



Cobra Connex S5 Plus User Manual

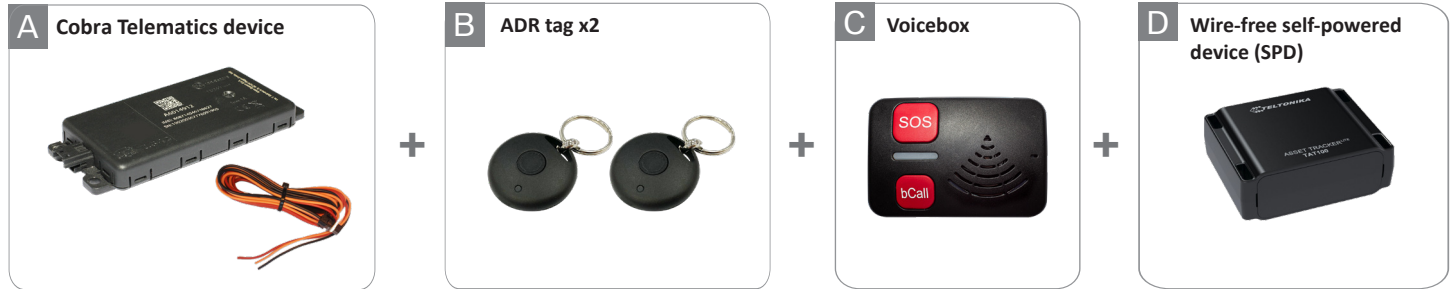
Premium Stolen Vehicle Recovery and eCall Voice

Cobra Connex S5 Plus

Introduction

Introducing the **Cobra Connex S5 Plus** - your ultimate solution for premium stolen vehicle recovery, eCall voice, advanced crash response, and vehicle tracking services. With 24/7 protection, it ensures the safety and security of both you and your vehicle, providing peace of mind for you and your loved ones at all times. Trust in Cobra Connex S5 Plus to keep you safe and secure wherever the road takes you.

Your **Cobra Connex S5 Plus** package comes with..



A Cobra Telematics device with 6 axis accelerometer/gyroscope & back-up battery

B 2x ADR tag (Automatic Driver Recognition)

C Voicebox

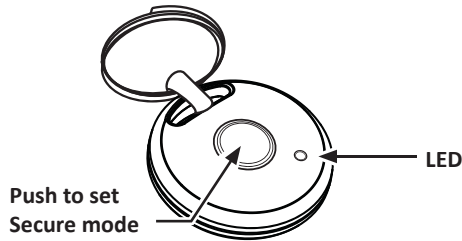
D Wire-free self-powered device (SPD) with 3 Telcos roaming SIM

Wired Telematics Device Fitment

The telematics device requires professional fitment. Please call our CSE SOC **+603 5888 0000** to arrange for installation of the device at your nearest Cobra authorised dealer.

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ADR tag



The ADR tag is an Automatic Driver Recognition which is used to identify the driver and it is inclusive of a button that can be pressed to set Secure mode when you are inside your vehicle (you can also set it from your mobile app).

If your vehicle ignition is switched ON, the system will be activated and automatically start to search for the presence of your ADR tag. You will receive a Secure mode alert (Push, Email). Check if your vehicle is safe.

If your vehicle is confirmed stolen, call our SOC to declare theft. Our SOC will activate Stolen vehicle recovery (SVR) process on your vehicle and liaise with the Police for recovery.

Important

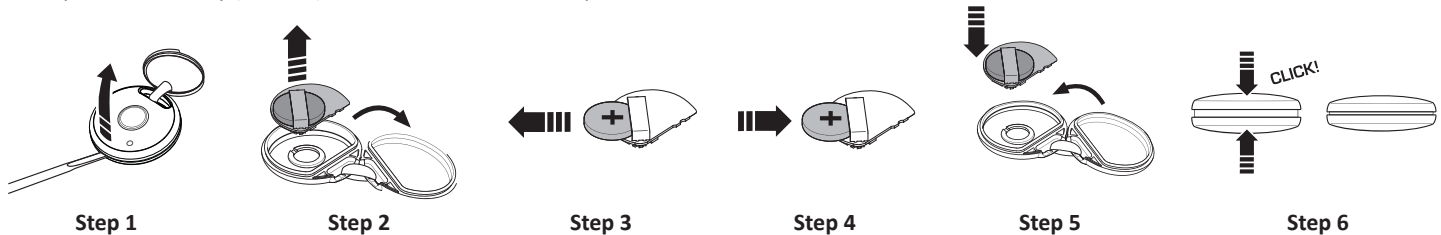
2 ADR tags are supplied with the system.

Please drive your vehicle with your ADR tag. Failure to detect the presence of your ADR tag, a notification will be sent to your mobile app.

