

FINAL

DRAFT



DRIVER MANUAL

Warranty

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Before using Oscar, please read this user manual carefully. This will establish familiarity with controls and functions assisting you in the safe operation of the system in your electric car.

FCC regulatory requirements

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any change or modification to the product not expressly approved by the manufacturer could void the user's authority to operate the device.

FCC RF Radiation Exposure Statement:

This equipment contains a radio transmitter. It is designed

and manufactured not to exceed the emission limits for exposure to radio frequency energy set by the Federal Communications Commission of the US Government. This equipment complies with FCC radiation exposure limits set forth for an occupational/controlled environment when used at a distance greater than 20 cm from the body.

Warning indication

A warning indicates a potential hazard that could cause serious personal injury or death. To avoid or reduce any risk, carefully follow all instructions.

Caution indication

A caution indicates a potential hazard that could cause minor or moderate personal injury, or damage to your electric car. To avoid or reduce any risk, carefully follow all instructions.

WARNINGS

- You recognize your obligation to drive safely, to keep your attention to the road, and to comply with all traffic laws at all times.
- You also recognize your obligation to use Oscar in a safe manner.
- Read and follow all instructions and safety information in this user manual. The failure to do so can result in an accident causing injury or death. You assume all risks associated with the use of this system, and you are responsible for the safety of all occupants in your car.
- Always remain aware of all driving conditions. Driver awareness of actual road and weather conditions, traffic congestion, speed limits and traffic signals, and signs shall always supersede guidance given by Oscar.
- Driving while distracted can result in loss of vehicle control leading to an accident resulting in injury or death. Avoid prolonged views of the system's controls and the display screen while driving. Stop your vehicle in a safe and legal manner before attempting functions requiring prolonged attention to the system's controls or display.

CAUTION

Do not attempt to repair, dismantle, or modify Oscar, a Charge Spot, its mobile cable, or the battery as you may damage the system or cause a fire or electrical shock.

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INTRODUCTION

Congratulations and welcome to Better Place! Thank you for joining us in our mission to drive the world electric. We are delighted that you have decided to become part of the growing community that is adopting the electric car as the world's future form of transportation. By becoming a member of Better Place's electric car network, you are saying "yes" to an affordable, sustainable, and convenient driving experience, and "no" to dependence on oil.

Your Renault Fluence Z.E. is the world's first mass-produced electric car with battery switch capabilities. This means that you can extend your car's travel range without stopping to recharge the battery.

Your Renault Fluence Z.E. is equipped with Better Place Oscar (referred to as "Oscar"), a driver's assistance.

This driver manual will help you to use Oscar and Better Place services. For information about your Renault Fluence Z.E., see the Renault Fluence Z.E. User Manual.

In this driver manual, you can learn how to:

- Use Oscar to plan your routes and manage your battery's energy
- Charge your car using Better Place Charge Spots
- Switch the battery at Better Place Battery Switch Stations

Also in this manual is information about:

- Better Place Roadside assistance
- Better Place online services
- Better Place Customer Care

NOTE: Check your Better Place membership agreement for full details about the specific services offered for your car. The services described in this manual may vary depending on the specific driver commercial agreement with Better Place.

GET STARTED

There are many ways that you can access Oscar:

- From your car
- From the Internet
- From your mobile phone

This driver manual explains how to use Oscar in your car.

Oscar's applications and tools will help you to enjoy all of your car's standard features, as well as a full service experience with Better Place.

Oscar will help you to:

- Plan a route
- Get turn-by-turn navigation instructions
- Charge your car using Better Place's Managed Charging solution
- Locate nearby Charge Spots and Battery Switch Stations
- Enrich your driving experience with fun entertainment options

You can access all of Oscar's applications by using Oscar's console.

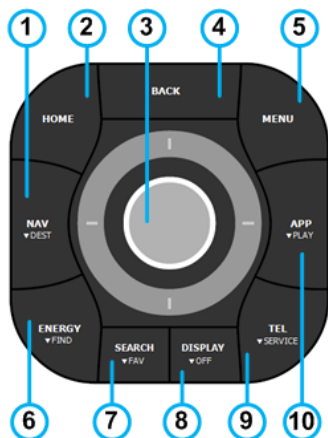
CAUTION: Do not use Oscar while driving if doing so will divert your attention from the safe operation of your car.

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Oscar's console

Use Oscar's console to access Oscar's applications, enter text, and call Better Place Customer Care. The console is located next to the driver's seat, near the handbrake.



Some of the console's buttons have two functions.

- Press a button to use the primary function printed on the top of the button.
- Press and hold a button (long press) to use the secondary function printed on the bottom of the button.

1	NAV DEST	Goes to the navigation application Goes to the EDIT ROUTE screen.
2	HOME	Goes to Oscar's main menu
3		The Controller button
4	BACK	Returns to the previous screen
5	MENU	Displays the current application's menu
6	ENERGY FIND	Goes to the charging application
7	SEARCH FAV	Goes to the PLACES screen Goes to your list of favorite places
8	DISPLAY OFF	Adjusts the contrast and brightness of the screen Turns the screen on or off
9	TEL SERVICE	Goes to the Customer Care application Calls Better Place Customer Care
10	APP PLAY	Goes to the media player application Goes to the song currently playing

The Controller button

The Controller button is the round button in the center of the Oscar console. It helps you to:

- Navigate through menu options
- Select menu options
- Enter text using the Virtual keyboard
- Move the cursor on the screen when viewing a map

You can rotate the Controller button, push the Controller button down, and move the Controller button up, down, left, or right.



Rotate the Controller button to:

- Navigate through menu options
- Modify the zoom scale of a map (on the Map screen)
- Scroll through letters when using the Virtual keyboard

Push the Controller button down to:

- Select a menu option
- Confirm a selection
- Select a location on the map
- Select a highlighted letter when using the Virtual keyboard

Move the Center button left, right, up or down to:

- Navigate through menu options
- Move the cursor when viewing the map

The Virtual keyboard

The Virtual keyboard automatically appears on the screen when you need to enter text, for example, when you are searching for a specific address. For more information about using the virtual keyboard, see **Search for a destination by entering a name** (on page 23).



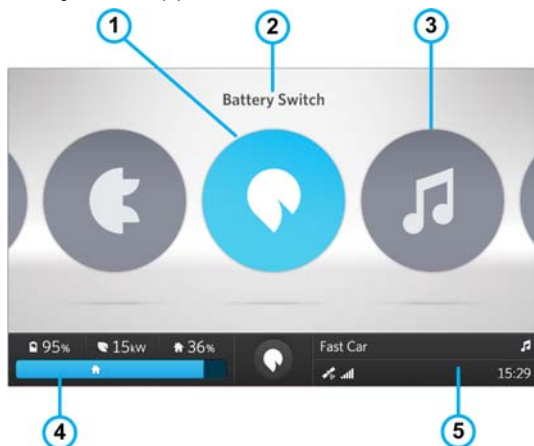
WARNING: Driving while distracted can result in loss of the control of your car, and can lead to an accident resulting in injury or death.

Avoid looking at the system's controls and the display screen while driving for prolonged periods of time.

Stop your car in a safe and legal manner before attempting functions that require prolonged attention to the system's controls or display.

Oscar's main menu

From Oscar's main menu, you can easily access any of the system's applications.



Here's what you see on Oscar's main menu:

- 1 Highlighted application's icon
- 2 Name of the currently highlighted application
- 3 Other applications
- 4 Battery status bar
- 5 System status bar









The System status bar



The System status bar is located on the bottom right area of the system screen. It displays network connection information, and the date and time.

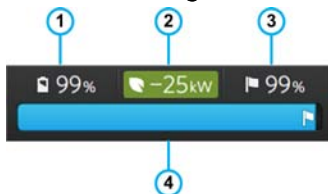
Some icons always appear on the Status bar, and other icons only appear when necessary.

* Icons that always appear on the System status bar.

	Clock *
	Ambient temperature *
	Cellular signal strength *
	Wireless connectivity
	Communication with network
	GPS connectivity
	Membership account not activated
	General error that may be caused by the cellular signal, wireless connectivity, or GPS connectivity

The Battery status bar

The Battery status bar is located on the bottom left area of the **Navigation** screen.



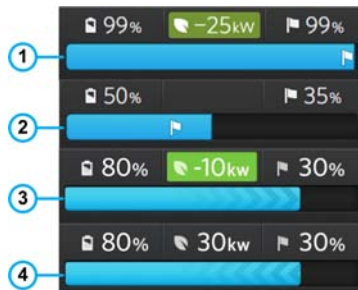
It tells you the following information:

- 1 The battery's energy level.
- 2 Eco-driving indication. The background turns green when you are gaining energy.
- 3 The estimated battery energy when you arrive at your destination.
- 4 The battery energy displayed as a bar graph.

If the battery energy will be lower than 12% when you arrive at your destination, the background color in the destination area changes to alert you.



