Acura ink

ACURALINK™ – GENERAL QUESTIONS

What is AcuraLink[™]?

AcuraLink[™] is a complete redesign of our navigation and connectivity experience; a redesign that brings Acura vehicles online and integrates them with cloud-based services. The system pairs with iOS and Android smart phones to deliver streaming music, podcasts, email and tweets—all of which you control using normal radio controls on the dash and steering wheel. Your vehicle is able to send and receive data using its built-in cellular transceiver. This technology allows you to connect with your vehicle using a smart phone or computer. You can check tire pressure, lock the doors even beep the horn and flash the lights from across the parking lot or across town. Anywhere you have access to the Internet, you'll have access to your Acura.

Which Acura vehicle models support AcuraLink™?

AcuraLink[™] debuts on the 2014 RLX and 2014 MDX. Future models in 2014 and 2015 will support AcuraLink[™].

Can I upgrade an older Acura vehicle

to AcuraLink™?

Unfortunately AcuraLink[™] cannot be added through a hardware or software upgrade.

Do I have to activate AcuraLink™ myself?

No. Your dealer will help you activate your system when you take delivery of your Acura. If you opt not to activate complementary services at purchase but decide to add them later, your dealer will be happy to assist you then.

How do I activate AcuraLink™?

The simplest way to activate AcuraLink[™] is to have your dealer do it when you take delivery. You can also call Acura at 1-855-335-LINK (5465).

Are there geographic limitations

to AcuraLink[™] services?

AcuraLink[™] The Next Generation services work throughout Canada and the United States. However, the system must have a cellular connection.

ACURALINK™ – CONNECTING QUESTIONS

What kind of phones does AcuraLink[™] support?

AcuraLink[™] The Next Generation works with iPhones running iOS 5.x and later and Android phones running version 2.3 or greater.

Do I need a smartphone to use AcuraLink™

Yes and no. To access cloud-based services like Aha[™] (which connects you to cloud-based content), you must tether your smartphone to your vehicle. Subscribing to the Connect package activates your vehicle's onboard cellular transceiver, which allows you access to automatic roadside assistance as well as emergency assistance at the touch of a button.

Connect services support 24-7 monitoring that can automatically request that emergency help be dispatched if an airbag is triggered, all without a smartphone app.

However, the Streams and Connect smartphone apps allow you to interact with your vehicle through your phone or tablet. These apps turn your phone into a virtual dashboard, key fob and help center. You can lock the doors, check the tire pressure or set the alarm and more, all on your smartphone.

Does AcuraLink[™] work with my existing Aha account? Or do I need to create new ones? Yes, it works with your current accounts. There is no need to create a specific, separate account for your Acura.

If I already have a MyAcura account, do I need to

create a new Acura ID?

No. If you already have an active MyAcura account, you may use this for AcuraLinkTM as it is a valid Acura ID.

ACURALINK™ – SUBSCRIPTION QUESTIONS

Do I have to subscribe to anything to get AcuraLink™ services in my vehicle?

There are 3 levels of service for AcuraLink[™] The Next Generation: Standard, Connect and Premium.

The Standard Package includes a SiriusXM Radio subscription plus cloud-enhanced navigation with continuously updated traffic data for freeways and surface streets—all at no additional cost for the first four years of ownership.

Subscribing to the Connect Package activates the vehicle's onboard cellular transceiver, allowing the vehicle to send and receive voice and data communications. With the Connect Package you can log in to a virtual dashboard using a smartphone, tablet or PC. You can lock or unlock the doors, arm the alarm, check tire and oil pressure status, even sound the horn and flash the headlights. The Connect package also provides in-vehicle roadside assistance and emergency service at the touch of a button – all at no additional cost for the first four years of ownership.

The Premium Package delivers live support from a personal assistant, on demand twenty-four hours a day, seven days a week. AcuraLink[™] personal assistants can make hotel or restaurant reservations, search for locations and send directions directly to your vehicle's navigation system and ever book travel reservations. Premium services require an active Connect subscription and an active Premium subscription and is offered at no cost for the first year of ownership.

What are Premium services and how do they work in AcuraLink™?

With the Premium Package, you gain access to an Acura Concierge who can provide you with around the clock, live assistance at the touch of the button, so long as there is a cellular connection. An Acura Concierge can help with reservations, points of interest and more.

How do I purchase or activate an AcuraLink[™] subscription?

The simplest way to enjoy AcuraLink[™] is to have your dealer do it when you buy your vehicle. If you would like to activate additional services after you purchase your vehicle, you can find complete information at acura.ca.

ACURALINK[™] – APPLICATIONS QUESTIONS

What exactly do AcuraLink™smartphone applications do?

There are two AcuraLink[™] smartphone apps, each of which provides a different level of connectivity between your Acura and your smartphone.

The Streams app connects your Acura to cloudbased news, media and data like tweets. With Streams you can use standard radio controls on the dash and steering wheel to access thousands of podcasts, streaming radio services, and even major websites like TripAdvisor[®] and Yelp[™].

The Connect app allows you to access your Acura through a virtual dashboard. As long as the vehicle has an active cellular connection, you can lock the doors, check the tire pressure and set the alarm and more, all on your smartphone. You can also use your vehicle's maps, check your maintenance minder, receive messages access quick tips and feature guides. All Connect app features and functions require an active Connect subscription, complimentary for the first four years of ownership

What are "Streams" and how do they work in AcuraLink™

Streams is a free app, powered by Aha[™], that uses your smartphone to connect the audio system in your Acura with cloud-based radio, content and other media. With Streams you can use standard radio controls on the dash and steering wheel to access thousands of podcasts, streaming radio services, and even major websites like Trip Advisor[®] and Yelp[™].

