



CELLULAR MONITORING SOLUTIONS

Crystal Ball User's Guide

494 S. Emerson Ave., Suite E, Greenwood, IN 46143
Telephone 317-885-6330 • support@omnisite.com
www.omnisite.com
v. 2.0



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Limited Warranty

If it appears within one (1) year from the date of delivery to Purchaser that any products or component parts do not conform exactly to the specifications and physical dimensions referred to herein, and the Purchaser, at its expense, returns the product or component parts to the Seller together with a report of defects, the Seller shall review the inspection report and inspect the items and shall authorize, at its option, either the repair or replacement of any non-conforming products or component parts, whether on warranty, contract of negligence, shall not in any case exceed the amount to be paid by the Seller in obtaining and repair or replacement of non-conforming products or component parts, and upon expiration of the warranty period, all liability of the Seller shall be terminated. This warranty does not cover damage due to acts of God (fire, flood, lightning, etc.) nor product misuse and accidental damage.

Seller shall not be liable for any injury, loss or damage direct or consequential arising out of the use or the ability to use the product. This warranty gives specific legal rights. You may have other rights that vary from state to state. Some states do not allow the exclusion or limitation or incidental or consequential damages, so that the above limitation of exclusion may not apply to you

WARNING: The individual user should take care to determine prior to use whether this device is suitable, adequate or safe for the use intended. Since individual applications are subject to great variation, the manufacturer makes no representation or warranty as to suitability or fitness of these devices for any specific application.

NOTICE

INSPECT CONTENTS IMMEDIATELY
AND FILE CLAIM WITH DELIVERING
CARRIER FOR ANY DAMAGE

SAVE THE BOX AND PACKING MATERIAL

YOU ARE RESPONSIBLE FOR DAMAGE TO YOUR
UNIT IF RETURNED IMPROPERLY PACKED.

General Safety Instructions

Safety Signal Words

Danger: means if the safety information is not followed, someone will be seriously injured or killed.

Warning: means if the safety information is not followed, someone could be seriously injured or killed.

Caution: means if the safety information is not followed, someone may be seriously injured or killed.

- 1. To reduce the risk of fire or shock hazard, connect OmniSite RTU directly to a 120 VAC electrical circuit. Do not use extension cords for permanent installation.**
- 2. Cover of OmniSite RTU must be securely closed to prevent water damage and electrical shock.**
- 3. Never operate your OmniSite RTU while any part is missing or damaged in any manner.**
- 4. To reduce the risk of electrical hazard or damage, do not tilt, jolt or tip RTU while unit is powered-on.**
- 5. To reduce the risk of accidental electrical shock, do not touch the electrical terminals or controls with wet hands.**
- 6. Note the warning label shown below.**

WARNING: To reduce risk of fire, electric shock, or injuries always disconnect all sources of electrical power before servicing or cleaning.

Introduction

Congratulations - you just bought the best. The OmniSite system provides two-way communications using our patented WINGS™ (Wireless Information Network Gateway Standard) over a cellular network. The low cost of the OmniSite method makes remote monitoring very affordable, and allows our devices to operate on the GSM networks worldwide. We have the most complete coverage and best reputation in the industry.

OmniSite wireless monitoring devices provide a low cost wireless system for remote monitoring, measurement, and data collection anywhere wherever there is GSM service, worldwide.

Overview

The OmniSite Crystal Ball is a multi-channel monitoring and control device that has been optimized for use by the water and wastewater utilities. It is designed for indoor or outdoor environments, and operates from 120VAC or +15-20 VDC

solar panels and power supplies. The module's internal cellular modem module provides two-way communications through the fully automated OmniSite operations center to the www.omnisite.com web site.

The standard operating program of the RTU monitors all (14) digital inputs and the alarm limits on (4) analog inputs and reports any changes. This information is immediately displayed on the web site, and user selectable alarm notifications for critical events can be sent via pager, e-mail, telephone call or any combination thereof. In addition, equipment status reports can be time scheduled in advance or requested at any time. In addition, the Crystal Ball is a sophisticated pump controller.

Installation and Operation is Very Simple:

Please note that your OmniSite product is a cellular device. No matter how good the installation looks, without cellular reception, your device will not work! Therefore, your first step is to determine that suitable cellular service is available at the installation location BEFORE you start your actual installation. Connect your OmniSite unit to a temporary extension cord, and plug it in at the installation location. Look at the cellular signal strength LED on the Crystal Ball. If it is GREEN, you have a good signal, and can proceed with installation. If NOT GREEN, call OmniSite at 317-885-6330 to determine that your cellular signal strength is suitable. Once this is verified you can move-on to installing your equipment with confidence.

Observe good wiring practices - DO NOT MIX high and low voltage wiring inside your pump control panel. This creates a situation where high voltage cables can “induce” false signals onto your low voltage OmniSite inputs.

OmniSite low voltage cables should be routed inside low voltage wiring duct in your existing control panels. If you are not sure if high & low voltages are mixed inside your panel, you can always “tie-wrap” your OmniSite sensor wires to the outside of the wiring duct. This technique still provides an attractive installation while providing suitable separation from high voltages.

CAUTION - If you mount your OmniSite RTU inside of your existing electrical cabinet, then take extra care to **ensure that the antenna coaxial cable is NOT routed with high voltage cables or alarm horn power wires.** This can lead to unpredictable cellular reception or damage to the radio circuitry.

