

# Optimus

From Commtel

PRODUCT BROCHURE

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[commtel.io](https://commtel.io)



DEFINED BY  
CONNECTION.  
**Dedicated to support.**

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# INTRODUCTION

For over 30 years, we've been building intercoms with a steadfast focus on what matters most – Our joint customer, the installer.

We've continually grown by staying close to what the industry's needs are – providing reliable, high-quality products that installers and end-users can count on. Our products are designed and built right here in the UK, a testament to our commitment to solutions of enduring quality.

## **We see our role as more than a supplier.**

We are a dedicated partner, wholly invested in your success. That's why our systems are designed for straightforward installation and operation, backed by the comprehensive support you need, from your initial inquiry to your project completion.

With Commtel, you gain a partner you can depend on. We are defined by connection, and dedicated to support.

## **So, why Commtel?**

We understand the hard work and expertise that goes into every installation. The final step, the communication at the entrance.

Our purpose is to ensure that this is the most seamless and reliable part of the job. Our approach is to be **the trusted partner** who makes that final stage effortless, allowing installers to deliver a flawless finish every time.



# THE COMMTEL DIFFERENCE

What truly sets us apart isn't just what we build, but how we build it, and the relationships we build along the way.

Our unique value is grounded in three core pillars that directly benefit our customers and define our commitment to your success:

#### **Human-Centric Approach:**

We firmly believe in the power of genuine connections, and we prioritise building and maintaining those strong relationships with our installers and partners.

By fostering open communication and providing personalised support, we aim to create a collaborative environment focused on joint success.

#### **Future-Forward Expertise:**

We understand the fundamentals of the market and are definitively positioned to maximise on future technologies, evolving with the market to provide solutions for our customers.

#### **Unwavering Commitment:**

We are driven to excel in every aspect of our business. From the quality of our products to the integrity of our practices, we hold ourselves to the highest standards.

This commitment ensures our customers can rely on us to deliver reliable, durable, and ethically sound solutions that last.

# WHY OPTIMUS

Optimus is more than just a product offering, it's a strategic collaboration designed for you: **our partners.**

Built on a foundation of trust and a shared vision for success, Optimus is our commitment to providing you with a reliable range of products that are easy to sell, simple to stock, and backed by a name you can trust.

We understand that in the fast-paced security industry, you need solutions that are ready to go. Optimus products are meticulously designed to work right out of the box, ensuring quick and seamless integration with automated gates, barriers, and doors. This means fewer complications for your installers and a smoother experience for your customers.

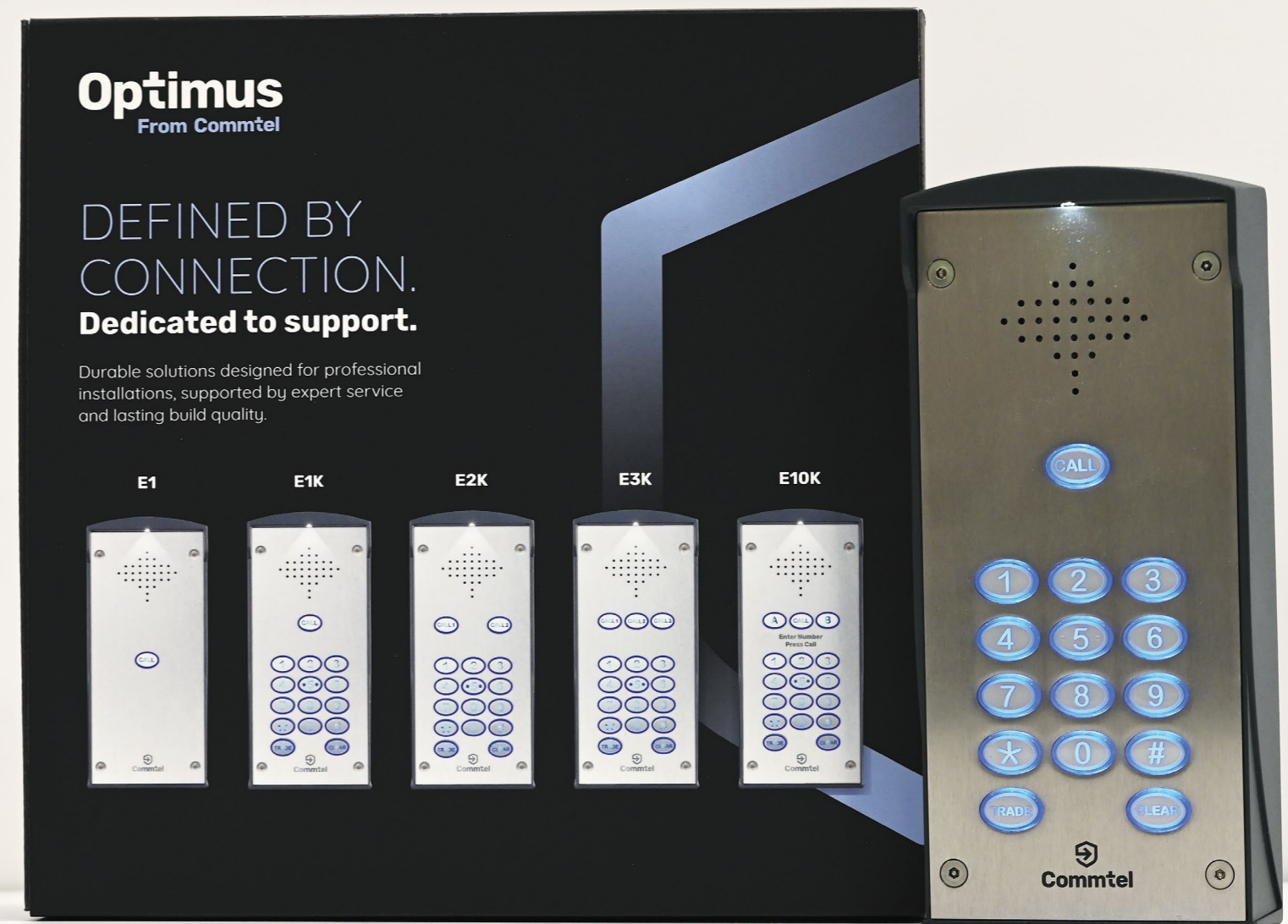
Every Optimus intercom is supported by our free, user-friendly apps and a 2-year return-to-manufacturer warranty, offering your customers peace of mind and reinforcing the value of your offering.

