# Wildlife Computers Portal & Tag Agent User Guide

This user guide will give you all the essential information needed for interacting with the Wildlife Computers Portal and programming tags with the Tag Agent.



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#### Introduction

When it comes to research, the proof is in the data. Data are the lifeblood of what we do with our tags. To make it easier to gather, study, and manage data, Wildlife Computers developed simplified software.

**Tag Agent** is a software program used to interact with any Wildlife Computers UT-based tags. Tag Agent allows users to perform administrative tag tasks like changing states or selecting settings.

The **Wildlife Computers Portal** is a custom website and online repository for storing and managing scientific data from Wildlife Computers tags.

The Portal and Tag Agent are quite different; however, they are linked through a common username and password. This guide explains the functionality of each in more detail.

# **Creating a Portal Account and Linking your Argos Account**

This section will step you through creating a new Wildlife Computers Portal account and linking your Argos username and password to that account. To fully understand the functionality of the portal, please read the rest of the user guide.

#### Creating a new portal account

- 1. Navigate to wildlifecomputers.com and click on Manage Data
- 2. Click Create Account and complete the form.
- 3. Shortly after hitting the Create button, you should receive a message on screen stating your account has been created.
- 4. Log in using your email address and password used above.

#### Linking your Argos username and password to your portal account

- 1. To register your Argos account, click on the Link Argos Account tab at the top of the page.
- 2. Click on Add Account tab and fill in your Argos username and password for your Argos program and hit Add.
- 3. Your portal account is now registered and linked to seamlessly download and display data from Wildlife Computers deployed tags received via Argos.
- 4. Once testing is underway and data are received, each individual tag will be identified by its serial number and PTT Argos ID number as a separate row in the portal.
- 5. To access the data, click on the left-hand side of the row and click the blue Download tab.



# **Tag Agent**

Tag Agent is software enabling researchers to administer tag settings directly into tags using a computer and USB connection.



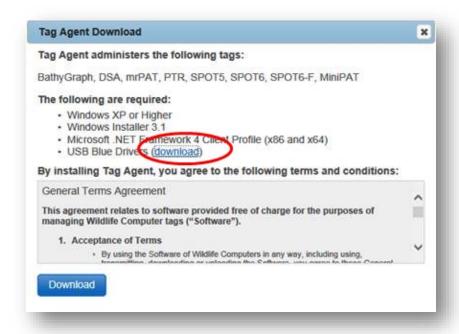
Tag Agent is used with SPOT5, SPOT6, SPOT6-F, mrPAT, DSA, PTR, Bathygraph, MiniPAT, sPAT and Avian tags. Users of SPLASH, TDR10 or TDR-Mk9 tags must use the respective HOST programs to administer changes.

#### **Downloading Tag Agent Software**

To download Tag Agent, navigate to <u>wildlifecomputers.com</u>. In the top right corner, click on the portal tab and select Tag Agent from the dropdown list. Alternatively, on the homepage, click on Tag Agent Download tab. Once downloaded, a shortcut will appear on your desktop and the program will be saved in the location C:\....Start Menu\Programs\Wildlife Computers.

#### **USB Communications Cable Driver**

If the computer has not previously configured a Wildlife Computers tag using a USB communications cable, then the USB communications driver must be installed first. The driver is available at <a href="wildlifecomputers.com/support/downloads/">wildlifecomputers.com/support/downloads/</a> under Miscellaneous, or directly from the USB driver's download link on the Tag Agent Download window as shown in the screenshot.



Once the download of Tag Agent is complete and the USB driver installed, open the program. A request for your user credentials will be displayed. If you have already registered through the Wildlife Computers Portal, then enter the same credentials and hit save. If you have not created a portal account then follow the steps to create a new portal account in the Quick Start section above.





Tag Agent software will open and be displayed on your computer as below.



# **Connecting to a Tag**

Plug the USB communications cable into the computer and connect to a tag carefully observing the orientation of the connector pins. The home page will display with Tag Status as Interactive in the lower left with tag information and sensor readings visible. If tag status remains Disconnected, swipe the magnet supplied near the communication port on the tag to view the interactive screen. For the Rainier-S20 (Avian) tags, remove the magnet cover first.

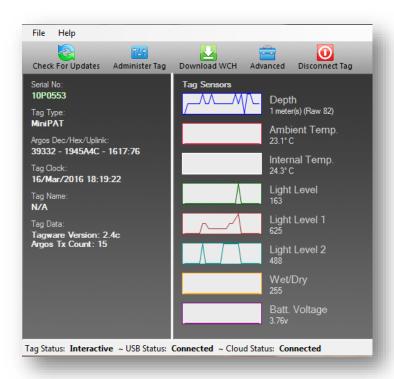
If the tag is new or has previously been programmed by another user, a pop-up box will appear asking if you wish to take ownership of the tag. Becoming a tag administrator gives you the authority to select and save new settings.