ADR tag - Battery low

If the ADR tag LED flashes in an irregular way or fails to flash when the button is pressed, this indicates that the battery voltage is low - you will receive an alert on your mobile app that your ADR tag battery is low. Replace the new battery (CR2032) immediately.

*To replace the battery (CR2032), follow the instructions as per below:



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Voicebox Fitment



LED status

Blue >> LED flashes >> call is established
Red >> LED flashes >> lost connection

Important

- By pressing either the SOS or the bCall button on the voicebox, the device will simultaneously send an alert and make a voice call to our SOC. Our SOC will then speak to the driver or occupants in the vehicle via the voicebox to check if assistance is required.
- The device typically initiates a call within 10 to 30 seconds. However, in cases of poor network coverage or low signal strength, there may be delays in placing the call.
- If the LED flashes in red, it indicates that no connection has been made to our SOC. Please use your mobile phone to call **+603 5888 0044** to request emergency or roadside assistance.

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SPD Device Fitment

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

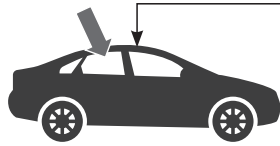


Figure 1
Vehicle passenger cabin

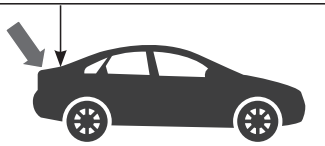


Figure 2
Rear luggage compartment



SPD device hidden in cabin or trunk

Note

Please ensure the device is facing upwards (the side with the engraved product information) to receive better GPS signal.

SPD Device Battery Replacement

1 Remove the housing cap (e.g. you can use a screwdriver).



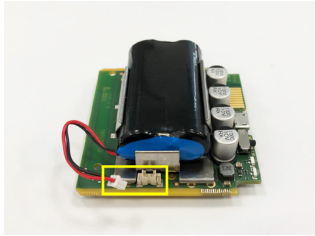
2 Use a screwdriver to fit through a small hole as indicated in the following image and pull out the PCB.



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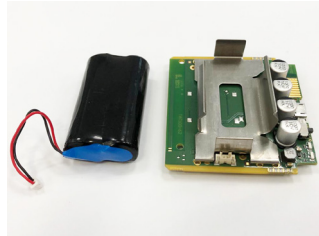
3

Unplug the battery and remove it from the metal battery holder on the PCB.



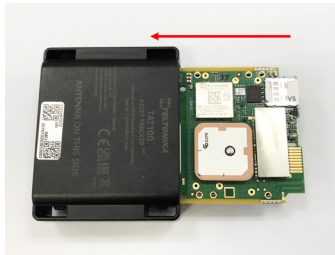
4

Place the new battery to the holder facing the same direction as previously and plug the cable back to the port.



5

Place the PCB back into the housing (with the GNSS antenna facing the same side as the engraved product information on the housing).



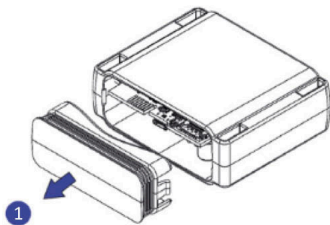
6

Close the housing cap.

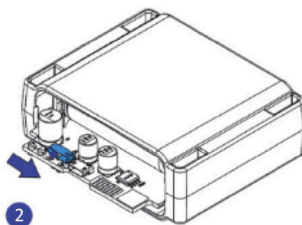


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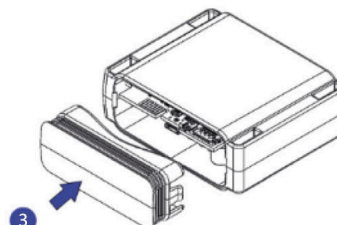
How to Turn ON SPD Device



1. Remove the cover



2. Turn ON the switch and check on the LED status.
If LED flashes green, this indicates the device is ready.



3. Reattach the cover and push it in place.

SPD Device LED indications:

Device Status	Status LED
On	Start-up and self tests
Off	Device is in sleep mode or turned off
Blink every 5 seconds	Device is working, modem turned on

If you require any assistance, please call our CSE SOC **+603 5888 0000**.

