

Mercedes *me* connect

Self-Activation Guide

Mercedes-Benz USA

Mercedes *me* connect



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5 Step Activation Process

Registration

1



Identity Check

2



Vehicle Pairing

3



Accepting ToU

4



Service Activation

5



1

Registration

Step 1. New users: Enter the email you want associated with your *Mercedes me connect* account.

Step 2. Then select “Continue”

Step 3. Select “United States”

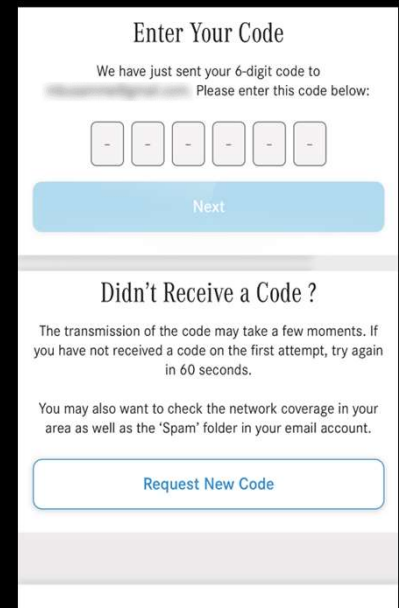
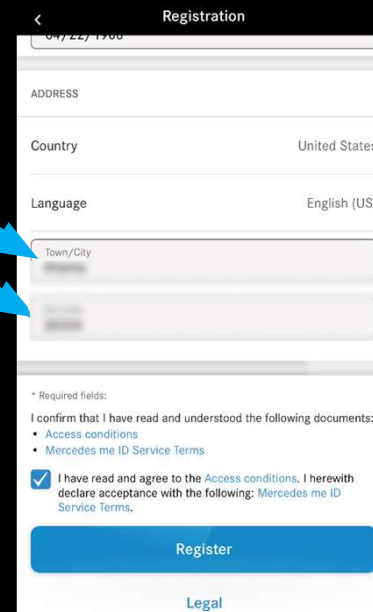
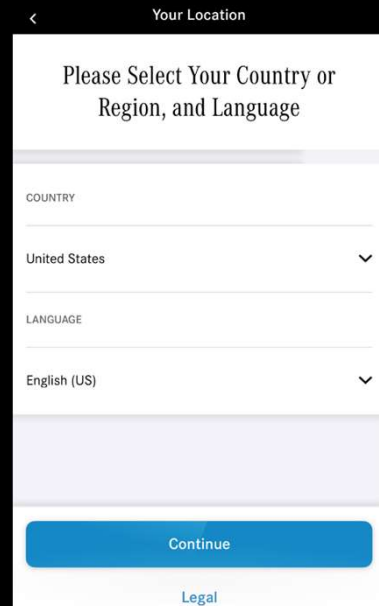
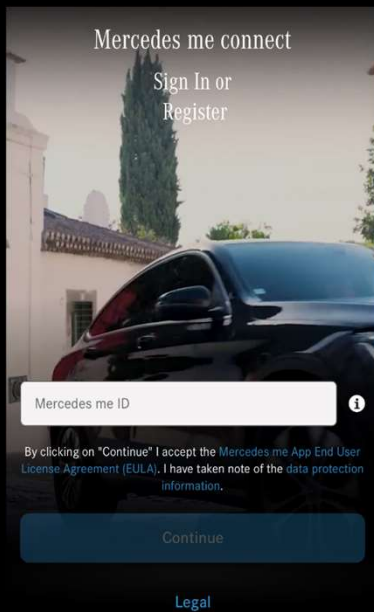
Step 4. Select your language
Select “Continue”

Step 5. Enter your personal information.

Step 6. Select the check box to agree to the T&C and select “Register”

Step 7. A secure 6-digit code will be sent to the email associated with this account.

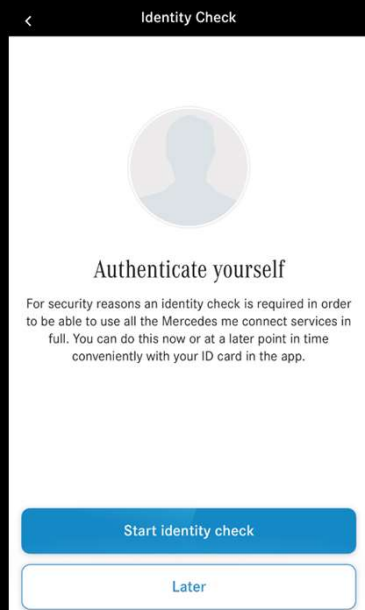
Step 8. Enter the 6-digit code and select “Next”



