

Texecom

INS584-5

Apps for iPhone® & iPad®

Apps for Android™

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Overview

Texecom apps for iOS & Android devices are available in three different versions. The following guide details the features of each app; and the hardware required to make them function.



NOTE Screenshots used are for iOS devices and used for illustrative purpose only. The actual image on your screen may vary.

Editing Settings

iOS 8>	Swipe Left shows the Edit function where applicable
iOS 7<	Swipe Left or Hold down shows a Dialogue Box to Edit, Cancel or Delete where appropriate
Android	Hold down shows a Dialogue Box to Edit, Cancel or Delete where appropriate

Default Login

User Name: Master

Passcode: 123456

Features & Functions

Key Features Guide

Feature	SmartKey™	Keypad	Engineer
Arm, Disarm & Reset	✓	✓	✓
Virtual Keypad	X	✓	✓
Trigger Outputs	✓	✓	✓
X10 Control	✓	✓	✓
Support 3 Sites	✓	✓	✓
Support 9 Sites	X	✓	✓
Unlimited Sites	X	X	✓
Show 25 Log Events	✓	✓	✓
Unlimited Log Events	X	X	✓
Enable Cameras	✓	✓	✓
PTZ Camera Control	✓	✓	✓
Push Notifications	✓	✓	✓
Email Notifications	✓	✓	✓
Speech Option	✓	✓	✓
Basic Arming	✓	✓	✓
Zone Status	X	X	✓
Anticode Reset	X	X	✓
Encrypt UDL Password	X	X	✓
In App URL access	X	X	✓

SmartKey™ Features

- Allows you to arm, part arm, disarm and reset your alarm system
- Trigger up to 8 outputs (control panel dependent)
- Area Selection by touching the bottom of the screen
- Basic Arming option available
- Choose Start-up Screen
- Fingerprint Login*
- X10 Output Control
- Supports up to 3 Sites
- Event Log shows last 25 Events
- View & record camera images
- Control PTZ Cameras
- Receive Push Notifications
- Receive Email notifications
- Alarm & Push Notification Speech

*iOS8 Only device with integral fingerprint reader

Keypad Additional Features

Includes all the features of the **SmartKey™** app, and in addition:

- Virtual Keypad
- Connect up to 9 sites

Engineer Additional Features

Includes all the features of the **SmartKey™** & **Keypad** app, this app must be unlocked to gain full access to all of the functions. And in addition to the above includes:

- Send message to site keypad*
- Panel Status
 - View panel type, firmware version, panel voltage and current consumption (control panel dependent)
- Number of events from the Event Log can be programmed
- View Zone Status and Omit Zones
- Tools
 - Anti-code reset, **SmartKey™** areas, Generate protected UDL passcode (required to allow an app to connect to a site where the UDL password is not to be given to the User)
- Unlimited Site connections
- URL Details
 - Add up to Four URL's per site that can be accessed from within the app, this could be for example a DVR on site.
- Zone Status
 - only shows Areas assigned to the User



Please note that this app has been designed to be used by installation engineers. Access to the Tools Menus, Engineer Login, Hiding of passwords & **SmartKey™** Area assigning are only available when the App is Unlocked. To unlock the app, go to Settings, Help and select 'Unlock App' then follow the instructions on the screen. Unlocking of the app will only be allowed once company validation has been performed. The App will still function as an advanced user App if it is not unlocked.

*iOS Only

Hardware Requirements

Panel Support

Texecom apps will work with Premier or **Premier Elite™** as detailed in the table below. To view your panel type and firmware version press on the keypad.

Panel	Firmware Version	SmartKey™ App	Keypad App	Engineers App
Premier Elite™ all models <i>(640 is limited to the first 16 Areas)</i>	V1.00>	✓	✓	✓
Premier 24*	N/A	✗	✗	✗
Premier 48/88/168	V8.14>	✓	✓	✓
Premier 48/88/168	V8.13<	✓**	✓	✓
Premier 640	TBC	✗	✗	✗
Premier 412/816	N/A	✓**	✓	✓

Premier 832	N/A	✓**	✓	✓
Veritas all models	N/A	N/A	N/A	N/A

*Premier 24 can be used in Serial Mode, however notifications are not available when operating in this mode.
 The panel firmware version will determine the operation of the **SmartKey™, this will require the installation engineer to assign **SmartKey™** areas manually. This function is only available to Engineers who have Unlocked the App.

Communication Devices

To use the apps the panel must be enabled for IP communications. The app will work with the following communications devices:-

- Texecom **Premier Elite™ ComIP** Module
- Texecom **Premier Elite™ ComWiFi** Module
- Texecom **Premier Elite™ ComGSM** running in GPRS mode with a fixed IP address SIM card



NOTE The apps ARE NOT compatible with Chiron, Emizon, Dualcom, or WebWayOne devices. Development discussions are ongoing

Configuration Options

The Screenshots used in this manual may show options which are not available in your version of the App. Screenshots used are for an iOS device, there may be slight variations when using an Android device.



