



ASCL1 / ASCL2

CarLink Guide for Web Users

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CarLink Guide for Web Users

New Account Creation

After having CarLink installed, follow the steps below to create an account and begin using your system.

NOTE: If you have already created an account using one of the smartphone app's you will use the same login and password for the web based app and can skip to the next section titled Login to your Account.

1. Go to my.vox.carlink.com and select the "Not yet registered? Sign up" link to begin creating an account.
2. Enter an email address and password. This email and password will be your login credentials for using CarLink.
3. Accept the Terms and Conditions.

LOGIN

* Email

* Password

LOG IN

[Not yet registered? Sign up](#)

[Forgot your password? Click here](#)

SIGN UP AS A NEW USER


Sign up

* Name

* Email

* Password

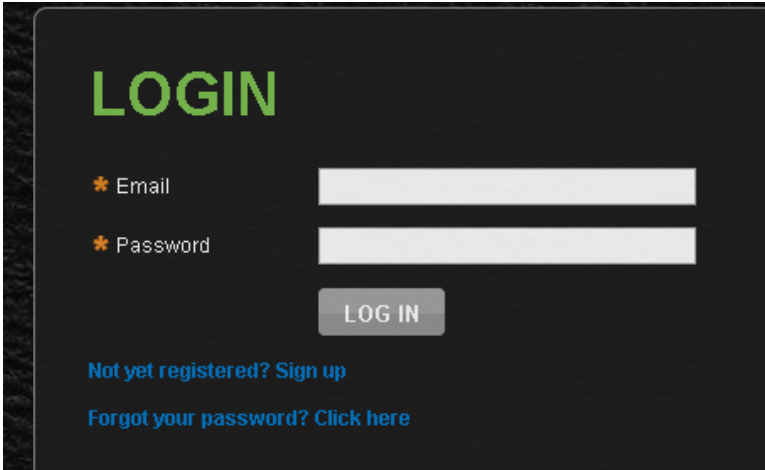
* Confirm Password

 Sign up



Login to Your Account

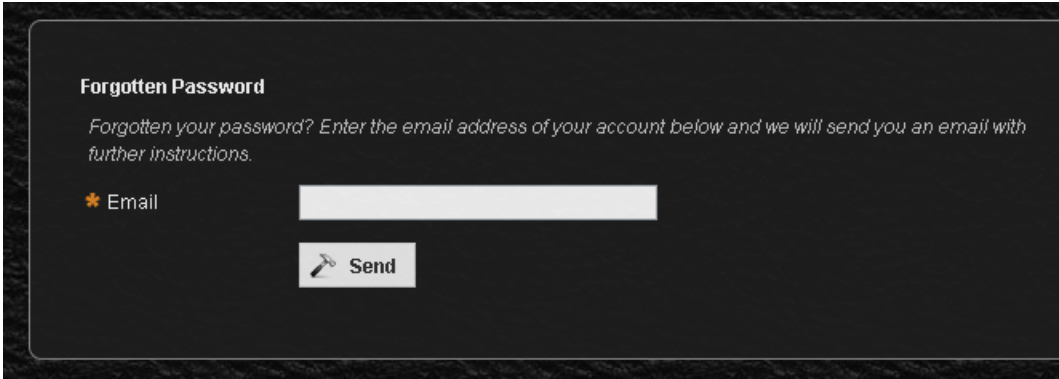
You must be logged into your account to control your vehicle with the CarLink website. Go to my.voxcarlink.com and enter your email and password.



