

Your vehicle is now equipped with **Connex SolarPro**, an advanced telematics system that provides **24Hrs Protection with Safety and Security** features. Your package includes **1 year service** from the date of your first service activation.

Your **Connex SolarPro** package comes with..



- A** 1x Solar powered eCall device on windscreen
1x USB charging cable - in case vehicle is regularly parked in areas without sunlight
- 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 below*
- C** 1x Self-powered SVR device for enhanced vehicle security hidden in cabin or trunk

Download My Connex mobile app

Once **Connex SolarPro** has been activated, you will receive an SMS with your username and password.

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

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

*Microtag Pairing Process

- LOGIN** - Login to My Connex mobile app and select "Microtag" to pair. Ensure Bluetooth is **ON**.
- ACCEPT** - Accept ALL "Permissions" to pair.
- CLICK** - Click "Search" to find Microtag and click Found Microtag to pair.
- 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).

Device battery indication - eCall device



Press the bCall button once to check on device battery status

- Green** >> LED flash once >> Good
- Yellow** >> LED flash once >> Medium
- Red** >> LED flash once >> Low

Note: If indicator is RED or there's no light, please charge the device using the USB cable provided.

The LED light will turn OFF once the device has been fully charged.

SAFETY - How it works

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



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.

***MSD (Minimum set of data)**
- Location, direction, time
- Acceleration Severity Index (crash severity)

② bCall - Emergency or Breakdown assistance



eCall device

In case of emergency:

- Press & hold eCall device **bCall button** for **> 5 seconds** till LED starts flashing to send alert & location to SOC.
- SOC will call the actual driver if ADR is activated or registered phone number.
- If LED flashes in **BLUE** and turns **OFF**, an alert will be sent to our SOC and driver will receive push notification.
- If LED flashes in **RED**, this indicates the GSM/GPS connection has not been established (e.g. in case your car is in the basement or there is no network coverage). It will keep flashing in **RED** for **> 2 minutes** and turns **OFF**.



Microtag

OR

- Alternatively, you can press the **SOS button** on your **Microtag** to request for 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 VIP Assist**



- **Unlimited towing** to nearest authorised workshop or to customer's choice in case of flood, breakdown or accident.
- **FREE Labour charge for repair on spot service** (up to **RM300** per incident).
- **Transport reimbursement** up to **RM2,000** in case of accident repair (when repaired at nearest authorised workshop).

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

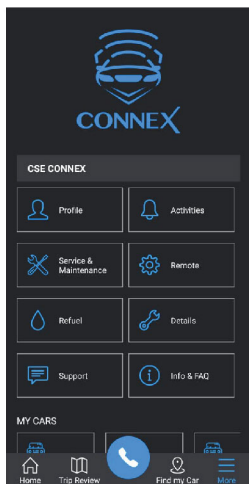
In the unfortunate event that your vehicle is stolen, you may call our SOC via the mobile app 'Call button' to report theft and initiate SVR service.

- Upon verification, SOC activates the recovery procedure.
- SOC shares the vehicle location with the Police.
- Recovery of the vehicle by the Police.

Alternatively, you may use your mobile phone to call **+603 5888 0001 (SOC)**.



CSE Connex Mobile App - Primary app for registered owner



- **ADR** - When driver's app is paired to Microtag, SOC will call the driver in case of an automatic crash alert or breakdown request
- **Automatic vehicle location*** - Last parked address
- **Phone distraction ON/OFF**
- **Smart alarm*** - Set up Smart alarm when your vehicle should not be driven. If the ignition is switched ON or vehicle is towed, you will be alerted (push & email)
- **Car status*** - Ignition ON or OFF, driving or parked, device battery voltage & solar panel charge status
- **Device battery low alert*** - If the battery voltage is low for either the eCall Device or SVR Device, you will be alerted (push & email)
- **Phone button** - Report theft, emergency services (ambulance via MERS 999 or vehicle breakdown) and customer service
- **Add drivers*** - Registered owner can add drivers (upon request)
- **Add cars*** - Access all cars fitted with Connex with the same app

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

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

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



Please scan to view the Connex SolarPro user manual

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-Sat, 9am to 7pm**

Email: **customerservice@cse.com.my** | Website: **www.cse.com.my**

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