By partnering with us, you're not just stocking a product, you're joining a partnership **Defined by Connection**, where we are both **Dedicated to Support** and committed to building a profitable, enduring future, together.

## Optimus – Our partnership, defined by connection, delivered with a purpose.

This product is engineered to be the most dependable and straightforward solution for our joint customers.

Every detail, from its out-of-the-box functionality to its robust design, is built to simplify the process and ensure a reliable result. By offering Optimus, you are providing a product that is a clear promise of quality and a testament to our shared commitment to success.



## Explore our Resource Hub



Whether you're specifying, installing, or maintaining a Commtel system, the Resource Hub keeps everything aligned to ensure that everyone involved can work from the same trusted source.

Click on the icon on the right or visit: [commtel.io/support/resource-hub](https://commtel.io/support/resource-hub)

# RESOURCE HUB

As part of our renewed focus on support and simplicity, we've created a dedicated Resource Hub; a single, central space designed to make your working life easier.

We know that reliable information is as vital as reliable products. From installation to everyday use, having the right documentation at hand ensures every Commtel system performs exactly as intended. The Resource Hub brings all our product knowledge together in one accessible place, giving you confidence that you're always working from the most accurate, up-to-date information.

### You'll now have direct access to:

- **Installation Guides:** Step-by-step setup for each product (Requires you to be logged in on the website)
- **Specification Documents:** Detailed technical information
- **User Guides:** Clear instructions for day-to-day operation
- **App Guides:** Practical support for connected solutions

The Resource Hub is more than a library; it's part of how we're evolving as a company. It represents our promise to make quality not just something you can see and feel, but something you can depend on at every stage of your experience with Commtel.

# FEATURES

Our entry solutions are built to provide our customers with complete control, unwavering security, and seamless convenience.

Every feature, from flexible access management and remote programming to proactive monitoring and straightforward operation, has a single purpose: to serve you. We design our systems to meet the diverse needs of any application, ensuring you have a solution that is both powerful and intuitive.

For a comprehensive overview of our full product range, and to see how our features work in every system, please refer to our full product matrix on pages 32-33.



## Controlled secure entry

Authorise, manage and control entry with ease and precision.

Keypad and Dial-to-Open enables control of access using the built-in keypad and up to 1300 dial-to-open numbers. Timed Access Restriction allows you to restrict entry for specific individuals by date, day of the week, or time using the on-board time clock.



## Get Notified!

Event Notifications allow you to receive alerts when specific access codes are used or designated mobile numbers dial in.

External equipment monitoring provides notifications when connected equipment is used or if forced (depending on the type of equipment connected and how it's wired).

With SMS alerts you can notify customers of upcoming services or planned maintenance.



## Information at Your Fingertips

Access essential resources and manage your Commtel account online.

Our website provides product guides and installation resources. Track programming changes, returns, and orders with ease. Find support through FAQs and troubleshooting tips. Trade customers can conveniently place orders online.\*

\*Install guides, return/order status tracking, and online ordering are available to installers only.



## Security & Diagnostics

Ensure peace of mind with comprehensive continued monitoring and reporting.

All products feature a built-in Activity Log as standard, allowing remote diagnostics and enhancing security. Our dedicated technical support team can provide a copy of the activity log upon request.



## Flexible Control & Support

Commtel offers user-friendly remote management and expert assistance.

Provide easy programming and control for installers via the Commtel CONFIG App and for end-users via the Commtel CONTROL App.

Our dedicated technical support team provides direct access to expert assistance when you need it most.



## Flexible Time Management

Maximise control over access and operations with advanced time profiles.

Our on-board time clock offers extensive scheduling capabilities and automatic BST/GMT adjustment.

- Timed Relays
- Timed Access Allocation
- Timed Auxiliary Inputs
- Timed Call Diverts

# DIMENSIONS

Commtel's commitment to providing tailored solutions extends beyond functionality to encompass design and integration.

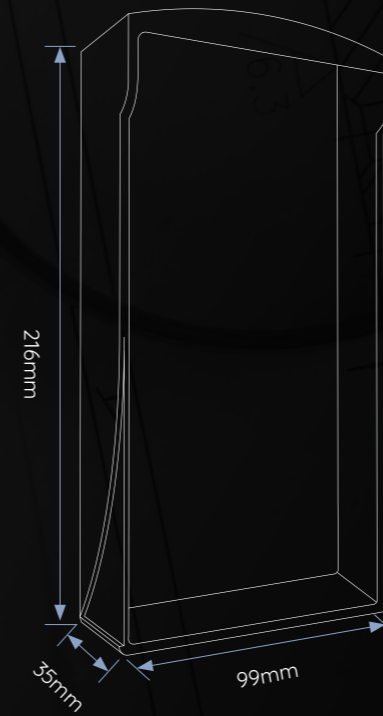
## Optimus Back Boxes

We understand that the aesthetic appeal and physical fit of our products are crucial. Our products are designed for ease of installation under a range of back box options to suit various solutions:

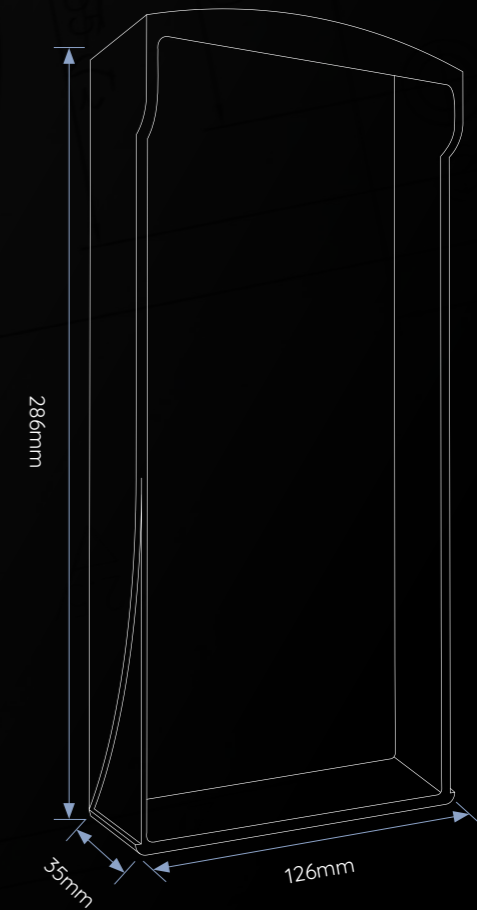
- Our **standard Die-Cast Back Box**: Balancing a sleek profile with sufficient space for connections and mounting. This back box is used across most of the Optimus range, including the popular **E1K**.
- The **Large Die-Cast Back Box**: Our larger intercoms, the **E100K** and **E500K**, feature an expanded back box designed to house the OLED display.

Contact our sales team to discuss your specific requirements and explore the possibilities for tailored solutions, call +44(0)1306 710120 - (Option 2) or email [sales@commtel.io](mailto:sales@commtel.io)

**Standard cast**  
(40mm overall depth)



**Large cast**  
(40mm overall depth)



**E1K**

Page 17



**E100K**

Page 21

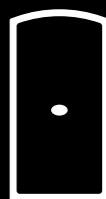
# E1



Faceplate Finish



STAINLESS STEEL



Click the icon to learn more about the **E1**

The **E1** intercom delivers reliable entry control through essential functionality.

Designed for straightforward communication, the **E1** provides a practical solution for secure entry.

### Intelligent Call Management

The **E1** intercom features a built-in time clock that enables intelligent call handling.

- **Flexible Call Diversion:** Easily divert calls to alternative numbers during specified periods, ensuring calls are always answered efficiently.
- **Precise Call Disabling:** If required, the call button can be disabled during designated times, providing enhanced control over when calls are received.

### Enhanced Secure entry

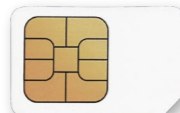
The **E1** intercom offers tailored access management and robust security features.

- **Tailored Access Restriction:** Precisely control access by utilising time-restricted authorised dial-to-open numbers, granting entry only to permitted individuals at specified times.
- **Detailed Access Monitoring:** Enhance security and gain peace of mind with the downloadable activity log, which provides a record of entry events.
- **Automated Entry Operation:** The authorised dial-to-open function can be used to automate entry equipment such as gates, barriers, and bollards, allowing for convenient and efficient access during specified hours.
- **Adaptable Keypad Illumination:** Customise the keypad lighting to suit its surroundings by adjusting the brightness or colour as required.

For a comprehensive list of features, please refer to our product matrix on pages 32 - 33.

### Product Specifications

- **Dimensions:** H 216 x W 99 x D 35 mm
- **Faceplates:** 316 Marine grade stainless steel.
- **Surface Back Box:** Moulded aluminium, powder-coated anthracite grey (RAL 7016).



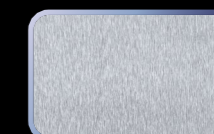
#### Choose the right SIM.

Discover the Commtel SIM tariff options, detailed on page 30.

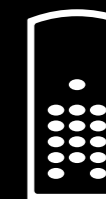
# E1K



Faceplate Finish



STAINLESS STEEL



Click the icon to learn more about the **E1K**

The **E1K** intercom system is a focused solution with a built-in keypad.

This single call button intercom solution, like all Commtel intercoms, delivers a wealth of practical benefits and powerful features.

### Advanced Secure Entry

The **E1K**'s integrated time clock empowers homeowners and site managers with sophisticated access management.

- **Precise Access Restriction:** Enhance security and enjoy peace of mind by precisely controlling access through time-restricted entry codes and authorised dial-to-open numbers.
- **Automated Entry Operation:** Seamlessly automate the operation of entry equipment such as gates, barriers, and bollards, enabling convenient and efficient access management during specified hours.
- **Intelligent Call Management:** Ensure privacy and optimise call handling by diverting or disabling the call button during designated times.
- **Customisable Keypad Illumination:** Adapt the keypad lighting to suit any environment by customising the brightness or colour based on the time of day.

For a comprehensive list of features, please refer to our product matrix on pages 32 - 33.

### Flexible Configuration & Streamlined Management

- **Versatile Hub Kit Configuration:** For properties with multiple entry points or where different heights are needed for various vehicles.

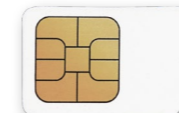
(See page 22 for more information).

- **Effortless Remote Access and Programming:** Enables installers to program with ease via the Commtel CONFIG App. Provide end-users with convenient control using the Commtel CONTROL App

(See page 28 for more information).

