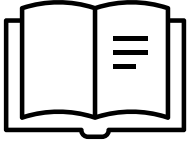
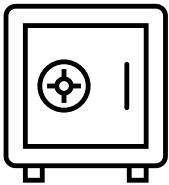


# USER GUIDE

v1.0ANZ2024



**Please read and understand this entire guide before using a vehicle equipped with the ANCAR System.**



**Keep this User Guide in a safe for future reference. It contains vital safety information, warranty details, support information, operating instructions, and important legal information.**

Your default PIN*	3147
Your default <u>Override Code</u> (first 2 digits of PIN)	31
Your default <u>Service Mode Code</u> via pedal input (last 2 digits of PIN)	47

*\*Remember to change your default PIN for security reasons.*



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## A. Introduction

Welcome to ANCAR, the forefront of innovative vehicle anti-theft solutions. Our state-of-the-art system represents a groundbreaking approach to vehicle security, meticulously designed and crafted in Italy to meet the highest standards of protection, safety, and convenience.

ANCAR is engineered to safeguard your vehicle against unauthorised use by disabling its motive power, preventing acceleration, and reducing the likelihood of theft considerably. Think of ANCAR like Two-Factor Authentication for your vehicle! With ANCAR, your vehicle operates solely under authorised conditions, empowering you with unparalleled control and assurance.

Embrace the next level of vehicle security and experience the peace of mind that comes with knowing your vehicle is protected. With ANCAR, you'll always ***Be In Control.***

## B. Getting started with your ANCAR

This guide is designed to help you quickly set up and start using ANCAR, ensuring you can take full advantage of its features from day one. Follow these simple steps to get started:

### 1. Install the ANCAR Mobile Application

Your ANCAR system is managed through a dedicated proprietary mobile app that enables you to control and customise its features.

To download the app, visit the App Store (for iOS devices) or Google Play Store (for Android devices) and search for the ANCAR mobile application. Alternatively, you can visit [ANCAR.com.au](https://www.ancar.com.au) for links to the latest version of the mobile application.

### 2. Prepare Your Vehicle

Before connecting the app to your ANCAR system, ensure your vehicle is in accessory mode. This mode powers the electrical systems, including your ANCAR system, without starting the engine. Make sure you are securely parked with the handbrake engaged. If your Ancar is not connecting to your mobile device, start the engine.

### 3. Open the App and Connect

Enable Bluetooth on your mobile device, then open the ANCAR app. The app will automatically search for and find your ANCAR system.

Once your device is detected, tap "Connect" and enter the default PIN provided to you by the installation technician.

### 4. Change the Default PIN

For security reasons, it is highly recommended to change the default PIN to a personal, secure PIN that only you know.

Consult the "Change Your PIN" section of this manual for detailed instructions on how to change your PIN. This step is essential to ensure that only authorized users can access your ANCAR system.

## 5. Keep the ANCAR App Active

**To maintain a seamless connection with ANCAR, the ANCAR app must be running in the background on your mobile device.**

Ensure that Bluetooth is always enabled on your phone to allow for automatic synchronisation and control over your ANCAR whenever you're near your vehicle.

## Additional Tips



- **Enable Location Services:** Certain features of the ANCAR app may require access to your device's location services to function correctly. Ensure that location services are turned on for the ANCAR app in your device's settings.
- **Customise Your Settings:** Take some time to explore the app and customise the ANCAR system settings according to your preferences.
- **Stay Updated:** Regularly check for app updates to ensure you have the latest features and security enhancements.
- **Battery Management:** Since the app requires Bluetooth to be always on, consider the impact on your mobile device's battery life and plan accordingly.

## C. Installation

To ensure maximum security and optimal performance, ANCAR is professionally installed by an authorised, trained automotive technician.

Our network of authorised installers possess the specialised expertise required to seamlessly integrate ANCAR into your vehicle, adhering to the highest standards of safety and operational integrity.

- **Expertise:** ANCAR installers undergo rigorous training, equipping them with the knowledge and skills to install every ANCAR with the utmost precision and care.
- **Secure Integration:** The installation process is designed to integrate ANCAR without compromising your vehicle's existing architecture, ensuring that all vehicle systems maintain their integrity and functionality.
- **Safety First:** The safety of your vehicle is our paramount concern. The installation adheres strictly to industry safety standards, ensuring that your vehicle's safety features remain intact and fully operational.
- **Discreet Placement:** To enhance security, ANCAR is installed in a concealed location within your vehicle, rendering it virtually undetectable to potential thieves.
- **Preservation of warranty:** Your ANCAR is only valid when the system has been installed professionally by an authorised installer.

## D. Detailed Operating Instructions

### 1. Manual Arming and Disarming

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#### 1.1. Self-Arming

Each time you power down your vehicle, ANCAR is designed to automatically activate the arming feature, securing your vehicle against any unauthorised use.

#### 1.2. Disarming Options

- **Auto Disarm Enabled:** If you have activated the *Auto-Disarm* feature, there is no need to manually disarm ANCAR before starting your vehicle. ANCAR will detect your Bluetooth enabled, paired mobile device and *Disarm* automatically, enabling you to drive off without additional steps.
- **Auto Disarm Disabled:** In case you prefer not to use the *Auto-Disarm* feature, or have it disabled, manual Disarming is required each time you start your vehicle.

