

PROCEDURE TO USE SERVICESTAR VOICE DATA RETRIEVAL FEATURE

Rev. 1.0		July 8, 2007
Sub Title	DATA RETRIEVAL FROM SERVICESTAR INFORMATION CALL CENTER 318-429-5300	
Revision History	1.0 Initial Release, July 5, 2007	
Approvals		
Purpose	<ol style="list-style-type: none"> 1. The purpose of this procedure is to provide our customers and employees another method of data access to ServiceStar data via a voice system. 2. The system can also provide a method to demand poll a RTU that has been installed and the customer service operators are not available. 3. The voice data retrieval can be used after normal work hours when customer service operators are not available. 4. PIN numbers are assigned by ServiceStar (1-888-875-0111). 	
Procedure	<ol style="list-style-type: none"> 1. Dial the access number (318-429-5300) from a location with minimum background noise. The voice system can recognize verbal prompts and excess background noise will cause erroneous operation. 2. The system will answer and you will be welcomed with this greeting: “Welcome to ServiceStar Information Call Center. Please enter your PIN number”. At this time enter you PIN number on the telephone keypad or speak your PIN number very clearly. After entering your PIN number and it is correct, you will hear this response: “Thank you. Which meter would you like to access?” You are now connected to the system and can begin using the features. 3. If you enter a meter number that is not set up in ServiceStar, the voice will say: “The meter number XXXXXX was not found, please re-enter the meter number you would like to access?” 4. Enter the ServiceStar meter number verbally or via the keypad. The next prompt will prompt you for the next operation by asking you the following: “Please choose from the following options:”. 5. “One, to hear Real Time Quick Summary” 6. “Two, to hear the Real Time Data” 7. “Three, to hear the Current Alarms” 8. “Four, to hear the Daily Volume” 9. “Five, to hear Alarm Threshold” 10. “Six, to activate a Demand Poll for this meter” 11. “Seven, to repeat this message” 12. “Zero, to change Meter Number” 13. “Nine, to disconnect” 	

<p style="text-align: center;">OPTION "1"</p>	<p>This option will speak the main items from the Real Time List. Here is an example of the items for meter 500707:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Real Time Quick Summary</td></tr> <tr><td>Date and Time of Last Poll</td></tr> <tr><td>Program Version</td></tr> <tr><td>Volume Run Total</td></tr> <tr><td>Flow Rate per Day</td></tr> <tr><td>Differential Pressure</td></tr> <tr><td>Casing Pressure</td></tr> <tr><td>Casing - Tubing Differential</td></tr> <tr><td>Production Goal</td></tr> <tr><td>Flow Rate</td></tr> <tr><td>Tubing Pressure</td></tr> <tr><td>Today's MCF</td></tr> <tr><td>This Hour MCF</td></tr> <tr><td>Previous Day MCF</td></tr> <tr><td>Flowing Temperature</td></tr> <tr><td>Static Pressure</td></tr> <tr><td>Differential Pressure</td></tr> </table>	Real Time Quick Summary	Date and Time of Last Poll	Program Version	Volume Run Total	Flow Rate per Day	Differential Pressure	Casing Pressure	Casing - Tubing Differential	Production Goal	Flow Rate	Tubing Pressure	Today's MCF	This Hour MCF	Previous Day MCF	Flowing Temperature	Static Pressure	Differential Pressure
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<p style="text-align: center;">OPTION "2"</p>	<p>To hear "Real Time Data", the information is divided into groups of signals that are related and as it appears on the Real Time data on ServiceStar software. There can be many groups to choose from based upon the amount of data expected to be available for the customer. There are four selections available to select a group, next group, previous group or return to the main menu:</p> <ol style="list-style-type: none"> 1. "Press 1 to hear" 2. "Press 2 to select the next group" 3. "Press 3 to select the previous group" 4. "Press 4 to return to the Main Menu"
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<p style="text-align: center;">OPTION "3"</p>	<p>To hear Current Alarms that are active. If there are no active alarms, the voice will say:</p> <p style="color: blue;">"No new alarm records were found for meter XXXXXX".</p> <p>The voice will automatically begin to repeat the main menu.</p> <p>For a compressor alarm example, if there is one or more alarms that are active and unacknowledged, the voice will say:</p> <p style="color: blue;">"There are 1 alarms in the system. One July 8, 2007, at 8:00 AM, the COMP.RUN status was in alarm state with a value of 1. "</p> <ol style="list-style-type: none"> 1. "Select 1 to acknowledge this alarm" 2. "Select 2 to select next alarm" 3. "Select 3 to repeat this alarm" 4. "Select 4 to go back to Main Menu"
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<p>OPTION "4"</p>	<p>This option will provide daily MMBTU, MCF, average DP, Press and Temperature readings. When selected the voice message says:</p> <p>"Daily reading for date 07-07-2007, MMBTU 12.7.....". The data will be heard and then the voice will prompt as follows:</p> <ol style="list-style-type: none"> 1. "Select 1 to hear previous day volume" 2. "Select 2 to hear next day volume" 3. "Select 3 to repeat" 4. "Select 4 to return to the Main Menu"
<p>OPTION "5"</p>	<p>This option will read the alarm threshold values for all analog alarm signals. You will hear the default values (normally 9999 for HI or HI-HI, -9999 for LO or LO-LO) along with the settings that the customer uses to trigger alarm notifications. The voice prompt will say "On date, July 5, 2007, 3:03 PM, the static pressure high set-point is" until all of the setpoints have been read. The voice prompt will return to the main menu as in the PROCEDURE row above and begins: "For meter 500707, please choose from the following options:.....".</p>
<p>OPTION "6"</p>	<p>This will activate a demand poll for the meter you are working with. When this option is selected, the voice will confirm your demand poll request by saying: "Demand poll successfully sent". The voice prompt will return to the main menu as in the PROCEDURE row above and begins: "For meter 500707, please choose from the following options:.....". You can call back a few minutes later to review the current data from the demand poll by listening to OPTION "1" – Real Time Quick Summary. This will help when none of the service representatives are available or it is after hours.</p>
<p>OPTION "7"</p>	<p>This option will repeat the Main Menu selection by saying:</p> <p>"Press 7 to repeat this message".</p>
<p>OPTION "0"</p>	<p>This option will let you choose another meter number for data retrieval. The voice prompt is:</p> <p>"Press 0 to change meter numbers"</p> <p>When this option is selected, the voice will prompt for a new meter number by asking:</p> <p>"Please enter the meter number you would like to access..."</p> <p>Enter the new meter number (do not press the * or # key):</p> <p>The voice will begin to repeat the Main Menu with the new meter number:</p> <p>"For meter XXXXXX, please choose from the following options....."</p>
<p>OPTION "9"</p>	<p>This option will disconnect you from the ServiceStar Information Center by asking:</p> <p>"Press 9 to disconnect"</p> <p>When selected, the voice will say:</p> <p>"Thank you for using ServiceStar - goodbye"</p>