Microtag eCall
User Manual

Microtag eCall

Introducing Microtag eCall - On the road protection

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:

A **Microtag eCall Packaging**	B **Microtag eCall and Cell battery**
	Slot to open casing for battery replacement 3M sticker on the back of the Microtag eCall With complimentary CR2032 coin cell battery

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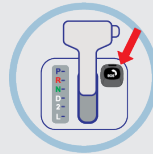
Microtag eCall

To begin with, just follow these steps:

Microtag

1. Remove the sticker from the back of the **Microtag**
Complimentary CR2032 coin cell battery included in the tag

2. 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*

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

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2 Microtag Fitment

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

1. Upon registration, you will receive an **SMS/email with your username and password**

My Connex
Lifestyle
★★★★★

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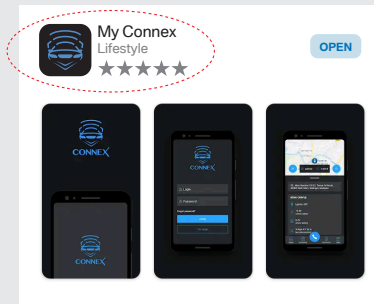
2. Download **My Connex** mobile app from **App Store** or **Google Play**

Download on the
App Store

GET IT ON
Google Play
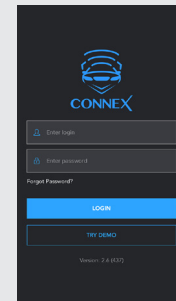
CONNEX

3. Login to **My Connex** mobile app using the **username and password sent to you via SMS/email**
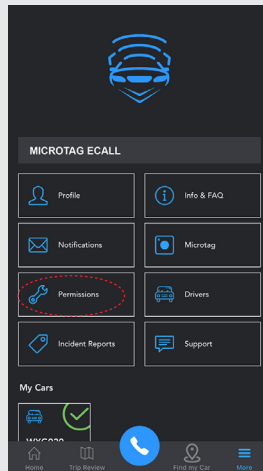
Microtag eCall

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.
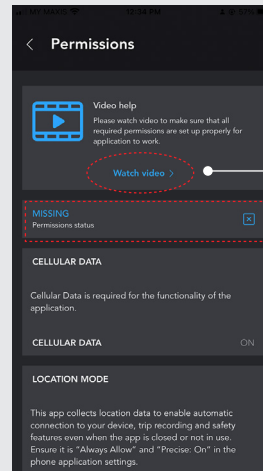
For iOS

Iphone & App Settings (Example from iPhone 11/12)
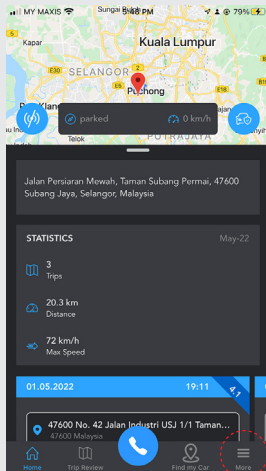
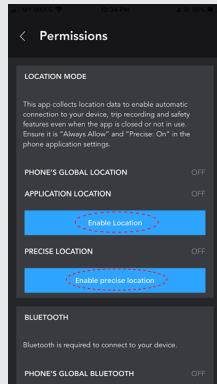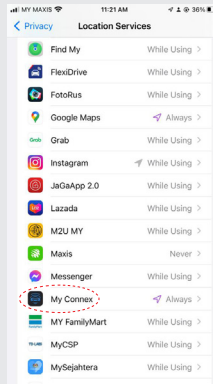Login to My Connex App & click 'MORE'

Select 'Permissions'

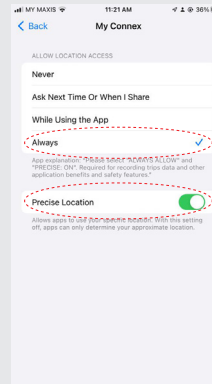If the 'Permissions' has not set yet, the Microtag section will appear **MISSING** and marked X

