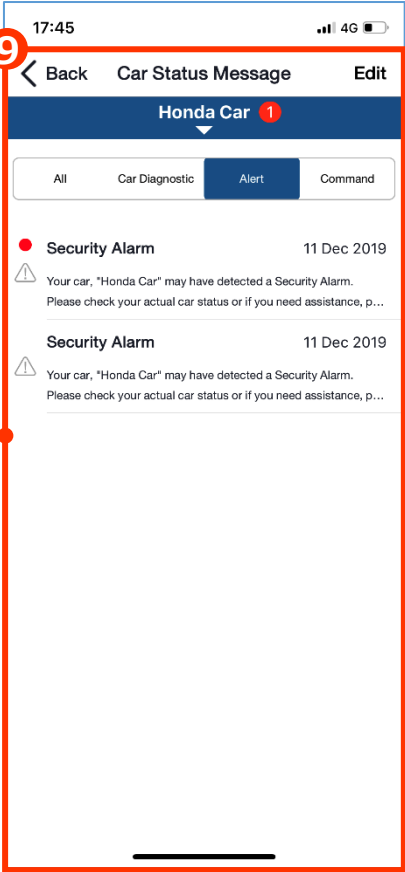
❼ Car status display alert

❽ Tap Detail to see more detection details. Page will go to "Car Status Message"

❾ Tap on alert message to see detail (same step with previous page)

Remark

Once security alarm is activated and push notification was send to user, App Server will check whether User read Security Alarm notification or not. If user did not read security alarm notification within 10 minutes, App server will notify to call center and 2nd notifucation to User.

4-2 Car Status
4-2-3 Vehicle Dashboard – Remote Diagnostic Support

- When trouble occurs with vehicle based on detected warning lamp, user will receive push notification and can recognize vehicle situation.
- There will be basic instruction for user to follow when problem occurs.
- User can check user's car status by 2 ways.
  1. From Push Notification
  2. From TOP Page

1. Push Notification
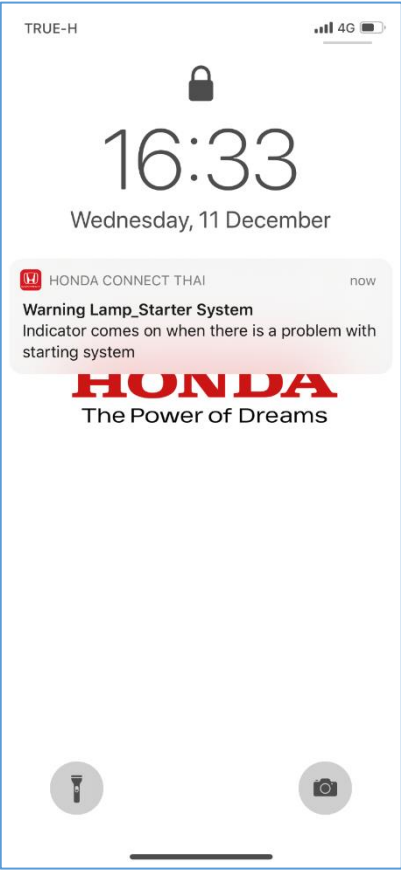
2. TOP Page
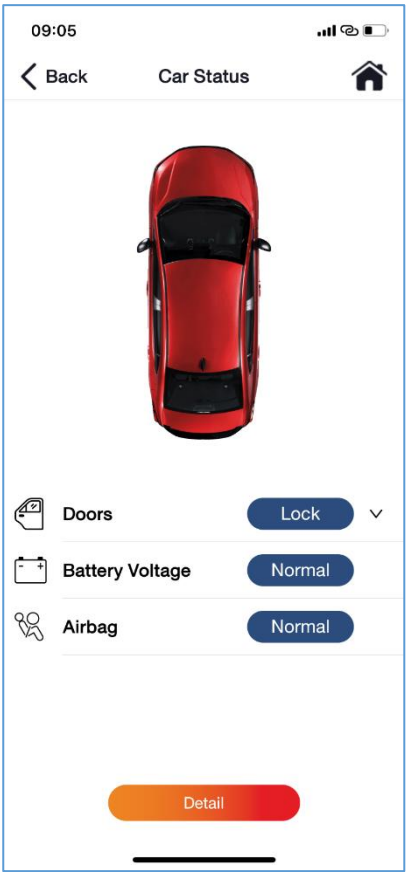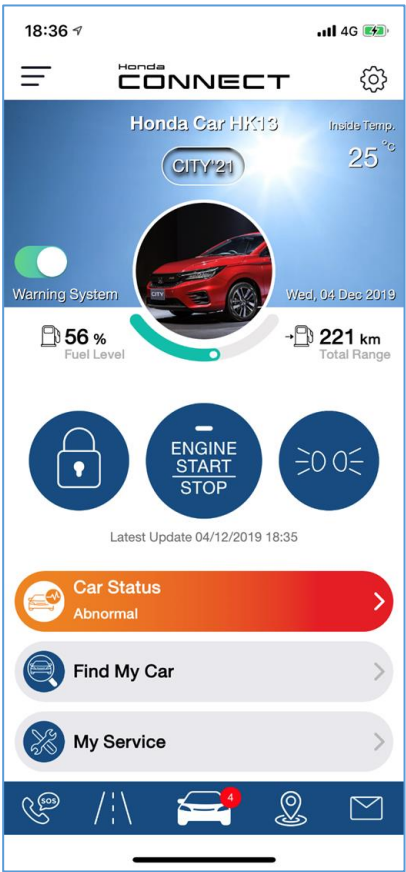
Remark for Remote Diagnostic Support

Function will be detected only some functions which is connected with vehicle as follows;

1. Anti-lock Brake System (ABS) indicator
2. Supplemental Restraint System Indicator
3. Brake System Indicator (Amber)
4. Malfunction Indicator Lamp
5. Charging System Indicator

6. Vehicle Stability Assist (VSA) System Indicator
7. Electric Power Steering (EPS) System Indicator
8. LKAS System Indicator
9. Adaptive Cruise Control (ACC) System Indicator
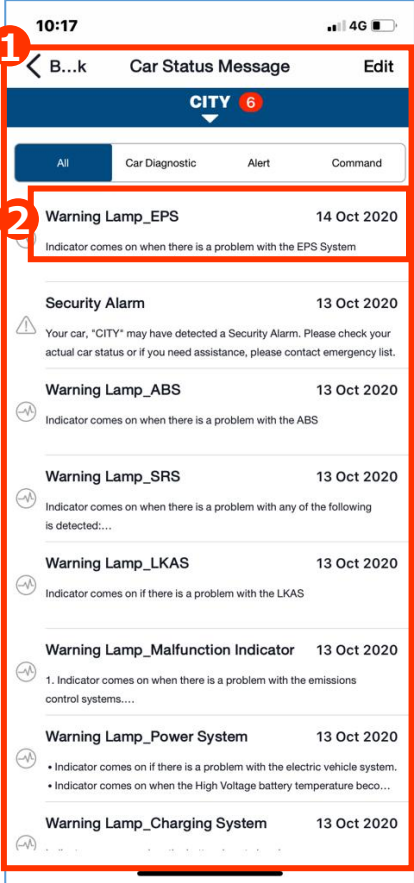10. Safety Support Indicator
11. Power System Indicator

4-2 Car Status
4-2-3 Vehicle Dashboard – Remote Diagnostic Support

1. Push Notification: User will receive push notification on mobile screen.
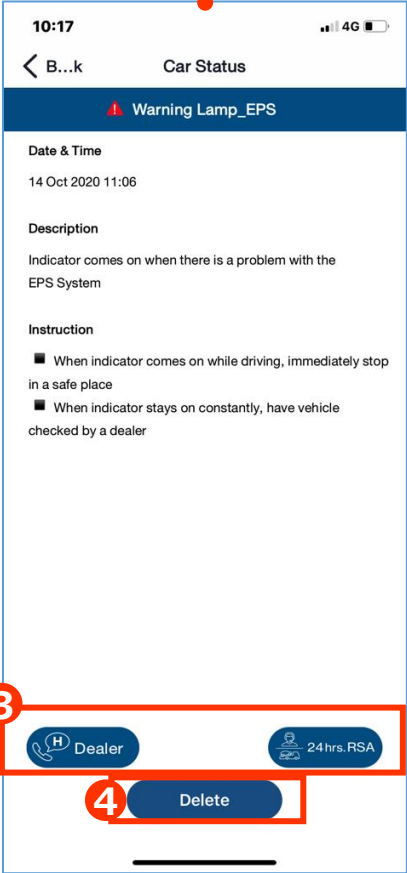
❶ Tap push notification. Page will go to "Car Status Message"

❷ Tap on alert message to see detail

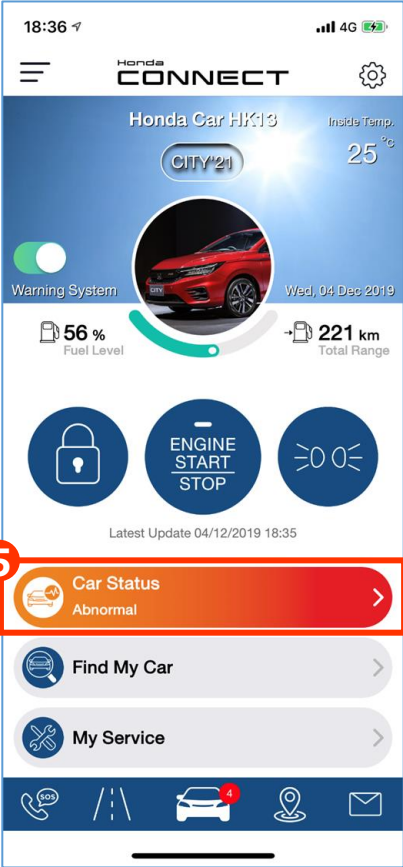❸ If need support, user can call for Dealer or 24 hrs Roadside Assistance
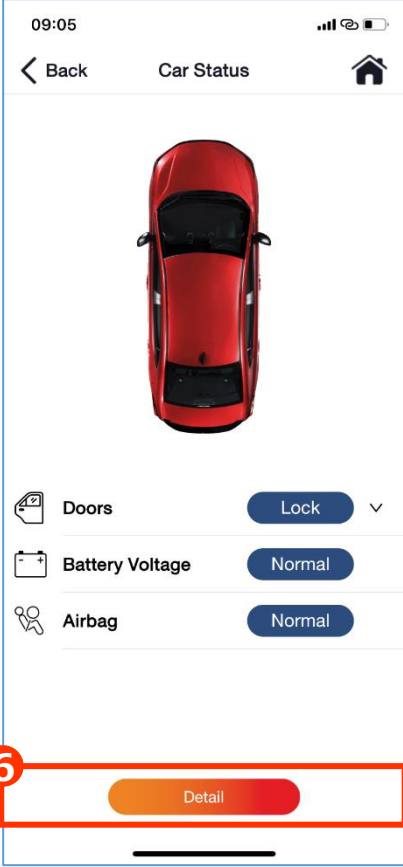
❹ User can tap delete to remove car status message

4-2 Car Status
4-2-3 Vehicle Dashboard – Remote Diagnostic Support

2. Top Page: Car Status will change to alert (Orange) user.
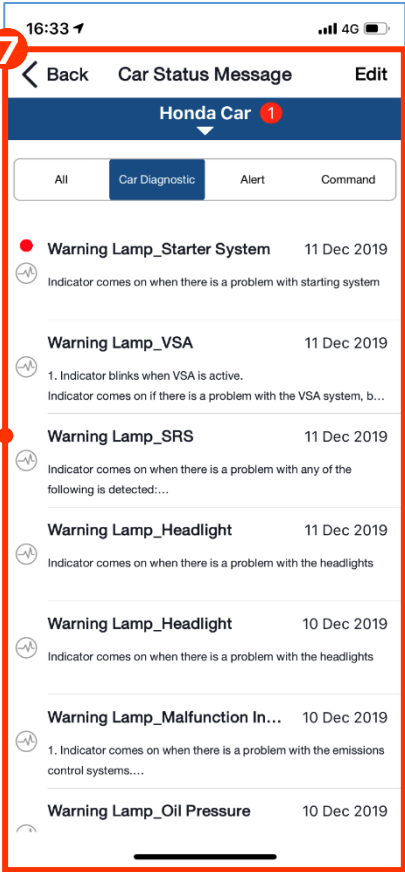
❺ Car status display alert

❻ Tap Detail to see more detection details. Page will go to "Car Status Message"

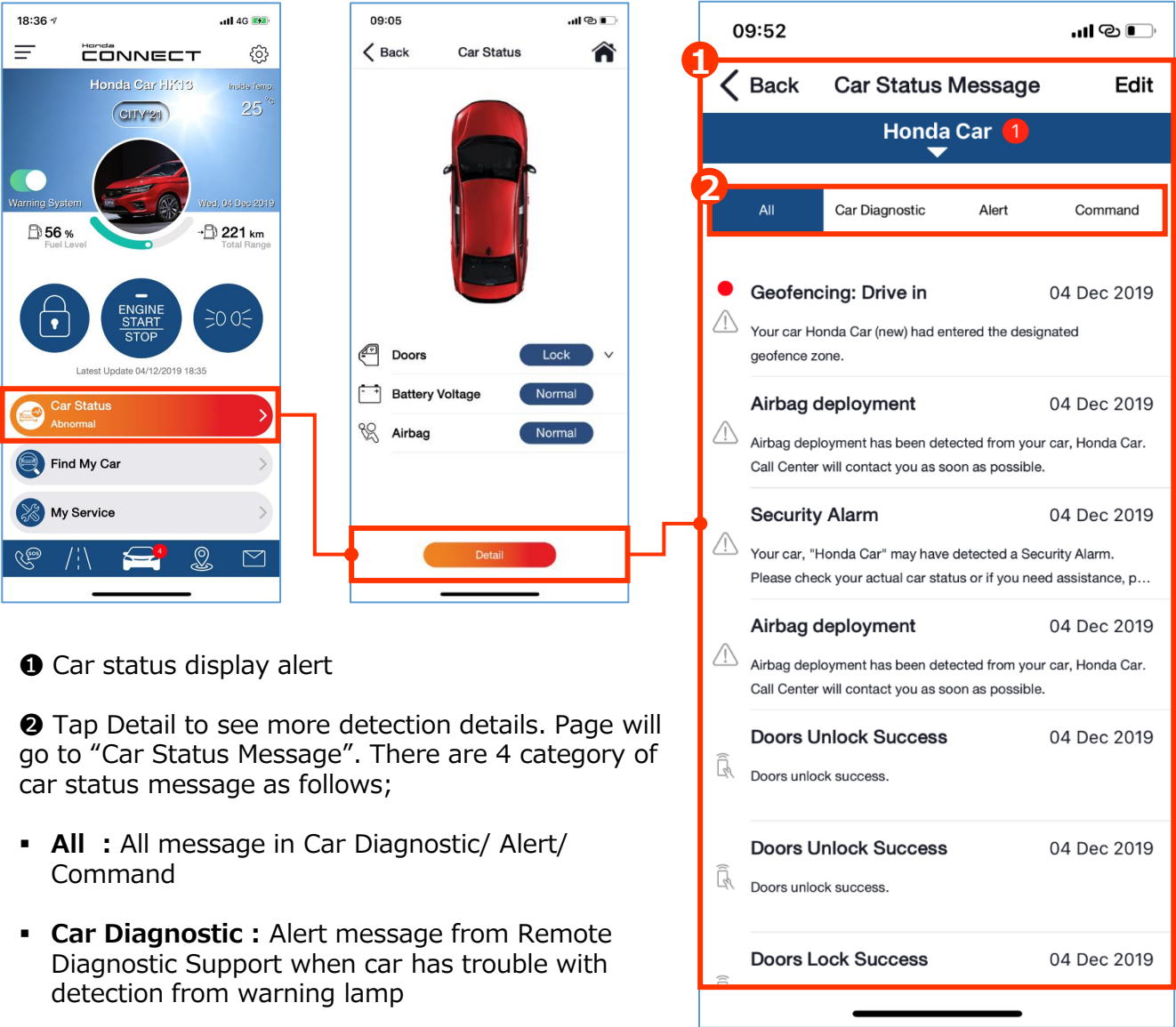❼ Tap on alert message to see detail (same step with previous page)

4-2 Car Status
4-2-4 Vehicle Dashboard – Car Status Message

Car status message will display all detected alert and abnormality and collect in message inbox. User can access to see detail at alert time and re-access again at any time.

