SmartCom Pro
Installation Guide
INS894-5

Texecom

23-05-2025	• Revision 1 of the manual created. • Updated tables in the annex with correct details about the keypad error messages. • Added compliance section 10.1 • Updated drawings to correct pions config inaccuracies. Changed spec table F1 F2 resistor ratings. • Updated specs table with correct current draws. Upissued to V2 • Updated tables and images. Up issued to V3 • 1. Amended reporting times table 2. Updated images correct white images 3. Removed hyperlinks to YouTube and cloud as these caused the back end to malfunction 4. Up issued to revision 4 • Various layout and drawings updates.

Texecom

Content

1.0 Introduction

A SmartCom Pro can be used in many situations. It is a versatile tool that can offer customers advanced signalling and control of their security system.

Use cases

- Secure and compliant single and dual path alarm signalling for Premier Elite and 3rd party alarm systems via Texecom Monitor
- Remote management and configuration of Premier Elite alarm systems via Texecom Cloud Services
- Integrated Texecom Connect App operation and self monitoring with both Premier Elite and 3rd party alarm systems **Coming Soon** (where arming input is supported)
- It can be used in all these scenarios with either a Single Path (LAN / Wi-Fi or Radio) or Dual Path (LAN / WiFi + Radio or Dual Radio)

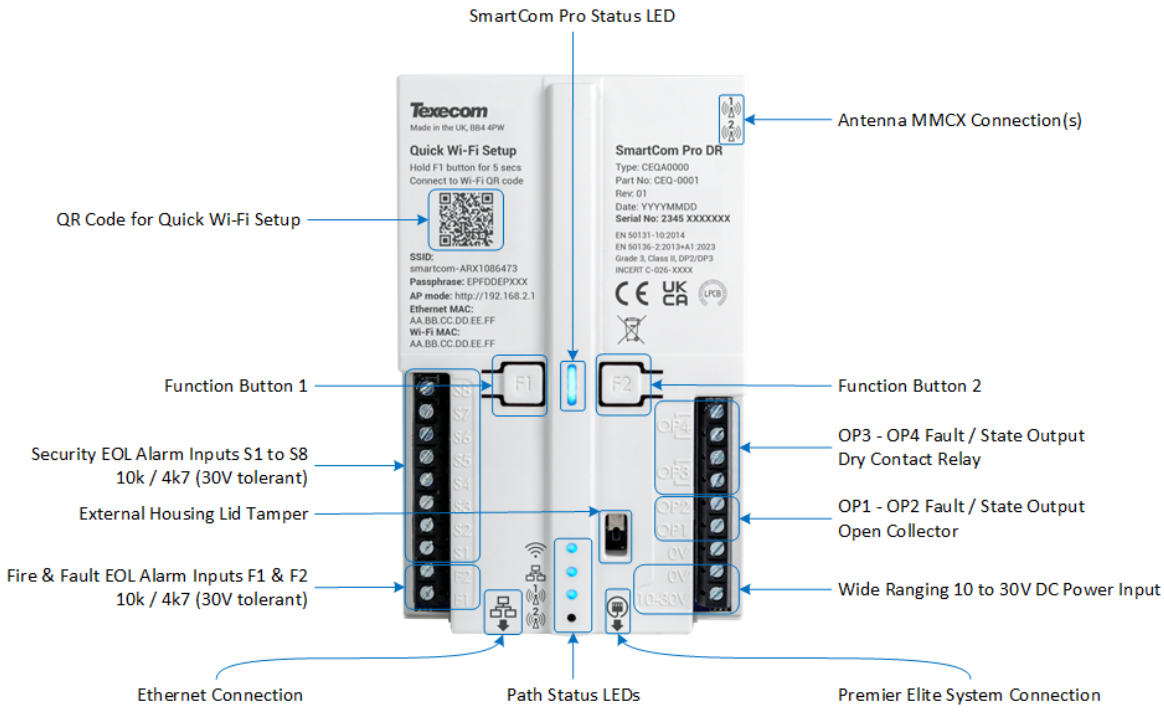
Models

Model Type	UK Part Codes	Product Name	Product Description
CENA0000	CEN-0001	SmartCom Pro	SmartCom Pro module with Premier Elite or Pins input and Wi-Fi or LAN connection
CEPA0000	CEP-0001	SmartCom Pro 4G	SmartCom Pro module with Premier Elite or Pins input and Wi-Fi or LAN & Radio (4G) connection
CEQA0000	CEQ-0001	SmartCom Pro DR	SmartCom Pro module with Premier Elite or Pins input and Dual Radio (4G) connection
	JAQ-0007	SmartCom Pro Case (Single)	EN50131 compliant internal housing for all SmartCom Pro models
	JAQ-0003	SmartCom Pro External High Gain Antenna	SmartCom 4G / SmartCom Pro 4G / SmartCom Pro DR high gain antenna with 10m cable and MMCX connector

What's New

- Programmable Pins input and outputs
- Dual Radio (4G) connection
- Multi Profile 4G eSIMs
- Internal to panel mounting option

2.0 Identification



3.0 Installation

Texecom Premier Elite Serial Connection Requirements

To set up a Texecom Cloud connection or Texecom Connect system, you will need the following :

- A Texecom SmartCom Pro
- A Texecom Premier Elite security system (V6.05 or later firmware)
- SSID & Password for the wireless network if you intend to connect by Wi-Fi
- A Texecom Cloud installer account
    - When attaching the system to the cloud you will be offered alternative service plans covering management, end user app, signalling services and other capabilities.

Note: Service plans include payment for 4G data

PIN’s Connection Requirements

- A Texecom SmartCom Pro
- A third party panel with communicator outputs / Texecom Premier / Texecom Veritas R8 Plus / Texecom Veritas Excel.
- SSID & Password for the wireless network if you intend to connect by Wi-Fi
- A Texecom Cloud Installers account
    - When attaching the system to the cloud you will be offered alternative service plans covering management, end user app, signalling services and other capabilities

Firmware Requirements

The following firmware and software versions are required to fully ustilise Texecom Connect, Texecom Cloud Services and Texecom Monitor with a Texecom Premier Elite security system:

- Premier Elite V6.05 or later

NOTE: The control panel firmware can be upgraded using the Premier Elite Flasher Interface, or you can operate the system on pins only and have the same capabilities as a third party panel.

Fixings - Inside the Control Panel

To comply with the requirements of EN50131 and EN50136, the SmartCom Pro must be mounted inside a tamperproof enclosure, such as the control panel, or our external housing.
The SmartCom Pro can be mounted inside a metal control panel. For panels that don't have space inside available, the external housing should be used.

1. Do not use Wi-Fi when installed inside a metal panel
2. When using a SmartCom Pro 4G or SmartCom Pro DR you MUST ensure the antenna cables are not run on the same side of the panel as any network cables, or cables connecting Ricochet receivers
3. Ensure the SmartCom Pro is attached to a stable surface inside the panel, e.g. utilising sticky pads.
4. The SmartCom tamper function will be ignored when the device is powered up with the tamper circuit open. The tamper is enabled when the tamper switch is closed.

Fixings - Utilising the SmartCom Pro external housing.

When using the SmartCom Pro external housing, it should be fixed to a solid surface using the appropriate sized screws. Both of the top fixing points should be used, and both of the removal from mounting tamper* fixing points.

- Minimum screw size 3.5 x 16mm CSK
- Maximum screw size 4.0 x 70mm
- Appropriate plugs should be used for the mounting surface.

*__NOTE:__ The removal from mounting tamper breakout is sacrificial.

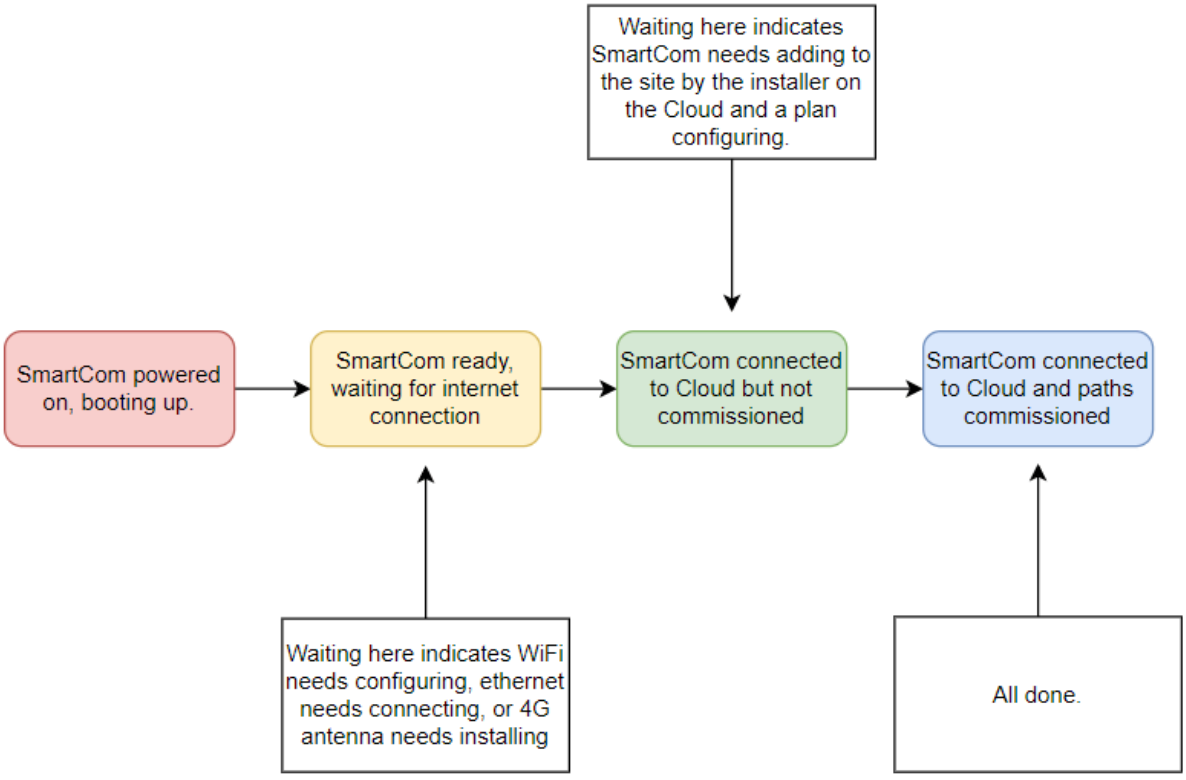

Texecom
Made in the UK, BB4 4PW
Quick Wi-Fi Setup
Hold F1 button for 5 secs
Connect to Wi-Fi QR code
SSID:
smartcom-ARX1086473
Passphrase: EPFDDEPXXX
AP mode: http://192.168.2.1
Ethernet MAC:
AA.BB.CC.DD.EE.FF
Wi-Fi MAC:
AA.BB.CC.DD.EE.FF
SmartCom Pro DR
Type: CEQA0000
Part No: CEQ-0001
Rev: 01
Date: YYYYMMDD
Serial No: 2345 XXXXXXX
EN 50131-10:2014
EN 50136-2:2013+A1:2023
Grade 3, Class II, DP2/DP3
INCERT C-026-XXXX
F1
F2
S8
S7
S6
S5
S4
S3
S2
S1
F2
F1
OP4
OP3
OP2
OP1
0V
0V
10-30V
Removal from Mounting Tamper

4.0 Indications

SmartCom Pro Status LED

LED State	SmartCom Pro State	Description / Diagnostics
Off	No Power	Unit has no power supplied to it
Red	Power on / Booting up	During initial boot up the LED will stay red for up to 30 seconds
Yellow	Boot complete - Waiting for registration	The unit has booted up and is attempting to connect to the Texecom Cloud. If stuck on this stage, check you have an external connection to the Internet
Flashing Green	Establishing registration	Connection established - completing registration
Solid Green	Cloud Connected No Site allocated	Device registered. You can now Connect a site using App code or serial number
Blue	Commissioning complete	The site has now been commissioned on the Texecom Cloud and is operational
Flashing Blue	Commissioned site Connection Lost	The site has lost connection with the Texecom Cloud, check connectivity

LED Indication Sequence During Setup.



Path Status LEDs

LED State	Wi-Fi	Ethernet	4G 1(1)	4G (2)
Symbol				
Off	No Wi-Fi Connection configured	No Local link	No Modem / Not configured	No Modem / Not configured
Solid Blue	Configured and Connected			
Flashing Blue	Configured but connection path fail			
Slow Flashing Blue	AP Mode enabled	Not valid		

5.0 Function Buttons

Buttons: F1 and F2
User Operations:

1. Single Press (1 x <1s press)
2. Five Presses (5 x <1s press)
3. 5s Hold
4. 15s Hold

Functions:
F1 - Single Press: Test Call
F1 - Five Presses: Default
F1 - 5s Hold: AP Mode
F1 - 15s Hold: Reboot
F2 - 5s Hold: Cloud Registration

6.0 Panel Connection

Premier Elite
The SmartCom Pro requires two Com ports on the control panel. The 4 wire connector MUST be connected to Com Port 1, and the 2 wire connector MUST be connected to Com Port 2.

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 Pro.

DO NOT EXTEND THE LENGTH OF THE SUPPLIED CABLE.

