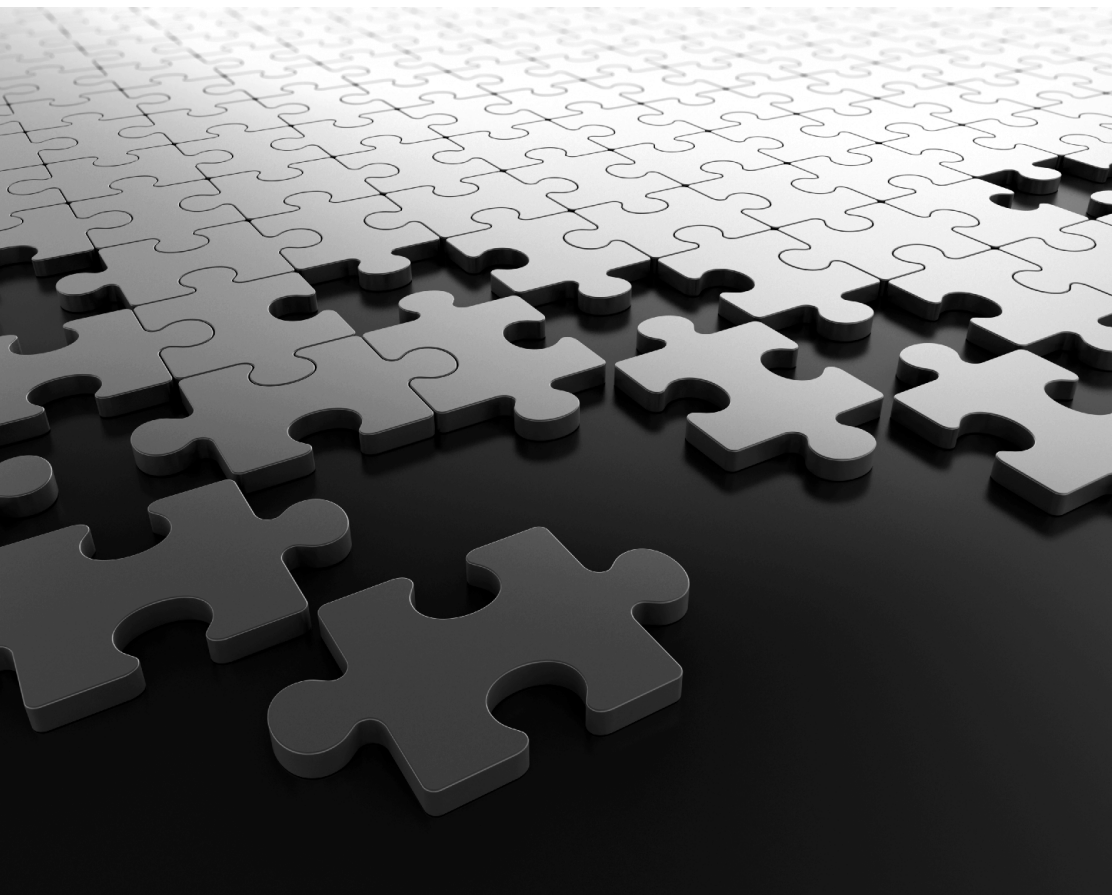


SIMADO GFX11/GFX11E

Quick Start



SIMADO GFX11

GSM/3G/4G Fixed Cellular Terminal for Voice Applications

SIMADO GFX11E

GSM/3G/4G Fixed Cellular Terminal for Emergency Applications

Quick Start



Documentation Disclaimer

Matrix Comsec reserves the right to change, at any time, without prior notice, the product design, specifications, components, as engineering and manufacturing may warrant.

This is a general documentation for all models/configurations of the product. The product may not support some of the features/facilities described in this document.

While every reasonable effort has been made to ensure accuracy of content in this document, Matrix Comsec assumes no responsibility for errors or omissions that may occur herein. No liability is assumed for damages, costs, expenses resulting from unauthorized modifications or repairs to the product; failure to use information or to comply with the installation, operation and maintenance instructions contained in this document.

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Know Your SIMADO GFX11/GFX11E

Thank you for choosing SIMADO GFX11/GFX11E. This Quick Start is meant to help you install the system, get familiar with system configuration and make test calls using the factory-default settings.

