Texecom SmartCom Installation guide

INS760EN-8

13-11-2023	• Removed V1 App references and configuration Added detail on connecting systems to the Texecom Cloud Added detail on connecting V2 App • Updated managed networks ports list table. Removed IP addresses and published host names only. Added broker5 to the list. • Updated to put back ref to V1 app as V2 is not launched yet. • Updated LED section • Updated managed networks port information table in section 6.3 • PCR01577 changes implemented for BRE • Compliance information added.

Texecom

Content

1.0 Introduction

The Texecom SmartCom creates a new generation of simple connectivity for customers. With the emergence of cloud technologies Texecom has introduced the SmartCom to take the Premier Elite product line into the future and enable customers to transition their systems.

The SmartCom is simple to connect to the Texecom Cloud by generating an App code.

The SmartCom supports the Texecom Cloud service and the Texecom Connect app.

Texecom Monitor

Texecom Monitor enables communication to selected ARC's to provide alarm signalling based on the requirements of EN50131-1, EN50136-2 and EN50131-10. Care should be taken when installing systems using Texecom Monitor to ensure the following requirements are met.

1. Wi-Fi is not permitted
2. Ethernet connections must use screened cable
3. The antenna lead must be less than 3mtrs long
4. CIE congfiguration should be left at factory settings for Grade 2 or Grade 3.

Note: Failure to observe the above will render the SPT non compliant to EN50136-2 and EN50131-10

2.0 SmartCom

To setup a Texecom Connect™ system you will need the following as a bare minimum:

- A Texecom Premier Elite security system with V4 or later firmware installed

- Texecom Connect App for iOS or Android
- SSID & Password for the Network if you intend to connect by WiFi.
- A Texecom Connect SmartCom (CEL0001 Ethernet & WiFi)
- A laptop or PC with Wintex installed. (When the panel firmware needs to be upgraded, Texecom Cloud Services may be used for firmware >V5.00)

In addition if the system will be using any *Ricochet*® enabled devices the wireless receiver should be V3.0.6 or later.

Peripheral products may also be used to enhance the user experience. Some of these are traditional security devices such as wireless PIR's with added functionality such as Light and Temperature reading capability.

Other products designed for specific Home & Building Automation tasks such as the Texecom Connect SmartPlug may also be added to the system. These devices can be added at the time of installation, or if the functionality is enabled may be added and removed as required by the Master User.

3.1 Hardware requirements

Texecom Connect needs to be able to communicate with the outside world so that push notifications can be sent to the users device; and so that commands from the device can be sent to the system.

To enable these requirements for WiFi you will need access to the users network SSID & password, which must have a router or router/modem. Modem only systems are not supported.

Texecom Connect will only function on networks with DHCP enabled.

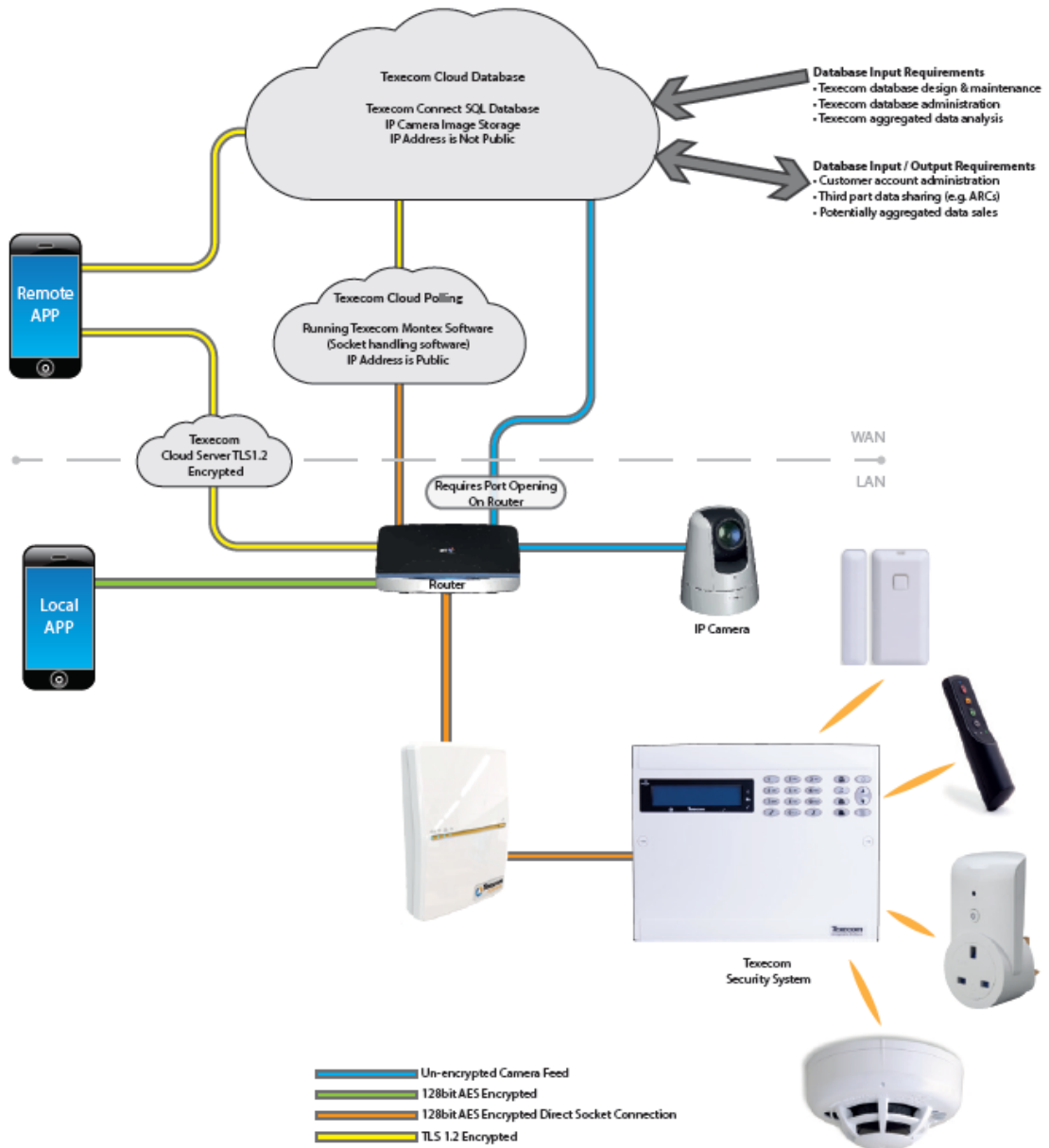Texecom Connect SmartCom operates at 2.4 GHz supporting 802.11b/802.11g & 802.11n wireless technology.

Note: 5GHz networks are not supported.

3.0 Texecom Connect System

The Texecom Connect App is reliant on an existing Texecom security system in order for it to work. Below is an overview of the full Texecom Connect system, so you can understand the full ecosystem.

Note: The Texecom connect app is a supplementary feature and not considered part of the graded ATS

Note: screened Ethernet cable should be used in all installations.

Texecom Cloud Database

Texecom Connect SQL Database
IP Camera Image Storage
IP Address is Not Public

Database Input Requirements
- Texecom database design & maintenance
- Texecom database administration
- Texecom aggregated data analysis

Database Input / Output Requirements
- Customer account administration
- Third part data sharing (e.g. ARCs)
- Potentially aggregated data sales

Remote APP

Texecom Cloud Polling

Running Texecom Montex Software
(Socket handling software)
IP Address is Public

Texecom
Cloud Server TLS1.2
Encrypted

WAN

LAN

Requires Port Opening
On Router

Router

IP Camera

Local APP

Texecom
Security System

Un-encrypted Camera Feed
128bit AES Encrypted
128bit AES Encrypted Direct Socket Connection
TLS 1.2 Encrypted

3.1 Texecom Connect Components

Premier Elite V4 Firmware

The Texecom Connect SmartCom, App and API all require Premier Elite control panels to run V4 firmware or above. Any legacy Premier Elite control panel can be flash upgraded to the latest firmware. Texecom regularly releases firmware upgrades to enhance performance and provide additional features.

Texecom Connect SmartCom

The Texecom Connect SmartCom is an intelligent communicator that facilitates the Texecom Connect experience by connecting any Premier Elite (not 640) control panel to a cloud via a local area network connection.

The Texecom Connect SmartCom communicates using outbound connections, removing the need to open any router ports, which ensures simplicity of installation and maximum security.

As such, any installation that has an internet or mobile data connection can reliably use Texecom Connect with the addition of the Texecom Connect SmartCom.

Texecom Connect App V2

Texecom Connect puts users in control of their security systems. Available on Android or iOS, the Texecom Connect app allows users to control Premier Elite security systems directly from their compatible smartphone or tablet device.

Texecom Connect V2 is a new version of the Texecom Connect app. Featuring the same intuitive user interface, Texecom Connect V2 now allows professional installers to manage their portfolio of app users directly from their Texecom Cloud account.

Featuring a timeline for direct access to events, direct control over home automation devices, recipes to create home automation effects and pre-set system modes, push notifications of system events and direct camera control.

Texecom Connect SmartPlug

Take control over your powered devices and control any mains-powered device remotely with the SmartPlug. This *Ricochet* enabled wireless plug sits between a wall socket and the power plug of a device, and is controlled via the Texecom

Connect app

4.0 SmartCom Opening & Identification

The Premier Elite SmartCom is an advanced intelligent communicator compatible with all Premier Elite control panels with V4.00 (Ethernet & WiFi) or later firmware installed. (Some features are only available with V5.00 and above.)

The SmartCom is remotely upgradable enabling new features and functions to be delivered to the device over the air, reducing the need for site visits. In the case of V5 panels and V2.00 Smartcom it is also possible to remotely upgrade the control panel via the Texecom Cloud.

SmartCom enables remote panel connections from Wintex, and the Connect App without requiring router port forwarding.

By default the SmartCom obtains its IP address by DHCP which must be enabled on the router. It is possible to utilise a static IP address, this is detailed in section **6.1 Ethernet Connection**
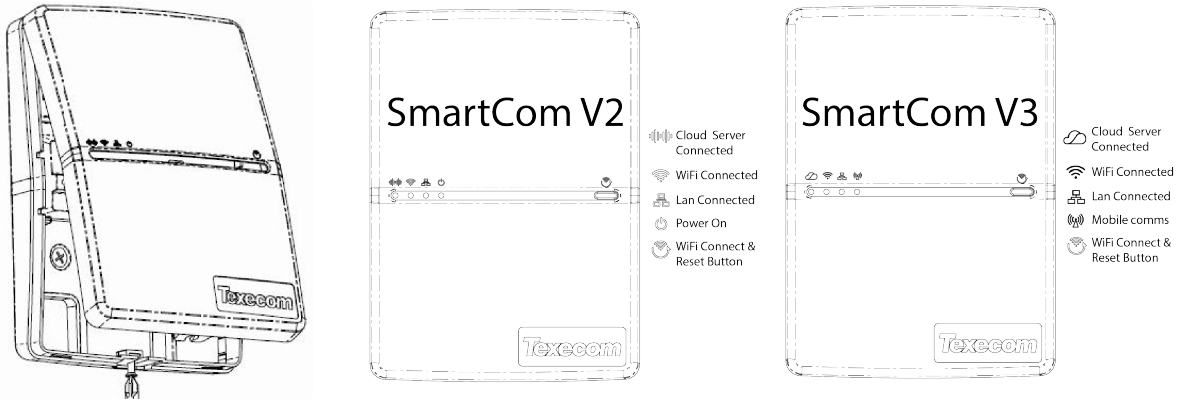
SmartCom V3.0 LED Functionality

SmartCom V3.0 has new LED functionality to ensure consistency between the SmartCom and the upcoming SmartCom 4G.

- With SmartCom V3.0 the Power LED has been replaced with a Mobile Comms status LED, a feature of the upcoming SmartCom 4G
- The Power LED was unnecessary as at least one other SmartCom LED is always active, indicating power to the unit

Principle differences

The POWER LED is replaced by a Mobile Comms LED (only used on SmartCom4G)
The power up sequence for Version 3.00.xx product is a little different, With added features the Smartcom takes slightly longer to initialise. An approximate sequence is outlined below.

If in doubt just be patient!

Time (sec)	LED Display	Actions
At power up	No LED's are lit	
+00:15	Cloud LED flashes continuously	
+00:30	Cloud LED goes out LES's will remain off	
+00:30		Wait 30 seconds after Cloud LED goes out Enable Wifi AP mode- Press & hold (10s)

| +00:10	WiFi LED Flashes	Open wifi search on mobile Find SmartCom Host AP Enter SmartCom passphrase from label Select Home wifi network and enter password
+00:05	WiFi LED goes off	
+00:05	WiFi LED goes solid	
+00:15	WiFi LED fast continuos flash	Generate App code from panel
+00:15	Cloud LED and then WiFi LED solid	

LED Indications

- The Cloud LED will be on solid when connected to our servers and all information is correct to enable bi-directional communication.
- The LAN or WiFi LED will be on solid when connected to the network.
- The Lan LED will be illuminated when connected by ethernet cable.
- V2 The Power LED should be on solid
    - V3 the light will not illuminate.
- If the Cloud LED is flashing, please check that the system is configured correctly. If symptoms persist and the light does not go solid please contact Tech Support.
- When a firmware upgrade is taking place all LED's may flash sporadically, this is normal.
- For further infomration on the status of LED's pleae see Appendix C

- **⟶** Micro USB - for future use
- **△** Com Port Cables Connection
- **⊞** Lan Cable Connection
- **SD** Micro SD slot - for future use
- Label showing SSID & Passphrase
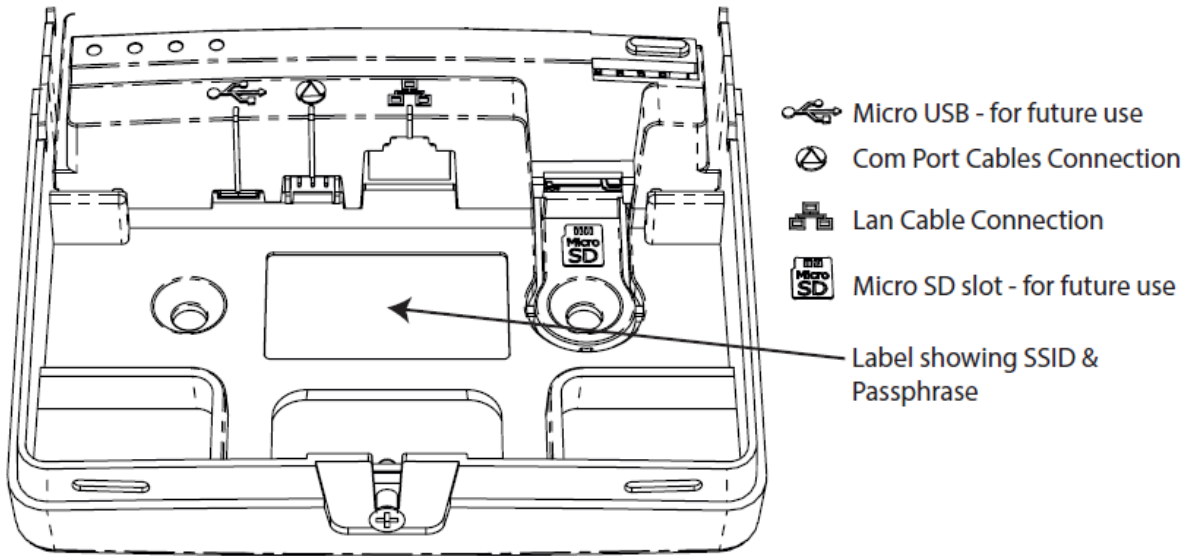
4.1 Removal from mounting tamper

The removal from mounting tamper should be used for all installations. Ensure a suitable sized screw and fixing is used for the substrate where the device is mounted. Forced removal of the device from the mounting surface will cause the plastic to be break and cause a tamper condition.

