

V4 Changes Guide

Premier Elite Series

INS765

CE

Texecom

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2. Introduction

Premier Elite Firmware has undergone some major changes. Focussed on support for *Texecom Connect* apps and hardware.

Bug Fixes

A number of bugs have been fixed during internal testing; the majority of these were never seen in the field. Some of the improvements listed below may have been made following the reporting of a "Bug" or the general operation and function of the panel.

Texecom Connect

Texecom Connect is a combination of software, hardware and an API. V4 firmware has been developed to allow existing and new **Premier Elite** systems to benefit from this advanced technology.

This document highlights the visible changes to the **Premier Elite** control panels and associated software. Full details of *Texecom Connect* can be found on our website, and include:-

Texecom Connect App

- An advanced interface which puts the user in control of their system.

Devices

- Devices can be security components, or home automation products. In both cases devices are assigned to rooms, to allow the user to control them as part of a mode or recipe.

Rooms

- During installation and commissioning, security components & home automation devices are assigned to rooms. This allows easy recognition for the end user to setup modes & recipes.

Recipes feature

- Allows the user to setup **IF/THEN** scenarios, for example **IF** when I open my front door and it is after 6pm, **THEN** turn on my hall lights.

Modes feature

- Modes are a simple way of operating the system using the app to put the system into a known state. For example, breakfast mode may mean the system is disarmed and the kitchen sockets and lights, if after 7am, are turned on.

Texecom Connect SmartCom

- Advanced Dual Ethernet & WiFi intelligent communicator
- Remotely upgradable
- Enables remote panel connection without requiring router port forwarding.

Texecom Connect API

- The Texecom Connect API is an integration protocol that interfaces Premier Elite control panels with 3rd party solutions.

Texecom Connect Devices

- Texecom Connect Plug
 - Support has been added in V4 for the Texecom Connect Plug

Hardware and software will be released in stages, please register on our website to ensure you receive our release information.

3. Texecom Connect Servers

New Server Addresses

Texecom Connect server details are automatically assigned by the control panel based on the country code selected. The port numbers and server addresses should not be changed as these will be used in the future to provide enhanced services, such as enabling remote maintenance and other management services.

4. New Features & Functions

Several new features and functions have been added in V4. Some will require programming some are just a better way of doing things. In the main these are a result of requests from our customers.

Texecom Connect Protocol

This new Protocol enables simplified setup for the panel when using the Texecom Connect app. When selected all of the required information will be programmed automatically. See page 5 for full details.

GUID (Unique ID)

Factory V4 Panels

A GUID (Globally Unique Identifier) will be embedded into the panel firmware during the production process. This identifier will be used as part of the identity validation when using the *Texecom Connect* App. The GUID (Unique Id) is viewable by the Engineer & Master User.

Panels being upgraded to V4

Any panel being flashed to V4 firmware will need a GUID to function correctly with our app. Wintex will be used to generate and write a GUID to the panel during the upgrade process.

1. Use Wintex to back-up the control panel profile
2. Flash the panel to V4
3. Use Edit Account in Wintex to change the panel firmware version to V4
 - At this point Wintex will generate a GUID for the panel.
4. Send profile information "all programming data" back to the panel from Wintex, this will write the GUID to the panel.

Encryption Key

Factory V4 Panels

The encryption and security on V4 has been enhanced, an Encryption Key will be embedded into the panel firmware during the production process. This key will be used for all forms of encrypted communication when enabled.

Panels being upgraded to V4

Any panel being flashed to V4 firmware will need an Encryption Key to enable encrypted communications. Wintex will be used to generate and write an Encryption Key to the panel during the upgrade process.

1. Use Wintex to back-up the control panel profile
2. Flash the panel to V4
3. Use Edit Account in Wintex to change the panel firmware version to V4
 - At this point Wintex will generate an Encryption Key for the panel.
4. Send profile information back to the panel from Wintex, this will write the Encryption Key to the panel.

