



Mercedes PRO Connect.

Real-time vehicle monitoring that improves efficiency, security and safety.





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Get more from your vehicles than ever before with Mercedes PRO Connect.

› More efficiency

Assign tasks, track jobs and contact your drivers at the touch of a button.

Keep your vans on the road for as long as possible with Optimised Assistance – intelligent software which gives you real-time reports of critical parts and fluids.

› More security

Protect your vehicles with theft warning alerts, live locking from your mobile and use geofencing to alert you when your vehicles leave a defined area.

› More safety

Keep your drivers safe with Accident & Breakdown Management, hands-free multimedia functions and live traffic information.

Monitor driving styles to get a clear picture of your drivers' performance and reward them for safer, more fuel-efficient driving.



- › Most services are free for 3 years
- › Simple to set up and use
- › Integrates easily with other telematics systems.

Arrange a Demo at your [nearest dealership](#).

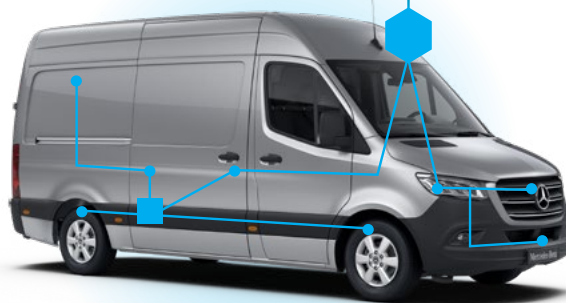
Mercedes PRO Connect

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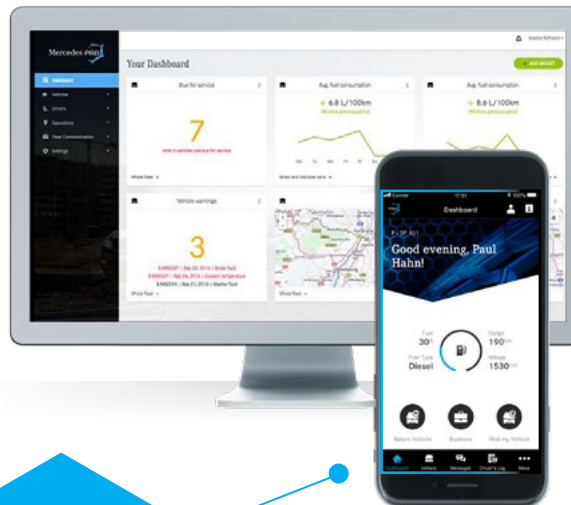
Mercedes PRO connect is made up of 3 elements

A combination of onboard hardware, management platforms and software packages build to form a comprehensive system.

> Vehicle hardware



> Vehicle management platforms



> Connectivity packages

Always Connected Package

- Bundled services for diesel vehicles
- Free for 3 years

Always Connected Package eVito

- Bundled services including exclusive electric products
- Free for 2 years

Premium Packages

- Customise your experience with specialist services

Vehicle Manager

Driver

In your vehicle...

› Onboard Communications Module

This is the integrated onboard 'hub' for Mercedes PRO connect, hidden from view and sending powerful information. The Module is connected to 100+ vehicle sensors and sends live data via 4G to your desktop, mobile and tablet - transmitting everything from the status of wearing parts and fuel consumption to driver behaviour and the van's GPS location.

› Mercedes-Benz User Experience (MBUX) Headunit

Drivers can look at the 7-inch touchscreen to see messaging, navigation instructions and other updates from Mercedes PRO connect. The steering wheel touch pads offer quick and easy fingertip access, alongside 'Hey Mercedes' Voice Command Operation*. The headunit doubles as an entertainment system too, with Apple CarPlay and Android Auto, USB port and DAB radio.

*Standard in conjunction with navigation.



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On your desktop, tablet and mobile...

› Vehicle Management Tool

This is the desktop and tablet platform for Mercedes PRO connect, giving you a real-time picture of all your vehicles, along with the ability to communicate with each driver.

- **The Dashboard** summarises vehicle locations, maintenance status, mileage and more
- **Notifications** alert you to events such as a van leaving a geofenced area or having critically low brake fluid
- **Vehicle Group Management** lets you divide large fleets into small manageable groups
- **Reminders** generate messages for events such as planned tyre replacement or servicing.
- **Contract Management** allows you to enter details on leasing start and end date, contractually agreed mileage and account manager contacts if applicable to your business.

› Mercedes PRO connect app

The app allows drivers to communicate with vehicle managers and to remotely control areas of the vehicle.

