



Lotus Vehicle Tracker

USER GUIDE

Version 1 | May 2021



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| If your enquiry is of a technical or operational nature, please ensure you have consulted this User Guide. If after reading this Guide, you still require assistance then please use the website contact form or call Scorpion Automotive Ltd: | 23 |

Welcome to Lotus Vehicle Tracker

Thank you for choosing Lotus Vehicle Tracker – designed and manufactured in the UK exclusively by Scorpion Automotive Ltd.

Lotus Vehicle Tracker is an advanced tracking solution providing 24/7/365 theft monitoring delivering security and peace of mind whilst offering a comprehensive range of driver convenience features for life on the road.

After consulting this guide (including the FAQs at the back of the guide), if you have any queries then in the first instance, please consult with your installing Authorised Lotus Dealer. If you are unable to reach them or unsure how best to achieve the results you are looking for, please contact us via the web portal using the ‘leave a message’ box on the bottom right of every screen.

Getting Started

The Lotus Vehicle Tracker website is optimised to work with the following internet browsers:



Chrome

Firefox



Edge (Windows compatible only)

Internet Explorer 11 or later



Safari (Apple compatible only)

Internet Explorer 10 or earlier is NOT supported.

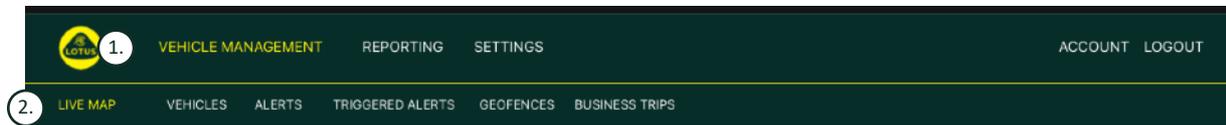
To access the system:

1. Visit the Scorpion website: <https://lotus.scorpiontrack.com/>
Click on the appropriate link (top right of the webpage)
2. Log in using the details emailed to you when your account was first created. If you have forgotten your password simply enter your email address and click on ‘reset password’.
3. A mobile app is also available for both Apple iOS devices from App Store or; Android devices from GooglePlay. Search: “Lotus Vehicle Tracker”.



1. On-Screen Help

Navigating the System



1. Section Navigation

Main navigation sections, submenu below will change depending on selected Section Navigation

2. Feature Navigation

Shows features specific to that section of the system, click the desired feature to view section of the system

Section 1 – Vehicle Management

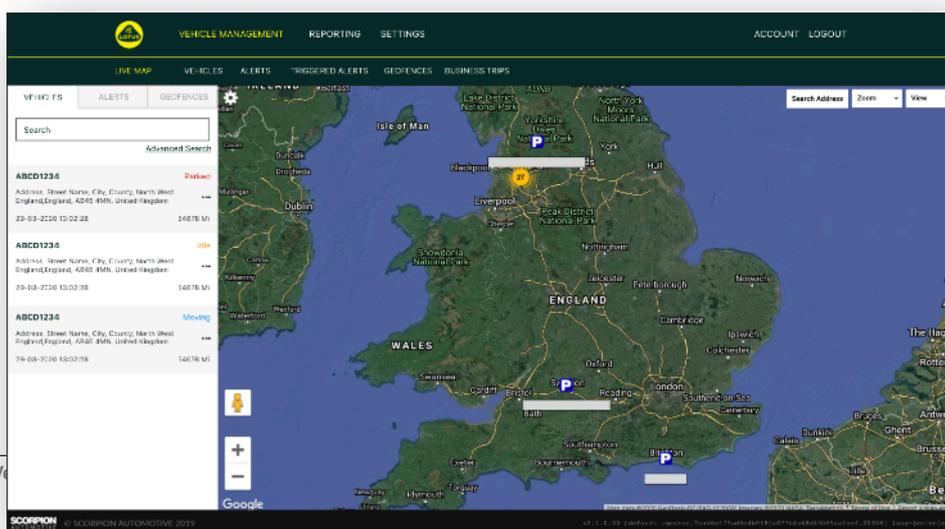
Once you are logged in, the system will default to the 'vehicle' view within the Vehicle Management section of the system. To navigate back to the Live Map. This is selected as 'Vehicle Management' from the Section Navigation and select 'Live Map' from the Feature Navigation (second row of links).

That is: Vehicle Management >> Live Map. For ease of use and later reference, all following headings within this User Guide will use this format.

Vehicle Management >> Live Map

This page will show, at a glance, all vehicles within your account.

They will be listed on the left hand side of your screen and each one will give information relating to the status of the vehicle.



The map will be zoomed out and will be pre-selected to 'map' view but you can change to satellite and move the map in exactly the same way as you would any other map on Google or similar.

With the map screen selected you can right click anywhere on the map which will bring up a box offering you the option to:

- Create a Geofence
- Centre Map



Vehicle Position & Status Icons

Vehicle positions on the live map are represented with an icon that also indicates one of the following vehicle statuses:



Engine and ignition OFF



Ignition ON engine NOT running



Ignition and engine ON



Moving without ignition. Indicates that the vehicle is not moving under its own power and therefore being towed, transported or pushed.