PC Control Pulse Attribute

PC Controls which utilise the **Pulse** attribute have been improved. In previous firmware versions the Pulse function did not operate as expected, and effectively latched. This new modification simply applies a pulse to the PC Control when activated and then resets for subsequent use. A typical example for use of this function and attribute would be to control a garage door from our App; Either independently or as part of a Recipe.

Encrypted UDL Communication

Security of communication between a remote PC running Wintex and the control equipment has now been enhanced to use 128bit AES encryption to protect the transmission of data.

Simple Protocol Modifications

Several changes have been made to the simple protocol to support Texecom Connect, and allow reading of more information from the control panel.

Com Port Encryption Options

Encryption was enhanced in V3.01 which applied 128bit AES encryption between the control equipment and our app. This feature has now been extended and is available on a per Com Port basis. A new menu has been added to allow application of encryption to each com port. The encryption key used is per panel, and the same key will be used on all enabled com ports.

New Defaults

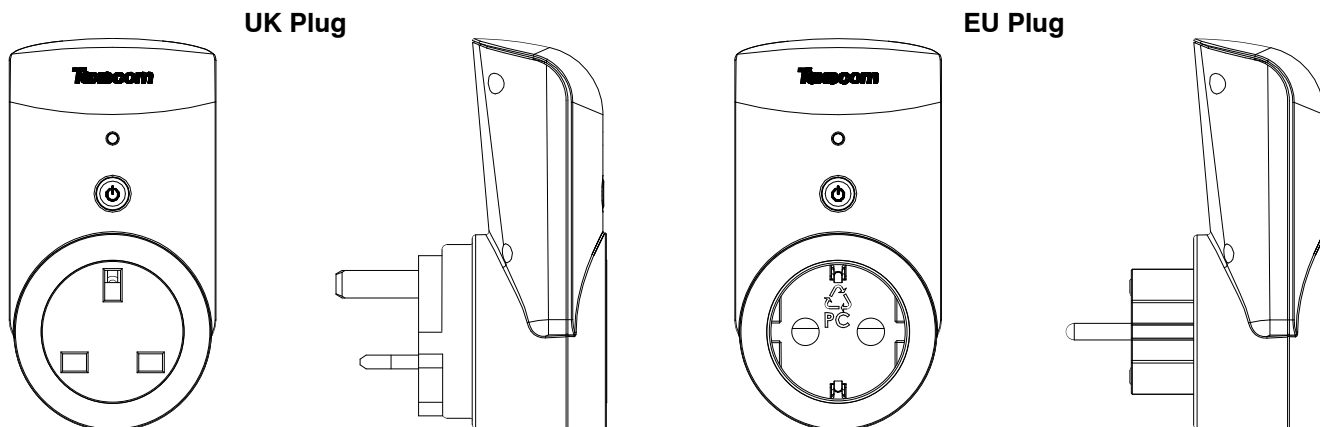
By default the following changes have been implemented in V4:-

- The Onboard Digi Modem has been set to Nothing fitted
- Enable Communicator & Dial All Numbers are enabled in Digi Options

5. New Ricochet® Enabled Devices

Texecom Connect Plug

Support has been added in V4 for the *Texecom Connect* Plug. This device is part of the Building (Bldg) group and may be added or deleted by an Engineer or the Master User (VIA THE APP). The plug is designed to be used with the *Texecom Connect* app to enable home owners to automate responses to events, or activate electrical equipment from within the app. The plug also features an override switch.



6. Communications

Texecom Connect Protocol

A new protocol has been added to simplify the setup procedure for Texecom Connect. Selecting this protocol automatically makes all of the required changes to the programming to allow the Connect app to function correctly.

A SmartCom must be installed, programmed and enabled before selecting this protocol.

