

Welcome Pack
Stolen Vehicle Recovery

Tracker Secure
with App

TrackerTM

Stolen Vehicle Recovery

Welcome Pack

Tracker Secure

with App

Tracker[™]



Retrieve your vehicle with ease should it ever be stolen

To ensure that the police are able to navigate straight to your vehicle, there are a few things you MUST do:

- Keep your Tracker membership card with you at all times.
- Store your Tracker registration document somewhere safe.
- Double check that your Tracker registration information is correct.
- Provide two phone numbers and an email address so we can contact you.
- And relax! Your vehicle is now covered in the event of theft.

If you require additional information about your Tracker system, please feel free to contact our Customer Service team on 0808 509 0909 or visit our website at www.tracker.co.uk

A photograph of a car covered in a bright red protective cover, parked in a concrete parking garage. Another car covered in a grey cover is visible in the background. The garage has concrete walls, pipes, and fluorescent lighting.

What to do if your vehicle is ever stolen

- ✓ Immediately report the theft to the police
- ✓ Obtain a Crime Reference Number
- ✓ Call Tracker 24hr Control Room on:

+44 (0) 800 911 900*

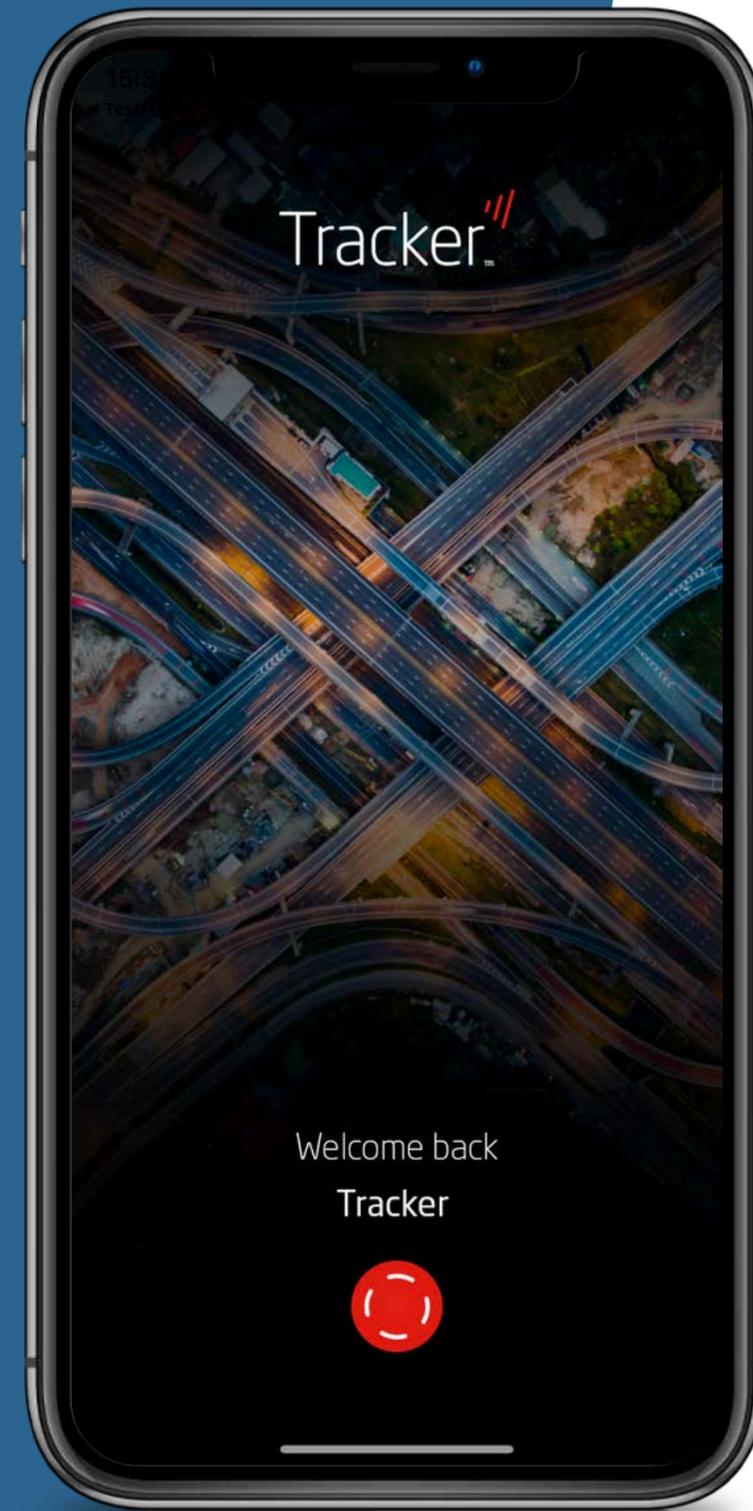
Please ensure you have the following information to hand before call Tracker 24hr Control Room:

- Vehicle registration number
- Your Tracker system serial number
- Crime Reference Number

*Calls made from outside of the UK may be charged.

Tracker Touch

App Set Up Guide



Tracker™

Tracker Touch

App Set Up Guide

You should have already downloaded our Tracker Touch app, if you haven't, it is available to download from the App store or Google Play.



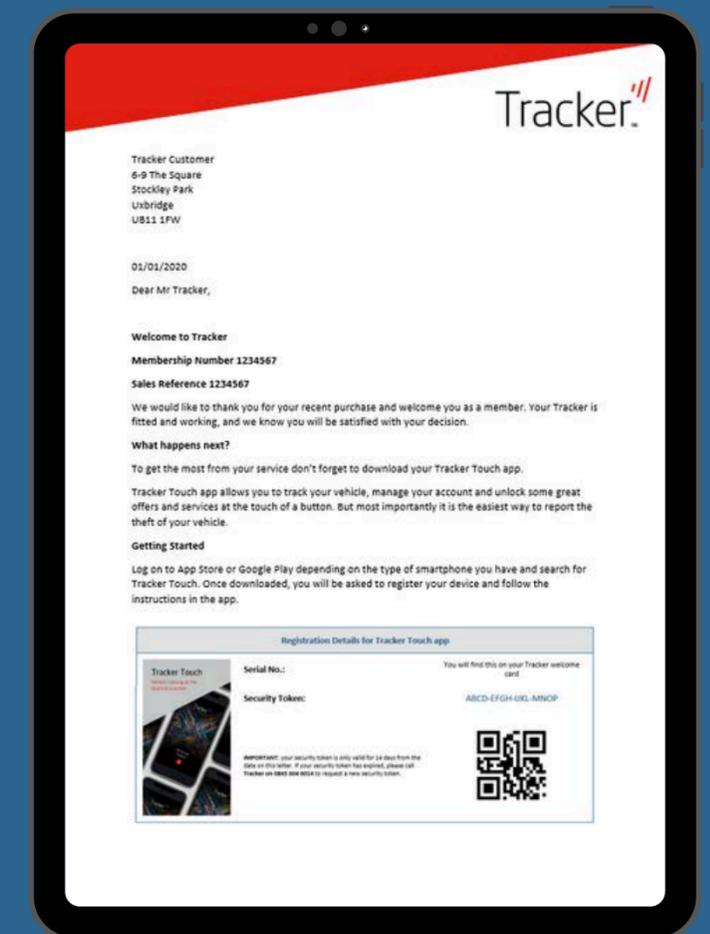
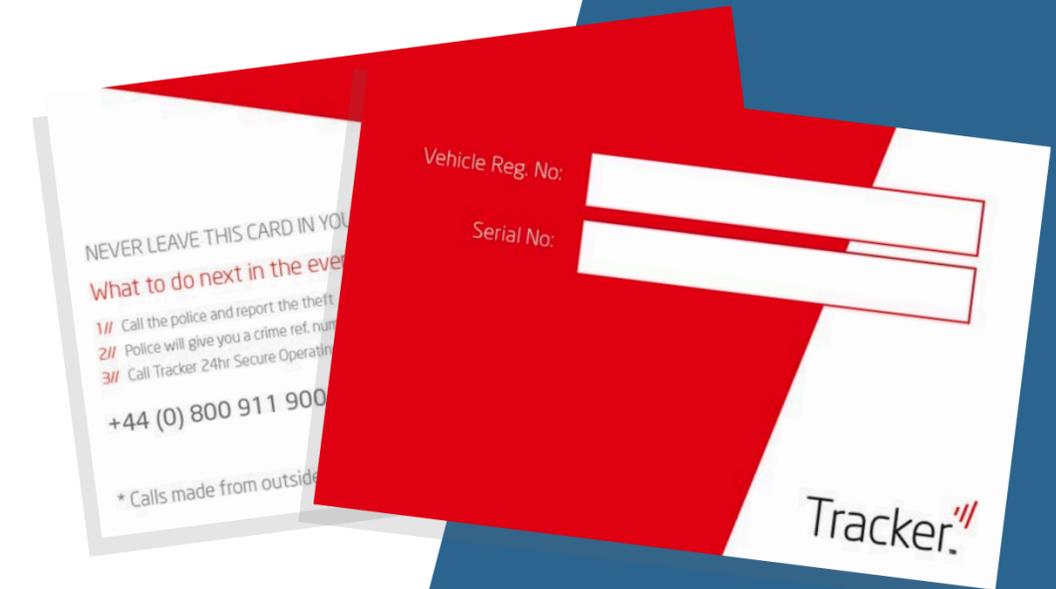
Tracker™

Simple Set Up

Before you can start using Tracker Touch there are a couple of important steps to run through to ensure your app is connected to your Tracker device.

You will need:

- Tracker Touch app - downloaded to your smart phone
- Security Token - you can find this in your welcome email
- Serial Number - this can be found in the Registration Document which is sent as an attachment in your welcome email



