ULTRACOM 4G

BY ULTRASECURE

INDIVIDUAL ULTRACOM 4G INTERCOM

9 CALL NUMBERS - UP TO 50 SECONDARY USERS - GATE/LATCH OPENING BY CALL/SMS - DOUBLE RELAY OUTPUTS - POWER SUPPLY 9-24V AC/DC (9-36V DC) - BRUSHED METAL PLATE - IP54

Thank you for choosing Ultra Secure for the equipment of your property.

The UltraCOM 4G intercom allows you to **communicate with your visitors** and open your gate and/or latch remotely by telephone. It has **two relay outputs** that can be activated at any time by call or SMS. Thanks to its hood and its **IP54 certification**, the caller station is designed for outdoor and indoor installation for the long term! The configuration of your intercom is simply carried out by SMS commands.

Please see our online catalog to find products of the UltraCOM range. Each application is unique and we seek to guide you towards the best system that completely satisfies your needs. **Do not hesitate to contact us for advice.** You can find the products of the UltraCOM range by scanning this QR code.

Our guide will help you to understand and install the UltraCOM3, but also to optimise your settings for your environment.

Have a good discovery and get started with your **intercom UltraCOM 4G**.

Ultra Secure team (*www.ultrasecuredirect.com*).
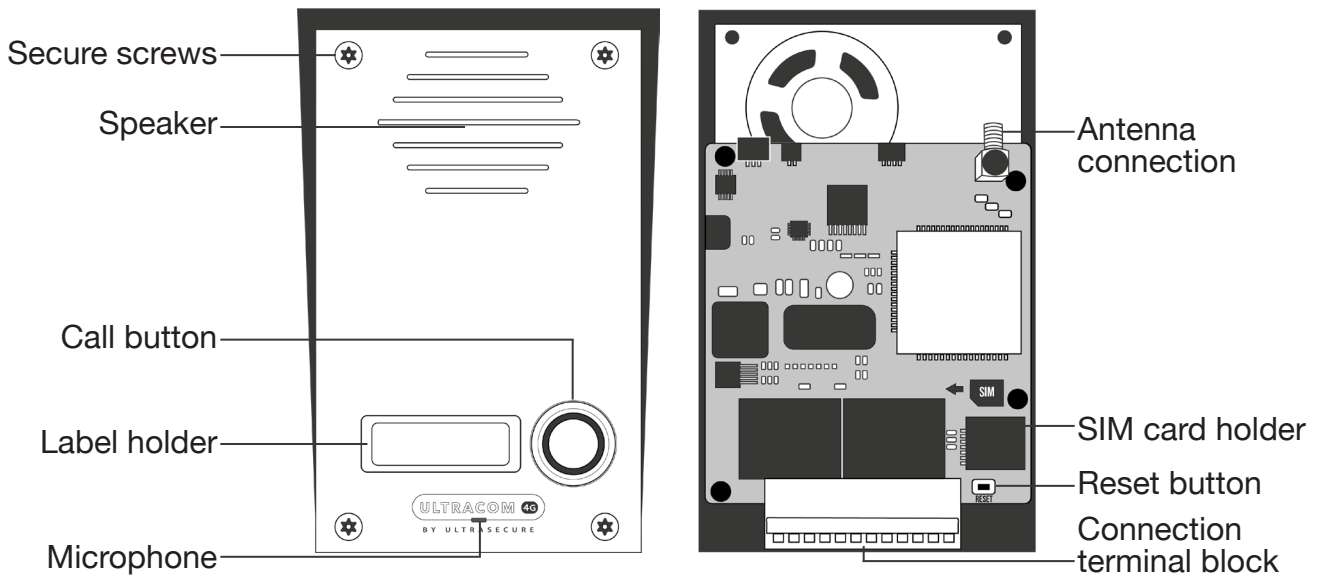
Ultra Secure®

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Contents of your user guide

Presentation of your UltraCOM 4G intercom

Presentation of the panel

Secure screws
Your panel is made up of 4 secure screws that can only be unscrewed using the tool provided to secure access to the inside of your panel.

Speaker
The UltraCOM 4G is equipped with a front loudspeaker allowing conversation. Its volume is adjustable (*see page 20*).

Call button
This backlit button allows the visitor to make a call to the user numbers (*see page 13*). It also gives information on the state of the board via the flashing of the backlight (*see page 29*).

Label holder
The label holder allows you to indicate the name of your choice (*see page 8*). It is also backlit.

Microphone
The panel is equipped with a microphone allowing conversation. Its volume is adjustable (*see page 20*).

Remote antenna connection
This connector is used to screw in the supplied remote antenna (*see page 8*).

SIM card holder
This support allows you to insert your unlocked SIM card in Nano format (*see page 7*).

Reset button
The Reset button allows you to perform a manual reset of the panel (*see page 26*).

Connection terminal

This terminal block allows you to make the various connections related to your configuration: power supply (*see page 8*), gate, latch... (*see page 14*) or switches (*see page 15*).

Connection terminal
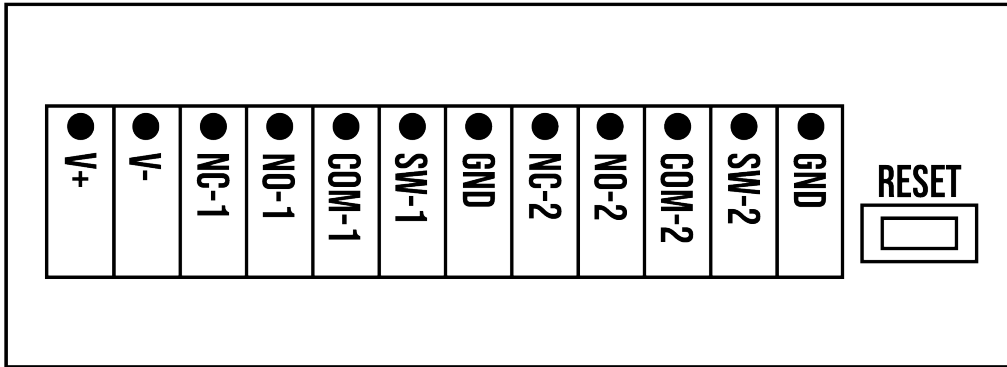
Symbol	Meaning
V+	DC + power cable terminal block
V-	DC - power cable terminal block
NC-1	"Normally closed" relay output terminal block 1
NO-1	"Normally open" relay output terminal block 1
COM-1	Terminal block 1 common to the two relay outputs
SW-1	Terminal blocks for the wiring of the switch operating relay output 1
GND	Terminal blocks for the wiring of the switch operating relay output 1
NC-2	"Normally closed" relay output terminal block 2
NO-2	"Normally open" relay output terminal block 2
COM-2	Terminal block 2 common to the two relay outputs
SW-2	Terminal blocks for the wiring of the switch operating relay output 2
GND	Terminal blocks for the wiring of the switch operating relay output 2

