



# OWL User Manual

TECHNOLOGY ASSURANCE LABS

# OWL User Manual

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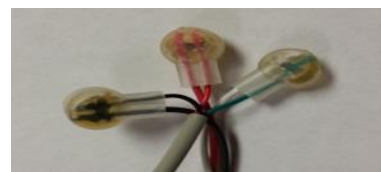
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# Table of Contents

Wall Mount Radio Installation .....	1
Pit Radio Installation.....	2
Confirming Radio Activation .....	3,4
Understanding Radio Activation.....	5
Accessing Your OWL Portal .....	6
Initial Setup.....	7-10
Navigating Your OWL Portal .....	11
📁 Customers Section.....	12
• Add Customer .....	13
• Customer Details.....	14
• Service Address .....	15
📁 Radios .....	16
• Radio Details.....	17
• Radio Data Graphing .....	18
📁 Reports .....	19
📁 Accounts .....	20
📁 Tanks .....	21
📁 Radio Maps.....	22
📁 Radio Alerts.....	23
📁 Upload File .....	24
📁 Customer Portal Accounts.....	25-26
📁 Internationalization .....	27
Provisioning Your Radios .....	28-34
Frequently Asked Questions.....	35-39
Safety Note .....	40
Index .....	41

# Wall Mount Radio Installation

- 1) Before installation, first activate the radio in the desired location, to test its signal strength. To do so, begin by holding the radio, making sure not to cover the antenna.
- 2) While holding the radio, place the supplied magnet or stronger magnet on the arrow logo, and hold for two seconds. This activates the radio, which then transmits within 60 seconds.
- 3) To confirm radio activation and ensure the signal strength is good, refer to pages 3-5.
- 4) If the signal strength is good in the desired location, then follow the instructions below, #'s 5-9. If not, try other locations until the radio has a good signal strength.
- 5) When ready, mount the wall bracket upright on the surface.
- 6) Attach the radio to wall bracket, by sliding the radio down into the bracket, until it clicks into place.
- 7) Insert the Hall Effect Sensor, into the dial on the propane tank.
- 8) If necessary, clip the wires from the radio and Hall Effect Sensor together:  
(Red-Red) (Black-Black) (Green-Other)
- 9) Once everything is connected, activate the radio again to confirm that the signal strength is good, and being received.



# Pit Radio Installation

- 1) Before installation, first activate the pit radio in the desired location to test its signal strength. To do so, begin by holding the radio, making sure not to cover the antenna, which is located on the flat top.



- 2) While holding the pit radio, place the supplied magnet or stronger magnet, on the flat top of the radio, in the location shown in the two pictures, and hold for two seconds. This activates the radio, which then transmits within 60 seconds.



- 3) To confirm radio activation and ensure the signal strength is good, refer to pages 3-5.
- 4) If the signal strength is good in the desired location, then follow the instructions below, #'s 5-8.



- 5) Insert the radio down through the hole in the lid. If there isn't already a hole, drill one. The flat top of the radio should be above the lid. Once through, secure with the supplied nut.

- 6) Insert the Hall Effect Sensor, into the dial on the propane tank.



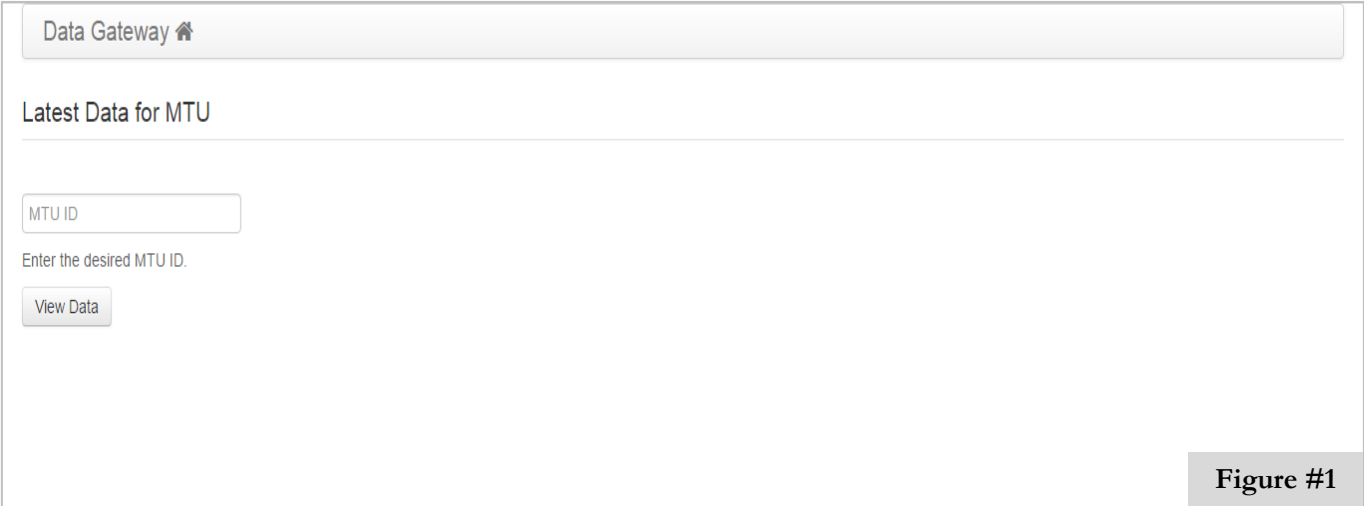
- 7) If necessary, clip the wires from the radio and Hall Effect Sensor together:  
(Red-Red) (Black-Black) (Green-Other)




- 8) Once everything is connected, activate the radio again to confirm that the signal strength is good, and being received.

# Confirming Radio Activation

- 1) To confirm your radio is activated, open your internet browser and go to <http://tech.owlsite.net/>. (Refer to Figure #1).



Data Gateway 

Latest Data for MTU

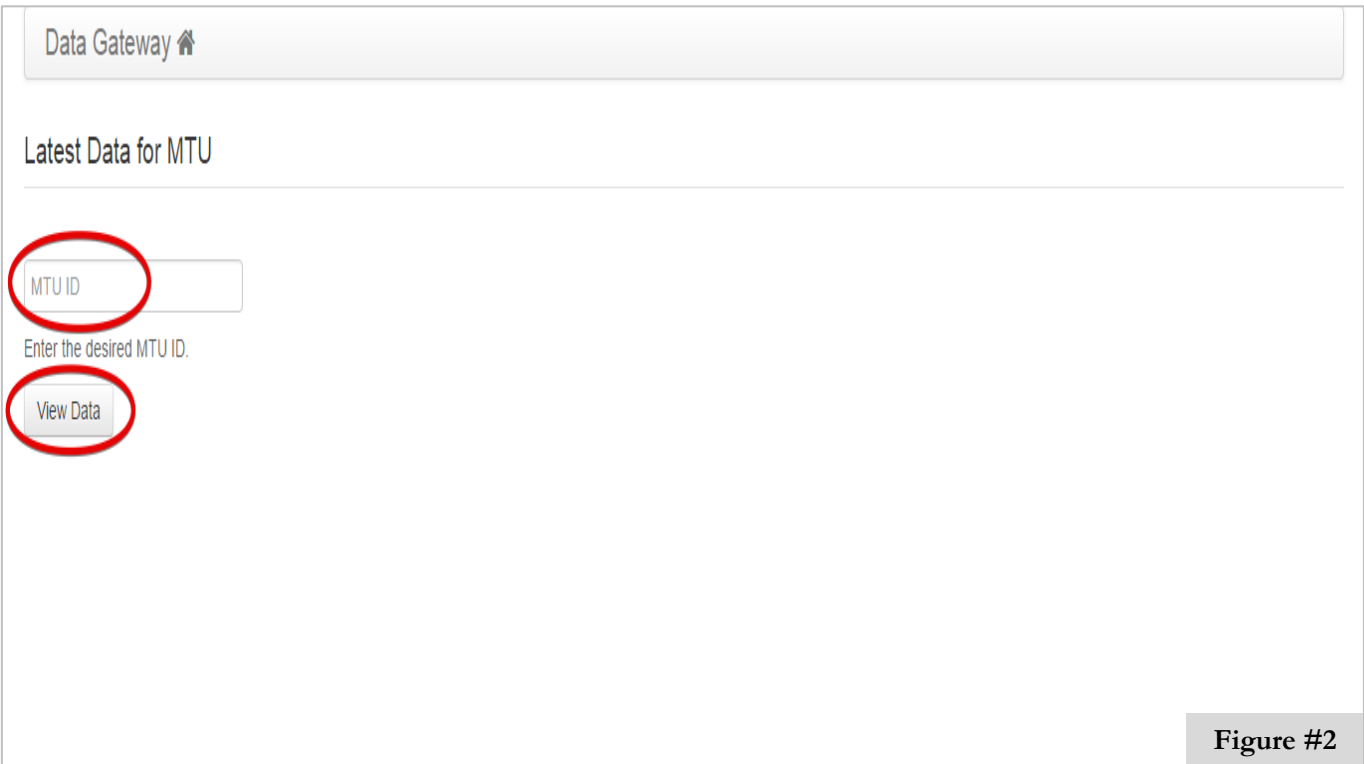
MTU ID


Enter the desired MTU ID.

View Data

Figure #1

- 2) The Latest Data page opens. Enter the Radio ID, located on the bottom of the radio, into the box that says MTU ID. Then click View Data. (Refer to Figure #2).



Data Gateway 

Latest Data for MTU

MTU ID

Enter the desired MTU ID.

View Data

Figure #2

# Confirming Radio Activation

- 3) The Latest Data page shows your Radio ID (Network ID), Gateway Time, and Receiver Time. (Refer to Figure #3).



Data Gateway 							
Latest Data Recorded for 20015							
<b>Network ID</b>	<b>Receiver</b>	<b>System</b>	<b>Value Type</b>	<b>Value</b>	<b>Gateway Time</b>	<b>Receiver Time</b>	Auto Refresh 
NANMA01_20015	0	9	0	236	Fri Apr 28 2017 00:36:10 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-28T00:36:06-0400	
NANMA01_20015	0	9	0	236	Thu Apr 27 2017 12:36:08 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-27T12:36:07-0400	
NANMA01_20015	0	9	0	236	Thu Apr 27 2017 00:37:06 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-27T00:36:08-0400	
NANMA01_20015	0	9	0	236	Wed Apr 26 2017 12:37:05 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-26T12:36:06-0400	
NANMA01_20015	0	9	0	236	Wed Apr 26 2017 00:37:03 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-26T00:36:07-0400	
NANMA01_20015	0	9	0	236	Wed Apr 26 2017 00:36:41 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-26T00:36:07-0400	
NANMA01_20015	0	9	0	237	Tue Apr 25 2017 12:36:39 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-25T12:36:07-0400	
NANMA01_20015	0	9	0	237	Tue Apr 25 2017 12:37:01 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-25T12:36:06-0400	
NANMA01_20015	0	9	0	237	Tue Apr 25 2017 00:36:59 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-25T00:36:05-0400	
NANMA01_20015	0	9	0	237	Mon Apr 24 2017 12:36:57 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-24T12:36:05-0400	
NANMA01_20015	0	9	0	237	Mon Apr 24 2017 12:36:32 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-24T12:36:05-0400	

Figure #3

- 4) Check that the Radio ID has been activated and is visible under the Network ID column. (Refer to Figure #4).



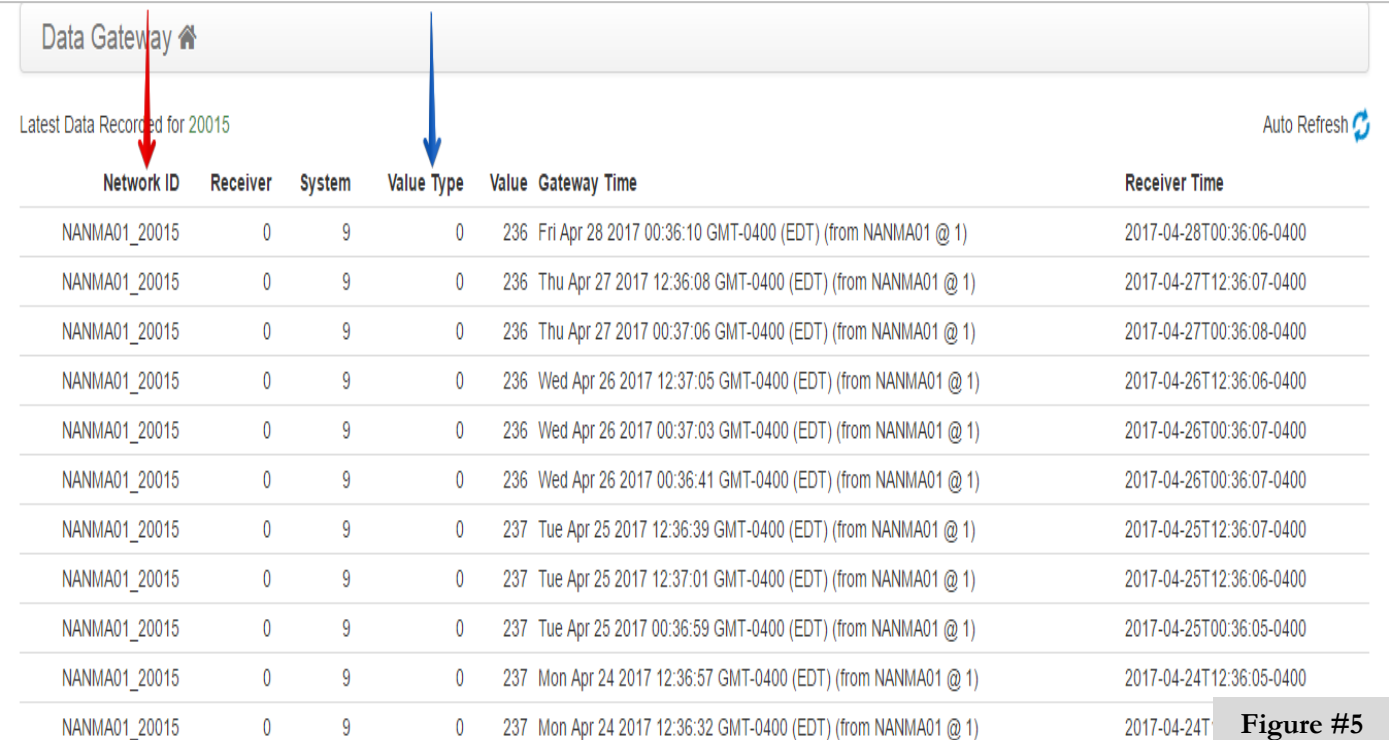
Data Gateway 							
Latest Data Recorded for 20015							
<b>Network ID</b>	<b>Receiver</b>	<b>System</b>	<b>Value Type</b>	<b>Value</b>	<b>Gateway Time</b>	<b>Receiver Time</b>	Auto Refresh 
NANMA01_20015	0	9	0	236	Fri Apr 28 2017 00:36:10 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-28T00:36:06-0400	
NANMA01_20015	0	9	0	236	Thu Apr 27 2017 12:36:08 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-27T12:36:07-0400	
NANMA01_20015	0	9	0	236	Thu Apr 27 2017 00:37:06 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-27T00:36:08-0400	
NANMA01_20015	0	9	0	236	Wed Apr 26 2017 12:37:05 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-26T12:36:06-0400	
NANMA01_20015	0	9	0	236	Wed Apr 26 2017 00:37:03 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-26T00:36:07-0400	
NANMA01_20015	0	9	0	236	Wed Apr 26 2017 00:36:41 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-26T00:36:07-0400	
NANMA01_20015	0	9	0	237	Tue Apr 25 2017 12:36:39 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-25T12:36:07-0400	
NANMA01_20015	0	9	0	237	Tue Apr 25 2017 12:37:01 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-25T12:36:06-0400	
NANMA01_20015	0	9	0	237	Tue Apr 25 2017 00:36:59 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-25T00:36:05-0400	
NANMA01_20015	0	9	0	237	Mon Apr 24 2017 12:36:57 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-24T12:36:05-0400	
NANMA01_20015	0	9	0	237	Mon Apr 24 2017 12:36:32 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-24T12:36:05-0400	
NANMA01_20015	0	9	0	238	Mon Apr 24 2017 00:36:55 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-24T00:36:05-0400	
NANMA01_20015	0	9	0	238	Sun Apr 23 2017 12:36:53 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-23T12:36:04-0400	
NANMA01_20015	0	9	0	239	Sun Apr 23 2017 00:36:52 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-23T00:36:04-0400	
NANMA01_20015	0	9	0	240	Sat Apr 22 2017 12:36:50 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-22T12:36:04-0400	

Figure #4

Now that you have confirmed radio activation, you can repeat these steps, for each additional radio you activate.

