



Tecom Mobile App

Quick Setup Guide

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Summary

This Quick Start manual provides an overview of how to connect the Tecom Mobile app to a Challenger Series panel.

It is not a comprehensive manual for all functionality of the app.

Product overview

Tecom Mobile is an App to enable mobile (wireless) operation of a Challenger Series panel and related systems by authorised users.

The scope of this manual is day-to-day operation of how to access and run reports.

System requirements

Tecom Mobile App may be used on mobile devices with the following software version numbers (or later):

- Android 4.4.2(or later)
- IOS 7(or later)

The Challenger panel must have firmware version V10-06 (or later).

Disclaimer

The customer is responsible for testing and determining the suitability of this product for specific applications. Interlogix takes no responsibility or liability for any damages incurred by the buyer or any third party arising from its use, or their inability to use the product.

Before you begin

It is assumed that you have downloaded and installed the Tecom Mobile App onto a compatible mobile device (see “System requirements”). You must read and accept the End User License Agreement in order to use the App.

The device must have a data connection to a network that is shared by a compatible Challenger panel.

The Challenger panel must have one of its communication paths enabled and correctly configured for:

- Communications format: Option 10 – Mobile
- TCP/IP server mode (default setting)
- Port number (*default: 3006*)

You must be an authorized user of the Challenger panel with a PIN consisting of 4 to 10 digits for alarm control and/or access control commands.

Note: Your alarm group must have the option “Reset system alarms” enabled.

Your PIN enables you to perform many of the actions via the App that you can perform on a Challenger system arming station. For example, subject to your authority, you can do things like:

- Display the panel’s alarm and access history logs.
- Display and reset alarms.
- Isolate and de-isolate inputs, RASs, and DGPs.
- Arm and disarm areas.
- Lock and unlock doors (the list of actions depends on the type of door).
- Control automation zones (such as C-Bus devices).
- Manage user accounts.

Getting started

To connect to your Challenger panel:

1. Launch the App on your mobile device.
2. Press the menu icon in the top right-hand corner, and then select “Setup Challenger”. (refer Figure 1).

Complete the following details, as applicable (see Figure 2):

- Challenger IP address
- Challenger IP port number (*default: 3006*)
- Challenger account code (*Challenger ID: between 1 and 9999*)
- Challenger security password (*default: 0000000000*)
- AES (encryption) passphrase
- User PIN (*your Challenger PIN code*)

3. Press Save at the bottom of the Setting window.
4. Press the Back icon to return to the main window.

Figure 1: App home screen

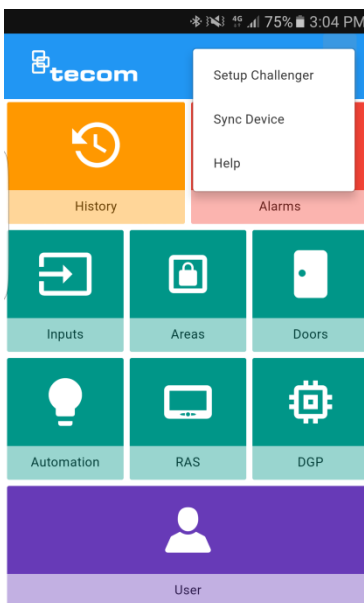
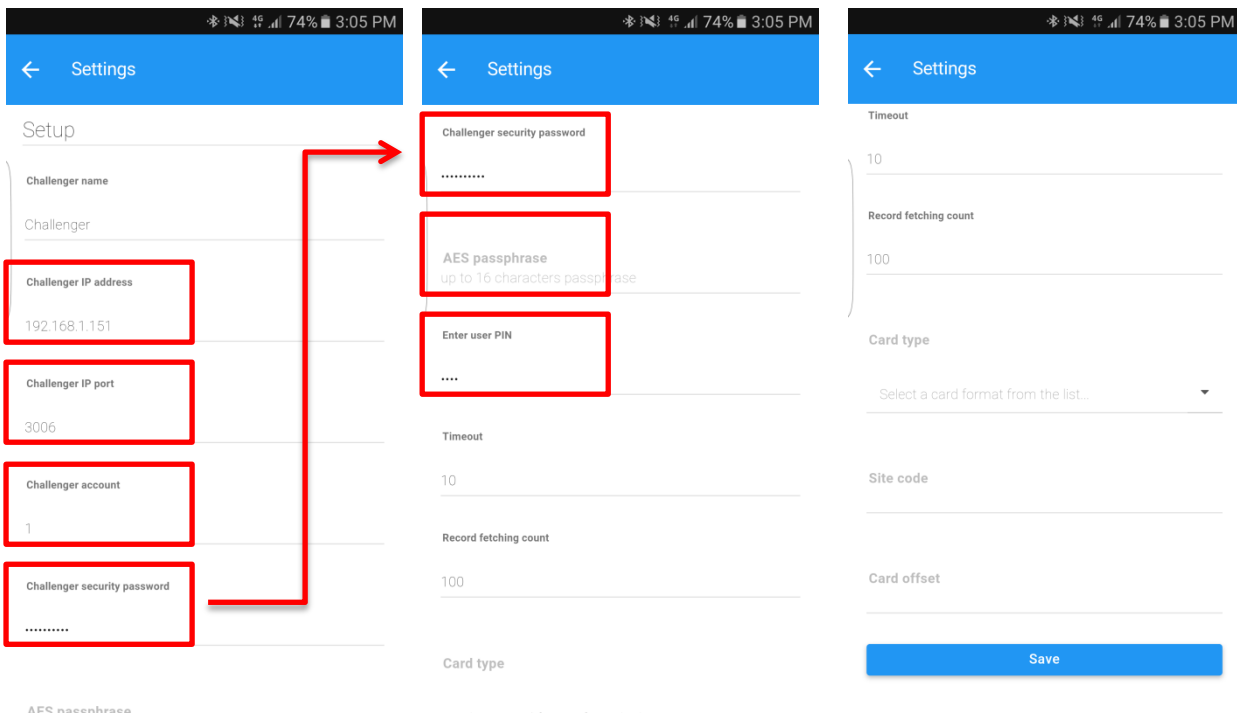