❶ Car status display alert

❷ Tap Detail to see more detection details. Page will go to "Car Status Message". There are 4 category of car status message as follows;

- **All** : All message in Car Diagnostic/ Alert/ Command

- **Car Diagnostic :** Alert message from Remote Diagnostic Support when car has trouble with detection from warning lamp

- **Alert :** Alert message from Airbag deployment when accident detection, Security alarm detection ,Geo-Fencing and Speed Alert detection

- **Command :** Message from command of Remote Vehicle Control for Lock/Unlock, Engine start/stop, Light ON

Icon to categorize message

- Notify car status diagnosis
- Alert message from Geofence, speed alert and security alert
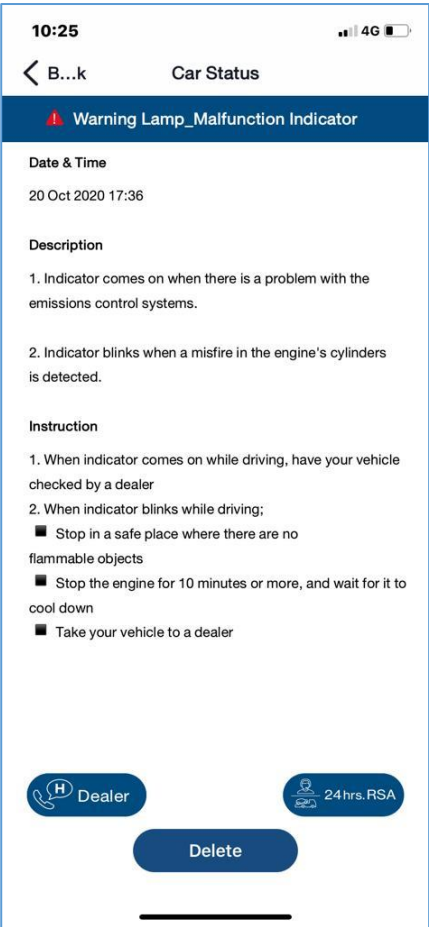- Remote command history

80

4-2 Car Status
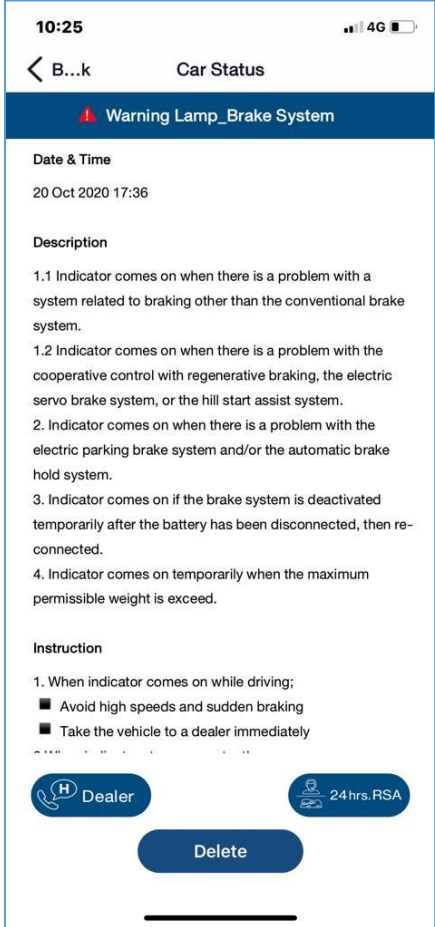## 4-2-4 Vehicle Dashboard – Car Status Message

Car Diagnostic: Message will be notified based on detected warning lamp. User can find basic instruction on message to follow when problem occurs.

- **Example#1;** Malfunction

- **Example#2;** Brake

Refer to 4-2-3 Vehicle Dashboard – Remote Diagnostic Support

4-2 Car Status
4-2-4 Vehicle Dashboard – Car Status Message

Example of message inbox

Alert: Message will be notified for Airbag deployment and Security alarm

• **Airbag Deployment**

• **Security Alarm**

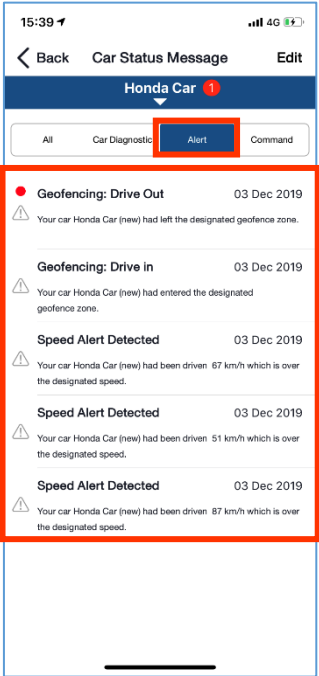Refer to 4-2-1 Vehicle Dashboard – Automatic Collision Detection and 4-2-2 Vehicle Dashboard – Security Alarm
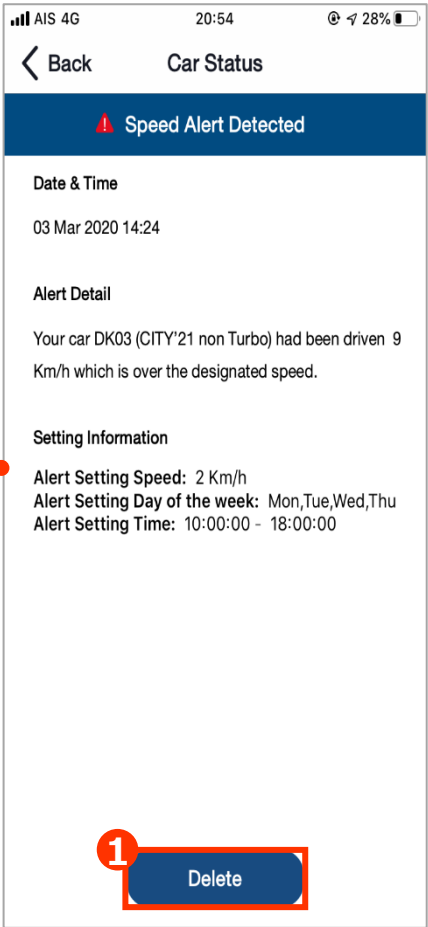
4-2 Car Status
4-2-1 Vehicle Dashboard – Car Status Message

Example of message inbox (Con't)

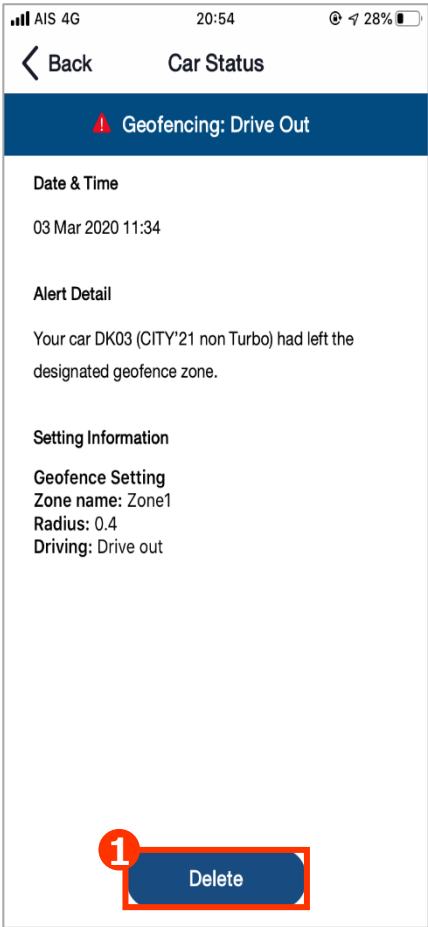**Alert:** Message will be notified for Speed alert and Geofence

- **Speed Alert**

- **Geofence**
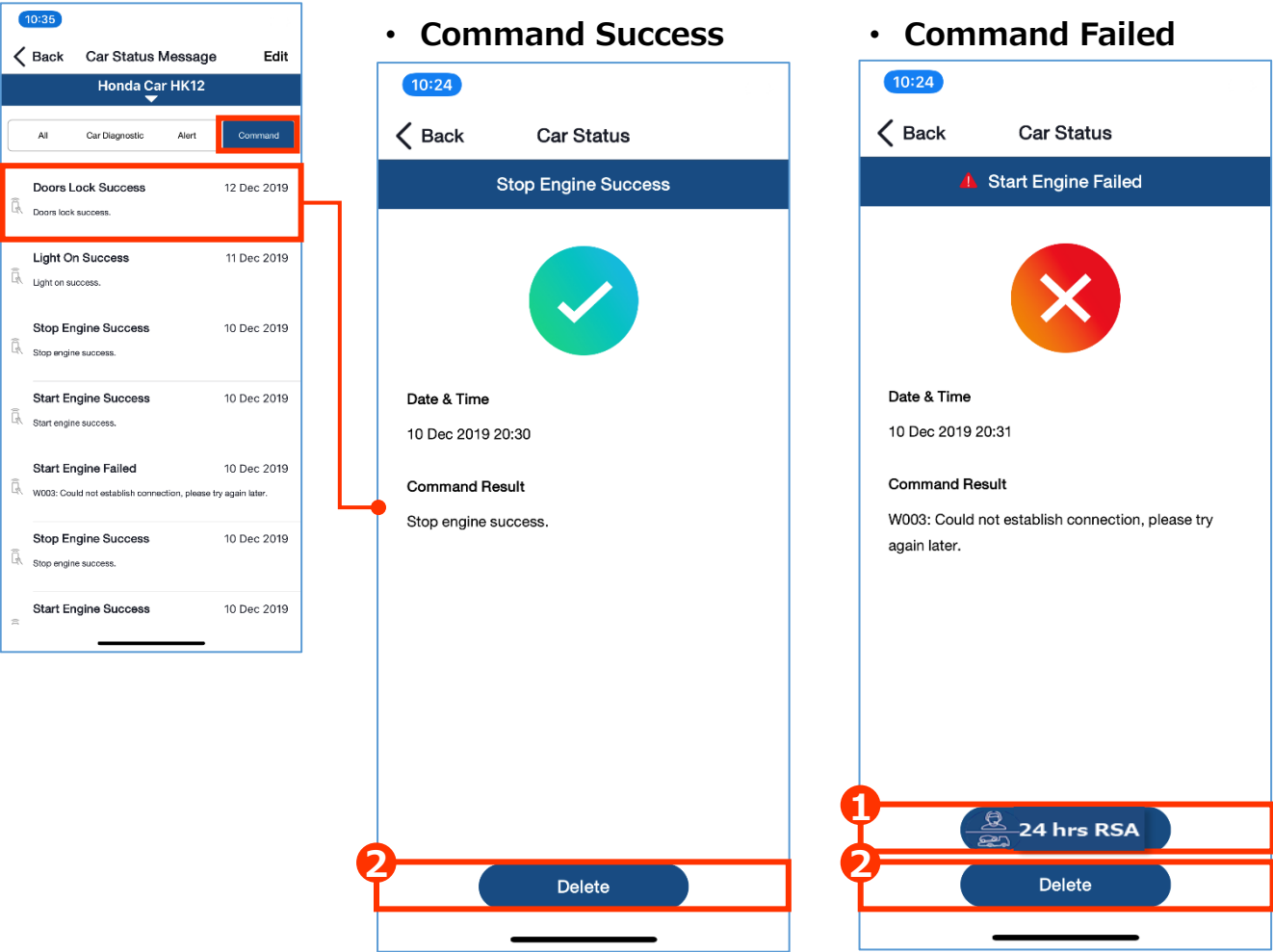
❶ User can tap "delete" to remove car status message

4-2 Car Status
4-2-1 Vehicle Dashboard – Car Status Message

Example of message inbox

Command: Message will be notified for remote vehicle control verification result

• **Command Success**

• **Command Failed**

❶ Tap "24 hrs RSA" if user have inquiry.
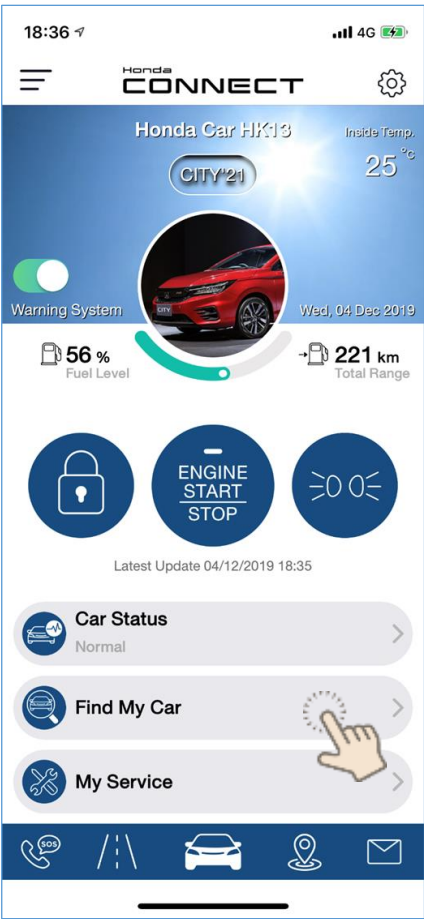❷ User can tap "delete" to remove car status message

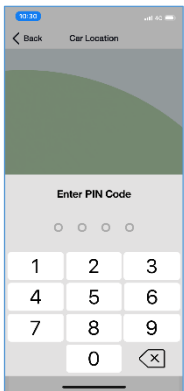# <Chapter4> Application Function

4-3 Find My Car

4-3 Find My Car

- **Application Function – Find My Car:** To show the latest vehicle location in map and get direction to reach vehicle from Mobile device location to vehicle location.
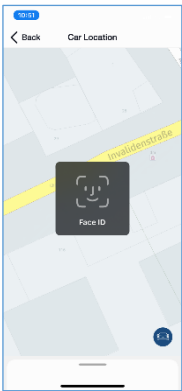
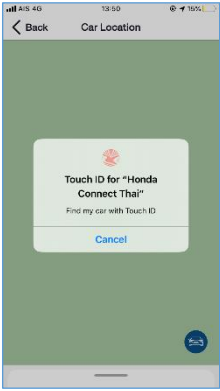Application Function –
Find My Car

