

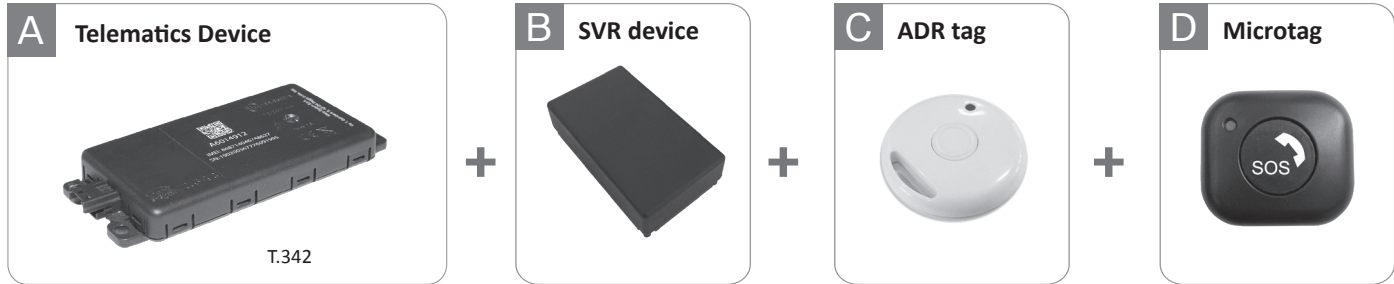
**Connex Secure**  
User Manual

# Connex Secure

## 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 Secure** package comes with..



**A** 1x Telematics Device T.342 for Safety & Security services

**B** 1x Microtag for ADR, Phone distraction & back up emergency button on center console  
Note: You need to pair the Microtag with My Connex mobile app via Bluetooth. Refer to the pairing process on page 3.

**C** 2x ADR tag for Anti-theft automatic driver recognition

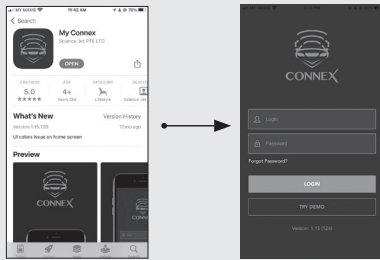
**D** 1x Self powered SVR device for enhanced vehicle security hidden in cabin or trunk

ADR - Automatic Driver Recognition | SOC - Secure Operations Centre | SVR - Stolen Vehicle Recovery

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## My Connex Mobile App

### 1 Download My Connex Mobile App

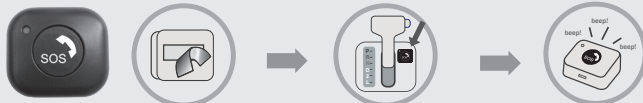


Download **My Connex** mobile app from **App Store** or **Google Play Store**.

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



### 2 Microtag Fitment



1. Remove the sticker on the back of the **Microtag**

2. Stick the Microtag device in the car, somewhere within you reach *For battery replacement, ensure the slot located at the side of the device is visible*

3. Turn it ON by holding down the button and wait for **3 beeps**

### 3 SVR Fitment

The recommended position for the SVR device is located at the area highlighted in **Figure 1** (vehicle passenger compartment)



**Figure 1**  
Vehicle passenger cabin



**Figure 2**  
Rear luggage compartment



SVR device hidden in cabin or trunk

### 4 \* Microtag Pairing Process



1. **LOGIN** - Login to My Connex mobile app and select “Microtag” to pair. Ensure Bluetooth is ON.
2. **ACCEPT** - Accept ALL “Permissions” to pair.
3. **CLICK** - Click “Search” to find Microtag and click Found Microtag to pair.
4. **ACTIVATE** - Microtag is successfully paired.

Once activated, you will receive a push notification and Microtag will beep. Go to “More” to add new drivers (if required).

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## Features:

### SAFETY: How it works

#### 1. eCall - Automatic crash alert & fast response by 24/7 SOC



\***MSD** (minimum sets of data)

- Location, direction, time
- Acceleration Severity Index (Crash severity)

#### MINOR ACCIDENT RESPONSE

- Device automatically alerts and sends MSD\* to SOC
- SOC will call the actual driver if ADR is activated or registered phone number to check if assistance may be required.

#### SERIOUS ACCIDENT RESPONSE

- Device automatically alerts and sends MSD\* to SOC.
- SOC will call the actual driver if ADR is activated or registered phone number.
- If no response, SOC will verify the severity and if serious, SOC will call MERS 999 to send ambulance to the actual location.

