

MAEVING

USER GUIDE

REVISION 1 | 04.12.24

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WELCOME

THANK YOU FOR YOUR PURCHASE

Your vehicle is now secured with the **Maeving Track Tracker**.

Why choose Maeving Track? There's a good chance you made a significant investment in your vehicle, so why not protect it? With a dedicated 24/7 Vehicle Recovery 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

Maeving Track 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 to prevent all known methods of vehicle theft by instantly protecting against unauthorised movement. Developed for the harsh environments that both motorcycles have to withstand, Maeving Track is a cutting-edge tracking device that is waterproof with a built in antenna.



24/7 MONITORING



LIVE TRACKING



BATTERY FRIENDLY



MULTIPLE THEFT ALERTS

HOW TO GET SET UP

2.1 UPDATING YOUR CONTACT INFORMATION

It's vitally important that your contact details are kept up to date on the Maeving Track 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.

As part of the installation, you will receive an email containing login details which provides you access to the Maeving Track website (<https://maeving.scorpiontrack.com>). If you haven't received this email or require a duplicate, please email maevingsupport@datatool.co.uk.

At the earliest opportunity, please log in to the Maeving Track website and check the contact information that we have for you. This can be accessed by clicking on 'My Account'.

My Account

My Details

Edit My Account Change Password

| | |
|--------------|-------------------------------|
| NAME | Userguidetest Maevingtest |
| EMAIL | userguidetest@maevingtest.com |
| MOBILE | +447777777777 |
| TIMEZONE | Europe/London |
| LANGUAGE | en |
| MEASUREMENTS | miles |
| ACCOUNT TYPE | CustomerSuper |

Customer Details

Update Site Logo Edit Customer Details Swap to vehicle icons

| | |
|-----------------|---|
| CUSTOMER | Userguidetest Maevingtest |
| PRIMARY EMAIL | userguidetest@maevingtest.com |
| PRIMARY CONTACT | +447777777777 |
| ADDRESS | Scorpion Automotive Ltd Scorpion House Drumhead Road, Chorley North Business Park Chorley PR6 7DE |
| COUNTRY | GB |
| DEALERSHIP | No Dealership Assigned |

User Guides

- Cookies Policy
- Privacy Policy
- Terms and Conditions
- Download User Guide

My Permissions

You have a Super account and have access to everything.

My Social Logins

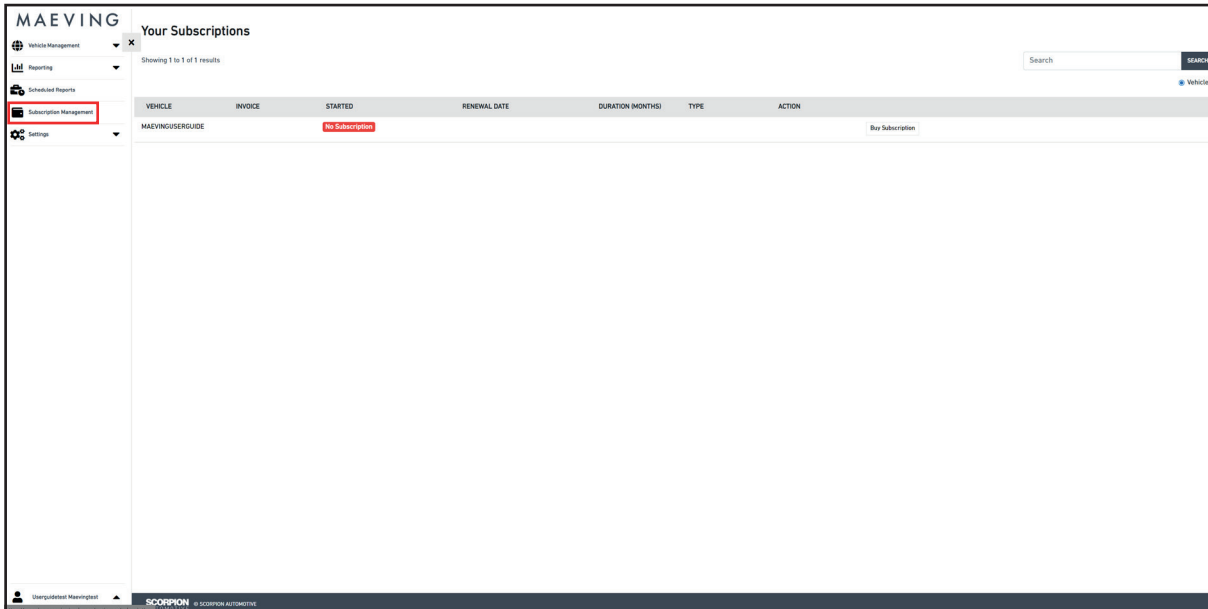
| Provider | Date Paired | Actions |
|----------|-------------|---------|
|----------|-------------|---------|

To access 'My Account' click on the person icon on the far bottom left as highlighted in the picture.

