



MOVING **INTELLIGENCE**

# Sentinel Alarm & Tracking



Protect your investment  
**Moving Intelligence**  
User Guide

# Alarm & Tracking

A security system developed by two of the leading brands in leisure vehicle security.....SENTINEL ...  
It's the complete insurance rated alarm and our latest Phantom Pro3 GPS system, not only protecting your caravan but bringing the ability to monitor and control remotely!

Never again will you wonder if you set the alarm. A simple secure app will show you the alarm status and allow you to arm or disarm the alarm from wherever you are\*\*

\*\* requires internet connection





Thank you for purchasing the Sentinel caravan alarm and tracking system by Moving Intelligence (Phantom). We have prepared some basic instructions to get you started.



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- 10. Portal
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- 18. Tracking System Info



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# Alarm&Fob

***Our standard installation will usually include :***

The standard alarm incorporates an electronic tilt sensor and a wireless Passive Infrared sensor (PIR) along with 2 four button remotes.

The alarm does have the facility to turn the awning light on during the arm and disarm process. This is likely only available where your alarm is factory fitted.

The PIR can be excluded if necessary and the sensitivity of the tilt sensor adjusted where required.

**1**

## System arming

The alarm unit can be armed by pressing the arm - button 1. Two high-pitched beeps will confirm the operation and the dome light will turn ON for approx. 30 sec. The system has a 30 sec. arming delay which allows you to exit the caravan without triggering an alarm. After this delay, the system is fully armed.

If the PIR sensor battery level is becoming exhausted, a 'Bop' will sound after the arming acoustic signals (replace PIR internal batteries. Use only 2 CR2032 batteries).

**2**

## System disarming

To disarm the system, press disarm - button 2 on the remote control. Three high-pitched beeps will confirm disarming and the dome light will turn ON for approx. 30 sec.

**3**

## System arming without Internal sensors\*

The system can be armed without enabling the wireless PIR sensor(s). To do so, press button 3 on either remote control to arm the system. One high-pitched beep will confirm the system is armed with the sensors excluded.

4

#### Tilt sensor exclusion\*

Arm the alarm as usual by pressing button 1. After the usual two beeps wait 4 seconds and press button 3. Tilt sensor exclusion is confirmed by one beep.

**\*Please note: Sensor exclusion is bound to a single arming cycle. Sensors will automatically be enabled the next time the alarm is armed.**



5

#### Awning Light\*

Arming/Disarming the alarm will activate the awning light for 30 seconds. Button 4 on the remote will also activate the light for 5 minutes before automatically turning off.

**\*Typically awning light control will only be possible with factory installations.**



## ⑥ Tilt sensor adjustment

The TILT sensor sensitivity level is factory set to trigger an alarm if the vehicle is tilted at an angle of approx. 1.5° with respect to the x, y and z-axis. Sensor sensitivity can be custom-adjusted:

### Disarm the alarm system.

Simultaneously press, twice in a row, remote control buttons 1 and 2: 2 'Bops' will confirm the system is in 'Adjustment Mode'

**(every time you enter in 'Adjustment Mode', the sensitivity level will automatically be restored to the 1.5° default setting).**

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**Press button 2 once** to increase the tilt angle to 3.5°: operation will be confirmed by 1 beep.

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**Press button 2** again to increase the tilt angle to 7°: operation will be confirmed by 1 beep.

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**Press button 2** once more to increase the tilt angle to 14°: operation will be confirmed by 1 beep.

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The system will automatically exit the adjustment mode after this step. 1 'BOP' will confirm the end of the procedure.

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**To exit** the adjustment procedure and confirm the selected tilt angle, simultaneously press remote control buttons 1 and 2.

## 7 Alarms

An alarm event will trigger the siren for a maximum of 30 seconds. If the alarm condition remains or the alarm is not disarmed it will trigger another cycle after a pause of 5 seconds. Each alarm condition will trigger a maximum of 8 cycles.

## 8 Alarm trigger memory

If there has been an activation in your absence it will be signaled by 2 long beeps on disarming, followed by a number of high pitched 'chirps' to indicate the cause of the last trigger. (See table)

## 9 Pairing new devices

The alarm is supplied with 2 remotes and a wireless PIR sensor but extra sensors can be added via the LEARN button.

Press the LEARN button 5 times in a row within 5 seconds. Each press will generate a single beep and then a final 2 beeps will confirm the system is in pairing mode for the next 30 seconds.

