

DOC. - REF. 250-XT-WIP
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GSM (2G3G) Communications

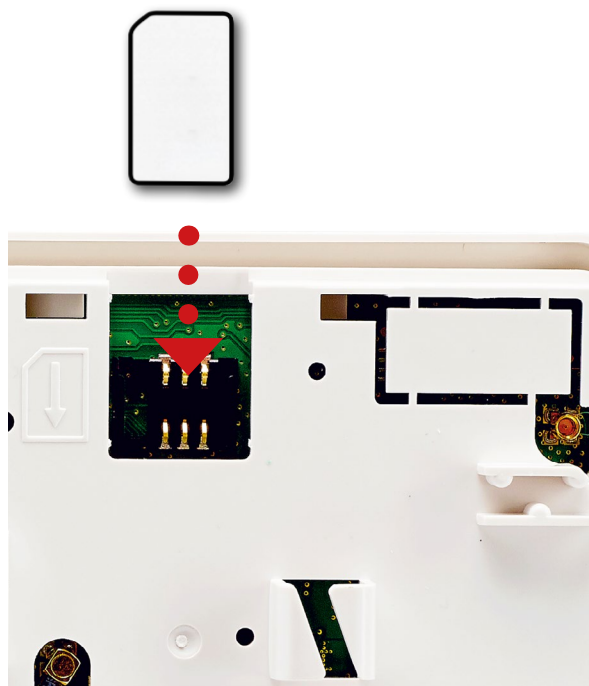
All Videofied 630-series control panels come standard with an integrated GSM modem capable of accepting a standard sized GSM M2M SIM card and communicating via AT&T and T-Mobile carriers.

There are several SIM providers which Videofied has partnered with and each partner has a unique APN (Access Point Name) code. In certain cases, it may also be necessary to input a user name and password. The APN code (and user name and password, if required) is necessary to authenticate the SIM card with the associated cellular network during signal transmission.



SIM Card Orientation

The panel must be powered down when inserting or removing a SIM card from the GSM modem. Ensure that the SIM card is inserted following the proper orientation based on the control panel type (shown below).



XT-IP630 Control Panel



WIP630 Control Panel

2G3G Parameters Configuration

To access the 2G3G parameters, login to Access Level 4 and then navigate to the following menu location:

Press **OK/YES** to enter the *CONFIGURATION* menu.

Press **OK/YES** to enter *GENERAL PARAMETERS*. Press the **RIGHT ARROW KEY** to navigate to *2G3G PARAMETERS*.

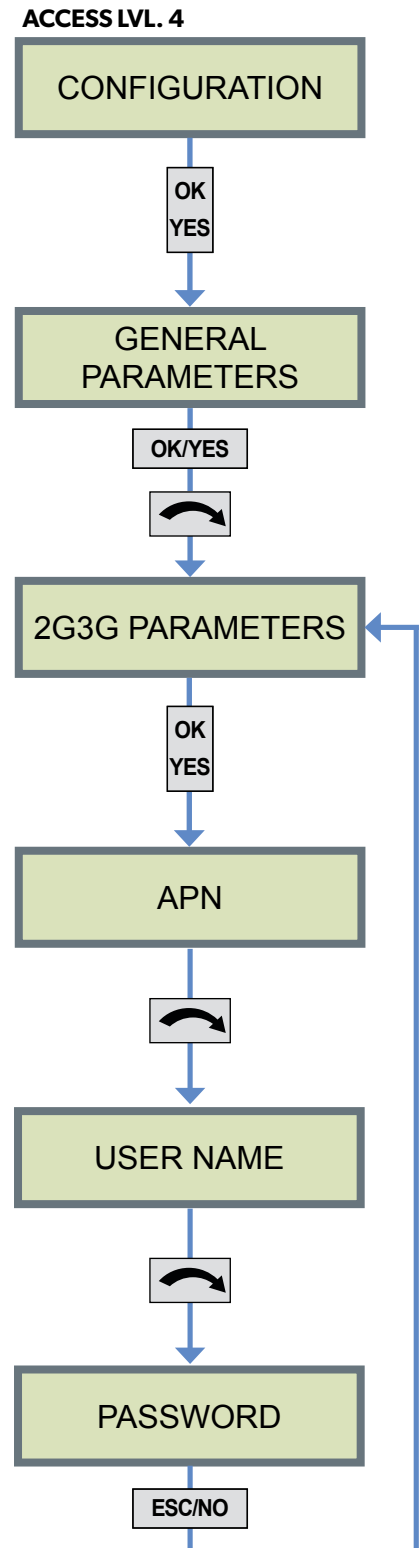
Press **OK/YES** to enter the *2G3G PARAMETERS* menu.

