



**USER MANUAL**

**Mobeye<sup>®</sup> Panic Button**

**CM2500**



## **Attention! Very important**

This user manual contains important guidelines for the installation and usage of the Mobeye® device as described in this manual. Please read these thoroughly before you start using the Mobeye® device.

In the case of damage caused by disregarding the guidelines and the instructions for use, no liability is accepted and the warranty becomes void. The user must regularly check the proper functioning of the Mobeye® device. The manufacturer cannot be held liable for (direct and indirect) damage as a result of incorrect operation or incorrect functioning of the device, software, internet or telecom connection. The manufacturer is in no way liable for the loss of personal passwords or codes.

### **Safety guidelines**

- The permitted ambient temperature during operation may not be exceeded (not lower than -10 °C and not higher than 50 °C).
- The device is intended for use in dry and clean places.
- Protect the device from moisture, heat and water splashing. Not intended for external use.
- The guidelines for the battery usage must be regarded.
- Do not expose the device to strong vibrations.
- Do not let it fall from height.
- Do not use in an environment where any inflammable gases, vapors or dust are present or could be present.
- Repair of the device may only be carried out by people, trained for Mobeye® repair.
- If the device must be repaired, only original replacement components may be used. The use of different parts may lead to damage of the Mobeye® device.

### **Use in accordance with the regulations**

The purpose of this device in accordance with the regulations is sending messages and making telephone calls after an alarm situation. Other uses are not permitted and may invalidate the warranty.

### **Battery recycling**

When disposing of this product, separate the product and the CR123 batteries from other waste streams to ensure that it can be recycled in an environmentally sound manner. For more information on collection and proper disposal, please contact your local government office or the retailer where you purchased this product.

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## **1. GENERAL DESCRIPTION**

The Mobeye Panic Button is a battery operated monitoring device with GSM module used to send alarm notifications after the on/off panic button was pressed for at least a second and -if an external power supply is used- after a power failure.

In order to activate the device, a few steps are to be followed.

First of all you'll have to choose a SIM card to place in the device. You can use the Mobeye SIM card or your own SIM card. The Mobeye SIM card provides access to the Mobeye Internet Portal. In this management environment the device is given additional functions such as online programming, status and history display, more options for forwarding messages and it will monitor test messages (keep alive). In addition, the Mobeye SIM is a cost-effective M2M roaming SIM card that can use multiple providers per country worldwide and offers more security than a provider-bound SIM card.

When using your own SIM card the most important alarm functions such as calling and/or texting after an alarm will also work.

Where the installation steps differ for both modes of use, this is indicated below. The use of the Mobeye Internet Portal with Mobeye SIM card is also referred to as Mobeye SIM/Portal.

## 2. STANDARD BEHAVIOUR

### 2.1 MOBEYE PANIC BUTTON WITH MOBEYE SIM AND INTERNET PORTAL

The Mobeye Panic Button, equipped with a Mobeye SIM card and registered on the Mobeye Internet Portal, has the following standard behaviour as factory settings:

- In case the on/off button was pressed for at least one second, the Mobeye Panic Button sends an alarm message to the Mobeye Internet Portal and calls the phone numbers programmed in by the user. The Portal forwards the alarm as text message and/or e-mail to the 'alarm contacts'.
- In case external emergency buttons are connected to the external inputs and these are activated, the Mobeye Panic Button sends an alarm message to the Mobeye Internet Portal and calls the phone numbers programmed in by the user. The Portal forwards the alarm as text message and/or e-mail to the 'alarm contacts'.
- When an external power supply is used and a power failure occurs, the Mobeye Panic Button sends a 'power failure' message to Mobeye Internet Portal, to be forwarded to the 'alarm contacts'. When the power is restored, the Mobeye Panic Button sends a 'power restored' message.
- When one of the inputs remain in the alarm status, the Mobeye Panic Button repeats sending the alarm message via the Mobeye Internet Portal every four hours.
- When the batteries need to be replaced, the Mobeye Panic Button sends a 'low battery' message to the Mobeye Internet Portal. The portal forwards this to the 'service' contacts.
- The unit will send test messages to the portal as communication check (default: every 7 days). If these are not received in time, the portal sends an exception message to the 'service' contacts.

