

# CMS-10R FAQ

Storage: [https://www.comatreleco.com/betriebsanleitung\\_cms/](https://www.comatreleco.com/betriebsanleitung_cms/)

## 1. FAQ device installation

- Who will install the CMS-10R?
  - The CMS-10R may only be installed by qualified electricians.
- Why is no LED lit?
  - Mount the antenna and connect the device with the appropriate rated voltage (CMS-10R-D: 110 - 240 V AC / CMS-10R-DA and CMS-10R-DAC: 12 - 48V DC).
- What is the status of the LEDs?

### → Status LEDs Radio signal

These LEDs indicate the currently used radio standard (2G, 3G or 4G).  
The colour indicates the signal strength:

	Operating mode	Radio network	IoT-Portal
<input type="checkbox"/> LED not lighting up	Fallback: Event storage on the device	None	not connected
<input type="checkbox"/> LED flashing orange	Fallback: SMS directly to recipient	Poor reception	not connected
<input type="checkbox"/> LED lighting up orange	Normal operation	Poor reception	Connected
<input type="checkbox"/> LED flashes green	Fallback: SMS directly to recipient	Good reception	not connected
<input type="checkbox"/> LED lights up green	Normal operation	Good reception	Connected

### → Status LEDs Outputs

	Status	Flashing frequency
<input type="checkbox"/> LED not lighting up	Relay switched off. Relay contact is open	--
<input type="checkbox"/> LED lights up	Relay switched on. Relay contact is closed	--

### → RUN LED

	Status	Flashing frequency
<input type="checkbox"/> LED not lighting up	The device is switched off or is not working, -- see chapter 7.2.	--
<input type="checkbox"/> LED flashing	The device and the firmware are ready for use and are in operation	Slow

### → STAT LED

	Status	Flashing frequency
<input type="checkbox"/> LED not lighting up	Normal operation	--
<input type="checkbox"/> LED flashing	Firmware update	Fast, flashing
<input type="checkbox"/> LED flashing	Firmware update/restart	Slow
<input type="checkbox"/> LED lights up	Device shuts down/exits all running tasks	--
<input type="checkbox"/> LED flashing	Device shuts down/terminates connection to IoT platform and mobile network	Fast, even

### → Status LEDs Inputs

	Status	Flashing frequency
<b>Digital inputs</b>		
<input type="checkbox"/> LED not lighting up	Input value = logic level 0 (low)	--
<input type="checkbox"/> LED lights up	Input value = logic level 1 (high)	--
<b>Analogue inputs</b>		
<input type="checkbox"/> LED not lighting up	Input level ≤ lower threshold value	--
<input type="checkbox"/> LED flashing	Lower threshold value < input level < upper threshold value	Slow
<input type="checkbox"/> LED lights up	Input level ≥ upper threshold value	--

- Are the input and output contacts potential-free?  
→ The inputs are not potential-free and must be supplied with the same potential as the device is fed.  
The outputs are designed as change-over contacts and are potential-free.

## 2. FAQ Create account on the IoT Portal

- Which web browser can be used for the ComatReleco IoT portal <https://iot.comatreleco.com>?  
→ We recommend Google Chrome or Mozilla Firefox. These must be up-to-date (this can be checked under Help/via Google Chrome or Mozilla Firefox). Microsoft Edge from version 83.0.478.64 onwards also works.
- How can I connect to the IoT Portal for the first time?  
→ Log on to the website <https://iot.comatreleco.com> and fill in all the required fields. With your email and password you will connect to the IoT-Portal. See CMS-10R user manual ([Link](#)).
- Why am I not receiving an email?  
→ Check the device configuration and check the spam filter and firewall settings.
- How can I reset my password?  
→ In the IoT Portal, click the **Reset Password** button and enter the e-mail address used for this account. You will receive an email with a link to **reset my password**. By clicking on the link, you can create and confirm a **new password**.

## 3. FAQ Home page

- How can I set up or change my account settings?  
→ In the IoT Portal in the top right-hand corner under your name and e-mail address under **Account Settings/Profile**.
- Where can I change my password?  
→ In the IoT Portal top right, under your name and e-mail address, under **Account Settings/Password**, or on the IoT Portal home page, at <https://iot.comatreleco.com/>
- How can I automatically purchase new SMS packages to ensure that the SMS messages are sent (e.g. for connections to telephone servers or alarm servers)?  
→ In the IoT Portal, top right, under your name and e-mail address, under **Account Settings/SMS Package**. You can activate Automatic purchase, select the number of SMS packages and specify a **limit for automatic purchase**.
- How can I buy SMS packages for all my devices?  
→ In the IoT portal, in the top right-hand corner, under your name and e-mail address, under **Account Settings/SMS Package**. You can select the number of SMS Packages.
- Where can I see the invoice for my purchased SMS packages above all devices?  
→ In the IoT Portal, top right, under your name and e-mail address, under **Account Settings/SMS Package/SMS Package history**.
- How do I have an overview of the equipment?  
→ In the IoT-Portal on the device overview you can see how many devices you have. You can choose between the **Device and ist view**. Use the search function to search for names contained in the device. The selection of devices can be filtered into **My owned devices**, **My assigned devices** and **My installed devices**.
- How can I add a device?  
→ In the IoT Portal with the **Add a Device** button you can **Set up a new device** or add an existing Device **With invitation code**. See installation instructions at <https://www.comatreleco.com/en/user-manual/>
- How can the view of the inputs and outputs be updated?  
→ In the IoT Portal, press the **Refresh** button or select **F5** on the keyboard.

