

smart #5

Hello smart International App and Vehicle Software

App Account registration and activation

1. How do I activate the Hello smart International App (“the App”)?

Step 1:

Register for an App account:

App store

<https://apps.apple.com/hk/app/hello-smart-international/id6480511536>

Google Play

<https://play.google.com/store/apps/details?id=com.smart.global.application&pli=1>

Step 2:

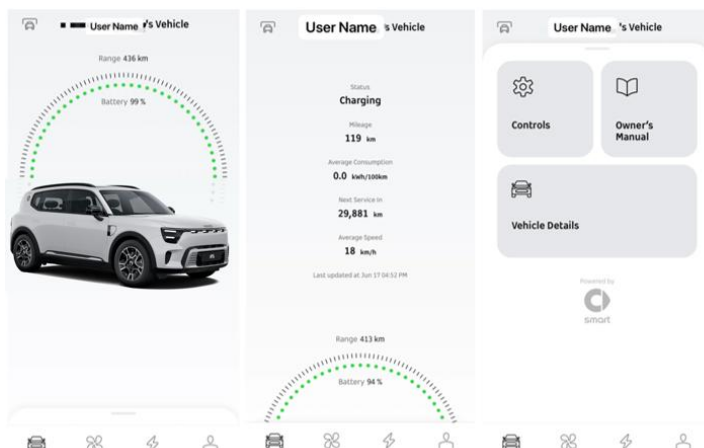
Fu Chong Motors (Hong Kong) Company Limited “Fu Chong” will pair your vehicle with your App account through the App system provided by smart Automobile Sales (Nanning) Co., Ltd. at the time of vehicle delivery.

2. How will I know if my account is successfully activated?

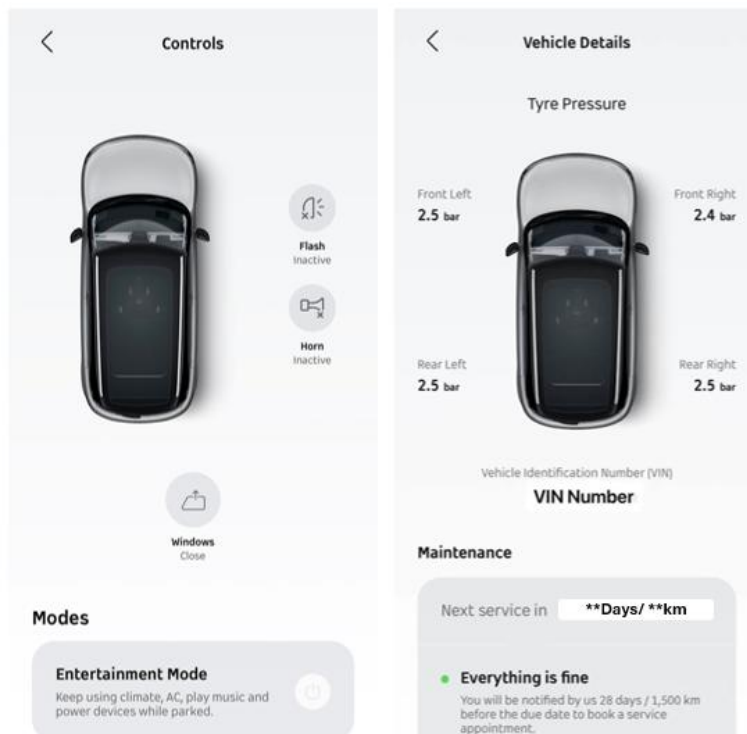
Once your account is activated, you will be able to see the options on the next page through the App:

Tab	Data	Controls
Vehicle	Remaining range & battery Maintenance service information Tyre pressure	Locking & unlocking doors and boot
Controls	Door & window status	Locking & unlocking doors and boot Opening & closing windows to vent Turning on horn & lights
Battery	Remaining range & battery Charging status	Setting a charging limit
Account	User agreement Privacy statement	Changing login email & password Unpairing a vehicle

