Hello smart International App, Vehicle Software and in-car Navigation

Hello smart 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.

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:
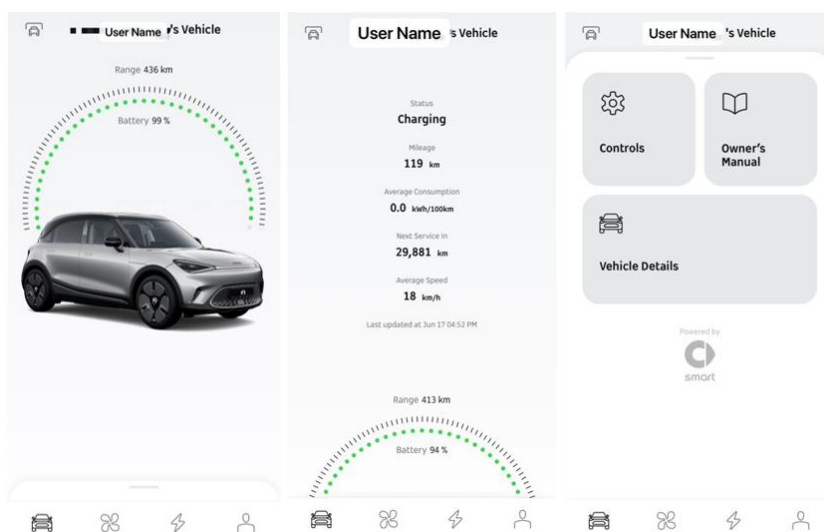
Controls:
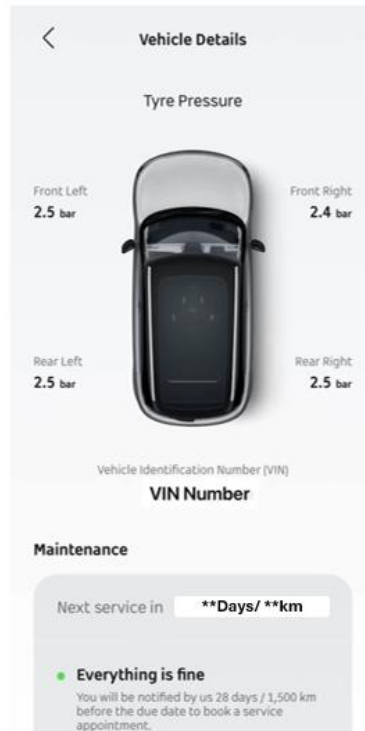
Battery:
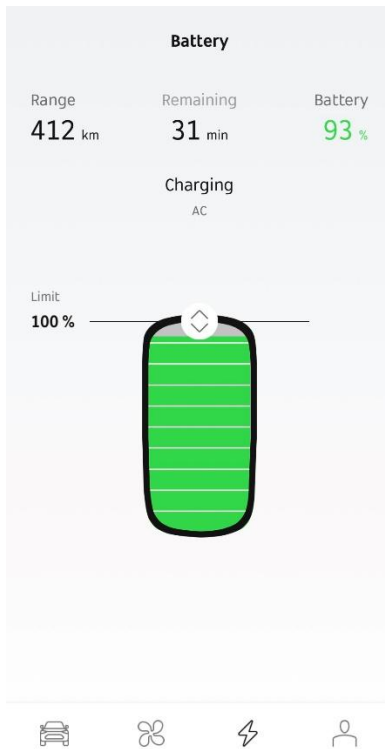
Account:
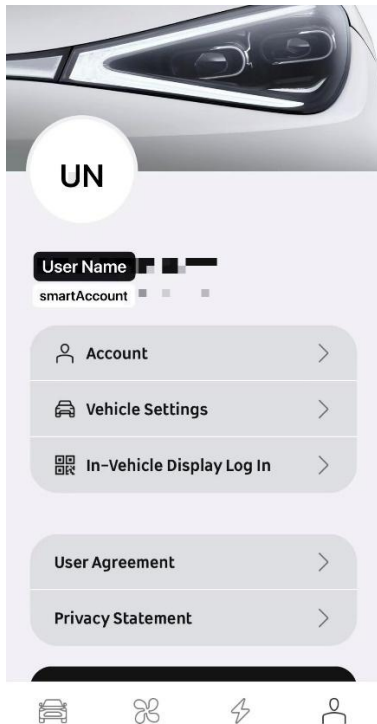
3. How can I change my email address after registration?