### Product Specifications

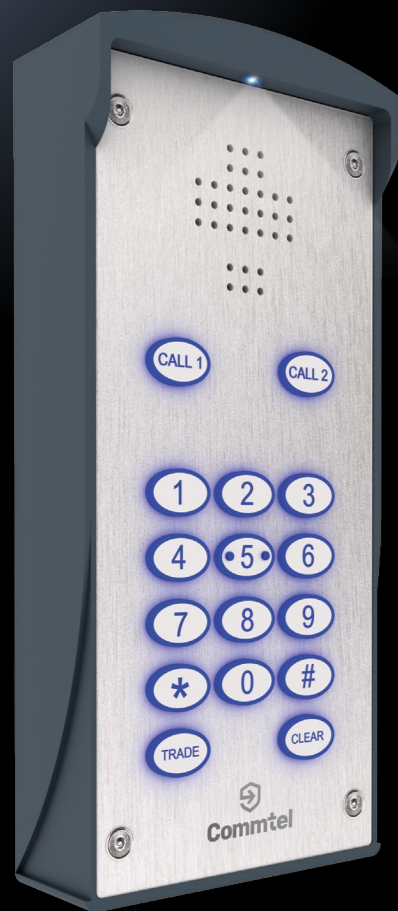
- **Dimensions:** H 216 x W 99 x D 35 mm
- **Faceplates:** 316 Marine grade stainless steel.
- **Surface Back Box:** Moulded aluminium, powder-coated anthracite grey (RAL 7016).



#### Choose the right SIM.

Discover the Commtel SIM tariff options, detailed on page 30.

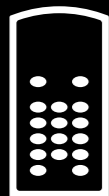
# E2K



Faceplate Finish



STAINLESS STEEL



Click the icon to learn more about the **E2K**

The **E2K** intercom provides a sleek and compact solution for efficient communication in divided properties or office spaces.

Offering a choice of two call buttons and an integrated keypad as standard, the E2K is a cost-effective alternative for applications requiring separate communication at a shared entrance.

### Advanced Secure Entry

The E2K intercom, like the E1K, offers secure and flexible access control

- **Versatile Entry Authorisation:** Authorise entry for specific individuals, such as postal workers or tradespeople, using the built-in keypad and dial-to-open functionality.
- **Precise Timed Access Control:** Manage access effectively and prevent unauthorised entry with the built-in time clock, enabling time restrictions for specific users.

For a comprehensive list of features, please refer to our product matrix on pages 32 – 33.

### Flexible Configuration

- **Hub Kit Configuration:** For sites with multiple entry points or where different mounting heights are required for various vehicles.

See page 22 for more information.

### Product Specifications

- **Dimensions:** H 216 x W 99 x D 35 mm
- **Faceplates:** 316 Marine grade stainless steel.
- **Surface Back Box:** Moulded aluminium, powder-coated anthracite grey (RAL 7016).



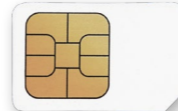
#### Commtel CONTROL App

Allows residents to operate their entry equipment at the push of a button..



#### Commtel CONFIG App

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



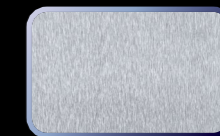
#### Choose the right SIM.

Discover the Commtel SIM tariff options, detailed on page 30.

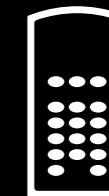
# E3K



Faceplate Finish



STAINLESS STEEL



Click the icon to learn more about the **E3K**

The **E3K** intercom, much like the **E2K**, provides a sleek and compact solution for efficient communication in divided properties or office spaces with the benefit of an extra call button.

With three call buttons and an integrated keypad as standard, the **E3K** continues to be a cost-effective alternative where separate communication at a shared entrance is required.

### Advanced Secure Entry

The **E3K** intercom offers secure and flexible access control

- **Versatile Entry Authorisation:** Authorise entry for specific individuals, such as postal workers or tradespeople, using the built-in keypad and dial-to-open functionality.
- **Precise Timed Access Control:** Manage access effectively and prevent unauthorised entry with the built-in time clock, enabling time restrictions for specific users.

For a comprehensive list of features, please refer to our product matrix on pages 32 – 33.

### Flexible Configuration

- **Hub Kit Configuration:** For sites with multiple entry points or where different mounting heights are required for various vehicles.

See page 22 for more information.

### Product Specifications

- **Dimensions:** H 216 x W 99 x D 35 mm
- **Faceplates:** 316 Marine grade stainless steel.
- **Surface Back Box:** Moulded aluminium, powder-coated anthracite grey (RAL 7016).

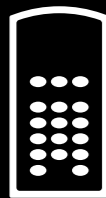
# E10K



Faceplate Finish



STAINLESS STEEL



Click the icon to learn more about the **E10K**

The **E10K** intercom is a digital multi-user system designed to serve up to 10 dwellings, providing a practical and convenient solution for visitor management.

This intercom facilitates easy access for both visitors and residents. Visitors can effortlessly contact individual properties by entering the door number followed by 'call', while residents and authorised personnel benefit from secure entry via entry code.

The **E10K** is engineered with a range of valuable features to provide residents with convenience, security, and peace of mind.

### Advanced Secure Entry

The **E10K** intercom offers enhanced and flexible access management.

- **Dial-to-Open Functionality:** Enable authorised entry for specific individuals, such as postal workers or tradespeople, by authorising their mobile number.
- **Timed Access Restriction:** Bolster security by implementing time restrictions for specific users, managed via the built-in time clock.

For a comprehensive list of features, please refer to our product matrix on pages 32 – 33.

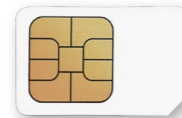
### Flexible Configuration

- **Hub Kit Configuration:** For sites with multiple entry points or where varying mounting heights are required for different vehicle types.

Further details are available on page 22.

### Product Specifications

- **Dimensions:** H 216 x W 99 x D 35 mm
- **Faceplates:** 316 Marine grade stainless steel.
- **Surface Back Box:** Moulded aluminium, powder-coated anthracite grey (RAL 7016).



#### Choose the right SIM.

Discover the Commtel SIM tariff options, detailed on page 30.