# Understanding Radio Activation

- When your radio is activated, it will be displayed on the Latest Data page, at <http://tech.owlsite.net/>
- The Radio ID that you just activated, should be visible under the Network ID column.
- Value Type column:
  - 0 = Sensor value
  - 1 = RF power reading
  - 6 = Manual activation
  - 7 = Hardware error, return radio for repair
- The Latest Data Recorded list will continually be refreshed and updated, as the radios send data to the receiver. (Refer to Figure #5).



The screenshot shows a web interface titled "Data Gateway" with a home icon. Below the title, it says "Latest Data Recorded for 20015" and "Auto Refresh" with a circular arrow icon. The table has columns: Network ID, Receiver, System, Value Type, Value, Gateway Time, and Receiver Time. A red arrow points to the Network ID column and a blue arrow points to the Value Type column. The table contains 11 rows of data for radio ID NANMA01\_20015.

Network ID	Receiver	System	Value Type	Value	Gateway Time	Receiver Time
NANMA01_20015	0	9	0	236	Fri Apr 28 2017 00:36:10 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-28T00:36:06-0400
NANMA01_20015	0	9	0	236	Thu Apr 27 2017 12:36:08 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-27T12:36:07-0400
NANMA01_20015	0	9	0	236	Thu Apr 27 2017 00:37:06 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-27T00:36:08-0400
NANMA01_20015	0	9	0	236	Wed Apr 26 2017 12:37:05 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-26T12:36:06-0400
NANMA01_20015	0	9	0	236	Wed Apr 26 2017 00:37:03 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-26T00:36:07-0400
NANMA01_20015	0	9	0	236	Wed Apr 26 2017 00:36:41 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-26T00:36:07-0400
NANMA01_20015	0	9	0	237	Tue Apr 25 2017 12:36:39 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-25T12:36:07-0400
NANMA01_20015	0	9	0	237	Tue Apr 25 2017 12:37:01 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-25T12:36:06-0400
NANMA01_20015	0	9	0	237	Tue Apr 25 2017 00:36:59 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-25T00:36:05-0400
NANMA01_20015	0	9	0	237	Mon Apr 24 2017 12:36:57 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-24T12:36:05-0400
NANMA01_20015	0	9	0	237	Mon Apr 24 2017 12:36:32 GMT-0400 (EDT) (from NANMA01 @ 1)	2017-04-24T12:36:05-0400

Figure #5

# Accessing Your OWL Portal

- 1) To access your OWL Portal, open your internet browser, and type <https://portal.owlsite.net/> in the address bar, then click enter. You can also access the portal by going to our website, [www.owlsite.net](http://www.owlsite.net) and clicking on dealer login on the top right of the menu. (Refer to Figure #6).



Figure #6

- 2) The Dealer Portal Login opens. Enter your assigned username and password, and then click Sign In. This opens the dashboard (homepage) of your OWL Portal. (Refer to Figure #7).

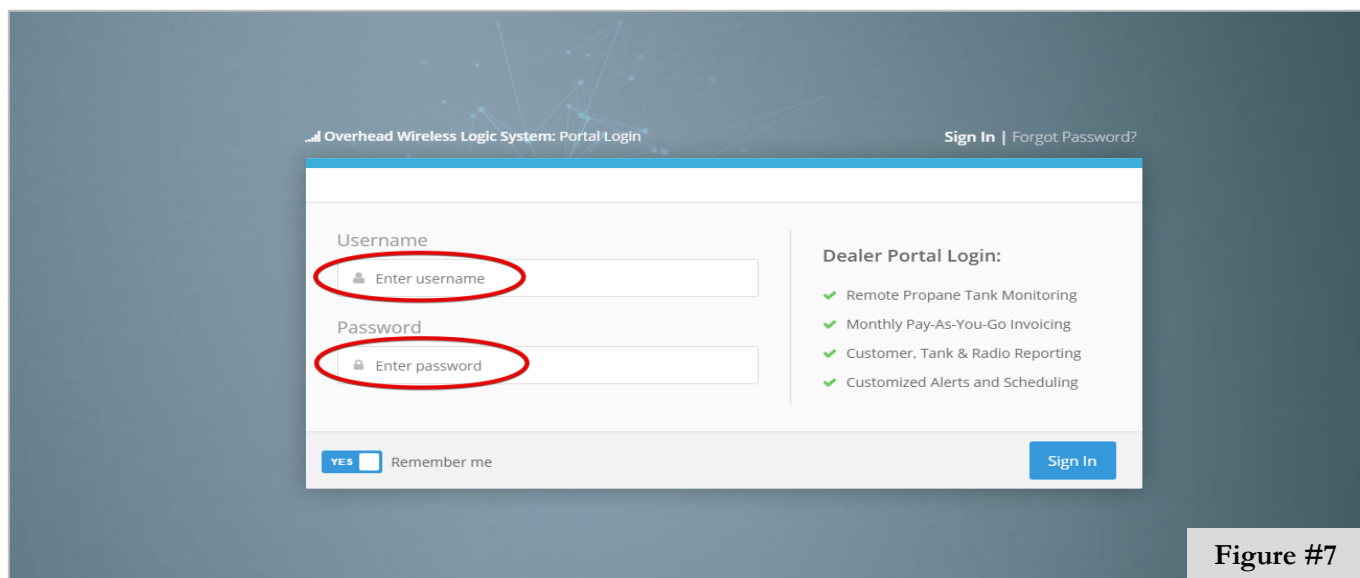
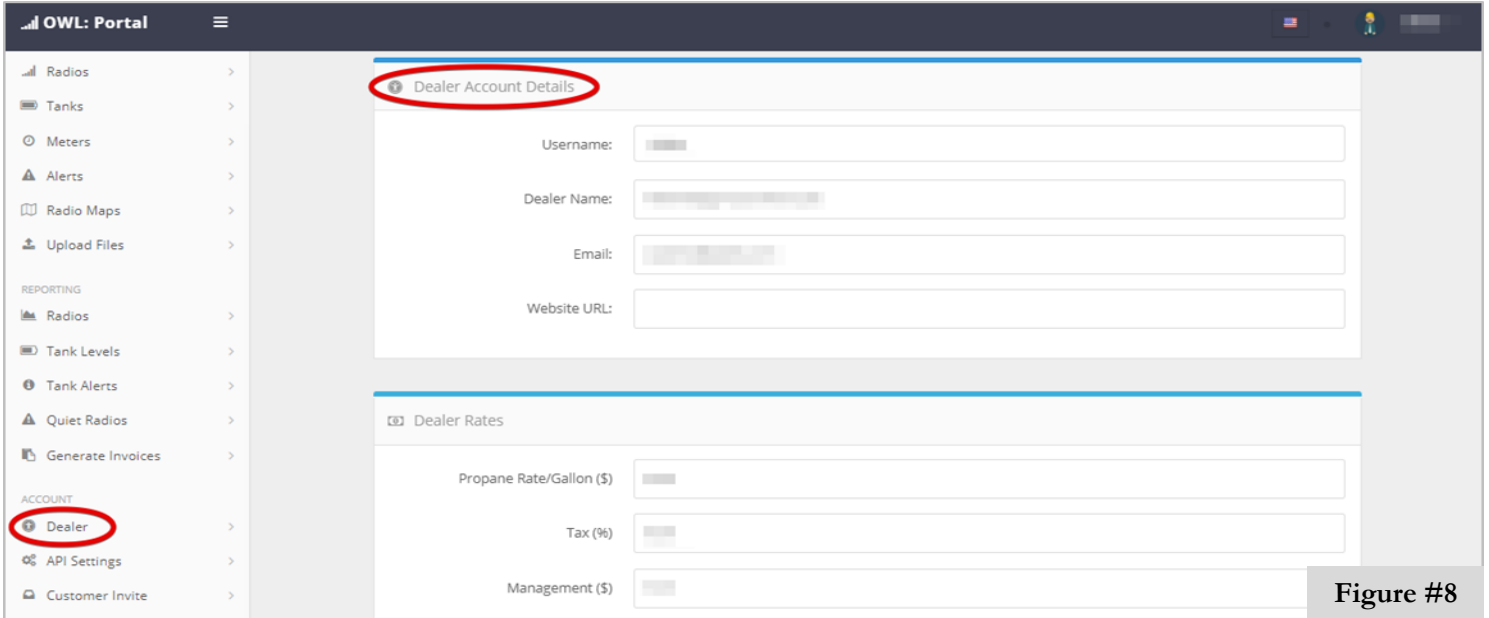


Figure #7

# Initial Setup

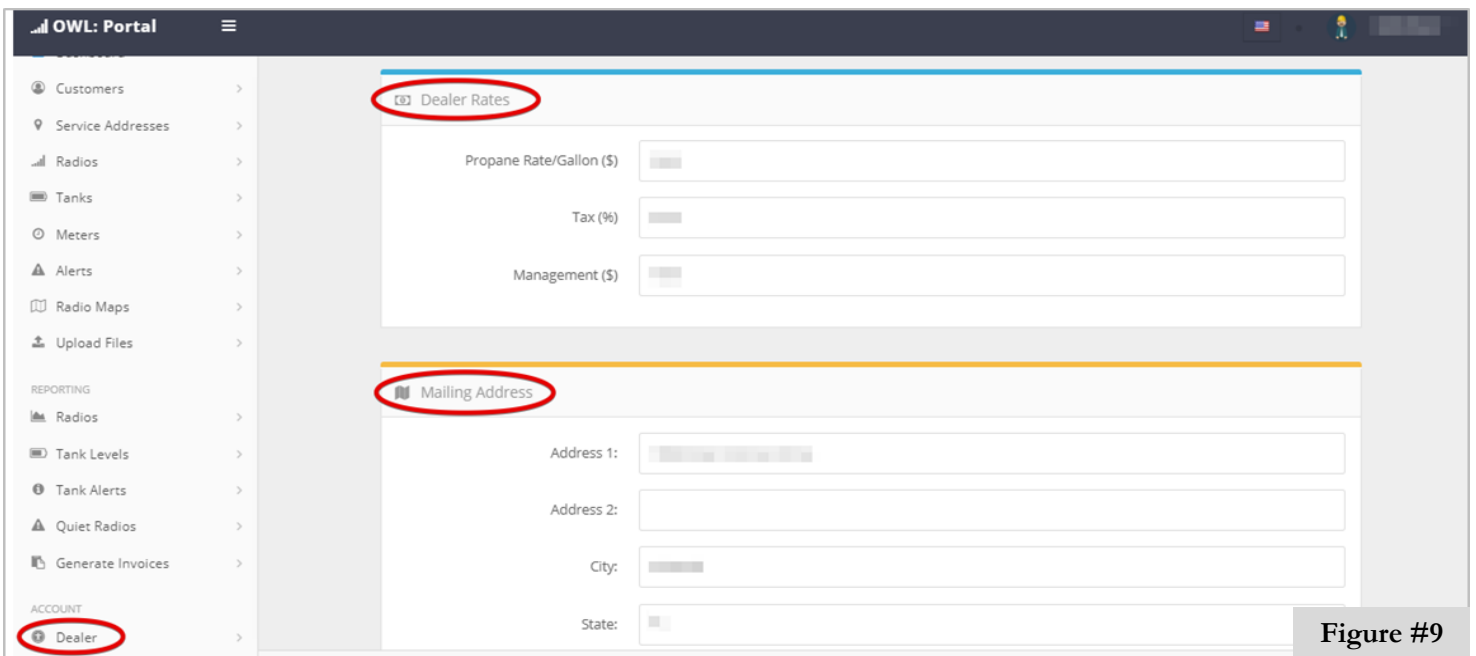
- 1) Once in your portal, scroll down on the menu until you get to the Account section. Click on Dealer. You will now setup your account profile. Fill in your Dealer Account Details: Username, Dealer Name, Email, and Website URL. (Refer to Figure #8).



The screenshot shows the OWL Portal interface. On the left sidebar, the 'ACCOUNT' section is expanded, and 'Dealer' is selected. The main content area displays the 'Dealer Account Details' form, which includes input fields for Username, Dealer Name, Email, and Website URL. Below this, the 'Dealer Rates' section is visible, containing input fields for Propane Rate/Gallon (\$), Tax (%), and Management (\$). The 'Dealer' option in the sidebar and the 'Dealer Account Details' heading are circled in red.

Figure #8

- 2) Next fill in your Dealer Rates: Propane Rate/Gallon, Tax, and Management. Then fill in your Mailing Address information. (Refer to Figure #9).



The screenshot shows the OWL Portal interface. On the left sidebar, the 'ACCOUNT' section is expanded, and 'Dealer' is selected. The main content area displays the 'Dealer Rates' form, which includes input fields for Propane Rate/Gallon (\$), Tax (%), and Management (\$). Below this, the 'Mailing Address' form is visible, containing input fields for Address 1, Address 2, City, and State. The 'Dealer' option in the sidebar, the 'Dealer Rates' heading, and the 'Mailing Address' heading are circled in red.

Figure #9

# Initial Setup

- 3) Now enter your Billing Cycle, by selecting the day of the month in which your billing cycle begins. Then add any Invoice Notes that you want to appear on your customer's invoices. Refer to the note below as an example of what you might want to include. (Refer to Figure #10).

**Billing Cycle:**

Billing Cycle: 25  
Select the day of the month in which the billing cycle begins...

**Invoice Notes:**

Notes: 

A late payment charge of 1  $\frac{1}{2}$ % per month (minimum of \$3.00; 18% per year) may be assessed if not paid within 20 days. Gas service may be interrupted or discontinued without further notice if the bill has not been paid after 30 days.

The invoice note entered here will appear on your customer invoices.

