CARLINK™ Google Assistant Help

Important: In order to use the CARLINK™ with Google Assistant application, it will require a connection to the internet via Wi-Fi.

Linking CARLINK™ with a Google Assistant application on your Apple iOS or Android device.

NOTE: Ensure that you have the latest Google Assistant App from the App store or Google Play store on your device. You can download it from the following links

NOTE 2: You must link your CARLINK™ account with the Google Assistant application to use this service. Before enrolling the Google Assistant Service, make sure to have your CARLINK™ login and password handy.

1. Download and open the "Google Assistant App" on your Apple iOS or Android device.

2. On the top right-hand side, tap your profile picture or initials to get in account.

3. Verify that the Google Account shown is the one linked to your Google Home or Google Nest device. To switch accounts, tap another account or Add another account.

4. Then go back to the home screen, then tap **"Explore"** or **"Menu"** at the bottom of the screen. Then scroll at the bottom and tap on **"Explore more from Assistant".**

5. In the top search bar, search for CARLINK™. Scroll through the list of apps results for the Assistant and when you find it, tap the card.

6. Then tap on the "LINK" button to Link your CARLINK™ account before you can use the Application.

7. The CARLINK™ service account linking page will open. You will need to enter your CARLINK™ Login and Password used to enter in to your CARLINK™ account. This will link your CARLINK™ account to your Google Assistant enabled device.

8. Lastly, you will need to "Allow" access to link the accounts.

NOTE: At any time, you can ask Google Assistant for Help by saying: "Ask CARLINK™ for help".

Multiple vehicle control using Google Assistant

IMPORTANT: If you have more than one vehicle in your account, we strongly recommend re-naming your vehicle name to something easy to pronounce. This will avoid confusion when Google Assistant searches for a specific vehicle name in "MY GARAGE" section. By default, Google Assistant will always use your favorite vehicle marked with a " ★ " in the "MY GARAGE" section. If you only have one vehicle in your account, this is part will be optional as Google Assistant will always use your default vehicle.

NOTE 2: A video tutorial is available **HERE** on how to change your vehicle name.

1. Open your CARLINK™ app on your iOS or Android device.

2. Tap the Menu icon on the top left of the screen to open the side menu within the CARLINK™ App.

3. Go inside "MY GARAGE" section.

4. Tap on the vehicle you would like to change the name.

5. Tap on the "Gear" icon on the top right of the screen. This will open the vehicle configuration section.

6. Then tap "Settings". The first line will be your vehicle name.

7. Tap on the current vehicle name and edit it to something simple. i.e.: "Honda" or "Civic" and tap "Done" on the top Right-hand corner of the screen when finished.

Please make sure to not use any special characters in your vehicle name as it probably will not be recognized by Google Assistant.

Voice Command details

VARIOUS INTERACTION METHODS

There are numerous ways to control your vehicle using Google Assistant. Below are two different methods that we recommend to control your vehicle with Google Assistant.
Please see the different methods below and determine the one that is the most convenient for you.

METHOD #1: USING A COMPLETE SENTENCE

It is possible to request any command execution by saying a complete sentence to Google Assistant.

This sentence word flow structure is very important. It consists of the following: *"Ok Google, use CARLINK™ to {Your Command} {your Vehicle name}. Here are some examples.*

"Ok Google, use CARLINK™ and "Lock doors" on "Honda".
"Ok Google, use CARLINK™ and "Start" "Civic".
"Ok Google, use CARLINK™ and "Open Trunk" on "Honda".

METHOD #2: USING TWO STEP COMMAND SENTENCES

It is possible to request any command execution by saying two consecutive sentences to Google Assistant.

This sentence word flow structure is very important. It consists of the following: **- "Ok Google, use CARLINK™."**

"Google Assistant will answer back: Hi, what command would you like to send to your vehicle"

"{Your Command} {your Vehicle name}." Here are some examples.

"Ok Google, use CARLINK™.

"Google Assistant will answer back: Hi, what command would you like to send to your vehicle"

"Unlock the doors on" "Civic".

"Ok Google, use CARLINK™.

"Google Assistant will answer back: Hi, what command would you like to send to your vehicle"

"Stop engine on" "Civic".

"Ok Google, use CARLINK™.

"Google Assistant will answer back: Hi, what command would you like to send to your vehicle"

"Status of" "Honda".

SECURE CONTROL ACCESS

To secure the commands sent to your vehicle and prevent any serious injuries, it is **MANDATORY** to add security PIN code to execute the command requested. This pin code can also be used to prevent a child or an unauthorized user from sending a command to your vehicle.

We also **STRONGLY RECOMMEND** you teach Google Assistant to recognize your personal voice for added security. Please see below on how to do this.