OmniSite RTU's can be mounted indoors or outdoors OmniSite's cellular devices can be mounted directly outdoors (if you purchased the NEMA 4X polycarbonate enclosure option), or inside of your existing electrical control panel if room allows. A common installation technique is to mount the RTU inside the existing electric control panel you are monitoring; mount our “Phantom” antenna on top of your existing panel; then connect the antenna to the RTU using an OmniSite supplied coax jumper cable. **Note that your antenna must be mounted outside of any metal electrical enclosure.**

Little Known Fact about Solar Power: If you are planning on using a solar array to power the Crystal Ball, this will obviously have an impact on your installation location. A solar array must have unobstructed sunlight during the day, which means it

cannot be partially covered by a leaf shadow, or shadow of any kind. Solar arrays are wired in series, and if any part of it is in a shadow, then the entire array is dead (i.e. not putting out much, if any, power). Therefore, pick your solar panel location wisely, and face it to the south at a 45 degree angle. Also, if you are using solar power you will need to configure the Crystal Ball unit to use its low power mode. The default mode is for the cellular radio to remain powered on at all times when power is applied to the Crystal Ball to allow remote control from the web site. In low power mode, the radio is powered off after 1 minute of inactivity (*see how to set low-power-mode in "Appendix A"*)

STEP (1) Connect the OmniSite Crystal Ball to the equipment to be monitored using the wiring diagrams in this manual and turn it on. The monitor will automatically establish 2 way communications over the public cellular network to the www.omnisisite.com web site.

STEP (2) Using the Local Display and Keypad

We have good news for you. If you have physically connected your field wires according to STEP-1 using the wiring diagrams in this manual, and you are using the Crystal Ball to merely monitor alarms, and provide pump runtime and on/off cycle information, then there are not any parameters that you have to set with the local display and keypad. The Crystal Ball default settings have been optimized for a typical sewage lift station at our factory, and it is going to work as such.

However, if you are using the Crystal Ball for automatic pump control on a sewage lift station, measuring pump amps or using it in a drinking water system. THEN YOU MUST enter set point and control parameters as shown in APPENDIX A -LOCAL PROGRAMMING.

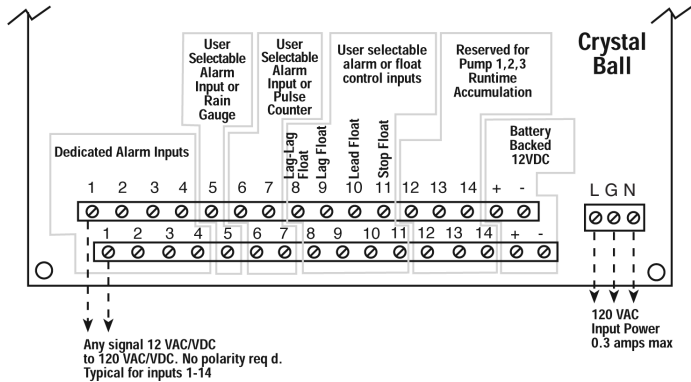
STEP (3) Configuring Your Equipment on the OmniSite Website

Once your installation is complete, configuring your equipment on the OmniSite website is easy:

- This is a cellular device like a telephone, and has an associated monthly cellular service fee. **YOU MUST** contact OmniSite at 317-885-6330 with your billing information or this unit will not transmit alarms. We will activate the cellular service and provide the User ID and Password you will use to sign-on to your secure web pages.
- Sign-on to the OmniSite website at www.omnisisite.com using your newly selected User ID and Password.
- Once signed-on select "Setup" and then "Callout list" and also "Device Setup".
- Follow the steps on the screen to complete the alarm message delivery. OmniSite devices can automatically send emails, text messages and voice calls in any sequence in response to an alarm event. These features are configured using the website interface.
- Helpful hint - If you get stumped use the "Help" link that is at the top of each page. It has very specific information as to how to fill-out the form you are currently working-on.
- **Don't like computers? No problem. OmniSite will setup your alarm message deliveries message deliveries for a small fee. Simply call us at 317-885-6330. We will do the setup for you.**

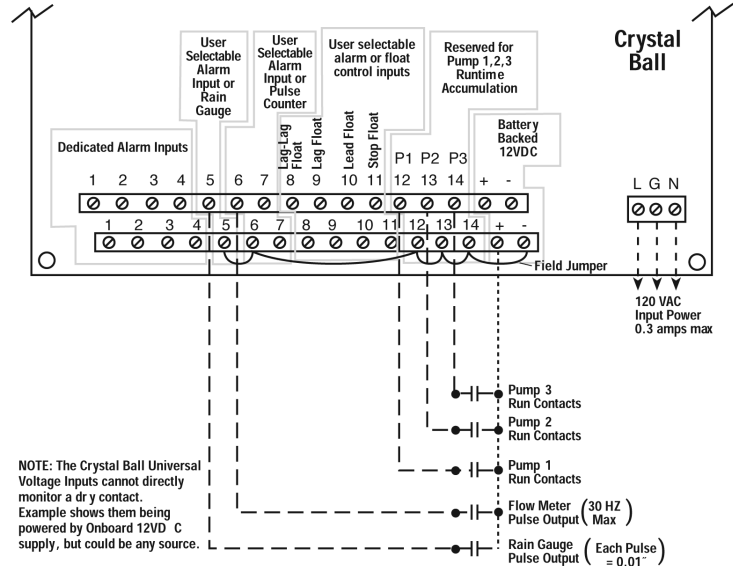
Wiring Diagrams

The Crystal Ball Field Terminal Strip



Note: Different voltages can be applied to different input channels as needed (I.E. Don't all have to be the same)

