MANUAL

DOOR INTERCOM

SS2204-4G01EV-M
4G AUDIO INTERCOM
(ACCESS CONTROL SYSTEM)

For your protection, read these instructions completely

And keep them for future reference.

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Thank you for purchasing SS2204-4G01EV-M 4G Intercom. Please read this manual carefully before using.
Be sure to keep this manual for future reference in case of any problem or question should arise.

IMPORTANT SAFTY INSTRUCTIONS

When using this SS2204-4G01EV-M 4G Intercom, 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. Follow all warning and instructions on the product.
2. Unplug all the connections of product before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
3. Do not use this product near water.
4. Do not use this product near an area where there is a potential of gas leaks or near any fumes that can be explosive.
5. Do not place this equipment near or over a radiator or any other heat source.
6. Do not overload the wall outlet or power cord where the power adapter is installed. This can result in fire or electric shock
7. Avoid spilling liquid on this equipment and do not insert any objects through the ventilation slots.
8. Avoid using the equipment during an electrical storm. There is a remote risk of electrical shock from lighting.

SS2204-4G01EV-M 4G INTERCOM INTRODUCTION

The 4G Intercom SS2204-4G01EV-M is an intercom system, installed at the entrance of a building. It is an ideal product replacing the traditional door phone. It allows you to speak with visitors standing at the entrance of your company or house entrance from a remote location. A visitor, by simply pressing the call button establishes a mobile call with you. During the call you will be able to activate relay.

This SS2204-4G01EV-M 4G Intercom gives you the opportunity not only to know who is waiting at the entrance from a remote location but also to control the access point. Use of SS2204-4G01EV-M 4G Intercom at your company or house does not require any special installation and wiring. Simply install the SS2204-4G01EV-M and connect the door latch and power supply.

Products features:

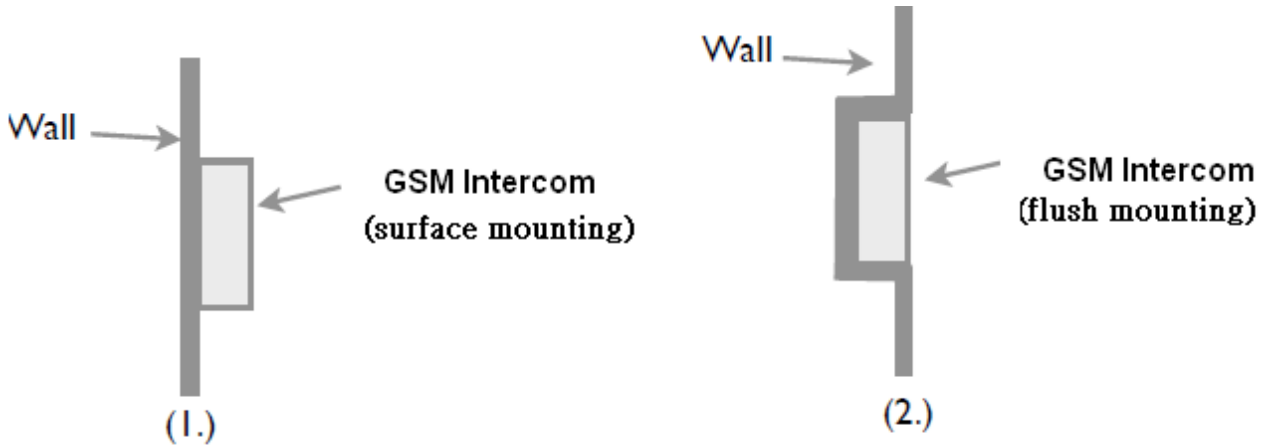
1. Receive your intercom calls on your mobile wherever you are
2. Calls up to 3 numbers in sequence, mobiles or landline telephones.
3. Up to 1150 user Caller ID Access Control
4. Open a gate or door lock from your phone
5. 2 relay outputs for optional easy control the gate opener or alarm part
6. Available with listener monitoring function to listen to the surrounding of this device.
7. Check events log via SMS/ Email
8. Stainless-Steel, weather and vandal proof design
9. Surface or flush mount styles
10. Installation and set-up are simple (SMS, APP)
11. Available with 12V – 24V AC/DC input
12. Weather proof IP65

SS2204-4G01EV-M 4G INTERCOM WITH ACCESSORIES

Item	Description	Q'ty	Included	Optional
1	SS2204-4G01EV-M - 4G Intercom	1	◎	
2	Power adapter	1	◎	
3	External antenna	1	◎	
4	Operational manual	1	◎	

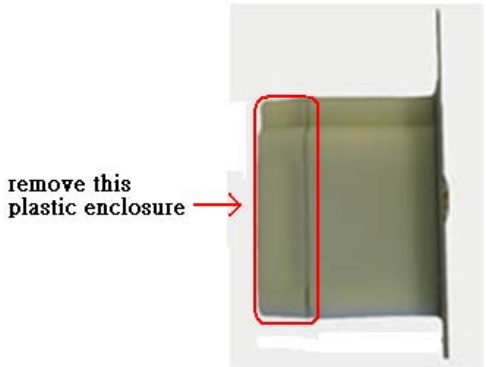
INSTALLATION

This 4G Intercom is suitable for both flush and surface mounting.