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## 2. bCall - Emergency or Breakdown assistance



Microtag

Press the SOS button on your **Microtag** to request for emergency or breakdown service (Please ensure your smartphone is paired with the **Microtag**).

## 3. Microtag beeping alert



1. **Phone distraction** - it will beep 2 times when you use your phone (especially texting) while driving.
2. **Speeding** - it will beep 1 time when the set speed is exceeded.

### Note

In order to enjoy these features, Microtag must be paired with your Smartphone via Bluetooth and ensure ALL "Permissions" are enabled.

## 4. Automatic driver recognition (ADR)



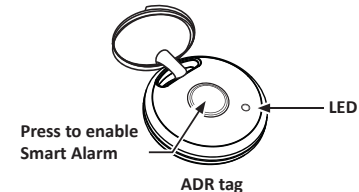
### a. Vehicle is driven without ADR tag?

- you get alerted via push notification/email
- SOC will call your registered number to assist

### b. ON/OFF Smart Alarm

You get alerted via push notification/email if

- your ignition turns ON; or
  - your vehicle gets towed
- REMEMBER - press the ADR tag button to set Smart Alarm ON

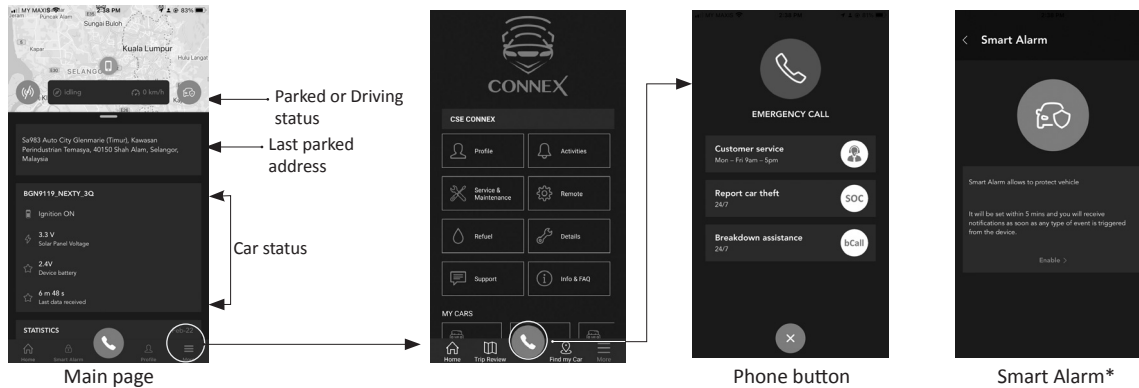


### Important

Please drive with your ADR tag.  
It should always be carried with you and not left inside the vehicle

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## My Connex mobile app features:



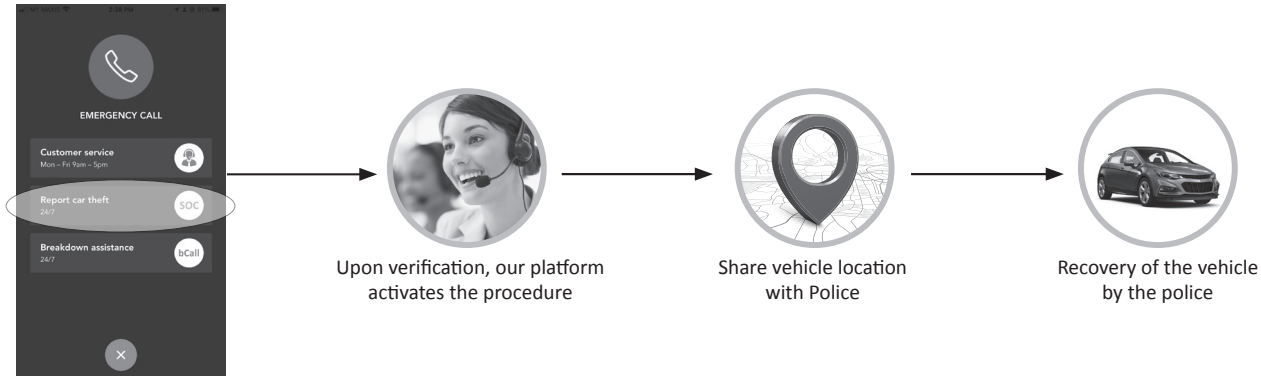
- **Connects with Microtag** for eCall automatic driver recognition
- **Driving score** - Check how safe you drive based on speeding, acceleration, harsh braking and cornering
- **Speed alert** - Set speed limit and receive alert when speed limit is exceeded (push & email)
- **Smart alarm\*** - Set/unset smart alarm and receive alert if ignition is ON or being towed (push & email)
- **Trip review** - Check your previous trip details e.g. driving score and driving events
- **Find my car** - Check vehicle location, real-time tracking and traffic condition via Google Map
- **Add cars\*** - For multiple vehicle management
- **Add drivers\*** - For eCall automatic driver recognition
- **Device health check** - Automatic daily health check to ensure device is working normally
- **Help button** - to report vehicle theft & request for breakdown and emergency assistance