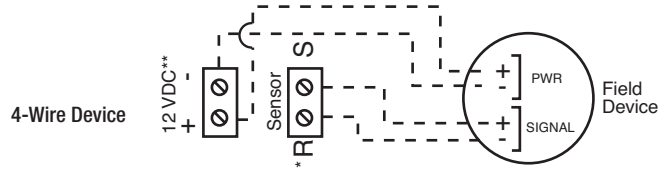
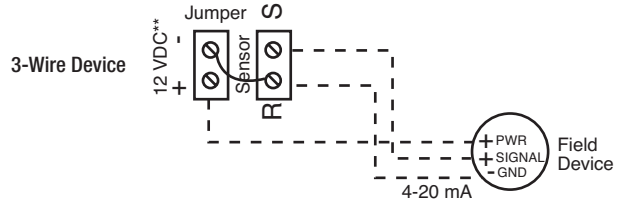
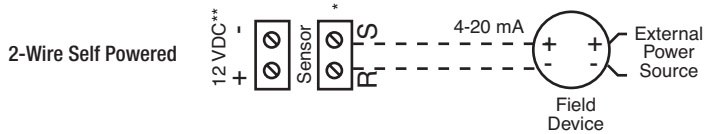
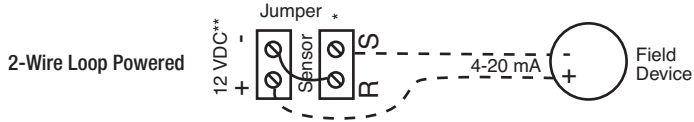
Example - Monitoring Dry, Unpowered Contacts