2.2 MONITORING SUBSCRIPTION

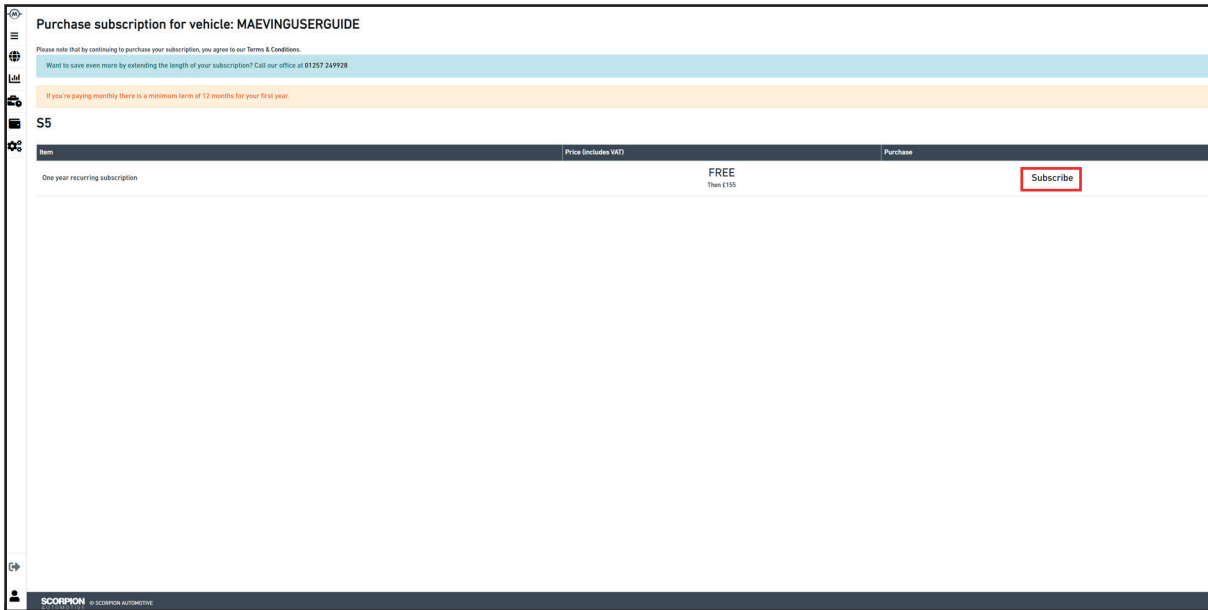
Maeving Track is a monitored service with staff available 24 hours a day, 365 days a year to support you in the event of vehicle theft. To benefit from this, you must have an active subscription for your vehicle.

If you have had a new tracker installed onto your motorcycle, you may already have a 12-month subscription included. If you have an included subscription, you need to activate this by logging into your Maeving Track account and making your way to the 'Subscription Management' page.

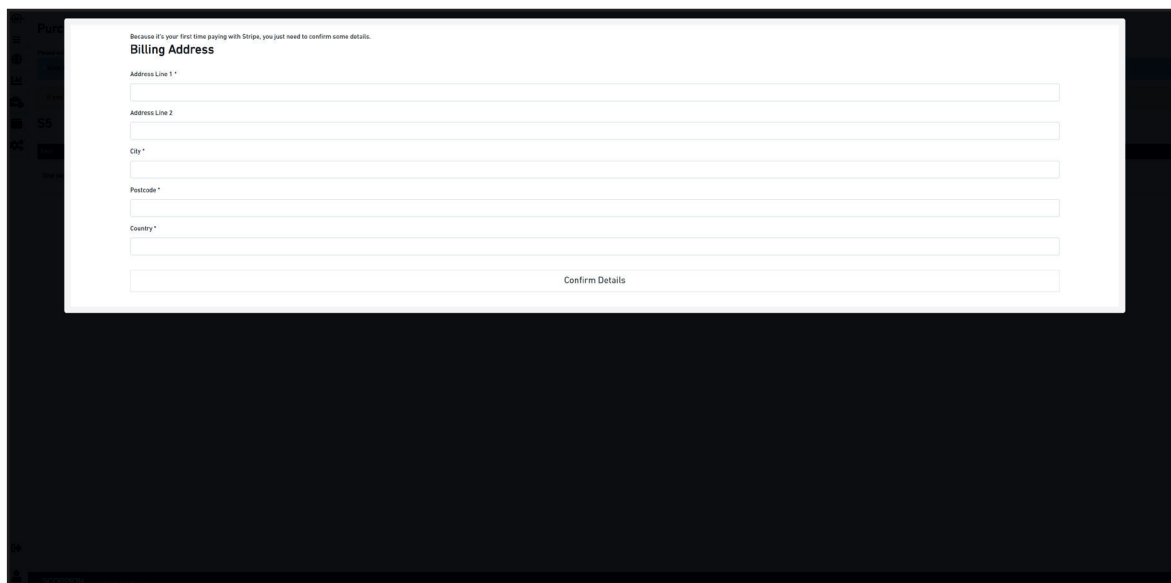
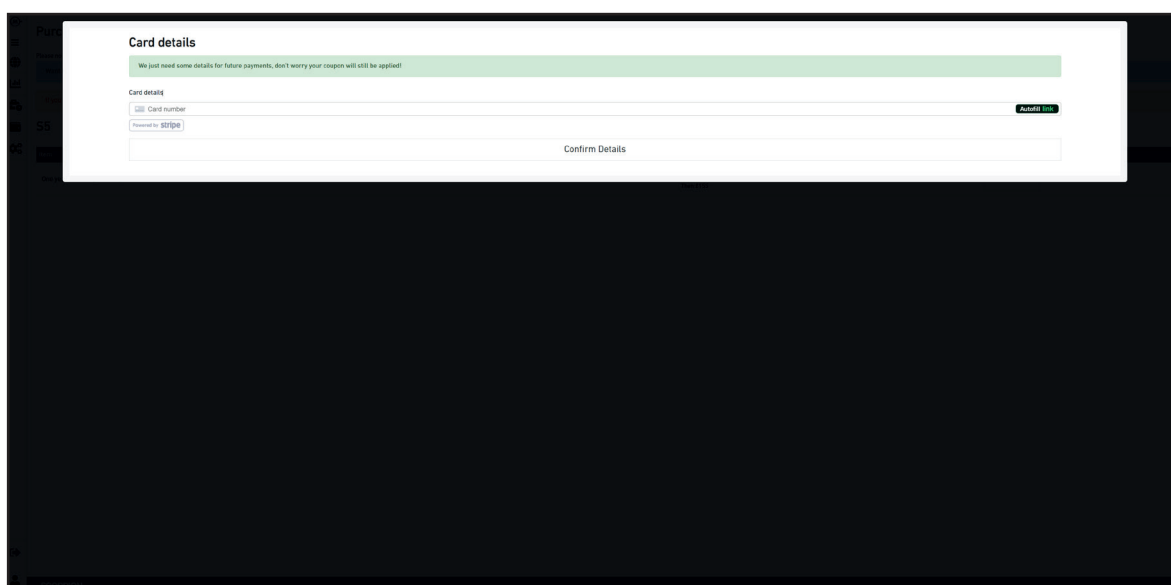


On this page, you will see a list of any vehicles associated with your account. Next to the vehicle that you wish to activate the subscription for, click **‘Buy Subscription’**.

