DATATOOL®

USER GUIDE

REVISION 6 | 15.01.2025

SCORPION® AUTOMOTIVE

Thatcham Research SECURITY CERTIFIED

MADE IN BRITAIN

CONTENTS

1. WELCOME
THANK YOU FOR YOUR PURCHASE

Your vehicle is now secured with the **Datatool Stealth Tracker**.

Why choose Datatool? There's a good chance you made a significant investment in your vehicle, so why not protect it? Whether you have an expensive off-the-shelf sports bike, an ATV or a precious customised classic, Datatool can bring peace of mind for any rider. 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

Datatool Stealth is a stolen vehicle tracking system approved to the standards laid down by Thatcham Research, the provider of standards to the UK Insurance Industry. It has been specifically designed for motorcycles, scooters, ATVs and UTVs to prevent all known methods of vehicle theft by instantly protecting against unauthorised movement. Developed for the harsh environments that both motorcycles and ATVs have to withstand, Datatool Stealth is a cutting-edge tracking device that is waterproof with a built in antenna.
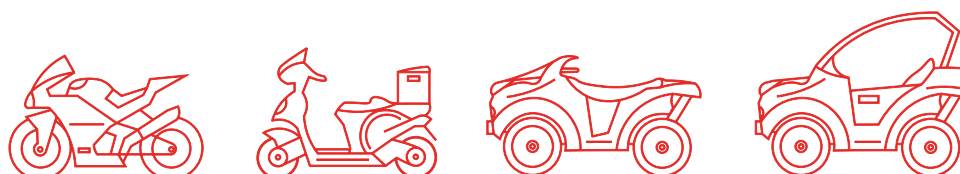
### 24/7 MONITORING

LIVE TRACKING

BATTERY FRIENDLY

CUSTOMISABLE THEFT ALERTS

2. HOW TO GET SET UP

2.1 UPDATING YOUR CONTACT INFORMATION

As part of the installation, you will receive an email containing login details which provides you access to the Datatool website **www.datatool.com**. If you haven't received this email or require a duplicate, please call the Datatool 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, 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 required 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.
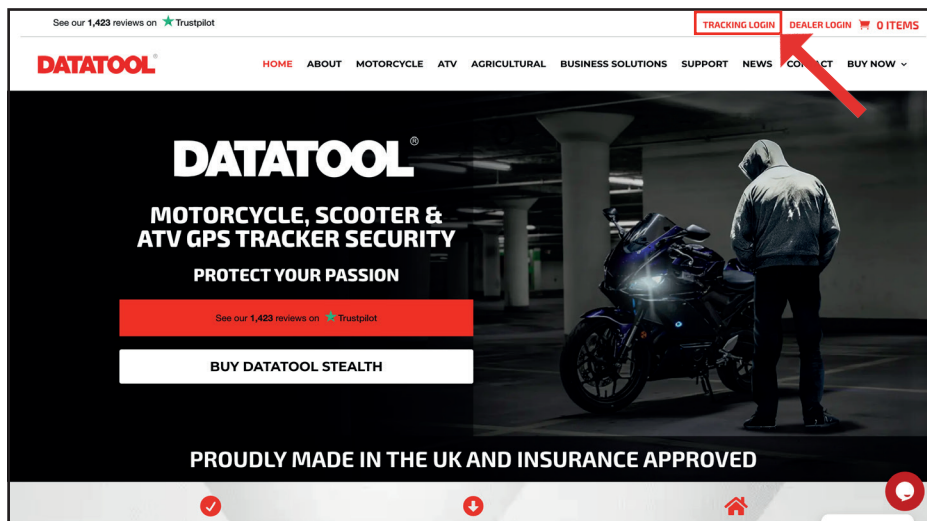
It's vitally important that your contact details are kept up to date on the Datatool System to ensure that our Vehicle Recovery Team can contact you at any time of day without delay, should an alert be generated for your vehicle. At the earliest opportunity, please login to the Datatool website and check the contact information that we have for yourself. This can be accessed by clicking on **'My Account'**, the person icon on the far bottom left as highlighted in the picture.
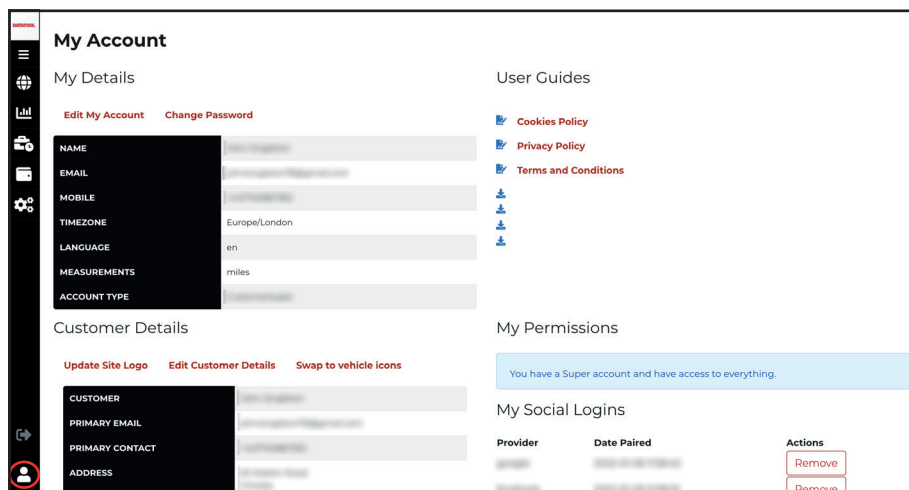
2.2 MONITORING SUBSCRIPTION

Datatool Stealth has 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 which can be paid on our website or over the phone by calling the **Subscriptions 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.

