

Getting Started

User Guide

OneVue Sync Bluetooth
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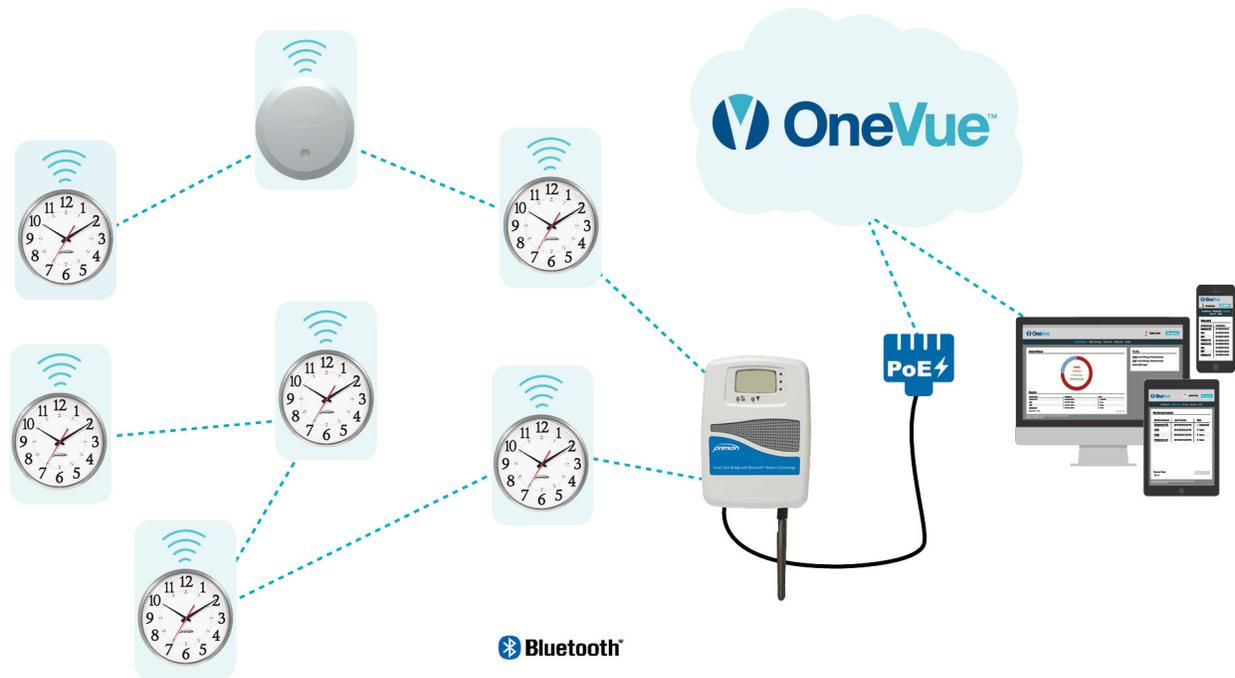
Table of Contents

Getting Started	3
How the OneVue Sync Bluetooth solution works	3
Feature overview	4
Log in and log out	6
Tour of the interface	8
Customize list views and download view data	10
Manage Your User Profile	14
About managing your user profile	14
Change your profile image	15
Change your user profile name	16
Change your email address	16
Reset or change your OneVue password	17
Change your mobile phone number	18
Technical Support	19
Support through Primex Certified Sales and Service Partners	19
Primex Technical Support	19

Getting Started

How the OneVue Sync Bluetooth solution works

The technology behind the OneVue Sync Bluetooth solution consists of the components below.



OneVue cloud-based software

Monitor and manage your Sync Bluetooth devices from any web browser on a phone, tablet, or computer.

Sync Bluetooth® Bridge

During its daily connection to your facility's network, a Bridge:

- Connects to a NTP Server to obtain UTC time.
- Sends data received from Sync Bluetooth devices to OneVue.
- Downloads device setting data from OneVue.

During its daily connection to a Sync Bluetooth mesh network, a Bridge:

- Sends settings received from OneVue to each Sync Bluetooth device.
- Sends obtained UTC time to each Sync Bluetooth device, allowing clocks to accurately synchronize their time.
- Receives the current operating status of each Sync Bluetooth device.

