Homeowner User Manual

For

CELLCOM *Prime*

GSM Intercom System

For Service, Warranty and Support Contact:

Installed By:	
Install Company Name:	
Installer Phone Number:	
Installer Email Address:	
Date of Install:	

Note: For legal and safety reasons, the manufacturer cannot offer telephone technical support to un-certified or non-qualified persons. Technical support can only be delivered via a qualified gate-safe installer.

Contents

Overview of System
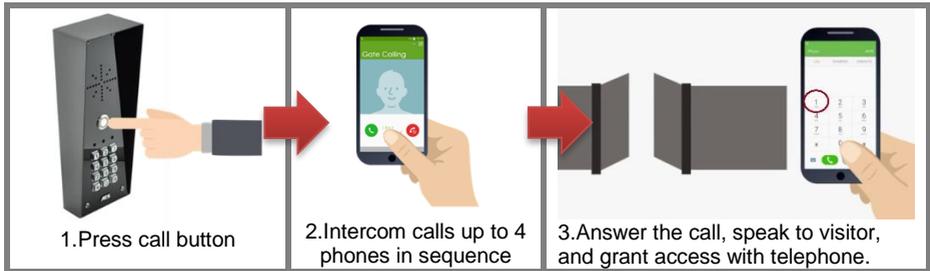
Thank you for purchasing an AES Intercom system.
This product is a GSM Intercom system, which operates on GSM phone networks.
You will need to ensure you have adequate cellular coverage at your location before using this product.
You will also need to ensure that this product has an active SIM card inside. Failure to maintain the SIM card plan will render the product un-operational until cellular service is restored.

Receiving A Call and Opening Gates / Door

Visitors can press the call button, which will initiate a call from your intercom to the designated phone numbers which will have been programmed by your installer.

| 1.Press call button | 2.Intercom calls up to 4 phones in sequence | 3.Answer the call, speak to visitor, and grant access with telephone. |

Output 1

This is usually main gate/door.

Press 1 to open

Press 2 to hold open
Press 3 to un-hold
(Note: Hold open features are only available on certain gate/door systems. Contact your installer for details)
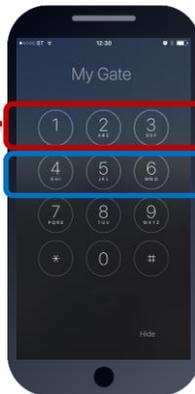

Output 2

This can be pedestrian gate, driveway lights or other.
Press 4 to open/activate
Press 5 to hold open/on
Press 6 to un-hold/off
(Note: Hold open features are only available on certain gate/door systems. Contact your installer for details)

Access Control by Calling the intercom (CallerID)

This product can store up to 100 phone numbers, which we shall call "Authorized phone users". While these users will not receive a call from the intercom on visitor arrival, they can call the intercom from their phone which will trigger output 1 and open the gate/door. Contact your installer to have numbers added or removed from this list.

To open your gate or door (output1), simply call the sim card number of the intercom from your phone.
If your number has been stored by your installer, then relay 1 will trigger and open the gate or door and the call will be rejected, making this a free call.
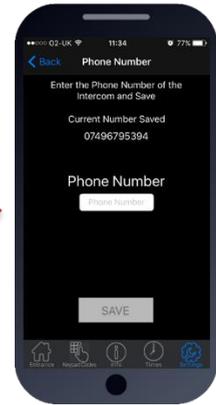
Using the Cellcom Prime App

You can use the free Cellcom Prime on Android phones and iphones. Look for the for the icon below or scan the QR code..
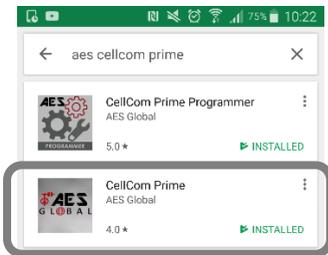
1. Install + launch the app, & accept all permissions. Press **SETTINGS**.

