

SCORPIONTRACK

USER GUIDE

REVISION 2 | 09.05.24

SCORPION[®]
AUTOMOTIVE



 **MADE IN
BRITAIN**

CONTENTS

1. INTRODUCTION	02
2. GETTING STARTED	03
2.1 How To Get Set Up	03
2.2 Monitoring Subscription	04
2.3 Vehicle Management	04
2.4 Live Map	05
3. CUSTOM ALERTS	07
3.1 Alert Options	07
3.2 Standard Alerts	07
3.3 Geofence Alerts	08
3.4 How To Set Up An Alert	09
4. SCORPIONTRACK APP	11
4.1 Mobile App Overview	11
5.2 How To Manage Your Subscription	12
5.3 How To Manage Alerts & Modes	13
5. TECHNICALITIES	15
5.1 Troubleshooting	15
5.2 Warranty	15
5.3 Terms & Conditions	15
6. CONTACTS	16

WELCOME

1.1 THANK YOU FOR YOUR PURCHASE

Introducing our **ScorpionTrack Self Install GPS Trackers** - the perfect GPS tracking devices for your vehicle. Never lose track of your vehicle again with our accurate and reliable GPS tracking, providing you with the peace of mind that comes with knowing your vehicle is always under your watchful eye.

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.



ULTIMATE ACCURACY & GLOBAL RELIABILITY



CUSTOMISABLE THEFT ALERTS



GLOBAL COVERAGE

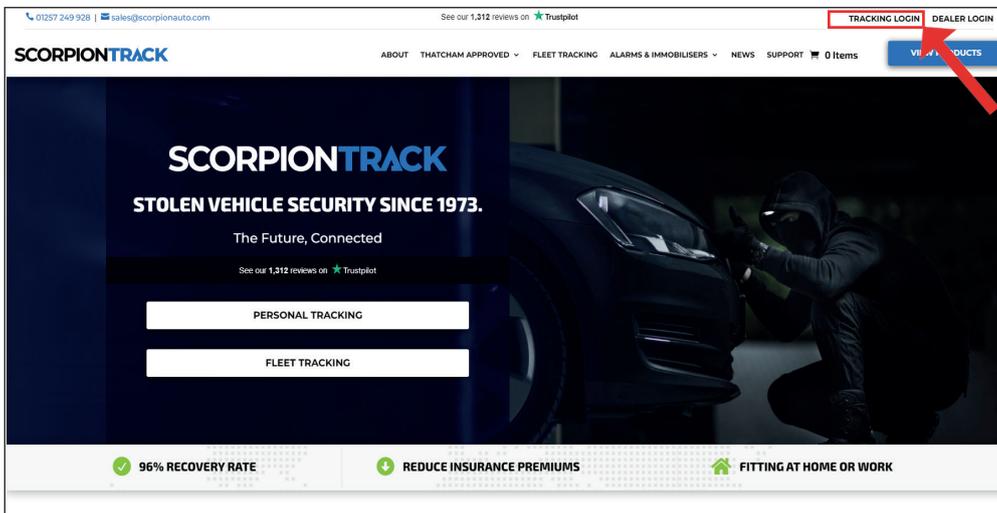


GETTING STARTED

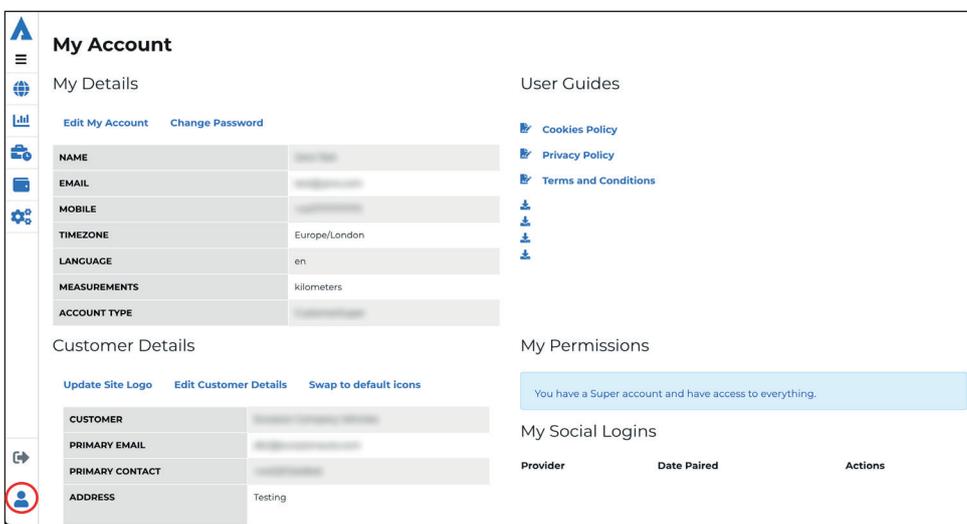
2.1 HOW TO GET SET UP

After completing the registration process, 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 a potential issue arise. 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 SUBSCRIPTION