If tag settings have been updated through the portal using My Tags, a pop-up box will appear on opening Tag Agent advising that changes have been made and the tag's settings need to be updated.

The Administer Tag tab allows you to modify the settings of the connected tag. Click the Send Changes tab on the left of the screen to activate these changes.

The Download WCH tab shows a summary of data on the tag and gives you the option of downloading the archive and set-up info onto your local machine.



# **Save Settings to PDF**

To save a copy of your settings in a separate file, click on Save to PDF in the top right of the Administer Tag section of Tag Agent. This will save a PDF to the computer. Send changes to the tag prior to saving the settings.





# **Disconnecting from a Tag**

To disconnect from a tag, use the Disconnect Tag tab on the top right navigation bar. Do not simply unplug the USB communications cable. There are three disconnect options (exception is Avian tags, which only has Start and Stop, and mrPATs which have Auto Start and Stop):

- 1. Auto Start puts the tag in standby. A tag in auto start mode can be activated by sea water submersion or by magnet swipe protocol (not applicable for Avian tags).
- 2. Start mode activates the tag. In Start, data collection is running and the tag begins monitoring for its set release condition
- 3. Stop puts the tag into deep shutdown for storage. The tag will remain unresponsive unless connected to Tag Agent. (Exception is Avian tags. In Stop Mode, the magnet holder should be placed on the tag for storage. When you remove the magnet holder, the tag goes to Start Mode without having to connect to Tag Agent).

Once disconnected, a magnet swipe sequence can be used to change the state of the tag between Auto Start and Start modes. Tags in Stop mode need to be connected to Tag Agent through the USB cable to awaken the tag.

# **Tag Agent in Offline Mode**

Before programming can be done offline, Tag Agent must be downloaded and opened with valid credentials entered while connected to the Internet. Credentials are your Wildlife Computers Data Portal login username and password.

As long as the software has been opened once and credentials entered, programming offline is possible. To program settings, select Administer Tag from Tag Agent's top navigation bar, configure the tag, and click Send Changes. A dialog box will confirm when settings are loaded into the tag.

The next time an Internet connection is established, and Tag Agent software is open, the historical record will be updated in Tag Portal.

Online templates are not accessible when working offline. To program a group of tags with the same settings when working without an Internet connection, you need to create a local template. A file of the selected tag settings will be saved onto your local machine. Local templates can be created and



applied in the Template Manager. Expose the Template Manager with the icon in the upper right corner of the screen.

The Internet connection status is displayed at the bottom of the Tag Agent home screen.

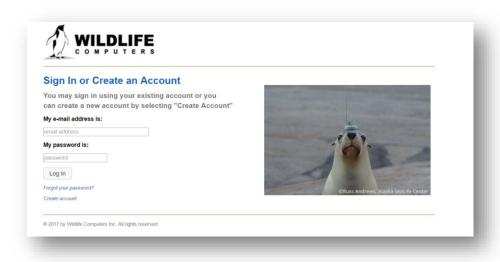
# **Wildlife Computers Portal**

The Wildlife Computers Data Portal (portal) enables users to more easily explore and manage key scientific data. Unlike other telemetry data repositories that hold archives for a limited period, the portal maintains data indefinitely.

The portal is a secure, cloud-based program that enables researchers to:

- 1. Conveniently configure tag settings online—My Tags
- 2. Reliably access, manage, store, and share data online—My Data
- 3. Retrieve data from unattended ground-based receiving stations—My Motes

To access the portal, navigate to <u>wildlifecomputers.com</u>. In the top right corner, click on the Portal tab and select either My Tags or My Data from the dropdown list. Alternatively, in the center of the homepage click on either the Manage Tags or Manage Data tabs to access the portal sign-in screen.

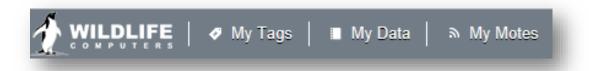


First time users need to create an account by clicking the Create Account tab and entering their details (see <u>Creating a Portal Account and Linking your Argos Account</u>).

If you have an old Wildlife Computers customer care account, those credentials will still be valid to log in.



Upon signing in, the portal will either display the My Tags or My Data landing page depending on which option you selected. At any time, you can toggle between landing pages by simply clicking the required tab on the top navigation bar.



# **My Tags**

My Tags is the interface that allows users to remotely select their tag settings. Settings are chosen online without the need for the physical tag. This enables project coordinators to review and select settings for their associates in the field. A record is kept of all proposed and chosen parameters, and the portal automatically pairs the selected settings with corresponding incoming data.

