

Technical Bulletin

touchpoint
Partner Programme

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SMS over PSTN

We have received reports that some of the SMS service numbers provided by the major mobile telephone companies are becoming unreliable in operation.

A number of Cooper Security products have the ability to send SMS messages using a standard telephone land line (PSTN). Where this functionality is being used the Cooper Security equipment will send the SMS however the service provider will not complete the transmission.

This problem is not unique to Cooper Security products and will affect any equipment that uses a SMS over PSTN service.

The Cooper Security products specifically affected by this third party problem are:

- i-SD02 plug on digicom / speech dialler for i-on40
- i-DIG02 plug on digicom for i-on40
- SD2 Speech dialler

Cooper Security's own testing of the relevant services has revealed the following:

Service Provider	Number	Result
T-Mobile	07958 879889	Not operational at this time
O2	07860 980480	Unreliable - This service will sometimes provide a service however this is inconsistent and cannot be relied upon at this time.
Vodafone	07785 499993	When tested this number provides a service, however we have received reports that service is unreliable

Please note that Cooper Security has no control over the performance of third party SMS service numbers which are provided by the mobile phone operators.

If your customer requires SMS notification we offer products that use the GSM network. The following products support GSM SMS messaging: i-GSM02 and SD3

Due to the nature of SMS signalling, Cooper Security has always recommended that SMS is used in conjunction with an alternative signalling method and is not the primary or sole signalling path.

We are working towards an alternative solution and will provide details as soon as further information becomes available.

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