



**Commercial  
Vehicles**

## VOLKSWAGEN TRANSPORTER —25MY META TRAK INSTALLATION MANUAL

# Meta Trak

### PART NUMBERS

1 YEAR CONTRACT - ZGB000054003  
3 YEAR CONTRACT - ZGB000054004  
6 MONTH DEALER DEMO - ZGB000054005  
DEMO 1 YEAR UPGRADE PACK - ZGB00054006  
DEMO 3 YEAR UPGRADE PACK - ZGB00054007  
SPARE DRIVER ID TAG - ZGB00054008

### KIT CONTENTS

1x Meta Trak ECU,  
2x Driver ID tags (1x included with Demo),  
1x Power Harness,  
2x Cable Ties,  
2x Blue Duraseal Connectors  
1x Red Duraseal Connector,  
1x Red 6.3m Ring Connector,  
1x Adhesive Primer wipe,  
1x Micro Fuse link,  
1x 2 Amp Micro fuse,

### TECHNICAL HELPLINE

Tel: 020 3332 0128 Email: [technical@metatrak.co.uk](mailto:technical@metatrak.co.uk)

### PRE-INSTALLATION CHECKS

Carry out a functional check and test of the vehicle systems prior to starting the installation, in particular, the area to be worked on during the course of the installation.

### INSTALLATION NOTES

**Ensure prior to installation that the vehicle is in neutral and the vehicle battery is disconnected. Do not re-connect battery with the vehicle in gear.**

Verify connection points with an intrinsically safe, VW Group approved multi-meter.

Where indicated, ensure all electrical connections are made using the approved VW Group methodology

Re-apply protective tape to any section of the vehicle harness exposed during installation.

Always secure wiring harnesses away from any moving parts

Treat any drilled holes with an appropriate anti-corrosion paint/spray.

### VOLKSWAGEN VEHICLES CONNECTION METHODOLOGY

Refer to ELSA prior to making any electrical connections; all electrical connections must be carried out using the Duraseal methodology (see below)

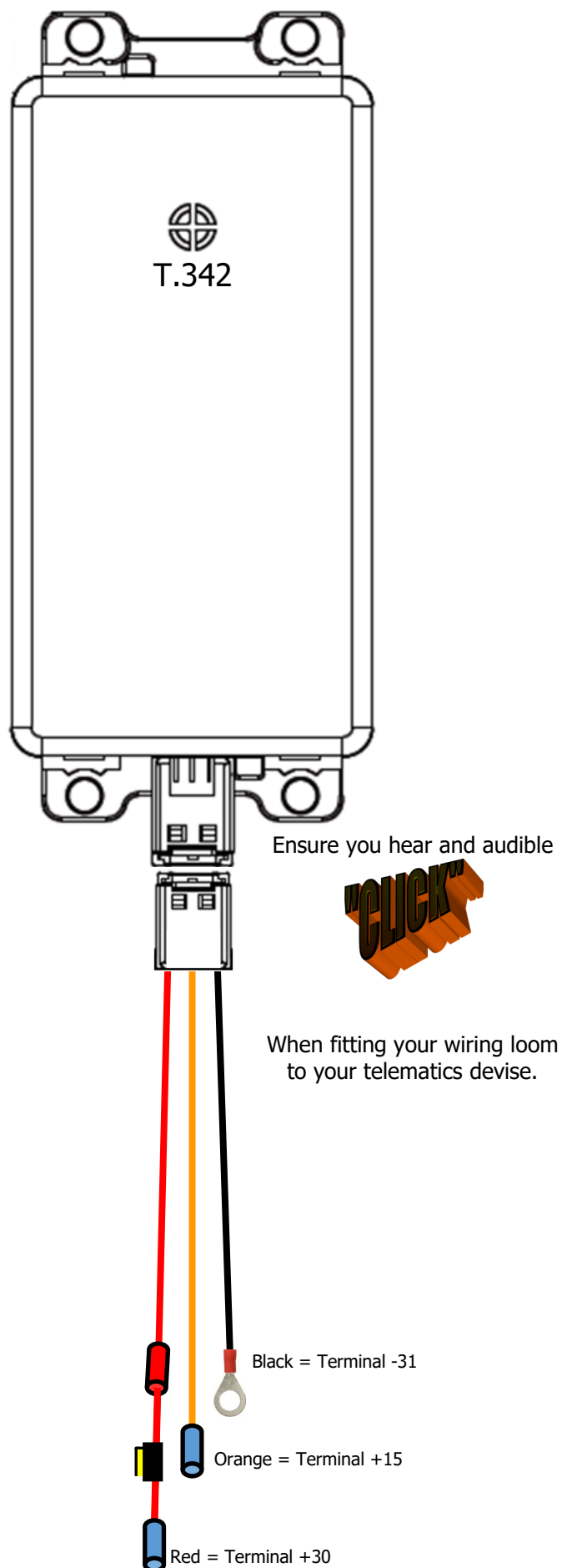
- Place the heat-shrink tubing over the terminal and allow 5mm overlap, heat-seal using tool 1978/14 and shrink element 1978/15.
- Repeat the operation to complete double insulation process.
- Cut the wires intended for connection and strip back the insulation by 10mm.
- Twist the exposed cable, (where two wires enter the Duraseal Connector at the same end twist the cable together and trim surplus to leave 6mm of exposed cable.
- Place a Duraseal connector in an approved crimping tool and insert the intended wire(s) into one end, apply pressure to the crimps and maintain the pressure for approximately 5 seconds after the jaws have closed.
- Repeat the process at the opposite end of the Duraseal Connector.
- Using the Hot Air Blower 1978/14 and Shrink Element 1978/15, heat the Duraseal Connector until the sleeve seals at both ends of the connector.



