Texecom SmartCom 4G

INS884EN-5

Texecom

13-11-2023	• Manual creation • Corrected Typographical errors • Updated the managed network port information in section 6.2 • PCR01770 Changes made for new internal antenna, addition of external antenna, including part code. Updated managed network tables, added details about new AP mode and relevant screenshots.

Texecom

Content

1.0 Introduction

The Texecom SmartCom 4G 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. Texecom are now offering the SmartCom 4G in addition to the existing SmartCom product.

The SmartCom 4G comes with an in-built world roaming eSIM and there is no configuration required. Simply connect to the Texecom Cloud by generating an App code and you can choose between either Single Path 4G or Dual Path with the IP path as the primary and 4G as the back-up.

The SmartCom 4G 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 4G

SmartCom 4G is compatible with all Premier Elite panels including Premier Elite 640 and requires firmware V5.04 or higher. Supplied as a separate module that connects to 2 COM ports on the panel. For those familiar with installing SmartCom products, SmartCom 4G follows the exact same process.

Key Features

- Ethernet and WiFi
- GSM - 4G connection (also connects to 2G and 3G networks, when 4G is not available)
- Integrated eSIM - for private and secure APN connection
- Enables easy integration of Texecom Connect (V2) and Texecom Cloud Service with Premier Elite V5.04 firmware, supporting management of future Cloud systems
- Simple user web page for WiFi configuration
- Secure - no firewall or port forwarding required

3.0 Requirements - System

To setup a Texecom Cloud connection or Texecom Connect system you will need the following as a bare minimum:

- A Texecom Premier Elite security system with V5.04 or later firmware installed
- SSID & Password for the Network if you intend to connect by WiFi
- A Texecom SmartCom 4G (also with Ethernet & WiFi)
- A Texecom Cloud Installers account
- Texecom Connect V2 App for iOS or Android (to use the Texecom Connect service)
- When attaching the system to the cloud you will be offered alternative service plans for
    - Texecom Connect app visibility
    - System and Texecom Connect management

Note: Service plans include payment for 4G data plans

3.1 Hardware requirements

The following hardware is compatible with the Texecom Connect (V2) app.
Premier Elite Control Panel (live-front, polymer or metal)

- Premier Elite 12, 12-W, 24-W & 48-W (discontinued, but may be flash upgraded, see Section 8)
- Premier Elite 24
- Premier Elite 48
- Premier Elite 64-W
- Premier Elite 88
- Premier Elite 168
- Premier Elite 640

Communication Module

- Texecom SmartCom (WiFi and Ethernet)
- Texecom SmartCom 4G (also with Ethernet and WiFi)

Security & Other Devices

- All wired and *Ricochet* enabled wireless devices
- Texecom Connect SmartPlug

4.0 Firmware requirements

The following firmware and software versions are required to fully use Texecom Connect V2 App and the Texecom Cloud Services

Premier Elite Control Panel Firmware* V5.04 and above

NOTE: The control panel firmware can be upgraded using the Premier Elite Flasher Interface. See Appendix A.

4.1 Network 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.

Wherever possible you should always use Ethernet as the primary connection, this offers the most stable and reliable connection type. WiFi may be used as the primary path and 4G should be used as secondary signal path in all dual path configurations.

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

Where a physical connection is not possible then the SmartCom 4G offers the facility to switch resiliently between available networks via the roaming eSIM. Should a fault occur on one network it will switch to the next best available network. During configuration you can use the "SmartCom 4G radio signal" screen to check how many alternative networks are available. The page provides a resilience checker that gives an indication as to whether there are enough alternative network options available.

Complete connecting the panel to the Texecom Cloud service (Section 7) and then use the 'SmartCom 4G radio signal' facility to improve antenna location.

The Refresh button can be used to test alternative locations for the antenna to improve signal strength and the The Re-scan button is used to check additional alternative networks (note a Re-scan will disconnect from the current connection).

Texecom also check the signal quality by measuring the response time of the network regularly, this enables the SmartCom 4G to validate the current connection regularly. If the response time of the network degrades substantially then the SmartCom 4G will automatically compare the network options again and re-select an alternative.

For WiFi you will need access to the end users site network SSID & password, which must have a router or router/modem. Modem only systems are not supported.

For Ethernet and WiFi connections SmartCom 4G functions best on networks with DHCP enabled. If you need to set a static IP address details can be found in the section **Managed Networks** which details **Static IP.**

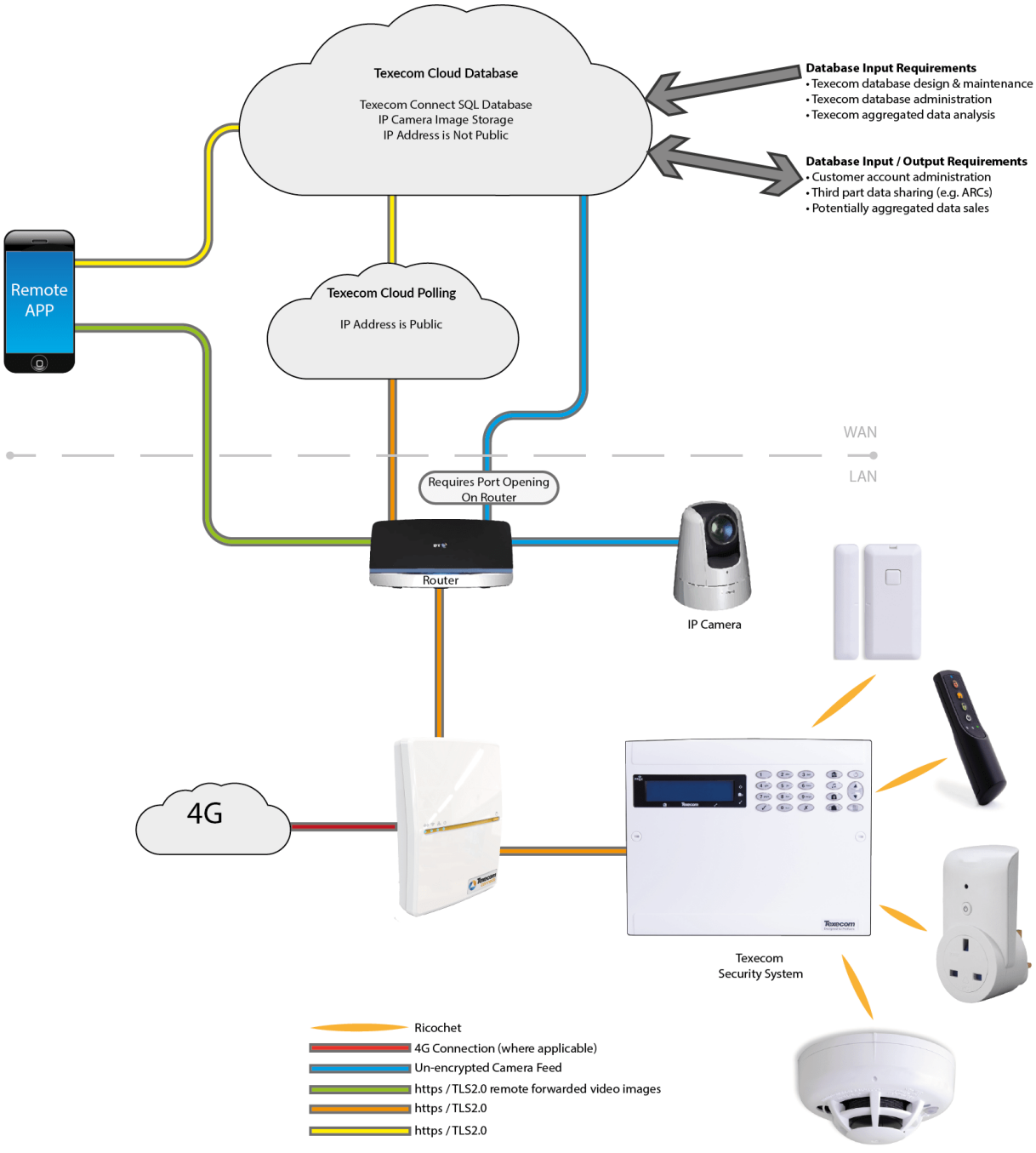
SmartCom 4G operates at 2.4 GHz WiFi supporting 802.11b/802.11g & 802.11n wireless technology. 5GHz networks are not supported.

5.0 Texecom Connect

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 for 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
IP Address is Public
WAN
LAN
Requires Port Opening On Router
Router
IP Camera
4G
Texecom Security System
Ricochet
4G Connection (where applicable)
Un-encrypted Camera Feed
https / TLS2.0 remote forwarded video images
https / TLS2.0
https / TLS2.0

6.0 Installation process

To enable the use of the Texecom Cloud services or Texecom Connect (V2) app please follow the following steps:-

- Physically install your control panel and security system (upgrading the control panel firmware if necessary see **section 11**)
- Configure the control panel and security system.
- Install & configure the SmartCom 4G (the device should be fixed to a solid surface using the appropriate sized screws, and utilising both fixing points. Ensure the rear tamper breakout is fixed to the mounting substrate)
    - Minimum screw size 3.5 X 16mm CSK
    - Maximum screw size 4.0 X 70mm CSK
- Connect the SmartCom 4G to the Texecom Cloud service
- Purchase a service plan
- Check your SmartCom 4G signal resilience
- Invite customers to the Texecom Connect app using App management

6.1 SmartCom 4G Opening & Identification

The Texecom SmartCom 4G is an advanced intelligent communicator compatible with all Premier Elite control panels with V5.04 or later firmware installed.

The SmartCom 4G is remotely upgradable enabling new features and functions to be delivered to the device over the air, reducing the need for site visits. It is also possible to remotely upgrade the control panel via the Texecom Cloud.

By default the SmartCom 4G obtains its IP address by DHCP which must be enabled on the router. It is possible to utilise a static IP address which is detailed in section **Static IP Feature**

Device 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/4G LED will be on solid when connected to the network. The

Lan LED will be illuminated when connected by ethernet cable.

- The Power LED should be on solid.
- 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.

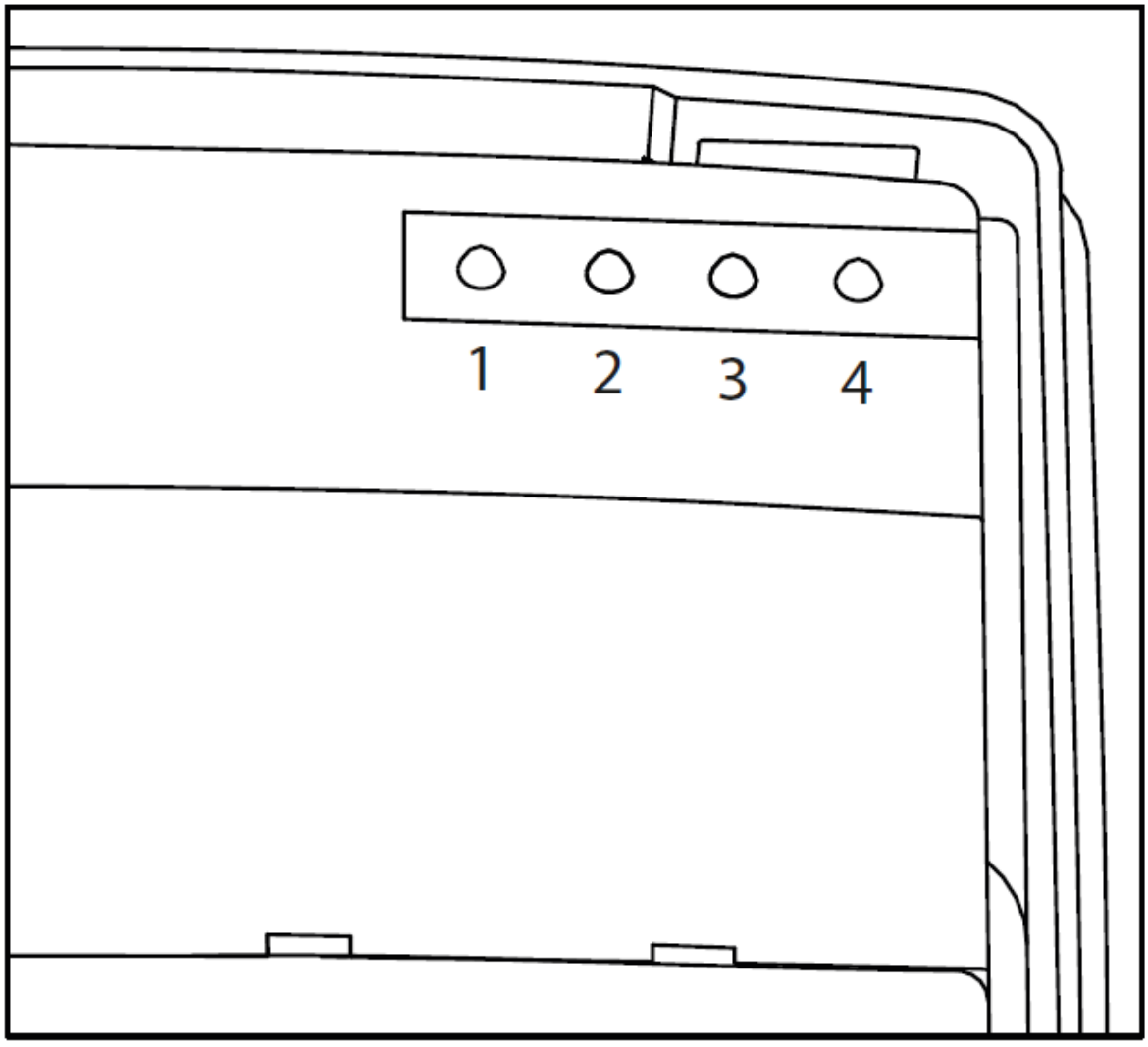
Device LED Indications

	Cloud	WiFi	Ethernet	Mobile Comms
Function	Connection to Cloud server	WiFi connection	Ethernet connection	4G modem connection
Off	No power	No connection configured	No local link	No modem or not configured
Flash (2.5hz)	No cloud connection	Connection configured but in path fail	Local link present but in path fail	Mobile configured but in path fail
On	Cloud connected	Path connected	Path connected	Path connected
Any other state		AP mode - Fast Flash (0.5hz)	No local server connection (No IP or other fault) Fast flash (0.5hz) (NTH)	

	Cloud	WiFi	Ethernet	Mobile comms
Symbols				

Modem LED indications

The modem has 4 status LED's. They will display the following:



Modem LED indications

	LED1	LED2 - APN	LED3 - mobile net	LED4 - power
Solid	N/A	Registered	Registered	Powered
Off	N/A	Not registered	Not registered	No power
Flashing	N/A	Registering	Registering	N/A

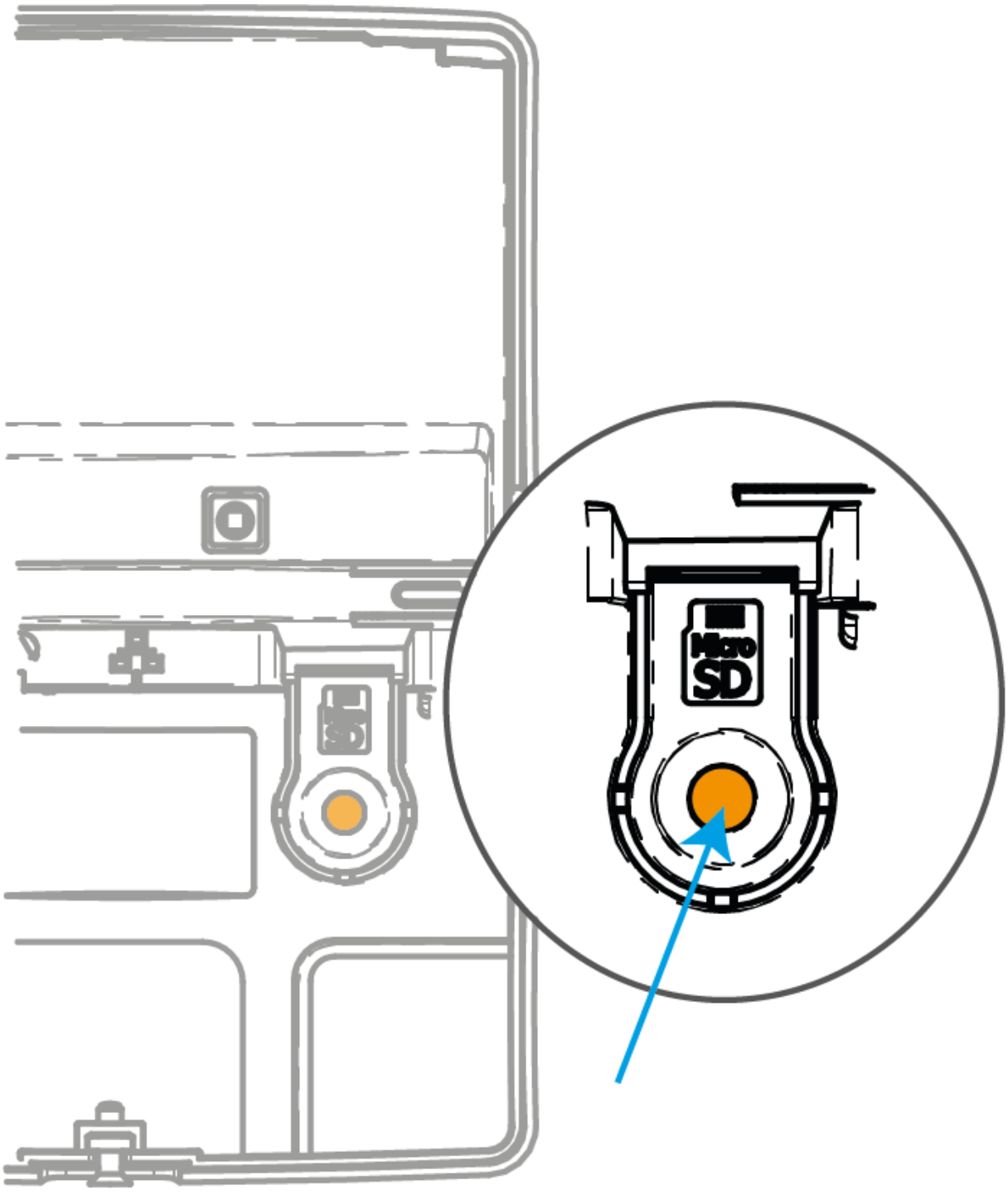
Note: The modem is NOT plug and play, if the modem USB has been unplugged,

the SmartCom 4G must be power cycled to enable the modem.
Note: See Section 10 FAQ's & Troubleshooting.