2. Press the PHONE NUMBER button.

3. Enter the phone number of the **intercom** SIM card.

Note: If the default engineers code or user code have been changed from their defaults, then please change as required in the relevant section above. You may need to contact your installer for this step.

IMPORTANT: Android users, if you receive an error message "Command Failed", go to Phone Settings/Application Manager/Permissions, and turn on all permissions for the app.

Summary of the App Home Screen

Switch between output 1 and 2

Speed dial gates to open

Unlatch (allow held open gates to close). This will send SMS string to the intercom.

Latch (hold open gates). This will send SMS string to the intercom.

Add/delete keypad codes

Home button (only iphone)

Timing Functions

Setup APP

Notifications

Output 1 | **Output 2**

Entrance | Keypad Codes | Info | Times | Settings
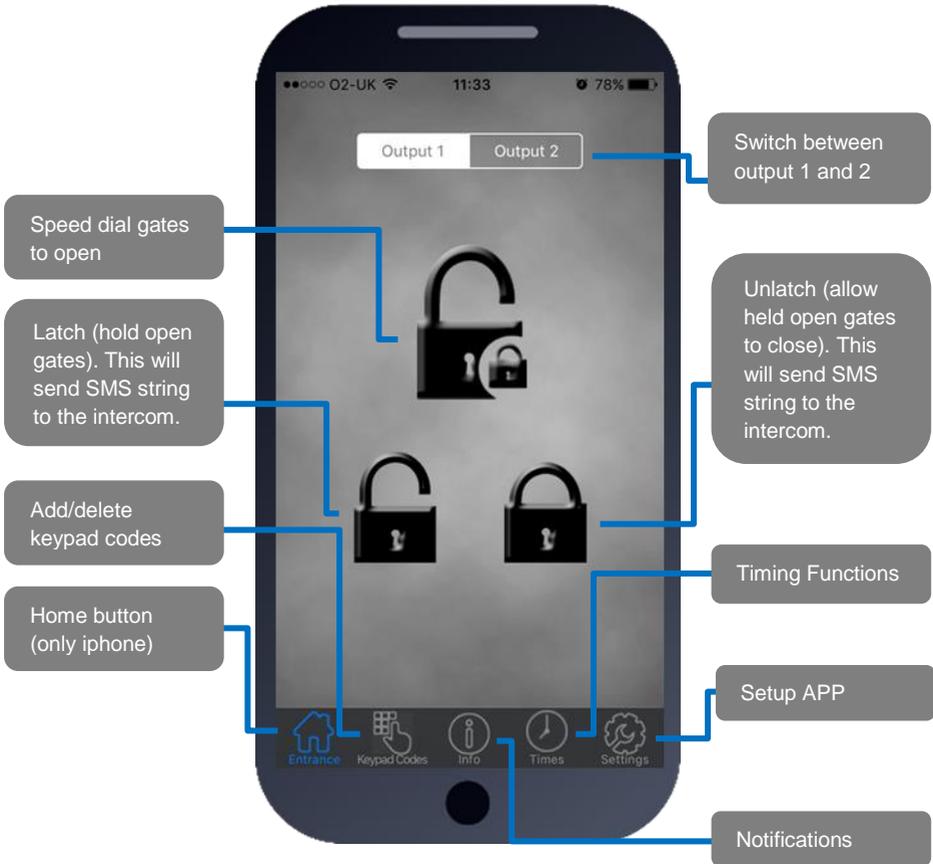
Opening the gate by App

Press the main button as shown. On Android phones it will automatically call the intercom and trigger the gate/door. For iphones, it will take you to your dialling screen with the number pre-loaded and you can press to dial (this is a security feature by apple).

Note: Your installer will need to store your phone number in the intercom before this speed dial feature will open the gate.
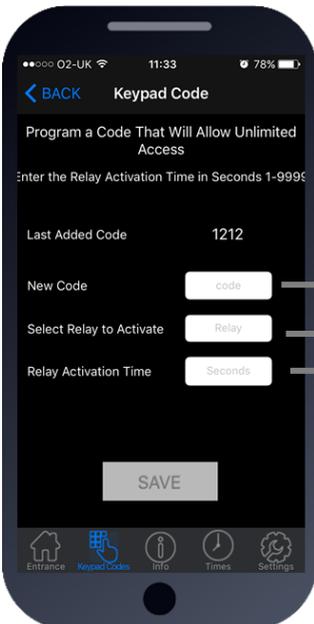
Adding Keypad Pin codes

Use this to add up to 200 permanent 24/7 codes.

