Meta Trak

PULSAR S7

User Guide

Document Version V1.7 / Ref App Version 1.0.14

22/03/21

Stolen Asset Reporting Procedure

1. Call our Secure Operating Centre (SOC) on +44(0)330 2200339, the SOC will commence tracking the asset.
2. Contact the Police to report the theft and obtain a Crime Reference Number (CRN).
3. Call the SOC immediately to provide them with your CRN, the SOC will then liaise with the Police directly to locate your asset.

Overview

The T.36 PULAR is an extremely discrete battery-powered tracking device designed to provide up to 3 years* asset monitoring with Secure Operating Centre (SOC) theft management. The package includes a 3-year service plan (sim data + app access).

24/7/365 theft management is provided by a professional National Security Inspectorate (NSI) and Thatcham accredited SOC.

The device uses the very latest GNSS/GSM technology to facilitate covert installation, therefore ensuring high resistance to detection.

In normal use, the device is in a deep sleep mode and wakes up at predetermined intervals to receive pending commands like Position Request or a request to activate Theft Mode. This deep sleep mode ensures the device cannot be detected under any circumstance.

***Depending upon the device, configuration, usage and other environmental factors such as temperature, humidity, GSM signal strength and satellite availability the batteries may need to be replaced within the 3-year service period. Costs apply.**

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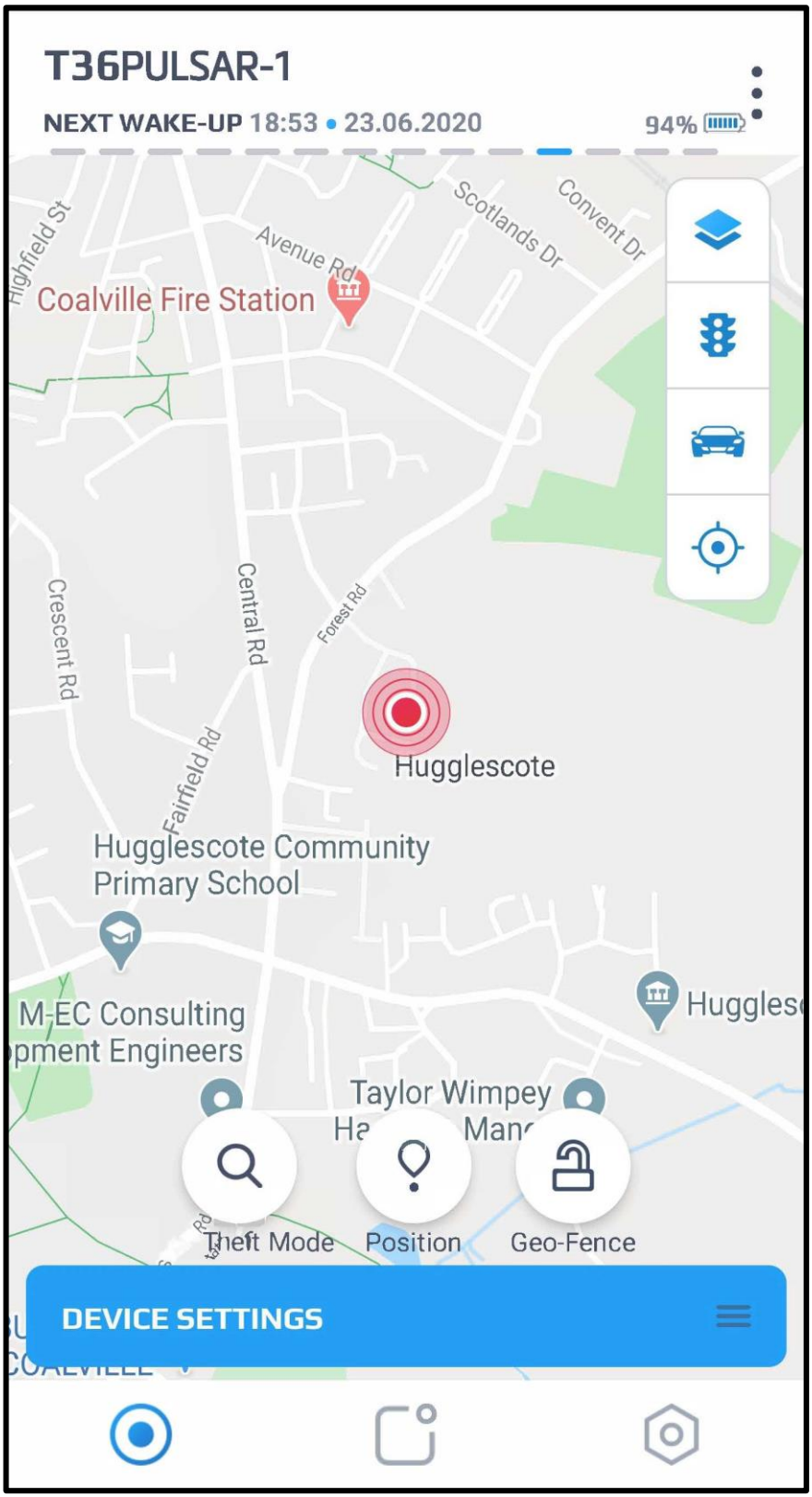
App Main Screen

