



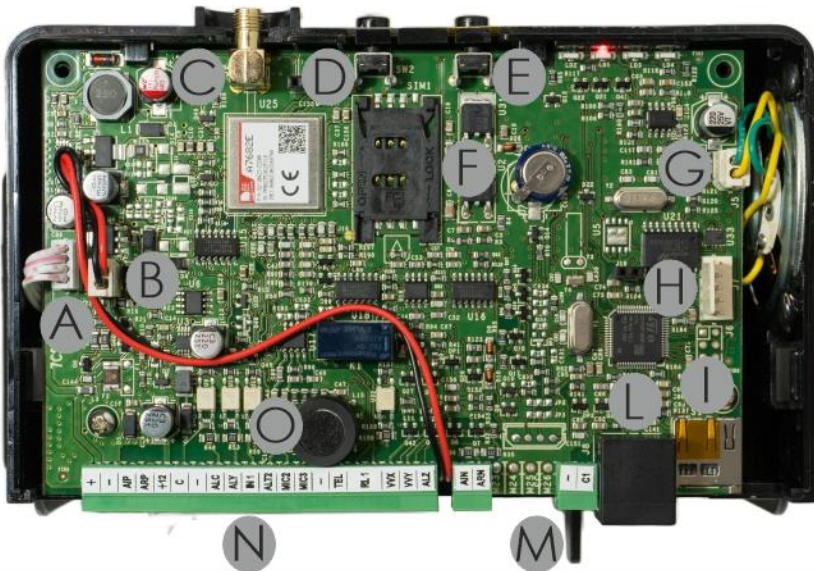
Certificato n. 9110.ESTI

HELPY GSM

Alarm system for elevators

QUICK GUIDE

INSTALLING



- A Internal power-supply connector
- B Built-in backup battery connector
- C Antenna cable connector
- D Reset pushbutton
- E Alarm pushbutton
- F SIM Card slot with front panel
- G Built-in loudspeaker connector
- H Serial port for PC connection
- I MicroSD Card slot
- L RJ11 connector for local telephone
- M Battery compartment door
- N Terminal blocks
- O Built-in microphone



LED signalling alarm / periodical test call (yellow)



LED signalling GSM signal strength (green)



LED signalling GSM module status (red)



LED signalling power supply status (blue)

Terminal blocks

N.	NAME	DESCRIPTION
01	+	POWER SUPPLY INPUT (11-14VDC) ⁽¹⁾
02	-	
03	AIP	GIVEN ALARM INDICATOR LIGHT (output: 12VDC)
04	ARP	RECEIVED ALARM INDICATOR LIGHT (output: 12VDC)
05	+12	12VDC OUTPUT (max. 100mA)
06	C	COMMON TERMINAL FOR INPUT ALC ⁽²⁾
07	-	NEGATIVE POLE
08	ALC	ALARM INPUT FOR THE ELEVATOR CAR ⁽³⁾
09	ALY	ALARM INPUT FOR THE PIT ⁽⁴⁾
10	IN1	FILTER INPUT
11	ALT2	OUTPUT FOR CONNECTING THE LOUDSPEAKER OF A PASSIVE SPEAKER UNIT
12	MIC2	INPUT FOR CONNECTING THE MICROPHONE OF A PASSIVE SPEAKER UNIT OR A SINGLE MICROPHONE
13	MIC3	INPUT FOR CONNECTING THE MICROPHONE OF A PASSIVE SPEAKER UNIT OR A SINGLE MICROPHONE
14	-	NEGATIVE POLE
15	TEL	LOCAL TELEPHONE
16	RL1	RELAY ⁽⁵⁾
17	RL1	RELAY ⁽⁵⁾
18	VVX	OUTPUT FOR CONNECTING AN ADDITIONAL ACTIVE SPEAKER UNIT
19	VVY	OUTPUT FOR CONNECTING THE PIT ACTIVE SPEAKER UNIT
20	ALZ	ADDITIONAL ALARM INPUT ⁽⁴⁾ OR AUXILIARY INPUT ⁽⁵⁾
21	AIN	GIVEN ALARM INDICATOR LIGHT (output: 0VDC)
22	ARN	RECEIVED ALARM INDICATOR LIGHT (output: 0VDC)
23	-	NEGATIVE POLE
24	C1	COMMON TERMINAL FOR INPUT IN1 ⁽²⁾

⁽¹⁾ : before using this input disconnect the internal power-supply cable from the A connector in the picture at page 2

⁽²⁾ : can be connected to a block -, to the block **+12** or to an external reference

⁽³⁾ : allows to connect voltage free contact pushbuttons (NO or NC) or powered pushbuttons

⁽⁴⁾ : allows to connect voltage free contact pushbuttons (NO)

⁽⁵⁾ : free contact NO

INSERTING THE SIM CARD

Before inserting the SIM card, make sure the device is off and use all due precaution to avoid electrostatic discharge.

- Remove the cover by unscrewing the two screws.
- Push the SIM Card housing cover as indicated by the arrow OPEN until it unlocks and lift it.
- Carefully slide the SIM Card into its housing cover.
- Lower the SIM Card housing cover and push it as indicated by the arrow LOCK until it locks in place.

ATTENTION

It is not required to remove the PIN code prior to the use of the HelpyGSM.

The PIN code can be entered, if necessary, by setting parameter 282.

INSTALLING THE ANTENNA

- Screw the antenna extension cable provided in the appropriate connector.

ATTENTION

Position the antenna with magnetic base so that any metal surfaces do not block the signal.

ATTENTION

In order to avoid damage, never power up the base station without having first installed the antenna.

ATTENTION

Do not install the product in the immediate vicinity of other electrical or electronic equipment that was not designed to be combined with it and that could cause disturbance or interference.

CONNECTING THE SPEAKER UNITS

HelpyGSM comes with a built-in active speaker unit.

