



# ***Yamaha Trak 6***

## ***User Guide***

**Meta Trak**





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## ***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 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
- 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 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.

### **Movement Alert**

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 Bike Battery**

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

## **Warranty**

Meta Trak hardware includes a 3-year parts and labour warranty from your Yamaha dealer

## **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 vehicle 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)**