



# Service activation of Mercedes me Charge

Dealer information on best practices for  
service activation and ChargePoint  
account setup.

Mercedes-Benz  
The best or nothing.



# 1 Mercedes me Charge

Mercedes me Charge enables access to the ChargePoint network from the Mercedes me connect (Mmc) App and MBUX. Activation is required for Plug & Charge and Electrify America Unlimited Charging functionality.

# 2 ChargePoint account setup

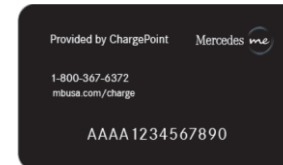
Customers need to register (if not already done) and link their ChargePoint Account with their Mmc Account via the Mmc app or portal. This step cannot be done on behalf of customers via DDA.

# 3 Vehicle online connectivity

Ensuring successful and seamless activation of Mercedes me Charge requires the vehicle to be online – ideally parked outside and with all systems (ignition) turned on.



# Mercedes me Charge: service overview



With launch of the EQS we are **introducing Mercedes me Charge** to our connected car service portfolio for electric vehicles:

- **Navigation with Electric Intelligence**
- **Charging Settings**
- **Pre-Entry Climate Control**
- **Charging Station Overlay**
- **Mercedes me Charge**
  - └─ Electrify America: Unlimited Charging
  - └─ Plug & Charge

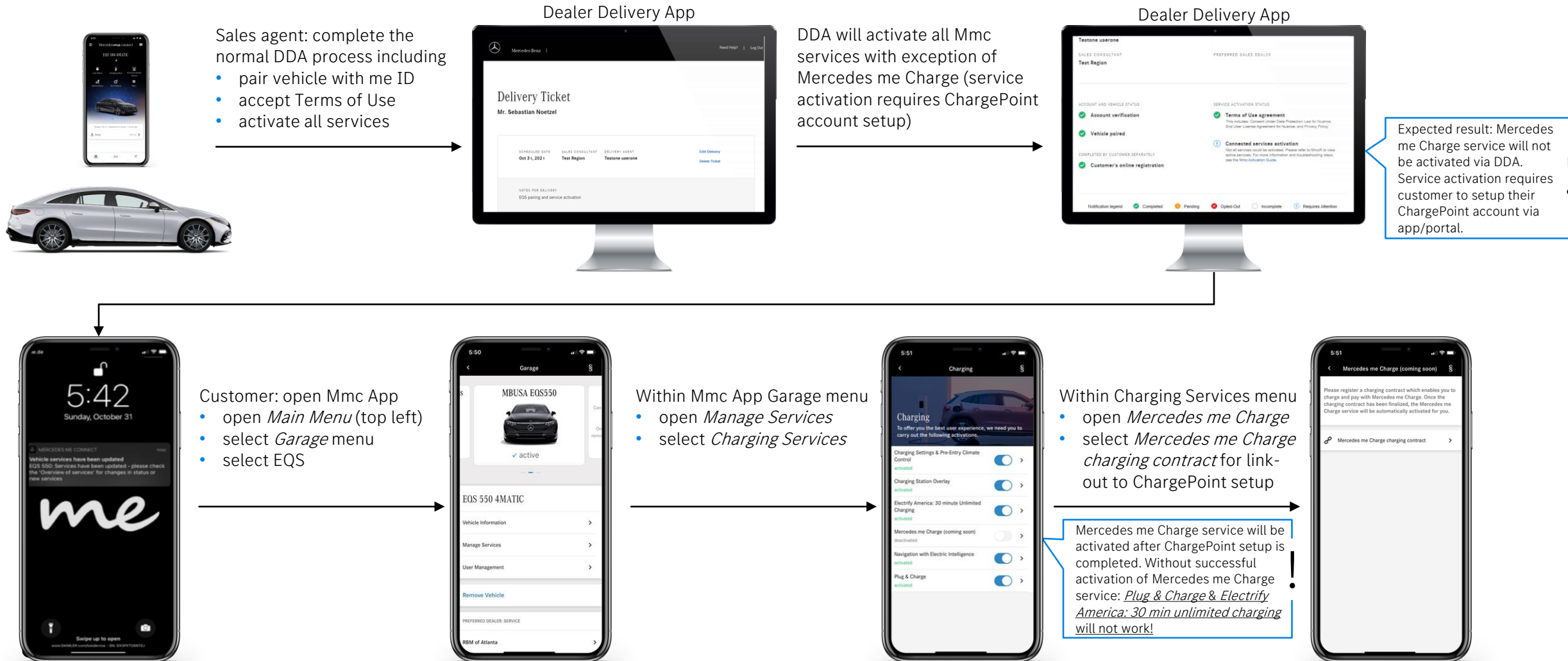
**Mercedes me Charge is powered** by our US partner **ChargePoint** and **requires a one-time account setup** via the Mercedes me connect App or Mercedes me connect (Mmc) Portal in order to activate

- ChargePoint RFID Card, and
- Mmc App & MBUX integration.

