LIGHTCOM
Reliability in Every Call



4G/GSM Series

Phone Installation and User Guide

LIGHTCOM

Reliability in Every Call







Thank you for purchasing LightCOM wireless 4G Emergency Telephone System. Please read this user manual carefully before using this product and save this manual for future use.

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INTRODUCTION – Welcome

Thank you for purchasing LightCOM 4G/GSM Wireless Emergency Telephones. To ensure that you optimize the full capabilities of this product, please read this user manual before proceeding. Be sure to keep this manual for future reference in case any problems or questions should arise. We hope you enjoy your new LightCOM wireless phone.

INTRODUCTION - Important Safety Information

When using LightCOM 4G/GSM phone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury. Please read the following before using your equipment:

1. Read and follow all instructions carefully.

2. Follow all warnings and instructions on the product.

3. Unplug the product from the host telephone equipment before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

4. Do not use this product near water.

5. Do not place this product on top of a metal surface. Do not place this product on an unstable cart, stand or table.

6. Do not allow anything to rest on the power cords. Do not place this product in a location where the cords can be stepped on or where someone can trip over them.

7. Do not place this equipment near or over a radiator or any other heat source.

8. Use ONLY the power adapter supplied with the system.

9. Do not overload the wall outlet or power cord where the power adapter is installed. This can result in fire or electric shock.

10. This equipment is to be opened by ONLY a qualified service person. There are no user serviceable parts inside. Opening this equipment may expose you to dangerous voltage and other risks. Incorrect reassembly of this equipment may result in electric shock.

11. Avoid spilling liquid on this equipment and do not insert any objects through the ventilation slots.

12. Avoid using this equipment during an electrical storm. There is a remote risk of electrical shock from lightning.

13. Do not use this equipment other than for its purpose intended by the manufacturer. Use ONLY the equipment provided by the manufacturer.

14. Do not try to repair or open the Remote Station at the hazardous area.

15. If the 4G emergency phone needed to service, disconnect the power first and remove the phone from the location. Only repair the phone by certified technicians.

INTRODUCTION – Unpacking Your System

A. 4G Emergency Phone

B. 4G Antenna.

C. Waterproof cable

D. Tool Kit

E. Mounting screws



INTRODUCTION: Optional Accessories (Solar Power System)

The following are optional accessories available from J&R the Solar Power System:

A. Solar Power Panel

B. Power Converter

C. Li-ion Battery Pack

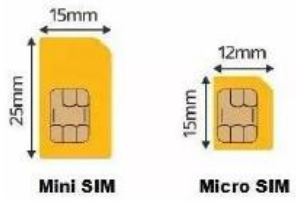
D. Solar Power Panel Mounting Bracket



INSTALLATION: Power Connection & SIM Card

Before start to use the 4G Emergency Phone, please complete the following tasks. See the Getting Started Guide that came with your device.





A. Insert the SIM card
B. Connect the 4G external antenna
C. Power ON
D. Setting up

After you turn on the Emergency Phone, you will see the following:

LED indicators description:

Power ON with Red, Green indicators ON.

Search Network with Green indicator flashing.

Registered with Network (Ready) with Red indicator flashing

Programmed Commands List

Commands	Functions	Commands	Functions
9999#00XXXX#	Change programming password (Default 9999) Password must be 4 digits	**9999#33XX#**	Speaker volume (Default 5) Optional 0~9 level
9999#01XXXX#	Change access control password (4 digits. Default 1234). Allows users to send SMS and use pass code to activate relay.	**9999#34XX#**	Microphone volume (Default 5) Optional 0~9 level
9999#11XX#	Program the First speed dial number (Max 16 digits)	**9999#35X#**	Configure the ringing volume for incoming calls, X=1-9, the default is 9
9999#12XX#	Program the Second speed dial number (Max 16 digits)	**9999#41X#**	Disable button hang-up function, X=0/1, 0-allow button hang-up, 1-disable button hang-up
9999#13XX#	Program the Third speed dial number (Max 16 digits)	**9999#42XX#**	Reception Level setting Can program the alert reception levels from 10 to 20 (Default is 15)
9999#14XX#	Program the Fourth speed dial number (Max 16 digits)	**9999#43X#**	Configure the method of automatically contacting the service number, X=0-2, 0-do not automatically contact the service number, 1-send a text message to contact the service number, 2-call the service number
9999#20XX#	Max call time (Default 0, no limit) Optional 0~99 mins	**9999#44X#**	Configure the text message content to automatically contact the service number. X can be up to 150 characters. If empty, the text message content is the system default
9999#21XX#	Relay click time (Default 0) Optional 0~99 seconds	**9999#45X#**	Configure the content of the text message sent when the door is opened. X can be up to 150 characters. If empty, the text message content is the system default
9999#22X#	Configure the interval for automatically contacting the service number, X=0-999 hours, the default is 0, which means no service number will be contacted	**9999#46X#**	Configure the door opening detection enable bit. X=0/1, 0-no door opening detection, 1-door opening detection, default is 0
9999#23X#	Configure to automatically call the next group of numbers if the call is not answered after X seconds, X=10-180 seconds, the default is 180 seconds	**9999#47X#**	Configure the relay normally open and long-close enable bit during the call. X=0/1, 0-cannot be normally open and long-closed, 1-can be normally open and long-closed, the default is 0

