

# NEXUS

## INSTALLATION QUICK START GUIDE

### PRE-INSTALLATION NOTES

To get started, download the free Commtel CONFIG app from the iOS or Android app stores, or click the relevant icon opposite. Simply open the app and register for an account, then follow the on-screen instructions.



Remove the faceplate and use the faceplate parking slot in the bottom of the back box to aid installation.



The auxiliary inputs are for volt-free exit release type buttons only. Damage will result if feeding voltage or any other item that is not a volt-free contact.



Ensure the unit is turned off before inserting/removing the SIM or plugging in/unplugging the Ethernet cable or antenna.



If you are using 4G, ensure:

- a. You are using a data SIM.
- b. The SIM has been activated and has a sufficient 4G signal.
- c. The antenna is correctly positioned to achieve the strongest possible 4G signal.

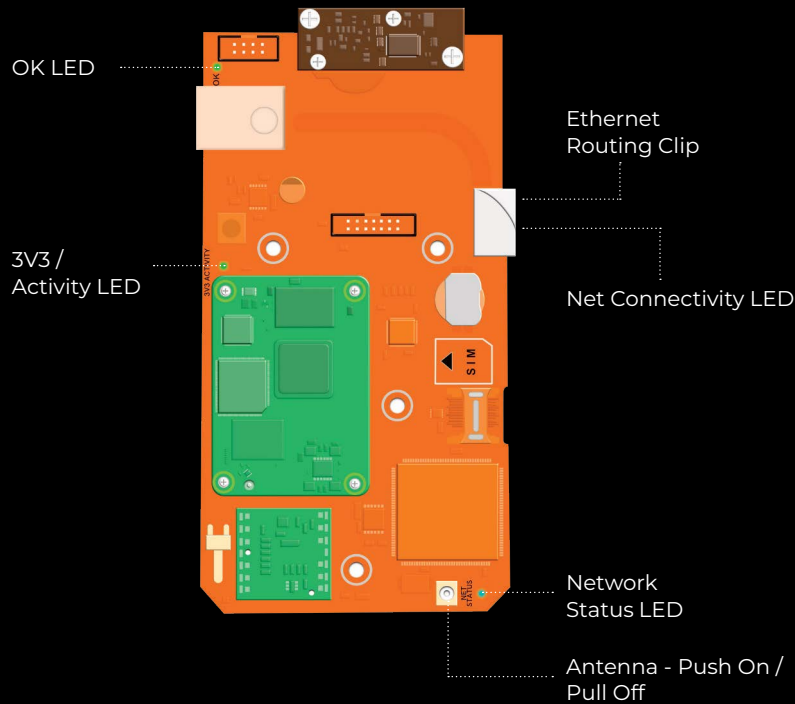




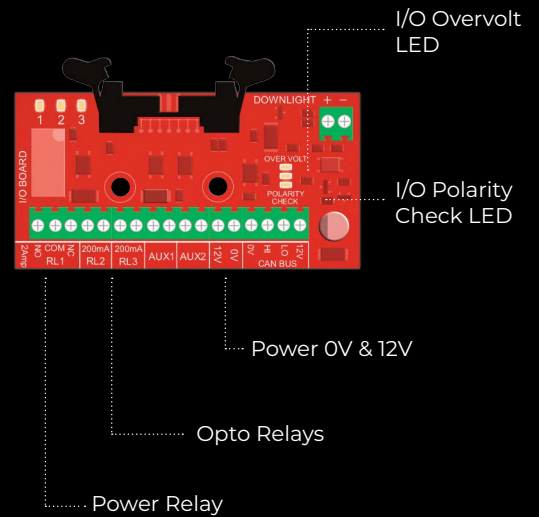
## INSTALLATION INSTRUCTIONS

1. Mount the back box to the wall, ensuring that:
  - a. Any swarf/debris removed from the inside the back box – the speaker has a magnet and may attract metal filings.
  - b. The unit is sealed to prevent water ingress – use electronic grade silicone sealant to seal all rear entry holes.
  - c. Ethernet, antenna and power leads are secured using the black plastic gland supplied (M20 x 1.5mm, std electrical thread).
  - d. Ethernet, antenna and power leads have a loop before entering the back box to prevent water ingress along the cable.
2. Choose your preferred method of connection:
  - a. Ethernet: Plug the Ethernet cable into the RJ45 port – use the routing clip to keep the cable secure.
  - b. 4G: Insert a Data SIM into the SIM card slot.
  - c. Both: The Ethernet connection will take priority over 4G.
3. Connect the antenna (if using 4G).
4. Connect the relays to the entry equipment.
5. Wire any accessories into the Aux inputs.
6. Connect power to the I/O Board using the PSU provided. The keypad should cycle through red-green-blue-white whilst booting up. This may take a few minutes.

