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WELCOME TO THE

NEXT GENERATION

OF AMERICAN LUXURY!

Improved for 2003.....footer

The Vehicle Communication System

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FCC RF EXPOSURE INFORMATION

WARNING! Read this information before using Telematics Unit



In August 1996 the Federal Communications Commission (FCC) of the United States with its action in Report and Order FCC 96-326 adopted an updated safety standard for human exposure to radio frequency electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by the U.S. The design of this Telematics Unit complies with the FCC guidelines.



Operating Requirements

To satisfy FCC RF exposure compliance requirements for a mobile transmitting device, this device and its antenna should generally maintain a separation distance of 20 cm (8 inches) or more from a person's body.

FAILURE TO OBSERVE THESE LIMITS MAY ALLOW THOSE WITHIN THE MAXIMUM PERMISSIBLE EXPOSURE (MPE) RADIUS TO EXPERIENCE RF RADIATION ABSORPTION WHICH EXCEEDS THE FCC MAXIMUM PERMISSIBLE EXPOSURE (MPE) LIMIT. IT IS THE RESPONSIBILITY OF THE USER TO ENSURE THAT THE MAXIMUM PERMISSIBLE EXPOSURE LIMITS ARE OBSERVED AT ALL TIMES DURING RADIO TRANSMISSION. THE RADIO OPERATOR IS TO ENSURE THAT NO BYSTANDERS COME WITHIN THE RADIUS OF THE MAXIMUM PERMISSIBLE EXPOSURE.

Antenna

Use only the supplied or an approved antenna. Unauthorized antennas, modifications, or attachments could impair call quality, damage the Telematics Unit, or result in violation of FCC regulations. Do not use the Telematics Unit with a damaged antenna. If a damaged antenna comes into contact with the skin, a minor burn may result. Please contact your local dealer for a replacement antenna.

FCC Radio Frequency Emission

This Telematics Unit meets the FCC Radio Frequency Emission Guidelines. FCC ID number: LXC-FD0200. More information on the Telematics Unit's MPE levels can be found from the following FCC website: <http://www.fcc.gov/oet/fccid>

FCC Notice(s):

Interference:

The Telematics Unit may cause TV or radio interference if used in close proximity to receiving equipment. The FCC can require you to stop using the Telematics Unit if such interference cannot be eliminated.

Vehicles using liquefied petroleum gas (such as propane or butane) must comply with the National Fire Protection Standard (NFPA-58). For a copy of this standard, contact the National Fire Protection Association, One Batterymarch Park, Quincy, MA 02269, Attn: Publication Sales Division.

Using Your Telematics Unit Near Other Electronic Devices:

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, RF signals from wireless devices may affect inadequately shielded electronic equipment. RF signals may affect

improperly installed or inadequately shielded electronic operating and entertainment systems in motor vehicles. Check with the manufacturer or its representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle.

Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, determine if they are adequately shielded from external RF signals.

Position Location & Emergency Service:

GPS Receiver

The Telematics Unit contains a Global Positioning System (GPS) receiver to assist the Wingcast Call Center in determining the position of the Telematics Unit. GPS is a system of satellites orbiting the earth that provide positioning and timing information. If the a call is placed to the Wingcast Call Center's Emergency Services or Information Centers, the Telematics Unit's GPS receiver collects ranging information from these satellite signals and transmits this information to the Wingcast Call Center.

The Telematics Unit's position location feature is maximized when:

- The Telematics Unit is outdoors
- The Telematics Unit is not close to tall buildings

Enhanced 911 (E911) Wireless Services

Under the rules of the Federal Communications Commission, wireless companies are required to provide Automatic Location Identification (ALI) information that enables 911 callers to be located within 50 meters for 67% of the calls and 150 meters for 95% of the calls. This position location requirement is met only if the Telematics Unit places a call to Wingcast's Call Center's Emergency Services Center. IF 9-1-1 IS STORED IN THE TELEMATICS UNIT'S PHONE BOOK, A CALL CAN BE PLACE TO 911, BUT POSITION LOCATION INFORMATION WILL NOT BE AVAILABLE TO THE 911 OPERATOR.

Following Safety Guidelines:

To operate your Telematics Unit safely and efficiently, always follow any special regulations in a given area. Turn your Telematics Unit off in areas where use is forbidden or when it may cause interference or danger.

