



# COMAND On-line

An Operational Guide and Troubleshooting Strategy for COMAND On-line



Mercedes-Benz  
The best or nothing.

# What is COMAND On-line?

COMAND On-line is a communications system which provides internet service in Mercedes-Benz vehicles. In addition to regular web pages, Mercedes-Benz has developed “Apps” which integrate with vehicle functions such as navigation and the wireless telephone.

- Apps are designed to work with only the necessary data to allow minimal wait times between pages.
- Plans are to package it with mbrace 2 as “Mercedes-Benz Apps” for 2013 vehicles.
- New Apps are planned for the future

To the customer COMAND On-line will appear to be a mbrace product as Hughes Telematics will:

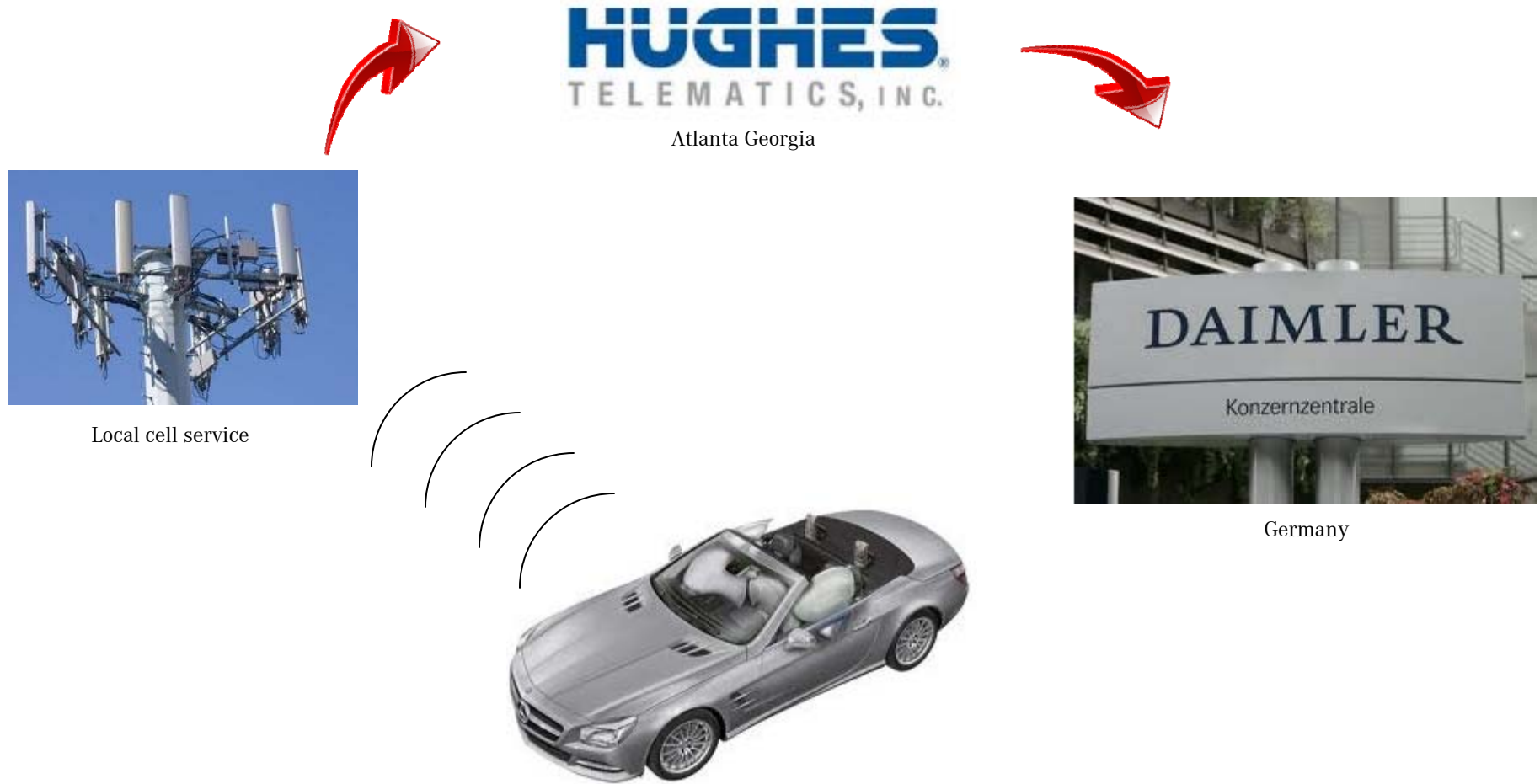
- Provide marketing,
- Collect subscriptions
- Manage the wireless communication to the vehicle.

In fact COMAND On-line is a Mercedes-Benz product developed by Daimler’s technology group Mercedes-Benz Research and Development in Palo Alto California. All the Apps and future Apps will be designed by the same group.

Since COMAND On-line is a Mercedes-Benz product, the CAC will be supporting it. It is very important to team leaders and agents to understand the functionality and product responsibilities before investing any time troubleshooting.



