



Application User Manual  
NissanConnect Services  
V3.14.1 or later

# Welcome

Thank you for choosing Nissan.

Welcome to the world of NissanConnect Services!

This user manual will guide you in the operation of NissanConnect Services application connected to your Nissan via the Telematics Control Unit on your vehicle.

# Caution

NissanConnect Services application features are dependent upon subscription enrollment, the TCU being in operative condition & availability of cellular connectivity, navigation map data, and GNSS signal reception.

- Services and features may not function if cellular network is unavailable, restricted or terminated. Cellular network signal strength may vary and may not be available in all areas or always.
- Services and features may require compatible cellular network provided by independent companies not within NISSAN or its partners' or agents' control. Technology is evolving, and changes by independent companies are not within NISSAN's or its partners' or agents' control. NISSAN and its partners or agents are not responsible for associated costs or other third-party changes that may be required for continued operation due to cellular network unavailability, restriction, or termination (including equipment replacements/upgrades, if available, or roaming charges on alternative networks).
- Users must read and agree to Terms and Conditions of the NissanConnect Services Subscription Agreement to use the application.
- Enrollment is required to use NissanConnect Services.
- After the initial service period, use of the service will incur subscription charges. You can find the duration of your initial service period in your warranty booklet.
- You are fully responsible for the protection of your password, user ID, and security code. Nissan has no obligation for any leaks or misuse of this information.

# Index

Index	4
<a href="#">Enrollment</a>	5
<a href="#">Account Creation</a>	6
<a href="#">Add your vehicle &amp; Authenticate Ownership</a>	7-9
<a href="#">Home Screen Navigation</a>	10
<a href="#">Remote Control Functions</a>	11-14
<a href="#">Setting Security Code</a>	15
<a href="#">Vehicle Health</a>	16
<a href="#">Monitoring Alerts</a>	17-20
<a href="#">Alert Preferences</a>	21
<a href="#">Theft Alert Notifications</a>	22
<a href="#">Notifications History</a>	23
<a href="#">Driving History</a>	24
<a href="#">Vehicle Service</a>	25
<a href="#">My Car Finder</a>	26
<a href="#">Profile settings</a>	27
<a href="#">Manage Account</a>	28
<a href="#">Manage Vehicle</a>	29
<a href="#">Unpair Vehicle</a>	30
<a href="#">Reactivate Vehicle</a>	31
<a href="#">Delete Account</a>	32
<a href="#">Dark Mode Setting</a>	33
<a href="#">Reset Login password</a>	34
<a href="#">FAQ &amp; Support</a>	35

# Enrollment

To enroll to NissanConnect Services, download the application from the app store, create a login & add your vehicle.



You need to have a smartphone with OS later than iOS 13.0 or Android 8.0 for the application to work.

Scan the QR code to download the application & continue the steps in pages 6 to 9.



To download the application, make sure that you are using Thai account for App Store or Google Play. Otherwise, you will not find this application.

In case of trouble call (+66) 0-2401-9600 or consult your Nissan dealers.



Ensure the vehicle is parked in a location with good Mobile Network & GNSS reception for the enrollment process

Google/Android/Google Play

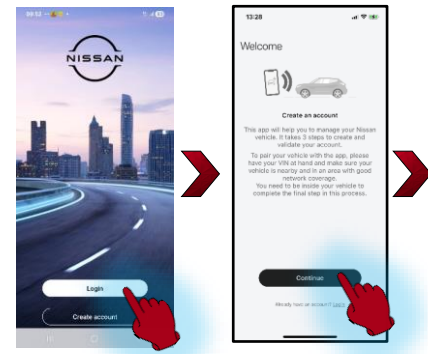
Google, Android, Google Play, and other marks are trademarks of Google LLC.

App Store

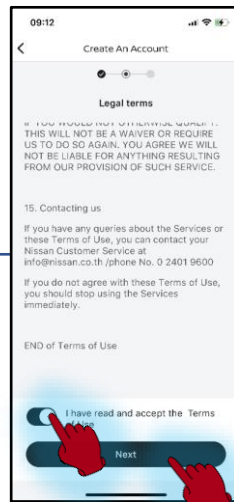
Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

# Account Creation

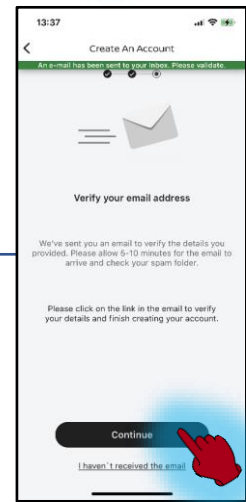
To use NissanConnect Services, an account is needed. To create the account, follow the below steps.



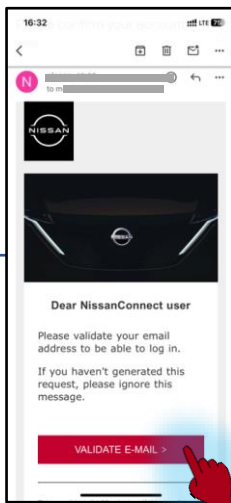
Enter personal details, set a password & select country. Click 'Next'



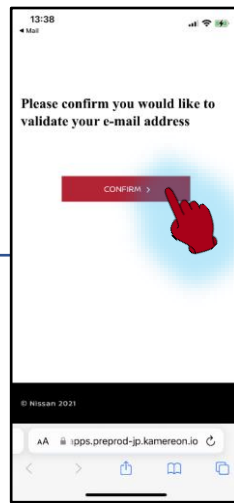
Read the Terms of Use and confirm. Click 'Next'



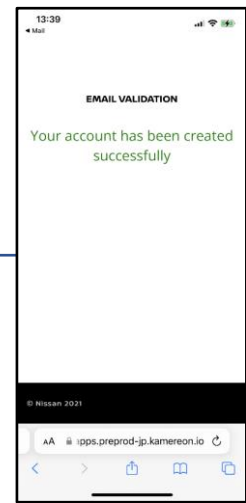
An email will be sent to your mail inbox. Click 'Continue'



Open the email you received & click on 'VALIDATE E-MAIL' within 30 minutes



Click 'CONFIRM'



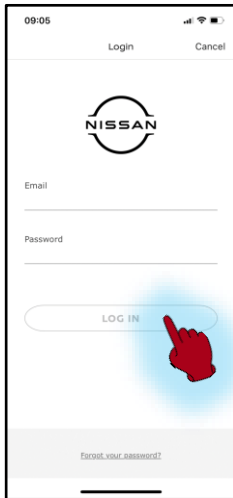
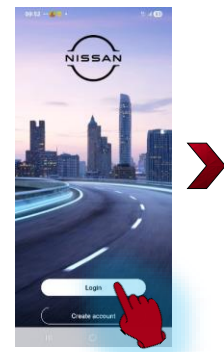
Account creation is complete!



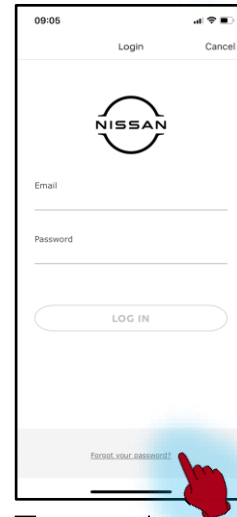
In case you do not receive email in your inbox, please reconfirm the email address & also check in your Spam folders.

# Login

Use the email & password used to create the account to log on the app.

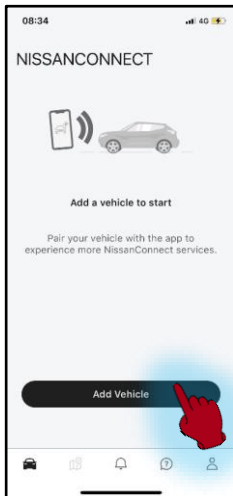


Enter credentials & Click 'LOG IN'

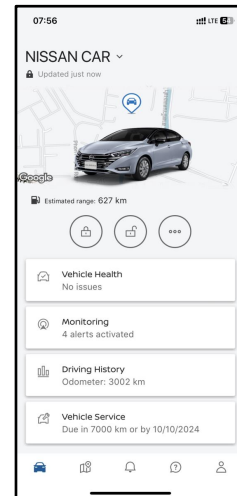


To reset your password, click 'Forgot your password' & follow steps [here](#)

## After Login



If no vehicle is paired yet, click 'Add Vehicle' & follow steps [here](#)



If a vehicle is already paired, [Home Screen](#) will show its data

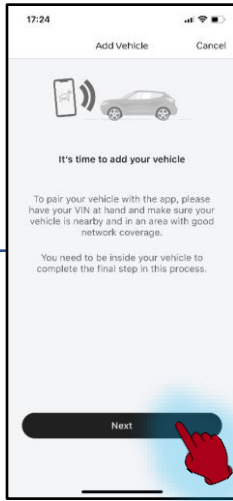
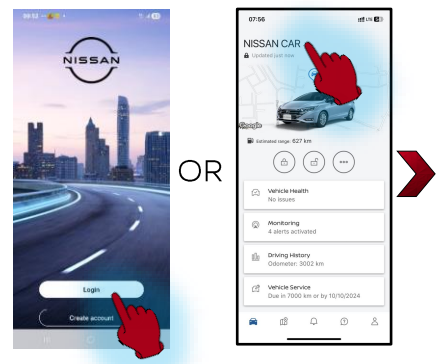


Do not share your password with anyone to prevent misuse of vehicle and to protect your privacy.

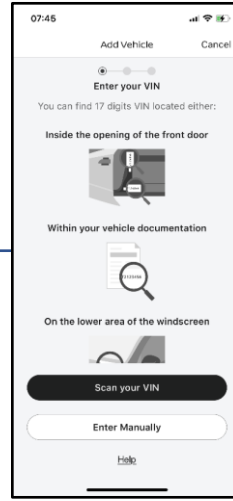
For troubleshooting, your email ID may be requested by Customer Support.