Page of authentication

To assure the command was conducted by user, Honda CONNECT application will use mobile authentication.
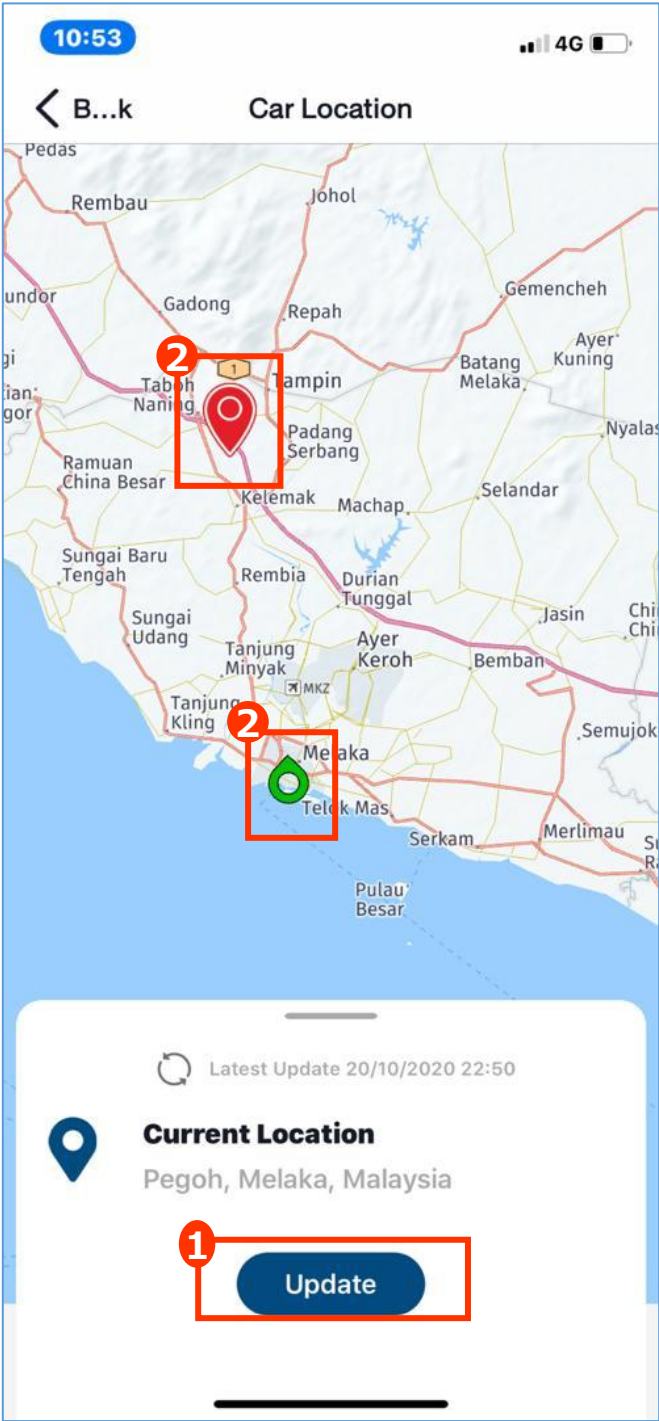

- PIN setting   • Face ID   • Touch ID

Remark:
User must set mobile phone device to allow Honda CONNECT application to find location.

4-3 Find My Car

Result of authentication

Server will response and show the result after authentication.

❶ Tap "Update" to update the latest location of mobile phone (activated App) and car

❷ Pin color represents location as follows;

・ Green pin* is mobile phone (activated App) location

・ Red pin is car location

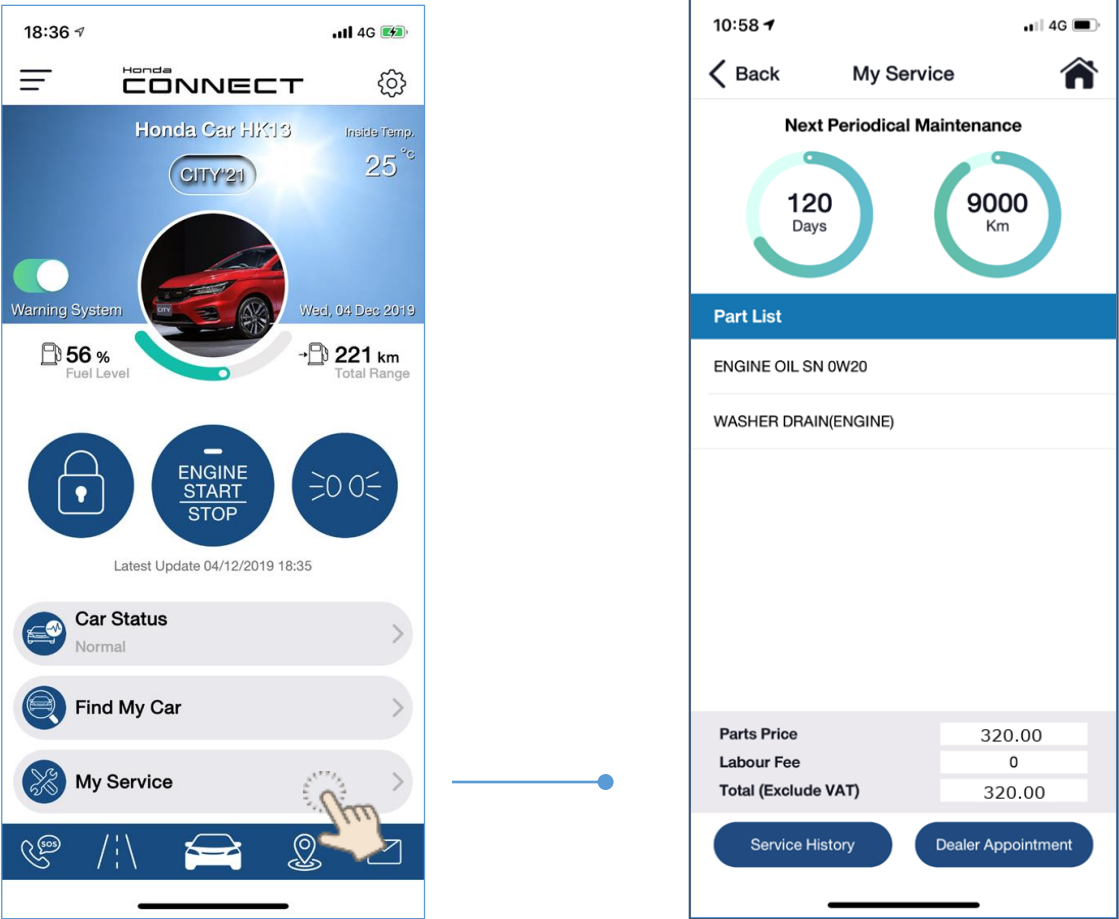*Available only for iOS

<Chapter4> Application Function

4-4 My Service

4-4 My Service

Application Function – My service: To remind user to visit dealer for next periodical maintenance. User can check Service History/Parts List/Estimation and contact Honda Dealer to make service appointment.

Application Function –
My Service
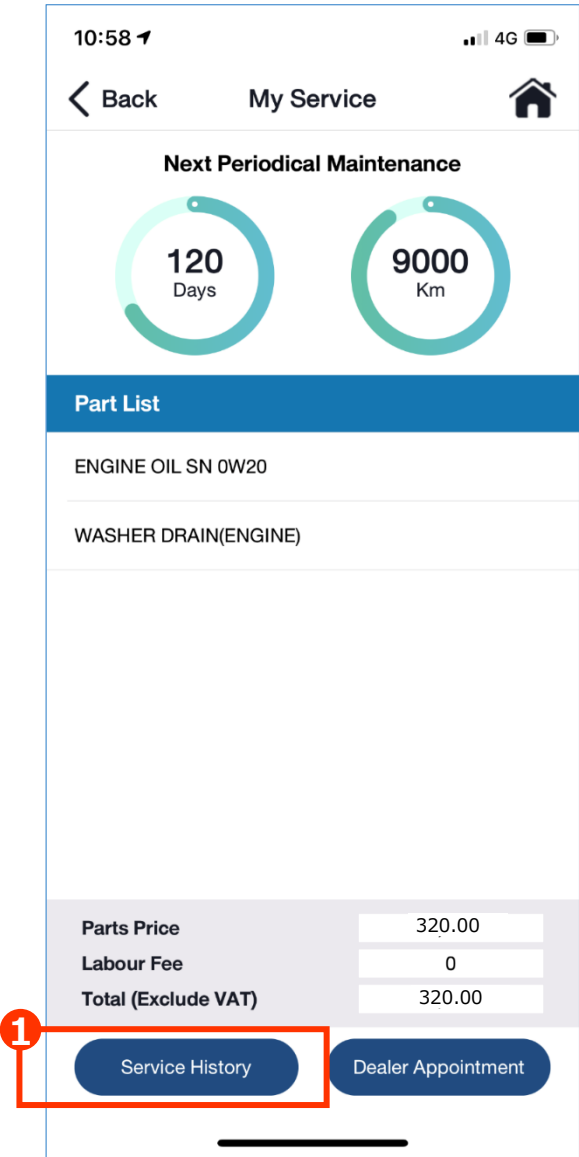
<Service History> Status will be shown on tap as follows;

· My Service – Service Due Soon

· My Service – Service Due Now

· My Service – Service Overdue

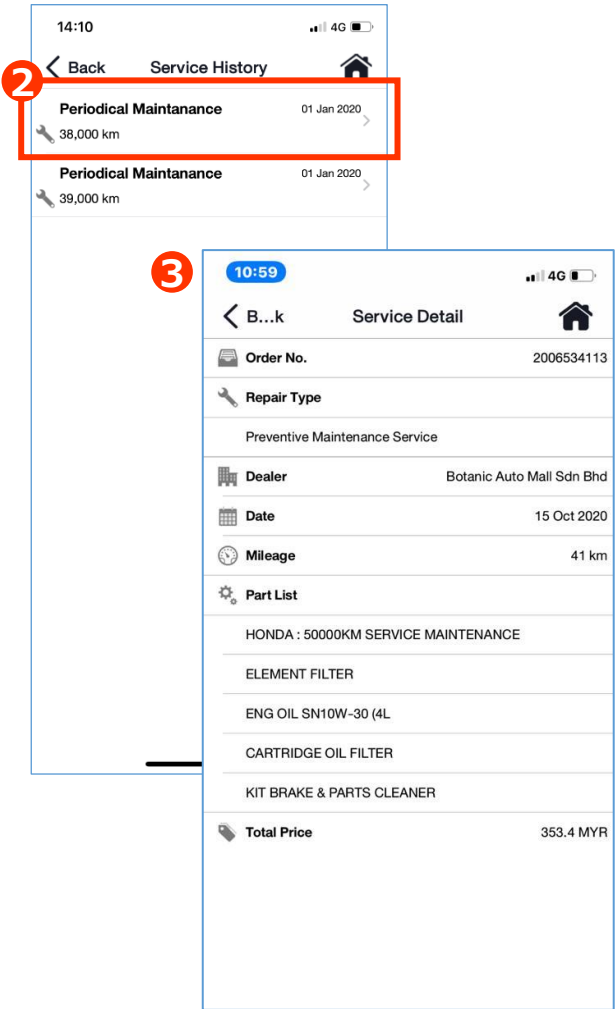· My Service – Service Exceed Overdue

4-4 My Service

My Service Detail – **Service History**

❶ Tap Service History

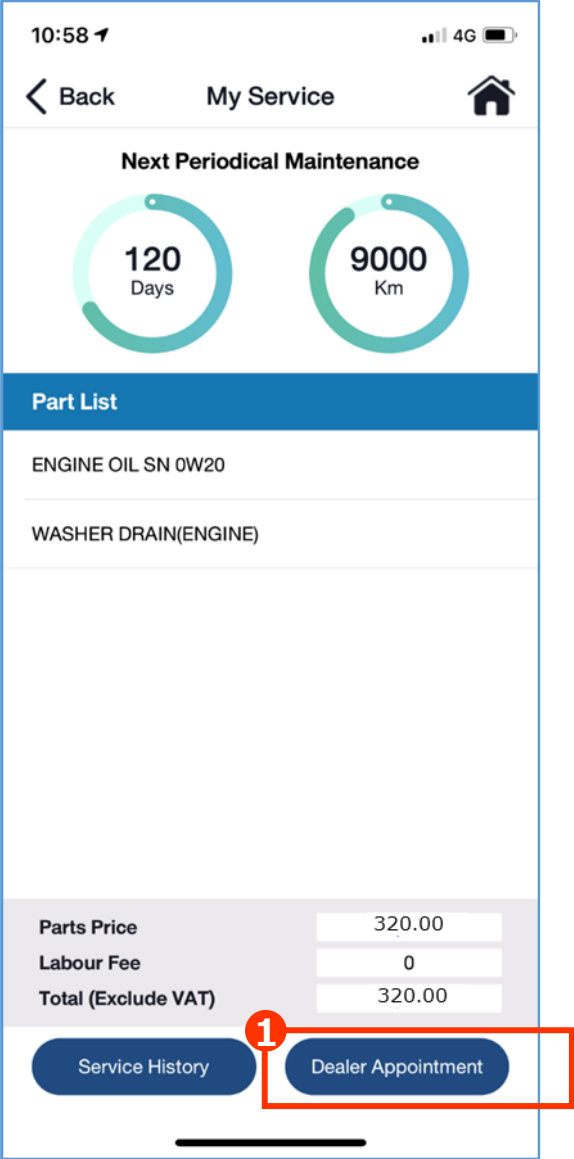❷ Service history will be shown on list based on service job type.
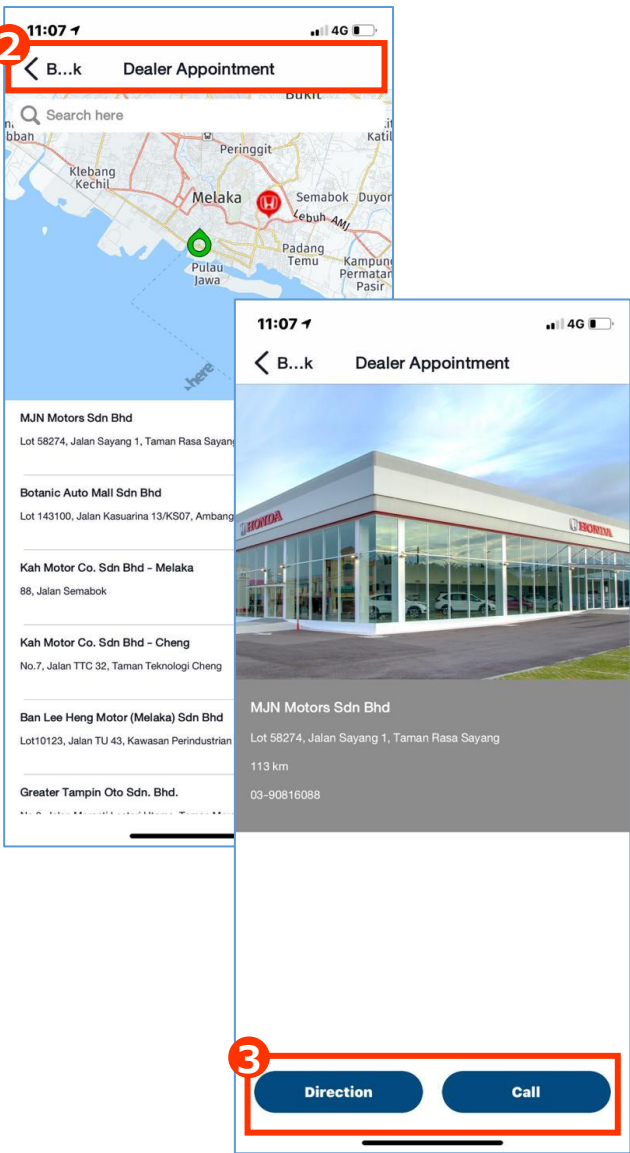❸ User also can check Service detail

4-4 My Service

My Service Detail – **Dealer Appointment**

❶ Tap Dealer Appointment

❷ Dealer information listed started from Purchased vehicle dealer, Latest service dealer, Nearest dealer.

❸ Select dealer to make service appointment:
・User can make a call to dealer directly.
・User also can check the direction.

