Wireless Data Transceiver Frequently Asked Questions (FAQ)

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.

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.

Primex, Inc.

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