Wi-Fi Analog Clock Install Guide

OneVue Managed Time

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Legal Notice

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About Primex

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

The solutions delivered by Primex include Environmental Monitoring, Managed Time and School Bell Scheduling.

Worldwide Headquarters

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About this Guide

Audience

This guide is intended for users tasked with installing Analog Clocks for use with the Primex OneVue Synchronized Time solution.

Content messaging

This guide includes notes, cautions, and warnings content that highlights important messages.

Typeface	Indicates
Note	Indicates something important or useful.
Caution	Indicates a command or procedure may have an unwanted or undesirable result.
Warning	Indicates a command or procedure that could be dangerous to system or device.
Example	Provides an example of the topic.

CONTENTS

Important Safety Instructions

READ ALL INSTRUCTIONS BEFORE INSTALLATION, OPERATION, OR MAINTENANCE OF PRODUCT.

Some of the following information may not apply to your particular product model; however, as with any electronic product, precautions should be observed during installation, operation, and maintenance.

- Installation must conform to state or local building codes and ordinances.
- Installation or maintenance should be performed only by qualified personnel as defined in the Local Electrical Code.
- Mount in location where device will not readily be subject to tampering.
- Any wiring instructions must be followed precisely. Failure to do so could cause permanent equipment damage.
- To avoid possible electric shock or damage to the device, disconnect power source before installation or servicing.
- Do not install or use device near water. To reduce the risk of electrical shock, do not expose device to rain or moisture. Device must not be exposed to dripping or splashing and no objects filled with liquids, such as vases, must be placed on the device.
- Device is designed for indoor use only. Operating outdoors, or in wet areas, is an electrical hazard and may damage the equipment while nullifying the warranty.
- Device is cleanable with a cloth moistened with water or a common disinfectant. Be sure to test any cleaning solutions on a small area of the clock before using it on the entire device. Do not use caustic cleaners or abrasives.
- Keep away from dust, dirt and moisture.
- For healthcare facilities, devices are not intended for patient use and must not be installed within 6 feet (2 m) of patient contact.

AC-Power Models

- AC main power supply must be disconnected while installing or performing maintenance of any device. To completely disconnect the power input, the main plug should be disconnected from the main socket outlet completely.
- The main socket outlet must provide a protective earthing connection where the outlet has a protective earth (ground) connection.
- Main plug is used as disconnect device and it should remain readily operable during intended use.
- If power cable is connected directly to junction box without an outlet, AC power must be supplied from a circuit that has a resettable circuit breaker. AC mains power supply must be disconnected while installing or performing maintenance of any device. Open the circuit breaker supplying the device before attempting installation, maintenance, or repairs.

Regulatory Approvals

FCC Compliance

Pursuant to FCC 15.21 of the FCC rules, changes not expressly approved by Primex might cause harmful interference and void the FCC authorization to operate this product.

FCC Radio Frequency Interference

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions.

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and not be co-located or operating in conjunction with any other antenna or transmitter.

FCC warning

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Channel

The Wireless Channel sets the radio frequency used for communication.

- Access Points use a fixed Channel. You can select the Channel used. This allows you to choose a Channel which provides the least interference and best performance. In the USA and Canada, 11 channel are available. If using multiple Access Points, it is better if adjacent Access Points use different Channels to reduce interference.
- In "Infrastructure" mode, Wireless Stations normally scan all Channels, looking for an Access Point. If more than one Access Point can be used, the one with the strongest signal is used. (This can only happen within an ESS).
- Is using "Ad-hoc" mode (No Access Point), all Wireless stations should be set to use the same Channel. However, most Wireless stations will still scan all Channels to see if there is an existing "Ad-hoc" group they can join.

Note: This equipment marketed in the USA is restricted by firmware to only operation on 2.4G channel 1-11

European Union Declaration of Conformity and Restrictions

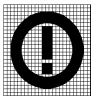
Hereby, Primex Inc. declares that this equipment complies with the essential requirements and other relevant provisions of Directive 1999/5/EC:

- Primex Synchronous Network Analog Clocks including the 32 cm Traditional (SNS4Z155, SNS4Z157, SNS4Z159), 32 cm Dual-Sided (SNS4Z164), 32 cm AC (SNS7A306), 32 cm Dual-Sided AC (SNS7A330), 32 cm European AC (SNS7C306), 32 cm Dual-Sided European AC (SNS7C330), 32 cm UK AC(SNS7G306), 32 cm Dual Sided UK AC (SNS7G330), 40 cm Traditional (SNS4Z163), 40 cm Wood (SNS4Z176, SNS4Z177), 35 cm Platinum Series (SNS4Z512), 32 cm Brushed Aluminum (SNS4Z180), and 38 cm Dual Sided Brushed Aluminum (SNS4Z227).

This equipment is marked with CE 0984 ⓘ and can be used throughout the European community.

This indicated compliance with the R&TTE Directive 1999/5/EC and meets the relevant parts of following technical specifications:

- EN 300 328 – Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband Transmission Systems; Data transmission equipment operating in the 2.4GHz ISM band and using spread spectrum modulation techniques; Harmonized EN covering essential requirements under article 3.2 of the R&TTE directive.
- EN 301 489-17 – Electromagnetic Compatibility and Radio Spectrum Matters (ERM); Electromagnetic Compatibility (EMC) standard for radio equipment and services; Part 17 Specific Conditions for Wideband Data and HIPERLAN Equipment.
- EN 60950 – Low Voltage Directive (Safety)
- EN 50385 – Product standard to demonstrate the compliances of radio base stations and fixed terminal stations for wireless telecommunication systems with the basic restrictions or the reference levels related to human exposure to radio frequency electromagnetic fields.