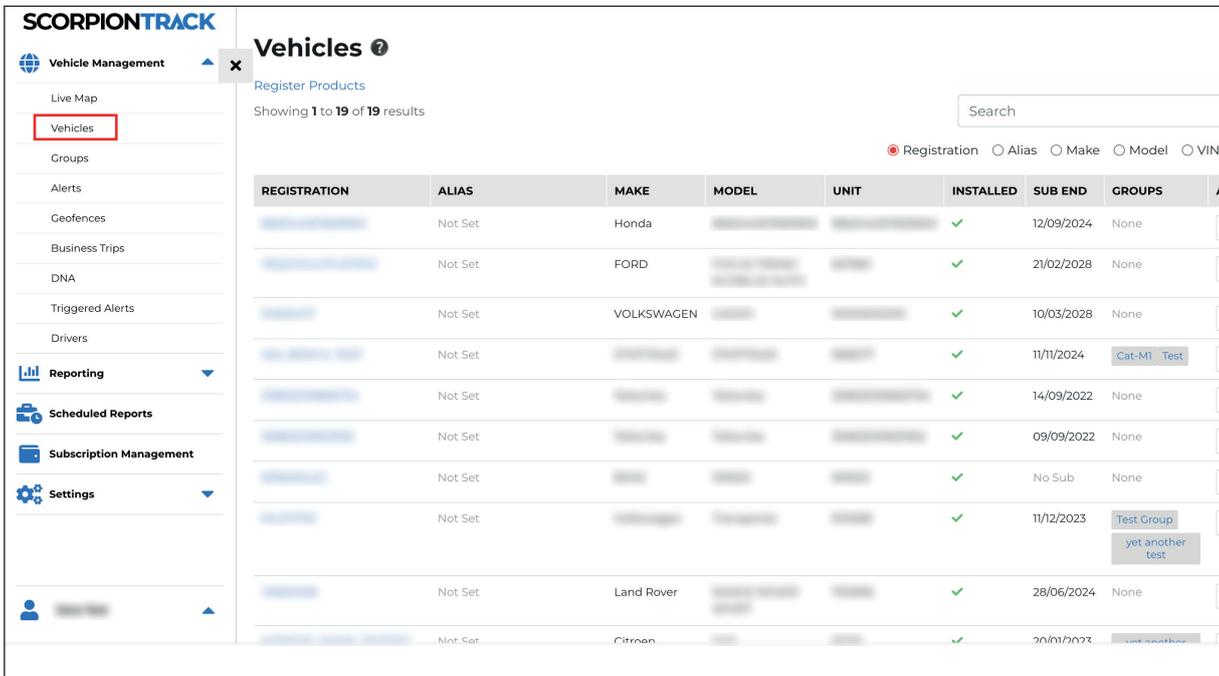
As part of the registration process, you should have already activated your subscription. However, if you have accidentally skipped this step, payments can be made on our website or over the phone by calling the Subscription Team on **01257 249 928**. Current pricing for our subscription service can be found on our website or you can call our Subscriptions Team to confirm them. If you would like to purchase your 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	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

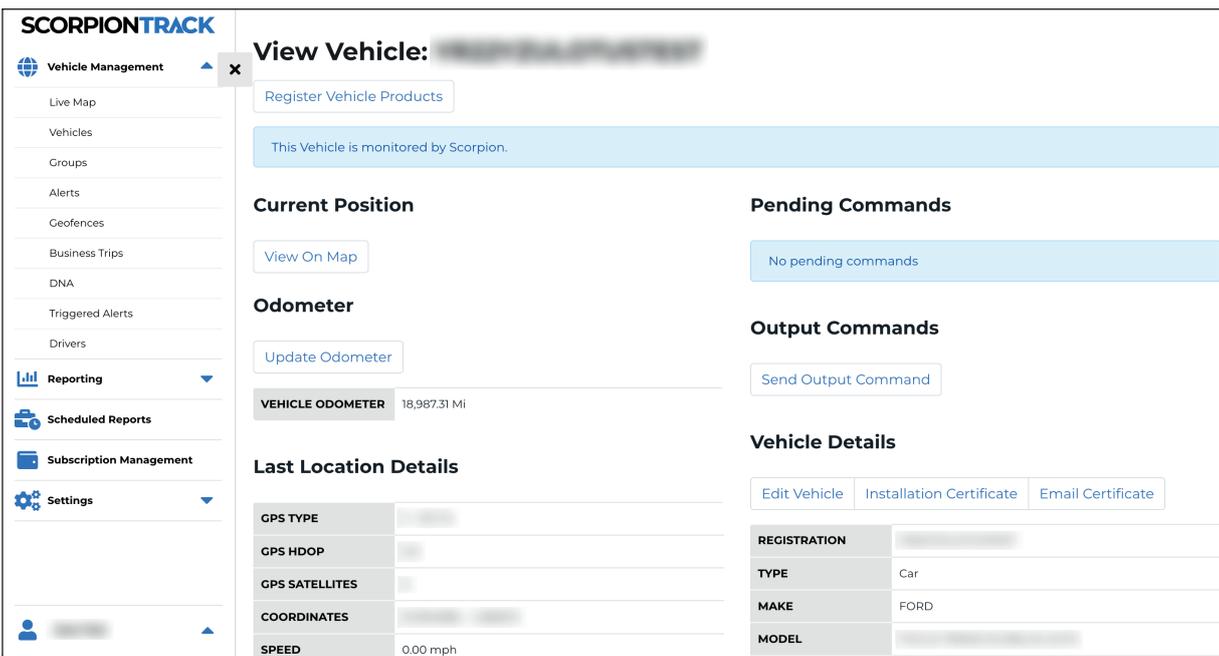
Any ScorpionTrack tracker will only provide tracking information whilst the subscription is active, with a minimum term of **12 months** as stated in the Terms & Conditions. If the payments for the subscription aren't received or renewed, there is simply no tracking capabilities in place. The live location of your vehicle will also not be visible on the website or mobile app.

