

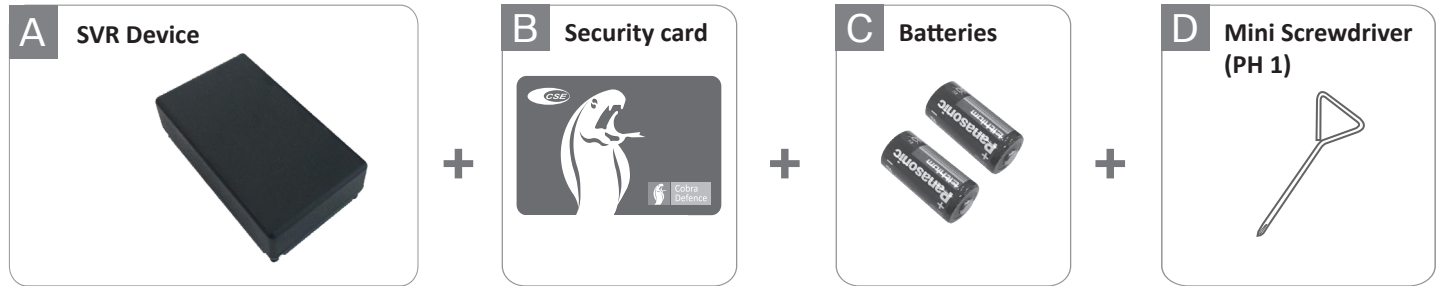
Connex Defence
User Manual

Connex Defence

Introducing Connex - Safety & Security when you need it

An advance telematics system with **Safety & Security** services to help you in your time of need by keeping you and your vehicle safe and secure at all times.

Your **Connex Defence** package comes with..



- A** 1x Self powered SVR device for enhanced vehicle security hidden in cabin or trunk
- B** 1x Security card
- C** 2x CR123A batteries
- D** 1x Mini Screwdriver (PH 1)

Connex Defence

Device Positioning Guide

We recommend to position the device at the area highlighted in **Figure 1** (vehicle passenger cabin) or **Figure 2** (rear luggage compartment).

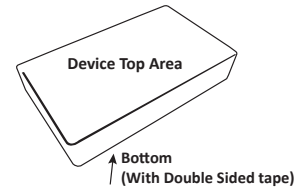


Figure 1
Vehicle passenger cabin

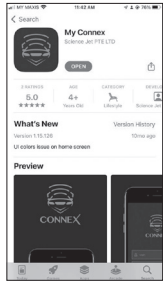


Figure 2
Rear luggage compartment

Please ensure the device top area is not covered by any metal panel to avoid signal disruption.



Download My Connex Mobile App



Download **My Connex** mobile app from **App Store** or **Google Play Store**.

Login to My Connex mobile app using the username and password sent to you via **SMS** during activation of the device.



Connex Defence

Key Features



- Compact, wire-free and easy to hide anywhere in the vehicle



- Global roaming SIM



- Cannot be scanned/detected - always sleeping



- Wakes up 3x a day to check for theft message



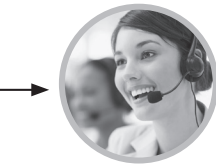
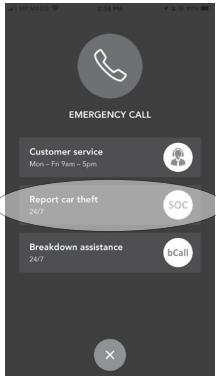
- Wakes up 1x a day to send location - device health check



- 2 years battery life

Connex Defence

SECURITY - SVR by 24/7 SOC (Theft on demand)



Upon verification, our platform activates the procedure



Share vehicle location with Police



Recovery of the vehicle by the police

In case of theft, contact our Secure Operations Centre

! IMPORTANT! In case your vehicle is stolen, please follow the procedure below:

Step 1

Call our 24/7 SOC at **+603 5888 0001** to declare theft.

Step 2

Make a police report and email to us at **customerservice@cse.com.my** together with the registered vehicle number.

