

Hello smart International 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:

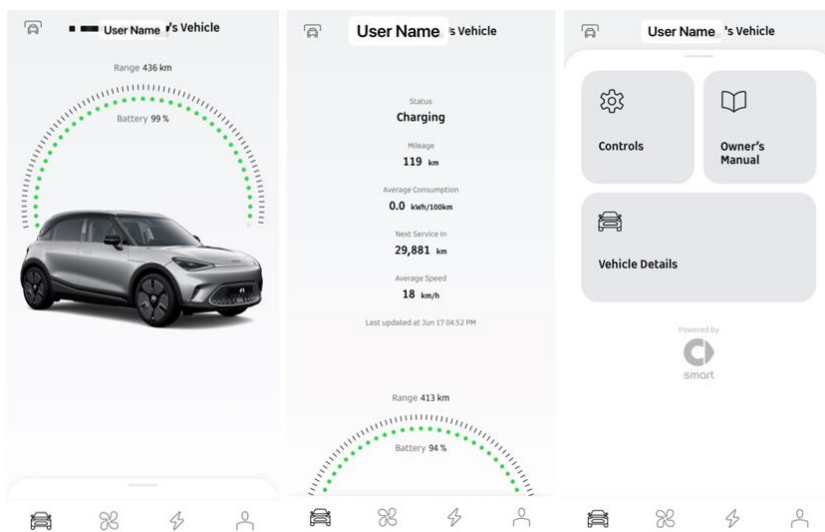
Fu Chong Motors (Hong Kong) Company Limited “Fu Chong” will pair your vehicle with your App account, through the App system provided by smart Automobile Sales (Nanning) Co., Ltd. You will receive notification through WhatsApp when activation has completed.

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

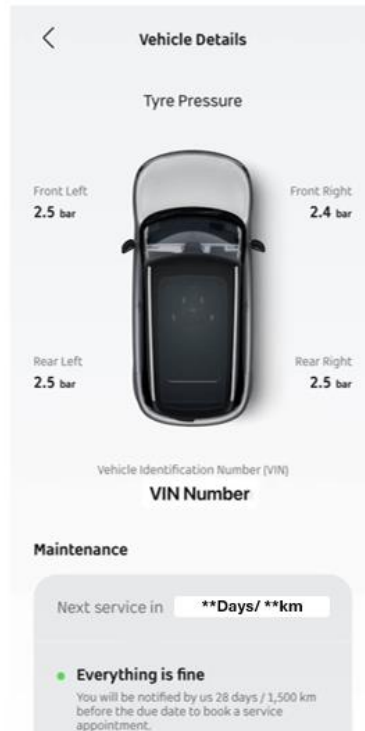
Once your account is activated, you will be able to see the options on the next page through the App:

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

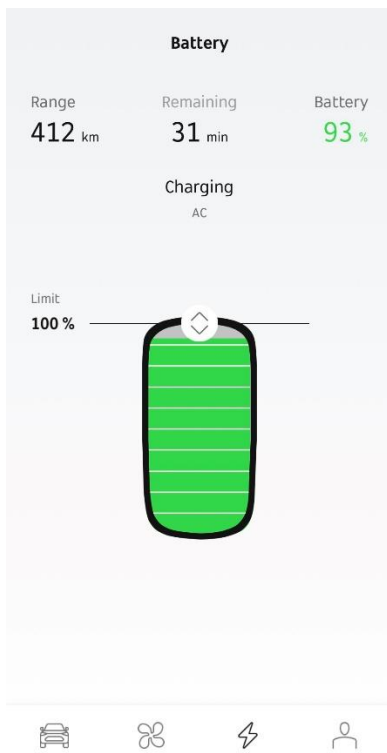
Vehicle:



