

# eCall Emergency Call System

**Microtag** is a wire-free, self-powered device paired with an intelligent app to automatically detect a severe crash and send alert for FAST emergency response services. In an accident, every second counts. Time saved = Lives Saved.

Your package includes:



To begin with, just follow these steps:

**1 Fitment**

**Microtag**

- Remove the sticker from the back of the **Microtag**  
*Complimentary CR2032 coin cell battery included in the tag*
- Place the **Microtag** in your car, ensure it is within your reach  
*To replace the battery, make sure the slot on the side of the tag is visible*
- Turn it **ON** by holding down the button wait for **3 beeps**

**2 Download 'My Connex' Mobile App**

RM0 Welcome to Microtag eCall  
login: XXXXXXXX  
password: XXXXXXXX  
Download My Connex app on iOS Android  
Please call +60358880000 for assistance.

- Upon registration, you will receive an **SMS/email with your username and password**
- Download **My Connex** mobile app from **App Store** or **Google Play**
- Login to **My Connex** mobile app using the **username and password sent to you via SMS/email**

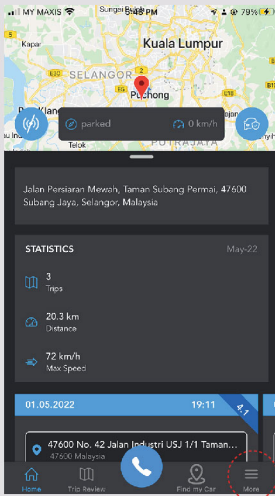
**Note:** My Connex mobile app is not available for Huawei phone that is not supported with Google Play.

### 3 Enable 'Permission' via Mobile App

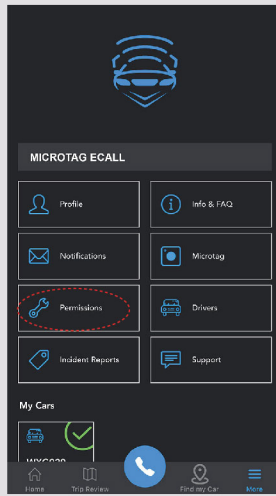
For the app to run correctly, all permissions must be set and accepted. Please watch the video in the App as this is set according to your smartphone model. All services will not be available if ALL permissions are not granted.



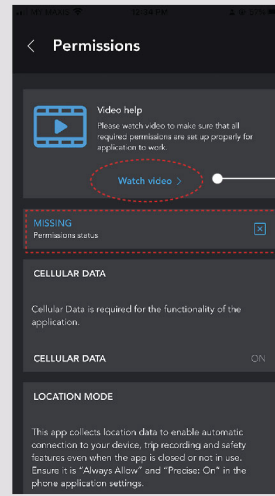
### For iOS iPhone & App Settings (Example from iPhone 11/12)



Login to My Connex App & click 'MORE'

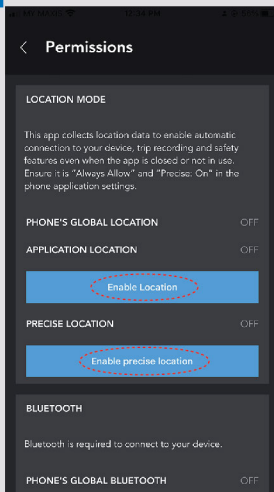


Select 'Permissions'

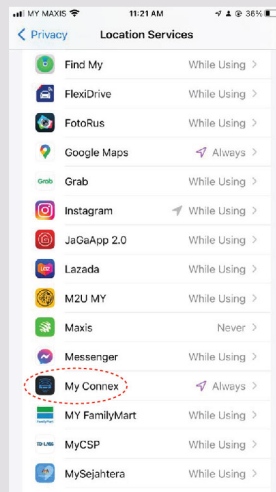


If the 'Permissions' has not set yet, the Microtag section will appear **MISSING** and marked