It is also possible to connect to HelpyGSM:

- up to 2 independent active speaker units
- up to 2 passive speaker units (or cables with microphone) combined to the integrated active speaker unit.

It makes HelpyGSM extremely flexible and allows to realize many different types of installation.

*Note: an **active speaker unit** allows to realize an independent voice point with dedicated pushbutton.*

*Note: a **passive speaker unit** must be connected to an active speaker unit and allows to double it. The passive speaker unit can be installed at max 6m distance from HelpyGSM (or from another active speaker unit) by using a shielded cable.*

Note: in case of connection of active speaker units, the type of installation must be defined (by setting parameters 63 and 73).

- Connect the speaker units (beware of terminal polarity):

ACTIVE SPEAKER UNIT term. blocks

+

–

HELPGSM terminal blocks

VVY or VVX

–

PASSIVE SPEAKER UNIT term. blocks

A

B

–

HELPGSM terminal blocks

ALT2

MIC2 or MIC3

–

Examples of types of installation

Installation with passive speaker unit in the elevator car bottom

	DEVICE	SPEAKER UNIT terminal blocks	PUSHBUTTON terminal blocks
ROOF	HelpyGSM	Built-in active speak. unit	Built-in pushbutton
CAR	Microphone cable	MIC3 / –	ALC / –
CAR BOTTOM	Passive speak. unit	ALT2 /MIC2 / –	ALY / –
PROGRAMMING CODES "TYPE OF INSTALLATION" TO BE SET			
631 (factory)		730 (factory)	

Installation with active speaker unit in the pit

	DEVICE	SPEAKER UNIT terminal blocks	PUSHBUTTON terminal blocks
ROOF	HelpyGSM	Built-in active speak. unit	Built-in pushbutton
CAR	Microphone cable	MIC3 / –	ALC / –
PIT	Active speak. unit	VVY / –	ALY / –
PROGRAMMING CODES "TYPE OF INSTALLATION" TO BE SET			
632		730 (factory)	

Installation with landing floors

	DEVICE	SPEAKER UNIT terminal blocks	PUSHBUTTON terminal blocks
ROOF	HelpyGSM	Built-in active speak. unit	Built-in pushbutton
CAR	Microphone cable	MIC3 / –	ALC / –
CAR BOTTOM	Passive speak. unit	ALT2 /MIC2 / –	ALC / –
LANDING FLOOR 1	Active speak. unit	VVY / –	ALY / –
LANDING FLOOR 2	Passive speaker unit combined to the active speaker unit positioned in the landing floor 1		ALY / –
LANDING FLOOR 3	Active speak. unit	VVX / –	ALZ / –
LANDING FLOOR 4	Passive speaker unit combined to the active speaker unit positioned in the landing floor 3		ALZ / –
PROGRAMMING CODES "TYPE OF INSTALLATION" TO BE SET			
633		730 (factory)	

Installation with independent speaker units on car-top / car-cabin / pit

	DEVICE	SPEAKER UNIT terminal blocks	PUSHBUTTON terminal blocks
ROOF	HelpyGSM	Built-in active speak. unit	Built-in pushbutton
CAR	Active speak. unit	VVX / –	ALC / –
PIT	Active speak. unit	VVY / –	ALY / –
PROGRAMMING CODES "TYPE OF INSTALLATION" TO BE SET			
633		731	

Installation with HelpyGSM installed in the machine room

	DEVICE	SPEAKER UNIT terminal blocks	PUSHBUTTON terminal blocks
MACHINE ROOM	HelpyGSM	Built-in active speak. unit	Built-in pushbutton
ROOF	Passive speaker unit combined to the car active speaker unit		ALZ / –
CAR	Active speak. unit	VVX / –	ALC / –
PIT	Active speak. unit	VVY / –	ALY / –
PROGRAMMING CODES "TYPE OF INSTALLATION" TO BE SET			
633		731	

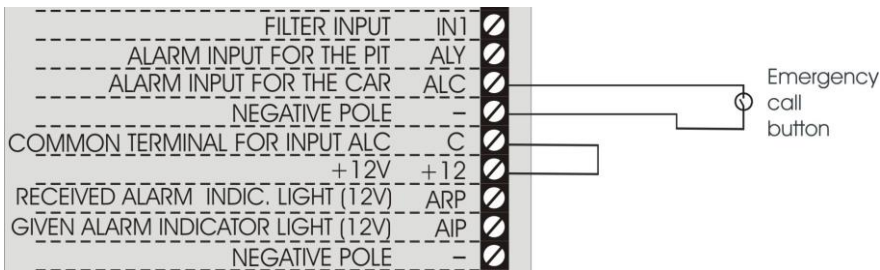
CONNECTING THE EMERGENCY CALL BUTTONS

Car pushbutton

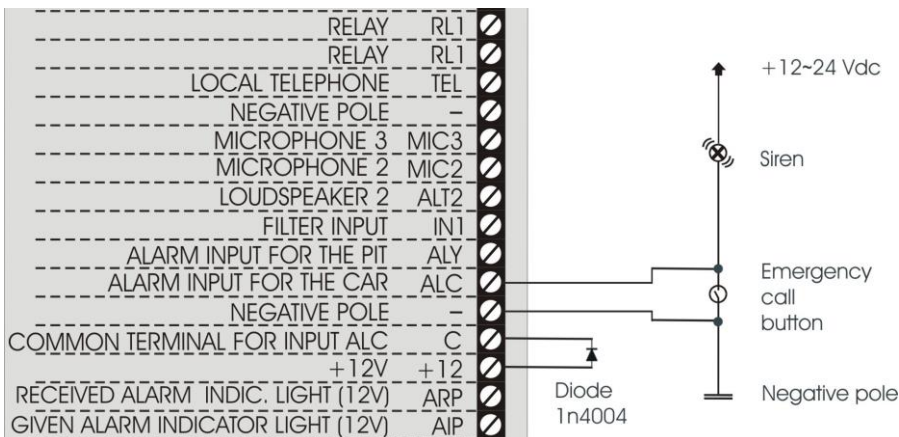
It is possible to connect (inside the elevator car) voltage free contact pushbuttons or powered pushbuttons.