Mercedes me Charge enables **access to the ChargePoints' nationwide network and integrated payment solution**. Successful activation of service is required in order to use

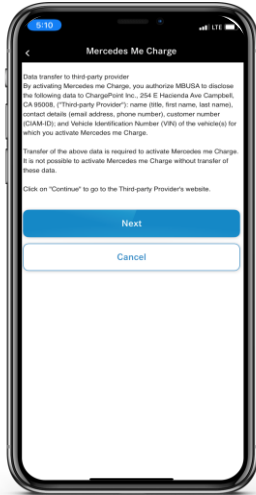
- Electrify America: Unlimited Charging and
- Plug & Charge.

# Mercedes me Charge: service activation in DDA and Mmc App

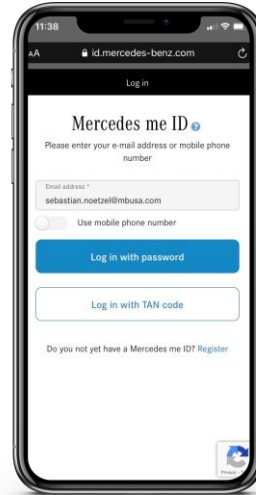


# Mercedes me Charge: customer account setup with ChargePoint

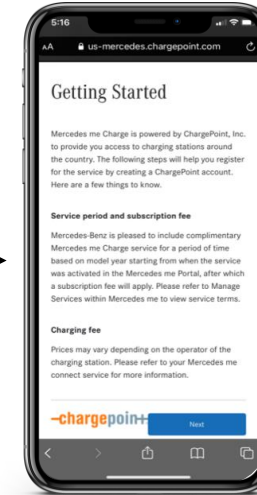
Link-out from Mercedes me Charge service to customer account setup (registration/linking) with ChargePoint.



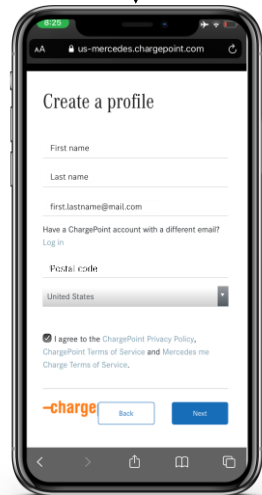
Customer: select *Next* to confirm transfer of personal data to ChargePoint.



Customer login with Mmc account credentials. Use password or temporary TAN code (sent to Email address or mobile number).

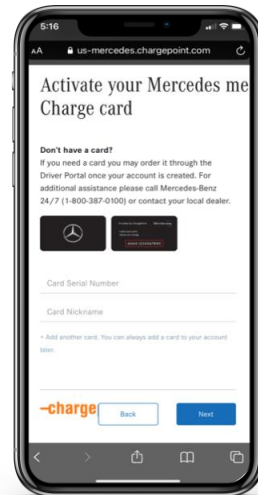


Select *Next* for registration process with ChargePoint. Info: This step is only required once to link Mmc Account with ChargePoint.



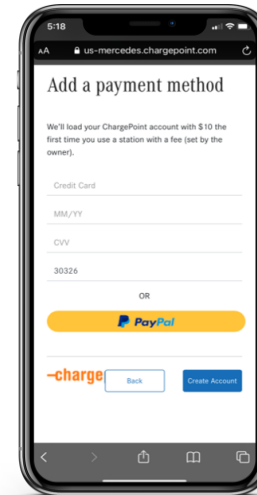
ChargePoint account setup:

- create new account or log into existing account
- add postal code and agree to legal terms

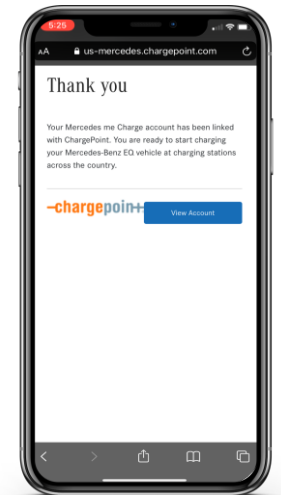


Enter the *RFID card number* (printed on card) and chose any *nickname*.

Card nickname is a mandatory field.



Enter preferred payment information and confirm registration with *Create Account* button.



# Mercedes me Charge: online connectivity during activation process



Ensuring a successful and seamless activation of Mercedes me Charge requires the vehicle to be online during the ChargePoint account setup process. This means the **vehicle should have**

- good cell coverage and
- all systems (ignition) on.

After ChargePoint account setup is completed, we recommend that customers fully close and re-start the Mmc App. When navigating back into the *Manage Services* menu of the Mmc App, the customer should now be able to **switch the toggle button of Mercedes me Charge to active (blue).**

**If vehicle is not online and connected to the Mmc server during the ChargePoint account setup, the Mercedes me Charge activation may take up to 48 hours.**

**Without activated Mercedes me Charge service, both the Plug & Charge- and the Electrify America: 30 min unlimited charging services will not function.**