UltraCOM 4G start-up

Installing the SIM card

SIM CARD FORMATS

Mini
Micro
Nano

FORMAT TO USE
8.8mm
12.3mm
Nano SIM

DO NOT USE
15mm
25mm
12mm
15mm
Mini SIM **Micro SIM**
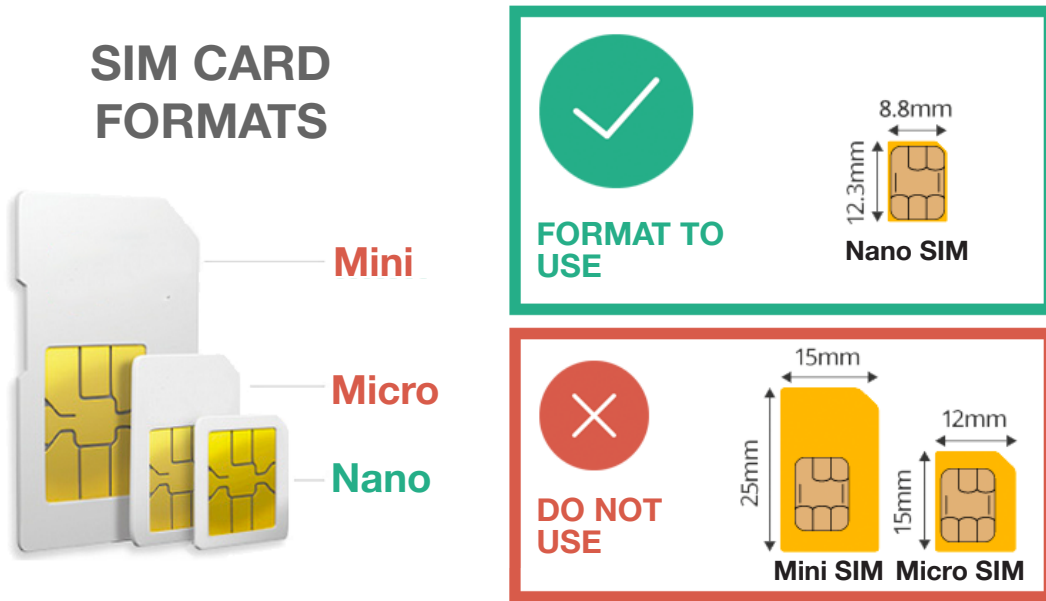
1. First, check the **correct activation of your SIM card** by inserting it into your mobile phone. Check that the network is active by making a call, for example.

2. Most UK SIM Cards are supplied with the SIM Card PIN deactivated. If enabled, Please ensure you remove any PIN codes from your SIM card. You can do this directly from your phone. To do this, go to your phone's settings. This operation is specific to each telephone. Advice can be found on the internet by searching "remove PIN code + your telephone model". Here are some examples of steps to follow depending on the model:

- On iOS: Settings > Mobile Data > SIM PIN
- On Android: Parameters > Biometrics and security data > Other security parameters > Set SIM lock

You will need to make sure that the SIM card lock is unchecked, as in the example image (*specific to each phone*).

‹ Mobile Data   **SIM PIN**

SIM PIN

Change PIN
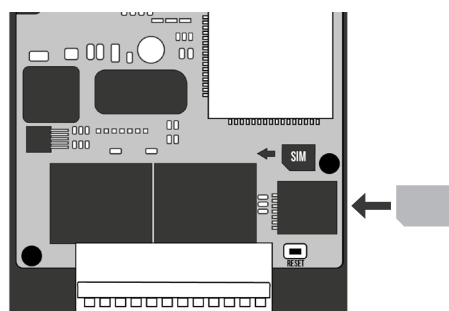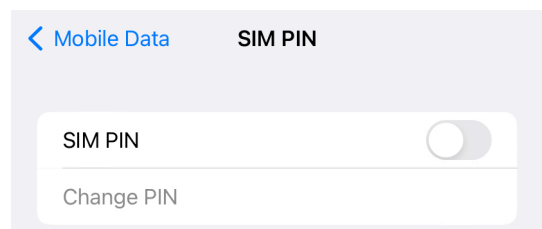
3.   You can then open the panel of your UltraCOM 4G by unscrewing the 4 secure screws. **Then insert the SIM card** (*in Nano format*) into the SIM card holder according to the direction of the drawing (*present above the holder*). You will hear a "click" when the card is inserted. To remove the SIM card, push it in slightly until you hear a "click", and then let it come out.

Setting up the antenna

To receive and transmit SMS and calls, the UltraCOM 4G uses a remote antenna (*supplied*) to be connected to the panel. To do this, you need to screw the tip of the antenna onto the connector inside the panel (*see page 5*).

⚠️

When installing the antenna, it will be necessary to pass the cable through the cable gland of the visor and the base of the panel to simplify the installation of the intercom (*see page 27*).

Labelling

The UltraCOM 4G has a label holder to indicate the name of your choice. Its two ends are provided with notches allowing its removal.