The bar graph appearance changes according to your battery's energy level. It also tells you how much battery energy you have left.



- 1 When the bar graph is completely full, your battery is fully charged.
- 2 When the bar graph is half full, your battery's energy level is at 50%.
- 3 If arrows appear on the bar graph and they are pointing to the right, it means the battery is gaining energy.
- 4 If arrows appear on the bar graph and they are pointing to the left, it means the battery is consuming energy.

When you create a route, one or more of the following icons appear on the Battery status bar. The position of the icon on the bar graph tells you approximately how much battery energy you will have when you reach that destination.

 Current route

 Home

 Charge Spot

 Battery Switch Station

CAUTION: Oscar provides you with real-time estimates of how far you can travel without switching or charging your battery. Your actual range and battery consumption can vary and depends on a number of factors including: your speed, the condition of the road, whether you use the air conditioning, the outside temperature, the number of passengers that you have in the car, and the amount of baggage. Consequently, Better Place cannot guaranty the accuracy of the battery energy displayed or that you will reach your destination without having to switch the battery or charge the battery.



NAVIGATION

Oscar is equipped with a built-in GPS-based navigation application that was specially designed to meet the unique needs of your electric car. Using the navigation application, you can better plan your routes taking into account your battery energy, and access to Battery Switch Stations that are along your route.

With Oscar's navigation application you can:

- View the map in a 2-D or 3-D display
- View actual road signs
- Create and save routes
- Search for nearby Battery Switch Stations and Charge Spots
- Search for nearby Points Of Interest (POIs)
- View traffic reports along your route
- Manage your favorite and recent locations

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The Route screen

After you create a route, the Route screen appears, and the following information is displayed.

NOTE: You can choose which information appears on the Route screen. For more information, see Show or hide information on the navigation screen (on page 39).











- 1 Navigation bar
- 2 A graphic indication of the next instruction in your route
- 3 The distance to the next point in your route
- 4 The distance to your destination, and the approximate time of arrival
- 5 A graphic illustration of your route on the map
- 6 Current location of your car
- 7 Next instruction in your route
- 8 Battery status bar
- 9 Current location of your car on the map
- 10 System status bar

The Navigation bar

The Navigation bar displays a graphic symbol of the next instruction in your route (for example, left turn, keep right), and the distance to your next driving action. The following symbols frequently appear on the Navigation bar.



-  Turn left
-  Turn right
-  Keep left
-  Keep right
-  Bear left
-  Bear right
-  Hard left

-  Hard right
-  Soft left
-  Soft right
-  Enter traffic circle
-  Make a left U-turn
-  Make a right U-turn
-  You are approaching the next waypoint in your route
-  You are approaching your destination

Change the map view

Switch between the 2-D map view and 3-D map view

1. On the **Navigation** screen, push the Controller button down.

The **NAVIGATION** menu appears.

2. Select **Options**.
3. Select **Map view**.
4. Select one of the following views:

- 2-D



- 3-D



Zoom the map view in or out

You can zoom in or zoom out while viewing either a 2-D or 3-D map.

- To zoom in, turn the Controller button counter-clockwise.
- To zoom out, turn the Controller button clockwise.

Create a route to one destination

Creating a route is a useful way to help you get to your destination.

You can create a route using any of the following methods:

- Enter a specific address by selecting the city, street, and building number from a list
- Enter a specific address by entering text
- Search for a nearby Battery Switch Station or Charge Spot
- Search for nearby locations
- Search for a POI by entering a name
- Search for a POI from a list

When you create a route, Oscar calculates approximately how much battery energy your car will have when you arrive at your destination.

CAUTION: Data sources for Oscar's GPS navigation system may be inaccurate or incomplete. Carefully compare your route instructions with the actual road conditions and street signs. Do not take a suggested route if doing so is illegal or unsafe.

Do not use Oscar while driving if doing so will divert your attention from the safe operation of your car.

CAUTION: Some information is provided by Oscar using sound. The volume can be adjusted. Adjust the volume so you can still hear traffic and emergency signals while you are driving.

Enter a specific address by selecting the city, street, and building number from a list

1. On the **Navigation** screen, push the Controller button down.

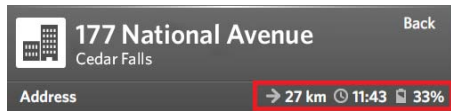
The **NAVIGATION** menu appears.



2. Select **Addresses**.
3. Select the city name that you want.
A list of street names in the selected city appear.
4. Select the street name that you want.
A list of building numbers appears on the street that you selected.
5. Select the building number that you want.

TIP: When you scroll through a list, the location of the currently selected street name or street address is shown on the map on the left side of the screen.


The route is calculated from your current location, and a summary appears on the screen.



6. Select **Add to route**.

NOTE: If you have not cleared your previous route, a message appears asking if you want to add this destination to your existing route, create a new route, or cancel this route. Select the option that you want.

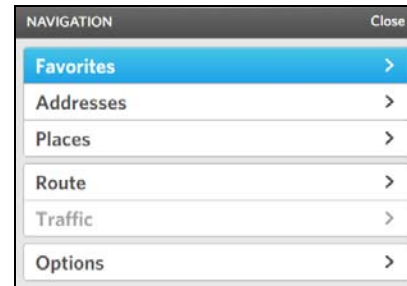
7. Select **Drive**, or just start driving to your destination.

The map appears, and the first instruction for your route appears on the Navigation bar. Your current location on the map is indicated by an arrow . As you drive, you will hear the driving instructions for each step in your route.

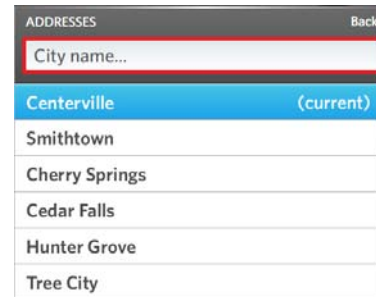
Enter a specific address by entering text

1. On the **Navigation** screen, push the Controller button down.

The **NAVIGATION** menu appears.

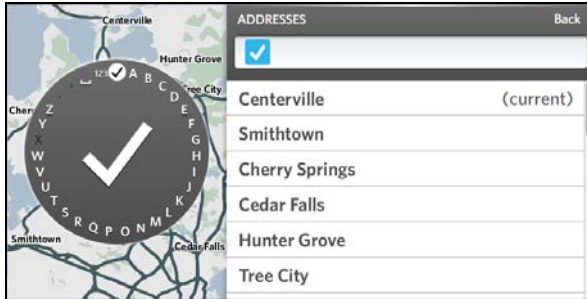


2. Select **Addresses**.



3. Rotate the Controller button to the **City name** box, and push the Controller button down.

The Virtual keyboard appears.



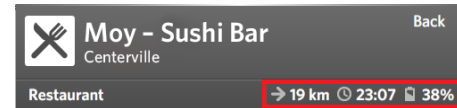
4. Enter the first letter of the city using the Virtual keyboard:
 - Rotate the Controller button to scroll to the first letter of the name, and then push the Controller button down to select the letter.A list of cities or areas that contain the letter that you entered appears.

NOTE: Only those letters that are in the names of valid locations are available in the Virtual keyboard.
5. Do one of the following actions:
 - Select the location that you want from the list: push the Controller button down to finish entering letters, and rotate the Controller button to select the desired city.
 - Use the Virtual keyboard to continue entering letters.

6. (Optional) To erase a letter in the **search** box, move the Controller button to the left.
7. Repeat steps 3-5 to enter the street name and the number of the building or residence.


TIP: When you scroll through a list, the location of the currently selected street name or street address is shown on the map on the left side of the screen.

The route is calculated from your current location, and a summary appears on the screen.



8. Select **Add to route**.

NOTE: If you have not cleared your previous route, a message appears asking if you want to add this destination to your existing route, create a new route, or cancel this route. Select the option that you want.
9. Select **Drive**, or just start driving to your destination.

The map appears, and the first instruction for your route appears on the Navigation bar. Your current location on the map is indicated by an arrow .

As you drive, you will hear the driving instructions for each step in your route.

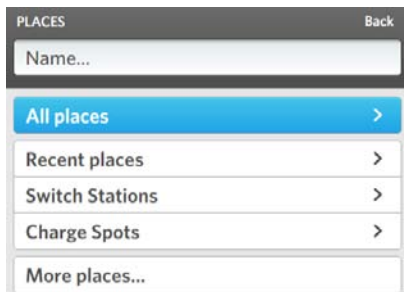
Search for a Battery Switch Station or Charge Spot

1. On the **Navigation** screen, push the Controller button down.

The **NAVIGATION** menu appears.



2. Select **Places**.



3. Select **Switch Stations** or **Charge Spots** from the drop-down menu.

A list of Charge Spot locations appears, listed in

the order of the distance from your current location.

4. Select a location from the list.


TIP: When you scroll through a list, the location of the currently selected place is shown on the map on the left side of the screen.