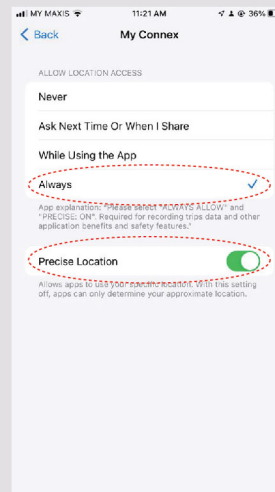
### Step 1



Click 'Enable Location' / 'Enable precise location'

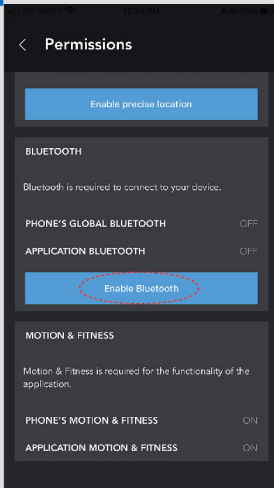


Select for 'My Connex'

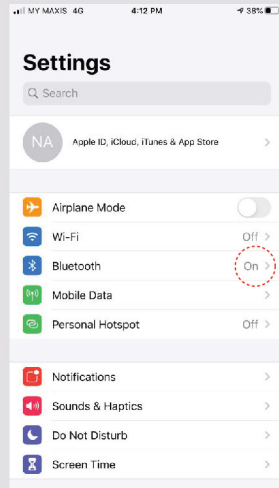


Set it to 'Always' and enable 'Precise Location'

### Step 2

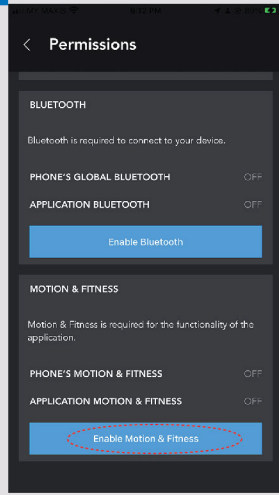


Click 'Enable Bluetooth'

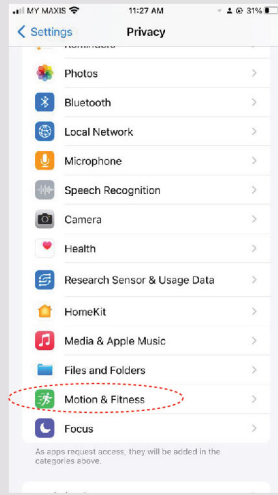


Ensure Bluetooth is ON

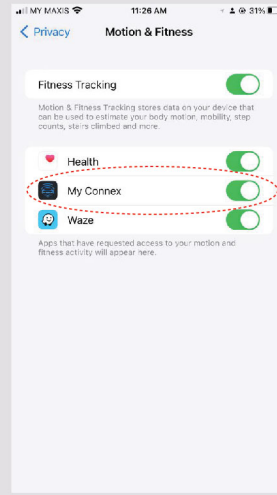
### Step 3



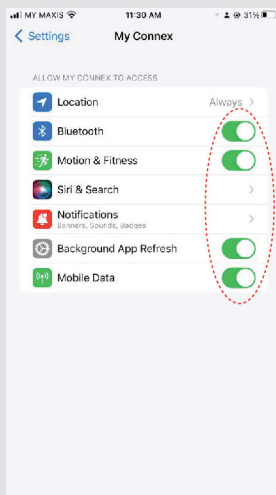
Enable 'Motion & Fitness' (if applicable)



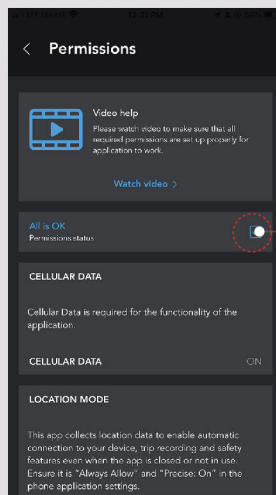
Search & select 'Motion & Fitness'



