



Electronic Monitoring System Guide for On-Board Cameras

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Note:

The purpose of this document is to provide guidance for permit holders/vessel masters that relates to system requirements for on-board cameras. This document is not intended to be legal advice or replace obligations that permit holders/vessel masters have under the [Fisheries Electronic Monitoring on Vessels Regulations 2017](#) or the associated [Circular](#).

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Acronyms used in this document

EM: Electronic Monitoring

ER: Electronic Reporting

GPR: Geospatial Position Reporting

GPS: Global Positioning System

MPI: Ministry for Primary Industries

PoE: Power over ethernet

Section 1: Introduction

This guide is intended for owners and operators required to operate on-board cameras on their vessels.

What are the cameras for?

Cameras are a central part of the long-term health and resilience monitoring of our marine ecosystems and the next step towards a more agile, innovative, and data-driven fisheries management system. They provide independently-verified data through the cameras programme, confirming the accuracy of catch reporting and enabling more confident and proactive decision-making in fisheries management. The programme also aims to verify fishers' use of mitigation devices, to help protect threatened seabirds and marine mammals.

Flow-on benefits from on-board cameras include enhancing the fishing industry's reputation both domestically and internationally, maintaining access to markets, and strengthening public perception of New Zealand fisheries.

Information you will find in this guide

This guide provides you with:

1. Important information about the on-board cameras electronic monitoring (EM) system installed on your vessel that enable you to meet your requirements under the EM regulations
2. An overview of the key operating features of the system
3. Guidance on activities not covered by the regulations
4. Information on what to do if the system is not working properly, including guidance on how to troubleshoot basic system issues, how to contact Spark's Support Service Desk 0800 225 674 to report and resolve system issues, and how to request an exemption if a system issue cannot be resolved in time for a planned fishing trip.

Regulations

The [Fisheries \(Electronic Monitoring on Vessels\) Regulations 2017 \(the EM regulations\)](https://www.legislation.govt.nz/regulation/public/2017/0156/latest/DLM7329212.html)¹ set out your requirements to provide the Ministry for Primary Industries (MPI) with video footage recorded by on-board cameras. These regulations are supported by the [Fisheries \(Electronic Monitoring on Vessels\) Circular \(the circular\)](https://www.mpi.govt.nz/dmsdocument/53083)², which set out more detail on technical obligations.

The following explanatory note is not part of the EM regulations but is provided to indicate their general effect. It is important you read the EM regulations to fully understand what is expected of you. You can find these on MPI's website: www.mpi.govt.nz/cameras.



scan me with
your phone
camera to
go to the EM
regulations



scan me with
your phone
camera to go
to the Circular



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your phone
camera to go to
MPI's website

Fishing methods

The EM regulations apply to vessels using the following fishing methods. Collectively, these fishing methods are referred to as **in-scope fishing methods** throughout this document:

- **Bottom longlining** - Note: the definition of bottom longlining includes trot lining but does not include dahn/drop lining or hand lining.
- **Danish seining**
- **Purse seining**
- **Set netting** - only those vessels 8 metres or longer in overall length. Note: the definition of set netting includes ring netting and gill netting.
- **Surface longlining**
- **Trawling** (unless done exclusively for the purpose of targeting scampi) - only those vessels 32 metres or less in overall length. Note: the definition of trawling includes bottom trawling, midwater trawling, pair trawling and the use of modular harvesting systems.

¹<https://www.legislation.govt.nz/regulation/public/2017/0156/latest/DLM7329212.html>

²<https://www.mpi.govt.nz/dmsdocument/53083>

Operational practices

Meeting your requirements under the EM regulations

The EM regulations require you to provide footage which enables MPI, with reasonable accuracy, to:

- Identify the types of fish caught, fishing gear used and by-catch mitigation measures adopted
- Estimate the size and quantity of the fish taken or transported

To meet your requirements under the EM regulations, you must bring fishing gear on board, sort the catch and return any fish or aquatic life to the sea in view of one of the cameras placed on your vessel.

Please note that catch sorting or discarding outside the field of view of cameras will be likely to constitute a breach of the EM regulations and could result in Compliance investigations.

Camera Placement

The placement of cameras on your vessel has been designed around your operational practices, as noted in your Vessel Installation Plan. This means that your operational practices should not have to change to enable you to meet your legal requirements.

Acknowledging that on-board practices do sometimes change over time, we may need to reassess the current camera placement in these circumstances. If that happens, Spark will contact you and arrange a time for a vessel re-assessment with any changes to camera placement or their field of view agreed with you and documented in an updated Vessel Installation Plan.