Moving with ignition and engine ON. The speed and direction of travel is also represented.

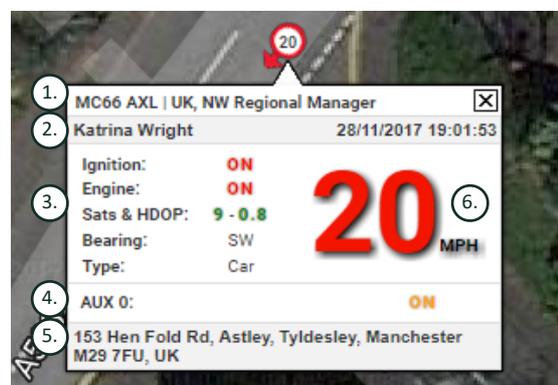


A Triggered Alert as defined by the user. A variety of different alerts can be set. See the Reporting Section for details

Vehicle Status Panel

Clicking on a Vehicle Position/Status icon opens up the Vehicle Status Panel. This provides a summary of vehicle and system status data below:

1. Driver Alias - Defined by user
2. Driver Name - Defined by user
3. Different statuses shows which includes: Ignitions, Engine, Satellite Precisions, Compass Bearing and vehicle type
4. Auxiliary Status
5. Geocoded location
6. Speed at Reported Location



Number of Satellites & HDOP (Horizontal Dilution of Precision). A minimum of 3 satellites is required for a fix. HDOP is a measure of the geometric quality of the satellite configuration in the sky. HDOP is a factor in determining the relative accuracy of a horizontal position. The smaller the DOP number, the better the geometry. We would expect a HDOP value to always be less than 2.0 for a good 3D fix

Live Map Side Menu

On the left hand side of the live map is the sidebar which has three tabs labelled:

- Vehicles
- Alerts
- Geofences



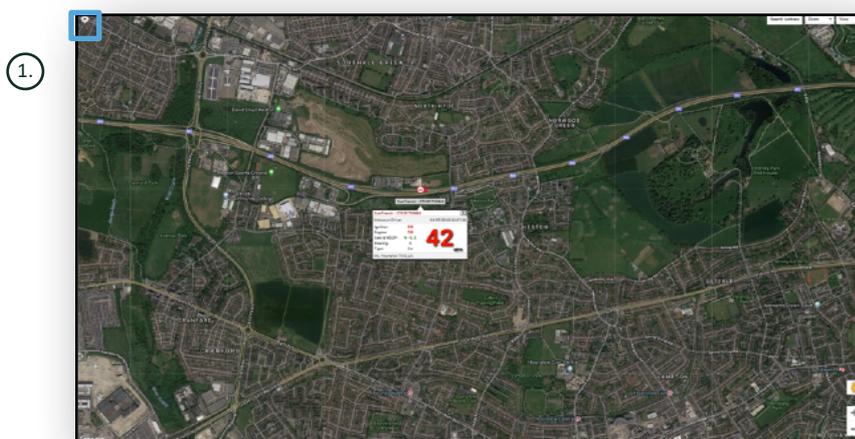
The Vehicles tab lists all your vehicles currently shown on the live map, clicking on a vehicle name will expand the box giving you more information about the vehicle as well as allowing you to “Follow” the vehicle (the map will follow that vehicle) or zoom to it.

The Alerts tab lists all recently triggered alerts. Once an alert has been dealt with don't forget to dismiss it. If you have a large number of alerts you can use the “dismiss all” button. Once an alert is dismissed it will no longer appear on the live map but will be available in the “Triggered Alerts” tab or on the Alert Report.

The Geofences tab lists all geofences you have created. By default the geofences are hidden but can be shown on the map by clicking on ‘show geofences’ in the ‘View’ options on the far right of the map screen. Geofences can be searched for using the “Quick Search” box and zoomed to by clicking on the name of the geofence.

Live Map Default Preferences

You can now set your default live map preferences by clicking on the cog at the top left of the screen. Cluster settings, map type, default zoom geofence label options can all be changes inside this menu.



1. Live Map Controls

There are additional controls on the top right. These are:

View > Geofences

Toggles on and off a map overlay of all user defined geofences set up on your account.

Vehicle Management >> Vehicles

This features opens with a list of all your vehicles, from which you can quickly and easily:

- Access and edit vehicle information
- View information on the system hardware
- View existing subscriptions

With the 'Vehicles' tab selected you will see a list of your vehicles, with their registrations and an option to view or edit each one. By selecting the vehicle registration you can:

- View the vehicle on a map in satellite view
- View or edit vehicle details
- View subscription details
- View alerts or edit alerts
- View the vehicle calendar
- View or update odometer readings
- View the last known fix on a vehicle
- View or set/amend a default driver
- Tracker Settings - Increase or decrease the tracker update rate frequency

By clicking on the view tab under 'Vehicles >> Action' you will see the same screen as you would if you clicked on the vehicle reg. If you select the 'edit' tab under 'action' you can:

- View the selected vehicle
- Update odometer
- Amend vehicle information

Vehicle Management >> Alerts

Setting up an alert is simple but there are a couple of points you should keep in mind:

1. Standard alerts can be selected for: Speed, Ignition, Driver Style Score, Idle, Vehicle Battery Low. Any other alerts would depend on other events / installation features.
2. Geofence Alerts - in order for these to work you need to set up the geofence beforehand.

