

# DDSTimeNet 2.1-2.4 INSTALL PROCEDURE

## Table of Content

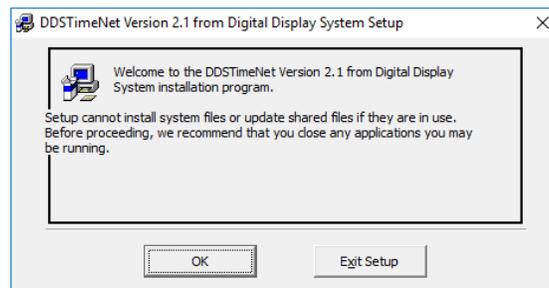
1. Installing DDSTimeNet 2.1 / 2.4
2. RS232 COM Port Setup
3. USB to Serial Setup
4. Installing DDSTimeNet-M (Rotating Zones) & DDSMsgBoard (Message Board)
5. Troubleshooting

## 1. INSTALLING DDSTimeNet 2.1 / 2.4

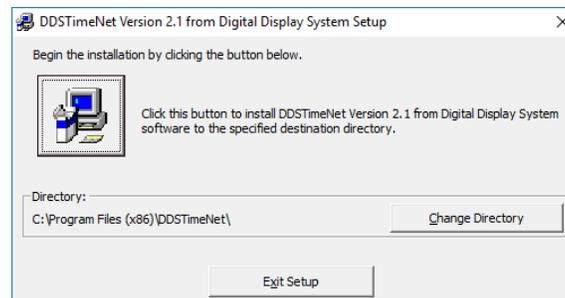
- 1.1 Insert DVD into computer and open folder location. Double click on setup.exe to start installation process. Click yes if the computer asks for permission.



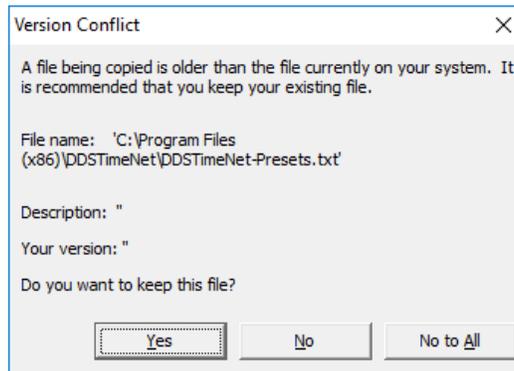
- 1.2 Click OK when prompted.



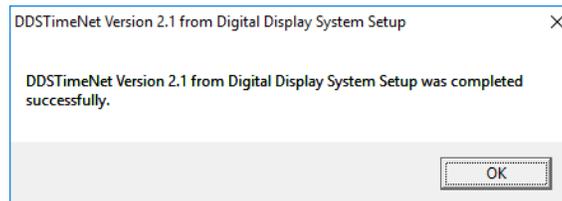
- 1.3 If you would like to change the folder in which the software will be installed, you may do so here. Otherwise, click the Computer Icon and continue.



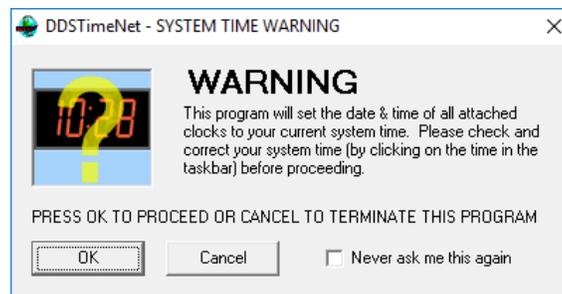
1.4 If a message regarding a version conflict appears, click No to All.



