



BMW
ConnectedDrive

[www.bmwusa.com/
ConnectedDrive](http://www.bmwusa.com/ConnectedDrive)



The Ultimate
Driving Machine®

BMW CONNECTED APP. FREQUENTLY ASKED QUESTIONS.

1) What is required in order to use the new BMW Connected app?

Device Requirements: The new BMW Connected app is available exclusively for iOS devices running iOS 9.0 or newer. On iPad devices, the app will not run in full-screen, since this app is designed for iPhone® screens. In future versions of the app, support for Android™ devices will be included.

Vehicle Requirements: The new BMW Connected app is compatible with Model Year 2014 and newer Navigation-equipped vehicles, except 2014 X6. An active BMW Assist™/ConnectedDrive subscription is required. Not all features and functions will be available in every vehicle. For customers with vehicles without BMW Assist/ConnectedDrive capabilities, it is still possible to create an account via the app to log into BMW Connected and use the Journey Management, such as estimated travel time, learned destinations, and more, outside the vehicle.

2) Where do I go to download the new BMW Connected?

The new BMW Connected can be downloaded from iTunes® or the App Store®. As there are several similar apps in the BMW app portfolio, please be sure to search for and download “BMW Connected North America”.

This app has the following icon:



The direct link to download the app is provided below:

https://itunes.apple.com/us/app/apple-store/id1087277146?pt=999603&ct=B2-US_160331_Wildcard_1&mt=8

3) How do I log into BMW Connected?

In order to log into BMW Connected, you must have an active BMW Assist™ / ConnectedDrive account with a compatible vehicle assigned to that account. **Your login credentials are the same credentials used to log into the My BMW ConnectedDrive portal** (www.bmwusa.com/MyBMWConnectedDrive).

Typically, these credentials are simply the email address, which was provided during setup of BMW Assist™ services or created via the My BMW ConnectedDrive portal, plus the password which was setup via the My BMW ConnectedDrive portal.

- Refer to the BMW Assist™ Electronic Subscriber Agreement (ESA) Contract, included in your vehicle's contract portfolio, for your specific username
- The username required is included under the "Primary Subscriber Information" section or, if applicable, under the "Secondary Subscriber Information", referred to as "E-mail Address"

Please note, the "Password" shown on your ESA is not the same as what is use to log into the new BMW Connected app. The password required for the app is the same password for the My BMW ConnectedDrive portal.

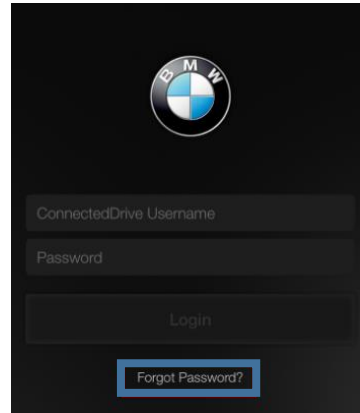
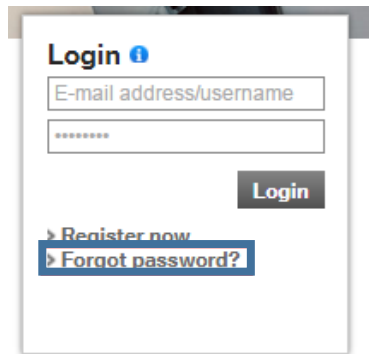
BMW Assist Subscriber Agreement Contract # _____ Services valid until: _____

PLEASE FOLLOW THESE THREE STEPS:
 Step 1. After client signs both copies, fax to (888) 226-9492 only if data transmission fails.
 Step 2. Give the client a signed Subscriber Agreement (6 pages). Place 2nd center copy of this page in deal jacket.
 Step 3. Make an Activation Call in the BMW with the client by pushing the SOS button.

For questions, please call **BMW Assist** at **(888) 333-6118**

PRIMARY SUBSCRIBER INFORMATION (Required)				SECONDARY SUBSCRIBER INFORMATION (Optional)			
Title: Mr	First Name: BMW	M.I.		Title:	First Name:	M.I.:	
Last Name: CUSTOMER		Suffix:		Last Name:		Suffix:	
Company Name (if company vehicle):							
Address: 300 Chestnut Ridge Rd				Address:			
City: Woodcliff Lake		State: NJ	ZIP: 07677	City:		State:	ZIP:
Evening Phone:	201-307-4000	Ext.:		Evening Phone:		Ext.:	
Daytime Phone:		Ext.:		Daytime Phone:		Ext.:	
Mobile/Cell Phone:		Ext.:		Mobile/Cell Phone:		Ext.:	
E-Mail Address: user@provider.com				E-Mail Address:			
Password Required: password				Password Required:			
VEHICLE INFORMATION (Required)							
Make:	Model:	Model Year:	Vehicle:	License Plate Number (Optional):	State (optional):		