Marking by the symbol  indicates that usage restrictions apply.

- Indoor use: maximum power (EIRP*) of 100 mW for the entire 2400-2483.5 MHz frequency band.
- Outdoor use: maximum power (EIRP*) of 100 mW for the 2400-2454 MHz band and with maximum power (EIRP*) of 10 mW for the 2454-2483 MHz band.

Exposure to Radio Frequency Radiation To comply with RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all person.

The technical documentation relevant to the above equipment will be held at:

Primex | 965 Wells Street | Lake Geneva, WI 53147 | Phone: (262) 729-4853

Signed:

Mike O'Brien | Vice President, Channel Sales

SPECIFICATIONS - WI-FI ANALOG CLOCKS

Battery-powered models

Typical four year battery life. Battery life is based on operating conditions and may vary due to installed site conditions

Batteries required (not supplied)

Electric (AC-powered) models

Power Supply 100-240 VAC, 18 inch (45.72 cm) cord with plug

Single-Sided: 67mA @ 120 VAC

Dual-Sided: 134mA @ 120 VAC

Network Communication Protocols

- Wireless (Wi-Fi) Networking Protocols: 802.11b, 11g, 11n single stream (2.4 GHz)
- Security Protocols: WEP (Open & Shared), WPA (TKIP & AES), WPA2 (TKIP & AES)
- Encryption Protocols: TLS 1.2
- Network Communication Protocols: Hypertext Transfer Protocol Secure (HTTPS)
- IP Addressing: Dynamic Host Configuration Protocol (DHCP), static IP addressing
- Data Packet Size: typically less than 5 kilobytes (kB)

Operation

Automatically adjusts for Daylight Saving Time (DST).

When power is interrupted, the clock stops until power resumes. Upon resumption of power, the clock self-corrects to the current time.

Configuration is completed during device preconfiguration and subsequent configuration is completed from OneVue.

Environment

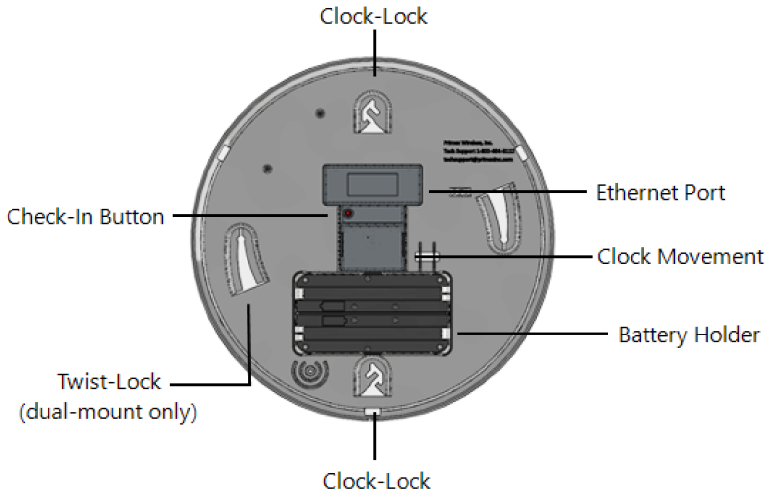
Operating Temperature: 32° to 95° F (0° to 35° C); indoor use only

Storage Temperature: 14° to 140° F (-10° to 60° C)

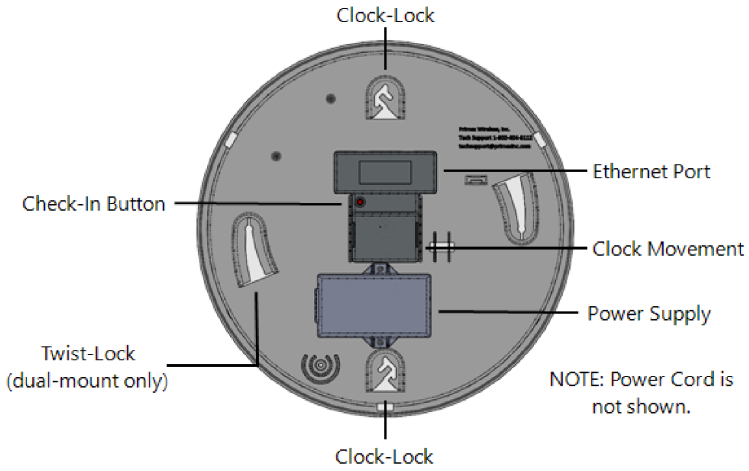
Component Specifications

The following images represent the back view of each clock model and its components.

Analog clock battery-powered model components



Analog clock electric-powered model components



Installation - First power up and setting its time

Upon first power up at its installation location, a PoE Analog Clock initiates a connection to your facility's network.

1. During each network connection, the clock obtains UTC time from an NTP Server and synchronizes obtained time to its Time Zone offset and DST rules, and check-ins to OneVue to transmits its status to your OneVue account and download any pending setting updates.
2. When time is obtained from a NTP Server, the clock hands perform one full revolution past 12:00 and then set its time; may take up to approximately 10 minutes.

