




Welcome Pack  
Stolen Vehicle Recovery

**Tracker Nano**

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](http://www.tracker.co.uk)



# 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.

# How it works

With a Tracker system installed your vehicle is in safe hands

## Nano

Nano is a small battery powered device using GPS technology. Tracker Nano has a built-in power source, it overcomes the issue of power drain on your asset's battery, even if it's left unused for a long period of time.

The dormant Tracker can be activated in the event of theft to provide Tracker's control centre with regular GPS positions. Tracker's control centre will then liaise directly with the police to aid tracking using Tracker's unique relationship with all UK police forces.

The GPS positions update daily, the unit will update every 24 hours to show the vehicle location. However, if the vehicle is moved during an active theft, the unit configuration is changed meaning it will give live, up to date location details which is passed on to the police.

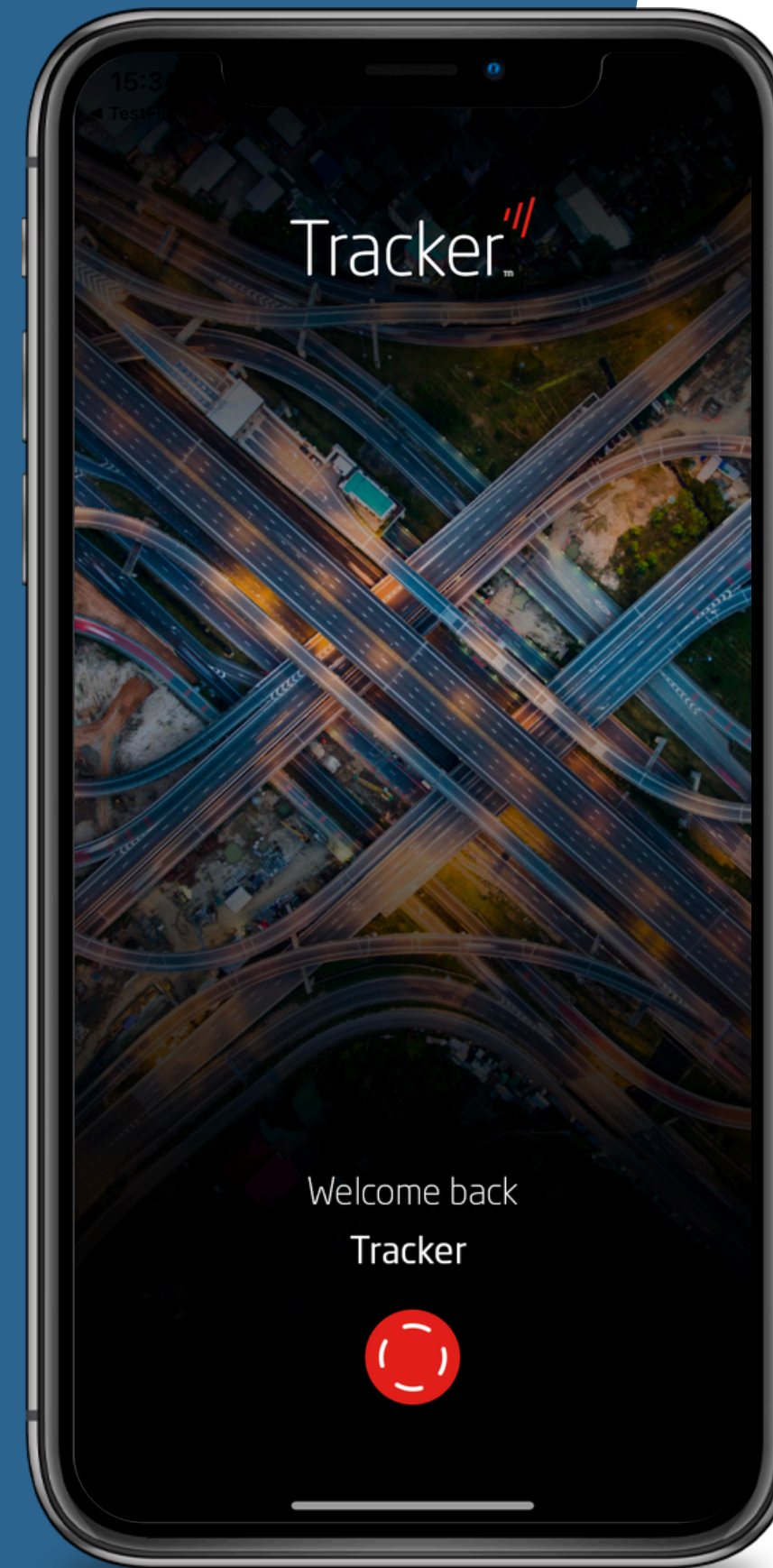
## Features of Tracker Nano

- GPS based vehicle and asset tracker
- Self-powered by built-in power source
- Discrete matchbox sized device
- 2 year battery life
- GPS location updates every 24 hours
- Easily installed on vehicles or non-powered assets
- Nationwide support from all UK police forces
- 24/7 Secure Operating Centre
- Secured by Design Accredited
- Thatcham S7 Accredited
- Tracker Touch App Available

# Tracker Touch

## App Set Up Guide

Available to download from  
the App store or Google Play.