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.



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.

The screenshot displays the SCORPIONTRACK web application. On the left is a sidebar menu with sections: Vehicle Management (with a search bar and 'Advanced Search' link), Reporting, Scheduled Reports, Subscription Management, and Settings. The main area is a map of Preston, Lancashire, with a red circle highlighting a location near Astley Park. On the right, a table lists vehicle alerts:

Alert Details	Status	Distance
Driver Not Assigned	Parked	13 Mi
Driver Not Assigned	Parked	3 Mi
Driver Not Assigned	Parked	6241 Mi
Driver Not Assigned	Parked	422 Mi
Driver Not Assigned	Parked	0 Mi

At the bottom of the map, there is a copyright notice: © SCORPION AUTOMOTIVE and a version string: v2.1.0.30 [default]-master.c7894e4e8b69a8ff83e724a814a946a9e40b2.2401608] lang=[en] en].

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 8).

CUSTOM ALERTS

3.1 ALERT OPTIONS

As part of your ScorpionTrack 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

3.2 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 9](#)).

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

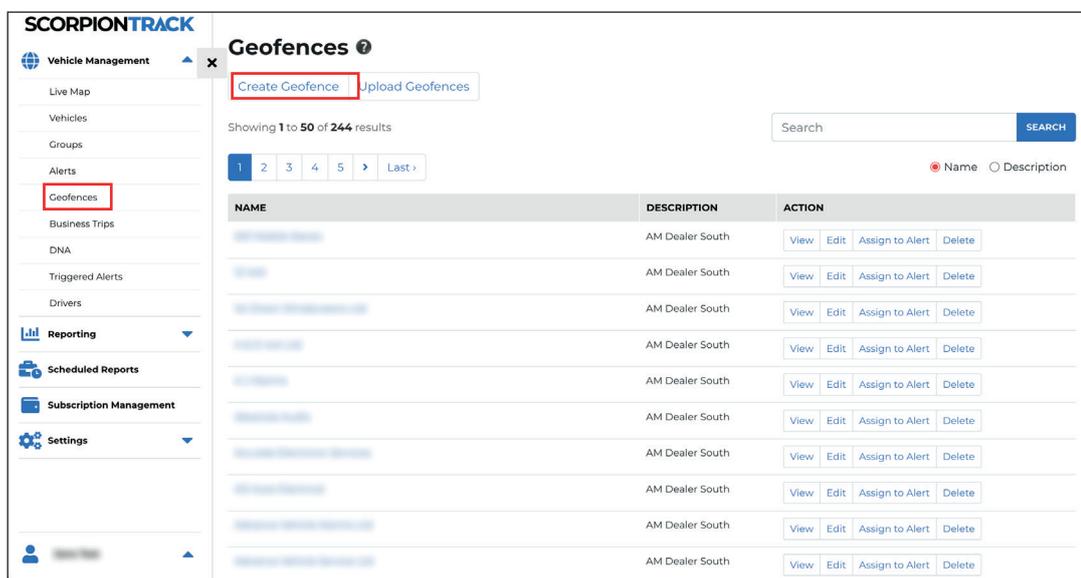
An idle time alert can be generated to send notification of when the vehicle has been left idle with the engine running for longer than the specified period. Create the alert in the same manner as the 'Low Battery Alert' and enter the idle time limit at which you prefer to be notified.

3.3 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.