**Dealer**

Figure #10

- 4) Now it's time to decide what Invoice Labels you want to appear on your customer's invoices. You can edit the text and or choose not to use some of the Invoice Labels by leaving them blank. Once you are done click Save Account at the bottom of the page. (Refer to Figure #11).

**Invoice Labels**

Invoice id :	Invoice #	Estimated usage since last fill :	Estimated Usage Since Last Fill
Invoice date :	Invoice Date	Estimated propane usage :	Estimated Propane Usage
Billing period :	Billing Period	Utility taxes :	Utility Taxes @
Due date :	Due Date	Current monthly total :	Current Monthly Total
Account no :	Account #	Metered tank fill :	Metered Tank Fill
Customer :	Customer	Estimated usage vs actual :	Estimated Usage vs. Actual
Service address :	Service Address	Previous outstanding balance :	Previous Outstanding Balance
Invoice summary :	Invoice Summary	Total due :	Total Due

**Save Account** Cancel

**Dealer**

Figure #11

# Initial Setup

- 5) Next click on Customer Invite. Here you will edit the Invitation Text you send your customer when they want to activate their own portal. You can replace Technology Assurance Labs with your company name and any other information you want to add to the invitation. Once done click Save Invitation Text at the bottom of the page. (Refer to Figure #12).

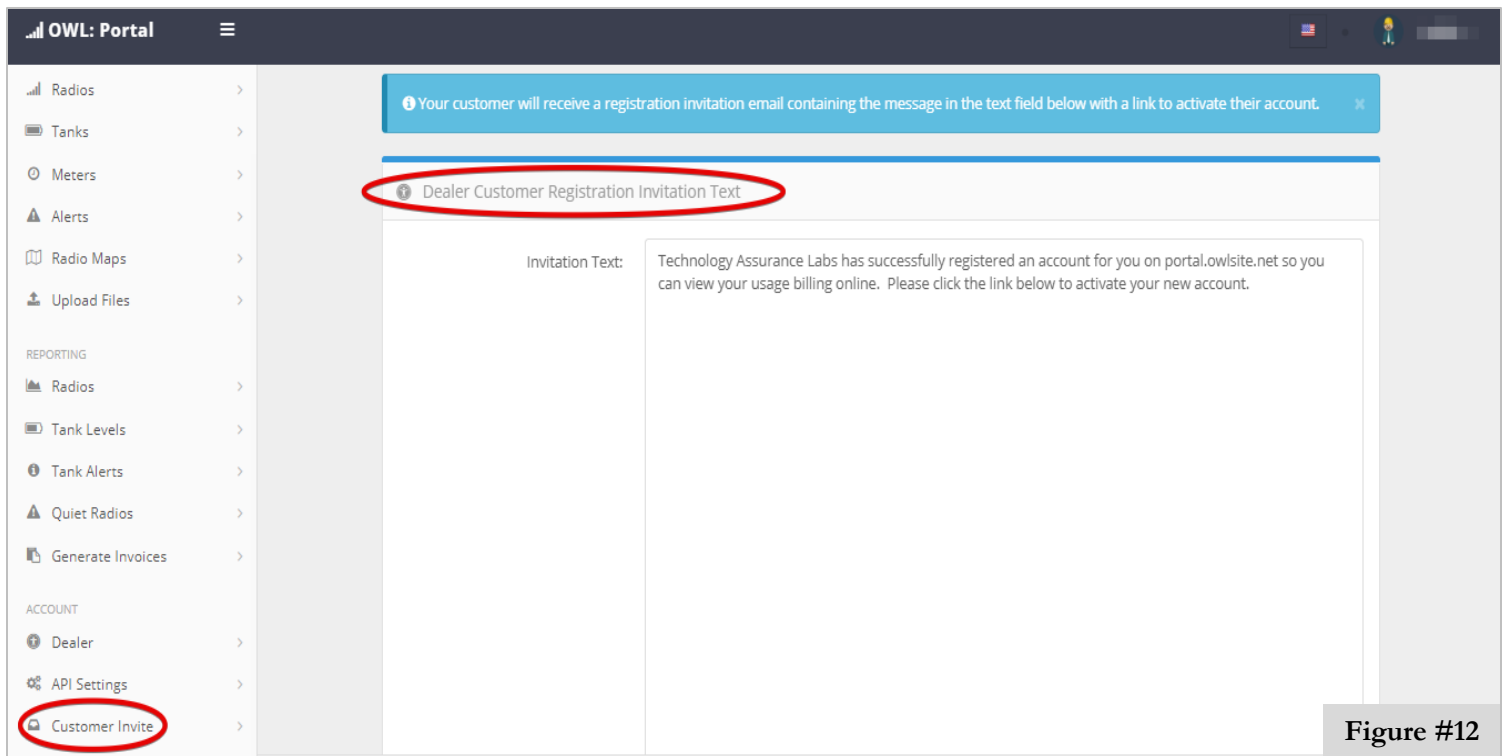
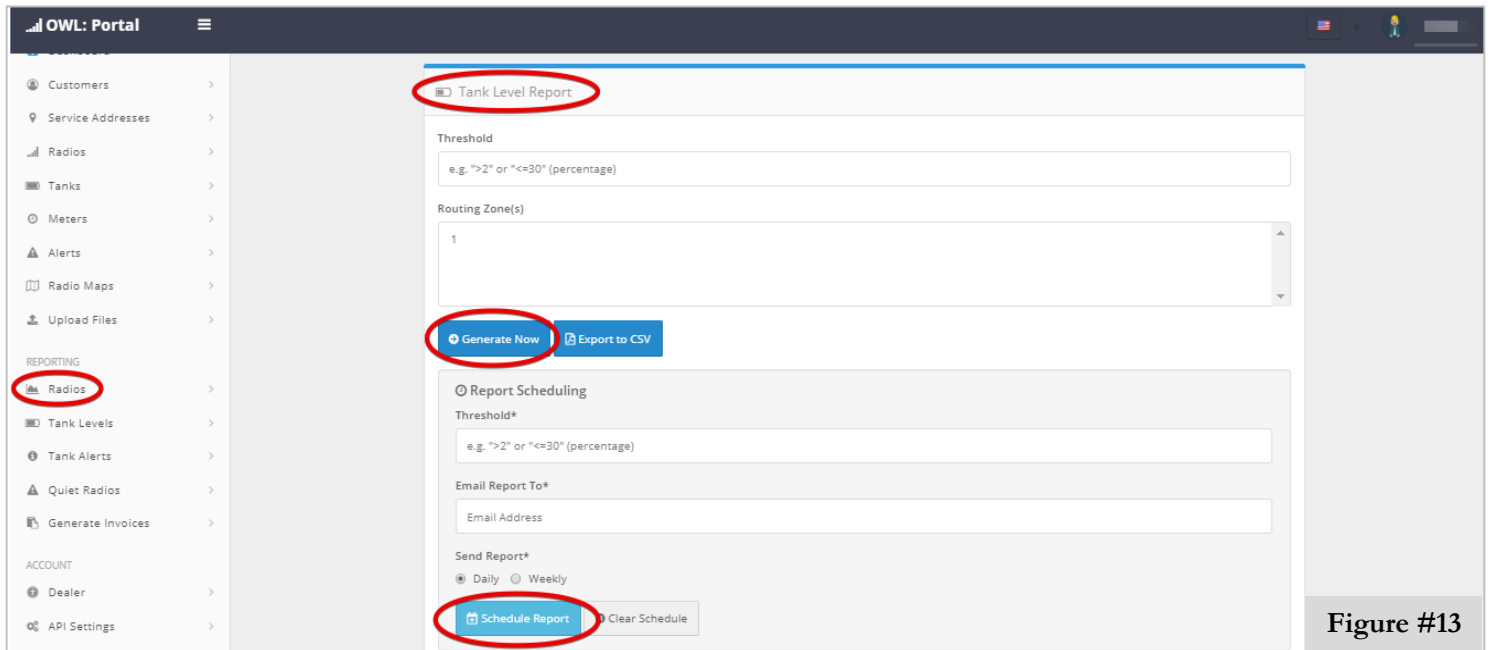


Figure #12

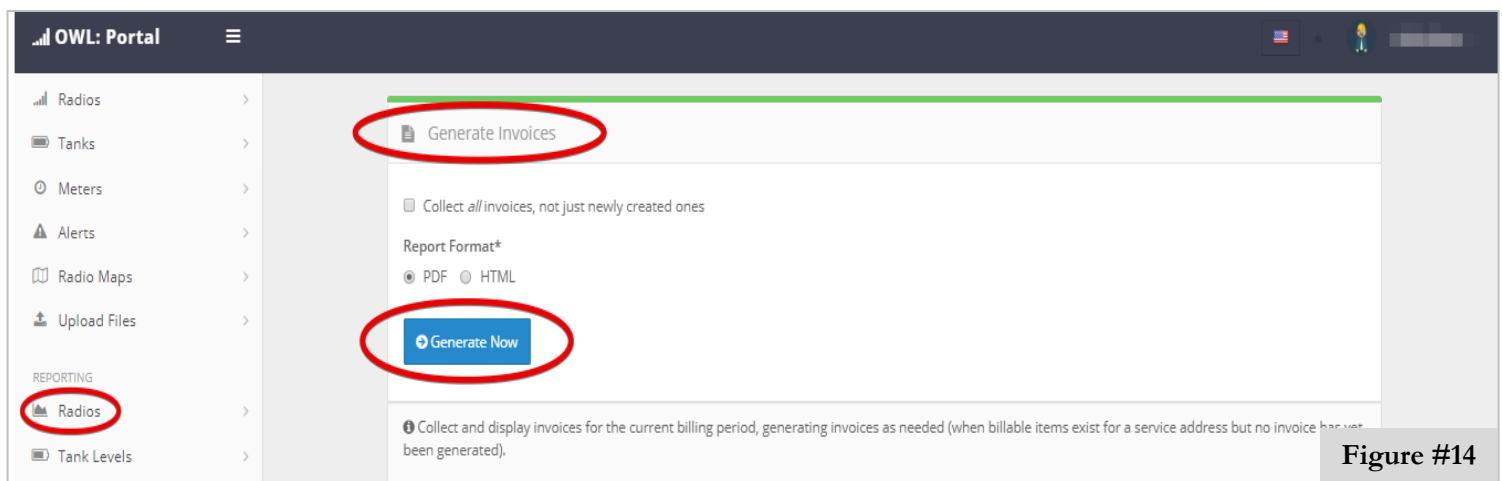
- 6) Next setup your reporting. Scroll up on the menu until you get to the Reporting section. Click on Radios. Fill in the following sections with the information for the reports and alerts you want to receive: Tank Level Report, Quiet Radio Report, Tank Level Alerts, and Alerts. (Refer to Figure #13).
- If you want to view a report at any given time click Generate Now or you can schedule to receive your reports daily or weekly by clicking Schedule Report.

# Initial Setup

- Make sure to click Save Settings under Tank Level Alerts and Alerts once you have filled in the information.

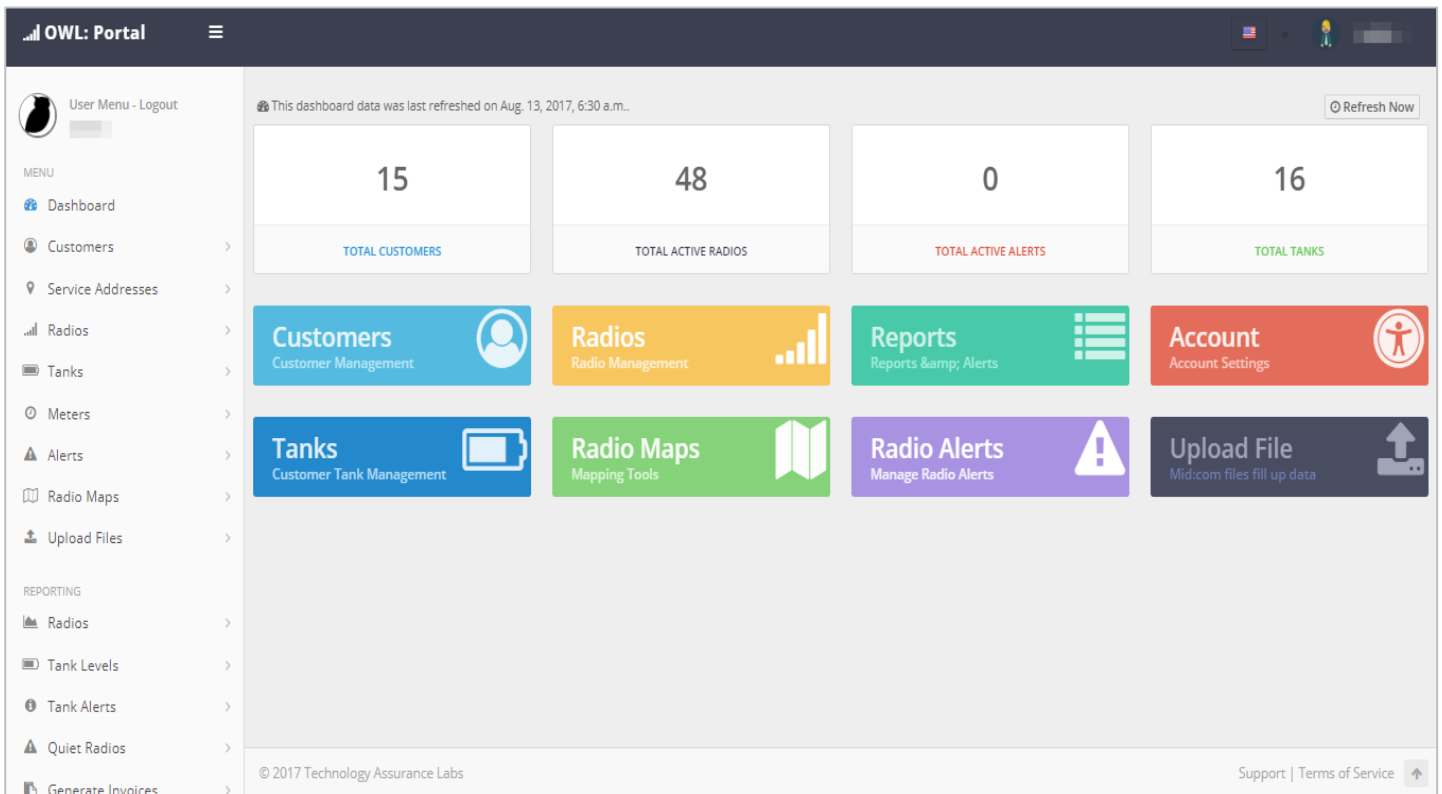


- 7) Under Generate Invoices you can choose to view your invoices at any time. Check whether you want to collect all invoices or leave blank if you want just the newly created invoices. Select your report format then click Generate Now to view them. (Refer to Figure #14).



- 8) The initial setup is done and you can now explore your portal.

# Navigating Your OWL Portal



This is the dashboard of your OWL Portal; from here you have many tools at your disposal:

- 📁 **Customers:** Create and manage customers and contact information.
- 📁 **Radios:** Manage radios and check provisioned status.
- 📁 **Reports:** View and export tank level and fill-up statistics.
- 📁 **Accounts:** View and edit your account settings.
- 📁 **Tanks:** Manage and view the fill levels of all your customer's tanks.
- 📁 **Radio Maps:** View a map of provisioned tanks and levels.
- 📁 **Radio Alerts:** Manage and view a list of customer tank alerts.
- 📁 **Upload File:** Select a Mid: Com file to upload fill-up data.