Once your account is activated, you can change your login email address and password in the App under "Account".
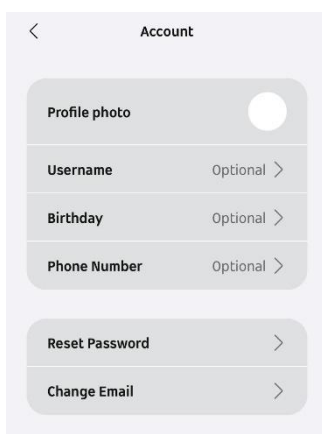
4. Can my car be paired with more than one account?

   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 is required to drive the car at all times.

App Functions, Data and Software

7. Sometimes I cannot see my vehicle's latest data or control it using the App.

   This will happen if the software version of your smart vehicle is OS 1.3.0

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

   Before leaving your vehicle, please check your vehicle's setting to ensure "Online Service" remains activated, especially before commencing vehicle charging. This issue will be addressed in upcoming vehicle software updates.

   (see Vehicle User Guide page 36, item 2 at https://hk.smart.com/Smart_Instructional_Menu/).
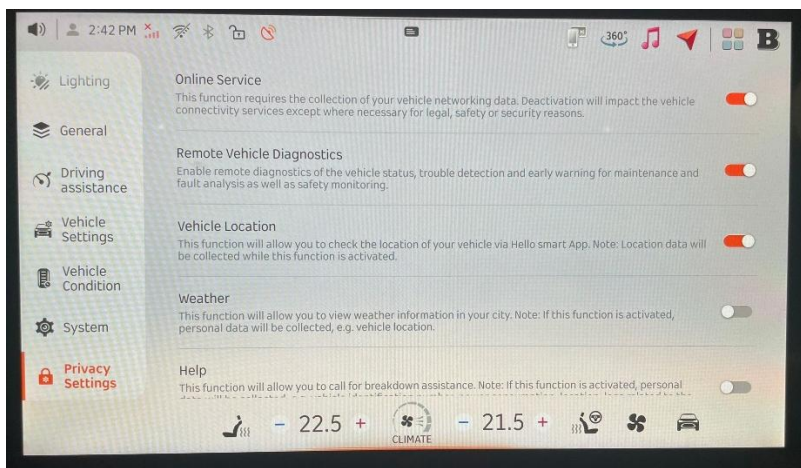
8. How much data is available in my SIM card?

    The in-car SIM card comes with 1GB of complimentary data per month for 3 years, starting from the day the SIM card is activated.

9. 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. In order to continue using in-car navigation, customers are advised to use Wi-Fi to connect their vehicle.

10. 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.

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

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

12. Is Android Auto available?

    Android Auto is not available in Hong Kong and Macau.

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

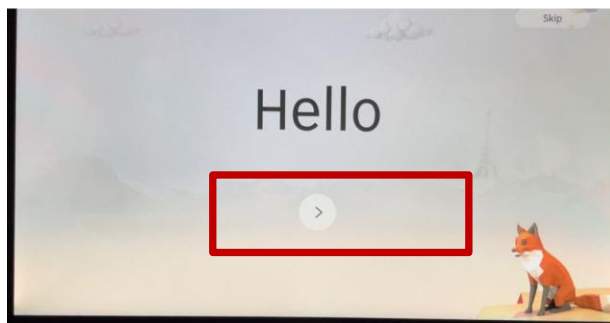   To perform vehicle software updates, please visit our service centre.