Sync Bluetooth® Clock

A Sync Bluetooth Clock is equipped with Bluetooth® Low Energy (BLE) wireless technology that allows the clock to wirelessly authenticate and connect to an available OneVue Sync Bluetooth mesh network.

During its daily connection to the mesh network, a clock:

- Receives UTC time.
- Reports its current operating status, which is sent to OneVue by a Bridge.
- Receives its unique settings managed in OneVue, including its time zone and the display settings of a digital clock, and synchronizes received UTC time with its time zone offset and DST rules.

Sync Bluetooth® Repeater

A Sync Bluetooth Repeater is a stand-alone device that extends the range of a Sync Bluetooth mesh network. Its intended use is to address coverage gaps when a clock may reside too far from a Bridge or other clock to successfully form a communication path to a Sync Bluetooth mesh network.

A Repeater is equipped with a Bluetooth® Low Energy (BLE) wireless technology that allows the device to wirelessly authenticate and connect to an available Sync Bluetooth mesh network.

During its daily connection to a mesh network, a repeater:

- Receives UTC time.
- Reports its current operating status, which is sent to OneVue by a Bridge.

OneVue Sync Bluetooth mesh network

The Primex OneVue proprietary Sync Bluetooth mesh network allows Sync Bluetooth devices to send and receive messages and repeat those messages to nearby devices. The messages contain OneVue device settings, device operating statuses, and UTC time obtained from a NTP Server.

Sync Bluetooth devices wirelessly form a Sync Bluetooth mesh network once a day at a system specified time.

- **Self -Contained:** Only Primex OneVue Sync Bluetooth devices can authenticate and connect to the network - each device has a unique ID that authenticates its connection. Other Bluetooth® enabled devices, such as smartphones, cannot authenticate to the proprietary mesh network.
- **Self-Generating:** Once a day, devices automatically establish a Bluetooth wireless connection to form a Sync Bluetooth mesh network.
- **Self-Healing:** If a device should lose its Bluetooth wireless signal or experience a hardware event (such as a loss of power) at the time of its daily connection, its communication path within the network is automatically rerouted to another Sync Bluetooth device within network. Therefore, the network intelligently forms its communication and connection path to available OneVue Sync Bluetooth devices.

Feature overview

The OneVue Sync Bluetooth solution consists of the OneVue cloud-based software and Sync Bluetooth devices. Sync Bluetooth Bridges communicate with OneVue over your facility's network and connect to the Sync Bluetooth mesh network to send data to and receive data from the system clocks equipped with Bluetooth technology.

We recommend familiarizing yourself with the following features.



Access OneVue at anytime from anywhere

OneVue is a cloud-based solution that can be accessed from any web browser on a tablet, smartphone, laptop or desktop computer with an internet connection. The system requirements do not require you to install any software.

Device Preconfiguration

Device Preconfiguration automates the configuration of Primex network devices for use with your OneVue account before they arrive at your facility - eliminating the need to manually configure devices onsite. Device Preconfiguration is completed online from your OneVue account.

OneVue Wired Device Configurator (OWDC) app

The OneVue Wired Device Configurator (OWDC) Android™ app provides the experience of managing Primex network devices locally at a device on a mobile platform. The app provides flexibility and convenience to add new devices to OneVue and also view or edit a device's primary settings. Once you download the app from Google Play™ store (it's free!), you connect a Primex network device to your Android device and the app guides you through the entire process. It's an easy process that provides onsite configuration.

The OneVue Wired Device Configurator (OWDC) app is an alternative to Device Preconfiguration and selected when placing an order.

OneVue account structure

The OneVue account structure is designed to be flexible and scalable to support small to larger, more complex organizations. Easily manage who has access to devices, account data, and system features based on their job responsibilities through Business Units and optionally by Locations.

Account settings

Your OneVue account is unique to your organization. Account settings are located in the Admin menu and the settings configured are dependent on your OneVue solution.

