# SCORPIONTRACK QUANTUM

**User Guide** 

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# 1. WELCOME

# THANK YOU FOR YOUR PURCHASE

Your vehicle is now secured with a ScorpionTrack Quantum.

Why choose Scorpion? There's a good chance you have made a significant investment in your assets, so why not protect them? 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 assets are 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 devices provide you with the utmost security and length of service. It will give you a brief overview of the product and provide examples of where a particular report or feature may be of value to you.

After consulting this guide (including the FAQs at the back of the guide), if you have any queries that are still unanswered then please contact our Scorpion Team on 01257 249928 to speak with our Customer Services Team.

# 1.1 PRODUCT OVERVIEW

ScorpionTrack Quantum actively protects your assets against unauthorised movement using advanced technology along with movement detection sensors hidden within the vehicle.

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 convenient features for life on the road.

The Quantum3 activates upon movement at the start of a journey and then updates its location again after five minutes. Once the journey has finished another position is sent to confirm the vehicle has parked. There may be a delay in these positions due to the nature of the device not being hardwired in. Additionally, it checks in once every 24 hours, regardless of movement. Due to there being so few journey check-ins this tracker is unable to populate journey reports.

Based on UK average travel times along with OEM tracker and battery data, the Quantum3's batteries can last up to three years. However, this lifespan may vary depending on several factors; increased vehicle usage, GSM signal strength, GPS fix quality, and frequent activation of the alarm state can all contribute to faster battery depletion. Under optimal conditions - Good fitting location, strong GSM signal, reliable GPS fix, and no alarm activations - the batteries may last beyond three years.

When the battery level becomes low, you will receive a notification. The Quantum3 operates on standard AA batteries, so if you're comfortable doing so, you can replace these yourself. For optimal performance and longevity, we strongly recommend using Energizer Lithium batteries, as other types may negatively impact battery life or may even cause the device to stop reporting before a low battery notification can be sent.

Since the Quantum3 is a Thatcham-certified product, it is installed in a secure location. To access the unit, please contact us for the fitting location details. Alternatively, for a fee, you can request an engineer to replace the batteries for you.

These are User controlled trackers and as such it will be your responsibility to set when the monitoring is 'Armed' and 'Disarmed'. This can be done by accessing your account on either the app or the website. If your vehicle moves over 50m when Armed the tracker will go into Alert and you will receive a phone call from our Vehicle Recovery Team. So, ensure the tracker is disarmed when you are moving the vehicle yourself to avoid false alerts. If upon receiving a phone call from our Vehicle Recovery Team you confirm the vehicle as stolen then our team will upgrade the Alert to Alarm, and once this command gets processed the unit will start to update every 30 seconds with it's live location.

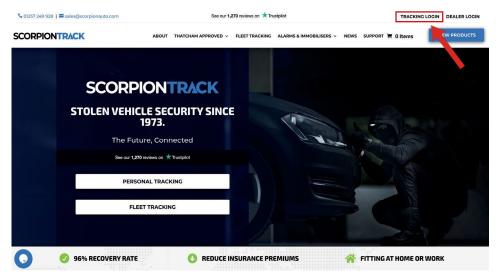
To ensure optimal battery life and reliable long-term performance, the Quantum3 is designed to send periodic location updates rather than continuous real-time tracking. As a result, there may occasionally be a delay in seeing the most recent position, especially if the device is conserving power or has limited access to GPS or GSM signals.

In the event that your vehicle is confirmed as stolen and the device enters Alarm mode, it will increase its update frequency to provide more detailed live tracking to assist in recovery.

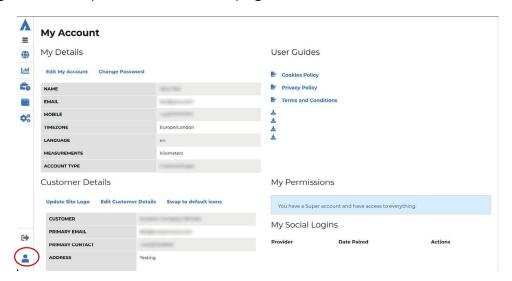
Please be aware that occasional delays or gaps in location reporting are expected and do not indicate a fault with the device. This behaviour is part of the system's intelligent design to balance performance with extended battery life.