Wiring Diagrams - Cont'd

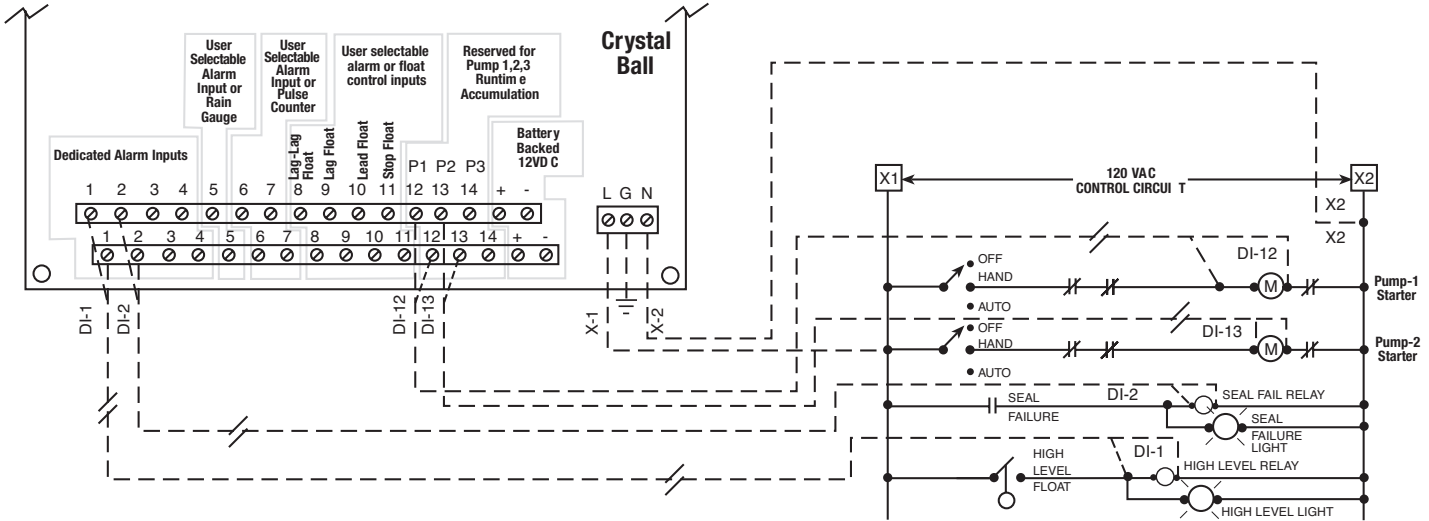
Example Wiring 4-20mA Analog Inputs

* Crystal Ball Analog Input
Impedence = 250 ohms
** 12VDC @ 80mA max, each input



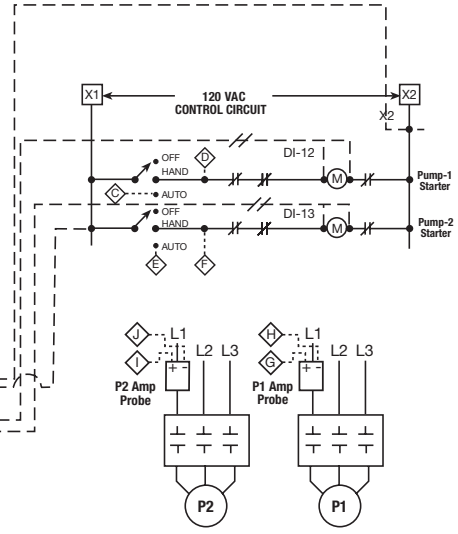
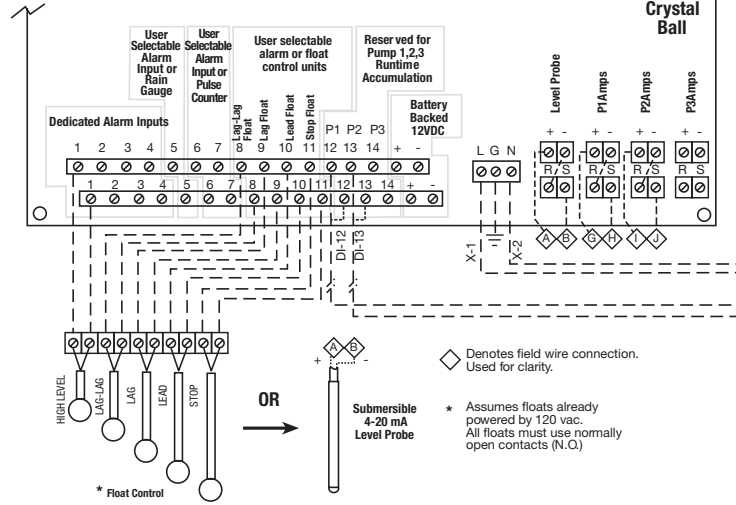
Wiring Diagrams - Cont'd

Monitoring a Typical Pump Control Panel



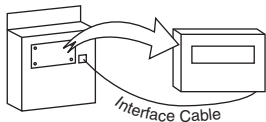
Wiring Diagrams - Cont'd

Using the Crystal Ball as a Pump Controller



Quickstart Guide for Using the Crystal Ball as Your Primary Pump Controller

1. The Crystal Ball can be mounted outside of your pump control panel using the optional OmniSite NEMA 4x enclosure.
2. Alternately, the Crystal Ball can be mounted inside of a new pump control panel (as room allows), and the removable display of the Crystal Ball can be mounted on the face of your inner swing-out door as follows:



Note: Display is not waterproof and should not be mounted directly outdoors

3. The Crystal Ball has (3) options for pump control:
 - Float-only control
 - 4-20 mA Analog level control
 - 4-20 mA w/ float backup control
4. If using “float only” control, then wire as shown in diagrams. on pages 15,16 of this manual. Note: the diagram in this manual on P15 assumes your floats are powered by an external 120 VAC source. If not, and the Crystal Ball will be supplying the power to floats, then wire your floats as show on page 10 of this manual titled “Example - Monitoring Dry, Unpowered Contacts”

If using float-only control they should be wired as follows:

Pump-3	LAG-LAG Float	Input 8
Pump-2	LAG Float	Input 9
Pump-1	Lead Float	Input 10
All Stop	Stop Float	Input 11

5. If using analog-only control, then connect your 4-20 mA device to Analog input #1 (only!) according to the diagrams on pages 11 & 12 of this manual.
6. If using Analog plus float backup control then wire your analog device as detailed in step 5 above, then wire your high level float to input #1, and your stop float to input #11. The analog float backup uses only (2) floats and works as follows:
 - If your analog signal drops below 3 mA or above 22 mA, it is assumed the signal has “failed”.
 - If the analog has failed, and the high float is energized, then the lead pump is started. If 15 seconds elapses and the high float is still energized, then the lag pump is started. If 15 additional seconds elapses, with both pumps running, and high float is still energized then the final pump is started.
 - All pumps will run (i.e. however many were started) until the stop float is de-energized.
 - This process will repeat until the analog signal is repaired.
7. Relay Outputs - Note that the Crystal Ball relay outputs are “pre-assigned: as follows:
 - Relay-1 Pump-1
 - Relay-2 Pump-2

- Relay-3 Pump-3
- Relay-4 Spare-for custom use

8. Once your wiring connections are made, you **HAVE TO** enter the following setup parameters using the Crystal Ball local keypad:
- Number of Pumps being controlled
 - Your pump start/stop setpoints (if using analog sensor)
 - Type of tank level measuring device you are using (i.e. floats, or analog, or analog w/ float backup)
 - Pump GPM rating
 - Tank Dimensions

Refer to Appendix A for Crystal Ball Menu Tree and how to navigate to the settings above.

9. When finished, test your setup using the Crystal Ball dedicated “Level Test” button. This button only works if you are using analog-only or analog with float backup control. If you are using Floats-only, then the best way to test your setup is just manually “tip-up” each float as needed.
10. Note that if you are measuring pump amps with the Crystal Ball, then the amp probes must be connected as follows:

- | | |
|----------|------------------|
| Analog-2 | Pump-1 amp probe |
| Analog-3 | Pump-2 amp probe |
| Analog-4 | Pump-3 amp probe |

Quick Setup for the Pump Calculator

1. The Crystal Ball has the ability to report the following calculations on up to (3) pumps:
 - ON/OFF cycles
 - Runtime
 - GPM (Based on timed drawdowns)
 - Amps
 - Total Station flow
2. Once your unit is wired, the above calculations will only work if you setup the following parameters as detailed in Appendix A:
 - Pump GPM calcs
 - Pump GPM
 - Tank shape
 - Stop-lead distance in tank (This is distance from lead start elev. to stop elev.)

