

# Homeowner User Manual

For

# Prime6

Advanced GSM Intercom System



For Service, Warranty and Support Contact:

Installed By:	
Install Company Name:	
Installer Phone Number:	
Installer Email Address:	
Date of Install:	

*Note: For legal and safety reasons, the manufacturer cannot offer telephone technical support to un-certified or non-qualified persons. Technical support can only be delivered via a qualified gate-safe installer.*

# Contents

Overview of System	Pg 3
Receiving a call and opening gates / door	Pg 3
Access control by caller ID (CLIP)	Pg 3
Using the APP	Pg 4
Summary of APP home screen	Pg 5
Opening gate by APP	Pg 6
Adding Keypad Codes	Pg 6
Time Restricted Codes	Pg 7
Auto Expiring Codes	Pg 8
Adding Proximity Cards	Pg 8
Permanent 24/7 Cards	Pg 9
Time Restricted Cards	Pg 10
Auto Expiring Cards	Pg 10
Auto Opening & Closing	Pg 11
Status Options	Pg 12
24/7 CallerID Access	Pg 14
Time Restricted CallerID	Pg 14
Notifications	Pg 15
Do Not Disturb	Pg 15
After Hours	Pg 16

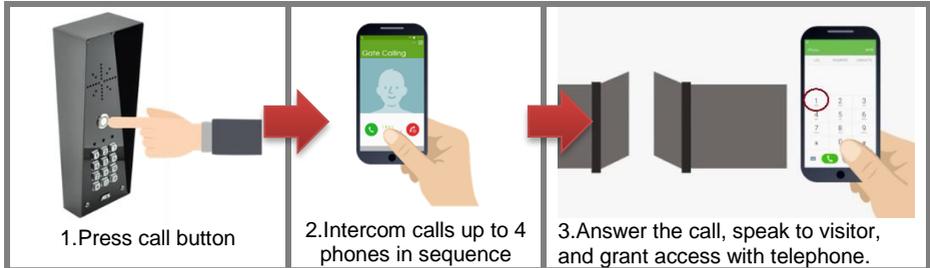
## Overview of System

Thank you for purchasing an AES Intercom system. This product is a GSM Intercom system, which operates on GSM phone networks.

You will need to ensure you have adequate cellular coverage at your location before using this product. You will also need to ensure that this product has an active SIM card inside. Failure to maintain the SIM card plan will render the product un-operational until cellular service is restored.

## Receiving A Call and Opening Gates / Door

Visitors can press the call button, which will initiate a call from your intercom to the designated phone numbers which will have been programmed by your installer.



### Output 1

This is usually main gate/door.

#### Press 1 to open

Press 2 to hold open

Press 3 to un-hold

(Note: Hold open features are only available on certain gate/door systems. Contact your installer for details)



### Output 2

This can be pedestrian gate, driveway lights or other.

Press 4 to open/activate

Press 5 to hold open/on

Press 6 to un-hold/off

(Note: Hold open features are only available on certain gate/door systems. Contact your installer for details)

## Access Control by Calling the intercom (CallerID)



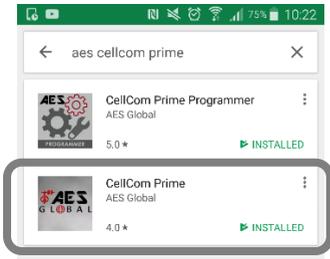
This product can store up to 100 phone numbers, which we shall call "Authorized phone users". While these users will not receive a call from the intercom on visitor arrival, they can call the intercom from their phone which will trigger output 1 and open the gate/door.

To open your gate or door (output1), simply call the sim card number of the intercom from your phone.

If your number has been stored by your installer, then relay 1 will trigger and open the gate or door and the call will be rejected, making this a free call.

# Using the Cellcom Prime App

You can use the free Cellcom Prime app on Android phones and iPhones. Look for the for the icon below or scan the QR code..

