

THE SATALARM™ MONITOR

AMCI™

Issue Number 1, Volume 1

March 2009

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Powered by the Light of the Sun The Most Dependable Callout in the Industry Now Costs Even Less to Operate

To improve on the leading satellite alarm callout in the business we asked the people who use it every day. You told us what you wanted and we delivered. AMCI is pleased to introduce the Solar-Sentry35™.

The Solar-Sentry35™ has all the important features you've come to depend on in the Sentry35™ like vibration detection-based alarming, six external inputs/outputs, GPS functionality and a serial port, plus the Solar-Sentry35™ comes equipped with a rechargeable battery and an attached, adjustable solar panel.



The Solar-Sentry35™ is dependable, easy to use, and has very low ongoing maintenance costs. It will meet your demanding monitoring needs with the added advantage of saving money both now and into the future by eliminating the need for annual battery replacements. Saving money without compromising performance has never been more important.

Basic installation of the Solar-Sentry35™ is quick and easy; simply turn it on and place it in a location where the sun will shine on it for most of the day. Installed properly, the battery can provide over ten years of service life. Maintenance is as simple as periodic cleaning of the solar panel.

Like our entire SatAlarm™ product line, the Solar-Sentry35™ interacts with our SatAlarm-Server Web application. Use the web tools every day to view alarm and sensor status, check battery voltage, poll for "real-time" status updates, view history, generate graphs & reports, export data to your desktop, perform administration activities, and more.

For more information on how the Solar-Sentry35™ can help improve your bottom line please contact your AMCI representative or visit our website at www.amc-wireless.com.

Wireless Tracking and Monitoring Technology

www.amc-wireless.com

AMCI™

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Bruce's Bits And Bytes

Bruce Bacon, AMCi President



Bruce Bacon, at the top of the Continental Divide, 13,000 ft., doing his other job as a volunteer Ski Patroller at Loveland Ski Area

Thank you for your business! We are very happy to report to you that our business is growing at a record pace and it is all due to our customers. Okay, that's kind of a 'duh' statement if you think about it at all, but it is important to me to make sure that you know that we know who is responsible for our success – it is you, our customers.

We have been experiencing long-term substantial growth in all aspects of our business. The biggest reasons we hear the most often are that our products work better and are more reliable than anything else available and that our customer service is the best in the industry – our customers can get live telephone assistance 24 hours a day, every day, from one of our own technical support folks.

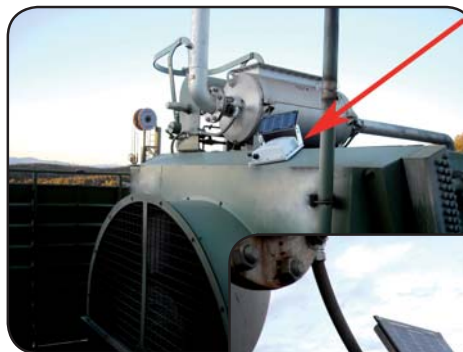
We have hired new staff, moved to larger facilities last August, and released several new products in the last year. Our engineers and developers have been very busy. The capabilities of our products are expanding with new options and features, and we are about to release a number of new services. Our Web application, SatAlarm-Server, is evolving constantly with new features being added almost weekly. Probably the most exciting new product just now available is the Modbus application on the MT3000 platform. This product opens the door to cost-effective monitoring of any field device(s) that can communicate locally using the Modbus-RTU protocol. I've written more about this in a separate article in this newsletter.

I would like to hear from you. Please call me directly if you have any issues that you feel need special attention, ideas for products or services that you would like to see us offer, and, of course, criticisms or kudos for any aspect of our products, services, and staff. Thank you, again, for your business and know that we are working hard to earn it every day.

Can Your Sentry35 See the Satellite and the Sun?



The Sentry35 above is mounted vertically, facing **east(!)**, and both modem and solar panel **don't have a good view of the southern sky**. The angle and the obstructions above the unit will result in poor or no communication and prevent adequate solar charging.



The unit on the far left was moved into a more horizontal position on top of the compressor, **with the Sentry35 facing the southern sky**, and the solar panel was adjusted to approximately 45 degrees, to ensure good solar charging all day long.



