



RENAULT
Passion for life



Multimedia handover

EASY LINK

EASY LINK SYSTEM HANDOVER Process



💡 After having handed over the vehicle according to the 5 stages, you are now going to use this dedicated guide for the Multimedia part.
Here are the **5** stages to be performed in order to prepare and carry out the handover correctly:

1 The pre-delivery appointment

When arranging the appointment, remember to bring the following points to the customer's attention:

Set up his or her MY Renault account

- The customer must go to <https://www.renault.pays>
- On the day of **delivery**, the customer must come with his identifiers (E-mail address and password)

Download the MY Renault app on his smartphone



Compatibility:

Android: as from version 6
IOS: as from version 11
Windows Phone: not compatible

2 Preparation

Activate car connectivity

- In order to **demonstrate all of the services on the day of delivery**, vehicle connectivity must be activated as from the preparation stage.
- The Easy Link system can take up to 72 hours to activate

How to activate car connectivity?

- Description on page 2



3 Handover: first stages to be carried out with the customer

From the outset and before presenting the EASY LINK system, the various pairing operations must first be carried out with the customer's smartphone.

You will then be able to focus solely on presenting the system.

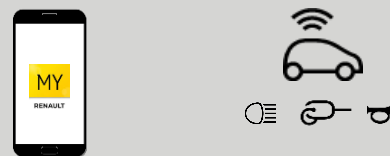
1 Pair the Bluetooth telephone



2 Synchronize the MY Renault app installed on the customer's smartphone with the vehicle



3 Create the PIN code in the MY Renault app to control certain vehicle functions from the smartphone



4 Handover: presentation of the universes

After having performed the above operations, you can now present the different universes.

5 Conclusion

Remind the customer that they have **3 years of connectivity and 3 years of Europe map update**.

Inform the customer of the available assistance and **give him the last page "Assistance and online help" of this guide**.

