WHAT TO DO IF THE SPIDER BLOCKER IS ENGAGED INTO AN ALARMED STATE

Spider Blocker Resetting Instructions (for End Users):

1) If your access reader device becomes powered off, as in:

   a. No LED's are illuminating as normal (typically LEDs are RED or GREEN colored).
   b. The device is not responding to typical interaction (card swipes, keystrokes, fingerprint, etc).
   c. The device is not reporting any access activity to the security system server.

2) If #1 above is confirmed: Your Spider Blocker may have been triggered into an alarmed state.

   - If your security system monitors the Spider Blocker, review your alarm activity log to confirm the alarm.
   - DO NOT reset the Spider Blocker at this point. Doing so may compromise your security program.

3) Please call your Security Vendor right away. Do not attempt to reset the Spider Blocker module, as there is the potential of a Man-in-the-Middle (MITM) Reader Hacking Module having been inserted onto your system.

Technical Investigation & Resetting Instructions (for Security Technicians):

1) Inspect the outer exterior of the access device. Observe it for any signs of tampering.

   - Look for any pry marks on or around the device.
   - Survey the tamper-proof screws (if any).
   - Check for a loose cover plate or loosely installed cover screws.
   - Look for holes on the walls or conduit around the access device (possible attempts to access the cables).

2) Remove the access device from the wall, backbox, or mounting surface. Inspect its wiring behind it.

   - Look for any foreign modules behind the device that your installers did not install.
   - Identify any other types of electronic components that do not belong on the circuit wiring.
   - Remove any foreign electronics that were not part of the original installation.

3) Trace & inspect the device cable that routes back to the controller. Search for and remove any foreign modules.

4) With any foreign modules removed, or after it has been confirmed that no foreign modules have been found:

   a. Place the device back to its normal status (Replace the protected device's cover plate)
   b. Reset the Spider Blocker back to its normal using the on-board pushbutton, or remotely reset via PC.