Meta Trak

Van Bitz Shadow 2

User Guide

Meta Trak

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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
- Real-Time Tracking via App
- Smartphone App
- 3yr Warranty
- European Coverage
- Insurance Approval
- ID-Tag Recognition
- STARTER 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!

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Alerts

A **push notification** will be sent to your smartphone (provided you have the Meta Trak app running).

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 **'Service Mode'.**

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'**.

Low Vehicle Battery

Is generated in the event of the vehicle battery becoming low (<11.5V).

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 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 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** providing you all required information will be sent to your smartphone.

Vehicle Alarm Trigger (Optional Upgrade)

Is generated in the event of the vehicle alarm system being triggered.

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Immobiliser Operation
(Optional Upgrade)

AUTOMATIC Immobilisation
(if configured)

If your system has been installed with the optional immobiliser the vehicle cannot be driven whenever the immobiliser is SET.

SETTING OPERATION - The immobiliser will automatically become set 90 seconds after the ignition has been switched OFF and the ID Tag is out of range.

UN-SETTING OPERATION - The immobiliser will automatically unset when the ID Tag comes into range.

IMMOBILISER SERVICE Mode – Setting 'Service Mode' will, in addition to blocking certain alerts, disable the Immobiliser and prevent automatic blocking.

DEADLOCK/MANUAL Immobilisation

To **PREVENT** the vehicle from being driven *EVEN with the ID-Tag present* send the following Command from the web or app: **"Immobiliser BLOCK"**

To **ALLOW** the vehicle to be driven send the following command from the web or app: **"Immobiliser UNBLOCK".**

The command may also be to unblock the vehicle when the ID-Tag is not available.

EMERGENCY Engine Unblock

If the immobiliser BLOCK command has been sent and the UNBLOCK command fails to unblock the vehicle, due to no mobile phone signal, for example. It is possible to use your mobile phone to unblock the immobiliser directly.

YOU SHOULD SETUP EMERGENECY ENGINE UNBLOCK IMMEDIATLEY AFTER DOWNLOADING THE APP.

WATCH OUR APP TUTORIAL HERE

or go to the following url:

https:/www.metatrak.co.uk/metatrakplus.html

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

The following information can be updated directly from within the app:

- Changes to contact numbers
- Change of vehicle registration
- Change of email address
- Security Question

Selling Your Vehicle

In order to ensure your privacy please advise us as soon as your vehicle has been sold.

Smartphone App Access

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

info@metatrak.co.uk

Mon-Fri 9am-5pm for general enquiries

www.metatrak.co.uk