

# mobeye<sup>®</sup>

USER MANUAL

## **Mobeye<sup>®</sup> Panic Button**

### **CM4500**





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## **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**

This product contains recyclable components. When disposing of this product, please take it to a waste collection point for disposal or to your sales point. Bring empty batteries to a recycling centre or collection point.

## **1. GENERAL DESCRIPTION**

The Mobeye Panic Button is a monitoring device with an integrated communication module used to send alarm notifications after the push button was pressed for at least a second or after the activation of an input. It can run battery operated or externally powered. If an external power supply is used, it can also send a power failure alarm.

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

First of all, you need to insert a SIM card. With the Mobeye SIM card, the Panic Button uses the 4G LTE-M network. This network has a strong network coverage, deep penetrability in buildings and also works in remote areas. The Mobeye SIM card is a 'multi-provider' and can be used internationally; it may choose from several providers per country. In case of a network problem it will switch to another provider or fall back to 2G. In addition, the Mobeye SIM card offers access to the Mobeye Internet Portal. This management environment gives the device essential functions such as online programming, display of status and history, extensive possibilities for reporting messages and will also monitor test messages (keep alive).

Optionally, alarm messages are sent as a push message via an app. The relevant contact person will receive instructions and an installation link on their phone.

It is also possible to place your own (2G) SIM card. The most important alarm functions such as calling and/or texting after an alarm also work. The communication goes entirely through the 2G network. The Mobeye Internet portal features will not work.

Where the installation steps differ for both modes of use, this is indicated. 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 with Mobeye SIM card and registered on the Mobeye Internet Portal, has the following behaviour as factory settings:

- In case the button is pressed for at least a second, the Mobeye Panic Button sends an alarm message to the Mobeye Internet Portal. The Portal forwards the alarm as push notification, call (spoken message), 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, a message is sent to the Mobeye Internet Portal, which forwards the message.
- 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 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.

Communication between the Mobeye Panic Button and the Mobeye Internet Portal takes place via data (and SMS as fallback). Messages can be sent as a push message to the Mobeye Messages app (via the portal). If a contact confirms the receipt of the message, the subsequent contacts will not receive it (alternatively a group message is possible). If the message is not confirmed (or the app is not used), it can still be sent by call (with spoken text). SMS and email are also possible. A credit system applies to calling and SMS texting, the other methods are unlimited. At initialisation and contract renewal, a starting credit is loaded, which is sufficient for most users. In the event of a low balance, the account holder will receive an email with the advice to top up online. The credit balance has an unlimited validity period and applies to all devices under one account.

## **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:

- When the button is pressed for at least a second, the Mobeye Panic Button sends an alarm SMS text message and calls the phone numbers programmed in by the user.
- When 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.
- 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.

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:

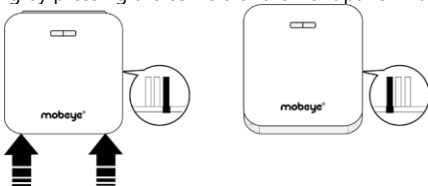
1. Open the casing and insert the SIM card
2. Insert the batteries
3. Connect an external power supply (optionally)
4. Connect an external button to the input (optionally)
5. Programming when using the Mobeye SIM/Portal
  - a. Sign up in the Mobeye Internet Portal
  - b. Activate the SIM card and the device
  - c. Program the settings and synchronise
  - d. Use of the portal and app
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 3.34.

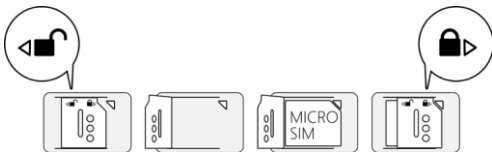
Step 5 is described in chapter 4. Step 6 can be found in chapter 6.

#### 3.1 OPEN THE CASING AND INSERT THE SIM CARD

Open the casing by pressing the corners of the front panel with both thumbs.



Insert the SIM card into the module.





### When using the Mobeye SIM card:

The Mobeye SIM card is PIN code secured and will only work in a Mobeye device. Please do not place it in another device.

### When using your own SIM card:

An own SIM card has a "micro" format, is suitable for the 2G network and can make calls and send text messages. The PIN code is "0000", or the SIM card is PIN code free.

(A PIN code can be changed or removed by putting the SIM card in to any mobile phone and entering the 'security' menu.)

