Webasto

Bedienungsanweisung
Operating Instructions

Thermo Call TC3

General Information

Dear Webasto customer,

Thank you for purchasing the new Thermo Call TC3. This product provides you with a convenient, innovative way to operate your Webasto parking heater. These operating instructions supplement the explanations of the Webasto workshop or service centre carrying out the installation and the installation instructions and summarise the functions of the Thermo Call TC3 again.

A SIM card not included in the delivery scope is required to operate the unit. Webasto cannot give any warranty for the SIM card used. The function must be checked separately in individual cases. For details on the SIM card, please see the installation instructions of the product. Please note that any data which has been saved on the SIM card will be deleted when commissioning the GSM module. Use in areas close to the border or abroad may result in significantly higher costs due to roaming charges. Please contact your network operator with regard to the operating costs incurred by domestic and foreign calls or text messages. Operating costs are incurred by using the Thermo Call TC3's feedback function and no liability can be accepted for these. The feedback function can be deactivated. You will find details in the list of possible text message commands.

Note:
These operating instructions only apply to Thermo Call TC3 with a firmware version from V3.2.
For information, see the marking on the GSM module: Identnr. 7100353 with Index C or higher.

Use

Your Webasto parking heater or parking ventilation can be remote controlled by phone. All mobile or fixed network phones with tone dialling are suitable for use as control units. This enables you to operate a parking heater/ventilation installed in your vehicle in the easiest possible way. Not only the selection of the switch-on duration, but also pre-programming of a starting time within the next 24 hours is possible. Mobile applications, "Apps" are offered for Apple, Windows Phone 8 and Android smart phones. These can be found on the respective markets. The available descriptions are also available there.

Notes:

- Before commissioning the TC3, please observe the general operating instructions of your Webasto parking heater and the location of your vehicle regarding the establishment of a connection.

- In the heating mode, the vehicle heater must be set to "warm" before leaving the vehicle. In the heating and ventilation mode, the vehicle fan switch is to be turned to position 1 in the case of 3-speed blower fans, and to position 2 in the case of 4- speed blower fans. In the case of infinitely variable fans adjust to at least 1/3 of the fan's capacity.

- Both with the Thermo Top E/C and with the Thermo Top Evo heaters, we recommend setting the heating time in accordance with the subsequent driving time to prevent discharging the battery. With a driving time of approx. 30 minutes (one way), we recommend setting a heating time of 30 minutes. The GSM module is set to a heating time of 60 minutes at the factory. The heating time can be set to between 1 and 999 minutes. Continuous heating is also possible. Details are provided on the following pages.

- You are recommended to change the Thermo Call TC3's access code from the standard format of 1234 to a personalised one. You will find details in the list of possible text message commands.

Operation and Programming

Following entry of up to 15 authorised phone numbers, the TC3 can immediately be operated with the factory settings. For details on programming the phone numbers, please see the following list of possible text message commands.

You have the following basic options for activating the Webasto parking heater:

- Switching the parking heater or parking ventilation "on" or "off" directly with a phone call.
- Switching the parking heater or parking ventilation "on" or "off" with a text message command.
- Pre-programming the parking heater or parking ventilation within 24 hours with a text message command.
- Switching the parking heater or parking ventilation "on" or "off" with a push button. The heater can be started via the heater control, depending on its configuration. Before parking the vehicle, the settings required for the model must be carried out (temperature, fan).

Operating with a phone call

Select the phone number of the SIM card installed in the TC3. The phone number used to call the TC3 must be saved beforehand in the unit; see Text message commands. After the connection has been successfully established, the TC3 acknowledges the call with a tone.

- With the heater switched off, the call is confirmed by the TC3 with 3 tones. After the connection is disconnected, the parking heating or parking ventilation operation starts for the set period of time (factory setting 60 minutes). The LED of the button integrated in the vehicle lights up.
- With the heater switched on, the call is confirmed by the TC3 with 2 tones. The respective operating mode is ended. The LED of the button switches over to displaying the stand-by mode.

Should the TC3 be called from a phone number not stored, then the connection will be ended by the GSM module without feedback. The respective heater operating mode remains unchanged.

Operating with push button

The delivery scope of the TC3 contains a push button which must be installed.
The push button is used both to operate the heater and to change the display of the current operating mode.
With the push button the heater can be switched on or off manually.
If the heater is operating when the push button is pressed, then the respective current operating mode is ended.
The display can be deactivated if desired. To do this, press and hold the button for at least 5 seconds. This procedure must also be carried out for reactivation.
Various operating modes are displayed using the LED in the push button.
More information is provided in the list at the end of this document.