The Datatool Stealth 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 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 Datatool 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.
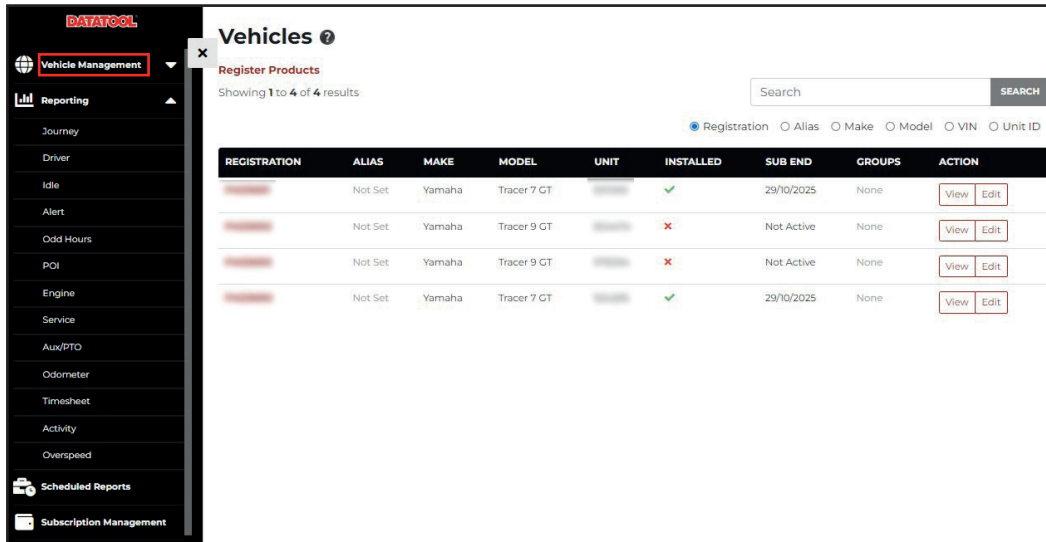
From this page, you can edit your vehicle details, download the installation certificate or email the certificate to an email address. Furthermore, you can manage the **'Vehicle Modes'** such as turning on **'Transport Mode'** if a vehicle is being transported/towed, which will stop movement without ignition alerts, or turn on **'Garage Mode'** if a vehicle is in for service and this will stop battery disconnection alerts. You can also toggle **'No Alerts Mode'** on here, which stops you receiving all types of alerts from the Vehicle Recovery Team and will stop Early Warning Text Messages coming through if you have these turned on.
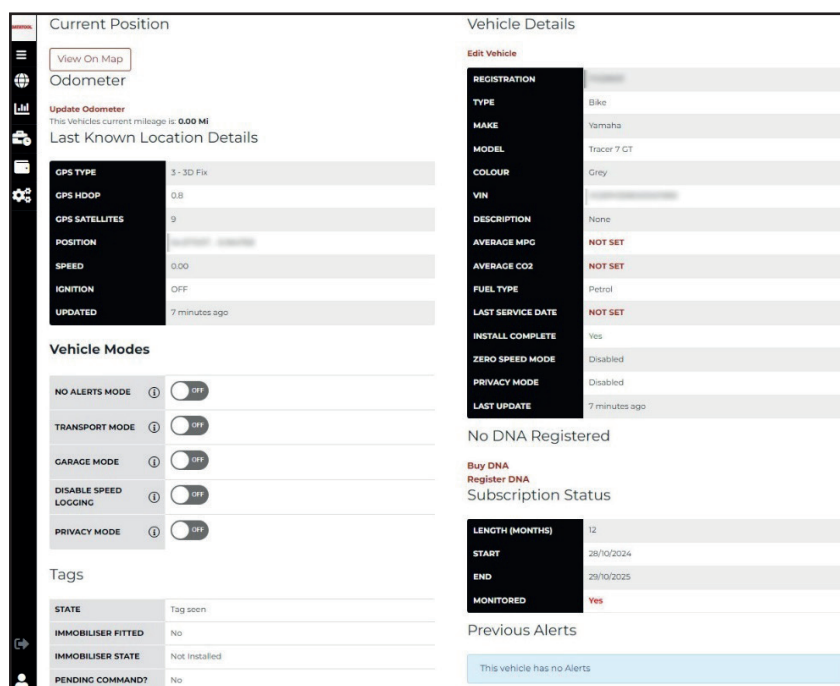
Also, on this page you can see an overview of the Subscription on the vehicle to help keep on track of any vehicles that maybe due renewal. You can turn the **'Vehicle Crash Alerts'** on here and fill out an emergency contact, this alert will then notify the contact in the event that you are in a crash at speed, it will not notify if the vehicle is crashed into when parked. Early Warning of Movement can also be setup here, setting up a mobile number to receive SMS when there is a period of vibration or motion on the vehicle. 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.

2.4 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 status of the vehicle, whether it is parked in a location or moving.
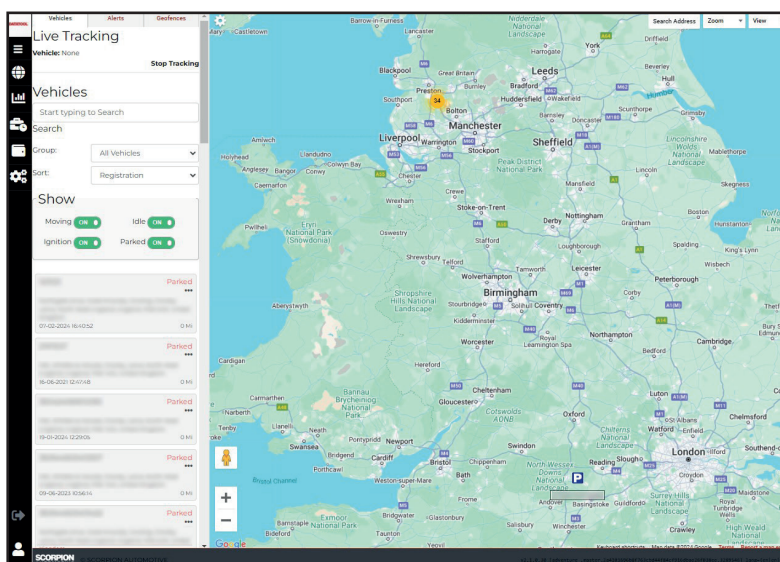
All the map functions including the zoom options, and the view type are all on the top right of the map. You can also search for an address here if you want to find a specific area.

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 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 Datatool Stealth 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 Customer Excellence team who will process it and set up the updated account on the Datatool 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.

On the other hand, if you need the Stealth tracker to be moved to another bike, please get touch via our telephone number **01257 249 928** and a member of our team will book in an engineer to do the transfer.

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

2.6 INSTALLATION CERTIFICATE (UK ONLY)

As an insurance industry approved product, Datatool Stealth may qualify the owner for a discount on their motorcycle or scooter insurance. If the insurer requires an installation certificate as proof that the tracker has been fitted, a copy may be downloaded from our Datatool website in the **'Your Subscriptions'** page as shown below, and is only available once the monitoring subscription has been paid and activated.