Chapter 5 describes how to influence the standard behaviour.

As described, the Mobeye Panic Button will, in addition to calling in the event of an alarm, send various messages to the Mobeye Internet Portal. This is done via data traffic where possible. As a fallback, the alarm messages are sent to the portal via



SMS. Both methods of communication are included in the flat fee of the SIM card. Messages can be forwarded from the portal to contacts such as SMS and / or free e-mail. If the SMS credits run out, the account holder automatically receives a message to upgrade them online.

## **2.2 MOBEYE PANIC BUTTON WITH OWN SIM CARD**

The Mobeye Panic Button, equipped with your own SIM card, has the following standard behavior as factory settings:

- In case the on/off button was pressed for at least one second, the Mobeye Panic Button sends an alarm SMS text message and calls the phone numbers programmed in by the user.
- In case external emergency buttons are connected to the external inputs and these are activated, the Mobeye Panic Button sends an alarm SMS text message and calls the phone numbers programmed in by the user.
- When the batteries need to be replaced, the Mobeye Panic Button sends a 'low battery' SMS text message to the first telephone number (administrator).
- When an external power supply is used and a power failure occurs, the Mobeye Panic Button sends a 'power failure' SMS text message to the first telephone number. When the power is restored, the Mobeye Panic Button sends a 'power restored' SMS text message.
- When one of the inputs remain in the alarm status, the Mobeye Panic Button repeats sending the SMS alarm message every four hours.

Chapter 5 describes how to influence the standard behaviour.

### 3. GETTING STARTED

To get started with the Mobeye Panic Button, at least the following steps need to be taken in the following order:

1. Insert the SIM card
2. Insert the batteries
3. Connect an external power supply (optionally)
4. Connect an external emergency button (optionally)
5. Programming when using the Mobeye SIM/Portal
  - a. Sign up in the Mobeye Internet Portal
  - b. Activate the SIM card
  - c. Enter the program mode
  - d. Activate the device in the Mobeye Internet Portal
  - e. Program the options and synchronise
6. Programming when using your own SIM card
  - a. Enter the program mode
  - b. Program the settings

Steps 1 to 4 are described in sections 3.1 up to 3.3.

Step 5 is described in chapter 4. Step 6 can be found in chapter 6.

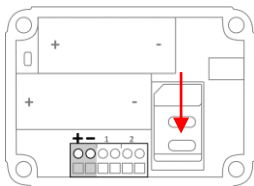
#### 3.1 INSERT THE SIM CARD

Open the enclosure by removing the 4 screws and insert the SIM card into the module. Push the black cover slightly outward to open the holder and close it afterwards.

##### **When using the Mobeye SIM card:**

The supplied SIM card has a PIN code protection, which means that it can only be used in the Mobeye device.

**Note:** do not place it in another device.



### **When using your own SIM card:**

Before installing the SIM card should have PIN code "0000", or PIN code removed. (A PIN code can be changed or removed by putting the SIM card in to any mobile phone and entering the 'security' menu.)

NB: Make sure the SIM card is inserted before the batteries. If you replace a SIM card, first remove the batteries (and remove any other external power supply). The settings are stored in the device memory. The SIM card shall have the "normal" size and be suitable for 2G. It is advised to use an M2M SIM card.

### **3.2 INSERT THE BATTERIES**

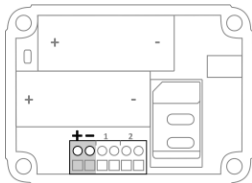
Insert the two batteries (CR123) in the module. Use the +/- indication for the correct placement. If you replace the batteries the settings will not be deleted, since they are stored in the device memory.