Click to 'Watch video' for setup guide

Microtag eCall

Click 'Enable Location' / 'Enable precise location'
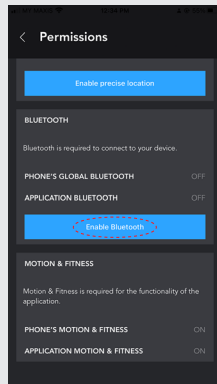

Select for 'My Connex'
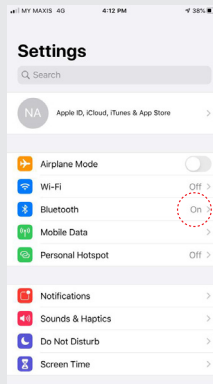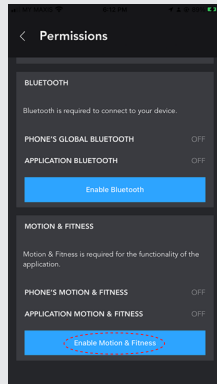

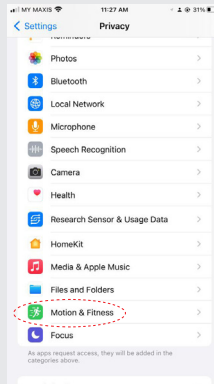Set it to 'Always' and enable 'Precise Location'

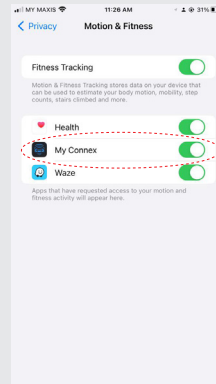Click 'Enable Bluetooth'

Ensure Bluetooth is ON

Microtag eCall

Enable 'Motion & Fitness' (if applicable)

Search & select 'Motion & Fitness'

Set it to enabled
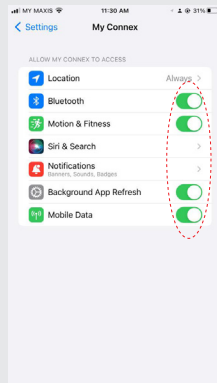
Ensure ALL permissions are set
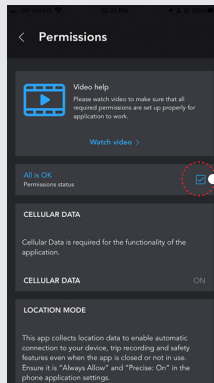
If All 'Permissions' has been accepted, the Microtag section will appear **ALL IS OK** and mark √

Microtag eCall

🤖 For Android
Android phone & App Settings
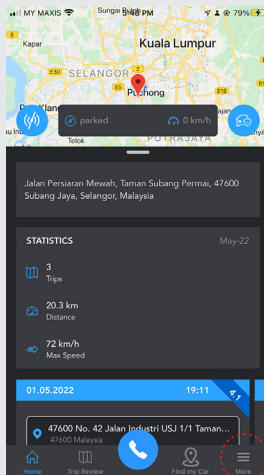
Login to My Connex App & click 'MORE'
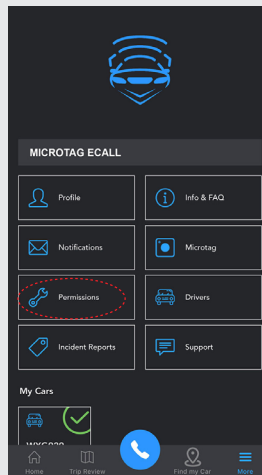
Select 'Permissions'
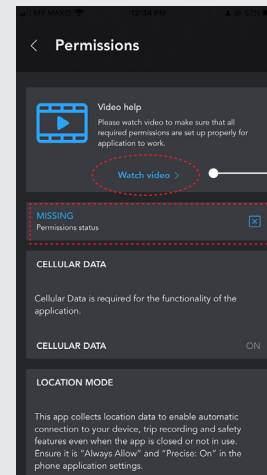
Click to 'Watch video' for setup guide