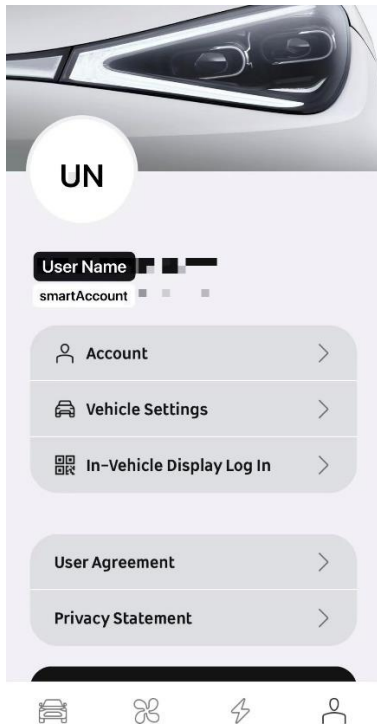
## Controls:



## Battery:

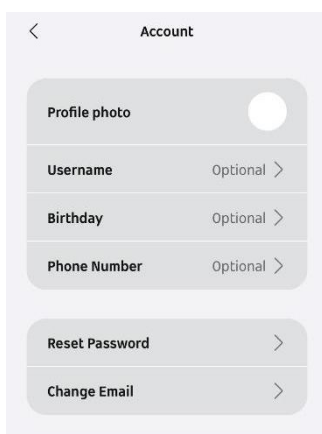


## Account:



### 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.

### **Functions, software & data**

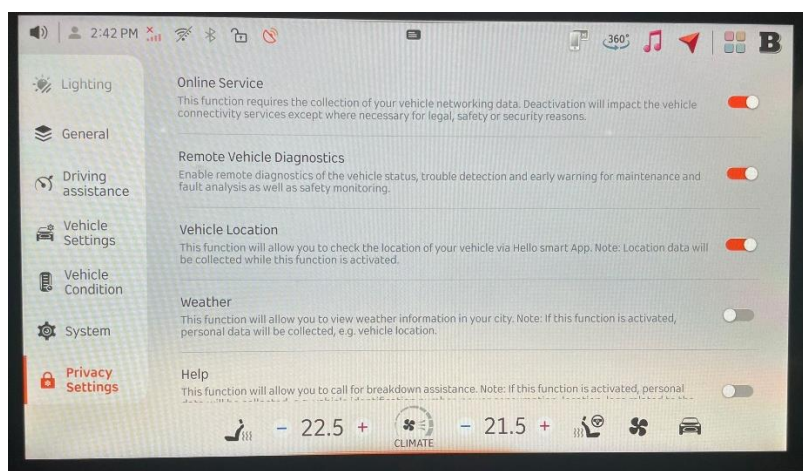
6. Sometimes I cannot see my vehicle's latest data or control it using the App.

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/](https://hk.smart.com/Smart_Instructional_Menu/) ).



7. How much data is available in my SIM card?

The SIM card comes with 1GB of complimentary data per month and will be suspended when it is used up (this will not affect App usage). Data renews on the first of every month.

8. 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.

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?

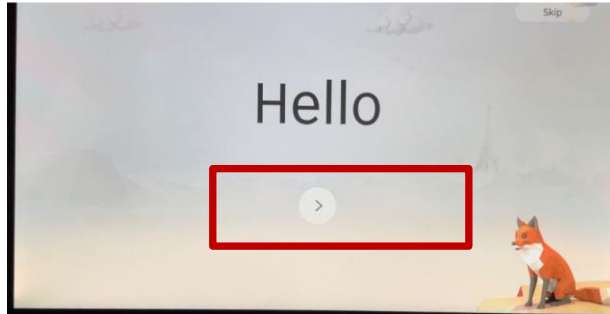
The App is designed to assist you in opening a small vent only.

11. 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.

## 12. 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.

## 13. When will navigation be available?

This function will be available later this year through HUAWEI Pedal Maps, software update is required.

## 14. Is Android Auto available?

Android Auto is not available in Hong Kong and Macau.

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

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

16. How long is the free usage period? When does it begin?

The three year free data and App usage period begins from the day the SIM card is activated.

### **Contact us**

17. 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](mailto: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.

