

# LAND ROVER INCONTROL™

## USER GUIDE



ABOVE AND BEYOND

# Welcome to **Land Rover InControl™**

This guide assists you in activating your Land Rover InControl™ account as well as providing information on the InControl products below:

**InControl Remote** – Smartphone App, SOS Emergency Call and Optimised Land Rover Assistance.

**InControl Secure** – Our Thatcham approved stolen Vehicle Tracking service.

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6. InControl Secure – Stolen Vehicle Tracking
7. Support.

**Important:** The information in this Quick Start Guide covers InControl options available in the UK. Some of the options may not be fitted to your vehicle.



# Land Rover InControl™

## Pre-Registration by a Dealer

If your dealer has already registered you for InControl and connected your vehicle to your account then follow the steps below to activate your services.

If your dealer has not pre-registered you, see Customer Self-Registration.

### **Activate**

- Once you have been registered for InControl, you will receive a welcome email
- After you have collected your vehicle, open the welcome email and click on the secure link to take you to the My Land Rover InControl™ website
- Confirm your contact details and enter your security details
- Enter your vehicle's registration number and set your journey preferences
- Read and accept the Terms and Conditions
- Your services will then be activated on your vehicle. Once successfully completed, you will receive an email confirming your account is active.

# Land Rover InControl™

## Customer Self-Registration

If your dealer has not registered you for an account then follow the three step process below to register, connect and activate your InControl Remote services. Before you start, you will need:

- Access to the internet and an active email account
- The last 8 characters of your Vehicle Identification Number (VIN). The location of the VIN can be found in the Vehicle Labels sections of the owner's handbook
- Your vehicle parked outside and close by.

### Step 1: Register

- Visit [landroverincontrol.com/owner](https://landroverincontrol.com/owner) and click "create an account", enter your email address for a registration email to be sent to you
- Click on the secure link in the email to take you to the My Land Rover InControl™ website and follow the setup instructions to enter your contact details, security details and to identify your vehicle.

### Step 2: Connect

- Once on the 'Confirm Access to Vehicle' web page, you will be asked to connect your account with the vehicle to confirm you are the owner or an authorised user of the vehicle
- To connect the vehicle with your account, go to the vehicle and start the engine

- Press and release the cover on the Optimised Land Rover Assistance button located on the left hand side of the overhead console
- Press and hold the button. After a couple of seconds the button will flash amber quickly. Continue holding the button for 10 seconds until the button flashes at a slower rate. Release the Optimised Land Rover Assistance button which will continue to flash slowly for a short period of time.

### Step 3: Activate

- Return to the My Land Rover InControl™ website, where the screen will automatically refresh after a few minutes to show your account has been successfully connected to your vehicle
- Complete your vehicle settings by entering a nickname for your vehicle and your registration number. You will also need to confirm if you would like to switch on the journey logging functionality which enables you to review and download your journey information from the smartphone app or the My Land Rover InControl™ website
- Your services will then be activated on your vehicle. Once successfully completed, you will receive an email confirming your account is active
- Please note: If the screen does not refresh to confirm successful connection, please return to step 2 and retry the connect process. If necessary move the vehicle to an area that has better mobile signal coverage.