## T.342 INSTALL DIAGRAM

The control unit can be mounted in any position, all aerals and sensors are built into this one unit.

When Fitting please refer to the diagram opposite.





## CREATING A NEW CUSTOMER CONTRACT (SALES ADMINISTRATION)

The screenshot shows the Meta Trak website interface. At the top, there is a navigation bar with links: Contract Search, Reports, Sales, Administration, and Accident search. Below this, a 'Search' dropdown menu is open, showing options: Contract Search, New Contract, Contracts List, Dealer Device Replacement, Accounts, and Contract Operations. The 'New Contract' option is highlighted. The main content area contains various input fields for account and device information, including Account, Mobile Number, Is blocked, Dealer Group, Installation Date, Contract date, Disable Date, Device details (Rate, PartNo, IMEI No, Name, Device status, Fault, Script, Script version), and buttons for Search and Clear.

### 1. STARTING A NEW CONTRACT

Log into the Meta Trak website <https://adm.metatrak.it/> using the detail supplied to you.

Click on "Contract Search" on the top left of the screen and then scroll down the pop up menu and select "New Contract"

The screenshot shows the 'CUSTOMER INFORMATION' form. It is divided into several sections: Account (Account, Dealer), Customer info (First Name, Surname, VAT Number, Company Name, Mobile Number, E-mail, Country, Address Line 1, Town, Post Code), Contact person (First Name, Surname, Security Question and Answer), Contact Info (Mobile Number, E-mail), and Additional contacts (Second phone number, Third phone number). There is a 'Next' button at the bottom.

### 2. CREATING A NEW CONTRACT

Complete each box as required

(Account number is only required if the customer is adding this to an existing Meta Trak account)

Ensure that the Customer info mobile number input is the mobile phone the customer wishes to use the Meta Trak app on. Ensure that when inputting the mobile number you replace the first digit "0" with 44.

Security Question and Answer field information should be input as below, The question can be anything the customer wants it to be.

Q = (I.E customers First car)  
A = (VW Polo)

Once all of the data has been input click "Next" located in the bottom corner.

The screenshot shows the 'VEHICLE INFORMATION' form. It contains input fields for Vehicle Type (Car), Vehicle Make (VOLKSWAGEN), Vehicle Model (GOLF VII), Vehicle Registration, VIN, and Vehicle Colour (- Not Selected -). There are 'Back' and 'Next' buttons at the bottom.