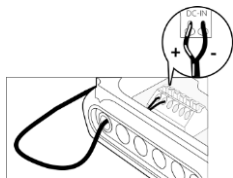
Note: make sure that the power supply is removed when inserting or changing the SIM card. The settings are stored in the device memory.

## 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 Panic Button is designed to run on batteries, it is possible to use an external power supply. In this mode the module is always connected with the mobile network and therefore always in program mode. In this way the messages are sent sooner. 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 communication module switches off and only establishes network connection when it needs to send an alarm notification, test message or low battery alert.



Connect the power adapter (or any other regulated 12-24VDC power supply) to the power input of the connector (press on the green pins to connect the wires).

	<u>Mobeye adapter 10027</u>	<u>position</u>
- V+ to "+"	black lead with white stripe	left
- Ground to "-"	black lead	2 <sup>nd</sup> from left

### 3.4 CONNECT EXTERNAL BUTTONS TO THE INPUTS (OPTIONALLY)

It is possible to connect external (potential free) push buttons or output signals to the inputs. Insert the 2 wires of the 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.

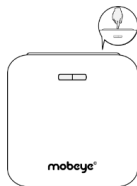
As default the input is programmed as Normally Open (NO) contact. This means the input is triggered if the input is closed for at least 1 second. In case the contact is Normally Closed (NC), see paragraph 5.3. If the sensor needs to be activated for a longer period before triggering an alarm, see 5.4.

- A second external sensor can be connected to input 2.

### 3.5 NETWORK CONNECTION AND PROGRAM MODE

After placing the batteries (and external power) the Mobeye Panic Button will search for the network. The outside LED flashes green and red. This process normally takes 10-30 seconds, in a new device this can take some minutes. When the network has been established the LED will first blink green rapidly and next stay green (or flashes 1 sec. on/1 sec. off in case the unit has not been configured yet).

In a battery-operated unit a time-out occurs after 3 minutes, after which the communication module switches off in order to save the batteries. In this low power mode the LED flashes once per 3 seconds. It will search for network connection once it needs to send notifications. It can also be forced to establish a network connection by re-inserting the batteries or pressing the button at the back for 5 seconds.



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

## 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

If the SIM card and batteries are already installed, a pop-up will appear, where you assign a name and location to the device. You can change these later.

(If you have not installed the SIM card and batteries before, you will first be asked to select the device type, in your case it will be "CM4500".)

At the moment you accept the price and terms, you confirm the subscription. You will be taken to the payment screen. You will receive an invoice for the mentioned amount. Your new device is now visible on the dashboard.

Before the device is ready for use, first prepare the settings and alarm forwarding. See next paragraphs to learn how to do this.

### 4.3 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 (regular test message, alarm, low batteries).
- 2) reconnecting power and reinserting batteries.
- 3) pressing the button (at the backside) for 5 seconds.
- 4) pressing the SYNC symbol in the portal settings (only visible if external power is connected), or sending the SMS command 1111 SYNC to the phone number in the unit (1111 is the security code in factory settings).

During the data exchange with the portal, the LED flashes green. A battery-operated unit will first blink red-green while connecting to the network.

### 4.4 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. If devices in the dashboard have logging functions, the dashboard changes when you click on "Diagrams" or "Gauges" in the gray bar. Select a device to go to the details of a specific device.

#### Status & History

The status block shows values about the status of the unit.

If the "Synchronised" status is set to "No", there are new settings or alarm numbers that still need to be transferred to the device.

The network strength value at the last communication session is shown. If the value is lower than -98 dB, 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 list.



## 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 4.3 for more information about synchronizing.

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

## Alarm dispatch and the Mobeye app

In the block "Contacts for messages" you link the contact persons who receive alarm and service messages via push notification, call, 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. For push notifications, install the  Mobeye Messages app from the Play Store/App Store on the phone.

- Select "App message" for a push notification. A contact will then (once) receive a code via SMS to register in the app.
- Optionally select "Voice call" as a fallback: If none of the contacts confirm the app message, a voice call will follow.
- If no app message is set for a contact, but call is set, this call is always made (regardless of whether other contacts receive push notifications).
- If SMS and/or email is set up for a contact, this is always sent (possibly alongside the app message).
- An app message can be sent as a group message (to all contacts at once) or via an escalation plan (where a "confirmation" prevents the app message from being forwarded to a next contact).
- When selecting "Escalation", adjust the order with the arrows ▲ and ▼.