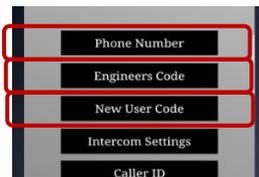


1. Install + launch the app, & accept all permissions. Press **SETTINGS**.



2. Select your intercom type 2G/3G or 4G (this changes how the Proximity part works)

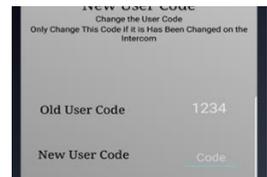
3. Select Single Intercom if you have only one intercom and one entrance. Select two intercoms if you have 2 gate entrances with intercoms fitted. You can select different background colour for dual intercom operation so that you know which intercom you are controlling.



4. Store the phone number of the intercom SIM card in the phone number screen.



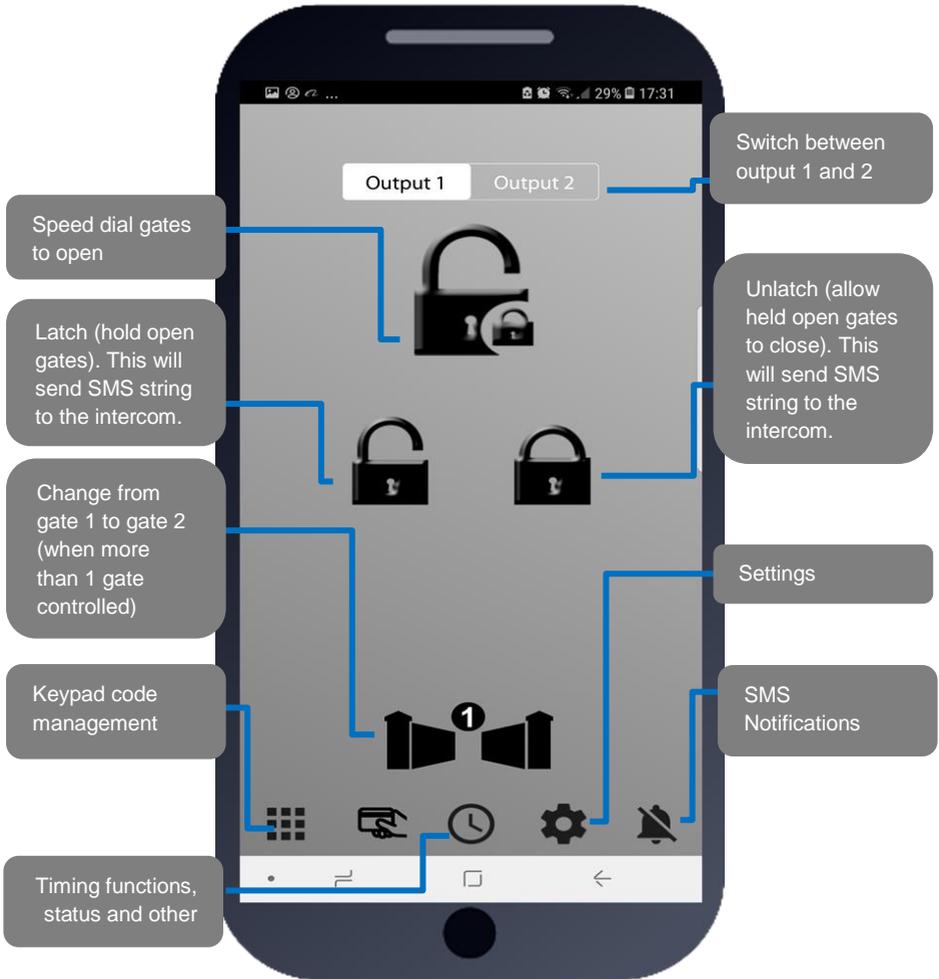
5. If the installer has changed the engineers code, they can enter it here.



6. If the user code has been changed, enter it here.

**IMPORTANT:** Android users, if you receive an error message “Command Failed”, go to **Phone Settings/Application Manager/Permissions**, and turn on all permissions for the app & check the intercom phone number is stored in the app.