Crystal Ball Field Input/Output Circuit Functionality

INPUT	DESCRIPTION
(Inputs 1 thru 4)	Connection of any "ON/OFF style" voltage signal in the range of 12VDC or 12 VAC thru 120 VAC or 120 VDC can be connected directly to these input circuits to monitor alarm signals (pilot lights, relays, coils, etc). No polarity has to be observed on these inputs, and different inputs can have different polarities/voltages. All alarm inputs have user adjustable alarm time delays adjustable thru the local display/keypad.
(Input 5)	Connection of any "ON/OFF style" voltage signal in the range of 12VDC or 12 VAC thru 120 VAC or 120 VDC can be connected directly to this input circuit to monitor alarms (pilot lights, relays, coils, etc). No polarity has to be observed on this input. All alarm inputs have user adjustable alarm time delays adjustable thru the local display/keypad. Alternatively, this input can monitor and totalize pulses from a rain gauge (used to plot rainfall vs. well inflow rate)
(Inputs 6 and 7)	Connection of any "ON/OFF style" voltage signal in the range of 12VDC or 12 VAC thru 120 VAC or 120 VDC can be connected directly to these input circuits to monitor alarms (pilot lights, relays, coils, etc). No polarity has to be observed on these inputs. All alarm inputs have user adjustable alarm time delays adjustable thru the local display/keypad.
(Inputs 8 thru 11)	Alternatively, these inputs can monitor and totalize pulses from a pulse output device at a max. rate of 30Hz (used to read flow and electric meters) Connection of any "ON/OFF" style voltage signal in the range or 12 VDC or 12 VAC thru 120 VAC or circuits to monitor alarms (pilot lights, relays, coils, etc.) No polarity has to be observed on these inputs and different inputs can have different voltage/polarities. All alarms have user adjustable alarm time delays thru the local display/keypad. Alternatively, these inputs can be user selectable to monitor float switches and provide pump control using the relay outputs on the controller. If float control is desired – must be configured as shown in APPENDIX A – local programming.
(Inputs 12 thru 14)	These inputs are reserved to monitor the coil or auxiliary contacts from Pump-1,2, and 3 motor starters. Connection of any "ON/OFF style" voltage signal in the range of 12VDC or 12 VAC thru 120 VAC or 120 VDC can be connected directly to these input circuits to monitor the pump run status. No polarity has to be observed on these inputs. These inputs provide daily reports of Pump-1,2,3 on/off cycles, total runtime, and GPM using timed draw downs on the well, as well as total station flow without the need for a flow meter. (Note: Flow calculations DO NOT work on stations using variable speed drives, and note that inputs 12,13,14 must be used with

	normally open contacts to correctly accumulate runtime (e.g. voltage is applied to input 12,13, or 14 when the respective pump is running)
Analog inputs 1-4	Connection of any 4-20mA device signal allows remote monitoring and alarm set point notification.
Relay outputs 1-4	Connect to automatic control circuit of pump motor starter to provide automatic pump-up (drinking water applications) or pump-down (sewage lift stations).
(+ and - Terms)	These terminals supply a continuous, battery backed 12 VDC to any dry un-powered contacts providing alarm monitoring in the absence of AC power.

NOTES

Appendix A - Local Programming

Easily navigate the Crystal Ball display as follows:

- 8-button Interface
- Display is Liquid Crystal Display 4 x 20
- While working through menu structure:
 - Pressing UP or DOWN will select the next or previous menu item in the list. To select that item, press ENTER. If the item is a menu selection, the next menu will open. If the item is a value, then it is selectable to edit.
 - Pressing EXIT for 2 seconds will return the user to the main menu.
 - Pressing EXIT momentarily will return the user to the previous menu.
- While editing a value:
 - If the value is numeric, the cursor will blink on the digit being edited.
 - If the value is a list, the list selection will blink. UP and DWN will be used to scroll through the list or make edits.
 - EXIT will cancel any editing WITHOUT saving the changes.
 - ENTER will move the cursor to the next position. If currently editing the last position or a list value, the value is SAVED and the user returns to the menu mode.
- Use of Dedicated Function Keys
 - Pressing “Level Setup” brings the user directly to the pump on/off setpoints for editing or review when using pump control.

- Pressing “Level Test” brings the user directly to the simulation screen that allows the user to use the UP/DOWN keys to simulate a rising and/or falling liquid level. This is used to test pump start/stop set points and alarm limits.
- “Pump Bypass” is used to take a pump out of automatic alternation if it is shut off for service or repair. Taking it out of rotation also prevents false alarms from occurring each time the Crystal Ball attempts to start the failed pump, and it fails to run. Through this menu option it is also possible to manually turn an output on or off.

Holding EXIT for 2 seconds can be pressed at any time to return to the main menu.

NOTE: The Crystal Ball RTU must be disabled with the Intelligent ID key before setup changes can be made. When finished with setup, again use your Intelligent ID key to put the Crystal Ball RTU back into service.

