

MOBEYE CM-products

Mobeye compact modules



How to get started and other frequently asked questions

Although we try to be complete in the manual, it could be that your Mobeye alarm unit does not react in the way you want it to do. Please follow the steps below to get it working.

In case no SMS/phonecall was received

1. Make sure you have a 2/2.5G Sim card, which is able to send SMS text messages and call. Some providers offer connectivity to 3G/4G only.
2. Establish network connection:

Replace the batteries. The LED outside will first blink red/green. At this moment it is establishing a network connection. As soon as the network was found, the LED outside will blink green, 1 second on 1 second off to show that the first telephone number (TEL1) needs to be entered. In case the TEL1 was set before, the LED will turn on.

 - a. Battery-operated unit:

During 2 minutes the GSM module remains 'open', able to receive SMS commands. After not having received commands during two minutes, it closes to save the batteries. Only when necessary (for instance to send an alarm), it opens and establishes network connection.
 - b. Unit with external power supply:

The GSM module is always 'open', to receive SMS commands and send alarm messages. In case the power falls away, the batteries take over the functionality, a 'power failure message' could be sent.
3. In case the unit is not able to send SMS text message or call:
 - a. Try the SIM card in a 'normal telephone'; let the telephone send an SMS and call. Verify the PIN code: it should be 'empty' or set to 0000.
 - b. Send an SMS-command to the mobile phone number in the unit, for example: 1111 SET? (where 1111 stands for the code (factory code: 1111). At the moment the unit receives the command, the LED will blink green 3 times and send back the list of settings. In this way you are sure the SIM card in the unit works and the GSM network is available.
 - c. Please check the list of settings: the SMS and CALL should be set to 'ON' (or at least one of them).
 - d. Check if the telephone number (TEL1) was typed in well. In case the unit does not SMS or phone: please enter the country code (e.g. +44) to the TEL1...TEL5.
 - e. Check if the small SIM card cover was closed neatly (slight push it up after closing)
 - f. Check if the are the batteries new/full.

In case no alarm seems to be triggered

1. Check if the system was armed by the on ON/OFF button. The LED in armed battery operated systems will blink once per 3 seconds. The LED in armed (externally) powered systems is turned on.

In case the LED keeps blinking twice every 3 seconds

Blinking twice every 3 seconds means the GSM network connection cannot be established. This could have to do with the SIM card or with the network strength in place.

1. Try if the SIM card works in a 'normal' phone; check the network strength on the display. In case it shows a weak network, this could be the reason. In that case a SIM card of another (stronger) provider is advised.
2. Try the same unit/SIM card at another location (where the network strength will be different).
3. In case the network remains a problem, an external antenna could be used. For this the antenna connector needs to be replaced as well. Please ask Mobeye.
4. In case of the 'suspicion' of weak network, perform the GSM network strength test (see manual). Above this, let the module send a daily test message for about two weeks. Once the units has shown good behaviour over a longer period, the frequency can be set to lower (of no message).

LED behaviour outside LED

LED pattern (outside)	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

LED behaviour inside LED

LED pattern (inside)	Status GSM module	Required action
Inside LED off	GSM module is switched off on purpose or GSM module is busy (calling)	No action required
Inside LED green, switching off shortly every 3 seconds	GSM module connected to the network	No action required
Inside LED blinking green, 1 second on / 1 second off	GSM module establishes network connection	Wait until the network connection is established. Check the outside LED behaviour for additional information.
Inside LED on continuously	GSM module was switched off because of GSM failure	Change the batteries, the voltage may be too low

In case the above instructions do not help to make the system work like you expected, please ask your dealer or send an e-mail to info@mobeye.eu including the results of the steps as described above.