### **3.3 CONNECT AN EXTERNAL POWER SUPPLY (OPTIONALLY)**

Although the Mobeye Panic Button is designed to run on batteries, it is possible to use an external power supply, which helps the alarm notifications to be sent faster. With external power the module is always connected with the GSM network. When the power fails, the batteries take over and a power failure alarm message is sent. The module continues operating albeit in the low power mode. This means the GSM module switches off and only establishes network connection when it needs to send an alarm notification, test message or low battery alert.

Connect the external power adapter (or any other regulated 12VDC power supply) to the power input of the connector (press on the green pins to connect the wires):

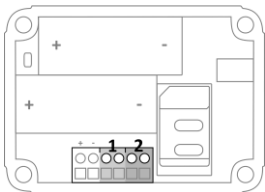
- V+ (black lead with white stripe) to "+"
- Ground (black lead) to "-"



### 3.4 CONNECT AN EXTERNAL EMERGENCY BUTTON (OPTIONALLY)

It is possible to connect external panic buttons to the inputs. As soon as the external button is pressed for at least one second, the behaviour will be similar as when the on/off button was pressed.

Insert the 2 wires of an external sensor through the hole in the enclosure and insert them in the two connectors of input 1 (press on the green pins for connecting the wires). It does not matter which wire is connected to which connector.



A second button can be connected to input 2.

As default the inputs are programmed as Normally Open (NO) contacts. This means the inputs are triggered if the input is closed for at least 1 second. In case the contact is Normally Closed (NC), please refer to paragraph 5.4. If you require the sensor to be activated for a shorter or longer period before triggering an alarm, refer to 5.6.

## 4. PROGRAMMING WHEN USING THE MOBEYE SIM AND PORTAL

### 4.1 SIGN UP IN THE MOBEYE INTERNET PORTAL

Go to [www.mymobeye.com](http://www.mymobeye.com) and sign up for a new account. Follow the instructions on the screen.



You will receive an e-mail to confirm the new account. After confirmation login on the portal.

If you do not receive this e-mail, please check your spam box or ask Mobeye ([info@mobeye.com](mailto:info@mobeye.com)).

### 4.2 REGISTER THE MOBEYE SIM CARD

To activate the Mobeye SIM card in the Mobeye Internet Portal, choose 'activate SIM card' on the 'Add Device' screen.

Add Device

Fill in the SIM card number. This is the number written on the plastic SIM card below the barcode. You can take the entire number or only the last 8 digits.

Activate SIM card

The screen leads you through several pop-ups. If asked, choose the device type (search for "CM2500") and select the type of contract ("CM2500 SIM + Portal Monitoring").

At the moment you accept the price and terms, you confirm the subscription. You will receive an invoice for the mentioned amount.

Before activating the device in the Mobeye Internet Portal, first prepare the unit. See next paragraphs to learn how to do this.

### 4.3 ENTER THE PROGRAM MODE

To activate the unit in the portal, the GSM module needs to be open and connected to the network.

In the situation that the Panic Button is connected to an external power supply, the unit is always in program mode.

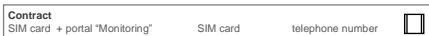
A battery-operated Mobeye Panic Button switches to the program mode after pressing the on/off button for 5 seconds until the LED starts flashing. Alternatively the batteries are re-inserted.

While searching for the GSM network connection the outside LED flashes green and red, followed by blinking fast shortly. This process normally takes 10-30 seconds. As soon as the network has been established and the program mode has been reached the LED flashes 1 sec. on/1 sec. off (or stays on continuously in case the unit has been configured yet).

During 3 minutes the GSM module remains active, ready to be activated in the portal. In a battery-operated unit a time-out occurs after 3 minutes and the GSM module switches off in order to save the batteries. In this low power mode the LED flashes once per 3 seconds.

### 4.4 ACTIVATE THE DEVICE IN THE PORTAL

If the LED on the outside flashes once per second, you activate the device in the Mobeye Internet Portal by clicking 'Activate device', which is written behind the registered SIM card.



On the pop-up screen, enter the security code "1111" (factory code). The unit will receive a message from the portal and the data exchange is started. The next screen asks for a name and location for your device. These fields can be changed later.

