DATATOOL®
QUANTUM
User Guide

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1. WELCOME

THANK YOU FOR YOUR PURCHASE

Your vehicle is now secured with a **Datatool Quantum.**

Why choose Datatool? There's a good chance you have made a significant investment in your vehicles, so why not protect them? Here at Datatool, 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 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 Datatool Team on 01257 249928 to speak with our Customer Services Team.

1.1 PRODUCT OVERVIEW

Datatool Quantum actively protects your vehicles 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 Datatool Quantum 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 Datatool Quantum'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 Datatool Quantum 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 Datatool Quantum 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 tracker is 'Armed' and movement outside of your Safe Zones is detected 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 Datatool website **datatool.co.uk**. If you haven't received this email or require a duplicate, please call the Datatool 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.
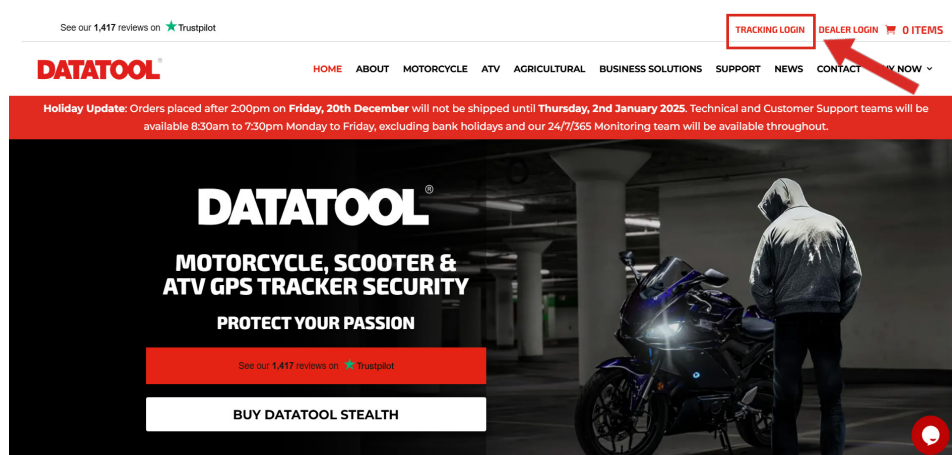
If you have a Monitored subscription, should an alert be generated for your vehicle, it is vitally important that your contact details are kept up to date on the Datatool System to ensure that our Vehicle Recovery team are able to contact you at any time of day without delay. At the earliest opportunity, please log in to the Datatool 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 below.
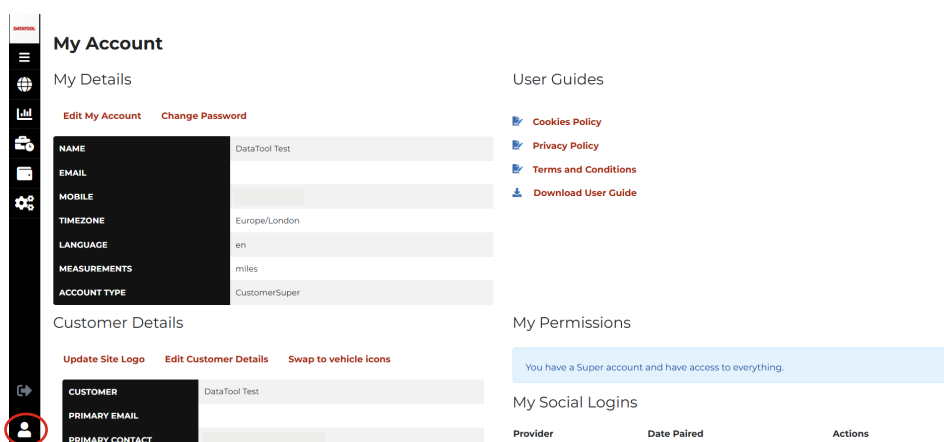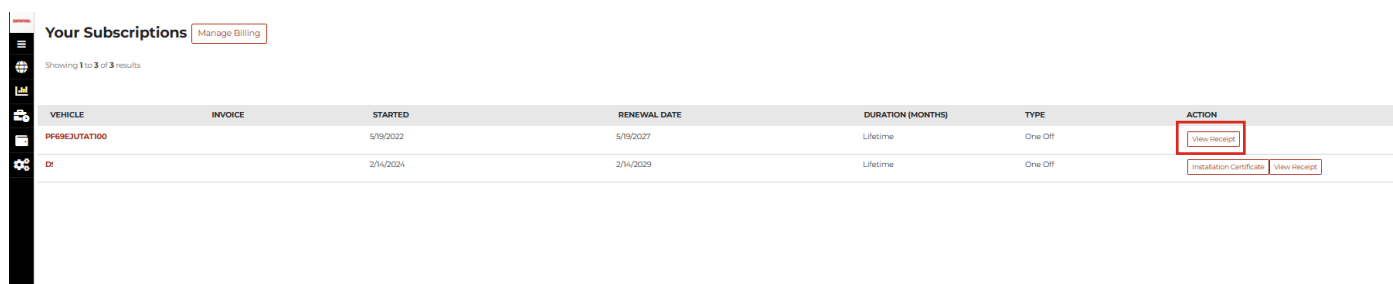
2.2 MONITORING SUBSCRIPTION

