



PORSCHE



An unparalleled
driving experience.

Porsche Connect in your Taycan.



Stay connected to your sports car.

Porsche Connect in your Taycan

Congratulations on the purchase of your new Taycan. Now that you're behind the wheel, Porsche Connect will serve as your digital co-pilot on your journey to the ultimate destination: pure, unadulterated driving pleasure.

What's Included?



3-Year Free Trial

Porsche Connect Package (incl. data)

- Radio Plus
- Apple Music®
- Porsche Voice Pilot
- Navigation Plus
- Finder
- Charging Planner
- News
- Weather
- Calendar
- Driver Personalization
- Apple CarPlay®

Porsche Connect App

- Car Control
- E-Control
- Climate Control
- Carfinder
- Trip Control
- Speed Alarm
- Location Alarm
- Valet Alarm
- Car Alarm



Unlimited Charging*

Enjoy 3 years of inclusive charging at Electrify Canada stations.

To use this service, you will need to:

- Activate the Porsche Charging Service in the Porsche Connect store
- Download the Charging NA app for iPhone or Android and log-in with your Porsche ID and password

*Unlimited 30 min sessions (1 hour between), 27 ¢/min after 30min

Optional Services

Car Security Package

Can be ordered on a yearly basis

Functions on Demand

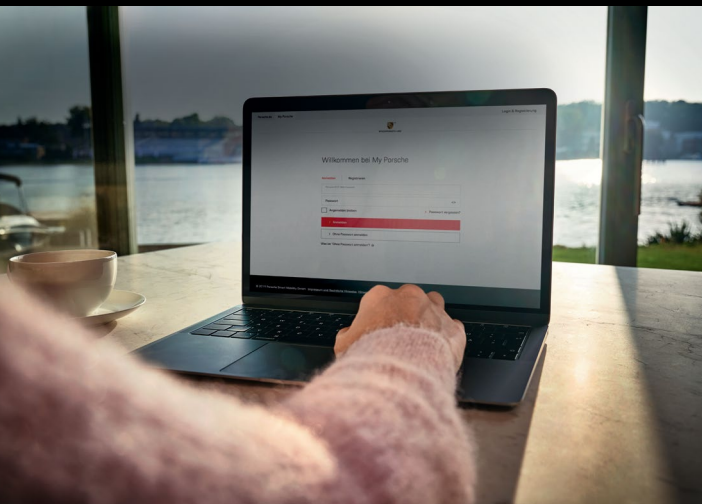
Can be ordered individually for the lifetime of the vehicle

Included for 10 Years

Porsche Connect Care

- SOS Call
- Online Software Update
- Embedded LTE SIM card*

*Embedded LTE SIM Card only provides data for your vehicle and not as a hotspot for your mobile devices



Set-up guide

Activating Porsche Connect

Complete the following steps to activate Porsche Connect and take your driving experience to the next level.

1

Register for My Porsche

- Before you can activate Porsche Connect, you will need a My Porsche account (Porsche ID).
- Your Porsche Centre will trigger an invitation email to your inbox. It will ask you to create a Porsche ID, or add your new Taycan to your existing Porsche ID.

2

Activate services

To start your trial you will have to follow these steps in My Porsche:

- Two-step ID verification.
- Create a Password and sPIN for your Porsche ID.
- Accept terms and conditions for Porsche Connect.
- Agree to services in MyPorsche Account.

3

Log-in to your PCM

- Use your Porsche ID and password or sPIN to log-in to the Porsche Communication Management system in your vehicle.
- Follow the prompts to activate Porsche Connect services.

Privacy Mode must be inactive for Connect Services to function.

If you have trouble activating Porsche Connect, please contact your Porsche Centre for further assistance.





Activating Porsche Connect

The following Porsche Connect services require additional activation.



Apple Music

- All Taycan owners can get up to 6 months of free Apple Music*
- To use this feature, accept the free trial in MyPorsche, it will be visible on your MyPorsche homepage.

This feature is only available for single-user accounts. If you use a student or family account this feature is not available.

*3 months from Porsche.

*3 months from Apple, for new Apple Music Subscribers only.



Porsche Charging Service

- In the Porsche Connect store, select Porsche Charging Service.
- Add a credit card and accept the terms and conditions.
- Download the Charging NA app for iPhone or Android and log-in with your Porsche ID and password.