If the vehicle is sold to a new owner or dealership, please call **01257 249 928** so the Datatool team can update your account. The new owner of the vehicle will receive a new certificate once a new subscription is obtained.
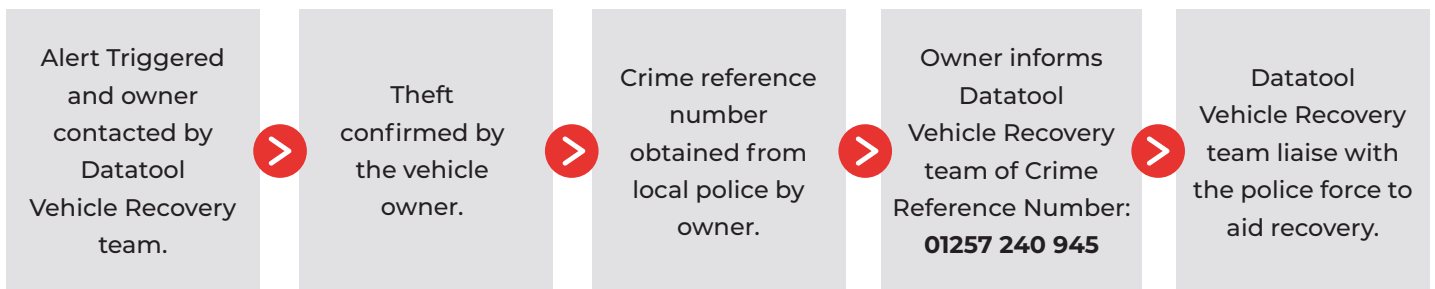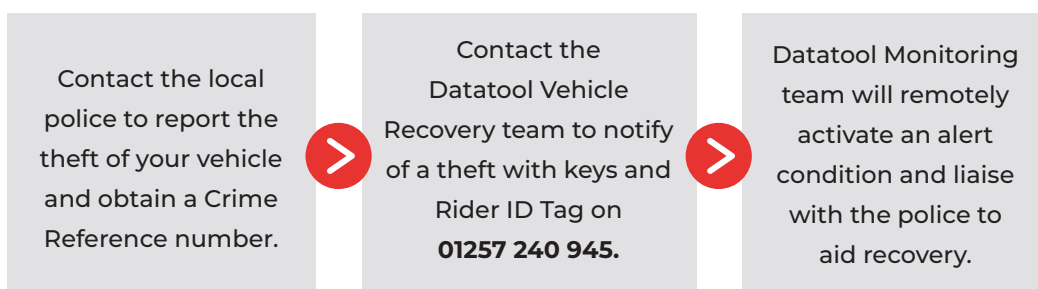
3. VEHICLE THEFT

3.1 AUTOMATED ALERTS

Once you have a subscription in place, the system will be active and monitored 24/7/365. In the event of theft, the Datatool Stealth tracker will generate an automatic alert that is sent to our 24/7 Vehicle Recovery Team if any of the following is detected:

- Vehicle moved more than 150m from the last known position without the Rider ID Tag present.

- Vehicle battery disconnected (including disconnection of tracking system from vehicle) or where the battery voltage drops significantly.

- The vehicle moves more than 150m from last known position without the ignition on and the Rider ID Tag isn't present.

- Vehicle moves without a consistent GPS signal.

| Alert Triggered and owner contacted by Datatool Vehicle Recovery team. | > | Theft confirmed by the vehicle owner. | > | Crime reference number obtained from local police by owner. | > | Owner informs Datatool Vehicle Recovery team of Crime Reference Number: **01257 240 945** | > | Datatool Vehicle Recovery team liaise with the police force to aid recovery. |

3.2 THEFT PROCEDURE

In the event of theft along with the keys and fob, please do the following:

| Contact the local police to report the theft of your vehicle and obtain a Crime Reference number. | > | Contact the Datatool Vehicle Recovery team to notify of a theft with keys and Rider ID Tag on **01257 240 945.** | > | Datatool Monitoring team will remotely activate an alert condition and liaise with the police to aid recovery. |

When a tracking unit goes into ALARM, 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 Datatool 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. CUSTOM ALERTS
4.1 ALERT OPTIONS

As part of your Datatool Stealth monitoring subscription, you will also have access to managing and customising Dashboard Alerts for your vehicles, 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 these. Upon triggering, these alerts can send either an app notification or email notification to a defined User on the account depending upon what you have set up. There is a detailed explanation of how to create these alerts in **section 4.4**.

An exclusive Datatool feature is the Early Warning Movement SMS Alerts which can be turned on, these send an SMS text message direct from the tracker unit to a defined mobile number if there is a set period of movement or vibration. This is detailed further in **section 4.2**.

The range of dashboard alerts which may be beneficial for you include:

Low Battery Alert

The Datatool unit monitors the condition of the vehicle battery, and if required it will send a **'Low Battery Warning'** notification directly to the selected User on the account when the vehicle battery drops below a predetermined level. If you receive the warning, it is important that you take action to charge the vehicle battery.

Ignition On Alert

The tracker can send a notification every time the vehicle's ignition is switched on. This is useful as an early warning if someone is trying to force a vehicle to start in the event of a theft.