# How Does it Work?



The vehicle communicates via local cellular service to Hughes Telematics in Atlanta and then via high speed data line to Daimler in Germany

# Detailed COMAND On-line Data Communication Responsibilities



Customer's Vehicle



cellular



Verizon communications will be managed by Hughes Telematics



High speed data line



Hughes Telematics Atlanta, GA

Mercedes-Benz  
Research & Development North America, Inc.

High speed data line



Daimler, Europe  
COMAND On-line Content Provider

# COMAND ON-line Responsibilities

There are different responsibilities depending on the function

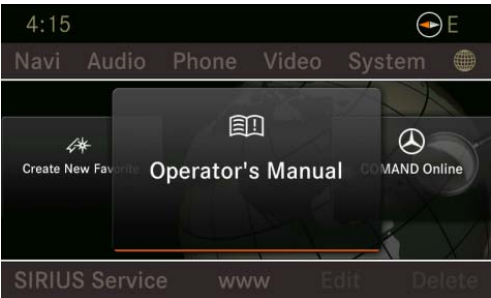
Hardware components in the vehicle including COMAND and the mbrace control unit	<u>SE</u>
Cellular communication for COMAND On-line & all mbrace functions	<u>Hughes Telematics</u>
High Speed Communications to the COMAND On-line server in Germany	<u>Hughes Telematics</u>
Provides maintenance the operational status of the COMAND On-line server in Germany	<u>Atos Global</u>
Collects subscription fees from the customer as part of mbrace 2	<u>Hughes Telematics</u>
Develops the Apps for COMAND On-line	<u>MBRDNA</u>
Provides customer support for COMAND On-line	<u>MBUSA CAC</u>
Configures and maintains the customer's COMAND On-line account	<u>Hughes Telematics</u>
Receives updates on the status of the COMAND On-line server in Germany	<u>*CAC &amp; SE</u>
Ability to open trouble "tickets" for the COMAND On-line server in Germany	<u>*SE</u>
Provide marketing for COMAND On-line	<u>Hughes Telematics &amp; MBUSA</u>



