

Beame

recovery. simply sorted.

USER MANUAL

A MiX Telematics Brand

EMERGENCY NUMBER

to report a stolen vehicle

0860 232 631



Use the ASSIST button in the Matrix App to report a stolen vehicle.

Take the time to ensure you understand the content in this manual and to familiarize yourself with the different features of your Beame.

PLEASE NOTE that this User Manual is merely a summary of the features* and benefits offered. Please refer to www.beame.co.za for additional information and to view the full terms and conditions.

*Features are subject to change without prior notice.

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Beame
Contact Details

Please do not leave this booklet in your vehicle!

EVERYTHING YOU NEED TO KNOW ABOUT BEAME

Modern life can be complicated, getting your vehicle recovered shouldn't be.

Beame, **STOLEN VEHICLE RECOVERY**, simply sorted.

Beame, a MiX Telematics brand, is one of South Africa's most loved, reliable, stolen vehicle recovery services that is totally affordable. Beame boasts one of the highest recovery rates in the industry. That is why all major insurance companies approve of Beame. As a South African-born brand, having revolutionised the wireless tracking industry in 2011, Beame is known for its guaranteed reliability and true convenience.

WHAT IS BEAME?

The small Beame device, powered by a battery that lasts for a minimum of 3 years, is wireless which means quick and hassle-free installation without interfering with the vehicle's electronics or warranties. The Matrix Vehicle Tracking App gives Beame customers quick access to the control room in the event of a car theft or hijacking and allows you to check if the device is functioning.

PRODUCT FEATURES AND BENEFITS

-  **Jamming Detect** Innovative technology enables the Control Room to detect signal jamming so that your vehicle can still be recovered.
-  **Smart Wireless Technology** Beame installations don't interfere with the wiring of your car so it won't affect your vehicle's electronic warranty.
-  **Easy To Hide** Easily hidden in basically anything with a number plate.
-  **Quick Installation** Beame is not connected to your vehicle's battery, which means fast, hassle free, non-intrusive installation without compromising your vehicle's electronics or warranties.
-  **Low Battery Alert** Beame has a minimum 3-year battery life. When your battery runs low, you will be notified.
-  **Lifetime Warranty** If your Beame device needs to be replaced, we will install it for you, free of charge*.
-  **Multi Vehicle Type** Beame is a small, wireless recovery device that fits easily into your vehicle, motorbike, quad bike, trailer, caravan or any other movable assets.

RECOVERY FEATURES

-  **National Network Coverage** Beame enables stolen vehicle recovery anywhere in South Africa.
-  **Dedicated Recovery Teams** With Beame, you have 24/7/365 days access to a dedicated recovery team and recovery services.
-  **Stolen Vehicle Recovery** No additional costs apply when a real recovery is made for stolen and/or hi-jacked vehicles*.

QUALITY STANDARDS



With VESA approval and ABS certification, you can rest assured that Beame offers you the best stolen vehicle recovery product.



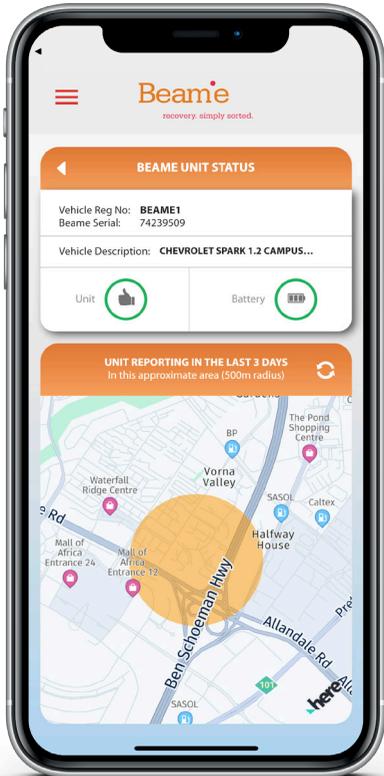
Beame is approved by all major insurance companies.



With Beame's Confidence Checks, you can use the Matrix Vehicle Tracking App to ensure that your device is in good working condition, or contact the call centre.