Note: The plastic housings rear tamper breakout is sacrificial and cannot be reinstated.
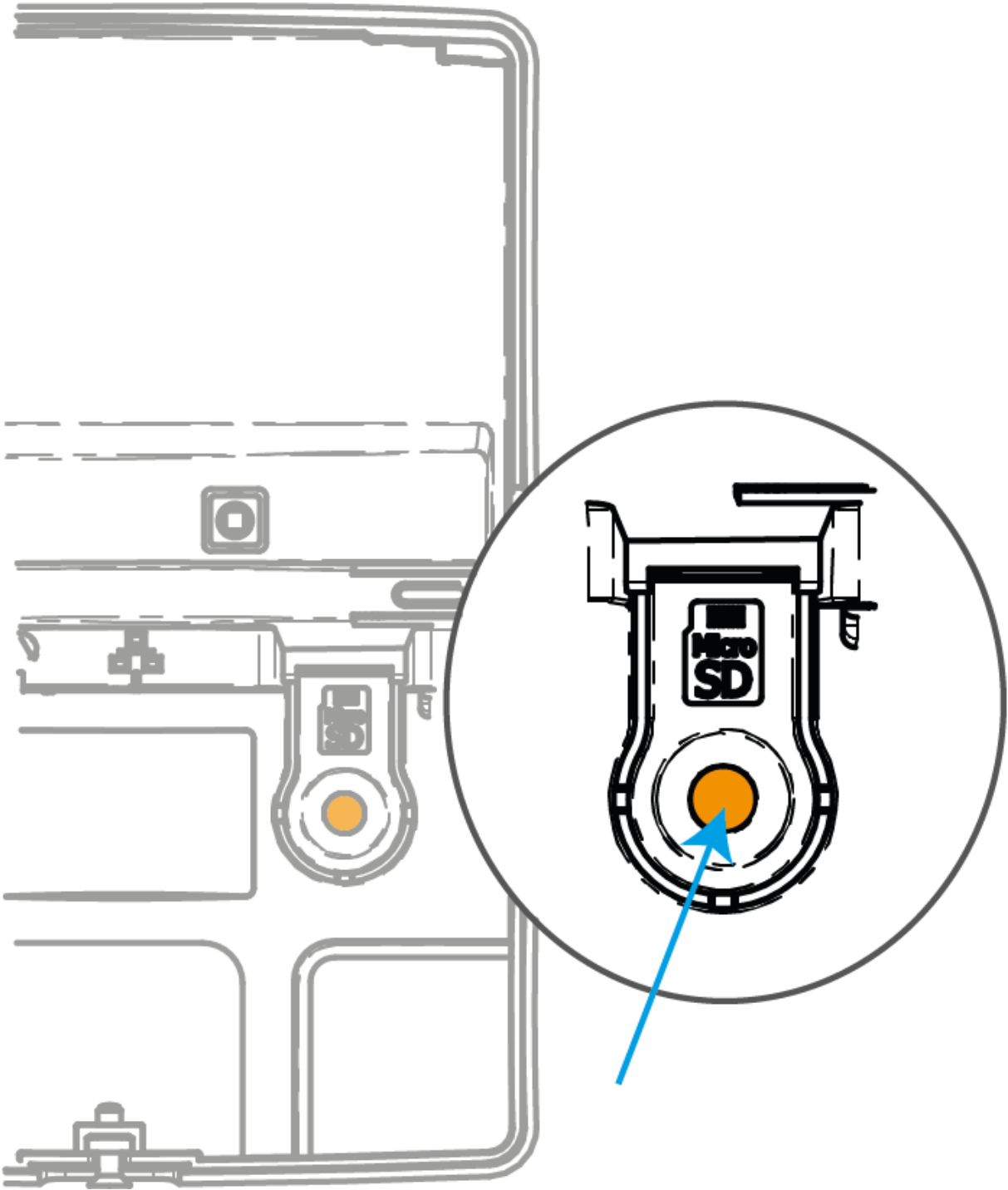
5.0 Installation Steps

Installation of the Texecom Connect App follows the normal process of generating an App Code and entering this into the Connect App. This can still be achieved in the Cloud by selecting App visibility only.

From November 2020 the Texecom Connect App will be upgraded to Version 2. From November 2020 you will need a Texecom Cloud Services Account. You can sign up for this [here at https://cloud.texe.com](https://cloud.texe.com) for free
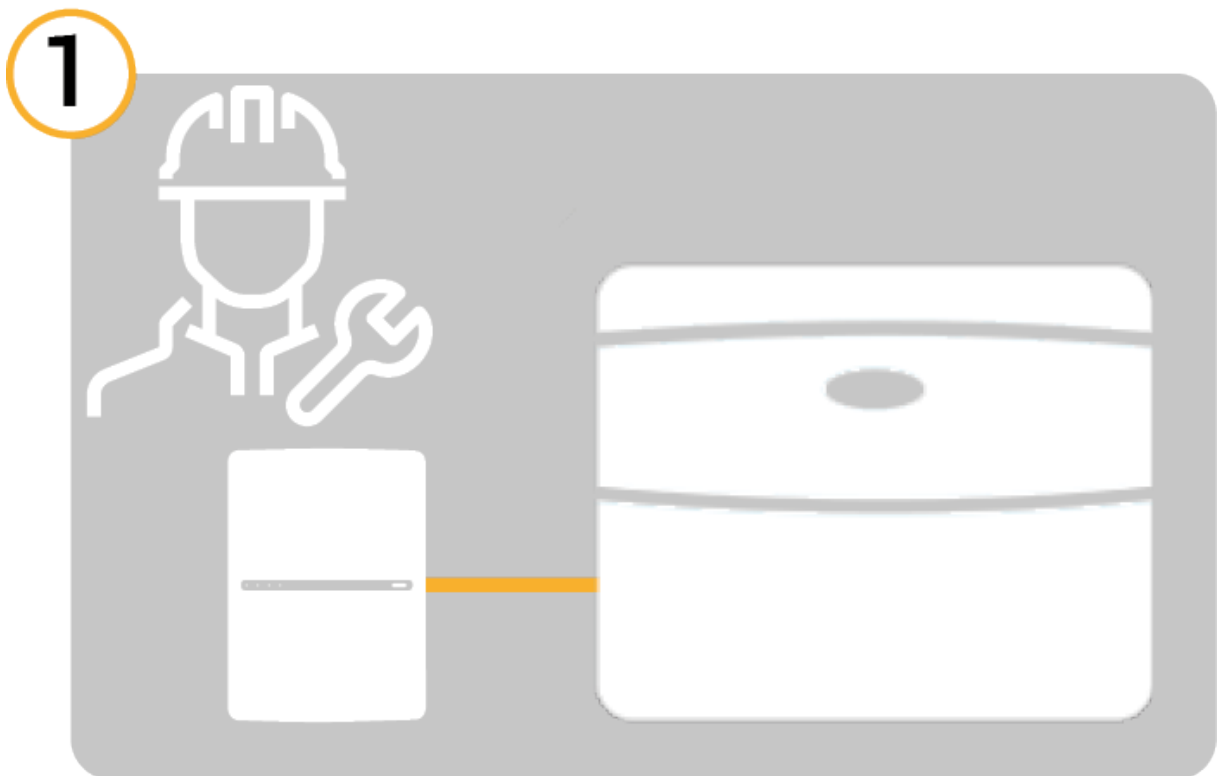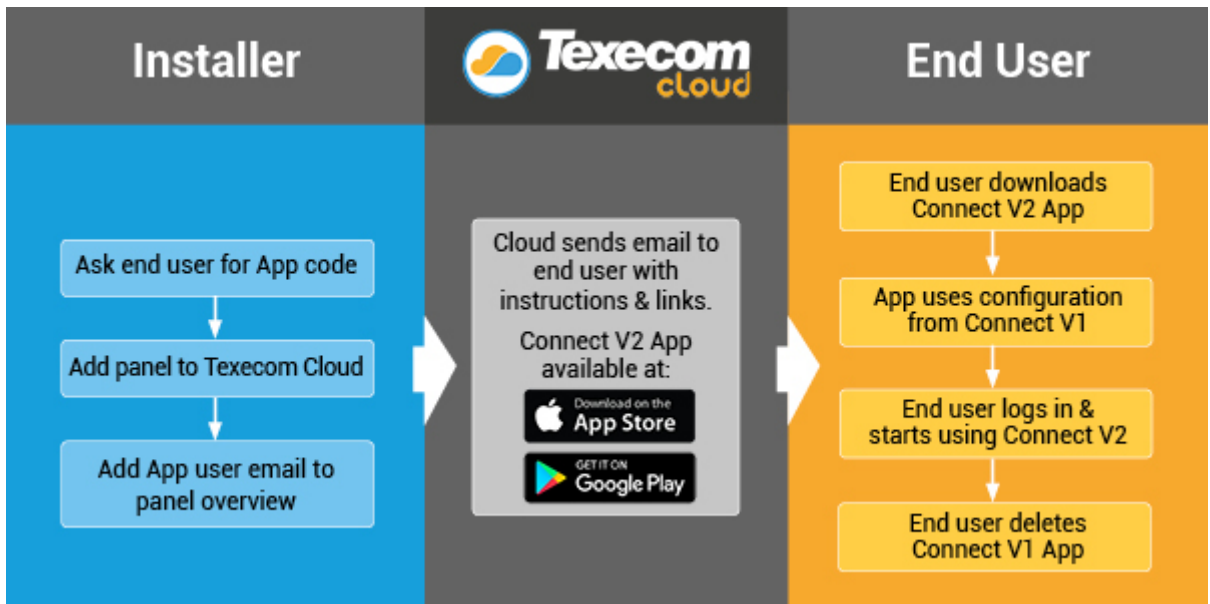
If you already have a Texecom Cloud account, then you can still use and provide the Texecom Connect app for free. You just need to add the Premier Elite system to the Cloud service first. You can do this for free by selecting the Connect V2 App Visbility option.

The following diagram shows the process

Adding a panel
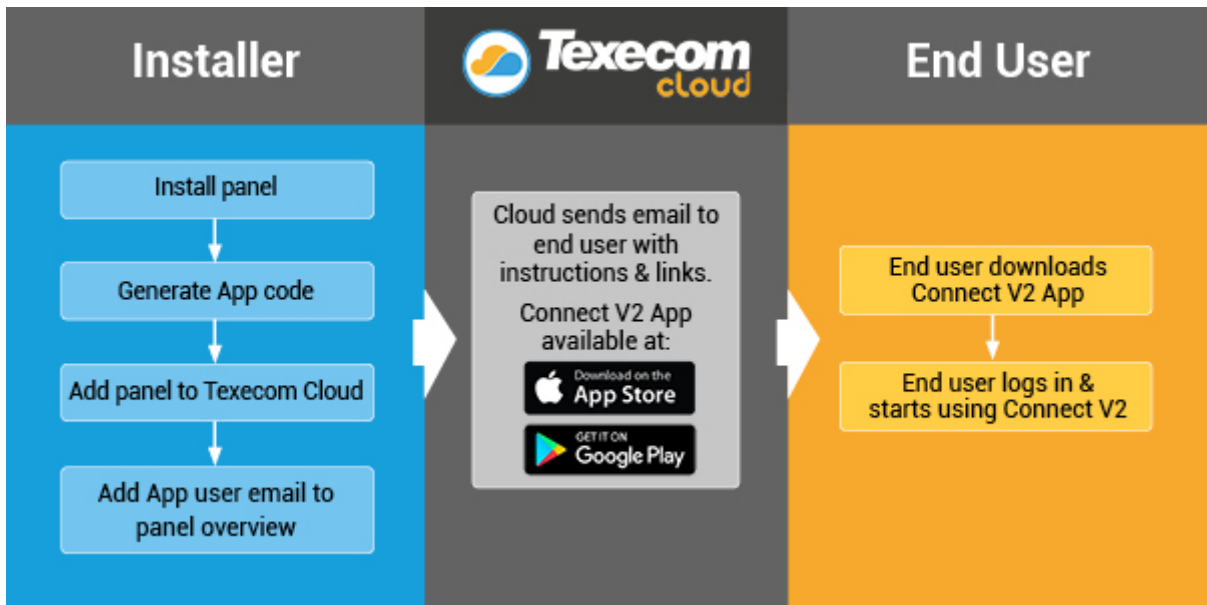
Upgrading a V1 site

Step 2: Generate app code

Step by Step adding a panel.

Add site to Texecom Cloud (mobile or desktop, mobile shown and can be reached at https://cloud.texe.com/mobile/.)
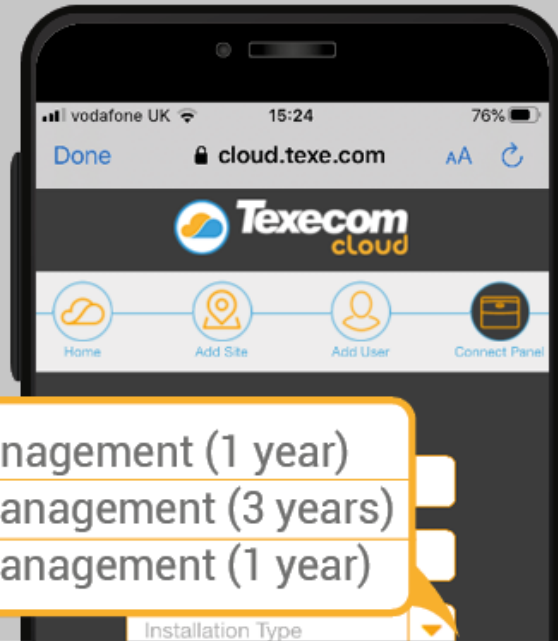
Connect panel to site

Select service plan

Note: app management is free of charge, whereas System & V2 app management are chargeable at the normal texecom cloud per panel rate.