This will bring up an option to subscribe to a **‘One-year recurring subscription’**, which is free for the first 12 months. Click **‘Subscribe’**.



You will now be asked to enter your billing information. Add your billing address details, and then your card details on the next page. Once the details are confirmed and the **‘payment successful’** page appears on the screen, switch the vehicle on, outside, for 2 minutes to finalise the subscription activation and the tracking services will begin.

A screenshot of a 'Billing Address' form. At the top, it says 'Because it's your first time paying with Stripe, you just need to confirm some details.' Below this is the title 'Billing Address'. The form contains several input fields: 'Address Line 1 *', 'Address Line 2', 'City *', 'Postcode *', and 'Country *'. At the bottom right of the form is a 'Confirm Details' button.A screenshot of a 'Card details' form. At the top, it says 'We just need some details for future payments, don't worry your coupon will still be applied!'. Below this is the title 'Card details'. The form contains a 'Card number' input field with a card icon on the left and an 'Autofill' button on the right. Below the card number is a 'Payment to Stripe' button. At the bottom right of the form is a 'Confirm Details' button.

If you do not have a subscription included, or need to renew your subscription, you can do this via our website or over the phone by calling the **Subscriptions Team** on **(+44) 1257 249 928**. Current pricing for our subscription service can be found on our website or you can call our Subscriptions Team to confirm them.

Maeving Track will only provide theft detection whilst the monitoring subscription is active. If the subscription isn't activated or 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 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 us via email at maevingsupport@datatool.co.uk or via telephone on (+44) 1257 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 a Maeving Track fitted.

When filling out the 'New Ownership Form', you will also be required to attach a copy of the vehicle title 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 Subscriptions team who will process it and set up the updated account on the Maeving Track online system. If you are selling your vehicle to another customer who wishes to register the tracker with us, you will need to fill in a 'Transfer Ownership' form.

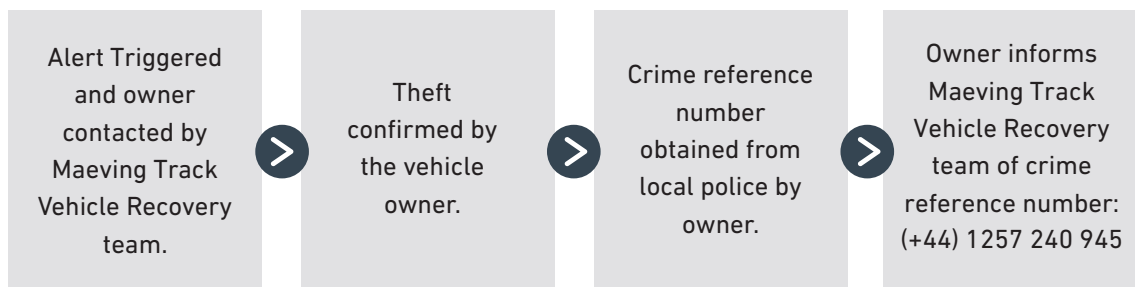
Please do not manually amend the contact information in your Maeving Track Account to the new customer's details as this will not be correctly updated on our system.

VEHICLE THEFT

3.1 AUTOMATED ALERTS

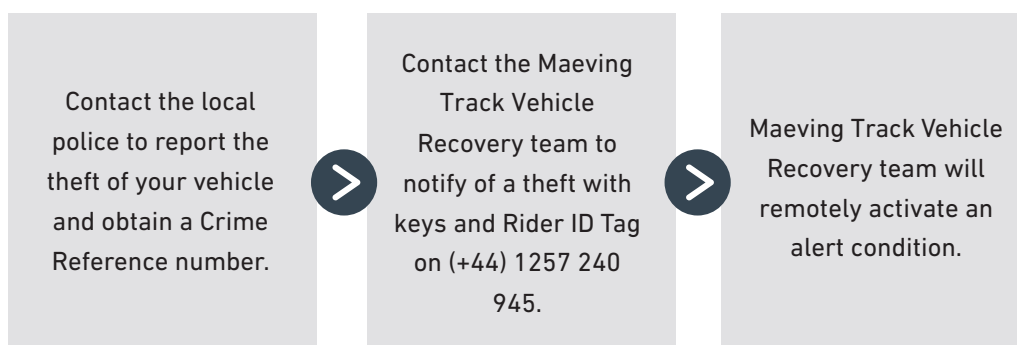
In the event of theft, the Maeving Track tracker will generate an automatic alert that is sent to our 24/7 Monitoring team if any of the following is detected:

- 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.
- Vehicle moves without a consistent GPS signal.



3.2 THEFT PROCEDURE

In the event of theft, please do the following:



Please note: The fitment of a tracking system does not guarantee recovery of a stolen vehicle but does increase the possibility. The normal precautionary measures such as utilising secondary security, parking in well-lit areas and securing the keys, should still be taken.

CUSTOM ALERTS

4.1 ALERT OPTIONS

Maeving Track offers two different types of optional alerts, known as:

- Early Warning Movement Alerts (EWM)
- Dashboard Alerts

The Early Warning Movement Alerts are SMS messages that come directly from the Maeving Track system to your specified mobile phone.

The Dashboard Alerts are email and/or app push notifications of events sent by our server. The Dashboard Alerts are fully customisable to suit the user's requirements.

4.2 EARLY WARNING MOVEMENT ALERT

Maeving Track 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 was parked.

