



INFINITI.  
EMPOWER THE DRIVE™

# INFINITI WIFI FAQ

## HOW DO I ACTIVATE THE INFINITI WIFI POWERED BY AUTONET MOBILE?

Login using a desktop or mobile device to activate online at [www.infinitiwifi.us/activation](http://www.infinitiwifi.us/activation) or at <https://signup.autonetmobile.com>. Simply enter your basic information and Serial Number found on the Activation Card supplied in your glove box.

## HOW MANY USERS CAN BE CONNECTED TO WIFI BY AUTONET MOBILE SERVICE?

Up to 5 users can be connected to an Autonet Mobile connection.

## HOW DO I CONNECT A WIRELESS ENABLED DEVICE TO THE ROUTER?

Search for a network on your wireless device and connect to a wireless network that contains the name Autonet (e.g Autonet 1234). When a connection to the router has been established you may access the Internet from your wireless device.

## IS THE WIFI SYSTEM PASSWORD PROTECTED?

Yes, Infiniti WiFi system can be set up with password protection. Visit [www.infinitiwifi.us/activation](http://www.infinitiwifi.us/activation) and download the User Guide to learn about password setup and configuration.

## WHAT IS THE WIFI RANGE FROM THE VEHICLE?

WiFi ranges 50 to 100 feet from the vehicle. The range varies depending on the surrounding interference and obstructions in the signal path.

## WILL THE WIFI BY AUTONET MOBILE WORK IN MY AREA?

Autonet Mobile's service runs on the largest nationwide 4G LTE network available in the United States. Our coverage map is available on the website at [www.infinitiwifi.us](http://www.infinitiwifi.us) at the footer of the page and click the "View Coverage Map" link to view the full coverage map.

## HOW MUCH DOES THE WIFI SERVICE COST?

WiFi subscriptions start at \$19.95 for a 1GB plan and \$59.95 for 5GB plan per month.

## CAN I MONITOR HOW MUCH DATA IS USED ON A MONTHLY BASIS?

You may monitor your usage by logging into the My Account page on [www.infinitiwifi.us](http://www.infinitiwifi.us) or at <https://my.autonetmobile.com>. You can set and receive notifications when the monthly plan limit is reached.

## WHICH WIFI DEVICES WORK WITH AUTONET MOBILE SERVICE?

All WiFi enabled devices work, ie. smartphones, tablets, laptops, desktop computers, etc.

## IS A SERVICE CONTRACT REQUIRED?

No service contract is required. However we offer yearly subscription plans for a discounted rate.

## DOES THIS SERVICE WORK IN OTHER COUNTRIES?

Service is currently available in the continental United States, Alaska and Hawaii.

## WILL THE WIFI WORK WITH MY EXISTING CELL PHONE CARRIER?

Infiniti WiFi is powered by Autonet Mobile, Inc., which is an independent internet service and service provider.

## DOES THE BATTERY DRAIN ON ACCESSORY MODE IF USING THE WIFI FOR A LONG PERIOD OF TIME?

Autonet Mobile offers a battery safe mode, when reaching low levels the Autonet Mobile system will shut off.

If you have any questions regarding your subscribed WiFi services, please contact Autonet Mobile customer service at 1-800-977-2107 or email [support@autonetmobile.com](mailto:support@autonetmobile.com). For more information, please visit us at [www.infinitiwifi.us](http://www.infinitiwifi.us)

Infiniti WiFi powered by Autonet Mobile

Driving is serious business and requires your full attention. Only use Infiniti WiFi powered by Autonet Mobile when safe to do so. Only available on select models. See <http://www.infinitiwifi.us> for complete availability details. Never program while driving. Cellular network and GPS signals not available in all areas and/or at all times. Technology is evolving, and changes to cellular networks provided by independent companies or other third party changes that impact Infiniti WiFi Services are not within Infiniti's control. Should a third party or Autonet Mobile terminate or make changes that impact the service, service may be terminated without notice and Infiniti shall have no liability. Enrollment and Subscription Agreement is required to receive full suite of Infiniti WiFi Services through Autonet Mobile. Subsequently the respective paid subscription for WiFi is at the then current rate to continue to receive respective services. Terms and conditions of Subscription Agreement then apply. Text rates and/or data usage may apply.

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