



# INSTALLATION AND USER MANUAL GL45-4G



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# Introduction

This handbook details the operation, connection and functionality of 1) the SafeDial Wireless device, 2) the **SafeDial Toolbox (ATLAS)** & 3) Pocket Secure applications.

## SafeDial Wireless Units

Globe's SafeDial network provides two-way communication between a supervised premise and the Control Room. The Globe SafeDial Wireless (SDW) unit is a versatile state of the art microprocessor based 4G and IP security device that interfaces with a range of Alarm Panels.



All alarm events and system alerts are delivered in Contact ID format directly to your Control Room's receivers via either your SafeDial 1345 service or via the Permaconn Multiline Digital IP Receiver. With 4-hour polling & system integrity monitoring you will always know your alarm systems status.

## SafeDial Toolbox

Accompanying SafeDial Wireless is a handy application called SafeDial Toolbox™(ATLAS) a WEB based activation, installation and diagnostic tool for installers. With remote access via a PC, tablet or smartphone, Installers can quickly commission, test and interrogate their SafeDial Wireless™ device.



## Pocket Secure

Pocket Secure is a smartphone application which connects to the SafeDial Wireless servers via the internet allowing the user to remotely arm and disarm the alarm system. Once connected, the user can view the status of the alarm, as well as the last 100 events recorded. Pocket Secure is available from both Apple and Android application store.



Pocket Secure Plus provides additional features to the standard Pocket Secure. Pocket Secure Plus provides the user with push notifications of all events, including a panic feature which will alert up to 10 subscribed users. This is an option that is available to Apple and Android users for a price of \$8.95 per month, automatically debited via chosen payment method.

## SafeDial Config

SafeDial Config (PCS – Panel Client Software) is a software application that allows the user to remotely connect their Alarm Panels upload / download configuration software via Globe's SafeDial Wireless network. This solution effectively replaces the traditional phone line dialler solution and eliminates the need to visit customers' premises for Alarm Panel configuration changes.



There is a separate handbook detailing the operation of SafeDial Config which is available on our website - <https://www.globewireless.com.au/product-manuals/>

## Features of SafeDial Wireless

### Features of the Globe SafeDial Wireless device include: -

- Multipath 4G and IP (model dependant) – Telstra SIM enabled.
- Four (4) hour integrity polling – Providing an ‘Always On’ health check.
- Simplicity – Simple installation with supplied antennae and software tools.
- Works with any Control Room (1345/1300 Option).
- No additional call charges – Low purchase price with fixed monthly cost.
- No GPRS receiver equipment required at the Control Room (1345/1300 Option).
- No extra monitoring fees as all events are reported to standard PSTN receivers, including equipment and poll fail messages.
- All alarm events and health checks exceptions are transmitted in Contact ID.
- Continuous online health checks and reporting of alarm panel (including watch dog reset timer), and dialler interface leads.
- Bureau focused activations providing total portability should you ever change Control Rooms.
- Ability to remotely interrogate (DC power, signal strength etc), testing and commissioning of all devices via a PC, tablet or smartphone using **SafeDial Toolbox (ATLAS)**.
- Ability to remotely arm & disarm Alarm Panels from your smartphone via the Pocket Secure App.
- Ability to remotely upload/download Alarm Panel configuration from your PC via SafeDial Config (PCS).
- Up to 14.4K band Modem for upload/download.
- Three (3) Outputs.
- Three (3) Inputs.
- Various LED status indicators for easy onsite diagnostics.
- The IP alarm panel interface acquires an IP address automatically using customer DHCP services.
- Non-volatile memory stores all setup information in the event of a power failure.

## Activation Tools

- You must be a registered user of **SafeDial Toolbox (ATLAS)**. Globe administration will register you as a user at the time of your first hardware purchase.
- **Before powering up**, the unit must be activated using the **SafeDial Toolbox (ATLAS)** App on your smartphone, PC or tablet. Go to [www.safedial.permaconn.com](http://www.safedial.permaconn.com) to activate your unit.



Refer to **SafeDial Toolbox (ATLAS)** Quick Start Guide or Page 22 “Activating a SafeDial Wireless Unit” of this handbook.

## Installation and Commissioning Procedure

- Before applying power, the SDW unit must be activated online using **SafeDial Toolbox (ATLAS)**. This unit will not operate unless it has been correctly activated.
- Find a location within the Alarm Panel box where you would like to install the unit. Do not mount the communicator yet as it may need to be moved to obtain a better signal strength.
- Route the antenna cable outside the box & place the antenna on top of the metal Alarm Panel enclosure, then screw the antenna connector (SMA) onto the device.
- A four-wire connection is required between the Alarm Panel dialler and the SDW unit. ‘Ring’ (R) & ‘Tip’ (T) as the input and ‘R1’ & ‘T1’ are the return line.  
If the return line is not connected the “CID” LED will be [RED – On] indicating a fault. This lead is also used to monitor the interconnectivity between the Alarm Panel dialler and the SDW unit. If the lead is removed a “Dialler Lead Interface Fail” event will be sent to the Control Room. This indicates that the panel has lost connectivity with the SDW unit. (Refer to Page 7 of this manual for Connection Guide)
- Apply 10 - 14.5DC to the power terminals. Power is normally obtained from the Alarm Panel. If you are using an independent power supply, make sure that you have a common negative.
- The “HB” LED indicates signal strength and if the microprocessor is operating (Refer to Page 7 of this manual for the Full LED Status Indicators)  
Good Signal = [GREEN – Flashing]      Low Signal = [RED – Flashing]
- The unit can take up to 3 minutes to register onto the cellular network.
- Connection to the cellular network is indicated by the “MOBILE” LED = [GREEN – Steady On].
- If the signal strength is low, you need to reposition the unit or make use of a high gain antenna.
- When repositioned, the unit needs to be power cycled to refresh the signal strength indicators. Signal strength between -50dBm and -85dBm is a good signal strength for reliable communications.
- If you are using the Ethernet Port, connect a CAT6 cable between the SDW unit and the local router or network port. Re-power the device after connecting the cable.
- The SDW unit will automatically obtain an IP address if it is set to DHCP (default).
- Connection to the internet is indicated by the “IP” LED [GREEN – Steady On].

## Alarm Panel Programming

- The SDW unit obtains the Account Code directly from the Alarm Panel during the first event. If you wish to override the Account code, this can be done anytime by selecting the “enable fix account” function on **SafeDial Toolbox (ATLAS)**.
- The Alarm Panel must be programmed with: -
  - Contact ID
  - Tone Dialling
  - Four-digit Panel ID Number
  - 8-digit telephone number.

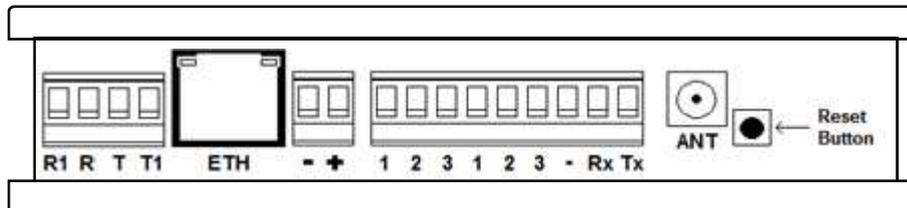
NOTE: Refer to [www.globetelecom.com.au](http://www.globetelecom.com.au) for Installation and Wiring information
- Ensure Line Monitoring is turned off.
- After the first successful event is sent from the Alarm Panel the “CID” LED will be [Green – Blinking].
- Ping the unit using SafeDial Toolbox (ATLAS) to verify status of installation.

## Defaulting SafeDial Wireless Device

Apply DC power and depress reset button for: -

- 3 seconds to reset 4G settings (all LEDs [GREEN – Flash], confirming successful default)
- 6 seconds to reset IP configuration (all LEDs [RED –Flash], confirming successful default)

NB: Only necessary for defaulting, or if installing IP, if unit has been active for longer than 5 minutes.



## Inputs and Outputs

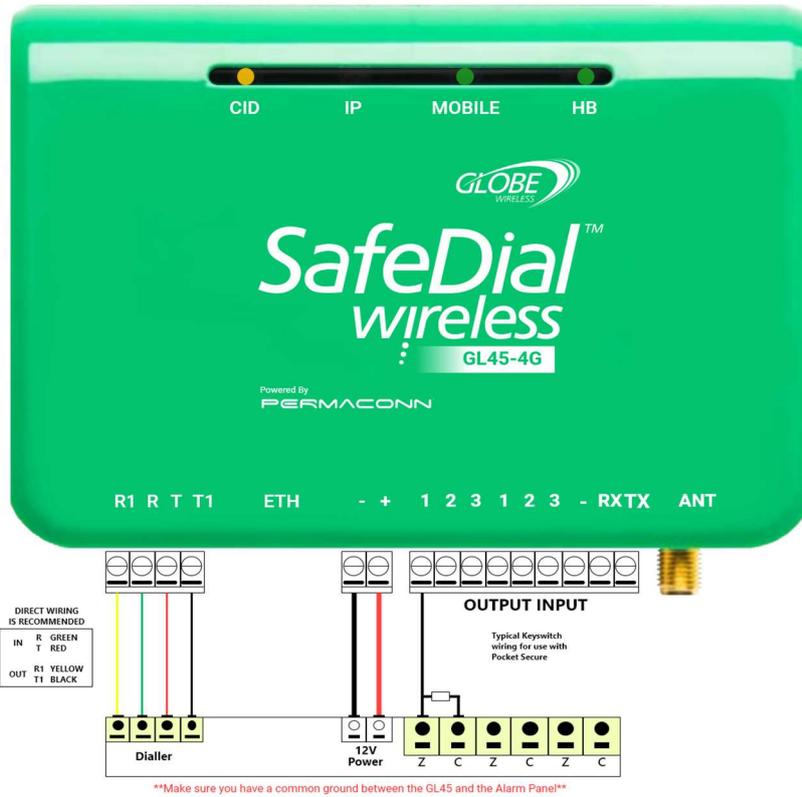
**There are three (3) outputs available: -**

- Outputs are ‘Open Collector’ @50mA (max) switching negative, for heavier loads a relay must be used.
- Ensure there is a common negative between the SDW and the device being switched.
- Outputs can be Opened, Closed or Pulsed remotely using **SafeDial Toolbox (ATLAS)**.
- Output 1 is typically used for arming / disarming the Alarm Panel via Pocket Secure.