Password Recovery

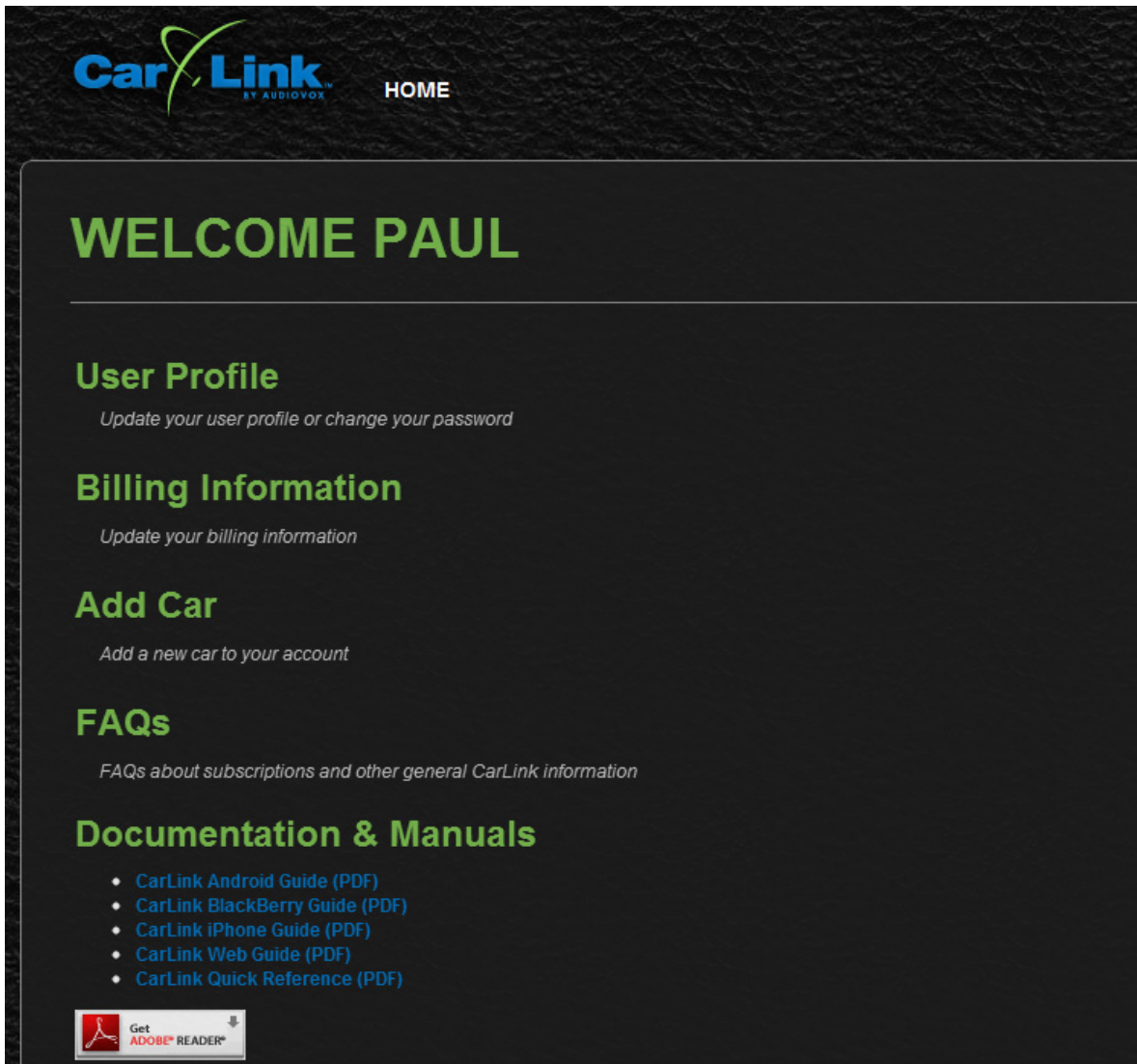
If for whatever reason you have forgotten your password, follow the steps below to recover it.

1. From the login screen, select the "Forgot your password?" link
2. Enter the login email address you used to create your account.
3. Click the Send button and your password will be emailed to you.



Home Page

After creating an account, or logging in if you already have an account, you will be directed to the home page where you will have the ability to edit your profile, change your billing information, add vehicles, review frequently asked questions and download user guides. Once you have added a vehicle with a CarLink device to your account you will also be able to control it from this page as well. In this manual you will be directed to the home page often when making changes or controlling the vehicle's functions.