To create an alert:

- Choose 'Create Alert'
- Name the Alert and describe it; e.g.. 'Car – Ignition On'. Alert will trigger if vehicle ignition is turned on.
- Choose the type of alert required and follow the onscreen prompts.
- Please be careful when entering daily alerts. The system is defaulted to 0:00hrs to 23:59hrs and for this reason, you will need to enter a time on each consecutive day. For example, if you are setting a report to run on Wednesdays and Thursdays only, you would need to set the rest of the days to 0:00 to 0:00. When entering mobile numbers or emails, you can enter as many as required simply by entering them in the field provided.
- To receive geofence entry/exit notification alerts in the Lotus Vehicle Tracker App, tick the 'App Notification' box.
- Save your alert by clicking the box at the bottom of the screen. You will now need to allocate the alert to a vehicle.
- Select the tab marked 'Alerts'.
- This will show you a list of alerts already set up.
- Choose the alert you wish to allocate then click on 'assign alert' which is in red on the left of the screen against the alert.
- Select the vehicle (driver) from the drop down boxes and click the box at the bottom to save the changes.

Vehicle Management >> Triggered Alerts

Here you will find a complete list of all alerts that have triggered, from Geofence Entry to Movement without Ignition. This also has a handy search facility, which will allow you to look for alerts on a particular vehicle or by name or date range.

Vehicle Management >> Geofences

A geofence is a virtual 'electronic' perimeter zone that you set up to report on your vehicle's entry to and exit from that location. Geofences are an extremely helpful tool and are easy to set up.

Creating a Circular Geofence

To create a single circular geofence click on the Geofence menu tab and then click 'create geofence' or simply right click anywhere on the live map. Using the latter method, enter a post code, town or city name in the search bar. Hit enter and 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, describe it then save it by clicking on create geofence. The default is a circular area but if you want the area to be more precise then you can create a custom-shaped geofence (see below).

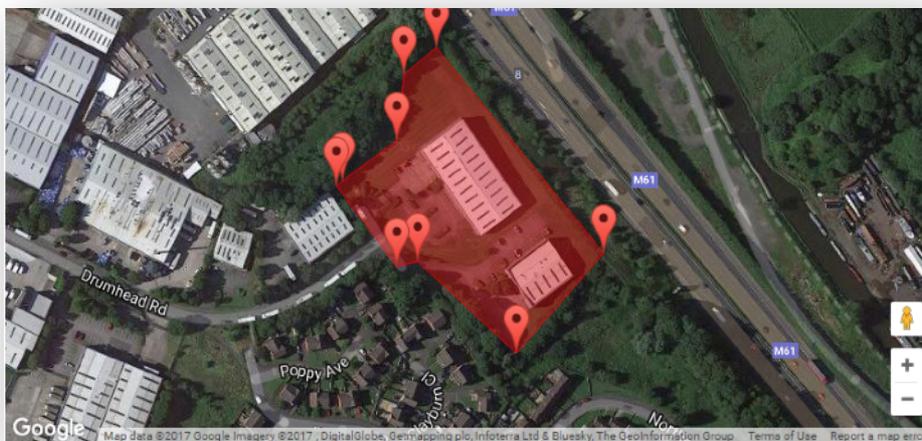


Creating a Polygon/ Custom-Shaped Geofence

To create a precise, custom-shaped geofence click on the location (you could use the satellite view 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.

Remember: Set your geofences approx 10 metres wider than the actual perimeter your 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.

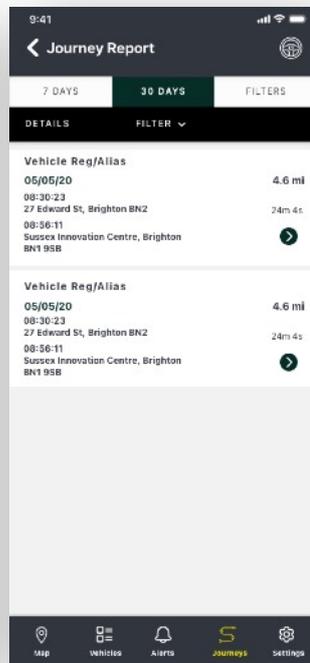
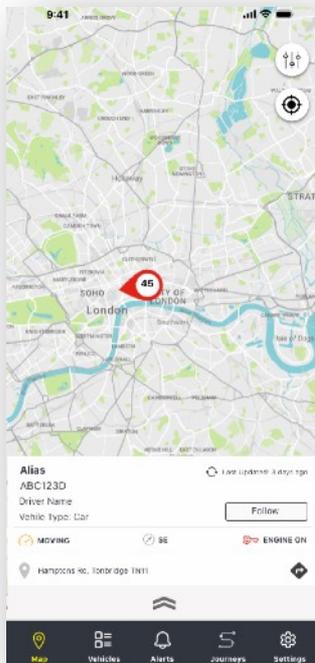


Vehicle Management >> Mobile App

The system's full functionality is only available from the Lotus Vehicle Tracker web portals' desktop version of the system, accessible from your web browser using the link you have been provided. You may also access the system from your smart phone using the Lotus Vehicle Tracker mobile app.