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Product specification/features



Cobra Telematics device

- ✓ 6 Axis accelerometer & Gyroscope for orientation, precise crash detection & reconstruction
 - 3 Axis accelerometer for driving behaviour
 - 3 Axis Gyroscope
- ✓ Event recorder that records trips and send crash data on detection of a crash (Black box)
- ✓ Crash event detection with ignition OFF
- ✓ Auto self orientation for direction & crash detection
- ✓ Crash detection (ASI Value)
- ✓ Inbuilt back-up battery
- ✓ Power consumption < 3mA
- ✓ Operation voltage = 12V
- ✓ IP rating IP67
- ✓ Firmware OTA updates
- ✓ E-Mark R10 | R&TTE | SIRIM



ADR tag

- ✓ Automatically connects to in-vehicle telematics device
- ✓ Bluetooth Low Energy (BLE 4.2)
- ✓ In-built status LED
- ✓ Dimension 39 x 11mm
- ✓ Small size and light weight
- ✓ Operating Voltage 3V (CR2032)
- ✓ Operating Temperature - 20°C ~ + 60°C
- ✓ Push Button 1x
- ✓ IP Rating IP40

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Product specification/features



Voicebox

- ✓ 2 wire (+30, GND)
- ✓ Bluetooth with Telematics device
- ✓ SOS & bCall buttons
- ✓ Microphone
- ✓ Loudspeaker
- ✓ LED display
- ✓ 32-Bit Microprocessor Multicore system on Chip
- ✓ Power consumption < 3-5mA
- ✓ Operating Voltage 12V

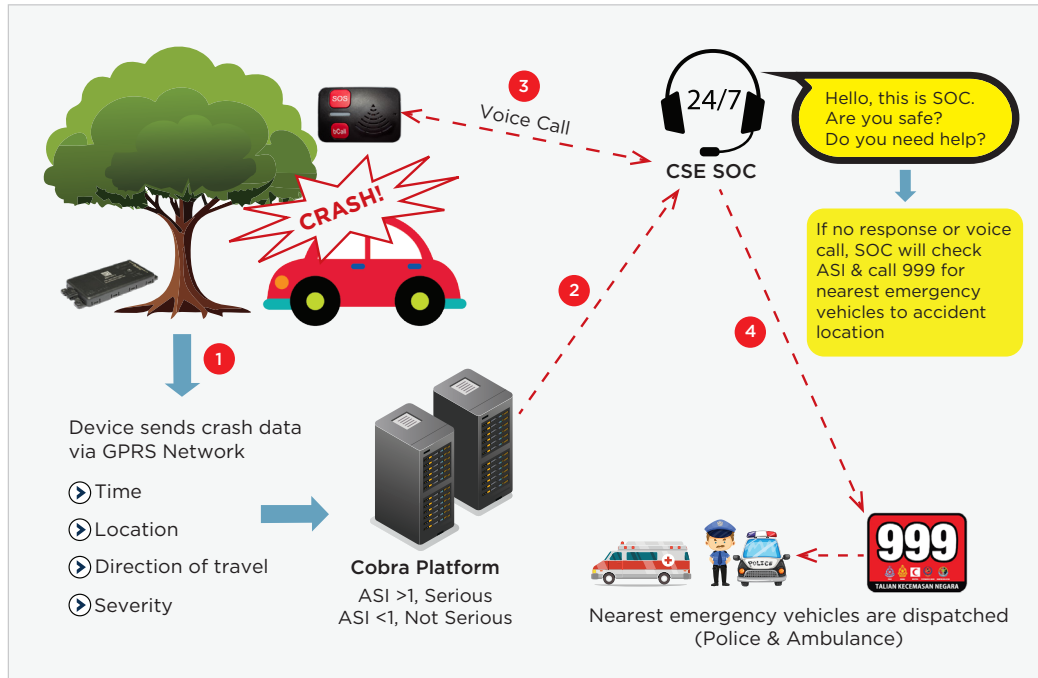


Wire-free self-powered (SPD) device

- ✓ 3 axis accelerometer
- ✓ Wake up 3 times a day with location update, battery life is up to 1 year
- ✓ M2M Global roaming SIM and in Malaysia roaming among Celcom, Digi & Maxis
- ✓ High accuracy of positioning, GPS/GNSS/Beidou receiver
- ✓ GSM/GPRS/GNSS
- ✓ Daily device health check
- ✓ Wire-free and self-powered
- ✓ Small size, easy to hide, easy to fit
- ✓ Dimension 78 x 63 x 28 mm (LxWxH)
- ✓ Bluetooth Low Energy (BLE)
- ✓ IP rating IP68
- ✓ CE (RED), EAC, RoHS, REACH
- ✓ Firmware OTA updates

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Automatic crash alert and response (eCall)

