

WESROC Tips

Tip #1 Know when your tank monitor is NOT working!

The WESROC Remote monitoring system has self diagnostics built into the hardware and software to let you know when there is a problem.

If a tank location on your report has BASE NOT REPORTING showing, the Base Unit for that location has missed it's assigned call in time. The Level Reported Date tells you when the last reading took place. Most of the time, a Base Unit stops reporting because a customer has unplugged either the AC power or the telephone line to the unit. A phone call to the customer can clear most of these problems up without a sending a technician.

If the report shows a NO XMIT (No Transmit) alarm for the location, the Base Unit is calling in to the host computer but, the Tank Transmitter has not sent any new level readings to the Base Unit for more than 24 hours. The NO XMIT alarm is related to signal strength between the Tank Transmitter and the Base Unit. A signal strength of at least 25 must be established during installation to maintain reliable communication between the Tank Transmitter and the Base Unit. Some common causes for a NO XMIT alarm are; relocation of the Base Unit by a customer; water covering the Tank Transmitter in an underground Tank, a large metal vehicle has been parked between the Base Unit and Tank Transmitter; a Tank Transmitter has been covered by a metal dome or tank lid, or hurricane shutters or metal blinds may have been closed. Try using a new Mini Shark Tank Transmitter on installations where signal is a problem, as they put out a stronger signal than their predecessors. A WESROC Repeater may be needed if you cannot reposition the Base Unit or Tank Transmitter to increase the signal to at least 25 points.

Tip #2 Configuring the Base Unit

One of the most common tech support calls we get here at ITC normally come from newly trained field installation folks, or people who only install a couple units a year. The installation tech tries to configure his Base Unit to the Host Computer, but when the computer answers, all he hears is a single beep.

This single beep means, that the technician did not press the MODE button on the Base Unit to select the 2-CN (configuration mode) when he was in the menu.

The proper procedure to configure a Base Unit is as follows:

From the Tank Screen (the # tank and the % tank are shown on the Base Unit) press and hold down the MODE button with your left hand, with your right hand press the UP and DOWN buttons. (Simultaneously)

Release all the buttons when the screen displays "1-IN"

You are now in the Base Unit Menu.

Press the UP button until the screen says "2-CN"

Press the MODE button to select the Configuration mode from the Base Unit Menu.

The screen on the Base Unit will change to say CNFG.

Pick up the phone you have connected to the PHONE jack in the back of the Base Unit.

The screen will change to DIAL.

Dial the Host Computer.

When prompted, enter the Base ID number on the touch pad of the phone (12 digits)

Listen for the computer to announce Base Configuration Successful, and watch for the screen to display PASS.

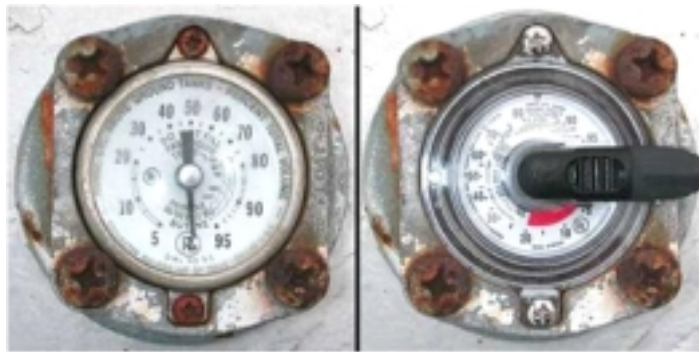
Tip #3 Finding the correct type of phone line is very important when installing a WESROC remote monitoring system.

The WESROC Base Unit requires an analog phone line to communicate with the host computer. This can get confusing sometimes in a business environment or in large homes with room to room type phone systems. The best way to tell if a WESROC Base Unit can use the line in question, is to plug your test phone into the jack and attempt to call the host computer. If you can make a call using the test phone you brought with you, chances are very good that the WESROC Base unit can use this line. When in a business or large home with a room to room systems, remember that fax machines, credit card machines, computer modems, and alarm systems require the same type of line to communicate. Look for these types of appliances and install the Base unit with either a splitter at the wall jack or use the PHONE accessory jack on the back of the Base Unit to plug the fax machine into after configuration. By making a few phone calls in addition to contacting the correct people on-site, most locations can be setup to use a standard Base Unit. Using a telephone line is the most economical way to communicate the tank level. If there is no telephone line available, the WESROC Satellite Base Unit can monitor up to 15 different Tank Transmitters.

Tip #4 Dial Replacement

This tip comes from Jim F in New London

When replacing older small dials with R3D (sensor ready) dials, it's good to keep in mind that R3D dials have the level markings rotated 90 degrees from the markings on older dials. The left photo below shows an older Rochester Senior dial mounted on a horizontal tank gauge with the 50% marking at the 12 o'clock position (at the pointed mounting tab).