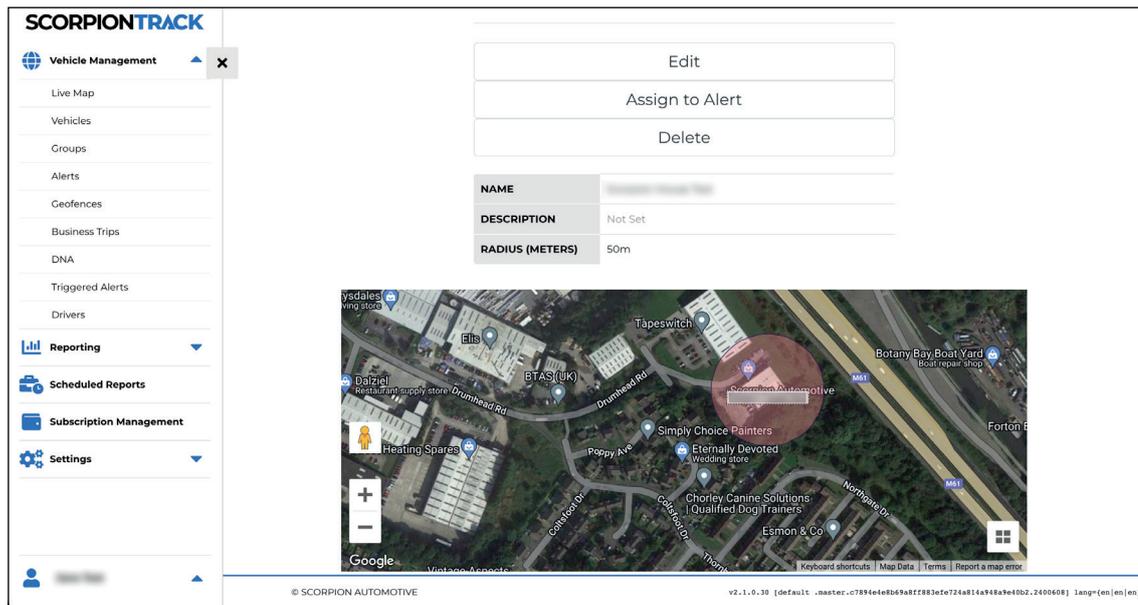
If you wish to remove a point, simply hover over that point, right click and it will be removed.

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.

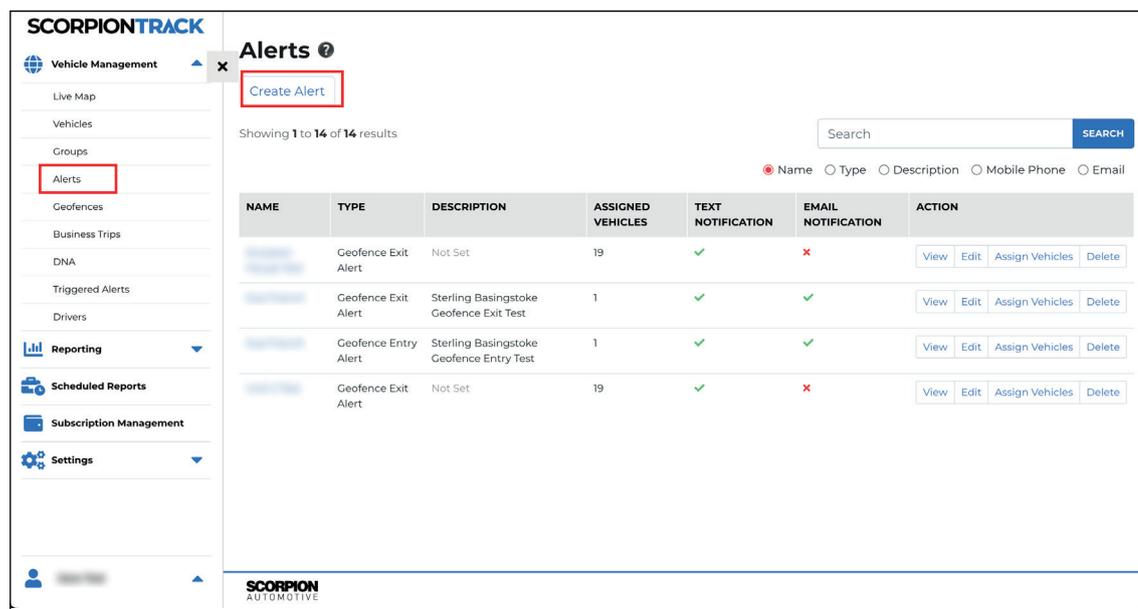
Using the first method, enter a postcode, town, or city name in the search bar. Hit enter on your keyboard and the map location will update accordingly.