There are **25 SMS text messages** that are included as part of the monthly 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, please see **Section 5.4** of this document.

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 DASHBOARD ALERTS

Low Battery Alert

Maeving Track monitors the condition of the vehicle battery, and if required it will send a '**Low Battery Warning**' email notification directly to the owner when the vehicle battery drops below a predetermined level. If you receive the email warning, it is important that you take action to recharge the vehicle battery. To activate the low battery notification, login to your Maeving Track account, navigate to the Dashboard Alerts page and click '**Create Alert**' (**this is shown on page 10**).

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. Create the alert in the same manner as the '**Low Battery Alert**' and enter the idle time limit at which you prefer to be notified.

Ignition On Alert

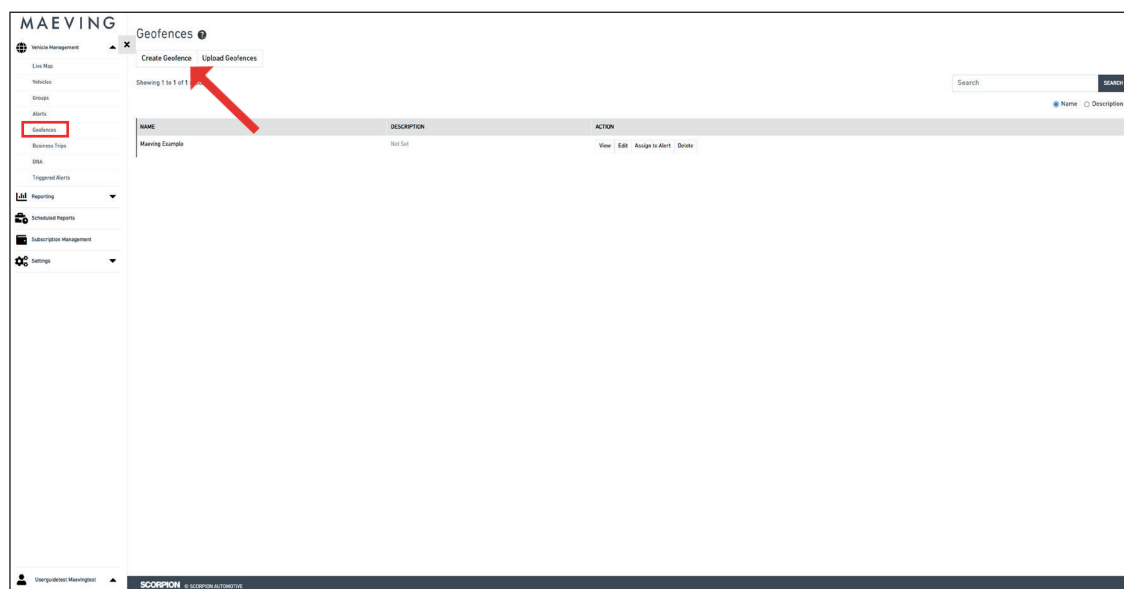
Maeving Track can also send an alert every time the vehicle ignition is switched on. The process to create an '**Ignition On**' alert is the same as creating the '**Low Battery Alert**', except the Alert Type should be set as '**Ignition**' and the Alert Name and Description changed to reflect the type of alert you are creating.

Geofence Alert

A Geofence is a virtual 'electronic' perimeter zone that you set up to report on your vehicle entry and exit from that location. 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

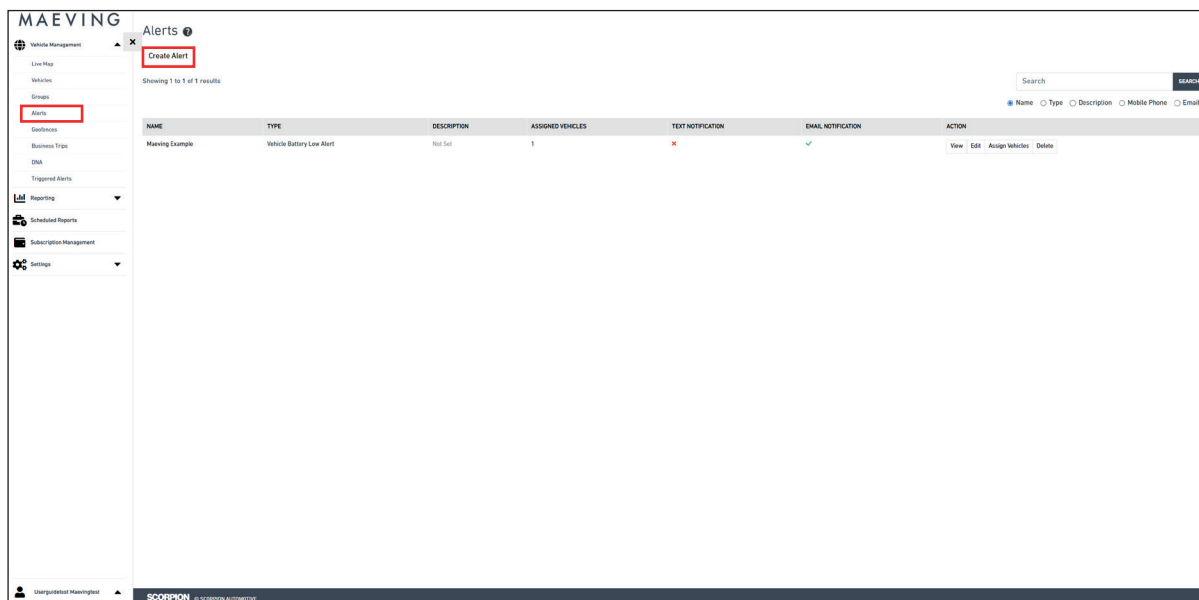
To create a single circular geofence, click on **'Geofence'** in the menu on the left side of your screen, and then click **'Create Geofence'**, or in 'Live Map' right click anywhere on the screen. Using the first method, enter a postcode, town, or city name in the search bar. Hit enter on your keyboard 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 for alerts. To create an alert of your choice, click on the highlighted **'Create Alert'** button above the table on the left side.

