



# Lincoln Way<sup>TM(1)</sup> 2.0

The Lincoln Way App can help streamline your ownership experience with features like: arranging for Lincoln Pickup & Delivery<sup>TM(2)</sup>, viewing maintenance schedules and service history or choosing a preferred dealership.

Use this Reference Guide to familiarize yourself with the Lincoln Way App. It provides easy access to simple-to-use features such as:

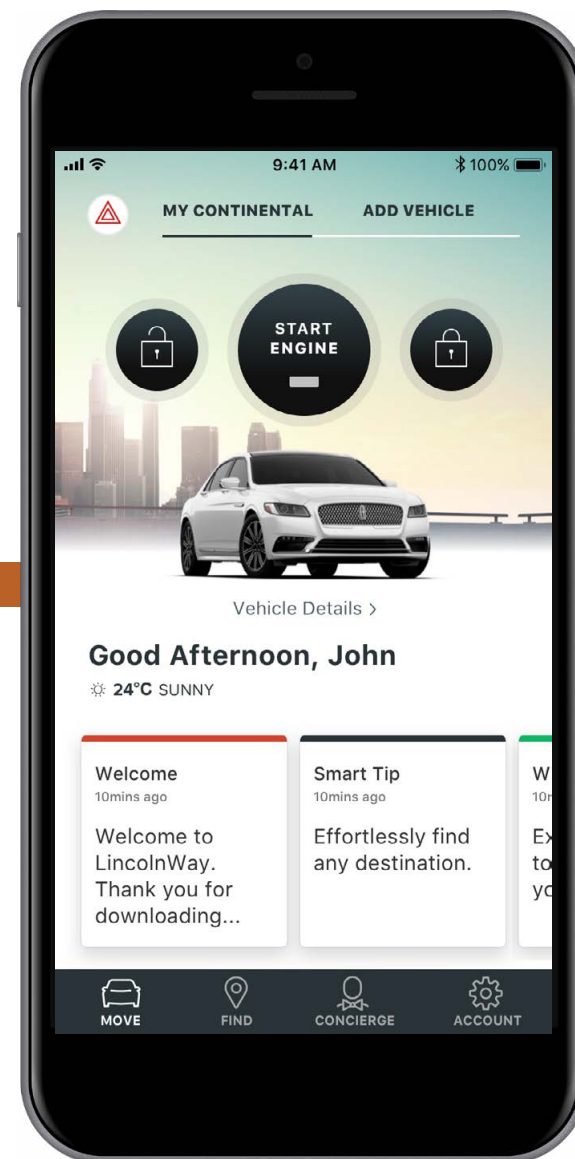
- Home Screen-located vehicle controls
- Integrated weather information
- Find parking, fuel or food nearby

Lincoln Way 2.0 is compatible with all Lincoln vehicles equipped with Lincoln Connect<sup>TM(3)</sup>. Here's how to get started:

1. Download the Lincoln Way App — available via the Google Play<sup>TM</sup> Store for Android<sup>TM</sup> and the App Store<sup>®</sup> for iPhone<sup>®</sup>.
2. Set up New Account or Add New Vehicle to an existing account — add the Lincoln Connect-equipped vehicle.
3. Activate the modem and you'll be ready to roll!



THE LINCOLN  
MOTOR COMPANY

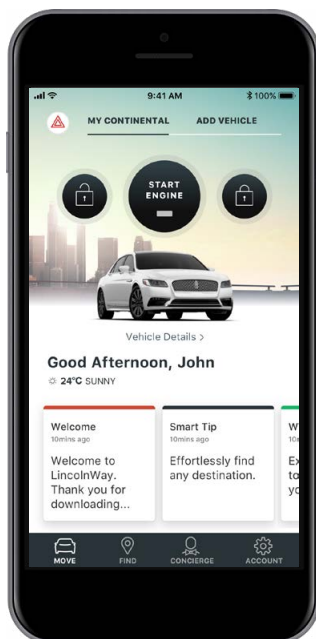


# Navigating Lincoln Way™ 2.0

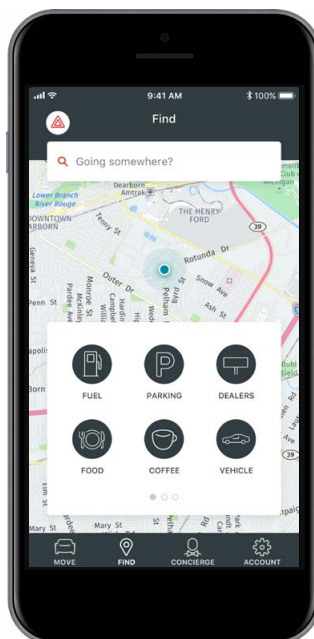
There are four main screens on Lincoln Way 2.0: Move, Find, Concierge and Account. To navigate, simply tap the icons at the bottom of the screen.