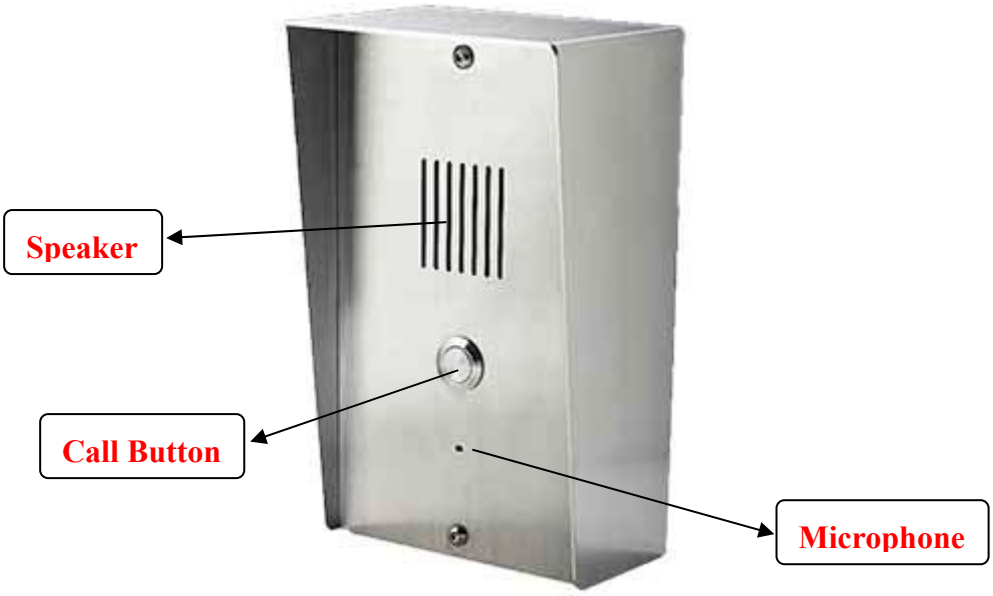


Note:

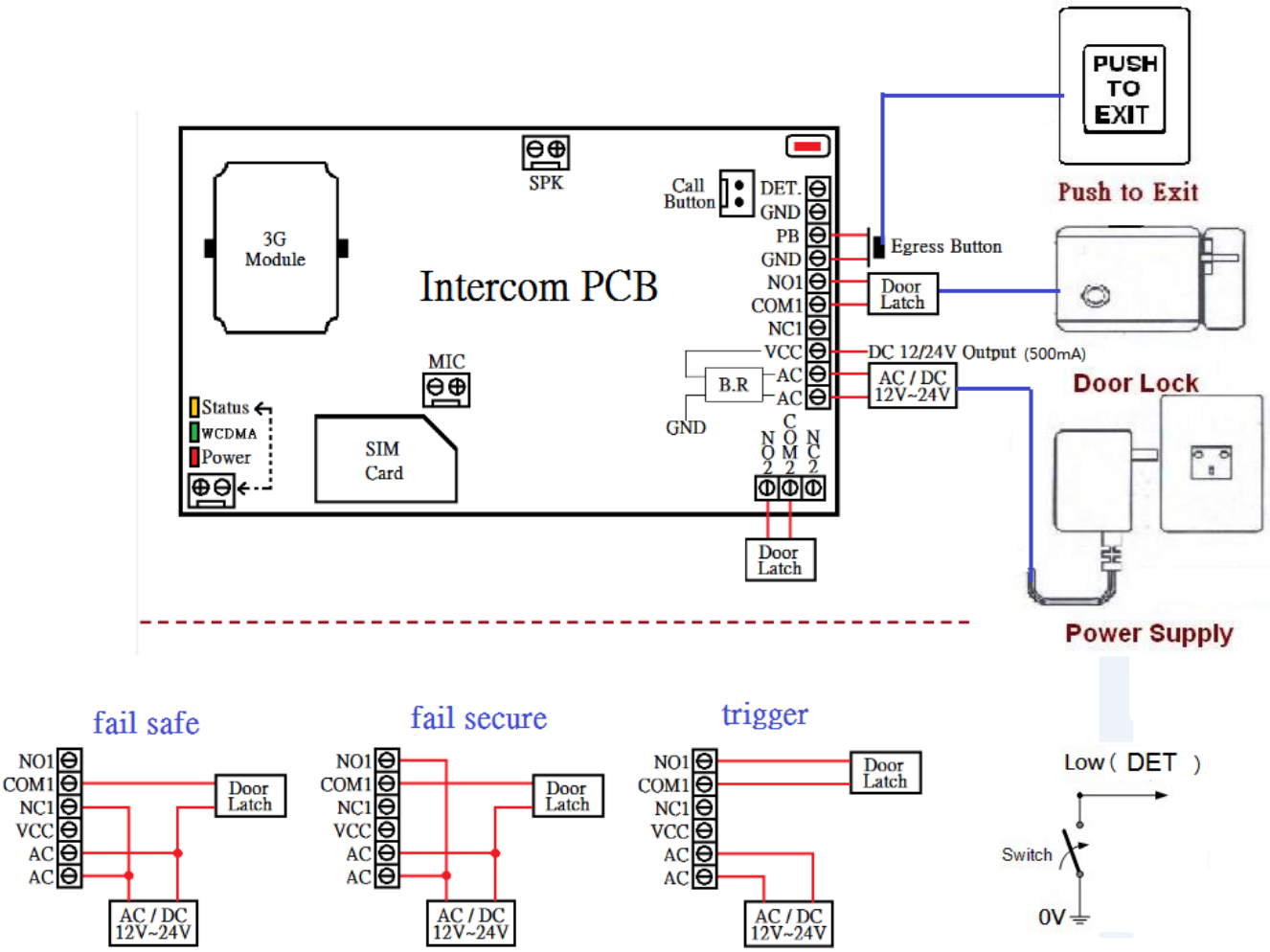
For surface mounting, you will have to remove the plastic enclosure before fitting main station into the stainless-steel cabinet.



