SmartCom, SmartCom 4G and Texecom Monitor

INS890EN-4

Texecom

29-04-2022	• Revision 1.0 Initial Release
06-07-2022	• Revision 2.0 Amendments as requested by BRE
30-08-2022	• Revision 3.1 Added SP2 and SP5 Categories
04-07-2023	• Revision 4.0 Updated specifications table re PCR 01763 for BRE. Added additional section for KIWA detailing polling times. Up issued to issue 4

Texecom

Content

1.0 Introduction

The SmartCom and SmartCom 4G communicators are the integrated solution that provide the connection of Premier Elite intruder alarm systems to Texecom's Digital services.

Texecom Connect App – The system user's control interface, providing the capability to automate and integrate the operation of their alarm system with their daily life.

Texecom Cloud – provides the installer with the tools to manage, configure and control your alarm system and Texecom Connect app portfolio.

Texecom Monitor – a secure and compliant primary alarm signalling service to your preferred Alarm Receiving Centre to ensure timely response and management of your estate.

One single or dual path connection to the alarm system and managed through our secure cloud-based architecture to provide you the services direct.

1.2 Product Types and Part Ordering Codes

Product Name	Description	Product Type	Part Code
SmartCom	Wi-Fi or Ethernet communicator	CELA1000	CEL-0001
SmartCom 4G	Wi-Fi or Ethernet and 4G dual path communicator	CELA0050	CEL-0007 - UK CEL-0010 - Europe

Premier Elite 24	24 Zone, 2 Areas, 25 users, 500 Events	CAAA1020	Region specific codes are used, consult your distributor
Premier Elite 64-W Premier Elite 64-W Live	64 Zone, 4 Areas, 50 users, 500 Events	GEWA1000	
Premier Elite 48	48 Zone, 4 Areas, 50 users, 500 Events	GEXA1000	
Premier Elite 88	88 Zone, 8 Areas, 100 users, 1000 Events	CABA1020	
Premier Elite 168	168 Zone, 16 Areas, 200 users, 2000 Events	CACA1020	
Premier Elite 640	640 Zone, 64 Areas, 1000 users, 5000 Events	CADA1020	

2.0 Requirements for Monitor

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.

2.1 Requirement summary

- Compatible firmware versions for SmartCom and Premier Elite
- Use of Monitor mode on Premier Elite systems
- SmartCom is connected via COM1 and COM2 only.
- For certified use an Ethernet connection to the local router should be used.
- Ethernet connections must use a screened cable (CAT 6) of no more than 30Mtrs in length
- The 4G antenna lead must be less than 3 metres in length when 4G is used as a radio based alternative path.
- 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.

2.2 Firmware Versions

Texecom Monitor enforces the use of:

- Premier Elite > V6.01.xx
- SmartCom or SmartCom > 4G V4.01.00

Product shipped from the factory after the 1st April 2022 will be fitted with a compatible version, but the service always encourages the use of the latest released firmware version.

Premier Elite V5 systems can be upgraded directly and remotely from the Texecom cloud, earlier versions will require a field visit and the use of the Premier Elite flasher software and cable connected to a PC to facilitate upgrade.

SmartCom product earlier than V2.02 is not compatible with connection to the Cloud service but can be returned to the factory for upgrade.

2.3 Technical information on the service provision

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 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.

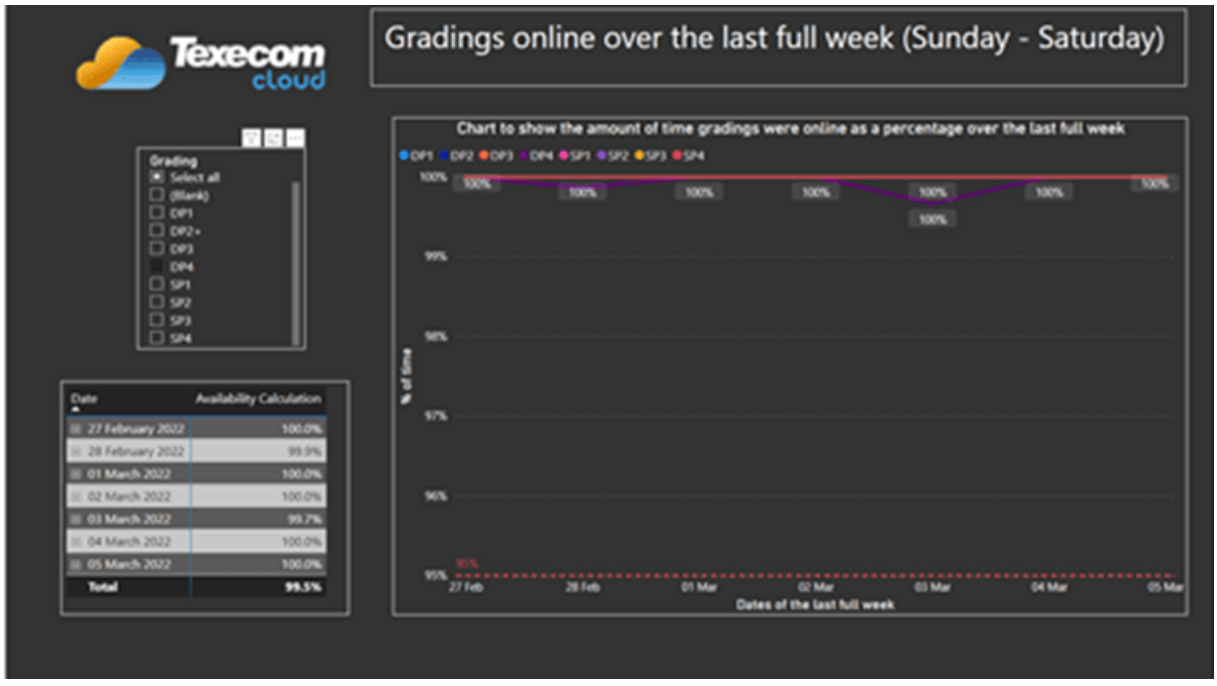
2.4 Availability Monitoring

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 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) via polling and reporting times as defined by the category of the panels connection. In addition, the SmartCom 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 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 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 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.

2.5 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 Grade 2	SP3 Grade 2 & Grade 3	SP4	SP5 Grade 3	DP1 Grade 2	DP2 Grade 2 & Grade 3	DP3 Grade 3	DP4 Grade 3
SmartCom Type CELA1000	Single path (Ethernet)	✓	✓						
	Single path (Wifi)								

SmartCom 4G Type CELA0050	Single path (4G)	✓			✓				
	Dual path (Ethernet /4G)					✓	✓	✓	✓
	Dual path (Wifi / 4G)								

Certified to EN50136-2 and EN50131-10

2.6 Compliant configurations

The product has been designed and tested by Texecom to be compliant in the following configurations

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 Type CELA1000	Single path (Ethernet)	✓	✓	✓	✓	✓				
	Single path (Wifi)	✓	✓							

SmartCom 4G Type CELA0050	Single path (4G)	✓	✓	✓	✓	✓				
	Dual path (Ethernet /4G)						✓	✓	✓	✓
	Dual path (Wifi / 4G)					✓	✓			