Press one of the new remote buttons or trigger the sensor to be paired. A single beep will confirm the new device is added. To exit pairing mode press the LEARN button once.

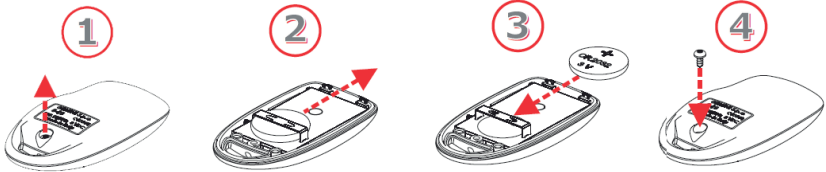
**NOTE: The alarm memory has 12 slots. Trying to save any further devices will delete the first one.**



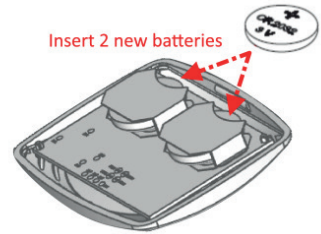
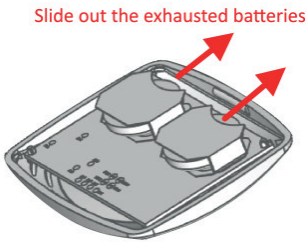


# 10 Battery replacement

When the remote batteries are too weak you'll notice the blue LED flicker/flash when arming or disarming the alarm. Replace the CR2032 battery



If the PIR battery is running low a secondary "bop" will sound after the usual arming 2 beeps of the siren. To replace the batteries detach the cover of the PIR from its mounting base.



## SIREN CHIRPS

## ALARM EVENTS

1 Chirps	: Wireless contacts Door opening	*
2 Chirps	: Infrared (PIR) Sensors	**
3 Chirps	: External Input	***
4 Chirps	: Tilt sensor	****

# Your portal

The screenshot displays the Moving Intelligence user portal. At the top, there are navigation links: INFORMATION, ACCOUNT, RENEWALS, SUPPORT, REFER A FRIEND, and LOGOUT. The main content area is divided into several sections:

- Subscription Information:** Device No: ST86BA646, Start Date: 26/03/2019, End Date: 126/03/2023. A red button labeled "Service Mode" is visible.
- Battery Information:** A gauge showing battery voltage at 13.0V.
- Last Location:** 22/08/2022 07:51, with a map showing the location in Southside, Bredbury, Stockport SK6 2SX, UK.
- Vehicle Information:** Name: Pickup, Make: NISSAN, Model: NAVARA DCI TERNA 4x4 DCB, Reg: PJ11VEF, ALT: VSKCWNDe0u4p8y6s. A red "Edit Name" button is present.
- Breakdown Cover:** A message stating "You currently have no breakdown details set." with a red "Edit Breakdown" button.
- Insurance Details:** A message stating "You currently have no insurance details set." with a red "Edit Insurance" button.
- Service Information:** A message stating "You currently have no service date set." with a red "Edit Service" button.

A sidebar on the left lists user profiles, with "Pickup" highlighted in red. Below the sidebar is a list of vehicle models, including "MERCEDES VITO 109 CDI COMPACT SWB" and "VOLKSWAGEN GOLF MATCH TSI BLUEMOTION TECHNOLOGY".

Our unique portal providing online access to monitor your caravan. Login via the Moving Intelligence (Phantom) website or download our App on Android or Apple. You'll be able to check your location and battery voltage as well as setting service mode.



# Your portal

### Vehicle Information i

**Name:** Pickup  
**Make:** NISSAN  
**Model:** NAVARA DCI TEKNA 4X4 DCB  
**Reg:** PJ11VEF  
**Alt:** VSKCVND40U0428361

[Edit Name](#)

Caravan information and your individual Moving Intelligence (Phantom) Tracking device number. You can edit the name to suit yourselves.

Displays the location of your vehicle which updates each time you move or every 6 hours if stationary.

