



Connex Mercedes User Manual

Connex Mercedes

Introduction

Connex Mercedes is an advanced security system which increases the security on your vehicle and includes a 24/7 Secure Operating Centre (SOC) service that manages theft alerts, theft response and stolen vehicle tracking and recovery.

In case of theft, your vehicle will be tracked and located by the SOC. Once located, the police will know the speed at which it is travelling, the road it's on and even the direction of travel - vital information to help them locate and recover your vehicle without engaging in a potentially dangerous high-speed pursuit.

In short, CSE Connex gives you the best chance of ensuring your vehicle remains yours.

To call CSE SOC

1. Press SOS on your Connex mobile app
2. Call +603 5888 0000 (24 hrs)

Precaution

To reduce the possibility of the vehicle being broken into or stolen, the following precautions should always be taken when leaving the vehicle unattended.

- Always park in an area where there is GSM coverage - you can verify this with your mobile phone.
- At night, park in a well illuminated area.
- Never leave the security card in the vehicle, refer to information under the heading "Security card" on page 6.
- Close all windows. The smallest gap could present an opportunity to a thief. Take all valuables with you or lock them in the glove box or boot compartment.
- Ensure all doors and boot compartment are locked and the anti-theft alarm system is armed.

Connex Mercedes

Connex mobile app

To stay in touch with your vehicle, you can download the Connex mobile app from the Apps store for IOS or Google Play for Android devices.

The name of Connex mobile app is “My Connected Car”. To use the app, you will need your Client ID and password.

Your Client ID is printed on your Welcome Letter and Password will be sent to you in your SMS Welcome message.

If you need assistance with your Client ID and Password, call CSE SOC.

Connex mobile app features



SOS

To call CSE SOC for any enquiry or to report a theft.



My Account

This feature allows you to view your CSE Connex account details and to change your password for access to the mobile app.



Security

Crank Inhibition (if fitted)

This function can be used if you need to remotely inhibit the vehicle engine. If the vehicle is stationary, it cannot be started. If it is moving, it will prevent it from being restarted after the ignition has been switched off.

System Disarm

In case you forget the security card and its battery is low, you can disarm the security system for 5 minutes in order to start the vehicle engine and drive without triggering a false theft alert.

Dissuasion (if fitted)

If required you can start a dissuasion sequence by activating the horn and/or the blinkers (e.g. you can set this function if you want to locate your car in a parking lot).



Car Finder

This feature allows you to locate your vehicle and view its location on a map.



Geofence

Zone In - this feature allows you to set a “Fence” on a zone, e.g. your house. If your vehicle enters the “Fence”, you will receive an alert on your mobile app.

Zone Out - this feature allows you to set a “Fence” on a zone e.g. the location where your vehicle is parked. If your vehicle exits the “Fence”, you will receive an alert on your mobile app.



Speed limit

This feature allows you to set “Speed Limit” on your vehicle and each time the speed limit is exceeded, you will receive an alert on your mobile app.



Special modes

Garage mode - if your vehicle is to be sent to a “Service centre” and if the vehicle battery is expected to be disconnected, use this feature to set your vehicle to “Garage mode” to avoid false tracking of your vehicle by the SOC.

Transport mode - if your vehicle is to be towed or transported, use this feature to set your vehicle to “Transport mode” to avoid false tracking of your vehicle by the SOC.



Multi vehicle management

This feature allows you to get connected to your fleet of vehicles fitted with CSE Connex - for you to get access to your fleet with the same smartphone.

Connex Mercedes



Theft alert

If your vehicle is driven without your security card, towed, vehicle battery or system is disconnected or sabotaged, the system will send a theft alert to the SOC to start tracking your vehicle. You will be alerted of the theft by SMS, on your mobile app and a call from the SOC. If theft is confirmed, the SOC will continue to track and collaborate with the police for recovery



Alarm trigger - Intrusion alert

If connected to the vehicle alarm system, in case of an alarm trigger, you will receive an alert on your mobile app.