Add user to site and send them email with Connect app V2 sign up instructions
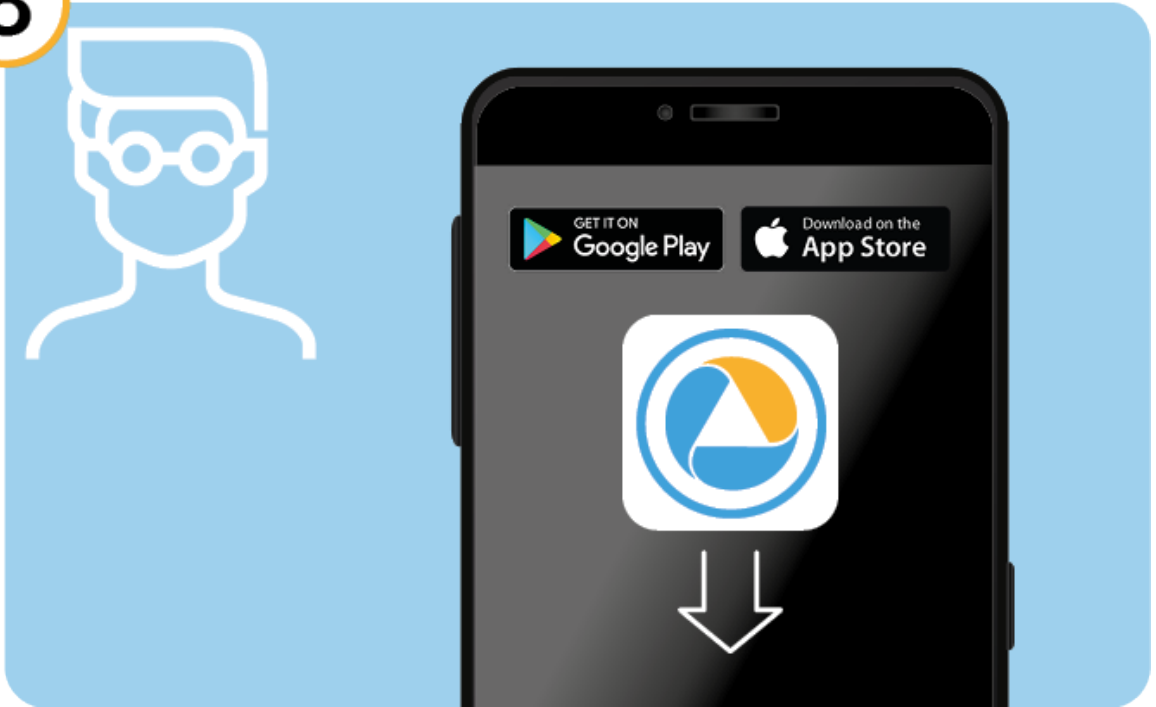
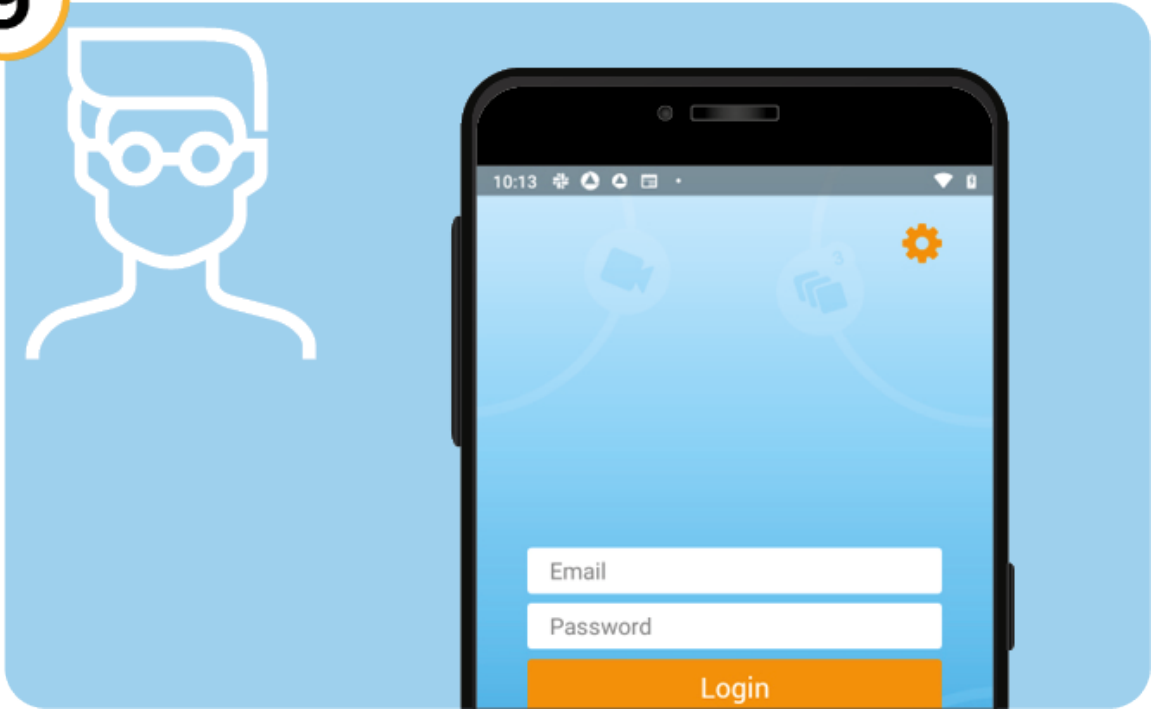End user creates password from link in email and follows on screen instructions
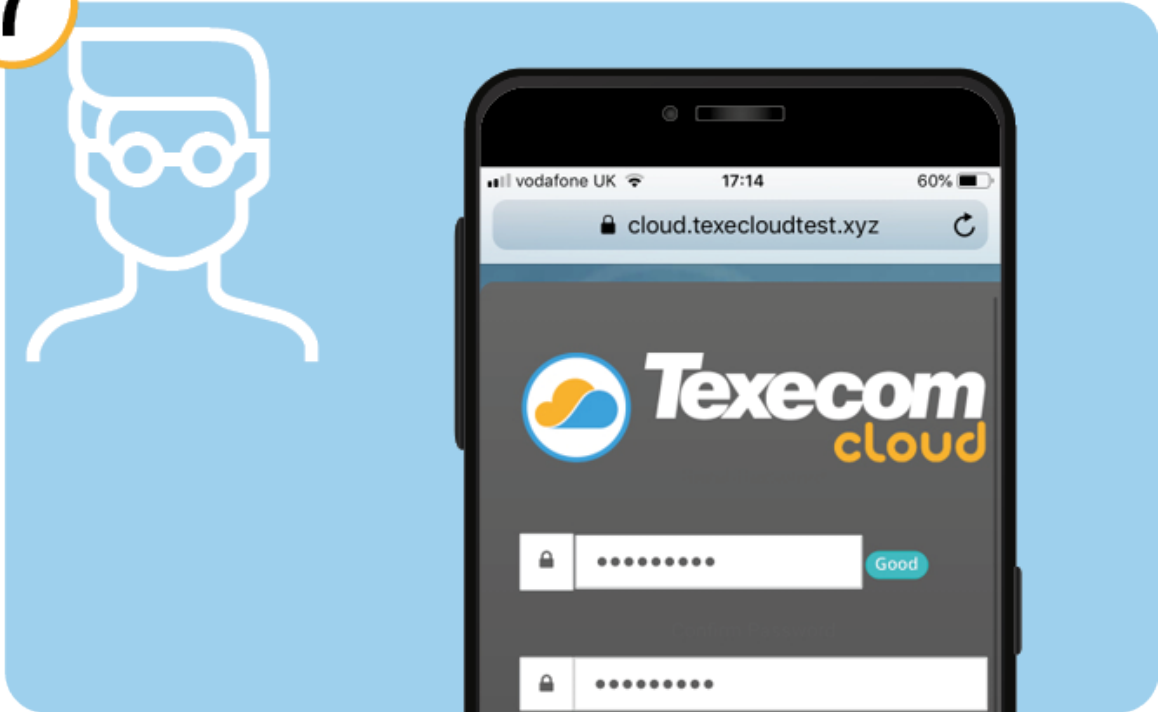
End user downloads Texecom Connect V2 app and follows on screen instructions

End user enters user name/password previously created

End user enters panel user code to log in

6.0 Connecting to the panel

The SmartCom requires two Com ports on the control panel. The 4 wire connector identified as SmartCom in the panel Com Port device list, the two wire connector identified as ComIP in the panel Com Port device list.

Premier Elite ComPort+ can be purchased in packs of 5 part code JAL-0001 and can be used to utilise the digi modem connection to provide Com Port 3 on Premier Elite 24/48/64/88 & 168. The Premier Elite 640 has 3 Com Ports.
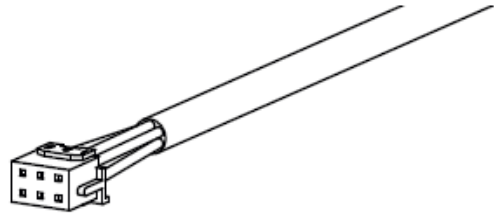
Insert the black connector into the SmartCom.

DO NOT EXTEND THE LENGTH OF THE SUPPLIED CABLE.

DOING SO MAY RENDER THE UNIT INOPERABLE AND MAY INHIBIT OVER THE AIR UPGRADES OF BOTH THE SMARTCOM 4G AND THE PANEL.
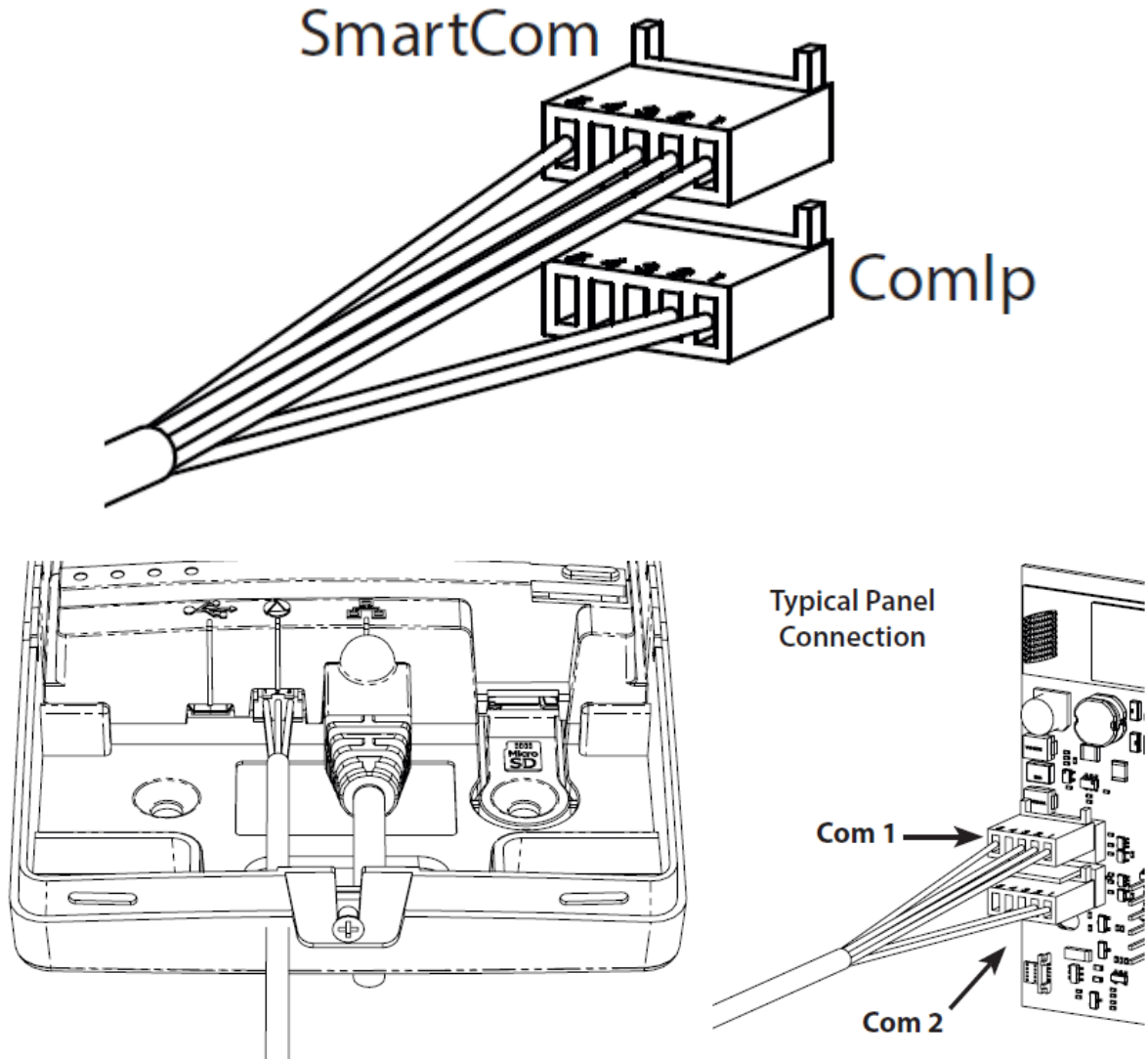
upper right-hand side.

Note: the yellow wire should be on the

Plug the 4 wire connector onto Com Port 1 on the Control Panel. This should be configured as SmartCom.

Plug the 2 wire connector onto Com Port 2 on the Control Panel. This should be configured as Com IP

SmartCom

ComIp

Typical Panel Connection

Com 1

Com 2

6.1 Ethernet Connection

To operate as an Ethernet Communicator, plug a screened Ethernet cable into the SmartCom and the other end into a spare LAN port on the router or switch.

By default, you do not need to know any details from the router for the system to work. An IP address will be assigned by DHCP from the router, and programmed into the panel.

SmartCom Manual Static IP Feature in >v02.01.03

A static IP address can now be manually assigned to the SmartCom.
This is for ETHERNET CONNECTIONS ONLY (doesn't affect WiFi which remains as DHCP).
The IP data is entered into the panel in the same way as for a Com-IP module.

- Enter Engineer mode on the keypad.
- Press ⑦ then (Yes)/✓ (UDL/Digi Options).
- Press ⑦ then (Yes)/✓ for (Setup Modules).
- Press ⑦ then (Yes)/✓ for (Setup IP data). Then select which Com Port the IP details apply too.
- Press (No)/✗ and enter the IP address of the ComIP you noted in the previous steps. Pressing (Yes)/✓ when complete. Pressing the (Omit)/🏠 key twice will enter a dot. For Example 192.168.0.150
- Scroll down once to change the port number. This is required if you wish to setup port forwarding through the router. The port can be left as 10001.
- Scroll down and enter the Gateway address assigned to the ComIP.
- Scroll down once and enter the subnet mask assigned to the ComIP
- Press (Menu)/▤ twice.
- Press ④ then (Yes)/✓ (Comport Setup).
- Scroll to the comport you have the ComIP plugged onto.
- Press (No)/✗ ④ and (Yes)/✓ for ComIP module.

The IP data should be entered for the ComIP com port of the SmartCom **prior** to Com Port Setup (just like for Com-IP modules)
The data is uploaded to the SmartCom when the com port is changed from 'Nothing Fitted' to 'ComIP'. The DNS service that is used when a fixed IP address is the Google DNS defined is 8.8.8.8 or alternative service 8.8.4.4
 It takes up to 45 seconds for the data to be uploaded to the SmartCom.

The SmartCom can be returned to DCHP mode by clearing the IP data from the panel com port and then changing the com port to 'Nothing Fitted' and then back to 'ComIP'. When the blank IP data is uploaded the SmartCom will automatically switch back to DHCP mode.

Another way to revert back to DCHP mode is to use the new SmartCom default procedure.

IP addresses will only show for the ComIP com port. This is normal and correct.

6.2 Wifi Connection

To enable a WiFi connection you will need access to the customers network SSID & password. The SmartCom will only function on networks with DHCP enabled.

The SmartCom operates at 2.4 GHz supporting 802.11b/802.11g & 802.11n wireless technology. 5GHz bands are not supported.

Press and hold the WiFi button for 5 seconds until the WiFi LED starts blinking approximately once per second.