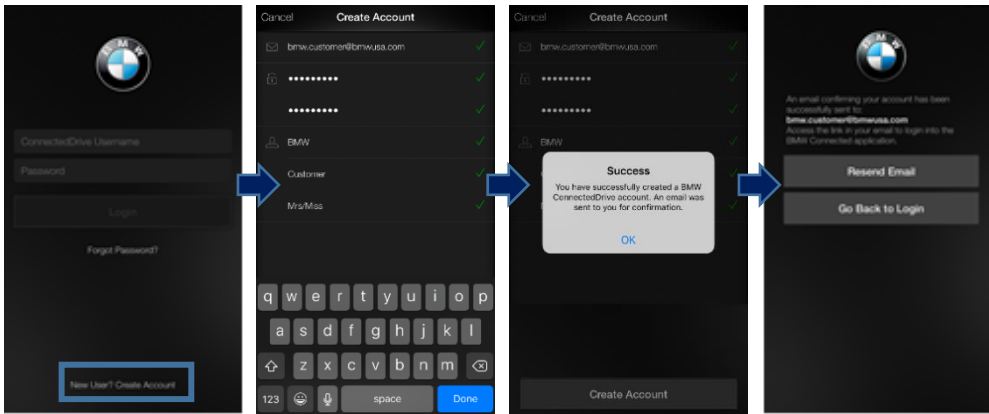
If you are not sure of your password, or need to create one, please use the "Forgot password" link on the My BMW ConnectedDrive portal or the new BMW Connected app itself. Upon entering your username (i.e., e-mail) you will receive an e-mail with a link to reset your password.



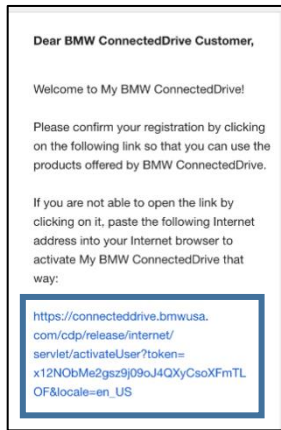
If you require further information, or do not have access to your BMW Assist™ ESA, please call BMW Assist™ toll-free at 1-888-333-6118.

4) How do I use BMW Connected to register for a BMW ConnectedDrive account?

From the main Login screen of BMW Connected, select the "New User? Create Account" link on the bottom and follow the prompts.



Please note that when completing the registration process you will receive an email with a link that you must click on to confirm registration.



After registering, you will need to add your vehicle to your account. Refer to the following question for more information.

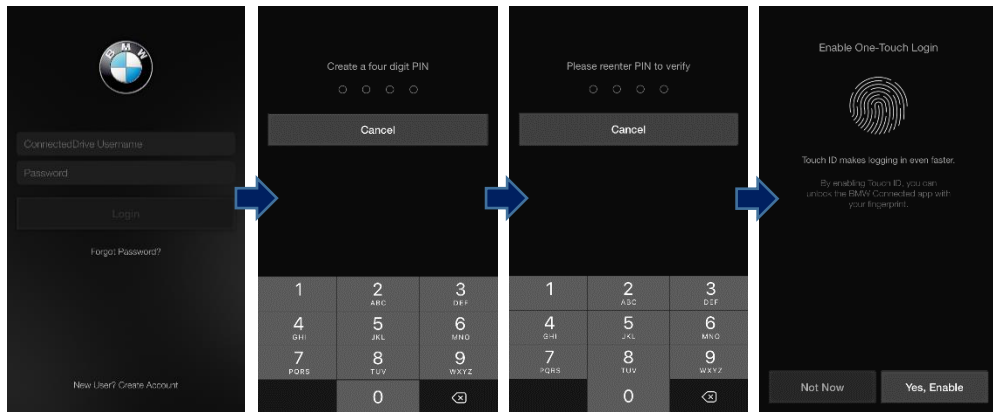
Note: If you completed an Electronic Subscriber Agreement (ESA) upon initial delivery of your BMW, you should already have a BMW Assist™ / ConnectedDrive login. Refer to your ESA for your login email address. Your password will need to be changed using the My BMW ConnectedDrive portal at www.bmwusa.com/MyBMWConnectedDrive and selecting the “Forgot password” link on the login page.

5) How do I add a vehicle to my account?

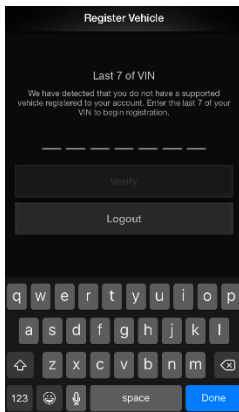
If you completed an Electronic Subscriber Agreement (ESA) for your vehicle, then the vehicle should already be associated to your ConnectedDrive account. Otherwise, if you need to manually add a vehicle, you can do that via the My BMW ConnectedDrive portal (www.bmwusa.com/MyBMWConnectedDrive).

You can also add a vehicle to your account using BMW Connected, **as long as no other vehicle is associated with your account**. If another vehicle is already included in your account, you will not be given the option to add a new vehicle via the new BMW Connected app.