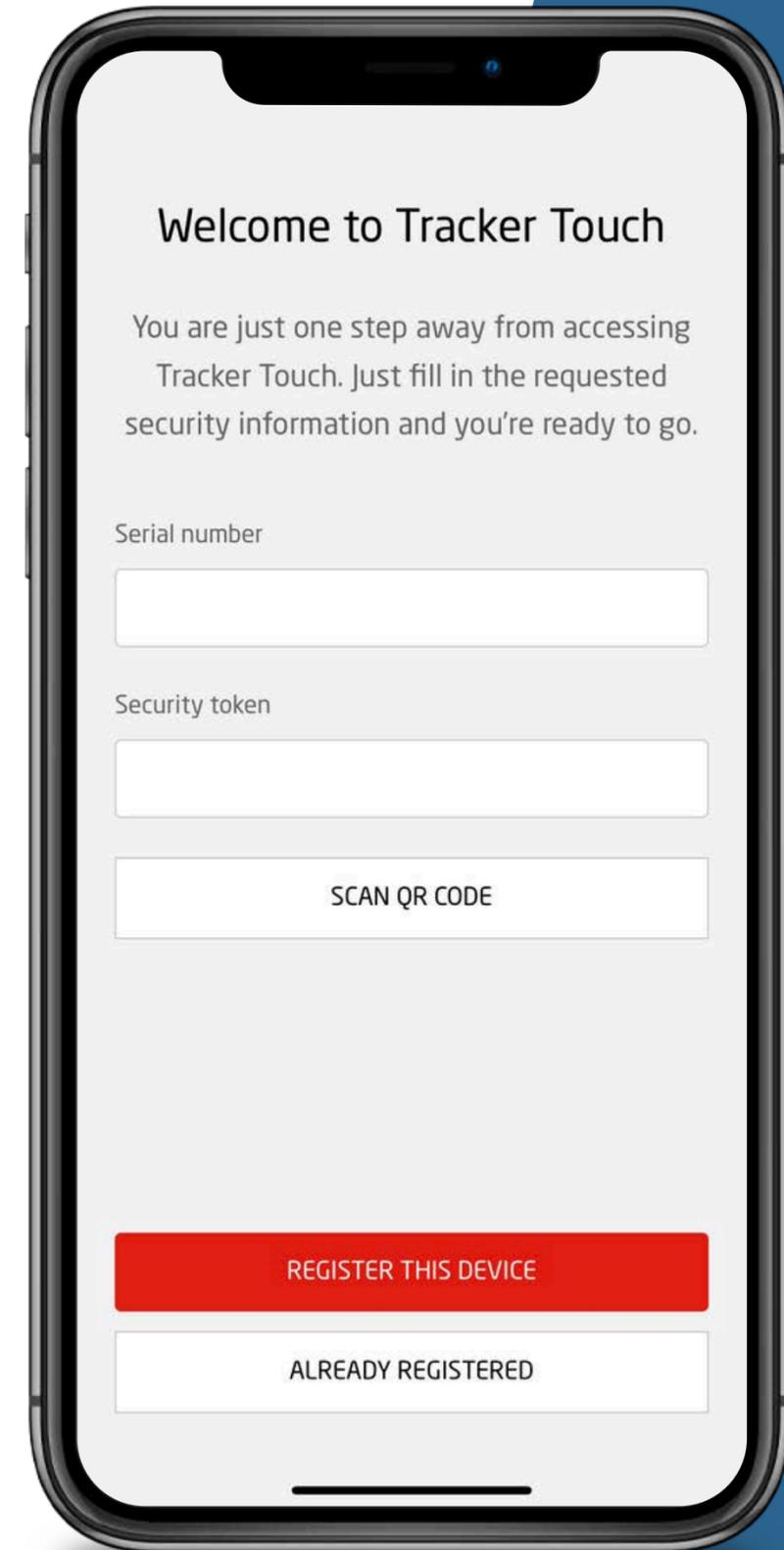
Registration

New to Tracker Touch?

Step 1: Connecting your Tracker device to your phone

When you open the Tracker Touch app you will be asked to enter:

- Serial Number - this can be found in the Registration Document which is sent as an attachment in your welcome email
- Security Token - you can find this in your welcome email/letter
- **Please note:** These fields are case sensitive so please enter all characters as shown
- Select **REGISTER THIS DEVICE**

A screenshot of a mobile application interface for registration. The screen is white with a dark grey border. At the top, it says "Welcome to Tracker Touch". Below that, a paragraph reads: "You are just one step away from accessing Tracker Touch. Just fill in the requested security information and you're ready to go." There are two input fields: "Serial number" and "Security token". Below these is a button labeled "SCAN QR CODE". At the bottom, there are two buttons: a red one labeled "REGISTER THIS DEVICE" and a white one labeled "ALREADY REGISTERED".

Welcome to Tracker Touch

You are just one step away from accessing Tracker Touch. Just fill in the requested security information and you're ready to go.

Serial number

Security token

SCAN QR CODE

REGISTER THIS DEVICE

ALREADY REGISTERED

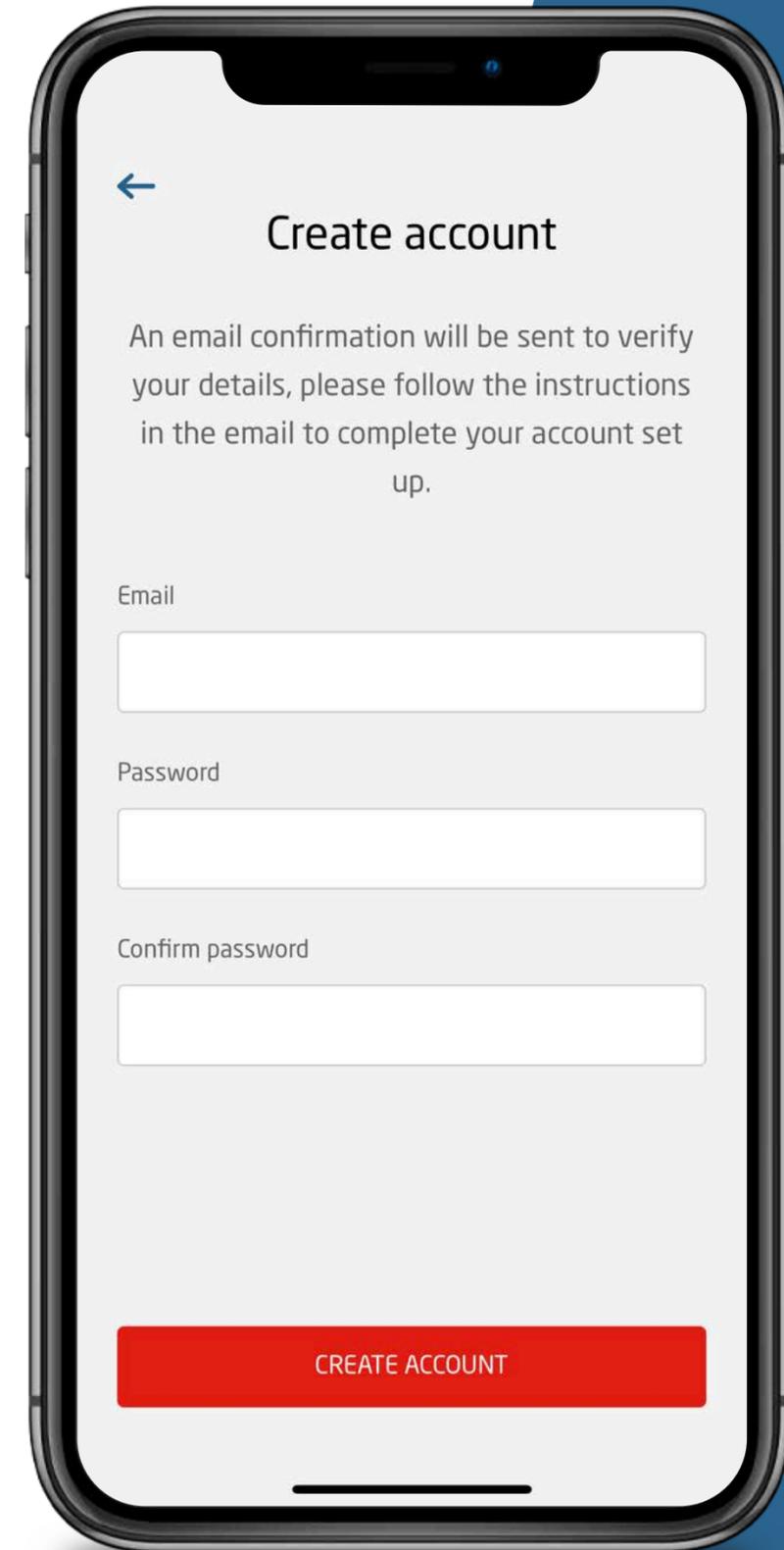
Registration

Step 2: Creating a Login Account

Once you have successfully linked your phone to your Tracker device you will be asked to create an account using an email address and setting a password.

Once you have entered an email address and password, select **CREATE ACCOUNT**

You are now successfully logged into the Tracker Touch app!



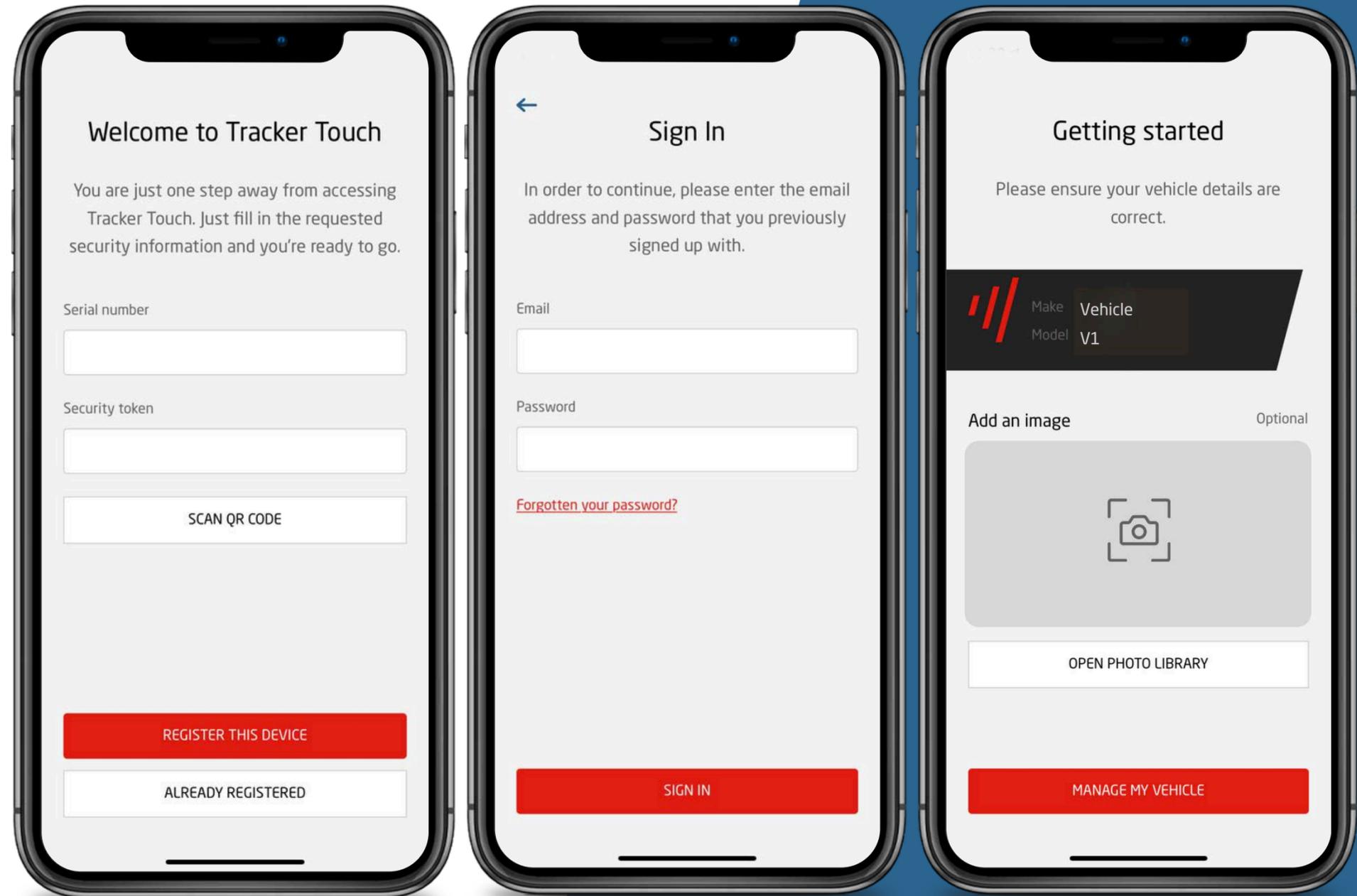
The image shows a smartphone screen with the 'Create account' registration form. At the top left is a back arrow. The title 'Create account' is centered. Below the title is a paragraph: 'An email confirmation will be sent to verify your details, please follow the instructions in the email to complete your account set up.' There are three input fields: 'Email', 'Password', and 'Confirm password'. At the bottom is a red button labeled 'CREATE ACCOUNT'.

Already Registered?