FAILURE TO FOLLOW THE INSTRUCTIONS OUTLINED IN THIS SECTION MAY LEAD TO SERIOUS PERSONAL INJURY AND POSSIBLE PROPERTY DAMAGE

Using Your Telematics While Driving:

Talking on your Telematics Unit while driving can divert your attention from driving. REMEMBER THAT SAFETY ALWAYS COMES FIRST.

When using your Telematics Unit:

- Get to know your Telematics Unit and its features.
 - Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
 - Do not take notes or look up phone numbers while driving.
 - Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
 - Do not engage in stressful or emotional conversations that may divert your attention from the road.
 - Call the S.O.S center to report serious emergencies, or if 911 is stored in your Telematics Unit's phone book you may call 911.
 - 911 calls are free from your Telematics Unit.
 - Use your Telematics Unit to help others in emergencies.
 - Call roadside assistance or a special non-emergency wireless number when necessary.
-

Turning Off Your Telematics Unit in Dangerous Areas

- To avoid interfering with blasting operations, turn off your Telematics Unit when in a blasting area or in other areas with signs indicating that two-way radios should be turned off. Construction crews often use remote-control RF devices to set off explosives.
- Turn off your Telematics Unit when you're in any area that has a potentially explosive atmosphere. Although it's rare, your Telematics Unit could generate sparks. Sparks could cause an explosion or a fire resulting in bodily injury or even death. These areas are often, but not always, clearly marked.

They include:

- Fueling areas such as gas stations
- Fuel or chemical transfer or storage facilities
- Areas where the air contains chemicals or particles such as grain, dust or metal powders
- Any other area where you would normally be advised to turn off your vehicle engine

Knowing Radio Frequency Safety

In 1991-92, the Institute of Electrical and Electronics Engineers (IEEE) and the American National Standards Institute (ANSI) joined in updating ANSI's 1982 standard for safety levels with respect to human exposure to RF signals. More than 120 scientists, engineers and physicians from universities, government health agencies and industries developed this updated standard after reviewing the available body of research. In 1993, the Federal Communications Commission (FCC) adopted this updated standard in a regulation. In August 1996, the FCC adopted hybrid standard consisting of the existing ANSI/IEEE standard and the guidelines published by the National Council of Radiation Protection and Measurements (NCRP).

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VEHICLE COMMUNICATION SYSTEM

Welcome to the Vehicle Communication System! This manual outlines the many outstanding features that define the latest addition to American Luxury.

WHAT IT IS....

A mobile wireless communication system appearing as an option in 2003 Lincoln vehicles, the Vehicle Communication System combines Lincoln safety and luxury features with Wingcast services and technology.

WHAT YOU GET...

The Vehicle Communication System includes:

- In-vehicle hardware: Telematics Communication Unit, Cellular antenna, GPS antenna
- Four-button interface located in the rear view mirror or in the over head console to access:



Safety and security services including Emergency and Roadside Assistance



Your Personalized Information Services such as weather, sports scores, stock quotes and news



Voice-activated dialing with a qualifying Verizon Service Plan



End you call

In addition to:

- 3 years of Safety and Security Services
- 3 months of 100 minutes a month of free long-distance calls

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LINCOLN VCS IN DEPTH

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INTRODUCTION

This manual describes the features of the Vehicle Communication System, Lincoln's enhanced customer option for mobile wireless technology in the 2003 Aviator, LS, Town Car and the Navigator.

OVERVIEW

Telematics is an information service that connects your vehicle to a service provider via Global Positioning System (GPS) and cellular technology. Lincoln VCS features include:

- Automatic Airbag Notification
- Emergency and Roadside Assistance
- Route Guidance and Points of Interest location information
- Hands-free use
- Voice-activated name or digit dialing

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WHEN YOU RECEIVE YOUR VEHICLE

TESTING YOUR VEHICLE FOR PROPER FUNCTIONALITY

While Lincoln makes certain that your vehicle has been fully tested before it leaves the Assembly Plant, you may want to test the vehicle to make certain that the Telematics system works in your vehicle.

- Rotate your ignition key into “RUN”. The LEDs in your rear view mirror or on the overhead console begin to blink.
- After about 7 seconds, the LEDs must turn to solid green.
- If the LED is solid RED, please take your vehicle to your Lincoln dealer for possible repairs.

