



SMS Troubleshooting iSite Router

INTRODUCTION

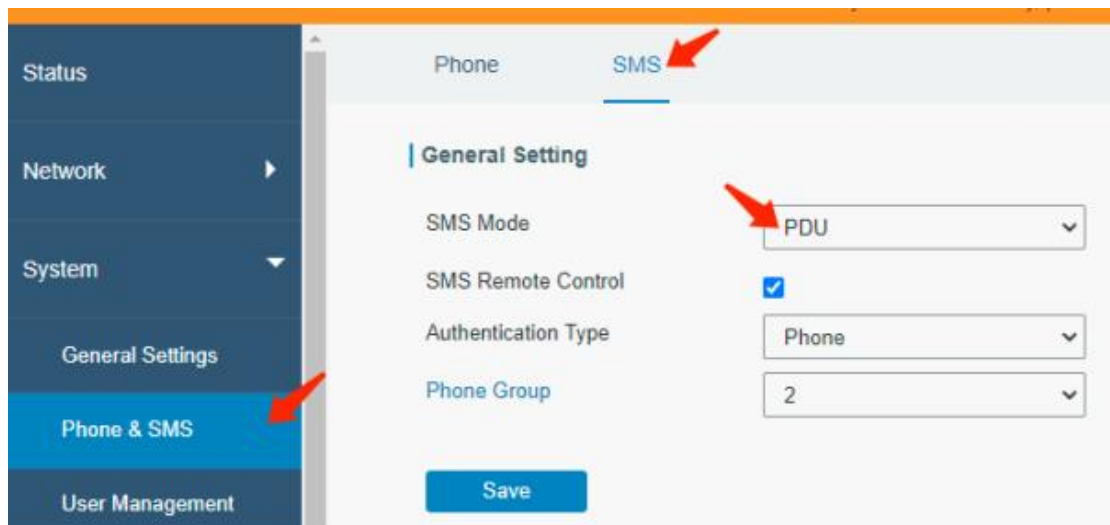
The SilverNet iSite supports sending or receiving SMS, you can refer to the guide on how to configure this for more information. In this document, we will guide you some check list and some common issues for reference.

CHECK-LIST

1. Confirm the SIM card can send and receive SMS on your mobile phone.
2. Check whether the SIM card is installed correctly.
3. Check Antenna's connection and put it into a proper place to provide good signal.
4. Check the cellular configuration, especially the SMS centre.

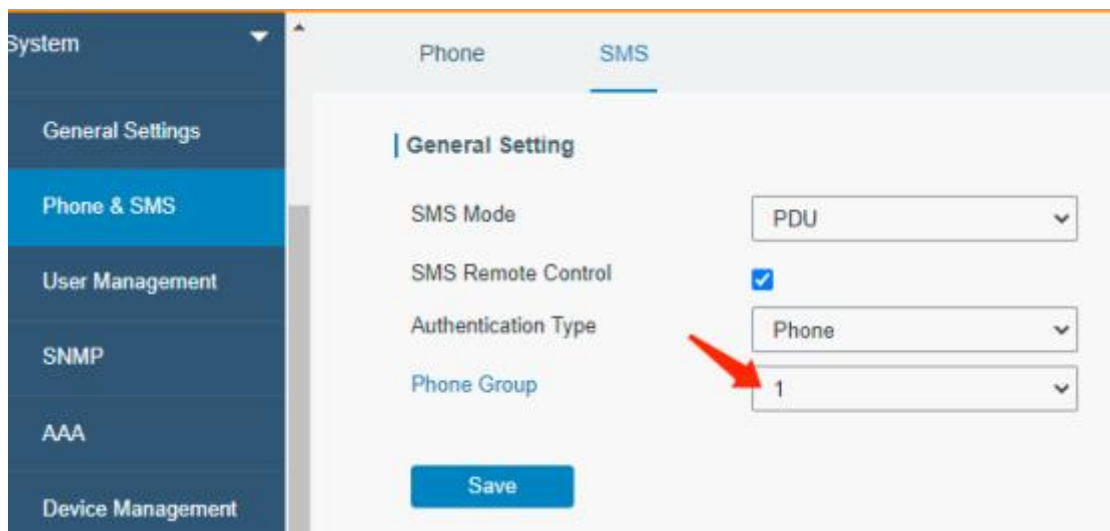
Status	Link Failover	Cellular	Port	WAN	Bridg
Network	Cellular Settings SIM1 Protocol Type IPv4 APN Username Password PIN Code Access Number Authentication Type Auto Network Type Auto PPP Preferred ☐ SMS Center +448006521629 Enable NAT ☒ Roaming ☒ Data Limit 0 MB Billing Day Day 1 of The Month				