Renault EASY CONNECT

<https://easyconnect.renault.com/>

+33 (0)1 70 48 92 58

Renault E-guide


<http://www.e-guide.renault.com/portail/>

MYRenault.pays

<https://www.renault.fr/connexion-inscription-my-renault.html>

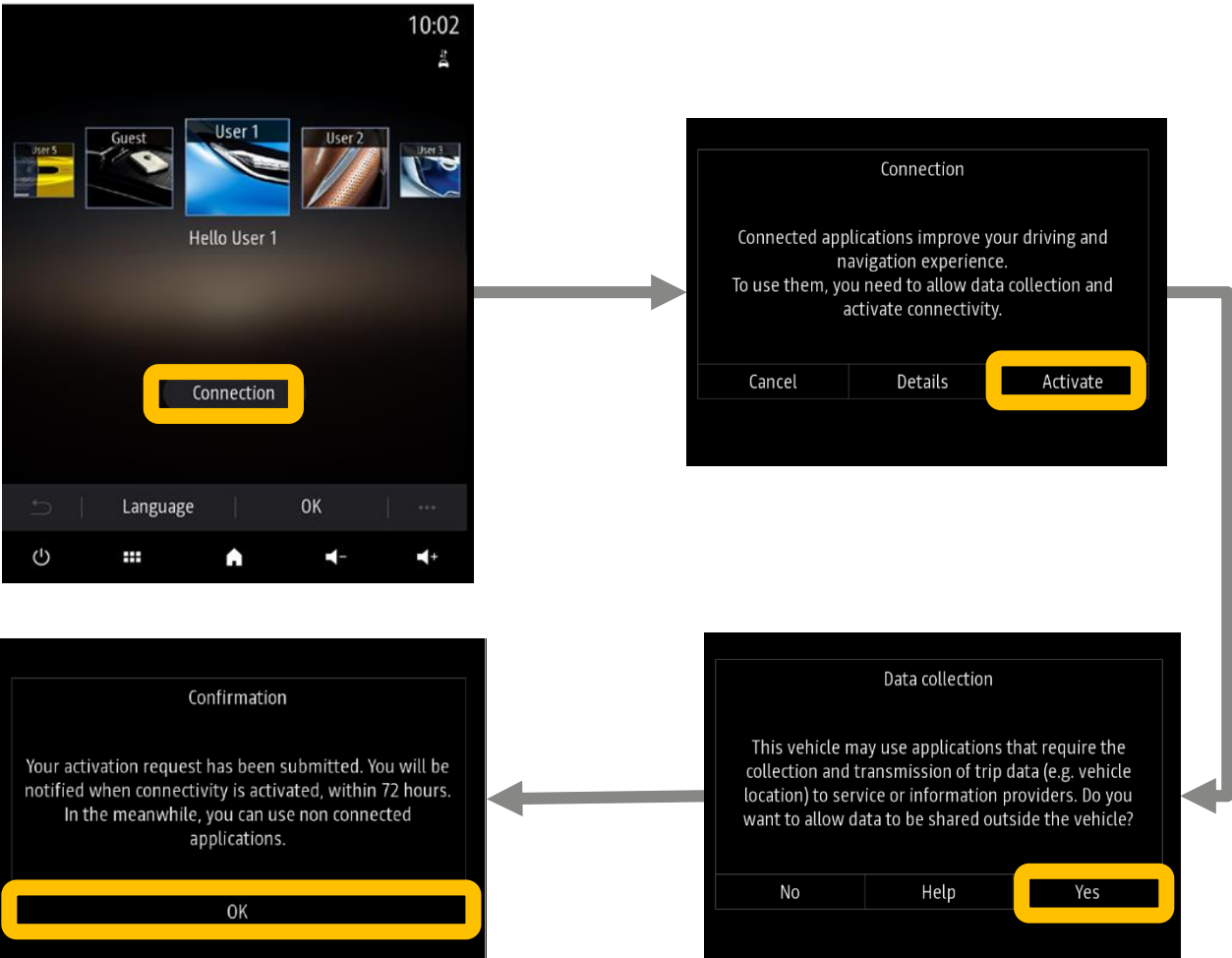
EASY LINK SYSTEM HANDOVER

Stage 2 Preparation: description of operations

STAGE	Activate car connectivity	
	<p>In order to access the services, connectivity on board the vehicle must first be launched.</p> <p>Launching connectivity at the preparation stage will ensure that the vehicle is connected on the day of delivery.</p> <p><i>Note: activation of the vehicle can take up to 72 hours.</i></p>	<p>Services available to the customer once connectivity has been activated:</p> <ul style="list-style-type: none">• Connected navigation• Automatic updating of the maps of the customer's favourite country

STAGES TO BE FOLLOWED ON BOARD THE VEHICLE

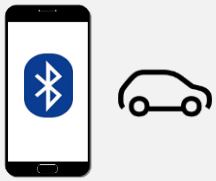
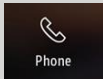
(from the home screen)