# New Selections for the Globe Icon



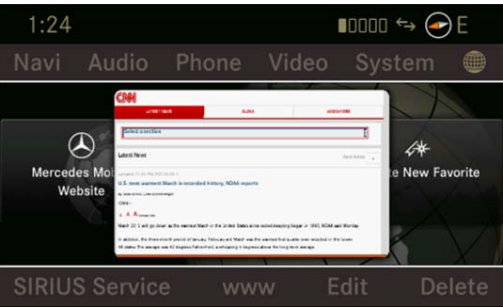
On-line Service



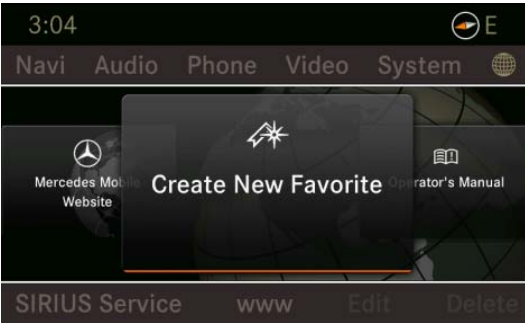
Onboard Service



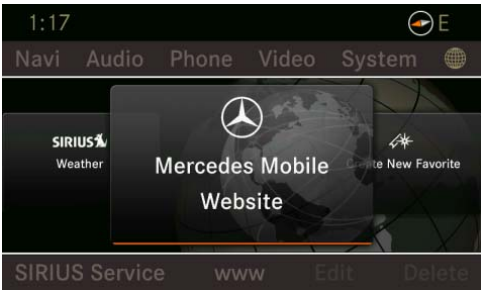
Satellite Service



On-line Service favorite



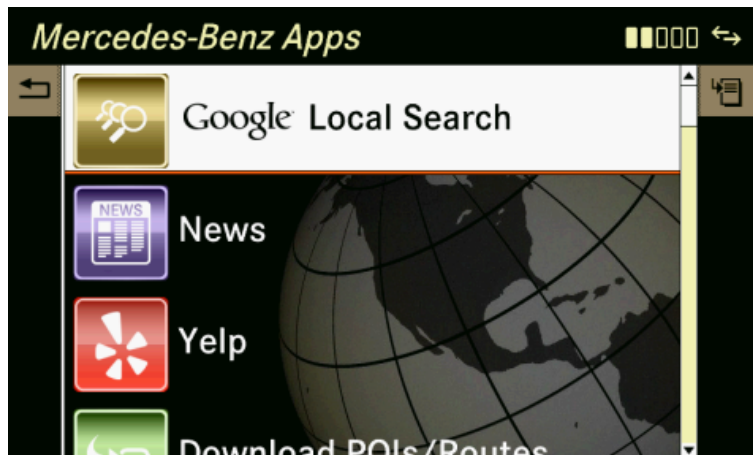
On-line Service



On-line Service

## The "Carousel"

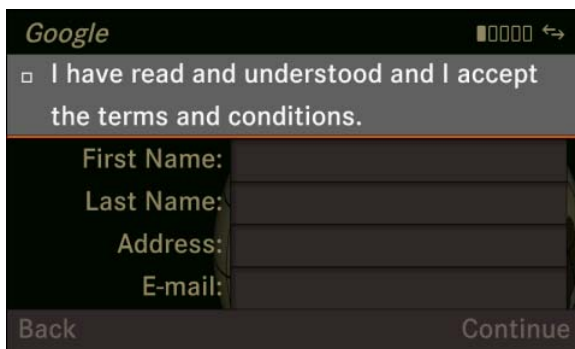
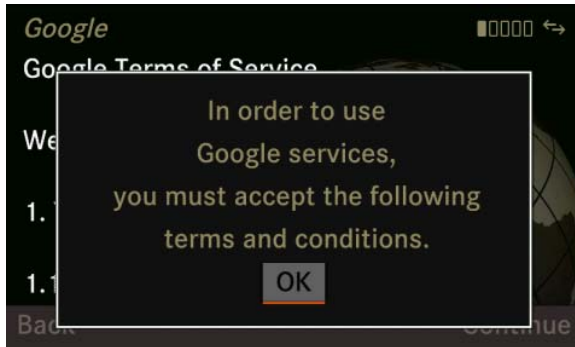
# Mercedes-Benz Apps, Google Local Search



- Local business Information
- Very similar to a POI search from COMAND
- Provides complete address with phone number
- Can load address information directly into COMAND to help navigate you there.
- Can dial the POI from your paired wireless phone
- Can locate businesses where you are, another location or on your route if one has been set.
- Provides a street view if available
- Provides a Panoramio photo if available
- Option for changing the radius of search
- Opportunity to save the POI to a personal address book on a SD card or COMAND address book
- Google Local Search is updated constantly by Google



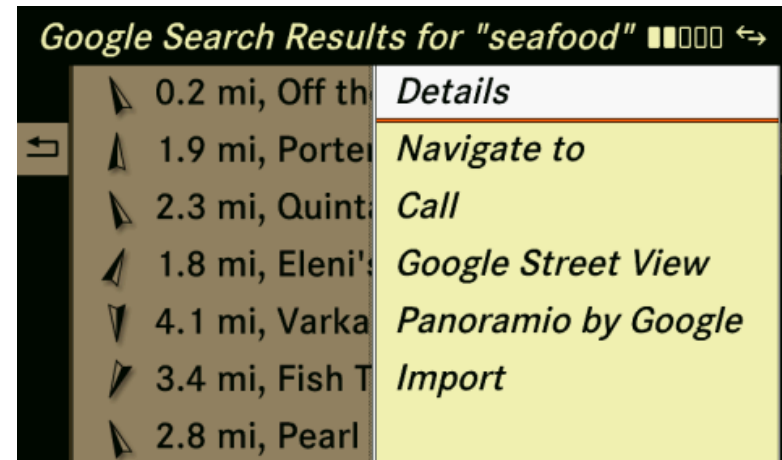
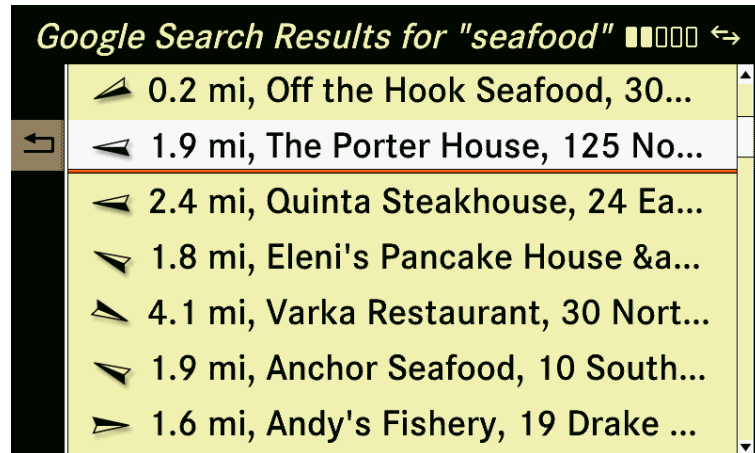
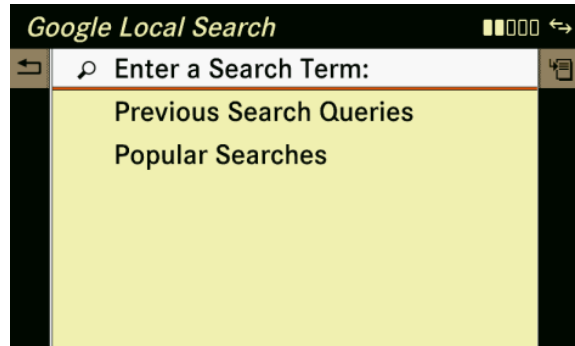
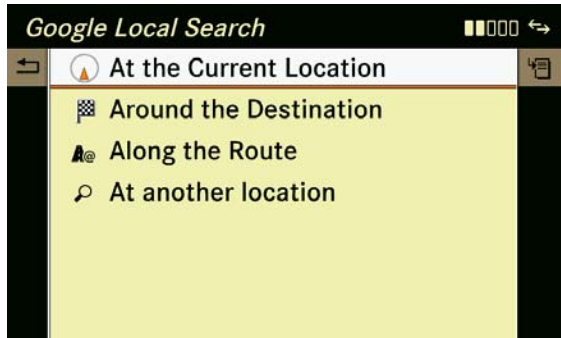
## Local Search



