

spidertracks

The world's **favourite** portable
satellite tracking solution

spidertxt – instruction manual



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March 2010. This manual was correct at time of printing. Please contact support@spidertracks.com if you have any issues with spidertxt.

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spidertxt

With spidertxt you can now communicate with anyone
anywhere in the world...



Send text and email messages from anywhere in the world to anyone in the world at
anytime with your spider BT.

1. your website settings

The first thing that you need to set up with spidertxt are your settings on the website. To do this, please login to *www.spidertracks.com*.

1.1 inviting users – organisation administrator

As the organisation administrator you have the ability to invite users to your organisation's account.

To do this, go to **account** and **organisation settings**. Then click the **invite new user** button. You have to invite the user *with* an email as they will need this to set up an account on the website. These users will then be able to use spidertxt. Please note, you as the organisation administrator are a user by default.

1.2 assigning spiders

Now assign the appropriate users to your spiders. *Please note if the wrong user is assigned to the spider they will not be able to send or receive messages.* To do this, go to **spiders** and **spiders**, and then click the **setup** link beside the spider.

Here you can assign the invited users to the spider. You may wish to make the publicity of the spider '*organisation*' at this stage.

Click update at the bottom of the page and the user will be assigned to the spider.

1.3 personal settings

Now you, as the organisation administrator, and all of your invited users, need to enter mobile phone numbers into the personal details box. This is the mobile number of the PDA or smartphone.

Go to **account** and **personal settings** then **edit** the personal details box. In the middle of the box is *mobile phone number*. Make sure this is correct and in international format.

In New Zealand 021 XXX XXX becomes +64 21 XXX XXX. Please note that the country code (+64) for your country will already be entered.

Click **save** and your settings will be updated. Make sure that all the invited users do the same in their account through their own personal login.

Your website is now set up!

2. your phone settings

2.1 downloading spidertxt

Not yet available. Soon you will be able to download it from the website as well as update over FTP on Internet. Please contact getspidertxt@spidertracks.com for details on getting this now.

2.2 configuring your PDA/smartphone

Make sure your spider bt is turned on and within Bluetooth range (up to 5m). Go to Bluetooth settings on the PDA then search for a new Bluetooth device. spidertracks XXXXXX where 'XXXXXX' is six digits of the last seven from the IMEI of the spider should be found by the PDA. To see this IMEI number please go to **spiders, spiders,** and **setup** and then click **show details** on the spidertracks website. You will only need to check this if there is more than one spider bt in range.

Select this device and connect the PDA with it. The PDA will then ask for a pass code, enter 5203. The spider BT will be connected with the PDA via Bluetooth.

Next you will have to add spidertracks XXXXXX to the COM Port under the Bluetooth settings. Go to your COM Ports and add new. Then add your spider BT.

2.3 setting phone number on spidertxt

Your spider BT and the PDA/smartphone are now connected, or able to connect. Open the spidertxt application and go to **settings**. The top box has **Phone Number**. Enter the phone number which is set in your **personal settings** page on the website, again in international format. Click **save**, and spidertxt should restart.

2.4 connection and validation

When spidertxt restarts, and as long as you are close to your powered spider BT, the spider and PDA/smartphone should connect. A sound indicating your connection will be made. In **status** you will see '*Spider is connected but not validated*'.

At this point the spider is sending a message to the website with your phone number. Once it has confirmed that you are a user in the organisation, with the correct mobile phone number, the website will send a confirmation message back to the spider. This may take a few minutes. Another sound will indicate that you are validated. The **status** will now show '*Spider is connected and validated...*'

You are now ready to send and receive messages!

3. using spidertxt

As an example I will use John Smith, spidertxt 'mobile phone number' +64 21 111 111, email john@smith.com. Jo Smith who doesn't have spidertxt, mobile phone number +6421 999 999 and email jo@smith.com.

3.1 PDA/smartphone to...

3.1.1 PDA/smartphone

Open the spidertxt application and go to **message**. In the **to** box enter the mobile number of the contact that you want to send the message to in international format, or their email address. Note that you must use the mobile phone number that the user has entered into the spidertracks website and their PDA/smartphone.

To send to John's PDA I must send to either john@smith.com or +64 21 111 111

For the message to be received by their spider, they must be *connected and validated*.

You can also send to contacts stored in the spidertxt address book. Click on the **contacts** icon and select the contact. Then select whether it is to be sent to the mobile number or the email address. Click **okay**, then type and send the message.

If their spider is not connected and validated the message will be sent to the *mobile phone number* entered on the website and in the PDA by normal SMS communications.

3.1.2 mobile phone

Enter the mobile phone number of the person you want to text, enter the text message, and press send.

To send to Jo's mobile phone I would enter +6421999999 in the to box.

Please note that the message will come from a spidertracks number, so you may wish to add your name to the message.