#### 1.3. To Manually Disarm ANCAR

1. Open the ANCAR App on your mobile device.
2. On the homepage of the app, select the "Disarm" option.

#### 1.4. How to Manually Arm ANCAR

While ANCAR is designed to *Arm* itself automatically upon vehicle shutdown, there may be occasions when you wish to manually *Arm* your vehicle. This feature provides an additional layer of control and security, ensuring your vehicle's safety according to your specific needs.

1. Open the ANCAR Mobile App:
2. Select '*Armed*'
3. Enter Your PIN Code: (For safety and security, you'll be prompted to enter your unique PIN code, confirming your identity, and authorising the arming command.)

#### 1.5. When to Use manual Arming

- **Short Stops:** If you're making a quick stop and don't plan to power down your vehicle, manual arming can increase your vehicle's security, even if the keys remain in the vehicle.

## IMPORTANT SAFETY WARNINGS!



- **Prior to starting your journey, it is essential to ensure that your ANCAR system has been fully disarmed. This is to prevent your vehicle from moving into an unsafe position under idle power.**

- **Confirm that your vehicle is disarmed, responsive and has power by carefully pressing the accelerator pedal while the vehicle is still in park mode and the handbrake is applied.**
- **Only after these checks should you disengage the handbrake and select a gear to begin driving.**
- It is imperative that your vehicle is stationary before attempting to arm or disarm the system.
- Do not attempt to arm ANCAR while the vehicle is in motion. Arming ANCAR while driving could result in a sudden loss of power, creating a potentially dangerous situation for you and others on the road.
- Always prioritise safety by ensuring your vehicle is fully stopped and securely parked before interacting with ANCAR's settings.

## 2. Automatic Arming and Disarming

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### 2.1. To enable the *Auto-Disarm* Feature

1. Ensure your vehicle is securely parked.
2. Switch the vehicle to accessory mode. This is usually done by turning the ignition key to the first position where the car's electronics are powered, but the engine is not running.
3. Have your mobile device with you.
4. Have your PIN number ready
5. Open the ANCAR app
6. Tap on the 'Settings' option.
7. Within the settings, select '*Auto Disarm*'.
8. Move the *Auto Disarm* toggle to the 'On' position
9. Accept the warning notice
10. You have now activated *Auto-Disarm*

### 2.2. How *Auto-Disarm* Works

Your vehicle will automatically *Disarm* when you return to your vehicle with your mobile device and power up your vehicle.



The time it takes for ANCAR to arm or disarm varies depending on the specific vehicle and mobile device, with occasional longer durations being normal and not indicative of a system malfunction.

### 2.3. Considerations When your Mobile Device is Unavailable

- **Absence of Mobile Device:** If you do not have your mobile device with you, or if Bluetooth is disabled, or if your phone is turned off, the system will remain Armed and will not automatically Disarm.
- **Immediate Disarming Needs:** In situations where you need to quickly move your vehicle but cannot meet the above conditions (like not having your mobile device), you have two options:
  1. **Using Override Feature:** Utilise the Override feature to disarm the vehicle manually.

2. **Pairing Another Device:** Pair a different mobile device with your vehicle. This will require you to enter your previously set PIN.

## Important Reminders:



- **Familiarise Yourself:** Ensure you are familiar with both the *Auto-Disarm* and *Override* features before relying on them.
- **Keep PIN Secure:** Remember your PIN and keep it secure, as it is essential for pairing a new device in case your primary mobile device is unavailable.
- **Bluetooth Connectivity:** Regularly check that Bluetooth is enabled on your mobile device to ensure seamless functioning of the Auto Arm feature.

Some features, such as *Auto-Disarm* may not be compatible with all mobile devices and operating systems.



The time it takes for ANCAR to arm or disarm varies depending on the specific vehicle and mobile device, with occasional longer durations being normal and not indicative of a system malfunction.

## Important Notice:



ANCAR includes an optional *Auto-Disarm* feature for your convenience. It is important to understand the **security implications** associated with using this feature.

### Risk of *Auto-Disarm* Enabled:

If both your mobile device (with the ANCAR app) and your car keys are lost or stolen, it would be possible for a third party (such as a thief or unauthorised user) to disarm the ANCAR drive your vehicle.

### Manual *Disarm* as a Safer Alternative:

Disabling the *Auto-Disarm* feature increases security by requiring you to manually disarm the ANCAR each time you intend to drive your car. This added step acts as a robust layer of protection against unauthorised vehicle access.

### Balancing Convenience and Security:

The decision to enable or disable *Auto-Disarm* should be based on a careful consideration of your personal priorities and preferences. It's a trade-off between convenience and security:

**Increased Convenience:** Enabling *Auto-Disarm* simplifies your routine but may expose your vehicle to heightened risk if your mobile device and keys are compromised.



**Enhanced Security:** Disabling *Auto-Disarm* adds an extra security step, ensuring that only someone with knowledge of your mobile device PIN can *Disarm* the system and access the vehicle.

**Recommendation:**

- We recommend evaluating your typical usage patterns, the environment in which your vehicle is typically parked, and your personal risk tolerance before making a decision on this setting. Remember, increasing convenience often comes with a corresponding decrease in security, and vice versa.

