

Tracker Touch

User Guide

TrackerTM



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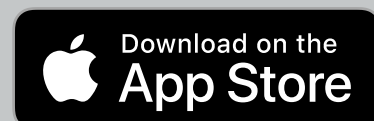
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01

Getting Started

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:

1. Tracker Touch - downloaded to your smart phone
2. Serial Number - this can be found on your welcome card
3. Security Token - you can find this in your welcome email/letter

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Registration

New to Tracker Touch?

Step 1: Connecting your Tracker device to your phone

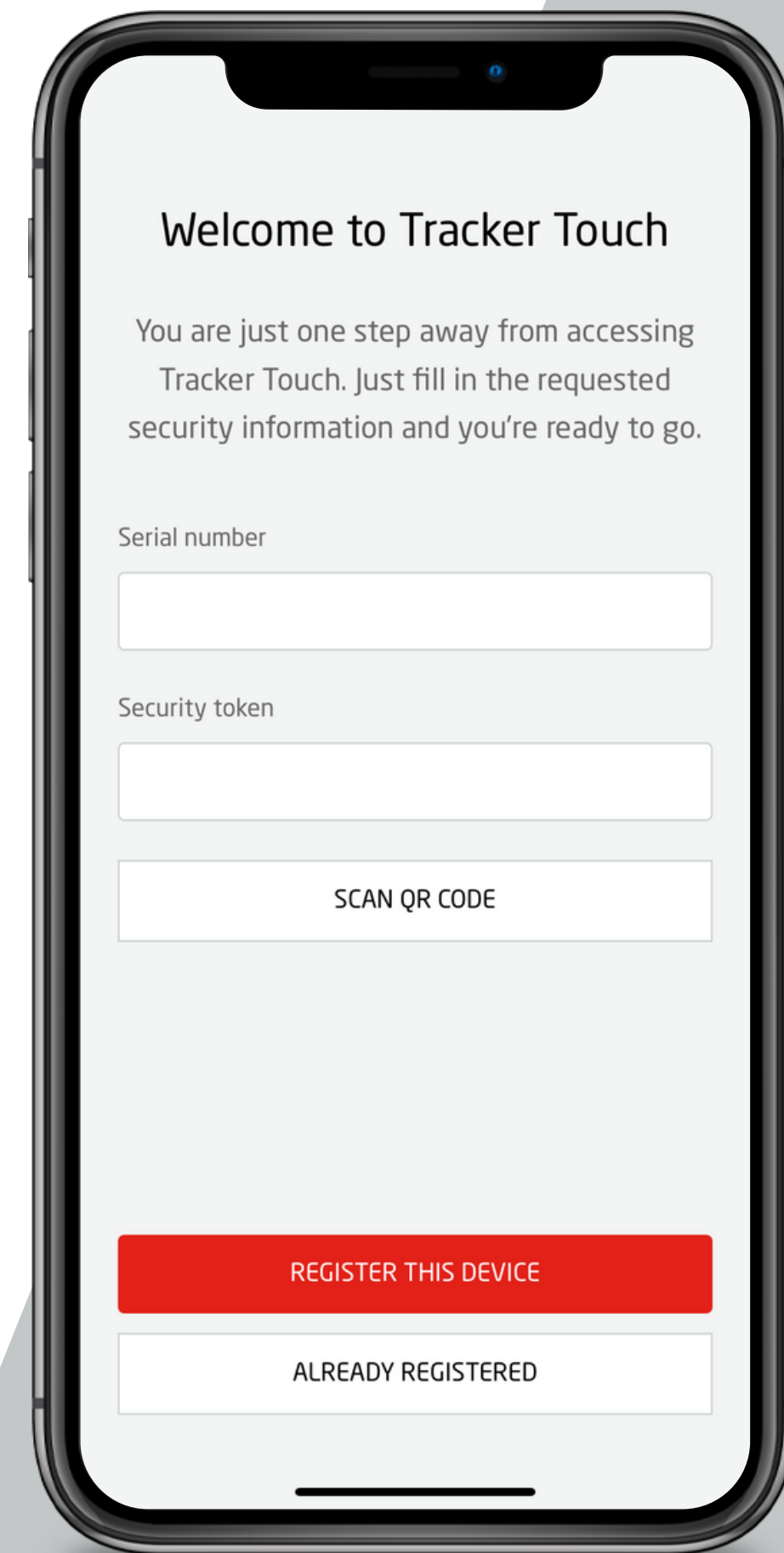
When you open the Tracker Touch app you will be asked to enter:

- Serial Number - this can be found on your welcome card
- 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**

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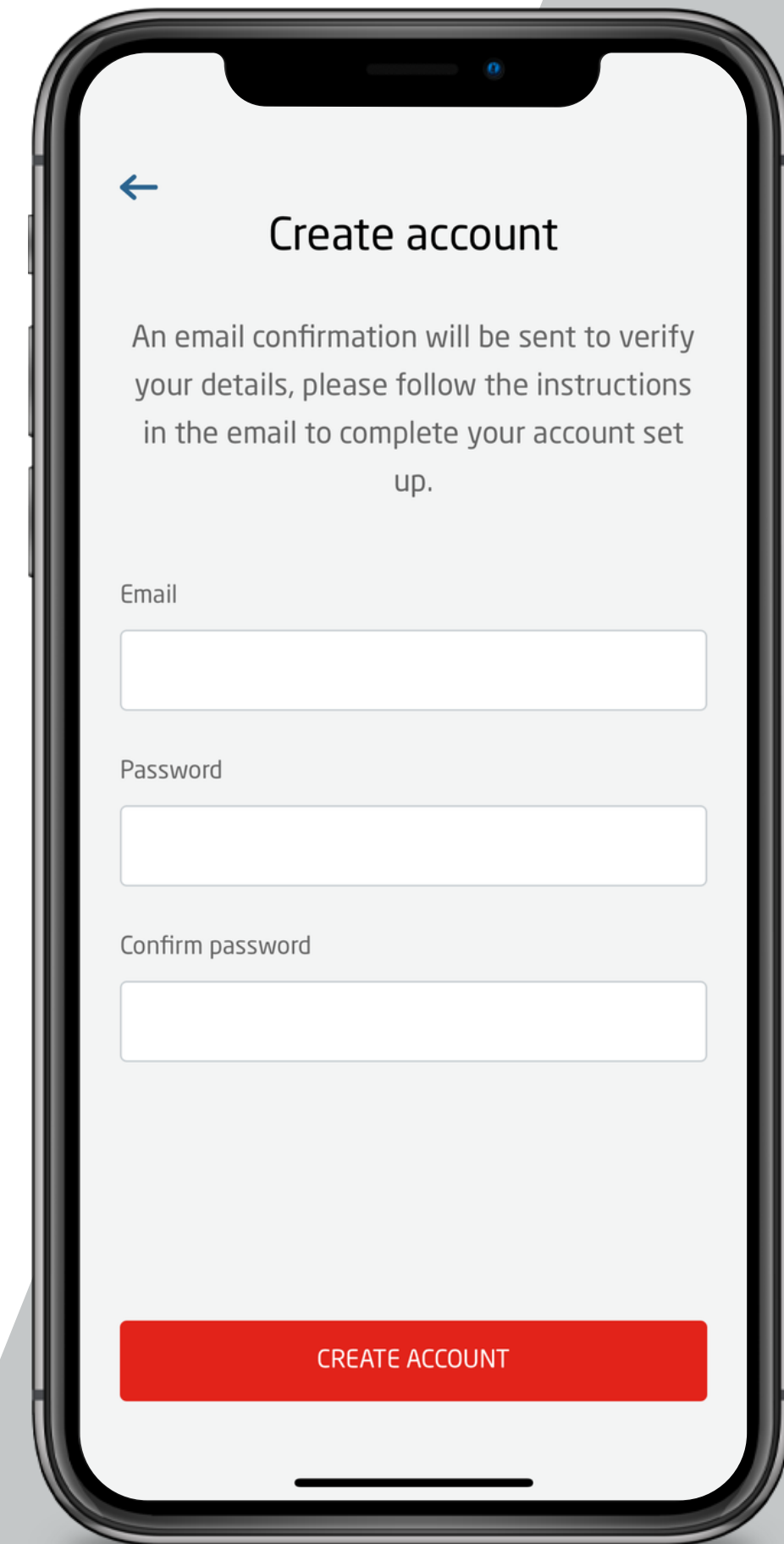
Registration

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**

Please note: If you have multiple vehicles to register, please refer to page 11.