### Last Location 22/08/2022 07:51

Southside, Bredbury, Stockport SK6 2SX, UK

### Subscription Information i

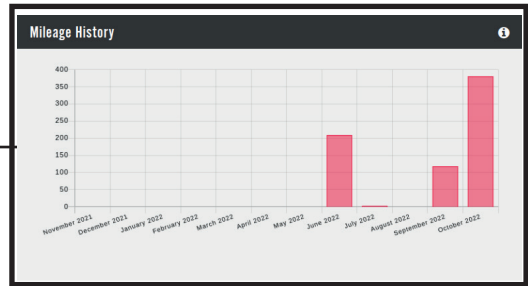
**Device No:** ST858A645  
**Start Date:** 26/03/2019  
**End Date:** 126/03/2023

[Service Mode](#)

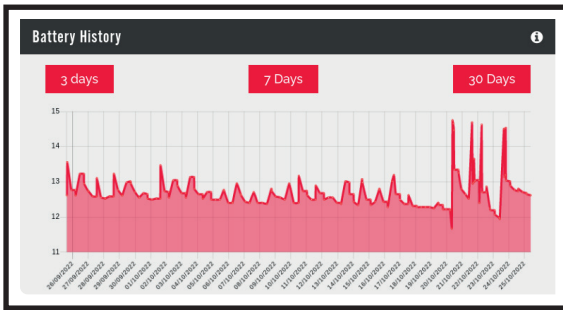
Portal will let you know when your subscription ends and when it started.

# Your portal

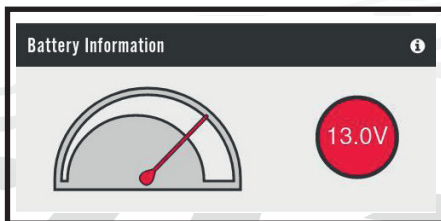
Your mileage history graph will give you readings linked to the ignition. If you have a caravan then these readings are calculated using our GPS data and can be less accurate.



## Reports



We monitor and store the voltage of the battery which is being used to power the Moving Intelligence (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

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

**Submit A Support Ticket**

Enquiry Type  
Sales Enquiry

Message:  
Your Message

Submit

**Your Support Tickets**

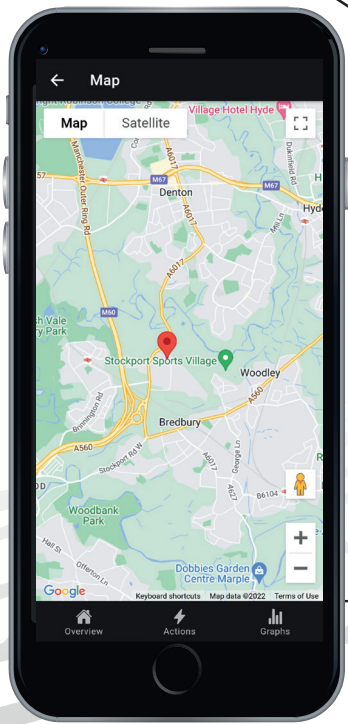
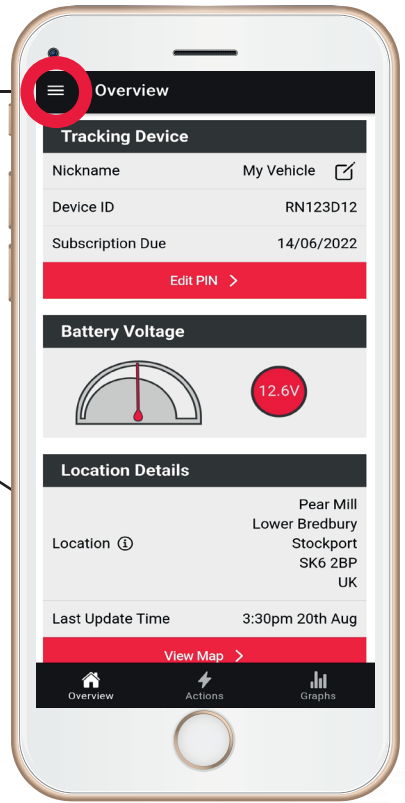
Subject	Raised On	Ticket ID	Status	Read More
Administration Enquiry	20/10/2022	28280	closed	<a href="#">View Ticket</a>
Accounts Enquiry	20/10/2022	28279	closed	<a href="#">View Ticket</a>
Website or App Error	18/10/2022	28261	closed	<a href="#">View Ticket</a>
Website or App Error	18/10/2022	28260	closed	<a href="#">View Ticket</a>
Website or App Error	18/10/2022	28259	closed	<a href="#">View Ticket</a>
Website or App Error	18/10/2022	28258	closed	<a href="#">View Ticket</a>
Website or App Error	18/10/2022	28257	closed	<a href="#">View Ticket</a>
Website or App Error	18/10/2022	28256	closed	<a href="#">View Ticket</a>
Website or App Error	18/08/2022	27647	closed	<a href="#">View Ticket</a>

# OurApp

Visit the Apple Appstore or Google Play Store to download.