Set it to enabled

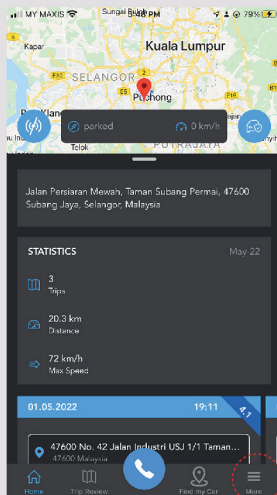


Ensure ALL permissions are set

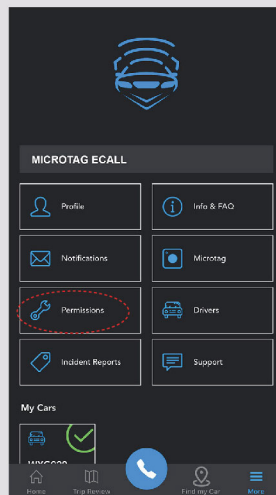


If All 'Permissions' has been accepted, the Microtag section will appear **ALL IS OK** and mark

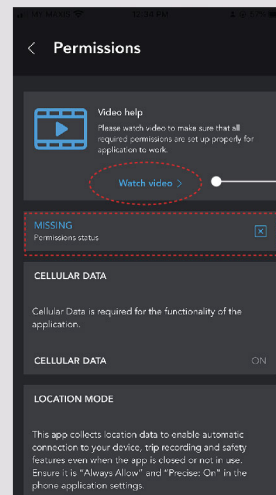
## For Android Android phone & App Settings



Login in My Connex App & click 'MORE'



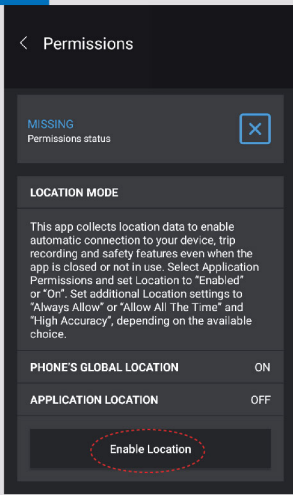
Select 'Permissions'



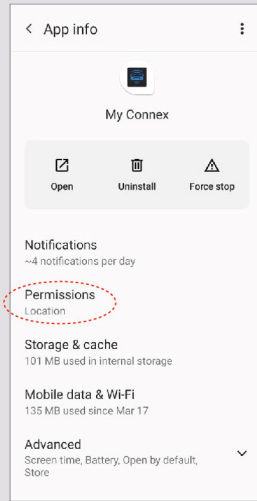
Click to 'Watch video' for setup guide

If the 'Permissions' has not set yet, the Microtag section will appear **MISSING** and marked

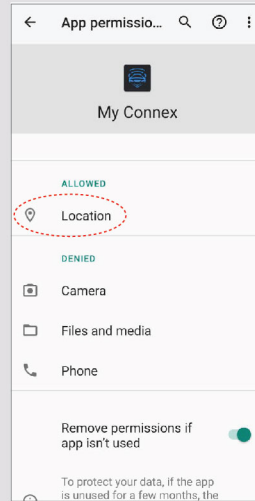
## Step 1



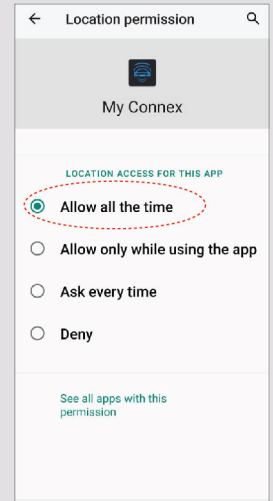
Click 'Enable Location'



Select 'Permissions'