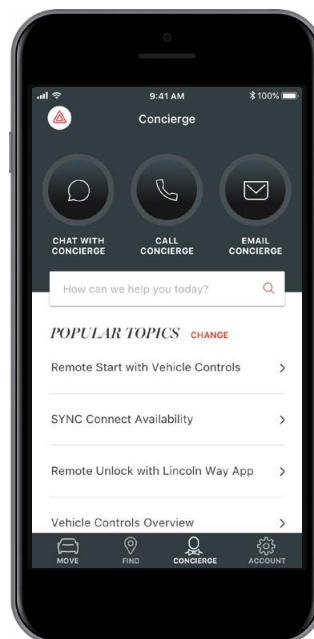
## Move



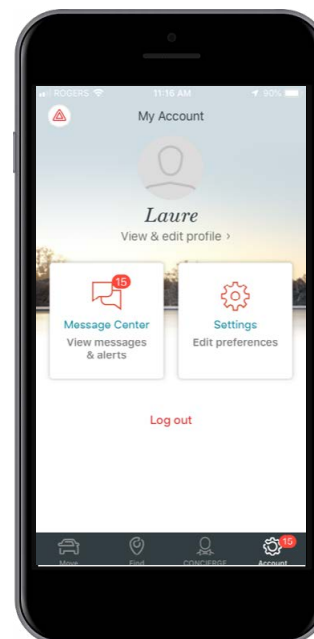
## Find



## Concierge



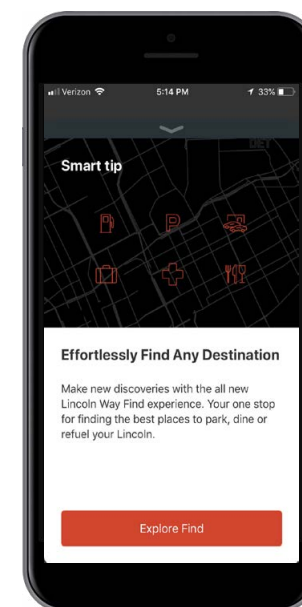
## Account



## Smart Tiles

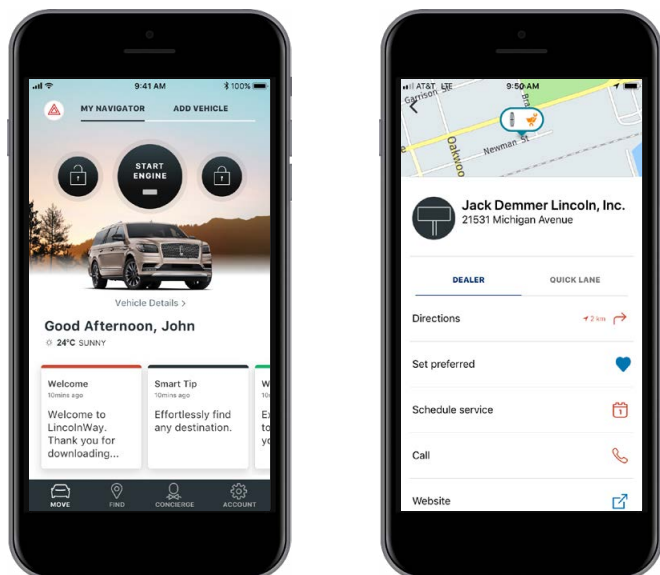
Each main screen can reveal Smart Tiles, which are designed to anticipate your needs. Smart Tiles appear as windows and messages to provide information updates. Smart Tiles:

- Display everything at a glance
- Offer suggestions such as service reminders
- Provide different, evolving messages along a journey