How to log back into your Tracker Touch app

For customers with **one** registered vehicle

1. Select **ALREADY REGISTERED**
2. Enter your registered email address and password
3. Select **SIGN IN**
4. **Add an image** of your vehicle from your camera roll
5. Select **MANAGE MY VEHICLE**
6. You are now successfully logged into the Tracker Touch app!

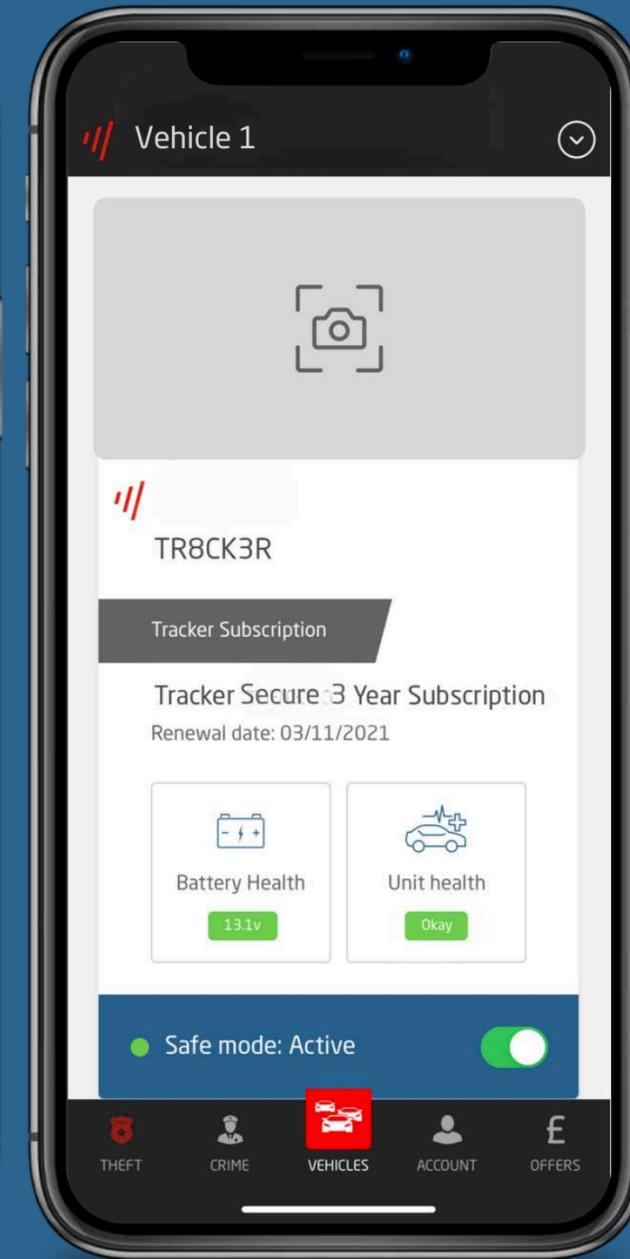
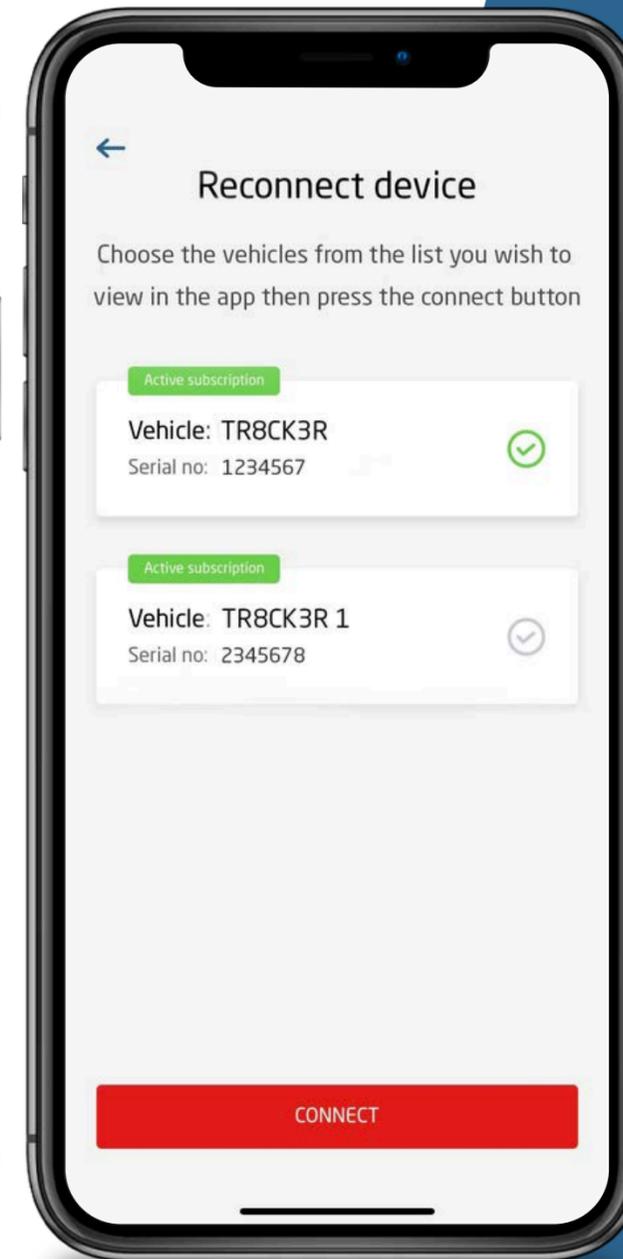
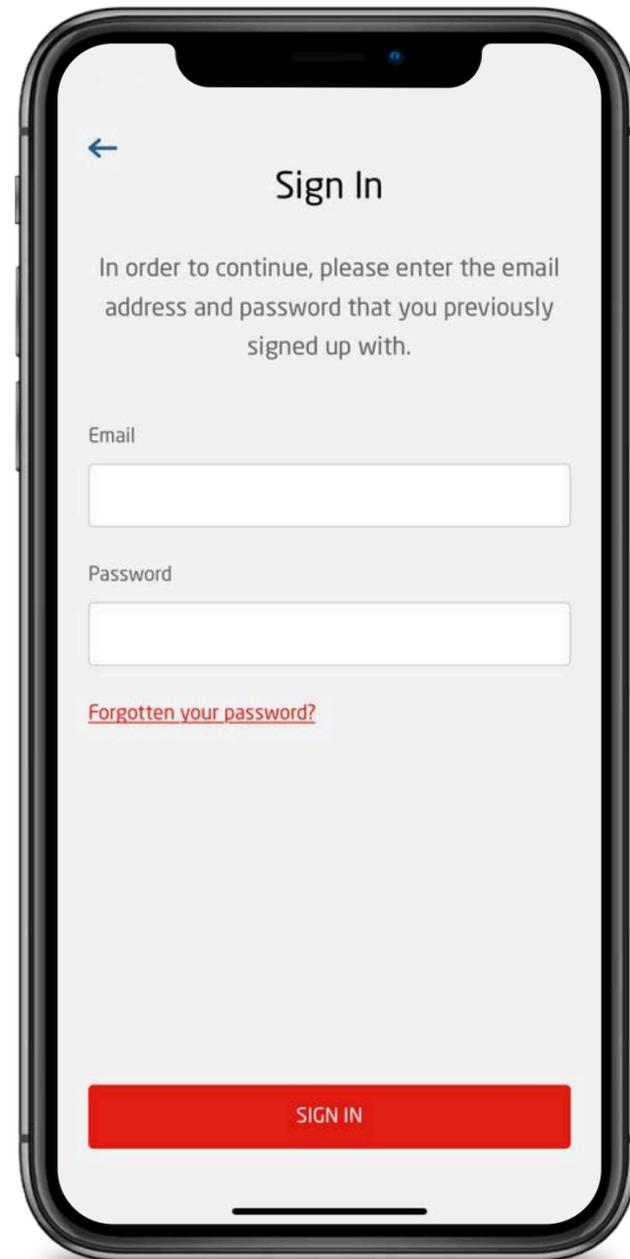


Already Registered?

How to connect additional vehicles on your account to the Tracker Touch app

For customers with **multiple** registered vehicles

1. Select **ALREADY REGISTERED**
2. Enter your registered email and password
3. Select **SIGN IN**
4. All of your vehicles that have previously been registered within the app will appear, select the vehicles you wish to manage in the app
5. Select **CONNECT**
6. **Add an image** of your pride and joy from your camera roll
7. Select **MANAGE MY VEHICLE**
8. You are now successfully logged into the Tracker Touch app!



Tracker Secure with App

Find out more about your Tracker product

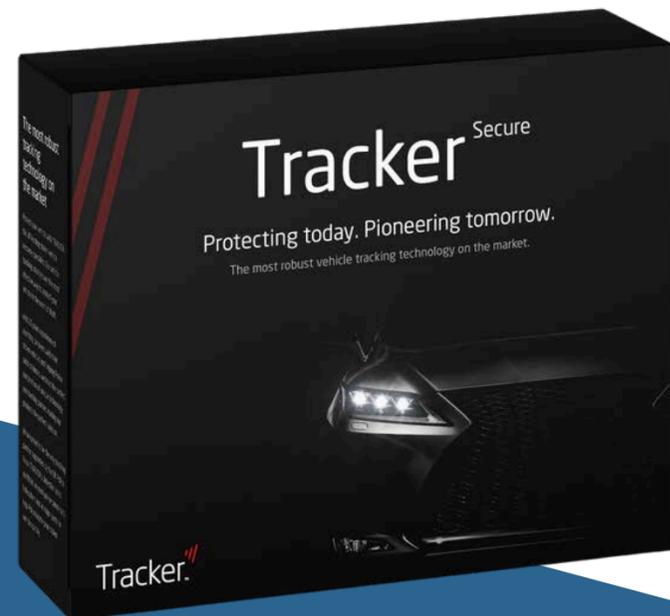
TrackerTM 

How it works

Our devices are operated by all of the UK's police forces.

Most of our devices use Very High Frequency (VHF) technology, the police can track the stolen vehicle even if it is hidden in a garage or shipping container.

With a Tracker system installed, your vehicle is in safe hands



Tracker Secure

Tracker Secure has its own power source and does not need to be wired into the vehicle's electrical system, avoiding the issue of vehicle battery drain.

Tracker Secure is a one-time use stolen vehicle recovery product, it uses our patented VHF technology that is operated by all UK police forces. The police can employ the precision of the VHF technology to track the stolen vehicle to its exact location, even if it is hidden in a metal container, in a lock-up or an underground car park.