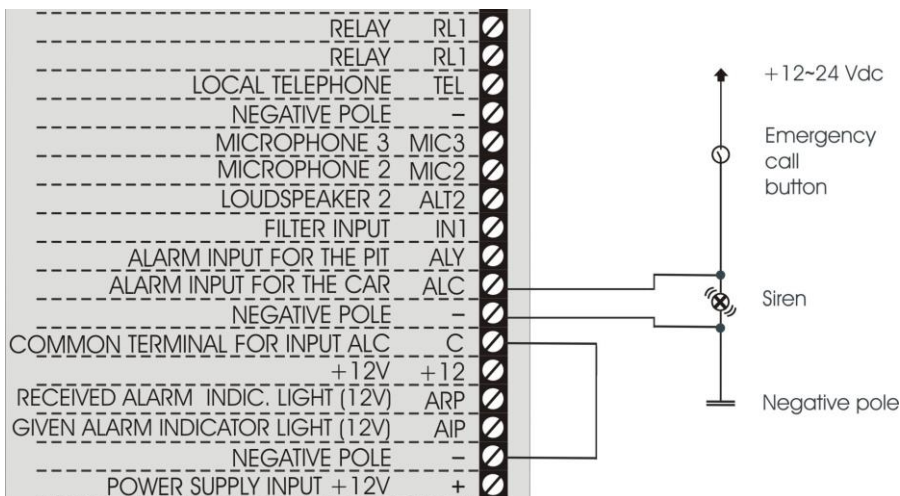
- Connect, following one of the diagrams shown below, the car pushbutton.

Voltage free contact pushbuttons



Powered pushbuttons (12~24Vdc) – 2 solutions

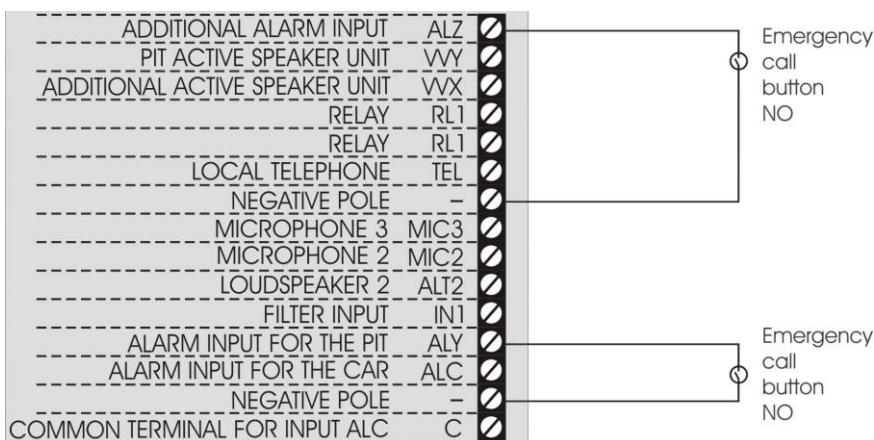




Other pushbuttons

It is possible to use for the pit, the car-top or the landing floors, voltage free contact pushbuttons (NO).

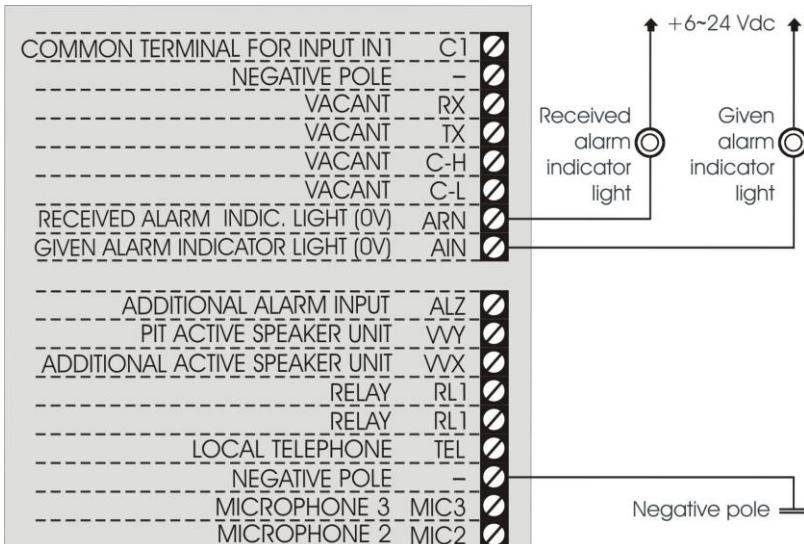
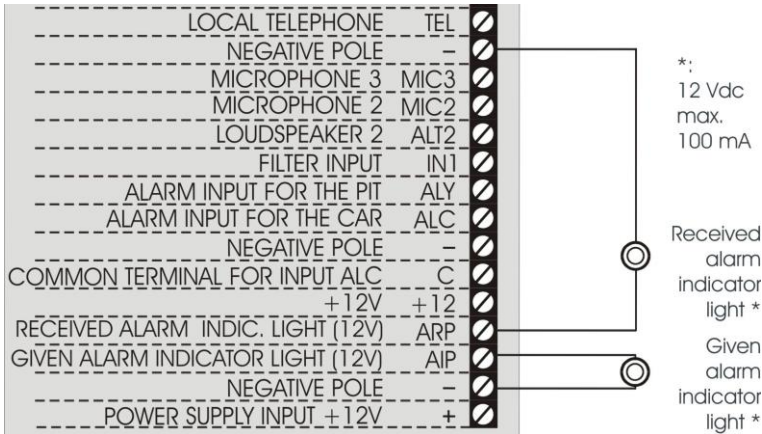
- Connect, following the diagram shown below, the other pushbuttons.