20 time-restricted codes (only work during pre-set days and times of the week.

30 auto-expiring temporary codes.

Delete any code.

Permanent 24/7 codes

Add a new code (up to 4 digits)

Enter 1 for the main output relay, or 2 for the secondary output (ask your installer if this is being used)

Can be 1 to 9999 seconds (2.7 hours).
For Automatic Gates
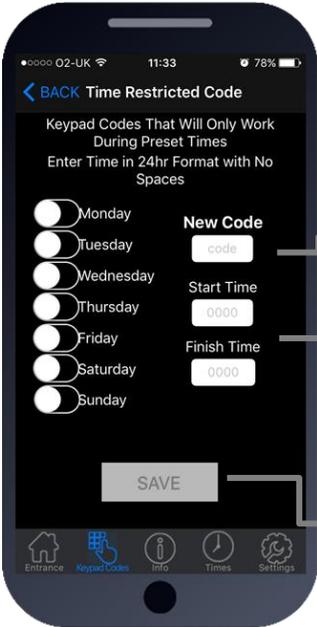Enter 0 for a latching code (hold open).
Enter 1 sec to trigger normally.
Enter 3600 for a 1 hour hold open code.
Note: Latching and hold open only work for selected types of gate installs (ask your installer).

For Strike Locks enter 1 sec, mag locks 7 secs

Time Restricted Keypad Pin Codes

Up to 20 codes can be added which will only operate during pre-set times and days of the week. This is useful to improve security by giving pin codes which will only work during desired hours and days of the week.

Add a new code (up to 4 digits)

Select the days during which the pin code should work, and between which times. Note: Enter time in 24 hr military format with no colons.
E.g. 9am = 0900. 5pm = 1700.

Press Save to send SMS (iphone users must also confirm from SMS screen).
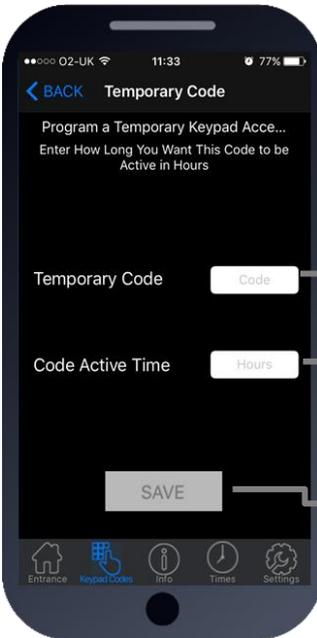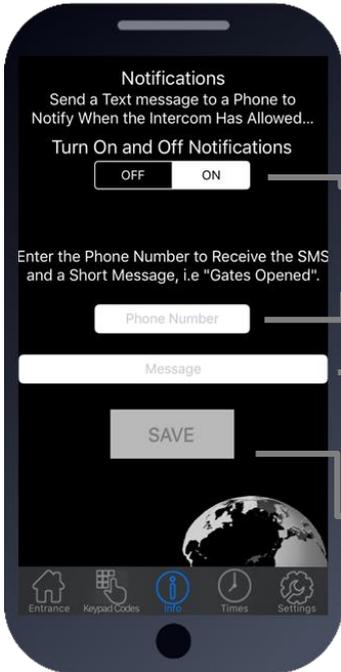
Auto-Expiring Temporary Codes

Up to 30 codes can be entered along with an auto expiry time in hours, from 1 hour to 168 hours (1 week). Once the time has expired, the keypad code will automatically be deleted from the memory.

Add a new code (up to 4 digits)

Enter the expiry time in hours (1-168)

Press Save to send SMS (iphone users must also confirm from SMS screen).