6.2 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.


Micro
SD

6.3 Connecting to the Panel

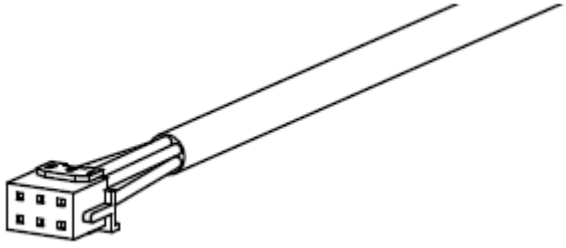
The SmartCom 4G requires two Com Ports on the control panel. The 4 wire connector identified as SmartCom in the panel Com Port device list, the two wire connector identified as ComIP in the panel Com Port device list.

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.

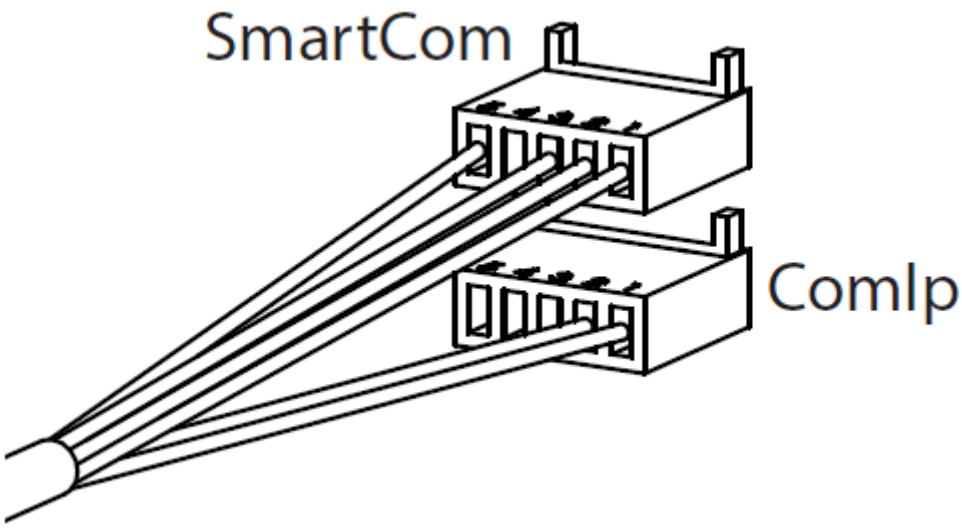
Insert the black connector into the SmartCom.

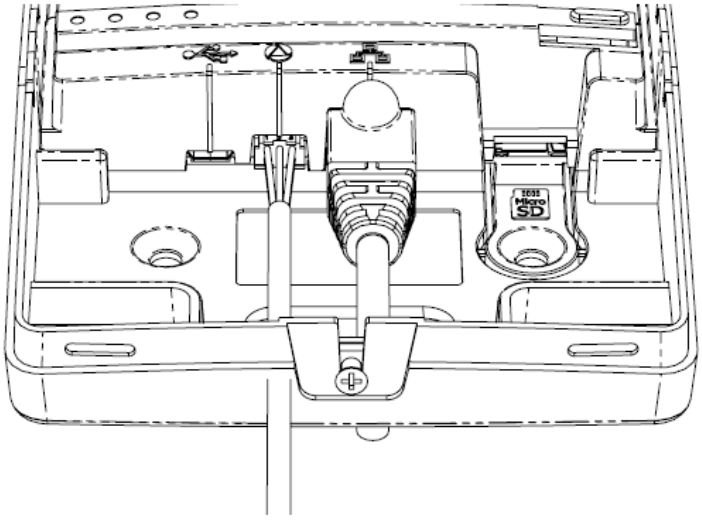
DO NOT EXTEND THE LENGTH OF THE SUPPLIED CABLE. DOING SO MAY RENDER THE UNIT INOPERABLE AND MAY INHIBIT OVER THE AIR UPGRADES OF BOTH THE SMARTCOM 4G AND THE PANEL.

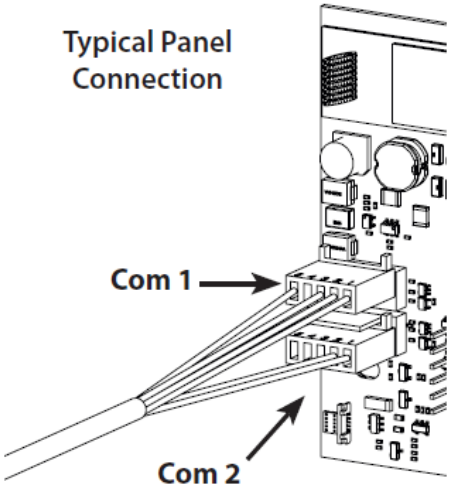
Note: the yellow wire should be on the upper right-hand side.



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







Ethernet DHCP

To operate as an Ethernet Communicator, plug a screened Ethernet cable into the SmartCom 4G 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 automatically programmed into the panel.

Managed Networks

The SmartCom 4G 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 4G operates correctly.
Remember the SmartCom 4G 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 4G 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.

Static IP Feature

A static IP address can be manually assigned to the SmartCom 4G.

Currently 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.

1. Enter Engineer mode on the keypad.
2. Press (7) then (Yes)/(✓) (UDL/Digi Options).
3. Press (7) then (Yes)/(✓) for (Setup Modules).
4. Press (2) then (Yes)/(✓) for (Setup IP data). Then select Com Port 2.
5. 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
6. 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.
7. Scroll down and enter the Gateway address assigned to the ComIP.
8. Scroll down once and enter the subnet mask assigned to the ComIP.
9. Press (Menu)/(▤) three times.
10. Press (8) then (Yes)/(✓) (Com Port Setup).
11. Scroll to the comport you have the ComIP plugged onto.

12. 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'.
It takes up to 45 seconds for the data to be uploaded to the SmartCom.

The SmartCom 4G can be returned to DCHP mode by clearing the IP data from the panel com port and then changing the comport to 'Nothing Fitted' and then back to 'ComIP'. When the blank IP data is uploaded the SmartCom will automatically switch back to DHCP mode.

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

Another way to revert back to DCHP mode is to use the new SmartCom 4G default procedure.

To default SmartCom:

1. Remove SmartCom cover to create a tamper condition.
2. Press the Wi-Fi button 5 times within 3 seconds.
3. All four LEDs will flash for 10 seconds and then the SmartCom will reboot into a default state.

WiFi

To enable a WiFi connection you will need access to the customers network SSID & password. The SmartCom 4G will only function on networks with DHCP enabled.

The SmartCom 4G 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.

Managed Networks

The SmartCom 4G 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 4G operates correctly.
Remember the SmartCom 4G 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 4G 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

Port	Protocol	Direction	Destination Host Address	Destination IP Address	Notes
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	
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.					

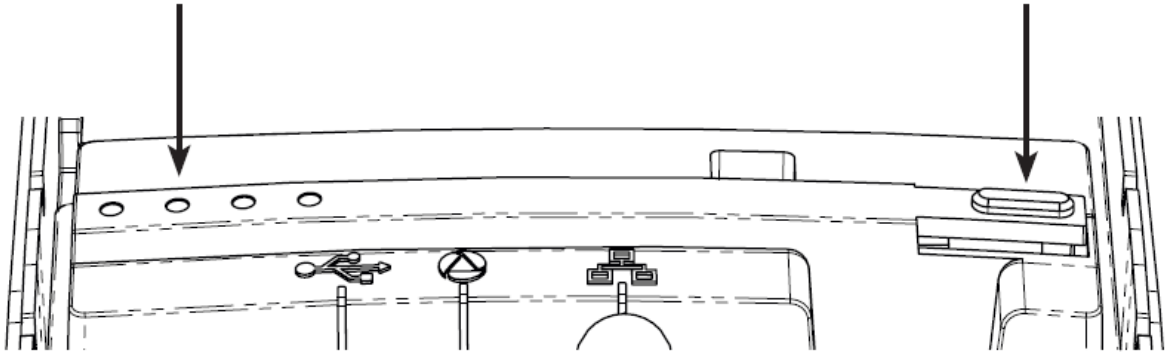
To enable a Wi-Fi connection, you will need access to the customer's network SSID

& 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 Wi-Fi button for 7 seconds until the Wi-Fi 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.

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 *****

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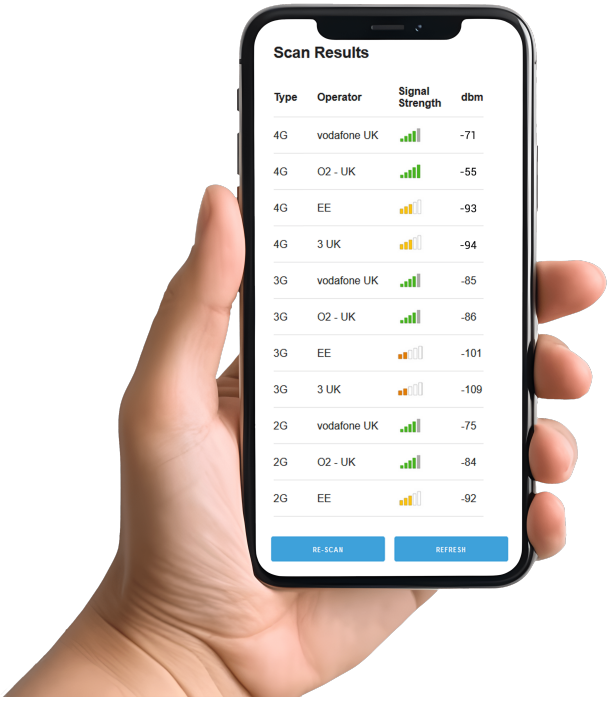
Follow us on YouTube
Visit our website



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

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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.

4G Antenna Location and connection

For SmartCom V4.05 and later, you should use the inbuilt GSM signal indication and scanning functions when connected to the SmartCom in AP mode. Using this facility ensures you have the best possible signal prior to final fixing and commissioning of the system. The information detailed below is considered best practice and should be used to ensure a reliable GSM connection is obtained. The Rescan and Refresh buttons shpwn on the webpage in AP mode allow you to search for the best GSM connection should you need to move the antenna, or swap the internal antenna for an external one. Temporary fixing of the antenna i the desired location should allow you to optimise the signal received on-site, and the availability of backup networks.

Best practice for installing a 4G/GSM antenna

Avoid installing the antenna directly under metal roofs or within metal skinned buildings because this will reduce the signal strength and may inhibit operation completely. If this is unavoidable, the strongest signal will be found away from the metal roof or close to large external windows or skylights.

Avoid installing the antenna close (2 metres) to cable runs, ducting, structural metalwork, metal pipes, water tanks and electronic equipment, e.g. photocopiers, fax machines etc. These can have similar effects to metal roofs.

In circumstance where a reliable signal and suitable location cannot be realised, you can purchase an External antenna part JAQ-0003. This antenna is specifically designed to be located externally and provides a solution in challenging

environments. If used internally, it should be mounted as high as possible preferably in a roof space, noting the requirements above in relation to building fabric, construction type and any insulation materials used.

The LED's on the SmartCom 4G modem indicate if a connection has been made. Once switched on, 3 of the 4 LED's should be lit permanently.

Reliable operation is unlikely with a low signal strength. If the LED's are flashing, this may indicate that the signal strength is poor. You may be able to improve signal strength by repositioning the antenna.

Once the SmartCom 4G is configured and connected to the Texecom Cloud service, the Service provides a signal strength and resilience display that can be used to check and improve the antenna positioning.

The GPRS antenna lead should not be cut, or extended for approved installations.

The lead connecting the SmartCom 4G to the control panel must not be extended, doing so may inhibit over the air upgrades.

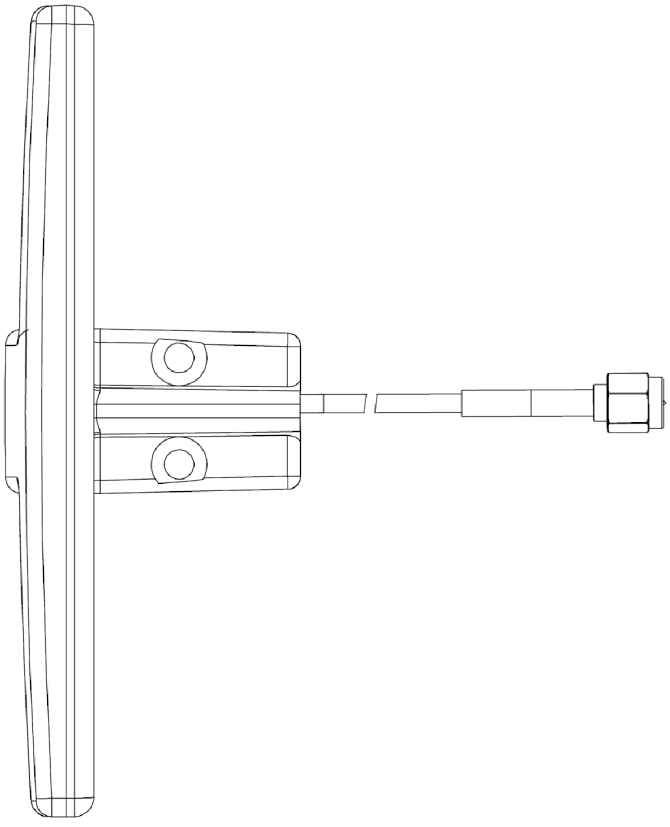
A 4G Radio Test Set should be used when surveying a site. These handheld units can check the availability, signal strength and interference status of all surrounding Base Stations. In addition, it will identify the best location for a GPRS antenna within the building, help to avoid sources of interference and can confirm the availability of a GPRS service at the proposed site.

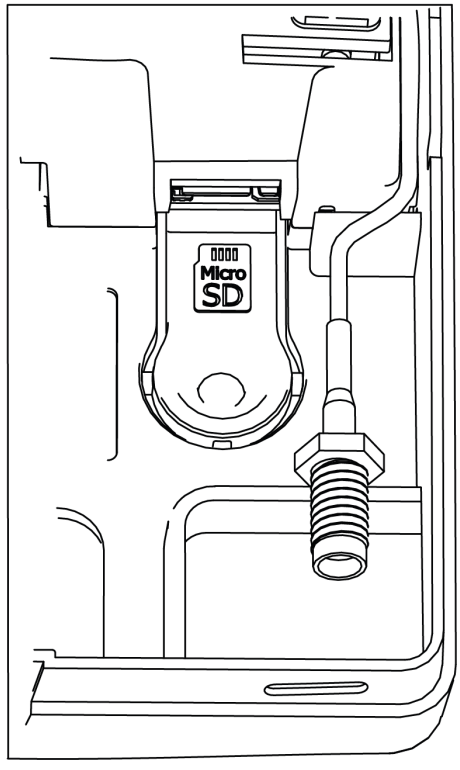
The ‘mobile phone’ method cannot provide information on the availability, signal strength and interference status of all radio Base Stations in the surrounding area. Use of 4G Radio Test Set is recommended.