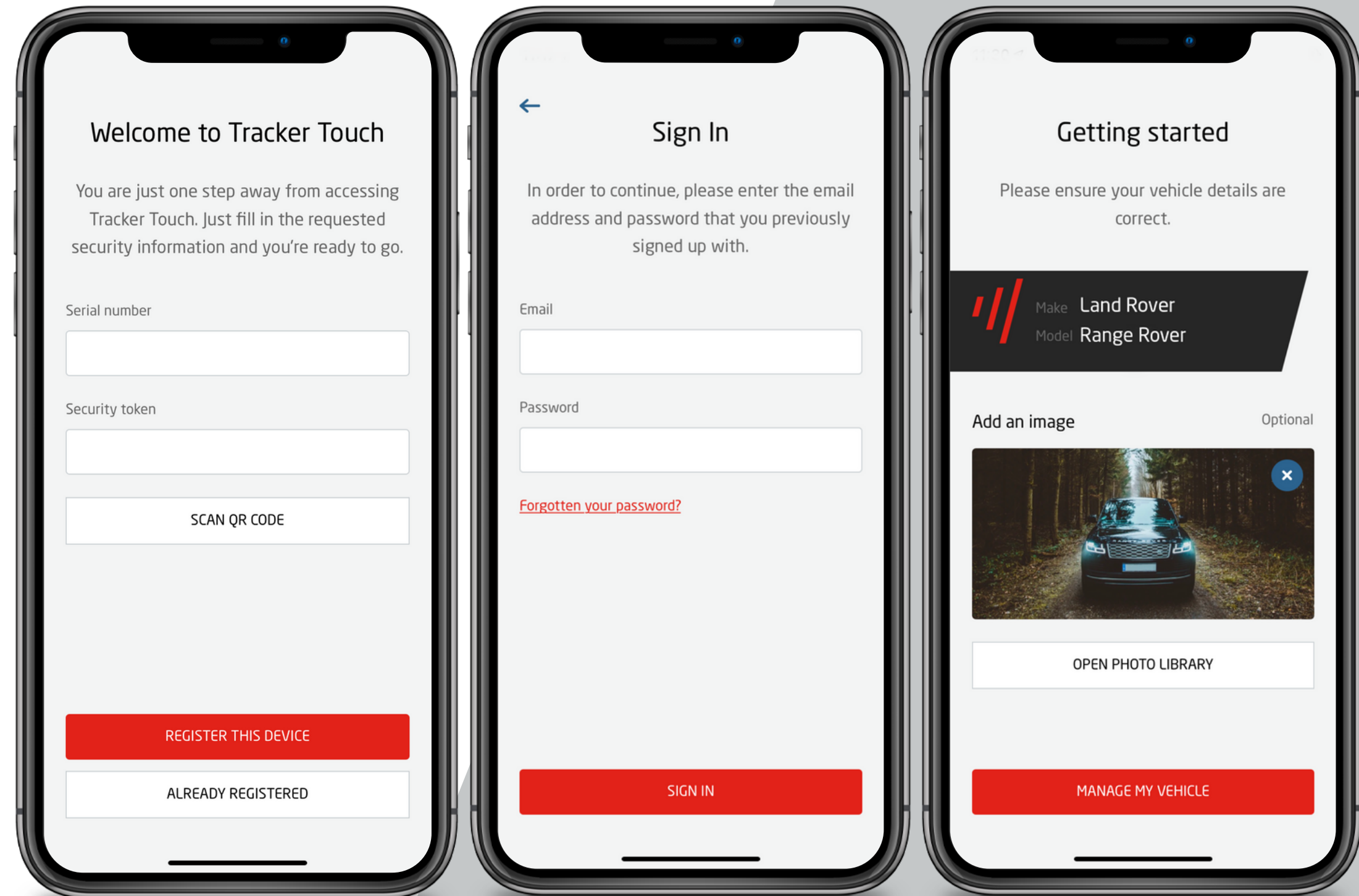
Registration

Already have a registered account with us?

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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 pride and joy from your camera roll
5. Select **MANAGE MY VEHICLE**
6. You are now successfully logged into the Tracker Touch app!



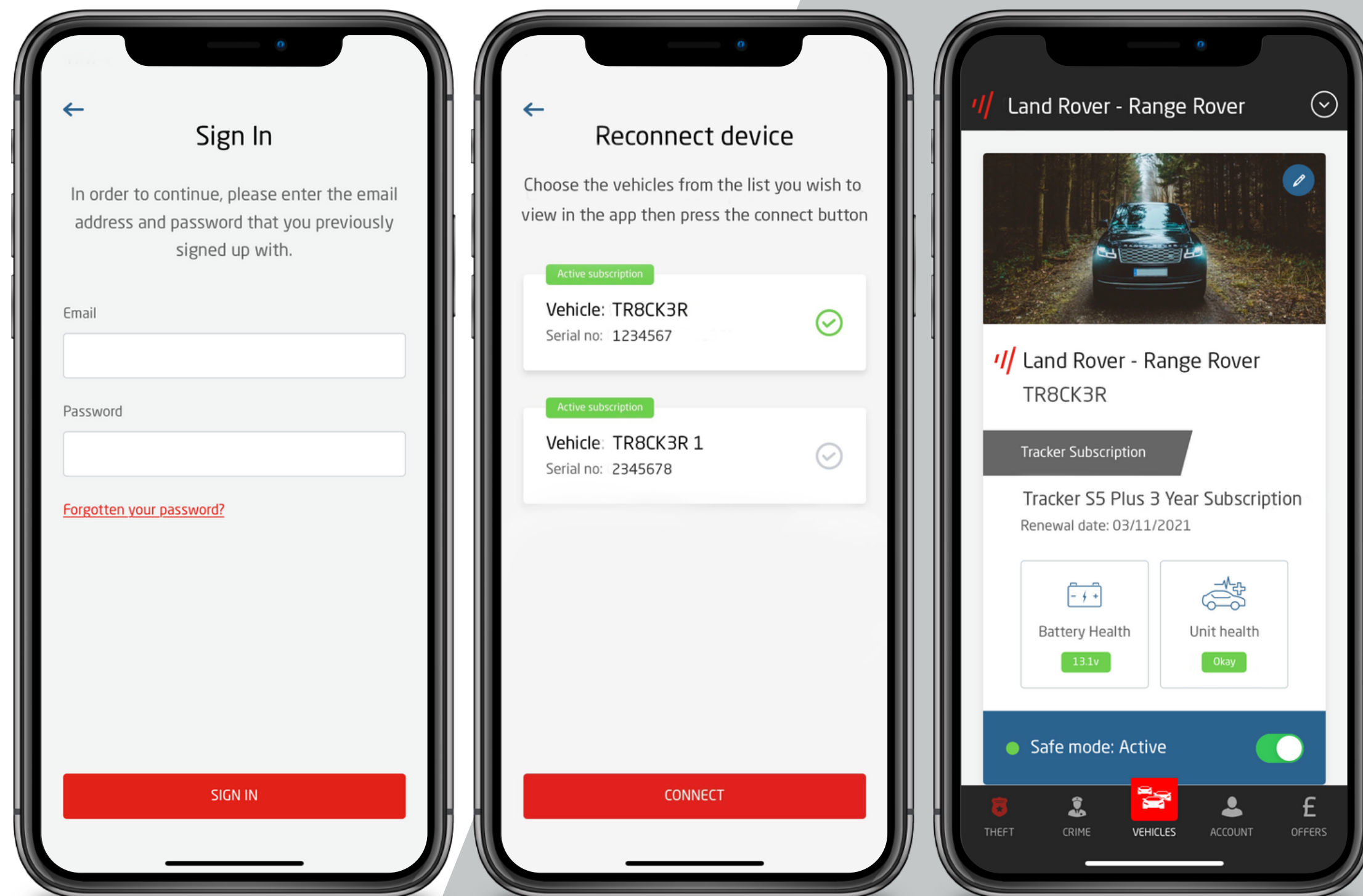
Registration

Already have a registered account with us?

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!

Please note: See page 12 for instructions on how to manage multiple vehicles within the app.

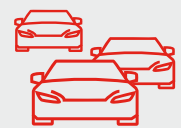


02

Tracker Touch Overview

Summary of Services

1



Vehicles

4



Find My Vehicle

7



Crime

2



Geofence

5



Trip Tracker

8



Account

3



Emergency Contacts

6



Theft

9



Offers

Vehicles



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

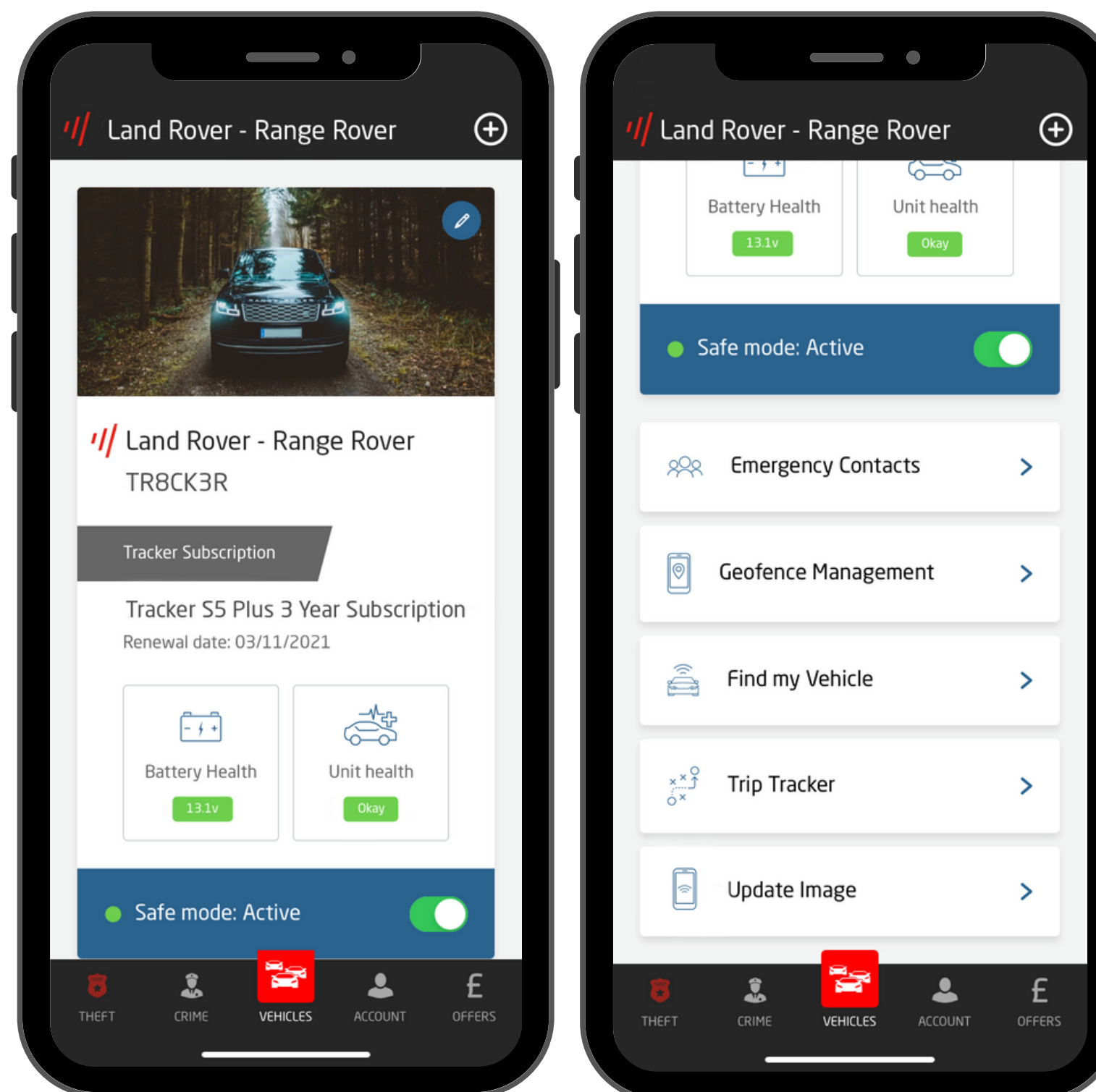
As an additional security layer, you can set multiple Geofence Areas by defining custom perimeters such as your home and work. If your vehicle breaches an activated perimeter, you will receive an instant alert.