# 2. 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 with 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 the online system on our website, click **'Tracking Login'** at the top right of your screen and then enter your login details, you will need to Authenticate your account following the link sent in one of your welcome emails prior to this step. When logged in as the main Admin User, if applicable you can then add additional User's and give them certain Permissions to restrict their access within the account and dictate what they can and cannot see/edit.



If you have a Monitored subscription, should an alert be generated for your vehicle, it is vitally important that your contact details are kept up to date on the ScorpionTrack System to ensure that our Vehicle Recovery team are able to contact you at any time of day without delay. 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', bottom left as highlighted in the picture on the next page.

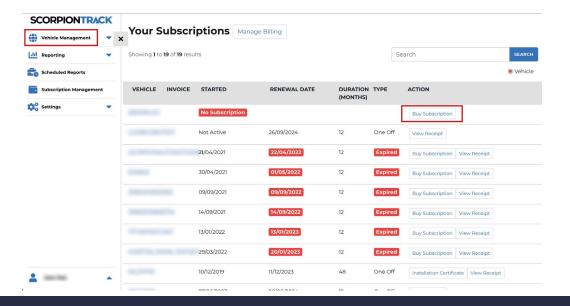


# 2.2 MONITORING SUBSCRIPTION

ScorpionTrack has a monitored service with staff available 24 hours a day, 365 days a year, to support you in the event of theft. To benefit from this, there is an annual fee which can be paid on our website or over the phone by calling the Subscription Team on 01257 249 928.

The current pricing for our subscription service can be found on our website or you can call our Subscriptions Team for a full breakdown of pricing. 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.

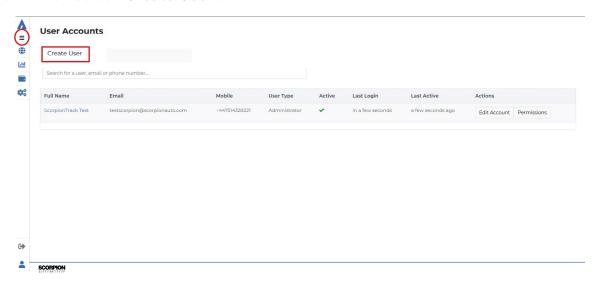
To purchase a subscription, you will need to navigate to the vehicle you want this to be applied to and in the right column click on the 'Buy Subscription' option.



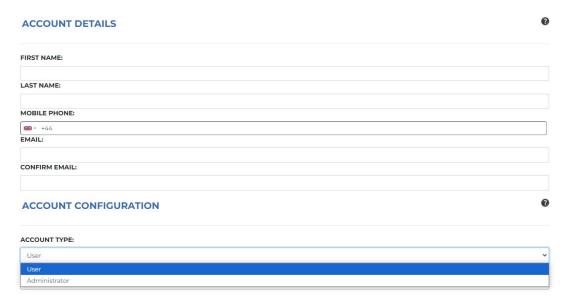
Any ScorpionTrack Quantum tracker will only provide theft detection whilst the monitoring subscription is active, with a minimum term of **12 months** as stated in the Terms & Conditions. If the payments for the subscription aren't received or renewed, no alerts will be generated with no vehicle theft 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 USER MANAGEMENT

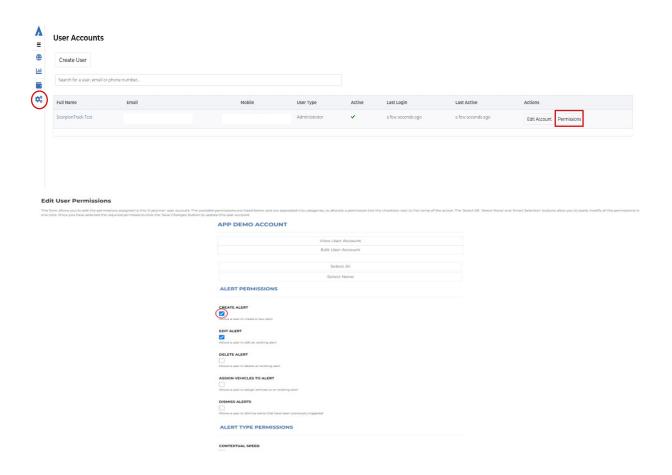
Once you are set up you may wish to add more Users to the Account. This may be for several reasons including adding Fleet Managers, adding Drivers of Vehicles that you wish to have access to view the account, or it could just be for dual management of the system, etc. Whatever the reason is, it is down to the main account holder to dictate what level of access is given to each User on the account. To add another User, Select the 'Settings' image on the menu bar on the left-hand side of the screen, then select 'Users' which takes you to the below screen and then select 'Create User'.



