

Installation Manual

Premier Elite ComIP

INS273-5



Texecom

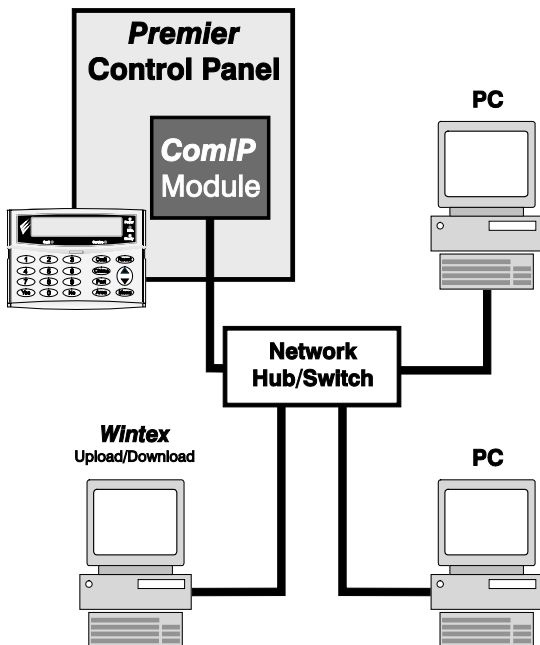
Overview

Introduction

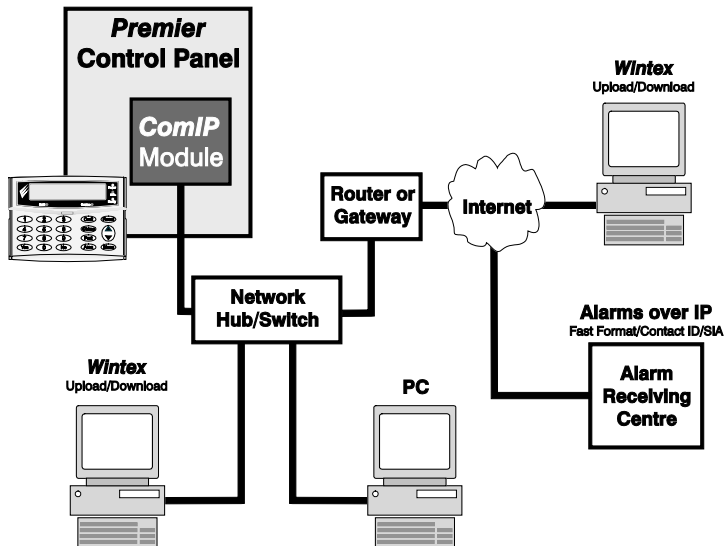
The **ComIP** module allows the Premier & Premier Elite control panels to be connected to either a Local Area Network (LAN) or Wide Area Network (WAN). The internet is considered as a WAN. Once the control panel is connected to a network the following features can be achieved:

- Upload/Download via *Wintex UDL*
- Receive Push Notifications, Arm, Disarm, Part Arm & Reset via *Texecom* App's
- Signal alarms to an Alarm Receiving Centre
- High security polling by Alarm Receiving Centre

Typical LAN configuration



Typical WAN configuration



Supported Control Panels

The **ComIP** module is supported on the following **Premier & Elite Series** control panels, this manual assumes use with **Premier Elite** panels:

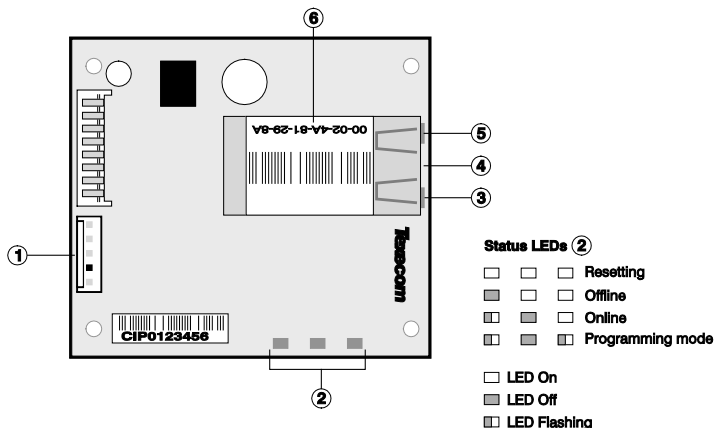
- **Premier 412/816 816 Plus & 832**
- **Premier Elite 12/24/48/88/168 & 640**
- **Premier 48/88/168 & 640 V7 or later**

General

The installation of the **ComIP** module requires a basic understanding of networking and TCP/IP protocol. If you are not familiar with these concepts, you may require assistance from an IT professional before attempting to install the module.

