

# spidertracks

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

## spiderwatch – instruction manual



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October 2009. This manual was correct at time of printing. Please contact [support@spidertracks.com](mailto:support@spidertracks.com) if you have any issues with spiderwatch.

## contents

<b>spiderwatch</b>	<b>2</b>
<b>1. signing up to spiderwatch</b>	<b>3</b>
1. <i>terms and conditions of spiderwatch</i>	3
2. <i>contact us</i>	3
<b>2. your website settings</b>	<b>4</b>
2.1. <i>contacts</i>	4
2.1.1 tier one contacts	4
2.1.2 tier two contacts	4
2.2 <i>setting your spider to spiderwatch</i>	4
<b>3. using your spider on spiderwatch</b>	<b>5</b>
<b>4. in the event of an alert...</b>	<b>6</b>
4.1 <i>tier one actions</i>	6
4.1.1 first	6
4.1.2 then	6
4.2 <i>tier two contacts</i>	6
<b>5. troubleshooting</b>	<b>7</b>
<b>6. spiderwatch terms and conditions</b>	<b>8</b>

## spiderwatch

Spiderwatch – the only tracking solution that actively watches over you

Spidertracks with spiderwatch is an active tracking solution, actively monitoring every flight 24/7, wherever it is in the world.

- Automatically activates when aircraft accelerates through a speed trigger.
- Simple turnoff – one button cancels spiderwatch at the end of the flight.
- Spiderwatch constantly checks to see if the spider – and aircraft, is okay.
- If contact is lost with the spider, emergency alerts are automatically sent by SMS and email within minutes to the pilot's nominated people and services.
- The aircraft can be located promptly, based on its last reported position.
- 100% reliability every time.
- Nothing is simpler – or safer.



Spidertracks uses the Iridium satellite network to ensure global coverage without black spots. With spiderwatch, position points are transmitted every two minutes giving a comprehensive picture of the aircraft's track and most recent position.

## 1. signing up to spiderwatch

### ***1. terms and conditions of spiderwatch***

If you want to sign up to spiderwatch please carefully read the terms and conditions as you will be required to accept these before using your spider on spiderwatch. For terms and conditions please see page 8.

### ***2. contact us***

To sign up to spiderwatch first you will have to contact us and ask to sign up. Please email [getspiderwatch@spidertracks.com](mailto:getspiderwatch@spidertracks.com) with your organisation name and the organisation administrators email address that is used to sign in to spidertracks.

Or, call us on +64 6 353 3395 with these details and we will be able to enable your account.

## 2. your website settings

After signing up to spiderwatch your account will be *spiderwatch enabled*. This means that any of the spiders in your account can be set to spiderwatch.

### 2.1.contacts

The first thing that you need to do is add contacts. With spiderwatch there are two types of contacts, tier one and tier two contacts.

#### 2.1.1 tier one contacts

Tier one contacts are contacted first in the event of an emergency. These are the people that will be responsible for finding out if the alert that is raised is a real emergency or a false alarm and they are also responsible for either manually cancelling the alert or manually escalating the alert.

You will need a minimum of one tier one contact although we recommend at least two. To add them go to **alerts** and **contacts**. Here you can add organisation contacts (if you are the organisation administrator) and personal contacts.

You will need to add these contacts with an email address that they have easy access to and a mobile phone number. Please note when adding the phone number it **must** be in international format.

*In New Zealand, 021 848 782 would become +64 21 848 782 where +64 is the country code.*

#### 2.1.2 tier two contacts

Tier two contacts are contacted second in the event of an emergency. This should be your local search and rescue organisation. It is recommended you get in contact with them and find the best person to have as a contact. Please note that the phone number that you enter must be a **mobile number** as only text messages are sent. For New Zealand, please contact us for more details about RCC NZ.

### 2.2 setting your spider to spiderwatch

To set them to spiderwatch go to **spiders**, **spiders**, and **setup**. On the setup page you can check the spiderwatch box for each individual spider. You will then have to accept the terms and conditions, see page 8, and after such time you will not be able to turn spiderwatch off.

Your spider is now set to spiderwatch!

### 3. using your spider on spiderwatch

If your spider is set to spiderwatch this procedure **must** to be followed. On start up the spider will send one position point when it first acquires a satellite fix. No more position points will then be sent until spiderwatch is activated.

On take off the spider will automatically activate spiderwatch when the speed of the spider goes through 40 knots. The blue LED on the keypad will light up and remain on. The spider will then send monitored position points at 2 minute intervals.

