
TECH SUPPORT NOTICE

1 message

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To: fran ridge <franridge42@gmail.com>, Steve Foss <foss.madar249@gmail.com>

TECH-SUPPORT NOTICE

The MADAR-III DataProbe unit designated as

Node

Assigned to

has been called to our attention.

The MADAR Project technical support team has devised several automatic systems to diagnose and help us operate and maintain our detection integrity. To facilitate the program, Steven Foss (foss.madar249@gmail.com) was assigned the position of MADAR Continuity Officer. The purpose of this program is to make sure our systems are in a GO-CONDITION for as long as possible.

Below are the current issues with your MADAR unit or answers to your questions.

[] RED LED NOT ON - Your power adaptor is not plugged in. Always unplug your MADAR before making any changes, then replug.

[] GREEN LED IS NOT ON OR FLASHING - This means you are not connected to the internet. The Ethernet line must be connected to the MADAR and your router. Make sure the power adaptor is unplugged before you do this.

[] BLUE LED IS LIT - This is a code blue. It means an anomaly equal to greater than your threshold or shield has occurred. If you caused it by bumping or the introduction of a new E-M source, remove the source and reboot your device.

[] YOUR UNIT IS OFFLINE - According to an automatic system known as MADAR Daily Offline Report, your MADAR Dataprobe is offline. If you are going to be offline for an extended period, please advise our Project Continuity Officer, Steven Foss. When units are programmed their data appears on their spreadsheet. When the units are processed and unplugged the data stops being recorded and an NOL (Not Online) notice is sent out to the operator AND MADAR Operations Center. As soon as the MADAR unit is placed online the NOL notice ceases. So if you get a notice it should only be temporary.

[] NOL60 - According to an automatic system, records show your MADAR-III Dataprobe has not been online for 60 days and will soon be Z-d out of the system.

[] NoAlertStart60 - According to our records your MADAR-III Dataprobe has not had an alert in the last 60 days. With your approval we will lower your threshold or shield slightly and monitor the results and keep you informed.

[] EXCESSIVE FALSE ALARMS - According to our records your MADAR-III Dataprobe has had excessive false alarms which may indicate that your threshold or shield is set too low for your local environment. If it meets your approval we will raise the TH level slightly and monitor the situation and keep you informed.

[] EXCESSIVE ALERTS - Excessive alerts can also be caused by E-M producing items may be located too close to the MADAR unit. You may know about such a source being brought in temporarily. The best way to remedy this is to unplug the MADAR from power, use a meter to find a more E-M quiet spot (could be a matter of inches), move the device and replug.

[] NO NODE DOT - If your MADAR is online and you don't see your node dot on the Map it could be the latlong coords you gave us were wrong or entered incorrectly, or the setups page may not have the Display turned on.