

# CONNECT & SECURE GUIDE

ToyotaConnect



## WHAT IS CONNECT & SECURE?

A seamlessly integrated security pack designed to enhance vehicle security and assist users through theft, incidents, and accidents – reducing stress and restoring control when it matters most. Built into the vehicle and connected through the MyToyota app, it delivers a unified experience that combines prevention, real-time response, and post-event assistance.

### CONNECT & SECURE IS A COMBINATION OF 3 SERVICES

**Remote Immobiliser:** Allows users to lock/unlock the engine via MyToyota app or the vehicle, preventing unauthorised engine start-up in cases of theft or misuse.

**Drive Recorder:** This service provides trusted, vehicle-generated video evidence when it's needed most.

Videos of the surroundings of the vehicle are saved in the Multimedia system and can be exported to a USB-C type storage device. The recorded video provides information such as speed, turn light signal, geolocation, and time and day.

**Car Theft Assistant:** Step-by-step support and peace of mind in the event of vehicle theft, with a secure and coordinated recovery process via the MyToyota app.

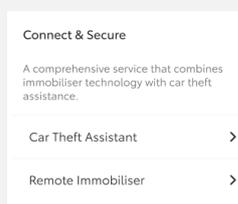
## 1 SUBSCRIBE TO CONNECT & SECURE

My Garage

1. Open the MyToyota app.
2. Go to MyGarage and open the Connected Services centre.
3. Select Connect & Secure to subscribe.
4. Read and Accept the Terms of Use.

## 2 CONNECT & SECURE SETUP

An immediate setup is necessary to ensure the services are ready to use when needed. Once subscribed (1), the Connect & Secure card will appear on the app home screen.



1. Select Remote Immobiliser or Car Theft Assistant and tap on "Get Started".
2. Follow the steps to enable biometrics / set up your secure code/set up memorable questions according to the service you selected in step 1.
3. Tap "Done" to confirm.

▲ Make sure you have completed the onboarding for both Car Theft Assistant and Remote Immobiliser.

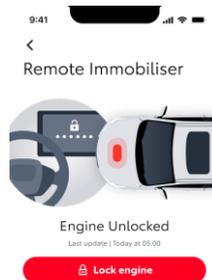
## REMOTE IMMOBILISER

### GETTING STARTED

1. Subscription and set up completed in MyToyota app. (ref to 1 and 2)
2. Bring your car to a complete stop in a secure location.
3. Remove the key from the car.
4. Close windows and lock doors.

### LOCK THE ENGINE VIA THE MYTOYOTA APP

1. Access the Remote Immobiliser via the Connect & Secure card on the homepage of the MyToyota app.
2. Tap the "Lock Engine" button.
3. When the engine is successfully locked, the status will update on the app screen.



### UNLOCK THE ENGINE VIA THE MYTOYOTA APP

1. Access the Remote Immobiliser via the Connect & Secure card on the homepage of the app.
2. Tap the "Unlock Engine" button.
3. Pass biometric authentication/enter the phone lock pin.
4. The status will update on the app screen; the car can now be started.

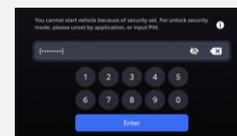
### AUTO MODE

- Your engine is locked automatically each time you park and lock your car : no need to open the MyToyota app.
- With Auto Mode, the Remote Immobiliser can activate if the 12V battery is disconnected or 60 minutes after the engine has been turned off (in case the doors were not locked).
- The engine will be locked even if there's no network at the parking location.



### UNLOCK THE ENGINE VIA THE MULTIMEDIA

1. Push the power button to turn the ignition ON.
2. Enter the 6-digit security code (10 attempts max).
3. Once the code has been validated, turn the ignition off, then start the vehicle as normal.



### USER TIPS

For optimal security, we recommend enabling Auto mode:

- No extra steps needed: after parking and locking your car, you don't need to open the app.
- When locking the engine via Auto mode, next time Remote Climate is activated, the engine will unlock temporarily. After heating or cooling is complete, the engine will lock again automatically.

### FORGOT YOUR 6-DIGIT SECURITY CODE?

If you have forgotten the 6-digit code used in the Multimedia system to unlock the engine, via the Remote Immobiliser menu in the MyToyota app, you can:

- Unlock the engine via the app.
- View the existing code.
- Change code.

