

Device Preconfiguration

Deployment Guide

OneVue Sync Bluetooth

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About OneVue device preconfiguration

Device Preconfiguration automates the configuration of Primex network devices for use with OneVue before they arrive at your facility - eliminating the need to manually configure a device onsite.

Device Preconfiguration is completed online from your OneVue account. Once completed, Primex configures each device with your OneVue account ID and the settings provided during configuration, which adds the devices to your OneVue account. It's an easy online process that allows devices to be ready for use when they arrive at your facility.

Primex network devices compatible with device preconfiguration, include the OneVue Sync Bluetooth Bridge, OneVue Sense Sensors, and the OneVue Notify Bell Controller. When placing an order for these device types and Device Preconfiguration is selected, configuration must be completed before the order is shipped from Primex.

For new orders, the OWDC app is an alternative to Device Preconfiguration. If you prefer to configure devices when they arrive at your facility, select OWDC when placing an order. You will then be required to configure each device using the OWDC app to add them to your OneVue account. For post-install, the OWDC app is commonly used to troubleshoot and update a device's network settings.

Complete device preconfiguration for an order

When an order is placed, you have an option to configure the order's devices through the online Device Preconfiguration procedure. Your OneVue account ID and the settings provided are configured by Primex before they are shipped - it's an easy online process that allows devices to be ready for use when they arrive at your facility.

Device Preconfiguration is completed online from your OneVue account. The Dashboard To Do list identifies an order requiring preconfiguration.



NOTE

If you should close your web browser or log out during this procedure, all information provided is saved and you can return to the procedure from your To Do list.

1. Go to the **Dashboard**.
2. From the **To Do** list, select the **order** to be configured.
3. From **Begin Device Preconfiguration**, you can either select to **complete the device preconfiguration on your own** or have a **Primex Project Manager contact you to assist you**.
 - If you selected **I'll try it on my own**: you are guided through the configuration process for each device as defined in the following steps.
 - If you selected **Have a Primex Project Manager contact me**: provide the information to schedule a Preconfiguration Consult and select Submit.
4. From the **Existing Networks**, review the networks listed and select one of the options.

The screenshot shows a web interface titled "Preconfiguration". On the left, under "Network Profiles", there are two options: "PW Alternate" and "PW Primary". On the right, under "Existing Networks", there is a question: "You already have the networks listed on the LEFT defined in OneVue. Will your new devices use this network, or would you like to configure a new network?". Below this question are two buttons: a green button labeled "I'll use one of these" and a blue button labeled "I want to create a new network".

- **If the devices can be assigned to a network listed:** Select I'll use one of these.
- **If you will not be assigning a network to a device:** Select I'll use one of these and when assigning a network to the device select No Network.
- **If there are no networks listed or if the devices cannot use a network listed:** Select I want to create a new network. Enter the network settings from the Create A New Network screen. Select Show Advanced Options to view all options and settings.

Guest network or open network use - Primex devices cannot respond to landing pages, nor agree to any terms of service to connect to a network.

Preconfiguration

Existing Networks

- PW Primary
- PW Alternate

Create A New Network [Show Advanced Options](#)

Network Label *

Profile Type Wireless ▾

SSID *

Security Type * WPA2 AES ▾

5. From the **Configuring Devices** screen, assign a network and enter the settings for each device. Each setting is optional and can be skipped.

- **Network (required)**

Assign a network to the device. Assigning a network allows the device to connect to your facility's network as soon as power is applied at your facility.

You can either select an existing Network Profile, create a new Network Profile, or select No Network if a network cannot be assigned or created at this time.

New Network: if you are creating a new network, select Show Advanced Options to view all of the network profile settings.

No Network: if a network is not assigned, your staff is required to manually configure the device's network settings when it arrives at your facility.

IPv4 address and alternate network: you may choose to provide the advanced network device settings. To view the advanced settings, select Show Advanced Options. Settings include the Network IPv4 address, and Alternate Network (backup network).

- **Location (optional)**

Location: by default, a device is not assigned to a Location. If your account structure uses Locations to control user access, assign a device to a Location to ensure users have access to the devices they are responsible for.

- **Name**

Commonly identifies the device's install location. Setting allows up to a maximum of 50 characters.

It's recommended to develop a standard naming convention to allow you to easily locate a device if maintenance should be required.

- **Label**

Label Information printed on the label affixed to the device. By default set to the first 20 characters of the Name. Allows up to a maximum of 20 characters.

- **New Clock Time Zone**

The time zone that Sync Bluetooth Clocks are set to the first time they connect to the Sync Bluetooth mesh network. By default, set to the account time zone.

6. When the preconfiguration steps are complete, the **preconfiguration summary page** is displayed.

From the list, you can change a device setting by selecting Change.

Dashboard Monitoring Devices Reports Admin Help						
Receipt → Network Confirmation → Devices → Summary						
Preconfiguration						
Device Type	Network	Sensor	Range	Monitored Asset	Change	
PrimexTEMP Single Probe	PFOC	Temperature	-58 to 5 F	Freezer OR1	Change	
PrimexTEMP Single Probe PoE	Validation	Temperature	36 to 46 F	Refrigerator3B	Change	
PrimexTEMP Dual Probe	PFOC	Temperature Temperature	36 to 46 F 36 to 46 F	Refrigerator2B Refrigerator2A	Change	
PrimexTEMP Dual Probe Temperature PoE	PFOC	Temperature Temperature	36 to 46 F 36 to 46 F	Refrigerator1A Refrigerator1B	Change	

[Confirm Shipment](#)

7. Once you are ready to process the order with the settings provided, select **Confirm Shipment**.

The order's devices are configured by Primex.

- Your OneVue account ID and the provided settings are configured into each device.
- Devices are added to your OneVue account. Devices are only listed in OneVue and are not active. A device is activated when it connects to your facility's network and checks-in to OneVue.
- If a network profile was assigned during preconfiguration: when a bridge is powered on at your facility, it automatically connects to its assigned network and checks-in to OneVue.
- If a network was not assigned or if the network settings were entered incorrectly: a bridge's network settings are required to be updated onsite with the OneVue Wired Device Configurator (OWDC) app or the Primex Device Configuration software.
- Devices and their packaging are labeled with the settings provided during preconfiguration.

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 license 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 offers 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 inquiries.

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

Monday through Friday from 8:00 AM to 5:00 PM CT

Phone: 1-262-729-4860

Email: service@primexinc.com