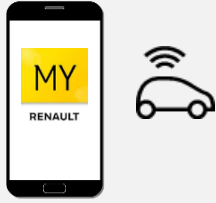


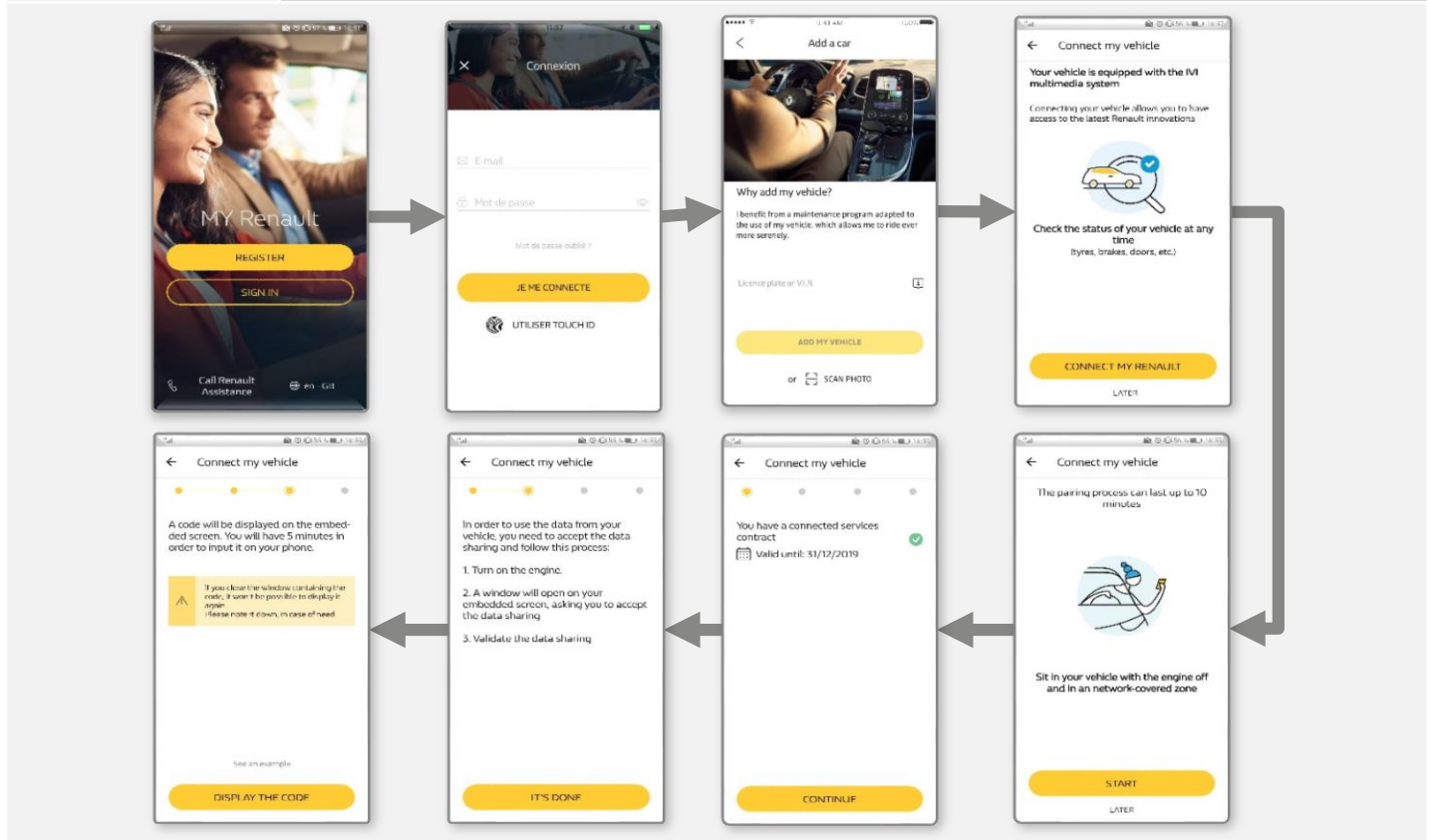
EASY LINK SYSTEM HANDOVER

Stage 3 handover:

first stages to be carried out with the customer

STAGE 1	Pair the Bluetooth telephone with the vehicle
	<p>Conventional Bluetooth pairing enables the customer to make telephone calls and listen to music from his smartphone (if compatible).</p> <p>Bluetooth pairing process:</p> <p>From the Easy Link main screen:</p> <p>Click on </p> <ul style="list-style-type: none"> – Press “Telephone”. A message is displayed on the screen suggesting the pairing of a telephone – Press “Yes”. The multimedia system searches for telephones with Bluetooth® activated and visible close by – Select the telephone from the list