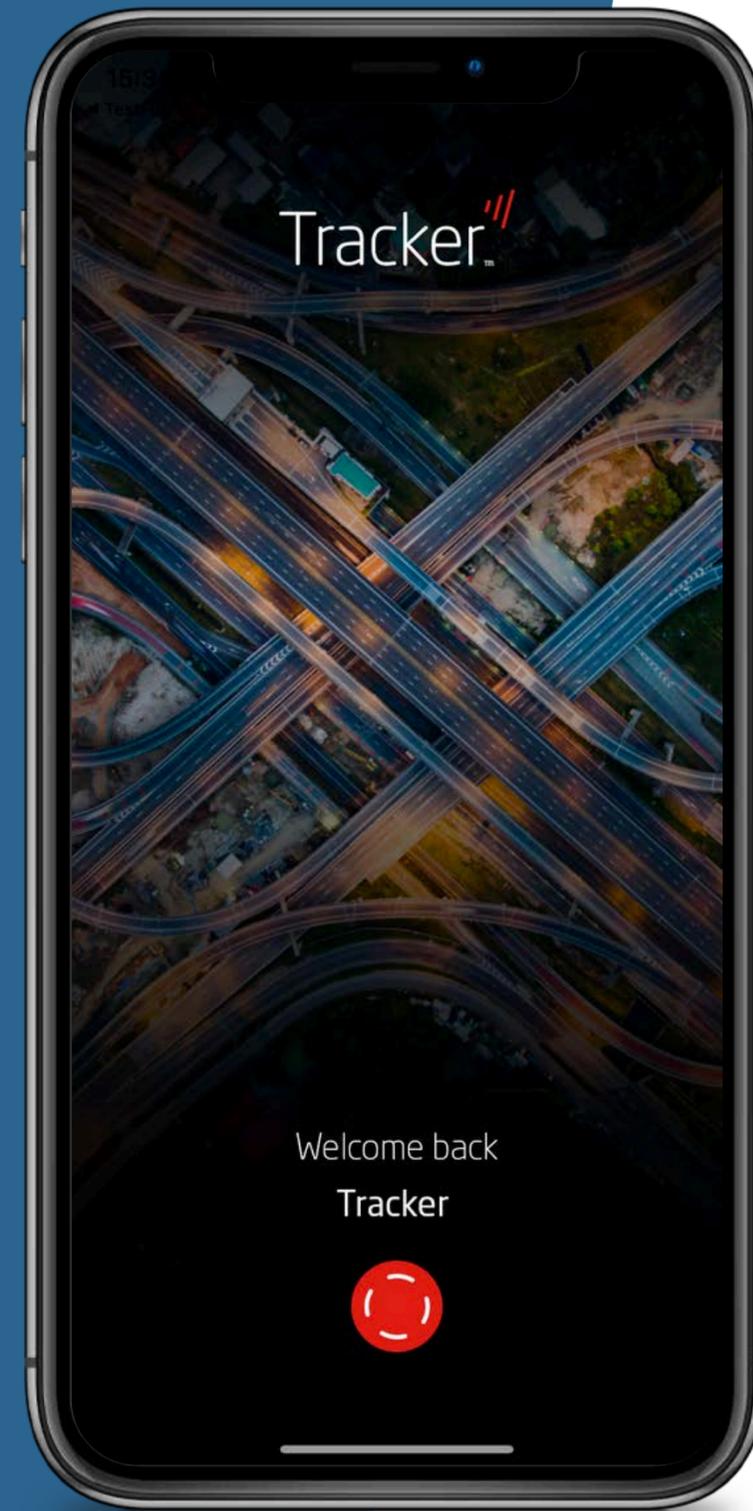
*Tracker Secure is a one-time use product. In the event of theft, you will be required to purchase a new unit and the remaining subscription can be transferred.

Features of Tracker Secure

- High tech VHF tracking that can be tracked even when concealed in metal containers, lock-ups or underground car parks
- Unique tracking technology that is not affected by GPS/GSM signal jammers
- Long 5-year battery life
- Nationwide support from the UK police force
- One-time use operation
- Secure Operating Centre available 24/7
- Tracking coverage throughout the UK, France, Spain, Italy and Benelux region
- Thatcham S7 Accredited

Tracker Touch

App Features



Tracker™

App Features



Battery Health

Keep an eye on the health of your vehicle's battery so you can avoid unnecessary breakdowns.



System Health

Monitor the health of your Tracker™ system at any time.



Geofence Management

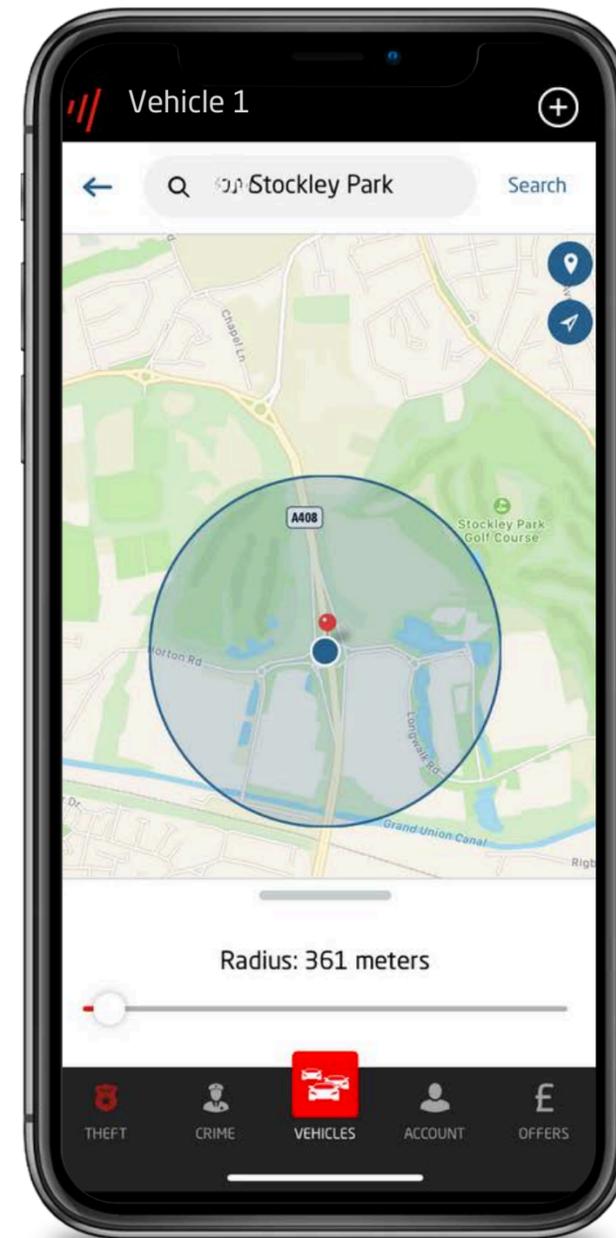
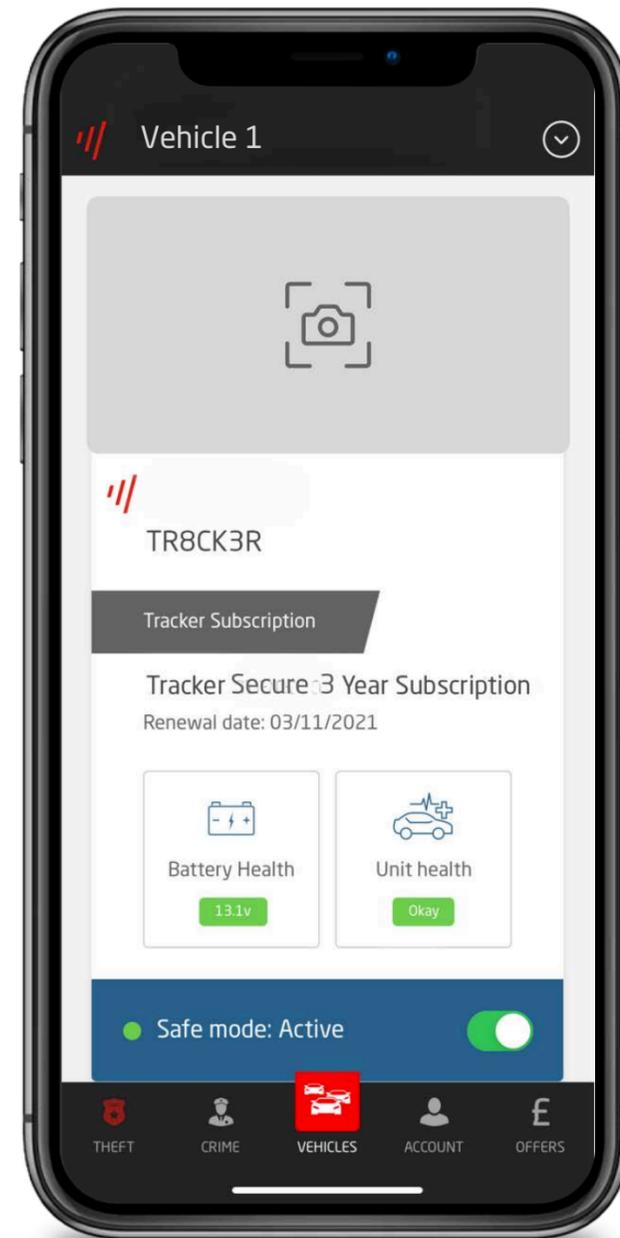
As an additional security layer, you can set multiple Geofence Areas by defining custom perimeters such as your home and work. If your vehicle breaches an activated perimeter, you will receive an instant alert.



Multi - Vehicle

Tracker Touch allows you to register and view multiple vehicles on a single log-in, enabling you to manage all your vehicles in one place.

Within Vehicles, you have an overview of the vehicle you currently have selected.



Emergency Contacts

Be sure to set at least two emergency contact numbers. These numbers will be contacted with any alerts.



Find My Vehicle

Forgotten where you parked? You can use the Tracker Touch app to find your car. Using the "Show on map" feature, the vehicle location can be displayed on your preferred map.

Please note: In the rare instance that your map does not show an accurate location due to poor GPS signal, be rest assured our patented VHF technology will always be active in the unfortunate event of theft.



Trip Tracker

All your travels are tracked and documented within the Tracker Touch app, so you can share the routes you've taken and even review detailed information, such as distance and time.



Update Image

Tracker Touch allows you to add an image of your vehicle. Use this feature to update your vehicle photo.

Safe Mode

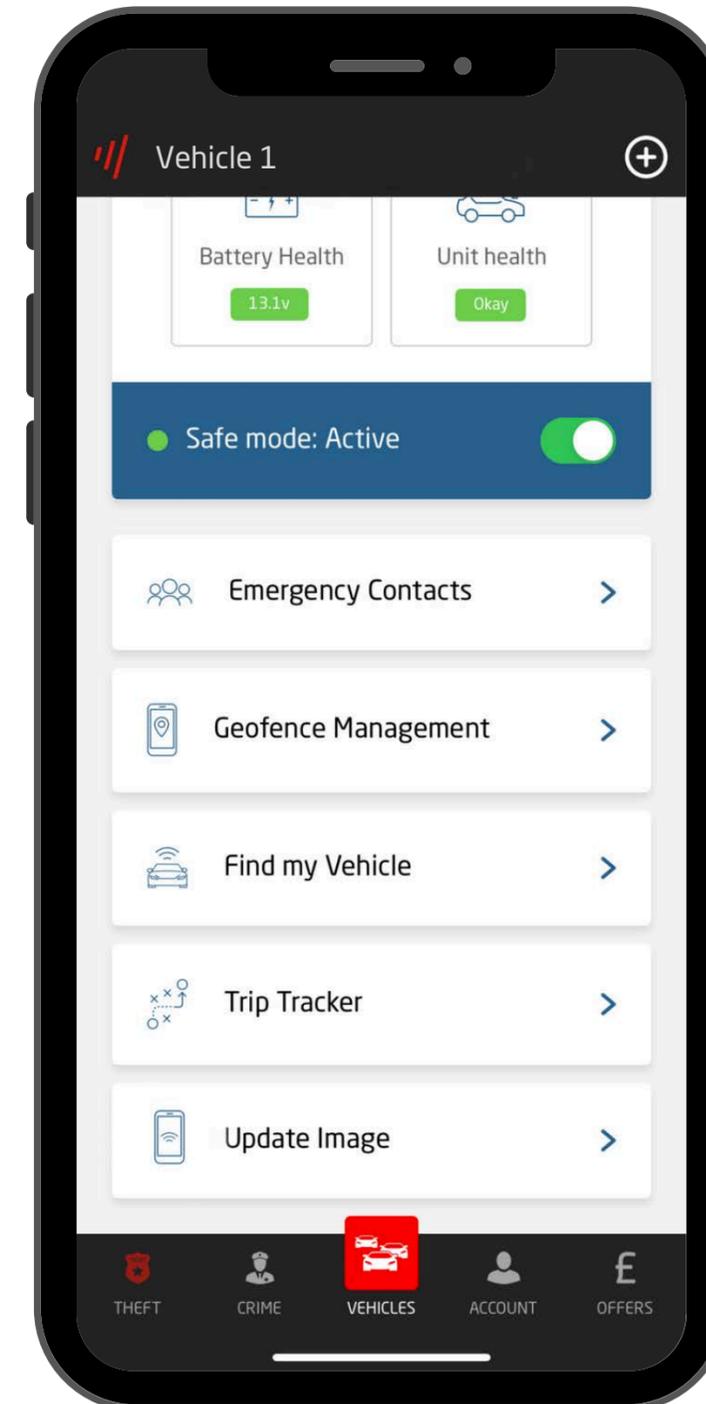
Use Safe Mode to quickly activate an Alert service for your vehicle, if your vehicle is moved while the Alert is set to 'Active' you will be notified. You can use the Safe Mode toggle to activate and deactivate the Alert within the Vehicles page.



