Mercedes me connect

Self-Activation Guide

Mercedes-Benz USA

Mercedes me connect

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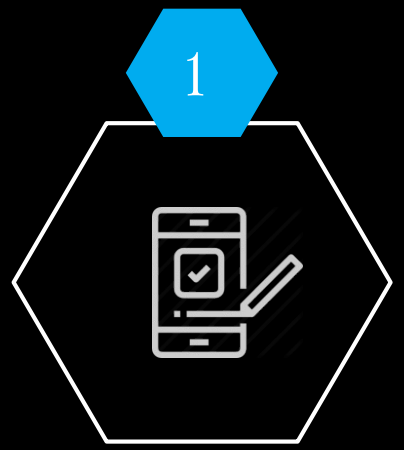
5 Step Activation Process

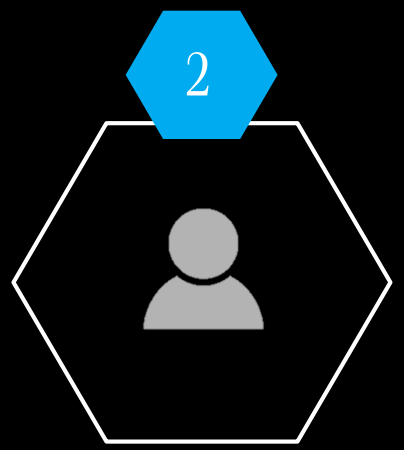
Registration

1



Identity Check

2



Vehicle Pairing

3



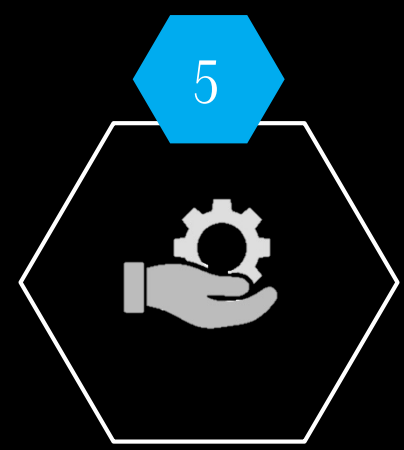
Accepting ToU

4



Service Activation

5



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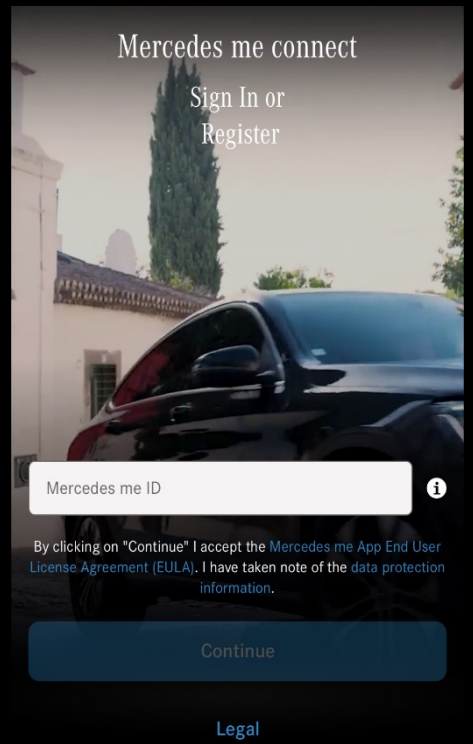
1 Registration

