



UVO eServices Quick Reference Guide



UVO[®]

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INTRODUCTION





UVO eServices at a Glance

UVO eServices¹ is the latest evolution in telematics and infotainment, delivering on Kia's continued quest to provide advanced technology that makes driving safer, more convenient and more enjoyable.



UVO eServices¹ will be available in two versions:



UVO eServices with Navigation.



UVO eServices (non-Navigation).

Each system includes all the great features that Kia's in-vehicle technology is known for, such as hands-free² calling, voice recognition, seamless connection to a variety of media sources and a Rear-Camera Display³. UVO eServices builds on this foundation by integrating the audio control unit in the vehicle with an app^{4,5} on the driver's smartphone and the driver's MyUVO account. The result is an expansive breadth of capabilities.

SUMMARY OF FEATURES/SERVICES

EMERGENCY ASSIST FEATURES

Crash Notification Assist⁶

Automatically calls 911 when an air bag deploys.

Roadside Assist⁷

Pressing an icon on the audio control unit in the vehicle or an icon on the smartphone app^{4,5} connects you with roadside assistance, 24/7.

MAINTENANCE

Critical Diagnostic Alerts

Diagnostics⁸ will automatically start whenever a critical powertrain issue is detected. The results will display on the audio control unit, and the system will provide the option to schedule service or call roadside assistance. If “schedule service” is selected, the system will send diagnostic results to the owner’s MyUVO account.

Vehicle Diagnostics

Run diagnostics at any time simply by pressing the **Diagnostics** icon on the audio control unit. Results will display, and users can call roadside assistance or schedule service as needed. Users also have the option to send results to their MyUVO account.

Scheduled Diagnostics

Use the UVO eServices¹ smartphone app^{4,5} to schedule diagnostics to run on a set day each month.

Maintenance

On MyUVO.com, users can select service intervals, view recommended service and record when service has been completed.

Schedule Service Appointments

Using MyUVO.com, users can schedule service with their preferred dealer or a nearby dealer. Users can also schedule service on the audio control unit when diagnostic checks turn up issues.

Health Reports

Results from diagnostic checks are easily accessible on the user’s MyUVO account.

Notifications

MyUVO.com will alert users when recommended maintenance is due, when UVO software updates are available and when other important news is available.

ENTERTAINMENT

Coming Later: Twitter^{®9}

Drivers can follow their Twitter[®] account on the go, allowing the system to read back tweets from people they are following.

CONVENIENCE

MyUVO.com

MyUVO.com is the website where the owner sets up a personalized account for eServices¹. Owners will have access to vehicle health records and maintenance schedules. They can also save points of interest, record maintenance visits and schedule service. Both desktop and mobile versions are available for easy access.

My POIs (Navigation units only)

Users can save Points of Interest (POIs) on MyUVO.com and upload them to the UVO audio control unit for navigation guidance. They can also send them to the user's account using Google Maps^{TM10}.

Parking Minder

Users can save the vehicle's parking location and use map functions on the smartphone app^{4,5} to find their way back to the vehicle. They can also take and save pictures for location reference, set parking meter times, set meter reminders and email their location to others.

eServices Guide

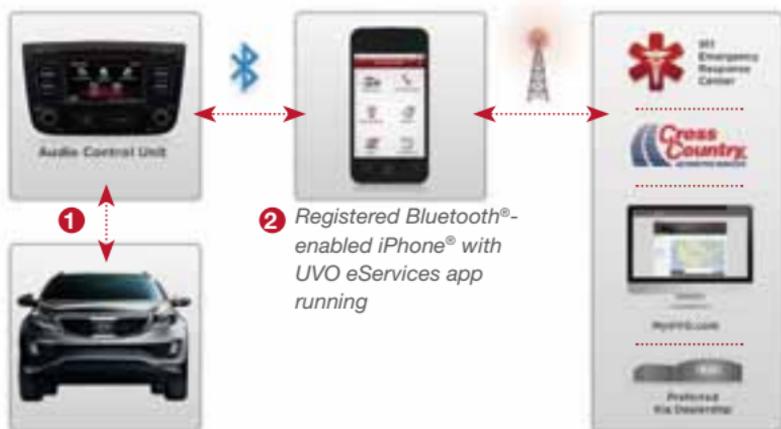
Places a call to an automated service that allows the user to get information on UVO eServices.

AN IMPRESSIVE PROGRESSION OF CAPABILITY

	KIA UVO POWERED BY MICROSOFT®	UVO eSERVICES INFOTAINMENT SYSTEM	UVO eSERVICES INFOTAINMENT SYSTEM WITH VOICE- COMMAND NAVIGATION
			
	Simply known as: UVO	Simply known as: UVO eServices (non-Navigation)	Simply known as: UVO eServices with Navigation
Voice recognition ²	X	X	X
Bluetooth® ¹¹ hands-free calling	X	X	X
Jukebox	X	X	X (called My Music)
Audio streaming	X	X	X
Software updates	X	X	X
USB connectivity	X	X	X
Rear-Camera Display ³	X	X	X
HD Radio ^{TM12}	X	X	X
Crash notification assist		X	X
Roadside Assist ⁷		X	X
Vehicle Diagnostics ⁸		X	X
Parking Minder		X	X
eServices Guide		X	X
MyUVO.com (web/mobile)		X	X
Schedule service		X	X
MyPOIs			X
Navigation			X
SiriusXM Traffic ¹³			X
			

HOW UVO eSERVICES WORKS

UVO eServices¹ employs a very unique infrastructure. Unlike subscription-based systems such as OnStar^{®14}, UVO eServices is a smartphone-dependent system that leverages the owner's *Bluetooth*^{®11}-enabled smartphone^{4,5} to communicate with the outside world. This allows Kia to offer UVO eServices without the need of an additional cellular plan or subscription.



1. UVO eServices gathers information from the vehicle and sends that data to the UVO eServices audio control unit.
2. The UVO eServices audio control unit leverages the owner's paired *Bluetooth*[®]-enabled smartphone^{4,5} to transmit information to remote locations, including the 911 Center, Kia Roadside Assistance, the owner's MyUVO account and their preferred Kia dealer or another nearby Kia dealer.

Note: Communication services of this system such as Crash Notification Assist⁶, Roadside Assist and Scheduling Service are dependent on having a properly paired phone and may not function in the event of an insufficient wireless signal or if the phone is damaged in an accident.

Component Overview

Kia owners can interface with the UVO eServices system in their vehicle through the UVO eServices audio control unit, through the UVO eServices app on their smartphone and through their personalized MyUVO website account.

UVO eSERVICES AUDIO CONTROL UNIT

The audio control unit is the primary means to utilize UVO eServices while in the vehicle. The driver can select features using the touch screen, steering-wheel-mounted controls and voice commands².



UVO eServices¹ with Navigation.



UVO eServices (non-Navigation).

- A eServices button (non-Navigation only)**—Press to bring up the eServices menu screen.
- B Info/Setup (NAVI only)**—Press this to go to the Info/Setup screen. On this screen, press Info/UVO to get to the eServices menu screen.
- C Roadside Assist⁷**—Press to contact roadside assistance.
- D Vehicle Diagnostics⁸**—Press the icon to run a diagnostic check.
- E Parking Minder**—Saves the GPS location of the parked car to the smartphone app^{4,5}.
- F eServices Guide**—Places a call to an automated service that provides information on UVO eServices.
- G Settings (non-Navigation only)**—Access to set custom settings like Crash Notification Assist⁶ or changing the registered phone.
- H My POIs (NAVI only)**—Shows points of interest loaded into the audio control unit.
- I GPS Info (NAVI only)**—Provides detailed GPS information.
- J Help? (NAVI only)**—Provides lists of voice commands.

ACCESSING THE eSERVICES HOME SCREEN

UVO eSERVICES¹ WITH NAVIGATION

1. Press the **Information/Setup** key **A**.



2. Press the **Info/UVO** button.



You are now at the UVO eServices Home Screen.



UVO eSERVICES¹ (NON-NAVIGATION)

1. Press the **eServices** key **A**.



You are now at the UVO eServices Home Screen.