Security card battery low alert

If the security card battery is low, you will receive an alert on your mobile app. Replace the battery immediately. If the battery is not replaced, to avoid continuous false tracking of your vehicle, the SOC may have to deactivate security card protection on the system. This will void your Compensation Guarantee.



Vehicle battery low alert

If your vehicle battery is low, you will receive an alert on your mobile app. Check the battery immediately.



Device battery low alert

If the telematics device back up battery is low, you will receive an alert on your mobile app. Call CSE SOC immediately.



System health check

Monthly system health check is performed to ensure that the system in your vehicle is functioning normally. If the system fails to respond during the health check, you will receive an alert on your mobile app and a call from the SOC.



Important

In case of health check failure, you should make the vehicle available to the SOC to troubleshoot the fault as soon as possible. Your Compensation Guarantee is only valid if system health check is without any reported issue.



Codes transmission

If you have forgotten your user name and password, you can call the SOC who will transmit your information by SMS to your registered phone number.

Should you request the SMS to be sent to a non-registered number, the SOC will send the information to the number that you have provided.

You will also receive a confirmation SMS in your registered phone number as a security check.



SMS credit for your mobile app

When you use your Connex mobile app, the communication with your vehicle is by SMS.

With your service subscription, every month, your account will be credited with 100 SMS for your use.

SMS usage:

Car finder: 2

Speed limit to set: 2, to receive an alert: 1

Geofence to set: 2, to receive an alert: 1

Connex Mercedes

Compensation Guarantee (CG)

Connex Mercedes is a unique compensation payment towards the implications associated with vehicle theft.

Event	Condition	CG
		Connex Mercedes
Vehicle repair cost	If vehicle is stolen and is recovered within 72 hours, compensation towards vehicle repair cost.	up to 5K
Total loss	If vehicle is stolen and is NOT recovered within 72 hours, compensation with: 1. Cash towards the cost of inconvenience and loss of NCB. 2. Credit towards the purchase of a new Mercedes-Benz from an Authorised Mercedes-Benz Dealer.	10K
		20K

* Terms & Conditions of the CG

In case of claim, you will need to provide:

1. CSE CG claim form
2. Police report
3. Copy of your I.C.
4. Copy of your Insurance claim form (if vehicle is not recovered)
5. Copy of your original vehicle repair bill (if vehicle is sent for repair after recovery)

Note

1. Compensation Guarantee not applicable for commercial vehicle.
2. In case of a health check failure alert, the vehicle should be made available to the SOC for fault checking and rectification immediately as the Compensation will not be valid until any reported fault is resolved.
3. In case of manual theft declaration (when you call our SOC to report a theft), Compensation is only valid if the SOC is able to establish connection and track your vehicle. If connection and tracking are successful, you will receive an SMS alert that the SOC is managing the recovery of your vehicle.
4. In case of automatic theft declaration (the system in the vehicle has declared a theft), the SOC will attempt to call you immediately for verification of the theft. If unsuccessful, the SOC will leave a text message for you to return call urgently and proceed to terminate the theft alert. In case of non-recovery, your Compensation will not be valid.
5. Credit validity period is 6 months from date of police report.

Connex Mercedes

Security card - automatic driver recognition

Important

Please drive your car with your security card.

Failure to detect the presence of your security card, your vehicle will automatically be declared under theft and our Secure Operating Centre (SOC) Control Room will activate Stolen Vehicle Recovery (SVR) process on your vehicle.

2 Security cards are supplied with the system.

The security card should always be carried with you and not left inside the vehicle.

The security card has to be switched ON for it to work.

To switch ON, briefly press the button on the card until the LED indicator starts flashing.

If the security card is to be kept, it is advisable to switch the card OFF to conserve the battery. To switch OFF, press the button on the card for around 8 seconds till the LED indicator goes off.



A maximum of 4 security cards can be programmed to the system at any one time. If additional security card is required, contact CSE SOC.

Security card operation - automatic system activation with security card

Switch off ignition and take the security card with you when you leave the vehicle.