Equally, if you are planning any major changes to your operational practices, please contact Spark's Support Service Desk 0800 225 674 in advance to discuss what updates might need to be made to camera positions.

Seabird captures

Many seabird species look similar and can be difficult to tell apart. Accurately identifying the species of any seabirds accidentally caught is important to help understand the impacts any fishing-related deaths may be having on the population.

Live bird

If you accidentally capture a live seabird, the animal should be assisted from the vessel as soon as possible following the safe handling guidelines available in the [Department of Conservation's Handling and Release Guide](https://www.doc.govt.nz/globalassets/documents/conservation/marine-and-coastal/marine-conservation-services/resources/protected-species-handling-guide-20192.pdf)¹. To help you identify seabird species, consult the fisher's guide to [New Zealand's seabirds](https://www.doc.govt.nz/our-work/conservation-services-programme/csp-resources-for-fishers/a-fishers-guide-to-new-zealand-seabirds/)².



scan me with your
phone camera to
view the online
handling guide



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phone camera to
view the online
seabird ID guide

¹<https://www.doc.govt.nz/globalassets/documents/conservation/marine-and-coastal/marine-conservation-services/resources/protected-species-handling-guide-20192.pdf>

²<https://www.doc.govt.nz/our-work/conservation-services-programme/csp-resources-for-fishers/a-fishers-guide-to-new-zealand-seabirds/>

Deceased bird

If a seabird is deceased when it is brought on board the vessel, you can present it to the nearest camera to assist identifying the species. It is important to show the following features when presenting the seabird to the camera:

- Head of the bird (including the beak)
- Feet
- Upper parts and underside of the wings
- Any tags, bands or rings (these will typically be on the legs)

Health and safety is paramount. Do not take any undue risks when presenting deceased birds to the camera.

Species identification guides & other resources

The following guides are available online to help you identify and handle marine seabirds, mammals, fish and reptiles:

To access the following resources, visit the Department of Conservation's (DOC) website: <https://www.doc.govt.nz/our-work/conservation-services-programme/csp-resources-for-fishers/protected-species-identification-guides/>

- A fisher's guide: New Zealand seabirds
- A fisher's guide: New Zealand coastal seabirds
- A fisher's guide: New Zealand protected fish & reptiles
- A fisher's guide: New Zealand protected marine mammals
- Coral identification guide
- Handling & release guide for protected species interactions within New Zealand fisheries

A more complete fish identification guide, produced by NIWA, is also available here: www.mpi.govt.nz/dmsdocument/64419



scan me with your
phone camera
to view the DOC
online guides



scan me with your
phone camera to
view NIWA's fish
identification guide

Section 2: On-board camera system overview

Your camera system comprises of:

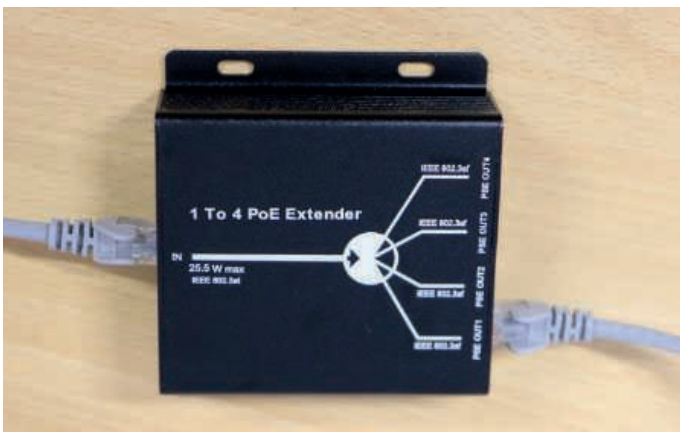
- Fuse box, voltmeter, on-board EM server (Yellowfin), isolated voltage converter, and power over ethernet (PoE) unit with cabling for cameras.



- Sideways view of the on-board EM server (Yellowfin). It powers the cameras and records onto the in-built hard-drive.



- A power over ethernet (PoE) unit and related ethernet cabling for cameras.