Figure 2: Setting screen

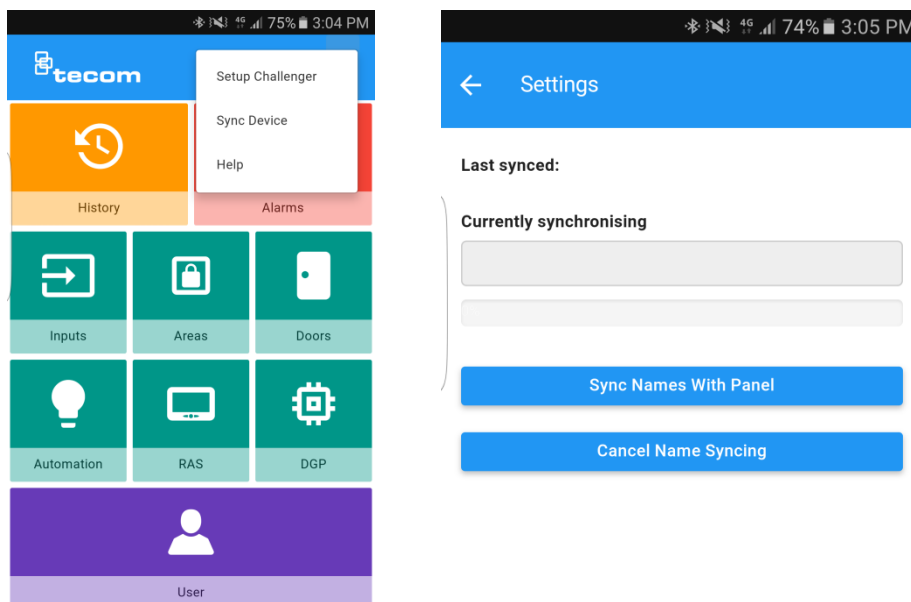


After connecting to the Challenger panel, you need to upload its data.

To load the Challenger panel's data:

1. Press the menu icon in the top right-hand corner, and then select "Sync Device".
2. Press "Sync Names With Panel". A progress bar displays.
3. After the progress bar reaches 100% press the Back icon to return to the main window.

Figure 3: Sync device



Contacts and support

If you encounter any issues or would like to speak to our Technical Support team about any of the details provided in this document, please contact:

Interlogix
Technical Support

Monday – Friday
8:00am – 5:00pm (AEST)

Phone: 1300 361 479

Log a support call online and easily track your ticket through to completion at:

support.interlogix.com.au

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Manufacturer

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