

SCORPIONTRACK

USER GUIDE

REVISION 5 | 19.01.24

SCORPION[®]
AUTOMOTIVE



 **MADE IN
BRITAIN**

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WELCOME

THANK YOU FOR YOUR PURCHASE

Your vehicle is now secured with the [ScorpionTrack Tracker](#).

Why choose Scorpion? There's a good chance you made a significant investment in your vehicle, so why not protect it? Here at Scorpion, we offer a wide range of security solutions to suit your security needs. Boasting a 96% recovery rate, along with a dedicated 24/7 Monitoring team, you can relax knowing that your pride and joy is protected against sudden attack and potential theft.

Within this user guide, you will find all the relevant information that you need to ensure your tracking device provides you with the utmost security and length of service.

1.1 PRODUCT OVERVIEW

ScorpionTrack M-Series actively protects your vehicle against unauthorised movement using advanced technology along with movement detection sensors hidden within the vehicle. Additional features include an Automatic Driver Recognition (ADR) Tag and optional immobilisation. It is an advanced vehicle tracking solution with 24/7 monitoring, all year round, to provide security and peace of mind whilst offering a comprehensive range of convenience features for life on the road.



24/7 MONITORING



ULTIMATE ACCURACY & GLOBAL RELIABILITY



CUSTOMISABLE THEFT ALERTS



GLOBAL COVERAGE



2.1 PRODUCT FEATURES

FEATURES	S7	S5	S5+
24/7 Theft Monitoring	✓	✓	✓
Global Coverage	✓	✓	✓
Thatcham Approved	✓	✓	✓
Multi-Network Roaming SIM	✓	✓	✓
ScorpionTrack App Access	✓	✓	✓
Tow Away & Tamper Alerts	✓	✓	✓
Automatic Health Checks	✓	✓	✓
2-Year Warranty	✓	✓	✓
Low Current Draw (<1ma)	✓	✓	✓
Heavy Duty Waterproof	✓	✓	✓
Automatic Immobilisation	✗	✗	✓
Automatic Driver Recognition Tag	✗	✓	✓
Transferable To New Vehicle	✓	✓	✓

As listed in the features, our S5+ tracker offers optional immobilisation such as:

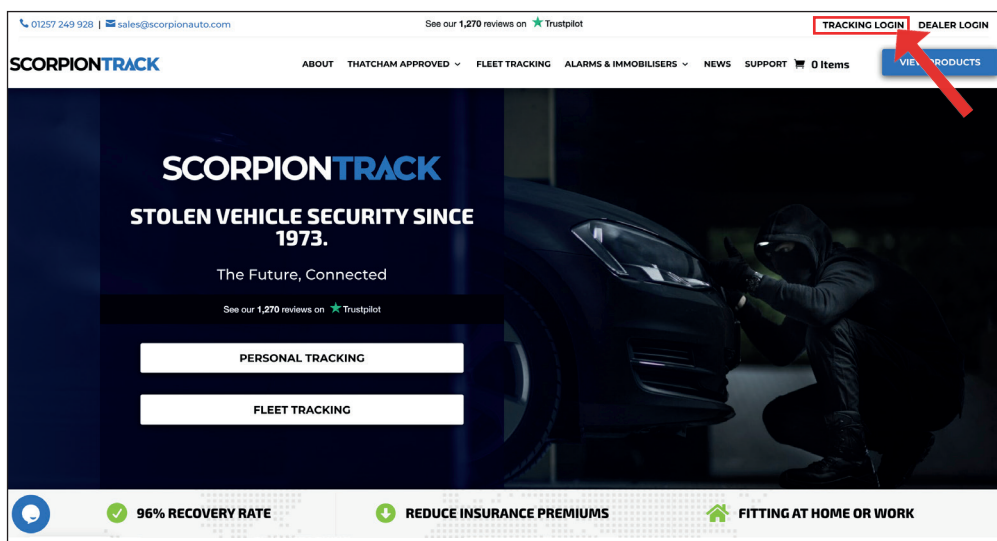
- Automatic immobilisation - the vehicle will only start when the authorised driver possessing the ADR tag is present. This feature can be armed and disarmed via the mobile app. The immobilisation itself takes into effect after the ignition of a vehicle has been turned off for more than 4 minutes, which puts the tracker into sleep mode and activates the immobiliser.
- Remote immobilisation - in the event of a vehicle theft with the ADR tag, the ScorpionTrack Monitoring Team can remotely immobilise the vehicle. Preventing the engine from being restarted if automatic immobilisation has not engaged.

GETTING STARTED

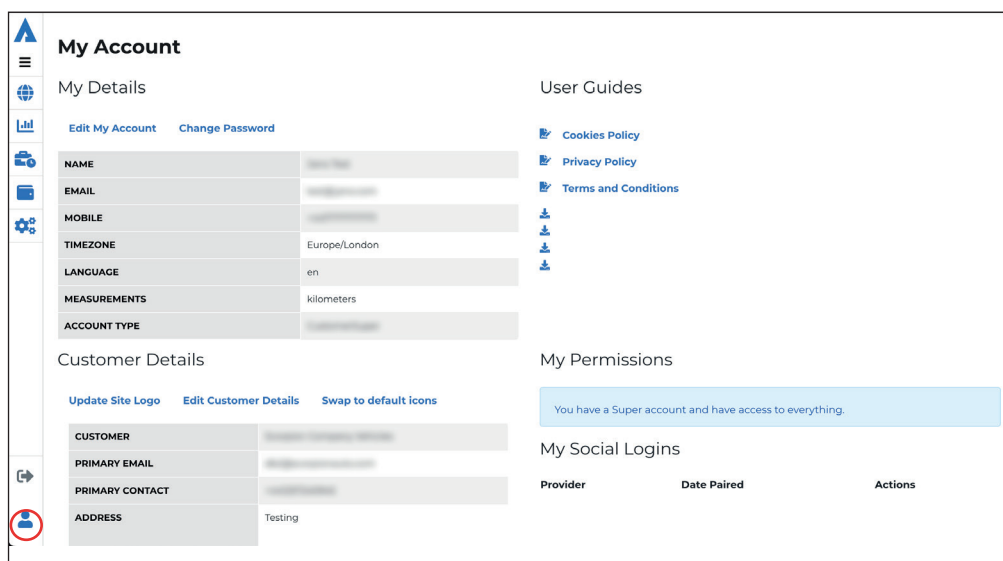
2.1 HOW TO GET SET UP

As part of the installation, you will receive an email containing login details which provides you access to the ScorpionTrack website scorpiontrack.com. If you haven't received this email or require a duplicate, please call the ScorpionTrack Helpdesk on **01257 249 928**. To access our online system on our website, click **'Tracking Login'** at the top right of your screen and then enter your login details. Then click **'User'** for private motorists (non-motorcycle), or **'Driver'** for business/fleet customers. Here you will need to enter the details that are provided in your welcome email.

It's vitally important that your contact details are kept up to date on the ScorpionTrack System to ensure that our ScorpionTrack Monitoring team are able to contact you at any time of day without delay, should an alert be generated for your vehicle. At the earliest opportunity, please log in to the ScorpionTrack website and check the contact information that we have for yourself. This can be accessed by clicking on **'My Account'**.



To log into our website as previously mentioned, you'll need to click on **'ScorpionTrack Login'** at the top right of your screen and click **'ScorpionTrack Driver Login'**.



To access **'My Account'** click on the person icon on the far bottom left as highlighted in the picture.