STAGE 2	Synchronize the MY Renault app previously installed on the customer's smartphone with the vehicle
	<p>The MY Renault smartphone app lets the customer consult information concerning his vehicle, such as:</p> <ul style="list-style-type: none"> - Locate your vehicle and be guided to it on foot - Enter a destination in MY Renault and send it to your vehicle - Go to your final destination on foot after parking <p>Before starting, you must make sure that:</p> <ul style="list-style-type: none"> - You have activated vehicle connectivity and checked that data sharing is authorized (description on page 2) - A MY Renault account has been created - The MY Renault app is installed on the customer's smartphone - You have the customer's MY Renault identifiers - Being in a coverage network area



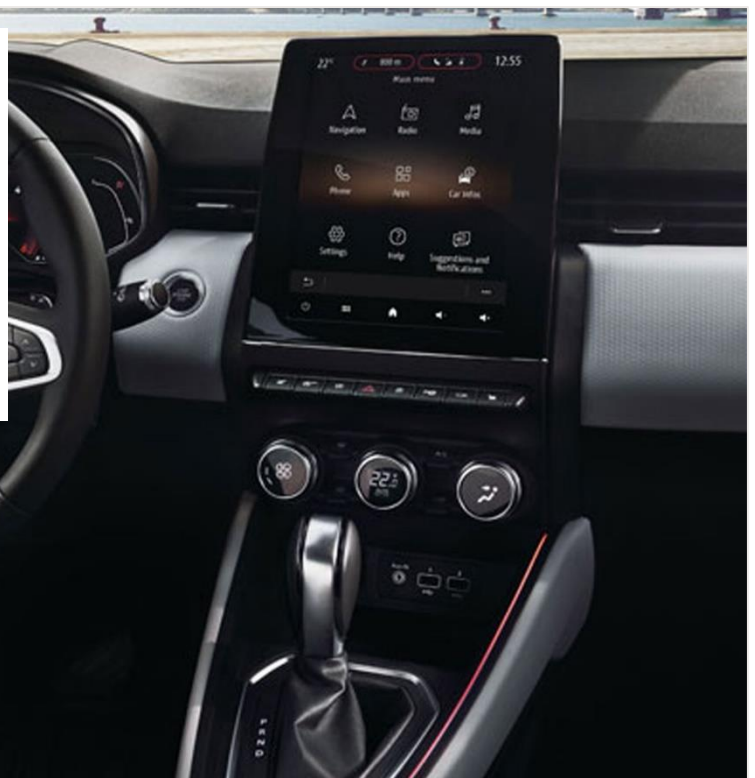
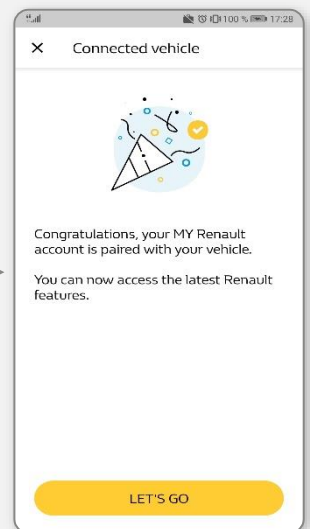
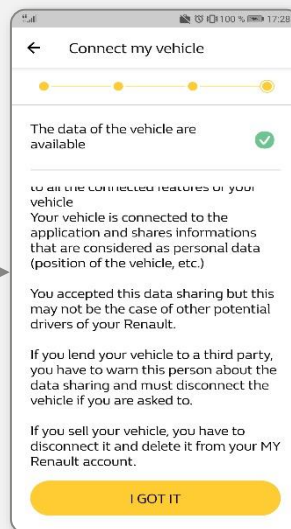
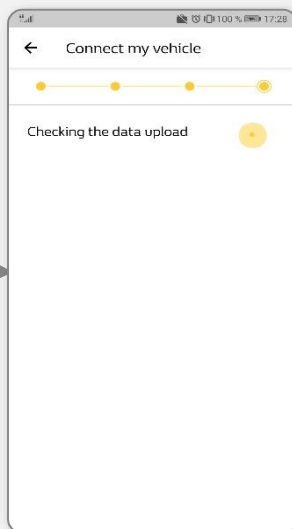
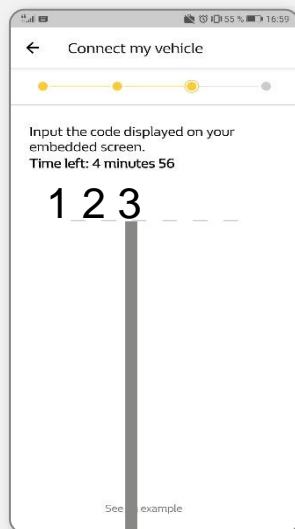
EASY LINK SYSTEM HANDOVER

