

# TRACKSTAR

## USER GUIDE

In a theft situation call Trackstar Stolen Vehicle tracking on **0344 561 9990**



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## WELCOME TO TRACKSTAR

Thank you for choosing to purchase a Thatcham approved Trackstar Stolen Vehicle Tracking system.

On average there are over 120,000 vehicle thefts in the UK per year, or more than 1 every 5 minutes! By purchasing a Trackstar Stolen Vehicle Tracking System you have not only greatly reduced your chances of a hefty insurance excess and premium increase resulting from an unrecovered loss, but you have also helped to reduce the amount of money that ends up in the hands of organised crime gangs across the world. You might also be able to save money on your insurance premium by informing your insurer that you now have a Thatcham approved Trackstar Stolen Vehicle Tracking system installed on your vehicle.

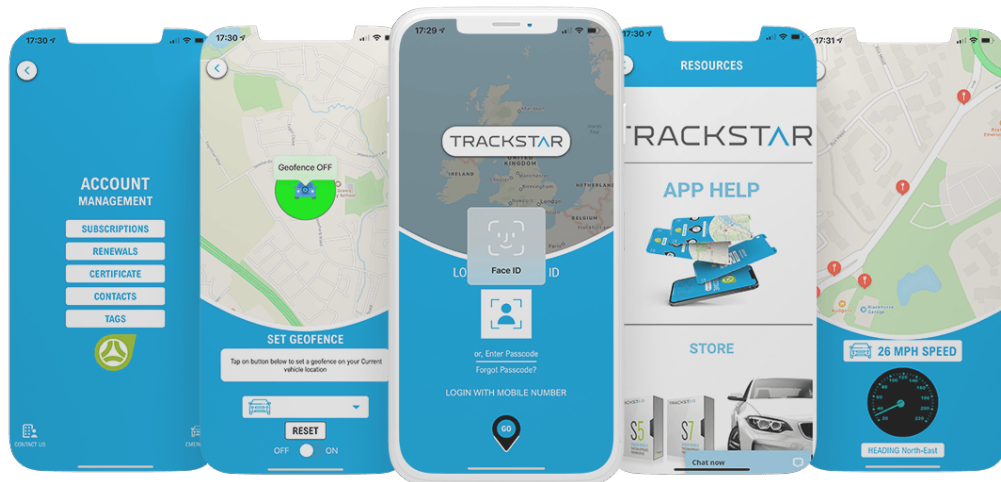
## ABOUT TRACKSTAR

Trackstar is one of the largest stolen vehicle tracking companies in Europe. We are the only stolen vehicle tracking company approved for use by BMW, Jaguar, Land Rover, Citroen, Swift, Sargent, Autotrail, Benimar and Autosleeper amongst others and are Thatcham and insurance approved for use on all motorised vehicles. With over 200,000 active tracking systems installed we have the largest “active tracking” customer base meaning that unlike some other systems that rely on you the customer informing them of the theft, all our systems have built in alerts which mean that in some theft situations, we will know about it even before you do, greatly increasing the chances of recovery.

Trackstar Stolen Vehicle tracking has priority relationships with all police forces across the UK and Europe and we have been known to recover vehicles in at little as 8 minutes and as far away as Uganda.



## MY TRACKSTAR – MOBILE APP



The “My Trackstar” mobile app keeps you connected to your Trackstar Stolen vehicle Tracking system. It is a free to download app available from iOS app store and Android Play Store. [Click here](#) to go to our app page where you can view helpful videos on how to use your “My Trackstar” app.



## REGISTER MY TRACKSTAR APP

1. Download the My Trackstar app from App Store or Play Store
2. Open your app and enter the telephone number associated with your account
3. Enter the email address associated with your account
4. Read and accept the terms and conditions
5. Press next

6. Choose a 6 digit passcode you will remember, which you will use if you do not enable Face ID or Fingerprint ID
7. Confirm your 6 digit passcode and you will be sent an email with a verification code
8. Go to your inbox and copy the code in to your “My Trackstar” app
9. You’re in!

If you receive an error after entering your email and phone number, try another number we may have, such as your landline or partner’s telephone number.

## STANDING DOWN AN ALARM

The My Trackstar app allows you to self-service your vehicle alarms, without having to speak to an operator. When we receive a potential theft alert from your vehicle you will receive a text message and a push notification to your app and smartwatch (if applicable). If this is a false alert, you can stand this alert down yourself!



1. Log in to your My Trackstar app using your Fingerprint ID, Face ID or Passcode.
2. Scroll to the “Alarms” icon on your app
3. Check the correct vehicle is selected
4. Press “deactivate alarm”
5. Enter your reason for the false alarm, e.g. “forgotten tag”
6. Press “deactivate alarm”
7. Within 15 minutes you will receive a notification to confirm your alarm has been cancelled

## VIEWING PAST JOURNEYS

The “My Trackstar” app allows you to view past journeys, showing you where the car was at any given time as well as showing you the average speed between the new and previous plot point on the map.



