Connect and Protect with Meta Trak

Meta Trak S7

For Caravans

User Guide

Meta Trak

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Meta Trak

Stolen Caravan Procedure

In the event of discovering your caravan stolen you should:

- Call our Secure Operating Centre (SOC) **on +44(0)330 2200339**, the SOC will commence tracking the caravan.
- **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 caravan.

Calls from our 24/7 Secure Operating Centre (SOC) will be from +44(0)203 772 1476 and are OUTBOUND ONLY.

The SOC can be reached on +44(0)330 220 0339. Please save these numbers on your mobile phone.

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 caravan status; the SOC will NOT contact the police until the theft has been confirmed with you.

Alerts

Battery Disconnection
(Power Sabotage)

In the event of a **sabotage** of the caravan 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 caravan.

Should you need to disconnect the caravan battery for maintenance reasons you should first set the system to **'Service Mode'** via the app in order to avoid generating a false alert.

REMEMBER to set the system back to **'Active Mode'** once the maintenance is completed.

Low Caravan Battery

In the event of the caravan battery becoming low (<11.5V) a **push notification** will be sent to your smartphone (provided you have the Meta Trak app running).

Un-authorised Movement Detection

Whenever the caravan is begins moving the system will begin looking for the ID-tag.

In the event of the caravan being towed without the ID-tag present 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 caravan.

In normal use, the ID-tag may be located in the towing vehicle.

However, due to varying environmental factors it may be required to locate the ID-tag inside the caravan whilst being towed if you experience any false alerts.

Remember to take the ID-tag with you whenever you leave the caravan!

ID Tag

Fig. 1

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** will be sent to your smartphone (provided you have the Meta Trak app running). **Replace as soon as possible!**

Preventing False Alerts

In the event of loss or non-detection of the ID tag your tracking device can be un-set for a pre-determined length of time by calling the SOC.

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:

www. metatrak.co.uk/support/change-a-battery-in-your-id-tag

Meta Trak

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.

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 email address
- Change of registered keeper

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 temporarily suspended whilst the SOC manages the incident, normal operation will be restored immediately after the incident is closed by the SOC.

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