Entering the My Tags interface will reveal a list of tags over which you have administrative powers.



Only tags that have been administered in the Wildlife Computers Portal via Tag Agent will appear in the My Tags list. SPLASH10 tags administered via Mk10 Host software will not appear in My Tags. However, Argos data from SPLASH10 tags will still flow into My Data once Argos credentials are linked.

For each tag, a line item is created displaying the fields Administrators, Tag Type, Serial Number, PTT ID and Tagware version. The Name field is a custom identifier. Giving a friendly name to your tags can make it easier to search the tag list using the Filter.



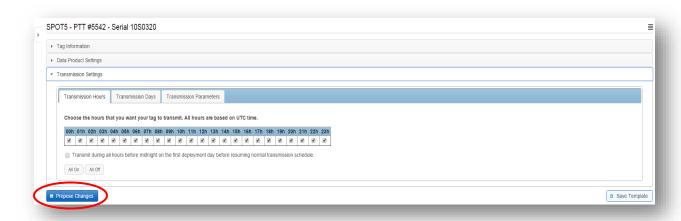
Any tag administrator can remotely prepare a configuration setting to be loaded into a tag and propose the changes. When the Propose Changes tab is hit, a red signal flag will appear on the right-hand side of that row to alert users that a tag setting change has been proposed but is still not



physically administered to the tag. Whoever is in possession of the tag must insert the USB communications cable into the communications port to update the new settings using Tag Agent.

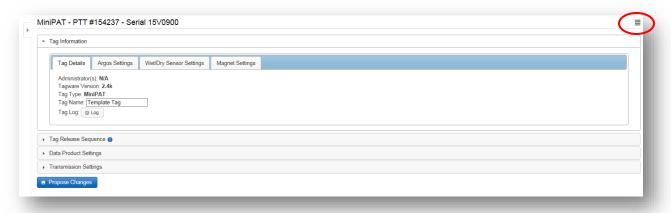
#### **Tag Settings**

Clicking on the blue serial number link allows you to view and change that tag's settings. The data collection and transmission options available vary by tag type. The example below shows a SPOT5 tag.



Once you have chosen your settings, click the Propose Changes tab on the bottom left. This will save these settings to the cloud and initiate the red flag discussed above. The next time the tag is connected to Tag Agent through the USB communications cable, a pop-up box will alert you to load the newly selected settings into the tag.

#### **Templates**



Templates can be created to apply the same settings to multiple tags. Select the triple line (aka "hamburger") icon in the upper right corner of the screen to reveal the Template Manager. You have



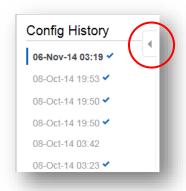
the option of creating an online template or a local template file of the current settings selected. Local templates are used when no Internet connection is available.

#### **Configuration History**

The tag configuration history can be accessed by the arrow icon on the left-hand sidebar menu below the Wildlife Computers logo. Clicking the arrow will expose the tag Config History, and once viewed, clicking on the arrow again will hide the History. Previous tag settings can be viewed by clicking on each date listed.

The blue checkmark indicates the proposed settings were applied to the tag. Hovering over the check will reveal who proposed the configuration and when it was applied.

If there is no checkmark next to a date, the configuration was proposed but never loaded into the tag.



# **My Data**

My Data is the interface that allows users to remotely access, store, and manage their tag data. To receive data through the portal, your Argos program username and password must be linked to your account. This allows the portal to automatically and seamlessly pull and decode data from Argos.

#### Account Settings for Automatic Data Download from Argos

To register your Argos account, click on the Link Argos Account button at the top of the page. Click on Add Account tab and fill in your Argos username and password for your Argos program and hit Add.

Your portal account is now linked to seamlessly download and display data from Wildlife Computers deployed tags received via Argos.

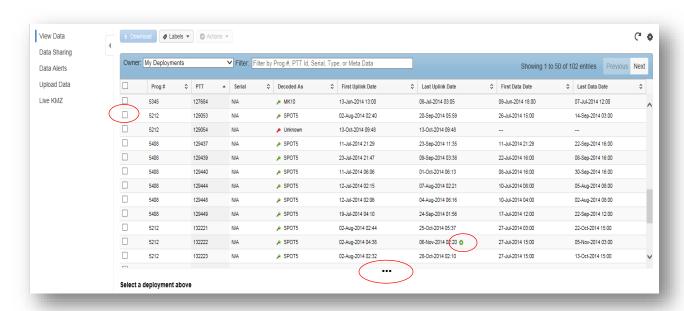


Each Argos program can only be registered on a single portal account. If several researchers share an Argos program, then one of them must be the Argos program owner and share data with the other users. Refer to the Data Sharing section for more information.