# Customers

OWL: Portal

Manage Customer List 10 Customer Records Found

ID, Name, Account #, ZIP Search Add Customer

Customer Number	Customer Name	Phone Number	City	State	Email Address
9998	James Craig	407-555-1212	Lake Mary	FL	—
2222	Test	—	—	—	—
4444	test	—	—	—	—
7777	Loren S Owens	4073995677	Oviedo	FL	—
99999	Test	4073995677	Oviedo	Florida	test@talabs.com
meter_test	Meter Test	—	Oviedo	Florida	someone@example.com
1211	Test Customer	—	Orlando	fl	—
1002	Tammy Owens	4073995677	Oviedo	Florida	—
office	Shane Owens	4075420662	Oviedo	FL	test@talabs.com
sowens	Shane Owens	4073995677	Oviedo	Florida	—

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The Customers section of your OWL Portal, allows you to create and manage customers, and contact information.

- The search tool enables you to quickly find a specific customer, by entering either their Customer ID, Name, Account #, or Zip.
- The +Add Customers button, allows you to enter new customers into your portal, by creating a Customer Number and Name, along with filling in the Billing and Service Addresses, Tank information, and adding any Notes needed about the account, or for the technician.
- Clicking on a Customer Number enables you to view and edit the customer's Details, Billing and Service Addresses, Tank, Radio ID, Last Reading, and Last Fill-Up.
- Clicking on a Customer Name enables you to view and edit the customer's Details, Billing and Service Address, Tank, Radio ID, Last Reading, and Last Fill-Up.

# Add Customer

The screenshot shows the 'Add New Customer' form in the OWL Portal. The form is divided into two main sections: 'Billing Address' and 'Service Address'. The 'Billing Address' section includes fields for Customer #, Customer Name (highlighted with a red arrow), Customer Email, Street Address, Address 2, City, State (dropdown), Zip Code, and Phone. The 'Service Address' section includes fields for Account #, Street Address, Address 2, City, State (dropdown), Zip Code, Phone, Routing Zone, and a 'Metered Radio' checkbox (highlighted with a blue arrow). A 'Notes' text area is at the bottom. A sidebar on the left contains a menu with options like Dashboard, Customers, Service Addresses, Radios, Tanks, Alerts, Radio Maps, Upload Files, Reporting, and Account settings.

The Add Customer page, allows you to enter new customers into your portal.

To access this page, click on the Add Customer button, on the main page of the Customers section at the top right.

- You can create a Customer Number and Name, then fill in the Billing and Service Addresses, Tank information, and add any Notes needed about the account, tank, or for the technician.
- If you are using a metered radio, make sure to check the box that says Metered Radio, at the bottom of the Service Address section, above notes.

When done entering information, click Save at the bottom of the page.

# Customer Details

OWL: Portal

User Menu - Logout

MENU

- Dashboard
- Customers
- Service Addresses
- Radios
- Tanks
- Alerts
- Radio Maps
- Upload Files

REPORTING

- Radios
- Tank Levels
- Tank Alerts
- Quiet Radios
- Generate Invoices

ACCOUNT

- Dealer
- API Settings

Billing Address

Street Address: 1692 Pine Bay Drive

Address 2:

City: Lake Mary

State: FL

Zip Code: 32746

Phone: 407-555-1212

Save Cancel

Service Addresses

+Add Service Address

Service Address	Tank(s)	Radio ID	Last Reading	Last Fill-Up
1692 Pine Bay Drive	125 gal	Provision Radio		None

Invoices Add Tank

The Customer Details page, allows you to view each customer's information.

To access this page, click a Customer Number or Name, listed on the main page of the Customers section.

You can view or edit the Customer Details and Billing Address.

If you edit the information make sure to click Save, underneath Billing Address.

➤ You can add another service address to this account by clicking on +Add Service Address.

The customer's Service Address, Tank, Radio ID, Last Reading, and Last Fill-Up are also visible at the bottom of the page.

# Service Addresses

OWL: Portal

User Menu - Logout

MENU

- Dashboard
- Customers
- Service Addresses**
- Radios
- Tanks
- Alerts
- Radio Maps
- Upload Files

REPORTING

- Radios
- Tank Levels
- Tank Alerts
- Quiet Radios

Manage Customer Service Addresses 12 Customer Service Addresses Found

Search by Customer Name, Number Q Search

ID	Customer Name	Customer Number	Service Address Account Number	Address	City	State	Zip Code	Latitude	Longitude
1339	James Craig	9998	9998	1692 Pine Bay Drive	Lake Mary	FL	32746	28.7300763	-81.3717728
461	Test	2222	—	200 Atsion Way	—	—	—	40.014864	-74.127081
427	test	4444	—	222 kettle creek	—	—	—	33.9140957	-116.9521122
426	Loren S Owens	7777	—	37 sea breeze rd	—	—	—	43.2459047	-115.8370454
385	Test	99999	99999	995 Westwood Sq	Oviedo	Florida	32765	28.6562248	-81.2245398
274	Meter Test	meter_test	—	995 Westwood Sq	Oviedo	Florida	32765	28.6562248	-81.2245398
161	Shane Owens	office	—	Water Damaged	—	—	—	—	—
73	Test Customer	1211	—	123 lane st	Orlando	FL	32826	42.868055	-78.836688
16	Shane Owens	office	1003	3267 Progress Dr Suite 126	Orlando	Florida	32826	28.5896177	-81.1979203
15	Tammy Owens	1002	1002	2942 Erskine Dr	Oviedo	Florida	32765	28.6308095	-81.2030993
4	Shane Owens	sowens	1235	3267 Progress Dr	Orlando	Florida	32826	28.5896177	-81.1979203
3	Shane Owens	sowens	1234	2940 Erskine Dr	Oviedo	Florida	32765	28.630937	-81.203414

The Service Addresses page, allows you to view the details of each customer's service address.

To access this page, click on Service Addresses, listed in the side menu on the left of your portal.

- You can view or edit the Service Address information, Notes, Account Balance, and Rates by clicking on the Customers Address.

After clicking on an address, you can also view or add a Tank and Fill-Up, and adjust or view Invoices, by clicking on each tab located to the right of the edit service address tab.

If you edit the information, make sure to click Save at the bottom of the page.

# Radios

OWL: Portal

User Menu - Logout

MENU

- Dashboard
- Customers
- Service Addresses
- Radios
- Tanks
- Alerts
- Radio Maps

Manage Customer Radios 473 Network Radios Found

Search by Radio, Network ID, Custom  Search

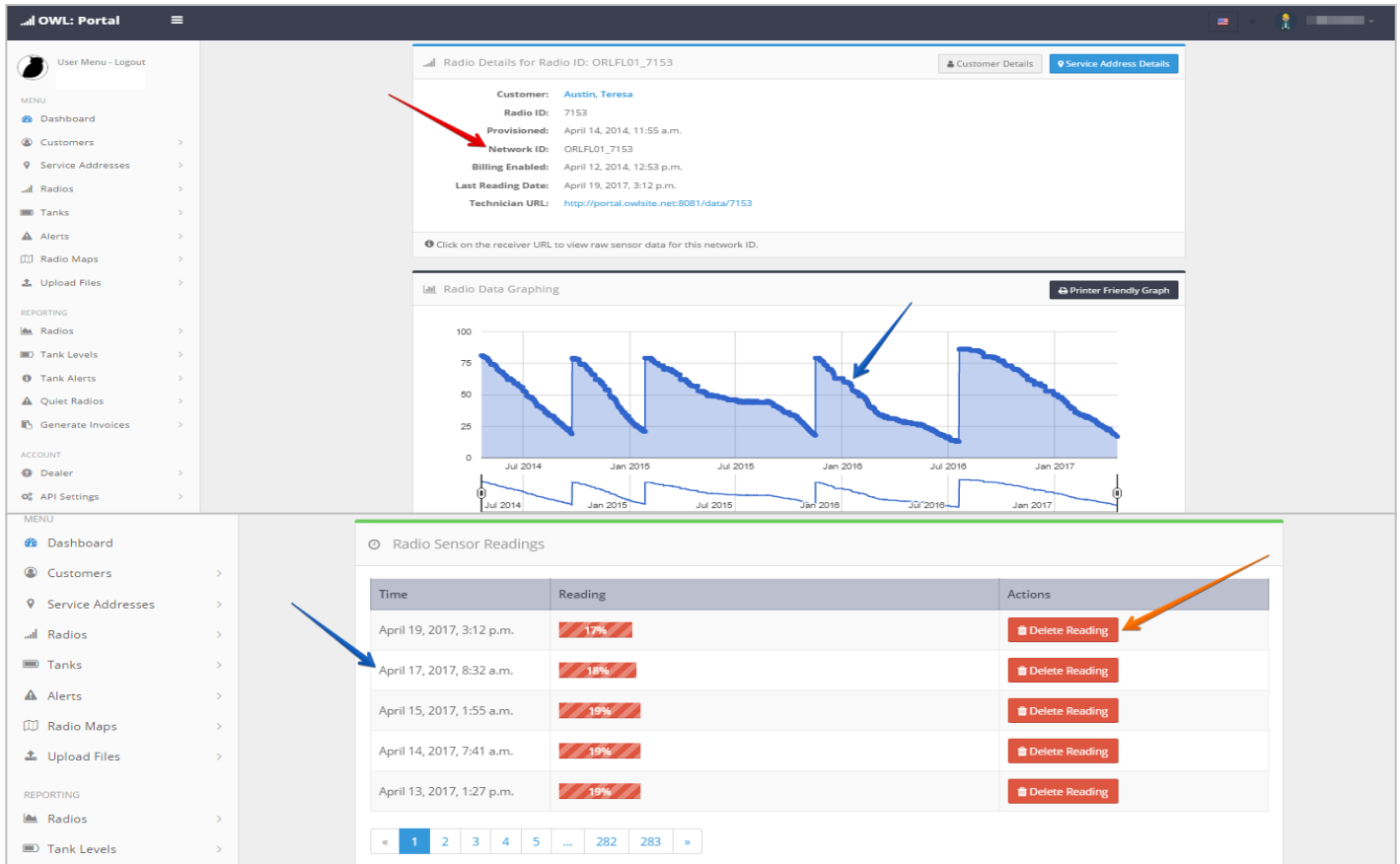
Dealer Radio ID	Customer Number	Service Address Details	Last Reading	Network ID	Radio Provisioned?	Customer Name
7076	2264	Delarosa, Jean - 20750 Quinlan Street, Orlando 32833	3%	ORLFL01_7076	True	Delarosa, Jean
7443	4278	Brown, Sherre - 25316 East Colonial Drive, Christmas 32709	7%	ORLFL01_7443	True	Brown, Sherre
7386	4313	Dickerson, Dwight - 20324 Quinn Street, Orlando 32833	7%	ORLFL01_7386	True	Dickerson, Dwight
7232	5265	Chowtee, Glen - 1807 Monteburg Drive, Orlando 32825	8%	ORLFL01_7232	True	Chowtee, Glen
10115	4606	Kilroy, Mark - 614 Hamilton Drive, Orlando 32833	15%	ORLFL01_10115	True	Kilroy, Mark

The Radios section of your OWL Portal, allows you to manage radios, and check provisioned status.

Main Page: view a full list of your radios, containing the Radio ID, Customer Number, Service Address, Last Reading, Network ID, Provisioned status, and Customer Name.

- The search tool enables you to quickly find a specific radio, by entering the Radio ID or Customer Number. To view all radios with fill levels above a specified amount, type < followed by the value. For example, if you want to view all fill levels above 30% you would type <30 in the search bar.
- Clicking on a Radio ID, enables you to view the radio details, such as the Provisioned Date and Time, Network ID, Billing Enabled Date and Time, Last Reading Date, Receiver URL, and a list of the recorded Readings.
- Clicking on a Customer Number enables you to view the entire customer's information, including Billing and Service Addresses, Tank, Radio ID, Last Reading, and Last Fill-Up.
- Clicking on a Service Address enables you to edit the current Service Address, view or add a Tank and Fill-Up, and adjust or view Invoices.

# Radio Details

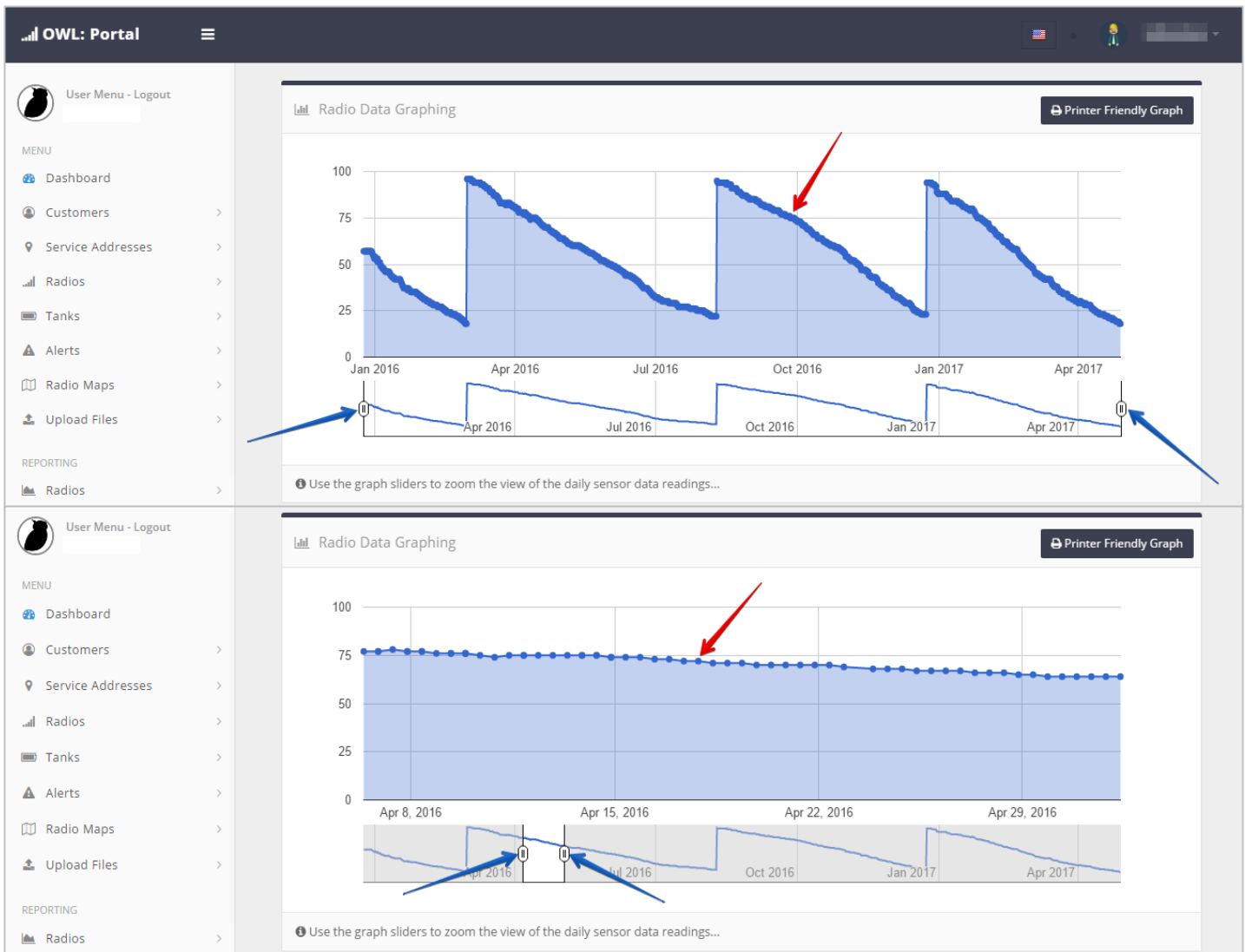


The Radio Details page allows you to view the details of each radio.