Early Warning of Movement Alerts

The tracker can send a notification if there is a period of movement or vibration on the vehicle to a selected User on the account. This is the same as the Early Warning Movement Alerts SMS which can also be set up alongside this dashboard alert.
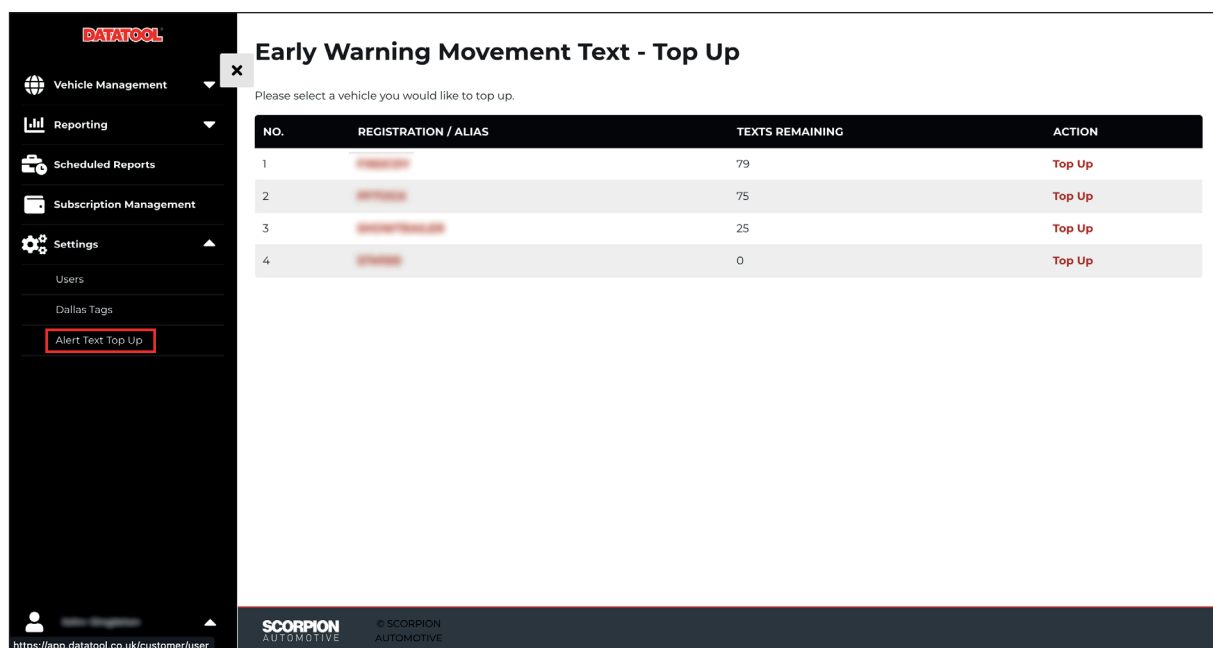
Idle Time Alert

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. For example, you can set it as 10 minutes and if a vehicle is left idling for longer than this period then a notification is generated.

4.2 EARLY WARNING MOVEMENT SMS ALERTS

As briefly described above, the Datatool Stealth is designed to monitor the vehicle for signs of unauthorised movement. As a user option, it is possible to have the unit send an SMS text message at the first sign of vehicle movement, before the vehicle moves away from where it is parked. This is an additional feature alongside the Dashboard Alerts and not to be confused with the notifications which can be setup in that section.

There are 25 SMS text messages that are included as part of the subscription. If you would like to purchase additional texts, they can be purchased in bundles of 100 for just £15. To do this, please go to the left side menu and click **'Settings'**, and next click on **'Alert Text Top Up'**.

To activate/deactivate the Early Warning Movement (EWM) text alerts login to the Datatool website **www.datatool.com**, navigate to the left side menu and click on **'Vehicles'**. Then click on the vehicle registration that you want to turn the EWM on/off for and scroll down to **'Movement Alert'**. There will be a toggle that you can click on that will activate or deactivate the EWM text alert. This will take into effect when you first turn the ignition on and off. There are 5 different levels of sensitivity you can set to trigger a message, we recommend the Default setting, 8 seconds of movement or vibration on the vehicle to trigger the system, you can increase or decrease sensitivity via the app.

For S7 trackers, the vehicle's ignition switched on will suppress EWM alerts from being triggered. For S5 trackers, the Rider Tag provided with the unit will suppress the EWM alert from being triggered when the tag is present, as will the vehicle's ignition being switched on.

4.3 GEOFENCE ALERTS

A Geofence is a virtual 'electronic' perimeter zone that you set up to report on your vehicle entry and exit from set locations. Geofences are an extremely helpful tool and 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 that will be used to trigger the alert. To do this, navigate to the **'Geofences'** tab in the menu and click **'Create Geofence'**.
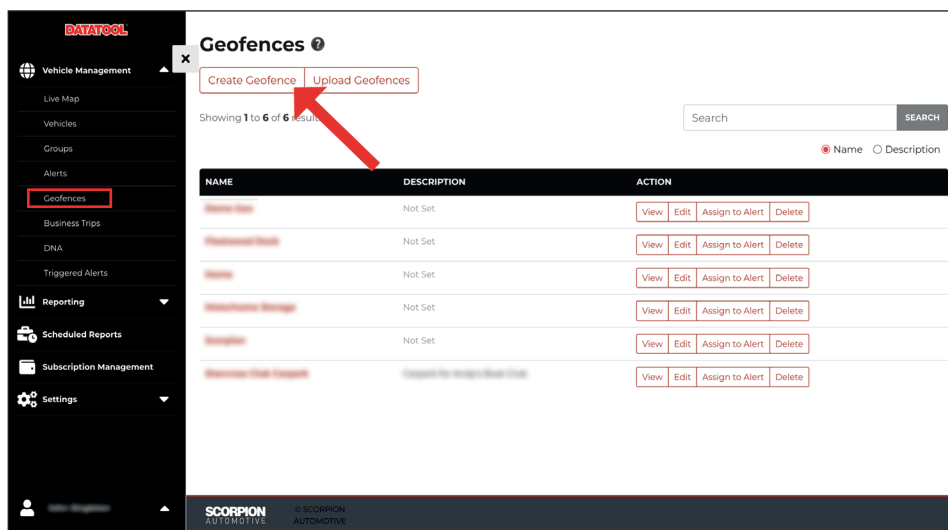
Creating a Custom-Shaped Geofence

To create a precise, custom-shaped geofence, click on the location (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 metres 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.

