

Operating Instructions

ThermoCall TC4

Entry / Advanced



Table of Contents

1	About This Document	1
2	General Information	1
3	Use	2
4	Operation and Programming	3
5	Overview of functions Entry	3
6	Overview of functions Advanced	4
7	Operating with a phone call	4
8	Operating with push button	5
9	Operating with app	5
10	Operating with text messages	6
11	Standard SMS commands for operation and programming	6
12	SMS commands for phone numbers and feedback	10
13	SMS commands for setting heating and ventilation time	12
14	Additional SMS commands for external temperature sensor	12
15	Additional SMS commands for Webasto Individual Select	13
16	SMS commands for access code, factory settings and firmware version	14
17	Button feedback and remedies	15
18	Troubleshooting	16

Dear Webasto customer,

Thank you for purchasing the new ThermoCall TC4. This product provides you with a convenient, innovative way to operate your Webasto parking heater.

1 About This Document

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 ThermoCall TC4 again.

Special aspects are pointed out with the following symbol:



NOTE

Note on a special technical feature

2 General Information

A SIM card not included in the scope of delivery 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 ThermoCall TC4'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

- Recommendation: Prepaid card with online credit top-up
- These operating instructions apply only to the ThermoCall TC4, firmware version as from V6.1.0 (Entry, ID 9032125A or higher) or V5.1.0 (Advanced, ID 9032140A or higher). The ID is stored in the receiver.

3 Use

With the ThermoCall TC4 you can switch your parking heater on and off no matter how far away you are. ThermoCall TC4 is operated by SMS, a call from a landline/mobile network or with the ThermoCall app. Essentially, any mobile and landline telephone can be used as the operating unit.

The ThermoCall TC4 enables you to operate the parking heater/ventilation installed in your vehicle in the easiest possible way.

You can:

- Select the operating time
- Preprogram the start time within the next 24 hours.
- Operate your parking heater with the smartphone app.
Mobile applications, "apps" are available for Apple, Windows Phone 8 and Android smartphones. You will find them in the respective App Store. The available descriptions are also available there.



NOTE

- Before starting up the ThermoCall TC4, please read through the general operating instructions for your Webasto parking heater and take into account the location of your vehicle when setting up the connection.
- In the heating mode, the vehicle heating system 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 30 minutes at the factory. The heating time can be set to between 1 and 120 minutes. Details are provided on the following pages.
- A landline telephone without SMS function can be used to activate and deactivate the ThermoCall only if the phone number has been authorised. You are recommended to change the ThermoCall TC4's access code from the standard format of 1234 to a personalised one. You will find more detailed information in Section 16 "SMS commands for access code, factory settings and firmware version" on page 14.

4 Operation and Programming

After entering the authorised phone numbers (Entry: up to 5, Advanced: up to 15 phone numbers), the ThermoCall TC4 can be operated immediately 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.



NOTE

*: if installed

5 Overview of functions Entry

Function	Call	SMS	App
Switch heating ON/OFF	✓	✓	✓
Additional heating mode and set temperature commands (air heaters)	✗	✓	✓
Store/delete phone numbers	✗	✓	✓
Max. stored phone numbers	✗	5	5
Status check	✗	✓	✓

6 Overview of functions Advanced

Function	Call	SMS	App
Switch heating ON/OFF	✓	✓	✓
Additional heating mode and set temperature commands (air heaters)	✗	✓	✓
Mode selection: Heating or ventilation	✗	✓	✓
Set time	✗	✓	✓
Store/delete phone numbers	✗	✓	✓
Max. stored phone numbers	✗	15	5
Set start/departure time	✗	✓	✓
Comfort level selection for HTM function	✗	✓	✓
Individual Select	✗	✓	✓
Status check	✗	✓	✓
Temperature check	✗	✓	✓

7 Operating with a phone call

Select the phone number of the SIM card installed in the ThermoCall TC4. The phone number used to call the ThermoCall TC4 must be saved beforehand in the unit; see Text message commands. After the connection has been successfully established, the ThermoCall TC4 acknowledges the call with a tone.

- With the heater switched off, the call is confirmed by the ThermoCall TC4 with 3 tones. After the connection is disconnected, the parking heating or parking ventilation operation starts for the set period of time (factory setting 30 minutes). The indicator lamp of the button in the vehicle lights up.
- With the heater switched on, the call is confirmed by the ThermoCall TC4 with 2 tones. The respective operating mode is ended. The indicator lamp on the button shows Standby mode.