Dashboard

From the Dashboard monitor the current state of all your devices, view To Do list of notifications, and User Announcements.

Sync Bluetooth Bridges

A Bridge collects and sends data over the Sync Bluetooth mesh network, and sends data to and downloads data from OneVue over its connection to a local network at the facility. From OneVue, you can view and manage bridge settings.

Sync Bluetooth Clocks & Repeaters

A Clock and Repeater connects to the Sync Bluetooth mesh network to send data to and receive data from a Sync Bluetooth Bridge. From OneVue, you can view and manage clock and repeater settings.

Networks

A Network Profile in OneVue represents a network at your facility and each Primex network device is assigned to a network. Once assigned, the network settings are downloaded to the Primex device, which allows the device to connect to your facility's network to transmit data to and download settings from OneVue. For OneVue devices that receive time from an NTP time source, its assigned network also allows its connection to an NTP Server.

A Gateway is the internal component of a Primex network device that connects to your facility's network to send data to and download settings from OneVue.

Reports

Reports are generated by Report Profiles. A Report Profile can be configured to be specific to your reporting requirements, including the type of Report, the devices included in the Report, and how frequent the Report is generated, and users that receive a notification when a new Report is generated. At anytime, reports can be viewed and downloaded from OneVue.

Reports serve as an alerting notification when a device is in a Warning state, which indicates it may need attention.

Your User Profile

From your User Profile, you can manage your user name, avatar image, password, and mobile phone number.

Log in and log out

Your OneVue User Profile grants you access to log in to OneVue. Your OneVue account admin creates your User Profile and assigns a Role and Device Classes that grant your access to data and system features.

OneVue is a cloud-based solution that can be accessed from any web browser on a tablet, smartphone, laptop or desktop computer with an internet connection. The system requirements do not require you to install any software.

Activate your user account

Once your OneVue account admin creates your User Profile, you will receive an email providing a link to activate your OneVue user account. During activation, you will create your password and accept the OneVue terms and conditions.

From: support@primexonevue.com [mailto:support@primexonevue.com]
Sent: Friday, January 16, 2015 3:16 PM
To: brian.smith@primex.com
Subject: Primex Wireless OneVue account verification

Dear Brian,

Recently, you or a representative from [Charles & Charles Health](#) created a user account for you on Primex Wireless' OneVue solution. To activate your account, please select the link below. If you are unsuccessful, try copying and pasting the link into the address line of your browser. You may also try this with alternative browsers such as Chrome or Firefox.

<https://staging.primexonevue.com/#welcome?Th7KaD1sBrEhEz1fVuzg/edit>

If you are not Brian Smith, email our support department at the following address.

techsupport@primexwireless.com



TIP

If you have lost your user account activation email, select **Forgot Password** from the login page, and OneVue will resend your activation email.

Log in to OneVue (activated user account)

Once you have activated your OneVue user account, to log in enter the email address assigned to your User Profile and your password.

OneVue can be accessed from any of the below web browsers and mobile devices.

- Google Chrome™ most current version
- Mozilla Firefox® most current version
- Microsoft® Internet Explorer® version 11 and higher
- Microsoft Edge most current version
- Apple® Safari® most current version
- JavaScript must be enabled and requires a PDF viewer to download reports.

- Apple® mobile devices with iOS 7 and greater
- Android mobile devices with 4.2 and greater

1. From a web browser, go to <https://console.primexonevue.com>
Or from the Primex website (www.primexinc.com) > select OneVue Login.
2. Enter your **email address** > select **Log In** > enter your **password** > select **Log In** .

Log In

The screenshot shows the OneVue login interface. It features a title 'Log In' followed by a horizontal line. Below the line, there are four numbered steps: 1. An 'Email' input field. 2. A 'Log In' button. 3. A 'Password' input field with masked characters. 4. A green 'Log In' button and a blue 'Forgot Password?' button.

If your User Profile is associated with more than one OneVue account, you are prompted to select the account to access. Your master account, which is the first account your User Profile was assigned to, determines your password complexity requirements.

Once logged in, the Dashboard page is displayed. Your access to account data and permissions to system features is determined by the Role(s) assigned to your User Profile.



