

- Navionics Launches Its Web Site: wireless-telemetry.com
- Navionics Offers Web-Based Technical Support And Documentation.

NAVIONICS UPDATE

Navionics Launches It World Wide Web Site wireless-telemetry.com

Navionics Unveils Its Internet Web Site. In January 1999, Navionics launched its internet web site: wireless-telemetry.com.



Web surfers can view the internet site using Netscape Navigator, Microsoft Internet Explorer, or America Online. In order to view certain documents and brochures, the industry-standard Adobe Acrobat Reader is required. This plugin can be obtained free of charge from www.adobe.com.

Built To Serve The Consulting Engineers And Our Customers.

Documentation is critical to providing a maintainable telemetry and control system – and Navionics dedicates considerable resources toward the completeness of its Operations and Maintenance Procedures, Pre-Job Submittals, and Post-Job As-Built Drawings. It is part of what we call the **WiSTAR Documentation Project** – and wireless-telemetry.com is a key part of that effort. Using the speed and far-reaching capability of the internet, the latest hardware and software documentation can be updated and provided to all customers within a matter of minutes.

Learn About Wireless Telemetry And Control Technology.

In the first months since the rollout, wireless-telemetry.com has received hundreds of inquiries from web surfers throughout the Midwest – and from areas as far-reaching as California, Washington D.C., Europe and Australia. Whether you are in the market for a new telemetry system or not, wireless-telemetry.com is a great place to learn about this important technology as well as to keep abreast of the most recent advances. Next time you are online, check us out.

Offering over 40 HTML pages, and over 90 PDF documents, wireless-telemetry.com is a leading resource on the internet for rural water wireless-telemetry and control system information.

Navionics Offers Web-Based Technical Support And Operations & Maintenance Documentation

Web Site Is Geared Toward Customer Service.

The major focus of wireless-telemetry.com is customer service – And the most in-depth support can be found in the password-protected “Members Only Area”. Within this zone, there are four sub-areas – the “Advanced Documentation Center”, the “Knowledge Base Center”, the “3rd-Party Support Documentation Center”, and the “Customer Systems Area”.

The “Advanced Documentation Center” is a depot for the latest specification, programming, and maintenance manuals authored by Navionics.

Navionics’ Customers Benefit From The Experience Of The Others.

Borrowing a concept increasingly used in the software support industry, the “Knowledge Base Center” is an area where Navionics personnel, consulting engineers, and customers can share the results of hard-earned telemetry and control experience with the others in the Navionics community. In this way, everyone can benefit from the experiences of the others.

Every Component Ever Provided By Navionics Is Documented On Our Web Site.

Because the Navionics WiSTAR wireless telemetry and control system is non-proprietary and based upon off-the-shelf components, a large quantity of documentation is available from the original equipment manufacturers. Navionics provides over 70 documents gathered from these manufacturers in its “3rd-Party Support Documentation Center”. The supplied documents cover such topics as computer hardware & software, radio communications equipment, I/O devices & modules, cables & connectors, enclosures, and much more. In fact, every component ever provided to any customer in a Navionics WiSTAR telemetry system is documented in this area.

Navionics Delivers A Software Upgrade To Dallas Rural Water Via The Internet.

Within the secure “Customer Systems Area”, client-specific documentation is provided online for all Navionics customers – from our most recent

clients retroactive to Walnut Hill (IL) Water, our first client. This has many benefits - For example, in February 2000, Dallas Rural Water District requested a modification to their Water Plant RTU’s control logic. The modified control logic was then posted to the Dallas Rural Water Customer Web Page by Navionics; and their operator, Mr. Dana Gnann, downloaded the files from the internet into the RTU.



Since the control logic files are permanently online, their consulting engineer (Klingner & Associates – Quincy, IL) and their system integrator (Richards Electric Motor Co. – Quincy, IL) have immediate access to the modifications, as well. In contrast, a first-tier-technology telemetry firm would most likely have hand-delivered and installed the upgrade, undoubtedly adding a full day of labor along with hundreds of miles of travel expenses to this small project. Congratulations to Dallas Rural Water for making this historic technological step.

Need More Information?

Give us a call. Working together, we can configure a Navionics *WiSTAR*™ System to solve your Water or Wastewater System's Control and Telemetry needs.

Navionics Research, Inc.
1353 Baur Boulevard
St. Louis, Missouri 63132
Toll-Free (888)993-3554
info@wireless-telemetry.com