Datatool 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 Datatool 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 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'.**

User Accounts

Create User							

Search for a user, email or phone number...

Full Name	Email	Mobile	User Type	Active	Last Login	Last Active	Actions
DataTool Test	datatooltest@datatool.co.uk		Administrator	✔	a few seconds ago	4 minutes ago	Edit Account Permissions

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:

ACCOUNT DETAILS ❓

FIRST NAME:

LAST NAME:

MOBILE PHONE:

🇬🇧 ▾ +44

EMAIL:

CONFIRM EMAIL:

ACCOUNT CONFIGURATION ❓

ACCOUNT TYPE:

User ▾

User

Administrator

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 next image for example:

DATATOOL®

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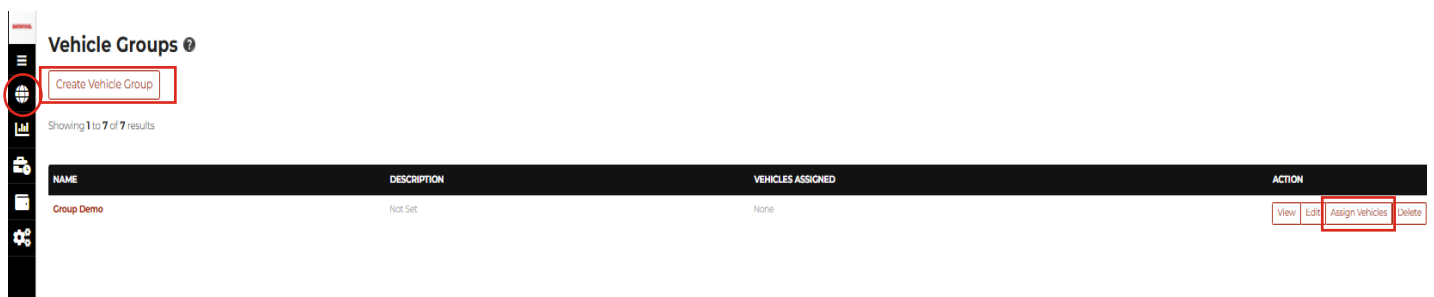
Now you have Groups setup you can go back to **'Settings' > 'Users'** and select the name of the User you want to assign a vehicle group to. Then Select **'Edit User Account'** as shown below and then pick a Vehicle Group from the drop-down options to assign that group to the User.

2.4 VEHICLE MANAGEMENT

When accessing the Datatool 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 next 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.

Vehicle Modes

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.

2.5 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 Datatool tracker fitted to it.
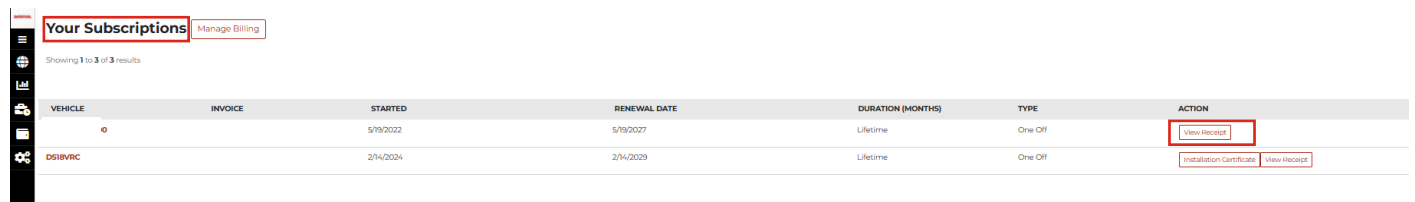
When filling out the 'New Ownership Form', you will also be required to attach a copy of the front of the V5 document and a **'Bill of Sale'** or proof of purchase for that vehicle in your name and details. Once you have filled in this form and submitted it, this will be emailed to our Customer Excellence team who will process it and set up the updated account on the Datatool 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 Datatool Account to the new customer's details as this will not be correctly updated on our system.