The app allows you to view the location of your vehicles and those of other vehicle users on your account (subject to their permission), view journey history reports, receive live alerts and notifications plus an historical log (as set up in the web portal), manage account details and communicate directly with Scorpion.

The free app is available for both Apple iOS devices from App Store or; Android devices from GooglePlay. Search: "Lotus Vehicle Tracker". Once installed, simply log-in to the app using the log-in details you've been provided. Thereafter, you can quickly log-in to the app using a 4 digit PIN code or Touch ID.



Section 2 – Reporting

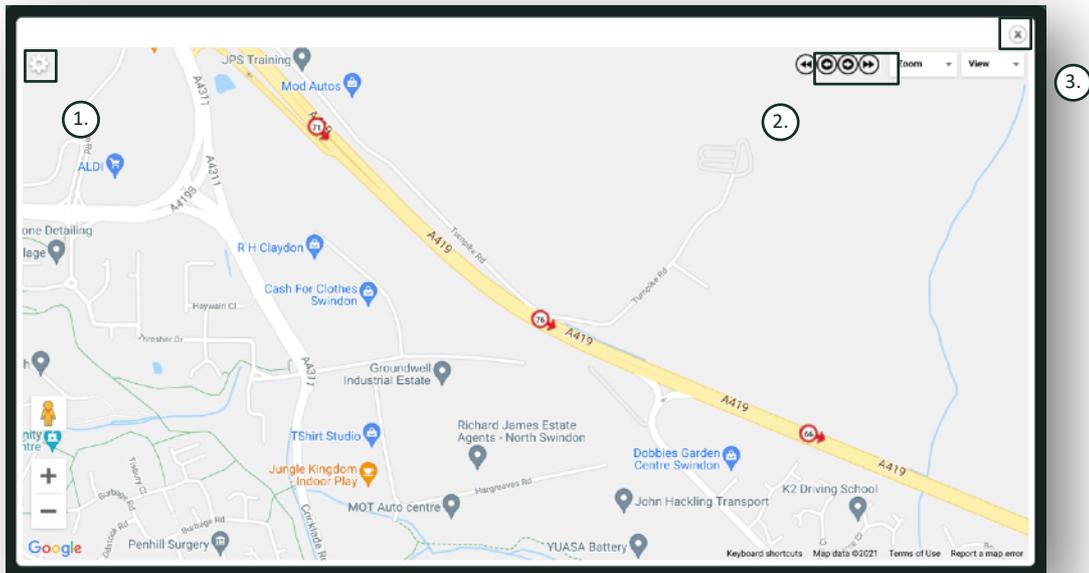
To access the Lotus Vehicle Tracker reporting suite, click ‘Reporting’ from the Section Navigation (top row of tabs). The Feature Navigation tabs (in the second row) will change to provide all your reporting options.

The default view is ‘Generate Journey Report’ (Reporting >> Journey) as this is the most popular report accessed by our users. However you instantly change which report you wish to access by selecting it from the Feature Navigation (second row of tabs).

Reporting >> Journey

Choose one of the following Journey Summary Types:

- Individual – journey data and corresponding map views are broken down into each and every journey.
- Daily – journey data and corresponding map views over the course of each day within the user defined date range are summarised on a daily basis.
- Monthly - journey data and corresponding map views over the course of a month within the user defined date range are summarised on a monthly basis.



1. Map settings menu including cluster and zoom controls
2. Left and right arrow buttons which allow you to ‘skip’ through the journey
3. Close window

Closing the map (top right X) will take you back to your report.

These are all variations on the same report and each instance will show:

- Number of journeys
- Journey time
- Idle time
- Distance travelled
- Average Speed
- Top Speed

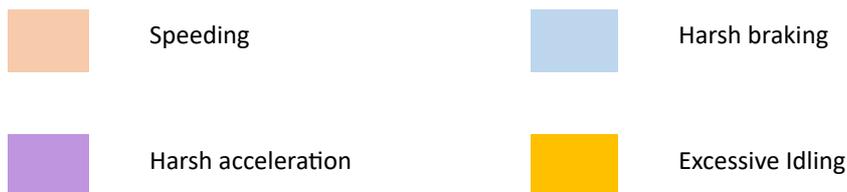
Reporting >> Driver Behaviour

Lotus Vehicle Tracker equips you with data to help improve the way you drive with the aim of:

- Reducing fuel expenditure
- Improving safety
- Reducing the costs and down-time associated with wear and tear
- Reducing insurance premiums through controlling and reducing risk exposure*

*Please note: Lotus Vehicle Tracker does not share driver behaviour with any insurance company. However, use of the driver behaviour module enables you to improve driver behaviour to reduce risk exposure to accidents and driving offences that may result in: an increase to your motor insurance premium; restriction or repudiation of insurance cover.