Profile setting and Drive Set up

14. When will the car be able to remember individual profiles, so that I do not have to click "Skip" every time?

    This function is available if the software version is OS 1.4.0 or above.

15. How to set up individual profiles?

   - Click ">" on the Centre Display (do not click "Skip")

    - Follow the steps to:

        (i)   Connect to Wi-Fi

        (ii)   When you are at Step 3 "Account Log-in", a QR code will appear, scan the QR code using the App, "Log in success" will appear when completed

               [If the system is not moving on to the next step]
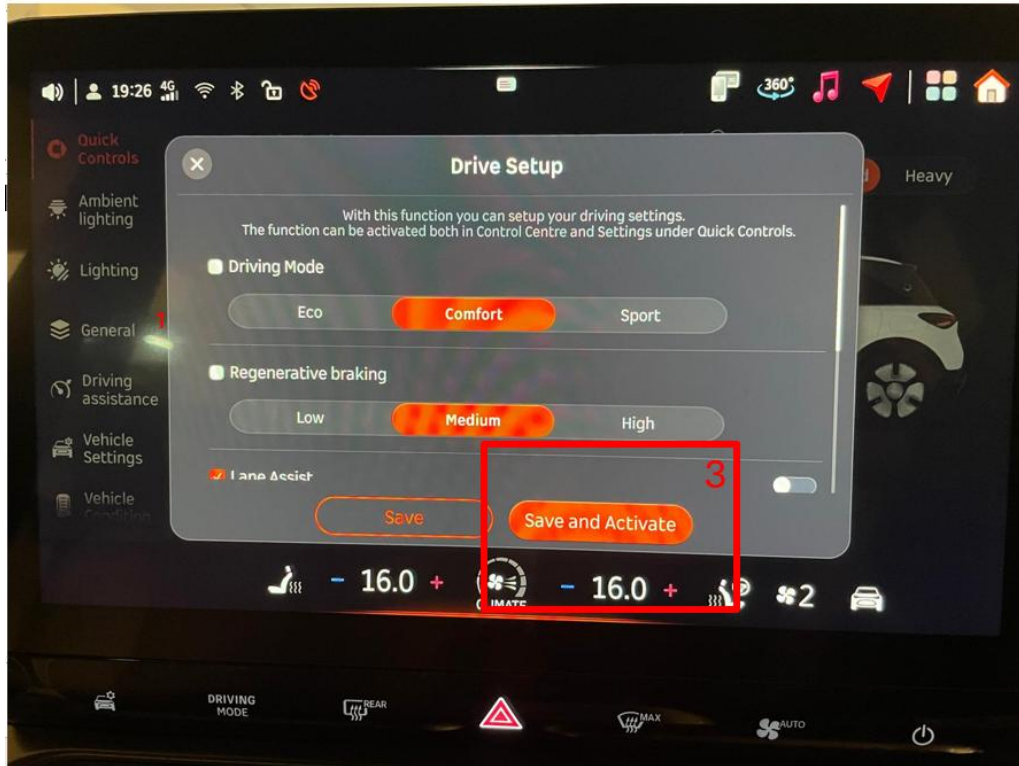
               Please reset Centre Display (go to: Settings -> System -> Reset). This will remove the previous settings.