NOTE Details for panel programming and router settings can be found in the latest installation manual for the ComIP, INS273-5 or later.

Required Details

To access the control panel, you will need some basic details to allow connection, these should be obtained from your installer.

- IP Address
- Port Number
- UDL or Protected UDL
- User Code
- User ID
- Port Forwarding on your router **MUST** be enabled for remote connections and Push/Email Notifications
- The panel **MUST** be configured to communicate with the **Texecom** Server

Once you have all of the required information proceed as follows:



To start the app press the Icon

Login

Default User Name = **Master**

Default Password = **123456**

The following screen will appear, enter the default **User Name** and **Password**, press the  button.

At this point it is critical that you are connected to the Internet. Logging in will connect the app to our server and download the disclaimer which **MUST** be accepted before you can proceed.

Login Screen

Disclaimer

New Layout Option

- The disclaimer must be accepted to continue
- The **New Layout** screen will appear; If you want to receive **Push Notifications** from your alarm system, you must choose the **New Layout**

NOTE Old accounts may be re-converted if they fail when updating the App. To do this Touch and hold the screen for 5 secs below the Login button. The User Name and Password **MUST** be in the boxes and must be correct for this function to work.

Settings

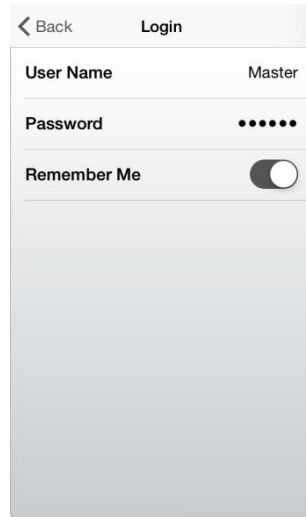
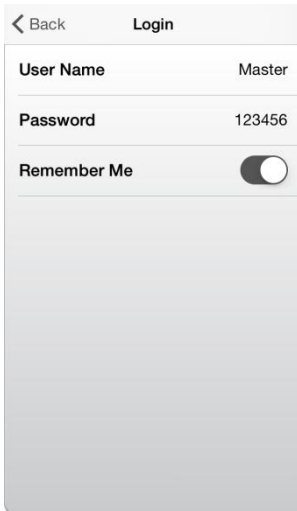
The settings menu can be accessed from the in the top left corner of the screen once you are logged in. All settings here are Global and not Site specific.

Main Home Screen

General Settings Screen

Settings

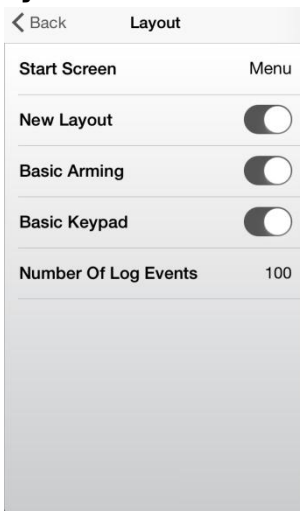
Login



Login options can be changed here.

- Change User Name
- Change Password
- Enable or Disable Remember Me
- Hiding of passwords is only available to Engineers who have Unlocked the App

Layout



- Startup Screen
 - Choose which screen is shown after you have logged in
- New Layout
 - Choose to use the New or Old Layout. The New Layout must be chosen when using Push Notifications
- Basic Arming
 - Turning ON changes the behaviour of the **SmartKey™** screen & Outputs screens. See Basic Arming on page 16 for details
- Basic Keypad
 - Enables a basic graphical keypad (not available on iPad)
- Number of Log Events
 - Only applicable to the Engineer App, the value can be altered here

Feedback



Toggle these options on or off

- Keypress Sound
- Keypress Vibrate
- Keypress Touch
- Entry. Exit & Alarm
 - When ON these activations will cause feedback on the device
- Read Alarms
 - Alarms will be read to you
- Read Notifications
 - Notifications will be read to you
- Female Voice (iOS & UK Only)
 - The read alarms and read notifications is changed to a Female Voice

Security



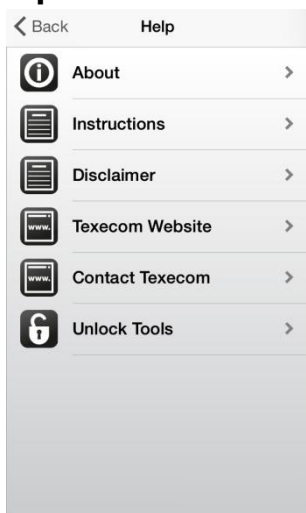
- Auto Login
 - When enabled your login details are filled out for you
- Login on Resume (iOS Only)
 - When enabled if the App goes to the background, you will be required to enter your User Name & Password when resuming
- Fingerprint Login
 - Can only be used on iOS 8 devices which incorporate a fingerprint reader
- Hide User Code
 - Hides the User Code in Site Settings. Only available to Engineers who have unlocked the App
- Hide UDL Details
 - Hides the UDL Details in Site Settings. Only available to Engineers who have unlocked the App