SS2204-4G01EV-M 4G Intercom Unit



Wiring Diagram



LED INDICATORS

1. **LED "Intercom Status " Indicator**

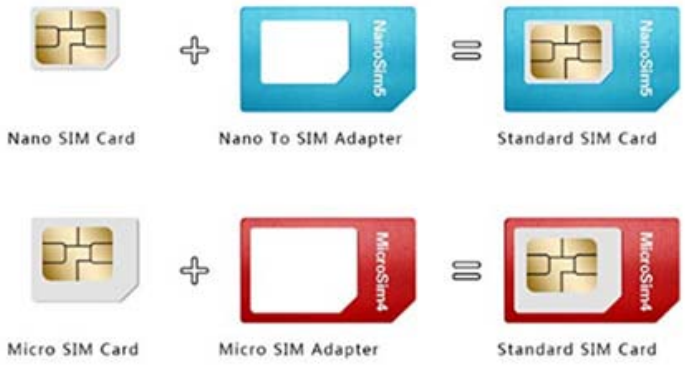
LED	Status
Yellow (standby)	Flashes once per 5 seconds
Yellow (using)	Solid

2. **LED 'Network "Indicator**

LED	Status
Green (ready)	Flashes once per 3 seconds
Green (searching)	Flashes once per second
Green (busy)	Solid

3. **LED " Power " Indicator**

LED	Status
Red (power on)	Solid
Red (power off)	Off



1. SIM card

You will need a regular voice and SMS text SIM card and capable of running on 2G/4G service.

1. Use a standard SIM size (Mini), if your SIM is Micro or Nano you must add an adapter.
2. Ensure the SIM card has calling credit, and can make and receive calls on a mobile phone
3. Check that the SIM does not have a PIN code request
4. Disable voicemail service on the SIM
5. Power should be off before inserting the SIM

2. Antenna

Install the antenna as high as possible on the top of the pillar for best possible reception.

3. Door Lock

Connect an electric door lock to terminals marked "door latch".

4. Power Supply

Connect a 12 volt DC power supply to terminals marked "AC, AC"

The power supply should be capable of supplying a constant current of no less than 1amp.

5. After a final check of wiring , switch on the power

6. Allow 20~30 seconds for the unit to boot up and detect the network. Once successful connection has been made, the unit will sound a confirmation tone and the status LED will begin flashing.

SS2204-4G01EV-M 4G INTERCOM OPERATION

When the visitor pushes the call button to activate the SS2204-4G01EV-M ring tone will be heard from the 4G intercom. At the same time connection is established with the phone number that is stored in the SS2204-4G01EV-M. If the first number is busy or not answered the call can be diverted to the second and the third. The remote phone answers the call from SS2204-4G01EV-M and starts conversation with the visitors. During conversation press * on your mobile for door open. The relay switches can also be temporarily or permanently switched on or off by press # and 1.

Enter system menu

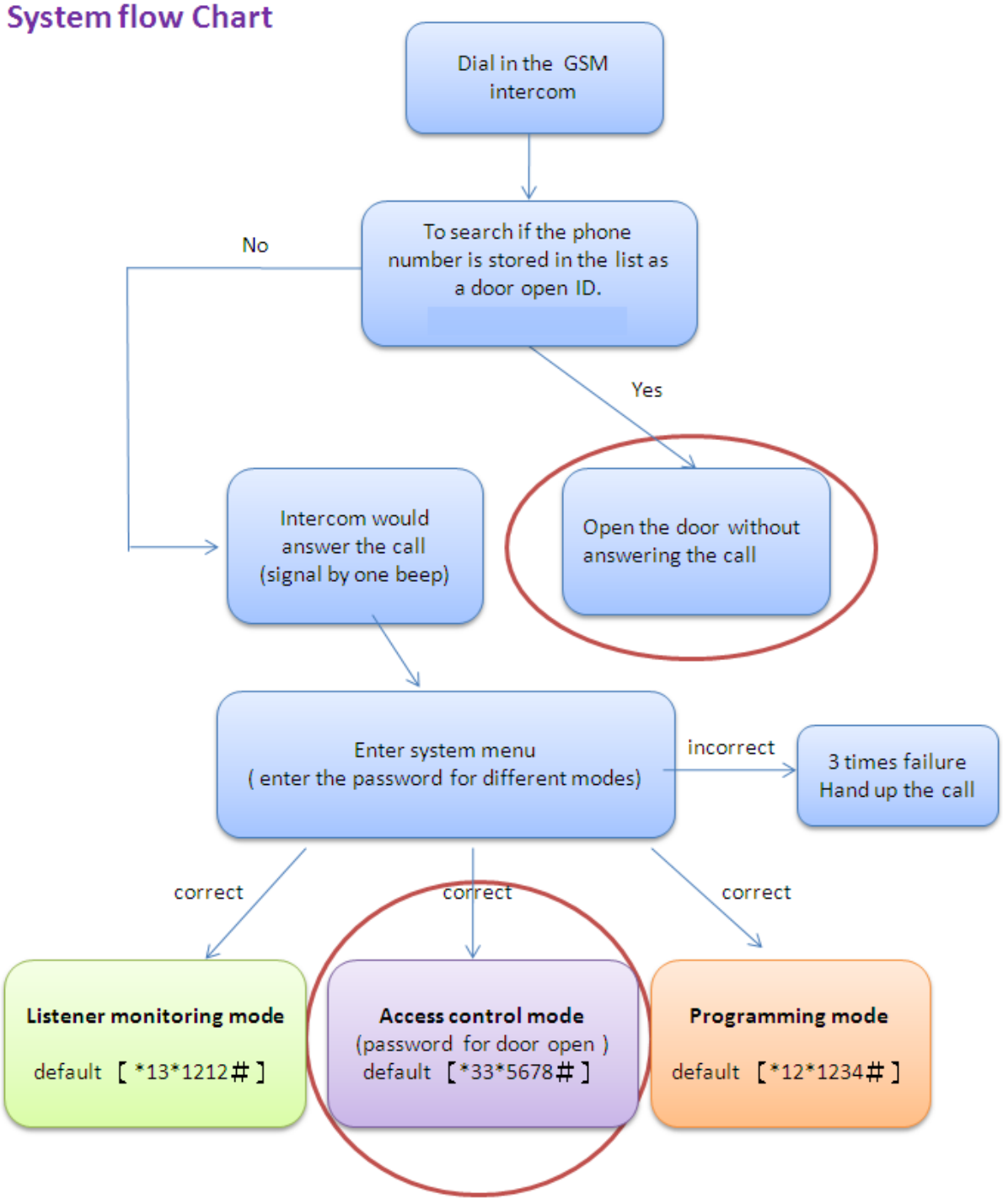
There are three different modes under system menu.