The screenshot shows the CarLink Home Page. At the top left is the CarLink logo with "BY AUDIOVOX" underneath. To the right of the logo is the word "HOME". Below the logo area, the text "WELCOME PAUL" is displayed in large green letters. Underneath this, there are several menu items, each with a green heading and a smaller subtitle:

- User Profile**
Update your user profile or change your password
- Billing Information**
Update your billing information
- Add Car**
Add a new car to your account
- FAQs**
FAQs about subscriptions and other general CarLink information
- Documentation & Manuals**
 - [CarLink Android Guide \(PDF\)](#)
 - [CarLink BlackBerry Guide \(PDF\)](#)
 - [CarLink iPhone Guide \(PDF\)](#)
 - [CarLink Web Guide \(PDF\)](#)
 - [CarLink Quick Reference \(PDF\)](#)

At the bottom left of the page, there is a small advertisement for Adobe Reader with the text "Get ADOBE® READER®" and a download icon.

User Profile

To edit your personal information select User Profile from the home page and enter/change the desired information. Be sure the Time Zone is correct as this may effect functionality depending on the features your unit is set up with.

User Profile

Update your user profile or change your password

PROFILE

User Profile


Use the form below to update your profile information.

Name

Company

State

Time Zone

 Update user profile

Security Profile


Use the form below to update your email address and/or change your password. You must enter your current password.

* Current Password

* Email

New Password

Confirm Password

 Update security profile

[View Terms and Conditions](#)

Billing Information

The Billing Information is maintained at the account level and applies to any subscriptions on the account. The Subscription information is maintained at the vehicle level. This allows you to have more than one vehicle on your account with differing renewal periods for each. Select Billing Information from the home page, you be directed to add your billing information if you have not done so already. If you have already added your information and are returning to this screen you will be directed to edit your billing information.

Billing Information

Update your billing information

BILLING INFORMATION FOR PAUL

We currently do not have any billing information on file for you. Please follow the link below to add your billing information. To view subscription information for your vehicles go back to the Home screen and select the Subscription link in the lower right corner of the vehicle control box.

[Add Billing Information](#)

ENTER BILLING INFORMATION

Creditcard Information

Cardholder Name

Card Type

Card Number

Card Security Code

Expiration Date

Billing Address

Address

City

State

Zip Code

Country

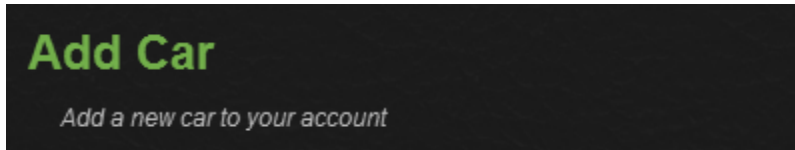
[Submit Billing Information](#)

[Cancel](#)

Add Car

Add your vehicle to the account by selecting Add Car from the home page. Enter the CarLink information below. Note you must be logged into your account.

1. Enter vehicle name.
2. Enter the 19 digit SIM number provided by the dealer.
3. Enter one time use, 4 digit code provided by the dealer.
4. Toggle alerts on or off. Note: There is also a dedicated section for this and can be changed at anytime.

A dark-themed form titled "ADD CAR" in green. It contains three input fields: "Name", "SIM Number", and "Passcode", each preceded by an orange asterisk. Below these are two checkboxes: "Door Alert" and "Shock Alert", both checked and followed by explanatory text in parentheses. A "SAVE" button is at the bottom.

FAQs

The FAQs are Frequently Asked Questions and their answers. Check this section for answers to most commonly asked questions.

FAQs

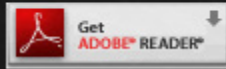
FAQs about subscriptions and other general CarLink information

Documentation & manuals

This section will have all of the reference guides that are available for download.

Documentation & Manuals

- [Portal Manual \(PDF\)](#)
- [Installation Manual \(PDF\)](#)
- [CarLink Android Guide \(PDF\)](#)
- [CarLink BlackBerry Guide \(PDF\)](#)
- [CarLink iPhone Guide \(PDF\)](#)
- [CarLink Web Guide \(PDF\)](#)
- [CarLink Quick Reference \(PDF\)](#)



Vehicle Access and Control

Use the icons on the Keypad/Home Screen to operate the CarLink features for your vehicle. For more information and updates please visit my.voxcarlink.com.