## Move

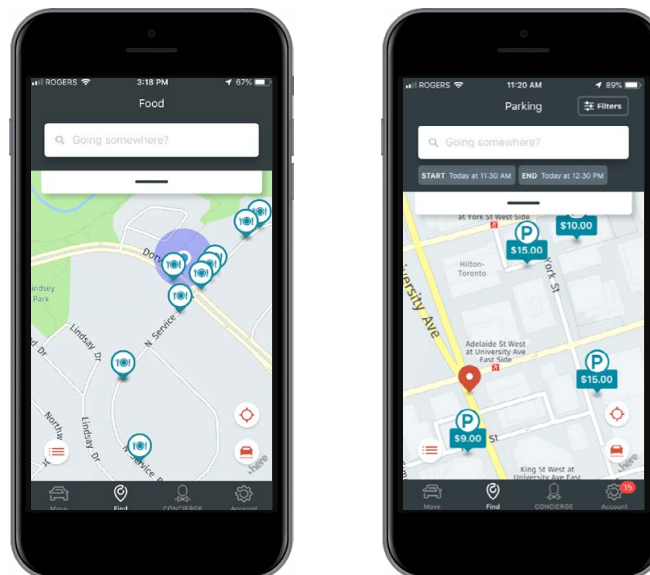


**Move** gives you a convenient starting point to move through the day. The Move feature can help you:

- Access complimentary Lincoln Pickup & Delivery™<sup>(2)</sup>
- Quickly and directly access Operate, such as lock, unlock, start engine and schedule start (requires Lincoln Connect™ modem activation)
- View vehicle details to monitor fuel level, tire pressure, oil life and access glove box materials
- View preferred Dealer, service schedules and confirm Dealer services



## Find

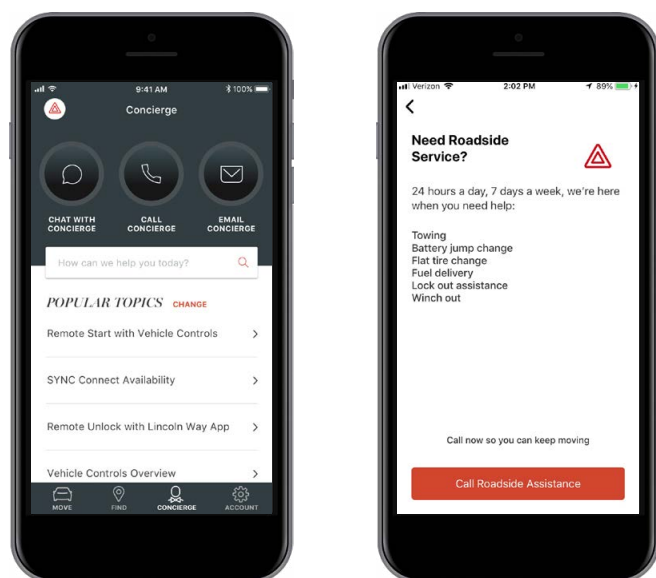


**Find** helps you connect with the things you're looking for. With the Find feature you can look for:

- Destinations, such as fuel, food, coffee, shopping and more
- Parking (in select cities)



## Concierge

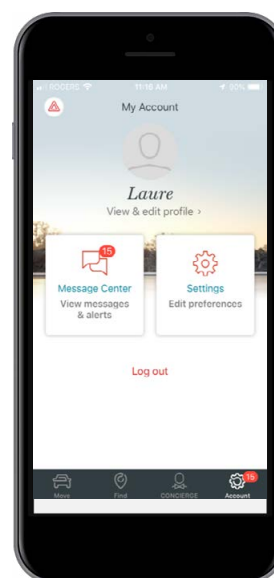


**Concierge** is a virtual personal assistant for mobility. The Concierge feature connects you to:

- Self-help — find answers to questions, learn more about your vehicle and get more information about Lincoln Way™ enhancements
- Chat — improved chat experience while keeping the ability to call a Concierge. Adds chat history and timeline
- Roadside Assistance — enhances ability to call and monitor tow truck arrival (coming soon)<sup>(4)</sup>