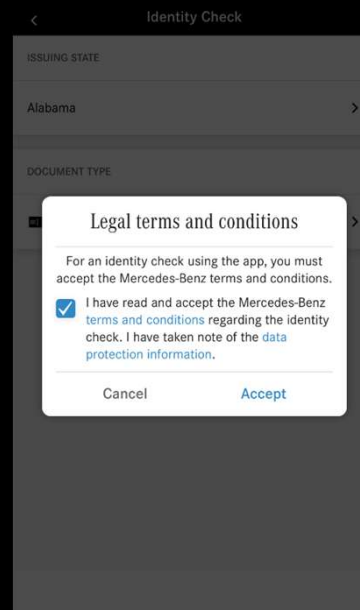
2

Identity Check

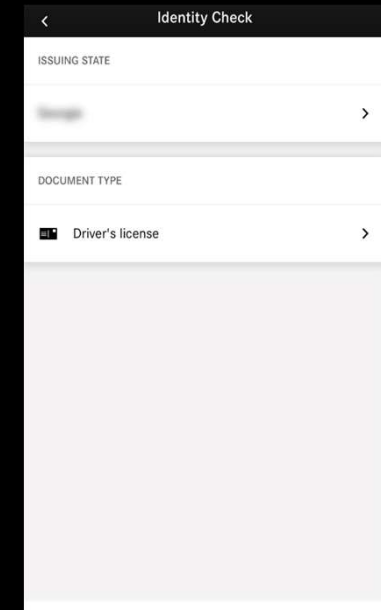
Step 1. Select “Start Identity Check”



Step 2. Confirm you agree to the terms and conditions. Select “Accept”

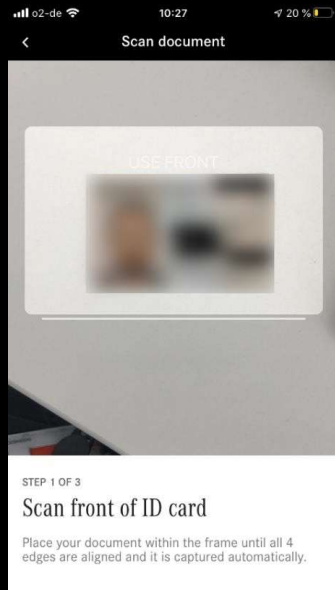


Step 3. Now select the state of your drivers license and upload a picture of the front and back of drivers license.

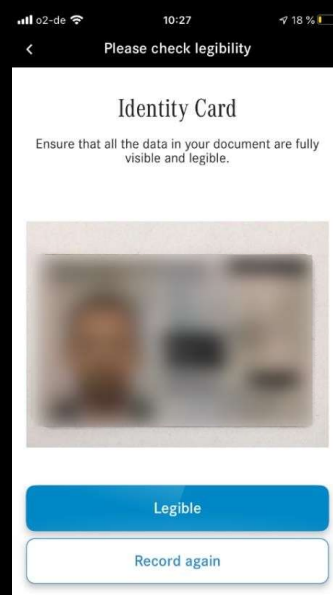


2 Identity Check continued.

Step 4. Position the **front** of your driver's license within the frame.



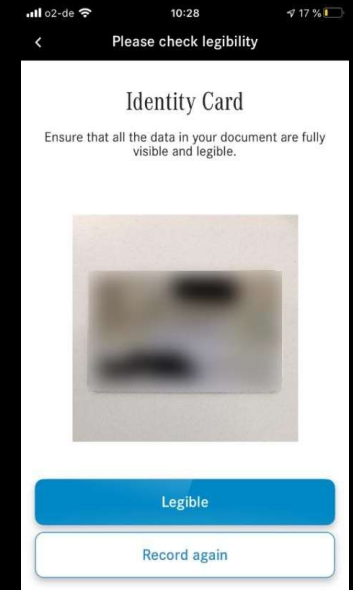
Step 5. If your picture is clear select "Legible"



Step 6. Position the **back** of your driver's license within the frame.