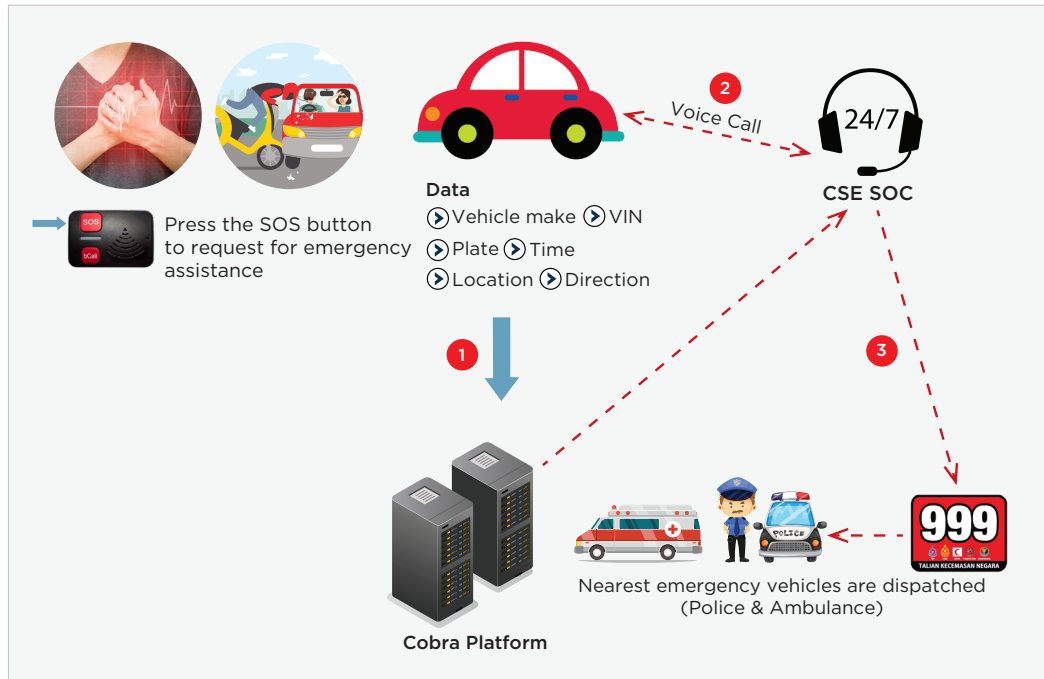


In a crash, every second counts. Connex S5 Plus ensures that you receive rapid assistance. In case of an accident, eCall is automatically activated. The Cobra telematics device will automatically send a crash alert (location, time, direction & severity) and make a voice call to our SOC via the voicebox.

- If the crash is serious and even though there is no response from the driver or occupants in the vehicle, our SOC will call MERS 999 for the nearest emergency vehicles (ambulance and police) to be dispatched to the crash location as fast as possible.
- If the crash is not serious, our SOC will speak to the driver in the vehicle via the voicebox to check if assistance is required.

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Emergency Assistance (Manual eCall)