# **Navigating the Data Portal Interface**

Entering the My Data interface will display a list of deployments as follows:



For each deployment, a line item is created displaying the fields Prog#, PTT ID, Serial#, Decoded As, First Uplink Date, Last Uplink Date, First Data Date and Last Data Date as default. You can add or hide fields by clicking on the gear icon (symbol) on the top right-hand side under Help. You can also create custom labels at any time by clicking the Labels tab > Manage Categories > Add Category. You can also filter any field alphabetically, numerically or by date by toggling on the up/down arrows next to each respective field.

To view a single or multiple deployment, click the empty box/boxes to the left of the table. When one or multiple deployment is selected, downloading and data processing tabs relative to those deployments will become active at the top of the screen.



Clicking on any number or deployments will display the tag(s) summary and map views in the lower pane. The summary tab provides a quick look at some key deployment information.



The map tab plots the last location of each deployment that is selected. Clicking on one of the fuchsiacolored dots exposes the entire track from that deployment color-coded by time. The filter feature can be used to display only locations of certain quality and the animation tool at the bottom allows you to watch a video of the movements.



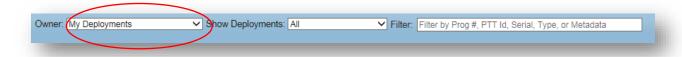
To adjust the size of the lower pane to view more or less deployments or to see a full view of the map, pull up and down on the 3-dot slider below the data table.

Deployments with new data less than 24-hours old are identified by a flashing green circle next to the date under the Last Uplink Date column.

Additional deployments can be displayed using the Previous and Next buttons on the top right.



The options in the blue header bar are by default set to view your deployments. To view a collaborator's data, you need to access the drop-down menu of the owner section and change from My Deployments to the collaborators account name in order to view their data (see Data Sharing).



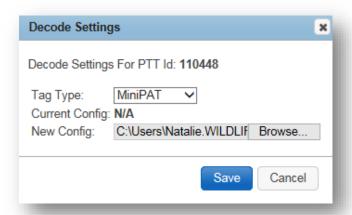
#### Tag Decode Settings

The Data Portal does its best to match incoming data with the correct tag type by reviewing the types of messages that have been received. If the wrench is green, grey, or red you can manually change the decoding by clicking on the wrench. The below dialogue box is displayed and you can manually



choose a tag type from the dropdown menu and upload a setup file generated from one of Wildlife Computers Host programs (See <u>Importing Settings into the Wildlife Computers Portal</u>).

Another way to set the decode settings is to select the deployment of interest, click on the Advanced menu button and choose Decode Settings.



♣ SPOT6	Blue Wrench: Decode settings obtained from Tag Portal/Tag Agent	
	Green Wrench: Decode settings obtained from configuration file	
<i>№</i> MK10	Grey Wrench: Decode settings determined from received data or manually selected	
Unknown	Red Wrench: Decode settings are unknown.	

#### Downloading Decoded and Processed Data

Selecting a single row in the portal enables the downloading and location processing tabs along the top of the screen.

Argos locations, depth, temperature, and GPS locations from Avian tags data are automatically decoded by the portal, whereas data from tags that include Fastloc-GPS and/or Light-based Geolocation sensors require additional processing. Selecting the blue Download tab will download all the decoded data and the default processing runs of Fastloc-GPS and Light-based Geolocation.

When the Download tab is selected, the following pop-up will appear at the bottom of the screen. Click on the Save dropdown menu and select Save As. Then save the outputs in your folder of choice.





#### Fastloc® GPS and Light-based Geolocation Tag Data Processing

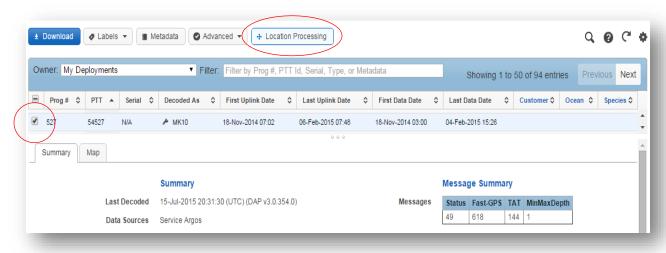
The portal provides two services for post processing tag location data (for Fastloc and light-based geolocation tags)

- 1) Fastloc Processor—a tool for calculating locations from Fastloc-GPS snapshots, satellite ephemerides, and seed locations.
- 2) GPE3—a statistical model for estimating animal movements as time-discrete gridded probability surfaces using primarily observations of twilight, sea-surface temperatures, and bathymetry.