# Add your vehicle > Enter VIN

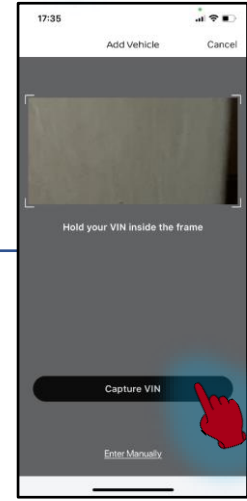
Your vehicle must be paired to your account using vehicle Identification Number (VIN). You can pair one or more vehicle as needed.



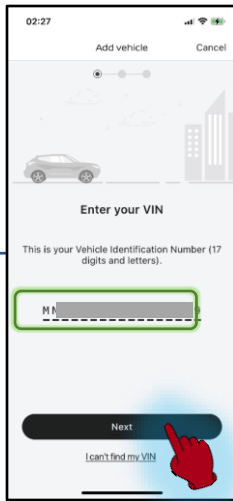
Click 'Next'



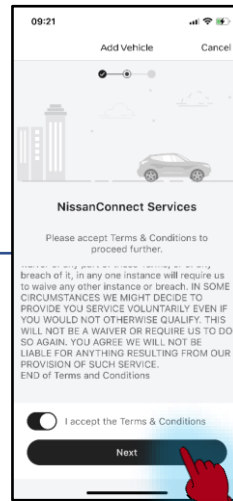
Scan your VIN bar code or enter it manually



To scan, place your VIN within the frame and click 'CAPTURE VIN'



Click 'Next'



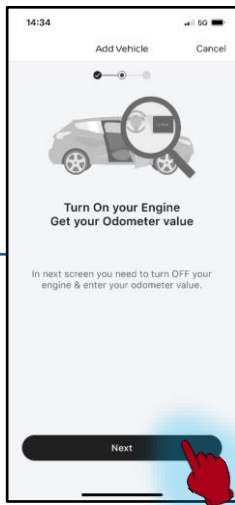
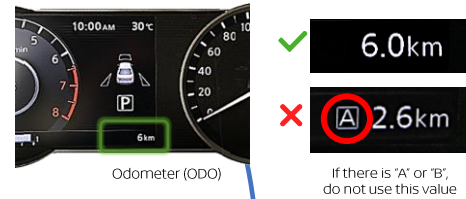
Accept terms and conditions, Click 'Next'



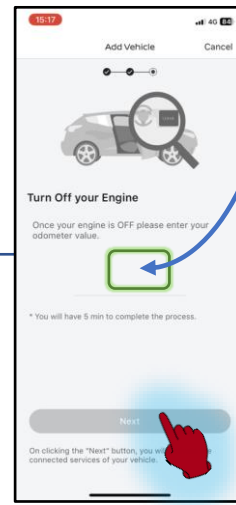
If manually entered VIN is not accepted, please re-check if you have entered it correctly. If issue persists, please contact the Nissan customer support or your nearest dealer.

# Authenticate Ownership

Follow the instructions on the app to authenticate the vehicle ownership.

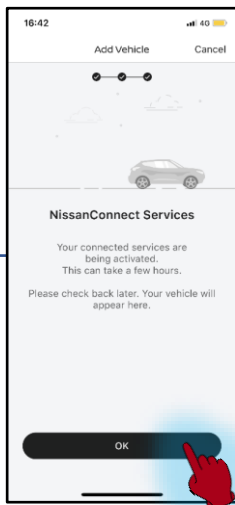


Turn ON your Engine, get the odometer value from vehicle meter & click 'Next'

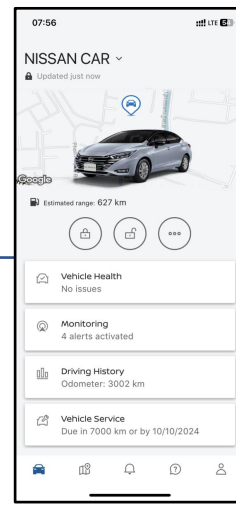


Turn OFF your Engine & enter odometer (vehicle mileage) value in the green box & click 'Next'

Odometer Value (not trip odometer with A/B as prefix)



NissanConnect Services enrolled successfully! Click 'OK'



Your vehicle data will be shown on the Main Screen

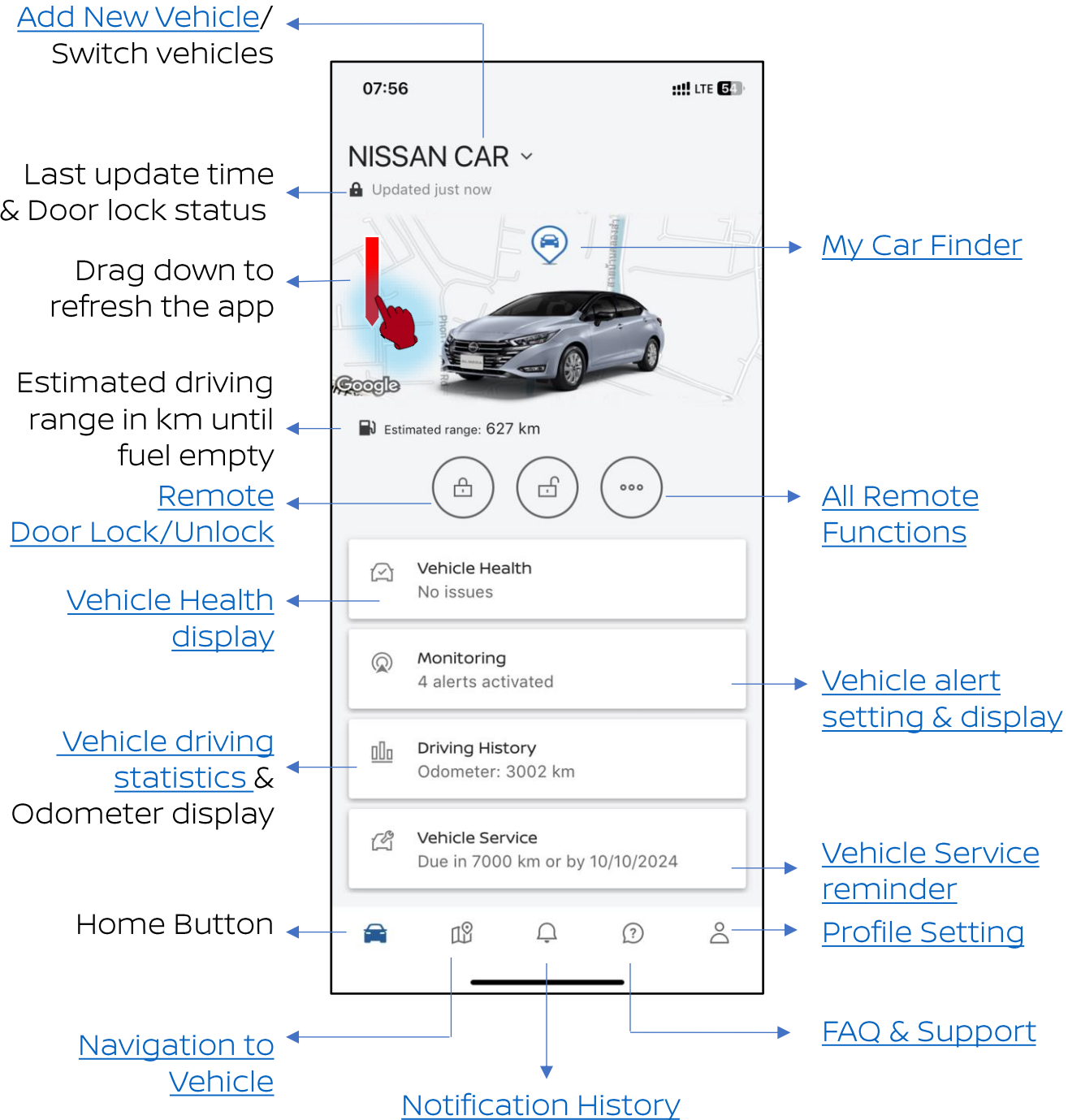


Authentication must be initiated once you are in the vehicle as some actions will have to be completed within the time specified

If the previous attempt was not completed successfully, wait for 6 minutes before restarting authentication of ownership.

# Home Screen Navigation

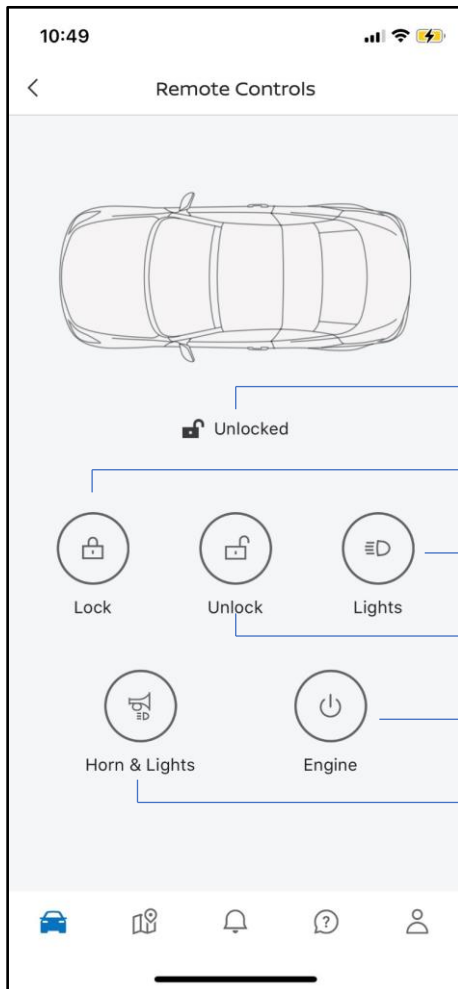
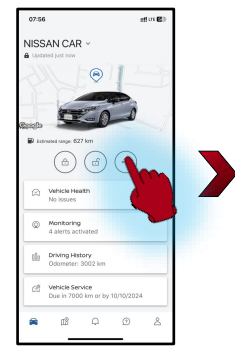
Navigation to all features of the application is initiated from the Home Screen.