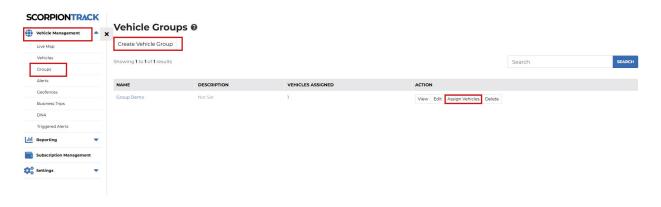
When filling out the User details you are then able to dictate what level of access the users have by firstly selecting what 'Account Type' you would like them to have, as below:



By selecting 'Administrator' this will give them full access to the account, but by selecting 'User', upon creation of their account, you can then edit the 'Permissions' which will allow you to control what they can and cannot edit/view within the account. Please see below for example:



If you want to add users of vehicles to the account and manage their access so they are limited to viewing just 1 or a selection of different vehicles then you will need to create groups to assign them to. To create a group, select 'Vehicle Management' on the left-hand side menu bar, then select 'Groups'. Once on the 'Vehicle Groups' page you can then select 'Create Vehicle Group' where you can set up a group ready to assign 1 or more vehicles to. You can give this group a name, e.g. the driver's name or the name of a person managing multiple vehicles. Once this is set up you can then select 'Assign Vehicles' on the right to put 1 or more vehicles into the group.

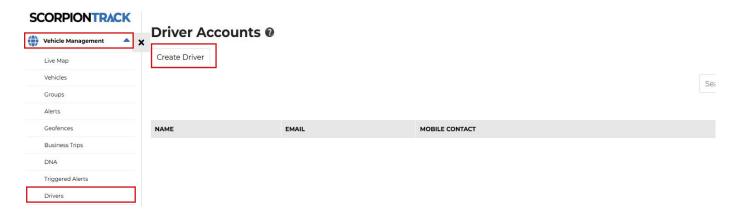


Now you have Groups setup you can go back to 'Settings' > 'Users' and select the name of the User you want to assign a vehicle group to. Then Select 'Edit User Account' as shown below and then pick a Vehicle Group from the drop-down options to assign that group to the User.

## View User Account: Test Test Edit User Account | Change Password | Delete User User Details **FULL NAME** Test Test COMPANY ScorpionTrack Test **EMAIL** MOBILE PHONE +447777777777 ACCOUNT TYPE User ACCOUNT ACTIVE Yes VEHICLE GROUPS 0 **ACCOUNT CONFIGURATION** ACCOUNT TYPE: LIMIT TO VEHICLE GROUPS: Select Vehicle Groups

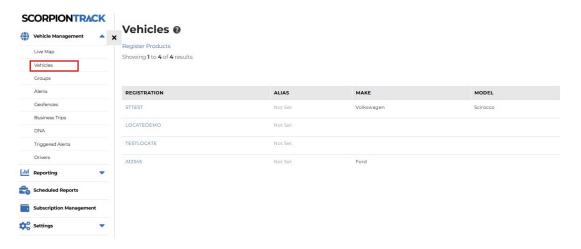
# 2.4 DRIVER MANAGEMENT

You can also add 'Drivers' to the account as opposed to 'Users', these 'Drivers' aren't given the ability to login into the account, and this is purely for Fleet Management purposes, giving you the ability to monitor your Fleet more effectively. You can set these up by selecting 'Vehicle Management' on the left-hand menu bar and then 'Drivers'. Once on the 'Driver Accounts' page you select 'Create Driver' and add the details for each of the drivers that need to be added. Drivers can then be assigned to Vehicles as described in the Vehicle Management section below.