Warnings

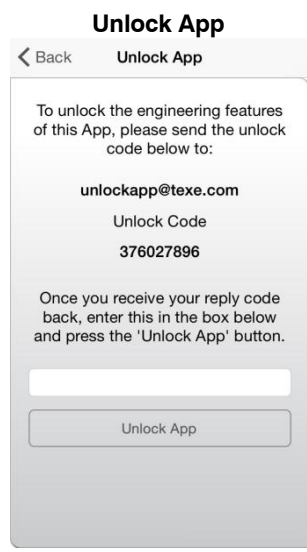
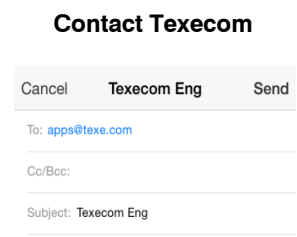
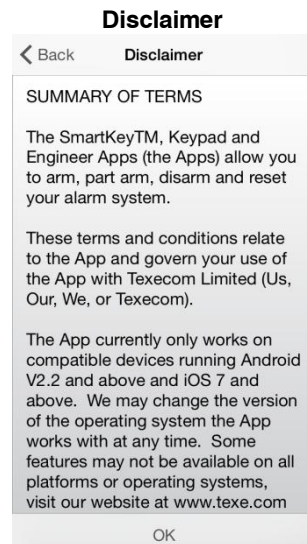
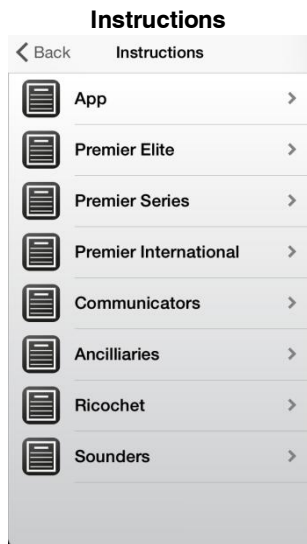
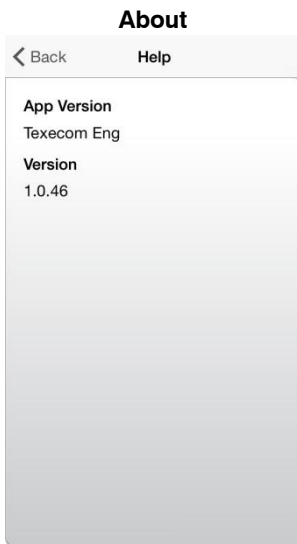


- Active Zones
 - When enabled a warning dialogue will be displayed if a zone is Active when trying to arm
 - When disabled no warning dialogue will be displayed if a zone is Active when trying to arm
 - If the panel is configured to Omit active zones when arming, the system will Arm and Omit the Active Zone. (Not recommended when arming from a remote location)
- Disconnecting
 - When enabled a small dialogue box will appear stating the App is Disconnecting

Help



- About
 - Shows which App you have and the version number
- Instructions
 - Opens the App Guide
- Disclaimer
 - Opens the App Disclaimer for review
- Texecom Website
 - Connects you to the Home Page of our website
- Contact Texecom
 - You can email us about the app from this button. Any other topics may be subject to a delayed response.
- Unlock App
 - Allows Engineers to Unlock advanced features following approval. These include:
 - Tools Menu
 - Engineer Login
 - Hide UDL Password
 - Hide User Password
 - Assign **Smartkey™** Areas manually

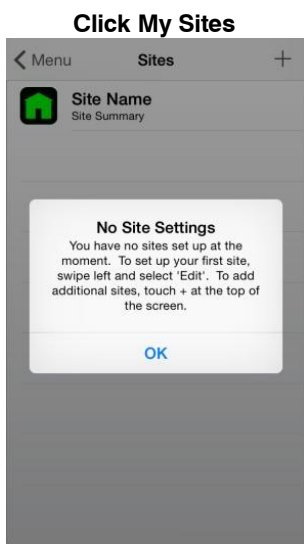
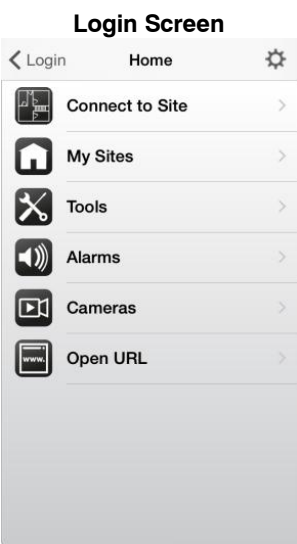