For detailed description of the product, its applications and configuration instructions refer to SIMADO GFX11/GFX11E System Manual. To download, click <https://www.matrixtelesol.com/product-manuals.html>

For product registration and warranty related details, please visit <https://www.matrixcomsec.com/product-registration-form.html>

Overview

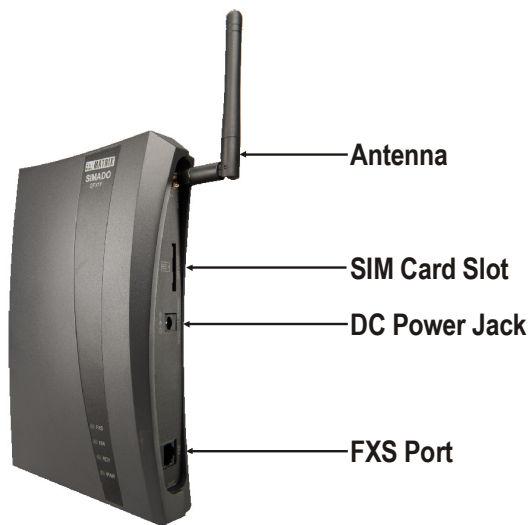
SIMADO GFX11 is available in two configurations:

- SIMADO GFX11 (2G/3G/4G)
- SIMADO GFX11E (2G/3G/4G)

If your SIMADO GFX11/GFX11E has Quectel M95 or Quectel UC20-G, Quectel EC25 or Quectel EG25-G engines, Matrix will provide future assistance only for the same.

If your SIMADO GFX11/GFX11E has SIMCOM or WAVECOM or Sierra Wireless SL6087 engines, Matrix will not provide any future assistance for these engines.

SIMADO GFX11

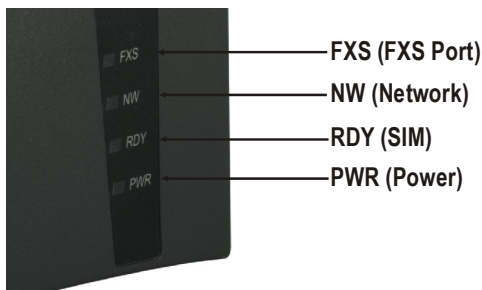


Ports and Connectors

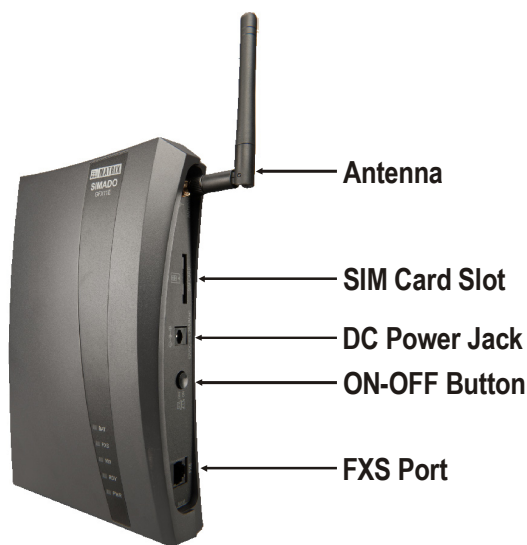
Port	Connector	Description
FXS	RJ11	To connect a standard Telephone Instrument or a PBX.
12VDC-1.25A (Max)	DC Jack	To connect a Power Adapter.
SIM Card	Slot	To insert a SIM Card for mobile connectivity.
Antenna	SMA (Female)	To connect the Antenna for the Mobile Ports.

LEDs

SIMADO GFX11 has 4 LEDs, labeled as FXS, NW, RDY and PWR as shown in the figure below.



SIMADO GFX11E

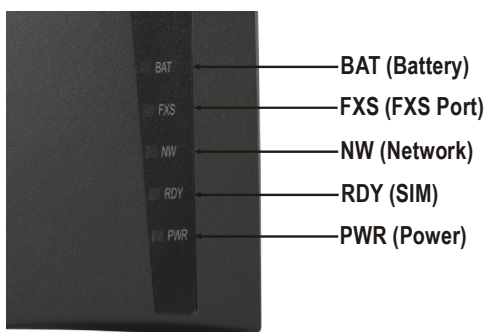


Ports and Connectors

Port	Connector	Description
FXS	RJ11	To connect a standard Telephone Instrument or a PBX.
ON-OFF Button	---	To switch on or switch off the SIMADO GFX11E.
12VDC-1.25A (Max)	DC Jack	To connect a Power Adapter.
SIM Card	Slot	To insert a SIM Card for mobile connectivity.
Antenna	SMA (Female)	To connect the Antenna for the Mobile Ports.

