



Trackstar S5 Advance User Guide

Useful contacts

TO REPORT A THEFT IN THE UK

0344 561 9990

available 24 hours, 7 days a week

TO REPORT A THEFT OUTSIDE THE UK

+44 1234 759 502

available 24 hours, 7 days a week

ALL OTHER ENQUIRIES

0345 604 5433

normal office hours only:

Monday-Friday, 09:00 - 17:30 excluding Bank Holidays



"Your Trackstar has alarmed and we're currently monitoring your car; is it supposed to be moving?"



stolen Vehicle Tracking Systems



Teletrac Navman (UK) Ltd
Trackstar
K1 First Floor
Kents Hill Business Park
Milton Keynes
MK7 6BZ

automotive.teletracnavman.com
trackstarsupport@teletracnavman.com



UNITED KINGDOM AND EUROPE

Trackstar S5 Advance User Guide

OPERATION

The Trackstar S5 Advance system utilises sophisticated driver identification technology to provide enhanced vehicle security by inhibiting unauthorised vehicle start without the tag being present.

All systems are supplied with two tags as standard.

When the ignition is switched on an audible beep will be heard, which confirms the tag is present and the vehicle can be started. If no tag is detected, no beep will be heard and the vehicle will not start.

If a tag is lost or damaged an emergency override is available. It is essential that the tags remain on the key ring at all times. The tag(s) should not be left in the vehicle or kept separately from keys.

For Keyless vehicles the fob and tag should be on the drivers person or in the centre console area to ensure efficient operation of the system.

PREVENTION OF FALSE ALARMS

When the system will automatically generate alarms:

1. Should the vehicle move out side of a pre-set geozone, without a recognised tag being presented, either by being driven, being towed or on a recovery vehicle.
2. Should the vehicle battery be disconnected, or the internal system battery back up reaches a critically low level.

Please notify the control desk:

1. Of any vehicle movement where the ignition will be in the OFF position e.g. on a recovery vehicle or ferry.
2. If the vehicle is to be worked on where the battery may be disconnected.

ACTIONS TO BE TAKEN IN THE EVENT OF A TAG NOT BEING AVAILABLE

Please call the 24hr Hotline on 0344 561 9990 to advise if the tag(s) have been lost or damaged to allow emergency override, or to order a replacement tag.

SYSTEM INSPECTION AND MAINTENANCE

As part of the Thatcham criteria the system will automatically perform a health check every 28 days.

REPLACING A TAG BATTERY

Should the system generate several beeps when authorising a user, this indicates that the tag battery is nearing the end of its useful life and it should be replaced. If the tag is capable of generating several 'beeps' it is also capable of authorising the system for use, however the battery should be replaced as soon as is practical.

The battery is an easily available button cell (known as 2032 type), once replaced the tag does not require reprogramming.

1. Split the tag casing, a small screwdriver will make this easier.
2. The battery cell will be seen at one end of the circuit board, remove the old battery cell (do not use any metallic tool for this as irreparable damage could result from a short circuit).
3. Slide the new battery cell in place, the + side of the cell should be uppermost.
4. Place the circuit board on the pin in the bottom case; please note that this pin is slightly offset. Correct orientation will give a space between the battery and the casing end.
5. Replace the top casing housing: be aware that due to the offset pin, the casing will not fit correctly if reversed. Clip the two casing halves together.
6. The tag is now ready for service