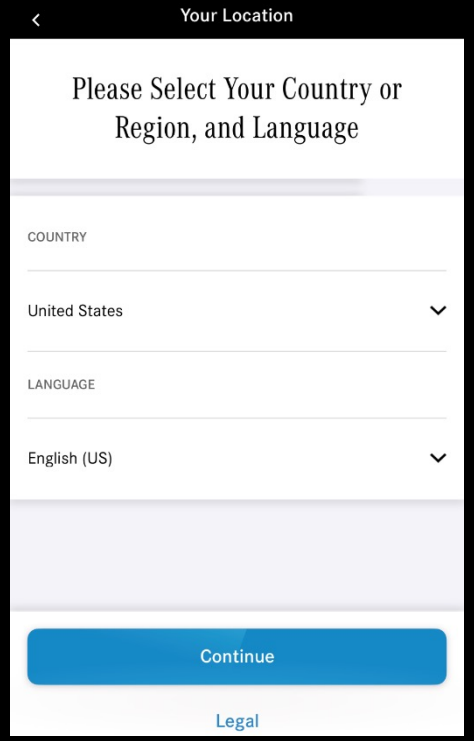
Step 1. New users: Enter the email you want associated with your *Mercedes me connect* account.
Step 2. Then select "Continue"

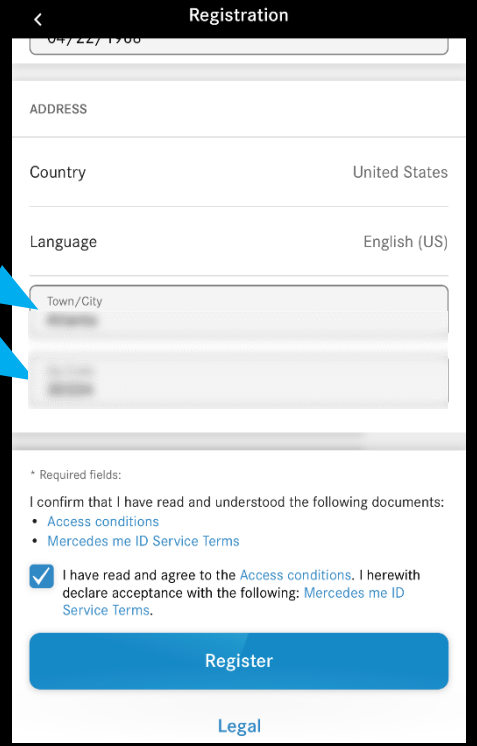
Step 3. Select "United States"
Step 4. Select your language
Select "Continue"

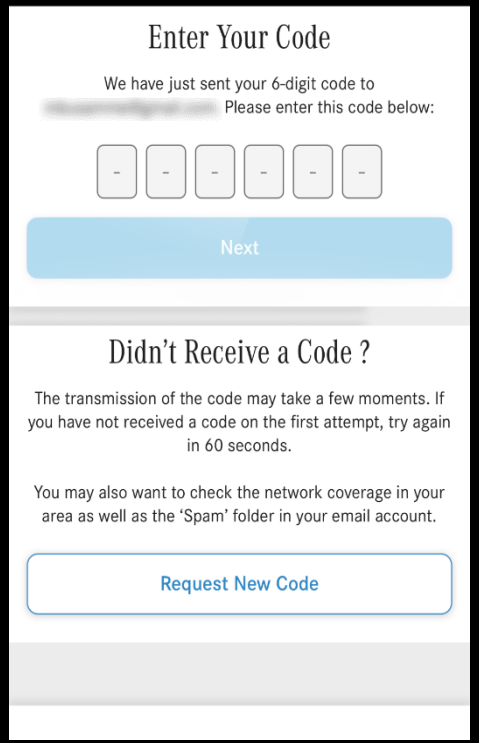
Step 5. Enter your personal information.
Step 6. Select the check box to agree to the T&C and select "Register"

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"