The system reports upon the number and severity of four adverse driver behaviour characteristics. These are colour-coded and listed as follows:



Important notes

Events recorded and presented in the report are all 'issues' for consideration. In other words, a Band 1 event does not depict 'OK' driving. It indicates the first of five degrees of severity as calculated below:

| | Speed | Acceleration | Braking | Idle Times |
|---------------|----------------------|----------------------------|----------------------------|------------------------------|
| Band 1 | 10% over legal limit | over 1.79 m/s ² | over 2.24 m/s ² | Over 3 mins – 4 mins 59 secs |
| Band 2 | 18% over legal limit | over 2.24 m/s ² | over 3.13 m/s ² | 5 mins - 6 mins 59 secs |
| Band 3 | 24% over legal limit | over 2.68 m/s ² | over 4.02 m/s ² | 7 mins – 8 mins 59 secs |

| | | | | |
|---------------|----------------------|----------------------------|----------------------------|-------------------------|
| Band 4 | 32% over legal limit | over 3.13 m/s ² | over 4.92 m/s ² | 9 mins -11 mins 59 secs |
| Band 5 | 40% over legal limit | over 3.58 m/s ² | over 5.81 m/s ² | 12 mins & above |

When evaluating driver behaviour, seek context before drawing any conclusions from the data presented. For example:

- The module is designed to identify monitor and score 'behaviour' - not anomalies. Whilst one-off events will be recorded, the module seeks out and reports upon adverse events every 15 seconds to identify recurrent poor behaviour.
- An occasional harsh acceleration and braking event is not always an indicator of poor driving style. In fact, it may represent a driver's competence in avoiding a collision.
- A vehicle with no usage over a given period will receive a 100% score. With this in mind, if a vehicle has no or little usage (as indicated by the Total Journeys and Driving Time in the summary column), consider omitting the vehicle from any comparative analysis.
- Similarly, a vehicle that has travelled 1,000 miles (1609km) and on many journeys is more likely to incur driver behaviour incidents than a vehicle that has travelled 100 miles (160km) on one journey.
- A vehicle regularly traveling on winding 'B' roads is likely to incur more reported harsh acceleration and braking incidents than a vehicle regularly travelling on motorways.
- The software utilises a Google Maps API and third party road limit overlay. We cannot guarantee 100% accuracy of road limit data especially in lieu of temporary speed restrictions and variable speed limits of smart motorways.
- Based on our research to date, the most frequent and severe speed violations occur on roads with lower speed limits. For example: Band 5 speeding incidents are those that are 40% above the speed limit. Therefore a band 5 incident would be triggered in the following circumstances:
 - A vehicle travelling at 28mph (45km) or above in a 20mph (32km) speed limit. Therefore 8mph (12km) over limit.
 - A vehicle travelling at 70mph (112km) in a 50mph (80km) speed limit. Therefore 20mph (32km) over limit
 - A vehicle travelling at 98mph (157km) in a 70mph (112km) speed limit. Therefore 28mph (45km) over limit

Driver Behaviour – Vehicle Summary

This is the first page of Driver Behaviour reporting. It defaults to: a list all vehicles in your account and in a default sorting order from worse to best driver behaviour score. This order can be reversed from best to worse by simply clicking on the 'score' column header.

The score is expressed as a percentage with 100% being a perfect score indicating no adverse driver behaviour incidents.

The score is derived from the number and severity of the four types of adverse driving characteristics. A breakdown of this can be seen in the bar chart against each driver.

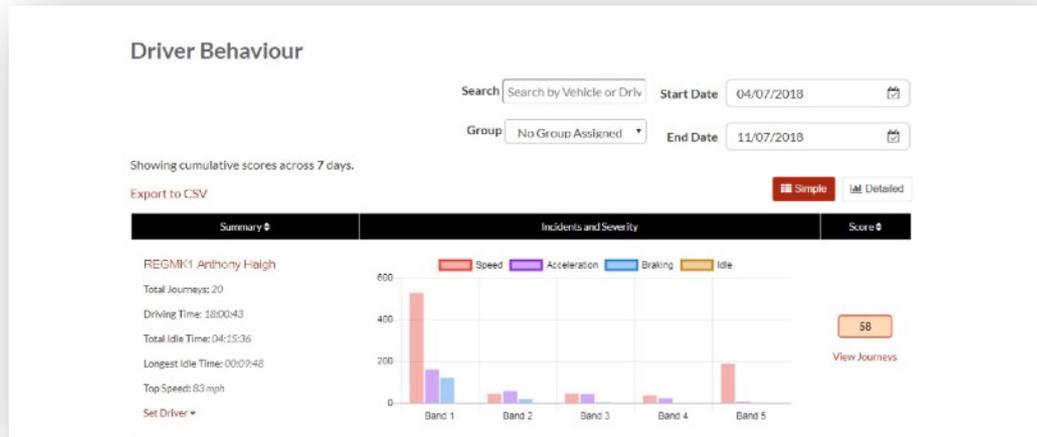
1.

3.

2.

