



Certificato n. 9110.ESI



Quick Start Manual



GSM4G25

Quick Start Process

- 1) Insert SIM card
 - 2) Connect antenna
 - 3) Connect telephone handset / autodialler
 - 4) Connect to power supply & power on
 - 5) Connect the back-up battery
 - 6) Mount GSM on wall
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Hardware description

- Remove the cover.



- A ANTENNA cable connector
- B SIM CARD housing
- C LED indicating device operation status (red), LED indicating data transmission (yellow), LED indicating power supply status (blue), LED indicating signal strength (green) and LED indicating line status (white)
- D Intercom input (terminal block) for connecting a dedicated telephone for communication and programming of the connected autodialer
- E Intercom input (RJ11 connector) for connecting a dedicated telephone for communication and programming of the connected autodialer
- F Telephone line output (RJ11 connector) for telephone set connection or autodialer/PABX analogue line connection
- G 230 Vac external adapter input
- H Telephone line output (terminal block) for telephone set connection or autodialer/PABX analogue line connection
- I 12 or 24 Vdc power supply terminal block
- L Relay terminal block
- M Backup battery connector

INSTALLATION

1) Insert SIM card

Before inserting or replacing the SIM card, always make sure that the gateway has been disconnected from the mains and battery and that no electrostatic discharge is present in order to avoid damaging it.

Take all necessary measures to avoid electrostatic discharge.

- Slide the SIM card housing cover downward until it unlocks and opens.
- Carefully slide the SIM card into its housing cover - (chip facing inwards).
- Close the SIM card housing cover and slide it upwards until it locks.

WARNING

The SIM card PIN must be DISABLED. If the PIN is enabled, it must be disabled through a mobile phone.

2) Connect antenna

- Screw the antenna cable in to the connector on the top of the module.

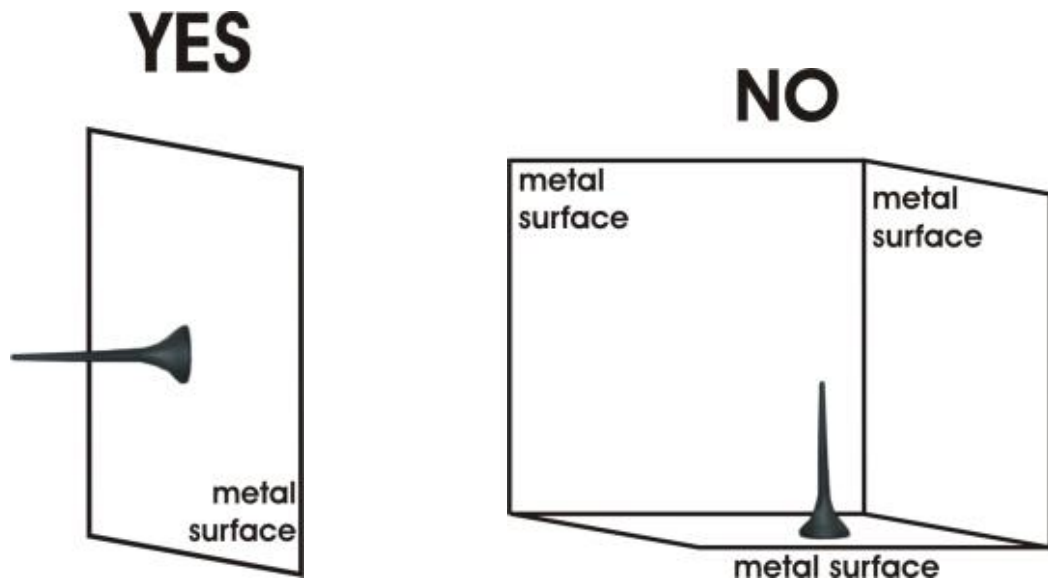
WARNING

NEVER connect the gateway without having previously connected the antenna. The gateway may get damaged.

WARNING

Do not install the product near other electric or electronic devices that were not especially designed to be used with it. They could be subjected to RF interference from the module.

- Position the antenna with magnetic base so that any metal surfaces do not block the signal.



3) Connect telephone handset / autodialler

- Connect a standard telephone handset or the PSTN input terminals of an autodialler via the LINE RJ-11 connector (F).

or

- Connect a standard telephone handset or the PSTN input terminals of an autodialler using the LINE terminal (H).

4) Connect to power supply

Power supply via 230 Vac / 12 Vdc external adapter

- Connect the external adapter to the specific input (G).

or

12 Vdc or 24 Vdc power supply

- Connect the power supply cable to the power supply terminal (I), taking care to respect the polarity.

WARNING

Backup batteries may be connected *only after* gateway has been powered up.

Note: only 12 Vdc \pm 2V or 24 Vdc \pm 2V can be supplied to the power supply terminal.

Note: a protection cut-out switch must be installed upstream to interrupt power supply in case of fault.

- Power-up the gateway.
- Wait 60 seconds after power-up to give time for the gateway to register correctly with the 4G LTE/UMTS/GSM network.
- Make sure the Red LED (device status) flashes as shown in "Signals"

5) Connect the back-up battery

- Connect the backup batteries to the dedicated input (M).
- Close the gateway cover, paying attention to the power supply cable.