If the ThermoCall TC4 is called from a phone number that is not stored, the GSM module will terminate the connection without feedback. The respective heater operating mode remains unchanged.

8 Operating with push button

The ThermoCall TC4 comes with a push button with integrated indicator lamp that is installed in a clearly visible position in the vehicle. The push button is used both to operate and the heater and to indicate the current operating status.

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.

The indicator lamp in the button shows various operating modes. For further information refer to 17 "Button feedback and remedies" on page 15.



NOTE

Operation of the indicator lamp should be checked at regular intervals when the indicator function is deactivated. To do so, switch on the heater and check whether the indicator lamp shows heating mode.

9 Operating with app

All the functions of SMS operation can be performed even more conveniently with the app.

QR code for easy app setup:

	QR code
Entry	
Advanced	

10 Operating with text messages

The commands contained in the following list are sent to the ThermoCall TC4 via text messages. The respective functions are activated or deactivated. Temperatures specified in some feedback messages are guide values and may vary depending on the installation location.



NOTE

- The SMS message must be entered in one word with no spaces. **The use of upper-case or lower-case characters is irrelevant.**
- The feedback function can be deactivated, including for any entry errors.

11 Standard SMS commands for operation and programming

The following tables show the standard value ranges and factory settings for SMS commands:

Description	Operating mode	Possible values	Factory setting
Operating time	Heating and ventilation	5 - 120 minutes	30 min
Setpoint temperature*	Heating	5°C - 35°C	21°C
Mode*	Heating	Economic/Normal/Boost	Normal
	NOTE *: Applies to air heaters, function depending on installed variant		

E = ThermoCall TC4 Entry , A = ThermoCall TC4 Advanced, 1234 = Example access code, X = Numbers entered by user

Text message command	Function/Description	Factory setting	E	A
1234HEATERTYPE: WATER	ThermoCall is switched to water heater.	Water heater	✓	✓
1234HEATERTYPE: AIR	ThermoCall is switched to air heater.	Air heater	✓	✓

E = ThermoCall TC4 Entry , A = ThermoCall TC4 Advanced, 1234 = Example access code,
X = Numbers entered by user

Text message command	Function/Description	Factory setting	E	A
START	Parking heater/ventilation is switched on and the settings last selected are used. The possible settings depend on the type of heater. The factory settings will be used if no settings have yet been selected.	WINTER	✓	✓
	Heating mode feedback*: ECONOMY, NORMAL or BOOST	NORMAL		
	Ventilation mode feedback* (not for water heaters) SPEED1 to SPEED4	SPEED2		
	Temperature feedback* / set temperature feedback*	21°C		
	ON time	30 min.	✓	✓
 NOTE *: if installed				
STARTXXXX	Switch on parking heater/ventilation at certain time. e.g. START0700 Parking heater/ventilation will be switched on at 7:00 am and the settings last selected are used. Settings feedback as for SMS command START (depending on heater and version).	See START	✗	✓
HTMLEVEL:X	Selection of comfort level. HTMLEVEL:0 HTM function is switched off. e.g. the parking heater is started at a set time. e.g. START0700 to start the parking heater/ventilation at 7:00 am. The heating time is calculated automatically based on the selected comfort level and interior temperature. The heating time management system calculates the heating time and the heater switch-on time depending on the interior temperature of the vehicle and the selected comfort level. Selection of comfort level, X=1 (up to 5). The heating time management system calculates the heating time and the heater switch-on time depending on the interior temperature of the vehicle and the selected comfort level.	HTMLEVEL: 3	✗	✓

E = ThermoCall TC4 Entry , A = ThermoCall TC4 Advanced, 1234 = Example access code,
X = Numbers entered by user