Adding Sites

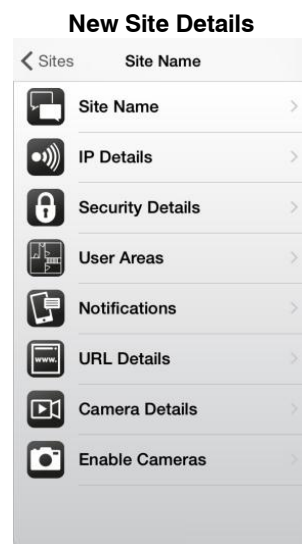
Editing Settings

iOS 8>	Swipe Left shows the Edit function where applicable
iOS 7<	Swipe Left or Hold down shows a Dialogue Box to Edit, Cancel or Delete where appropriate
Android	Hold down shows a Dialogue Box to Edit, Cancel or Delete where appropriate

Once you are logged in do the following.



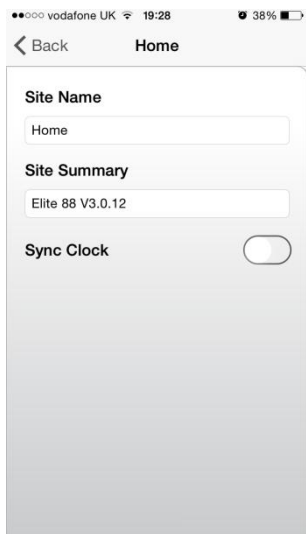
A warning box will appear prompting you to Add a site. Click OK, and then swipe left or hold to edit the site



Staying connected between screens will be enabled. Returning to the main menu will disconnect you from the panel.

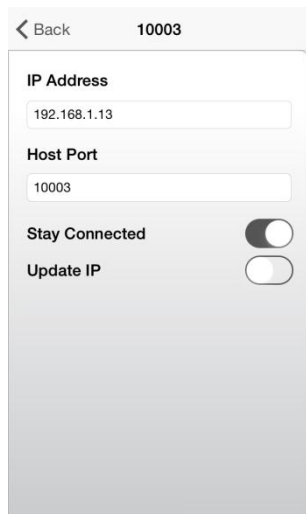
Site Details

Site Name



- Enter a Site Name & Site Summary.
 - For example House Alarm, **Premier Elite 12**
- Sync Clock is only available on **Premier Elite** V3 or later panels. Enabling this function will keep the panel clock synchronised with the **Texecom** server time.

IP Details

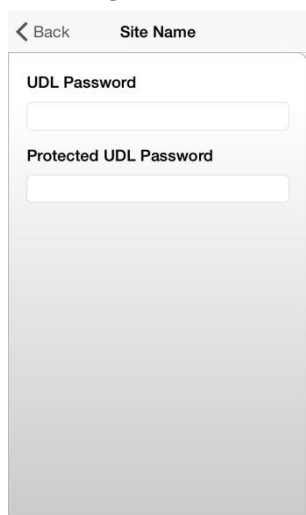


- Enter the IP Address & Port Number for the panel you want to connect too.
 - For example 192.168.0.100 & 10001
- Enable Stay Connected to stop the App disconnecting from a site when switching screens
- Enable Update IP to ensure the **Texecom** Server tracks your IP address and allows connections remotely



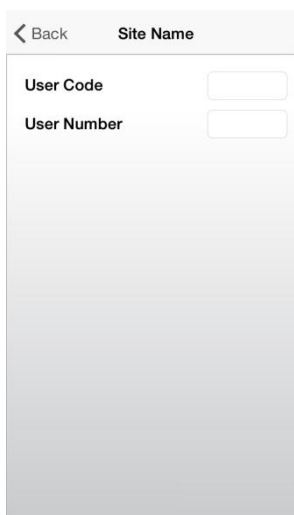
Port forwarding must be setup on the router for this to work.

Security Details



- Enter the UDL Password OR Protected UDL Password (see page 18 for Protected UDL)
- For example 1234

User Areas



- Enter the User Code & User Number
- For example 5678 & 1

Setting up Notifications

Back Site Name

User Name
Texecom

Password
.....

Email Address
noreply@texe.com

Account Number

Register Account

Device Token
[Redacted]


To setup Push Notifications Port Forwarding must be enabled on the router, and the panel must be configured to communicate with the Texecom Server please proceed as follows:

- Choose & enter a **User Name**
- Choose & enter a **Password**
- Enter a valid **Email Address** (Notifications will not be setup without a valid address)
- Leave the **Account Number** field blank
- Click **Register Account**

You will receive an email with a **Verification Code**; follow the instructions in the email. Enter the **Verification Code** you are given into the **Account Number** box and press **Register**. Once you have completed this step the **Account Number** will be automatically populated with an **Account Number** allocated by the Server. Record all of the details here for future use, and if you choose to add an additional device to receive notifications from the same site.