You need to click on the map in the centre of your desired geofence location. Choose a colour for the geofence, name it, add a description to it and then save it by clicking on **'Create Geofence'** at the bottom of the page. The default is a circular area but if you want to be more precise, then you can create a custom-shaped geofence (as previously mentioned).
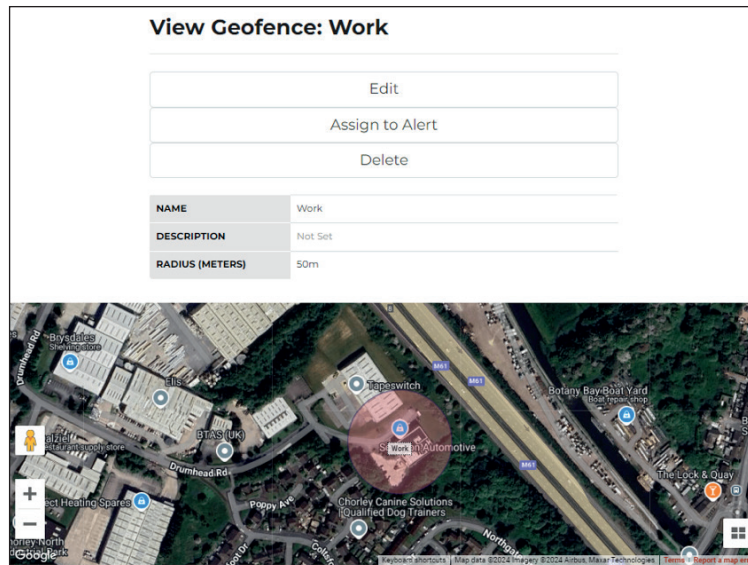

Once the Geofence is created, navigate to the **Dashboard Alerts** page and set up a Geofence alert in the same manner as creating the **'Low Battery'** alert.

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 and click on **'Alerts'** under **'Vehicle Management'**.

When this has opened, it will bring you to a dashboard of alerts. To create an alert of your choice, click on the highlighted **'Create Alert'** button above the table on the left side.
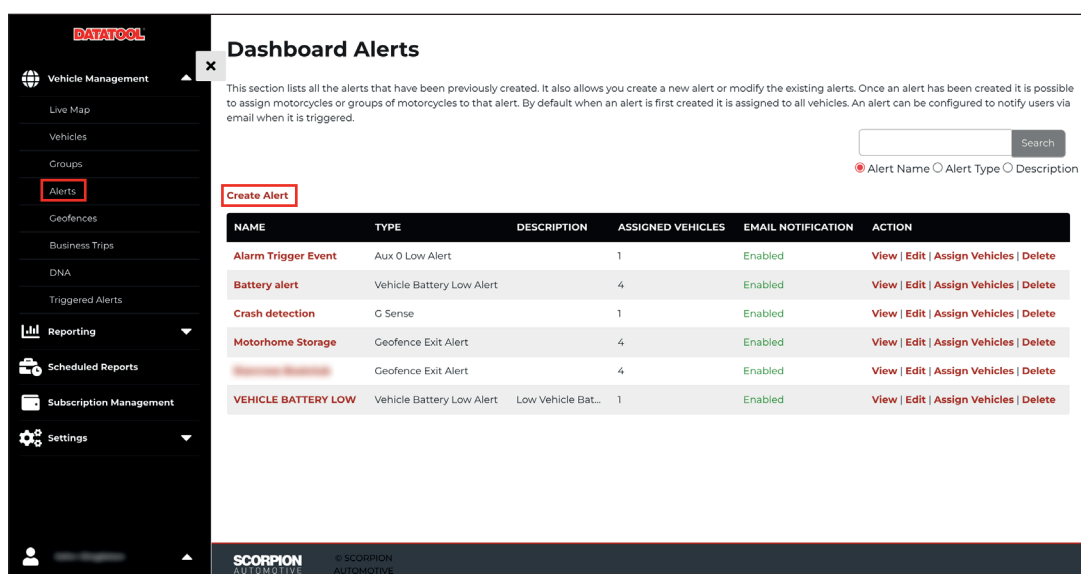
You will need to name the alert, add the level of the alert and an optional description of what the alert is for. Then scroll down to the section **'Alert Type'**, on the drop-down, click the alert type you want to create as displayed in the below picture.

Underneath this, you select either an email address that you wish the notification to be sent to 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.

5. DATATOOL APP
5.1 MOBILE APP OVERVIEW

The Datatool 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.
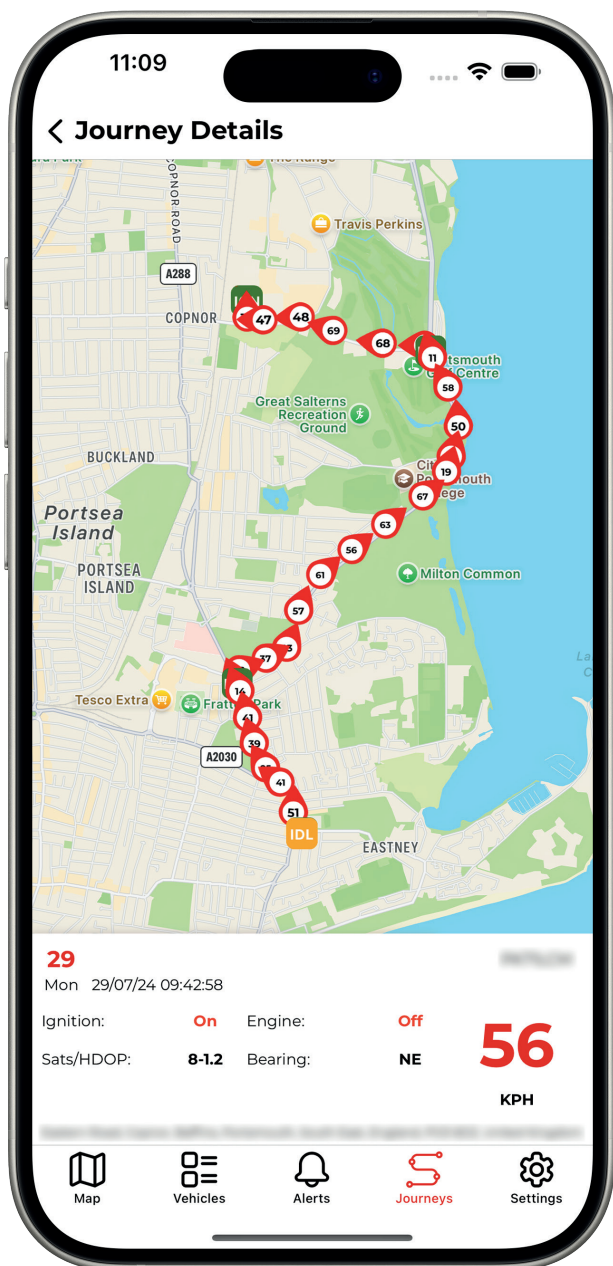
GPS Location

The Datatool 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

The Datatool Stealth uses advanced GPS Galileo, and GLONASS satellite technology to determine your vehicle's location.