Once the activation is completed, the new device is visible on the dashboard.

Name	Location	Status	Communication	
Mobeye Alarm Unit	Main Street 1, London		√	

By clicking the name, the detail page will be opened.

## 4.5 CONFIGURATION AND SYNCHRONISATION

The device settings can be programmed in the Mobeye Internet Portal. In this way you prepare the settings, to be picked up by the device. Since the Mobeye device is leading in the communication between the portal and the device, the data synchronisation is done after:

- 1) any message to the portal (e.g. the regular test message, alarm, low batteries).
- 2) reconnecting power and reinserting batteries.
- 3) in program mode: receiving the SMS command CODE SYNC (e.g. 1111 SYNC).

Once the device exchanges data with the portal, the LED quickly flashes green. A battery-operated unit will first blink red-green until it connects to the network.

## 4.6 BASICS OF THE MOBEYE INTERNET PORTAL

### Dashboard

With multiple devices, the dashboard shows all devices, with the (alarm) messages in the last 24 hours, (missed) test messages and low battery status.

Select a device to go to the details of a specific device.

### Status & History

The status block shows values that provide information about the status of the unit. If the "Synchronized" status is set to "No", there are new settings or alarm numbers that still need to be transferred to the device.

The GSM status shows the network strength at the last communication session. If the value is lower than -95dB, consider another location for the device.

Click on the position icon to see the geographical location during the last report.

Note: this is an indication based on "cell-id".

The history displays all historical events. Click on "all events" to see the overview.

## Device Settings

The device settings can be changed via the Mobeye Internet Portal. To do this, click on the "edit" icon and type in the security code (factory setting is "1111"). See chapter 5 for the description per setting.

After saving the new settings, they must be retrieved by the device (synchronized). See 4.5 for more information about synchronizing.

The device data contain the name and location of the device and can be changed here. These texts are mentioned in every text message and e-mail message to indicate the device. A free text is available as an internal comment field. This is not included in reports.

## Alarm dispatch

In the block "Contacts for text and e-mail messages" you link the contact persons who receive alarm and service messages via text message and / or e-mail. Service messages can be warnings about missed test messages and low battery voltage.

To add a contact person, first create it as a contact. This can be done via the  or in the main menu under the blue Contacts tab.

in the block "Alarm calls from device" the (max. 5) alarm numbers that are called directly from the unit are set. After saving, the alarm numbers must be retrieved by the device, i.e. synchronized. See 4.5 for more information about synchronizing.

Tips:

- Always insert a contact to receive service messages by e-mail.
- Allow text messages only after the test phase in order to save the SMS credits.

## Message texts

The message texts are the event texts which are, in addition to the name and location, included in the SMS text messages and e-mails. These texts can be customized.



## **4.7 CONFIRMATION OF THE ALARM MESSAGE**

When the system is triggered it will send alarm notifications. First a message is sent to the portal (and forwarded from there), followed by a phone call. When you pick up the phone, you will hear beeps. It is possible to acknowledge the phone call by answering the phone and pressing any key. The other alarm numbers will not be called afterwards. This works for most telephones.

## **4.8 SYSTEM RESET**

To reset a Mobeye Panic Button two steps are necessary, in following sequence:

1. Delete the Mobeye Panic Button from the Mobeye Internet Portal
2. Reset the Mobeye Panic Button

### **1. To delete the Mobeye Panic Button from the Mobeye Internet Portal**

Go to "Device Settings" and click on the delete icon in the "Device" block. Then confirm your choice.

### **2. To reset the Mobeye Panic Button to its factory settings**

1. Remove the batteries (and external power supply).
2. Press the outside button while reinserting the batteries. Keep it pressed for (about) another 5 seconds.
3. Release the button immediately after the LED starts to flash.
4. If relevant, connect the external power supply.

After a successful reset, the status LED will blink green to indicate that the module is not configured. The security code is back to factory settings as well.

