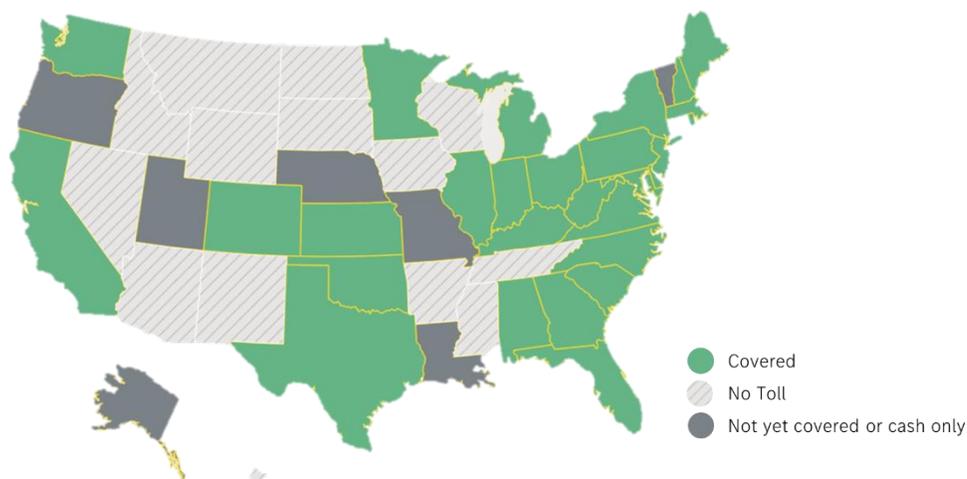


Getting Started

What is the Integrated Toll Service and how does it work?

For vehicles equipped with Toll Service, owners can sign-up with our partner Payviam to activate the Service that will automatically pay for toll roads and airport parking throughout the US without having to stop.

If you are interested in exploring how the Toll Service works in your car and what benefits the service will offer you, please follow [this link](#) and watch the Toll Service product video on YouTube. You can find the most recent toll road and parking network coverage here: <https://www.payviam.com/p/1>



Activation Process:

