



# Connex for Mitsubishi User Manual



# Connex for Mitsubishi

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## Introducing Connex for Mitsubishi

**Connex for Mitsubishi** is a Vehicle Telematics System that gives you Safety, Security & Connectivity wherever your journey takes you.

Whether you are involved in an accident or require roadside or medical assistance, **Connex for Mitsubishi** can provide **24/7 Security & Assistance** depending on your emergency needs.

**Connex for Mitsubishi** is a priceless lifeline during emergencies!

# Connex for Mitsubishi

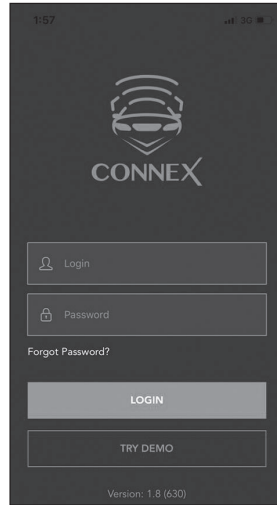
## Connex for Mitsubishi Services

### Connex Mobile App

To access **Connex** services, download “**CSE Connex**” mobile app from App Store or Google Play.



Open “**CSE Connex**” app and sign in by entering your Login and Password which will be sent to you via SMS and email upon activation of your **Mitsubishi Connex** system.



### Services

#### Automatic Accident Alert & Response

In case of an accident, our **24/7 Secure Operating Centre (SOC)** will contact you and arrange for the necessary emergency assistance services.

If the severity is high and there is no response from the vehicle, our SOC will call **MERS 999** to dispatch emergency vehicles (Ambulance and Police) to your location immediately.

#### Enhanced Roadside Assistance

In case of a breakdown (e.g. minor accident, flat vehicle battery, tyre puncture etc.), press “**Report breakdown**” on your Connex mobile app to call **Mitsubishi Assist 24HRS**, who will then send a tow truck to your location as soon as possible.

#### Emergency Assist

In case of a medical emergency (e.g. a heart attack, or you witnessed an accident and someone needs help), press “**Report emergency**” on your Connex mobile app to talk to our SOC to request for medical assistance.

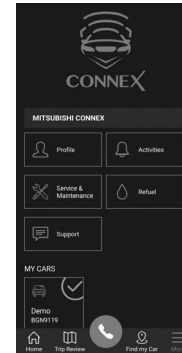
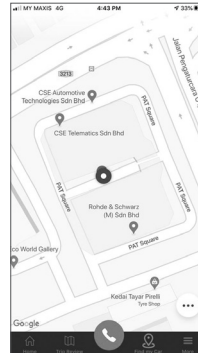
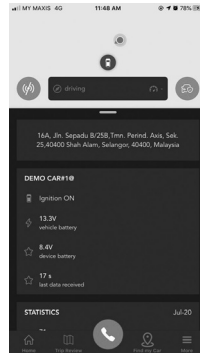
Our SOC will contact **MERS 999** to send the nearest ambulance to you as soon as possible.

#### Vehicle Theft Recovery

In case of vehicle theft, press “**Report car theft**” on your Connex mobile app to call our SOC. After verification, our SOC will activate “**Stolen Vehicle Tracking**” procedure on your vehicle and will liaise with the Police for Recovery immediately.

# Connex for Mitsubishi

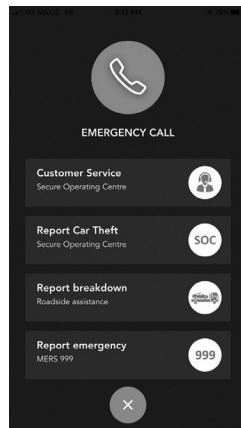
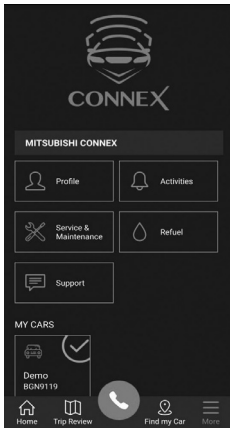
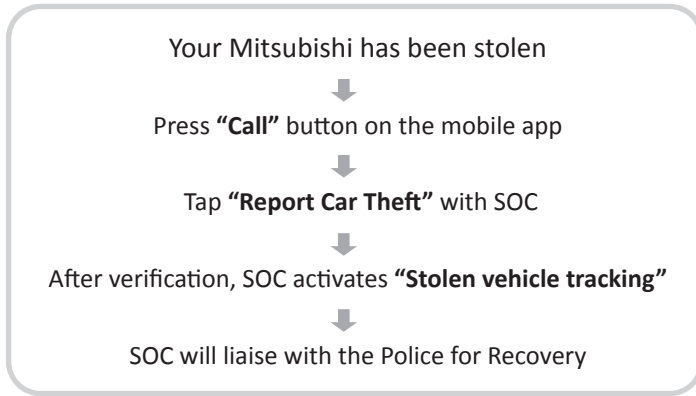
## Mobile App