9999#48X#	Configure the key value that triggers the relay during a call. X=0-9, default is 1	***#35#**	Check stored number and Service number
9999#49X#	Configure GPS working mode. X=0-2,0-off mode, 1-normal mode, 2-low power mode	***#36#**	Check battery voltage and signal strength
9999#50X#	Configure the service number, X is a number from 3 to 16	***#37#**	Check module status
9999#51X#	Configure the low voltage threshold. X needs to be less than or equal to 11. The default value is 0, which means turning off the function of automatically sending text messages to the service number when the voltage is low.	***#40#**	Check relay status. Relay = ON/OFF
9999#61X#	Configure the incoming call to automatically answer after X ring tone. X=0-9, the default is 0, which means turning off automatic answering	***#60#**	Check GPS information
9999#62X#	Configure the incoming call prohibition enable bit. X=0/1, 0-allow incoming calls, 1-forbid incoming calls, the default is 0	***#99#**	Reset
9999#63X#	Configure the 4G module working mode. X=0/1, 0-normal mode, 1-low power mode, default is 0. Please turn on low power consumption mode when powered by battery	***#000#**	Restore factory password
9999#70X#	Configure the firmware URL and start the firmware upgrade, X can be up to 100 characters	**1234#1#**	1 = momentary trigger relay. (1234 is the default pass code)
9999#91X#	Configure APN, X can be up to 30 characters	**1234#2#**	2 = latch relay ON. (1234 is the default pass code)
9999#99#	Restore factory settings	**1234#3#**	3 = unlatch relay OFF. (1234 is the default pass code)

SYSTEM SETTING – SMS Programming (Change New Password)

The emergency phone allows you to program and to change setting by sending SMS message. Here is the SMS programming instruction for emergency phone:

Note: Factory default password is 9999.

Here is the SMS command format:

Password#Command Type Date#

To change new password:

The old password is 9999. The command type is 00 for change new password. The data is 1325 for the new password.

Send SMS to emergency phone:



SMS response message from emergency phone:

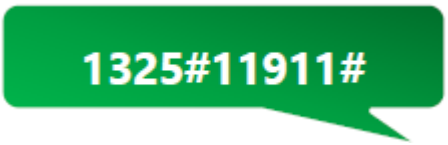


SYSTEM SETTING – SMS Programming (Change Emergency Phone)

To set emergency phone number:

The password is 1325. The command type is 11 for setting the first emergency phone number. The data is 911 for the emergency phone number.

Send SMS to emergency phone:



SMS response message from emergency phone:

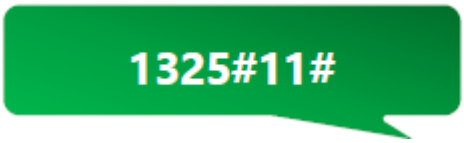


Note: You can program the emergency phone number up to 14 digits. (The command type is 12 for second emergency phone number. 13 for the third. 14 for the fourth.)

To delete emergency phone number:

The password is 1325. The command type is 11 for delete the first emergency phone number. To delete the emergency phone number no need data after 11.

Send SMS to emergency phone:



SMS response message from emergency phone:



(The command type is 12 for second emergency phone number. 13 for the third. 14 for the fourth.)

SYSTEM SETTING - SMS Programming (Dialing Time)

To set dialing time:

The password is 1325. The command type is 81 for setting the first emergency phone number dialing time. The dialing time is 30 seconds.

Send SMS to emergency phone:



SMS response message from emergency phone:



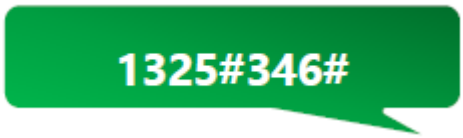
Note: The Dialing time can be limited from 30-180 seconds, default value is 60 seconds. (The command type is 82 for second emergency phone number, 83 for the third, 84 for the fourth.)

SYSTEM SETTING – SMS Programming (Change Mic., Speaker Volume)

To set Microphone Volume:

The password is 1325. The command type is 34 for setting Microphone Volume. The data is 4 for Microphone Volume at level 6.