Notifications

ONE PHONE can receive a SMS notification when the intercom triggers the gates.

Turn this feature on and off quickly with this button.

Enter your cell phone number here

Enter a SMS message which will be sent each time the gates are triggered. E.g. "Gates Opened"

Press Save to send SMS (iphone users must also confirm from SMS screen).

Remember only one phone at a time can use this feature.
IMPORTANT: Activating notifications will mute the keypad confirmation tones.
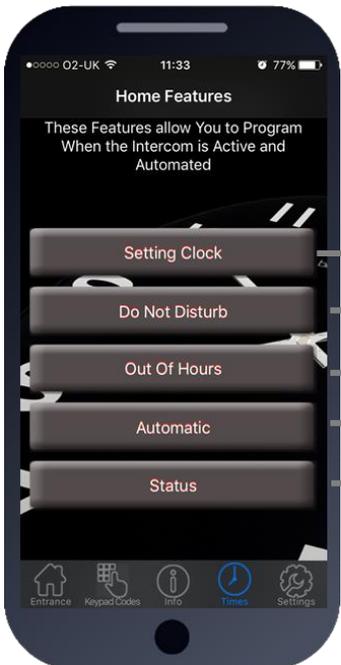
Timing and Other Features

Use this button to turn on automatic time re-calibration after power failures.

Do Not Disturb – Used to disable calls from the intercom during un-sociable hours.

Call an alternate number after hours (hours set by the "do not disturb" screen)

Automatic – Used to set automatic open and close times for certain times and days of the week.

Status -Check signal strength, relay status, stored keypad codes, activity log.

Do Not Disturb

This feature can be used to prevent calls during unsociable hours or at weekends. Simply turn the feature ON and then enter ACTIVE times which you want the call button to work for. Outside of these times the intercom can still be used for caller ID access or pin codes but the push button will not operate.
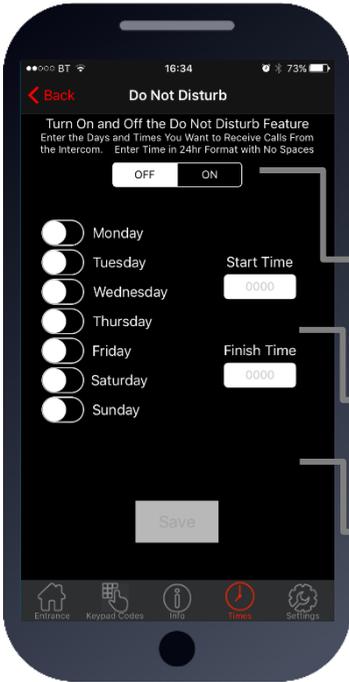
Quick turn ON or OFF. Note: turning ON without any times being entered will disable the call button all of the time!

Select the start and finish time for button activity and select the days.

TIP: To have the call button active from 9am to 10pm Monday to Friday, select the 5 days, enter 0900 as a start time, and 2200 as a finish time and press SAVE.

After Hours (Out of Hours)

Once the do not disturb is set above, users can program the intercom to call an alternative phone number during do not disturb times rather than call no one. This is used for calling a security guard, site manager, or a different phone outside normal hours.
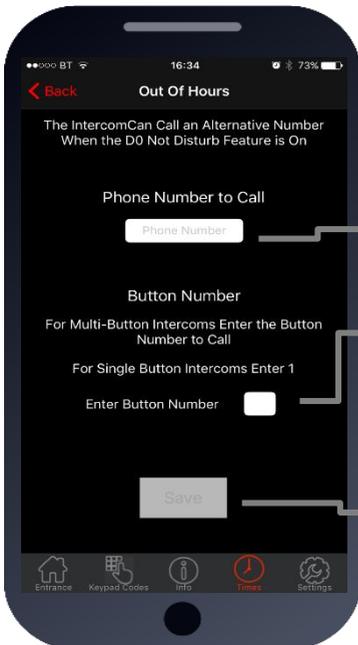
Enter the alternative phone number.