Text message command	Function/Description	Factory setting	E	A
STARTXXXX:XX:X XXXXXX:XXXXXX	Additional START and STARTXXXX commands for air heaters. The availability of the functions depends on the type of air heater installed. All commands are optional. The order of the commands can be freely selected. The setting last stored will be used if a command is not entered. Inapplicable commands are ignored. e.g. START0700:25:ECONOMY:SPEED1 Parking heater/ventilation is switched on at 7:00 am. A set temperature of 25 °C and Economy is selected in heating mode. Fan speed 1 is selected in ventilation mode. Feedback as for SMS command START.	30 min. 21°C NORMAL SPEED2 HTMLEVEL 2	✓	✓
STOP	The parking heater/ventilation is switched off or the pre-selection time is deactivated.	---	✓	✓
STARTAUX	The analogue additional output is activated for the programmed time.	---	✗	✓
STOPAUX STOP2	The analogue additional output is deactivated.	---	✗	✓
WINTER	The ThermoCall TC4 changes over from the ventilation to the heating mode.	WINTER	✓	✓
SUMMER	The ThermoCall TC4 changes over from the heating to the ventilation mode.	WINTER	✗	✓
AUTOMODE:XX	Ventilation above set temperature, heating below set temperature. You can define a temperature XX between 5 °C and 35 °C. From the point at which the set value is reached, the ThermoCall TC4 automatically changes over to the ventilation mode.	WINTER	✗	✓
TEMP	The current temperature in the GSM module or the cab temperature (with an external sensor) is transmitted.	---	✗	✓

E = ThermoCall TC4 Entry , A = ThermoCall TC4 Advanced, 1234 = Example access code,
X = Numbers entered by user

Text message command	Function/Description	Factory setting	E	A
STATUS	Shows whether or not the heating or the ventilation mode is active. The remaining time is shown when heating or ventilation mode is active. The same display is shown for a second heater in the vehicle (not for ThermoCall TC4 Entry). The current temperature and on-board voltage are also displayed.	---	✓	✓

12 SMS commands for phone numbers and feedback

E = ThermoCall TC4 Entry , A = ThermoCall TC4 Advanced, 1234 = Example access code,
X = Numbers entered by user

Text message command	Function/Description	Factory setting	E	A
1234ACCLIM:XXXXX XX	Phone number authorisation. Saves up to 5 phone numbers from which the ThermoCall TC4 can be activated with direct calling and text messaging. All stored phone numbers are deleted.	---	✓	✓
1234ACCLIMADD:XX XXXXX	Phone number authorisation. Saves up to 5 phone numbers from which the ThermoCall TC4 can be activated with direct calling and text messaging. Phone numbers are added to the stored phone numbers.	---	✓	✓
	NOTE – Only the last 7 digits of a phone number need to be entered. – A maximum of 5 phone numbers separated by a colon can be entered one after the other for ThermoCall TC4 Entry. A maximum of 15 phone numbers can be stored for . For example: 1234ACCLIMADD:XXXXXXXX:XXXXXXXX – ThermoCall TC4 will send an error message when the maximum number of phone numbers (Entry 5, Advanced 15) is reached.			
1234ACCLIMREMOV E:XXXXXXXX	Deletes a group of up to 5 phone numbers from the current list. When several numbers are entered, they must be entered in row without interruption and only separated by a colon. e.g. 1234ACCLIMREMOVE:XXXXXXXX:XXXXXX X The numbers must be entered in exactly the same way they were stored.	---	✓	✓
1234ACCLIMREMOV E: ALL	Deletes all phone numbers from the current list. For example: 1234ACCLIMREMOVE:ALL	---	✓	✓
	NOTE After deletion authorise new phone numbers with the SMS command 1234ACCLIM:XXXXXXXX.			
1234ACCLIMLIST	Provides a list of all stored phone numbers. For example: 1234ACCLIMLIST	---	✓	✓

E = ThermoCall TC4 Entry , A = ThermoCall TC4 Advanced, 1234 = Example access code,
X = Numbers entered by user

Text message command	Function/Description	Factory setting	E	A
	NOTE With the SMS command 1234ACCLIMLIST up to 3 feedbacks per SMS in groups of 5 stored phone numbers are sent from the current list via SMS.			
1234ACCLIM:ON	Activates the phone number restriction for direct calling.	ON	✓	✓
1234ACCLIM:OFF	Deactivates the phone number restriction for direct calling (ThermoCall TC4 can be activated with any phone number).	ON	✓	✓
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"	Any "entry command" (max. 20 characters) can be defined here. If an input signal is sent, for example, from an optional alarm system, ThermoCall TC4 will send an SMS with the defined "entry command" (e.g. "intruder alarm").	Input active	✗	✓
	NOTE Alarm text (for 1234NBANK and 1234IBANK): The ThermoCall TC4 can be optionally connected to an alarm system installed in the vehicle. 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 ThermoCall TC4.			
1234DTMF:ON	Activates DTMF tone feedback for direct calling.	ON	✓	✓
1234DTMF:OFF	Deactivates DTMF tone feedback for direct calling.	ON	✓	✓
	NOTE ThermoCall accepting calls incurs cost (call function).			
1234ASPPONSE:ON	Each text message command is confirmed with a reply text message.	ON	✓	✓
1234ASPPONSE:OFF	The reply text message is deactivated.	ON	✓	✓