Our **E100K & E500K** intercoms are high-capacity solutions designed to serve up to either 100 or 500 dwellings (depending on chosen model).

Featuring a user-friendly scrolling OLED navigation screen, the **E100K / E500K** offers simple and convenient visitor entry, making it an excellent choice for apartment blocks, industrial estates, and large office environments.

### Advanced Secure Entry

The **E100K / E500K** intercom provides comprehensive and flexible access management.

- **Versatile Entry Authorisation:** Authorise entry for specific individuals using the built-in keypad and dial-to-open functionality.
- **Timed Access Restriction:** Enhance security and control access by implementing time restrictions for specific users with our built-in time clock.

For a comprehensive list of features, please refer to our product matrix on pages 32 – 33.

### Flexible Configuration

- **Hub Kit Configuration:** For sites with multiple entry points or where different mounting heights are required for various vehicles.

Further details can be found on page 22.

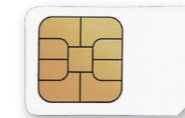
### Product Specifications

- **Dimensions:** H 286 x W 126 x D 35 mm.
- **Faceplates:** 316 Marine grade stainless steel.
- **Surface Back Box:** Moulded aluminium, powder-coated anthracite grey (RAL 7016).



#### Commtel CONTROL App

Allows residents to operate their entry equipment at the push of a button.



#### Choose the right SIM.

Discover the Commtel SIM tariff options, detailed on page 30.

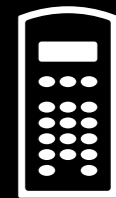
# E100K / E500K



Faceplate Finish



STAINLESS STEEL



Click the icon to learn more about the **E100K / E500K**

# HUB

## Optimus Hub Kits

The Optimus Hub Kit offers flexible, secure, and cost-effective solutions for simplifying multi-point entry.

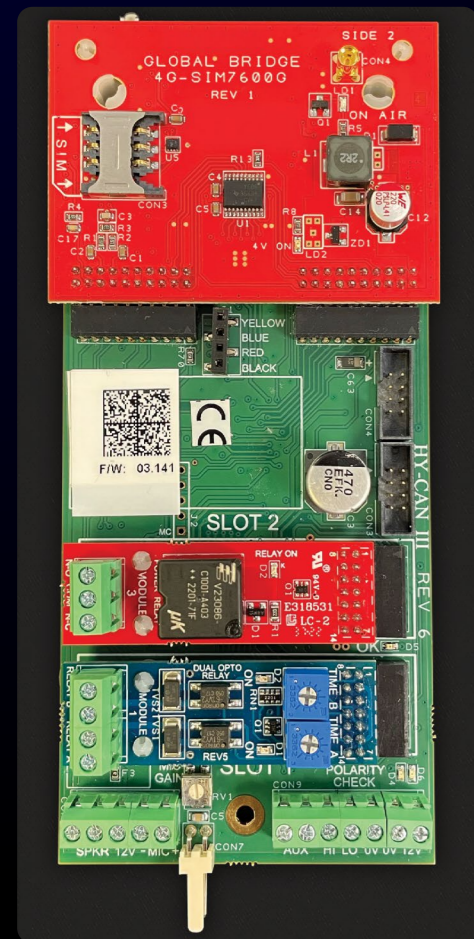
Optimus Hub Kits are purpose-built for complex sites with multiple entry points, such as schools, lorry parks, or properties requiring separate access for vehicles and pedestrians.

Each kit includes a 4G Hub and two Satellite Panels, giving installers the flexibility to mix and match Optimus Panels to suit the site layout and level of use. Satellites mirror the Hub's programming (depending on the chosen panel functionality), ensuring a consistent and reliable setup across all entry points.

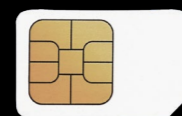
### Centralised Control That Simplifies Management and Reduces Costs.

By centralising connectivity through a single SIM card in the Hub, Optimus Kits minimise network costs and reduce ongoing operational expenses for customers.