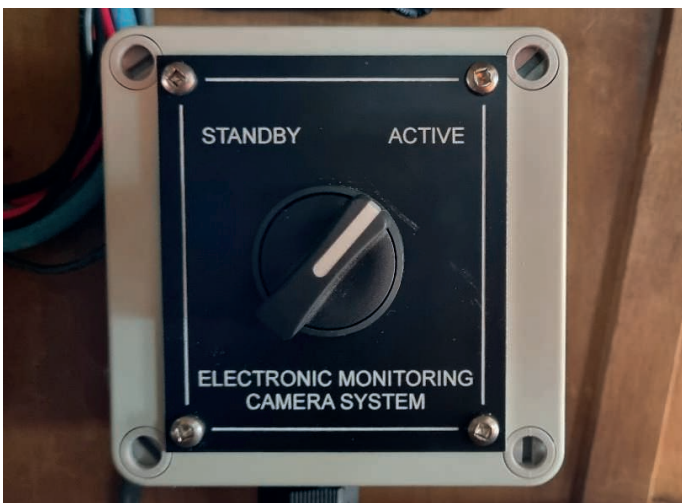
- A voltmeter (non-illuminating) to help troubleshooting of the system.



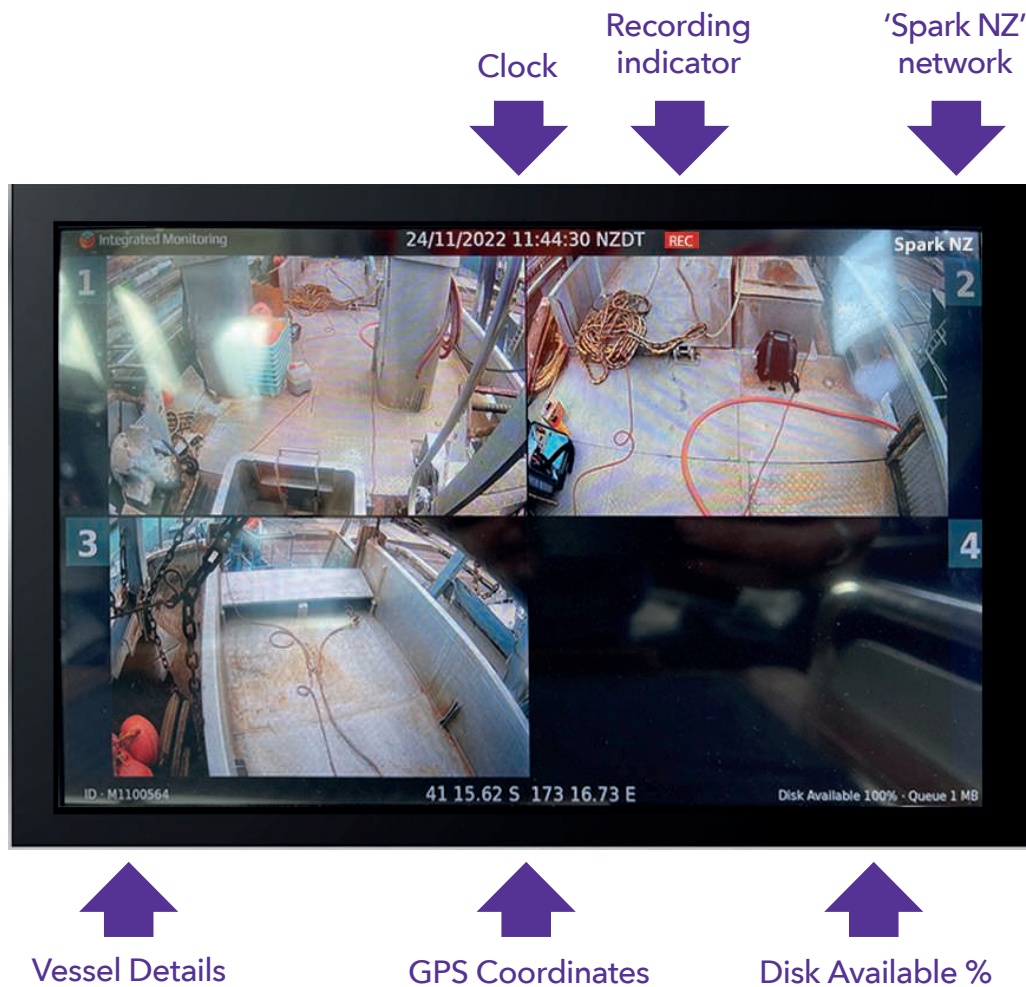
- Power over ethernet (POE) digital video cameras.



- 'ACTIVE' and 'STANDBY' switch



- A 10-inch on-board display used as a quick way for the fisher to check the status of the cameras and other hardware. Dimming functionality are included.



- Antenna and required coaxial cable with associated connectors.



Section 3: Summary of key operating features

Once switched ON, your camera system should operate without your input. However, it is important to familiarise yourself with the key operating features and to note that some functions take several minutes to complete.

