

REMOTE CONTROL

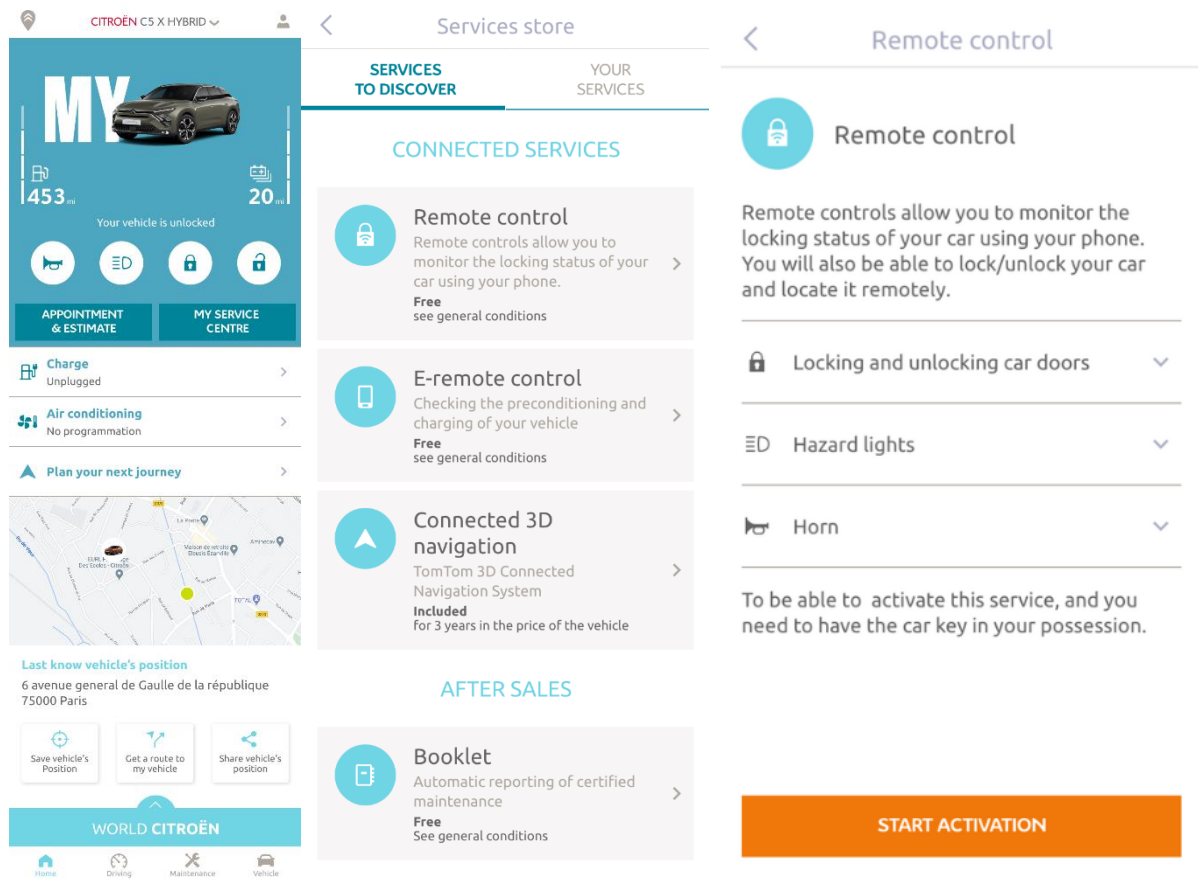
SUBSCRIPTION/ ASSOCIATION / ACTIVATION AND USAGE

This user guide will explain the path that you need to follow to activate Remote Control for your car.

First of all, to use Remote Control, you need a MyCitroën account and register your car. If you haven't yet installed the mobile app on your smartphone, you can easily do it by downloading the app from Google Play Store or App Store.



Open the MyCitroën app, visit the Services store section and select “Discover” to activate Remote Control. Tap on “START ACTIVATION” and follow the few steps to activate your new service.



You will be redirected to the Service Activation page, in which you can read what Remote Control is and what are the benefits that you will have thanks to this service. Scroll down and tap on the “GET” button to continue activating the service.

