



Innovation that excites

NISSAN CONNECTSM – FREQUENTLY ASKED QUESTIONS

1. What is NissanConnect?

NissanConnect is Nissan’s connected services solution. It uses the driver’s mobile phone to connect to cloud services that enhance the driver’s experience and help minimize distraction.

NissanConnect and NissanConnect with Navigation offer a variety of connected services, including real-time Flight info, Fuel prices and Weather, POI’s powered by Google®, Send-to-Car powered by Google® music and hands-free texting.

2. How is NissanConnect applied on 2013 models in Canada?

		NissanConnect SM	NissanConnect SM with Navigation
In-Vehicle Head Unit	Base Audio	Display Audio	Navigation
Bluetooth® Hands-Free Phone System	Yes	Yes	Yes
Streaming Audio via Bluetooth®	Yes	Yes	Yes
Hands-Free Text Messaging Assistant	-	Yes	Yes
USB Connection Port for iPod® Interface and Other Compatible Devices	-	Yes	Yes
SiriusXM™ Satellite Radio	-	Yes	Yes
Real-Time Weather Info	-	-	Yes
Real-Time Fuel Info	-	-	Yes
Real-Time Flight Info	-	-	Yes
POI’s Powered by Google®	-	-	Yes
Send-to-Car Powered by Google®	-	-	Yes

3. What models is NissanConnectSM with Navigation currently available on in Canada?

NissanConnect and NissanConnect with Navigation will be available on compatible vehicles in Nissan’s:

- 2013 Altima
- 2013 Sentra
- 2013 Frontier Crew Cab
- 2013 X-Terra
- 2013 Titan Crew Cab / King Cab
- 2013 NV200

4. In which countries is NissanConnect available?

NissanConnect is available in the USA and Canada in 2012 and 2013.

5. What phones are compatible with my NissanConnect vehicle?

Bluetooth Hands-free phone, Streaming Audio via Bluetooth, Real-time Fuel, Flight and Weather Info, POIs powered by Google® and Send-to-Car Powered by Google® simply require a compatible Bluetooth* phone.

Hands-free text messaging assistant requires a phone enabled with Message Access Protocol (MAP) – currently most Blackberry and some Android and Windows phones.

Feature	Compatible device type
Bluetooth Handsfree Phone	Any compatible Bluetooth phone
Streaming Audio via Bluetooth	Any compatible Bluetooth phone or music player
Hands-free text messaging assistant	Any compatible Bluetooth phone supporting Message Access Profile (MAP). This currently includes, most Blackberry, several Android, and a few Windows phones.”
POIs powered by Google®	Any compatible Bluetooth phone
Send-to-Car powered by Google®	
Real-Time Fuel Info	
Real-Time Flight Info	
Real-Time Weather Info	

** Note: Not all Bluetooth phones support each of the features – some do not support streaming audio or text messaging – it is dependent on the device (ex. Apple iPhone does not support Bluetooth Message Access Profile (MAP) and therefore is not compatible with NissanConnect Hands-free text messaging assistant or any of our competitors systems that enable text messaging via Bluetooth).*

6. Can I listen to internet radio stations using NissanConnectSM?

You can listen to internet radio stations on compatible devices using Streaming Audio via Bluetooth.

7. Where can I sign up for NissanConnect?

You can sign up for NissanConnect via www.canada.nissanconnect.com.

8. Does NissanConnect require a subscription?

- Some NissanConnect services may require subscription and owner consent to activate.
- SiriusXM™ services are included free for a 90-day trial period and then require a separate subscription available through SiriusXM.
- The remaining NissanConnect features, including Hands-Free Text-Messaging Assistant and Bluetooth® Streaming Audio, do not require a subscription.

9. How much does NissanConnect cost? When do they expire?

Service	Cost
POI's Powered by Google®	3 year complimentary \$19.99 for additional 3 years
Send-to-Car Powered by Google®	3 year complimentary \$19.99 for additional 3 years
Real-Time Fuel, Flight, Weather Info	2 Months Complimentary \$44.99 for additional 3 years

In Canada, vehicle integration for some NissanConnect services is complimentary; however, standard text rates, voice minutes, roaming charges and/or data usage may apply when accessing these services remotely with a compatible phone. Some features are dependent on third party applications and non-affiliated services providers. Such applications may change/terminate or require a paid subscription for

service. Should service provider terminate/restrict service, service may be suspended or terminated without notice or liability to Nissan and/or its agents. Nissan is not responsible for any equipment replacement or upgrades, or associated costs, that may be required for continued operation due to service changes.

