

Q: How do I add credit to the Mobile Entry GSM device?

Answer:

It is important to know that topping up credit on the device, by buying credit in a shop, will not work. To do this you would have to have the SIM card from the device in a mobile phone.

However, there are a number of ways to add credit to the GSM device

(a) ATM Machine.

Possibly the simplest way to add credit to any GSM device is through your nearest ATM machine. When withdrawing cash at your ATM you can also add credit to the SIM in the GSM device.

(b) Internet Banking

If you use Internet banking then you can Top up with First Trust, Natwest and Lloyds online banking. Most banks have facilities to perform this task for you.

(c) Through the Network Operators Web Site eg. <http://www.vodafone.co.uk>

If you log on to the service providers site, for example for Vodafone go to <http://www.vodafone.co.uk> by entering this address at the address bar of your internet browser and hitting return. Register the SIM in the device by entering the phone number and your details and choosing a password that you will remember. Give your credit card or Laser card details and you can top up when required.

Q: What happens if I never add credit to the GSM Device?

Answer:

Many of the features of the product will cease to operate if you never add credit to the GSM device. The device will be unable to send text responses when you add a new number or send a text to open or close the gate.

Most importantly the mobile network operators (Vodafone, O2 etc) have a policy of removing devices from their network that don't get additional credit in a 150 day period. If this happens the device will cease to operate completely.

Especially for the standard (non intercom) gate controller, which is only used for opening the gate when it receives a call, you must watch the devices credit and top it up from time to time. The easiest way to do this is place a reminder in your calendar and registers the SIM so that the details can be accessed online. **It is not sufficient to have credit on the SIM, the SIM must be topped up regularly.**