Operating with text messages

The commands contained in the following list are sent to the TC3 via text messages.
The respective functions are activated or deactivated. The commands must be entered in one word, without spacing. The use of upper-case/lower-case characters is irrelevant. The feedback function can be deactivated, including for any entry errors.
A thermometer is integrated in the TC3. Temperatures specified in some feedback messages are guide values and may vary depending on the installation location.

Text message command for operation and programming

XXXX = Entry by the user

Text message command	Function/Description	Factory setting
START	Parking heater/ventilation is switched on.	- - -
STARTXXXX	The start of the respective operating mode can be pre-programmed once for up to 24 hours. For example: START0700; the respective operating mode is activated at 7:00 a.m. the following morning. After sending the command, you will receive a reply text message with the starting time, current time and temperature. The starting time can be changed with a new text message or with the STOP command or can be deleted by pressing the push button for at least 3 seconds.	- - -
STARTAUX = START2	The analogue additional output is activated for the programmed time.	- - -

Text message command	Function/Description	Factory setting
STOP	The parking heater/ventilation is switched off or the pre-selection time is deactivated.	- - -
STOPAUX = STOP2	The analogue additional output is deactivated.	- - -
SUMMER	The TC3 changes over from the heating to the ventilation mode.	WINTER
WINTER	The TC3 changes over from the ventilation to the heating mode.	WINTER
AUTOMODE:XX	You can define a temperature between 5 °C and 35 °C. From the point at which the set value is reached, the TC3 automatically changes over to the ventilation mode.	OFF
STATUS	Shows whether or not the heating or the ventilation mode is active. And if it is, the remaining running time. The same is shown for Output 2. The current temperature and on-board voltage are also displayed.	- - -
TEMP	The current temperature in the GSM module or the cab temperature (with an installed external sensor) is transmitted.	- - -

The following 5 commands are only possible with an external sensor installed:

Text message command	Function/Description	Factory setting
TEMPSTATUS	Shows the current temperature and the alarm status (ON/OFF) for the upper and lower temperature threshold.	- - -
1234LOTEMP:XX	Sets and activates the lower temperature threshold. An alarm is set off if the temperature falls below this value.	OFF
1234HITEMP:XX	Sets and activates the upper temperature threshold. An alarm is set off if this temperature is exceeded.	OFF
1234LOTEMP:OFF	Deactivates the temperature alarm for the lower temperature threshold.	- - -
1234HITEMP:OFF	Deactivates the temperature alarm for the upper temperature threshold.	- - -

Text message command	Function/Description	Factory setting
1234NBANK:XXXXX:XXXXX	Saves up to five phone numbers which will be informed in case of a temperature alarm, an alarm of an optionally connected alarm system, or in case of a failure/malfunction of the external temperature sensor.	No phone number stored
1234IBANK: "Entry command"	In this case any desired command (max. 20 characters) can be defined as to how the TC3 is to warn in case of an input signal from, for example, an optional alarm system (e.g. break-in alarm).	Input active
1234DTMF:ON	Activates the DTMF tone feedback for a direct call.	ON
1234DTMF:OFF	Deactivates the DTMF tone feedback for a direct call.	ON
1234ACCLIM:ON	Activates the phone number restriction for direct calling.	ON
1234ACCLIM:OFF	Deactivates the phone number restriction for direct calling (TC3 can be activated with any desired phone number).	ON
1234PIN:XXXX:XXXX	Changes the access code from 1234 to XXXX. 1234 is the factory setting for the access code and should be personalised by the user. After this, 1234 must be replaced by the personalised access code.	1234
VERSION	The firmware version is transmitted.	- - -

Text message command	Program function/description	Factory setting
1234TIMER1:XXX	Entry of the heating or ventilation duration between 001 and 999 minutes. By entering 000 the respective operating mode is activated in the continuous mode and must be manually deactivated again by calling, with the "STOP" text message command or by using the push button.	60 minutes
1234TIMERAUX:XXX = 1234TIMER2:XXX	Entry of the activation time between 001 and 999 minutes. Entering 000 activates the output in the continuous mode and must be deactivated manually with the "STOP" text message command.	30 minutes
1234ASPONSE:ON	Each text message command is confirmed with a reply text message.	ON
1234ASPONSE:OFF	The reply text message is deactivated.	ON
1234ACCLIM:XXXXXXX X	Saves up to 5 phone numbers from which the TC3 can be activated with direct calling and text messaging. At least the last 7 digits of the phone number must be entered to save the numbers. However, the country code and the area code can also be entered (is even required for short phone number). When several numbers are entered, they must be entered in row without interruption and only separated by a colon. For example: 1234ACCLIM:XXXXXXX:XXXXXXX When adding one or more numbers later, all numbers must be reentered.	- - -

