

For technical support, contact: 011 202 5884 or 083 235 4916.

SMS ALERT PANIC

User Manual updated - Jul 2018





Summary of How the SMS Alert Panic Works:

- Sends panic SMS (4 seconds apart) to up to **8 people** when the button on the system or the wireless remote is pressed.
- Includes wireless remote & receiver, battery, charger, high-gain antenna & siren output (siren optional).
- Plugs into wall & operate – **no installation** needed. Battery included.
- Ideal for **bathrooms/old-age homes/unsafe areas**.
- Listen-in **microphone** (phone in and listen for intruders).
- Sends '**low-battery**' SMS when battery is low.
- Power loss/restore SMS notification (future versions).
- Range between the wireless remote and the SMS Alert Panic system = 50m indoor, 100m outdoor.
- A long range receiver can be fitted to increase the range with an additional 100m.
- Has a **siren** output. If connected, the siren will go off for 1 min when the panic button is pressed. (Siren is an optional extra).
- 40 remotes can be programmed onto the system.
- 2nd button fitted for testing – Will SMS out "**Panic test to follow**"

SMS Command Summary

Use **lower case** for **all commands** sent to the SMS Alert (e.g. 1234 **ap**, 1234 **r**, 1234 **b**, etc.)

Use **UPPER CASE** only with the following 4 commands:

1234 **TC1** (terminate call),
1234 **TC0**
1234 **AIRT** (checking airtime)
1234 **CODE**

Most SMS commands are toggle commands; meaning sending the same SMS command again will undo the command.

SMS command	Default setting	Description
Loading / Cancel users (10 Users)		
1234 b		To let the SMS Alert report to the 1 st phone (toggle). If you SMS <u>1234 b</u> you will <i>load</i> user B. If you SMS <u>1234 b</u> again, you will <i>cancel</i> user B. (In other words you will toggle it on & off). The same SMS gets used every time. <u>There is no user A!</u> User B is the main user. It must be on for inputs to trigger, and for the other users to receive SMS's. See further down in document for more information.
1234 c		Report to 2 nd phone – use to load and cancel user C (toggle). Same for 1234 d to 1234 k.
1234 d		Report to 3 rd phone
1234 e		Report to 4 th phone
1234 f		Report to 5 th phone
1234 g		Report to 6 th phone
1234 h		Report to 7 th phone
1234 i		Report to 8 th phone
1234 z		Clear/delete all users
Other command settings		
1234 r		To request the status of the SMS Alert e.g Armed, BC--, #000, #12345678. The SMS Alert will respond with, for example, the following: ARMED B - - - , #0B00 #87650001 ARMED System is armed B- - - User B loaded only. Users C, D and E are not loaded. #0B0 Relay B is switched on. Relay A and C are off # 87650001 Inputs 8,7,6,5 are on / tripped (open).
1234 06		Advance setting for use outside of SA. This allows taking the international code into consideration if needed. For international use when the above is set, also send 1234 WC to the SMS Alert. The return SMS will contain SET=0111x where x (5th position) must be 1 . If it is 0 then send 1234 WC again.



		This prevents a problem when the network keeps sending an immediate return SMS to the SMS Alert for every SMS the SMS Alert sends out.
1234 11		Enable 50th SMS count (by default off). This will SMS "50 SMS's sent" when every 50 th SMS has been sent from the SMS Alert. It will also place an asterix "*" in front of the SMS e.g. *burglary instead of Burglary.
1234 AIRT		Checks airtime balance
1234 TC1		Switches auto answer off
1234 TC0		Switches auto answer on (Microphone).
1234 VER		To get the phone model version and GSM signal strength.

Output Relay control

(Anyone can operate the relay – you do not need to be a user, but you must know the code e.g. 1234)

1234 a on		To switch siren on (if fitted).
1234 a off		To switch siren off (if fitted).
1234 ap		Pulse siren once.
1234 app		Pulse siren 10 times. *The siren will not pulse if it is already switched on. First switch it off.

