



**Connect and
Protect** with

Meta Trak



Meta Trak 6 / S7 For Caravans

User Guide



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Stolen Caravan Procedure

In the event of discovering your caravan stolen you should:

- Call our Secure Operating Centre (SOC) on **+44(0)330 2200339**, the SOC will commence tracking the caravan.
- **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 caravan.

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 caravan 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 Caravan Tracking
- Latest satellite location technology
- Journey Scoring
- Journey History
- Real-time tracking via app/web
- Smartphone App
- Web Portal
- 3yr Warranty
- European Coverage
- 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!



Alerts

Battery Disconnection (Power Sabotage)

In the event of a **sabotage** of the caravan 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 caravan.

Should you need to disconnect the caravan 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.

Low Caravan Battery

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

Caravan Alarm Triggered (where applicable)

In the event of the caravan alarm being triggered a **push notification** will be sent to your smartphone (provided you have the Meta Trak app running).

Un-authorised Movement Detection

Whenever the caravan begins moving the system will begin looking for the ID-tag.

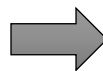
In the event of the caravan being towed without the ID-tag present a theft alert will be sent immediately to our Secure Operating Centre (SOC). The SOC will attempt to contact you in order to verify the status of the caravan.

In normal use, the ID-tag may be located in the towing vehicle.

However, due to varying environmental factors it may be required to locate the ID-tag inside the caravan whilst being towed if you experience any false alerts.



Remember to take the ID-tag with you whenever you leave the caravan!



ID Tag



Fig. 1

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

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!**

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.

See our how-to video at:

<http://www.metatrak.co.uk/howto>

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 warranty.

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 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 immediately 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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