2.2 MONITORING SUBSCRIPTION

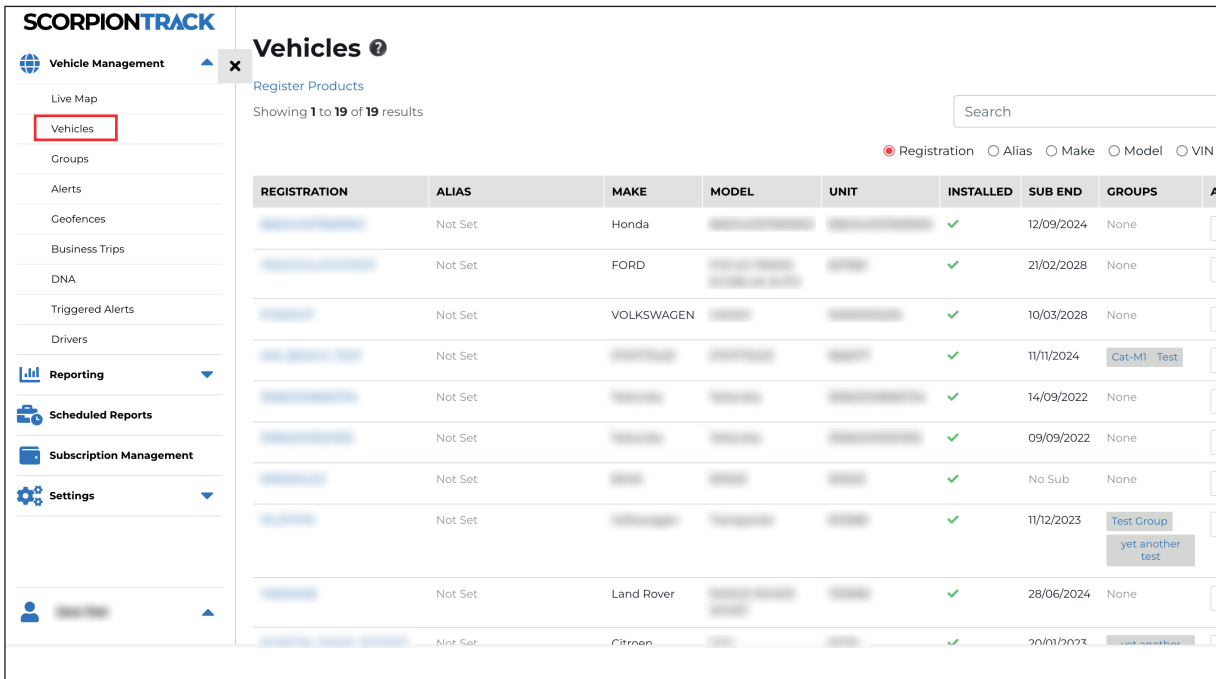
ScorpionTrack is a monitored service with staff available 24 hours a day, 365 days a year to support you in the event of vehicle theft. To benefit from this, there is an annual fee payable for this service that can be made on our website or over the phone by calling the Subscription Team on **01257 249 928**. Current pricing for our subscription service can be found on our website or you can call our Subscriptions Team to confirm them. If you would like to purchase your monitoring subscription on our website, please log into the online portal and click 'Subscription Management' on the left hand menu. This will then take you to the 'Subscriptions' page that shows all your vehicles. To purchase a subscription, you will need to navigate to the vehicle you want this to be applied to and in the far right column click on the 'Buy Subscription' option.

VEHICLE	INVOICE	STARTED	RENEWAL DATE	DURATION (MONTHS)	TYPE	ACTION
		No Subscription				Buy Subscription
		Not Active	26/09/2024	12	One Off	View Receipt
		21/04/2021	22/04/2022	12	Expired	Buy Subscription View Receipt
		30/04/2021	01/05/2022	12	Expired	Buy Subscription View Receipt
		09/09/2021	09/09/2022	12	Expired	Buy Subscription View Receipt
		14/09/2021	14/09/2022	12	Expired	Buy Subscription View Receipt
		13/01/2022	13/01/2023	12	Expired	Buy Subscription View Receipt
		29/03/2022	20/01/2023	12	Expired	Buy Subscription View Receipt
		10/12/2019	11/12/2023	48	One Off	Installation Certificate View Receipt

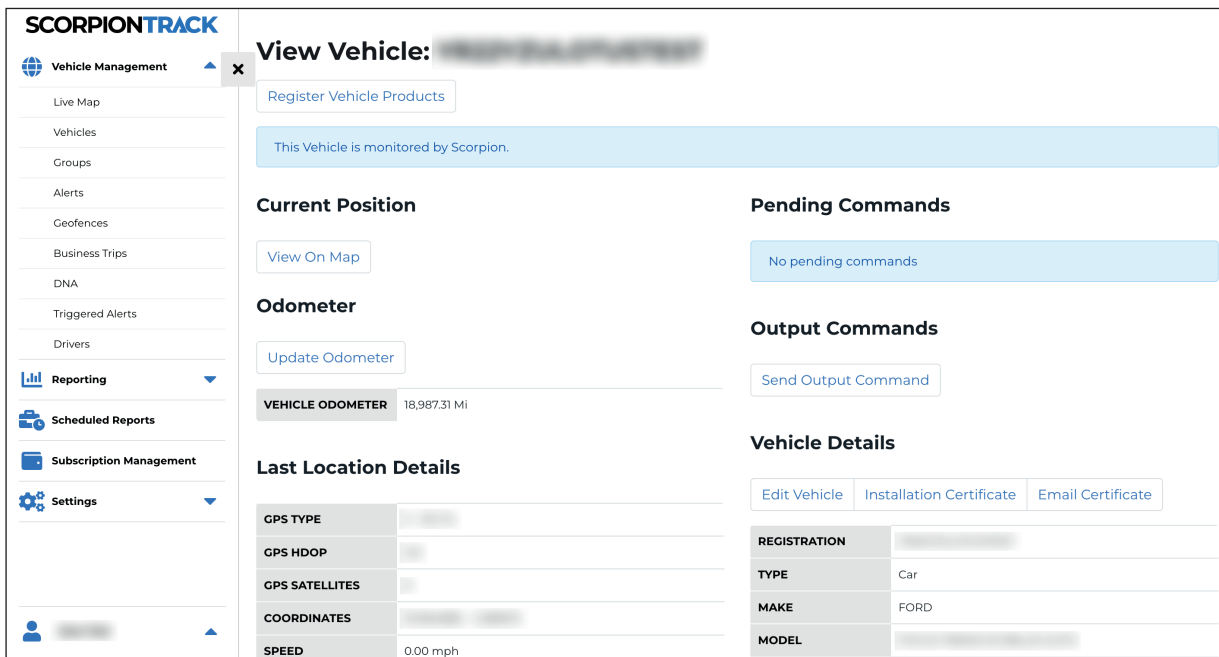
Any ScorpionTrack M-Series tracker will only provide theft detection whilst the monitoring subscription is active, with a minimum term of **12 months** as stated in the Terms & Conditions. If the payments for the subscription aren't received or renewed, no alerts will be generated with no vehicle theft protection in place. The live location of your vehicle will also not be visible on the website or mobile app. Furthermore, if you have declared that the tracker has been fitted to your insurer, non-payment of the monitoring subscription may also impact negatively on your insurance cover in the event of theft.

2.3 VEHICLE MANAGEMENT

When accessing the ScorpionTrack app on our website, by default you will land on the 'My Vehicles' page in the 'Vehicle Management' section, which can also be found by navigating the left side menu. Here you can search for vehicles that you have registered under your account, view and edit your vehicles.