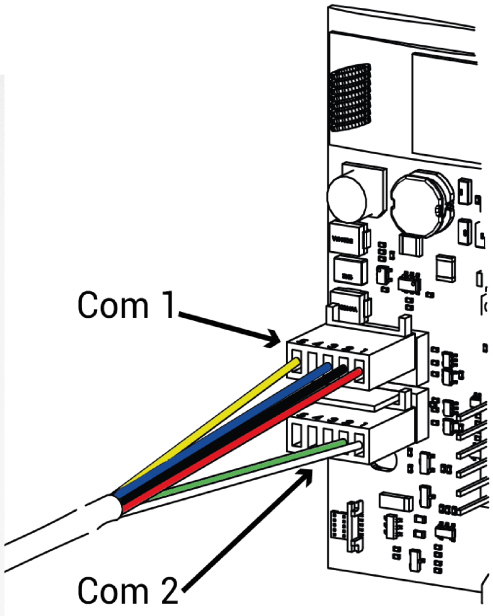
DOING SO MAY RENDER THE UNIT INOPERABLE AND MAY INHIBIT OVER THE AIR UPGRADES OF THE CONTROL PANEL.

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


1
3
5
HRS

Plug the 4 wire connector onto Com Port 1 on the Control Panel.
Plug the 2 wire connector onto Com Port 2 on the Control Panel.

Required Panel Connection - Premier Elite



3rd party

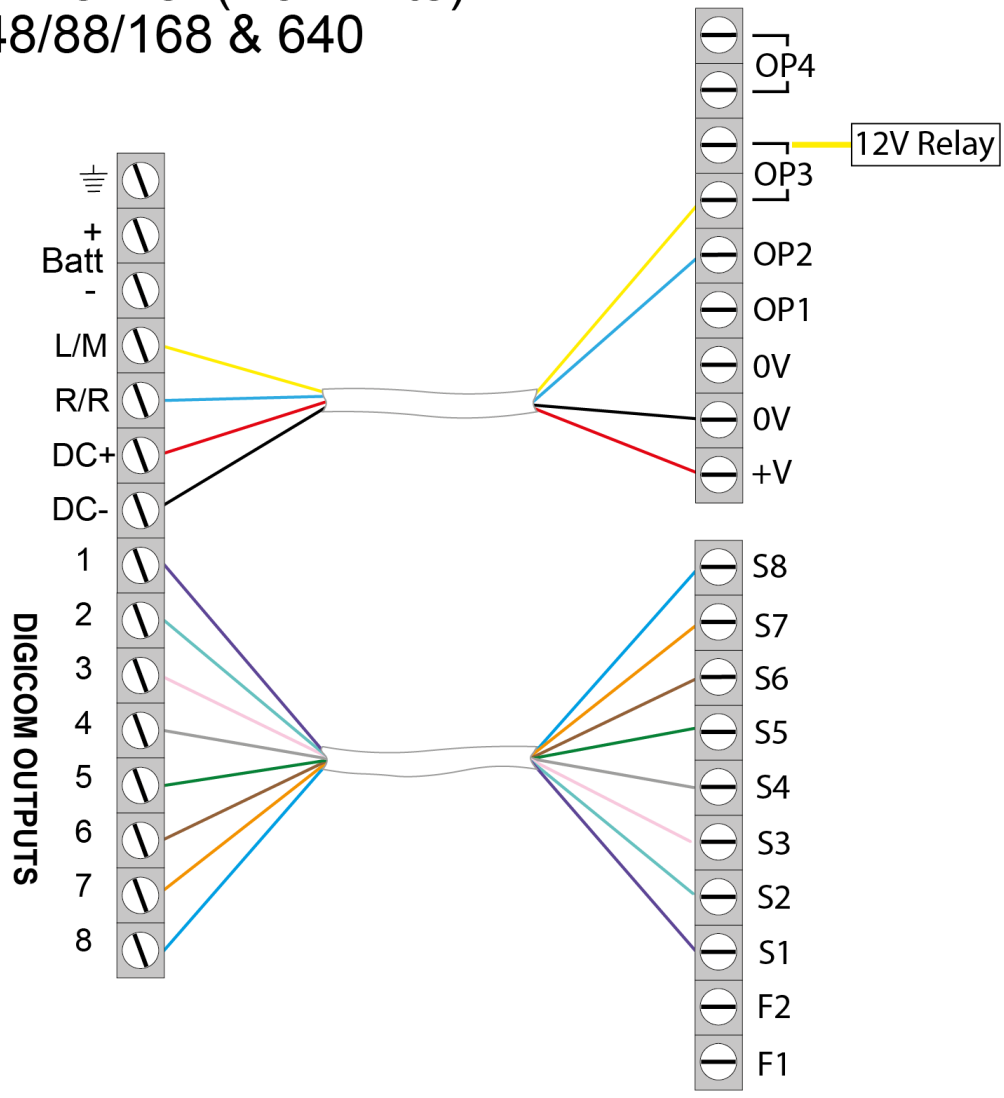
Connections to non-Premier Elite panels can be made as follows:-

SmartCom Pro	Description	Explanation
10-30V	+12V (Nominal)	Used to power the SmartCom Pro from the alarm panel
0V	0V Power connection	0V Power input pin
S1-S8	Analogue alarm inputs (Security)	Tamper protected configurable alarm input
F1 & F2	Analogue alarm inputs (Fire)	Tamper protected configurable alarm input
OP1 & OP2	Open collector outputs	Configurable outputs – faults and Armed state outputs
OP3 & OP4	Relay dry contact outputs	Configurable outputs – faults and Armed state outputs

Example wiring schematics

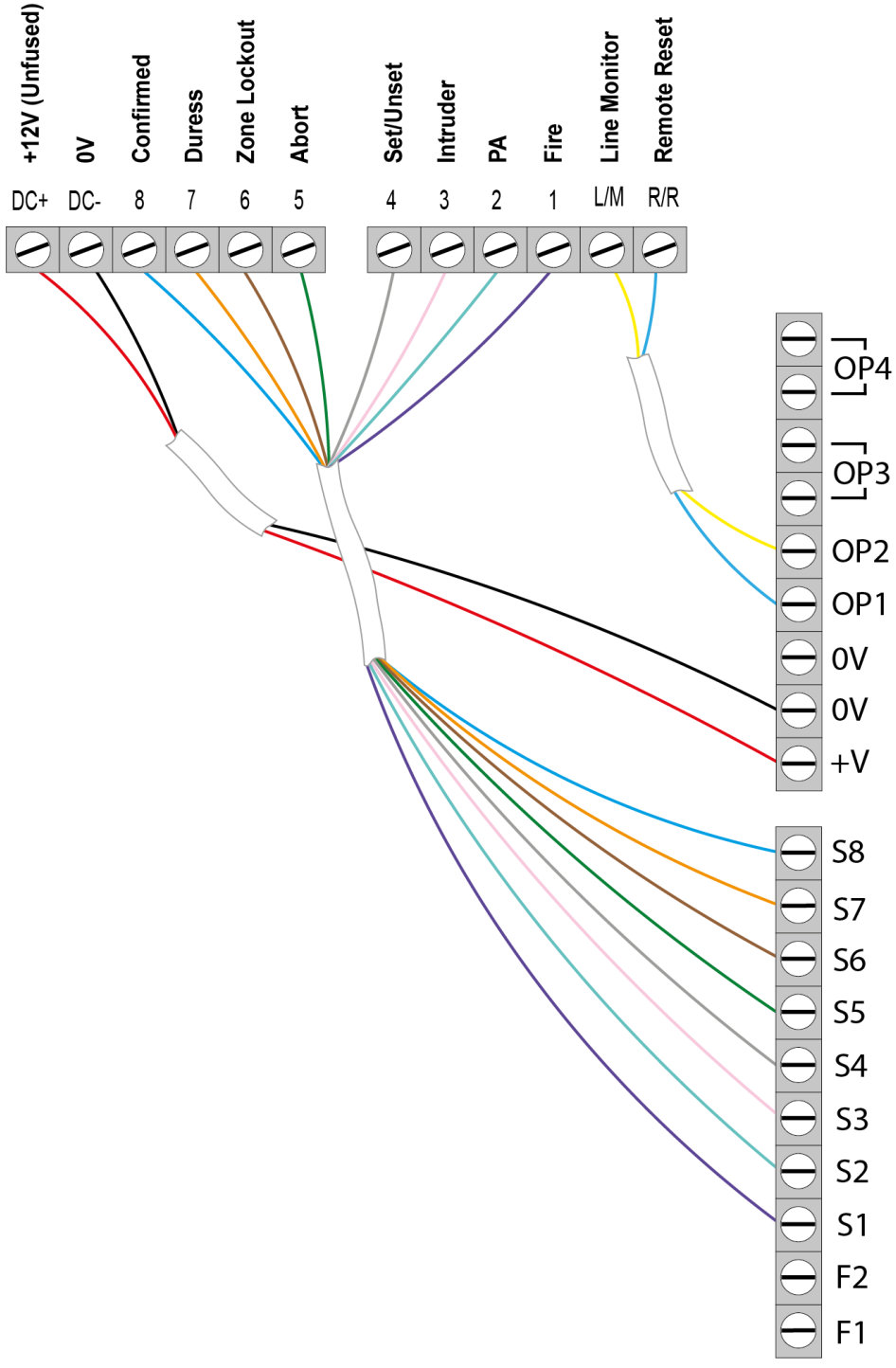
Texecom Premier (Non Elite)

Texecom Premier (Non-Elite) 24/48/88/168 & 640



Texecom Veritas Excel & R8

Texecom Veritas R8 & Excel



6.1 Configuring Wi-Fi connection

To enable a Wi-Fi connection, you will need access to the customer's network SSID & password. The SmartCom Pro will only function on networks with DHCP enabled.

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

Press and hold the F1 button for 5 seconds until the Wi-Fi LED starts blinking approximately once per second.

Note: Wi-Fi is not recommended for use in graded systems.


Texecom
Made in the UK, BB4 4PW
Quick Wi-Fi Setup
Hold F1 button for 5 secs
Connect to Wi-Fi QR code
SSID:
smartcom-ARX1086473
Passphrase: EPFDDEPXXX
AP mode: http://192.168.2.1
Ethernet MAC:
AA.BB.CC.DD.EE.FF
Wi-Fi MAC:
AA.BB.CC.DD.EE.FF
SmartCom Pro DR
Type: CEQA0000
Part No: CEQ-0001
Rev: 01
Date: YYYYMMDD
Serial No: 2345 XXXXXXX
EN 50131-10:2014
EN 50136-2:2013+A1:2023
Grade 3, Class II, DP2/DP3
INCERT C-026-XXXX
UK CA
LPCB
F1
F2
S8
S7
S6
S5
S4
S3
S2
S1
F2
F1
OP4
OP3
OP2
OP1
0V
0V
10-30V

Selection

A QR code is etched into the modem.

1. Enable AP mode on the SmartCom Pro as indicated above.
2. Scan the QR code to connect to the SmartCom Pro in AP mode. The QR code contains the SmartCom Pro SSID and passphrase, simplifying the connection procedure.
3. Once connected on Apple devices the SmartCom Pro webpage will open on your device.
4. Once connected on Android devices, it is typically necessary to select the cog symbol next to the connection and then select Manage Router to connect to the web page.
5. Select the customers WiFi network SSID and enter the pass phrase for their router.

The new webpage shows more detailed information for the SmartCom Pro.

1. Ethernet MAC address
2. Wi-Fi MAC adddress
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 Pro 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.


Quick WiFi Setup
CINEMATIC
VIDEO
PHOTO
PORTRAIT
PANO

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
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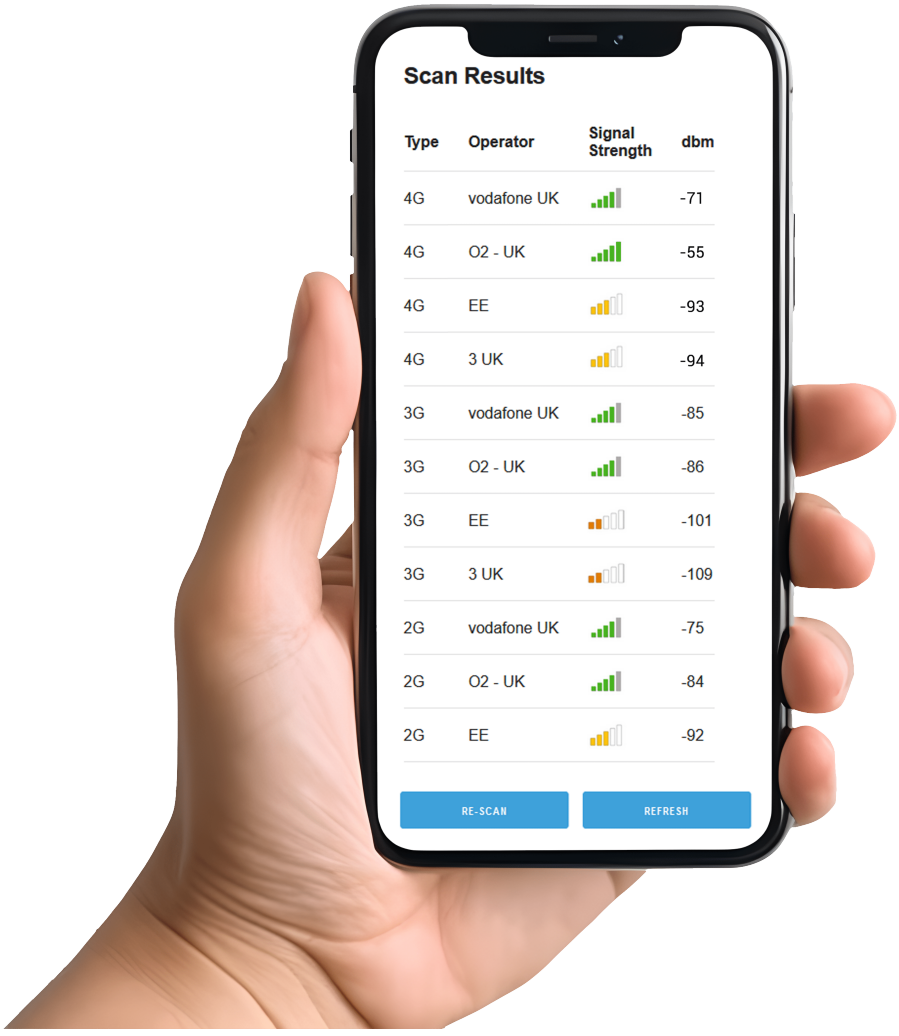
Signal Strength



6.2 Ethernet Connection

DHCP

To operate as an Ethernet Communicator, plug a screened Ethernet cable into the SmartCom Pro or SmartCom Pro 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 the DHCP server.