Menu

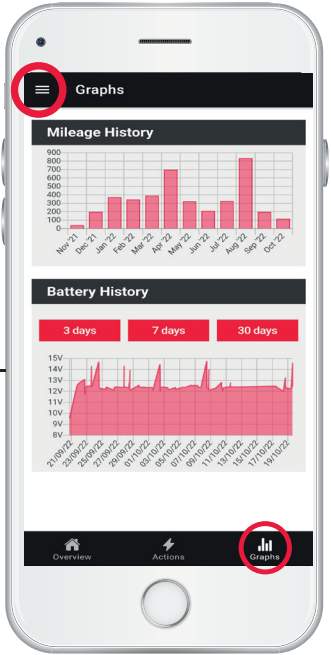
Overview is your account information the date your subscription ends vehicle info etc.



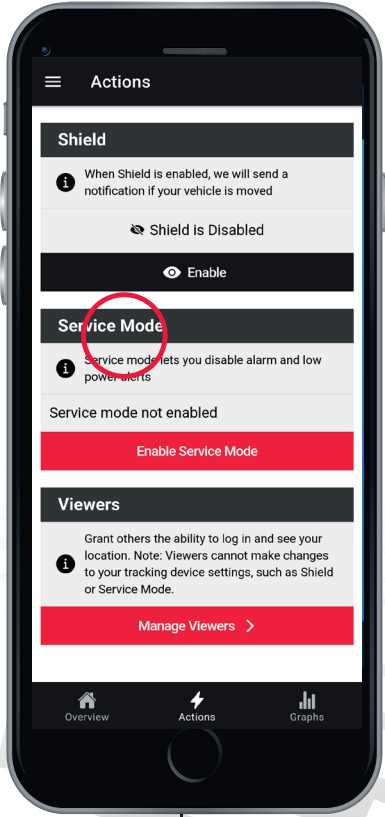
View your vehicles location.

Menu

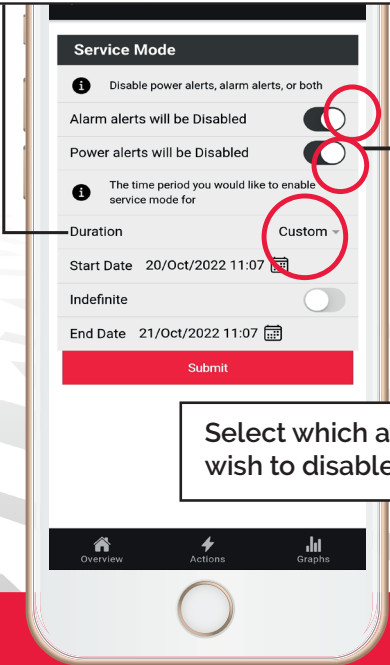
View the mileage history and battery history of your vehicles where applicable.



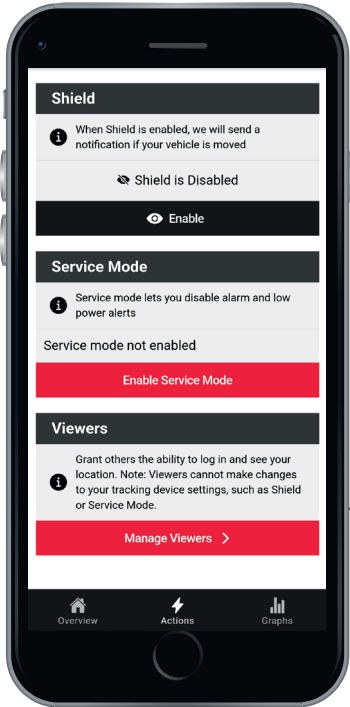
Place your motorhome into service mode for a period of time.



Temporarily disable power or alarm alerts.



Select which alerts you wish to disable.



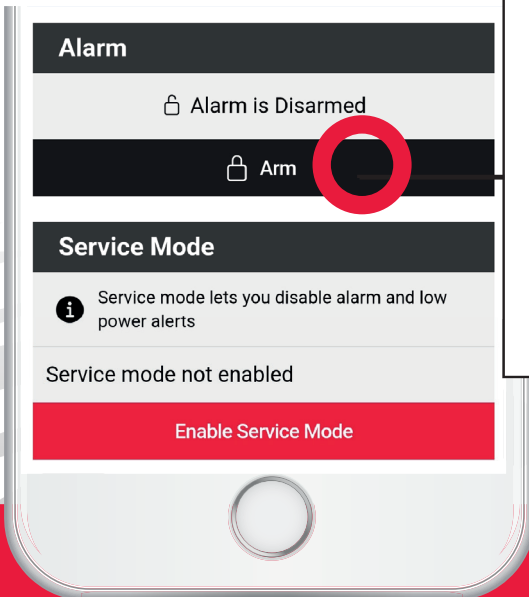
## Who can view your vehicles data

Manage who can see your vehicles location. Friends and family if you want them to monitor your vehicles.