### 3. INPUTTING VEHICLE SPECIFICATION

Input the vehicle data,  
Vehicle Type: Car  
Vehicle Make: Volkswagen  
Vehicle Model: (Select from drop down menu)  
Vehicle Registration: (Input the specific Reg)  
Vin: (Input the specific Chassis number)  
Vehicle Colour: (Input the specific bike colour)

Once all of the data has been input click "Next" located in the bottom corner.



▼ Device

IMEI:

OBU serial number:



#### 4. ALLOCATE THE DEVICE

Input the unit IMEI and Serial numbers into the designated boxes.

Once all of the data has been input click "Next" located in the bottom corner.

The next page is a contract summary, ensure all the data you have input is correct and then click "Next" located in the bottom corner.

Finally, click next again.

Contract setup is now complete, make a record of the customer contract number and exit the screen, the device is now ready for installation by your technician who can then activate the product once the installation is complete.

Or if you wish to carry out the initialisation process now continue to the next step below.

#### DEVICE INITIALISATION / PRINT CONTRACT

##### ACTIVATION OPTIONS

1. To Initialise the device **NOW** - Send 'INITIALISATION' check values in 'System Values', verify Status = ACTIVATED, send 'Get Position', check position.
2. To Initialise the device from here **LATER** - **DO NOT CLICK 'FINISH'**! When ready to initialise the device select the contract from the contract list, then proceed as per point 1.
3. To Initialise the device using MT Installer click Finish.

Please follow on screen instructions, paying particular attention to "click finish" once happy with all information entered. Located at the bottom of the screen on the left. Next screen to appear will be a chance to view and print contract. However, a copy of the contract will be emailed to the email address the account has been set up in.

Reply Reply All Forward M

Wed 08/03/2017 12:34

no-reply@metatrak.it

Welcome to Meta Trak

To: Metatrak Technical

MetaTrak\_Shield\_User...  
750 KB

**Thank you for purchasing a Metatrak Vehicle Tracking System**

This email provides you with information on how to download our **smartphone app**, login to your **web portal** and view your **user guide** (attached). It also provides you with details of your contract as **proof of installation**.

Please check the information below is correct and contact us on +44(0)203 332 0121 should it need amending.

**Your login information:**

Login: XXXXXXXX Password: XXXXXXXX

To access your **web portal** login online at [www.metatrak.co.uk](http://www.metatrak.co.uk)

You may also **Download** our dedicated app "Meta Trak" from the relevant app store:

GET IT ON Google Play

Download on the App Store

Get it from Microsoft

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For our Terms & Conditions see our website

**Contract Information**

Your contract number is:	XXXXXX
Your account number is:	XXXXXX
Primary Contact No:	447XXXXXXX
Customer Name:	John Smith
Address:	1 Somewhere St
City:	Anywhere
Postcode:	ZZ1 1ZZ
Vehicle Registration:	XXXXXXX
Vehicle Model:	MERCEDES-BENZ S63
Colour:	GREY
VIN/Chassis No:	XXXXXXXXXXXXXXXXXX
System Type:	Meta Trak 5
Thatcham Category:	5
Thatcham Accreditation No:	TQA496
Installed by:	
Subscription:	META TRAK 5 1Y
Activation Date:	23.02.2017 13:29:12
Expiry Date:	23.02.2018 00:00:00
Service Provider:	Meta Trak UK, Unit 8, The Links, Popham Close, Hanworth, Middlesex TW13 6JE

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## VOLKSWAGEN TRANSPORTER 25MY