2.6 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 Datatool website in the **'Your Subscriptions'** page as shown below and is only available once the monitoring subscription has been paid and activated.
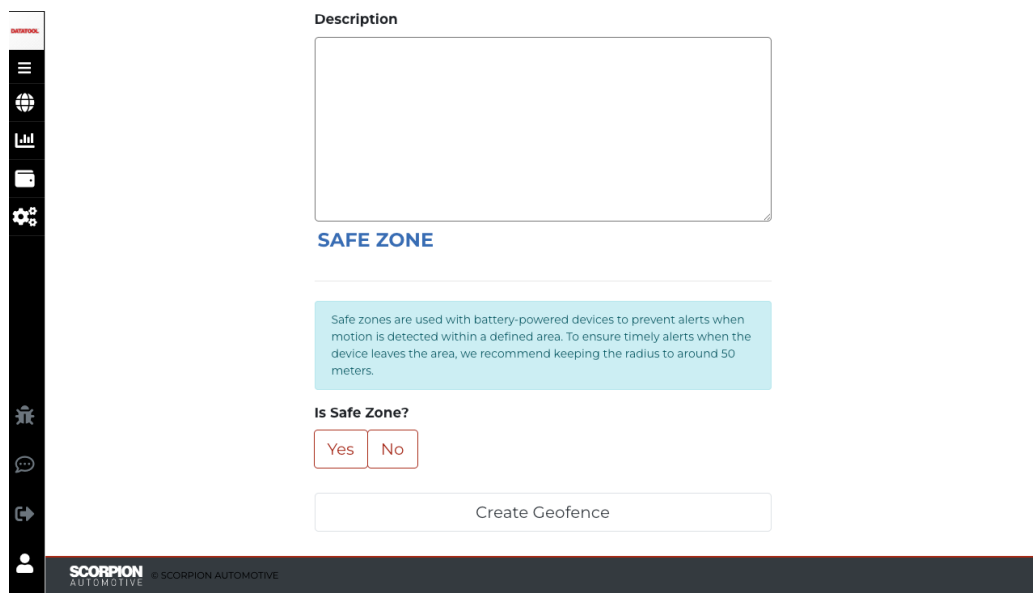

2.7 SAFE ZONES

Safe Zones let you mark trusted locations like your home or workplace where alerts won't be triggered. This helps avoid unnecessary notifications when your vehicle is in a place you know is safe. You'll need to set up at least one Safe Zone before arming your vehicle.

To set one up, go to Geofences, click **'Create Geofence',** and set the Safe Zone toggle to **'Yes'**. Once saved, you can reuse or edit your Safe Zones at any time. For best results, keep them small—around 150 metres wide.

2.8 ARMING YOUR QUANTUM

You can arm your Quantum tracker using either the website or the app. Arming activates alerts, so you should only do this when you're not planning to drive the vehicle such as when it's parked at home or work. This helps keep alerts reliable and reduces the chance of false notifications.

Whether you're using the **website** or the **app**, tapping **'Arm'** will bring up a prompt asking if you'd like to use your existing Safe Zones or create a new one. If you choose to create a new one, you'll be taken to the **'Create Geofence'** page. If no Safe Zones are set up, you won't be able to arm your Quantum until one has been created.

