

Alarm.com GSM Module

Dealer Training



ALARM.COM SM
THE WAY SECURITY SHOULD BE SM

Account Creation

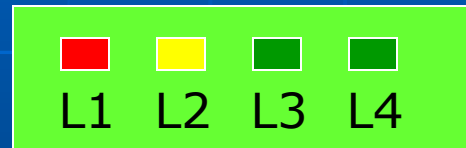
- At least 24 hours before installation, create the account the dealer website
- Check Coverage Online
- Step One: Customer Information
- Step Two: Customer Login
 - Once setup is complete this can only be changed by calling Alarm.com Customer Support
- Step Three: System Location
 - Where the unit is going to be installed

Account Creation

- Step Four: Panel Information
 - The Serial Number can be found on the radio module sticker as 35323900XXXXXX, the full 15 digits can be used to activate an account, or just the final 10 digits starting with 900...
- Step Five: Service Plan
- Step Six: Central Station Settings
- Confirmation Screen
 - Check all of the data in order to reduce problems at installation site.

GSM Troubleshooting LEDs

Concord



Simon (Back)



Module States

**Idle
Mode**

Most Common State
Ready to send a Signal
or receive a command

**PowerSave
Mode**

AC Power is Down or
Low Battery Level or
For 30 seconds when
Module is being
powered up

**Connected
Mode**

Sending a Signal

Module States

Module State	L1	L2	L3	L4
Idle Mode	Flashes Errors	Communication with Panel	Communication with radio unit	Flashes Signal Strength Level
Connected Mode	Flashes Errors	Communication with Panel	Communication with Alarm.com	Toggles on and Off
PowerSave Mode	Inactive	Communication with Panel	Same Flashing Pattern as L2	Inactive

Checklist once you are at Customer Location

- Check Signal Strength LEDs
- Concord: Power Module off of Panel Battery
- GSM Phone Test
- Check Successful Signal Transmission with Office/Central Station
- Use Troubleshooting tips