Use scroll if some of the features are not visible on the screen.

# Remote Control Functions

Vehicle can be controlled via the application.



Vehicle Door Status

[Lock vehicle doors](#)

[Remote lights ON](#)

[Unlock vehicle doors](#)

[Remote Engine Start](#)

[Remote Horn & Lights ON](#)

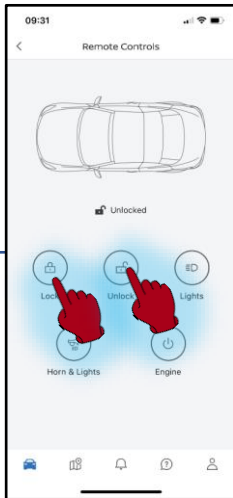
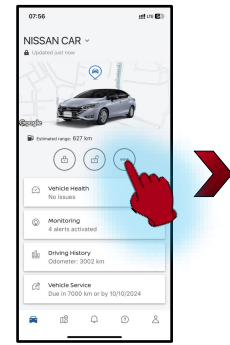


The response between the command and the vehicle is dependent on network signal strength and Nissan server traffic. Ensure your vehicle and mobile has good cellular signal coverage.

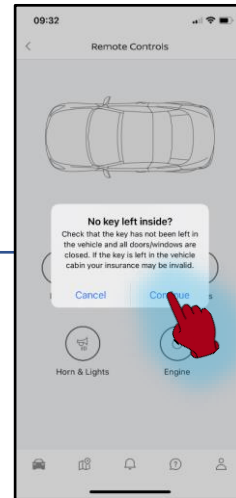
# Remote Door Lock or Unlock

You can lock or unlock your vehicle from anywhere. Additional authentication is needed with security code.\*

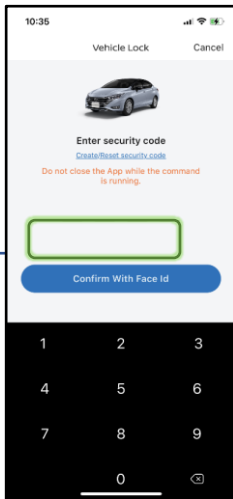
To create Security Code, follow the steps [here](#)



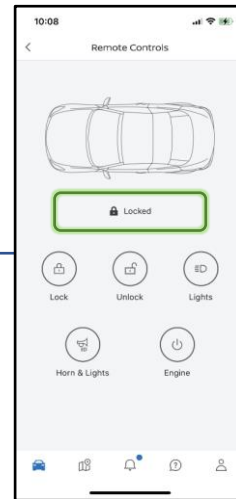
Click Lock or Unlock icon



Before door lock, ensure the key is outside the vehicle & Click 'Continue'



Enter Security Code in the green box to proceed



The door lock status is displayed here

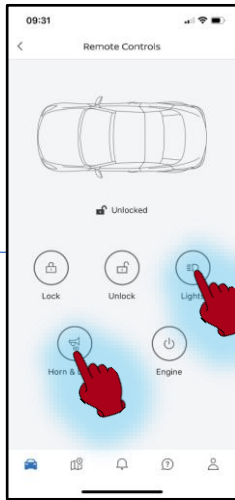
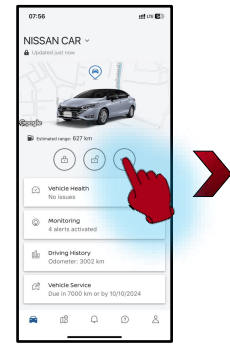


Keep your Security Code confidential to prevent misuse or loss of items from your vehicle.

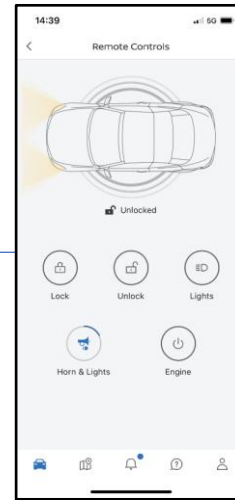
\* For the All-New NISSAN KICKS e-POWER, it is not required to enter a security code before using the remote command features.

# Remote Horn & Lights

Locate your vehicle in a parking lot by flashing the headlight only or by sounding the horn as well.



Click 'Lights' or 'Horn & Lights' icon



After the command is executed, animation will be shown on the application

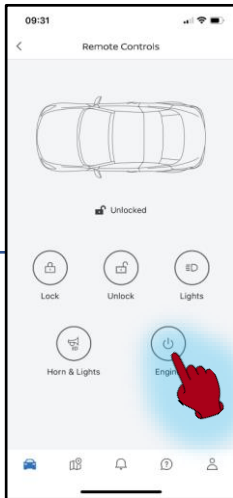
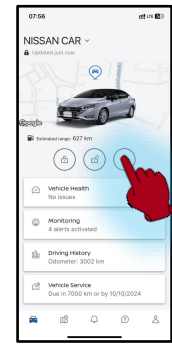


Operate remote horn complying with the regulation/ law in the area where the vehicle is parked.

The function will work only after approximately 5 minutes of turning OFF the vehicle & locking all doors.

# Remote Engine Start

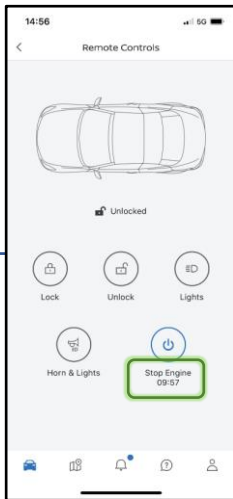
Pre-cool your vehicle cabin by remote engine start. Two step authentication is needed with Security Code.\* To create Security Code, follow the steps [here](#)



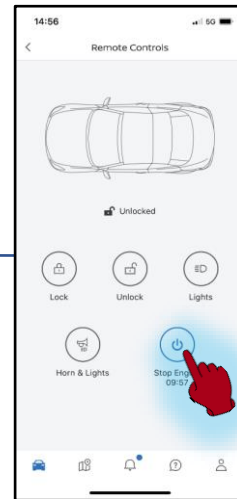
Click Engine icon



Enter Security Code in the green box to proceed



Engine running status and remaining 'ON' time is indicated in the green box.



To stop the engine before 10 minutes, click 'Stop Engine' and enter the Security Code

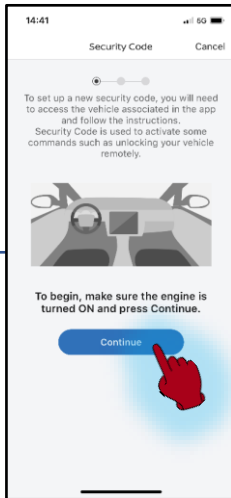
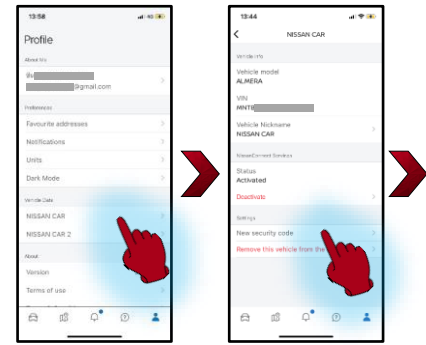
You are only allowed 2 consecutive remote engine start. To continue using remote start, you need to manually operate your vehicle. Refer to **'REMOTE STARTING THE ENGINE'** section in your Owner Manual.

\*For the All-New NISSAN KICKS e-POWER, it is not required to enter a security code before using the remote command features. Additionally, when the engine is started remotely, the air conditioning system will not automatically turn on but will return to the last status prior to the engine being turned off.

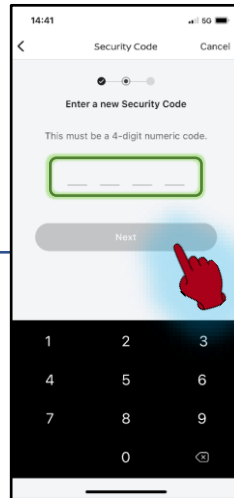


# Setting Security Code

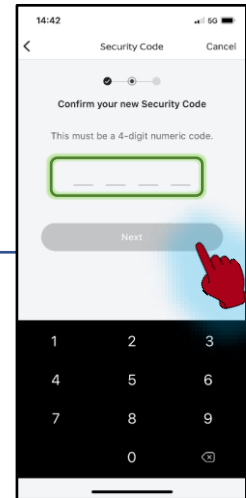
For safety, some remote features require Security Code\*. Follow the instructions on the app to set it.