On the website, arming is done via an **on/off toggle** next to **'Arm'**. On the app, it's a single **'Arm'** button, which changes to **'Disarm'** once the system is armed.
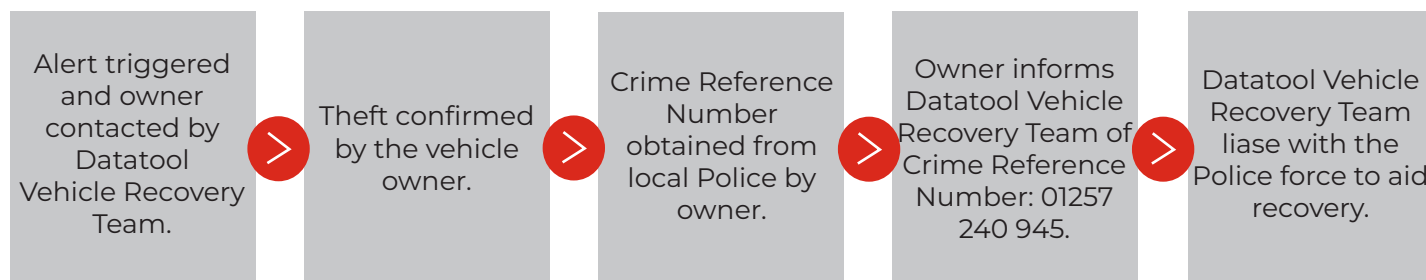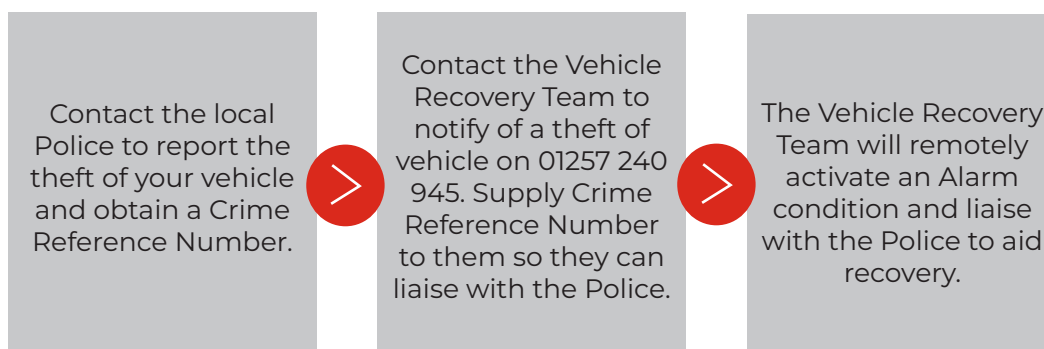
3. VEHICLE THEFT

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.

| 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 liase with the Police force to aid recovery. |

3.2 THEFT PROCEDURE

In the event of theft, please do the following:

| Contact the local Police to report the theft of your vehicle and obtain a Crime Reference Number. | > | Contact the Vehicle Recovery Team to notify of a theft of vehicle on 01257 240 945. Supply Crime Reference Number to them so they can liaise with the Police. | > | The Vehicle Recovery Team will remotely activate an Alarm condition and liaise with the Police to aid recovery. |

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 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. DATATOOL APP

4.1 MOBILE APP REVIEW

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.
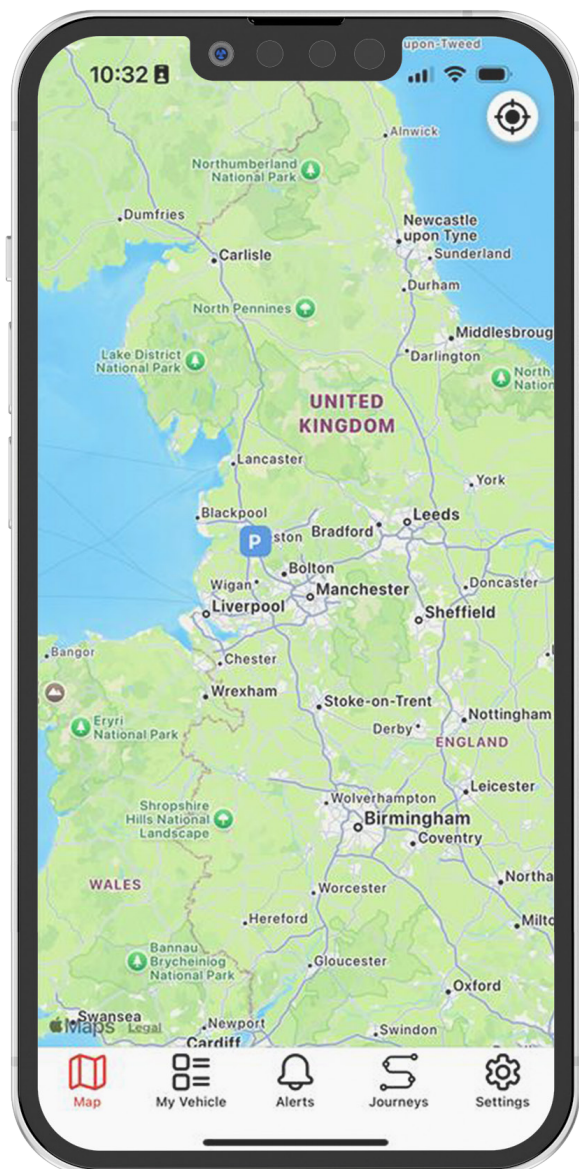
GPS Location

The 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.