## Activating *Service Mode*

*Service Mode* is designed to indefinitely *Disable* ANCAR, allowing your vehicle to be handed over for services, repairs, or to an authorised driver without any security enabled. ANCAR will remain *Disarmed* until *Service Mode* is deactivated.

### 2.4. Activating *Service Mode* with the ANCAR App

1. Ensure your vehicle is securely parked.
2. Switch the vehicle to accessory mode. This is usually done by turning the ignition key to the first position where the car's electronics are powered, but the engine is not running.
3. Have your mobile device with you.
4. Have your PIN number ready
5. Open the ANCAR app on your mobile device.
6. Navigate to the 'Settings' menu within the app.
7. In the Settings menu, find and click on '*Service Mode*'.
8. Click 'Change' to proceed.
9. Enter your PIN
10. *Service Mode* is now Active!

## Important Reminders:



- It's recommended to only activate *Service Mode* when necessary and under trustworthy conditions, such as at a reputable trusted service centre.
- ANCAR will remain *Disarmed* until *Service Mode* has been Deactivated. Your vehicle will not be protected by ANCAR while in *Service Mode*. You must manually Deactivate *Service Mode* to reactivate ANCAR's protection

### 2.5. Activating *Service Mode* without the ANCAR App (using the pedal)

If you're unable to use the ANCAR App to *Disarm* ANCAR—due to reasons such as a lost phone, app malfunctions, or prolonged unavailability of your mobile device—there's a manual method to activate the *Service Mode* using accelerator inputs. This alternative approach allows you to avoid the need for manual overrides each time

you re-enter your vehicle, ensuring seamless operation even in the absence of your phone or app functionality.

1. Ensure your vehicle is securely parked with handbrake engaged.
2. Turn on the engine. Engine must be running.
3. Firmly press the accelerator down and hold it down for approximately **15 seconds (it will be unresponsive as Ancar is Armed)**

Watch for the rev counter (tachometer) to respond with a noticeable jump, signalling the system's readiness for PIN input.

4. **Enter PIN Digit (third digit of PIN):** Press the accelerator flat to the floor, the number of times corresponding to the **third** digit of your PIN.

(e.g.: if your PIN in 12**3**4, press the accelerator fully **three times**)

After the final press, wait for the rev counter to respond with a jump, confirming the digit has been registered.

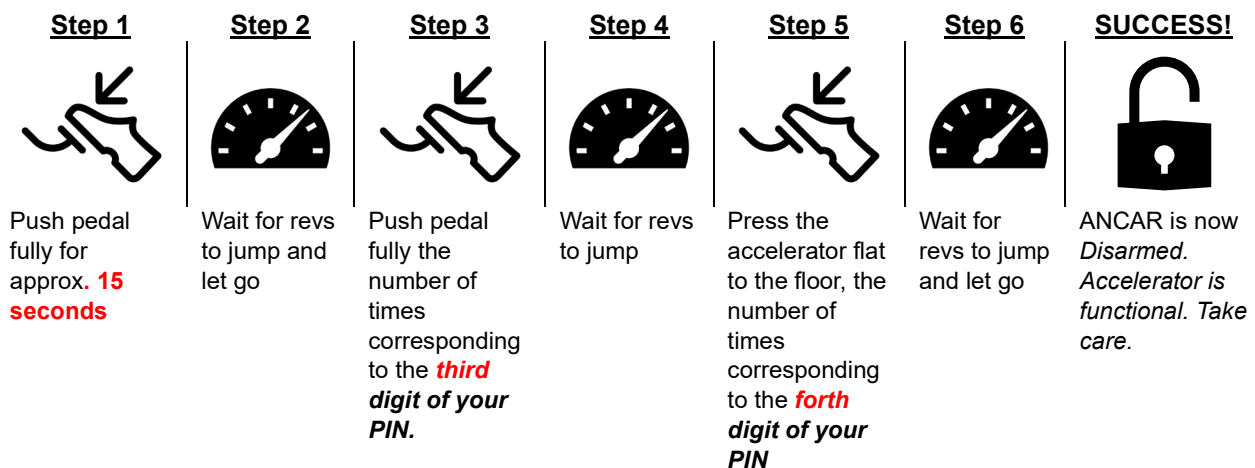
5. **Enter PIN Digit (forth digit of PIN):** Repeat the process for the last digit of your PIN, pressing the accelerator the appropriate number of times.

(e.g.: if your PIN in 123**4**, press the accelerator fully **four times**)

Wait for the rev counter to respond with another jump, indicating the digit is recognised.

2. **Confirmation:** After correctly inputting the last two digits of your PIN via the accelerator pedal, ANCAR will enter *Service Mode*. This mode indefinitely disables ANCAR, allowing the vehicle to be started and driven without the need for the app or a functional phone.
3. **Exiting Service Mode:** To exit *Service Mode* and re-enable all of ANCAR's security features, use the ANCAR App (when available).

This manual method is a reliable fallback to ensure your vehicle remains operational, even the paired mobile device is out of reach or the App is not functional or available.



# Important Reminders:



- Your vehicle will not be secured for as long as ANCAR is in *Service Mode*.
- You must manually disable Service Mode to reactivate ANCAR's security features.

## 2.6. Deactivating Service Mode

Deactivating *Service Mode* is an important step to re-enable the full functionality and security features of your vehicle after it has been serviced or repaired.