Hints:

- Always include an email contact for service notifications.
- During testing, we recommend using the app and email (and minimizing calls and texts) to save on credit.
- If the app asks for a new code or a contact has a new phone, send it from the contacts tab (change contact).

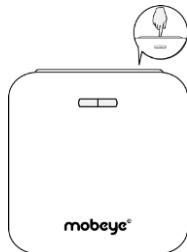
## Message texts

The message texts contain the texts that, in addition to the name and location, are included in the messages. These texts can be adapted to your own text.

## 4.5 HOW TO ACTIVATE THE PANIC BUTTON

After the previous steps the Mobeye Panic Button is ready for use. It is armed automatically.

In order to activate the Mobeye Panic Button, press the button at the backside for at least 1 second. The green LED switches off to indicate the disarmed status.



## 4.6 SYSTEM RESET

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

### 1. 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. Reset the Mobeye Panic Button to its factory settings

1. Remove the batteries and SIM card (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.

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

When using Mobeye Internet Portal: an unlimited number of contacts can receive the alarm messages. These are set in the portal.

When using your own SIM card: the Mobeye Panic Button can inform 5 telephone numbers in the event of an alarm. It is mandatory to set at least one number (TEL1). The numbers set are used for the telephone calls and/or SMS messages from the unit.

### 5.2 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 may 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).

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 set. 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).

### **5.3 INPUT TYPE**

The input type defines the character of the additional 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".

### **5.4 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 0 second for input 1 and 1 for input 2.

### **5.5 INACTIVE TIME**

The "inactive time" defines the time an input is not active after an activation. During the inactive time, no new alarm message will be sent. Only when the input returned to the non-alarm status, gets activated again and remains active, an alarm will be sent yet after the inactive time. If the time is set to "0" (minutes), the input will be active again immediately after returning to the non-alarm status. The time can be set between 0 and 60 minutes. As default, the inactive time is set to "0".

### **5.6 ALARM REPEAT TIME**

In order to emphasize the urgency of the alarm messages, all alarms can be repeated. As long as the 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 0 hours.

### **5.7 POWER FAILURE MESSAGE**

If the Mobeye Panic Button is supplied with external power and the power fails, it can send alarm messages. If the setting is "OFF", no message is sent.



When set to "ALARM", notifications are sent to the set contacts. When using your own SIM card, the setting "ALERT" only results in an SMS notification to TEL1. The default setting is "OFF" for portal use and "ALERT" for own SIM cards.

### **5.8 POWER FAILURE DELAY TIME**

To avoid false alarms caused by short power failures, a power failure delay time can be set. This 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".

### **5.9 CALL AND/OR SMS (OWN SIM CARDS)**

When using your own SIM card, by default the Panic Button will call and send SMS text messages. It is possible to suppress one of these. By turning off the CALL, the unit will only send SMS text messages. By turning off the SMS, it will only call. The default both values are set to "ON".

### **5.10 PRIORITY OF THE MESSAGE (OWN SIM CARDS)**

This setting is only relevant once using your own SIM card. In the event of an alarm, the Mobeye Panic Button will first send an SMS notification and then call the contacts. The priority can be changed to CALL first. By default, the priority is MESSAGE (SMS is sent first).

## 6. PROGRAMMING WHEN USING OWN SIM CARD

If your own SIM card is used, programming proceeds via SMS commands. For this purpose the communication module requires network connection.

### 6.1 PROGRAM MODE

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

A battery-operated Mobeye Panic Button switches to the program mode after re-inserting the batteries or pressing the button at the back for 5 seconds. While searching for the network connection the outside LED flashes green and red. This process normally takes 10-30 seconds. When the network has been established the LED will first blink green rapidly and next stay green (or flashes 1 sec. on/1 sec. off in case the unit has not been configured yet).

In this program mode the device is ready to receive commands and settings. In a battery-operated unit a time-out occurs if no correct command is received for 3 minutes, after which the communication module switches off in order to save the batteries. In this low power mode the LED flashes once per 3 seconds to indicate it is armed.

### 6.2 PROGRAMMING THE SETTINGS BY SMS

When using your own SIM card, the 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 TEL1:0044772345678**

- 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.