How to turn the system ON

The system has two modes: 'STANDBY' and 'ACTIVE'. The system is ON when the switch is set to 'ACTIVE' mode (see image below). The on-board display will then show a number of messages before the camera previews appear and the system is ready to record. Important note: this can take up to 5 minutes.



Power down/'STANDBY' process

Before turning the system to 'STANDBY', ensure all in-scope fishing and related activities have ceased.

After setting the system's switch to 'STANDBY' (refer to the image below), the cameras will stop recording and the display monitor will turn off. However, GPS functionality and data transfer will continue for a maximum of 5 hours while footage is uploading to the Cloud. It is safe to power down the vessel, but make sure to leave the main circuit breaker ON to allow for the footage upload to take place. Regardless of the remaining upload volume, the system will completely shut down automatically after 5 hours.

To confirm footage is getting uploaded, check the 'Disk Available %' on the bottom right corner of the on-board display monitor when the switch is set to 'ACTIVE' and the monitor is ON. This percentage value corresponds to the free space left on your on-board EM server (Yellowfin) where the encrypted data is stored before being uploaded. Always aim for this value to be as high as possible.

The expected maximum current draw from the setup when in 'STANDBY' over this 5-hour period is 0.024 kWh or 4.14 AH for a vessel with a 12V domestic battery. For a 24V domestic battery, the current draw is expected to be 2.08.



At the start of the trip

To meet the requirements of the Fisheries Electronic Monitoring on Vessels [Circular](#)¹, you **must** set the switch to 'ACTIVE' at the beginning of each fishing trip on which in-scope fishing methods will be used.

If you are not planning on using in-scope fishing methods during the fishing trip, will not be fishing within an in-scope area, or if you are leaving port for purposes other than commercial fishing, then you **do not** need to set the switch to 'ACTIVE' before you leave port.

During a trip

To meet your obligations under the EM regulations, you must ensure the switch is set to 'ACTIVE' when:

- You are conducting a fishing event using an in-scope method;
- You are sorting, processing or returning to the sea any fish taken during a fishing event using in-scope methods that commenced within a specified area;
- You are transporting, within a specified area, any fish taken by in-scope fishing methods.

During a fishing trip, there may be circumstances when you are no longer obliged to capture video footage. In such circumstances, you may choose to set the switch to 'STANDBY'. Examples of such circumstances include:

- When using fishing methods outside the scope of the EM regulations (e.g. potting, trolling or dahn/drop lining);
- You are at anchor and not conducting any transportation or commercial fishing related activity; or
- You are conducting customary fishing

¹<https://www.mpi.govt.nz/dmsdocument/53083>

Please note: If you choose to set the switch to 'STANDBY' during the trip, **it is your responsibility** to ensure it is set back to 'ACTIVE' prior to conducting any in-scope fishing or related activity. Failure to do so will mean you cannot meet your obligations under the EM regulations, which could result in compliance investigations. If you are unsure whether your activities will be 'in-scope' and require camera footage, we recommend you set the system to 'ACTIVE' in the meantime. You can always seek guidance from MPI (email onboardcameras@mpi.govt.nz or call 0800 008 333).

At the end of a trip

Once you have returned to port at the end of the trip, you are not required to capture footage anymore. You can set the switch to 'STANDBY'.

After switching to 'STANDBY', the server (with fan running) will remain on for up to 5 hours while it is uploading the footage. No matter how much footage you have to upload, the system will completely shut down automatically after 5 hours. It is safe to power down the vessel, but make sure to leave the main circuit breaker ON to allow for the footage upload to take place.

The expected maximum current draw from the setup when in 'STANDBY' over this 5-hour period is 0.024 kWh or 4.14 AH for a vessel with a 12V domestic battery. For a 24V domestic battery, the current draw is expected to be 2.08 AH.

Geofencing

Our vessel monitoring system uses geofencing technology to automatically manage camera recording based on location. This advanced system creates invisible digital boundaries around port areas using GPS coordinates, which act as automated trigger zones for the camera system.

When your vessel enters a port's geofenced area, the system automatically stops recording, regardless of whether the dashboard switch is set to 'ACTIVE'. During this time, the recording indicator on the top middle of the monitor screen will remain OFF. This automated response ensures that no footage is captured while the vessel is in port.

The system serves multiple important purposes. It protects privacy during in-port operations and prevents unnecessary recording of non-fishing activities. Additionally, it helps reduce data storage requirements by only capturing relevant fishing operations. Since the system responds automatically to the vessel's location, there is no need for manual camera control when entering or leaving port areas.