TIP

Set the OneVue log in page (<https://console.primexonevue.com>) as a browser bookmark or favorite.

Forgot your password? Reset it

If you have forgotten your password, select **Forgot Password** from the OneVue log in screen. OneVue sends an email to your log in email address providing the instructions to reset your password.

Log out of OneVue

To prevent unauthorized users from accessing your account, a common security practice is to log out of your OneVue session when not in use.

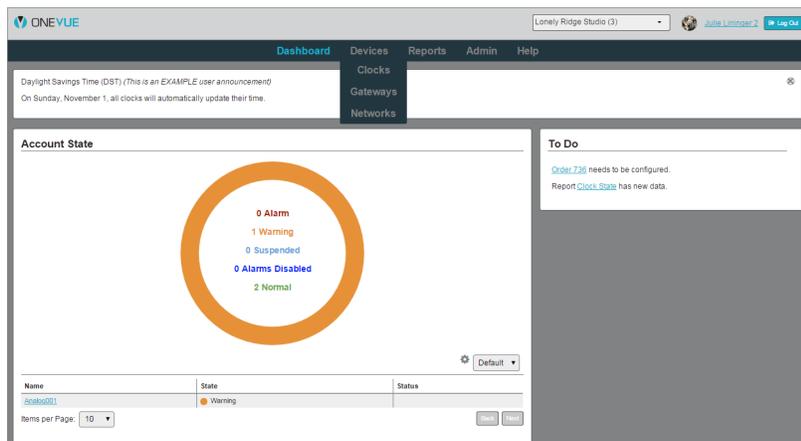
If the account session timeout setting is enabled, the system may automatically log you out due to inactivity, requiring you to log back in. The account session timeout settings are configured by an account admin.

1. From the top-upper right corner, select **Log out**.
2. You are logged out of OneVue and the log in page is displayed.

Tour of the interface

The OneVue interface is intuitive and user friendly.

- Top navigation bar: [8] drop-down menus to access the OneVue features.
Your access to the menu options is dependent on the Role and Device Classes assigned to your User Profile.
- List Views: [9] customize the data displayed in each list view and set a custom view to be shared with all users.
- Primary and Advanced Settings: [9] when viewing the profile of a system component, by default only the primary settings are displayed. Advanced options provide access to additional settings.



Drop-down menus

The menu options displayed are dependent upon the Roles and Device Classes assigned to your User Profile.

- **Dashboard:** a snapshot of the current state of all devices, a list of To Do items, and active User Announcements.
- **Devices:** view and manage Primex devices and the networks assigned to devices. A network device connects to its assigned network to send data to and download settings from OneVue.

- **Reports:** view generated reports, generate a new report, and manage Report Profiles.
- **Admin:** manage account settings, Users, Business Units, Locations, and User Announcements.
- **Your User Profile:** manage your contact information, password, and alert preferences.
- **Help:** view self-help support articles and download PDF manuals. Be sure to use the search feature to easily find what you are looking for.

Customize your list views

Customizing your list views are helpful when you need to filter the information displayed. From the gear icon of each list view, located in the upper right corner, you can create your own custom views and optionally share a view with all account users.

<input type="checkbox"/>	Monitored Asset	Last Reading Date/Time	State	Status
<input type="checkbox"/>	Freezer N10	2015-01-19 12:13 PM	● Normal	
<input type="checkbox"/>	OR#1	2015-01-19 12:00 PM	● Normal	
<input type="checkbox"/>	OR#2	2015-01-19 12:34 PM	● Alarm	Out Of Range, Past Alarm Delay
<input type="checkbox"/>	OR#3	2015-01-19 12:21 PM	● Normal	
<input type="checkbox"/>	Refrigerator L53	2015-01-19 8:14 AM	● Alarm	Out Of Range, Past Alarm Delay
<input type="checkbox"/>	Refrigerator N10	2015-01-19 12:13 PM	● Normal	
<input type="checkbox"/>	Refrigerator P22	2015-01-19 12:38 PM	● Suspended	Out Of Range

You can set the number of items to display in a view. If a page has more items than what is displayed, select the back and next buttons to navigate through the additional pages.