- **The Dashboard** shows drivers information such as the fuel level, remaining range and job instructions from base
- **Self-assignment** allows drivers to assign themselves to different vehicles using the app, so you instantly know who's using what van
- **Search function** lets drivers see where the van is parked, which is handy if vehicles are being swapped over and invaluable if one has gone missing.



Connected Packages.

- How it works:**
- You'll get 'Always Connected' or 'Always Connected eVito' free for 2 or 3 years.
 - You can then add individual **Premium services** for a monthly fee
 - See the following pages for more detail on each of the services.

Services to improve:	Always Connected Package Free for 3 years	Always Connected Package eVito Free for 2 years	Optional Premium Packages Monthly subscription
Efficiency	Fleet Communication	Fleet Communication	Digital Driver's Log
	Maintenance and Repair Management	Maintenance and Repair Management	Online Map update
	Vehicle Operations	Vehicle Operations	Live Traffic Information including Van to X Communication
	Software Updates	Software Updates	Navigation Functions
	Eco-Monitor	Eco-Monitor	Multi-media functions
	Digital Trip Management	Digital Trip Management	
Security	Internet in the car	Internet in the car	Remote Control Vehicle Access
	Vehicle Supervision	Vehicle Supervision	
	Theft Warning	Theft Warning	
Safety	MB Emergency Call System	MB Emergency Call System	
	Accident & Breakdown Management	Accident & Breakdown Management	
	Driving Style Analysis	Driving Style Analysis	

Services explained:

Always Connected Package

For diesel vans - Free for 3 years

You can now access the core Mercedes PRO connect services free for 3 years. As soon as you activate the system, you'll be able to use the services below and have control over your vehicles like never before.



Simplified Fleet Communication

› Fleet Communication	Send text messages and navigation data between the driver and vehicle manager Enhance productivity with quick and direct connection to drivers
› Internet in the Car	Enjoy a reliable internet service from the stable 4G LTE connection onboard Benefit from the vehicle's Wi-Fi hotspot when drivers encounter poor phone reception



Optimised Assistance

› Maintenance & Repair Management	Organise servicing and workshop bookings and more with this easy-to-use tool Fewer breakdowns and improved safety because you can take preventative measures Better budgeting of repair work because you know what needs fixing, and when
› MB Emergency Call System	The vehicle automatically calls the emergency services in the event of severe accidents Increased driver safety and peace of mind if the worst should happen
› Accident & Breakdown Management	A MobiloVan technician is called out, without you having to contact them, if there's an accident or breakdown Benefit from automatic assistance, meaning there's one less thing to think about
› Software Updates	Keep your vehicle up-to-date and equipped with the very latest software Extra reassurance that your vehicle is running as it should, with the very best from Mercedes-Benz Vans



Efficient Fleet Management

> Vehicle supervision	A real time overview of vehicles' locations and fuel levels
	Better organisation because you always know the status of your vehicles
	Quicker assignments and the ability to plan jobs at short notice
> Theft Warning	Alerts via SMS, email and notifications through the management tool
	Keep an eye on your vehicles and act fast in the event of a suspected theft
	Includes geo-fencing to ensure a vehicle doesn't exceed a defined perimeter
> Vehicle Operations	Remotely manage assignments efficiently and plan routes effectively
	Save time thanks to real-time updates and reduce admin time



Driving Style Analysis

> Drive Style Analysis	View and analyse a driver's performance to see how safe and efficient they are
	Increase awareness of better driving techniques, so your drivers can put them into practice and become safer on the road
	Helps improve vehicle reliability because your van's wearing parts ultimately last longer
> Eco-Monitor	Monitor the fuel consumption of your fleet in real time
	Better for the environment thanks to lower emissions from more efficient driving
	Potential for initiating incentives for safer, more fuel-efficient driving



Digital Records

> Digital Trip Management	Records all of your journeys in digital format
	Save time creating detailed digitised records and registering all journeys
	Total visibility of all trips covered so you can optimise them in the future

Always Connected Package eVito

Free for 2 years

With Mercedes PRO connect for the eVito, you can take advantage of all the services shown in the Always Connected Package for diesel vehicles:



Simplified Fleet Communication



Driving Style Analysis



Optimised Assistance



Digital Records



Efficient Fleet Management

Plus a growing range of dedicated products for electric vehicles starting with:



Digital eVan Management

▶ Remote eCharging

See the battery charge status, range and completion of charging for your vehicles remotely at all times.

Drivers can use the App to set the vehicle temperature in advance of setting off and the remaining battery charge is then used for operating range, and not for climatisation.

Premium Packages

You can now access the core Mercedes PRO connect services free for 3 years. As soon as you activate the system, you'll be able to use the services below and have control over your vehicles like never before.



