

User Guide



24 Hour Secure Operating Centre

or if calling from outside the UK

0844 239 0035*

+44 208 305 2026

Customer Services

(Monday-Friday 9am-5pm)

0844 239 0032*

* Calls charged at 3p per minute from UK landlines. Call charges from mobile networks may vary.

Thank you for subscribing to the Cobra Vehicle Theft Management service.

This guide will help you to gain an understanding of how to use the Cobra Service. However, should you have any issues that need further clarification, just call Customer Services where our advisers will be available to answer your query.

Please Note

We have taken your address, contact details, security passwords and payment.

If for any reason you have not already supplied this information, please call us immediately as we are unable to provide you with security services without these details.

How does it work?

Vehicle tracking systems without driver cards

This service delivers stolen vehicle recovery but for added security these systems will:



Send an alert when your vehicle is lifted or towed away without the keys.



Send an alert when your vehicle battery is disconnected or discharged.



Send a monthly health check message to the Secure Operating Centre to confirm full system functionality.



Automatically detect jamming of GSM frequency. As soon as the device can use the GSM network an alert is sent to the Secure Operating Centre.

Vehicle tracking systems with driver cards



These systems are supplied with two unique driver cards. An authorised driver must have a driver card in their possession when using the vehicle.

The system will automatically arm itself 70 seconds after the vehicle ignition has been switched off and the driver card is out of range (approximately 3 metres).

The system will automatically disarm itself when the driver card is brought back in range of the vehicle.

If your vehicle is driven approximately 100 metres and a driver card has not been detected, a silent alert will be transmitted to the Secure Operating Centre. Our advisers will contact you to ensure that a vehicle theft has not taken place.

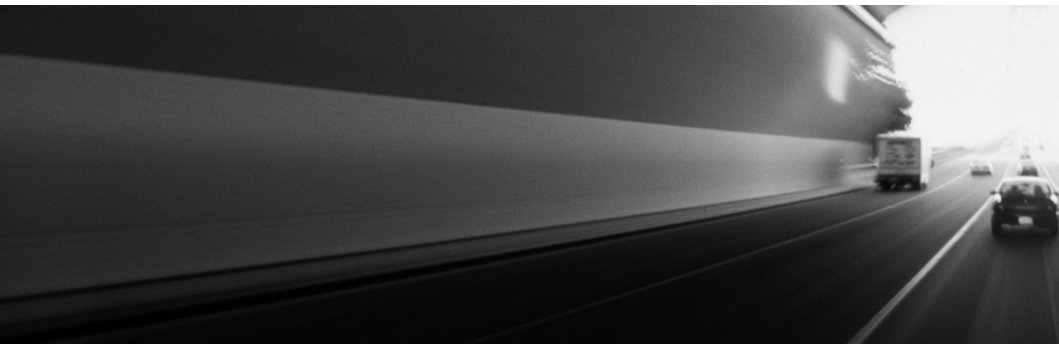
This service delivers the same alerting functions as the vehicle tracking systems without driver cards but with the added security that this system will additionally:



Send an alert when it detects that the GPS antenna has been disconnected or if jamming is detected.

There may be some additional alerting features integrated into the engine management system. Where applicable these will be detailed in your welcome letter.

If your vehicle is stolen



If you discover that your vehicle has been stolen you must call the Secure Operating Centre. Our advisers will verify your security details and explain our Vehicle Theft Management procedure.

Where an alert has been received, we will attempt to contact you using the telephone number(s) you supplied at the time of registration.

We will not contact the Police until we have spoken to you. This is to comply with Police procedures so that we do not waste Police time with false alarms.

Once we have confirmed the theft with you, we will commence our Vehicle Theft Management procedure.

If you have not already done so, we will ask you to contact the Police to report the theft and to call us back immediately with a Police incident number. Receipt of an alert does not constitute a confirmed theft, as Police Forces require key holder verification of a theft.

The Secure Operating Centre will then liaise with the relevant Police Force to seek to recover your vehicle.

If your vehicle is outside the UK the Secure Operating Centre will work with the Police in their local language, across Europe* to get your vehicle back fast.

In order to prevent your vehicle being moved following a theft, we may, under instruction from the Police, temporarily prevent the vehicle's engine from restarting.**

Once the Police have secured the stolen vehicle, arrangements will be made with you for the vehicle to be collected. The Police may require it to be taken to a secure compound for further investigation.

You will be liable for any statutory Police recovery & storage charges, payable directly to the Police.

** Dependent on type of tracking system.

* European Countries Covered (as at 03/11)

Albania, Austria, Belarus, Belgium, Bosnia & Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (Monaco), Germany, Greece, Hungary, Ireland, Italy (Vatican City, San Marino), Latvia, Lithuania, Luxembourg, Macedonia, Malta, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain (Andorra, Gibraltar), Sweden, Switzerland (Liechtenstein), Turkey, Ukraine, United Kingdom, and Russia.

