

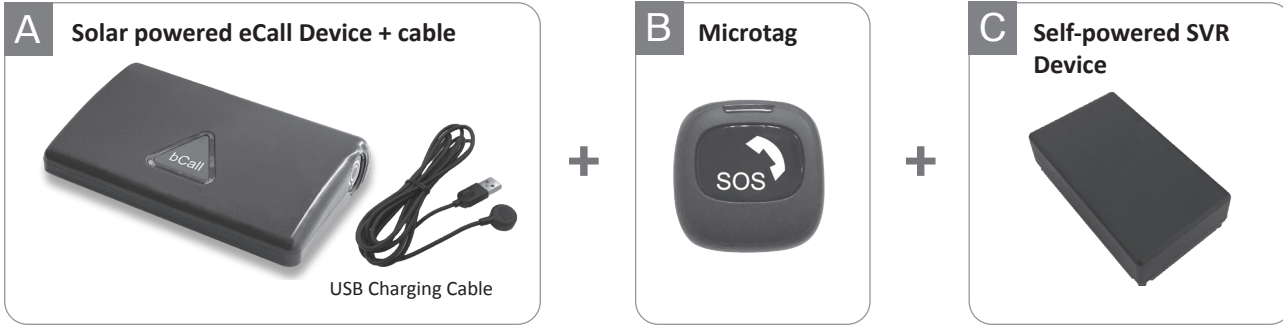
Connex SolarPro
User Manual

Connex SolarPro

Congratulations!

Your vehicle is now equipped with **Connex SolarPro**, an advanced telematics system that provides **24Hrs Protection** with **Safety and Security** features to keep you, your loved ones and your vehicle safe and secure at all times.

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 on page 4.
- C** 1x Self-powered SVR device for enhanced vehicle security hidden in cabin or trunk

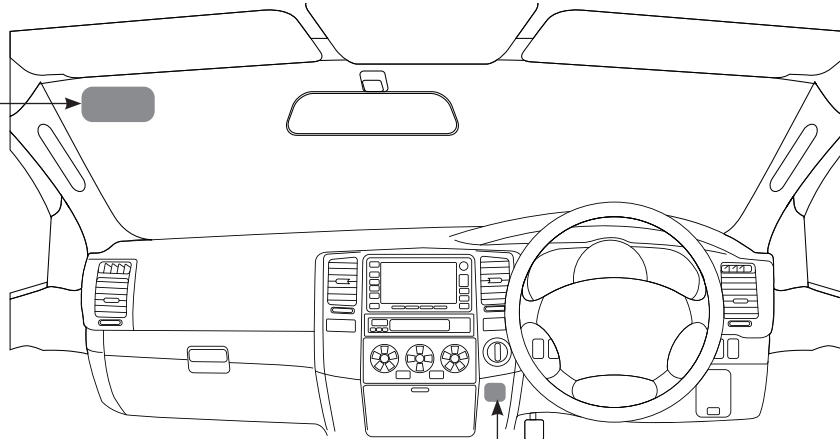
ADR - Automatic Driver Recognition | SOC - Secure Operations Centre | SVR - Stolen Vehicle Recovery

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Device Fitment - depending on car model



eCall Device on windscreen



Microtag on center console

The recommended position for the SVR device is located at the area highlighted in **Figure 1** (vehicle passenger cabin) or **Figure 2** (rear luggage compartment).



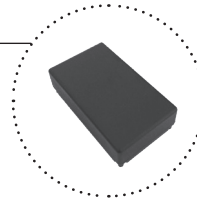
Figure 1

Vehicle passenger cabin



Figure 2

Rear luggage compartment



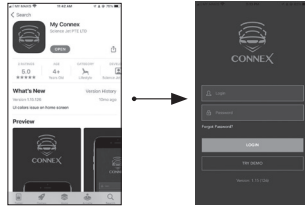
SVR device hidden in cabin or trunk

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My Connex Mobile App

Primary app for registered owner

Download My Connex mobile app



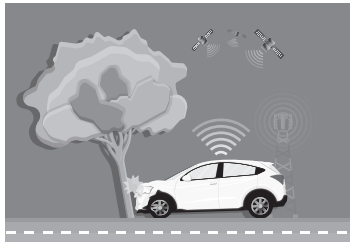
Download **My Connex** mobile app from **App Store** or **Google Play Store**.