Send SMS to emergency phone:



SMS response message from emergency phone:



Note: The Microphone volume level from 1 to 9, default level is 5 and level 9 is the highest level.

To set Speaker Volume:

The password is 1325. The command type is 33 for setting Speaker Volume. The data is 4 for Microphone Volume at level 6.

Send SMS to emergency phone:



SMS response message from emergency phone:



Note: The speaker volume level from 1 to 9, default level is 5 and level 9 is the highest level.

SYSTEM SETTING – SMS Programming (Change Auto Hang-up Time)

To set Auto Hang-up Time:

The password is 1325. The command type is 20 for setting Auto Hang-up Time. The data is 5 for auto hang-up time limited on 5 minutes.

Send SMS to emergency phone:



SMS response message from emergency phone:



Note: The talking time can be limited from 1-99 minutes, 0= no limit, default value is 0.

SYSTEM SETTING – SMS Programming (Manual Queries)

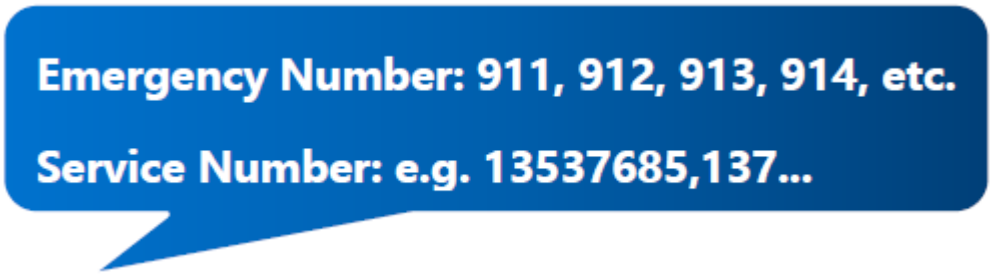
To check emergency phone number:

The command type is *#35# for obtaining the emergency phone number. In case you can check the existing emergency phone number, you can use this function.

Send SMS to emergency phone:



SMS response message from emergency phone:



SYSTEM SETTING – SMS Programming (Manual Queries)

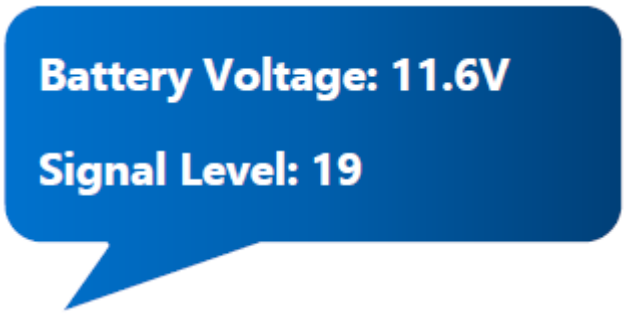
To check reception level (signal level):

The command type is *#36# for obtaining the emergency phone reception level. In case you can check the existing emergency phone reception level, you can use this function.

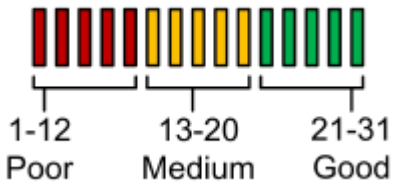
Send SMS to emergency phone:



SMS response message from emergency phone:



The reception levels of the emergency phone are between 1 and 31.



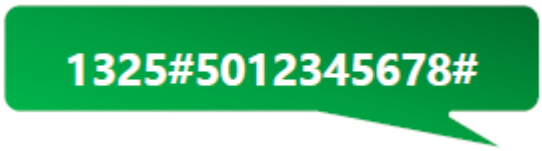
SYSTEM SETTING – SMS Programming (Self-report Setting)

To set service phone number (To receive the self-report message):

The password is 1325. The command type is 50 for setting service phone number. The data is 12345678 for the service phone number.

In case you can receive the existing emergency phone alert report, you can use this function.

Send SMS to emergency phone:



SMS response message from emergency phone:



Note: You can program the emergency phone number up to 14 digits.

SYSTEM SETTING – SMS Programming (Battery Voltage Setting)

To set a voltage for low battery report (only for solar powered system):

The password is 1325. The command type is 51 for setting an alert voltage. The data is 9 (V) for the low battery report.

In case you can receive the existing emergency phone alert report of low battery, you can use this function.

Send SMS to emergency phone:



SMS response message from emergency phone:



Note: You can program the alert voltage from 6 to 11 (V).

SYSTEM SETTING – SMS Programming (Signal Alert Setting)

To set a reception level for low reception report:

The password is 1325. The command type is 42 for setting a reception level. The data is 13 for the low reception report.