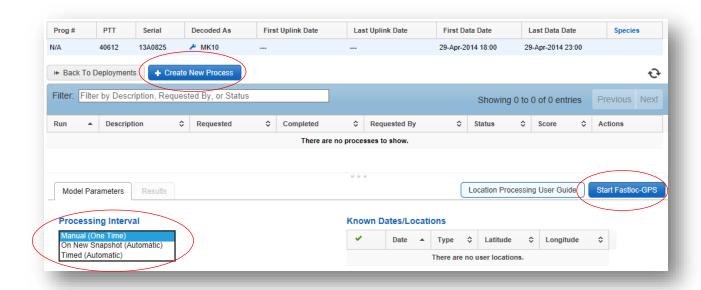
The following is an overview of how to navigate the Fastloc and GPE3 processing pages. Please consult the Location Processing User Guide for further information and tips on scheduling processing runs.

#### **Fastloc Data Processing**



To process Fastloc data, select the deployment row of interest and click on the Location Processing tab. You can only process one deployment at a time. If you have two of more rows clicked, the Location Processing tab will not be displayed. If you cannot see the Location Processing tab ensure you have only one row checked.





Next, click Create New Process and select one of the following:

- Manual (One-Time)
- On New Snapshot (Automatic)
- Timed (Automatic) processing and the time interval

If you choose either of the automatic processes the preferred option is 12- or 24-hours as processing on a new snapshot can cause bottlenecks in processing if many snapshots arrive consecutively.

Known Dates/Locations are listed on the right side of the Model Parameters tab. Before initiating a run, double check that the start and end locations are correct, and add any other known locations using the Metadata tab on the Data Portal home screen. The Fastloc processor automatically includes Argos locations (if available), so there is no need to add these in the Known Locations section.

Click the Start Fastloc-GPS tab on the far right to initiate processing.

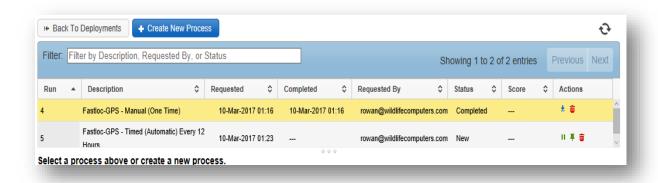


When manual (one time) processing is selected, you will receive an email when your Fastloc data completes processing and is available for download. The automatic processing runs don't generate email notifications.

Once complete, the process run(s) will be sequentially numbered and logged as a line item under the Location Processing tab. The default process line is highlighted yellow. If there is more than one process you can switch your default processes by clicking the green pin in the action labels column. To download the processed locations, click the blue download arrow and save the outputs in a folder of your choice.

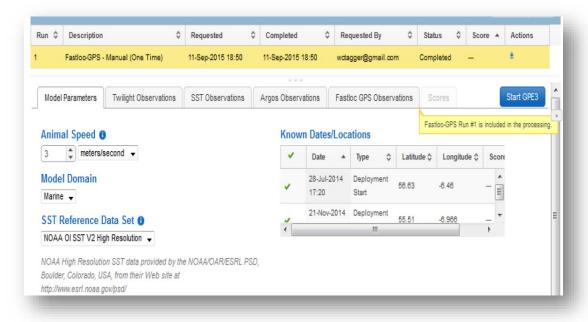


In the example below, Runs 1, 2 and 3 have been deleted, 4 is the default highlighted in yellow and 5 is in process as the status column has it listed as New. As its status is New, there is a pause icon in the actions column which will pause the process if required. Once the status changes to Completed the pause icon will be replaced by a blue download arrow.



#### **GPE3** Data Processing

For tags that collect light observations, geolocation calculations can be achieved using the GPE3 processor. Select the row of interest, and then select the Location Processing button and Create New Process.



This will expose a number of tabs. Following is basic information for navigating the page.



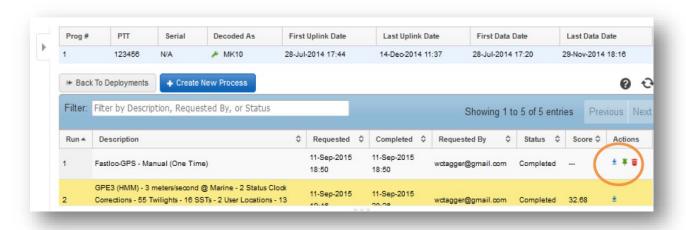
Consult the Location Processing User Guide for specific instructions and tips on processing GPE3 data.