<input type="checkbox"/>	Monitored Asset	Last Reading Date/Time	State	Status
<input type="checkbox"/>	Freezer N10	2015-01-20 11:32 AM	● Normal	
<input type="checkbox"/>	OR#1	2015-01-20 11:18 AM	● Normal	
<input type="checkbox"/>	OR#2	2015-01-20 8:53 AM	● Alarm	Out Of Range, Past Alarm Delay
<input type="checkbox"/>	OR#3	2015-01-20 11:35 AM	● Normal	
<input type="checkbox"/>	Refrigerator L53	2015-01-20 2:38 AM	● Alarm	Out Of Range, Past Alarm Delay, Unresponsive
<input type="checkbox"/>	Refrigerator N10	2015-01-20 11:32 AM	● Normal	
<input type="checkbox"/>	Refrigerator P22	2015-01-20 11:50 AM	● Suspended	Out Of Range

Primary and advanced settings

The OneVue user interface is designed to be simplistic - only displaying primary settings. To display all settings, select Show Advanced Options.

Configure Monitored Asset

[Show Advanced Options](#)

Customize list views and download view data

From each list view, you can create custom list views and download the data displayed.

Overview of the list view features

- **Create a custom view**

Each list view has a system default view that cannot be changed. When you need to customize the data displayed, you will need to create a custom view.

- **Manage your custom views**

At anytime you can update or delete a custom view you have created.

- **Share a custom view**

If you know that a custom view you've created would be helpful to other users, you can set it to a shared view. Your custom view is then available to other users.

- **Set account default list view**

From each list view, a user assigned to an Admin role can create and set the default view for all users.

- **Set what columns are displayed**

The list view setting page has Shown and Hidden Columns, which sets what column data is displayed or not displayed in a view.

- **Apply a filter to include or exclude specific data**

To include or exclude specific data, the view setting page allows you to filter the data displayed. The "by" filter option sets the data to be included and the "out" filter option sets the data to be excluded from the view.

For example, if you do not want to display anything with a Suspended state, you would set the Filter to out > select by State > and enter Suspended.

- **Set default Items per page**

By default, a view only displays 10 items (rows) per page. To avoid having to select next page to view more items, you can set a view to display up to 100 items. Setting the items per page to a higher number is also helpful when downloading the list view data to a CSV file, which only downloads the current data displayed in the list view.

- **Set a sort order**

Set the sort order by a column shown and set to ascending or descending order.

- **Set what columns are displayed**

The Shown Columns section displays the data displayed in the list view and the Hidden Columns display data that is not displayed. You can also arrange the columns to display in a specific order.

To remove a column, simply drag it to the Hidden Columns section. To add a column, simply drag it to the Shown Columns section.

- **Download data displayed to CSV file**

From any list view you can download the data displayed by selecting Save as CSV. When selected, the current data displayed is downloaded as a CSV file to your computer's download location.

Create a custom view

1. Be sure that the Default view is select. From the upper right corner, select the **gear icon**.

<input type="checkbox"/>	Monitored Asset	Last Reading Date/Time	State	Status
<input type="checkbox"/>	Freezer N10	2015-01-19 12:13 PM	Normal	
<input type="checkbox"/>	OR#1	2015-01-19 12:00 PM	Normal	
<input type="checkbox"/>	OR#2	2015-01-19 12:34 PM	Alarm	Out Of Range, Past Alarm Delay
<input type="checkbox"/>	OR#3	2015-01-19 12:21 PM	Normal	
<input type="checkbox"/>	Refrigerator L53	2015-01-19 8:14 AM	Alarm	Out Of Range, Past Alarm Delay
<input type="checkbox"/>	Refrigerator N10	2015-01-19 12:13 PM	Normal	
<input type="checkbox"/>	Refrigerator P22	2015-01-19 12:38 PM	Suspended	Out Of Range