For the best user experience ensure your mobile phone/tablet language is set to 'English (United Kingdom)' or for Ireland 'English (Ireland)'.



NEXT WAKE-UP — Expected time of next wake-up

94% — Current battery level

Click to amend device details

Select map type

Display Google traffic flow data

Click to centre to asset location

Click to centre to your current location

Enable/Disable Theft Mode

Theft Mode Pending

Theft Mode Active

Position Request

Position Request Pending

Geo-Fence OFF

Geo-Fence ON

Events/Notifications

General Settings

Click to display position date and time

Theft Mode

Theft Mode enables tracking at 60-second intervals and should only be used in the case of a real theft. The batteries, when new, will provide >36hrs of theft tracking at 60-second intervals. However, the SOC can pro-actively adjust the tracking frequency according to the circumstances where for example, tracking can be >8days at 15-minute intervals.

Theft Mode can be set for a specific duration or an unlimited time; it is advisable to use 'Time Limit' mode to avoid inadvertent battery exhaustion, see 'Device Settings'.

WARNING:

Extended use of Theft Mode will necessitate battery replacement and associated costs.

Upon clicking the 'Theft Mode' button on the main screen the icon will change to grey to indicate that a request to enable tracking is pending. At the next wake-up, the request will be actioned by the device.

Once the request has been actioned by the device the icon will change to red to indicate Tracking Mode is active.

Restricted App Access

Please note that access to the information within the app will be restricted whilst the theft is being managed by the Secure Operating Centre.

Position Request

By default the device will wake-up every 8hrs to check for pending requests, the device will also report its position once per day. Rather than waiting for the next daily position report, it is possible to request an updated position at the next wake-up by sending a Position Request.

Upon clicking the 'Position Request' button on the main screen the icon will change to red to indicate that a request for a position is pending. At the next wake-up, the request will be actioned by the device and a push notification will be sent to the app to advise that a new position report is available.

Notification Types

PUSH notifications like below will be sent to the Pulsar app:

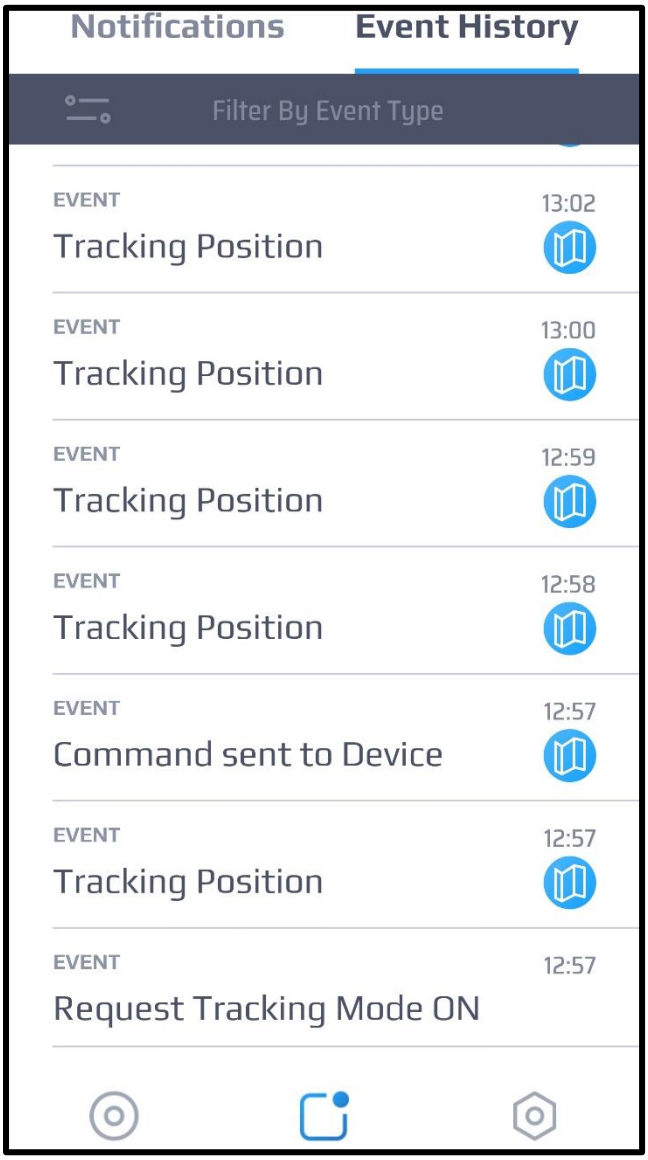
The following notification types are possible:

Internal Battery Level Low	The device batteries are low, follow the advice in the email notification to purchase replacements.
Internal Battery Level Critical	The device batteries are very close to complete exhaustion.
Internal Battery Replaced	The device batteries have been successfully replaced and the device is fully operational.
Geo-Fence Exit	The asset was located outside the Geo-Fenced area at the last position report.
Position Request - PENDING	A Position Request has been sent by the server and is waiting for the device to wake up.
Position Request - IN PROGRESS	The device has woken and is obtaining a new position. Typically, 3-4 mins.
Position Request - RESPONSE	The device has sent an updated position.
Theft Mode ACTIVATED with Time Limit	The device has woken up and Theft Mode has been activated with the 'Time Limit' set in the device settings screen.
Theft Mode ACTIVATED without Time Limit	The device has woken up and Theft Mode has been activated without any time limit. NOT RECOMMENDED!
Theft Mode Activation - Waiting for next wake-up	A Theft Mode Activation request has been sent by the server and is waiting for the device to wake up.
Request Theft Mode OFF	Theft Mode has been deactivated.

Events History

The 'Event History' provides a historical record of all events to and from the device.

Where there is a next to the event the map view of that event may be displayed by clicking it.