DEMONSTRATION OF TELEMATICS SERVICES

Lincoln is teamed up with Wingcast to provide you with a variety of safety and convenience services. If you would like to get a demonstration of these services, press any of the four telematics buttons on the rear view mirror or on the overhead console. You will be able to listen to a recorded voice demonstrating the services supported by that button.

ACTIVATING THE SYSTEM

To activate Lincoln VCS in your new vehicle, follow these simple steps:

1. **Activate the phone from a land line** – Call Wingcast at 1-800 (TBD) to activate the service plan of your choice. It may take upto ____ after you complete the call for your phone to be activated.
2. **Activate Lincoln VCS from your vehicle** – Press the “i” button twice to be connected with the Lincoln Response Center. Inform the Specialist that you are a new customer.
3. **Customize your Phone Book and services** – Visit your personalized website to build your phone book and customize your services.
4. **Enjoy!**

In the unlikely event the Lincoln VCS does not function properly, please contact your Lincoln dealership for assistance.

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SYSTEM CONTROLS

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GETTING STARTED

WINGCAST VOICE PORTAL

Lincoln VCS customers enjoy innovative technology through the only all-digital Verizon nationwide network. Wingcast Voice Portal is the technology behind voice-activated dialing – an alternative to manually dialing wireless phone calls. You can contact people by simply using your voice. You may also get information and services through Wingcast Voice Portal services.

Wingcast Voice Portal services include:

- Voice-activated name or digit dialing
- Personal address book
- Personalized Information Services – News, Sports, Weather, Stocks, Traffic and more...

Wingcast Voice Portal enables customers to safely and quickly access important people and information in their business and personal lives. It provides each customer with a personal Web page to manage, organize and enter up to xxx numbers in an extensive address book. By using their voices, Voice Portal customers can dial, look up directory names, modify their address book entries, and perform various voice-enabled functions.

PERSONAL ADDRESS BOOK

- For your initial setup or to add or delete names in your personal address book, visit www.wingcast.com. If you do not have access to internet, you can call Lincoln VCS specialist at 1-800- to get assistance.
- You may add your frequently used phone numbers, add numbers for each of your preset buttons and also select ring tones for each of the phone numbers. The saved ring tone for each phone number will be played whenever
- The next time you turn on your vehicle, the phone numbers will automatically get loaded into your vehicle phone book.
- Press the SEEK button left and right to view the names and phone numbers in your address book.

To access Personalized Information Services, a Lincoln VCS customer, after pressing the “Phone” button, can simply say “Call Weather,” to obtain the local, city or state weather forecast.

Sample voice commands include:

- Call Traffic
- Call Sports
- Call News
- Call Stocks

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Users can access the Main menu by saying, “Main menu.” To return to place a call, simply say “Goodbye,” or “Voice Command.” Users may also say either “Help,” “Skip,” “Start over,” or “Repeat” from any point while in the content applications. Any of these commands will trigger the system to play a prompt explaining where you are and what the active grammar is for the current location. When finished, press the “END” button to disconnect.

MAKING AND RECEIVING PHONE CALLS

Lincoln Vehicle Communication System offers customers voice-activated dialing service. It’s as easy as speaking the name of the intended contact from your address book or speaking a phone number.

1. Please note: All calls to “911” from your Lincoln VCS must be manually dialed, voice-activated dialing cannot be used for this service.

To make a Phone call:

You may make a phone call either by using the Radio/Navigation unit or by pressing the “PHONE” button on the rear view mirror. The Radio/Navigation unit allows users to access the phone directory and outdial a selected entry.

To make a phone call using the hands-free voice-activated dialing service,

1. Press the “PHONE” button on the rear view mirror.
2. When prompted, in clear tone, speak out the phone number or speak the name of the person you wish to call.
3. The Telematics module will connect you to the phone number.

Making a phone call using the navigation unit:

1. Press the “MENU” button.
2. Press “PHONE” button on the touch screen.
3. Press either the “SEEK” button to display phone numbers saved in memory or press the “TUNE” button to display the phone numbers of recently made or received phone calls.
4. When the entry of choice is displayed on the screen, press the “PHONE” button on the navigation unit to place a call.
5. You may end the call by pressing the “END” button.

