



**mobilus**  
stolen vehicle tracking system

**User manual**  
mobilus 3.0



**Protect. Locate. React.**



## This is your membership card



Please keep your Mobilus membership card in a safe place. The card will help to identify yourself quickly in case your vehicle is stolen. You will also find the phone number of our security central on the reverse.





## **User's manual**

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# Introduction

Congratulations! Your vehicle is now protected by Mobilus 3.0, one of the best performing stolen vehicle tracking systems in North America using the latest GSM/GPRS digital technology.

Please read the following information carefully and keep this manual for future reference.

## **Do not leave this manual in your car!**

## Guarantees

Datacom guarantees your product against all defects, parts and labour for a period of one (1) year. This guarantee is renewable for two (2) one-year (1) periods (for a maximum of three (3) years), upon payment of annual surveillance fees starting from the original date of purchase from the supplier. This guarantee is offered only to the original buyer as an end-user and may not be assigned or transferred to any other party. If you discover a defect covered by this guarantee, Datacom will repair or replace that product at its sole discretion, by installing new or rebuilt products or elements. Datacom's responsibility is limited exclusively to the repair or replacement of defective products.

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# Mobilus 3.0 digital system

The Mobilus 3.0 digital system consists of components with specific functions, which include:

- An ignition lock device with two (2) Mobilus remotes
- A digital GSM/GPRS telematics unit
- A personalized Web site access to locate your vehicle

## Anti-theft device

Mobilus was designed to activate an alarm and prevent the vehicle from starting if a "Mobilus remote" is not detected during an ignition attempt.

When you start your vehicle with a remote starter, it will deactivate the ignition lock device; however, any movement of your vehicle under such circumstances may result in a false alarm. For detailed information on using the Mobilus 3.0 digital system with a vehicle equipped with a remote starter, please consult the False alarms section.

# Mobilus remote

Activating the push-button remote will transmit a signal to the Mobilus 3.0 digital system and allow vehicle ignition.

## User tips

1. Press on the remote button before inserting the key to start the vehicle. Protection will be reactivated automatically after vehicle use or if the vehicle has not been started within a reasonable period (30 seconds).



Mobilus remotes

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# Batteries

The Mobilus remote uses two (2) CR2016 batteries. When the batteries begin to lose power, the Mobilus remote will also lose power. You should then replace the batteries as soon as possible.

While pressing on the Mobilus remote button, the indicator light will change from blue to red if the batteries need to be replaced. In that case, you should do so immediately.

The battery's lifetime depends on vehicle use. Please note that these batteries are sold at The Source, Canadian Tire, etc.

**Note:** You may be liable if your vehicle is started or moved in the absence of the Mobilus remote (except in the case of actual theft) or if the battery is disconnected without having first informed Datacom by telephone.

# Lost or stolen Mobilus remote

Should you lose your Mobilus remote or have it stolen, you must use your second Mobilus remote to start your vehicle.

In case you do not have access to your second Mobilus remote, you must contact a representative at the Mobilus Security Central as soon as possible, who will describe the relevant procedures.

There is no method to circumvent the system without a certified Datacom technician. Towing your vehicle may be required.

# Additional or replacement Mobilus remote units

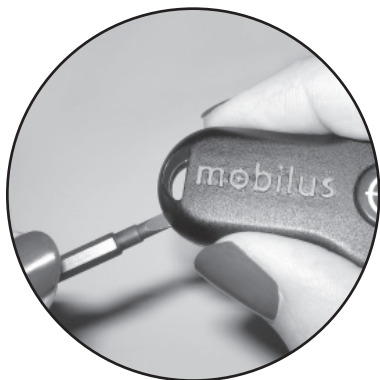
If an additional or replacement remote is necessary, please contact the Mobilus customer service to obtain details on how to proceed.

Please note that additional fees will be applicable.



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# Replacing the batteries



## Step 1

Separate the two (2) halves of the remote using a screwdriver.



## Step 2

Gently extract the two (2) batteries and insert two (2) new batteries making sure that the positive (+) side of both batteries face up.





### Step 3

Close the two halves of the remote by applying pressure on both sides.



### Step 4

Verify that the remote is working properly. A blue light indicates a good working condition.