- Additional Devices

Setting up additional devices to receive notifications from the same site requires that **ALL** details are **Identical** in all devices. This includes the **Site Name & Site Summary**. To register an additional device complete all details for the **Site**. On the Registration page complete all details including the **Account Number** you now have and press **Register**.

 **NOTE** The control panel must be programmed correctly to communicate with the server. Please refer to the installation latest instructions for the ComIP INS273-5 or later.

Notifications Setup Dialogue

Back Site Name

User Name
texecom

Register New Account
You have not entered an account number. Do you want to create a new account?

If this is the first time you have registered for notifications using these details, a verification code will be emailed to:

noreply@texe.com

Press Yes to continue

Yes No

Device Token
1d717474ed53fced1b0ef56ac158055de18da44670168cda495ca26df21d9b73

Back Home

User Name
Mark

Email verification required
An email has now be sent to:

noreply@texe.com

To complete the registration process, please enter this code in the Account Number field and press Register Account again. You will need to contact your alarm company in order for them to program your control panel to send notifications.

OK

Device token
User not verified
Check your email

Inbox (2)

Verification
16 April 2015 12:48

To complete the registration process please enter the verification code below in the 'Account Number' field of the app and press 'Register Account'.

[1082648390](#)

An account number will then be allocated to you.

Once you have received your account number, you will need to provide this to your alarm company in order for them to program your control panel to send notifications.

Email Notifications

Back Site Name

User Name
Texecom

Password
.....

Email Address
noreply@texe.com

Account Number
9754397

Register Account

Device Token
[Redacted]

- Press the  to add email addresses for alerts and notifications

Back Site Name

Email Address 1
noreply@texe.com

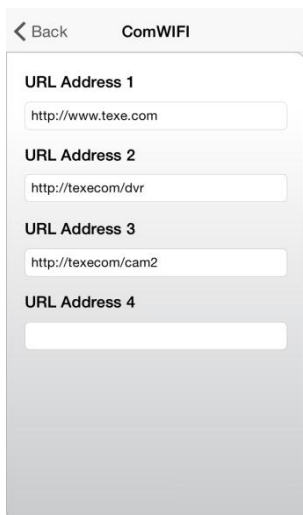
Email Address 2

Email Address 3

Email Address 4

- Add up to 4 email addresses
- When the email addresses have been added, press Register Account to update the details. This should be done once you have an Account Number

URL Details



This page allows you to enter URL details related to the site.

- For example this could be a company website, or a DVR or IP camera located on the site
- Any URL's entered here will open within the App rather than a separate browser

Enable Cameras



- For each site setup on the App, it is possible to view and record images from cameras on site, and where applicable control PTZ Cameras. The control strings for your cameras should be obtained from you camera manufacturer
- Camera Details can only be edited if they are Enabled
- Recorded images are snapshot still images and will be stored in folders in your Photos album on your device



NOTE Cameras on site are not associated with activations of the alarm system. The facility to view cameras is provided as an additional tool.

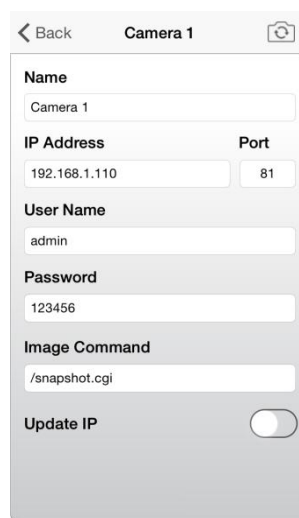
Camera Details

Cameras



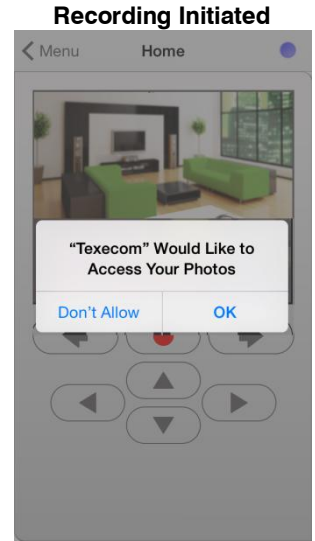
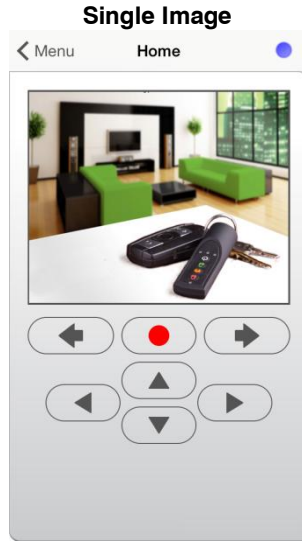
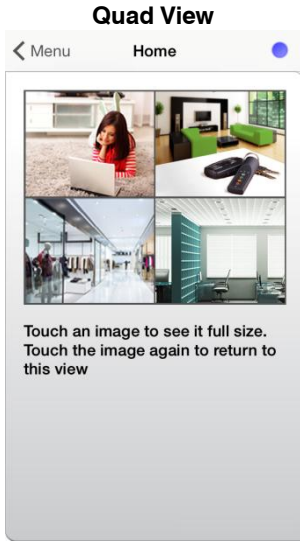
- For each of the available four cameras per site, complete the required details