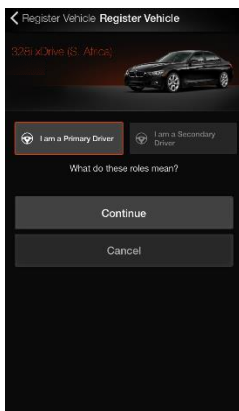
- a) Log into BMW Connected with your appropriate ConnectedDrive username and password combination. You will then be required to create a four digit PIN for BMW Connected and confirm whether you would like to enable login using Touch ID® (on applicable iOS devices)



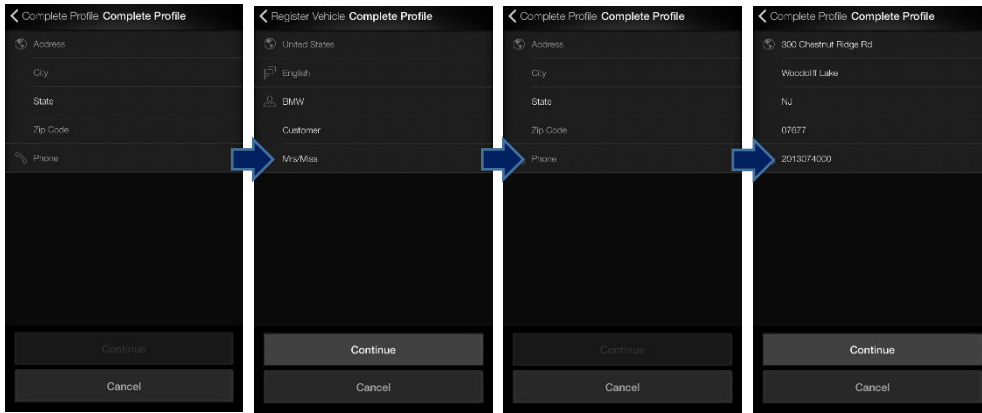
b) At the “Register Vehicle” screen, enter the last 7 digits of your vehicle’s VIN, then select “Verify”



c) Next, select whether you would like to be the Primary Driver (Subscriber) or Secondary Driver (Subscriber)

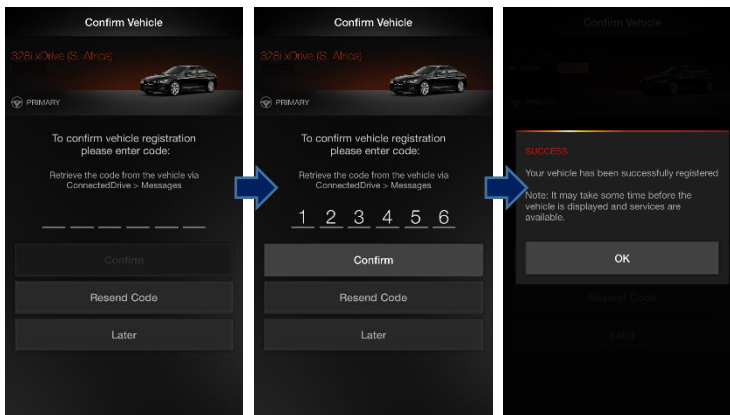


d) Complete the profile by entering your name, address, etc.



e) A security code will be sent to your vehicle. This code can be retrieved in your vehicle by going to the “ConnectedDrive” > “Messages” menu. Please note, **this code will expire after 4 hours**

f) Once you retrieve the security code, enter it into the app. Once successful, you will receive notification that the vehicle has been added to your account



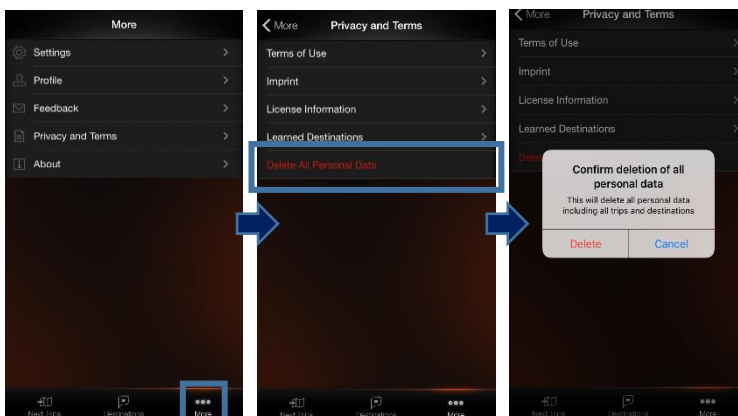
6) **Is it possible for two people, who both use the same vehicle, to each have separate access to the BMW Connected app on their own devices?**

Yes, multiple devices can be used to log into the same vehicle. When using the same ConnectedDrive account (i.e., username and password), the destinations shown in BMW Connected will be the same across all of the devices. If using different ConnectedDrive accounts (i.e., each person logs in with a separate username and password), the destinations will be personalized to each account.