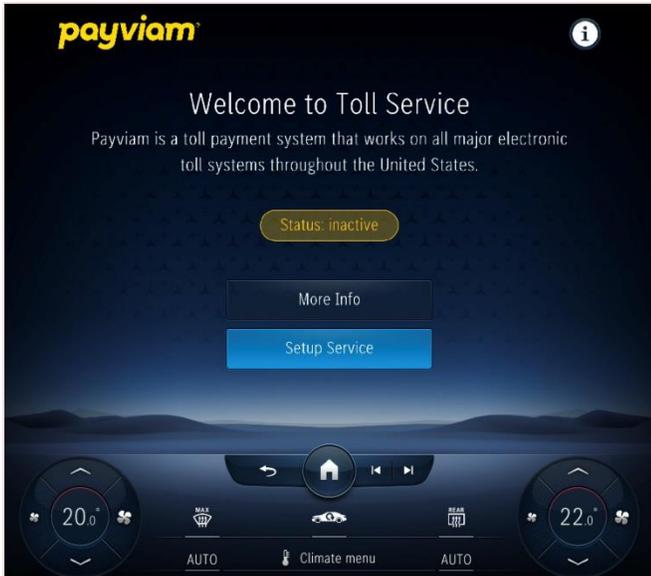


1. Open the 'Apps' folder in the main menu of the MBUX center display.

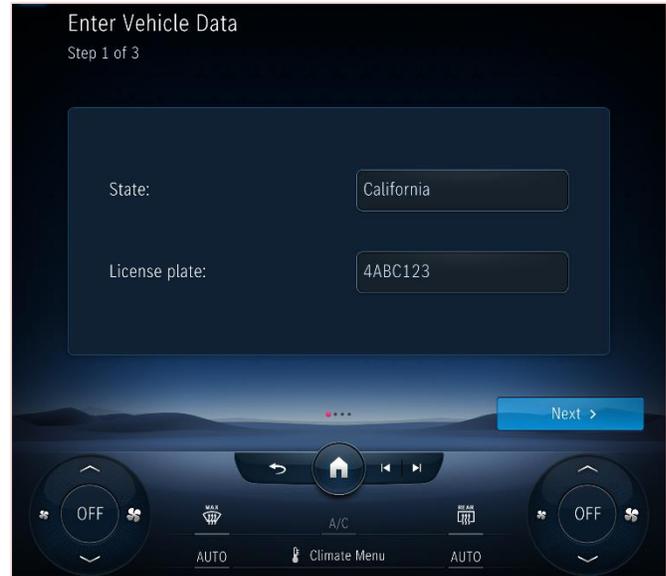


2. Select the 'Toll Services' app from the folder.

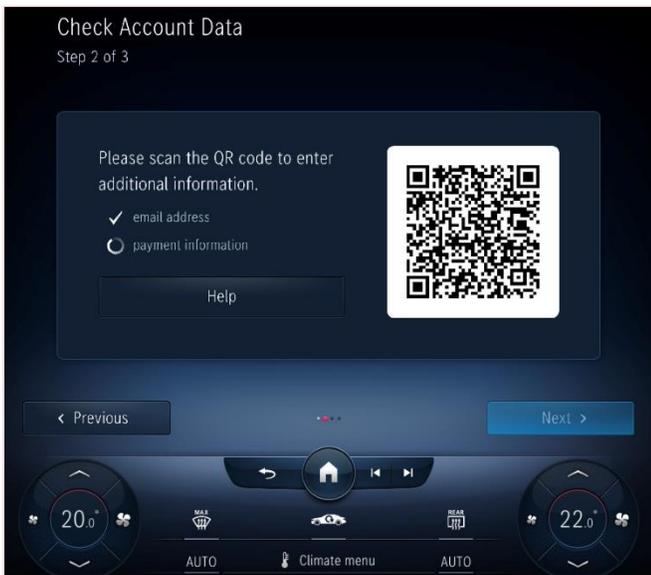




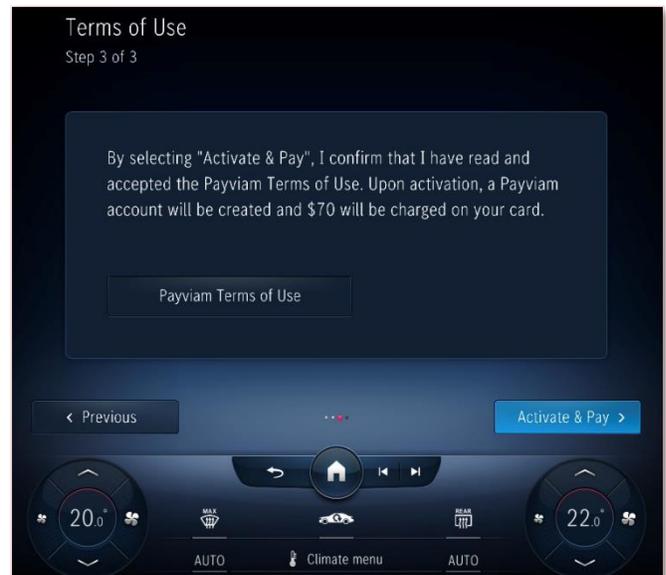
3. Select 'Setup Service' to start the account activation process.



4. Enter State and license plate information to complete the required vehicle data.



5. If email address and payment information are not already available in the Mercedes me connect profile, please scan QR code to complete the required information.



6. Select 'Activate & Pay' to confirm the terms of use and complete the activation process.



Frequently Asked Questions:

I enrolled. When can I start using toll roads?

It can take up to 48 hours for your enrollment to reach the tolling authorities Payviam is working with. Until then, use your existing transponder or pay cash. If you opted into SMS, Payviam will text you when your account is ready for use.

I already have transponders. What should I do?