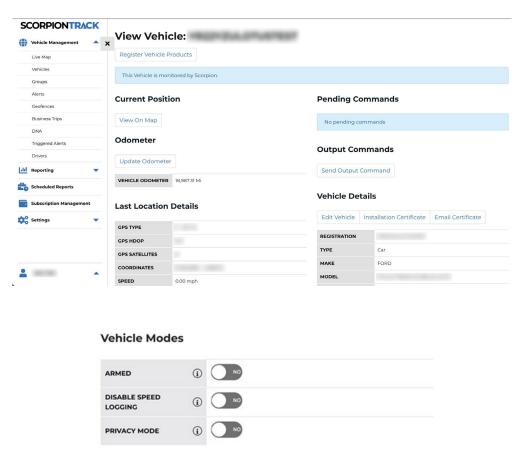


# 2.5 VEHICLE MANAGEMENT

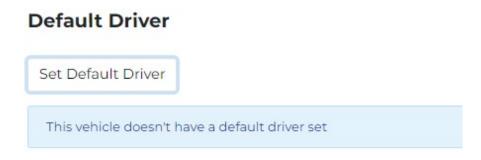
When accessing the ScorpionTrack app on our website, by default you will land on the 'My Vehicles' page in the 'Vehicle Management' section, which can also be found by navigating the left side menu. Here you can search for vehicles that you have registered under your account, view and edit your vehicles.



From the below page, you can view particular vehicles on a map, edit the vehicle details, and if insurance approved you can download the installation certificate or email it to someone. You can manage the **'Vehicle Modes'** such as turning on **'Armed Mode**' so that if the vehicle is driven away in a theft, it alerts our Vehicle Recovery Team. You can edit the vehicle and set the Alias to help track your vehicles via driver name or vehicle name rather than the registration.



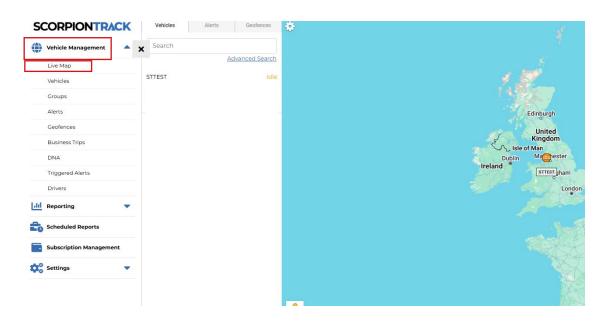
For Fleet Customers the 'Default Driver' can be set up on this page by selecting 'Set Default Driver' and picking the name of the Driver from a dropdown list. Once this has been done the Driver will appear on all reports linked to that vehicle.



On this page you can also toggle 'MOT Reminders' and 'Tax Reminders' on and off. You can also see an overview of the Subscription on the vehicle to help keep on track of any that may be due. Lastly, there is the Calendar feature which can be used to record any important dates linked to certain vehicles and these can be set up with a reminder.

# 2.6 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, which you can interact with to show you where specific vehicles are. It will also show the status of the vehicle, whether it is parked in a location or if 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.

# 2.7 VEHICLE OWNERSHIP

If you are to purchase a new vehicle which already has one of our trackers fitted, you will be required to get in touch with our Customer Excellence team via email at **customer**. **excellence@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.

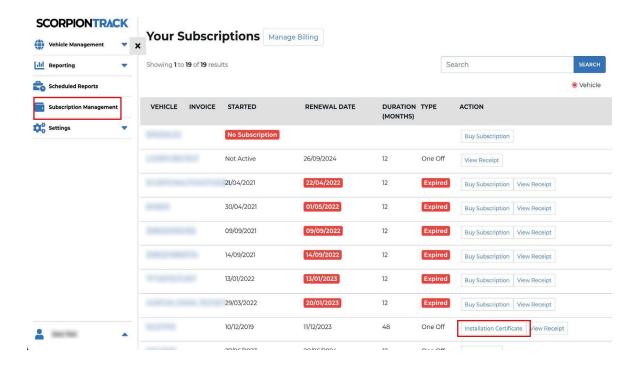
When filling out the 'New Ownership Form', you will also be required to attach a copy of the front of the V5 document and a 'Bill of Sale' or proof of purchase for that vehicle in your name and details. Once you have filled in this form and submitted it, this will be emailed to our Customer Excellence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

If you are selling your vehicle to another customer who wishes to register the tracker with us, 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.

# 2.8 INSTALLATION CERTIFICATE (UK ONLY)

Some of our tracking units are insurance industry approved; therefore, 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.



# 3. 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 Vehicle Recovery team if the following is detected:

• Tracker is Armed and the Vehicle moves more than 50m from the last known position.



# 3.2 THEFT PROCEDURE

In the event of theft, please do the following:



When a tracking unit goes into ALERT, in order for us to establish if 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 to do this. In the event there is no security question we will ask for you to confirm some personal account information.