AMCi's MT3000 - Compact, Cutting Edge, Customized Meeting the Challenge of Monitoring Multiple Assets

The Challenge – The shutdown alarm goes off and you need an easy-to-install monitor that tells you **why** a compressor has shut down.

The Solution – the MT3000. The annunciator/controller/scanner that you have on the skid tells you what's really going on with the compressor. The MT3000 'speaks' to your equipment and relays to you the reason for the shut down. Once you know what caused the problem, you can make sure the technician has the right parts and the right tools to fix it before heading out to the jobsite. That saves time, money and aggravation.



MT3000 Modem

The Challenge – You need a cost effective way to monitor multiple devices.

The Solution – the MT3000. By communicating directly with Modbus-capable devices such as annunciators, temperature scanners, and EFM's, the MT3000 monitors multiple devices with a single piece of hardware. This makes it cost effective and also eliminates complex wiring and installation headaches while still providing you with the data you need.

The Challenge – You need to remotely change the set point and other parameters in an external controller or monitor.

The Solution – the MT3000. With its two-way satellite communication, external device settings can be changed right from your office. In addition, up to 2 independent alarm thresholds can be set per register for alarming.

The Challenge– You have a wide variety of digital annunciators, temperature scanners, and monitors/controllers and you need one piece of hardware to work with all of them.

The Solution – the MT3000. Because the MT3000 communicates using Modbus-RTU, it can work with virtually any Modbus-capable device such as annunciators, temperature scanners, and controllers. The MT3000 also works with a variety of variable frequency drives, genset monitors/controllers and programmable logic controllers (PLCs); virtually any device that can communicate using Modbus-RTU protocol.

The MT3000 is reliable, easy to install and retrofit, (no sensors to wire,) and has the flexibility to meet a variety of monitoring requirements. And because so many devices can be monitored with only one piece of hardware it is extremely cost effective which will make you, your boss, his boss and the entire accounting department smile.

To find out how AMCi's MT3000 can solve your problems please contact your AMCi representative or visit our website at www.amc-wireless.com.

For AMCi Sales, Call (303) 279-2002 Option 4

Frequently Asked Questions

By Mike Harris, AMCi Repair Technician and Ace Trouble-shooter

“My compressor (or other unit) went down and I didn’t get called out?”

In most cases like this there is an issue with communication. We have found that when a unit misses an event, the unit is either...

1. in a “no communication” status due to poor placement - this is very common.
 - a. Sentry35™ units are being placed vertically on the side of the compressor or placed where there is a building or terrain feature blocking the line-of-sight to the communication satellite in the southern sky. **In most cases, this means the Sentry unit should be moved and placed in a horizontal orientation above anything that will block the satellite signal.**
 - b. SMU’s are being mounted vertically or horizontally (whichever design you have,) but with obstructions such as mufflers, roofs, vessels, or tanks in front of the southern view. **SMU’s, along with all AMCi units, need an unobstructed view of the southern sky.**
2. damaged, has defective power switch, has sensitivity issues for vibration, or has a bad external switch. Trampled, abraded, cut or kinked wire can degrade the signal from the switch or other input. Switches also become defective over time, which can be detected by regular testing.
3. defective. - Regular maintenance such as firmware updates will keep the product in its best working condition. If you have a unit with terminal blocks, periodically retighten the screws.

“My unit (using vibration) went down and I was not called out?”

The vibration sensitivity setting on the Sentry of Sentry35 is the biggest culprit. Many sites have been found to have a new compressor that was just installed ten feet away. This can cause the vibration sensor in the Sentry35 to pick up the vibration of the new unit and not call out when the old one goes down.

1. If no other units are around, it is best to turn the sensitivity all the way up to maximum sensitivity.
2. If there is another unit nearby, the best solution is replacing vibration with digital I/O such as an oil pressure switch.

“My unit did not call us out when we set the unit up yesterday?”

A fair percentage of customers set units up and call us after they have left the site. In this case we cannot test the unit while they are there or correct any problems. **This is a large concern because we do not know if the unit is installed correctly.** If there is no cell phone coverage at the site, it is best to call customer support before getting to the site. We can watch it for you and advise you of any issues, which you can intercept as soon as you have cell coverage, before getting too far away from the site.

“Can I see these units online?”