- The customer is required to view the terms and conditions before using Google Local Search.
- When the customer's e-mail is entered a copy of the terms and conditions will be sent .
- All fields must have data in them and the confirmation statement must have a check in the box for "continue" to be clicked.
- If the customer enters bogus information it will still allow the operation of Google Local Search however the customer will not get confirmation of the terms and conditions.
- This process is only done once, the first time the customer tries to access the Google Local Search app.



# Google™ Local Search

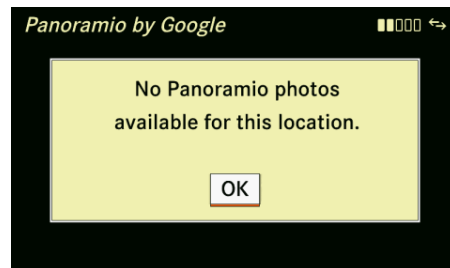
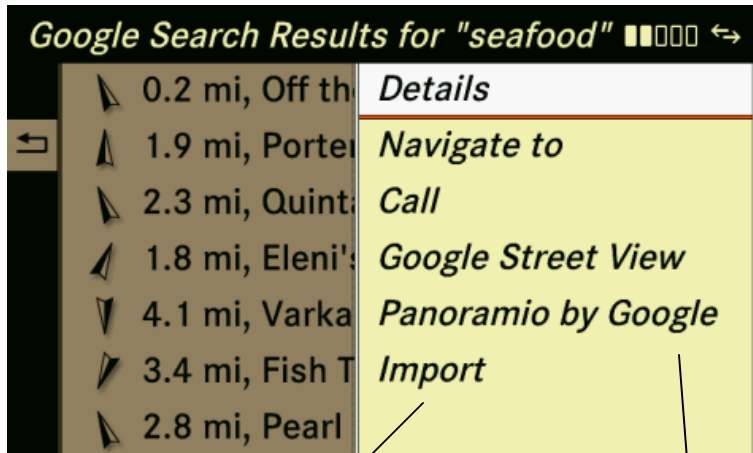


More



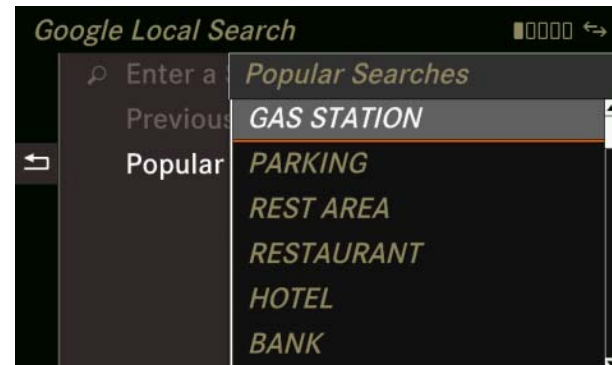
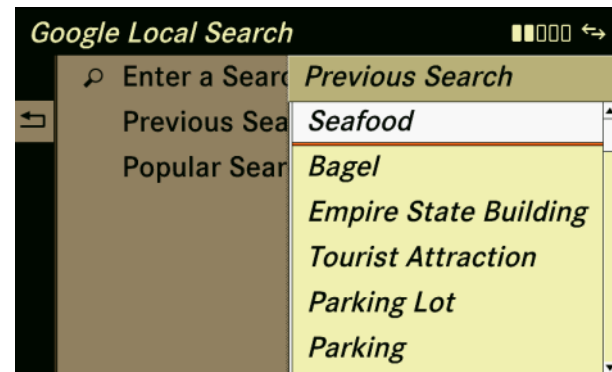
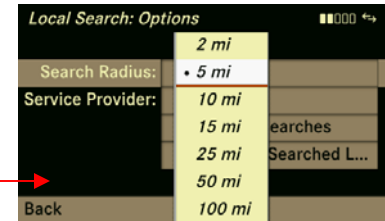
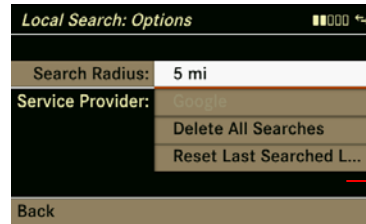
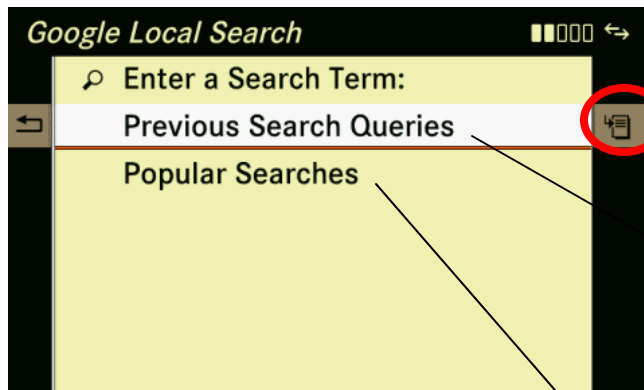
# Google™ Local Search

