Primex XR 72MHz Synchronized Time Solution

# Wireless Transceiver - 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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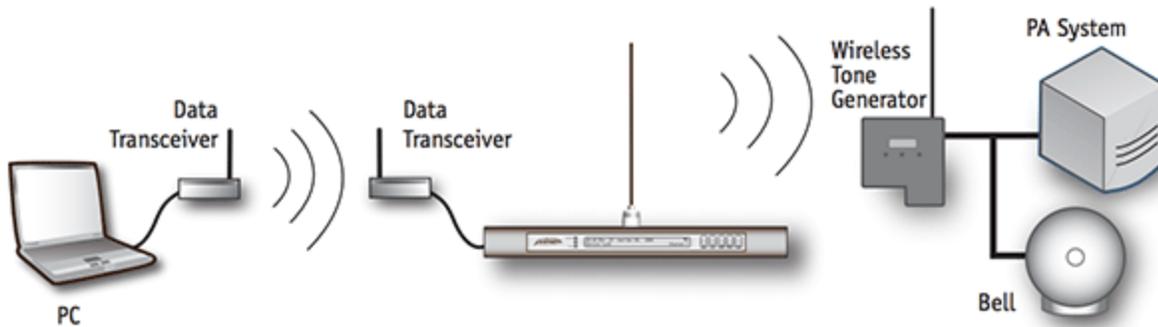
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# Wireless Data Receiver Troubleshooting

Learn more about common troubleshooting procedures for a XR Wireless Data Receiver.



A Wireless Data Transceiver is used as a replacement for a direct cable connection to the Transmitter from a computer that has the Primex Event Scheduler Pro Software installed on it.

Often the Transmitter is installed in an area that is not easily accessible to school staff. When the need arises to make changes to the schedule, a staff member needs to transport the scheduling computer to the Transmitter, or vice versa, in order to download the newest schedule into the Transmitter's memory.

A Wireless Data Transceiver provides a wireless link between a Transmitter and the scheduling computer. This link works best when the scheduling computer and Transmitter are located on the same floor of the building and within a range of 150 ft. of each other. Depending on the walls or obstructions in between them, the range may vary slightly.

# When I download a schedule, message No Reply from Transmitter

## Symptoms

- When attempting to download schedule, receive message No Reply from Transmitter.

## Problem

This may be due to its connections, power, or module placement.

## Analyze

1. If the scheduling computer does not have a serial port, you will need to use a USB to Serial Adapter with FTDI Chip Set and Downloading Cable with Male/Female RS 232 DB9 connectors to establish a connection between your computer and the Transmitter.

2. Verify the cables are properly connected between the Server Module to your computer and the Client Module to the Transmitter.

3. Verify there is power to both modules and Transmitter. Both modules have a green power light that is illuminated when powered on.

4. Verify the link between the modules. If the red link light. If link light(s) is not lit, you may need to move the modules closer together.

5. Complete the steps in Test link between server and client modules.

6. For additional details, review FAQs.

   > NOTE
   >
   > Transceivers are purchased as a set. They will not link if they have been mixed with another set. For further assistance, contact Primex Technical Support at 1-262-729-4860.

## Solution

1. Verify connections, power, and modules links.

2. Test link.

3. Refer to FAQs.

4. If the issue cannot be resolved, additional troubleshooting may be required. For further assistance, contact Primex Technical Support at 1-262-729-4860.

# Test link between server and client modules

Model: Wireless Data Transceiver

> **NOTE**
>
> To complete testing, the "server" and "client" modules are required to be installed.

**How to test the link between the server and client modules**

1. Place the units in their intended locations near the Transmitter and scheduling computer. The first and second LEDs on the both modules will light up, indicating power and the establishment of an RF link. If the red light on either module is out, there is no link.

2. Using the Primex Scheduler Software, bring up a schedule that you want to download to the Transmitter.

3. Click Transmitter and then click download to.

4. The computer may ask if you want to save any changes you've made, and you can select Yes or No.

5. If the system prompts you to Overwrite data in Transmitter, click Ok and the progress bar move from left to right on the screen.

6. The computer will acknowledge the successful download or indicate if the download was not successful. If the download is unsuccessful, or hesitant, it may be necessary to reduce the distance between the "server" and "client" modules.

# FAQs

**What is the range of a Wireless Data Transceiver?**

The expected range will vary from building to building; testing suggests ranges in excess of 300 ft. is possible. In rooms off peripheral hallways or when transitioning from floor to floor, the range will likely drop to about 150 feet or less in extreme circumstances.

**I'm familiar with the Primex Scheduler Software. Are there any differences using the Wireless Data Transceiver as opposed to direct wire?**

There should be no difference, except when using the Wireless Data Transceiver it may take a few seconds longer to download a schedule to the Transmitter, depending on how far apart the server and client units are located.

**When I attempt to download a schedule, I get a message that says "No reply from Transmitter".**

The wireless link is not established, possibly due to excessive range, signal interference, or loss of power to one or more system components.

- If your computer does not have a serial port, you will need to use a USB to Serial Adapter with a FTDI Chip Set Driver to establish a connection between your computer and Transmitter.
- Check to ensure that the serial cables are properly connected between the server unit and the computer and client unit and the Transmitter.
- Check the power to both units and the Transmitter.
- Move the client unit closer to the server unit and attempt to download again.

**Should the Scheduler Software be left running on the computer when the Wireless Data Transceivers are used?**

This is not necessary. The wireless Data Transceiver units may be left in place and the software used only when schedule modifications are required.

**Where should I mount the Wireless Data Transceiver units?**

The units may be placed on a shelf or desktop near the computer and Transmitter. There may be range advantages to wall mounting the units. The antenna must be extended vertically.

**Are the two units interchangeable?**

Yes. The unit plugged into the computer is referred to as the server unit. The unit connected to the Transmitter is referred to as the client unit.

**Where is the null modem cable used?**

The null modem cable is inserted between one of the units (client unit) and the Transmitter computer socket.

**Will the Wireless Data Transceiver units interfere with my LAN or wireless internet connection?**

A Wireless Data Transceiver operates at frequencies between 902 MHz and 928 MHz. If you have other devices that work at or near this frequency range, avoid placing any 900 MHz Transmitter modules (e.g. WLAN) within close range for extended periods of time since the Transmitter could reduce the sensitivity of the receiver.

**How close can the client unit be placed to the Transmitter?**

The unit should be located at least 24 inches from the Transmitter antenna. If you are using a Wireless Solar GPS unit, the client wireless data transceiver unit should be located as far as possible (10 feet recommended) from the Wireless Solar GPS unit.

**How far can I extend the client unit from the Transmitter?**

Extension cables may be used to link the client unit to the Transmitter, but the length of the cable should not exceed 50 feet, depending on cable quality.

# About Primex

Primex is the leading provider of solutions that automate and maintain facility compliance, increase efficiencies, enhance safety and reduce risk for enterprise organizations in the healthcare, education, manufacturing and government vertical markets.

The platforms delivered by Primex include environmental monitoring, synchronized time, and bell scheduling systems.

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