



Helpful Hints

A few *Helpful Hints* to more efficiently operate the Blue Link system:

New – 02/15/12

- Just a reminder – Dealers should not be pressing the SOS button for demonstrations. When demoing Blue Link features, pressing the Blue Link button is sufficient.
- When customers are using the Blue Link system, please remind customers that the SOS button is not the button to end the Blue Link call. They must press the Enhanced Navigation Services button (center button) and say, “Cancel Route.”

Added – 02/8/12

- The Essentials package comes with a feature called “Quick Tips.” At the touch of a button provides voice-command driven access to audio recordings of vehicle help topics, such as adjusting the steering wheel and seats, changing the settings on the radio, and other helpful tips.
- When conducting a WA/MPI, this is a good time to ask Blue Link related questions. Feel free to ask customers if they have an active subscription to Blue Link. If they don’t have an active subscription, direct them to MyHyundai.com to enroll.

Added – 02/1/12

- Please familiarize yourselves and direct customers to the 10 new marketing videos available on HyundaiBluelink.com and the Tube that illustrate the features of Blue Link.
- There is a hidden command on the Tube at your dealership to view dealer Blue Link tutorial videos. Touch the icon in the upper right corner of the screen, then immediately touch the top left corner. A hidden menu will appear on the screen and you can then view the videos.

Added – 12/23/11

- The Blue Link User’s Manuals have now been split into two versions, one for Audio units and one for Navigation units. Additionally, the Voice Command card (IVR card) is now included in the back of the User’s Manual as a “tear-out” card.
- Along with a new Voice Command card, included now is a “User Tips” section on the back of the card. Please see these tips as they will assist you in correctly downloading a POI and setting up and using Voice Text Messaging.

Added – 12/9/11

- While driving a Blue Link equipped vehicle, if you encounter trouble on the road, you are never alone with Enhanced Roadside Assistance. By pressing the Blue Link button and when prompted, saying, “Roadside Assistance” you will be connected to an agent who can help in times of need.
- All Blue Link customers receive a Monthly Vehicle Report sent to their email specified on MyHyundai.com. This report displays the health of the vehicle with icons that are green, yellow, or red. If the icons are green the indicators are healthy, if yellow or red, please speak to your

preferred dealership for assistance. The Blue Link Monthly Vehicle Report aims to keep you vehicle healthy and in optimal condition.

Added – 11/25/11

- Each vehicle comes with an IVR (Integrated Voice Response) card. Encourage customers to review and use this card when operating the Blue Link system. This will open up the possibilities of Blue Link.
- If your customers have children that are driving Blue Link equipped vehicles, encourage the parents to set up Geo-Fence and Curfew Alert, which can notify the parents if the vehicle is in operation outside of the boundary limit or past a certain time. These alerts can be set up on MyHyundai.com under preference → notifications.

Added – 11/18/11

- Press the Blue Link button and say “Traffic” to get updates on current traffic conditions. Log into MyHyundai.com and under preferences, set up a Traffic Zone Radius around your vehicle to avoid traffic accidents and congestion.
- Along with POI search in your vehicle, you also have the option to send a POI to your vehicle via the web. Log into MyHyundai.com, search a point of interest and download the results to your vehicle.

Added – 11/11/11

- Please visit the Blue Link/Telematics link on the Home Page of HyundaiDealer.com to review the new Sales & Service Incentives Program.
- Make sure to remind customers to schedule their service appointments through Service Link, which can be done by simply pressing the Blue Link button and when prompted, say “Service Link.”
- If your customers are having any questions about the Blue Link mobile app compatibility, please direct them to the comprehensive list of compatible devices on the main page of HyundaiBlueLink.com.

Added – 9/23/11

- When referring to the Blue Link “Center” button, please use the name “Enhanced Navigation Services” button, as this is the new official name for the button. The Enhanced Navigation Services button is used for route management for the Audio-equipped vehicles and as a navigation short-cut button for the AVN-equipped vehicles.
- Just as a reminder... If customers have questions about Blue Link, a great resource for them is the Blue Link Customer Care, which can be reached at 1-855-2-BlueLink.
- To log into the Blue Link Mobile App, the username and password for the App are the same username and password to log into MyHyundai.com.

Added – 9/16/11

- Blue Link equipped vehicles that are in the Pre-RDR mode can play an audio message to customers giving a brief overview of “What is Blue Link?” To play the audio message, push the Blue Link button on a Pre-RDR vehicle, once Blue Link has connected, when prompted say “Sales Demo.” See page 9 in the Blue Link Handbook for further information.
- When demonstrating Blue Link navigation features to customers, a powerful sales tool is the “Route Preview” feature for Audio vehicles. Once a destination has been downloaded to the

vehicle, press the Enhanced Navigation Services button (center button) and say, "Route Preview." This command will give you an audio preview of the turns you need to make to get to your destination.