## Summary of the App Home Screen



**Iphone users! Please note that due to security restrictions by apple, any SMS button commands will take you to your native SMS screen where you must re-confirm the SMS before it will send. Android devices will send the SMS automatically.**

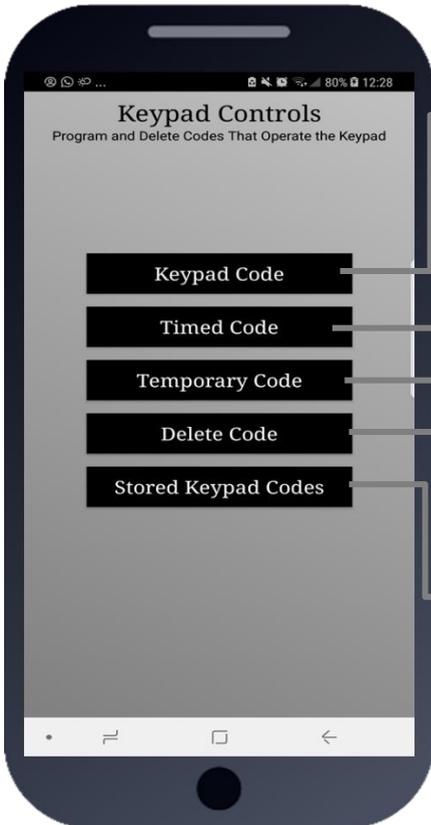


## Opening the gate by App

Press the main button as shown. On Android phones it will automatically call the intercom and trigger the gate/door. For iPhones, it will take you to your dialling screen with the number pre-loaded and you can press to dial (this is a security feature by apple).

Note: Your installer will need to store your phone number in the intercom before this speed dial feature will open the gate.

## Adding Keypad Pin codes (Keypad models only)



Use this to add up to 200 permanent 24/7 codes.

20 time-restricted codes (only work during pre-set days and times of the week.

30 auto-expiring temporary codes.

Delete any code.

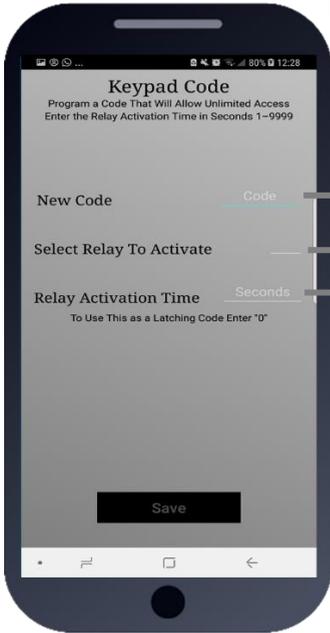
Check stored keypad codes (will send SMS reply with list of codes.

NORM = Normal codes, can be used 24/7.

TEMP = Temporary codes which will auto expire.

PLAN = Time restricted codes

## Permanent Codes (2G or 3G device)



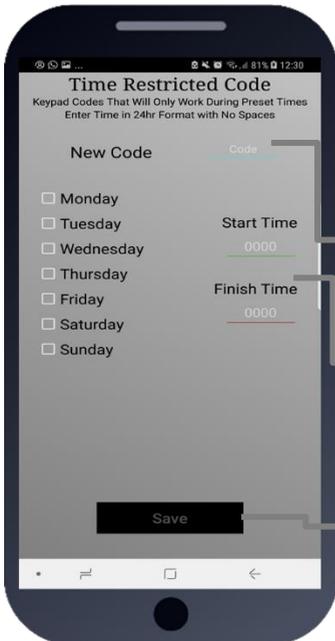
Add a new code (up to 4 digits)

Enter 1 for the main output relay, or 2 for the secondary output (ask your installer if this is being used)

Can be 1 to 9999 seconds (2.7 hours).  
**For Automatic Gates**  
Enter 0 for a latching code (hold open).  
Enter 1 sec to trigger normally.  
Enter 3600 for a 1 hour hold open code.  
Note: Latching and hold open only work for selected types of gate installs (ask your installer).

