

Digi-GSM FAQ

A useful guide to your GSM system



The Digi-GSM provides SMS text messaging for communication of alarm events, remote control and remote diagnostics for the Enforcer control panel. It also communicates Fast Format and Contact ID.

An antenna is supplied on purchasing the Digi-GSM and can be easily installed on an existing or new installation.

Please note a SIM card is not supplied.



 **Pyronix**
www.pyronix.com

Frequently Asked Questions

Which mobile network is recommended?

The GSM Modem will work on any network that uses a GSM signal and has been tested with the following providers:

- T-Mobile (EE)
- O2
- Vodafone
- Orange (Does not support UDL) (EE)

The GSM Modem does not work with the 3 Network as this is 3G only.

Choose a network which will give you good signal strength for the area of your installation. If you would like to find out which GSM base station is closest to the installation then enter the property postcode into the OFCOM Sitefinder Website:

<http://www.sitefinder.ofcom.org.uk/>.

Can I use a Pay as You Go SIM?

Yes you can use a Pay as You Go SIM but it is important that the SIM is always kept topped up with enough credit, so that the control panel is always going to be able to report any alarm signals or messages. If the control panel is communicating with an ARC it is advisable to consider using a contract SIM.

How do I check the balance of a PAYG SIM?

If your network supports Low Credit Balance text messaging, when the GSM SIM credit reaches a certain level, any received low credit balance messages will be forwarded to the primary Mobile Phone telephone number stored in the panel (providing that there is enough credit left to send the message). Should you need to check the balance at any other time register the SIM with the Network Providers website. Once logged on your balance will be displayed and you should also be able to top up the balance.

How can I top up a PAYG SIM?

As mentioned above you can use the Network Providers Website to top up the balance or you can register a Top-Up Card to the SIM which you can take to most convenience stores or supermarkets. Check the network provider for other options.

The alarm panel SIM keeps sending marketing messages, can I stop this?

All text messages sent to the SIM in the GSM Modem will be forwarded to the Primary Mobile number programmed in the panel. This is to ensure that critical service messages are received, and will guarantee that the SIM always remains active on the network when the control panel has gone long periods of time without having to send a message.

Can I UDL with the GSM Modem?

Yes but this can be network dependent. In most cases if the UDL session is PC to control panel then for some networks you may need to obtain the DATA number for the SIM card from the network provider. This is so DATA calls can be routed correctly to the Modem. Some networks will detect that a data call is being made and will route the call accordingly. Some networks (usually PAYG SIMS) will allow outgoing DATA Calls but may not allow incoming ones. Check with your network operator.

In most cases when the UDL session is Control Panel to PC then this will work over the standard SIM telephone number.

How can I increase the Signal Strength to the GSM Modem?

Make sure that the supplied antenna is plugged in and correctly located. Do not fit the antenna near metal pipes or girders and keep away from mains electrical cables etc.

If possible mount the antenna away from the panel to the full extent of its lead. If required a 3rd party High Gain antennae can be obtained however ensure that the plug on the lead will fit the MMCX connector on the GSM Modem. Adaptor leads can also be purchased.

If I need anymore information regarding the GSM who could I contact?

Our customer support team is open from 8:00am until 6:30pm, Monday to Friday. Please call us for any further information on the numbers below:

0845 6434 999 (local rate) or 01709 535225

