TECHNICAL SERVICE BULLETIN

<u>SUBJECT:</u> Spider X - Wired Firmware Update

Revision No.	Date of issue
Revision 0	2023-06-22

Summary:

With this Technical Service Bulletin, a process for updating firmware on devices that can not receive the update over cellular connection will be introduced.

Compliance:

Compliance with this service bulletin is required to maintain device support.

1. INTRODUCTION

1.1. BACKGROUND

Spidertracks continuously improves products by releasing new features and bug fixes regularly. These improvements often require firmware updates to the Spider X which are delivered automatically without any user input. This process works reliably for the majority of Spider X devices.

1.2. REASON

Due to poor 3/4G cellular coverage in certain regions, a small number of early Spider X devices are not up-to-date with current firmware. Spidertracks is ending remote maintenance for firmware versions v1.17.0 and earlier. All Spider X devices are still eligible for ongoing firmware releases, however any devices on v1.17.0 and earlier will require a manual wired update. Follow the process below to complete this update.

2. INSTRUCTIONS

2.1. EQUIPMENT

- USB-C cable

- Computer running Windows or MacOS with Chrome or Safari browser

2.2. PROCEDURE

2.2.1.   Remove the USB cap on the back of the Spider and connect the USB-C cable from the Spider to the computer.

Do not discard the cap, this is required to keep the port clear of debris.

2.2.2.   Open the following link sx.update.spidertracks.io and login with your Spidertracks credentials.

2.2.3.   Enter the Spider serial number and pin number which are located on the bottom of the device.

Please Note

- The serial number is case sensitive.
- The Pin is the 4 digit number which is after the dash. For example: ABCDEFGHIJ - **1234** (the pin is in bold)
- Do not include spaces between main numbers and dash.

2.2.4.   Click Connect to Spider X

2.2.5.   Click Open Serial Port

2.2.6.   This will bring up a selection box, click Spider X

2.2.7.   Click Connect

2.2.8.   If the Spider X bootloader driver needs installing, click the Spider X bootloader driver link. This will add the drivers to your computer. Otherwise skip to 2.2.9.

2.2.9.   Select DFU in FS Mode - Paired.

2.2.10.   Click Connect

2.2.11.   Click Update Spider X

Do not disconnect or navigate to another page while the update is happening, this can potentially 'brick' the Spider.

2.2.12.   The Spider X will start to update, the progress bar will alert you to any issues.

2.2.13.   Once the Update is complete the following message will display 'Spider X updated, device can now be unplugged'. Click Done, and unplug your Spider X.

2.3. SUPPORT

More information on updating firmware can be found here in the Spidertracks support pages:

https://support.spidertracks.com/knowledge/spider-x-update-firmware

If you need any assistance following the process above, please contact our support team at support@spidertracks.com