13 SMS commands for setting heating and ventilation time

E = ThermoCall TC4 Entry , A = ThermoCall TC4 Advanced, 1234 = Example access code,
X = Numbers entered by user

Text message command	Program function/description	Factory setting	E	A
1234TIMER1:XXX	Entry of the heating or ventilation duration between 5 and 120 minutes.	30 min.	✓	✓
1234TIMERAUX:XXX	Entry of activation time between 5 and 120 minutes. Entering 000 activates the output in continuous mode and must be deactivated manually with the SMS command "STOP".	30 min.	✗	✓

14 Additional SMS commands for external temperature sensor

E = ThermoCall TC4 Entry , A = ThermoCall TC4 Advanced, 1234 = Example access code,
X = Numbers entered by user

Text message command	Function/Description	Factory setting	E	A
TEMP	The current temperature in the GSM module or the cab temperature (with an installed external sensor) is transmitted.	---	✗	✓
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.	---	✗	✓

15 Additional SMS commands for Webasto Individual Select

E = ThermoCall TC4 Entry , A = ThermoCall TC4 Advanced, 1234 = Example access code,
X = Numbers entered by user

Text message command	Function/Description	Factory setting	E	A
1234COMFORT:X	Selection of Webasto Individual Select circuit. X=0: Standard mode Uniform heating of interior and engine X=2: Combi mode Quick heating of interior with delayed engine heating X=4: Interior mode Fast heating of interior only	0	x	✓
STARTAUX STOPAUX 1234TIMERAUX:XXX	The auxiliary output is not be available when Webasto Individual Select is installed. You will receive an error message via SMS.	- - -	x	✓



NOTE

Webasto Individual Select is optionally available.

16 SMS commands for access code, factory settings and firmware version

E = ThermoCall TC4 Entry , A = ThermoCall TC4 Advanced, 1234 = Example access code,
X = Numbers entered by user

Text message command	Function/Description	Factory setting	E	A
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	✓	✓
	NOTE The access code is not the pin of the SIM card. SMS commands are required for the access code which can be changed from 1234 to a personalised 4-digit access code.			
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.	---	✓	✓
VERSION	The firmware version is transmitted.	---	✓	✓

17 Button feedback and remedies

The ThermoCall TC4 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

Before removing the SIM card, safely isolate the GSM module from the power supply by correctly removing the fuse or by disconnecting the plug connection at ThermoCall TC4.

Indicator lamp (display in vehicle)	ThermoCall TC4 Operating status
Indicator lamp flashing 1x every 2 seconds	ThermoCall TC4 is ready for operation.
Indicator lamp flashing 1x per second	24 h pre-programming is active.
Indicator lamp flashing 2x per second	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.
Indicator lamp flashing 3x per second	PUK code error => insert SIM card in a mobile phone and enter PUK and access code. Access code must be 1234 or must be deactivated. Switch on GSM module again following power interruption.
Indicator lamp flashing 5x per second	The ThermoCall TC4 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).
Indicator lamp: steady light	Parking heater or ventilation has been activated.
	Parking heater does not execute the command. Potential problem with parking heater. Contact your Webasto service partner.
Indicator lamp does not flash	Indicator lamp is deactivated => To activate, press and hold push button for at least 5 seconds (use same procedure to deactivate).

18 Troubleshooting

Error message	Description and remedy
Indicator lamp signals ready but does not respond to SMS 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.
ThermoCall TC4 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.
ThermoCall TC4 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 ThermoCall TC4 => see list of text message commands.
Not reply text message is sent by ThermoCall TC4 in response to text message command	Feedback function is deactivated or prepaid credit may be insufficient => activate feedback function or load credit.

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.

Webasto Thermo & Comfort SE
Postfach 1410
82199 Gilching
Germany

Visitors' address:
Friedrichshafener Str. 9
82205 Gilching
Germany

Internet: www.webasto.com