

FSU Data Loss and Keeping Your FSU Connection

04/09/2025 12:47 pm EDT

FSU Data Loss and Keeping Your FSU Connection

When technicians report data entered into the FSU did not save this is most likely due to connection loss. If the app loses connection it will usually let the technician know. But if it loses connection at the server level it cannot notify the technician. Because of this it appears they are entering information in the FSU, but in reality there is no connection, so nothing will save. Some connection drops are unavoidable, but there are things that can be done to improve connectivity.

To avoid this issue it is important technicians unlock tickets every time they pause working in the FSU. They are most in danger of losing connection when the iPad is left to idle while the ticket is still locked and it enters power save. If the ticket is unlocked the technician will be forced to re-lock it when they return to the iPad, and re-locking the ticket reestablishes the connection.

Another good practice is to copy long notes before saving them. Notes sometime take a long time to type up, and the system does not check or refresh its connection while notes are being entered. If the note is copied before selecting Save, it can be pasted back in if the connection was lost during typing.

Site

Collection2

1



Goodman, Saul

Status Scheduled

238 Forest Hill Dr.

Created 9/2/16

Chagrin Falls, OH 44022

Created By JesslynnL

(440)-247-8811

Review

Appointment

Notes

Parts

Other

History

Unlock

System Account

Requested By

System Type Fire Alarm

Phone

Panel Type 221

Extension

Panel Location front

Contacts

Alarm Company Alarm

Next Inspection 4/1/16

Scheduled 9/2/16

Problem Beeping

Estimated Length 60

Sub Problem

Warranty ⓘ 90 Day

Service Level ⓘ T&M

Service Company Garden State Fire & Sec

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