To activate or deactivate a Safe Mode slide the toggle on and off

Activated  Deactivated 

Please note: Safe Mode should only be set to active when the vehicle is stationary as regular alerts will be generated when the vehicle is being driven.

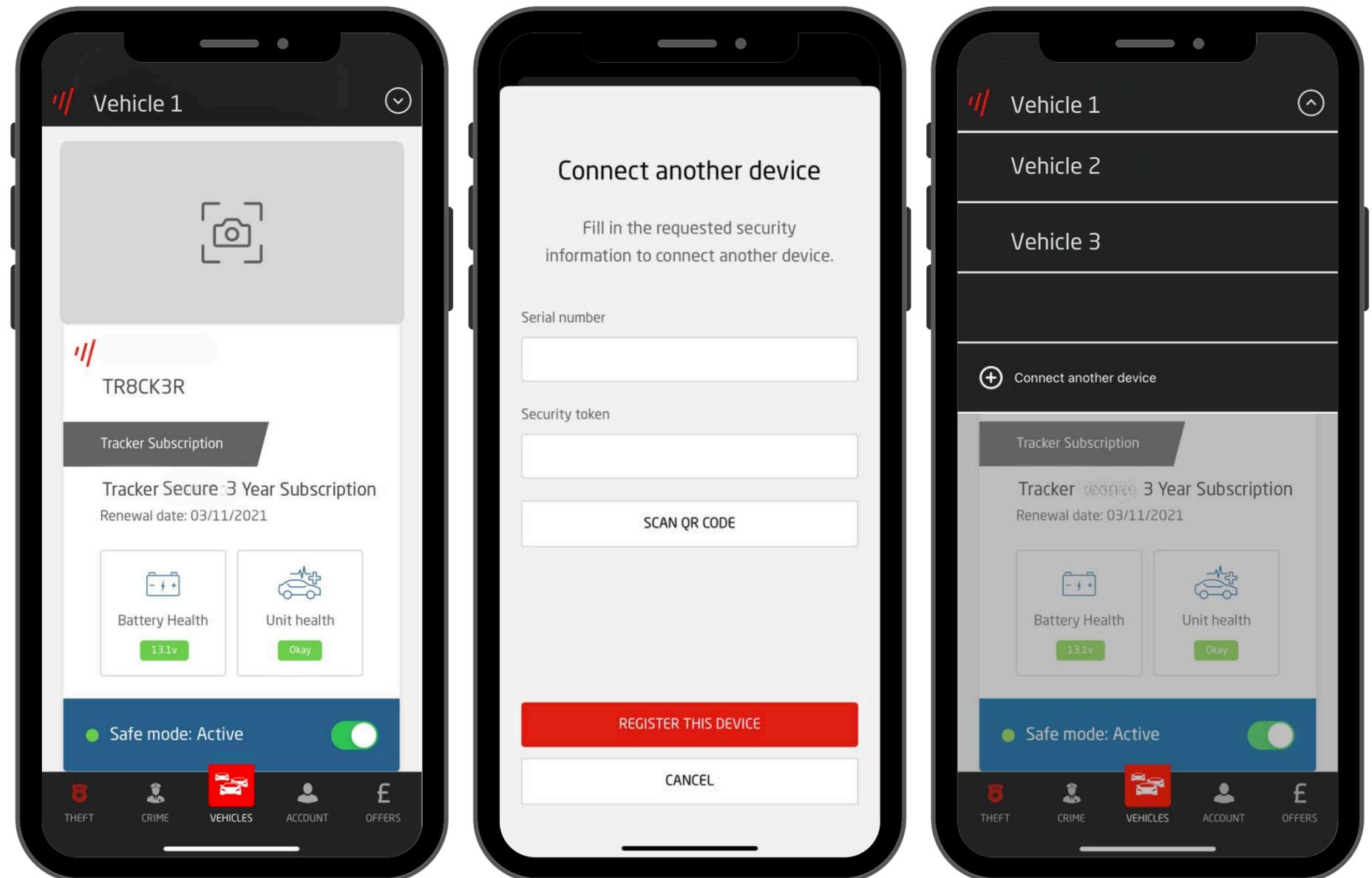


Multi-Vehicle

Tracker Touch allows you to manage up to five vehicles within a single log in.

How to add an additional vehicle

1. To add an additional vehicle to your app, select the **+** button in the top right hand corner of the screen
2. Enter the **Serial Number** and **Security Token** of your additional device
3. Select **Register This Device**
4. All registered vehicles will show on the drop down

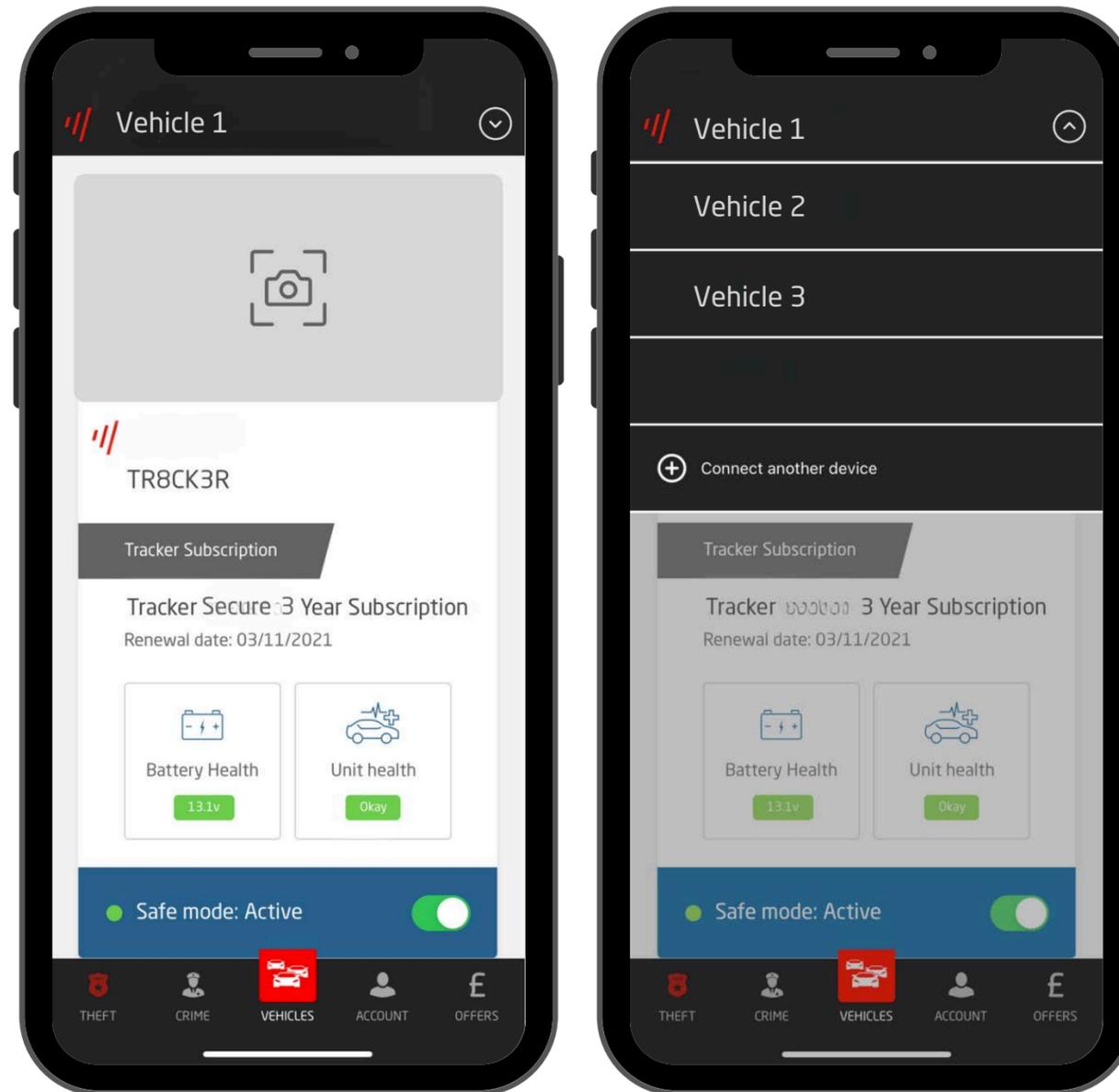


Multi-Vehicle

How to switch between vehicles

1. Use the  drop down arrow in the right hand corner of the screen to show all vehicles registered within the app
2. Select vehicle that you would like to view within the app
3. You will then be switched to the selected vehicle

Please note: Safe Mode activations and Geofences do not transfer between vehicles. These need to be set per vehicle