<Chapter4> Application Function

4-5 Quick Function Bar
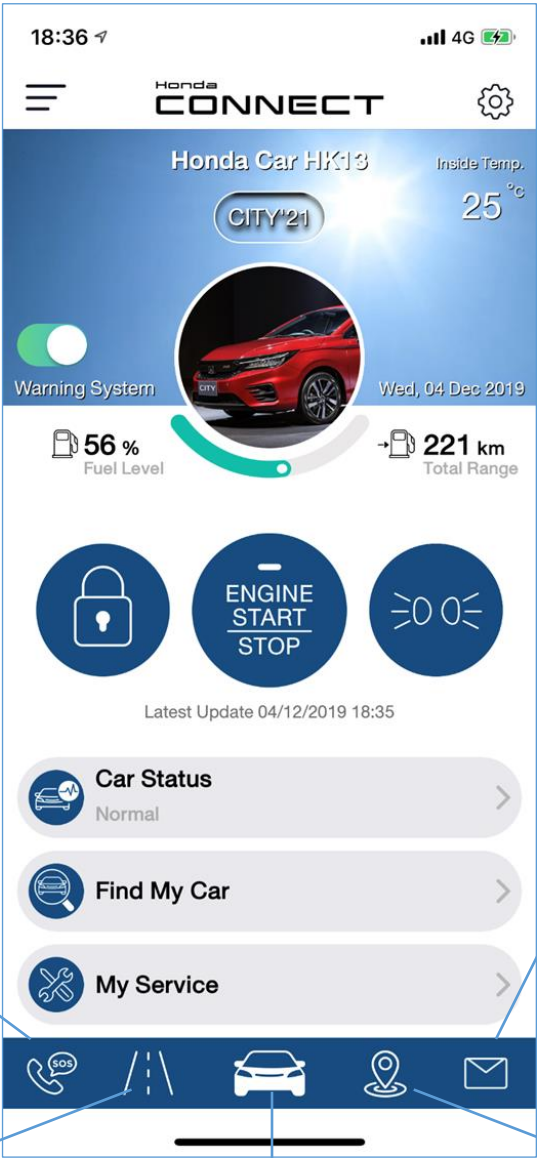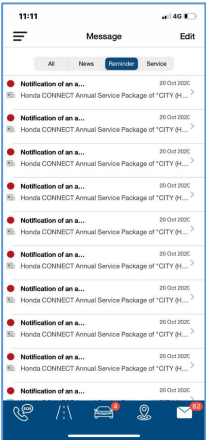
4-5 Quick Function Bar

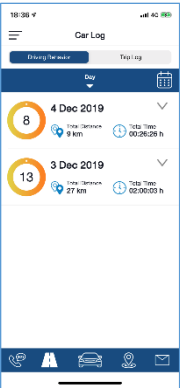**Quick Function Bar:** To quickly access to key functions

Quick Function Bar

Emergency Call
- 24 hrs. Roadside Assistance / Honda Call Center
- Insurance
- Dealer
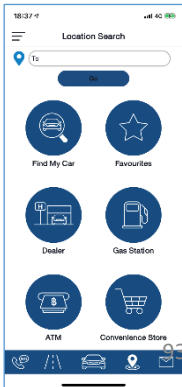- Emergency 999

Message
- All (Message)
- News
- Reminder
- Service

Location Search
- Find My Car
- Favorites place
- Dealer
- Gas Station
- ATM
- Convenience Store

Driving Behavior
- Driving behavior
- Trip log

Return to TOP Page1

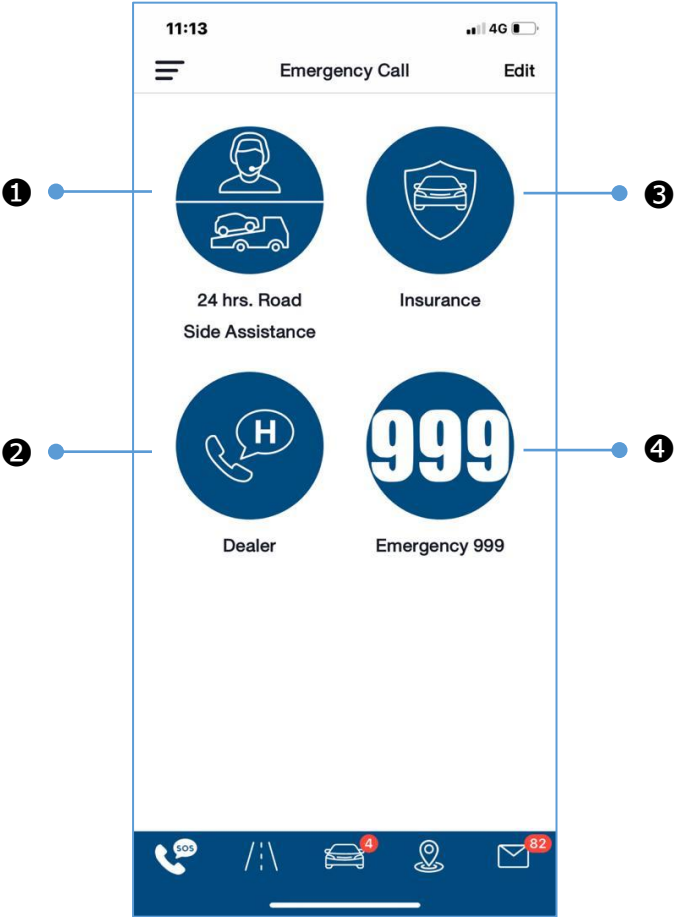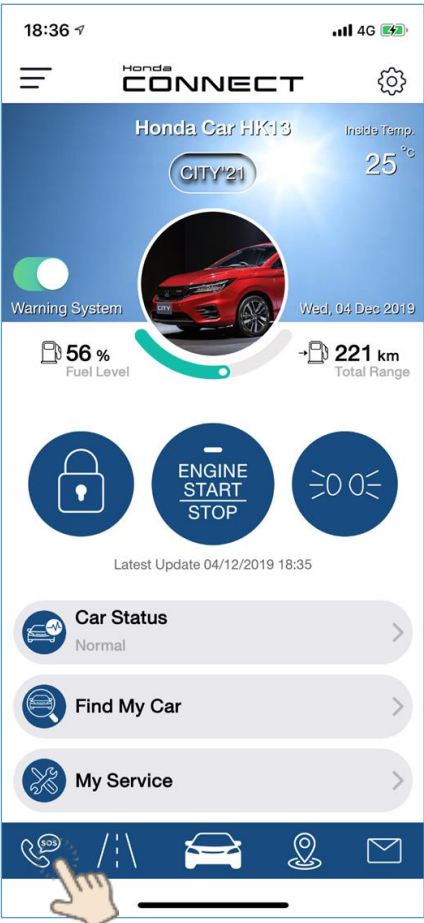## 4-5 Quick Function Bar
4-5-1 Emergency Call

Tap "Emergency Call" button and connect phone call to emergency agencies which register in the application. Objective of the function is to provide emergency service and support for Honda CONNECT user.

Emergency Call

<Emergency Call>

❶ 24 hrs Roadside Assistance: Assist for emergency case 24 hours / Call to Honda Call Center

❷ Dealer: Call to Honda Dealer which user set in advance or default dealer which customer purchased vehicle

❸ Insurance: Call to insurance company which is registered in "Car Profile"

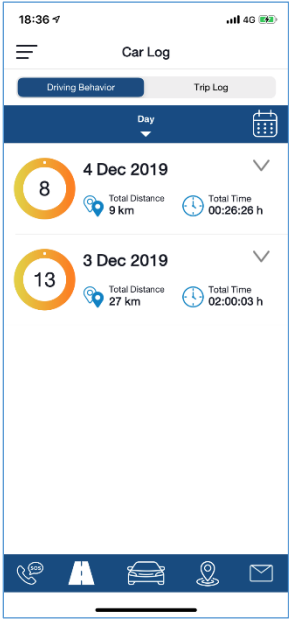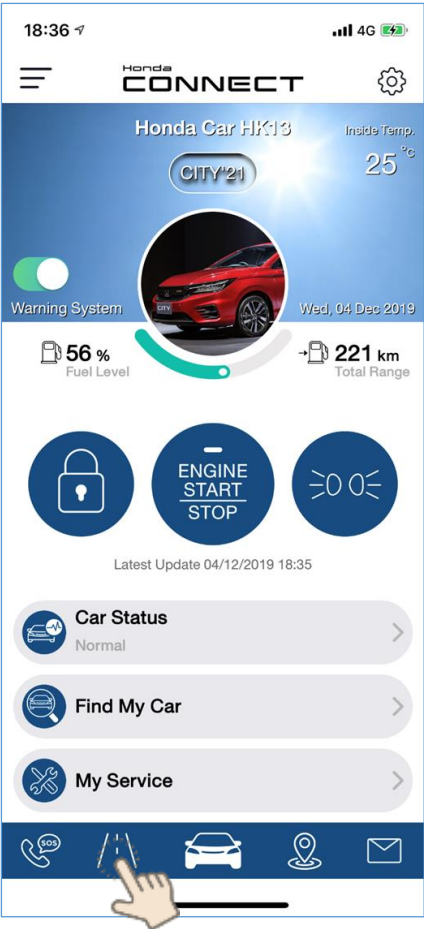❹ Emergency 999: Contact for emergency rescue (accident etc.)

4-5 Quick Function Bar
4-5-2 Driving Behavior

Driving Behavior will display trip record summary to show driving style with driving data from connected vehicle. Trip log can be set as "Favorites" or share driving trip experience on Social Media such as Facebook, Instagram & Twitter.

Driving Behavior

- For Driving Behavior, user's driving behavior will be analyze and recorded in car log
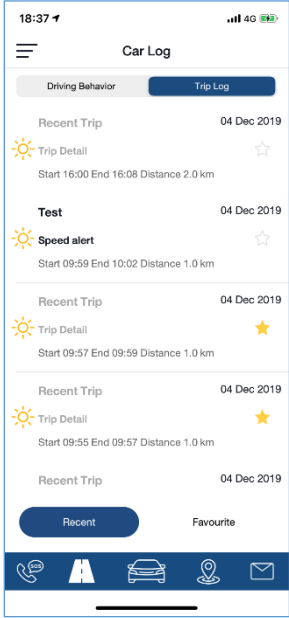
- For Trip Log, user can check trip log and add description to trip log and mark trip as favorites.

4-5 Quick Function Bar
4-5-2 Driving Behavior

Driving Behavior Detail – Driving Behavior

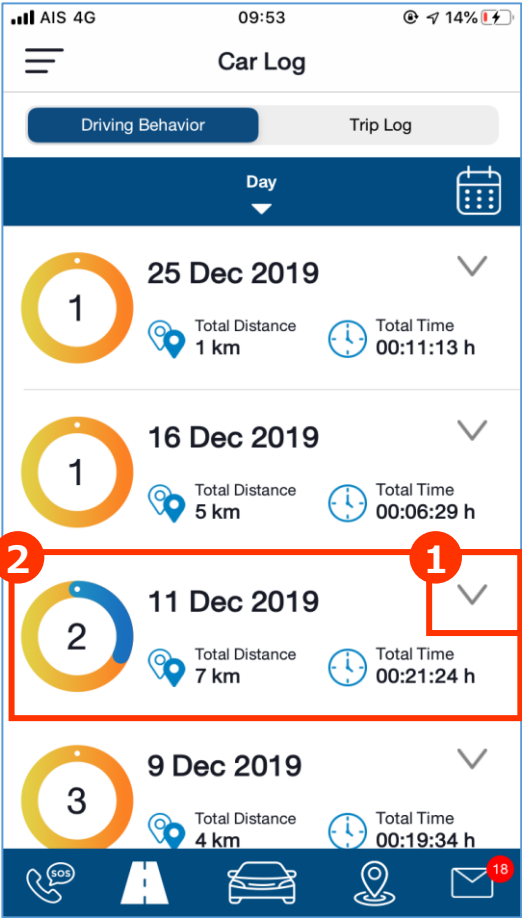❸ View Trip on specific date

❶ Tap "V" on the side of car behavior summary to view the trip list by time

❷ Tap driving behavior summary to view detail which can show driving period, distance, and speed.

4-5 Quick Function Bar
4-5-2 Driving Behavior

Driving Behavior Detail – Trip Log
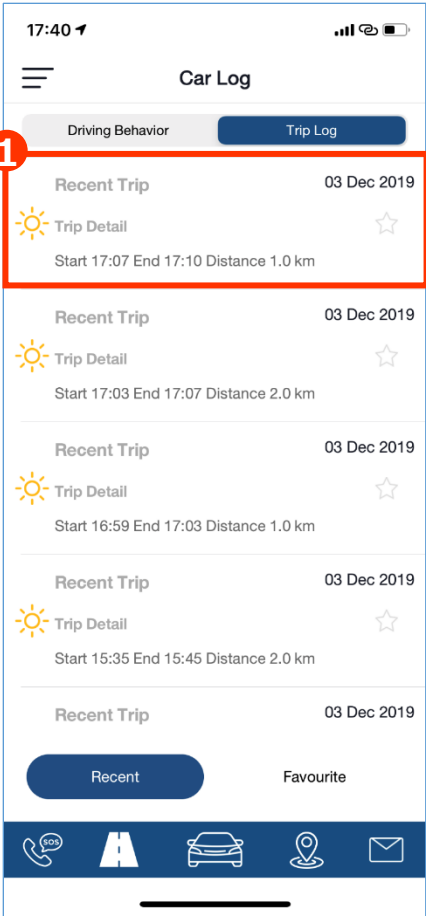
❶ Tap target trip log
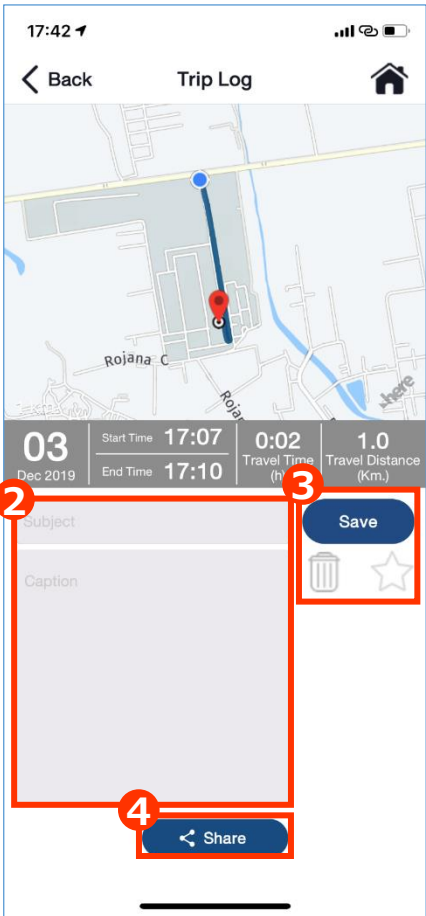
❷ Add subject and caption on selected trip log
❸ Tap save, delete, or mark as favorite
❹ Tap Share to post on Instagram / Twitter / Facebook (refer to next page)