The route is calculated from your current location, and a summary appears on the screen.

5. Select **Add to route**.

NOTE: If you have not cleared your previous route, a message appears asking if you want to add this destination to your existing route, create a new route, or cancel this route. Select the option that you want.

6. Select **Drive**, or just start driving to your destination.

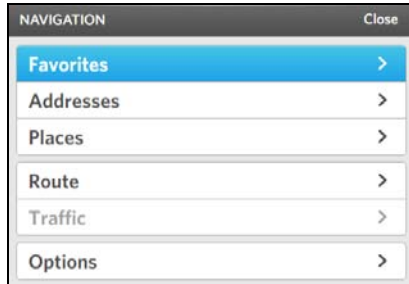
The map appears, and the first instruction for your route appears on the Navigation bar. Your current location on the map is indicated by an arrow .

As you drive, you will hear the driving instructions for each step in your route.

Search for nearby locations

1. On the **Navigation** screen, push the Controller button down.

The **NAVIGATION** menu appears.



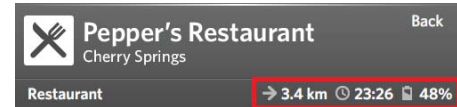
2. Select **Places**.



3. Select **All places**.
A list of POIs appears, listed in the order of the distance from your current location.
4. Select the location that you want from the list.

TIP: When you scroll through a list, the location of the currently selected POI is shown on the map on the left side of the screen.


The route is calculated from your current location, and a summary appears on the screen.



5. Select **Add to route**.

NOTE: If you have not cleared your previous route, a message appears asking if you want to add this destination to your existing route, create a new route, or cancel this route. Select the option that you want.

6. Select **Drive**, or just start driving to your destination.

The map appears, and the first instruction for your route appears on the Navigation bar. Your current location on the map is indicated by an arrow .

As you drive, you will hear the driving instructions for each step in your route.

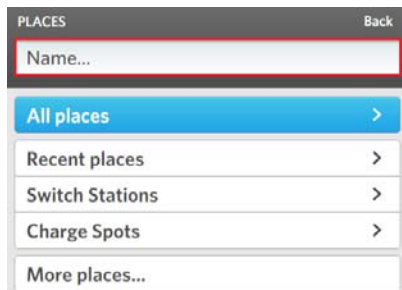
Search for a POI by entering a name

1. On the **Navigation** screen, push the Controller button down.

The **NAVIGATION** menu appears.

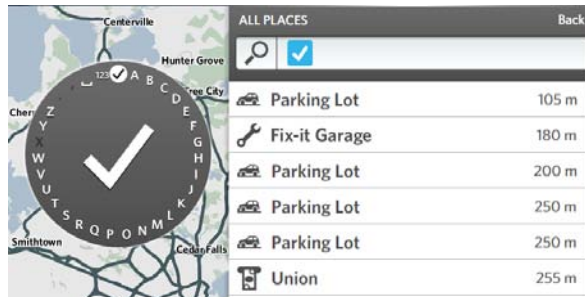


2. Select **Places**.



3. Rotate the Controller button to the **Name** box, and push the Controller button down.

The Virtual keyboard appears.



4. Enter the first letter of the place, for example, the name of a restaurant, using the Virtual keyboard:
 - Rotate the Controller button to scroll to the first letter of the name, and then push the Controller button down to select the letter.

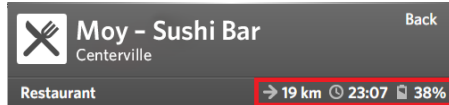
A list of places that contain the letter that you entered appears.

NOTE: Only those letters that are in the names of valid places are available in the Virtual keyboard.

5. Use the Virtual keyboard to continue entering letters.
6. (Optional) To erase a letter, move the Controller button to the left.
7. When you have finished entering letters, push the Controller button down.
8. Select the desired place.

TIP: When you scroll through a list, the location of the currently selected place is shown on the map on the left side of the screen.


The route is calculated from your current location, and a summary appears on the screen.



9. Select **Add to route**.

NOTE: If you have not cleared your previous route, a message appears asking if you want to add this destination to your existing route, create a new route, or cancel this route. Select the option that you want.

10. Select **Drive**, or just start driving to your destination.

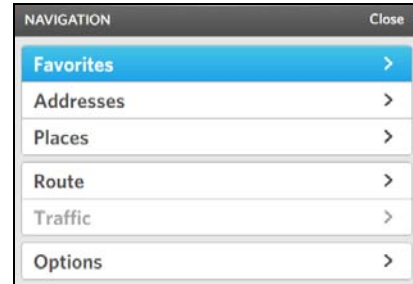
The map appears, and the first instruction for your route appears on the Navigation bar. Your current location on the map is indicated by an arrow .

As you drive, you will hear the driving instructions for each step in your route.

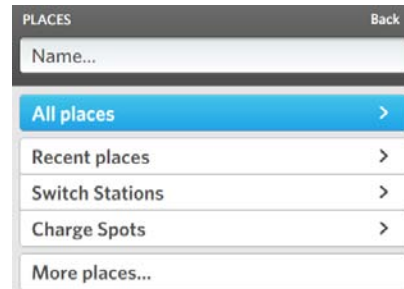
Search for a POI from a list

1. On the **Navigation** screen, push the Controller button down.

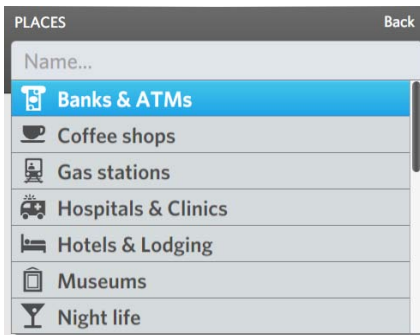
The **NAVIGATION** menu appears.



2. Select **Places**.



3. Select **More** from the drop-down menu.
A list of POIs appears.




4. Select the desired POI, for example, **Museums**.
A list of the POI that you selected appears, listed in the order of the distance from your current location.
5. Select the desired place from the list.

TIP: When you scroll through a list, the location of the currently selected place is shown on the map on the left side of the screen.

The route is calculated from your current location, and a summary appears on the screen.

6. Select **Add to route**.
NOTE: If you have not cleared your previous route, a message appears asking if you want to add this destination to your existing route, create a new route, or cancel this route. Select the option that you want.

7. Select **Drive**, or just start driving to your destination.

The map appears, and the first instruction for your route appears on the Navigation bar. Your current location on the map is indicated by an arrow .

As you drive, you will hear the driving instructions for each step in your route.

Use the Fix route wizard when your destination exceeds your battery energy

If the distance of your route requires more battery energy than your car currently has, Oscar automatically alerts you when you create the route, and suggests a way to change the route by adding a Battery Switch Station as a waypoint.

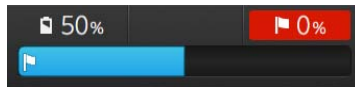
You can always change Oscar's suggestion, and select a different Battery Switch Station.

NOTE: If you are on your way to a destination, and your battery energy starts to get low, Oscar also alerts you.

After you create a route that you can't reach with your current battery energy, in the **route summary** screen, the battery energy appears with an orange background.



If you select **Add to route**, on the **Route** screen, your energy appears as "0%" upon arrival at your destination.



To fix your route:

1. On the **Navigation** screen, push the Controller button down.
The **NAVIGATION** menu appears.
2. Select **Route**.
3. Select **Fix Route**.
You are asked if you want the route wizard to help you plan the route.
4. Select **Start**.
Oscar adds a Charge Spot or a Battery Switch

Station to your route.

Add a waypoint to your current route

You can add one or more waypoints to your current route.

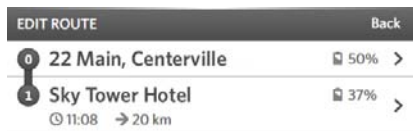
1. On the **Navigation** screen, push the Controller button down.
The **NAVIGATION** menu appears.
2. Select **Route**.



3. Highlight the waypoint in your route where you want to add the new waypoint.

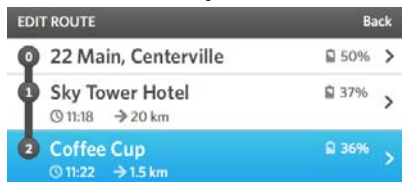
NOTE: The new waypoint will be added after the location that you selected.

4. Select **Add**.



5. Search for the location that you want to add to your route.
6. Select the location.

The **EDIT ROUTE** screen appears with the new location added to your route.



7. Select **Drive**, or just start driving to the waypoint.



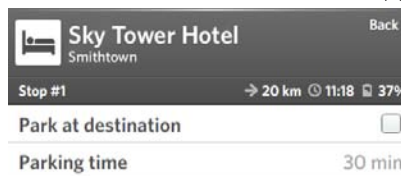
Set the length of your parking time for a destination (optional)

If you plan to charge your car while you are parked, you can tell Oscar the length of time your car will be parked, and Oscar will integrate this information into your battery energy status.