To open the label holder, take a small flat screwdriver, position it in the first notch and turn it slightly. Carry out the same operation in the second notch to completely remove the label holder.

To replace the label holder, position it in the 4 openings and push it in until fully inserted.
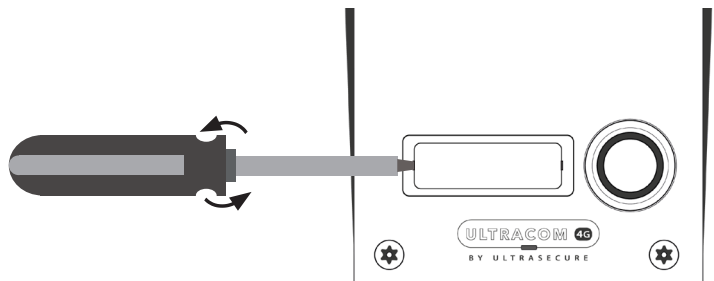
Power supply

You can supply your UltraCOM 4G using the supplied transformer. To do this, connect the transformer cable to the V+ and V- terminals of the panel's terminal block (*see page 6*). Then plug the transformer into an AC outlet.

You can also power it with 9-24V (*AC/DC*) or 9-36V (*DC only*) from several sources (*gate power supply, solar panel...*).

Observations following the start-up of UltraCOM 4G

When powered up, the call button on your intercom will light up for 2 seconds, then flash rapidly to indicate its connection to the network. Following the first steps of the start-up of your UltraCOM 4G, several scenarios characterised by the blinking of the call button are then available to you:

- **Flashing 1 second on / 2 seconds off**: In the first 10 minutes after powering up your intercom, it will be in Installation mode (*for further information about Normal and Installation modes, please see page 29*). This flashing signifies that your intercom is ready to be configured. Go to step "UltraCOM 4G basic settings" page 10.

- **Flashing 0.5 seconds on / 5 seconds off**: <u>After the first 10 minutes of powering up</u> your intercom, it automatically switches to Normal mode (*for further information about Normal and Installation modes, please see page 29*). This flashing signifies that your intercom is ready to be configured. Go to step "UltraCOM 4G basic settings" page 10.

- If you observe **any other type of flashing**, an error related to the SIM card or the mobile network occurs. Then refer to the table of information on the state of your intercom to identify and solve the problem (*see page 29*).

UltraCOM 4G basic settings

Follow the steps below to finalise the basic configuration of your intercom.

Using SMS commands

Your UltraCOM 4G is configured using commands sent by SMS to the number of the SIM card inserted in it (*see page 7*). All SMS commands begin with the password (*4 digits*) followed by a #. The rest of the SMS command will depend on the desired setting.

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Important: The sample commands listed in this manual use the default password 1234. If you change your panel's password (*see page 24*), remember to use the new password for your SMS commands.

For each command sent, the UltraCOM 4G will send back a reply SMS. SMS replies are listed in the command tables (*see page 31*). In the event of an error when sending your command (*wrong password, invalid SMS, permission refused...*), an error response will be sent to you (*see page 30*).

Administrator settings

The number defined as administrator will be **the only one who can configure the UltraCOM 4G**. On the other hand, if you want this number to receive calls from the panel, you will also have to define it as a user.

To set your number as administrator, you need to send the following command to the UltraCOM 4G from your phone:

1234#ADMIN#334455

Variable data	Meaning
1234	Default password, to be adapted if the password is changed.

⚠️

When a new admin is set up, a confirmation SMS (*confirming the new number defined as admin*) will be sent to the new and the former admin.

SIM card number settings

To ensure the correct configuration of the time and date, it will be necessary to enter the number of the SIM card used in the UltraCOM 4G.

To enter the SIM card number, you need to send the following command to the UltraCOM 4G:

1234#SIM#nnnnnnnnnn

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
nnnnnnnnnn	Number of the SIM card inserted in the UltraCOM 4G.

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If the number entered is not correct, you will receive an error SMS (*ERR: SIM*) after 5 minutes.

User settings

Numbers defined as users **will be able to receive a call from the UltraCOM 4G** when someone presses the call button on the panel. They can also **open access** (*if the gate or latch connected, see page 14*) **by call** (*see page 13)* **and by SMS** (*see page 15*).

To define a number as a user, you need to send the following command to the UltraCOM 4G:

1234#UXX#nnnnnnnnnn

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
XX	Position number (*two digits, from 01 to 09*).
nnnnnnnnnn	User phone number.

You can define up to 9 different users.

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

Secondary user settings

Numbers defined as secondary users **will not be able to receive a call from UltraCOM 4G** when a visitor presses the call button. On the other hand, they will be able to **open the access** (*if the gate or latch connected, see page 14*) **by call** (*see page 13*) **and SMS** (*see page 15*).

To define a number as a secondary user, you need to send the following command to the UltraCOM 4G:

1234#UXX#nnnnnnnnnn

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
XX	Position number (*from 10 to 59*).
nnnnnnnnnn	Secondary user phone number.

You can define up to 50 different secondary users.

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

End of UltraCOM 4G basic configuration

After performing the **start-up and basic settings** of your intercom, the call button must be either off (*if Installation mode still active*) or on (*if Normal mode active*). If you see flashing, refer to your intercom status information table to identify and resolve the problem (*see page 29*).

In the rest of this user guide, you will find out **how the UltraCOM 4G works** (*see page 13*), **the use and settings of the relays** (*see page 14*) as well as the **settings concerning calls** (*see page 17*), **volume** (*see page 20*) and the **"Do not disturb mode"** (*see page 22*). You will also find out **advanced settings** (*see page 24*), our advice for the **installation of your panel** (*see page 27*) as well as information on the **status of your intercom** (*see page 29*).

How UltraCOM 4G works

Call from the panel

When a visitor activates the call button, the UltraCOM 4G launches its call cycle and will contact each registered user one by one. The number of call cycles can be set between 1 and 5 (*see page 17*). During the cycle, the panel emits a ring tone to indicate to the visitor that the call is in progress.