> **NOTE:** Ensure that you have the latest Google Assistant App from the App store or Google Play store on your device.
>
> 1. Open the "Google Assistant App" on your Apple iOS or Android device.
>
> 2. Tap the **"Tray"** at the bottom of the screen.
>
> 3. On the top right-hand side, tap your profile picture or initials, then the **"Assistant"** tab.
>
> 4. Under **"Voice Match,"** you can choose if you want to train or retrain your voice to be recognized.
>
> 5. Now simply follow the Google Assistant guidance to complete your voice training.

ADD

ADDING A SECURITY PIN CODE

It is **MANDATORY** to create a security PIN code to confirm a command request. This PIN code will be required by Google Assistant once you have requested your command. Upon requesting the 1st command to Google Assistant, it will prompt to SET A PIN CODE or follow the method below.

1. Say "Ok Google, use CARLINK™.

"Google Assistant will answer back: Hi, what command would you like to send to your vehicle"

2. Say "SET PIN CODE".

3. Follow the prompts from Google Assistant.

4. When prompted to say your 4-digit PIN Code to Google Assistant, simply say verbally your 4-digit PIN code that you would like to use.

NOTE: Only digits from 0 to 9 and a maximum of 4 digits can be used as a valid PIN code.

LOST YOUR SECURITY PIN CODE

After 3 unsuccessful pin code entries, Google Assistant will disable the account for security reasons. To re-enable your account, you must re-link your CARLINK™ account with Google Assistant.

1. Open the "Google Assistant App" on your Apple iOS or Android device.

2. On the top right-hand side, tap your profile picture or initials to get in account.

3. Verify that the Google Account shown is the one linked to your Google Home or Google Nest device. To switch accounts, tap another account or Add another account.

4. Then go back to the home screen, then tap **"Explore"** at the bottom of the screen.

5. In the top search bar, search for CARLINK™. Scroll through the list of apps results for the Assistant and when you find it, tap the card.

6. Then tap on the "UNLINK" button to Unlink your CARLINK™ account.

7. Then tap on the "LINK" button to Link your CARLINK™ account before you can use the Application.

8. The CARLINK™ service account linking page will open. You will need to enter your CARLINK™ Login and Password used to enter in to your CARLINK™ account. This will link your CARLINK™ account to your Google Assistant enabled device.

9. Lastly, you will need to "Allow" access to link the accounts.

CHANGING A SECURITY PIN CODE

It is possible to change your security PIN code to confirm your command request.

1. Say "Ok Google, use CARLINK™.

"Google Assistant will answer back: Hi, what command would you like to send to your vehicle"

2. Say "CHANGE PIN CODE".

3. Follow the prompts from Google Assistant.

4. When prompted say your current PIN CODE.
When prompted again, simply say your new 4-digit PIN code that you would like to use.

NOTE: Only digits from 0 to 9 and a maximum of 4 digits can be used as a valid PIN code.

DELETE

DELETING A SECURITY PIN CODE

It is possible to delete your security PIN code.

1. Say "Ok Google, use CARLINK™.

"Google Assistant will answer back: Hi, what command would you like to send to your vehicle"

2. Say "DELETE PIN CODE".

3. Follow the prompts from Google Assistant.

4. When prompted say your current PIN code.

FULL CARLINK™ COMMAND LIST

Here are several variations of all the commands you can send using Google Assistant.

Remote Start

- Ok Google, use CARLINK™ to Remote Start.
- Ok Google, use CARLINK™ to Start GMC.
- Ok Google, use CARLINK™ to Start engine.

Remote Stop

- Ok Google, use CARLINK™ to Remote Stop engine.
- Ok Google, use CARLINK™ to Stop GMC.
- Ok Google, use CARLINK™ to Stop engine.

Lock

- Ok Google, use CARLINK™ to Lock doors.
- Ok Google, use CARLINK™ to Lock GMC.
- Ok Google, use CARLINK™ to Lock doors.

Unlock

- Ok Google, use CARLINK™ to Unlock doors.
- Ok Google, use CARLINK™ to Unlock GMC.
- Ok Google, use CARLINK™ to Unlock doors.

Status

- Ok Google, use CARLINK™ to check status.
- Ok Google, use CARLINK™ to check status of GMC.
- Ok Google, use CARLINK™ to check status.

Trunk Release / Power Hatch

- Ok Google, use CARLINK™ to open Trunk.
- Ok Google, use CARLINK™ to Open hatch of GMC.
- Ok Google, use CARLINK™ to Close liftgate.

Auxiliaries

- Ok Google, use CARLINK™ to turn On defrost.
- Ok Google, use CARLINK™ to enable Auxiliary One of GMC.
- Ok Google, use CARLINK™ to turn On heat on driver seat.
- Ok Google, use CARLINK™ to Open right sliding door.
- Ok Google, use CARLINK™ to Open windows of GMC.

NOTE: All Auxiliaries requires to be set and enabled by your installer inside the CARLINK™ app.

Pin Code

- Ok Google, use CARLINK™ to Set pin code.
- Ok Google, use CARLINK™ to Delete pin code.
- Ok Google, use CARLINK™ to Change pin code