1. On the **Navigation** screen, push the Controller button down.

The **NAVIGATION** menu appears.

2. Select **Route**.
 3. Select the location where you will park your car.
- The **DESTINATION SUMMARY** screen appears.



4. Select **Park at destination**.
A check mark appears indicating that the option is selected.
5. Select **Parking time**, and rotate the Controller button to scroll to the number of minutes that you

want to park your car.

6. Push the Controller button down to confirm your selection.

The parking information appears in the **EDIT ROUTE** screen.



Remove a waypoint from a route

1. On the **Navigation** screen, push the Controller button down.

The **NAVIGATION** menu appears.



2. Select **Route**.
The **EDIT ROUTE** screen appears.
3. Select the location that you want to remove.

The **DESTINATION SUMMARY** screen appears.



4. Select **Delete**.
The destination is removed from your route.



Change the position of a waypoint in a route

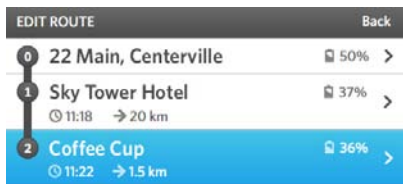
1. On the **Navigation** screen, push the Controller button down.

The **NAVIGATION** menu appears.



2. Select **Route**.

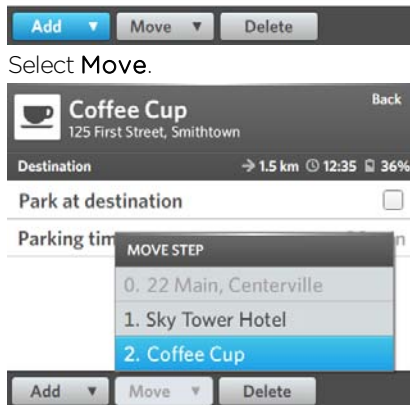
The **EDIT ROUTE** screen appears.



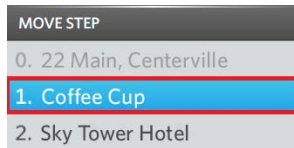
3. Select the destination that you want to move.
The **DESTINATION SUMMARY** screen appears.



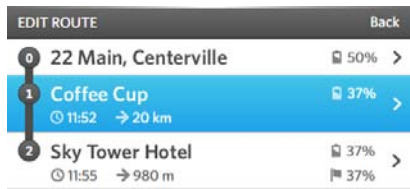
4. Select **Move**.



5. Select the new position for your destination.



6. Push the Controller button down to confirm the new position.
7. On Oscar's console, press the Back button. The position of the destination in your route is changed.

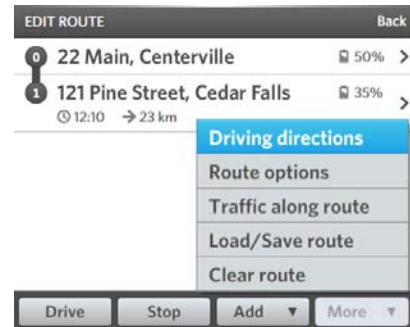


Save your current route

When you create a route to a destination that you will drive to again, you can save the route so that you can find it quickly next time you drive to this destination.

1. Create your route.

2. On the **EDIT ROUTE** screen, select **More**.

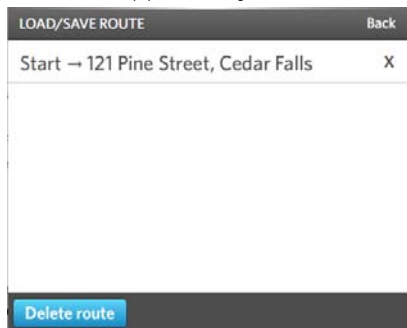


3. Select **Load/Save route**.



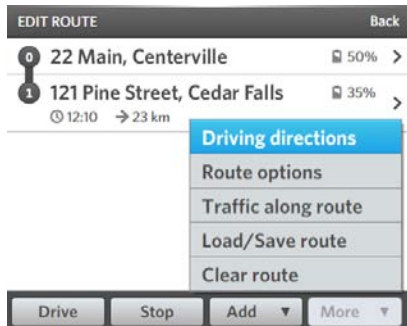
4. Select **Save route**.

The route appears in your list of saved routes.



Clear the current route

1. On the **Edit ROUTE** screen, select **More**.

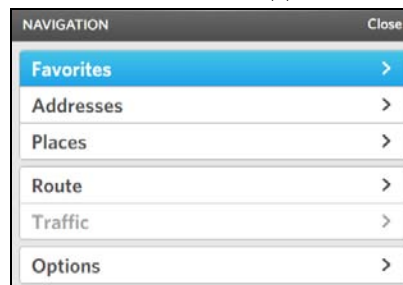


2. Select **Clear route**.
The route is removed from the **Edit ROUTE** screen.

Load a saved route

NOTE: Before you can load a route that you saved, you must clear your current route, if you have one.

1. On Oscar's console, press the NAV button.
The **Navigation** screen appears.
2. Push the Controller button down.
The **NAVIGATION** menu appears.



3. Select **Route**.



4. Select **Load**.
Your list of saved routes appears.

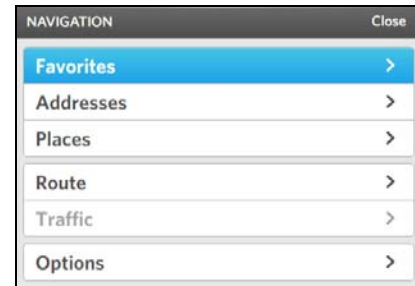


5. Select the desired route.
6. Select **Drive**, or just start driving to your destination.

Restore your last route

1. On Oscar's console, press the NAV button.
The **Navigation** screen appears.
2. Push the Controller button down.

The **NAVIGATION** menu appears.



3. Select **Route**.



4. Select **Restore**.
5. Select **Drive**, or just start driving to your destination.

Delete a saved route

1. On the **EDIT ROUTE** screen, select **More**.



2. Select **Load/Save route**.



3. Select the route that you want to delete.
4. Move the Controller button to the right to select the **X**.



5. Push the Controller button down.
The route is deleted.

Traffic reporting service

The Traffic reporting service gives you continually updated traffic reports. Oscar displays traffic incidents on the map, and a list of known traffic incidents. It can take traffic incidents into account when planning a route.

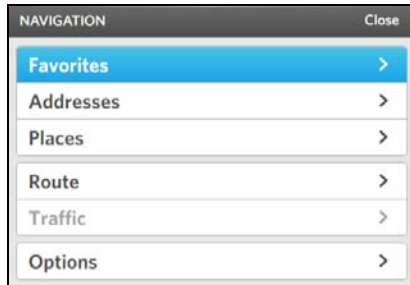
You can change the Traffic reporting service settings to view traffic-related incidents, for example, accidents, road work, or traffic delays on the **Navigation** screen.

NOTE: The Traffic reporting service uses cellular technology to receive updates. The availability of the Traffic reporting service varies according to country.

Show traffic updates on the Route screen

1. On Oscar's console, press the NAV button.
The **Navigation** screen appears.
2. Push the Controller button down.

The **NAVIGATION** menu appears.

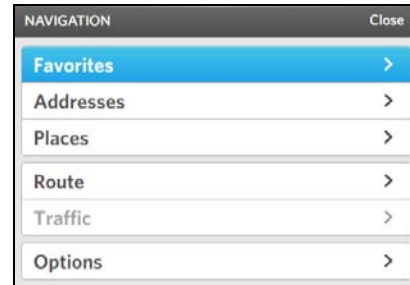


3. Select **Options**.
4. Select **Map layers**.
5. Make sure the **Traffic events** and **Road conditions** boxes are selected.
A check mark tells you the box is selected.

View traffic information

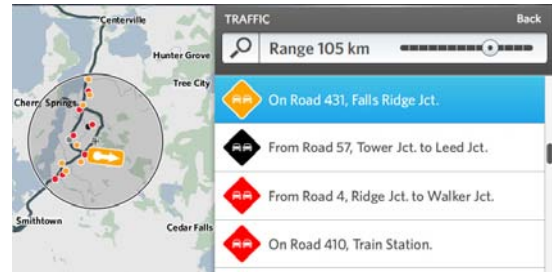
1. On Oscar's console, press the NAV button.
The **Navigation** screen appears.
2. Push the Controller button down.

The **NAVIGATION** menu appears.