How to add additional vehicles

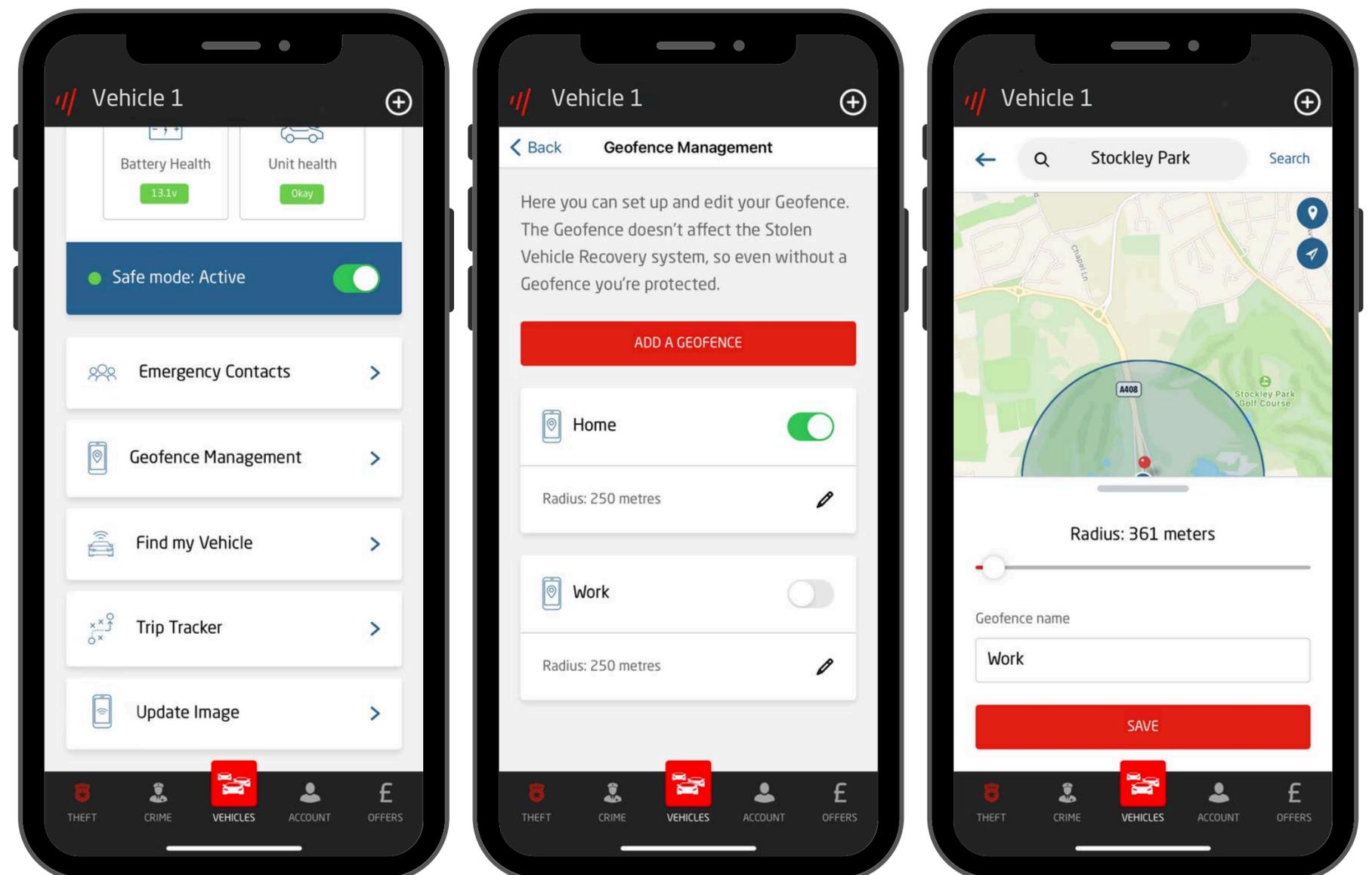
1. Use the  drop down arrow in the right hand corner of the screen to show all vehicles registered within the app
2. Select  Connect another device at the bottom of the drop down menu
3. Enter the **Serial Number** and **Security Token** of your second device
4. Select **Register This Device**

Geofence Management

As an additional security layer, you can set multiple Geofence Areas by defining custom perimeters such as your home and work. If your vehicle breaches an activated perimeter, you will receive an instant alert

How to set a Geofence:

1. Select **Geofence Management** within Vehicles
2. Select **ADD A GEOFENCE**
3. Use your current location or use the search bar to search for a location that you want to set a geofence around
4. Swipe the Radius toolbar up to enter a **Geofence Name** e.g. Home or Work
5. Select **SAVE** to set the Geofence



Geofence Management

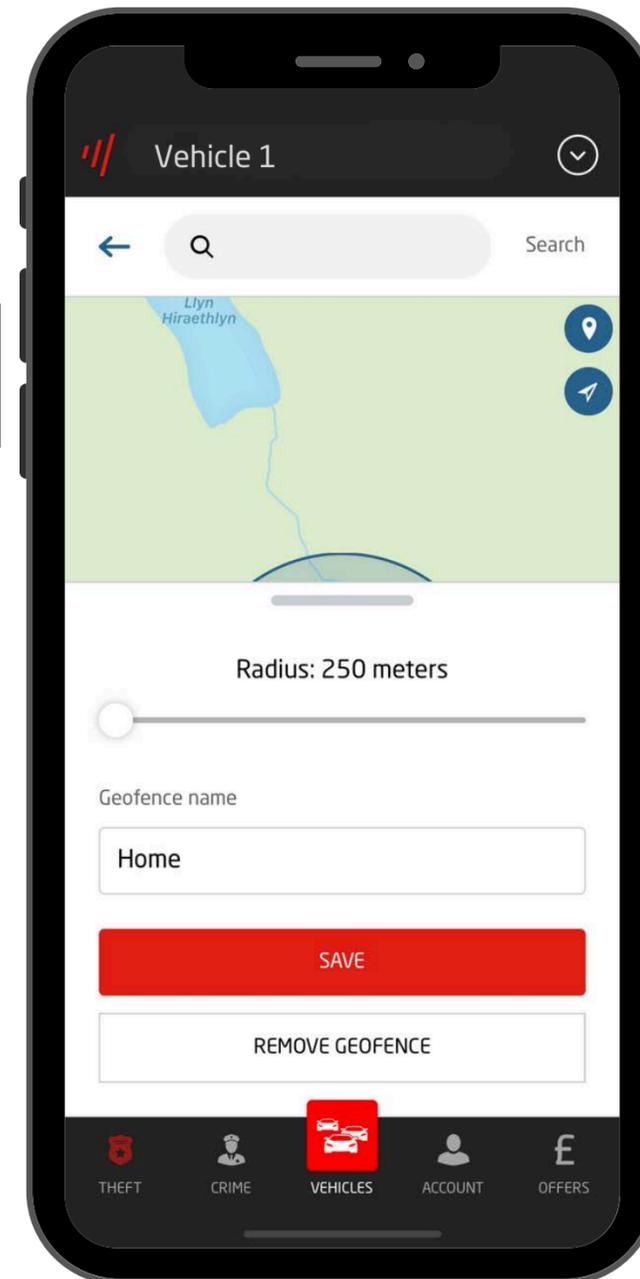
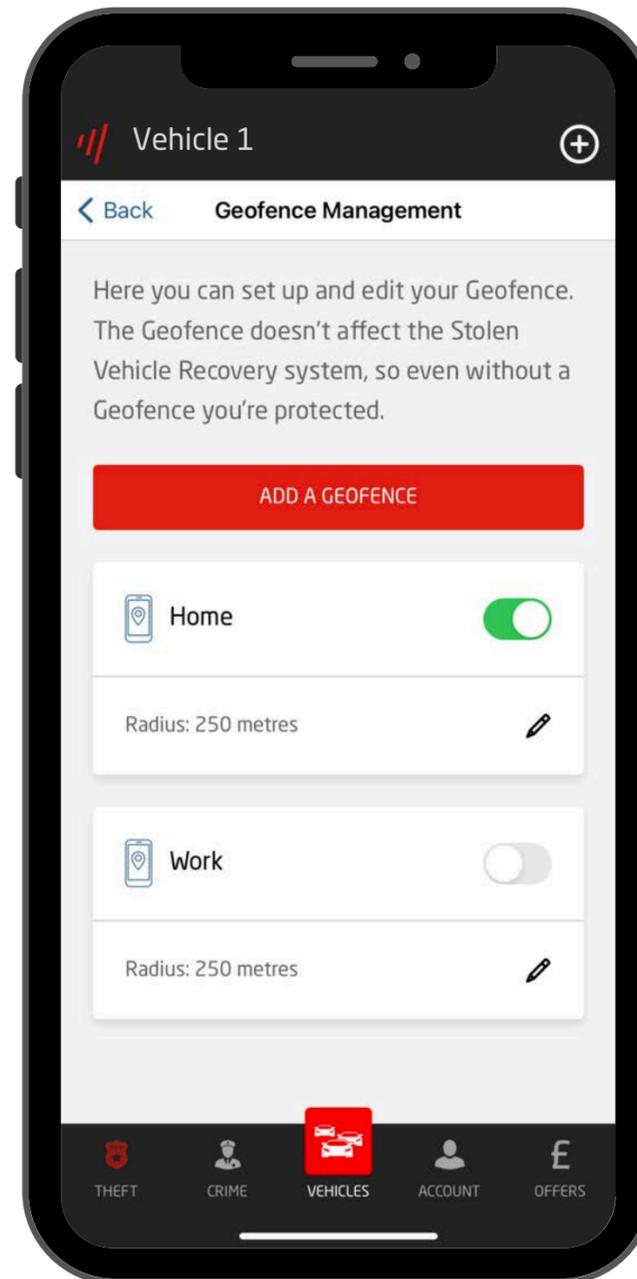
Managing your Geofences

- You can view all of your saved Geofences within Geofence Management

- To activate or deactivate a Geofence slide the toggle on and off

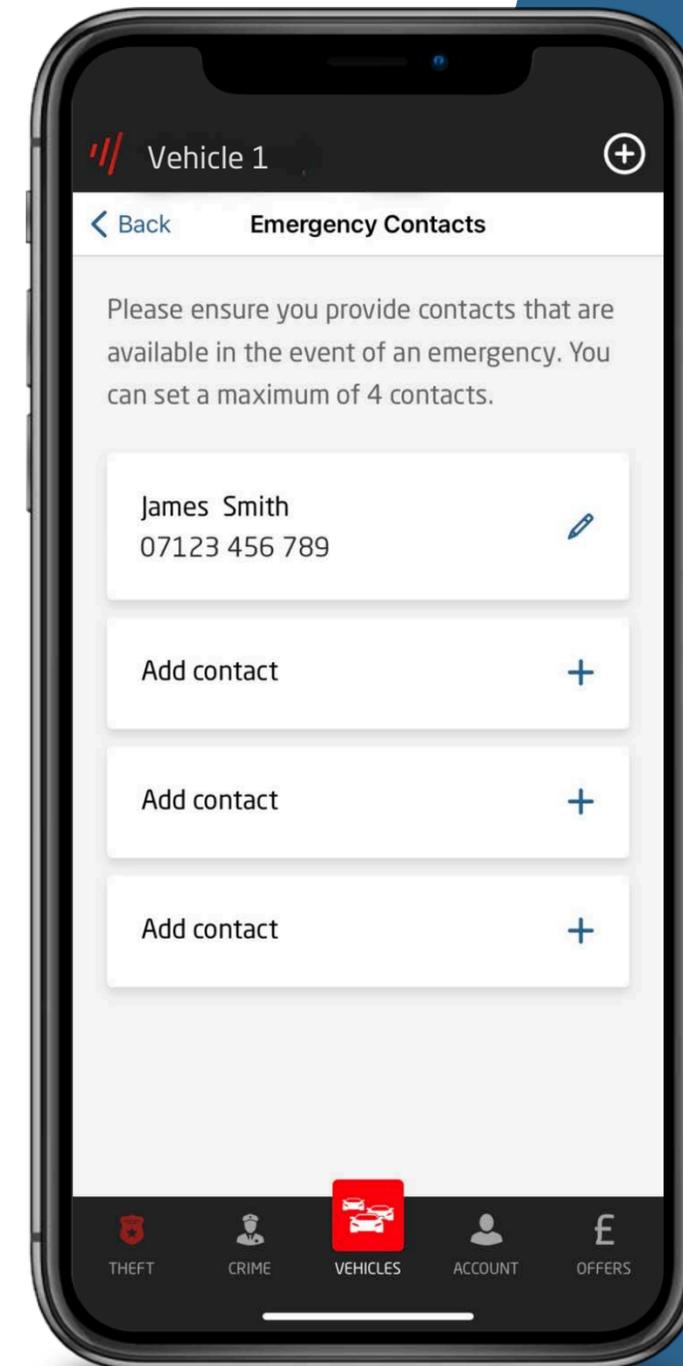
Activated Deactivated

- To remove a Geofence, swipe the Radius toolbar up and select **REMOVE GEOFENCE**



Emergency Contacts

Be sure to provide at least two Emergency Contacts that are available in the unfortunate event of theft