## Options for the Results Screen



# Google

## Local Search



# Mercedes-Benz Apps, AP News



- News provided by the Associated Press
- Customer has option to send the entire article to e-mail
- Constantly updated in real time
- 10 categories of news available

International News

National News

Top News

Business

Politics

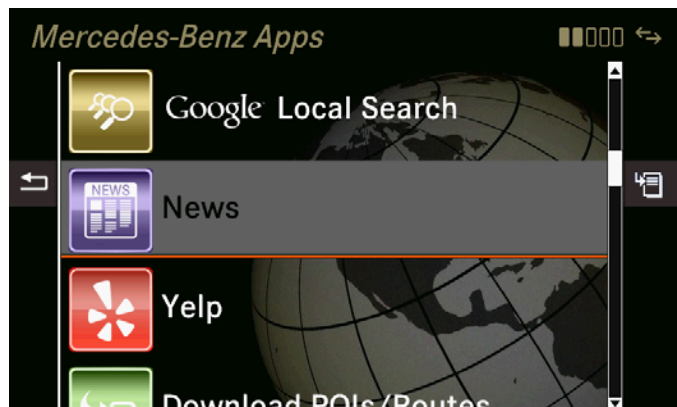
Technology

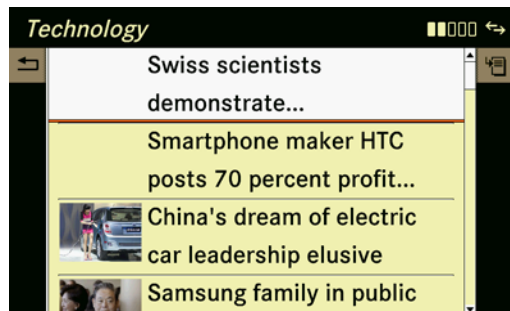
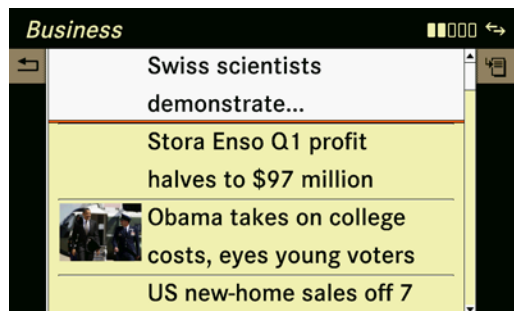
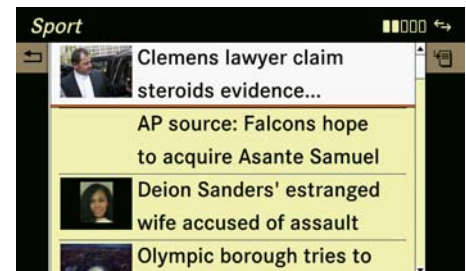
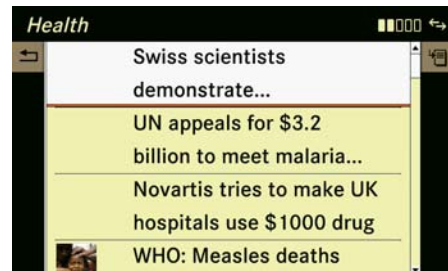
Entertainment

Science

Health

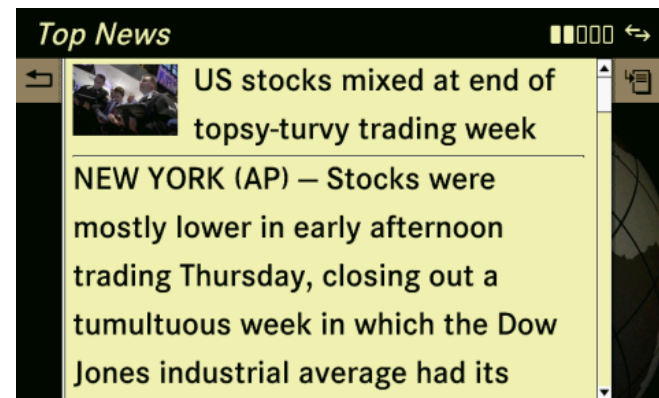
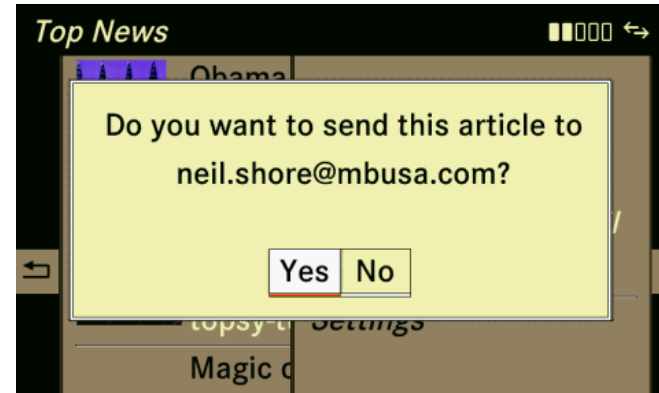
Sports