If the card is a sufficient distance away from the vehicle, the system will arm after approximately 70 seconds. If the card is in close proximity to the vehicle after ignition is OFF, the system will arm after approximately 3 minutes. After the system is armed, any attempt to move the vehicle will be detected.

Security card operation - driving the vehicle

When you enter your vehicle, the system will wake up by detecting vibration e.g. door or boot slammed shut or when you turn the ignition ON. When the system is awake, it will automatically start to scan for the presence of your security card. Once your card is detected, the ADR LED indicator will stop flashing - confirming that the card has been detected and the system is disarmed.

Once your ignition is switched ON, the ADR LED indicator will continue to flash if the security card is not present or cannot be detected. In this instance, if the vehicle is driven for a duration of more than a minute, the system will send a theft alert to the SOC to start tracking your vehicle.

Security card - test

You can test that your security card is connected to the system by using the card button as follows:

1. Switch ignition ON.
2. Press and hold the security card button - the ADR LED indicator in the vehicle will flash to confirm that the system is communicating correctly.

Security card - lost

Lost security card should be reported to the SOC immediately so that the lost card can be excluded from the system.

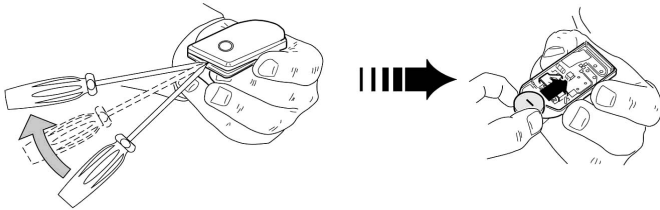
Note

The security card is deliberately designed without a key holder so that the car key cannot be attached to it to avoid anyone from knowing there is a tracking security system fitted.

Connex Mercedes

Security card - battery low

If the security card LED flashes in an irregular way or fails to flash when the button is pressed, this indicates that the battery voltage is low - you will receive an alert on your mobile app that your security card battery is low. Replace the battery CR2032 with new immediately.



i Important

False tracking by the SOC

If the security card battery is low or the security card is not detected by the system once your vehicle is driven for more than a minute, the system will send a theft alert to the SOC to start tracking your vehicle.

To avoid continuous false tracking, the SOC may have to deactivate security card protection on the system (Forced unset mode). Without security card protection, your CSE Compensation Guarantee is void. We strongly advise that you replace the battery immediately and to always carry your security card with you when you drive your vehicle.

CSE Subscription Renewal Portal

You can login to www.cse.com.my/payment and renew your subscription directly. Please call SOC at +603 5888 0000 for more info.

Change of details

Should any of your personal details change, call CSE SOC.

Ownership transfer - you would like to transfer ownership of the vehicle with the system to a new owner.

System transfer - you would like to remove the system from your vehicle and to reinstall to a new vehicle and continue the service.

Mobile phone change - you would like to change your mobile phone number registered with the SOC with a new number.

Warranty

System warranty - 4 years from date of first service activation.

The warranty is only valid for faults to parts due to manufacturing defects.

If the system is installed to a vehicle with manufacturer's approval as an approved accessory, the CSE Connex warranty will follow the car manufacturer's warranty terms and conditions.

If the system is installed to a vehicle without manufacturer's approval, CSE will cover the cost of any damages that have been proven to be caused by the CSE Connex installation or device. Damage coverage will be limited to wiring circuits that are used by CSE Connex and any damage to the vehicle that is caused by installation or device failure as a result of manufacturing defect.

User privacy

Access to the vehicle information can only be carried out through the smartphone application with owner's unique Client ID number and personalised Password. User privacy is assured.

Customer service

More information on CSE Connex is available on our website www.cse.com.my or call **CSE SOC +603 5888 0000** for any information or customer service you need.

CSE Telematics Sdn Bhd (266739-U)

PAT SQUARE

CSE Building

Jalan Pelukis U1/46,

Glenmarie,

40150 Shah Alam.

Selangor D.E., Malaysia.

Connex Mercedes