



# ***Defcom Trak User Guide***

**Meta Trak**



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## **BIKE TRACKING SYSTEM**

### **Stolen Bike Procedure**

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

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

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 bike 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 Bike Tracking
- Latest satellite location technology
- Journey Scoring
- 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.

**Please check all information is correct!**



## **Alerts**

### **Battery Disconnection**

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

Should you need to disconnect the bike 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.

### **Unauthorised Movement Alert**

In the event of the bike 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 bike.

Should you need to **transport** the bike 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 Bike Battery**

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

### **Bike Alarm Triggered**

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

## **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.

## **Change of details**

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

Such as:

- Changes to contact numbers
- Change of bike registration
- Change of email address
- Change of owner

## **Contact Us**

**Customer Services:**

**+44(0)203 332 0121**

Mon-Fri 9am-5pm for general enquiries

[www.metatrak.co.uk](http://www.metatrak.co.uk)



## **ALARM SYSTEM**



### **MANUAL ARMING**

*Press the button A of the remote control, the direction indicators will flash twice the LED be flashing and alarm will be fully armed after 30secs.*

*If a BOOP sound is heard after arming this means the seat protection switch is not correctly closed.*

### **ARMING WITHOUT ACTIVATING THE INTERNAL MOVEMENT SENSOR**

*Press the button A of the remote control for approximately 2 seconds, the direction indicators flash 3 times.*

*The LED remains on solid for the initial 30secs.*

### **DISARMING**

*Press the button A of the remote control, the direction indicators flash once, the siren emits 1 BEEP sound and the LED switches off if the alarm has not been triggered.*

*If the LED remains on and the siren also emits a BOOP sound this means that the alarm system was triggered. To find out how the alarm was triggered consult the MEMORISED ALARMS table.*

### **PANIC ALARM**

*It is possible to trigger a 10 second alarm cycle by pressing the B button on the remote control. This alarm cycle can be interrupted by pressing the same button again.*

### **'OVERRIDE' EMERGENCY CODE**

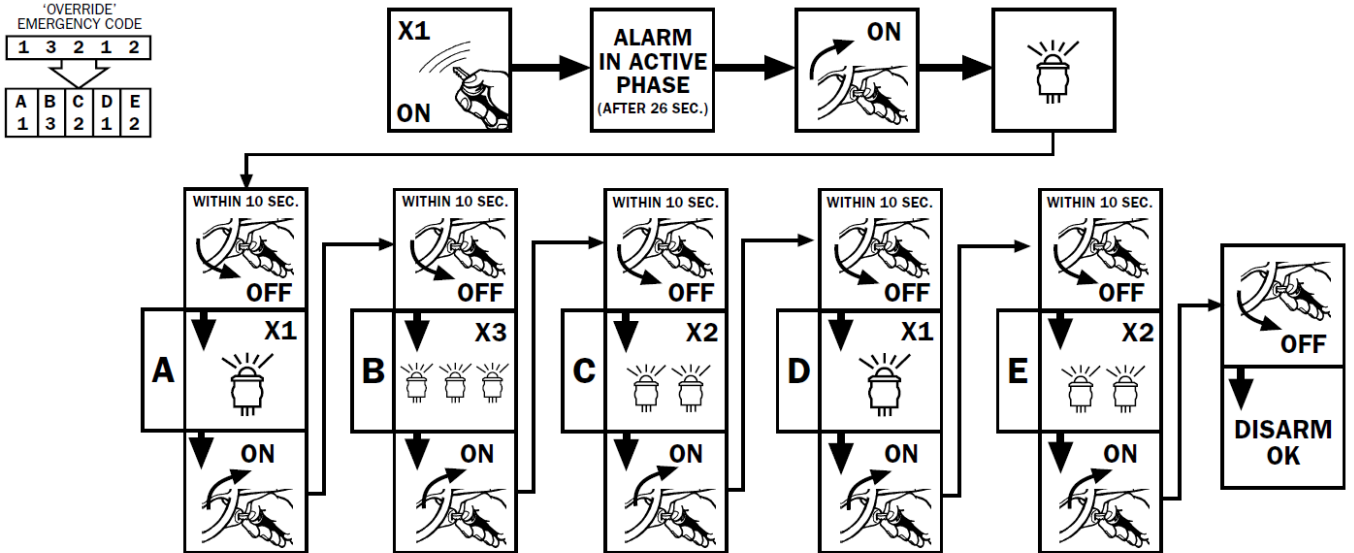
*If a remote control is lost, stolen or damaged, it is possible to disarm the alarm system with a 5 digit emergency code called the 'OVERRIDE' code.*

*The code is found on the label supplied with the remote controls.*

*This label must be kept in a safe place and not with the motorcycle.*

*See table on next page.*

**'OVERRIDE' CODE ENTRY**



**WARNING:** if 3 attempts to insert the wrong code are detected, the central unit will be blocked for 30 minutes in order to prevent attempts to search for the code.

**MEMORISED ALARM TRIGGERS**

MEMORISED ALARM	LED SIGNALS
Internal movement sensor	1 Flash
Contacts	2 Flashes
Ignition sensing	3 Flashes
Tampering with cables or battery	4 Flashes