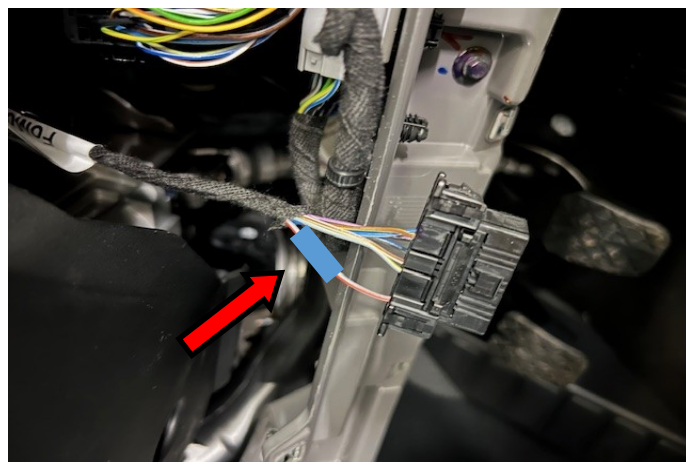


## 1. ECU LOCATION

Trim Removal— Drivers side kickwell.

Using supplied alcohol wipe clean mounting point ensuring surface is clean from any grease or dirt. Connect the power harness and then secure the T.342 ECU in a well hidden position. Such as inside the top of the dashboard behind sound deadening with the supplied adhesive pad and cable ties, as shown in the photograph opposite.

Route the power harness to the lower drivers side dash area.



## 2. +30 CONNECTION

Route the +30 Red wire of the T.342 ECU to the black OBD connector, drivers side under dash. Strip back the harness tape and splice connect into the White/Brown wire, pin 16, using the supplied fuse holder and duraseal connectors.

Ensure that all wires are taped and routed alongside existing vehicle harness.

[REFER TO IMAGE AND DIAGRAM PAGE 2](#)

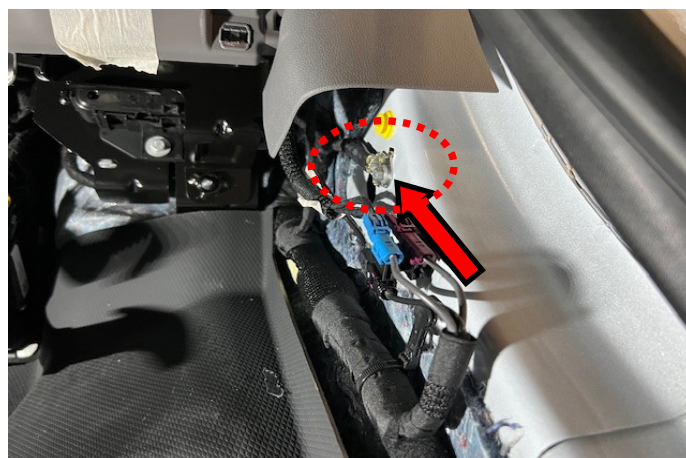


## 3. + 15 CONNECTION

Route the +15 Orange wire from the T.342 ECU to the Grey 3 way connector on the rear of the 12v outlet, in the centre console. Splice connect into the White/Orange wire, pin 3, using the supplied Blue duraseal connector.

Ensure that all wires are taped and routed alongside existing vehicle harness.

[REFER TO IMAGE AND DIAGRAM PAGE 2](#)



## 4. -31 CONNECTION

Route the Black wire of the T.342 ECU to the ground point located in the drivers kickwell. Crimp on the supplied Red ring connector and connect to the M6 stud, re-fit retaining bolt, tighten as per Elsa torque settings.

Ensure that all wires are taped and routed alongside existing vehicle harness.



[NOW CARRY OUT THE INITILISATION PROCESS](#)



## SYSTEM INITIALISATION AFTER FITMENT OF THE PRODUCT (INSTALLER)

The screenshot shows the Meta Trak website interface. At the top, there is a navigation bar with links: Contract Search, Reports, Sales, Administration, and Accident search. Below this, a 'Search' dropdown menu is open, showing options: Contract Search, New Contract, Contracts List, Dealer Device Replacement, Accounts, and ContractOperations. The 'Contract Search' option is highlighted. The main content area contains various search filters and form fields for contract details, including Contract No., Last name, Status, TSP, Account, Mobile Number, Is blocked, Dealer Group, Installation Date, and Disable Date. There are also sections for 'Device details' with fields for Rate, IMEI No, Name, Device status, Script, and Fault.

