



Real-Time Configuration

Congratulations on your purchase and welcome to AlarmAgent.com! This form will allow you to select the desired Real-Time configuration for each RTU Channel.

Contact Information

First Name	Last Name	E-mail	Phone
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Product Information

Company Name	Account # <input type="text"/>
RTU Name	Customer Service ID <input type="text"/> Template <input type="text"/>

Service Plan - Maximum Real-Time - 942AA-S1YRRT

Maximum Number of Sampled Channels: 2	Arm / Disarm Events per day: no limit
Maximum Number of Event Mode Channels: 11	RTU Commands per month: 15
Maximum Number of Events (digital or analog) per day: 100	Return to Normal event notifications: no limit
Maximum Number of Events (pump channel) per day: 288	Pump Performance Report: 1 (Templates 1, 2, 3, or 4)

Service Plan - Maximum Real-Time Configurables

Template Reports per Day (Templates 5, 6, or 7 only) (min = 1, max = 24)	Maximum Number of Alarms per Day (default = 11, max = 21)
Analog Reports per Day (min = 1, max = 24)	Sample Rate (min = 1 every 24 hours) (max = 1 minute)

Channel	Mode	Interval	Daily Event Threshold	Sensitivity
Channel 1	Mode	Interval	Daily Event Threshold	
Channel 2	Mode	Interval	Daily Event Threshold	
Channel 3	Mode	Interval	Daily Event Threshold	
Channel 4	Mode	Interval	Daily Event Threshold	
Channel 5	Mode	Interval	Daily Event Threshold	
Channel 6	Mode	Interval	Daily Event Threshold	
Channel 7	Mode	Interval	Daily Event Threshold	
Channel 8	Mode	Interval	Daily Event Threshold	
Channel 9	Mode	Interval	Daily Event Threshold	Sensitivity
Channel 10	Mode	Interval	Daily Event Threshold	Sensitivity
Input Power	Mode	Interval	Daily Event Threshold	Sensitivity

Important Note about the RTU Battery and Real-Time: If Real-Time is enabled, the Battery will report battery voltage every hour during a power failure.

Email this completed form to orders@racoman.com or print out and fax to 510-658-3153



Mode:

1. Disabled – Real-Time Features are turned OFF for this channel
2. Event - Event data is asynchronous, and can be transmitted at any time – subject to rules for interval, sensitivity, and throttling. Transmission of event data is not based on time intervals, but rather, triggers such as changes in the data or an input.
3. Sampled - Sampled data is sent on a strict time schedule. The rate of sampling is usually stated in terms of samples per day or time between samples.

Interval:

1. Event – For events, the interval is the amount of time an input must change before the change is considered an event and sent to the website. For those familiar with the Alarm Trip Delay, this is a similar concept. Minimum: 30 seconds Maximum: 5 minutes
2. Sampling – Sampling interval is the length of time between samples. When a sample is created, it is automatically transmitted to the website. Minimum: 1 minute Maximum 24 hours

Sensitivity Threshold:

1. Event - The sensitivity threshold is the amount by which real-time analog data must change, either by increasing or decreasing, before it can be sent to the website. Sensitivity is expressed in percent of full scale for the data type. Minimum: 10% Maximum: 50%. Digital channels are not affected by this setting because any change to a digital channel is a change of 100%.
2. Sampling – Sampling ignores sensitivity threshold.

Throttling Threshold:

1. Event - The throttling (or suspension) threshold is the daily upper limit on the number of events that may be transmitted for each of the event types. The number of maximum events for pump channels is 288. The number of maximum events for digital or analog channels is 24.
2. Sampling – Sampling ignores the throttling threshold.

Finding the Customer Service ID:

Customer Service ID Number can be found on the Manage RTUs tab within AlarmAgent labeled as "Serial #". It can also be found on the "RTU Information Sheet" included with your unit.

Note: This is not the serial number located on the printed circuit board.