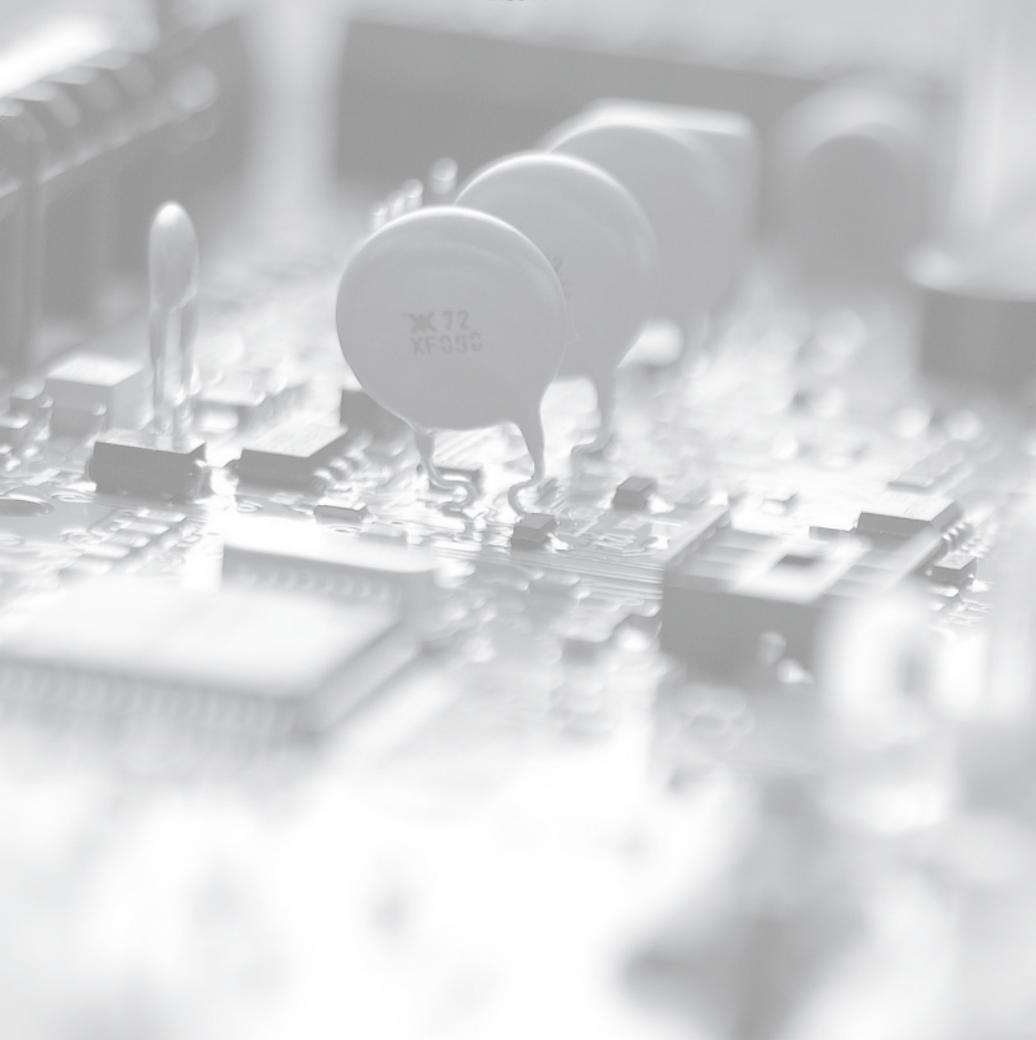# Installation Manual

Premier Elite ComWiFi

INS644

$C\epsilon$

Texecom

1. Overview

Introduction

The *ComWiFi* 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 to be a WAN. Once the control panel is connected to a network the following functions can be achieved:

- Control the alarm system using the *Texecom* mobile apps, and send push notifications
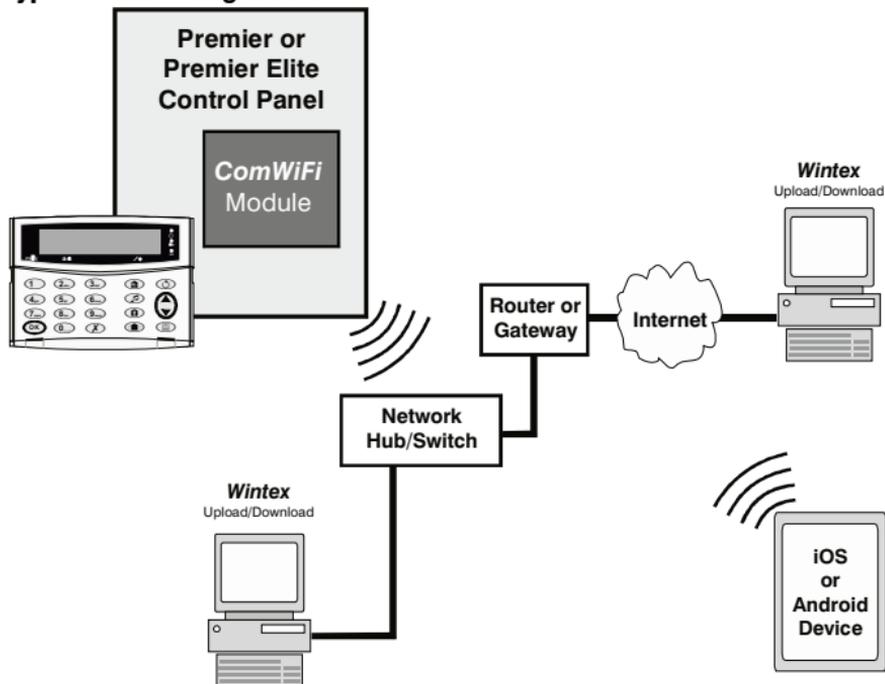- Upload/Download via *Wintex* UDL

Two Modules are available

- CEK-0001 *Premier Elite ComWiFi* (*PCB Antenna*)
- CEK-0002 *Premier Elite ComWiFi* SMA (*External Antenna*)

Typical LAN configuration
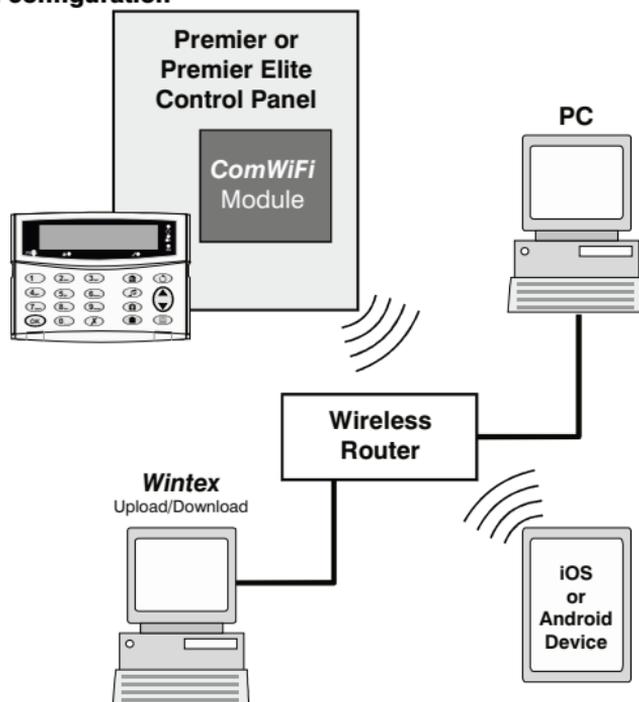
Typical WAN configuration

Supported Control Panels

The *ComWiFi* module is supported on the following *Premier & Elite Series* control panels:

- *Premier Elite 12/24/48/88/168 & 640*
- *Premier 48/88/168 & 640 V7 or later*

General

The installation of the *ComWiFi* 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 *ComWiFi* module is designed to be fitted inside the control panel and is powered via the harness connection supplied.
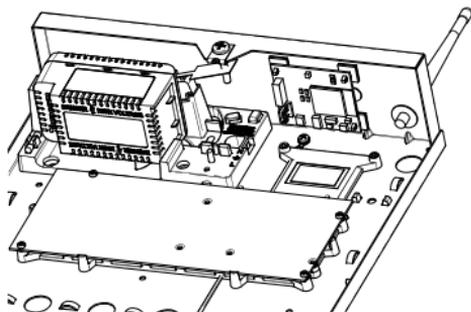
Onboard or External Antenna

For polycarbonate panels, either the *ComWiFi* with integral antenna or the ComWiFi with external antenna may be used.