During spiderwatch the **radius** function will not be able to be used, however you can still use the **mark** button and the **manual alert** function. Spiderwatch cannot be turned off when the spider is travelling above 40 knots.

When you land, or slow below 40 knots, you will be able to press the spiderwatch button (monitor button on version 2 keypads) cancelling spiderwatch. You must cancel spiderwatch if you are turning the vehicle off (land cutting power to the spider). If you are going to leave the aircraft on and continue flying you can either cancel spiderwatch off or leave it on.



**Version 2 keypad with monitor button**

After pressing the spiderwatch (monitor) button the blue light will flash. The spider will send a **spiderwatch off** message to the website, and the website will reply with a confirmation message. Once the spider receives this, the light will stop flashing. It is then okay to turn the power off.

If you land and forget to cancel spiderwatch, then power down the unit, an alert will be sent from the website to your tier one contacts after 15 minutes. To prevent the alert you will have to turn the unit on and wait until the light on the spider turns amber, then press the monitor button, wait at least one minute, and then press the monitor button again, cancelling spiderwatch. Wait until the monitor light stops flashing and then shut down.

## 4. in the event of an alert...

In the event that your vehicle has an accident while on spiderwatch an alert will be raised, initially to your tier one contacts and fifteen minutes later to your tier two contacts.

### 4.1 tier one actions

#### 4.1.1 first

Tier one contacts will receive an email and a text message when an alert is raised. They should immediately try and get in contact with the pilot of the vehicle via any communications means.

As well as this, tier one contacts should go to their email account and view the latest track where the alert was raised. A link to the track will be sent in the email. If they have a login to the website it is recommended that tier one contacts view more details about the tracks of the vehicle.

#### 4.1.2 then

From the maps and the communication with the pilot, the tier one contacts should be able to confirm or rule out a false alert. If it was a **false alert** any of the tier one contacts can either:

- a. Reply text *cancel* to the spidertracks number that the alert came from
- b. Login to the spidertracks account and click the **resolved** button under **alerts**

It is recommended that tier one contacts are completely certain of the false alert before cancelling. A text message will be sent to all contacts informing the cancellation.

If the alert is known to be a **real emergency**, the contacts can escalate the alert by either:

- a. Reply text *alert* to the spidertracks number that the alert came from
- b. Do not do anything and the alert will be escalated automatically

If tier one contacts don't do anything within fifteen minutes of receiving the alert, it will be automatically escalated to tier two contacts.

### 4.2 tier two contacts

Depending on the tier two contacts, they will likely have a set procedure to deal with alerts. If any of the contacts can confirm a false alert or a real emergency, they should communicate this as soon as possible.

## 5. troubleshooting

- 1. My keypad spiderwatch LED keeps flashing blue after I cancel spiderwatch.**
  - This is normal. The LED will continue to flash until the website has confirmed that it has received the spiderwatch cancel message.
  - It is important to leave your spider on until the message has been confirmed by the website. This may take up to two minutes.
- 2. I keep getting false alerts.**
  - This could be due to a few issues. Firstly the spider may be losing power before spiderwatch is cancelled. Either the power connection to the aircraft is not good or the unit is turned off before the blue LED has gone out.
- 3. I want the update to be a distance update.**
  - Unfortunately on spiderwatch the update must be a time update so that an alert can be generated if the unit has not sent a position point after a set amount of time.
- 4. I can't find where to activate spiderwatch on the website**
  - First you will have to make sure that spiderwatch is enabled for your organisation. Please contact [getspiderwatch@spidertracks.com](mailto:getspiderwatch@spidertracks.com) to do this.
  - Then you will need to go to your spider settings under spider, spiders, and setup. There you will be able to activate spiderwatch.
- 5. As an invited user can I activate spiderwatch on the website?**
  - No. Only your organisation administrator can do this.
- 6. Do I have to turn spiderwatch on when I am flying?**
  - No. Spiderwatch will turn on automatically when you fly through the speed threshold of 40 knots. You will have to cancel spiderwatch when you are travelling at less than 40 knots and before you turn your vehicle off.
- 7. Can I have my spider powered by a battery?**
  - You can have it powered by a battery but you must be aware that spidertracks does not recommend doing this. The system works on the theory that if your vehicle crashes you are likely to lose power. A battery may continue working and will therefore not send an alert.
- 8. Where do I find the tier two contact details?**
  - At this stage it is your responsibility to get in touch with your local search and rescue organisation. If they can supply a contact email and mobile phone number that you can enter that would be suitable. Otherwise they can just supply one or the other as you are only required to have one of the two.
  - If they need more information about spidertracks spiderwatch please ask them to contact [support@spidertracks.com](mailto:support@spidertracks.com).
- 9. My spiderwatch does not turn on at exactly 40 knots.**
  - There is a 5 knot buffer region above and below 40 knots so that if you are travelling around 40 knots it won't keep allowing spiderwatch on and off with small fluctuations in speed.
- 10. Can I change the speed trigger?**
  - You cannot change the speed trigger, however if you wish to have spiderwatch on before the 40 knot threshold you can do this by turning spiderwatch on manually.