## Step 1.

Log into the Meta Trak website <https://adm.metatrak.it/> using the detail supplied to you.

Click on "Contract Search" on the top left of the screen and then scroll down the pop up menu and select "Contract Search"

The screenshot shows the 'Contract List' page on the Meta Trak website. It includes a search bar with fields for Surname, Device Serial No, and Vehicle Registration. Below the search bar is a table with columns: No, Agent, Company Name (if applicable), Customer, Vehicle Model, and Vehicle Reg. The table contains three rows of data. The first row is highlighted with a red dashed circle. The second row is also highlighted with a red dashed circle. The third row is highlighted with a red dashed circle.

## Step 2.

Select the relevant customer/vehicle from the contract list (or use the search fields); verify the IMEI No is the same as the one on the device you are installing. Click on the installation 'No.' to proceed.

*(If not found check whether Sales Admin have entered the customer contract data).*

The screenshot shows the 'Contract List' page on the Meta Trak website. It includes a sidebar menu with the following items: CUSTOMER INFORMATION, VEHICLE INFORMATION, DEVICE INFORMATION, CONTRACT SUMMARY, CONTRACT REGISTRATION, and DEVICE INITIALISATION / PRINT CONTRACT. The 'DEVICE INITIALISATION / PRINT CONTRACT' item is highlighted with a red dashed circle. Below the sidebar menu is a section titled 'ACTIVATION OPTIONS' with a list of instructions: 1. To test and ACTIVATE the device NOW - Send 'INITIALISATION' ch.

## Step 3.

Scroll to the bottom of the page and click on 'DEVICE INITIALISATION'



DEVICE INITIALISATION / PRINT CONTRACT

ACTIVATION OPTIONS

1. To test and ACTIVATE the device NOW - Send 'INITIALISATION' check values in 'System Values', verify 'Device Setup'.
2. To test and ACTIVATE the device from the Meta Trak Web Platform LATER - DO NOT CLICK 'FINISH', simply close the page in browser.
3. Otherwise click 'Finish'.

Device Setup

Vehicle Position

Status: +

System Values

Map Satellite

Back Finish

## Step 4.

Click 'Device Setup' and send the 'Initialisation' command.

DEVICE INITIALISATION / PRINT CONTRACT

ACTIVATION OPTIONS

1. To test and ACTIVATE the device NOW - Send 'INITIALISATION' check values in 'System Values', verify 'Device Mode' = 4, send 'Get Position', check position is correct.
2. To test and ACTIVATE the device from the Meta Trak Web Platform LATER - DO NOT CLICK 'FINISH', simply close the page in browser.
3. Otherwise click 'Finish'.

Device Setup

Initialisation Send

Unlock OBU Send

Vehicle Position

Status: Redundant Activation

32, Launceston Drive,  
Coalville, LE67 3QQ

Co-Ordinates 52.714183, -1.36874

14.03.2018 12:51:34 0 km/h

System Values

Event	Event date	Reception date/time	Delay / Age
Status Report	14.03.2018 12:51:37	14.03.2018 12:51:37	
SMS Delivered	14.03.2018 12:51:34	14.03.2018 12:51:34	
FW Version Report	14.03.2018 12:51:30	14.03.2018 12:51:30	
Active (Normal)	14.03.2018 12:51:29	14.03.2018 12:51:29	
StatusInfo	14.03.2018 12:51:10	14.03.2018 12:51:29	19s
Parameters Received	14.03.2018 12:51:29	14.03.2018 12:51:29	
SMS Delivered	14.03.2018 12:50:49	14.03.2018 12:50:49	
Set Qtrak EU	14.03.2018 12:50:49	14.03.2018 12:50:49	

Map

## Step 5.

A number of commands will now be sent automatically by the Meta Trak server. After approx. 1min a position with address will be shown, as below.

(If no position becomes available within 1-2mins click 'Vehicle Position' and send the 'Get Position' command).