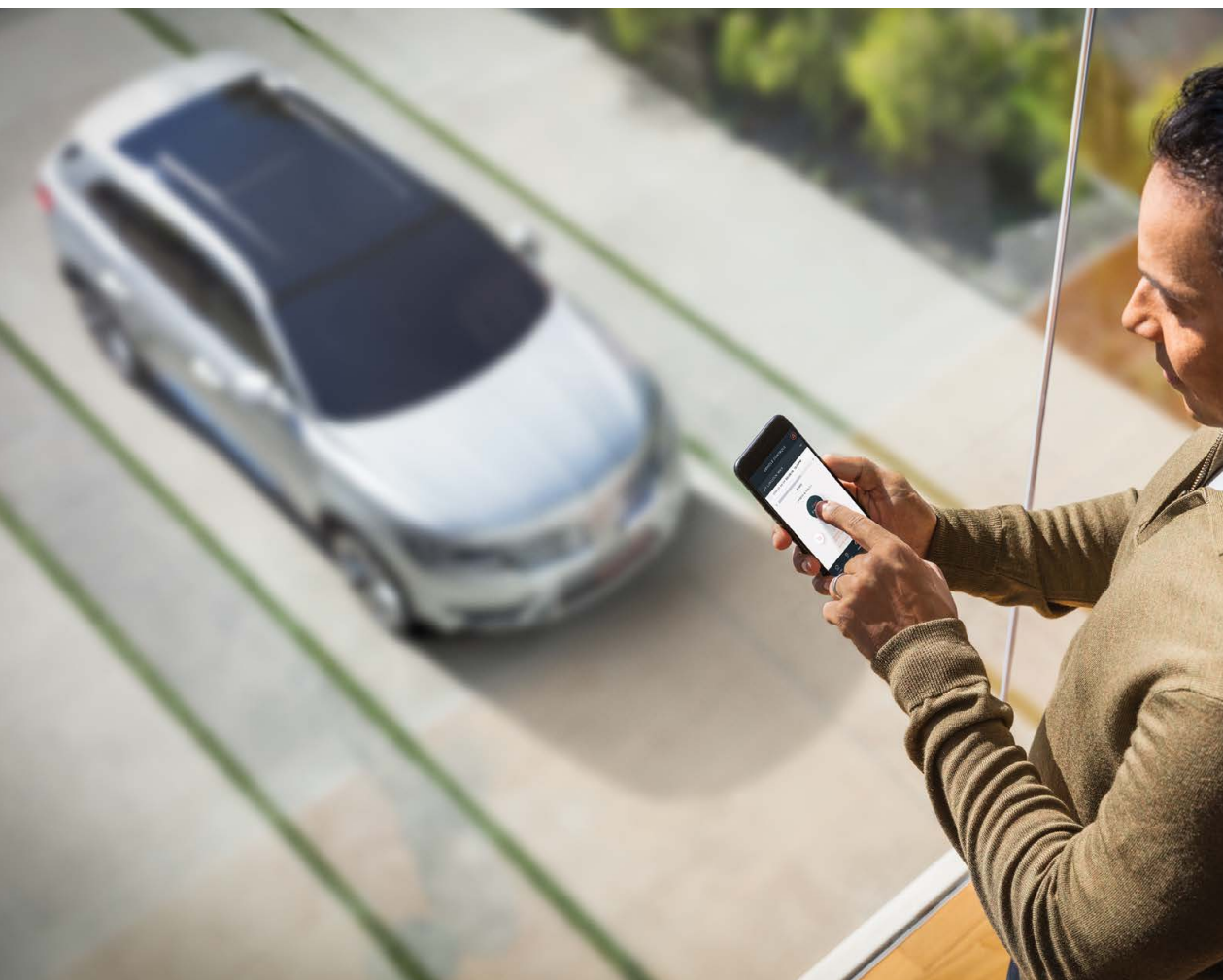
## Account



The **Account** feature keeps security and login information; additionally, the Account feature allows you to keep track of your User Profile, App Settings and Messages.

# Lincoln Connect™ Activation

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With a Lincoln Connect-equipped vehicle (4G embedded modem), you can use the Lincoln Way app to remotely access vehicle features such as start, lock and unlock, vehicle status including fuel level and approximate odometer reading, and locate your parked vehicle. You can also schedule specific times to remotely start your vehicle so it's ready to hit the road as soon as you are.