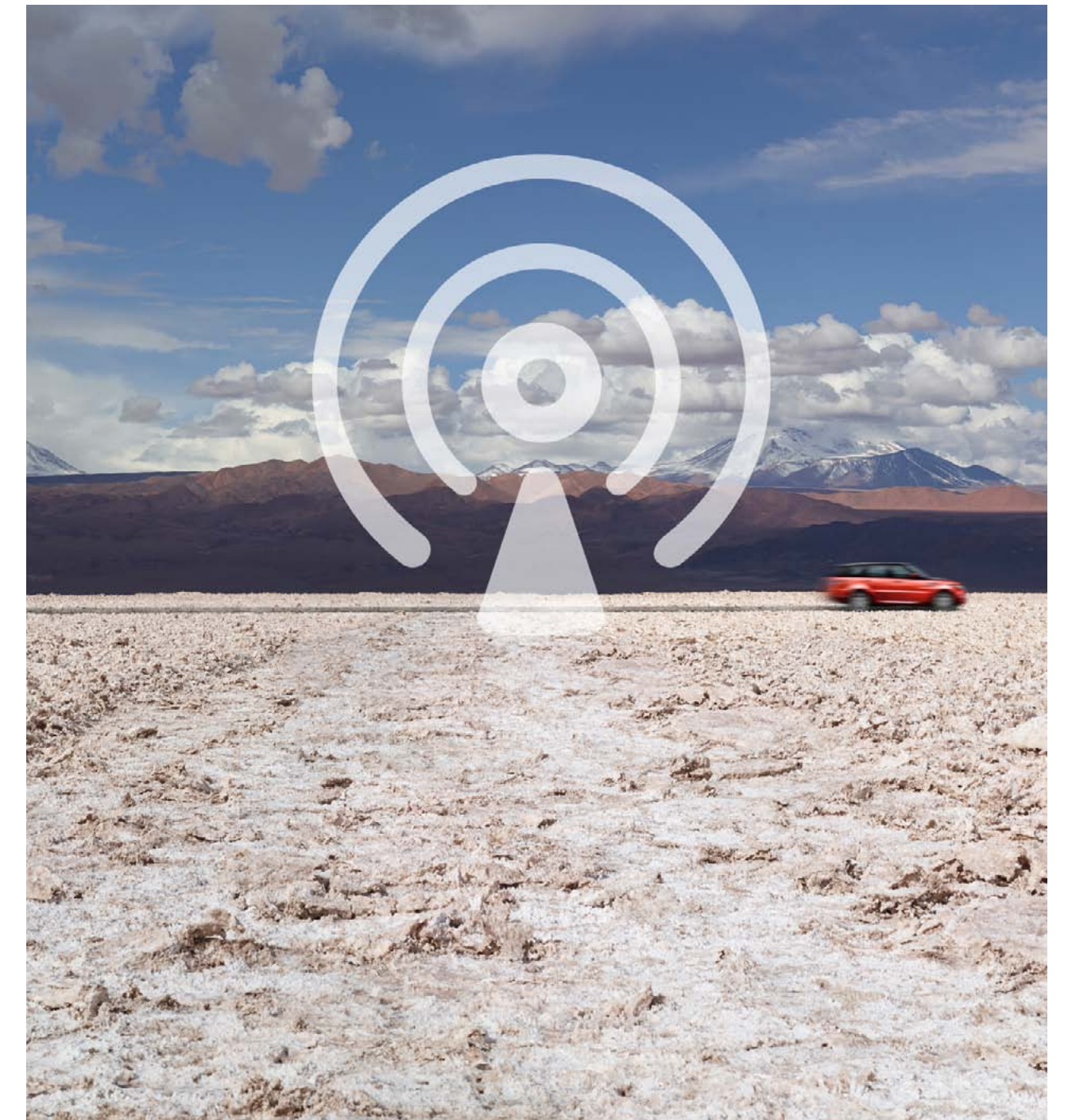
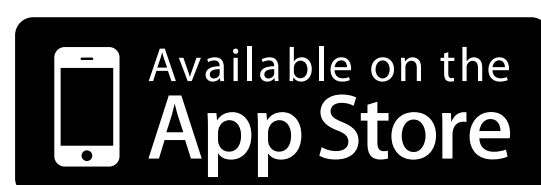
# Land Rover InControl™ Remote Smartphone App

## The Smartphone App enables you to:

- Find where you parked your vehicle and get walking directions back to it
- Check how much fuel you have left
- Check if you have left anything open i.e. doors, windows, boot and bonnet
- Download your journeys to assist in claiming business miles
- Contact Land Rover Assistance who will assist if your vehicle has broken down
- If you purchased Land Rover InControl™ Secure, contact the InControl Secure Monitoring Centre who will assist if your vehicle has been stolen.

## Notes:

- If Journey Logging is switched on, journeys greater than 1km (0.6 miles) will appear in the smartphone app
  - Directions to your vehicle's parked location will default to walking directions provided by Apple maps on Apple devices or Google maps on Android devices
  - Enabling location services on your smartphone will improve the accuracy of your location.
- 
- **To download the InControl Remote Smartphone App visit:**





# Land Rover InControl™ Remote

## SOS Emergency Call

### In an Emergency

An SOS Emergency Call can be manually triggered if you witness an accident, or will be automatically triggered by your vehicle if you are involved in an accident in which the airbags deploy.

