



Ref: FAQ0088

Version: 1.0

Title – Remote reset time in GPRS Wi5

Made By: AB_28/01/15

How can I reset the date and time in a GPRS Wi5

It is not unusual for Hubs to lose power and then be unable to contact their configured time server or in some instances the time server has been decommissioned resulting in the loss of time/date synchronisation. The result is that all incoming data is incorrectly data and time stamped – usually with a default 1/1/2000 or 1/1/2010.

The fix can be easily achieved remotely by sending the Hub text messages from a mobile phone as follows–

1. Send the hub SIM card phone number the text **STATUS**

The response will tell you how the Hub is configured and which time server it is 'pointed to' and also confirm the time and date are incorrect.

2. Next send a text **set ntp address wi5.hwmonline.com** (note spaces and full stops are critical in the text) this will configure the hub to use this timeserver for its next contact.

3. Finally to improve network communication we would advise sending the hub the following text **set ntp proto 0**

4. After a confirmation response to the above send a **STATUS** text again to confirm it has logged onto the time server.

5. If it has not logged onto the timeserver then send the text **force sync** and this will force the hub to immediately contact the time server – follow up 5 minutes later with a **STATUS** text again to confirm it has completed the action.

Document History:

Edition	Date of Issue	Modification	Notes
1st	28/01/15	Release	