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

    Software version with OS 1.5.0 and above comes with a feature to save the turning on and off of selected safety / driving assistance functions through "Drive Setup".
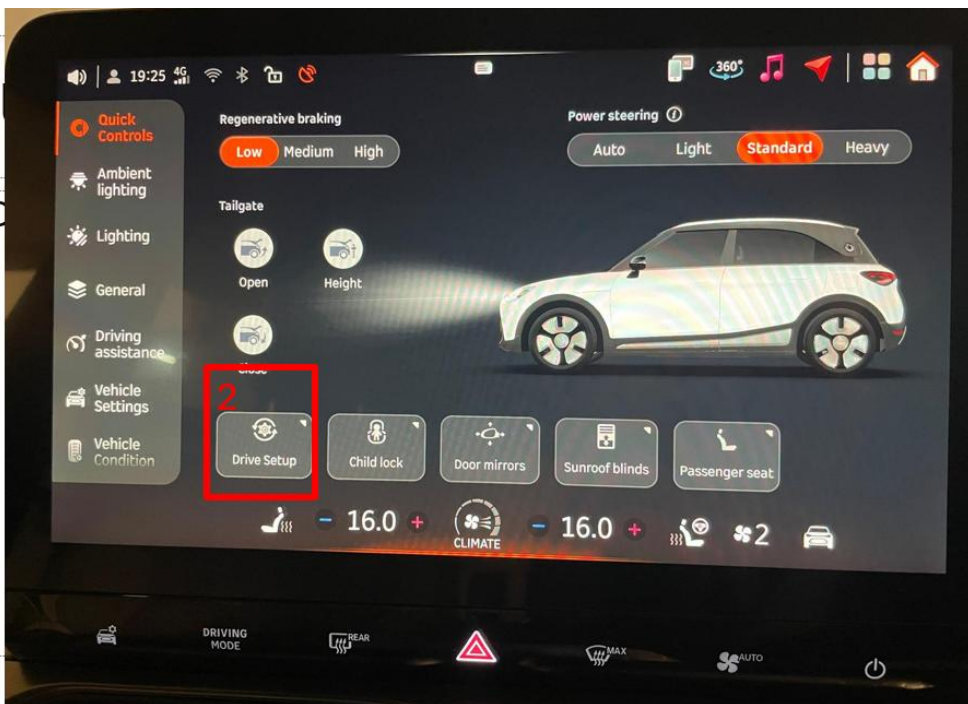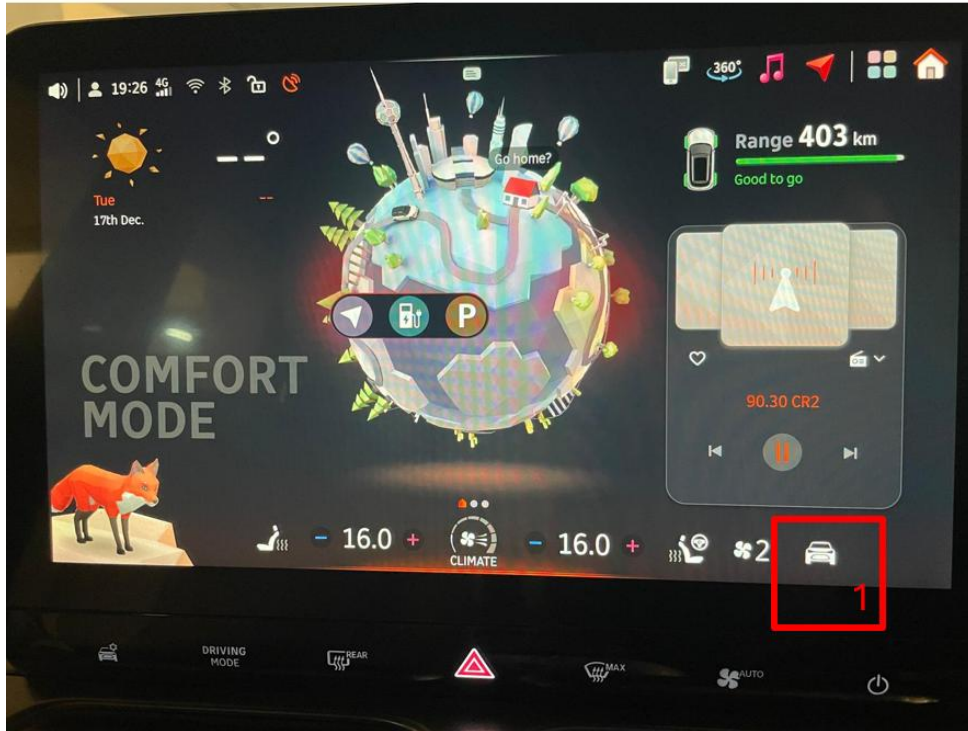