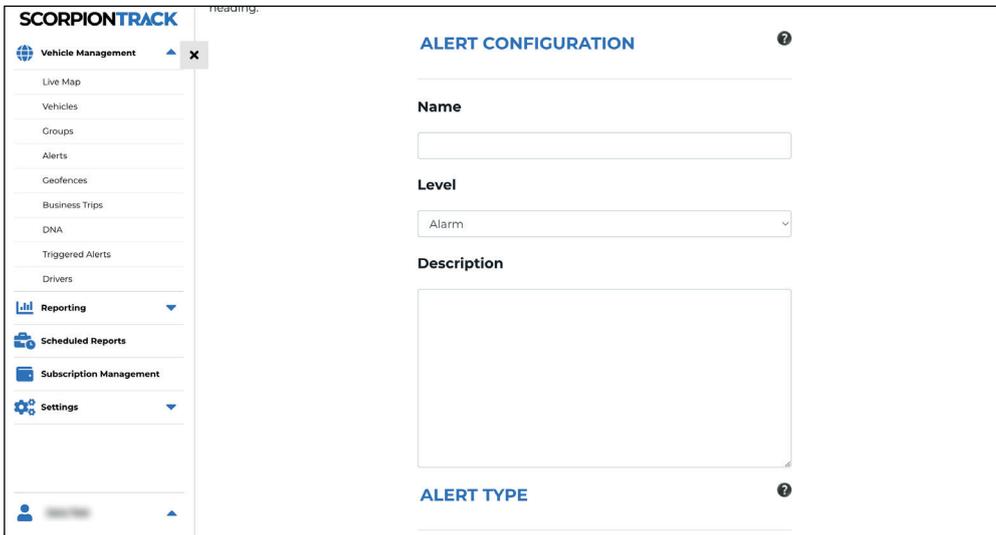
3.4 HOW TO SET UP AN ALERT

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'**.

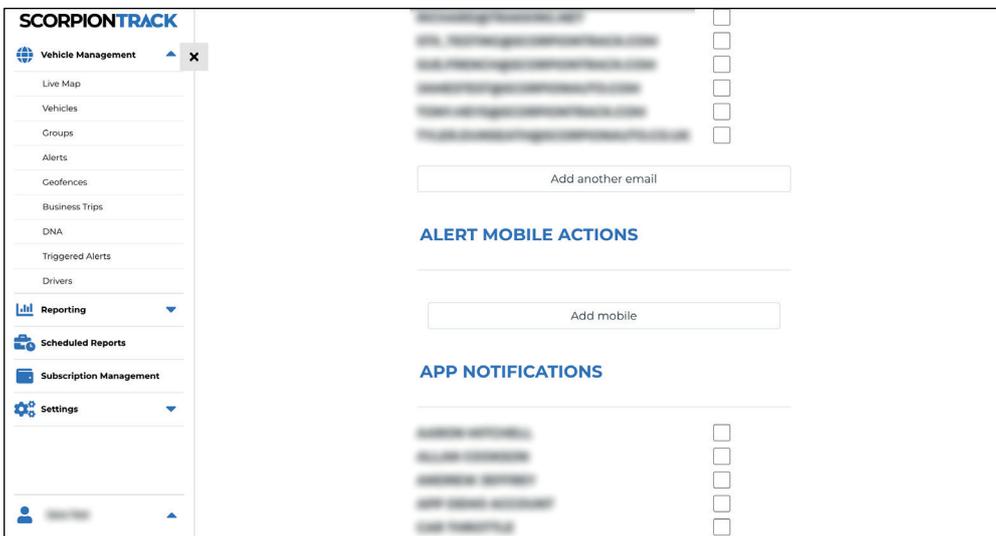
When this has opened, it will bring you to a dashboard of alerts. To then create an alert of your choice, click on the highlighted **'Create Alert'** button above the table on the left side.



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.

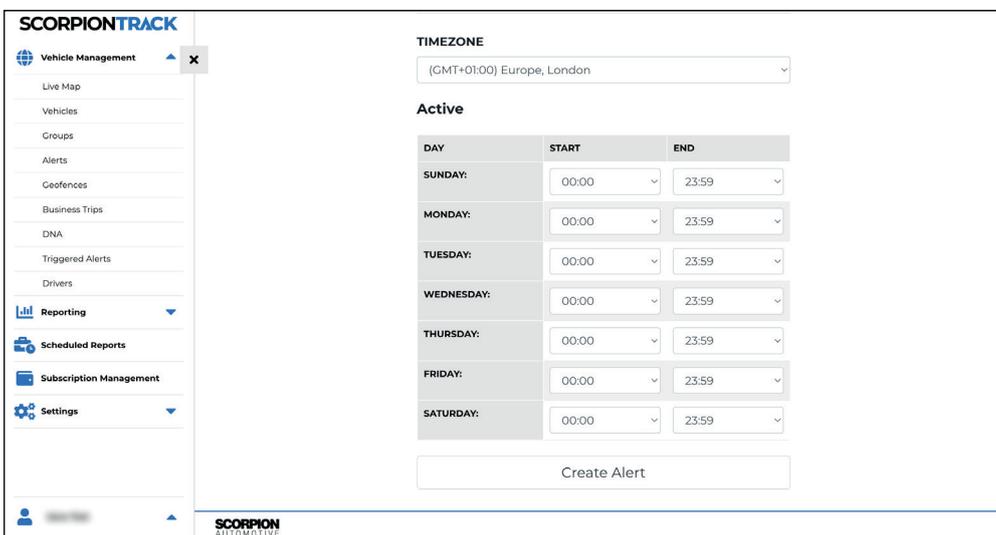


Underneath this, you select either an email address that you wish the notification to be sent to, a mobile number for text alerts or you can also select **'App Notifications'** if you wish to be notified this way.