CONNECTING THE INDICATOR LIGHTS

The GIVEN ALARM INDICATOR LIGHT (yellow) switches on after pressing the emergency button to indicate the beginning of the alarm procedure and stays steady light until the end. The RECEIVED ALARM INDICATOR LIGHT (green) switches on when the alarm call is answered.

- Connect, following one of the diagrams shown below, the indicator lights.



CONNECTING THE LOCAL TELEPHONE

- Connect the local telephone (for programming and managing the device) directly to the RJ11 connector (L in the picture at page 2) or to TEL and – terminals (irrespective of the polarity).

CONNECTING THE FILTER INPUT

- Connect the filter contact as per one of the modes shown in the table:

C1 TERMINAL CONNECTED TO:	FILTER CONTACT TERMINAL BLOCKS
+12	IN1 / –
–	IN1 / +12
external reference	IN1 / external reference

CONNECTING THE AUXILIARY INPUT

- Connect the external contact (normally open) to ALZ and – terminals.

Note: the ALZ input must be programmed as auxiliary input (by setting parameter 55).

CONNECTING THE RELAY

- Connect the output RL1 (normally open contact) to the external device.

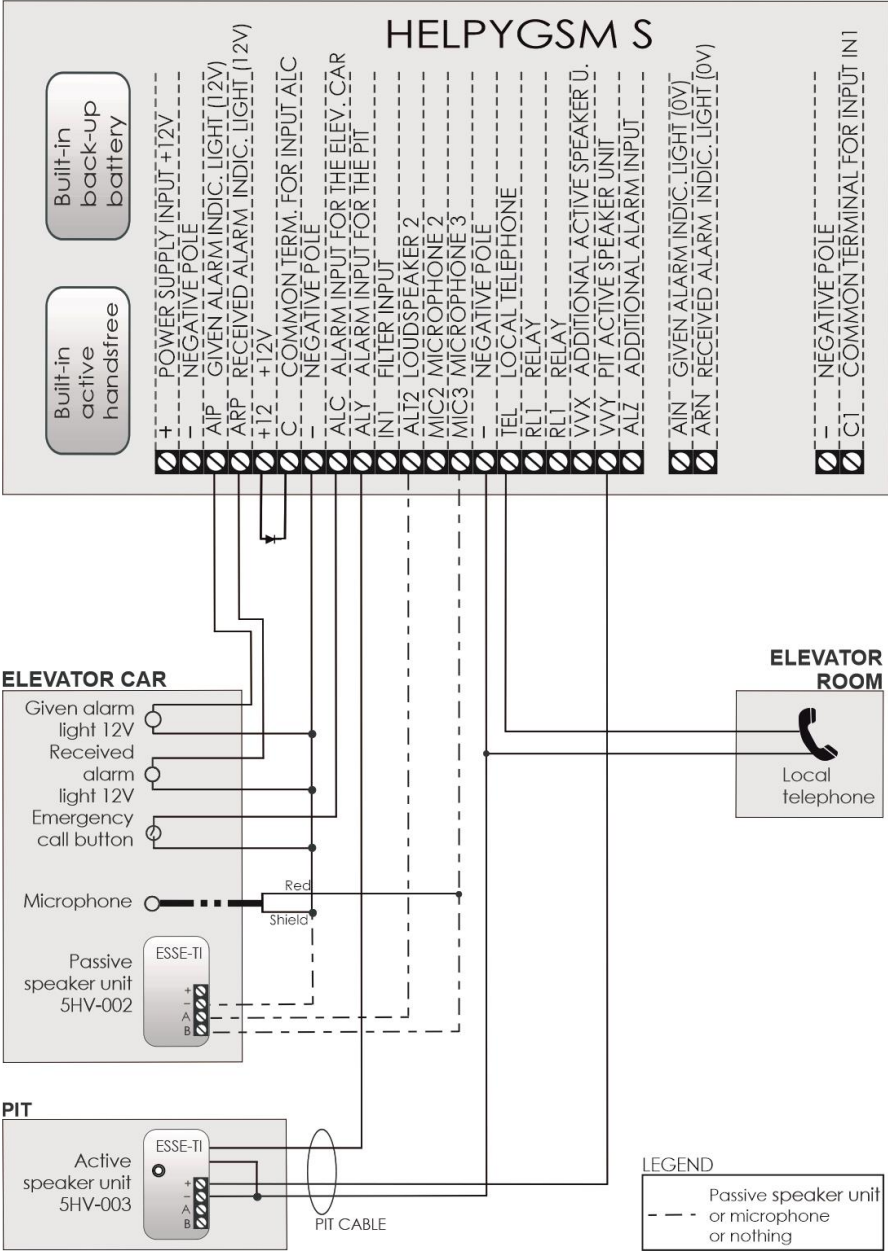
REPLACING BATTERY

ATTENTION

Only use replacement batteries supplied by Esse-ti.

