

VeriComm[®] Homeowner FAQ

Residential Telemetry Panels with VeriComm[®] Monitoring System

Q. Why do you call your control panel “VeriComm[®]”?

A. Because it verifies and communicates septic system operation. It communicates monthly, if the system is operating normally, and it communicates immediately, if there is a problem or alarm.

Q. How does it communicate?

A. Through the household phone line.

Q. With whom does it communicate?

A. It communicates with a “Web server” so that your service provider can go online and pick up the information, anytime, anywhere.

Q. Will it interfere with my phone service?

A. No. When the system is operating normally, it uses your phone line to quickly download the control panel information once a month, in the middle of the night, when you’re not likely to be using your phone. In the event of an alarm, it uses your phone line to call the Web server with that information immediately, and an e-mail message is automatically and immediately sent to your service provider.

Q. What if my phone line is busy or what if my phone line isn’t working?

A. For a certain period of time, the panel will continue to try to call. At some point, if the alarm situation continues, an audible alarm on your panel will start to ring, and you should then phone your service provider. (The Service Provider’s phone number is on a label, on the front of your control panel.)

Q. Will it run up my phone bill?

A. No. The control panel calls an 800 number. No phone charges will ever appear on your phone bill.

Q. What if I don’t have a “land line,” just a cell phone?

A. These are managed systems and a land line is required. If phone service is not available in your area, contact the AdvanTex Dealer or Orenco Systems, Inc. for other options.

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Q. How much does my VeriComm control panel cost?

A. You don't pay extra for it. It comes with your AdvanTex Treatment System, as part of the package. If people wanted to buy this control panel separately, they would pay about \$250-\$450 more than a standard panel, without remote telemetry, depending on the panel type.

Q. How much does my monitoring service cost?

A. Typically, though not always, the service provider sets the monitoring fee and includes that fee within the cost of the service contract. The fees we've seen thus far have been very reasonable.

Q. Is the online Web site secure?

A. Yes. It is password-protected.

Q. Who has a password?

A. Your Service Provider(s).

Q. Can I get a password?

A. No. Because it's possible to make system adjustments from the Web site, only authorized Service Provider(s) are given passwords.

Q. This is an interesting product. How can I get more information?

A. There's an online demo on the home pages at www.vericomm.net and at www.orenco.com. No password is necessary, but Internet Explorer version 5.0 or greater is required.