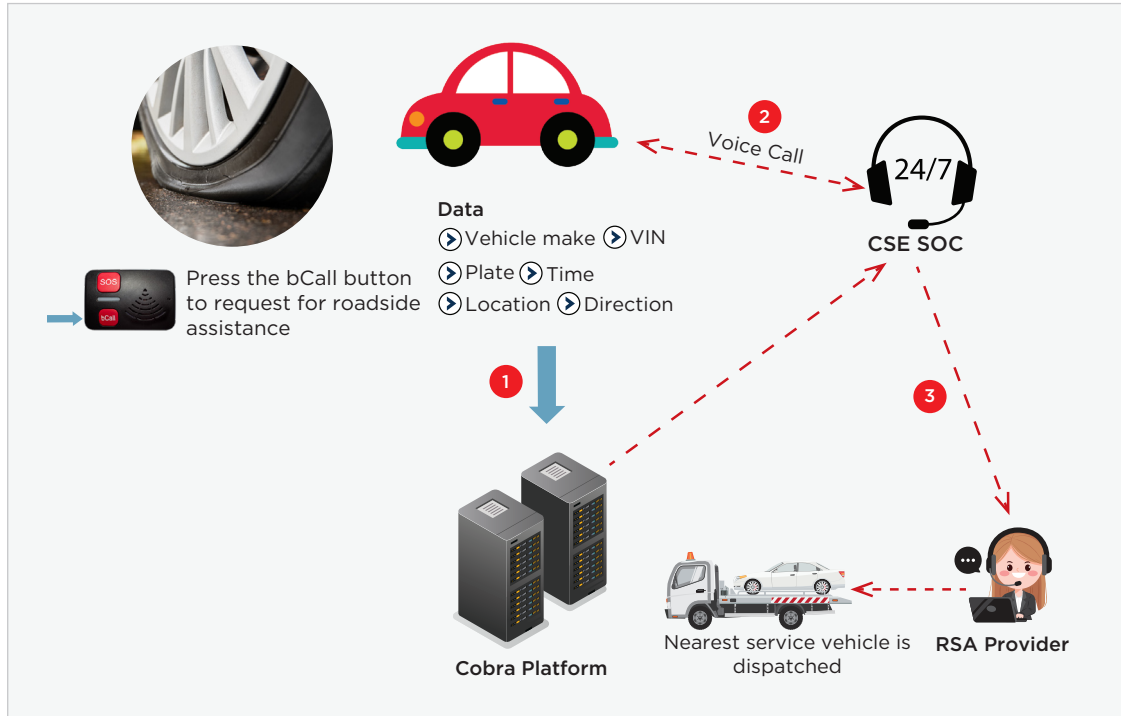


Unexpected events can happen at anytime. Whether you require medical attention or witness an accident that requires medical assistance, just press the SOS button on the voicebox. The device will send an alert and make a voice call to our SOC via the voicebox.

Our SOC will call MERS 999 for the nearest emergency vehicles (ambulance and police) to be dispatched to the exact location as fast as possible.

Cobra Connex S5 Plus

Roadside Assistance (bCall)

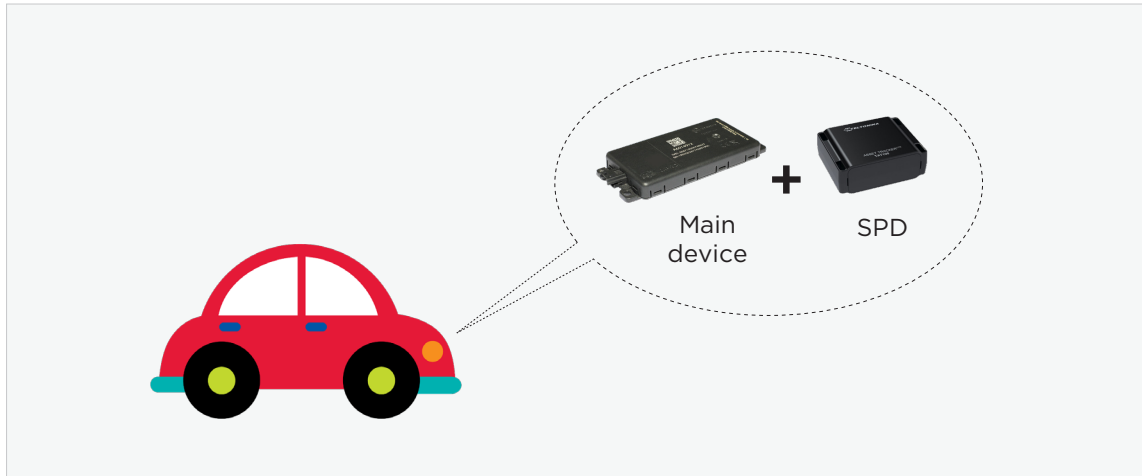


Whether you're out of fuel, your tyre is flat or your battery is dead, just press the bCall button on the voicebox and speak to our SOC. We will dispatch the necessary assistance to get you back on the road.

Cobra Connex S5 Plus

Security

Proactive theft management with SPD matching



The telematics device will send location to Cobra Vehicle Telematics platform daily. If any of the devices is not matching with each other e.g. disconnected, this may mean one of the devices has been sabotaged.

Then an alert will be sent to our SOC who will call the registered owner to verify if the vehicle is safe.