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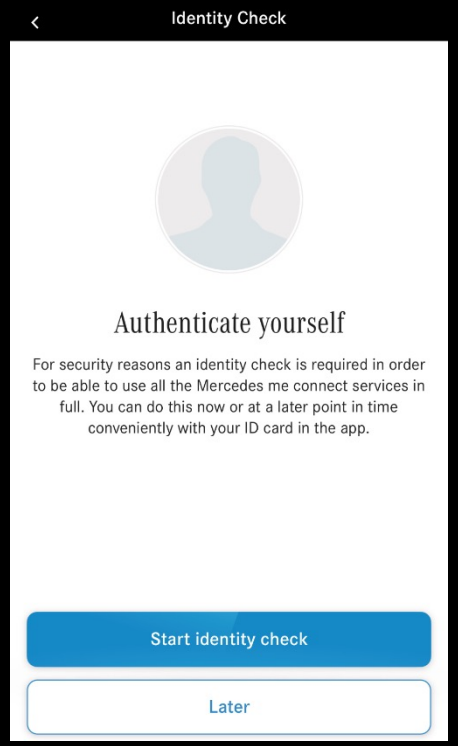
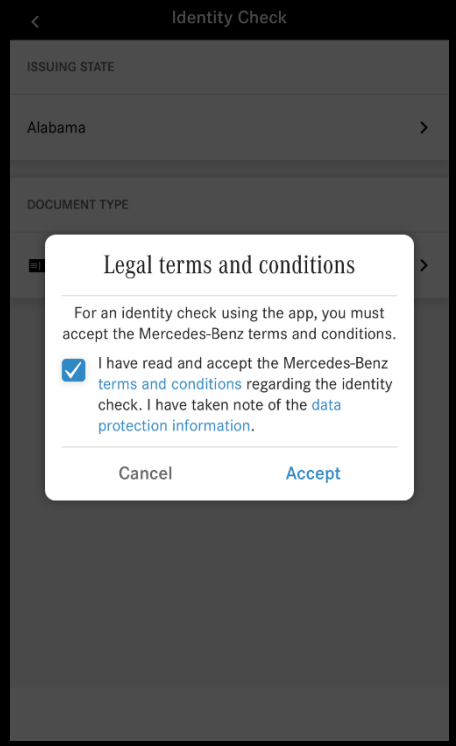
2 Identity Check

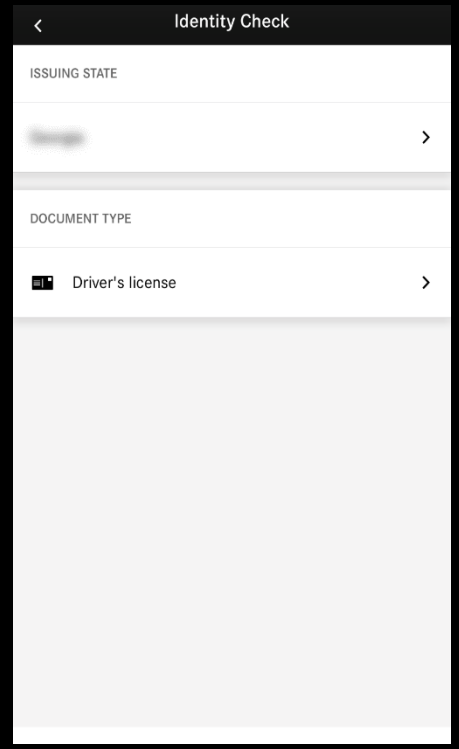
Step 1. Select “Start Identity Check”



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.