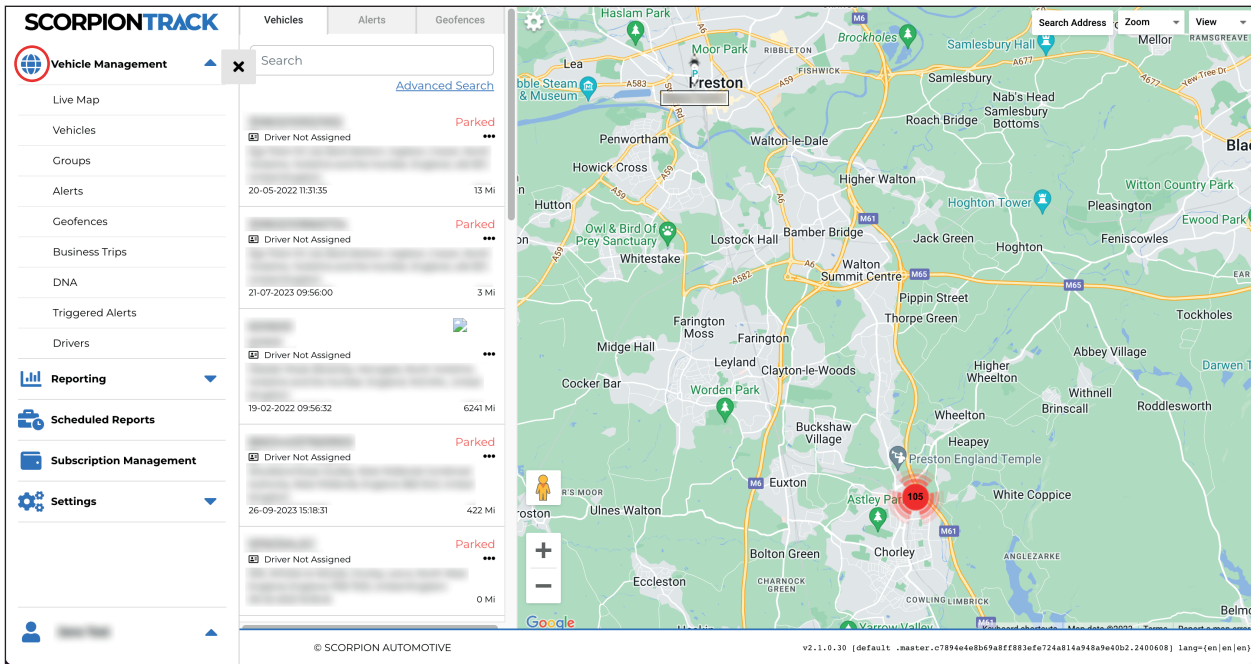


From this page, you can edit your vehicle details, download the installation certificate or email the certificate to an email address. Furthermore, you can manage the **'Vehicle Modes'** such as turning on **'Transport Mode'** if your vehicle is being transported to a dealership.



2.4 LIVE MAP

The **'Live Map'** can also be found under **'Vehicle Management'** which shows you all the vehicles registered to your account and their last known location. Your vehicles are listed on the left next to the side menu, which you interact with to show you where the vehicle is. It will also show the current status of the vehicle, whether it is parked in a location or it is moving.



All the map functions including the zoom button and the view type are all on the top right of the map. If you right click on the map, there will also be a list of options available, which includes the option of creating a geofence (this will be explained on page 11).

2.5 VEHICLE OWNERSHIP

If you are to purchase a new vehicle which has one of our trackers fitted, you will be required to get in touch with our Subscription team via email at subscriptions-team@scorpionauto.com or via telephone **01257 249 928** to request a **'New Ownership Form'**. This is an online form that must be filled out with the new customer's details to prevent any issues in the event of the vehicle being stolen. This is also the same if you are to purchase a new vehicle from a dealership that already has the ScorpionTrack tracker fitted to it.

When filling out the 'New Ownership Form', you will also be required to attach a copy of the front of the V5 document and also a **'Bill of Sale'** or proof of purchase for that vehicle in your name and details. Once you have filled in this form and submitted it, this will be emailed to our Subscriptions team who will process it and set up the updated account on the ScorpionTrack online system.

If you are selling your vehicle to another customer who wishes to register the tracker with ourselves, you will need to fill in a **'Transfer Ownership'** form.

Please do not manually amend the contact information in your ScorpionTrack Account to the new customer's details as this will not be correctly updated on our system.

2.6 INSTALLATION CERTIFICATE (UK ONLY)

As all our units are insurance industry approved, they may qualify the owner for a discount on their vehicle's insurance. If the insurer requires an installation certificate as proof that the tracker has been fitted, a copy may be downloaded from our ScorpionTrack website in the **'Your Subscriptions'** page as shown below, and is only available once the monitoring subscription has been paid and activated.

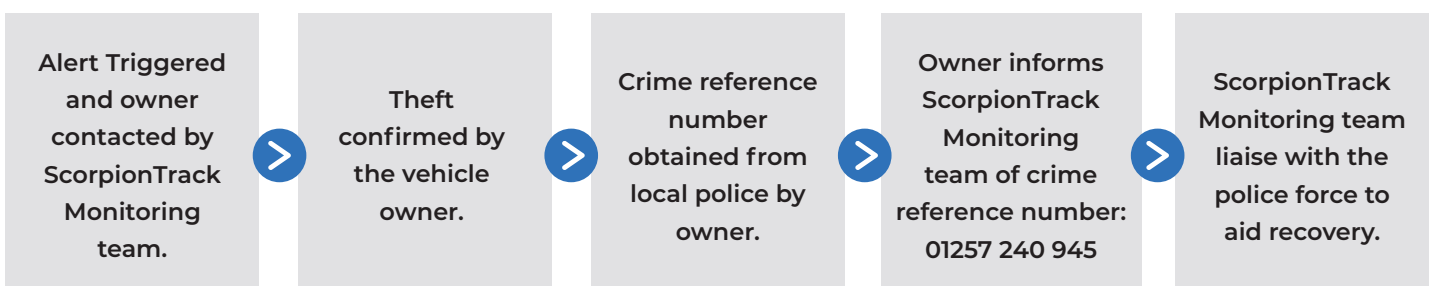
VEHICLE	INVOICE	STARTED	RENEWAL DATE	DURATION	TYPE	ACTION
		No Subscription				Buy Subscription
		Not Active	26/09/2024	12	One Off	View Receipt
	21/04/2021	22/04/2022	12	Expired	Buy Subscription View Receipt	
	30/04/2021	01/05/2022	12	Expired	Buy Subscription View Receipt	
	09/09/2021	09/09/2022	12	Expired	Buy Subscription View Receipt	
	14/09/2021	14/09/2022	12	Expired	Buy Subscription View Receipt	
	13/01/2022	13/01/2023	12	Expired	Buy Subscription View Receipt	
	29/03/2022	20/01/2023	12	Expired	Buy Subscription View Receipt	
	10/12/2019	11/12/2023	48	One Off	Installation Certificate View Receipt	

VEHICLE THEFT

3.1 AUTOMATED ALERTS

Once you have a subscription in place, the system will be active and monitored 24/7. In the event of theft, the tracker will generate an automatic alert that is sent to our 24/7 Monitoring team if any of the following is detected:

- Vehicle moved more than 150m from the last known position without the Driver Recognition Tag present.
- Vehicle battery disconnected (including disconnection of tracking system from vehicle) or where the battery voltage drops significantly.
- Vehicle moves without a consistent GPS signal.



3.2 THEFT PROCEDURE

In the event of theft, please do the following:



After you have followed the above, for your safety we may block your ability to log in to your account and may not be able to divulge any details of your vehicle's whereabouts without the express consent of the police dealing with your case.

In order to confirm that a theft has taken place we must first contact you and this is why it is vital that you provide us with accurate contact details. We will also have to confirm your identity and will use the security question provided in order to do this.

Once a theft has been established and your identity confirmed, we will continue to monitor your vehicle while you contact the police and obtain a crime reference number. This number is vital for us to ensure that we are able to keep the police up to date on the vehicle's movements. When your vehicle has been located, you will need to liaise directly with the police on how quickly you are able to recover your vehicle, as there are a number of instances where the police may need the vehicle in order to further their enquiries which are entirely out of our control.

Please note: The ScorpionTrack Monitoring Team will use their best efforts to recover your vehicle, working with the relevant local Police Authority. The Police response to a reported vehicle may vary depending on the resources available and the availability of location data from the tracking unit. Most recoveries happen within the first 2 hours of theft but every theft is different and the recovery may take longer or may not even be possible.

The fitment of a tracking system also does not guarantee recovery of a stolen vehicle, but does increase the possibility. The normal precautionary measures such as utilising secondary security, parking in well-lit areas and securing the keys, should they still be taken.