7) **How do I delete destinations that are saved in the BMW Connected app?**

To delete **all destinations** previously stored in the app, follow the steps below:

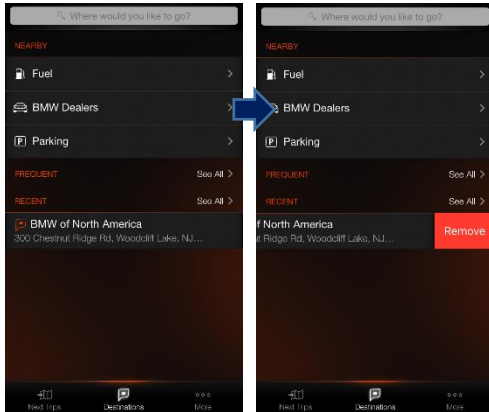
a) Select “More” then select “Privacy and Terms” and finally “Delete All Personal Data”



- b) Accept the pop-up to confirm that you would like to delete all personal data. Please note: this will delete all destinations from the app, but will not delete your actual BMW ConnectedDrive account
- c) Once you accept the pop-up, the destinations will be deleted and you will **also be logged out of the app.** Upon next login, those destinations will no longer be displayed

To delete **individual destinations** stored in the app, follow the steps below

- a) Find the destination you wish to delete and slide to the left to expose the “Remove” button



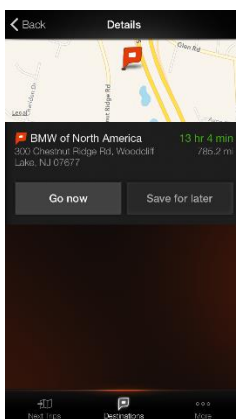
- b) Select the “Remove” button and confirm deletion

8) How do I plan a trip (i.e., use the Journey Management feature) with BMW Connected?

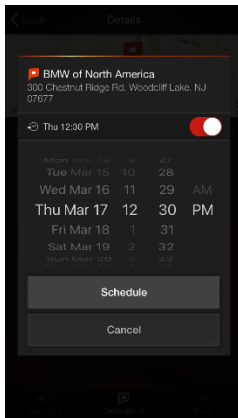
With the new BMW Connected app, the Journey Management features let you set scheduled arrival times for your destinations.

After finding a destination using the new BMW Connected app, the Details screen will appear displaying the destination, current estimated travel time to arrive there, address, and distance. Additionally, the Details screen will give you the option to “Go now” or “Save for later”.

- a) Choose the “Save for later” option

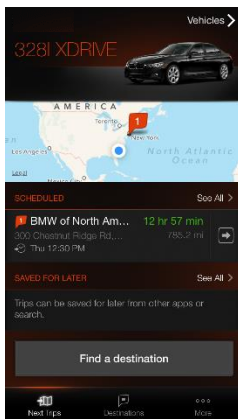


- b) On the pop-up which appears, turn on the “Optional Scheduled Arrival” button and choose your desired arrival date and time



c) Select “Schedule”

Now, the scheduled destination will appear under the “Next Trips” tab under the “SCHEDULED” section. If you have multiple destinations planned, they will appear here in chronological order.



9) How do I share an address from another app to be posted into BMW Connected?

With the new BMW Connected, BMW introduces its first app with the ability to receive destinations shared from other apps on your phone. Sharing destinations from other apps is easy!

- a) Find a destination using your location-based app (i.e., mapping app, restaurant finder app, business finder app, etc.)
- b) Follow the steps within that app to use the share function
- c) Upon selecting the destination to share, a familiar sharing screen will appear and ask which app you would like to share the destination. Choose “Connected”
- d) If desired and available as an option, you can even set a preferred arrival time
- e) Once complete, select “Post” and the destination will be posted into the BMW Connected app
- f) Reopen the BMW Connected app and the destination will now be available

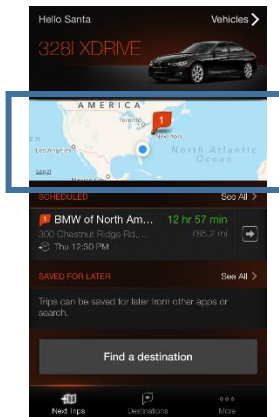
10) How does the vehicle finder feature work?

Starting with version 1.2 of the new BMW Connected app, the vehicle finder feature is able to actively request the current position of the vehicle, as long as certain criteria are met:

- a) The vehicle itself is located in an area with adequate cellular coverage for the vehicle’s embedded telematics system to perform
- b) Based on the production date / vehicle type, there may be additional limitations:
 - i) Vehicles produced before 7/2014 (except i3 and i8) – Vehicle Finder is limited so that the phone must be within 1km of the vehicle
 - ii) Vehicles produced after 7/2014 and all i3 and i8 vehicles – the “GPS tracking” option must be turned on in the vehicle (location: Main iDrive Menu > Settings > GPS tracking)

To update the last known position:

- a) Click on the map area of the screen



*Location services must be enabled within the BMW Connected app for this feature to work.

11) Is Web Radio available using the BMW Connected app?

No, the Web Radio feature is not incorporated into the BMW Connected app. If you would like to use Web Radio, please use the BMW Connected Classic app, also available from iTunes® or App Store®, or one of several compatible 3rd party entertainment apps.

12) Will BMW Connected work with Apple Watch®?