Check Signal Strength

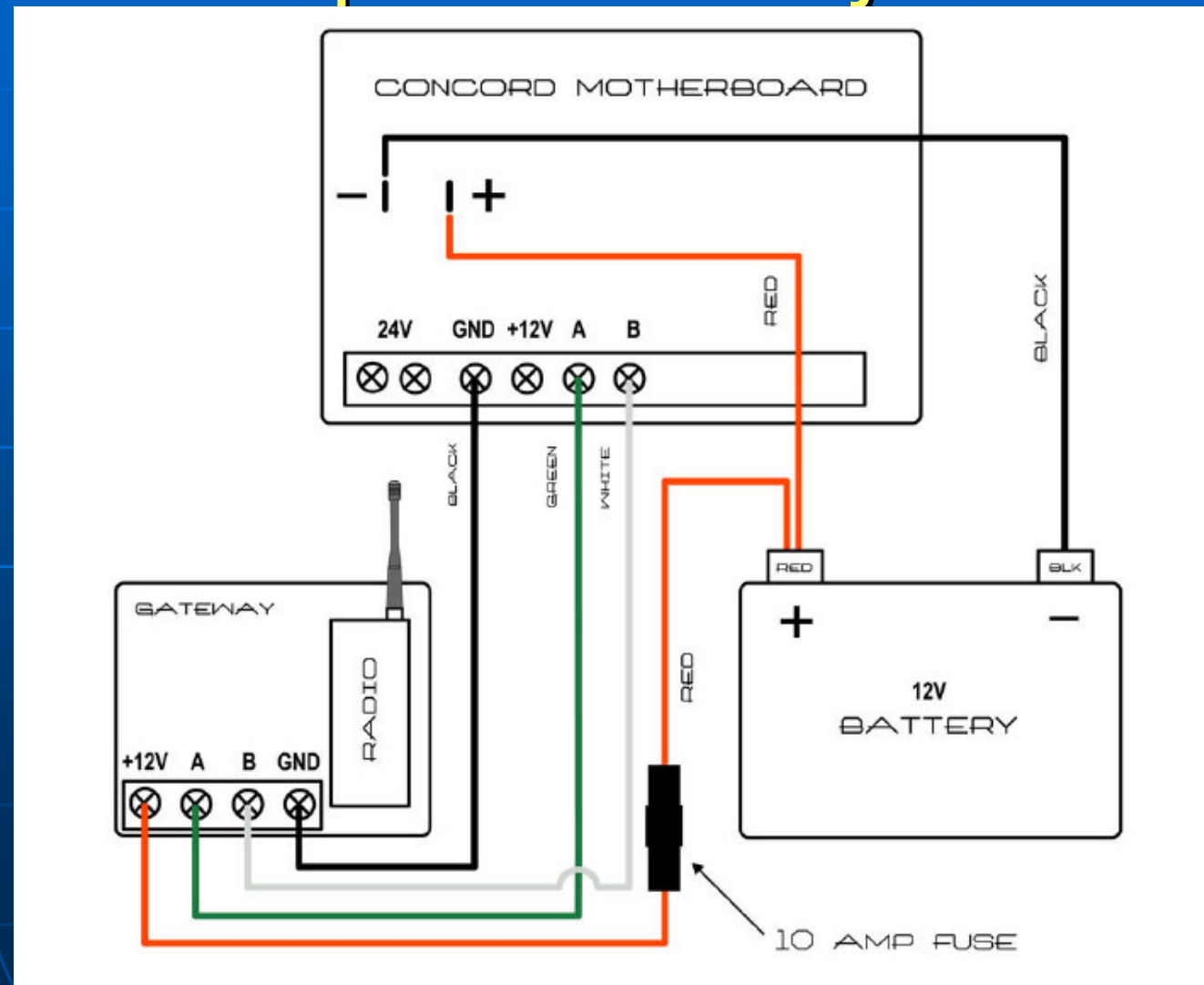
- It is important to check coverage on the Coverage Checker online before Account Creation. It is also important to check signal strength at customer's location.
- Concord: Power the module from the panel battery for a walking signal strength test.
- LED L4 will flash the signal level
- Verify that the signal level is 2 or higher
- Simon hold down the 9/0 Key for 10 seconds and it will give you a reading of the signal level (e.g. "Phone Communication 2 G")



Power the Concord GSM Module from the panel battery

Once you have found a location for the module with good signal strength (more than 2 bars) you can connect the module to the panel. Power the module from the panel battery.

On Concord 4.0 NEVER power the module off of the Panel.



GSM Phone Test

- After all sensors have been learned into the system
- Verify that LED L4 is flashing signal level of 2 or greater (In Idle Mode)
- The first communication with Alarm.com must be forced by performing a GSM Phone Test
- This is not the same as the Phone Test on the Panel Itself
- Only 3 GSM phone tests can be performed in a 24 hour period, unless a complete power cycle is performed.

CONCORD: GSM Phone Test

1. Press the 8 key
2. Enter the Installer Code
 - Default 4-3-2-1
3. Press the 3 key
 - Keypad will display:
 - Sensor Test 15 Minutes Left
4. Press the 1 key within 10 seconds of step 2
5. Enter the Installer Code
6. System will go into Programming Mode a couple of times on its own.
7. DO NOT press anything on the keypad during this time.

SIMON: GSM Phone Test

1. Open the Front Panel Cover
 - "Use numbered keys to enter ID"
2. Enter the Installer Code
 - Default 4-3-2-1
3. Wait 3 Seconds
4. Close the Front Panel Cover
5. Wait for the two beeps (the second one is faint)
6. Hold down the 9/0 Key for 10 seconds
7. Panel will announce: "Remote Phone Test On"

Check Signals/Central Station

- Make sure that the system is on Test with the Central Station before sending any Alarms
- Alarms should Register on the Dealer Website under System Status and Recent Events and go through to Central Station.