Making a phone call using the radio unit:

1. Press the “PHONE/MUTE” button. (The sound system will automatically mute when the “PHONE/MUTE” button is pressed)

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2. Press either the “SEEK” button to display phone numbers saved in memory or press the “TUNE” button to display the phone numbers of recently made or received phone calls.
3. When the entry of choice is displayed on the screen, press the “PHONE” button on the rear view mirror to place a call.
4. You may end the call by pressing the “END” button.

To answer an incoming call:

1. Phone ringing plays through the car’s audio system speakers.
2. Press the “PHONE” button on the rear view mirror. (The sound system mutes when the “PHONE” button is pressed).
3. To end the call, press the “END” button.

To direct the call to voice mail:

If you do not want to take a call, either ignore the ringing of the phone or press the END button. The call will then go to your voice mail.

How to turn the ringer off for all incoming calls?

Press and hold the END button for 3 seconds. The display on your radio/navigation unit will read “RINGER OFF”. Then, when you receive calls, they will automatically go to your voice mail. You may turn the ringer on by pressing the “END” button for 3 seconds. The display on your radio/navigation unit will read “RINGER ON”.

Call waiting feature:

If you are in a conversation and you receive another call,

1. The caller ID of the incoming call is displayed in the Radio/Navigation display.
2. Press the PHONE button on the rear view mirror or the PHONE/MUTE button on the radio/navigation unit to receive the call. The first call will then be placed on hold. You may switch back and forth between the calls by pressing the PHONE button.
3. You may end an active call by pressing the END button. You will then either get a ring tone and get connected to the remaining call or you may automatically get connected to the remaining call.

How to display your phone number?

To display your phone number, press and hold the phone button for 3 seconds. Your phone number will be displayed on the radio/navigation unit.

How to retrieve your Voice Mail?

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AUTOMATIC AIRBAG NOTIFICATION

Should the airbag deploy, the Lincoln VCS system automatically calls a Lincoln Response Center Specialist ready to dispatch help. If you are unable to respond to the Specialist, an emergency service provider will be contacted and dispatched to your location.

EMERGENCY AND ROADSIDE ASSISTANCE – THE “S.O.S.” BUTTON

In an Emergency situation or for Roadside Assistance, press this button to contact a Specialist who will locate your vehicle and dispatch assistance if requested. Once the call is made, only the Specialist will be able to disconnect the call. At your discretion, the Specialist will remain connected until help arrives.

If Lincoln VCS is unable to make a connection due to network capacity or lack of coverage, the system will redial three times before displaying “Call failed” on the radio display.

THE “i” BUTTON

Press the “i” button to get access to the following services.

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COMMON SYSTEM MESSAGES

The most common messages that you may encounter on your Lincoln VCS display screen located on the radio bezel or on the overhead display are as follows:

NO SERVICE	There is no service available in that area.
RINGER OFF	The phone ringer has been turned off.
RINGER ON	The phone ringer has been turned on.
A-ROAM	The phone is in analog roaming state.
D-ROAM	The phone is in digital roaming state.
SIGNAL)))))	In coverage state, this indicates the phone signal strength. The strength indicator varies from one to five right parenthesis “)” characters, scaled across the range of signal strengths.
PHONE IN USE	Displayed on the overhead console during an active phone call.
CONNECTING	Phone call is in the process of getting established
RECONNECTING	Phone is trying to reconnect an emergency call
REDIALING	Re-dialing a disconnected emergency call
NETWORK BUSY	The call may not have gone through because the cell network is busy
NO CALLER ID	The incoming call has no caller ID
ID BLOCKED	The caller ID for the incoming call has been blocked by the sender
INFO	INFO button was pressed.
EMERGENCY	The SOS button was pressed or an airbag activation was detected
END OF CALL	Call has been terminated
VOICE DIAL	Phone button was pressed

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SIGNAL FADED

Phone connection was lost

DEMO

Indicates that the system is in demonstration mode. The service was not signed up

INITIALIZE

Displayed when the phone is being initialized

Please reference the Customer FAQs for additional messages.

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LINCOLN PARTNERS

Wingcast LLC:

Verizon Wireless:

Oracle:

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WHEN SELLING YOUR VEHICLE OR WHEN TURNING IN A LEASED VEHICLE

How do disconnect your services when you sell your Lincoln vehicle or at the end of your Lincoln vehicle lease....