### 24/7 365 Days Monitored Subscription

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.

4.2 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 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.
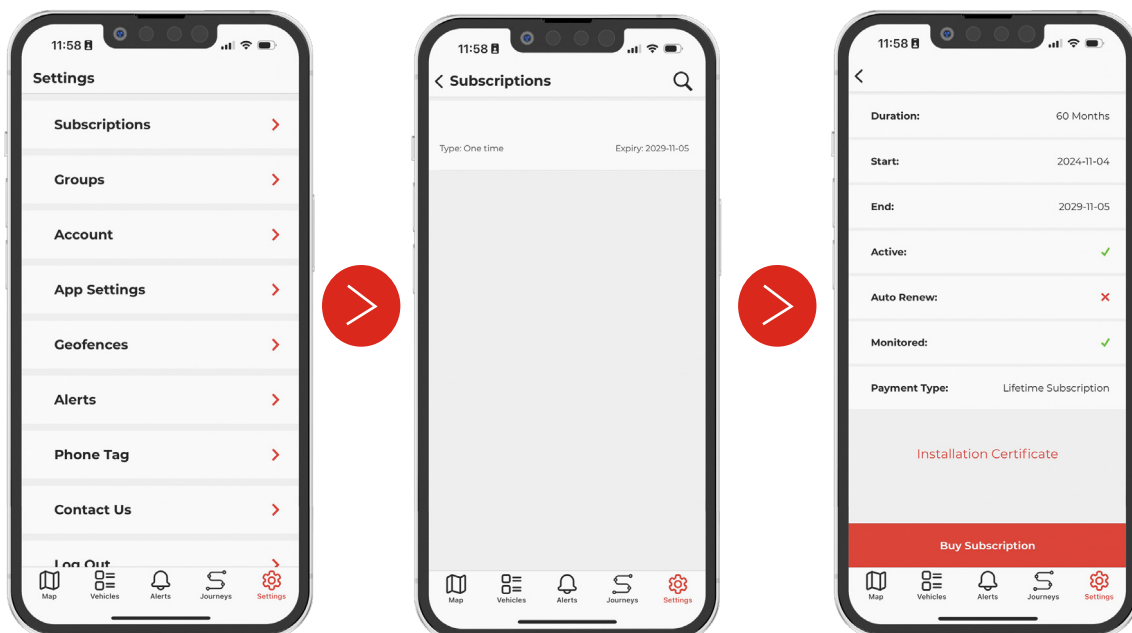