USING VOICE COMMANDS

For both Navigation and non-Navigation systems: press **TALK**, wait for the prompt and say, "eServices."



STEERING-WHEEL-MOUNTED CONTROLS

The driver can control UVO eServices¹ using several buttons mounted on the steering wheel².

- A Call**—Receive calls, switch calls (call waiting)
- B End**—End or reject calls
- C Talk**—Give voice commands
- D Mute**—Mute volume
- E Volume**—Adjust volume up or down
- F Mode**—Rotate through audio modes
- G Track Selections**—Change track or radio station

VOICE COMMANDS

The voice recognition system makes it very easy to control UVO eServices using your voice. The **TALK** button on the steering wheel is used to initiate voice commands.

TO ISSUE A VOICE COMMAND

- Press the **TALK** button **C**
- Wait for the prompt tone and then speak your command
- The system will assist you with questions and prompts as you proceed

TO PLACE A CALL

- Press the **TALK** button **C**, wait for the prompt and say: “Call (name)” or “Dial (number)”

TO ANSWER A CALL

- Press the **RECEIVE** button **A**

TO END A CALL

- Press the **END** button **B**

SUMMARY OF MUSIC COMMANDS

UVO and UVO eServices¹ (non-Navigation) feature Microsoft’s advanced voice-recognition architecture. The system provides exceptionally accurate response to voice commands and allows the user to use specific commands to get exactly what they want. For example, if the user wants to play “Jingle Bells” on her connected USB flash drive, she could simply say, “USB, track, Jingle Bells.”

A general rule of thumb for music commands: Name the media source you want, name the category and then name the title within the category.

- Media Source: CD, AM, FM, SIRIUS¹³, JUKEBOX (called MY MUSIC on NAVI), USB, AUX
- Category: Station, Artist, Album, Composer, Playlist, Track, Podcast

UVO eServices with Navigation features voice-recognition architecture that is more limited in scope. Generally speaking, it will understand commands that specify the media source, but it does not have the capability to understand the category (though exceptions do exist).

EXAMPLES OF eSERVICES COMMANDS

- To display the UVO eServices screen, say: “eServices”
- To run diagnostics, say: “Diagnostics⁸”
- To call roadside assistance, say: “Roadside Assistance⁷”
- To call the eServices Guide, say: “eServices Guide”

For a full list of voice commands, refer to the UVO User’s Manual.

Refer to the Owner’s Guide for the full list of voice commands.

UVO eSERVICES¹ SMARTPHONE APP^{4,5}

The UVO eServices app links a user's smartphone to the UVO eServices audio control unit in the vehicle, enabling communication between the control unit and the 911 center*, Kia Roadside Assistance*, the user's MyUVO account and the user's preferred dealer or other nearby dealer. In addition to this vital communications link, the app includes functionality that interfaces with many eServices features.

- A Vehicle Selector**—Allows the user to maneuver between saved vehicles on their MyUVO account.
- B Roadside Assist⁷**—Connects the user to roadside assistance and simultaneously transmits a data stream with issue information, VIN and vehicle location, enabling the operator to provide accurate service for the user.
- C Parking Minder**—Once the parking location has been saved on the audio control unit, the user can use the Parking Minder for GPS guidance back to the vehicle.
- D My POIs**—Enables the user to transfer new points of interest from his/her MyUVO account to the UVO eServices smartphone app. Once transferred, the user can load them to the audio control unit (UVO eServices with Navigation only) and have the navigation system route to them.
- E MyUVO**—One-touch access to the mobile version of MyUVO.com.
- F Maintenance**—Provides the next recommended service interval and details on the services recommended.
- G Setup**—Through this button, users can schedule monthly diagnostic checks.



The UVO eServices app must be running on the phone for UVO eServices to operate.

COMPATIBILITY

- At launch, the UVO eServices app will be compatible with the Apple iPhone^{®15}—specifically, the iPhone[®] 4S and earlier models equipped with iOS5- or iOS6-level operating systems. Compatibility with additional devices is expected in late 2013
- The UVO eServices app is free and will be available for download from the App Store (iPhone[®])

**The user simply needs a "connected" phone within the service coverage area to call 911 or Roadside Assistance; the UVO eServices app is not required for these functions.*

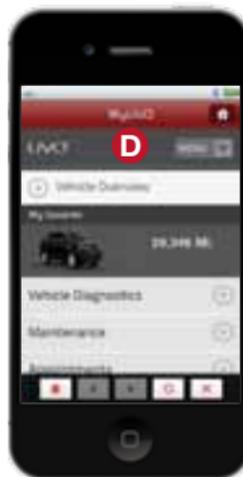
MYUVO.COM

MyUVO.com is where the owner sets up a personalized account for eServices¹. The site is optimized for desktop, tablet and mobile use. To get to the mobile version of MyUVO.com, simply press on the **MyUVO** icon on the UVO eServices app^{4,5}.



Desktop version of MyUVO.com.

- A My Vehicles**—Click to see all the vehicles saved to the account.
- B Settings**—Access this screen to edit vehicle information, add/delete vehicles and edit personal information.
- C Notifications**—Alerts¹⁶ you if diagnostic issues exist and if the next recommended maintenance interval is coming soon. On the mobile version, notifications show up as red dots on the menu lines.
- D Menu**—Users get an at-a-glance look of their account information when **OVERVIEW** is selected. They can access more information by clicking on the **VEHICLE DIAGNOSTICS**⁸ and **MY POIs** tabs at the top. On the mobile version, pressing the menu drop-down will give you options for checking diagnostics, looking up recommended maintenance, scheduling a service appointment, viewing/selecting your preferred dealer, finding a dealer and maneuvering between vehicles saved to the account.
- E Selection Bar**—Using the links in this bar, users can view recommended maintenance, record maintenance visits, schedule service appointments and view/select a preferred dealer.



Mobile version of MyUVO.com.

Core Functionality

To take advantage of all the great features of UVO eServices¹, the user needs an understanding of some of the basic functions of the core UVO System, specifically the following:

- Pairing the smartphone^{4,5}
- Selecting/changing the connected phone
- Manually setting phone priority

PAIRING THE SMARTPHONE

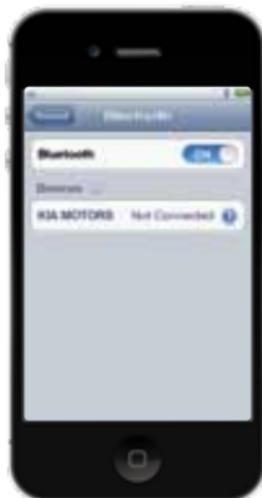
The pairing process sets up the smartphone for *Bluetooth*^{®11} hands-free operation and to utilize the UVO eServices functions.

1. Place shifter in park.
2. Prepare the smartphone for pairing.



iPHONE^{®15} (Process for iOS6) shown

- a. Go to **SETTINGS**
- b. Select the **BLUETOOTH** menu item
- c. Turn *Bluetooth*[®] on (phone will begin searching for devices)



iPhone[®] in discovery mode.

3. Perform the following on the UVO eServices¹ audio control unit:

a. Press the **PHONE** key



UVO eServices¹ with Navigation.

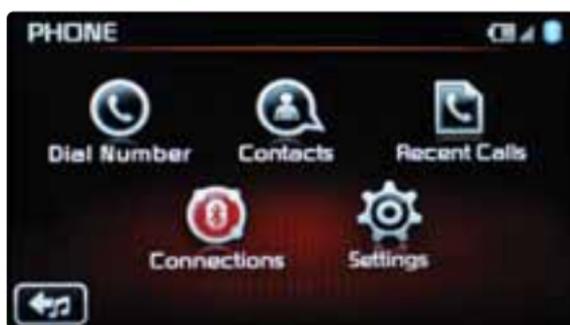


UVO eServices (non-Navigation).

b. Press **Connections**



UVO eServices with Navigation.



UVO eServices (non-Navigation).

PAIRING THE SMARTPHONE (CONTINUED)

- c. Press **Add New** (navigation unit) / **Add Device** (unit without navigation)



UVO eServices¹ with Navigation.