5. Check the SMS Mode, PDU is recommended.



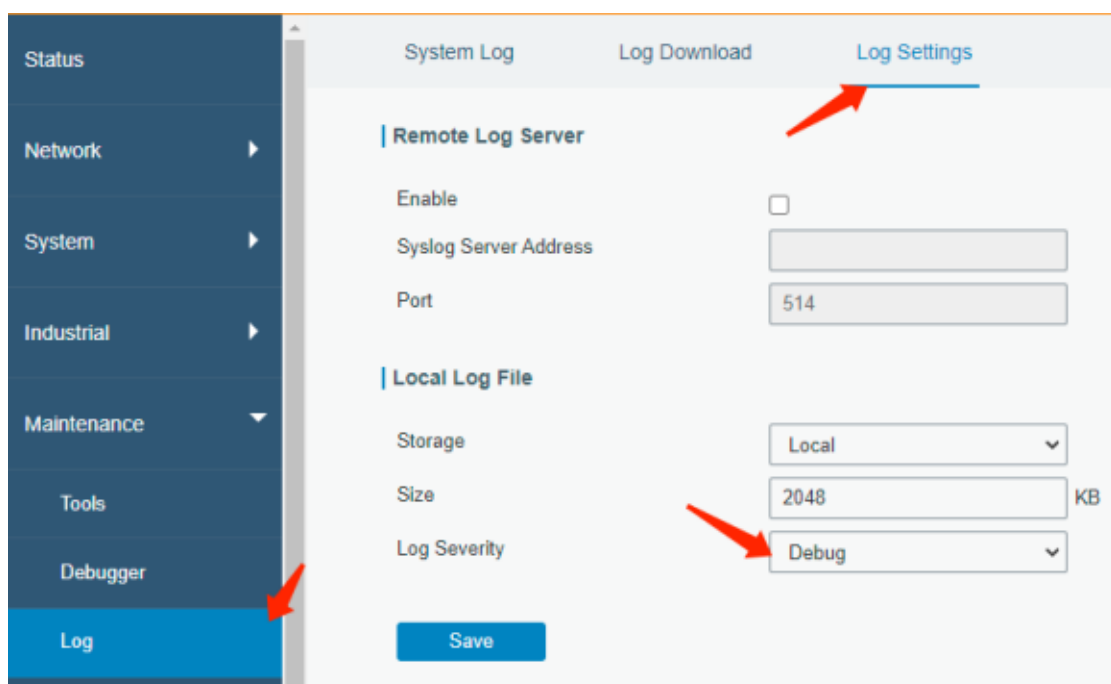
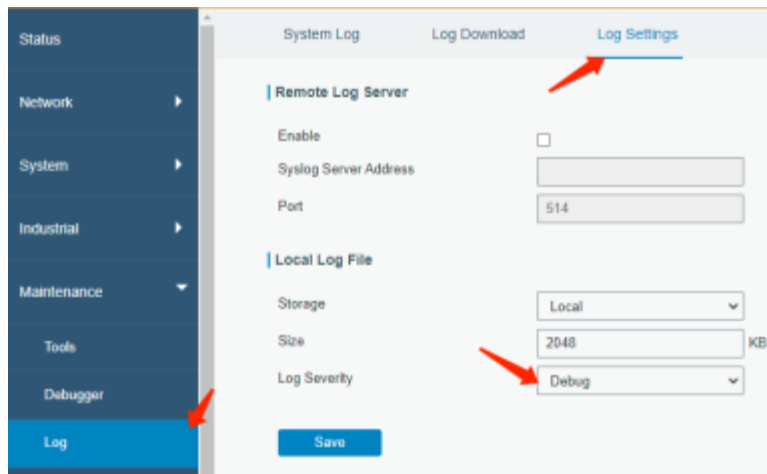
6. Check if the Phone Group setting is correct.