Once you've selected the vehicle you wish to purchase a subscription for, click the button labelled **'Buy Subscription'**. Then select the plan you want - we offer a range of subscriptions from monthly to a lifetime subscription which are available to select in the mobile app. Once you have selected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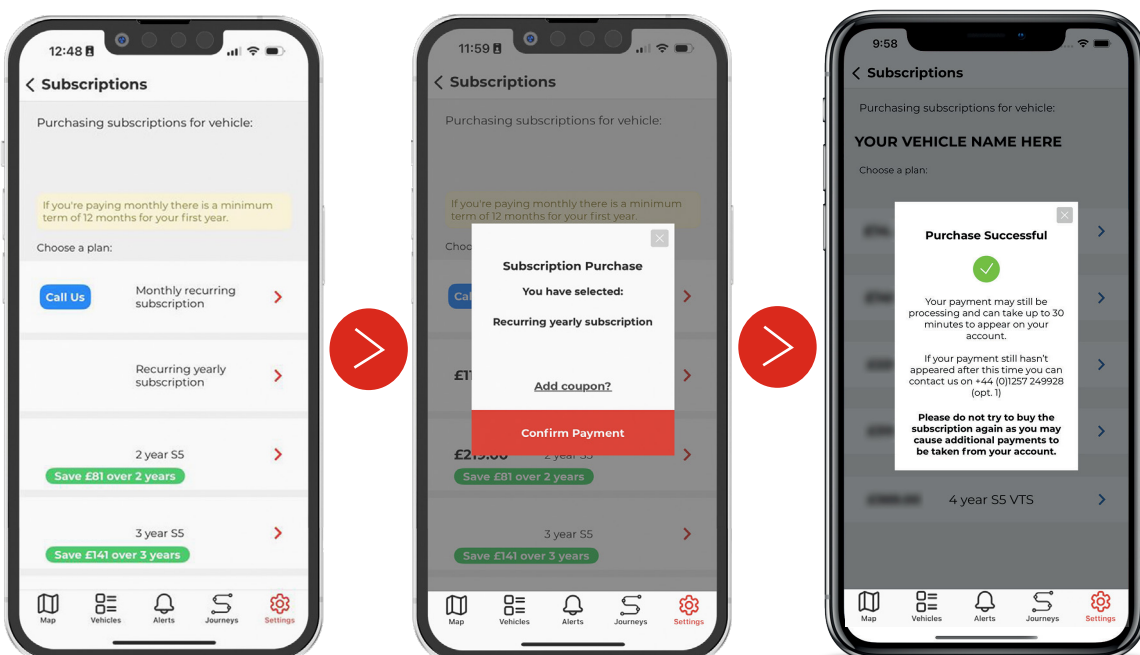
4.3 HOW TO MANAGE DASHBOARD ALERTS & MODES

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 the date and time that the alert was triggered.
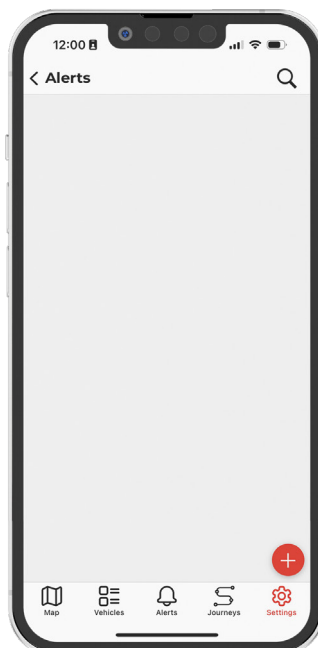

Additionally, you can create custom alerts in the mobile app in a similar way to creating an alert on the website. To create your custom alert, go into the **'Settings'** at the bottom of your screen and click **'Alerts'**.