The screenshot displays the ALARM.COM DEALER WEBSITE interface. At the top, it shows the login information: 'Login: adrice /Current Dealer: Alarm.com' and navigation links for 'Check Coverage | FAQ | Help | Contact Us | Logout'. Below this is a main navigation bar with links for '>> Customers', '>> Referrals', '>> Service Plans', '>> Marketing', and '>> Dealer Settings'. A secondary navigation bar includes 'Summary | Customer Support | Create Customer | Order Equipment | View/Pay Your Bill'. The main content area is divided into three sections: 'Customer Support Options', 'Current Status', and 'System Issue History'. The 'Customer Support Options' section lists various services, with 'System Status and Recent Events' circled in orange. The 'Current Status' section indicates 'No Alarms or Issues have been reported since 12:23 pm, 30 Oct 06.' and provides a 'Last Transmission Received from the Module' of '10/30/2006 4:56:39 PM EST'. The 'System Issue History' section contains a table of events, including 'Suspected Entry Delay Alarm (Possible Crash & Smash) (Door 1)' at 12:23 pm EST on 30-Oct-2006. At the bottom, there is a 'System Usage Summary' table comparing activity for 'Today' and 'Last 2 Weeks'.

ALARM.COM DEALER WEBSITE Login: adrice /Current Dealer: Alarm.com
Check Coverage | FAQ | Help | Contact Us | Logout

>> Customers >> Referrals >> Service Plans >> Marketing >> Dealer Settings

Summary | **Customer Support** | Create Customer | Order Equipment | View/Pay Your Bill

Customer Support Options

Current Record:
Peter Rice

- Account Information
- Central Station Forwarding
- Sensor List
- **System Status and Recent Events**
- Notification Log
- New Welcome Letter
- Service Plan History
- Modem Swap
- Reset Password
- Send a Command
- Cancel Account

- AirFX™ Remote Toolkit

Current Status

No Alarms or Issues have been reported since 12:23 pm, 30 Oct 06.

See Recent Events below for more information about past Alarms and Issues.

Last Transmission Received from the Module:
10/30/2006 4:56:39 PM EST

System Issue History

Event	Time and Date
Panel Power Restored (Panel/Partition 1)	12:34 pm EST 30-Oct-2006
Modem-panel comm OK (Panel/Partition 1)	12:34 pm EST 30-Oct-2006
Suspected Entry Delay Alarm (Possible Crash & Smash) (Door 1)	12:23 pm EST 30-Oct-2006
Modem-panel comm OK (Panel/Partition 1)	11:40 am EST 30-Oct-2006
Suspected Entry Delay Alarm (Possible Crash & Smash) (Door 1)	11:33 am EST 30-Oct-2006

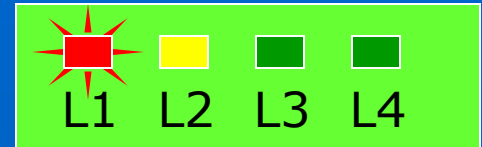
Events: 1 - 5 out of 197 [Next 5](#)

System Usage Summary

	Today	Last 2 Weeks
Arming/Disarming	4	10
Normal Activity Events (Open/Close on Doors and Motions)	163	1534

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Troubleshooting with LED L1



Flashes	Concord	Simon
1	Bus wires are swapped or not correctly installed or the gateway has not been learned properly into the panel. Delete any prior gateways.	Green and white wires are swapped or not correctly installed.
2	The SIM card is missing. The SIM card holder can be found in the gateway just below the antenna on the radio.	The SIM card is missing. The SIM Card holder can be found by unscrewing the gateway and removing from the panel.
3	The radio is in the process of registering with the wireless network, if this persists for more than 30 seconds, check signal level, if the signal level is less than 2 change location of the module.	
4	The module is registered on the GSM Network, but cannot connect with Alarm.com. Contact Alarm.com Technical Support.	
5	The radio portion of the module is not working correctly.	
6	The module is fixing an unusual condition regarding the communication with the GSM Network.	
7	Access Code Lock is ON. This option should be turned off at the panel (System Programming - 0003)	N/A
8	Contact Alarm.com Technical Support	N/A

Simon Key Presses

Press the following panel keys for 10 seconds or more and listen to the following information:

- Key 1/2
 - 10 digit module serial number. This number is needed to create an Alarm.com account.
- Key 3/4
 - 4 digit module firmware version
- Key 5/6
 - 15 digit SIM card number. You may be asked for this number by a technical support representative to verify that the SIM card was activated on the GSM network.

