



Building Automation System

What is this FSG box? This is the store's new energy management system. Verizon corporate has an energy and sustainability program that requires this system to be installed in your store.

How to get help? Follow your normal service request procedure with Verizon.

Lighting Control

What turns the exterior lighting on at my store?

- The new lighting control system is completely automated and requires zero input from store personnel. There is a photocell that senses the amount of daylight present and the photocell will command the exterior signs and lights off and on accordingly.

What turns the interior lighting on at my store?

- The overhead Sales lights will turn on and off when the staff disarms and arms the store. Most other interior lights are controlled by the store schedule. The store schedule for the interior lighting control will be 2 hours before the store opens and 2 hours after the store closes.

What lights are controlled by the EMS?

- The Signs and any outside lights **that your store controlled** prior to this EMS being installed.
- For the interior, the overhead sales lights and merchandise lights will be controlled. There will be some display lights and emergency lights that will stay on 24/7 by store design.

What are the buttons and switches on the panel?

- The “push” button is a 2 hour override. There are 2 push buttons. One button is for the interior lights and one for the exterior signs/lights. Both of these buttons are labeled. Push and hold these buttons for 5 seconds to turn this override on or off. This is intended to be used when the lights need to be turned on during the day for servicing or bad weather rolls in and outside becomes dark.
- The “switch” is a permanent override and bypasses the EMS completely and will not reset until it is returned to the “off” position. This switch is only to be used if the lights, interior or exterior, fail to operate normally.

My lights, interior and exterior, are staying on all the time?

- The most common reason for this is the override switch is turned “On” and needs to be returned to the “off” position.
- The second most common issue is the EMS controller is offline.



Store Comfort

Can I change thermostat settings?

- The thermostats can be adjusted 2* cooler for AC and 2* warmer for heating at the store level. This is to ensure that Verizon achieves their energy savings goals.

What are the heating and cooling set points?

- The set points for Verizon are 72* for cooling and 68* for heat when the store is occupied. These set points can be changed by 2* by the store staff. During unoccupied hours when the store is closed the setpoints will be 80* for cooling and 60* for heating.

Why does the thermostat show a different temp than the temp gun/thermometer I am using shows?

- The thermostat installed in your store reads temperature extremely accurately. Your handheld device might not be reading space temperature, rather surface temperature, or the thermostat is utilizing a sensor located in the space (space sensor) or a sensor in the return duct register. It is EXTREMELY uncommon for these thermostats to not read accurately.

For technical support regarding your Building Automation System please call 1-512-904-9224

Verizon Support Team Lead - Alexander Nelson
Customer Support Center Manager - Lin Brown
FSG Smart Buildings Account Manager - Cyara Rodriguez