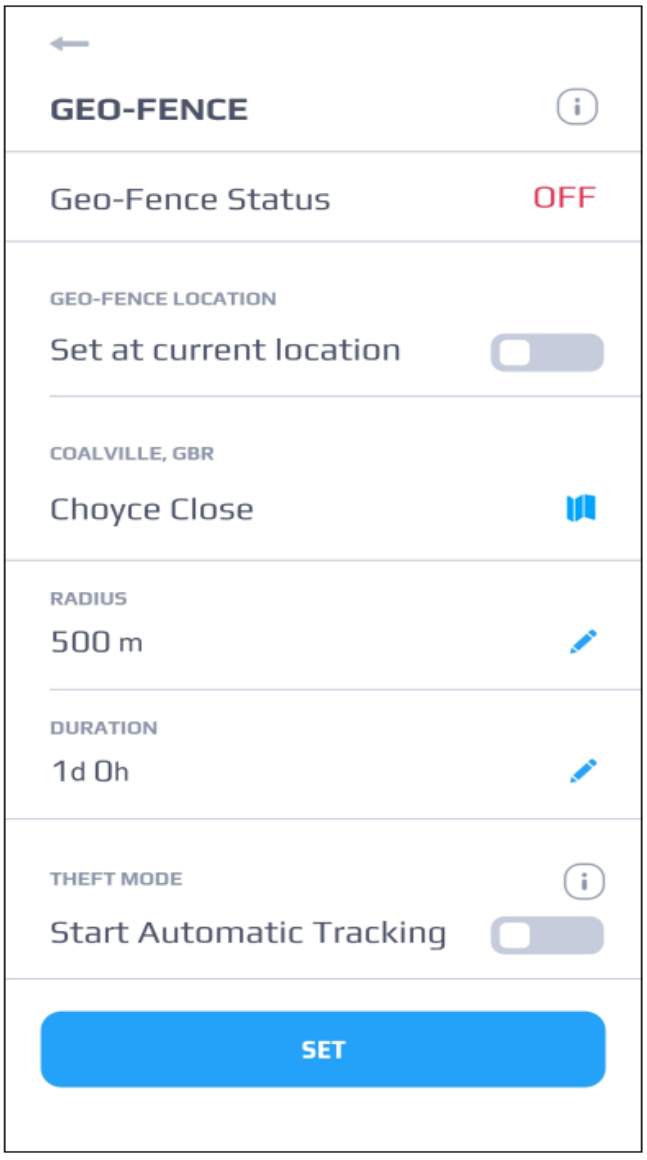


Setting a Geo-Fence

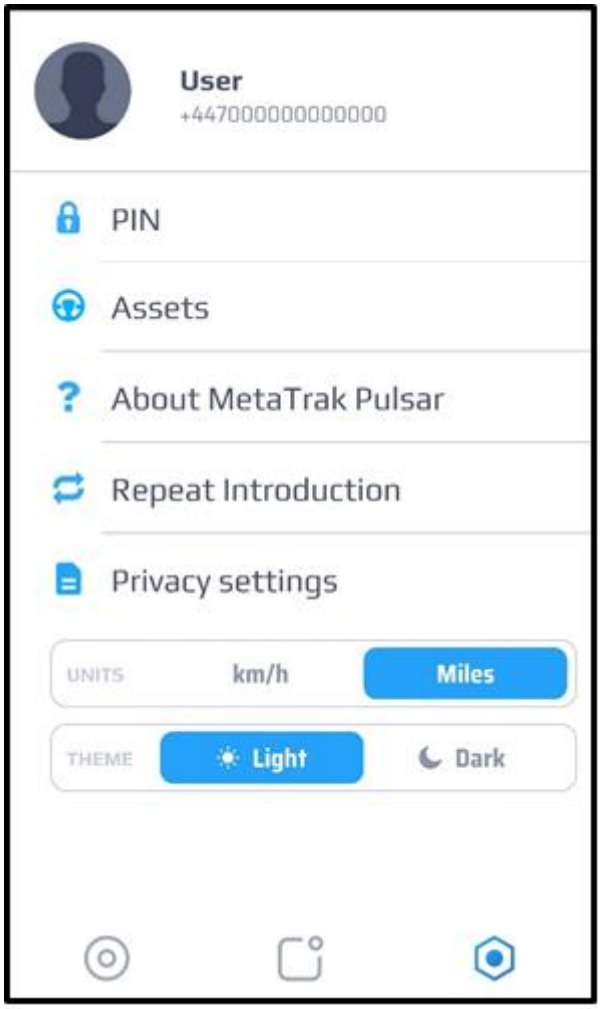
Set-up a Geo-Fence to receive a notification if the asset is found outside this area at the next position report.

NOTE: Geo-Fence exit detection is based on either a manual Position Request or the Scheduled Position Report (see Device Settings) e.g. if the Scheduled Position Report is disabled there will be no automatic detection of the asset being outside the Geo-Fence.

