24 Hours Service Call Point

For Community security system !

For Gate access system !

For Emergency help call point !

For Taxi or other service call point !

Multi Built-in working functions !

Double Alarm input !

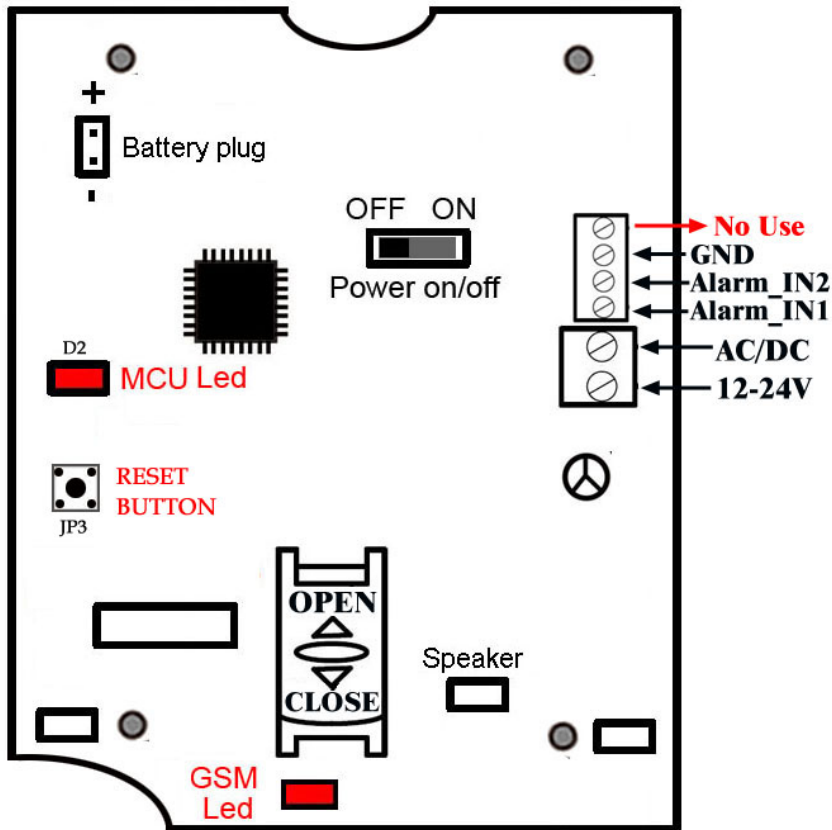# GSM-HELP
HELP & EMERGENCY

Fast User Manual

Ver 2.1

GSM-HELP

Date Issued: 2017-03-25

SYSTEM OVERVIEW:

The GSM-HELP Emergency Phones are basically designed and installed to provide quick and reliable handsfree communication to help people in emergency as early as possible.

When the "HELP" / "CALL" button is pressed, the Connected LED momentarily flashes during dialing. and the GSM-HELP phone goes off-hook and dials the pre-programmed telephone numbers. In the event that the line is busy or there is a ring-no-answer, the unit can be programmed to call another phone numbers. The phone then cycles through up to five emergency contact call numbers until the call is answered. When the call is answered, handsfree communication to emergency or help personnel is established. GSM-HELP also built-in the "Dial to Listen" function.

Except for the intercom talking function, GSM-HELP has two alarm input port,these can be used for security alarm.User can select the SMS alarm or Phone calling alarm.

START TO USE:

Please read this entire manual before installation   !Note!
- Take EXTREME care with the Power line installation
- In case of fault, Power off the box immediately.
- The GSM unit requires mounting carefully for proper operation.

    To install the GSM-HELP, User only need to simply power on the device with AC/DC12-24V power line. Do not need to distinguish between positive and negative.

    Inside the box,there is a rechargeable lion battery (3.7V) for power off alarm and working.When the normal power supply back to work,then will charge the battery automatically.

    Of course GSM-HELP should be installed in a place where there have good GSM signal coming from the operator you want to use. Check the SIM card with a phone before proceeding with the installation.

    You should then insert the SIM Card of the operator you want to use with the right direction,

    After powered on,the LED on the Push Button will start with fast flash around Once every second, Normally after around 10 seconds, After device connected to the GSM Net,then the LED will turn to slow flash around Once every 3 seconds.If the LED always flash quickly,then try to power off and Check the SIM card if that is insert in the right direction and insert again and test until the LED flash slowly.