1. Ensure your vehicle is securely parked
2. Switch the vehicle to accessory mode. This is usually done by turning the ignition key to the first position where the car's electronics are powered, but the engine is not running. (If it does not connect, start the engine)
3. Have your mobile device with you
4. Have your PIN number ready
5. Open the ANCAR app on your mobile device
6. Navigate to the 'Settings' menu
7. Select '*Service Mode*'
8. Click on 'Change'
9. Enter your PIN
10. You may receive a confirmation notification on your app, indicating that the vehicle has returned to its normal operational mode

## 3. Changing your ANCAR PIN

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Changing your Personal Identification Number (PIN) is an important security measure to ensure only authorised access to certain features or settings in a system or device. Follow these steps to change your PIN:

1. Ensure your vehicle is securely parked
2. Switch the vehicle to accessory mode. This is usually done by turning the ignition key to the first position where the car's electronics are powered, but the engine is not running. (If ANCAR does not connect, start the engine)
3. Have your mobile device with you
4. Have your *PIN* number ready
5. Click on the *Settings* icon
6. Click *Change PIN*
7. Read and accept the Notice and Disclaimer by clicking *Proceed*
8. Enter your current PIN
9. Enter New PIN\*
10. Re-enter your new PIN
11. Enter your email address
12. Re-enter your email address
13. Click *Change PIN*
14. ANCAR will email your new PIN to the email address you selected for easy reference. When you receive the email with your new PIN, make sure to keep it safe, secure but accessible when needed.



**\*Your PIN must not contain any '0's.** For example, PINs like "0123" or "1023" or "0070" would not be acceptable. This is due to the PIN being used for pedal override procedures.

Choose a new PIN that is secure and **not** easily guessable. Avoid common sequences like "1234" or "1111".

Avoid using personal information like birthdays or anniversaries as your PIN, as these can be easier for others to guess.

Make sure to memorise your new PIN or store it in a secure place. Do not share your PIN with others unless absolutely necessary.

**IT IS NOT POSSIBLE TO RECOVER A LOST PIN.** Please take precautions to save your PIN in a safe location. If you have lost your PIN, contact your service provider immediately to make arrangements to remove and replace your unit.

## 4. How to pair additional devices with your ANCAR

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To enhance the security and convenience of your vehicle, ANCAR allows you to pair multiple mobile devices. Follow these instructions to seamlessly connect an additional device to your ANCAR. This may be useful for family sharing, to hand over your vehicle to a trusted person for a short period, or to pair another device should the original device be unavailable or not functioning correctly.

### 4.1. Preparation

1. **Install the ANCAR App:** Ensure you have downloaded and installed the latest version of the ANCAR app on the new device from your mobile device's app store. This app is available for both iOS and Android devices.
2. **Device Proximity:** To prevent any connection conflicts, please make sure that any previously paired devices are either out of Bluetooth range or have their Bluetooth functionality temporarily disabled.
3. **Vehicle Position:** Before beginning the pairing process, ensure your vehicle is in accessory mode. This mode is essential for the pairing process as it activates ANCAR Bluetooth visibility.
4. **Get safe:** Ensure the vehicle is stationary and parked in a safe position with the hand brake engaged.

### 4.2. Pairing Process

1. **Launch the ANCAR App on the new device:** Open the ANCAR app on the mobile device you wish to pair. Ensure that your device's Bluetooth is enabled and that the app has permission to access your location services, as this is necessary for device detection and functionality.
2. **Select Your Device:** The ANCAR device should automatically appear in the list of available devices within the app. If you do not see your ANCAR device

listed, ensure that the vehicle is in the correct mode and that you are in proximity to the ANCAR system.

3. **Connection:** Tap on the ANCAR device displayed in the app, then select the "Connect" option. You will be prompted to enter a 4-digit password. This password is the same one used for any previously connected devices, maintaining a unified security protocol across all paired devices.
4. **Note on Device Connection Priority:** The ANCAR system is designed to prioritise and automatically connect to the most recently paired device. If you wish to connect a different device that has been previously paired, ensure that it is the only device within range or that the Bluetooth on other paired devices is disabled.
5. **Location Services:** For optimal performance and device detection, continuous access to your mobile device's location services is required. Ensure that location services are enabled and set to allow access at all times to the ANCAR app.

## 5. How to use the override procedure for your ANCAR

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This override procedure is a critical component of the ANCAR system, designed to be used in situations where your mobile device is unavailable, unable to connect, or if you are otherwise unable to disarm the vehicle through the usual means. In such cases, you will notice that the accelerator is completely unresponsive. Use these steps to **temporarily** disarm ANCAR.



When your vehicle powers down after the override procedure has been initiated, ANCAR will automatically rearm, and you will need to initiate the override procedure again. If you prefer to disable ANCAR indefinitely, refer to the instructions for "*Activating Service Mode without the ANCAR App*".