1.5 The following message should appear after a successful installation.



1.6 After installation, go to the folder where DDSTimeNet is installed (For example, our default directory is C:\Program Files (x86)\DDSTimeNet), and open DDSTimeNet.app. The following message will appear:

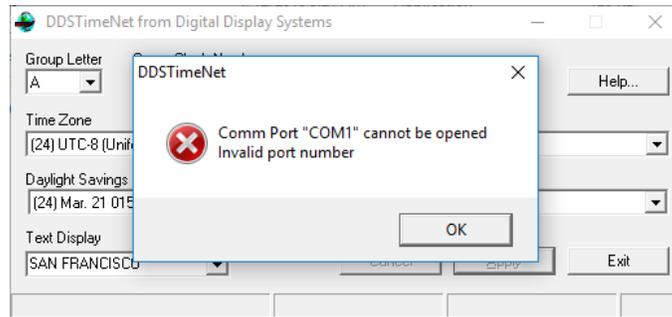


If your system time is correct, press OK to continue. If it is incorrect, correct the computer's time. Admin access may be needed.

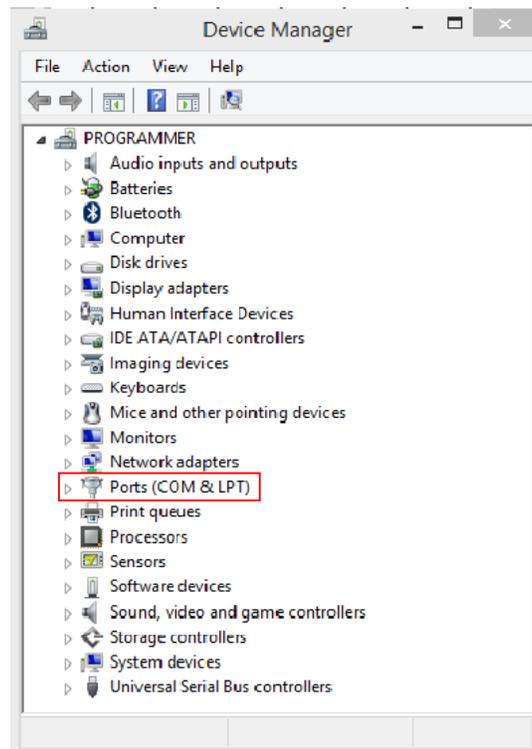
## 2. RS232 COM PORT SETUP

DDSTimeNet will use COM1 as the default. If COM1 is available and you are planning to use it, you will be able to use DDSTimeNet without the following steps.

- 2.1 If there is no RS232 COM or if the RS232 is using a different COM number, the following message will appear. Continue to follow the instructions.

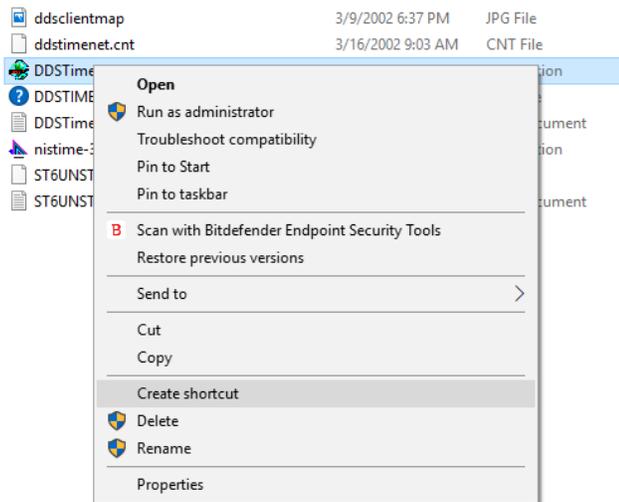


- 2.2 Find the Device Manager on the computer setting's control panel and maximize "Ports (COM & LPT)" to find the available ports.