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 can keep the police up to date on vehicle 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 several 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 Vehicle Recovery 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 does not guarantee recovery of a stolen vehicle but does increase the possibility. Normal precautionary measures such as utilising secondary security, parking in well-lit areas and securing the keys, should still be taken.

# 4. SCORPIONTRACK APP

# **4.1 MOBILE APP REVIEW**

The ScorpionTrack mobile app allows you to remotely access security, safety and convenience features all from one place. 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.

#### **Accurate Location**

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

#### 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.

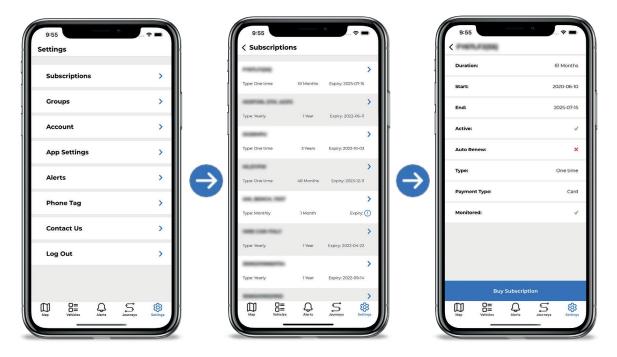
#### 24/7 365 Days Monitored Subscription

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.

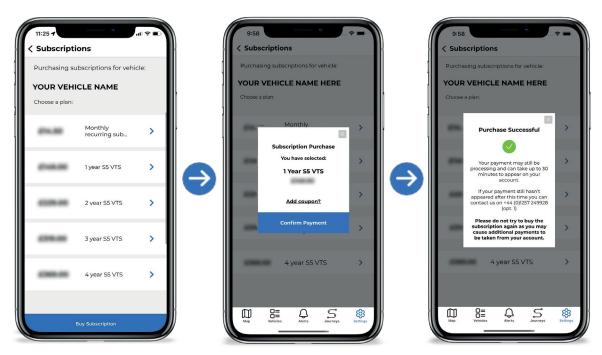
# 4.2 HOW TO MANAGE YOUR SUBSCRIPTION

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 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.

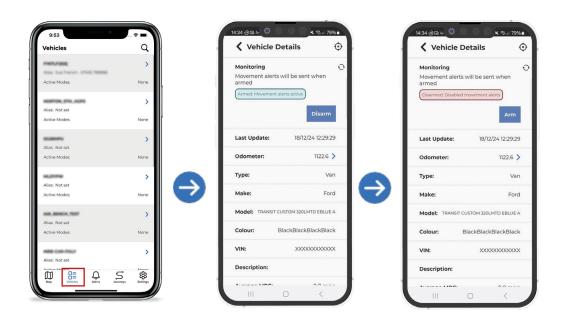


Once you've selected the vehicle you wish to purchase a subscription for, click the button labelled 'Buy Subscription'. Then select the plan you want - we offer a range of subscriptions from monthly to a lifetime subscription which are available to select in the mobile app. Once you have selected the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



# **4.3 HOW TO MANAGE MODES**

The ScorpionTrack app can 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, where you can toggle on/off different modes as necessary. The main mode here being to Disarm and Arm the Monitoring of your vehicle. It should be disarmed when you are using the vehicle and Armed when it is parked up to help protect against theft.



# 5. TECHNICALITIES

# **5.1 TRACKER INTERNAL BATTERY**

Based on UK average travel times along with OEM tracker and battery data, the Quantum3's batteries can last up to three years. However, this lifespan may vary depending on several factors; increased vehicle usage, GSM signal strength, GPS fix quality, and frequent activation of the alarm state can all contribute to faster battery depletion. Under optimal conditions - strong GSM signal, reliable GPS fix, and no alarm activations - the batteries may last beyond three years.

When the battery level becomes low, you will receive a notification. The Quantum3 operates on standard AA batteries, so if you're comfortable doing so, you can replace these yourself. For optimal performance and longevity, we strongly recommend using Energizer Lithium batteries, as other types may negatively impact battery life or may even cause the device to stop reporting before a low battery notification can be sent. To change the batteries, remove the 8 screws on the under side of the device, remove the old batteries and insert the new batteries, following the markings on the battery holder indicating the polarity. The springs are the negative terminals.