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" or "Get Directions" 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.

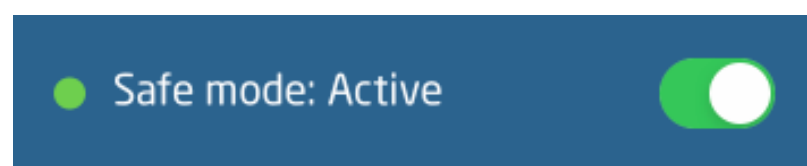


Update Image

Tracker Touch allows you add an image of your pride and joy. Use this feature to update your image as and when you please.

Safe Mode

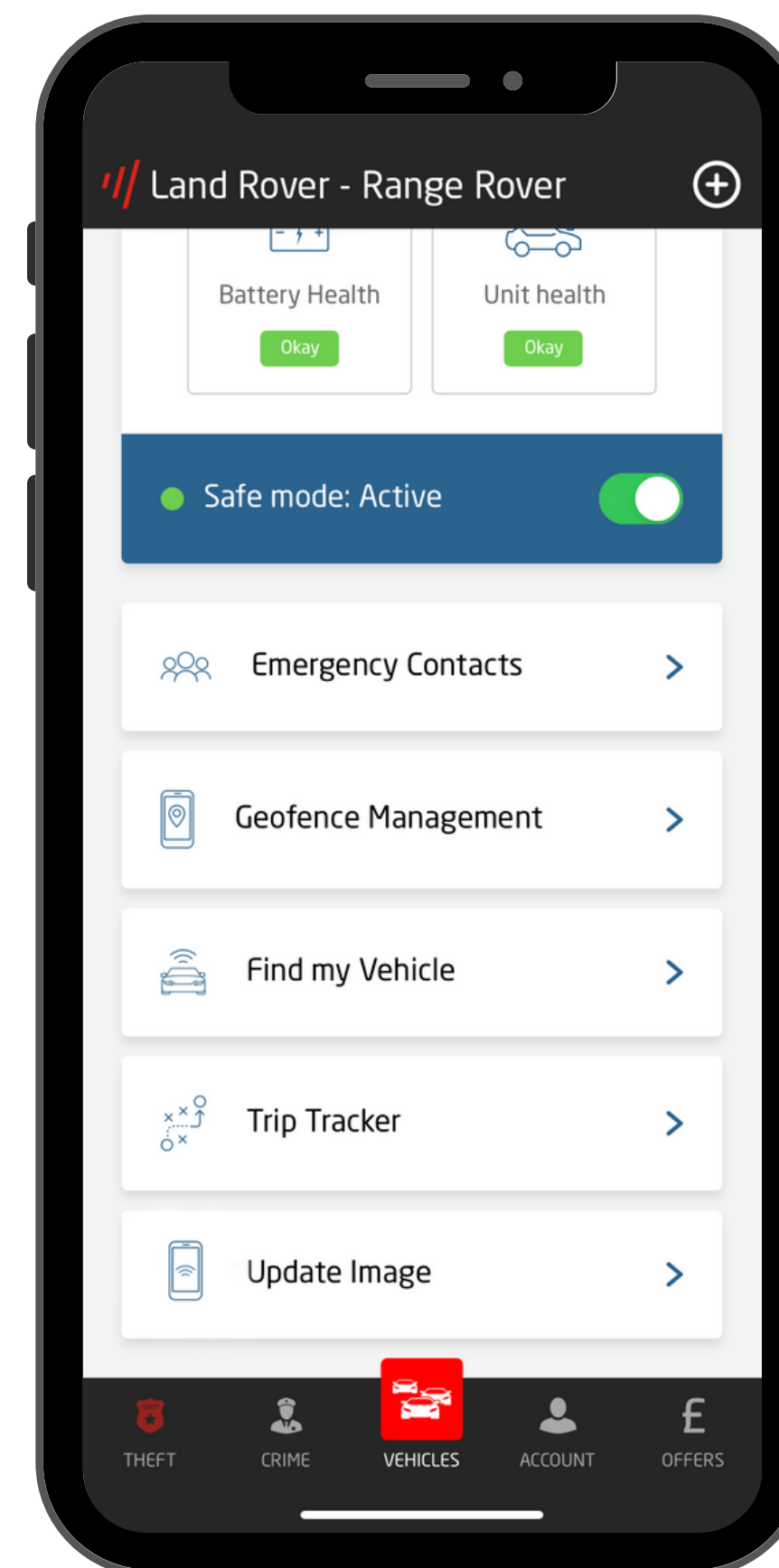
Use Safe Mode to quickly activate an Alert service for your vehicle, if your vehicle is moved while the Alert is set to 'Active' you will be notified. You can use the Safe Mode toggle to activate and deactivate the Alert within the Vehicles page.



To activate or deactivate 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.

