



www.ParkMagicChicago.com

Customer Service 888.317.5690

Quick Guide

ParkMagicChicago Overview

ParkMagic is a totally new system that allows you to wirelessly pay for parking, simply and efficiently. The ParkMagic system (referred to herein simply as the “ParkMagic System”) works with your cell phone, a ParkMagic pre-paid parking account and an in-car meter that will sit on the dashboard of your vehicle. When you are ready to park call 1-888-4TO-PARK and enter the zone number and duration you wish to park. After your prepaid account is validated for available funds, a wireless text message--your parking receipt--is transmitted to your in-car meter. This message displays the requested parking zone as well as the date and time the meter expires.

Installation

The box you received from ParkMagic includes: an in-car meter, a holster, two AA batteries, a Velcro™ tab for affixing the in-car meter to your dashboard¹ and a rear window sticker. The rear window sticker must be placed in the upper middle portion of the rear window of your vehicle. The sticker alerts enforcement personnel that you are a ParkMagic customer. Remove the in-car meter from the holster and insert the batteries. Once you have closed the battery compartment, the unit will activate automatically and show the message “ParkMagic”

You may use the provided holster to mount the unit on your dashboard or you may set it loosely on the passenger side of the dashboard each time you park, just be certain to place so that the display on the in-car meter is

¹ The Velcro tab provided to affix the holster to your dashboard uses an adhesive. Upon removal, this may leave a residue on certain materials. The residue is normally removable by cleaning but if this is of concern to you, do not to use the supplied Velcro.

visible from the street on the passenger side of the vehicle.

If you choose to use the holster, locate a position on the passenger side of the dashboard that will accommodate both the holster and in-car meter without either item coming in contact with the windshield. Also when the in-car meter is inserted in the holster, its screen should be visible from outside the vehicle. You may elect to attach the holster to the passenger side of the dashboard using the Velcro tab. Insert the unit into the holster and slide forward until it clicks into position.

About Your ParkMagic Display Unit²

Battery Life

Based on your individual usage patterns, the battery life of the typical in-car meter is anywhere from 4-6 months. When the battery is low a red warning light will illuminate and flash at the top of the in-car meter. Additionally, your unit will receive an on-screen battery warning. When this occurs, you should replace the batteries as soon as possible to ensure no loss of use.

Excessive Heat

The in-car meter uses a special screen designed to withstand the extreme temperatures that can occur within a vehicle. Nevertheless, in circumstances of excessive heat you may notice some darkening of the screen. However, once the temperature inside the vehicle has cooled off, the screen should recover within minutes without any action on your part.

²This in-car meter complies with part 15 of the FCC Rules. Operation is subject to the condition that this in-car meter does not cause harmful interference

No Display

In rare instances your in-car meter may not display any - or all - of the message that was transmitted due to congestion in the wireless network or low battery status. If you experience this and did not receive an error when you called 1-888-4TO-PARK, then you should not use the ParkMagic service for that parking session. Rather, you should pay in the traditional manner and then contact ParkMagic support at 888-317-5690 for assistance. You will need your in-car meter number ready when you call.

Security

Your in-car meter is useless to anyone other than the subscriber as the user must be in possession of the unit and a cell phone associated with it. However, if the unit is lost or stolen, please report the loss immediately to ParkMagic support at 888-317-5690 so that the unit can be deactivated. Customer Service Personnel will assist you in obtaining a replacement in-car meter.

Using ParkMagic

You can pay for parking with ParkMagic in-car meter in any part of the city. Once your car is parked, simply call the designated number **1-888-4TO-PARK (1-888-486-7275)**. It is also necessary that you place the call from the cell phone or phones associated with the in-car meter and your account with ParkMagic.

Before using the ParkMagic in-car meter, please verify that you are legally parked. Even though a parking space may be metered or located near a pay and display, parking restrictions, including rush hour parking, may be in effect. Posted restrictions, including rush hour restrictions, must be obeyed at all times.

When you place the call, the system will ask you to select a zone number 1 through 3. It is the responsibility of the parker to determine the correct zone to enter. Zone maps and descriptions have been sent to the email addresses on file and are available at www.ParkMagicChicago.com. Next the system will ask you how many hours you wish to park. Select the number of hours from your keypad- "1" for one hour, "2" for two hours, etc. Time may only be added in hourly increments up to 2 hours. The system checks your account balance for sufficient credit and confirms your request. Within moments the display screen on your in-car meter will be updated to show the time and date the permit expires.