### 5.1. Steps to Execute the Override Procedure

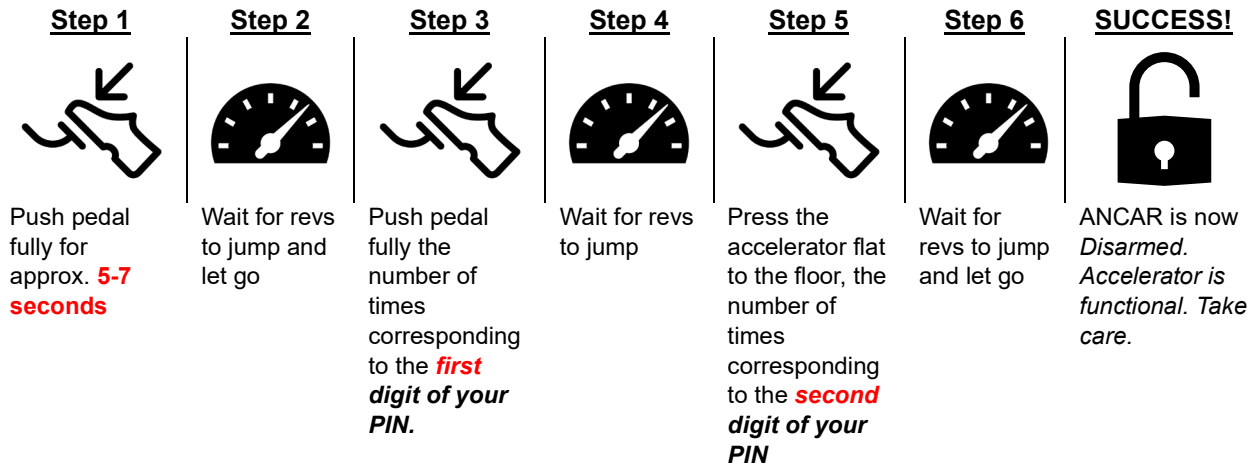
- Ensure that you know your unique PIN code. It is not possible to override ANCAR without your PIN.
- Be safe! Ensure the vehicle is stationary. Engage the handbrake firmly and ensure the vehicle is in Park or in first gear. Engine running.

#### Steps:

1. Firmly press the accelerator down and hold it down for approximately 5 seconds. (It will be unresponsive initially as ANCAR will be *Armed*) Watch for the rev counter (tachometer) to respond with a noticeable jump, signalling the system's readiness for PIN input. Let go of the pedal.
2. Now press the accelerator flat to the floor, the number of times corresponding to the **first digit of your PIN**.  
(e.g.: if your PIN is **3243**, press the accelerator fully **three times**)  
After the final press, wait for the rev counter to respond with a jump, confirming the first digit has been registered.
3. Now press the accelerator flat to the floor, the number of times corresponding to the **second digit of your PIN** (e.g.: if your PIN is **3243**, press the accelerator fully **twice**)

Wait for the rev counter to respond with another jump, indicating the second digit is recognised.

After the second digit is entered and the rev counter jumps, the vehicle will be disarmed and your accelerator will be functional.



## Important Reminders:



- **Accuracy is Crucial:** Ensure that you press the accelerator the correct number of times for each digit of your PIN. Incorrect input may require you to restart the procedure. If you need to restart the procedure, wait a few seconds and start at step 3.
- **Remain Calm and Focused:** If you are in a stressful situation, take a moment to calm yourself before starting the process to avoid errors.
- **Confidentiality of PIN:** Keep your PIN safe, secure but accessible when needed.

## 6. How to pair your device with another ANCAR

Pairing your mobile device with another vehicle's ANCAR system is a straightforward process that allows you to connect with different vehicles, such as a family member's car, a second personal vehicle, or a fleet vehicle. You'll need to know the PIN for that ANCAR. Here's how to do it:

### 6.1. Steps to pair with ANCAR in another vehicle

- **Tips for a Smooth Pairing Process:**
  - ✓ Enable Bluetooth: Before starting, ensure Bluetooth is enabled on your mobile device. The ANCAR system uses Bluetooth for the connection, so it's essential for Bluetooth to be active.
  - ✓ Make sure you know the PIN for the ANCAR in the vehicle you're connecting to.

1. Ensure you're inside the vehicle you want to connect to, then open the ANCAR app on your mobile device.
2. Before proceeding, turn the car's ignition to accessory mode. This powers on the car's electrical system, including the ANCAR device, without starting the engine.
3. The app will automatically search for and detect the ANCAR device installed in the vehicle. If the system is not found, start the engine.
4. Once the ANCAR device appears in the app, select it to begin the pairing process.
5. You will be prompted to enter a PIN. This PIN is unique to the ANCAR device installed in that particular vehicle. Make sure to enter the PIN for the device in the vehicle you're currently in, not the PIN used for any other car.
6. After entering the correct PIN, your mobile device will now be connected to the vehicle's ANCAR system.
7. **Troubleshooting Connection Issues:** If the ANCAR device doesn't appear in the app or if you're having trouble connecting, try force closing the ANCAR app and then restart it. This can often resolve minor connectivity issues.