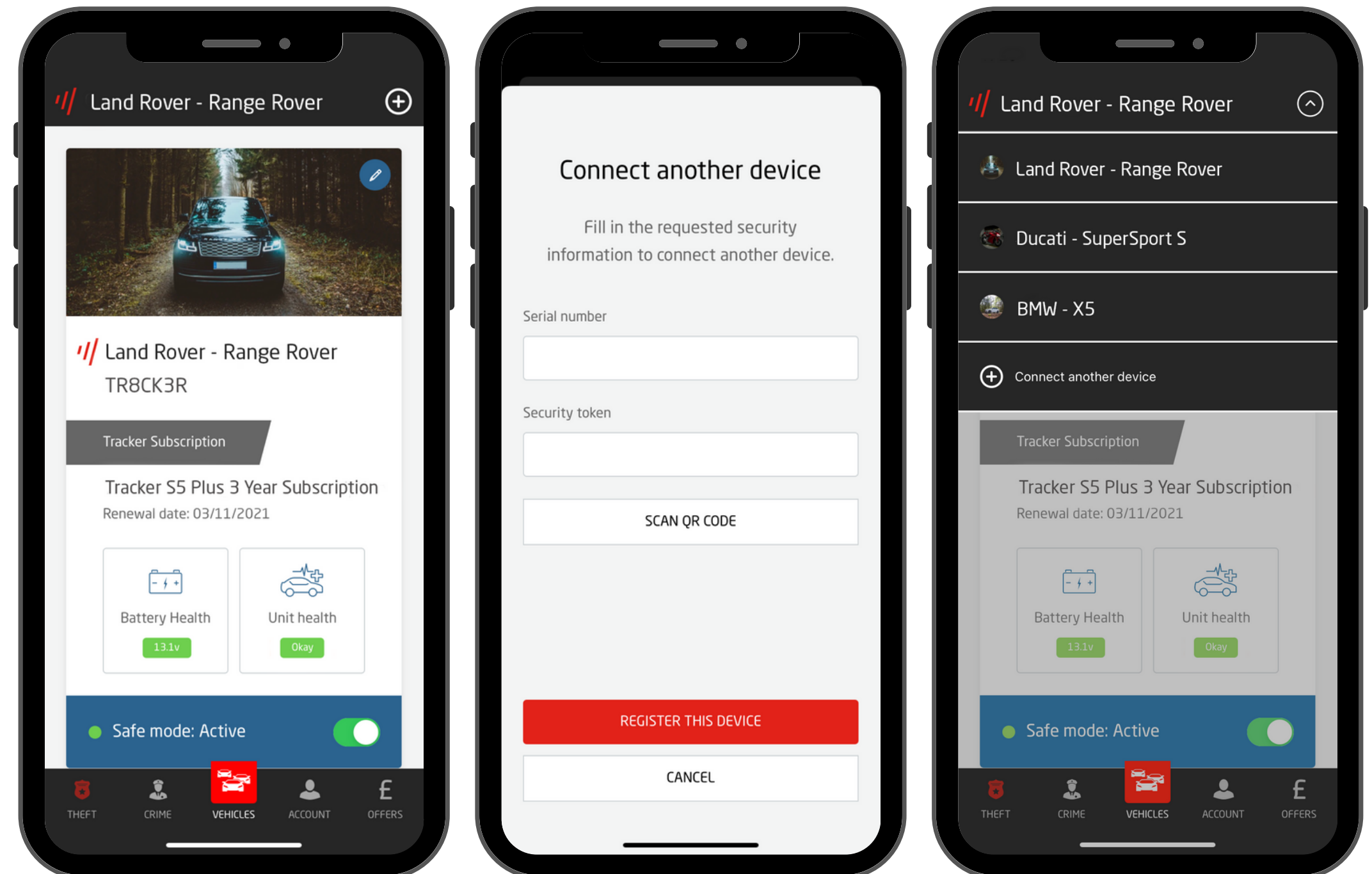


Multi-Vehicle

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

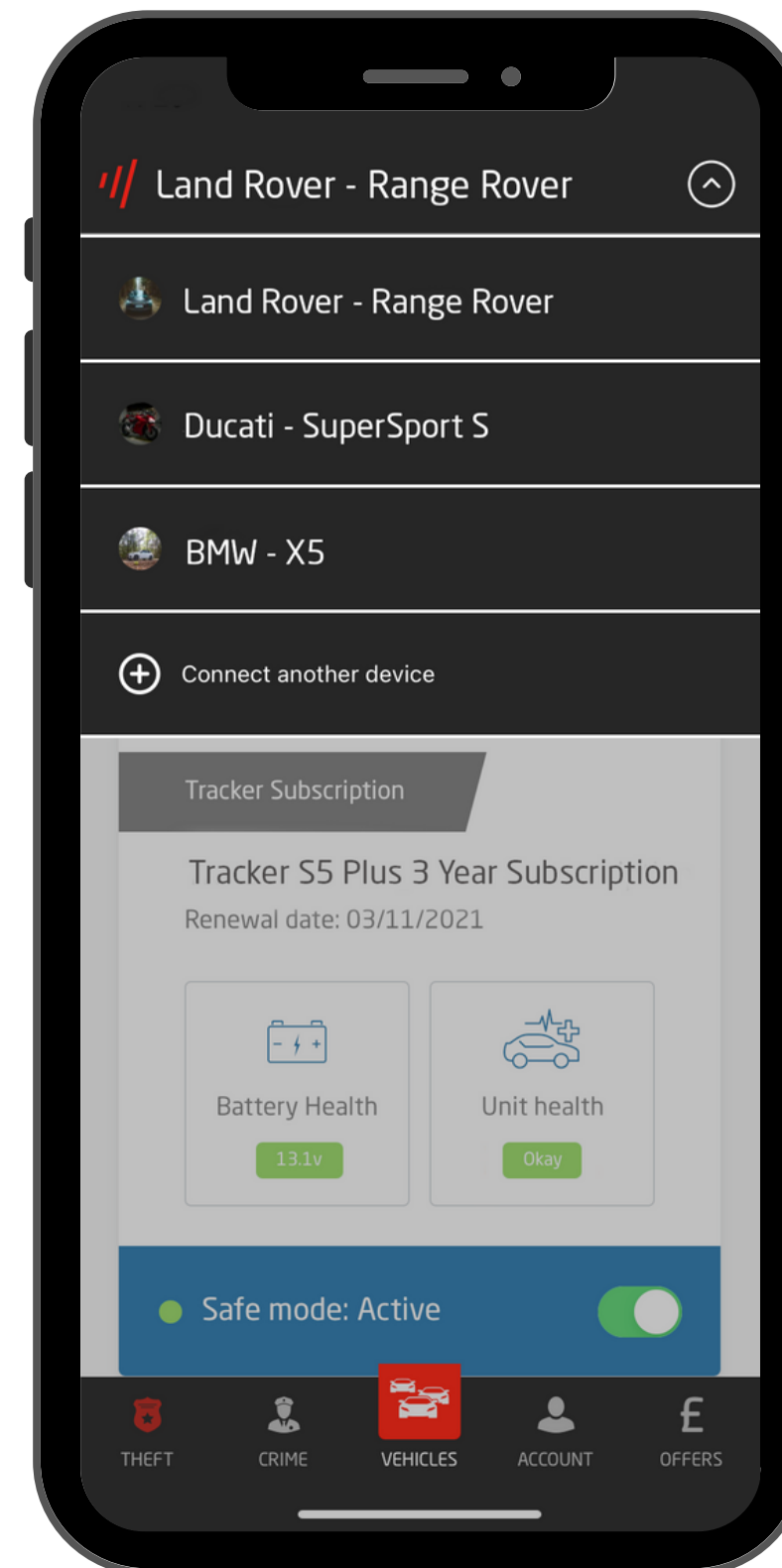
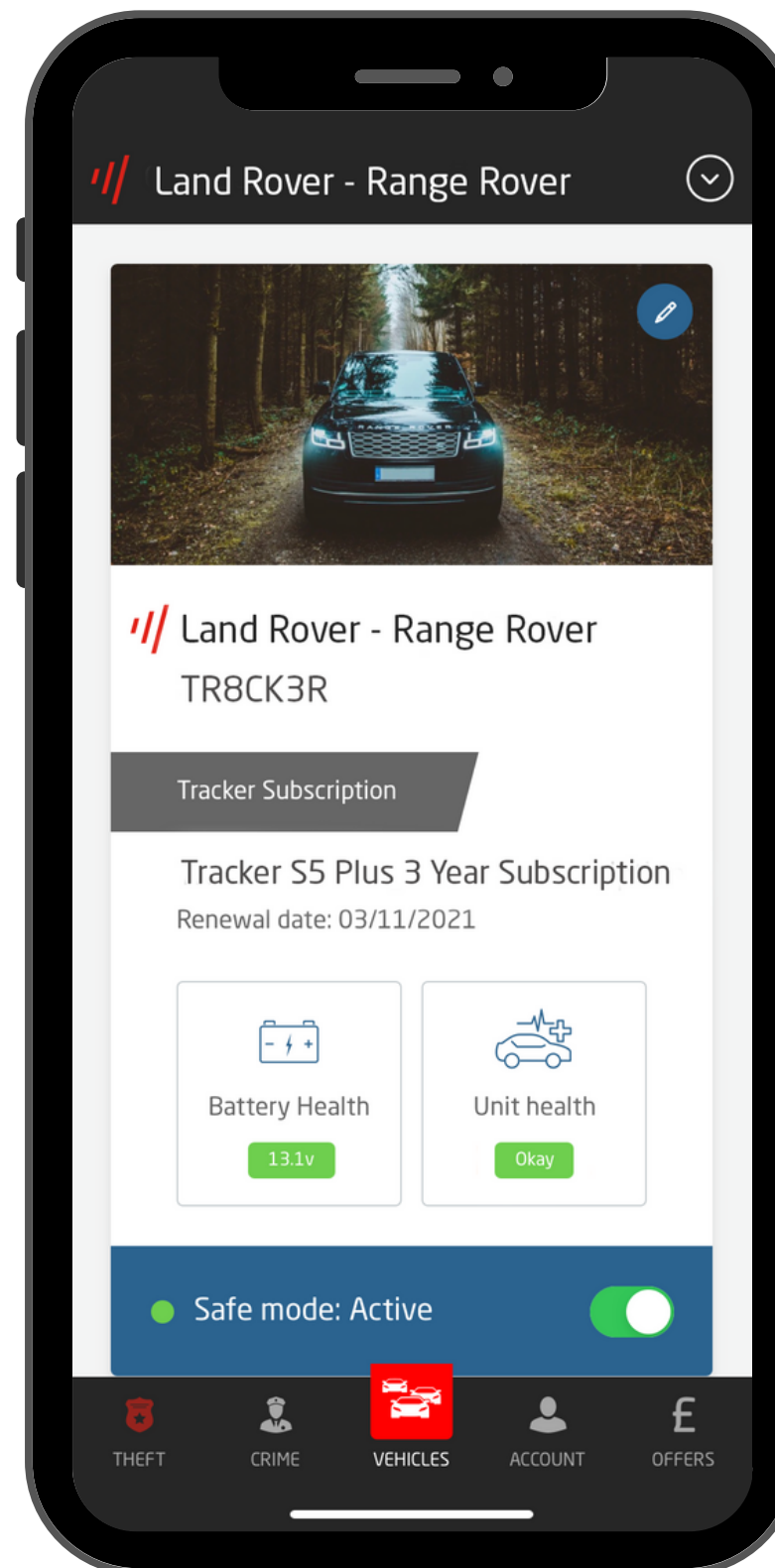


Multi-Vehicle



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

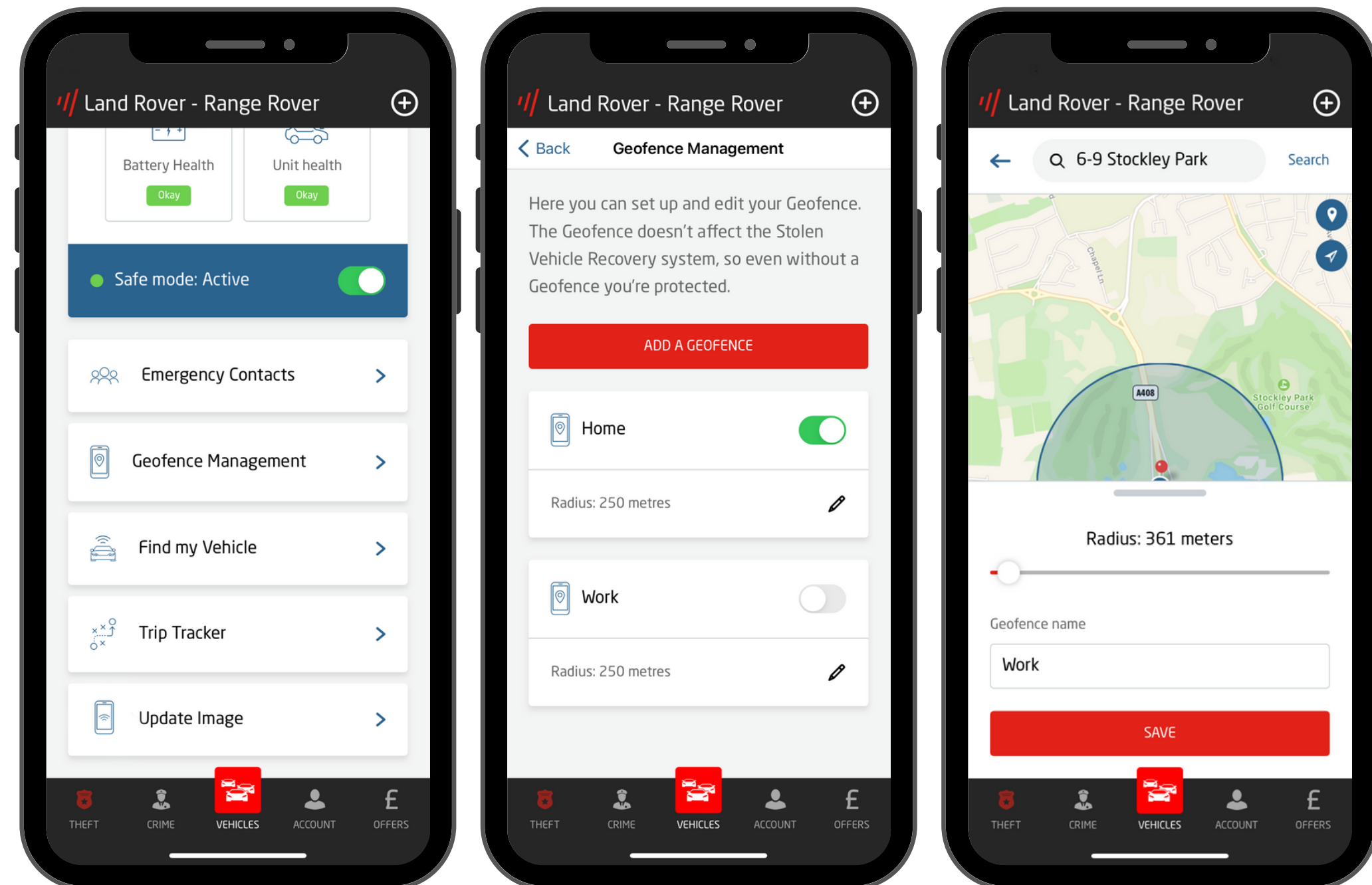
1. Use the  drop down arrow in the right hand corner of the screen to show all vehicles registered within the app
2. Select  Connect another device at the bottom of the drop down menu
3. Enter the **Serial Number** and **Security Token** of your second device
4. Select **Register This Device**