Battery Status

The Datatool 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 **4.4**.

Zero Speed and Privacy Mode

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

24/7/365 Monitoring

Datatool 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 Datatool 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.
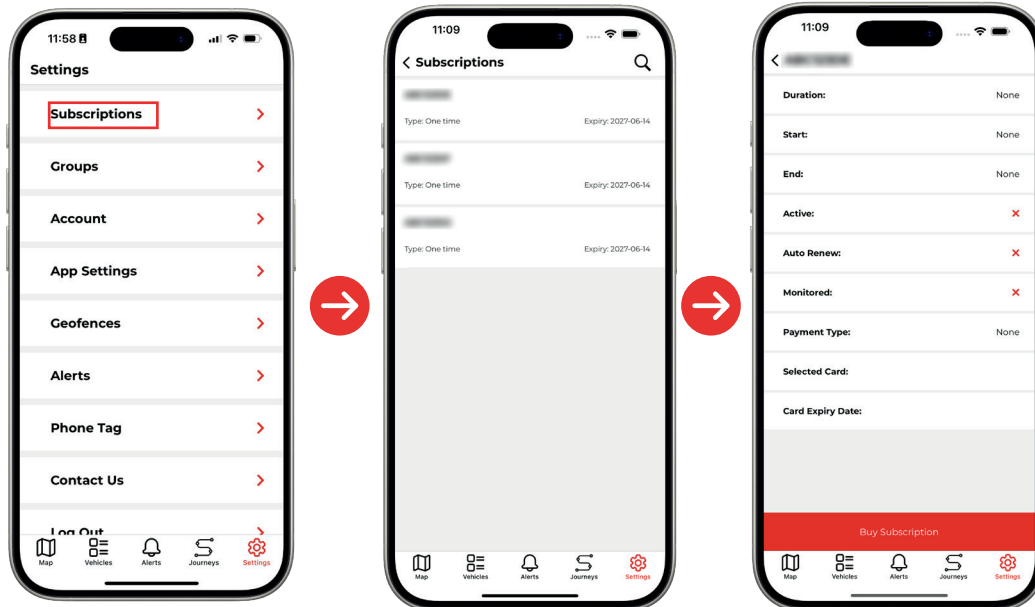
Once you've selected the vehicle you wish to purchase a subscription for, click the button labelled **'Buy Subscription'**. Then select the plan you want - we offer a range of subscriptions from monthly to a lifetime subscription which are available to select in the mobile app. When you have selected 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.
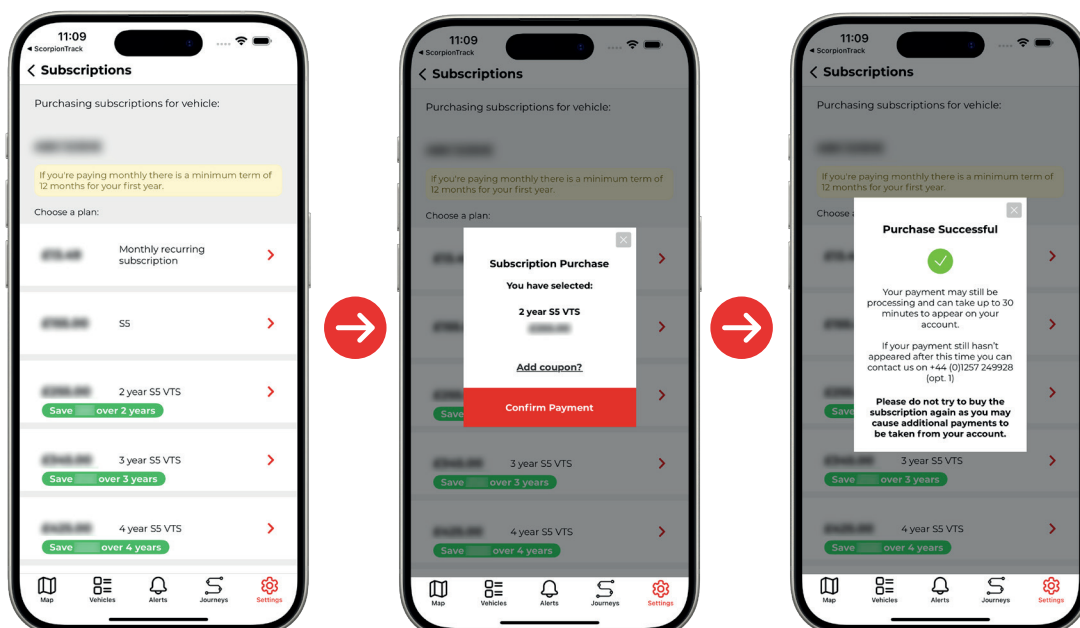
5.3 HOW TO MANAGE DASHBOARD ALERTS & MODES

You can also manage your vehicle alerts and modes all in one place in the Datatool mobile app. 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.
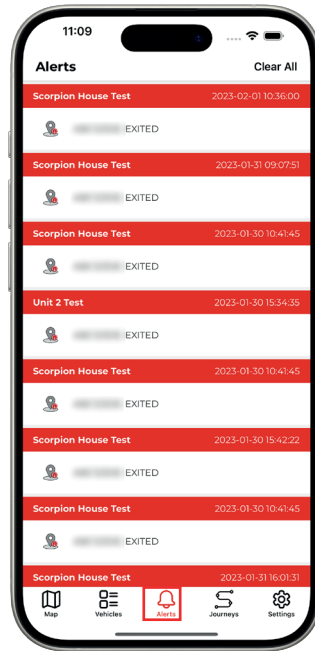

Additionally, you can create custom alerts in the mobile app in a similar way to creating an alert on the website. To create your custom alert, go into the **'Settings'** at the bottom of your screen and click **'Alerts'**.