2.7 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

3.0 Specifications

3.1 SmartCom - CELA1000

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

SPT Product Standards	EN50136-2:2013 & EN50131-10:2014	
Alarm Transmission System Categories – Panel Applicability's	Premier Elite 640 , 168, 88 – SP3 Premier Elite 64-W - SP2 Premier Elite 48, 24 - SP2	
SmartCom log size	10,000 events	
Product Type	CELA1000	
Ethernet	10/100 Base-T, 100 Base-TX	
WiFi Module	2.4GHz IEE802.11 (b/g/n)	
WiFi Max RF Power	15 dbm - Internal Antenna	
Operating Voltage	8 - 15 Vdc	
Typical Current	Average	Peak
	90mA	140mA
Supported Protocols	Contact ID & SIA II/III	
Interconnection Type	Interconnection between device and CIE is proprietary and can only be used with a Texecom CIE	
Relative Humidity	0 - 95% non-condensing	
Operating Temperature	Minimum	Maximum
	0°C	40°C
Storage Temperature	Minimum	Maximum
	-25°C	+60°C
Certified By	BRE Global (LPCB)	

3.2 SmartCom 4G CELA0050

Alarm System	Grade 3 Environmental Class II EN50131-1, EN50136-1:2012, PD6669:2017, PD6662:2017
SPT Product Standards	EN50136-2:2013 & EN50131-10:2014

Alarm Transmission System Categories – Panel Applicability's	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 4G log size	10,000	
Product Type	CELA0050	
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	160mA	
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	
Operating Temperature	Minimum	Maximum
	0°C	40°C
Storage Temperature	Minimum	Maximum
	-25°C	+60°C
Certified By	BRE Global (LPCB)	
4G Module		
LTE Cat 1 Region/Operator	EMEA	
LTE FDD	B1/B3/B7/B8/B20/B28A	

3.3 Polling Times

Texecom Monitor and EN 50136 signalling requirements

Texecom Monitor is a fully compliant alarm signalling service using the SmartCom and SmartCom 4G 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.

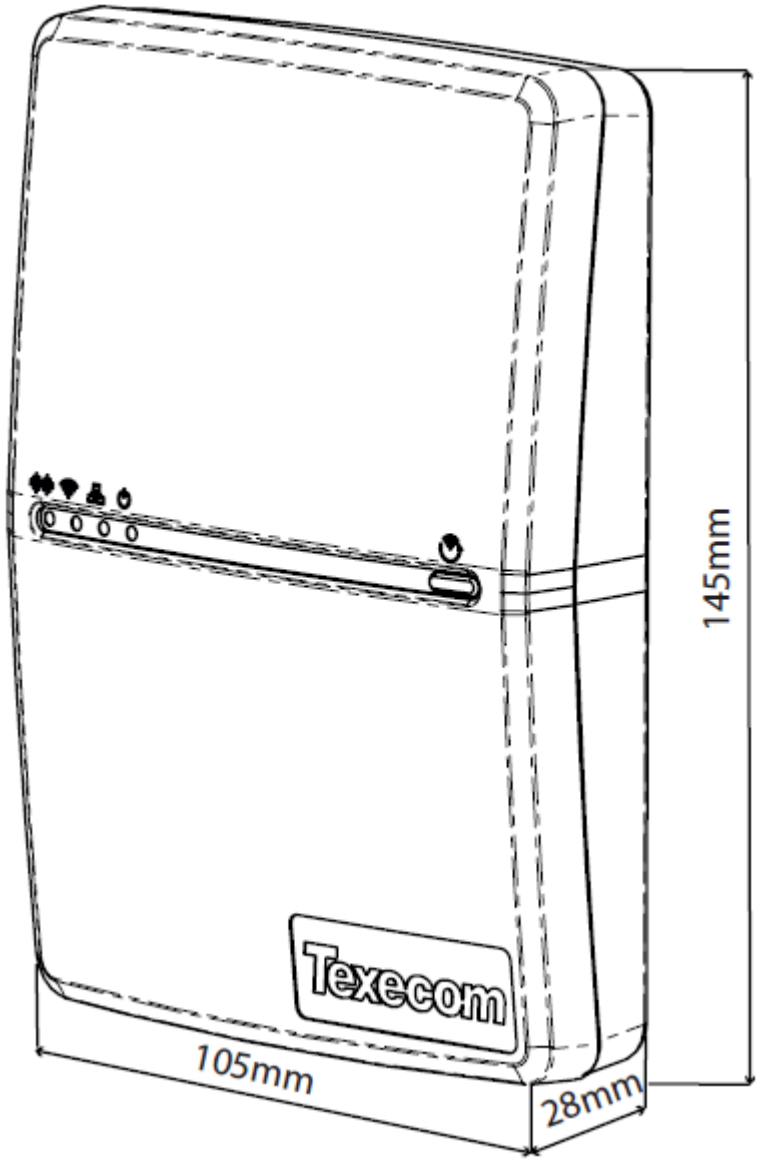
Texecom Monitor signalling categories

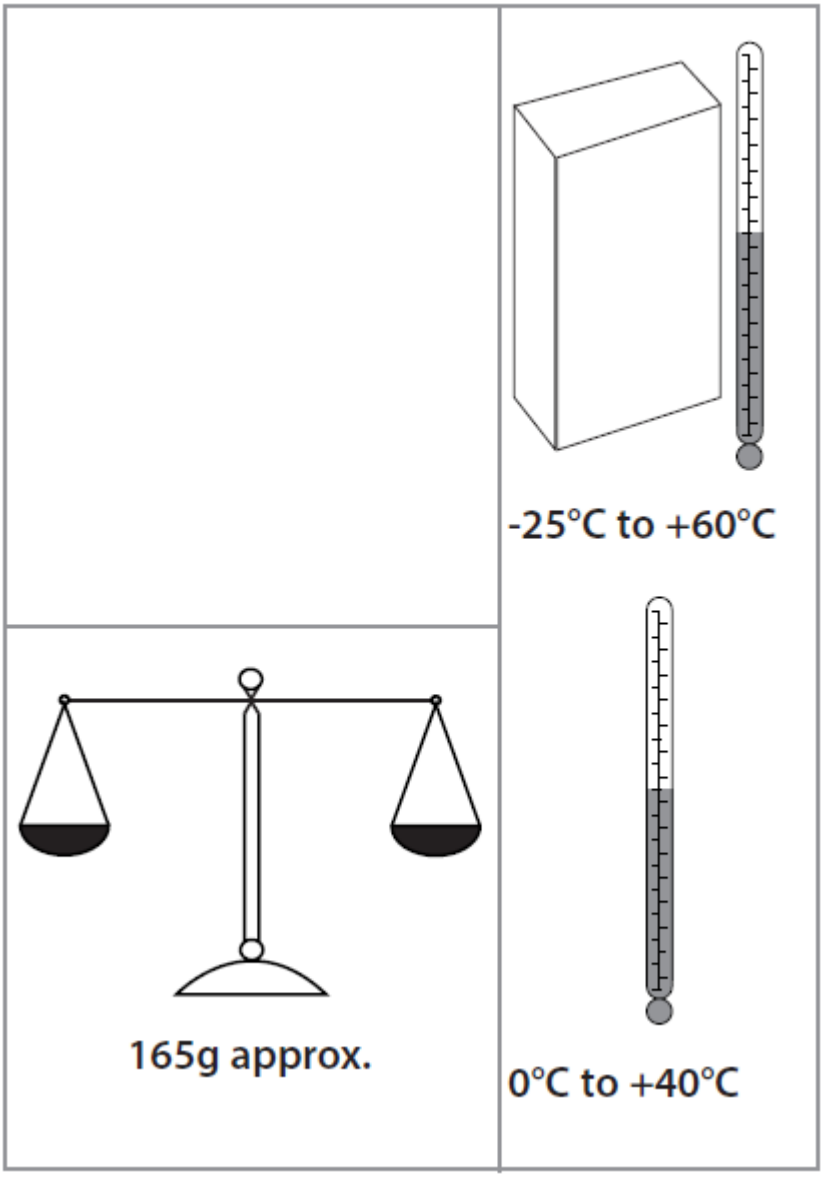
Category	Primary		Secondary		System fail	Fault report to panel		Fault report to ARC	
	Poll Rate	Fail report within	Poll rate	Fail report		Path fail	System fail	Path fail	System fail
SP2**	6 hours	25 hours	-	-	25 hours	N/A	Yes	Yes	Yes
SP2** radio	12 hours	25 hours	-	-	25 hours	N/A	Yes	Yes	Yes
DP1	6 hours	25 hours	24 hours	50 hours	50 hours	No	Yes	Yes	Yes
DP2	7 mins	30 mins	24 hours	25 hours	1 hour	No	Yes	Yes	Yes
DP3	55 secs	3 mins	12 hours	25 hours	6 mins	Yes	Yes	Yes	Yes
DP4	30 secs	90 secs	2 hours	5 hours	3 mins	Yes	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.

