NETWORK TECHNOLOGIES INCORPORATED
1275 Danner Dr Tel:330-562-7070
Aurora, OH 44202 Fax:330-562-1999
www.networktechinc.com

Setup and Test SMS Messaging

To test a modem installed on an ENVIROMUX Monitoring System, you must first make sure the System has been configured properly to use the modem. This guide will take you through the basic steps to do that. For more details, see your respective product manual.

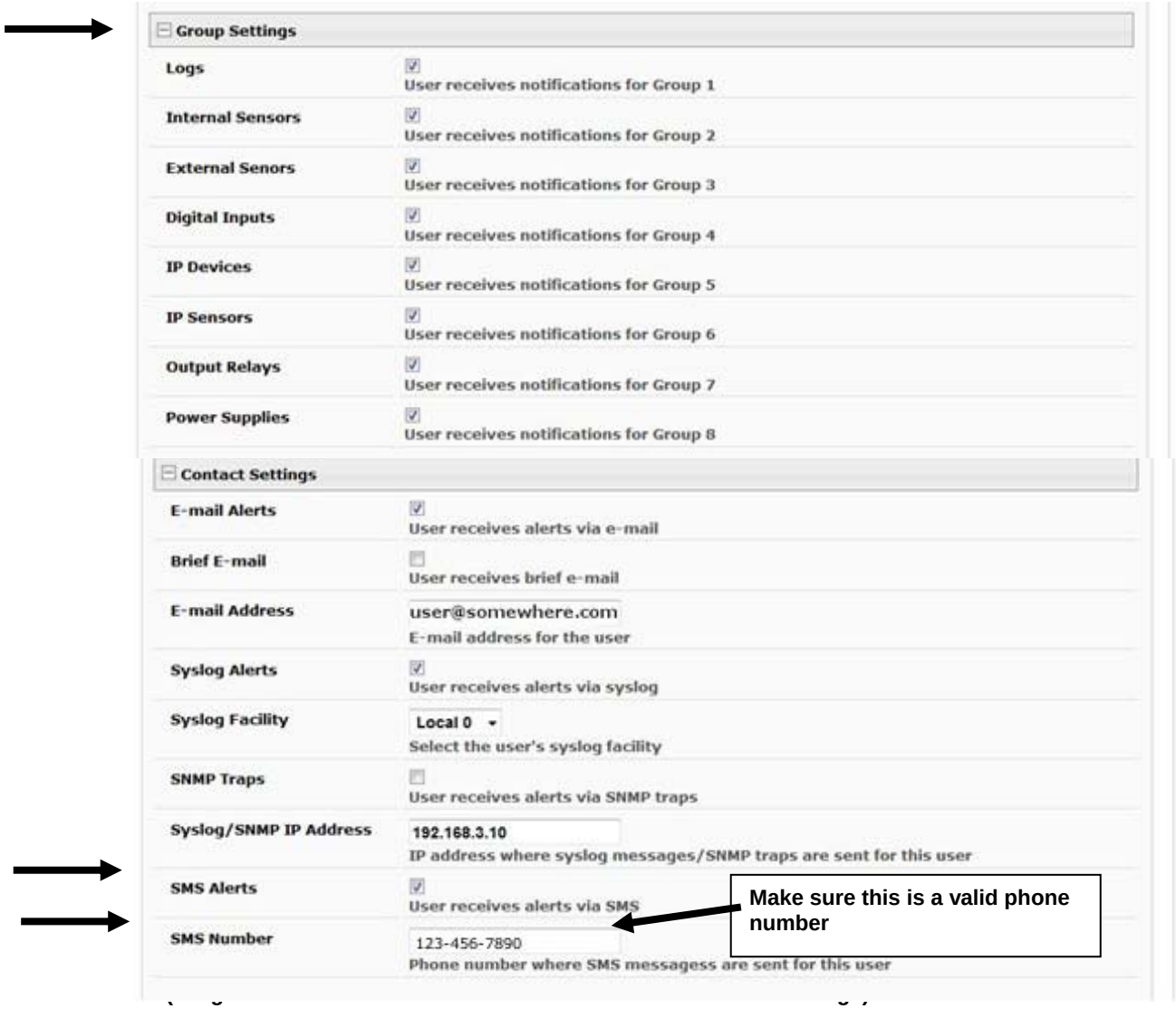
1. Install a USB modem as directed on the respective manual for the ENVIROMUX product:

Product	Page	Manual
E-2D/5D/16D	17	www.networkteching.com\pdf\man154.pdf
E-MINI-LXO	19	www.networkteching.com\pdf\man143.pdf
E-MICRO	10	www.networkteching.com\pdf\man220.pdf
E-1W	11	www.networkteching.com\pdf\man253.pdf

USB GSM Modems are no longer available for the E-MICRO or E-1W, but if you already have one, this instruction applies.