1. Listener monitoring mode
2. Access control mode
3. Programming mode

To gain access to the system menu via dial in, follows these steps:

1. Call the telephone number of the 4G intercom
2. Wait for the intercom to answer and signal by one beep to enter system menu
3. Enter the password of the mode you would like to enter
4. Password correct one beep, password error 3 beeps.
5. 3 times failure attempt on password, hang up the call

System flow Chart



Enter Listener Monitoring Mode

1. Call the telephone number of the 4G intercom
2. This device will then verify your phone number with your predefined numbers.
3. You will hear a “Do” tone to enter listener monitoring mode by pressing【***13*1212＃**】where 1212 is the password.
4. You are now in the” listener monitoring mode”.(you can hear the live sound of the intercom’s surrounding environment)

* Under this mode speaker is OFF.(**35＃: turn on** speaker)

* You can still control the relay output when you are under listener monitoring mode but speaker must be ON status.

Enter Access Control Mode

1. Call the telephone number of the 4G intercom.
2. This device will then verify your phone number with your predefined numbers.
3. You will hear a “Do” tone to enter access control mode by pressing【***33*5678＃**】where 5678 is the password.
4. The door will be opened after enter the correct password

*(To open the door by password, if the number is not stored in the access control section)

Enter Programming Mode

1. Call the telephone number of the 4G intercom
2. This device will then verify your phone number with your predefined numbers.
3. You will hear a “Do” tone to enter into programming mode by pressing【***12* 1234＃**】where 1234 is the password.
4. You are now in the “programming mode”

   Note: At the end of each command there can be one of the two indications:

   Successful: a long “beep” tone, failed: three short “beep” tone.
5. To make changes on settings please refer to the user commands.
6. To end programming mode just hang up.

NOTE:

***To be successful in programming, originate a call from a land line and enter the digits slowly or using programming by text message.**

Programming

Programming can be carried out either by dial into the 4G intercom or by text message
(Certain programming feature can only be set up by text message, please refer to user commands)

Programming by text message

Programming by text message is the simplest way to customize the settings of the 4G intercom and add or delete telephone numbers. Simply send texts in the format to the telephone number of the SIM within the 4G intercom.

Note:

1. A Single SMS text messages is limited to 140 characters.
2. You can program many different user command codes in one text message with SMS command format. ***12*1234 # command Code1 # command Code 2 # command Code3 #.....**
3. Each SMS must start with the pass code , default 1234 in the following format ***12*1234 #** Followed immediately by a command.
4. To program a call button numbers DO NOT enter country code, just the complete number as you would dial it.

Example:

Storing a call button phone number (Max 3 numbers) and delete 2&3 phone numbers.(Refer to user commands P.16)

058 57235 (landline number 1)
086 5682554 (mobile number 2)
086 2235644 (mobile number 3)

Command to use: *12*1234#1[Y][phone number]#
Y= number 1, 2 or 3

SMS format: (storing a call button phone numbers)
*12*1234#**1**105857235#**1**20865682554#**1**30862235644#

SMS format: (delete 2&3 phone numbers from a call button)
*12*1234#**12*#13*#**

User command code CORRECT

SMS format:

*12*1234#**1**105857235#**1**20865682554#**1**30862235644#

SMS reply:

1105857235#**1**20865682554#**1**30862235644# OK

User command code ERROR (user command 19 error)

SMS format: *12*1234#1105857235#190865682554#130862235644#

SMS reply: 110587235#190865682554# Error

Progrmming by dial in

Note: programming dial in can't be used from telephones which are already programmed to open the door when they dial the 4G intercom but you can disable Caller ID display (withhold the number) on the mobile before using.

To gain access to the programming mode via dial in, follows these steps:

Example:

Storing a telephone number for dial in door release

Enter Programming Mode by Pressing…..