### Manual Call

Press and hold the SOS Emergency Call button for 2 seconds, the button will continue to flash amber until the call is connected to a member of the emergency response team.

Your location and vehicle details will automatically be sent to the emergency response team who will ask you for details of the nature of the incident and then send the appropriate emergency service to the GPS location received from your vehicle.

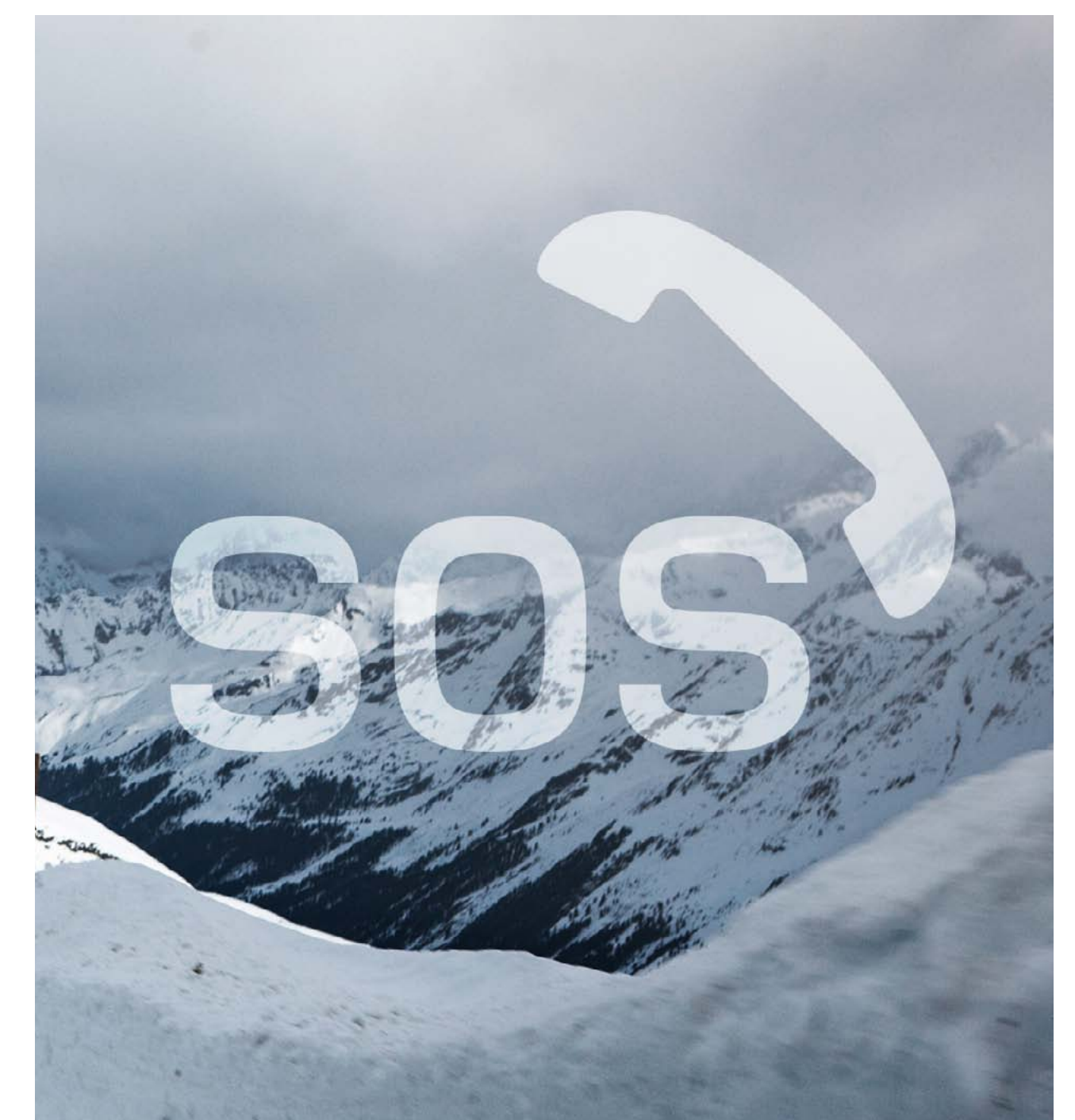
Once the call is complete, the button will revert back to red.