The **ComIP** module is designed to be fitted inside the control panel and is powered via the harness connection supplied.

PCB Layout



① 5-way harness connection to control panel

② ComIP Status LEDs

③ Network status LED (Left)

④ Network status LED (Right)

⑤ RJ45 network Connection

⑥ MAC address

Left LED	Right LED	Meaning
Off	Off	No Link
Off	Solid Amber	100BASE-T Half Duplex Link
Off	Blinking Amber	100BASE-T Half Duplex; Activity
Off	Solid Green	100BASE-T Full Duplex Link
Off	Blinking Green	100BASE-T Full Duplex; Activity
Solid Amber	Off	10BASE-T Half Duplex Link
Blinking Amber	Off	10BASE-T Half Duplex; Activity
Solid Green	Off	10BASE-T Full Duplex Link
Blinking Green	Off	10BASE-T Full Duplex; Activity

Installation

Introduction

This step by step guide will allow you to achieve the following and should be carried out in the order detailed in the manual.

- Installation
- Assign an IP address manually
 - Reserve your IP address
 - Set your DHCP Pool
- Setup Port Forwarding on your Router
- Setup Push Notifications
- Programme the Control Panel

Assigning an IP address

Before proceeding you should ensure you can access your router as changes will need to be made to ensure the **ComIP** will function as expected, and so that you can configure the router to allow access from the outside world (WAN) should you require.

You will need to know the following; the default information should be available from your router documentation:

- The IP address of your router
- The router name
- The router password

Before assigning an IP address it is important to understand how IP addresses work and the impact this can have on the performance of the system and the **ComIP**.

Automatically Assigned IP Address (DHCP)

DHCP (Dynamic Host Configuration Protocol) is by far the most common method for routers to assign devices IP addresses so that they can use connections to access the Internet and other resources on your network.

IP addresses will be assigned, from a "pool" for a "lease" time, and can change from device day to day;

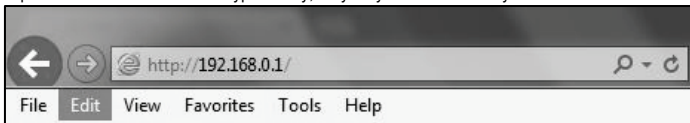
If you allow your router to automatically assign an IP address to the **ComIP** you may encounter problems with IP conflicts if:

- Another device on your network has ever used the address (and could do so again)
- The **ComIP** is off line and another device is given the address by the router.

To overcome these potential issues it is advised that the IP address is either reserved for the **ComIP**, or the IP address used for the **ComIP** is outside of the DHCP Pool.

Accessing your Router

On your PC open your web browser and type the routers IP address into the address bar as shown and press enter. Values used are typical only; they may be the same as your own router.



When prompted enter the router user name & password and press Enter.

Once you have access to the router you are looking for DHCP Settings, the example shown may or may not be the same as your own router. You will see a Start & End IP address, this is the DHCP pool or the range of addresses used by the router when assigning an address automatically.

Status	DHCP Settings DHCP Server: ☐ Disable ☒ Enable Start IP Address: 192.168.0.50 End IP Address: 192.168.0.199 Lease Time: 120 minutes (1-2880 minutes, the default value is 120) Default Gateway: 192.168.0.1 (optional) Default Domain: (optional) DNS Server: 0.0.0.0 (optional) Secondary DNS Server: 0.0.0.0 (optional)
Quick Setup	
Network	
Dual Band Selection	
Wireless 2.4GHz	
Wireless 5GHz	
Guest Network	
DHCP	
- DHCP Settings	
- DHCP Clients List	
- Address Reservation	
USB Settings	
NAT	

You now know the address range being used by your router. The Default Gateway is the actual router itself.