When you have identified the point of the strongest signal, make a note of this point and use it when installing the SmartCom 4G antenna.

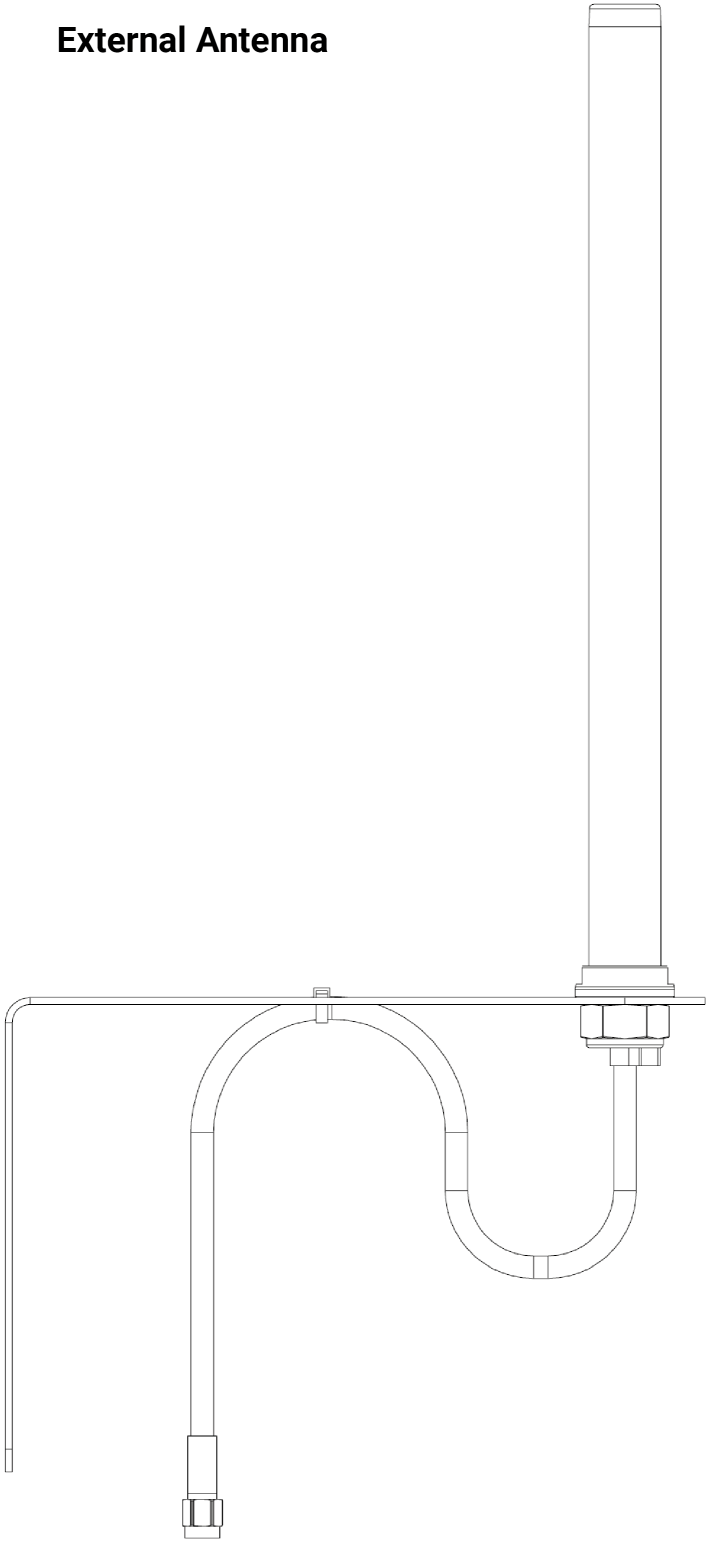
Remember: It is always easier to find the point of the strongest signal before the equipment is fitted to a wall. Moving antennas, cables, trunking etc. after installation is wasted time and effort.

Internal Antenna & SmartCom connector





External Antenna



The antenna should be mounted vertically at the point of strongest signal. This is usually the highest point in the building (often the loft area). Attach the end of the antenna to the connector inside the SmartCom 4G housing, and route the cable accordingly. **DO NOT** run the cable directly next to any panel network cables, and always mount the antenna away from any *Ricochet* receivers.

Note: The Internal antenna must not be installed externally, where required use the external antenna JAQ-0003.

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

6.5 Availability Monitoring

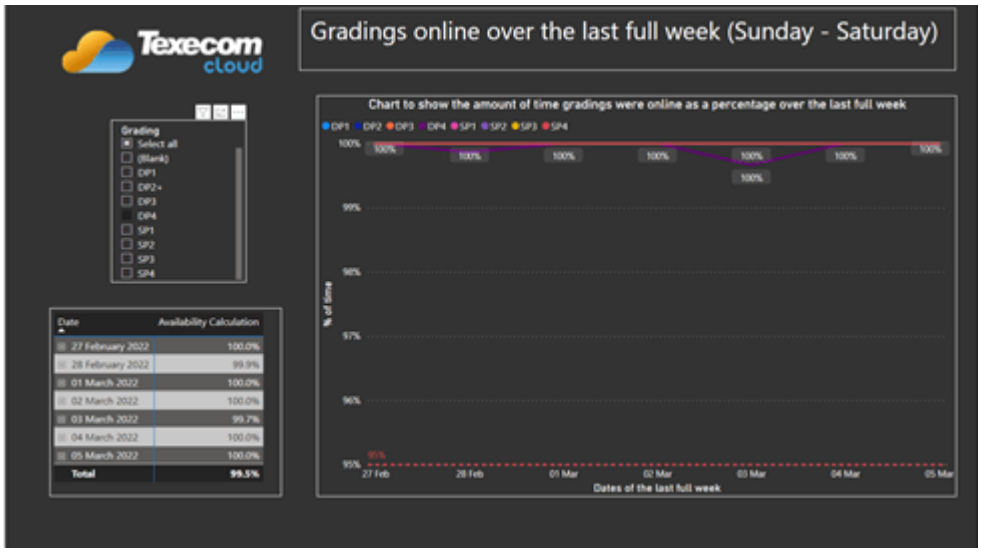
Texecom also monitor the availability of the monitor mode system by using analytical tools to determine its Compliance to EN50136-1 Table 2 for the appropriate grading. This is determined by using a calculation of live systems every 31 days with a maximum of 1000 events. The transmission time from the 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.

Example of Data Analysis



Texecom monitors the availability of the managed 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 of 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.

6.6 Panel configuration

The next step is to program the panel to communicate with the SmartCom 4G 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.
- All Areas MUST have text.
- Users of the system MUST have a User Name.
- A secure UDL password MUST be programmed. We recommend that the password is set to at least 6 digits and /or letters.

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.

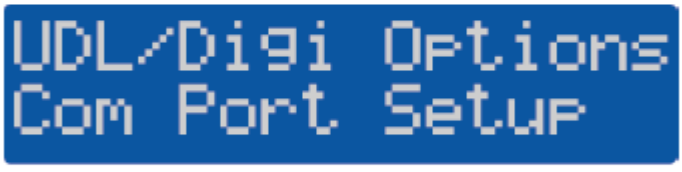
Com Port setup and UDL password

Enter the engineers code (1)(2)(3)(4)

Press (7) on the keypad

Press (✓)/(Yes)

Press (8) or (▲▼) to



Press (✓)/(Yes)

Press (✓)/(Yes)

Press (✗)/(No)

Use the ⇕ key to select the SmartCom Module

Press ✓ / Yes

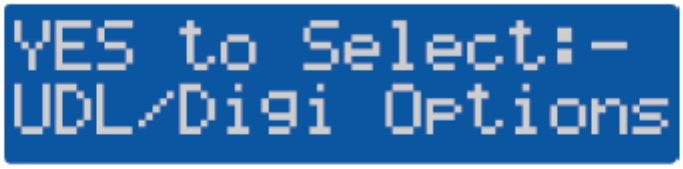
Press ✓ / Yes

Press ✗ / No

Use the ⇕ key to select the ComIP Module

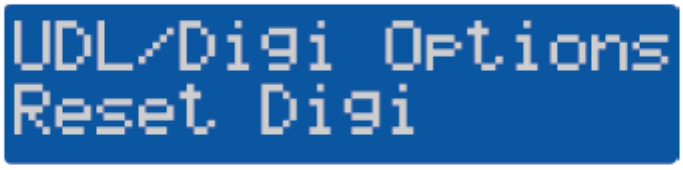
Press ✓ / Yes

Press / Menu 2 times

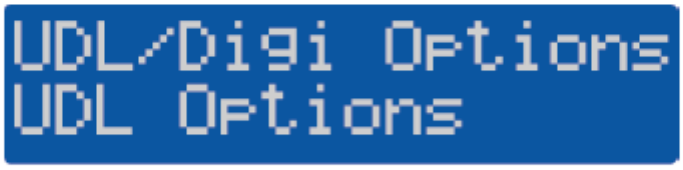


- A UDL password must be programmed into the panel in order to connect with the app. Continuing from above please follow these steps.

Press ✓ / Yes



Press 5 or ▲▼ to



Press ✓ / Yes

Press 4 or ▲▼ to

Press ✗/No

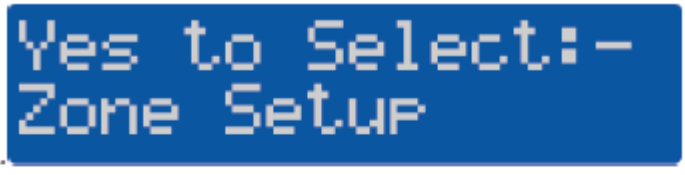
Enter a UDL password and press ✓/Yes

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

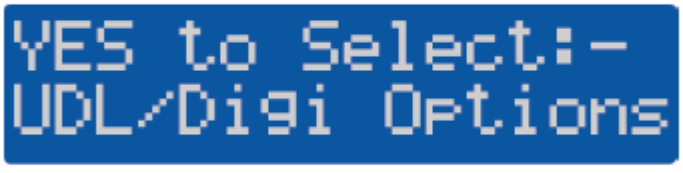
Configure panel

1. Enter the engineers code 1 2 3 4

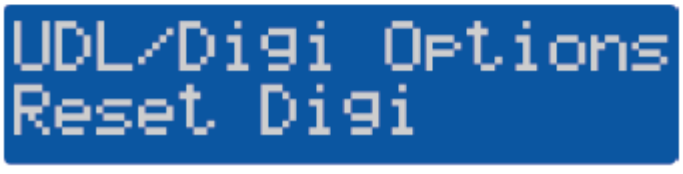
2.



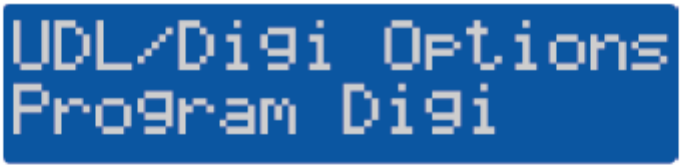
Press 7



Press ✓/Yes



Press 3



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.

Press ✗/No

Press 7 or use the ▲▼ to select the Texecom Connect Protocol.

Press ✓/Yes

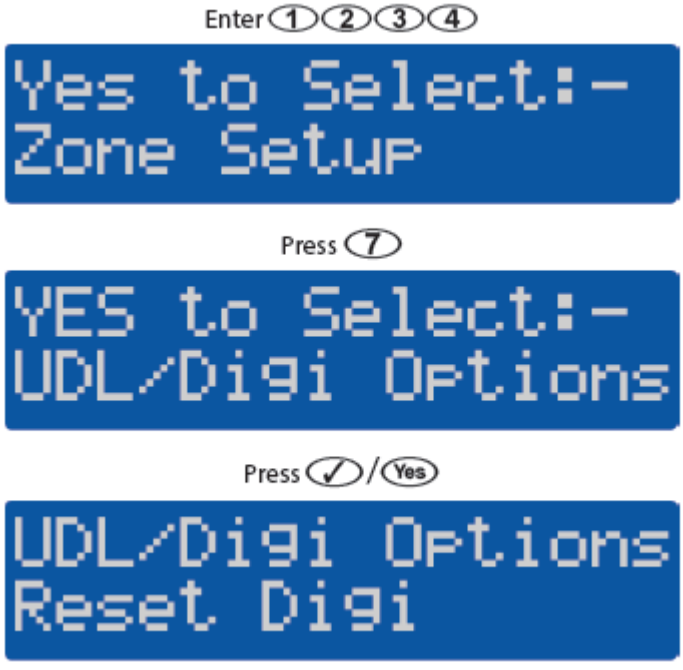
Press ☰/Menu 3 times then ✓/Yes

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.

- ARC Pri No. (set as 127.0.0.251)
- Dialing Attempts (set as 9)
- Report Areas
- Config 1 (Protocol Options)
- Config 2 (Protocol Options 2)
- IP Polling Time
- Onboard Digi Com
- Enable Communicator and Dial all Numbers enabled

6.7 Generating an App Code

Generate an App code



Press (4)

*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.

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.

7.0 Connecting to the Cloud

You require a Texecom Cloud account to enable the SmartCom 4G product to operate correctly. If you don't have an account you can sign up for one and get immediate access at '*cloud.texe.com*'

Texecom Cloud is also now available from within Texecom Pro - Simply click on the

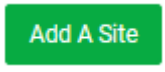
Texecom Cloud button and either sign up for a cloud account or log in to your existing account.

Desktop method

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

1. Click on the Site Button

2. Click on Add A Site



If your company is using Connection Templates then you will be presented with a selection and asked to pick one. Connection Templates enable Installers to define in their own terminology which connection configuration to use for different application sites. Using Connection Templates enables Installers to prevent connection errors and also simplify the engineers job on site.

If your company has not configured Connection Templates then you can skip this step and set up your own configuration for the connection.

Follow the on screen instructions to attach a panel to the system. You will need to provide the following information:

Creating the site

- A name for the site
- Your account reference for the site (this is what is displayed on your Texecom Cloud invoices to identify each site.)
- Select the type of installation this site is

- You can add in your customer details as well, which enable you to keep your own records within Texecom Cloud service.

Connecting the panel

- A valid App code generated from the panel you are connecting within the last 60 minutes
- The Engineers code for the panel being connected

Selecting the service

- Option of Single path (4G) or Dual path (Ethernet or wifi primary) and (4G secondary)
- Option of Texecom Connect app visibilty or System management

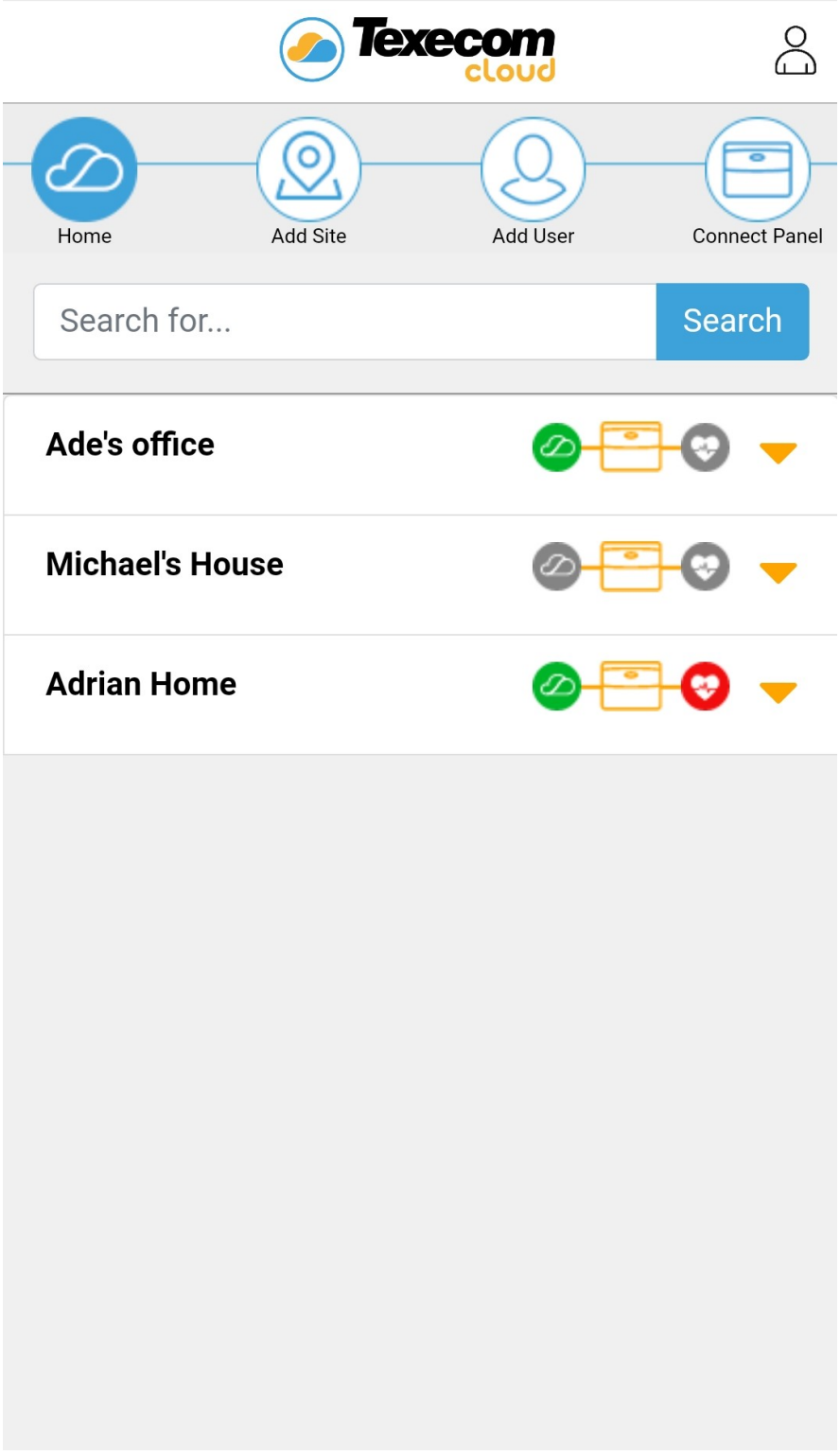
.