4-5 Quick Function Bar
4-5-2 Driving Behavior

Driving Behavior Detail – Trip Log (SNS posting)
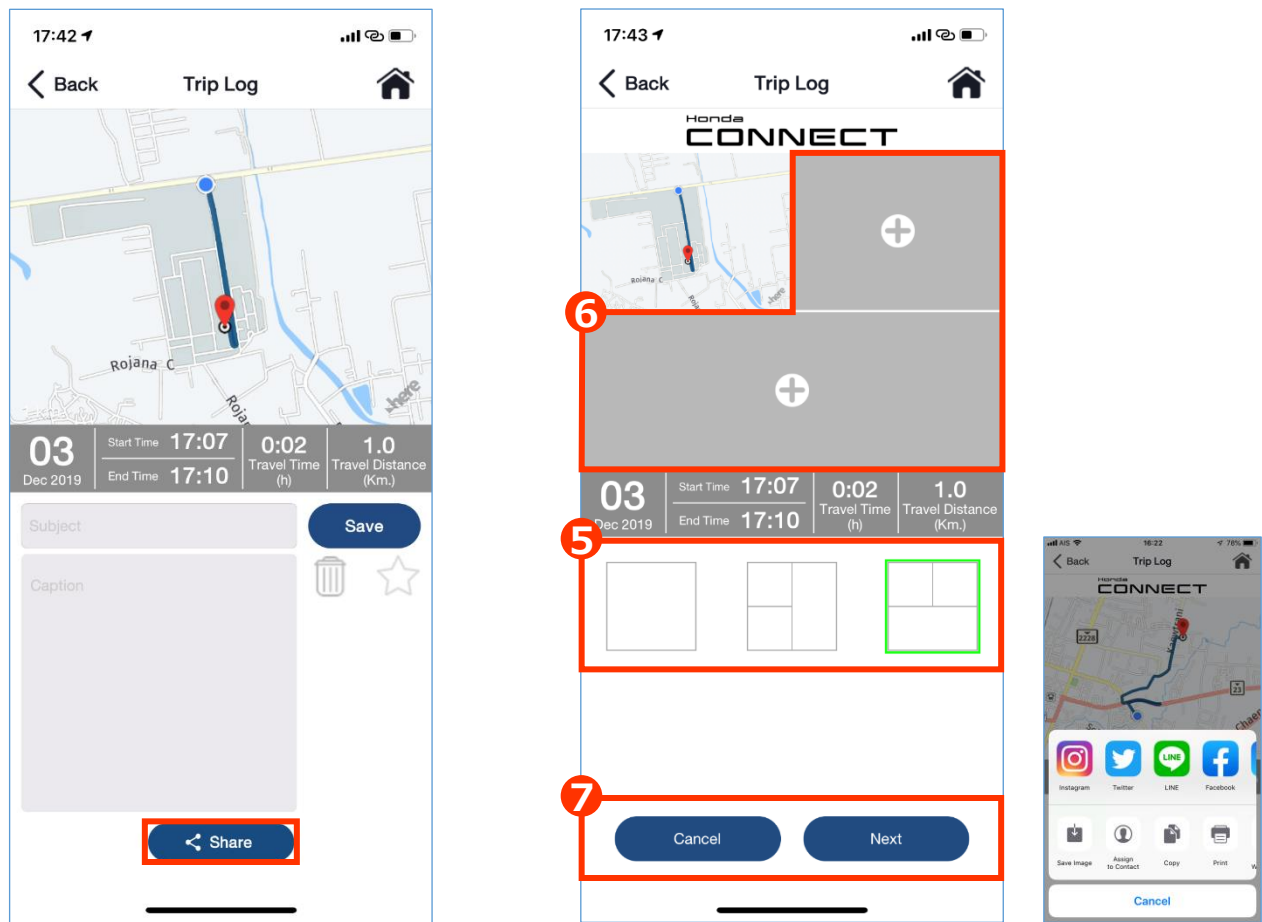
❺ Select structure before add and post picture
on social network application
❻ Add picture before post on social network app
❼ Tap "Cancel" or "Next" button. If tapping "Next" user
can choose SNS to post.

4-5 Quick Function Bar
4-5-3 Return to TOP Page1

Tap "Vehicle" button to promptly return to TOP Page1 (Main Page)

Return to TOP Page1
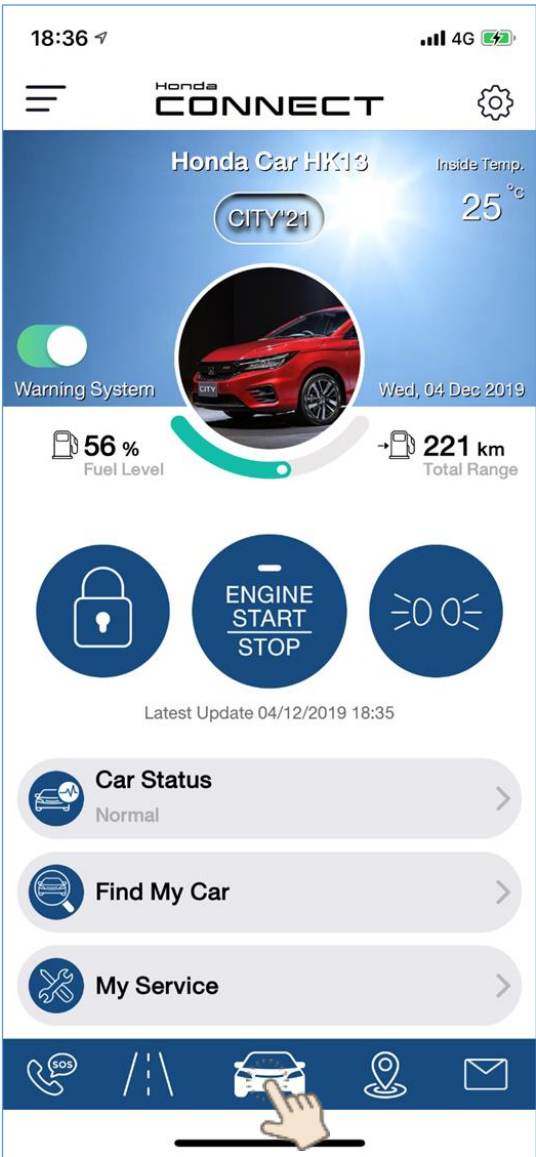
Refer to 2-2 Top Page

4-5 Quick Function Bar
4-5-4 Location Search

Tap "Location Search" button to find places and car's location on map. User must set mobile phone device to allow Honda CONNECT application to find location.

Location Search
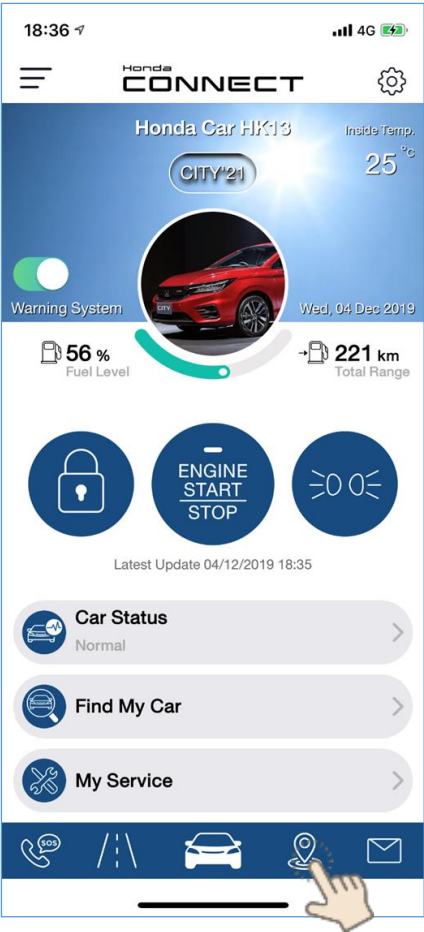
<Location Search>
❶ Find My Car: Access to "Find My Car" function (refer to 4-3 Find My Car)
❷ Dealer: Find nearest Honda Dealer on "Dealer Search"
❸ ATM: Find ATM available and nearby mobile phone's location
❹ Favorites: Set favorite places
❺ Gas Station: Find Gas station available and nearby mobile phone's location
❻ Convenience Store: Find Convenience Store available and nearby mobile phone's location

4-5 Quick Function Bar
4-5-5 Message

User will always get connected with vehicle to remind necessary items and Honda news and activity.

Message
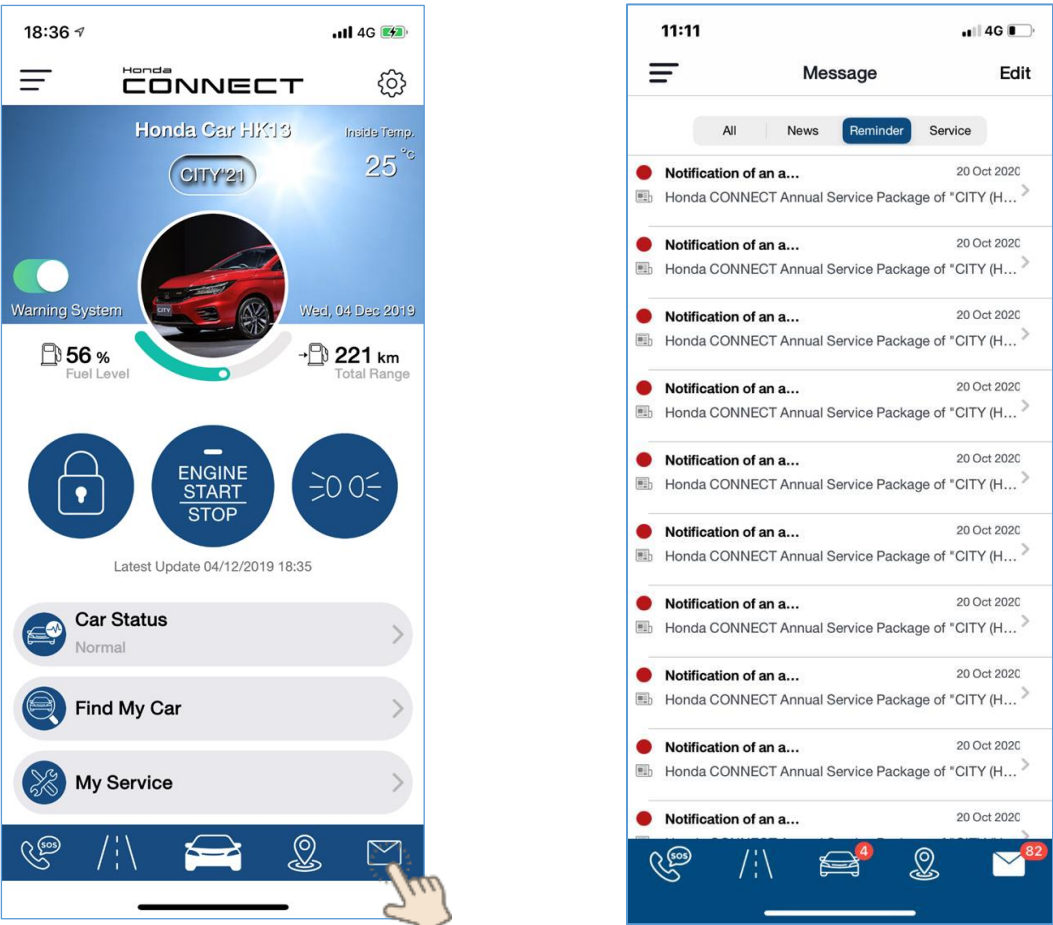
<Message>
News: Message such as promotion activity and news from Honda ⋯etc.
Reminder: Renewal insurance, Annual vehicle tax reminder, ⋯etc.
Service: Vehicle maintenance reminder, QR code for payment, ⋯etc.

To delete message, swipe left on message and tap "Delete" or tap "Edit" to select message to delete.

4-5 Quick Function Bar
4-5-5 Message
4-5-5-1 Renewal Honda Connect Message

User will get reminder message for renewal Honda connected annual service package.

Message
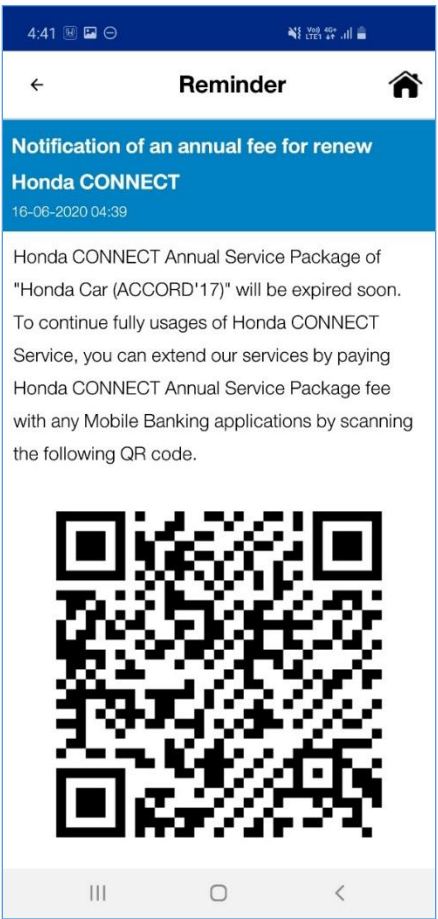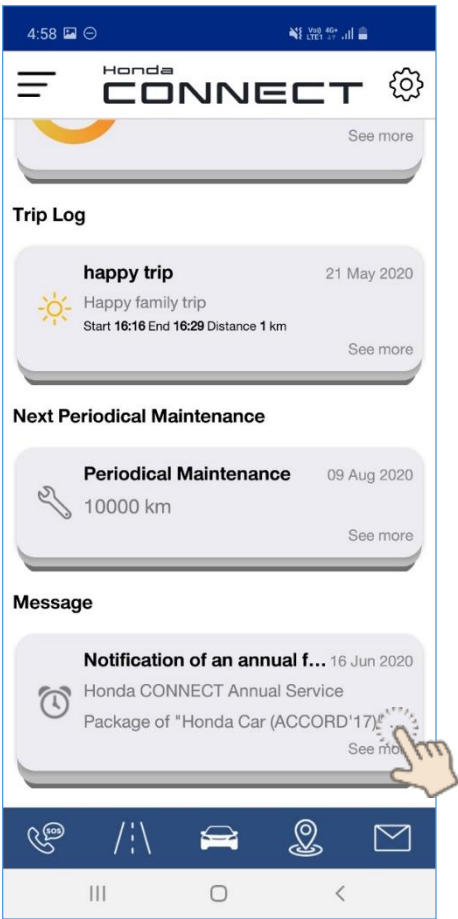
In renew service message, QR code will be added and user can pay annual service package fee with any mobile banking application.