CUSTOM ALERTS

4.1 ALERT OPTIONS

As part of your ScorpionTrack monitoring subscription, you will also have access to managing and customising your vehicle alerts, which includes a range of Standard alerts and Geofence alerts. Please note that these alerts are not automatically set up on your account once it has been created, so you will need to manually create the alerts. These alerts will send either a text or email notification to you, depending on which you have selected for each type of alert, if they are to be triggered. The range of alerts you will need to know and can set up include:

- Geofence Alerts
- Low Battery Alerts
- Battery Disconnect
- Ignition Alert

4.2 STANDARD ALERTS

Low Battery Alert

The ScorpionTrack unit monitors the condition of the vehicle battery, and if required it will send a 'Low Battery Warning' email notification directly to the owner when the vehicle battery drops below a predetermined level. If you receive the email warning, it is important that you take action to recharge the vehicle battery. To activate the low battery notification, login to your ScorpionTrack account, navigate to the Dashboard Alerts page and click '**Create Alert**' ([this is shown on page 12](#)).

Battery Disconnect Alert

If the battery was to be disconnected in the event of theft, a 'Battery Disconnect' alert can be generated to send notification via text or email. Create the alert in the same manner as the 'Low Battery Alert'.

Ignition On Alert

The tracker can also send an alert every time the vehicle's ignition is switched on. The process to create an 'Ignition On' alert is the same as creating the 'Low Battery Alert', except the Alert Type should be set as 'Ignition' and the Alert Name and Description changed to reflect the type of alert you are creating.

Idle Time Alert

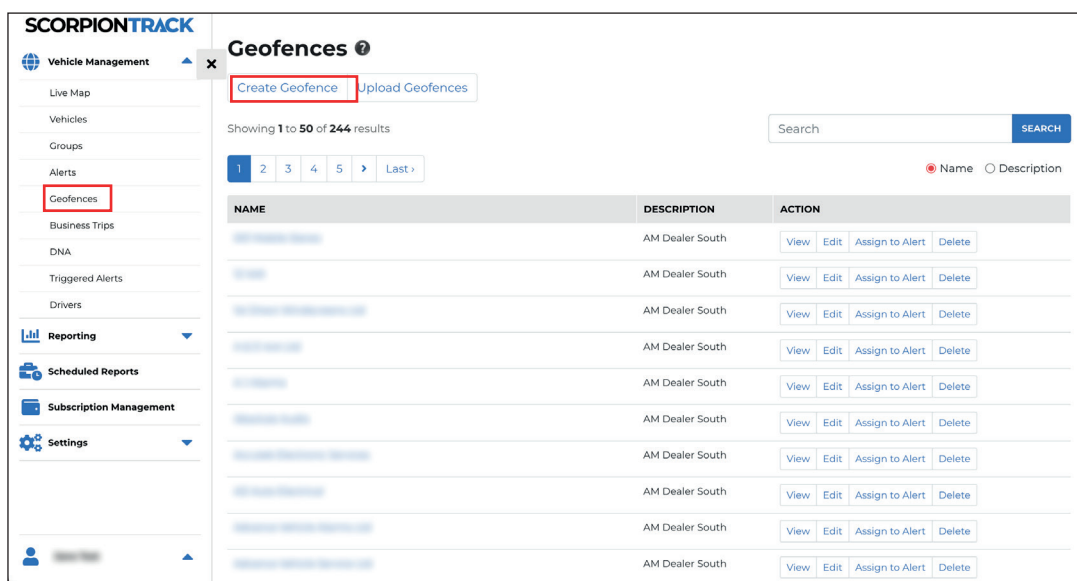
An idle time alert can be generated to send notification of when the vehicle has been left idle with the engine running for longer than the specified period. Create the alert in the same manner as the 'Low Battery Alert' and enter the idle time limit at which you prefer to be notified.

4.3 GEOFENCE ALERTS

A Geofence is a virtual ‘electronic’ perimeter zone that you set up to report on your vehicle’s entry and exit from that location. Geofences are an extremely helpful tool, especially if used for fleet purposes, and they are easy to set up. Example uses for a geofence:

- To monitor if and when your vehicle has exited the dealership when being serviced.
- A reminder to pay toll or congestion charges for travelling on chargeable roads and zones.

Before creating a Geofence Alert, you must create the Geofence on the live map that will be used to trigger the alert. To do this, navigate to the ‘**Geofences**’ tab in the menu and click ‘**Create Geofence**’.



Creating a Custom-Shaped Geofence

To create a precise, custom-shaped geofence click on the location in the live map (you can use the satellite view on the map to aid accuracy) then using the mouse, left-click at points around your desired geofence area until the points join up and create a ‘net’ around the location.

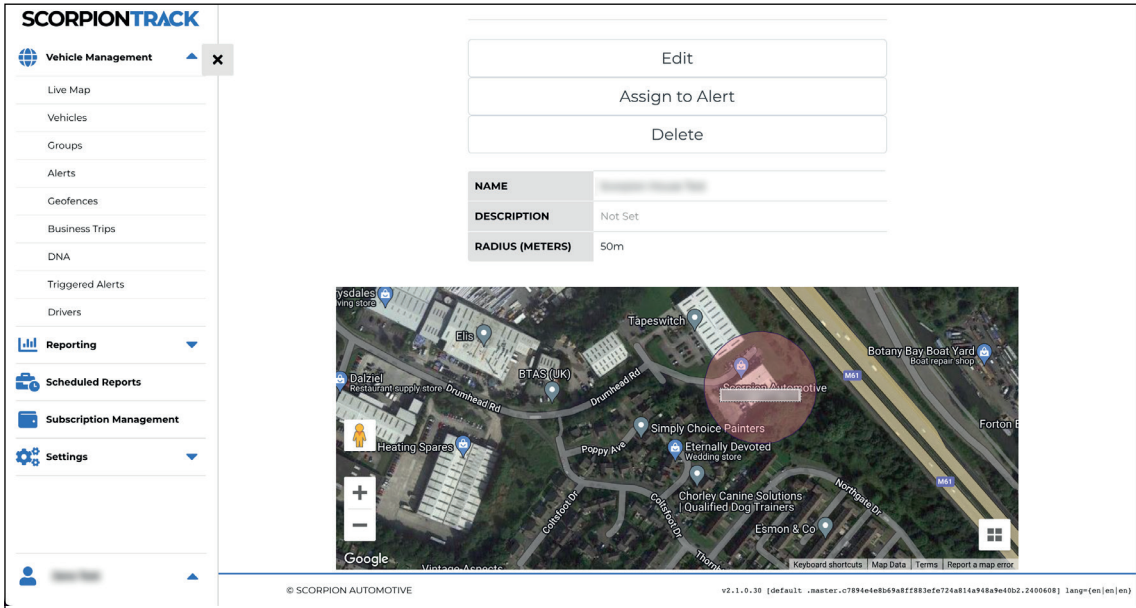
If you wish to remove a point, simply hover over that point, right click and it will be removed.

Note: Set your geofences approx 10 meters wider than the actual perimeter you wish to create. This will avoid unwanted alerts as a result of ‘satellite drift’ or where there is an occasional breach to the perimeter that you do not wish to monitor.

Creating a Circular Geofence

To create a single circular geofence, click on ‘**Geofence**’ in the menu on the left side of your screen, and then click ‘**Create Geofence**’, or in ‘**Live Map**’ right click anywhere on the screen.