Note: Not permitted for Texecom Monitor
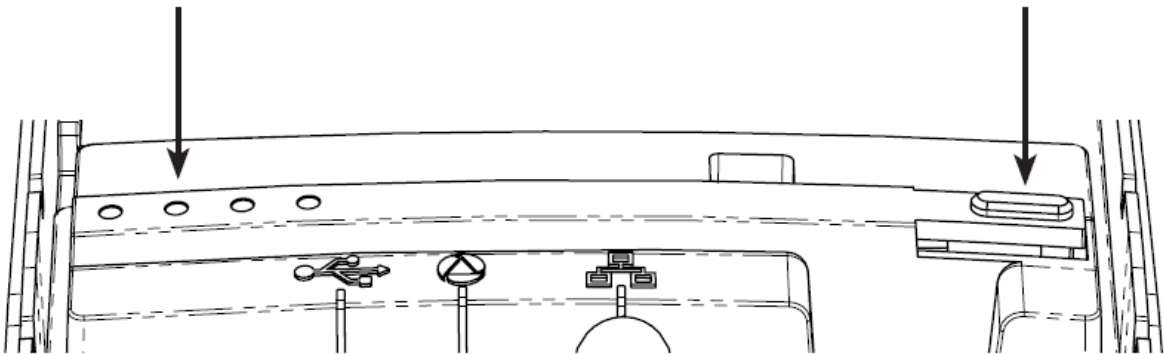
V4.05 and later with a QR code label attached to the modem.

1. Scan the Right QR code to connect to the SmartCom in AP mode. The QR code contains the SmartCom SSID and passphrase, simplifying the connection procedure.
2. Once connected, scan the Left QR code to open the SmartCom webpage
3. Press return or refresh and a list of available Wi-Fi networks will appear.
4. Select the correct network and enter the passphrase

The new webpage shows more detailed information for the SmartCom.

1. Ethernet MAC id
2. Wi-Fi MAC id
3. You can change the AP mode password if required, this will however disable the QR code printed on the unit, and access to AP mode will be a manual process requiring you to enter the SSID and newly created password.
4. Details about the 4G connection are also shown, the rescan and refresh

buttons can be used if you have a poor connection and need to move the antenna. Scrolling on this section of the page will show you details of all other available networks.

5. SmartCom logs may also be downloaded from this page, and may be requested by our team if they are helping you to resolve any connection or performance issues.

The Gateway to Texecom Digital Services
- End user app management — Texecom connect
- Automated remote servicing — Texecom cloud
- Simple connection to leading ARCs — Texecom monitor

SmartCom Information

Smartcom Version:	V04.05.01
Ethernet MAC id:	80:1F:12:7F:7D:C1
Wi-Fi MAC id:	00:0B:6C:4A:0B:75

Available WiFi Networks

Select an SSID from the list

○ BTWi-fi

Enter Password

[   ]

☐ Show Password

[CONNECT]   [RE-SCAN]

AP-Mode Host Password

Enter New Password

[   ]

☐ Show Password

[UPDATE PASSWORD]   [RESET PASSWORD]

Available Radio Networks

Registered Network

Type	Operator	Signal Strength	dbm
4G	O2 - UK		-104

Scan Results

Type	Operator	Signal Strength	dbm
No scan results available.			

[RE-SCAN]   [REFRESH]

Scan will take up to 1-2 minutes, you will need to update the scan results by pressing Refresh

SmartCom logs

[DOWNLOAD LOGS]

The SmartCom needs to run some tests before the log files are available. This will take 1-2 minutes. Once the tests are complete, the log file will be downloaded automatically.
*** PLEASE DO NOT REFRESH THE WEBPAGE DURING THIS PROCESS ***
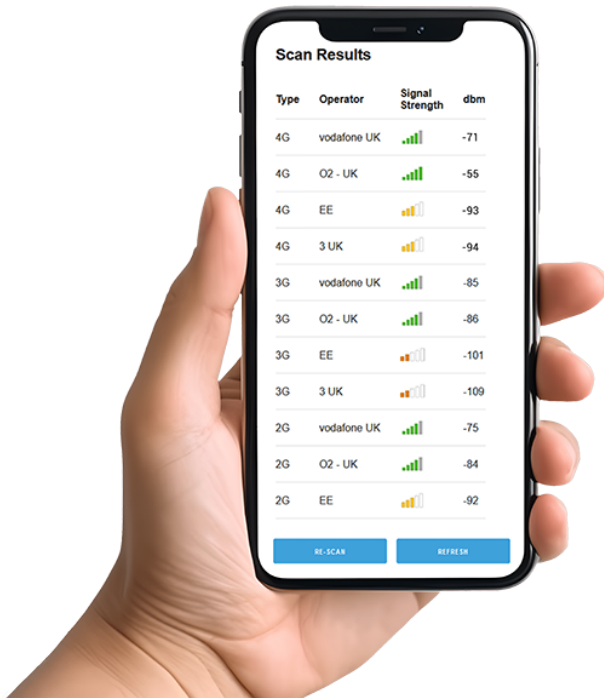
- Follow us on Twitter
- Follow us on YouTube
- Follow us on Facebook
- Visit our website

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SmartCom V4.04 or earlier

Using a laptop or tablet, scan for Wi-Fi networks to connect to. Connect to the network with SSID "SmartCom-XXXXXXXXX"

NOTE: It can take up to 60 secs for the SSID to appear on your device. Please be patient.

Click Connect and enter the passphrase when prompted. The passphrase can be found on the label inside the SmartCom 4G.

Once connected, open a web browser and in the address bar enter 192.168.2.1, then press return or refresh.

A list of available Wi-Fi networks should appear in the browser.

Available WiFi Networks

Select an SSID from the list

○ Home Network

○ BTWifi-X

○ BTHub6-W7FM

○ BTWifi-with-FON

Enter Password

[   ]

☐ Show Password

CONNECT

RE-SCAN

SmartCom host WiFi Password

Enter New Password

[   ]

☐ Show Password

UPDATE PASSWORD

RESET PASSWORD

🐦 Follow us on Twitter

f Follow us on Facebook

▶ Follow us on YouTube

＋ Visit our website

Click the button next to the required connection and enter the WiFi passphrase.

Click "Connect".

The SmartCom will flash the WiFi LED quickly while it connects to the WiFi network.

Once the connection is made, the WiFi LED will remain on permanently.

The SmartCom is now connected to the WiFi and ready for use.

When connected via WiFi the IP address will be displayed by the panel as 0.0.0.0 this is normal and should not be changed.

6.3 Router Setup & Ports

Router Setup & Ports

The SmartCom communicator has been designed to work with minimal setup or help from IT professionals, however on high security or managed networks typically seen in larger commercial properties, it may be necessary to open some outbound ports to ensure the SmartCom operates correctly. Remember the SmartCom does not require any inbound ports to be opened on the network, this ensures the network remains as secure as possible. We recommend following the below steps for correct operation of your SmartCom communicator.

Where you suspect a network may be restricted, we suggest sending the below port list to the IT administrator prior to attending site. Or if it's easier you can ask the IT administrator to perform a wildcard setup opening all outbound traffic to *.texe.com and *.pool.ntp.org.

The Texecom Cloud service uses two connections from the SmartCom to the Cloud.

Connection 1: - Outgoing connection over https to the cloud server. This is used for all event posts and notifications from the system to the Texecom Cloud or Texecom Connect app.

Connection 2: - Outgoing connection to MQTT broker service that enables the

Texecom Connect app or the cloud service to connect and query the Premier Elite system without opening a port to the device. This is also protected using a secure TLS1.2 service.

The cloud uses connections to an NTP server to enable synchronisation and to the Google DNS service.

SmartCom Port List

Port	Protocol	Direction	Destination Host Address	Destination IP Address	Notes
443	TCP	Outbound	https://cloud.texe.com	IP addresses are dynamic	Main web server
8883 Changing to 443 See note*	TCP	Outbound	broker.texe.com broker2.texe.com broker3.texe.com broker4.texe.com broker5.texe.com broker6.texe.com broker7.texe.com broker8.texe.com broker8.texe.com broker9.texe.com broker10.texe.com	IP addresses are dynamic	MQTT broker services which are used as a poll response communication to enable remote access to the SmartCom and Panel from Texecom Cloud and Texecom Connect
123	UDP	Outbound	server 0.pool.ntp.org server 1.pool.ntp.org server 2.pool.ntp.org server3.pool.ntp.org	IP addresses are dynamic	

Port	Protocol	Direction	Destination Host Address	Destination IP Address	Notes
53	TCP/UDP	Outbound		8.8.8.8 and 8.8.4.4	When a fixed IP is used on SmartCom, we default to using the Google DNS server. (If DHCP then we use the DNS provided by the DHCP server)
NOTE: From 1st August 2022 all new site registrations will occur on broker10.texe.com operating on Port 443 From the 20th September 2022 broker communication will be transitioned to Port 443. However any devices that are currently on Port 8883 and for some reason don't connect on Port 443, will revert to Port 8883 and continue to operate.					

6.4 SmartCom Default Procedure

New SmartCom Default Feature in v02.01.03

SmartCom Default procedure:

1. Remove SmartCom lid to place in tamper condition.
2. Press the WiFi button 5 times (within 3 seconds) to initiate default.
3. All four LED's flash for approx 10 seconds.
4. SmartCom reboots.

Effects of SmartCom default:

- SmartCom IP address data is removed and returned to DHCP mode.
- WiFi network credentials are removed.
- Panel cloud account details (GUID, etc) are removed. Will not connect to cloud until a 'Connect Call' is performed.

- SmartCom AP Passphrase is returned to default (as printed on SmartCom label).

NOTE: The SmartCom can only be defaulted with the front cover removed.

7.0 Programming The Panel

The next step is to program the panel to communicate with the SmartCom by setting the com port configuration and the Alarm reporting.

It should be noted that to function correctly with the Texecom Connect app the following applies:

- All Zones MUST have text. Without text the app will not know the zone exists.
- All Areas MUST have text. Without text the app will not know the Areas exist.
- Users of the system MUST have: (Without this the app will not recognise the user.)
    - Panel User Name
    - Panel User code
    - Connect V2 App also requires cloud account user name and password.
- It is advisable to only assign Areas that are appropriate to the user to avoid display of additional areas.

- A UDL password MUST be programmed
- Flash upgraded panels must have a Unique ID. See Appendix B for details.

Any Texecom Connect devices being used should only be added when all other programming and configuration has taken place.

Connect devices MUST be added or removed using the Texecom Connect app, and should only be added when all Ricochet Enabled security or life safety devices are in place.

7.1 Com Port Setup & UDL Password

Enter the engineers code ①②③④

Yes to Select:-
Zone Setup

Press ⑦ on the keypad

YES to Select:-
UDL/Digi Options

Press ✓/Yes

UDL/Digi Options
Reset Digi

Press ⑧ or ⬍ to

UDL/Digi Options
Com Port Setup

Press ✓/Yes

Onboard Digicom
Nothing Fitted

Press ✓/Yes

Com Port 1
Nothing Fitted

Press ✗/No

```
Com Port 1
Nothing Fitted <
```

Use the ⬍ key to select the SmartCom Module

```
Com Port 1
SmartCom       >
```

Press ✓/Yes

```
Com Port 1
SmartCom
```

Press ✓/Yes

```
Com Port 2
Nothing Fitted
```

Press ✗/No

```
Com Port 2
Nothing Fitted <
```

Use the ⬍ key to select the ComIP Module

```
Com Port 2
ComIP Module   <
```

Press ✓/Yes

```
Com Port 2
ComIP Module
```

Press 🗏/(Menu) 2 times

```
YES to Select:-
UDL/Digi Options
```

- A UDL password must be programmed into the panel in order to connect with the app. Continuing from above please follow these steps.

Press ✓/(Yes)

```
UDL/Digi Options
Reset Digi
```

Press (5) or (⬍) to

```
UDL/Digi Options
UDL Options
```

Press ✓/(Yes)

```
Call Back No. 1:
```

Press (4) or (⬍) to

```
UDL Password is:
```

Press (X) / (No)

```
^Edit Text  >123
```

Enter a UDL password and press (✓) / (Yes)

NOTE - if you have already changed the Engineer code this will already be UDL password.
You may choose a different UDL password.

```
UDL Password is:
XXXXXXXX
```

7.2 Configure Panel for Texecom Connect
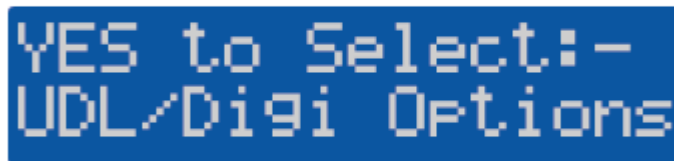
1. Enter the engineers code (1)(2)(3)(4)

```
Yes to Select:-
Zone Setup
```
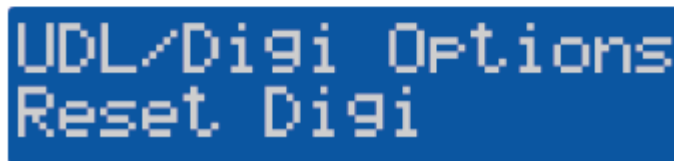
2.

Press (7)

```
YES to Select:-
UDL/Digi Options
```

Press (✓) / (Yes)

```
UDL/Digi Options
Reset Digi
```

```
UDL/Digi Options
Program Digi
```

Press ✓/Yes then ⬍ to the ARC you wish to use.
For this example we will use ARC 1, but you can use any that are not already in use.

```
ARC 1 Protocol:
  Disabled
```

Press ✗/No

```
ARC 1 Protocol:
> Disabled
```

Press ⑦ or use the ⬍ to select the Texecom Connect Protocol.

```
ARC 1 Protocol:
>Texecom Connect
```

Press ✓/Yes

```
ARC 1 Protocol:
  Texecom Connect
```

Press 🗒/Menu 3 times then ✓/Yes

NOTE: The panel will now make several changes to its programming, populating all of the correct information to allow Texecom Connect to function properly.

The following items are automatically programmed. The IP address and port number for the primary and secondary Telephone numbers may differ from what is

shown. This is normal as different ports are used for enhanced functionality such as time correction of the clock based on the country of installation.

- ARC Pri No.
- ARC Sec No.
- Dialing Attempts
- Report Areas
- Reports
- Config 1 (Protocol Options)
- Config 2 (Protocol Options 2)
- IP Polling Time
- Onboard Digi Com is set to Nothing Fitted
- Enable Communicator and Dial all Numbers enable

7.3 Generating an App Code

Enter ①②③④

```
Yes to Select:-
Zone Setup
```

Press ⑦

```
YES to Select:-
UDL/Digi Options
```

Press ✓/Yes

```
UDL/Digi Options
Reset Digi
```

Press ④

Enable Texecom
Connect App?

*This option will only appear when an ARC has the Texecom Connect Protocol enabled. If you don't see this screen please follow the previous steps and select Texecom Connect as the protocol for your chosen ARC.

Press ✓/Yes

The panel will now establish communication with the Connect Server. A successful call will result in an app code being generated and displayed on the keypad.

Texecom Connect
App Code: XXXXXX

Press 🗎/Menu 3 times then ✓/Yes

> ***NOTE:** The app code generated will only last for 60 minutes. If you do not use the code in this time-frame simply generate another one.
>
> The Master User of the system can also generate an app code from the User menu on the keypad, OR in the Manage Users section of the app.
>
> If you are likely to connect via Wintex remotely you will need an app code for a "First Time Setup" of the connection. The code may be provided to you by any of the methods detailed, and has the same lifespan.