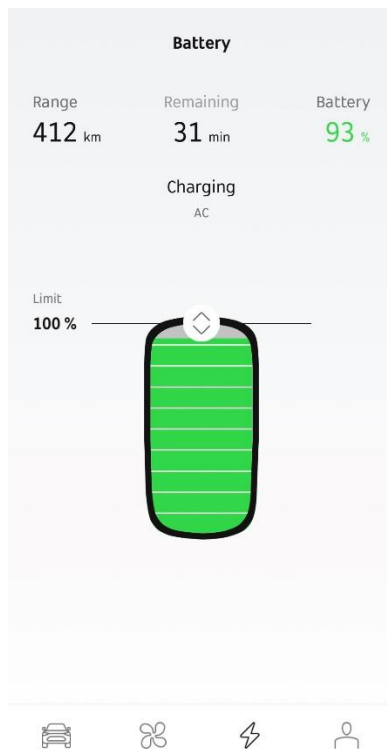
Vehicle:



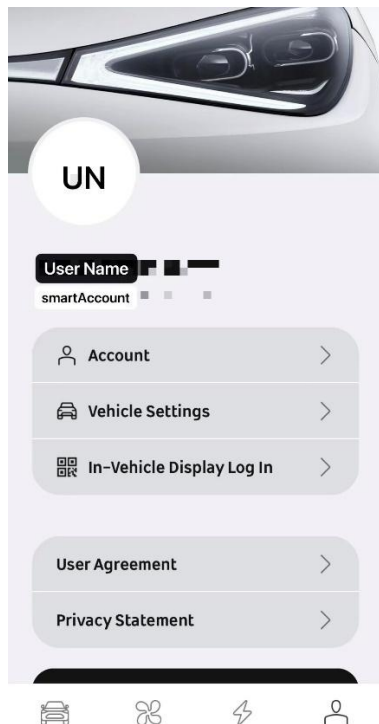
Controls:



Battery:

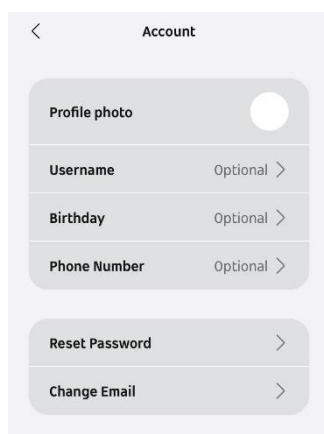


Account:



3. How can I change my email address after registration?

Once your account is activated, you can change your login email address and password in the App under “Account”.



4. Can my car be paired with more than one account?

At the moment, each car can only be paired with one account.

5. How many devices can control the car at the same time?

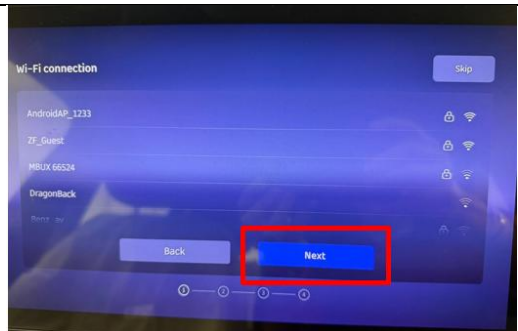
For safety reasons, only one device can control the vehicle at the same time. Other devices will automatically log out.

6. Do I have to carry the key with me to drive the vehicle?

The physical key or NFC card (if available) is required to drive the car at all times.

App Functions, Data and Software

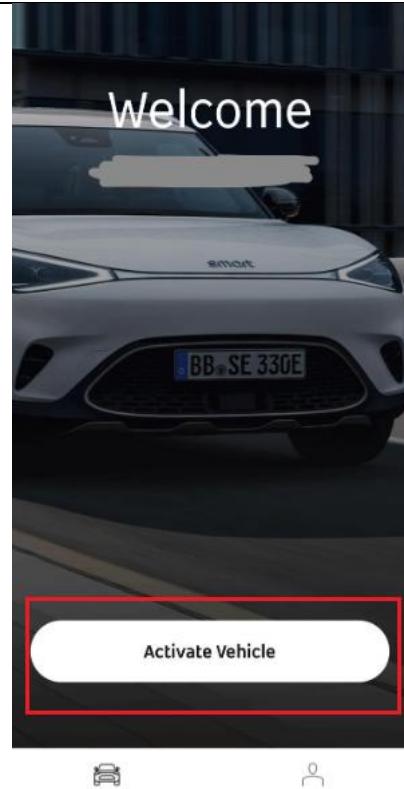
7. How can I pair the car and App?