Note: Once a feature is activated, the length of time your vehicle takes to respond will be affected by cellular data coverage or network congestion.



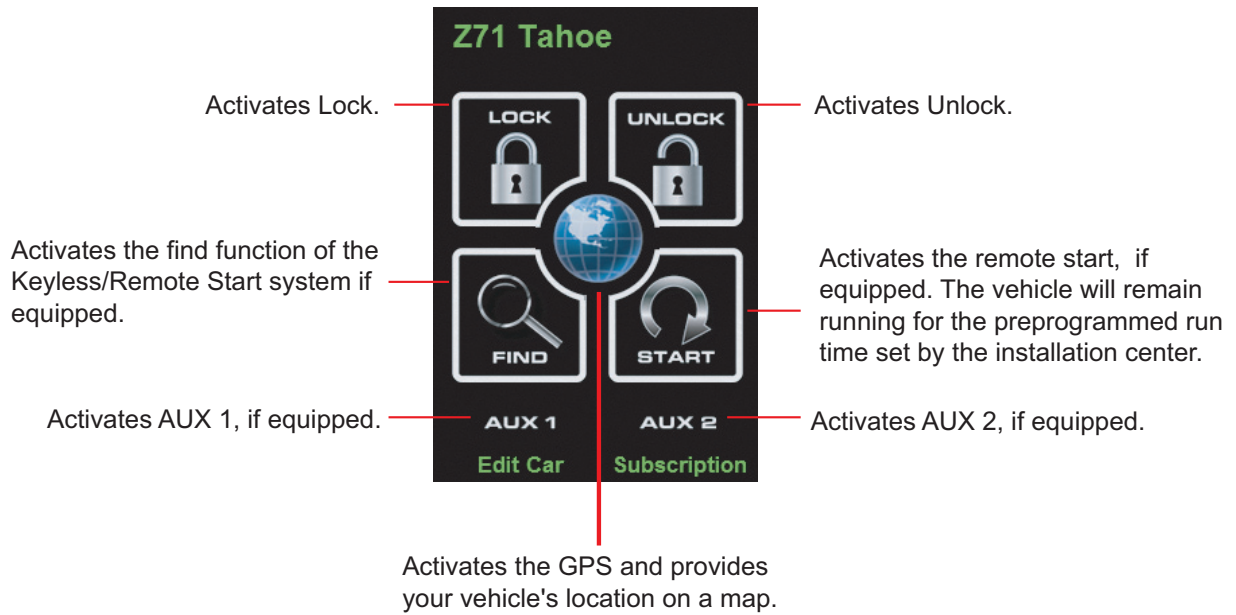
App with Basic Service.



App with GPS Service

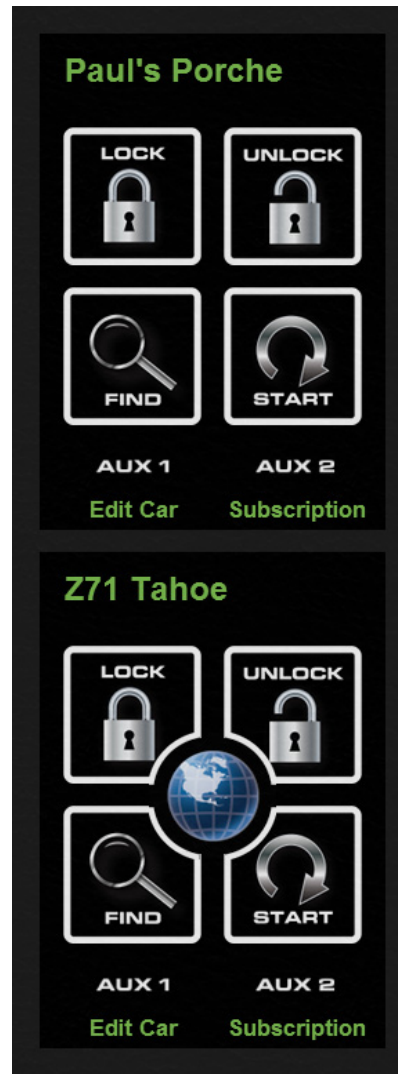


Buttons flash BLUE when activated, GREEN to confirm operation or RED to indicate the vehicle did not receive the command.