Some intercoms have more than one button for multi-family shared gates or doors. Enter the button number here (if in doubt check with your installer before programming this feature).

Press Save to send SMS (iphone users must also confirm from SMS screen).
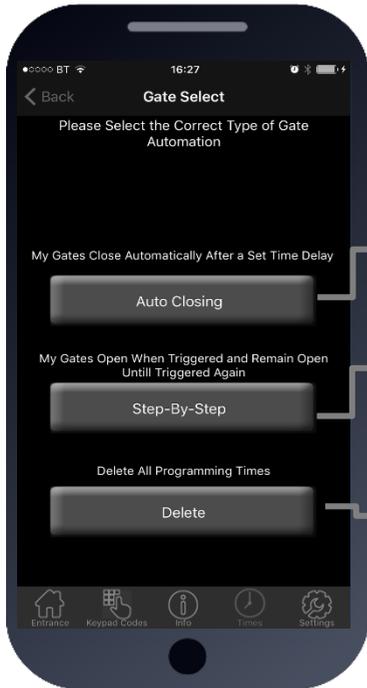
Automatic

The built in time clock in this intercom can be used to create automatic open and closing times during the week for your gates.

Discuss this feature with your installer if you are unsure on its use. Not all gate systems are capable of responding to automatic trigger times.

Auto Closing – Select this option if your gates close after a time delay automatically after being opened.

Step-by-step – Select this option if you trigger your gates with a fob or code to open, and you have to trigger them again to close them.

Delete – Use to delete all programmed trigger times and start fresh.

DISCLAMER: The manufacturer cannot take responsibility for damage caused to persons or property, due to automatic triggering of motorized gates. All gates should be fitted with safety compliant obstacle detection, safety edges, and photo sensors.

Lets look at the two options in more detail over the page….

Auto-Closing Mode

For some gate systems, if the intercom relay is triggered and stays latched ON, then the gates will open and remain open until such times the relay is released again to the OFF position.
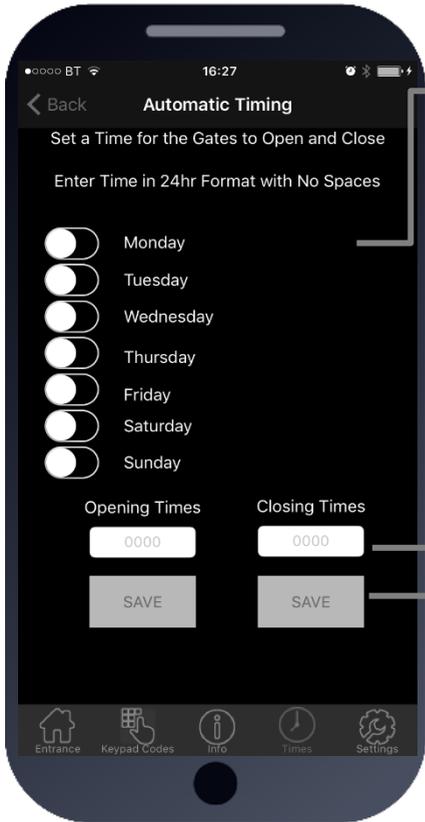
STEP 1 – Select days and an OPENING time, and press Save button below. Send the SMS to program the desired opening time.

STEP 2 – Repeat the process selecting the same days and a CLOSING time, press save and send the SMS to program the closing times.