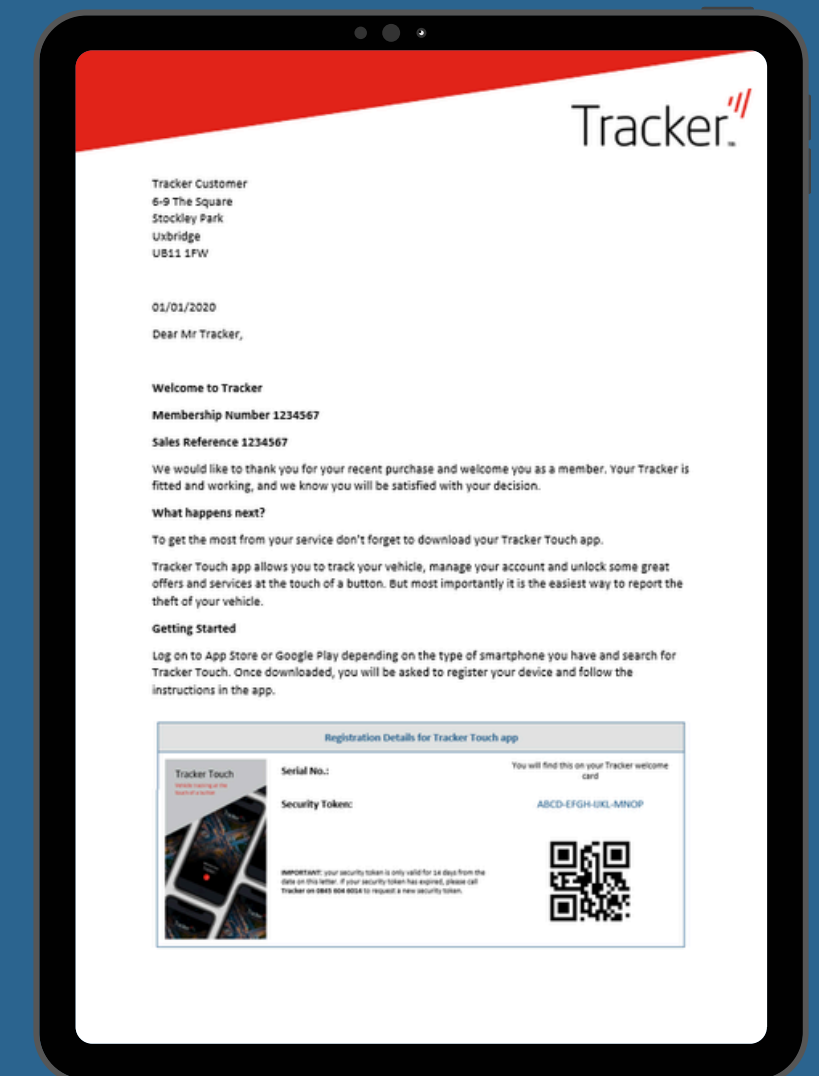
Tracker™

# 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



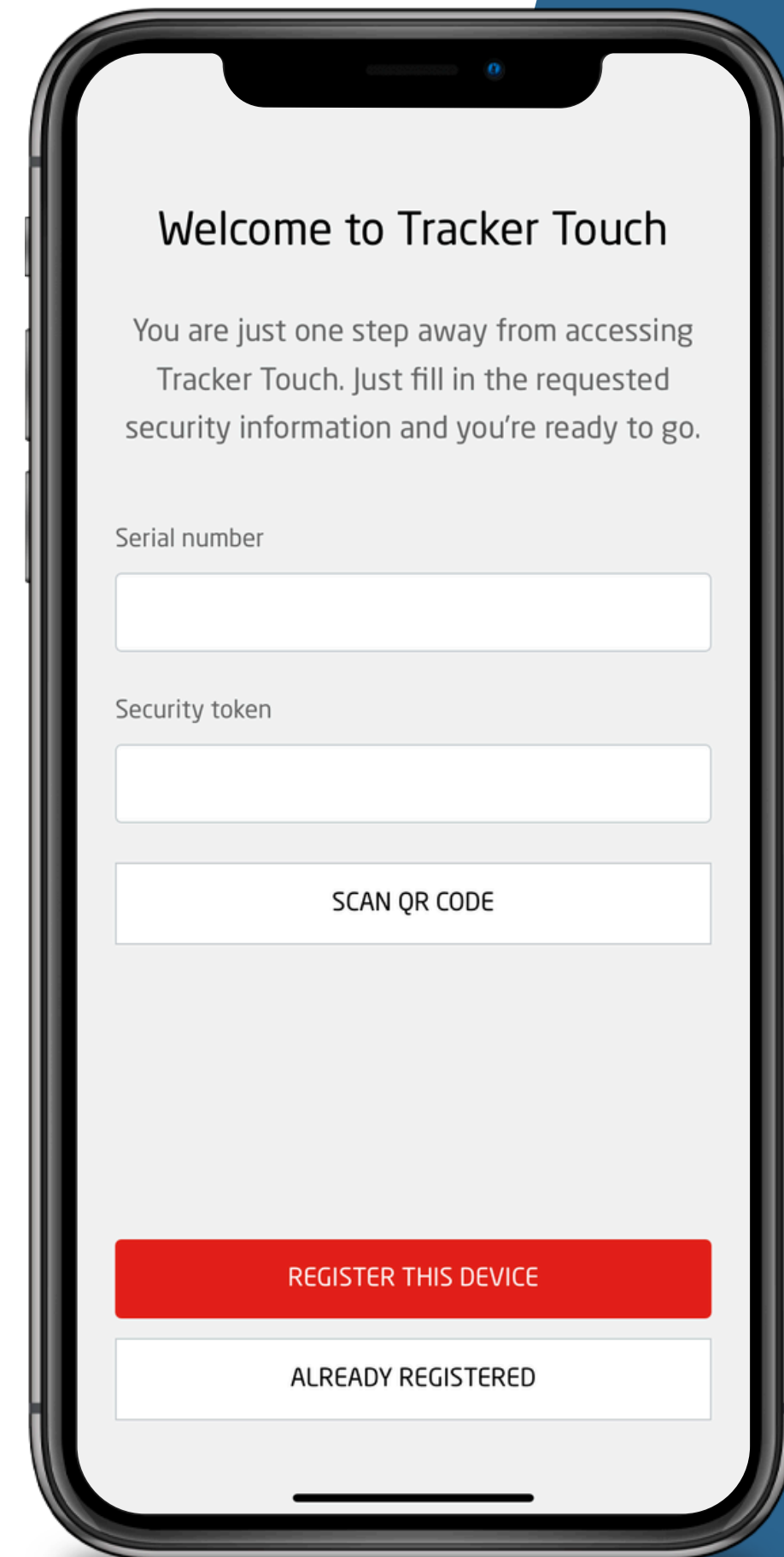
# Registration

## 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**



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

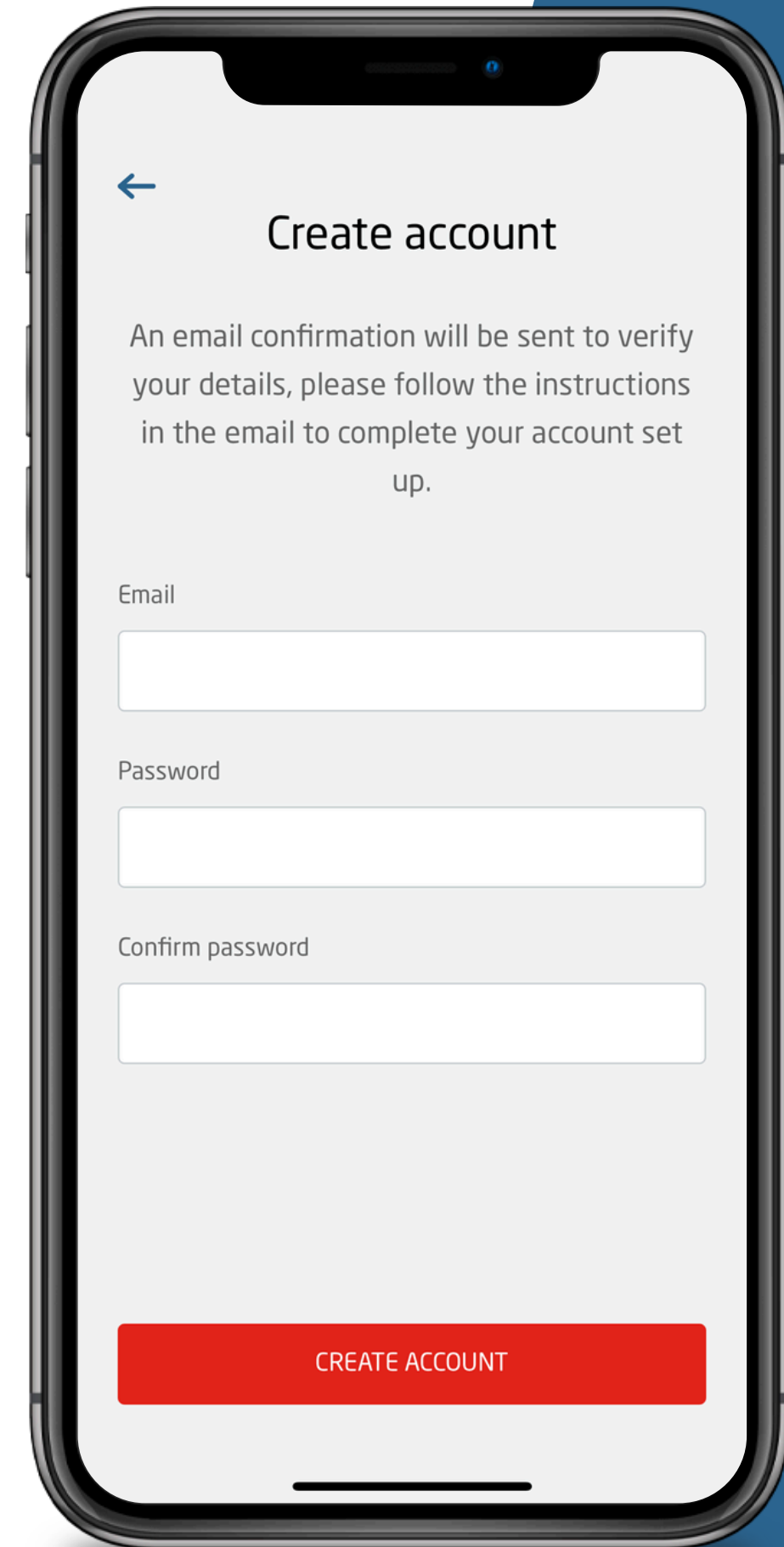
# Registration

## 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!



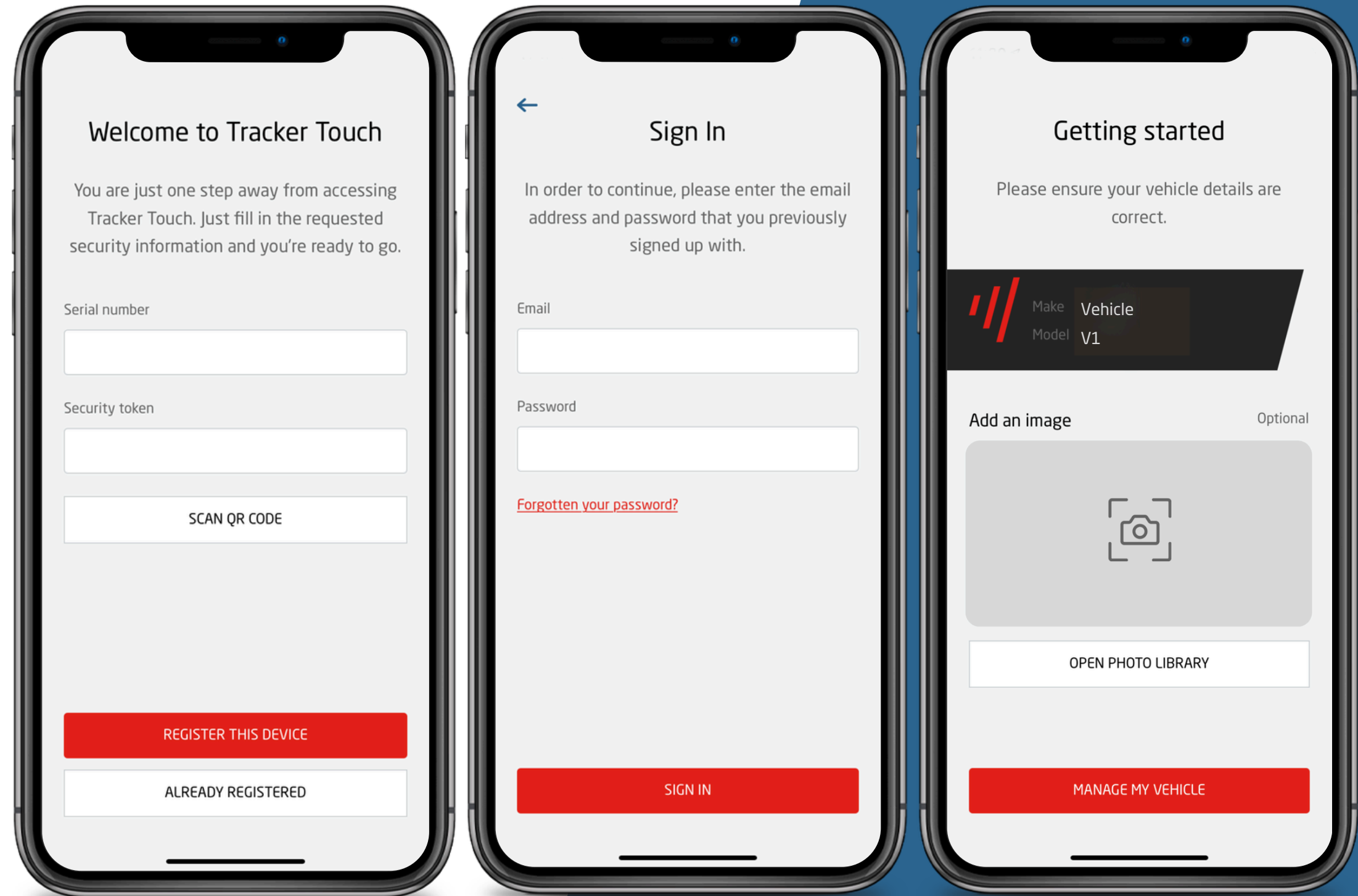
The image shows a smartphone screen with the 'Create account' registration form. At the top left is a back arrow. The title 'Create account' is centered. Below the title is a paragraph: 'An email confirmation will be sent to verify your details, please follow the instructions in the email to complete 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!