Multiple Vehicle Access and Control

If you have added more than one vehicle to your account they will be shown on the same web page, simply scroll to your vehicle to operate.



Car Settings

The Car Settings screen is where you will be able to edit the name of the vehicle as well as toggle other settings for available functions based on your current subscription.

Some features require your system be installed with a compatible Code Alarm, Prestige or Pursuit brand alarm system. See your installation dealer for details.

Select an existing vehicle from the Keypad/Home screen and edit one or all of the features shown for that vehicle's specific subscription. Select SAVE to save your changes.

The screenshot shows the 'Car Settings' interface for a vehicle named 'Z71 Tahoe'. The settings are as follows:

- Name: Z71 Tahoe
- SIM ICCID: 8901650907004116398
- Geo Fences: [Configure](#)
- Door Alert: (receive alerts if the door alarm is triggered)
- Shock Alert: (receive alerts if the shock alarm is triggered)
- Low Battery Alert: (receive alerts if the battery reaches low power state)
- Security Fence Alert: (receive alerts if the vehicle location changes while armed)
- Speed Alert: 50 mph (receive alerts if the vehicle exceeds this speed)
- Daily Location Alert: 13 : 00 (receive daily alerts of vehicle location)

A 'SAVE' button is located at the bottom of the settings list.

Name: Edit the Vehicle's Name. This name will appear in the app as well as on the website home page.

This close-up shows the 'Name' field with the text 'Z71 Tahoe' entered in a white text box on a dark background.

Geofences: Select configure and create custom Geofences for notification. For each Geofence you create you can select to be notified when entering, exiting or both.

The screenshot shows the 'Geo Fences' configuration screen for the vehicle 'Z71 TAHOE'. It features a map on the left and a settings panel on the right. Two geofences are visible:

- Geofence 1 (Blue border):**
 - Name: 16/dequinder
 - Shape: Rectangle
 - Alerts: Exiting , Entering
- Geofence 2 (Green border):**
 - Name: Home
 - Shape: Circle
 - Alerts: Exiting , Entering

A 'SAVE' button is located at the bottom of the settings panel.

Door and Shock Alert: If your system is connected to a compatible security system you can configure it to send a text message, email or both in the event your security system is triggered by the shock sensor or if a door has been opened while it is armed.

Note: Alert recipients must be added in the mobile app.

Door Alert	<input checked="" type="checkbox"/>	(receive alerts if the door alarm is triggered)
Shock Alert	<input checked="" type="checkbox"/>	(receive alerts if the shock alarm is triggered)

Low Battery Alert: Toggle this feature on to receive alerts if the vehicle's battery voltage drops to 11 volts or lower.

Note: Alert recipients must be added in the mobile app.

Low Battery Alert	<input checked="" type="checkbox"/>	(receive alerts if the battery reaches low power state)
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Security Fence Alert: When this feature is ON, each time the app is used to lock the vehicle, a 500 meter security Geofence surrounding the vehicle is activated. You will be notified if the vehicle leaves this area when active. NOTE THAT YOU MUST USE THE APP TO UNLOCK THE VEHICLE TO DISABLE THE SECURITY GEO FENCE, IF YOU USE THE VEHICLE'S KEY OR KEYLESS ENTRY REMOTE TO UNLOCK AND ENTER THE VEHICLE THE SECURITY GEO FENCE WILL STILL BE ACTIVE.

Security Fence Alert	<input checked="" type="checkbox"/>	(receive alerts if the vehicle location changes while armed)
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Speed Alert: Toggle this feature on to receive alerts if the vehicle's speed exceeds the selected limit for more than 10 seconds.

Speed Alert	<input checked="" type="checkbox"/>	50 mph	(receive alerts if the vehicle exceeds this speed)
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Daily Location Alert: Toggle this feature on to receive daily alerts with the vehicle's current location at the time specified. If the vehicles location can not be determined at the specific time, you will receive a notification that the vehicle could not be reached and the system will to try and reach the vehicle for the next 30 minutes.