Step 3

Upon verification, our SOC will activate stolen vehicle recovery (SVR) process.

Step 4

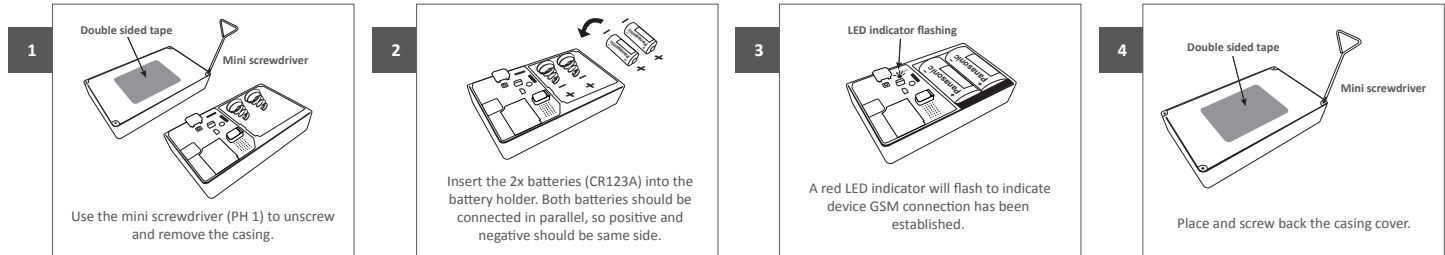
SOC will then liaise with the Police and keep you updated on the theft recovery progress.

i Note

Please refer to the Terms & Conditions in the Connex online registration form.

Connex Defence

How To Install Batteries



Removal/Transfer of device

If you wish to remove/transfer the device to a new vehicle, please contact our SOC to subscribe to a new service. You will need to provide your **current and new vehicle registration number**. Details will be advised by our SOC. The new service will start from the date of contract activation and any balance from the previous service fee will not be refundable.

i Note

Terms & Conditions for Theft Compensation apply.

Device battery low alert

The device has a battery life of up to 2 years when running on default settings. Constantly using the device in theft recovery mode will reduce battery life up to several days. If your device battery is low, you will receive a notification via SMS and e-mail. Replace the batteries immediately. Battery type CR123A can be purchased at any authorised dealers or electronic shops.

i Note

When there is a theft event and tracking has been initiated, it will constantly transmit its location which will sufficiently reduce battery life. You need to replace new batteries after this event.

Connex Defence

Daily health check notification

If the device is not responding or fail to transmit data for 3 days (e.g. due to depleted battery or vehicle located in an area with no network connection), you will receive an alert via SMS and e-mail.

Important

In case of health check failure, you need to contact our **CSE SOC at +603 5888 0000** to troubleshoot the fault as soon as possible.

Important

In order to receive low battery and health check failure alerts, it is important to update us if your mobile number or email address is changed by calling our **CSE SOC at +603 5888 0000**.

Service renewal

When you purchase the Connex Defence package, it includes complimentary 1 year service effective from the date of contract activation. A service renewal reminder will be sent to you 1 month before the end of your service. You can call our **SOC Customer Service** for renewal enquiries.

Change of details

Should any of your following details change, call our **SOC Customer Service**:

- Change of mobile number
- Change of email address
- Transfer device to a new vehicle (**Refer to “Removal/Transfer of device” section**)

User Privacy

Access to the car information can only be carried out through the smartphone application with owner’s unique login identification and personalised password. User privacy is assured.

Warranty

The warranty of the Product is 2 years (exclude 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.

Contact Info - 24/7 SOC

- SOS/Emergency Call/Stolen Vehicle Recovery: **+603 5888 0001**
- Customer Service/Warranty claim & enquiries: **+603 5888 0000**

Contact us

For more information, contact our CSE SOC (24/7 Secure Operations Centre):

Tel: +603 5888 0000

Declare a Theft: 24 hours daily

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

Email: customerservice@cse.com.my

Website: www.cse.com.my

Connex Defence

XXXXXXXXXX