To default SmartCom Pro:

1. If in the External Housing, remove the cover to create a tamper condition.
2. Press the F1 Button 5 times (5 short presses <1s each)
3. All four LEDs will flash 5 times, then the status LED will turn red whilst the device is rebooting.

6.3 Router Setup & Ports

The SmartCom Pro 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 Pro operates correctly.

Remember, the SmartCom Pro 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 Pro 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 Pro 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 to the SmartCom Pro without

opening a port to the device. This is also protected using a secure TLS1.2 service.

NOTE The SmartCom Pro requires connections to an NTP server for time synchronisation and to the Google DNS service for domain name resolution.

SmartCom Pro 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
443	TCP	Outbound	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 http://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	Google DNS server is used for domain name resolution.

6.4 SmartCom Pro 4G & SmartCom Pro DR

Where a physical connection is not possible, then the SmartCom Pro 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 Pro 4G radio signal" screen to check how many alternative networks are available. The page provides a resilience checker that gives an indication whether there are enough alternative network options available.

Complete connecting the panel to the Texecom Cloud service (Section 7) and then use the 'SmartCom Pro 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 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 Pro 4G to validate the current connection regularly. If the response time of the network degrades substantially, then the SmartCom Pro 4G will automatically compare the network options again and re-select an alternative.

Antenna Location

4G Antenna Location and connection For all SmartCom Pro models, you should use the inbuilt GSM signal indication and scanning functions when connected to the SmartCom Pro 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 shown 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 in 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 Pro 4G and DR indicate if a connection has been made. Refer to the LED Indications table in section 4. 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 Pro 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 antenna lead should not be cut, or extended for approved installations. The lead connecting the SmartCom Pro 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 antenna within the building, help to avoid sources of interference and can confirm the availability of a 4G 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 Pro 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 Pro 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 Pro 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 other wireless devices, including Ricochet receivers and devices.

Note: A minimum distance of 20cm should always be maintained between the antenna and a user of the device. **Note:** The Internal antenna must not be installed externally, where required use the external antenna JAQ-0003.

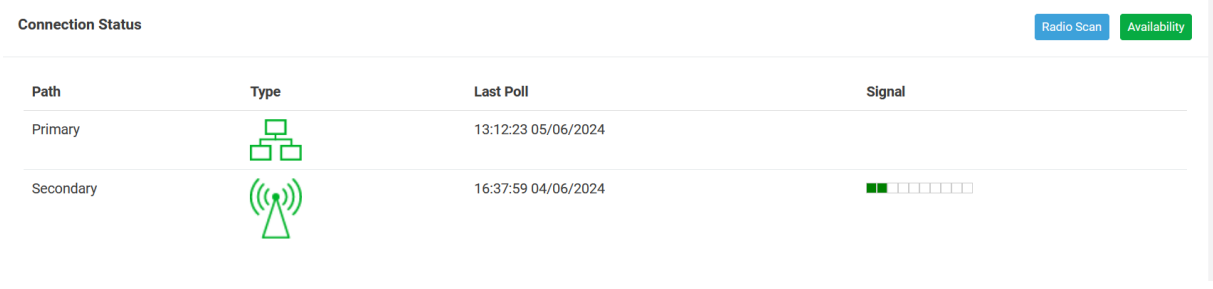
4G Signal strength

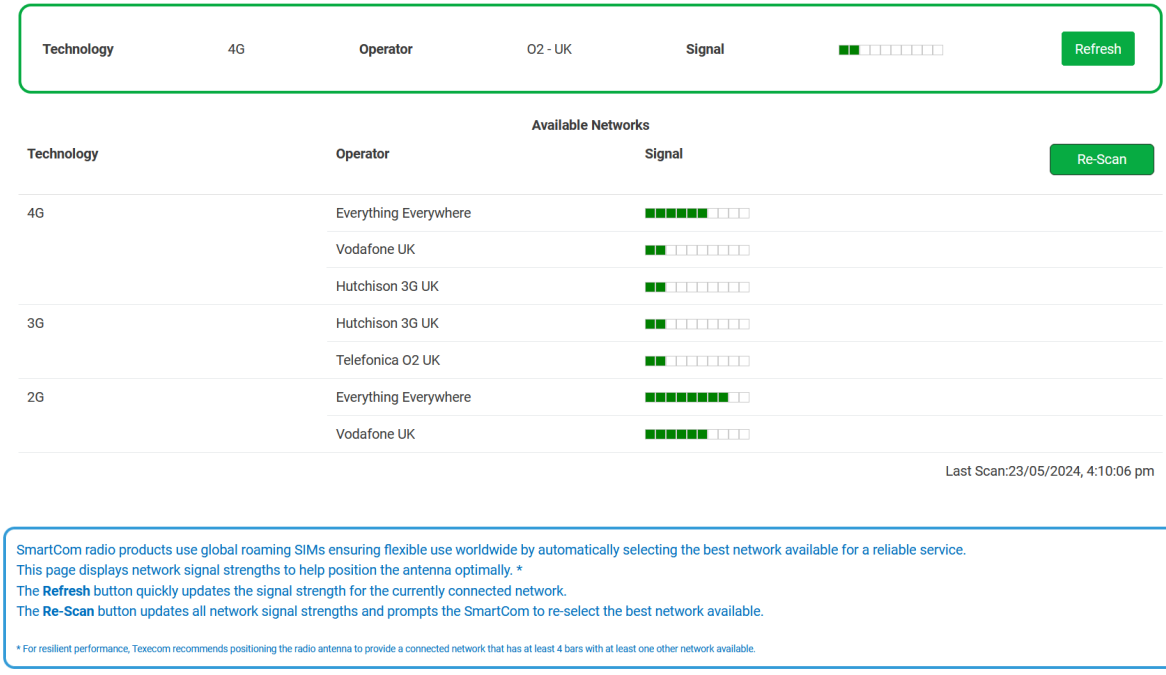
Information about the Radio signal can be seen either on the AP mode screen when connected to the device in AP mode, or on the Texecom Cloud when the device as added to a site.

Texecom Cloud

1. Navigate to the Site Overview page on the Cloud for the site you want to work with.
2. Click on the Radio Signal button
3. On the next page, you can see the available network connections and what you are currently connected too. Follow the onscreen notes that tell you about the rescan and refresh options.

NOTE: Signal strength and signal quality both affect the network which is chosen, and also the cells' acceptance of the connection, so you may not always be connected to what may appear to be the best signal.





6.5 Creating a Texecom Cloud Installer Account

1. Navigate too https://cloud.texe.com/signup.html
2. Fill in your company details
3. If you do not have a company number or VAT number, enter N/A
4. Confirm you have read the terms and conditions
5. Confirm that you are a professional alarm installation business or that you take full responsibility for the alarm systems that you install
6. Click Next
7. Select the required membership plan, the features are displayed on screen
8. Your account application has been completed, validate your email address and set a password for your account
9. Login to Texecom Cloud

Your account is now available to use on Texecom Cloud

6.6 Preparing to use Texecom Monitor - BEFORE YOU GO TO SITE

Installer admins and Site admins have the facility to be able to create a site before installation. This allows you to submit the ARC application, so the panel can be commissioned with the ARC at the point of installation. Saving your engineers time. You can watch a tutorial video on our YouTube channel. **How To Create A Site On Texecom Cloud**

1. Login to Texecom Cloud
2. Click on Site Management
3. Click on Sites
4. Click Add a site
5. If you have created a connection template, select the template you want to use. If no connection template has been created, to select the services required, the connection details and the contract length, the panel contract section will update to reflect the choices made.
6. Click Next
7. Enter the site details
8. To submit an application to the ARC, click submit new application
9. Fill in the onscreen application form
10. If you are connecting the panel later, click submit and exit.

Once the site has been created, your engineer can link the panel to the preconfigured site from the sites page.

Connection Templates
Connection Templates can be used to store common configurations for typical installations or customer requirements.

1. Login to Texecom Cloud with your installer administrator account
2. Click on Texecom Monitor
3. Click on Connection templates
4. Click Add New
5. Give the template a name, its useful to include the signalling grade and details, this information will be shown when selecting a template to use on a

site

6. Select the services required, the connection details and the contract length, the panel contract section will update to reflect the choices made
7. Enter your installer details
8. Save the template

You can create multiple templates for your different connection types such as Texecom Connect, Texecom Cloud or Texecom Monitor.

7.0 Service Connection

7.1 Cloud and Connect

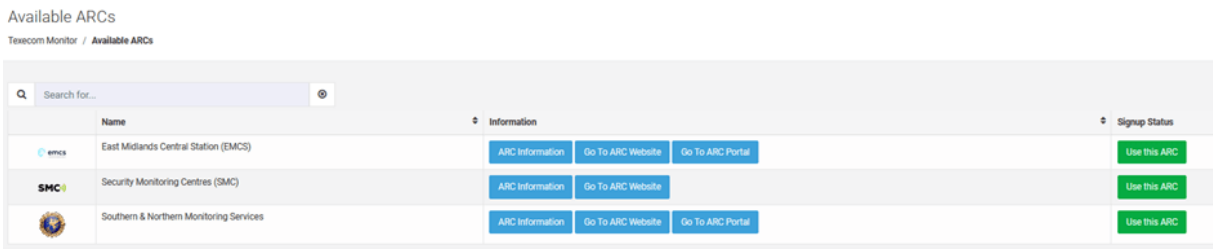
Cloud and Connect
For Texecom Cloud and Connect services, you can utilise the programming methodology for Texecom Monitor detailed below, without the ARC configuration. This minimises the risk of incorrect configuration of the panel, and allows you to connect to our services in the quickest and simplest way.

Note: SmartCom Pro can only be used in Monitor mode on Premier Elite panels, if you need to operate in the legacy mode, then you will need to use a SmartCom.

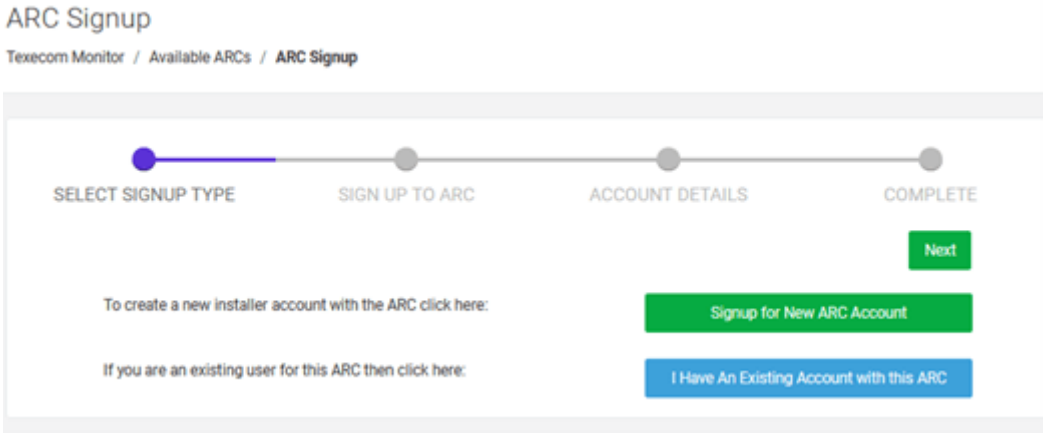
7.2 Texecom Monitor - Connect to an ARC

Texecom Monitor enables a link to your chosen alarm receiving centre. If you already have an account with an ARC then you can just enter your existing ARC account number on to the Texecom Cloud. If you need to sign up to an ARC, the Texecom cloud enables request an account from an ARC.

Menu - Texecom Monitor | Available ARC's



You can view information about the ARC by clicking on one of the blue buttons. Click on the “Use this ARC” button to start the process. Then select either



Sign up for a New ARC Account or if you have an account, “I have an existing account with this ARC”
Signing up to a New account with the ARC sends an enquiry form to the ARC who will then get back to you to collect your details and agree terms for an account.

If you have an existing ARC account, then you simply enter your account number in the box and the ARC will then review and confirm your application. You will receive an email from the Texecom Cloud when that is completed.

