Clock Troubleshooting

When troubleshooting clocks, first verify that the time on your base station or controller is correct. If it is not, you can update the time automatically from the VPS software, or manually on the unit itself. If you do not have VPS installed, you may find it on our site here: https://www.visiplex.com/software/ (For older discontinued systems like the VS2800 and VS4800, you may need the VisiDB software available here as well)

To sync your PC time to the base station using VPS, connect it to the PC with a USB cable and launch the software. If the VPS does not automatically connect to the base, click on Settings> Detected Devices> Auto Detect Connected Devices. Select the model of base station you have from the top menu if it does not launch automatically. In the system devices/events screen, there will be a tab for "System Option and Details" below the download button. Select this, and you'll see the system version and serial number as well. Press the button for "Set Date and Time Now".

You can also update the time manually on the system. For this, see the user manual for the system you have. You can find the user manuals on our website here: https://www.visiplex.com/manuals-guides/

After the time is corrected, turn on the time sync mode. Analog clocks will only search for a signal overnight at 2am, but digital clocks and signboards will update immediately.

- VS4500 and VS2800: Press the C key from the main screen. It will show Time sync or installation mode is on, or say that it is off. This will toggle it on or off, verify it says ON after you press it.
- VS4800 and VS4810: Press the F8 key from the main menu, and the bottom of the screen will show Time sync is on, or Time sync is off. This toggles it on or off, verify it shows ON after you press it.
- VS4820: Hold the FN (Function) key and press F11 to turn on time sync. Hold FN and press F12 to turn it off.

All Clocks Show Same Time, but it is Incorrect

If all clocks are off, but showing the same time, then the issue is the time on the paging base station is incorrect. Check the time on the base station.

Once the time is correct on the base, enable the time sync and let it run for the day. Analog clocks will only search for the time sync overnight, digital clocks or signboards will update immediately when the sync signal is received.

If some clocks do not receive the sync, replace the batteries in them. Clocks will not receive the sync when the battery is low.

Some Clocks are Off Time or Drifting, but other Clocks are Correct

This is usually due to low batteries on the clocks.

First, verify the time is correct on the base, then enable the time sync and let it run for the day. Analog clocks will only search for the time sync overnight at 2am, digital clocks or signboards will update immediately when the sync signal is received.

When the clock battery is low, the unit will not receive the sync from the base. Replace the batteries in the unit. We recommend doing this for all clocks annually, though the batteries may last longer.

After changing the batteries, the clocks will reset to 12:00 then search for the signal from the base station. You'll see the red LED on the back flashing for a few minutes while it looks for the signal. When the clock catches the sync signal from the base, the light will go solid, and the hands will start running until it reaches the correct time.

Clocks in some Areas are not Syncing, or a Single Clock will not Sync

This can be either a low battery, or that the clock is out of range of the sync signal.

First, verify the time is correct on the base, then enable the time sync and let it run for the day. Analog clocks will only search for the time sync overnight at 2am, digital clocks or signboards will update immediately when the sync signal is received.

Replace the batteries in the clock, or hold down the button on the back for 10 seconds until the clock resets. The time will set to 12:00, then the clock will search for the sync signal from the base for a few minutes. If it is unable to sync, try this in another location where the clocks are getting signal to verify it is not a coverage issue.

If the clock still will not sync in an area with a good signal and the batteries are good in them, you can perform a hard reset on the clock. Remove the batteries, and hold the button on the back down for a full 30 seconds. Put the batteries back in, and the clock should catch the sync signal from the base after resetting to 12:00.

Time was Corrected, but Keeps Reverting to an Hour (or Several Hours) Off

This is usually that the date or time zone setting on the base is incorrect. To check the date and time zone settings on your controller, see the manual for your system on our website for help. If the date is incorrect, it will not properly account for daylight savings time.

The time zone setting in this menu is in relation to GMT time, how many hours to subtract from it. For example, Central time is –06 hours from GMT, so enter 06. (For positive values enter 25-48. For example, +01 hours from GMT is 25.)

Time Keeps Changing Right After Setting Time and Date Manually or with VPS

This is usually from a bad GPS signal, or the "Force PC Adjusted Time" setting is enabled on the VPS software.

If you have a GPS connected to your unit and your time is incorrect, verify that the GPS has good reception. We recommend placing the GPS on the roof, or at least in a window if the roof is not a possibility. You can test the GPS signal strength on a system from the main menu. On the VS4500 press the A key, or for the VS4810 press the F7 key. A signal strength of 10 or more is ideal.

If you've verified the GPS is getting a good signal, but the time is still off, disconnect the GPS and set the time manually. If the unit keeps time and date without it but changes when it gets connected, then the GPS will likely need to be replaced.

If you have the VPS connected to the unit to automatically sync time with your PC, but the time changes to several hours off even after correcting it, then check the settings. On VPS click on Settings, then Configuration & Settings. The first checkbox option in here is "Synchronize Connected Device Clock to PC Time Automatically". This should be selected, and will update the time hourly to keep in sync with your PC. The second box "Force PC Adjusted Time & Date for Time Synchronization" should NOT be selected. This is used for locations with unique time zone settings, and will conflict with the time zone settings on the base station.