### Automatic Call

If you are involved in an accident where the crash or airbag sensors are activated, an SOS Emergency Call will be automatically triggered by your vehicle.

The call will be automatically answered by the emergency response team who will ask for details of the nature of the incident and send the appropriate emergency services to the GPS location received from your vehicle. In the event that the emergency response team are unable to obtain a response, they will send the emergency services to the GPS location received from your vehicle.

**Note:** The SOS Emergency Call will still function if you are abroad. However, your location may not be sent when your vehicle is outside of the country from where it was purchased.





# Land Rover InControl™ Remote

## Optimised Land Rover Assistance Call

### Breakdown

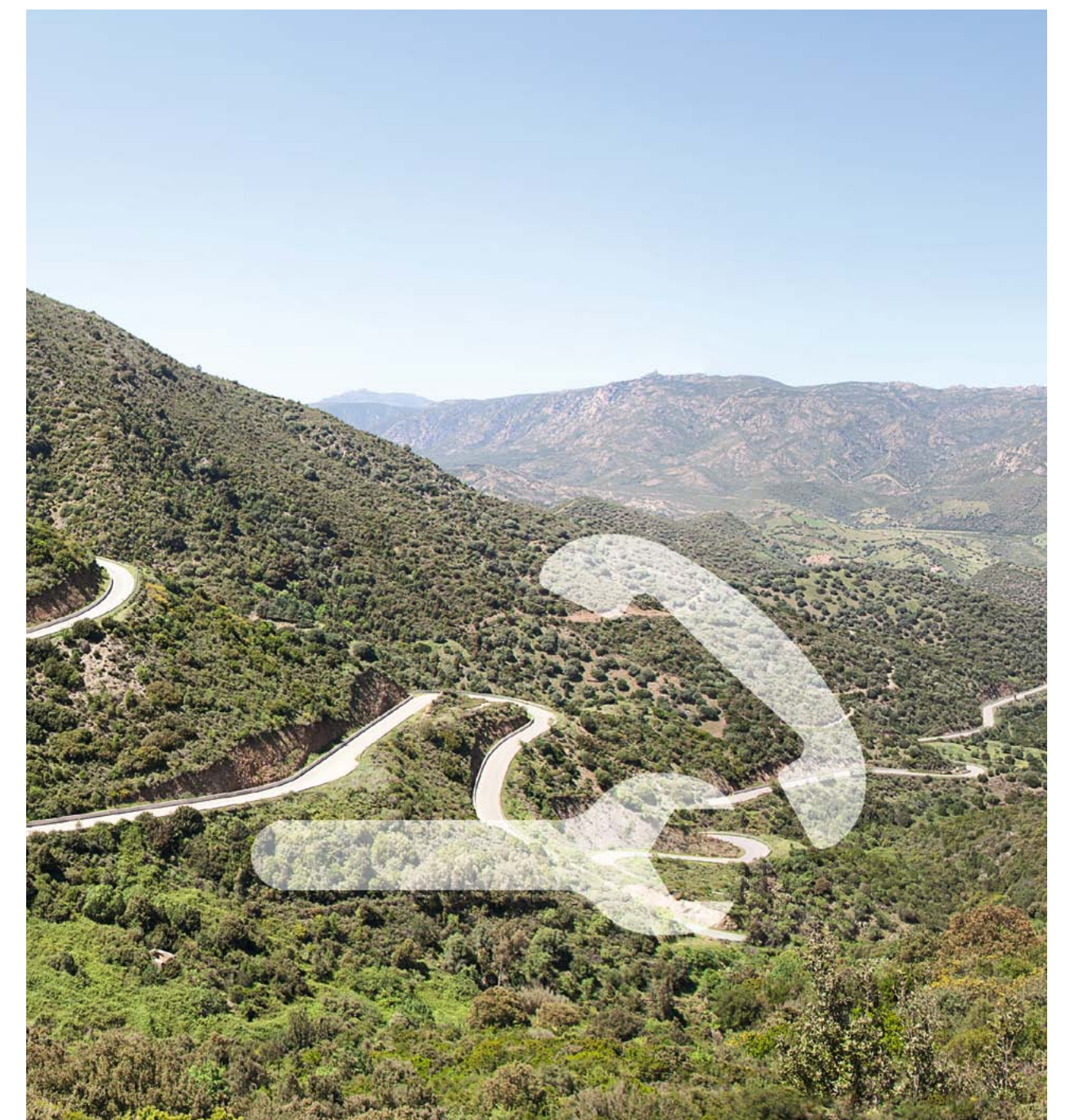
In the unlikely event of a breakdown, press and release the button cover located on the left hand side of the overhead console.