#### 4. FAQ Overview

- Where can I see who owns the device?  
→ In the IoT-Portal in the **Overview** under **Manager/Owner**.
- Where can I see who is the installer of the device?  
→ In the IoT Portal in the **Overview** under **Manager/Installer**.
- Where can I find the serial number of the device?  
→ In the IoT Portal in the **Overview** under **Device/Serial number** or on the label on the front of the device.
- Where can I see how many SMS the device has available?  
→ In the IoT-Portal in the **Overview** under **Device/SMS available for this month**.
- Where can I see how many events the device has available?  
→ In the IoT Portal in the **Overview** under **Device/Number of monthly events**.
- Where can I see the current firmware status of the device?  
→ In the IoT Portal in the **Overview** under **Device/Firmware**.
- Where can I see the current status of the IoT Portal?  
→ The current status of the IoT-Portal can be seen in the **Devices overview**, bottom left, at the version.
- Where can I see the phone number of the device?  
→ In the IoT Portal in the **Overview** under **Connection/Phone number**.
- Where can I check whether the device is connected or not?  
→ In the IoT Portal in the **Overview** under **Connection/Connection status**.
- Where do I see the provider?  
→ In the IoT Portal in the **Overview** under **Connection/Mobile network**.
- Where can I see the status of the inputs and outputs?  
→ In the IoT-Portal in the **Overview** you can see the status of the **inputs** and **outputs**. The time stamp (date, time) shows the last update. The query can be updated with the **Refresh** button or on the **F5** keyboard.

#### 5. FAQ Manage

- Where can I manage the device?  
→ In the IoT Portal under **Manage/Settings** (cogwheel symbol) **Manage your device** You can **Unpair** the device, **Import configuration** (e.g. when changing devices) and **Export configuration** (e.g. for a backup) or **Delete** it.
- Where can I edit the device name?  
→ In the IoT-Portal under **Manage/Edit/Rename** adapt the **device name**.
- How can the owner of the device be changed?  
→ In the IoT Portal under **Manage**, select the **Change owner** button. See instructions ([Link](#)).
- How can the installer be removed?  
→ In the IoT Portal under **Manage**, select the **Remove installer** button. See instructions ([Link](#)).
- Where can I set the time zone?  
→ The current time zone can be set in the IoT Portal under **Manage/Device time zone** or by activating the **UTC time zone** switch.

IMPORTANT: the summer/winter time is not changed automatically and must be taken into account when entering it!

Examples:

The device is located in Zurich: winter time = UTC+01:00, summer time = UTC+02:00

The device is located in New York: winter time = UTC-05:00, summer time = UTC-04:00

The device is located in Hong Kong: winter time = UTC+08:00, summer time = identical

- How do I set the notification of events?  
→ In the IoT-Portal under **Manage**, you can use the respective switch to set the events such as **Startup, Connected, Shutdown, Disconnected, Reset button, Period event count reached, Periodic status report** (Hourly, Daily, Weekly and Monthly) and **Test button** activated, as well as to provide an individual **Message** (max. 30 characters). Under **Notifications Users / Machines** and their notification (**Push, SMS, e-mail**) can be selected. The number of message recipients depends on the **service profile**.
- How does the SMS outbound control work?  
→ In the IoT Portal under **Manage** you can activate the **Help message** to allow the message recipient to request **SMS output control** messages.

## 6. FAQ Users / Machines

- How can a user be added?  
→ In the IoT-Portal under **Users / Machines**, select the button **Add a user**. Select the rights (**Status access, Control access, Manage access**) and send the invitation by SMS or e-mail. See instructions ([Link](#)).
- How can a machine (telephone or alarm server, etc.) be added?  
→ In the IoT Portal under **Users / Machines**, select the button **Add a machine**. Enter and confirm **Machine name** and **Phone number** or **E-mail address**. You have the possibility to send a **Test message** (max. 30 characters in GSM-7 character set) to the machine. See the instructions ([Link](#)).  
By default, the messages to such a machine are sent using the UCS2 character set. If only characters from the GSM7 character set are sent, the GSM7 character set is used.
- What is the phone number when the machine sends an SMS to the machine?  
→ The telephone number in Switzerland is +41 79 807 20 06 and abroad +1 917 746 07 51. we recommend that you save this number in the mobile telephone device under CoReM.