Over-the-Air (OTA) Features

- OTA functionality allows your Taycan to connect to Porsche for new software updates from our engineers.
- To enable OTA updates, activate the Software Update functionality in My Porsche, with Privacy Mode unselected.
- Your Taycan will only receive updates when the vehicle is parked with the ignition off and doors closed.
- When a new update is available, you will be notified with a pop-up in the PCM.

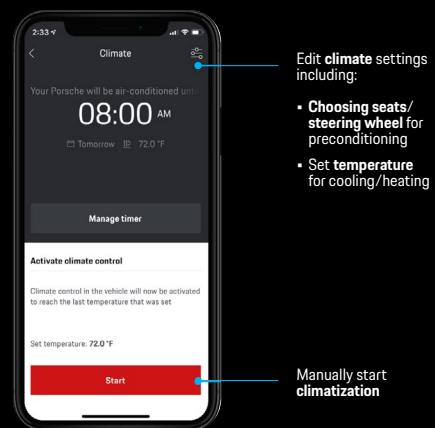
Porsche Connect App

Use Cases

Vehicle Status



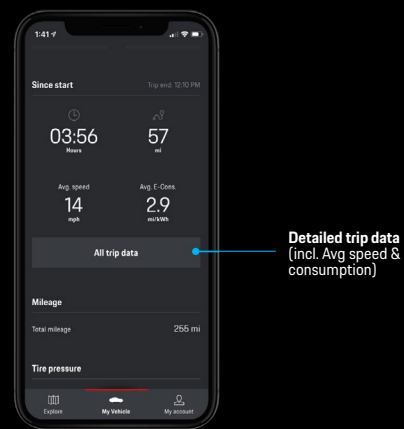
Climate Control



Battery Status & E-Control



Trip Data



Troubleshooting

Porsche Connect Troubleshooting

If you are having trouble with Porsche Connect, it is important to verify the following:

Is the Porsche Connect app active?

The Porsche Connect needs to be active before you can use its functions in the PCM. Check the connection status under My Account in the Porsche Connect app.

Are the services you want to use activated in both the Porsche Connect app and in your vehicle?

Some Porsche Connect services require separate activation after the initial set-up, such as Apple Music and OTA features.

Are you using the latest version of the Porsche Connect app?

All updates are completed in the app store.

Further information and troubleshooting tips can be found in the Help section of the Porsche Connect store.



Connection Status

When troubleshooting an issue with Porsche Connect, check the Connection Status page within the app to verify all necessary connections are in place.

1

Mobile Device —> Porsche Server

If this connection is not green, you will not be able to use any remote services. This issue may signal problems with your mobile device's data or WiFi connection. With no access to data or WiFi, your mobile device cannot connect to the Porsche Server.

Next steps:

1. Exit the app completely before re-opening
2. Check your mobile device's connectivity
3. Call Porsche Connect Support if further assistance is needed

2

Mobile Device —> WiFi

If this connection is not green, Connection 1 will also be down and you will be unable to use remote services and connect to web apps like My Porsche and the Connect Store.

Next steps:

1. Check your mobile device's connectivity
2. Try using another device (computer, tablet)
3. Call Porsche Connect Support if further assistance is needed

3

WiFi —> Vehicle

This is not a mandatory connection and will often appear as red without affecting the functionality of Porsche Connect. Your Taycan has an embedded SIM card for this purpose.

No troubleshooting is required.

4

Vehicle —> Porsche Server

If this connection is not green, all remote services (including the Porsche Connect app) will not be able to access vehicle information. This will limit functionality.

Next steps:

1. Ensure your vehicle has mobile network coverage via the embedded SIM card
2. Call Porsche Connect Support if further assistance is needed



Connection Legend

- ● ● ● Connection Successful
- ● ● ● Request Pending
- ● ● ● No Connect / Error
- ● ● ● Not Active



Support Resources

Porsche Connect Troubleshooting

If you are experiencing problems with Porsche Connect or have encountered other issues with your vehicle, the following points of contact can direct you to solutions.

Porsche Centre

Your main point of contact. To find the contact information for your local Porsche Centre, visit porsche.ca and enter your postal code on the homepage.

Porsche Connect Support (Customer Care)

For assistance with Porsche Connect, Charging, or General Inquiries call 1-800-PORSCHE (1-800-767-7243) or email connect@porsche.ca.

Available 8am to 9pm EST, Monday to Friday.

Roadside Assistance

For immobility issues, call 1-800-767-7243.

Available 24/7.

Electrify Canada

For hardware issues at Electrify Canada stations, call 1-833-231-3226.

Available 24/7.



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