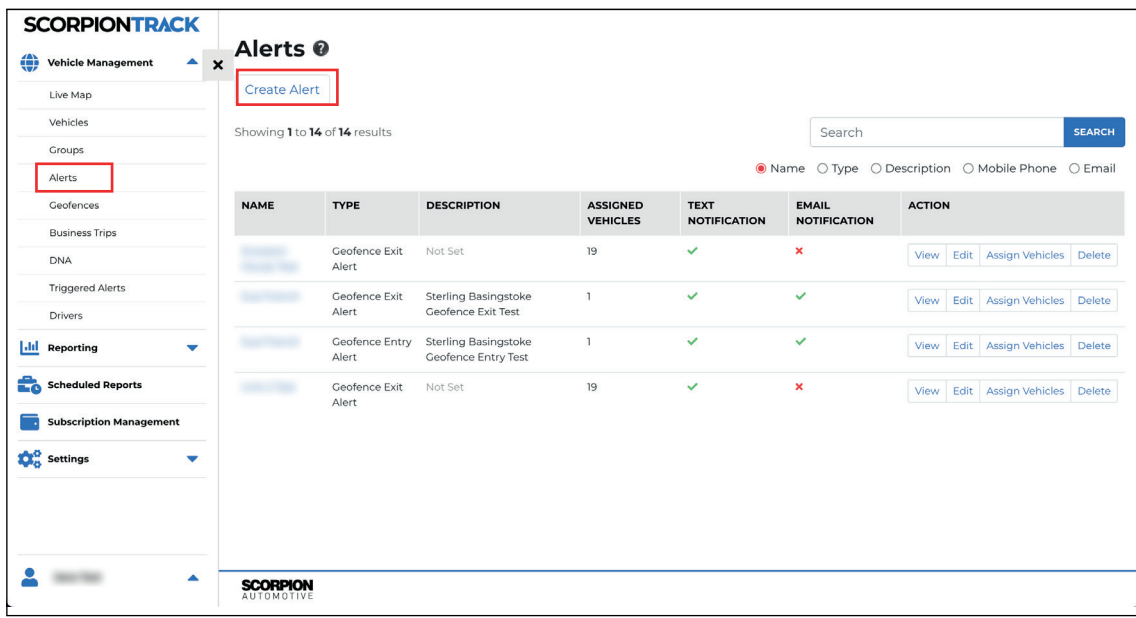
Using the first method, enter a postcode, town, or city name in the search bar. Hit enter on your keyboard and the map location will update accordingly.



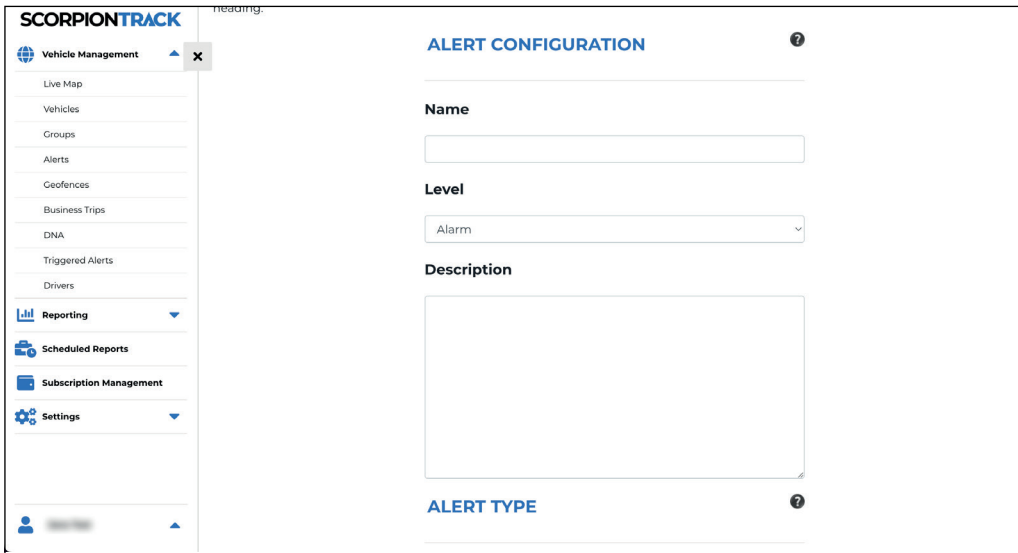
4.4 HOW TO SET UP AN ALERT

To set up an alert, or manage your current alerts, please login to our website and click on the side menu on the left side of your screen, and click on **'Alerts'** under **'Vehicle Management'**.

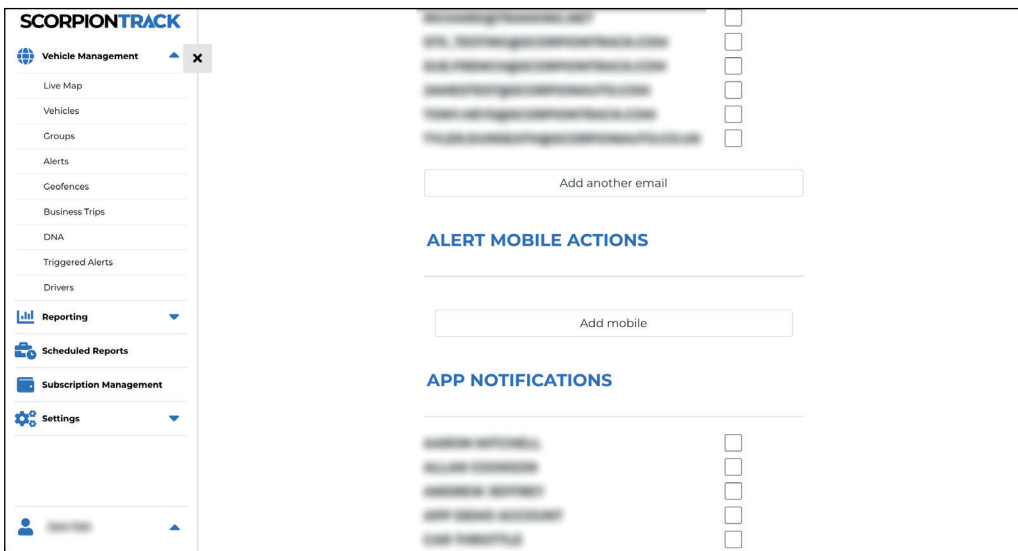
When this has opened, it will bring you to a dashboard of alerts. To then create an alert of your choice, click on the highlighted **'Create Alert'** button above the table on the left side.



You will need to name the alert, add the level of the alert and a description of what the alert is for. Then scroll down to the section **'Alert Type'** and click on the drop-down. On the drop-down, click the alert type you want to create as displayed in the below picture.

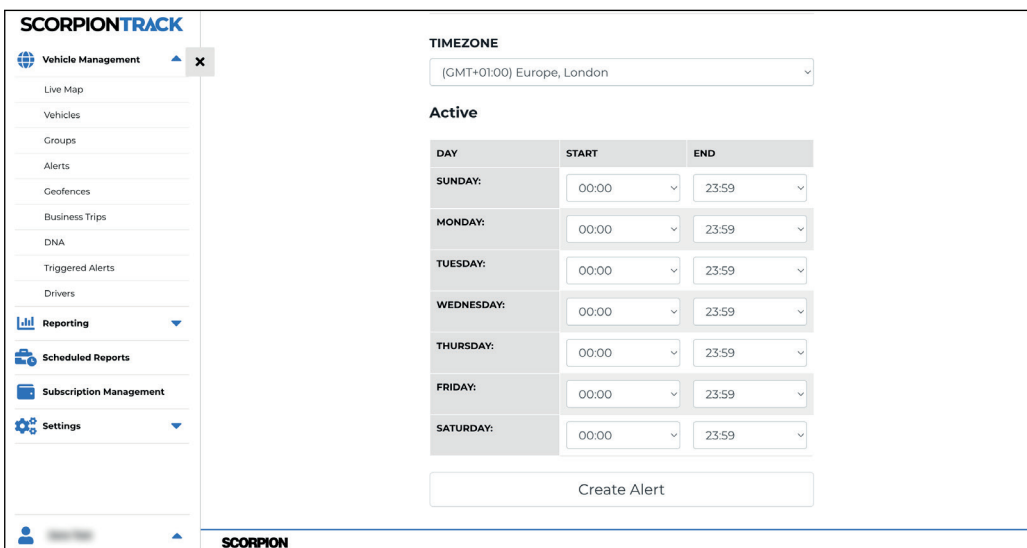


Underneath this, you select either an email address that you wish the notification to be sent to, a mobile number for text alerts or you can also select **'App Notifications'** if you wish to be notified this way.



You can then choose to schedule the times you want the alert to be active if you wish.