## 7. FAQ Inputs

- How many entrances are available to me?  
→ The CMS-10R-D has 6 digital inputs, the CMS-10R-DA has 6 analogue (0 - 10 V) or digital inputs and the CMS-10R-DAC has 4 (I1 - I4) analogue or digital and 2 (I5 and I6) 4 - 20 mA inputs. These can be configured in the IoT Portal under **Inputs**.
- How can I delay the input signal?  
→ In the IoT-Portal below the **Input** with the **Trigger window** you can delay the analogue and digital inputs from 0.5s to 86'400 seconds.

## 8. FAQ Outputs

- How many Outputs are available to me?  
→ There are 4 potential-free changeover contacts (250 AC, 10 A) available. These can be configured in the IoT Portal under **Outputs**.

## 9. FAQ Service profile

- Which service profiles are available to me?  
→ In the IoT-Portal under **Service profile** the **Owner** can choose between three subscriptions (**Eco, Standard and Professional**) ([Link](#)).
- How can I create or change a service profile?  
→ This can only be done by the **Owner** of the device in the IoT Portal under **Service profile/Change service profile**. He also has the option of **Renewal of the service profile** automatically or manually.

- Where can I find the invoice for my purchased service profile?  
→ This can only be viewed by the **Owner** of the device, in the IoT Portal under **Service profile/Service profile history**.
- Where can I buy SMS packages?  
→ Only the **Owner** of the device can do this in the IoT Portal under **Service profile/Purchase SMS Packages**.
- Where do I see the invoice for my purchased SMS packages?  
→ Only the **Owner** of the device can see this in the IoT Portal under **Account Settings/SMS Package/SMS Package History** or under **Account Settings/SMS Package**.

## 10. FAQ Applications

- Can outputs be controlled automatically?  
→ Yes, e.g. by having an activated input send a corresponding message to the output as an **SMS control**.
- How can a voice message be generated from an e-mail by an external service provider (e.g. a monitoring device)?  
→ eCall or another provider is recommended to create an account and set up the corresponding service.

## 11. FAQ Troubleshooting

- How can measurement errors of the analogue inputs be corrected?  
→ Adjust the **Min.** and **Max. value** under the corresponding input according to the deviation (+/-).
- Why is the device not connected?  
→ Check on the unit whether 2G, 3G or 4G is lit and RUN is flashing.  
Check the **Connection status** in the IoT Portal under **Overview** (Connected or not connected: Last connection: dd.mm.yy).  
Update the connection status with **Refresh** or **F5**.
- How can the mobile network connection be improved?  
→ Check the signal strength (2G < -102, 3G < -103.7, 4G < -93.3 dBm) and provider (Swisscom for CH) in the IoT Portal under **Overview/Connection/Mobile network**. Otherwise install a magnetic base antenna with 2.5m cable or an external antenna with 5m cable ([Link](#)) and appropriate antenna extension of 5, 10 or 20m.

## 12. FAQ Device information

- Where can I find the equipment information and documents for the CMS-10R?  
→ You can find **Product brochures, data sheets** and other documents about the devices and their accessories on our website ([Link](#)).
- Where can I find further CMS-10R documents?  
→ User manual ([Link](#))  
→ CAD-Files ([Link](#))  
→ Datasheets ([Link](#))  
→ Service profiles ([Link](#))  
→ Product brochure ([Link](#))  
→ Release Notes ([Link](#))  
→ Accessories ([Link](#))

## 13. FAQ App

- Where can I find the app for the CMS-10R?  
→ The App **ComatReleco IoT portal** for Android can be found in the Google Play Store ([Link](#)) and for iOS in the App Store ([Link](#)).
- Why am I not receiving push messages on my mobile phone device?  
→ The operating system iOS (at least version 6) or Android (at least version 9) must be up-to-date. The app is available for free download from the [Apple Store](#) or [Google Play Store](#). ([Link](#) to OnePager: CMS-10R, Android App, battery optimization)

→ Anstelle der App kann das IoT-Portal im Internetbrowser (Google Chrome) verwendet und auf der Startseite einen Homebutton erstellt werden. (Link auf Anleitung)

#### 14. FAQ Contacts and support

- Where can I find the CMS-10R user manual, IoT-Portal installation guide, CMS-10R quick start guide and CMS-10R release note?  
→ On the ComatReleco website under Downloads/Instructions manuals/CMS-10R: Instruction manuals ([Link](#)) or on the IoT-Portal under **Overview/Documents** ([Link](#)).
  
- How can I start a support session?  
→ On your device, you can allow the ComatReleco support team to access your device by clicking on the **Start support session** button.