

REMOTE CONTROL

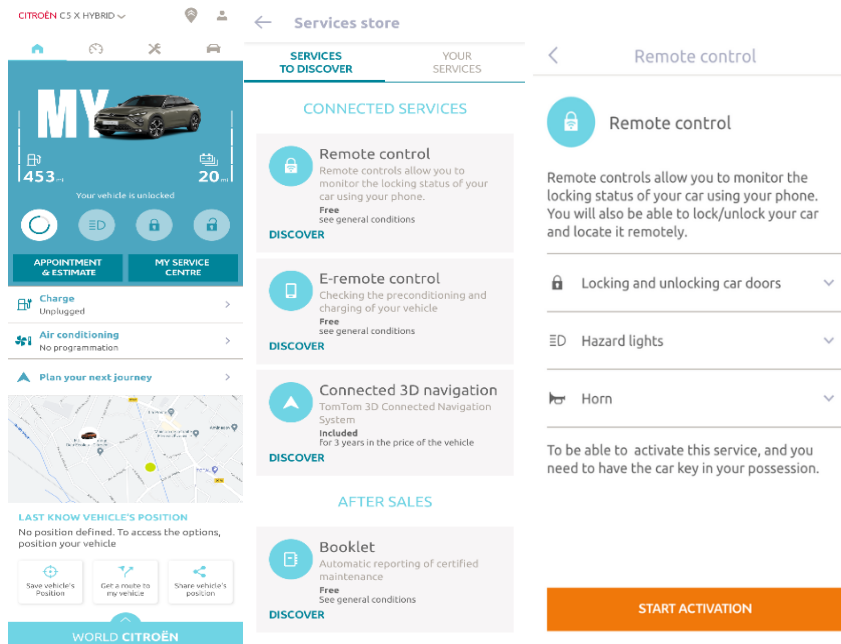
SUBSCRIPTION/ ASSOCIATION / ACTIVATION AND USAGE

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 MyCitröen 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.



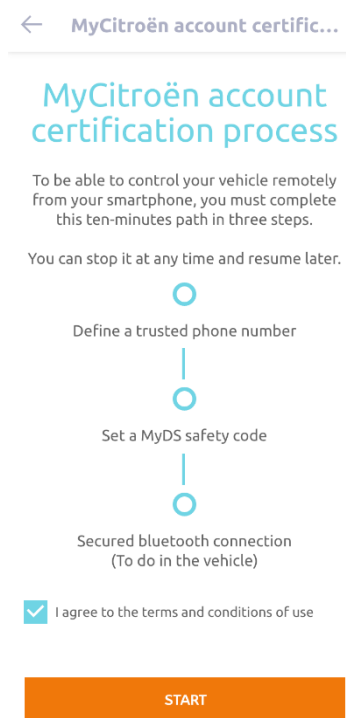
Open the MyCitröen app, visit the Services store section and select “Discover” to activate Remote Control. Tap on “START ACTIVATION” and follow the few steps to activate your new service.