So you can now decide how you want to configure the **ComIP**.

- If assigning an address within the DHCP pool you should reserve the IP address for the ComIP.
- If assigning an address outside of the DHCP pool, there is no need to reserve the address.

DHCP Reservation

On your PC check for DHCP or Address reservation. You should have something like this.

DHCP Address Reservation				
This page displays the static IP address assigned by the DHCP Server and allows you to adjust these configurations by clicking the corresponding fields.				
☐	MAC Address	IP Address	Status	Edit
☐	AC:CF:23:48:DA:18	192.168.0.25	Enabled	Edit
Add New Enable Selected Disable Selected Delete Selected				

Click Add New or whatever your router displays and enter the required details. The **MAC** address is printed on the **ComIP** and will be required, as will the IP address you will be assigning to the **ComIP**. Once you have entered the details press **Save**.

Record your details here

IP Address	
Subnet Mask	
Gateway	
DNS	
MAC Address	

Panel Settings Premier Elite 12/24/48/88/168 & 640

Please refer to the relevant Control Panel installation manual for all other models.

Now the **ComIP** is enabled on your network, the Control Panel needs to be told the relevant information to allow communication.

- Enter Engineer mode on the keypad.
- Press **7** then **Yes/✓** (**UDL/Digi Options**).
- Press **7** then **Yes/✓** for (**Setup Modules**).
- Press **2** then **Yes/✓** for (**Setup IP data**).
- Press **No/X** and enter the IP address of the **ComIP** you noted in the previous steps. Pressing **Yes/✓** when complete. Pressing the **Omni/☎** key twice will enter a dot. For Example 192.168.0.150
- Scroll down once to change the port number. This is required if you wish to setup port forwarding through the router. The port can be left as 10001.
- Scroll down and enter the Gateway address assigned to the **ComIP**.
- Scroll down once and enter the subnet mask assigned to the **ComIP**
- Press **Menu/☰** twice.
- Press **8** then **Yes/✓** (**Comport Setup**).
- Scroll to the comport you have the **ComIP** plugged onto.
- Press **No/X** **4** and **Yes/✓** for **ComIP module**.

The settings will be sent to the **ComIP**. After a minute the unit will be ready to use.

Exit Engineers mode on the control panel.

The control panel can now be accessed on your LAN, however to access the panel from the Texcom Apps or **Wintex** remotely, additional steps are required within the various programmes and the Control Panel.

Port Forwarding

To allow the system to communicate with the outside world, and vice versa, port forwarding must be setup on your router for the **ComIP**. The below example is typical, however please check your routers documentation or the manufacturers website for more information. This will be required in order to use the App remotely.

To setup Port Forwarding do the following.

- Connect to your Router
- Look for settings for "Forwarding", or "Port Forwarding" these could be under advanced settings, or in the Firewall settings. Each manufacturer is different.

Once you have found the option you will have something like this.

Virtual Server

☐	Service Port	IP Address	Internal Port	Protocol	Status	Edit
☐	10001	192.168.0.25	10001	TCP	Enabled	Edit

- Add a new rule using the **ComIP** IP address and Port Number you used earlier.



NOTE

Some routers may require use of the MAC address to allow port forwarding. Please check with the manufacturer's documentation or website for details.

Wintex setup

Local Connections (LAN)

In **Wintex** do the following:-

- Click **New**
- On the **Customer Details** page enter an **Account Reference**
- On the **Panel Details** page
 - Choose the **Panel Type & Software Version**.
 - Ensure the **UDL Password** matches what is in the panel.
 - Enter the IP Address of the **ComIP** into the **Host Address** field
 - Enter the port number from the panel into the **Host Port** field.
- click **ADD**

You have now configured **Wintex** for a local connection to your control panel. To access the panel do the following:

- In **Wintex** click on **Connect**
- Scroll down and choose **Click via Network** (192.168.0.100 on port 10001)
- Once connected the status (bottom left of the **Wintex** screen) will change to **Online Ready**.