<b>Safety</b>	
Speed alert	Receive alerts if set (speed limit exceeded)
Driving score & Trip review	Review score and check how you have driven based on acceleration, harsh braking and harsh cornering
Automatic accident alert and response	Ambulance, Police
SOS button	Emergency assistance (Ambulance)
bCall button	Breakdown assistance (Tow truck by <b>Mitsubishi Assist 24HRS</b> )
<b>Security</b>	
Smart alarm	Receive alerts if vehicle is started, towed, or battery power disrupted
Call button	Customer service, report car theft & emergency calls
Find my car	Real-time tracking on Google Maps, satellite and street view, traffic information
Theft alert management	Battery disconnected, device sabotaged
Stolen vehicle recovery	By <b>24/7</b> Secure Operating Centre (SOC)
App protection	You can set <b>passcode</b> to <b>lock/unlock</b> your mobile app
<b>Connectivity</b>	
Car status	Ignition <b>ON/OFF</b> parked, driving, last parked address
Service and maintenance reminder	You will be reminded to service your vehicle on time

# Connex for Mitsubishi

## Stolen vehicle tracking



## Terms and Conditions for the Provision of Stolen Vehicle Tracking (SVT) and Emergency (eCall) Services

1. If vehicle is stolen, press **“Call”** button on your Connex mobile app. Tap **“Report Car Theft”** to speak to our Secure Operating Centre (SOC) Consultant. Upon verification, our SOC Consultant will then activate stolen vehicle tracking process on your vehicle.

Alternatively, you may call **03-5888 0001** to reach us directly. SOC will be working with the Police to recover the stolen vehicle. We do not guarantee recovery as it is dependent on the sole discretion of the Police and many other factors.

2. Our system is designed to perform periodical automatic health checks. In case of a health check failure alert or low battery alerts, you will receive a push/email notification. Upon receiving the push/email notification, you are required to call our SOC at **+603 5888 0000** soonest possible to make arrangements for your vehicle to be checked as soon as possible. Any delays to troubleshoot the units may affect the provision of SVT and/or eCall services.

3. In case of automatic theft alerts generated from the telematics device in your vehicle (e.g. device sabotage or battery disconnect), you will be alerted via push/email notification. Please check if your vehicle is safe with the Connex app. Tap **“Report Car Theft”** and speak to our SOC if your vehicle is stolen.

4. **Emergency Call (eCall)** service is provided through **MERS 999**. The service level is dependent on **MERS 999** and the availability of the ambulance service from the nearest hospital to the accident site.

# Connex for Mitsubishi

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## Subscription Renewal

Your package includes 3 years service effective from the date of your service activation. A reminder will be sent to you 1 month before the end of your service.

Please call **SOC** at **+603 5888 0000** to renew your subscription directly.

## Change of Details

Should any of your personal details change, please call our SOC.

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

**Mobile phone change** - if you change your registered mobile number, please call SOC to update your new number into the system.

## Warranty

Product warranty is 3 years (excluding battery) from the date of contract activation except in the event of loss or damage due to misuse, tampering, wilful default to gross negligence by the Customer.

CSE undertakes at its cost and expense, to repair or rectify defects or faults in the Product or replace the same for the Customer if necessary.

### **Note**

All features and specifications are subject to change without prior notice.

## User Privacy

Access to the vehicle information can only be carried out through the smartphone application with owner's unique Login number and personalised Password.

## **Contact Us**

For more information, please contact Connex for Mitsubishi Service Provider:

### **CSE Secure Operating Centre (SOC)**

Tel: +603 5888 0000

Emergency : 24 hours daily

Customer Service: Mon to Sat, 9am to 7pm

Email: [customerservice@cse.com.my](mailto:customerservice@cse.com.my)

Website: [www.cse.com.my](http://www.cse.com.my)

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