Press **OK/YES** to modify the *APN* parameter. Use the **ALPHANUMERIC KEYS** to input the corresponding APN code. Press **OK/YES** to save the parameter.

If a Username and Password is required, press the **RIGHT ARROW KEY** to navigate to the *USERNAME* parameter. If not, press **ESC/NO** to exit.

Press **OK/YES** to modify the *USER NAME* parameter. Use the **ALPHANUMERIC KEYS** to input the info. Press **OK/YES** to save the parameter. Press the **RIGHT ARROW KEY** to navigate to *PASSWORD*.

Press **OK/YES** to modify the *PASSWORD* parameter. Use the **ALPHANUMERIC KEYS** to input the info. Press **OK/YES** to save the parameter. Press **ESC/NO** to exit the the *2G3G PARAMETERS* menu.



Testing Cellular (2G3G) Level

To access the 2G3G LEVEL test, login to Access Level 4 and then navigate to the *MAINTENANCE* menu:

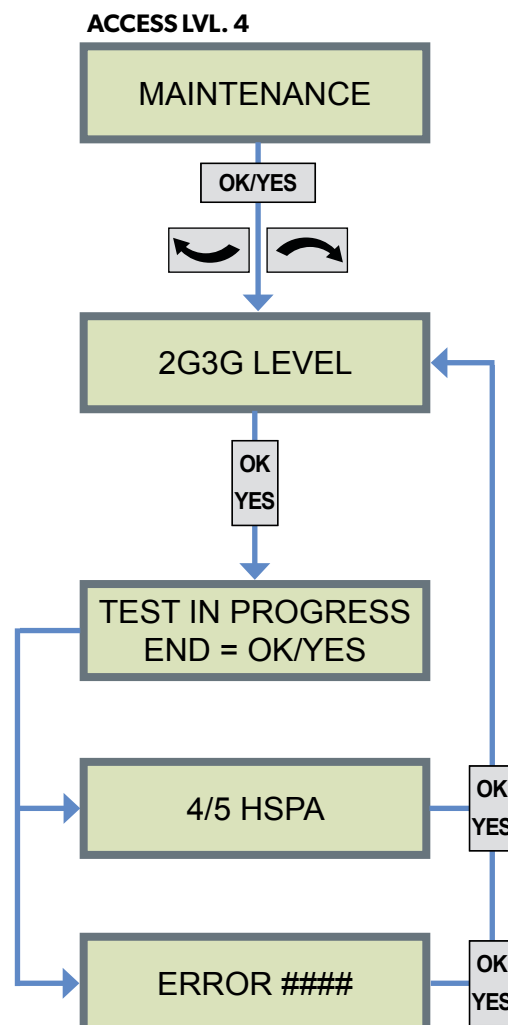
Press **OK/YES** to enter the *MAINTENANCE* menu. Press the **RIGHT** or **LEFT ARROW KEY** to navigate to the *2G3G LEVEL* option.

Press **OK/YES** to initiate the *2G3G LEVEL* test.

Wait for the test to provide a result.

The following represents a test result example. 3/5 is the minimum recommended cellular level. Press **OK/YES** to exit the test.

Error Code	Definition
010 / 003	SIM Card Not Detected
043	Provisioning Problem
132	SIM Card Not Activated
255	Cannot Connect to Cellular Tower
030	No Cellular Service
101 / 157 / 133	Authentication Error / Incorrect APN
102	No Cellular Service / Modem Not Ready
149	Low Cellular Signal Strength
148	Connection Issue
000	Problem Not Recognized
058	SIM registered to different IMEI
055	Provisioning Issue
013	Incorrect APN Code



If an error is received after 2G3G Level test completes, refer to the list on the left to determine cause of issue. Press **OK/YES** to exit the test.

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