Then, scroll down to the section **'Alert Type'** and click on the drop-down. On the drop-down click the alert type you want to create as displayed in the below picture. Underneath this, select one of the emails addresses or click **'Add Another Email'** under **'Alert Actions'**. This will be the email address that the alert is sent to.

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.

4.5 VEHICLE MODES

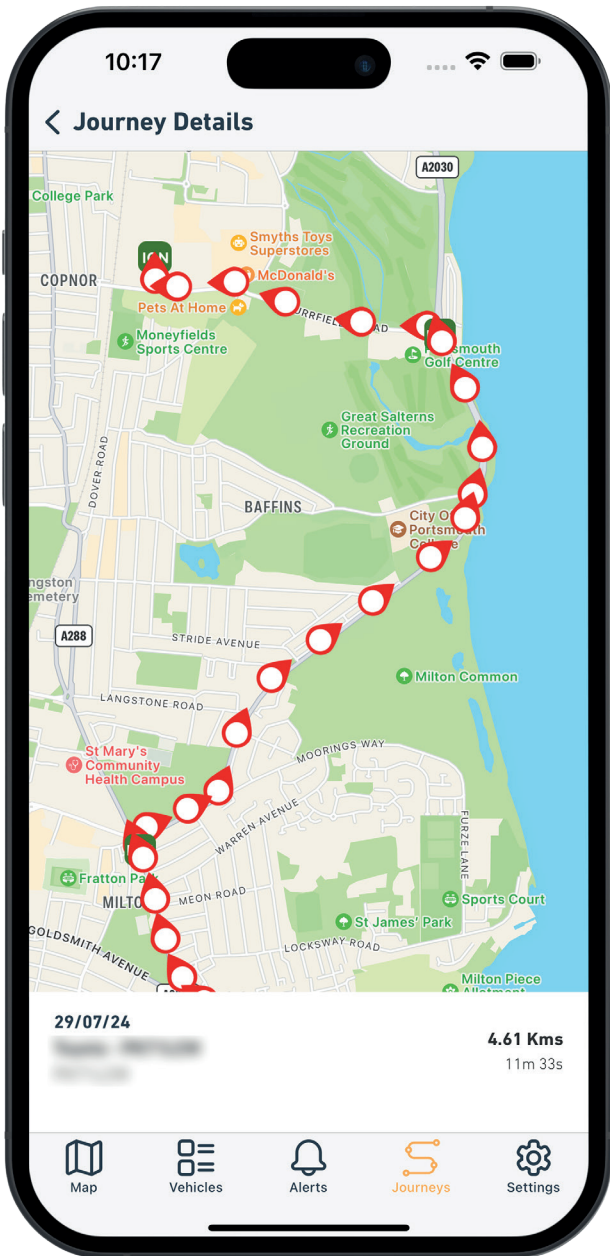
In addition to customisable alerts, you can also manage various vehicle modes for certain situations, such as:

- **No Alerts Mode** - This prevents EWMs and other alerts being raised from the tracker, and replaces the transport and garage modes.
- **Transport Mode** - This will disregard movement without ignition alerts and is often used if your vehicle is being transported by a dealership or travelling on a ferry to another location and prevents alerts from being triggered.
- **Garage Mode** - This mode will disregard battery disconnection alerts and is used if your vehicle is with a dealership and is being worked on, to prevent alerts from being triggered.

MAEVING APP

5.1 MOBILE APP OVERVIEW

The Maeving Track 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 Maeving Track 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

Maeving Track uses advanced GPS Galileo and GLONASS satellite technology to determine your vehicle's location.

Battery Status

The Maeving Track 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 4.2.

Zero Speed and Privacy Mode

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

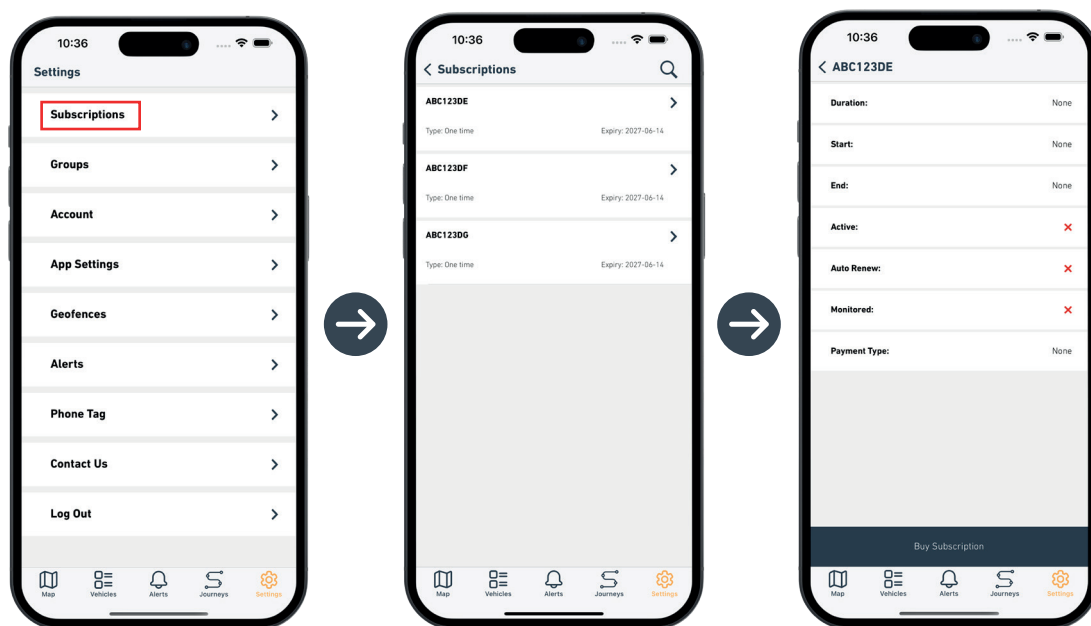
24/7/365 Monitoring

Maeving Track 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.