2. From the **View Name** field, update **Default** to a name that uniquely identifies the view.
3. Select the view settings.
 - Share: when selected, the custom view is available to all users.
 - Set as Account Default: when selected, sets the default view for all users. The setting is only available to a user assigned to an Admin role.
 - Items per Page: sets the default number of data rows displayed.
 - Sort By: sets the data the view is sorted by.
 - Filter: apply a filter to include or exclude specific data. In addition to filtering data "by" (include), you can apply to a filter to exclude data by selecting the "out" filter. For example, you may not want to display anything with a Suspended state - you would set the Filter to out, by State, and enter the text Suspended.
4. Edit the columns shown or hidden.
 - **Shown Columns:** displays the list of columns displayed in the view. To change the location of the column, select the column and move it to a location in the list order. To remove a column from the view, select the column and move it to the Hidden Columns section.
 - **Hidden Columns:** displays the list of columns that are hidden from the view. To add a hidden column to the view, select the column and move it to the Shown Columns section.

View Name: [Save New View](#) [Update View](#) [Delete View](#)

Share:

Sort By:

Filter By: [Add Filter](#)

Filters

- None

Shown Columns

- Selected
- Monitored Asset
- Last Reading Date/Time
- State
- Status

Hidden Columns

- ID
- Business Unit
- Location

5. To save the view, select **Save New View**.

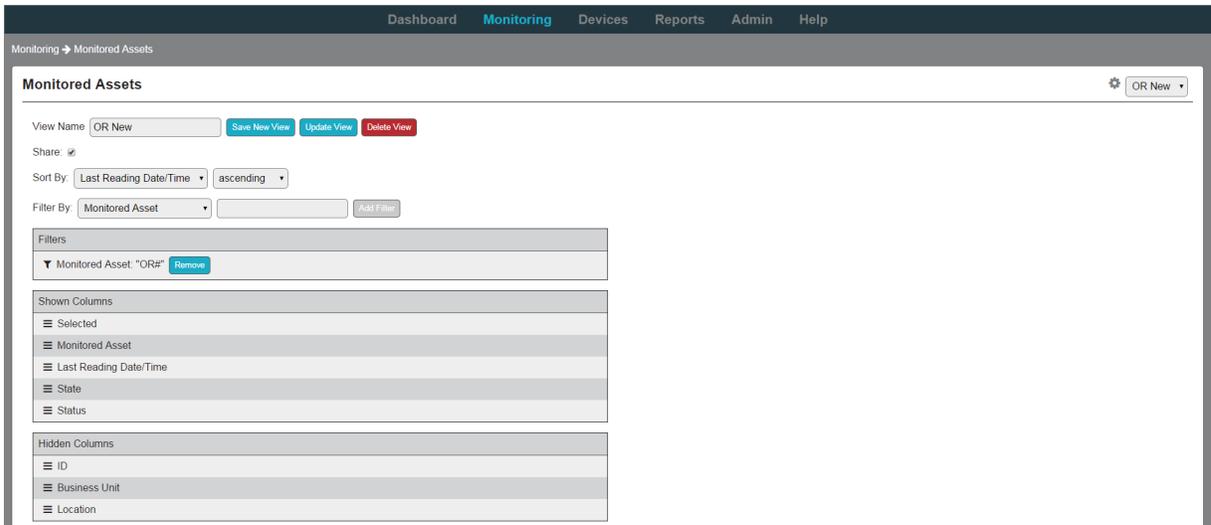


6. To close the view setting page, select the **gear icon**.

Edit a custom view

The Default view and a view that is shared by another account user cannot be edited. A shared view can only be edited by the user that created the view.

1. From the view drop-down menu, select the **view** to edit.
2. From the upper right corner, select the **gear icon**. The view setting page is displayed.
3. Edit the view settings.



4. To save the settings, select **Update View**.
5. To close the view setting page, select the **gear icon**.

Delete a custom view

A custom view can only be deleted by the user that created the view. The Default view cannot be deleted.

1. From the view drop-down menu, select the view to delete.
2. From the upper right corner, select the **gear icon**. The view setting page is displayed.
3. Select **Delete View**.
4. To close the view setting page, select the **gear icon**.