*12*1234# (1234 is default password)

A successful pass code will produce a single long beep. A failed attempt will produce 3 short bleeps.

You may now program up to 1150 telephone numbers into memory.

Use the following commands to program the unit

* Insert international country code (1~3 digits): **71 [country code] #**
* Add a number (up to 1150 numbers):**72 [relay][telephone number] #**
* Delete a number: **73 [telephone number] #**
* Delete all numbers: **73*#**

ACCESS CONTROL OPTIONS

This 4G intercom also has an extra feature to allow user to gain access from their mobile phone by two methods.

1. Caller ID recognition
2. Enter password code by call or send SMS

1. Caller ID recognition

If your number is saved inside the intercom memory, just dial the SIM card number held within the unit to open your gates and it will activate the door or gate without answering your call.

*For Caller ID recognition to open the door or gate you need to program the mobile numbers and country code into the memory before using.

Example:
Ireland Country code: 353 (UK: 44 / USA: 1) Do not use any leading zeroes.
086 5683624 (mobile number 1)
086 5682554 (mobile number 2)
086 2235644 (mobile number 3)

Command to use: *12*1234#71[country code]#72[relay] phone number] #72[relay][phone number] #72[relay][phone number] #.....

SMS format:
*12*1234#71353#7210865683624#7210865682554#7220862235644#

To delete phone numbers of dialing in to open

SMS format: (to delete phone number 1 and 2)
*12*1234#730865683624#730865682554#

SMS format: (to delete all numbers)
*12*1234#73*#

After the numbers are programmed you can also send the text message to check the stored numbers by sending SMS format *21# , then the 4G intercom will reply the phone number list text message.

2. Enter password codes by call or send SMS

If your number is not saved in the intercom memory, it will answer the call. Enter the Password code on your telephone keypad or just send a SMS to activate the door or gate

*33*5678# (trigger relay 1)	*36*5678# (trigger relay 2)
*34*5678# (hold relay 1)	*37*5678# (hold relay 2)
*35*5678# (release relay 1)	*38*5678# (release relay 2)

*This is for door open option for telephone numbers not stored.

Check 4G signal strength (0~31 levels)

When a request for 4G signal strength SMS is sent to the 4G intercom it will reply with a signal strength code and service provider name. The code will be between 0~31 means the signal level is from poor to best.

Example:
SMS format *20#
SMS reply: Vodafone Signal Level = 31 【Signal is very strong】

Check Relay And Detect Status

You can send SMS command code to check relay/detect status.

SMS format *22#

SMS Reply Relay=ON Detect = ON【Relay=Hold , Detect=GND】

Remark:

Terminal mark" Detect" (see wiring diagram) is for you to connect a door reed switch. The gates would have a reed switch wired through the" DET" input to ground. It's used by the user to check if the gates are open or closed.

Administrator Number

Once the administrator number is stored, the unit will only accept programming from this number and only via SMS programming.

Example:
Program a mobile number as an administrator number via SMS
Mobile number: 0865682554
Command to use *12*1234#74 [Admin number]#

SMS format *12*1234#**74**0865682554#
To delete the Admin number *12*1234#74*#

Check A Log Of Dial In And Dial Out Numbers Via E-mail Or SMS

This system allows you to save dial in numbers log and will then automatically send the record via e-mail or SMS as your request.

There is a list of commands you need and examples to guide you on the settings for this feature. Please setup following required parameters and commands before you can use it.
NOTE: G-mail doesn't support this feature.

No.	Function	SMS command codes
1	Auto sending a log of dial in numbers	*12*1234#83[N]# N= 0 (sending when it reaches 100 numbers)- default N=1 (sending when it reaches 200 numbers, Max)
Sending record when it reaches 200 numbers. / command code example: *12*1234#831#		
2	Way of sending a log of dial in numbers via e-mail or SMS	*12*1234#84[N]# N=0 (no saving /sending record) N=1 (via SMS, 4 numbers limited/SMS) N=2 (via E-mail)
Sending record via email / command code example: *12*1234#842#		
3	GPRS parameters setting	*40*1234#APN, auth_type,user name,password# auth_type: 0= none / 1= PAP / 2= CHAP
Command code Example:		*40*1234#internet,0,,# (auth_type = 0 (no need for user name and password)) pass code APN auth_type =0 (none)
4	E-mail parameters setting (Doesn't support Gmail)	*41*1234#type,SMTP server,port,user name, password, e-mail address, e-mail sender name# Type: 1= normal / 2= SSL/TLS
Command code Example :		*41*1234#2,gainwise.com,25,gainwise,5826,gainwise@gainwise.com, gainwise# pass code type SMTP server Port user name PD email address sender name
5	Recipient & Carbon copy settings	*42*1234# recipient e-mail address, recipient name, carbon copy e-mail address, carbon copy name#
commande code example: *42*1234#michael@gainwise.com,MICHAEL,ivy@gainwise.com,IVY# (complete setting) pass code recipient email address recipient name carbon copy email address carbon copy name *42*1234#michael@gainwise.com,,ivy@gainwise.com,# (recipient/carbon copy name can be omitted) pass code recipient email address carbon copy email address *42*1234#michael@gainwise.com,MICHAEL,,# (carbon copy can be omitted) pass code recipient email address recipient name		

