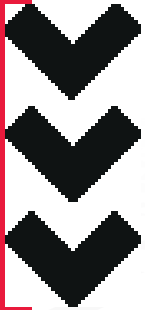




MOVING INTELLIGENCE



UserGuide

Protect your investment
Moving Intelligence/Phantom
User Guide

PHANTOM[®]





MOVING INTELLIGENCE

Customer user guide

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PHANTOM[®]

1. System Explained

The Phantom Tracking System utilises both satellite based Global Positioning Technology (GPS), microprocessor control and Global System for Mobile telecommunications (GSM) to provide a vehicle tracking and location service in the event of theft, breakdown or recovery of a vehicle.

IMPORTANT

In order for your tracking system to function correctly, it is imperative the vehicle has a good quality battery / leisure battery.

PLEASE ALWAYS NOTIFY THE CONTROL CENTRE PRIOR TO DISCONNECTING THE BATTERY OR HAVING SERVICE WORK DONE ON THE VEHICLE OR TURN OFF ALERTS WITH SERVICE MODE.

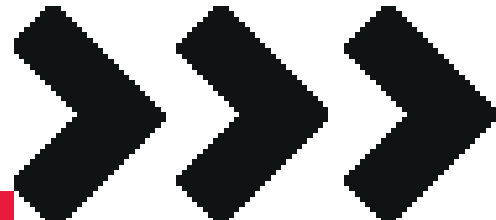
2. System Operation

The Phantom Tracking system is covertly installed with minimal disruption / modification to the vehicle's electrical system.

Typical installation will involve power connections, ignition signal if present and connection to an alarm system or motion sensor.

This means your device is always operating in the background.

You may have an alarm or switch to arm/disarm but other than that the system functions automatically.



3. Safety Standards

Phantom's tracking systems and all associated equipment have been fully tested and accredited to Thatcham S5 and S7. The Phantom range is fully VCA approved and meets all recommendations in accordance with the fitting of security devices in vehicles in the UK. The GSM & GPS modules contained within the Phantom Tracking Control Unit comply with all RF safety standards for the protection of public exposure to RF electromagnetic energy as defined by directives of the European Community.

4. Phantom Installation

The heart of the Phantom Tracking System is the Phantom main unit. This and all other parts of the tracking system will have been securely installed and very well concealed.

The position of the Phantom Unit should be highly covert to reduce the opportunity of discovery.

If this is not the case and you have any concerns over the location of the Phantom Unit or accessories call us on 0161 476 4050





MOVING INTELLIGENCE

6. About The Pro3 / iTRACK

If you have purchased a Phantom Pro3 System or iTRACK, your Phantom system may be triggered by an Alarm or Motion Sensor.

(i) Alarms

If your Alarm sounds, your Phantom system will trigger back to the Call Centre, instigating a call to your emergency contact numbers. The system will remain on alert for 30 minutes after the initial trigger. If the vehicle moves during this period an alert will be sent to the control centre. At the end of the alert period if the vehicle has not moved the unit will confirm its location.

(ii) Motion Sensors

You will have a switch fitted to turn the Motion Sensor ON/OFF. Whenever you leave your vehicle unattended turn the Motion Sensor on. If your vehicle is moved the system will trigger, alerting the Control Centre. System will continue to trigger whilst the vehicle is in motion.

Again, if you have any concerns over the location of the Phantom main unit or accessories call us. Tel: 0161 476 4050

7. Procedure

The Phantom system utilises GSM/GPS technologies for quick location via our Control Centre. However, theft of your vehicle must be reported to the control centre immediately.

When you discover the theft of your vehicle you should make 3 phone calls:

1. Phone the police and report your theft. They will provide you with a crime reference number or log number - usually numbers with that day's date as final reference.
2. Phone the Phantom 24 hour control centre. We will ask for your device number, password and your crime reference. The location procedure will then proceed and we will liaise directly with the Police to secure and recover your vehicle.
3. Phone your insurance company to advise them of the theft and that you have a Phantom fitted.