Press and hold the Optimised Land Rover Assistance Call button for 2 seconds, the button will continue to flash amber until the call is connected to a member of the Land Rover Assistance team.

Your location and vehicle details will automatically be sent to the Land Rover Assistance team who will attempt to resolve your call and if necessary, send roadside assistance to your vehicle's location.

Once the call has ended the button will revert back to white.

**Note:** If you are abroad in a country supported by your Land Rover Assistance policy, an optimised Land Rover Assistance call can still be made.





# Land Rover InControl™ Secure

Land Rover InControl™ Secure provides a Thatcham compliant European-wide stolen vehicle tracking solution.

A theft notification is automatically triggered if an attempt is made to break in to your vehicle or can be made directly from the InControl Remote Smartphone App in the event of your vehicle being stolen with the keys.

## Automatic Theft Notification

In the event of:

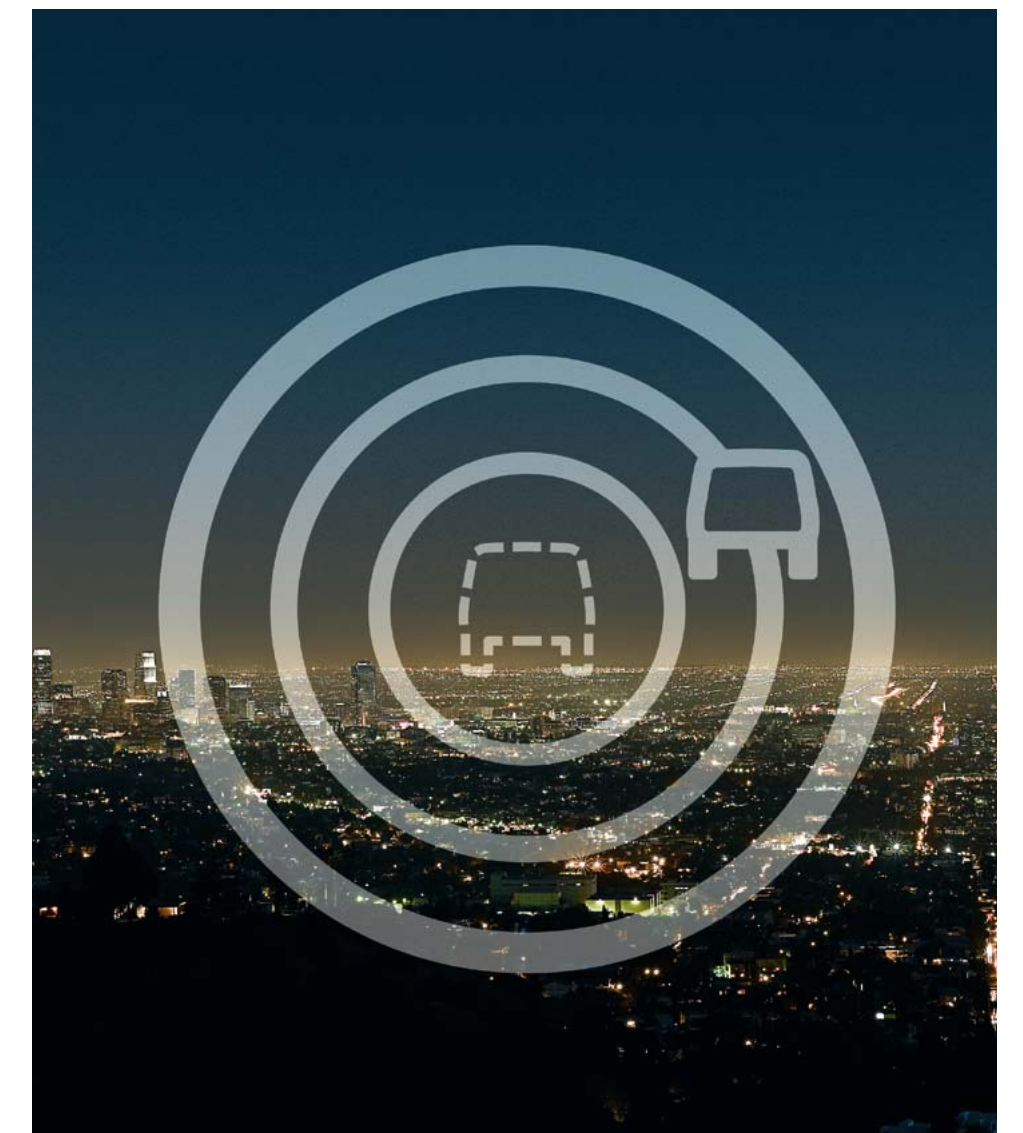
- Someone attempting to break in to your Land Rover
- Your vehicle being towed away with the ignition off
- Your alarm sounding for more than 30 seconds
- Attempted GSM jamming.