- Animal Speed is a required field representing the standard deviation of a normal distribution of diffusion rate for the animal.
- Selecting the Marine Domain will prevent "on land" locations (currently only the Marine Domain is available).
- GPE3 uses Sea-Surface Temperature (SST) observations made by the tag and compares them with reference SST data products to help make inferences about the animal's location.
- Known Dates/Locations (entered as Metadata) can be selectively excluded by clicking on the green check marks.
- The Twilight Observation tab will display a table-list view of all of the twilights observed including individual light readings. You can selectively exclude any observation.
- The SST Observation tab will display a table-list view of all of the SST observations. You can selectively exclude any observation.
- The Argos Observations tab or Fastloc-GPS Observations tab will display Locations derived from Argos or Fastloc-GPS that can be included as part of the GPE3 modeling process.
- Clicking the Start GPE3 button on the left will start a processing run.

#### Viewing and Downloading Location Processing Results and Setting Default Runs

When a deployment row is selected, clicking the Location Processing tab reveals all the processing runs for that specific deployment.





Each run has action icons on the right-hand side:

- The blue arrow downloads a processing run
- The green pushpin allows you to select a run as the default for a deployment
- The red trashcan deletes a run
- The default run is highlighted in yellow. Setting a run as a default has several knock-on effects:
  - If you download the deployment data from the Data Portal home view, the default processing run will be included in your download
  - o If you use web services to fetch data from the Data Portal, the default processing run will be included in the fetch
  - When you view the map tab in the Deployment view, the locations from the default runs will be included

#### Labels

Labels can optionally be set to help with searching and sorting data. Labels are organized by categories, such as sex and weight in the example below. To create a custom category, click the Labels tab > Manage Categories > Add Category. Type in the name of the new label category and click Create.



You can add values to a category by hovering over the category name. For example, for Sex, you may want three values, Unknown, Male or Female. Once a new value has been entered, it will be available in the dropdown menu for the next deployment.

A label or category can be deleted at any time using the red trash cans.



#### Assigning Metadata

Metadata is data that supplements an individual deployment. Under Deploy ID, a friendly name can be assigned. The Clock Corrections and Deployment Dates/Locations fields are used for location processing. Setting a valid start/end location for your deployment will improve the location processing performance but is not required (see the <u>Location Processing User Guide</u> for more information). The Comments box is an optional text field.

#### **Data Sharing**

Program owners can choose to share data with colleagues by adding them as collaborators. Both parties must have a portal account in order to collaborate. Click the Data Sharing tab down the left side of the portal to open the collaborator page. On the right side of the screen, enter the email address of the person with whom you wish to share. An email will be sent inviting that person to collaborate.

When you are ready to share data, set up a New Rule. Choose which collaborator the rule applies to and specify which Argos Program Number(s), PTT Number(s) or Label Category(s) you will be sharing. At least one of the three conditions listed must be set. If multiple conditions are specified, the portal will only share data that meets all conditions selected.

Once a rule is established, data will appear in both your portal account and your collaborator's portal account. Collaborators are limited on what they can and cannot do with data owned by another person. They cannot add labels, set decode settings, or split rows. They can only view and download the data you allow them to access.



The options in the blue header bar are by default set to view your deployments. To view a collaborator's data, you need to access the drop-down menu of the owner section and change from My Deployments to the collaborators account name in order to view their data.



Another option for labs that share a single Argos program is to set up an Argos Guest account. This will enable simultaneous access to Argos programs via unique Argos usernames and passwords for each user. Contact Argos or Wildlife Computers for further information.



#### **Data Alerts**

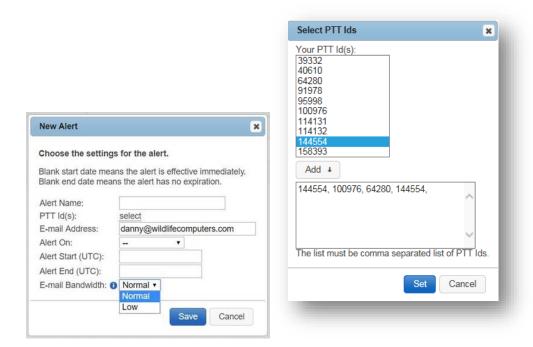
Data Alerts can be set up to email researchers when tags begin transmitting. On the Data Portal home page, select Data Alerts from the left sidebar menu.

Click New Alert. Select the PTT ID number(s) and specify the destination email address and alert start and stop times. When complete, click Save.

If you will be out in the field with limited internet when receiving alert emails, choose the low-bandwidth option which limits the size of the email.

Individual alerts can be paused or reactivated at any time by toggling the pause or play button at the end of each alert row.

Alerts can be cancelled at anytime by selecting the trash icon at the end of each alert row.



Alerts can be set in batches by selecting multiple PTT ID numbers separated by commas.