Cobra Connex S5 Plus

Stolen Vehicle Recovery (SVR) - how it works

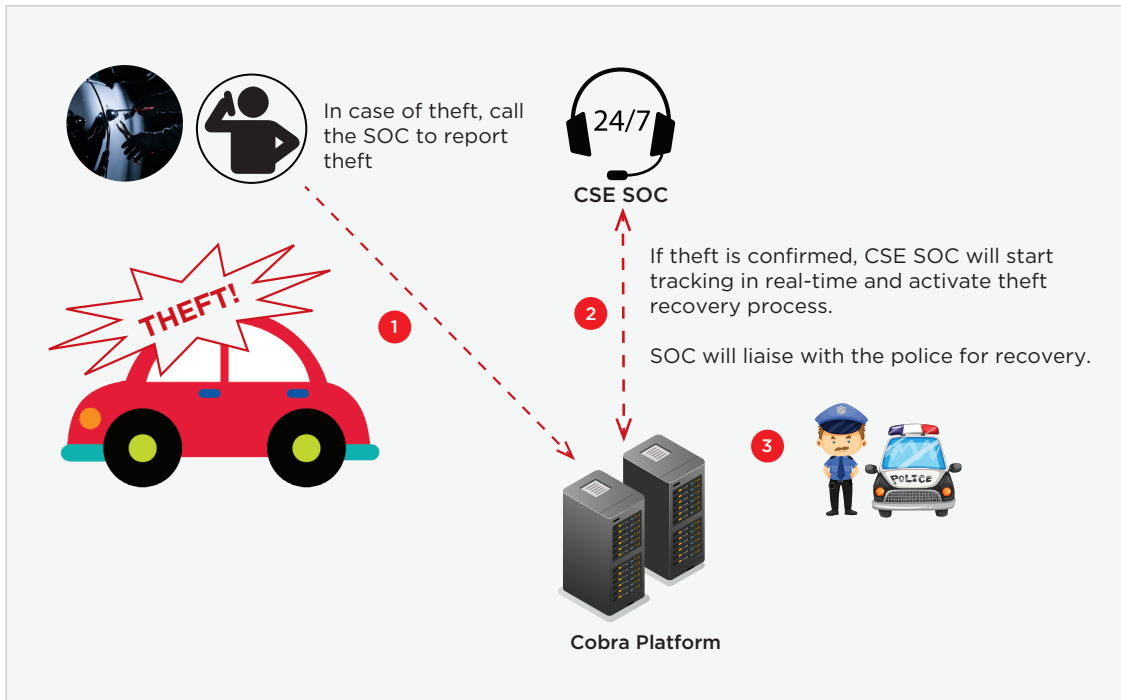


- Connex S5 Plus recognise you as the authorised driver by detecting your unique ADR tag when you start the car. If your vehicle is driven without the ADR tag, you will receive an alert, and our SOC will call you for verification.
- Press the button on your ADR tag to activate Secure mode (Smart alarm). In case of an unauthorised movement or towing, you will receive an alert. Call our SOC to report theft if your vehicle is stolen.
- If the Cobra Telematics device has been sabotaged, our SOC will call you to verify if the vehicle is stolen.

Upon confirmation of theft, our SOC will initiate the SVR process, tracking the stolen vehicle and coordinating with the police for swift recovery.

Cobra Connex S5 Plus

Stolen Vehicle Recovery (SVR) on demand - how it works



If you discover your vehicle is stolen, call our SOC to report theft.

Upon confirmation of theft, our SOC will initiate the SVR process, tracking the stolen vehicle and coordinating with the police for swift recovery.

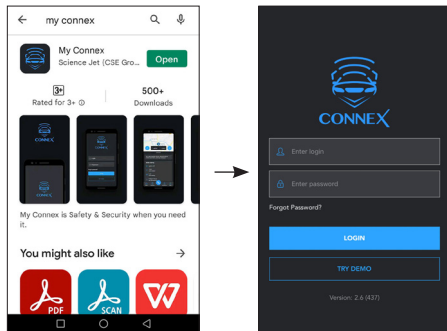
Cobra Connex S5 Plus

Activation

The activation process is done by the dealer during installation. To arrange for both installation and activation of the device at your nearest CSE authorised dealer, please call our **CSE SOC at +603 5888 0000**.

Once activation is complete, you will receive the username and password via email and SMS. Use the credentials to log in to your My Connex mobile app and web.

Download My Connex Mobile App



My Connex

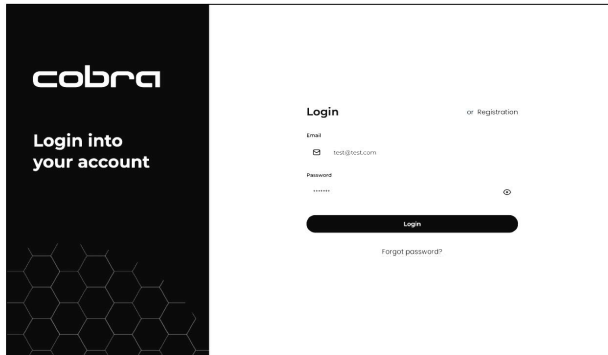
Download **My Connex** mobile app from **App Store** or **Google Play Store**.

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



Cobra Connex S5 Plus

Access mycobra.net Web Portal

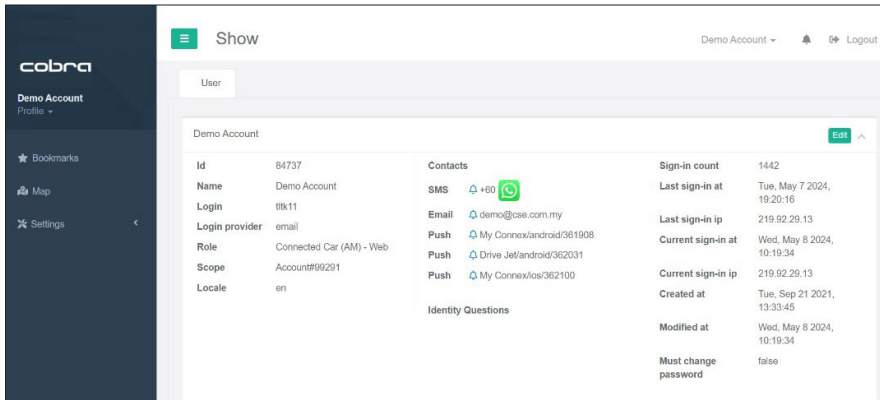


The login page features the Cobra logo on a dark background. The main content area is white and contains a 'Login' form. The form has fields for 'Email' (with the placeholder 'test@test.com') and 'Password' (with a masked input). Below the password field is a 'Login' button. A link for 'Forgot password?' is located below the button. A link for 'or Registration' is positioned to the right of the login form.