2. Configure the ENVIROMUX User Account Contact settings (Administration -> Users ->Edit User -> Contact Settings) to receive SMS Alerts and enter a valid phone number for the SMS messages to be sent to for that user.

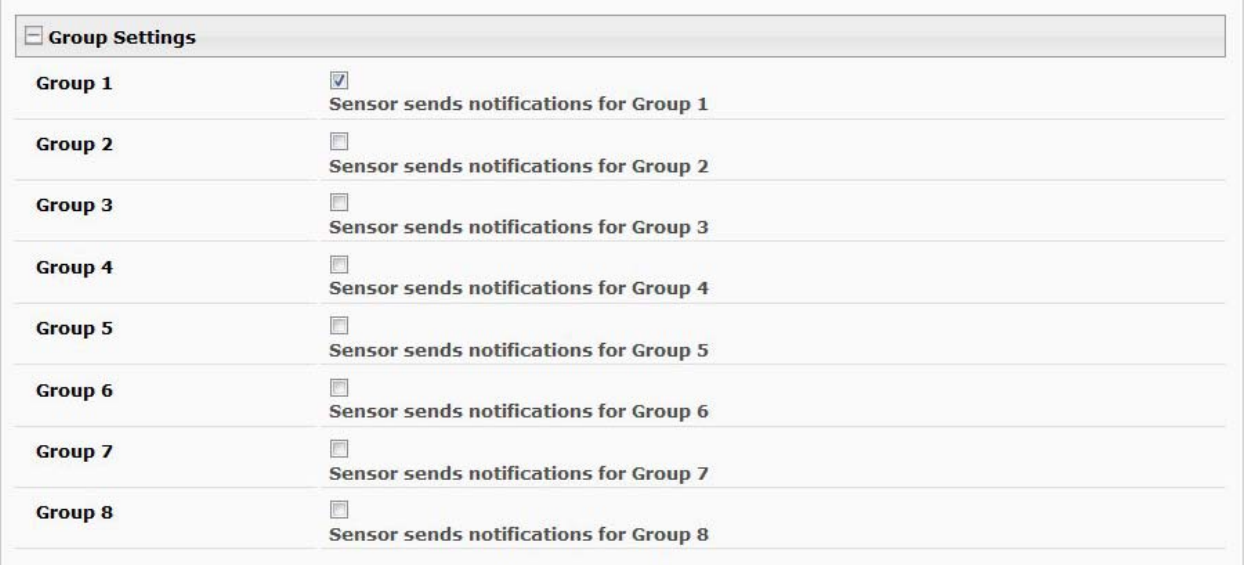
Also make sure that user is set to receive messages from the type of sensor causing the message to be sent. Make sure enough boxes are checked under "Group Settings." .