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

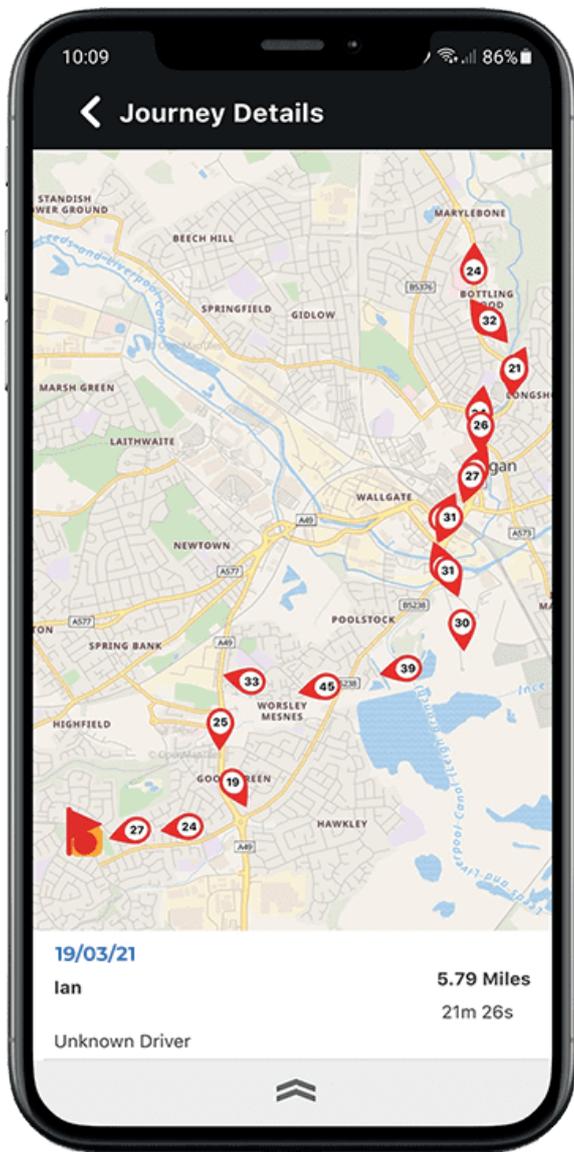
After this, click the **'Create Alert'** button at the bottom. This will then create your alert for your vehicle.



SCORPIONTRACK APP

4.1 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**.

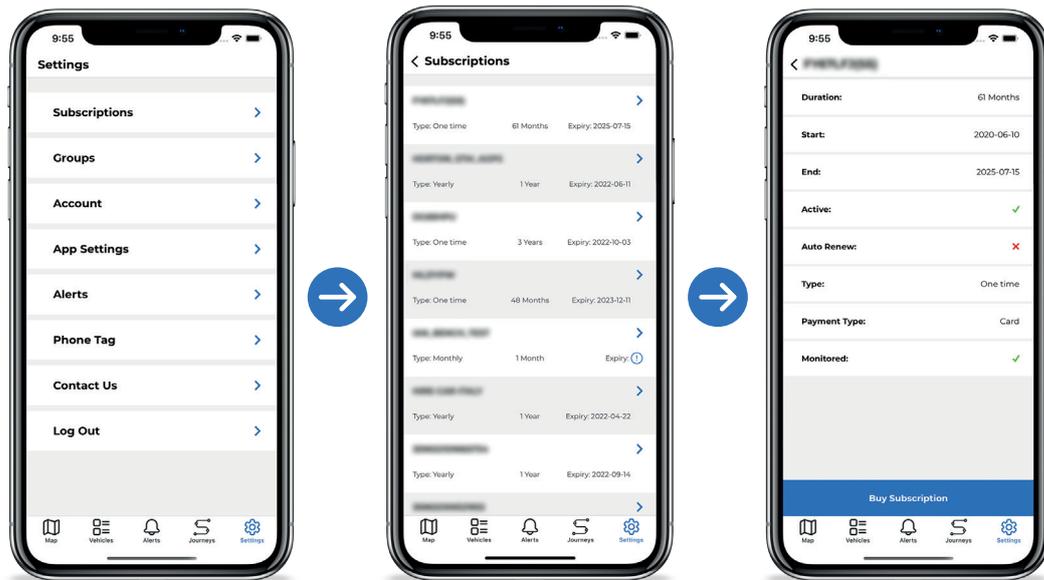
Zero Speed and Privacy Mode

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.

