

# Charging your MagTrack+



As your MagTrack+ device has no on/off switch, it will arrive fully charged in STANDBY MODE (a single daily GPS ping).

The box contains a USB cable which can be used to recharge the device whenever you receive low battery alerts, or if you simply want to charge it every few months to always give it the longest possible life in THEFT MODE. The main screen in the iOS/Android app will always display the battery status so you can decide when to charge.

## Installation

Your MagTrack+ is designed to be a covert installation, and to be unique to your vehicle. We do not suggest any specific places to install the device on any specific model, as this would reduce the security aspect of the device.

The MagTrack+ has strong magnets on the side with the serial number, and this allows the device to be fastened securely to any metal surface of your vehicle.

The key is to make the location as covert as possible, but also remember that at various times in the life of the device you will want to recharge the unit for maximum monitoring life.

The only stipulation in terms of location is to ensure the surface of the device opposite to the label side is not covered by any metal surfaces as this would impair the ability of the device to get a solid location fix. In essence, do not fully enclose, or fully surround the MagTrack+ with metal.

**Contact us today to find out more**

**Call:** 0161 441 1001 **Email:** [sales@matrixiq.com](mailto:sales@matrixiq.com) **Web:** [matrixiq.com](http://matrixiq.com)



## Download the App

Click on the links below, or search Trak+ on the App Store or Google Play, to download the app.



Download on the  
**App Store**



**Google Play**

## Setting up the App

Once the app is downloaded to your phone, you can follow these suggested actions:

- ✓ Enter the "Settings" menu top left and confirm alerts and app push notifications
- ✓ Change your provided temporary password to one of your choosing
- ✓ Click "done" when completed
- ✓ Select your device on the home map screen to edit Name / Enter Registration number etc
- ✓ Take a photo of your caravan / motorhome so that it can be identified or select from your phone camera roll
- ✓ Click "done" when completed

## Selecting the best mode of use / Home Screen Explained

There are 4 main modes you can select from within the app, from which you can decide which one best suits your use.

Your MagTrack+ device should arrive with you in "STANDBY MODE", and the below table gives a quick guide to battery drain in each of the modes (remember, you are trying to minimise unnecessary battery drain).

Mode	Tamper	Tremble	Move Mode Pings	Static Mode Pings	Battery Drain
Standby	ON	OFF	None	Daily	Low
Transport	ON	ON	Hourly	Daily	Low
Monitoring	ON	ON	10 Minutes	4 Hours	Medium
Theft	ON	ON	1 Minutes	15 Minutes	High

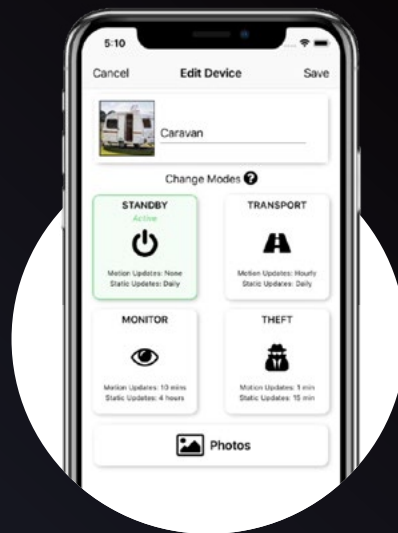
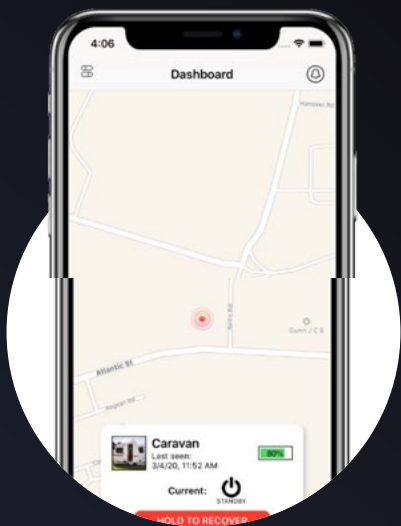
The front screen shows the device on an interactive map with zoom / satellite / street view functionality, together with showing at a glance what mode the device is currently in, with battery status.

Click on the device at the bottom of the Home / Map screen to enter the "Mode Selection" screen. Select your desired mode.

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Please note, the mode will only change when the device next messages into the platform so if the device is in Transport Mode, for example, the mode will update after 24 hours without any movement, or within 1 hour of the device moving. (The same is true for each selection made - the change of mode is subject to the above "next message generated" scenario for the mode it is "currently" in.)

## Alerts

You can set up alerts in the app for movement and for low battery. The screen will show device removal as an option but this is not active in the system so do not select this. To set up and change the alerts, from the main screen, select top left "Menu" icon and select notifications. This then gives you access to set up app only or app and email alerts.

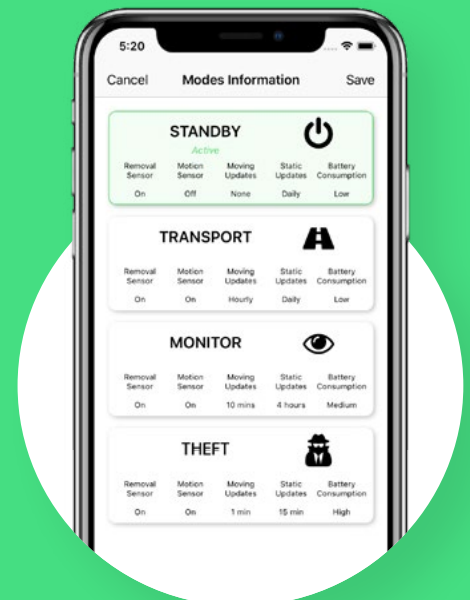
## Theft Recovery

In the event of a "Theft" scenario, select the "Hold to Recover" icon within the app. You will be prompted by a popup to confirm the action.

Once you click "confirm", the device will automatically be transferred to our Finder Team, and you will now lose sight of it on the app whilst it is in recovery.

By selecting confirm, your phone will automatically dial our 24/7 recovery ARC (Alarm Receiving Centre) where you will confirm your name and contact number, after which you will be transferred to our live Operations Desk where you will be asked to confirm your memorable word, or certain characters from your memorable word.

From this point on, you will be appraised upon activity and actions taken on the contact details you have provided. Once the theft recovery process is completed, the device will be placed back in your control to again view in your app.



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