MATRIX SMARTPHONE APP



All Beame customers have access to the Matrix Vehicle Tracking App. Download the Matrix App to access your Beame device details. The app offers you a quick and easy solution to report a stolen vehicle, check the status of your unit's battery, sign up for added Beame Protect and other Matrix services, and so much more!

Report a stolen vehicle

In the unfortunate event of your vehicle being stolen or hijacked, contact our operations centre or use the Matrix App to report the incident.

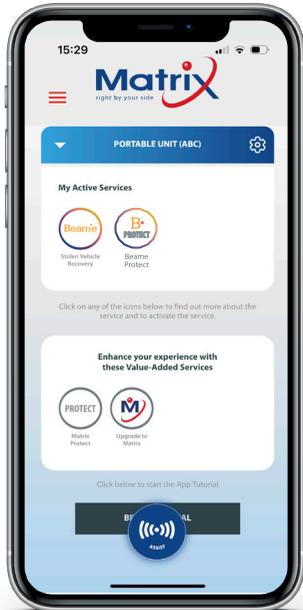
Emergency Number **0860 232 631** or use the ASSIST button in the Matrix app.

Access these features and more with the Matrix app

- ✓ Check the working status of the Beame device
- ✓ Check the battery status of the Beame device
- ✓ See the last known position of the Beame device within a radius (note this is not a GPS location)
- ✓ Download a copy of your insurance certificate
- ✓ Update your contact details and vehicle information
- ✓ Subscribe to any of the Matrix services



MATRIX SMARTPHONE APP



Protect your car with Beame Protect

Sign up for Beame Protect on the Matrix Vehicle Tracking App.

Download the Matrix app from the Apple or Google app stores. The login details were originally sent to you via email upon installation of your Beame when your subscription was activated. Alternatively, use the MiX WhatsApp self-service channel to request your login details by sending 'Hi' to 087 240 6262.



- ✓ Get your installation certificate for your insurance
- ✓ Get your login details for the app
- ✓ Test your Matrix/Beame device
- ✓ Manage your account and make enquiries
- ✓ Get your statement
- ✓ Make a secure payment



FREQUENTLY ASKED QUESTIONS

Please visit www.beame.com/faqs for answers to the most frequently asked questions.

[VIEW NOW](#)





Beame Protect, exclusively available to Beame customers, provides additional value-added services to motorists.

Contact BEAME PROTECT on 087 352 1119 or beameprotect@beame.co.za



Roadside Assist

Vehicle breakdowns can happen to anyone, anytime and anywhere. It is important that when it does happen, your safety and breakdown needs are in capable hands. Beame Protect's ROADSIDE ASSIST ensures just that. One call to our 24-hour Contact Centre is all it takes to ensure that help is on the way.



Licence Assist

Ensure that you never forget to renew your vehicle licence again. We will send you an email or SMS reminder 30 days prior to the licence expiring. Once we have confirmed all your details and you have paid the required licence fee, your vehicle licence will be renewed on your behalf and delivered to your selected address. Call the 24-hour Contact Centre to find out which is the closest renewal point to your registered home address for your driver's licence renewal.



Fines Assist

Beame Protect will send you an email and SMS notice of all fines issued, before the fine's due date for payment. Our Contact Centre will negotiate an early settlement discount on your behalf. This ensures not only that your infringement is paid timeously so you can enjoy a reduced payment, but also ensures your protection at those dreaded road blocks giving you peace of mind that your record is clean.



Pothole Assist

South African roads are not always in the best condition and many of us have had the unfortunate experience having driven through a pothole. Beame Protect assists you with lodging a claim with the relevant Road Authority where damage has been caused to the tyre or rim after having driven through a pothole.



Windscreen Assist

Beame Protect offers quick and efficient assistance in either repairing or replacing your windscreen if you have had the unfortunate experience of a stone hitting your windscreen causing a chip or crack. We assist with quotes from the nearest, most appropriate repairer and will make all the arrangements for the repair/replacement process.

Beamie



087 240 6262

Say 'Hi'



customercare@mixtelematics.com



CUSTOMER CARE

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