What is "Connect" and how does it work in AcuraLink™?

Connect services use your vehicle's onboard cellular transceiver to connect your Acura to 24-7 monitoring and the Internet. So long as there is a cellular connection, Connect services support around the clock monitoring that can receive notification from the vehicle if an airbag is deployed, and automatically request that emergency help be dispatched. In addition, Connect provides on-demand roadside service at the push of a button. Connect services also put your Acura in the cloud, allowing you to log in to a virtual dashboard and key fob from your smartphone, tablet or personal computer. You can lock the doors, check the tire pressure or set the alarm from virtually any internet-enabled device.

Do I need smartphone applications to use AcuraLink™?

Yes and no. To access cloud-based services like internet radio and Yelp[™], you must tether your smartphone to your vehicle using the Streams app. The vehicle's onboard cellular transceiver, which, so long as there is a cellular connection, allows you access roadside and emergency assistance at the touch of a button. It also supports 24-7 monitoring that can receive notification from the vehicle if an airbag is deployed and automatically request that emergency help be dispatched, all without a smartphone app, complimentary for the first four years of ownership.

The Connect smartphone app links directly to your car, allowing you to interact with it through your phone or tablet. When you have an active Connect subscription, this app turns your phone into a virtual dashboard and help center. You can lock the doors, check the tire pressure or set the alarm and more, all on your smartphone.

Will the AcuraLink™smartphone apps work if my vehicle does not have AcuraLink™ installed?

No. The AcuraLink[™] smartphone apps will only work on vehicles equipped with AcuraLink[™]

Can I access AcuraLink™ information and functions from a computer?

Yes! You can access a virtual dashboard and get assistance from virtually any device with Internet access and a modern browser. You can access your vehicle's maps, send points of interest to your vehicle and reach the same, live AcuraLink[™] roadside assistance and emergency response that is available in your vehicle.

ACURALINK™ NAVIGATION QUESTIONS

Does AcuraLink[™] navigation include continuously updated traffic information?

Yes, you receive a four-year subscription to continuously updated traffic information, including freeway and surface street conditions, at no additional cost for the first four years of ownership.

Does AcuraLink[™] navigation provide traffic updates for surface streets?

Yes. AcuraLink[™] The Next Generation provides detailed, continuously updated traffic for surface streets, as well as local points of interest.

Can I send directions from my smartphone or computer to my vehicle's navigation system? Yes. Using the Connect app or web interface, you can plot a course or find a destination and send it directly to your car.

ACURALINK™ – ASSISTANCE QUESTIONS

How do I get Roadside Assistance?

Premium subscribers can access live, 24-7 personal assistance by pressing the Link button in their vehicle for non-emergency assistance with virtually anything from reservations and directions to responding to correspondence.

Connect subscribes can use their Link button to access roadside assistance, towing and other non-emergency services 24-7.

In emergency situations, pressing the Assist button connects you to live personnel who can dispatch emergency vehicles to your location and will stay with you until help arrives.

In addition, all Acura vehicles come with complimentary roadside assistance during the vehicle's warranty period. To get roadside assistance call:

1-800-565-PLUS (1-800-565-7587). This no-cost roadside assistance is not the same as the on-board, live assistance you receive with an active Connect or Premium subscription. Without a Connect or Premium subscription your vehicle cannot automatically report a crash, nor can you access live help using the Assist button.

Can I get roadside assistance if I do not subscribe to Connect services?

Yes. All Acura vehicles come with free roadside assistance during the vehicles warranty period. To get roadside assistance call: 1-800-565-PLUS (1-800-565-7587).

How does automatic emergency assistance work?

For the first four years of ownership so long as there is a cellular connection your vehicle's onboard cellular transceiver will send a continuous feed of critical data to AcuraLink[™] servers, including data such as individual wheel speed, brake usage, inertia and velocity. Additional sensors, which are connected to your vehicle's airbag system, can detect vehicle deceleration consistent with a crash impact, and if the crash is of sufficient severity, deploy vehicle airbags and seatbelt tensioners. Some of this information is also sent to AcuraLink[™] servers (if there is a cellular connection).

If our servers receive data consistent with a crash, the system is designed to alert a live operator, who will attempt to contact you through the vehicle's cellular transceiver. If you do not respond, he or she will automatically contact local emergency responders, provide your vehicle's GPS location, and request that first responders be dispatched.

If you do respond and need assistance, the operator will contact local emergency responders and request that first responders be dispatched; the operator will stay on the line to assist you until help arrives.

How does stolen vehicle recovery work?

For the first four years of ownership so long as there is a cellular connection, your vehicle's onboard cellular transceiver will send a continuous feed of critical data to AcuraLink[™] servers as well as response center, including speed and location (as determined by GPS).

If you report your vehicle is stolen, AcuraLink[™] can work with you to locate the vehicle. Simply call AcuraLink[™] with a valid police report number and we will assist you and the authorities in recovering your Acura.

ACURALINK™ CONCIERGE QUESTIONS

What can an AcuraLink™ Concierge assistant do for me?

The AcuraLink[™] Concierge is essentially a personal assistant who is at your disposal 24-7. They can make hotel or dinner reservations, book a flight or help you respond to emails and phone calls — all from the comfort of your Acura, and is complementary for the first year of ownership.