Remote Connections (WAN)

Before attempting to connect to the system from a remote location, please read the section on Port Forwarding, this will need to be done to allow access from outside of your LAN.

Fixed IP address (Uncommon)

If you have a fixed IP address internet connection, complete all of the details above, BUT replace the **Host Address** with the Fixed IP address provided by your Internet Service Provider.

Dynamic IP Address (most common)

It is most likely that you have a Dynamic IP address assigned by your service provider. This basically allows your Local system to connect to the outside world (Internet WAN), and can change frequently. Because of the nature of Dynamic addresses you will need a third party service to manage the IP address to ensure you can always connect to your system.

You should search for a **Dynamic DNS** service provider, who may or may not charge a fee for the service. Once you have the service the **Host Address** will be replaced by the details given to you by your DDNS provider. Without this service Wintex will not work remotely.

Texecom App's

Texecom Apps can be used to access your system either remotely or locally. The apps are supported on iOS & Android devices and can be downloaded from the App stores. All three apps are configured identically for access.

Detailed information regarding all of the App settings can be found in the Help file and instructions provided with the App. The following sections only deal with the connection setup, and enabling **Push Notifications**. The App instructions also include a pictorial guide and can be found in the App under **Settings Help**

Local Connection

Once the App is installed do the following:

- Click to **Open**
- **Login** the default **User Name** and **Password** are **Master & 123456** respectively.
- You will be asked if you want to use the **New Layout**, choose yes
- Choose **My Sites**
 - A warning box will appear saying you have **No Site Settings**, take note of the instruction and press **OK**
- Swipe **Left** (iOS) or hold (Android) on the **Site Name** and choose **Edit**
- Click on **Site Name** and enter a **Site Name & Site Summary**
- Click **Back** and then **IP Details**, enter the **IP address** and **Host Port** of the **ComIP** from the previous steps in these instructions.
 - **Update IP** should be enabled if you want to setup Push Notifications.
 - **Stay Connected** stops the App disconnecting from the control panel when swiping between screens.
- Click **Back** then **Security Details**, enter the **UDL Password** from the Control Panel. This cannot be left blank and must match the Control Panel UDL password. For details on **Protected UDL Password** please see the App Instruction Manual.
- Click **Back** and then **User Areas**, Enter your **User Code** that you use with the Control Panel and your **User Number**. The **User Number** will be for example **1**, do not type User 1.

Your App is now set up for Local (LAN) connections.

Remote connection & Push Notifications

For remote Connections it is highly recommended that you enable Push Notifications. This will mean that **Texecom** will track your IP address and update it as required. If your service provider does not provide you with a fixed IP address (most don't) you will require a third party DDNS provider to allow the app to operate remotely if you do not Enable Push notifications.



NOTE

Port Forwarding must be setup on the router to allow remote connections. Please see Page 7

Follow the instructions given above for Local Connections and then do the following:

- Click on **My Sites** then enter Edit mode for the chosen site.

- Click on **Notifications**. You must press **Yes** and accept the disclaimer before you can proceed.
- 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.

Setting up additional devices to receive notifications from the same site requires that **ALL** details are **Identical** 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**.

Site Name	
Site Summary	
User Name	
Password	
Email Address	

Push Notification Account Number

Control Panel Setup for Polling

To setup the Control Panel for Polling do the following:

- Enter your Engineers Code
- Press **3** then **(Yes) / (✓)** twice (**Global Options/System Timers**)
- Scroll to **Poll IP Every**
- Press **(No) / (X)** and then enter a value 15 minutes (015).

Do not exit the menu, now we will setup the reporting options.