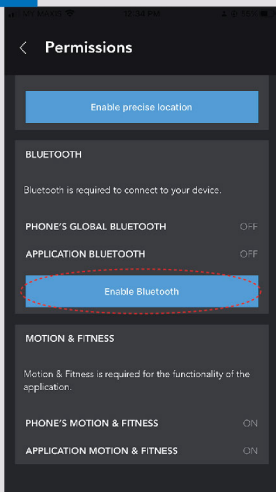


Select 'Location'

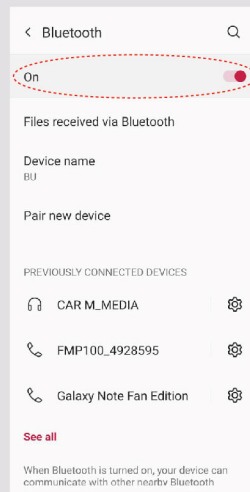


Make sure Location permission is set to 'Allow all the time'

## Step 2

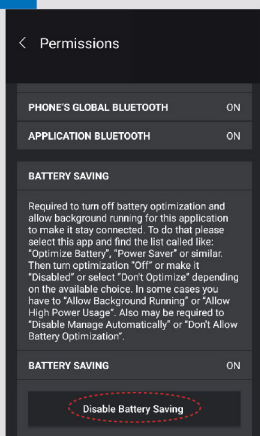


Click 'Enable Bluetooth'

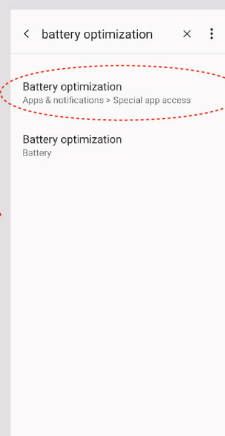


Ensure Bluetooth is ON

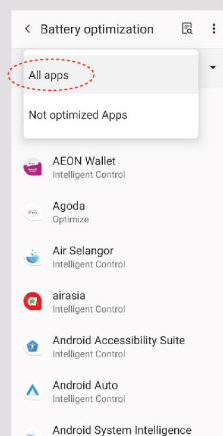
## Step 3



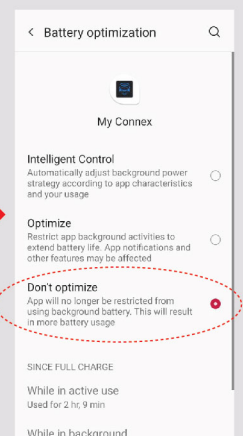
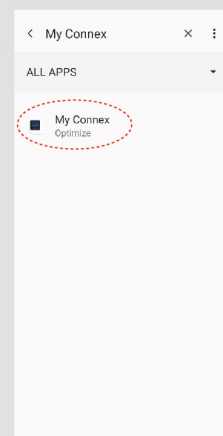
Click 'Disable Battery Saving'



Search & select 'Battery optimization'

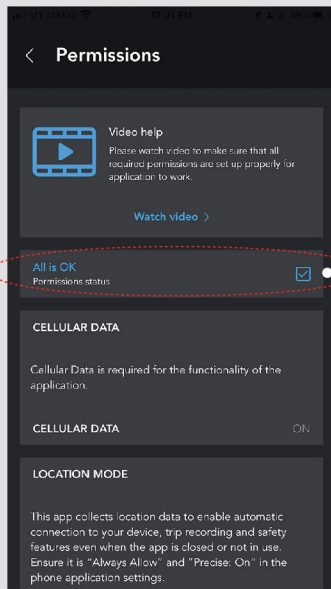


Select from the drop down list 'All apps' and search the list for 'My Connex'



Make sure Battery optimization is switched OFF or set to 'Don't optimize'

*\* Please note that some settings may vary due to phone model.*



If All 'Permissions' has been accepted, the Microtag section will appear **ALL IS OK** and mark