## 6. spiderwatch terms and conditions

This is a legal agreement between you and Spider Tracks Limited ("STL") stating the terms that govern the use of the spiderwatch application. To agree to these terms and conditions check the appropriate box on the spider setup page. If you do not agree to these terms and conditions do not check the appropriate box on the spider setup page. You will not be able to use this service. STL does not allow any additions, changes, or deletions to this agreement by you and may refuse access to this application for non-compliance with any part of this agreement.

1. Definition of spiderwatch.
  - a. Spiderwatch is monitored flight following using a STL tracking device, 'spider' and keypad. Spiderwatch is automatically turned on when a speed threshold is reached and will stay on until cancelled via the keypad. Loss of communication between the spider and the STL application website (<https://app.spidertracks.com>) will result in an alert being raised.
  - b. Definition of spider. A spider is the STL hardware that sends position points to the STL website.
  - c. Definition of keypad. An optional accessory to the spider that is required for spiderwatch.
  - d. Definition of alert. Communication that STL's application website has not received a position point from the spider within a set amount of time from the last position point. STL's application website will send an email and text message with specific details of an alert to designated contacts.
  - e. References in this agreement. 'We' or 'us' refer to Spider Tracks Ltd. In signing up to the STL application you have entered your legal name and contact information. 'You' and 'your' refers to the customer who completed the signup process.
2. Your Information. You are required to keep all your contact information on the website current and up to date. Failure to do so may result in inability for rescue services to contact you. STL will not be responsible for you not being contactable by any outside party.
3. Your contacts information. You are responsible for entering and maintaining correct emergency contact information. Your contacts will be contacted by email and (SMS) text message in the event that your spider generates an alert. They may or may not use this information to get in contact with you.
  - a. Tier one contacts can either be personal or organisation contacts. It is your responsibility to inform these people that they are contacts and to make sure they know the spiderwatch procedure in the event of an alert.
  - b. Tier two contacts are alerted 15 minutes after the initial alert. It is intended that these are a third party search and rescue organisation. It is your responsibility to inform this contact of the spiderwatch procedure in the event of an alert.

- c. You must enter email addresses and mobile phone numbers into the STL application site. It is your responsibility to ensure that these remain correct. STL will not be responsible for failure to alert a contact.
- 4. Third party communication.
  - a. STL is reliant on the Iridium satellite network for communication between spiders and the application site. Any faults, errors, or delays caused by the Iridium Network are outside the control of STL. STL will not be liable for any errors, false alerts or interruptions caused by the Iridium Network.
  - b. STL relies on a third party for communication via an sms gateway. Any faults, errors, or a delay of communication due to these third parties are outside the control STL.
- 5. General
  - a. STL does not guarantee nor represent that the service will be uninterrupted or error free. From time to time the STL service will be inaccessible due to website upgrades. STL will endeavour to notify you of such upgrades in advance, however, there may be situations when this is not possible.
  - b. Your ability. You agree that your use of, or inability to use, the spiderwatch service is at your risk. STL will not be liable for any loss or damage you incur due to your use of the spiderwatch service.
  - c. Occasionally spiderwatch may cause false alerts to be sent. STL will not be liable to for any costs or damage due to these alerts. It is your responsibility to inform third parties of such alerts.
- 6. Changes to this agreement. Any changes made to this agreement by us will require that you will have to read and agree to the new terms and conditions before continuing your use of the service. If you chose not to agree to the revised terms and conditions you will not be able to use the application site. STL reserves the right to change the terms and conditions at any time.
- 7. Tracking. If your spider is set to spiderwatch it will send position points at two minute intervals in normal working conditions, when spiderwatch is active. before spiderwatch is active and after spiderwatch is cancelled only one position point will be sent.