Improved Navigation*

<p>› Online Map Update</p>	<p>Automatically keeps your map up-to-date with the very latest information</p> <p>Get there faster with the best possible route guidance for the trip</p> <p>Find any point of interest with ease, from coffee shops to depots</p>
<p>› Live Traffic Information including Van to X Communication</p>	<p>The new Sprinters communicate warnings intelligently wherever a hazard is detected, such as a slippery road or broken-down vehicle</p> <p>Increases the safety of your drivers and other road users</p> <p>Reduces stress for drivers who can avoid traffic jams and lengthy tailbacks</p>
<p>› Multimedia Functions</p>	<p>A wide range of features from internet radio to weather information, petrol station prices and more</p> <p>Access multimedia functions hands-free with 'Hey Mercedes' Voice Command Operation</p> <p>Improve driver safety by enabling them to keep their hands on the wheel more</p>
<p>› Navigation Functions</p>	<p>Find locations easily with our geocoded map system and what3words voice navigation</p> <p>Avoid wrong turns thanks to updated map navigation data and locate available parking spaces</p>

* Improved navigation services are only applicable on New Sprinter vehicles.



Digital Records

> Digital Driver's Log

Records each driver's individual journey and allows them to enter the trip's purpose

Easy separation of business and private journeys

More accurate reimbursement for business mileage



Mobile Vehicle Access

> Remote Control

Lock and unlock a van from anywhere using the app to save time and improve safety

Easier access to vehicles by several employees without needing a key

Better anti-theft protection by making sure all vehicles in a fleet are locked

Less hassle to make sure everyone has the right key for the right vehicle

Quicker loading when the rear doors are remotely unlocked

How do I get started?

If you already own a Mercedes-Benz Van...

Mercedes PRO connect is already built into the latest Sprinter and Vito models and you can fit it to many older vehicles using the Mercedes PRO Adaptor. All you need to do is register an account using the online Mercedes PRO Portal, or you can contact your local Mercedes-Benz dealer, who'll set everything up for you.

› [Register now at Mercedes PRO Portal](#)

If you're new to Mercedes-Benz Vans...

Mercedes PRO connect is available with our latest medium and large vans and your local dealer will be able to arrange a demo and help you get started. Our website tells you more about Mercedes PRO connect and shows you which models now feature the technology.

› [Learn more about Mercedes PRO connect](#)

› [Find your nearest dealer](#)



Overview

How PRO connect works

Vehicle technology

Platform overview

Connect Packages overview

Free Always Connected package

Free Always Connected package eVito

Premium packages

How to get started

Testimonials

What our customers say...

› Talking about efficiency

“We’re already making use of the Mercedes PRO connect system, which is going to be very helpful when it comes to managing the fleet. Whereas previously a driver might have forgotten to mention that a service was due, we’ll now know this is the case because we are able to monitor the status of the vehicle in real time.”

Alan Cruickshank - Transport Manager South, MWI Animal Health

“Our previous vans have been equipped with telematics and we’re now relying on Mercedes PRO connect technology to provide us with data on the location and maintenance status of our Sprinters, as well as on the way in which they’re being driven; if the system highlights any issues in style at the wheel, these can be addressed through training.”

Tim Simcock – Aftermarket Director, Gunn JCB

› Speaking of safety and security

“We feared we’d never see our stolen van again, but we contacted Ciceley Commercials to let them know, and they realised immediately that Mercedes PRO connect should be able to help. What a fantastic result! It’s only thanks to Mercedes PRO connect and Ciceley Commercials that we were able to recover our van and avoid what would have been a substantial loss.”

Buta Singh - Managing Director, Eastgate Commercial Ltd



Get connected today

To get started or find out more, please visit our website:

- › [Learn more about Mercedes PRO connect](#)
- › [Find your nearest dealer](#)

Terms and Conditions

*With all New Sprinter and Vito models (Vito from May 2019 production onwards), we offer a range of connected vehicle services free of charge.

These include: Emergency Call System (eCall), Maintenance Management, Accident and Breakdown Management, Fleet Communication and Digital Trip Management. We also offer a range of extended services, which are offered free of charge, for three years (Two years for the eVito). These extended services include: Vehicle Supervision, Vehicle Operations, Theft Warning, Eco Monitor and Drive Style Monitor (from 07/2019). Additional premium services are also available to purchase via our Mercedes PRO eStore, including: Remote Services and Digital Driver's log. The service 'Internet in the van' which acts as a WiFi hotspot requires a separate data contract with Vodafone. Navigation Services are offered free of charge in conjunction with factory-fitted MBUX Navigation (E1E), for three years. The eVito has further services such as vehicle pre-conditioning and charge point search. Full service information is available at <https://store.pro.mercedes-benz.com/en-gb/>.