**Note:**

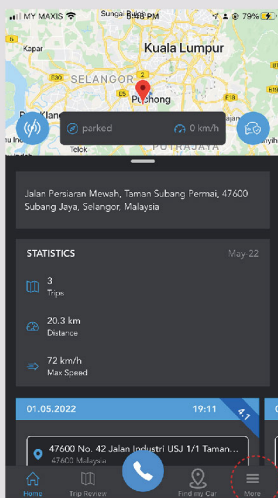
This app collects location data to enable automatic connection to your device, trip recording and safety features even when the app is closed or not in use. Select Application Permissions and set Location to "Enabled" or "On". Set additional Location settings to "Always Allow" or "Allow All The Time" and "High Accuracy", depending on the available choice.

**4 Pairing**

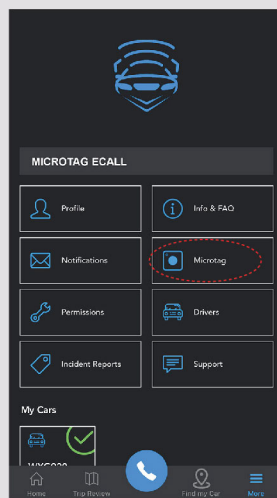
Once All 'Permissions' has been accepted, you can proceed with the pairing process.

**Note:**

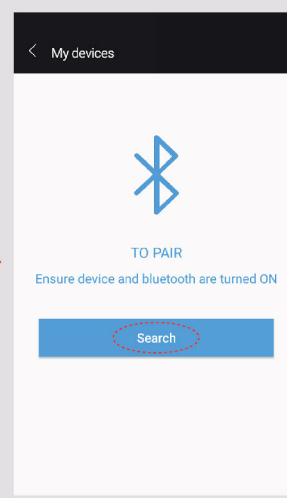
Please make sure your **BLUETOOTH** is **ON**.



Login to My Connex App & click 'MORE'



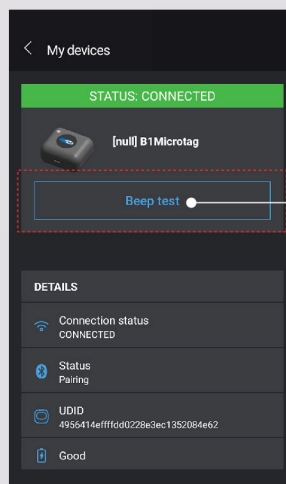
Select 'Microtag'



Click 'Search' device




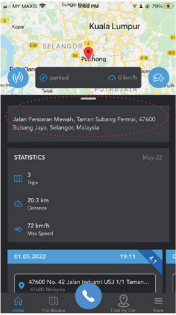
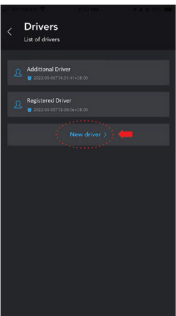
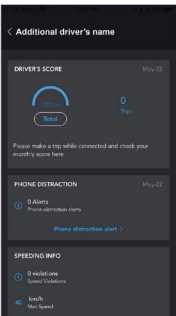
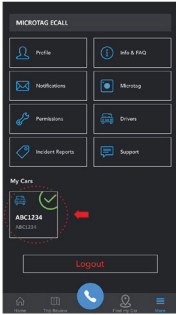
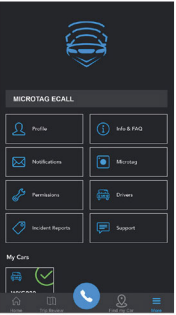
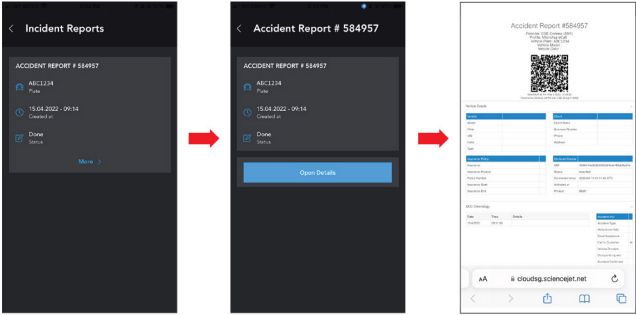
Select 'Microtag'