The SIM card is now disconnected and is visible on the "Add device" screen. The SIM card can be used again in another (or the same) Mobeye device in combination with the portal.

## **5. POSSIBLE SETTINGS**

The Mobeye Panic Button has many setting options that influence the behaviour of the module. If connected on the Mobeye Internet Portal, the settings are prepared in the portal (see chapter 4). If your own SIM card is used, programming is done via SMS commands (see chapter 6).

### **5.1 ALARM PHONE NUMBERS**

In the event of an alarm, the Mobeye Panic Button can call 5 telephone numbers (TEL1... TEL5). It is possible to confirm a call by picking up the telephone and pressing any key. The following numbers will not be called.

When using your own SIM card, it is mandatory to set at least one number (on TEL1). The TEL1 ... TEL5 are then used for telephone calls and / or text messages from the unit.

This is not mandatory when using the Mobeye Internet Portal. If no telephone numbers have been entered, the notifications will only be sent to the portal and forwarded by SMS and / or e-mail from there.

Note: the (unlimited number of) contacts who receive SMS / e-mail may be different from the numbers programmed on TEL1 ... TEL5.

### **5.2 CALL ON/OFF**

Even if the alarm telephone numbers are set in the options, the calling process can be suppressed. By turning off the CALL, the unit will only send the notification via textual messages. The default value is set to "ON".

### **5.3 SMS ON/OFF**

This setting is only relevant when using your own SIM card: the Mobeye Panic Button alerts after an alarm on the inputs with a call and an SMS. It is possible to turn off the SMS (OFF). As a factory setting, the SMS is set to "ON".

## **5.4 PRIORITY OF THE MESSAGE**

Using your own SIM card this setting is not relevant. Connected to the Mobeye Internet Portal the Mobeye Panic Button will first send an alarm notification to the portal (to be forwarded there as an SMS and / or e-mail from there) and then call the contacts directly from the unit. This order can be changed so that the call is first made in order to speed up the calling. For this the priority must be on CALL. By default, the priority is on MESSAGE (first to the portal).

## **5.5 INPUT TYPE**

The input type defines the character of the inputs IN1 and IN2. This can be Normally Open (NO) or Normally Closed (NC). If an input is set to "NO", the alarm will be triggered as soon as the terminals of the input are closed. If the input is set to NC, the alarm is triggered when the connection between the input terminals is broken. The default input type is set to "NO".

## **5.6 ALARM DELAY TIME**

The input delay time defines the time that the input is triggered before an alarm is initiated. If the input returns to the non-alarm status within the delay time, no alarm is sent. The time can be set between 0 and 999 seconds. As default, the input delay time is set to 1 second.

## **5.7 ALARM REPEAT TIME**

In order to emphasize the urgency of the alarm messages, all alarms can be repeated. As long as the (external) input has not returned to the inactive status, the textual messages (no phone calls) will be repeated after the 'alarm repeat time'. The repeat interval can be set between 0 and 24 hours. As default the alarm repeat time is set to 4 hours.

## 5.8 POWER FAILURE MESSAGE

If the Mobeye Panic Button is powered externally and the power fails, it is able to make phone calls and/or send textual messages. There are three configuration options: Alert, Alarm, Off.

	Mobeye SIM/Portal	Own SIM
Alert	Message via portal	SMS to TEL1
Alarm	Call to TEL1...TEL5 and message via portal	SMS + call to TEL1...TEL5
Off	No message	No message

The default setting for the 'power failure message' is set to "ALERT".

## 5.9 POWER FAILURE DELAY TIME

If the Mobeye Panic Button is powered externally and the power fails it can notify the contact person(s). The power failure delay time defines the time between the initial power failure and the alarm notification. If the power is restored within the delay time, no alarm is sent. The time can be set between 0 and 999 minutes. As default, the delay time is set to "0".