3.4 Weights & Dimensions


145mm
Texecom
105mm
28mm



3.5 Warranty

2 year replacement warranty. As the Premier Elite SmartCom is not a complete alarm system, but only a part thereof, Texecom cannot accept responsibility or liability for any damages whatsoever based on a claim that the Premier Elite SmartCom failed to function correctly. Due to our policy of continuous

improvement Texecom reserves the right to change specification without prior notice.

3.6 Supplier Information

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

3.7 Declaration

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.
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 on www.texe.com

4.0 Installation Guide

4.1 Texecom Monitor Overview

Texecom Monitor is the primary alarm signalling service that is provided by Texecom for signalling from our Premier Elite alarm systems. Texecom Monitor simplifies alarm signalling for the installer making it quicker and easier for systems to be monitored by an ARC without any additional hardware. The service uses the same SmartCom or SmartCom 4G communicator that is provided for Texecom Connect and Texecom Cloud.

Getting started is easy.

Select your chosen Alarm receiving centre (ARC).

- If you already have an account with an ARC, then we provide a simple process for you to link your Texecom Cloud account with the ARC.
- If you need to find an ARC, then choose one from our supported ARC list and you can apply for an account via the Texecom Cloud. The ARC will respond to you directly to set up your account and will provide you with the details to link your Texecom Cloud account to the ARC.

Creating your first site application

- Adding your first site is a simple process and is an extension of the existing Create site method on the Texecom Cloud. The step by step process takes you through
- Selecting a pre-defined Connection Template or selecting the services you require.
- Naming and adding the site contact details.
- Making a site application to the ARC. This enables you to make an application to an ARC via the Texecom Cloud. Automatically informing the ARC of the site installation details enabling the ARC to configure their systems for you. The ARC application form differs depending on the ARC you are applying to, and the forms have been agreed with the ARC. Ensure you provide all the information about the site.

Installing your panel and SmartCom

- Install the panel and the communicator, full details are provided in the instructions later.

Connecting your system to Texecom Monitor

- Once you have installed the product, connecting the panel to the cloud is easily done by generating a 6 digit App code. The Texecom Cloud will then ensure that your SmartCom is up to date and that the panel has compatible software, if not it will do the upgrade for you.

4.2 Connection contracts and payments

Texecom provides the secure connection service and accordingly charges for the connection contract at a price that depends on the solution that has been requested. The ARC will invoice separately for the monitoring service that they provide.

Texecom is responsible for delivering the alarm signalling to the ARC and the ARC is responsible for the response and interaction with the Keyholders and end users.

4.3 Connection security and resilience

Texecom Monitor takes care of all the polling and reporting configuration. The

SmartCom is classed as a store and forward communicator which means that it receives the event from the panel and then manages the transmission of that alarm to the ARC. It also keeps the panel informed of any signalling problems and logs all events.

The SmartCom is configured to poll the cloud service at a pre-defined frequency to enable the secure and dependable operation of the signalling service. In the event that a poll signal is not received by the Texecom Cloud or acknowledgement is not received by the SmartCom within the stipulated reporting time, then an ATP (Alarm Transmission Path) failure will be signalled to the ARC and notified to the Alarm panel. If there is only one path or both paths are compromised, then an ATS (Alarm Transmission System) failure will be signalled to the ARC and notified to the Alarm panel.

The Texecom Cloud polls all the ARC's on a regular basis to ensure that the ARC's are connected. Texecom requires a dual secure path to be configured to any ARC that is connected to the Cloud service as a publicly accessible ARC.

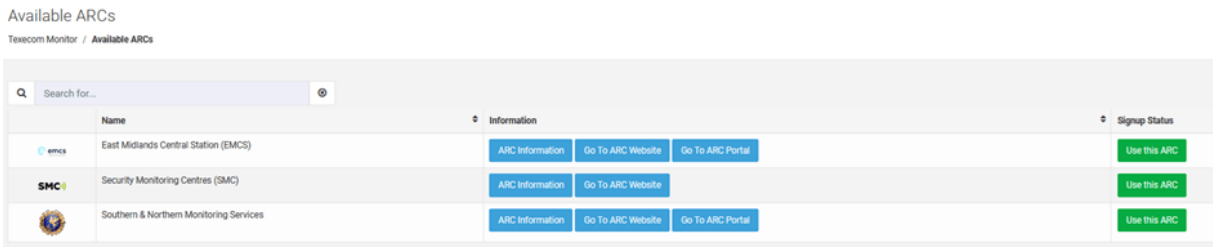
Texecom Monitor operates on a multi redundant cloud service architecture that ensures reliable and resilient operation. Connections via Radio (4G) are provided via a partner over a private APN with dual redundant VPN and server connections to Texecom Monitor.

5.0 Getting Started

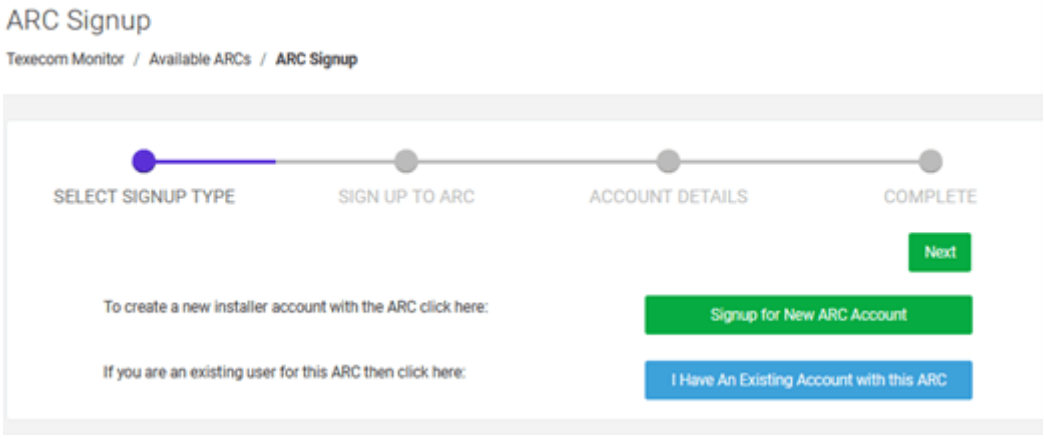
5.1 Connect to an ARC

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.