The following will be programmed automatically when the Connect protocol is selected for any ARC:-

- Primary and Secondary server addresses and port numbers will be programmed based on the country code selected for the panel. The automatic selection by country allows us to enhance the service offered by providing country specific features such as local time synchronisation.
- Dial attempts will be set to 9
- Connect via IP will be selected
- The com port/s that the SmartCom is connected to will be selected
- The add "Push Message" protocol option will be enabled
- Reporting options required by the app will be selected
- The Poll IP timer will be set to 15 minutes

Add Push Message

Add Push message has been added to Config 2 of **Program Digi**. This new option is automatically enabled when the Texecom Connect protocol is selected.

```
Config 2:
* * * *
```

```
Add Push Message
* * * >P
```

Encrypted Ports

Each Com Port may now be encrypted individually. An option is added to Setup Modules menu.

```
Encrypted Ports
* * *
```

```
Com Port 2
* >2 *
```

Encryption Key

The Encryption key has now moved to the Comms menu under UDL/Digi Options/Setup Modules. The move allows encryption to be applied on a per com port basis as detailed above.

Enable Texecom Connect App

Available to the Engineer after programming an ARC for Texecom Connect or a Master User

1. Enter the engineers code
2. Press 7 for UDL/Digi Options
3. Press 4 for "Enable Texecom Connect App"
 - a. If this menu does not appear, then an ARC will need to be programmed with the Texecom Connect protocol
4. Press Yes
5. If the call is completed successfully a 6 digit code will appear on the keypad. This code is then entered into the app to activate it.

During the call the keypad may show the following messages, they may scroll through very quickly depending on the communication speed between the server and the panel.

Keypad Screen

Enable Texecom
Connect APP ?

Explanation

Press Yes at this screen to initiate the process

Please Wait
Modem is Online

Displayed if the communicator is already busy (online with some other ARC or in UDL). Stays on this screen until communicator is ready to do this setup call.

Incorrect Config
CALL Terminated

Check panel ARC configuration. This line is displayed if there is no ARC configured for Texecom Connect.

Initialising
Please Wait

Found an ARC to do the setup call. The setup call is being initialized.

Start Setup Call
Sending IP

Trying to connect to the server now

Call in Progress
IP Connected

IP connection is established with the server

Call Initialized
Using ARC#

Sent all the required details to the server

Waiting For
Acknowledgment

Waiting for server to reply

Texecom Connect
App Code: #####

Reply received successfully from server. Access code displayed.

Call Retrying
NO CARRIER

This means the IP connection is not available for some reason (either the local IP network is down or the server is down etc.)

Ack Failed
Call Terminated

Didn't get the ACK or got incorrect ACK from server. Server didn't reply for some reason.

7. Users

User Type

Master User 01

Enable Texecom Connect App

This allows the Master User to enable the app on their system. The procedure is available to the Master User and the Engineer and once in this menu is an identical process.

The engineer MUST configure the communicator and server addresses before this procedure will work.

The process connects the panel to the Texecom Connect servers. The SmartCom provides the link to the servers and removes the need to open ports on the customers router.

As part of this process the users code then becomes the login code for the app. It does not matter if the user code is 4,5 or 6 digits long, but the code to access the app and the alarm system from the keypad will be the same.

Keypad Screen

Enable Texecom
Connect APP ?

Explanation

Press Yes at this screen to initiate the process

Please Wait
Modem is Online

Displayed if the communicator is already busy (online with some other ARC or in UDL). Stays on this screen until communicator is ready to do this setup call.

Incorrect Config
CALL Terminated

Check panel ARC configuration. This line is displayed if there is no ARC configured for Texecom Connect.

Initialising Please Wait	Found an ARC to do the setup call. The setup call is being initialized.
Start Setup Call Sending IP	Trying to connect to the server now
Call in Progress IP Connected	IP connection is established with the server
Call Initialized Using ARC#	Sent all the required details to the server
Waiting For Acknowledgment	Waiting for server to reply
Texecom Connect App Code: #####	Reply received successfully from server. Access code displayed.
Call Retrying NO CARRIER	This means the IP connection is not available for some reason (either the local IP network is down or the server is down etc.)
Ack Failed Call Terminated	Didn't get the ACK or got incorrect ACK from server. Server didn't reply for some reason.

View Unique Id

This identifier will be used as part of the identity validation when using the *Texecom Connect App*.

8. Engineer Utilities

Unique ID (GUID)

This identifier will be used as part of the identity validation when using the *Texecom Connect App*.