MEASURING THE SIGNAL LEVEL

This procedure allows you to check the 4G LTE/UMTS/GSM signal level through your telephone.

- Lift the handset and dial **30#.
- Wait for the signal reading.

The gateway will send a number of short tones corresponding to the signal level:

| Tones | Quality |
|--------------|----------------|
| No signal | No signal |
| 1 Tone | Low |
| 2 Tones | Medium |
| 3 Tones | Good |
| 4 Tones | High |

READING THE BATTERY STATUS

This procedure allows you to check the battery status through your telephone.

- Lift the handset and dial: **91#.

The gateway will send a number of short tones corresponding to the guaranteed number of operating hours in idle mode:

| Tones | Hours in idle mode |
|--------------|---------------------------|
| No tones | Absent or damaged battery |
| 1 Tone | 1 hour |
| 2 Tones | 2 hours |
| 3 Tones | up to 7 hours |
| 4 Tones | more than 7 hours |

LED SIGNALS

The gateway is equipped with 5 visible LEDs.
LED signals are described here:



Red LED: Device status indicator LED



Yellow LED: Data transmission indicator LED



Blue LED: Power supply status indicator LED



Green LED: 4G LTE/UMTS/GSM signal indicator LED



White LED: Line status indicator LED

Device status indicator LED (RED)



It indicates the gateway has not been correctly registered with the network, the SIM card is protected by the PIN code or other problems.



It indicates the gateway is correctly registered to the network.



Data transmission indicator LED (YELLOW)

Not applicable

Power supply status indicator LED (BLUE)



It indicates that the external power supply is connected and the battery guarantees more than 7-hour operation in idle state.



It indicates that the external power supply is connected and the battery guarantees up to 7-hour operation in idle state.



It indicates that the external power supply is connected and the battery guarantees 2-hour operation in idle state.



It indicates that the external power supply is connected and the battery guarantees 1-hour operation in idle state.



It indicates that the external power supply is connected and the battery is absent or damaged.



It indicates that the external power supply is NOT connected and the battery guarantees more than 7-hour operation in idle state.



It indicates that the external power supply is NOT connected and the battery guarantees up to 7-hour operation in idle state.



It indicates that the external power supply is NOT connected and the battery guarantees 2-hour operation in idle state.



It indicates that the external power supply is NOT connected and the battery guarantees 1-hour operation in idle state.



4G LTE/UMTS/GSM signal indicator LED (GREEN)



It indicates no signal.



It indicates low signal level (2G/3G/4G network – VoLTE not available).



It indicates medium signal level (2G/3G/4G network – VoLTE not available).



It indicates good signal level (2G/3G/4G network – VoLTE not available).



It indicates high signal level (2G/3G/4G network – VoLTE not available).



It indicates low signal level (4G network – VoLTE available).



It indicates medium signal level (4G network – VoLTE available).



It indicates good signal level (4G network – VoLTE available).



It indicates high signal level (4G network – VoLTE available).



It indicates the SIM card is protected by the PIN code.



It indicates the SIM card is protected by the PUK code.



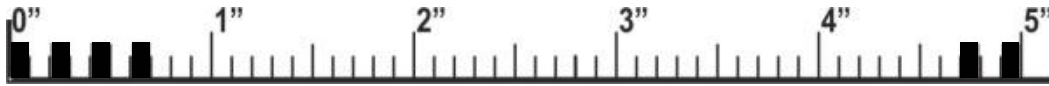
Line status indicator LED (WHITE)



It indicates that the line is in use or that a data connection is in progress.



It indicates that the line is not in use.



It indicates an incoming call.

TROUBLE SHOOTING GUIDE

| Detected problem | Root cause | Solution |
|---|--|--|
| All LEDs are unlit | Gateway not supplied | Check power supply |
| The red LED lights up all the time | SIM card not present or not correctly inserted | Correctly insert the SIM card in the dedicated location |
| | SIM card locked by PIN code | Disable the PIN code through your mobile phone |
| | SIM card expired or damaged | Check the SIM card operation on your mobile phone |
| | Antenna not connected or damaged antenna cable | Check the antenna connection and the the cable |
| | Signal absence | Check the signal strength using your mobile phone |
| | Insufficient power supply | Check the power supply |
| | Generic SW problem | Turn the power off, wait 30 s and reconnect the power |
| The red LED flashes, but the green LED is off | Signal level is too low to allow outgoing calls | Move the gateway and the antenna into a better position |
| The green LED lights up all the time | SIM card locked by PUK code | Insert the PUK code through your mobile phone |
| The autodialer connected to gateway does not detect the telephone line | Telephone line voltage on LINE terminal and RJ-11 plug is insufficient | Increase the voltage (see programming "Telephone line voltage") |
| The autodialer connected to gateway does not succeed in forwarding a call | The autodialer performs a tone detection over the telephone line | Set line tone generation by 4G.VoLTE Switch (see programming "Line tones" option 2) |