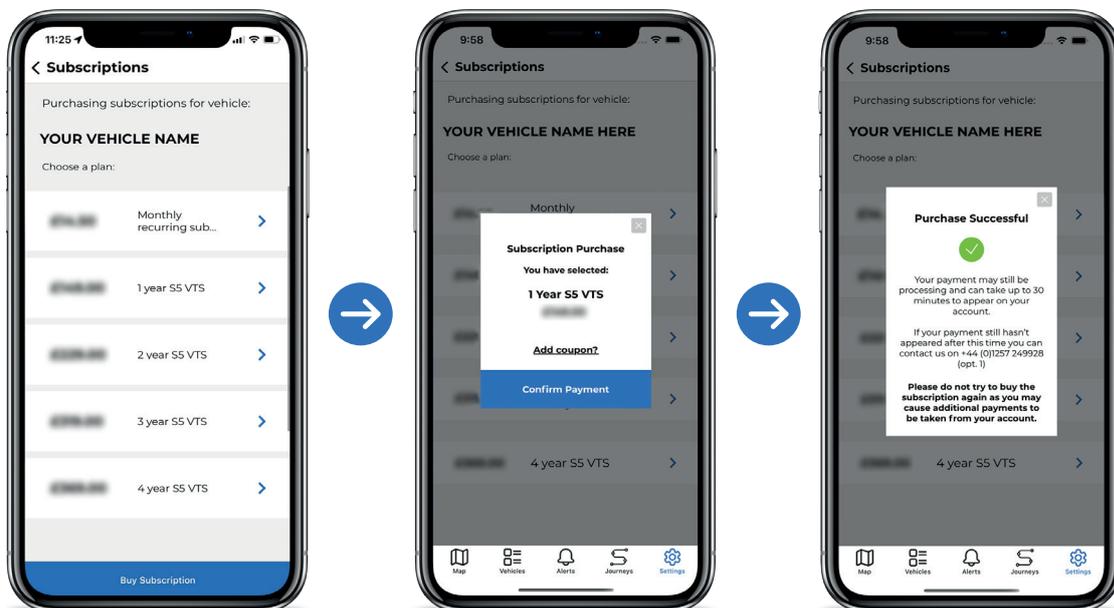
4.2 HOW TO MANAGE YOUR SUBSCRIPTION

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.

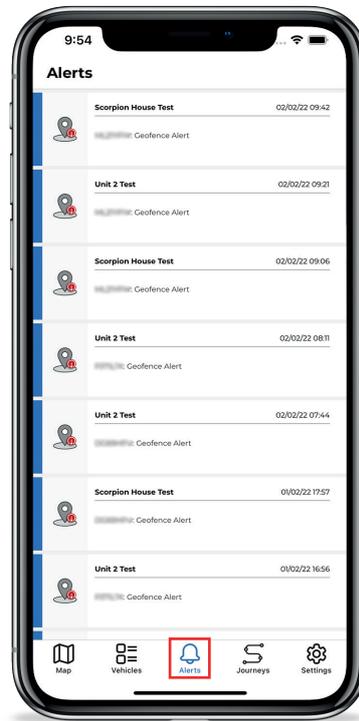


Once you've selected the vehicle you wish to purchase a subscription for, click the button labelled **'Buy Subscription'**. Then select the plan you want - we offer a range of subscriptions from monthly to yearly which are available to select in the mobile app. Once you have selected the plan you want,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



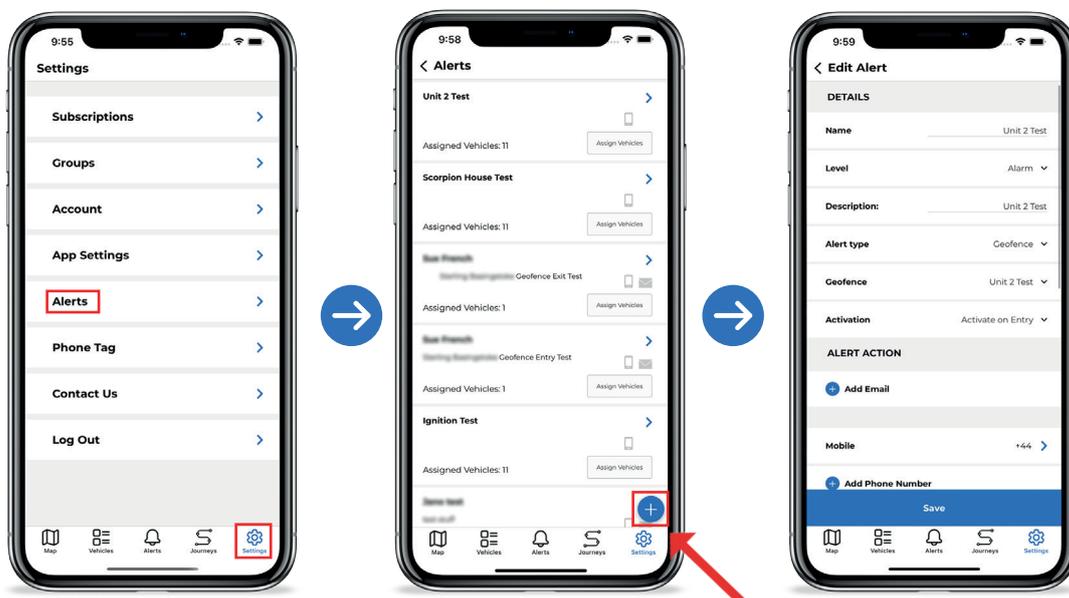
4.3 HOW TO MANAGE DASHBOARD ALERTS & MODES

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.