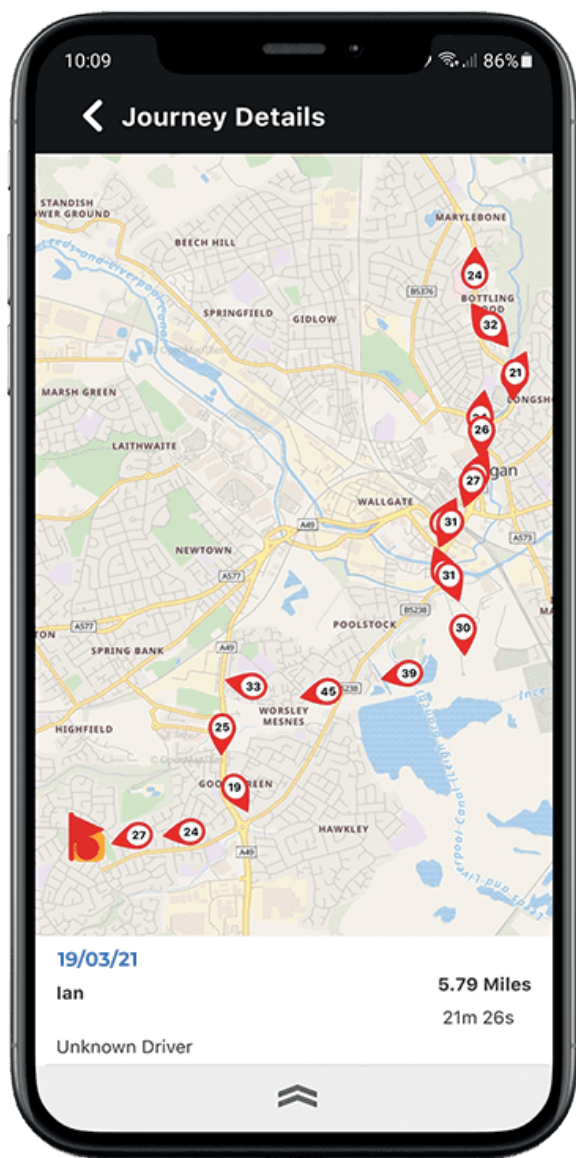
After this, click the **'Create Alert'** button at the bottom. This will then create your alert for your vehicle.



SCORPIONTRACK APP

5.1 MOBILE APP OVERVIEW

The ScorpionTrack mobile app allows you to remotely access security, safety and convenience features all from one place, including managing your subscriptions, customisable alerts and modes. All these features can be customised to suit your needs as the user to make life on the road easier. The mobile app is available to download on Google Play and the Apple Store.



GPS Location

The mobile app allows you to see your vehicle's last known location as well as view a record of all the journeys the vehicle has taken.

Accurate Location

All units use advanced GPS, Galileo, and GLONASS satellite technology to determine your vehicle's location.

Battery Status

The ScorpionTrack mobile app offers a convenient way to monitor the battery of the vehicle in its current state. If your battery is low, it will notify you in advance to recharge the battery, as long as the battery alert has been manually set up as per **4.2**.

Zero Speed and Privacy Mode

The ScorpionTrack app allows you to hide your live speed and current location for ultimate privacy. ScorpionTrack will only turn these features off in the event of theft.

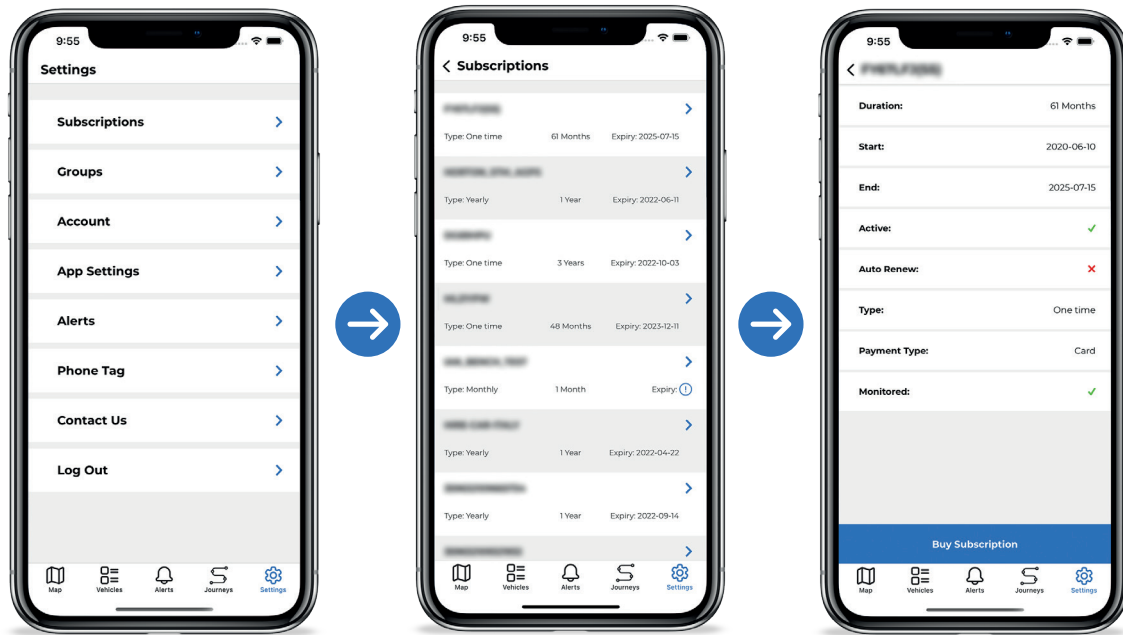
24/7/365 Monitoring

ScorpionTrack operates a 24/7 secure operating centre that will monitor your vehicle for possible theft. In the event of a theft, they will liaise with local police to recover your vehicle.

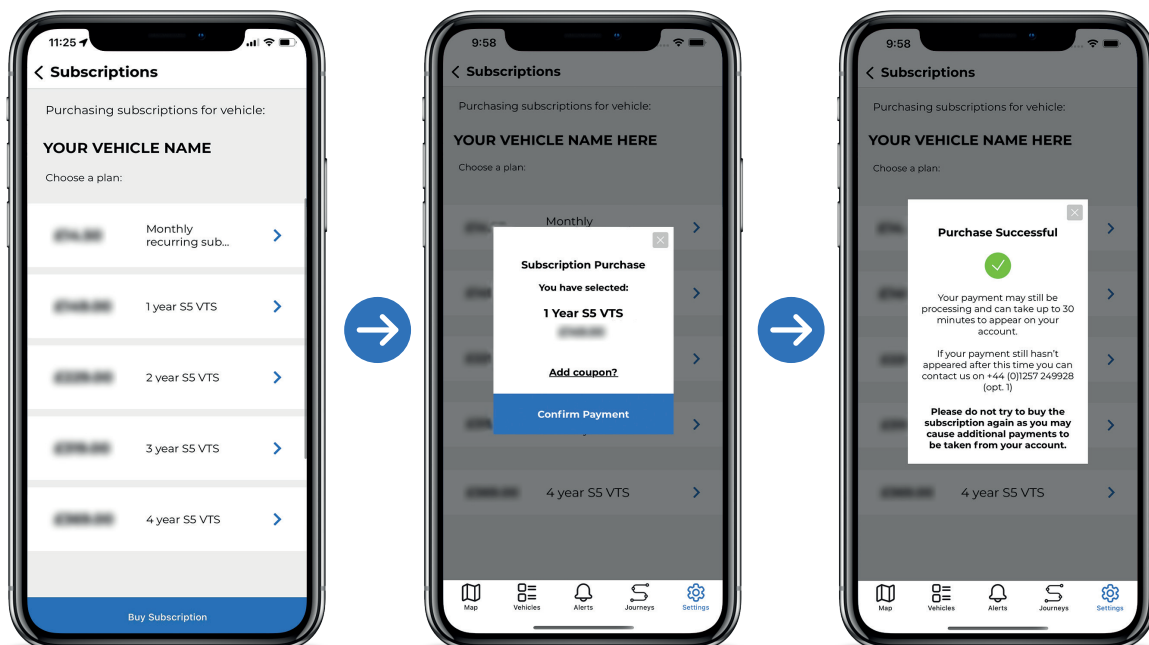
5.2 HOW TO MANAGE YOUR SUBSCRIPTION

From the ScorpionTrack mobile app, you can easily manage and purchase a subscription for any of the vehicles that you have registered on our system. To do this, you will need to go to into the app **'Settings'** on the bottom right of the screen and click on **'Subscriptions'**.

This will then bring you to a list of all your registered vehicles, which you can select each one to purchase a subscription for. For any vehicles that have an active subscription, the time length and expiry date is shown underneath your vehicle's registration.