OPENING times will LATCH the relay 1 ON. CLOSING times will UNLATCH the relay 1 OFF.
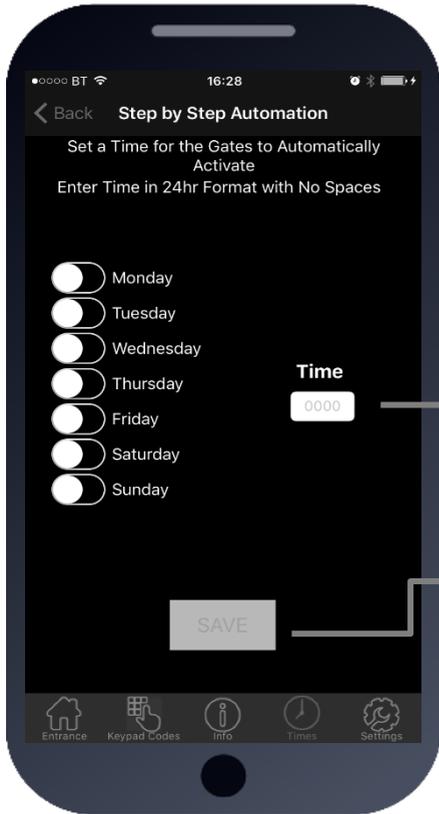Note: Store times in 24 hr format, with no colon. E.g. 11pm = 2300.

Press Save to send SMS (iphone users must also confirm from SMS screen).

Phone screen:

●○○○○ BT 🖿   16:27   ⊙ ⁑ ▬ ✦

‹ Back   **Automatic Timing**

Set a Time for the Gates to Open and Close

Enter Time in 24hr Format with No Spaces

Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday

Opening Times   Closing Times
0000   0000

SAVE   SAVE

Entrance Keypad Codes Info Times Settings

Notes:
1. Up to 40 trigger events per day can be stored in the intercom.
2. The intercom synchronises its time from any incoming SMS message. In areas where there are "summertime daylight saving2 schemes, the intercom time clock will be out of sync by one hour until it receives a SMS message. Simply press the "SETTING CLOCK" button as shown on page 8 to re—sync time. Alternatively, the intercom can be programmed to send itself a SMS once per day which will keep time sync. Talk to your installer if you want this feature activated.
3. In the event of a power failure, the clock will be reset and be out of sync. Your installer can activate a feature whereby the intercom will send itself a SMS after powering up again and automatically re-sync its own time. Speak to your installer about this feature.

Step-by-Step Mode.

For gates in this mode, we will program the intercom to give a momentary trigger from relay 1 to the gate system. If the gates are closed when this trigger is received, then they will open. Conversely, if they are open when the trigger is received, then they will close.

Select the days you want the trigger to occur and enter the time in 24 hour format without colon. E.g. 11PM = 2300.

Press Save to send SMS (iphone users must also confirm from SMS screen).

Notes:
1. Up to 40 trigger events per day can be stored in the intercom.
2. The intercom synchronises its time from any incoming SMS message. In areas where there are "summertime daylight saving2 schemes, the intercom time clock will be out of sync by one hour until it receives a SMS message. Simply press the "SETTING CLOCK" button as shown on page 8 to re—sync time. Alternatively, the intercom can ne programmed to send itself a SMS once per day which will keep time sync. Talk to your installer if you want this feature activated.
3. In the event of a power failure, the clock will be reset and be out of sync. Your installer can activate a feature whereby the intercom will send itself a SMS after powering up again and automatically re-sync its own time. Speak to your installer about this feature or sue the "Setting Clock" button on your app (page 8).

Status Options

The Status button will bring you to the sub-menu shown which you can use to interrogate some parameters and statuses of the intercom.
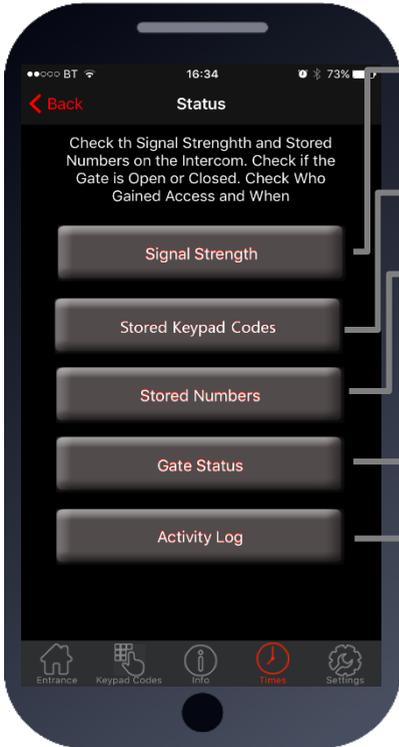
Can be used to check if the intercom reception is ok. You will receive a SMS reply with a signal level on a scale of 1-31

Check stored keypad codes

Check stored phone numbers for dial out and CallerID access.