Renaming the SMS text (max 19 characters)

1234 1a		This will rename String 1 (Panic), wait for Str1? Then only SMS the new text without 1234 in front.
1234 2a		This will rename String 2 (Test to follow)
1234 8a		This will rename String 8 used to SMS "Battery Low" – This is a delayed string for batter low only

Quick Start Steps

- Preparing SIM-card** - Buy an MTN, Vodacom or Cell C starter pack (prepaid or contract) and RICA it (you need your id and proof of address for this). Ensure that you can send an SMS out from the SIM-card, before you put it in the SIM-card slot of the SMS Alert. Making a call to the SMS Alert only is not sufficient to test the SIM-card. PIN-code request must be deactivated before you insert the SIM-card into the SMS Alert.
- Airtime** - Ensure that the SIM-card has sufficient credit. Load airtime if necessary.
- Insert the SIM-card** into the SIM-card slot. Apply 12VDC.
- Green LED** - The green LED will flash each time an SMS is sent, where it is written "signal/trouble/sending" SMS' (inside the unit on the bottom PC Board).
- SMS **1234 b** from your cellphone to the SMS Alert. This step tells the SMS Alert where to send SMSes when inputs are tripped. **There must be a space between 1234 and b. If you SMS 1234 b again, you will cancel user B. If you SMS 1234 b again, you will reload user B. (In other words you will toggle it on & off).**
- The SMS Alert will respond to step 5 by sending its status back to you (e.g. RELAY ON B-----, #0 #0). Ensure the character "B" appears in the SMS to show user B is loaded. The string means the following:

RELAY ON	The siren is on.
B-----	Only user B is loaded.
#A	Confirms relay A is on. The same as RELAY ON/OFF.
#1	Input 1 is on.
- Now test the system (e.g. by pressing the panic button). The system is now ready to function.



How to program the SMS Alert to report to a 2nd, 3rd or 4th cellphone (RELAY ON B-----, #0 #0)

There are 8 users (recipients): B,C,D,E,F,G,H,I. Follow step 5 of Quick Start Steps to activate user B which is the first user. If you want the SMS Alert to report to the 2nd cellphone, SMS **1234 c** from the second cellphone to the SMS Alert. To toggle this feature off, SMS **1234 c** again from any cellphone to the SMS Alert. The last phone that toggled a user on, becomes that user.

E.g: 1234 c (There **must be one space** between **1234** and **c**, and no spaces afterwards. Do the same for **1234 d** (3rd), and **1234 e** (4th). User B must be on for the other users (if loaded) to also receive SMS messages.

New function to add cellphone numbers:

In conjunction with the current method of loading numbers the following command allow users to be loaded from one point/cellphone. This eliminates the need to send a SMS from each cellphone handset that needs to be added. When a DOT and phone number is placed after the current command, the phone number will be loaded into that position. The return SMS will be sent to the new cellphone number, not the cellphone number that loads it. You can however check if all the numbers are loaded, by sending **1234 r** to the cellphone number of the SMS Alert.

Example: To load 27821231234 into User B, send the following SMS from one cellphone, to the cellphone number of the SMS Alert: **1234 b.27821231234** (only use 1234 b,c etc., with no phone number if it is not a remote number)

or

1234 e.27821231234

If a user is already loaded, then the command will first delete it (toggle off). It then needs to be sent again. The international setting must be activated for use outside of SA before this can be done (not tested). If it fails, then revert back to the current method. Applicable to the GSM module marked Version 2.5 and up.

Please keep track which user is loaded as B, C, D etc. Otherwise all users/numbers will be deleted when you want to load or delete users, and you cannot remember which person is assigned as which user.

How to rename the “Panic” SMS (the message the the cellphone users will receive on their phones when the panic button is pressed):

The SMS sent to cellphones can be changed / renamed.

Important: The new SMS text must not be longer than 19 characters, including spaces, commas, etc.

Example: If you want input 1 to SMS “**John Panic!**” instead of “Panic” then:

1. SMS **1234 1** (one space between 4 and 1 and no space afterwards.) from your cellphone
2. You will receive the following return SMS back: **Str 1 ?**
3. Then send the following SMS: **John Panic!** (Do not include 1234!)
4. You will get the following SMS back: **Str1 OK.**

Loading & checking airtime balance

Service Provider	Function	SMS to be sent to SMS Alert
MTN	Load Voucher	1234 AIRT*141*voucher#
Vodacom	Load Voucher	1234 AIRT*100*01*voucher#
Cell C	Load Voucher	1234 AIRT*102*voucher#
Virgin	Load Voucher	1234 AIRT*102*voucher#
Vodacom	Check Bundle SMS balance	1234 AIRT*111*502#
Vodacom	Transfer airtime from one cellphone	Register or log in to My Vodacom, or dial *111# and



	to another	select "Airtime Transfer".
MTN	Transfer airtime from one cellphone to another	Dial *141*6328*, insert the recipient's cellphone number, *, insert the rand amount, # and press call. For example, *141*6328*0831234567*50# press call.