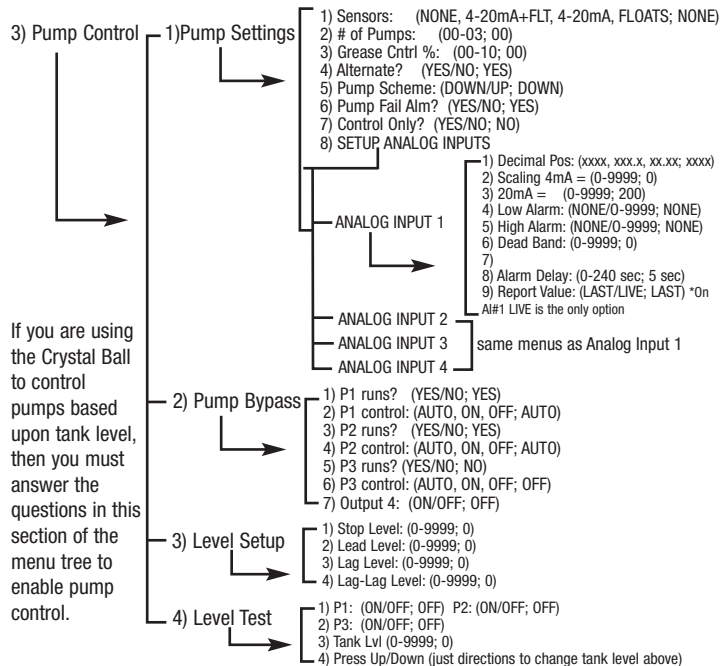
Crystal Ball Menu Tree

- 1) Need Help? → Call OmniSite Ph. 317-885-6330
Or go online: www.omnisite.com
- 2) View Inputs →
- 1) Analog 1 (----/0-9999)
 - 2) Analog 2 (----/0-9999)
 - 3) Analog 3 (----/0-9999)
 - 4) Analog 4 (----/0-9999)
 - 5) Input 1 (ON/OFF)
 - 6) Input 2 (ON/OFF)
 - 7) Input 3 (ON/OFF)
 - 8) Input 4 (ON/OFF)
 - 9) Input 5 (ON/OFF)
 - 10) Input 6 (ON/OFF)
 - 11) Input 7 (ON/OFF)
 - 12) Input 8 (ON/OFF)
 - 13) Input 9 (ON/OFF)
 - 14) Input 10 (ON/OFF)
 - 15) Input 11 (ON/OFF)
 - 16) Pump 1 (ON/OFF)
 - 17) Pump 2 (ON/OFF)
 - 18) Pump 3 (ON/OFF)
 - 19) Output 1 (ON/OFF)
 - 20) Output 2 (ON/OFF)
 - 21) Output 3 (ON/OFF)
 - 22) Output 4 (ON/OFF)
 - 23) Rain Pulses: (---/0-99)
 - 24) Counter-1: (---/0-9999)
 - 25) Counter-2 (---/0-9999)
 - 26) P1 GPM: (0-2000)
 - 27) P1 Runtime: (hrs:mins)
 - 28) P1 Starts: (0-999)

• **Key:** (range or options; default)

• **View Inputs:** Use this menu option to view all connected equipment and operational status since the RTU last reported to your web page.

- 29) P1 Drawdwn: (hrs:mins)
- 30) P1 Amps: (0-999)
- 31) P2 GPM: (0-2000)
- 32) P2 Runtime: (hrs:mins)
- 33) P2 Starts: (0-999)
- 34) P2 Drawdwn: (hrs:mins)
- 35) P2 Amps: (0-999)
- 36) P3 GPM: (0-2000)
- 37) P3 Runtime: (hrs:mins)
- 38) P3 Starts: (0-999)
- 39) P3 Drawdwn: (hrs:mins)
- 40) P3 Amps: (0-999)
- 41) Well Fill: (mins:secs)
- 42) Inflow Rate: (0-99999)



Crystal Ball Menu Tree

4) Enter setup

• **Enter Setup:**
Use this option to make any desired field settings. The most frequently changed settings are as follows:

• **Input alarm time delays -**
For each alarm, define the alarm and the alarm time delay (i.e. the amount of time the input must remain in that position before a call is made.

1) Setup All Inputs

- 1) INP 1 (1s-3600s; 5s)
- 2) INP 2 (1s-3600s; 5s)
- 3) INP 3 (1s-3600s; 5s)
- 4) INP 4 (1s-3600s; 5s)
- 5) INP 5 (ALARM/RAIN; ALARM) (1s-3600s; 5s)
- 6) INP 6 (ALARM/COUNT; ALARM) (1s-3600s; 5s)
- 7) INP 7 (ALARM/COUNT; ALARM) (1s-3600s; 5s)
- 8) INP 8 (1s-3600s; 5s)
- 9) INP 9 (1s-3600s; 5s)
- 10) INP 10 (1s-3600s; 5s)
- 11) INP 11 (1s-3600s; 5s)
- 12) Power Failure (1s-3600s; 60s)
- 13) Low Battery (1s-3600s; 2s)

• **Make an input a counter or rain gauge**
- Inputs 5,6,7 can be converted to totalize pulses from any pulsing device like flow meter, rain gauge, electric meter, etc.