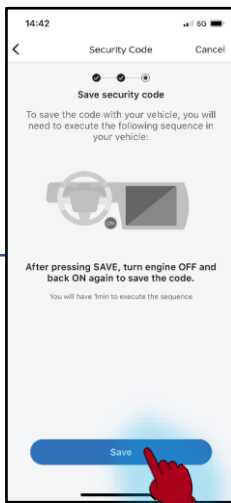
Turn ON your engine & click 'Continue'



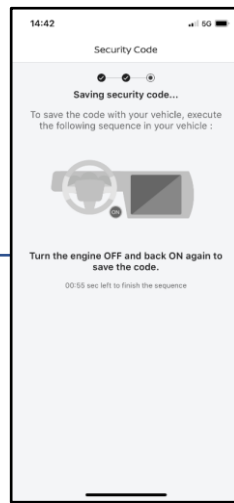
Enter a new Security Code & click 'Next'



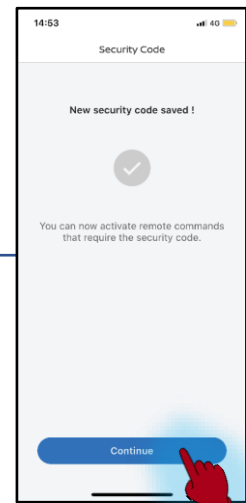
Re-enter the new Security Code & click 'Next'



Click 'Save' & Turn OFF the engine



Turn ON the engine



New Security Code is saved successfully. Click 'Continue'

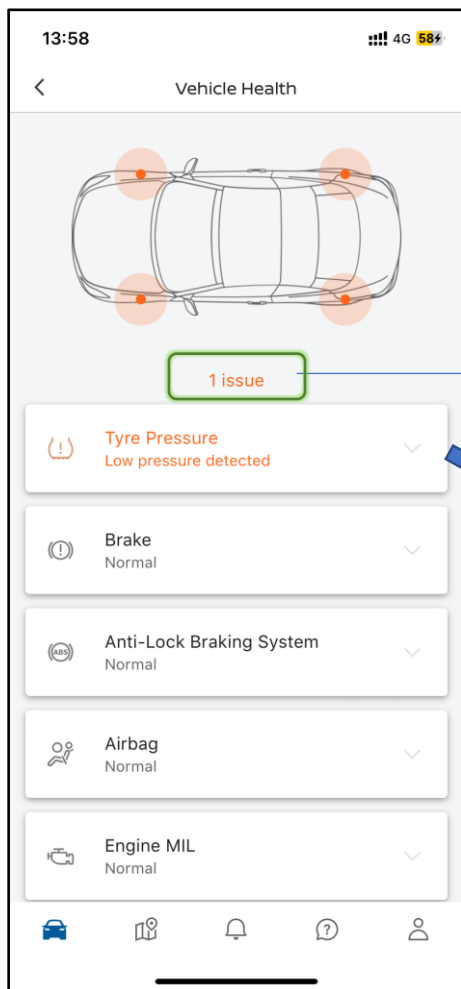
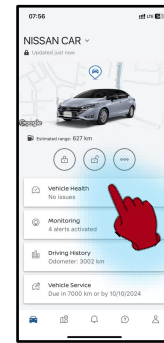


**For Android Users:** If you want to use the biometrics function, enable this first in your device settings then reset the security code in the app.

\* For the All-New NISSAN KICKS e-POWER, it is not required to set a security code.

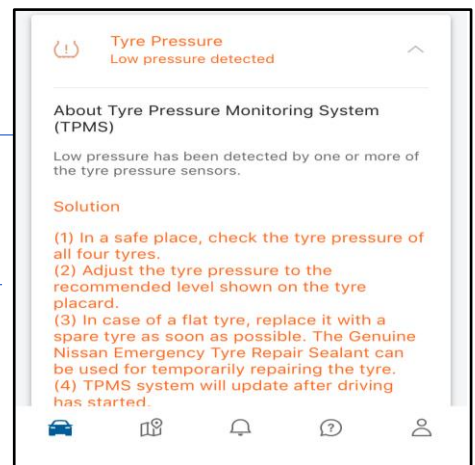
# Vehicle Health

This is a convenient way to monitor the warning issues on your vehicle.



Indicate the status of the Vehicle

In case of issue, the information displayed changes



Follow the solution steps to troubleshoot or correct the issue

Provide details of the issue

Malfunction Warnings: Tire Pressure (only for models with TPMS system), Brake, Anti-Lock Braking System (ABS), Airbag, Engine Malfunction Indicator Lamp (MIL ON) and Oil Pressure

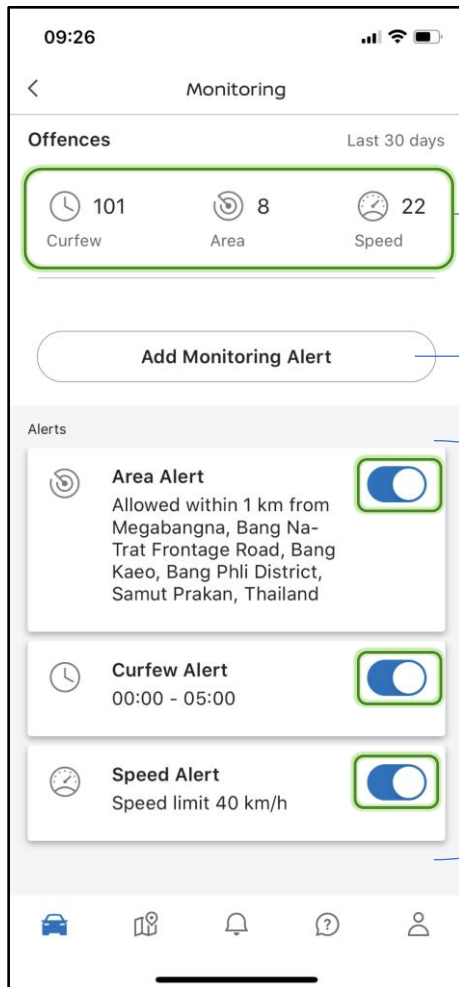
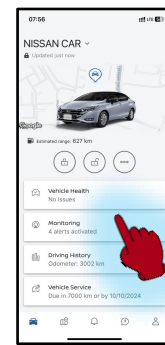
If in case an issue is found, customer can immediately bring the vehicle to the nearest service center to have it checked.



Warnings are displayed only if your vehicle is equipped with its monitoring system. Check the vehicle specification for details. It may take 2 Ignition ON for warning to disappear after repair.

# Monitoring Alerts

You can set monitoring alerts for vehicle events.



Display the number of offences in the last 30 days

Click to add monitoring alerts

Enable/Disable the monitoring alerts set

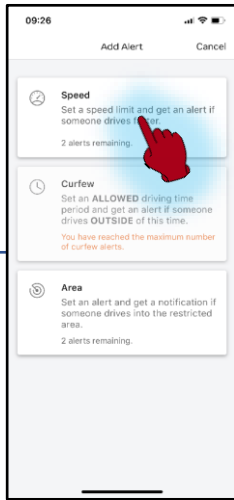
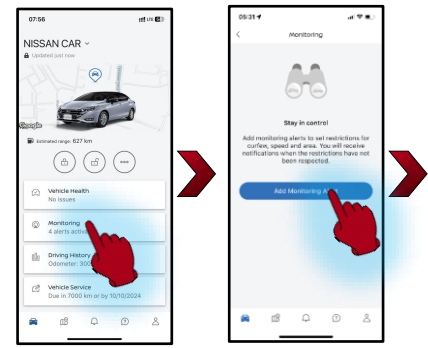


Vehicle must be turned OFF for 10 minutes for the setting to be updated on the TCU.

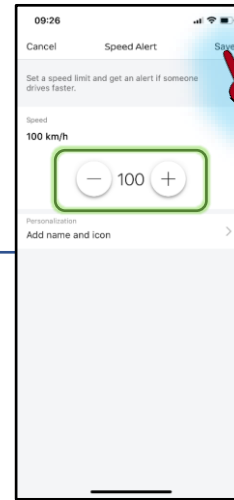
Ensure the notification setting of your smart phone is enabled to receive the alerts.

# Setting Alert – Speed

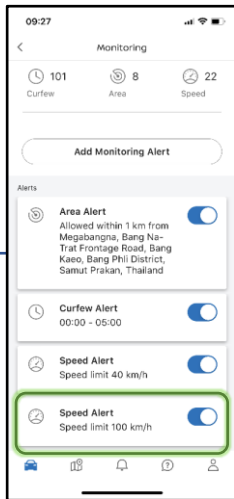
You can set a speed limit to trigger an alert if it is exceeded.



Click 'Speed'



Adjust Speed limit & Click 'Save'



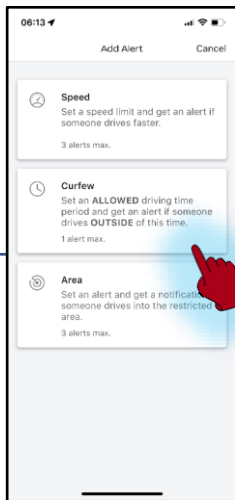
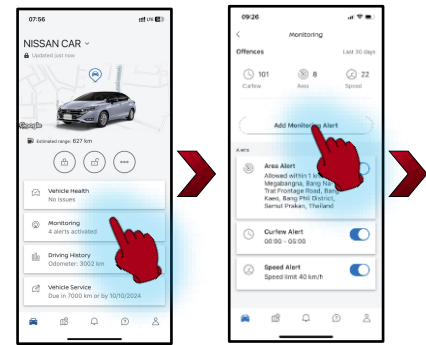
Your speed alert setting will be shown on the Monitoring Alerts screen



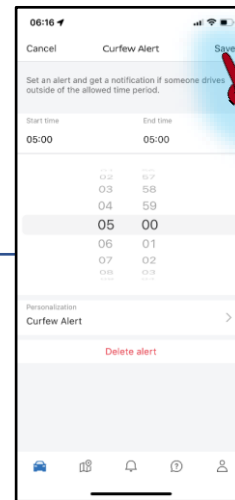
You can only receive the alert if the speed has been exceeded but it won't affect the actual vehicle speed while driving. You can add a maximum of 3 speed alerts.

# Setting Alert – Curfew

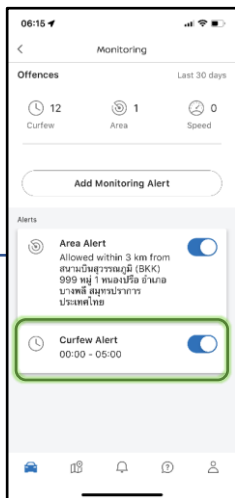
You can establish and monitor the time when the vehicle is allowed to be used.