3. Select **Traffic**.
A list of traffic updates near your location appears.
Traffic updates are color coded.


- **Yellow**: traffic delays up to 5 minutes
- **Red**: traffic delays up to 10 minutes
- **Black**: heavy traffic conditions



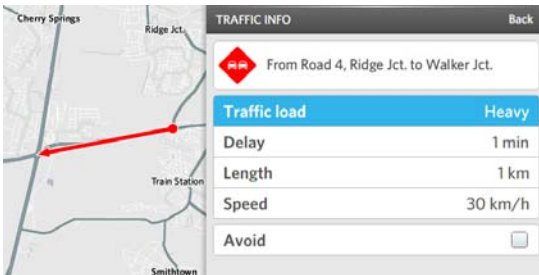
4. To change the distance of the range of updates that you want see, do the following actions:
 - a. Select the **Range** area.

The slider bar is available.

- b. Rotate the Controller button to change the distance.
 - c. Push the Controller button down to confirm your selection.
5. To view traffic updates along your route, do the following actions:

- a. Select **search** .
- b. Select **Traffic along route**.

6. To view details about a traffic incident, select the traffic incident.



7. To avoid a traffic incident that occurs along or near your route, select the **Avoid** check box for that traffic incident.

Manage your favorite places

Add a place to your list of favorites

It can be helpful to add often-used routes to your list of favorites. You can quickly view your list of favorites, and create a route to one of these locations.

There are two ways you can add a route to your favorites.

To create a route and add it to your **Favorites**:

1. Create your route.
2. On the **ROUTE SUMMARY** screen, select **Add to favorites**.

The **ADD FAVORITE** screen appears.

3. Select **Save**.

The **FAVORITES** screen appears, and the location that you added is highlighted.

4. Select the location.

The **ROUTE SUMMARY** screen appears.

5. Select **Add to route**.

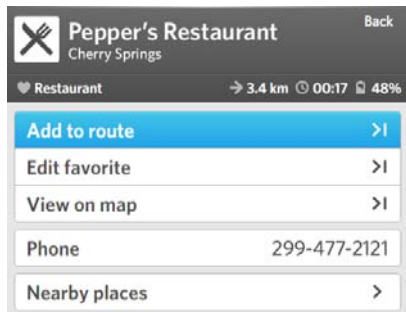
To add a place to your Favorites from the Navigation menu:

1. On the **Navigation** menu, select **Favorites**.
2. Select **Add**.
3. Do one of the following actions:
 - a. Search for the desired address or place.
 - b. Select a location from a recent search.
 - c. Select your current location.
4. Select **Save**.

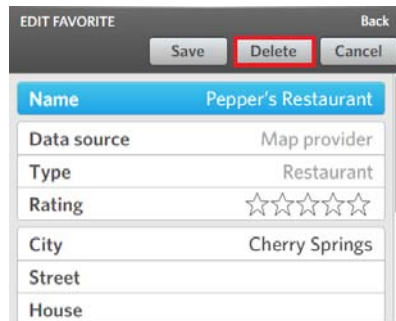
Delete a place from your list of favorites

1. On the **Navigation** menu, select **Favorites**.
2. Select the place that you want to delete from your favorites.

The **ROUTE SUMMARY** screen appears.



3. Select **Edit favorite**.



4. Select **Delete**.
5. Select **Yes** to confirm that you want to delete this place.

Create a route to a favorite place

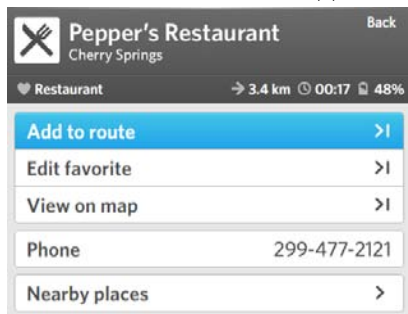
1. On the **Navigation** screen, push the Controller button down.

The **Navigation** menu appears.



2. Select **Favorites**.
3. Select the place that you want to create a route to.


The **ROUTE SUMMARY** screen appears.



4. Select **Add to route**.

NOTE: If you have not cleared your previous route, a message appears asking if you want to add this destination to your existing route, create a new route, or cancel this route. Select the option that you want.

5. Select **Drive**, or just start driving to your destination.

The map appears, and the first instruction for your route appears on the Navigation bar. Your current location on the map is indicated by an arrow .

As you drive, you will hear the driving instructions for each step in your route.

Change your Navigation screen options

Change the map orientation

1. On the system console, press the NAV button.
The **Navigation** screen appears.
2. Push the Controller button down.
The **NAVIGATION** menu appears.

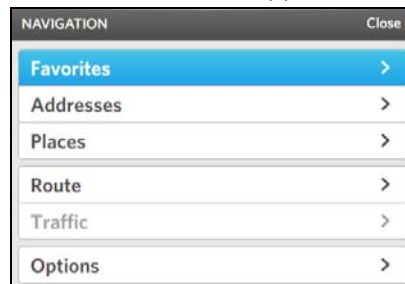


3. Select **Options**.
4. Select **Map orientation**, and choose one of the following options:
 - **Automatic:** the orientation is set according to the map type that you select: **2D** uses **North**, and **3D** uses **Car**.
 - **North:** the orientation of the map appears so that the direction of north is facing upward. The arrow representing your car shows you the direction the car is facing, in relation to north.

- **Car:** the orientation of the map is based on your car. The arrow representing the car always points in an upward direction.

Show or hide information on the navigation screen

1. On the system console, press the NAV button.
The **Navigation** screen appears.
2. Push the Controller button down.
The **NAVIGATION** menu appears.



3. Select **Options**.
4. Select **Display options**.
5. Select the information that you want to display on the **Navigation** screen:
 - **Navigation bar:** a graphic indication of the next step in your route, the distance to the next step in your route, the estimated time of arrival, and the distance to your destination.

- **Driving directions:** the text for the next step in your route, with the following step below it.
- **Current location:** your current location on the map (street and city).

Show icons on the Navigation screen for favorite places, Charge Spots, and Battery Switch Stations

1. On the system console, press the NAV button.
The **Navigation** screen appears.
2. Push the Controller button down.
The **NAVIGATION** menu appears.



3. Select **Options**.
4. Select **Map layers**.
5. Select the information that you want to appear on the **Navigation** screen:
 - Battery Switch Stations that are within the

range of your battery energy.

- Charge Spots that are within the range of your battery energy.
 - Traffic events and road conditions.
6. Select **Add** to add an icon for a POI, for example, coffee shops.
 7. Select **Reset** to remove any layers that you added.



CHARGING

Your Better Place membership allows you to charge your car at any Better Place public Charge Spot, or a Better Place private Charge Spot installed at your home.

Keep your car battery fully charged at all times by connecting it to a Charge Spot whenever possible.

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Charging safety and precautions



Important recommendations for charging your vehicle.

Please read these instructions carefully. Failure to follow these instructions may lead to a risk of fire, serious injury or electric shock and a risk to life.

General safety guidelines

- Use only cables certified for use by Better Place when charging your car.
- Keep your cable stored in its carrying case in a dry place, away from direct sunlight, high temperatures, dust, and humidity.
- Keep your cable stored in your car at all times.
- Do not use an adapter or an extension cord with your Better Place cable.
- Use only Better Place authorized Charge Spots.
- Do not charge your car if you notice any damage to the Charge Spot, the cable, or the charging socket on your car. Contact Better Place Customer Care for service.
- When charging your car, make sure the cable is positioned so that it won't be stepped on, tripped over, or otherwise subjected to damage or stress.

- Do not attempt to repair or service a Charge Spot yourself. It does not contain user-serviceable parts.
- If you see water, signs of corrosion, or any foreign material on either the cable connectors or on the charging sockets, do not charge your car.
- Do not touch or insert objects into the cable connectors or the charging sockets.
- Do not open the hood of the car when the battery is being charged.
- Do not wash the car when the battery is being charged.
- Avoid charging and parking your car in extreme hot or cold temperatures: lower than -25°C or higher than 40°C.
- If there are severe weather conditions or a lightning storm, avoid charging your car.
- If it starts to rain or snow while your car is charging, there is no need to stop charging the car.
- If you want to clean your cable or your private Charge Spot, use a mild detergent and a soft cloth. Never clean the charging socket and its surrounding area.
- When possible, park and charge your car in a shaded or covered location.

The Better Place mobile cable

As part of your Better Place membership, you receive a mobile charging cable in a convenient carrying case. Please keep your cable stored in its carrying case, and in your car, at all times.



- 1 Car plug
- 2 Charge Spot plug

The Better Place membership card

As part of your Better Place membership, you receive a membership card.

Your Better Place membership card gives you access to Better Place Charge Spots. Please keep this card with you at all times.



IMPORTANT: Be careful with your membership card. It contains an embedded antenna that can be damaged if the card is bent, exposed to extreme heat, or submerged in water.

NOTE: Your Better Place membership card is to be used with your car only. You cannot use your card with another person's electric car. Doing so could prevent you from receiving the appropriate service.

Charge Spots

Better Place's public Charge Spots are located in common locations such as parking lots and shopping malls.

You can easily find a list of Better Place Charge Spots, and search for public Charge Spots close to your current location using the navigation application.