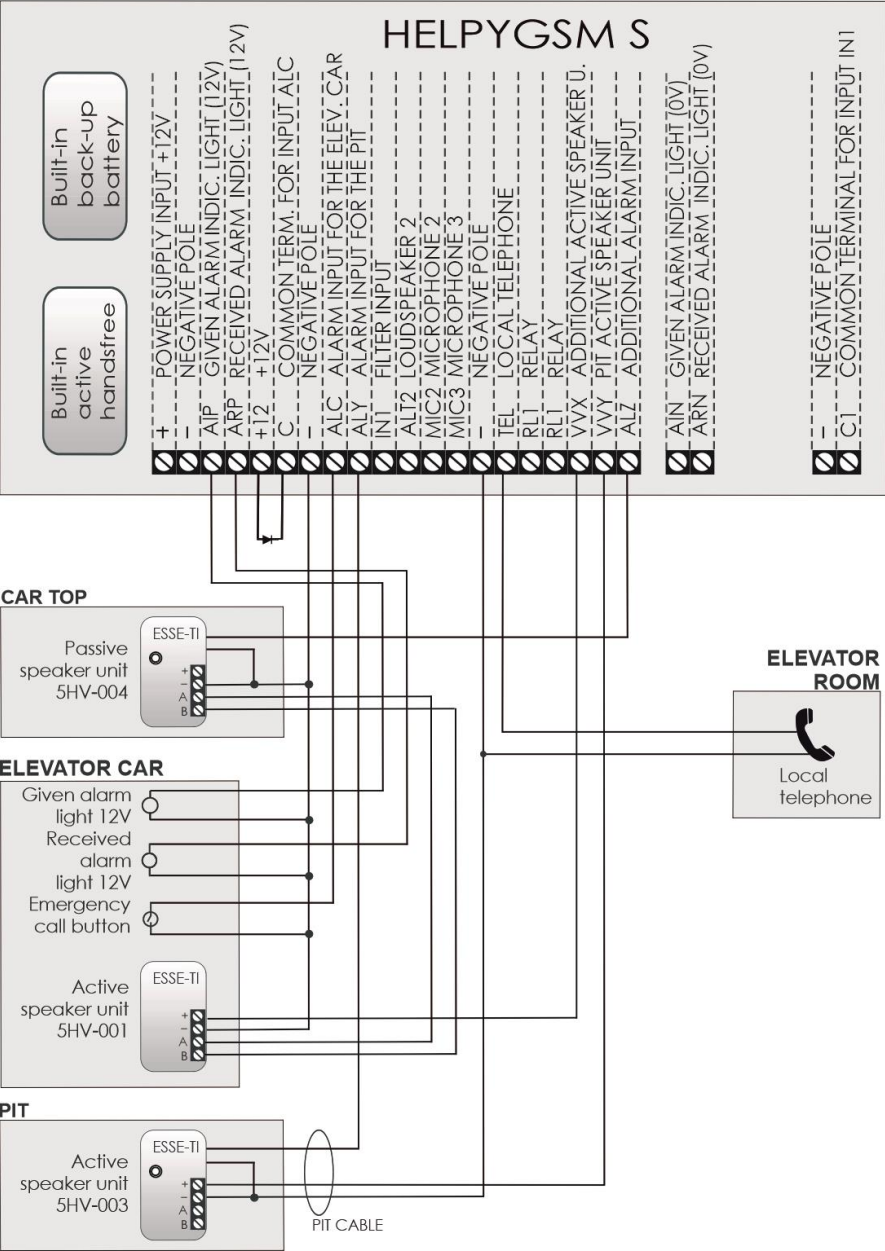
WIRING DIAGRAM – EXAMPLE 1

ROOF



WIRING DIAGRAM – EXAMPLE 2

ELEVATOR ROOM



TURNING ON

Power connection

- Connect the power supply cable to the 230Vac mains.
- or
- Connect an external 12Vdc power supply (min. 11Vdc, max. 14Vdc) to the power supply input of the terminal block (+ and – terminals).
- Connect the built-in backup battery cable to the slot B in the picture at page 2.
- Close the cover by screwing the two screws.

Note: the power supply cable's plug must be always easily accessible.

Note: a protection cut-out switch must be installed upstream to interrupt power supply in case of fault.

Turning on

- Wait 1 minute after power-up to give time to the HelpyGSM to register correctly with the mobile network.
- Make sure the GSM module status LED (◀) flashes as shown in the paragraph "LED signalling GSM module status" on page 29.

If the GSM module status LED (◀) stays permanently lit, HelpyGSM has not properly registered with the mobile provider or the SIM card is protected by PIN:

- Check the SIM is correctly inserted and, if the SIM card has a PIN, enter the PIN using the code 282.
- See also the chapter "Troubleshooting" on page 32.
- Check the intensity of the mobile signal using the LED ▲ (see paragraph "LED signalling GSM signal strength" on page 28) and find, for the placement of the antenna, an area with enough signal.

MINIMUM OPERATIONS TO VERIFY PROPER INSTALLATION

1. PROGRAMMING

- Access to programming: lift the local telephone handset and dial ***0#**.

The programming activated message will be heard.

- Program a telephone number for the emergency-call alarm: dial **210112** < telephone number > **#**.
- Record the identification message of the specific elevator (max. 22 seconds), which is meant to contain all necessary information concerning the elevator location: dial **7101** and, after the "Correct" message, pronounce the message and hang up.
- To listen again to the previous message: lift the handset and dial **7201**.
- Make an external call to check the telephone line presence: dial **0** and, after the "Correct" message, digit the telephone number to make a test call.

2. TESTING THE ALARM PROCEDURE

- Press the emergency call button for more than 2 seconds (factory value).

The alarm starts.

3. ANSWERING THE ALARM

Note: the activation mode of the communication with the trapped person can be configured with the "Two-way communication mode during an alarm" programming (code 78).

-1st mode: automatic two-way connection established after the messages (factory default)

- Answer by the called party.

The two-way communication mode will be activated after the voice messages.

- Speak with the trapped person.

-2nd mode: two-way communication established after input of "Communication activation" code

- Answer by the called party.

The voice messages will be heard.

- Press **[0]** to speak with the trapped person.

-3rd mode: immediate and automatic two-way communication (no messages)

- Answer by the called party.
- Speak with the trapped person.

4. RESETTING THE ALARM

Note: the alarm reset mode can be configured with the “Alarm reset mode” programming (code 77).

-1st mode: reset by “End” code (factory default)

- Press **[9]** to end the alarm.

-2nd mode: automatic reset

- Hang up (or press **[9]**) to end the alarm.

-3rd mode: automatic reset with local acknowledgement

- Hang up to end the call.
- Press the reset pushbutton to end the alarm.