For metal panels the *ComWiFi* with external antenna is required.

A **6.5mm** hole will need to be drilled in the control panel housing to mount the external antenna.

Metal Panel (CEK-0002)

Drill
6.5mm hole
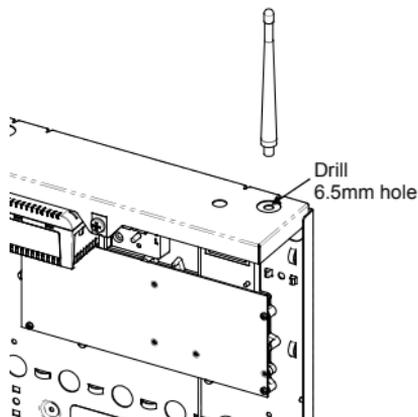
Polycarbonate Panel (CEK-0001)

Small Poly & Livefront

Large Poly

Drill
6.5mm hole

Drill
6.5mm hole
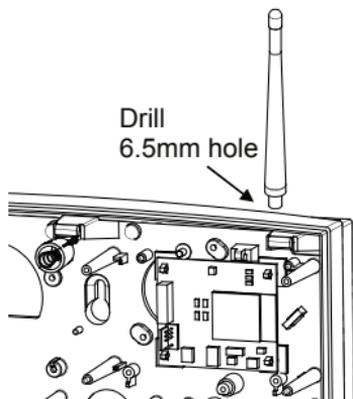
PCB Layout
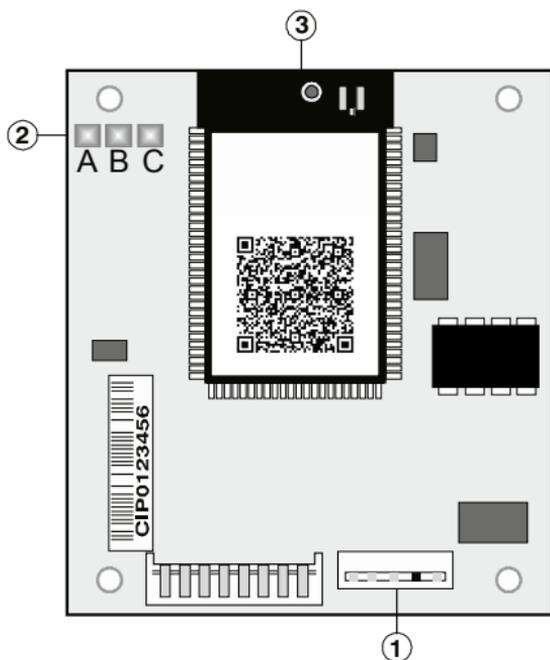
1. 5 way harness connection to control panel
2. LED Indicators (see table below)
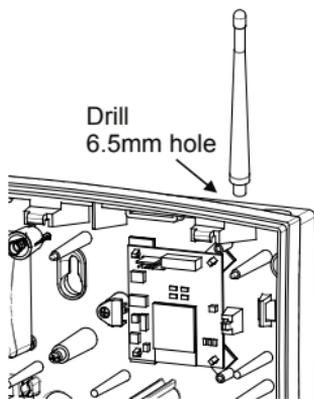   a. Hardware flow control (CTS) (for future use)
    b. Signal Strength
    c. Hardware flow control (DTR) (for future use)

LED	Off	On	Slow Flashing	Fast Flashing
A & C	Unit Not connected	**OK**	N/A	Communication with panel
B	**No or Low Signal** (less than 40% Signal Strength)	**Good** (better than 66% Signal Strength)	**Marginal** (between 40%-66%)	N/A

3. Antenna/Antenna connection

Installation

Introduction

The *ComWiFi* module requires some initial setup that cannot be done through the control panel or Wintex. 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
    - o   Initial Module Setup
    - o   Change Default Account Settings
- Dynamic IP address
- Assign an IP address manually
    - o   Reserve the IP address
    - o   Set the DHCP Pool
- Setup Port Forwarding on the Router
- Setup Push Notifications
- Programme the Control Panel

NOTE *Changing other settings within the setup pages may cause incorrect operation of the ComWiFi and you will be advised to return the unit to factory settings.*

2. Initial Module Setup

These steps **MUST** be carried out **FIRST**.