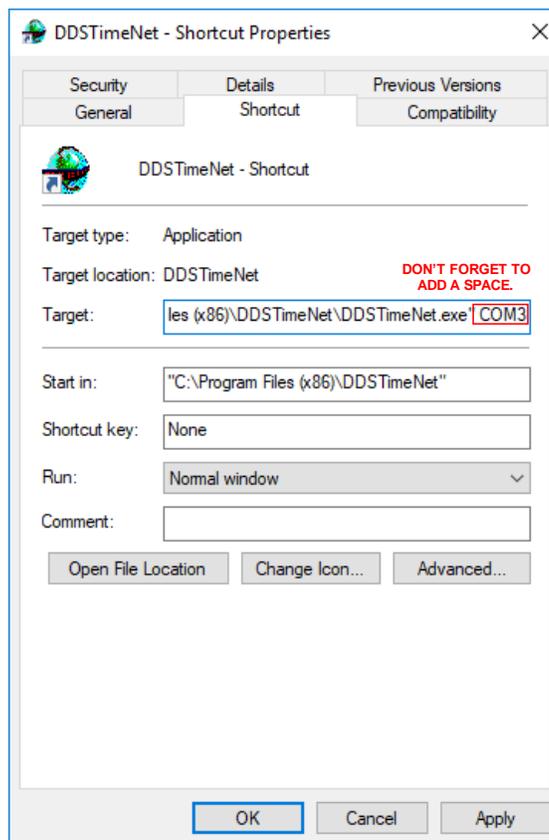


- 2.3 The port may be labelled as "Prolific USB-to-Serial Comm Port (COM#)" or "Communications Port (COM#)" or similar. Remember the COM number that appears.

- 2.4 Go back to the DDSTimeNet folder, right click DDSTimeNet.app, and create a shortcut. If the computer prompts to create the shortcut on the desktop, do so.



- 2.5 Locate the shortcut created on the desktop, right click, and click Properties. At the end of Target, add a space and "COM#" as shown in the example with # being the number from step 2.3.

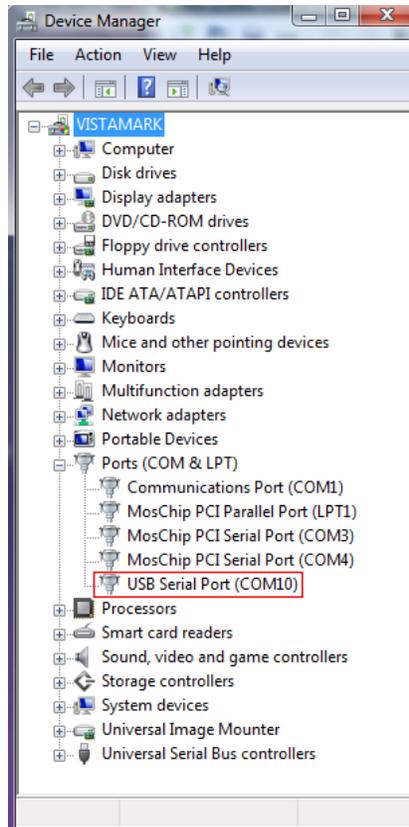


- 2.6 Click OK and double click the shortcut to open DDSTimeNet.

### 3. USB TO SERIAL SETUP

If the clock is connected to the computer by a USB-to-Serial converter instead of an RS232, follow the below steps to set up a COM port.

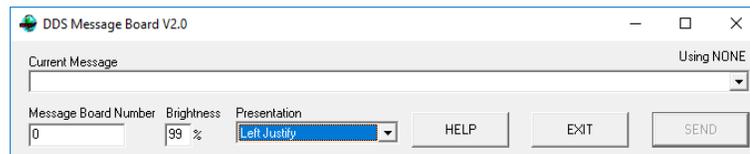
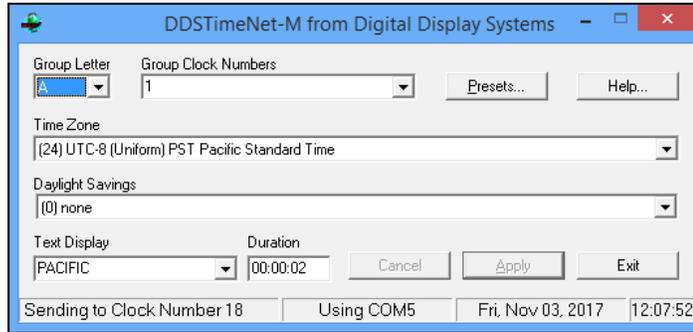
- 3.1 After plugging the USB in to one of the available USB ports, find the computer's Device Manager in the computer's setting Control Panel and maximize "Ports (COM & LPT)" to find the available ports.