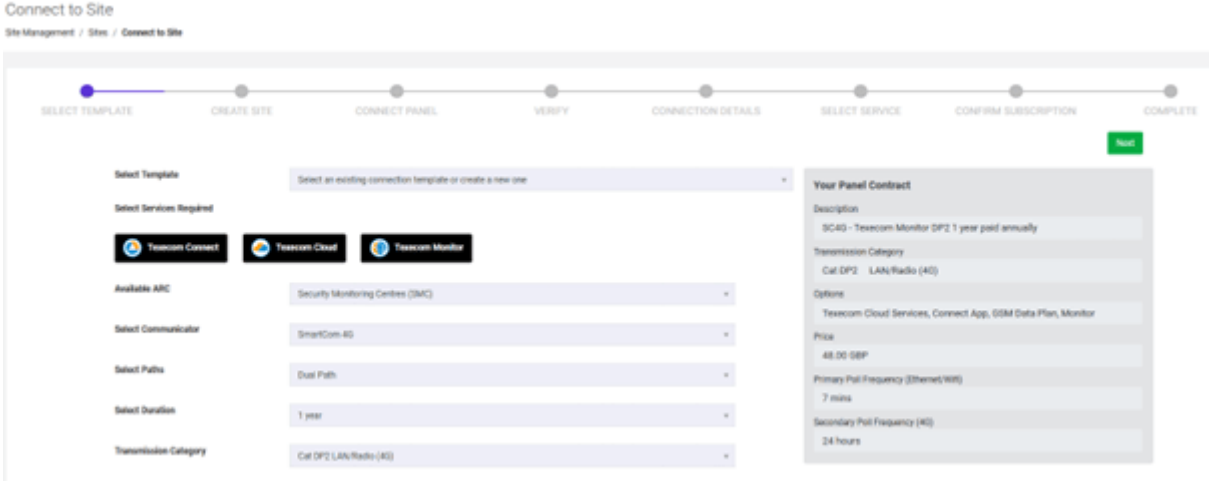
If you have an existing ARC account, then you simply enter your account number in the box and the ARC will then review and confirm your application. You will receive an email from the Texecom Cloud when that is completed.

5.2 Adding a site to Texecom Monitor

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

1. Select the service and contract required
2. Name / Address of the site
3. Apply for site to the ARC
4. Install System
5. Connect the system to Texecom Monitor

5.3 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, SmartCom 4G
- 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.

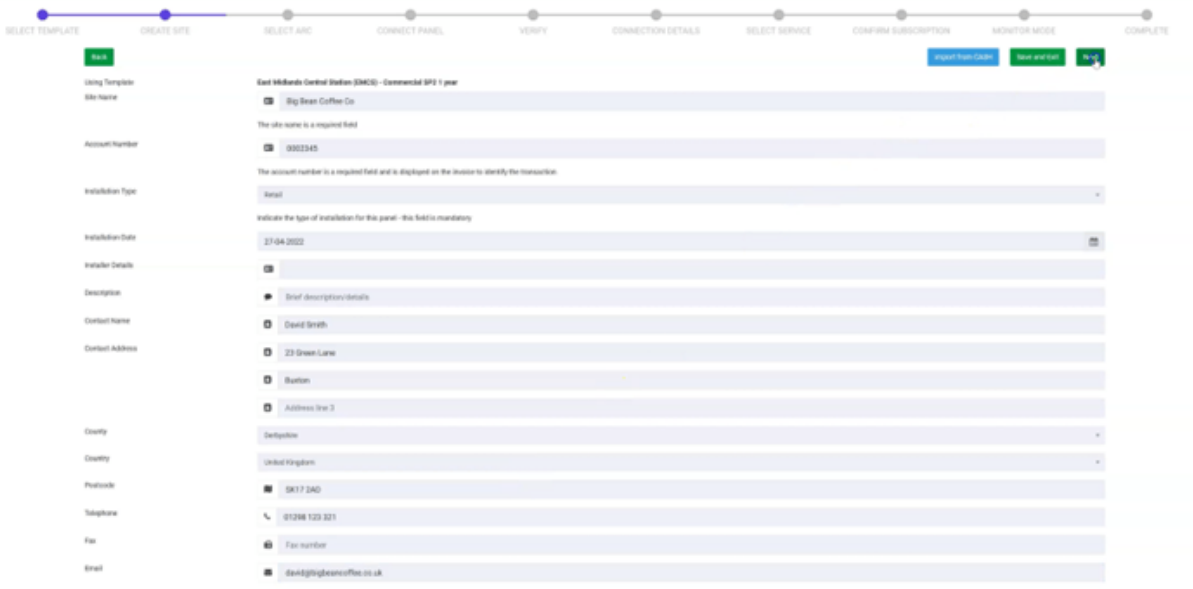
The contract fee displayed is to provide the services that Texecom provide, you will be billed separately by the ARC for their cost in monitoring your site.

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.

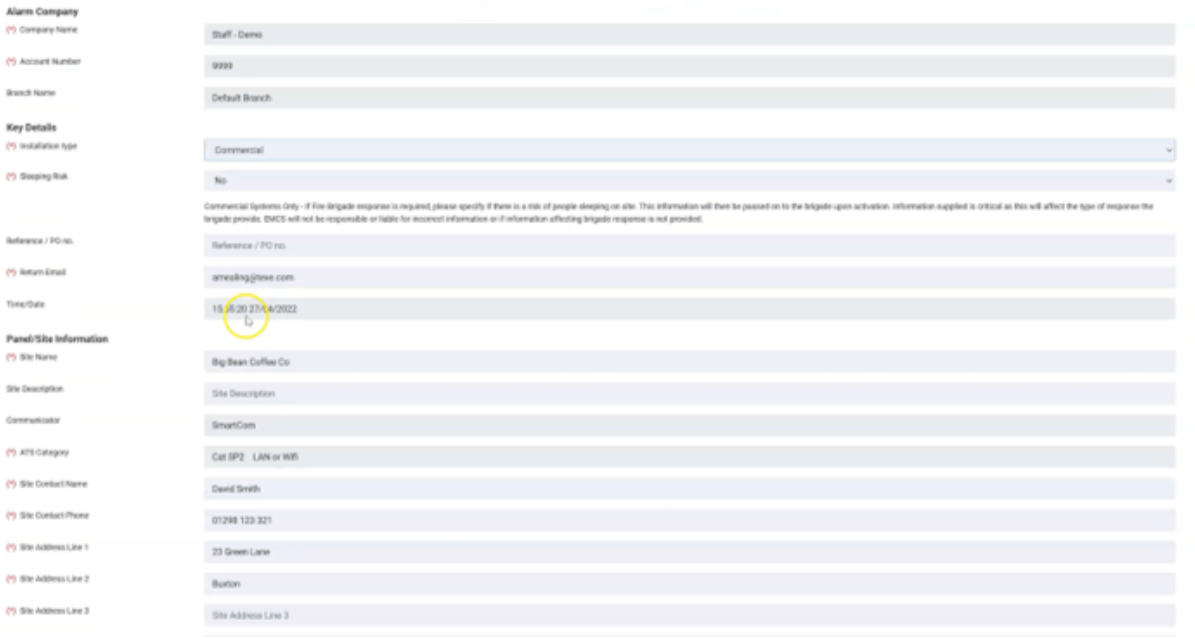
5.4 Naming and adding site details

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



5.5 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.



You can then Save and Exit if you don't have all the details and come back later, or if you are ready you can Submit to the ARC.
The ARC will then complete the configuration of their systems and will then respond to you with an acknowledgement email.