Lincoln Connect also features a 4G LTE Wi-Fi® hotspot that allows users to connect laptops, tablets, smartphones and more. You can connect up to 10 devices at a time and maintain a connection up to 50 feet from the vehicle. The hotspot uses a powerful vehicle antenna that provides better coverage than a cell phone in spotty areas. Every new vehicle comes with a free three-month or 3 GB data trial.

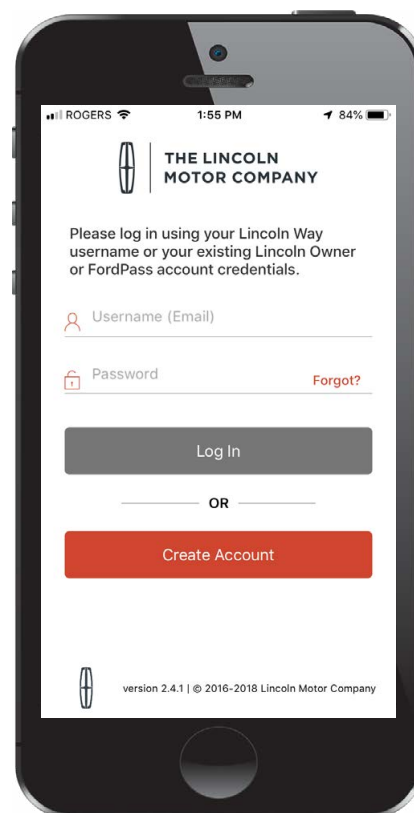
# Activation Steps

Here are the five easy steps required to activate the Lincoln Way™ App:



## 1. DOWNLOAD LINCOLN WAY™ APP

- Go to the App Store® or Google Play™
- Download Lincoln Way App



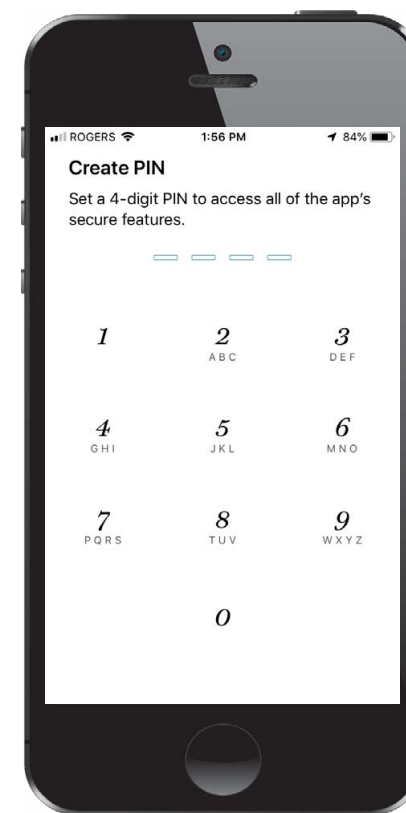
## 2. CREATE ACCOUNT OR LOG IN

### Create Account

- Create an account through Lincoln Way App by filling out a form with basic information

### Log In

- If you already have an Owner Account, simply log in using your existing Owner Account credentials
- Enter username (email) and password

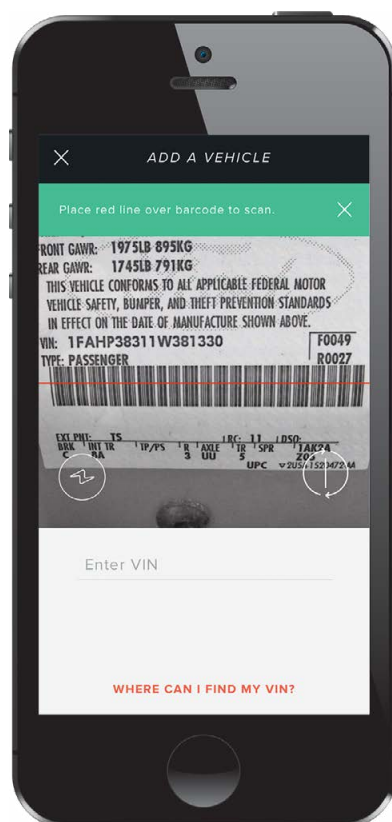


## 3. CREATE A PIN

- Enter and confirm a four-digit PIN for added security
- Additionally, iPhone® users can choose to use Touch ID