8. Your Portal



MOVING INTELLIGENCE

The screenshot displays the Phantom portal interface with a dark blue sidebar on the left containing navigation options: Home, Account Details, Information, My Devices, My Vehicles, Support, Refer a Friend, and Logout. The main content area is divided into several sections:

- Subscription Information:** Shows "Your Subscription is Live" with a green indicator. Start Date: July 2020, End Date: Lifetime.
- Device and Vehicle Information:** Lists details for Michelle TT (RN376D363), an Audi TT TDI Ultra S Line (Reg: TRUZZZFV8C104825). Buttons for "Edit Name", "My Vehicle", and "Service Mode" are visible.
- Battery Information:** Features a circular gauge showing a battery level of 12.2V.
- Mileage History:** A bar chart showing monthly mileage from April 2020 to June 2021.
- Last Location:** A map showing the current location at Bannister Street, Stockport, Greater Manchester SK1 5QJ, UK, with a timestamp of 01/08/2017 12:04.
- Battery History:** A line graph showing the 30-day battery voltage history, with tabs for 3 days, 7 days, and 30 days.
- Shield:** A toggle switch currently set to "ENABLED", with "Enable" and "Disable" buttons below it.

Our unique portal providing online access to monitor your vehicles. Login via the Phantom website or one of our Android or Apple Apps. You'll be able to check your location and battery voltage as well as setting service mode, renew subs etc. Evolving all the time.

YOU CAN ACCESS THIS PORTAL FROM THE PHANTOM WEBSITE OR AT my.phantom.uk.net

MYPHANTOM

Device and Vehicle Information

Name:

Device No. RN158N001

Make: MG

Model: 3 EXCITE VTI-TECH

Reg:

Alt: SDPZ1BBDAKS067475

[Edit Name](#) [My Vehicle](#) [Service Mode](#)

Vehicle information and your individual Phantom Tracking device number. You can edit the name to suit yourselves.

Last Location 01/08/2017 12:04

Bannister Street, Stockport, Greater Manchester SK1 3QT, UK

Displays the location of your vehicle which updates each time you move or every 12 hours if stationary.

Subscription Information

Your Subscription is **Live**

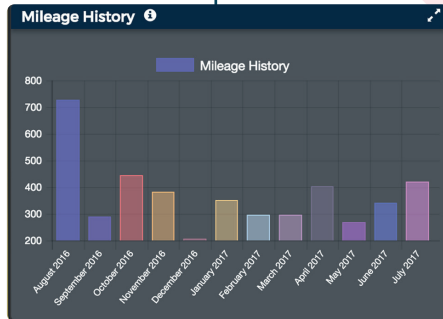
Start Date: July 2020

End Date: Lifetime

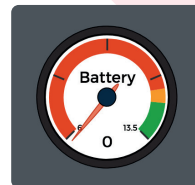
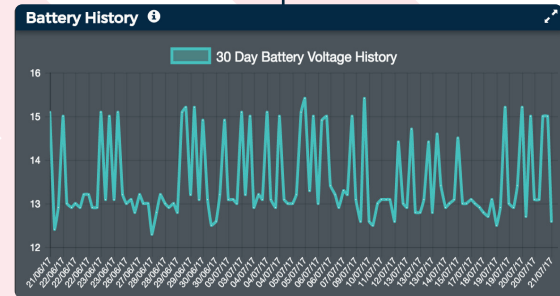
On-board subscription notification, as well as mobile and email.

MYPHANTOM

Your mileage history graph will give you readings linked to the ignition. If you have a caravan then these readings are calculated using our GPS data and can be less accurate.



We monitor and store the voltage of the battery which is being used to power the Phantom tracking unit for 30 days, this enables you to spot possible issues with power drains, solar panel effectiveness and predict when your battery may need to be recharged.



Your battery dial, displays the current voltage.

Online Support

Your Support Tickets ⓘ

Subject	Raised On	Ticket ID	Status	Read More
Website or App Error	06/14/2017	14996	closed	View Ticket
Website or App Error	06/05/2017	14922	closed	View Ticket
Website or App Error	04/20/2017	14277	closed	View Ticket
Website or App Error	03/24/2017	14139	closed	View Ticket
Website or App Error	03/24/2017	14138	closed	View Ticket
Website or App Error	03/24/2017	14137	closed	View Ticket
Website or App Error	03/24/2017	14136	closed	View Ticket



Submit a Support Ticket ⓘ

Enquiry Type
Sales Enquiry

Message:
Your Message

Submit

You can submit a support request on our online system. You can monitor all chat response and view your whole conversation.