Section 4: What to do before, during and after fishing

There are a few simple checks you will need to carry out before you start a trip, during the course of a trip, and when you return to port, especially at the end of the last trip of the month. These are summarised in **Spark's Fisher Quick Reference Guide** provided to you.



scan me with your
phone camera to view
**Spark's Fisher Quick
Reference Guide**

Pre-departure checks in port (prior to fishing):

1. **Start your vessel's engine:** Let the engine warm up for 5 minutes, then switch your camera system to 'ACTIVE'.
2. **Make a physical check:** Inspect all components to make sure they are secure.
3. **Check the on-board display:** Make sure you can view the on-board display clearly. You can adjust the brightness manually using the menu.
4. **Check the camera views are clear:** If they are not, your camera domes may need cleaning. To remove salt accumulation, regularly wash down the lens domes with fresh water. **Do not use high pressure or salt water.** If needed, use a soft damp cloth and a few drops of mild dish soap. *Safety comes first: cleaning your cameras should only be conducted if it is safe to do so.*
5. **Check the amount of available disk space:** You can see the amount of disk space remaining (Disk Available %) on the bottom right-hand corner of the display. Make sure there is never less than 30% of space by ensuring your footage is uploaded when coming within 'Spark NZ' network range. If the 'Disk Available %' is less than 30% prior to commencing a trip, call Spark's Support Service Desk 0800 225 674.
6. **Confirm network connection:** The 'Spark NZ' network is indicated on the top right-hand corner of the display.
7. **Check the time is changing:** See top middle of display.
8. **Make sure the GPS is showing a position:** See bottom middle of display.
9. **Leave the system ON by keeping the switch on 'ACTIVE'.**

**** IF ANY OF THESE STEPS FAIL, go to the TROUBLESHOOTING section 6**

At sea:

There are a few checks you should make to ensure optimum recording of fishing activity.

1. Check camera views:

- a. Make sure the camera views are unobstructed and clear.
- b. If the camera views are not clear, your camera domes may need cleaning. To remove salt accumulation, regularly wash down the lens domes with fresh water. **Do not use high pressure or salt water.** If needed, use a soft damp cloth and a few drops of mild dish soap. *Safety comes first: cleaning your cameras should only be conducted if it is safe to do so.*
- c. During night fishing operations, make sure the camera field of view is sufficiently lit to enable good video quality, while ensuring deck lighting does not unnecessarily attract or disorientate seabirds (giving due consideration to ship and crew safety).

2. Check time is changing: See top middle of display.

3. Make sure the GPS is showing a position: See bottom middle of display.

4. Check footage is being recorded: The recording indicator, located at the top of the display, only appears when footage is being recorded.

5. Leave system ON by keeping the switch on 'ACTIVE'.

Upon returning to port

1. Ensure you regularly wash down the lens dome of each camera with fresh water to remove salt accumulation. **Do not use high pressure or salt water for this.**

2. Confirm network connection: The 'Spark NZ' network is indicated on the top right-hand corner of the display.

3. If there is no 'Spark NZ' network or the 'Disk Available %' doesn't increase, call Spark's Support Service Desk 0800 225 674.

4. If the 'Spark NZ' network is available, you can switch the system to 'STANDBY', then power down the vessel:

The cameras and display will turn off, but the previously captured footage will upload for up to 5 hours. The system will completely shut down automatically after 5 hours.

5. If you have been out on a long trip, or fishing far offshore and out of cellular network range: All of your trip's footage might not have uploaded to the Cloud. You may then need to set your switch to 'ACTIVE' for a few minutes, then to 'STANDBY' again when in port to allow your footage to upload completely. To avoid draining your battery while doing so, only leave your system set to 'ACTIVE' while the engine/generator is running, or you are connected to shore power. Note: the system does not record any footage when you are in port (refer to the section on Geofencing), and will only transfer what has been previously captured.

Are you unsure? At the end of each trip, check your 'Disk Available %', located on the bottom right-hand corner of your monitor screen. Aim for this value to be as high as possible at all times.

Last trip of month

After the last trip of the month, make sure all the footage for that month has been uploaded no later than the 15th day of the month after the month in which the fishing trip ends.

You can do this by looking on the monitor screen: all the footage has been submitted/uploaded when 'Disk Available %' is 100%. Aim for this value to be as high as possible at all times.

