

# MOBEYE i110 and Argos

Mobeye all-in-one GSM alarm system



## What to do to get the system working and to diagnose malfunctions

Although we try to be complete in the manual, it could be that your Mobeye alarm system does not react in the way you want it to do.

Please follow the steps below to get it working.

### A - In case no SMS/phonecall was received

1. Reset the system by CODE MENU 99 OK (wait till you hear two light beeps); the code is reset to 1111.
2. (Re) place batteries and SIM card, enter the telephone number at position '01' (i110) or '101' (Argos); please verify if the SIM cards' PIN code is empty or 0000.
3. Keep the back cover open
4. Check the working of the SIM card: Enter: 1111 menu 10 OK
5. Near the SIM card a small LED is visible; during setting-up the GSM connection it flashes fast (about once per second); once it has set-up the GSM network connection it flashes slower (about once per three seconds)
6. In case the entered telephone number receives an SMS with the list of settings, the SIM card is working  
In case no SMS was received, please check:
  - a. Did the internal LED flash as described
  - b. Does the SIM card work in a normal phone; is it able to SMS/call
  - c. Is the small SIM card cover closed neatly (slight push it up after closing)
  - d. Are the batteries new/full
  - e. Are you sure the telephone number was typed in well
  - f. Are you sure the receiving telephone is able to receive SMS messages
  - g. Reprogram the telephone number and include the country code (e.g. 0044...)

### B - In case no alarm seems to be triggered

1. Verify the working of the lens by performing the sensor test: CODE MENU 11 OK; after a warming-up period the lens will beep after detecting a movement (it needs a few seconds to warm-up again afterwards it is able to beep again). Stop the function by pressing OK OK.
2. Set the entry indication to loud by CODE MENU 07 OK 1 OK
3. Set the sensor sensibility to 'high' by CODE MENU 03 OK 1 OK
4. Arm the system (CODE OK)
5. Once the exit delay has ended, wait at least another 5 seconds. Next trigger the alarm (wave, move, etc.); after about 6 seconds the entry indication should start.

### C - In case only 'error beeps' are heard

1. Remove the batteries from the device.
2. Click some keypad buttons, to be sure no 'rest capacity' is left.
3. Replace the batteries. After a minute the Mobeye device is restarted, some rising beeps sound.
4. Check whether pressing OK OK results in two disapproving beeps.
5. Check whether pressing any key results in a short beep.
6. Check whether pressing your code and OK works (switch on).
7. Check whether 1111 OK works (factory code).
8. Please mind: after pressing a wrong code three times, the unit is blocked during 10 minutes. This can be shorted by re-doing step 1-3 (replace the batteries).
9. In case the keys react properly, but the code is not, please ask Mobeye to help reset your code. Please refer to "*In case the user code does not work or you forgot it*".
10. In case the code cannot be reset, please ask help at your sales point or at Mobeye.

### D - In case no sound is heard at all while pressing the buttons

1. Check if batteries didn't drain. If they did, replace all of them.
2. Check whether all keypad buttons work (react with a short beep); if one fails to work, check if the entire row or column fails. If not, please ask help at your sales point or at Mobeye.

### E - In case the batteries drain too fast

Our claim: the batteries last a year at normal conditions and max. 1 message/ day)

1. Check the GSM network strength in place (CODE menu 512 OK). If the network is weak, the consumed power will increase to find the network. And if an message can't be sent, there is a retrial procedure (because of the urgency).
2. In the situation of an SMA antenna connector, check if the external antenna was connected properly.
3. Check if the outside temperature is extreme low, or there was a sudden temperature drop (at a moment that the GSM had to send a message).
4. Be aware that if the armed system detects a movement, the GSM will already try to make network connection within the entry delay time. If this happens often, e.g. several times per day, the batteries will drain fast. If this is unavoidable because of the security situation, please consider a Mobeye Argos with external power supply.
5. Measure the voltage of the batteries if a voltmeter is available. Best method is to measure the batteries under load. To achieve this (if the batteries still work): keep them in your Mobeye system. Open the GSM module by CODE menu 21 OK. Once the LED is green, measure each battery by keeping the meter's poles to the equivalent battery terminals. Each battery shall maintain 2.7V at least for functioning properly.
6. If you use external power (Mobeye Argos) and the batteries drain within 1-2 years, please verify that the external power was connected properly. Check if the GSM modules remains open all the time, which can be read from the blinking LEDs at the PCB.

### F - In the outside LED remains red

1. Check if a user or installation code was entered falsely 3\*. Please mind: after pressing a wrong code three times, the unit is blocked during 10 minutes. This can be shorted by re-inserting the batteries). If the Mobeye system was armed by the installation code, it shall be disarmed by the this code (not by the user code). Similar for the user code.
2. If the LED turned red shortly after inserting (new or used) batteries, take out the batteries again. Touch some keypad buttons. Reinsert them pretty quickly after each other. Be sure the batteries are full.

### G - In case the user code does not work or you forgot it

1. Find the serial number on the grey label on the backside of the enclosure.
2. For serial numbers lower than SN150601, find the GSM module's IMEI number. This can be found at the inside of the enclosure, on the white sticker at the GSM module. The number starts with '35' and consists of 15 digits.
3. Send the serial number (and for serial numbers below SN150601 also the IMEI number) per mail to [info@mobeye.nl](mailto:info@mobeye.nl). You will receive instructions how to reset the code back to "1111".

### H - In case the movement sensor causes false alarms

1. The PIR sensor (passive infrared) reacts on 'moving heat sources'. A temperature of a human body is different from its environment, which is detected by the lens. A small animal like a flea or bug won't be noticed; a cat or dog will be. Direct sunlight or draught ( which is moving air of a different temperature) could cause problems as well.
2. Check the position of the lens. Does it look at a window with direct sunlight, does it look at places where animals could come (rats, mice); a change in the view direction of the lens could help (dogs, rats and mice usually do not climb, cats could jump).
3. Check the room; are you sure there no draught? A mailbox or fireplace could be sources of moving air as well. Do not place the system close to a porthole. A change of position of the Mobeye alarm could help; please place it some meters from the source, with the lens in another direction.
4. Check the reliability of the lens, by putting the alarm in its box or in a cupboard, being sure no sunlight, draught or heat sources could influence the system. Keep it in armed status for some time. If no false alarm occurs in this situation, please check the environment which needs to be secured on draught, small animals or direct sunlight.
5. If only small disturbances by moving air or small animals cause the false alarms, a lower lens sensitivity may help. This is a user option (CODE menu 03 OK 2 OK), where 2 stands for the lower sensitivity; as factory default this is 1 – normal (('high') sensitivity. The system will need a (bit) more movement during a (bit) more time before the detection was made.

In case the above instruction do not help to make the system work like you expected, please ask your sales point or send an e-mail to [info@mobeye.eu](mailto:info@mobeye.eu) including the results of the steps as described above.