**You will receive a text message notifying you that your vehicle has generated an alert.** The InControl Secure Monitoring Centre will also attempt to contact you on the number(s) you provided when you registered for Land Rover InControl™.

**Notification of a theft will freeze the functionality of the InControl Remote Smartphone App** and a screen will appear to call the InControl Secure Monitoring Centre. The app will be disabled until the theft notification has been resolved.

When contact with the InControl Secure Monitoring Centre has been made, they will verify you are the rightful owner and confirm with you whether a theft has taken place.

Once a theft is confirmed contact the police to report the theft and to obtain a Police Reference Number and provide this to the InControl Secure Monitoring Centre by calling them directly from the InControl Remote Smartphone App.





# Land Rover InControl™ Secure

## Manual Theft Notification

If you discover your vehicle has been stolen without receiving a theft notification e.g. your vehicle was stolen with the keys, you should notify the police immediately to obtain a Police Reference Number. Once you have this, call the InControl Secure Monitoring Centre directly from your InControl Remote Smartphone App or the following telephone number.

**UK** 0345 600 4999 **Outside UK** +44 345 600 4999

These telephone numbers can also be found on the InControl Owner's section of [landrover.com](https://www.landrover.com)

Once a theft notification has been raised the InControl Remote Smartphone App functionality will be disabled until the theft notification has been resolved.

## When abroad

**Automatic theft notifications will also work across Europe.**

To manually report your car missing whilst abroad, contact your home country's InControl Secure Monitoring Centre who will guide you through the process.

Once a theft has been confirmed the InControl Secure Monitoring Centre in your home country will work with the local InControl Secure Monitoring Centre to liaise with the local law enforcement to recover your vehicle.

Servicing or transporting your vehicle may result in an automatic theft notification. To prevent this, switch on Service Mode or Transport Mode from your InControl Remote Smartphone App or My Land Rover InControl account before servicing or transporting your vehicle.

## Service Mode

To prevent a theft notification being triggered when you take your vehicle for a service, you will need to log into your Land Rover InControl™ Remote Smartphone App and switch Service mode on in the Settings page for your vehicle or from the "edit details" section of the My Land Rover InControl website. This will prevent a theft notification being triggered for 10 hours. If required for less than 10 hours, switch Service Mode off.

## Transport Mode

If you are transporting your vehicle (e.g. via train or ferry), log in to your Land Rover InControl™ Remote Smartphone App and switch Transport mode on in the Settings page for your vehicle or from the "edit details" section of the My Land Rover InControl website. This will prevent the motion sensors triggering a theft notification for 10 hours whilst transporting your vehicle. If required for less than 10 hours, switch Transport Mode off.



# Land Rover InControl™ Support

## Security

Land Rover recommends that customers keep their usernames and passwords safe and apply adequate security to their smartphone and mobile devices.