1. Check network is showing 'Spark NZ'
2. If there is no 'Spark NZ' network, call Spark's Support Service Desk 0800 225 674
3. If the 'Spark NZ' network is available, you can put the switch on 'STANDBY' to upload footage to the Cloud. The cameras and display will turn off, but the previously captured footage will upload for up to 5 hours. The system will completely shut down automatically after 5 hours.

Section 5: How the system captures footage

When the switch is set to 'ACTIVE', the system captures footage continuously at both low and higher resolution, in 1 minute time segments. All footage captured is encrypted and stored securely on the vessel's on-board EM server (Yellowfin). Once in Spark mobile coverage, it will initiate upload of all the low-resolution footage to the Cloud.

The Cloud Artificial Intelligence (AI) Models will analyse each one minute segment of footage to detect in-scope fishing activities. If such activities are detected, the system will instruct the on-board EM server (Yellowfin) to upload the relevant higher resolution footage to the Cloud. If the event is selected for review, approved MPI staff are then able to access and review the footage.

How MPI uses the footage

Cameras are a central part of the long-term health and resilience of our marine ecosystems, and the next step towards a more agile, innovative, and data-driven fisheries management system.

Along with data from electronic reporting, MPI will use the information provided by the footage to manage fisheries more responsively, verifying fishers' catch reporting and compliance with fisheries regulations.

Protecting your privacy

Protecting fishers' privacy is central to our approach and MPI designed each stage of the process to gather and review footage to protect fishers' personal information, in line with:

- The Privacy Act 2020¹
- Fisheries Act 1996² and regulations, which sets out MPI can only review 'in-scope' fishing activities

Under the Privacy Act, vessel owner and operators are responsible for ensuring crew members know cameras are recording, what they capture and their rights under the Privacy Act. You should use the signage provided by the installation team, refer to this guide or read more on www.mpi.govt.nz/cameras to help inform crew of the cameras.

How footage is selected and reviewed

Once footage relating to in-scope fishing events has been identified and stored, privacy-protected, and available for review, the following controls come into effect:

- All footage is matched to the electronic reporting data (under the Fisheries Reporting Regulations 2017³) provided by the vessel - this offers another mechanism to ensure only footage relating to fishing activity is reviewed.
- MPI will review a selection of footage based on a mix of random-selection and targeted risk-based factors (such as risk posed to protected species, analysis of the ER/GPR data, and any additional intelligence).

¹www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html

²www.legislation.govt.nz/act/public/1996/0088/latest/DLM394192.html

³www.legislation.govt.nz/regulation/public/2017/0154/latest/whole.html

- There are several protocols in place to prevent any unauthorised footage access. Every instance of access to footage will have its own audit trail, recording of time, date, footage accessed, the person who accessed the footage and business reason why it was accessed. In addition, reviewers are not able to choose which footage is selected for their review.

When reviewing, MPI's analysts will independently record what was caught and what was returned to the sea, with the resultant data used to verify the accuracy of fishers' reports. Instances of potential non-compliance with commercial fishing regulations will be notified to Fisheries Compliance.

Potential breaches of other regulations will be referred to the responsible agency, e.g. the Health and Safety at Work Act 2015⁴ (administered by Maritime New Zealand for work on-board ships and ships are places of work) and the Animal Welfare Act 1999⁶ (administered by MPI's Animal Welfare Division).

Sharing footage

The following sets out MPI's approach to sharing footage collected from the on-board cameras.

MPI sometimes needs to share information to fulfil obligations of government accountability and transparency, and to uphold the law. Any information sharing is done in line with the:

- [Official Information Act 1982 \(OIA\)](#)⁶
- [Privacy Act 2020](#)⁷
- [Fisheries Act 1996](#).⁸

All requests for information are considered case by case, noting that the general rule is that information must be made available unless there is reason why the information needs to be protected. Under the provisions of the Official Information Act 1982, information may be withheld where it's necessary to:

- Protect the privacy of a person or people
- Prevent the release of a trade secret or avoid prejudicing the commercial position of a person or company
- Ensure the information continues to be provided in the future

Any information will only be shared with other government agencies for limited and specific purposes, provided for or required by law, such as:

- Law enforcement
- Conservation
- Health and safety
- Maritime safety
- Compliance
- Employment conditions

⁴www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html

⁵www.legislation.govt.nz/act/public/1999/0142/latest/DLM49664.html

⁶www.legislation.govt.nz/act/public/1982/0156/latest/DLM64785.html

⁷www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html

⁸www.legislation.govt.nz/act/public/1996/0088/latest/DLM394192.html

When sharing information, MPI will only release camera footage if this is necessary for the purpose of law (i.e., legal evidence). Providing a written summary or still images will be preferred. If MPI needs to share footage or still images, these will be edited to protect privacy by obscuring identifying features as appropriate.