Texecom Cloud services is also available within Texecom Pro or via the Cloud mobile link https://cloud.texe.com/mobile.

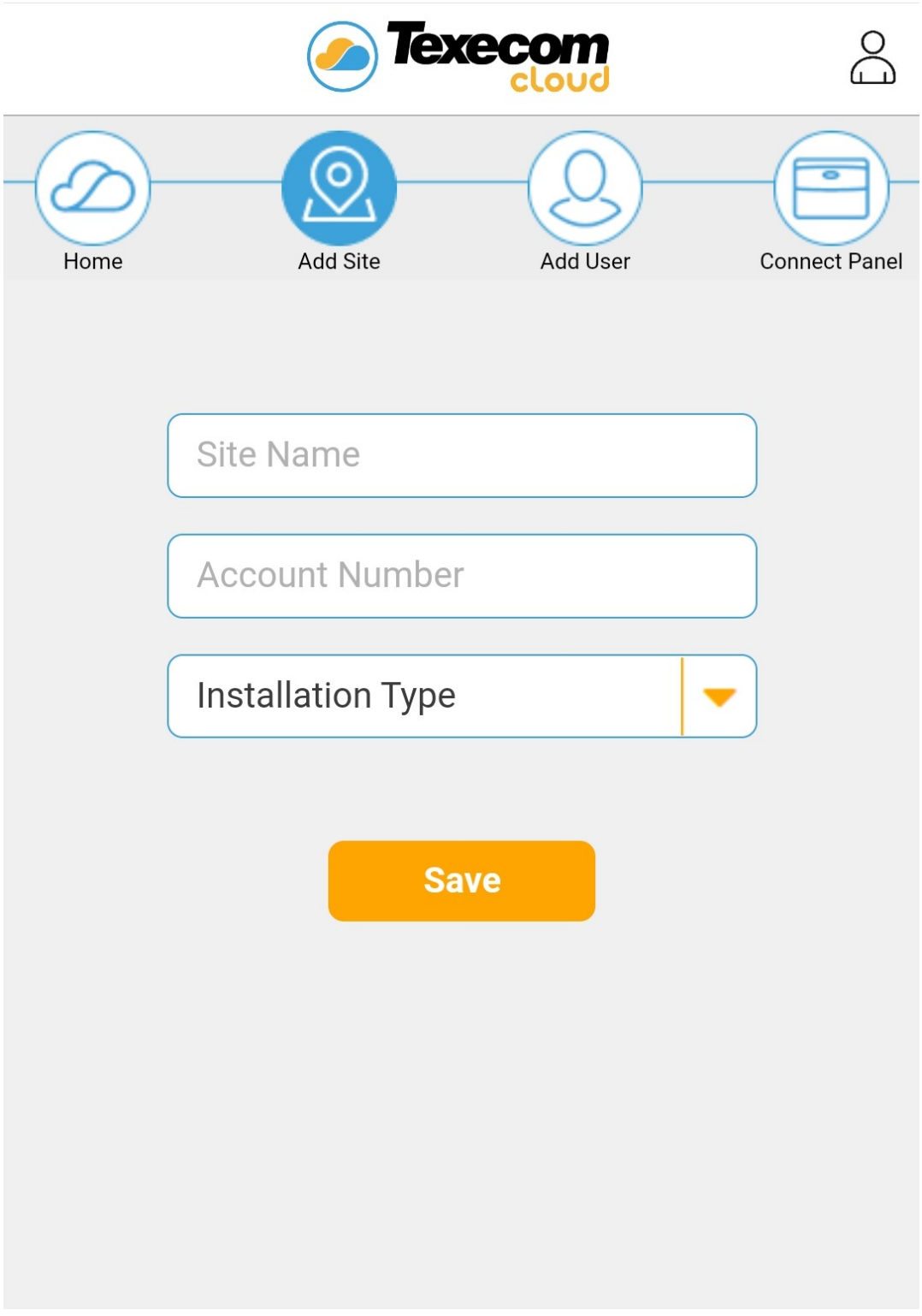
To add a Site , Panel and User follow these simple steps:

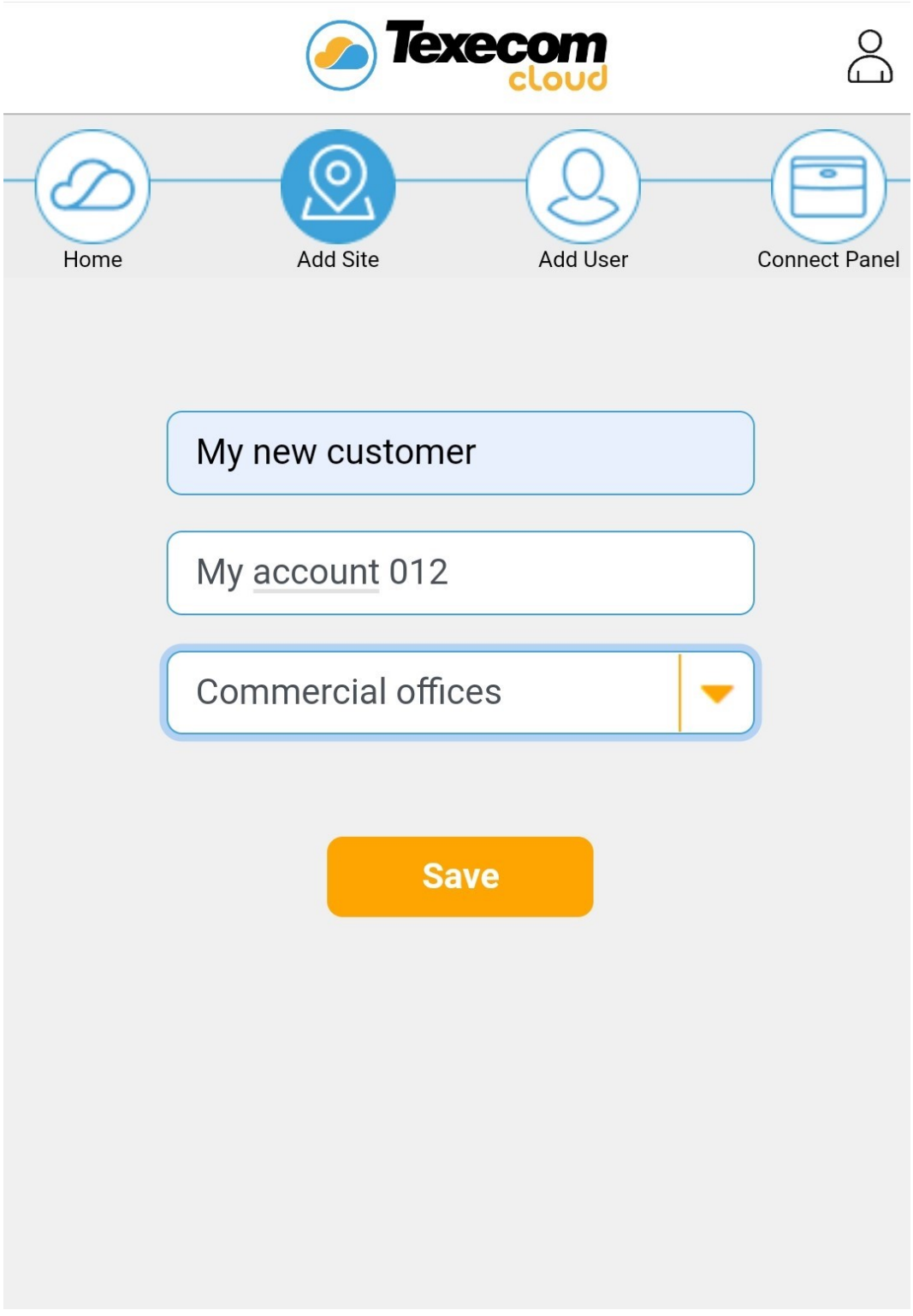
1. If the site has already been created, move to point 2, Click on Add Site
    1. Enter the Site Name & Account Number if known.
    2. Press save
2. Click on Connect Panel
3. Generate an App Code
4. Enter the app Code
5. Enter the Engineers Code
6. Choose the installation type from the dropdown box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

The site list enables you to see all the sites you have on your Texecom Cloud account. From the site list use the buttons on the top bar to select the action you want to complete.

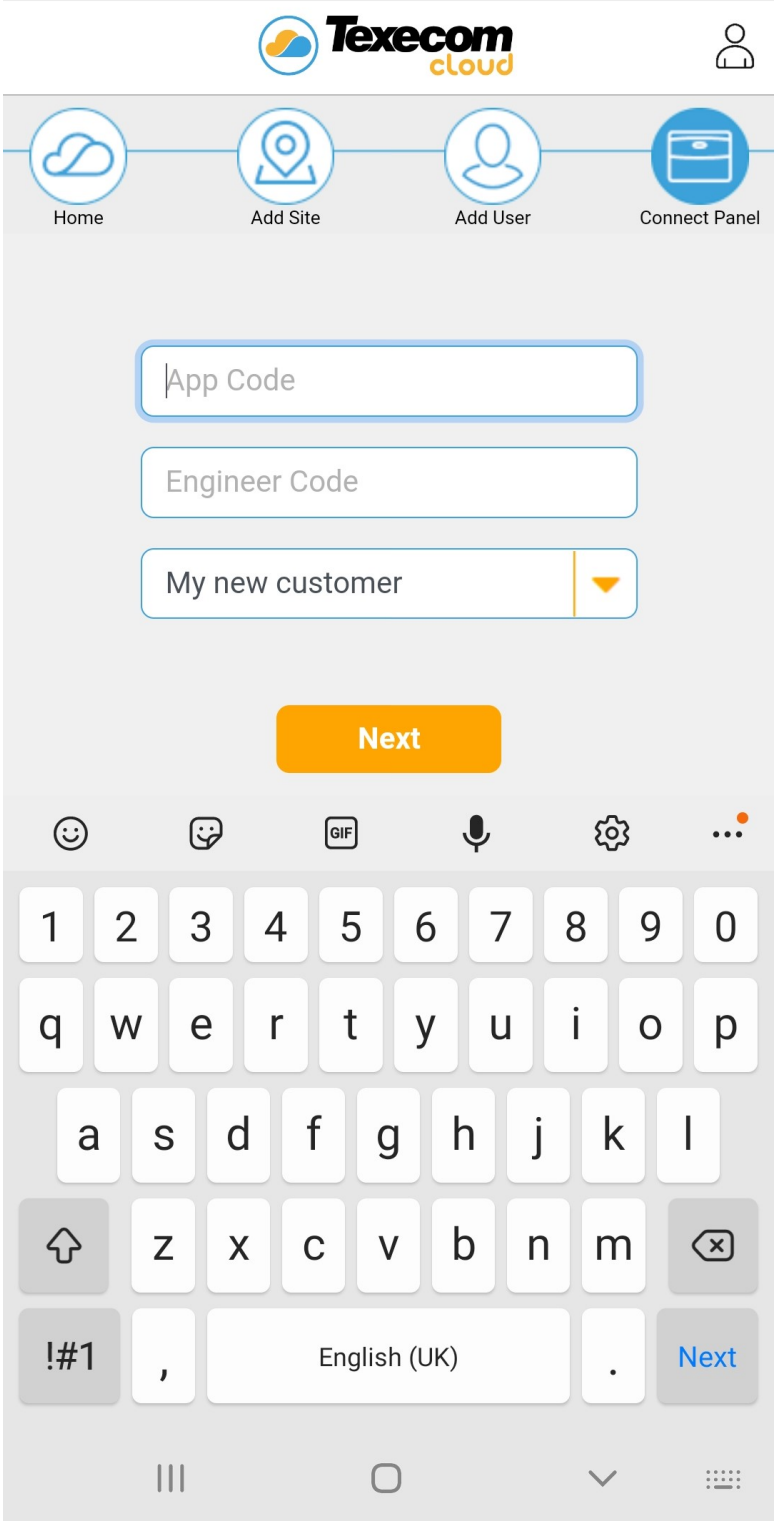

Texecom cloud
Home
Add Site
Add User
Connect Panel
Search for...
Search
Ade's office
Michael's House
Adrian Home