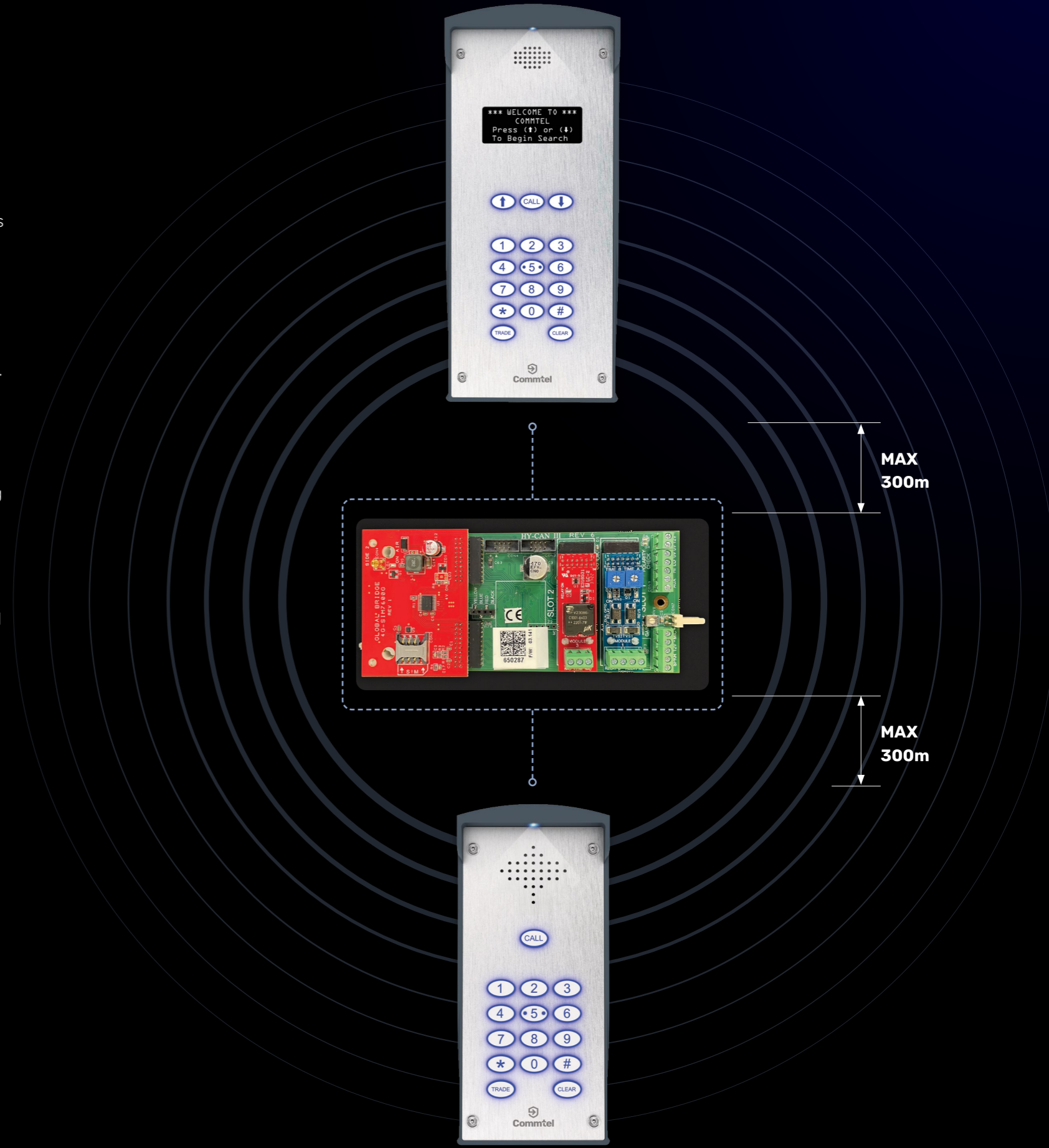
Programming is carried out via the Hub using the Commtel CONFIG app, allowing installers to configure both Satellites at the same time for a quicker, easier setup. The Hub also houses the core system hardware and can be securely located away from entry points, protecting it against tampering and ensuring long-term reliability.



  
  
**Commtel CONFIG App**  
Simplify setup and management: remotely program all Commtel intercoms with the CONFIG app.



**Choose the right SIM.**  
Discover the Commtel SIM tariff options, detailed on page 30.



# IP INTERCOM SOLUTIONS

Commтел's IP intercoms are a testament to our commitment to providing future-forward solutions that offer unparalleled clarity and connectivity.

While we've built our legacy on robust telecommunication networks, our NX1 and NX250 systems represent a new era of secure, scalable, and versatile entry.

## Why IP Intercoms?

IP intercoms leverage the power of internet connectivity to deliver a modern, feature-rich experience.

Unlike traditional systems, they provide high-quality video, intuitive remote management, and a level of scalability that can adapt to sites of any size.

For distributors and installers, this means offering a solution that is both powerful and easy to integrate, meeting the demands of today's connected world and preparing for tomorrow's challenges.

The NX1 and NX250 models are built to provide state-of-the-art security solutions. The NX1 offers a powerful and compact solution, while the NX250 is designed for large-scale sites, handling up to 250 properties and 1,000 users with a simple, intuitive OLED directory. Both systems come with 4G and Ethernet as standard, ensuring reliable connectivity. Through the free Commтел NEXUS app, users can see, speak to, and grant access to visitors directly from their phone, offering a seamless and convenient experience.

To learn more about how Commтел's IP Intercoms can expand your offering and provide your customers with a cutting-edge solution, please contact our sales team on **+44(0)1306 710120** - (Option 2) or email [sales@commтел.io](mailto:sales@commтел.io).



NX250

NX1

Experience the difference that comes from a genuine partnership.

[www.commtel.io](http://www.commtel.io)

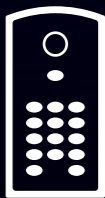
# NX1



Faceplate Finish



BLACK



Click the icon to learn more about the NX1

The NX1 intercom from Commtel, marks a major step forward in delivering modern and advanced technology.

The NX1 comes with both Ethernet and 4G connectivity as standard, ensuring flexibility on any installation. With remote management through the Commtel NEXUS app, the NX1 provides a seamless and reliable experience for both installers and end-users.

### Advanced Secure Entry

The NX1 ensures safe, controlled entry for homeowners, businesses, and site managers:

- **Dual Connectivity:** Choose between Ethernet or 4G.
- **Temporary Entry Codes:** Generate time-limited or use-limited codes directly from your phone.
- **Worldwide Timeclock:** Seamlessly schedule entry permissions, keypad settings, and relay functions.
- **Relay Action Snapshots:** Receive instant photo verification when an entry code or trade button is used.
- **Comprehensive Activity Log:** Track all panel events, from calls to relay activations.

### Flexible Configuration & Smart Management

Engineered for efficiency, the NX1 simplifies installation and empowers users with advanced control:

- **App-Driven Setup:** Installers can configure the panel in minutes using the Commtel CONFIG app.
- **Ongoing User Control:** End-users enjoy complete management of entry settings and notifications via the Commtel NEXUS app.
- **Push Notifications:** Get real-time alerts for key events, from callpoint presses to triggered inputs.

For a comprehensive list of features, contact our sales team today. call +44(0)1306 710120 – (Option 2) or email sales@commtel.io.

### Product Specifications

- **Dimensions:** H 216 x W 99 x D 35 mm
- **Faceplate:** Stainless steel with powder-coated black finish
- **Surface Back Boxes:** Moulded aluminium with powder-coated black finish



#### Commtel NEXUS App

Allows users to see and speak to their visitors, as well as configuring their NX1 and NX250.

