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:

     | Status | Operating mode | Radio network | IoT-Portal |
     |--------|----------------|---------------|------------|
     | LED not lighting up | Fallback: Event storage on the device | None | not connected |
     | LED flashing orange | Fallback: SMS directly to recipient | Poor reception | not connected |
     | LED flashing up orange | Normal operation | Poor reception | Connected |
     | LED flashes green | Fallback: SMS directly to recipient | Good reception | not connected |
     | LED lights up green | Normal operation | Good reception | Connected |

     ➔ **Status LEDs Outputs**

     | Status | Flashing frequency |
     |--------|--------------------|
     | LED not lighting up | Relay switched off. Relay contact is open | -- |
     | LED lights up | Relay switched off. Relay contact is closed | -- |

     ➔ **RUN LED**

     | Status | Flashing frequency |
     |--------|--------------------|
     | LED not lighting up | The device is switched off or is not working. See chapter 7.2. | -- |
     | LED flashing | The device and the firmware are ready for use and are in operation | Slow |

     ➔ **STAT LED**

     | Status | Flashing frequency |
     |--------|--------------------|
     | LED not lighting up | Normal operation | -- |
     | LED flashing | Firmware update | Fast, flashing |
     | LED flashing | Firmware update/restart | Slow |
     | LED lights up | Device shuts down/all running tasks | -- |
     | LED flashing | Device shuts down/terminates connection to IoT platform and mobile network | Fast, even |

     ➔ **Status LEDs Inputs**

     | Digital inputs | Status | Flashing frequency |
     |----------------|--------|--------------------|
     | LED not lighting up | Input value = logic level 0 (low) | -- |
     | LED lights up | Input value = logic level 1 (high) | -- |

     | Analogue inputs | Status | Flashing frequency |
     |----------------|--------|--------------------|
     | LED not lighting up | Input level ≤ lower threshold value | -- |
     | LED flashing | Lower threshold value < input level < upper threshold value | Slow |
     | 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 list 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
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.