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

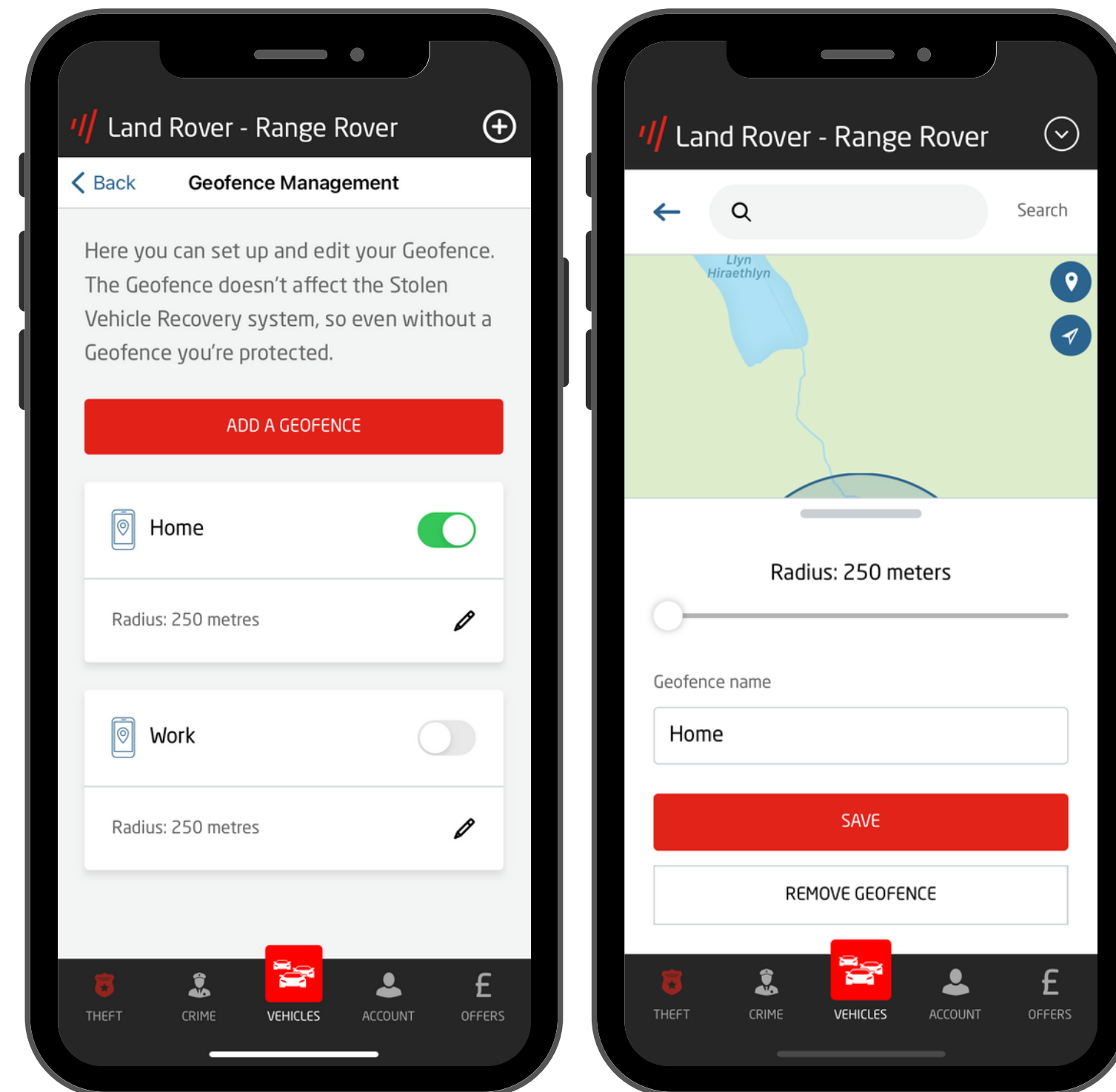
Managing your Geofences

- 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

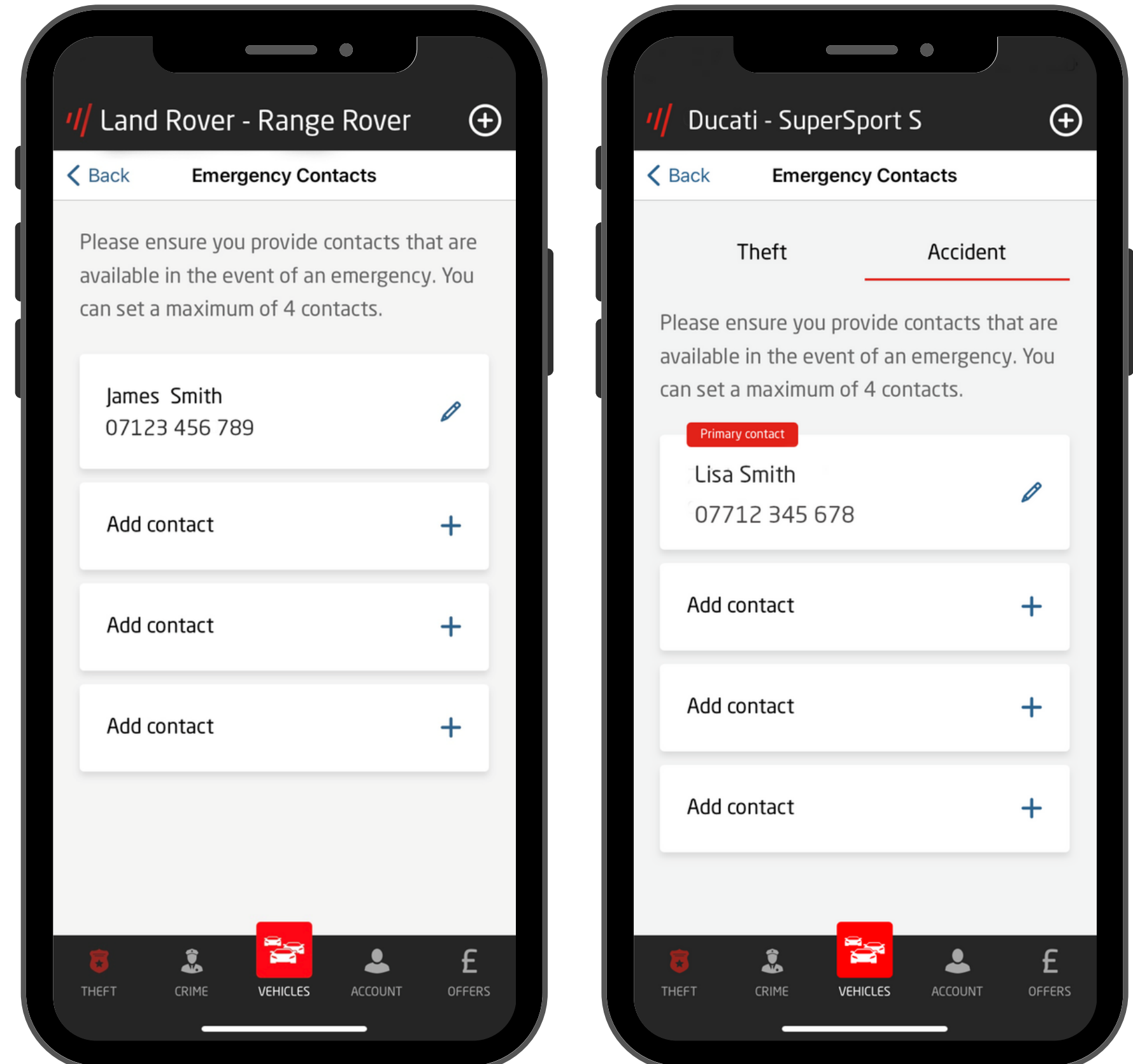
Be sure to provide at least two Emergency Contacts that are available in the unfortunate event of theft.

For S5 Plus customers only: If your vehicle is started without your driver tags present, the Emergency Contacts listed will be alerted.

Tracker Vantage - Bike Down

In the case of an accident, your Tracker Vantage device will automatically alert any **Accident Emergency Contacts** set up in your app.