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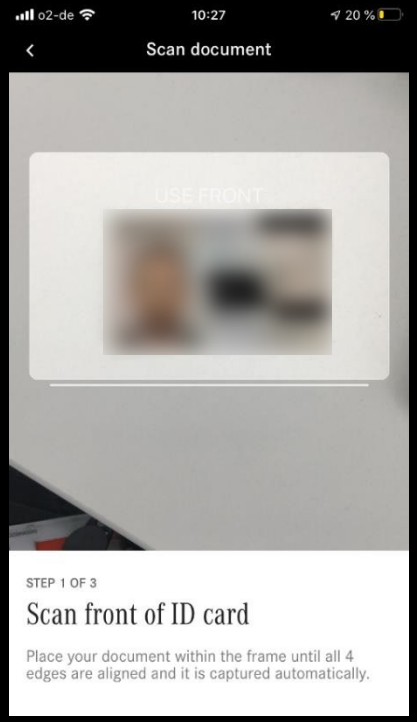
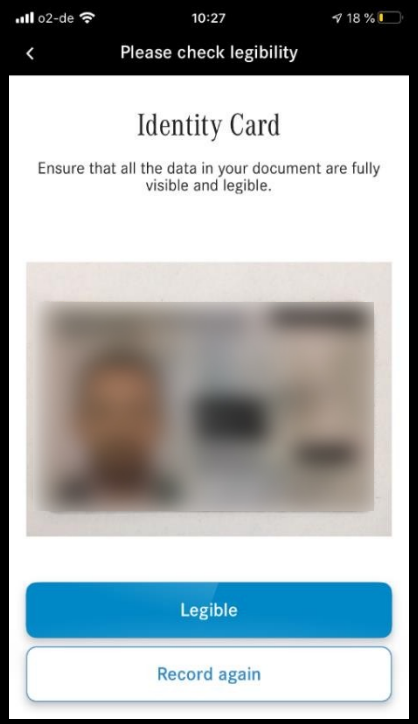
2 Identity Check continued.

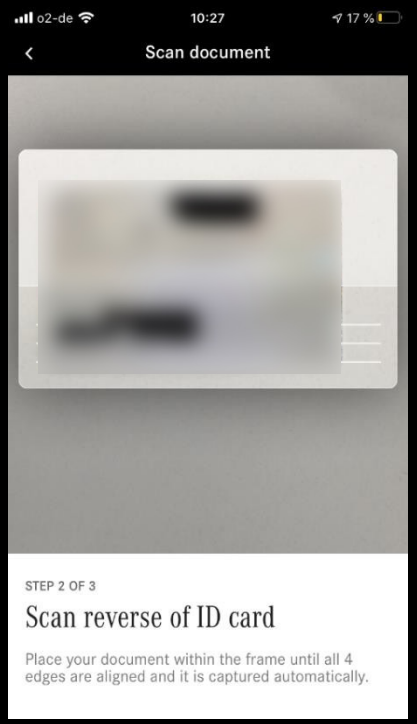
Step 4. Position the **front** of your driver's license within the frame.



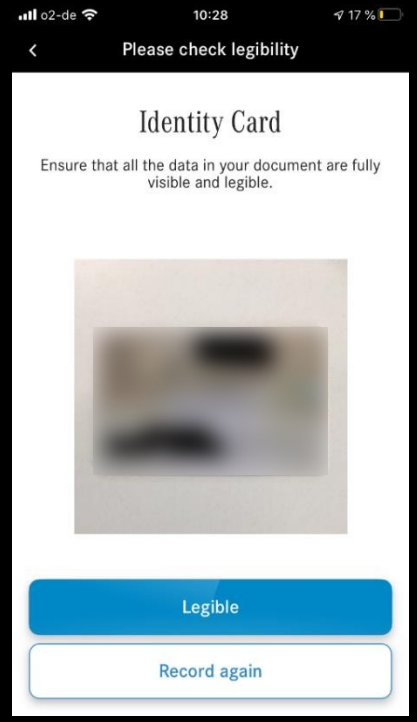
Step 5. If you picture is clear select "Legible"