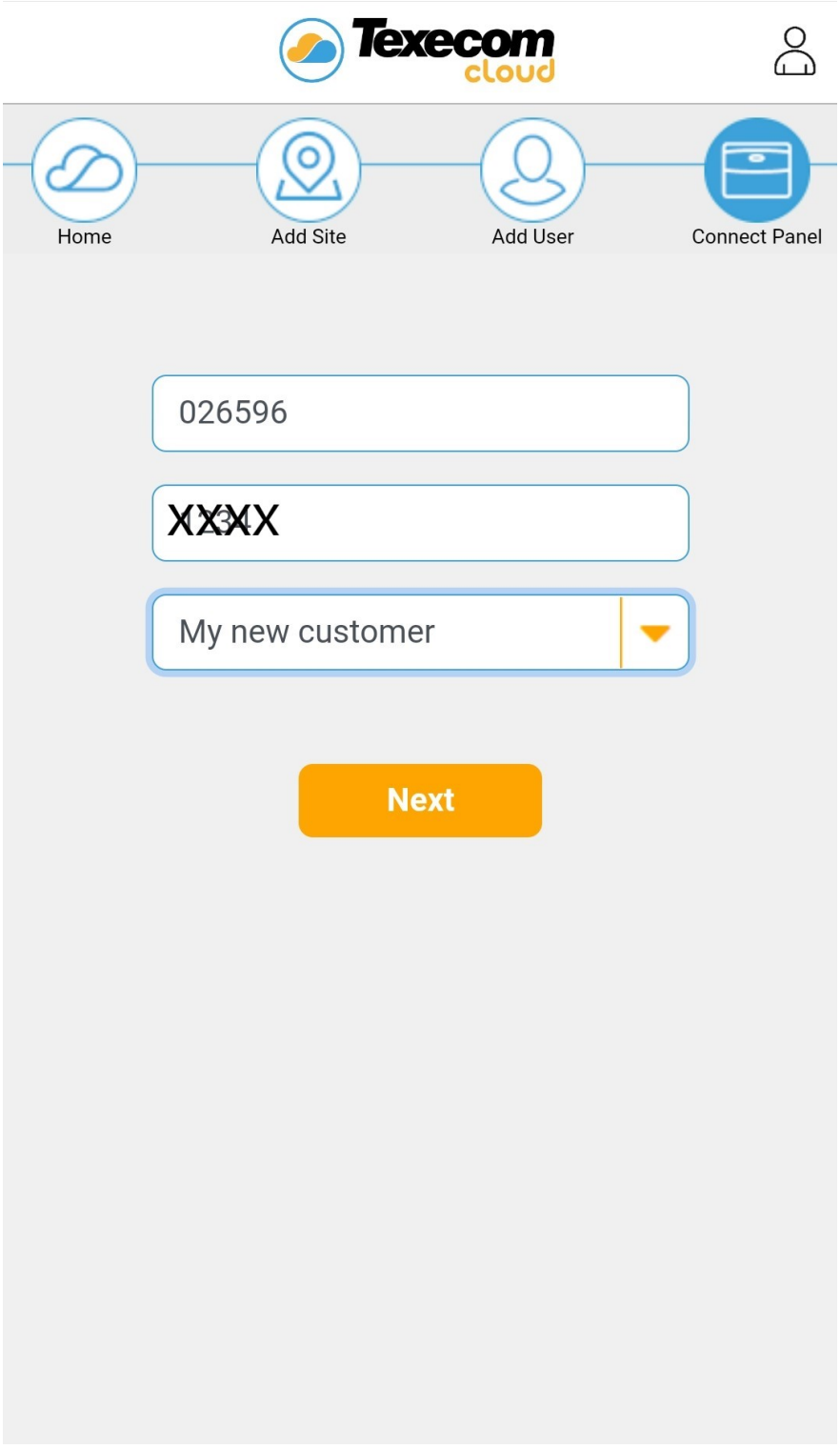
Select the Add a site button

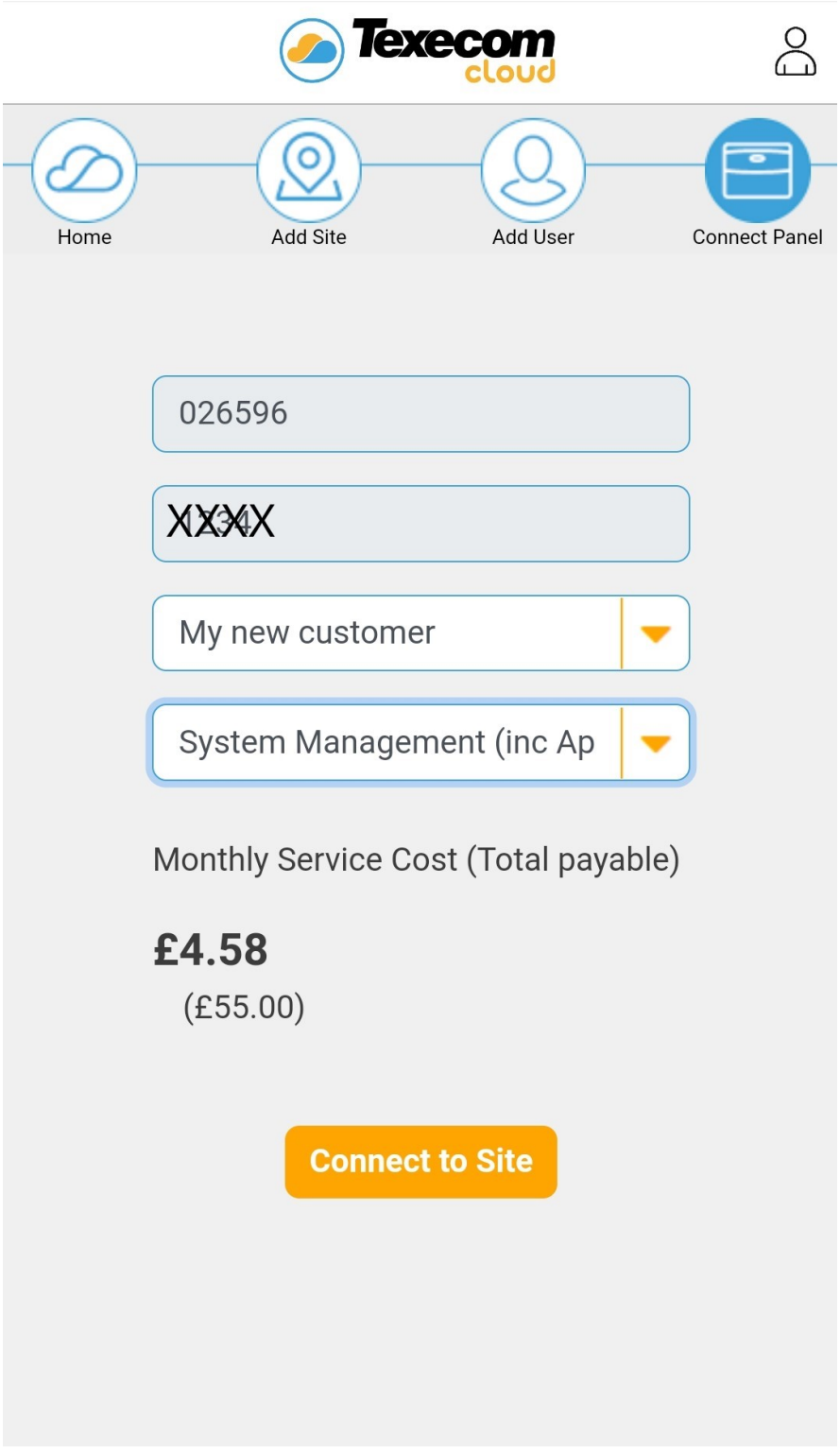

Texecom
cloud
Home
Add Site
Add User
Connect Panel
Site Name
Account Number
Installation Type
Save


Texecom
cloud
Home
Add Site
Add User
Connect Panel
My new customer
My account 012
Commercial offices
Save

Click Next to add the panel to the Site


Texecom cloud
Home
Add Site
Add User
Connect Panel
App Code
Engineer Code
My new customer
Next
English (UK)
Next

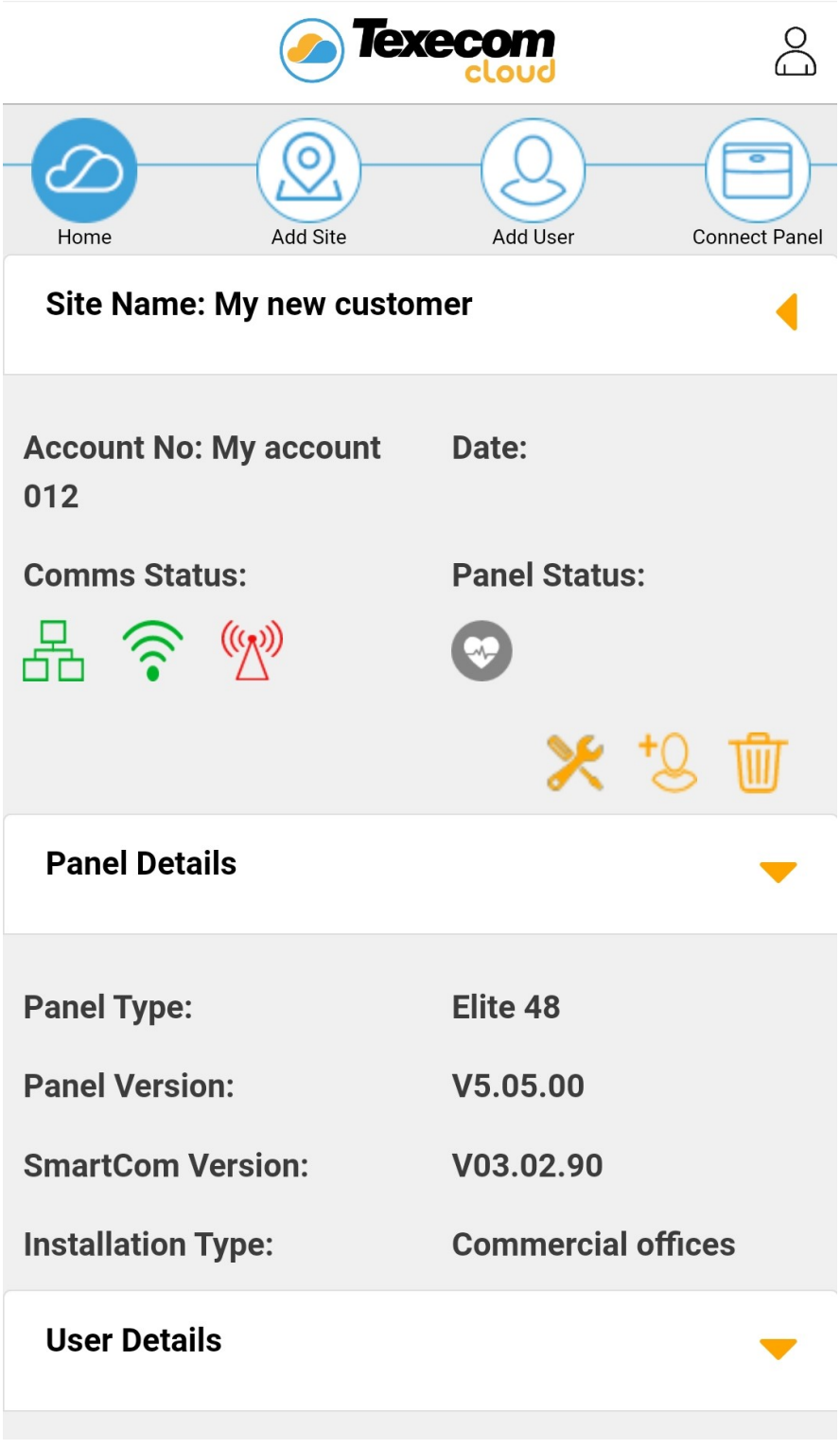

Texecom
cloud
Home
Add Site
Add User
Connect Panel
026596
XXXX
My new customer
Next


Texecom cloud
Home
Add Site
Add User
Connect Panel
026596
XXXX
My new customer
System Management (inc Ap
Monthly Service Cost (Total payable)
£4.58
(£55.00)
Connect to Site

The Texecom Cloud service will verify the selections and connect to the site. A warning of the amount to be charged will be displayed. The comms status for the available paths will be displayed.

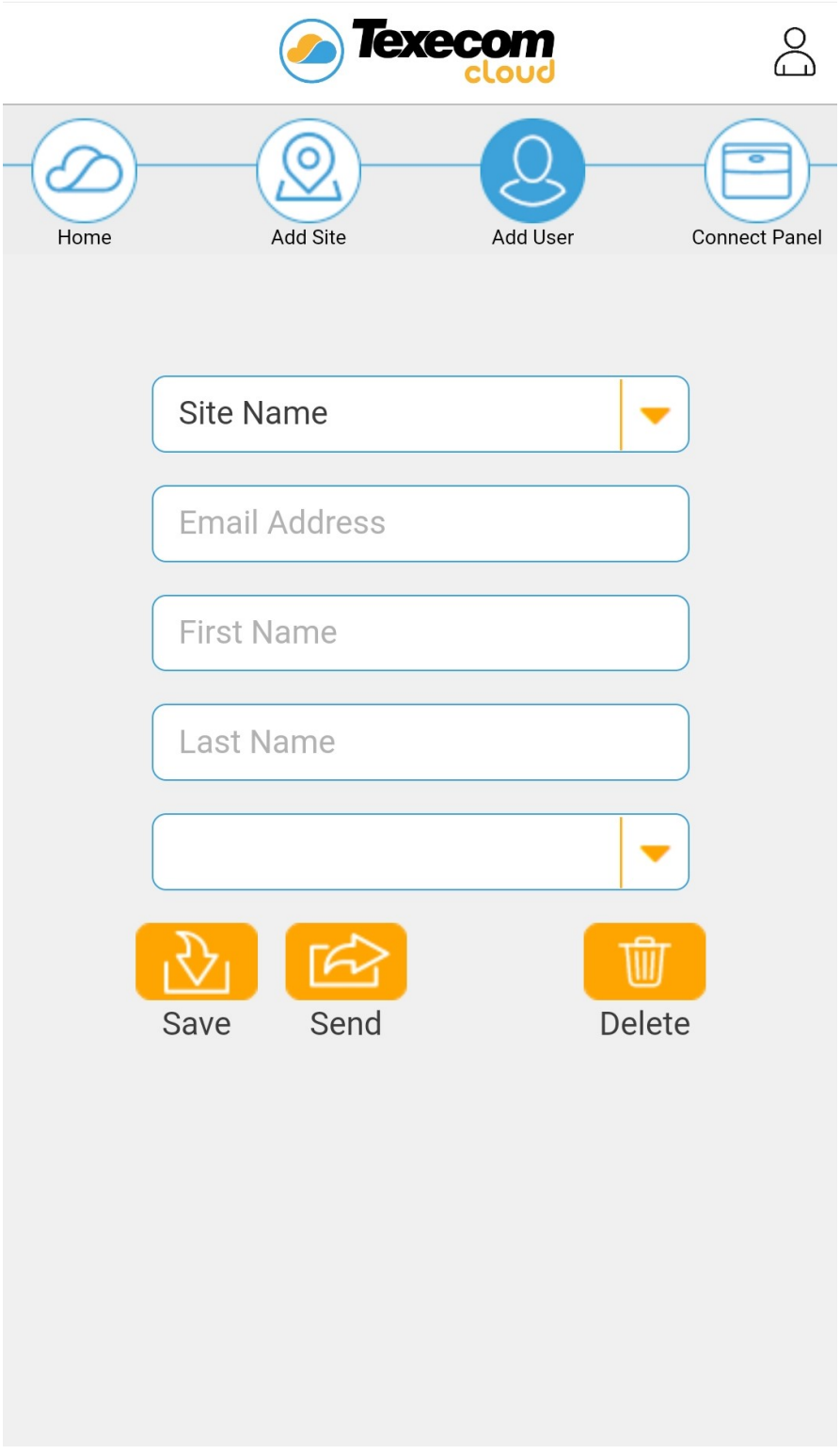
Clicking into the panel account with the small orange triangle shows more details and allows you to delete the account or add a panel user.

The status of the network connections are also displayed, showing green symbols for good and red for path failures.

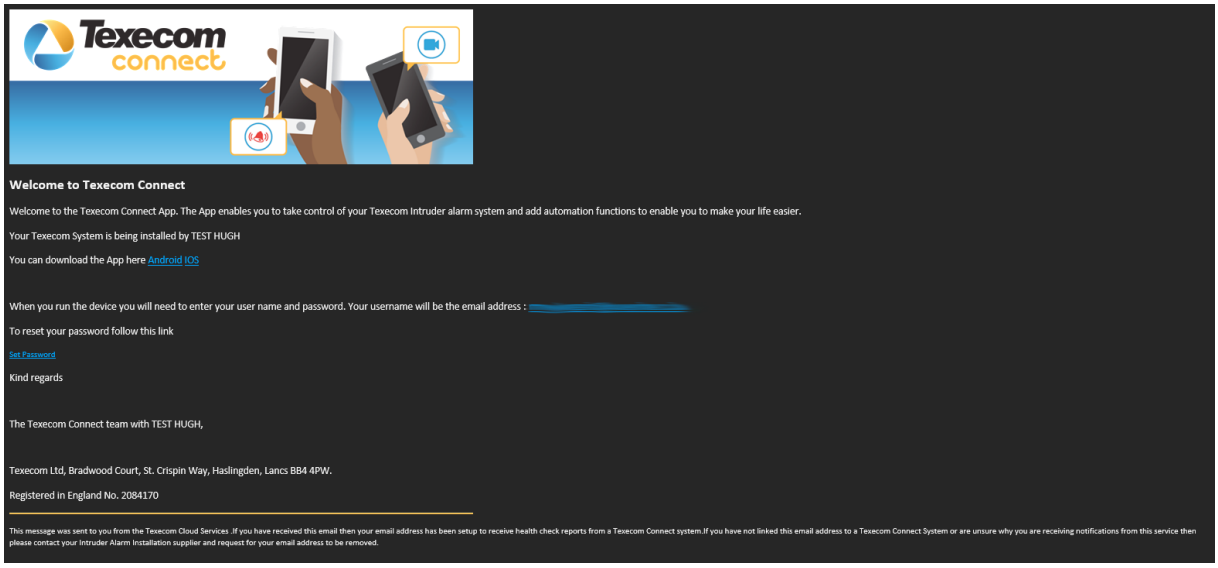

Texecom cloud
Home
Add Site
Add User
Connect Panel
Site Name: My new customer
Account No: My account 012
Date:
Comms Status:
Panel Status:
Panel Details
Panel Type:
Elite 48
Panel Version:
V5.05.00
SmartCom Version:
V03.02.90
Installation Type:
Commercial offices
User Details