- Connect the *ComWiFi* onto the comport of the control panel using the lead provided.
- Using a Wi-Fi enabled computer, tablet or mobile device scan for new wireless networks.
- Select the **'Com WiFi'** network.
- Enter the network key password **texecom2015** and press connect.
- On the same device open the Web browser and type the IP address **10.10.100.254** into the address bar.
- You will need to enter the user name as **master** and the password as **123456.**
- You are now online with the *ComWiFi* module, and should see the system image shown on the following page.

- Take a note of the STA Mode MAC Address.

STA Mode MAC Address																	
		:			:			:			:			:			

	MID	ComWIFI
System	Software Version	V1.0.05
STA Setting	Small Version	
AP Setting	WiFi Work Mode	APSTA
Network	AP mode	
UART Setting	SSID	ComWIFI
Account	IP Address	10.10.100.254
Upgrade SW	MAC Address	ACCF2348DA19
Restart	STA Mode	
Restore	Router SSID	TP-LINK_2.4GHz_2F1C4B
	Signal Strength	82%
	IP Address	192.168.0.20
	MAC Address	ACCF2348DA18

3. Change Password & User Name

Before proceeding it is important to change the **User Name** and **Password** in order to keep the *ComWiFi* secure. Click on **Account** on the left side of the screen and then enter a new **User Name** and **Password** followed by **Save**. You will be prompted to **Restart** the unit.

Once the unit has restarted reconnect if required and continue.

NOTE *Please note it is NOT possible to retrieve the User Name & Password once it has been changed. You will have NO access to the device without it. It is not possible to default the unit without the User Name & Password.*

Record the details here	
User Name	
Password	

4. Assigning an IP address

Before proceeding you should ensure you can access the wireless router as changes will need to be made to ensure the *ComWiFi* 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 the router documentation:

- The router's SSID (wireless network name)
- The WiFi password
- The IP address of the router

- 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 *ComWiFi.*

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 *ComWiFi* 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 *ComWiFi* 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 *ComWiFi*. 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).

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 WiFi or hardwired connections to access the Internet and other resources on the network.

IP addresses will be assigned, from a "pool" for a "lease" time, and can change from device day to day; for example when you leave your home and lose WiFi connection there is no guarantee when you return that you will be given the same address, it may be in use by something else.

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

- Another device on the network has ever used the address (and could do so again)
- The *ComWiFi* 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 *ComWiFi*, or the IP address used for the *ComWiFi* is outside of the DHCP Pool.

Accessing the Router

On a PC open the web browser and type the router's IP address into the address bar as shown and press enter. Values used are typical only; they may or may not be the same as the router.
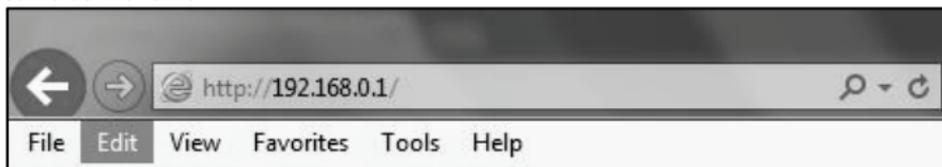
When prompted enter the router user name & password and press Enter.

Once you have access to the router you are looking for DHCP Settings. The example shown may or may not be the same as the 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 and address automatically.

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

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

So you can now decide how you want to configure the *ComWiFi*, either method is valid, but they both require different steps.

Dynamic IP Address (DHCP Reservation required)

With this method you will be assigned an address from the DHCP pool and will need to reserve the address for the *ComWiFi*. On the WiFi enabled device where you accessed the *ComWiFi* do the following.