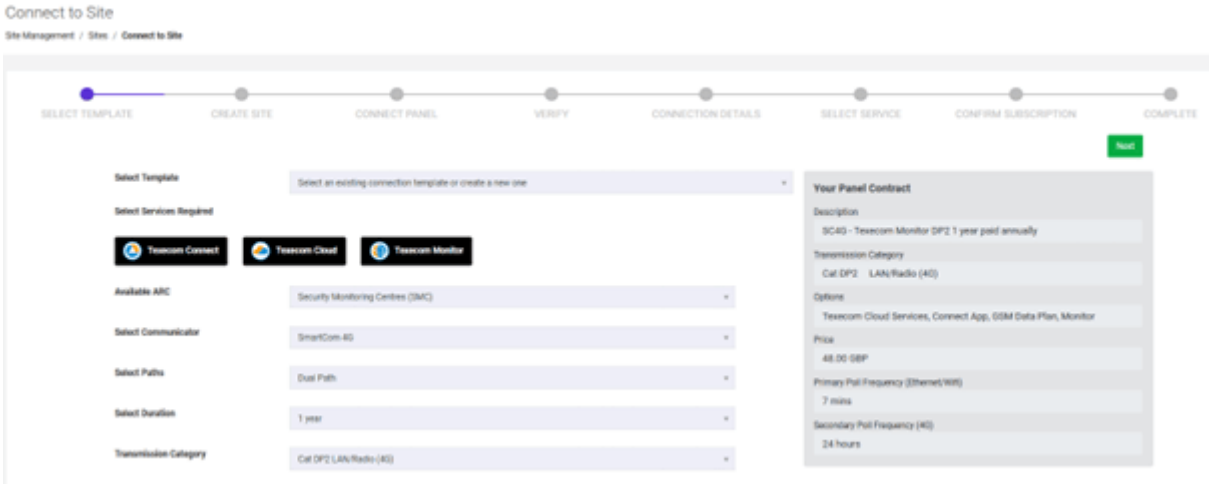
7.3 Adding a site to Texecom Monitor - Premier Elite

There are 5 simple steps to the process, and the first three can be completed on the Texecom Cloud.

1. Select the Connection Template

2. Name / Address of the site
3. Apply for site to the ARC
4. Install System
5. Connect the system to Texecom Monitor

Select the service and contract



Site connection contracts

When you select the services for the site, you are offered choices of

Services:

- Texecom Connect, Texecom Cloud, Texecom Monitor.
    - The system will only allow you to select valid options.
- Type of communicator:
    - SmartCom Pro SmartCom Pro 4G SmartCom Pro DR
- Service categories:
    - SP2 LAN, SP2 Radio, DP1, DP2, DP3, DP4
- Contract term:
    - Contract duration: 1 year or 3 year
- Payment terms:

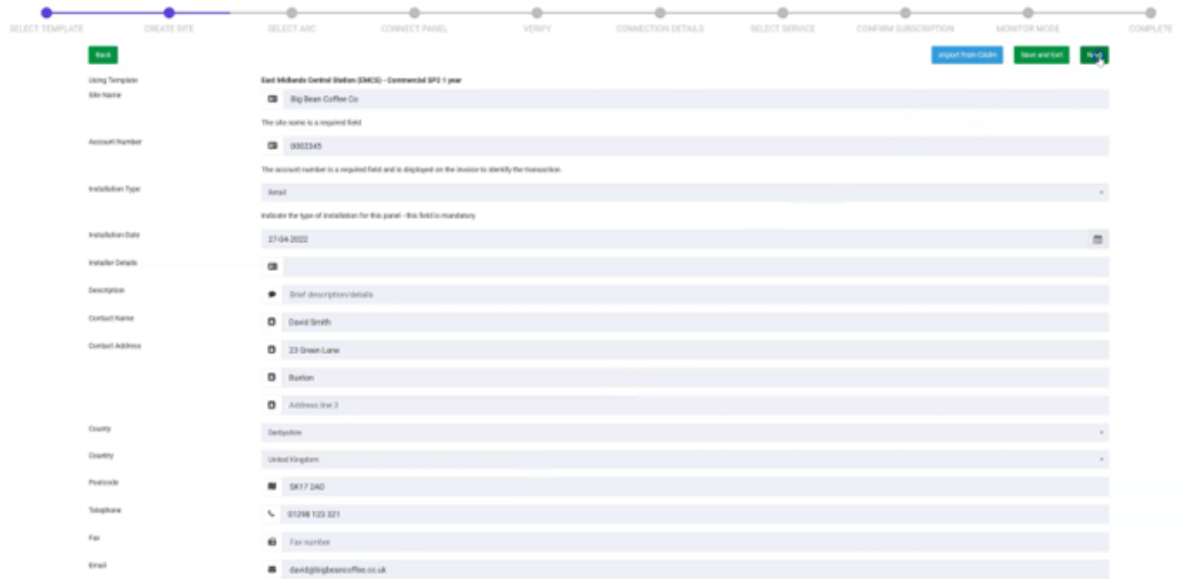
- Monthly or Annual.

As you select the different options a summary of the contract is displayed on the right of the Texecom Cloud screen.
The contract fee displayed is to provide the services that Texecom provide, you will be billed separately by the ARC for their cost in monitoring your site.

At the bottom of this screen is the facility to add template details for the site application form for the ARC. If you are going to make a number of site applications to the ARC you can add the common details to this section to avoid entering them every time.

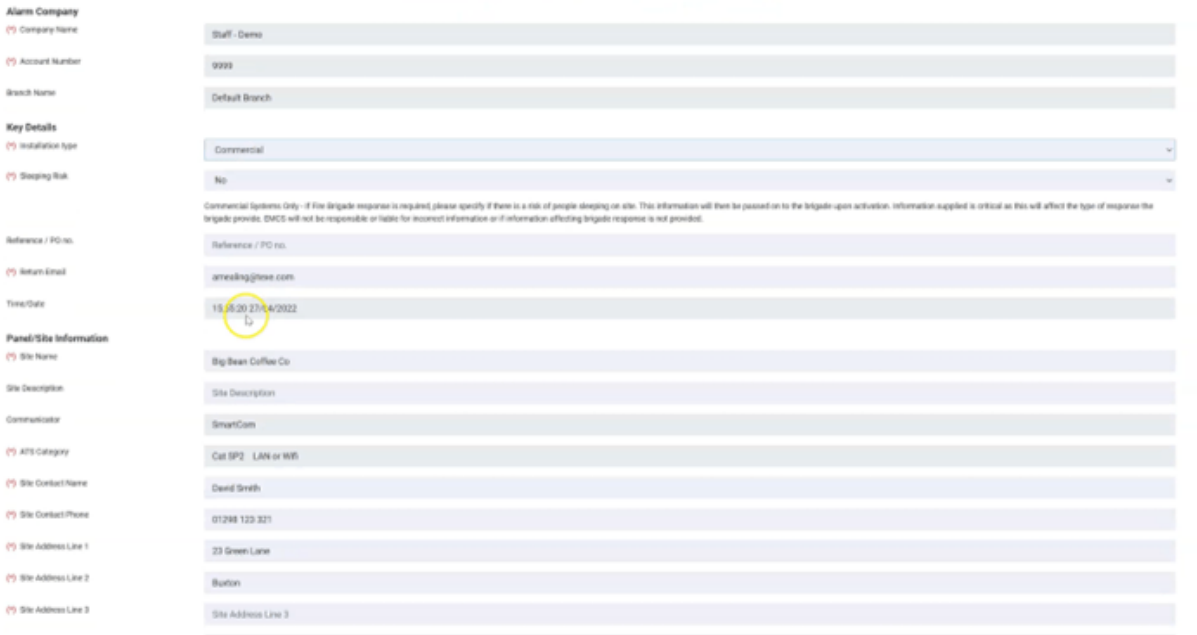
You are then offered the facility to save this template so you can use the same configuration again.

Naming and adding site details
Adding a site to the Texecom Cloud enables you to manage customers details from anywhere. Fill in the customer details here.



Making an Application to the ARC

The next step enables you to make the application for a site with the ARC. Texecom Cloud will populate a form with the information it already knows about the site and will then submit this to the ARC. The form for each ARC is different so don't worry if the fields shown here aren't the same as your chosen ARC



7.4 Texecom Monitor Panel Configuration - Premier Elite

When installing Premier Elite V6 and SmartCom Pro, the process is simple. The connection cable should be as detailed previously, with the 4 wire cable on Com Port 1 and the 2 wire cable on Com Port 2.

Follow the sequence below to configure for Texecom Monitor, generate an App code, and the service will automatically configure and connect.

1. Go to the site created earlier.
2. The wizard will join you back into the process from where you left off
3. Enable Monitor Mode

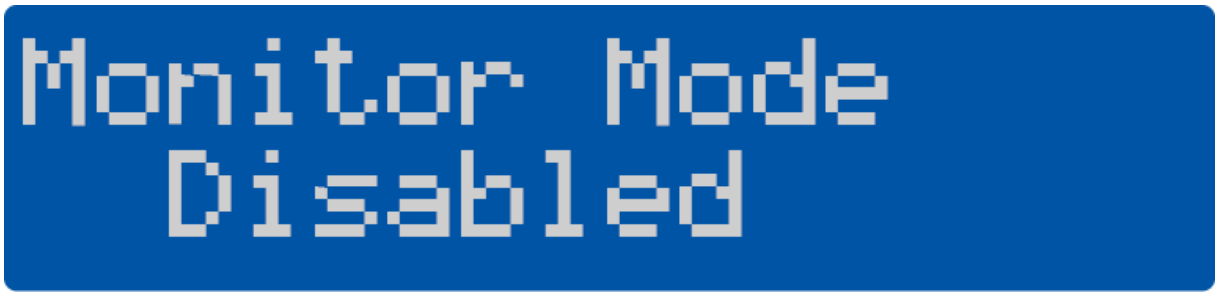
4. Enter the Engineer's Code
5. Press 7
6. Press Yes twice
7. Press No
8. Use the scroll keys to select Enabled
9. Press Yes – the system will check the comms.
10. You can confirm, change or enter the UDL password
11. You can then request an app code
12. Enter the app code to complete the setup

The system should now be checked and commissioned.

Enter the engineer's code 1234

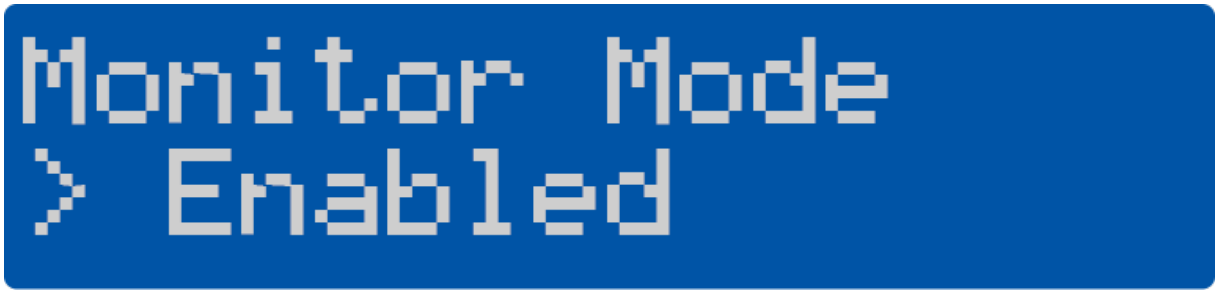
Press 7

Press Yes



Press No

Use the Scroll key to select “Enabled”

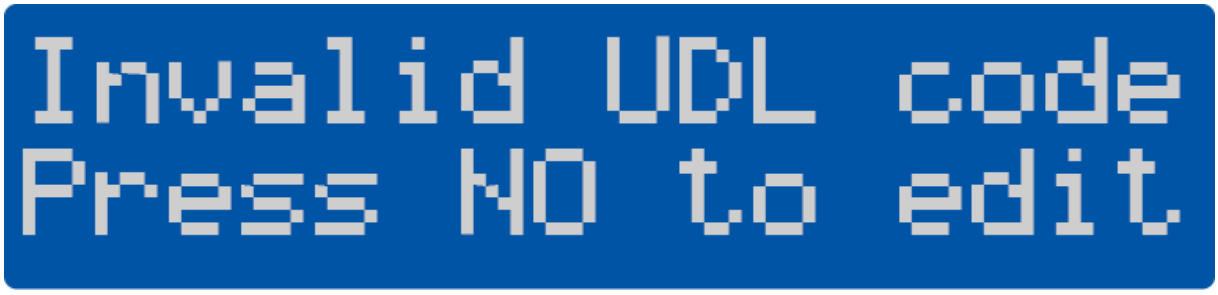


Press Yes

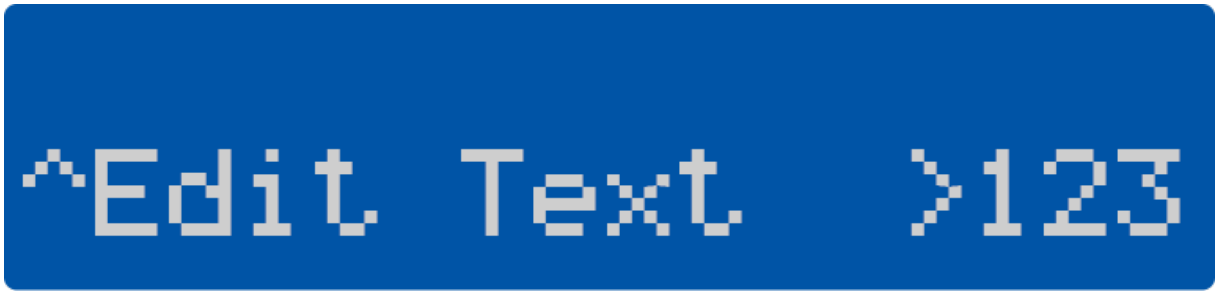
If a UDL passcode has already been entered