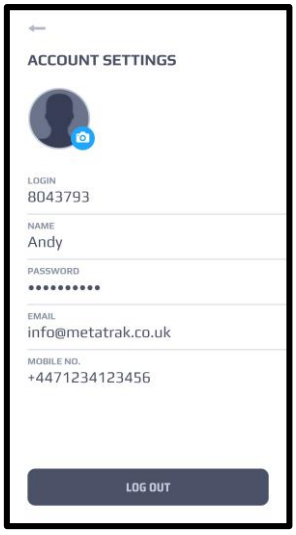
Click Geo-Fence Status on the main screen, set to ON, set size and location and finally, click 'SET'



General Settings

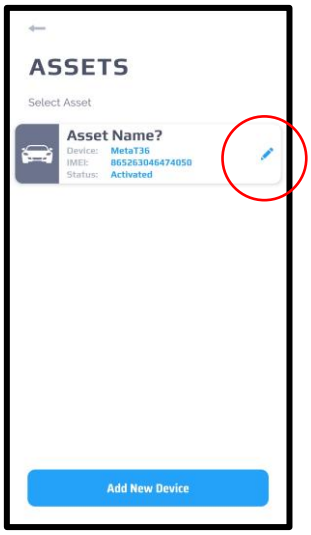


Click the icon to modify your user information (password, name, email, mobile no. or to set a profile picture) or to LOG-OUT.



Choose whether to use PIN code when accessing the app.

Where multiple devices have been attached to the same account select 'Assets' to see a list of all assets. Select the pen to enter asset information.

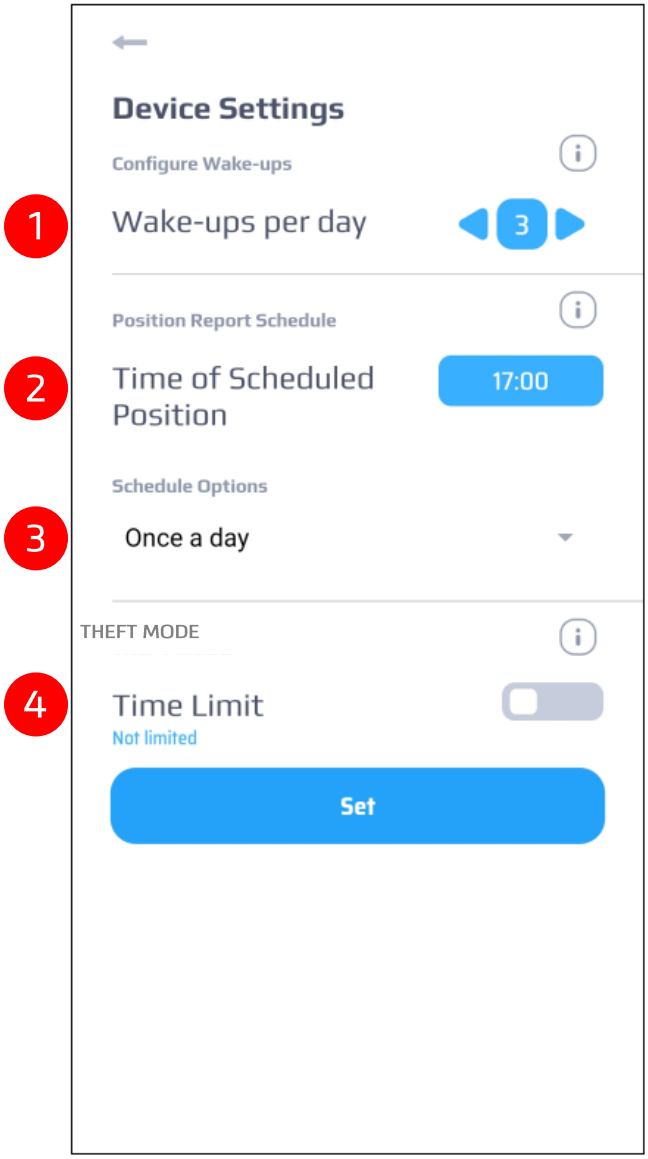


See current app software version

Repeat Pulsar introduction slides

Manage privacy settings such as password and data lifetime.