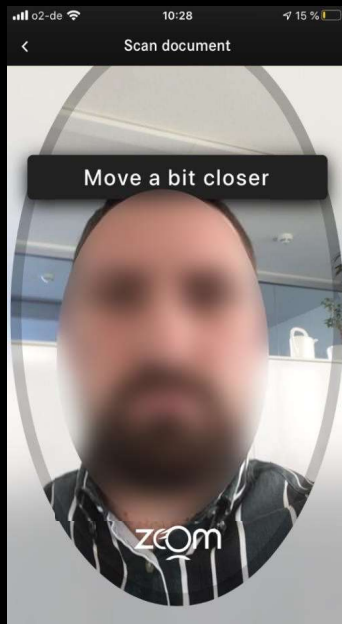
Step 7. If your picture is clear select "Legible"



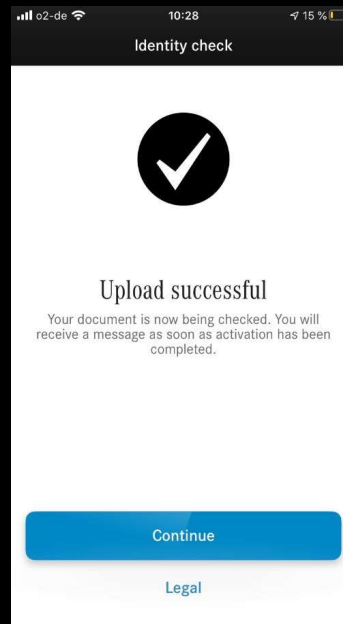
2

Identity Check continued

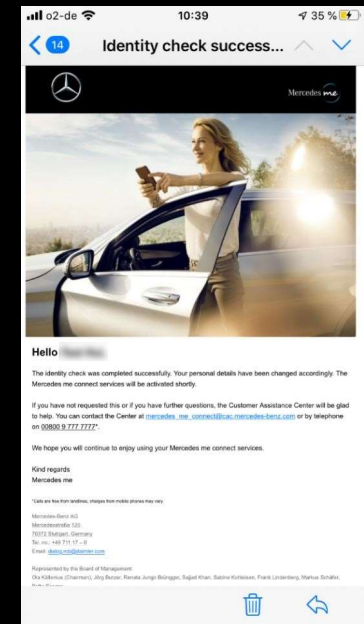
Step 8. Next you must scan your face within the frame.



Step 9. Once the scan is successful you will receive this prompt.



Step 10. Lastly, you will receive an email confirming the identity check was successful.



3

Vehicle Pairing

Step 1. Now that your account has been successfully registered, you will then be able to pair your vehicle to your account by either “Pairing using QR code” or “Pairing using VIN”

Step 2. Select “Next”

Pair Vehicle

Your Mercedes me connect account was successfully registered!

Select one of the following options:

Connect your vehicle with your new account now, in order to use all available Mercedes me connect services. Please be aware that your vehicle can only be connected to one Mercedes me ID. To connect your vehicle you can choose from the following options:

- Pair Using QR Code
For primary user (only with MBUX Multimedia System).
- Pair Using Vehicle Identification Number
For primary user (with/without MBUX Multimedia System).
- Mercedes-Benz Dealership

Later

Legal

Option A (Activating using VIN):

Step 3. Enter the VIN you want associated with this account.

Step 4. Select “Start Pairing”.

Pair Vehicle

Pair a Vehicle with the VIN

Enter the VIN from your registration document or from the label on the inside of the driver's door.

Enter Vehicle Identification Number (VIN)

Start Pairing

Later

Legal

Option B (Activating using QR code):

Step 3. A verification code will be sent to your vehicle's head unit.

Step 4. Enter the code and select “Confirm”.

Pair Vehicle

Verify Access to the Vehicle

The access code has been sent to your vehicle. After the engine has been started it will automatically be shown on the display once the vehicle has an internet connection (e.g. not in parking garages).

- Start your vehicle's engine
- Ensure that the vehicle has established an online connection. You may encounter problems in underground car parks, for example.
- A verification code will appear shortly afterwards. Please enter this below.

Verification Code

Confirm

Request New Code

Step 5. Your Vehicle has now been paired!

Activation of Services

You have successfully paired your vehicle.