For Strike Locks enter 1 sec, mag locks 7 secs

## Time Restricted Keypad Pin Codes



Up to 20 codes can be added which will only operate during pre-set times and days of the week. This is useful to improve security by giving pin codes which will only work during desired hours and days of the week.

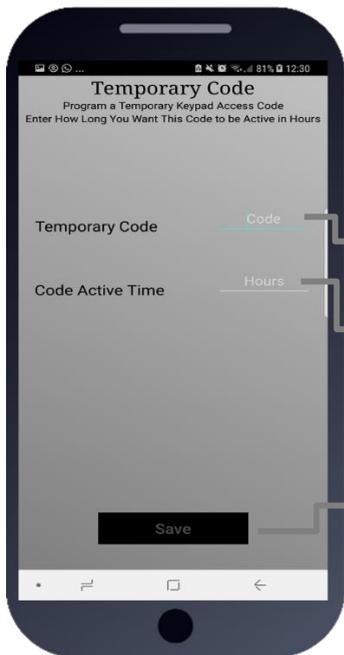
Add a new code (up to 4 digits)

Select the days during which the pin code should work, and between which times. Note: Enter time in 24 hr military format with no colons.  
E.g. 9am = 0900. 5pm = 1700.

Press Save to send SMS (iphone users must also confirm from SMS screen).

## Auto-Expiring Temporary Codes

Up to 30 codes can be entered along with an auto expiry time in hours, from 1 hour to 168 hours (1 week). Once the time has expired, the keypad code will automatically be deleted from the memory.

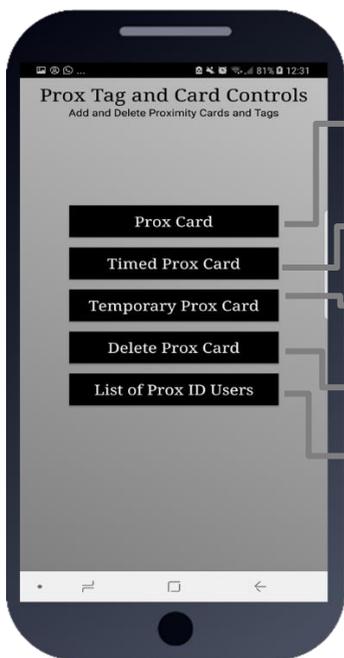


Add a new code (up to 4 digits)

Enter the expiry time in hours (1-168)

Press Save to send SMS (iphone users must also confirm from SMS screen).

## Adding Proximity Cards (prox capable models only)



Add up to 200 proximity cards (24/7 access).

Add up to 20 time restricted prox cards (only work pre-set times and days of the week).

Add up to 30 temporary auto-expiring prox cards

Delete Prox cards

Check stored Prox cards (will send SMS reply with list of card serial numbers).

NORM = Normal codes, can be used 24/7.  
TEMP = Temporary codes which will auto expire.  
PLAN = Time restricted codes

## Permanent 24/7 cards/tags

Add Prox Tag or Card  
Add a Prox Tag or Card to Allow Unlimited Access  
Enter the Relay Activation Time in Seconds 1-9999

Enter All 10 Digits

New Card ID  Code

Select Relay To Activate

Relay Activation Time  Seconds  
To Use This as a Latching Code Enter "0"

Save

Add a new card (enter all 10 digits)

Enter 1 for the main output relay, or 2 for the secondary output (ask your installer if this is being used)

Can be 1 to 9999 seconds (2.7 hours).  
**For Automatic Gates**  
Enter 0 for a latching code (hold open).  
Enter 1 sec to trigger normally.  
Enter 3600 for a 1 hour hold open code.  
Note: Latching and hold open only work for selected types of gate installs (ask your installer).