The right photo shows a new Rochester Senior R3D dial mounted on the same tank gauge with the 50% marking at the 9 o'clock position (rotated 90 degrees compared to the old the Base Unit using the WESROC Host Computer Software. Just call your WESROC Host Administrator at **866-4WESROC (866-493-7762)** and we can help you through the process. This Download New Serial Number feature allows you to perform maintenance at the location without having to schedule a time with the customer to access the Base Unit. dial). R3D dials for Taylor Type A and Taylor Type B applications are also rotated in the same way. R3D dials for vertical cylinders that are scaled from 10-80% or 5-85% will read about 45% at the 9 o'clock position.

The rotation of the markings does not effect the operation of the dial. The reason the markings were rotated was to allow easier sensor cable routing when installed on a tank. All of the small R3D dials now being produced have the markings rotated in this manner. Large (4" and 8") sensor ready dials for Rochester and Taylor applications DO NOT have the markings rotated from the original dials. They still read 50% at the 12 o'clock position.

Tip #5 800 NUMBER

No, it's an 866 Number . . . and it's easy to remember!

866-4WESROC

Converting it to numerals it's

866-493-7762

Do you have a customer service question or need to inquire about some of our monitoring services? Use our new 866 number for an answer!

Tip #6 Configuration of a Base Unit

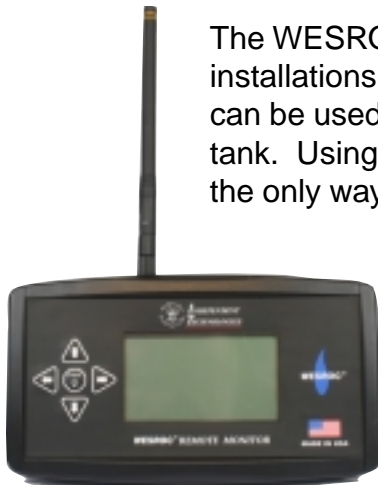
When Configuring a Base Unit to the WESROC Host computer, you will need a standard touch tone telephone. Be sure that the telephone you are using is in TONE mode, not PULSE dialing. We always recommend that you bring your own phone with you, to eliminate the customers phone as a possible source of trouble when performing a configuration. Most of the time, if you can plug your standard touch tone telephone into a jack and make a call to the Host computer phone number, the WESROC Base Unit will be able to use that phone line to communicate with the Host Computer. It is always a good idea to cover up the microphone on the phone after your enter in the Base ID number, so the Host computer doesn't pick up any background noise from the area. Excessive background noise can cause the host computer to confuse a digit, and the Configuration process to fail.

If you do get a failure during configuration, pay close attention to the error code message the Host computer announces to you. Write down this message, and call us here at ITC for help with diagnosing the problem. **1-866-4WESROC**

Tip #7 Download New Serial Number Feature

When adding an additional transmitter to a WESROC equipped location or changing out a transmitter already in place due to damage or dead Battery, you do not have to have access to the Base Unit. These changes and additions can be downloaded to the Base Unit using the WESROC Host Computer Software. Just call your WESROC Host Administrator at **866-4WESROC (866-493-7762)** and we can help you through the process. This Download New Serial Number feature allows you to perform maintenance at the location without having to schedule a time with the customer to access the Base Unit.

Tip #8 WESROC Hand Held Monitor



The WESROC Hand Held Monitor is an extremely effective tool for use during installations and trouble shooting. This portable, battery powered diagnostic tool can be used to change the internal Transmitter ID number while outside at the tank. Using a WESROC Hand Held Monitor and two programming magnets is the only way to change the transmitter scaling in the field (for 420 lb. propane, 275 gallon heating oil etc.). This field programmable software allows you to stock one transmitter for every type of tank instead of multiple factory-programmed models.

You will save valuable time by diagnosing signal issues with the built in signal strength meter. Just place a programming magnet on the transmitter and slowly walk away with your WESROC Hand Held Monitor. Watch the signal strength indicator as well

as the Time Since Last Transmission (TSLT) counter. When the WESROC Hand Held Monitor receives a transmission, the counter resets to zero seconds. Placing the WESROC Base Unit within range of the WESROC transmitter will eliminate return trips for a poor signal. A built in RF noise meter can be used to determine if there are any other signals that might be interfering with the WESROC signal.

Satellite Base Units

The WESROC Hand Held Monitor is a required tool when installing a WESROC Satellite Base Unit. The WESROC Hand Held Monitor is used to wirelessly communicate and program the settings in the Satellite Base Unit.

Heading to the field on an installation or service call without a WESROC Hand Held Monitor is like trying to change a regulator without a pipe wrench . . . it can be done, but it would be a lot easier with the correct tools.

A WESROC Hand Held Monitor is one of the five required items for any installation or trouble ticket. Make sure your technicians have a spare Base Unit, Transmitter, touch tone telephone, WESROC signal repeater, and a Hand Held Monitor for every job and you can rest assured with our help they can get the job done.

Tip #9 Frustratingly Simple

This months tech tip comes from a troubleshooting experience with one of our customers in the Northeast who I promised not to name.