**There are three (3) inputs available: -**

- Inputs are programmed as 24-hour instant zones

## Connecting Guide to Alarm Panel



## Resetting GL45-4G v4

1. With DC power applied, insert the small green screwdriver supplied in the box with the GL45-4G v4, into the reset slot shown;
2. Depress reset button for five (5) seconds to reset.  
LEDS will all flash together for four (4) seconds to confirm successful default.
3. Repowering the GL45-4G v4 until will cause the GPRS to reconnect to the mobile network and IPP to reconnect.



## LED Status Indicators

LED	ACTIVITY	INDICATION
CID	OFF	Unit is idle – no valid connect ID event has occurred.
	ORANGE ON*	Valid CID event has sent but R1, T1 has not restored.
	RED ON	Alarm panel dialler lead faulty.
	GREEN FLASHING	Securitel Interface.
IP	GREEN ON*	Unit is connected on IP network.
	GREEN FLASHING	Unit to router is OK, Unit has no internet.
	OFF	No connection on 3G/4G network.
MOBILE	RED FLASHING	Data traffic on 3G/4G.
	GREEN FLASHING	Only 1 SIM is working (only applies to dial SIM plans).
	GREEN ON*	Unit is online.
	OFF	No connection on 3G/4G network.
HB	GREEN FLASHING*	Signal strength OK / Processor OK.
	RED FLASHING	Signal strength low or trying to reconnect.

\*Normal Operation

Health Check polls are sent from the server to the SDW unit at continuous intervals (typically every 20 minutes on 4G/GPRS and every minute on IP). The poll time in the server is reset after every received poll. If no poll is received for a consecutive 4 hours on either the IP path or 4G/GPRS path, a “Poll Fail” or “Offline” message will be sent to the Control Room.

## Australian Contact ID Reporting Codes



CATEGORY	EVENT ID	PARTITION		ZONE (UNIQUE)	DESCRIPTION
		DIALLER	IP		
SYSTEM TROUBLES	313	39	00	953/954	Engineering Reset (changed encryption key) No action required.
	337	39	00	950	Expansion Module DC Loss 3.8V DC voltage low or absent.
	350	39	00	953	Failed to Communicate The SafeDial experienced trouble sending signals and does not expect a restore.
	352	39	00	955/956	Permacomm Dialler Lead Fail Issue with dialler lead between SafeDial and the alarm panel (4 Wire interface).
	356	39	00	968	Permacomm IP Path Poll Fail The SafeDial failed to poll requests via IP.
	356	39	00	969	Cellular Network Path Poll Fail The SafeDial failed its poll requests via the cellular network.
	356	39	00	970	Permacomm is offline The SafeDial is not responding to network requests.
GENERAL ALARMS	140	39	00	981	Auxiliary 1 – Auxiliary input on SDW unit.
	140	39	00	982	Auxiliary 2 – Auxiliary input on SDW unit.
	140	39	00	983	Auxiliary 3 – Auxiliary input on SDW unit.

## Transmission Delay Times

- Message originating from the Alarm Panel are forwarded immediately.
- Alarm Panel interface fail sent if not restored within 90 seconds.

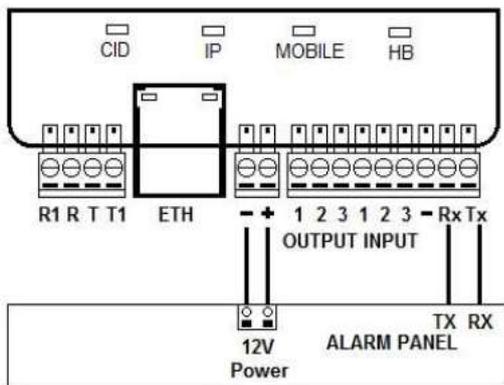
## Securitel / Serial Setup Wiring

Securitel / Serial Setup is compatible with Tecom, MCM, Concept 2000/3000/4000 and C&K Alarm Panels.

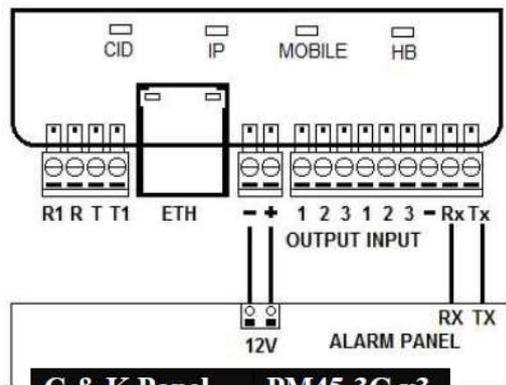
The Alarm Panel must be programmed for Securitel communication back to base. The Account Number must also be programmed into the alarm panel.

Wiring examples for each compatible panel is shown on Page 9:

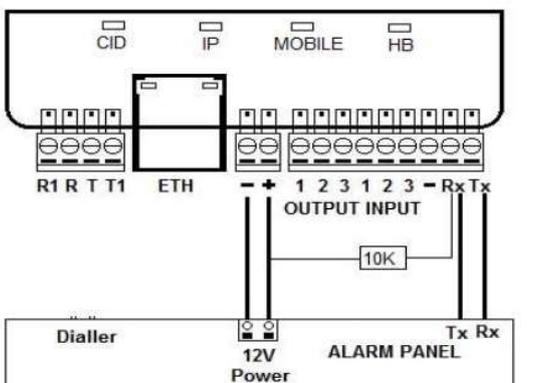
Tecom Panel	PM45-3G v3
Transmit	RX
Receive	TX
Pos	+
Neg	-



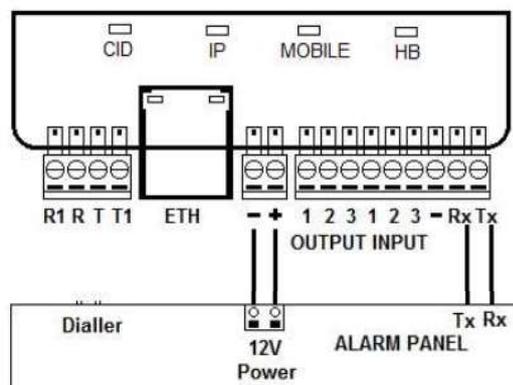
MCM Panel	PM45-3G v3
Transmit	TX
Receive	RX
Pos	+
Neg	-



Concept Panel	PM45-3G v3
Transmit	RX
Receive	TX
Pos	+
Neg	-



C & K Panel	PM45-3G v3
Transmit	RX
Receive	TX
Pos	+
Neg	-



For more information on how to activate a new or existing SDW device using Securitel / Serial Setup, please refer to page 23 "Securitel Data Activation / Serial Setup" of this handbook.

## Specifications GL45 -4G

Housing Materials	ABS plastic 3G – white / 4G - green
Dimensions	110mm (h) x 25mm (d) x 80mm (w)
Weight	0.120Kg
Operating Environment	0° - 50° @ 15% to 85% humidity (non-condensing)
Antenna	Triple band 3G & Triple band 4G
Modem	Quectel EC21
Data Modem	1440 baud, modem for upload / download
Power	8 – 15V DC. Terminal or Plug Pack (must be powered by approved supply)
Power Consumption	Standby: 0.08A @13.8V DC Transmitting: 0.19A @ 13.8V DC
Communication Protocol	Ethernet (10/100BASE-T)
Network Protocol	DHCP or Static IP
Serial Port	High Speed RS232 interface
Auxiliary Input	3 x 24Hr inputs – state change detected every second EOL 3. 3K
Auxiliary Output	3 x Open Collector outputs @ 50mA (max) Function control using SafeDial Toolbox (Atlas) and/or Pocket Secure
Data Security	AES Encryption
Supported Modulation	BELL-103, ITU-V21/22/V22B
Approvals	EN55022:2006/A1:2007, AS/CA S042.1-2011, AS/CA S042.4-201, AS/NZ60950.1-2011, AES2201.5:2008, EN62311:2008, EN301489-1, EN301489-24, EN301908-1, EN60950-1



**SafeDial Toolbox (ATLAS)** is a secure web-based platform designed for use by Bureaus and Installers.

All users can interrogate their SafeDial Wireless outstations remotely for installation, commissioning, diagnostic and control purposes.

**SafeDial Toolbox (ATLAS)** has been optimised to run on any touch screen phone, PC, tablet or iPad.

To access **SafeDial Toolbox (ATLAS)**, simply go to [www.safedialtoolbox.com.au](http://www.safedialtoolbox.com.au)

You will be prompted to enter your issued email address and password.