Where available, SiriusXM™ satellite radio has a 90-day trial with the opportunity to renew subscriptions at www.siriusxm.ca with a wide range of subscription terms and pricing, depending on the selected services.

10. Is there a warranty for these services?

The NissanConnect hardware is covered under your Nissan Vehicle warranty.

11. What is available via the NissanConnectSM Website?

The NissanConnectSM website allows you to subscribe or renew your services, review your transactions and account information for NissanConnectSM with Navigation services. It also presents the services Terms and Conditions and our Privacy Policy

12. Troubleshooting

- **Why do I need to register to the NissanConnectSM website?**
The NissanConnectSM website provides owners convenient access to variety of services and features associated with NissanConnectSM with Navigation.
- **How do I register my vehicle for NissanConnectSM Google® Services?**
Go to www.canada.nissanconnect.com to access the NissanConnectSM Portal to acknowledge the terms and conditions and retrieve NissanConnectSM user ID and password for the in-vehicle activation instructions.
- **What are the NissanConnectSM user ID and password?**
These are the credentials that will authenticate the vehicle with NissanConnectSM to allow access to Real-Time Fuel, Flight and Weather info and Google® Services.
- **I entered my NissanConnectSM user ID / password but the unit won't register**
The NissanConnectSM user ID / password may have been mistyped; please try again.
- **I entered my NissanConnectSM user ID / password but I get a "username and password can no longer be used" error message. What do I do?**
NissanConnectSM user ID / password may have been entered in multiple vehicles and the account is locked out. Please call Nissan Customer Service (855-426-6628) to resolve this issue.
- **I entered my NissanConnectSM user ID / password but I get a "vehicle is already in use by a different user" message. What do I do?**
You're trying to activate a previously activated radio – e.g., a pre-owned vehicle or a radio previously activated by another user. Please call Nissan Customer Service (855-426-6628) to resolve this issue.
- **I get a "data connection could not be established" error message. What do I do?**
Your vehicle is not detecting a paired phone. Please verify that Bluetooth® is activated in

both phone and vehicle, and that they are paired. Please consult your phone or vehicle manual for further instruction.

- **What technology does NissanConnectSM use to support data connections on my mobile voice plan?**
Data-over-voice (DoV) technology enables NissanConnectSM to deliver Real-Time Fuel, Flight, Weather and Google[®] Services.
- **Does NissanConnectSM use minutes on my mobile voice plan?**
NissanConnectSM will use a few minutes per service request to deliver data over voice.
- **Do I need a texting plan on my mobile phone?**
The Hands-Free Text Messaging Assistant allows you to listen and respond to text messages received on your Message Access Protocol (MAP)-enabled mobile phone. Standard text messaging rates apply.
- **Does NissanConnectSM require a data plan?**
No, NissanConnectSM with Navigation services use data-over-voice (DoV) technology that enables NissanConnectSM to deliver Real-Time Fuel, Flight, Weather and Google[®] Services..
- **Why do I need to enter my country for POIs powered by Google[®] and Send-to-Car powered by Google[®] service enrollment?**
NissanConnectSM provides local services and uses a national number to minimize your connections fees. Entering the wrong country might result in cellular roaming charges.
- **Do I need to have a Paypal[®] account to purchase or renew my POIs powered by Google[®] and Google[®] Send-to-Car services?**
No, you're able pay for your subscription with credit card as a PayPal guest.
- **I am registered but POIs powered by Google[®] and Send-to-Car powered by Google[®] services are unavailable, what do I do?**
This may be due to network issues. Please contact Nissan Customer Service (855-426-6628) if the problem persists.
- **Why are services not supported in my location?**
Not all services are available in all locations
- **My services have been deactivated, what do I do?**
Please verify that your subscription is still active. You may renew your services to re-activate your access.
- **I cannot send POIs to my car via Google Maps. What do I do?**
This may be due to network issues. Please contact Nissan Customer Service (855-426-6628) if the problem persists.
- **Can I make simultaneous POIs powered by Google[®] service requests?**
No, at this moment NissanConnectSM only allows one service call at a time.

- **Will a phone call interrupt my service request?**
Yes, an incoming or outgoing phone call will terminate your Real-Time Fuel, Flight, Weather, POIs powered by Google® and Send-to-Car powered by Google® service request. If a call comes in via your vehicle's Bluetooth hands-free system, the vehicle's audio system would be muted during the voice call.

- **Is there a limit to the number of times I use the services?**
No, not at this time.

- **Can I use my NissanConnectSM credentials in a friend's car or a rental car?**
No, your credentials are for use in your car only.