## 5.10 TEST MESSAGE

When using the Mobeye Internet Portal: The Mobeye Panic Button can send regular test messages (*keep alive*) to the Mobeye Internet Portal, to ensure the proper functioning of the unit. The test message will also be sent if the unit is disarmed. The Mobeye Internet Portal expects the test message and checks the timely receipt. The monitoring of the test messages follows the 'management by exception' rule: only if the message was not received, the 'service' contacts will receive a notification. The timing of the test message can be programmed. Since new settings (options) will be synchronised after the test message, setting a specific time of the test message can help the process of remote programming. Example: if you force a daily test message at 17.30 hrs, you can prepare new settings and be sure they are loaded into the device before the evening.

The interval between the test messages can be set between 0 days (no test message) and 30 days. The default test interval is set to "7" (weekly test message).

When using your own SIM card: The Mobeye Panic Button can send regular test SMS messages (*keep alive*) to the first phone number (TEL1), to ensure the proper functioning of the unit. The test message function is only active if the unit is armed. The timing of the test message is determined by the time of programming. The test time can also be programmed. The interval between the test messages can be set between 0 days (no test message) and 30 days. The default test interval is set to "0" (no test message).

## **6. PROGRAMMING WHEN USING OWN SIM CARD**

If your own SIM card is used, programming proceeds via SMS commands. The GSM module requires network connection during programming. If the Mobeye Panic Button runs entirely on batteries, it must first be put into programming mode.

### **6.1 PROGRAM MODE**

To program the unit with SMS commands, the GSM module needs to be open and connected to the network.

In the situation that the Panic Button is connected to an external power supply, it has continuous network connection and the unit is permanently in program mode.

A battery-operated Mobeye Panic Button switches to the program mode after pressing the on/off button for 5 seconds until the LED starts flashing. Alternatively the batteries are re-inserted.

While searching for the GSM network connection the outside LED flashes green and red, followed by blinking fast shortly. This process normally takes 10-30 seconds. As soon as the network has been established and the program mode has been reached the LED flashes 1 sec. on/1 sec. off (or stays on continuously in case the unit has been configured yet).

During 3 minutes the GSM module remains active, ready to receive SMS commands. In a battery-operated unit a time-out occurs if no correct command is received for 3 minutes, the GSM module switches off in order to save the batteries. In this low power mode the LED flashes once per 3 seconds.

### **6.2 PROGRAM AT LEAST ONE TELEPHONE NUMBER**

The Mobeye Panic Button is able to send messages up to 5 telephone numbers. The first telephone number (TEL1) belongs to the administrator. Technical messages (such as *battery low*) are sent to the administrator only. Without the administrator's phone number, the Mobeye Panic Button cannot function.

When the Panic Button is in initial (factory) status and the batteries are inserted (so the LED is flashing), the administrator's number is programmed by calling the telephone number of the Mobeye Panic Button using the administrator's phone. The

unit will recognize this number and store it as administrator (TEL1). The administrator will receive a confirmation SMS text message including the security code. This code is needed to program the other settings in the unit.

NB: For this way of programming the number recognition in the administrator's phone must be 'on'. To program or change the administrator's number by SMS command, please refer to the next section.

### **6.3 PROGRAMMING THE SETTINGS BY SMS**

When using your own SIM card, all settings are programmed in by SMS text messages:

1. Make sure the Panic Button is in program mode (please refer to 6.1).
2. Send an SMS text message with the (security) code and the command.
3. The green LED blinks 3 times to indicate the successful configuration. In case of an incorrect command, the red LED flashes 5 times.

SMS messages have the following content: **CODE COMMAND:OPTION**

Example: **1111 TEL1:+44772345678**

- CODE stands for the security code, factory setting is 1111.
- Do not forget the space character between (security) code and command.
- The commands are case insensitive.
- Several commands may be combined in one SMS message (with a maximum of 160 characters) by placing a # between the commands.

#### **CODE COMMAND:OPTION#COMMAND:OPTION#COMMAND:OPTION**

- All settings are saved and remain saved, even when the unit has no power or the batteries are removed.

In chapter 5 the options are explained.

In chapter 7.1 all possible SMS commands are listed.

