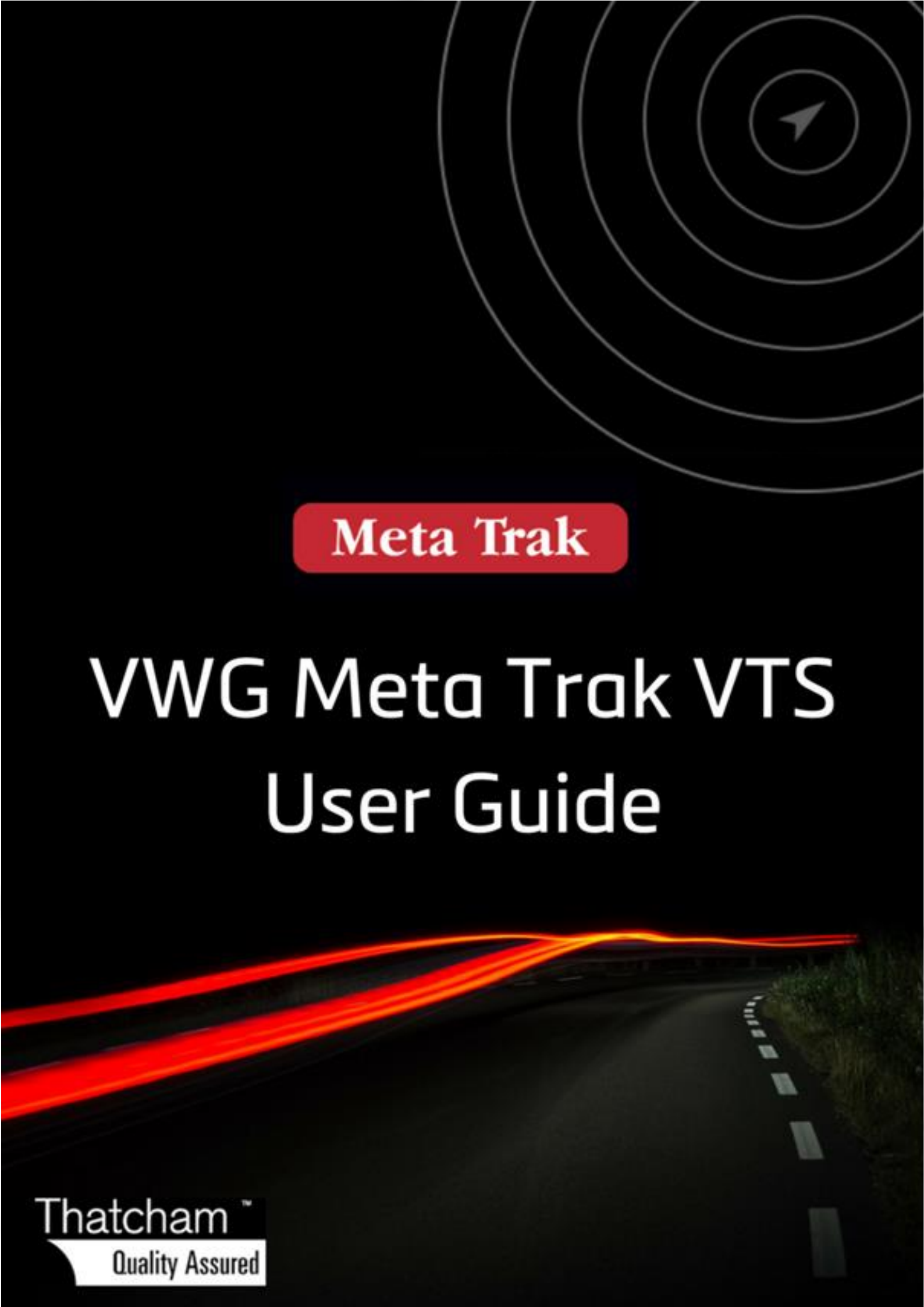
Meta Trak

VWG Meta Trak VTS User Guide



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Insurance Approval

VWG Meta Trak VTS is an insurance approved Stolen Vehicle Tracking solution accredited by Thatcham under category 'S5'. Refer to your welcome email for further information.

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.

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 to be used as proof of installation for your insurance company.

Please check all information is correct!

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Alerts

Battery Disconnection (Power Sabotage)

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

Driver ID Tag Not Recognised

You will have received two **Driver ID tags** (Fig. 1). A tag **should be attached the vehicle key**

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.

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!**

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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 the battery out observing the orientation.

Slide in the new battery in the same orientation.

Re-assemble the tag; normal operation should be resumed.

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 dealer 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

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