After setting up the above preferences, at each start of the car, pull the drop-down menu from the Centre display and on the bottom left you will see the "Activate" button, click the button to activate your saved settings.
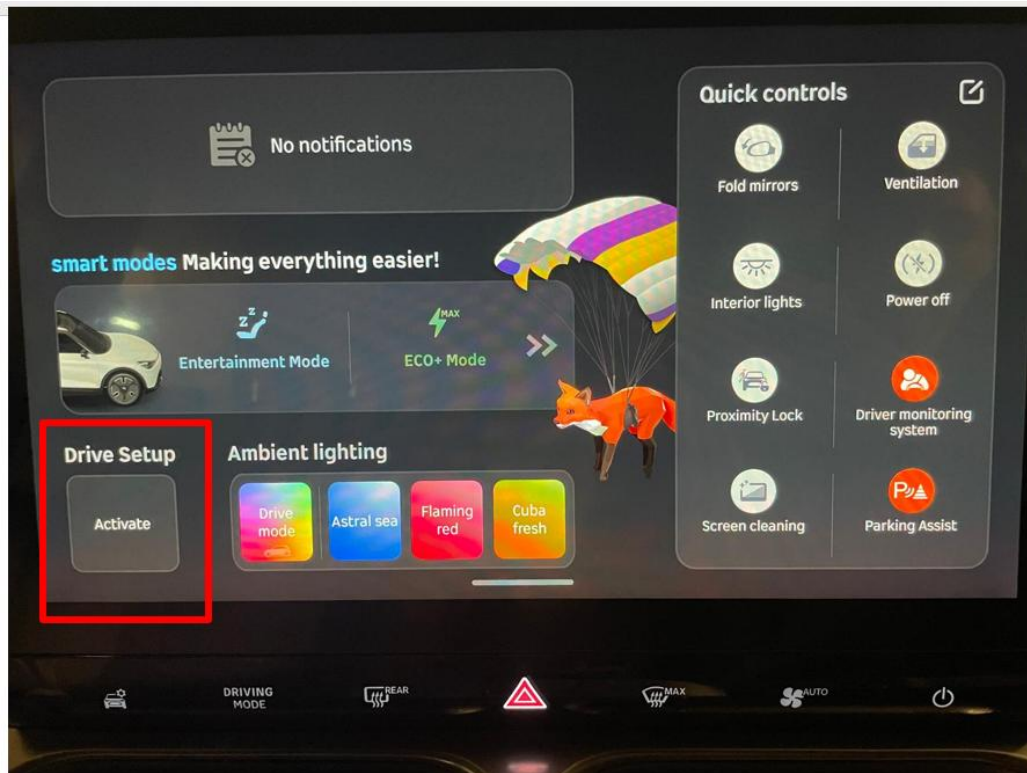
Please refer to this smart YouTube video for more information:

https://youtu.be/wxuQo3nzE10?si=_dbTDDFSH65rNbFd

Navigation system

17. How can I install navigation for my smart?

    smart provides the in-car navigation App powered by Huawei Petal Maps. It is available for cars with **software version OS 1.5.0 or above**.

18. What language does the in-car navigation support?

    The locations shown on the map contains English and Chinese (e.g. 嘉業街 Ka Yip Street). To enter the location, it can be in two forms, through:
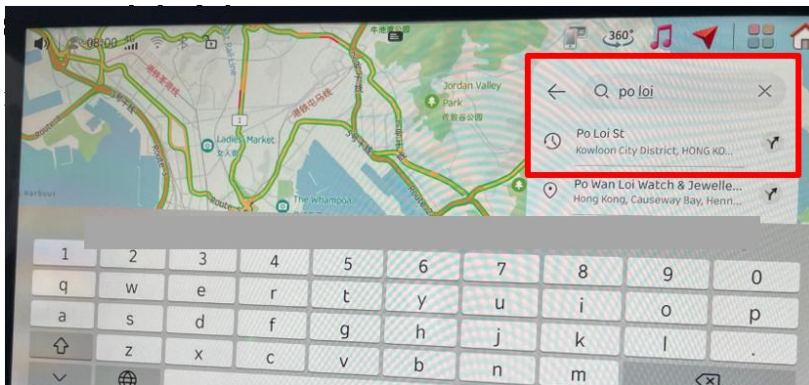

    (i)   Voice recognition

    This requires to be in English. e.g. "Hello smart, bring me to Victoria Park", "Hello smart, bring me to smart showroom".

    For location in Chinese names e.g. "Po Loi Street", we suggest to use text entry.
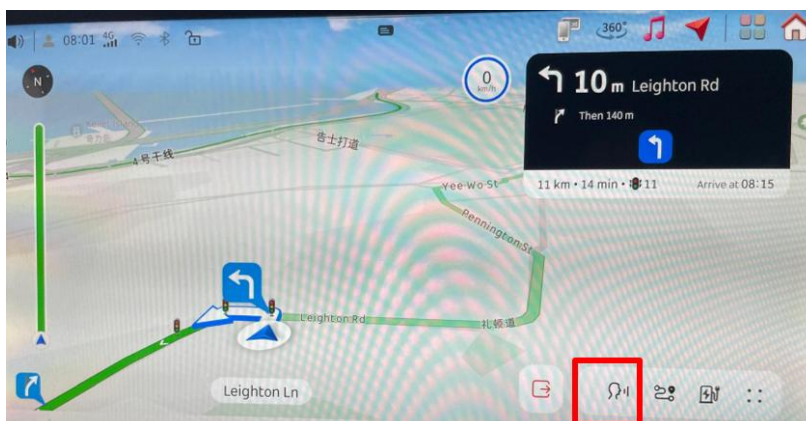
(ii)   Text entry

For location in Chinese names e.g. "Ka Yip Street", we suggest to use text entry by entering "Ka Yip Street".
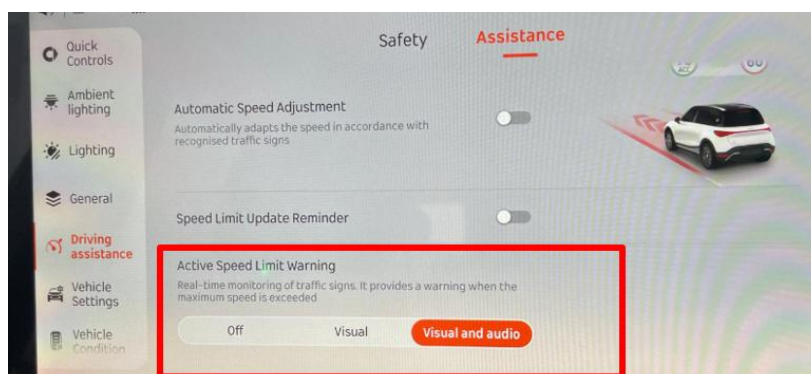

19. Can I turn off voice navigation?

Yes, it can be turned off.

20. Can I turn off Speed Limit Warning?

Yes, it can be turned off.

21. Will I be able to use Apple Car Play and in-car navigation at the same time?

Apple Car Play and in-car navigation can be used at the same time. Please note that **in-car navigation will be interrupted by incoming calls until the call has ended**.

Contact us

22. Who should 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.