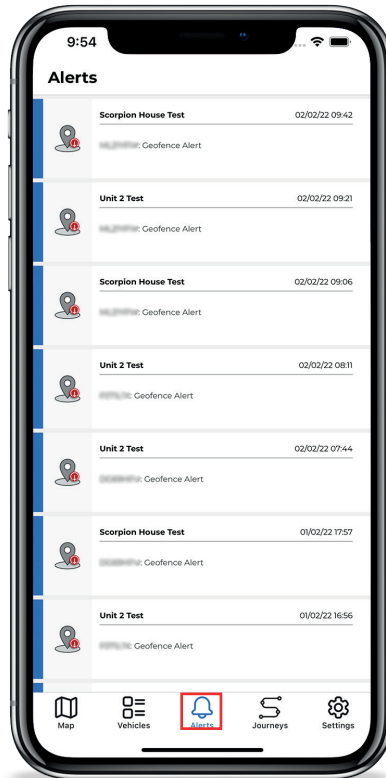


Once you've selected the vehicle you wish to purchase a subscription for, click the button labelled **'Buy Subscription'**. Then select the plan you want - we offer a range of subscriptions from monthly to a lifetime subscription which are available to select in the mobile app. Once you have selected the plan you want, press **'Confirm Payment'**. You will then need to switch your vehicle's ignition on for the monitoring subscription to become active.



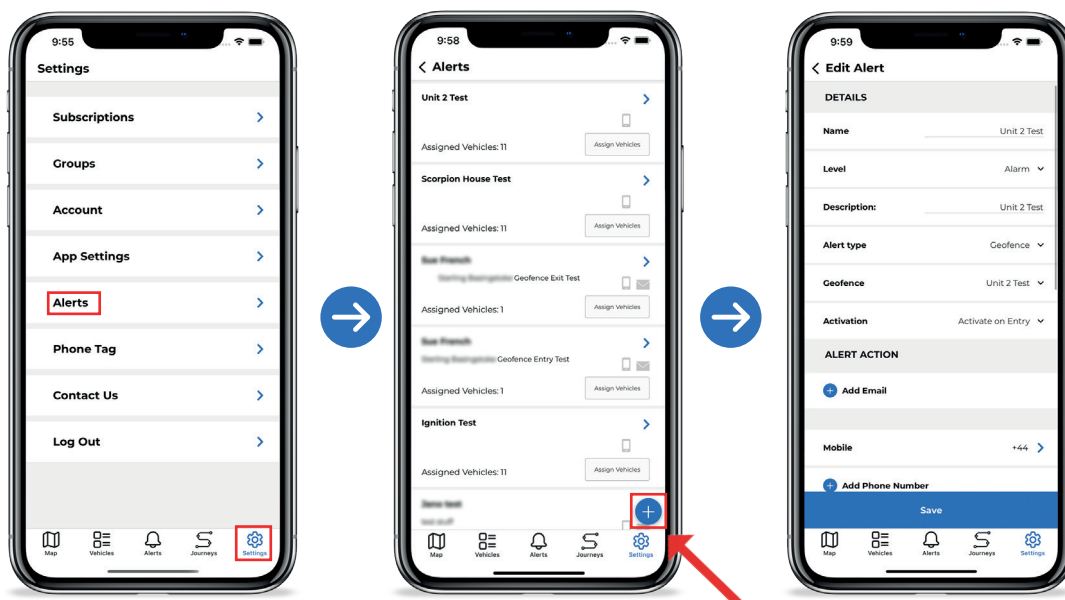
5.3 HOW TO MANAGE DASHBOARD ALERTS & MODES

To view any Dashboard Alerts that have been triggered on your vehicle, simply click on the **'Alerts'** button at the bottom of the screen and it will show a list of the different alerts that have been triggered, and also the date and time that the alert was triggered.



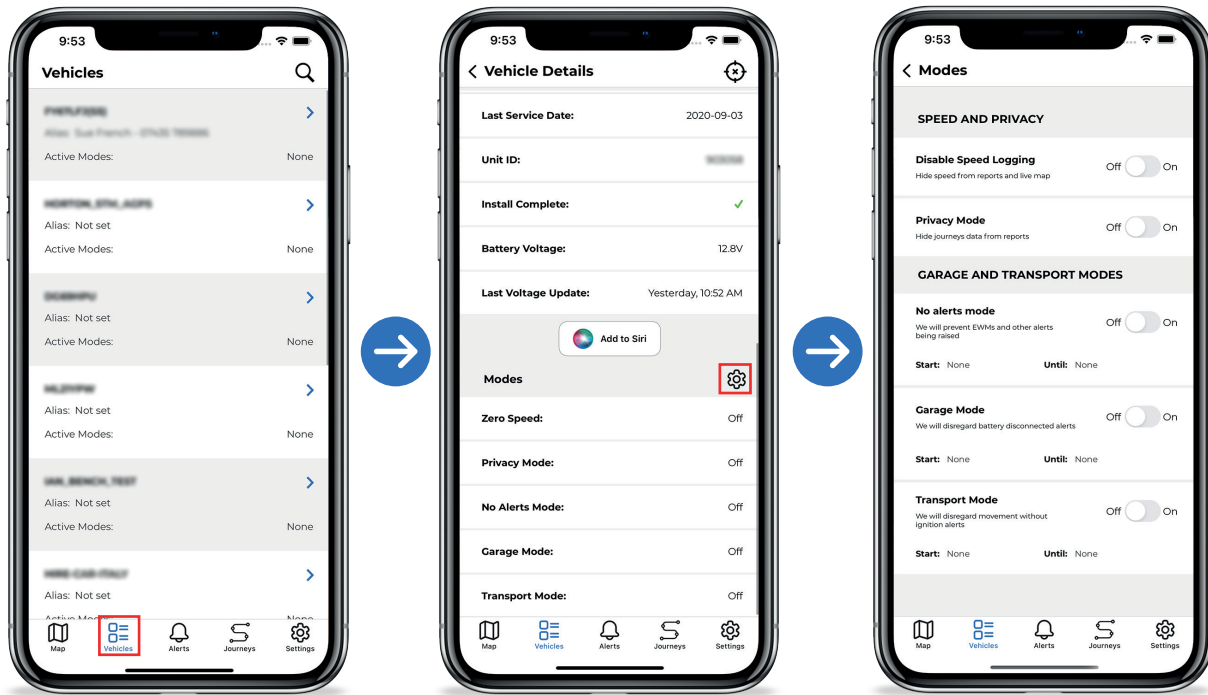
Additionally, you can create custom alerts in the mobile app in a similar way to creating an alert on the website. To create your custom alert, go into the **'Settings'** at the bottom of your screen and click **'Alerts'**.

Then click on the plus icon in the bottom right as show in the below pictures to create an alert by naming it, giving it a description and selecting the alert type. Add the contact details you wish the alert to be sent to, such as your email address and mobile number. Once you have filled out these details, press the **'Save'** button at the bottom of the screen.



The ScorpionTrack app can also manage and customise modes, which will prevent triggering alarms and notifying the Monitoring team that your vehicle is moving if you are getting your vehicle transported or it is being serviced and may be moved around in a dealership.