    Try to use your mobile phone to call it if the device can pickup your calling or reject your calling,that means that is already connected to the GSM net successfully. Then go ahead to do the following steps to start to enjoy the GSM-HELP features.

1. "Press the CALL Button to Dial" Funtion:

1.1 Use the SMS command to Add Five DIAL contact phone number for GSM-HELP

(13122544521 and 1312254333 are only for samples and you need to replace it with your mobile phone number)

When visitor press the "Call button", device would start to call the Dial01 and if Dial02 number cann't be reached, then would continue to call the Dial02 number

(Note: ALL must use the Capital word and Totally ,we can preset five numbers for press to dial)

(Note: Totally GSM-HELP will try to call five times totally,that means if you only program one dial number,then it will repeat to call it five times,and if you program five number,then it will call every number one time until any one pickup the phone)

1.2 How to check all the dial contact numbers inside the memory?

After we programmed the numbers with SMS command from DIAL01 to DIAL05 (Maybe we don't need to program all DIAL numbers, then just keep it as 0000)

Then we can use the command:
#PWD123456#DIAL=ALL?
to check all the numbers in the Dial number group.

Only simply finished the above two steps,then now,then you can now try to Press the front Button to call the Dial numbers.

1.3 How to Adjust the voice volume for speaker

During voice talking with GSM-HELP box,Press the * or # on your mobile phone keypad to Increase or Decrease the speaker sound volume.

Press * :   Increase
Press #:   Discrease

2. "DIAL Number call back to the GSM-HELP" Function

#PWD123456#M1

#PWD123456#M2

#PWD123456#M3

M1: If Dial in and the GSM-HELP box need to press the button to pickup the phone,then select M1
M2: If Dial in and go to site spy listener directly,you can hear the site voice,Only when you press any keypad button of your phone twice,then the person near the GSM-HELP box can hear your voice and talk with you,then select M2
M3: If Dial in and go to voice talking directly,then select M3

With this function and work together with the alarm input,then would be very useful,And GSM-HELP box will work as an 24 Hour Site Safety Guard
For example,when alarm SMS received,then you can call back to the GSM-HELP box and Secretly monitor the sound of the scene.
We suggest the working mode as following:(you can try each mode and select your suitable mode)
- *Working with gate security person:*   *M1*
- *Working for company service center:*   *M1*
- *Working with warehouse security gard:*   *M2*
- *Working for taxi service point:*   *M2*
- *Working for home security gard:*   *M3*

3. How to change the password for security programming

For sample command #PWD123456#DIAL01=13122544521
(the number 123456 is the password,you can change it with your password number)
The standard default one, when the device comes from the factory, is 123456.
User can use the #CAP command with old password to change it to another 6 digits as a password.
For example, to change the password 123456 to the new password 333444 ,user send the SMS command:
#PWD123456#CAP333444#CAP333444
Acknowledge SMS: PWD SETUP OK

#PWD123456#CAP345798#CAP345798

PWD SETUP OK

4. How to RESET the GSM-HELP?

Press and hold the JP3 RESET Button, then D4 Led will be ON,after 6 seconds later, the D4 Led will start to flash,then release the RESET button.
This operation will reset the password to default 123456 and all the DIAL and ALARM numbers will be lost and the working mode will go to M2

5. How to Use the alarm input port: Alarm In1 and In2

GSM-HELP Box has two alarm input. When the input is shorted to GND ,then will trigger the alarm and send the predefined SMS to Alarm numbers (Maximum 3 numbers to receive the alarm SMS or Calling)

#PWD123456#ALARM02=1801737088

ALARM02 SET TO 1801737088 OK

#PWD123456#ALARM=ALL?

ALARM IS 0000:1801737088:0000

#PWD123456#ALARM-IN1=ON:SMS:2,ALARM-IN2=ON:PHONE:3

ALARM-IN1=ON:SMS:2,ALARM-IN2=ON:PHONE:3 OKAY

#PWD123456#UDI1:East warehouse motion alarm,UDI2:East warehouse door alarm

UDI1:East warehouse motion alarm,UDI2:East warehouse door alarm OKAY

#PWD123456#UDI?