9. Event Code Changes

A number of new event codes have been added as detailed in the table below. These will be recorded in the Event Log

Event Type	Contact ID Code	SIA Code
Mode	667 (New = Activation, Restore = Deactivation)	AM = activated mode (ON), DM = Deactivated Mode (OFF)
Recipe	667 (New = Activation, Restore = Deactivation)	RA = Recipe Activated, ED = Recipe Deactivated

NOTE: If the panel is flash upgraded from any previous version of firmware the event codes MUST be defaulted. This operation can be carried out in the Engineer Utility menu. It should be noted that defaulting the panel following a flash upgrade DOES NOT default the reporting codes.

All the above events have been added to the Maintenance group.

10. Wireless Device configuration changes

Ricochet Enabled Device Types

Two new devices types have been added to the **Ricochet** enabled product range. The *Texecom Connect Plug* and the **Premier Elite CO-W**. Both of these have specific device types so that the system knows how to respond to them.

Bldg

This device type will identify home automation devices which can be added and deleted to the system by the Engineer or the Master User. Primarily designed for use with the *Texecom Connect app* to allow control of these devices as part of a mode or recipe.

Sfty

This device type is the same as the existing **Premier Elite OH-W** and will be used to identify life safety devices. These devices can only be added or deleted by the Engineer.

Ricochet Device Modes

Device modes are used to define how the system manages the remote device. There is no change to how detectors are handled as either

Always awake, Hybrid or Auto.

When a zone slot is occupied by a device with an output, these can be allocated to the Expander o/p's. The options in V3 provided for each zone slot to be allocated to any two of the outputs (1-2, 3-4, 5-6,7-8) or three outputs (1-3, 4-6)

V4 provides the capability to assign individual outputs to each specific zone slot.

Detector / Input modes	Always Awake	New Output device allocations Provided in V4	Exp O/P 1
	Hybrid		Exp O/P 2
	Auto		Exp O/P 3
Existing Output device allocations	Expander O/P 1-2		Exp O/P 4
	Expander O/P 3-4		Exp O/P 5
	Expander O/P 5-6		Exp O/P 6
	Expander O/P 7-8		Exp O/P 7
	Expander O/P 1-3		Exp O/P 8
	Expander O/P 4-6		
Device Specific			

11. Simple Protocol Changes

Several enhancements have been made to the Simple Protocol allowing reading of more data from the control panel, for example up to 50 Users. Also enhancements made to support *Texecom Connect*.


12. Wintex™ Changes

Connect via SmartCom

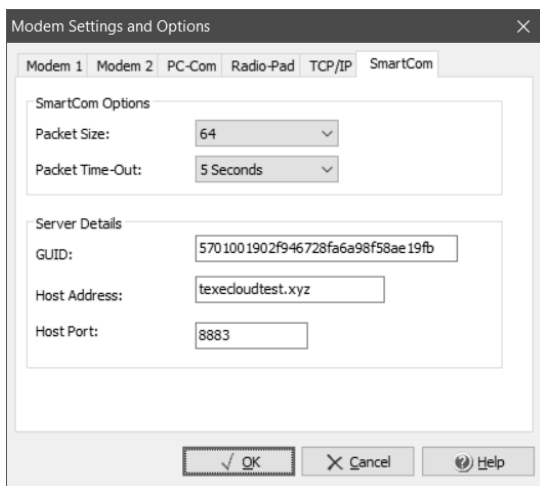
The SmartCom allows you to connect to the system with Wintex without the need to know the IP address of the system.

After being upgraded to V4 firmware, a GUID / Unique ID (Globally Unique Identifier) is embedded in the panel when a profile is sent back to the panel via Wintex; and used by Wintex to connect remotely via our secure cloud.

Factory produced V4 panels will have a GUID.

The Setup  menu for connecting to the panel now has a new option. "SmartCom". On this page the GUID is displayed along with other information required to make a remote connection. The GUID may also be viewed from Engineer Utilities.

The Connect menu also has a new option "Connect via SmartCom"



Edit Account Details

Encryption

Encryption has been added for communication between the site and the remote PC when using TCP/IP.

The Encryption key is the same as the one used for the com ports and is unique to each panel.