### Note

\*These features are not available in the added driver's app

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



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.

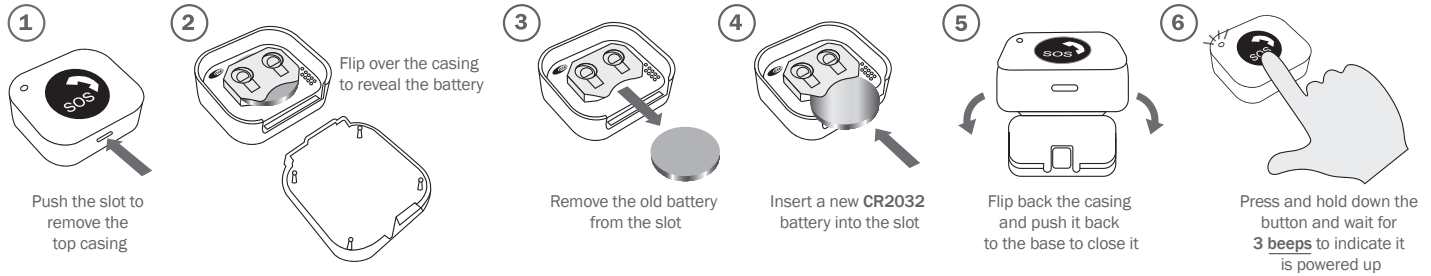
### **i** Note

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

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## Battery replacement - Microtag

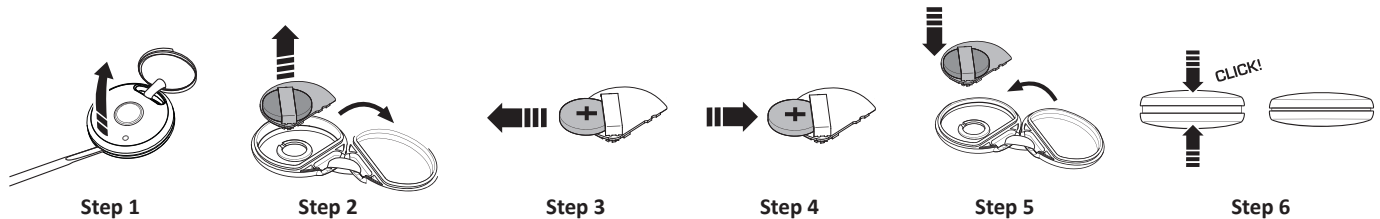
The **Microtag** comes with a complimentary battery with an expected life of 1 year, depending on the vehicle usage. When the **Microtag** battery is low, you will receive a battery **LOW** alert via push notification. You may purchase a standard **CR2032** coin battery and carry out the battery replacement as per the steps below:



## Battery replacement - ADR tag

If the ADR tag 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 ADR tag battery is low. Replace the new battery (CR2032) immediately.

\*To replace the battery (CR2032), follow the instructions as per below:

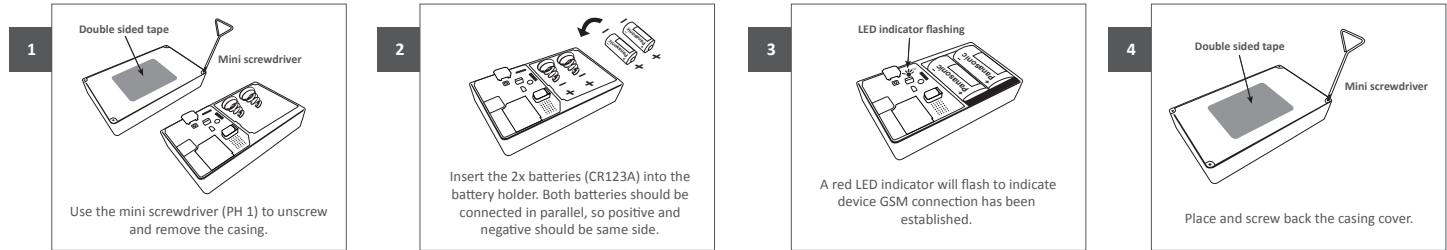




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## Battery replacement - SVR device