To access this page, click on a Radio ID, listed on the main page, of the Radios section.

- You can view the Radio ID, Provisioned Date, Network ID, Billing Enabled Date, Last Reading Date, and the Receiver URL, located in the top left corner of the page.
- You can view a graph of the recorded radio readings, followed by a list of all the readings detailing the date, time, and reading (tank level) which is recorded every day, once the radio is activated.
- If you wish to delete a specific Reading, click the Delete button, to the right of each reading you want to delete.

# Radio Data Graphing



The graphing feature is located on the Radio Details page. To get there go to the Radios section, then click on a Radio ID that you want to view.

The graph displays the Readings of the radio, from date of activation to present date.

- The blue dots on the graph line represent each reading from the radio. By moving your mouse over the circles, you can view the date and reading.
- In order to zoom in on a specific date, move the scroll bars underneath the graph, either left or right, to narrow down the dates.

# Reports

The screenshot displays the OWL Portal interface with a sidebar menu on the left containing sections like MENU, REPORTING, and ACCOUNT. The main content area is divided into three panels:

- Tank Level Report:** Includes a Threshold input field (example: ">2" or "<=30" (percentage)), a Routing Zone(s) list (51, 87, 25, 27, ...), and buttons for "Generate Now" and "Export to CSV".
- Report Scheduling:** Includes a Threshold\* input field (<20), an Email Report To\* field (garry@lovelacegas.com), a Send Report\* section with radio buttons for "Daily" and "Weekly", and buttons for "Schedule Report" and "Clear Schedule".
- Tank Level Alerts:** Includes a checkbox for "Enable Notifications", a Threshold input field (<20), an Email Notification To field (garry@lovelacegas.com), a "Save Settings" button, and a note: "Immediately send an email if a tank level falls below the configured percentage."
- Generate Invoices:** Includes a checkbox for "Collect all invoices, not just newly created ones", a Report Format\* section with radio buttons for "PDF" and "HTML", and a "Generate Now" button.

Arrows indicate the flow of actions: a blue arrow points to "Generate Now" in the Tank Level Report panel; an orange arrow points to "Schedule Report" in the Report Scheduling panel; a red arrow points to "Save Settings" in the Tank Level Alerts panel; and a blue arrow points to "Generate Now" in the Generate Invoices panel.

The Reports section of your OWL Portal, allows you to view and export tank level and fill-up statistics.

- Alerts: send a daily email when the system detects anomalous data: missing fill-up, test data or stuck dial. To setup Alert, enter in the information and requirements, then click "Save Settings."
- Tank Levels, Quiet Radios, and Generate Invoices: generate instantly, by filling in the requirements and clicking "Generate Now," to view a list of customers matching the specific requirements.
- Tank Levels and Quiet Radios: setup to have reports sent out to a selected email address daily or weekly, by filling in the specific information, and clicking Schedule Report.

# Account

The screenshot displays the 'Account' section of the OWL Portal. The left sidebar contains a 'User Menu - Logout' and a 'MENU' with various options: Dashboard, Customers, Service Addresses, Radios, Tanks, Alerts, Radio Maps, Upload Files, REPORTING (Radios, Tank Levels, Tank Alerts, Quiet Radios, Generate Invoices), and ACCOUNT. The main content area is titled 'Dealer Account Details' and contains several form sections: 'Dealer Account Details' with fields for Username (tallowface), Dealer Name (Lovelace Gas Service, Inc.), Email (craigderington17@gmail.com), and Website URL (www.lovelacegas.com); 'Dealer Rates' with fields for Propane Rate/Gallon (\$), Tax (\$), and Management (\$); 'Mailing Address' with fields for Address 1, Address 2, City, State, ZIP Code, and Phone; and 'Billing Cycle' with a dropdown menu set to 25 and a checkbox for 'Select the day of the month in which the billing cycle begins...'. The bottom of the page shows the 'ACCOUNT' section.

The Account section of your OWL Portal, allows you to view and edit your account settings.

In this section, you can edit your Dealer Account Settings, Dealer Rates, Mailing Address, Billing Cycle, Invoice Notes, and Invoice Labels.

If you make any changes make sure to click save account at the bottom of this page.

# Tanks

**Manage Customer Tanks** 336 Customer Tanks Found

Search by Customer Name, Number or S. Search

Tank ID	Customer Name And Service Address	Customer Number	Sensor Value	Receiver Time	Network ID
1126	Angela Hawkins - 20524 Quinn Street, Orlando FL 32833	4313	8%	April 4, 2017, 4:56 a.m.	ORLUB1_7985
244	Randy Green - 9305 Curryford Road, Orlando FL 32825	2747	11%	April 4, 2017, 4:29 a.m.	ORLUB1_7244
1180	Patrick Lawrence - 3620 Lake Sarah Drive, Orlando FL 32804	30618	12%	April 4, 2017, 12:19 a.m.	ORLUB1_19059
216	Lisa Little - 5816 N. Dean Road, Orlando FL 32817	4751	13%	April 3, 2017, 10:46 p.m.	ORLUB1_7209
180	Karan Bryant - 1252 Orange Ave, Winter Springs FL 32708	3849	13%	April 3, 2017, 11:53 p.m.	ORLUB1_7328
1241	Roy Banks - 25790 Quinlan Street, Orlando 32833	2264	13%	April 4, 2017, 5:16 a.m.	ORLUB1_7076
38	Sarah Bowman - 9307 Curryford Road, Orlando FL 32825	3626	13%	April 4, 2017, 5:30 a.m.	ORLUB1_7325
287	Nicholas Brooks - 25316 East Colonial Drive, Christmas 32709	4278	14%	April 4, 2017, 4:01 a.m.	ORLUB1_7443
283	Adam Washington - 4280 Christian Place, Sanford 32779	2305	15%	April 4, 2017, 7:48 a.m.	ORLUB1_7437
128	Daniel Hicks - 3715 Asafya Hughes Road, Orlando 32828	3525	20%	April 3, 2017, 11:36 p.m.	ORLUB1_7147
60	Jeremy Hunter - 15495 E Colonial Drive, Orlando 32820	3208	24%	April 4, 2017, 9:54 a.m.	ORLUB1_7063
1152	Bonnie Flores - 630 Summer Circle, Winter Springs FL 32708	5421	21%	April 4, 2017, 12:39 a.m.	ORLUB1_10084

**Angela Hawkins**

Customer # 4313  
Customer Name Angela Hawkins  
Service Address 20524 Quinn Street, Orlando 32833  
Radio ID 7366 Engagement Radio

Click on the customer number, customer name or service address to view or modify the customer details.

**Tank Details for Tank ID: 1126** Printer Friendly Graph

**Edit Tank Details** **Readings** **Graphing**

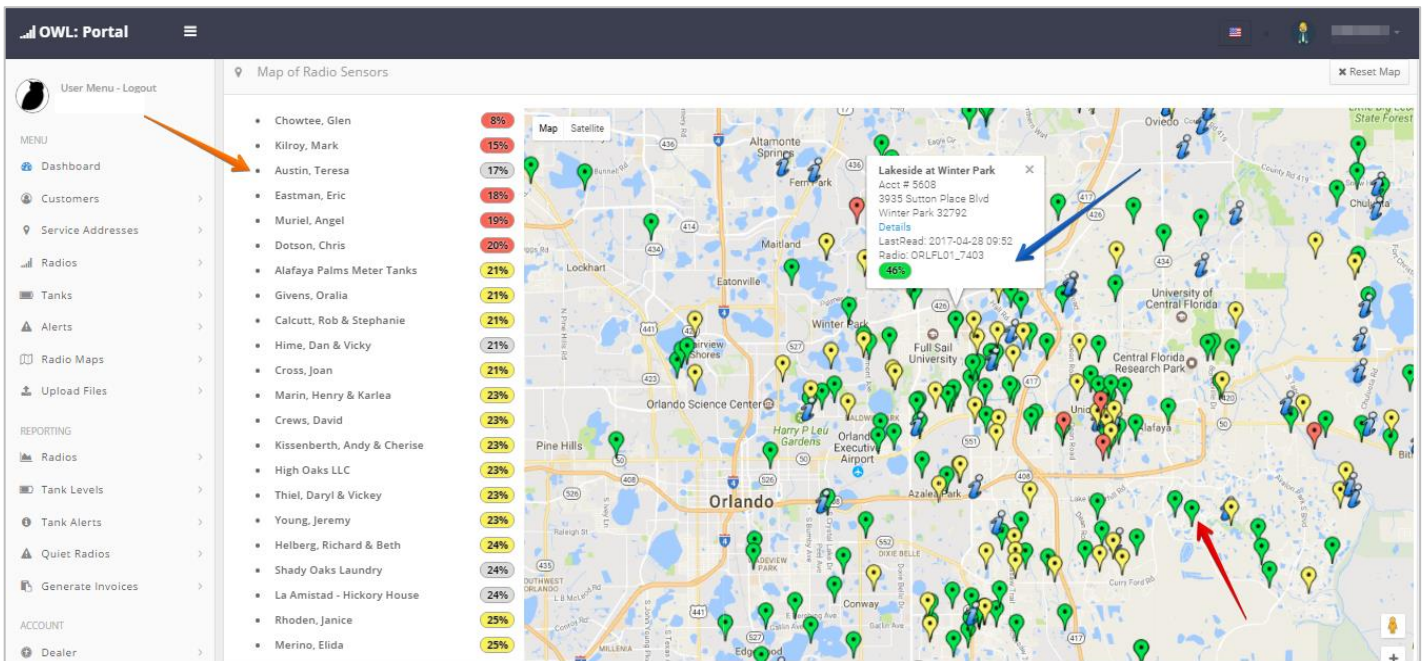
Tank Capacity: 120  
Tank Type: 1  
Tank Manufacturer: 0  
Tank Serial Number: 10  
Manufacture Date: Date (mm/dd/yyyy)  
Install Date: Date (mm/dd/yyyy)

The Tanks section of your OWL Portal, allows you to view your tanks and customer information.

In this section, you can view the Tank ID, Customer Name and Service Address, Customer Number, Sensor Value (Tank Level), Receiver Time, and Network ID.

By clicking on a Tank ID, you will be directed to the Tank Details page where you can edit the details or view the readings and graphs.

# Radio Maps

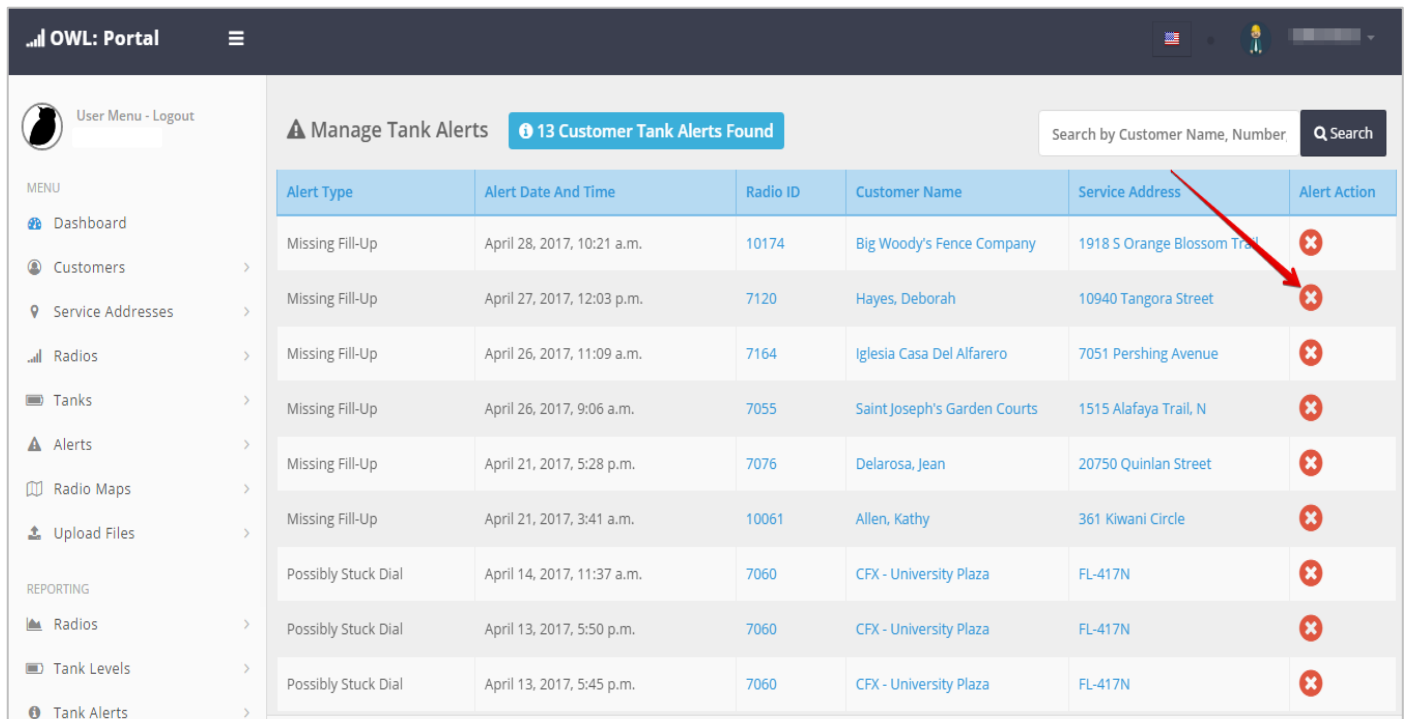


The Mapping section of your OWL Portal, allows you to view a map of provisioned tanks and levels.

Main Page: displays a map, with pins representing all the radio locations. A list of all the radios, containing the customer names and fill level from their last reading, are listed along the left side of the screen.

- Holding the mouse over each of the different pins on the map will show the customer name.
- Clicking one of the pins on the map will bring up a box listing the Customers Name, Customer Number, Service Address, a Details button that brings you to the Customers Details, and the Last Reading.
- Zooming in on a specific location of the map, will show only the customer names located inside that enlarged area. The names will be displayed in the list along the left side of the page.

# Radio Alerts



**Manage Tank Alerts** 13 Customer Tank Alerts Found

Search by Customer Name, Number.