# Frequently asked questions

## How do I know my Tracker Nano is working?

The Tracker Nano sends a regular 'heartbeat' message every 24 hours to Tracker containing a GPS position.

## When should my Tracker system be replaced?

The Tracker system should be replaced:

- When the unit is 2 years old
- After theft recovery
- Following an accident
- If there has been any noticeable damage to the device.

## Will my device need replacing following a theft?

Yes, the Tracker Nano is designed for a single theft recovery. Once the vehicle is recovered the device will require replacing due to the use of the internal battery.

## Is my Tracker device waterproof and dust proof?

3M tape is supplied with your Tracker Nano. The 3M tape is designed to provide a basic seal that helps reduce dust entry into the device. This protection is limited and does not make the device waterproof.

## Does my Tracker Nano have an App?

Yes, you can download the Tracker Touch app from the App Store or Google Play Store.

## Can you tell me where my vehicle is right now?

The GPS positions update daily. This means that if the vehicle is moved, the unit will take a maximum of 24 hours to show the correct location.

However, if the vehicle is moved during an active theft, the device configuration is changed meaning it will give live, up to date location details which is passed on to the police.

## What happens when the device battery is low?

The Tracker Nano will alert when the battery capacity reaches 20%. It is advised at this time that a replacement device is considered, as if the vehicle is stolen there will be limited life remaining in the battery.

## Does my Tracker system require a subscription?

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

## Will my Tracker device work in Europe?

Yes, the Tracker Nano has a fully roaming SIM which will work across Europe.

## Can my Tracker system 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.

## What should I do with my Tracker registration document?

When you receive your registration document, check all your personal and vehicle details are correct. If you need to make any amendments please call our Customer Service team on 0808 509 0909. Please keep this document in a safe place; never keep it in your vehicle.

If you require additional support contact Tracker on:



0808 509 0909



customerservice@tracker.co.uk

**Tracker™ Network (UK) Ltd.**  
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