## 7. LIST OF SMS COMMANDS FOR PROGRAMMING WITH OWN SIM

### 7.1 LIST OF SMS COMMANDS

When using your own SIM card, the settings are programmed via SMS commands. See chapter 6 for the programming method and chapter 5 for an explanation per setting. The commands are case insensitive.

Setting	SMS Command	Options	Default value
Change security code	INSTCODE:	0000...9999	1111
Set telephone number for alarm messages	TEL1: ... TEL5:		Empty
Delete telephone number	DEL1 ... DEL5		
Identification text	NAME:	20 characters	Mobeye
Call on/off	CALL:	ON, OFF	ON
SMS on/off	SMS:	ON, OFF	ON
Priority of message	PRIORITY:	CALL, MESSAGE	MESSAGE
Input type input 1	TYPEIN1:	NO, NC	NO
Input type input 2	TYPEIN2:	NO, NC	NO
Delay on on/off button	DELAYBUTTON:	0...999 (sec)	1
Delay on input 1	DELAY1:	0...999 (sec)	1
Delay on input 2	DELAY2:	0...999 (sec)	1
Alarm repeat time	REPEAT:	0...24 (hrs)	4
Alarm text on/off button	TEXT1:	20 characters	Panic alarm
Alarm text input 2	TEXT2:	20 characters	Panic alarm
Alarm text input 2	TEXT3:	20 characters	Panic alarm
Alarm text power failure	TEXT4:	20 characters	Power failure
Alarm text power restore	TEXT5:	20 characters	Power restored
Power failure delay time	DELAYPOW:	0...999 (min)	0
Power message	POWERMESAGE:	OFF,ALERT,ALARM	ALERT
Actual time	TIME:	hhmm	Empty



Setting	SMS Command	Options	Default value
Actual date	DATE:	yyyymmdd	Empty
Interval 'test SMS'	TEST:	0...30 (days)	0
Time test message	TESTTIME:	hhmm	

### Examples:

Set phone number 1: 1111 TEL1:0712345678

Delete phone number 1: 1111 del1

Be aware of the space between "1111" and the command.

The status can be requested via SMS command CODE STATUS? (1111 CODE?).

## **7.2 CONFIRMATION OF THE ALARM MESSAGE**

When the system is triggered by pressing the on/off panic button for at least one second, it will send alarm notifications. First an SMS text message is sent to all programmed alarm numbers, followed by a phone call. When you pick up the phone, you will hear beeps. It is possible to acknowledge the phone call by answering the phone and pressing any key. The other alarm numbers will not be called afterwards. This works for most telephones.

By switching off the SMS function the system will only call. This prevents the other numbers being notified by SMS.

## **7.3 SYSTEM RESET**

To reset the Mobeye Panic Button to its factory settings:

1. Remove the batteries (and external power supply).
2. Press the outside button while reinserting the batteries. Keep it pressed for (about) another 5 seconds.
3. Release the button immediately after the LED starts to flash.
4. If relevant, connect the external power supply.

After a successful reset, the status LED on the keypad will blink green to indicate that the module is not configured. The security code is back to factory settings as well.

## 7.4 SMS REPORTS WHEN USING OWN SIM CARD

Several lists and status reports can be retrieved by sending an SMS text message to the Mobeye Panic Button, from any telephone number. Before sending the request, make sure the unit is in the program mode (please refer to 6.1).

Upon sending the command, the Mobeye Panic Button returns an SMS text message to the originator of the request. The commands are case insensitive.

### STATUS REQUEST

The status can be requested by sending following SMS text message. The status includes the armed/disarmed status, status of the inputs, power and batteries.

SMS command status request:                   **STATUS?**  
  example:                                   1111 STATUS?

### LIST OF SETTINGS

The settings can be requested by sending following SMS text message:

SMS command list basic settings:           **SET?**  
SMS command list of texts:                 **TEXT?**  
  example:                                   1111 SET?

### LIST OF PHONE NUMBERS

The list of telephone numbers can be requested by sending following SMS text message:

SMS command list of phone numbers:       **CALL?**  
  example:                                   1111 CALL?

