

Getting started

1 Download the app

The Crew Watcher product consists of two parts; Beacon(s) and a mobile software application or “app”.

The app works on both Apple iOS and Android devices. Download the app from the App store on Apple devices or the Play store on Android devices. Search for: PanPan Crew Watcher and look for our logo.

Alternatively scan the QR code below to open the app store download page directly.



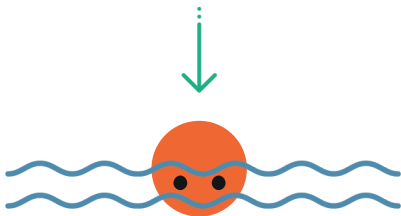
Tip

*If you get stuck or have any questions please visit:
<https://crewwatcher.com/pages/help-support>*

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2 Activate your beacon(s)

Beacons always “sleep” in their packaging to save battery. You can activate a beacon by submerging it in water. Keep it under for at least one minute then take it out and dry it off. When submerging, make sure that the water sensor at the bottom of the beacon is completely under or it will not activate.



Tip

Put your beacon(s) in a larger body of water such as a sink or bucket. Not a drinking glass.

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3 Pair your beacons

It's time to link up your beacons with your phone or tablet.

1. Open the app and press the "Add a PanPan" button.

A white rectangular button with the text "Add a PanPan" in black and a small blue plus icon to its right.

2. The app will start looking for beacons that are in range. Once beacons are detected, hold a single beacon against your phone with the beacon logo facing the phone.



Tip

Try holding the beacon against different sides of your phone or simply tap one of the discovered beacons.

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Pair your beacons *continued*

3. If beacons are found, you should see the white bar fill up blue as it's pairing with your phone or tablet.



Starting pairing in 2..

4. Upon success you will be able to add a picture and name for this particular beacon. This will help with identification in the future. Tap the camera icon to select or take a picture.



5. If you have more beacons to pair, press the blue "Setup more" button and repeat step 3 of this guide. Otherwise press "all done" to return to the dashboard.

Setup more >

All done

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Using the crew watcher

Now that you've added beacon(s) to watch we can activate the crew watcher. It's really easy, tap the top right toggle and wait for all systems to turn green.



Similarly, when you are done, disable the crew watcher by tapping the same, top right toggle. All systems should now turn gray to mark inactivity.



Congratulations!

you are now ready to start using PanPan's Crew Watcher!

IMPORTANT: Failure to disable the crew watcher can result in false alarms when the phone and beacon(s) get separated and or reduce the beacons battery life.

Tip

Do not turn the crew watcher on and off repeatedly. If you do you might have to toggle your bluetooth or restart your phone to continue with the app.

Tips and Tricks

Beacon wearing position

We recommend you wear the beacon high up, inside your life jacket. Secure it to one of the jackets inner straps to prevent loss when going overboard.



Range settings, boat size and deck material

Crew watcher works best on boats up to 50 foot that have a non metal deck. If you are experiencing problems with false alarms we recommend to change the beacon's power & range settings in the side menu under "settings". Additionally you can enable mesh networking which will allow a second beacon to become a repeater on the fly.

Note: increasing the power & range setting as well as enabling mesh networking will consume additional battery power.

Tips and Tricks

Phone or tablet position on the vessel



We recommend to keep at least one phone or tablet in a central place on the vessel where it can be provided with power and plugged into the on-board stereo. Usually the navigation table is a good fit.

IMPORTANT: do not carry the only monitoring phone or tablet on your person. If you go overboard with the phone or tablet there is nothing left to alert your crew.


Connection issues

Crew Watcher beacons require Bluetooth 4.0 or up, if your device does not support Bluetooth 4.0 the app will not be able to connect to your beacons.

When encountering connection issues in the app try to re-connect first. If you are experiencing repeated connection errors, disable the watch and wait for at least 13 hours. The beacon will automatically reset itself every 12 hours if left idle.



Jerry McKenzie
Connection error.



[Disable watch](#)

[Try re-connect](#)

Legal

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PanPan B.V. disclaims any liability for consequences arising from omissions or inaccuracies.

TERMS OF SERVICE

IMPORTANT: By using this product you agree to our terms of service which can be found in full online at:

<https://crewwatcher.com/pages/terms-and-conditions>

PanPan's Crew Watcher should be considered an aid and not a safety or rescue product. Sailing and or boating in general is an inherently dangerous exercise.

By using this product you agree to specifically DISCLAIM PANPAN B.V. FROM LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES including injury or death.

PanPan B.V. assumes or undertakes NO LIABILITY for any loss or damage suffered as a result of the use, misuse or reliance on the Crew Watcher product.