8.0 Connecting to the Texecom Cloud

Panels, Users and Sites can all be added/created on the cloud. Functions are available on any connected device with an internet connection and browser. If you have a cloud account already, simply login to either site below, or follow the link to create an account and follow the onscreen instructions.

[Signup & create an account](#)
[Login to desktop site](#)
[Login to mobile friendly site](#)

Desktop method

To Add a Panel Site & User follow this simple process:

1. Click on the Panels Button

Panels

2. Click on Add A Panel

3. Ensure the drop down box is on App Code
4. [Generate an App code](#)
5. Enter the app code
6. Enter the Engineers code
7. Choose the installation type from the dropdown box.

The Cloud will identify the SmartCom, carrier and connection type. This screen will not show if the SmartCom is NOT a 4G model.

Choose the **Path Selection**, **Services** and **Duration**. The monthly service plan cost will be shown.

Fill in all of the required details for the account.

Mobile method

There is a quick set of mobile friendly screens that you can be used on the cloud. These are accessible via the link

https://cloud.texe.com/mobile

To add a Site , Panel and User follow these simple steps:

1. If the site has already been created, move to point 2, Click on Add Site
   - Enter the Site Name & Account Number if known.
   - Press save
2. Click on Connect Panel
3. Generate an App code
4. Enter the app code
5. Enter the Engineers code
6. Choose the installation type from the dropdown box
7. Choose a Site (If already Created, if not see point 1)

🔒 cloud.texe.com   ↻

Texecom cloud

☁ Home	◉ Add Site	👤 Add User	▣ Connect Panel

App Code

Engineer Code

Installation Type ▼

Site Name ▼

Next

‹   ›   ↑   📖   ❐

Next

Texecom cloud

| Home | Add Site | Add User | Connect Panel |

207329

1234

Large retail ▼

Hugh's test ▼

Next

The Cloud will recognise the device is a SmartCom 4G and prompt you to select the services required. Signalling options and durations can only be set in the Desktop application by an Administrator.

Texecom
cloud

☁ Home   ⊙ Add Site   👤 Add User   🗄 Connect Panel

207329

1234

Large retail   ▼

Hugh's test   ▼

Connect V2 App Management (1 year)
System & V2 App Management (3 years)
System & V2 App Management (1 year)

Connect to Site

Next

🔒 cloud.texe.com   ↻

Texecom cloud

| Home | Add Site | Add User | Connect Panel |

Search for...   **Search**

Hugh's test   ▼

Account No: **Date: 2020-04-28**
123456789

Comms Status: **Panel Status:**

▶

< >   ⬆   📖   ⧉

The Cloud service will verify the selections and connect to the site. The comms status for the available paths will be displayed.

Clicking into the panel account with the small orange triangle shows more details and allows you to delete the account or add a panel user.

🔒 cloud.texe.com ↻

Texecom cloud

Home   Add Site   Add User   Connect Panel

Site Name: Hugh's test ◀

Account No: 123456789

Date: 2020-04-28

Comms Status:
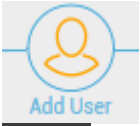
Panel Status:

Panel Details ▼

User Details ▼

< > ⬆ 📖 ❐

Add a User

Users can be added at any time. All you need is a valid email address, their first and last name, and a **Site**. Once added you can choose to simply save the detail in the Cloud, or send to the User. You should always send to the User, this will send them an email allowing them to create a secure password. These credentials are required along with a panel user code to use the Connect app.
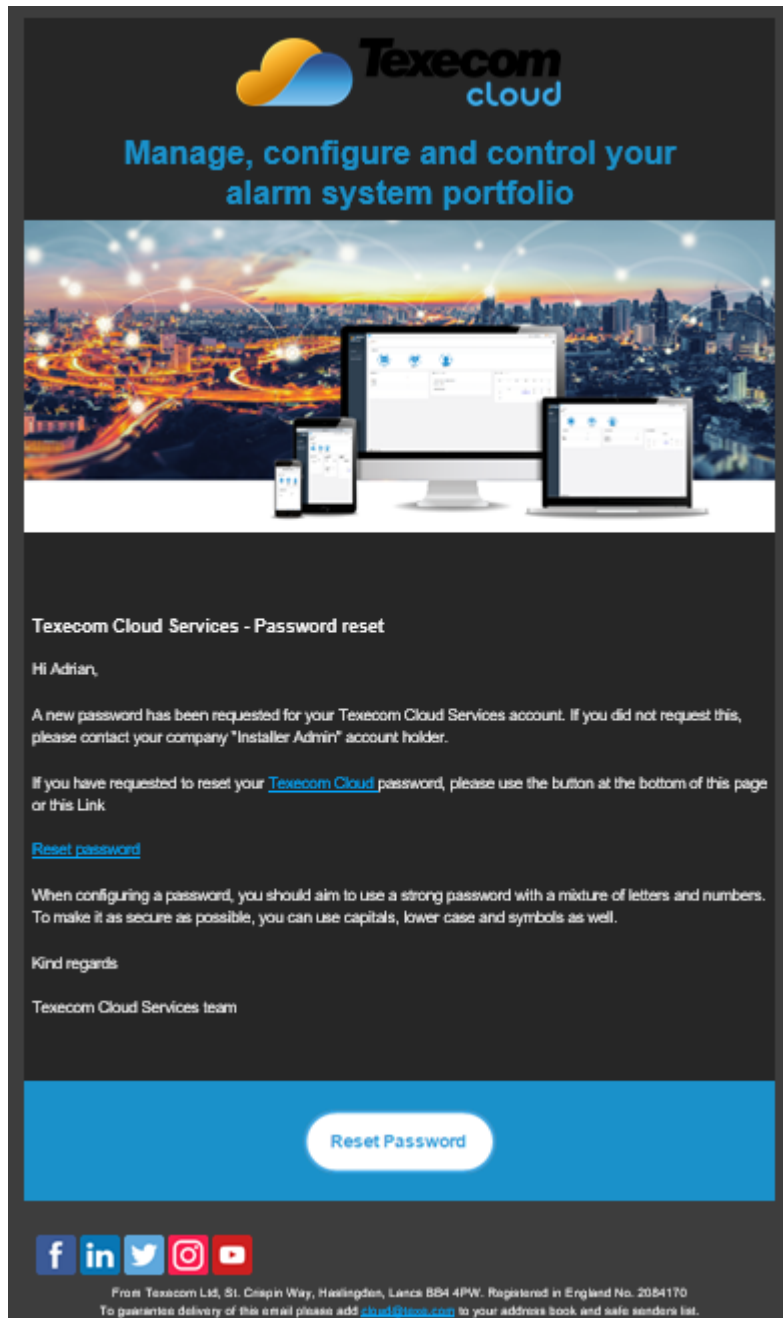
Press Save or Send. The user will receive an email to enable them to set their password:

9.0 Enabling the Connect App

The Texecom Connect V2 App is our next generation of user interface, which allows the user all of the functionality previously available, but paves the way for future developments of our Cloud and app services.

The Texecom Connect App requires the Panel to be connected to the Texecom Cloud, as outlined in the previous section. You have the option to choose to have the Connect App only or to be able to access, manage and configure the panel remotely when you sign up.

Once the panel is attached to the cloud, you can add your clients Email address as their user name for the Connect App. When you add the user name, an email is sent to the client with a link to the App stores and a password reset link to enable them to configure their own secure password.

- The client should first install the app from the IOS App store or the Google Play store.
- The client should use the 'reset password' button to then configure their own password

Setting up the App

- The Client should then open the App, Enter their user name and Password when prompted
- Enter their panel user code (which they would use if they were arming / disarming the panel via the keypard.
- They should follow the onscreen instructions to setup the app

Synchronise the App with the Cloud

- Group the sensors in to 'Rooms' in the property
- Familiarise themselves with the functionality by using the in App Help functions

10.0 Connect Devices

All Connect devices should be added to the system using the app AFTER all other *Ricochet* Enabled devices have been installed.

Instructions on adding and removing Connect devices can be found within the app in the Help & Guidance Section. Please follow these instructions.

Some points to note regarding the operation of **Ricochet** Enabled Connect devices:-

- Connect Devices must be added **AFTER** Security & Life Safety Devices
- Connect Devices **MUST** be added using the app
- Connect devices may not function if no other *Ricochet* devices are installed. Connect devices should not be installed in isolation and should form part of a mesh newtrok including fixed safety or security devices that can provide a route back to the opanel or receiver.
- Texecom Connect SmartPlug range and signal may be affected by metal sockets
- Texecom Connect SmartPlug range and signal may be affected if blocked by furniture
- Texecom Connect SmartPlug may exhibit a 1 - 2 second delay if hopping through other devices.

6.4 Substitution and Information Security

STATEMENT REGARDING SUBSTITUTION AND INFORMATION SECURITY IN RELATION TO EN 50136-2 clauses 6.3 & 6.4
In order to achieve the related requirements of EN 50136-1 clause 6.8.2 for substitution security, the following method is used on the provided system:

- Requires a UDL password and a App Code Request to set up the SmartCom and to register the site with TCS / link to existing site on TCS.
- Prevents one SmartCom being substituted with another by checking the GUID is as expected and rejecting any communications from a SmartCom without a matching GUID

- The authenticated password for the cloud(SPT) is 16 characters along with a user id that is a 32 character v4 GUID

In order to achieve the related requirements of EN 50136-1 clause 6.8.3 for information security, the following method is used on the provided system:

- Encryption Method
    - TLS 1.2 / RCS / AES
        - Dependent on Path; AES on incoming 4G and TLS on all other Paths
    - 128-bit encryption for all paths
    - Encrypted at Smartcom, Encrypted from Cloud to ARC using protocol
    - All data communication between Smartcom and TCS are encrypted
    - Encryption keys are machine generated and randomised
        - These are handled by SSL certificates and are changed every 12 months
    - The above prevents unauthorised reading of the transmitted information
    - In order to detect unauthorised modification of the information transmitted:
        - A signed message is used which employs both a public and private key

11.0 Compliance Information

The SmartCom device is classified as a store and forward device according to the EN50136 suite of standards in monitor managed mode. Any other mode of operation in managed mode is not covered by the certification.

Refer to the specification section for detailed information about SP compatability level

Alarm Transmission Path (ATP) Failures for this Single Path device are detected at the panel and at the ARC. To ensure a compliant setup the ARC software should be configured to look for poll messages from the SPT (Product tested for compliance using Montex and Texbase). Poll messages are regularly sent between the panel and the ARC (this is configurable in the panel and the ARC, but the ARC setting will overrider the panel configuration). Should a poll message be missed this will signify that the ATP has failed at the ARC. The AS will monitor poll message ACK's sent to the ARC, should ACK's not be returned this will signal an ATP fail at the panel.

Monitoring of the transmission network is done through analysis at the ARC. This uses the same principal as previously described for ATP failures with time between polls and ACk's being used for timing analysis.

The Smartcom product does not support multiple units being connected to the same alarm panel. Due to this we do not claim compliance to EN50136-1, Redundancy / Duplication (6.7.2).

Compliance against EN5136-1 ATS Unavaliability (6.7.3) is outside of the scope of this product and should be calcualted at the ARC.

11.1 Availability monitoring

Texecom monitors the availability of the monitor mode system by using analytical tools to determine its Compliance to EN50136-1 Table 3 for the appropriate category.

We monitor each alarm system (panel/SmartCom) via its polling method and

reporting times as defined by the category of the panels connection, if we do detect a missed poll we alert the user and ARC to this and also record an event in the cloud's system/database. We also record the length of time of any downtime period in the database.

Furthermore, we operate using a redundancy-based model. A second path is maintained as a redundant path. Both the primary and secondary paths are monitored using polls. Failed polls of the primary path will trigger us to switch to the secondary path. When we switch to the secondary, we will update the secondary path polls to match those of the primary. Polling will continue on the primary path to monitor if it recovers and allows us to switch back to it. As well as polling to monitor the Paths we also monitor the network interface and will switch to secondary if we notice the network interface going out of service. If both paths are out of service (either do to a poll failure and/or network interface failure) then and ATS fault will occur.

When any event sent from the panel arrives in the cloud the cloud starts tracking its timing and is stored in the database. Any events that are outside the allowed timings are flagged by the system.

This is determined by using calculation of live systems using an SQL database. If the availability of an alarm transmission path is <95% in any 7 day period this will be clearly indicated within the records and create an alert to the Monitor Mode team at Texecom.

Example of Data Analysis

Texecom also monitor the availability of the monitor mode system by using analytical tools to determine its Compliance to EN50136-1 Table 2 for the appropriate grading. 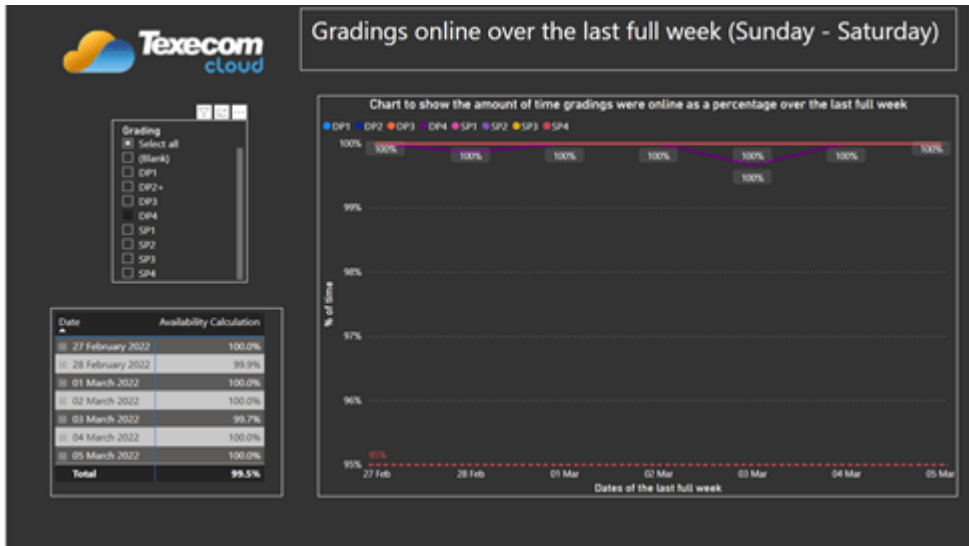This is determined by using a calculation of live systems every 31 days with a maximum of 1000 events. The transmission time from the SmartCom to the Monitor Cloud is measured on each event and recorded within a database. The average transmission time and 95th percentile is calculated in seconds. The grading criteria from the standard is applied within the dataset to ensure ongoing Compliance with the standard and it's required timings.

We are monitoring the cloud via an external system which monitors the system in multiple different ways every minute. The results of this are recorded in a database and any errors are alerted to the on call team member.

We are using the clouds data recorded from the panel events to the system along with the external monitoring system to calculate the availability of the system as a whole.

All data is available on request in the form of a PDF report to be inspected.