## NEXUS PCB



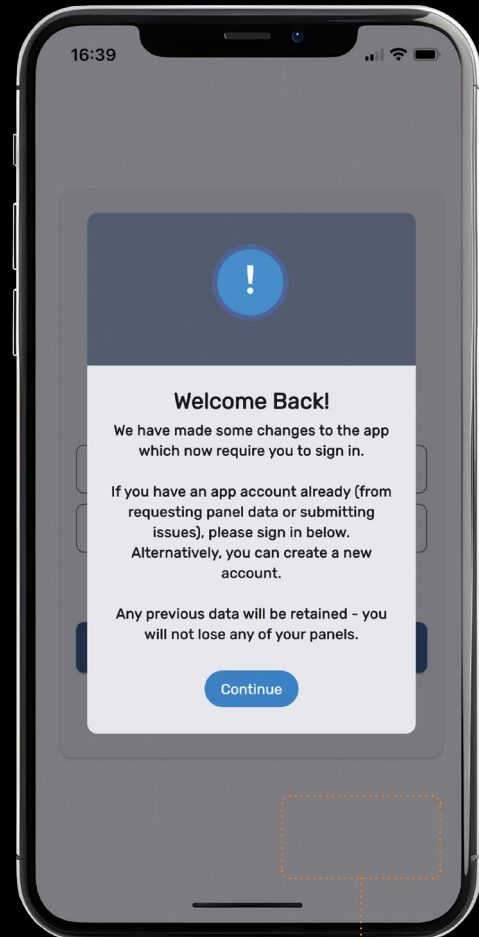
## I/O BOARD



LED LOCATION & NAME	LED ACTION	INDICATES
Keypad LEDs	Slow flashing / pulsing orange	Installer mode.
	Cycling through red-green-blue white	System is booting up/rebooting. This process may take a few minutes.
PI PCB – 3V3/Activity LED	Solid orange	Just switched on / booting up.
	Solid green	Module booted up / ready to go.
Main PCB – OK LED (Green)	Flashing when powered on	All OK.
	No Light	If powered on then there is an issue with the PCB.
Main PCB – Network Status LED (Blue)	Off	System is powered off.
	On, solid	Module is on with no connectivity.
	On, blinking	Module has connectivity.
Main PCB – Net Connectivity LED (Purple)	On, flashing	Ethernet connected.
	Off	Ethernet not connected.
I/O Board – Polarity Check LED	Solid green	Polarity OK.
	Solid red	12V & 0V crossed over.
	Solid green & yellow	Over-voltage shutdown (16 to 40 Volts).
I/O Board – Overvolt LED	Solid green, yellow, & red	AC voltage applied (12 or 24 Volts).

## APP INITIALISATION & CONFIGURATION

1. When in Installer Mode, the keypad will be pulsing orange until the system has finished initialisation via the Commтел CONFIG app. If the keypad is not pulsing orange and the keypad is a solid colour, it has already been set up.
2. Open the Commтел CONFIG app and tap '+ Add Panel'. If this is your first time using Commтел CONFIG, you will need to create an account.
3. Initialise the panel through the Wizard in the Commтел CONFIG app. This process also walks you through testing the video call and relays. You can find more information about this process in our NEXUS Installation Manual.
4. Invite an Admin to the system.  
(This is usually the property owner.)
5. Set the panel to live.
6. The panel will be visible in your device list. Tap the device in the list to access the rest of the configurable settings.
7. As the Installer, you can configure programming for 30 days after initialisation, or until access is revoked by the Admin. The Admin can then invite an Installer to configure the unit at any time after the 30-day period has ended.



**Step 2**  
Adding a Panel



### WE'RE HERE TO SUPPORT YOU

If you encounter any challenges during installation or require further guidance, please don't hesitate to reach out to our trusted technical support team. We're committed to ensuring a smooth setup process. You can reach us at +44(0)1306 710120 – Option 1 or [support@commтел.io](mailto:support@commтел.io).