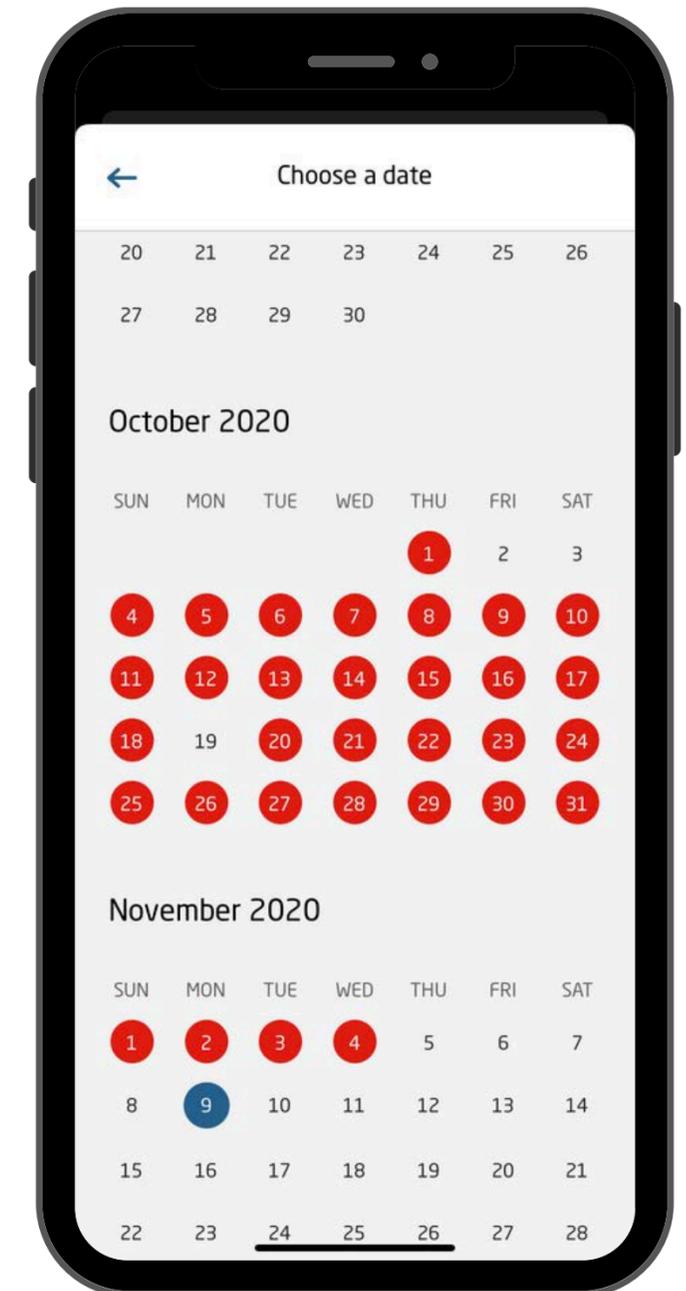
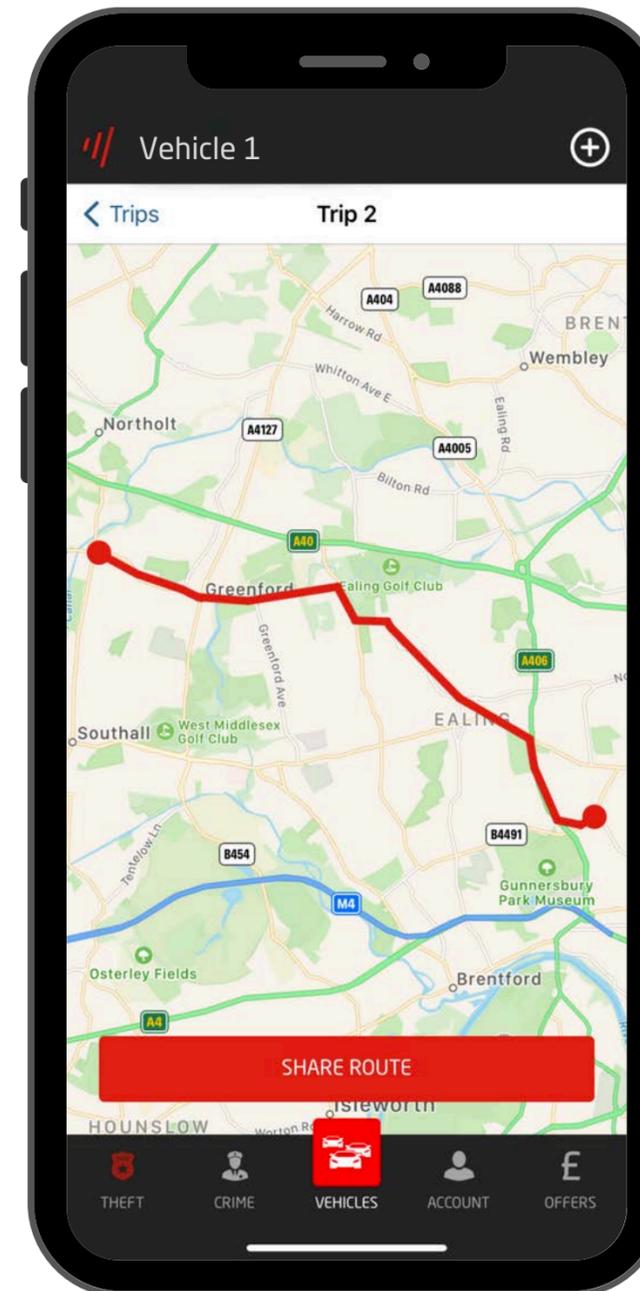
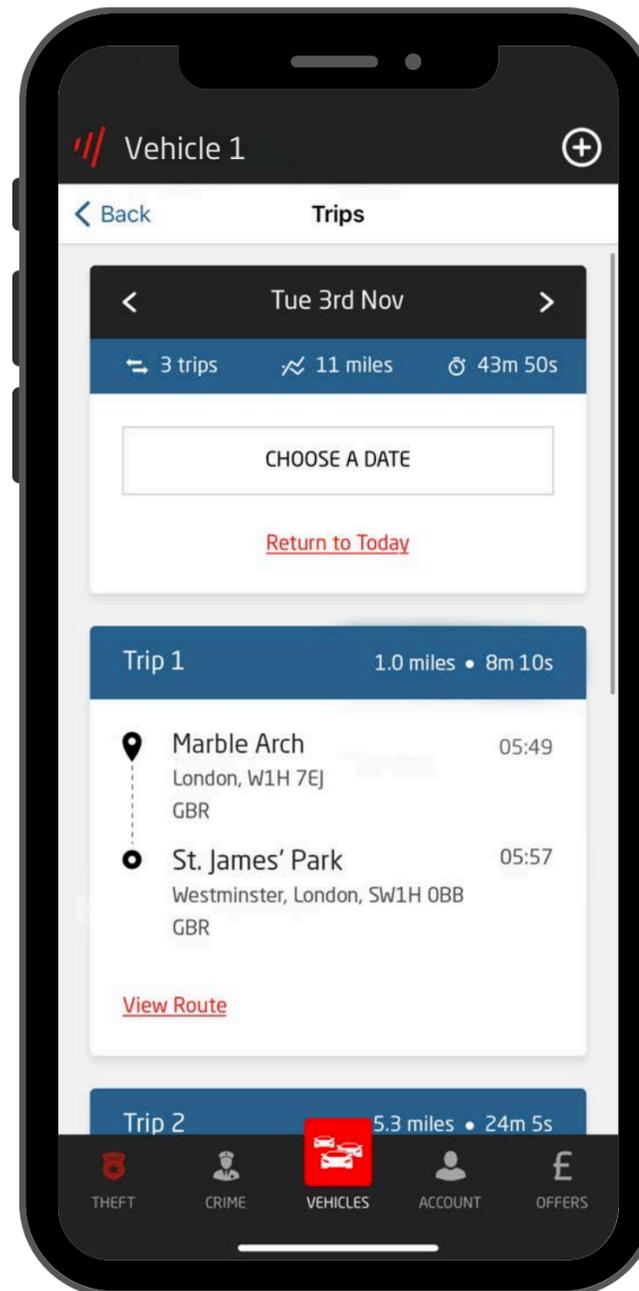


Trip Tracker

All your travels are tracked and documented within the Tracker Touch app.

Trip Tracker allows you to view and share the routes you've taken, along with review detailed information of your trips, such as distance and time.

For a calendar view of your trips, select **CHOOSE A DATE**. All days shown in a red circle indicate a day that a trip has been made.

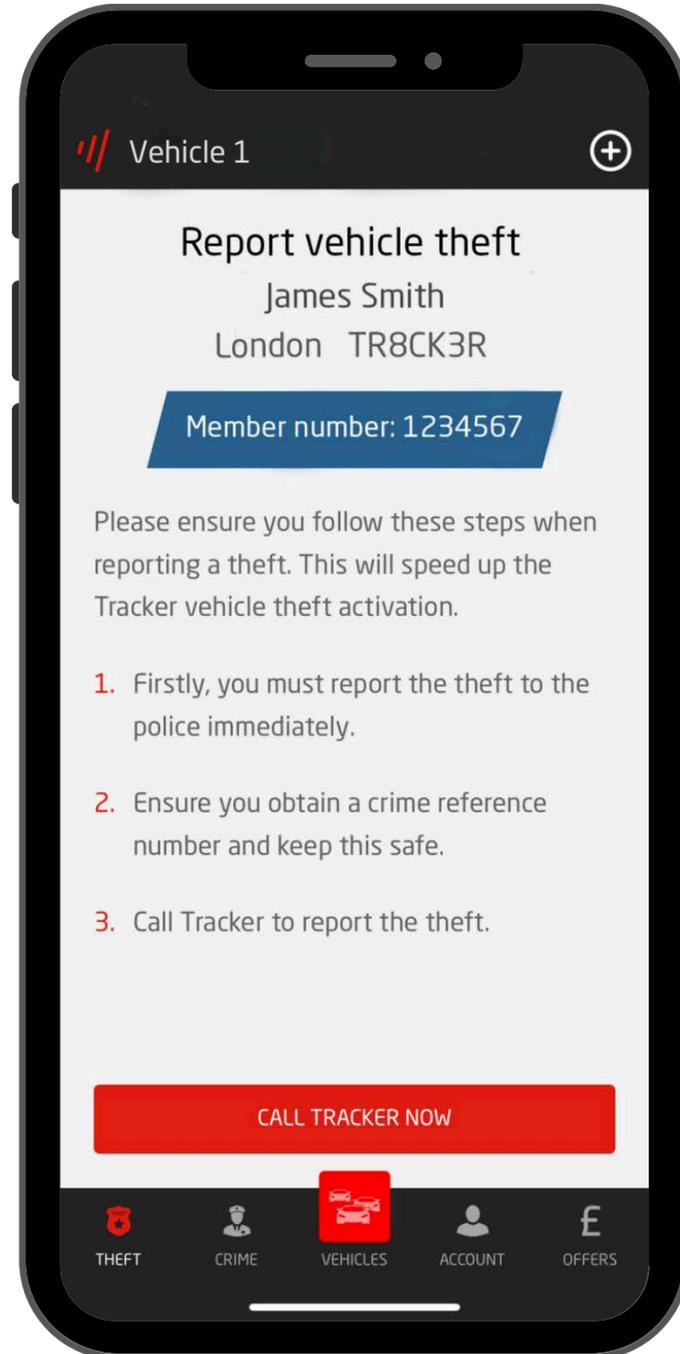


Report Theft

In the unfortunate event of theft, you can call Tracker directly from your Tracker Touch app to report the theft.

