

INFINITI CONNECTION

FAQs

What is Infiniti Connection™?	Infiniti Connection is an innovative connected car solution that combines safety, service, and infotainment into a complete package.
Do I need my cell phone to be able to use Infiniti Connection features?	You will be able to use most of the features without the need to have your cell phone in the car.
What type of connection does Infiniti Connection use?	Infiniti Connection uses GSM-based cellular networks to connect to its central server.
How many features does Infiniti Connection have?	Infiniti Connection offers two service packages (Infiniti Connection and Infiniti Connection Plus) with over 15 unique features.
What services are included in the Infiniti Connection service package?	The Infiniti Connection service package contains the following services: Automatic Crash Notification, Emergency Call, Enhanced Roadside Assistance, Report Stolen Vehicle, Remote Door Lock, Remote Door Unlock, Alarm Notification, Maintenance Alert, and My Schedule.
What services are included in the Infiniti Connection Plus service package?	The Infiniti Connection Plus service package contains the following services: Destination Assistance, Destination Send-to-Vehicle, Drive Zone, Max Speed Alert, In Vehicle Connection to Infiniti Personal Assistant, and Valet Alert.
Is there a trial offer of Infiniti Connection?	Yes, a 1-year trial offer of Infiniti Connection and Infiniti Connection Plus is offered to clients who purchase a new MY13 telematics-equipped Infiniti vehicle. The trial period starts on the vehicle purchase date.
Is a credit card required for the trial offer of Infiniti Connection?	No, the trial subscription for both service packages is free.
Can I enroll in the Infiniti Connection Plus service package only?	No, a subscription to the Infiniti Connection service package is required in order to enroll in the Infiniti Connection Plus service package. It is possible to enroll in the Infiniti Connection Plus service package for a term that is less than or equal to the term of the Infiniti Connection service package.
How much does it cost?	The initial trial offer is at no cost to new vehicle owners. The cost and annual renewal rate of the Infiniti Connection service package is \$179.00USD / \$229.00CAD, per year. The cost and annual renewal rate of the Infiniti Connection Plus service package is \$129.00USD / \$159.00CAD, per year. There are no charges for airtime.
What are acceptable forms of payment?	Credit cards are the only acceptable form of payment for Infiniti Connection services. A debit card that is backed by Visa or MasterCard can also be used and will be treated as a credit card. Debit cards that are not supported by Visa or MasterCard cannot be used. The supported credit card types are: Visa, MasterCard, American Express, and Discover.



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<p>Is there a limit to the number of times I can contact Infiniti Connection?</p>	<p>You can contact Infiniti Connection as often as you like. It is available 24 hours a day, 7 days a week, and 365 days a year. You can access Infiniti Connection in the car or from any computer.</p>
<p>Which Infiniti model vehicles have the Infiniti Connection system?</p>	<p>Selected MY13 and newer Infiniti model vehicles will be equipped with the Infiniti Connection system. For more information, visit infiniticonnection.com in the US or in Canada, visit canada.infiniticonnection.com.</p>
<p>Is any additional software or hardware needed to use Infiniti Connection?</p>	<p>No additional equipment needs to be purchased or installed in the vehicle. All that is needed to activate Infiniti Connection services is a completed subscription agreement.</p>
<p>Where is Infiniti Connection available?</p>	<p>Infiniti Connection is available in all 50 states for US subscribers and in all provinces for Canada subscribers. Infiniti Connection services are dependent upon the telematics device being in an operative condition, compatible wireless network availability, navigation map data, and GPS satellite signal reception, the absence of which can limit the ability to reach either Infiniti Connection Customer Care or receive support. Terms and conditions of the Infiniti Connection Subscription Agreement apply.</p>
<p>How does the Automatic Collision Notification service work?</p>	<p>Automatic Collision Notification is a service that generates an automatic connection from the car to the Infiniti Connection Response Center when the vehicle has been involved in an accident that was severe enough to deploy the air bags. A specially trained agent will assist in the dispatch of emergency services to the vehicle location, if requested or if the occupant is unresponsive.</p>
<p>How does the Emergency Call service work?</p>	<p>If you should ever find yourself in a dangerous situation or are in need of emergency services, the SOS button can be pushed by hand to connect to an Infiniti Connection Response Center agent who will assist in the dispatch of emergency services to the vehicle location.</p>
<p>How does the Enhanced Roadside Assistance service work?</p>	<p>If you are ever in need of roadside services, then you can press the Headset icon on the navigation screen to connect to the Infiniti Connection Interactive Voice Recognition System. Say "Roadside Assistance" and in moments you will be connected to a Roadside Agent who will be ready to dispatch roadside services to your vehicle location.</p>
<p>What is Report Stolen Vehicle?</p>	<p>In the event that your Infiniti vehicle is ever stolen, you should first alert the local police and file a stolen vehicle police report. Then you can contact Infiniti Connection via telephone with the police report information and request that the stolen vehicle location service be initiated on your vehicle. Infiniti Connection will cease tracking after 14 days or as soon as the vehicle location is known. For your safety, vehicle location will only be reported to law enforcement authorities. You can contact Infiniti Connection to check the status of an existing stolen vehicle location service, request a new stolen vehicle location service, or request an extension to an existing stolen vehicle location service.</p>

