Useful contacts

TO REPORT A THEFT IN THE UK
0344 561 9990
available 24 hours, 7 days a week

TO REPORT A THEFT OUTSIDE THE UK
+44 1234 759 502
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
trackstar.co.uk
trackstarsupport@teletracnavman.com

"This is TARA. We have received an alert of movement on your vehicle. Is it safe?"
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.

REPLACING A TAG BATTERY

A Trackstar Tag Battery will last around one year before it needs to be replaced. The Battery used is a Single 2032 cell.

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.

TRACKSTAR APP

With the Trackstar app you can:

- Set Geofences
- Report a Theft
- View your Past Journeys
- Contact Trackstar
- and more ...

The Trackstar app is available on Google Play Store and Apple App store.

To register you will need the mobile number and email address used to register your Trackstar account.

SYSTEM INSPECTION AND MAINTENANCE

As part of the Thatcham criteria the system will automatically perform a health check every 28 days.

ACTIONS TO BE TAKEN IN THE EVENT OF A TAG NOT BEING AVAILABLE

Please call the Control Room on 0344 561 9990 to advise if the tag(s) have been forgotten, lost or stolen.