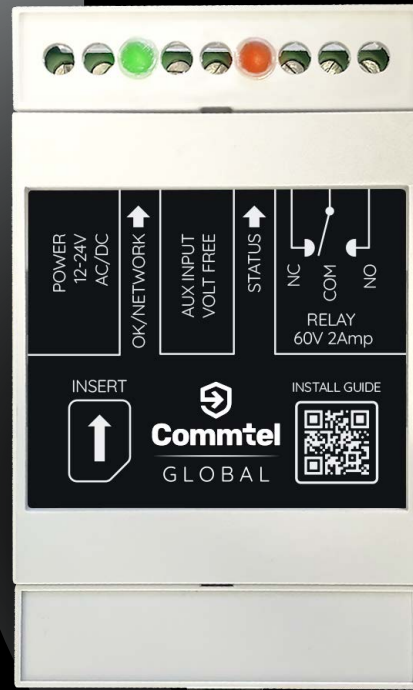


# COMMAND UNIT INSTALL GUIDE

This guide provides the essential information for installing your Command Unit.

To help you and your customer get the best out of the system, you can find more information: [Click here](#).



GLOBAL  
COMMAND UNIT

## Pre-installation Notes:

- A site signal network test is to be undertaken before installation. We always recommend doing a signal test with a 4G analyser to ensure that the SIM card being used has a stable 4G connection.
- Power requirements: 12V – 24V AC/DC (maximum 42V DC). Refer to the Installation Manual for current consumption and Solar Mode/Low Power information. (Can we link to the installation manual from here?)
- The 4G antenna is an external item that should be installed in the most suitable position to obtain maximum signal strength and be more than 200mm from a human body. This positioning should also allow for the avoidance of any likely vandalism.
- The auxiliary input is designed for volt-free exit release buttons only. Connecting a powered device or anything other than a volt-free contact may cause damage to the system.
- Ensure the unit is turned off before inserting/removing the SIM and plugging in/unplugging the antenna.
- Insert the SIM card with the chip facing down. Should the micro SIM be inserted incorrectly or not detected:
  - The Green “OK” LED will slow flash for approx. 20 seconds, then fast flash.
  - The Blue “Network Status” LED will remain permanently on.

## Installation Instructions

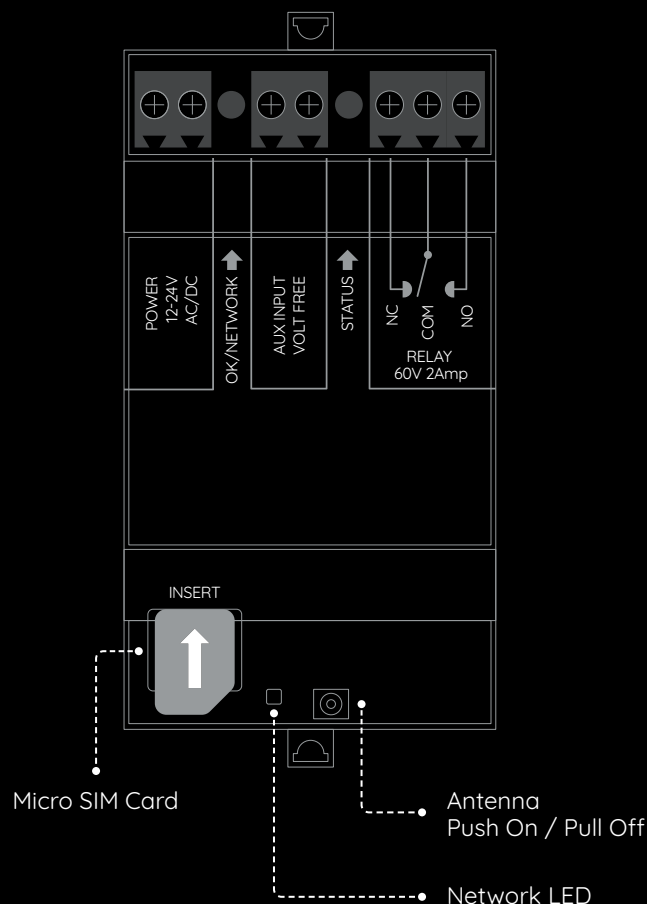
The Command Unit housing is not weatherproof and must be installed in a dry, protected location such as a gate control box or an electrical cupboard.

- Insert the Micro SIM card into the SIM card slot.
- Connect the antenna to the MMCX connection (push on/pull off).
- Connect the relay (Power Relay) to your entry equipment. The rating for the relay is printed on the PCB.
- Wire any accessories into the Aux input.
- Connect power to the unit. The unit should begin its boot-up sequence.(Push on/pull off).

If you require further guidance, please don't hesitate to reach out to our trusted technical support team.

We're committed to ensuring a smooth setup process.

You can reach us by calling +44(0)1306 710120 – Option 1, or email: [support@commmtel.io](mailto:support@commmtel.io)



## PCB & I/O Board – LED Status Indicators

LED Name	Board	LED Action	Indicates
Network Status LED	Command Unit	Off (No Light)	Disconnected
		On (Solid Blue)	Trying to connect
		Slow flashing (Blue)	Connected
'OK/NETWORK' LED	Command Unit	On (Solid Green)	Power is received by the PCB
		Flashing quickly (Green)	Module is in use
		Slow flashing (Green)	Signal strength: 1 flash = 1 bar, up to 4 flashes = 4 bars.
'STATUS' LED	Command Board	Off (No Light)	No Activity
		On (Solid Red)	Relay has been triggered

## App Initialisation and Configuration

Commтел systems use dedicated apps for both programming and end-user control, designed to give you intuitive management and configuration.

### Commтел CONFIG App (The Programming App)

- Used for initial Installer configuration of the Command Unit.
- To start programming the system, you will need the intercom's serial number, SIM telephone number, and an assigned name.
- Add the Command Unit by clicking the '+' button on the home screen and scan the QR code on the underside of the unit (allow camera access). If unable to scan, select 'No access to QR code?' on the Add Panel page.
- For user instructions within the app, click the help icon in the top right of the screen.

### Commтел GCU COMPANION App (The End User App)

- Your customers can control and configure the entry equipment.
- You will need to program your customers' mobile number into the Command Unit as an authorised number for the GCU COMPANION app to work.
- Please ensure customers pay particular attention to the contents of the safety message, which can be accessed in the bottom left corner on the app's front page.
- For user instructions within the app, click the help icon in the top right of the settings screen.

You can download the Commтел CONFIG app and Commтел GCU COMPANION app for free, from Android or iOS app stores.

## We're Here to Support You

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#### Commтел CONFIG App

Simplify setup and management: remotely program all Commтел intercoms with the CONFIG app.



#### Commтел GCU COMPANION App

Allows users to programme and control the Command Unit system using the GCU COMPANION app.