Device Setting



1. Set how often you require the device to wake-up per day; setting fewer wake-ups will preserve battery life.

2. Set the time of day that you would like to receive the scheduled position report.

3. Set how often you require the device to report its position; setting fewer scheduled positions will preserve battery life.

4. Set the Time Limit for 'Theft Mode'

After making any changes on the 'Device Settings' page click 'Set'; the app will return to the main page after 2-3 seconds.

NOTE: it will not be possible to change setting again until the current request has been processed at the next wake-up.

The following table provides a guide as to service life based on the number of wake-ups

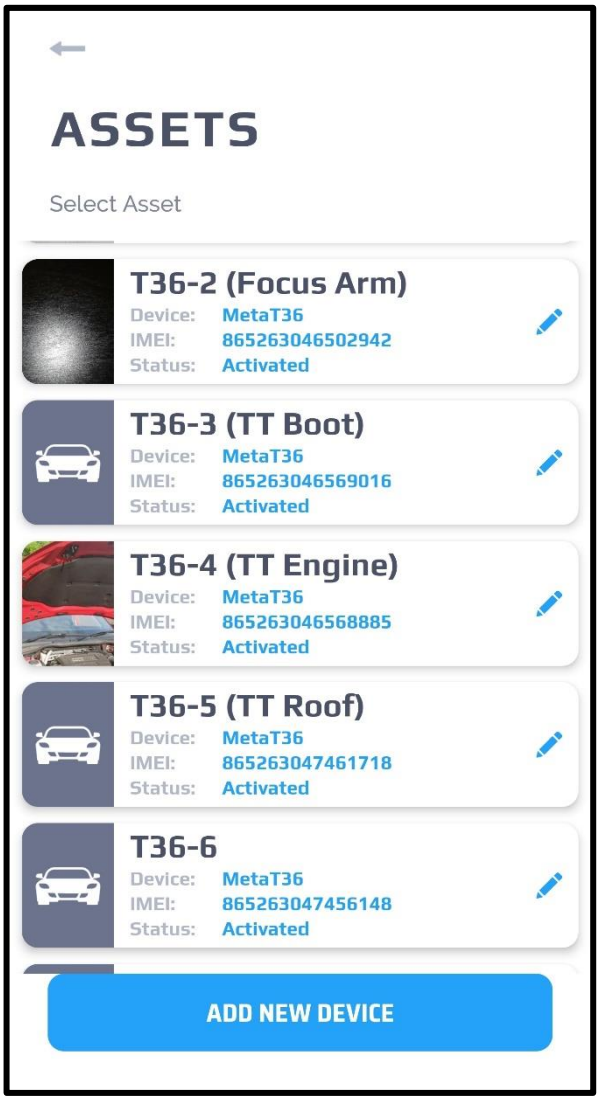
Daily Wake-Ups	Service Life (Days)
24	50
12	110
8	160
4	250
3* (2 wake-ups + 1 Scheduled Position)	365
2	450
1	700

*Default

Adding Additional Devices

Additional devices may be added to the same login.

Settings > Assets > Add New Device



Technical Specifications

Dimensions:.....75x40x18mm
Battery voltage:.....3V
Frequency bands: .....880-960 MHz; 1559.00 MHz-1610.00 MHz; 1710-1880 MHz; 2402-2480 MHz
Max power: .....GSM Class 4 (2W); DCS Class 1 (1W); BT (<10mW)
Operating Temperature: .....from -30°C to +70°C
IP Rating: IP67

Declaration of Conformity

Hereby, Meta System S.p.A. declares that Telematic Tracking device Model T.36 is in compliance with Radio Equipment Directive 2014/53/EU.

Frequency Bands in which the radio equipment operates:
880.00 MHz – 960.00 MHz
1559.00 MHz – 1610.00 MHz
1710.00 MHz – 1880.00 MHz
2402.00 MHz – 2480.00 MHz
Max Power:
GSM Class 4 (2W), DCS Class 1 (1W), BT (<10mW)

The full text of the EU Declaration of Conformity is available at the following internet address: https://docs.metasystem.it/

Certificate Holder's Address:
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