## 7. When you sell your vehicle with an ANCAR

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When you sell your car that is equipped with an ANCAR system, it's important to prepare the system properly for the new owner to ensure a smooth transition and to maintain the integrity of the vehicle's security system. Follow these steps to ensure the ANCAR system is ready for the new owner:

### 7.1. Steps to follow when selling your vehicle

1. **Notify the New Owner:** Inform the new owner that the vehicle is equipped with ANCAR. Providing them with a clear understanding of what the system is and its capabilities will help the new owner get proper use of the ANCAR.
2. **Provide the User Guide:** Hand over the ANCAR's User Guide to the new owner (this guide). The Guide is a valuable resource that will help the new owner understand how to operate the system, access its features, and perform troubleshooting if necessary.
3. **Place the ANCAR in *Service Mode*:**
  - **Why *Service Mode*?** Placing the ANCAR in *Service Mode* indefinitely disables the system's security features. This mode ensures that the new owner won't encounter unexpected security activations while they're getting acquainted with the vehicle.
  - **How to Activate *Service Mode*:** Follow the instructions specified in this User Guide to switch ANCAR to *Service Mode*. This process typically involves entering a specific code or sequence using the system's interface.
4. **Inform the New Owner about *Service Mode*:** Clearly explain to the new owner that the ANCAR system has been placed in *Service Mode*. Describe what *Service Mode* means, including that the system's security features are indefinitely disabled, and inform them of their options moving forward:
  - Option 1: Activate and use the ANCAR system as normal.

- Option 2: Keep the system in *Service Mode* if they prefer the system to remain indefinitely deactivated.
- Option 3: Remove the ANCAR system from the vehicle if they choose to do so.

#### 5. **Reset the PIN:**

- **Set a Simple PIN:** Change the system's PIN to a simple, temporary PIN such as 1234. This step is a valuable step for making the initial access to the system as straightforward as possible for the new owner.
- **Notify the New Owner:** Inform the new owner of the temporary PIN and emphasise the importance of changing it to a new, preferred PIN for their security. Provide guidance or direct them to the relevant section in the manual on how to change the PIN.

6. **Remind the New Owner to Customise Settings:** Encourage the new owner to familiarise themselves with ANCAR and customise its settings according to their preferences and needs, as outlined in the product manual.

## 8. **Buying a Car with ANCAR Installed**

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Congratulations on your new vehicle purchase! If your new vehicle comes equipped with ANCAR, you've acquired a vehicle with an advanced security system. Here are the steps you should follow to familiarise yourself with the ANCAR and to take full advantage of its features:

- 1. Read the Product Manual:** Read and familiarise yourself with the ANCAR's Product Manual. This manual is a valuable resource for understanding how to operate the system, access its features, and troubleshoot any issues.

It's a good idea to start at "**Getting Started with your ANCAR**"

- 2. Learn the System's Current Status:** Find out if the ANCAR system is in *Service Mode* or active. *Service Mode* disables the security features indefinitely, making it easier for new users to get acquainted with the system without arming the ANCAR inadvertently.

- 3. Reset the PIN:** If the previous owner set a temporary PIN (e.g., 1234) for the transition, make sure to change it to a new, secure PIN that only you know. The product manual provides instructions on how to change the PIN.

- 4. Explore Your Options:** Decide how you wish to use the ANCAR system:

- **Activate the System:** If the system is in *Service Mode*, follow the instructions in the manual to re-enable the ANCAR and enjoy its full range of features.
- **Keep it in *Service Mode*:** You might choose to keep the system in *Service Mode* permanently or temporarily while you become more familiar with its functions.
- **System Removal:** If you decide that you do not want the ANCAR system in your vehicle, consider contacting the retailer or service provider



**5. Customise the Settings:** Customise the ANCAR system settings according to your preferences. The manual should guide you through setting up features.

**6. Contact Support if Needed:** If you have any questions or encounter issues with the ANCAR system, don't hesitate to contact customer support. They can provide assistance and guidance to ensure your system functions correctly.

## 9. Transferring your ANCAR to another vehicle

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Start by getting in touch with the retailer or service provider from whom you purchased the device. They will have the most accurate and detailed information on the proper procedure for transferring the equipment, costs, including compatibility options with different vehicle models.

## 10. Using Calibration Menu

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The calibration function is intended solely for installation and advanced technical support purposes. **Only authorised, trained technical support personnel should access the Calibration Menu.** It's important to recognise that improper adjustment of calibration settings may result in functional issues, potentially necessitating costly and inconvenient technical support for resolution. Please be aware that your warranty does not extend to cover any issues arising from unauthorised adjustments to calibration settings. Furthermore, any responsibility for issues, costs, damages, whether direct or consequential, resulting from the improper use of calibration settings, is explicitly disclaimed.

### WARNING!



The Calibration function is intended solely for installation and advanced technical support purposes. Only authorised, trained technical support personnel should access the Calibration Menu.

## E. Important Safety Information

### **WARNING!**

**IMPROPER USE OF THE ANCAR ANTI-THEFT PRODUCTS, MAY RESULT IN PROPERTY LOSS, DAMAGE, SERIOUS INJURY OR EVEN DEATH. WHILE THIS DOCUMENT AND OTHER INFORMATION INCLUDED WITH THE PRODUCTS PROVIDE GUIDANCE ON HOW TO USE THE PRODUCTS SAFELY, FAILURE TO EXERCISE DUE CARE, SKILL AND DILIGENCE MAY PUT YOU AND OTHERS AROUND YOU AT RISK OF PROPERTY LOSS, DAMAGE, SERIOUS INJURY OR DEATH. YOU MUST READ ALL INSTRUCTIONS AND SAFETY MESSAGES AND WARNINGS IN THIS DOCUMENT, THE USER GUIDE AND THE MOBILE APP.**