No.	Function	SMS command codes
6	E-mail subject setting	*43*1234# e-mail subject#
Command code Example: *43*1234# dial in numbers record# pass code email subject		
7	To immediately send current dial in numbers log via email or SMS	*44*1234# SMS reply: successful or failed
8	Check parameters setting	*4[N]*1234# N=0 (reply GPRS parameters) N=1 (reply e-mail parameters) N=2 (reply recipient & carbon copy) N=3 (reply e-mail subject)
Check GPRS parameters setting / Command code example: *40*1234#		
9	Mobile number for receiving a log of dial in numbers via SMS	*12*1234#85[mobile number.]#
10	Delete mobile number for receiving a log of dial in numbers via SMS	*12*1234#85*#
11	Clock Sync- auto time calibration after power fail	*12*1234#86[SIM phone number used in the intercom]# This unit has an internal time clock counter, which reads the time from an incoming SMS message, and uses this to calibrate its time clock. It takes 2~3 minutes after a reboot.
12	Delete the phone number for clock Sync	*12*1234#86*#

Log Example:

001@13/02/23,13:16:31- I 0982384664
002@13/02/23,13:16:43- I 0982384663
003@13/02/23,13:16:53- O 0982437053
004@13/02/23,13:17:14- O 0926251767
005@13/02/23,13:17:46- I 0982384663
006@13/02/23,13:17:59- I 0982384664
007@13/02/23,13:18:06- O 0926251767
008@13/02/23,13:18:25- O 0982437053

N0. date time phone number

Ⅰ: Dial in number / Ｏ: Dial out number

How to program checking a log of dial in numbers via SMS

There are 3 programming codes you will need to make this feature work

1	Way of sending a log of dial in numbers via e-mail or SMS	*12*1234#84[N]# N=0 (no saving /sending record) N=1 (via SMS, 4 numbers limited /SMS) N=2 (via E-mail)
2	Mobile number for receiving a log of dial in numbers via SMS	*12*1234#85[mobile Number]#
3	SIM phone number used in intercom for Clock date and time correction	*12*1234#86[SIM phone number used in the intercom]#

You can program many different user command codes in a single text message with SMS command format. *12*1234 # [command Code1] # [command Code 2] # [command Code3] #.....

Example:

Mobile number for receiving a log 0907967223

SIM phone number used in the intercom 0948778458

*12*1234#841#850907967223#860948778458#

Send *44*1234# to check log

Replied log information via SMS example:

001@13/02/23,13:16:31- I0982384664
002@13/02/23,13:16:43- I 0982384663
003@13/02/23,13:16:53- I0982437053
004@13/02/23,13:17:14- I0926251767 N or E

I: Dial IN numbers

N: Next text massage

E: End text message

To gain access to the different modes and control relays via SMS or call

No.	Function	command	Description	Default
1	Enter Programming Mode	*12* [password] #	To enter programming	1234
2	Enter Monitoring Mode	*13* [password] #	To hear the surroundings where the intercom installed	1212
3	Enter Access control Mode (Trigger relay 1)	*33* [password] #	Password mode access option	5678
4	Hold Relay 1	*34* [password] #	To hold relay to keep door opened	5678
5	Release Relay 1	*35* [password] #	To release relay for door close	5678
6	Trigger relay 2	*36* [password] #	Password mode access option	5678
7	Hold Relay 2	*37* [password] #	To hold relay to keep door opened	5678
8	Release Relay 2	*38* [password] #	To release relay for door close	5678

Intercom information (Service &diagnostic messages)

Note: for these function codes there is no need to start with *12*1234# in the command codes just simply use the command as below.

No.	Function	Command	Reply
1	check signal strength	*20#	1.Ver:E Firmware version 2.standby operator name, network 3.standby signal level=0~31 4.call out operator name, network 5.call out signal level=0~31
2	Check stored numbers	*21#	O [number]…,I [number]…..E (N) O：call button numbers list I：dial in to open numbers list E：End N：Next SMS
3	Check stored numbers via email	*21#1	
3	Check relay / detect status	*22#	Relay [status],Detect [status] Status: ON / OFF
4	Check detect SMS content	*26*1234#	Default SMS alert: Detect PIN Trigger (default password:1234)
	● SMS data error	(Only 0~9、*、# are available)	SMS Data Error
	● Function code error		Function Code Error

User commands table

You can program many different user command codes in one text message with SMS command format. *12*1234 # [command code1] # [command code 2] # [command code3] **#.....**