After installing a WESROC Tank monitor at a customers home, this technician had to make 8 return trips. He was trying to determine why the Base Unit would only call in a tank reading to the host computer when either the tank was filled or when he performed a service call. The Base Unit made no scheduled reports to the host computer. New equipment was tried, the phone lines were diagnosed, and the problem still persisted. Until one day a light bulb came on.....or off in this case. The Base Unit was plugged into a switched outlet in the basement of the customers home. The system would work perfectly whenever the technician visited the home to fill the tank and troubleshoot the installation, but as soon as he walked up the stairs and turned off the light switch, power was cut off to the Base Unit, making it unable to receive levels from the tank transmitter or report the levels to the host computer. Moving the power cord of the Base Unit was all it took to fix this installation.

This incredibly frustrating situation was a strong reminder to both the technician and us here at the tech support department to always ask the simple questions - no matter how strange they may sound - and to keep an eye out for those pesky switched outlets!

Tip #10 Commercial Account Snafus

This month's tip is related to a common problem we see here at the help desk when working with technicians installing WESROC Tank Monitors on commercial accounts.

The Technician performs the installation steps as normal, initializing the Transmitters to the Base Unit, attaches his phone and configures the Base unit by calling the host computer. The problem arises when trying to perform the Service Call or "Test Report" function on the Base unit. When activating the Base Unit to perform a Service call, it picks up the line and tries to dial the host computer to drop off its information. It is the same operation the Base Unit performs whenever it calls the host to report an alarm or for its normal scheduled reports.

Whenever you get a Configuration to Pass, but the Service Call step fails, it is related to the phone line in some way. Remember, during the configuration, you are doing the dialing for

the Base Unit, but during the service call the Base unit dials the Host computer phone number it downloaded during the configuration step. The common problem in the commercial settings is that a "9" or some other digit must precede the Host computer phone number for the Base Unit to access an outside line. Check with your Host Computer administrator to see if the Base Unit information record in the computer has the correct setup listed in the software. If a "9" is needed, but not listed in the software, have the administrator add the correct dialing pattern, and then reconfigure the base unit to download the new Host Computer phone number into the Base Unit.

If you are in the field and need help, please give us a call at **866.493.7762** and we can trouble shoot the situation. A few minutes on the phone could save you a return trip

TIP #11 Grain Drying

Grain Drying season is in full swing in the Midwest. If you have your drying accounts monitored with WESROC, now may be a good time to increase the frequency of your Base Unit reporting or adjust the alarm thresholds. We can set your reporting schedules up to meet your customers demand. Don't let your customers run out of fuel this fall . . . we can help!

As the heating season approaches it is time to think about maximizing your drops on your monitored tanks. By using the daily average usage information tracked in WESROC, you can set your dispatch points to the individual needs of each tank. Don't fill a tank at 20% when that customer only uses a half a percent a day. By setting the Low tank Warning alarm and the Critical tank alarm correctly, you can maximize your drop size and still protect against run-outs.

Tip #12 PULSE DIALING

In some of the smaller cities across the country, local independent telephone companies charge an upgrade fee to have Touch Tone dialing. Some customers don't want to pay the extra fee and are still on the old pulse system. WESROC requires a Touch tone enabled line to communicate with the host computer. In a home with only pulse dialing, a touchtone will not break the dial tone.

Every now and again we will also run into a technician trying to use a phone set to PULSE dialing to configure a Base Unit. This situation is normally related to a technician getting a new phone. The WESROC Host computer will give a "Digits not Detected" warning during configuration. So be sure to check your new phones and make sure they are set to TONE dialing for use in your WESROC kit.

Tip #13 Re-numbering WESROC Transmitters

Remember to change the internal transmitter ID number if you have more than one transmitter reporting to one base unit!

All WESROC transmitters come from our manufacturing facility numbered as "1". If you are going to initialize a second, third, fourth ... transmitter back to the base unit, the second, third, fourth ... transmitter's internal ID number needs to be changed so each tank will show up on the in the appropriate base unit slot.

To change the internal transmitter ID number all you need is a second magnet and a WESROC handheld monitor or a WESROC Base Unit in "4 PG" mode.

With the handheld monitor turned on or the base unit in 4 PG mode place a second magnet on the "INIT" side while the original magnet is on the "OFF" side. Placing 2 magnets on a transmitter will start the internal counter changing the "T" numbers to "T2", "T3", "T4" and so on

up to "T8". You can watch the numbers change on the Base Unit and/or the handheld. When the transmitter gets to the ID number you want that particular transmitter to be numbered ("T2"), remove both magnets to stop the counter and lock in that internal transmitter ID number.

Perform all renumbering changes before initializing the transmitters to the base unit.

If you do not have a handheld monitor, renumbering the transmitters must be done within sight of the base unit to see numbers changing. (With the handheld, you can change the numbers at the tank.)

After re-numbering the transmitters you proceed to the "Initialization" stage of programming the WESROC Base Unit. Mount all the transmitters on the appropriate tanks. Place a programming magnet on the INIT side of each transmitter. Put the Base unit into "1-IN" mode. Use the up and down arrows to view each tank.