It's recommended to validate the clock can successfully check-in at its permanent installation location by performing a manual-check-in; press and release the button located on the backside of the clock.

The clock emits a double-beep when the check-in sequence has started. The clock emits another series of beeps indicating the clock is connecting to your facility's network to check-in to your OneVue account and obtain time from a NTP Server.

- One beep - initialized its radio
- Two beeps - connected to network
- Three beeps - received NTP time
- Four beeps - connected to OneVue

> Note:
> The clock automatically initiates a check-in based on the time interval set in its gateway Check-In Interval setting. By default, set to check-in every three days. To verify its network connection at anytime, a manual check-in can be performed.

Manual Check-In

During a check-in, a clock synchronizes its time with an NTP Server and transmits its status to your OneVue account. In addition, during each check-in any pending setting changes are downloaded to the clock.

How to initiate a manual check-in for an analog clock

1. Quickly press and release the button on the back of the clock to initiate a check-in.

   The clock emits a double-beep when the check-in sequence has started. The clock emits another series of beeps indicating the clock is connecting to your facility's network to check-in to your OneVue account and synchronize its time with an NTP Server.

   - One beep - initialized its radio
   - Two beeps - connected to network
   - Three beeps - received NTP time
   - Four beeps - connected to OneVue

After approximately 20 to 30 seconds, the clock automatically sets its time.

It's recommended to validate the clock can successfully check-in at its permanent installation location.

INSTALL ANALOG CLOCKS

Learn how to install and operate an Analog Clock.

Installation Requirements

Refer to the Important Safety Instructions before installing, operating or performing maintenance of clocks.

Verify network configuration

Before installation, verify the clock is configured for the network and can successfully check-in to your OneVue account at its installation location.

Commonly a network is assigned to a clock during device preconfiguration. Your OneVue account ID and the settings provided during device preconfiguration are configured into your clocks and each clock is labeled before they are shipped from Primex.

To verify the clock is configured, initiate a manual check-in. For more information, see "Manual Check-In" on page 12.

Wireless operation installation guidelines

- Clocks can be installed anywhere indoors within range of a 802.11 b/g wireless access point.
- Clocks must have adequate signal to support wireless operation. A minimum wireless access point signal strength of -60 dBm is required to support reliable wireless operation.
- If signal strength is not reliable, the use of a wireless access point in closer proximity of the sensor installation location is recommended.
- Data packet size is typically less than 5 kilobytes (kB).

Electric powered analog clock installation guidelines

The socket-outlet shall be installed near the equipment and shall be easily accessible. Refer to the table below for power specifications.

Model	Input Power	Current Draw
AC-Powered Single-sided	120V~, 47-63Hz	67mA@120V~
AC-Powered Dual-sided	120V~, 47-63Hz	134mA@120V~

AC-Powered clocks are supplied with a power cord with a two-prong plug. The two-prong plug may be removed for a hardwired (pigtail) installation. Hardwired installation requires a 120V~ power line in a junction box installed by a licensed electrician. Leave a minimum of 6 inches (15 cm) of cord inside the junction box.

Battery Recommendations

Battery use recommendations

Battery life expectancy is based on common operating conditions and may vary due to installed site conditions and settings.

- Use only new high-quality name brand alkaline batteries
- Use batteries with expiration date five or more years beyond the installation date
- Use batteries with the same type and date code
- Do not use heavy duty and zinc carbon batteries as they will not last as long as high-quality name brand alkaline batteries
- Do not use rechargeable NiCad batteries, as their output voltage is too low to assure proper operation
- Do not use standard lithium batteries
- Battery level is monitored by OneVue. Batteries should be replaced promptly upon reaching low battery status to maintain performance and reduce the risk of battery leakage due to excess discharge.

Wall Mount Install

The backs of most Analog Clocks feature two specially designed Clock-Lock hangers spaced at precise distances, one on the top and the other on the bottom. The clock-lock feature prevents accidental removal if the clock is bumped and it may reduce theft by requiring a particular combination of moves to remove the clock.

> Note:
> To avoid the clock-lock feature, use finishing nails with no heads angled at 45 degrees into the wall in place of headed screws.

Supplied parts

(2) Screw, #8 x 1 1/4" flat head

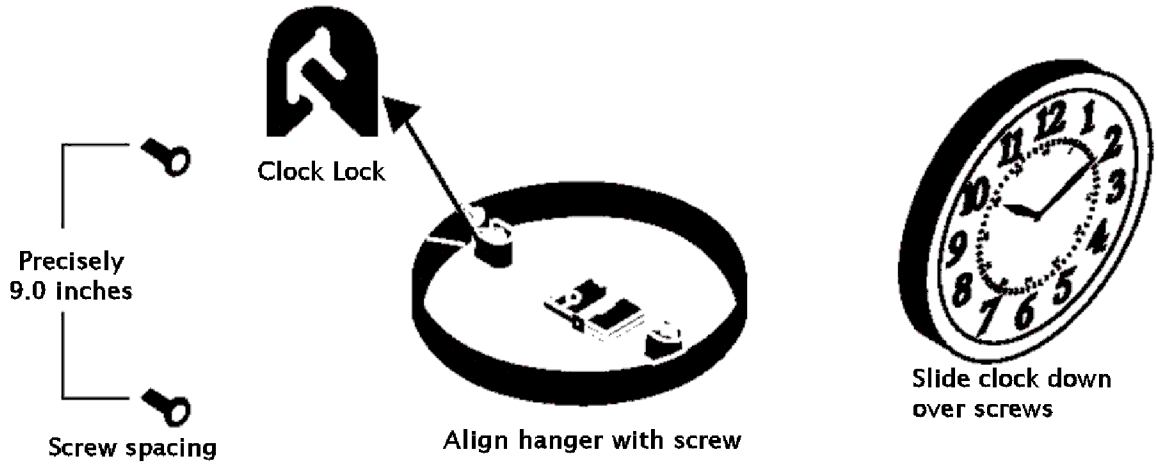
(2) Anchors

How to mount an analog clock to wall (clock-lock mount)