6.0 Installing and configuring your panel for Texecom Monitor

6.1 SmartCom and SmartCom 4G Opening & Identification

The SmartCom 4G is a superset of the SmartCom including not only Ethernet and Wifi, but a 4G module as well. This instruction will deal with the SmartCom 4G, the SmartCom variant installation is common except for the configuration of the 4G.

The Texecom SmartCom 4G is an advanced intelligent communicator compatible

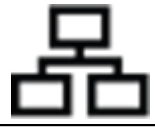
with all Premier Elite control panels with V5.04 or later firmware installed.

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

Device LED Indications

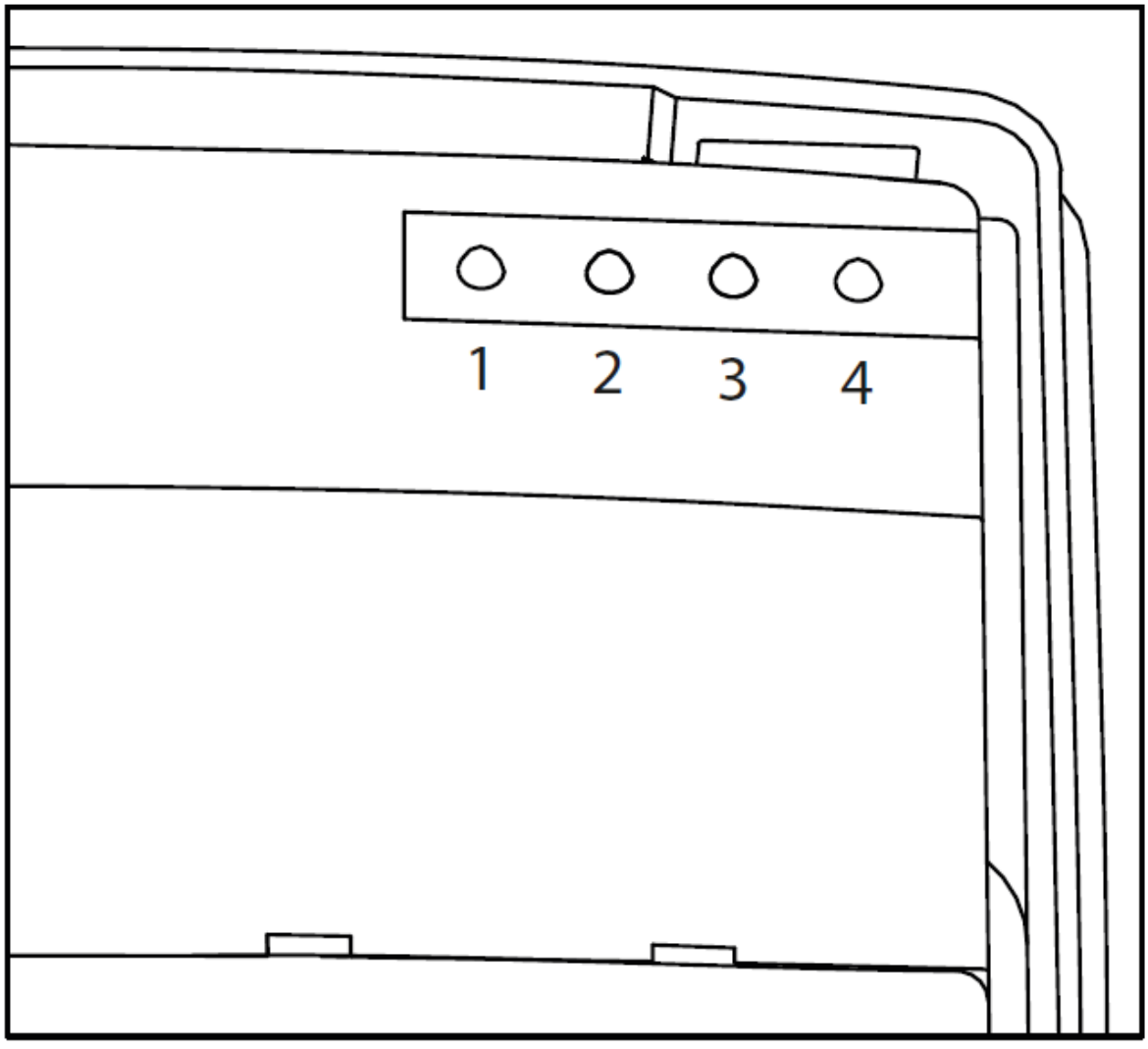
	Cloud	WiFi	Ethernet	Mobile Comms
				
Function	Connection to Cloud server	WiFi connection	Ethernet connection	4G modem connection
Off	No power	No connection configured	No local link	No modem or not configured
Flash (2.5hz)	No cloud connection	Connection configured but in path fail	Local link present 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)	

The symbols are used on the SmartCom to identify the LED’s

- 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 show the local connection to each of the optional paths.
- 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.

4G Module LED indications

When correctly operating, LED's 2, 3 and 4 should all be illuminated.



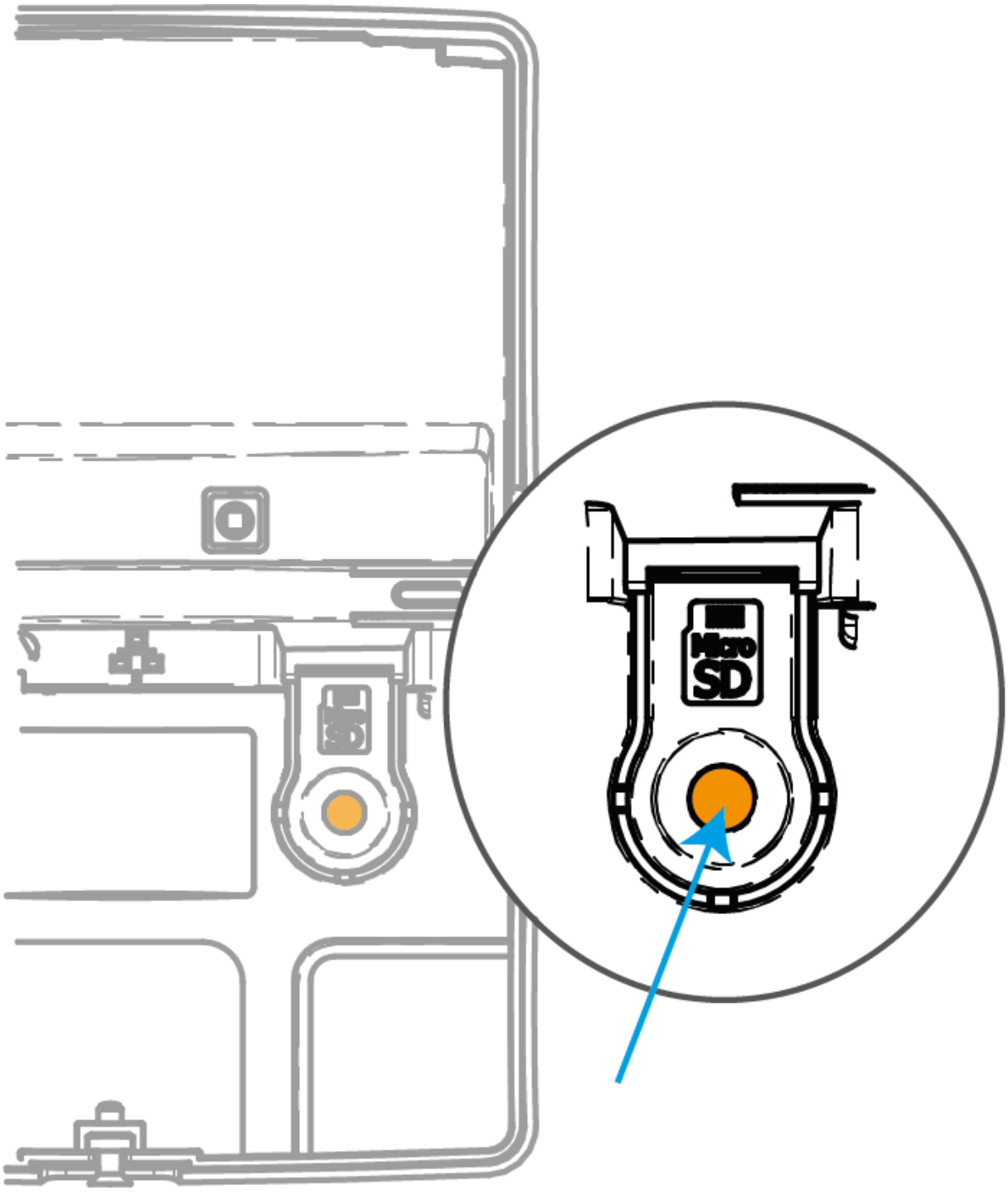
	LED1	LED2 - APN	LED3 - mobile net	LED - 4 power
Solid	N/A	Registered	Registered	Powered
Off	N/A	Not registered	Not registered	No power
Flashing	N/A	Registering	Registering	N/A