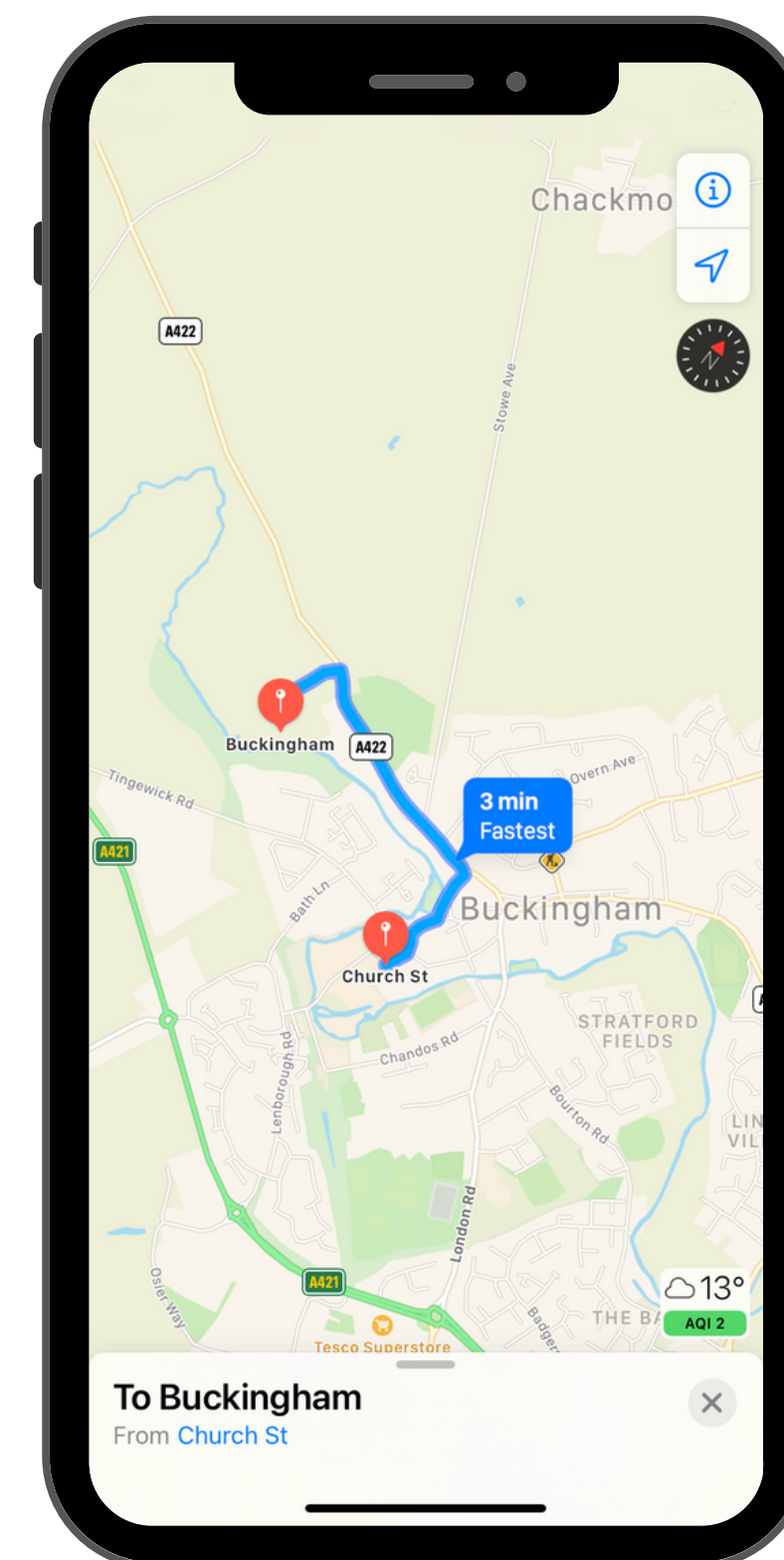
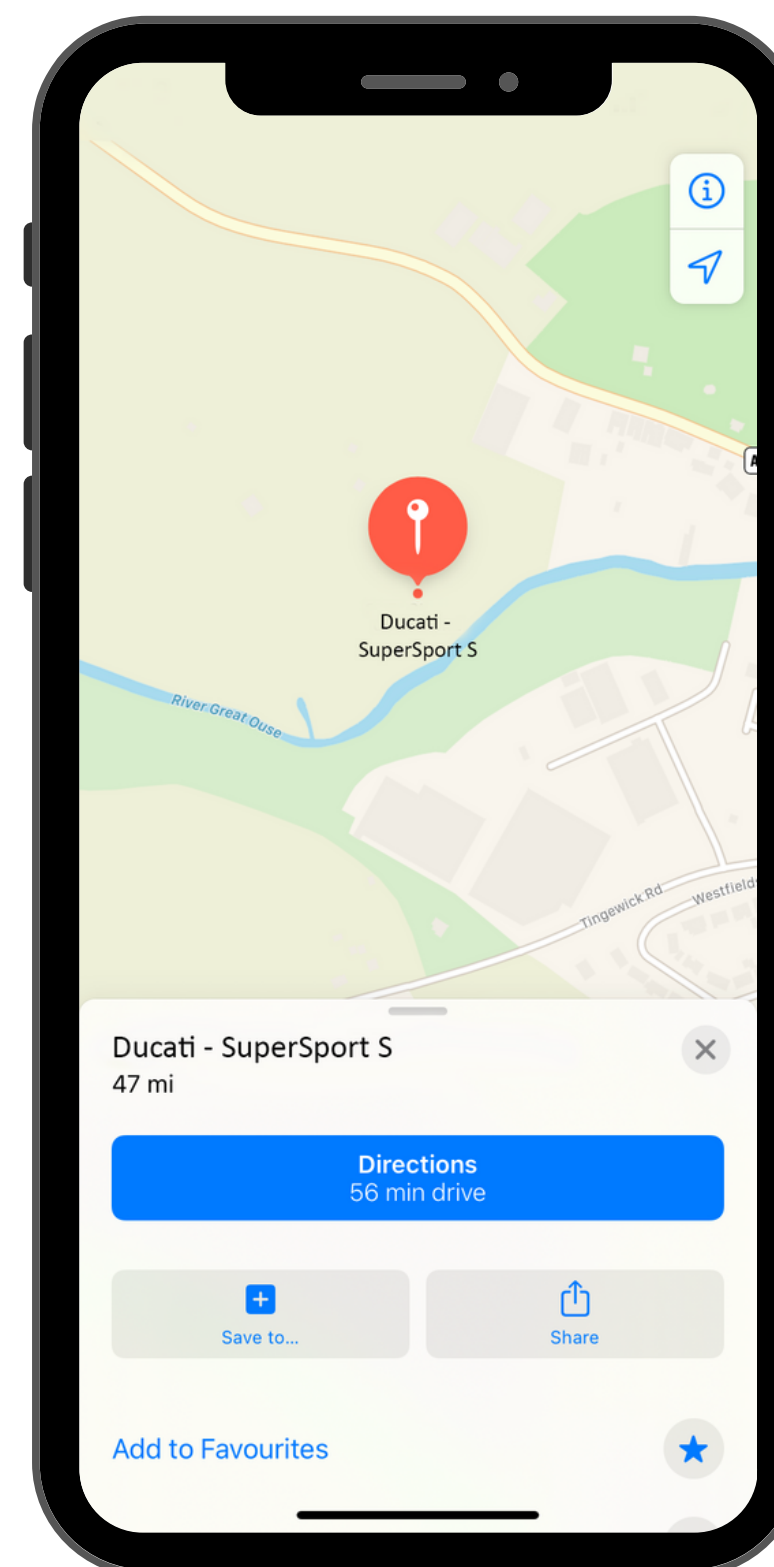
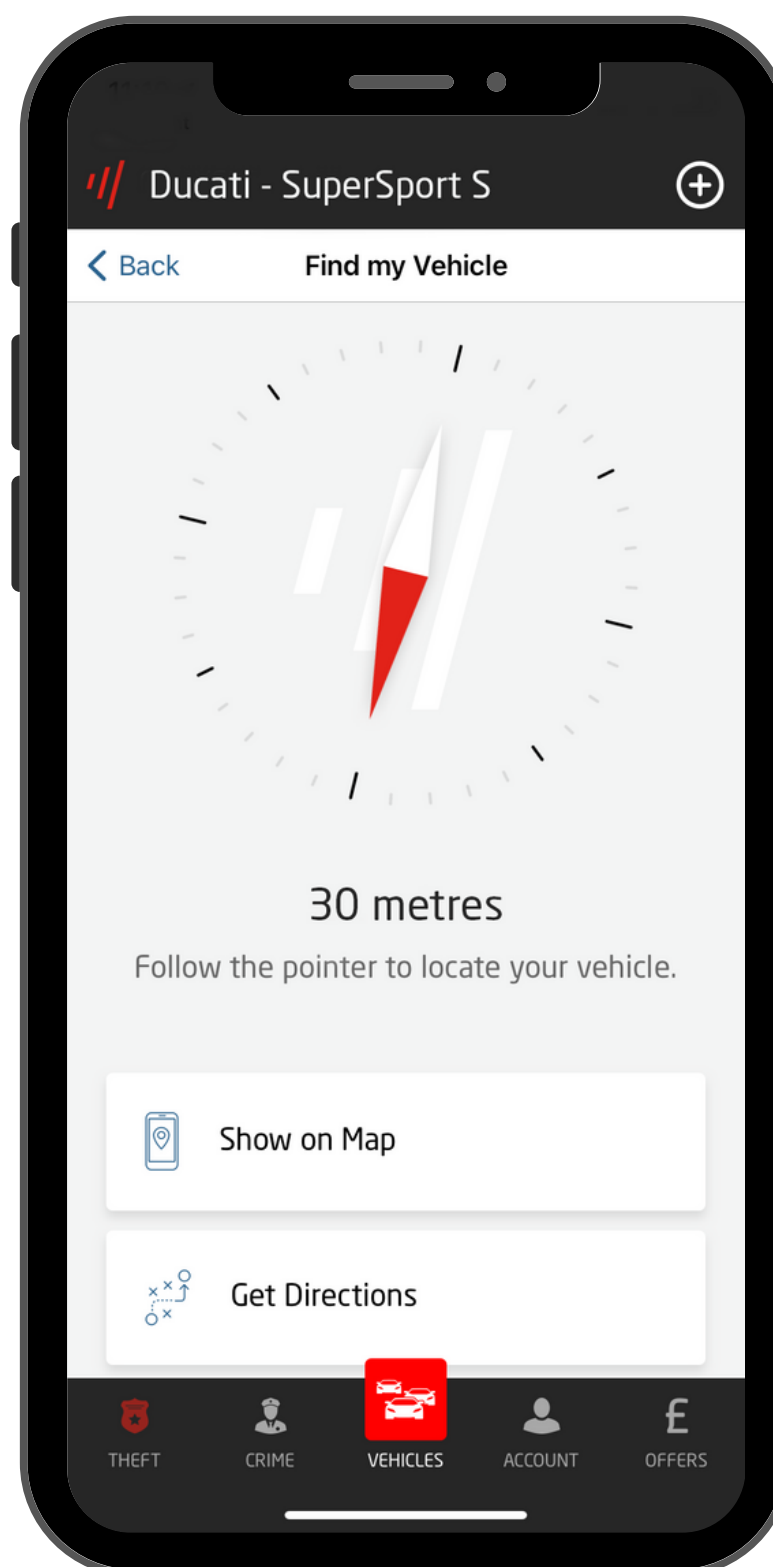
Please note: The Accident Emergency Contact tab will only show if you have a Tracker Vantage fitted.