Then click on the plus icon in the bottom right as shown 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, mobile number for SMS (Text Bundle Payment Required) and app notification. Once you have filled out these details, press the **'Save'** button at the bottom of the screen.
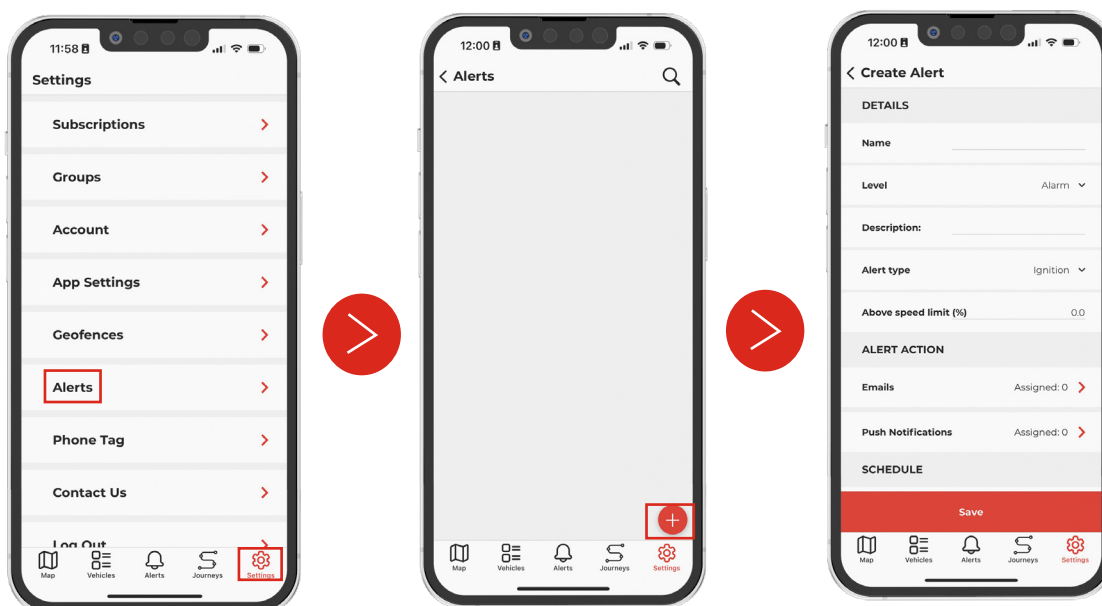
The Datatool app can also manage modes, click on the **'My Vehicles'** button at the bottom of the screen which will bring up a list of your vehicles registered to your account. Then select the vehicle that you wish to manage the modes for, where you can toggle on/off different modes as necessary. The 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 .
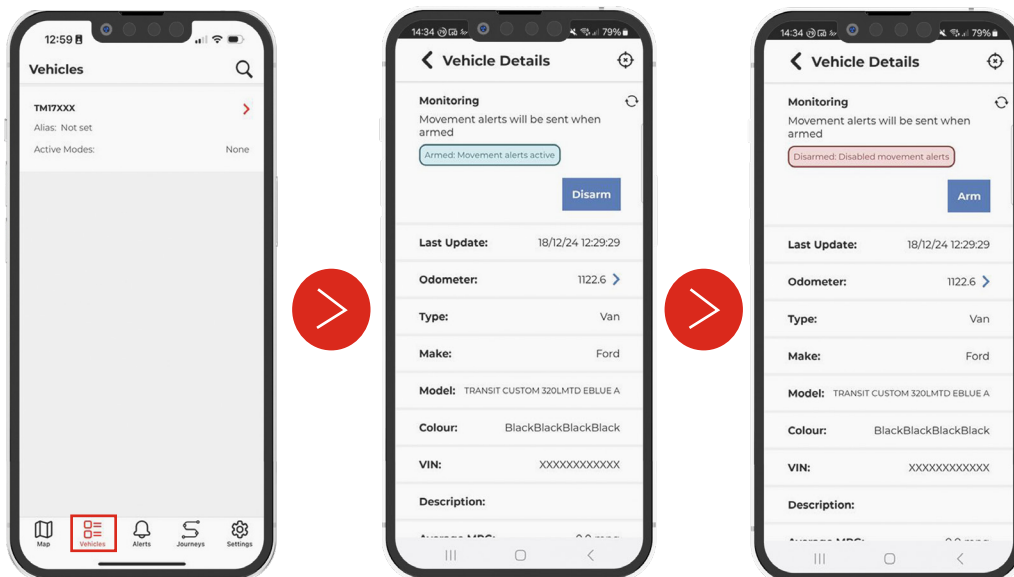
5. TECHNICALITIES

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 underside 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 Datatool 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 every 5 minutes with GPS points plotted 3 minutes apart. If the vehicle location appears incorrect, it may simply be that the tracker hasn't yet updated. Battery-powered trackers refresh their position automatically once the vehicle has been stationary for a while. If the location still hasn't updated after a day or more, please contact your supplying dealer for assistance.

5.3 WARRANTY

Datatool 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.

Please note that the warranty does not extend to the internal batteries, as these are considered consumable components and are not covered under the terms of this warranty.

5.4 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'.

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.

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).

Technical Specifications	Product Code
	Barra-GPS-4G
Cellular Modem:	Nordic nRF9160-SICA-B1
Cellular Modem Bands and Power	<u>4G Bands:</u> CAT-M1 & CAT-NB1 bands - 1 FDD 2100 MHz - 2 FDD 1900 MHz - 3 FDD 1800 MHz - 4 FDD 1700 MHz - 5 FDD 850 MHz - 8 FDD 900 MHz - 12 FDD 700 MHz - 13 FDD 700 MHz - 17 FDD 700 MHz - 19 FDD 850 MHz - 20 FDD 800 MHz - 25 FDD 1900 MHz - 26 FDD 800 MHz - 28 FDD 700 MHz - 66 FDD 1700 MHz CAT-M1 specific - 18 FDD 850 MHz
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

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

11/03/2024

_____   _____
Adrian Pickles   Date Signed
Technical Director

CONTACT US

Telephone: 01257 249 928

Email: sales@datatool.com

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

SCORPION® AUTOMOTIVE