Stage 3 handover:

first stages to be carried out with the customer

STAGE 2 *continued*

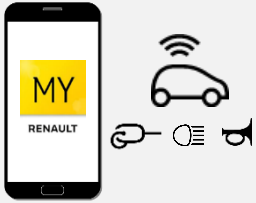

*Synchronize the MY Renault app previously installed
on the customer's smartphone with the vehicle*

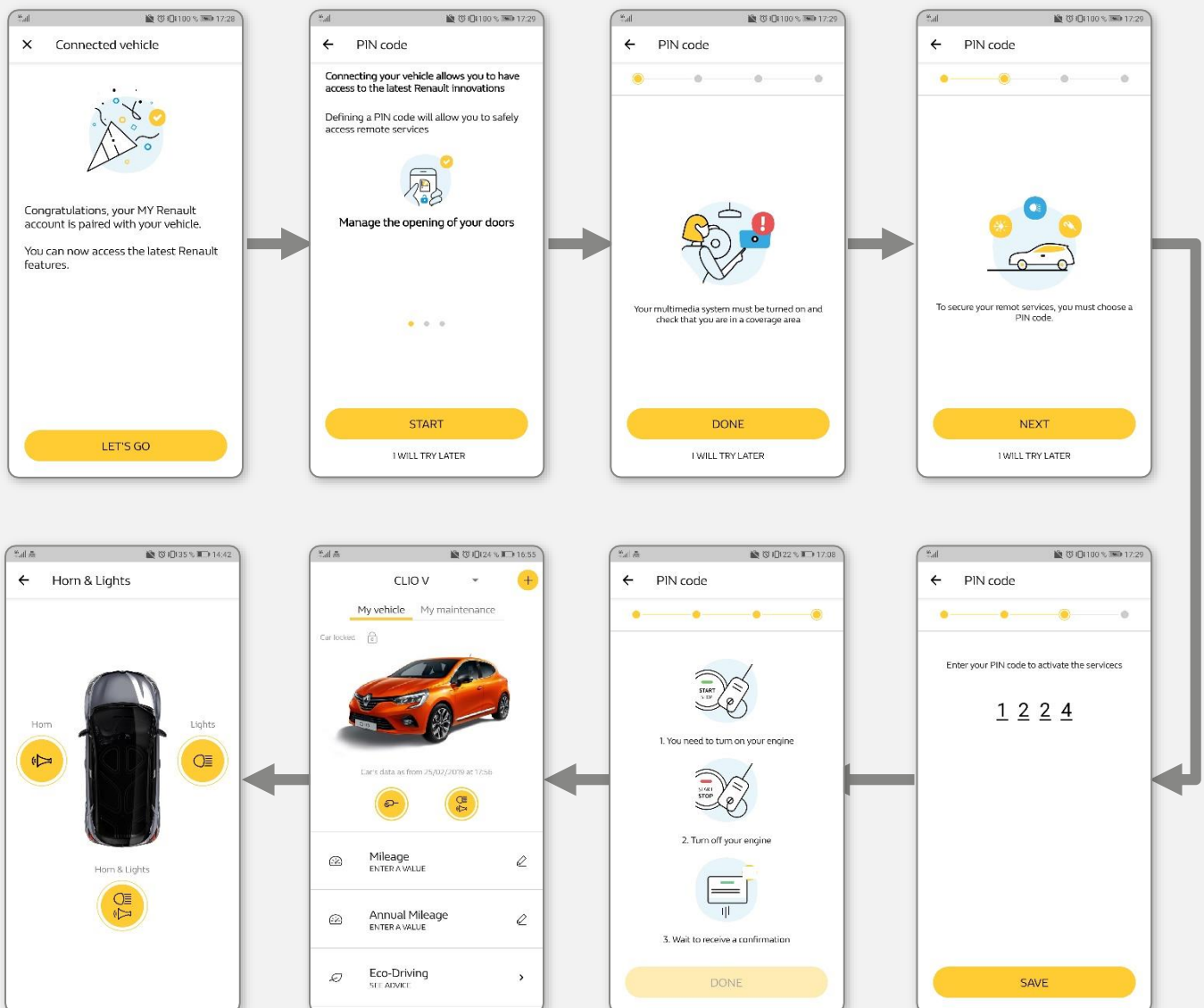


EASY LINK SYSTEM HANDOVER

Stage 3 handover:

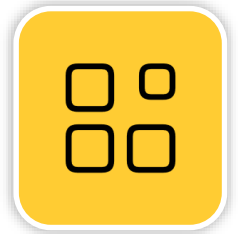
first stages to be carried out with the customer

STAGE 3	Creation of a PIN code to set remote vehicle controls
	<p>In the MY Renault app, the customer can control certain functions of his vehicle remotely:</p> <ul style="list-style-type: none">▪ Locking and unlocking of the doors▪ Switching on the lights▪ Sounding the horn <p>The customer must create a four-digit code (PIN code) to access control services.</p> <div><ul style="list-style-type: none">- This code must be kept by the customer- The code will be required to use the remote control features</div>



EASY LINK SYSTEM HANDOVER

Stage 4 handover: presentation of the universes



PRESENTATION
OF THE UNIVERSES



Before starting

- Explain the different home pages (navigation between the pages, customisation...)

1 Navigation

- Explain the different sub-menus of the Navigation universe to the customer
- **Set an address and save it in favourites**
- **Explain how to carry out a Google search**
- Guide the customer in the use of the voice control function (how to use key words)

2 Radio & Media

- Present the radio stations
- Demonstrate how to **select a radio station and save it in favourites**
- Play music from the smartphone (Spotify, Deezer, etc.)
- USB connection: loading time may vary depending on file size (do not unplug the key)

3 Telephone

- Explain how to make a call
- Access favourite contacts
- Ask the customer to make a call using the voice recognition system
- **Add up to 3 phones (2 in phone, 1 in music)**

4 Smartphone replication

- Explain to the customer that if his smartphone is compatible, **he can synchronize it to his car using a USB cable** in order to access some of his smartphone apps and functions on EASY LINK.
- Carry out the first telephone synchronization operation with the customer.
- List the other actions possible: send and read text messages, listen to music using audio streaming, use of the voice control system.



Apple CarPlay



5 Info and settings

Show the customer how to customise his preferences:

- Displays, sound
- MULTI-SENSE
- Driving assistance systems
- **Customization of widgets on the home screen** (weather...)

Tip: to move/add a widget on the screen, tap the widget instead of sliding it

Reset mode in case of trouble: push the power button till the screen turns black (settings won't be lost)

If the customer doesn't want the data sharing (operation done at preparation page 2): explain how to deactivate it from the settings menu.

Reminder : In case of deactivation, remind him that it won't be possible to access all available services (example: MY Renault app features, TOMTOM Traffic).