MYPHANTOM

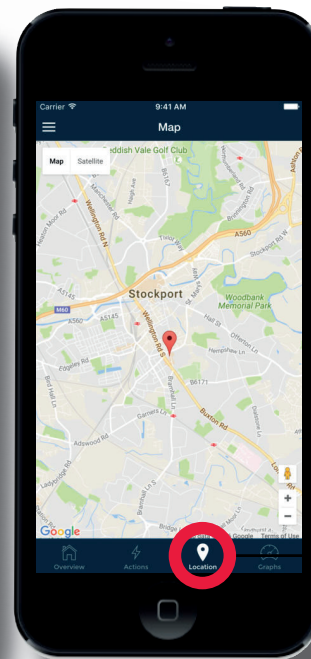
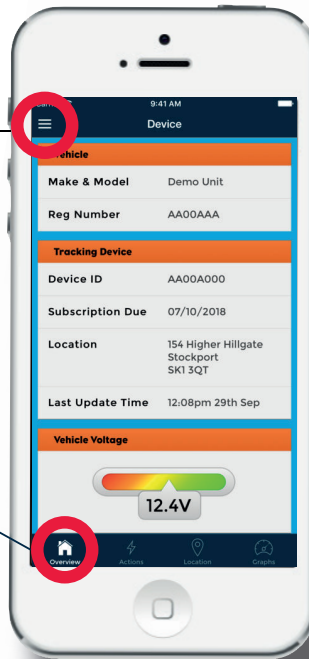
Our App

Visit the Apple Appstore or Google Play Store to download.

Menu

Overview is your account information the date your subscription ends vehicle info

View your vehicles location

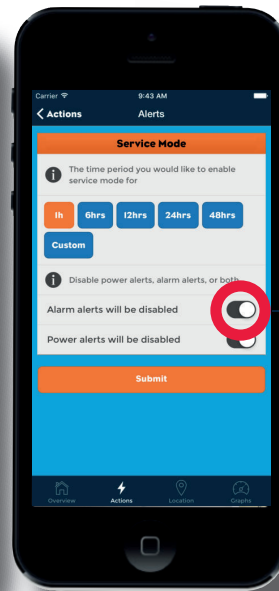
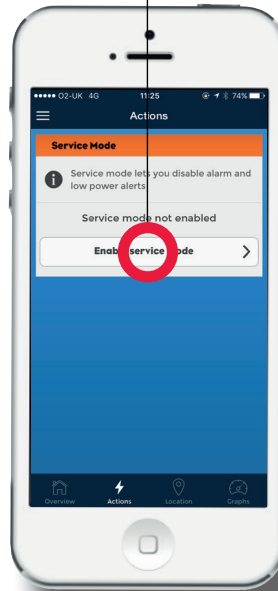


+ANDROID AND IPHONE VERSIONS AVAILABLE IPHONE FEATURED



View the mileage history and battery history of your vehicles where applicable

Place your vehicle into service mode for a period of time.



Available FREE at
Apple AppStore and
Google Play

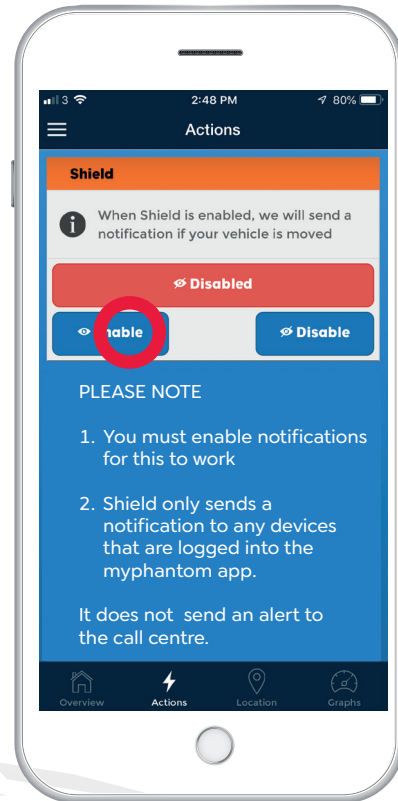
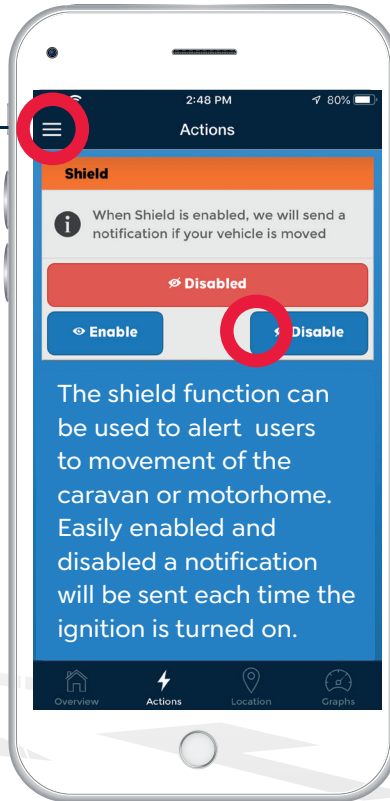
Temporarily disable
power or alarm alerts

