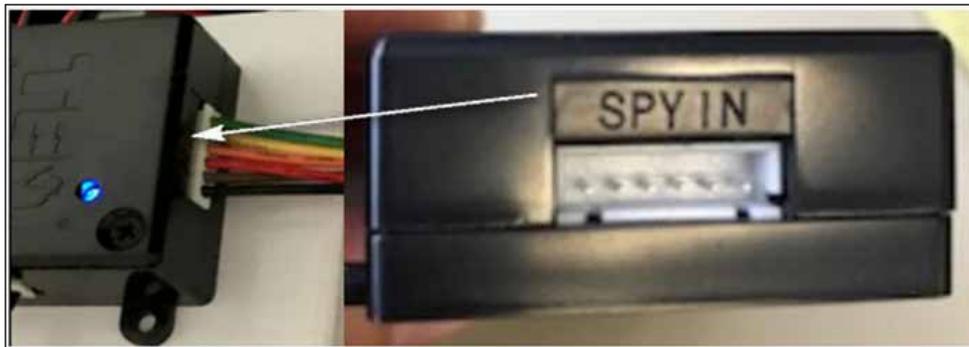# MY SPYDER READINGS DON'T SEEM CORRECT

The first thing to keep in mind as you observe your Spyder readings is that the Spyder only updates once per minute. The readings do not change instantaneously like the MTU readings on the Footprints Dashboard. Depending on the timing of when a load cuts on or off, you may not see the value on the Spyder tab for up to two minutes. Understanding this, if you are still seeing values that are not as expected, check the following:

1. Be sure your breakers are labeled correctly. Test by turning off a breaker and verifying that the load doesn't come on.

2. Cycle power on loads in question and observe the change on the Real Time Dial to verify that the loads you are measuring are not so small that they are below the threshold for the Spyder as noted in the Spyder Specifications.

3. Check that the Data cable from MTU-to-Spyder is plugged into the SPY IN port (*NOT* the SPY OUT). NOTE: The Spyder will still power up even if the cable is in the wrong port, but the readings will not be correct. See following image:



If you have two (2) Spyders connected in series by data cables, be sure the cable goes from SPY OUT of Spyder1 to SPY IN of Spyder2.

4. While you are in the panel, review the CT connections against the notes on the back of your Spyder Installation Instructions. Be sure to note the port-numbering (odd numbers on the left side, even on the right). Be sure to note if you are using any 20A CTs. If you have multiple MTUs, be sure to note which Spyder is connected to which MTU (record the MTU ID).

Fill in the following reference table when configuring your system:

Connected to MTU ID _____ SPY1 ☐ or SPY2 ☐

| Left Side | | | | | |
|---|---|---|---|---|---|
| Spyder CT Input Number | Description of Load | Circuit Breaker Number | Using 20A CT ? | multiplier 1,2, or 3 | CT Input Numbers to combine* |
| 1 | | | | | |
| 3 | | | | | |
| 5 | | | | | |
| 7 | | | | | |
| **Right Side** | | | | | |
| Spyder CT Input Number | Description of Load | Circuit Breaker Number | Using 20A CT ? | multiplier 1,2, or 3 | CT Input Numbers to combine* |
| 2 | | | | | |
| 4 | | | | | |
| 6 | | | | | |

* Inputs can be added together in System Setup to provide a 'combined' reading, i.e. a panel has a mother-in-law apartment with 3 Inputs; use this form to indicate which inputs should be combined.

5. From the Footprints Dashboard, go to Settings/System Settings/Spyder tab. Review your notes from Installation Instructions and refer to the User Manual to be sure the settings are correct.

Common mistakes include:
    a. Spyder is not associated with the correct MTU.
    b. Incorrect port assignment.
    c. Incorrect 20A CT assignment.
    d. Graph Description is not entered for all loads being measured. Note: Do not skip spaces. Leave any blank Graph Descriptions at the bottom part of the table.

Note, if you have an MTU Pro (Commercial-type MTU) and are using Ethernet, you may need to review the Spyder settings on the MTU UI page as well as Footprints Settings.

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