LEDs

SIMADO GFX11E has 5 LEDs, labeled as BAT, FXS, NW, RDY and PWR as shown in the figure below.



Installing SIMADO GFX11/GFX11E

Before You Start

- Unpack and verify the package contents. Make sure that your package contains the following items.
 - SIMADO GFX11/GFX11E unit
 - GSM Antenna with SMA Male Connector
 - Power Adapter (12V - 2A)
 - Line Cord (RJ11)
 - Wall Mounting Template
 - 2 M7/30 Screw
 - 2 Screw Grip
 - SIMADO GFX11/GFX11E Quick Start (printed)

If any of the above listed items is missing or damaged, please contact the source from where you have purchased the system.

- Select a suitable location to install the system. Make sure that the site you select has proper power supply source close by and sufficient network signal strength.

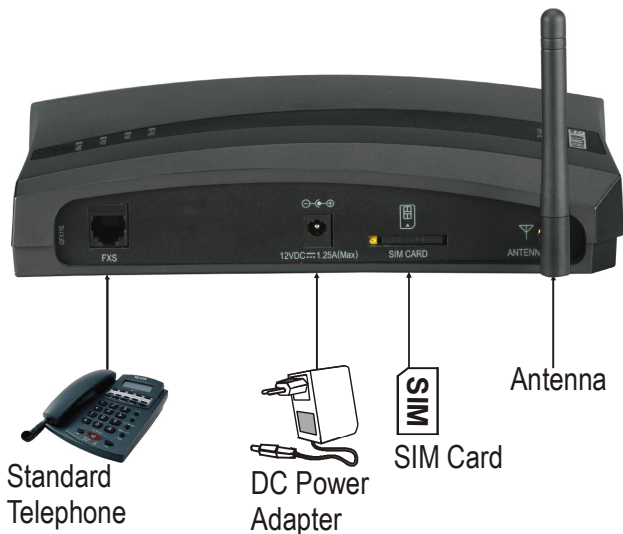
If you want to mount the system on a wall, use the mounting template provided to you in the product package, for drilling the holes on the wall.



- Do not install the system at the places where shocks or vibrations are frequent or strong.
 - Ensure proper electrical earth and telecom earth for the safety of the product and persons handling it.
- To install the system, you will need:
 - A standard, good quality, twisted pair telephone cable with 0.5 mm conductor diameter and RJ11 plugs for the FXS Port.
 - A standard telephone instrument to connect to the FXS Port. You can also connect the FXS Port of SIMADO GFX11/GFX11E to a PBX.
 - A SIM Card to test Mobile connectivity.
 - Connection to Mains power.

Connecting SIMADO GFX11/GFX11E

SIMADO GFX11



Always wear an electro static discharge preventive wrist wrap or belt and use a grounding mat when handling the product and its parts.

- To the FXS Port, connect a standard single line telephone using a standard telephone cable with RJ11 plugs.

You may also connect the FXS Port of SIMADO GFX11 to a PBX.

- Insert a SIM Card of the service provider in the SIM Card Slot of SIMADO GFX11.

To enable SIM PIN protection,

- Get a mobile handset. Insert the SIM Card into the mobile handset.
- From the mobile handset, enable PIN Protection on the SIM.
- Change the SIM PIN to 1234. This is the default SIM PIN of SIMADO GFX11.