**NOTES:**

1. If you enter the wrong password three times SafeDial will send your password to your registered email.
2. Anywhere within the application that you see  hover over the icon for more information about a specific field.
3. In the instance where IP has been enabled at a site it is important to note that when an IP connection is lost, it is not possible to 'ping' the unit until after the server has confirmed the loss of the IP service. This will occur at the next poll cycle; therefore, it is not possible to 'ping' the unit for 4 hours from the time of the IP connection being lost. Any alarms or events that occur during this period will be sent via 4G/GPRS.
4. If the area of the unit is located in is congested (high volume cellular traffic) you may need to ping the unit two (2) or three (3) times to achieve a successful ping. This does not affect the performance of the unit.

**User Levels & Accessibility**

There are five (5) recognised user levels with varied accessibility and access to the **SafeDial Toolbox (ATLAS)**. The access of each user level is shown below:

**Control Room Administrator:**



**Bureau Administrator:**



**Control Room Operator:**



**Bureau Operator:**



**Bureau:**

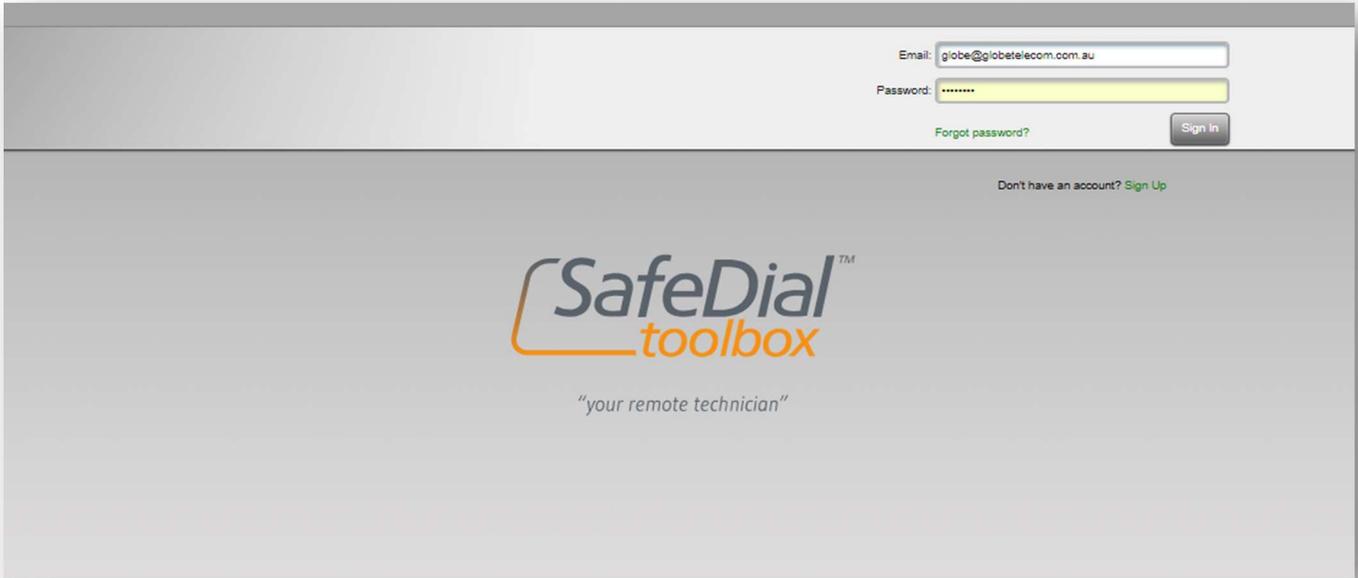


### 'Homepage' – Log In screen

SafeDial Toolbox (ATLAS) is located at: -

<https://safedial.permaconn.com>

Control Room Administrator	Control Room Operator	Bureau Administrator	Bureau Operator	End User
✓	✓	✓	✓	

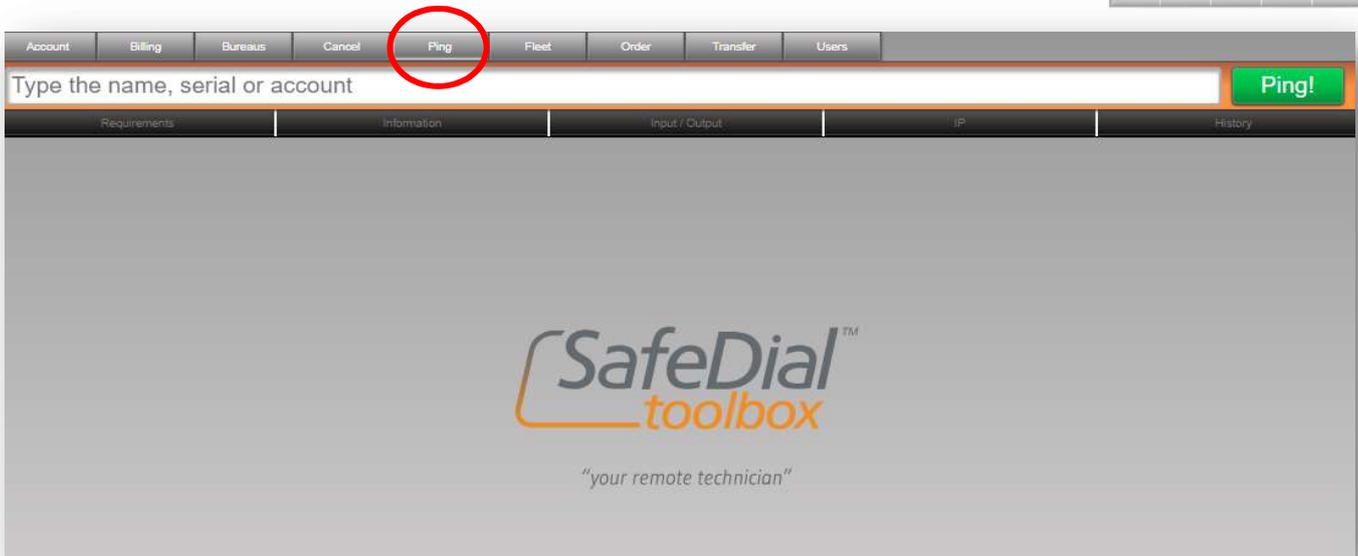


Once successfully logged in, the **SafeDial Toolbox (ATLAS)** will default open to the 'Ping' page.

### 'Ping' Page

To ping a unit - enter the name, serial or account number into text box and click 'Ping'.

Control Room Administrator	Control Room Operator	Bureau Administrator	Bureau Operator	End User
✓	✓	✓	✓	



The 'Name' is the unique description, location, customer name etc that you have given your SDW upon activation.

The 'Serial' number can be found on the back of the product prior to mounting, or on the lid of the box the unit is shipped in.

The 'Account' is the unique four (4) digit number provided by the Control Room – also known as the account code or client code.

**Ping Results - Text Box will show #xxxxxx Axxxx**

#xxxxxx represents the Serial number      Axxxx represents the Account number

Text box will remain present whist inside the Ping Page.

There are five (5) tabs located under the text field:

- Requirements
- Information
- Input / Output
- IP
- History

Requirements Tab

The 'Requirements' tab is the home page where all status data are displayed.



The left-hand side of the screen displays the current status of the unit while the right-hand side of the screen displays the last 100 contact ID messages.

**Product =** The model and interface type

**Power supply =** Will return either OK or Failed status.  
If failed, supply voltage is below the minimum 13.8V required.

**Dialler Interface =** Will return either OK or Failed status. This is the dialler lead between the Alarm Panel and the SDW device. A four-wire connection is required between the Alarm Panel dialler and the SDW device. 'Ring" (R) (Red) & 'Tip' (T) (Green) as the input and 'R1' (Black) & 'T1' (Yellow) as the return line.

**NOTE:**

It is possible for the Control Room to receive messages even though the Dialler Interface shows failed. This means the return lines are wired incorrectly – DO NOT leave site until this wiring is rectified, otherwise the Alarm Message "GSM Serial Lead Fail" will be sent to the Control Room.

- Ethernet =** Will return either OK or Failed status for the Ethernet connection - not applicable for GL24 devices.
- Account Number =** This is the Account Number sent by the Alarm Panel on the last contact ID message. Account Numbers "0000" & "0001" are default until a valid connection is made.
- Signal Strength =** This is the reported signal strength.
  - [Pass (green)]: -51dBm to -75dBm
  - [Satisfactory (amber)]: -76dBm to -85dBm
  - [Fail (red)]: -86dBm to -113dBm



Text / Code to the right of the screen allows you to view the contact messages in either text or code format and will remain to your preferred view the next time you log into **SafeDial Toolbox (ATLAS)**.



The 'Information' tab is the page where all product information is displayed.



- SIM =** Single SIM device – A only.
- Poll State =** Indicates the communication paths being used for Polling (IP and/or 3G/4G/GPRS etc).
- Poll Plan =** Polling plan – G2 [4h SG] - fixed at four (4) hours.
- Central Station =** Control Room (Globe Wireless – SafeDial Wireless Units).
- Bureau =** Owner of the unit.
- Line Number =** The 1345/1300 Security Number that will be dialled.
- Phone =** This is the last phone number dialled by the Alarm Panel.