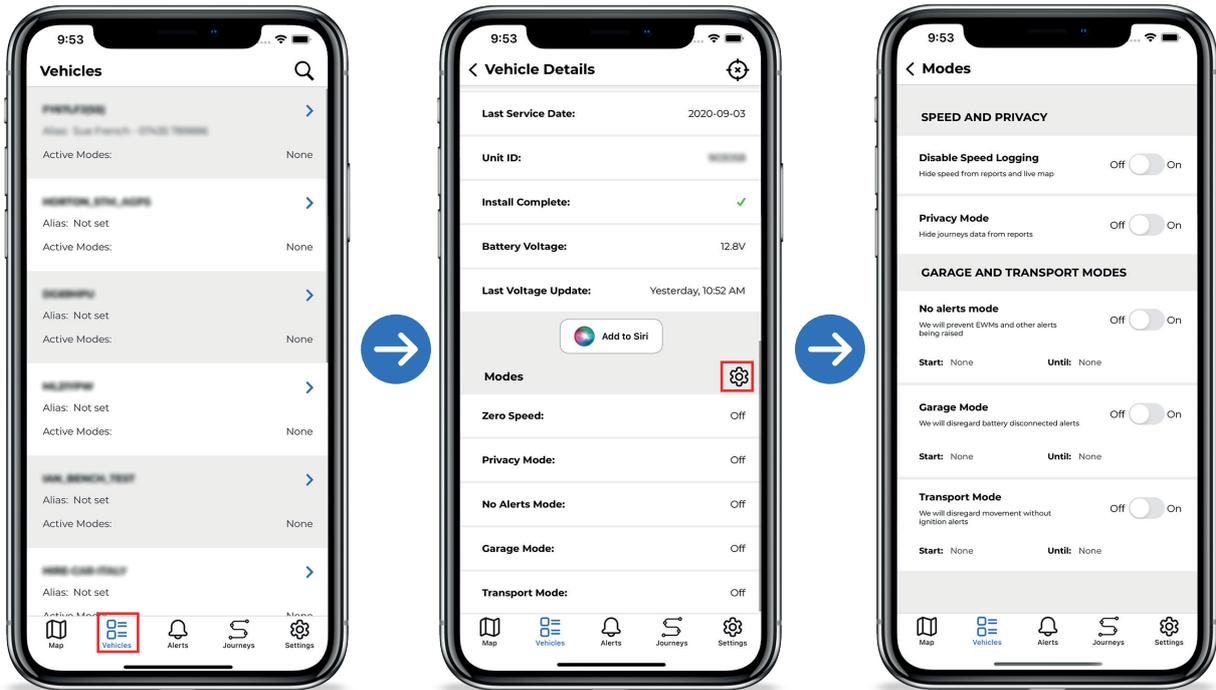
Additionally, you can create custom alerts in the mobile app in a similar way to creating an alert on the website. To create your custom alert, go into the **'Settings'** at the bottom of your screen and click **'Alerts'**.

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 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.



TECHNICALITIES

5.1 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 15 - 45 seconds when the vehicle ignition is on. If the vehicle location shown is incorrect, please run the vehicle outside for 5 - 10 minutes.

5.2 WARRANTY

ScorpionTrack units are provided with a comprehensive **1-year warranty** in addition to your statutory rights, designed to combat any material or manufacturing defects which become apparent within 1 calendar year from the date of purchase. In the unlikely event of repairs being required under the provided warranty, please contact ScorpionTrack directly for assistance.

5.3 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: (+44) 01257 249 928

TECHNICAL ENQUIRIES

Email: technical@scorpionauto.com

Telephone: (+44) 01257 249 928

SUBSCRIPTION ENQUIRIES

Email: subscriptions-team@scorpionauto.com

Telephone: (+44) 01257 249 928



CONTACT US

Telephone: (+44) 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

SCORPION[®]
AUTOMOTIVE

© 2024 Scorpion Automotive Ltd. This document is not to be reproduced in whole or part without the prior written permission of Scorpion. Other product and company names referenced herein are trademarks of their respective owners. This Scorpion product and service is subject to the Terms and Conditions of Sale available from the Scorpion Automotive website at: www.scorpionauto.com