

## **GSM Module Info Sheet:**

### **What is a GSM Module?**

It is a SIM card device. It acts like a mobile phone and connects the Cisco Phone System to the mobile telephone network.

- It allows you to make calls via a mobile SIM card using your Cisco desk phone.

### **What does it look like?**

See photos:



**G35**



**W25**



**W35**

### **Where is it located?**

They are usually installed in your computer room, within a few meters of the CISCO phone system.

### **Is it working?**

Generally, if the lights are on and in a solid state the device is working.

### **How to troubleshoot it?**

If you suspect the device is not working remove the power cable from the device and restore it in again.

- This resets the device but if this doesn't work:
  - Email Comscentre at [support@comscentre.com](mailto:support@comscentre.com).
  - Or call Comscentre support on 1300 134 680 press option 2.

### **Changing Mobile carriers?**

- Please note that your GSM unit is matched to your current mobile carrier,
- if you are planning to change your mobile carrier please contact
- Comscentre to ensure compatibility.

### **Fleet Mobile numbers?**

Please keep Comscentre up-to-date with mobile phone changes otherwise the phone system will not be updated.

Email changes to [support@comscentre.com](mailto:support@comscentre.com).