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



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



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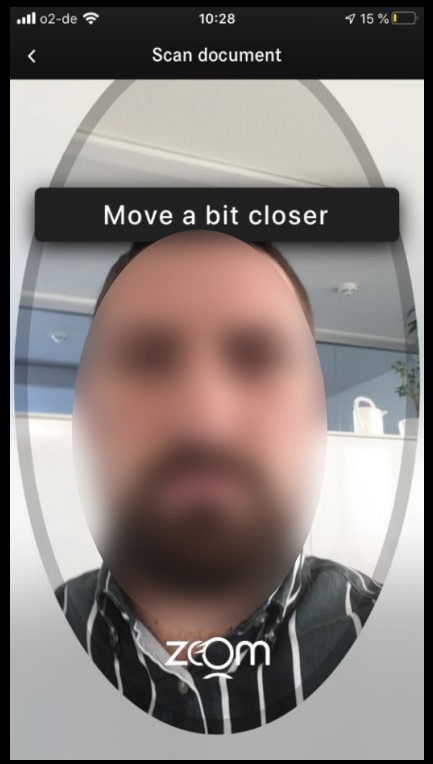
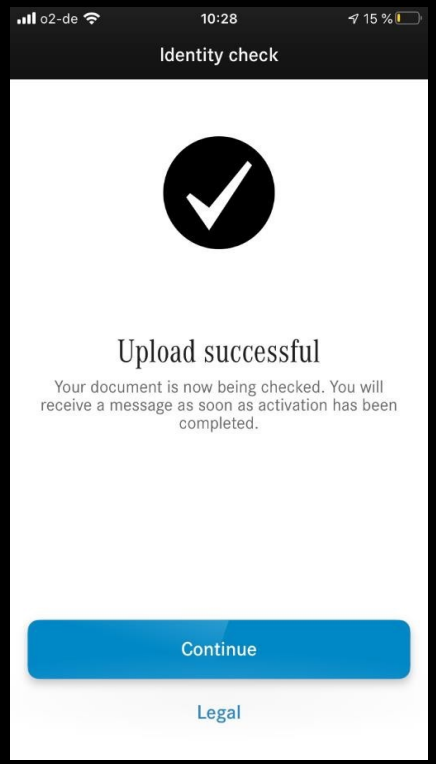
2 Identity Check continued

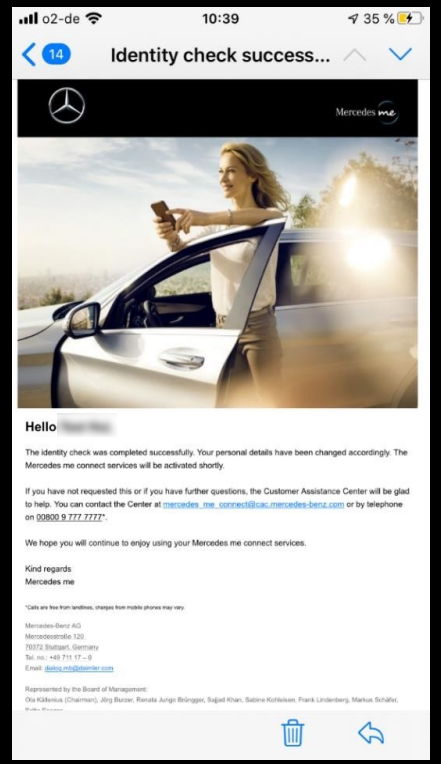
Step 8. Next you must scan your face within the frame.



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.