Step 1: Tap the "Start" button.	
Step 2: Connect to your Personal Hotspot network, then tap "Next."	

Step 3:

A QR code will appear on the car's central display.

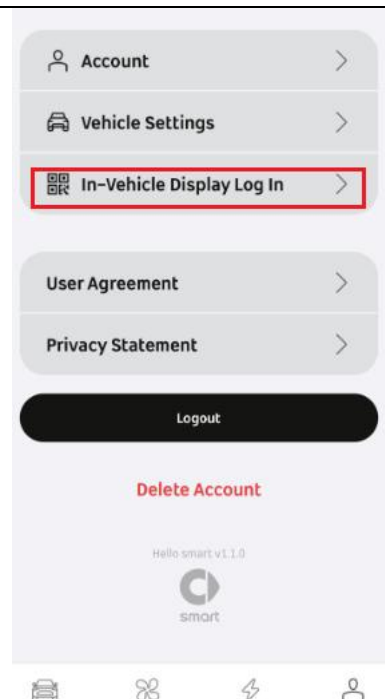
Tap "Activate Vehicle" on the App to scan the QR code.



Step 4:

The car's central display will display the second QR code.

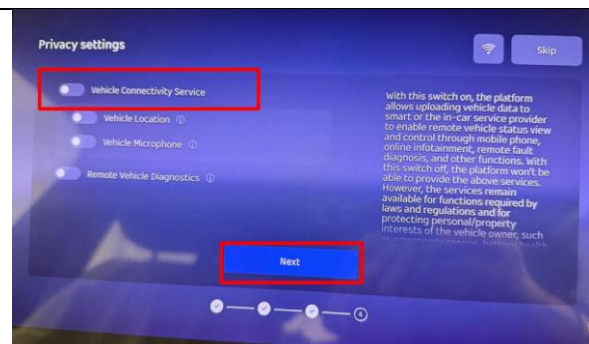
Go to the App and then Profile, select "In-Vehicle Display Log In" to scan the QR code.



Step 5:

You will see this page.

Turn on the first option --- "Vehicle Connectivity Service". Click "Next" to continue, a short tutorial will be shown.



Step 6:

After watching the tutorial, go to:

Settings -> Privacy

The page on the right will appear, check to ensure BOTH "Vehicle Connectivity Service" and "Remote Control via App" are turned on.

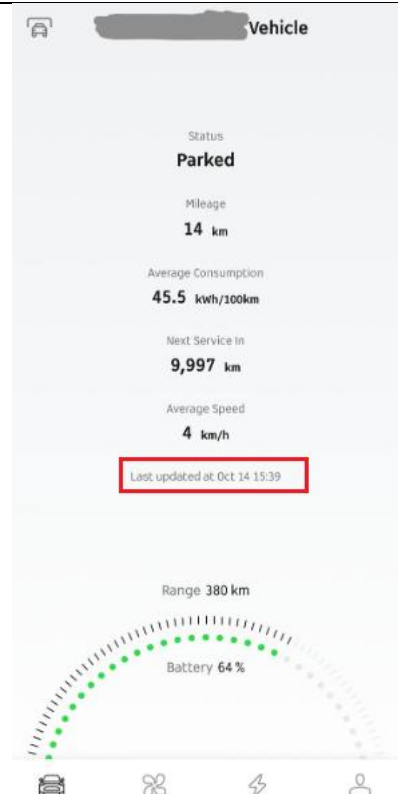


Step 7:

The App will start displaying the vehicle data.

Check "Last update" time and it should be showing a close to real-time update.

App pairing and activation has completed.