1. Verify the installation requirements are met.
2. Drill holes for the screw anchors at the spacing listed in the following table. If two screws are being used to secure the clock to the wall using the clock-lock mount, the distance between the screws is precisely the same as the hole spacing specified below.

Model	Hole Spacing	Mounting Type
12.5" Round Model*	9 in. (22.86 cm)	Clock Lock (2)
16" Round Model	9 in. (22.86 cm)	Clock Lock (2)
16" Wood Series Model	9 in. (22.86 cm)	Clock Lock (1)

* You may download an analog clock hanger template for a full-scale template of the hole spacing.



3. Use a screwdriver to insert and tighten each screw, leaving the top of the screw head 3/8 in. (0.9 cm) out from the wall.
4. Apply power to the clock.
5. Hold the clock with the face down and align the clock-lock hanger with the bottom screw.
6. Tilt the clock face to vertical and position the clock with the screw heads in the opening of the clock-lock hanger.

7. Slide the clock down over the screw heads to latch it into place.

When the Clock is powered-on it automatically connects to your facility's network to connect to its NTP time source to synchronize its time and OneVue. For more information, see "Installation - First power up and setting its time" on page 11.

12.5" Dual-Sided Battery-powered Analog Clock Install

A Dual-Sided Battery-powered Analog Clock consists of two single-sided analog clocks and a Dual Clock Kit. Using the kit you combine two clocks to create a dual sided clock, which can be either ceiling or wall mounted.

Dual Clock Kit supplied parts

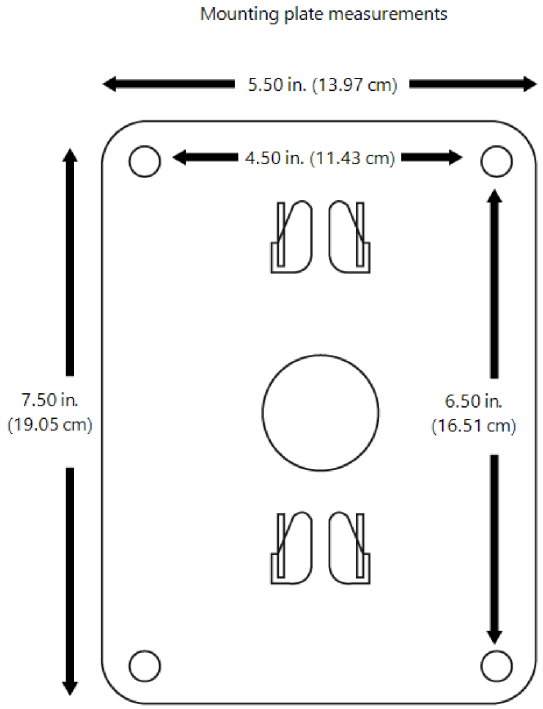
(1) Dual mount bracket

(1) Mounting plate

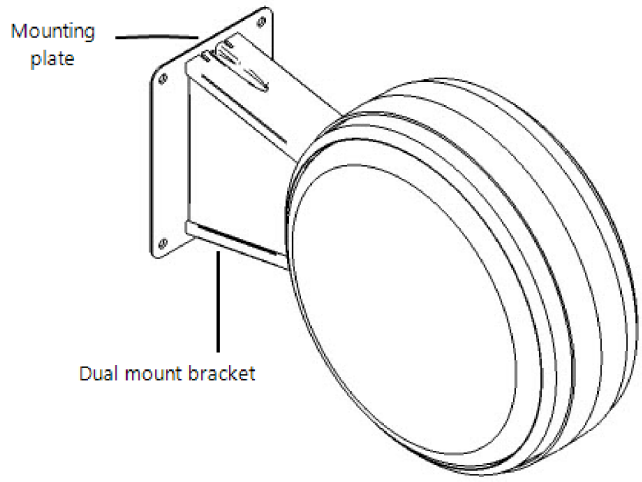
Screws and anchors supplied with each clock are included in the order packaging.

Step 1 - mount plate to wall or ceiling and assemble bracket

1. Measure and drill holes on the wall or ceiling to meet the spacing dimensions of the supplied mounting plate, as shown in the figure below.



2. Attach the mounting plate to the wall/ceiling using the provided anchors and screws. The mounting plate holes are to line up with the holes drilled in the wall/ceiling.