An end-of-alarm call will be generated.

- Answer by the called party.
- Press **[9]**.

If the reset pushbutton is not pressed within 6 hours, the alarm is automatically ended.

*Note: in case it should not be possible to stop the alarm procedure remotely (i.e. the entered telephone number is incorrect) simply lift the handset of the local telephone and dial * <Password> # (by factory default: **[*][0][#]**) or press the reset pushbutton.*

USING THE RESET BUTTON

Note: the reset operation does not alter the previously set parameters.

Use of the reset pushbutton (D in the picture at page 2):

- Pressing shortly
Allows to interrupt an alarm call.
By pressing shortly you get the same result as lifting the handset of the local telephone and entering * <Password> #.
- Pressing longer (10 seconds)
Allows to reset the device.
By pressing longer, HelpyGSM will be re-started with no need to disconnect the power supply.

PROGRAMMING

In the tables:

- **INST** indicates that programming is allowed by the installer;
- **OPER** indicates that the programming is allowed by the maintenance technician;
- factory programming is highlighted in bold.

Basic programming

BASIC PROGRAMMING					
ACCESS TO PROGRAMMING	☒ <INSTALLER or OPERATOR PASSWORD> ☒ (factory setting: ☒ 0 ☒)				
EXITING THE PROGRAMMING	☒ <INSTALLER or OPERATOR PASSWORD> ☒ (factory setting: ☒ 0 ☒)				
TELEPHONE NUMBERS (INST)	2 1	☒ ☒ (position from 01 to 12) (note: for compliance with EN 81-28:2022, the rescue service number must be stored in position 01)	SOURCE	RECEIVER	☒ ... ☒ ☒ (X...X = telephone number, max 20 digits; * = 2 sec- pause)
			1 emergency-call button	–	
			2 battery alarms	2 USER	
			3 periodic automatic test call	3 ESSE-TI	
			–	4 CLI	
			5 SIM card expiring alarm	5 SMS	
			6 diagnostic alarm	6 P100	
			7 no external power supply alarm	–	
			8 auxiliary alarm	–	
			9 end of alarm	–	

BASIC PROGRAMMING				
DELETING TELEPHONE NUMBER (INST)	2 1	X X (position from 01 to 12)	#	
TYPE OF INSTALLATION (INST)	Number of active speaker units	6 3	1 only the built-in active speaker unit	
			2 built-in active speaker unit and 1 active speaker unit connected	
			3 built-in active speaker unit and 2 active speaker units connected	
			0 simultaneous communication between all speaker units connected	
	Active speaker unit in the car	7 3	0 no 1 yes	
DATE (INST)	3 6	WEEKDAY	X X X X X X (dd) (mm) (yy)	
		0 SUNDAY		
		1 MONDAY		
		2 TUESDAY		
		3 WEDNESDAY		
		4 THURSDAY		
		5 FRIDAY		
		6 SATURDAY		
TIME (INST)	3 5	X X X X (hhmm; from 0000 to 2359)		
RECORD THE MESSAGES (INST)	7 1	0 1 identification message (max. 25s)	(record)	(hang up)
		0 2 courtesy message (max. 25s)		

BASIC PROGRAMMING					
LISTEN TO THE MESSAGES (INST/OPER)	7 2	0 1 identification message		(listen)	
		0 2 courtesy message			
LOW BATTERY ALARM (INST)	5 2	0 disabled alarm			
		1 enabled alarm			
REPLACE BATTERY ALARM (INST)	5 6	0 disabled alarm			
		1 enabled alarm			
AUTOMATIC TEST DATA (INST)	Frequency days	3 1	X (days, from 1 to 9; factory default 3)		
	Time of the call	3 2	X X X X (hhmm; from 0000 to 2359)		
	Enabling automatic test	3 4	0 automatic test disabled		
			1 automatic test enabled (EN 81-28:2018)		
			3 automatic test enabled (EN 81-28:2004)		
Manually perform a test call		3 4 2			
PROTOCOLS IDENTIFICATION CODE (INST)	2 2	2 Esse-ti		X...X (identification code)	
		3 P100			
SPEAKER UNITS VOLUME (INST/OPER)	8 0	1 built-in active speaker unit		X loudspeaker (from 1 to 5; factory default 2)	X microphone (from 8 to 9; factory default 8)
		2 speaker unit connected to VVY			
		3 speaker unit connected to VVX			
MESSAGES VOLUME (INST/OPER)	8 0 4			X (from 1 to 5; factory default 2)	

BASIC PROGRAMMING					
GENERAL VOLUME (INST/OPER)	[8][1]	[X] loudspeaker (from 1 to 5; factory default 2)	[X] microphone from 8 to 9; factory default 8)	[X] messages (from 1 to 5; factory default 2)	[#]
LISTEN TO THE PROGRAMMING AGAIN (INST)	[X]...[X] (programming code prefix) [X]				
RESTORE FACTORY SETTINGS (INST)	[9][9][X][0][#]				

Advanced programming

ADVANCED PROGRAMMING			
CHANGE INSTALLER PASSWORD "0" (INST)	[9][1]	[X]...[X][X] (old)	[X]..[X][X] [X]..[X][X] (new) (new)
CHANGE OPERATOR PASSWORD "1" (INST)	[9][2]	[X]...[X][X] (old)	[X]..[X][X] [X]..[X][X] (new) (new)
EMERGENCY CALL BUTTONS DELAY (INST)	[4][2]	[X] (seconds, from 2 to 9; factory default 3)	
CAR EMERGENCY CALL BUTTON (ALC) NORMALLY CLOSED/OPEN (INST)	[4][1]	[0] normally closed	
		[1] normally open	
NO EXTERNAL POWER SUPPLY ALARM (INST)	[5][1]	[0][0] disabled alarm	
		[X][X] enabled alarm with XX minutes delay (from 01 to 99)	
SPEAKER UNITS DIAGNOSTIC ALARM (INST)	[5][4]	[0] disabled alarm	
		[1] enabled alarm for speaker unit connected to VVX	
		[2] enabled alarm for speaker unit connected to VVY	
		[3] enabled alarm for speaker units connected to VVX and VVY	