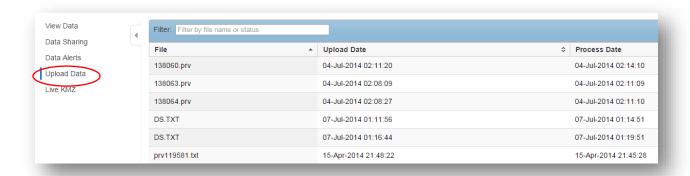
When batch alerts are set, an individual ID alert can be cancelled using the Cancel link in the email that arrives from the Wildlife Computers Portal.



#### **Upload Data**

Using the Upload Data tab on the left side of the portal, data files from other sources (Argos, Wildlife Computers .wch, Mote, Argos Goniometer) can be uploaded into the portal for convenient access and storage. The maximum file size allowed for upload is 1 GB.

- Argos files that are associated with the same PTT id should be zipped together and uploaded
  as a single zip file. Files from the Argos website (CSV, .PRV, DS, or .TXT) must be raw, undecoded files.
- Argos Goniometer files must be uploaded one at a time, and the file name must be the PTT Decimal. For example, 123456.csv.
- Wildlife Computers .wch files must be uploaded individually. If it is zipped, it must be the only file in the .zip file.





#### Live KMZ

A live KMZ file can be created that will update automatically when new data comes in. The deployments and the items to be shown by default can be specified. To access click the Live KMZ tab.

The frequency at which KMZ files are generated is also configurable. They are linked to our servers so can be downloaded once and left to refresh automatically.

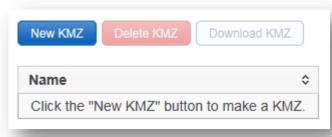


#### **Live Maps**

Live Maps allows you to create custom live maps that can be easily embedded in a website. This map is intended for display purposes only, and not for use in scientific publications.



Note: Live Maps can only be created by original data owners using information from their own portal. Live Maps cannot be created using shared data from other accounts or by collaborators.



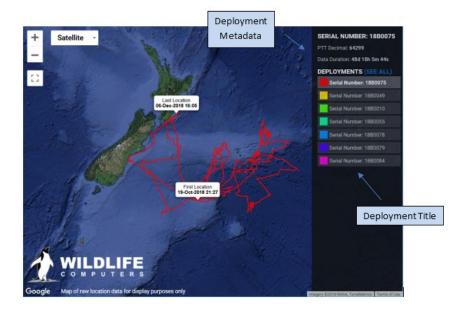
Create a Live Map by clicking on New Map and giving it a name. Specify which deployments you want shown on the map by choosing Program Numbers, PTT lds, Serial Numbers, Metadata conditions. You must specify at least one condition—you don't need to choose criteria for each—and if multiple conditions are specified, a deployment must match all of them in order to be included on the map. Choose to display Track Lines, Location Points, or both. Keep in mind that maps with a high number of locations will take a long time to load if points are displayed. Data owners can add multiple Argos projects into the Live Map. Instead of adding individual ID numbers, select Conditions, press and hold the ctrl key (Windows) and select multiple projects. You can remove projects by holding the ctrl key and deselecting individual ID numbers.

Next, choose the field that will be the title of each deployment on the map, and which metadata you want displayed when a single deployment is selected. See the graphic below. If you wish to filter the location to eliminate outliers for display purposes, you can choose which types of locations to include. You can filter by Argos location classes, Fastloc and Conventional GPS locations. GPE3 results are not available via Live Maps. Additional filters include Fastloc residuals and an animal speed filter.

If deployment start and end dates have been entered in the Meta Data > Known Dates/Locations field in the My Data section, those locations will be displayed on the map and used to start the animal speed filter. A residual filter setting of 30 will ensure only low residual Fastloc® fixes will display in the map.



After defining the map, click Save. The pop-up box will provide code that can be copied and immediately embedded in your website, as well as a direct link that can be emailed. You can edit the map at any time (change deployment criteria, etc.) and the link will automatically be updated. When the webpage is refreshed, all new data will automatically be displayed.



# Importing Settings into the Wildlife Computers Portal

Users of SPLASH, TDR10 and TDR-Mk9 tags should take full advantage of the portal by manually uploading data from these tags directly to their account and have all the functionality of the portal working for them.

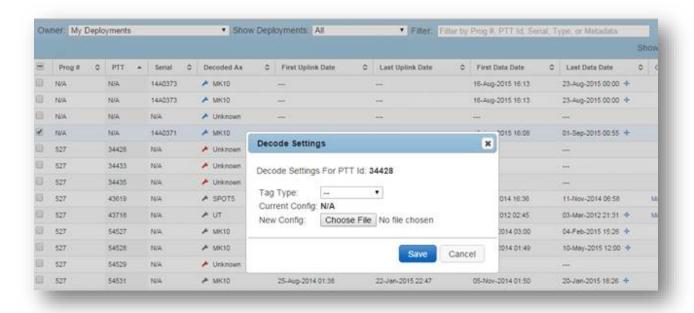
To do so, disconnect from the HOST software using either Deploy or Standby mode. The software will automatically save a copy of the tag configuration as a .wch file and also a report file.