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

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)

Device automatically
alerts & sends **MSD*** to SOC



SOC



MINOR ACCIDENT RESPONSE

- SOC will call the actual driver if ADR is activated or registered phone number to check if assistance may be required.

SERIOUS ACCIDENT RESPONSE

- 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.

*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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2. bCall - Emergency or Breakdown assistance

In case you suddenly don't feel well, you witness an accident with a motorbike who needs urgent help or you need breakdown assistance.



eCall device

EMERGENCY & BREAKDOWN ASSISTANCE

- 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 the LED flashes in **BLUE** and turns **OFF**, an alert will be sent to 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 no network coverage). It will keep flashing in **RED** for **> 2 minutes** and turns **OFF**.

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**).

Microtag

3. Microtag beeping alert



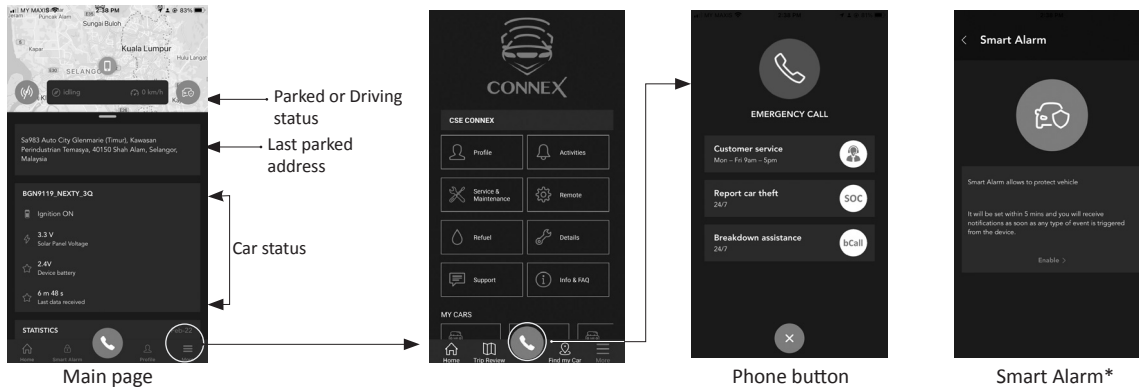
1. **Phone distraction** - it will beep 2 times when you use your phone (especially texting) while driving.
2. **Speeding** - it will beep 1 time when the set speed is exceeded.

Note

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

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My Connex mobile app features:



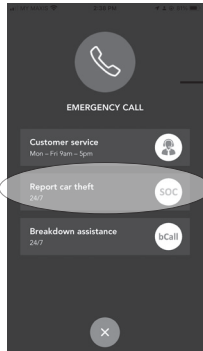
- **ADR** - When driver's app is paired to Microtag, SOC will call the driver in case of an automatic crash alert or breakdown request
- **Automatic vehicle location*** - Last parked address
- **Phone distraction ON/OFF**
- **Smart alarm*** - Set up Smart alarm when your vehicle should not be driven. 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

Note

*These features are not available in 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



Upon verification, our platform activates the procedure



Share vehicle location with Police



Recovery of the vehicle by the police

! 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.

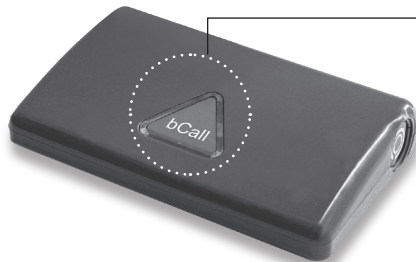
Step 3
Upon verification, our SOC will activate stolen vehicle recovery (SVR) process.

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.

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

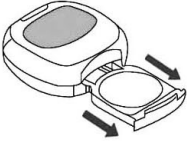
i Note

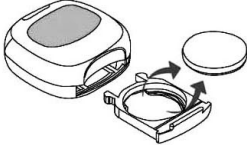
If indicator is **RED** or there's no light, please charge the device using the USB cable provided. The LED light will turn **OFF** once the device has been fully charged.