For Strike Locks enter 1 sec, mag locks 7 secs

## Permanent Cards/tags (4G version)

Add Prox Tag or Card  
Add a Prox Tag or Card to Allow Unlimited Access  
Enter the Relay Activation Time in Seconds 1-9999  
Add a Name to the Prox ID to Identify the User in the Log. The Name Can be a Maximum of 6 Characters. This is Only Available With the 4G Version of the CellCom Prime

Name  Name

Enter All 10 Digits

New Card ID  Code

Select Relay To Activate

Relay Activation Time  Seconds  
To Use This as a Latching Code Enter "0"

Save

The 4G version has one addition or difference to the 2G&3G models. It can store a 6 character nickname along with the card ID. This is useful when using the activity log to determine which card was used and at what time. E.G. PaulH, JohnS, AndyH etc. These names will show in the activity log for the 4G version rather than the card serial number.

## Time Restricted Prox Cards

Up to 20 cards can be added which will only operate during pre-set times and days of the week. This is useful to improve security by restricting access to certain times.

Time Restricted Prox ID  
Prox Card ID's That Will Only Work During Preset Times  
Enter Time in 24hr Format with No Spaces

Enter All 10 Digits

New Card ID Code

Monday  
 Tuesday  
 Wednesday  
 Thursday  
 Friday  
 Saturday  
 Sunday

Start Time 0000

Finish Time 0000

Save

Add a new card (enter 10 digit serial number)

Select the days during which the card should work, and between which times. Note: Enter time in 24 hr military format with no colons. E.g. 9am = 0900. 5pm = 1700.

Press Save to send SMS (iphone users must also confirm from SMS screen).

## Auto-Expiring Prox Cards

Up to 30 cards can be entered along with an auto expiry time in hours, from 1 hour to 168 hours (1 week). Once the time has expired, the card will automatically be deleted from the memory.

Temporary Prox Card  
Program a Temporary Prox ID Card or Tag  
Enter How Long You Want This Code to be Active in Hours

Enter All 10 Digits

Temporary Prox Card Code

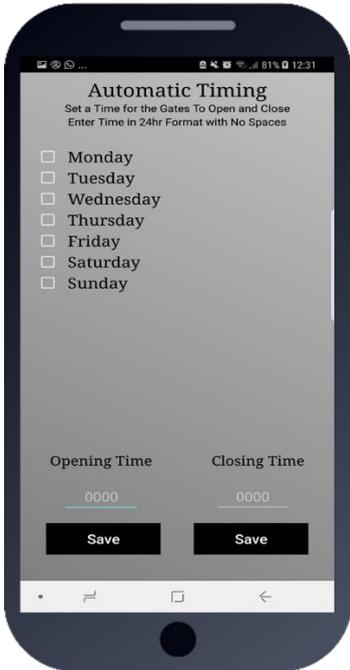
Code Active Time Hours

Save

Add a new card

Enter the expiry time in hours (1-168)

Press Save to send SMS (iphone users must also confirm from SMS screen).



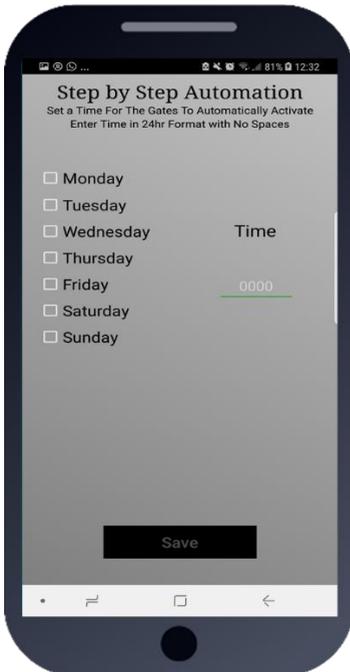
## Time Clock opening and closing of gates

[timeclock/automatic/autoclosing](#)

Note: There are 2 main ways your installer can set up gate automation. 1: Automatic closing – this is when you typically open your gates via intercom or fob, and they close automatically again after a pre-set time delay. If your gates operate in this way, then you can use this screen to control them to open and close at pre-set times of the day and week.