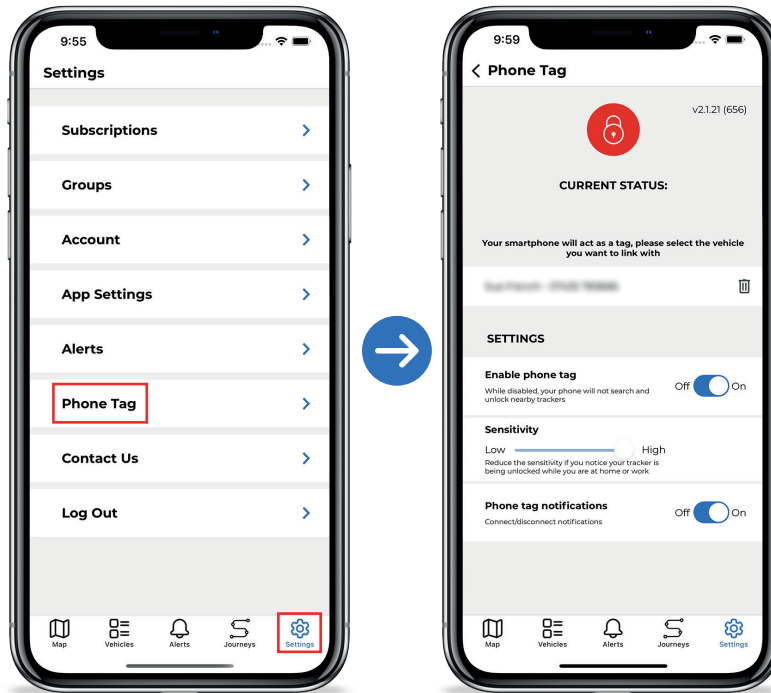
To view and manage modes, click on the **'My Vehicles'** button at the bottom of the screen which will bring up a list of your vehicles registered to your account. Then select the vehicle that you wish to manage the modes for and scroll down the page to the section **'Modes'**. Click the cog wheel on the right hand side above the list of modes to open up the Mode's Settings. Here you can toggle on/off different modes if necessary.



5.4 PHONE TAG

The mobile app allows you to use your mobile phone as an ADR (Automatic Driver Recognition) Tag in addition to the physical tag you'll have received with your S5 tracker. This will communicate with the tracker in the same way that your physical tag does, providing a means of identifying the authorised user. This is something that will run in the background of your phone.

To activate this, you will need to go into the **'Settings'** in the app and click on **'Phone Tag'** further down the screen. This will bring you to the 'Phone Tag' settings and show the current status of the tag. You will also need to select which vehicle you want the phone tag to link with, and have your current ADR tag alongside it for pairing. Furthermore, you can select the sensitivity that you want the phone tag to operate on. If you notice that your tracker is being unlocked whilst you are inside a building, we recommend reducing the sensitivity. Please also note that the bluetooth signal strength that both the phone tag and Rider tag have reached a wide radius, so they will need to be kept at quite a distance for it to not reach the tracker.



ADR TAG

6.1 OVERVIEW

All ScorpionTrack S5 units are provided with an **Automatic Driver Recognition (ADR) Tag**, which is required under Thatcham Approval Standards. The tag communicates wirelessly with the ScorpionTrack unit and provides a way of identifying the authorised user. If the vehicle is moved more than 150 metres without the tag being in range, an alert will be sent to our 24/7 monitoring team who will attempt to contact the registered owner of the vehicle.

In the interest of security, it is recommended that you keep the ADR tag **separate from your ignition keys** to provide an additional layer of security should your keys be stolen or lost. The ADR tag is powered by a lithium cell battery which is expected to provide up to 12 months of service. However, the more a vehicle is used or the more the tag is moved, the shorter the battery life.

The LED on the tag will flash rapidly to signal a low battery condition. You will need to replace the battery at the earliest opportunity to avoid any false alerts.

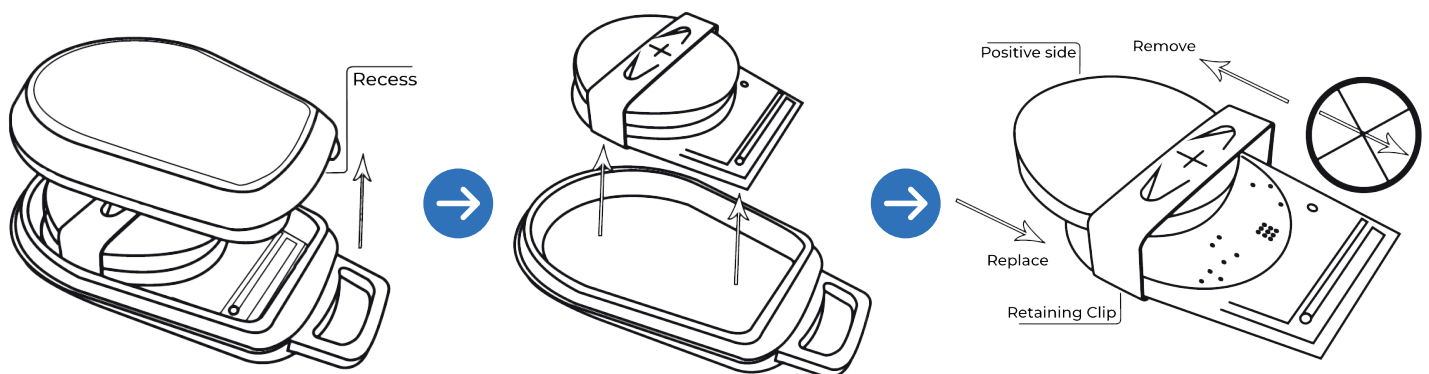
Note: If an ADR tag is lost or damaged, a replacement may be ordered by contacting us directly on 01257 249 928



6.1 ADR TAG BATTERY REPLACEMENT

If the ADR Tag has a low battery status, it will need replacing as soon as possible. To do this, locate the recess in the casing edge and gently prise the upper and lower casing of the remote apart.

The battery is retained by a clip and can be replaced by simply sliding the battery out away from the PCB as shown in the below diagrams, noting the polarity and replacing with the new battery. Ensure the battery orientation is correct when installing the new battery, and align the two casing halves and squeeze firmly to click the casing back together.



TECHNICALITIES

7.1 INTERNAL BATTERY

For a ScorpionTrack unit to operate when the ignition is turned off or if the vehicle battery is removed, the unit contains a **rechargeable battery**. Under normal circumstances this battery is charged whilst the vehicle is in use.

The battery has been specified to last a minimum of three years with average vehicle use. However, as with all rechargeable batteries, the lifespan will vary depending on how the battery is maintained and it may be necessary for the unit to be replaced if the internal battery develops an issue.

If your vehicle is to be stored for a long period of time, we strongly recommend the use of a battery charger to keep the vehicle's battery and therefore the tracking system battery in good condition. If the tracking unit internal battery is allowed to discharge completely, the tracking unit may require replacement and this would not be considered a warrantable defect. In the event of the internal battery suffering performance issues, please contact your ScorpionTrack dealer for assistance.

7.2 TROUBLESHOOTING

ScorpionTrack units contains no user serviceable parts and requires no regular maintenance. To verify that your unit is operating correctly, please log in to the ScorpionTrack website and confirm the vehicle location is correctly displayed on the live map.

The location is updated to the website every 2 minutes when the vehicle ignition is on. If the vehicle location shown is incorrect, please run the vehicle outside for 4 minutes. If the location does not update in that time frame, contact your supplying dealer at the earliest opportunity.

7.3 WARRANTY

ScorpionTrack units are provided with a comprehensive **2-year warranty** in addition to your statutory rights, designed to combat any material or manufacturing defects which become apparent within 2 calendar years from the date of first installation. In the unlikely event of repairs being required under the provided warranty, please contact the installing dealer for assistance.

7.4 TERMS AND CONDITIONS

Use of the ScorpionTrack system is subject to the ScorpionTrack Terms & Conditions, with details of this available to view on our ScorpionTrack website. We recommend that you read this to gain a greater understanding of the provided service and the limitation of use.

Note: To find the Terms & Conditions, visit our website and scroll down to the very bottom of the page and click on the button labelled 'Terms & Conditions'.

CONTACTS

GENERAL ENQUIRIES

Email: sales@scorpionauto.com

Telephone: 01257 249 928

TECHNICAL ENQUIRIES

Email: technical@scorpionauto.com

Telephone: 01257 249 928

SUBSCRIPTION ENQUIRIES

Email: subscriptions-team@scorpionauto.com

Telephone: 01257 249 928

24/7 MONITORING TEAM

Telephone: 01257 240 945

Note: please only call this number in the event of theft.

CONTACT US

Telephone: 01257 249 928

Email: sales@scorpiontrack.com

Website: www.scorpiontrack.com

Address: Scorpion Automotive, Scorpion House, Drumhead Road, Chorley
North Business Park, Chorley, England, PR6 7DE

ScorpionTrack is a brand of Scorpion Automotive

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