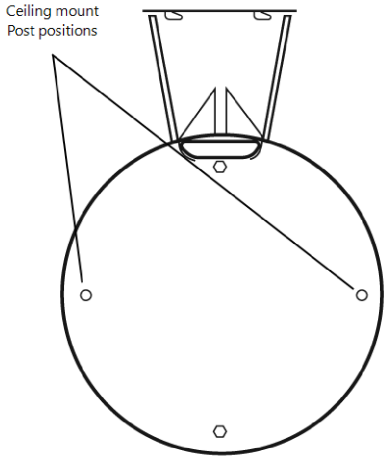


3. Slide the dual clock bracket over the four tabs on the mounting plate. A tap with a rubber mallet on the clock bracket may be required to set the clock bracket assembly fully into place.
4. Examine the mounting plate to ensure the bracket is fully engaged. The small hole in top side of the mounting plate should be visible and fully exposed. To increase the security of the clock assembly, a common screw may be inserted into the hole and screwed into the wall.

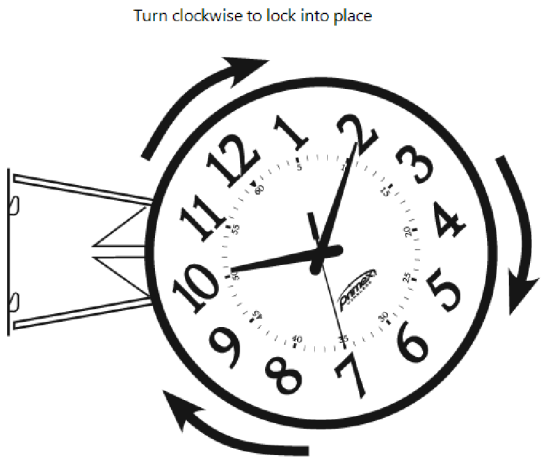
Step 2 - assemble clocks to bracket

Complete the steps below to assemble the clocks to the bracket.

1. Apply power to the clock.
2. Press and release the button located on the back of each clock to initiate its check-in to your OneVue account and synchronize its time with its NTP time source.
3. Place the clock in to the bracket housing with the 10/11 and 4/5 numerals over the metal posts.



4. Place your hands at the 10/11 and 4/5 positions and turn the clock clockwise to lock into place.



When the Clock is powered-on it automatically connects to your facility's network to connect to its NTP time source to synchronize its time and OneVue. For more information, see "Installation - First power up and setting its time" on page 11.

12.5" Dual-Sided Electric-powered Analog Clock Install

A Dual-Sided Electric-powered Analog Clock consists of two single-sided analog clocks and a Dual Clock Kit. Using the kit you combine the two clocks to create a dual-sided clock, which can be either ceiling or wall mounted.

Dual Clock Kit supplied parts

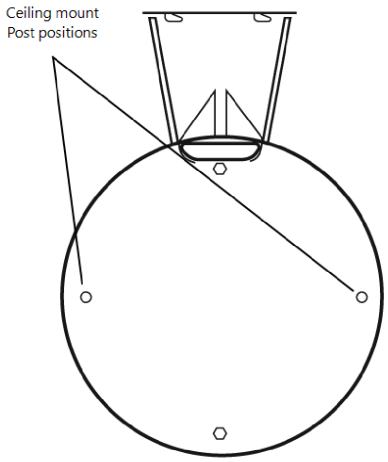
(1) Dual mount bracket

(1) Mounting plate

Screws and anchors supplied with each clock are included in the order packaging.

Step 1 - assemble clocks to dual mount bracket

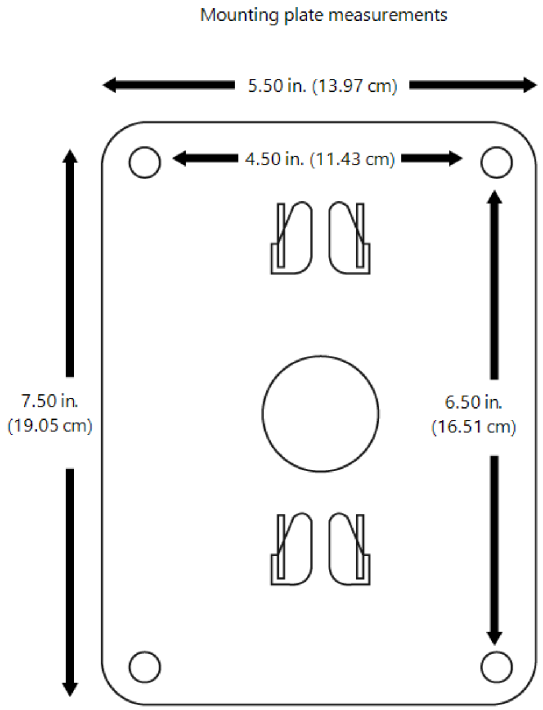
1. Place each clock in the housing with the 10/11 and 4/5 numerals over the brass posts.



