Alarm.com GSM Module

Dealer Training
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 35323900XXXXXXX, 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)

L1  L2  L3  L4
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

<table>
<thead>
<tr>
<th>Module State</th>
<th>L1</th>
<th>L2</th>
<th>L3</th>
<th>L4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle Mode</td>
<td>Flashes Errors</td>
<td>Communication with Panel</td>
<td>Communication with radio unit</td>
<td>Flashes Signal Strength Level</td>
</tr>
<tr>
<td>Connected Mode</td>
<td>Flashes Errors</td>
<td>Communication with Panel</td>
<td>Communication with Alarm.com</td>
<td>Toggles on and Off</td>
</tr>
<tr>
<td>PowerSave Mode</td>
<td>Inactive</td>
<td>Communication with Panel</td>
<td>Same Flashing Pattern as L2</td>
<td>Inactive</td>
</tr>
</tbody>
</table>
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.
## Troubleshooting with LED L1

<table>
<thead>
<tr>
<th>Flashes</th>
<th>Concord</th>
<th>Simon</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bus wires are swapped or not correctly installed or the gateway has not been learned properly into the panel. Delete any prior gateways.</td>
<td>Green and white wires are swapped or not correctly installed.</td>
</tr>
<tr>
<td>2</td>
<td>The SIM card is missing. The SIM card holder can be found in the gateway just below the antenna on the radio.</td>
<td>The SIM card is missing. The SIM Card holder can be found by unscrewing the gateway and removing from the panel.</td>
</tr>
<tr>
<td>3</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The module is registered on the GSM Network, but cannot connect with Alarm.com. Contact Alarm.com Technical Support.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The radio portion of the module is not working correctly.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>The module is fixing an unusual condition regarding the communication with the GSM Network.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Access Code Lock is ON. This option should be turned off at the panel (System Programming – 0003)</td>
<td>N/A</td>
</tr>
<tr>
<td>8</td>
<td>Contact Alarm.com Technical Support</td>
<td>N/A</td>
</tr>
</tbody>
</table>
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

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

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**Send a Command**

<table>
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<tr>
<th>Command Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get Equipment list</td>
<td>This command will request an updated list of the sensors programmed into the control panel, including the sensor/zone id and the sensor group.</td>
</tr>
<tr>
<td>Get Sensor Names</td>
<td>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.</td>
</tr>
<tr>
<td>Get Sensor Status</td>
<td>This command will request an updated status for each sensor programmed into the control panel.</td>
</tr>
<tr>
<td>Get Modem Software Version</td>
<td>This command will request an updated software version number from the modem.</td>
</tr>
<tr>
<td>Change Normal Activity Sensors</td>
<td>This command allows you to choose the door/window and motion sensors that should be monitored for Normal Activity. Advanced Interactive plans only.</td>
</tr>
<tr>
<td>Set Panel Date Time</td>
<td>This command will reset the control panel’s date and time based on its current time zone.</td>
</tr>
</tbody>
</table>
Thank you for choosing Alarm.com

Tech Support Line
1-866-834-0470