### Input / Output Tab

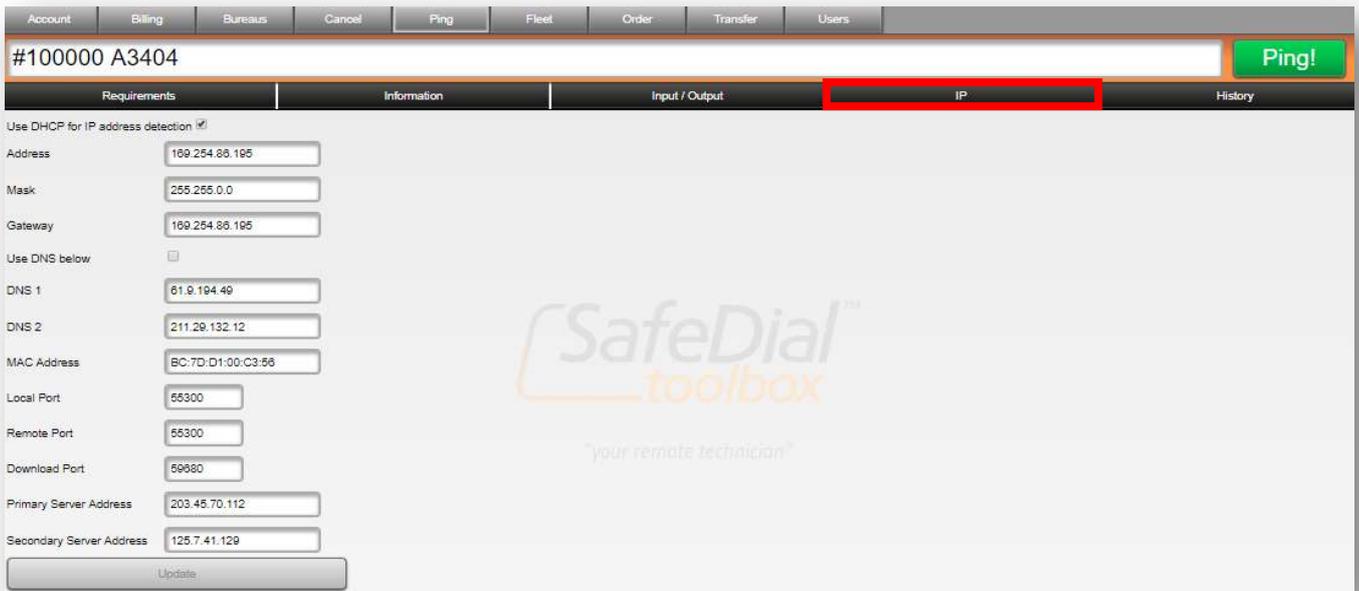
The 'Input / Output' tab displays status information of all inputs and outputs available in the product. The outputs can be opened, pulsed or closed, and will display as either OK or violated.



Additionally, the Input / Output tab provides functionality to default the Unit. By selecting the "Default Unit" button, the SafeDial Wireless unit will be reset and loaded with its default settings.

### IP Tab

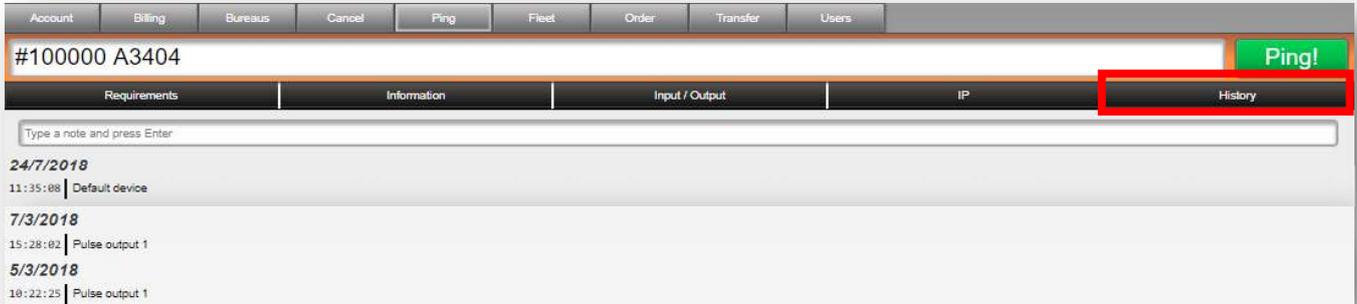
The 'IP' tab displays the IP addresses and applicable configuration that the unit obtains when IP is connected. You can manually change any of these settings and then click "update" to write this information to the unit.



### History Tab

The History Tab displays all previous activity/events and displays them with a time and date stamp, (e.g. Inputs, Outputs, Default, Activation, etc.).

You can also enter notes by typing in the “notes” entry field and pressing enter.



**Note:** Notes written by a Control Room user can only be viewed by Control Room level access. Comments from lower level access users can be read by all users with higher access.

### Account Page

The 'Account' page allows you to change/update your password.

This page also allows you to purchase more PCS (Panel Client Software) credits when the monthly allocated credits have been exceeded.

Control Room Administrator	Control Room Operator	Bureau Administrator	Bureau Operator	End User
✓	✓	✓	✓	



Uploading and Downloading configurations to your Alarm Panel can be done using Globe's **SafeDial Config (PCS)** utility software. Uploading / Downloading consumes bandwidth over the network and therefore we do limit the number of times you can do this in a given month – six (6) in the first month, and four (4) for every month thereafter. These are referred to as Panel Client Software downloads

Fleet Page

The 'Fleet' page shows all units assigned to the user.

The 'Fleet' page is where you activate your SDW units.

Please refer the SafeDial Wireless Quick Start Guide or Page 22 "Activating a SafeDial Wireless Unit" of this manual for detailed instructions.

Control Room Administrator	Control Room Operator	Bureau Administrator	Bureau Operator	End User
✓	✓	✓	✓	

Account	Billing	Bureaus	Cancel	Ping	Fleet	Order	Transfer	Users		
1 - 22 of 9588		Export	Activate	Upgrade	Search across multiple columns; Try "4G Prosec Australia G2"					
Serial	Account	Name	Modem	Type	Bureau	Plan	Activated	Signatory	PCS Credits	Pocket Secure Plus
113782	0001 - 1345 1744	DOM HOUSE	4G	GL 45v3 4G	JV Security Alarm Services	G2	8/8/2018	John Verdrame	6	
114790	4128 - 1345 2233	Coombes	4G	GL 45v3 4G	Atek Security & Communications	G2	8/8/2018	Marrissa Younghusband	6	
114781	0001 - 1345 2087	Blue Building Maintenance	4G	GL 45v3 4G	GEA Security	G2	8/8/2018	David Legerton	6	
111943	7283 - 1345 1216	Geisha Bar - Perth	4G	GL 45v3 4G	Ansa Global Security	G2	8/8/2018	Lou John Magro	6	
113820	3763 - 1345 0353	Birch	4G	GL 45v3 4G	Detector Security Services	G2	8/8/2018	Efrem Michowski	6	
114403	0001 - 1345 1100	NEW LINE - BMX BrownsPlains Paradox	4G	GL 45v3 4G	ABC Alarms Pty Ltd	G2	8/8/2018	Mark Allen	6	
114518	0001 - 1345 2824	Norton Residence	4G	GL 45v3 4G	Phoenix Security Solutions	G2	8/8/2018	Lalthen Isaac	6	
114775	7884 - 1300 138 078	84 Farrington Rd Medical	4G	GL 45v3 4G	Protect West Security	G2	8/8/2018	Terry Hayden	6	

In addition to viewing units within the application, you can export the data into a CSV file for data manipulation, reporting etc.

The  icon to the left of every entry is a shortcut to ping, edit, or cancel a unit. Pocket Secure can also be added from this shortcut (please refer to Page 24 "Pocket Secure Introduction" in this handbook for more information).

You can search any or all of the information in the "search" box under the 'Ping' & 'Fleet' pages.

- Serial = Unit Serial Number.
- Account = Four (4) digit Account Number provided by the Control Room. Shaded 1345/1300 Number is the security number or IP Receiver.
- Name = Name/Description/Location etc noted at the time of activation.
- Modem = 4G.
- Type = Unit model type.
- Bureau = The Bureau who purchased the unit.
- Central Station = Control Room the unit is reporting to (displayed to Bureau level users only)
- Plan = Polling plan – G2 [4h SG] - fixed at four (4) hours.
- Activated = Date when the unit was activated in SafeDial Toolbox (Atlas).
- Signatory = The User who authorised the activation.
- PCS Credits = Number of PCS (Panel Client Software – SafeDial Config) credits available.

Transfer Page

**NOT APPLICABLE TO GLOBE WIRELESS CUSTOMERS**

The 'Transfer' page is for use by Permaconn clients only.

**SafeDial Toolbox (ATLAS)** is dual use and allows both Globe and Permaconn activations under the one log in. This page is not applicable to the activation or interrogation of Globe SafeDial Wireless devices.

Control Room Administrator	Control Room Operator	Bureau Administrator	Bureau Operator	End User
✓	✓	✓		

Transferring a Globe SafeDial Wireless unit is a simple process, but it does follow a different procedure to Permaconn.

As ownership and control of a Globe SafeDial Wireless unit resides with the Bureau (rather than the Control Room), you cannot use **SafeDial Toolbox (ATLAS)** to initiate the TRANSFER.

Globe Wireless (as an independent part to the Control Room) will assist in the transfer.

Globe Wireless do NOT charge for these transfers.