Yes. A large number of customers do not know that they can view their units on our web sites. It is very easy to create a log in and password for the customer. You can call (303)279-2002, option 2, for technical support.

“My unit isn’t communicating and I wasn’t notified?”

Most of our customers do not have an Admin notification plan. This plan is where ‘No Comm’ messages are sent when SatAlarm-Server detects that a unit may no longer be communicating properly.

When units go into a no communication state, the notification does not go to the normal alarm notification plan. It goes to an “Admin Notification Plan.” This plan can be set up by Technical Support for emails, text messages, and pages, to alert you that the unit is not communicating. We can also set up notifications such as text message, pages and emails for regular events like starts and stops.

For AMCi Customer or Technical Support, Call (303) 279-2002, Option 2

MEET OUR TEAM

AMCI'S CUSTOMER SUPPORT AND PRODUCTION TECHNICIAN MEMBERS



Now you can put a face to the voice you hear when you call AMCI Customer Support. This is the crew that is responsible for repairs, building and shipping products made in the Golden office, and answering Customer and Technical support calls. From left, Tony Monte - Technician, Eric LaForce - Production Supervisor, Dan Rosentrater - Customer Support, Sally Ball - Customer Support Manager, Mike Harris - Customer Support, Brent Eichelberger - Customer Support, and Chris Tafoya - Production Support.

New Vice President of Sales

Julian Gelfand has joined the company as Vice President of Sales. Julian comes to AMCI with over 25 years of oil industry experience including 15 years in sales and sales management. Julian has worked extensively in both Canada and the United States and in most of the upstream areas of the industry from drilling, geology and completions to back-office accounting data management and divestitures. With the ongoing challenges of growing our business in the midst of lower commodity prices Julian's experience and vision will be a great compliment to our excellent sales department. Julian will be working closely with Steve Watwood, who is now Vice President of Business Development.



Julian will be calling to introduce himself to our clients however please feel free to touch base with any questions or comments. He can be reached at (303) 279-2002 ext. 1111 or by email at jgelfand@amc-wireless.com.

Billing Questions? Call Lyze Lee at (303) 279-2002, Ext. 1801

Employee Spotlight - Sally Ball

Sally Ball has worked for AMCi since August 2007, and is the manager of technical support and customer service. Sally's responsibilities include managing the call center and setting up and managing customer notification plans. (Sally also has the task of dealing with upset customers, which she happily says doesn't happen very often.)

Sally came to AMCi after many years in Finance, Marketing, and Real Estate. She and her husband Jim have also been raising alpacas for the past 6 years, which has an added element to the normal working day in the city. One of them always needs to be home before dark to let the animals back into the barn, before the foothill predators like mountain lions come out.



Sally Ball with part of her 'family.'

In addition to 10 alpacas, Sally's menagerie also includes 2 very large Anatolian Shepards, one of which thinks he is a lap dog, 2 cats, 3 resident foxes, and are expecting 2 more baby alpacas in the spring. So before Sally comes to the office everyday, she has already put in a couple hours taking care of her animals, including daily brain damage trying to keep one of the dogs from following her off the property, no matter what fence she creates to keep him in. In her spare time, Sally likes 'hanging out on the farm,' knitting, weaving, and travelling. She knits beautiful garments from spun alpaca wool, and would love to go to Peru and create a business that would help local artisans market and sell their products for a fair wage.

Sally also teaches yoga once a week. She found yoga to be a life saver after a debilitating car accident about 8 years ago, and enjoys teaching it to others.

Sally says that AMCi is a great place to work, and wants our customers to know that AMCi employees are a fun group to be around. Sally's favorite thing about working at AMCi is that every single person really cares about the customer and the quality of AMCi products and service.

AMCi™ Contacts and Resources

Tech Support (303) 279-2002, option #2

Sales

Tom Smith	(303) 279-2002, ext. 1203	N. TX, N. LA/Mid-Continent Region
Scott Huegele	(303) 279-2002, ext. 1202	Gulf Coast Region
Steve Watwood	(303) 279-2002, ext. 1201	W. TX, Rocky Mountain Region
		and VP Business Development
Phyllis Watwood	(303) 279-2002, ext. 1201	All other areas
Julian Gelfand	(303) 279-2002, ext. 1111	Canada and VP of Sales

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AMCi™ website and SatAlarm™ log on
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