your electronic key to accept the alarm and put the RTU in service mode.

If you would like to stay at the site longer than an hour to do maintenance, you can put the unit into service mode for longer durations by changing the time frame on your web portal. Upon login, go to the "Setup" > "Unit Maint" page. Click "Edit", click "Edit next to "Call Out Status" and choose the estimated time period for which you need to service the RTU. The Call Out Status can also be changed on the mobile site. Log in to your web portal with your smartphone. Select the "Maintenance" icon then select the unit you wish to disable. Select "Alarm Notifications", select "Edit" next to "Call Out Status" and chose the desired time period.

Why can't I unplug the RTU to avoid alarm callouts?
You could, but the Mission unit will send an AC failure alarm and /or a system restart alarm. Both could cause notifications that must be responded to. If you are going to work at a site for a prolonged period of time (for a couple of hours or days), then disable the unit indefinitely from your web portal.

Getting Started User Guide

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Overview of the Mission Alarm System

Mission operates a monitoring and notification system designed primarily for water, wastewater and industrial customers. Mission units typically monitor remote pump, lift or flow stations, rainfall totals and various remote equipment. When the Mission RTU (remote terminal unit) detects an alarm condition, it sends the alarm to on-duty personnel via phone call, text message, pager, fax, or e-mail. Simultaneously, the alarm is logged on the customer's web site that Mission provides. The Mission system is an alarm and event reporting system. The system performs many other functions, such as personnel site activity tracking, exception control of remote equipment and numerous reports.

Response personnel are the key to dealing with problems that cause an alarm. Please respond to all Mission messages. They are only sent if something needs immediate attention. If the message recipients ignore the alarm or event messages, the system may send the message again to the recipient or may start sending messages to others on the alarm/event call list. The system keeps track of all alarm/event notification attempts. If someone fails to respond, the non-response occurrences are logged and sent in a report once a week.

What typically happens when an alarm message is sent?

Personnel may receive a phone call, text message, email, page or fax notifying them of a problem or event. If a user is logged into the web portal at the time of the event, the alarm will also appear in the alarm log. The contacts and the order in which notifications are received is decided by the customer on the Notification Setup form. The alarm call-out schedule can be changed at any time on the web portal by the customer or by Mission Communications personnel.

- Phone Call— The voice message will give you the RTU site name, location, the input that is in alarm and the pump state report (if chosen on the web portal), which tells you whether the pumps are running or not running. The user has the choice of pressing 1 to accept the alarm or 9 to reject the alarm. The call and the result is logged on the web portal. If the alarm is accepted, no other individuals will be notified. If multiple people are called simultaneously all who attempt to accept an alarm after the first person responding has accepted

the alarm will be told the alarm has already been accepted and by whom.

- Text Message and E-mail — Alarms sent as text message or e-mail will include the RTU site name, location and the input that is in alarm. To accept the alarm via text message or e-mail, send a reply message that says "OK."

- Page and Fax — The Mission Communications system can send a written description via page and fax, with information similar to the phone call message. These messages will include a toll-free telephone number (877) 993-1911 and a 5-digit event code. The recipient should call the toll-free number and enter the event code. When the toll-free number is called, the user should enter the event code. The alarm message will play and the user will have the choice to press 1 to accept the message or 9 to decline the message. The system will also inform the caller if others have already accepted and responded to the alarm/event. All responses will be recorded on the web portal.

If you do not have access to a phone to acknowledge the alarm, you can go to site with the alarm and use the electronic key on the RTU. This will accept the alarm and put the unit in service mode if the key is set up for those features. If you are unable to accept the alarm, the call-out list typically contains multiple contacts that will also receive the alarm.

What if I forget to respond or my phone is turned off?

Typically there are a number of people on a Mission alarm/event call list. If a message is sent to a person and the person fails to respond (typically within 20 minutes), then others will be notified. This process will continue until the system has tried everyone on the list, even if a person is on the list more than once. Every time the system re-sends a message to the same person it will change the event code. When the person does call the Mission system, enter ANY of the event codes sent. The
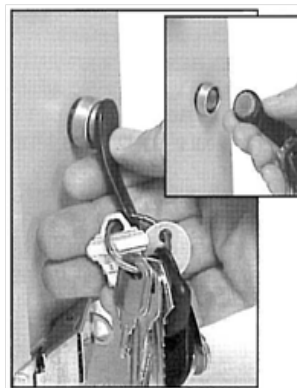
system will automatically accept all outstanding event codes (notification attempts) for the person.

What is an electronic key?

All Mission Communications RTUs have an electronic key reader on the right side of the enclosure. It is blue and silver, round and about the size of a nickel. The key you have been given is used to put the RTU in service mode for site maintenance. When the RTU is in service mode, the RTU will not send alarms. It automatically logs you in at the site and acknowledges any current alarms. Your key uniquely identifies you. Any key will work on any RTU; the keys are not specific to any one RTU. You should attach the key to the key ring you carry with you. NOTE: The key will only be read if the RTU is online.

How does the electronic key work?

Insert the key into the key reader's indent on the RTU. The RTU will beep for one second when it reads your key. If you did not hear the beep, try again; you may have to move the key around the indent to get it to read. The RTU unit will then transmit the key read. The RTU is now in service mode. Alarms will not generate notifications, but they will be logged on the web portal.

What is service mode?

Service mode is used during maintenance and inspections. Use the electronic key when you arrive at a monitored site to put the RTU in service mode to prevent any false alarms that may be generated while you are working. Using the key will "time stamp" your arrival time, which is logged on the web portal. This allows you and your utility to easily document all inspections and maintenance. Before you leave a site where you have used the electronic service key, use it a second time to bring the unit out of service mode. If you forget, the unit will automatically come out of service mode 1 hour after the key was first used.

After the RTU has been put in service mode with the key, the unit will continue to transmit any alarms/events it detects. The alarms will not be processed for notification (phone calls, e-mails, etc.). This allows you to test alarm points and document that they are working without generating alarms to on-duty personnel. Alarms generated during testing will be logged on the web portal.

If you are doing maintenance at a site without putting the RTU in service mode and cause an alarm to be sent, insert