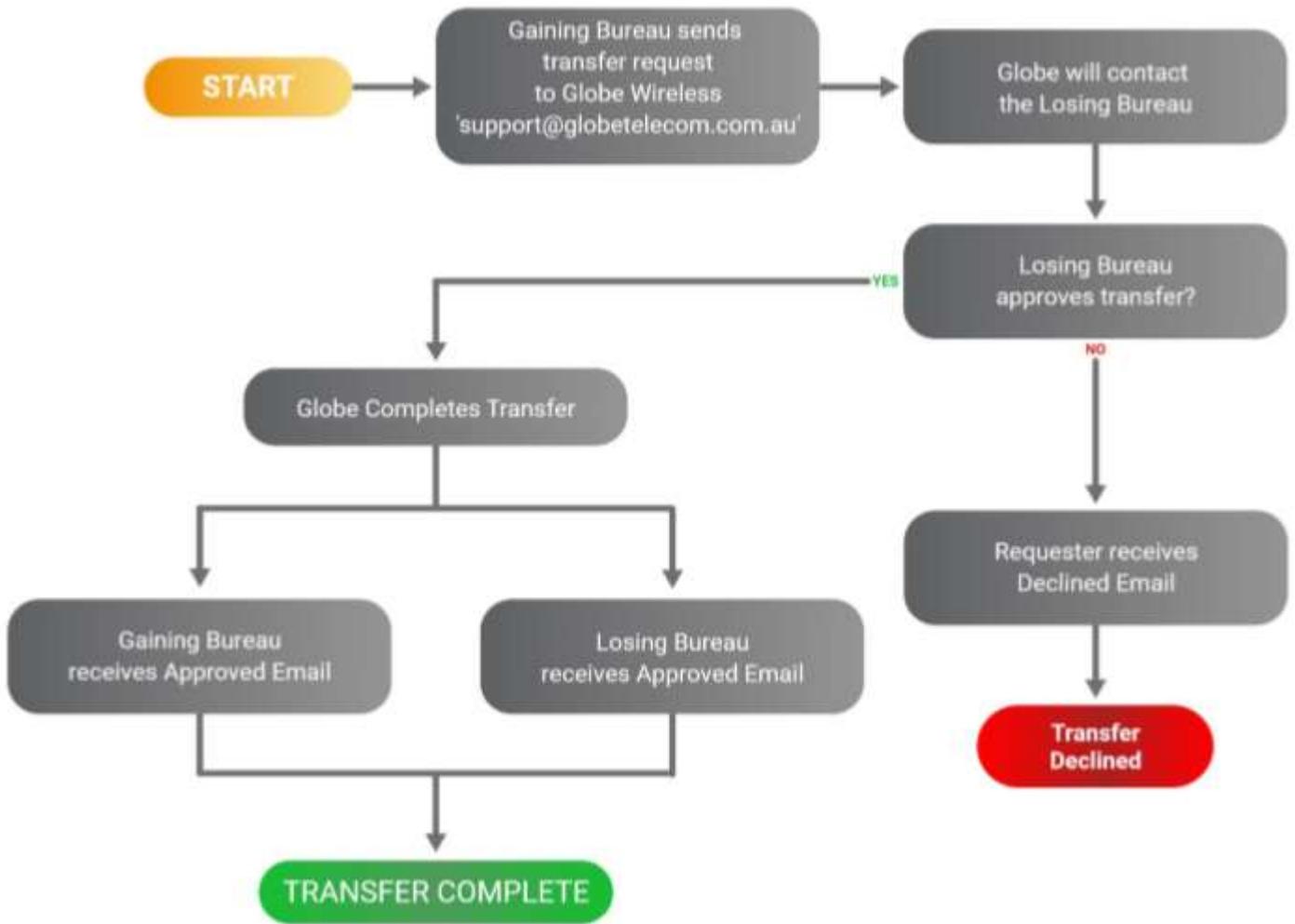
To initiate TRANSFER:

1. Send an email to Globe Wireless Support ([support@globetelecom.com.au](mailto:support@globetelecom.com.au)) requesting a transfer of a unit/s.

The email should include the following information (if known);

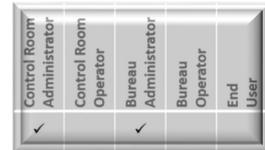
- Serial number of the unit.
- New Control Room.
- New Account Code.

See flowchart on page 20 for a visual description of the steps involved in transferring a SafeDial Wireless unit.



User Page

The 'Users' page allows you to Create, Edit, View, Delete or SMS users under your fleet.



Account	Billing	Business	Cancel	Ping	Plan	Order	Transfer	Users
26 - 62 of 3542								Export Create User Search
First Name	Last Name	Email	Mobile	Role				
Kerley	Robert	rkewley@gmail.com	0414719402	end-user				
NICK	ALBON	NICK.ALBON@hughesnet.com.au	0417584527	end-user				
Nader	Abdighasani	nader@pactolechports.com.au	0402833328	end-user				
Dwainth	Abdige	dwainthabdige@bigpond.com	0408015123	end-user				
Steve	Abdige	steve.abdige@crowwinc.com.au	0411781402	end-user				

When you open this page, your users are sorted by their access levels. They can also be sorted by First & Last Name, Email and Mobile. By clicking the icon  next to the user, you will be able to edit or delete users and add SDW devices (Pocket Secure customers only) as required.

Central Station Page

The 'Central Station' page shows all Control Rooms that you are assigned to. For SDW, the Central Station is always "Globe Wireless – SafeDial Wireless Units"

Control Room Administrator	Control Room Operator	Bureau Administrator	Bureau Operator	End User
		✓		

Account Central Stations Ping Fleet Order Transfer Users

Your Central Station(s)

Globe Wireless - SafeDial Wireless Units

Select your Central Station(s)

If you are a Permaconn user, the other assigned Central Stations will also show in the top list.

To add additional Central Stations simply click the Central Station from the list in the bottom half of the screen and confirm when prompted. The Control Room will receive notification that you have added them to your Central Stations list. If you are not a customer, they may remove themselves from your list.

We encourage you to contact the Control Room prior to adding them to "Your Central Station(s)" list

# Activating a SafeDial Wireless Unit

Fit the antenna and ensure all cabling is completed correctly.

**Before applying power to the SDW device, activation must be completed via the *SafeDial Toolbox (ATLAS)*.**

1. Go to <https://safedial.permaconn.com> on your PC, tablet or smartphone to arrive at the login portal and login using your assigned user email and password. [Image 1]

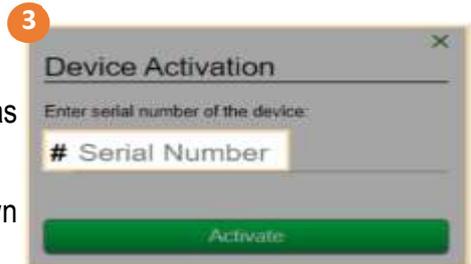


2. Once you sign in, you will be greeted with the Ping tab. Select the Fleet tab. [Image 2]



**NOTE:** For smartphone users, this is selected from the menu at the bottom right hand side of your screen.

3. Once in the Fleet tab, click on the green “Activate” button. A small text window will appear prompting the below data to be entered; [Image 2]



- **Serial number** - which can be located on the box the product was shipped in or the bottom of the unit. [Image 3]

- **Bureau** – the allocated bureau to be selected from the drop-down box (only requested when logged in as an ‘Admin’ access user)

- **Description** - Client name, location, address etc. to be associated with the unit. Press “Tab” or “Enter” for the next window to load. [Image 4]



- **1345/1300 number** – selected from the drop-down box dependent on the monitoring Control Room. [Image 4]

**NOTE:** This option will not appear if you have only one (1) 1345 number registered with Globe Wireless – this will be allocated automatically.

4. Check that all information entered is correct and click “Activate New Permaconn”. [Image 5]



**NOTE:** To manually enter or override the account number from the alarm panel, simply right click the “Account Number” on the activation window and enter the required account code.

Alternatively, this can be altered once the activation is completed by clicking the icon  next to the client entry and selecting the ‘Edit’ option.

Successful activation/operation is indicated by the LED patterns displayed on the SDW device (refer to page 7). ‘Pinging’ the unit to view the status shown on the “Requirements” tab will also reconfirm activation success [Image 6].



## Securitel Data Activation / Serial Setup

Securitel Activation / Serial Setup is only available to **SafeDial Toolbox (ATLAS)** users who have Control Room Administrator or Bureau Administrator access.

To set up Securitel / Serial Setup on a new SDW device

1. Follow steps 1 – 3 of “Activating a SafeDial Wireless Unit” on page 22 of this handbook.
2. Click on the entry field “Interface: Onboard Dialler Capture” and select the from the drop-down tab that appears on the right-hand side of the window.
3. Check that all information entered is correct and click “Activate New Permaconn”

The image displays two side-by-side screenshots of the 'GL 45v3 4G Activation' web form. Both screenshots show the 'Activation Summary' and 'Device Options' sections. The 'Activation Summary' includes fields for Serial Number (107720), Control Room (Globe Wireless - SafeDial Wireless Units), Poll Plan (G2 [4h SG]), Bureau (Globe House Account), Account Prefix (1345 1345), and Name (Globe Test Activation). The 'Device Options' section includes a checkbox for 'Enable Fix Account' and an 'Interface Type' dropdown menu. In the left screenshot, the dropdown is set to 'Onboard Dialler Ca' and a hand cursor is pointing at it. In the right screenshot, the dropdown menu is open, showing options: 'Onboard Dialler Ca', 'Onboard Dialler Capture', 'STU', 'Cardax', and 'RDC Serial'. The 'RDC Serial' option is highlighted in blue and the entire dropdown menu is enclosed in a red rectangular box. Both screenshots also feature a 'Signatory' field with the name 'Madeline Duyker' and 'Back' and 'Activate' buttons at the bottom.