EASY LINK SYSTEM HANDOVER

Stage 4 handover: presentation of the universes



PRESENTATION
OF THE UNIVERSES



6 Apps and services

Present the apps available for the customer's vehicle



TOMTOM TRAFFIC

- The customer is informed of the state of traffic (from green to red depending on the level of congestion) and of any accidents on his route.
- The service suggests alternative routes to avoid risks and save time.



TOMTOM DANGER ZONES

- Notifies the customer of danger zones.



WEATHER

- This service informs the customer of the weather on his route and at his destination thanks to a dedicated widget.



FUEL PRICE

- Searches and displays service stations on the route, at the destination or on the entire map.
- Provides the addresses and fuel prices corresponding to the vehicle's engine.



GOOGLE SEARCH

- Looks for points of interest on Google.



EMERGENCY CALL

- Connects the customer with the emergency services automatically in the event of an accident or manually if the customer witnesses an accident.



AUTOMATIC UPDATING OF THE MAPS OF THE CUSTOMER'S FAVOURITE COUNTRY (MAP AUTO UPDATES)

- Automatic "over the air" updating of the favourite country.

EASY LINK SYSTEM HANDOVER

Stage 4 handover: presentation of the **MY RENAULT** app



PRESENTATION
OF THE
SMARTPHONE APP,
My Renault

Description:

The MY Renault smartphone app gives the customer access to a large amount of different information and lets him interact directly with the vehicle.

Ask the customer to hold his smartphone and present the following available functions:

1 Functions associated with **vehicle information**

- My car, my calendar...

2 Intelligent navigation functions

Display the 3 following functions under the tab:



- **Send a destination to your vehicle from your smartphone**
- **Locate your vehicle and be guided to it on foot**
- **Go to your final destination on foot after parking**

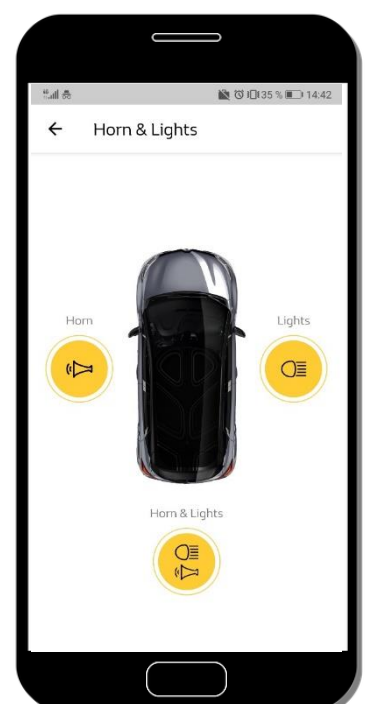
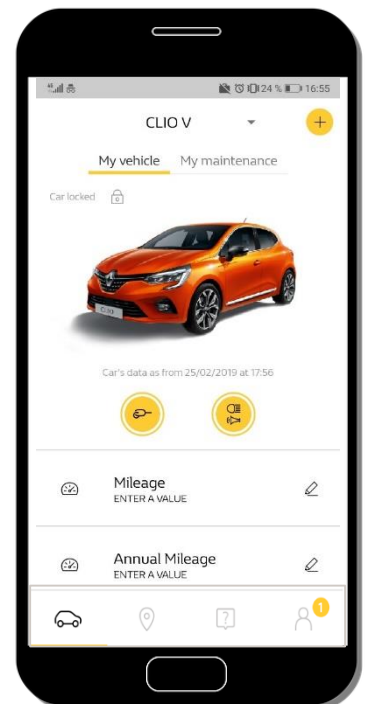
3 Remote control functions

- **Open and close the vehicle remotely** by pressing
- **Switch on the lights and/or sound the horn** by pressing



4 Setting and assistance functions

- Select your **favourite garage**
- Consult **on-line assistance for your vehicle** (Renault E-guide, etc.)
- Call **Renault Assistance in the event of a breakdown**



ASSISTANCE AND ONLINE HELP



Below you will find the various sites available to help and accompany you while you use your vehicle.