Text message command	Program function/description	Factory setting
1234ACCLIMADD:XXX XXXX	Saves a group of up to 5 additional phone numbers from which the TC3 can be activated via direct calling and text messaging. At least the last 7 digits of the phone number must be entered to save the numbers. However, the country code and the area code can also be entered (is even required for short phone number). When several numbers are entered, they must be entered in row without interruption and only separated by a colon. For example: 1234ACCLIMADD:XXXXXXX:XXXXXXX Where there is a later addition of one or more phone numbers, these are added to the current store. The maximum storage capacity is 15 phone numbers. If the maximum storage capacity has already been reached, Thermo Call TC3 sends back an error message.	
1234ACCLIMREMOVE: XXXX	Deletes a group of up to 5 phone numbers from the current store. When several numbers are entered, they must be entered in row without interruption and only separated by a colon. For example: 1234ACCLIMREMOVE:XXXX In the process, the phone numbers must be accurately entered, as stored. Please use the 1234ACCLIMLIST command for the list of all stored phone numbers.	
1234ACCLIMREMOVE: ALL	Deletes all phone numbers from the current store. For example: 1234ACCLIMREMOVE:ALL Warning! Thermo Call TC3 cannot be operated again via direct calling and text messaging until new phone numbers are entered. Please use the 1234ACCLIM:XXXXXXX command to enter phone numbers.	

Text message command	Program function/description	Factory setting
1234ACCLIMLIST	Feeds back a list of all stored phone numbers. For example: 1234ACCLIMLIST Warning! You receive up to 3 feedback messages by text in groups of 5 stored phone numbers from the current store.	
1234SETDEFAULT	Resetting to the factory setting. The system is initialised within approx. 5 minutes. All customer-specific data and entries are lost in the process and must be reentered.	

The TC3 can be connected to an alarm system installed in the vehicle as an option. When an alarm is triggered, you will be informed via a text message if the function is activated. For details, please see the installation instructions of the TC3.

Button feedback, faults and remedies

The TC3 was developed according to the latest state of technology and the mode of operation is extremely reliable. Malfunctions are often due to the SIM card, the network operator, poor reception or incorrect operation. Information of troubleshooting is provided in the following list.

Note: The GSM module must be deenergised before removal of the SIM card.

Button feedback	Description and remedy
LED flashes 1x cyclically every 2 seconds	TC3 is ready for operation.
LED flashes 1x cyclically every second	24 h pre-programming is active.
LED flashes 2x cyclically	Network error => contact network operator. Error in SIM card => check SIM card in a mobile phone and replace if necessary. Antenna error => check installation location and cable routing and replace antenna if necessary.
LED flashes 3x cyclically	PUK code error => insert SIM card in a mobile phone and enter PUK and PIN code. PIN code must be 1234 or must be deactivated. Switch on GSM module again following power interruption.
LED flashes rapidly (approx. 5x per second)	The TC3 has received more than 20 text messages within 30 minutes and was therefore automatically shut down. => press push button for at least 3 seconds. This initialises the system (can take up to 5 minutes).
LED lights up	Parking heater or ventilation has been activated.
LED lights up, however parking heater does not carry out command	Potential problem with parking heater. Contact your Webasto service partner.
LED does not flash	Button display is deactivated => To activate, press and hold push button for at least 5 seconds (use same procedure to deactivate).

Faults	Description and remedy
LED signals readiness for operation, however does not react to text message commands	SIM card may have expired, have been deactivated or may not have sufficient prepaid credit for a reply. => check SIM card with a mobile phone, contact network operator or load credit.
TC3 does not react to direct calling, although phone number is stored	Phone has secret number, phone number display is suppressed or SIM card problem => activate phone number display or with SIM card problem, check card in a mobile phone, contact network operator or load credit.
TC3 reports "unknown message" in reply to text message command	Text message command faulty => check text message command with regard to content and spelling.
No tone feedback to direct calling	Phone number is not stored in TC3 => see list of text message commands.
Not reply text message is sent by TC3 in response to text message command	Feedback function is deactivated or prepaid credit may be insufficient => activate feedback function or load credit.

Bei mehrsprachiger Ausführung ist Deutsch verbindlich.
Die Telefonnummer des jeweiligen Landes entnehmen Sie bitte dem Webasto
Servicestellenfaltblatt oder der Webseite Ihrer jeweiligen Webasto
Landesvertretung.

In multilingual versions the German language is binding.
The telephone number of each country can be found in the Webasto service center
leaflet or the website of the respective Webasto representative of your country.

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