UDI1:East warehouse motion alarm, UDI2:East warehouse door alarm

5.1 Setup the alarm numbers:
    #PWD123456#ALARM02=1801737088
(Of course, change the 1801737088 to your number)

5.2 Read back all the alarm numbers
    # PWD123456#ALARM=ALL?

5.3 Setup the alarm method with SMS or Phone calling.
#PWD123456#ALARM-IN1=ON:SMS:2,ALARM-IN2=ON:PHONE:3
The digital number 2 or 3. that means ,when alarm input is shorted to GND, and how long to delay to send the SMS
You can select PHONE or SMS to report alarm
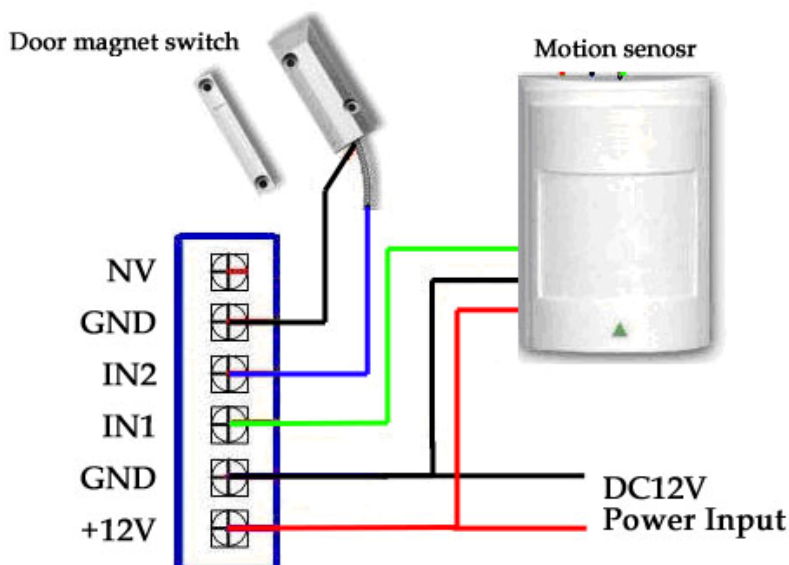
5.4 This UDI SMS is used to Customize the SMS Text content when alarm happen
#PWD123456#UDI1:text01,UDI2:text02
(Every alarm SMS content must be less than 25 characters)

5.5 Check the Alarm SMS text setting
#PWD123456#UDI?

Sample picture of how to connect the sensor to Alarm input:

For example1, you can connect a Push Button to the Alarm1 and GND,then this can be working as the Guard Tour Site Report.

For example2, you can connect a Door magnet switch to the Alarm1, then when the door is opened,you will receive the SMS notification

For example3, you can connect a Person motion sensor to the Alarm input port, then will have the Burglar Security Alarm function,and then you can call in to listen the site and can even speak Loudly to scare away the burglar.

6. Important information

- Please read the User Manual carefully before you install and use the GSM-HELP.
- Suggest to test all function of GSM-HELP to know well.
- Avoid getting water into the GSM-HELP.
- Have a secure connection to the main power supply.

7. Maintenance

- In case of failure, please contact the distributor or manufacturer.
- If the GSM-HELP works but fail to send SMS texts, switch the power off and on again after one minute. Test it after few minutes later,or ensure and check the settings are correct and the cellular signal strong enough.
- If the GSM-HELP works well with Call button but cannot send SMS texts, please change a SIM Card from another Mobile Operator's, and then testing again.
- Please contact the distributor or manufacturer if the problem can't solved.

8. Warranty

- The GSM-HELP is warranted to be free of defects in material and workmanship for one year from the date of purchase.
- This warranty does not extend to any defect, malfunction or failure caused by abuse or misuse by the Operating Instructions. In no event shall the manufacturer be liable for any alarm system altered by purchasers.
- Warranty service doesn't include free shipping charge.Need to ship the box to distributor or manufacture.
- Please contact the distributor or manufacturer if the problem can't solved.

9. OEM and ODM service

- We provide the OED service, design and manufacture the controller for you with your idea.
- We provide the customized front panel and print with your company LOGO.