



## Technical Support

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## The GPS Wireless Clock System Troubleshooting

### Transmitter Problems

The first step in troubleshooting the Transmitter is to reset the unit. If the Transmitter fails to receive a GPS signal and is set to time within 15 minutes, please reset the Transmitter.

Power glitches, line spikes, power interruptions, static discharge or other voltage fluctuations can cause loss of communication with the GPS Unit.

### Display Does Not Light Up

If the display does not light up, check the power supply connection to the Transmitter and to the 120 VAC outlets. Also verify that the AC outlet has power. If this does not correct the problem, call Primex Technical Support at 1-800-404-8112.

### Display Lights Up, But Is Blank or Very Faint

Call Primex Technical Support at 1-800-404-8112.

### GPS Signal Reception Problems

1. Verify that the GPS Unit is properly connected to the Transmitter.
2. Verify that the GPS Unit is properly mounted on a non Low-E glass window or outside with a clear view of the sky.
3. Check to assure that the GPS Communication indicator is showing on the display (looks like a "Y" with a line over it). If this symbol is displayed, then the Transmitter is communicating with the GPS Unit.
  - a. If the GPS Communication indicator is not being displayed, then the Transmitter, GPS Unit, or the connection between Transmitter and GPS Unit is defective. Check GPS cable connections.

**Note:** To extend the distance between the GPS Unit and the Transmitter beyond 50 feet, contact Primex to order a shielded extension cable that minimizes resistance on the voltage supply line.

- b. If the GPS Communication indicator is displayed but the parentheses are not flashing, then the problem is with the GPS Unit or with its signal reception.
    - i. Check to make sure that the GPS Unit has a clear view of the sky and that its view is not obstructed.

**Note:** Double pane Low-E glass windows are coated with a transparent metal layer that reflects infrared heat rays; this will also reflect the GPS signal. The GPS Unit will not receive the signal through Low-E windows.

- ii. Local interference can affect GPS reception. Try moving the location of the GPS receiver to improve reception.
    - iii. Weather conditions, solar flares, time of day, and exact satellite position may also effect signal reception; however, these conditions are normally of a short duration.

### Displayed Time/Date is Incorrect

1. If the minutes and seconds are correct, but the hours are off or the day is off by one, it means the switches are in the wrong position. Correct switch settings. See Switch Settings in the User Manual for proper settings.
2. Other than for the above reason, or the loss of the GPS signal, the Transmitter time, which is controlled by a GPS signal, should never display the wrong time or date. If such an event occurs, please contact Primex Wireless Technical Support at 1-800-404-8112.

### **Extremely Weak Transmitter Power (About 100 Feet or Less)**

1. Unplug the Transmitter and ground yourself to eliminate static electricity.
2. Check to make sure that the antenna is not cross-threaded. The base of the antenna must be flat on the Transmitter case.
3. Check to make sure that the antenna rod is secure in the antenna base (hand tighten only).
4. Check to make sure that the base of the antenna is tightly mounted on the Transmitter case.
5. Check to make sure that the antenna is not touching anything.
6. Plug in the Transmitter. If the Transmitter power is still extremely weak, contact Primex Wireless at 1-800-404-8112.

### **Red LED is Flashing**

The Red LED flashes when the unit has not received an updated time signal for 48 hours. It will also flash during initial setup.

1. Check the GPS Unit and its cable for proper connection to the Transmitter and possible damage to the cable. Check the mounting of the GPS Unit to ensure that the mounting did not slip or change and that it has an unobstructed view of the sky.
2. Check the display panel for the GPS Communication indicator. If the symbol is there, re-check the location of the GPS Unit and its view of the sky and resolve any obstructions. Then disconnect power from the Transmitter, wait five seconds and reconnect power to the Transmitter.
3. Check the display panel for the GPS Communication indicator. If the symbol is not there, disconnect power from the Transmitter, disconnect the GPS Unit from the Transmitter, and check the GPS cable and connections. Then reconnect the GPS Unit to the Transmitter and reconnect power to the Transmitter. If the GPS Communication symbol still does not appear in the display, contact Primex Wireless Technical Support.

### **System Analog Clock Problems**

#### **Mechanical Failure**

##### **Clock Hands Do Not Move or Clock Loses Time**

Check for the following possible causes:

1. Low Battery Voltage: Remove and check batteries to make sure that batteries are good (1.3 Volt minimum). Replace the batteries, if needed, and reset the clock. See System Clock Battery Replacement.
2. Clock Hands Obstructed: Look at the clock hands to make sure that the clock hands do not interfere with each other or scrape against the dial or lens.
3. Tune off the facility's transmitter(s) and reset the clock. If the clock still sets and goes to the wrong time, there is likely a rogue transmitter in range. Please contact Primex Wireless Technical Support for assistance.
4. Hold the button on the back of the clock for 3 seconds. If the hands do not line up at 12:00 the hand position probably shifted in shipping. Please contact Primex Wireless Technical Support for assistance.