

technical bulletin



TB002 20th March 2010

Euro Control Panel Text Messaging

One of the long standing features of the Euro Range of Control Panels has been the SMS feature which will give the end user notification of any activations on their alarm system.

As stated in the Euro user manuals, this services operates through a third party SMS bureau over which we have no control. It has recently been brought to our attention that not all messages being triggered by the panels are reaching the message recipients as the bureau is not answering some calls. The effect seems to vary, sometimes messages will get through, at other times they will not. To this end we have updated our CHC (Castle Host Computer) with a new bureau number operated by Vodafone which is currently giving a much more reliable service. When your customers' panels next make their routine call into the CHC, the panel will be updated with the new bureau number so that they can continue to receive their text messages. Most panels are commissioned to dial in once every two weeks.



If you wish to update the details within the panel immediately then you can perform a "CHC test Call" from either the Engineer or Manager menus of the control panel at the keypad.

Please do not hesitate to contact customer support on 0845 6434 999 or support@castle-caretech.com for any further information.

[Please refer also to our SMS Disclaimer at www.castle-caretech.com/pdfs/tn-disclaimer1.pdf]

Castle.

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