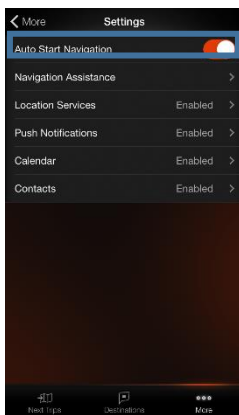
At launch, BMW Connected is not integrated with Apple Watch® features. In future versions of the app, support for Apple Watch® will be included.

13) Do I need to enable location services in order to use BMW Connected?

In order to experience the full functionality of BMW Connected, including time-to-leave notifications, vehicle finder, and destination search capabilities, location services must be enabled.

To enable location services from directly within the BMW Connected app:

- a) Select "More" then select "Settings" and finally "Location Services"

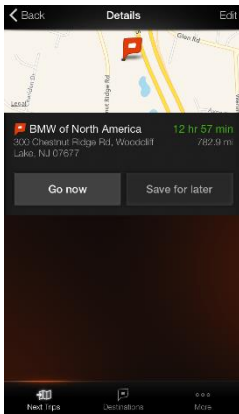


- b) On the next screen, you can view settings for the BMW Connected app
- c) Ensure that "Location" is set to "Always"

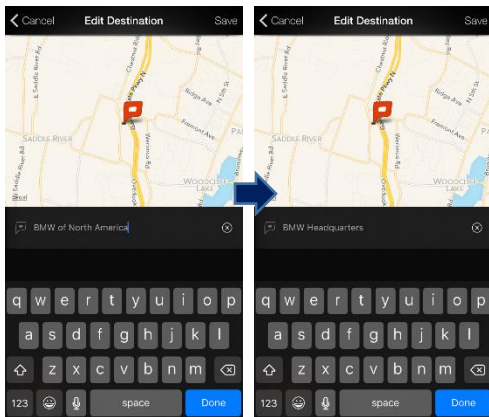
14) Can I modify the name of a destination?

Yes. A destination's name can be changed using the following steps

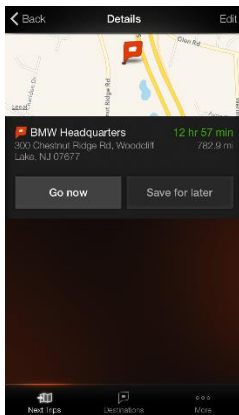
- a) Select the destination, then select "Edit"



- b) The cursor will now blink next to the name of the destination. Use your device's keyboard to change the name



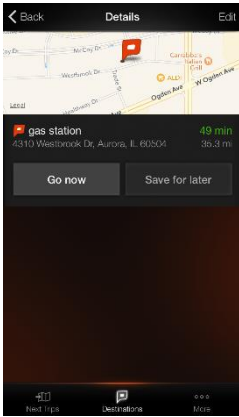
- c) Once complete, select "Save". The new name will now be displayed for the destination



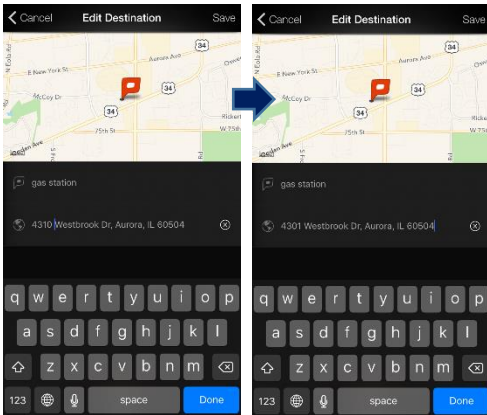
15) Can I modify the address of a destination?

It is only possible to change the addresses of a destination shown under the "FREQUENT" category on the "Destinations" screen.

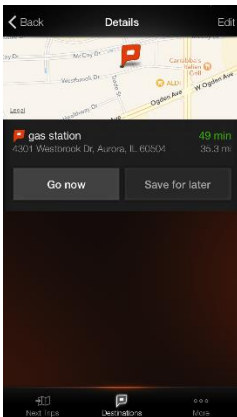
- a) Select the destination, then select "Edit"



- b) The cursor will now blink next to the name of the destination. Tap on the address of the destination to move the cursor there. Use your device's keyboard to change the address



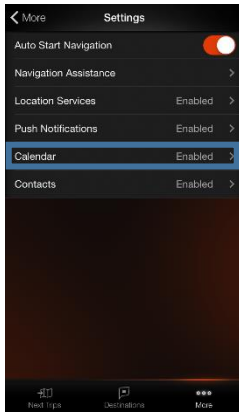
- c) Once complete, select "Save". The new address will now be displayed for the destination



16) I already use my phone's calendar for planning, and include addresses to my appointments, when appropriate. Will BMW Connected be able to import these destinations automatically?
 Yes, the new BMW Connected will automatically import destinations, and arrival times, as long as access to your calendar is turned on. BMW Connected will import up to 24 hours in advance of your appointment.

