

Key Features and Benefits		Trackstar Motorhome
Feature	Benefit	
Secure GPS/GSM unit to communicate to 24/7 Trackstar Monitoring Centre	Enables the Trackstar Monitoring Centre to work with police to rapidly recover your motorhome if it is stolen	✓
Pan European Protection	Gives you additional peace of mind when taking your motorhome abroad	✓
Trackstar App	Enables you to locate your motorhome, set geo-fence alarms and replay your journey on your Smartphone	✓
Low Power Consumption and Lithium Battery Backup	Provides ongoing protection even if your motorhome has not been used for several months*	✓
Monthly Health Check	Provides reassurance that your motorhome is protected by Trackstar	✓
Thatcham Category 6 Approved	Meets insurance industry requirements	✓
Internal Motion Sensor	Detects motion of your motorhome and alerts the 24/7 Trackstar Monitoring Centre	✓



Useful contacts

TO REPORT A THEFT IN THE UK

0344 561 9990

available 24 hours, 7 days a week

IF IN EUROPE, PLEASE CALL

+44 1 234 759 502

available 24 hours, 7 days a week

ALL OTHER ENQUIRIES - CUSTOMER SERVICES

0345 604 5433

normal office hours only:

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

For more information

Visit | automotive.teletracnavman.com

Email | trackstarsupport@teletracnavman.com

Call | 0345 604 5433

Trackstar Meets the British Insurance Industry's Quality Accreditation CAT 5, CAT 6 and S5



Trackstar Awarded the BSI ISO 9001 Quality Management Certification



Teletrac Navman
K1 First Floor
Kents Hill Business Park
Milton Keynes MK7 6BZ

TRACKSTAR

Trackstar Motorhome User Guide



"My motorhome was stolen from outside my house around 10:30 am... it was back on my driveway in the afternoon."
- Mr Price, Sheffield



Trackstar Motorhome User Guide

REGISTERING YOUR TRACKSTAR STOLEN VEHICLE TRACKING UNIT

When you collect your new motorhome, please call Trackstar on **0345 604 5433** to activate your unit before leaving the UK.

Please have your motorhome chassis number and registration number available along with two contact telephone numbers.

You will be asked for your e-mail address and certain security information during the registration process.

* please allow up to 48 hours for activation

TRACKSTAR USER GUIDE

Enjoy peace of mind and security in the knowledge that your Trackstar Stolen Vehicle Tracking system is CAT 6 Thatcham Accredited and covers you against potential vehicle theft.

Providing pan-European protection 365 days 24/7.

Keep reading to find out the steps you need to take should your motorhome be stolen.



IF YOUR MOTORHOME IS STOLEN

Don't panic - Trackstar is here to assist in the recovery of your motorhome as quickly as possible.

- 1 | Contact the police to report the theft and obtain a **Crime Reference Number**.
- 2 | Contact the Trackstar Control Centre.

To report a theft in the UK

0344 561 9990

To report a theft in Europe

+44 1234 759502



TRACKSTAR APP ACTIVATION

Once your system has been activated you will receive an Email from Trackstar with your login details.

Download the Trackstar App from your App Store.

Supported Phones	Supported Operating Systems Versions	Download From	Models
Iphone	IOS 9.0.2 or earlier	Apple App Store	Iphone 6s or earlier
Android	Android 4.0 KitKat and above (see)	Google Play	HTC, LG, Moto, Nexus, Samsung, Sony, etc.

Login to the Eurowatch system to generate a Key <https://secure.eurowatchcentral.com>.

Type in your user name and password. (Login credentials are provided in the Trackstar activation email).

On the subscriber page click on **manage mobile App**.

Input your mobile number and click **Generate Key**.

🔍
Generate device registration key

Mobile Number

+

Generate Key

A text message will also be sent to your phone with the key. Use the above details to register the App on your phone. You are strongly advised to change your pin code on this page otherwise the default code will be applied.