## Coverage

Our mobile connectivity partner cannot guarantee 100% service coverage in all locations.

## Support

Visit **[landrover.com/incontrol](https://landrover.com/incontrol)**



If the 'SOS System not available' or the 'SOS System Limited Functionality' icon appears on your dashboard and stays on, take your vehicle to a Land Rover Approved Service Centre to rectify the problem.

## Contact Details

For After Sales enquiries, contact the Land Rover Customer Relationship Centre.

Telephone: 08705 000 500 or

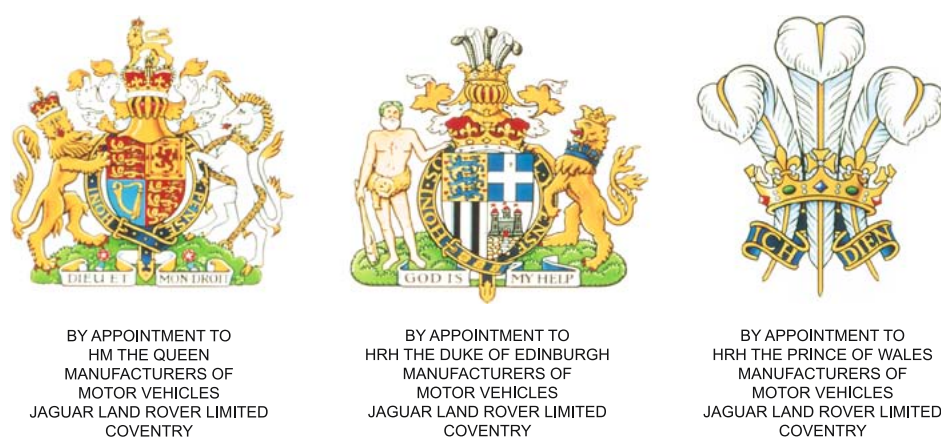
Write to:

Customer Relationship Centre  
Abbey Road  
Whitley  
Coventry  
CV3 4LH

Land Rover Customer Relationship Centre opening hours:  
Monday to Friday 8:30am - 5:30pm.

Calls may be monitored and recorded for training or quality assurance purposes.





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All Land Rover Approved Accessories fitted by a Land Rover Dealer within one month or 1,600 kilometres/1,000 miles (which ever occurs first) of the handover of a new registered vehicle will benefit from the same warranty terms and period of cover as the vehicle warranty. Accessories purchased outside of these parameters will be subject to a 12 month unlimited mileage warranty. All Land Rover Approved Accessories are rigorously tested to the same exacting standards as those applied to our vehicles. Performance in extreme hot and cold temperatures, corrosion resistance, impact and airbag deployment highlight some of the exhaustive product testing carried out to ensure accessories are both durable and importantly, continue to comply with current legislation.

All our accessories are designed to be an integral part of Land Rover vehicles. While many items such as roof carriers are simple to fit, some products require specialist tools and diagnostic equipment to ensure correct integration with the vehicle structure and electrical systems. These products vary from market to market, please consult your Land Rover Dealer who will be pleased to advise you on current specifications and any query you may have.

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[landrover.com](http://landrover.com)

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# Land Rover InControl™ Wi-Fi

Land Rover InControl™ Wi-Fi allows passengers to connect to the internet using a high speed 3G connection. Insert a mobile phone mini SIM card (obtained from any mobile phone provider) into the SIM card holder. See the vehicle handbook for the location of the SIM card holder.

## Install

- To install a SIM card, press the button (1) to release the SIM card holder (2). Insert the SIM card into the holder as indicated (3). Fully close the SIM card holder.

**Note:** The USB port (4) is for Service use only.

- The SIM card reader utilises a 'Mini-SIM' interface. If your SIM card is a different size, for example 'Micro-SIM', an adaptor or replacement SIM card will be required.

## Connect

- Wi-Fi Hotspot can be turned on and off using the Touch screen. From the Home menu, select Extra features, then Wi-Fi Hotspot. For more information, refer to the Touch Screen Home Menu section of the vehicle Owner's Handbook.

**Note:** If your SIM card has previously been used in a mobile phone, or any other device, and a Personal Identification Number (PIN) has been set, remove the PIN before using the SIM card in the vehicle.