### **6.3 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) is mandatory. This number will receive, next to alarm message, also system messages such as battery low and keep-alive message. The telephone number TEL1 is programmed via an SMS command. This can be done from any telephone, making it possible to program someone else's number. The TEL1 telephone will receive a confirmation text message with the security code.

SMS command 1st telephone number: CODE TEL1:

example: 1111 TEL1:07212345678

.... similar for TEL2 ... TEL5

To program international numbers, start with 00 followed by the country code (for example 0044123456789).

example: 1111 TEL1:0044612345678

## 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
Interval 'test SMS'	TEST:	0 ... 30 (days)	0
Time test message	TESTTIME:	hhmm	
Input type input 1	TYPEIN1:	NO, NC	NO
Input type input 2	TYPEIN2:	NO, NC	NO
Delay on input 1	DELAY1:	0 ... 999 (sec)	0
Delay on input 2	DELAY2:	0 ... 999 (sec)	1
Inactive time input 1	INACTIVEIN1:	0 ... 60 (min)	0
Inactive time input 2	INACTIVEIN2:	0 ... 60 (min)	0
Alarm repeat time	REPEAT:	0 ... 24 (hrs)	0
Power message	POWERMESSAGE:	OFF,ALERT,ALARM	ALERT
Power failure delay time	DELAYPOW:	0 ... 999 (min)	0
Actual time	TIME:	hhmm	Empty
Actual date	DATE:	yyyymmdd	Empty
Call on/off	CALL:	ON, OFF	ON
SMS on/off	SMS:	ON, OFF	ON
Priority	PRIO:	CALL, MESSAGE	MESSAGE
Alarm tekst button	TEXT1:	20 characters	Panic alarm
Alarm text input 1	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

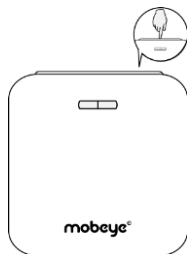
**Examples:** Set phone number 1: 1111 TEL1:0712345678  
Delete phone number 1: 1111 del1

## 7.2 HOW TO ACTIVATE THE PANIC BUTTON

After the previous steps the Mobeye Panic Button is ready for use. It is armed automatically.

In order to activate the Mobeye Panic Button, press the button at the backside for at least 1 second. The green LED switches off to indicate the disarmed status.

After the previous steps the Mobeye Panic Button is ready for use. It is armed automatically.



## 7.3 SYSTEM RESET

To reset the Mobeye Panic Button to its factory settings:

1. Remove the batteries and SIM card (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.

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.

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

SMS command status request:	<b>STATUS?</b>
example:	1111 STATUS?

### LIST OF SETTINGS

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

SMS command list basic settings:	<b>SET?</b>
SMS command list advanced settings:	<b>SETA?</b>
SMS command list of texts:	<b>TEXT?</b>
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:	<b>CALL?</b>
example:	1111 CALL?

## 7.5 TECHNICAL MESSAGES

In the event of technical issues the telephone number programmed in at position 1 (TEL1) 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.

## 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

Communication	: 4G LTE-M, Fallback 2G 900/1800 MHz
Batteries	: 2* CR123 (lithium) recommended: Varta, Panasonic and Energizer (please no Duracell or Philips)
Battery life in normal mode	: > 1 year (battery operated) : > 3 years (external power supply)
Ext. power connection (optional)	: 12 -24V DC (+/- 2V DC) / min. 500 mA any 24 VDC power source needs to be regulated
Power consumption low power	: ca. 50 $\mu$ A stand-by / max. ca. 500 mA
Power consumption 12-24V	: ca. 50 mA stand-by / max. ca. 500 mA
Dimensions	: 94 x 94 x 28 mm
Ambient temperature	: -10 °C until +50 °C

This product is designed and manufactured in the Netherlands.  
For more information, visit [www.mobeye.com](http://www.mobeye.com).

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This user manual meets the technical requirements at the moment of printing. Changes in technology and equipment are reserved.

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## Declaration of Conformity

Herewith we, Mobeye, declare that the

Mobeye CM41 telemetry module

And the derived products

CM4000, CM4100, CM4200, CM4300, CM4300-FS, CM4410, CM4500, CM4600, CM4610,  
CML4015, CML4055, CML4255, CML4275, CML4285, CMVXI-R, iCM41

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

Directive 214/35/EU (low voltage directive)

Directive 2014/30/EU (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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