Here are the steps to ensure that BMW Connected can access your calendar:

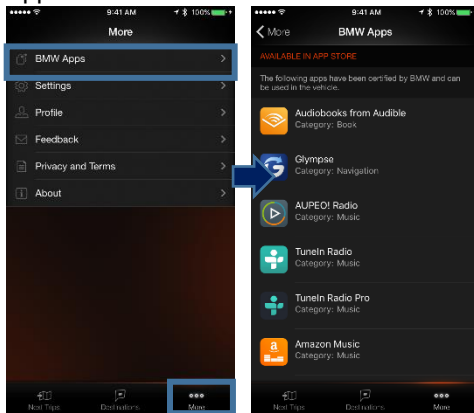
- a) Select "More" then select "Settings" and finally "Calendar"



- b) On the next screen, you can view settings for the BMW Connected App
c) Ensure that the "Calendar" button is turned on

17) How can I use BMW Connected to see a list of other compatible BMW Apps?

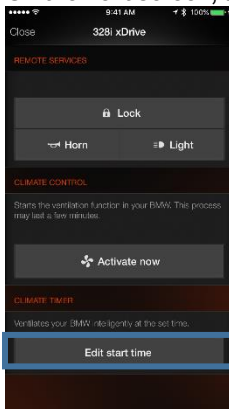
To view a list of currently available apps, certified by BMW to be used in the vehicle, select "More" then "BMW Apps".



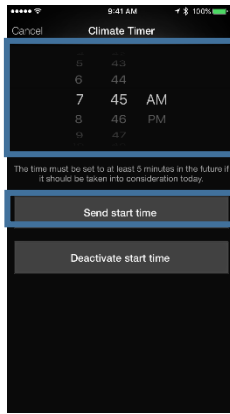
Selecting any of the apps in that list will open the App Store® and associated link to download the app.

18) How do I set a "climate timer" so that my BMW ventilates at a set time?

- a) From the "Next Trips" menu, tap on the image of your BMW
b) On the next screen, tap on "Edit start time" under the CLIMATE TIMER section



- c) Choose a start time and then tap “Send start time”

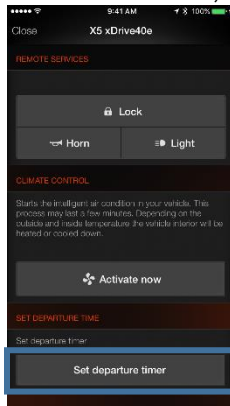


- d) Your chosen start time will then be sent to your BMW. Then, once that chosen start time occurs, the ventilation in your BMW will turn on. Please note, the ventilation will run for several minutes, and will eventually turn off automatically, to conserve the vehicle’s battery charge

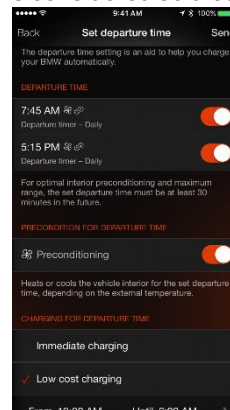
19) Can I set additional options for preconditioning, charging, etc. on my BMW i3, i8, or BMW iPerformance vehicle?

For BMW i3 and i8 vehicles and BMW iPerformance vehicles, there are additional options available to help schedule charging to consider departure times, preconditioning preferences, and low cost charging

- a) From the “Next Trips” menu, tap on the image of your BMW
 b) On the next screen, tap “Set departure timer”



- c) You will now be presented with options to set a departure time or multiple departure times, to ensure that vehicle is preconditioned for the departure time, and to determine whether a “low cost charging” window is considered so that charging is optimized for a lower cost



20) Can I still use BMW Connected if my vehicle does not have Navigation or does not support BMW Assist/ BMW ConnectedDrive?

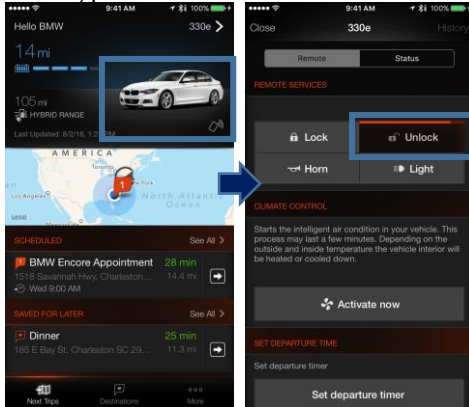
If your vehicle is not equipped with BMW Assist/ConnectedDrive capabilities, it is still possible to create an account via the app or the My BMW ConnectedDrive customer portal (www.bmwusa.com/MyBMWConnectedDrive) to log into BMW Connected and use the Journey Management

features, such as estimated travel time, learned destinations, and more, outside the vehicle.

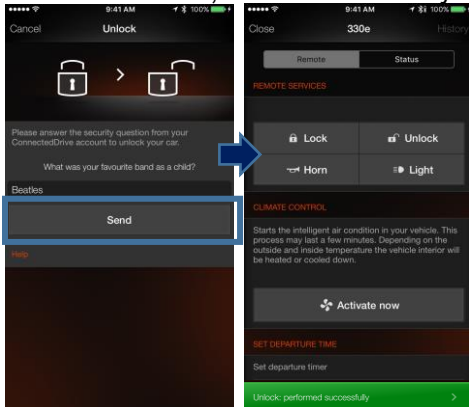
21) How do I use the Unlock feature? What is the security question that BMW Connected is asking me to answer?

