Charging your MagTrack+

Matrix iQ
CONNECTING TECHNOLOGY WITH INTELLIGENCE

Your MagTrack+ device will arrive on, fully charged and will be in Transport mode.

The box contains a charger and magnetic USB charging cable that you can use to recharge the device if you receive low battery alerts or if you want to simply charge it every few months to always give it the longest possible life in theft mode.
The main screen in the app always shows you the battery status so you can decide when to recharge.

Green LED	Status
On	Charging
Off (for more than 8 seconds)	Not-Charging

Installation

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

The device has strong magnets on the side with the serial number label, and this allows the device to be fastened securely to any metal surface in the vehicle. However, it is also possible to embed the device in a variety of locations without using the magnets.
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 batteries for maximum monitoring life. We have included a metal plate which you can optionally use to screw to a non-metal surface and then attach the MagTrack+ to that.

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 good location fix. In essence, do not fully enclose, or fully surround the device with any dense material - i.e. wood or metal.

Contact us today to find out more
Call: 0161 441 1001 **Email:** sales@matrixiq.com **Web:** matrixiq.com

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Download for iOS

Search Trak+ on the App Store or use the QR coded below:
(ensure only one code is visible to your camera app at a time)

Download on the App Store

Setting up the App

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

- Enter the settings menu in top left corner, & change your provided temporary password to one of your choosing
- Return to the home page
- Select your vehicle on the home map screen and click alerts at the bottom, then reminders tab. Enter your vehicle's MOT, tax, service, and insurance renewal dates if applicable
- Click on the "MagTrack" tab & enable alerts & push notifications for device removal, movement and low battery
- Click "Vehicle" at the bottom of the screen to edit / add your vehicle's registration & mileage. Take a photo of your asset / vehicle or select image from phone so it can be identified

Download for Android

Search Trak+ on Google Play or use the QR coded below:
(ensure only one code is visible to your camera app at a time)

Google Play

Setting up the App

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

- Enter the settings menu in top left corner, & change your provided temporary password to one of your choosing
- Return to the home page
- Select "vehicle" tab at the bottom-right, tap the green arrow next to your vehicle, click "alerts" tab at the bottom to enter your MOT, tax, service and insurance renewal dates if applicable
- Click "Config" tab along the bottom & click "create alerts" to enable alerts and push notifications for device removal, movement & low battery
- Click "Vehicle" at the bottom of the screen to edit / add your vehicle's registration & mileage. Take a photo of your asset / vehicle or select image from phone so it can be identified

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 "Transport 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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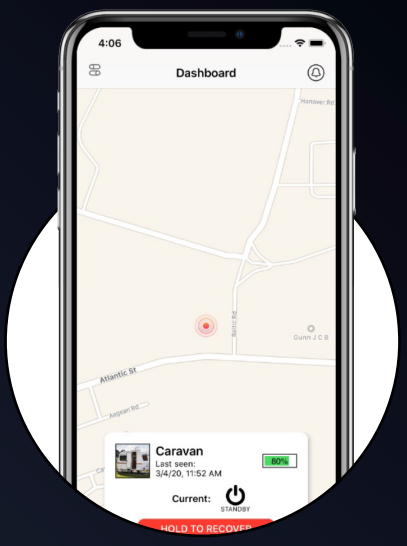
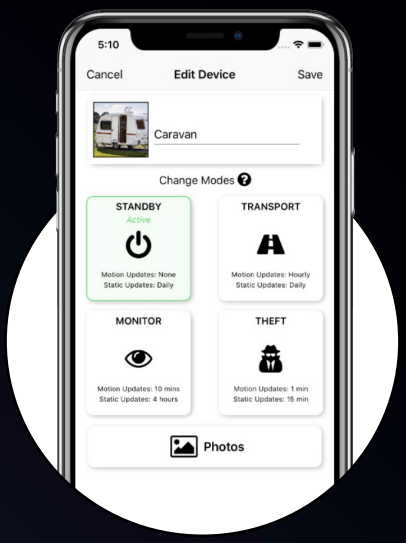
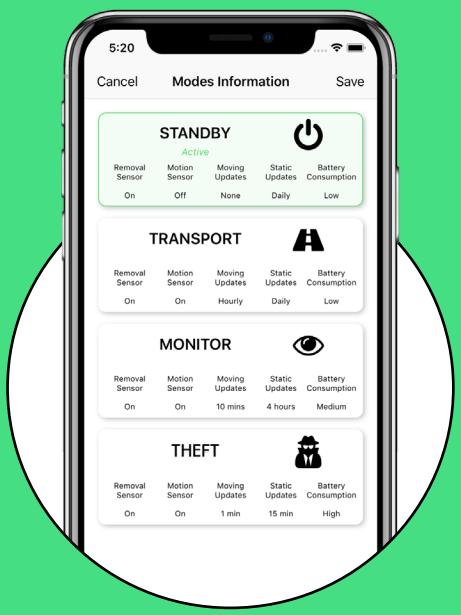




Please note, the mode will only change when the device next messages into the platform so if the device is in Transport Mode, for example, the mode will update after 24 hours without any movement, or within 1 hour of the device moving. (The same is true for each selection made - the change of mode is 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 group to again view in your app.

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