Step1 – Select the days you wish to open, and type in an opening time in 24hr format, e.g. 830am = 0830. Press SAVE. This will automatically latch on the main relay 1 on the intercom at that time for each day selected.

Step2 – Select the days and times that you may wish for the gates to close automatically again, say for example at night, and enter that time in the CLOSING TIME space and press SAVE.



## Step-by-Step Gates

[timeclock/automatic/step-by-step](#)

This screen is used for gates where typically if you use the intercom or a fob to trigger your gates to open, they remain open until such times you decide to close them again and press the fob or trigger from intercom again.

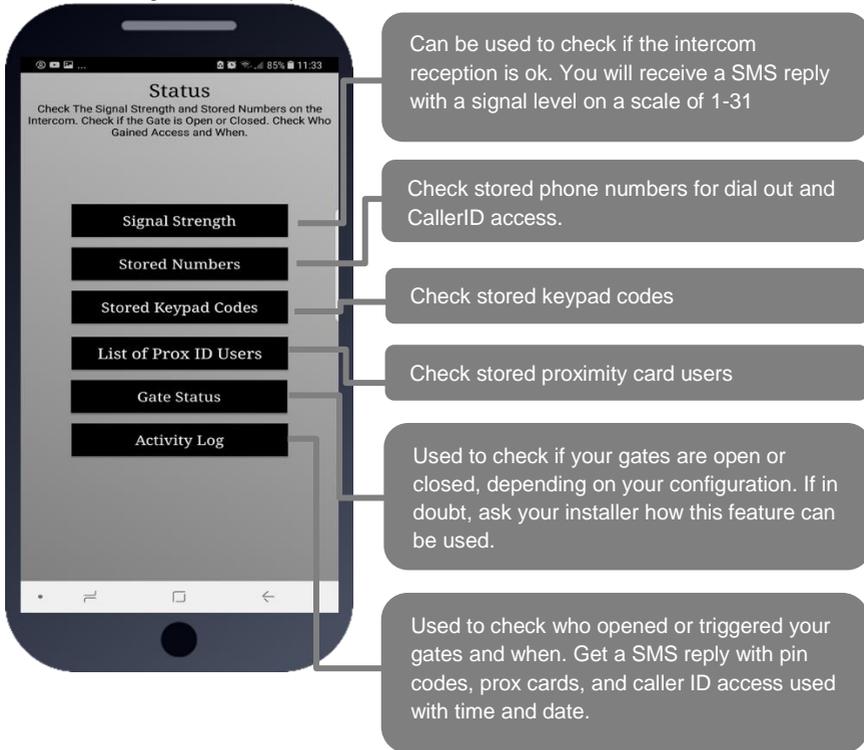
You can select days and times to trigger the gates automatically so you don't have to. For example, some home owners keep their gates open all of the time, but would like them to close automatically at night. In this example, select all the days, and enter time. E.g. 11.30pm = 2330. Press SAVE.

This will send a momentary command to the gate each day at the set time and trigger it to open if it is already closed, or close if it is already open.

You may have up to 4 opening or closing events per day.

## Status Options (Press Clock button, then Status)

These buttons are useful to manage your intercom, visitors, access, and the current status of the gates for example.



**Status**  
Check The Signal Strength and Stored Numbers on the Intercom. Check If the Gate is Open or Closed. Check Who Gained Access and When.

- Signal Strength**: Can be used to check if the intercom reception is ok. You will receive a SMS reply with a signal level on a scale of 1-31
- Stored Numbers**: Check stored phone numbers for dial out and CallerID access.
- Stored Keypad Codes**: Check stored keypad codes
- List of Prox ID Users**: Check stored proximity card users
- Gate Status**: Used to check if your gates are open or closed, depending on your configuration. If in doubt, ask your installer how this feature can be used.
- Activity Log**: Used to check who opened or triggered your gates and when. Get a SMS reply with pin codes, prox cards, and caller ID access used with time and date.