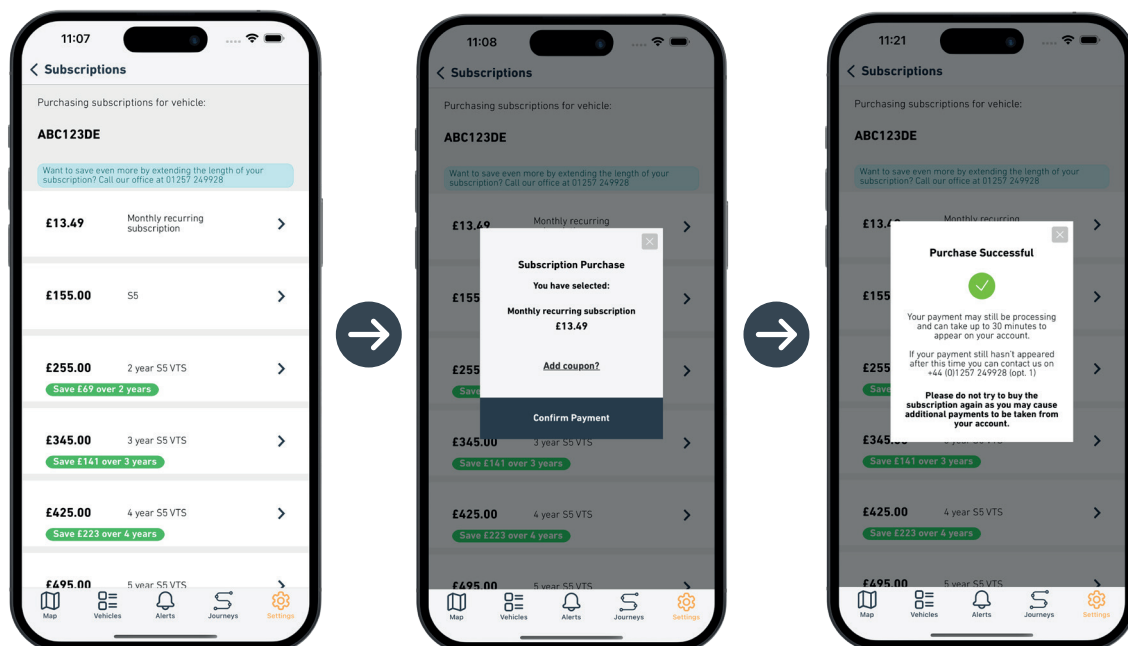
5.2 HOW TO MANAGE YOUR SUBSCRIPTION

From the Maeving Track 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.

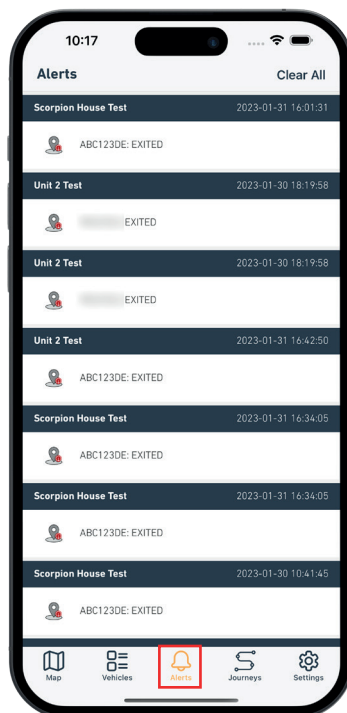


Once you've selected the vehicle you wish to purchase a subscription for, click the button labelled 'Buy Subscription'. Then select the plan you want - we offer a range of subscriptions from monthly to a lifetime subscription which are available to select in the mobile app. When you have selected the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



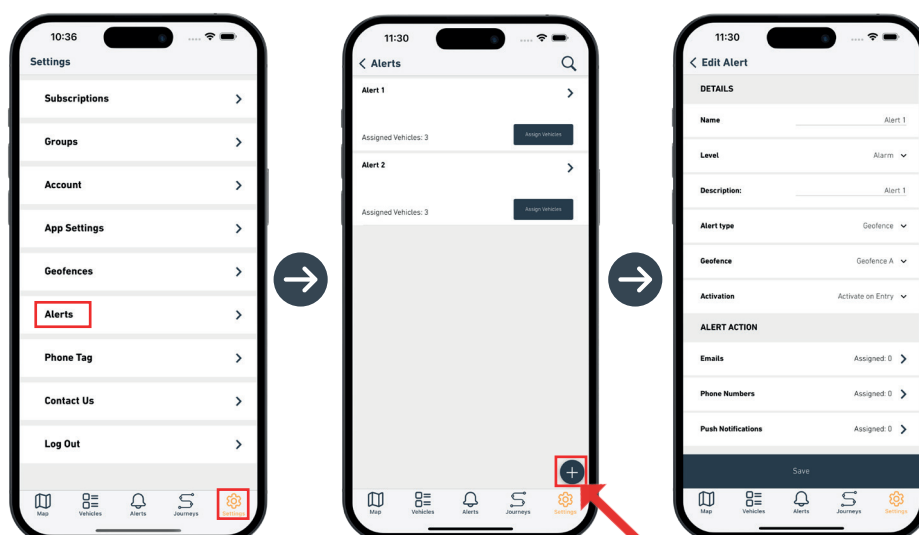
5.3 HOW TO MANAGE DASHBOARD ALERTS & MODES

You can also manage your vehicle alerts and modes all in one place in the Maeving Track 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 the date and time that the alert was triggered.