Press Yes

If no UDL passcode has been entered

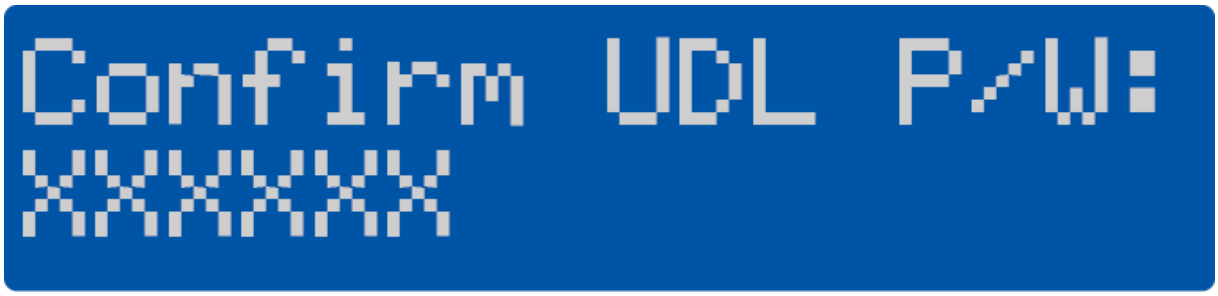


Press No

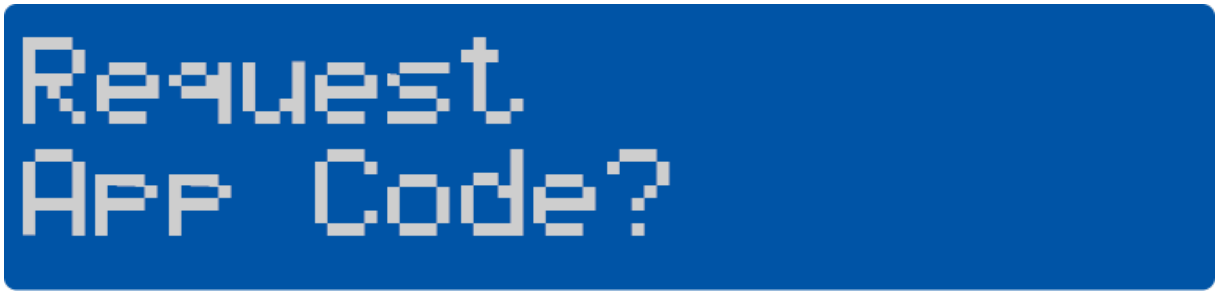


Enter your UDL passcode

Press Yes



Press Yes



Press Yes

If successful

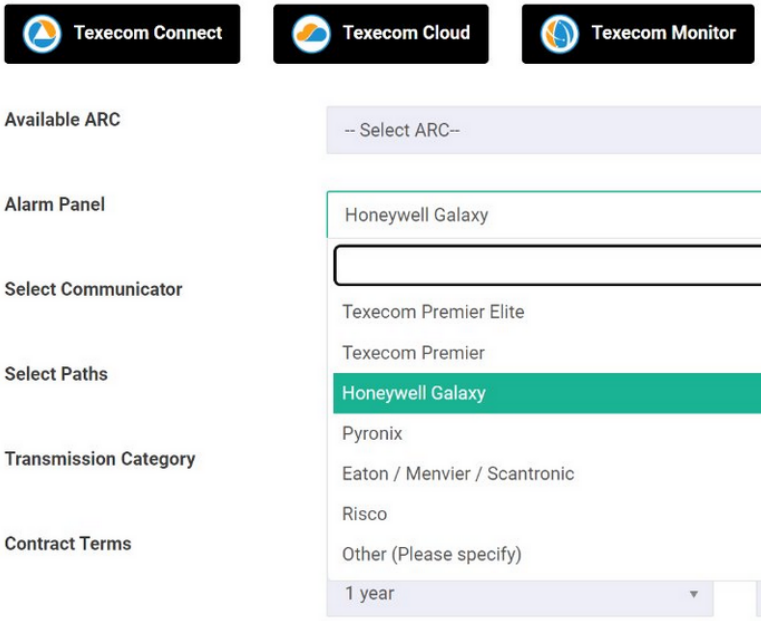
Press No 2 times

7.5 Adding a site to Texecom Monitor - PIN's Configurations

The method for adding PIN's to connected systems is similar to the previous chapter. The only difference is that you will need to select the panel manufacturer from a drop-down list, use the F2 button to establish a Cloud connection, and then enter the serial number to register the device on the Cloud.

1. Select Non Texecom Panel and choose the manufacturer from the drop-down list
2. Select the service and contract required
3. Name / Address of the site
4. Apply for site to the ARC
5. Install System
6. Connect the system to Texecom Monitor by pressing and holding the F2 button for 5s to send a registration request to cloud. SmartCom Pro is designed to auto register shortly after power up. SmartCom Pro
7. If the status led is already green then its registered, if yellow then pressing the button will make another registration request

Enter the SmartCom Pro serial number in the field provided.

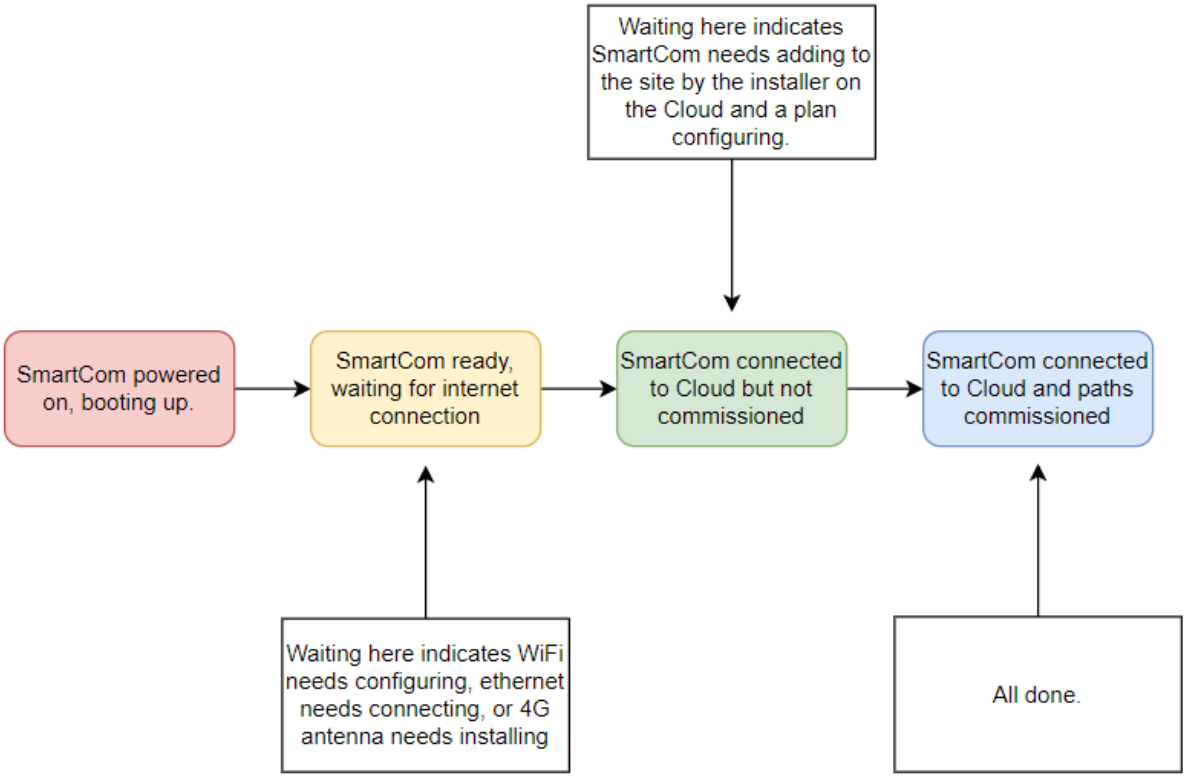

Texecom Connect
Texecom Cloud
Texecom Monitor
Available ARC
-- Select ARC--
Alarm Panel
Honeywell Galaxy
Select Communicator
Texecom Premier Elite
Texecom Premier
Honeywell Galaxy
Pyronix
Eaton / Menvier / Scantronic
Risco
Other (Please specify)
Select Paths
Transmission Category
Contract Terms
1 year
As Per Contract

Back

Select how you would like to connect to the panel

Site Name	**Trial Entry**
Connect Using	SmartCom Serial Number
	Select how you would like to establish a connec
SmartCom Serial Number	Enter SmartCom Serial Number
	Generate an app code from the alarm panel or v

7.6 LED Indications during setup All panels

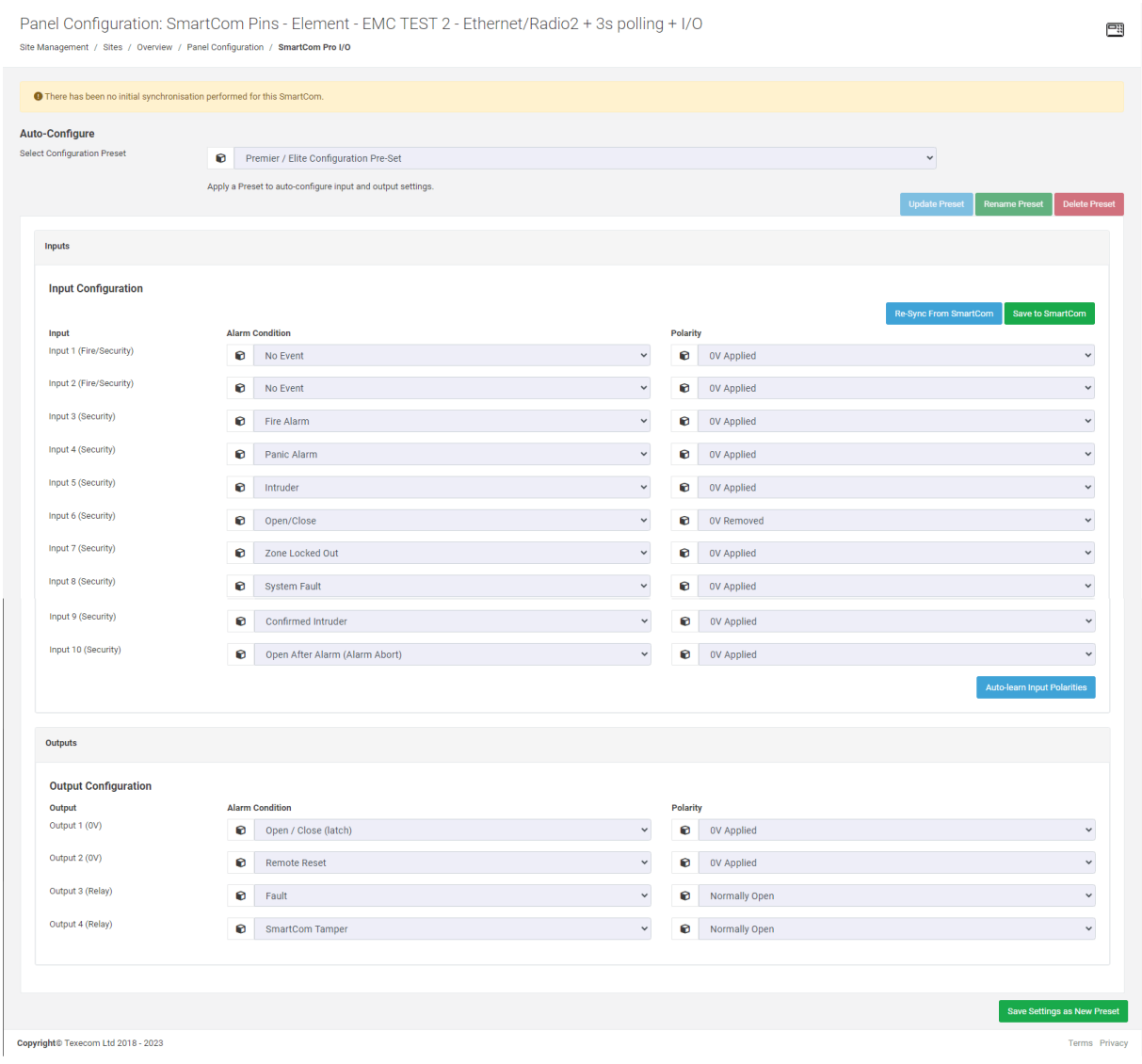


7.7 Programming the SmartCom Pro Inputs & Outputs (not Premier Elite)

The inputs and outputs of the SmartCom Pro can be programmed to suit any site's needs. It is also possible to use and change pre-sets which can be used multiple times to ensure consistency.

Once connected to the Cloud, you can do this on the SmartCom Pro I/O page.