Find my vehicle

Forgotten where you parked? You can use the Tracker Touch app to find your car. Using the “Show on map” or “Get Directions” 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.

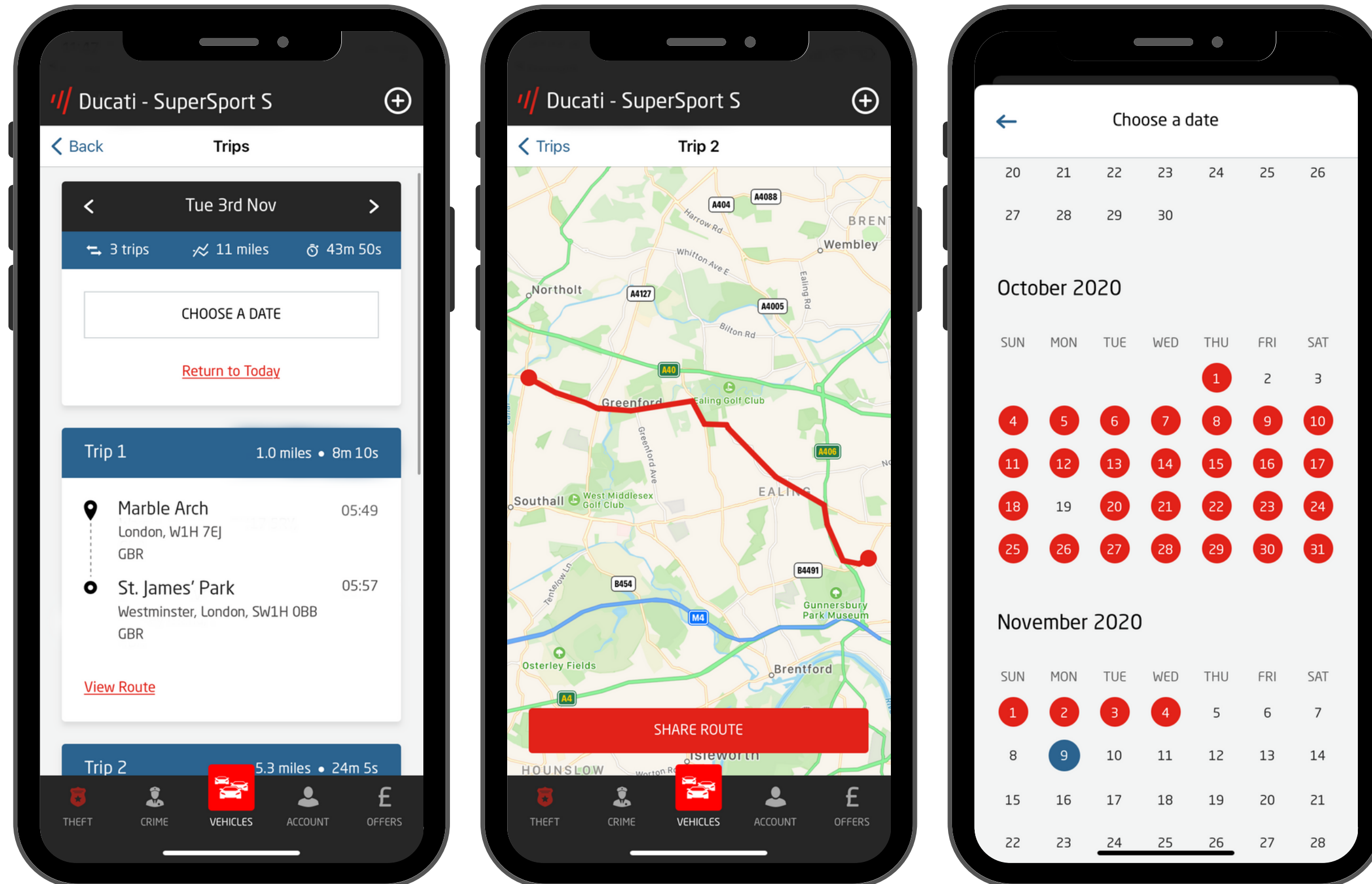


Trip Tracker

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

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.

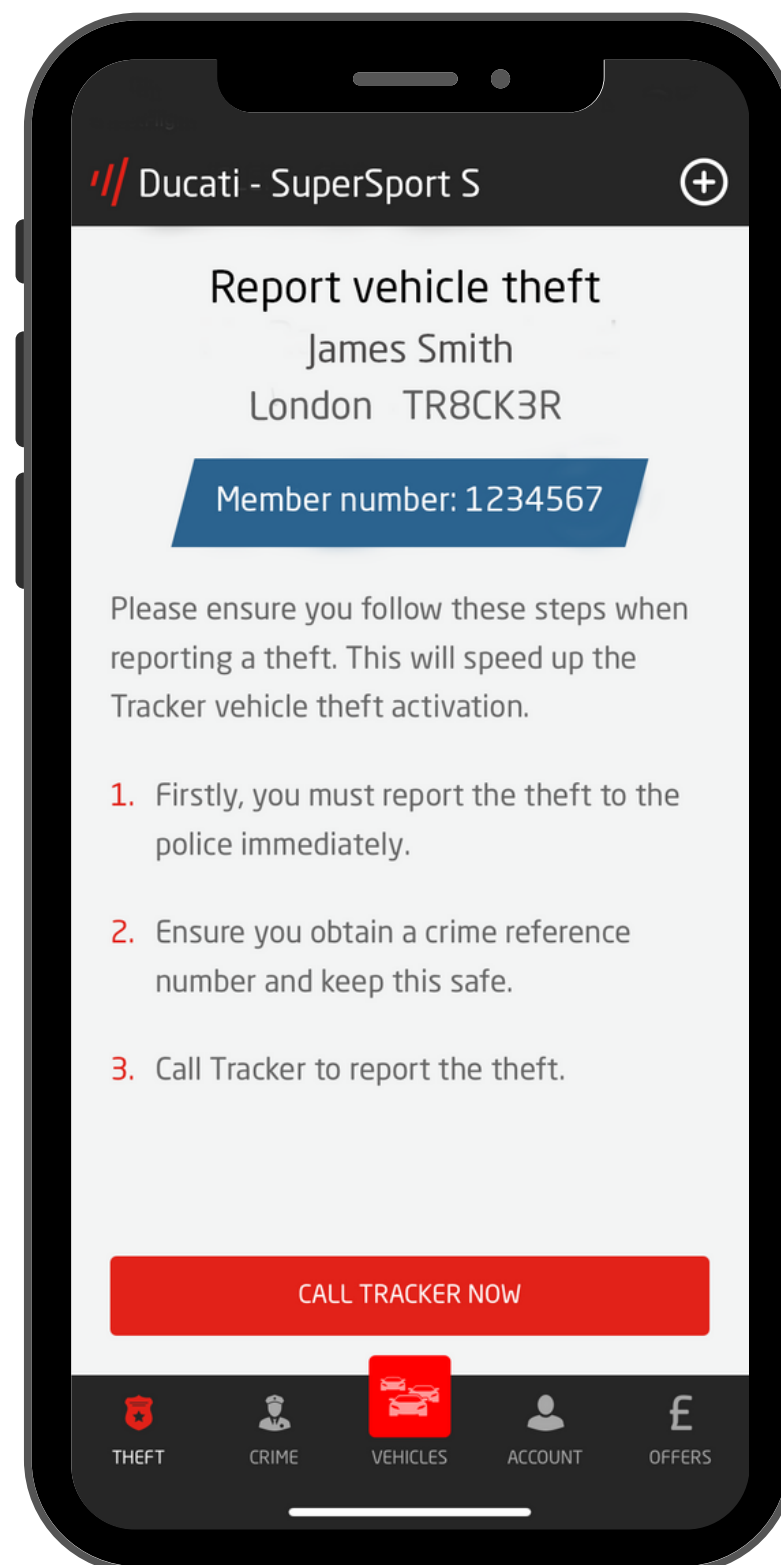


Theft

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:

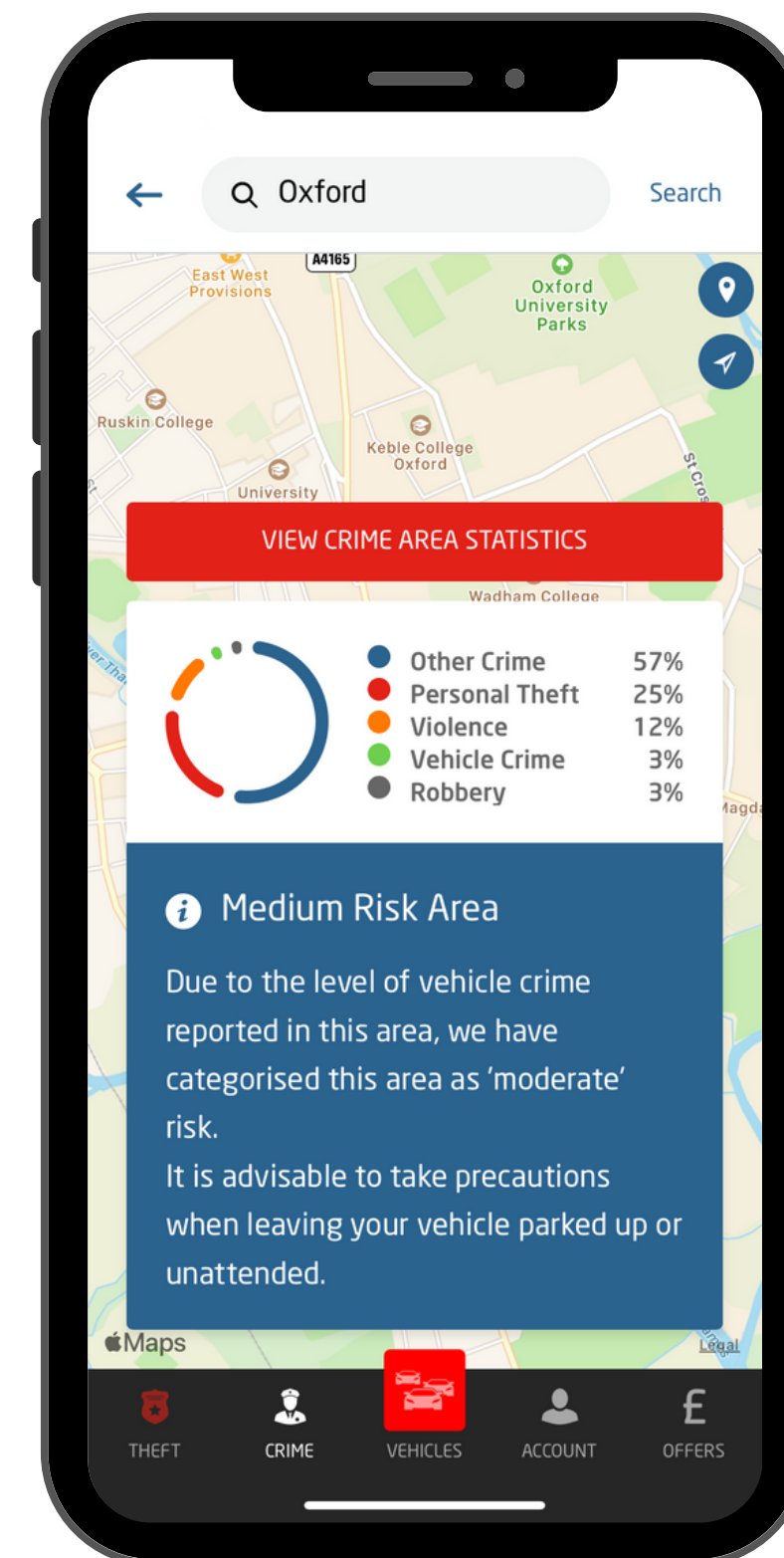
1. Immediately report the theft to the police
2. Obtain a Crime Reference Number
3. Call Tracker to report the theft



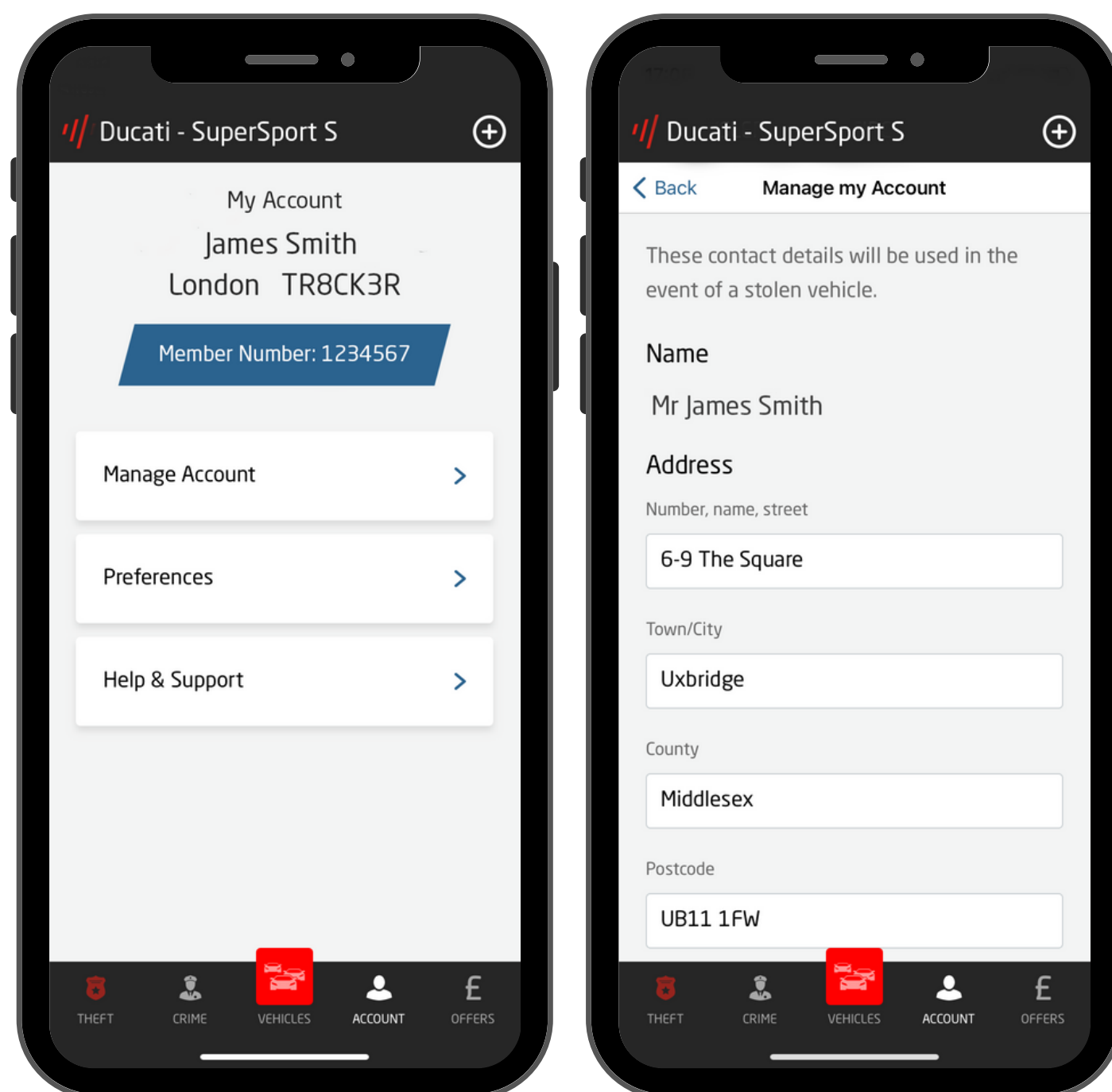
Crime

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.



Account



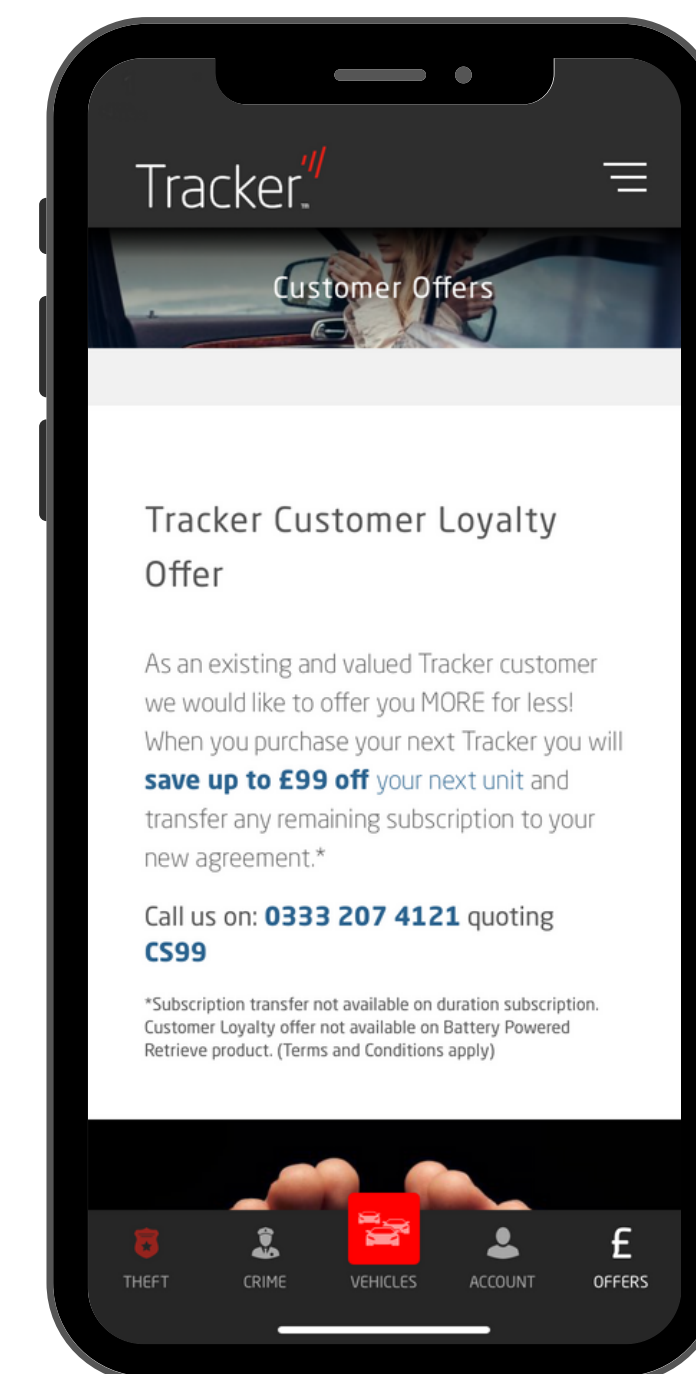
Manage My Account

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

Be sure to keep your email address up to date as we use this to alert you should your Tracker unit detect unauthorised movement, a breach of a set geofence or if the vehicle battery is disconnected.

We also will use this email address to send you any important communications regarding your device e.g. services.

Offers



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