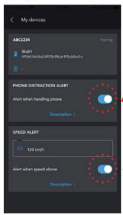
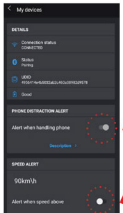
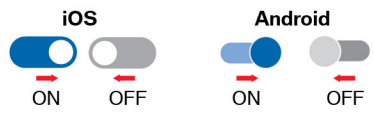

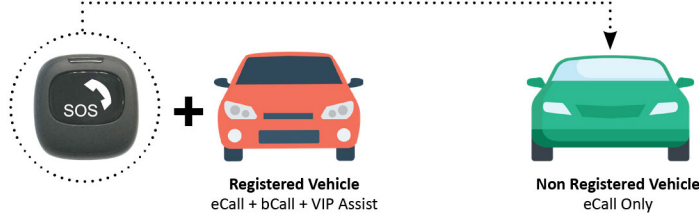
To verify, click 'Beep test'

Once done correctly, the top bar will turn **GREEN** - '**STATUS CONNECTED**'

# My Connex Mobile App

Features	Description	Remarks
<p>Trip review</p> 	<p>Review previous trips with driving score based on phone distraction &amp; driving style e.g. speeding, harsh braking and cornering.  <b>Please note: There is no real-time tracking.</b></p>	<p><b>Microtag</b> must be paired with your Smartphone via Bluetooth and ensure All “Permissions” are enabled.</p>
<p>Find My Car</p> 	<p>“Find My Car” in the My Connex mobile app is displaying your last vehicle location that your <b>Microtag</b> was connected to your smartphone.  <b>Please note: There is no real-time tracking.</b></p>	<p><b>Microtag</b> must be paired with your Smartphone via Bluetooth and ensure All “Permissions” are enabled.</p>
<p>Add Drivers (eg. family members)</p> 	<p>Registered owner able to invite additional driver. Click “New Driver” from the driver page of the app.</p>  <p>Additional drivers to download <b>‘My Connex’</b> mobile app from the <b>App Store</b> or <b>Google Play Store</b>.</p> <p>Login using the credential sent to the additional driver via SMS. Additional drivers can only view their own data. Make sure your <b>Microtag</b> is connected to your smartphone</p>	<p><b>Microtag</b> must be paired with your Smartphone via Bluetooth and ensure All “Permissions” are enabled.</p> <p><b>Note:</b> Please make sure the additional driver’s phone number is updated.</p>
<p>Add Cars</p> 	<p>Same mobile app can be paired with different <b>Microtag</b> on different cars.  To add cars, please call our SOC at <b>+603 5888 0000</b>.</p>	<p>Alert will be enable or disable based on your selection.</p>
<p>Incident reports</p> 	<p>When there’s an event eg. accident, theft or SOS request, an incident report will be appeared at this page after the process has been completed by our SOC.  Please click on the file to view the report.</p> 	