Used to check if your gates are open or closed, depending on your configuration. If in doubt, ask your installer how this feature can be used.

Used to check who opened or triggered your gates and when. Get a SMS reply with pin codes and caller ID access used with time and date.

Signal Strength

This button will send the SMS *20# to the intercom. It should reply as shown and will indicate 2G or 3G network type. Should it read below 10, talk to your installer about a high gain antenna to boost reception or discuss trying an alternative network provider.

Stored Keypad Codes

> 1234#25#

Norm: 2345, 8965, 1234
Temp: 4567, 5555
Plan: 3421

This button will send an SMS string to the intercom to check the keypad codes which are stored in the unit.

NORM = Normal codes, can be used 24/7.
TEMP = Temporary codes which will auto expire.
PLAN = Time restricted codes.

Stored Phone Numbers

> *21#

O11: 9876543210
O12: 9995554321
I1: 9876543210
I2: 9995554321

This button will send an SMS string to the intercom to check the phone numbers which are stored in the unit.

O11 = dial Out first number. O12 is dial Out second number etc.
These are the phone numbers the intercom will call on button press.

I1-I99 = Dial IN phone numbers.
These numbers can simply gain access by caller ID when they call the intercom.

Gate Status

> *22#

Relay1 = ON
Relay2 = OFF
Status = Open

This button will send an SMS string to the intercom to check the state of both relays and the optional "Status" input (gate can have a limit switch fitted for the status feature).

If any relay is ON, it is possible your gates are held OPEN by the intercom. You can press the UNLATCH button on the home screen to send the UNLATCH command and then check again the status of the gate. Speak to your installer if you have questions on this feature.

Activity Log

> *23#

0930-16/7/17-**code**-XX45
2310-15/7/17-**CID**-654321
1804-15/7/17-**USER**-559999

This button will ask the intercom to send a series of SMS messages to your phone which will indicate the last 20 events that have occurred on the intercom, starting with the most recent. This can be used to see who gained access and when.

CODE = Keypad PIN code used to gain access (only last 2 digits of code shown).
CID = A known user used called the intercom to gain access with Caller ID.
USER = This person answered their phone to the visitor (Last 6 digits of phone number).

CAUTION

Please refrain from pressing the LOG button more than once at a time, as doing so can overload the intercom with message requests and it may need powered off and on again to resume normal operation. Thank you!

Troubleshooting

Problems installing the APP

Ensure that the full phone number of the intercom is entered in the settings screen, and that the pass codes used are correct. Your installer can inform you of what the pass codes are for using this app.

Android users – see install instructions at the beginning of this manual, especially the reference to permissions.

On an iphone it does not activate the commands without first taking me to my dialling screen or SMS screen.

This is a security feature implemented by Apple and not a restriction of the app itself. Apple block direct SMS or dialling from any app and require the user to confirm SMS sending or call generation before it will occur.

My gates are opened and will not close.

This may or may not be caused by the intercom. It could be some other piece of hardware connected to the gate which is holding open the gates. To check, use the Gate Status button. If either relay is ON, then go to the home screen and press the UNLATCH button to restore the relays to their normal state.

My intercom is not responding to SMS messages.

This can be caused by poor reception, by insufficient power cable from the transformer to the intercom, or a service issue with your network provider. Some SIM cards can get de-activated by the provider due to a long period of inactivity. Check with your provider and contact your installer for support.

My intercom is no longer operating at all.

Contact your installer for support.

Some features which I expected to operate are not working as expected from the beginning.

Contact your installer and explain the issues. They should be able to help.

For Service, Warranty and Support Contact:

Installed By:	
Install Company Name:	
Installer Phone Number:	
Installer Email Address:	
Date of Install:	

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