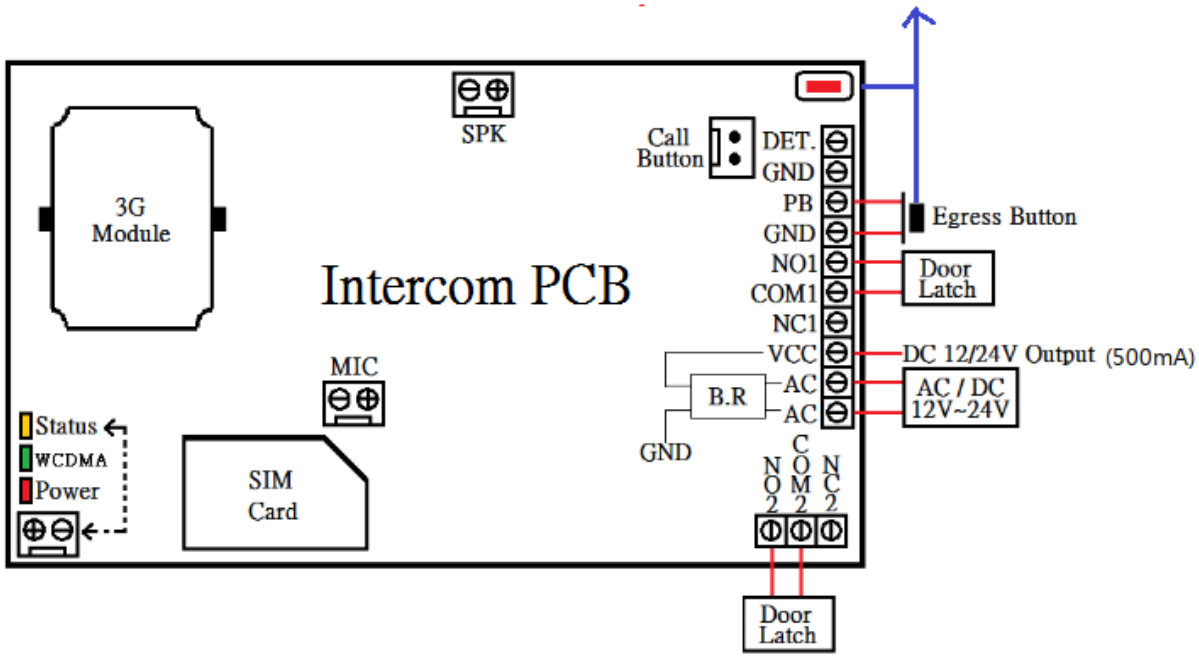
No.	Feature	Command	Description	Default
1	Change programming Password	01 [password] #	password:4 digit codes	1234
2	Change access control password	02 [password] #	password:4 digit codes	5678
3	Change monitoring mode password	03 [password] #	password:4 digit codes	1212
4	Store a call button phone number	1 [Y] [phone number] # **Call extension number** **1 [Y] [phone number]**[Ext] #** **Ex:11063127675**515#**	Y= phone number 1,2 or 3 Max 3 phone numbers phone No.:3~15 digit codes ***=0.5 sec (time to send ext after the call is answered)**	None
5	Delete a call button Phone number	1[Y]*#	Y= phone number 1,2 or 3 phone No.:3~15 digit codes	None
6	Speaker Volume	3 [speaker volume] #	speaker volume level:0 ~ 4	3
7	Microphone Volume	4 [microphone volume] #	microphone volume level:0 ~ 4	3
8	Relay 1 Time	51 [relay1 time] #	relay time: 1~9999 sec	1
9	Relay 2 Time	50 [relay 2 time] #	relay time: 1~9999 sec	1
10	Ringing time on call out numbers	52 [ringing time] #	Ringing time :10~99 sec Adjust this to avoid voicemail picking up a call on un-answered call so the unit can divert to the next number	20 sec (5~8 sec connection time)
11	Max talk Time	53 [max talk call time] #	Max talk time:0000~9999 sec	0060 sec
12	Max monitoring time	55[duration time] #	duration time:00 ~ 60 mins 00 (no limit)	10 mins
13	Store a service call number to receive a scheduled call or SMS	77 [Phone number] #	Phone number: 3~15 digit codes This service number feature is useful for SIM is not often used to prevent switch off by the provider	N/A
14	Set day time schedule to make a call or SMS	57 [Day]#	Day : 00~60 day time schedule 00= no call or SMS	00

15	Making a scheduled call or SMS	58 [Type] #	Type:1 or 2 1=SMS 2=Call	1
16	Delete the stored service number	77*#		N/A
17	Change ringtone	60 [X] #	X= 0 no ringtone X= 1 simulate ringtone (default) X= 2 real ringtone X= 3 simulate ringtone and real ringtone	1
18	Change dial in model	65 [X] #	X=1 dial in to open X=2 dial in to talk X= 3disconnect the call from unauthorized numbers	1
19	Change relay1 trigger code	61 [X] #	X=0~9 / * / #	*
20	Change rely 1 hold code	63 [X] #	X=0~9 / * / #	#
21	Change relay 1 release code	64 [X] #	X=0~9 / * / #	1
22	Change relay 2 trigger code	67 [X] #	X=0~9 / * / #	7
23	Change rely 2 hold code	68 [X] #	X=0~9 / * / #	8
24	Change relay 2 release code	69 [X] #	X=0~9 / * / #	9
25	Ring in to open the door (Max: 1150 numbers)	71 [country code] # 72[relay] [phone number] # 73 [phone number] # 73*#	Country code:1~3 digit codes Relay: 1 or 2 Delete phone number Delete all phone numbers	1
26	Add administrator phone number	74 [admin number] #	admin number: 3~15 digit codes (no number no restriction)	None
27	Del administrator phone number	74*#	delete administrator phone number	None
28	Disable, enable SMS reply notice	894[X]#	X=0 (disable) X=1 (enable) Disable , enable SMS replay Relay 1 trigger, relay 2 trigger Relay 1 hold, relay 2 hold Relay 1 release, relay 2 release	0
29	Ringtone volume	898[X]#	X=1~4 (levels)	3
30	Egress (for push to exit button)	900[X]#	X=0 (relay 1) X=1 (relay2)	0

31	Detect (for egress mode)	901[X]#	X=0 (relay 1) X=1 (relay2)	1
32	Detect mode options	902[X]#	X=0 disable X=1egress mode (901 feature) X=2 trigger mode X=3 resistance mode (10KΩ)	0
33	Enable or disable ringing extension number	949[X]#	X=0 disable X=1 enable	0
34	Trigger the door chime When call button is pressed **(relay 2 only)**	905[X]#	X=0 disable X=1 enable	0
35	Send SMS when door is detected open (under detect mode 2&3)	*26*1234#[SMS content]#	[SMS content] :100 characters (default password:1234) SMS alert will be sent to call out numbers	Detect PIN trigger
36	Reset	999#	reset default	None

How To Reset The Hardware When You Forget your Password

Reset the hardware
1.first keep reset button (RED) pressed
2.then press engress button
3.release all buttons after you hearing continuous "Dou" tones
4.hardware reset finished



Quick programming via SMS

Program a call button phone number. (Max 3 numbers)

Note: To program a call button numbers DO NOT enter country code, just the complete number as you would dial it.