Camera Detail



- Camera Name
- IP Address
- Port
- User Name
- Password
- Image Command
- PTZ Commands (Where applicable)
- Update IP should be turned on to allow Texecom servers to track and update your IP Address

Example Image Screens



Connecting to a Site

Once the App has been configured you can connect to a site.

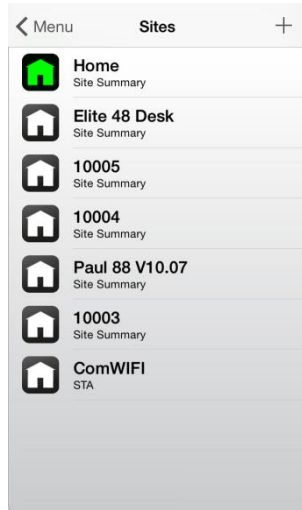
Site Selection

- Login to the App
- Ensure the Site you want to connect to is selected in My Sites, the site Name will be shown at the top of the screen

Connection Screen



Sites Screen







Icons

-  Site Selected
-  Site/s not Selected

Connection Screen Options

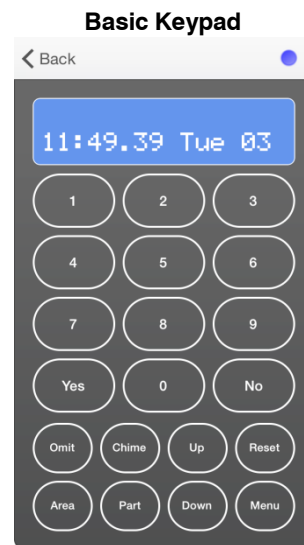
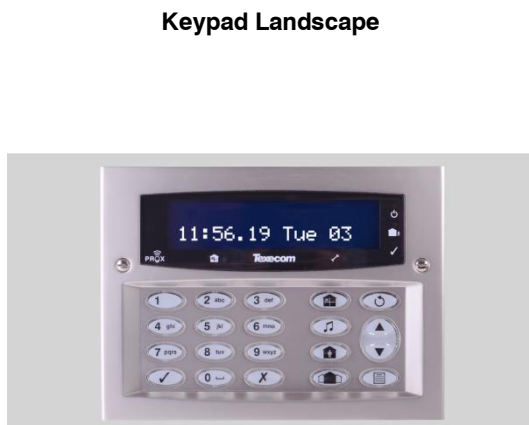
On the Connection screen you will have the following options depending on the App that you have installed.

The LED in the top right hand corner of the screen shows the connection status.

-  = Connected
-  = Connecting
-  = Not Connected
-  = Disconnected or error in connecting

Keypad

The Keypad can be used exactly the same way as a system keypad. The following options are available depending on your device.



SmartKey™

The **SmartKey™** can be used to Arm, Disarm, Part Arm & Reset your system. If enabled it can also control outputs on the panel.

LED 1	LED 2	LED 3	LED 4	Buttons		LED					
				Symbol	Function	No	Colour		Status		
					Normal Mode		Aux Mode				
					Full Arm	Activates PC Control 1 *	1				Pink = Connected Blue = Successful Login Turquoise = Aux Mode
					Part Arm	Activates PC Control 2 *	2				Red = System Armed Flashing Red = System in Exit
					Disarm	Activates PC Control 3 *	3				Orange = System Part Armed Orange Flashing = System Part Arming
					For resetting & Selecting Aux Mode	Selects Normal Mode	4				Green = System Disarmed
				<p>*only works if programmed by the installer and the panel is capable of operation.</p>			<p>* in Aux mode these LED's will be on or off, depending on the status of the output. Pressing the corresponding key will either switch the output on or off. The LED will follow the output state.</p>				

Touching the screen anywhere in the area highlighted allows the user to select which Area to control. The Areas they can use will be the same as those they are authorised for in the Control Panel. Touching under the button goes to the previous Area. Touching under the button goes to the next Area.

X10 Outputs

If available X10 Outputs may be controlled. each Outputs Text may be edited.