The door unlock feature is accessible in the REMOTE SERVICES menu of BMW Connected. As an additional security measure and to prevent accidental unlocking, you will need to provide the answer to your ConnectedDrive security question in order to unlock your vehicle.*

- a) From the “Next Trips” menu, tap the icon below your vehicle’s picture. Under the REMOTE SERVICES screen, press and hold the “Unlock” button for 2 seconds



- b) On the next screen, enter the answer to your ConnectedDrive security question*, then press “Send”




*To setup or view your ConnectedDrive security question, visit the My BMW ConnectedDrive portal at www.bmwusa.com/MyBMWConnectedDrive and navigate to Settings > Security Settings > Edit security question. More information is available in the question “How do I setup my ConnectedDrive security question...?” below.

22) How do I setup my ConnectedDrive security question, so that I can use the Unlock feature via BMW Connected?

Depending on how your ConnectedDrive account was created, you may already have a security question and associated answer, or you will need to define one via the My BMW ConnectedDrive portal.

If you created a BMW Assist Electronic Subscriber Agreement (ESA) at your dealership:
Your default security question can be found on your ESA under the “Password” section.

		<p>PLEASE FOLLOW THESE THREE STEPS: Step 1. After client signs both copies, fax to (888) 226-9492 only if data transmission fails. Step 2. Give the client a signed Subscriber Agreement (6 pages). Place 2nd center copy of this page in deal jacket. Step 3. Make an Activation Call in the BMW with the client by pushing the SOS button.</p>		<p>For questions, please call BMW Assist at (888) 333-6116</p>	
<p>PRIMARY SUBSCRIBER INFORMATION (Required)</p>			<p>SECONDARY SUBSCRIBER INFORMATION (Optional)</p>		
Title: Mr	First Name: BMW	M.I.	Title	First Name	M.I.
Last Name: CUSTOMER			Last Name		
Company Name (if company vehicle)			Suffix:		
Address: 300 Chestnut Ridge Rd			Address		
City: Woodcliff Lake		State: NJ	ZIP: 07677	City	
Evening Phone: 201-307-4000	Ext.		Evening Phone	Ext.	
Daytime Phone	Ext.		Daytime Phone	Ext.	
Mobile/Cell Phone	Ext.		Mobile/Cell Phone	Ext.	
E-Mail Address: user@provider.com			E-Mail Address		
Password Required: password			Password Required		
<p>VEHICLE INFORMATION (Required)</p>					
Make: BMW	Model	Model Year	Vehicle	License Plate Number (Optional)	State (optional)

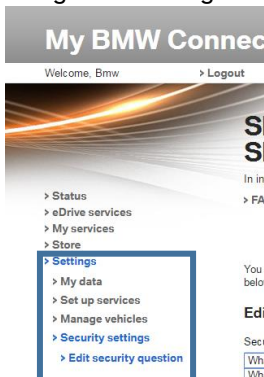
Note: this is not the password used to log onto the BMW Connected app or the My BMW ConnectedDrive site. This is the security question/answer which is used when calling BMW Assist to request a door unlock or other remote service over the phone.

If you need to setup or view your ConnectedDrive security question:

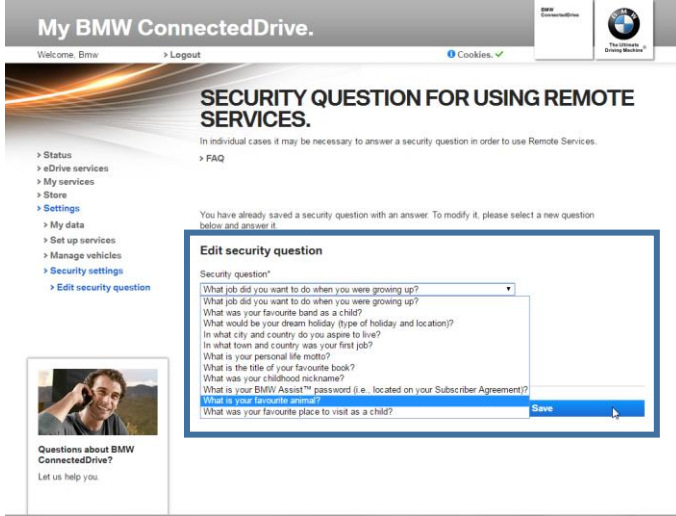
- a) Log into the My BMW ConnectedDrive portal (www.bmwusa.com/MyBMWConnectedDrive)



- b) Navigate to Settings > Security settings > Edit security question



- c) Choose a preferred security question, provide an answer, and select “Save”



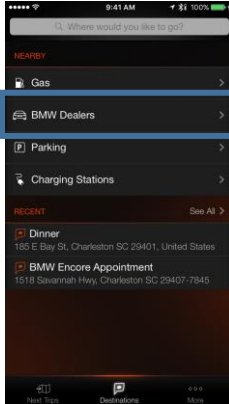
- 23) If I unlock my vehicle using the Unlock feature, will it automatically lock the door after a certain time, if I do not enter my vehicle?