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

Microtag eCall
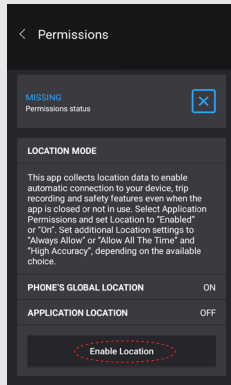
Click 'Enable Location'
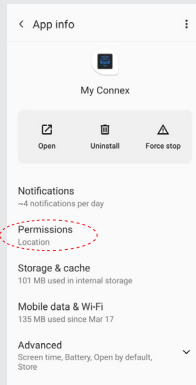
Select 'Permissions'
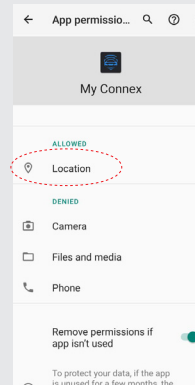
Select 'Location'
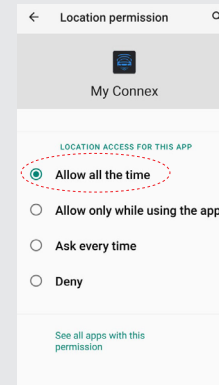
Make sure Location permission is set to 'Allow all the time'
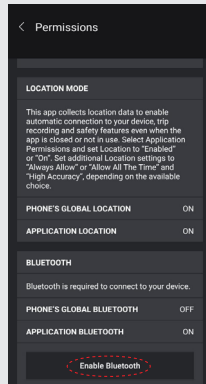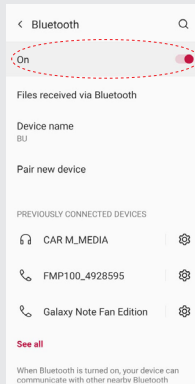
Click 'Enable Bluetooth'

Ensure Bluetooth is ON

Microtag eCall
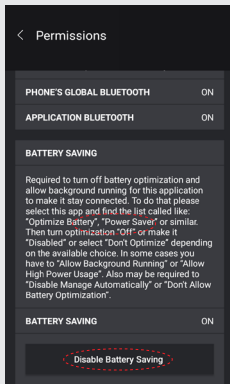
Click 'Disable Battery Saving'
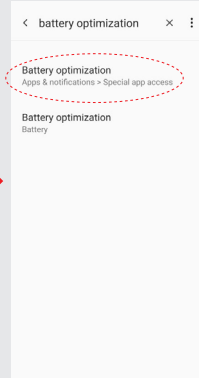
Search & select 'Battery optimization'
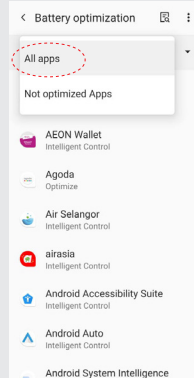
Select from the drop down list 'All apps' and search the list for 'My Connex'
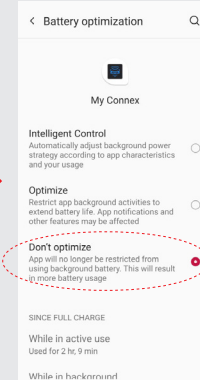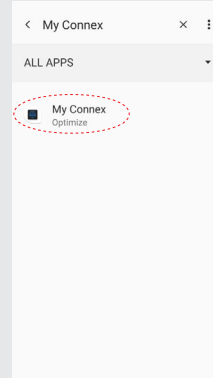
Make sure Battery optimization is switched **OFF** or set to **'Don't optimize'**
* Please note that some settings may vary due to phone model.
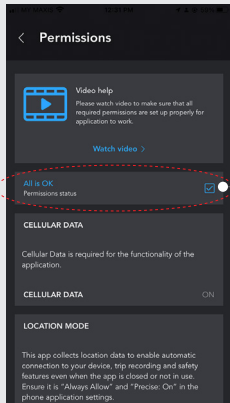
If All 'Permissions' has been accepted, the Microtag section will appear **ALL IS OK** and mark ☑

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.