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.

SmartCom 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

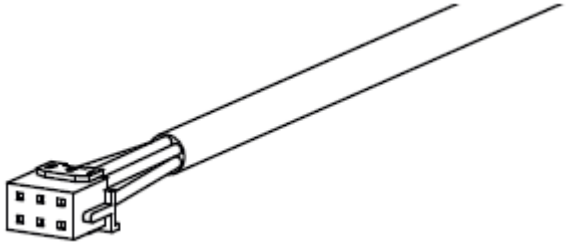
6.2 SmartCom Connecting to the Panel

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

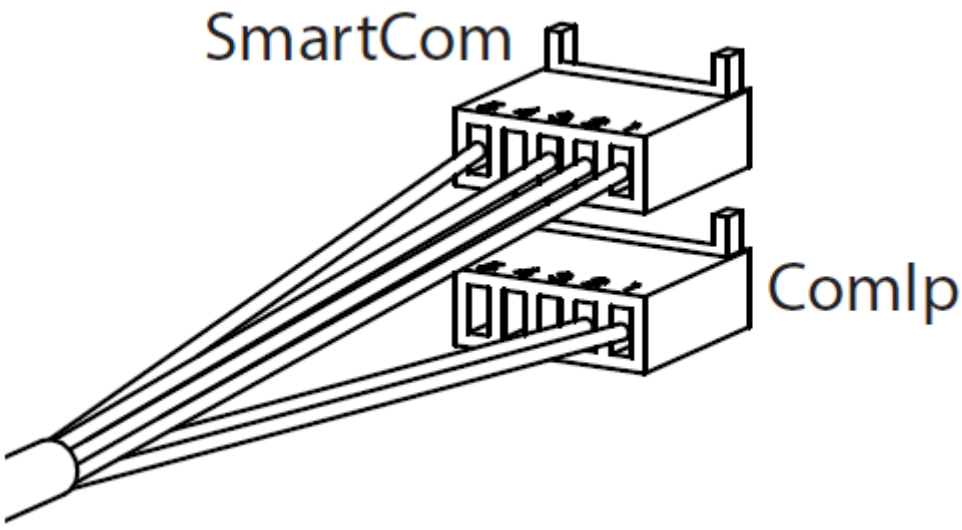
A Premier Elite ComPort+ is provided which may be used to utilise the digi modem connection to provide Com Port 3 on Premier Elite 24/48/64/88 & 168. The Premier Elite 640 has 3 Com Ports.

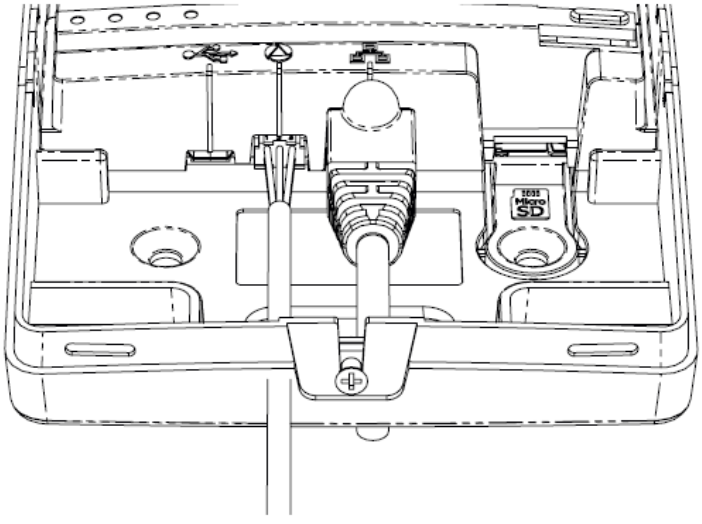
Insert the black connector into the SmartCom.

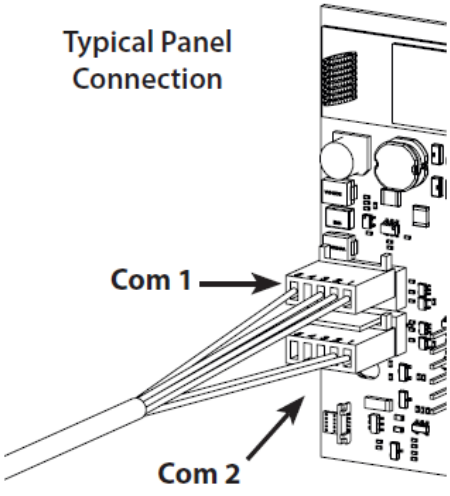
NOTE: Do not extend the length of the supplier cable. Doing so may render the unit inoperable and may inhibit over the air upgrades of both the SmartCom and the panel



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







6.3 SmartCom Managed Networks

The SmartCom communicator has been designed to work with minimal setup or help from IT professionals, however on high security or managed networks typically seen in larger commercial properties, it may be necessary to open some outbound ports to ensure the SmartCom operates correctly.

Remember the SmartCom does not require any inbound ports to be opened on the

network, this ensures the network remains as secure as possible. We recommend following the below steps for correct operation of your SmartCom communicator.

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

Port	Protocol	Direction	Destination Host Address	Destination IP Address	Notes
443	TCP	Outbound	https://cloud.texe.com	IP addresses are dynamic	Main web server
8883	TCP	Outbound	broker.texe.com	IP addresses are dynamic	MQTT broker services which are used as a poll response communication to enable
			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		
123	UDP	Outbound	server 0.pool.ntp.org server 1.pool.ntp.org server 2.pool.ntp.org server3.pool.ntp.org	IP addresses are dynamic	

Port	Protocol	Direction	Destination Host Address	Destination IP Address	Notes
53	TCP/UDP	Outbound		8.8.8.8 and 8.8.4.4	When a fixed IP is used on SmartCom, we default to using the Google DNS server. (If DHCP then we use the DNS provided by the DHCP server)

***NOTE:** From 1st August 2022 all new site registrations will occur on broker10.texe.com operating on Port 443. From the 20th September 2022 broker communication will be transitioned to Port 443. However, any devices that are currently on Port 8883 and for some reason don't connect on Port 443, will revert to Port 8883 and continue to operate.