<Chapter5> Non TCU User

5-1 Functions

5-1 Non TCU User

■ Non TCU user can download Honda CONNECT application and create account to login on application. There are 3 functions available as follows;

❶ Emergency Call
❷ Location Search
❸ News

Non TCU User Top Page
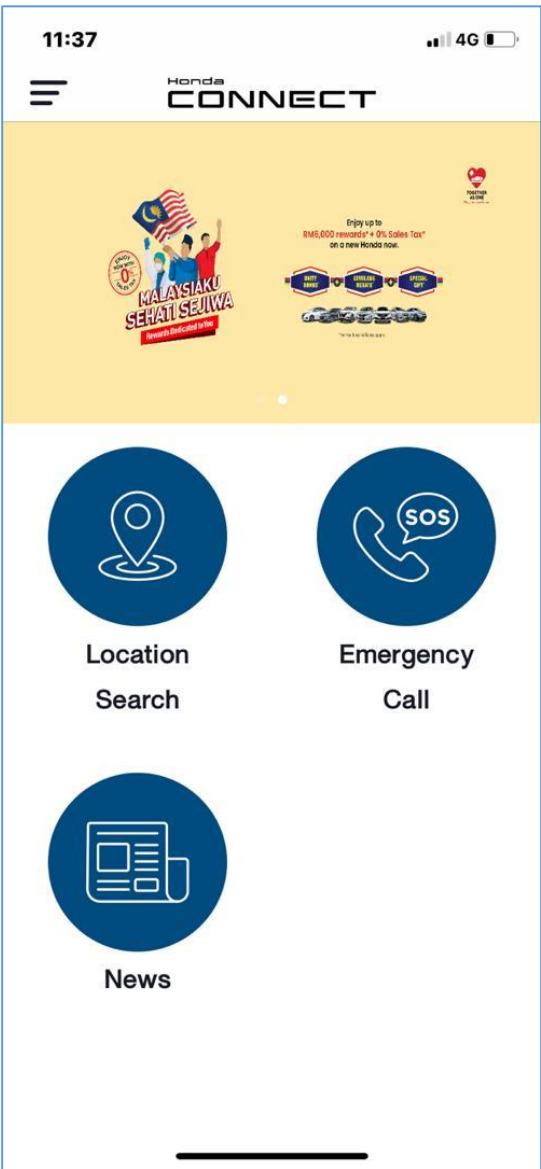
If function is not available for Non TCU User, message will be notified
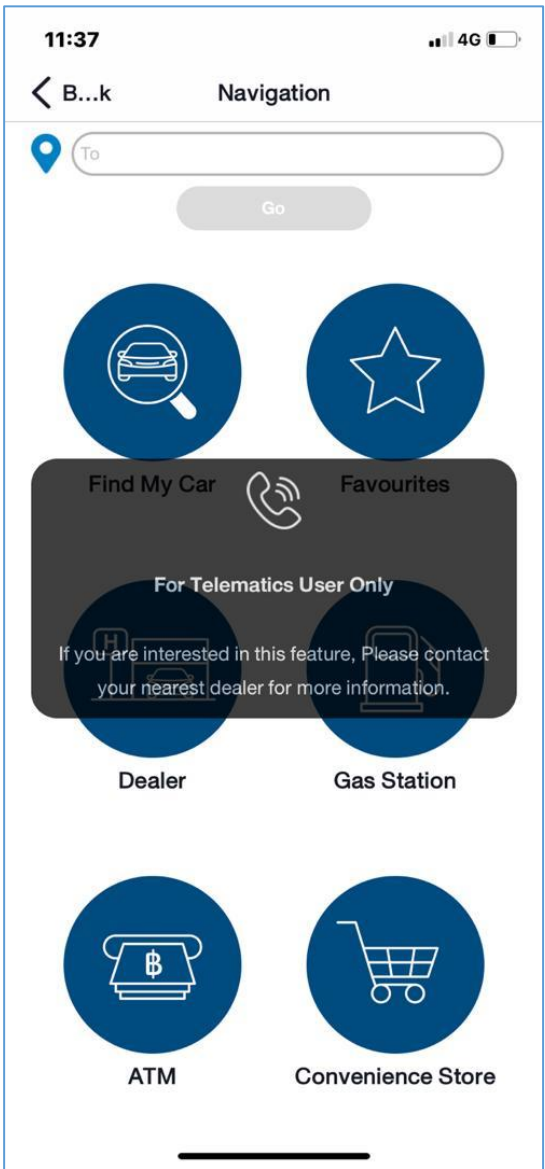
5-1 Non TCU User
5-1-1 Emergency Call

■ Emergency Call will be available for Non TCU User with 4 functions.

❶ **24 hrs Roadside Assistance:** Assist for emergency case 24 hours / Honda call center
❷ **Insurance:** This function is only available for TCU user
❸ **Dealer:** Call to Honda Dealer selected by user on Side Menu
❹ **Emergency 999:** Contact for emergency rescue (accident etc.)

5-1 Non TCU User
5-1-2 Location Search

■ Location Search will be available for Non TCU User with 5 functions.

❶ **Favorites:** Set favorite places
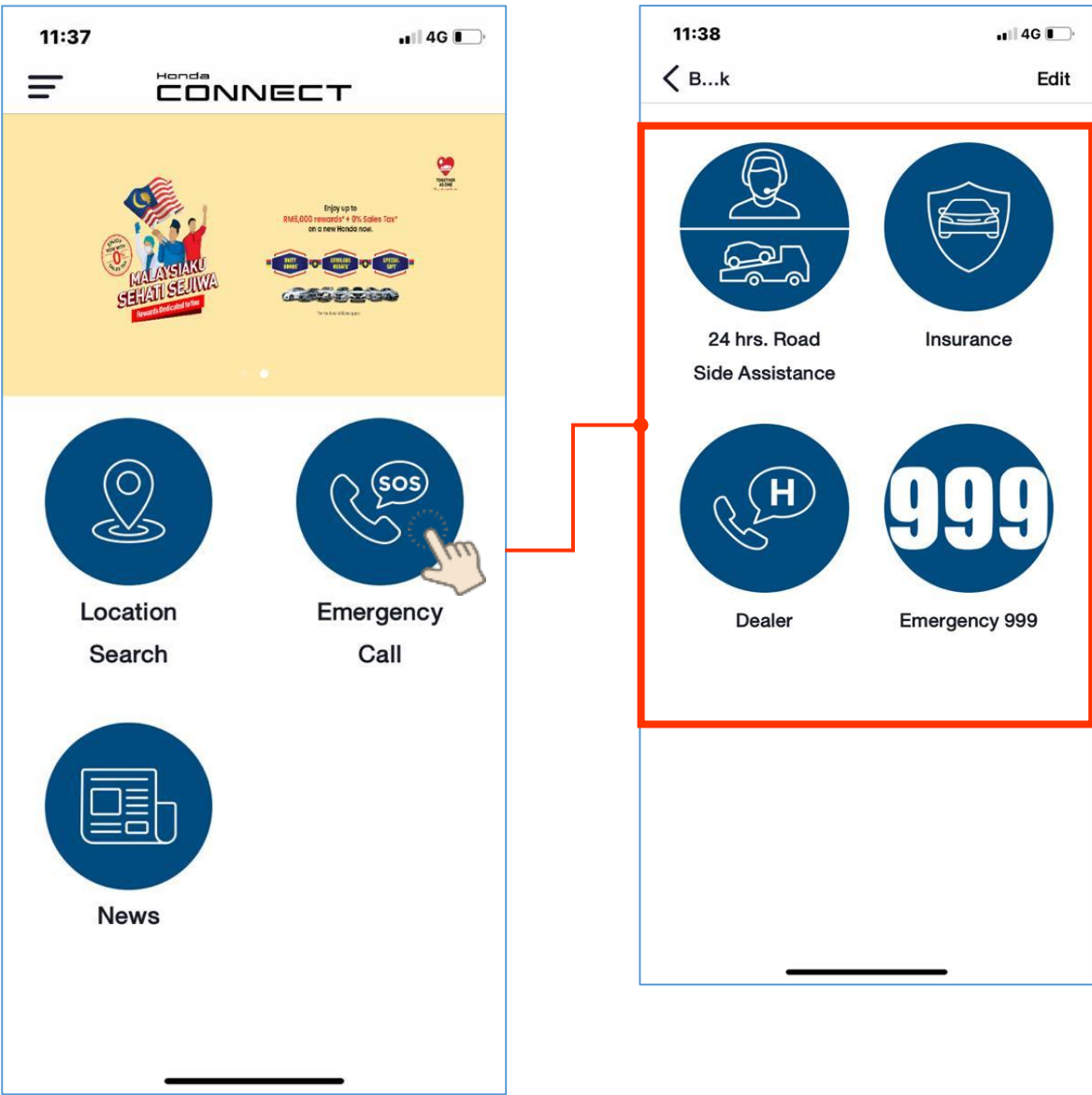❷ **Dealer:** Find nearest Honda Dealer on "Dealer Search"
❸ **Gas Station:** Find Gas station available and nearby mobile phone's location
❹ **ATM:** Find ATM available and nearby mobile phone's location
❺ **Convenience Store:** Find Convenience Store available and nearby mobile phone's location
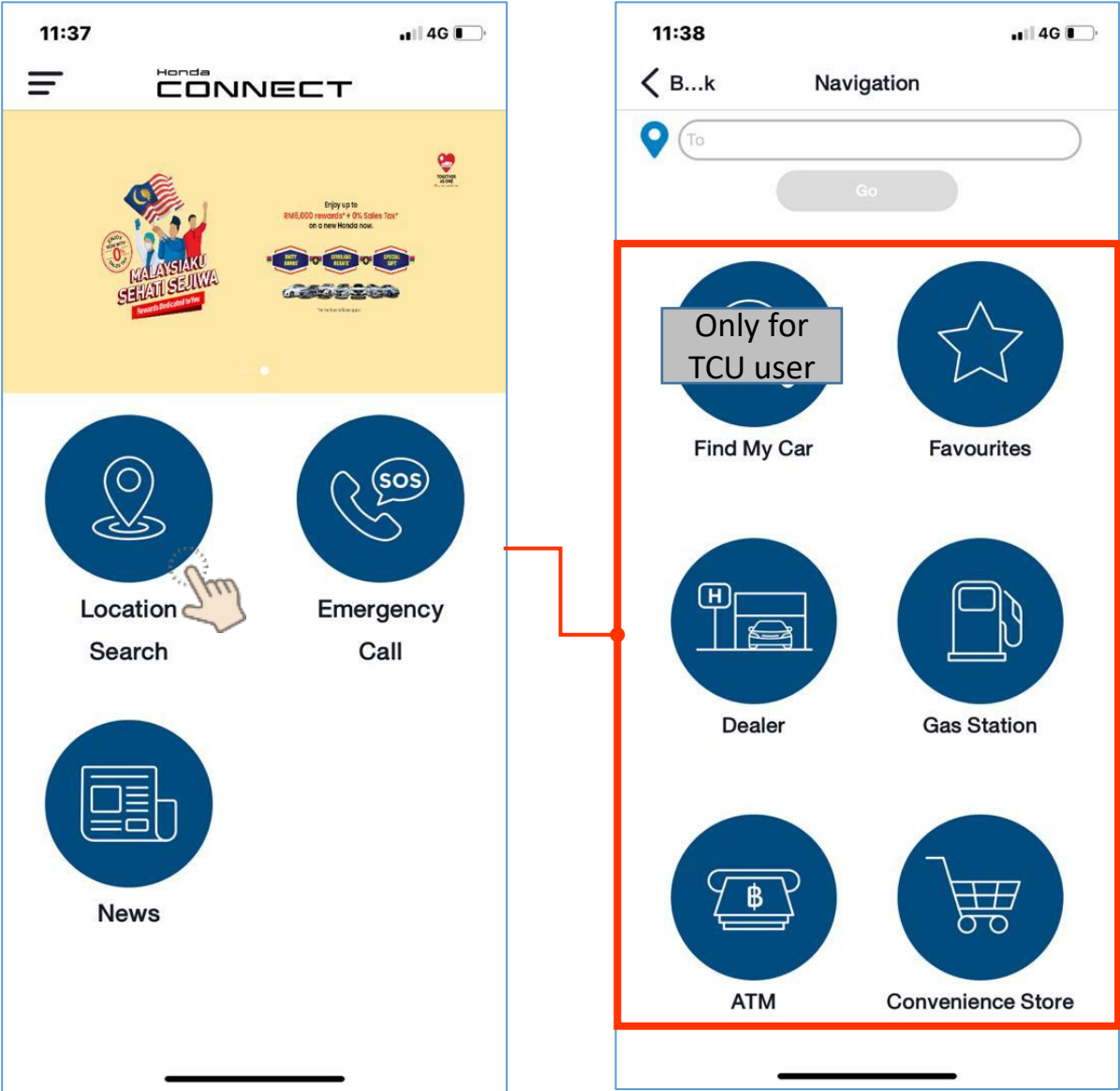
5-1 Non TCU User
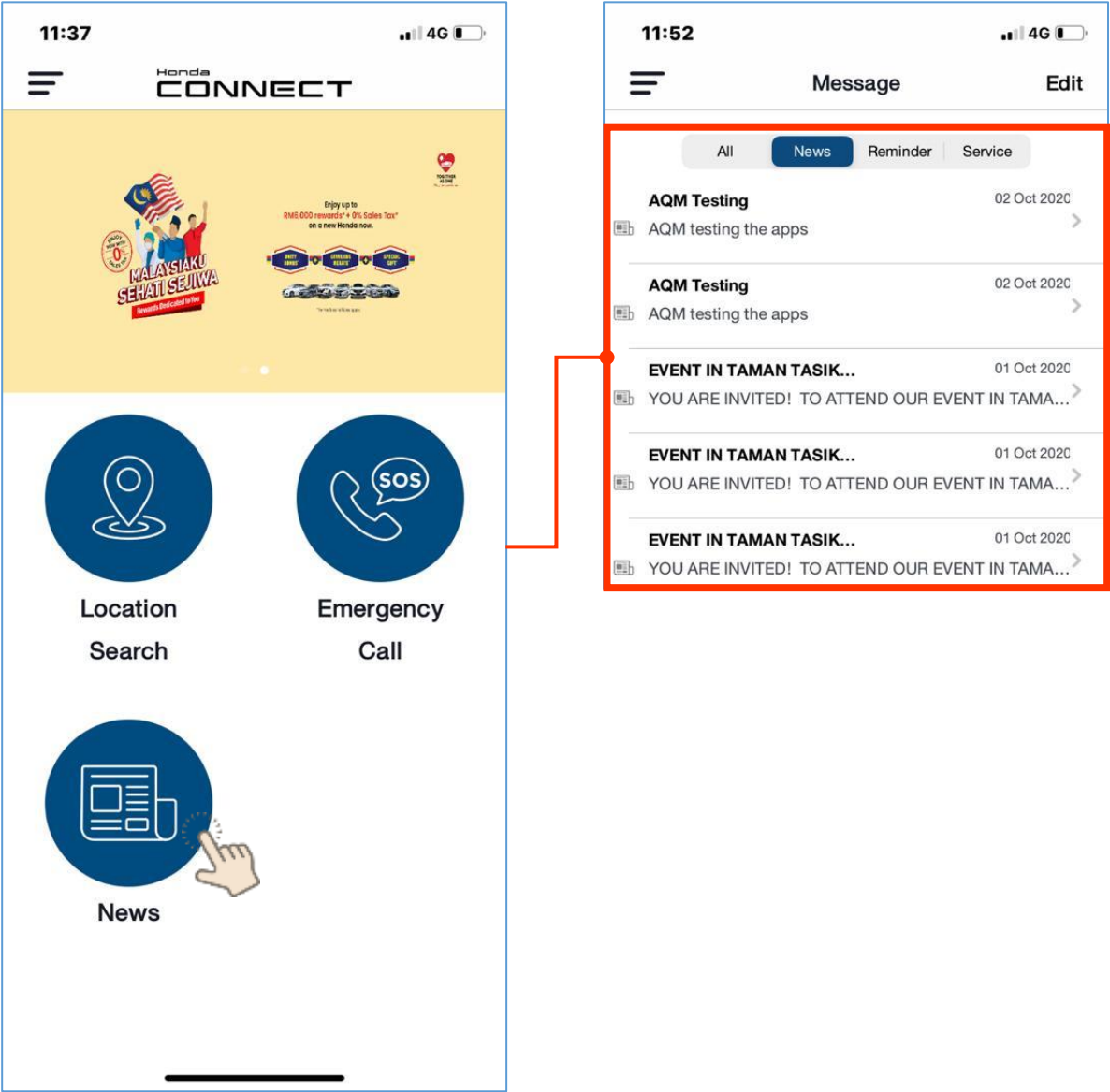## 5-1-3 News

■ News will be available for Non TCU User

❶ News: Message like coupon, or other news from Honda …etc.

To delete message, swipe left on message and tap "Delete" or tap "Edit" to select message to delete.

*For TCU user, "Reminder" and "Service" will be available since function is required data from connected car.

<Chapter5> Non TCU User

5-2 Settings

5-2 Settings
5-2-1 Side Menu

■ Non TCU User can use Side Menu function same as TCU user except "Car Profile" since function is required data from connected car.