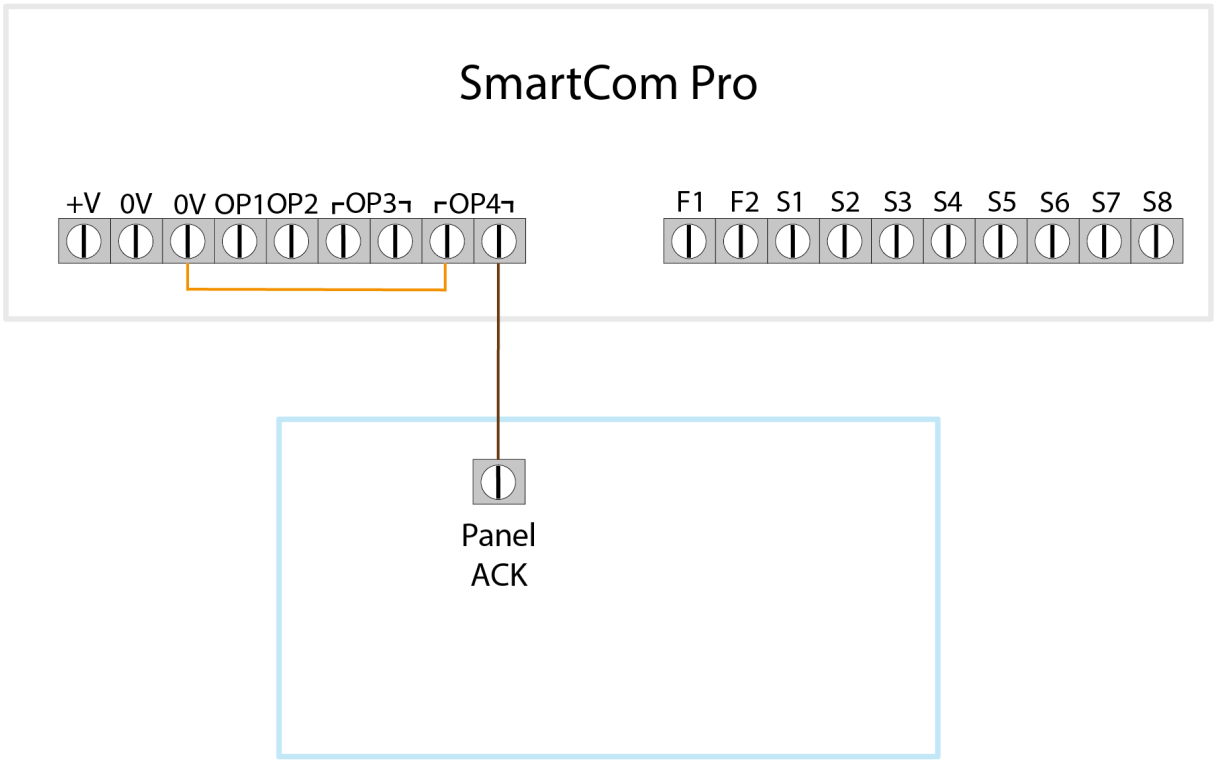
Navigate to the page from Site/Overview/Panel Configuration/SmartCom Pro I/O