Select article or icon





Sample e-mail

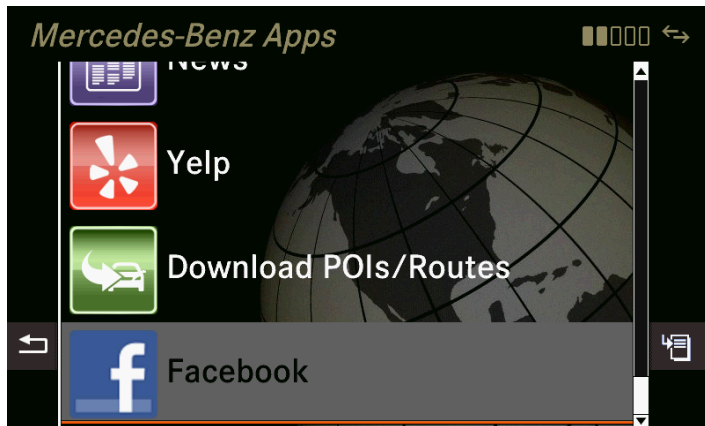
## E-Mail: - Research monkey importer facing cruelty charges

LOS ANGELES (AP) — Jurors in Los Angeles saw images of wide-eyed monkeys inside crates as an importer of research monkeys begins his trial on cruelty charges. Florida animal broker Robert Matson Conyers faces 10 counts after 15 primates died because of a 2008 plane trip. Authorities say Conyers was shipping 25 monkeys to a buyer in Bangkok, but the shipment was refused transit in China and returned to Los Angeles. As the trial began Monday, they described a disastrous odyssey around the world as the monkeys were refused at several points. An advocacy group says the animals were dehydrated and resorted to cannibalism. Conyers' lawyer, John Murray, blames the bureaucracy of international shipping documents. Conyers could face up to six months in jail and a \$20,000 fine if convicted. The trial is expected to last three weeks. Note: You are receiving this email because a user of the Mercedes-Benz Apps internet services has requested for the conditions of use to be sent to this address. If you are not the intended recipient of this email and have received it in error (e.g. as a result of a mistake or a typing error), then this will have no consequences and you are not required to do anything. We apologize if that is the case. This is an automatically generated email. Please do not reply to the sender, as we will not be able to process your message. If you have any questions, please contact your Mercedes-Benz partner. Thank you.

# Mercedes-Benz Apps, Facebook



Coming soon !

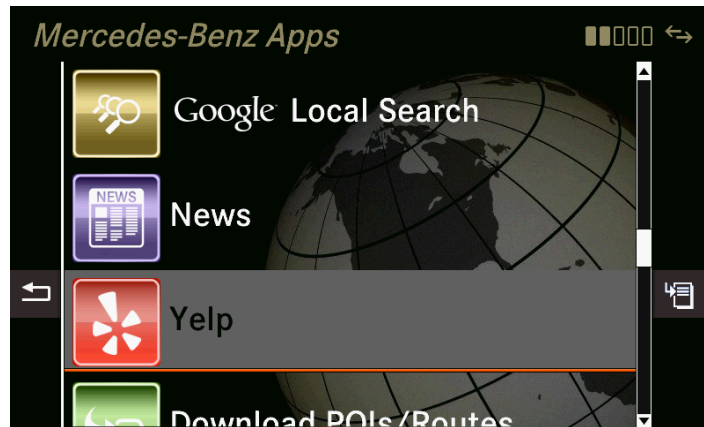




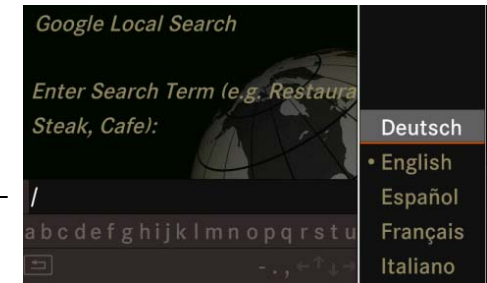
# Mercedes-Benz Apps, Yelp



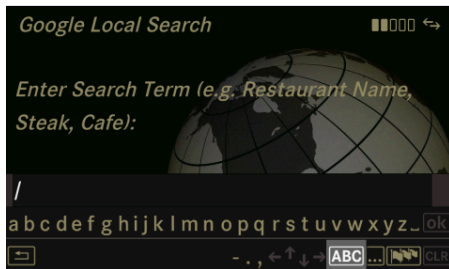
Coming soon !