- = Active
- = Inactive
- = Output Icon pressed

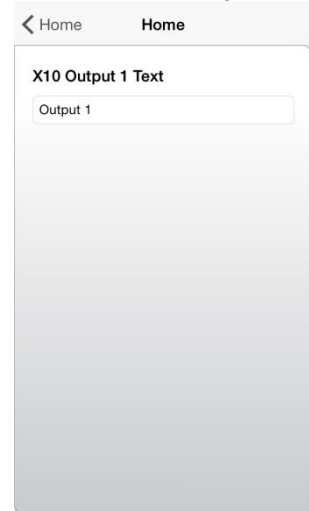
Output Screen



Swipe Left or Hold to Edit



Enter Text as required



Event Log



- The last events can be seen from the Event Log
- Tapping the screen aborts the receive
- Double tapping starts the receive again if aborted

Zone Status



- Shows the current status of the Zones

Panel Status



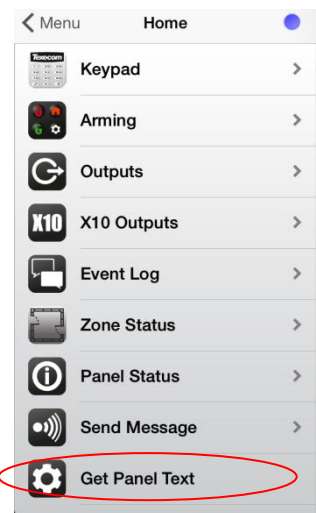
- Panel Status details are as shown

Send Message



- iOS only
- Allows you to send a message to be displayed on the Site Keypad

Get Panel Text



- Only applicable to V3 or later Premier Elite panels, pressing this Icon will retrieve Zone & Area text from the control panel.

Basic Arming Options

If **Basic Arming** has been enabled in **Layout Options** the appearance and behaviour of the **SmartKey™** will change. The previous section details the standard operation. **Basic Arming** is most suited to multiple Area systems, where an immediate overview of the various Areas status can easily be seen, however it can be used for any site. If **Basic Arming** is **Enabled** the following apply:

Basic Arming Disabled (Default)

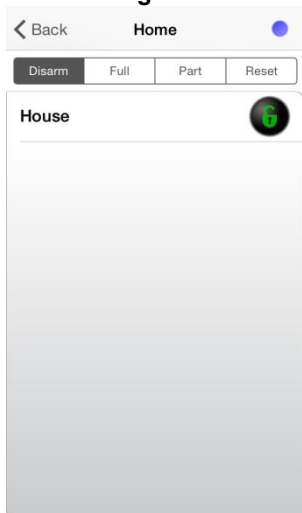


Basic Arming Enabled



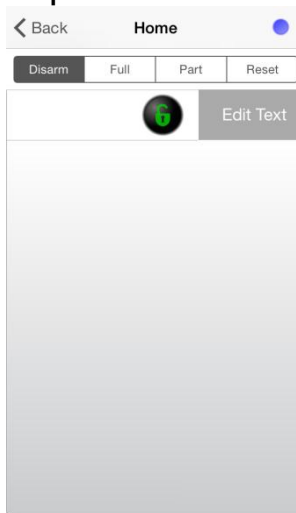
Arming

Arming Screen

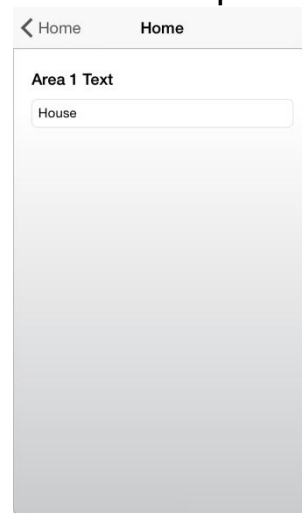


- The Status of each Area you have access too is shown here
- Use the Top buttons to Arm, Disarm, Part Arm or Reset Areas individually
- Each Area can be named in the App

Swipe Left or Hold to Edit



Enter Text as required



NOTE The Arming padlock will not be shown if there is an active Zone in that Area

Arming Icons

Area Disarmed



Area Armed



Area Part Armed



Outputs

- If programmed Outputs may be controlled (must be set to PC Control in the panel)
- The number of outputs shown is control panel dependent
- Each Outputs Text & duration may be edited
- 0 duration will operate as programmed in the panel