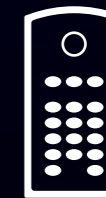
# NX250



Faceplate Finish



BLACK



Click the icon to learn more about the NX250

The NX250 is Commtel’s multi-user IP video intercom, purpose-built for larger residential and commercial sites.

Supporting up to 250 properties and unlimited users, it delivers the same powerful features as the NX1, with the addition of an OLED directory for intuitive visitor navigation. The NX250 provides a robust and scalable solution for modern secure entry.

### Advanced Secure Entry

The NX250 combines capacity and convenience with a comprehensive suite of intelligent features:

- **Dual Connectivity:** Choose between Ethernet or 4G for flexible installation and reliable performance.
- **Temporary Entry Codes:** Generate time-limited or use-limited codes directly from your phone.
- **Worldwide Timeclock:** Seamlessly schedule entry permissions, keypad settings, and relay functions.
- **Relay Action Snapshots:** Receive instant photo verification when an entry code or trade button is used.
- **Comprehensive Activity Log:** Track all panel events, from calls to relay activations.

### Flexible Configuration & Smart Management

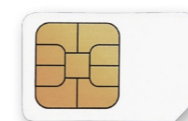
Designed to handle high traffic and multiple users, the NX250 supports installers and residents alike:

- **App-Driven Setup:** Installers can configure the panel in minutes using the Commtel CONFIG app.
- **Ongoing User Control:** End-users enjoy complete management of entry settings and notifications via the Commtel NEXUS app.
- **Push Notifications:** Get real-time alerts for key events, from callpoint presses to triggered inputs.
- **OLED Directory:** Visitors can easily search and call the right property through the integrated display.

For a comprehensive list of features, contact our sales team today. call +44(0)1306 710120 – (Option 2) or email sales@commtel.io.

### Product Specifications

- **Dimensions:** H 286 x W 126 x D 35 mm
- **Faceplate:** Stainless steel with powder-coated black finish
- **Surface Back Boxes:** Moulded aluminium with powder-coated black finish



#### Choose the right SIM.

Discover the Commtel SIM tariff options, detailed on page 30.

# APPS FROM COMMTEL

We know your time is valuable. That's why we have created a suite of intuitive, user-friendly apps designed to give you complete control from the palm of your hand.

Our apps are a direct extension of our commitment to seamless, user-centric solutions. They simplify every stage of the process, from a quick and easy setup to ongoing management and seamless operation.

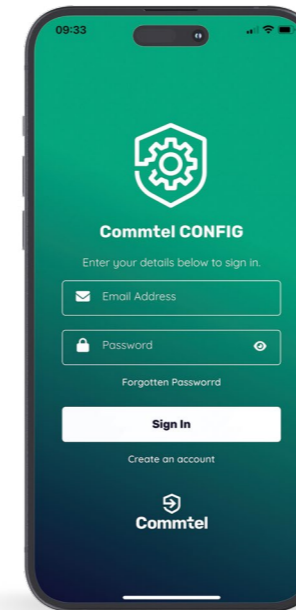
With tools that make installation faster and features that give end-users effortless control, we're providing the support you need, when you need it most.

We don't just build products; we build solutions that work for you.



You can download the Commtel apps for free, from either the Android or iOS app stores.

## INSTALLER PROGRAMMING APP



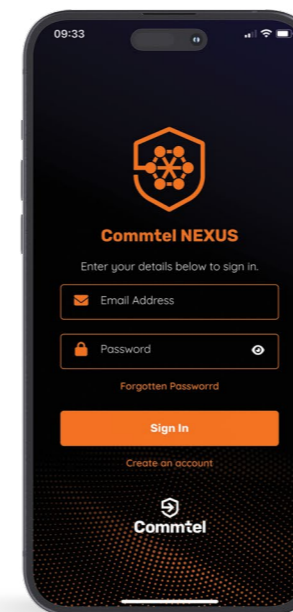
### Commtel CONFIG App

The Commtel CONFIG app makes it quick and easy to program and manage your Commtel intercoms or your Command Unit.

For user instructions within the app, you can click on the help icon in the top right of the screen.

[Download the Commtel CONFIG User Guide](#)

## END-USER APPS



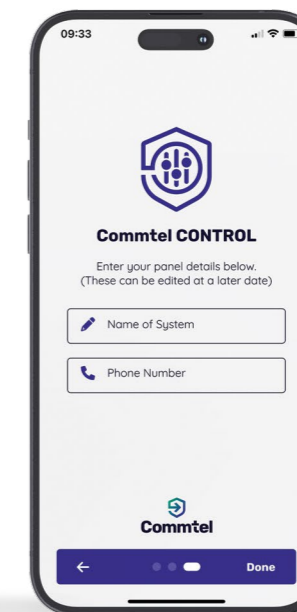
### Commtel NEXUS

Allows users to see and speak to their visitors, as well as configuring their NX1 and NX250 intercoms.



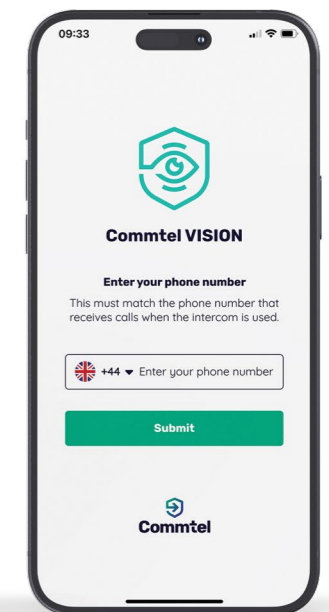
### Commtel CU COMPANION

Lets users control and configure their Command Unit using simple SMS commands.



### Commtel CONTROL

Control your Commtel systems using simple SMS commands.