⚠️

The panel ringing duration with each user can be set (*see page 17*).

When the user receives the call from the panel, he must pick up his telephone and accept the call using the 0 key. He is then able to communicate with the visitor. He can also activate the relays (*if connected*, *see page 14*) using key 1 for relay 1 and key 2 for relay 2.

⚠️

Attention: the user who receives the call has an adjustable set time (*see page 18*) to accept the call using the 0 key.

⚠️

When a user accepts the call, the communication time with the visitor is limited. This duration can be set by the admin (*see page 18*).

If the first user in the list does not accept the call (*pick up + press the 0 key*), then the panel contacts the next user, and so on according to the number of call cycles configured. The call ends when the configured number of cycles has been reached or when a user picks up and accepts the call.

To end the call, the user can simply hang up his phone. The visitor can also end the call by pressing the call button.

Call to the panel and opening of the relays

Users and secondary users can make a call directly to the panel. They can thus communicate with their visitor (*ideal for putting on hold and calling back or for a drive system for example*).

When the call is made, the user (*or the secondary user*) can activate relay 1 (*key 1*) or relay 2 (*key 2*). The relays can also be triggered at any time via an SMS command (*see page 15*).

Use and settings of the UltraCOM 4G relays

Connection for gate/latch (*NO - NC - Com*)

The panel has two relays for the connection of remote opening (*gate, latch, etc.*) that can be controlled by call and SMS. The most common examples on the market operate either "normally closed" (*NC*) or "normally open" (*NO*). This is why each relay is composed of an NO output and an NC output. These are outputs with adjustable opening time (*see next section*).

During communication with the panel, pressing key 1 will send the opening signal to relay 1 of the panel. Pressing key 2 will send the opening signal to relay 2 of the panel.

- **Normally closed (*NC*)**

Please connect your gate/latch to terminals NC-1 (*or NC-2*) and COM-1 (*or COM-2*) of the panel's terminal block. The panel **opens** relay 1 (*or relay 2*) continuously or momentarily (*between 1 and 99 seconds, see next section*) when key 1 (*or 2*) is pressed during a call or by sending an SMS (*see page 15*).

Note: this NC terminal is used to wire a breakaway latch.

- **Normally open (*NO*)**

Please connect your gate/latch to terminals NO-1 (*or NO-2*) and COM-1 (*or COM-2*) of the panel's terminal block. The panel **opens** relay 1 (*or relay 2*) continuously or momentarily (*between 1 and 99 seconds, see next section*) when key 1 (*or 2*) is pressed during a call or by sending an SMS (*see page 15*).

Note: this NO terminal is used to wire a release latch.

In DC power supply, if you need a transient 9-36V output (*for example, for triggering a latch*), you can loop (*shunter*) the V+ via your COM-1 (*or COM-2*) relay.

Relay opening time

The UltraCOM 4G has 2 relays that can be opened remotely by call or SMS. You can set the opening time of these relays between 1 and 99 seconds. You can also choose not to have automatic closure of the relay (*then choose a duration of 00*).

By default, the duration of each relay is set to 5 seconds. To modify this duration, you need to send the following command to the UltraCOM 4G:

1234#RT#n#XX

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
n	Relay number between 1 and 2.
XX	Duration in seconds between 00 and 99 (*00 for a relay without automatic closure*).

To receive information concerning the opening times of the relays, you can send the following status request command:

1234#RT

Variable data	Meaning
1234	Default password, to be adapted if the password is changed.

This command allows you to receive the duration set for each relay.

Open and close relays

Users and secondary users can open the relays at any time using the following SMS command:

1234#Rn#O

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
n	Relay number between 1 and 2.

Attention, it is the letter O in capitals and not the number 0.

⚠️

The opening of the relays is also possible during a call from the panel or during a call to the panel (*see page 13*). Finally, this is also accessible if you have wired switches directly to the connection terminal block via the SW and GND terminals (*see next section*).

To close the relays, you need to send the following SMS command:

1234#Rn#C

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
n	Relay number between 1 and 2.

Use of switches to open relays

The UltraCOM 4G terminal block has SW and GND terminals for each relay output (*see page 6*), allowing you to wire a switch.

To do this, simply connect your switch (*not supplied*) to the SW-1 and associated GND (*or SW-2 and associated GND*) terminals in order to activate relay 1 (*or relay 2*) when this switch is triggered. The relays will then be opened according to the defined duration.

Administrator and user settings

Administrator settings
For further information about administrator settings, see page 10.

User settings
For further information about user settings, see page 11.

Secondary user settings
For further information about secondary user settings, see page 11.

Delete users
If you need to delete users, you can do it simply with an SMS command. You will need to know the position of the number you want to delete. For this, you can request the list of registered numbers (*and their position*) with the status request command (*see next section*).

The SMS command to delete users is as follows:

1234#UXX#0

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
XX	Position number of the user or secondary user to be deleted (*two digits, 01 to 59*).

Please note that this is the number 0 and not the letter O in capitals.

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

Status request command
To receive information concerning users, you can send the following status request command:

1234#U

Variable data	Meaning
1234	Default password, to be adapted if the password is changed.

This command allows you to receive the list of all users with their associated position and number.

Call settings

Number of cycles

A call cycle consists of calling all the user numbers registered on the intercom. When your visitor presses the call button, the intercom starts a call cycle to contact registered users one after another according to their position.

By default, the intercom is programmed to make a single call cycle. Depending on your needs, you can set the number of cycles from 1 to 5. To do this, you need to send the following command to the UltraCOM 4G:

1234#LOOP#X

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
X	Number of cycles from 1 to 5.

⚠️

Status request: To receive information concerning the setting of the number of call cycles, you can send the following command: 1234#LOOP (*1234 being the default password, to be adapted if it changes*).

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

Ring duration

When the call button is pressed, the intercom will ring the users' phones one by one. By default, the ring duration with each programmed user is 20 seconds. You can set the duration between 1 and 99 seconds. To do this, you need to send the following command to the UltraCOM 4G:

1234#RING#XX

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
XX	Duration in seconds between 01 and 99.