To set up Securitel / Serial Setup on an existing SDW device, you will need to contact Globe by phone or email and make note of your required settings.

Once completed, the unit will be set to “Default” via the Input / Output Tab (see pages 6 and 17 of this handbook). This may take approx. 2min to process but will complete the setup process which can then be confirmed on the ‘Requirements Tab’.



*Pocket Secure* is a smartphone application that allows the end-user to remotely arm and disarm their alarm system by connecting to the **SafeDial Wireless** servers via the internet.

The application displays the current status of the alarm system to the user and allows them an active view the history of their alarm panel activity. The *Pocket Secure App* has the ability to control multiple sites and partitions, and each site can have multiple users.



For information on wiring and set up of *Pocket Secure*, please refer to page 27 “Keyswitch Zone Wiring for *Pocket Secure*” of this handbook.

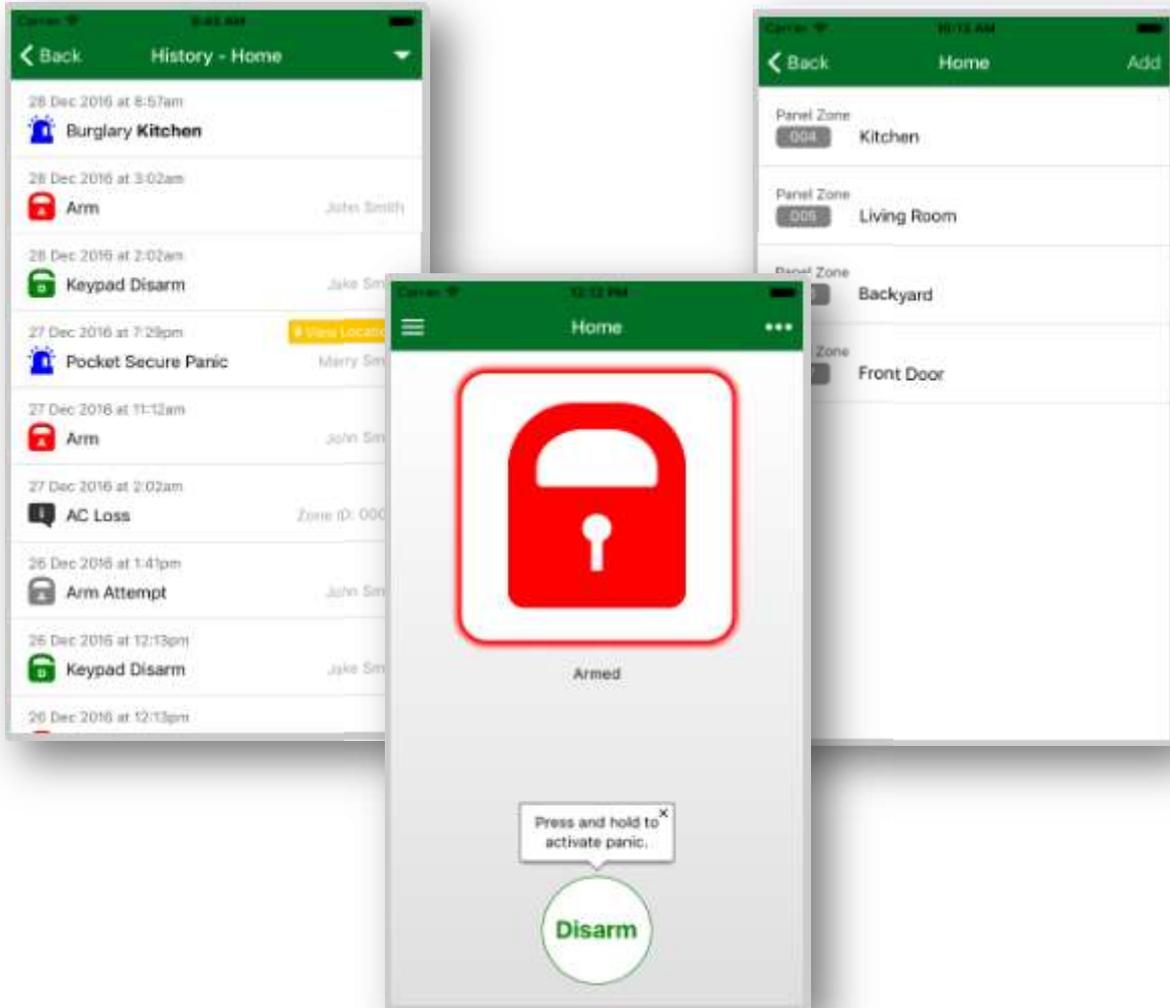
*Pocket Secure* is available from the ‘App Store’ & ‘Google Play’ application stores.

# Pocket Secure Features

*Pocket Secure* has a range of features that allow the user to remotely control and manage their alarm system.

With *Pocket Secure*, the user can:

- Arm and disarm their alarm system
- View the history of events from their alarm system.
- Control various locations such as their home and office from one application.
- Secure the app with a PIN code or fingerprint scanner.



To toggle the state of the alarm, the app presents an interface to pulse output 1 on the **SafeDial Wireless** unit in the field. This then forces the app to wait until the next open/close event is sent and updates the app with the new state.

*Pocket Secure* also offers customers an upgraded subscription service, *Pocket Secure Plus* with additional features and inclusions at an increased monthly charge to the end user (PayPal account required).

The variations between *Pocket Secure* and *Pocket Secure Plus* can be seen on below;

Pocket Secure	Pocket Secure Plus
One time charge 🍏 \$1.49 🍎 99¢ 🍱 \$1.19	Monthly subscription Sign up on PayPal Allows up to 10 users per site
✔ Remote arm/disarm	✔ Remote arm/disarm
✔ Control gates & roller doors	✔ Control gates & roller doors
✔ View history	✔ View history
✔ PIN lock	✔ PIN lock
✘ Send panic	✔ Send panic
✘ Push notification	✔ Push notification
✘ User Permission control	✔ User Permission control
✘ Name panel zone and panel user	✔ Name panel zone and panel user

**NOTE:**



Follow the steps on page 28 “Creating an End User (*Pocket Secure*)” of this handbook prior to installing the *Pocket Secure* app on the customers smartphone. Upon completion of End User set up, the customer will receive an SMS with a link prompting them to download the app.

*Pocket Secure* and *Pocket Secure Plus* require Control Room Monitoring and an installed SDW device to operate.

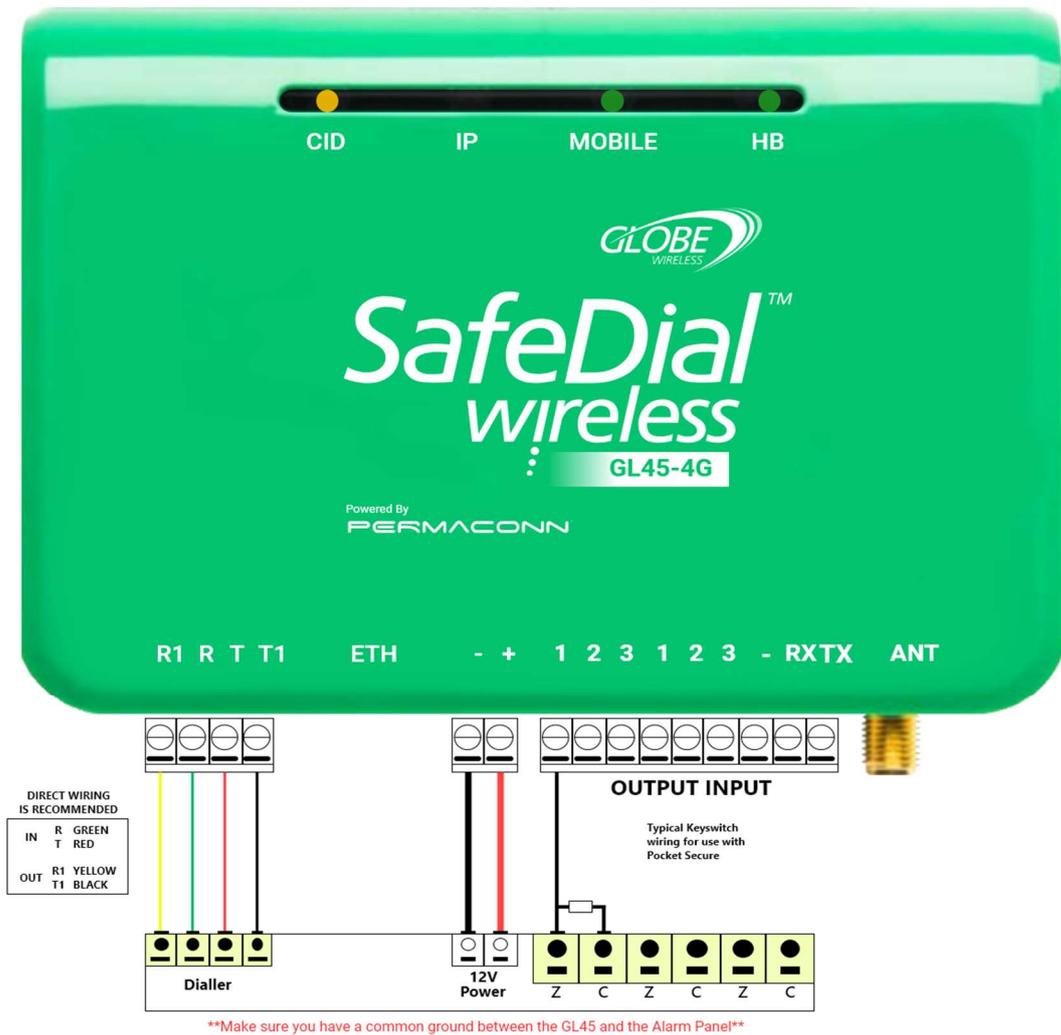
\*\*A once off charge applies to the end user when downloading the *Pocket Secure* App. All data usage and once off charges are at the expense of the end user.