Please ensure you follow these steps when reporting a theft:

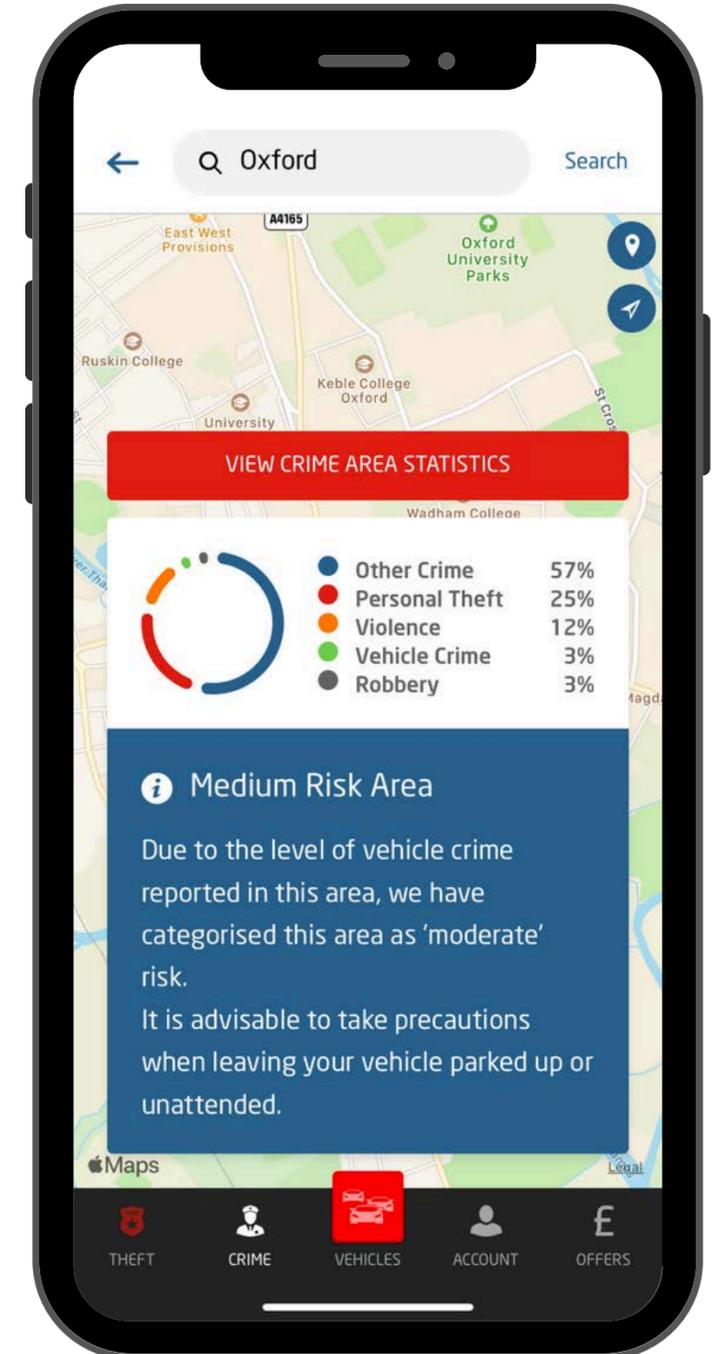
1. Immediately report the theft to the police
2. Obtain a Crime Reference Number
3. Call Tracker to report the theft



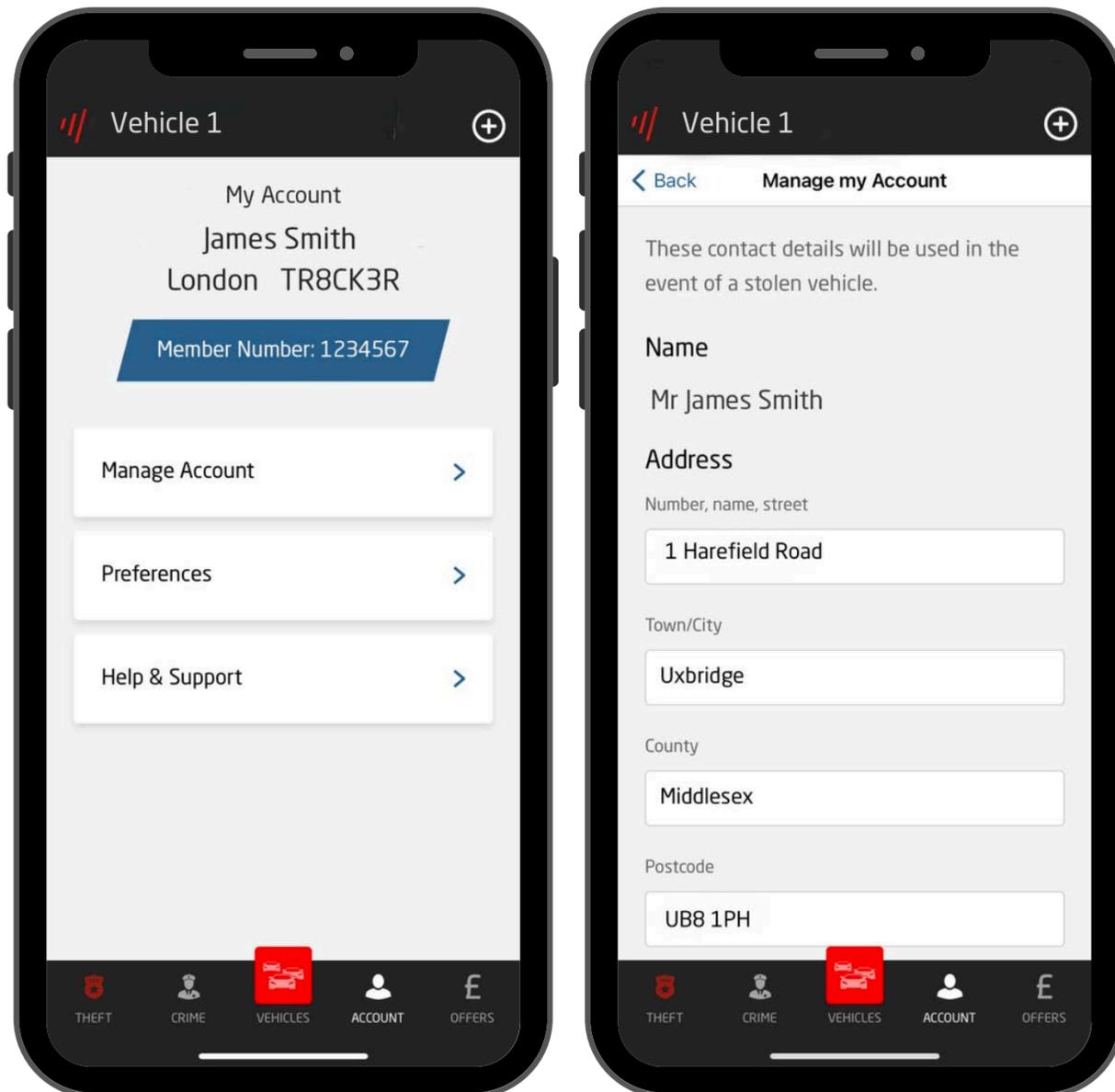
Crime Area

Learn the crime rating of an area before you park your vehicle.

You can view the crime rating of where you are currently parked using your current location or you can search for a location before setting off to the destination.



My Account

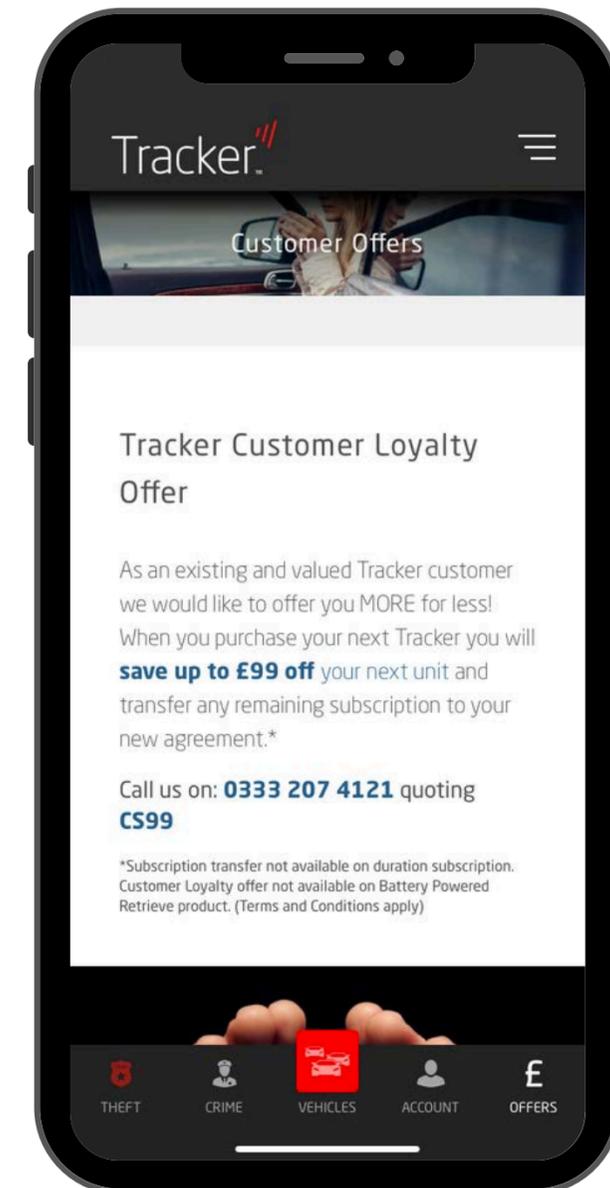


Manage My Account

You will be able to update your contact details within **Manage My Account**.

Be sure to keep your email address up to date as we use this to send you important communications regarding your device and Tracker Account.

Offers



Frequently Asked Questions

Tracker Product & Service

TrackerTM

Frequently asked questions

What should I do with my Tracker registration document?

We recommend that you keep this document in a safe place away from your vehicle. Also, when you initially receive the document – check the accuracy of all details and notify us immediately if anything is incorrect by calling 0808 509 0909.

Can my Tracker Secure device be transferred from one vehicle to another?

No, for security reasons and avoidance of any false alarms the Tracker system stays with the original vehicle for its lifetime. When you sell your vehicle, the new owner can benefit from the Tracker system once they have registered with Tracker Network and paid a registration and subscription fee.

PLEASE NOTE: the Tracker subscription is non-transferable to the new vehicle owner.

Will my Tracker system work in Europe?

Tracker Secure provides tracking coverage throughout the UK, France, Spain, Italy and the Benelux region.

Do you offer Theft Recovery Service in Europe?

No, this service is only available in mainland Great Britain.

Does my Tracker device require a subscription?

Yes, customers are required to have a fully paid subscription in order to be covered by the Tracker service.

What happens to my Tracker device if my vehicle battery is disconnected

Your Tracker Secure device does not require any power from your vehicle's electrical system, and so is unaffected should the battery become disconnected.

If you sell your vehicle

If you sell, transfer or dispose of your vehicle, please complete the tear-off section on your registration document and post it to us at:

Tracker™ Network (UK) Ltd
The Atrium,
1 Harefield Road, Uxbridge,
Middlesex,
UB8 1PH

The Tracker device stays with the original vehicle for its lifetime, it is not transferable from vehicle to vehicle.

Once you've sold your vehicle, the new owner can register the system in their name by simply paying a registration and a subscription fee.

Call 0808 509 0909 to register today.

Tracker™ Network (UK) Ltd.
The Atrium, 1 Harefield Road, Uxbridge, Middlesex, UB8 1PH
0808 509 0909 www.tracker.co.uk

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