1. Log into the “My Trackstar” app, using Fingerprint ID, Face ID, or Passcode
2. Navigate to the “Journeys” icon
3. Check the correct vehicle is selected
4. Click on a journey

## SETTING GEOFENCES

A Geofence is a virtual barrier you place around your vehicle. If the vehicle is moved whilst your geofence is set, after it stops in the new location you will receive a push notification to your app and smart watch (if you own one). Geofences can be turned on and off at will.



1. Log in to your My Trackstar app using your Fingerprint ID, Face ID or Passcode
2. Scroll to the “GEOFENCE” icon on your app
3. Check the correct vehicle is selected
4. Move the slider to the “on” position
5. If you want to change location, press reset when car is in new location
6. Move slider to the “off” position to turn your Geofence off

## SERVICE MODE

Service mode temporarily turns off potential theft alerts for a period of time up to 24 hours. Use this feature if you are planning to disconnect power from the vehicle, it is going into the garage, you will be travelling through the Eurotunnel or on a ferry. It is important to remember to do this when you think you may

experience false alerts, to reduce the number of calls you receive and to ensure that our emergency desk can respond to real theft alerts as quickly as possible.



1. Log into your My Trackstar app using your Fingerprint ID, Face ID or Passcode
2. Scroll to the "SERVICE MODE" icon
3. Check the correct vehicle is selected and choose the duration of your service mode
4. Press "okay"
5. Service mode will be activated for the duration selected

## UPDATING ACCOUNT INFORMATION

Using the My Trackstar app you can view your subscription information and update your vehicle details, edit or add emergency contacts, complete your renewal when due, request your installation certificate for your insurer, update your account contact details and pair new driver recognition tags for TN475 systems made after January 2021.





1. Log in to your My Trackstar app with your Fingerprint ID, Face ID or Passcode
2. Scroll to the “ACCOUNT” icon
3. Here you can make changes to your account. To change emergency contacts, use the “SUBSCRIPTIONS” tab. To change account contact information, for example when we need to contact you about your renewal, go to the “CONTACTS” tab.

## REPORT A THEFT

Using your My TTrackstars app, you can report thefts. Simply log in to your My Trackstar app using Fingerprint, Face ID or Passcode. Scroll to the Red “report theft” icon. Check the correct vehicle is selected and press “Call Trackstar” which will place a priority call to our 24/7/365 emergency desk

# TRACKSTAR STOLEN VEHICLE TRACKING SYSTEMS

## TRACKSTAR S7

The Trackstar S7 is an active tracking, Thatcham approved stolen vehicle tracking system. This system doesn't come as standard with Driver recognition tags, however you can upgrade your system to the Thatcham approved Trackstar S5 by contacting us (only available for TN475 systems made after January 2021).

The Trackstar S7 system comes with active tracking alerts built in, so in some theft situations, we will contact you before you are even aware that a theft has taken place!

The s7 has alerts for:

- Geofence breach
- GPS Tamper
- GSM Tamper
- Jamming Alerts
- Tow away alerts
- External Power disconnection

If you believe your vehicle has been stolen, call us immediately on **0344 561 9990**.



Because you have decided to buy a Thatcham approved Trackstar S7 system, you may be entitled to a discount in your insurance premium. Speak to them today to tell them you have bought a Thatcham approved Trackstar S7 system!

## TRACKSTAR S5

The Thatcham approved Trackstar S5 is an active tracking system with driver recognition tags. Because it is S5 approved, it meets the highest standards set out for stolen vehicle Tracking by Thatcham. Driver recognition tags are designed to help combat the increasing number of keyless thefts. In 2019 80% of all vehicle thefts were thought to be via keyless means, such as relay attacks and OBD attacks.

Driver recognition tags work by enabling the system to know when an authorised person (someone carrying a DRT) is in the vehicle. If a vehicle is driven without a DRT present, the system will send an alert through to our emergency operations desk. You will then receive a push notification to your app and a text message, followed by a call from TARA (Trackstar automated response assistant) and a call from a person at the Trackstar emergency desk, if not stood down or handled by the previous means.

The Trackstar S5 comes with active tracking alerts build in, so in some theft situations, we will contact you before you are even aware that a theft has taken place!



The S5 has alerts for:

- Driving without DRT present
- Geofence breach
- GPS Tamper
- GSM Tamper
- Jamming Alerts
- Tow away alerts
- External Power disconnection

If you believe your vehicle has been stolen, call us immediately on **0344 561 9990**.

Because you have decided to buy a Thatcham approved Trackstar S5 system, you may be entitled to a discount in your insurance premium. Speak to them today to tell them you have bought a Thatcham approved Trackstar S5 system!

## TRACKSTAR S5 ADVANCE

The Thatcham approved Trackstar S5 Advance system is an active tracking system with driver recognition tags and immobilisation. Because it is S5 approved, it meets the highest standards set out for stolen vehicle Tracking by Thatcham. Driver recognition tags are designed to help combat the increasing number of keyless thefts. In 2019 80% of all vehicle thefts were thought to be via keyless means, such as relay attacks and OBD attacks.