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**Note:** Datacom cannot guarantee proper functioning of the remote if you do not change the battery upon renewal. When the remote does not function, your vehicle will not start and an alarm will be activated at the Mobilus Security Central. Fines or penalties may be charged for any alarm resulting from a depleted battery.

**CAUTION:**

To assure continued FCC compliance:

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

FCC Label Compliance Statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

## Telematics unit

The telematics unit installed in your vehicle is the “brain” of the system. It allows the vehicle to be detected and tracked in case of theft, transmits alarm messages and the vehicle’s position to our security central.

Mobilus 3.0 is at the forefront of telematics using a GSM/GPRS digital platform.

# Web site

## Mobilus webpage

Our Web site allows you to find your vehicle and mark its location on a detailed map of North America.

This function does not require purchasing software or any prior installation. All you need is Internet access (Internet Explorer version 5.0 or higher).

## Hardware requirements

Computer:	IBM PC or compatible
Processor:	200 MHz
RAM:	128 Mb (256 Mb recommended)
Internet access:	56K modem or faster (High speed – cable)
Screen resolution:	800 x 600

## Software requirements

Operating system:	Windows 98, 2000, ME or XP
Internet browser:	Microsoft Internet Explorer v.5.5 SP1 or higher

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# Login procedures

To connect, please go to the site **www.datacom.com** and follow the steps mentioned below:

1. Choose your language;
2. Click on the Mobilus banner; a new window will open;
3. Enter your “user code” (8 digits) and your password in the section called My Mobilus Online. This information can be found on your Mobilus membership card.

**Note :** In order to guarantee the security of all the stakeholders in a theft situation, you will not be able to use the system during a tracking operation. The Mobilus Security Central will coordinate all activities in such a situation. When the operation has been completed, you will be able to use the system again.

**mobilus**    » français    » contact us    » back to welcome page



**Control panel**    Profile    History    News

Select vehicle : (if more than one) TDL - viacroix Monday, July 2

Select your request

Locate vehicle

**Status**  
Choose a vehicle in the dropdown list and click on an action.

**Last Request**

MapIt	Unit Id	Description	Time stamp	Vehicle Located	Last Known Location
MapIt	TDL - viacroix	Requested Position	2005-07-19 13:44:18	Yes	In site Datacom

Refresh

Use of this site implies your agreement to respect the legal notice included in it. © Datacom Wireless Corporation

## Changing your password

To change your password, click on Profile and type your old password in the appropriate box, then type your new password and confirm it by re-typing it.

**Note:** A password must have at least 8 alphanumeric characters. A confirmation message will appear when you have successfully changed your password.

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# Clicks

The Mobilus package offers 10 “clicks” per month. A “click” is the transmission of information to the Mobilus unit, whatever the result. Therefore, when you click the Locate your vehicle button, you are using up your reserve of clicks.

A message confirming the transmission will be posted in the Last action section.

**Note :** All clicks performed to refresh the page, consult the history, as well as make changes to your profile, do not affect the number of clicks in your package.

## Locating your vehicle

It is possible to request the location of your vehicle using the Mobilus page. Click the Locating your vehicle button. A confirmation of the transmitted message will appear in the Last action section. Response time is about 20 to 40 seconds. This can vary, however, depending on the location of your vehicle and network traffic.

To refresh the information on the page and locate your vehicle, click the Refresh button. The information will appear in the Last action section if the response is positive.

#### Last Request

MapIt	Unit Id	Description	Time stamp	Vehicle Located	Last Known Location
<a href="#">MapIt</a>	M1.5 Trans-FY55821	Unit Stored (Server)	2005-05-12 15:09:28	Yes (2005-05-12 14:46:06)	105 ~ 117, RUE ST-LAURENT, ST-EUSTACHE, QC (near intersection with RUE ST-MICHEL)

Refresh

## Position request

When the Mobilus unit transmits the vehicle's location, its description indicates an address range or street intersection. A link called MapIt allows you to start the Mapview function, which will display your vehicle's location on a map.

## Time Stamp associated to your position request

If a vehicle is moving while you request a position, the “time stamp” will reflect the actual time of the position.

If a vehicle is not moving while you request a position, the “time stamp” will reflect the date and time at which the vehicle was last immobilized.