To activate Remote Control it is important to read and accept the General Conditions and, after saving your preferences, you can start the activation process through the Mobile App, by tapping on “CONTINUE TO MYCITROËN”.

The 3 steps that you need to follow in this moment will only take a few minutes and at the end you can start to enjoy your Remote Control. At the beginning, confirm that you have already read and accepted the terms and condition, then start the activation.

My Citroën account certification process

To be able to control your vehicle remotely from your smartphone, you must complete this ten-minutes path in three steps.

You can stop it at any time and resume later.



Define a trusted phone number



Set a My Citroën safety code




Secured bluetooth connection
(To do in the vehicle)

I agree to the terms and conditions of use

START

1. Enter your phone number and enter the code that you received via SMS

Close Trusted phone number < Trusted phone number < Trusted phone number



Define a trusted phone number

This telephone number will allow us to identify you in a secure way. It will be useful to ask you for confirmation of any secured operation.

Enter your trusted telephone number.

Country

Phone number

We have send you a 6-digit code by SMS. Please fill it in here to confirm your trusted phone number.

Received code

[Re-send me the code](#)


START CONTINUE CONTINUE

< Trusted phone number Close Trusted phone number

We have send you a 6-digit code by SMS. Please fill it in here to confirm your trusted phone number.

Received code

[Re-send me the code](#)



Your trusted phone number is defined!

CONTINUE

| | | |
|-----------|----------|-----------|
| 1 | 2 ABC | 3 DEF |
| 4 GHI | 5 JKL | 6 MNO |
| 7 PQRS | 8 TUV | 9 WXYZ |
| 0 | | ⌫ |

CONTINUE

2. Create your personal 4-digit Safety Code. To start this step, you will receive a temporary code via SMS. First insert it to register your phone and then create your Safety Code. This code will allow you to secure remotely access to your car and to use the Remote Control features.

MyCitröen account certification Close MyCitröen safety code

MyCitröen account certification process

To be able to control your vehicle remotely from your smartphone, you must complete this ten-minutes path in three steps.

You can stop it at any time and resume later.

Define a trusted phone number

Set a MyDS safety code

Secured bluetooth connection (To do in the vehicle)

Set a MyCitröen safety code

This code, specific to your MyCitröen account, enables us to authenticate you. Note it will be regularly requested to ensure that it is indeed you who are using the application.

We have send you a 9-digit code by SMS. You need to fill it to then set your safety code.

Received code

Enable

[Re-send me the code](#)

START START CONTINUE

MyCitröen safety code MyCitröen safety code MyCitröen safety code

We have send you a 9-digit code by SMS. You need to fill it to then set your safety code.

Received code

1234 ✓

[Re-send me the code](#)

Define a 4-digit safety code to interact with your car from your smartphone.

