

Remote Support Desk

Reports from the Road Warriors

For many years, our employees at Timber Line have traveled four states in support of instrumentation and radio telemetry. The drive time, snowstorms, mudslides, fires, crazed deer, and even a road-kill peacock have been part of our Road Warriors' experience. So imagine how refreshing it is to find that modern technology can sometimes alleviate the need for an emergency 5 hour road trip to Wyoming in December!



Between Christmas and New Years a construction snafu resulted in an urgent need to readdress and reprogram an ACE radio telemetry unit (RTU). This RTU unit was being installed in a well field that would normally require an emergency 10 hour round trip from our office in Morrison Colorado. Instead, a Timber Line technician pulled resources out of his high-tech tool pouch and went to work right at his office desk. After sending a few cables via overnight freight, the technician talked the town personnel and the construction electrician through a few communication cable connections. Next he established an internet connection from Morrison to the Wyoming town's wireless internet provider, then on to the main ACE unit at Town Hall. The electrician was then dispatched to retrieve the scrambled well field ACE CPU (the processing module that provides the brains of the RTU). This CPU was temporarily inserted into the main unit at Town Hall, and TLECC was able to reload a fresh site address, a fresh program, and a new password into its memory from our computer in Colorado. The CPU was then replaced in the Well Field RTU. This remote site could then be accessed over the UHF frequency radio connection, and the technician could "see" the new site. The electrician then wired in new remote sensing devices and well on/off control to the ACE telemetry unit. With this new data stream now transmitting back to the main ACE unit at Town Hall, the tech. Mike and the electrician were able to test the remote well site and get it to produce water on command, in time to see the ball drop on New Year's Eve!

