

COMPLETE CONFIDENCE
AND PEACE OF MIND



This product is in compliance with the essential requirements and other relevant provisions of the following European directives and the relevant declaration of Conformity (DofC) has been signed:

- 99/5/EC Radio and Telecommunications Terminal Equipment combining the directives 89/336/EEC for Electromagnetic Compatibility and 73/23/EEC for the Low Voltage Directive.
- 95/54/EC Vehicle Directive relating to the approval of an ESA with respect to Electromagnetic Compatibility (72/245/EEC).

0800 800 505

www.mixtelematics.com

If you have any concerns or queries please call the Customer Response Centre (Monday to Friday 9am - 5pm).

No:



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BIRMINGHAM
B37 7YB

Tel: +44 (0) 121 717 5360
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www.mixtelematics.com



TrakBak Sentinel

User Guide

Connecting you to your mobile assets.
www.mixtelematics.com





WELCOME

Dear Member

We are pleased to welcome you as a new member to the TrakBak service and enclose important information about your automatic vehicle protection, tracking and recovery system. It is important that you read the information and keep this booklet in a safe place, but not in your vehicle where a potential thief may discover it.

Accompanying this booklet is a letter confirming your vehicle and personal membership details as held on our customer database. For insurance purposes, this

letter may be used as proof of installation. Your membership card is inserted in the back of this booklet. Write your Personal identification Number (PIN) that is on the covering letter, onto the membership card and keep it safe in your wallet or purse. You should also store a record of the PIN in a safe place, preferably with this booklet.

Thank you for buying a TrakBak system, and we wish you many years of safe motoring.

Yours faithfully
TrakBak Customer Services

The most advanced way
to protect and recover
your vehicle.



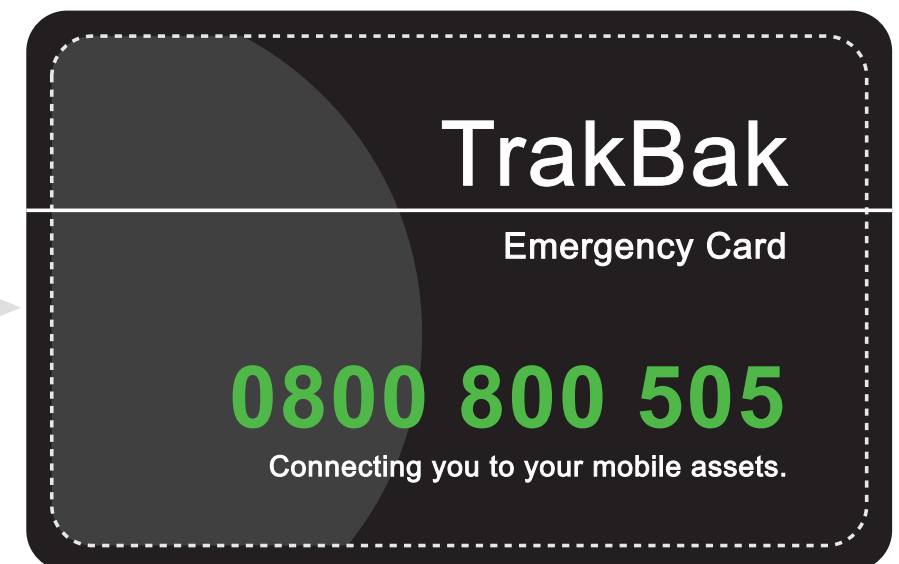
PEACE OF MIND

The TrakBak product is covered by a 12 month warranty to be free from defects in workmanship and material. Should a product be found defective in the vehicle in which it was originally installed, MiX Telematics will repair or replace the TrakBak product, or any part of the product which the company agrees is defective, without charge during the first 12 months following installation. MiX Telematics is not liable for any loss of earnings due to defective equipment. Your statutory rights will not be affected.

The TrakBak service is provided on the Company's terms and conditions of business, a copy of which is available on request.

Although your TrakBak system is monitored for reliability, we strongly recommend that you contact your nearest TrakBak dealer to arrange a system health check annually. Proactively checking the installation every year will ensure your system's good health and continued good life.