Better Place Charge Spots are designed to be used in all weather conditions. The electric current is turned on only when the Charge Spot is connected to your car. If for some reason the cable is damaged during the charging process, the electric current is automatically turned off.

Better Place has three types of Charge Spots that are located in public areas around the country, and also in private residences.

- Standing Charge Spot



- Wall Charge Spot that uses a mobile cable



- Wall Charge Spot that uses a fixed cable (the cable is attached to the Charge Spot)



Each type of Charge Spot may look slightly different, but they all have the same features.



- 1 Better Place membership card reader area, Charge Spot socket ID number, and service phone number.
- 2 Indication lights
- 3 Charge Spot socket

Better Place's Managed Charging solution

All Better Place Charge Spots are centrally controlled by Better Place's Managed Charging solution (grid). The amount of time it will take to fully charge your battery varies depending on your battery's energy level when you start to charge your car, as well as other factors including:

- Overall grid load
- Local site load
- Membership type
- Driver requests for priority charging

Charge your battery

Charging your battery consists of the following steps:

1. Connect your car to a Charge Spot.
2. (Optional) Change your charging options.
3. Lock your car.
4. Check the charging status of your car.
5. Disconnect your car from a Charge Spot.

Connect your car to a Charge Spot using a mobile cable

NOTE: If the indication lights on the Charge Spot are solid red before you begin to connect your car to the Charge Spot, this means there is a problem with this Charge Spot socket. Use the other socket on the Charge Spot, or another Charge Spot.

1. Make sure your car is turned off and unlocked.
2. Remove the mobile cable from the carrying case.



3. Connect your mobile cable to the car by doing the following actions:

- a. On your car, open the charging socket door.



- b. Pull the tab to open the inner charging socket cover.

- c. Insert the cable's car plug into the car's charging socket, and push until it clicks into place.



4. Tap your Better Place membership card on the card reader area.



One of the following results occurs:

- Your card is authorized: you hear a tone and

the indication lights turn solid white. The Charge Spot's socket cover slides open so that you can insert the charging cable.

- There is a problem with this Charge Spot: the indication lights turn solid red. Please contact Better Place Customer Care.
- There is a problem with your membership card, or you accidentally used the wrong card: you hear a series of three short beeps and the red indication lights flash.

CAUTION

Make sure to keep your fingers clear of the Charge Spot's socket cover.

5. Insert the cable's Charge Spot plug into the socket on the Charge Spot.



When both ends of the cable are connected properly, the cable end connected to the Charge Spot is locked, you hear a tone from the Charge Spot, and the white indication lights on the Charge Spot begin to slowly flash. Your car is ready to be charged.

The battery's current charge status, and the approximate time it will take to charge the battery appear on Oscar's screen.

Connect your car to a Charge Spot using a fixed cable

NOTE: If the indication lights on the Charge Spot are solid red before you begin to connect your car to the Charge Spot, this means there is a problem with this Charge Spot socket. Use the other socket on the Charge Spot, or another Charge Spot.

1. Make sure your car is turned off and unlocked.
2. Tap your Better Place membership card on the card reader area.



One of the following results occurs:

- Your card is authorized: you hear a tone and the indication lights turn solid white.
- There is a problem with this Charge Spot: the indication lights turn solid red. Please contact Better Place Customer Care.
- There is a problem with your membership card, or you accidentally used the wrong card: you hear a series of three short beeps and the red indication lights flash.

CAUTION

Do not touch the socket area on the cable.

3. Connect the fixed cable to your car by doing the following actions:
 - a. Pull the cable out from its storage area on the Charge Spot.



- b. On your car, open the charging socket door.



- c. Pull the tab to open the charging socket cover.
- d. Insert the cable's car plug into the car's charging socket, and push until it clicks into place.



You hear a tone from the Charge Spot, and the white indication lights on the Charge Spot begin to slowly flash. Your car is ready to be charged.

The battery's current charge status, and the approximate time it will take to charge the battery appear on Oscar's screen.

Change your charging options (optional)

When you park your car and connect it to a Charge Spot, Oscar tells you approximately how long it will take to fully charge your car.



If you plan to leave before your car is fully charged, you can view the approximate battery level by changing the parking time.

You can also request priority charging to charge your car more quickly.

To set the amount of time you will park your car:

1. On the Charging screen, select **Options**.
2. On the **CHARGING OPTIONS** screen, select **Parking time**.
3. Rotate the Controller button to select the amount of time you will park your car.

The charge plan estimation is changed based on your selection.

To request priority charging:

NOTE: The availability of priority charging is based on your Better Place membership package.

- On the Charging screen, select **Options**, and then select **Priority charge**.

Oscar tells you if your request was accepted.

IMPORTANT: The grid's ability to support your request depends on the grid's management needs and numerous external factors. There may be times when these services cannot be delivered due to local limitations, laws, or agreements. If Better Place cannot deliver this service, you will be notified accordingly, and not billed for the service.

Lock your car

- Lock your car using the car's remote control.



The cable connected to your car is locked to prevent the cable from being pulled out while you are away from your car.

Oscar's screen is turned off.

NOTE: Your battery is still being charged when Oscar's screen is off.

Check the charging status of your car

After you have left your car, you can check the progress of the battery charging using either of the following options:

- The Better Place mobile phone application that you can download to your smart phone.



- Oscar on the web

If you need more information, check the Better Place web site www.betterplace.com.

NOTE: If there is a malfunction or service breach during the charging process, you will receive a phone call or a text message to the mobile phone number associated with your Better Place membership.

Disconnect from a Charge Spot

You can disconnect your car from the Charge Spot at any time, even before the battery is fully charged.

1. Unlock your car using the car's remote control to unlock the cable connected to your car.
2. Disconnect the cable from your car.
 - a. Push down on the blue release button on the cable end.



- b. Pull out the cable from the car's charging socket.



The indication lights on the Charge Spot turn solid white, and then flash for a few moments.

3. If you are using a mobile cable, remove the cable from the Charge Spot socket.
4. Do one of the following actions:
 - If you are using a Better Place mobile cable,

place the cable back into its carrying case, and return it to your car.

- If you are at a Charge Spot with a fixed cable, make sure to put the cable end back into its storage area.

After you place the cable into the storage area, a tone tells you that the cable is properly back in place.

When you turn on your car, Oscar displays the status of your battery energy.



better place

SWITCH YOUR BATTERY

Your Renault Fluence Z.E. is the world's first mass-produced electric car with battery switch capabilities. With a Better Place membership, you can switch your empty battery with a fully charged battery at any of Better Place's network of Battery Switch Stations. Switching the battery is a quick way to extend your driving range without having to wait for your battery to recharge at a Charge Spot. Simply switch your car's battery at a Better Place Battery Switch Station along the way.

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- Enter the Battery Switch Station service lane..... 56**
- Switching the battery57**

Overview

It's amazing how quick it is to switch your battery. The process is fully automated, quiet, and efficient. You simply drive through the Battery Switch Station, and after a few minutes, your battery is switched. You can then continue driving to your destination.

Arrival at the Battery Switch Station

When you arrive at the Battery Switch Station, you will receive a greeting on Oscar's screen welcoming you to the station. Follow the instructions on the Battery Switch Station's signs until you are the first in line.

Enter the Battery Switch Station service lane

IMPORTANT: Instructions for switching the battery appear both on the Battery Switch Station monitor, and on Oscar's screen. Make sure to follow these instructions carefully to ensure a safe experience.

1. Drive your car to the front gate, and wait for the Battery Switch Station to verify your car's information.

The Battery Switch Station automatically reads the code on your car. After the system approves your membership, the gate opens.

2. Wait until the Battery Switch Station tells you to

drive through the gate, and then drive through the gate onto the battery switching conveyor, and stop at the designated line.



3. Wait until the Battery Switch Station indicates that you should perform the next step.
4. Shift the gear into the neutral (N) position, and make sure the hand brake is down, in the release position.



5. Take your foot off of the brake pedal.
6. Turn off your car.

NOTE: Oscar's screen will remain on.

Switching the battery

Safety and instructions during the battery switching process

- Keep all car doors closed, and stay in the car.
- Make sure that all your passengers remain in their seats with their seat belts fastened.
- If you have any passengers or pets in the car, make sure that the windows are raised up far enough so that nothing can be placed outside of the car.
- If there is a battery switch malfunction, do not exit your car. Instead, wait in the car until a station attendant comes to help you. If the Battery Switch Station does not have an attendant, use Oscar to contact Better Place Customer Care.
- Do not shift the gear or turn on your car until the battery switching process is finished. A message will appear on the system screen telling you when the battery switching process has been completed.

The battery switching process

As the conveyor pulls your car through the Battery Switch Station lane, the following actions occur:

- The underside of the battery is washed and dried.

NOTE: The drying action is performed using high-pressure air can be very loud.