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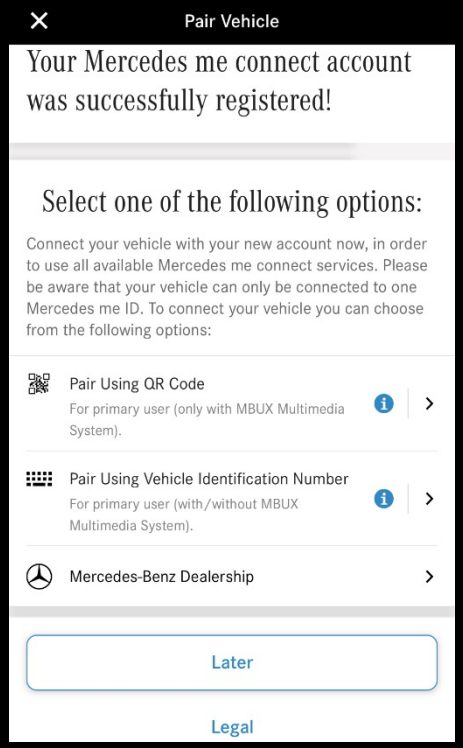
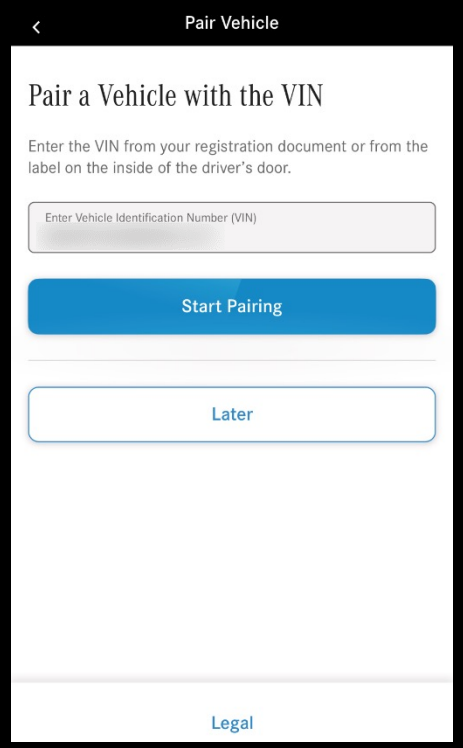
3 Vehicle Pairing

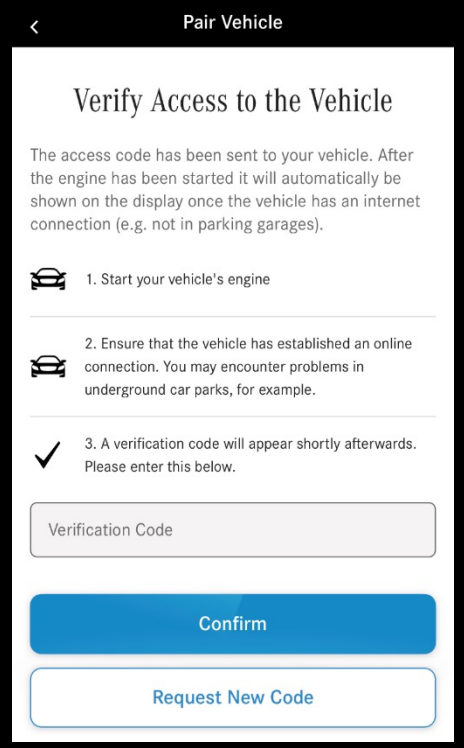
Step 1. Now that your account has been successfully registered, you will then be able to pair your vehicle to your account by either "Pairing using QR code" or "Pairing using VIN"
Step 2. Select "Next"



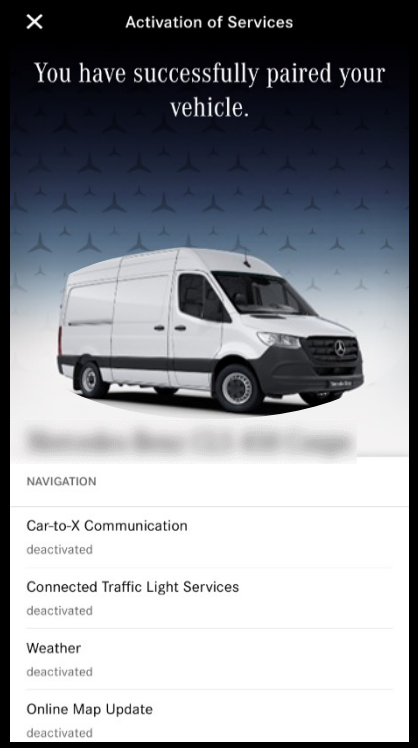
Option A (Activating using VIN):
Step 3. Enter the VIN you want associated with this account.
Step 4. Select "Start Pairing".



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".



Step 5. Your Vehicle has now been paired!