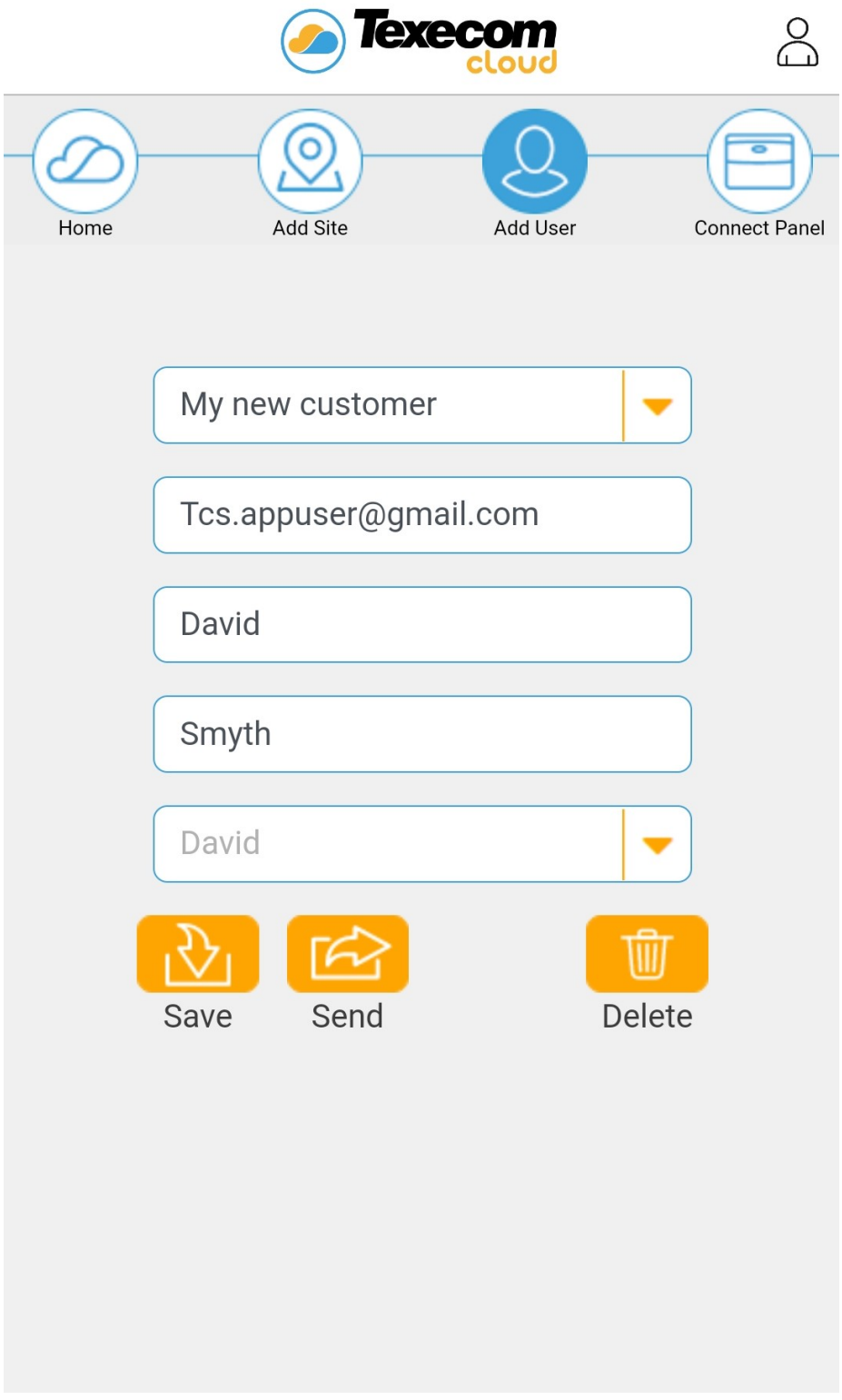
Add a User

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 Texecom 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 Texecom Connect app.

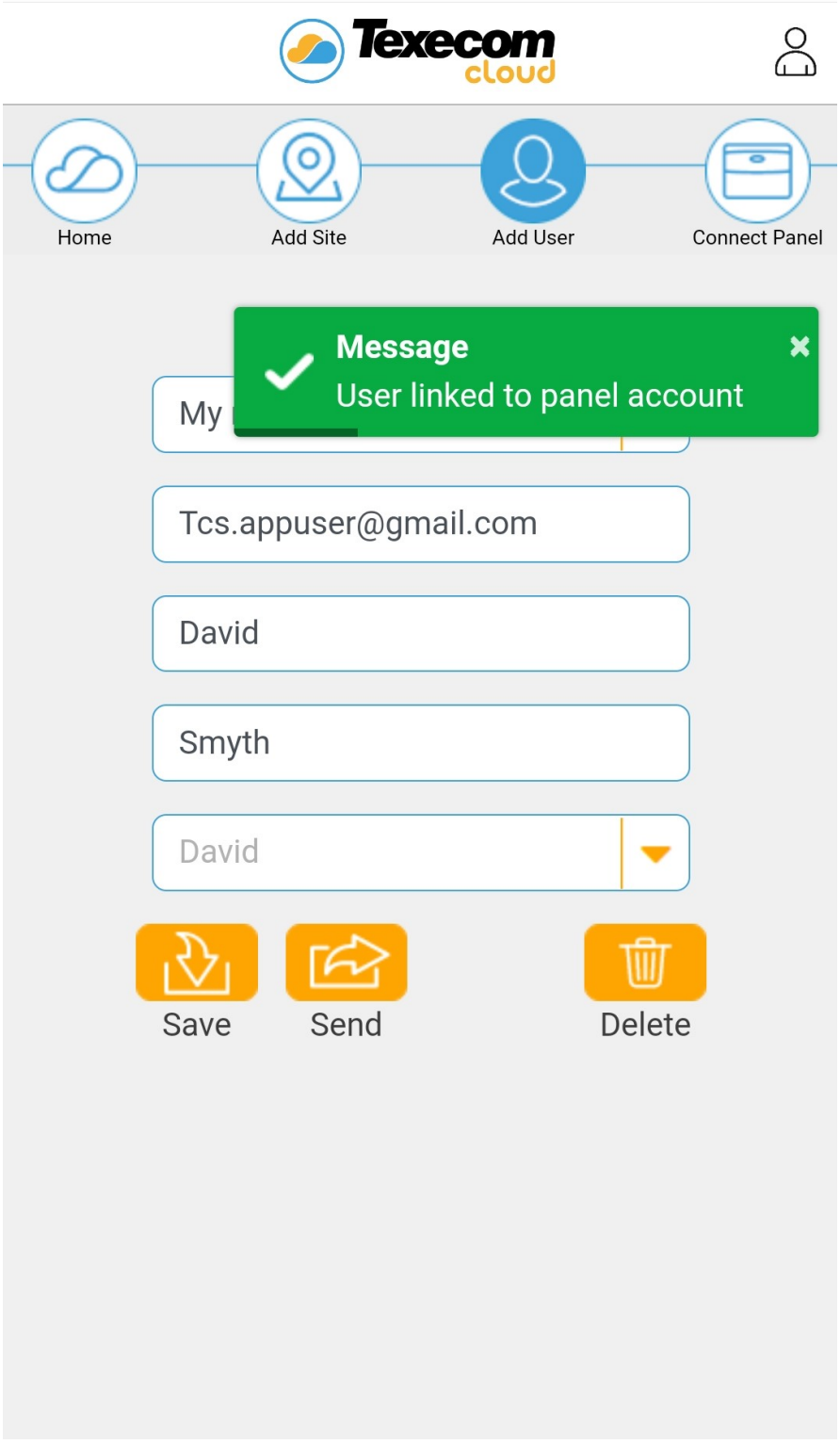

Texecom
cloud
Home
Add Site
Add User
Connect Panel
Site Name
Email Address
First Name
Last Name
Save
Send
Delete

Press Save or Send. The user will receive an email to enable them to set their password:

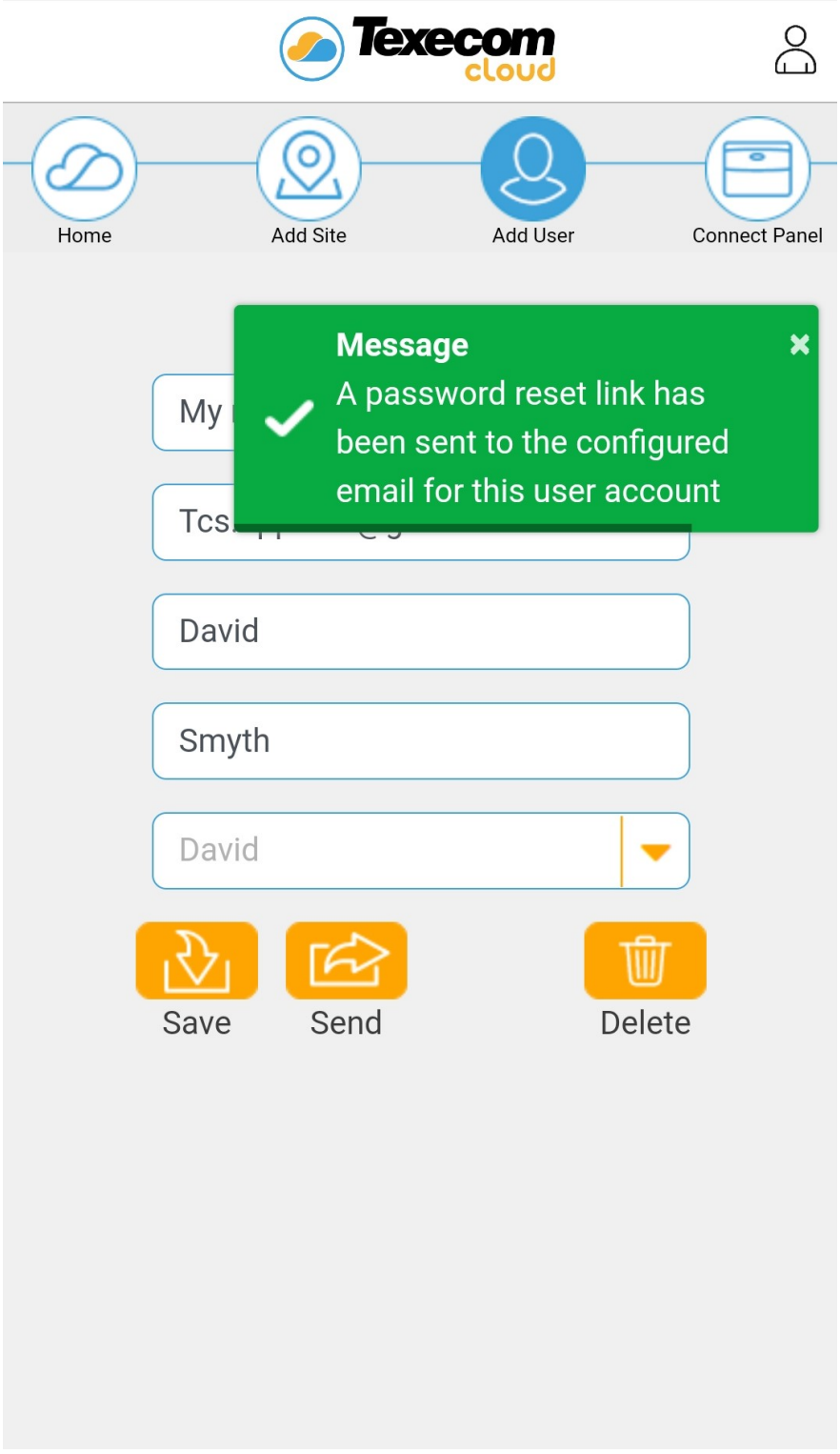



Texecom cloud
Home
Add Site
Add User
Connect Panel
My new customer
Tcs.appuser@gmail.com
David
Smyth
David
Save
Send
Delete

Clicking Save adds the user to the system


Texecom
cloud
Home
Add Site
Add User
Connect Panel
Message
User linked to panel account
My
Tcs.appuser@gmail.com
David
Smyth
David
Save
Send
Delete

Clicking Send - Sends an invitation email to the user with information on how to download and log into the Texecom Connect app


Texecom
cloud
Home
Add Site
Add User
Connect Panel
Message
A password reset link has been sent to the configured email for this user account
My
Tcs
David
Smyth
David
Save
Send
Delete

8.0 Appendix

8.1 Connect V2 App setup

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 Texecom Cloud and app services.

Setting up the App

- The user should first install the app from the app store.
- Choose a user name (email address) and password, these details can be registered on the Texecom Cloud
- A password reset email will be sent to the user
- When setting up the app for the first time they will enter the email address and password chosen.
- Enter their panel user code

They should follow the onscreen instructions to setup the app. There are help files built into the app which detail all features and functions.

9.0 Fault finding & trouble shooting

9.1 Enable Texecom Connect App - Error Messages

Error Message: INCORRECT CONFIG

Diagnosis:

Panel is missing settings and/or data required to register for Texecom Connect. This can occur when:

- A setup step has been entered incorrectly or has been missed;
- The setup steps have not been performed in the correct order;
- 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;
- Incorrect Texecom Connect ARC Configuration

Corrective Actions:

- Check that a UDL Password has been inputted:
    - UDL/Digi Options > UDL Options > UDL Password is: xxxxxxxxxxxxxxx

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 Module

- 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 (DHCP):
ComIP Address: ###.###.###.###
ComIP Port: 10001
ComIP Gateway: blank
ComIP Netmask: 255.255.255.000
Polling/SMG IP: blank
Name/SMG Port: blank

NOTE:

WiFi 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 ARC is correctly configured.
  - UDL/Digi Options > Program Digi > ARC 1 Protocol > Texecom Connect

Pri No: 127.0.0.251
Sec No: blank
Account No: blank
Dialling Attempts: Set as required (09 attempts by default)
Report Areas: Set as required (all areas by default)
Reports: Set as required (PAO*MTC* by default)
Config 1: * * * * * * I * (Connect via IP)
Config 2: * 2 * P (Com Port 2 & Add Push)

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

To automatically repopulate these settings:

Program ARC Protocol as 'Disabled';
Reprogram ARC Protocol as 'Texecom Connect'.

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

Error Message: NO CARRIER / NO CON

Diagnosis:

SmartCom 4G does not have a communication path to the Texecom Connect Servers

Causes:

- SmartCom 4G is not connected to the LAN / WLAN;
- SmartCom 4G is not being provided internet access by the LAN/WLAN;
- Incorrect IP addresses programmed in the Texecom Connect ARC programming;
- SmartCom 4G is being blocked by the LAN/WLAN from communicating on the ports required for Texecom Connect.

Corrective Actions:

- Check SmartCom 4G WiFi / Ethernet connection LED is ON (static – not flashing).
- Check router shows the SmartCom 4G as a connected device.

Note: SmartCom 4G Host Name = texe_hub.

- Check for internet service provider parental controls that may be blocking SmartCom 4G 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 1 Protocol = Texecom Connect

Pri No: 127.0.0.251
Sec No: blank

To automatically repopulate these settings:

Program ARC Protocol as ‘Disabled’;
Reprogram ARC Protocol as ‘Texecom Connect’.

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

Port	Protocol	Direction
123	UCP	Outbound
8883	TCP	Outbound
443	TCP	Outbound

Managed Networks

Please see section 6.2 Conneting to the panel for any issues with managed networks.

Error Message: ACK. FAILED

Diagnosis:

Registration for a Texecom Connect account failed (no acknowledgment).

Causes:

- Panel has not been defaulted following a firmware update.
- SmartCom 4G is being blocked by the LAN/WLAN from communicating on one of the ports required for Texecom Connect.

Corrective Actions:

- Default the panel.
    - Ensure that the panel NVM is Unlocked.
    - Global Options > System Config. > Option 09: NVM is Unlocked /

Locked.
    - Power down the panel;
    - Press the ‘Load Defaults’ button and apply power to the panel;
    - Keep the ‘Load Defaults’ button pressed for 5 secs after applying power;
    - The ‘Heartbeat’ LED will flash quickly, and keypads will display ‘Defaulting NVM’.

Go through SmartCom 4G setup again and Enable Texecom Connect app.

- Check with IT administrator that SmartCom is allowed to communicate on all required TCP/IP ports.
    - See
    - See Managed Networks

Error Message: NO GUID

Diagnosis:

- Panel does not have a Global Unique ID (GUID) value with which to register for a Texecom Connect account.

Causes:

- Panel firmware has been updated from a pre-v4.x version (pre-GUID).

Corrective Actions:

- Check if the panel has a Unique ID
    - Engineer Utilities > View Unique ID
    - Unique ID should display as a 32-character hexadecimal value.
    - If Unique ID displays as ‘ffffffffffffffffffffffffffffffff’ then the panel does not yet have a Unique ID.

- Use Wintex to create a Unique ID for the panel.
    - Connect to the panel with Wintex via a USB-Com/PC-Com lead.
    - Wintex will automatically create a Unique ID for the panel upon successful connection (Status: Online Ready).

Note: Wintex software must be v6.2.5 or above.

Error Message: Modem is Online (hanging)

Diagnosis:

The 'Enable Texecom Connect' call is queued behind currently active coms tasks that are engaging the com ports.

Causes:

- Panel is busy communicating / attempting to communicate an event report.
- Wintex is connected to the panel via the ComIP port of the SmartCom 4G.
- A third party integrated system is connected to the panel via the ComIP port of the SmartCom 4G, e.g. Control4.

Corrective Actions:

- Wait 60 seconds then Enable Texecom Connect.
- Use 'Reset Digi' to cancel current reporting task / clear next queued reporting task; UDL/Digi Options > Reset Digi
- Hang up Wintex network IP connection to panel.
- Disconnect third party integrated system whilst generating an app code.