Group ID	Description	Number	Operation
1	1	13666000000000000000	Edit Delete



7. Check if the SMS command is correct, you can refer to the CLI command guide for more detail.

8. Enable the 'debug' option in **Maintenance->Log->Log settings**



After running for a few minutes, download the full log for a deeper check, especially the **cellular.log** and **system.log**

TROUBLE SHOOTING EXAMPLES:

1. SIM card is not able to send SMS

```
2021-10-15 10:56:38: [SEQ1,ID58]>>> AT+CMGF=0
2021-10-15 10:56:38: [SEQ1,ID58]<<< OK
2021-10-15 10:56:39: [SEQ2,ID60]>>> AT+CSCS="UCS2"
2021-10-15 10:56:39: [SEQ2,ID60]<<< OK
2021-10-15 10:56:39: [SEQ3,ID62]>>> AT+CMGS=18
2021-10-15 10:56:39: [SEQ3,ID62]<<< >
2021-10-15 10:56:39: [SEQ3,ID62]>>> 0031000D91685188900011F70000000331D90C
2021-10-15 10:56:39: [SEQ3,ID62]<<< +CMS ERROR: unknown error
-----
```

If SIM card cannot send SMS, like a special-purpose for IOT without SMS function, you may encounter CMS ERROR: unknown error.

2. A wrong SMS centre is configured

```
2021-10-15 11:31:39: [SEQ1,ID57]>>> AT+CMGF=1
2021-10-15 11:31:39: [SEQ1,ID57]<<< OK
2021-10-15 11:31:40: [SEQ2,ID21]>>> AT+CSCS="GSM"
2021-10-15 11:31:40: [SEQ2,ID21]<<< OK
2021-10-15 11:31:40: [SEQ3,ID61]>>> AT+CMGS="15396225486"
2021-10-15 11:31:40: [SEQ3,ID61]<<< >
2021-10-15 11:31:40: [SEQ3,ID61]>>> 12
2021-10-15 11:33:40: [SEQ3,ID61]>>> AT+CMGS="15396225486"
2021-10-15 11:34:40: [SEQ3,ID61]<<< +CMS ERROR: unknown error
```

If you configured a wrong SMS centre, you may encounter CMS ERROR: unknown error, after a 2 minutes no respond.

3. SMS length too long for text mode

```
2021-10-14 16:25:09: [SEQ1,ID57]>>> AT+CMGF=1
2021-10-14 16:25:09: [SEQ1,ID57]<<< OK
2021-10-14 16:25:10: [SEQ2,ID21]>>> AT+CSCS="GSM"
2021-10-14 16:25:10: [SEQ2,ID21]<<< OK
2021-10-14 16:25:10: [SEQ3,ID61]>>> AT+CMGS="15396225486"
2021-10-14 16:25:10: [SEQ3,ID61]<<< >
2021-10-14 16:25:10: [SEQ3,ID61]>>> Status: SMS Send Failed Current SIM: SIM2 Sign
2021-10-14 16:25:10: [SEQ3,ID61]<<< +CMS ERROR: invalid text mode parameter
```

If you choose text SMS mode, and send a SMS over 160 characters, you may encounter CMS ERROR: invalid text mode parameter.