Signal level = 18 2G

\*20#

### Signal Strength

This button will send the SMS \*20# to the intercom. It should reply as shown and will indicate network type and for some versions will show firmware version. Should it read below level 10, talk to your installer about a high gain antenna to boost reception or discuss trying an alternative network provider.



011: 9876543210  
012: 9995554321  
I1: 9876543210  
I2: 9995554321

\*21#

### Stored Phone Numbers

This button will send an SMS string to the intercom to check the phone numbers which are stored in the unit.

O11 = first dial out number. O12 = second.  
O21 = Button 2, first dial out number etc.  
I=dial in CallerID numbers.

Norm: 2345, 8965, 1234  
Temp: 4567, 5555  
Plan: 3421



### Stored Keypad Codes

This button will send an SMS string to the intercom to check the keypad codes which are stored in the unit.

NORM = Normal codes, can be used 24/7.  
TEMP = Temporary codes which will auto expire.  
PLAN = Time restricted codes.

Norm: 234567890  
Temp: 888666777  
Plan: 3335559329



### Stored Prox cards

This button will send an SMS string to the intercom to check the serial numbers of stored cards.

NORM = Normal codes, can be used 24/7.  
TEMP = Temporary codes which will auto expire.  
PLAN = Time restricted codes.

Relay1 = ON  
Relay2 = OFF  
Status = Open



### Gate Status

This button will send an SMS string to the intercom to check the state of both relays and the optional "Status" input (gate can have a limit switch fitted for the status feature).

If any relay is ON, it is possible your gates are held OPEN by the intercom. You can press the UNLATCH button on the home screen to send the UNLATCH command and then check again the status of the gate. Speak to your installer if you have questions on this feature.

0930-16/7/17-code-XX45  
2310-15/7/17-CID-654321  
1804-15/7/17-USER-559999  
1530-14/7/17-card-123456



### Activity Log

This button will ask the intercom to send a series of SMS messages to your phone which will indicate the last 20 events that have occurred on the intercom, starting with the most recent. This can be used to see who gained access and when.

CODE = Keypad PIN code used to gain access (only last 2 digits of code shown).  
CID = A known user used called the intercom to gain access with Caller ID.  
USER = This person answered their phone to the visitor (Last 6 digits of phone number).

### CAUTION

Please refrain from pressing the LOG button more than once at a time, as doing so can overload the intercom with message requests and it may need powered off and on again to resume normal operation. Thank you!

## 24/7 Caller ID access

### (Settings button/caller ID)

This intercom can store up to 100 visitor phone numbers which can call the intercom at any time. The intercom will recognise their incoming number, hang up, and grant

The smartphone screen displays the 'Unlimited Access' settings page. At the top, it says 'Unlimited Access Authorise Callers for Unrestricted Access'. Below this, there is a prompt: 'Enter the Phone Number or Numbers of the Caller That Will Get Unlimited Access'. There are four horizontal input fields for entering phone numbers. At the bottom of the screen, there is a black button labeled 'Save'.

Enter up to 4 phone numbers at a time, and press SAVE to send the programming SMS.

## Time Restricted Caller ID Access

This intercom can store up to 20 phone numbers for visitors whom you wish to grant time restricted callerID access, e.g. maintenance person, gardener, etc.

The smartphone screen displays the 'Time Restricted Access' settings page. At the top, it says 'Time Restricted Access Allow Callers Entry Between the Programed Times'. Below this, there is a 'Phone Number' input field. To the left of the 'Start Time' and 'Finish Time' input fields is a list of days with checkboxes: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. At the bottom of the screen, there is a black button labeled 'Save'.

Enter the phone number which is to have time restricted access.

Select the day or days in which they should have access.

Enter the start and finish time for access in 24hr format. E.g. 830am = 0830. 11:20pm = 2320.

Press SAVE to send the SMS string.



## Notifications

**ONE PHONE** can receive a SMS notification when the intercom triggers the gates.

Turn this feature on and off quickly with this button.

