



# Trackstar S5 User Guide

## Useful contacts

TO REPORT A THEFT IN THE UK

**0333 2070 709**

available 24 hours, 7 days a week

TO REPORT A THEFT OUTSIDE THE UK

**+44 1634 810 124**

available 24 hours, 7 days a week

ALL OTHER ENQUIRIES

**0345 604 5433**

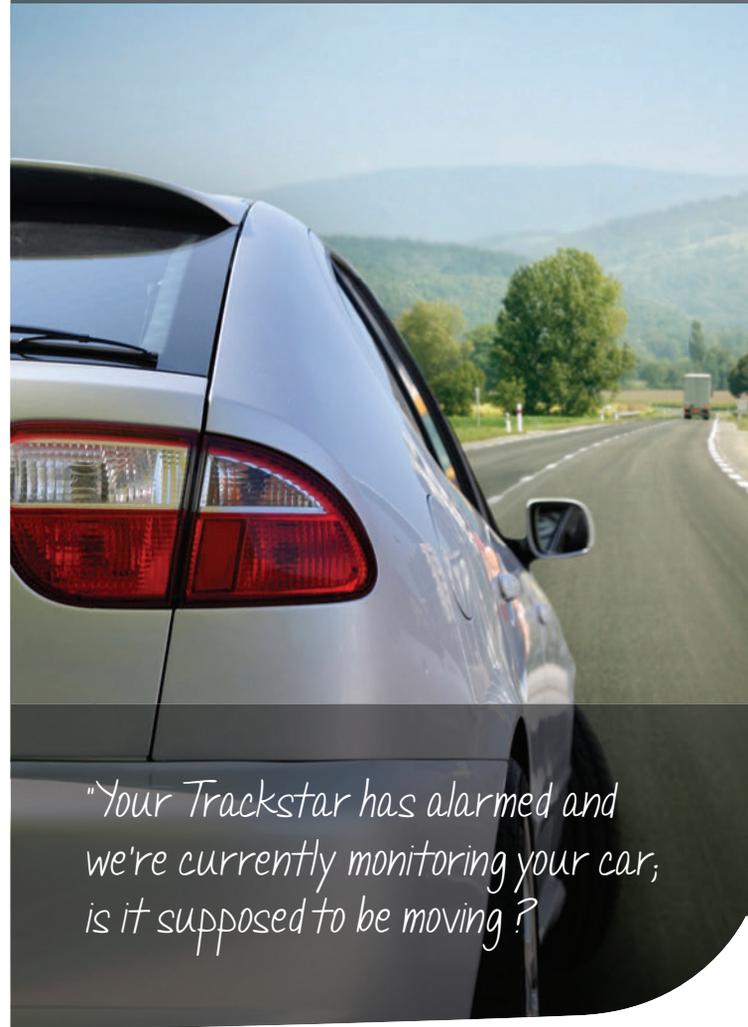
normal office hours only:

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



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

[automotive.teletracnavman.com](http://automotive.teletracnavman.com)  
[trackstarsupport@teletracnavman.com](mailto:trackstarsupport@teletracnavman.com)



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



## Trackstar S5 User Guide

### OPERATION

The Trackstar S5 system utilises a driver identification system as part of the Thatcham S5-VTS criteria. All systems are supplied with two tags as standard.

On receipt of a recognised tag code the system will authorise the use of the vehicle, which is confirmed with a single 'beep'.

Should the Trackstar S5 system not receive the correct code no 'beep' will be generated by the system and an alert will be sent to the control desk stating that the vehicle is moving illegally.

The system will automatically arm itself within one minute from when the ignition is turned off. No additional action is required by the user.

It is essential the the keys and tags are not kept together. The tag(s) should NOT be modified to be attached to a key ring with the ignition key, or left in the vehicle.

In the event of a theft, there could be issues with any insurance claim should it be suspected that the keys and tags had been kept together of the tag left in the vehicle.

### 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 Control Room on **0333 2070 709** to advise if the tag(s) have been forgotten, lost or stolen.

### 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