Click 'Curfew'



Adjust start and end time of curfew, Click 'Save'



Your curfew alert setting will be shown on Monitoring alert screen

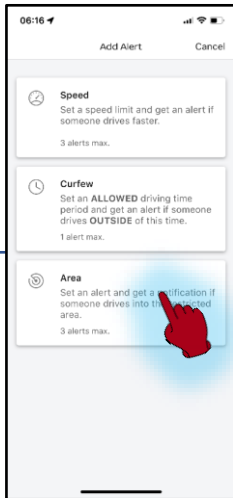
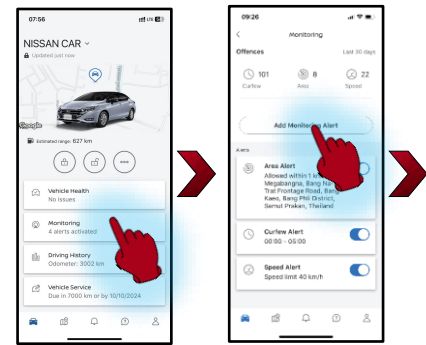


You can only receive the alert if the curfew has been breached, but it won't affect the actual vehicle movement within the specified window time.

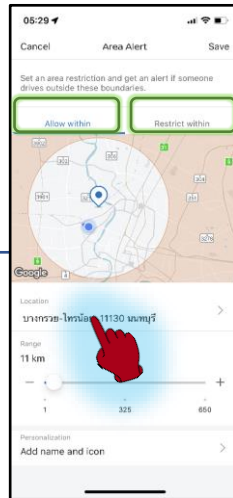
A maximum of 1 curfew alert can be set.

# Setting Alert – Area

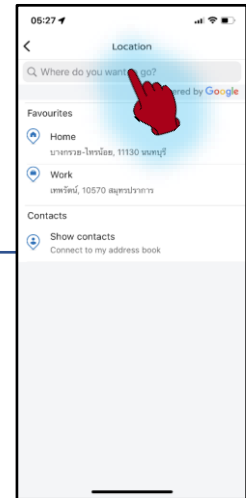
Set the area allowed or restricted to operate the vehicle & get alerts if it is violated.



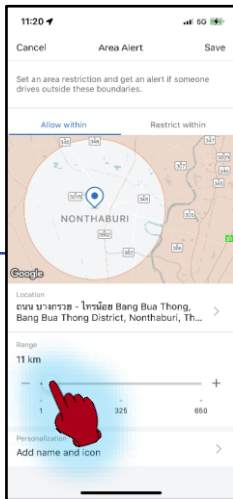
Click 'Area'



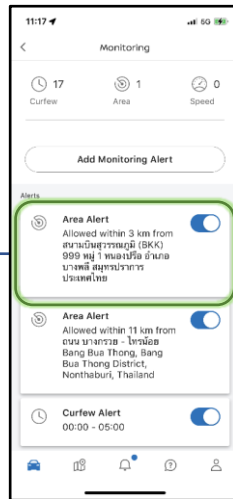
Select the type 'Allow within' or Restrict within' to operate the vehicle & Click to set the location



Type location name to set center point



Adjust the radius from center point to define the area, Click 'Save'



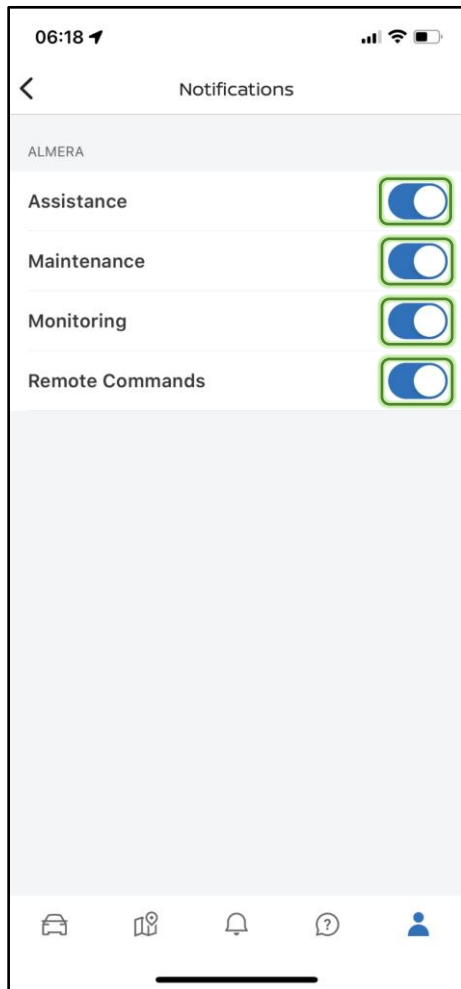
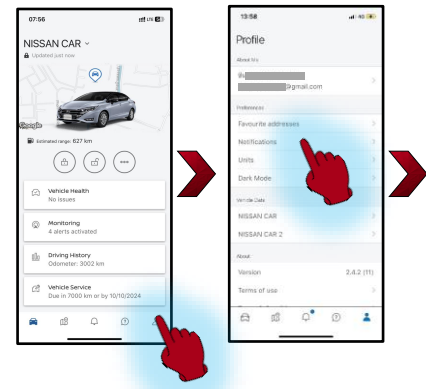
Your area alert setting will be shown on the Monitoring Screen



You can only receive the alert if the area has been breached but it won't affect the vehicle movement within or outside the restricted area . You can add a maximum of 3 area alerts.

# Alert Preferences

You can enable/disable the type of notifications to be received via smartphone.



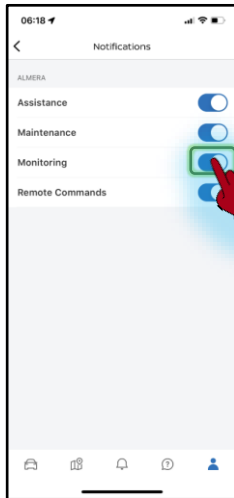
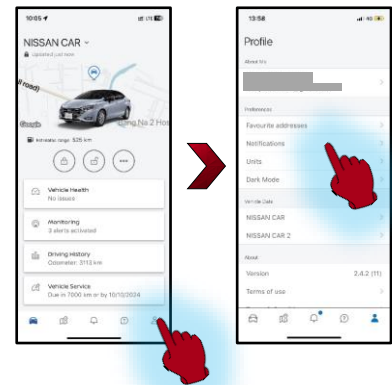
- Theft alert notifications
- Vehicle health notifications
- Area, Speed, Curfew notifications
- Remote command reply



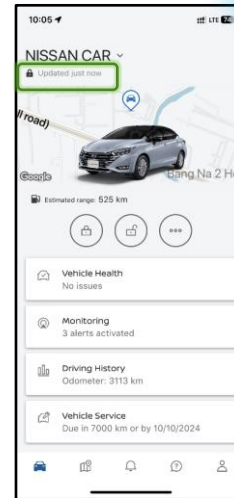
Theft alert may not work during remote engine start or within 1 minute of locking the door. Make sure you reach vehicle within 10 minutes after commanded 'Remote Engine Start'. Ensure the notification setting of your smart phone is enabled to receive the alerts.

# Theft Alert Notification

If your vehicle has been compromised, you can receive theft alert notification from your app.

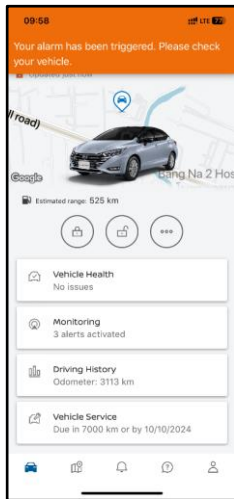


Enable "Assistance"

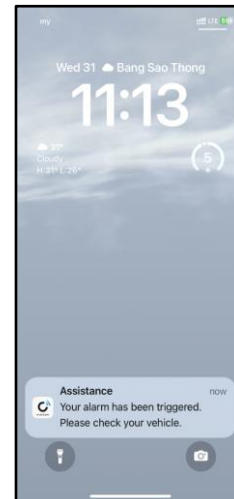


Check the door status and ensure it is locked

## Notifications



If the app is open, notification message will appear above the app



If the app is closed, notification message will appear on phone home screen

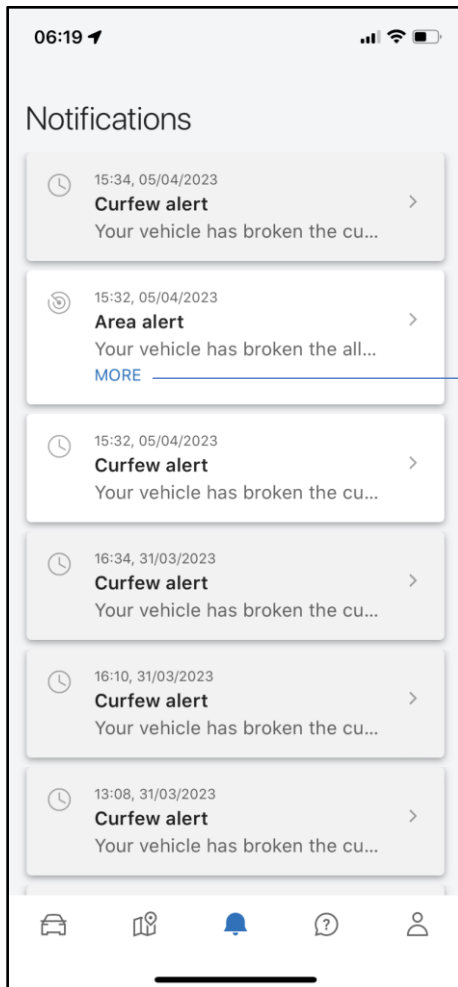
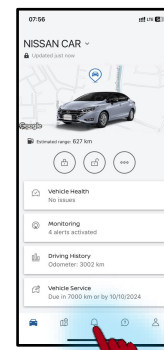


If you receive notification, please go to your vehicle right away to investigate.

Theft alert may not work during remote engine start or within 1 minute of locking the door.

# Notifications History

The notification history can be viewed here. Date, time and notification type are listed.