UVO eServices (non-Navigation).

- d. The audio control unit will look for devices to connect with and display a passkey



UVO eServices with Navigation.



UVO eServices (non-Navigation).

4. Complete the pairing process on the smartphone^{4,5}.
 - a. The vehicle name (or Kia Motors) should display on the smartphone. Select the name and enter the passkey
 - b. You'll know the pairing was successful when the smartphone appears as a connection on the audio control unit's touch screen



UVO eServices¹ with Navigation.



UVO eServices (non-Navigation).

Once the *Bluetooth*^{®11} icon changes to solid, the smartphone's call history and phonebook—or contact list—have transferred to the UVO System. Now, it is possible to use voice commands to call by name and search through contacts on the touch screen.

IMPORTANT!

- You can pair up to five phones to the UVO eServices System via *Bluetooth*[®] wireless technology. However, only one paired phone can be “connected”—in use—at a time
- Immediately after pairing, the audio control unit will automatically connect with the phone

SELECTING/CHANGING THE CONNECTED PHONE

TO CONNECT TO A DIFFERENT PHONE THAT IS ALREADY PAIRED TO THE SYSTEM

The process is similar for both systems. The process for UVO eServices¹ with Navigation is shown below.

1. Press **PHONE** to enter phone mode.



2. Press **Connections**.



3. Select the device you want to connect.



4. Press **Connect**.



MANUALLY SETTING PRIORITY

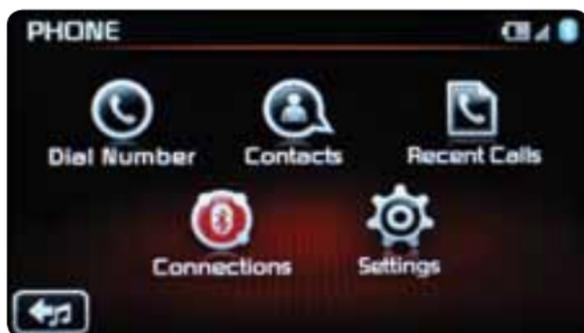
When more than one device has been paired to the system, by default, the phone that was last connected to the system has priority. That means that the UVO eServices¹ System will try to connect with that phone first at the next key cycle. The user can manually set the connection priority so that the UVO eServices System will try to connect with a select phone first at the next key cycle, regardless of which phone was connected last. Manually setting priority is only possible on the UVO eServices (non-Navigation) system.

TO MANUALLY SET PRIORITY

1. Select **PHONE** to enter phone mode.



2. Press **Connections**.



TO MANUALLY SET PRIORITY (CONTINUED)

3. Press **Set Priority**.



4. Select the phone you want to set as the priority phone.





Delivery, Resources and Follow-Up

When delivering a new Kia equipped with UVO eServices¹, a primary goal is to ensure that the new owner understands the system and feels comfortable operating it. To accomplish this, the sales and service team will need to review the system with the new owner before he/she leaves the dealership. And, due to the sophisticated nature of this system, follow-up will be required to cement understanding.

DELIVERY: RECOMMENDED ORIENTATION PROCESS

1. Determine phone compatibility

- At launch, only the iPhone®¹⁵ 4S and earlier models equipped with iOS5 or iOS6-level operating systems will be compatible with the full suite of UVO eServices¹. Full compatibility with additional devices is expected in late 2013
- Even if a phone is not compatible with the full suite of UVO eServices, it may be compatible with some of the system's functionality
 - Go to <http://www.kia.com/#/bluetooth>. Click "setup" and follow the steps to determine which, if any, *Bluetooth*®¹¹ phone features are compatible with the system. Go over those features with your customer
 - If the website shows that hands-free calling is compatible with the system, Crash Notification Assist⁶ and Roadside Assist⁷ will also be functional

Note: If the site does not have an option for the 2014 Sorento w/eServices, in the 'Select a Vehicle' box enter the 2013 Sorento; in the 'Audio System Model' box enter UVO if the customer has UVO eServices (non-Navigation) or Navigation if the customer has UVO eServices with Navigation; and then enter their phone in the 'Select a Phone' box. The compatible Bluetooth® features that display will also be compatible with the user's UVO eServices system. If hands-free calling is checked, Crash Notification Assist and Roadside Assist will also be functional.

2. Register and set up an account

- **Create a MyUVO account for the customer (even if the phone is not compatible with UVO eServices).** With an account setup, Kia can send the customer information as more phones become compatible with the system
- Download and set up the UVO eServices app^{4,5}
- Pair/connect the phone via *Bluetooth*® Wireless Technology
- Activate eServices

IMPORTANT!

- Delete the vehicle from any MyUVO accounts your dealership may have set up for demo purposes. Also delete any phones your dealership has paired to the vehicle for demo purposes.

3. Turn on Crash Notification Assist
(this is critical — the default setting is OFF)
4. Make/receive a call
5. Cover basic voice commands²:
 - Music examples: “FM, 98.7”; “CD”; “Sirius¹³”; “JUKEBOX” (non-Navigation)/“My Music” (NAVI)
 - eServices examples: “Diagnostics”; “Roadside Assistance”; “eServices Guide”; “eServices” (to access the menu screen)
6. Review resources
 - Download simulator app if customer has their iPad[®]
 - Give the customer a copy of UVO eServices Quick Start Tips (downloadable from kdealer.net and/or kiauniversity.com)

RESOURCES

The following resources are available to help customers better understand *Bluetooth*[®] wireless technology and the UVO eServices System.

PRINT RESOURCES

- Glove box materials (includes UVO Owner’s Guide)
- UVO eServices Quick Start Tips — includes QR codes for access to informational videos, a write-up of the entire registration process, hands-free best practices, and common voice commands. It can be downloaded from kdealer.net and/or kiauniversity.com

ELECTRONIC RESOURCES

Go to the Kia Owner Sites (www.kia.com/#/owners and myUVO.com) for a wealth of resources:

- How-to videos
- FAQs
- Owner’s Manuals
- *Bluetooth*^{®11} information
- UVO eServices Simulator app (late availability)



The How-To videos are broken out into 2- to 3-minute segments, making it easy for customers to go right to the topic they are interested in.

FOLLOW UP

1-2 DAYS AFTER THE SALE

Phone call

- Thank customer for their purchase
- Ask: "Have you used voice commands² to call, to change music or to run diagnostics⁹? Is there anything I can help you with?"
- Schedule a return consultation as needed
- Invite them to a new owner event
- Point them to resources

Email

- Review everything you said on the phone
- Include links to Kia owner sites (kia.com/#/owners and MyUVO.com)
- Confirm return consultation (as needed)
- Include owner event information



Kia New Owner Event Guide

NEW OWNER EVENT

- Held monthly
- Helps new owners better understand their vehicles
- Great opportunity for loyalty building
- New Owner Event binder on kdealer.net

REGISTRATION AND SETUP



Registration

REGISTRATION IS A 4-STEP PROCESS

1. Register on MyUVO.com.
2. Download and set up the UVO eServices¹ app^{4,5}.
3. Pair the smartphone.
4. Activate the UVO eServices audio control unit.



STEP 1: REGISTER ON MYUVO.COM

The user can access and register on the site using a smartphone, tablet or desktop computer (desktop registration shown below).

1. Go to MyUVO.com. Click on **Sign Up Now**.



2. Enter the fields then click **Next**.



3. Set up security questions and then click **Next**.



4. Search for a preferred dealer by zip code or by city and state.



5. Select and save the preferred dealer.



STEP 1: REGISTER ON MYUVO.COM (CONTINUED)

6. Review the account information. Click **Edit** if you need to make changes. If everything looks okay, click **Confirm**. The system will send an email to the email address listed on the account.



7. Open the email and click on the link provided.



8. The MyUVO account is now set up. Click on **Return to Login** to sign in.



9. The user's email address and password serve as the login credentials.



Important!