Microtag eCall

4   Pairing

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

Note:
Please make sure your BLUETOOTH is **ON**.
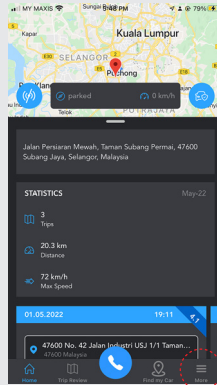
Login to My Connex App & click 'MORE'
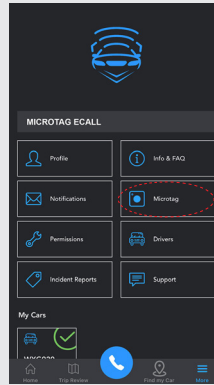
Select 'Microtag'
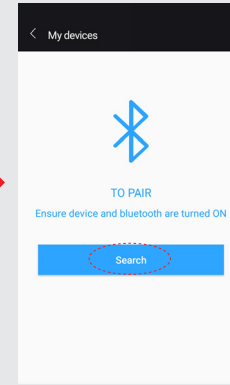
Click 'Search' device

Select 'Microtag'
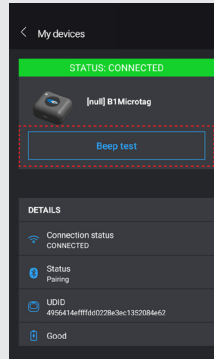
To verify, click 'Beep test'

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

Microtag eCall

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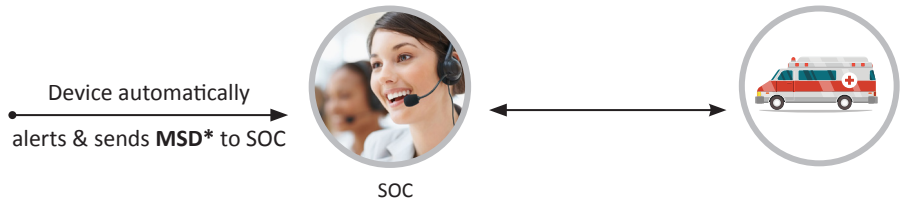
MINOR ACCIDENT RESPONSE
- Device automatically alerts and sends MSD* to SOC
- SOC will call the actual driver if ADR is activated or registered phone number to check if assistance may be required.

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

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

ℹ **Note**

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

Microtag eCall

My Connex mobile app features:

Parked or Driving status

Last parked address

Car status

Main page

Phone button
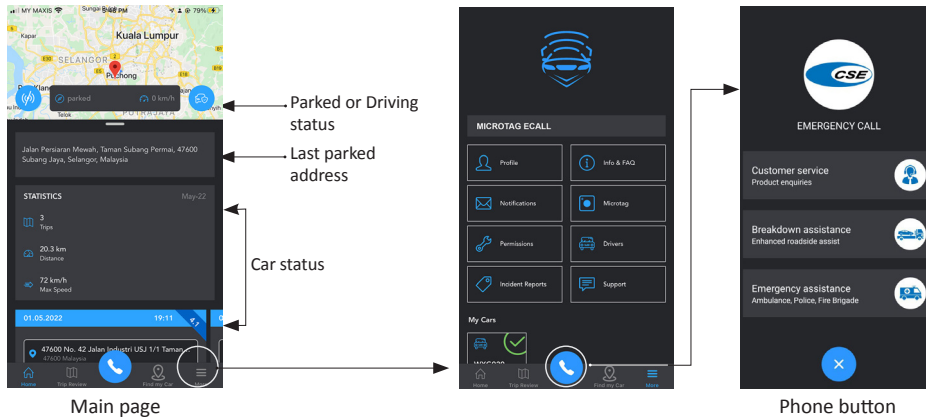
- **ADR** - Bluetooth pairing with **Microtag** for Automatic Driver Recognition.

- **Add drivers*** - Add as many drivers for eCall and bCall ADR services.

- **Add cars** - Use the same app to pair with different **Microtag** on different cars.

- **Locate car** - Locate the last paired location between the app and **Microtag** e.g. your last parked location.

- **Trip Review** - Review previous trips with driving score based on phone distraction & driving style e.g. speeding, harsh braking and cornering.

- **Microtag low battery alert** - in case the battery is low, you will receive a notification to replace the battery.

- **Incident reports*** - View accident report online to help you make a police report in case of accident and check online the number of roadside assistance rendered.