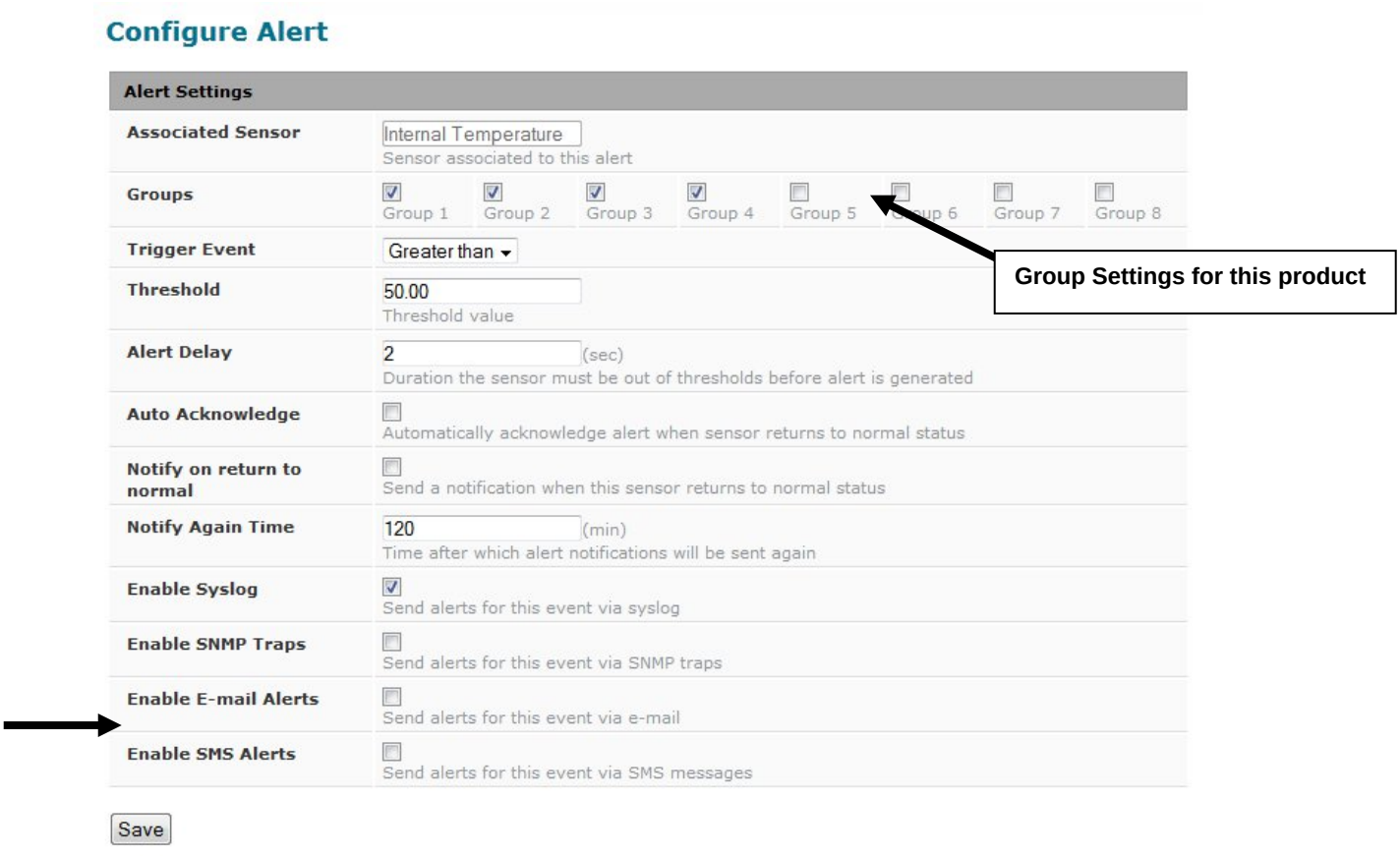
3. Configure a sensor to send alerts via SMS messaging.

For an E-2D/5D/16D or E-MINI-LXO, the Sensor Configuration has the settings to be changed. For an E-MICRO-T(RHP) or E-1W, settings to enable SMS messaging are found under Alert Configuration.

First make sure the sensor will send messages to a group the user is configured to get messages from, again, under "Group Settings" for that sensor.