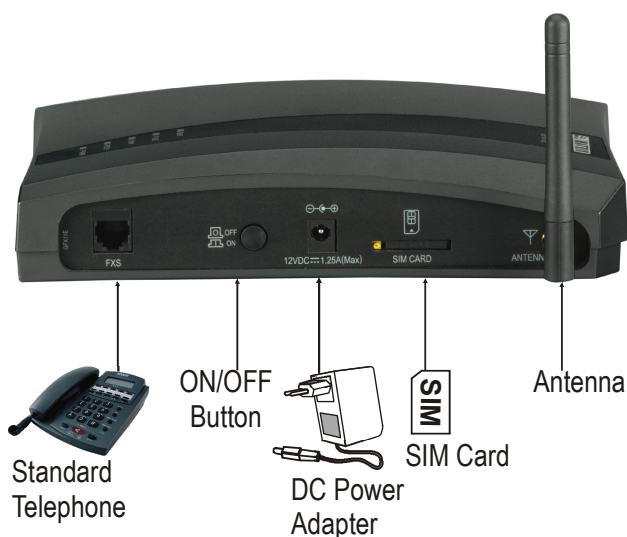
You can change the SIM PIN to the desired value while configuring the system. For instructions on changing the SIM PIN, refer the topic **Mobile Port Parameters** in the SIMADO GFX11/GFX11E System Manual.

- If your SIMADO GFX11 has a module other than M95-V2 (2G) or UC20 (3G), you must also disable Call Waiting on the SIM Card. This will prevent current calls from being disconnected whenever there is a waiting call on the Mobile Port.

You can enable Call Waiting Notification in the modules M95-V2 (2G) or UC20 (3G) only. For instructions, refer Call Waiting Notification in the System Manual.

- Remove the SIM Card from the mobile handset and insert it in the SIM Card Slot of SIMADO GFX11.
- Screw the antenna on to the Antenna Connector of SIMADO GFX11.

SIMADO GFX11E



Always wear an electro static discharge preventive wrist wrap or belt and use a grounding mat when handling the product and its parts.

- To the FXS Port, connect a standard single line telephone using a standard telephone cable with RJ11 plugs.

You may also connect the FXS Port of SIMADO GFX11E to a PBX.

- Insert a SIM Card of the service provider in the SIM Card Slot of SIMADO GFX11E.

To enable SIM PIN protection,

- Get a mobile handset. Insert the SIM Card into the mobile handset.
- From the mobile handset, enable PIN Protection on the SIM.
- Change the SIM PIN to 1234. This is the default SIM PIN of SIMADO GFX11E.



You can change the SIM PIN to the desired value while configuring the system. For instructions on changing the SIM PIN, refer the topic **Mobile Port Parameters** in the SIMADO GFX11/GFX11E System Manual.

- If your SIMADO GFX11E has a module other than M95-V2 (2G) or UC20 (3G), you must also disable Call Waiting on the SIM Card. This will prevent current calls from being disconnected whenever there is a waiting call on the Mobile Port.

You can enable Call Waiting Notification in the modules M95-V2 (2G) or UC20 (3G) only. For instructions, refer Call Waiting Notification in the System Manual.

- Remove the SIM from the mobile handset and insert it in the SIM Card Slot of SIMADO GFX11E.
- Screw the antenna on to the Antenna Connector of SIMADO GFX11E.



SIMADO GFX11E has a NI-MH AAA 7.2V/800mA battery. Do not disassemble, weld, burn or throw the battery into waste. This battery may explode and cause serious injuries. Dispose-off the used batteries according to the local regulations. If required, the battery should be replaced only by authorized dealers of Matrix. End Users must not attempt to replace it. There is risk of explosion, if the Battery is replaced in an incorrect manner.

Powering ON SIMADO GFX11/GFX11E

- Connect the Power Adapter into the Power Jack, and plug it into a power outlet.



Use only the Power Adapter included in the SIMADO GFX11/GFX11E package. Using an alternative non-qualified power adapter may possibly damage the unit.

- Switch ON the power supply. Also, press the ON-OFF button¹ to switch on your SIMADO GFX11E.

As soon as SIMADO GFX11E is powered on, the battery will also start charging. To know more about Battery Back-up, refer the topic **Battery Back-up during Power Failure** in the SIMADO GFX11/GFX11E System Manual.



At first power on, keep SIMADO GFX11E connected to the power supply for atleast 24 hours to enable correct and complete battery charging.

- Observe the reset cycle.

LED Indication at Power ON

- LED labeled as **BAT**² will start blinking (RED) after few seconds of Power On. It indicates the charging of the battery.
- LED labeled as **PWR** will glow green continuously.
- LED labeled as **FXS** and **RDY** will blink (RED) four times (500ms On, 500ms Off) and then turns Off.
- LED labeled as **NW** will start blinking (RED) after few seconds of Power On. It indicates the network availability.
- LED labeled as **RDY** will start blinking (RED) slowly (1 sec On—1 sec Off) till successful network registration. After that, it will glow RED continuously.