• Click on the **STA** tab on the left side of the screen.
• Ensure Obtain an IP Address Automatically is **Enabled**.
• Under the '**Network Name**' click on **Scan** and then select the WiFi network. This is the name of the wireless router (SSID) that is connected to the internet.
• Enter the router password if required.
• Click **Save.**
• When prompted **Restart** the device, disconnect from the *ComWiFi*
• Once the device has restarted refresh the page or reconnect to the *ComWiFi* and open the **STA** page.
• Take note of the IP address, subnet mask, Gateway & DNS Server for the network. For Example **IP** = 192.168.0.100 **Subnet mask** = 255.255.255.0, **Gateway** = 192.168.0.1 & **DNS** = 192.168.0.1

Network Name（SSID） Note: case sensitive	TP-LINK 2.4GHz 2F1C4I Scan
Encryption Method	WPA2PSK ▾
Encryption Algorithm	AES ▾
Password	●●●●●●● ☐ Show passwords
Obtain an IP address automatically	Enable ▾
IP Address	192.168.0.20
Subnet Mask	255.255.255.0
Gateway Address	192.168.0.1
DNS Server Address	192.168.0.1

System
STA Setting
AP Setting
Network
UART Setting
Account
Upgrade SW
Restart
Restore

Save

Click **Save** and **Restart**, you can then close the web browser. The unit will **restart** during this period.

Record the details here	
IP Address	
Subnet Mask	
Gateway	
DNS	

Re-scan for wireless networks on the WiFi device and connect to the Wi-Fi router.

NOTE *In the web browser on a PC on the same network, you should be able to connect to the **ComWiFi** with the new IP address you have given it. This will prove the settings have been accepted.*

In this example the IP address assigned to the **ComWiFi** is within the DHCP Pool, and should therefore be reserved so that it cannot be used by another device.

DHCP Reservation
On the 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
☐		192.168.0.25	Enabled	Edit

Add New   Enable Selected   Disable Selected   Delete Selected

Click **Add New** or whatever the router displays and enter the required details. The **MAC** address you noted down on page 7 will be required, as will the IP address of the *ComWiFi*. Once you have entered the details press **Save**.

Manually Assigning an IP Address (Outside DHCP pool)

With this method you will be assigning an address to the *ComWiFi* which is outside of the DHCP pool. IP address ranges go from 1-254. In the example in the previous section we can see that the IP address range on the router starts at 192.168.0.50 and ends at 192.168.0.199.

We now have the option of assigning an address between 2-49 or 200-254.

On the WiFi enabled device where you accessed the *ComWiFi* do the following.

- Click on the **STA Setting** tab on the left side of the screen.
- Ensure Obtain an IP Address Automatically is **Disabled**.
- Under the '**Network Name**' click on **Scan** and then select the Wi-Fi network. This is the name of the wireless router (SSID) that is connected to the internet.
- Enter the router password if required.
- Enter the chosen IP address for example 192.168.0.25
- Enter the subnet mask (usually 255.255.255.0) but can be found on the router.
- Enter the Gateway IP address (the router)
- Enter the DNS Server details (usually same as the router)
- Click **Save.**
- When prompted **Restart** the device.
- Re-scan for wireless networks on the WiFi device and connect to the WiFi router.

NOTE *If you cannot find all of the required details on the router, simply follow the instructions to automatically assign and IP address, and then disable DHCP and overtype the IP address with the one you have chosen that is outside the DHCP pool.*

NOTE *In the web browser on a PC on the same network you should now be able to connect to the **ComWiFi** with the new IP address you have given it. This will prove the settings have been accepted.*

5. Panel Settings Premier Elite

Now that the *ComWiFi* is enabled on the network, the control panel needs to be configured 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)/⊘ and enter the IP address of the *ComWiFi* you noted in the previous steps. Pressing (Yes)/⊘ when complete. Pressing the (Omit)/🏠 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 *ComWiFi*.
- Scroll down once and enter the subnet mask assigned to the *ComWiFi*
- Press (Menu)/🗐 twice.
- Press ⑧ then (Yes)/⊘ (**Comport Setup**).
- Scroll to the comport you have the *ComWiFi* plugged onto.
- Press (No)/⊘ ④ and (Yes)/⊘ for **Com-IP module**.