Error Message: SMART!

Diagnosis:

- Panel did not find a SmartCom 4G on the Com Port programmed as SmartCom.

Causes:

- SmartCom 4G is not installed;
- SmartCom 4G is connected to incorrect Com Port(s); Panel Com Port settings are incorrect.

Corrective Actions:

- Install a SmartCom 4G and connect to panel with supplied cable. Check SmartCom 4Gconnections 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

9.2 Frequently Asked Questions

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 biometric 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 Texecom Connect App?
The SmartCom 4G 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.

10.0 Panel upgrade Local from V1

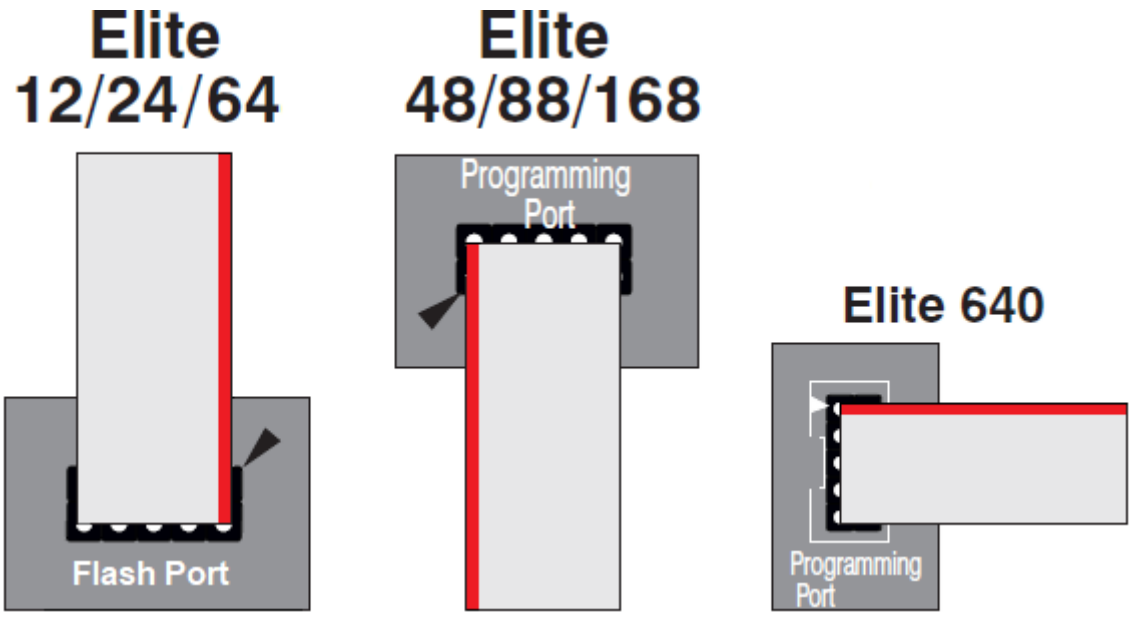
Flash Upgrading an Elite Panel

IMPORTANT - The firmware in the Premier Elite 8 & 32XP-W (or equivalent -W panel) cannot be upgraded in the field. Changing the expander or panel to one that contains expander firmware V3.06> will:-

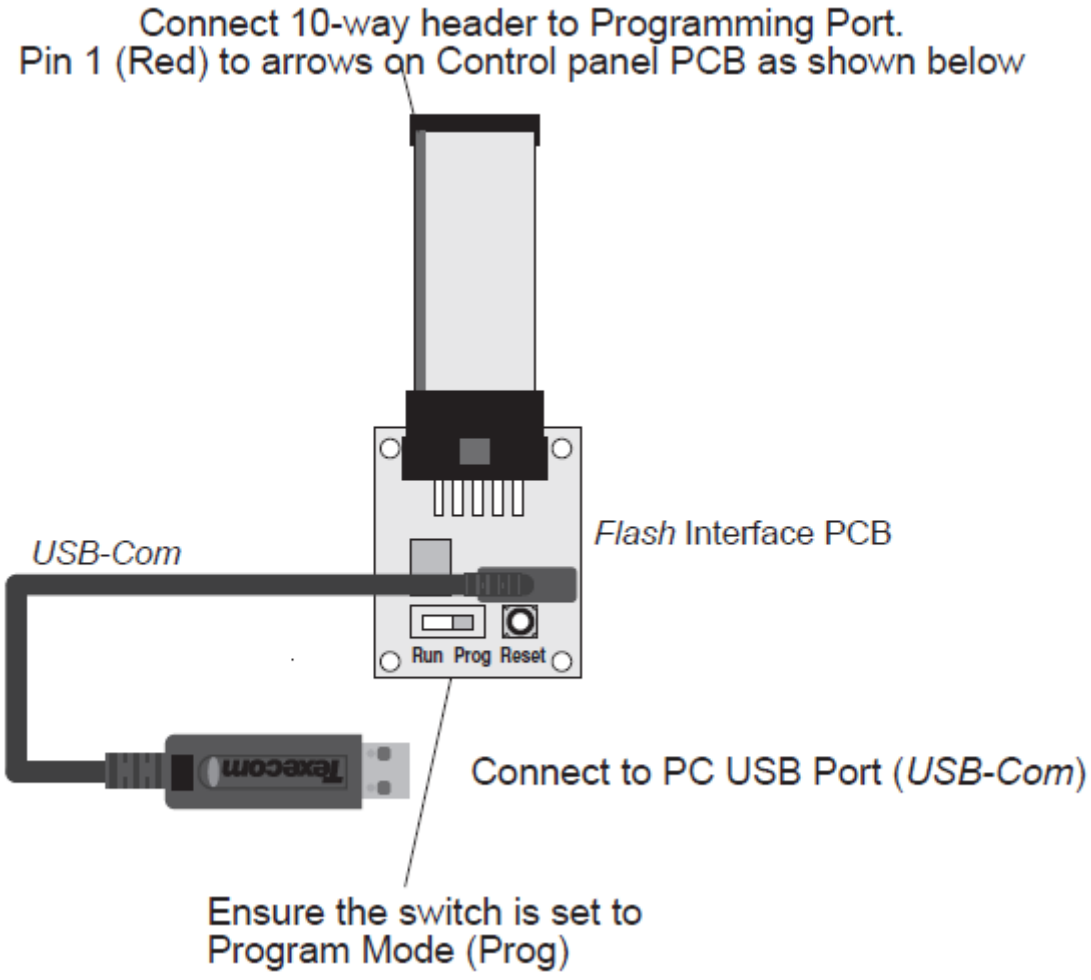
- Display temperature and light levels from enabled *Ricochet* devices.
- Eliminate delays in response time from Texecom Connect SmartPlug when the SmartPlug is moved from it’s initial location to a new one in the property.

Unfortunately, if you already have devices on a wireless system with an earlier version of expander firmware, the only choice will be to re-learn all of the devices onto a new expander if you want the features detailed above.

- Connect to the control panel with Wintex using the USB-Com 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 ;

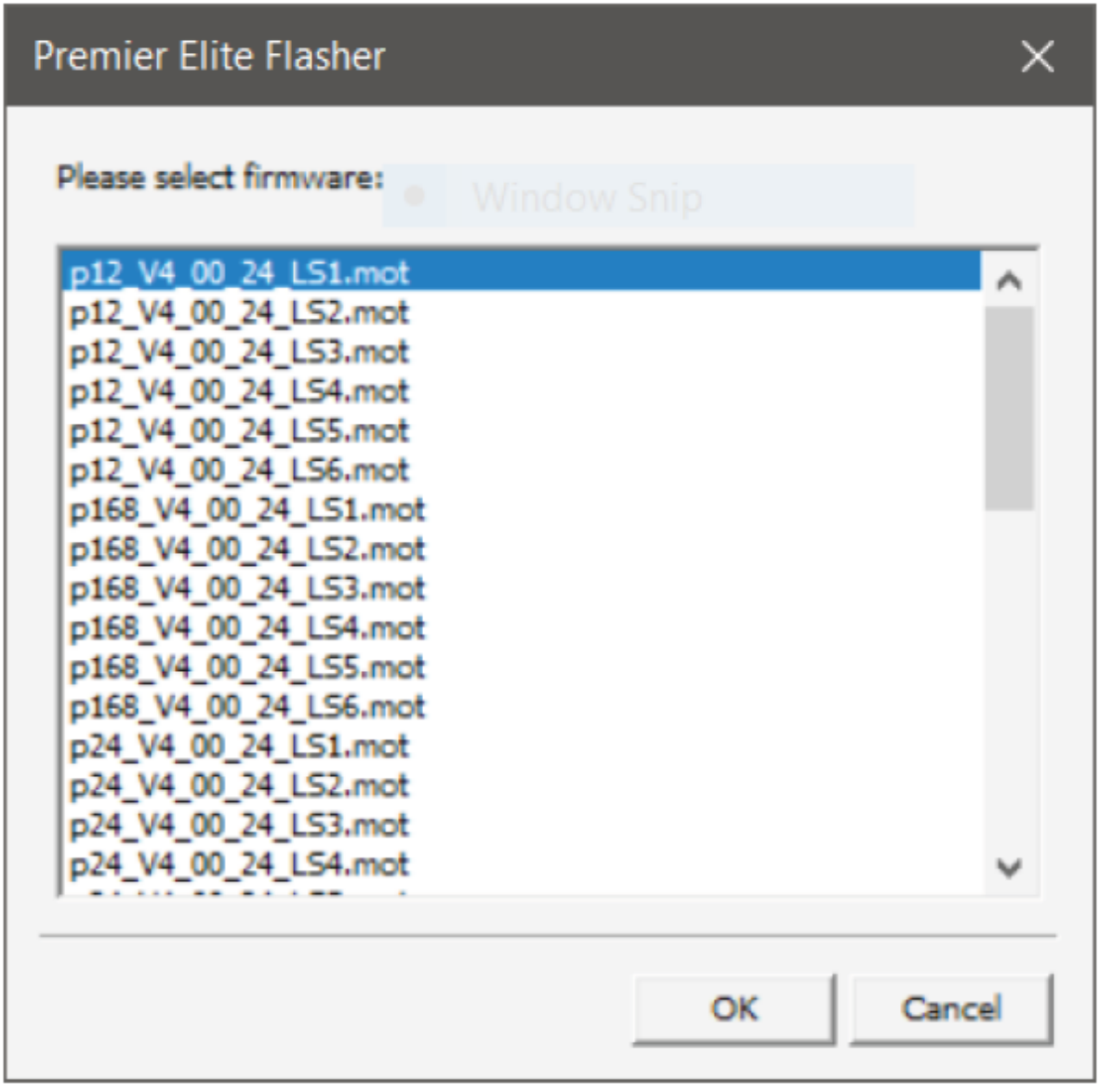


Re-apply power to the control panel and press the RESET button on the Flash Interface board.

Ensure that the Flash Interface is connected to the control panel and PC as shown previously.

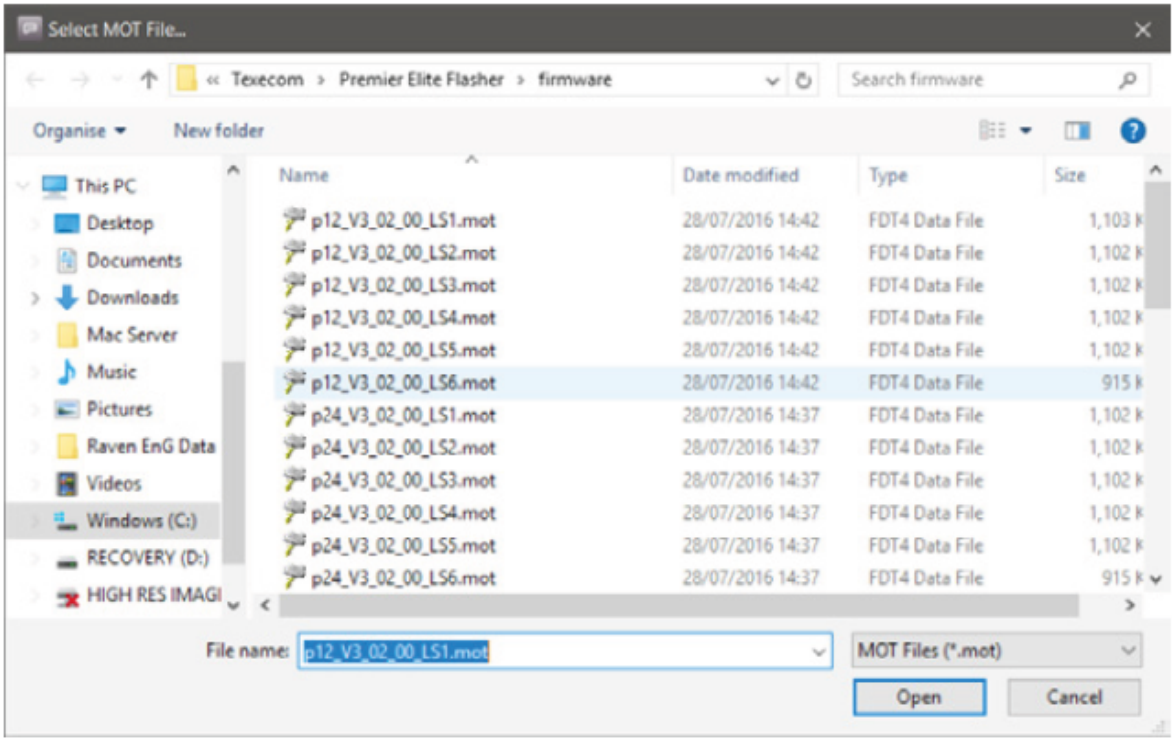
NOTE: If you have anything connected to the control panel COM Ports , you MUST UNPLUG them.

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



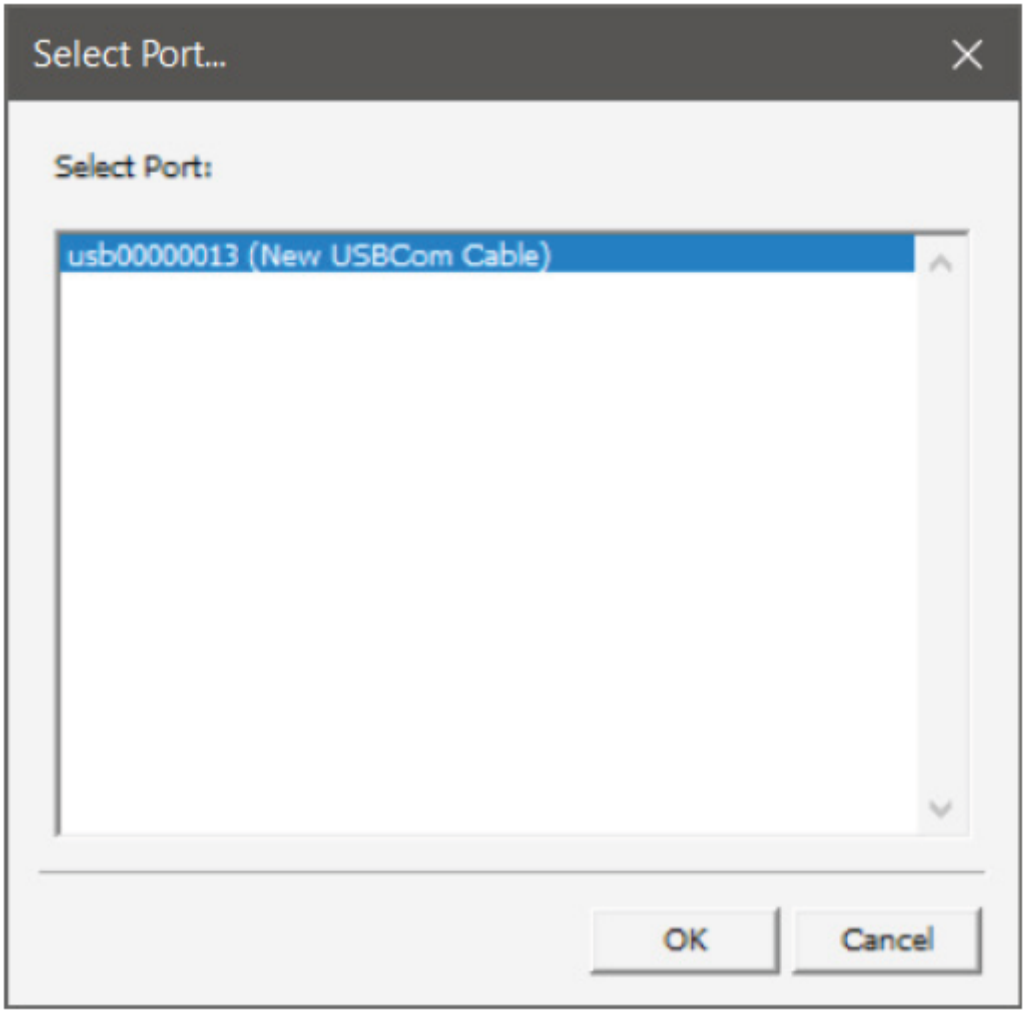
Choose which panel and firmware version you wish to use. If the version number you wish to use is later than the one listed, just click on the correct panel type. You will be presented with the following screen.