It is also possible that the “time stamp” does not correspond with the vehicle actual position in the following situations:

- The vehicle is outside the coverage area.
- The vehicle is located in an interior or underground parking.

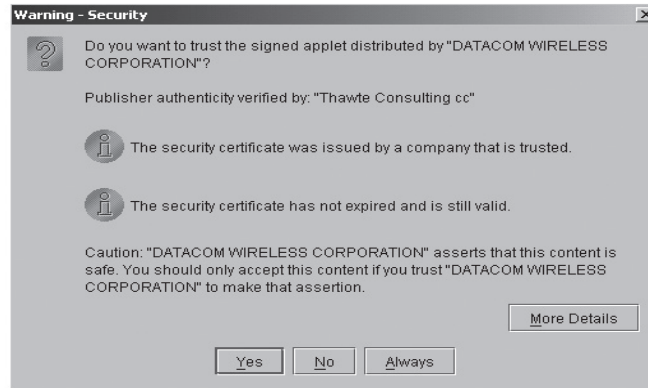
## Mapview

Map view is an advanced mapping function used to view the vehicle’s position on a map. To active Mapview, click on MapIt in the Last action section.

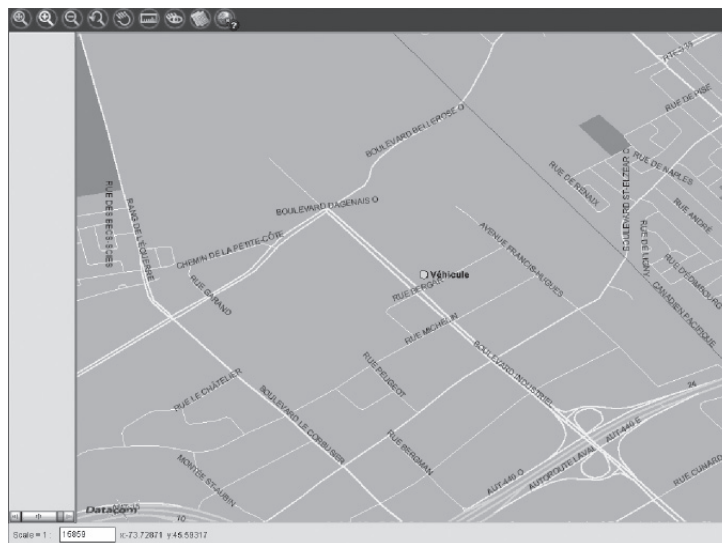
When you first use Mapview, a message window will appear asking if you accept the installation of the mapping software distributed by Datacom Wireless Corporation:



Click the **“YES”** button to display the map.



You will then be able to view your vehicle's location on the map. You can use the toolbar to zoom in or zoom out.



# Mapview toolbar



**Extended Zoom:** Displays the entire map of North America.



**Zoom in:** Each click will increase the scale by 50% of original dimensions. You can also zoom in on a particular area by clicking and dragging the mouse over a specific area on the map.



**Zoom out :** Each click reduces the scale by 50% of original dimensions. You can also zoom out of a particular area by clicking and dragging the mouse over a specific area.



**Previous zoom :** Re-adjusts the scale to the previous dimensions. You can return to prior scales several times by clicking this icon as many times as necessary.



**Panoramic :** Allows map to be moved without modifying the current scale. To move the map, click on the icon and drag the mouse in the desired direction.

# Continued...



**Distance:** Calculates the distance between two points or more on the map. Click the location on the map where you wish to start the calculation and position the mouse over the next location and then to the following location and so on, and then double-click when you have finished. For each segment, a cumulative distance will be provided for the chosen route.