### Commtel VISION

Allows users to view the video feed when receiving a call from the Vision intercom.

# SIM CARDS FROM COMMTEL

In today's connected world, selecting the appropriate SIM card is essential for the reliable operation of your Commtel intercom system.

However, with the abundance of network providers and diverse tariffs available, it can be challenging to determine the optimal choice.

The complexity arises from the fact that most SIM cards are designed primarily for use in mobile phones, not in static machines like intercoms, which have distinct requirements. Therefore, careful consideration must be given to ensure the SIM card you select is truly fit for purpose.

## Key Considerations

Several factors differentiate intercom SIM card requirements from those of mobile phones. Intercoms are often installed in locations with varying signal strengths, including those that may be challenging for standard mobile devices.

They may also be subject to environmental factors that mobile phones typically avoid. Furthermore, intercoms require consistent, reliable connectivity for critical communication functions, unlike the more intermittent usage patterns of a mobile phone.

These distinctions highlight the importance of choosing a SIM card and tariff specifically suited to the demands of your Commtel intercom system.

## Choosing the Right SIM

**Network Coverage:** Selecting a SIM card on the best network in the area is key. We recommend using a signal analyser to get an accurate signal reading at the intercom's antenna location.

**SMS & MMS Marketing:** Most SIM cards for mobile phones receive marketing messages, which can cause abnormal behaviour in intercoms. Contact the network provider to disable these messages.

## Our Tariffs

At Commtel, we believe in empowering our customers with control over their billing.

That's why we offer both flexible pay-monthly tariffs and streamlined pay-annually plans, designed to accommodate diverse financial preferences and operational requirements.



### Our Pay Monthly options

#### Essential Tariffs (Pay-Monthly):

Recommended for single dwelling residential properties, Command Units, diallers, or low-use commercial sites.

- **Networks: O2 or Vodafone**
- 100 minutes to UK numbers (calls up to 60 seconds)
- 100 texts to UK numbers (for SMS text alerts and programming confirmation responses)
- 100MB data included (for remote programming)\*
- 30-day rolling contract.

#### Data Tariffs (Pay-Monthly):

Our monthly data SIM offers reliable, multi-network connectivity on a 30-day rolling contract, giving flexibility without long-term commitment.

- **Multi-Networks: Covering O2, Vodafone & EE**
- 1GB data included
- 30-day rolling contract.

#### Unlimited Tariffs (Pay-Monthly):

Recommended for multi-dwelling residential properties (e.g., apartment blocks) or high-use commercial sites (e.g., buildings, industrial estates, schools).

- **Networks: O2 or Vodafone**
- Unlimited calls to UK numbers
- Unlimited texts to UK numbers
- 100MB data included\*
- 30-day rolling contract.

### Our Pay Annually option

#### Unlimited Annual Tariffs (Pay-Annually):

Ideal for sites unable to set up a monthly direct debit. Recommended for multi-dwelling residential properties (e.g., apartment blocks) or high-use commercial sites (e.g., buildings, industrial estates, schools).

- **Networks: O2 or Vodafone**
- Unlimited calls to UK numbers
- Unlimited texts to UK numbers
- 100MB data included\*
- Annual contract (upfront payment required).

\*A small amount of data is used for programming when done remotely using our software.

#### Data Tariffs (Pay-Annually):

Our annual data SIMs provide reliable, multi-network connectivity with a single upfront payment, keeping ongoing management simple and predictable.

- **Multi-Networks: Covering O2, Vodafone & EE**
- 1GB data included



For assistance in selecting the most suitable SIM card for your Commtel system, please click the icon, or contact our sales team: call +44(0)1306 710120 - (Option 2) or email sales@commtel.io



For up-to-date SIM pricing and further help, click here

# PRODUCT MATRIX



**E1**  
PRODUCT CODE:  
E1-HK

**E1K**  
PRODUCT CODE:  
E1K-HK

**E2K**  
PRODUCT CODE:  
E2K-HK

**E3K**  
PRODUCT CODE:  
E3K-HK

**E10K**  
PRODUCT CODE:  
E10K-HK

**E100K**  
PRODUCT CODE:  
E100K-HK

**E500K**  
PRODUCT CODE:  
E500K-HK

**HUB**  
PRODUCT CODE:  
4THK

Connectivity	4G	4G	4G
Number of User / Number of Call Buttons	1	1	2
Number of Call Diverts	3	3	3
Backlit Vandal-Resistant Keypad	-	Y	Y
OLED Display with Scrolling Navigation	-	-	-
Number of Entry Codes	N/A	100	100
Number of Dial-To-Open Numbers	100	100	100
Auxiliary Triggered SMS Alerts	Y	Y	Y
Recurring SMS Alerts	Y	Y	Y
Internal Time Clock with Time Profiles	Y	Y	Y
LED Downlight	Y	Y	Y
Trade Button	N	Y	Y
Downloadable Activity Log *	Y	Y	Y
Programmable via App	Y	Y	Y
2-year return-to-manufacturer warranty	Y	Y	Y

4G	4G	4G	4G	4G / Landline
3	10	100	500	-
3	3	3	3	-
Y	Y	Y	Y	-
-	-	Y	Y	-
100	100	200	500	-
100	100	200	500	-
Y	Y	Y	Y	Y
Y	Y	Y	Y	Y
Y	Y	Y	Y	Y
Y	Y	Y	Y	-
Y	Y	Y	Y	Y
Y	Y	Y	Y	Y

\* Activity logs can be downloaded via our Cirrus programming software or upon request from our programming team. Charges may apply.

Our supportive sales team is ready to assist you with solving your secure entry needs. Call **+44(0)1306 710120** - (Option 2) or email **sales@commtel.io**



# Optimus

From Commtel

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Cert No. 12535  
ISO 27001



Raising Standards  
Advancing Safety