Our App



SHIELD

Menu



Pro3

Your Caravan monitored 24-7

Our Systems are designed exclusively with our Caravanning customers in mind, providing features now and in the future to match any caravanners tracking needs.

The 'Pro3' checks into our central server twice a day, every day. It reports its position and battery level as well as recording any mileage travelled. It has a unique sim card allowing it to utilise any network, providing unrivalled communications across the UK and over 28 European countries. All this information is accessed through our online portal or Android 'App'.

You or your family can check where the van is and its current battery level as well as a historical 30 day graph of voltage levels - great for keeping your eye open for any unexpected events. This will also help ensure longer battery life by showing users when their battery needs charging.

Text and phone calls will confirm any alerts or power cuts.

Our App and online Portal MYPHANTOM offer you other insights into your caravan health.

- **Latest generation technology,**
- **50 channel GPS receiver,**
- **Upgraded rechargeable battery back up.**
- **Small compact footprint.**
- **All antennas internal.**
- **Sophisticated power management routines alert on low battery, flat battery or power tamper.**
- **Unique UK multi-network communication.**
- **Built in 3g motion sensor.**
- **Low power drain ~10mA.**
- **Daily server check in.**
- **Internet Portal for customers.**
- **Global coverage.**
- **Thatcham certified S7**
- **24-7 control centred monitored**



iTRACK S7

Designed with You and Your Vehicle's Security in Mind

An effective, affordable, GPS tracking and security system, featuring four different tracking solutions to suit your needs.

24-Hour Control Centre

24-hour control centre support to provide you with alerts around the clock — 24/7/365. Should the worst happen, we can work with the authorities to retrieve your vehicle as quickly as possible.

Tow Alerts

Know what is happening to your vehicle — at all times. 'Tow Alert' will be triggered if your vehicle moves without the ignition key. You'll be contacted quickly to confirm if your vehicle should be on the move or not.

MyPhantom App

- An incredibly useful tool and entirely free with the device.
- Check your vehicle's current location while you're on the go on your mobile device.
- Keep an eye on your vehicle from home with the MyPhantom Portal.
- Check your mileage over the last month and the voltage on your battery.
- The MyPhantom App and Portal are regularly updated, providing you with new features completely free of charge.



iTRACK S5

The iTrack S5 adds automatic driver recognition (ADR) to enhance security.

An effective, affordable, GPS tracking and security system, featuring four different tracking solutions to suit your needs.

24-Hour Control Centre

24-hour control centre support to provide you with alerts around the clock — 24/7/365.

Should the worst happen, we can work with the authorities to retrieve your vehicle as quickly as possible.

Automatic driver recognition (ADR)

Each system is supplied with 2 driver ID tags which are designed to be kept separate from the vehicle keys.

Should the engine be started without the presence of one of the tags an alert will be triggered to our 24/7 control room and a call will be made to confirm all is well.

Tow Alerts

Know what is happening to your vehicle — at all times. 'Tow Alert' will be triggered if your vehicle moves without the ignition key. You'll be contacted quickly to confirm if your vehicle should be on the move or not.