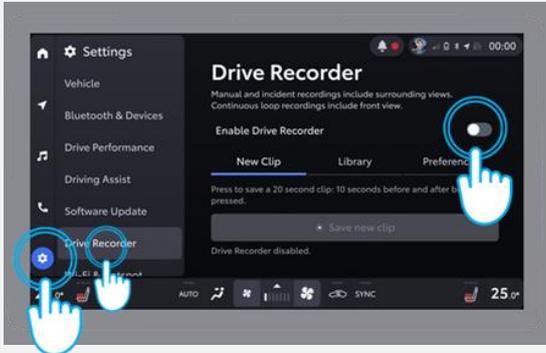
# DRIVE RECORDER

Drive recorder records the surroundings of the car, based on the available cameras in the car. The recordings can be extracted via USB.

## GETTING STARTED

- Subscription to Connect & Secure in MyToyota app. (ref to ❶ and ❷)
- Video recording angles depend on the cameras available in your car (BGM, FVM, PVM).

## HOW TO ENABLE THE DRIVE RECORDER VIA THE MULTIMEDIA



To access the Drive recorder menu in the multimedia:

1. Make sure you have an active subscription to the Connect & Secure bundle in the MyToyota app.
2. Turn the vehicle ON and go to the multimedia Settings. ⚙️
3. Scroll down to the Drive Recorder menu.
4. Toggle on to enable the Drive Recorder.
5. Read and accept the privacy disclaimer.

*You are solely responsible for keeping up to date with applicable laws and regulations and ensuring that your use of the Drive Recorder remains fully compliant.*

## WHAT RECORDINGS CAN BE SAVED WITH DRIVE RECORDER?

### Continuous loop:

- Once the Drive Recorder is enabled the vehicle surroundings are continuously recorded
- **Storage:** Up to 90 clips (1 minute each). Once the storage limit is reached, the 1<sup>st</sup> video will be deleted, while the 91<sup>st</sup> is saved etc.

### Driving incidents:

- Activates automatically when sensors detect an event (e.g., collision).
- **Storage:** Up to 5 clips saving minimum 10 secs before and after trigger (up to 60 seconds duration). **Sensor sensitivity** can be adjusted in Drive Recorder Preferences. Old clips are overwritten by the newest when the limit is reached.

### Manual recordings:

- Press REC via multimedia quick settings, or Drive Recorder menu.
- **Storage:** Up to 4 clips saving minimum 10 secs before and after trigger (up to 60 seconds each).

For Driving incidents and Manual recordings, when the storage limit is reached, you will need to extract and delete the previous recordings.

## HOW TO ACCESS RECORDINGS IN THE MULTIMEDIA

1. Go to the Drive Recorder menu in the multimedia.
2. Go to the "Library" tab.
3. Tap:
  - "Manual recordings" menu for videos you manually saved
  - "Driving incidents" for videos saved automatically by impact
  - "Continuous loop" to view all saved clips.

When played, each video will also show:

- Date and time
- Speed
- Geolocation
- Turn signal



## HOW TO DOWNLOAD/DELETE\* A VIDEO

1. Insert a USB-C key (FAT16/FAT32) in the correct USB socket with logo.
2. Access the Drive Recorder library.
3. Select a video and click on the 3 dots menu
4. Tap on "Export to USB" / "Delete".



When exported, each video will no longer show:

- Date and time
- Speed
- Geolocation
- Turn signal

## HOW TO EXPORT/DELETE\* SEVERAL VIDEOS

1. Insert a USB-C key (FAT16/FAT32) in the correct USB socket with the logo.
2. Select a Library (Manual recordings, Driving incidents, Continuous loop).
3. Tap "Manage".
4. Select the videos you want to export/delete.
5. Tap on "Export" / "Delete".

## AUTOMATIC CLIP STORAGE

To help prevent the loss of recordings, you can enable Automatic Clip Storage in the Drive Recorder preferences. When this option is switched on, recordings are automatically saved to the USB drive. Please note that the USB must remain plugged in for this feature to work.

