OneVue™

A Smart-Comm™ Message Board connects to a NTP Server to obtain UTC time and then synchronizes the received time to its Time Zone. A Message Board also connects to your facility's Ethernet network every 5 minutes download its OneVue configuration settings.

When you need to change the NTP Servers or Time Zone for a Message Board, update its settings in OneVue and the setting changes are scheduled to be downloaded to the Message Board during its next network connection.

The Time Zone and NTP Servers are set in the profile of a Message Board. You can also set the NTP Servers or Time Zone of multiple Message Boards at the same time.

How to set the NTP Servers or Time Zone for a Message Board

To verify the change, it's recommended to complete this procedure while at the Message Board.

1. Go to **Devices** > **Message Boards**.

2. Select the **Name** link of the Message Board.

3. Select **Show Advanced Options**.

4. From **Enable Time Zone/NTP Change**, select the checkbox and update the settings.

   Time Zone - select a specific time zone or set to Default. Default indicates either set to the account's time zone or its assigned location's time zone. The Default Time Zone is displayed in (parentheses). If assigned to a location, the Default time zone is the location's time zone.

   NTP Server 1 & 2 - enter the IP Address(es) or set to Default. Default indicates either set to the account's NTP Servers or its assigned location's NTP Servers. Use of external NTP Servers requires that port 123 is open to UDP traffic to allow a Message Board to connect to an external server.

   Primex recommends using the facility's designated NTP Servers, and set two valid NTP Servers to ensure a reasonable level of accuracy can be maintained. Use of a Domain name for the NTP Server, such as time.nist.gov, requires Domain Name resolution (DNS).

5. Select **Save**.

   A Message Board connects to Ethernet network every 5 minutes to download the OneVue setting changes and obtain UTC time from a NTP Server.

   > NOTE:
   > When a change is downloaded to the Message Board, it continuously reboots for approximately 6 minutes. Once downloaded, deselect the checkbox and select Save to stop the device from rebooting. 12 minutes after a setting change is saved, the change expires; under the assumption the change was downloaded to the Message Board.
   >
   > If the Message Board did not download the change, verify the device has an Ethernet connection and repeat this procedure.

How to set the Time Zone or NTP Servers of multiple Message Boards at the same time

1. Go to **Devices** > **Message Boards**.

2. From the list, select each **Message Board**. When selected, a checkmark is displayed in the row of each Message Board selected.

3. Select **Edit Selected**. The Mass Edits Message Boards window is displayed.

4. From **Enable Time Zone/NTP Server toggle**, select the checkbox and update the settings.

Time Zone - select a specific time zone or set to Default. Default indicates either set to the account's time zone or its assigned location's time zone. The Default Time Zone is displayed in (parentheses). If assigned to a location, the Default time zone is the location's time zone.

NTP Server 1 & 2 - enter the IP Address(es) or set to Default. Default indicates either set to the account's NTP Servers or its assigned location's NTP Servers. Use of external NTP Servers requires that port 123 is open to UDP traffic to allow a Message Board to connect to an external server.

Primex recommends using the facility's designated NTP Servers, and set two valid NTP Servers to ensure a reasonable level of accuracy can be maintained. Use of a Domain name for the NTP Server, such as time.nist.gov, requires Domain Name resolution (DNS).

5. Select **Update All Selected Message Boards**.

A Message Board connects to Ethernet network every 5 minutes to download OneVue pending setting changes and obtain time from a NTP Server. When a setting change is downloaded to the Message Board, it automatically reboots.

If the Message Board did not receive a setting change, verify the device has an Ethernet connection and repeat this procedure.

12 minutes after the checkbox is selected and setting changes are saved, the system automatically expires the Enable Time Zone/NTP Change - indicating there are no pending changes to be downloaded during its next check-in. This automatic behavior is due to it's expected that a change will be download to the Message Board within 12 minutes of enabling the setting and saving the changes.