Airtime on prepaid SIM-cards can also be checked by registering the cellphone number of the SMS Alert on www.vodacom4me.co.za (for vodacom) or the applicable Service Provider's website.

Airtime can also be loaded via internet banking, an ATM, or by removing the SIM-card and putting it in your own personal phone using the voice method.

****Disconnect the power from the SMS Alert when the SIM-card is removed.**

General information

1	To request the status of the SMS Alert at any given time, SMS 1234 r	The SMS Alert will respond with, for example, the following: RELAY ON B-----, #0 #0 RELAY ON The siren is on. B----- Only user B is loaded. #A Confirms relay A is on. The same as RELAY ON/OFF. #1 Input 1 is on.
2	* Changing the security command code 1234	The default code is 1234 and can be changed through these steps: 1. SMS 1234 CODE to the SMS Alert. The SMS Alert will SMS back: CODE ? 2. You can now SMS your selected 4 digit numeric code, e.g. 5678. This code is used as a prefix to operate all commands. Use 4 Numeric digits only
3	Green LED "Trouble"	Indicates when the SMS Alert is sending an SMS. The LED will stay on for 3 seconds. If the light is flashing, a problem exists. See troubleshooting. After 2 minutes the SMS Alert will attempt to reset the flashing LED.
4	SIM-card type	When last tested, the SMS Alert accepts MTN, Vodacom or CellC SIM-cards, contract or prepaid.
5	International code prefix use	SMS 1234 06 to enable. Consult your supplier. Please note that SMS Alert has been tested in South Africa only. For international use when the above is set, also send 1234 WC to the SMS Alert. The returned SMS will contain SET=0111x where x (5th position) must be 1 . If it is 0 then send 1234 W again. This prevents a problem when the network keeps sending an immediate return SMS to the SMS Alert for every SMS the SMS Alert sends out.
6	Finding out what the cellphone number of the SMS Alert is	Put the SIM-card of the SMS Alert into your cellphone and dial the following numbers: MTN: *123*888# Vodacom: *111*501# Telkom / 8ta: *1# Cell C: *147*100#
7	Upper and lower case of commands	Use lower case for all commands sent to the SMS Alert (e.g. 1234 ap, 1234 r, 1234 b, etc.) Use UPPER CASE only with the following 3 commands: 1234 TC1 (terminate call), 1234 TC0 and 1234 AIRT (checking airtime).

Technical Specifications

1	Power Consumption	Standby current 30 – 50mA, 400mA peak when SMS is sent or received.
2	Power Supply	270 VAC.
3	Users	The inputs can report to up to 8 users B to I. (I for India)

Fault finding / Troubleshooting

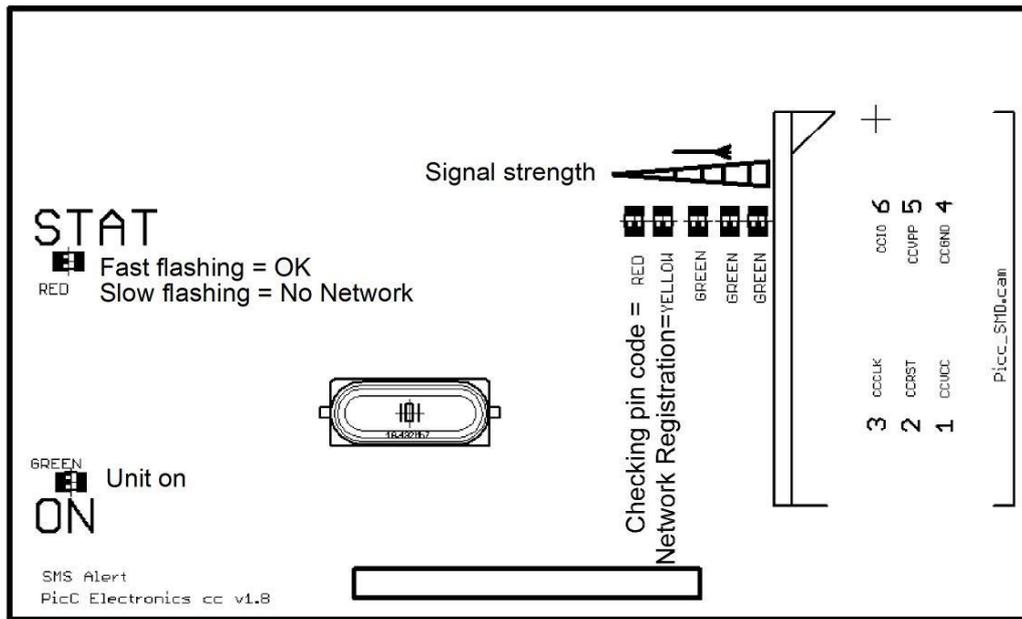
1	Other equipment used in conjunction with SMS Alert	It is not recommended that other receivers, transmitters or equipment be kept inside the SMS Alert box.
2	The green light goes on but no SMS is received	Ensure the SIM-card is properly registered. Insert the SIM-card in your own personal cellphone and call e.g. MTN (141) or Vodacom (100) to clarify the problem. Check your airtime.
3	Resetting the system	Disconnect and reconnect the power & the battery from the SMS Alert. The unit can unfortunately no be defaulted.