- Make sure the new owner uses an email address they can easily access on any computer (e.g., a web-based email). That way, the entire registration process can take place within the vehicle delivery process
- Users can also register on the mobile MyUVO.com site. Go to myuvo.com, click on the **Registered Yet?** button and follow the prompts. The steps are the same as for the desktop version
- Numerous accounts can be set up for a vehicle with UVO eServices¹
- Before the vehicle leaves inventory, delete the vehicle from any MyUVO accounts your dealership has set up



STEP 2: DOWNLOAD AND SET UP THE UVO eSERVICES APP

At launch, the UVO eServices¹ app^{4,5} will be compatible with the Apple iPhone^{®15} -- specifically the iPhone[®] 4S and earlier models equipped with iOS5- or iOS6-level operating systems. Compatibility with additional devices is expected in late 2013.

1. Go to the app download link for the smartphone and search for "Kia UVO eServices."



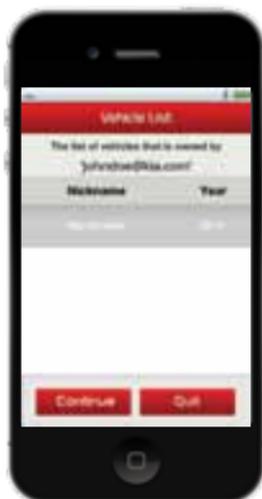
2. Select the UVO eServices app and download it (it's free).



- Open the app^{4,5} and log in — it will use the MyUVO account credentials set up earlier.



- Select the desired vehicle from the list and press **Continue..**. The app is now running and ready.



IMPORTANT!

- For downloading apps to the iPhone^{®15}, the user will need to have an iTunes^{®17} account already set up. Go here for iTunes[®] download, installation and set up instructions: <http://www.apple.com/itunes/how-to/>
- For full functionality of UVO eServices¹, GPS location services for the UVO eServices app must be set to On. Go to the smartphone's settings, find the UVO eServices app and make sure the settings are set to On
- To sign into a different account, the user will first have to access the Settings screen and select Logout

STEP 3: PAIR SMARTPHONE

This guide covers smartphone pairing in the “Core Functionality” section. See page 16 for step-by-step instructions.

STEP 4: ACTIVATE UVO eSERVICES¹

This last step activates UVO eServices with the paired and connected smartphone.

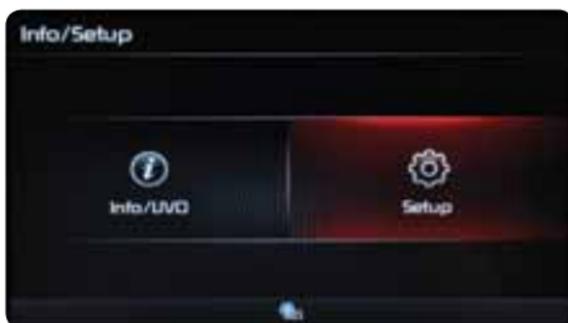
1. Make sure the UVO eServices app^{4,5} is running on the smartphone and that the smartphone is the “connected” phone.
2. Activate eServices (directions are specific to the type of UVO eServices System).

UVO eServices with Navigation

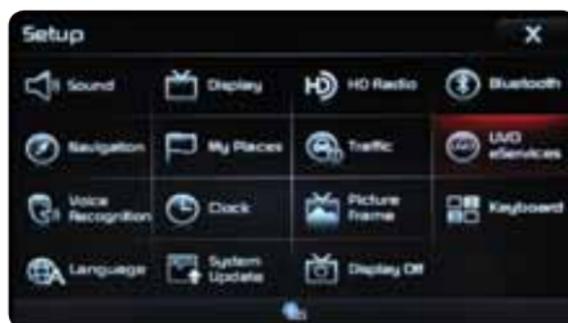
- a. Select the **Info/Setup** key **A**



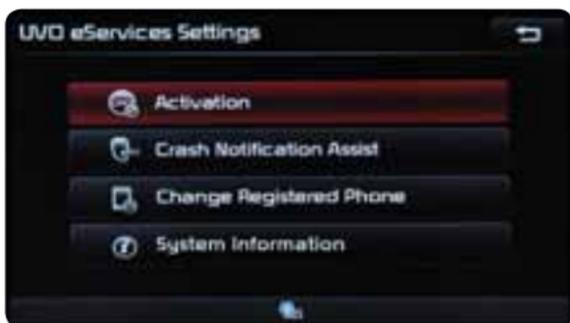
- b. Press **Setup**



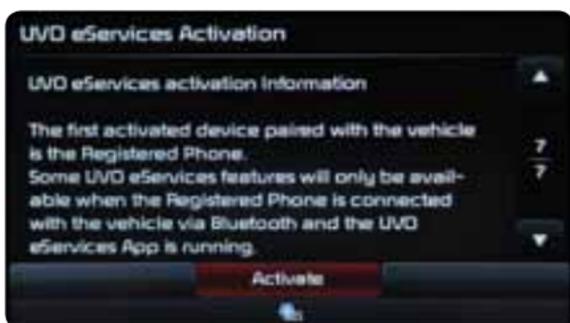
- c. Press **UVO eServices**



d. Press **Activation**



e. Notes on eServices¹ will appear. Select the **Activate** button



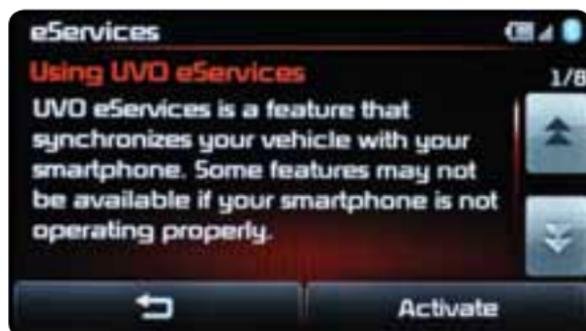
STEP 4: ACTIVATE THE UVO eSERVICES¹ AUDIO CONTROL UNIT (CONTINUED)

UVO eServices (Non-Navigation)

- a. Press **Settings** on the UVO eServices home screen



- b. Press **Activate**. A note will appear describing the process—press **Activate** again



- c. UVO eServices is now activated. Press **OK**



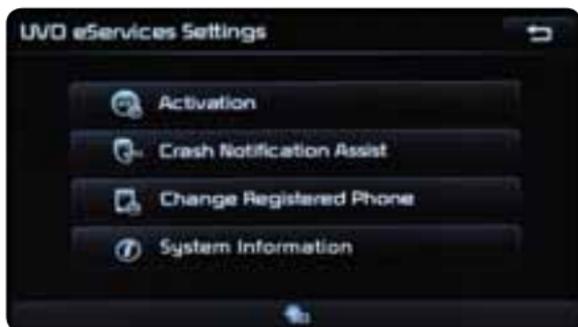
IMPORTANT!

- To indicate that UVO eServices¹ is activated, the home screen will display “UVO eServices activated” in the lower right corner (non-Navigation system only)
- The activated smartphone automatically becomes the registered phone
- The registered phone is the primary smartphone used for communication with UVO eServices
- Since the registered phone has the eServices app^{4,5} installed, it is the smartphone needed to view and set eServices-related information and features
- When changing the registered phone, the smartphone you wish to set as the registered phone must first be set as the connected phone through *Bluetooth*^{®11} wireless technology

UVO eServices Audio Control Unit Settings

TO ACCESS THE SETTINGS SCREEN ON UVO eSERVICES¹ WITH NAVIGATION

1. Press the **Info/Setup** key.
2. Press **Setup**.
3. Press **UVO eServices**.



You are now at the Settings screen.

TO ACCESS THE SETTINGS SCREEN ON UVO eSERVICES (NON-NAVIGATION)

1. Press the **eServices** key.
2. Press **Settings**.



You are now on the Settings screen.