Click 'MORE' to expand and see more details

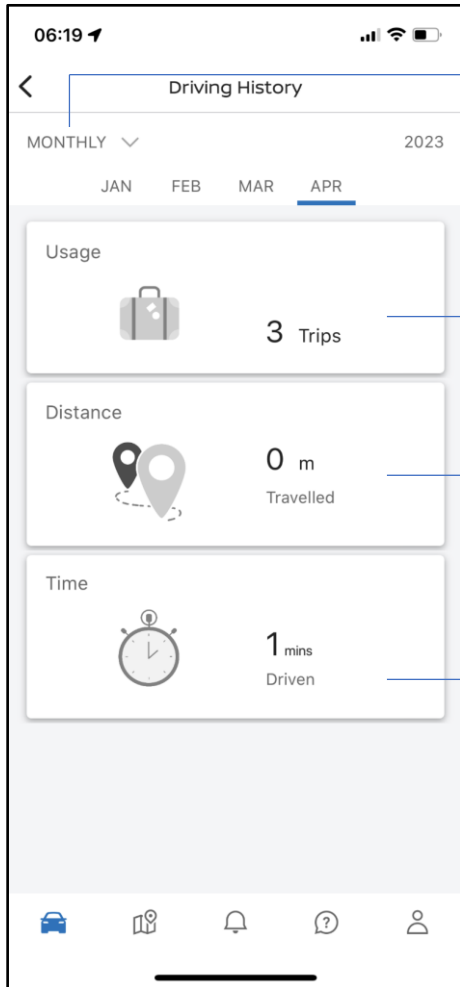
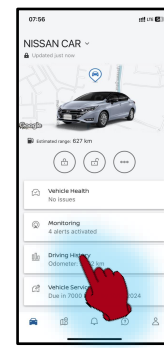
The notifications history are displayed by order from the latest one. It cannot be sorted, filtered, or deleted.



Ensure the notification setting of your smart phone is enabled to receive the notification. Also check the [Alert Preferences](#) on the app.

# Driving History

You can view the statistics of your vehicle usage in this feature.



The period can be set to daily, monthly or yearly



Total number of trips for the given period

Total distance travelled

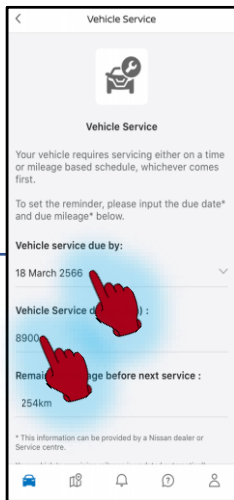
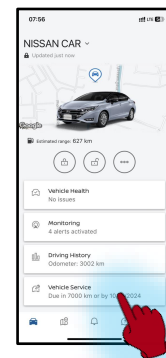
Total time driven



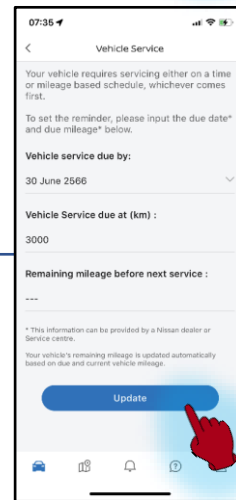
One ignition ON-OFF cycle is counted as a trip.  
Driving history of the date of enrollment is not displayed.

# Vehicle Service

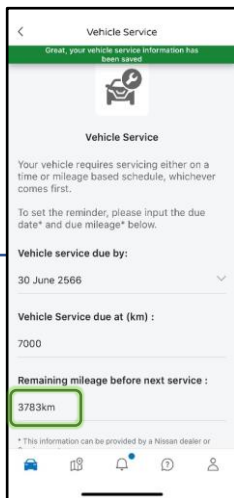
The app will notify when your vehicle is next due for service. The due values\* must be set on the application after previous service for proper functioning.



Set both the due date\* & due mileage (in km)\* of next vehicle service



Click Update



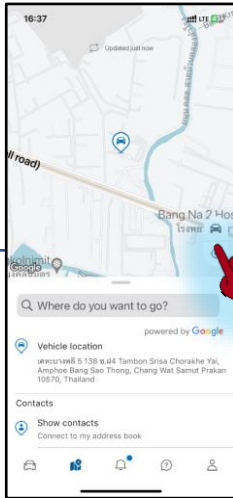
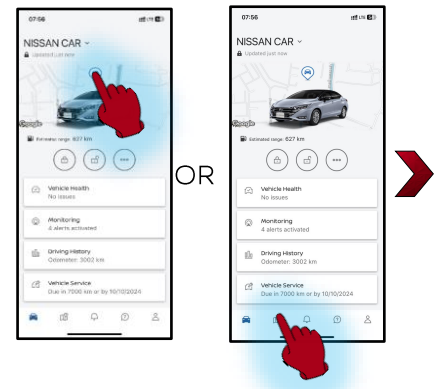
Success message will be shown on the top. The remaining mileage can be checked below.



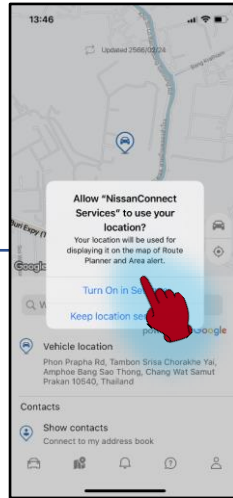
\*The behavior of this feature is dependent on the values entered manually. Please add correct due date & due mileage of next vehicle periodic maintenance service as advised by your dealer.

# My Car Finder

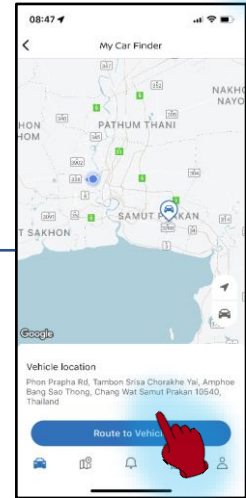
You can locate your vehicle and route to it from your current location.



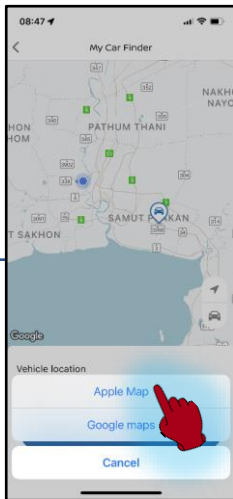
Click on your location



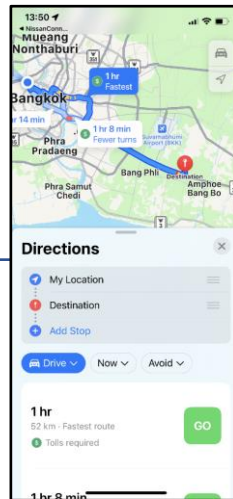
Turn on device location to use this feature



Click on Route to Vehicle



Apple Map is available on IOS only  
And Google map is available on Android



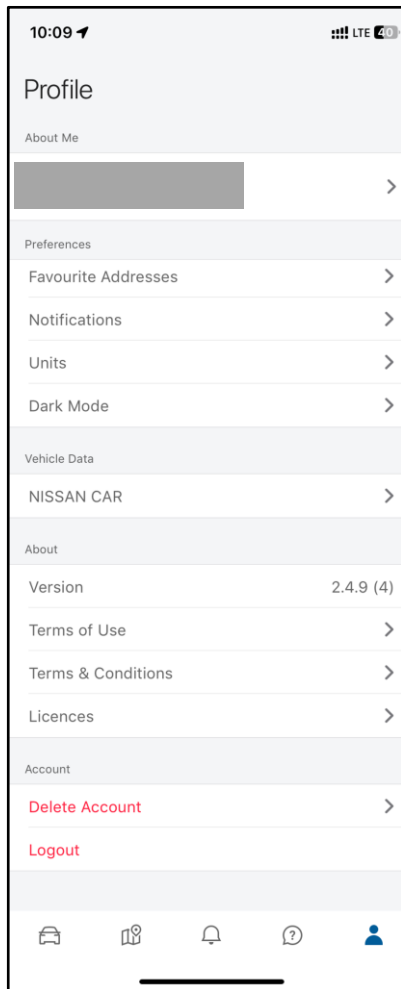
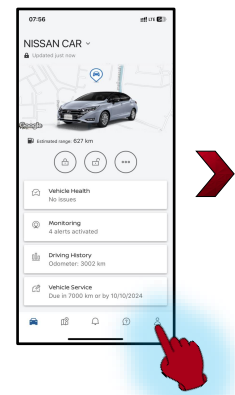
The route will open on the map app selected



Turn ON device location on your smartphone to use the route function.

# Profile Settings

You can check or edit your profile information here.



Check or edit your [personal information](#)

Enable or disable [notifications](#)

Customize your preferred unit

Customize your [screen mode](#)

Set vehicle Information, [Unpair](#) or [Reactivate](#)

Check application version

Read Term of Use and Term & Conditions

[Delete your account](#)

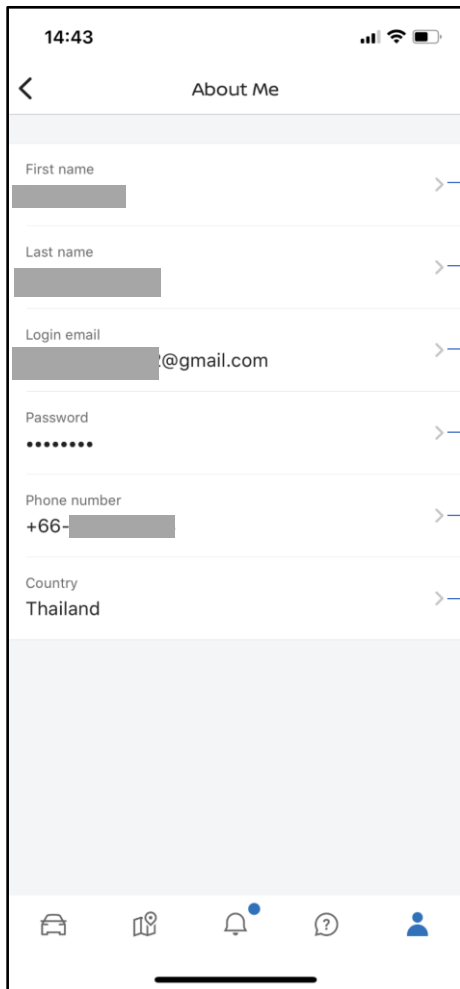
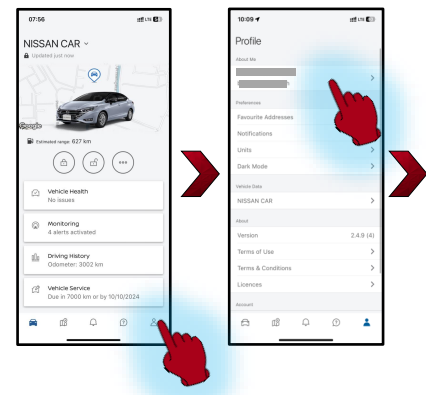
Logout from the app



Once your account is deleted, the data cannot be retrieved.