⚠️

Status request: To receive information about the ring duration setting, you can send the following command: 1234#RING (*1234 being the default password, to be adapted if it changes*).

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

Call acceptance time

When a user receives a call from the intercom and picks up, he can accept the call by pressing the 0 key on his phone. To avoid too long waiting time for the visitor, you can set a call acceptance time.

By default, this is 5 seconds. You can set it between 1 and 99 seconds. To do this, you need to send the following command to the UltraCOM 4G:

1234#WAIT#XX

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
XX	Duration in seconds between 01 and 99.

⚠️

Status request: To receive information about the call acceptance time setting, you can send the following command: 1234#WAIT (*1234 being the default password, to be adapted if it changes*).

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

Maximum call duration

You can program a maximum call duration, which can range from 1 to 999 seconds (*about 16 minutes*). This duration means that the communication between the user who accepts the call and the intercom will be cut off automatically after the set time.

This very useful function protects the privacy of users in the event that they forget to hang up. <u>By default, it is set to 999 seconds</u>. You can modify this duration by sending the following command to the UltraCOM 4G:

123#CALL#XXX

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
XXX	Duration in seconds between 001 and 999.

⚠️

Status request: To receive information about the maximum call duration setting, you can send the following command: 1234#CALL (*1234 being the default password, to be adapted if it changes*).

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

Volume settings

Microphone volume

You can set the UltraCOM 4G microphone volume to a level from 1 to 8. <u>By default, this volume is set to 5</u>. To modify it, you need to send the following command:

1234#MIC#X

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
X	Microphone volume level between 1 (*low*) and 8 (*high*).

⚠️

Status request: To receive information about the microphone volume setting, you can send the following command: 1234#MIC (*1234 being the default password, to be adapted if it changes*).

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

Speaker volume

The UltraCOM 4G speaker allows the visitor to hear the user who picked up the call. You can set the speaker volume to a level ranging from 1 to 5. <u>By default, this volume is set to 3</u>. To modify it, you need to send the following command:

1234#VOL#X

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
X	Speaker volume level between 1 (*low*) and 5 (*high*).

⚠️

Status request: To receive information about the speaker volume setting, you can send the following command: 1234#VOL (*1234 being the default password, to be adapted if it changes*).

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

"Do not disturb" mode settings

The UltraCOM 4G has a "Do Not Disturb" mode that allows <u>intercom activity to be suspended for set periods</u>. This mode is ideal for guaranteeing user comfort and not being disturbed in the middle of the night, for example. The activation of the intercom can then be programmed according to a tailor-made schedule. If a call is made during a "Do Not Disturb" period, the panel will beep and will not place the call.

Schedule time slots

To configure the "Do not disturb" mode, you need to define time slots corresponding to the activation of the mode (*25 time slots can be programmed*). You can define a time slot by sending the following command:

1234#DND#Ann#dddd#ffff#days

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
nn	Position of the time slot between 01 and 25.
dddd	Start time (*4 digits mandatorily*). Example: 2100 = 21:00
ffff	End time (*4 digits mandatorily*). Example: 2330 = 23:30
days	The days concerned by this time slot (*1=Monday, 2=Tuesday, 3=Wednesday...*). Example: 367 = Wednesday, Saturday, Sunday.

Enable "Do not disturb" mode

To enable the "Do not disturb" mode and thus disable your intercom according to the defined time slots, you need to send the following command:

1234#DND#1

Variable data	Meaning
1234	Default password, to be adapted if the password is changed.

Disable "Do not disturb" mode

To disable the "Do not disturb" mode and thus leave your intercom activated continuously, you need to send the following command:

1234#DND#0

Variable data	Meaning
1234	Default password, to be adapted if the password is changed.

Delete time slots

If you need to delete time slots, you can do it simply with an SMS command. You will need to know the position of the time slot you want to delete. For this, you can

request the list of tie slots set (*and their position*) with the status request command (*see next section*).

The SMS command to delete time slots is as follows:

1234#DND#D#nn

Variable data	Meanings
1234	Default password, to be adapted if the password is changed.
nn	Position number of the time slot to be deleted between 01 and 25.

⚠

To confirm the commands concerning the "Do not disturb" mode, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

Status request command

To receive information concerning time slots, you can send the following status request command:

1234#DND

Variable data	Meaning
1234	Default password, to be adapted if the password is changed.

This command allows you to receive the state of the "Do not disturb" mode (*ON or OFF*) and the list of all time slots with their position.

Programming example:

Do you want to disable the operation of the panel from 20:00 to 08:00 the next day, every day of the week, so as not to be disturbed? We guide you with a complete example.

To make the panel understand this, you need to record 2 time slots in the device (*you have 25 time slots in total to refine your schedule*):

- First command: **1234#DND#A01#2000#2359#1234567**

➡ The time slot is scheduled from 20:00 to 23:59 every day.

- Second command: **1234#DND#A02#0000#0800#1234567**

➡The time slot is scheduled from 00:00 to 08:00 every day.

The combination of these two commands allows you to create a time slot from 20:00 to 08:00, every day of the week. Then remember to activate the "Do not disturb" mode using the SMS command.

Advanced settings

Change the password

All SMS commands begin with the password (*4 digits*) followed by a #. This is therefore essential. <u>By default, the password is 1234</u>. You can change it using the following command:

1234#P#XXXX

Variable data	Meanings
1234	Current password (*1234 if default password never changed*).
XXXX	New password (*4 digits*).

⚠️

Important: The sample commands listed in this manual use the default password 1234. If you change your panel's password, remember to use the new password for your SMS commands.

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

⚠️

If you forgot your password, you need to perform a manual panel reset (*see page 26*).

Receive device status report

You have the option of receiving a status report containing general information on your UltraCOM 4G (*listed in the table below*).