2) Setup Analog Input

Analog Inputs

(Same as Setup Analog Inputs under Pump Control and Pump

4) Enter setup (cont'd)

3) Date & Time

- 1) Date: (mm/dd/yyyy)
- 2) Time: (hh:mm, AM/PM)

4) Timed Reports

- 1) Reports: (ON-OFF; ON)
- 2) Rep Freq: (15-1440m; 1440m)
- 3) Rep 1: (AlrmStats/Analog/InFlwData/RainFall/PumpCalcs; PumpCalcs)
- 4) Scheduled Time: (hh:mm; 00:00)

5) Pump GPM Calcs

• **Enter Pump GPM Rating and Well size -**
You have to answer these questions if you want the Crystal Ball to calculate station flow, and calculate pump GPM rate.

- 1) P1 GPM (0-2000)
- 2) P2 GPM (0-2000)
- 3) P3 GPM (0-2000)

1) Tank Shape

- 1) Cylinder
- 2) Rectangle

- 1) Decimal Pos. (xxx, xx.x, x.xx; xxx)
- 2) Stop-Lead (0-999ft; 0)
- 3) Diameter (0-999ft; 0)
- 4) (4) Lead Vol. (0-99999g)

Lead Vol.
00000g

6) SD Data Log

- 1) Data Logging (ON/OFF; OFF)
- 2) Sample Rate (0-720 min; 2min)

- 1) Decimal Pos (xxx, xx.x, x.xx; xxx)
- 2) Stop-Lead (0-999ft; 0)
- 3) Diameter (0-999ft; 0)
- 4) Lead Vol. (0-99999g)

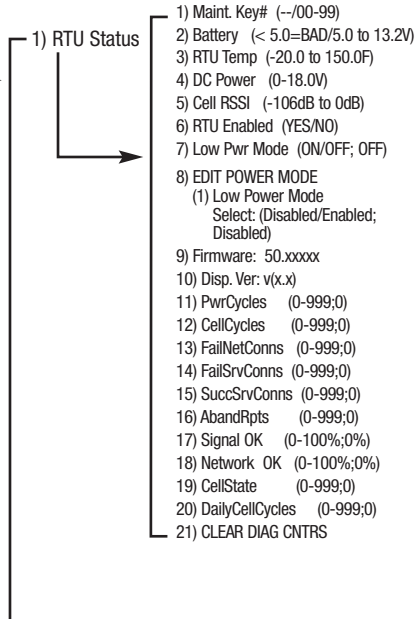
• Set RTU Date & Time

- If you want your reports to come in at a specific time each day, then make sure the correct time/date are set. If you do not set the time/date the reports will still arrive once every 24 hours.

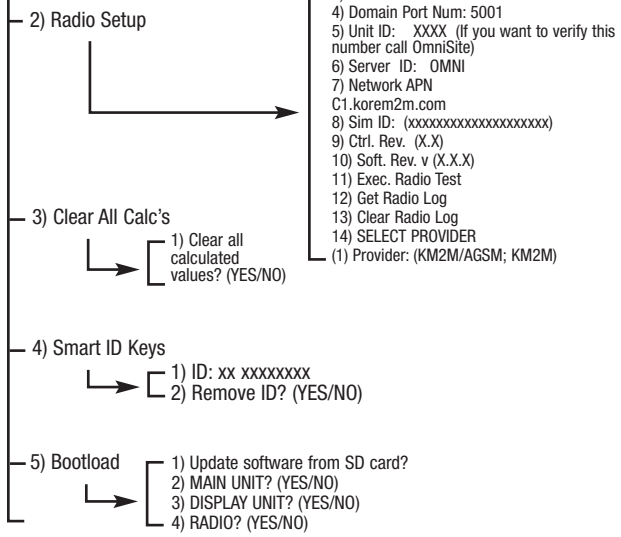
Crystal Ball Menu Tree

5) Diagnostics

•**Diagnostics** - This section is reserved for OmniSite trained field service personnel. Call OmniSite at 317-885-6330 with questions about this section.



5) Diagnostics (cont'd)



Appendix B - Hardware Specification

Specifications:

Power Supply	80-265 VAC +/-10% or 15-20 VDC +/-10%
Max. Power Consumption	0.3 amps @ 120 VAC or 2.1 amps @15 VDC
DI Inputs	(14) universal input 12VDC/VAC thru 120 VDC/VAC +/-10%
Counter Inputs	(2) avail. At 30Hz max. Freq
Rain Gauge Input	(1) Avail for pulse only. Each pulse must = 0.01" rain
Operating Temp.	-20 to 150 F
Storage Temp.	-20 to 180 F
Humidity	5-95% RH, non-condensing
Enclosure	Weatherproof, equivalent to NEMA 4X (Optional)
Terminals	Removable, spring clamp style
Weight	13 lbs.
Communications	Local RS232 Port, 10Mb Ethernet, RS485
Memory Type	EEPROM, Flash
Isolation Voltage	4000 VAC opto-isolated
Input Impedance	34Kohm min.
Surge	ANSI C37.90.1
Dimensions	8.875w x 8.875h x 4.125d
Aux. Power Out	400 mA @ 12 VDC
Analog Inputs	(4) @ 250 ohms. 0-20mA, 1500V surge, isolated 16 bit res.
Relay Outputs	(4) @20A, 120 VAC resistive, Form-C
Display	4-line x 20 char. LCD w/backlight

Keypad	2x4 tactile keypad, removable for remote mount, audible feedback
Battery Charger	15 VDC capable of charging 800 mAH -17 AH gell cell
System Key Switch	Smart Key, 100 Million combinations
Radio Frequency	850/900/1800/1900 Mhz
Antenna	850/900/1800/1900 MHZ, phantom style
Transmission Time	1-2 seconds, field-to-web page
Approvals	UL 508 Pending

Appendix C - Repair Parts

In the unlikely event that you should have a problem with your new OmniSite product, the following replacement parts are available for purchase from OmniSite. Note that the printed circuit boards (PCB), themselves, are not a repairable part. If you have a problem with an OmniSite printed circuit board, the repair consists of replacing the entire (PCB) unit. Contact your OmniSite distributor for details.

