



OneVue Bell Controller Frequently Asked Questions

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Q How do I know this will work with my PA system?

A Most PA Systems manufacturers provide for an auxiliary 2 wire connection to trigger pulse tones as an alternative to direct controls and audio options. Consult your system manufacturer or integrator for more information, or call Primex Wireless with your make and model and we'll check our PA system library. Note: This is a hard-wired connection from the terminal block on our device to your PA system, so the two must be in close proximity to each other.

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Q We have a grammar school and middle school at the same location that shares the same PA system, but have different schedules. Can your bell controller support this?

A Yes, each bell controller can support up to 2 relays to trigger different schedules for different "Zones". If you need more "Zones", just add more bell controllers.

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Q Can your system play .wav files for bell rings?

A Not at this time. Depending on the success of this initial offering we are considering introducing an audio version of the bell controller product. You can also use our 72mhz wireless tone generator as an alternative for audio specific installations..

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Q We have differences in our bell schedules each day of the week, so while Mondays are typically the same schedule each week, they're not the same as Tuesday, and so on. Can you support this?

A Yes, OneVue Bell Controller "Zones" can support as many default schedules as necessary for different school year date ranges, and different days of the week.

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Q Our PA system is in a location where there is no AC power. Do you have a battery option?

A Unfortunately because of the frequent check-ins necessary to keep schedules current we cannot support a battery option. We have a battery backup option that will function for a few hours provided your PA system has power.

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Q Our WiFi network is spotty at best. What do you recommend to accommodate this?

A Our device can independently ring bells on schedule for up to 7 days in a row without access to the network. Note that if the device is offline for longer than 7 days, and unable to download at least 1 complete set of the next 7 days' worth of schedules, the device will stop ringing. However, in these extreme situations you would not be able to push down any schedule changes either. If your wireless connectivity to the Internet is extremely poor, we recommend an Ethernet AC, or PoE (power over Ethernet) option as a more reliable alternative.

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Q I'm paying an outside service company thousands of dollars every summer to reprogram my school bells. Are there any hidden costs in the OneVue system?

A No. OneVue offers an easy monthly or annual subscription option based on the devices you have, with 9x5 support. Once the bell controller is connected to your PA system, you can schedule your own bells from your desktop, or laptop computer, tablet or even your mobile phone. It's that easy.

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Q Our entire district uses the same schedules. Can OneVue handle this?

A Yes. Each schools bell controller can be attached to the same zone in OneVue. A "Zone" contains a collection of default and exception schedules. Default schedules identify the typical week to week, day to day, bell rings, while exception schedules, are for half days, late start days, exam week, etc.

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Q I'd like each school to be responsible for its own bell schedules.

A OneVue security roles were designed to provide bank-level security, while still being flexible to manage and use. You can easily designate an individual user from each school with a "Scheduler" role, and assign higher level maintenance tasks to administrative users. Each school "Scheduler" will only see the zones they are responsible for while administrative users might be given wider access.

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Q How can I ensure that my clocks are synchronized with the bell schedules?

A The bell controller has a built-in clock that is synchronized with Internet NTP servers and can change automatically for Daylight Savings Time based on your time zone requirements just like Primex Wireless OneVue Clocks. If your existing clocks are synchronized through a GPS satellite or NTP source, our bell controller will be automatically synchronized to your clocks.



To Learn More:

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