To change the firmware file being used click on select, you will be presented with the following screen

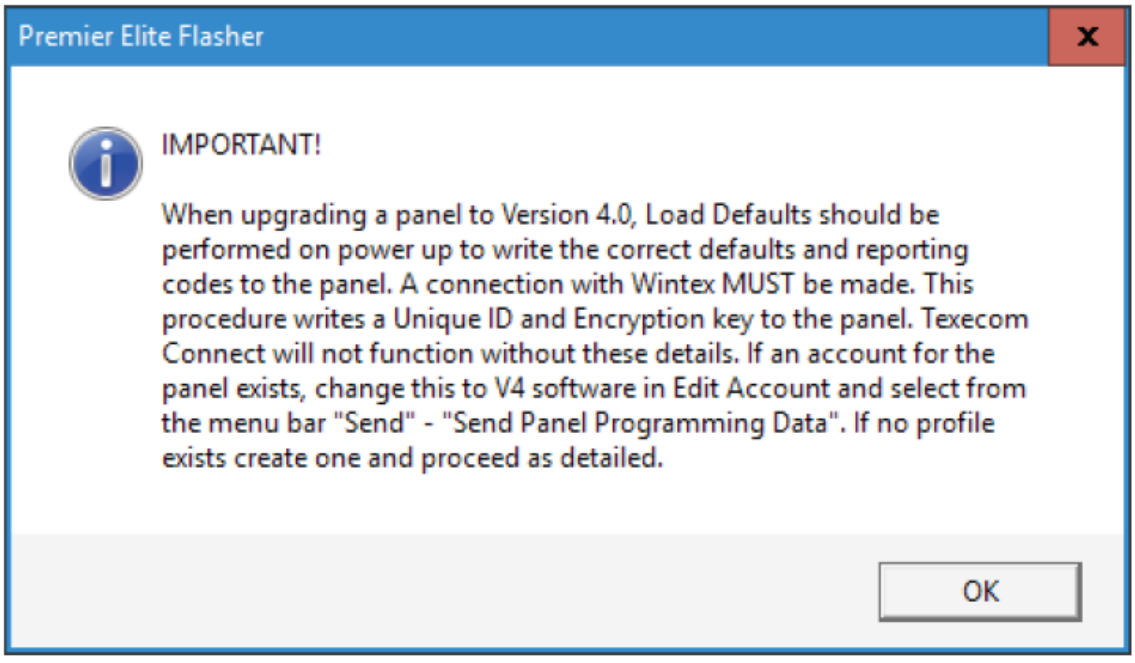


Browse to file you want to use and click open.

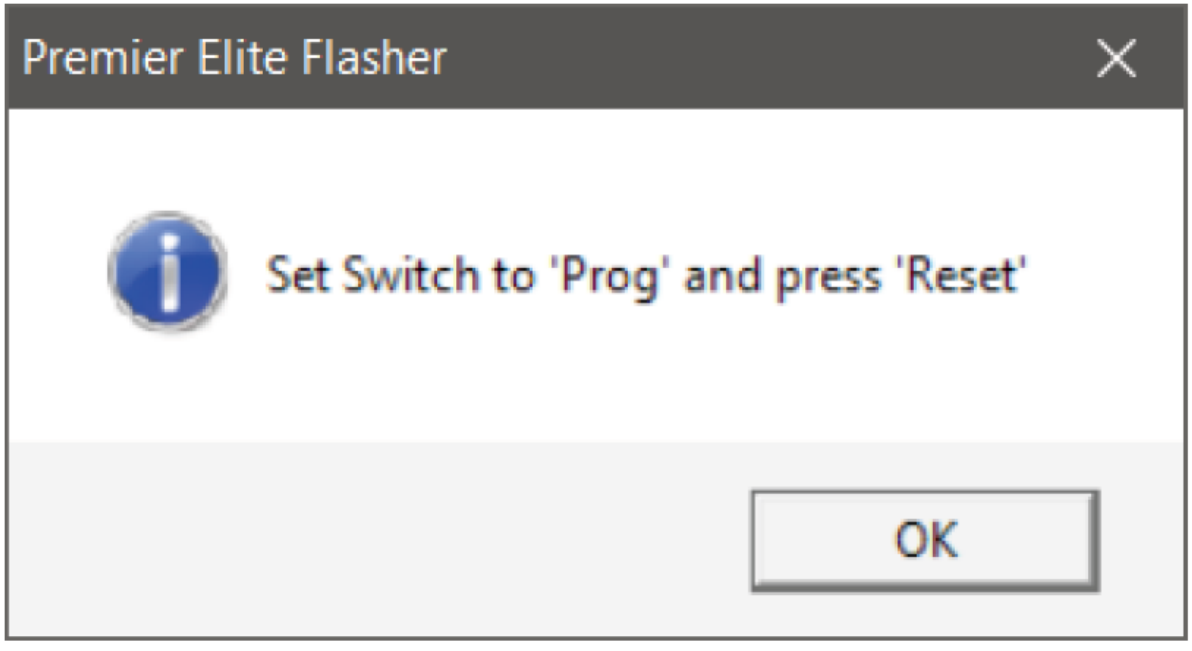
Click on Select Com Port, and enter the com port number that you’re USBCom is connected too; press OK



Press the Flash Button the following screen will appear

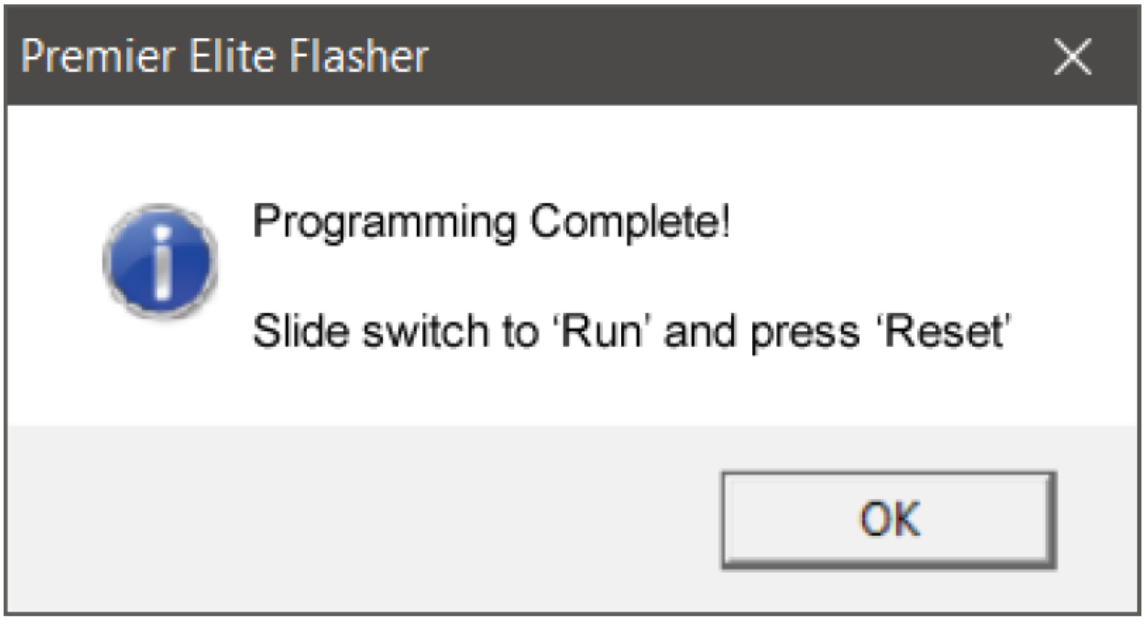


Press OK



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

When complete the following will appear



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".

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.

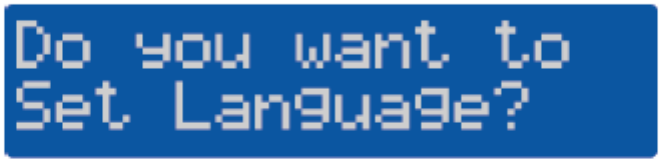
- Locate the "Load Defaults" button and the "Heartbeat" LED on the PCB
- Press and hold the "Load defaults" button and apply power to the panel.
- Release the "Load Defaults" button when the "Heartbeat" LED starts flashing rapidly.

The Keypad display will look like this:

Once complete the alarm will sound. Enter the default engineers code 1 2 3 4 to silence the panel.

The Keypad will now scroll through various error messages. Enter 1 2 3 4 again.

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

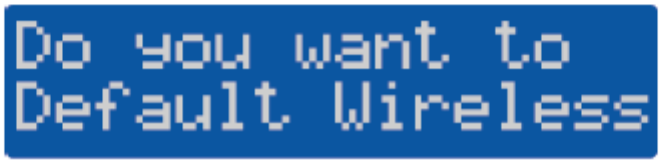


Press ✓/Yes the display will show:-

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

Press ✓/Yes to confirm.

The keypad will show



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

At this point if the system already has *Ricochet* enabled devices learned and a panel profile that is saved in Wintex, you can press No/✗ 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

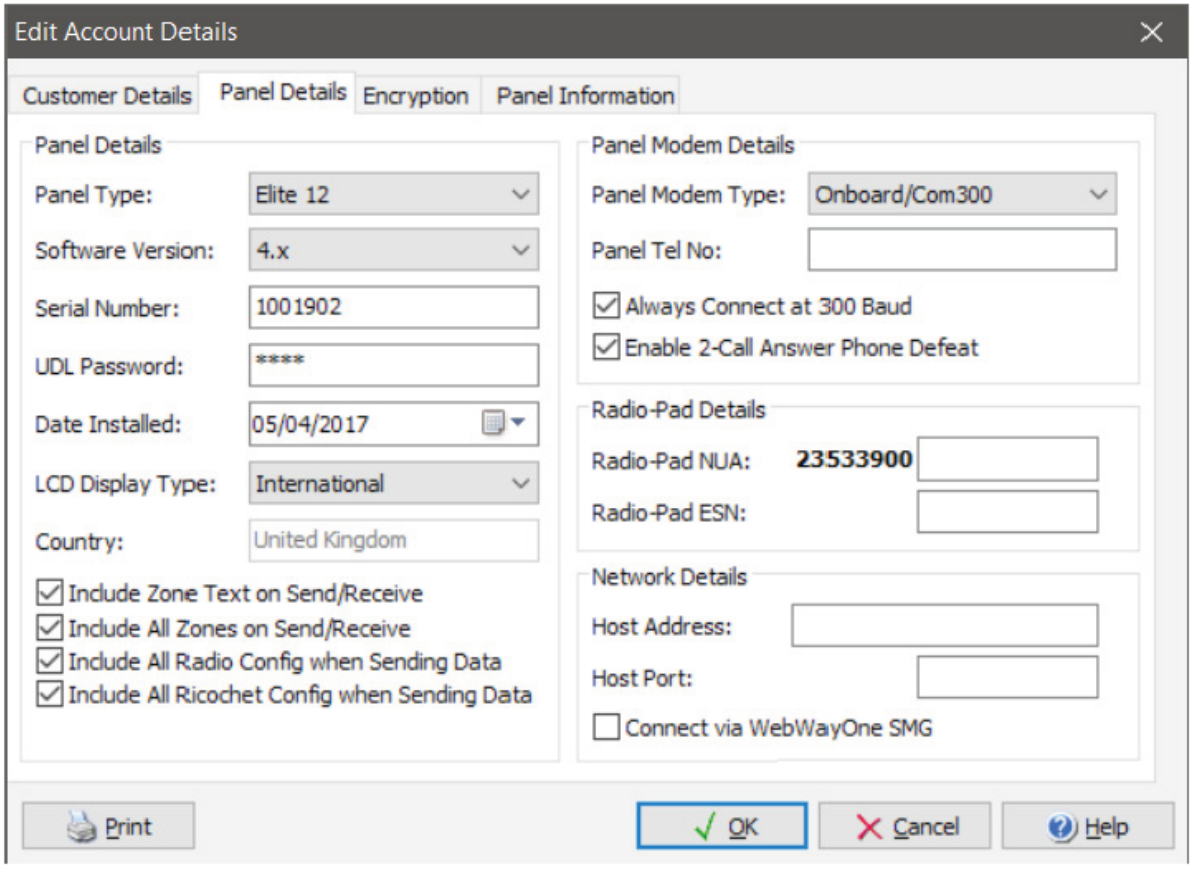
Learn all of your devices (Not SmartPlugs!) And then place them in their final location and allow to commission for 15 minutes. Once learning is complete press No/✗ and then 1 to program the Zones.

If there are no *Ricochet* enabled devices to learn press No/✗ 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

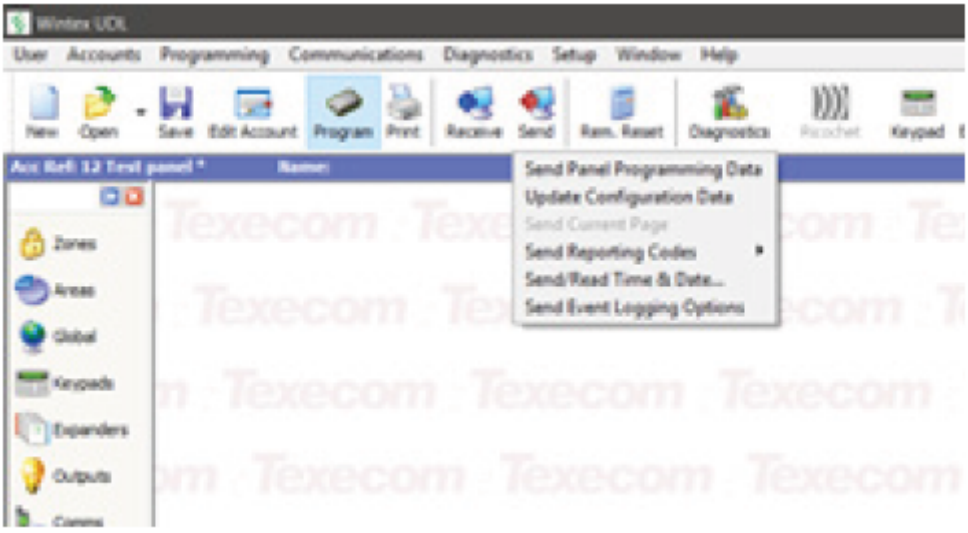
- Select the "Panel Details" tab



- 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"



11.0 Specifications

ATS Categories Table

CIE V6.01> firmware & SPT CELA0050 Monitor Mode	ATS category	
	Single Path (Ethernet or Radio)	Dual 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	DP1	DP2	DP3	DP4

Specifications

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 per year, or one site visit plus one remote system check per year.
Grade 3	Two site visits per year, or one site visit plus one remote system check per year.
Note:	Texecom Cloud service health checks are compliant to BS9263:2016

Specifications

Alarm System	Grade 2 Environmental II EN50131-1, EN50131-10:2014, EN50136-1:2012, EN50136-2:2013, PD6669:2017, PD6662:2017

Alarm Transmission System Categories	Premier Elite 640 DP2, DP3, DP4 Premier Elite 168 DP2, DP3, DP4 Premier Elite 88 DP2, DP3, DP4 Premier Elite 64-W DP2 Premier Elite 48 DP2, DP3, DP4 Premier Elite 24 Metal DP2, DP3, DP4 Premier Elite 24 (polycarb) DP2
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	CELA0050-2
Ethernet	10/100 Base-T, 100 Base-TX
Wi-Fi Module	2.4GHz IEE802.11 (b/g/n)
Wi-Fi Max Power	15 dbm - internal antenna
Operating Voltage	8 - 15 Vdc
Typical Current	135mA
Peak	200mA
Interconnection Type	Interconnection between device and CIE is proprietary and can only be used with a Texecom CIE
Relative Humidity	0 - 95% non-condensing
4G Module	
LTE Cat 1 Region/Operator	EMEA
LTE FDD	B1/B3/B7/B8/B20/B28A

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 4G 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 $g failed to function correctly. Due to our policy of continuous improvement Texecom reserves the right to change specification without prior notice.

Hereby, Texecom declares that the radio equipment Type: CELA0000, CELA0050, CELA1000 (Premier Elite SmartCom 4G), is in compliance with Directive 2014/53/EU. The full EU declaration of conformity is available here.