

Learn More

## VIPER SMARTSTART GPS FAQ'S

### **Q: What is SmartStart GPS?**

A: SmartStart GPS is a combination of new hardware, and an updated app that works with it. The VSM250 is our brand-new next generation SmartStart module – with GPS built-in! The new v2.2 Viper SmartStart app includes a simple to use, interactive menu for setting up GPS alerts to protect your vehicles and family like never before.

### **Q: Other than GPS, what's the difference between the VSM200 and the VSM250?**

A: The VSM250 has all the regular SmartStart features of the VSM200, and the GPS capability adds many more, allowing users to enjoy the following location based features on their smartphone using the SmartStart GPS app:

- **VEHICLE LOCATOR:** Press a button on your smartphone and receive vehicle's current location, plus speed if it's moving
- **SOCIAL CHECK-IN:** Text or e-mail your car's location just by pressing a button, or check-in to update your social network
- **SPEED ALERT:** Receive notification if a family vehicle exceeds your specified setting
- **LOCKDOWN ALERT:** Receive notification if your vehicle is moved without your OK
- **LOW BATTERY ALERT:** Receive notification if your car battery drops below a safe threshold

All five of the above features are included in the SmartStart GPS Secure Service Plan, starting at just \$5 a month. Three additional value-added features of SmartStart GPS can be accessed with the Premium Secure Service Plan, starting at just \$5.56 a month:

- **SMART FENCE:** Creates a secure zone around your vehicle so you'll be alerted if your vehicle leaves the zone
- **HOTSPOT:** Adds a virtual Do Not Enter zone around a location so you'll be alerted if your vehicle goes there
- **SCHEDULING:** Schedule time frames and curfews for notifications

### **Q: Can I just convert my regular SmartStart system to SmartStart GPS?**

A: Yes, but it requires new hardware and a new service plan specifically designed for SmartStart GPS.

### **Q: Ok, how do I do that?**

A: Simple; have your dealer replace your existing SmartStart device with a SmartStart GPS module. Then, contact our Customer Care team by phone at 1-800-753-0600 (select options 3 and 4), or by email at [smartstartcustomersupport@directed.com](mailto:smartstartcustomersupport@directed.com) to arrange a promo code so you can receive a discount\* when you purchase your SmartStart GPS service plan. Your dealer can easily reinstall your existing SmartStart device into a new SmartStart system for you in a second vehicle.

\*Discount amount is based on your existing Secure service plan; receive \$25 discount if you currently have a Secure 1 year plan, or \$50 if you currently have a Secure 3 year plan. \$50 discounts only applicable to purchase of a 3 year GPS Secure or 3 year GPS Premium

Secure service plan. Max discount for purchase of 1 year GPS service plans is \$25.

**Q: Can I get the detailed costs of the various service plan options:**

A: SmartStart GPS Service Plans - US

Service plan name	Annual price*	Cost per mo.	Features
GPS Secure 1 year	\$ 69.99	\$ 5.83	Locate vehicle, Lockdown, Speed alert, Location sharing, Low battery alert
GPS Secure 3 years	\$ 179.99	\$ 5.00	
GPS Premium Secure 1 year	\$ 89.99	\$ 7.50	All of the above, plus Smartfence, HotSpot, Scheduling
GPS Premium Secure 3 year - Special	\$ 239.99	\$ 6.67	

\* Before discount

**Q: Great prices, but I'm in Canada. Are the prices the same?**

A: SmartStart GPS will launch in Canada later this month. We'll send a separate mail to Canadian SmartStart customers with details on service plan pricing and discounts.

**Q: I understand the VSM250 can be installed as a stand-alone system: how does that work?**

A: Even if the VSM250 is not plugged into a compatible system, it will still provide the above GPS features, but without the current SmartStart features. We recommend however that you integrate it with one of our many compatible systems to enable the complete Viper SmartStart feature set\*, allowing you to:

- Start your engine to control the cabin temperature
- Lock and unlock your doors from anywhere
- Pop the trunk
- Control the horn or siren as a panic alert or car finder
- Receive security alerts pushed to your smartphone

\* Based on the features and installation of your compatible security or remote start system.

Users will also be able to take advantage of the useful SmartPark feature, as well as Motor Club roadside assistance – all depending on the features and installation of their compatible security or remote start system.

**Q: Can I install a VSM250 but initially just use the SmartStart features and service plan, and then activate the GPS features later?**

A: No. The VSM250 only works with a GPS Secure Service Plan or GPS Premium Secure Service Plan.

**Q: What smartphones is the VSM250 compatible with?**

A: Initially the iPhone, with the Android platform coming very soon after. At this time, our plans for bringing Viper SmartStart GPS to the BlackBerry platform are not final, but we do continue

to offer SmartStart app coverage for many BlackBerry handsets.

**Q: Are you going to offer SmartStart GPS in a complete system (like the VSS3000 and VSS5000)?**

A: Not at this time.

**Q: Can I use the new v2.2 SmartStart app to control my existing non-GPS SmartStart system?**

A: You bet. The regular SmartStart features will work for your existing system. We've even enhanced the feedback and error messages to make SmartStart more user-friendly than ever. But, we think you'll want to upgrade to the full SmartStart GPS system after you check out the cool features.

**Q: How do the Home Control features work?**

A: With the flip of the wrist from the Home screen (or by selecting Home Control from the More menu) the new SmartStart GPS app will toggle to the Home Control screen, allowing users to arm or disarm their Alarm.com-powered home security system, or to check on arm/disarm status. For more information about compatible home alarm systems, please visit [www.alarm.com](http://www.alarm.com)