- The tires of the car are locked in place. During the locking process, the front of the car rises slightly, and then the back of the car rises slightly.
- The battery is removed.
- A new battery is inserted into the car.
- The car is lowered back onto the conveyor.

You can follow and track the progress of the battery switch on Oscar's screen.



After the battery switching process is finished, a message appears confirming that the process is complete, both on Oscar's screen and on the Battery Switch Station monitors.

IMPORTANT: Do not turn on your car or leave the Battery Switch Station until the Battery Switch Station instructs you to do so.



After you receive confirmation that the battery has been switched, the gate opens. You can now turn on your car, and leave the Battery Switch Station.





ENTERTAINMENT

Your journey in your Renault Fluence Z.E. will be smooth and silent, allowing you to enjoy listening to music using an in-car entertainment system that is integrated with Oscar.

Using Oscar, you can also listen to MP3 files on a USB flash drive.

For information about listening to the radio or playing a CD, see the Renault Fluence Z.E. Radio User Manual.

CAUTION: You should always drive according to the law and avoid using Oscar if doing so will divert your attention from the safe operation of your car. If necessary, stop your car in a safe area to use Oscar.

In this Chapter

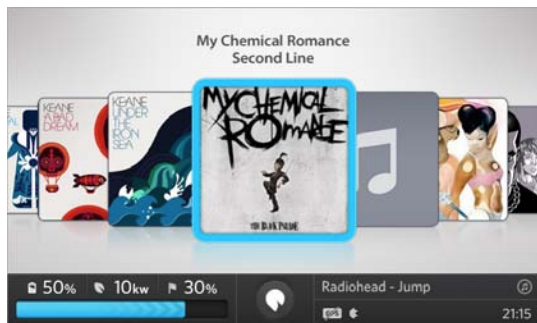
Listen to MP3 files on a USB flash drive 61

Listen to MP3 files on a USB flash drive

Oscar supports basic MP3 file formats.

1. Connect your USB flash drive to the USB port located below the entertainment console.
On the entertainment console, press the Radio/CD button to select **AUX**.

Oscar automatically reads the music files stored on the USB flash drive, and the files appear on the screen.



To use Oscar's media player, just follow the instructions on the screen. You can do any of the following actions:

- Play a song
- Pause, fast-forward, or rewind a song
- Browse through a playlist
- Play your entire playlist automatically

Set your play mode

1. On the **Media Player** screen, select **options**.
2. Select one of the following options:
 - **Repeat**: select **One** to repeat the song that is currently playing; select **All** to play all songs.
 - **Shuffle**: plays all songs in random order.

Search for a song, album, or artist

1. On the **Media Player** screen, select **Search**.
2. Using the **Virtual keyboard**, enter the first letter of the song, artist, album, or genre.
A list of results appears.
3. Continue entering letters until you locate the name that you want.
4. When you have finished entering letters, push the Controller button down to close the Virtual keyboard window.
A list of results appears.
5. Select the song, artist, album, or genre, by moving the Controller button up to the list of names, and then push the Controller button down to begin playing the song.

Disconnect your USB flash drive

- To disconnect your USB flash drive, simply remove it from the USB port.



PERSONALIZATION

You can customize display, voice, language, and history settings for each driver.

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Access your personalization settings

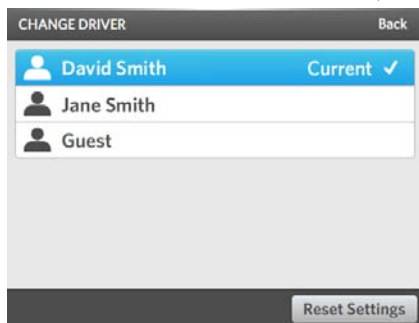
- From the main menu, select **Personalization**.

Change your driver settings

As part of your membership activation, the names of your authorized drivers are entered into Oscar.

To change the driver:

- From the **PERSONALIZATION** screen, select **Driver**.



- Select the driver that you want.
You are asked if you want to change the driver.
- Select **Yes**.

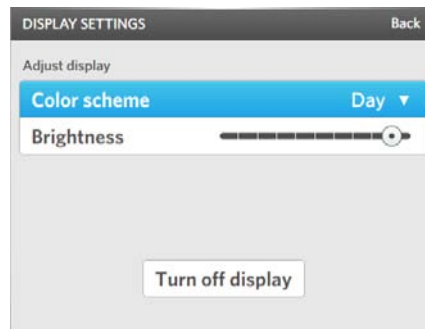
To reset a driver's settings back to the factory default settings:

- From the **PERSONALIZATION** screen, select **Driver**.
- Select the driver that you want.

- Select **Reset settings**.
You are asked if you want to reset the settings.
- Select **Yes**.

Change your display settings

- From the **PERSONALIZATION** screen, select **Display**.



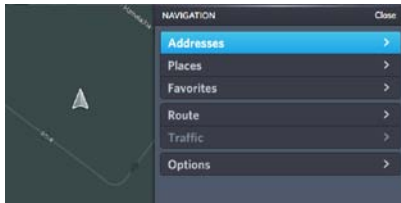
To change the background color of your screen:

- Select **Color scheme**.
- Select one of the following options:
 - Automatic:** the background color of the screen changes according to the time of day.

- **Day:** the background color of the screen is white and light gray.



- **Night:** the background color of the screen is dark gray



3. Push the Controller button down to confirm your selection.

To change the brightness or contrast of the screen:

1. Select **Brightness**.
The slider bar is available.
2. Rotate the Controller button to move the slider bar to the desired setting.
3. Push the Controller button down to confirm your selection.

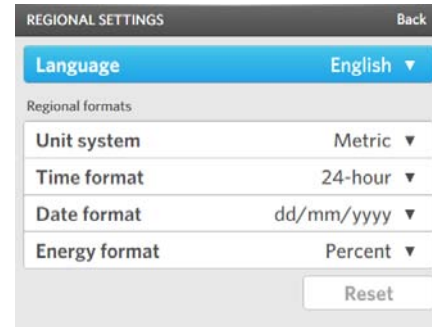
To quickly turn your display on or off from the **DISPLAY SETTINGS** screen:

1. Select **Turn off display**.
2. To turn the display back on, press any button on Oscar's console.

Change your regional settings

You can select the language that you want, and the type of format used for measurement units, time, date, and battery energy.

- From the **PERSONALIZATION** screen, select **Regional**.



To select a language:

1. Select **Language**.
The **Language** drop-down list appears.
2. Select the language that you want.

To select the type of measurement unit:

1. Select **Unit system**.
The **Unit system** drop-down list appears.
2. Select the measurement unit that you want:
 - **Metric**
 - **U.S.**

To select the time format:

1. Select **Time format**.
The **Time format** drop-down list appears.
2. Select the time format that you want:
 - **12-hour**
 - **24-hour**

To select the date format:

1. Select **Date format**.
The **Date format** drop-down list appears.
2. Select the date format that you want:
 - **dd/mm/yyyy**: (Europe)
 - **mm/dd/yyyy**: (U.S.)
 - **yyyy/mm/dd**: (Sweden)

To select the how the battery's energy level appears on the Battery status bar:

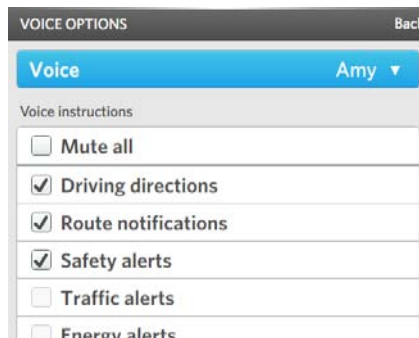
1. Select **Energy format**.
The **Energy format** drop-down list appears.
2. Select the energy format that you want:
 - **Percent**: shows the battery charge as a percentage

- **kWh**: shows the battery charge in kilowatt hours

Change your voice settings

You can change the voice that you hear for navigation instructions and alerts, and select the type of information that you want to hear.

- From the **PERSONALIZATION** screen, select **Voice**.



To change the voice that you hear for navigation instructions and alerts:

1. Select **Voice**.
The **Voice** drop-down list appears.
2. Select the voice that you want.

To select the alerts that you want to hear:

- In the **Voice instructions** area, select the alerts or notifications that you want to hear:
 - **Driving directions:** for example, "Turn right in 300 meters."
 - **Route notifications:** for example, "Your route is being recalculated."
 - **Safety alerts:** for example, "You are over the speed limit."
 - **Traffic alerts:** for example, "Traffic jam ahead."
 - **Energy alerts:** for example, "Your battery is low."

A check mark tells you that the option is selected.

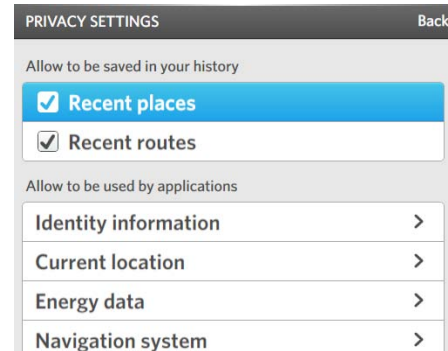
CAUTION: Do not rely on these alerts for safety guidance.