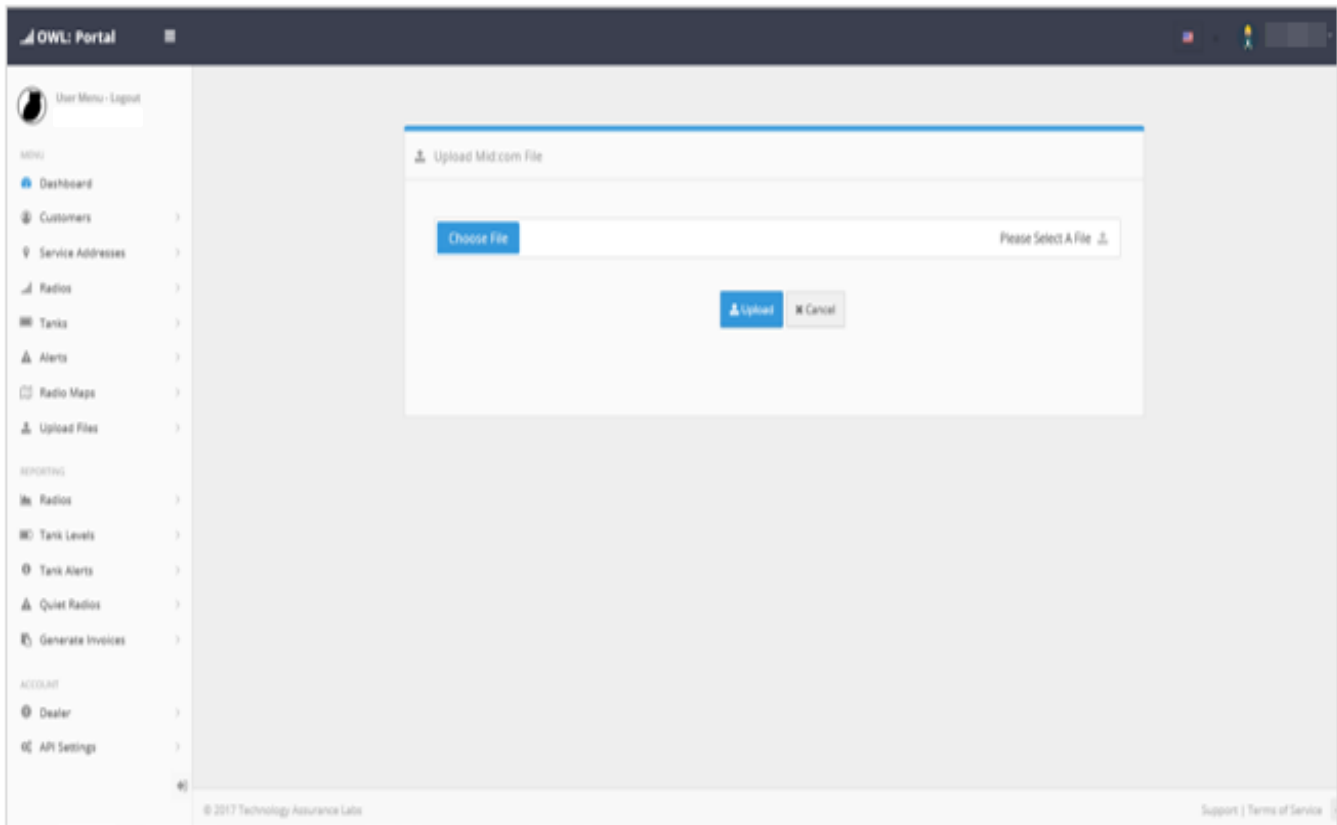
Alert Type	Alert Date And Time	Radio ID	Customer Name	Service Address	Alert Action
Missing Fill-Up	April 28, 2017, 10:21 a.m.	10174	Big Woody's Fence Company	1918 S Orange Blossom Trail	
Missing Fill-Up	April 27, 2017, 12:03 p.m.	7120	Hayes, Deborah	10940 Tangora Street	
Missing Fill-Up	April 26, 2017, 11:09 a.m.	7164	Iglesia Casa Del Alfarero	7051 Pershing Avenue	
Missing Fill-Up	April 26, 2017, 9:06 a.m.	7055	Saint Joseph's Garden Courts	1515 Alafaya Trail, N	
Missing Fill-Up	April 21, 2017, 5:28 p.m.	7076	Delarosa, Jean	20750 Quinlan Street	
Missing Fill-Up	April 21, 2017, 3:41 a.m.	10061	Allen, Kathy	361 Kiwani Circle	
Possibly Stuck Dial	April 14, 2017, 11:37 a.m.	7060	CFX - University Plaza	FL-417N	
Possibly Stuck Dial	April 13, 2017, 5:50 p.m.	7060	CFX - University Plaza	FL-417N	
Possibly Stuck Dial	April 13, 2017, 5:45 p.m.	7060	CFX - University Plaza	FL-417N	

The Radio Alerts section of your OWL Portal, allows you to view any alerts that are reported from your radios.

In this section, you can view the Alert Type, Alert Date and Time, Radio ID, Customer Name, Service Address, and Alert Action.

- After viewing the alert if you want to clear it from the list you can click on the x under Alert Action.

# Upload File



The Upload File section of your OWL Portal, allows you to upload your files with your fill up data.

---

Choose the file that you want, then click Upload.

# Customer Portal Account

Using this option allows you to give customers access to view their online account and usage.

- 1) From the dashboard of your portal, select Customers. (Refer to Figure #15).

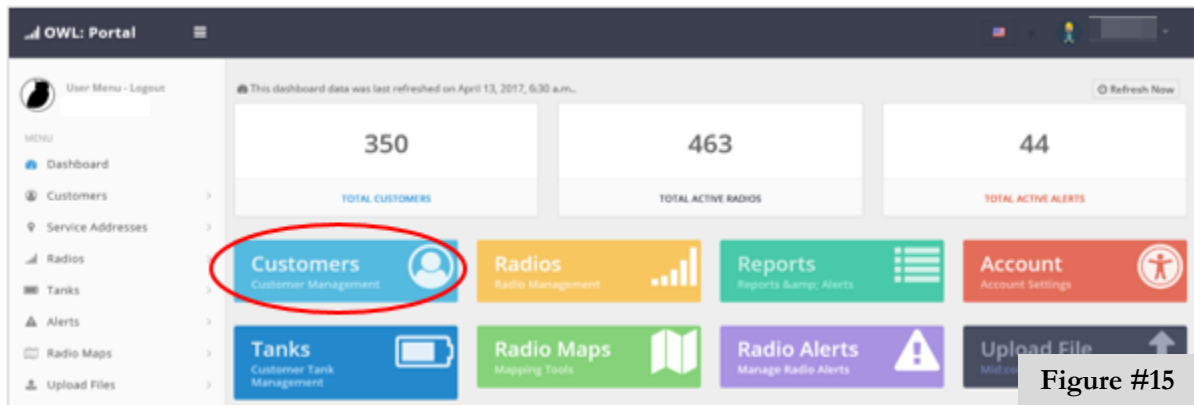


Figure #15

- 2) Then locate the customer you wish to grant access to, and click on their Customer Number. (Refer to Figure #16).



Figure #16

- 3) On the customer details page, first make sure there is an email filled in for the customer. If not, fill it in and click save at the bottom of the page. Then locate the Customer Portal Account in black, at the top of the page, and click on it. (Refer to Figure #17).

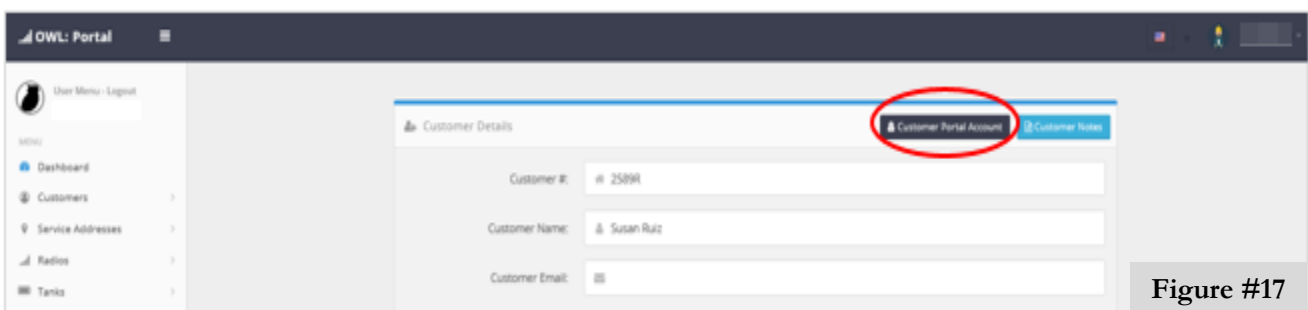


Figure #17

# Customer Portal Account

- 4) Make sure the email is correct, then click Create Portal Account.  
(Refer to Figure #18).

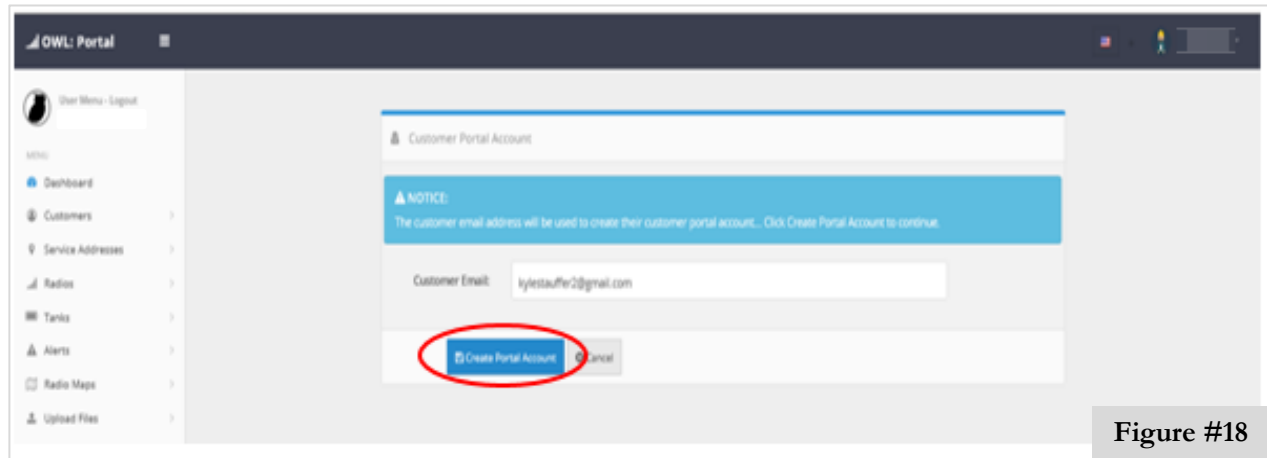


Figure #18

- 5) A message should appear in blue above your Customer Details, saying the customer portal account was successfully created. Your customer will receive an email detailing that they now have a registered account, and can view their online account and usage, by following the link in the email. (Refer to Figure #19).

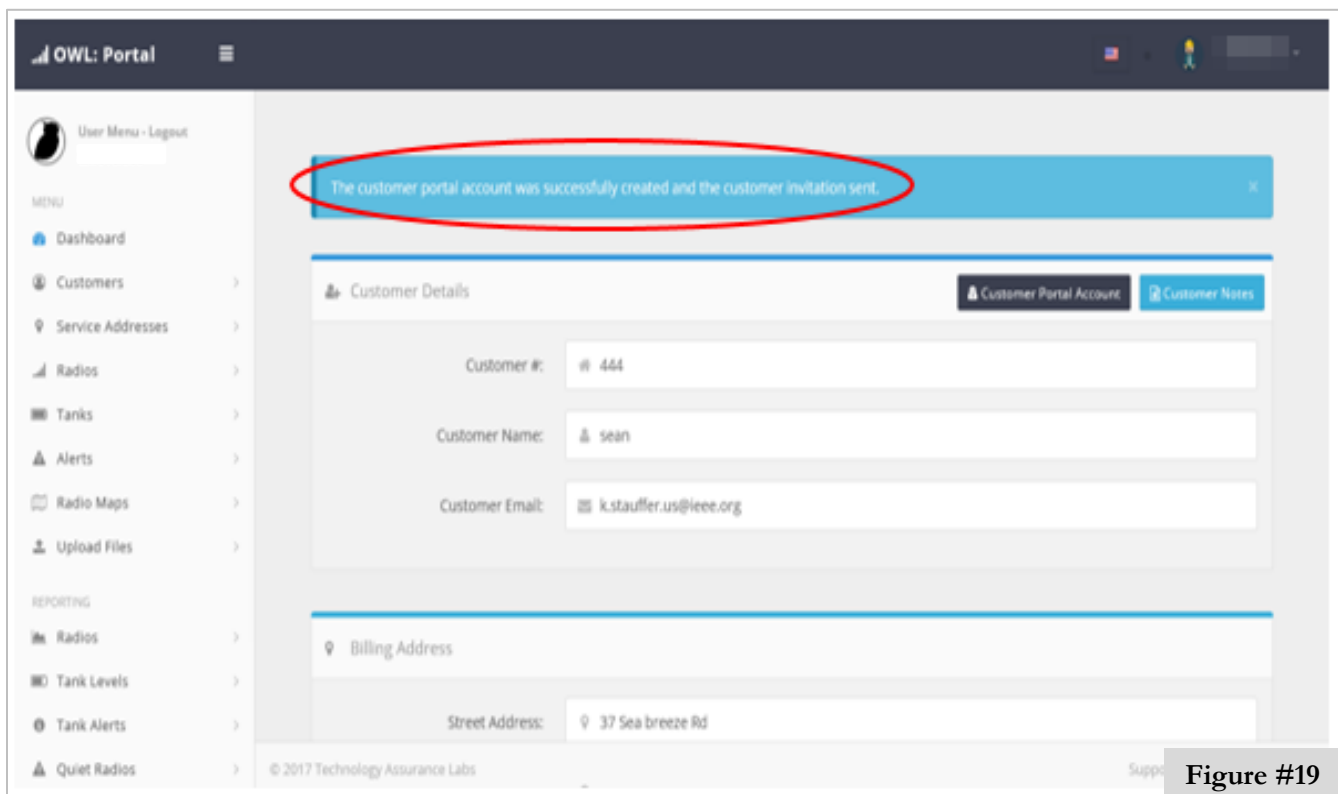
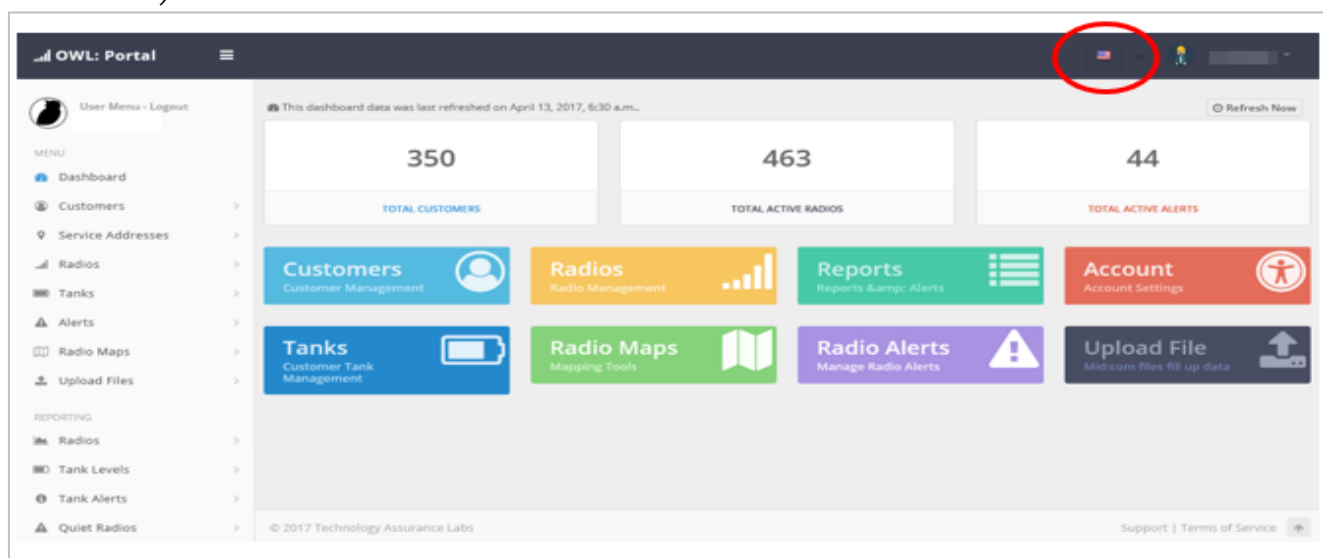


Figure #19

# Internationalization

Within the OWL portal you can change the language to suit your needs.

