System Q & A

General

Is the system submersible?

NO.

Although the system box is certified as IP67 (it tolerates immersion at a depth of 1 m for 30 minutes), it has openings (Micro SD, USB, Reset, and front sensor) that cause it to lose this certification.

Some users protect these openings with tape or tape during their outings, if the unit is located outside.

COG and MAG readings do not match, why?

COG (Course over ground) is provided by the GPS, while MAG (Magnetic compass) depends on the system sensors and always has the top of the Sail Knife as a fixed reference (North), and for safety it does not depend on the placement.) of the system.

USB and Battery

Can I have the USB power connected permanently?

Yes, the system is automatically powered between the battery and the external power supply, the battery charge is fully supervised, eliminating possible overloads.

When the Sail Knife One is connected via USB to a PC or laptop, does the battery charge?

YES, the Charge indicator indicates if we are charging, or turns off if not, as long as the USB connection supplies at least a current of 0.5A.

GPS - Anchor

What Anchor accuracy can I expect from the internal antenna?

Under normal conditions (Fix 3D, U/V Sats between 12/8-4, and precision > 8m, the internal antenna allows us to have a safe and stable anchorage from about 20-25 m, below this value, the Anchoring will not be stable and the alarm will be activated.

If you are using a unit with an external antenna, the anchorage can be stable with values from 10-15 meters.

Please note that the number of available satellites and reception conditions vary continuously (atmospheric, indoor/outdoor location) and that the use of Anchor should never replace the experience and vigilance of a good Skipper.

Logs, micro SD, Excel Import

Sometimes the data captured in Sail has delays longer than a second, why?

The system captures and processes a large number of parameters simultaneously, and until it completes the capture of all the parameters, it does not proceed to validate and save that data point.

There are data, such as GPS position, that are not constant, nor do they have the same reception processing time since they depend on the amount of information they contain, so their processing time may be longer.

Selecting Black Box mode speeds up the capture and processing, increasing capture stability, but certain data will not update on the screen.

During the capture of the Log, I changed the coordinates in degrees, minutes and tenths of a minute to degrees, minutes and seconds, and the log is not complete….

When importing through the spreadsheet, it only captures the data with the initial format detected, discarding subsequent data that has a different format.

This information is surely still available in the memory card log (csv), if you want to recover this information, do not hesitate to contact our support.

When importing data into Excel, an error "types do not match" appears

Verify that no fields without content appear in the data; if so, delete these rows.
The import sheet will be improved with user contributions.
Remember that you can always contact our technical support.

The date of the log files on the micro SD always have the same fixed date, why?

The file system used has been reduced to the minimum possible expression to gain speed, and does not support date, the date is always available in the file name.

I'm trying to use a micro SD card and it doesn't work...

Remember that the system supports cards with a capacity of up to a maximum of 32 Gb, they must be formatted in FAT32, and must be class 10 minimum.

The values of the acceleration vector (Vect) are different from the calculated value, because?

The resulting acceleration vector module is saved based on the period selected by the current mode (Race or Sail).
The value on the Ultratrack screen (and the one we save in the log) is averaged to offer a more stable display on the screen.
The actual instantaneous value is the result of calculate the vector modulus using the values of G Bow and G Starboard that appear in the log and may be slightly different than what appears in the Vect column.

Power On/Off

I'm pressing Power but the system doesn't turn off immediately...

Remember that you must hold down Power while waiting for the Activity LED to light up Red, this is implemented for safety reasons to avoid accidental system shutdowns and allow open processes and files to be safely closed.

I have turned on the system, but nothing appears on the screen and Activity flashes green very quickly.

Surely the micro SD card is not inserted.

If you proceed to turn on the system without the card inserted, it will boot into system update mode (Bootloader), if you do not want to proceed with the update, simply press Reset, insert the micro SD and turn on the Sail Knife One again.