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What happens once the stolen vehicle's location is established?

When the stolen vehicle's location becomes known, Infiniti Connection will immediately contact the law enforcement agency where the stolen vehicle is located and advise the authorities of the vehicle location. Your contact information will be provided to the law enforcement agency so they can contact you once they have successfully recovered your Infiniti vehicle. You can also contact the police agency where you filed the police report at any time to check their status on your stolen vehicle report.

What is Remote Door Lock/Unlock?

Remote Door Lock/Unlock offers remote access to your Infiniti via the Infiniti Connection Web site, or Response Center. If you forgot to lock your car, or if you need to open it and don't have the keys, simply login to the Infiniti Connection Web site or call Infiniti Connection via telephone.

- Why is a delay offered?

A delay period is optional, but not required. It is most useful when remotely unlocking doors. After receiving a remote door unlock command, your Infiniti will only remain unlocked for 30 seconds. If you don't open the door, it will automatically re-lock all doors as a security feature. The optional delay feature is implemented to allow you travel time to the vehicle.

- Is a PIN required?

Yes, all Infiniti Connection remote services require a PIN as an added security measure.

- Will I be notified if the Door Lock/Unlock command was successful?

If you have set up a notification preference, we will send a confirmation email to you indicating whether a door lock/unlock command was successfully sent to your Infiniti. This is a security measure to keep you informed of unauthorized use.

- Can I cancel a Door Lock/Unlock command?

Yes. You can cancel an unlock command by pressing the **Cancel** button on the Infiniti Connection Web site. The **Cancel** function will only work with door lock/unlock commands that have a delay. Commands with no delay are sent immediately and cannot be canceled.

What is Alarm Notification?

Alarm Notification will notify you if your Infiniti's alarm has been triggered. This is especially useful when you are out of the alarm's audible range. If your Infiniti alarm is triggered and Alarm Notification is active, you'll be notified according to your notification preferences.

- Is a PIN required?

Alarm Notification does not require a PIN because it is an information service only; it does not send any vehicle commands. Your initial Infiniti Connection username/password combination provides the needed security.

What are the notification preferences?

Notification preferences include e-mail, text message, and/or automated phone call.

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What is Maintenance Alert?

The Maintenance Alert service will notify you if a malfunction light indicator has been triggered in your Infiniti vehicle. An automated notification will be sent to you in accordance with your notification preferences.

What is Infiniti Personal Assistant™?

Infiniti Personal Assistant is your personal concierge for a myriad of services, from restaurant suggestions and reservations to movie show times and sports scores to general trivia answers.

- How do I connect to Infiniti Personal Assistant in my vehicle?

Press the **Headset** icon on the map screen, or select Information › Infiniti Connection › Connect to Voice Menu on the display screen. Say “Infiniti Personal Assistant” and in moments you will be connected to a Personal Assistant ready to provide service on virtually any task.

- Is a PIN required?

Infiniti Personal Assistant does not require a username/password or PIN to verify your identity before providing service.