Simon Key Presses

- Key 7/8
 - List of types of reports that the module will send to Alarm.com. Should reflect Central Station Settings
- Key 9/0
 - Signal level and module status or error, if any. This key is also used to trip a GSM phone test or to force the module to update the GSM signal level
- Lights ON
 - Battery voltage as read by the module, to two decimal places. It should be greater than 6 volts.

Concord Sensor Text

- After a Manual Phone Test with the Installer Code the Module will go into System Programming and put the following information into the Sensor Text:
 - Sensor 94 (30 on Concord 4.0 Express)
 - IMSI – 15 Digit number used for troubleshooting purposes
 - Sensor 95 (31 on Concord 4.0 Express)
 - Event Types Reported
 - Sensor 96 (32 on Concord 4.0 Express)
 - Modem Serial Number

Event Types Reported

■ **CONCORD**

- B – Phone Tests
- E – Alarms
- F – System Trouble
- G – Sensor Trouble
- H – Arming/Disarming
- J – Sensor Bypass
- K – AC Power Failure
- L – Phone Failure
- M – Panel Programming
- N – Tamper
- O – Cancels
- P – Normal Activity
- R – Daily or Weekly Pings
- V – Panel Low Battery

■ **SIMON**

- 2 – Phone Tests
- 5 – Alarms
- 6 – System Trouble
- 7 – Sensor Troubles
- 8 – Arming/Disarming
- 10 – Sensor Bypass
- 11 – AC Power Failure
- 12 – Phone Failure
- 13 – Panel Programming
- 14 – Tampers
- 15 – Cancels
- 16 – Normal Activity Events
- 18 – Daily or Weekly Pings
- 40 – Panel Low Battery

Other letters or numbers are special codes for Alarm.com Tech Support

AirFX Remote Toolkit

ALARM.COM DEALER WEBSITE

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>> Customers >> Referrals >> Service Plans >> Marketing >> Dealer Settings

Summary | Customer Support | Create Customer | Order Equipment | View/Pay Your Bill

Customer Support Options

- Current Record: **Peter Rice**
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- AirFX™ Remote Toolkit**

AirFX™ Remote Toolkit

Click on one of the system settings below that you would like to change remotely.

Sensor Settings

- [Delete A Sensor](#)
- [Change A Sensor Group](#)
- [Change Sensor Names Programmed in the Control Panel](#)

Beeps

- [Disable Trouble Beeps](#)

Arming Settings

- [Change Entry/Exit Delay](#)
- [Turn On/Off Quick Arm](#)

Send Other Commands

- [Click here for other commands](#)

Send a Command

Command Name	Description
Get Equipment List send this command	This command will request an updated list of the sensors programmed into the control panel, including the sensor/zone id and the sensor group.
Get Sensor Names send this command	This command will request the sensor descriptions that are programmed into the control panel. Warning! This will overwrite the sensor names that are currently shown to the customer on the website and in the notifications.
Get Sensor Status send this command	This command will request an updated status for each sensor programmed into the control panel.
Get Modem Software Version send this command	This command will request an updated software version number from the modem.
Change Normal Activity Sensors send this command	This command allows you to choose the door/window and motion sensors that should be monitored for Normal Activity. Advanced Interactive plans only.
Set Panel Date Time send this command	This command will reset the control panel's date and time based on its current time zone.

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Tech Support Line
1-866-834-0470