



Welcome!

Monitoring Newsletter



“Our Vision is to become a World Class Leader in Lighting and Monitoring Solutions that Protect Critical Assets”

Welcome!

Flash Technology's Tennessee based **National Operations Center (NOC)** is the largest tower light monitoring company in the world managing over **30,000** critical assets in over **9,000** cities in **50** states – 24 hours/day , 7 days/week , 365 days/year. Flash has over 14 years experience providing multiple industries with monitoring, site management, call center services and reporting solutions for critical remote assets in communication, broadcast and MET , solar energy , standby generators, cooling towers, power metering and access control.

Flash Technology is committed to providing our customers world class Customer Service and Technical Support. Our qualified **NOC** personnel are trained to handle issues ranging from simple notifications to hands on technical support and parts when necessary.

Menu Prompt Options for : 800 821 5825

- 3 - System Sales
- 4 - Customer Service and Parts
- 5 - Access and QLI
- 6 - New Install
- 7 - RMA
- 8 - Customer Support
- 9 - Tech Support



Listed are e-mail options when urgency is not an issue.

Argusonnoc@spx.com

General NOC related inquiries

Flash.support@spx.com

Tech Support related inquiries

Flash.parts@spx.com

Parts related inquiries

Flash.service@spx.com

Customer Service related inquiries

www.flashtechnology.com

Benefits of Flash Monitoring

Flash Technology was first to be awarded a QLI (Quarterly Lighting Inspection) waiver by the FCC.

The QLI waiver allows tower owners to reduce the required (4) annual site inspections per the FCC CFR 17.48 (b) to (1) ALI or Annual Lighting Inspection. The FCC has provided Flash customers utilizing Eagle equipment and data platform with an expedited waiver process. Call Flash for more details.



- **Web Portal**
 - Customer generated ticketing
 - Advanced Mapping
 - Asset tracking & ticket history
 - Automated alarm punch-ups
- **Intelligent Rules** - False & redundant alarms such as power resets are filtered and verified to eliminate unnecessary truck rolls
- **24 Hour Status Verification** - Automated “handshake” with lighting system and computer generated log created to satisfy FCC CFR 17.47
- **NOTAM Process** - NOTAM worthy events are processed electronically or by phone, extended if necessary, verified for closure, actions are logged and all calls are recorded
- **Data Verification** - Tower data is scrubbed against FCC data base for discrepancies and provided to customer for resolution
- **Pre-Site-Visit Diagnostics** - Technicians utilize Eagle™ alarm data to determine if NOTAM or truck roll is necessary
- **Site Visit and QLI/ALI Management** - NOC staff verifies repair and/or directs a “lighting inspection” and records results to satisfy FCC CFR 14.49
- **Instant Notification** - Remedy® ticketing system automatically distributes e-mail notification with alarm status and updates all parties per customer designated escalation chain
- **Call Center**– Your FCC emergency phone number can be routed to Flash for personal assistance. Calls are escalated and logged per customer specific procedures at no additional cost for lit sites
- **Call Recording** - All calls are recorded for quality, compliance, issue resolution and available for customer review - archived on-site for (3) years

Portal Basics

Access and manage your asset information anywhere and anytime!

www.m2mmonitoring.com

Register for an account by selecting the link '**New User**' from the log in page provided. This will take you to the registration page. You will need to fill out each field:

Benefits provided by the Portal:

- Customizable
- Customer Generated Ticketing
- Advanced Mapping
- Asset Tracking & Ticket History
- Automated Alarm punch-ups
- Map & Ticket Views



Sign In to our Monitoring Portal:

User ID:

Password:

Remember me on this computer.

 Login

[New User](#) | [Forgot Login ID or Password](#)

First and Last Name: This will be used to help identify you to the portal administrator.

User ID: This can be an e-mail address or your name. It can have spaces, numbers and / or symbols

E-mail: This will be used as your main contact point. It will help the portal administrator identify you. This e-mail address will be used to send you an email once your account has been activated. It is also the e-mail address which is used to send you a new password, should you forget it.

Password: The password must be at least 7 characters in length. It must have at least one number character (0-9) and at least one symbol character (! @ # ~ & \$...).

Security Question and Answer: This question will be used to retrieve a new password, should you forget your current one.

Match the Characters in the image: This security measure has been put in place to protect against web bots. The letters and case must match exactly.

Please review the ArgusON Site Access and User Policy before creating a new account

Select the 'Create' button

- Once you have registered for your account, your portal administrator(s) will be sent an e-mail. After an administrator approves your account you will be sent an e-mail and then you will access to log in.
- After logging in you will be taken to a blank Home page. On that page you will find a link to several tutorials which will help explain how to use the portal. This link will be on the right hand side of the page.
- From your user profile page (which can be reached from the top right corner of any page after logging in) you will want to **set your time zone**.