*When Non TCU user access to "Car Profile",
 message "For Telematics User Only" will display

Side Menu

Wall Paper Setting
Refer to page 29

Theme
• Day & Night Mode. Refer to page 30

User information
• My profile
• Emergency Contact

Contact us
• Inquiry
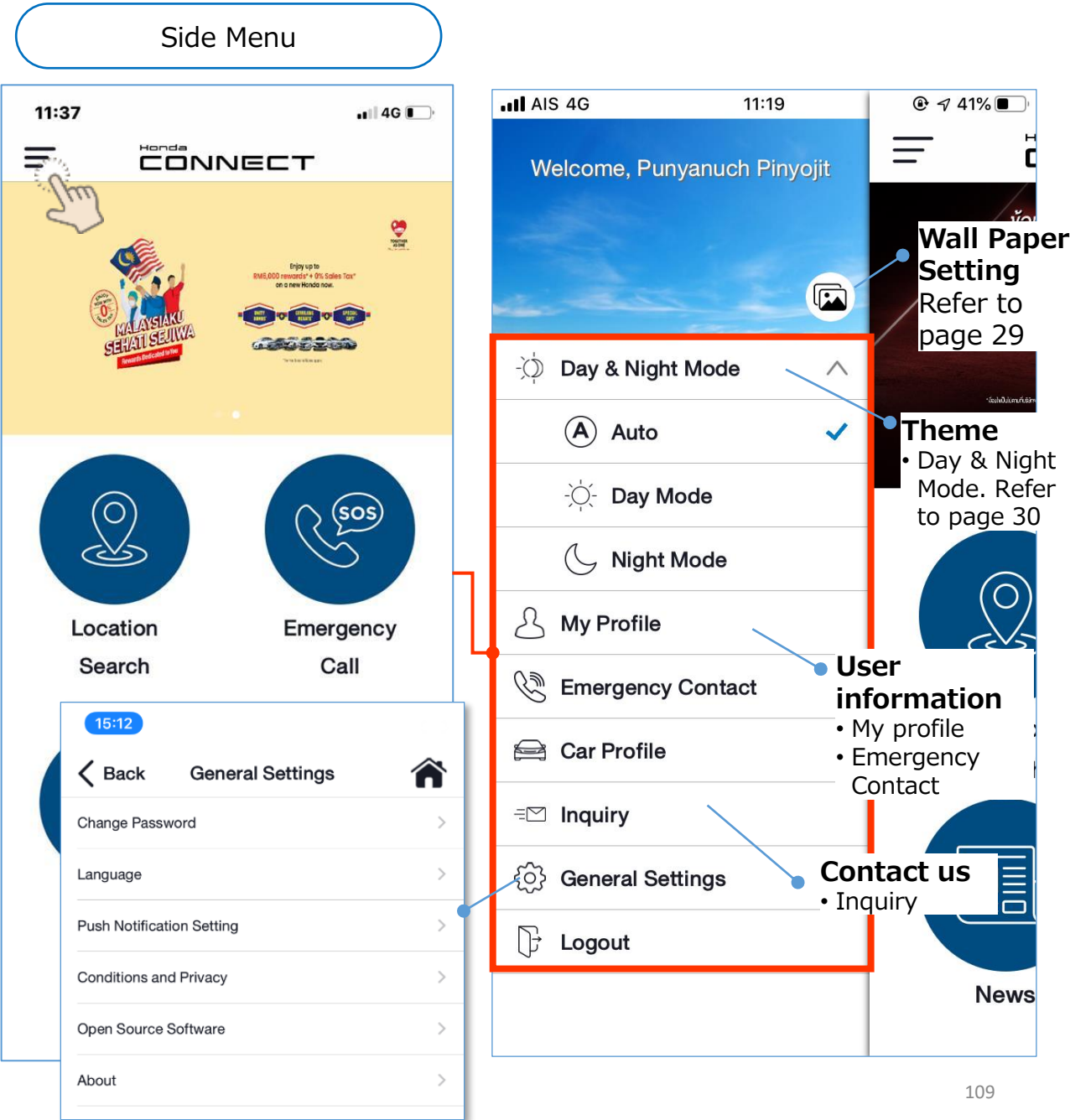
<Chapter6> Special Models

6-1 Manual Transmission Models

6-1 Manual Transmission Models
6-1-1 Top page

- On TOP Page1, user can check vehicle overview and access remote vehicle control (only remote door and light), vehicle dashboard, find my car, my service and quick function bar.
- Also user can go to side menu and quick settings to set functions.

TOP Page1

Side Menu
To change general settings

Vehicle Overview
• Vehicle type
• Inside Temp
• Warning system status (On/Off)
• Date
• Fuel Level
• Total Range

Application Function – Car Status
• To access Vehicle dashboard to check car status

Application Function – My service
• To remind user next periodic maintenance

Quick Setting
To enable/disable
  - Warning system
  - Geofencing
  - Speed alert
  - Wi-Fi hotspot

11:46 ⊡ ⬆ C   🔕 🛜 �,ɪll 40% 🔋

Honda
CONNECT   ⚙️

Honda Car
Inside Temp.
25°C

Warning System   🚗   Tue, 22 Mar 2022

⛽ 1%   →⛽ 9 km
Fuel Level   Total Range

• • • ●

🔒   ⋽OO⋸

Ignition Status **Off**

Latest Update 22/03/2022 11:46

🚗 **Car Status**
Abnormal   >

🔍 **Find My Car**   >

🔧 **My Service**   **Swipe up: Go to TOP Page2**   >

📞ˢᵒˢ   /¦\   🚗¹⁴   🚩   ✉️

||| ◯   ‹

Application Function - Remote control
• Remote Lock/Unlock
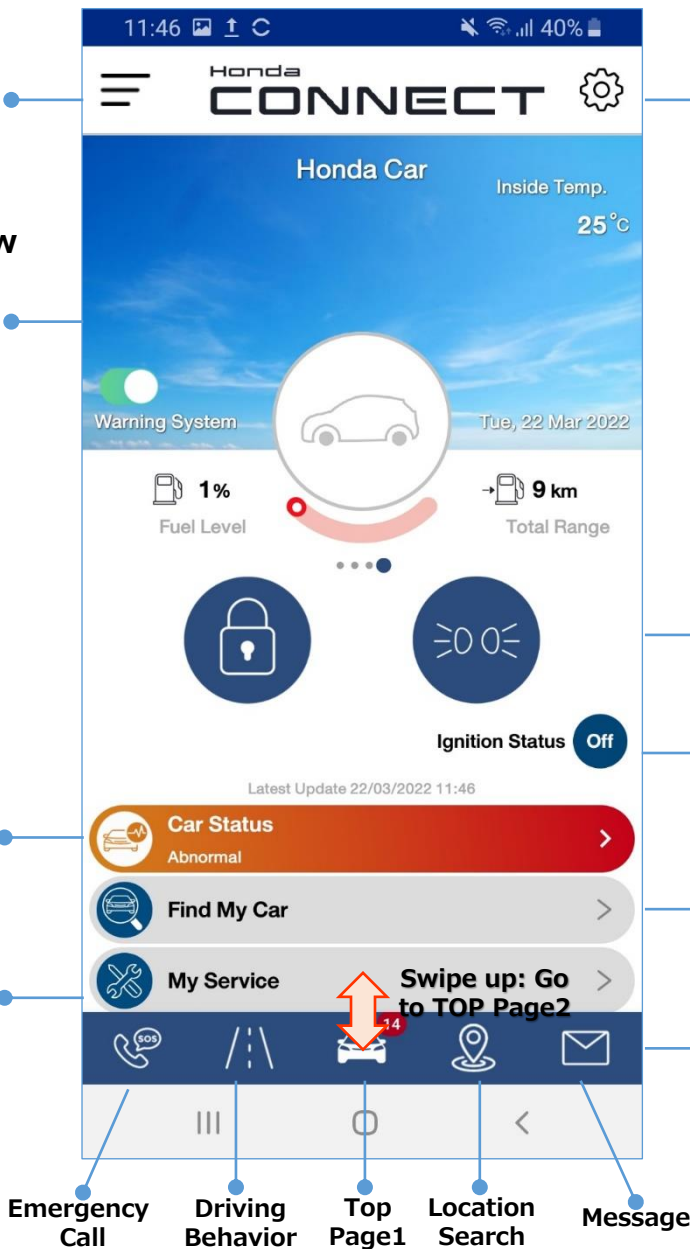• Remote Light ON

Ignition Status
• Ignition Status (On/Off)

Application Function – Find My Car
• To access find my car page

**Quick Function Bar**
To quickly access to key functions

Emergency Call   **Driving Behavior**   **Top Page1**   **Location Search**   **Message**

6-1 Manual Transmission Models
6-1-2 Ignition Status

- Remote engine start is not applicable in manual transmission model. Instead, application showing ignition status (On/Off)
- Once ignition switch On, button shown in blue color
- Once ignition switch Off, button shown in Green color
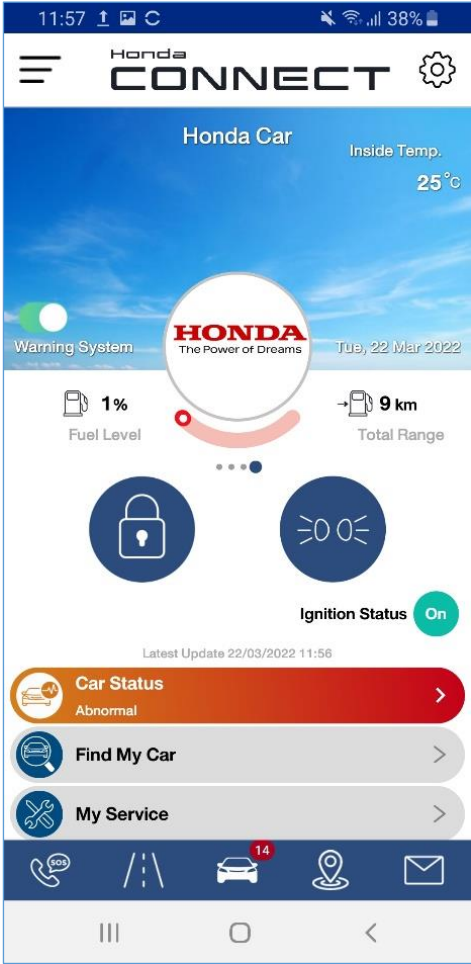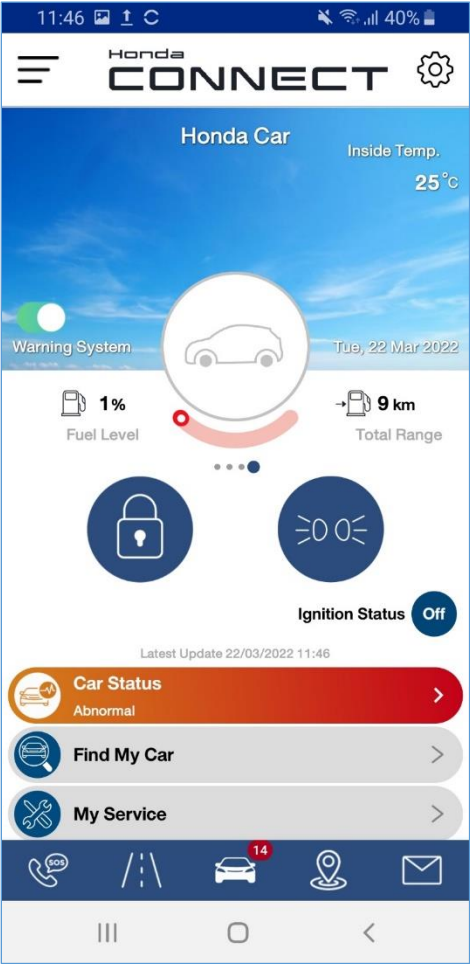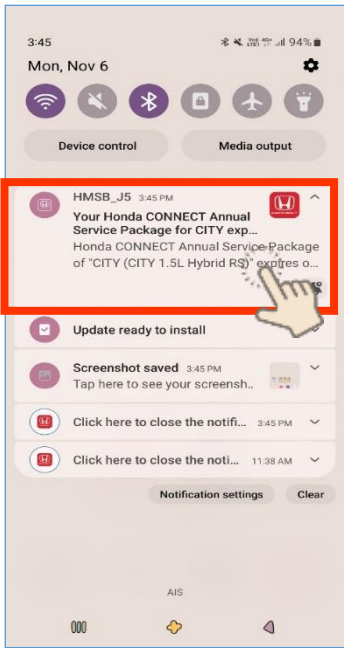
<Chapter7> Honda Connect Renewal

7-1 Expiry Reminder

7-1 Expiry Reminder

Renew Reminder Notification: User will get reminder message for renewal Honda connected annual service package via Push Notifications from their Honda Connect applications and to their registered e-mail address.
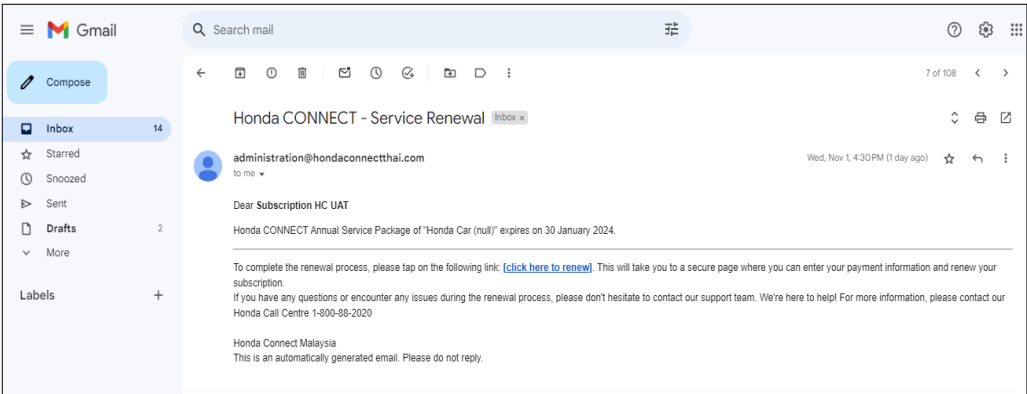
Messages via Honda Connect App

Renewal notification will send to remind user before and after sim expired date.
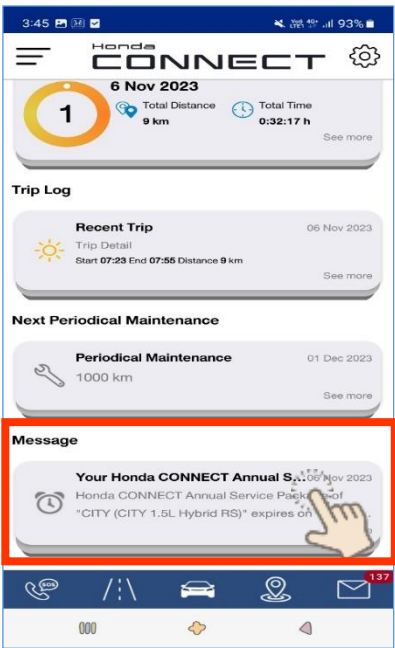
Renewal notification also shown on Top page 3

Messages via E-mail

⚠ Payment notification will send to user 90 days, 60 days, 30 days, 15 days, 3 days and 1 day before sim expired date. Notification will also send to user 15 days, 30 days and 60 days after sim expired date.
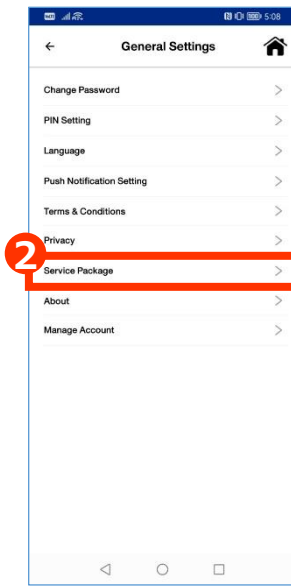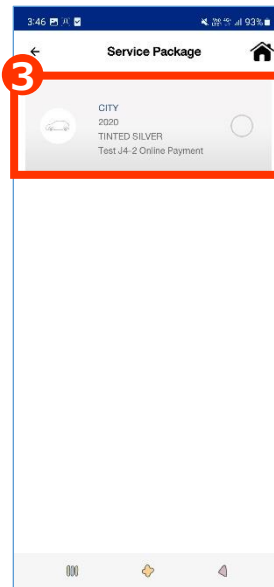
7-2 Package Selection & Payment