At the end of your lease, please call the Lincoln VCS Specialist to turn off your services. You may reach the Lincoln VCS Specialist by

2. Calling a toll-free number
3. Pressing the “i” button to get connected to a VCS Specialist

WARRANTY INFORMATION

The vehicle components carry the standard Lincoln vehicle warranty.

VEHICLE COMMUNICATION SYSTEM LIMITATIONS

An overview of several limitations in the 2003 Vehicle Communication System model:

- The system may be inoperative if the vehicle has been involved in an accident damaging one or more of its components.
- Connection limited by atmospheric and topographical conditions.
- Connection limited by cellular network capabilities and infrastructure.
- The vehicle must be running or the ignition must be turned on to either “Acc” or “Run” position.
- The performance of the antenna maybe deteriorated if the antenna is obstructed by objects loaded onto the roof-rack that would cover the antenna, such as canoes.
- Global Positioning Satellites are used to deliver location information and this information may not be available if the signal is obstructed.
- Vehicle Communication System is powered by the vehicle’s battery and will not operate if the battery is discharged or disconnected.
- Lincoln Response Center specialist will make all reasonable efforts to contact the Public Safety service providers but cannot be held responsible for their response time or their activities.
- Drivers have the responsibility to pay primary attention to the road and drive safely. A driver should pull over to a safe parking spot before using the Vehicle Communication System services. Drivers who allow themselves to become distracted may cause an accident. Please use the technology responsibly.

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CUSTOMER VEHICLE COMMUNICATION SYSTEM FAQs

What are my Lincoln VCS Safety and Security, Route Guidance and Points of Interest location information service options after the 3-month introductory period?

Lincoln anticipates that these services will be available after the 3-month introductory period. A mailing will be sent to you prior to the end of the introductory period, providing pricing and available services. Should your address change, be sure to update the Lincoln Response Center.

What is the warranty coverage on Lincoln VCS?

Lincoln VCS option is included in the Lincoln's standard vehicle warranty.

What are the Service Plans available for Vehicle Communication System?

What is Verizon Wireless' coverage area?

What are my options if I am a current Verizon Wireless customer?

Can I transfer a non-Verizon phone number to Lincoln VCS?

Can I choose an air carrier other than Verizon Wireless?

Can multiple phone numbers operate in the same VCS-equipped 2003 Lincoln vehicle?

Who should I call if I have problems with the Lincoln VCS system?

Issue	Contact	Phone	Web Page
In-vehicle hardware	Local Lincoln Dealer		www.lincolnvehicles.com
Function of Lincoln VCS system	Wingcast		
Activations	Wingcast		
Coverage issues: <ul style="list-style-type: none">• Coverage• Billing	Wingcast		
General questions	Lincoln Customer Relationship Center	1-800-521-4140	www.lincolnvehicles.com

Can I use the “i” or “S.O.S.” buttons to report problems with the Lincoln VCS system?

No. The “S.O.S.” and “i” buttons are for Telematics services only. Please contact the appropriate party as outlined above if you experience problems with the Lincoln VCS system/

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What other system messages might appear on the radio dial?

The following messages may appear on the radio display when you use the Lincoln VCS system. These are system status messages, which indicate the current operation of the Lincoln VCS system. The following table summarizes all the system status messages and their associated meaning.

System Status Messages	Meaning
PHONE ERROR	Message indicates that the phone system has an internal failure. Please take it to a local Lincoln dealer for repair.
STUCK BUTTON	One of the buttons on the rear view mirror or on the overhead console is stuck. Please go to your Lincoln dealer to get it fixed.
MIC ERROR	The microphone in your vehicle does not work. Please go to your Lincoln dealer to get it fixed.
CONFIG ERROR	Message indicates that the phone system has an internal failure. Please take it to a local Lincoln dealer for repair.
GPS ERROR	The phone system detected an error with the GPS (Global Positioning System) module. Please visit your Lincoln dealer to get it fixed.
PHN UPDATED	This display is shown when ignition is turned on to indicate that the phone book has been downloaded to the vehicle.
DATA XCHANGE	This message is displayed when the phone is exchanging data with the service center during an emergency call.
DOWNLOADING	Downloading phone directory from the web into the vehicle
LT	Shows the latitude of the current position
LN	Shows the longitude of the current position

Can you place a 3-way call from your vehicle?

No. You will not be able to place a 3-way call from the vehicle.