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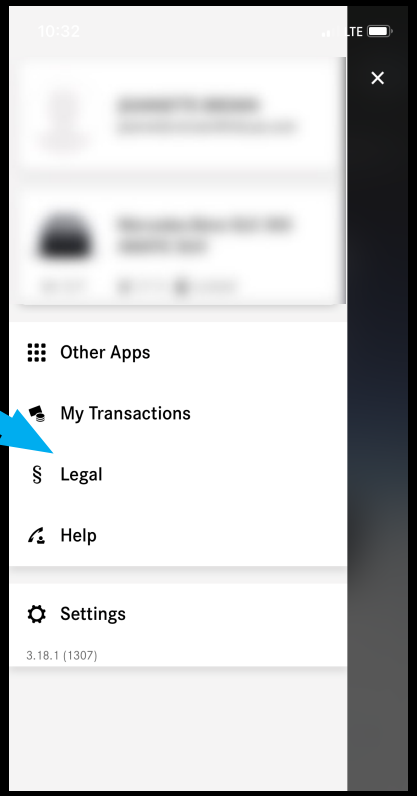
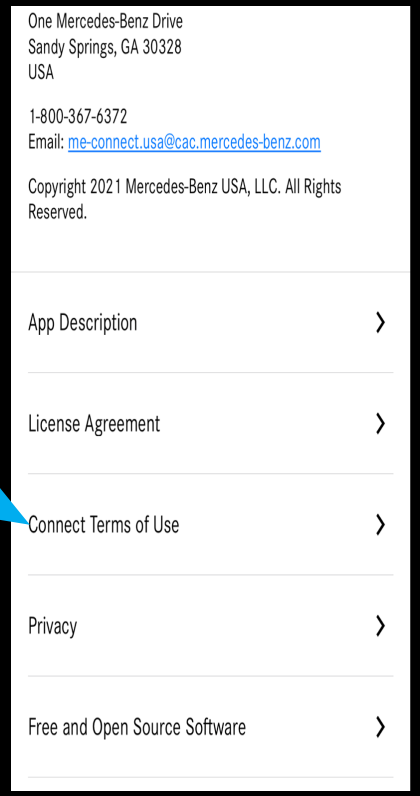
4 Accepting Terms of Use

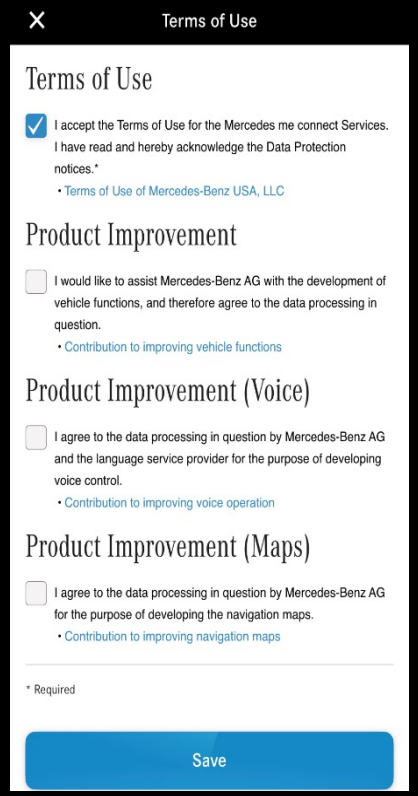
Step 1. Click the hamburger tab on the top left corner of your screen
Step 2. Select the "Legal" tab



