Meta Trak

Meta Trak 6 V2

Meta Trak S7-ATS

Meta Trak S5-VTS V2

User Guide

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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.

You will also receive a push notification advising you that an alert has been sent to the SOC (provided you have the Meta Trak app running).

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
- Insurance Approved
- Driver Recognition (option)
- STARTER Immobilisation (option)
- OBD Port Immobiliser (option)
- Panic Facility (option)

Subscription Documentation

You will have received an email when your system was activated by your dealer.
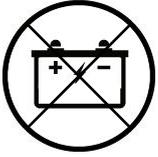
This email provides you with:

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!

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Alerts

Battery Disconnection

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 **'Garage Mode'** via the app or web portal in order to avoid generating a false alert.

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

Unauthorised Movement

In the event of the vehicle being moved **without the ignition ON** a theft alert will be sent 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 **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 **'Normal Mode'** once the transportation is completed.
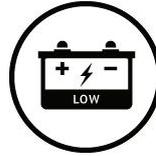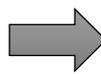
Low Vehicle Battery

In the event of the vehicle battery becoming low (<11.5V) a **push notification** will be sent to your smartphone (provided you have the Meta Trak app running).

Driver ID Tag Not Recognised
(S5-VTS)

Where the optional Driver ID tag has been made available the tag should be either attached to the vehicle keys or present on the driver's person.

ID Tag

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

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

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System Operation

Driver ID Tag Battery Low

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

Vehicle Alarm Trigger

If applicable, in the event of the vehicle alarm system being triggered a **push notification** will be sent to your smartphone (provided you have the Meta Trak app running).

Automatic STARTER Immobilisation (Option)

If your system has been installed with STARTER immobilisation *(with the additional Driver ID tag)* the engine will be prevented from starting whenever the immobiliser is SET.

The Meta Trak STARTER 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.

SETTING OPERATION - The engine immobiliser will automatically become SET 30 seconds after the ignition has been switched OFF.

UN-SETTING OPERATION - **press the button in the centre** of the ID-Tag BEFORE switching the ignition ON. *NOTE: The immobiliser will SET again if the vehicle is not started within 90s.*

UN-SETTING CONFIRMATION - The RED light will flash once to acknowledge the button press and then after 1-2 seconds it will flash four times to confirm the immobiliser is un-set.

Manual / Deadlock STARTER Immobilisation (Option)

If your system has been installed with STARTER immobilisation *(**without** the additional Driver ID tag)* the STARTER immobiliser can be manually set via the smartphone app or web portal.

The Meta Trak STARTER 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.

To **PREVENT** the engine from being started *(EVEN with the ID-Tag, where applicable)* send the following Command from the web or app:
 "Immobiliser BLOCK"

To **ALLOW** the engine to be started send the following command from the web or app:
"Immobiliser UNBLOCK" or to unset when the ID-Tag is not available

OBD Port Immobilisation (Option)

If your system has been installed with an OBD Port Immobiliser the OBD/Diagnostic Port will be disabled in order to prevent un-authorised use.

The port should be ENABLED ONLY when the vehicle is with authorised service agent.

To **PREVENT** access to the OBD Port send the following command from the web or app:
"Immobiliser BLOCK"

To **ALLOW** access to the OBD Port for an authorised service agent send the Command from the web or app:
"Immobiliser UNBLOCK"

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Panic Facility (Option)

If your system has been installed with the PANIC facility the Flashers/Headlights and Horn/Siren can be activated via the smartphone app or web portal.

To **ENABLE** Panic facility send the following command from the web or app:
"PANIC ON"

To **STOP** the Panic cycle send the Command from the web or app:
"PANIC OFF"

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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 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 immediately after the incident is closed by the SOC.

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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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