V3

V4

Global Options Changes

System Text Page

Email Id:

If this field is populated the email address entered will be stored with the account detail on the Texecom server.

Communicator

This is reserved for future use.

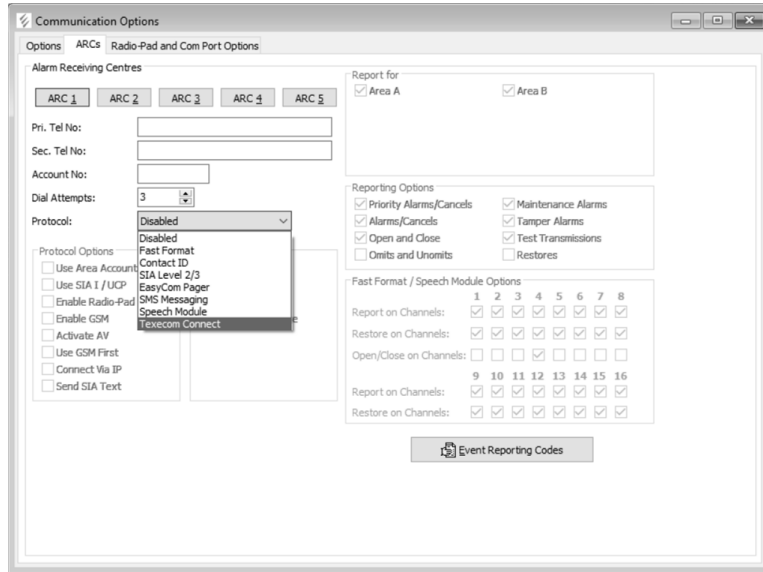
V3

V4

Communications Changes

ARC,s Connect Protocol

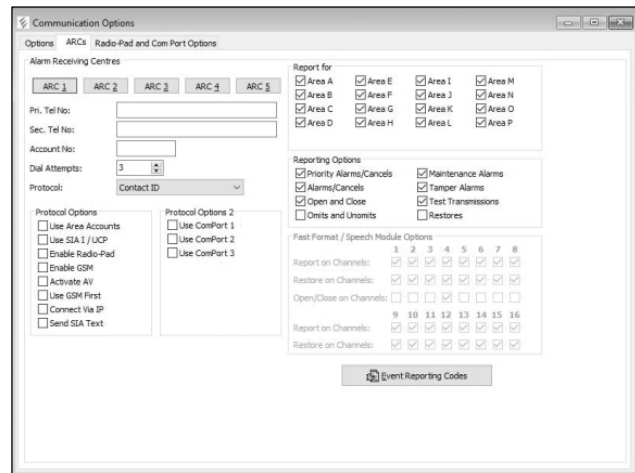
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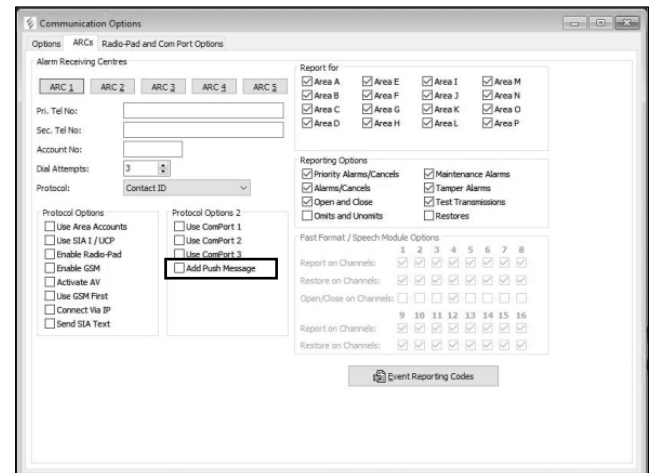
ARC's Add Push message

This option MUST be enabled when using the Texecom Connect App.

V3



V4



13. Ricochet Monitor Changes

Support is added in **Ricochet** Monitor for the Connect Plug



14. Language Changes

Several language translations have been updated

- Spanish
- Danish
- Norwegian
- Finnish
- Portuguese

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