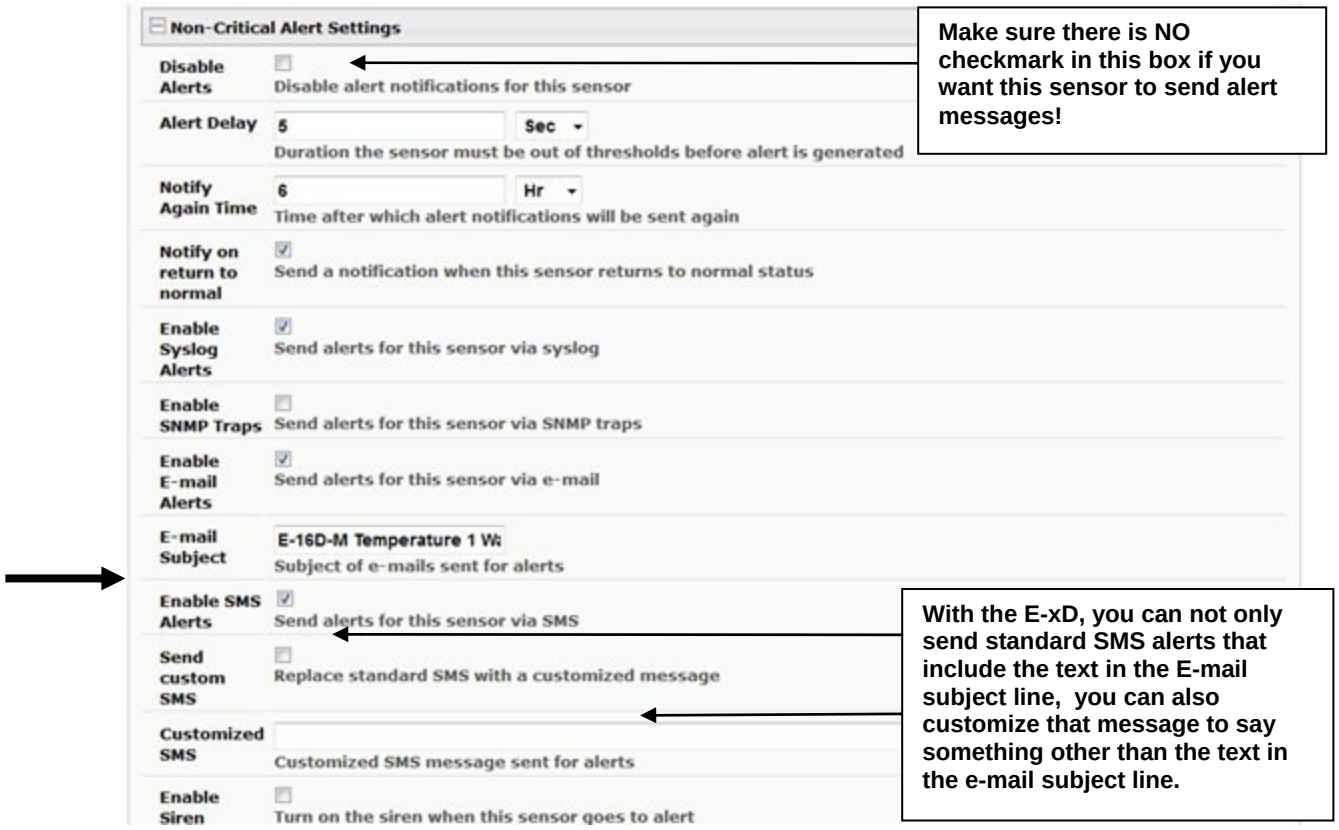


(Image from the E-xD web interface under Configuration for a Sensor)



(Image from the E-MICRO web interface under Alert Settings)

Next make sure that "Enable SMS Alerts" is checked. Also make sure that "Disable Alerts" is **NOT** checked for this sensor.



(Image from the E-xD web interface under Sensor Configuration Settings)

4. Once the sensor (or alert in case of the E-MICRO and -1W) is configured, and the user settings include the correct settings and valid phone number, a test can be conducted.

The web interface for the E-xD includes a button that simulates an alert message being sent. This is found under the sensor configuration for each sensor.

With the E-MINI-LXO, E-MICRO-T(RHP) and E-1W, to test the settings you will instead need to cause a sensor to go outside the alert conditions (or, change the settings so that the current conditions ARE considered alert conditions).

Once the alert is tripped or simulated, the phone number for the configured user should receive the configured SMS message.