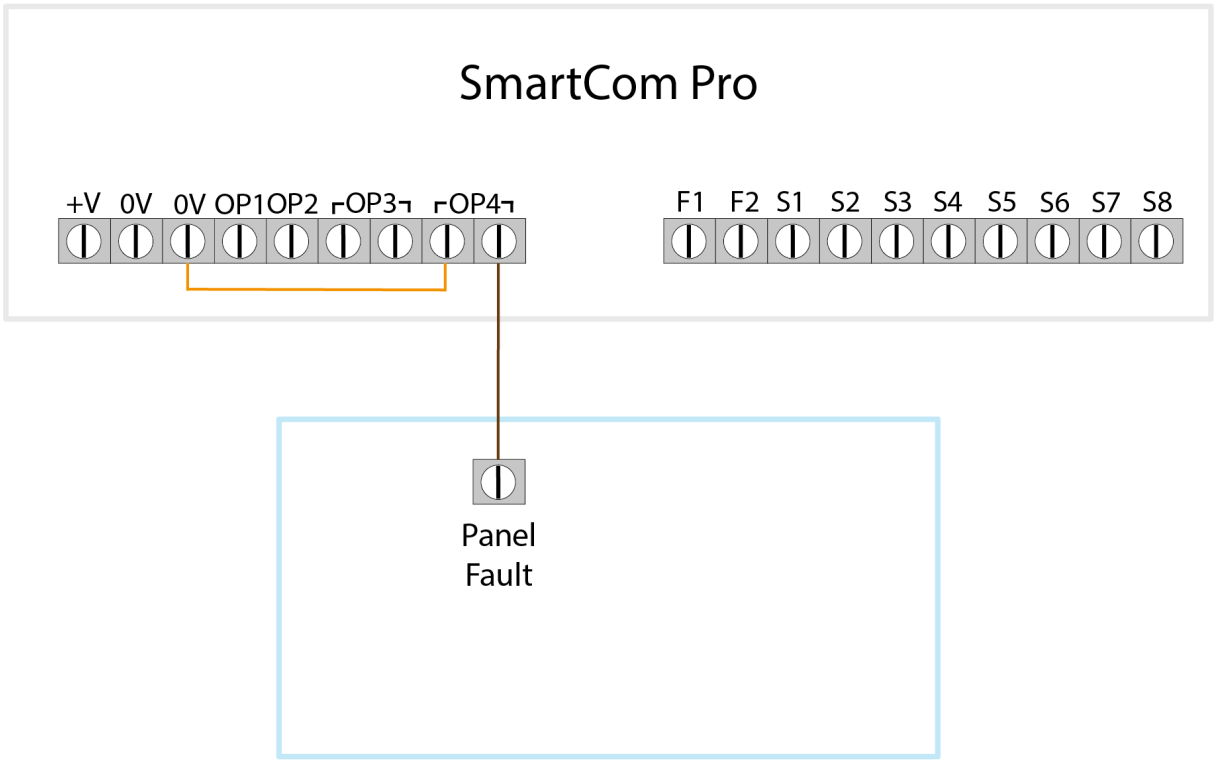
Wiring Examples

Premier (not Elite), Veritas R8 & Excel, third party panels

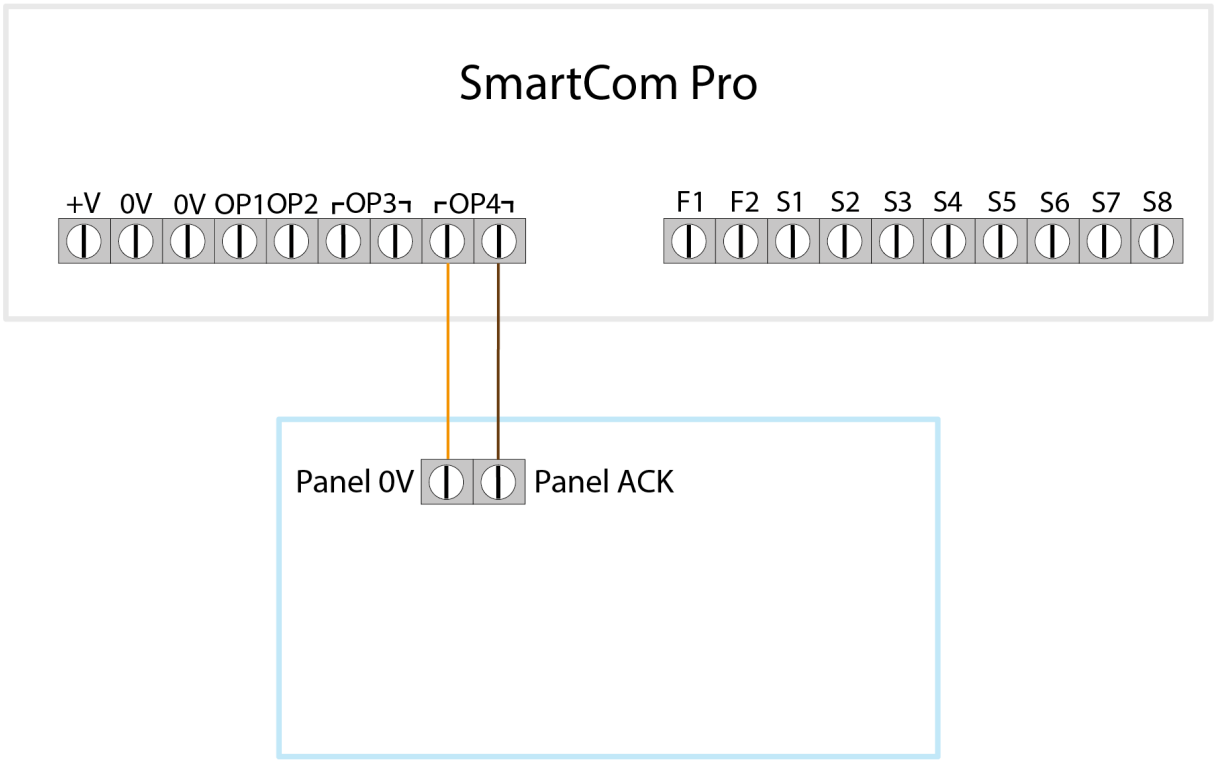
Single Terminal Panel ack



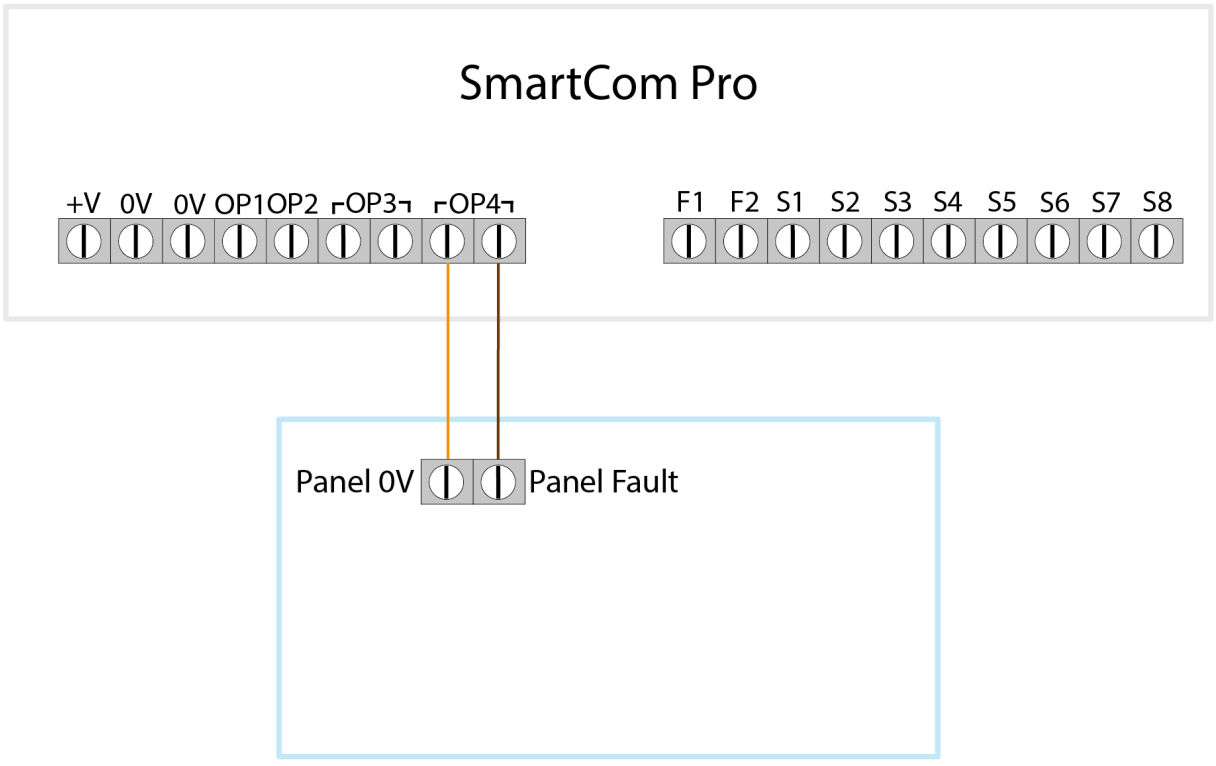
Single Terminal Panel Fault



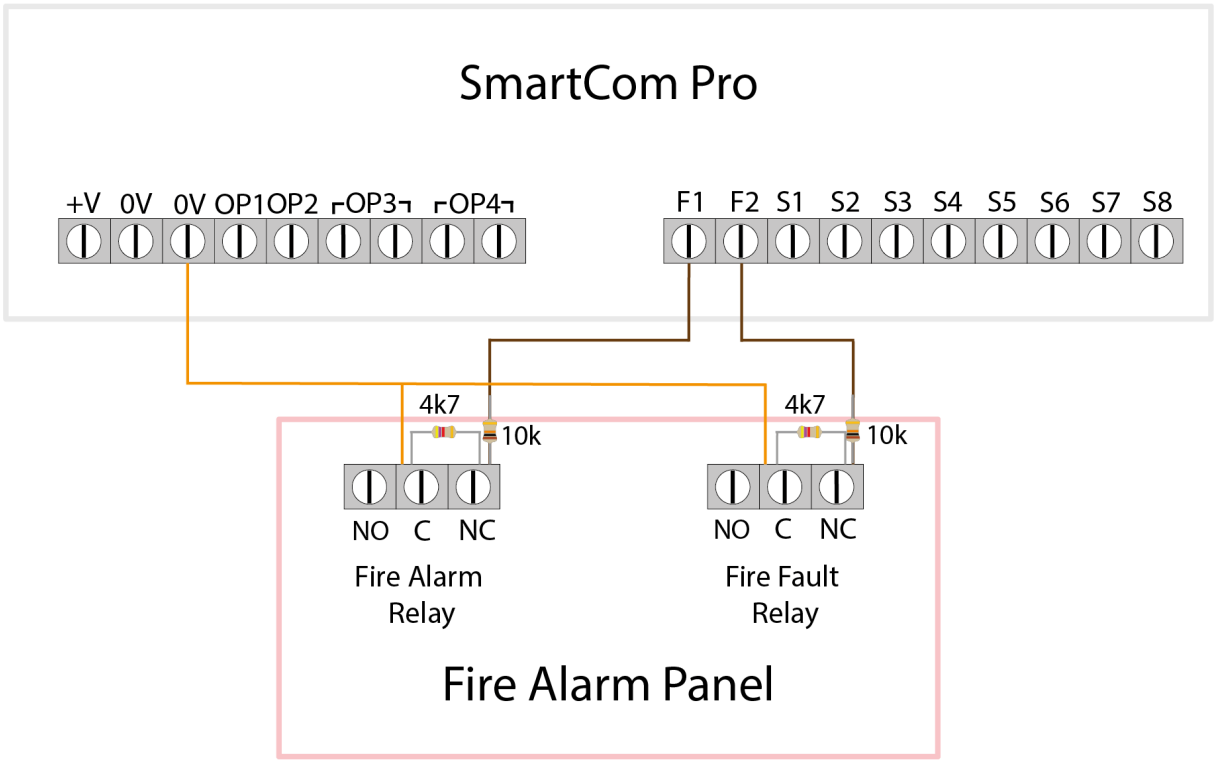
Twin Terminal Panel ack



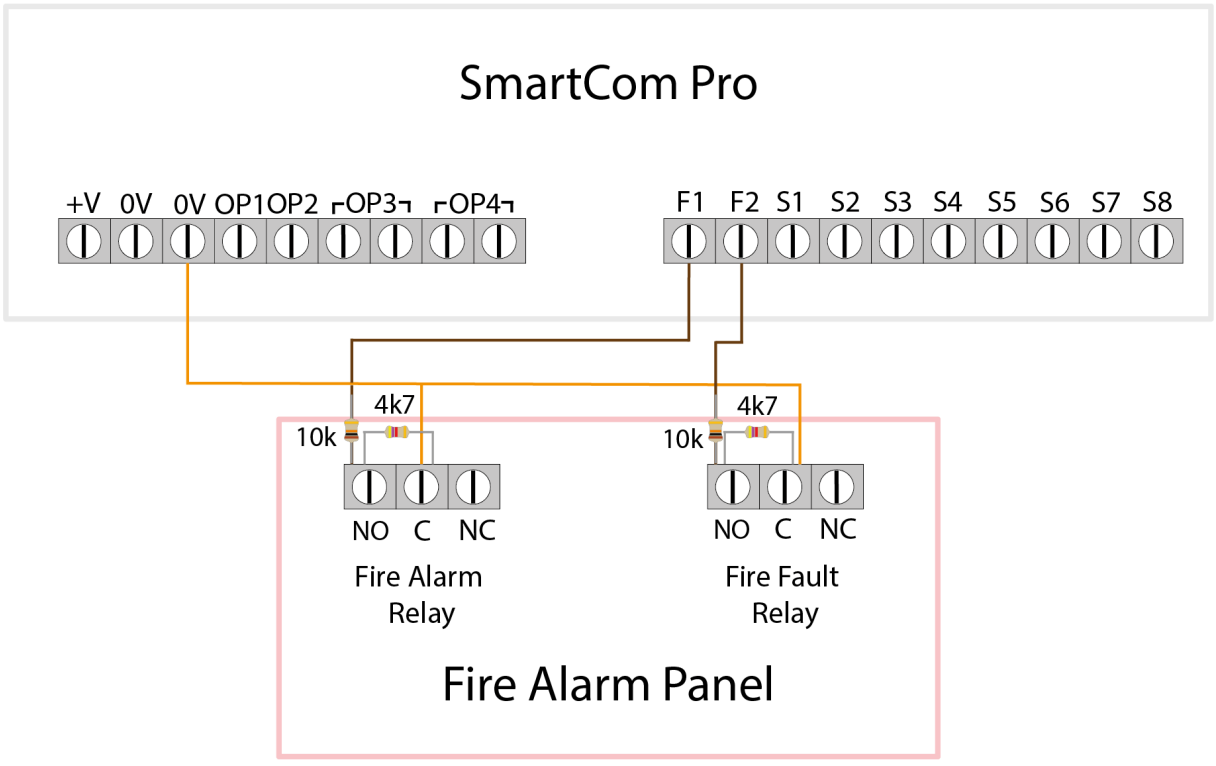
Twin Terminal Panel Fault



NC EOL Fire Inputs



NO EOL Fire Inputs



8.0 Texecom Monitor Requirements

Texecom Monitor provides primary alarm signalling on which you and your customer depend. The service has been designed to meet the requirements of EN 50136-2 and PD 6669 to category up to SP5 and DP4. These standards outline the requirements for effective and reliable alarm signalling services and ensure that false alarms are minimized whilst alarm signalling can be relied on. The service has also been independently tested for compliance under a reduced set of criteria to SP3 and DP4.

Requirements Summary

- Compatible firmware versions for SmartCom Pro and Premier Elite Use of Monitor mode on Premier Elite systems
- SmartCom Pro is connected via COM1 and COM2 only.
- For certified use, an Ethernet connection to the LAN should be used. Ethernet connections must use a screened cable (CAT 6) of no more than 30Mtrs in

length
- Premier Elite (CIE) should be configured in factory settings for Grade 2 or Grade 3 as appropriate.
- An Installer cloud account with configured payment details
- As part of adding the site, select a contract for the connection.

Note: To ensure compliance with EN 50136-2 and EN 50131-10 these items are required. Failure to observe will render the SPT non-compliant.

Firmware Versions

- Texecom Monitor enforces the use of: Premier Elite > V6.XX.xx
- SmartCom Pro, SmartCom Pro 4G, SmartCom Pro DR - all versions

Availability Monitoring

The SPT device operates in a “Store and Forward” mode of acknowledgement.
Substitution and Information Security (RE: 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 an App Code Request to set up the SmartCom Pro and to register the site with TCS / link to existing site on TCS.
- Prevents one SmartCom Pro being substituted with another by checking the GUID is as expected and rejecting any communications from a SmartCom Pro 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 Pro, Encrypted from Cloud to ARC using protocol. All data communication between SmartCom Pro 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.

Certified Configurations

The product has been independently tested and approved in the following configurations.

Communicator Model	**CIE> V6.01** In Monitor Mode	**ATS Category**							
		Premier Elite 640/168/88/64-W/48/24							
		SP2 Not allowed at Grade 3	SP3	SP4	SP5	DP1 Not allowed at Grade 3	DP2	DP3	DP4
SmartCom Pro Type CENA0000	Single path (Ethernet)	✓	✓						
	Single path (Wi-Fi)								
SmartCom Pro 4G Type CEPA0000	Single Path (4G)	✓			✓				
	Dual Path (Ethernet/4G)					✓	✓	✓	✓
	Dual Path (Wi-Fi / 4G)								
SmartCom Pro DR	Dual Path Radio						✓	✓	

Certified to EN 50136-2:2013+A1:2023 and EN 50131-10:2014

Communicator Model	**CIE> V6.01** In Monitor Mode		**ATS Category**						
			Premier Elite 640/168/88/64-W/48/24						
		SP1	SP2	SP3	SP4	SP5	DP1	DP2	DP3	DP4
SmartCom Pro Type CENA0000	Single path (Ethernet)	✓	✓	✓						
	Single path (Wi-Fi)	✓	✓							
SmartCom Pro 4G Type CEPA0000	Single Path (4G)	✓	✓	✓	✓	✓				
	Dual Path (Ethernet/4G)						✓	✓	✓	✓
	Dual Path (Wi-Fi / 4G)					✓	✓			
SmartCom Pro DR	Radio/Radio						✓	✓	✓	✓
	Ethernet Radio						✓	✓	✓	✓
	Wi-Fi Radio									
	Single Radio	✓	✓	✓	✓	✓				

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 Health Check per year.

Note: Texecom Cloud service health checks are compliant to BS9263:2016

8.1 Texecom Monitor Path availability data

Availability Monitoring

Texecom monitor the availability of the Texecom Monitor service 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 Pro to the Monitor Cloud is measured on each event and recorded within the database. The average transmission time and 95th percentile is calculated in seconds. This is validated against the grading category criteria in the standard to ensure continuing compliance.

We are monitoring the cloud via an external service 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 with full escalation policies.

Texecom uses the Texecom Cloud and Monitor services 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.

A summary report is available on request in the form of a PDF report for inspection.

Texecom monitors each alarm system (panel/SmartCom Pro) via polling and reporting times as defined by the category of the panel's connection. In addition, the SmartCom Pro monitors the network interface and identifies if the connection to the network switch has failed.

If a path fail is detected, we alert the end user and the ARC within the defined reporting times. This is also recorded as an event in the cloud's system/database. Texecom also record the duration of any downtime period in the database.

For dual path solutions, in the event of a primary path failure (identified by a poll

or event message not receiving an acknowledgement) the secondary path will immediately take over. Both paths are monitored using polling and will report path failures within the defined reporting times. The secondary path polling rate is increased to the primary poll rate when the primary path has failed. Polling on the primary path will continue until the path is restored. When it is restored, the product will revert to it's original polling and operational plan. Each change of state is logged within the SmartCom Pro log and notified to the End user and the ARC.

If both paths fail, then an ATS (Alarm Transmission Failure) failure is reported to the ARC from the Texecom Monitor service and the SmartCom Pro also signals the panel and the end user with an ATS failure.

The cloud tracks the time of every event from the event transmission time at the SmartCom Pro to the acknowledgement to Texecom Monitor that the event has reached it's intended Alarm receiving centre. Any events that are outside the compliant 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 Texecom Monitor team.

8.2 Monitor Path fail options

Texecom Monitor and EN 50136 signalling requirements

Texecom Monitor is a fully compliant alarm signalling service using the SmartCom Pro range of communicators.

What are signalling categories?

Signalling categories are selected based on the risk factors that are presented with any specific property. The signalling categories define how quickly an alarm signal is delivered to the recipient (normally the alarm receiving centre), but more importantly, how often the service checks that the connection is available for use.

In the days of dial up telephony, the time to deliver the event was seen as a critical factor. In today's world of "immediate communications" it is rare that a signal

takes more than a few seconds to complete the round trip. Hence, the importance that is placed on how often the path is checked and how soon a failure of the path or both paths is completed to the ARC or the Alarm panel user. It is more important to know that you can communicate than how long it takes to communicate.

The standard stipulates the path fail or system fail (both paths) reporting time. It does not stipulate the polling rates that are used. Texecom Monitor will only report a failure towards the end of an alarm path failure reporting time. We poll multiple times during this time, this means that the system can miss multiple polls and the system will only report a path fail when the system has not been contactable for the majority of the fail report period.

The Signalling categories are split into Single Path (SP) where there is only one connection to the Texecom Cloud for each site and Dual Path (DP) where there is a secondary path available in case one of the paths fail, the other can pick up the communication.

Texecom Monitor signalling categories

Category	Primary	Secondary	System Fail	Fault Report to Panel		Fault Report to ARC	
	Fail report within	Fail report		Path Fail	System Fail	Path Fail	System Fail
SP2**	25 hours	-	25 hours	N/A	Yes	Yes	Yes
SP2** radio	25 hours	-	25 hours	N/A	Yes	Yes	Yes
DP1	25 hours	50 hours	25 hours	No	Yes	Yes	Yes
DP2	30 mins	25 hours	31 mins	No	Yes	Yes	Yes
DP3	3 mins	25 hours	4 mins	No	Yes	Yes	Yes
DP4	90 sec	5 hours	3 mins	No	Yes	Yes	Yes

** Must be installed with a self-powered warning device to achieve Grade 2 compliance.

Note: On dual path solutions when the primary path fails the secondary path polling rate is increased to the primary path poll rate.