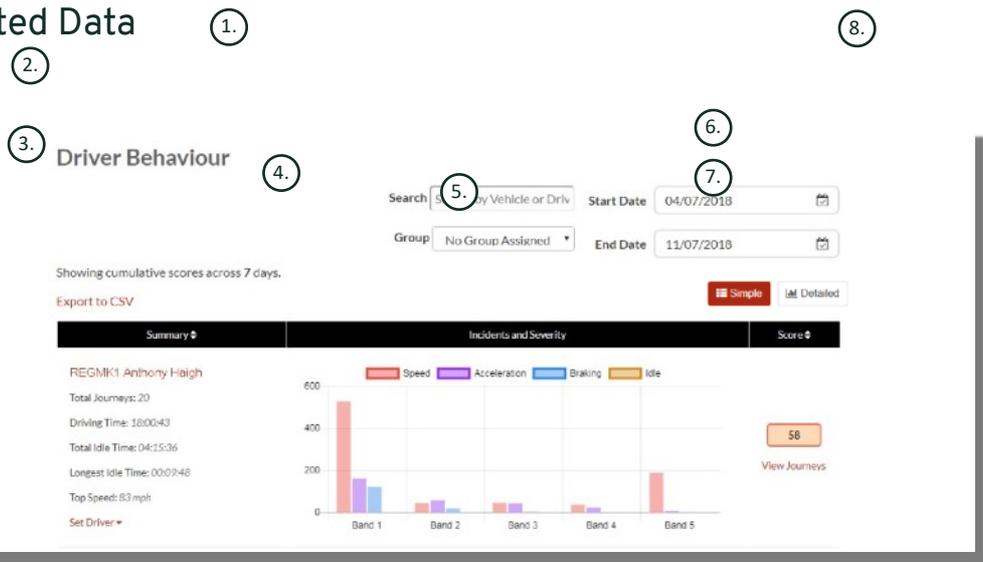
4.

Reporting Views & Filters



1. Search for a specific vehicle or driver if assigned. The filter defaults to all vehicles.
2. Specify date range for report (defaults to last 7 days)
3. Toggle between Simple or Detailed (bar chart) view.

Reported Data



To view individual journeys that make up the total count of driver behaviour incidents upon which the score is based, click on 'View Journeys'.

1. Click to alphabetically re-order summary results by vehicle

2. Driver Name – user defined.
3. Journey summary
4. Number of Incidents
5. Severity of Incidents
6. Total Score
7. Click to view journeys of a particular vehicle Score
8. Click to re-order results by driver behaviour score

Driver Behaviour – Individual Vehicle Journeys

Upon clicking on 'view journeys' you are presented with the screen below:

1.

2.

3.

REGMK1 | Alicia Daniels | 86 Overall Score

Below is a list of recent journeys completed by the vehicle. You can see which driver was on that journey and also set a driver to a completed journey.

Start Date: 05/07/2018
End Date: 12/07/2018

Showing cumulative scores across 7 days.

Export to CSV

12 > Last Assign Driver

| Journey Summary | Incidents and Severity | Score |
|---|--|-----------------|
| <p>Start Time: 12/07/2018 08:23 Start Address: 2 Hill Ln, Chorley PR6 8AB, UK End Address: 43 Drumhead Rd, Chorley PR6 7BX, UK Distance: 1 miles Duration: 00:06:19 Top Speed: 54 mph Total Idle Time: 00:02:27 Assign Driver</p> | <p>Speed Acceleration Braking Idle</p> <p>Band 1 Band 2 Band 3 Band 4 Band 5</p> | 86 View Journey |
| <p>Start Time: 12/07/2018 08:14 Start Address: 43 Drumhead Rd, Chorley PR6 7BX, UK End Address: 2 Hill Ln, Chorley PR6 8AB, UK Distance: 2 miles Duration: 00:06:24 Top Speed: 57 mph Total Idle Time: 00:01:37 Assign Driver</p> | <p>Speed Acceleration Braking Idle</p> <p>Band 1 Band 2 Band 3 Band 4 Band 5</p> | 85 View Journey |

1. Driver (user defined)
2. Vehicle Registration
3. View Map / Journey

Journeys are listed in chronological order with the most recent first. You can sort by the earliest journey first by clicking on the Journey Summary 'sort' toggle. To see the actual route of the journey, click on View Journey.

Section 3 – Settings

Within the 'Settings' section you have access to the following system settings:

Settings >> Users

From here you can:

- View and edit user information
- Change user passwords

Disabling & Enabling User Access

Select the user from the list, click 'Edit' and against the 'Account Active' field select 'Disabled' from the drop-down or 'Active' to re-enable user access.

Settings >> Logs

This section is useful if you have set up multiple users on your system with access rights to view data. This section lists all the actions that have been performed by all users of the system. You can filter by user and the type of actions performed. For instance you are able to view who has cleared down all alerts (Reports >> Live map – alerts – dismiss all). You would find this listed as:

- Action – 'Dismiss'
- Type – 'Triggered Alerts'

All logs are date/time stamped and the IP address of the system user is also captured.

The screenshot shows a web interface for viewing system logs. At the top, there are filters for 'All Users', 'View', and 'Vehicle'. A search bar is also present. Below the filters is a table with columns: 'Time', 'IP Address', 'User', 'Action', 'Type', and 'Description'. The table contains multiple rows of log entries. A dropdown menu is open over the 'Vehicle' filter, showing a list of vehicle types with 'Triggered Alert' highlighted. The table data includes various actions like LOGOUT, GENERATE REPORT, CONFIRM REPORT, and EDIT, performed by users like Carl James and Kaitiana Wright.