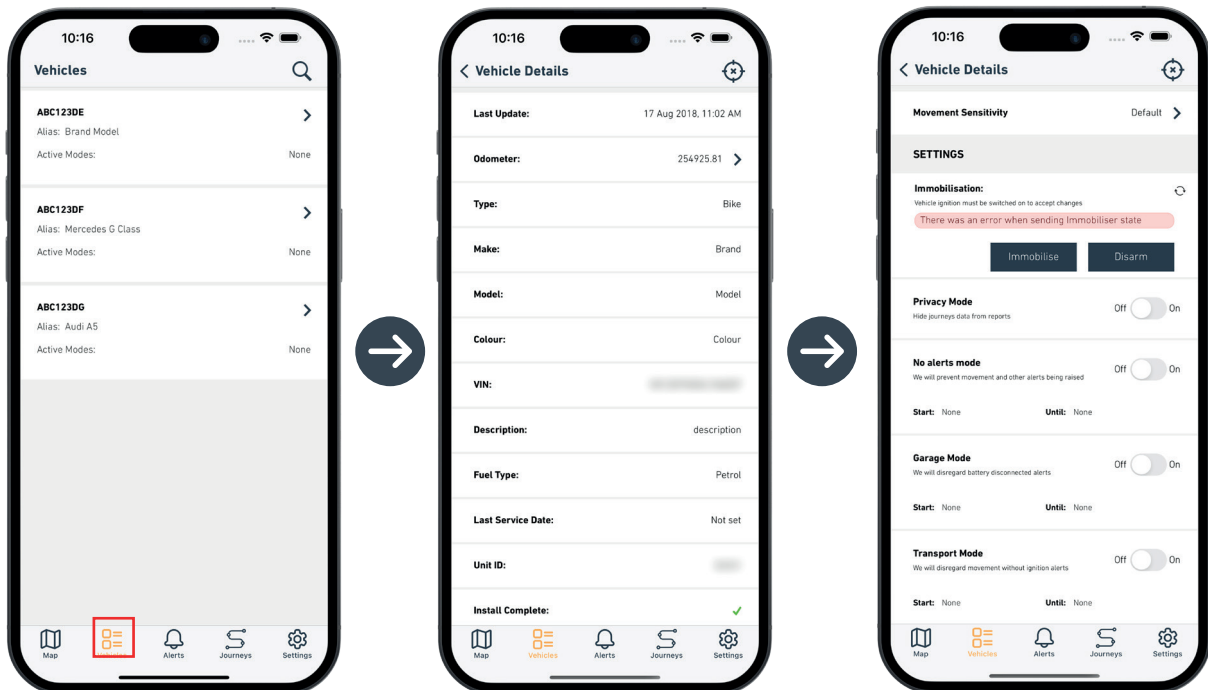
Additionally, you can create custom alerts in the mobile app in a similar way to creating an alert on the website. To create your custom alert, go into the 'Settings' at the bottom of your screen and click 'Alerts'.

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 Maeving Track app also allows you to manage and customise modes, which will prevent triggering alarms and notifying the Vehicle Recovery 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.

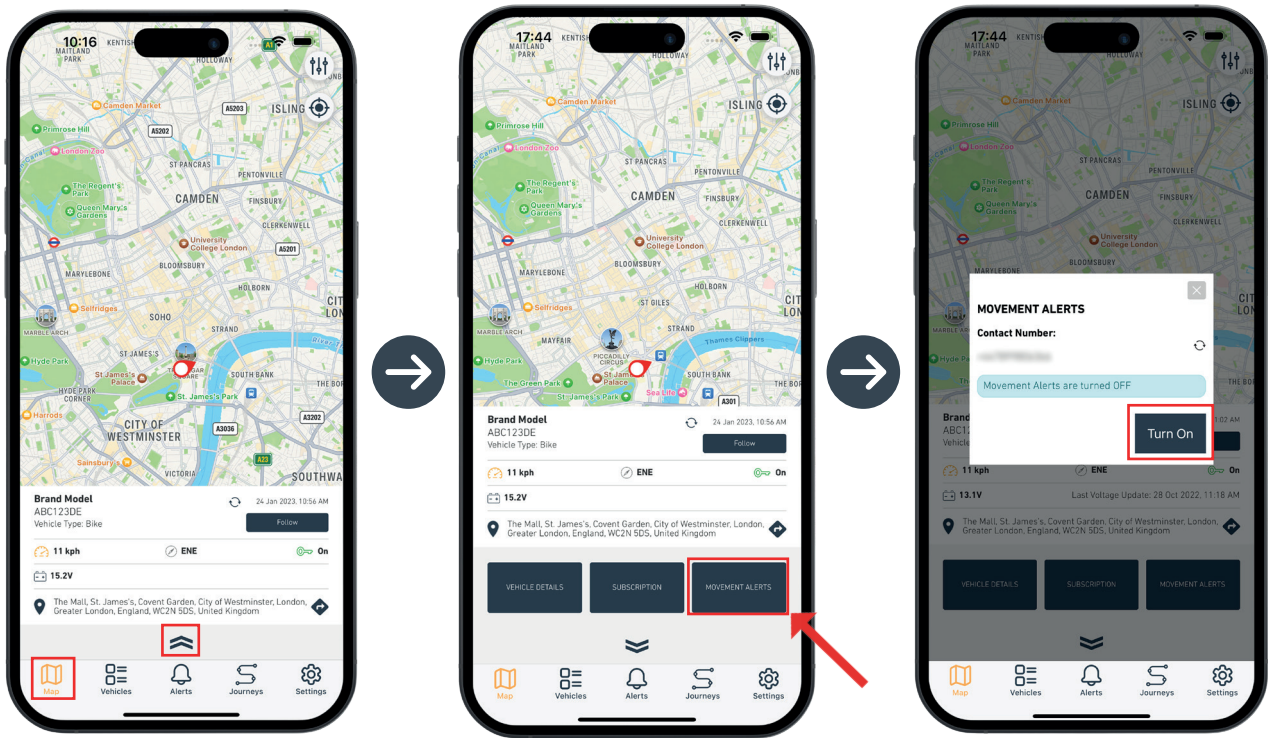
To view and manage modes, click on the **'My Vehicles'** button at the bottom of the screen which will bring up a list of your vehicles registered to your account. Select the vehicle that you wish to manage the modes for, which will open the **'Vehicle Details'** page, then scroll down the page to the section **'Settings'**. Here you will find the different modes that you can toggle on/off when 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 a button to toggle this alert on and off. As mentioned previously, Early Warning Movement alerts are sent an SMS alerts to the owner at the first sign of unauthorised movement on your vehicle.