Troubleshooting

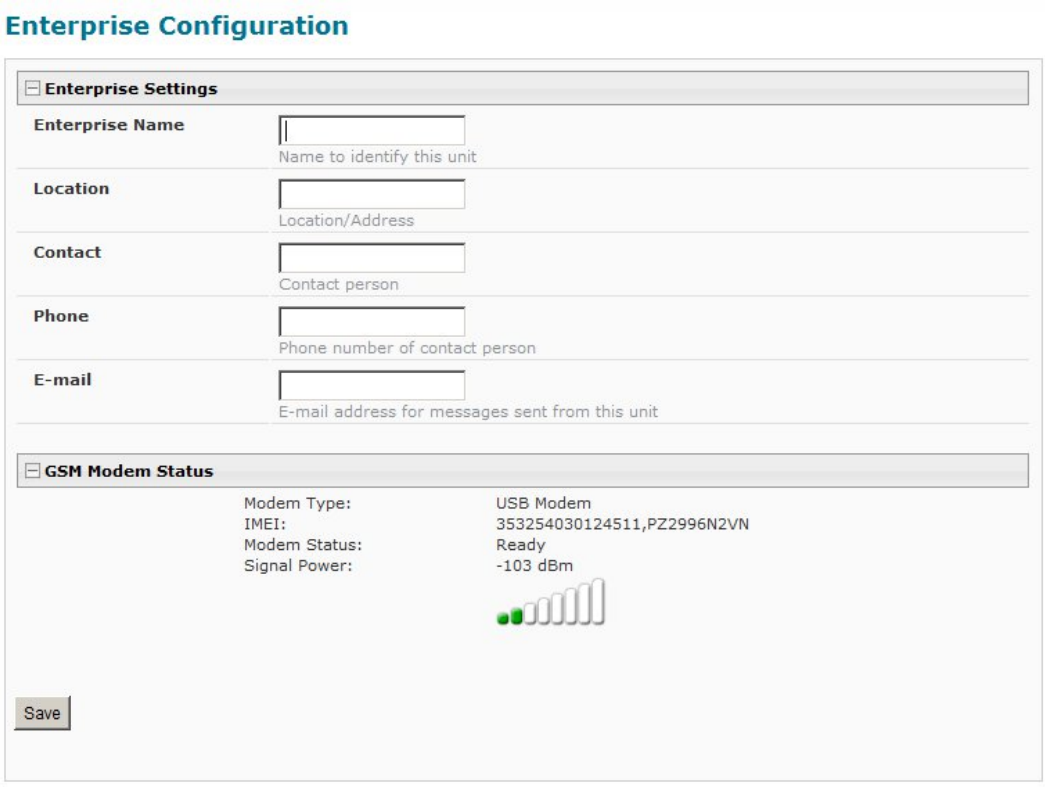
If no message is received, double-check all of the settings just described. Then check your modem status and strength.

- In the E-xD and –MINI-LXO, this is found under **Administration ->Enterprise**
- In the E-MICRO-T and -1W, this is found under **Administration -> System**

When installed and working, the modem status will say “Ready” (E-xD) or “Connected” (E-MICRO) and the signal strength will be indicated. Ideally, signal strength should always be at least -100db. (-99, -98 is better, -101,-102 is worse). If the modem is plugged in and not working, make sure your SIM card is up to date and paid for with your service provider.

No Modem Installed

Modem properly installed in an E-xD (Note: Signal strength shown here is extremely poor)



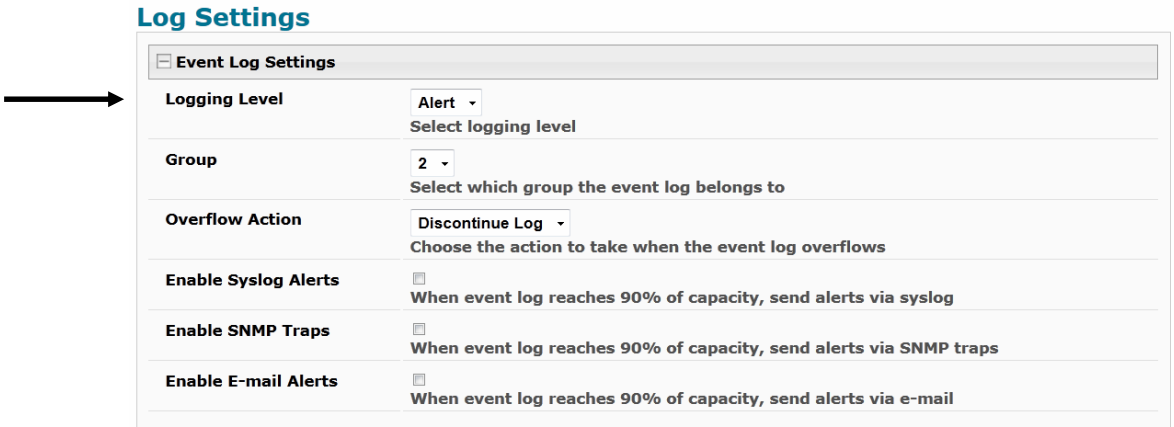
Modem properly installed in an E-MINI-LXO

Modem Status on an E-MICRO-T

If the signal to the modem is too weak, then either the ENVIROMUX will need to be moved or the modem will have to be moved (you can extend the modem up to 5 meters (16.4 feet) from the ENVIROMUX with a USB extension cable).

CMS Error Codes

With E-xD units, there is also a feature under Log Settings for setting the Logging Level. Try setting the Logging Level to "Debug", and test the SMS messaging again. If the SMS message does not work, check the event log for an error code. "CMS error #500" for example, might show up. Perform a web search on the error code to investigate the possible cause ("SIM card inactive") for example.



Log Setting configuration in E-xD