NAVIGATION

Car-to-X Communication
deactivated

Connected Traffic Light Services
deactivated

Weather
deactivated

Online Map Update
deactivated

4

Accepting Terms of Use

Step 1. Click the hamburger tab on the top left corner of your screen

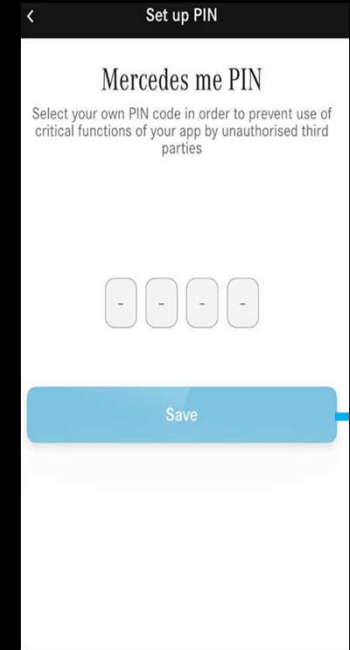
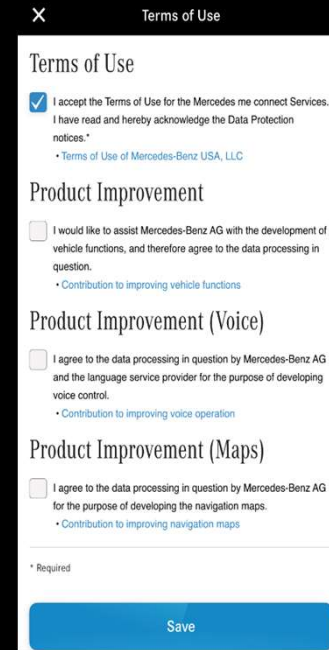
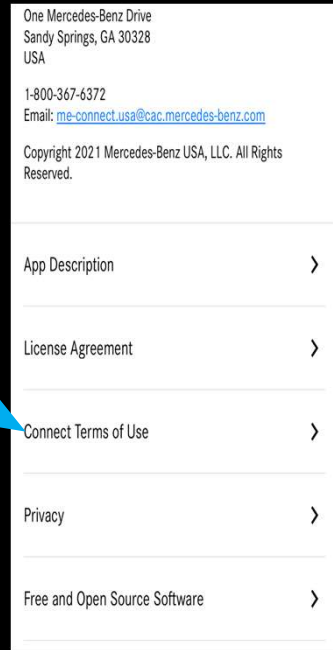
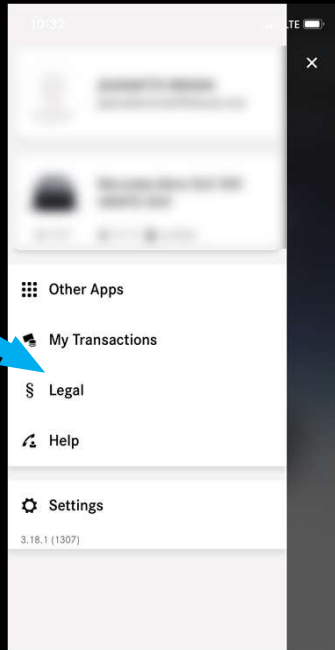
Step 2. Select the “Legal” tab

Step 3. Go to the “Connect Terms of Use” tab.

Step 4. Scroll down and click “Next”

Step 5. A pop-up menu will now appear and you must agree to the “Terms of Use”

Step 6. The next prompt will require you to create a 4-digit PIN for security. Select “Save”



Note: If the Terms of Use pop-up menu does not appear, go the legal tab within the app (shown above) and accept the Terms of Use.

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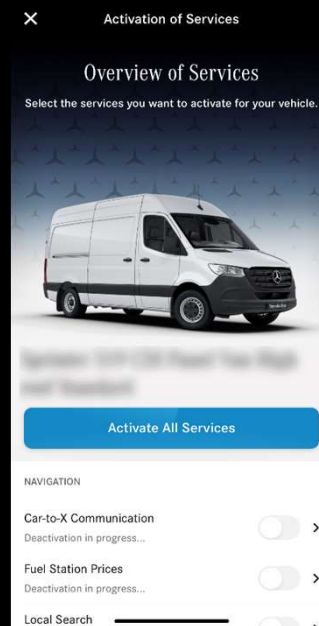
5

Service Activation

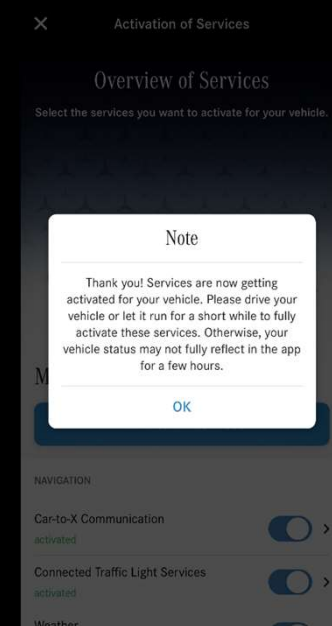
Step 1. To activate your services select “Overview of services”



Step 2. Select “Activate All Services” or toggle your desired services individually.



Step 3. A prompt will appear confirming your vehicles services will be activated upon the next engine start.



Mercedes *me* connect

Congratulations!

Your Mercedes me connect account has been successfully set up and services are now activated and ready to use!

For additional help call our Customer Assistance Center at: 1-(800) 367-6372