

Technical Bulletin

Vizulinx - Huawei Hi-Link dongle compatibility

Kentec's Vizulinx product has been designed to be compatible with Huawei Hi-Link dongles providing GSM and Wi-Fi connectivity for transmission of panel/network status via e-mail or SMS.

Due to changes in the Huawei Hi-Link dongles we have been experiencing compatibility issues with the recommended dongles listed in our technical manual. The changes to the Huawei Hi-Link dongles has impacted connectivity and functionality predominantly with the SMS feature of the dongles.

We are working on a solution for this issue and hope to have a resolution soon.

If the use of Hi-Link dongles is essential two specific dongle versions are recommended.

Huawei dongle model
E3372h-153
E3531i-2

The above two dongles have been retested and Kentec can confirm they function correctly when used with the Vizulinx module, providing both e-mail and SMS functionality. It is important to use these specific model revisions as the functionality of other models/revisions cannot be guaranteed at present.

Alternatively, Vizulinx continues to provide SMS functionality using the E3372s modem or can provide SMS and e-mail messaging via LAN as detailed in the Vizulinx manual.

Kentec apologise for any inconvenience this may have caused and will endeavour to provide a solution as soon as possible.

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