



**Connect and
Protect** with

Meta Trak



Meta Trak 5 User Guide

Thatcham™
Quality Assured



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Stolen Vehicle Procedure

In the event of **discovering your vehicle stolen** you should:

- Call our Secure Operating Centre (SOC) on **+44(0)330 2200339**, the SOC will commence tracking the vehicle.
- **Contact the Police** to report the theft and obtain a Crime Reference Number (CRN).
- **Call the SOC immediately** to provide them with your CRN, the SOC will then liaise with the Police directly to locate your vehicle.

In the event of the SOC **receiving an AUTOMATIC ALERT** from your tracking system:

The SOC will attempt to contact you in order to confirm the vehicle status; the SOC will NOT contact the police until the theft has been confirmed with you.

NOTE: For operational reasons the 'caller ID' of the inbound call from the SOC will be shown as 'UNKNOWN' or 'Private No.'

System Features

- Professional Stolen Vehicle Tracking
- Latest satellite location technology
- Journey Scoring
- Real-time tracking via app/web
- Smartphone App
- Web Portal
- 3yr Warranty
- European Coverage
- Thatcham Category 5 compliant
- Driver Recognition
- Engine Immobilisation
- Insurance Approved

Subscription Documentation

You will have received an email when your system was activated by your dealer.

This email provides you with:

1. Details of how to log-in to the web portal and smartphone app.
2. Links to download the smartphone app.
3. Your contract information to be used as proof of installation for your insurance company.

Please check all information is correct!

You will also have received a Login SMS text message containing your login credentials when your dealer registered your contract.

Please note you will not be able to log-in until your dealer has fully activated your system.

Alerts

Battery Disconnection (Power Sabotage)

In the event of a **sabotage** of the vehicle power system or battery disconnection a theft alert will be sent immediately to our Secure Operating Centre (SOC). The SOC will attempt to contact you in order to verify the status of the vehicle.

Should you need to disconnect the vehicle battery for maintenance reasons you should first set the system to '**Maintenance Mode**' via the app or web portal in order to avoid generating a false alert.

REMEMBER to set the system back to '**Active Mode**' once the maintenance is completed.

Tow-away

In the event of the vehicle being moved **without the engine running** a theft alert will be sent to our Secure Operating Centre (SOC). They SOC will attempt to contact you in order to verify the status of the vehicle.

Should you need to **transport** the vehicle or travel by ferry you should first set the system to '**Transport Mode**' via the app or web portal in order to avoid generating a false alert.

REMEMBER to set the system back to '**Active Mode**' once the transportation is completed.

Low Vehicle Battery

In the event of the vehicle battery becoming low a **push notification** will be send to your smartphone (provided you have the Meta Trak app running).

Driver ID Tag Not Recognised

You will have received two **Driver ID tags** (Fig. 1) with your Meta Trak 5. One of the tags should always be present with you **whenever you are driving the vehicle, or when the ignition is to be switched ON for >30secs.**



Fig. 1

In the event of the **vehicle being driven WITHOUT** the Driver ID Tag an alert will be sent to our SOC. The SOC will attempt to contact you in order to verify the status of the vehicle.



The ID tag should not be left in the vehicle or attached the vehicle keys as this may invalidate your insurance policy.

NOTE: the **push buttons** of the Driver ID Tag are **NOT REQUIRED** to be used in normal operation.

Driver ID Tag Battery Low

In the event of the ID Tag battery becoming low a **push notification** will be sent to your smartphone (provided you have the Meta Trak app running). **Replace as soon as possible!**



System Operation

Engine Immobilisation

The Meta Trak engine immobilisation controls the operation of the starter motor only i.e. it cannot interrupt the running of the vehicle. Furthermore, the starter immobiliser cannot become active before the ignition has been switched off for >30secs.

Engine immobilisation is controlled by the SOC only under instruction from the Police.

Preventing False Alerts

In the event of loss or non-detection of the ID tag your tracking device can be un-set for a pre-determined length of time by calling the SOC.

Maintenance

Replacing the ID Tag battery

Battery Type: CR2032

Carefully prise apart the upper and lower parts of the ID tag.

Slide out the battery observing the orientation.

Slide in the new battery in the same orientation.

Re-assemble the tag; normal operation should be resumed.

System Health Check

Your Meta Trak Tracking System is health checked every 28 days to ensure correct operation, as per insurance requirements. In the event of a fault being detected our customer services department will contact you to discuss further.

Warranty

Meta Trak hardware includes a 3 year parts and labour warranty from your installing dealer.

Change of details or Registered keeper

Please inform us as soon as possible of any changes to your contract information.

Such as:

- Changes to contact numbers*
- Change of vehicle registration*
- Change of email address*
- Change of registered keeper*



Smartphone App / Web

Please note that in the event of a theft alert being sent to the SOC your access to the smartphone app and your web portal will be temporarily suspended whilst the SOC manages the incident, normal operation will be restored after the incident is closed by the SOC.

Contact Us:

Secure Operating Centre (SOC):

+44(0)330 2200339

24hrs for theft or operational issues only

Customer Services:

+44(0)203 332 0121

Mon-Fri 9am-5pm for general enquiries

www.metatrak.co.uk

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