Through the UVO eServices Settings screen, users can do the following:

UVO eServices with Navigation

- Activate eServices
- Turn on/off Crash Notification Assist⁶
- Change the Registered Phone
- Access System Information

UVO eServices

(non-Navigation)

- Activate eServices
- Turn on/off Crash Notification Assist
- Set the Time Zone
- Turn on/off Daylight Savings
- Change the Registered Phone
- Access System Information

This section addresses the following:

- Crash Notification Assist⁶
- Time Zone
- Daylight Savings
- Registered Phone

CRASH NOTIFICATION ASSIST

For Crash Notification Assist to work, it needs to be set to ON in the Settings Menu. When On, UVO eServices¹ will automatically call 911 if an air bag deploys.

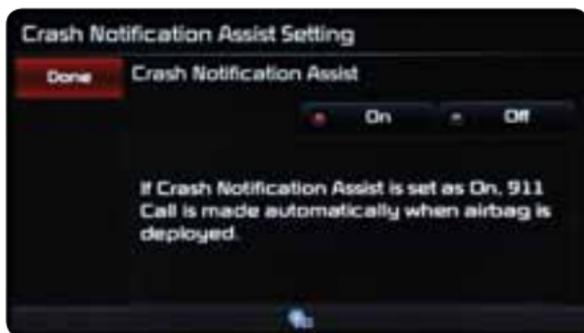
TO TURN ON CRASH NOTIFICATION

UVO eServices with Navigation

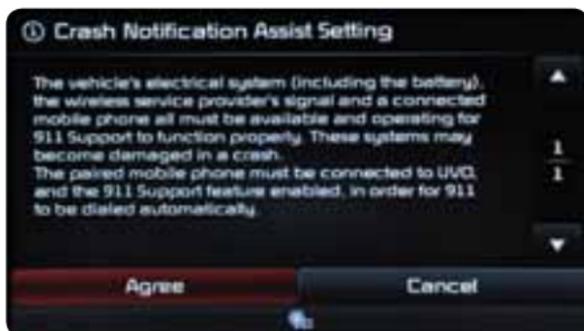
1. Press **Crash Notification Assist**.



2. Press **On** and then press **Done**.



3. Read and agree to the provisions to complete the process.



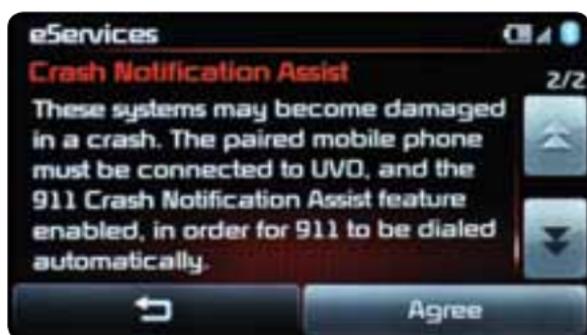
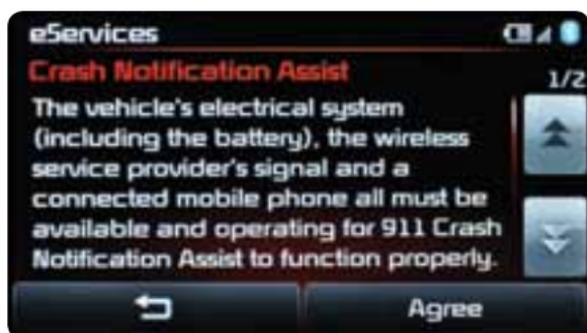
TO TURN ON CRASH NOTIFICATION (CONTINUED)

UVO eServices (non-Navigation)

1. In the Crash Notification⁶ line, select the **On** option.



2. Read and agree to the provisions.



TIME ZONE

Setting the time zone is only available on UVO eServices¹ (non-navigation.) On UVO eServices with Navigation, it is set automatically.

TO SET THE TIME ZONE

UVO eServices (non-Navigation)

1. In the Time Zone line, select the **Time Zone** button.



2. Select the desired time zone.



DAYLIGHT SAVINGS TIME

TO TURN ON/OFF DAYLIGHT SAVINGS

UVO eServices (non-Navigation)

1. Turn on/off daylight savings.



CHANGE THE REGISTERED PHONE

The registered phone is the smartphone that is currently active with UVO eServices. Only one smartphone can be active at a time.

TO CHANGE THE REGISTERED PHONE

1. Identify the phone you want to make the registered phone.
2. Prepare the smartphone.
 - a. Download the UVO eServices¹ app to the phone and register—see page 32 for instructions
 - b. “Connect” the smartphone to the audio control unit (or pair the smartphone if it has not been paired yet)—see page 16 for instructions
3. Complete the following on the audio control unit:

UVO eServices with Navigation

- a. On the UVO eServices Settings screen, press **Change Registered Phone**



- b. Press the **Change** button to make the “connected” phone the registered phone



- c. Press **Yes** to save the phone as the new registered phone



UVO eServices (non-Navigation)

- a. On the UVO eServices¹ Settings screen, press the **Change** button on the Registered Phone line



- b. Press the **Change** button to make the “connected” phone the registered phone



- c. Press **OK** to save the phone as the new registered phone



MyUVO.Com Settings

On the desktop version of MyUVO.com, the user has the ability to edit vehicle and personal settings.



Click on the Settings tab to access the Settings options.

VEHICLE SETTINGS

On the Vehicle Settings Screen, the user can edit and delete vehicles on the account and add new vehicles.



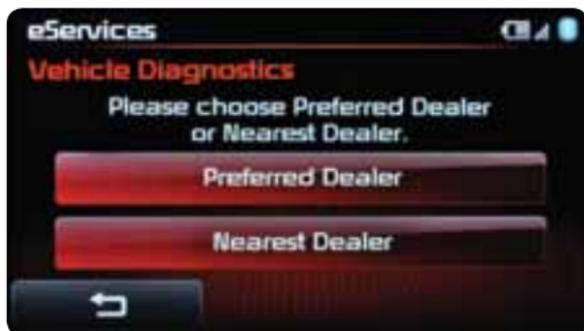
PERSONAL SETTINGS

On the Personal Settings screen, the user can edit contact information, change the password and select security questions.



Preferred Dealer

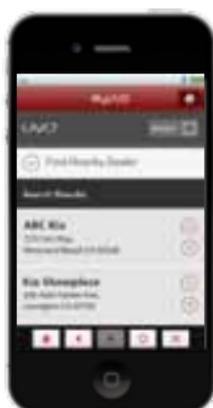
Setting a preferred dealer saves the selected dealer's information to the user's MyUVO account, which makes scheduling service easier. When the user wants to send a Schedule Service notification to the preferred dealer, it only takes a simple button press or click. However, the user always has the option to choose a different dealer.



UVO eServices¹ audio control unit.



MyUVO.com—desktop version.



MyUVO.com—mobile version.

IMPORTANT!

- Users can select/change the preferred dealer only on the desktop version of MyUVO.com

TO SELECT/CHANGE THE PREFERRED DEALER

1. Select **Preferred Dealer** **A**.



2. Select **Change Dealer** **A**.



3. Search by zip code or by city and state.



TO SELECT/CHANGE THE PREFERRED DEALER (CONTINUED)

4. Save a selected dealer.



5. Confirm the selection—the chosen dealer is now set as the preferred dealer.



EMERGENCY ASSIST FEATURES



Crash Notification Assist

As long as a phone is connected via *Bluetooth*^{®11} wireless technology and Crash Notification Assist[®] is active, the system will automatically call 911 ten seconds after any air bag deployment. Along with the call to 911, the system sends an air bag deployment signal to alert the operator that the vehicle has been in an accident. If requested by the operator, the system will also send the vehicle's location.



*UVO eServices¹
with Navigation*



*UVO eServices
(non-Navigation)*

.....
*Snap the QR code for more
information on this feature.*



IMPORTANT!