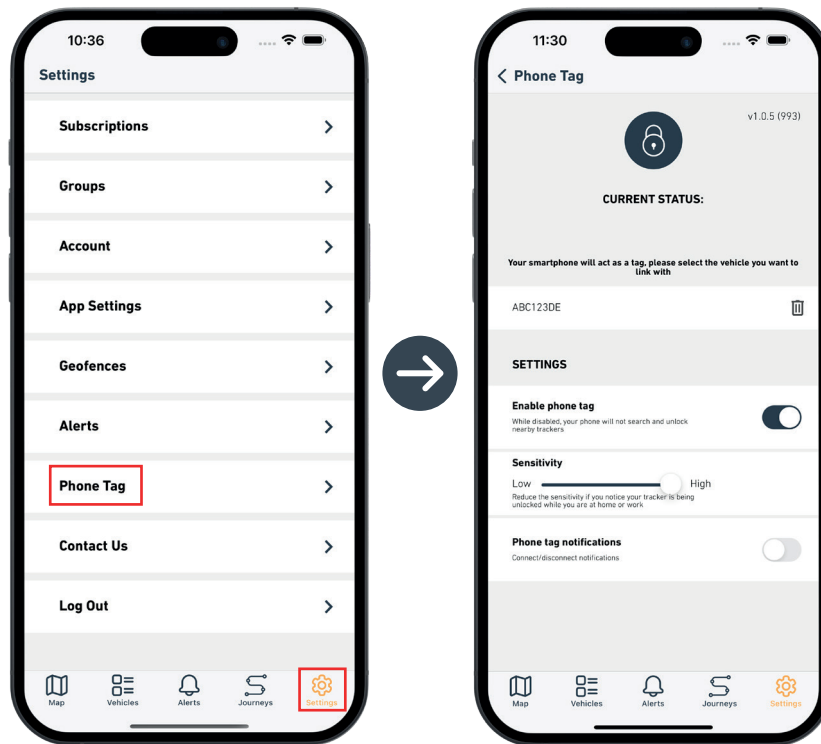


5.5 PHONE TAG

The Maeving Track 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 can 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. Then 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 also 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 have 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 several minutes, then they won't pick up, regardless of how close they are to the vehicle.



RIDER TAG

6.1 OVERVIEW

The Maeving Track is provided with a Rider ID Tag, which is required under Thatcham Approval Standards. The tag communicates via Bluetooth with the Maeving Track 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 monitoring 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.

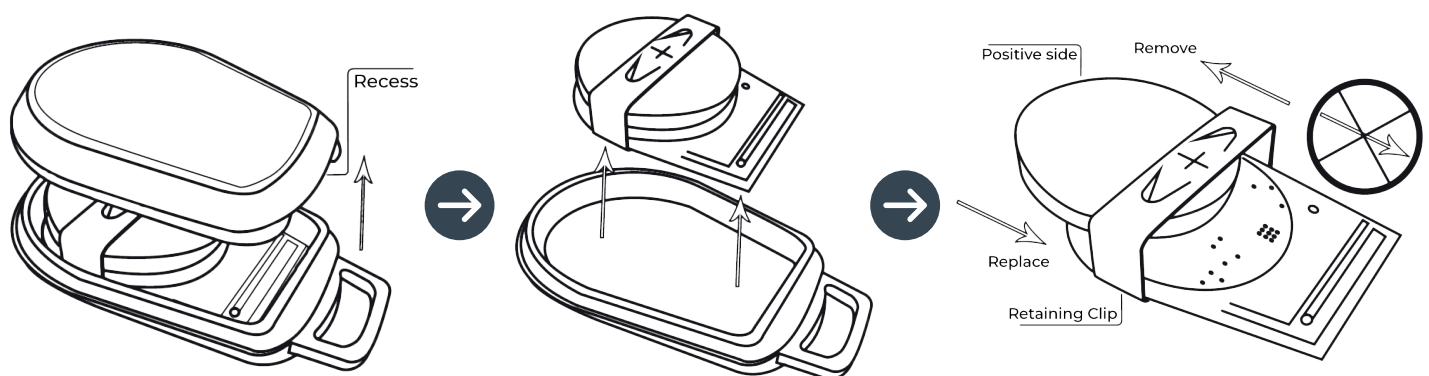


Note: If a Rider ID tag is lost or damaged, a replacement may be ordered by contacting us directly, on **(+44) 1257 249 928**.

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 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.



SPECIFICATIONS

7.1 INTERNAL BATTERY

For the Maeving Track system 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 Maeving dealer for assistance.

7.2 TROUBLESHOOTING

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

Maeving Track 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 Maeving Track system is subject to the Maeving Track Terms & Conditions, with details of this available to view on our Maeving Track 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, login to your account on the Maeving Track website, go to the 'My Account' page and click on the button labelled 'Terms & Conditions'.

CONTACTS

24/7 MONITORING TEAM:

Telephone: (+44) 1257 240 945

Note: Please only call this number in the event of a theft, or if you have received an alert from our Vehicle Recovery Team.

FOR ALL OTHER ENQUIRIES:

Telephone: (+44) 1257 249 928

Email: maevingsupport@datatool.co.uk

Maeving Track is powered by Scorpion Automotive

SCORPION[®]
AUTOMOTIVE