- 3.2 The port may be labelled as "USB Serial Port (COM#)" or "USB-SERIAL (COM#)" or similar. Remember the COM number that appears. Then follow steps 2.4 through 2.6 from the previous RS232 guide.

## 4. INSTALLING DDSTimeNet-M & DDS MESSAGE BOARD

- 4.1 DDSTimeNet-M and DDS Message Board are used to change the Rotating Zones and Message Board option respectively. They can both be found on the CD provided, and the installation and COM Port setup is the same as the original DDSTimeNet 2.1 instructions as shown in Steps 1-3.



## 5. TROUBLESHOOTING

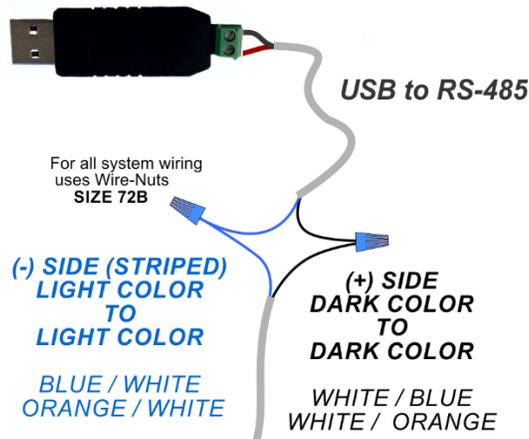
### 5.1 “No Clocks Defined” Error

- 5.1.1. If you receive a “No Clocks Defined” error at the bottom, you must define each zone with a **Group Clock Number**. On most time zone clocks, the first zone will be either 0 or 1.
- 5.1.2. You can find out the zone’s clock number by powering off the clock, then powering it back on. The display will flash “CN # XX” in the first few seconds of starting up.
- 5.1.3. Enter the clock number in the **Group Clock Number** section.

### 5.2 “No Clock Defined” Error with USB

If you are using a USB connector, and you receive a “No Clock Defined” error at the bottom of the DDSTimeNet window, the wires may have come loose and will need to be reconnected.

- 5.2.1. To reconnect the wire, please note that polarity matters: Light colors must be connected to light colors ( - ), and dark colors must be connected to dark colors ( + ). (See next page)



5.2.2 Use the blue nut connectors to connect the two like wires together.

### 5.3 UNABLE TO CHANGE CLOCK PARAMETERS

5.3.1. Make sure the wires are connected correctly.

5.3.2. If the colon is flashing on the leftmost master clock, it means the clock is not getting a signal from the PC. Check the wires' connection, COM ports, and update the driver as needed.

5.3.3. When application is running and clock is connected, confirm software is sending information to all of the clocks and time zones.

- The bottom left side of the DDSTimeNet window will show "Sending to Clock Number #"
- If you have a 5 zone clock, the numbers 0 (left master clock) – 4 (most right clock) should run in consecutive order.

### 5.4 CLOCK DOES NOT UPDATE AFTER SETUP

5.4.1 Please make sure any cable, either RS-232 or USB, are DDS-tested and approved. Digital Display Systems clocks are not guaranteed to work with other cables. Please contact us at (408) 734-9871 or [sales@digitaldisplay.com](mailto:sales@digitaldisplay.com) to order one.

### 5.5 TECH SUPPORT

If there are any issues or need for further guidance, feel free to call or email tech support from 8:30am – 4:30pm PST.

- [techsupport@digitaldisplay.com](mailto:techsupport@digitaldisplay.com)
- 1-408-734-9871 or 1-888-310-1150