Part Number	Description
BATT1208	Rechargeable 800 mA gel cell battery
KEY	"Crew on-site" replacement key
EN	Crystal Ball Weatherproof enclosure

*- All items are typically "in-stock" for immediate delivery

- For the repair or replacement parts you need call (317) 885-6330 between 8 am - 5 pm, Monday - Friday Eastern Daylight Time.
- For on-site repair service 24 hours a day, 7 days a week contact your local OmniSite distributor in your area.
- For the location of an OmniSite repair service center in your area call OmniSite at (317) 885-6330
- For information on purchasing an OmniSite Maintenance Agreement or to inquire about an existing Agreement call (317) 885-6330 between 8 am - 5 pm, Monday - Friday Eastern Daylight Time.
- The model number will be found on the OmniSite identification label.
- When requesting service or ordering parts, always provide the following information: Serial number, model number and part description.

Appendix D - Troubleshooting Chart

Trouble	Probable Cause	Remedy
Unit does not transmit alarms, and no control panel lights are illuminated.	No Power	Check 120 VAC or 12 VDC power source.
Unit does not transmit alarms and power source is present	Cellular signal reception is not suitable	Inspect the cellular signal strength LED on the face of the unit. If it is not GREEN, then you MAY have a weak signal. Call OmniSite at 317-885-6330. We will observe the transmitted signal strength suggest options for you, which may include replacing the antenna or relocating the antenna.
My field alarm contacts open and close, but the OmniSite unit does not appear to be doing anything.	Wiring problem or contacts have not remained open or closed for at least 5 seconds	The OmniSite RTU will transmit an alarm signal if, it changes "state" and remains in that "state" for at least 5 seconds. Note - this is a user adjustable time delay, and may be longer for your application. Next - disconnect the field wires from the RTU for the alarm input in question. Using a volt-ohm

Trouble	Probable Cause	Remedy
(Con't)	(Con't)	meter, determine that your contacts are actually opening and closing. If not, make field repair. If they are, check on the Crystal Ball front panel to see that the associated LED goes on/off as your field signal changes. Lastly, visit the OmniSite website to confirm that you have an associated alarm trigger and call-out list specified for the event.
My pump runtime readings are not automatically updating on the OmniSite website	Time Scheduled reports are not enabled	The OmniSite RTU reports pump runtimes and other values on time scheduled intervals (typically once/day). You must manually "enable" this feature from the OmniSite website. Additionally, you can manually request the pump runtime values at any time by visiting the OmniSite website and issuing the appropriate command.

Trouble	Probable Cause	Remedy
The OmniSite units keeps calling me with alarms, and when I visit the site, I can not find any problems.	OmniSite RTU is receiving "false" alarms.	Your OmniSite RTU is a sophisticated piece of electronic monitoring equipment. It is only "as good" as the equipment it is monitoring. In other words, if your control panel is issuing "false" alarms, the OmniSite RTU WILL REPORT them. Contact your local OmniSite distributor to locate causes for "false" alarms from your equipment, or increase alarm time delays to eliminate "false" alarms.
Analog Inputs not working	Wiring Error Incorrect Software Scaling	First, check to see that your analog device is wired EXACTLY as shown previously in this manual. Correct faulty wiring, or if OK, see below. Connect a milliamp meter to the 4-20mA loop in question and confirm correct 4-20mA signal. If OK, use the local display/keypad to see that the 4-20mA input is correctly "scaled" and alarm set points applied

Trouble	Probable Cause	Remedy
Relay Outputs Not Working	Wiring Error	First, check to see that your relay output is wired EXACTLY as shown previously in this manual. Wiring a relay contact into a field hand-off switch takes experience. If you are not sure, seek a qualified electrician. If OK, see below.
	Incorrect Software Setpoints	Check to see that your relay (pump) on/off set points have been correctly entered using the local display/keypad. Next check that the pump(s) are not removed from software rotation. Verify that the correct sensor is being used (floats or analog) in setup.
	Relay in "Manual" Control	Lastly, verify that software control is in automatic, and not manual control

Appendix E - Location for Setting Software Parameters

Process	Unit	Website
Enter input time delays	√	
Enter wet well dimensions	√	
Enter datalogging parameters	√	
Enter pump controller settings	√	
Enter analog high/low set points	√	
Enter analog measuring range	√	√
View current pump calculations & counter readings	√	√
View current analog/digital input status	√	√
Setup GPM override		√
Setup recipient email, phone and text information		√
Setup call-out list order and delays		√
Setup alarm state for inputs		√
Setup notification events		√
View charts, graphs and export data		√
View logs and history		√
Analyze inflow and rainfall		√