Antennas for poor reception:

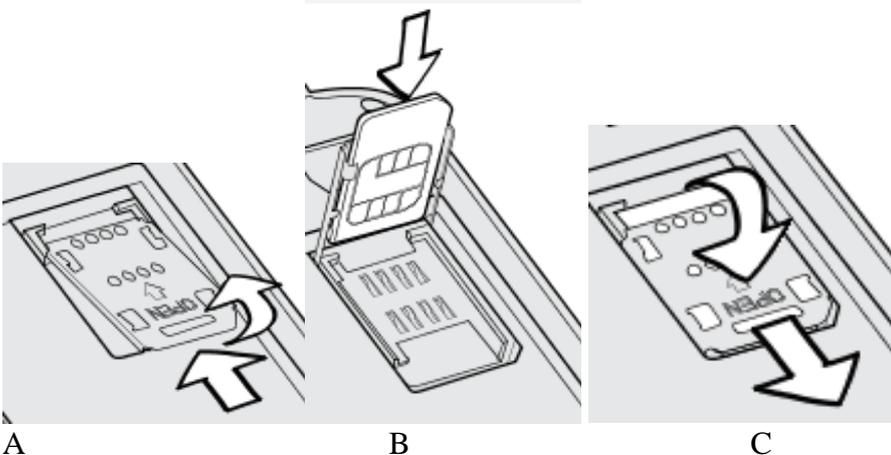


3 meter Antenna available for external GSM reception, or poor reception

Diagram for GSM Module PC Board (where SIM-card slots in)



SMS **1234 AIRT** for prepaid airtime balance. Does not report bundle SMS balance. South Africa only.



1. A - Push/slide flap in the same direction as the board (about 1- 2 mm).
2. A - The flap will unlock, lift the flap.
3. B - Insert SIM-card.
4. C – Close flap, while pressing it down, slide it back to lock (about 1 – 2 mm).

Installation advice / help

1. External magnetic antennas are available for **better reception**. It may be required where the signal reception is poor, or where the system is installed in a metal container that prevents signal reception.
2. Try to keep the SMS Alert at least **30cm** away from other equipment like **receivers, transformers, energisers**, etc., that may cause interference.
3. The SMS Alert should work **outside of SA**, however limited testing was done for this purpose.
4. It is recommended that the SMS Alert be **tested** on a regular basis, for example by sending it a status request (1234 r). This will also cause a transaction that may prevent the SIM-card from expiring if it is seldom used.
5. To keep your number active, you should send an SMS (1234 r) at least once **every 7 months (Vodacom) or 3 months (MTN)**, or as specified by your cellphone service provider.

Support:

1. Additional requests can be emailed to info@smsalert.co.za.
2. For software/hardware updates, please visit www.smsalert.co.za
3. **For support, phone us on 083 235 4916. Please note that your first point of call must be your supplier or installer. If they are unable to help you, we will be more than happy to assist.**

Disclaimer:

PicC Electronics will not be held responsible for loss, damage or injury to any persons, company or legal entity using PicC Electronics products or for GSM Network changes or reliability. There is no guarantee that SMS's will always go through. It is recommended that a prepaid SIM-card is used, or that a process is in place to cancel or stop the SIM-card, or to limit SMS's - should a malfunction occur where many SMS's are sent and unforeseen costs are incurred. It is recommended to test your SMS



Alert on a regular basis. A product of PicC Electronics must be installed by an installer trained by PicC Electronics or with relevant installation experience.