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, but please note that SMS texts aren't free and we do recommend using App Notifications as an option for this. Once you have filled out these details, press the **'Save'** button at the bottom of the screen.
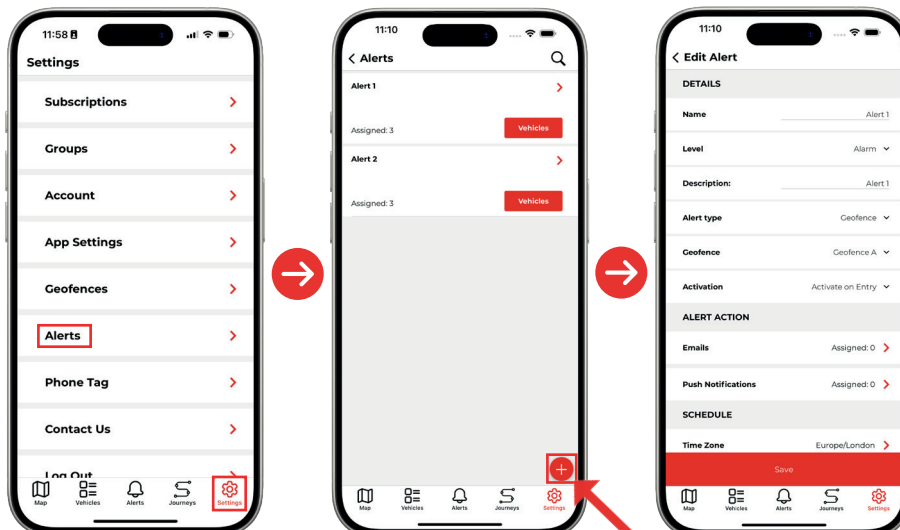
The Datatool app also allows you to manage and customise modes, which will prevent triggering alarms and notifying the Monitoring team that your vehicle is moving if you are getting your vehicle transported or it is being serviced and may be moved around in a dealership.

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 **'Settings'**. Here you can toggle on/off different modes if necessary.
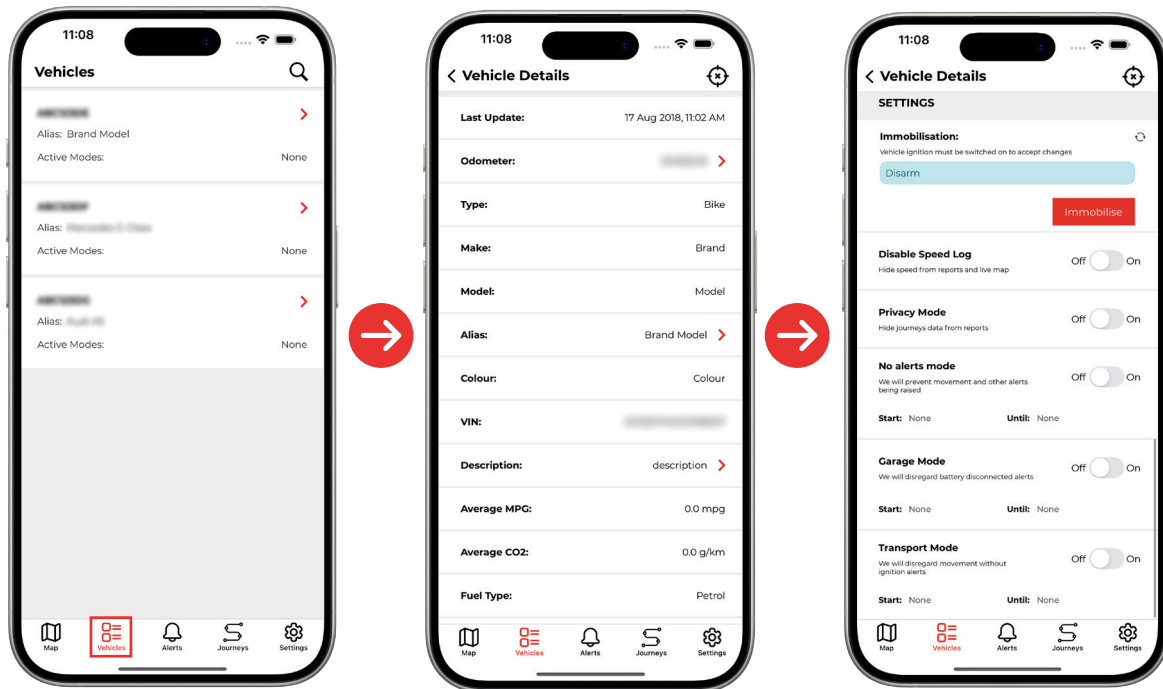
5.4 EARLY WARNING MOVEMENT ALERT

The Early Warning Movement Alert can also be set up in our mobile app in a similar way to creating the alert on our website. To do so, you will need to click on your vehicle's icon on the **'Live Map'** which will bring up your vehicle's details on the bottom part of your screen. Then click the arrow icon as highlighted in the following set of images. There will be a number of options that will appear which allows you to manage various settings for that vehicle.

Click on the option labelled **'Movement Alerts'** which will bring up the **'Early Warning Movement'** setting. Here you'll have a contact number that the alerts will be sent to, and also a button to toggle this alert on and off. As mentioned previously, Early Warning Movement alerts are sent an SMS text alerts to the owner at the first sign of unauthorised movement on your vehicle.
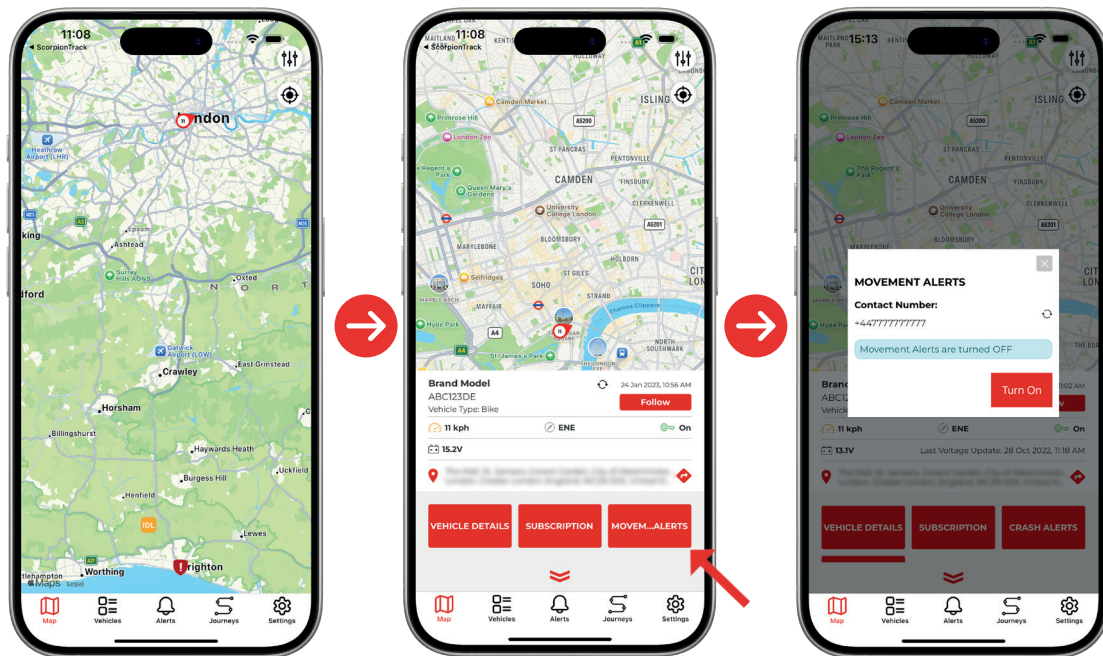
5.5 PHONE TAG