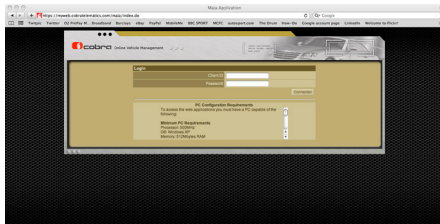
Web Option



Our web application allows you to manage a number of different aspects of your account and gives you the ability to personalise the service you receive.

To login go to:
<https://myweb.cobratelematics.com>

Enter your Client ID and Password in the window below. Your Client ID is provided in your welcome letter. Your Password will be sent to you in the welcome SMS message.



For full user instructions and to see all features available, click on the 'help' tab to bring up the on-line help.

The key functions of the web application enable you to:



- Obtain a real time location of your vehicle*
- Access the Geofence facility, allowing alerts to be set relative to vehicle movement in and out of a pre-defined area
- Set Transport mode when travelling for instance by ferry, or Garage mode when the vehicle is being serviced, to avoid generating false alerts
- Manage Multiple Vehicle accounts
- Configure the way you receive alerts by SMS, e-mail or phone
- Change your personal passwords

***Important note:** Real time vehicle location via the web is suspended if a vehicle theft is reported, for the protection of vehicle owners/operators

Important Information



Driver cards

The driver card has an internal battery which will last in excess of 18 months. When the battery nears the end of its working life you will receive an SMS message advising you of this.

The internal battery should be replaced with a standard battery, type CR2032, which can be purchased from most high street outlets.

In order to conserve battery life, the driver card can be switched off during periods of inactivity by pressing and holding the button on the card for 8 seconds. The LED, positioned above the button on the driver card will stop flashing.

To switch the driver card back on, press the button for 1 second. The LED will flash once every 3 seconds.

False alerts

To maintain our exceptional stolen vehicle recovery rates we depend on our customers' support and cooperation to keep false alarms to an absolute minimum. As detailed in our Terms and Conditions we reserve the right to charge for excessive false alerts.

To avoid unnecessary false alerts, please ask the Secure Operating Centre to set your system to Transport mode if the vehicle is to be lifted or towed, Garage mode if the vehicle battery is to be disconnected, or Forced Unset mode if you are driving without carrying your driver card.

Transport mode

This mode inhibits the alerts that would be generated by unexpected movement of the vehicle, whilst the ignition is switched off. For example if the vehicle is to be transported.

Garage mode

This mode inhibits the alerts that would be generated by unexpected tampering with the vehicle, for example:

- The vehicle is to be serviced
- The battery is to be disconnected
- Dealer maintenance on the device is to be performed

Forced Unset mode

This mode inhibits alerts that would be generated by the vehicle moving without the presence of the driver card, when the ignition is switched on.

Supplementary Information



Damage check

If you are involved in an accident or if your vehicle battery has been disconnected for any reason (for example bodywork repair or paint re-spray), you must call Customer Services so that we can test the system to check that it is still functioning correctly.

Subscription packages

Your chosen subscription package will be detailed in your welcome letter. We will contact you towards the end of the subscription period to arrange subscription renewal.

Insurance benefits

Cobra products have been approved by Thatcham in the UK, Incert in Belgium and SCM in the Netherlands. As a result, most insurers recognise our products as approved security tracking systems and may be pleased to offer policy holders a premium rebate or other benefits as a reward for fitting a Cobra system.

Hands-free mobile phone use

The use of hand-held mobile devices whilst driving is now prohibited in most European countries. Therefore, it is important that services are only accessed using a legally compliant hands-free kit while your vehicle is on the move. Otherwise, you must safely park up and switch off your engine before calling us.

Change of details

Should any of your personal details change you must call Customer Services or email registration-uk@cobra-at.com. For example:

- You have changed the registration plate on your vehicle.
- You are selling your vehicle.
- You are a new owner who has bought a pre-owned vehicle already fitted with a Cobra system.
- You have changed your mobile phone number or address.

Protecting your data

By subscribing to our services, we recognise that you have given us personal information about you and your vehicle. Protection of your data is core to our commitment to you. Please see our separate Privacy Policy.

Our commitment to you

We cannot stop your vehicle from being stolen. But we continue to develop ways of helping customers to get the better of vehicle thieves.

Feedback

We value your feedback to help us to improve our services. Simply e-mail your comments to us at: suggestions-uk@cobra-at.com

For more information:

Tel: 0844 239 0034

e-mail: info-uk@cobra-at.com

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