What is My Schedule?

My Schedule allows you to see your Google® Calendar events in your vehicle. You can sync up your Google® Calendar on the Infiniti Connection Web site.

- Is a PIN required?

To set up My Schedule, you will need to validate the Google® Calendar setup with a Google® login and password.

- Can I navigate to locations in Google® Calendar entries?

Yes, if you include street addresses in “Location” you can set that location as the destination for your vehicle’s navigation system.

What is a Drive Zone?

A Drive Zone is a geographical driving boundary you configure on the Infiniti Connection web map. Select an address, then determine whether this is a zone your Infiniti should “stay within” or “keep out.” You have the option to name each zone and determine when the boundaries would be active by setting individual start and stop times. If your Infiniti breaches boundaries when the Drive Zone is active, you’ll be notified according to your notification preferences.

- Why is Drive Zone important?

Drive Zone can help you keep tabs on how authorized users drive your vehicle. You can also use it to establish a perimeter for peace of mind when your vehicle is parked or left in the care of a valet.

- Is a PIN required?

Drive Zone does not require a PIN because it is an information service only; it does not send any vehicle commands. Your initial Infiniti Connection username/password combination provides the needed security.

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What is a Valet Alert?

Valet Alert is a special application of Drive Zone. This service allows you to monitor whether your vehicle moves outside a 0.2-mile radius of its location when you activated Valet Alert. When your vehicle leaves the 0.2-mile radius, you'll be notified according to your notification preferences.

- How do I activate Valet Alert?

You can turn it on or off from the Monitoring page on the Infiniti Connection Web site or by connecting to the Infiniti Connection Voice Menu in the vehicle and saying "Valet Alert."

What is Max Speed Alert?

Max Speed Alert allows you to set a maximum speed parameter, monitoring period, and a notification preference. If the vehicle exceeds that speed while the monitoring period is active, you'll be notified according to your notification preferences.

- Is a PIN required?

Max Speed Alert does not require a PIN because it is an information service only; it does not send any vehicle commands. Your initial Infiniti Connection username/password combination provides the needed security.

What is Destination Assistance?

Destination Assistance enables you to contact the Response Center to obtain directions to Points of Interest and have them downloaded to your vehicle navigation unit.

- Is a PIN required?

Destination Assistance does not require a PIN because it is an information service only; it does not send any vehicle commands.

What is Destination Send-to-Vehicle?

Destination Send-to-Vehicle enables you to search for destinations from a point of interest (POI) database accessed within the Infiniti Connection Web site. You can then send the information to your vehicle's navigation system. You can also search for locations via Google® Maps and send to your vehicle via Google®'s "Send to Car" tool.

- Is a PIN required?

Destination Send-to-Vehicle does not require a PIN because it is an information service only; it does not send any vehicle commands. Your initial Infiniti Connection username/password combination provides the needed security.

What is Journey Planner?

Plan your road trip in advance to save valuable time. Journey Planner will allow you to plot multiple points of interest or destinations as a named Journey and send them seamlessly to your Infiniti On-Board Navigation System. Once the Journey is initiated in the vehicle you will be guided along your planned Journey.

- How do I access Journey Planner on the Infiniti Connection Web site?

It can be accessed from the Infiniti Connection Home Page by clicking on Trips.

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How do I access information sent to the vehicle?

1. Press the **Info** button.
2. Select “Infiniti Connection” from the touch screen.
3. Select “Sync all information feeds.”
4. Select the folder.

What is Mobile Information Service?

Mobile Information Service enables access to preferred news, sports, and stock quote feeds within your vehicle. Set up preferences for your favorite sports teams, news categories, and stock symbols via the Infiniti Connection Web site. The information will be sent to the vehicle for easy access.

- How do I access mobile information?

Go to the Information menu on your vehicle’s navigation screen and select Infiniti Connection. Choose the option to “Sync All Information Feeds.” Once that is complete; select “All Information Feeds.”

- Is a PIN required?

Mobile Information Service does not require a PIN because it is an information service only; it does not send any vehicle commands. Your initial Infiniti Connection username/password combination provides the needed security.