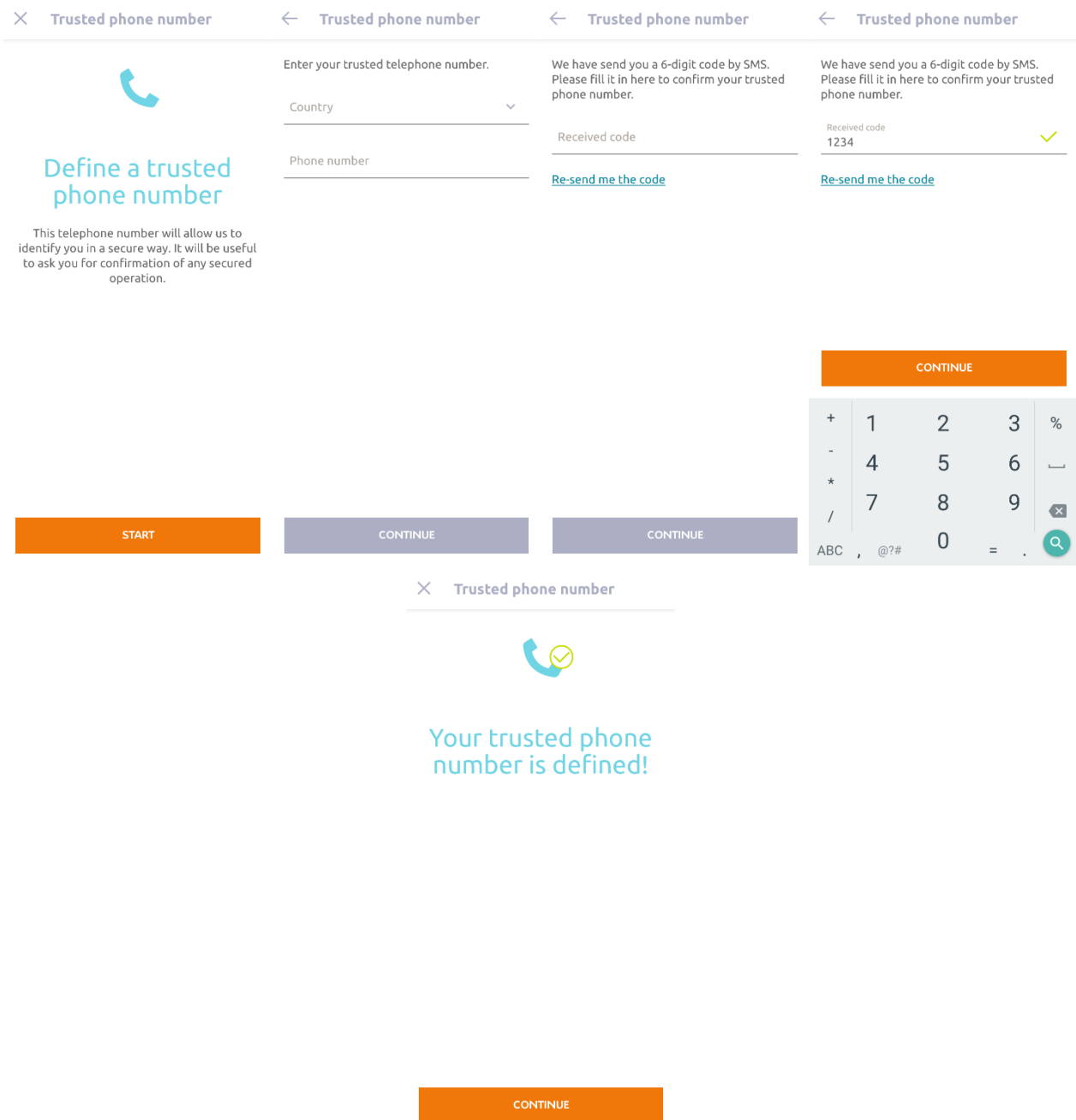
You will be redirected on the Service Activation page, in which you can read what Remote Control is and what are the benefits that you will have thanks to this service. Scroll down and tap on the “GET” button to continue activating the service.

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

The 3 steps will take you only 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 conditions, then start the activation.



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

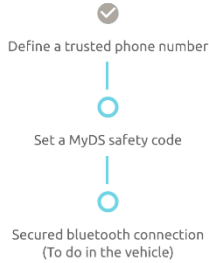


2. Create your personal 4-digits Safety Code. To start this step, you will receive a temporary code via SMS. First insert it to register your phone and then create your Safety Code. This code will allow you to secure remotely access to your car and to use the Remote Control features.

MyCitröen account certification 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.



START



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.

START

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

Received code

[Re-send me the code](#)

CONTINUE

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

Received code
1234 ✓

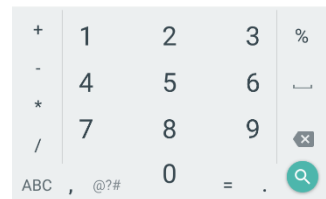
[Re-send me the code](#)

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

Set the safety code

Confirm

CONTINUE



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



MyCitröen safety code set

CONTINUE

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

← MyCitröen account certifi... × Secured bluetooth connect... ← Secured bluetooth connect... × Secured bluetooth connect...

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.

Secured bluetooth connection

Pick-up your car key, keep your phone with you, get on board and start the engine.

Make sure you are ready

- Ensure that your smartphone is connected to the internet via Wi-Fi or cellular (3G/4G)
- Turn on the engine, connect your smartphone to your car with bluetooth connexion then click on « Next » [Connect my smartphone to my car](#)
- Your vehicle's privacy mode (private mode) must allow data sharing. [Handle my car data privacy](#)

Secured bluetooth connection done

START

START

PAIR

FINISH

Now the Remote Control service is active: you may be asked to update your vehicle equipment software to full 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 only to open MyCitröen app, select the icon of the command that you would like to send to your vehicle, confirm the action and wait few seconds. Remember that every 7 days you will need to confirm the remote commands using your safety code.

The image shows three sequential screenshots of the MyCitröen app interface for a Citroën C5 X Hybrid. Each screen displays the vehicle's battery level (453 km) and range (20 km). The first screen shows the vehicle is unlocked. The second screen shows the vehicle is unlocked. The third screen shows the vehicle is locked. The interface includes buttons for 'APPOINTMENT & ESTIMATE', 'MY SERVICE CENTRE', 'Charge', 'Air conditioning', and 'Plan your next journey'. At the bottom, there are options to 'Save vehicle's Position', 'Get a route to my vehicle', and 'Share vehicle's position'. The 'WORLD CITROËN' logo is visible at the bottom of each screen.