GSM DEVICES
G-SWITCH-22
GSM MODULE

Diagnostic exercises on the **G-SWITCH-22** are mostly symptom-based; however, the device's onboard LEDs will provide useful information about the overall system health, as will the G-WEB online interface.

HOW TO USE THIS GUIDE

The purpose of this guide is to equip users with the necessary skills for accurately diagnosing and resolving any technical challenges which may be encountered while working on Centurion access automation products.

The document is divided into different sections, each referring to a specific Centurion product or range of products, and each section is further divided into the different symptoms typical to the product in question.

Furthermore, diagnostic messages are categorised according to the stage of operation during which they are most likely to occur, be it during setup or normal operation. A category also exists for 'Information Screens'.

The information screen or indication will in each case be presented first, followed by a list of possible symptoms associated with the product in question, possible cause(s) of the diagnostic message and, lastly, all the possible means of resolving the problem will be documented. This system provides the user with a simple means of cross-referencing when performing troubleshooting and diagnostic exercises.

Icons used in this guide

DIAGNOSTIC INDICATION

This is the audible or visual feedback provided by the operator.

Symptom

Refers to the physical behaviour of the operator. For example, a gate not responding to a valid trigger would be a symptom.

LED output

The visual feedback provided by a system's Status LED, which will flash at a specific frequency to indicate a fault condition.

Audible feedback

The feedback provided by the controller's onboard buzzer.

Cause

The underlying reason for an operator behaving a certain way.

Solution(s)

The course of action needed to resolve a fault and return the device to normal operation.

Symptom: Missed Call not activating one or both of the outputs

Possible causes

- The user phone number has not been added to system memory
- The Caller Line Identification Presentation has not been enabled on user phone number or G-SWITCH-22 SIM
- No network coverage
- The G-SWITCH-22 module is not powered up

Solutions

- Ensure that the user phone number has been successfully added and also check that the command syntax is correct if adding using SMS
- Enable Caller Line Identification Presentation
- Check the signal strength LEDs on the module and move the antenna to obtain optimal network coverage
- Check that the device is powered up

Symptom: When giving the module a Missed Call, Voicemail or a busy tone is heard

Possible causes

- Call forwarding/Voicemail has been enabled
- No network coverage
- The G-SWITCH-22 module is not powered up
- The device is currently engaged in the synchronisation stage

Solutions

- Insert the module SIM card into a mobile phone and disable Call forwarding/Voicemail
- Check the signal strength LEDs on the module and move the antenna to obtain optimal network coverage

Symptom: When giving the module a Missed Call, the relay activates and then the call goes to Voicemail

Possible cause

- Call forwarding/Voicemail has been enabled (Busy)

Solution

- Insert the module SIM card into a mobile phone and disable Call forwarding/Voicemail

Symptom: G-SWITCH-22 not synchronising via G-WEB

Possible causes

- The G-SWITCH-22 module is not powered up
- No network coverage
- No airtime on the module SIM card
- SIM card not registered - Check with local communication authority
- Data service not enabled on the SIM
- Incorrect network specified on the website

Solutions

- Check that the device is powered up
- Check the signal strength LEDs on the module and move the antenna to obtain optimal network coverage
- Load airtime onto the module SIM card
- Have SIM card registered in terms of local regulation in force
- Contact SIM card provider to make sure that the SIM card has data connection enabled
- Make sure that the correct network is specified