- Crash Notification Assist must be turned ON in the Settings menu for it to operate. See page 39 for step-by-step instructions
- Crash Notification Assist simply requires a connected phone within the service coverage area to work—**activation with eServices is not required**

Roadside Assist⁷

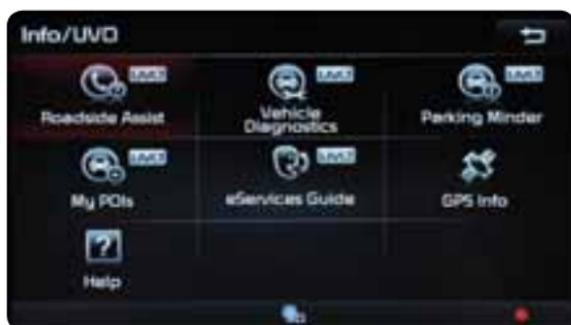
Through this feature, users can contact Kia Roadside Assistance simply by pushing a button on the audio control unit, using a voice command or by pushing a button on the UVO eServices¹ smartphone app^{4,5}.



CALL ROADSIDE ASSIST FROM THE AUDIO CONTROL UNIT

USING THE TOUCH SCREEN

Press the **Roadside Assist** icon



UVO eServices with Navigation.



UVO eServices (non-Navigation).



USING VOICE COMMANDS

- Press **TALK**, wait for the prompt, and say, “Roadside Assistance”

REQUEST ROADSIDE ASSISTANCE ON THE SMARTPHONE APP^{4,5}

Requesting Roadside Assist⁷ from the smartphone app^{4,5} calls the roadside assistance operator and sends along vital information, such as the vehicle's location, to help expedite the response.

1. Select **Roadside Assist**.



2. Select an issue and/or write a memo and then hit **Send**. UVO eServices¹ will call Roadside Assistance and send along the text information, vehicle location and VIN information.



MAINTENANCE





Critical Diagnostic⁸ Alerts

If a powertrain issue is ever detected, the system will automatically run a diagnostic check and alert¹⁶ the driver of the issue(s) on the audio control unit. Additionally, the system will:

- Provide the option to schedule service or call roadside assistance⁷
- When schedule service is selected, the system will send the diagnostic results to the owner's MyUVO account

Note: If you don't select Schedule Service or cancel or exit the system, MyUVO.com will not be updated to reflect the current diagnostic results.



UVO eServices
with Navigation



UVO eServices
(non-Navigation)

.....
*Snap the QR code for more
information on this feature.*

IMPORTANT!

- Vehicle Diagnostics is available only when the ignition is turned on and the vehicle is parked
- When a diagnostic check is in progress, do not drive the vehicle or turn off the ignition. To cancel diagnostics, press the **CANCEL** button or any key

Vehicle Diagnostics

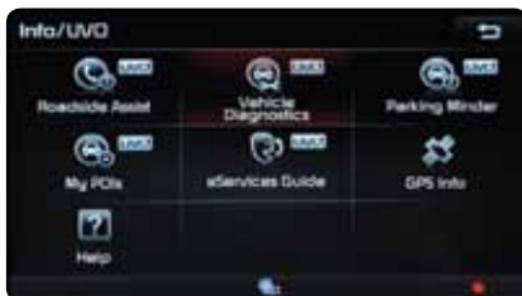
At any time, users can manually run diagnostics⁸ to check the status of the following systems:

- Powertrain
- Chassis
- Air bags



TO RUN MANUAL DIAGNOSTICS USING THE TOUCH SCREEN

Press the **Vehicle Diagnostics** icon



UVO eServices¹ with Navigation.



UVO eServices (non-Navigation).



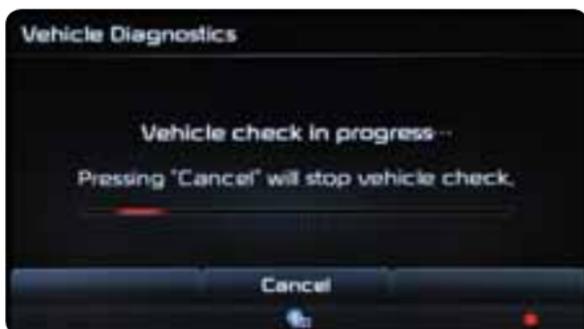
USING VOICE COMMANDS

- Press **TALK**, wait for the prompt, and say, “Diagnostics”

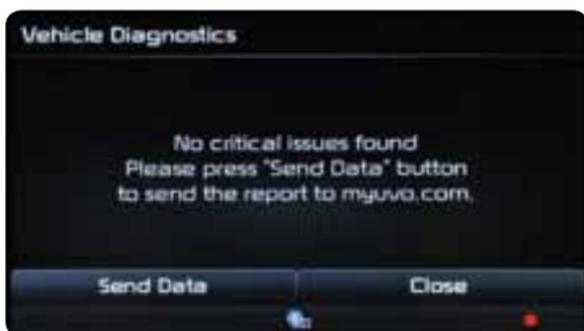
RESULTS

Following the diagnostics⁸ check, the system will:

- a. Display the results on the audio control unit. If an issue is found, the system will provide the option to schedule service or call roadside assistance. If the user selects Schedule Service, the system will send the results to the user's MyUVO account



- b. Even if issues are not found, it is recommended that the user send the results to his/her MyUVO account



IMPORTANT!

- Vehicle Diagnostics is available only when the ignition is turned on and the vehicle is parked
- When diagnostics is in progress, do not drive the vehicle or turn off the ignition. To cancel diagnostics, press the **CANCEL** button or any key

Scheduled Diagnostics

Users can set diagnostics⁸ to run automatically on a set date each month.



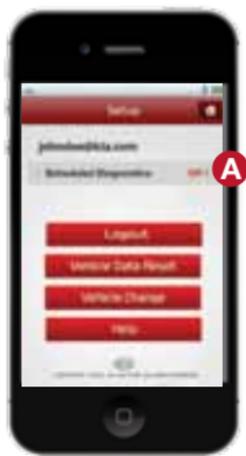
TO SCHEDULE DIAGNOSTICS

1. Set the desired date on the UVO eServices¹ smartphone app^{4,5}.

a. On the home screen, select the setup icon **A**



b. Select **Scheduled Diagnostics** **A**



c. Turn on the alarm **A**



d. Select the day of the month **A**



TO SCHEDULE DIAGNOSTICS (CONTINUED)

- e. Select the desired date, then press **Done** **A**
- f. Scheduled Diagnostics⁸ now shows **ON**, and the check will run monthly on the selected day



- 2. On the date selected for scheduled diagnostics, the UVO System will inform the driver that a diagnostic check is scheduled and ask whether or not to run the check. If the user selects Yes, the system will perform a diagnostic check. See Vehicle Diagnostics, pages 55-56, for information on the actual diagnostic check.



UVO eServices¹ with Navigation.



UVO eServices (non-Navigation).

IMPORTANT!

For the system to notify the user through the audio control unit that a diagnostic⁸ check is scheduled, the following conditions must first be met:

- The smartphone^{4,5} must be in the vehicle and set as the registered phone
- The user must have interfaced with an eServices¹ feature (Parking Minder, call Roadside Assist⁷, etc.)

Health Reports

The desktop and mobile versions of MyUVO.com display a recent history of diagnostic⁸ tests performed on the vehicle. These tests serve as valuable health reports that the user can access at any time.



MYUVO.COM (DESKTOP)

1. If diagnostic issues exist, MyUVO.com will alert you through a notification **A** and will identify where the issue resides **B**. For more details on the diagnostic checks, click on **B**, **C** or **D**.



2. The car summary screen allows you to toggle through the vehicle's systems **A** to see if any issues exist. Click **VEHICLE HEALTH REPORTS B** for a history of diagnostic checks.



3. Click on any line for more details.



4. Here, you can see the results for the selected diagnostic[®] check.



MYUVO.COM (MOBILE)

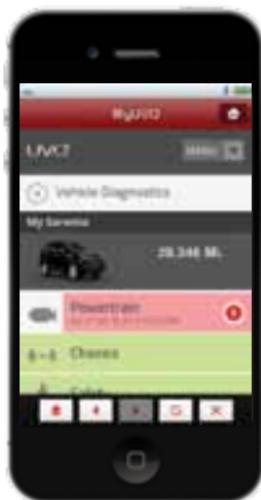
1. Select the **MyUVO** icon to go to the mobile MyUVO.com site.