9.0 Specifications

	SmartCom Pro	SmartCom Pro 4G	SmartCom Pro DR
Alarm System	Grade 3 Environmental Class II EN50131-1 2006-A1:2009+A2:2017+A3:2020, EN50136-1:2012 + A1:2018, PD6669:2017, PD6662:2017		
SPT Product Standard	EN50136-2:2013+A1:2023 & EN50131-10:2014		
Texecom Premier Elite CIE	Premier Elite 640, 168, 88, 48 – DP1, DP2, DP3, DP4	Premier Elite 640, 168, 88, 48 – SP2, DP1, DP2, DP3, DP4	Premier Elite 640, 168, 88, 48 – DP1, DP2, DP3, DP4
Alarm Transmission System Categories – Panel Applicability	Premier Elite 640, 168, 88, 48 – DP1, DP2, DP3, DP4 Premier Elite 24 Metal DP1, DP2, DP3, DP4 Premier Elite 64-W DP1, DP2 Premier Elite 24 (polycarb) DP1, DP2	Premier Elite 640, 168, 88, 48 – SP2, DP1, DP2, DP3, DP4 Premier Elite 24 Metal SP2, DP1, DP2, DP3, DP4 Premier Elite 64-W SP2, DP1, DP2 Premier Elite 24 (polycarb) DP1, DP2	Premier Elite 640, 168, 88, 48 – DP1, DP2, DP3, DP4 Premier Elite 24 Metal DP1, DP2, DP3, DP4 Premier Elite 64-W DP1, DP2 Premier Elite 24 (polycarb) DP1, DP2

	SmartCom Pro	SmartCom Pro 4G	SmartCom Pro DR
Texecom Premier, Veritas R8 Plus & Veritas Excel, any compliant Panel with communicator outputs.	SP2, SP3, SP4, SP5	SP2, SP3, SP4, SP5 DP1, DP2, DP3, DP4	DP1, DP2, DP3, DP4
SmartCom Pro 4G Log size	10,000		
Product Type	CENA0000	CEPA0000	CEQA0000
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	10 - 30 Vdc		
Typical/Average Current*	95mA	117mA	124mA
Peak*	150mA	439mA	539mA
Inputs F1 & F2 EOL resistor monitored Fire and Fault Inputs (10K/4K7)	30V tolerant		
Inputs S1 - S8 Active Low Security Signalling inputs			
OP1 and OP2 Open Collector outputs	30mA @30V		
OP3 and OP Solid State relay outputs			

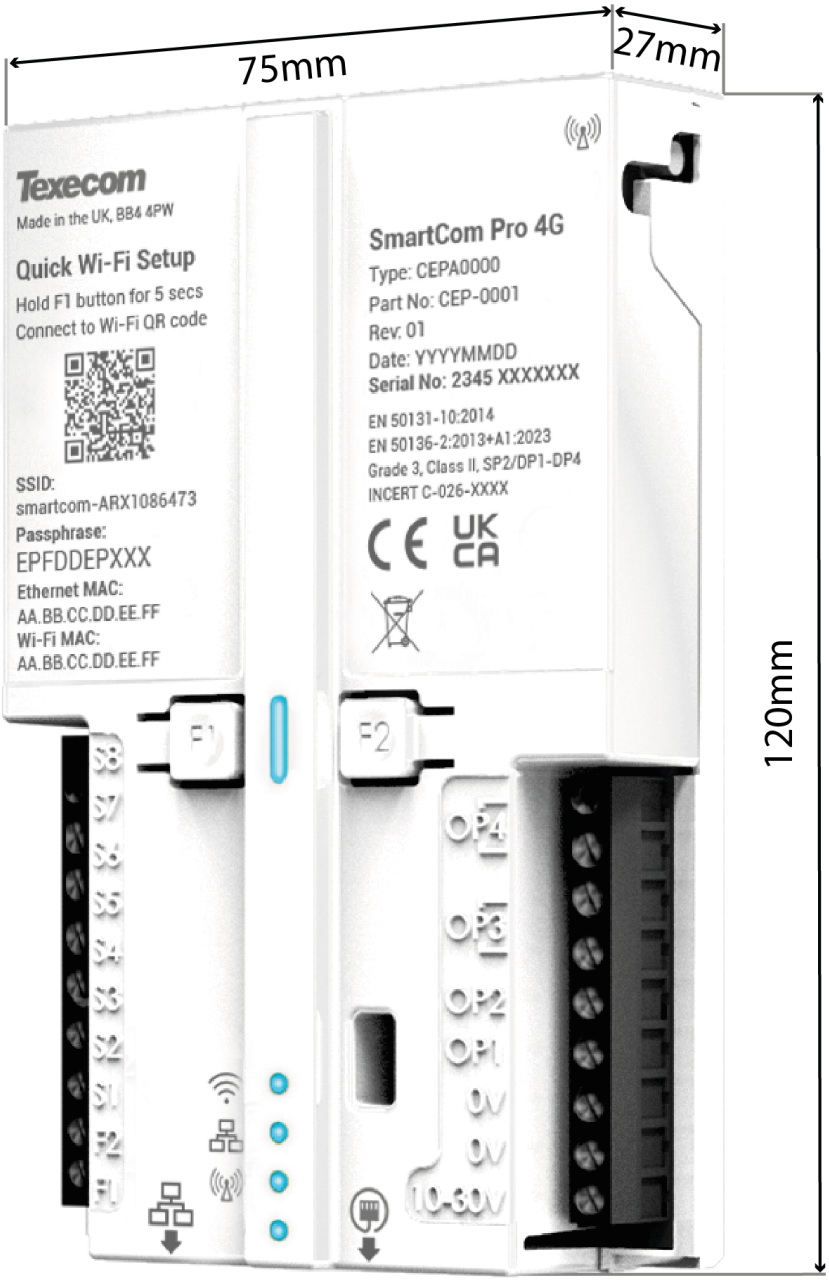
	SmartCom Pro	SmartCom Pro 4G	SmartCom Pro DR
Interconnection Type - Premier Elite CIE	Interconnection between device and CIE is proprietary		
Interconnection Type - non-Texecom CIE	standardised parallel		
Relative Humidity	0 - 95% non-condensing		
Operating Temperature	Minimum 0°C Maximum 40°C		
Storage Temperature	Minimum -25°C Maximum+60°C		
Certified By	?		
4G Module/s		LTE Cat 1 EMEA	
Region/Operator			
LTE FDD		B1/B3/B7/B8/B20/B28A	
Max power		25 dBm	

*
Tested using a Keysight N6705C power analyser, datalogging with a sample period of 0.02 seconds (1 PLC) - 12V input to SCP
Average figures are taken over a 10 minute period, Peak figures are the maximum current draw within a 0.02s period

10.00 Weights & Dimensions

SmartCom Pro, 4g and DR

SmartCom Pro module weights & Dimensions



= 134g

SmartCom Pro Case

SmartCom Pro Case weights & Dimensions

11.00 Approvals

Approvals

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: https://www.recyclethis.info
Hereby, Texecom declares that the radio equipment Type: CENA0001 SmartCom Pro CEPA0001 SmartCom Pro 4G CEQA0001 SmartCom DR are in compliance with Directive 2014/53/EU. The full EU declaration of conformity is available on https://www.texe.com/help-and-support/product-certificates/

11.1 Compliance

SmartCom Pro, SmartCom Pro 4g and SmartCom Pro DR comply with the requirements of BS EN 50136-1:2012+A1:2018.

Pins configuration - all variants

Complaint to BS EN 50136-1:2012+A1:2018 standardized parallel input requirements.

12 Warranty

Warranty

2 year replacement warranty. As the SmartCom Pro 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.

13 Appendix A - Fault finding and Fault codes

Error Code shown on Keypad with panel in Monitor Mode	Error description and possible cause.	V4 SmartCom Firmware resolution	V5 SmartCom & SmartCom Pro Firmware resolution
rgstr-001	The MQTT password stored ion the device is incorrect or invalid. SmartCom will exit the registration process	Default the SmartCom and try the process again. If the fault persists, replace the SmartCom.	Will not be seen in V5
rgstr-002	This error can be caused if the panel is using the incorrect country code in the panel, specifically if the South Africa country code is used in the UK or EU.	Ensure the correct country code is used when in the UK and EU. Default the SmartCom and try again.	Unlikely to be seen in V5, the panel will not get an app code unless the cloud LED has turned solid.
rgstr-003	The panel does not have a GUID code and validation has failed. SmartCom will exit the registration process.	V4 SmartCom, any pre V4 panel that is flashed will have no GUID. Connect with Wintex to populate a GUID.	Unlikely to occur, status LED will not change state, this is a production error and the SmartCom should be replaced.

Error Code shown on Keypad with panel in Monitor Mode	Error description and possible cause.	V4 SmartCom Firmware resolution	V5 SmartCom & SmartCom Pro Firmware resolution
rgstr-004	The UDL passcode is not fitting the required criteria.	Ensure the UDL passcode is between 4–15 characters. The passcode must not contain any special characters, and should be either all letters, all numbers or a combination of both.	Ensure the UDL passcode is between 4–15 characters. The passcode must not contain any special characters, and should be either all letters, all numbers or a combination of both.
rgstr-005	No brokers are configured for the registration process. This is a Cloud configuration error, and is not fixable by the installer.	Call Tech Support	Call Tech Support

Error Code shown on Keypad with panel in Monitor Mode	Error description and possible cause.	V4 SmartCom Firmware resolution	V5 SmartCom & SmartCom Pro Firmware resolution
rgstr-006	This error can be caused by changing the SmartCom from one panel to another. It may also occur if you replace the panel on the site with a brand-new panel, and don't use the "Replace Panel" function on Cloud	Default the SmartCom and try again. If it still won't happen, then contact Tech Support. Tech Support should advise defaulting the SmartCom again, and on diagnostics page allow updates to rewrite the MQTT password.	Default the SmartCom and try again. If it still won't happen, then contact Tech Support. Tech Support should advise defaulting the SmartCom again, and on diagnostics page allow updates to rewrite the MQTT password.
rgstr-007	This will be shown when Cloud cannot validate the GUID, and is related to the V1 version of Texecom Connect app.	Default the SmartCom and try again, if the retry fails call Tech Support.	Not applicable to V5.xx> SmartCom

Error Code shown on Keypad with panel in Monitor Mode	Error description and possible cause.	V4 SmartCom Firmware resolution	V5 SmartCom & SmartCom Pro Firmware resolution
rgstr-008	This occurs when the panel account is locked on Texecom Cloud, it may be locked if the SmartCom or the panel have been changed without defaulting.	Default the panel, and do not register again until you have called Tech Support to unlock the panel account.	Default the panel, and do not register again until you have called Tech Support to unlock the panel account.
rgstr-009	No panel entry has been found with this GUID, and a partial registration occurs.	Try again, it should auto resolve itslf. If not call Tech Support.	Unlikely to be seen.
rgstr-010	Access has been denied. This is an internal issue and cannot be solved by the installer.	Call Tech Support	Call Tech Support
rgstr-999	Any other error	Default panel and SmartCom and retry, if it still doesn't work, call Tech Support.	Default panel and SmartCom and retry, if it still doesn't work, call Tech Support.
Monitor Mode Specific			

Error Code shown on Keypad with panel in Monitor Mode	Error description and possible cause.	V4 SmartCom Firmware resolution	V5 SmartCom & SmartCom Pro Firmware resolution
rgstr-101	Registration is successful, but no APP code is received from Cloud.	Try and generate an ap code again, and check the status of the Cloud LED. If it is not solid, call Tech Support.	Try and generate an ap code again, and check the status of the Cloud LED. If it is not solid, call Tech Support.
rgstr-102	Issues with the SmartCom serial number or Ethernet MAC address. On SmartCom Pro the status LED will stay Red.	Call Tech Support	Call Tech Support.
rgstr-103	No response from cloud to the SmartCom	Try again, the issue should be resolved.	Try again, the issue should be resolved.
rgstr-104	SmartCom is not responding to the APP code request	Reboot SmartCom, default SmartCom try again. If not successful, call Tech Support.	Reboot SmartCom, default SmartCom try again. If not successful, call Tech Support.

Error Code shown on Keypad with panel in Monitor Mode	Error description and possible cause.	V4 SmartCom Firmware resolution	V5 SmartCom & SmartCom Pro Firmware resolution
rgstr-105	Mismatch in CRC)Cyclic Redundancy Check) information received from the SmartCom	Reboot SmartCom, default SmartCom, and retry, if the issue is not resolved call Tech Support	Reboot SmartCom, default SmartCom, and retry, if the issue is not resolved call Tech Support
rgstr-106	An app code request is initiated through the Master User menu, and the panel fails the Monitor Mode checks.	Check com ports, cables and check SmartCom firmware is up-to-date. Possible com port issue. Cables round the wrong way, or a V3 SmartCom.	Check com ports, cables and check SmartCom firmware is up-to-date. Possible com port issue. Cables round the wrong way, or a V3 SmartCom.
rgstr-107	An app code request is initiated through the Master User menu, and the UDL passcode is incorrect.	Ensure the UDL passcode is between 4–15 characters. The passcode must not contain any special characters, and should be either all letters, all numbers or a combination of both.	Ensure the UDL passcode is between 4–15 characters. The passcode must not contain any special characters, and should be either all letters, all numbers or a combination of both.

Error Code shown on Keypad with panel in Monitor Mode	Error description and possible cause.	V4 SmartCom Firmware resolution	V5 SmartCom & SmartCom Pro Firmware resolution
rgstr-108	The SmartCom has not received a response from Cloud.	Cannot happen in V4 SmartCom	Default SmartCom and try again, check for issues with a managed network.
Err: comms-101	While enabling managed mode from panel, if the SmartCom is not compatible for Monitor Mode or the COM's are unresponsive.	Check com ports, cables and check SmartCom firmware is up-to-date. Possible com port issue. Cables round the wrong way, or a V3 SmartCom.	Err: comms-101

14 Appendix B - Managed Networks

The SmartCom Pro 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 Pro 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 the 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.

Port	Protocol	Direction	Destination Host Address	Destination IP Address	Notes
443	TCP	Outbound	https://cloud.texe.com	IP addresses are dynamic	Main web server
443	TCP	Outbound	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 http://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 Pro, we default to using the Google DNS server. (If DHCP then we use the DNS provided by the DHCP server)