The SVR device comes with a complimentary battery with an expected life of 1 year, depending on the vehicle usage. When the SVR device battery is low, you will receive a battery **LOW** alert via push notification. You may purchase a standard **CR123A** battery and carry out the battery replacement as per the steps below:



## FAQ

### Telematics device

Description	Device status	Action/Remarks
eCall - automatic accident alert & response	<p>Device automatically alerts &amp; sends <b>MSD*</b> to SOC</p> <p><b>*MSD</b> (minimum sets of data)</p> <ul style="list-style-type: none"> <li>- Location, direction, time</li> <li>- Acceleration Severity Index (Crash severity)</li> </ul>	<p><b>MINOR ACCIDENT RESPONSE</b></p> <ul style="list-style-type: none"> <li>- SOC will call the actual driver if ADR is activated or registered phone number to check if assistance may be required.</li> </ul> <p><b>SERIOUS ACCIDENT RESPONSE</b></p> <ul style="list-style-type: none"> <li>- SOC will call the actual driver if ADR is activated or registered phone number.</li> <li>- If no response, SOC will verify the severity and if serious, SOC to call MERS 999 to send ambulance to the actual location.</li> </ul>

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## Telematics device

Description	Device status	Action/Remarks
Health check failure	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 a push/email notification.	Please contact our CSE SOC to troubleshoot the fault as soon as possible. Note: 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 <b>+603 5888 0000</b> .
Battery replacement	Device Battery low	When the SVR device battery is low, you will receive a battery LOW alert via push notification. You may purchase a standard CR123A battery to replace with the new battery..

## Microtag

Description	Device status	Action/Remarks
ADR	Device must be paired, permissions and phone setting set	When an authorised smartphone is detected in the vehicle, <b>Microtag</b> will automatically connect with the app. You'll receive a push notification as well as a beeping sound. Once you've connected, the protection will be activated, and you'll be able to track your mileage.
Add Drivers	Mobile app active	To invite additional drivers, go to the app's driver page and click " <b>New Driver</b> ". SMS will be used to send credentials. After pairing, each driver will be able to take advantage of road safety features.
bCall - request for roadside assistance	Device must be paired, permissions and phone setting set	Hold down the button for <b>2 seconds</b> . <b>Microtag</b> will begin to beep for <b>15 seconds</b> . Our <b>24/7 SOC</b> will contact you and assist you immediately. To cancel the alert, hold down the button for <b>2 seconds</b> before the beeping stops.
Smartphone distraction alert	Device must be paired, permissions and phone setting set	One of the leading causes of accidents worldwide is texting while driving. <b>Microtag</b> will sound Real Time beeping alerts to notify drivers about unsafe events, prevent phone distraction, and keep all passengers safe when the phone is picked up and used while driving (This feature can be turned ON/OFF).
Battery replacement	Device Battery low	When the <b>Microtag</b> battery runs low, you will receive a push notification. For battery replacement, purchase a <b>CR2032</b> coin battery, pull the <b>Microtag</b> 's side slot, replace with the new battery and push the slot back in. Press the <b>Microtag</b> button until it beeps <b>3 times</b> to turn it <b>ON</b> .

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## Service Renewal

Your package includes 1 year service from the date of your first service activation. A reminder will be sent to you 1 month before the end of your subscription.

Please call our SOC customer service at **+603 5888 0000** to renew your subscription.

## Change of Details

Should you wish to change personal details, call our SOC customer service at **+603 5888 0000**.

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

**Update account info** - You can edit your contact number and email address via mobile app.

**Service termination** - You would like to terminate the service.

## Warranty

Product warranty is 2 years (exclude battery) from the date of first activation except in the event of loss or damage due to misuse, tampering, wilful default to gross negligence by the Customer.

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

## 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.

## Contact Info - 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](mailto:customerservice@cse.com.my)

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