If your pre-paid account balance is running low, you will be alerted when you call into the system to request a parking receipt. It is advisable that you reload your account at that time at www.ParkMagicChicago.com or via Customer Support (**888-317-5690**) to ensure sufficient credit for your next

parking event. If you do not have enough credit to park, the system will alert you that you need to reload your account. If this happens, the system will not issue you a wireless parking receipt and it will be necessary for you to pay using traditional means.

When you have completed your parking session, remove the unit from its holster and place it in a secure location, for example the glove compartment, to ensure the safety of those in the vehicle while in motion. The in-car meter should remain secured at all times that the vehicle is in motion.

Please note that the ParkMagic device must not be used in private lots, Chicago Park District Property, or other areas not designated as metered portions of the public way.

Adding Additional Users

Motorists other than those whose phone numbers are indicated on your account will not be granted use of your in-car meter, however you may allow up to 6 additional users on your account. To allow another individual to use your in-car meter call Customer Support on 1-888-317-5690.

Please note the following:

- Only the owner of the in-car meter will have access to the account financial information. Users added subsequently can use your in-car meter to park but cannot access account information.

- In-Car meters should not be used in vehicles that lack a ParkMagic decal sticker. If you wish to use your in-car meter in other vehicles, for example, other family vehicles, please ensure that the vehicle is displaying a ParkMagic Chicago sticker. If you need additional stickers, please call 1-888-317-5690 and request additional stickers. These will be mailed at no cost to you.

What to Do If You Get a Ticket

If you have paid for parking with the ParkMagic system, indicated the correct zone number, and your unit was in working order and visible from the street, then you should not be ticketed for non-payment during your parking session. However, if you do receive a ticket and wish to dispute it, you must follow the process mandated by the City of Chicago. You can access your parking history online via www.ParkMagicChicago.com, search for and download the record of your parking transaction that coincides with the ticket you received. If your citation is for a Meter Violation (section 9-64-190(A) or 9-64-190(B) of the Municipal Code only) and your ParkMagic online parking history indicates that you had paid for parking at that time then you should call customer service at 888-317-5690. At the time you make the call please have your Violation with you and give the representative the ticket number, the date of issuance and the time of issuance. Parkmagic will forward this information to the City of Chicago Department of Revenue for review. No further action should be required on your behalf unless you are contacted by the Department of Revenue for additional information. The ParkMagic system simply provides you with documentation of your transaction that can be used as

evidence in your dispute.

Motorists are responsible for tickets issued as a result of indicating the wrong zone number at the time of activation.

Re-Loading Your ParkMagic Account

Adding additional pre-payment parking credit to your ParkMagic account is simple; just log on to www.ParkMagicChicago.com and select, Reload My Account. There you will be prompted to select an amount of parking credit to be applied to your account and to enter your credit card information. You also have the option of having value loaded to your in-car meter automatically. If you do not have access to the internet but need to add credit to your account, simply call 888-317-5690 and speak to a ParkMagic customer support representative. All purchases will be reflected as "ParkMagic Chicago Purchase or Recharge" on your credit card statement. All purchases are final and no refunds will be made after purchase.

Checking Your Account Balance

To check your balance at any time, call 888-317-5690 using the same cell phone you used when you activated the ParkMagic service. You may also access your account balance online via www.ParkMagicChicago.com

Getting Help

If you have any questions, simply contact ParkMagic as follows:
Email: Info@ParkMagicChicago.com

Phone: 888-317-5690



Welcome to ParkMagicChicago

Quick Reference Guide

1. Before activating your In-Car Meter, please check the area for signs indicating applicable parking restrictions
2. To pay for parking call 888.4TO.PARK (888.486.7275) from the mobile phone associated with the account
3. Follow voice prompts to enter zone number
4. Follow voice prompts to enter desired

- amount of parking time
5. Confirm electronic parking validation on
 6. Before initial use place the included decal in the lower right-hand side of the vehicle's rear window and place the In-Car Display on the front dashboard where it will be visible from the street
 7. Zone numbers are displayed on all parking meters and Pay & Display units in Chicago. For a complete list and maps go to www.ParkMagicChicago.com

For customer service, Account Information or to fund your account call 888.317.5690 or go to www.ParkMagicChicago.com and enter your User ID and Password.