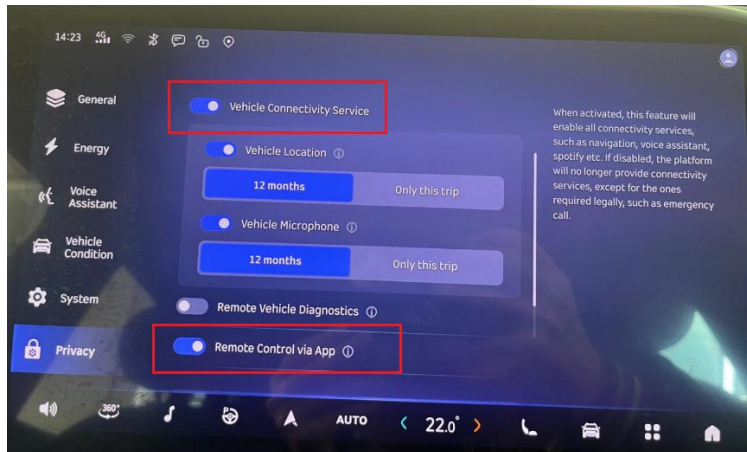


If you are not able to complete the above steps, please consider resetting the system through "Settings -> System-> Reset". This will result in removing your previous settings on seats, side mirrors, Head Up Display, profiles etc.

8. My smart App is not updated, what shall I do?

Please check to ensure the following functions are turned on:

- (i) Go to: Settings -> Privacy
- (ii) Check to ensure BOTH "Vehicle Connectivity Service" and "Remote Control via App" are turned on.



9. I turned on the AC remotely through the App, but it was switched off by the time I entered the car.

If you turn on the AC remotely, it will automatically turn off after 20 minutes.

10. Why can't I completely open my windows through the App?

The App is designed to assist you in opening a small vent only.

11. How much data is available per month?

The smart #5 come with 3GB of complimentary data per month for 3 years, starting from the day the SIM card is activated.

12. What happens if I have consumed my monthly data?

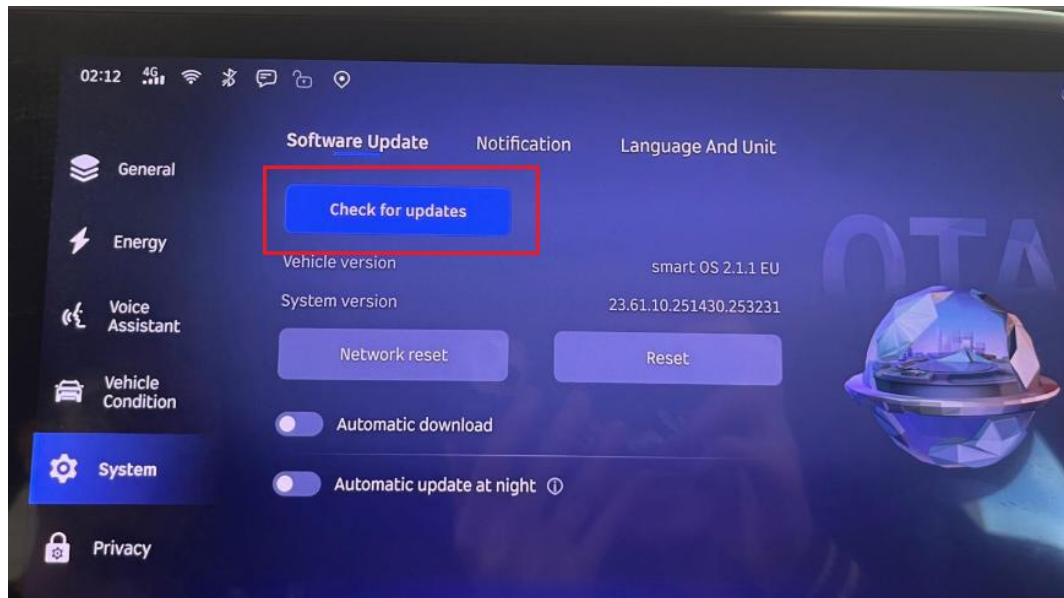
Data will be suspended when it is used up (this will not affect App usage) and renews at the beginning of every month.