Share a custom view with other users

All list views you create start out as private, meaning only you can see them. You can share list views with other users by selecting Share from your custom view. When shared, from the list view drop-down menu, each user can select the shared view.

Download data from a list view

From any list view, you can download the data displayed by selecting Save as CSV. When selected, all data displayed is downloaded as a CSV file to your computer's download location.

- If there is more data that is not displayed, do remember to adjust your items per page. The data viewable on the screen is all that is downloaded.
- The CSV file is not stored in OneVue, simply a one-time download to your computer. If you want to reformat the file and share it with others, you will need to do that locally on your computer or mobile device.

Manage Your User Profile

About managing your user profile

From your User Profile, you can manage your name and avatar image, password, and contact information. Your access to account data and permissions to system features is determined by the Role and Device Class assigned to your User Profile, which is managed by a user assigned to an Admin Role. Only Primex Technical Support or a user assigned to an Admin Role can update your email address.

To view or edit your profile, from the top upper-right corner select your name or profile avatar image.

Account State **18 Monitoring Points**

To Do

- New [**Weekly Audit Report](#) report is available.
- New [*Pharmacy Readings](#) report is available.
- New [User Report](#) report is available.
- New [Clock-InfoBoard Warning Report](#) report is available.
- [Demo Alert Usage](#) is Out Of Range, Past Alarm Delay
- [Order 284925](#) needs to be configured.

Category	Count
Alarm	3
Warning	2
Suspended	1
Alarms Disabled	0
Normal	48

Admin → Users → User Profile

User Profile



Upload Avatar No file chosen

Email *

Title

First Name *

Last Name *

Mobile Phone

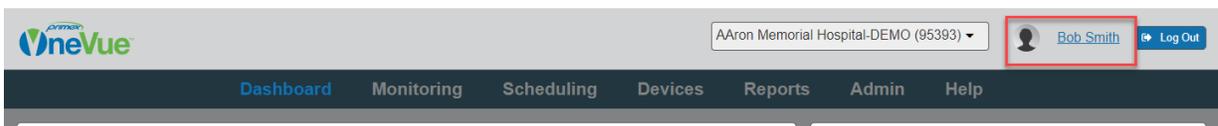
Dialer Suffix

Alert Preference Email
 Text
 Voice

Change your profile image

Your avatar profile image is displayed next to your profile name. Supported file types include GIF, JPEG, and PNG and allows up to a maximum file size of 5 MB.

1. From the top-upper right corner, select **your name or the avatar image**.



2. From the Upload Avatar field, select Browse and select an image file.

Admin → Users → User Profile

User Profile



Upload Avatar No file chosen

Email *

Title

First Name *

Last Name *

Mobile Phone

Dialer Suffix

Alert Preference Email
 Text
 Voice

3. Select Save.

Change your user profile name

Your User Profile name is the value of your first name and last name. Your profile name is displayed throughout OneVue and is viewable by other users.

1. From the top-upper right corner, select **your name or the avatar image**.



2. Update your **First Name and/or Last Name**.
3. Select **Save** to apply a change.

Change your email address

Your email address is used to log in to OneVue and where system notifications are sent to.

For security purposes, only Primex Technical Support or your OneVue account admin can change your email address.

