Meta Trak

INDUSTRY LEADING VEHICLE TRACKING SOLUTIONS

S5 DEADLOCK PRO

User Guide

MTS5DLP050422

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 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 Monitoring
- Latest Satellite Location Technology
- Journey Scoring
- Internal Battery Back-up
- Real-time tracking via app
- Smartphone App
- Lifetime Hardware Warranty
- European Coverage
- Insurance Approved (S5)
- ID-Tag Recognition
- ENGINE Immobilisation
- OBD Diagnostic Port Immobilisation

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 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

In the event of an alert being generated, the Secure Operating Centre (SOC) will attempt to contact you to verify the status of the vehicle. A **push notification** will also be sent to your smartphone (provided you have the Meta Trak app running).

Battery Disconnection

In the event of **sabotage** of the device wiring or battery disconnection, a theft alert will be sent. Should you need to disconnect the vehicle battery for maintenance reasons, you should first set the system to **'Service Mode'.**

Unauthorised Movement

In the event of the vehicle being moved without the ignition ON, a theft alert will be sent. Should you need to transport the vehicle or travel by ferry, you should first set the system to **'Transport Mode'.**

Low Vehicle Battery

In the event of the vehicle battery becoming low (<11.5V), a **push notification** will be sent to your smartphone.

ID Tag Not Recognised

The ID Tag should be attached to the vehicle keys. In the event of the **vehicle being driven WITHOUT** the ID Tag present, an alert will be sent.

ID Tag Battery Low

In the event of the ID Tag battery becoming low, a **push notification** providing you information on how the replace the battery will be sent to your smartphone.

IMPORTANT!
Service Mode

If your vehicle requires maintenance at an authorised service agent, you should set your system into 'Service Mode' via the app.
This will:

1. **Disable** automatic immobiliser blocking.
2. **UNBLOCK** ENGINE + OBU immobilisers.
3. Set the system to 'service mode' to **prevent any alerts** from being generated.

Once **maintenance is complete,** you **MUST** set the system back to **ACTIVE mode** and send **"OBD Diagnostic Port - BLOCK"** to prevent further access to the OBD port.

Immobilisers – Operation

Automatic ENGINE Immobilisation

BLOCKING OPERATION - The immobiliser will automatically BLOCK the engine 90 seconds after the ignition has been switched OFF and the ID Tag is out of range.

UNBLOCKING OPERATION - The immobiliser will automatically UNBLOCK when the ID Tag comes into range.

DEADLOCK ENGINE Immobilisation

To **PREVENT** the engine from being started **EVEN with the ID-Tag present,** send the Command **"Engine Start - BLOCK".**

To **ALLOW** the engine to be started, send the command **"Engine Start - UNBLOCK".**

This command may also be used to UNBLOCK if ID Tag battery becomes depleted or the ID Tag is lost.

OBD Diagnostic Port Immobilisation

The OBD port should be ENABLED ONLY when the vehicle is with an authorised service agent to enable the use of diagnostic equipment.

To **PREVENT** access to the OBD Port, send the following command from the web or app:
“OBD Diagnostic Port - BLOCK”

To **ALLOW** access to the OBD port for an authorised service agent, send the Command from the web or app: **“OBD Diagnostic Port - UNBLOCK”**

Smartphone App

Please note that in the event of a theft alert being sent to the SOC, your access to the smartphone app will be suspended.

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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