ADVANCED PROGRAMMING		
AUXILIARY ALARM (INST)	5 5	0 disabled alarm
		1 enabled alarm
SIM CARD EXPIRING ALARM (INST)	2 4 3	X X (months, from 01 to 30; 00= disabled alarm)
ENABLE FILTER (INST/OPER)	5 3	0 disabled
		1 enabled
FILTER BYPASS (INST/OPER)	4 9	X X (seconds, from 15 to 30; 99=no bypass)
FILTER INPUT NORMALLY CLOSED/OPEN (INST/OPER)	4 8	0 normally closed
		1 normally open
ALARM OPERATION WITHOUT TELEPHONE LINE (INST)	2 5	1 AI indicator light lit and courtesy message
		2 AI indicator light unlit and no courtesy message
		3 AI indicator light lit and no courtesy message
REPEATS OF COURTESY MESSAGE DURING AN ALARM (INST)	2 7 0	X X (seconds between two courtesy messages, from 02 to 59; 00=no courtesy message; 01=one courtesy message for each call)
"COMMUNICA- TION ACTIVATED" MESSAGE SETTING (INST)	2 7 1	0 disabled message
		1 enabled message
TWO-WAY COMMUNICA- TION MODE DURING AN ALARM (INST)	7 8	0 two-way communication established after input of "Communication activation" code
		1 automatic two-way communication established after messages
		2 immediate and automatic two-way communication (no messages)

ADVANCED PROGRAMMING				
ALARM RESET MODE (INST)	77	0 automatic reset		
		1 alarm reset by "End alarm" code		
		2 automatic reset with local acknowledgement		
"PLAY IDENTIFICATION MESSAGE" CODE (INST)	47	X...X (from 1 to 3 digits; factory default 5)		[⌘]
"COMMUNICA- TION ACTIVA- TION" CODE (INST)	45	X...X (from 1 to 3 digits; factory default 0)		[⌘]
"END ALARM" CODE (INST)	43	X...X (from 1 to 3 digits; factory default 9)		[⌘]
"EXCLUSION" CODE (INST)	44	X...X (from 1 to 3 digits; factory default 1)		[⌘]
RESET MESSAGES (INST)	74	01 identification message		
		02 courtesy message		
CHANGE LANGUAGE (INST)	79	XX (language: 00 Italian, 01 English, 02 German, 03 French, 07 Spanish)		
MULTI- LANGUAGE COURTESY MESSAGE (INST)	89	XX (second language)	XX (third language)	[⌘]
DURATION OF TWO-WAY COMMUNICA- TION DURING AN ALARM (INST)	46	X (minutes, from 2 to 9)		
NUMBER OF CALLS TO THE SAME NUMBER FOR EACH CYCLE (INST)	60	X (calls, from 1 to 9)		
CALL CYCLES FOR EMERGENCY CALL ALARMS (INST)	69	X (cycles, from 1 to 9; 0= unlimited)		

ADVANCED PROGRAMMING		
CALL CYCLES FOR TECHNOLOGICAL ALARMS AND TEST CALLS (INST)	6 2	☒ (cycles, from 1 to 9; 0= 10 cycles; factory default 3)
WAITING TIME BETWEEN TECHNOLOGICAL OR TEST CALLS TO THE SAME NUMBER (INST)	5 8	☒ ☒ (minutes, from 01 to 99; 00=30 seconds, factory default 02)
AUTOMATIC ANSWER (INST)	6 4	☒ (ring number, from 1 to 9; 0= 10 rings; factory default 2)
OPERATION MODE AFTER AUTOMATIC ANSWER (INST)	7 6	0 programming mode
		1 direct connection with the car
CONNECTION DURATION AFTER AUTOMATIC RESPONSE (INST)	6 5	☒ (minutes, from 1 to 9)
RELAY SETTING (INST)	7 5 1	1 same behaviour as output AI
		2 same behaviour as output AR
		3 active for external power failure
		4 door opener
		5 active as long as the emergency alarm progresses
		6 active as long as the buttons are pressed
		7 active for telephone line absence
		8 active for low battery
RELAY INTERMITTENCE (INST)	3 0	0 steady-state
		1 intermittent (500 ms ON / 500 ms OFF)

ADVANCED PROGRAMMING				
DTMF GENERATOR SETTING (INST)	83	0 DTMF generated by mobile network		
		X DTMF generated by HelpyGSM (DTMF duration = X·50ms; from 1 to 9; factory default 2)		
DISABLE ROAMING (INST)	700	XXX (MCC)	XX (MNC)	#
ENABLE ROAMING (INST)	700#			
ENTER PIN CODE (WHEN PIN ACTIVE) (INST)	282	X...X (PIN) X	X...X (PIN) X	
ASSIGN NEW PIN (INST)	284	X...X (PIN) X	X...X (PIN) X	
DISABLE PIN REQUEST (INST)	2830			
RESTORE PIN REQUEST (INST)	2831			
LISTEN TO THE MOBILE SIGNAL LEVEL (INST)	244			
	Digits		Quality	
	0		no signal	
	1		low signal (connection not guaranteed)	
	2		medium signal	
	3		good signal	
	4		high signal	
LISTEN TO THE BATTERY LEVEL (INST)	38X (expressed in mV)			
LISTEN TO THE POWER SUPPLY LEVEL (INST)	37X (expressed in mV)			

ADVANCED PROGRAMMING		
TEST OF ALARMS (INST)	9 0 0 9 9	1 emergency-call button
		2 battery alarms
		3 periodic automatic test call
		5 SIM card expiring alarm
		6 diagnostic alarm
		7 no external power supply alarm
		8 auxiliary alarm

Programming via *e-stant* software

It is possible to program HelpyGSM via computer by using the USB/serial proprietary cable and the dedicated *e-stant* software.

e-stant software also allows to:

- update the firmware of HelpyGSM
- customize the messages of HelpyGSM
- set a microSD card to use for programming, customizing the messages and updating the firmware of HelpyGSM.

e-stant can be downloaded at the following link:

<https://www.esse-ti.it/en/software/e-stant/>

Programming via microSD card

The microSD card properly set allows to:

- program HelpyGSM
- update the firmware of HelpyGSM
- customize the messages of HelpyGSM.