1. Do not attempt to change any system settings while the vehicle is in motion. Adjustments should only be made when the vehicle is stationary and safely parked.
2. Never attempt to arm ANCAR while the vehicle is in motion. Doing so can result in a sudden loss of motive power, creating a potential serious road hazard for you and others around you.
3. Always check for power before driving to avoid rolling into an unsafe position under idle power. Test the accelerator gently while the vehicle is in Park or Neutral, with the handbrake firmly engaged.
4. Do not attempt to update the application while the vehicle is in motion.
5. Do not attempt to change your PIN while the vehicle is in motion. Focus on driving and adjust security settings only when stationary and safely parked.
6. A lost or forgotten PIN cannot be recovered. Always save your PIN in a safe and secure location. Failure to recall your PIN may result in being locked out of the system, rendering your vehicle inoperable.
7. Do not attempt to remove, move, adjust, tamper with, repair, or modify any hardware or cables related to the ANCAR. Unauthorised interference with the system's hardware can lead to malfunctions, creating road hazards and potentially voiding your warranty. Always seek professional assistance for any issues related to the system's hardware.
8. It is recommended regularly utilise and practise the override sequence to ensure familiarity in case of an emergency. While the procedure is straightforward, it requires correct execution and knowledge of your PIN. Inability to perform the override due to a forgotten or lost PIN, could result in a situation where you cannot mobilise your vehicle. Regular practice will help in committing the steps and your PIN to memory.

## F. Frequently Asked Questions

### 1. How do I manually arm and disarm my ANCAR?

To manually arm your ANCAR system, open the ANCAR mobile app, select 'Armed', and enter your unique PIN code to confirm your identity and authorise the arming command.

To manually disarm, simply open the ANCAR app on your mobile device and select the "Disarm" option from the homepage of the app.

### 2. What happens if I don't manually disarm the system before starting the vehicle?

If you have enabled the *Auto Disarm* feature, the system will detect your Bluetooth-enabled, paired mobile device and disarm automatically. However, if *Auto Disarm* is disabled or your mobile device isn't detected, the vehicle will remain secured and won't start until you manually disarm the system.

**SAFETY WARNING: Always disarm the system before engaging a gear or releasing the handbrake to ensure you have power when needed.**

### 3. How does the *Auto Disarm* feature work, and how can I enable it?

The *Auto Disarm* feature allows your vehicle to automatically disarm when it detects your mobile device as you return to your vehicle and power it up. To enable this feature, securely park your vehicle, switch it to accessory mode, open the ANCAR app, go to 'Settings', select '*Auto Disarm*', and toggle the option to 'On'.

### 4. What should I do if my mobile device is unavailable or the Bluetooth is off, and I need to disarm the system?

If you cannot use your mobile device to disarm the system, you have two options (Your PIN is required in both cases):

- Use the Override feature to manually disarm the vehicle.
- Pair another mobile device with your vehicle by entering the previously set PIN on the new device.

### 5. How do I activate and deactivate *Service Mode* for servicing or repairs?

To activate *Service Mode*, securely park your vehicle, switch to accessory mode, open the ANCAR app, navigate to 'Settings', select '*Service Mode*', click 'Change', and enter your PIN. *Service Mode* will then be active.

To deactivate *Service Mode*, follow similar steps: open the ANCAR app, go to 'Settings', select '*Service Mode*', click 'Change', and enter your PIN to return the vehicle to normal operational mode.

### 6. How do I change the PIN for my ANCAR system?

To change your PIN, ensure your vehicle is parked and in accessory mode. Go to Settings, select Change ANCAR PIN Code Enter your current PIN and press OK, then enter your new PIN and press OK again. You might be required to enter the new PIN a second time to confirm. Remember, the first two digits of your PIN cannot be '0', and it's crucial to choose a secure, non-predictable PIN. **Note that it is impossible to recover a forgotten PIN, so store it safely.**

## **7. How can I pair an additional device with my ANCAR system?**

Start by ensuring your vehicle is in accessory mode and that the ANCAR app is installed on your new device. With Bluetooth enabled on your device, open the ANCAR app and select your vehicle from the list of available devices. You'll need to enter the 4-digit PIN used for any previously connected devices. Remember, the ANCAR system prioritises the most recently paired device for connections.

## **8. What should I do if I need to use the Override Procedure?**

If your accelerator is unresponsive due to the anti-theft system, ensure your vehicle is stationary with the handbrake engaged. Press and hold the accelerator for 5 seconds until you see a jump in the rev counter. Enter your PIN by pressing the accelerator corresponding to the first digit of your PIN, waiting for a rev counter jump and then doing the same for the second digit in your PIN. (Refer to the section detailing override procedure in the User Guide)

## **9. I bought a car with an ANCAR system installed. What are my first steps?**

First, obtain the User Guide from the previous owner or at [Ancar.com.au](http://Ancar.com.au) to understand the system's features and operations. Learn whether the system is in *Service Mode* or active and change the PIN to a secure one you know. Decide whether you want to activate the system, keep it in *Service Mode*. Customise the settings to your preference and check for any necessary updates.