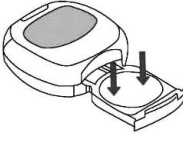
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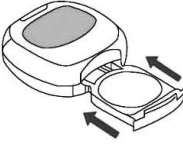
Battery replacement - Microtag

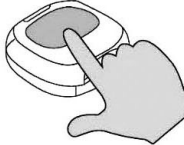
The **Microtag** comes with a complimentary battery with an expected life of 1 year, depending on the vehicle usage. When the **Microtag** battery is low, you will receive a battery **LOW** alert via push notification. You may purchase a standard **CR2032** coin battery and carry out the battery replacement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

- 

Pull open the slot
- 

Remove the old battery from the slot
- 

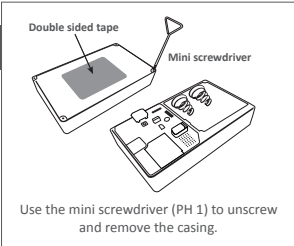
Insert Battery
- 

Push the slot
- 

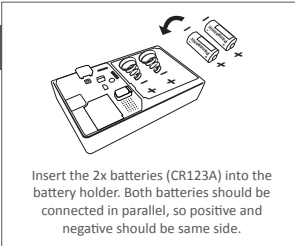
Press the Microtag button for 5 seconds

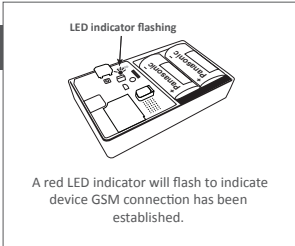
Battery replacement - SVR device

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:

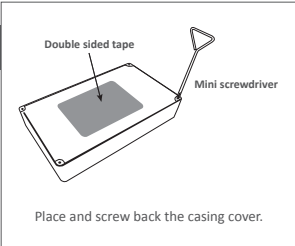
- 

Double sided tape
Mini screwdriver

Use the mini screwdriver (PH 1) to unscrew and remove the casing.
- 

Insert the 2x batteries (CR123A) into the battery holder. Both batteries should be connected in parallel, so positive and negative should be same side.
- 

LED indicator flashing

A red LED indicator will flash to indicate device GSM connection has been established.
- 

Double sided tape
Mini screwdriver

Place and screw back the casing cover.

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FAQ

eCall device

Description	Device status	Action/Remarks
Check battery status	GREEN - LED flash once » GOOD YELLOW - LED flash once » MEDIUM RED - LED flash once » LOW	Press the bCall button once to check the battery status. If indicator is RED or there's no light, charge the device using the USB cable provided. The LED light will turn OFF once the device has been fully charged.
bCall - request for emergency or roadside assistance	LED flashes in BLUE and turns OFF	Press and hold 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.
bCall - request for emergency or roadside assistance	LED flashes in RED for > 2 minutes and turns OFF	This indicates the GSM/GPS connection has not been established (e.g. in case your car is in the basement or no network coverage). If this happens, you can press the SOS button on your Microtag to request for breakdown service (Please ensure your smartphone is paired with the Microtag). Alternatively, you can call our service provider at +603 7841 5679 to request for breakdown service.
eCall - automatic accident alert & response	Device automatically alerts & sends MSD* to SOC * MSD (minimum sets of data) - Location, direction, time - Acceleration Severity Index (Crash severity)	MINOR ACCIDENT RESPONSE - SOC will call the actual driver if ADR is activated or registered phone number to check if assistance may be required. SERIOUS ACCIDENT RESPONSE - 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 to call MERS 999 to send ambulance to the actual location.

SVR device

Description	Device status	Action/Remarks
Health check failure	Push notification	Call SOC or nearest authorised centre .
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.

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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, Microtag 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 " New Driver ". 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 2 seconds . Microtag will begin to beep for 15 seconds . Our 24/7 SOC will contact you and assist you immediately. To cancel the alert, hold down the button for 2 seconds 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. Microtag 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 Microtag battery runs low, you will receive a push notification. For battery replacement, purchase a CR2032 coin battery, pull the Microtag's side slot, replace with the new battery and push the slot back in. Press the Microtag button until it beeps 3 times to turn it ON .

Important

Our system is designed to perform periodical automatic health checks on all the devices. In case of a health check failure alert or low battery alert, you will receive a push notification. For low battery alert, please refer to the 'Battery replacement' section. For health check failure alert, you are required to call SOC at **+603 5888 0000** soonest possible or go to the nearest **authorised centre** to make arrangements for your vehicle to be checked. Any delays to troubleshoot the unit may affect the provision of SVR and/or eCall services. In case of non-recovery, your **Theft Compensation** will not be valid.

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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 - 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