To use of the microSD card, see the relating instructions.

Programming via SMS

Programming via SMS can be performed from any mobile phone or other device that can send SMS messages. An SMS notifying the programming was performed is sent by the HelpyGSM to the number that sent the programming.

ATTENTION

Programmed performed via SMS sent from the Internet could not have a positive result if the required format is not followed.

MESSAGE FORMAT

Each programming SMS must contain the password, which allows access to programming, and the programming codes to be performed.

The message format must be as follows:

Et.hg *xxx# c..c c..c

Where:

Et.hg : is the start of the programming string

*xxx# : is the password string (default installer password xxx = 0)

c..c : programming code

The strings and programming codes must be separated by a space.

Refer to the related paragraphs for the programming codes.

NOTIFICATION MESSAGE FORMAT

The format of the notification message to the user who sent a programming SMS is similar to the programming message:

Et!hg *xxx# c..c c..cERROR

Where:

Et!hg : is the start of the programming string

*xxx# : is the password string (default installer password xxx = 0)

c..c : is the accepted programming code

c..cERROR : is the refused programming code

USE

Local use

In the tables:



: lift the local telephone handset



: lift the local telephone handset and dial **[X] 0 #** to access programming

LOCAL USE	
CONVERSATION WITH THE CAR	 CONVERSATION
CONVERSATION WITH ONE SPEAKER UNIT	 1 1 CAR SPEAKER UNIT
	 1 2 SPEAKER UNIT CONNECTED TO VVY
	 1 3 SPEAKER UNIT CONNECTED TO VVX
	 1 0 DEACTIVATE ALL
EXTERNAL CALLS	 0 <TELEPHONE NUMBER>
DOOR OPENER RELAY	 8 2 1

Use remotely with HelpyGSM at rest

- Call HelpyGSM and wait for a response.
- After listening to the elevator identification message, dial:
[X] <password> # (factory setting: **[X] 0 #**).
- All of the programming and functions below can now be performed:

USE REMOTELY WITH HELPYGSM AT REST	
CONVERSATION WITH ONE SPEAKER UNIT	1 1 CAR SPEAKER UNIT
	1 2 SPEAKER UNIT CONNECTED TO VVY
	1 3 SPEAKER UNIT CONNECTED TO VVX
	1 0 DEACTIVATE ALL
DOOR OPENER RELAY	8 2 1

SIGNALS

LED signalling alarm / periodical test call (yellow)

Emergency-call alarm



Emergency call alarm suspended



Other alarms - Test call



LED signalling GSM signal strength (green)

No signal



Low signal level



Medium signal level



Good signal level



High signal level

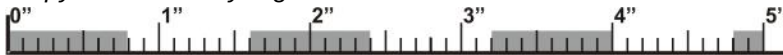


LED signalling GSM module status (red)

HelpyGSM not registered correctly – PIN request – PIN incorrect – Other problems



HelpyGSM correctly registered on the 2G network



LED signalling power supply status (blue)

The external power supply is connected and the battery has max capacity charge



The external power supply is connected and the battery has good capacity charge



The external power supply is connected and the battery has medium capacity charge



The external power supply is connected and the battery has low capacity charge



The external power supply is connected and the battery is either disconnected or dead



The external power supply is disconnected and the battery guarantees more than 7-hour operation in idle state



The external power supply is disconnected and the battery guarantees up to 7-hour operation in idle state



*The external power supply is disconnected and the battery guarantees
2-hour operation in idle state*



*The external power supply is disconnected and the battery guarantees
1-hour operation in idle state*



Given alarm indicator light (yellow)



Received alarm indicator light (green)



Missed test call notification (EN 81-28:2018)

The Given alarm indicator light and the Received alarm indicator light flash in opposition to indicate the failure of the automatic test call.
The flashing sequence ends after the next successful test call or emergency call.



TROUBLESHOOTING

DETECTED PROBLEM	ROOT CAUSE	SOLUTION
All LEDs are unlit	HelpyGSM not supplied	Check power supply
The GSM module status LED ◀ is steady on	SIM card not present or not correctly inserted	Correctly insert the SIM card in the dedicated location
	SIM card locked by PIN code	Enter the PIN using the code 282
	SIM card expired or damaged	Check the SIM card operation on your mobile phone
	SIM card not supported (e.g. UMTS)	Make a test with a SIM card from a different provider
	Unconnected antenna or damaged connection cable	Check the antenna connection and the correct operation of the cable
	Mobile signal absence	Check the signal strength by your mobile phone
	Insufficient power supply	Check the power supply
	Generic SW problem	Switch off and back on HelpyGSM
The GSM module status LED ◀ blinks, but the GSM signal LED ▲ is unlit	The mobile signal level is too low to allow outgoing calls	Move the antenna into a better position

EU DECLARATION OF CONFORMITY

Hereby, Esse-ti S.r.l. declares that the radio equipment type HelpyGSM is in compliance with Directives 2014/33/EU and 2014/53/EU.

The full text of the EU declaration of conformity is available from the following Internet address:

<https://www.esse-ti.it/en/dichiarazioni-di-conformita>

NOTE

HelpyGSM

edition 08/10/2024

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