Command to use: *12*1234#1[Y][phone number]#

Y= number 1, 2 or 3

Examples:

058 57235 (landline number 1)

086 5682554 (mobile number 2)

086 2235644 (mobile number 3)

SMS format: *12*1234#1105857235#1208656825 54#1308622356 44#

Program a phone number for dial in door release (Max 1150 numbers)

Note: Program a phone number for dial in door release you NEED TO enter country code

Command to use: *12*1234#71[country code]#72[relay] phone number] #72[relay][phone number] #72[relay][phone number] #.....

Example:

Ireland Country code: 353 (UK: 44 / USA: 1) Do not use any leading zeroes.

086 5683624 (mobile number 1)

086 5682554 (mobile number 2)

086 2235644 (mobile number 3)

SMS format: *12*1234#71353#7210865683624#7210865682554#7220862235644#

Operation

When intercom calling your phone and you have answered the call…

Press * to trigger relay1

Press # to hold relay 1

Press 1 to release relay 1

Press 7 to trigger relay 2

Press 8 to hold relay 2

Press 9 to release relay 2

Sending SMS commands

*33*5678# (trigger relay 1)

*34*5678# (hold relay 1)

*35*5678# (release relay 1)

*36*5678# (trigger relay 2)

*37*5678# (hold relay 2)

*38*5678# (release relay 2)

*20# (check reception level)

*21# (check stored number)

*22# (check gate / door status)

Troubleshooting (Q &A)

.**Q. The unit powers up but there is a bleeping from the door station.**

A. This means the unit is not able to detect the network for some reason.

-Check the SIM card is activated and has calling credit.

-Power off the unit, remove the SIM and check it in a mobile phone to verify it can make a call.

-Check the SIM does not ask for a PIN code when put in a phone. If it does, then disable the PIN code request.

-Check the SIM is a standard 4G/4G SIM not a data only SIM. If you are unsure, contact your SIM card provider to verify.

-Check the reception is good. Poor reception is not sufficient.

-Check the antenna has been mounted as high as possible, not near large metal objects, or wet green shrubs etc.

-Check the antenna connection. Visually inspect that the center pin inside the antenna is intact, and has not been pushed back inside the fitting.

Q. The unit calls the first number, but there is not enough time to answer before it diverts to the next number.

A. Increase the no answer time as per programming instructions.

Q. The unit calls the first number but voicemail comes on before it can ring the second number.

A. Decrease the no answer time as per programming instructions.

Q. The caller ID part does not work.

A. Be sure to program the caller ID part under 72 feature. If your number is a private or number withheld, then it will not work.

Even if you have already programmed a number to receive a call from the intercom, if you also want that number to have caller ID access, it must be programmed under the 72 feature also.

Ensure the number is entered as you would normally dial it from another phone.

Q. There is no audio from the gate, but the person at the gate can hear ok.

A. This can be due to low reception.

-Check reception level by *20#.

-Change SIM card if necessary to another network which may have better coverage.

-Purchase a high gain antenna.

Q. The audio quality that can be heard on the remote telephone is poor or humming (buzzing).

A. A small amount of 4G buzz can be considered normal on 4G intercoms, but not so much that causes inability to hear the person speaking. This can be caused by the 4G antenna being mounted too close to the speech panel or not mounted high enough.

-Try earthling the speech panel chassis to 0V of the power supply.

-This is also a symptom of poor reception. Try above steps on checking and improving reception.

Q. The * or # key does not work when the intercom calls a phone.

A. Check if you can hear the relay clicking at the gate when the * or # key is pressed during a call. If it can be heard, then the system is working, check wiring between the relay and the lock or gate panel. If the relays do not make a clicking sound, then check this feature on a different mobile cell phone or landline. If it works on a different phone, check the settings on the phone in question under DTMF tones. Failure of DTMF tones to operate correctly is also a symptom of low reception. Check steps above on improving reception. Try pressing the buttons longer when attempting to activate the gates or door.

SPECIFICATION:

Models	SS2204-4G01EV-M (4G version)
4G version frequency	LTE 2100/1800/2600/900/800/700 APT Mhz WCDMA 800/850/2100 Mhz GSM 900/1800 Mhz
Outputs	2 outputs, NC/NO dry contact, 10A/240V AC/24V DC
Power supply	12~24V AC/ DC (12V DC/ 1.5A power supply adaptor included)
Power Consumption	Standby:48~68mA/ hr, Using: 100~135mA/hr
Physical size	Face plate: 170 x 100 mm, Stainless cabinet: 174 x 113 x 65 mm
Length of antenna	3 meters cable
Humidity	Less than 80% RH
Operating Temperature	-20℃ to 50℃
Operating Current	Maximum 250 mA, Typically 55mA