12.0 Specifications

ATS Categories Table

CIE V6.01> firmware & SPT CELA1000 Monitor Mode	ATS category				
	Single Path				
Premier Elite 640 Premier Elite 168 Premier Elite 88 Premier Elite 64-W Premier Elite 48 Premier Elite 24	SP1	SP2	SP3	SP4	SP5

Specifications	
Alarm System	Grade 2 Environmental Class II EN50131-1, EN50131-10:2014, EN50136-1:2012, EN50136-2:2013, PD6669:2017, PD6662:2017
Alarm Transmission System Categories	Premier Elite 640 SP3 Premier Elite 168 SP3 Premier Elite 88 SP3 Premier Elite 64-W SP2 Premier Elite 48 SP2 Premier Elite 24 SP2
Panel Log size	Premier Elite 640 1000 Premier Elite 168 1000 Premier Elite 88 1000 Premier Elite 64-W 500 Premier Elite 48 500 Premier Elite 24 500
Product Type	Ethernet and WiFi - CELA0000 Ethernet only - CELA1000
Ethernet	10/100 Base-T, 100 Base-TX
WiFi Module	2.4GHz IEE802.11 (b/g/n)

WiFi Max RF Power	15 dbm - Internal Antenna	
Operating Voltage	8 - 15 Vdc	
Typical Current	Average	Peak
	90mA	140mA
Supported Protocols	Contact ID & SIA II/III	
Interconnection Type	Interconnection between device and CIE is proprietary and can only be used with a Texecom CIE	
Relative Humidity	0 - 95% non-condensing	
Certified by	BRE	

-25°C to +60°C

165g approx.

0°C to +40°C
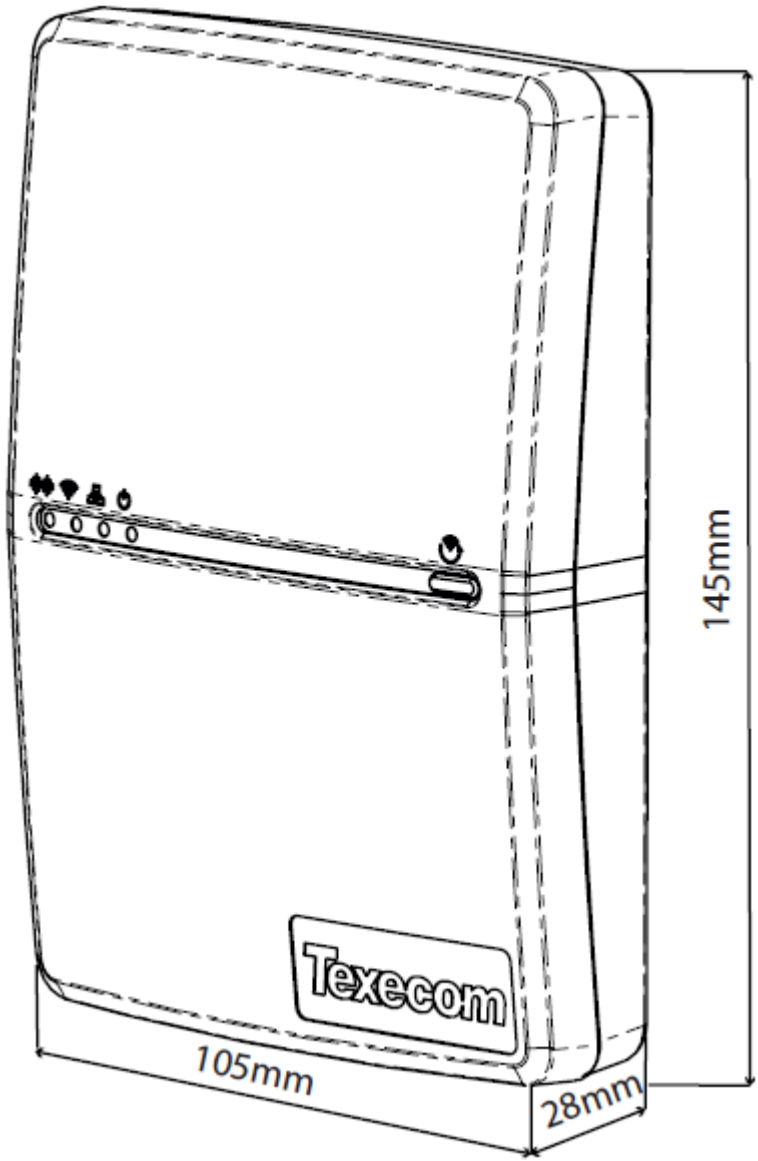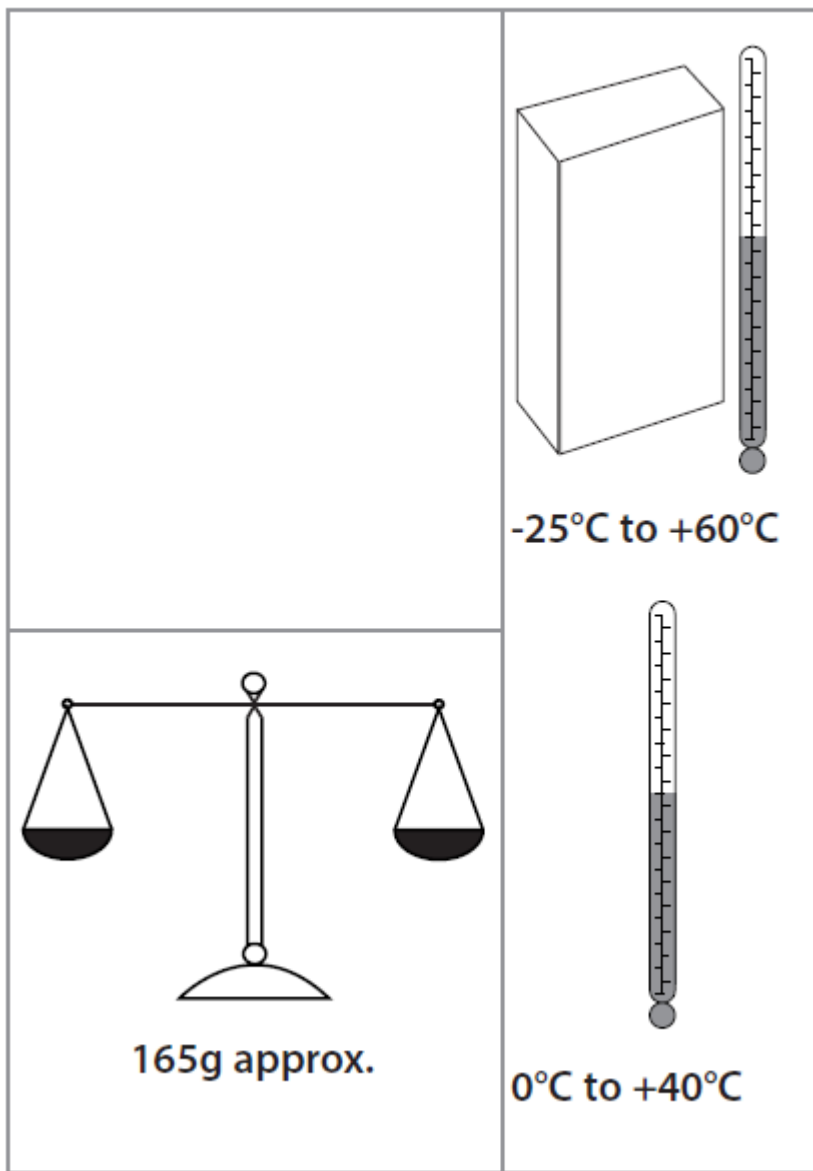
Temperature Type	Minimum	Maximum
Operating Temperature	0°C	+40°C
Storage Temperature	-25°C	+60°C
*Note: No condensation or icing		

Supplier: Texecom Ltd, Haslingden, Lancashire, BB4 4PW, UK.

WEEE Directive: 2012/19/EU: Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info.

Warranty: 2 year replacement warranty. As the Premier Elite SmartCom is not a complete alarm system, but only a part thereof, Texecom cannot accept responsibility or liability for any damages whatsoever based on a claim that the Premier Elite SmartCom failed to function correctly. Due to our policy of continuous improvement Texecom reserves the right to change specification without prior notice.

BS9263:2016 preventative maintenance visits

Grade 1	One site visit per year, or a site visit every two years and one remote system check in intermediate years.
Grade 2 (non-Arc Connected)	One site visit per year
Grade 2 (ARC Connected)	Two site visits a year, or one site visit plus one remote system check per year.
Grade 3	Two site visits a year, or one site visit plus one remote system check per year.

Hereby, Texecom declares that the radio equipment Type:CELA0000, CELA0050, CELA1000 (Premier Elite SmartCom), is in compliance with Directive 2014/53/EU. The full EU declaration of conformity is available [here](#).

bsia
british security industry association

CE

MADE IN ENGLAND
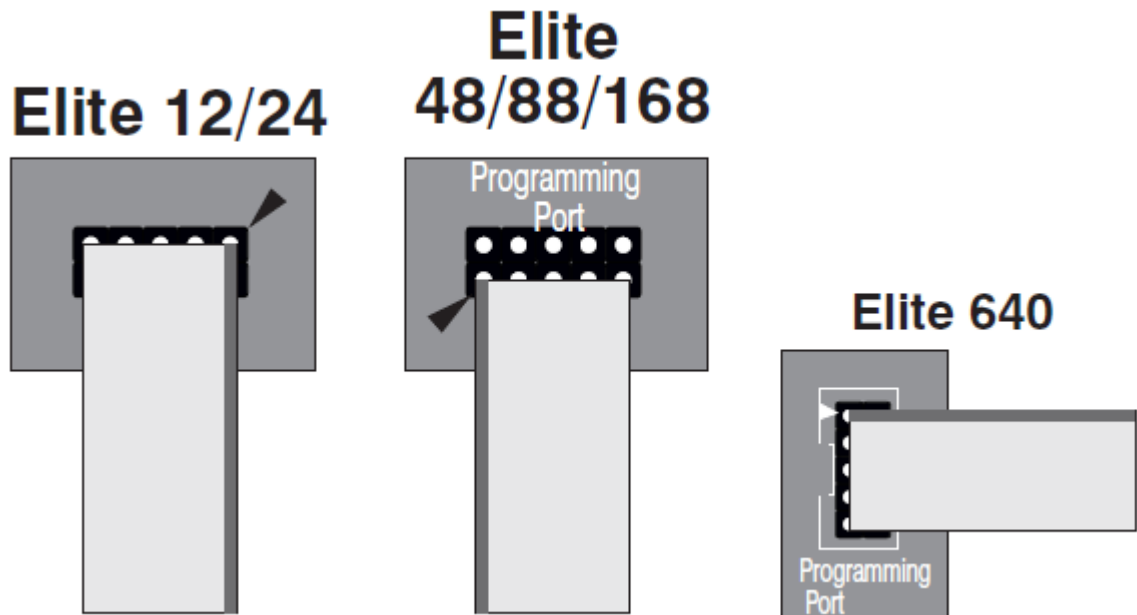© 2017 Texecom Ltd
www.texe.com

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13.0 Appendix A

Flash Upgrading an Elite Panel

Connect to the control panel with Wintex using the ComUSB and save the profile.

- Remove power from the control panel and connect the Flash interface to the control panel and PC as shown:

Connect 10-way header to Programming Port.Pin 1 (Red) to arrows on Control panel PCB as shown below*Flash*

Connect 10-way header to Programming Port.
Pin 1 (Red) to arrows on Control panel PCB as shown below

USB-Com

Flash Interface PCB

Run Prog Reset

Connect to PC USB Port (*USB-Com*)

Ensure the switch is set to
Program Mode (Prog)
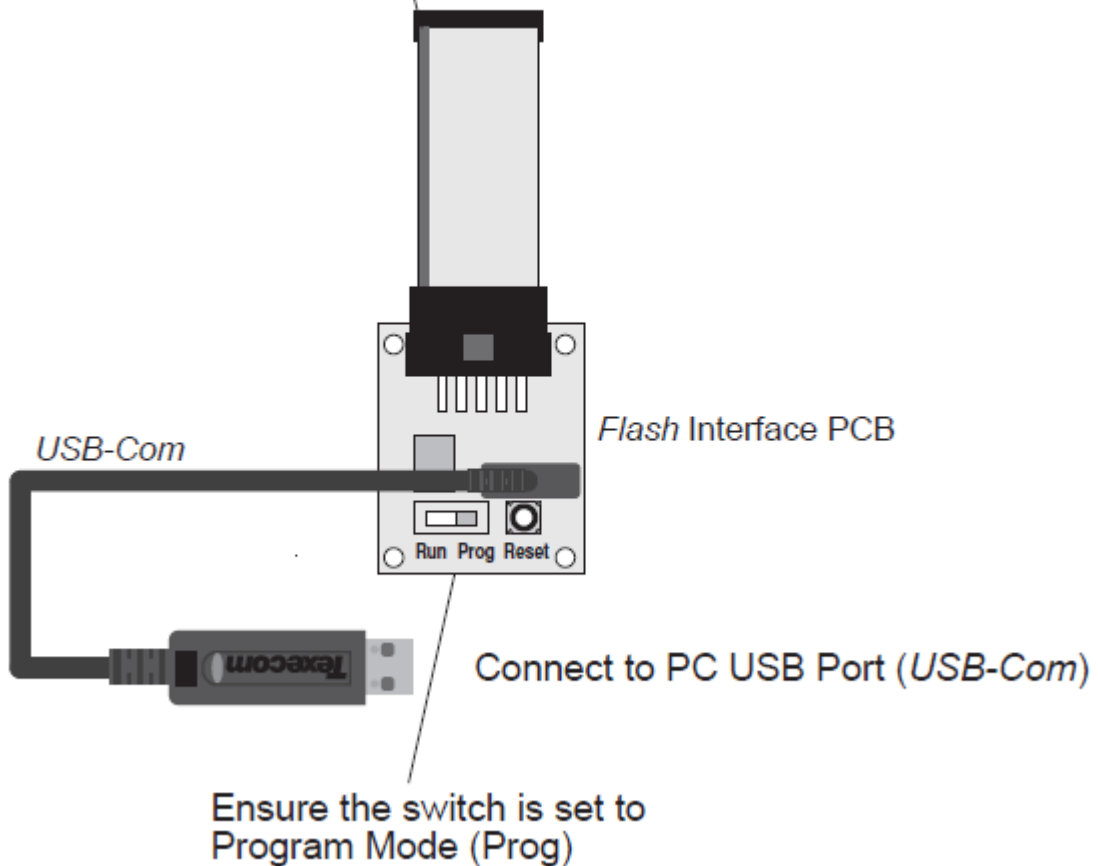
- Re-apply power to the control panel and press the RESET button on the Flash In
- terface board.• Ensure that the Flash Interface is connected to the control panel and PC as shown previously.

NOTE: If you have anything connected to the control panel COM Ports , you MUST UNPLUG them.