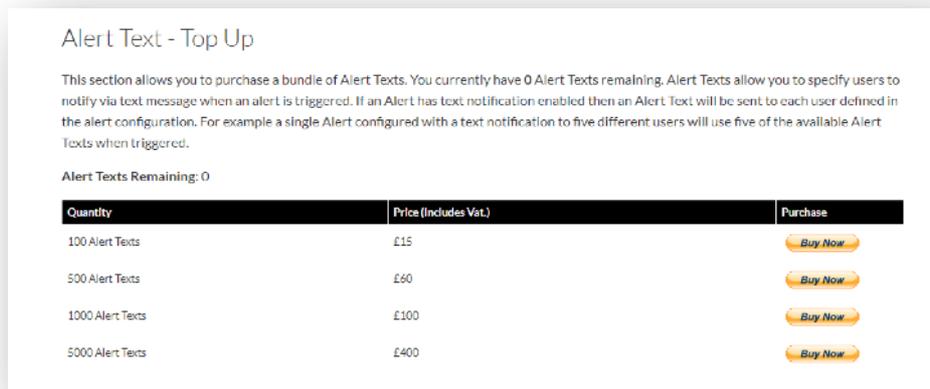
| Time | IP Address | User | Action | Type | Description |
|---------------------|--------------------|------------|-----------------|---------|--------------------------------------|
| 29/11/2017 15:15:29 | ip 212.140.163.178 | Carl James | LOGOUT | TYPE | CustomerSupport: Carl James |
| 29/11/2017 14:48:57 | ip 212.140.163.178 | Carl James | GENERATE REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 14:48:11 | ip 212.140.163.178 | Carl James | CONFIRM REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 14:04:07 | ip 212.140.163.178 | Carl James | GENERATE REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 14:18:09 | ip 212.140.163.178 | Carl James | GENERATE REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 14:18:29 | ip 212.140.163.178 | Carl James | CONFIRM REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 14:18:04 | ip 212.140.163.178 | Carl James | CONFIRM REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 14:16:43 | ip 212.140.163.178 | Carl James | GENERATE REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 14:16:20 | ip 212.140.163.178 | Carl James | GENERATE REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 14:16:01 | ip 212.140.163.178 | Carl James | EDIT | VEHICLE | Kaitiana Wright: NW Regional Account |
| 29/11/2017 14:04:00 | ip 212.140.163.178 | Carl James | CONFIRM REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 13:05:44 | ip 212.140.163.178 | Carl James | GENERATE REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 13:04:48 | ip 212.140.163.178 | Carl James | EDIT | VEHICLE | CTI - Pro-Motive |
| 29/11/2017 09:40:10 | ip 212.140.163.178 | Carl James | LOGOUT | TYPE | CustomerSupport: Carl James |
| 29/11/2017 09:40:07 | ip 212.140.163.178 | Carl James | CONFIRM REPORT | REPORT | Journey - All Vehicles |
| 29/11/2017 09:13:07 | ip 86.141.100.130 | Carl James | LOGOUT | TYPE | CustomerSupport: Carl James |

Settings >> Alert Text – Top Up

All reports, alerts and data are sent as standard via email. However, you can purchase bundles of texts so that information can be sent via SMS rather than email. There is an additional charge for this. Alternatively, alert notifications can be set-up as push notifications via the Lotus Vehicle Tracker App.

SMS alerts are particularly useful where someone might need to see alerts but does not have a smartphone capable of receiving emails or someone who is simply more responsive to SMS (e.g. a user who receives high volumes of email).

In this instance you can purchase text bundles at 100, 500, 1000 or 5000.



The screenshot shows a web interface titled "Alert Text - Top Up". It contains a paragraph explaining that users can purchase bundles of alert texts to be sent via SMS. Below the text, it states "Alert Texts Remaining: 0". A table lists four purchase options with columns for Quantity, Price (including VAT), and a "Purchase" button.

| Quantity | Price (Includes Vat.) | Purchase |
|------------------|-----------------------|-------------------------|
| 100 Alert Texts | £15 | Buy Now |
| 500 Alert Texts | £60 | Buy Now |
| 1000 Alert Texts | £100 | Buy Now |
| 5000 Alert Texts | £400 | Buy Now |

Settings >> Subscriptions Management - Your Subscriptions

This section is used to view and manage subscriptions on all vehicles on your account.

You can set-up and purchase additional subscription in monthly or yearly increments and view or download your insurance certificate in Pdf format.

View subscription payment receipts

Section 4 – Driver ID (ADR) Tag

The system is provided with 2 Driver ID or 'Automatic Driver Recognition' (ADR) tags as standard. However, you can purchase additional tags, up to 6 tags can be registered to a unit. New tags will pair to the unit automatically once they have been used for the first time. The system will send you a text automatically to confirm that the tag has been recognised. If you do not receive this text, it may be because we do not hold an up to date mobile number for you. In this instance, please call our Tracking Support Team on 01257 249 928.

Lost Driver Tags

If a tag is lost or damaged, we will need to unassign it from the system but in order to do this you will need all existing tags to be present. This can be done by calling our Tracking Support Team on 01257 249 928 or by taking your vehicle to your installing dealer.