1. ON-OFF button is available only in SIMADO GFX11E.

2. Battery (BAT) LED is available only in SIMADO GFX11E.

- LED labeled as **RDY** will blink (RED) fast (100 msec On—100 msec Off) when SIM Card is absent or deactivated or SIM PIN is faulty or SIM PUK is required.

LED Indication during Normal Functioning

LED	Activity		Indication
ON	On		SIMADO GFX11/GFX11E is powered on.
	Off		SIMADO GFX11/GFX11E is powered off.
	On		SIM Card is present and active.
RDY	Off		SIMADO GFX11/GFX11E is powered on but SIM Card is not detected.
	Blinking	Fast	SIM Card is absent or de-activated or SIM PIN is faulty or SIM PUK is required.
		Slow	SIM Card is detected but is not registered with the network.
	Off		GSM module is off.
NW (controlled by Module)		Fast	GSM module is on, but is not registered with the network. (Network not available)
	Blinking	Slow	GSM module is on and is registered with the network. (Network is available)
FXS	On		FXS Port is Off-Hook.
	Off		FXS Port is On-Hook.
	Blinking		FXS Port is ringing.
	On		Battery is fully charged.
BAT^a	Off		Battery is absent.
		Fast	Battery is low.
	Blinking	Slow	Battery is charging.

a. Battery (BAT) LED indication is applicable only for SIMADO GFX11E.

When the Reset Cycle is over, you can start configuring the system.

Configuring SIMADO GFX11/GFX11E

You can configure SIMADO GFX11/GFX11E by dialing command strings from the telephone connected to the FXS Port of SIMADO GFX11/GFX11E. You can configure SIMADO GFX11/GFX11E from two modes namely: System Engineer Mode and System Administrator Mode.

System Engineer (SE) Mode

In System Engineer (SE) mode, you have full access to the system and you can configure and use all the features of the system.

The System Engineer mode is protected by a password referred to as **SE password**.

To configure SIMADO GFX11 from SE mode:

- Lift the receiver of the telephone instrument connected to SIMADO GFX11/GFX11E.
- To enter SE mode, dial **#*-19-SE Password**. The default SE Password is **1234**.
- Dial the command string.
- To exit SE mode, dial **00-#***
- Replace the receiver of the telephone instrument.



While dialing command strings, you must dial the digits and characters in a continuous sequence. For example, to enter SE Mode you must dial the command string as **#*191234**

System Administrator (SA) Mode

In System Administrator (SA) mode, you have limited access to the system.

You can configure and access only following features:

- SA Password Change
- Software Version-Revision Display
- Call Duration Display
- Call Divert

The System Administrator mode is also protected by a password referred to as **SA password**.

To configure SIMADO GFX11 from SA mode:

- Lift the receiver of the telephone instrument connected to SIMADO GFX11/GFX11E.
- To enter SA mode, dial **#*-18-SA Password**. The default SA Password is **1111**.

- Dial the command string.
- To exit SA mode, dial **00-#***
- Replace the receiver of the telephone instrument.



While dialing command strings, you must dial the digits and characters in a continuous sequence. For example, to enter SA Mode you must dial the command string as **#*181111**



While configuring the system, if there is an incoming call on the FXS Port, you will get an error tone.

For instructions on configuring and using various features of the system, refer to the SIMADO GFX11/GFX11E System Manual.

Test Calls

Making a Call

- Lift the receiver of the telephone connected to the FXS Port of SIMADO GFX11/GFX11E. You will get the dial tone.
- Dial the desired number. You will hear the Ring Back Tone.
- Talk when the called party answers the call.
- Replace the receiver to disconnect the call.

Receiving a Call

- Ask someone to dial the number of the SIM Card inserted in the Mobile Port of SIMADO GFX11/GFX11E.
- When the telephone connected to the FXS Port of SIMADO GFX11/GFX11E rings, lift the receiver to talk.
- You will be in speech with the caller.
- Replace the receiver to disconnect the call.



MATRIX COMSEC

Head Office

394-GIDC, Makarpura, Vadodara - 390010, India.

Toll Free No: 18002587747

E-mail: Customer.Care@MatrixComSec.com

www.MatrixTeleSol.com