# Manage Account

You can check or edit your profile information of your application account



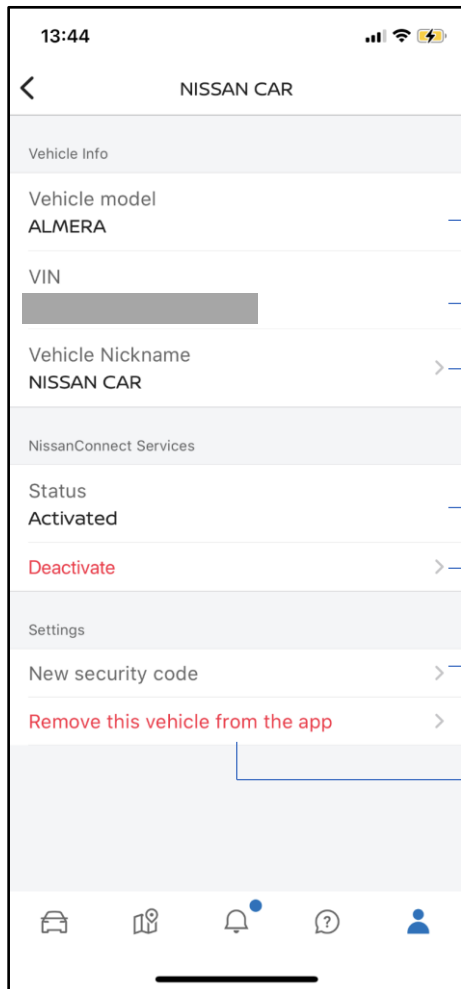
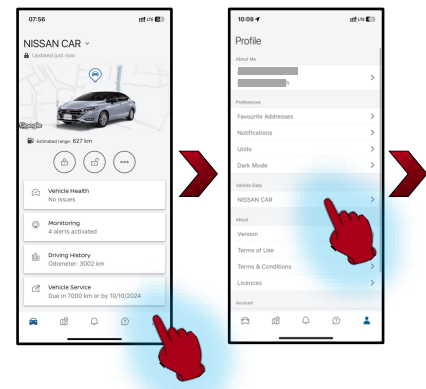
- Check or edit your first name
- Check or edit your last name\*
- Check or edit your e-mail account\*\*
- Change Password\*\*
- Add contact phone no.
- Select country where vehicle is located

\*While calling customer support for any troubleshooting, please share your first name and last name for the agent to retrieve your vehicle details.

\*\*Changing an email or password would automatically log you out. You will be required to verify the change through the registered email address before logging in with the new email or password.

# Manage Vehicle

You can see and customize your vehicle data on this Screen.



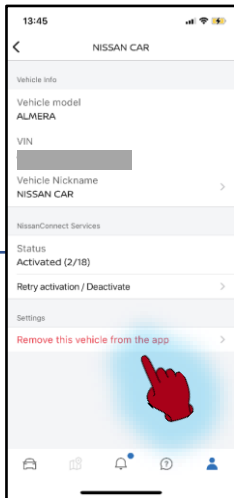
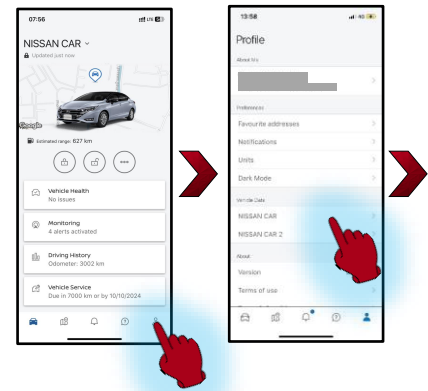
- Vehicle model (Fixed)
- Vehicle Identification Number
- View/Set Vehicle nickname
- App service status
- Deactivate or Re-activate services
- Set [Security Code](#) to operate remote features
- [Unpair](#) vehicle from your account



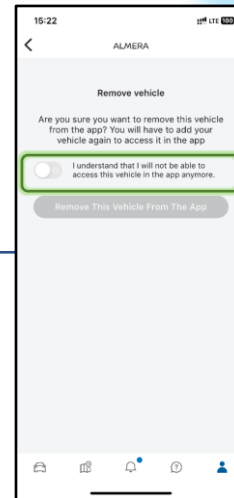
To protect your personal data privacy, it is recommended to unlink your vehicle before you sell your vehicle/change owner. Once your vehicle is removed, the data cannot be retrieved.

# Unpair Vehicle

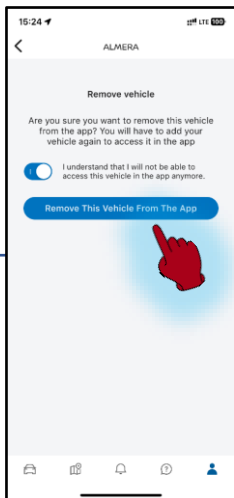
You can unpair your vehicle from your account in case another account or owner must take control of it.



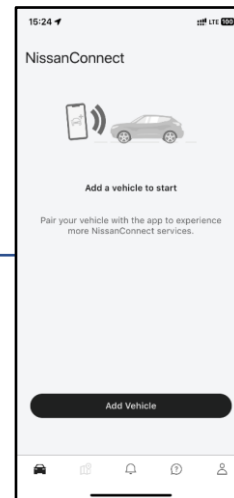
Click 'Remove this vehicle from the app'



Read carefully the message and click the button if you agree



Click "Remove This Vehicle From The App" button to confirm



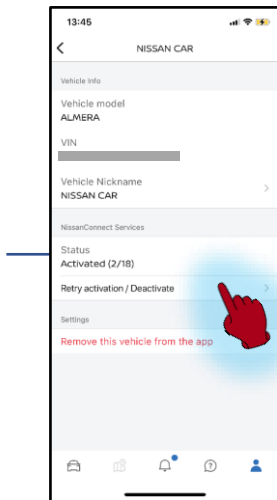
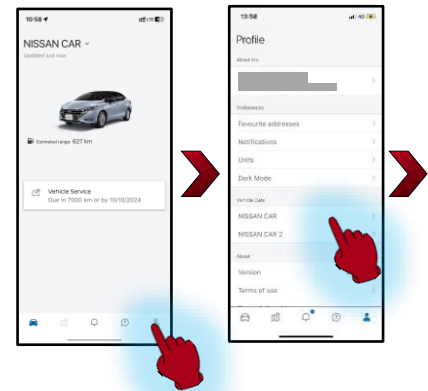
The removed vehicle should no longer appear in the Home Page



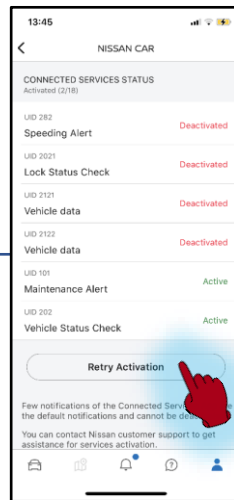
Even if the app is uninstalled, the vehicle may still be paired on your account. For your privacy, it is recommended to unpair your vehicle from your account if vehicle ownership changes. The owner can pair the vehicle again by following the steps on page [8](#).

# Re-Activate Vehicle

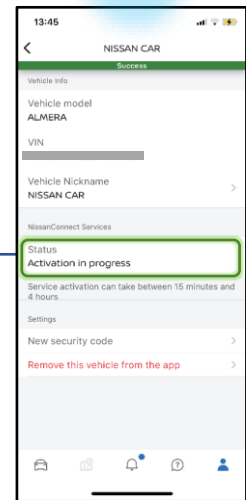
In case your vehicle might be deactivated, you can re-activate the services to restore full services again anytime.