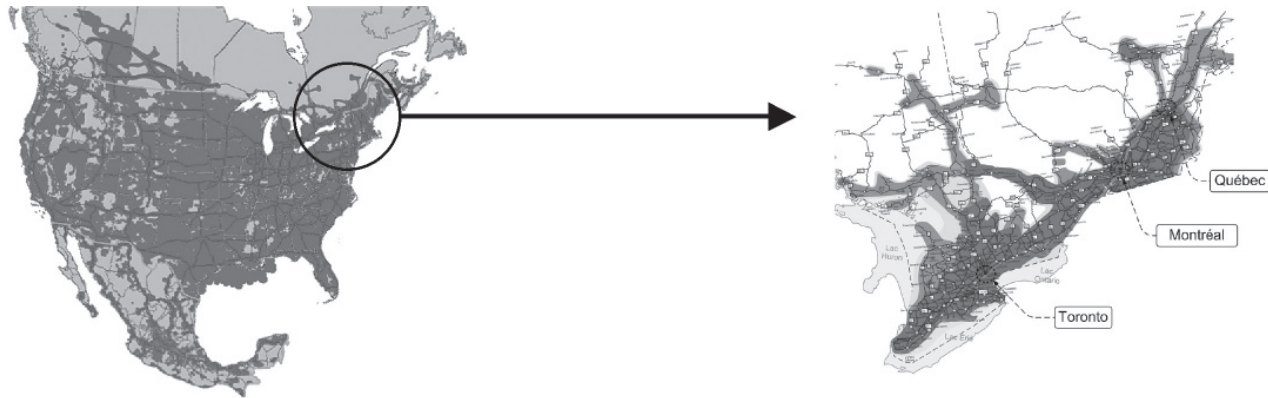
**Geofence :** This tool was not designed to be used with Mobilus.



**Reports :** Views the report page without closing the MapView function.

# Coverage zone

Datacom and its cellular suppliers have done their utmost to maintain a high-quality cellular coverage. The following maps display the coverage zones:



**Note:** The actual coverage may vary according to the availability and capacity of the system, repairs and modifications, client equipment, signal strength, topography, environment, as well as other conditions.

Just as with a digital cellular telephone, reception quality is linked directly to the quality of the coverage zone.

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# Alarms

Mobilus can detect an alarm condition and, in such a case, transmit information to the Datacom Security Central. Alarm conditions that can be generated are:

## Theft detected

Mobilus generates a “theft detected” condition if the vehicle is used in the absence of a Mobilus remote. This condition is transmitted to the Mobilus Security Central.

## Towing detected

Mobilus generates a “towing detected” condition if the vehicle is towed in the absence of a Mobilus remote. This condition is transmitted to the Mobilus Security Central.

# Vehicle battery disconnected

Mobilus generates a “vehicle battery disconnected” condition as soon as Mobilus detects a significant voltage drop in the vehicle’s battery. This condition is transmitted to the Mobilus Security Central.

**Note:** It is unlikely that your vehicle would be stolen without detection by the Mobilus 3.0 digital system, but should that be the case, call immediately 1 (888) 776-3333 (toll-free number which is listed on your membership card). We will take all the necessary measures to locate your vehicle.



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# Vehicle maintenance

When maintenance or repairs require the battery to be disconnected, an alarm will be generated.

Advise our customer service of this situation before leaving your vehicle at your garage or dealership to prevent a false alarm.

**Note:** Datacom reserves the right to charge fees for false alarms if you have not given prior notice to our customer service.



# Towing procedures

## Towing situations

Insert the ignition key and turn it to the “ignition” position just before towing. You must press the button as if you were starting the vehicle normally.

The key must remain in this position for the entire towing trip.

If you think that the towing will require more than one hour, do not use the key and inform the Mobilus Security Central of the towing.

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# Vehicle storage

## Temporary storage

As with vehicle maintenance, if you are planning to store your vehicle, you must inform our customer service before disconnecting the vehicle's primary battery.

**Note :** Please note that throughout the duration of temporary storage, your vehicle will not be protected unless an external source is used to maintain battery power in order to guarantee that the Mobilus 3.0 digital system is in good working order.

## After storage

When you take your car out of storage, you must contact our customer service, which will conduct the appropriate tests and confirm that the Mobilus device is functioning properly.

# Power management

Power consumption can cause problems in vehicles that are not moved for several days or are moved frequently but only over short distances.

Therefore, the vehicle's capacity to meet power demands depends on the duration of movements, the environment (extreme temperatures), the vehicle type, the total electrical consumption and the presence of additional electronic equipment (such as remote starter or alarm system).

**Note :** Total power consumption can be affected by:

- travel conditions (traffic);
- battery quality;
- battery condition and age;
- number of days in which the vehicle had not been used;
- vehicle make and model; and
- accessories installed.