- Run the Premier Elite Flasher software on the PC, the following screen will appear:

Premier Elite Flasher

Please select firmware: ● Window Snip

- p12_V4_00_24_LS1.mot
- p12_V4_00_24_LS2.mot
- p12_V4_00_24_LS3.mot
- p12_V4_00_24_LS4.mot
- p12_V4_00_24_LS5.mot
- p12_V4_00_24_LS6.mot
- p168_V4_00_24_LS1.mot
- p168_V4_00_24_LS2.mot
- p168_V4_00_24_LS3.mot
- p168_V4_00_24_LS4.mot
- p168_V4_00_24_LS5.mot
- p168_V4_00_24_LS6.mot
- p24_V4_00_24_LS1.mot
- p24_V4_00_24_LS2.mot
- p24_V4_00_24_LS3.mot
- p24_V4_00_24_LS4.mot

OK   Cancel
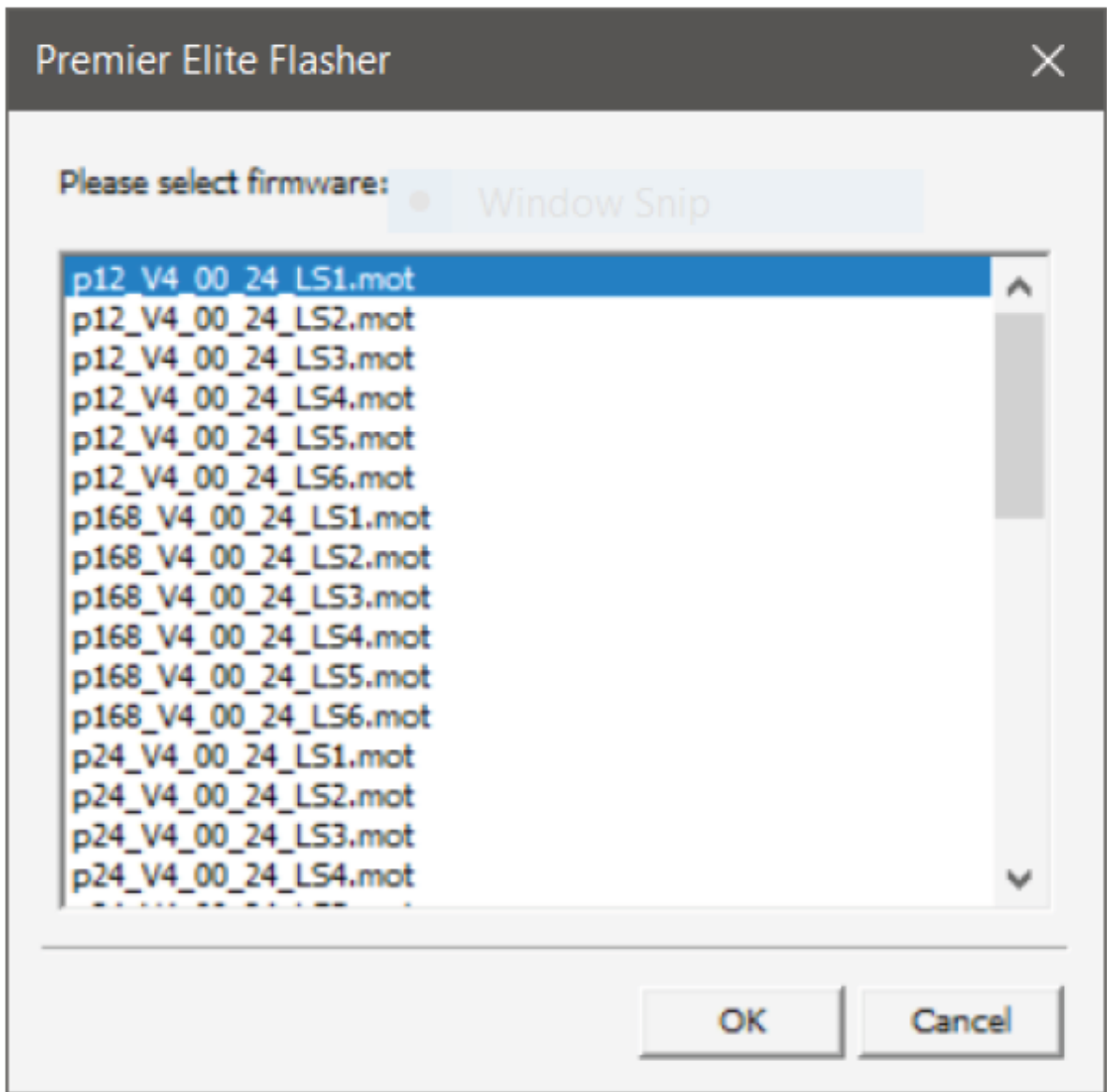
- Choose which panel and firmware version you wish to use. If the version number you wish to use is later than the one listed, just click on the correct panel type. You will be presented with the following screen.

- To change the firmware file being used click on select, you will be presented with the following screen
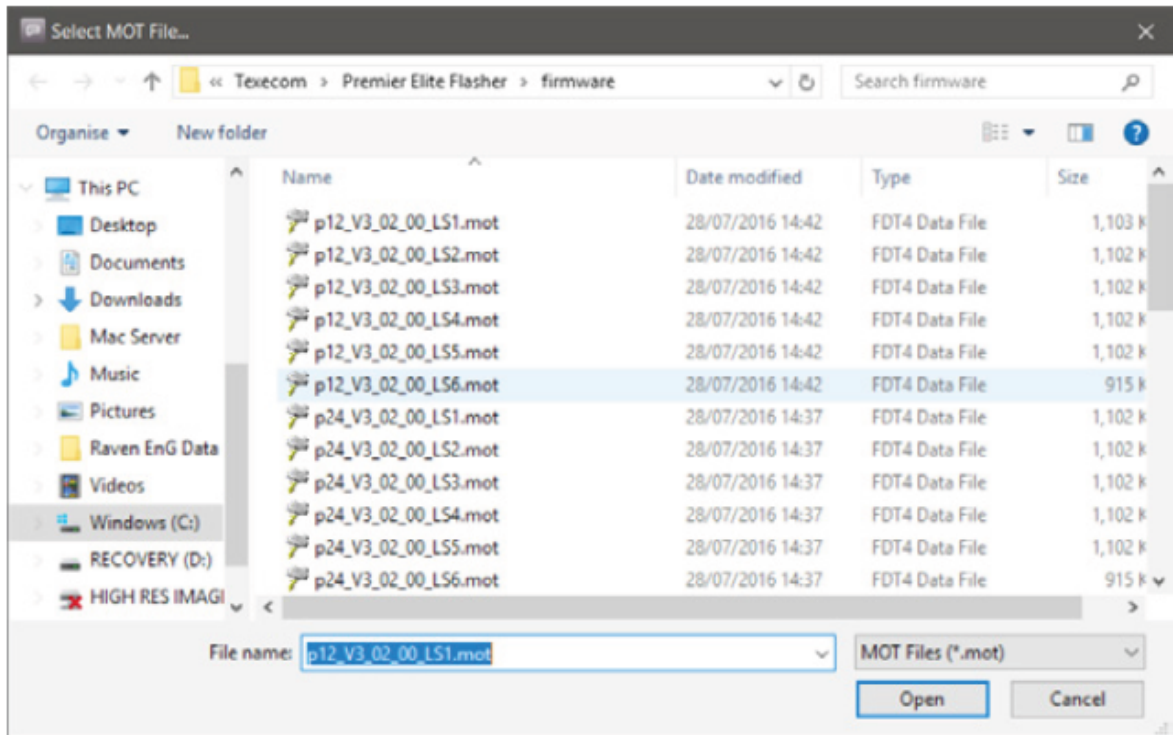
- Browse to file you want to use and click open.
- Click on Select Com Port, and enter the com port number that you're USB-Com is connected too; press OK
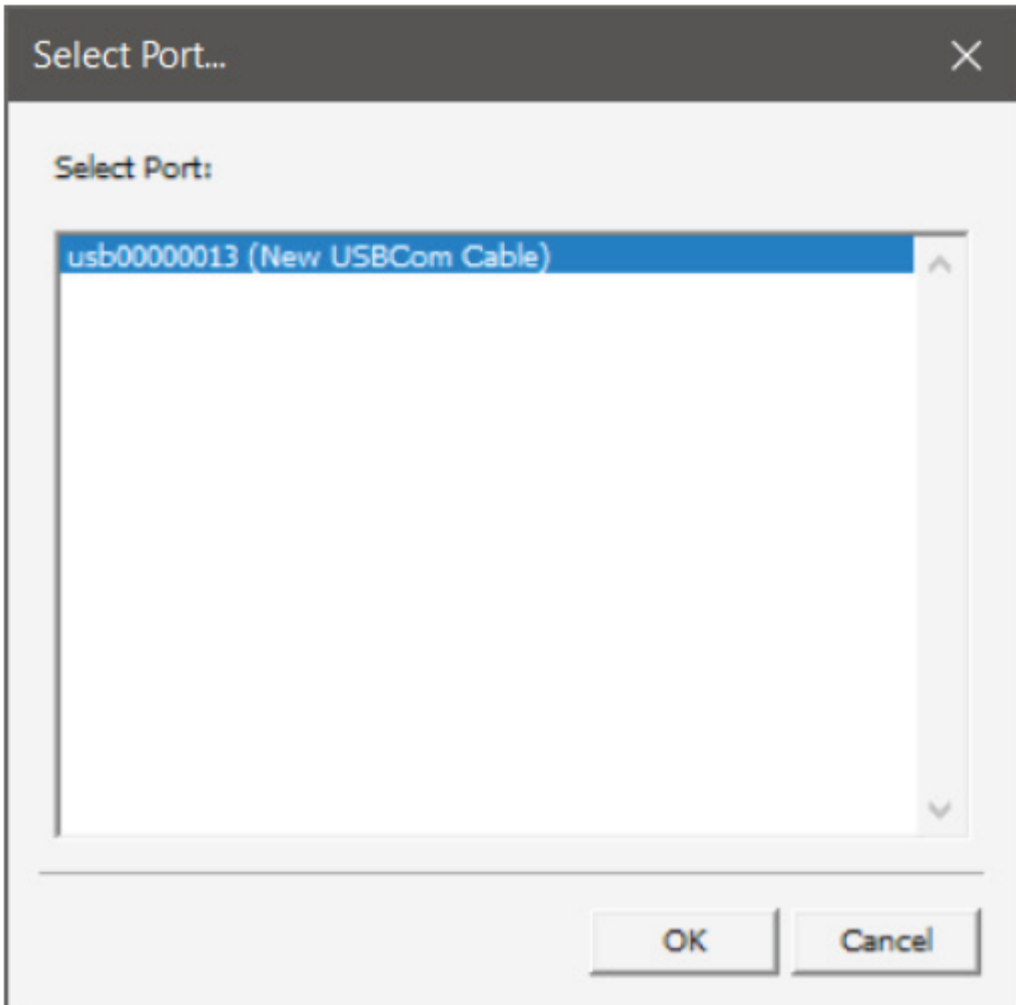
- Press the Flash Button the following screen will appear

Premier Elite Flasher ✕

IMPORTANT!

When upgrading a panel to Version 4.0, Load Defaults should be performed on power up to write the correct defaults and reporting codes to the panel. A c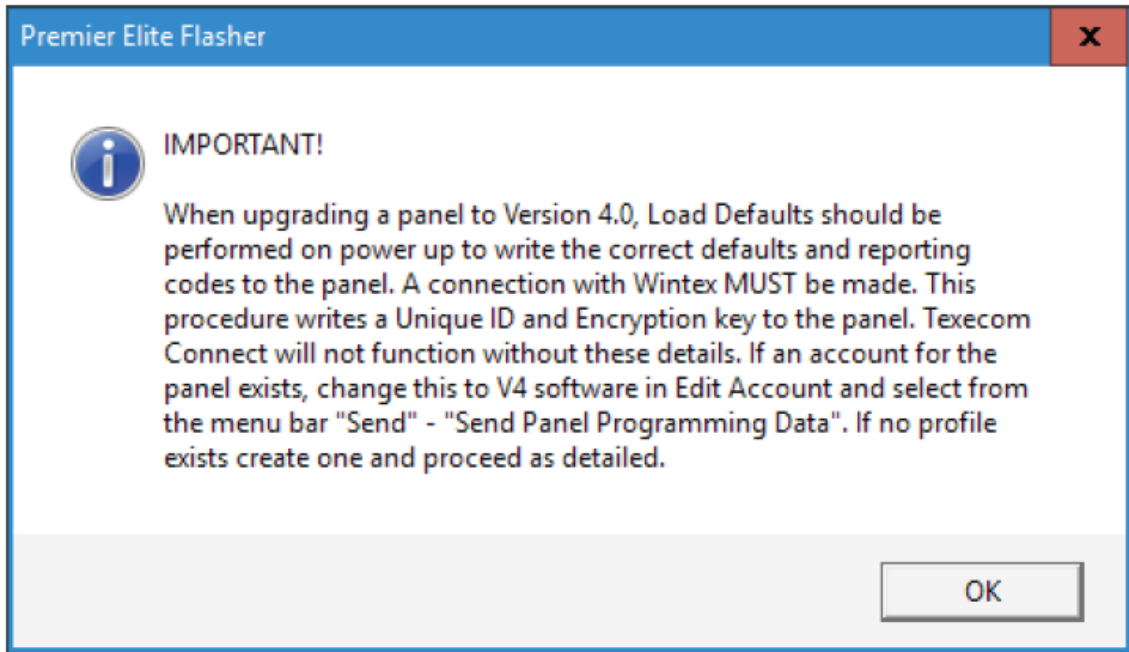onnection with Wintex MUST be made. This procedure writes a Unique ID and Encryption key to the panel. Texecom Connect will not function without these details. If an account for the panel exists, change this to V4 software in Edit Account and select from the menu bar "Send" - "Send Panel Programming Data". If no profile exists create one and proceed as detailed.

OK

- Press OK

Premier Elite Flasher ✕

Set Switch to 'Prog' and press 'Reset'

OK

- Set the switch to "Prog" and press "Reset" on the flasher interface. Press OK

- When complete the following will appear

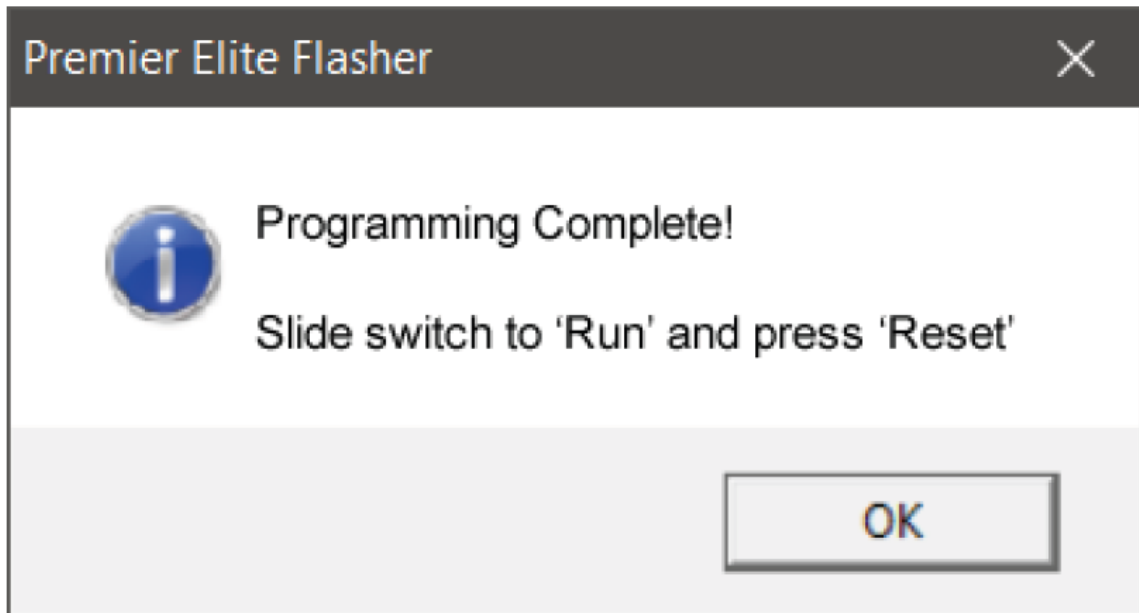**Premier Elite Flasher**

Programming Complete!