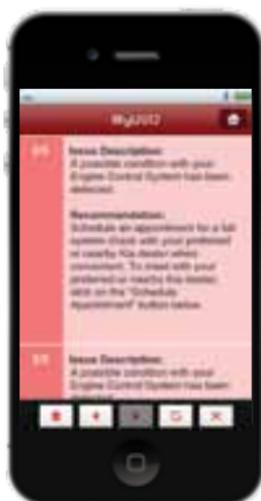
2. A red indicator will appear on the Vehicle Diagnostics[®] line when issues exist. Select the Vehicle Diagnostics line.



3. A red indicator will identify where the issue exists.
 - a. For details on the issue, select the Vehicle Systems line that has the red indicator



- b. A full description of each issue will be provided along with recommendations



Maintenance

The Maintenance feature lets users know when service is due, with alerts¹⁶ on MyUVO.com. It provides access to the recommended service schedule, and it allows users to record recommended service visits and schedule services and inspections.



MYUVO.COM (DESKTOP)

1. Notifications for upcoming or overdue maintenance will show up in the Notifications drop-down menu **A**. When you select the Maintenance link **B**, options are provided for upcoming **C** and past **D** maintenance.

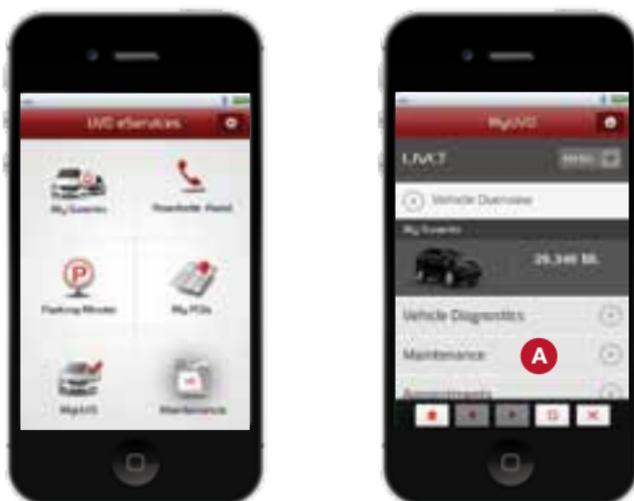


2. A Schedule Appointment **A** button makes it easy to set up the next service appointment. Selecting a maintenance interval **B** will reveal its recommended service. The user can record the corresponding service visit, indicating the date, mileage, place of service and any notes **C**.



MYUVO.COM (MOBILE)

1. Pressing the **MyUVO** icon on the smartphone app^{4,5} will take the user to MyUVO.com. Press the Maintenance line **A** to access maintenance information.

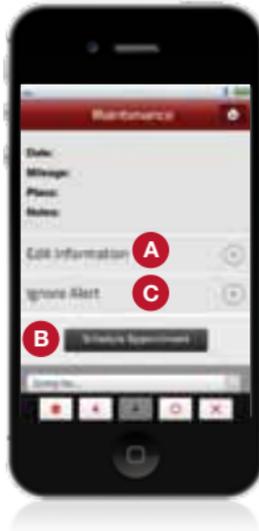


MYUVO.COM (MOBILE) (CONTINUED)

2. Alerts¹⁶ that service is due or overdue will show up on the corresponding service interval **A**. Selecting a service interval will reveal the recommended service **B**.



3. After scrolling down, the user can press Edit Information **A** and then record the corresponding service visit, indicating the date, mileage, place of service and any notes. He/she can also schedule an appointment **B** or choose to ignore the alert¹⁵ **C**.



MAINTENANCE ICON (MOBILE)

Press the Maintenance icon on the home screen to see the next recommended service interval and details on its services and inspections.



Service Appointments

Users can schedule service through the audio control unit and through the desktop and mobile versions of MyUVO.com. Once Schedule Service has been initiated, the selected dealer will call the user within 24 hours to set up a convenient time for the service visit. The user will then get an SMS text message to confirm appointment details.



SCHEDULE SERVICE THROUGH THE UVO eSERVICES AUDIO CONTROL UNIT

USING THE TOUCH SCREEN:

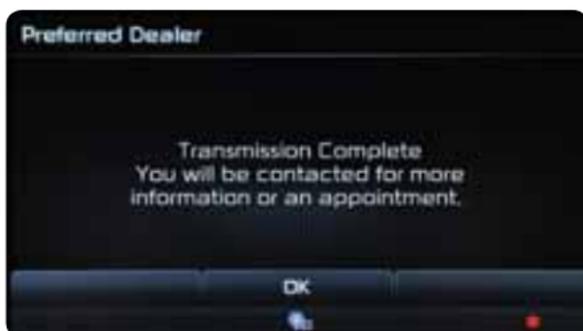
1. Whenever a diagnostic check⁸ turns up an issue, the UVO System offers the driver the opportunity to schedule service.



2. When **Schedule Service** is selected, the driver can choose their preferred dealer for service or search for another nearby dealer.



3. When a dealer is selected, the system sends that dealer a “request for service” message; the dealer will follow up with the customer within 24 hours to set a service appointment.



SCHEDULE SERVICE THROUGH MYUVO.COM

1. **Schedule Appointment** buttons **A** on both the desktop and mobile versions of MyUVO.com make it easy to initiate a service appointment.



SCHEDULE SERVICE THROUGH MYUVO.COM (CONTINUED)

2. Users will have the option to choose their preferred dealer or search for a nearby dealer. Users can search by zip code or by city and state.



TRACKING APPOINTMENTS

Once the appointment is set and the user confirms the appointment through text messaging, it will show up on the user's MyUVO account. And notifications **A** will show up on the account to remind the user that an appointment is scheduled.

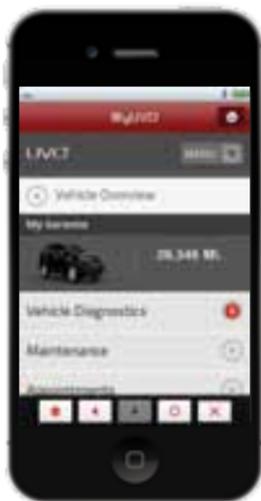


Notifications

Notifications on the desktop and mobile versions of MyUVO.com help the user stay on top of service appointments, upcoming service intervals, diagnostic⁸ results and software changes.



Notifications show up in the drop-down menu. Click on the drop-down menu for a list of notifications.



On the Vehicle Overview screen, red markers indicate important notifications.

CONVENIENCE

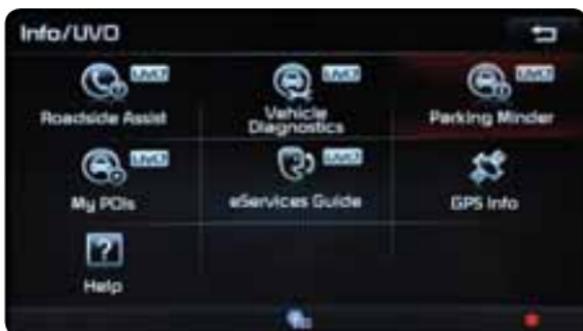


Parking Minder

With Parking Minder, users can park their vehicle, save its location to the UVO eServices¹ smartphone app^{4,5} and then use the app to guide them back to it.

1. Save the parking location.

- Using the touch screen, press the **Parking Minder** icon. The UVO System will then transfer the vehicle location to the smartphone app



UVO eServices with Navigation.



UVO eServices (non-Navigation).

2. Configure the parking location on the UVO eServices app.

- a.** Select the **Parking Minder** icon
- b.** Press **Save Location**



- c. The user can take up to three pictures for better location reference. Additionally, the user can write notes, track parking meter time, set an alarm for when it's time to feed the meter and email the vehicle's location to others.



3. Use the UVO eServices¹ app^{4,5} to find your way back to the vehicle.



IMPORTANT!

- The Parking Minder feature on the smartphone app is relying on the GPS within the user's phone to retrieve a parked vehicle from the current location
- You can also save a parking location using only the UVO eServices app: select the **Parking Minder** icon, select **Change Location** or **Clear** (Clear will delete meter information, photos and notes) and then select **Save Location**. Keep in mind that this method saves the location of the smartphone, not the vehicle
- If need be, you can drag the red pin to a different location on the map before you save the location

My POIs

My POIs (Points of Interest) integrates with the navigation system to make it easier than ever to plan trips and send/receive directions.