- 1) From the dashboard of your portal, locate the flag on the top right of your dashboard, next to your username. (Refer to Figure #20).



- 2) Click on the flag, then select your desired language. (Refer to Figure #21).

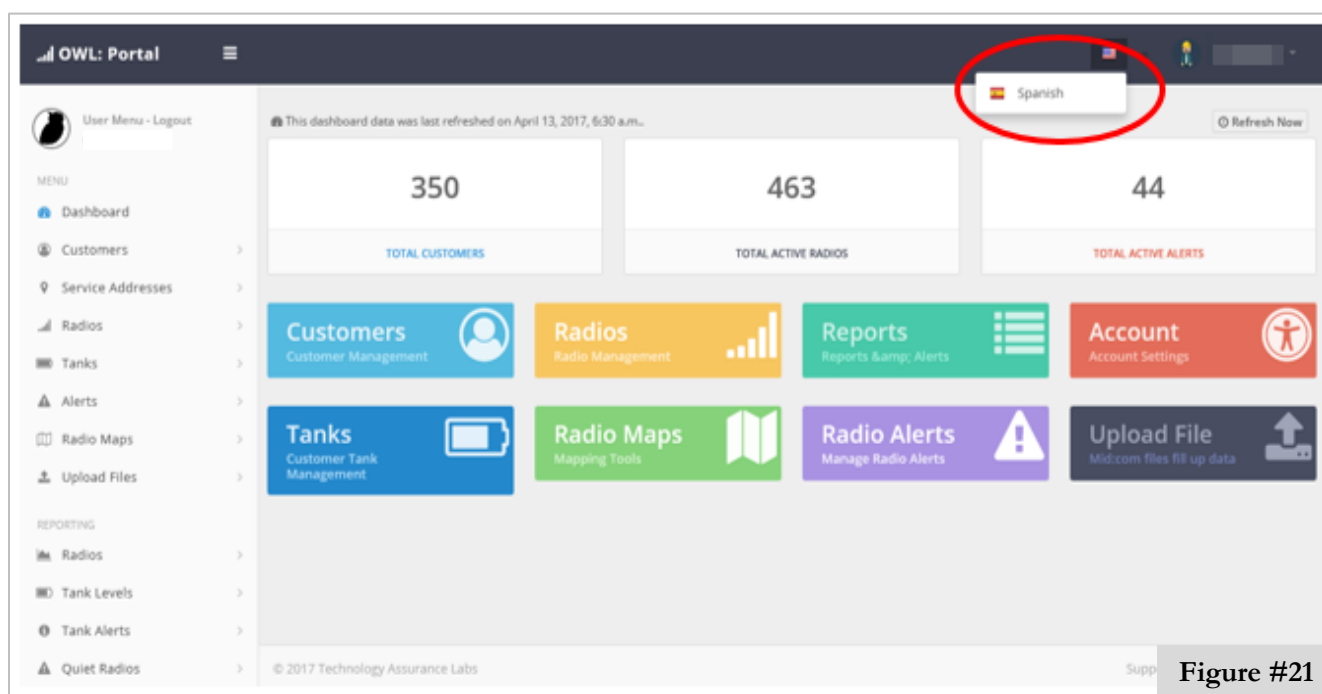
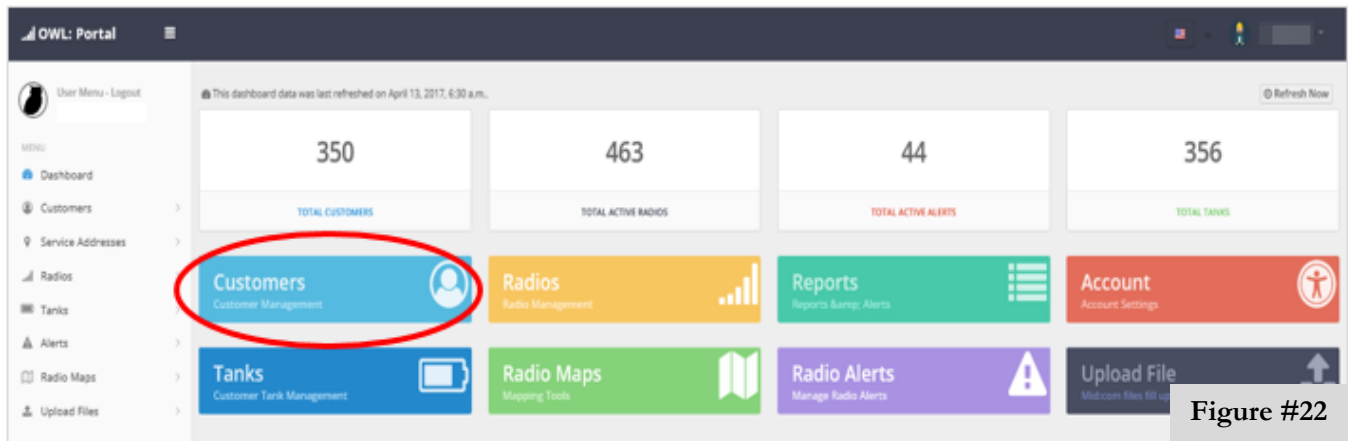


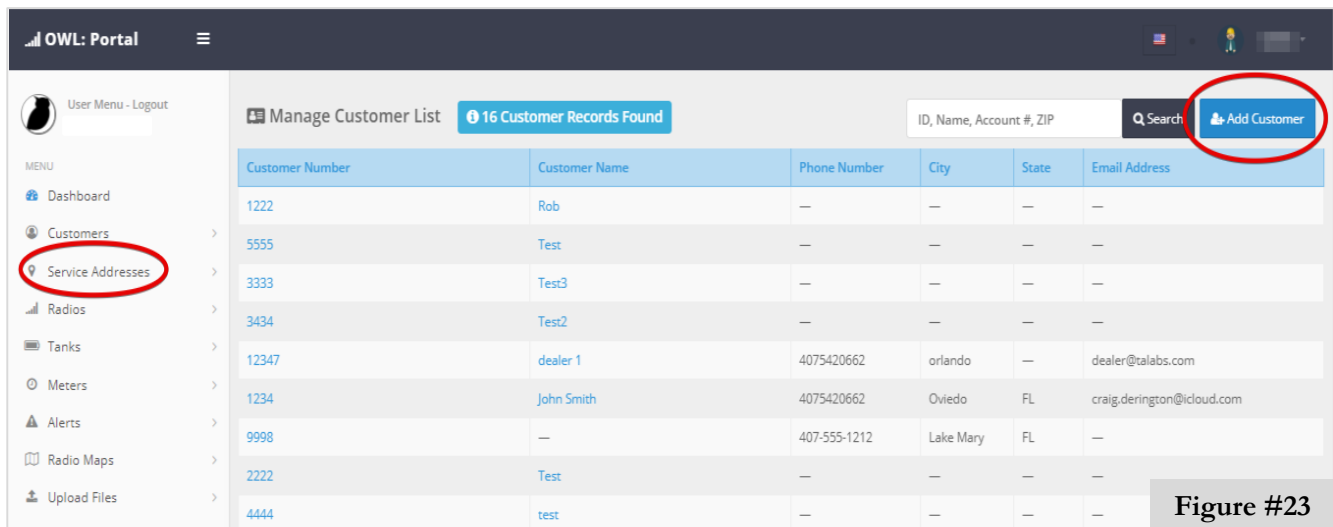
Figure #21

# Provisioning Your Radios

- 1) It's time to provision the radio to the customer. Log into your dealer portal (refer to page 6 if needed.)
- 2) On the dashboard of your portal, locate the Customers section in the upper left side, and click on it. (Refer to Figure #22).



- 3) The Customers page opens. Click +Add Customer in the top right corner of the portal.
  - If you have already entered customers prior to this, click on Service Addresses, then click the address of the customer you want to provision and click on Add Tank or Add Meter. Continue on following the instructions from # 6 for Tanks and # 7 for Meters. (Refer to Figure #23).



# Provisioning Your Radios

- 4) Complete the information for the customer, adding any notes about the account, or for the technician. (Refer to Figure #24).
  - **IMPORTANT:** Be sure to enter a Customer Number and Service Address. Both of these are important because they allow provisioned radios to be paired with their accounts.

Figure #24

- 5) If ready to provision, then select either Add Tank or Add Meter. If not, click Save Customer and you can provision at a later date by referring to the bullet under instruction # 3. (Refer to Figure #25).

Figure #25

# Provisioning Your Radios

- 6) If using a tank, enter the capacity or any notes about the tank. If the customer will be using our Pay As You Go option, click the box next to Usage Billing Enabled. Enter the Radio ID in the Provision Radio box then click Save Tank. (Refer to Figure #26).

Figure #26

- 7) If using a meter enter the information such as model #, serial #, etc. Enter the Radio ID in the Provision Radio box then click Save Meter. (Refer to Figure #27).

Figure #27

# Provisioning Your Radios

- 8) A confirmation page opens listing the Customer Number, Service Address, and the Radio ID that you are about to provision. At the top, it should say Tank or Meter successfully added to customer account. To complete the provisioning, check the box that confirms agreement to begin charging your account for this radio. Click Confirm. (Refer to Figure #28).

➤ To correct a mistake, click on the customer number, name, or service address to view or modify the customer details.

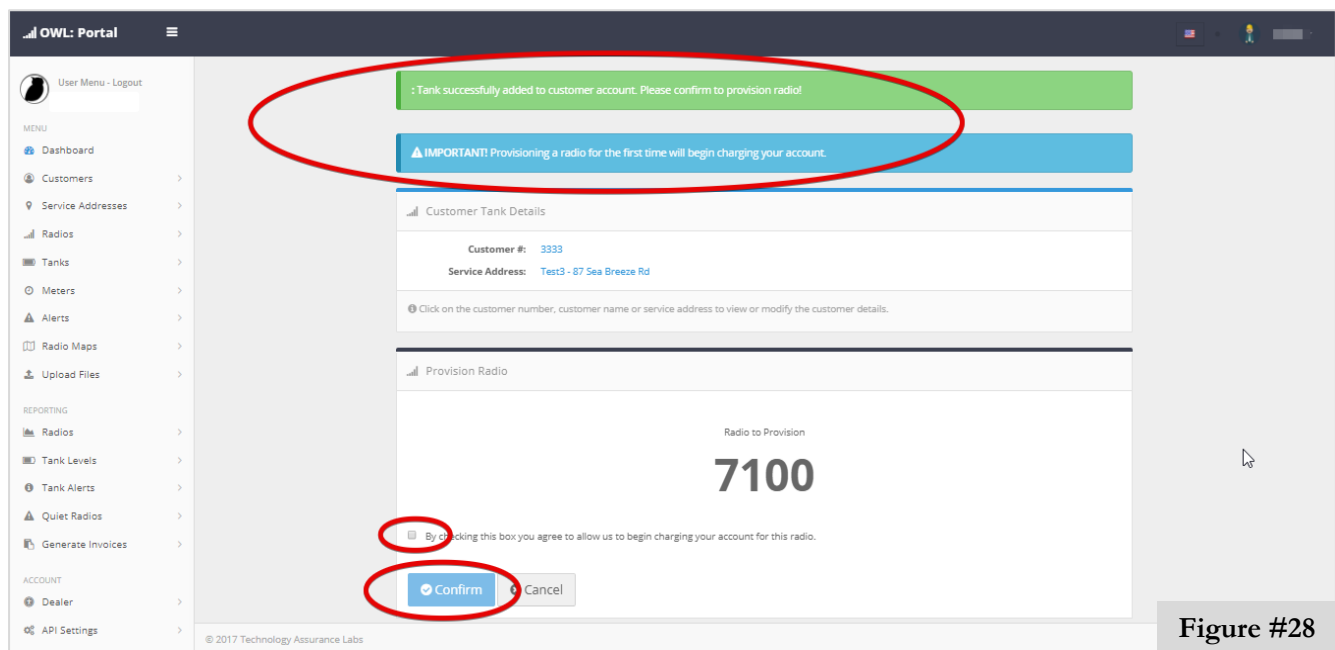


Figure #28

- 9) After you click confirm, the Customer Details page will open, and at the top you should see Customer Message: Radio Provisioned Successfully. (Refer to Figure #29).

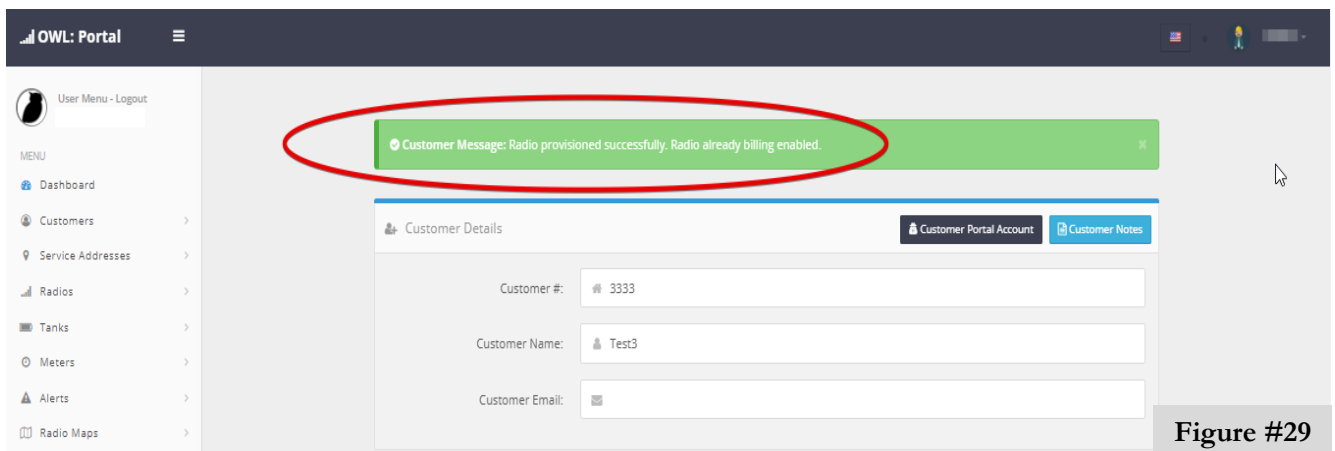


Figure #29

# Provisioning Your Radios

- 10) At the bottom of the Customer Details page you can see the newly provisioned radio by clicking on Tanks. The radio will be located under the Radio ID. (Refer to Figure #30).

