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CM712 Troubleshooting Guide

The CM712 fails to register on the cell network. If the CM712 fails to register on the cell network, the green light will blink every second.

Do you have good cell coverage?

Use your cell phone to make sure there is a good signal in that location.

- If you are using an AT&T SIM then verify that there is good cell coverage there.
- If you are using a T-Mobile SIM then verify that there is good cell coverage there.

<http://www.wireless.att.com/coverageviewer/#?type=gophone&opt=payg>
<http://coverage.t-mobile.com/>

Is the yellow light is on? (Yellow light indicates power to the SIM)

- Cycle Power

Is the yellow light is off?

- Verify that the power jack is firmly seated in the socket
- Verify that the wall mount power supply is plugged in to a working socket.
(Please note that the CM712 can power up and register onto the cell network using it's built in batteries if they are charged).

Is the SIM installed correctly?

- Turn off the CM712
- Remove the cover
- Verify that the SIM is orientated with the angled corner facing the display and that the black hold down is latched closed.
- Replace the cover
- Turn on the CM712
- Watch as the CM712 powers up and tries to register on the cell network. If it still fails call tech support

Is the SIM activated?

Does not receive a text

Check that you are sending a text to the correct number.
Verify that the CM712 is successfully registered on the cell network.

Verify that there is at least 1 bar

Check your account to make sure you didn't run out of messages or time. If it is a T-Mobile account from us, call.

Does not reply to a text from me

Watch the screen and verify that the text you are sending is received. When a text is received you will see >>555666777 (*phone number that you are sending the text from*). If the CM712 does not display this message, then see section: **Do you have good cell coverage?**

Does not send an alarm text, status update text, reminder text, power outage text

Use the Query commands to make sure all settings are correct.

Does not send a text when the door opens

Verify the wiring of the door sensors. (see CM712 wiring diagram)

Use the **Delays** Query command and make sure the delay for the door sensor is not set to 999, which disables the door sensor.

Does not send a text that water has been detected

Verify the wiring of the water sensor. (see CM712 wiring diagram)

Use the **Delays** Query command and make sure the delay for the water sensor is not set to 999, which disables the water sensor.

You can test the water sensor by placing a wet paper towel across two of the metal contacts of the water sensor. Be sure to wait the water sensor time delay before looking for the text.

I am using an external temperature sensor and it is not being displayed

The external temperature sensor must be wired to the CM712 before turning it on.

Verify the wiring of the temperature sensor. (see CM712 wiring diagram)

Cycle the power off and on

Make sure the terminal block is fully seated

Cycle Power

Turn off the CM712.

Wait two minutes

Turn on the CM712 and observe the display a