\*\*A monthly charge applies to the end user when downloading and subscribing to *Pocket Secure Plus*. All data usage and monthly charges are at the expense of the end user.

# Keyswitch Zone Wiring for Pocket Secure

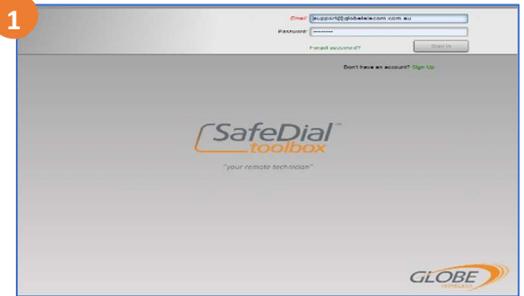
## Wiring to the Panel

1. Program a zone on the Alarm Panel to be a 'key switch' zone.
2. Pocket Secure pulses output 1 on the SDW unit, so wire output 1 to the programmed 'key switch' zone. Output 1 is normally open switching to negative. Please see below image for wiring example.
3. Make sure there is a common negative between the Alarm Panel and the SDW device.



## Creating an End User (Pocket Secure)

1. Go to <https://safedial.permaconn.com> on your PC, tablet or smartphone to arrive at the login portal and login using your assigned user email and password. [Image 1].
2. Once you sign in, you will be greeted with the Ping tab. Select the Users tab. [Image 2].  
**NOTE:** For smartphone users, this is selected from the menu at the bottom right hand side of your screen.



3. Enter the details of the user (outlined below) you wish to set up for *Pocket Secure* [Image 3].
  - **First Name** of user
  - **Last Name** of user
  - **Email address** of user
  - **Mobile number** of user
  - **Password**, (and confirm password)



**NOTE:** The email address you choose cannot be the same as the email address already used to login into **SafeDial Toolbox (Atlas)**.

4. Select "*Pocket Secure End User*" from the dropdown menu. [Image 3].



**NOTE:** The password generated **MUST** be 8 characters long with one (1) digit and one (1) uppercase character.

5. **Add Device:** Type the Serial Number that you wish to allow the user to Arm/disarm, into the text box at the top. [Image 4].



## Customer Notification & Download - Pocket Secure App

Your customer will receive a text message to the registered mobile number confirming their log in details, along with a link to download the Pocket Secure App from their relevant Application Store.

They will be prompted for their email address and password upon successfully opening Pocket Secure.

# FAQs

**Q. What do the lights on the GL45 product mean?**

A. When a unit is operational, you should see: -

- The HB flashing GREEN
- The MOBILE light on solid GREEN
- The CID flicker when data is being sent

A breakdown of the light indicators is shown below: -

LED	ACTIVITY	INDICATION
<b>CID</b>	OFF	Unit is idle – no valid connect ID event has occurred.
	ORANGE ON*	Valid CID event has sent but R1, T1 has not restored.
	RED ON	Alarm panel dialler lead faulty.
	GREEN FLASHING	Securitel Interface.
<b>IP</b>	GREEN ON*	Unit is connected on IP network.
	GREEN FLASHING	Unit to router is OK, Unit has no internet.
	OFF	No connection on 3G/4G network.
<b>MOBILE</b>	RED FLASHING	Data traffic on 3G/4G.
	GREEN FLASHING	Only 1 SIM is working (only applies to dial SIM plans).
	GREEN ON*	Unit is online.
	OFF	No connection on 3G/4G network.
<b>HB</b>	GREEN FLASHING*	Signal strength OK / Processer OK.
	RED FLASHING	Signal strength low or trying to reconnect.

\*Normal Operation

**Q. Why is the account code in *SafeDial Toolbox (ATLAS)* showing 0001?**

A. 0001 is the default account code, once a valid event is sent to the Control Room, the SDW will obtain the account code from the Alarm Panel. If you have sent an event and the account code is 0001, the Alarm Panel may require specific programming, in which case please refer to the Technical Addendum for that Alarm Panel at [www.globewireless.com.au/technical-support/](http://www.globewireless.com.au/technical-support/)

**Q. How many event records are stored in *SafeDial Toolbox (ATLAS)*?**

A. Only the last 100 Contact ID events are displayed on the “Ping” page. It is recommended that the customer creates their own database as a permanent record.

**Q. Why are the Contact ID messages in *SafeDial Toolbox (ATLAS)* shaded Green?**

A. Contact ID messages shaded in green indicate that messages are being processed but not yet completed / delivered to the Control Room. This will fade away once completed in full.

**Q. How do I know if the events are being generated by the Alarm Panel or the *SafeDial Wireless* unit?**

A. Messages being generated by the *SafeDial Wireless* unit will be coming from: -

- Zone: 9xx, Partition: 39      If it is delivered via your 1345/1300 Security number  
Or
- Zone: 9xx, Partition: 00      If it is delivered via the Permaconn Multiline Digital IP receiver

**Q. What does ‘Telco Line Fail or “Telco 1 Fail’ mean?**

A. It is standard practice to turn line monitoring off when using GPRS/GSM units as they will momentarily drop the PSTN line as they scan channels and change cells. In some panels, line voltage monitoring is set with very tight tolerances resulting in the voltage threshold not being met occasionally. Therefore, it is important that you disable PSTN line monitoring in the alarm panel which will inhibit this.

If line monitoring is not disabled, the panel will randomly report “Telco Line Faults” or “Telco 1 Faults”.

**Q. Can I change a customer account code?**

A. The SDW unit obtains the Account Code that is programmed into the Alarm Panel at the time of installation. Should you require the Account Code to be changed after leaving site, this can be achieved via remote upload/download using SafeDial Config (PCS) or overriding the Account Code in *SafeDial Toolbox (ATLAS)*

– select “Enable Fix Account” during the Activation process or click the  icon and select “EDIT”.

Once the new Account Code has been programmed, an event is required to be sent to the Control Room. The new Account Code will be recognised when transmitting the event and will be updated in SafeDial Toolbox (ATLAS) automatically.

**Q. Can I point my SafeDial Wireless unit to another Central Station?**

A. Absolutely – click the  icon and select “EDIT”. This will give you access to edit any of the details recorded for that entry.

You can then select a Central Station as follows: -

- **Globe Wireless – Your Central Station via 1300/1345**
  - This will use your 1300/1345 number to land at the associated Central Station.
- **Your Central Station/Control Room Name**
  - This will land at your nominated Central Station on the default or selected Permaconn IP receiver number.

**Q. How do I cancel a Customer (Deactivate an SDW unit)?**

A. Only Globe Wireless can cancel an SDW. Should you wish to cancel a SDW unit, contact Globe Wireless in writing at support@globetelecom.com.au and provide the serial number of the unit to be cancelled.

Globe’s Support Team will always send a confirmation once the unit has been cancelled.

**NOTE:** No pro-rata credits are applicable for the current billing month. All cancellations must be received in writing. Any cancellations received or requested to be completed outside of standard business hours will be processed the following business day.

**Q. How can a unit be transferred from one Bureau to another?**

A. A SDW unit can be ported from one Bureau to another, or from one Central Station to another.

Transfer approval from the losing Bureau must be obtained by Globe Wireless before a unit can be transferred. This is to protect the Bureau who purchased the unit from Globe Wireless.

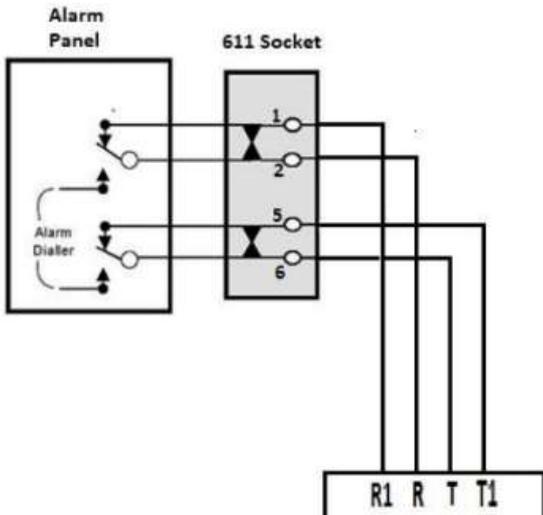
You can request the transfer of an SDW unit in writing by emailing support@globetelecom.com.au.

The current (losing) Bureau will receive a request for approval before the transfer can take place. Once approved, the transfer will be completed.

**Q. What does ‘Dialler Lead Fail’ mean?**

A. The SDW unit monitors the voltage being returned from the Alarm Panel to verify that the dialler lead is connected. Whenever the Alarm Panel dials out, pins 1 and 5 are temporarily disconnected by the Alarm Panel. If this 48v DC loop is broken for more than 90 seconds the SDW unit will report a ‘Dialler Lead Fail’ to the Control Room.