The screenshot shows the OWL: Portal interface. On the left is a sidebar menu with options like Dashboard, Customers, Service Addresses, Radios, Tanks, Meters, Alerts, Radio Maps, and Upload Files. The main area displays customer details for '87 Sea Breeze Rd'. Below this, there's a 'Service Addresses' section with a 'Tanks' tab selected, indicated by a red circle. A table below shows one radio entry with the following data:

Service Address	Tank	Radio ID	Last Reading	Last Fill-Up	Actions
87 Sea Breeze Rd	Tank: 0 gal	7100	Reading Not Available	None	[Icon]

The 'Radio ID' '7100' is circled in red. At the bottom right, the text 'Figure #30' is visible.

- 11) If you are satisfied that the information is correct, click Save Customer. (Refer to Figure #31).

This screenshot is similar to Figure #30, but the 'Save Customer' button in the 'Service Addresses' section is circled in red. The table below it remains the same, showing the radio entry with ID 7100. At the bottom right, the text 'Figure #31' is visible.

# Provisioning Your Radios

- 12) To enter another new customer account, click Customers on the left side of your portal. (Refer to Figure#32).

OWL: Portal

User Menu - Logout

MENU

- Dashboard
- Customers**
- Service Addresses
- Radios
- Tanks
- Meters
- Alerts
- Radio Maps
- Upload Files

REPORTING

- Radios
- Tank Levels
- Tank Alerts
- Quiet Radios
- Generate Invoices

ACCOUNT

- Dealer

Street Address: 87 Sea Breeze Rd

Address 2:

City:

State:

Zip Code:

Phone:

Save Customer Cancel

Service Addresses

Add Service Address

Service Address	Tank	Radio ID	Last Reading	Last Fill-Up	Actions
87 Sea Breeze Rd	Tank: 0 gal	7100	Reading Not Available	None	

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Figure #32

- 13) Next click +Add Customers and repeat instruction #'s 4-11. To provision existing customer accounts, refer back to the bullet under instruction # 3. (Refer to Figure #33).

OWL: Portal

User Menu - Logout

MENU

- Dashboard
- Customers
- Service Addresses
- Radios
- Tanks
- Meters
- Alerts
- Radio Maps
- Upload Files

REPORTING

- Radios
- Tank Levels
- Tank Alerts
- Quiet Radios
- Generate Invoices

Manage Customer List 16 Customer Records Found

ID, Name, Account #, ZIP Search Add Customer

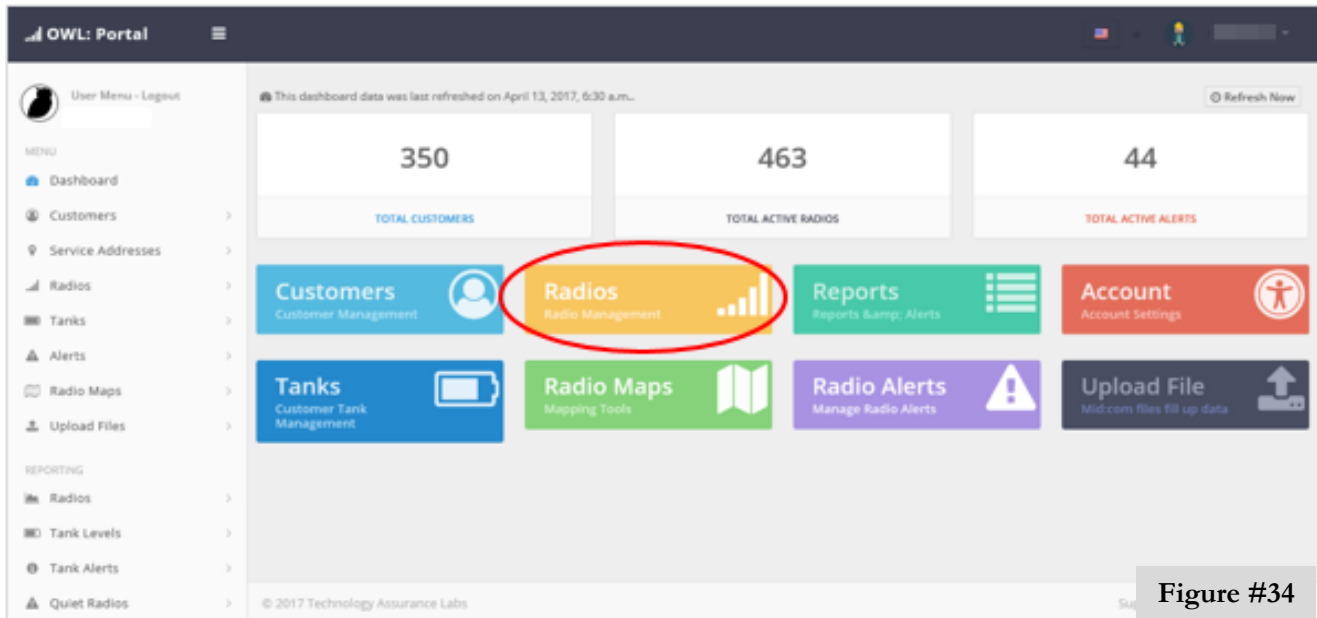
Customer Number	Customer Name	Phone Number	City	State	Email Address
1222	Rob	—	—	—	—
5555	Test	—	—	—	—
3333	Test3	—	—	—	—
3434	Test2	—	—	—	—
12347	dealer 1	4075420662	orlando	—	dealer@talabs.com
1234	John Smith	4075420662	Oviedo	FL	craig.derington@icloud.com
9998	—	407-555-1212	Lake Mary	FL	—
2222	Test	—	—	—	—
4444	test	—	—	—	—
7777	Loren S Owens	4073995677	Oviedo	FL	—
99999	Test	4073995677	Oviedo	Florida	test@talabs.com
meter_test	Loren S Owens	4073995677	Oviedo	FL	loren.shane.owens@gmail.com
1211	Test Customer	—	Orlando	fl	—

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Figure #33

# Provisioning Your Radios

- 14) If you want to review the radios that you have already provisioned, click Radios on the dashboard. (Refer to Figure #34).



- 15) On the Radios page, you can view the Radio ID's and their provisioned status, along with the Customer Details. (Refer to Figure #35).

The screenshot shows the 'Manage Customer Radios' page in the OWL Portal. At the top, it says '473 Network Radios Found'. Below this is a search bar with the text 'Search by Radio, Network ID, Custom' and a search icon. The main content is a table with the following columns: 'Dealer Radio ID', 'Customer Number', 'Service Address Details', 'Last Reading', 'Network ID', 'Radio Provisioned?', and 'Customer Name'. The 'Dealer Radio ID' and 'Radio Provisioned?' columns are circled in red. The table contains 10 rows of data, each representing a customer's radio. The bottom right corner of the table area is labeled 'Figure #35'.

Dealer Radio ID	Customer Number	Service Address Details	Last Reading	Network ID	Radio Provisioned?	Customer Name
7076	2264	Delarosa, Jean - 20750 Quinlan Street, Orlando 32833	3%	ORLFL01_7076	True	Delarosa, Jean
7443	4278	Brown, Sherre - 25316 East Colonial Drive, Christmas 32709	7%	ORLFL01_7443	True	Brown, Sherre
7386	4313	Dickerson, Dwight - 20324 Quinn Street, Orlando 32833	7%	ORLFL01_7386	True	Dickerson, Dwight
7232	5265	Chowtee, Glen - 1807 Monteburg Drive, Orlando 32825	8%	ORLFL01_7232	True	Chowtee, Glen
10115	4606	Kilroy, Mark - 614 Hamilton Drive, Orlando 32833	15%	ORLFL01_10115	True	Kilroy, Mark
7153	3244	Austin, Teresa - 1608 Bumby Avenue, Orlando 32803	17%	ORLFL01_7153	True	Austin, Teresa
7365	7916	Eastman, Eric - 9803 Dean Acres Drive, Orlando 32825	18%	ORLFL01_7365	True	Eastman, Eric
7422	3162	Muriel, Angel - 732 Maloney Lane, Orlando FL 32825	19%	ORLFL01_7422	True	Muriel, Angel
7049	2791	Dotson, Chris - 2328 Chinook Trail, Maitland 32751	20%	ORLFL01_7049	True	

Now that you have completed provisioning the radios, you are ready to begin using **OWL**, and discovering its many capabilities.

# Frequently Asked Questions

## **Device and Service:**

### **How often does the radio transmit tank level data?**

Twice a day is standard, but it can be programmed to transmit more often which voids the battery warranty.

### **What makes your radio better than the competition (Wesroc, Centeron, Enertrac, Tanklink, etc.)?**

- Best battery warranty in the business.
- 2 transmissions per day (always have current data when speaking to customers about their account).
- Pay-as-you-Go and data fees are included in the monthly monitoring cost and not add on fees or features.
- Open RESTful API architecture to allow for back office integration included.

### **Does the portal provide route planning/optimization?**

Currently no, we have route filters in place which allow you assign accounts to routes and then run reports on tanks filtered by routes. This would allow you to provide a driving with all tanks on his route below 20% for example.

### **Are your tank radios “Intrinsically Safe” or “UL Certified”?**

No, the sensor attachment is certified intrinsically safe and we are working on completing this testing of the radio but until then, the radio should be mounted at least 6ft from the tank if possible.

## Frequently Asked Questions

### **Device and Service:**

**What is the cost of the radio and are there discounts for larger purchases?**

We have many radio options and discount levels based on your needs. Discounts are given for larger orders and are something that is handled on a case by case basis depending on the long-term value of the customer. We will need to be involved in discounting negotiations if they get above 250 or so radios, but until then sales personnel should advise the customer they will get back to them with a price point after determining how many radios the customer desires. Please contact us to discuss your options.

**Will the radio alert me when a tank gets critically low?**

Alerts can be setup in the portal to trigger on any number of criteria. Immediate alerts for a tank passing a threshold, daily alerts for all tanks below a set point, etc. are available. Refer to the manual for how to set these up.

**Can I provide a login to my customer to allow them to view their tanks?**

Yes, to setup the login go to the Customer Details in the portal for that customer and click the Customer Portal button near the top. Customers must be assigned a service address and have an email. They will be sent a welcome message with instructions on how to activate their account.

**Can the customer welcome message be customized?**

Yes, under the Account section of the Dealer Portal you can edit the Invoice and Welcome messaging used for your notifications.

## Frequently Asked Questions

### **Device and Service:**

#### **What file types do you support for uploads?**

Currently we support Mid-Com file types for direct upload, but the RESTful API interface is able to support the exchange of any system information through standard API calls.

#### **What other radios type or applications do you have?**

- We have 2 different types of systems (Cellular or Fixed Wireless).
- Fixed Wireless is for dedicated system builds and requires a lot of pre-engineering and planning. We will need to be involved but it allows a dealer to own his entire system and not have to rely on cellular or satellite. Similar to if he installed a 2-way radio system for his trucks.
- In both radios types, we support tank radios and meter radios. Meter radios require a pulse output on the meter they are connected to or they can be retrofitted with them (cost varies by meter type).
- The pit radio is only available as a fixed wireless device currently.

#### **Can you monitor diesel tanks or heating oil tanks?**

Yes, as long as they are equipped with a dial type gauge. Other level option may be developed given sufficient Qty.

#### **Do you offer trials for your system?**

Yes, we currently offer a 60-day free trial (Must sign agreement prior to being accepted).

## Frequently Asked Questions

### **Device and Service:**

**Can I query the radio for an immediate read (2-Way communication)?**

Currently only the Fixed wireless system offers a 2-way option.

**Is there an additional fee if I need a radio to transmit more frequently?**

Yes, if the radio transmits more than 6 times per day an additional fee of \$1 per month will be assessed for that radio to allow for it to exceed its data cap.

**Do I have to buy blocks of cellular data for the radios?**

No, the data fees are included in the monthly monitoring costs.

**Can I use my own sim cards for the radios?**

Generally, no, but special consideration may be made under extraordinary circumstances. Our carrier agreement allows us to operate in 118 countries currently.

### **Portal Usage and Functions:**

**When activating the radio, can I use a different magnet than the one supplied?**

Yes. As long as the magnet is the same strength (10 lbs.) or larger.

## Frequently Asked Questions

### **Portal Usage and Functions:**

**When confirming radio activation, why isn't my radio visible in the MTU ID column?**

If the radio isn't visible, repeat holding the magnet on the specified area for 10 seconds. If the problem persists, try moving the radio to a different location to test.

**Do I need to continually check the radio values in the Latest Data Received page, after activation?**

No. As long as the radio is visible you don't need to continually check, unless a problem persists.

**Can I enter new customers into the portal before activating the radio?**

Yes. Once the radio is activated, click on Service Addresses, then click the address of the customer you want to provision and click on Add Tank or Add Meter. Continue on following the instructions from # 6 for Tanks and # 7 for Meters, in Provisioning Your Radios.

**If I make a mistake entering customer information in the portal, can I change it?**

You can always edit the customer information by clicking on the Customer ID, Radio ID, or Service Address, then changing the information. Make sure to click Save, before exiting.

## Safety Note



### **SAFETY NOTE:**

Your wall-mounted OWL radio transmitter is easy to install and activate. However, you should be aware that your wall-mounted OWL radio is not yet certified under Underwriters Laboratories (UL) Standard 913 as “Intrinsically Safe”. This means that it is not designed to prevent it from becoming an ignition source for any flammable vapors that reach its components.

**DO NOT** install this OWL radio transmitter in a location that is within 5 feet of flammable gas source. The transmitter **MUST** be installed a **MINIMUM** of 5 feet or more from gas source. Failure to comply with this installation instruction could result in an explosion and fire, causing serious personal injury, death or property damage.

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# Index

Activation.....4, 18, 39  
Add.....12, 28  
Address.....12, 16, 22  
Browser .....6  
Confirm.....3  
Customer.....12, 16, 22, 27, 28, 29  
Customers .....i, 7, 8, 9, 10, 11, 12, 22, 28  
Dashboard .....6, 11, 28  
ID .....3, 12, 13, 16, 22, 28, 39  
Instructions.....i, 1, 2, 40  
Level.....11, 19, 22  
Manage .....11, 12, 16  
Map .....11, 22  
New.....12, 13, 32

Password .....6  
Portal.....i, 6, 11, 12, 16, 19, 20, 21, 22, 23, 24  
Provisioning.....34  
Radios .....5, 11, 16, 22, 34  
Reading .....22  
Receiver .....5  
Safety.....40  
Save .....19  
Sensor.....1, 2, 5  
Status.....11, 16  
Transmit .....1, 2  
UL.....40  
Username .....6  
Value .....5