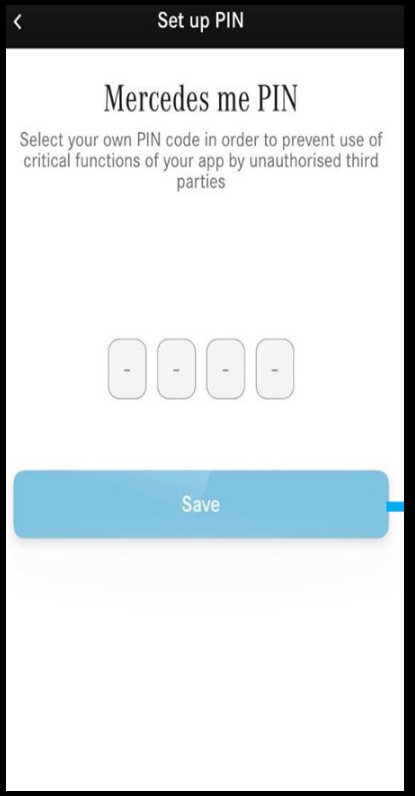
Step 3. Go to the "Connect Terms of Use" tab.



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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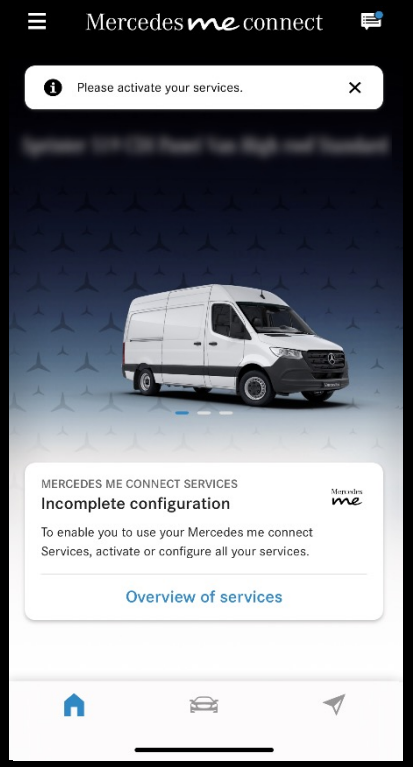
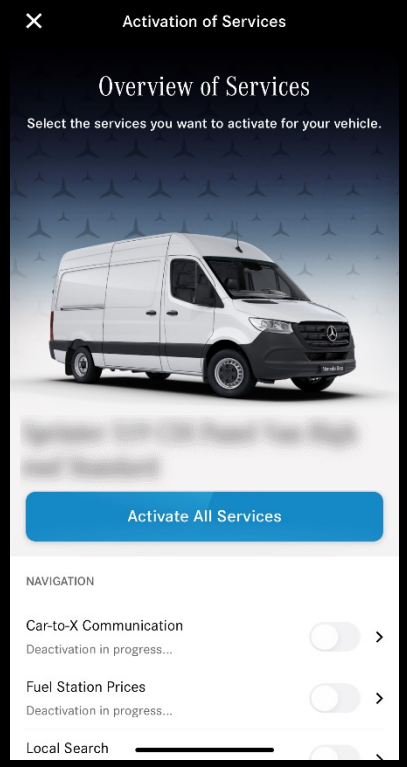
5 Service Activation

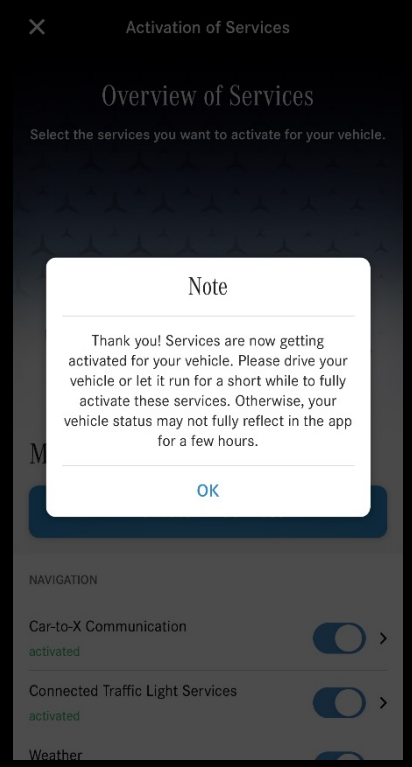
Step 1. To activate your services select “Overview of services”



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.



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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

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