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 synchronization and to the Google DNS service.

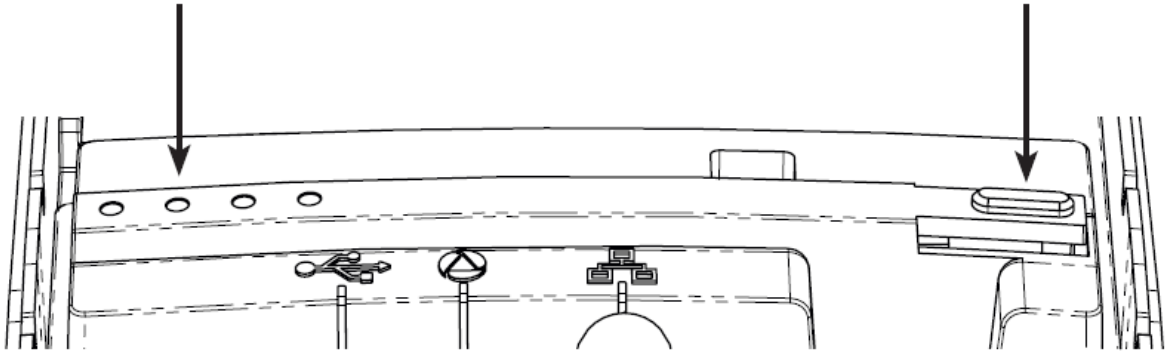
6.4 Connecting the SmartCom to Ethernet / LAN

SmartCom Ethernet DHCP

To operate as an Ethernet Communicator, plug a screened Ethernet cable into the SmartCom and the other end into a spare LAN port on the router or switch.
By default you do not need to know any details from the router for the system to work. An IP address will be assigned by DHCP from the router, and automatically programmed into the panel.

Connecting to Wifi

To enable a WiFi connection you will need access to the customers network SSID & password. The SmartCom will only function on networks with DHCP enabled.
The SmartCom 4G operates at 2.4 GHz supporting 802.11b/802.11g & 802.11n wireless technology. 5GHz bands are not supported.



Using a laptop or tablet scan for WiFi 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.
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 WiFi networks should appear in the browser.

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.

6.5 Connecting to 4G mobile networks

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 within the limits of the <3M cable length.

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.

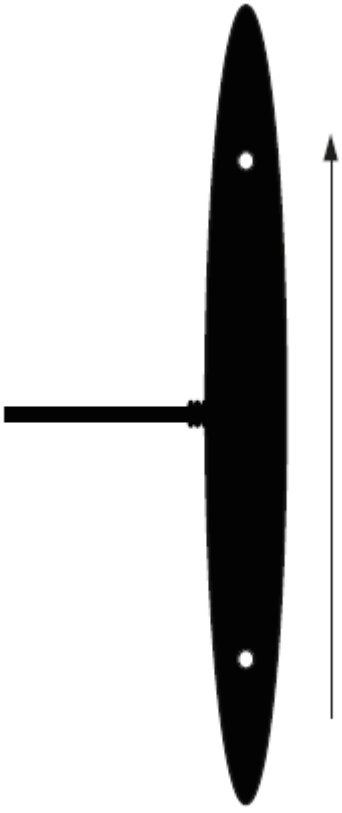
The GPRS antenna lead should not be cut, or extended for EN50136-2/EN50131-10 certified installations.
The lead connecting the SmartCom 4G to the control panel must not be extended, doing so may inhibit over the air upgrades.

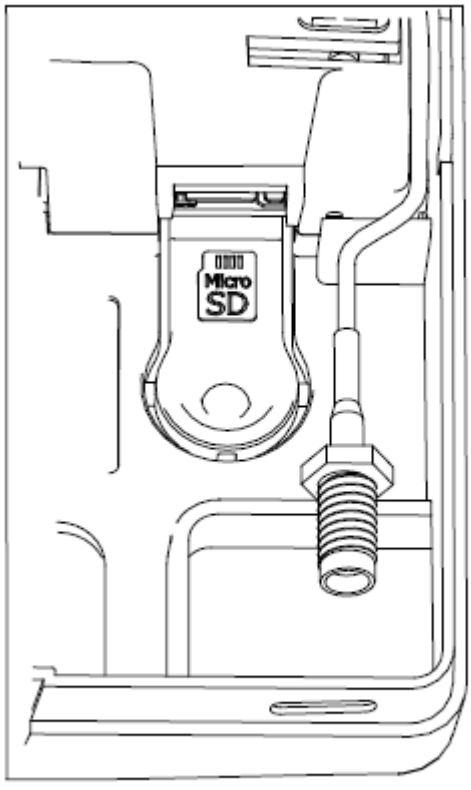
When you have identified the point of the strongest signal, make a note of this point and use it when installing the SmartCom 4G antenna.

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.

DO NOT stick the aerial to the metal housing of the panel. The aerial must be installed inside the premises.





6.6 Configuring your Premier Elite System

When installing Premier Elite V6 and SmartCom V4, the process is simplified even further. 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 Engineers 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 (1)(2)(3)(4)

Press (7)

Press (✓)/(Yes)

Press ✗/No

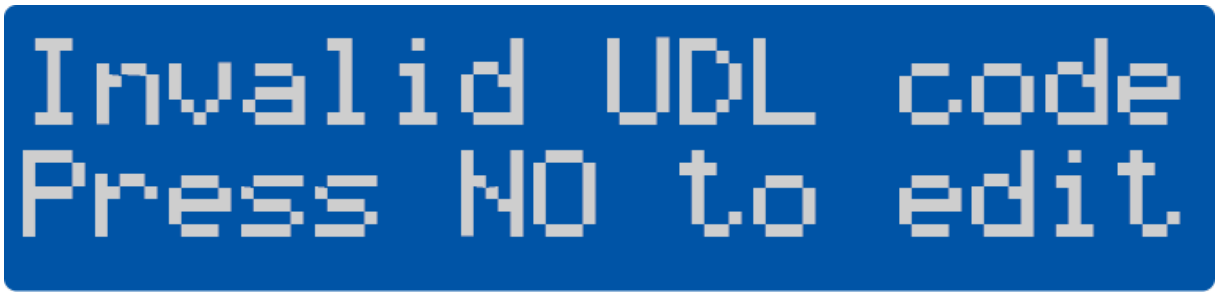
Use the ▲▼ key to select “Enabled”

Press ✓/Yes

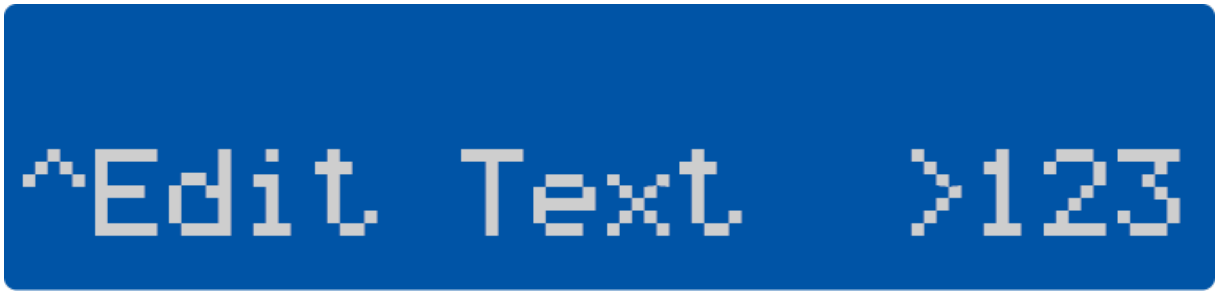
If a UDL passcode has already been entered