ℹ️ **Note**

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

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	②	③
Pull open the slot	Remove the old battery from the slot	Insert new battery
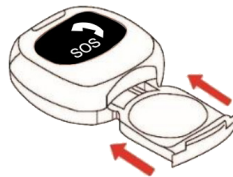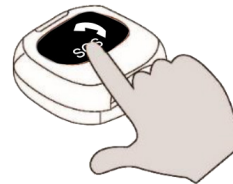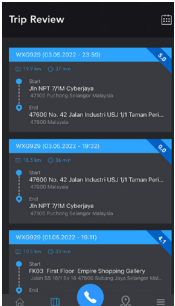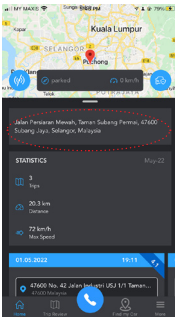
④	⑤
Push the slot back in	Press the button for 5 seconds

Microtag eCall

My Connex Mobile App

Features	Description	Remarks
Trip review	Review previous trips with driving score based on phone distraction & driving style e.g. speeding, harsh braking and cornering. **Please note: There is no real-time tracking.**	**Microtag** must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled.
Find My Car	"Find My Car" in the My Connex mobile app is displaying your last vehicle location that your **Microtag** was connected to your smartphone. **Please note: There is no real-time tracking.**	**Microtag** must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled.

Microtag eCall

Add Drivers (eg. family members)	Registered owner able to invite additional driver. Click "New Driver" from the driver page of the app. Additional drivers to download '**My Connex'** mobile app from the **App Store** or **Google Play Store**. Login using the credential sent to the additional driver via SMS. Additional drivers can only view their own data. Make sure your **Microtag** is connected to your smartphone	**Microtag** must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled. **Note:** Please make sure the additional driver's phone number is updated.
Add Cars 	Same mobile app can be paired with different **Microtag** on different cars. To add cars, please call our SOC at **+603 5888 0000**.	Alert will be enable or disable based on your selection.
Incident reports 	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. 	
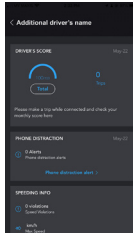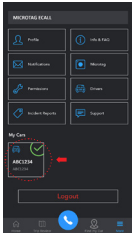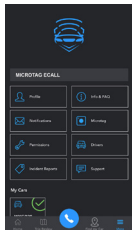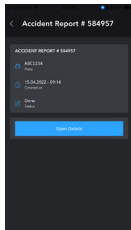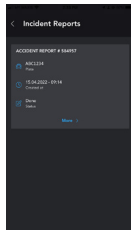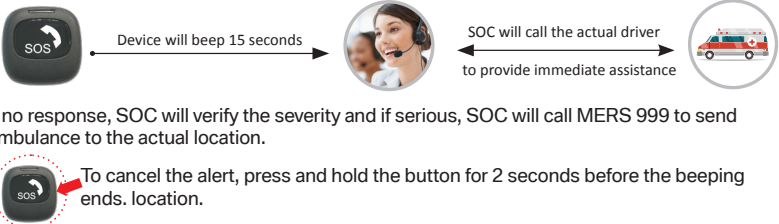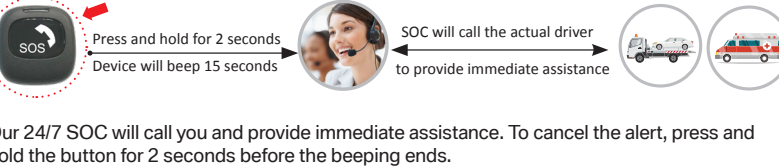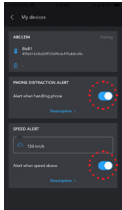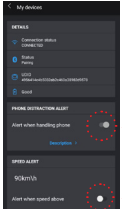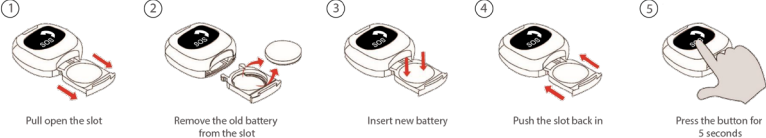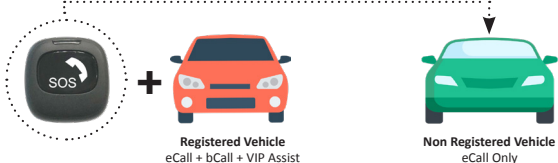
Microtag eCall