Please log in to the **Cobra Web Portal** at mycobra.net using the username and password you received via email and SMS upon activation.

Once you have logged in, you can use the services as below:

- User profile > Update the current phone number and email.
- Geofence alert > Set Zone in/out alerts (Multiple geofences).
- Vehicle tracking > Track vehicle in real-time.
- Speed alert > Set speed alert.

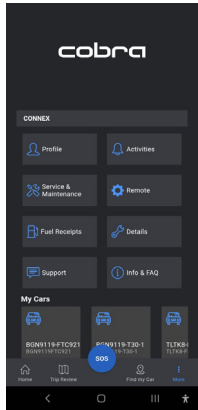


The user profile page shows the 'Demo Account' details. The left sidebar contains the Cobra logo, 'Demo Account Profile', and navigation links for Bookmarks, Map, and Settings. The main content area is titled 'Show' and contains a 'User' tab. The profile information is displayed in a table-like format with sections for basic info, contacts, and sign-in history.

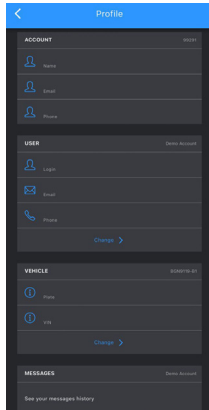
Demo Account		Edit	
Id	84737	Contacts	Sign-in count 1442
Name	Demo Account	SMS +60	Last sign-in at Tue, May 7 2024, 19:20:16
Login titk11		Email demo@cse.com.my	Last sign-in ip 219.92.29.13
Login provider email		Push My Connex/android/361908	Current sign-in at Wed, May 8 2024, 10:19:34
Role Connected Car (AM) - Web		Push Drive Jet/android/362031	Current sign-in ip 219.92.29.13
Scope Account#99291		Push My Connex/ios/362100	Created at Tue, Sep 21 2021, 13:33:45
Locale en		Identity Questions	Modified at Wed, May 8 2024, 10:19:34
			Must change password false

Cobra Connex S5 Plus

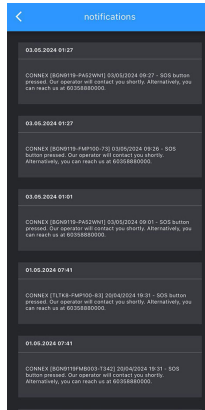
Mobile App (My Connex)



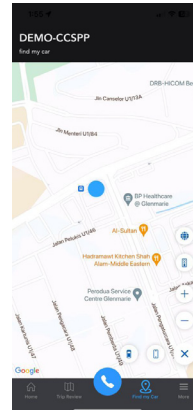
More



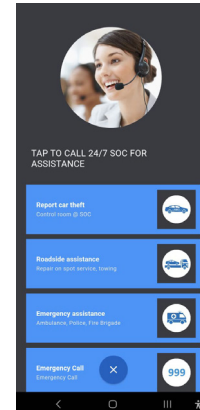
Profile



Notifications



Find my car



Help button (SOC)

- Car status > Check if car is parked or driving, ignition On/Off, device battery, vehicle battery.
- My driving style > Based on speeding over road speed limit, harsh acceleration, braking & cornering.
- Alerts > Speed - Set speed limit. If vehicle speed exceeds the limit, receive alerts (Push, email).
 - > Smart alarm (secure mode) - Enable/disable Smart alarm. If car is driven without authorisation or towed, alerts are sent (Push, email)
- Secondary device > Check location of your secondary devices.
- Trip review > Check trips with driving score. Trip details include - start & end, location/time, distance, mileage, review, route taken, events.
- Find my car > Check vehicle location, real-time tracking & traffic conditions on Google map. Google satellite view, street view.
- Service & Maintenance reminder > To set service due reminder.
- Multiple vehicle management > Access cars fitted with Connected Car with one app.
- Help button (SOC) > Press to report car theft, Customer service, Emergency & Roadside assistance.
- Update your phone number & email > Make sure we can reach you when needed.