Once your tag has transmitted and been received by the Wildlife Computers Portal, the .wch should be imported into the portal to provide it with the correct tag setup information. It will then also add the bin limits to the histogram output .CSV files.

These files are typically saved in C:\ ~ \My Tags\Mk10. The setup backup file will be in the Backup folder and the Report file will be in the Report folder.

To import the .wch file into the Portal, click on the ID number and then click on the colored wrench in the Decoded As column. That will bring up a Decode Settings box that will enable you to add the correct .wch file for that tag serial number. Be sure to hit save when you have navigated and selected the correct file.





# **My Motes**

My Motes is the interface that allows users to receive data in near real-time from any Argos tag within range of a <u>Wildlife Computers Mote</u>. A mote is a Wildlife Computers designed, ground-based Argos receiving station

In remote sites where Wi-Fi is not available, data can be saved to a USB memory sticks for subsequent uploading into the Portal. A 3G mobile phone link is also available.

Unlike an Argos satellite, a mote cannot calculate Doppler locations. However, they can relay Fastloc-GPS and tag sensor data for what is essentially 100% satellite coverage of the local area.

Clients with motes may monitor data and mote performance via the My Motes interface.





# **Troubleshooting**

Problem	Explanation	Action
Trouble logging in	You have not yet set up a	Set up a portal account by entering your email
to the Wildlife	portal account	address and a password.
Computers Portal.	There was an error with	Make sure you enter the correct email and
	your email/password	password combination you signed up with.
	combination. Please try	Passwords are case sensitive; email addresses are
	again.	not.
	Server error, please try	Check your modem security settings that our
	again message. Some	website is not blocked. You can also add our website to the trusted sites list. If the modem has
	modems, particularly home office networks have their	
	own security built in.	a keyword blocker disable it and you should get instant access.
I am a collaborator	You may not have activated	Check your emails, you need to click the Accept
on a project but	the collaboration request	Collaboration Request link in the email to activate
cannot view data	ane conaboration request	it. Once accepted the invitee will get an email
from the person		response saying that you have accepted the
who shared it with		collaboration request.
me.	In My Data, the owner drop-	Click the down arrow next to My Deployments to
	down menu may still be	show a list of collaborators. Click on the
	showing My Deployments	collaborator of interest and the data will show
	You can only see partial	The owner of the data may have only given you
	data	access to limited PTT ID's or data sets. In order to
		view more data, you may need to owner to
		change the sharing rules to give you more
	You cannot manipulate any	privileges.  Collaborators are limited on their options. They
	data	cannot add labels, set decode settings, or split
	aata	rows; they can only view and download the data
		you allow them to access.
An Argos program	An Argos program	If several researchers share an Argos program,
can only be	username and password	then one of them must be the Argos program
registered on a	can only be associated with	owner and share data with the others as
single portal	one portal account	collaborators.
account?		
Several researchers	The Argos program needs	The Argos program owner must log into the Argos
sharing the same	to be split into guest	website with the original program username and
Argos program	accounts each with their	password and set up an Argos Guest account/s
need to have full	own username and	each with their own username and password.
read, write and edit	password.	Each party must then enter their own username
functionality of		and password into the Wildlife Computers Portal.
data, not just be a		·
collaborator.		



# **Contacting Wildlife Computers**

#### U.S. and International

Wildlife Computers technical sales and support team are located in Redmond, WA, USA, and Havelock North, New Zealand, allowing us to promptly cover a wide range of time zones.

#### E-Mail

Sales, Quotes, and Inquiries: tags@wctags.com

Technical Support: support@wctags.com

#### Mailing and Shipping

Wildlife Computers 8345 154th Avenue NE Redmond, WA 98052 USA

Phone Website

+1 (425) 881 3048 WildlifeComputers.com

#### For Asian Clients

While we welcome your direct correspondence, we recommend that you contact our colleague, Yong Huang, for assistance. Mr. Huang understands the special purchase processes for your countries and will provide you with the best service for the best price. He also is fluent in Japanese, Chinese, and English.

#### Mailing address

Yong Huang Enfotran Corporation 2608 79<sup>th</sup> Ave NE Medina, WA 98039 USA (Please ship tags to our main office)

E-mail Phone

yong.huang@enfo.us +1 (425) 456 0101

