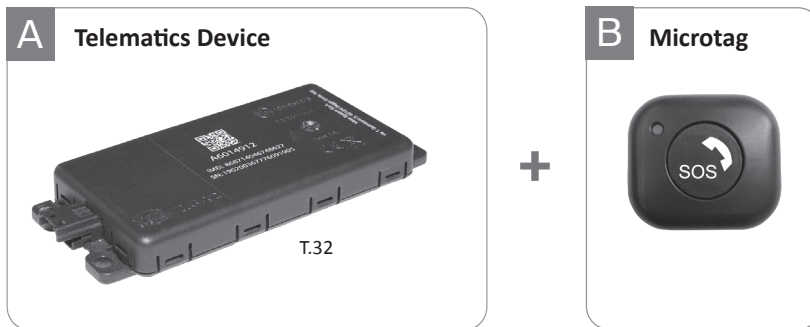**Connex Track**
User Manual

Connex Track

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 Track** package comes with..

A Telematics Device

T.32

+

B Microtag

SOS

**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.

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

Connex Track

My Connex Mobile App

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1 Download My Connex Mobile App
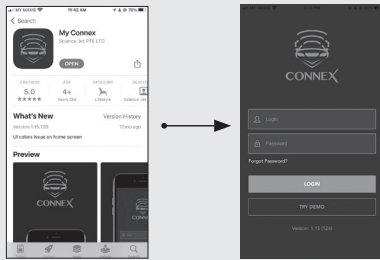
Download **My Connex** mobile app from **App Store** or **Google Play Store**.
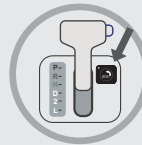
Login to My Connex mobile app using the username and password sent to you via **SMS** during activation of the device.

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2 Microtag Fitment

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

2. Stick the Microtag device in the car, somewhere within your 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**

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3 * 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).

Connex Track

Features:

SAFETY: How it works

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

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

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.

2. bCall - Emergency or Breakdown assistance

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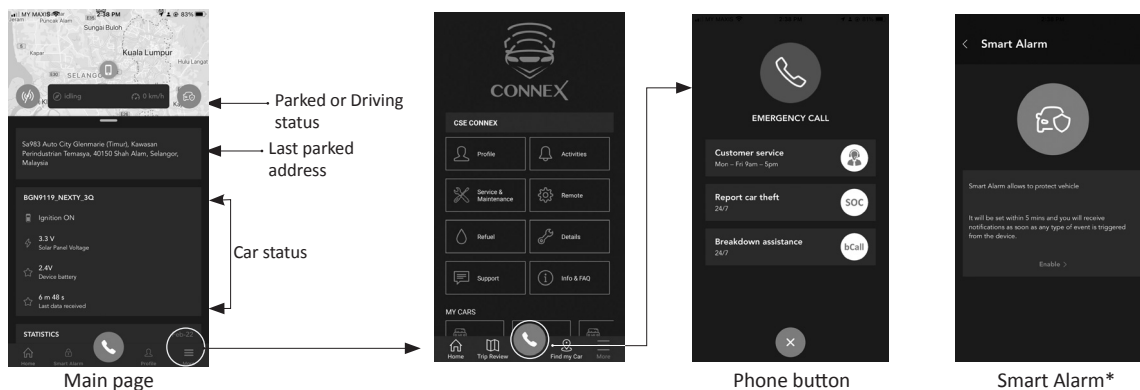
Microtag

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.

ℹ️ **Note**

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

Connex Track

My Connex mobile app features:

Parked or Driving status

Last parked address

Car status

Main page

Phone button

Smart Alarm*

- **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

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

In case of theft, contact our Secure Operations Centre
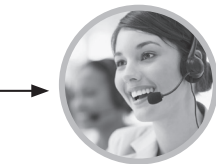
Upon verification, our platform activates the procedure

Share vehicle location with Police

Recovery of the vehicle by the police

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

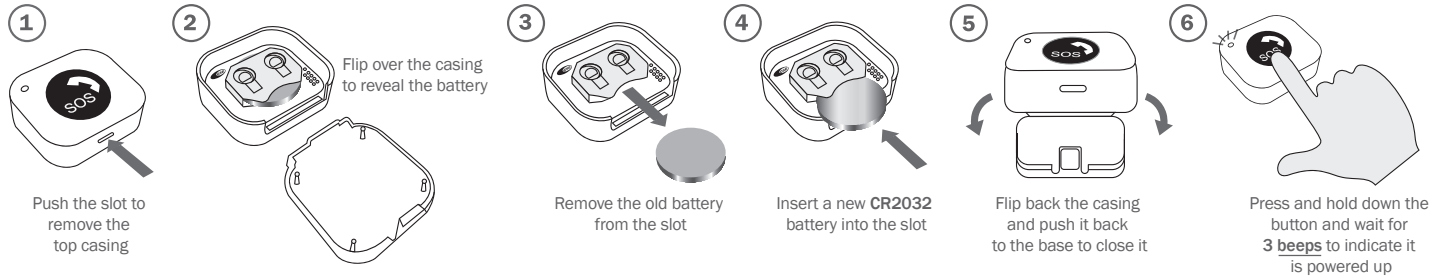| **Step 1**	**Step 2**	**Step 3**	**Step 4**
Call our 24/7 SOC at **+603 5888 0001** to declare theft.	Make a police report and email to us at **customerservice@cse.com.my** together with the registered vehicle number.	Upon verification, our SOC will activate stolen vehicle recovery (SVR) process.	SOC will then liaise with the Police and keep you updated on the theft recovery progress.

ℹ️ **Note**

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

Connex Track

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:

① Push the slot to remove the top casing

② Flip over the casing to reveal the battery

③ Remove the old battery from the slot

④ Insert a new **CR2032** battery into the slot

⑤ Flip back the casing and push it back to the base to close it

⑥ Press and hold down the button and wait for **3 beeps** to indicate it is powered up

Connex Track

FAQ

Telematics device

Description	Device status	Action/Remarks
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.

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**.

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

Connex Track