Daily Location Alert	<input checked="" type="checkbox"/>	13	:	00	(receive daily alerts of vehicle location)
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Subscriptions

To view, renew or add GPS to a subscription, select subscription from the vehicle you wish to update noting that this will only update that specific vehicle as individual vehicles have individual subscriptions. From the subscriptions page you can also toggle the auto renew option on or off.

Note: GPS can be added to your subscription providing your device supports GPS functionality, see your dealer for details.

The screenshot shows a user profile sidebar on the left with links for 'User Profile', 'Billing Information', 'Add Car', 'FAQs', and 'Documentation & Manuals'. The main content area is titled 'Paul's Porche' and displays a 'No Subscription' message: 'You currently do not have a subscription for this vehicle. Please add a new subscription term by clicking on 'Subscription' and following the directions.' At the bottom right, there are two buttons: 'Edit Car' and 'Subscription'.

The screenshot shows a screen titled 'SUBSCRIPTION FOR PAUL'S PORCHE'. A red banner at the top states: 'Your subscription expired on 01/06/2012. Click the renew button on the prior term screen to renew your subscription.' Below this, it says 'Current Status: Subscription Closed'. Under the heading 'Prior Term', the following details are listed: Term Length: 12 months, Start Date: 01/06/2011, and End Date: 01/06/2012.

The screenshot shows a screen titled 'PREVIOUS SUBSCRIPTION FOR PAUL'S PORCHE'. Under the heading 'Subscription Details', the following information is provided: Term Length: 12 months, Start Date: 01/06/2011, End Date: 01/06/2012, Cost: \$0.0 (Includes any applicable State and Local tax), and Purchased Date: 01/06/2011. At the bottom, there are two buttons: 'Renew' and 'Back'.

The screenshot shows a screen titled 'SUBSCRIPTION FOR PAUL'S PORCHE' with a 'View Subscription' link in the top right. A vertical process flow consists of five numbered steps, each with a corresponding button: 1. Confirm Billing Information (highlighted in blue), 2. Confirm Car, 3. Select Subscription, 4. Confirm Subscription, and 5. View Results.



12 MONTH LIMITED WARRANTY

*Applies to Audiovox Series Control Modules, Sirens, Sensors,
Transmitters and Relays*

AUDIOVOX Electronics Corporation (the Company) warrants to the original purchaser of this product that should this product or any part thereof, under normal use and conditions, be proven defective in material or workmanship within 12 months from the date of original purchase, such defect(s) will be repaired or replaced with new or reconditioned product, (at the Company's option) without charge for parts or repair labor.

To obtain repair or replacement within the terms of this Warranty, the product is to be delivered with proof of warranty coverage (e.g. dated bill of sale), authorization number, specification of defect(s), transportation prepaid, to an approved warranty station. This warranty is not transferable.

This Warranty does not cover damage to the vehicle's electrical system or costs incurred for the installation, removal or reinstallation of the product. This Warranty does not cover batteries, broken LCD or OLED display screens, nor apply to any product or part thereof which, in the opinion of the Company, has suffered or been damaged through alteration, improper installation, mishandling, misuse, abuse, neglect, accident, or by removal or defacement of the factory serial number/bar code label(s).

This Warranty is in lieu of all other express warranties or liabilities. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. ANY ACTION FOR BREACH OF ANY WARRANTY HEREUNDER INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY MUST BE BROUGHT WITHIN A PERIOD OF 24 MONTHS FROM DATE OF ORIGINAL PURCHASE. IN NO CASE SHALL THE COMPANY BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY. No person or representative is authorized to assume for the Company any liability other than expressed herein in connection with the sale of this product.

The company does not warrant that this product cannot be compromised or circumvented. THE EXTENT OF THE COMPANY'S LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT PROVIDED ABOVE AND, IN NO EVENT, SHALL THE COMPANY'S LIABILITY EXCEED THE PURCHASE PRICE PAID BY PURCHASER FOR THE PRODUCT WITHOUT COST OF INSTALLATION.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damage so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.

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