The correct wiring method of a mode 3 socket ensures the integrity of the interface between the SDW unit and the Alarm Panel. Wiring a mode 3 connection requires a 4-wire connection between the Alarm Panel and the SDW device. The original lead supplied with the Alarm Panel must be used.

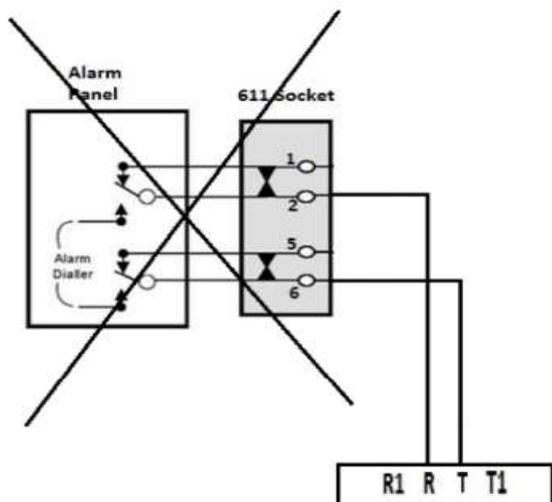


< Correct Wiring Diagram

The SDW unit generates 48v DC on the R (ring) & T (tip) [terminals 2 & 6 – 611 socket], it then expects to see that same voltage (48v DC), returned to it from the Alarm Panel dialler on the R1 (ring – return) & T1 (tip – return) [terminals 1 & 5 – 611 socket].

NOTE : R & T = PAIR | R1 & T1 = PAIR

(RED and GREEN wires are in the middle, and YELLOW and BLACK wires are on the outer).



< Incorrect Wiring Diagram

The Alarm Panel will still send messages to the control room if R (ring) & T (tip) are only connected. This will cause the GL45 to report a ‘Dialler Lead Restore’, and ‘Dialler Lead Fail’ every time the Alarm Panel dials out and sends a CID event.

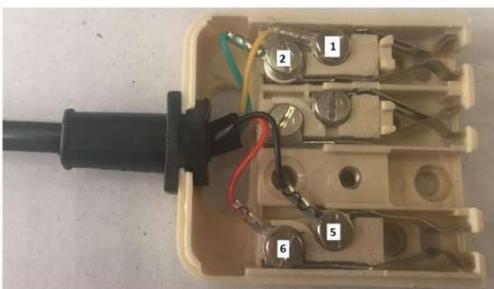
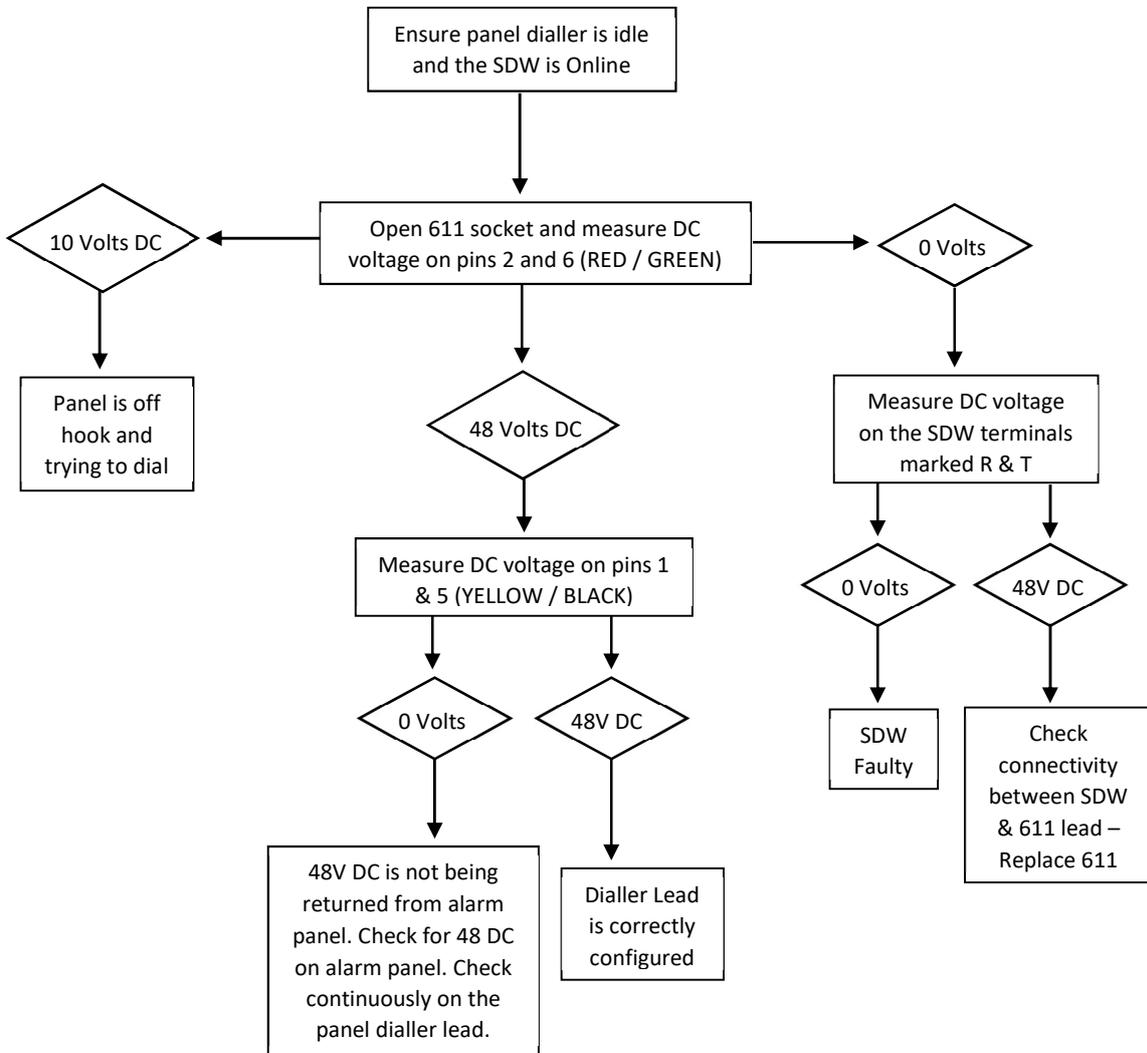
**Common Causes of ‘DIALLER LEAD’ Faults:**

- The original PSTN lead supplied with the Alarm Panel has not been used.
- Incorrect wiring of the Dialler Lead on the SDW terminals (R1 / R / T / T1)
- Only two wires connected on pins 2 & 6.
- The Alarm Panel plug is not making good contact with the 611 sockets.
- The terminals inside the 611 sockets are not making good contact with the panels male 611 pins.
- Loose or ill-fitting RJ connections.

**Easy Test to Check Function:**

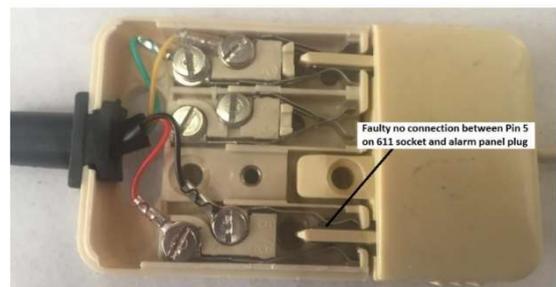
- Disconnect male and female 611 sockets and remove cover from female 611 socket. Place a short circuit on pins 1 & 2 and do the same for pins 5 & 6. If CID light changes from [RED – ON] to either [GREEN – ON] or [OFF], (depending if the SDW unit has processed any CID events from the alarm panel), the Globe fly lead and the SDW hardware is ok. The issue is the Alarm Panel PSTN lead or Alarm Panel.

**Flow Chart to Diagnose Dialler Lead Faults:**



< Internal Wiring on SDW 611 Socket

Faulty Connection between Alarm Panel and SDW 611 Socket >



Faulty no connection between Pin 5 on 611 socket and alarm panel plug

## Warning

- INSTALLATION MUST BE CARRIED OUT BY SERVICE PERSONNEL ONLY
- THE EARTHING TERMINAL MUST BE PERMANENTLY CONNECTED TO EARTH
- The socket-outlet must be installed near the equipment and easily accessible.
- The unit must only be operated with the supplied antenna. Install the SDW in a location that no person[s] is closer than 200 mm to the antenna at all times.
- Telephone plugs and connectors must be installed inside the metal enclosure of the unit. Interconnecting cables must be place in conduit.
- The unit must be installed in accordance with this manual for proper operation.
- Standards require regular service by qualifies and licensed technicians and regular testing.

## Liability

**ANY LIABILITY FOR CONSEQUENTIAL AND INCIDENTAL DAMAGES IS EXPRESSLY DISCLAIMED. RADIO DATA COMMS, PERMACONN, GLOBE TELECOM AND GLOBE WIRELESS LIABILITY IN ALL EVENTS IS LIMITED TO, AND SHALL NOT EXCEED, THE PURCHASE PRICE PAID.**

While every effort has been taken to ensure the accuracy of this document, Globe Wireless and Globe Telecom assumes no responsibility or liability for any errors or omissions. Globe Wireless and Globe Telecom reserves the right to make changes to this manual due to ongoing development.

## Notes

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