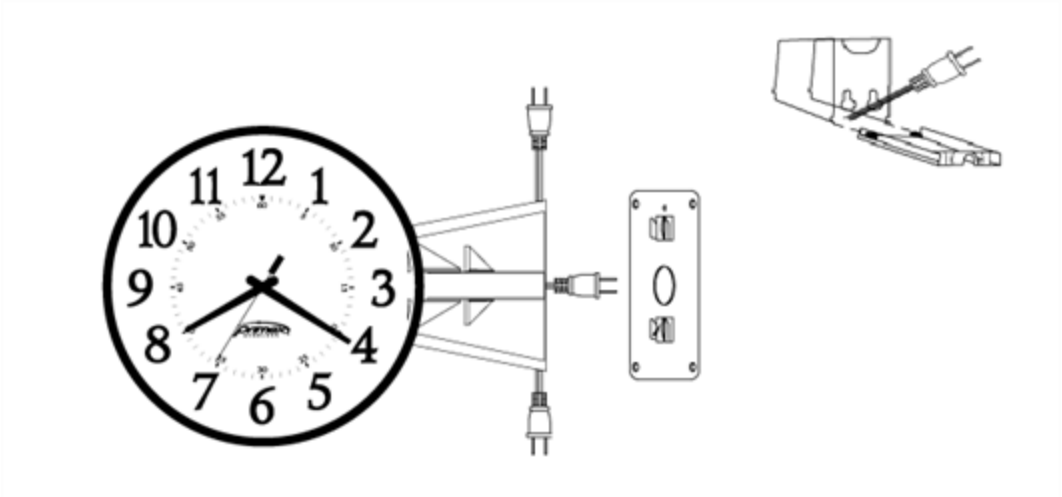
2. Route the clock power cords to the left, right, or center position. For right or left routing, remove the dual mount bracket cover and thread the cord through the clearance hole in the bracket. Lift the power cord out of the way, then slide the bracket cover back onto the dual mount bracket.
3. Place your hands at the 10/11 and 4/5 positions and turn the clock clockwise to lock into place. Repeat this step for each of the two clocks.

Step 2 - mount bracket kit to wall or ceiling

1. Measure and drill holes into the wall or ceiling to align with the mounting plate hole spacing measurements.



2. Attach the mounting plate to the wall or ceiling using the provided anchors and screws.
3. Slide the assembled dual clock bracket over the four tabs on the mounting plate. A tap with a rubber mallet on the clock bracket may be required to set the clock bracket assembly fully into place.
4. Route the power cords as desired and apply AC power.



16" Dual-Sided Analog Clock Install

A 16" Dual-Sided Analog Clock consists of two analog clocks and a Dual Clock Kit. Using the kit you combine two clocks to create a dual-sided clock, which can be either ceiling or wall mounted.

Dual Clock Kit supplied parts

(1) Dual mount bracket

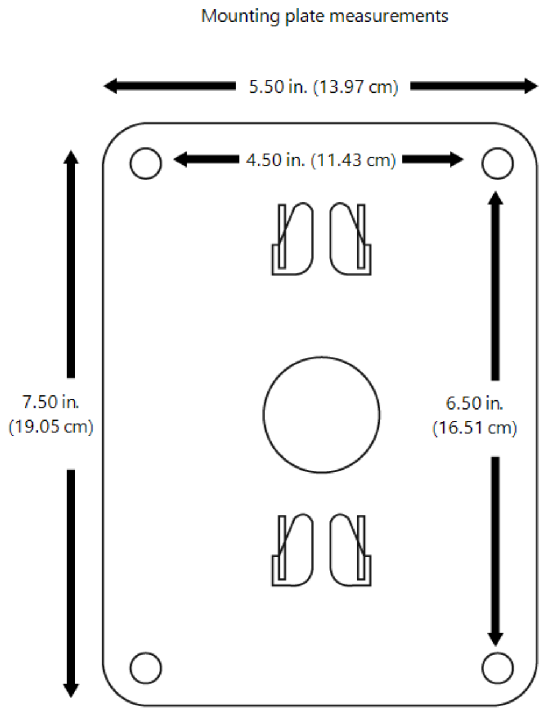
(1) Mounting plate

(4) #6 x 1/2 inch long screws

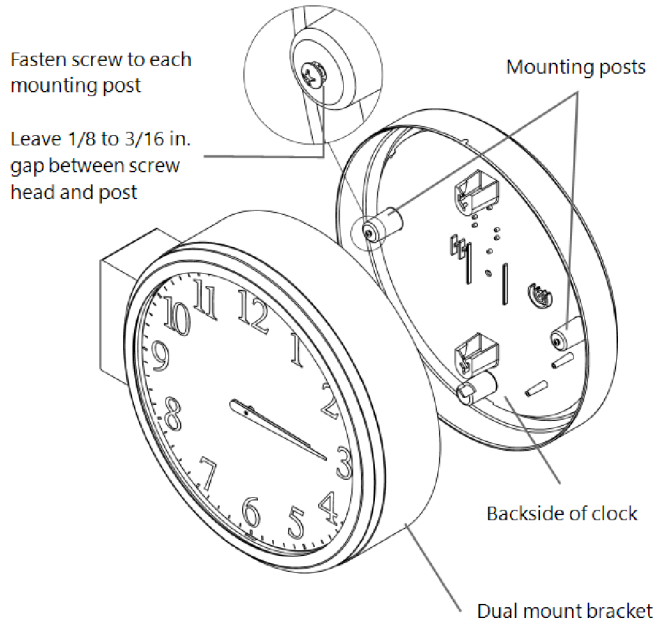
Screws and anchors supplied with each clock are included in the order packaging.

How to assemble and install a 16" dual-sided clock

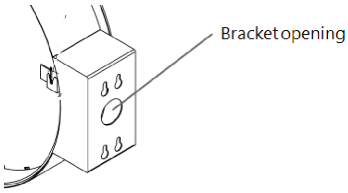
1. At the installation location, measure and drill holes into the wall or ceiling to align with the mounting plate hole spacing measurements.