Primex Technical Support

Hours: 8:00 AM to 5:00 PM CT, Monday through Friday

Phone: 1-262-729-4860

Email: service@primexinc.com

Web: www.primexinc.com/support

Reset or change your OneVue password

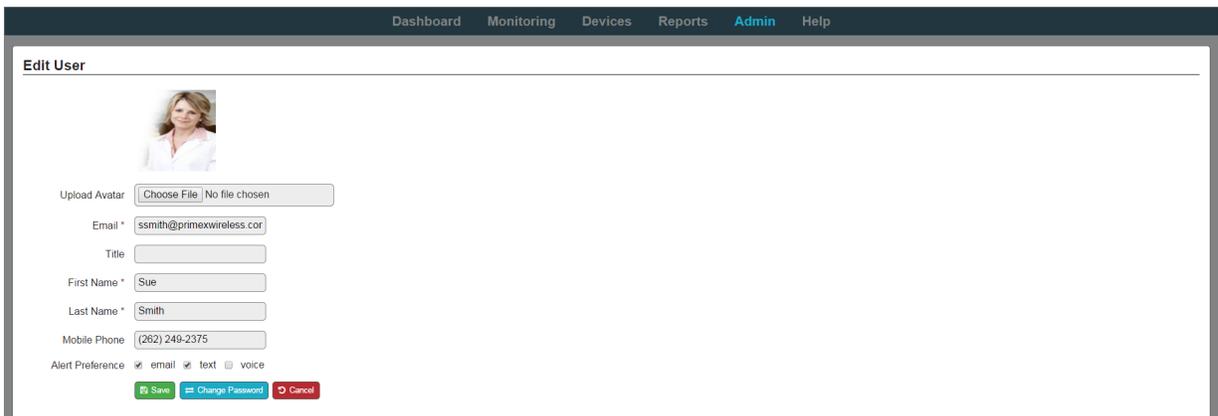
If you have forgot your password, you can reset your password from the OneVue log in screen. If you are logged into OneVue, you can change your password from your User Profile.

Forgot your password? Reset it

If you have forgotten your password, select **Forgot Password** from the OneVue log in screen. OneVue sends an email to your log in email address providing the instructions to reset your password.

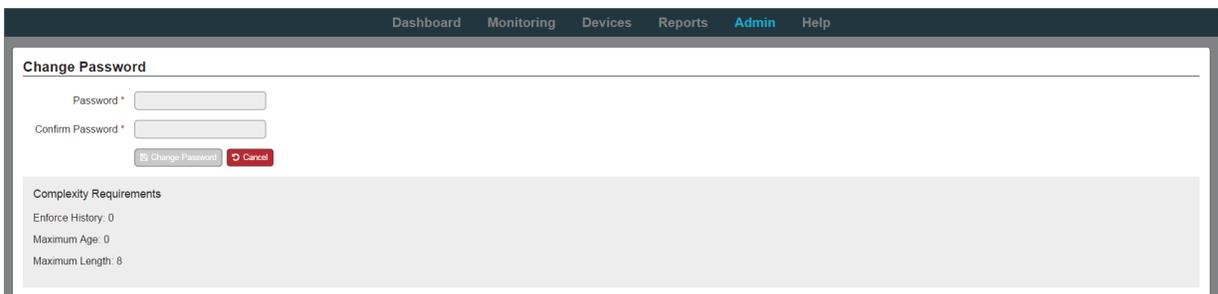
How to change your password

1. Log into OneVue.
2. From the top-upper right corner, select **your name or the avatar image**.
3. From the bottom menu, select **Change Password**.



The screenshot shows the 'Edit User' form in the OneVue interface. The form includes fields for 'Upload Avatar', 'Email *', 'Title', 'First Name *', 'Last Name *', and 'Mobile Phone'. The 'Alert Preference' section has checkboxes for 'email', 'text', and 'voice'. At the bottom, there are buttons for 'Save', 'Change Password', and 'Cancel'.

4. From the Password and Confirm Password fields, enter your **new password**.



The screenshot shows the 'Change Password' form in the OneVue interface. It includes fields for 'Password *' and 'Confirm Password *'. Below the fields are buttons for 'Change Password' and 'Cancel'. A section titled 'Complexity Requirements' lists: 'Enforce History: 0', 'Maximum Age: 0', and 'Maximum Length: 8'.

Your OneVue account admin may have set password complexity requirements, which are displayed. If your password does not meet the complexity requirements, the system prompts you to enter a password that meets the requirements.

If your User Profile is associated to more than one OneVue account, your master account, which is the first account your User Profile was assigned to, determines your password complexity and timeout exempt setting.

5. Select **Change Password**.
6. Select **Save**.

The next time you log in to OneVue, enter your new password.

Change your mobile phone number

Your mobile phone number is for reference use only.

1. From the top-upper right corner, select **your name or the avatar image**.



2. Update your mobile phone number.
3. Select Save to apply a change.

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