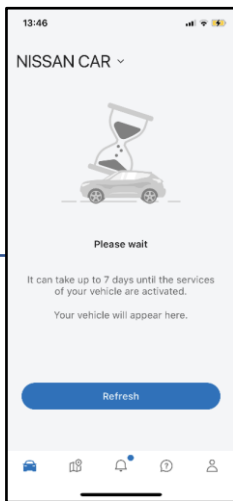
Click 'Retry/activation'



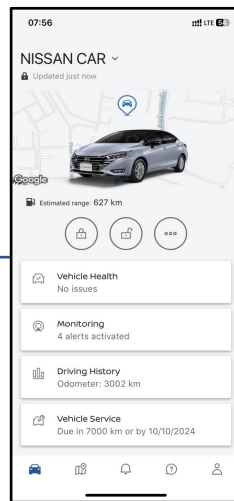
Scroll down to bottom. Then, click 'Retry Activation'



'Success' message will be shown. Status can be checked in the green box



Go back to Home Screen and click 'Refresh' button



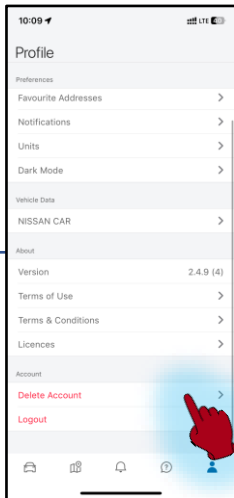
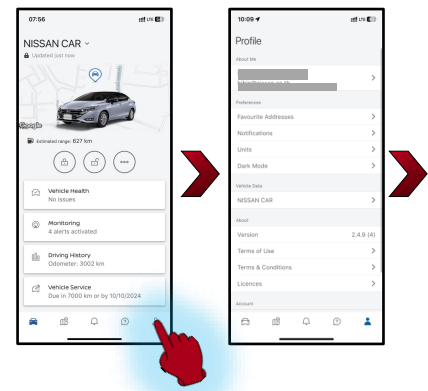
Your Home Screen will be restored



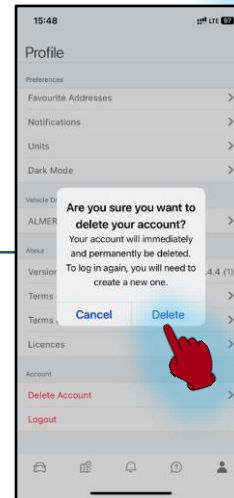
System might take some time to re-Activate, Please click 'Refresh' at Home screen to get the latest information.

# Delete Your Account

You can delete your account directly from the app.



Scroll down the Profile menu and click on "Delete Account"



A message will appear to confirm the action. Click 'Delete' to proceed



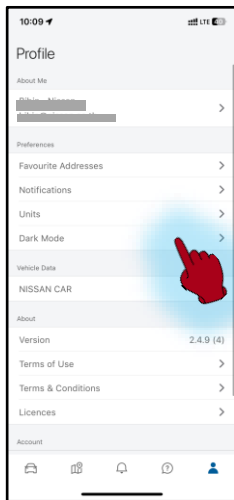
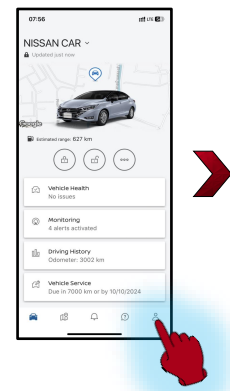
The Login Page will reappear again after deleting the account



Once account has been deleted, it can no longer be retrieved, and all your personal data will be deleted. You need to create a new account to continue using the service within the service period without extra charges.

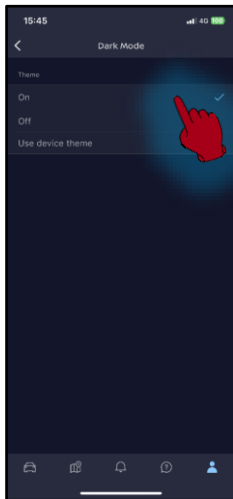
# Setting light or dark mode

You can set the app interface as light mode or dark mode.

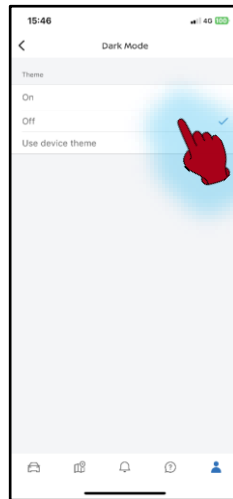


Click 'Dark Mode'

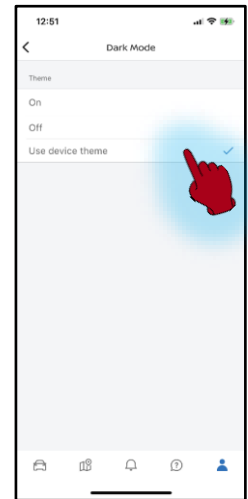
## Options



Turn ON the dark mode.



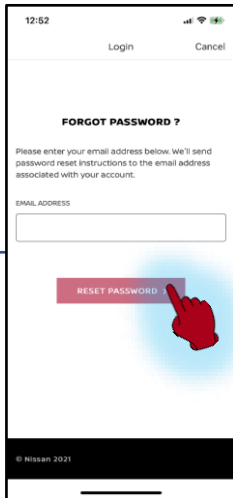
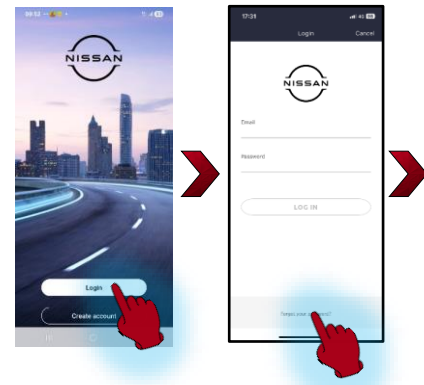
Turn OFF the dark mode



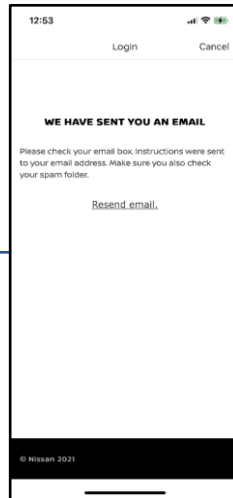
Select 'Use device theme' to automatically switch based on Operating System setting

# Reset Login password

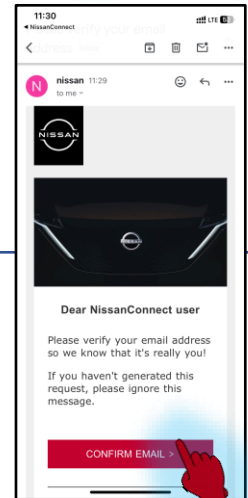
In case you forgot your password, you can initiate the reset process.



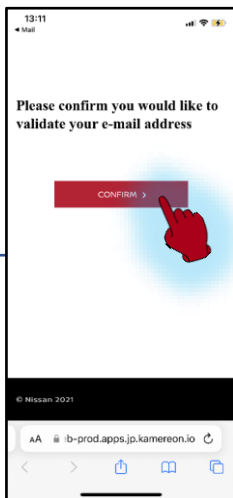
Enter your email used to create your account & click on 'RESET PASSWORD'



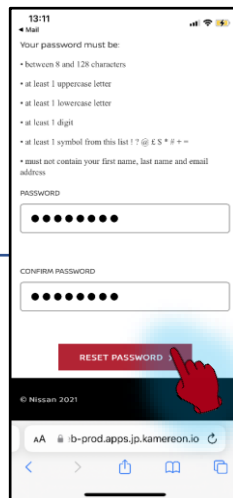
An email will be sent to your inbox



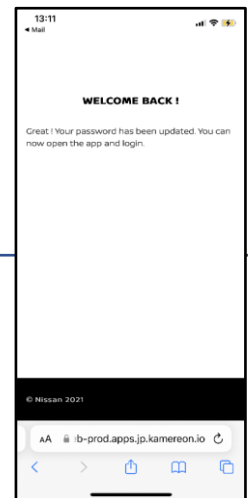
Open the email & click on 'CONFIRM EMAIL'



Click on 'CONFIRM'



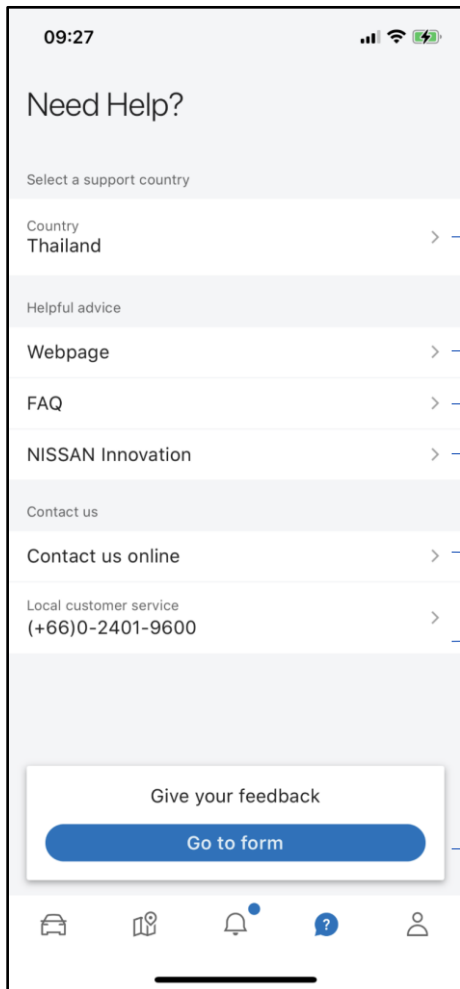
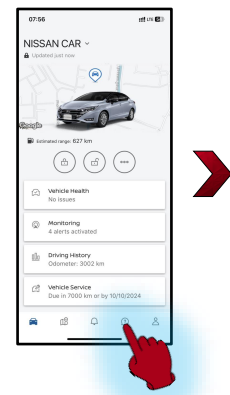
Add new password, confirm password & click on 'RESET PASSWORD'



Done! You can login with your email address & new password

# FAQ & Support

Access useful links to NissanConnect Services webpage, find details of Customer Support or provide feedback.



Select Country\*\*

NissanConnect Services Webpage

Click to access the FAQ

Switch to Nissan Innovation app

Click to contact Nissan Customer Support\*

Provide Feedback to Nissan on the Application (Please use Nissan Customer Support for troubleshooting)

\*For fast support when calling Nissan Customer Support Call center, have the following information ready to share with the call center agent: [VIN](#), [Application Version](#), Smart Phone Model & Operating System.

\*\*Ensure that the country is correct as this will determine the local customer service contact number.



In case you face any error, please check if your application is updated to the latest version on Google Play or App Store before contacting Nissan Call center.

Never share login password with call center agent.