\*In case you need to delete videos (e.g. when sharing or selling the vehicle)

# CAR THEFT ASSISTANT

## GETTING STARTED

1. Make sure you have an active subscription to the Connect & Secure bundle in the MyToyota app. (1)
2. Ensure the Connect & Secure set up is completed. (2)

## HOW TO OPEN A THEFT CASE WITH THE CAR THEFT ASSISTANT

There are two scenarios where you may need to report a vehicle theft:

1. You received a notification\* informing you of battery disconnection, intrusion or towing (**based on vehicle alarm fitment**) Open the notification, and you will be redirected to the MyToyota app.
2. Or you find out your vehicle is missing.
  - Open the MyToyota app and go to the Connect & Secure card and select Car Theft Assistant.

Once you reach the Car Theft Assistant menu in the MyToyota app:

1. Select "Report a Theft Case" and follow the steps.
2. Carefully read the instructions on the app.
3. Confirm the theft location.
4. Confirm Personal & Vehicle Data.
5. Provide the Police Report Details.\*\*
6. Click "Start Recovery" to be redirected to your phone's native calling screen.\*\*\*
7. You will be put in contact with a member of our dedicated call centre, who will guide you through the next steps.

### RECOMMENDATION

\* Push notifications need to be allowed on your phone to be informed as soon as unusual activity is detected. \*\* In some countries, it is mandatory to provide a Crime Reference Number (CRN). This CRN is provided by the local authorities. \*\*\* Customer is responsible for any call charges.

## HOW TO FOLLOW UP ON AN OPEN CAR THEFT ASSISTANT CASE

Make sure to enable push notifications on the MyToyota app to receive notification updates.

**If your car is recovered by local authorities**, you will be informed via push notification and/or email. You will also receive a call from the Car Theft Assistant operator.

Local authorities and/or the Car Theft Assistant Operator will contact you via phone to inform you of the next steps to recover the vehicle.

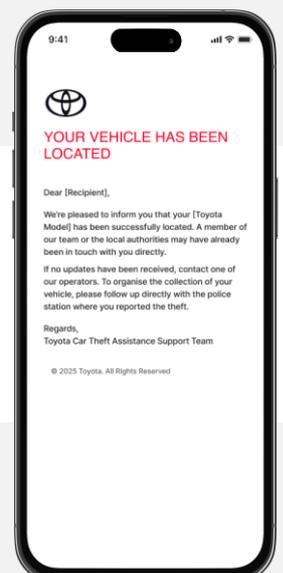
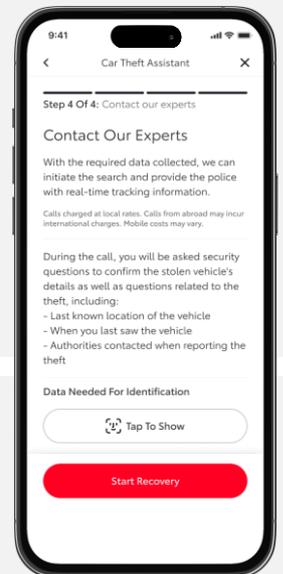
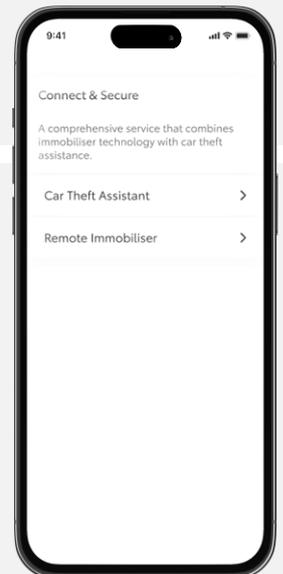
**If your car is not recovered** (after 30 days without any GPS signal) you will be informed via push notification and/or email. You will also receive a call from the Car Theft Assistant operator.

Should you not receive a call, you can contact Customer Support through the MyToyota app.

## HOW TO CANCEL AN OPEN CAR THEFT ASSISTANT CASE

In the Car Theft Assistant menu of the MyToyota app:

1. Click "Cancel" in the "Theft Case is Active" section.
2. You will need to call the Car Theft Assistant Operator (or request a call from the operator).
3. Once cancelled, you will receive confirmation via push notification and email.



For any queries, please refer to the FAQs in the MyToyota app, the Support Hub on the Toyota website, or speak with your nearest Toyota retailer.