Device Setup

Vehicle Position

Get Position Send

Status: Redundant Activation

20 Forest Rd, Coalville LE67 3SQ, UK

Co-Ordinates 52.714183, -1.36874

14.03.2018 12:51:34 0 km/h

System Values

Device Info

Firmware Version 49 14.03.2018 12:51

Device Mode Status

Automatic Immobiliser Mode 0 13.03.2018 17:44

Device Mode (4 = Normal/Active) 4 14.03.2018 12:51

Privacy Mode (0 = OFF) 0 01.01.1970 0:00

Device Status

Ignition OFF 01.01.1970 0:00

Mileage Reminder 0 13.03.2018 17:44

Odometer 0 13.03.2018 17:44

ServiceMaintenanceTime 0 13.03.2018 17:44

Starter Immobiliser OFF 01.01.1970 0:00

TimeOdometer 0 13.03.2018 17:44

Voltages

Internal Battery Voltage 2.5 14.03.2018 12:51

Vehicle Battery 12 14.03.2018 12:51

Map

## Step 6.

**Check:**

Device Mode = 4

Internal Batt V = >2.3

External Batt V = +/- 0.3V vs. actual battery voltage

Ignition = ON, when full ignition is ON

Ignition = OFF, when ignition is OFF

(If System Values data is not visible click on 'System Values').

## Step 7. ID TAG OPERATION CHECK

ID-Tag Check (Step 4)

Switch the ID-Tags ON by pressing the central button 4 times for at least one second; the red LED will now continue to flash once every 3 seconds





+	ID Tag recognised	14.03.2018 15:01:34	14.03.2018 15:01:36	2s.
+	Ignition ON	14.03.2018 15:01:28	14.03.2018 15:01:32	4s.
+	Ignition OFF	14.03.2018 15:01:08	14.03.2018 15:01:24	16s.

### Step 8.

Switch the Ignition ON and check for an 'ID Tag recognised' event in the Event List.

	Event	Event date	Reception date/time	Delay / Age
+	ID Tag recognised	14.03.2018 15:19:24	14.03.2018 15:19:27	3s.
+	ID Tag recognised	14.03.2018 15:19:22	14.03.2018 15:19:23	1s.
-	ID Tag recognised	14.03.2018 15:19:03	14.03.2018 15:19:05	2s.

Map XML

Time	14.03.2018 15:19:03
Latitude	52,714216
Longitude	-1,368797
Altitude	0
Course	196
GPS	3
Glomass	2
Speed	0
Address	10 Forest Rd, Coalville LE67 3SH, UK

dop	<hdop>6</hdop><pdop>8</pdop><vdop>5</vdop>
driver_tag	<battery_status>false</battery_status> <button_pressed>false</button_pressed> <button_pressed_long>false</button_pressed_long> <button_pressed_twice>false</button_pressed_twice> <id>1</id><mac>98072DA97001</mac>
raw_event	30
ajacent_event	40
transport_crc_ok	true
created_at	1521040743
from_log	true
time	1521040743

+	Ignition ON	14.03.2018 15:18:57	14.03.2018 15:19:03	6s.
+	Ignition OFF	14.03.2018 15:10:49	14.03.2018 15:10:59	10s.

### Step 10.

#### To test more than one ID-Tag at the same time

Ensure all ID-Tags have been switched on and the LED is flashing.

Switch the Ignition ON and check for 'ID Tag recognised' events in the Event List.

*(There may be more than one event for the same ID-Tag)*

Now check for the MAC code (*printed on the RED Code Card attached to the ID-Tag*) from each ID-Tag within the 'ID Tag recognised' events.

Click on '+' to the left of the event to expand it. Check the following events in the same checking for the MAC code of the other ID-Tags.



**Ensure testing is completed BEFORE clicking 'Finish'. You will not have access to the device after clicking 'Finish'**

Finally, attach the ID-Tags to the vehicle keys.

#### Meta Trak Dealer Demo Key Tag

Attach the Key Tag included in the kit to the demonstrator keys.