In case you can receive the existing emergency phone alert report of low reception, you can use this function.

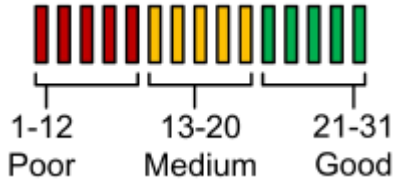
Send SMS to emergency phone:



SMS response message from emergency phone:



The reception levels of the emergency phone are between 1 and 31



Note: You can program the alert reception levels from 10 to 20, default alert level is 15.

Reception levels below 14 can cause problems with poor quality audio, no audio coming from the microphone on the intercom (the person on the phone cannot hear anything), or buzz on the loud speaker.

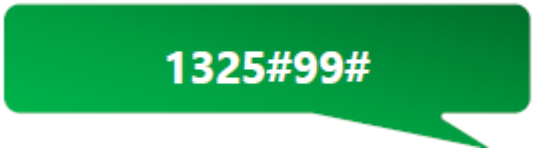
TIP: If reception levels are low, take action now! Either increase the height of the antenna to improve reception or request a higher gain antenna from your distributor or change to another network which may have better coverage.

SYSTEM SETTING – SMS Programming (Restore Factory Setting)

To reset to the emergency phone to factory default setting:

The password is 1325. The command type is 99 for restore factory settings.

Send SMS to emergency phone:



SMS response message from emergency phone:



SYSTEM SETTING – SMS Programming (Restore Factory Password)

To reset to the emergency phone to factory default password:

The command type is *#000# for reset the factory password.

Send SMS to emergency phone:



SMS response message from emergency phone:



SYSTEM SETTING – SMS Programming (Error Messages)

You will receive messages with an Error behind your programming messages, when your commands are wrong.

Wrong Password

SMS response message from emergency phone:



Wrong Command

SMS response message from emergency phone:



SPECIFICATIONS

ITEM	DESCRIPTION
LED Indicators	GSM Status Display
Speaker Output	9 adjustable volume levels
Microphone Input	9 adjustable volume levels
Adjust the volume automatically	The environment and SMS Control
Relay Output	1 relay output (Normal-close) for door lock
Power Supply	Input voltage DC 6V to 16V
Power Consumption	Standby: < 12V / 30mA
	Working < 12V / 200mA
Operating Temperature	-35°C ~ +80°C
Remote Programming	Support SMS Programming
CPU Board Module	100,000 hr (12yr) (min)
Certificate	CE, FCC, RoHS
Protection Rating	IP54 - IP67, IK10

Service

The weatherproof telephone is manufactured by J&R and subject to stringent quality controls. If you have questions regarding the telephone or if a malfunction has occurred – even after the guarantee period – please contact LightCOM as the distributor in your area.

Please have the type and series number ready (these numbers can be found on the telephone side or on the PCB) when you contact us.

Maintenance and servicing

The telephone is maintenance-free. Nevertheless, if the telephone is deployed in areas with significant impurities due to dust, grease, oil etc., then it should be cleaned from time to time. The handset and the telephone should be wiped with a damp cleaning cloth. Caution!

Never use sharp objects for cleaning.

Waste disposal

The device may be completely recycled as electronic waste. Upon disassembling the device, the plastic, metal and electronic components must be disposed of separately.

In every single case the national requirements and regulations for waste disposal must be observed.

The waste-disposal requirements of your country must be observed.

Warranty Replacement

1. LightCOM offers free repair for the following products within 1 year, but additional warranties are available at additional cost:

Scope:

- Hardware damage under normal using according to standard operation criterion of LightCOM.
- Other defects authorized by LightCOM.

LightCOM's responsibility for product defects is limited to repair or replacements service as determined by LightCOM in its sole discretion, LightCOM is not responsible

for direct, special, incidental or consequential damages resulting from any breach of warranty or condition.

2. Operation flow of repair

a. Apply for a valid RMA number from LightCOM.

b. LightCOM will check whether the product qualifies for replacement and will respond within one working day via fax or e-mail.

c. Purchaser should send the defective products with original packaging to LightCOM after obtaining the valid RMA number.

d. Within 1 weekdays of receipt of the returned products, LightCOM will send the replacement to the purchaser.

3. Relative explanation

a. LightCOM recommends that you return products by reputable freight forwarders to avoid damage or loss during shipment.

b. LightCOM is NOT responsible for any damage or loss of products during shipment.

c. During the warranty replacement period, LightCOM reserves the ownership of the defective components after replacement.

4. Consider purchasing new equipment

Customers are encouraged to consider purchase of new equipment under warranty, for both the improved reliability of new product, the possibility of a more cost-effective solution, and the warranty coverage provided with the new equipment.

Official Distributor

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