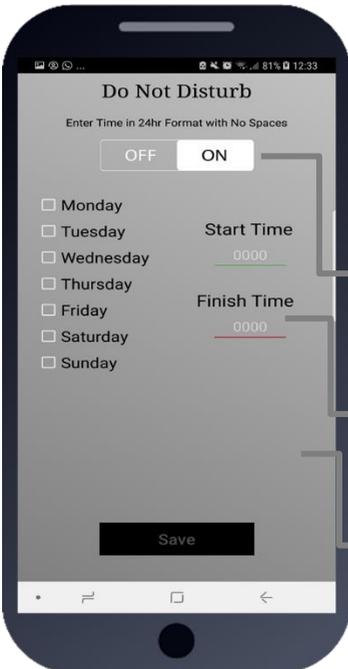
Enter your cell phone number here

Enter a SMS message which will be sent each time the gates are triggered. E.g. "Gates Opened"

Press Save to send SMS (iphone users must also confirm from SMS screen).

Remember only one phone at a time can use this feature.

**IMPORTANT:** Activating notifications will mute the keypad confirmation tones.



## Do Not Disturb

This feature can be used to prevent calls during unsociable hours or at weekends. Simply turn the feature ON and then enter ACTIVE times which you want the call button to work for. Outside of these times the intercom can still be used for caller ID access or pin codes but the push button will not operate.

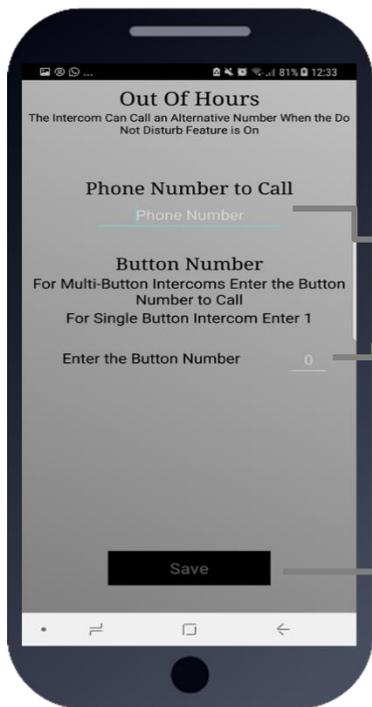
Quick turn ON or OFF. Note: turning ON without any times being entered will disable the call button all of the time!

Select the start and finish time for button activity and select the days.

**TIP:** To have the call button active from 9am to 10pm Monday to Friday, select the 5 days, enter 0900 as a start time, and 2200 as a finish time and press SAVE.

## After Hours (Out of Hours)

Once the do not disturb is set above, users can program the intercom to call an alternative phone number during do not disturb times rather than call no one. This is used for calling a security guard, site manager, or a different phone outside normal hours.



Enter the alternative phone number.

Some intercoms have more than one button for multi-family shared gates or doors. Enter the button number here (if in doubt check with your installer before programming this feature).

Press Save to send SMS (iphone users must also confirm from SMS screen).

## Troubleshooting

### Problems installing the APP

Ensure that the full phone number of the intercom is entered in the settings screen, and that the pass codes used are correct. Your installer can inform you of what the pass codes are for using this app. Android users – see install instructions at the beginning of this manual, especially the reference to permissions.

### On an iphone it does not activate the commands without first taking me to my dialling screen or SMS screen.

This is a security feature implemented by Apple and not a restriction of the app itself. Apple block direct SMS or dialling from any app and require the user to confirm SMS sending or call generation before it will occur.

### My gates are opened and will not close.

This may or may not be caused by the intercom. It could be some other piece of hardware connected to the gate which is holding open the gates. To check, use the Gate Status button. If either relay is ON, then go to the home screen and press the UNLATCH button to restore the relays to their normal state.

### My intercom is not responding to SMS messages.

This can be caused by poor reception, by insufficient power cable from the transformer to the intercom, or a service issue with your network provider. Some SIM cards can get de-activated by the provider due to a long period of inactivity. Check with your provider and contact your installer for support.

### My intercom is no longer operating at all.

Contact your installer for support.