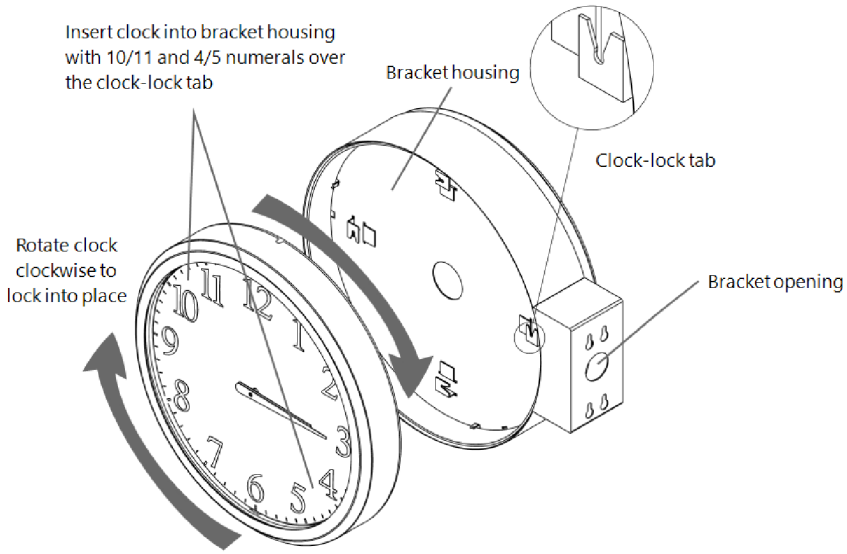
2. Fasten a supplied #6 x 1/2" long screw to each mounting post located on the backside of each clock, leaving a 1/8 to 3/16 in. gap between the screw head and mounting post.



3. Apply power to each clock. Battery powered model - insert batteries. Electric and PoE models - route cables through the bracket opening and complete connection.



4. For each clock - place clock into the bracket housing with the 10/11 and 4/5 numerals over the clock-lock tab and rotate clock clockwise to lock into place. The screws fastened to the clock mounting posts lock into the housing clock-lock tabs.

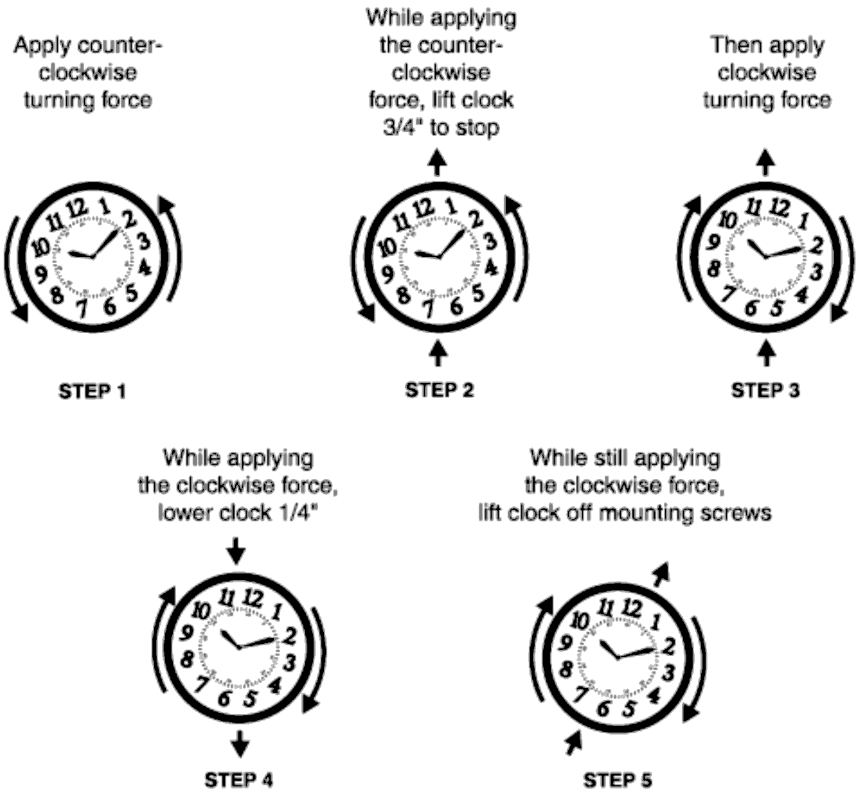


5. Slide the assembled bracket over the four tabs on the mounting plate. A tap with a rubber mallet on the dual mount bracket may be required to set the bracket assembly fully into place.
6. Examine the mounting plate to ensure the bracket is fully engaged. The small hole in top side of the mounting plate should be visible and fully exposed. To increase the security of the clock assembly, a common screw may be inserted into the hole and screwed into the wall.

When the Clock is powered-on it automatically connects to your facility's network to connect to its NTP time source to synchronize its time and OneVue. For more information, see "Installation - First power up and setting its time" on page 11.

Remove from Clock-Lock Mount

Follow the illustrated steps below to remove an analog clock from a clock-lock mount.