As a general rule, vehicles must be driven at least 20 kilometers per day, 2 times per week or be driven on a longer distance ranging between 100 and 150 kilometers, once a week.

Disregarding these recommendations may result in difficulty starting the vehicle, especially in cold temperatures.

When immobile for an extended period, the Mobilus unit does not consume any more energy than an indicator light.

## Transfer

Any transfer of a Mobilus unit from one vehicle to another must first be approved by Datacom and the insurance company and be performed by a certified Datacom technician. Therefore, if you sell or transfer your vehicle, you are not released from your obligations.

For additional details, please consult your Mobilus contract.

# Installing a remote starter

If you wish to install a remote starter in your vehicle already equipped with a Mobilus unit, you must contact our customer service to schedule an inspection of the installation.

This procedure is designed to verify the proper functioning of the Mobilus unit after the remote starter has been installed in order to prevent false alarms, which may be costly.

Failure to conduct the inspection limits Datacom's liability with respect to the product's use and may lead to fees related to false alarms.

Inspection service charges will be applied.

## Using a remote starter

You must press the remote button before using the vehicle, even if the engine was started using a remote starter.



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# Customer service

Our representatives will gladly answer all of your questions.

You may reach our customer service representatives from Monday to Friday between 8:30 a.m. and 5 p.m.



telephone: **1.888.776.3333**



fax: **450.681.2201**



**supportdirect@datacom.com**



**440 Armand-Frappier Boulevard, Suite 350  
Laval, Quebec H7V 4B4**



## Address change

## Have you moved?

We urge you to take a few minutes to fill out this card or a photocopy of this card and send it to us:

### By mail:

Datacom Wireless Corporation  
440 Armand-Frappier Boulevard, Suite 350  
Laval, Quebec H7L 4B4

**By fax:**

450.681.2201

**By telephone:**

450.681.6667

1.888.776.3333

**By email:**

supportdirect@datacom.com

## Personal information

Name: \_\_\_\_\_

Given name: \_\_\_\_\_

Home tel.: \_\_\_\_\_

Office tel.:

Cell tel.: \_\_\_\_\_

Pager: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal code:

Contact: \_\_\_\_\_

Telephone: \_\_\_\_\_

## Comments

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# Guarantee



## **Our guarantee**

DATAKOM WIRELESS CORPORATION. Datacom guarantees your product against any defect, parts and labour for a period of one (1) year, renewable for two (2) one-year (1) periods, upon payment of annual surveillance fees starting from the original date of purchase from the supplier. This guarantee is offered only to the original buyer as an end-user and may not be assigned or transferred to any other party. If you discover a defect covered by this guarantee, Datacom will repair or replace that product at its sole discretion by using new or rebuilt products or elements. Datacom's responsibility is limited exclusively to the repair or replacement of defective products. Datacom guarantees all replaced or repaired products for thirty (30) days starting from the installation date or until the end of the original guarantee period, whichever is farthest.

To benefit from a service related to this guarantee, you must contact the Datacom Customer service centre during the guarantee period in effect in order to obtain a service authorization. You must provide a dated original proof of purchase.

## **Guarantee limitations**

This guarantee does not cover damages resulting from improper or inappropriate use, nor any unauthorized attempts to open, modify or repair the product. This guarantee, moreover, does not apply to any product whose serial number appears altered or damaged. Datacom's responsibility is limited to repairing or replacing this product. Datacom's responsibility can, under no circumstance, exceed the retail cost of this product. We are not liable to you or any other person for damages resulting from a malfunction of this product, or of any violation of any expressed or implied guarantee; including any damage caused to other equipment, the vehicle, by the loss of information, the loss of benefits or for any incidental, indirect or punitive damages. This written guarantee represents the entire guarantee agreement between Datacom and you. This guarantee voids and replaces any other expressed or implied guarantee, including, without limitation, implied guarantees of merchantability and fitness for a specific purpose. This guarantee is limited to the above-mentioned period. No other guarantee, whether expressed or implied, can be applied after this period. This guarantee can be only modified in writing by a Datacom representative. 2004. DATAKOM WIRELESS CORPORATION. 440 Armand-Frappier Boulevard, Suite 350, Laval, Quebec H7V 4B4, CANADA. [www.datacom.com](http://www.datacom.com).





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