YYYY-MM-DD HH:MM	Date and time
SIGNAL: XX/31 (4G)	Signal quality from 1 to 31, see network status table (*page 30*) and network type (*2G/3G/4G*)
DND: ON/OFF (ACTIVE/INACTIVE)	"Do not disturb" mode status (*enabled or not*)
R1:	Relay 1 open state
R2:	Relay 2 open state
SIM: 0234567890	Number of the SIM card
IMEI: 112233445566778	IMEI number
ULTRACOM 4G vYYYYMMDD/YYYYMMDD	Hardware and software release dates

To receive this status report, simply send the following command:

1234#STATUS

Variable data	Meaning
1234	Default password, to be adapted if the password is changed.

Restart the panel

In the event of abnormal behaviour of the device, you have the option of restarting the panel. To do this, simply send the following command:

1234#RESTART

Variable data	Meaning
1234	Default password, to be adapted if the password is changed.

⚠️

Important: restarting does not affect your settings, and they are all saved.

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

To guarantee its proper functioning over the long term, the panel restarts automatically every night at 04:00.

Reset the panel to factory settings

If you wish to permanently delete all saved settings on the UltraCOM 4G, you can reset the panel to factory settings in two ways.

Option No. 1, you can send the following SMS command:

1234#RESET#334455

Variable data	Meaning
1234	Default password, to be adapted if the password is changed.

⚠️

To confirm the command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table (*see page 30*) to identify the cause.

Option No. 2, you can perform a manual reset from the panel (*very useful if you forget the password*). To do this, simply press and hold the Reset button (*see page 5*) for 10 seconds. Attention, the first series of 5 beeps will be emitted after 5 seconds. Do not release the button until you hear a long beep.

⚠

Warning: the deletion of all settings following a reset is permanent. The UltraCOM 4G default settings will be restored. You will then have to make all your settings again.

Installation of the UltraCOM 4G panel

Before proceeding with the final installation of your UltraCOM 4G, we advise you to test the state of the network at its location. This confirms that the intercom can receive and transmit calls and texts without problems.

To do this, you can consult the network level ranging from 1 to 31 by requesting a status report from your intercom with the **1234#STATUS** command (*1234 being the default password, to be adapted if it changes*). We recommend a minimum signal reception level of 17/31 (*see page 30*).

Fixing your intercom

The UltraCOM 4G intercom is compact, rugged and professional grade for outdoor installation. The caller station meets IP54 standards and operates at temperatures from -20°C to 50°C. In addition, the protective hood reinforces this resistance.

> **Important: remember to install your panel in a place where the coverage of the mobile network is good. Receive network status report by SMS command (*see page 24*).**

Pick a location that isn't too rough. We recommend a light polishing to achieve a flat surface, otherwise you may not install the caller station correctly for the long term.

1. Make marks on your wall using the holes in the hood as a template.

2. Drill the wall with a bit corresponding to the diameter of the dowels provided (*or other dowels depending on the support*).

3. Then insert the dowels into the holes.

4. Pass all the cables necessary for your installation (*remote antenna, power supply, relay, switch, etc.*) through the wall and the central hole in the visor provided for this purpose.
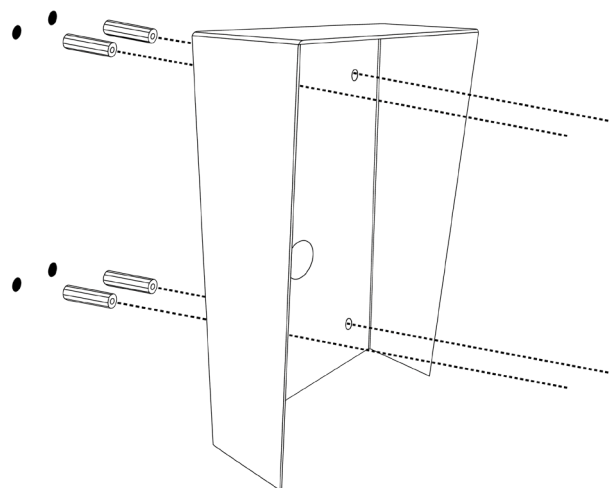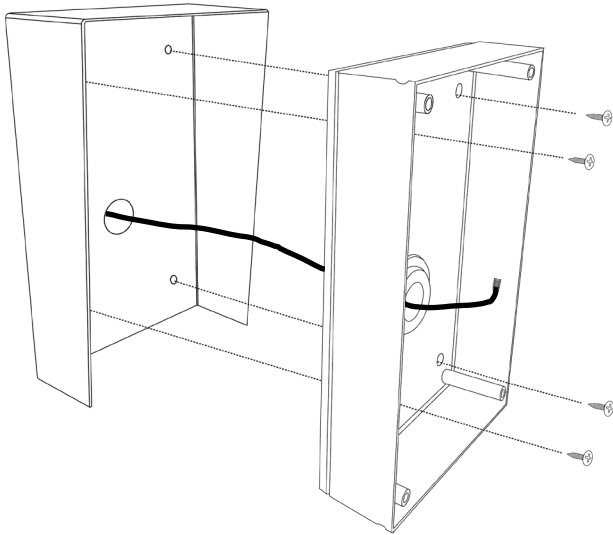
5.   Open the door station using the tool provided and pass the cables through the base via the cable gland. **Be careful not to lose the 4 small secure screws for opening the panel!**

6.   Screw the panel base and the visor to the wall (*using the 4 screws provided*).

7.   Connect your cables to the panel (*remote antenna, power supply, relay...*). Remember to insert your unlocked SIM card (*see page 7*).

