



Connected Car

ON-THE-ROAD  
PEACE-OF-MIND



# AA CONNECTED CAR **USER GUIDE**

YOUR TOTAL ON-THE-ROAD *PEACE-OF-MIND*



## Welcome to everything you need to know about **AA CONNECTED CAR**

Having a **CONNECTED CAR** device in your vehicle is about so much more than just vehicle tracking. It's about having total on-the-road peace-of-mind with the knowledge that the AA is on the move with you.

This manual has been designed to help you maximise the benefits of your AA Connected Car effectively and with ease.

### FUNCTIONS AND FEATURES



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#### **National Network Coverage**

We are able to track your vehicle throughout South Africa.



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#### **Battery Tamper Alarm**

This proactive alarm instantly alerts us should your AA Connected Car device be disconnected from your vehicle's power supply or should the power supply of your vehicle be interrupted.



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#### **Internet Tracking\*\***

With quick navigation, world-class graphics and multiple profile views you are able to keep a constant eye on your vehicle by monitoring activity on the AA Connected Car Internet Tracking site, any time, day or night. This includes viewing your vehicle's past and present trips and route replays of your vehicle's past journeys. (See Frequently Asked Questions for more information).



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#### **Smartphone Tracking**

The AA Connected Car App enables you to track and monitor your car from your Smartphone from any place, at any time.

- View your vehicle's position on a map including street view
- Check the status of the AA Connected Car unit to ensure it is communicating
- Select the Notification Settings for the alerts you want to receive
- Customise and receive the alerts for harsh driving and battery tampering
- View the individual trips on a map
- Navigate from your phone to your car using your phone's built-in navigation
- Add fuel and maintenance expenses for your logbook

PLEASE NOTE: To access this service you will need to download the AA Connected Car App from the Google Play or The App Store.



## 5 Service Notifications

Set up a reminder for your vehicle's next service via the AA Connected tracking online platform. Once you have logged in, select Reminders under the MANAGE FLEET tab. Select Add a reminder and follow the simple steps.



## 6 Cost Logbook

Generate an automated cost logbook based on trips for private and/or business-related purposes. Login to the AA Connected Car Tracking online platform and select the cost logbook tab. Select the vehicle from the asset list, select the date range and then indicate which trips are business trips. You can also add comments next to each trip.

On the AA Connected Car App, set your trips as Business or Private for each trip. Select the yellow plus button on the bottom of the screen when viewing a vehicle to add fuel and maintenance expenses for your logbook.



## 7 Custom Geo-fencing

Create virtual geo-fences and customisable zones by drawing a virtual perimeter around any location on a map via the AA Connected Car Tracking online platform. If your vehicle enters this location, you will receive a notification on entering the specified area. Enable or disable the Geo-fence alert via AA Connected Car Tracking online platform or the AA Connected Car App under Event Notifications.



## 8 Harsh Event Reporting

Enable or disable specific Harsh Event alerts that you want to receive notifications for via the AA Connected Car App under Event Notifications and via the AA Connected Car Tracking online platform under Event Notifications under the MANAGE Fleet tab.

Once setup, you will receive a notification via the AA Connected Car App or via an email sent you're email address whenever your vehicle experiences the following events:

- Harsh braking
- Harsh cornering
- Harsh acceleration
- Speeding

Reports can be retrieved via the AA Connected Car Tracking online platform for specific dates to monitoring driver behaviour over time. View the latest alerts under Notification History on the AA Connected Car App.



## 9 View all events per vehicle per trip on a map, web and mobile

With the best-in-class smartphone vehicle tracking app, you can view your vehicle's location on a detailed map with pinpoint locations and view traffic information. Also view the Event Time on the legend which allows you to see the last position details on the map.



## 10 Capture odometer

Automatically incremented after each trip



**/ 11** **View distance per trip**  
On web and mobile



**/ 12** **In web application help**



**/ 13** **Change trip classifications**  
On web and mobile

\*Terms and Conditions apply | \*\* Requires Internet access

## FREQUENT ASKED QUESTIONS

**Q How do I subscribe to AA Connected Car?**

**A** Online, <https://www.aa.co.za/aa-connected-car>  
Contact a sales agent @ 0861 000 234 (follow the prompts: select non-emergencies (AA Membership and Armed Response queries), then select new sales or 011 799 1696 (follow the prompts: select new sales)

**Q Where can I download the AA Connected Car app?**

**A** • Google Play Store  
• App Store

**Q Forgot your password?**

**A** Click on Forgot password from the AA Connected Car Online application login screen. You will receive an email with a link to reset your password.  
What are my payment options?

**Q Where can I find the expiry date of my subscription?**

**A** You can contact the AA Customer Care department on 011 799 1696

**Q What is the warranty on the AA Connected Car device?**

**A** The unit carries a one year warranty and repairs thereafter will be for your account.

**Q When will I receive my device?**

**A** MiX Telematics will contact you to schedule fitment.

**Q On which day will my bank account be debited?**

**A** On the 25th of every month.

**Q What is the cost to settle my AA Connected Car agreement should I wish to cancel the service?**

**A** The unit and the services are bundled into a standard 36-month agreement. MiX Telematics will retain full ownership of the unit. Should you wish to cancel, you need to notify us in writing one calendar month in advance. If your contract is still within the first 24 months, MiX Telematics has the right to remove the unit at your cost, for which you will allow us access to your vehicle, and a cancellation penalty will be payable, subject to the maximum as determined by the CPA (Consumer Protection Act).

**Q What are my payment options?**

**A** Monthly debit order only.

**Q How do I update billing details?**

**A** You can contact the AA Customer Care department on 011 799 1696

**Q How does AA Connected Car locate my vehicle?**

**A** AA Connected Car's advanced technology allows us to tell you the pinpoint GPS location of your vehicle.

**Q How does AA Connected Car Internet Tracking work?**

**A** To get started with our AA Connected Car Internet Tracking service all you need to do is:  
**STEP 1:** An email will be sent to you to verify your email and to create a password on the AA Connected car platform.  
**STEP 2:** Visit <https://aa.mixtelematics.com>  
Type in your username and password and you will be taken to the AA Connected Car Internet Tracking site.

## CONTACT DETAILS

General enquiries: 011 799 1696 | [www.aa.co.za/aa-connected-car](https://www.aa.co.za/aa-connected-car)