Once the vehicle is unlocked, it will remain unlocked until further interaction. If you unlock your vehicle, but would no longer like it to remain unlocked, please use the Lock feature of BMW Connected. To avoid unintentional unlocking, BMW Connected requires the Unlock button to be pressed for 2 seconds and your ConnectedDrive security question to be answered.

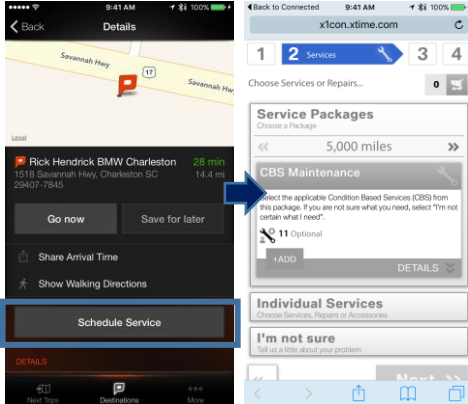
- 24) How do I schedule a service appointment using the BMW Connected app?

With BMW Connected, you are able to search for a nearby dealer and then schedule a service appointment.

- a) Select the “Destinations” menu and then tap “BMW Dealers” to find your nearby dealer



- b) Select “Schedule Service”. A mobile browser will then open, transferring information about your vehicle

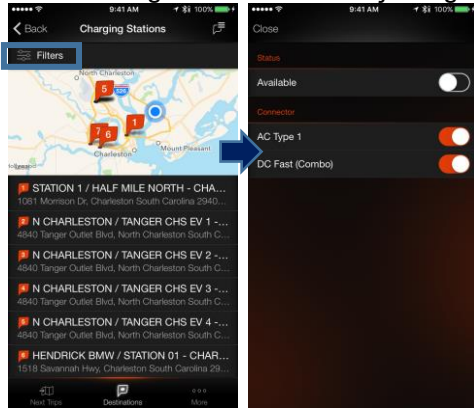


- c) Follow the appropriate screens to process the service appointment

- 25) When searching for charging stations, am I able to filter for specific ones?

There are several filters available to search for charging station specifically by availability and connector type (e.g., AC Type 1 vs. DC Fast).

- a) Select the “Destinations” menu and then tap “Charging Stations”
- b) After receiving the results of nearby charging stations, tap the “Filters” button near the top of the screen



26) BMW Connected is displaying a range for my vehicle. What range is being displayed?

For BMW i3, BMW iPerformance vehicles, and many 2017 and newer BMWs*, BMW Connected may be able to display the range of your vehicle.

Vehicle Type

Gasoline and Diesel only vehicles:
iPerformance vehicles (excluding i3):
BMW i3:

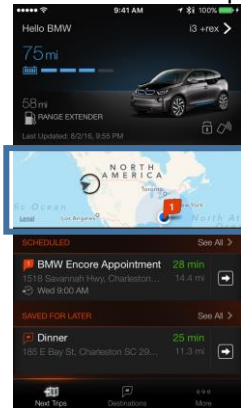
Range(s) Displayed

Total range
Electric Range, Hybrid Range (displayed separately)
Electric Range, Range Extender Range (displayed separately)

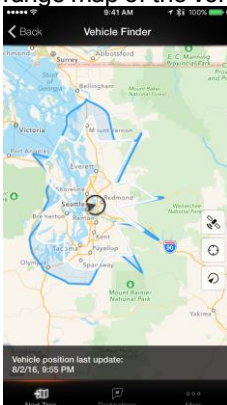
27) How do I access the Range Map?

For vehicles where the Dynamic Range Map is available within the Navigation system, BMW Connected is also able to display the Dynamic Range Map. To display the Dynamic Range Map, please note that the “GPS tracking” setting in iDrive must be set to “on” (location: Main iDrive Menu > Settings > GPS tracking)

- a) Select the “Next Trips” menu and then tap the map



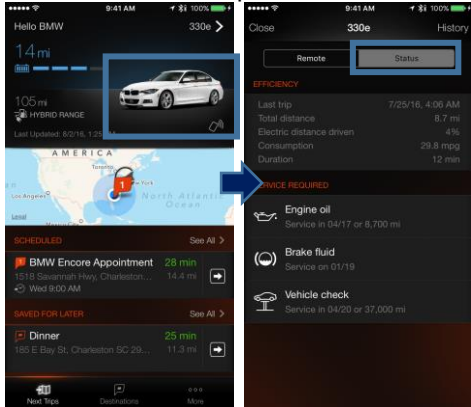
- b) The map will open and center itself on the vehicle's current position. Zoom out on the map to see the range map of the vehicle



28) Can BMW Connected display the Condition Based Service requirements for my vehicle, for example, when I am due for an oil change, new brakes, etc?

For most Model Year 2017 and newer BMW vehicles, BMW Connected may be able to display the status of Condition Based Services, including Engine oil, Brake fluid, and Vehicle check. To view Condition Based Services information:

- a) From the “Next Trips” menu, tap the icon below your vehicle’s picture. On the next screen, tap the “Status” button on top of the screen



Under the SERVICES REQUIRED section, information about your vehicle’s Condition Based Services will be listed. For some vehicles, information is only included if items need attention