Cancel or update any existing accounts with tolling authorities and return any transponders. If you have other vehicles on the account, you can keep the account open, but be sure to remove your Toll Service-equipped vehicle. This will prevent double billing or other potential issues related to having a single vehicle on multiple accounts.

How do I know that the transponder is working?

Toll is posted to Payviam overnight from the toll authority. The best way to know that the device is working is to log into <https://my.payviam.com> the day after you drove on a toll road and navigate to the Usage menu. There you can see the most recent tolls. In some cases, the toll will appear 48 hours after it was incurred.

What rates am I charged?

On most toll roads you will receive the electronic toll rate. Most roads covered by EZ Pass will be charged the out-of-state toll rate except for Pennsylvania, where the electronic rate is applied.

Washington State and Colorado:

Toll by plate is in effect for these States. In CO you will receive the electronic/transponder rate. In WA the rate charged is the electronic rate plus \$0.25 per toll. Be sure to update your plate by visiting <https://my.payviam.com>. Unfortunately, HOV settings on the ITM device will not work in WA and CO. We are always working to expand coverage and will update you with any changes.

How do I cancel?

You may cancel your agreement and close your Payviam Account at any time from within <https://my.payviam.com> by clicking Settings and My Account. Alternatively, call 1-888-725-1012 or email Payviam at support@payviam.com from the email address they have on file, provide the full account name and account number (sent to you in your original order confirmation). Any prepaid funds will be refunded to your card within 30 days of your request. If you created your account in this same month you are canceling, Payviam will refund your enrollment fee.



How do I update my license plate?

If your license plate has changed, you can update it by logging into your account at <https://my.payviam.com> and navigate to Equipment, then click on the license #. If you prefer, Payviam's customer service team can update your account if you send an email to support@payviam.com from the email address they have on file. Provide your name and the new vehicle license plate number:



I replaced the vehicle or want to add a vehicle. What do I do?

For these changes please send an email to support@payviam.com or call 1-888-725-1012.

Why do I need to provide you my license plate?

If the Toll Service Module is not read at the gantry, which can happen for many reasons such as weather and speed, most tolling authorities will assess toll using your license plate. If your license plate number is not attached to your account in the Payviam system, then you will receive a violation directly from the tolling authority by mail.

Which airports support an ITM device to pay for parking?

If your toll authority offers the ability to pay for parking, Toll Service will also be accepted as payment. You can use Toll Service to pay for parking at the following venues:

- Newark Liberty International Airport Newark, NJ,
- LaGuardia International Airport, New York, NY
- JFK International Airport, New York, NY,
- Albany International Airport, Albany, NY,
- Atlantic City International Airport, Atlantic City, NJ,
- NY Avenue Parking Garage, Atlantic City, NJ,
- Great New York State Fair, Syracuse, NY,
- Palm Beach International Airport, Palm Beach, FL,
- Miami International Airport, Miami, FL,
- Tampa International Airport, Tampa, FL,
- Fort Lauderdale-Hollywood International Airport, Broward County, FL,
- Orlando International Airport, Orlando, FL,
- Hard Rock Stadium, Miami, FL.



I'm moving out of state. What do I need to do?

You will need to update your address in the Payviam customer portal at <https://my.payviam.com> by clicking on the Settings menu option and the MyProfile sub-menu. If a new license plate is issued, you will need to update your license plate number by clicking on the Equipment tab and the Vehicles sub-menu option.

Where can I use HOV lanes?

At this time HOV is supported in states listed below. Be sure to follow the HOV guidance of your toll authority regarding vehicle occupancy and time of day.

- Florida Virginia
- Minnesota
- North Carolina
- California (no HOV coverage in L.A. Metro)
- Texas (no HOV coverage for TEXpress Lanes)

How to activate Toll Service and set vehicle occupancy?

1. Open the settings in the MBUX center display
2. Open the vehicle settings tab at the top and select Toll System menu on the left side
3. Make sure that Toll System is turned ON to activate the toll service
4. Select the number of passengers manually or turn on 'Detect Automatically' to use vehicle sensors.