Slide switch to 'Run' and press 'Reset'

OK

Note: When sending data back to the control panel after upgrading to V4 from

Wintex please ensure the com port used is programmed as "**Nothing Fitted**".

14.0 Appendix B

Power Up & Initial Config - Flash Upgraded Panel

After flash upgrading the control panel and installing any additional wired devices, the system can be powered up.

It is critical that the defaults are loaded during the initial power up to ensure the control panel is loaded with the correct factory configuration.

- Locate the "Load Defaults" button and the "Heartbeat" LED on the PCB
- Press and hold the "Load defaults" button and apply power to the panel. Release the "Load Defaults" button when the "Heartbeat" LED starts flashing rapidly.

The Keypad display will look like this:
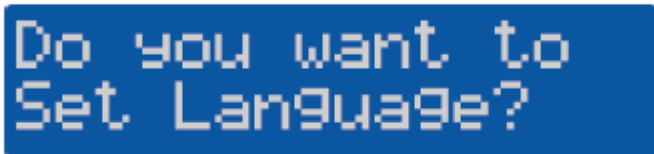
The Keypad display will look like this:

```
DEFAULTING NVM
PLEASE WAIT...XX
```

Once complete the alarm will sound. Enter the default engineers code ①②③④ to silence the panel.

The Keypad will now scroll through various error messages. Enter ①②③④ again.

The display will ask you to set the language for the system.

```
Do you want to
Set Language?
```

Press ✓/Yes the display will show:-

```
Language
    Englsh -UK
```

Press ✓/Yes or use the ⬍ key to select a different language.

Press ✓/Yes to confirm.

The keypad will show

```
Do you want to
Default Wireless
```

Press ✓/Yes to clear all wireless devices or Press ✗/No to continue.

Connected keypads and expanders need to be confirmed to the system. The display will show:-
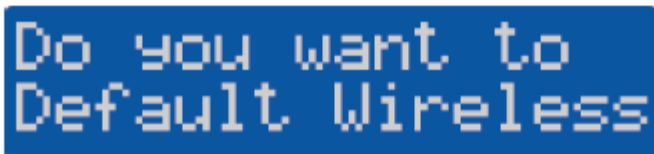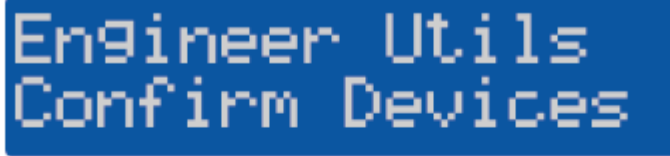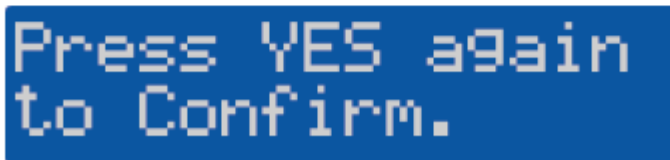
```
Engineer Utils
Confirm Devices
```

Press ✓/Yes the display will show the number of keypads and expanders fitted.

```
Net RKP > 1.
 1  EXP > 1
```

Press ✓/Yes the display will show

```
Press YES again
to Confirm.
```

Press ✓/Yes

- At this point if the system already has *Ricochet* enabled devices learned and a panel profile that is saved in Wintex, you can press n/n and proceed to update the panel profile as detailed later.
- If you have any additional *Ricochet* enabled devices to be learned, and no saved panel profile follow the detail below.
- The Texecom Connect SmartPlug MUST be added to the system using the app once all other steps are complete.

The display will show

```
Learn Ricochet
Enabled Devices?
```

Learn all of your devices (**Not SmartPlugs!**) And then place them in their final location and allow to commission for 15 minutes. Once learning is complete press

⊞/(Menu) and then (1) to program the Zones.

If there are no *Ricochet* enabled devices to learn press ⊞/(Menu) twice and then (1) to program the Zones.

IMPORTANT FLASH UPGRADED PANELS

This step **MUST** be completed even if you do not have a saved profile for the panel. During this process a Unique ID code is written to the panel. Without this code Texecom Connect will not function. Wintex 6.2.5> is required.

- Open the account profile of the control panel that you have just flash updated.
- If there is no profile, create one.

- Click on the button

- Select the "Panel Details" tab:

- Click on the "Software Version" drop-down box and select the version that matches the version you used to flash the control panel.
- Click OK, Wintex will automatically update any new options to their default settings in the stored profile.

- Click on the button to connect to the control panel using USB-Com.

NOTE: Once connection is established a Unique ID (GUID) will be sent to the panel.

- If you have programming data to send to the panel click on the send button at the top of the page, and select "Send Panel Programming Data"
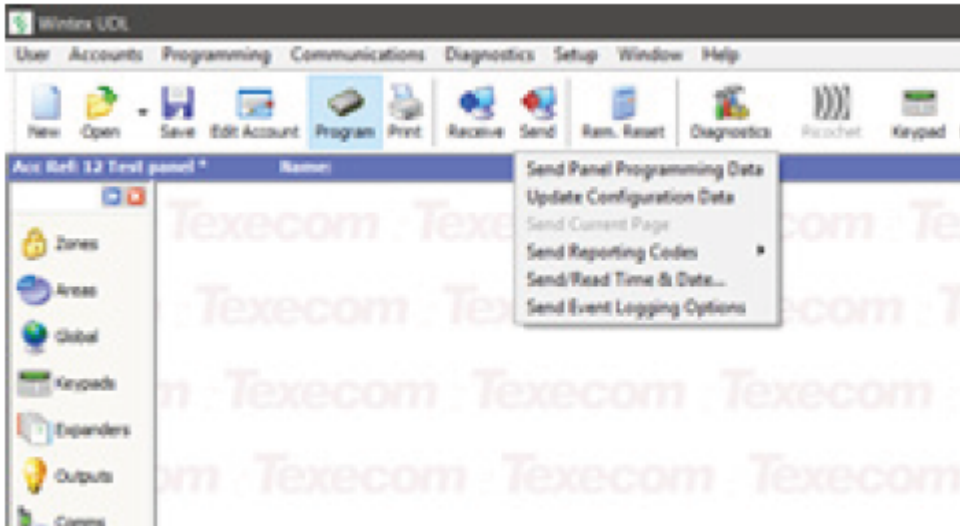
15.0 Appendix C

Troubleshooting

When setting up the Smartcom Wi-Fi the SSID is not displayed.

- Ensure you are local to the Smartcom when setting up the Wi-Fi
- Press and hold the Wi-Fi button for 5 seconds so that the Wi-Fi LED is flashing slowly.
- Wait 30 seconds and then refresh your connection screen.
- Try using another device such as a mobile phone to see if the Smartcom SSID is displayed.

When generating an app code the "Incorrect Config" message is displayed.

Diagnosis:
The panel is missing setting(s) and /or data required to register for Texecom Connect.

This can occur when:

1. A setup step has been entered incorrectly or has been missed;
2. The setup steps have not been performed in the correct order;
3. The panel has been unable to fetch all required data, e.g. IP address.

Causes:

- No UDL Password inputted;
- Incorrect Com Port setting(s);
- No IP address imported / IP data manually entered;
- No Texecom Connect ARC selected / Incorrect Texecom Connect ARC Config.

Corrective Actions:

Check that a UDL Password has been inputted:
UDL / Digi Options/UDL Options/UDL Password is: xxxxxxxxxxxxxx

Note: *The UDL Password can be up to 15 characters (letters and/or numbers only).*

Check Com Port settings are correct:
UDL / Digi Options/Com Port Setup/

- Com Port 1 = SmartCom
- Com Port 2 = ComIP

Check that correct IP address is present for Com Port 2 (ComIP Port):
UDL / Digi Options/Setup Modules/Setup IP Data/Com Port 2
Correct IP Data:
ComIP Address: ###.###.###.###
ComIP Port: 10001
ComIP Gateway: blank
ComIP Netmask: 255.255.255.000
Polling / SMG IP: blank
Name / SMG Port: blank

Wireless connections: ComIP address should be 000.000.000.000.
Ethernet connections: ComIP address should be as per LAN IP, e.g. 192.168.001.020.

Check that Texecom Connect is selected for an ARC and the ARC is correctly configured.

UDL / Digi Options/Program Digi/ARC# /Texecom Connect

ARC Protocol: Texecom Connect
Pri No: Texecom Connect IP address
Sec No: Texecom Connect IP address OR blank
Account No: blank
Dialling Attempts: Set as required   (09 attempts by default)
Report Areas: Set as required   (all areas selected by default)
Reports: Set as required   (PAO*MTC* by default)
Config 1:   * * * * * * I *   (Connect via IP to be selected only)
Config 2:   * 2 * P   (Use Com Port 2 [ComIP] & Add Push Message)

These configuration settings are automatically populated when Texecom Connect is selected as the protocol for the ARC.

To automatically repopulate these settings:
Program ARC as 'Disabled';
Reprogram ARC as 'Texecom Connect'.

Com Port settings must be programmed first for the ComIP port to be automatically identified within the ARC configuration.

NO CARRIER

Diagnosis:
SmartCom does not have a communication path to the Texecom Connect Servers.
Causes:

- SmartCom is not connected to the IP network;
- SmartCom does not have internet access;
- Incorrect IP addresses in Texecom Connect ARC programming.

Corrective Actions:

- Check SmartCom Wireless OR Ethernet connection LED is ON (static - not flashing).
- Check router shows the SmartCom as a connected device.

Note: *SmartCom Host Name = texe_hub.*

Check for internet service provider parental controls that may be blocking SmartCom communications.

Note: *e.g. BT Smart Setup, Sky Shield, Virgin Media Web Safe*

Check Texecom Connect ARC has correct IP address(es) entered.

UDL / Digi Options/Program Digi/ARC# = Texecom Connect
Program ARC as 'Disabled';
Reprogram ARC as 'Texecom Connect';
Texecom Connect IP addresses will automatically be corrected into the ARC

settings.

If connected to a 'managed' network; check with the network administrator that the SmartCom can communicate through the following ports:

```
Port              Protocol    Direction
=================================================
123                 TCP       Outbound
8883                TCP       Outbound
443                 TCP       Outbound
50501 – 50509   TCP       Outbound
```

ACK. FAILED

Diagnosis:
SmartCom failed to successfully setup Texecom Connect Panel Account.

Causes:

- Panel does not have a Unique ID with which to register the account;
- Panel has not been defaulted following a firmware update.

Corrective Actions:
Check if the panel has a Unique ID.

- Engineer Utilities/View Unique ID
- If Unique ID displays as 'ffffffffffffffffffffffffffffffff' the panel does not yet have a Unique ID.
- Wintex software can be used to provide a Unique ID for the panel.
- Connect to the panel with Wintex via a USB-Com/PC-Com lead.
- Wintex will automatically generate a Unique ID for the panel upon connection.

Note: *Wintex software must be v6.2.5 or above for this feature.*

Default the panel.

Ensure that the panel NVM is Unlocked.

Global Options/System Config/Configuration 09:= NVM is Unlocked/Locked.

- Power down the panel;
- Hold down the panel 'Load Defaults' button and apply power to the panel;
- Keep the panel 'Load Defaults' button held down for 6 seconds after applying power;
- Panel 'Heartbeat' LED will flash quickly, and keypads will display 'Defaulting NVM'.

MODEM IS ONLINE (hanging)

Diagnosis:
The 'Enable Texecom Connect' call is queued behind currently active reporting task(s).

Causes:
Panel is busy communicating / attempting to communicate an event report.

Corrective Actions:

- Wait 60 seconds then Enable Texecom Connect.
- Reset Digi to cancel current reporting task / clear next queued reporting task;

UDL / Digi Options/Reset Digi

SMART!

Diagnosis:
Panel did not find a SmartCom on the Com Port programmed as SmartCom.

Causes:

- SmartCom is not installed;
- SmartCom is connected to incorrect Com Port(s);
- Panel Com Port settings are incorrect.

Corrective Actions:

Install a SmartCom and connect to panel with supplied cable.

Check SmartCom connections to panel;

- 4-wire connector connected to Com Port 1.
- 2-wire connector connected to Com Port 2.

Check Com Port Setup settings are correct;

UDL / Digi Options/Com Port Setup

- Com Port 1 = SmartCom
- Com Port 2 = ComIP

When trying to generate an app code I get the Call Failed message

- Check that you have a solid LED for the Wi-Fi or Ethernet connection. If the LED is flashing, please check the programming of the comports and ensure the router is enabled for DHCP addressing.
- If the Wi-Fi or Ethernet LED is solid, then check if the Cloud LED is solid. Please note that this can take several minutes to form a connection. If a connection is unsuccessful, please call Technical Support for more options.

When I enter the code into the App I get the message invalid code.

- The code has been used or expired. Please generate a new code from the panel.

When I enter the User code into the App I get the message User not valid.

- Ensure that the Master user code is used and is correct.

When I try to learn a SmartPlug from the App I get the message No wireless slots available.

- Check that the panel has been fitted with a *Ricochet* 8XP-W, 32XP-W or on board receiver for -W panels.
- Ensure that there are free ***Ricochet*** slots available on the panel, a connect

device will use a zone slot.

The plug will not learn on.

- Remove the SmartPlug from the socket, and hold the button for 1-2 seconds.
- Start the learning on the App and plug in when instructed to do so.
- Ensure the power is turned on at the socket.
- The green LED will flash to indicate it is learning.

NOTE: The Smartplug may need to hop through other *Ricochet* enabled devices depending on the location it is being installed in however it cannot learn without a direct connection to the *Ricochet* Receiver. In this case start the learning and plug in closer to the Receiver. Once learnt relocate and allow the mesh to rebuild automatically.

How do I enable notifications?

- Notifications are enabled by default. They can be turned off from within the App.

How do I enable Emails?

- Emails are setup for each user within the Manage User section of the App.

How do I turn on or off the finger print login?

- This is setup for each user within the Manage User section of the App.

The Zones are not displayed in the App.

- Ensure text has been assigned to all zones. Sync the App again once text has been added.

The Areas are not displayed in the App and notifications are missing my site name.

- Ensure text has been assigned to all required Areas. Sync the App again once text has been added.

The Users are not displayed in the App.

- Ensure text and a code has been assigned to all Users. Sync the App again once a code and text has been added.

Will I get notifications while I am connected using the Connect App?

- The Smartcom can sustain an active connection and send notifications for true two-way communication.

The timeline in the App is not correct.

- The timeline is built from the notifications you receive. Please check that notifications are enabled and that your phone is enabled for data.
- Ensure your phone has adequate signal for notifications to be received.

What do I do with the Radio Conf Fail message that is displayed on my keypad for a Connect device?

- Please ensure that the Connect device is plugged in and power has been applied. The fault will then clear from the keypad when the connection is restored with the panel.

NOTE: Radio Conf Fail has been displayed because a Recipe tried to activate the Connect device but was unable to do so.