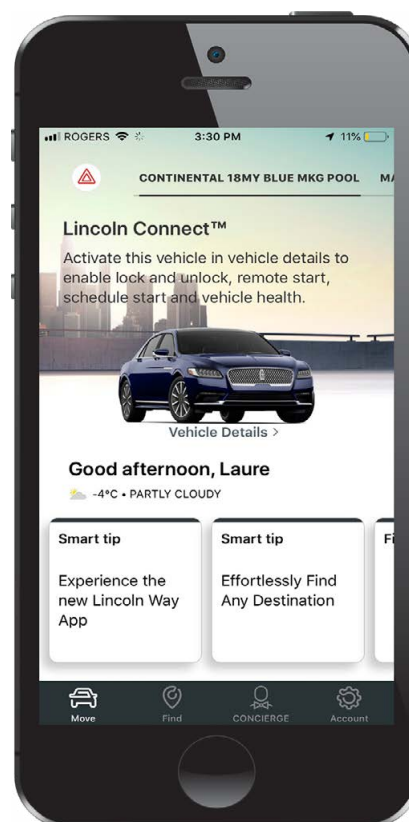
# Activation Steps



## 4. ADD LINCOLN CONNECT-EQUIPPED VEHICLE

- Add a vehicle to Lincoln Way by scanning the VIN (Vehicle Identification Number) barcode, and then assigning a vehicle nickname. That name will show up on the start-up screen to personally welcome them

**Note:** You can also manually type in your VIN to add the vehicle. The app may ask for access to the camera prior to scanning the VIN.



## 5. ACTIVATE LINCOLN CONNECT-EQUIPPED VEHICLE

In Lin Way™ App (above)

- To begin the activation process, simply select Vehicle Details after a Lincoln Connect-equipped vehicle is added
- Press Activate Vehicle and follow the steps to continue the process

In-Vehicle (right)

- Start the vehicle and touch Allow on the in-vehicle touchscreen pop-up. This enables access to remote features and vehicle location

## MASTER RESET

It is recommended that you perform a Master Reset to deactivate the embedded modem when transferring ownership of the vehicle (for example, at the end of a lease). This resets SYNC® 3 and the embedded modem to factory default settings. All changes made, including paired Bluetooth® devices, contact lists and saved points (if the vehicle is equipped with Navigation) will be lost.

- Touch Settings in bottom feature bar on the SYNC 3 touchscreen
- Touch General
- Scroll down to Master Reset
- Touch Master Reset
- Touch Continue on the pop-up message

## For more information about Lincoln Way™ 2.0, visit:

[lincolncanada.com/technology/lincolnway-app/](http://lincolncanada.com/technology/lincolnway-app/)

- (1) Lincoln Way, compatible with select smartphone platforms, is available via a download. Message and data rates may apply.
- (2) Lincoln Pickup & Delivery service is valid for owners of 2018 and newer model-year Lincoln vehicles. Service is available for retail and warranty repair. Coverage distance limitations may apply.
- (3) Lincoln Connect™ is a standard feature on 2018 and newer Lincolns, except Lincoln MKT. Includes complimentary five-year subscription for remote features (after which, fees apply), excluding Wi-Fi® hotspot, and activates with vehicle sale date. Subscription is subject to compatible 4G network availability. Evolving technology/cellular networks may affect future functionality. Certain restrictions, third-party terms, or message/data rates may apply. Lincoln Way is on the App Store® or Google Play™ Store.
- (4) Coverage, for original owner, varies based on vehicle model year. Non-transferable. For complete details, contact the Lincoln Concierge or your Lincoln Dealer.

\* Certain restrictions, third-party terms, or message/data rates may apply. 4G network complimentary five-year subscription included (after which, fees apply) for remote features excluding Wi-Fi Hotspot, activates with vehicle sale date. Requires compatible 4G cellular network connectivity, and is subject to 4G network availability. Evolving technology/cellular networks may affect future functionality. Wi-Fi hotspot includes complimentary wireless data trial that begins at time of activation and expires at the end of three months or when 3 GB of data is used, whichever comes first (after which, data plan required).

† Hotspot can connect up to 10 Wi-Fi-capable devices, using data from the additional data plan. Once a device connects, it can automatically reconnect and use data from this additional data plan unless hotspot is removed from returning device settings or hotspot password is changed. Performance varies based on number of devices connected and other factors.

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