Set the safety code

1234 ✓

Confirm

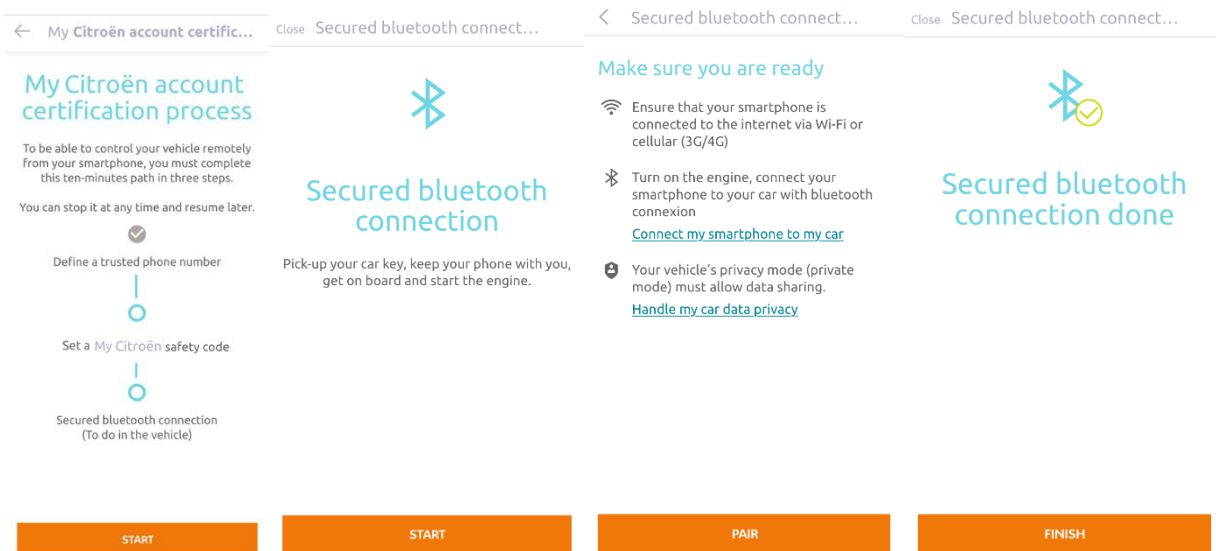
1234 ✓

CONTINUE CONTINUE

MyCitröen safety code set

CONTINUE

3. Connect your mobile phone to your vehicle using the Bluetooth. Go in your vehicle, turn on the engine, turn on the Bluetooth on your mobile phone, and click on "PAIR" to start the association.



Now the Remote Control service is active: you may be asked to update your vehicle equipment software to fully enjoy all the features and manage your car remotely.

HOW TO USE YOUR REMOTE CONTROL:

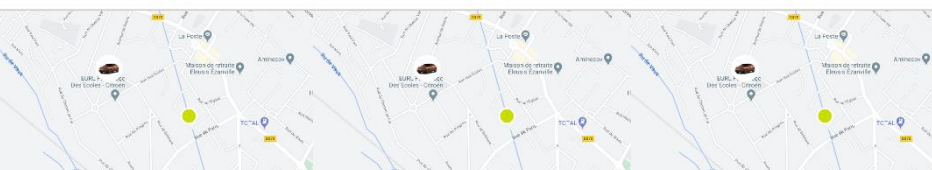
Once you have activated Remote Control for your vehicle, you can control the locking status of your car, lock and unlock the doors or turn on the light and the horn in few simple steps.

To remotely control your car, you need to open MyCitroën app, select the icon of the command that you would like to send to your vehicle, confirm the action and wait a few seconds. Remember that every 7 days you need to confirm the remote commands using your safety code.

Your vehicle has been locked

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|---|---|---|---|---|---|
| <p>453 mi</p> <p>Your vehicle is unlocked</p> <p>APPOINTMENT & ESTIMATE</p> | <p>20 mi</p> <p>Your vehicle is unlocked</p> <p>MY SERVICE CENTRE</p> | <p>453 mi</p> <p>Your vehicle is unlocked</p> <p>APPOINTMENT & ESTIMATE</p> | <p>20 mi</p> <p>Your vehicle is unlocked</p> <p>MY SERVICE CENTRE</p> | <p>453 mi</p> <p>Your vehicle is locked</p> <p>APPOINTMENT & ESTIMATE</p> | <p>20 mi</p> <p>Your vehicle is locked</p> <p>MY SERVICE CENTRE</p> |
|---|---|---|---|---|---|

| | | |
|--|--|--|
| <p>Charge Unplugged</p> | <p>Charge Unplugged</p> | <p>Charge Unplugged</p> |
| <p>Air conditioning No programmation</p> | <p>Air conditioning No programmation</p> | <p>Air conditioning No programmation</p> |
| <p>Plan your next journey</p> | <p>Plan your next journey</p> | <p>Plan your next journey</p> |



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|--|--|--|
| <p>Last know vehicle's position</p> <p>6 avenue general de Gaulle de la république 75000 Paris</p> <p>Save vehicle's Position</p> <p>Get a route to my vehicle</p> <p>Share vehicle's position</p> | <p>Last know vehicle's position</p> <p>6 avenue general de Gaulle de la république 75000 Paris</p> <p>Save vehicle's Position</p> <p>Get a route to my vehicle</p> <p>Share vehicle's position</p> | <p>Last know vehicle's position</p> <p>6 avenue general de Gaulle de la république 75000 Paris</p> <p>Save vehicle's Position</p> <p>Get a route to my vehicle</p> <p>Share vehicle's position</p> |
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