

Troubleshooting

Power Failure

The Wireless Tone Generator does not need to be manually reset after power failure.

Note: It is highly recommended that both the Transmitter and the Wireless Tone Generator are plugged into a UPS backup.

Transmitter Loses Power But The Wireless Tone Generator Does Not Lose Power

The Wireless Tone Generator will continue normal operation using its own internal clock. On restoration of power to the Transmitter, the Transmitter will look for a time signal from the GPS Receiver and on reception of the GPS time signal, the Transmitter will begin transmission of the time signal. In this situation, the Wireless Tone Generator continues to function normally, but its timekeeping may drift slightly up to 1 second per day while the Transmitter is off.

Wireless Tone Generator Loses Power But The Transmitter Does Not Lose Power

The Wireless Tone Generator will not function until power is restored and it has received a valid time signal from the Transmitter. Since the program information is stored in the Wireless Tone Generator's non-volatile memory, it only needs to receive the time from the Transmitter to resume proper operation. In this situation, the Wireless Tone Generator will start proper operation within a few seconds after power is restored.

Wireless Tone Generator And The Transmitter Lose Power

The Wireless Tone Generator will not function until power is restored to both, and the Transmitter has received a valid time signal from the GPS Receiver. In this situation, it should take from one minute to two minutes under good GPS signal reception; however, under poor signal reception conditions it may take longer.

Tones Not Occurring As Expected

If tones are not occurring as expected, follow the steps below to determine the problem and solution.

If The Green Light Is On But Not Flashing:

1. This means the Wireless Tone Generator is not receiving a signal from the Transmitter (this process takes approximately 20 seconds.)
2. Verify power by confirming green LED is lit on front of Tone Generator.
3. Check that the Transmitter is operating properly. For details on troubleshooting the Transmitter, refer to The GPS Wireless Clock System Manual.
4. If the Transmitter is operating properly, then something may be interfering with the signal or reducing the signal range. This could be the result of localized interference that can be corrected by adjusting the location of the Wireless Tone Generator. Move the Wireless Tone Generator around in close proximity of the original installation site until a good signal is verified by the flashing green light. Find an appropriate location where there is both a strong signal (green LED flashes once per second) and a convenient place for the Wireless Tone Generator to be secured.
5. Secure the Wireless Tone Generator at the new location and verify that the new antenna placement is getting the signal. Verify this by confirming that the green LED is flashing on the front of the Tone Generator.
6. If the new location is not getting the signal, try another location by repeating the use of the Test Button on the Wireless Tone Generator.

If The Green Light Ts Flashing, But The Wireless Tone Generator Is Not Operating:

1. Check the proper operation of the Transmitter by referring to the GPS Wireless Clock System User Manual.
2. Verify that the channel set on the Wireless Tone Generator coincides with the channel being used by the Transmitter. If different, correct the switch settings on the Wireless Tone Generator.
3. Verify that the Switch ID agrees with the zone specified in the Primex Wireless Scheduler program. Verify that the Primex Wireless Scheduler program in the Transmitter is correct using the zone and if not, modify the program or the Wireless Tone Generator Switch ID setting as necessary to correct the zone. See the Primex Wireless Scheduler Software User Manual for details.
4. Check the connection points for the wiring between the Wireless Tone Generator and the PA system and/or bell systems.
5. If the Wireless Tone Generator seems to be operating properly, but no announcement is being heard over the PA system or the bells are not functioning properly, check out the operation of the PA system or bell system and correct the problem. Verify that the PA system and/or bell system is working correctly for other functions not controlled by the Wireless Tone Generator. Refer to your PA or bell system manual for troubleshooting details.
6. Check the green indicator light again to verify that the Wireless Tone Generator is receiving an acceptable signal.
7. If after going through the above troubleshooting steps the Wireless Tone Generator is still not operating, call technical support at 1-800-404-8112.