Low Battery Driver Tags

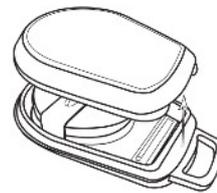
If the Red LED on the ADR Tag constantly flashes, this indicates that the battery needs replacing. The customer should NOT ignore this as if the battery becomes too low, it will no longer flash the LED and stop working completely. With an STM series unit configured as S5-VTS, this will result in an increased number of calls to the customer from the ScorpionTrack Monitoring Team to confirm authentication of the vehicle's movement.

Driver Tag Battery Replacement

These tags are powered by a single long-life lithium CR2450 battery. Scorpion part number BTY020. The expected battery life is in excess of 12 months.

To replace the battery:

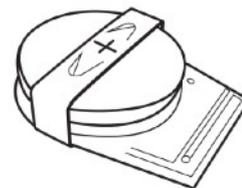
1. Locate the recess in the casing edge and gently prise the upper and lower casing of the remote apart at this point.



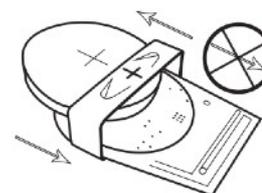
2. Remove the circuit board (housing the battery) from the casing in order to gain access to the battery



3. The battery is retained by a clip



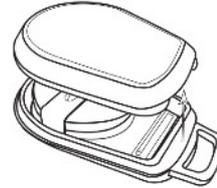
4. Slide the battery out and the replacement battery in as per the direction indicated in the diagram. Failing to do so could damage the circuit board. Ensure the battery polarity is correct with the positive (+) side uppermost.



-
5. Replace the circuit board (housing the battery) back in the base of the casing.



-
6. Align the two casing halves and squeeze firmly to click the casing back together, ensuring the joint is even around the circumference.



Keyring / Lanyard Loop

The tags feature a keyring/lanyard loop to allow them to be attached to a lanyard or keyring. In the interests of security, we do not recommend attaching the tags to your vehicle keys. Keeping the tags separate from the ignition key vastly increases your security in the event of lost/stolen keys.

Account >> My Account >> My Details

- Amend, update and manage your account contact details.
- Change your password.
- Add a security question and answer for verification in a potential theft scenario.
- View the Lotus Vehicle Tracker Cookie and Privacy Policies.
- View the Lotus Vehicle Tracker Terms and Conditions.
- Download a Pdf copy of this Lotus Vehicle Tracker User Guide.
- Add extra Emergency Contact numbers to call in the event of a theft i.e. Work, Spouse, Personal Assistant etc
- Edit 'speed markers' on the Live Map to either be shown or hidden.
- Show your permissions and system access selection.

Section 5 – Frequently Asked Questions

Q. What do the vehicle action descriptions and colours mean on the left hand side of the live map?

A. The action code and descriptions are as follows:

- **Ignition** : Ignition ON engine NOT running
- **Moving** : Moving with ignition and engine ON
- **Idle** : Ignition and engine ON
- **Parked** : Engine and ignition OFF

Q. What does the 'Follow Vehicle' button do on the live map?

A. If you click on the 'Follow Vehicle' button, the system will automatically centre the map on that vehicle and will pursue it as it moves around.

Q. How do I pay my subscriptions online?

A. Go to 'Settings>>Subscription Management >> ', Follow the onscreen instructions. You can also call your local Scorpion office (see Contact Details at the back of this User Guide).

Subscription payment can also be made via the Lotus Vehicle Tracker App under Settings >> Subscriptions.

For UK Customers, call 01257 249 928 (option 4 for the 'Sales 'Subscription Team') to pay over the phone by card.

Q. How do I set up an alert and allocate it to a vehicle?

A. Go to 'Vehicle Management >> Alert' – 'create alert'. Once you have created the alert stay on the 'alert' tab and you will see a full list of alerts already created, click on the link 'assign vehicles' on the right hand text alongside the required alert and allocate accordingly.

Q. How do I set up a Geofence?

A. A. Select 'Vehicle Management >> Geofences' then select 'create geofence' to add single area. For further information on geofences, please see - Vehicle Management - Geofences'.

Q. What does it mean if the LED on my ADR tag is flashing?

A. If the Red LED on the ADR tag constantly flashes, this indicates that the battery needs replacing. Do NOT ignore this as if the battery becomes too low, it will no longer flash the LED and stop working completely. This will result in an increased number of calls from the Lotus Vehicle Tracker Monitoring Team to confirm authentication of the vehicle's movement. For more information on how to changed the ADR tag battery, please go to 'Section 4 - Driver ID (ADR) Tag - Low Battery Driver Tags'.

Q. My insurer has requested a Certificate of Installation as proof that I have an Insurance Approved ScorpionTrack Stolen Vehicle Tracking system fitted to my vehicle(s).

- A. Go to 'Settings>>Subscription Management >> ', click on the 'Certificate' link next to the appropriate vehicle(s). You will now be able to download/save a PDF Certificate that you can print or email accordingly.

Contact Details

Any questions?

If your enquiry is of a technical or operational nature, please ensure you have consulted this User Guide. If after reading this Guide, you still require assistance then please use the website contact form or call Scorpion Automotive Ltd:

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