13. Is Android Auto available?

Android Auto is not available in Hong Kong and Macau.

14. How to check the software version of my car?

To check the software version, go to Settings->System->"Check for updates".



15. Can I perform software updates via Wi-Fi?

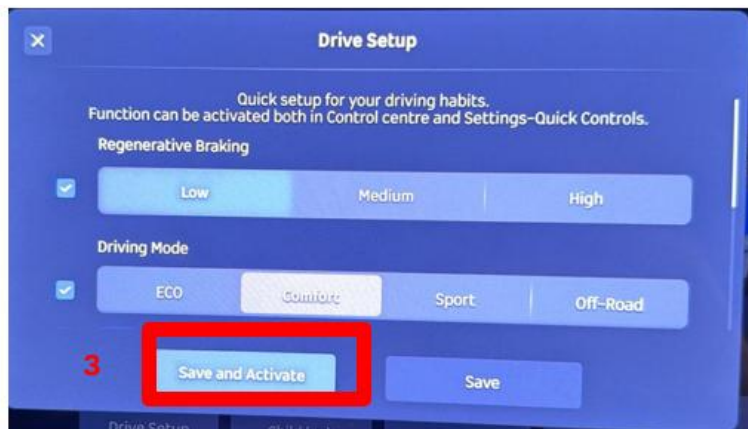
To perform vehicle software updates, please visit our service centre.

Profile setting and Drive Set up

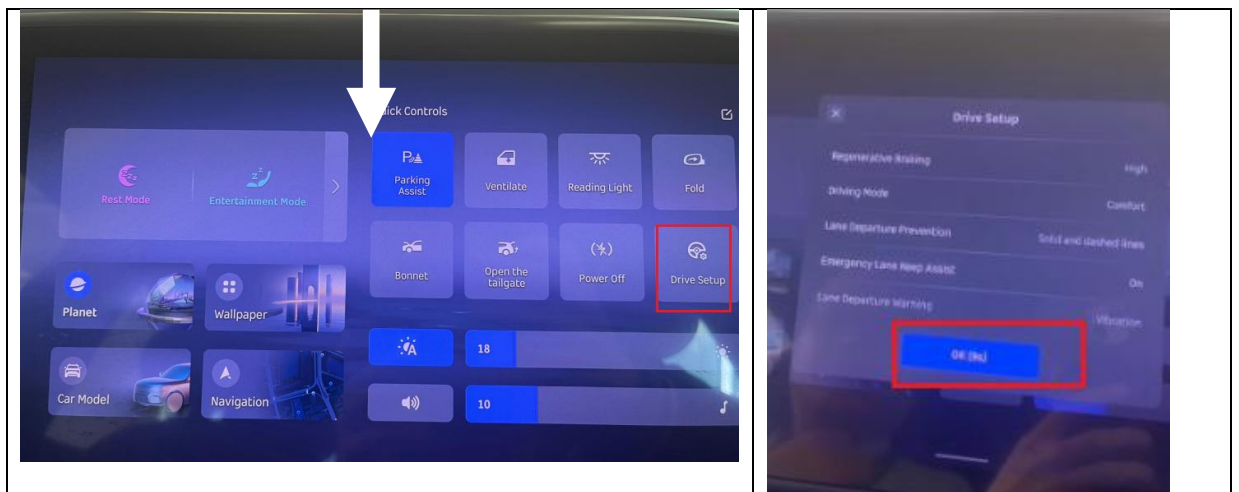
16. Will I be able to save my Safety Features / Driving Assistance Preferences?

To save the preferences, please follow the steps below.





After setting up the above preferences, at each start of the car, pull the drop-down menu from the centre display (see below white arrow) and you will see the “Drive Setup” button, click the button and press “Ok” to activate your saved settings.



Contact us

17. Who shall I contact for assistance?

Please call your smart Specialist or our Customer Relations Team at 2895 7288 or email us at cs@smart-hongkong.com (operating hours are Monday to Friday, 8:30am to 6pm). Alternatively, you can scan the below QR code to WhatsApp us.