Microtag - How it Works

Features	Description	Remarks
ADR - Automatic Driver Recognition	**Microtag** will auto connect with the app when paired smartphone is detected in the vehicle. You will be notified via in-app notification and beeping sound. Once connected, you will be able to enjoy the safety & security features of **Microtag** eCall. Microtag eCall app	**Microtag** must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled.
eCall - Automatic Accident Alert & Emergency Response	If car gets into a severe accident and triggers the alert, **Microtag** will beep for 15 seconds. Our 24/7 SOC will call you and provide immediate assistance. Device will beep 15 seconds — SOC will call the actual driver to provide immediate assistance If no response, SOC will verify the severity and if serious, SOC will call MERS 999 to send ambulance to the actual location. To cancel the alert, press and hold the button for 2 seconds before the beeping ends. location.	**Microtag** must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled.w
SOS - Request for Roadside/Medical Assistance	Press and hold the SOS button on the **Microtag** for 2 seconds. **Microtag** will start beeping for 15 seconds. Press and hold for 2 seconds Device will beep 15 seconds — SOC will call the actual driver to provide immediate assistance 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.	**Microtag** must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled.

Microtag eCall

Safe Driving Alert	**iOS**	**Phone distraction (On/Off) -** You can enable/disable this alert by unselecting it under **Microtag** page. **Microtag** will beep 2 times if you use your phone while driving. **Speed alert (On/Off) -** You can set speed limit alert under **Microtag** page. **Microtag** will beep 1 time when set speed is exceeded. **Note:** Texting while driving is one of the biggest causes of accidents globally.	**Android**	**Microtag** must be paired with your Smartphone via Bluetooth and ensure All "Permissions" are enabled.
Safe Driving Alert	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. ① Pull open the slot ② Remove the old battery from the slot ③ Insert new battery ④ Push the slot back in ⑤ Press the button for 5 seconds			Device Battery low
Transferring Microtag	The **Microtag** 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. **Registered Vehicle** eCall + bCall + VIP Assist **Non Registered Vehicle** eCall Only			

⚠ **Note:** The GPS location accuracy depends on the smartphone specification. If you require further assistance, please call our 24/7 hotline at **+603 5888 0005.**

ℹ **Important**

In case of low battery alert, you will receive a push notification. Please refer to the 'Battery replacement' section to change the battery. For health check failure alert or if you are not able to connect with the **Microtag**, you are required to call SOC at **+603 5888 0000** soonest possible. Any delays to troubleshoot the unit may affect the provision eCall services.

FAQ

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.

To check if the device is connected to your phone
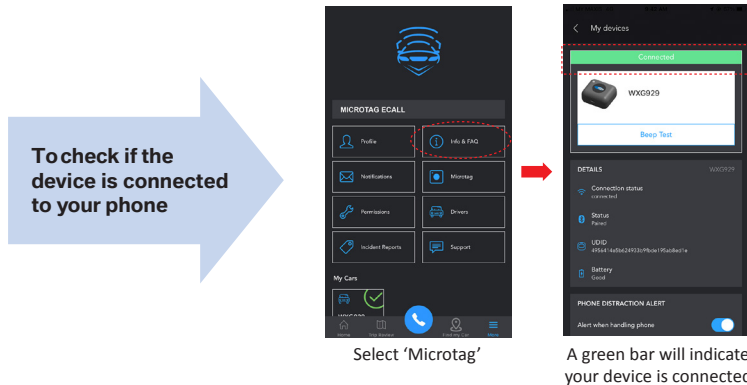
Select 'Microtag'

A green bar will indicate your device is connected

⚠️ **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.

Service Renewal

Microtag eCall starts 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

Microtag eCall