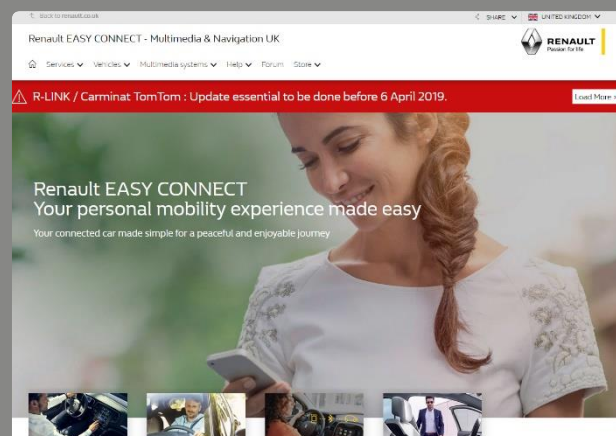
Renault EASY CONNECT

The site dedicated to **multimedia assistance** with **specific videos and tutorials** (use, updating, etc.).



<https://easyconnect.renault.com/>

+33 (0)1 70 48 92 58*
*Monday, Tuesday, Wednesday,
Thursday, Friday from 8.00 a.m. to
7.00 p.m.

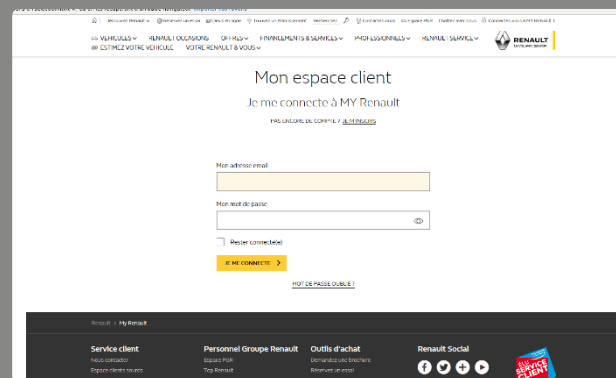


MY Renault

The site dedicated to **the management of your account** and to the purchase of apps and services for your EASY LINK system.



<https://www.renault.fr/connexion-inscription-my-renault.html>

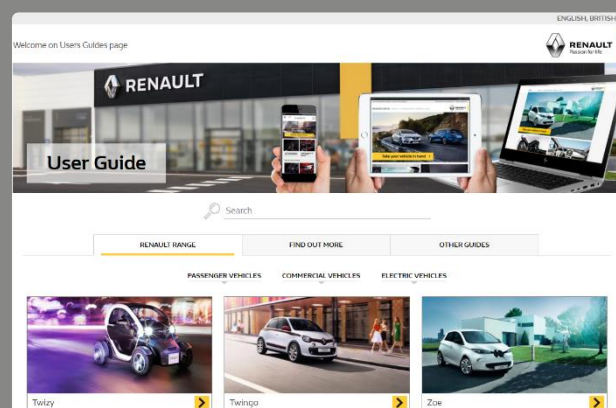


Renault E-guide

The site dedicated to **using your vehicle** with **online tips and tutorials**.



<http://www.e-guide.renault.com/portail/>



RADIOFREQUENCY CERTIFICATION LEGAL INFORMATION



You will find below all legal information about radiofrequency certification related to the EASY LINK system.

This device complies with Part 15 of the FCC Rules

Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made to this equipment not expressly approved by RENAULT S.A.S may void the FCC authorization to operate this equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Radiofrequency radiation exposure Information:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

BRAZIL

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Para maiores informações, consulte o site da ANATEL www.anatel.gov.br



MEXICO

La operación de este equipo está sujeta a las siguientes dos condiciones:

- (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y
- (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Modelo: AIVIV10, AIVIV20, AIVISBX0

Marca: Bosch