Note: My POIs is only available with UVO eServices with Navigation.



*UVO eServices
with Navigation*

.....

*Snap the QR code
for more information
on this feature.*

USING MY POIS TO PLAN TRIPS

1. Save the destination as a point of interest on MyUVO.com (desktop version only).

- a.** When the My POIs tab is selected, a list of saved POIs appears below the map. Select **Add New Location** **A** to add a new POI



- b.** Enter the desired location in the Search field



- c. Click the desired result



- d. Click the **Add this location** link **A**



- e. Edit the POI information as needed, then select **SAVE POI** **A**



USING MY POIs TO PLAN TRIPS (CONTINUED)

2. Load POIs to the UVO smartphone app^{4,5}.

a. Select the **My POIs** icon



b. Press **Get Destination** to update the list of POIs—this action loads any new POIs that have been saved to MyUVO.com

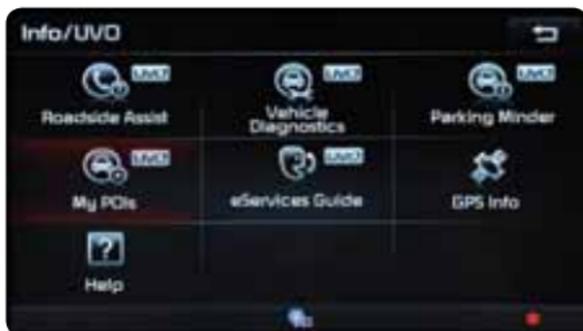


c. Any new POIs will show up in the list

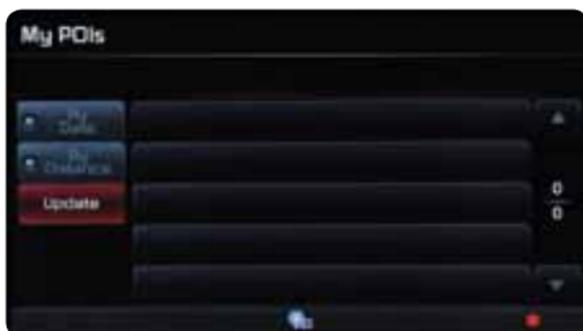


3. Upload POIs to the UVO eServices¹ audio control unit (Navigation system only).

a. Select the **My POIs** icon



b. Select **Update**. The system will connect to the UVO eServices¹ smartphone app^{4,5} and transfer any new POIs



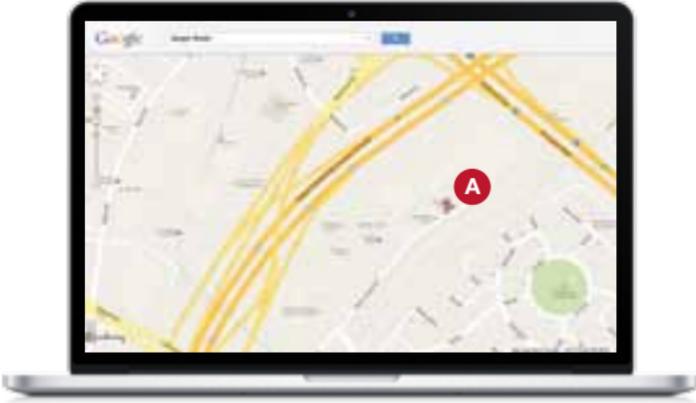
c. The new POI has been added to the control unit. To route to a POI, select the desired POI, press **View Map**, press **Set Destination** and then press **Start Guidance** to begin live guidance to the POI



USING MY POIs TO SEND DIRECTIONS

1. Send a Point of Interest using Google Maps¹⁰.

- a. Find the destination on Google Maps **A**



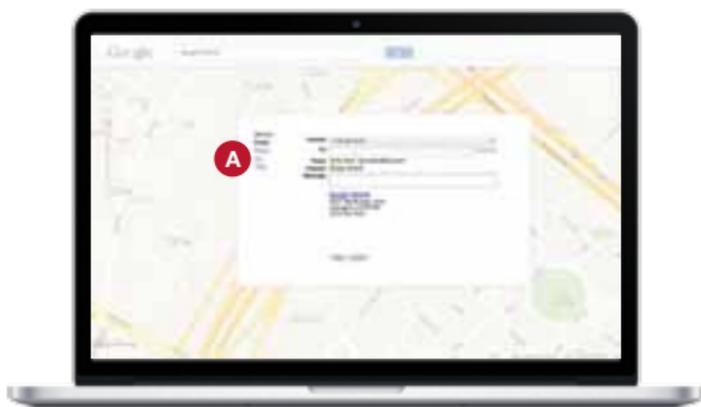
- b. Click on the location **B** to select. In the pop-up menu, select **more** **C**



- c. Select **Send** **D** from the drop-down menu



- d. In the Send to options, select **Car A**



- e. In the **Make B** field, select Kia



- f. Enter the email address assigned to the vehicle's MyUVO account, write in any notes and then hit **Send**. The destination will be sent to the user's MyUVO account where it will automatically be saved as a POI



2. Load POIs to the UVO eServices smartphone app^{4,5} (see procedure on page 78).
3. Upload POIs to the UVO eServices audio control unit (see procedure on page 79).

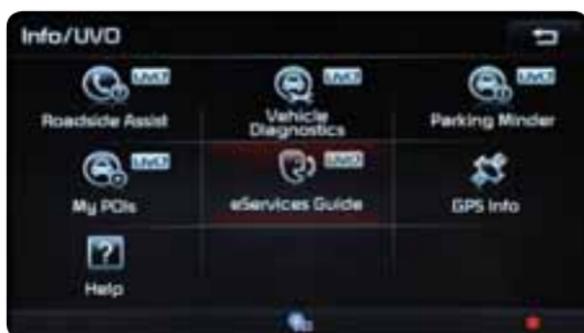
eServices Guide

The eServices¹ Guide places a call to an automated service that, through voice prompts, guides the user to helpful information on eServices features.



TO ACCESS THE eSERVICES GUIDE USING THE TOUCH SCREEN

Press the **eServices Guide** icon



UVO eServices with Navigation.



UVO eServices (non-Navigation).



USING VOICE COMMANDS

- Press **TALK**, wait for the prompt and say, “eServices Guide”

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1. Microsoft is a registered trademark of Micorsoft Corporation in the United States and/or other countries
2. *Warning: Driving while distracted can result in a loss of vehicle control that may lead to an accident, severe personal injury, and death. The driver's primary responsibility is in the safe and legal operation of a vehicle, and use of any handheld devices, other equipment, or vehicle systems which take the driver's eyes, attention and focus away from the safe operation of a vehicle or which are not permissible by law should never be used during operation of the vehicle.*
3. *The rear-camera display is not a substitute for proper and safe backing-up procedures. The rear-camera display may not display every object behind the vehicle. Always drive safely and use caution when backing up.*
4. *At launch, the Apple iPhone® will be the only UVO eServices compatible device. iPhone® is a registered trademark of Apple Inc. Apple iOS 6 compatibility expected early 2013. Additional compatible devices expected late 2013.*
5. *App Store is a service mark of Apple Inc. No charge for the UVO eServices app. App runs on your smartphone cellular data service. Normal data rates will apply.*
6. *Feature activates after an airbag deployment. Feature requires a connected mobile phone via Bluetooth. Dependant on cellular service coverage area.*
7. *24-hour Roadside Assistance is a service plan provided by Kia Motors America, Inc. Certain limitations apply. Coverage details are available in the Kia Warranty and Consumer Information Manual. For access to Roadside Assistance, a connected mobile phone via Bluetooth within the cellular service coverage area is required.*
8. *Diagnostic checks apply to powertrain, chassis and airbag systems only. Requires initial activation. See UVO eServices' Maintenance Feature or Owner's Manual for factory-recommended maintenance schedule.*
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