How to open an RMA



IF A PART OR COMPONENT IS RETURNED FOR ANY REASON AN RMA# IS REQUIRED. REIMBURSEMENT IS SUBJECT TO THE WARRANTY POLICY.

To initiate an RMA, call the ArgusON National Operations Center at 800-821-5825 (option 7) to receive technical assistance and a case number. The following information is required before a case number can be generated:

- Site Name/Number / FCC Registration number/ Call Letters or Airport Designator
- Contact Information: Name, Phone Number, Email Address, Fax Number and Cell Phone (or alternate phone number)
- Product's Serial Number, Model Number or part number Case Number (if previously given)
- Reason for call, with a full description of the reported issue

The case number will then serve as a precursor to receiving an RMA number if it is determined that the part or component should be returned

A Purchase Order is required in advance for the replacement. After receiving the RMA number, please adhere to the following packaging guidelines:

- All returned products should be packaged in a way to prevent damage in transit. Adequate packing should be provided taking into account the method of shipment.
- All packages should clearly display the RMA number on the outside of all RMA shipping containers.
- RMA products (exact items and quantity) should be returned to:

Flash Technology

Attn: RMA #XXXXXXXX (8 digits at this time)

332 Nichol Mill Lane

Franklin, TN 37067

Upon receipt Flash will schedule an inspection and at that time determine if the warranty is applicable. If so, a credit will be issued. A detailed RMA process can be found in the back of every Flash User's Manual.

Tech Support

Monday – Friday 7a-7p CST for component level Technical Support

Please have all serial and equipment model numbers ready for call.

User Manuals are available online at:

http://flashtechnology.com/support/knowledge_center

Critical Tools for Troubleshooting

Medium Intensity

- **Multi-Meter: Fluke 179 (recommended)**
- **Clamp-on AMP Meter**
- Insulated needle nose pliers
- 7/16 “ nut driver
- 3/8 “ nut driver
- 6/16” nut driver
- Channel Locks
- Slotted screw drivers (Klein recommended) 4&7 “ (model# 607,605,601)
- Phillips screw drivers (Klein recommended) #1 & #2 4&7” (model# 603)
- Wire Strippers
- Electrical tape
- Flashlight
- Flash issue Safety Support Tool for FH324



High Intensity

- **All the tools listed above**
- Crescent Wrench
- Phone Line tester
- Programmer (Hi Intensity and Airport)
- Socket set
- Compass (troubleshooting MSAT)
- Cable knife
- Cable reamer

Duplicate items are handy in case a tool is dropped while working on a flashhead.

Certified Service Providers

Flash Technology's commitment to service is backed by our Certified Service Provider (CSP) program. This program offers all FAA obstruction lighting and monitoring related services from independent companies that have been manufacturer trained and earned the status of "Certified". As a direct result of this intensive support, our customers can expect their medium intensity lighting or monitoring equipment will be installed, repaired and maintained competently and in compliance with FAA, ETL and original factory standards and specifications.



For further information, please visit our website or contact Flash.

Flash University - Training

Flash University is unequalled in the industry offering detailed, component-level, hands-on instruction in a classroom setting. Flash University covers a range of information from component level diagnostics and maintenance to FAA lighting compliance guidelines. Classes can be tailored for your specific needs and to meet your schedule.



Classes are held in Franklin, TN (just south of Nashville), or at an offsite location of your choice.

For more information regarding Flash University please contact Barry Baird at: barry.baird.spx.com or 615-503-2031

Parts Ordering and Issue Escalation

Parts Ordering

- Parts warranty: **90 days** from date of shipment
- How to order: Email or Fax for a PO, Credit card may be over the phone.
- Info required: Bill to address , Ship to address , Price , Part # , and Quantity.
- Order cutoff time: 2:00pm CST
- Parts contact: **1 800 821 5825 (option 4)** or **flash.parts@spx.com**
- Online Parts Request System: <http://flashtechnology.com/parts/>



Issue Escalation

If an issue is escalated to the NOC supervisor, the issue will be forwarded by a Customer Support/Tech Support/Parts agent to the NOC supervisor. A call back should be expected the first business day by 5pm CST.

If an issue is escalated to the NOC director, the issue will be forwarded by the NOC supervisor . A call back should be expected the first business day by 5pm CST.

Quick Facts

- Any NOTAM worthy failure needs to be corrected in a timely manner. **(15 days from the outage)**
- Sometimes issues like power resets resolve themselves. You may want to wait 3-4 days before dispatching a repair crew.
- The FAA issues NOTAMs for 15 days. The Flash NOC automatically re-issues on the 14th day if the problem is still pending.
- Side marker failures are not reported to the FAA as a NOTAM worthy event.
- If you would like to discuss in more detail please call: 800-821-5825 (option 5) and ask for Shawn Claiborne.

Flash Technology

332 Nichol Mill Ln

Franklin TN 37067

Ph# 1-800-821-5825

Fax# 1-615-261-2600

www.flashtechnology.com