MyPhantom App

- An incredibly useful tool and entirely free with the device.
- Check your vehicle's current location while you're on the go on your mobile device.
- Keep an eye on your vehicle from home with the MyPhantom Portal.
- Check your mileage over the last month and the voltage on your battery.
- The MyPhantom App and Portal are regularly updated, providing you with new features completely free of charge.



iTRACK+

Know if Your Vehicle is Being Driven without Consent

Featuring all the security of our standard Thatcham approved iTrack, the iTrack+ also provides alerts if your vehicle is driven without your consent.

24-Hour Control Centre

24-hour control centre support to provide you with alerts around the clock — 24/7/365. Should the worst happen, we can work with the authorities to retrieve your vehicle as quickly as possible.

Tow Alerts

Know what is happening to your vehicle — at all times. 'Tow Alert' will be triggered if your vehicle moves without the ignition key. You'll be contacted quickly to confirm if your vehicle should be on the move or not.

MyPhantom App

- An incredibly useful tool and entirely free with the device.
- Check your vehicle's current location while you're on the go on your mobile device.
- Keep an eye on your vehicle from home with the MyPhantom Portal.
- Check your mileage over the last month and the voltage on your battery.
- The MyPhantom App and Portal are regularly updated, providing you with new features completely free of charge.

Hidden Switch or Alarm Integration

Hidden Motion Switch or Alarm Connection

Should your vehicle be driven away with the motion switch on, our 24-hour control centre will be alerted and you'll receive a text or phone call. The hidden motion switch can be turned on and off when entering or exiting your vehicle.



iTRACK2OBD

Protect Your Vehicle from Keyless Car Theft

Featuring all the security of our standard Thatcham approved iTrack, the iTrack2OBD also provides your vehicle with added security from keyless car theft. Should any attempt be made to tamper with your vehicle's OBD port, we will be immediately alerted. And your vehicle will be safe.

24-Hour Control Centre

24-hour control centre support to provide you with alerts around the clock — 24/7/365. Should the worst happen, we can work with the authorities to retrieve your vehicle as quickly as possible.

Tow Alerts

Know what is happening to your vehicle — at all times. 'Tow Alert' will be triggered if your vehicle moves without the ignition key. You'll be contacted quickly to confirm if your vehicle should be on the move or not.

MyPhantom App

- An incredibly useful tool and entirely free with the device.
- Check your vehicle's current location while you're on the go on your mobile device.
- Keep an eye on your vehicle from home with the MyPhantom Portal.
- Check your mileage over the last month and the voltage on your battery.
- The MyPhantom App and Portal are regularly updated, providing you with new features completely free of charge.

OBD Protection

Protects your vehicle from tech-savvy thieves. ODB Protection defends your car's OBD port, preventing thieves from programming a new key using your car's ECU. Complete peace of mind against keyless car theft. **iTRACK2OBD** an alert will trigger if the OBD port is tampered with.



iTRACKULTIMATE S5

The Ultimate in Security for Your Vehicle

With immobilisation added to the S5 we can now prevent the vehicle from starting without the presence of one of the ADR tags and at the same time trigger an alert to the control room.

24-Hour Control Centre

24-hour control centre support to provide you with alerts around the clock – 24/7/365. Should the worst happen, we can work with the authorities to retrieve your vehicle as quickly as possible.

Tow Alerts

Know what is happening to your vehicle – at all times. 'Tow Alert' will be triggered if your vehicle moves without the ignition key. You'll be contacted quickly to confirm if your vehicle should be on the move or not.

Automatic driver recognition (ADR)

Each system is supplied with 2 driver ID tags which are designed to be kept separate from the vehicle keys. Should an attempt to start the vehicle be made without a tag present, an alert will be triggered to our 24/7 control room and a call will be made to your emergency contact numbers.

MyPhantom App

- An incredibly useful tool and entirely free with the device.
- Check your vehicle's current location while you're on the go on your mobile device.
- Keep an eye on your vehicle from home with the MyPhantom Portal.
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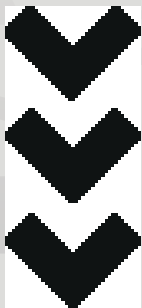


Please visit our website for our Terms and Conditions

UPGRADE

We offer **UPGRADE** deals if you have an existing unit with us these can be arranged if you contact us by phone or email. And are solely for existing customers.

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