## **10. How do I prepare my ANCAR system for a new owner if I sell my vehicle?**

Inform the new owner about the ANCAR and provide them with this User Guide. Put the system in *Service Mode* to disable security features temporarily. Change the system's PIN to a simple one, like 1234, and inform the new owner. Encourage them to customise the settings and change the PIN for their security.

## G. Troubleshooting

This section addresses common issues you may encounter with the ANCAR system and provides practical solutions to resolve them quickly and efficiently.

### 1. ANCAR Mobile App Issues

#### **Problem: App Fails to Connect to the ANCAR System**

##### **Possible Solution:**

- **To maintain a seamless connection with ANCAR, the ANCAR app must be running in the background on your mobile device.**
- Ensure Bluetooth is enabled on your mobile device.
- Ensure Location Settings for the ANCAR App are enabled.
- Verify that your vehicle is in accessory mode or engine is running safely.
- Restart the ANCAR app or your mobile device.
- Check for any updates for the ANCAR app in the App Store or Google Play Store.

#### **Problem: App is Unresponsive or Crashes**

##### **Possible Solution:**

- Force-close the app and reopen it.
- Clear the app cache (for Android devices) or offload the app (for iOS devices) and reinstall it.
- Ensure your device's operating system is up to date.

### 2. Connectivity Issues

#### **Problem: Bluetooth Cannot Locate ANCAR System**

##### **Possible Solution:**

- Ensure the vehicle is in accessory mode to power the electrical system.
- Move other Bluetooth-enabled devices away to avoid interference.
- Restart your vehicle's electrical system by turning the ignition off and on.

#### **Problem: Frequent Disconnection**

##### **Possible Solution:**

- Avoid placing your mobile device in areas shielded by metal or other signal-blocking materials.

- Check for sources of interference such as other wireless devices or USB chargers.

### 3. PIN and Security Codes

#### **Problem: Incorrect PIN Entries**

##### **Possible Solution:**

- Double-check you have entered your PIN correctly and ensure no accidental number swaps.
- If you have changed your PIN and forgotten it, refer to the override procedure using the accelerator pedal as described in section D of the user guide.

### 4. System Arming and Disarming Issues

#### **Problem: System Does Not Arm or Disarm Automatically**

##### **Possible Solution:**

- Make sure the ANCAR app is open in the background.
- Check that the '*Auto-Disarm*' feature is correctly configured in the settings menu of the ANCAR app.
- Ensure that the mobile device is sufficiently charged and within range when entering the vehicle.

#### **Problem: Manual Override Not Functioning**

##### **Possible Solution:**

- Follow the manual override steps precisely as detailed in the User Guide.
- Ensure you perform the override procedure with the vehicle stationary and safely parked.

### 5. Battery Drain Related to ANCAR App

#### **Problem: Mobile Device Battery Drains Faster**

##### **Possible Solution:**

- Consider optimising your device's overall battery settings to accommodate continuous Bluetooth use.

## H. Customer Support

### Office Hours Customer Support

Our customer support team is here to assist you with a wide range of services during office hours. We are dedicated to providing prompt and professional assistance for all your needs, including:

#### Repairs

- Troubleshooting and fixing device malfunctions
- Arranging for technical repairs

#### Technical Issues

- Assistance with technical difficulties and device operation
- Guidance on resolving connectivity issues

#### Warranty Claims

- Processing warranty claims and addressing covered defects
- Providing information on warranty coverage and terms

#### Installation Issues

- Support for initial device installation
- Dealing with installation related issues

#### Removals

- Instructions for removing your device
- Assistance with device removal for maintenance or upgrades

#### Transfers to Other Vehicles

- Guidance on transferring your device to another vehicle
- Ensuring proper setup and functionality in the new vehicle

Our knowledgeable and friendly support team is ready to help you with any issues or questions you may have. Please reach out to us during office hours for dedicated support tailored to your needs.

**Please Note:** For emergency situations outside of office hours, please contact our 24/7 emergency support line for assistance with override procedures.

### Contact Information (Office hours):

- Phone: **1800 818 288**
- Web: **<https://www.autoxtreme.com.au/warranty>**
- Office Hours: 9am – 5pm AEST

## **24/7 Emergency Support Service**

For 24/7 support in emergency situations, such as assistance with implementing override procedures, please contact the 24/7 emergency support line. This service is designed to guide you through the override procedures if your device is not disarming. Common issues may include your paired mobile device being unavailable or not connecting to your ANCAR system.

**Important:** To implement the override procedure, you **MUST** know your PIN. ANCAR does not store your PIN. If you do not know your PIN, please contact customer support during office hours for assistance.

### **Please note:**

- The 24/7 support line is unable to provide on-site support or assistance.
- The 24/7 support line cannot retrieve your PIN.
- The 24/7 support line cannot assist with override procedures if you do not know your PIN.

## **Contact Information (Emergency only):**

- Phone: **+61 (03) 90000198**

### **Disclaimer**

*The 24/7 emergency support line is provided as a service to assist with override procedures under specific emergency conditions. This service is limited to verbal guidance and does not include on-site support, PIN retrieval, or assistance without a known PIN. ANCAR does not store or have access to your PIN. For issues that cannot be resolved through the emergency support line, please contact customer support during regular office hours. ANCAR is not responsible for any delays or issues arising from the unavailability of your PIN or the inability to connect your paired mobile device to the ANCAR system.*



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