8.   Finally, screw the panel back onto its base with the 4 screws secured using the tool provided.

⚠️
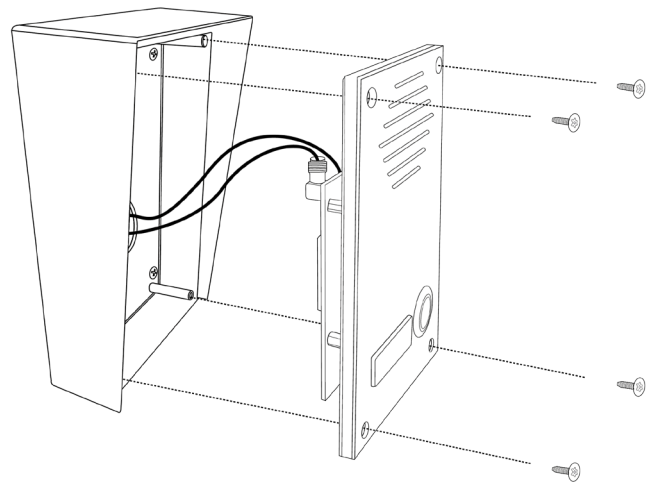
Be careful to be cautious when handling the terminal block. Do not force the cable clamp screws, just make sure they are held in place without screwing too hard.

UltraCOM 4G status information

Information about Normal and Installation modes

The UltraCOM 4G has an Installation mode and a Normal mode. The role of the Installation mode is to provide information to easily solve technical problems that may be encountered by the device (*network problem, SIM card problem, etc.*).

The default mode (*and after reset*) is Installation mode. After 10 minutes in Installation mode, the panel automatically switches to Normal mode. To change the mode, press and hold the front panel call button for 10 seconds. The device will then emit a long confirmation beep. When restarting the panel, the current mode is retained.

Intercom status information table

The flashing of the call button on the panel will give you information on the state of the UltraCOM 4G. Find this information in the table below.

Status	Call button flashing	
	Normal mode	**Installation mode**
Start-up	Lights up for 2 seconds	
Network connection	Flashes quickly	
Error: SIM card not inserted in the panel	Flashes very quickly	Flashes 4 times, then turns off (*loop*)
Error: SIM card cannot connect		Flashes 3 times, then turns off (*loop*)
Error: network quality is insufficient		Flashes 2 times, then turns off (*loop*)
No registered admin and user	Blinks very slowly (*0.5 s on / 5 s off*)	Blinks slowly (*1 s on / 2 s off*)
The panel works normally	On, steady	Off, steady **Possibility of having a network status (*see information table on the network status below*)**
Call made	Flashes in a loop	
End of call	Flashes 3 times	
SMS reception	Flashes 1 time	
Relay enabled	Flashes 10 times and then triggers the relay	

Network status information

To check the quality of the network at the location of the panel, you can request the status of the reception level when the UltraCOM 4G is in Installation mode. To do this, <u>press the call button on the front panel twice quickly</u>. The behaviour of the call button (*number of flashes*) will give you a reception level range.

Call button behaviour	Reception level
1 flash	Between 1 and 7/31 (*very weak*)
2 flashes	Between 8 and 16/31 (*moderate*)
3 flashes	Between 17 and 24/31 (*good*)
4 flashes	Between 25 and 31/31 (*excellent*)

Note that you can obtain the exact reception level by requesting a **status report by SMS** from the panel (*see page 24*).

Error SMS replies

To confirm a command, the UltraCOM 4G sends you a reply SMS. If this SMS contains an error message (*ERR:*), refer to the error response table below to identify the cause.

SMS reply	Error
ERR: P	Wrong password
ERR: INVALID	Invalid command
ERR: AUTH	No permission
ERR: CONFIG	Wrong configuration (*e.g.: user list request but no U01 registered*)
ERR: SIM	Wrong SIM number entered (*error message after 5min*)

SMS commands tables

Commands must all be preceded by the password followed by a #. In this table, examples of commands use the default password 1234 (*to be adapted if it changes*).

Admin and user settings commands

Description	SMS command *Example*	Reply SMS *Example*	Details
Define an admin	**ADMIN#334455**	**ADMIN OK (nnnnnnnnnn)** **SIM: nnnnnnnnn**	
	1234#ADMIN#334455	*ADMIN OK (+33612345678)* *SIM: 0607080910*	
Information	The reply SMS is sent to the new and the old admin number. The admin is not considered a user but you can add him as a user or secondary user.		
Define the number of the SIM card	**SIM#nnnnnnnnnn**	**SIM: (nnnnnnnnnn)**	
	1234#SIM#0607080910	*SIM: 0607080910*	
Information	This command ensures the correct configuration of the time and date.		
Define users	**UXX#nnnnnnnnnn**	**UXX: nnnnnnnnnn**	XX = user position between 01 and 09.
	1234#U01#0612345678	*U01: 0612345678*	
Information	Users are between positions 01 and 09. They receive calls from the panel and can unlock remotely via SMS/calls.		
Define secondary users	**UXX#nnnnnnnnnn**	**UXX: nnnnnnnnnn**	XX = secondary user position between 10 and 59.
	1234#U10#0687654321	*U10: 0687654321*	
Information	Secondary users are between positions 10 and 59. They can only unlock remotely via SMS/call.		
Delete users	**UXX#0**	**UXX: ---**	XX = user position between 01 and 09.
	1234#U04#0	*U04: ---*	
Status request command	**U**	**U01: 0612345678** **U02: 0623456789** **U03: 0634567891** **etc...**	
	1234#U		

Relay settings commands

Description	SMS command *Example*	Reply SMS *Example*	Details
Relay opening time	**RT#n#XX**	**Rn: no auto close** **or** **Rn: XXs**	n = relay number between 1 and 2 XX = relay trip time in seconds between 01 and 99 (*00 for trip without automatic stop*)
	1234#RT#1#00 *or* *1234#RT#2#30*	*R1: no auto close* *or* *R2: 30s*	
Status request command	**RT**	**R1: no auto close** **R2: 30s**	
	1234#RT		

Open the relays	Rn#O	If RT=00	Rn OPEN (no auto close)	n = relay number between 1 and 2
	1234#R1#O	If RT=01-99	Rn OPEN 01-99s	
Close the relays	Rn#C	Rn CLOSE		n = relay number between 1 and 2
	1234#R1#C	R1 CLOSE		