Cobra Connex S5 Plus

FAQ

Telematics device with Voicebox

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 Device will make a voice call to SOC via the voicebox and speak to the driver or any occupants in the vehicle to check if any assistance may be required. SERIOUS ACCIDENT RESPONSE If no response, SOC will verify the severity and if serious, SOC to call MERS 999 to send ambulance to the actual location.
Manual eCall - request for emergency	Device active and communicating	In case you require medical attention or witness an accident that requires medical assistance, press the SOS button on voicebox to send location and make a voice call to SOC via the voicebox. Upon verification, SOC will call MERS 999 for emergency vehicles (Ambulance, Police) to be dispatched to the actual location as fast as possible. You can also use your mobile app/phone to call SOC at +603 5888 0044 directly.
bCall - request for roadside assistance	Device active and communicating	In case of a breakdown, press the bCall button on voicebox to send location and make a voice call to SOC. Upon verification, SOC will call the roadside assist provider to dispatch the nearest service vehicle to the actual location as fast as possible. You can also use your mobile app/phone to call SOC at +603 5888 0044 directly.
SVR - Stolen Vehicle Recovery	Device active and communicating	If your car is stolen, please click on “Report a Theft” tab from the mobile app to contact our 24/7 SOC or call +603 5888 0044 (SOC). Upon verification, SOC will activate stolen vehicle recovery process and liaise with the police for recovery.
Health check failure	If the device is not responding or fail to transmit data for 7 days (e.g. vehicle is not driven), you will receive a push/email notification	If your vehicle is in a non-GSM coverage area/garage/service centre, you may ignore this alert. Otherwise, please call our SOC at +603 5888 0000 to assist with troubleshooting.

Cobra Connex S5 Plus

FAQ

SPD device

Description	Device Status	Action/Remarks
Sabotage alert / Vehicle battery disconnection alert	If your main device is sabotaged (either jammed or removed from the vehicle)	You will receive a sabotage alert and a call from our SOC. If theft is confirmed and upon verification, SOC will activate stolen vehicle recovery process on SPD and liaise with the police for recovery.
Health check failure	If the device is not responding or fail to transmit data for 3 days (e.g. due to depleted battery or vehicle located in an area with no network connection), you will receive a push/email notification	Please contact our SOC to troubleshoot the fault as soon as possible. Note: In order to receive low battery and health check failure alerts, it is important to update us if your mobile number or email address is changed by calling our SOC at +603 5888 0000 .
Battery replacement	Device Battery low	When the device battery is low, you will receive a battery LOW alert via push and email. However, you will need to replace the battery - 2x Lithium Battery/AA (Li-SOCL2) and it can be purchased via our online cart or at Cobra Auto, our authorised dealer in Glenmarie (+603 5123 2847) .

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 and email. 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.

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FAQ

ADR tag

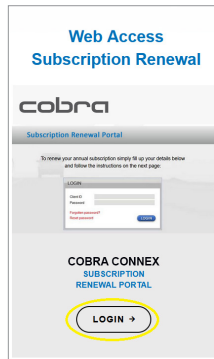
Description	Device status	Action/Remarks
Vehicle unauthorised movement alert (towing)	If your car is driven without the ADR tag, alert is automatically generated	<p>You will receive a theft alert on your Connex app and a call from the SOC.</p> <p>If theft is confirmed and upon verification, SOC will activate theft tracking on your vehicle, continuously updating its location in real-time and liaising with the police to recover and return your car to you as quickly as possible.</p>
ADR tag battery replacement	ADR tag battery low	<p>If your ADR Tag LED flashes irregularly, fails to flash when the button is pressed or if you receive a low battery alert on your mobile app, you will need to replace the battery with a new battery (CR2032) immediately and it can be purchased at any hardware shop or at Cobra Auto, our authorised dealer in Glenmarie (+603 5123 2847).</p>

Cobra Connex S5 Plus

Service Renewal

Please refer to your package that you have subscribed. Your package requires a monthly or yearly subscription fee. A service renewal reminder will be sent to you 1 month (yearly subscription) or 1 week (monthly subscription) before the end of your service.

You can renew your subscription via our CSE website under **Web Access Subscription Renewal** or call our **CSE Customer Service** for assistance.



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 and web.

Service termination - You would like to terminate the service.

Warranty

Product warranty is 3 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 or web application with owner's unique login identification and personalised password. User privacy is assured.

Contact Info - SOC

- SOS/Emergency Call/Stolen Vehicle Recovery: **+603 5888 0044**
- Customer Service/Warranty claim & enquiries: **+603 5888 0000**

CSE Secure Operations Centre (SOC)

Tel: +603 5888 0000

Emergency : 24 hours daily

Customer Service: Mon to Sat, 9am to 7pm

Email: customerservice@cse.com.my

Website: www.cse.com.my

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