= Active



= Inactive



= Output Icon pressed

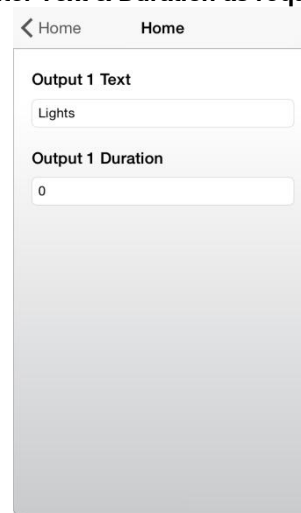
Output Screen



Swipe Left or Hold to Edit

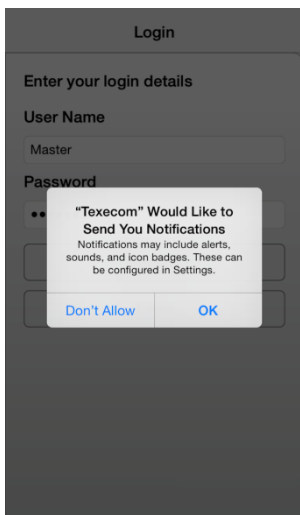


Enter Text & Duration as required

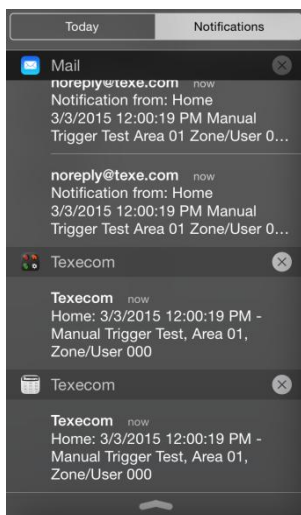


Push Notifications & Alarms

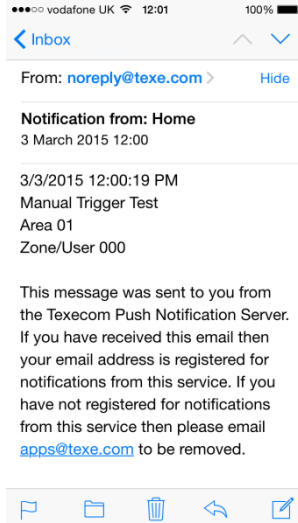
Notifications Request



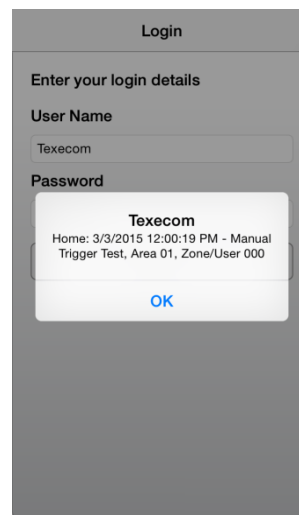
Example Notification



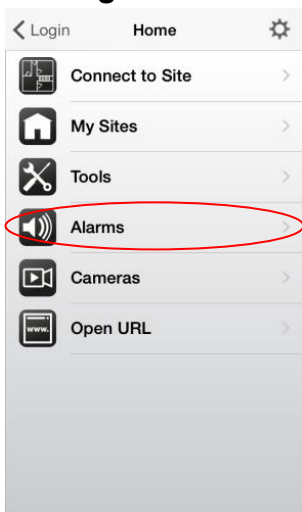
Example Email



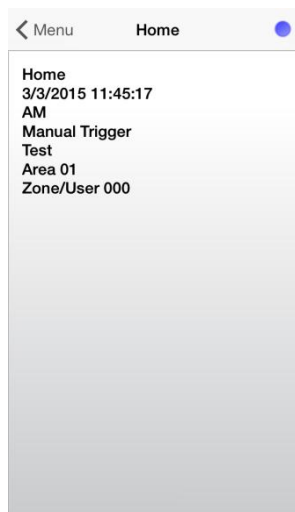
Example Notification



Viewing the Last Alarm



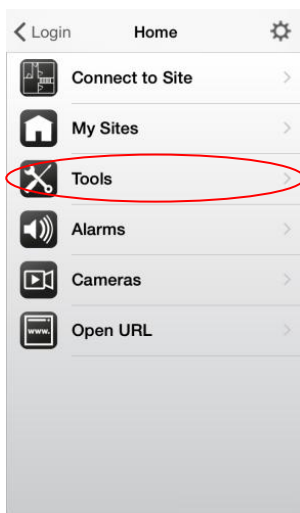
- Press Alarms to view the last event



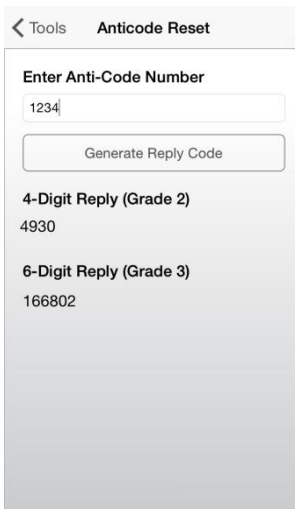
Additional Menu Items

Available to Registered Engineers who have been authorised to Unlock the App.

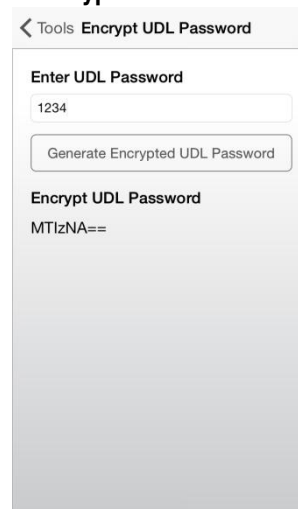
Tools Menu



Anticode Reset



Encrypt UDL Password



Notes:

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