### GSM SIGNAL STRENGTH

The signal strength of the used mobile network can be requested. If the network is weak, it is advised to use a SIM card of another network provider or an external GSM antenna (a Mobeye accessory). The GSM signal strength can be requested by sending following SMS text message:

SMS command request GSM signal:           **NETWORK?**  
  example:                                   1111 NETWORK?

## 7.5 TECHNICAL MESSAGES

In the event of technical issues the administrator receives an SMS message. Possible technical messages are:

Message	Reason
Low batteries, external power supply OK	Power is available, batteries need to be replaced.
No external power supply, batteries OK	No external power supply, batteries are able to take over operation in low power mode.
Low batteries, no external power supply	No external power supply, batteries need to be replaced.
External power supply OK, batteries OK	The external power is restored (or the adapter is plugged in a socket), batteries do not need to be replaced.
(delayed message)	If (delayed message) is added to the SMS text messages, the message couldn't be sent earlier, due to a SIM card failure or GSM network failure.
Batteries too low. Module shutting down.	The module has shut down due to low voltage. Replace the batteries or connect the power supply to restart the unit.
Module restarted. Power supply [status]. Batteries [status].	The module has been able to restart after a shutdown.

When receiving one of the above mentioned technical messages, please take appropriate action as soon as possible. During the battery replacement, the SIM card does not have to be removed.

## 8. STATUS FEEDBACK

LED pattern	Status	Required action
Blinking green, 1 second on / 1 second off	Module not configured	Configure at least one telephone number.
1 green flash every 3 seconds	Module is switched on, powered by batteries	No action required.
Green LED stays on continuously	Module is switched on, powered by an external source	No action required.
Flashing red/ green every second	Module establishes network connection	Wait until the network connection is established.
2 flashes red, every 3 seconds	No GSM connection	Try the SIM card in any mobile telephone; replace SIM card using other telecom provider; try the module at another location.
3 flashes red, every 3 seconds	No valid SIM card or wrong PIN	Try the SIM card in any mobile telephone; remove PIN code; check credit; replace SIM card.
Blinking 3 times green	Successful programming action	No action required.
Blinking 5 times red	Faulty programming action	Check SMS command.
4 red flashes every 3 seconds	Low batteries	Replace both batteries.
Quickly flashing green	Module exchanges data with portal	No action required

## Technical specifications

GSM	: Quad band EGSM, 850/900/1800/1900 MHz
Batteries	: 2* CR123 (lithium) recommended: Varta, Panasonic and Energizer (please do not use Duracell or Philips)
Battery life in normal mode	: > 1 year (battery operated) > 3 years (external power supply)
Ext. power connection	: 12 VDC (+/- 2 VDC) / min. 500 mA (optional)
Power consumption low power	: ca. 50 $\mu$ A stand-by / max. ca. 500 mA
Power consumption 12V	: ca. 50 mA stand-by / max. ca. 500 mA
Dimensions	: 80 x 60 x 30 mm
Ambient temperature	: -10 °C until +50 °C

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## Declaration of Conformity

Herewith we, Mobeye, declare that the

**Mobeye CM21 telemetry module**

And the derived products

CM2000, CM2100, CM2200, CM2300, CM2300-FS, CM2410, CM2500, CM2600,  
CML2015, CML2025, CML2055, CML2255, CML2275, CML2285, CMVXL-R

are in compliance with the essential requirements of the following European standards / EU Directives:

**Directive 73/23/EEC** (low voltage directive)

**Directive IEC/EN 50130** (Electromagnetic compatibility)

**Directive 2014/53/EU (RED)**

The conformity with the essential requirements set out in Art.3 of the 2014/53/EU has been demonstrated against the following harmonized standards:

EN 60950-1 : 2006 + A11 : 2009 + A1 : 2010 + A12 : 2011 + A2 : 2013  
EN 62311 : 2008  
EN 301 489-1 V2.1.1, Draft EN 301 489-52 V1.1.0  
EN 301 511 V12.5.1

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