

SCORPIONTRACK

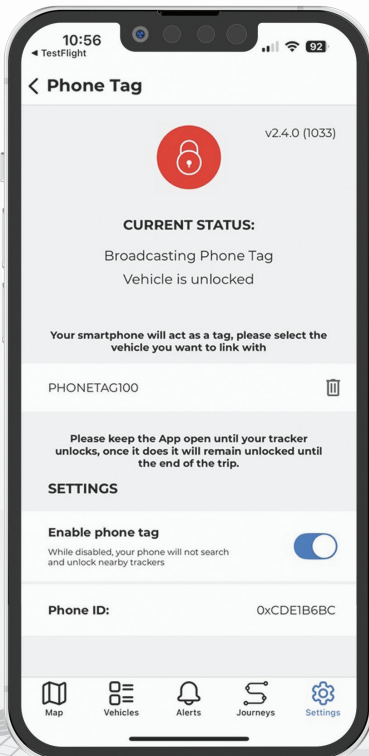
STM100 PHONE TAG USER GUIDE

This document outlines the steps you need to follow to ensure that both your phone and your tracker are ready to be paired for the ScorpionTrack Phone Tag functionality.

TRACKER

Please ensure that the tracker fitted to your vehicle conforms to the following:

- 1) Make sure your tracker is either an S5 or S5+ STM100 unit
- 2) You need to have at least one physical tag assigned to your vehicle
- 3) Ensure your tracker firmware is up to date and compatible with phone tag (Call support to check if unsure)
- 4) Make sure the vehicle ignition is on for at least 2 minutes with physical tag present prior to connecting the phone tag



INITIAL SETUP

- 1) Once your tracker is ready and you have the App installed you can open it and sign in with your log in details
- 2) Make sure you are by the vehicle and the ignition is switched on for at least 2 minutes
- 3) Within the ScorpionTrack App, select **Settings > Phone Tag > Select Vehicle > Vehicle Reg Number**
- 4) The unit will then pair with the phone

Ensure that the phones **Bluetooth** is switched on and **it is imperative that you have the app open every time you use the vehicle. If you do not do this, you will receive false alerts.**

Use **ENABLE** switch to turn it On/Off. While Off your phone won't be actively looking for nearby trackers.

Current Status will change depending on your distance from your tracker from 'Searching' to 'Vehicle is Unlocked'.

To unpair the phone, within the Phone Tag settings, select the dustbin icon.

Once paired, within the Phone Tag section of Settings menu, you have the option to temporarily disable the phone as a tag (without unpairing the phone), and to turn notifications that the phone has connected/disconnected On/Off.

It is important to note that you can only pair 1 vehicle per phone tag.

STM100 PHONE TAG TROUBLESHOOT

If you are experiencing some issues with your phone tag, please try some of the following steps to try and rectify this. It is important to try the phone tag after each step to see if the issue has been rectified.

- 1) Make sure the app is on the latest version, we recommend deleting the app, turning the phone off then back on again and then re-downloading to ensure it is the most up to date version. There may be important fixes in the updates that will fix an issue. Due to phone operating systems making changes to how devices work it is important that we keep our application up to date in line with these.
- 2) Try connecting to phone tag with all other Bluetooth devices turned off. For example, Bluetooth CarPlay/connection to car and other devices you may have connected to your phone which could be causing an interference. If it still doesn't work, then we can at least rule this out.
- 3) **For Android phones**, go to the phone settings, select apps and find ScorpionTrack. Ensure Mobile Data allows background data usage and allows usage while data saver is on. For Battery, ensure allow background activity is on. For storage, clear the cache. Ensure notifications are on and Permissions are allowed for location. For certain phones make sure 'Pause app activity if unused' is turned off.
For Apple phones, go to phone settings, select apps and find ScorpionTrack. Ensure Mobile Data is on, Background App Refresh is on, Location is set to 'Always' and notifications are allowed.
- 4) Unpair the phone tag by selecting the dustbin icon and try re-adding it with the vehicle running and the physical tag present, as described in the user guide above.

If you have tried all the above steps and still can't get the phone tag working, then please call our Technical Support Team on 01257 249 928.