Access to view footage or images can also be limited to government premises, rather than through providing copies of files.

Under the Privacy Act, anybody can ask MPI to access any information that is held about them. A person can also ask to correct information about them if they consider it is inaccurate, misleading, incomplete, or out-of-date. More information about this can be found in MPI's Privacy and Transparency Commitment⁹.

MPI recognises there is significant potential value in being able to share footage with fishers and industry bodies and for fishers to use the footage to help "tell the story" of their catch. MPI will work with industry to identify potential ways to achieve this while balancing the various legal and privacy considerations.

Retention of footage

Once footage is uploaded to the Cloud, all previous footage on the vessel's hard drive is over-written as new footage is collected.

MPI is currently developing the policies that will determine how long footage is stored in the Cloud and for what purpose footage may be retained beyond initial review.

MPI will make the retention policy for the wider rollout of cameras available when it is finalised.

You can find more detailed information on MPI's website: www.mpi.govt.nz/cameras.



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MPI's website**

⁹www.mpi.govt.nz/dmsdocument/35520/send

Section 6: Troubleshooting

****See images related to each step (number) on the next pages****

On-board display issues:

1. ON/OFF display power button (bottom right of display)
2. Display brightness is too dim or bright:
 - a. To adjust, press the 3rd button from the bottom right of the screen.
 - b. This will bring up picture mode.
 - c. Press the right arrow (4th button from the right), then press the 3rd button until you get to brightness.
 - d. Use arrow keys to adjust. Use arrow keys to exit.
3. Check voltmeter (if under 12V, check all breakers and fuses)
4. Check the on-board EM server (Yellowfin) fuses
5. Check both ends of the HDMI cable (unplug/re-plug)
6. Unplug/Re-plug power cable to the on-board EM server (Yellowfin)

Cameras:

7. Check ethernet connections on the on-board EM server (Yellowfin) - unplug /re-plug
8. Check ethernet connections on the splitter (if fitted) - unplug/re-plug
9. Visually inspect all the ethernet cables that run between the splitter and the outside of the cameras - look for damage

Disk Available %:

10. Check 'Spark NZ' network status
11. Check antenna connections on the on-board EM server (Yellowfin) and at the antenna
12. Unplug/Re-plug power cable to on-board EM server (Yellowfin) AND wait 10 minutes

Network connection:

13. Check antenna connections on the on-board EM server (Yellowfin) and at the antenna
14. Unplug/Re-plug power cable to the on-board EM server (Yellowfin) AND wait 10 minutes

Clock/Time:

15. Check antenna connections on the on-board EM server (Yellowfin) and at the antenna
16. Unplug/Re-plug power cable to the on-board EM server (Yellowfin) AND wait 10 minutes

GPS:

17. Check antenna connections on the on-board EM server (Yellowfin) and at the antenna
18. Check for physical obstructions between the antenna and the sky
(metal surroundings, such as boat sheds)
19. Unplug/Re-plug power cable to the on-board EM server (Yellowfin) AND wait 10 minutes

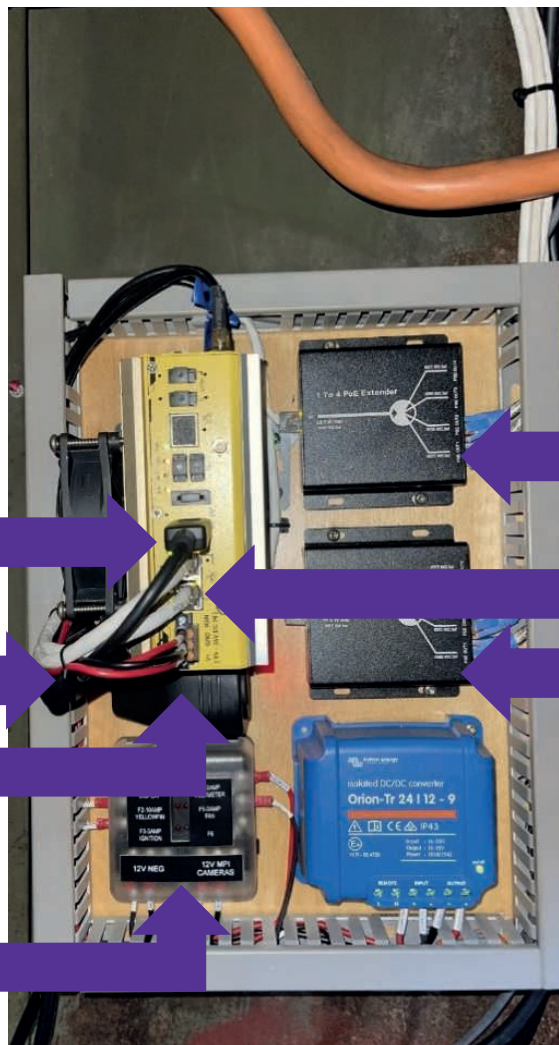
VHF interference:

20. If you think the on-board cameras system is causing radio frequency interference on your vessel's VHF radio, call Spark's Support Service Desk 0800 225 674

If any of the troubleshooting steps listed fail and you still need assistance, call Spark's Support Service Desk 0800 225 674.



1. and 2. Power ON and Menu for brightness



5 and 6. Display port to HDMI cables to display

19. DC Power to the on-board EM server (Yellowfin)

3. Voltmeter

4. Fuse Box

7, 8 and 9. Ethernet cables to cameras

11-17. Antenna
connectors



Section 7: System issues and exemptions

If for any reason there is a problem with the operation of the on-board cameras, the vessel owner/operator can call Spark's Support Service Desk 0800 225 674. This freephone number is a single point of contact for requesting support and is staffed 24 hours a day, 7 days a week.

Fishers can use this number to log any issues identified prior to departure or that occur at sea. The service desk staff will work with them urgently to resolve issues and minimise potential disruption to fishing activities.

If there is a system malfunction while at sea, as long as this is reported as soon as practicable, the vessel will be able to complete its current trip before returning to port. Just remember to call straight away if you are able to, or at the earliest opportunity possible.

Requesting an exemption in cases of equipment failure

This section outlines the provisions and requirements that apply when requesting exemptions due to a failure of any part of the camera equipment or some other aspect of the camera system.

- In cases of equipment malfunction, you must notify Spark as soon as practicable by calling Spark's Support Service Desk **0800 225 674**. The service is available 24 hours, 7 days a week. Calling the Spark service desk meets the notification requirements under Regulation 11 of the EM regulations.
- If the equipment malfunction occurs while a fishing trip is underway, you can complete that trip as long as you notify of the malfunction as soon as practicable during the regular course of that trip by contacting Spark's Support Service Desk **0800 225 674 - you are not required to cut your trip short** (this is provided for in regulation 27). Note that an exemption would be required for any subsequent trips if the malfunction can't be repaired in time.
- If the malfunction occurs before the vessel has departed, you will need to notify before leaving port by calling Spark's Support Service Desk 0800 225 674. Spark will discuss the issue and assess the equipment failure. If the failure cannot be repaired before the next scheduled fishing trip, the service desk staff will then begin the exemption request process with MPI.
- When requesting an exemption, you will be asked to provide information to help the decision makers process the exemption including:
 - Vessel information
 - Permit Holder information (including contact information)
 - Contact information for someone on board the vessel
 - Information about the fault and any trouble-shooting steps you have already tried
 - Whether there have been any problems with the equipment before
 - Information about your next trip (start and end dates, ports, fishing method and area)

- You are able to start your trip as soon as the exemption request has been submitted, while you wait for a decision to be made on the exemption request and, if approved, for the completed documents to come through. **However, you will need to wait for the exemption to be issued before engaging in any in-scope fishing activity.** Conducting fishing activity without an exemption is a breach of the EM regulations.
- In these instances, please remain contactable so you can follow any additional instructions.

Requesting an exemption for any other reason

If a fisher believes there is a legitimate reason to request an exemption on more general grounds, they can submit their request to MPI at onboardcameras@mpi.govt.nz

They will need to:

- Explain why it is unreasonable or impractical for the vessel to comply with the on-board camera regulations
- Provide supporting evidence

MPI will review the request and aim to reply within 20 working days.

Section 8: Emergency contacts

- For any problem relating to the on-board camera system, call the 24/7 Spark Support Service Desk 0800 225 674.
- For any life-threatening emergencies on land or at sea, please dial 111 or, if on the water, issue a mayday call over Channel 16. Keep calling until you get a Coastguard response.
- If you need support for yourself or your crew for any wellbeing issues, contact FirstMate on 0800 ADRIFT (0800 237 438).
- If you have questions related to meeting your obligations under the EM regulations, you can always seek guidance from MPI by emailing onboardcameras@mpi.govt.nz or calling 0800 008 333.

Notes:

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www.mpi.govt.nz/dmsdocument/57997