Texecom App Server Address		
Primary	IP Address	54.88.92.200
	Port Number	10001
Secondary	IP Address	52.28.12.230
	Port Number	10001

- Press **Yes**/ then **Menu**/ twice
- Press **7** **Yes**/ (**UDL/Digi Options**) then **3** (**Program Digi**) **Yes**/
- Using the Scroll key select Which ARC you wish to use
- Press **No**/ and scroll to change the **ARC protocol** to either **SIAll** or **Contact ID**, both are supported.
- Press **Yes**/ twice then **No**/
- In the **Pri. Tel No:** screen enter the Push Notification Sever Address exactly like this: **54.88.92.200/10001** To enter the dot press the **Comit**/ key twice. To enter the / press the **Chime**/ key twice
 - **54.88.92.200/10001**
- Press **Yes**/
- In the **Sec. Tel No:** screen enter the Push Notification Sever Address exactly like this: **52.28.12.230/10001** To enter the dot press the **Comit**/ key twice. To enter the / press the **Chime**/ key twice
 - **52.28.12.230/10001**
- Press **Yes**/
- Press **No**/ and then enter the six digit XXXXXX **Account Number** you were given in the APP
- Press **Yes**/ then **No**/ (**Dial Attempts**) enter a minimum of 2
- Press **Yes**/ twice
- Press **No**/ and edit the **Areas** you wish to receive notifications for.
- Press **Yes**/ then **No**/ and toggle the reporting options on or off, depending on what you want to receive notifications of. Use the **No**/ button to toggle each option on or off.
- Press **Yes**/ then **No**/ and scroll across the screen and use the **No**/ button to toggle option 7 **Connect Via IP ON** (an I will be shown on the screen)
- Scroll once more to Option 8 and toggle **Send SIA Text** to ON (a T will be shown) if you chose **SIAll** as your **Protocol** in previous steps.
- Press **Yes**/

Enable Digi, Dial All Numbers & Test Call

To test the settings, initialize a Push Notification and update the IP address in the App a test call should be carried out. Please ensure the **Digi is Enabled**, **Dial All Numbers** is enabled for systems with multiple communication devices installed.

Digi Enabled & Dial All Numbers

If you have more than one communication device connected to the control panel, **Dial All Numbers** MUST be enabled; continuing from the previous steps:

- Press **Menu**/ then **4** (**Digi Options**)
- Press **Yes**/ then **No**/ scroll through the options and ensure **Digi is Enabled** (E shown on Screen) and **Dial All Numbers** (A shown on screen) are on, Use the **No**/ button to toggle each option on or off.
- Press **Yes**/

Initialise a Test Call

- Press **Menu**/ then **1** **Yes**/ (**Start Test Call**)
- Press **0** to start the test call. All communication devices on the system will carry out a test call.

Once completed and if successful you will receive a notification from the Control Panel to the App.

Do not exit Engineers mode yet, please read below

Optional Additional Panel Settings

Due to the nature of routers and services provided by your ISP devices of all types can just "drop off" a network, certain circumstance may cause an ATS Failure to be displayed to the end user. The panel will automatically recover itself once the network is available. However to avoid this potential inconvenience please see below.

EN50131 System

With an EN50131 installed system, the warning about an ATS Failure will only be visible to the User when they enter their code and the fault is still present. In the case of this type of system the chances of a User actually seeing the fault will be minimal. It is also a requirement of systems with additional communication devices that signal to an ARC or other response authority to report these faults.

Non EN50131 System

If the system is installed and configured to NOT comply with EN50131 and has no additional communication devices signaling to an ARC or response authority, then an ATS failure will be displayed immediately on the keypad at the time the fault occurs. Again no action is actually required by the user as the panel will recover of its own accord. However if the Users Internet connection has a tendency to drop devices, this could be a source of frustration.

To stop the keypad displaying the ATS Failed message in this scenario do the following;

- Enter Engineers Mode
- Press **3** then **Yes/✓** (**Global Options**) Press **3** then **Yes/✓** again (**Monitor Hardware**)
- Press **No/X** Press **No/X** again to toggle ATS Path Faults OFF Press **Yes/✓**
- Exit Engineers Mode



NOTE If the **ComIP** misses its polling in a 1 hour time window, the server will send notification directly to the app.



NOTE Do NOT do this on an EN50131 system, or on a system that has additional communication that signals to an ARC or other response authority.

Checking IP Updates

Now do the following to confirm that your setup is correct.

- Login to the App
- **Connect To Site**, you should now be online with your system
- Go back to **My Sites**
- Go to **Edit Site** and click **IP Details**
- The IP address will have changed. The address now being shown is provided by your ISP and will match the WAN IP address shown in your router.