Change your privacy settings

You can track and save information, for example, recent places that you visited, or recent routes that you created.

You can also control the ability of different applications, for example, Google search, to access your current location and other information about your car.

1. From the **PERSONALIZATION** screen, select **Privacy**.

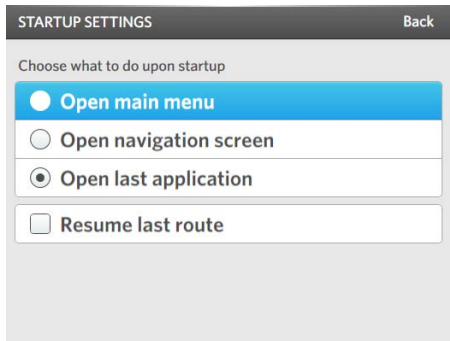


2. In the **Allow to be saved in your history** area, select the option that you want to track.
A check mark tells you that the option is selected.
3. In the **Allow to be used by applications** area, select an information type.
4. Select the applications that you want to allow access to.
A check mark tells you the application is selected.
5. To allow access to all applications, select **Allow All**.
6. To deny access to all applications, select **Deny All**.

Change your start-up settings

You can select which screen appears when you turn on Oscar.

1. From the **PERSONALIZATION** screen, select **Startup**.



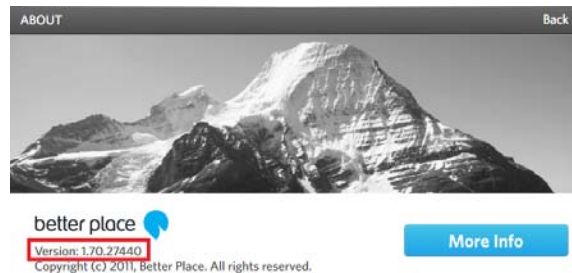
2. Select the screen that you want to see when Oscar is turned on:
 - Main menu
 - **Navigation** screen
 - Last application that you viewed
3. Select **Resume last route** to continue with the last route that you created.

Check your Oscar software version

If you call Better Place Customer Care, a representative may ask you which Oscar software version you are

using.

- From the **PERSONALIZATION** screen, select **About**.



The Oscar software version is in the lower left corner of the screen.

View your car's identification number and serial number

1. From the **PERSONALIZATION** screen, select **About**.
2. Select **More info**.



CUSTOMER CARE

Better Place Customer Care is available to answer your questions, and provide help for you when you need it.

You can contact your local Better Place Customer Care by doing either of the following actions:

- On Oscar's console, press and hold the SERVICE button to speak to a Customer Care representative.
- On the Internet, go to <http://www.betterplace.com>
<http://www.betterplace.com> for a list of local Customer Care centers in your country.

FAQS

General

Q. How can I find a Better Place Charge Spot or Battery Switch Station?

A. You can quickly search for Charge Spots or Battery Switch Stations using Oscar's navigation application. For more information, see **Search for a Battery Switch Station or Charge Spot** (on page 22).

Q. My battery has no energy left and I'm not near a Battery Switch Station or a Charge Spot.

A. Use Oscar to contact Better Place Customer Care, or call Customer Care from your mobile phone to get roadside assistance.

Q. Do I need to take my battery to a service center for maintenance?

A. No, you do not need to maintain the battery. Better Place checks each battery when you switch it to make sure it is working properly.

Q. How do I know that I'm getting a good battery when my battery is switched?

A. All batteries in Better Place Battery Switch Stations are checked to ensure that they are working properly and in good condition. Defective batteries are removed from the Battery Switch Station automatically.

Q. Does the way I drive affect my battery's energy?

A. Yes. You can maximize your battery's energy if you

drive at a moderate speed, and avoid quick acceleration.

Q. Can another family member or friend use my membership card when driving my car?

A. Yes. In accordance with your car's insurance plan and your Better Place membership plan.

Q. How do I add a driver to Oscar or remove a driver from Oscar?

A. To add or remove a driver, contact Customer Care using your mobile phone or via the Better Place web site.

Charging

Q. How can I check the charging status of my car?

A. You can use your mobile phone or the Better Place web site to check the charging status. For more information, see **Check the charging status of your car** (on page 51).

Q. I need to drive my car sooner than I planned. How can I charge my car quickly?

A. If priority charging is part of your membership plan, go to the Charging application, select **Options**, and request priority charging.

Q. How do I know if the charging process is stopped unexpectedly?

A. You will receive a phone call or a text message to the mobile phone number associated with your Better Place membership.

Q. How do I know if my car is properly connected to the Charge Spot?

A. You will hear a tone from the Charge Spot once the connection is made between the Charge Spot and your car, and the white indication lights on the Charge Spot will slowly flash.

Q. After I connect my car to a Charge Spot, does it start to charge immediately?

A. When you connect your car to a Charge Spot, your car is in a "ready state", available to be charged. The charging will start based on your battery's energy level, your Better Place membership package, and the management needs of the electrical grid.

Q. I accidentally tapped my membership card on the card reader while my car is charging. Will my car continue to be charged?

A. Yes. As long as the white indication lights on the Charge Spot are slowly flashing, your car will continue charging.

Q. Another person tapped their card on the Charge Spot while my car was charging. Will my car stop charging?

A. No. This will not affect the charging of your car.

Q. If there is a power outage while my car is charging, what happens when the power is turned on again?

A. Your car will continue charging on its own. You do

not have to tap your membership card again.

Q. The indication lights on a Charge Spot are red. What does this mean? Can I still use the Charge Spot?

A. This means that there is a problem with the socket on this Charge Spot. If the indication lights are not red for the other socket, you can use that socket instead.

TROUBLESHOOTING

Navigation

Q. I don't hear navigation directions. How do I turn on the voice function?

A. On the **Navigation** screen, push the Controller button down. In the **NAVIGATION** menu, select **Options**, and make sure the **Voice/mute** box is not selected.

Q. I can't find the address that I am looking for.

A. Make sure that you entered the address correctly. If you entered the address correctly, try searching for a place nearby your target location. Report any missing information to Better Place Customer Care.

Charging

Q. I tried to connect my cable to my car but the cable won't go into the car's charging socket.

A. Make sure your car is unlocked, and then insert the cable into your car's charging socket. When you lock the car, the charging socket is also locked.

Q. I tapped my membership card on the card reader area on the Charge Spot but nothing happened. How can I charge my car?

A. If you encounter any problem with your membership card, you can contact Better Place

Customer Care. Once a representative verifies that you have a Better Place membership, the representative will unlock the Charge Spot for you remotely.

Q. I'm at a Charge Spot but I don't have my membership card. How can I charge my car?

A. If you encounter any problem with your membership card, you can contact Better Place Customer Care. Once a representative verifies that you have a Better Place membership, the representative will unlock the Charge Spot for you remotely.

Q. I cannot remove the charging cable from my car.

A. Make sure that your car is unlocked before trying to remove the charging cable from your car. If you cannot remove the cable easily, do not try to pull the cable out. Contact Better Place Customer Care.

Q. I connected my car to a Charge Spot, and then I disconnected the cable from my car. Will my car be charged if I just reconnect the cable to my car?

A. No. When you disconnect the cable from your car, you have broken the connection to the Charge Spot. You need to tap your membership card on the card reader area again to restart the connection.

Q. I connected my car to a Charge Spot but the indication lights on the Charge Spot are not flashing, and I didn't hear the tone from the Charge Spot.

A. Your cable may not be completely plugged into the

car or the Charge Spot (if you are using a mobile cable). Make sure that both ends of the cable are properly inserted.

Q. I'm using a Charge Spot with a fixed cable. I tapped my membership card on the card reader area and removed the cable from the Charge Spot. I heard a series of three short beeps from the Charge Spot, and I plugged the cable into my car but the indication lights are not flashing.

A. If you tapped your card, and then waited more than approximately 30 seconds until you plugged the cable into your car, tap your card again to restart the connection process.

Q. I'm using a Charge Spot with a fixed cable. I plugged the cable into my car but I heard a series of three short beeps from the Charge Spot instead of the normal tone, and the white indication lights are not flashing.

A. The cable may not be inserted properly into your car. Tap your card again, and make sure the cable is properly inserted into your car.

Q. I'm using a Charge Spot with a fixed cable. I returned the cable to its storage area and the indications lights began to flash. What does this mean?

A. You returned the cable to the storage area for the other socket on the Charge Spot. Put the cable into the correct storage area.

Q. Oscar is not working. Can I still charge my car or switch the battery?

A. Yes, you can charge your car and switch the battery if Oscar has stopped working. Contact Better Place

Customer Care to tell them there is a problem with Oscar.

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