Primex XR 72MHz Synchronized Time Solution

Event Scheduler Pro - Wireless Bell & Tone Scheduling Troubleshooting Guide

Legal Notice

Primex, Inc.

Primex is a leading provider of synchronized time and environmental monitoring solutions. Our solutions automate and maintain facility compliance, increase efficiencies, enhance safety and reduce risk for organizations in the healthcare, education, manufacturing and government vertical markets.

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Event Scheduler Pro Troubleshooting

Learn more about common troubleshooting procedures for the Event Scheduler Pro software.

The Primex Event Scheduler Pro is a software program that create and manages the schedules for the XR Bell Scheduling system and XR Programmable Timers.

Bell Scheduling: program multiple bell schedules. Simply create the schedule and the schedule can be either automatically downloaded to the Transmitter from your computer or manually downloaded from your computer to the Transmitter.

Programmable Timers: schedule Programmable Timer countdown events, such as a count down between classes or a count down for breaks and lunch periods. You will create a schedule of recurring countdown events. The timer begins counting down at each event programmed into the schedule. When a countdown event is complete, the timer automatically displays the current time.

Multiple Schedule ID Applications: when using more than one Wireless Tone Generator to control events in different zones within your facility, then a separate Wireless Tone Generator is needed for each zone. Each Wireless Tone Generator is set to a unique ID switch setting that corresponds to its Schedule ID number in the Schedule ID Coordinator window in the Event Scheduler Pro software.

Trouble downloading schedule to Transmitter

Symptom

- When downloading a schedule, receive Error Message Unable to Download to Transmitter.

Problem

This may be due to cable connection or COM port setup.

Analyze

1. Verify Event Scheduler Pro software version. Primex recommends version 2.20.01 at minimum. To request the latest software version, contact Primex Technical Support.

2. Verify the correct cable is being used. A RS232 (DB9F/DB9M) serial connector cable. The cable is a straight serial configuration.

   If your computer does not have a serial port, a USB to serial adapter with a FTDI chip set is required; a prolific cable cannot be used. A driver for the adapter is required to be downloaded to the computer. If the USB to serial adapter was purchased through Primex, the driver was supplied in the packaging - located between the cardboard sleeve. If the FTDI driver was misplaced, from the FTDI website download the latest driver for your operating system.

3. Verify the COM port being used by the USB/Serial adapter. From the computer Device Manager - review the port assigned to the USB/Serial adapter. Event Scheduler Pro can only use COM1 through COM4. If the Device Manager listing for the adapter is not using COM 1, 2, 3, or 4, change the COM number within range of 1-4.

   What if your computer does not have any COM ports between COM1 - COM4 open for use? There are programs that take over COM ports for use. If a COM port is in use and it is unknown why, disable COM1, restart the computer, and then re-enable COM1. Since COM1 in this example did not exist on start up, chances are that it will be open for use.

4. From the Primex Event Scheduler Pro software, verify its Serial Port setting is the same as the COM port being used by the USB/Serial adapter (step 3) on your computer. Select View > Options > select Serial Port COM1 > click OK.

5. If the issue cannot be resolved, it's recommended to test downloading the schedule with a direct connection to the Wireless Data Receiver. This will verify if the cause of the issue is with the serial or serial/USB converter.

Solution

1. Verify Event Scheduler Pro software version.

2. Verify cable.

3. Verify computer COM port set to COM1-4 (serial/USB converter).

4. Verify Event Scheduler Pro software Serial Port is set to same COM as computer.

5. Download schedule. If not downloading, download schedule through a direction connection to the Wireless Data Receiver.

If the troubleshooting steps do not resolve the issue, advanced steps may be required. For further assistance, contact Primex Technical Support at 1-262-729-4860.

Support

To obtain additional technical documentation for Primex products, visit the Support area on our website at www.primexinc.com

You may require Technical Support when you have questions about product features, system configuration, or troubleshooting. Support services are delivered in accordance with your organization's support agreement, end user licenses agreements, and warranties, either with a Primex Certified Sales and Service Partner or directly with Primex.

Support through Primex Certified Sales and Service Partners

Ensuring our customers experience excellent service is of utmost importance to Primex. Our network of Certified Sales and Service Partners offer technical support services for Primex products.

If you have purchased Primex products or have a service agreement with a Primex Partner, they are your primary contact for all Technical Support inquires.

When contacting Primex Technical Support

Make sure you have satisfied the system requirements listed in your product documentation. Also, you should be at the computer or device on which the problem occurred, in case it's necessary to replicate the problem.

When you contact Primex Technical Support, please have the following information available:

- Customer ID/Account Name
- Problem description/error messages
- Device hardware information
- Troubleshooting performed before contacting Primex

Primex Technical Support

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