BEND AND PEEL HERE



0870 6000 139
www.mixtelematics.com

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TrakBak Sentinel
User Guide



PROCEDURES

Vehicle Theft

- ✓ The TrakBak National Monitoring Bureau will contact you to verify that the vehicle has been stolen as opposed to being transported legally.
- ✓ It is your responsibility to report the theft to the local police immediately, and obtain a Crime Reference Number.
- ✓ You must then call the TrakBak Members Emergency Helpline on 0800 800 505 and relay the Crime Reference Number to us.
- ✓ We will then liaise with the police, informing them of the exact location of your vehicle.
- ✓ Please check that no other known driver has borrowed your vehicle without informing you.
- ✓ Once you are sure that a theft has occurred, report it immediately via the TrakBak Members Emergency Helpline on 0800 800 505 giving your Personal Identification Number (PIN).
- ✓ Report the theft to the police and obtain a Crime Reference Number.
- ✓ Call the TrakBak Members Emergency Helpline on 0800 800 505 and give us the Crime Reference Number.

We will then activate your system and follow our normal procedure as outlined above.

Vehicle Theft with Keys

If your vehicle is fitted with Driver Verification, the locator should alarm automatically. If you are worried that the Driver Verification integrity is compromised, please follow the next steps:



GENERAL NOTES

- ✓ Do not alert a potential thief to your TrakBak system.
- ✓ Please advise us if your contact telephone numbers or other details change by calling our **Customer Response Centre** on **0870 6000 139**, Monday to Friday 9am-5pm. Correct contact information is essential in facilitating the recovery of your vehicle in the event of theft. This information must be kept up to date.
- ✓ Quoting your PIN, please advise the 24 hour **TrakBak National Monitoring Bureau** on **0800 800 505**, if you are leaving the UK for a period of time. You can delegate authority for verifying theft and reporting it to the police.
- ✓ During vehicle servicing or at any time when the vehicle may be driven by someone other than yourself, and if your vehicle is fitted with Driver Verification, we recommend that you do NOT tell the driver, at your discretion of course, where any driver verification components are fitted. If the system alarms, you will receive a call from the TrakBak National Monitoring Bureau. Inform them that the vehicle is being serviced and at that stage you may ask them to ignore future alarms for the servicing period. A call to the **Bureau** on **0800 800 505** once the vehicle is collected will ensure full monitoring is restored.
- ✓ Mix Telematics will not incur any liability should your vehicle be stolen during the notification period.
- ✓ Has your vehicle been involved in an accident or do you just want reassurance your system is working? Call the **Customer Response Centre** on **0870 6000 139**.

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User Guide



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OPTIONAL SERVICES

Position on Request (POR)

You may see the last known position of your vehicle using the Online facility. If you are a subscriber of a new system, you will receive 5 free PORs. Thereafter you will be prompted to pay per view. You may access the website service by going to www.trakbak.co.uk and then follow the prompts.

Driver Verification

This feature is available on some later TrakBak systems. There are 3 choices, push button, key fob mounted or a credit card style proximity option. If you chose to have driver verification, whatever your choice, please refer to the operating instructions left for you by the installation engineer before starting the engine. In the event of the correct procedure not being followed, the system will alarm and you will receive a call within minutes from our National Monitoring Bureau.

European Monitoring Bureau Services

Your TrakBak system works wherever there is GSM coverage. However, the standard National Monitoring Bureau service only covers you for the UK.

If you require wider European Monitoring Bureau services in addition to the standard, you will need to subscribe to the EUROWATCH service, which is available at a small additional cost. You may subscribe at any time, and membership is for a minimum of one year.

To subscribe online, go to www.eurowatchcentral.com and follow the prompts.

FALSE ALARMS

Please note, if your vehicle is either:

- ✓ towed,
- ✓ transported on a trailer, or
- ✓ travelling on a ferry

you must contact the TrakBak National Monitoring Bureau on 0800 800 505. In each of the above scenarios, without the use of the ignition keys, the system will assume it is being moved illegally and will go into alarm mode. If you forget to inform the Bureau, you will receive a call asking you to verify a theft.

If the incidence of false alarms is greater than 5 per calendar month, **MiX Telematics** reserve the right to impose a charge of £15 per subsequent false alarm as detailed in the Terms and Conditions on the back of the Membership form.

CHANGE OF OWNERSHIP

You have three options:

- 1) Have your current system re-installed in your new vehicle. Simply contact us on 0870 6000 139 to find out who your nearest TrakBak dealer is, so that you can arrange for the removal and re-installation of the system.
- 2) Inform us of the new owners name and address by contacting the Customer Response Centre on 0870 6000 139, Monday to Friday 9am-5pm. We will then contact the new owner to check whether TrakBak membership will be maintained.
- 3) Sell the TrakBak system with the car and purchase a new system for your new car. Please advise the Customer Response Centre on 0870 6000 139, Monday to Friday 9am-5pm that you have sold your vehicle complete with the TrakBak system.

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