Since the Quantum3 is a Thatcham-certified product, it is installed in a secure location. To access the unit, please contact us for the fitting location details. Alternatively, for a fee, you can request an engineer to replace the batteries for you.

### 5.2 TROUBLESHOOTING

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.

When the tracker is disarmed and the vehicle is moving, the location is updated to the website once on initial movement and then again 5 minutes into the journey with GPS points. Then once the journey is completed it will update with it's parked location – this can sometimes take a short period of time to come through on journey end. If the vehicle location shown is incorrect, please take the vehicle on a short journey outside for at least 12 minutes. If the location does not update in that time frame, contact your supplying dealer at the earliest opportunity.

# **5.3 WARRANTY**

ScorpionTrack Quantum 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.

# **5.4 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'.

# 6. CONTACTS

#### **SALES 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 VEHICLE RECOVERY TEAM

Email: vehicle.recovery@scorpionauto.com

**Telephone:** 01257 240 945

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

#### **GENERAL ENQUIRIES**

Email: customer.excellence@scorpionauto.com

**Telephone:** 01257 249 928

	Digital Matter Embedded S	outh Africa	Doc No:	DM/CMP/DoC/BG4G/002
digital	UK Declaration of Conformity		Date Created:	22/02/2024
matter			Date Modified:	11/03/2024
		-	Rev No:	01
Creator:	Lizette Viljoen	Approved By:	Technical Direct	or

We, Digital Matter Embedded South Africa, St Georges building, cnr Meadowbrook and Sloane Rd, Bryanston, South Africa, 2021

declare on 22/02/2024

under our sole responsibility that the product:

#### Barra-GPS-4G

is in compliance with the essential requirements and other relevant provisions of Radio Equipment Directive (RED) 2014/53/EU and Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (RoHS 2) Directive 2011/65/EU and its amendment Directive 2015/863/EU (RoHS 3).

Tashniasi Spasifications	Product Code		
Technical Specifications	Barra-GPS-4G		
Cellular Modem:	Nordic nRF9160-SICA-B1		
Cellular Modem Bands and Power	## CAT-M1 & CAT-NB1 bands  - 1		
Cellular Modem Operating Mode:	CAT-M1 & CAT-NB1		
Maximum Cellular Output power	Up to 23dBm		
Modulation	CAT-M1 & NB-IOT: OFDMA CAT-M1: 16 QAM		
Bandwidth	CAT-M1: 1.4MHz NB-IOT: 200kHz		
GNSS Receiver:	UBX-M10050-KB		
GNSS Bands:	GPS, GLONASS, Galileo, BeiDou, QZSS		
Power Supply:	Input Voltage: 2.2-3.6 V DC		
Firmware	V1.0		
Clarification of module function:	GNSS provided by UBX-M10050-KB Cellular communication provided by nRF9160-SICA-B1		

Document Type: DoC Authorized By: Technical Director	Page 1 of 2
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Creator:

Digital Matter Embedded S	outh Africa	Doc No:	DM/CMP/DoC/BG4G/002
		Date Created:	22/02/2024
UK Declaration of Conformity		Date Modified:	11/03/2024
		Rev No:	01
Lizette Viljoen	Approved By:	Technical Director	

Essential Requirements – Radio Equipment Regulations 2017		
Health and Safety	EN/ IEC 62368-1:2020+A11:2020 EN 62311:2020	
EMC	EN 301 489-1 V2.2.3 EN 301 489-19 V2.2.1 EN 301 489-52: V1.2.1 EN 55032:2015/A1:2020 EN 55035:2017/A11:2020	
Radio Spectrum Efficiency	EN 301 908-1 V15.2.0 EN 301 908-13 V13.2.1 EN 303 413 V1.2.1	
RoHS	RoHS 2 Directive 2011/65/EU with amendment (RoHS 3) EU Directive 2015/863/EU	

All technical documentation relevant to the above equipment will be held at:

Digital Matter Embedded South Africa, The Oval, St Georges Block, Meadowbrook Street, Cnr Sloane Street, Bryanston, 2021, South Africa.

www.digitalmatter.com Tel: +27 11 540 9260

Adrian Pickles
Technical Director

11/03/2024

Date Signed

Document Type: DoC	Authorized By: Technical Director	Page 2 of 2

# **CONTACT US**

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North Business Park, Chorley, England, PR6 7DE

ScorpionTrack is a brand of Scorpion Automotive



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