# Using the Central Controller for Entering Text



Language



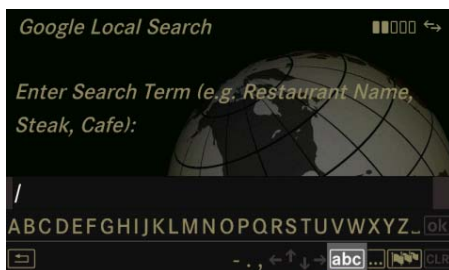
Lower Case



Change to Letters



Change to Numbers

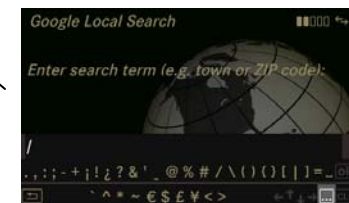


Upper Case

**BACK** takes you out of the app,  
brings you to the main App screen



Clear deletes text



Change to Special Characters

# Using the Keyboard for Entering Text



- The keyboard can be used to input text for COMAND On-line search term entries or any other text.
- Keep tapping the key with the corresponding letter or special character till the one you want appears
- Appears to work faster that the Central Controller method as it is easy to use.



\*: @ : ; + # ' \* ( ) \_ & / < = >

#: Toggles between upper case and lower case text

1: . , ? ! - 1

2: 2 A B C

3: 3 D E F

4: 4 G H I

5: 5 J K L

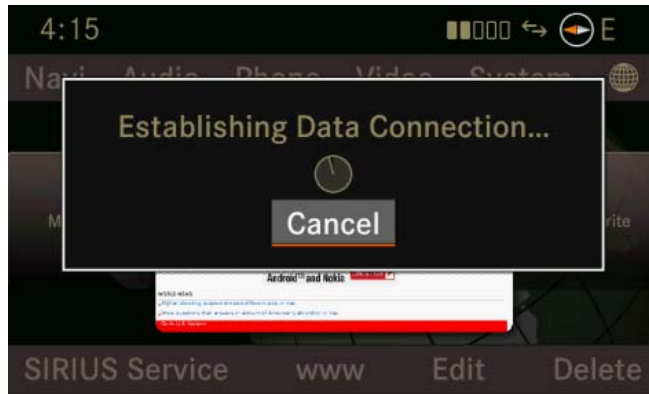
6: 6 M N O

7: 7 P Q R S

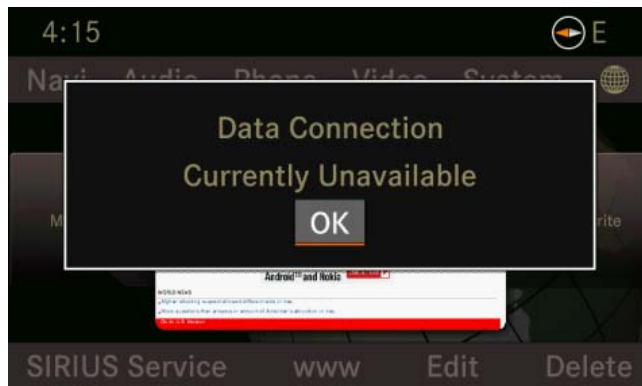
8: 8 T U V

9: 9 W X Y Z

# Communication Messages



This message will appear while the vehicle is making a connection to the server. If COMAND On-line is asked to start up when the vehicle's key was just turned on it may take a few minutes before it is ready. The customer will see this when selecting an online function from the carousel.



This message will appear when there is a connection problem between the vehicle and mbrace or between mbrace and the server. **The troubleshooting process should begin if a customer is experiencing this message.**



This message will appear when the connection to the server has been made and COMAND is processing the customer's request. This is a normal message the customer will experience while operating COMAND On-line

# Troubleshooting Process

If the customer's vehicle is displaying this message, please ask the following:

- Do you have a mbrace subscription with the MB Apps package?

The customer is required to have an active mbrace 2 MB Apps subscription in order for the COMAND On-line service to function. The Sirius Weather (Sirius subscription required) and operators manual will function independently. If the customer does not know if he subscribes, check VMI. If the customer has a subscription, continue to the next step. If the customer does not and would like to subscribe, transfer to mbrace.

- Does the customer have the Bluetooth option turned on in COMAND?

Bluetooth must be turned on in COMAND for COMAND On-line to function. The path would be **system, settings, Bluetooth**. Be sure there is a check in the box. If the setting was inspected and there is no check in the box, check it. If it did not resolve the issue go to the next step.

- Does the signal strength display show service on the top right of the screen?

Cellular service is required for COMAND On-line to function. If there are no bars present on the top right of the screen, there is no cell service in the customer's present location. Do not go by the customer's personal cellular phone service as the carrier may not be the same. Be sure the customer is reading the mbrace cell service signal strength indicator on the top right side of the screen. If bars are present, proceed to the next step. If bars are not present transfer the customer to mbrace to verify correct configuration of the cellular phone line.

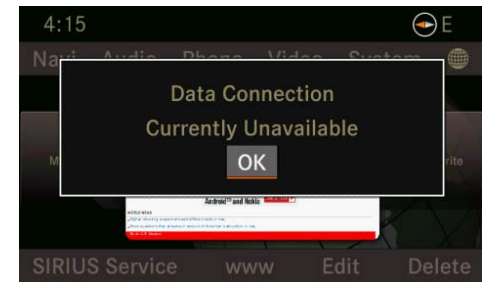
- Ask the customer to back out of COMAND On-line until the carousel is displayed.