The Datatool Mobile app allows you to use your mobile phone as an Automatic Rider 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 start your vehicle's ignition and have your current ADR tag alongside your phone ready for pairing. Once the vehicle has been running for a couple of minutes 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 then need to select which vehicle you want the phone tag to link with.

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 out of range from your vehicle, we recommend reducing the sensitivity. Please also note that the Bluetooth signal strength that both the phone tag and Rider tag use reaches a wide radius, so they will need to be kept at quite a distance for it to not reach the tracker. Not only this, but Rider Tags do work with motion sensors, meaning that if they are left still for 5+ minutes they won't pick up, regardless of how close they are to the vehicle.
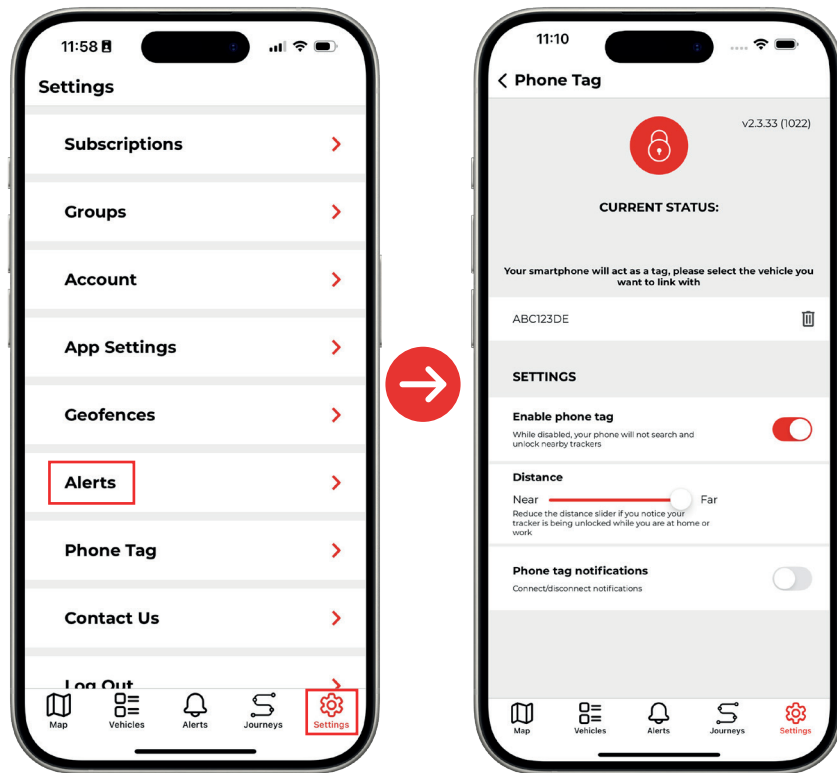
RIDER TAG
6.1 OVERVIEW

The Datatool Stealth S5 is provided with a **Rider ID Tag**, which is required under Thatcham Approval Standards. The tag communicates wirelessly with the Datatool 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 Vehicle Recovery team who will attempt to get in touch with the primary contact registered to the vehicle.

In the interest of security, it is recommended that you keep the Rider ID tag separate from your ignition keys to provide an additional layer of security should your keys be stolen or lost. The Rider ID 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. Battery Type: CR2450

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

6.2 RIDER ID TAG BATTERY REPLACEMENT

If the Rider ID 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 CR2450 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.
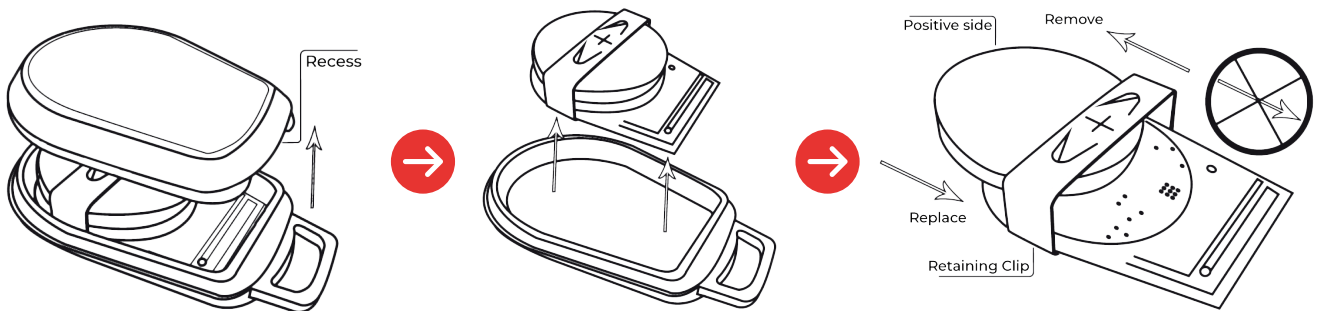
7. SPECIFICATIONS
7.1 TRACKER INTERNAL BATTERY

For the Datatool Stealth tracker 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 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 Datatool dealer for assistance.

7.2 TROUBLESHOOTING

Datatool Stealth contains no user serviceable parts and requires no regular maintenance. To verify that your unit is operating correctly, please log in to the Datatool 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

Datatool Stealth is 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 Datatool system is subject to the Datatool Terms & Conditions, with details of this available to view on our Datatool 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@datatool.co.uk

Website: www.datatool.com

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

Datatool is a brand of Scorpion Automotive

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