If for some reason this has not worked please see details below to troubleshoot the installation.

Trouble Shooting

Q: I cannot connect to the **ComIP** using Wintex or the APP.

A: Change the comport that the **ComIP** is connected to Nothing Fitted on the Panel and press Yes. Then change this back to **ComIP**. This will resend the settings to the unit and allow you to connect.

Q: I can connect locally but not remotely

A: For the APP have you registered for Push Notifications? For Wintex have you registered with a DDNS provider? Check that port forwarding is setup correctly for your router.

IP Address Information

Each TCP/IP node on a network host has a unique IP address. This address provides the information needed to forward packets on the local network and across multiple networks if necessary.

IP addresses are specified as **x.x.x.x**, where each x is a number from 1 to 254; for example, 192.168.0.200. The **ComIP** must be assigned a unique IP address to use on a TCP/IP network. If the address is left blank or is programmed as 0.0.0.0 the **ComIP** module will try to automatically obtain an IP address from a DHCP server (if one is running on the network).

Port Numbers

The port number used to identify the channel for remote initiated connections. The default setting is 10001. The range for port settings is: 1-65535 except for the following reserved ports:

Port Numbers	Reserved for
1-1024	Reserved (well known ports)
9999	Telnet setup
14000-14009	Reserved
30718	Reserved
10000 - 10999	Recommended for raw socket connections

Gateway

The gateway address, or router, allows communication to other LAN/WAN segments. The gateway address should be the IP address of the router connected to the same LAN segment as the **ComIP**. The gateway address must be within the local network.

Netmask (Subnet Mask)

A netmask defines the number of bits taken from the IP address that are assigned for the host section. The default mask is 255.255.255.0 (8 bits).

Disclaimer

Operation

Texecom cannot guarantee the operation of your network or your Internet Service Provider (ISP), and as such make no claims for reliability of connections or system performance.

Push Notifications

Push notifications are used entirely at the users own risk and **Texecom** will accept no liability for system failure, missed communications, failure of polling, failure of message delivery or any other failing which may occur.

Public, Shared, Corporate & Company Network Use

Many Public, Shared, Corporate and Company networks will block access to ports both incoming and outgoing. **Texecom** cannot guarantee that use of such wired or wireless networks will allow access to your alarm system, or indeed receipt of push notifications. If you cannot access your system or receive notifications on a particular network, you should switch your devices WiFi off and use the 3G or GPRS network, or consult the network owners.

Technical Support

Texecom Technical Support should not be expected to assist installers or end users with configurations of network components, other than the **ComIP** itself. It is the installer or users responsibility to be able to provide the information required to enable the device, and to make configuration changes to routers and switches where required.

Specifications

Supply Voltage:	10 - 14VDC
Current Consumption:	210mA
Dimensions:	63mm x 55mm x 15mm
Packed Weight:	60g (Approximately)

Standards



Texecom declares that this product complies with the requirements of the following directives:

- 2004/108/EC EMC Directive
- 2006/95/EC LVD Directive
- 2011/65/EU RoHS Directive

The product therefore meets all the requirements to enable it to be CE marked.



Weee Directive: 2012/19/EU (WEEE directive): 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.

This product is a Type B Moveable device and is suitable for use in systems designed to comply with EN 50131-1, EN50131-3 and PD6662 at Grade 2 and Environmental Class II.

ComIP complies with the requirements of EN50136-2-3, EN50136-1-1 and is suitable for use in systems designed for use with ATS level 2 and environmental class 1 or 2.

Warranty

All **Texecom** products are designed for reliable, trouble-free operation. Quality is carefully monitored by extensive computerised testing. As a result the **ComIP** is covered by a two-year warranty against defects in material or workmanship.

Texecom

Texecom Limited, Bradwood Court, St. Crispin Way, Haslingden,
Lancashire BB4 4PW, England.

Technical Support:

UK Customers Tel: 08456 300 600

(Calls charged at 3.36 pence per minute from a BT landline. Calls from
other networks may vary.)

International Customers Tel: +44 1706 233875

Email: techsupport@texe.com

© Texecom Limited 2015

INS273-5