# MICROTAG - How it Works

Features	Description	Remarks
<p>ADR - Automatic Driver Recognition</p>	 <p><b>Microtag</b> will auto connect with the app when paired smartphone is detected in the vehicle.</p> <p>You will be notified via in-app notification and beeping sound. Once connected, you will be able to enjoy the safety &amp; security features of <b>Microtag</b> eCall.</p>	<p><b>Microtag</b> must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled.</p>
<p>eCall - Automatic Accident Alert &amp; Emergency Response</p>	 <p>If car gets into a severe accident and triggers the alert, <b>Microtag</b> will beep for 15 seconds. Our 24/7 SOC will call you and provide immediate assistance.</p> <p>If no response, SOC will verify the severity and if serious, SOC will call MERS 999 to send ambulance to the actual location.</p> <p>To cancel the alert, press and hold the button for 2 seconds before the beeping ends. location.</p>	<p><b>Microtag</b> must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled.</p>
<p>SOS - Request for Roadside/Medical Assistance</p>	 <p>Press and hold the SOS button on the <b>Microtag</b> for 2 seconds. <b>Microtag</b> will start beeping for 15 seconds.</p> <p>Our 24/7 SOC will call you and provide immediate assistance. To cancel the alert, press and hold the button for 2 seconds before the beeping ends.</p>	<p><b>Microtag</b> must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled.</p>
<p>Safe Driving Alert</p>	<p><b>iOS</b></p>  <p><b>Phone distraction (On/Off)</b> - You can enable/disable this alert by unselecting it under <b>Microtag</b> page. <b>Microtag</b> will beep 2 times if you use your phone while driving.</p> <p><b>Speed alert (On/Off)</b> - You can set speed limit alert under <b>Microtag</b> page. <b>Microtag</b> will beep 1 time when set speed is exceeded.</p> <p><b>Note:</b> Texting while driving is one of the biggest causes of accidents globally.</p> <p><b>Android</b></p>  	<p><b>Microtag</b> must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled.</p>
<p>Safe Driving Alert</p>	<p>When the <b>Microtag</b> battery runs low, you will receive a push notification. To proceed with the 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 3 times to turn it ON.</p> 	<p>Device Battery low</p> <p><b>Note:</b> Please refer to the User Manual for the step by step guide on battery replacement.</p>
<p>Transferring Microtag</p>	<p>The <b>Microtag</b> can be transferred to another vehicle and eCall service can still be rendered provided your smartphone is paired to your device. However, VIP Assist and bCall service will only be applicable for the registered vehicle under your subscription.</p>  <p><b>Registered Vehicle</b> eCall + bCall + VIP Assist</p> <p><b>Non Registered Vehicle</b> eCall Only</p>	

**1. WHICH ARE THE PHONE PERMISSIONS REQUIRED TO USE THE APP?**

For the app to run, during the **SET UP** process, you will be requested to **ACCEPT ALL** permissions including GPS/Location services (**Apple -> "ALWAYS". Android -> "HIGH ACCURACY"**), mobile/cellular data, Bluetooth and Fitness & Motion. Once accepted, the app should always be active on your smartphone. Please check the video in the "permissions" page to verify that all your permissions have been enabled correctly, or else, you may encounter problems with **Microtag eCall** connection, trip recording and emergency & breakdown assistance response services. Permissions should display as per the table below.

Click on **"MORE"** to view setup guidelines or please call us at **03 5888 0005** for **ASSISTANCE** with **PERMISSIONS SETUP**.

**2. WILL THE APP DRAIN MY PHONE BATTERY?**

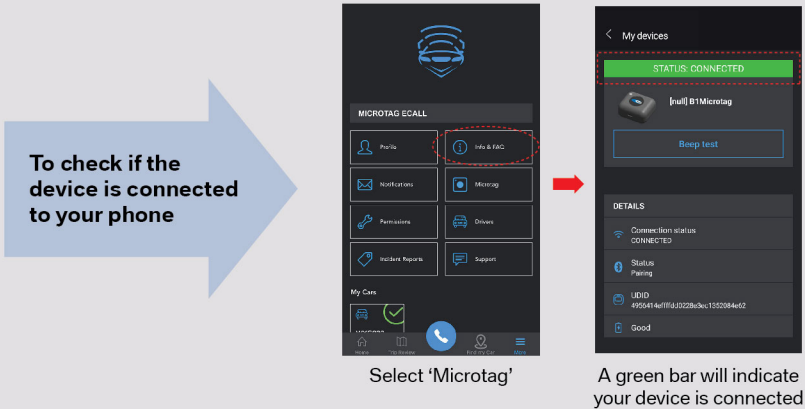
The app is designed to efficiently minimize battery consumption and uses minimal data. It will only record trips once connected to your **Microtag eCall**.