Call settings commands

Description	SMS command	Reply SMS	Details
	Example	Example	
Number of cycles	LOOP#X	LOOP: Xx	X = number of cycles between 1 and 5.
	1234#LOOP#3	LOOP: 3x	
Information	By default, the number of cycles is set to 1.		
Status request command	LOOP	LOOP: 3x	
	1234#LOOP		
Ring duration	RING#XX	RING: XXs	XX = ring duration in seconds between 01 and 99.
	1234#RING#20	RING: 20s	
Information	By default, the ring duration is set to 20 seconds.		
Status request command	RING	RING: 20s	
	1234#RING		
Call acceptance time	WAIT#XX	WAIT: XXs	XX = acceptance time in seconds between 01 and 99
	1234#WAIT#30	WAIT: 30s	
Information	By default, the call acceptance time is set to 5 seconds.		
Status request command	WAIT	WAIT: 30s	
	1234#WAIT		
Maximum call duration	CALL#XXX	CALL: XXXs	XXX = maximum call duration in seconds between 001 and 999.
	1234#CALL#600	CALL: 600s	
Information	By default, the maximum call duration is set to 999 seconds.		
Status request command	CALL	CALL: 600s	
	1234#CALL		

Volume settings commands

Description	SMS command	Reply SMS	Details
	Example	*Example*	
Microphone volume	**MIC#X**	**MIC: X/8**	X = volume level between 1 and 8.
	1234#MIC#3	*MIC: 3/8*	
Information	By default, the microphone volume is set to 5.		
Status request command	**MIC**	MIC: 3/8	
	1234#MIC		
Speaker volume	**VOL#X**	**VOL: X/5**	X = volume level between 1 and 5.
	1234#VOL#3	*VOL: 3/5*	
Information	By default, the speaker volume is set to 3.		
Status request command	**VOL**	VOL: 3/5	
	1234#VOL		

"Do Not Disturb" mode settings commands

Description	SMS command	Reply SMS	Details
	Example	*Example*	
Schedule time slots	**DND#Ann#dddd#ffff#days**	**DND: nn. dddd#ffff#12345**	nn = position of the time slot (*between 01 and 25*) ssss = start time (*e.g.: 2030 for 20:30*) eeee = end time (*e.g.: 2359 for 23:59*) days = days of the week concerned (*1=monday, 2=tuesday, 3=wednesday...*)
	1234#DND#A01#2030# 2359#12345	*DND: 1 2030#2359#12345*	
Enable "Do not disturb" mode	DND#1	DND: ON	
	1234#DND#1		
Disable "Do not disturb" mode	DND#0	DND: OFF	
	1234#DND#0		
Delete time slots	DND#D#nn	DND: nn. D OK	nn = position of the time slot between 01 and 25.
	1234#DND#D#01	*DND: 01. D OK*	
Status request command	DND	DND: Status nn. dddd#ffff#days nn. dddd#ffff#days nn. dddd#ffff#days etc...	nn = position of the time slot (*between 01 and 25*) ssss = start time (*e.g.: 2030 for 20:30*) eeee = end time (*e.g.: 2359 for 23:59*) days = days of the week concerned (*1=monday, 2=tuesday, 3=wednesday...*)
	1234#DND	*DND: ON 01. 2000#2359#12345 02. 0000#0800#12345 03. 0000#2359#67 etc...*	

Advanced settings commands

Description	SMS command	Reply SMS	Details
	Example		
Change the password	P#XXXX	P OK	XXXX = new password
	1234#P#4321		
Receive status report	STATUS	20/01/2022 15:30 SIGNAL: 18/31 (4G) DND: ON (INACTIVE) R1: OPEN 30s R2: CLOSE SIM: 0607080910 IMEI: 112233445566778 ULTRACOM 4G 210720/210801	
	1234#STATUS		
Restart the panel	RESTART	RESTART OK	
	1234#RESTART		
Reset the panel	RESET#334455	RESET OK	
	1234#RESET#334455		
Information	Warning: resetting your panel will delete all your settings. Default settings will be restored.		

Technical specifications

Power supply	9-24V AC/DC 9-36V DC
Compatible mobile networks	4G, 3G, 2G
Aerial	Remote unit (*supplied*)
Relay output 1	1 NO output (*10A*) / 1 NC output (*8A*) / 250V AC
Relay output 2	1 NO output (*10A*) / 1 NC output (*8A*) / 250V AC
Switch connection (*switch*)	2 switch outputs (*1 per relay*)
Number of admins	1
Number of users (*receiving visitor calls*)	9
Number of secondary users	50
Dimensions (*with visor*)	145mm (*H*) x 90mm (*L*) x 45mm (*D*)
Dimensions (*panel only*)	137mm (*H*) x 85mm (*L*) x 39mm (*D*)
Weather resistance	Yes, IP54 certification
Panel backlight	Yes (*label holder and call button*)

Environmental Information for Customers in the UK & EU

If the product no longer works or can no longer be repaired, it must be disposed of in accordance with applicable regulations. Disposal of used batteries and accumulators: You are legally obliged to return used batteries and accumulators (under the Battery and Accumulator Ordinance). The disposal of used batteries and accumulators in household waste is prohibited! Batteries/accumulators containing hazardous substances are identified by a symbol on the side. These symbols indicate that it is prohibited to dispose of these batteries/accumulators in household waste. The abbreviations of the heavy metals concerned are as follows: Cd = cadmium, Hg = mercury, Pb = lead. You can return used batteries and accumulators to designated collection points in your area or any store that sells batteries or accumulators. By following these instructions, you comply with your legal obligations and contribute to the protection of our environment!

This equipment has been tested and found to comply with the CE & UKCA marking. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

* Change the orientation or location of the receiving aerial.

* Increase the distance between the equipment and the receiver.

* Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Note: Modifications to this product will void the user's authority to operate this equipment.

TECHNICAL SUPPORT

For any help you need, do not hesitate to contact our customer service, we are at your disposal.

info@ultrasecuredirect.com

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