By getting out of the App sometimes resets the communications and the message disappears. Once at the carousel screen, ask the customer to go back into the same App again. If it still does not work, go to the next step.

- Do other selections of the carousel function?

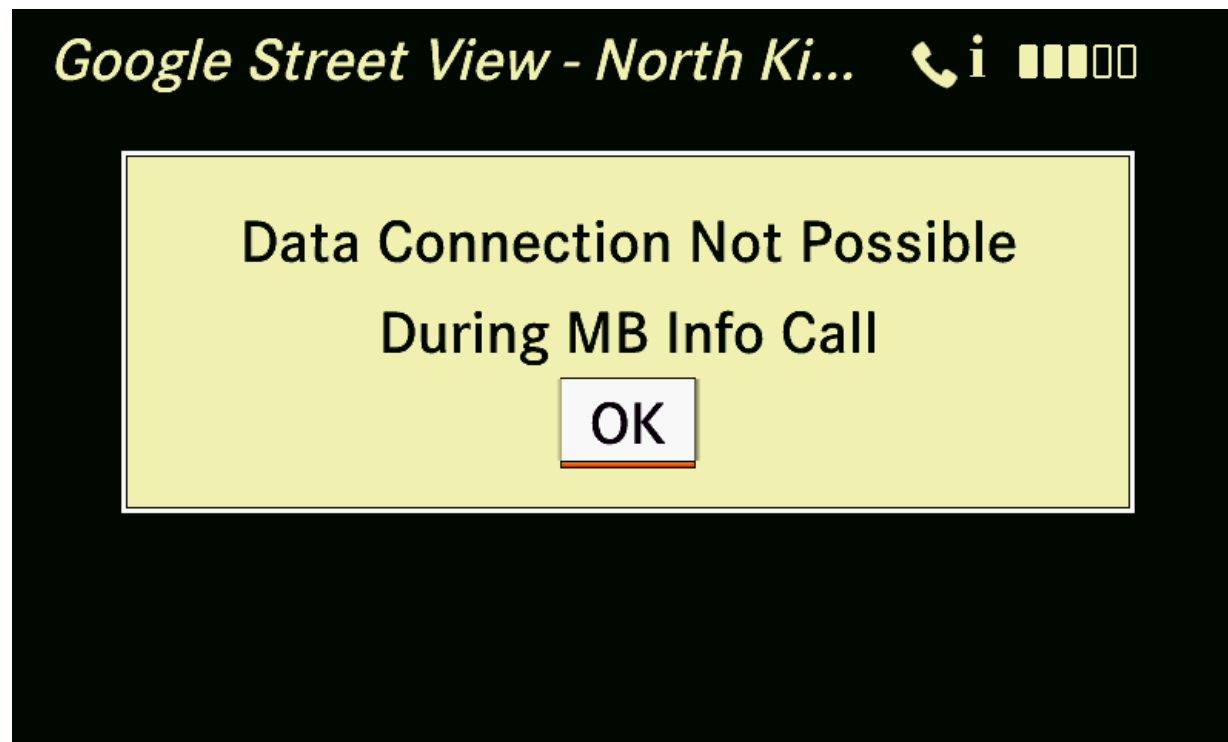
Ask the customer to check other non COMAND On-line selections of the carousel to see how they function to get a sense if COMAND is operational. The Sirius Weather (Sirius subscription required) and operators manual will function independently. In addition the customer could try the AM/FM radio. If other selections do not work, bring the vehicle to the dealer, if other selections do work go to the next step.

- At this point transfer the customer to mbrace.

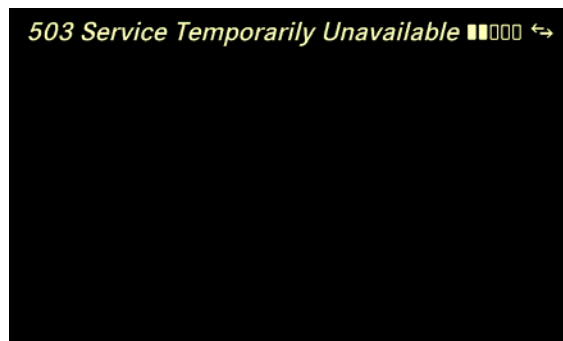


# Speaking to Customers While Troubleshooting COMAND On-line

It is not possible to speak to a customer through mbrace while troubleshooting an issue with COMAND On-line. The reason for this is because the cellular phone line can not process data and voice at the same time. Ask the customer if he has a cell phone so you can call him. If the phone is connected through COMAND, that's fine. If you try to use mbrace to speak to the customer while using COMAND On-line, this message appears:



# Error Messages Under Investigation at this Time



# Escalation to Service Engineering

If the troubleshooting process does not resolve the customer's issue, and Hughes can not resolve the problem, please send Daniel Farley in Service Engineering an e-mail with the following customer's information:

- Customer's complete contact information including phone number
- Service request number
- Year and model vehicle
- The text of the error message on the COMAND screen (if any)
- The app the customer is using (or web page)
- A description of the problem