Select package & Payment Portal: Payment instruction for renew service will be send to user registered e-mail. It is important to confirm verification code before click the link provided in e-mail.
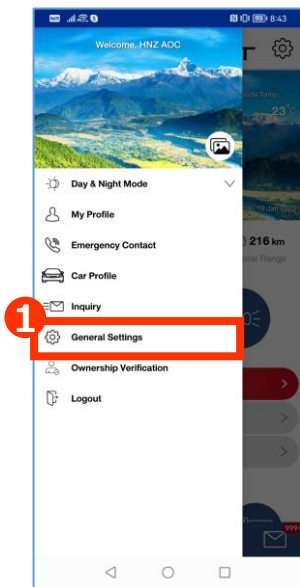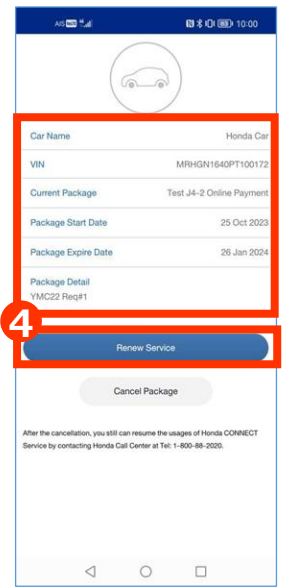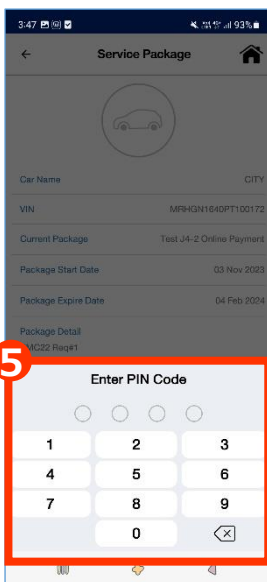

❶ Tap "General Setting" on side menu
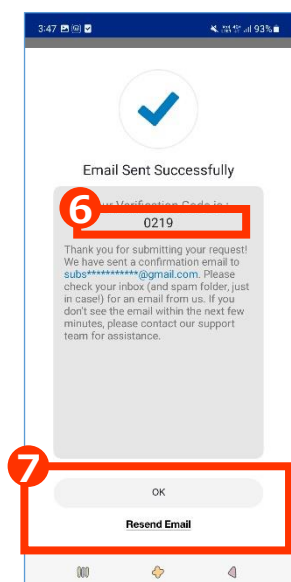

❷ Click "Service Package"

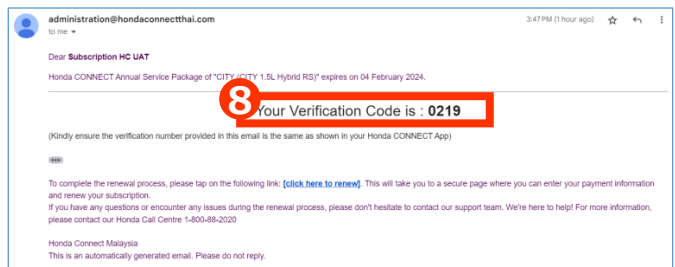❸ Select car profile which you would like to renew service.

❹ Showing your current package details. Tap "Renew Service" to start renew process

❺ Enter PIN code to confirm your intention.

❻ Payment link is send to your registered mail with verification code.
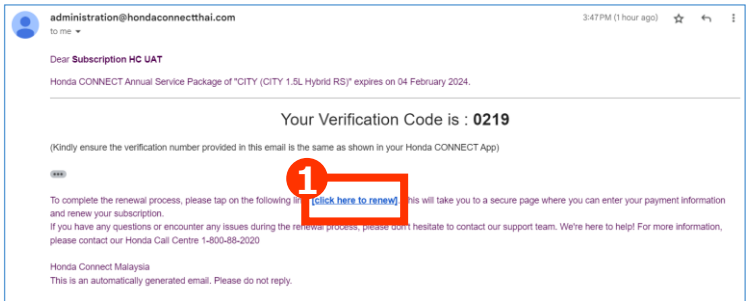❼ Tap "OK" to close this screen or tap "Resend Email" to send email once again.

❽ Check your email. Before tap link in email, **please confirm verification code** must match with code provided in Honda Connect application.
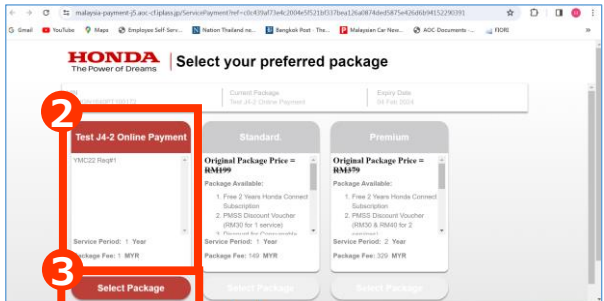
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7-2 Package Selection & Payment

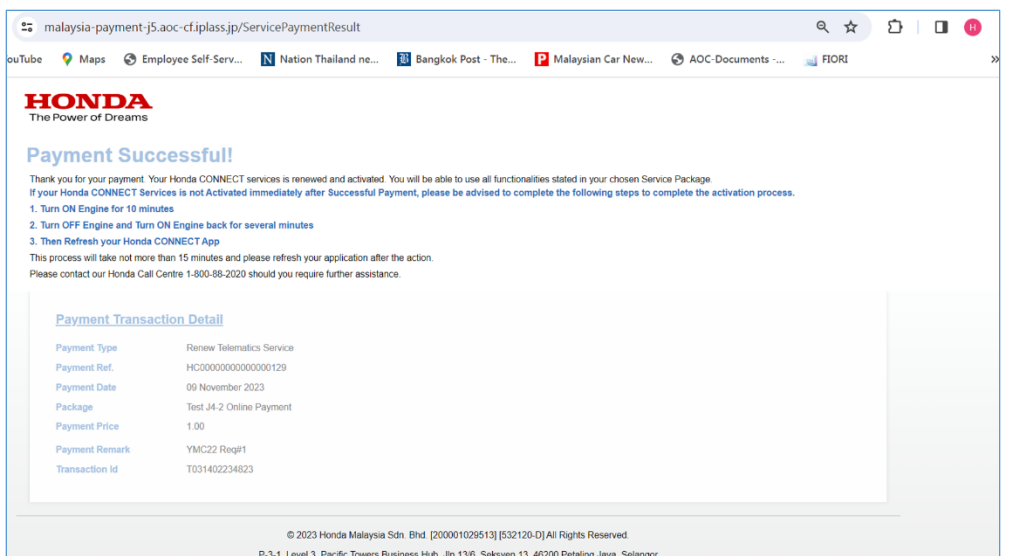**Payment Portal:** User be able to renew service and make payment through iPay88 by following below steps

❾ Tap link in e-mail to start payment process. Before tap link from email, it is important to confirm verification code must match which code provided on Application.

❿ Showing the details of each available package. Select your preferred package.
⓫ Tap "Select Package" to confirm to proceed payment.

⓬ Process the payment with ipay88. Select your payment option and complete payment step of your selected option.

⓭ Once payment is success, you will get payment successful confirmation screen.

7-3 Payment Result

Result of payment

Payment Successful. You can confirm your renew package and expired date on side menu "Service Package".

Payment Fail. Please start renew process again from Application side menu "General Setting" then "Select Package"

Pending. Something wrong with iPay888, if you do not receive thank you message within 24 hours, please try to make payment again by start renew process from side menu.

Message

❶ User will receive thank you notification once payment already confirmed.

❷ User can see message detail by tap from notification or go to message screen.

❸ If you renew service after expiry, your Honda CONNECT reactivation procedure also explain in that message.

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## 7-4 Honda CONNECT Activation *(User that renew after expiry)*

Reactivate Honda CONNECT: If you renew service after expiry and a black message box still shown up on top page, please follow below step to reactivate your Honda CONNECT.
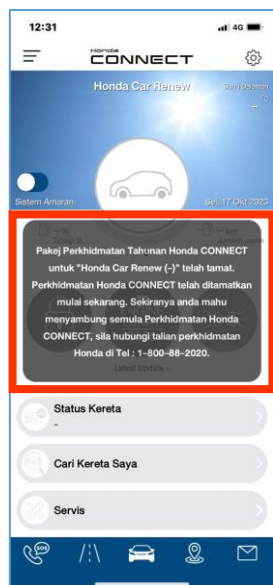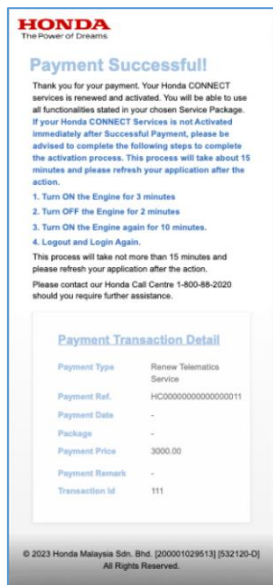
❶ Display Payment Successful after success payment.

❷ Black box still shown up on Top page

❸ Press Ignition ON for 2 minute, then turn ignition OFF for 1 minute. Turn ON the ignition once again and refresh your Honda CONNECT App. This activation process will be completed within 10 minutes
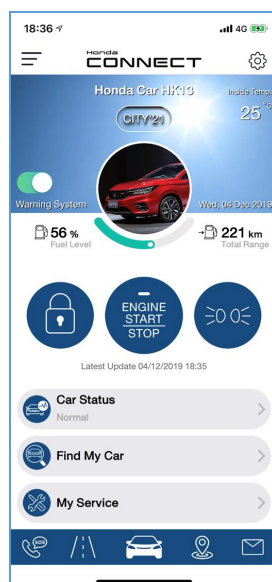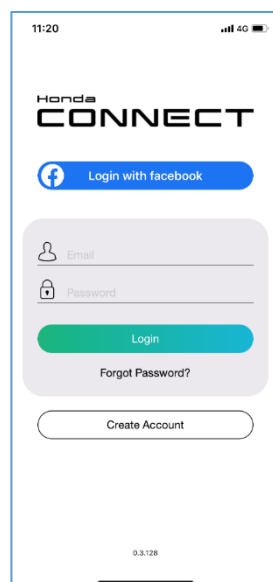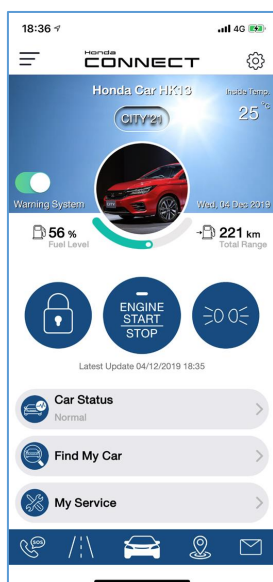
❹ Refresh the Application and then the black box will be disappeared and can use as usual
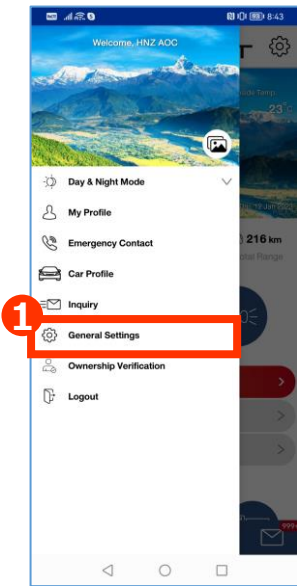

❺ If black box does not disappear, try to log out and re log in the Application

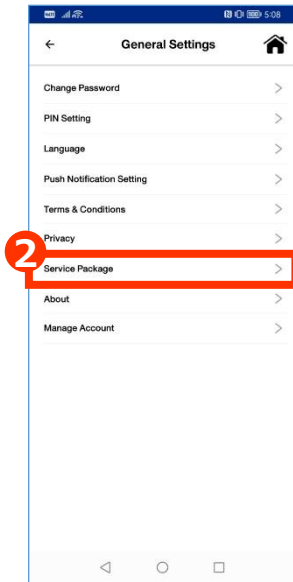❻ Black box is disappeared. User can use Honda CONNECT functions
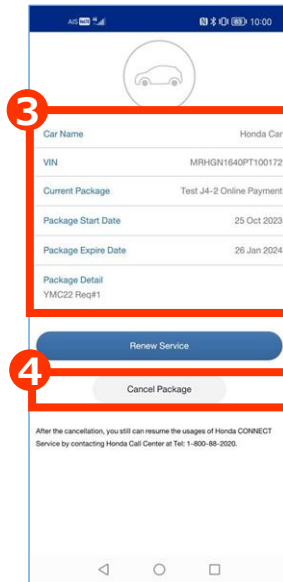
7-5 Honda CONNECT Cancellation

Cancel Service: To cancel service, SIM will be deactivated. Even application is on TCU screen, but user will not be able to use TCU function.
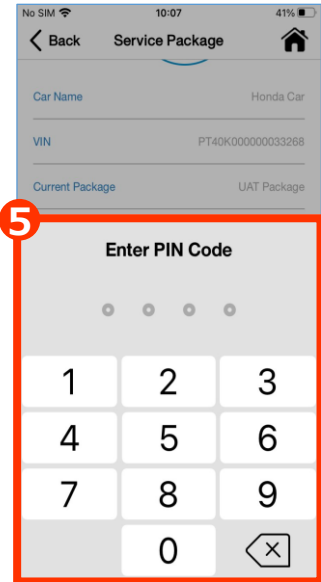
❶ Tap "General Setting" on side menu
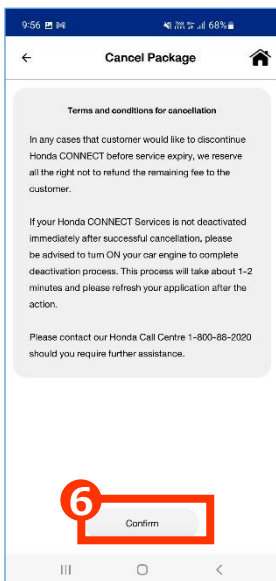
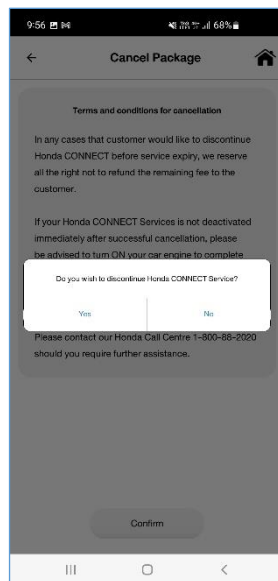❷ Click "Service Package"

❸ Showing your current package details.
❹ Tap "Cancel Package" to quit service. "Cancel Package" will not display if sim already expired.
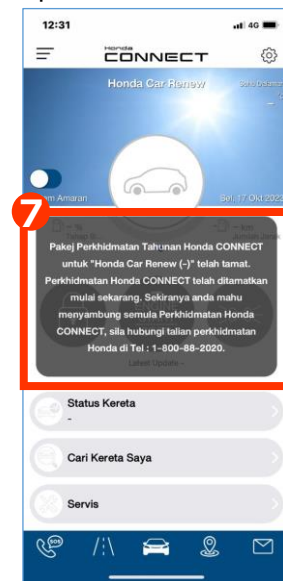
❺ Enter PIN code to confirm your intention.

❻ Term and condition to cancel service package. Once you agree with T&C, please tap "Confirm"

❼ There is pop up to confirm cancel package.

❽ Black box is shown on Top page, you will not be able to use TCU function.

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