Driver recognition tags work by enabling the system to know when an authorised person (someone carrying a DRT) is in the vehicle. If a vehicle is driven without a DRT present, the system will send an alert through to our emergency operations desk. You will then receive a push notification to your app and a text message, followed by a call from TARA (Trackstar automated response assistant) and a call from a person at the Trackstar emergency desk, if not stood down or handled by the previous means.

Because the Trackstar S5 Advance system also incorporates immobilisation, it can physically prevent a theft from taking place in the first place. This is because as 80% of vehicle thefts are keyless, without your DRT, the vehicle won't start, even if the car thief has technology designed to trick your vehicle into thinking the key is in the vehicle. The Trackstar S5 Advance comes with active tracking alerts build in, so in some theft situations, we will contact you before you are even aware that a theft has taken place!



The S5 has alerts for:

- Driving without DRT present
- Geofence breach
- GPS Tamper
- GSM Tamper
- Jamming Alerts
- Tow away alerts
- External Power disconnection

If you believe your vehicle has been stolen, call us immediately on **0344 561 9990**.

Because you have decided to buy a Thatcham approved Trackstar S5 Advance system, you may be entitled to a discount in your insurance premium. Speak to them today to tell them you have bought a Thatcham approved Trackstar S5 system!

## BEST PRACTICE

### DRIVER RECOGNITION TAGS

Your driver recognition tag is your personal identifier. Like a second key, it enables the Trackstar S5 or S5 Advance system to know when an authorised person is driving the vehicle.

Driver recognition tags have batteries, which last roughly 1 year, so it is important to remember to change these at least once every 12 months. Without doing this, you may receive false alerts for driving without the tag present and with the Trackstar S5 Advance you may not be able to start your car.

The Trackstar Driver recognition tags use CR2032 batteries, which are available at most shops. [Click here](#) to view instructions on how to change your Trackstar S5 or

## S5 Advance Driver Recognition Tag batteries.



- Make sure your driver recognition tag is not in a faraday pouch, wallet, purse or bag
- Keep the driver recognition tag in the front of the vehicle when driving
- Your driver recognition tag can be stored with your keys.

## Troubleshooting

It is extremely unlikely that your Trackstar stolen vehicle tracking system will develop a fault but if it does there are a few things you should do to try to resolve the problem

### MY CAR WON'T START

If you have a Trackstar S5 Advance system and your vehicle won't start, the first thing to do is check that you are hearing a beep when entering your vehicle or attempting to start the car. This audible beep is to let you know that the Trackstar S5 Advance system has read your Driver recognition tag and has closed the circuit allowing your vehicle to start.

- If you cannot hear the beep, and turning the key or pressing the ignition button doesn't create audible clicks or turns the engine over, check that the car battery hasn't gone flat. If it hasn't, change the batteries in your tag and try again. If you still don't hear a beep, place the Driver Recognition tag first in the driver footwell and try again and secondly in the passenger footwell and try again. If this still doesn't work, contact our emergency desk on 0344 561 9990 and we will attempt to remotely override your

Trackstar system and arrange a service call to check your Trackstar S5 Advance.

- If you can hear the beep but when pressing the ignition button or turning the key you hear 1 or a series of rapid clicks from the engine, this is most likely a flat battery and not your Trackstar S5 Advance system
- If you hear the beep and hear the engine turning over, this is not due to the Trackstar S5 advance system as it inhibits engine crank which means you would not hear your engine turning over.

Remember, if you hear the beep, it is unlikely to be the Trackstar S5 Advance system causing your vehicle not to start. If this is the case, call your breakdown provider.

## I KEEP RECEIVING STOLEN VEHICLE ALERTS

If you continually receive stolen vehicle alerts when driving, it is likely that the battery in your Driver Recognition tag needs changing. See “Best Practice > Driver Recognition Tags” in this document to find out how to change your batteries

If you receive stolen vehicle alerts and have a Trackstar S7 system without tags, contact customer support on [Trackstarsupport@teletracnavman.com](mailto:Trackstarsupport@teletracnavman.com) to complete a diagnostic on the system. We may ask you to return to your installing dealership to check wiring connections and the Trackstar unit.

## I RECEIVE AN ERROR “ENGINE START NOT POSSIBLE”

If you receive “engine start not possible” error and you have a BMW with a Trackstar S5 Advance system, this is completely normal. Because the Trackstar S5 Advance system works by opening a circuit to inhibit ignition, the BMW’s on-board computer can occasionally notice this open circuit and give you a warning to let you know that the ignition circuit has been opened. This simply means that your car is working as it should and the Trackstar S5 Advance system is working as it should.

To avoid receiving this error, start your car within 12 seconds of entering the vehicle. Your Trackstar S5 Advance system has a 12-second pre-ignition timer built in, designed to combat this error message appearing.



## Contact

Teletrac Navman UK Ltd, K1 Kents Hill business park, Kents Hill, Milton Keynes,  
MK7 6BZ

[Trackstarsupport@teletracnavman.com](mailto:Trackstarsupport@teletracnavman.com)

[www.Trackstar.co.uk](http://www.Trackstar.co.uk)

<https://www.facebook.com/Trackstarsvt>

<https://www.twitter.com/Trackstarsvt>