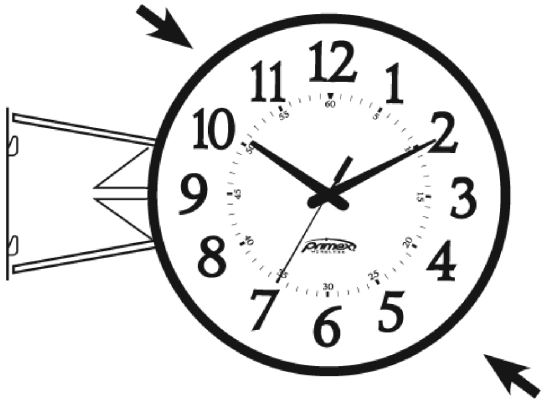


Remove Analog Clocks from a Dual Mount Bracket

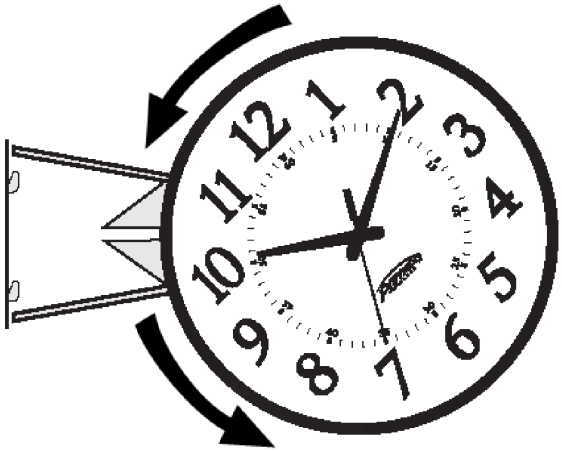
This procedure is commonly performed to replace clock batteries.

How to remove an analog clock from a dual bracket

1. Place your hands at the 10/11 and 4/5 positions.



2. Turn each clock counter clockwise to unlock the clock housing from the twist-lock mount.



How to reassemble clocks to dual bracket

1. Place clock in the housing with the 10/11 and 4/5 numerals over the brass posts.
2. Place your hands at the 10/11 and 4/5 positions and turn the clock clockwise to lock into place.

Battery Maintenance

To manage and maintain battery-powered analog clocks, refer to information in this section.

Low battery indication

During each check-in, the clock's current battery level is transmitted to your OneVue account.

Batteries should be replaced promptly upon reaching low battery status to maintain clock performance and reduce risk of battery leakage due to excess discharge.

Battery use recommendations

Battery life expectancy is based on common operating conditions and may vary due to installed site conditions and settings.

- Use only new high-quality name brand alkaline batteries
- Use batteries with expiration date five or more years beyond the installation date
- Use batteries with the same type and date code
- Do not use heavy duty and zinc carbon batteries as they will not last as long as high-quality name brand alkaline batteries
- Do not use rechargeable NiCad batteries, as their output voltage is too low to assure proper operation
- Do not use standard lithium batteries
- Battery level is monitored by OneVue. Batteries should be replaced promptly upon reaching low battery status to maintain performance and reduce the risk of battery leakage due to excess discharge.

How to replace the batteries for an analog clock

Configuration settings are retained during battery replacement.

1. If mounted, dismount the clock from the wall so that you can access the back of the clock.
2. Remove batteries and wait 10 seconds.
3. Insert new alkaline batteries into the battery holder as specified; verify correct polarity.
4. When the batteries are in place, press and release the button located on the back of the clock to initiate a manual check-in to your OneVue account and allow the clock to synchronize its time with its NTP time source.

   The clock emits a double-beep when its check-in sequence has started. The clock emits another series of beeps indicating the clock is connecting to OneVue over the network.

   - One beep - initialized its radio
   - Two beeps - connected to network
   - Three beeps - received NTP time
   - Four beeps - connected to OneVue

WARRANTY

One Year Limited Warranty

Primex warrants this product to be free from defects in materials and workmanship for a standard of one (1) year from the date of purchase. Primex will at its sole option, repair or replace any components that fail in normal use. Such repairs or replacements will be made at no charge to the customer for replacement parts. The customer will be responsible for any transportation costs. This warranty does not cover failures due to misuse, abuse, accidental or unauthorized alterations or repairs.

The warranties and remedies contained herein are exclusive and in lieu of all other warranties express or implied or statutory, including any liability arising under any warranty or merchantability or fitness for a particular purpose, implied, statutory or otherwise. In no event shall Primex be liable for any incidental, special, indirect or consequential damages, whether resulting from the use, misuse or inability to use this product or from defects in the product. Some states do not allow this exclusion or limitation of incidental or consequential damages so the above limitations or exclusion may not apply to you.

To obtain warranty service: If after following the instructions in the product guide, you are certain the product is defective, please contact Primex Technical Support to assist with troubleshooting the issue. If the issue cannot successfully be resolved and the product is under warranty, an RMA (Return Material Authorization) will be generated. The RMA form will be provided via email with detailed instructions for the return.

Primex retains the exclusive right to repair or replace the unit at its sole discretion. All merchandise returned must be shipped to Primex, Attn: Returns Dept., N3211 County Road H, Lake Geneva, WI 53147. Primex retains the exclusive right to repair or replace the unit at its sole discretion. Such shall be your sole exclusive remedy for any breach of warranty.

TECHNICAL SUPPORT

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 that are 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
- Recent network changes

Primex Technical Support

Hours 8:00 a.m. to 5:00 p.m. CST | Monday through Friday

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Email: techsupport@primexinc.com

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