Press ✓/Yes

If no UDL passcode has been entered



Press ✗/No



Enter your UDL passcode

Press ✓/Yes

Press ✓/Yes

Press ✓/Yes

If successful

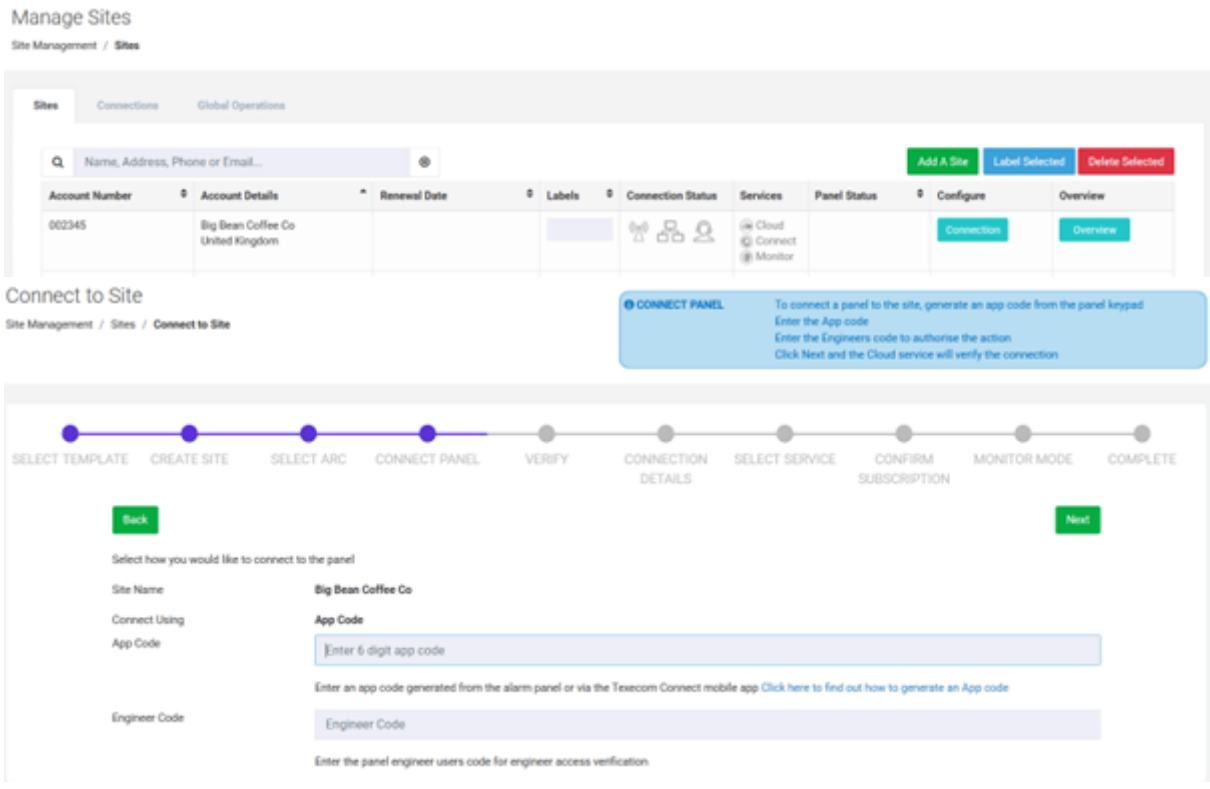
Press ☰/Menu 2 times

6.7 Connecting the system to the Texecom Monitor service

You can join the system to the Texecom Cloud using either the Desk top cloud.texe.com or using the Texecom Pro mobile interface to the Cloud.

Connecting your system to Texecom Cloud

Your entry and application to the ARC is now displayed in your sites list. Click on the Connection button to Connect your panel to the site.



Enter the App code and your Engineers code and the cloud will create the connection to the service.
Your Texecom Monitor service contract will start now that you have made the connection to the system.
You should now synchronize the configuration data and complete the site configuration from the cloud.

6.8 Testing your alarm signalling to the ARC

The ARC typically provide an App or a browser remote page to view your site connections. If this is not supported by your ARC you will need to confirm

connections by calling the ARC.
Go to your Premier Elite system on site and use the Signalling test facility.

This feature allows the communication paths available to be tested to ensure they are signalling correctly. During the test sounders will be disabled but signalling to ARC's or other devices will occur allowing a system to be checked even in an occupied building.

During the test, **ONLY** the devices selected will cause an alarm activation.

1. Enter Engineer mode and select option 9 Engineer Utilities and press 'YES'
2. Scroll up (TWICE) to the option 'Signalling Test' and press 'YES'.
3. Select the Area(s) you wish to test using keys 1-8 then press 'YES'.
4. Next Select Zone(s) you wish to test by scrolling down and selecting each Zone you wish to use by pressing the CHIME button. (A * symbol will indicate on the Zone(s) selected).
5. Press 'YES' and system will show: Log off Engineer and Arm System.
6. Press 'NO' to Arm the System as an Engineer – (This will enable the Engineer to disarm the system with the Engineer Code).
7. Activate each of the Zone(s) selected above.
8. Disarm the system with Engineer Code and then check with your ARC that the signals have been sent correctly.

7.0 Appendices

7.1 Panel Configuration – When without Monitor mode.

This method can be used with Premier Elite versions V5 prior to being upgraded to V6

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

It should be noted that to function correctly with the Texecom Connect

app the following applies:

- All Zones MUST have text. Without text the app will not know the zone exists.
- All Areas MUST have text. Without text the app will not know the Areas exist.
- Users of the system MUST have:
  - Panel User Name
  - Panel User code
- A UDL password MUST be programmed, we recommend that the password is set to at least 6 digits and/or letters

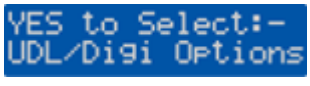
Any Texecom Connect devices being used should only be added when all other programming and configuration has taken place.

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.

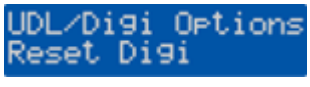
Com Port setup and UDL password

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

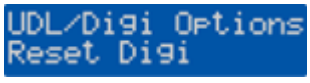
Press ✗/No

Use the ⇕ key to select the ComIP Module

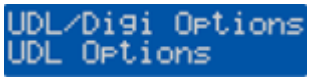
Press ☰/Menu 2 times

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 ⇕



Press ✓/Yes

Press 4 or ⇕

Press ✗/No

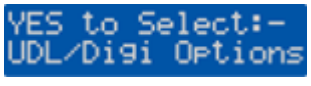
Enter a UDL password and press ✓/Yes

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

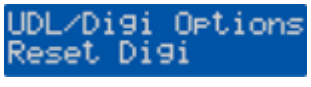
Configure Panel

Enter the engineers code 1 2 3 4

Press 7 on the keypad



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

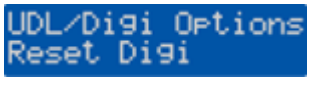
Time
- Onboard Digi Com
- Enable Communicator and Dial all Numbers enabled

Generate an App Code

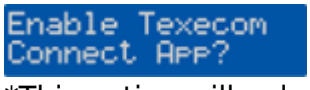
Enter the engineers code 1234

Press 7

Press ✓/Yes



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.

7.2 SmartCom how to default to factory settings

To default SmartCom

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