- When using the Voice Text Messaging feature, don't push the Blue Link button, you should have the toll-free number (877)-730-2896, saved on the mobile phone you are using as "Voice Text." The Blue Link button will only give you information on operating Voice Text Messaging. Instead, use the Bluetooth button on the steering wheel of the vehicle and say, "call Voice Text" to dial the number. The system will walk you through the process the rest of the way. See page 21 in the Blue Link User's Manual for further information.

Added 8/26/11

- When using the Blue Link Mobile App to unlock your doors, the doors will remain unlocked for only 30 seconds. This auto relock is designed to enhance vehicle security by relocking the doors if the doors are not opened within 30 seconds.
- Maintenance Alert can help keep your vehicle in optimum running condition. Once activated on MyHyundai.com, you will automatically be notified, by your selected methods, when your vehicle is due for regularly scheduled maintenance and be offered assistance in scheduling an appointment with your local Hyundai dealer.

Added 8/19/11

- For supported browser requirements when enrolling a customer for Blue Link, Windows: Internet Explorer – Versions 6.x, 7.x, 8.x, Mozilla/Firefox 3.x, or Google Chrome; for Mac: Safari, Internet Explorer – Version 6.x, 7.x, 8.x, or Mozilla/Firefox 3.x.
- Blue Link Mobile App (Car Finder) – The Car Finder feature presents you with a map and a pin dropped for your current location. Tap on the screen to drop another pin for where your vehicle is located. This feature will help you remember where you left your vehicle.
- The frequency of notifications and alerts can be changed by going to www.MyHyundai.com, select Blue Link Preferences, and set your alert preferences under Notifications.

Added 8/5/11

- Alerts and notifications are based on the time zone of the computer used when they are set. For example, a user in New York using a computer set to EST wants to set a curfew limit for their teenager in Los Angeles. If he/she set the curfew for 10:00 p.m., that would be 7:00 p.m. in California.
- When looking for the nearest gas station, use the POI Search feature. The Gas Prices feature will prioritize price over location.
- In an audio vehicle, to cancel a route simply press the center navigation button and say "Cancel Route." The audio voice will ask you to confirm the cancellation of your current route. If you are sure, say "Yes" and the current route will be cancelled.

Added 7/29/2011

- When downloading a POI from Blue Link to your navigation unit, you will have a choice of two buttons to push on the navigation screen (Ok and Display on Map). Press "Display on Map" if you want the navigation unit to direct you to your POI. Press "Ok" if you only want the system to save your POI search.
- Press the center button on the mirror for navigation-related services. This feature acts a little differently depending on if you are using an audio or navigation-equipped vehicle. On audio-

equipped vehicles, this button will provide Turn-by-Turn Navigation services. On navigation-equipped vehicles, this button will provide shortcut access to New Destination searches.

- Blue Link is equipped with Global Commands when operating the systems. Two of the commands are “Goodbye” and “Cancel.” Use the “Goodbye” command when you want to end the Blue Link call. Use the “Cancel” command when you want to move to mid-level in the command tree (e.g., you changed your mind from wanting ratings for Chinese restaurants to Italian. When the Restaurant Ratings feature has given you the rating of a particular restaurant say “Cancel,” and then the system will take you back to the beginning of Restaurant Ratings).

Added 7/22/11

- Blue Link is as simple as 1, 2, 3. Visit MyHyundai.com to enroll, set up your profile, and then push the Blue Link button in your vehicle. Follow these three quick steps and Blue Link is ready to simplify your life.
- FYI... there is a Blue Link/Telematics link on Home Page of HyundaiDealer.com. There you will be able to find Blue Link reference and training material, including: Blue Link Handbook, User’s Manual, Enrollment, etc.
- Voice Text Messaging is used through your vehicle’s Bluetooth system, not by pressing the Blue Link button on your mirror. Save the Voice Text Messaging number 877-730-2896 as a contact on your mobile phone, name the contact Voice Text; this will make it easier to call the system from the Bluetooth of your vehicle. See page 21 of the Blue Link User’s Manual for more information on how to set up Voice Text Messaging.

Added 7/15/11

- When using Blue Link, wait for the audio voice to complete before providing a response. If you try to say a command while the audio voice is speaking, your command will not be recognized.
- When using the New Destination command under Navigation, say the word “Near” with your search, this will narrow the search criteria (e.g., McDonalds “Near” Costa Mesa, CA).
- You can schedule a service appointment by pressing the Blue Link button and saying the command “Vehicle Assist” then choose “Service Link” from the commands provided.