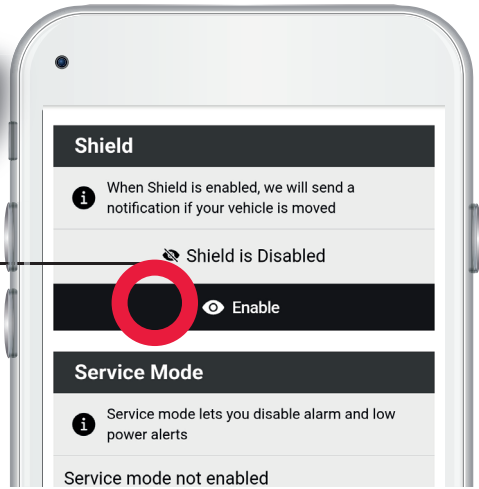
## Your Alarm

Your alarm is connected to the tracking system. We notify you via a call if the alarm goes off. You can arm and disarm the alarm from the app. Some vehicles can unlock and lock the central locking also from the app.





The shield function can be used to alert users to movement of the caravan. Easily enabled and disabled a notification will be sent each time the ignition is turned on.



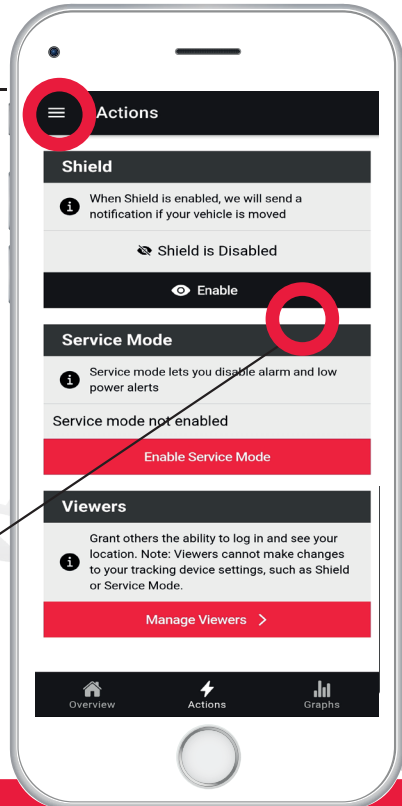
## Need a movement alert

Menu

### PLEASE NOTE

1. You must enable notifications for this to work
2. Shield only sends a notification to any devices that are logged into the myphantom app.

It does not send an alert to the call centre.



# Pro3

Tracker featured with  
your Sentinel.

## Tracker

## Product Specs



GPS on Demand



Power Cut (Tamper Alert)



Alarm Interface



Shield



Low Battery Alert (SMS)



MY PHANTOM



SMART PHONE APP





# 24-7 monitoring



Our Systems are designed exclusively with our Caravaners in mind, providing features now and in the future to match any 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' and Apple App.

You or your family can check where the van is and its current battery level as well 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 confirm any alerts or power cuts.





## NEW PORTABLE SELF FIT



Great system that can be an addition to your family of Moving Intelligence products. This after theft reactive waterproof device reports in once a day and gives you extra peace of mind. It's not connected to the battery so it can't give you the same reports and triggers and notifications. If its stolen you report to our 24/7 call centre and we will help return your vehicle.

**Looking for a self fit, battery powered tracking system!**

### **NEW Mi01 SENTRY**

Your vehicle monitored 24/7 with our wireless brand new tracking system.

The Mi01 Sentry is equipped with a range of unique technical features so that the Sentry cannot be hacked.

**CALL US TO ASK US MORE 0161 476 4050**

## Optional extras and Upgrades

- \* **Window contacts**
- \* **Door contacts**
- \* **PIR**



## Terms and conditions

Please visit the website for terms and conditions



We don't just track Caravans and Motorhomes we can help you track all things moving.

**MOTORBIKE TRACKING**  
**PLANT TRACKING**  
**BOAT TRACKING**  
**FLEET TRACKING**  
**CAR TRACKING**

**We have you covered!**





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