**3. MY PHONE IS IN LOW POWER MODE. DOES THIS AFFECT THE APP?**

When the phone is in low power mode, Location & Bluetooth could get turned off. Best to connect it to a battery charger.

**4. HOW DO I KNOW IF MY PHONE HAS SUCCESSFULLY CONNECTED TO MICROTAG ECALL? DOES IT AUTOMATICALLY CONNECT TO MICROTAG ECALL BEFORE EACH TRIP?**

The **Microtag eCall** will automatically connect to the **My Connex** mobile app via Bluetooth and you will be notified each time via a notification and beeping sound. In case that your phone Bluetooth has been switched OFF, you will be notified via push notification.



**! IMPORTANT!**

**PLEASE NOTE:** **Microtag eCall** could take slightly longer to connect to the app (A few minutes), IF, prior to the trip, the app was closed, or IF the phone Bluetooth was turned OFF and back ON.

**5. WHY CAN'T I SELECT THE TRIP RANGE UNDER THE CALENDAR?**

To access the calendar, you need to select a start and end date to find a trip range. Alternatively, you can relaunch your app.

**6. WHY CAN'T I VIEW MY NOTIFICATIONS?**

Under the "Notifications" section, your notifications are displayed according to date. Simply click "Show next" to view previous notifications.

**7. HOW LONG DOES THE MICROTAG ECALL BATTERY LAST? HOW TO REPLACE IT?**

The **Microtag eCall** comes with a complimentary battery with an expected life of 1 year, depending on the vehicle usage. When the **Microtag** battery runs low, you will receive a push notification. To proceed with the 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**.

**8. MY CAR IS DRIVEN BY MULTIPLE DRIVERS. CAN I REGISTER MORE THAN ONE DRIVER?**

Yes, you can invite drivers via the "Drivers" section of the app and they will receive an SMS with their respective login credentials. To activate the account, each invited driver will simply need to download **My Connex** app and login with the provided login credentials, click "More" below "My Device" in the Homepage, accept all permissions and establish one-time connection with Microtag device. Each driver will be able to benefit from road protection services.

**9. WHAT HAPPENS IF MULTIPLE PHONES LINKED TO THE MICROTAG ECALL ENTER THE SAME CAR SIMULTANEOUSLY?**

The 1st to pair will record the trip. Turn OFF Bluetooth for few sec if you wish for another phone to pair.

**10. WHO SHOULD I CONTACT IF MY VEHICLE BREAKS DOWN?**

PRESS and hold the **Microtag eCall** SOS button for 2 sec to request for roadside assistance. **Microtag eCall** will start beeping for 15 sec and will then transmit your location to the authorized Call Centre. The Call Centre will call you to provide assistance. Press it again within 15 sec until the beep stops to cancel the roadside assistance request.

**11. WHAT HAPPENS I HAVE A SEVERE ACCIDENT?**

We detect severe crashes via smartphone. If detected, **Microtag eCall** will start beeping for 15 sec and will then transmit your accident details to the authorized Call Centre. Call Centre will call you to provide assistance. Press the button within 15 sec until the beep stops to cancel the assistance request and to indicate that you are SAFE.

**12. WHAT IS THE PHONE DISTRACTION ALERT? HOW DOES IT WORK?**

Texting while driving is one of the **MAJOR CAUSES** of accidents. To help preventing driving distraction, the **Microtag eCall** will sound REAL TIME friendly "Beeping" alerts as soon as the paired smartphone is picked up and used (Touchscreen Unlocked) while driving above **20Km/h**. This alert can be turned **OFF** via the device page.



For more info on **'HOW IT WORKS'**, scan the QR code here (also available at the back of the packaging box).