3.1.3 email

Enter the email address of the person you want to email, enter the message, and press send. The message will come from no-reply@spidertracks.com but will have your name in the message.

Send to john@smith.com. As John has a spidertracks account he will also receive a text message to PDA number +64 21 111 111. If John didn't have an account he would just receive an email. For example, jo@smith.com doesn't have a spidertracks account therefore sending a message to jo@smith.com would mean she only receives a normal email.

3.1.4 website

If the person you want to send a message is signed up to the spidertracks website, and has his or her contact mobile phone number and email address entered, then they will receive all messages on the message centre part of the website as well as all email and text messages through the spider and to mobile phones.

Go to www.spidertracks.com, login and go to **spiders, messages**. All messages received and sent will appear in the **message centre** and will show the status of the message.

When John logs into spidertracks with john@smith.com and goes to the message centre he will see all his sent and received messages.

3.2 website to...

3.2.1 PDA

Login to www.spidertracks.com and go to ***spiders, messages*** and ***compose***. To send to a user through the spider they must be an *online spider user* (connected and validated). Check the button beside *online spider user* and select the person to send to.

If for some reason the user disconnects before the message reaches their spider, it will be sent to their *mobile phone* (number entered on the website and on the PDA/smartphone) as a normal text message, as well as to their email. When the spider is switched back on, the spidertxt PDA may receive the message depending on the time covered since it was sent.

3.2.2 mobile phone and email

You can send to any of your contacts, an email and a text message if they are not online. Use the same procedure as above except send to offline organisation user.

Please note that this will cost and it may be cheaper to send a normal text message or email.

3.3 mobile phone to...

3.3.1 PDA

If you have received a message, from an online spider through one of spidertracks numbers, you can simply reply directly to send a message back to the PDA/smartphone.

If you wish to send a message to a PDA/smartphone with spidertxt directly, you will have to send the message to **+6421 547 722** and have either the users email address or phone number as the first part of the message.

To send a text message to John's PDA from my mobile phone I write +64 21 123 456 [space] 'my message' and send it to +6421 547 722 .

4. troubleshooting

1. I'm not receiving emails

- Check that the email address that you entered into the website is correct
- Check your spam inbox
- Make no-reply@spidertracks.com a trusted email contact in your settings

2. What is the difference between my PDA number and my normal mobile number?

- You may treat the PDA as a separate phone to your mobile phone or you may use your PDA as your day-to-day phone.
- If you have a SIM card in your PDA, you can use this to receive and send text messages.
- If you set your normal phone number up on the PDA you will receive spidertxt messages to your PDA, but any that go through the SMS gateway will be sent to your normal mobile device. So, if your spider is turned off you will receive any messages to your mobile phone.

3. Which PDA device do I need?

- Any Windows PPC-2003 or Windows Mobile Classic 5.0 and upwards (6.0)

4. Which PDA does spidertracks recommend?

- There are many good PDA on the market.
- We have used the HP iPAQ and Palm Treo with success but you should investigate to ensure you like the features of the device before you buy it.


5. My PDA is not connecting to the spider

- Make sure Bluetooth is turned on, on the PDA.
- Make sure the spider is within Bluetooth range (within 5 metres)
- Go to your Bluetooth settings and check that spidertracks XXXXXX is connected.
- If not connected, you will have to search for Bluetooth devices, select the spider BT, enter the passcode 5203, click on the device and connect it. You can check the COM port to make sure that it is connected through a COM port.
- Restart spidertxt and wait for a connection between the PDA and the spider.

6. My PDA is not validating

- Check the *Mobile Phone Number* in the *personal details* box.
- Check the *Mobile Phone Number* in the spidertxt application under *settings*.
- These should match and should be in international format
- Make sure the spider is assigned to you in the *spider setup* page on the website.
- If the spider is connected but not validated you may have to wait several minutes. Please ensure that the spider is in a good location, has a satellite fix (amber LED on top of the spider) and is pointing towards the sky without obstruction.

7. Is my spider a spider BT?

- If your spider has a serial number SN 'xxxx' then it is not a spider BT. If your spider is a plastic injection moulded spider, remove the bracket. If the Bluetooth symbol is on the serial sticker it is a spider BT.
- Bluetooth symbol: 

8. Is my spidertxt code the latest code?

- Go to settings, and new. This will check whether there are new updates available for spidertxt. You will need to be connected to the Internet to check.

9. Can I change the sounds on spidertxt?

- Yes, simply go to settings, then sounds, and change the sounds as required.

10. When sending to a PDA from my mobile phone I keep receiving an error message.

- To do this you must send your message to +6421 547 722 and have the mobile phone number or email address of the recipient as the header of the message.
- Please make sure the mobile phone number that you enter in the message header is the same one that the user has on their website and spidertxt settings.

11. My spidertxt application keeps quitting on me.

- Please check to see if new software is available through the settings page and update.
- If problem persists please note your actions before the error and email support@spidertracks.com with details.