

NO SIM Installed in the GSM Device

1. You'll need to get a SIM.

There are a range of SIMs available and most will work with 2G and 3G equipment. However "3" SIMs are 3G only and will only work with equipment clearly labelled 3G. Trying to put a 3G SIM into a 2G device will result in a non functioning device.

The SIM you buy must at least have 10 euro credit on it.

When purchasing the SIM, ask to have voice mail turned off.

2. Once you have a SIM you need to ensure the following:

- (a) If the SIM has a security PIN then it must be removed. For 2T supplied SIMs we ensure this is the case.
- (b) Voice mail is turned off. For 2T supplied SIMs we ensure this is the case.
To turn off voice mail on a SIM please see our technical note on, turning off voice mail on a SIM.
- (c) The SIM has credit. €10 is a typical amount.

3. Are phone numbers on my GSM device stored on the SIM?

For all of our Voyager products,

- Voyager Mobile Entry (Gate Switch)
- Voyager GSM Apartment Intercoms (Metro Intercom) and
- New Voyager 2G and 3G integrated intercoms
- Voyager Alarm to Mobile

the phone numbers are NOT stored on the SIM. So you could change the SIM for one from another mobile operator, without having to re-program the telephone numbers.

For all our other products

- Mobile Entry GSM Intercoms
- Alarm to Mobile
- Mobile to Switch
- Mobile to Home Heat
- Boiler Fridge Machine to Mobile (BFM2M)

the phone numbers are stored on the SIM. So if you change the SIM for one from another mobile operator, you have to re-program the telephone numbers. However this has the advantage that if there is a problem with the product all the programmed numbers can be moved to the replacement unit without having to re-program the numbers.

4. If you are to use a SIM already used elsewhere or a new Bill Pay SIM.

The best solution for this is to clear the SIM with the text command "Default SIM"
This will clear all the numbers on the SIM. This is not necessary for Voyager products as telephone numbers are not stored on the SIM.