The settings will be sent to the *ComWiFi*. If you used DHCP to obtain the IP address, this will now be disabled on the STA settings page of the *ComWiFi* to preserve the IP address, and is the correct operation. 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 the LAN. However, to access the panel from the *Texecom* mobile apps or *Wintex* remotely*,* additional steps are required within the various programmes and the control panel.

6. Port Forwarding

WARNING: Care should be taken when opening ports as this can leave the router vulnerable to malicious attacks.

To allow the system to communicate with the outside world, and vice versa, port forwarding must be enabled on the router for the *ComWiFi*. The below example is typical, however please check the router's 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 the 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.

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

Add New   Enable Selected   Disable Selected   Delete Selected

Refresh

*   Add a new rule using the *ComWiFi* 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.

7. 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 *ComWiFi* 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 the control panel. To access the panel do the following:

- In *Wintex* click on **Connect**
- Scroll down and choose **Connect via Network** for example (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 the 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 the Internet Service Provider.

Dynamic IP Address (most common)
It is most likely that you have a Dynamic IP address assigned by the service provider. This basically allows the 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 the 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 the DDNS provider.

8. Texecom Mobile App's

Texecom mobile apps can be used to access the system either remotely or locally. The apps are supported on iOS & Android devices and can be downloaded from the respective 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 Nam**e 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 *ComWiFi* from the previous steps in these instructions.
    - **Update IP** should be enabled if you want to setup Push Notifications. See page 18.
    - **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 the **User Code** that is used with the Control Panel and the **User Number**. The **User Number** will be for example **1**, do not type User 1.

The 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 the IP address and update it as required. If the 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 15*

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

Texecom App Server Information		
Primary	IP Address	**54.88.92.200**
	Port Number	**10001**
Secondary	IP Address	**52.28.12.230**
	Port Number	**10001**
Polling Time	15 Minutes **Poll Timer MUST be set**	

ARC Settings & Reporting Options

- Enter your Engineers Code
- 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 **SIAII** 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 (Omit)/🏠 key twice. To enter the / press the (Chime)/🎵 key twice
  - o **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 (Omit)/🏠 key twice. To enter the / press the (Chime)/🎵 key twice
  - o **52.28.12.230**/**10001**
- Press (Yes)/✓

- Press ⓃⓄ/Ⓧ and then enter the six digit XXXXXX **Account Number** you were given in the APP
- Press Ⓨⓔⓢ/✓ then ⓃⓄ/Ⓧ (**Dial Attempts**) enter a minimum of **2**
- Press Ⓨⓔⓢ/✓ twice
- Press ⓃⓄ/Ⓧ and edit the **Areas** you wish to receive notifications for.
- Press Ⓨⓔⓢ/✓ then ⓃⓄ/Ⓧ and toggle the reporting options on or off, depending on what you want to receive notifications of. Use the ⓃⓄ/Ⓧ button to toggle each option on or off.
- Press Ⓨⓔⓢ/✓ then ⓃⓄ/Ⓧ and scroll across the screen and use the ⓃⓄ/Ⓧ button to toggle option 7 **Connect Via IP** ON (an **I** will be shown on the screen)
- If you chose **SIAII** as your **Protocol** in previous steps scroll once more to Option 8 and toggle **Send SIA Text** to ON (a **T** will be shown).
- Press Ⓨⓔⓢ/✓

> ### DO NOT EXIT ENGINEERS MODE. YOU MUST SETUP POLLING FOR THE SYSTEM TO WORK CORRECTLY.

Control Panel Setup for Polling
To setup the Control Panel for Polling do the following:

- Press ⓂⓔⓝⓊ/▤ twice
- Press ③ then Ⓨⓔⓢ/✓ twice (**Global Options**/**System Timers**)
- Scroll to **Poll IP Every**
- Press ⓃⓄ/Ⓧ and then enter a value 15 minutes (015).

NOTE The polling time is controlled by the server and may be changed.

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 ⓂⓔⓝⓊ/▤ then ④ **(Digi Options)**
- Press Ⓨⓔⓢ/✓ then ⓃⓄ/Ⓧ 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 ⓃⓄ/Ⓧ button to toggle each option on or off.
- Press Ⓨⓔⓢ/✓

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 WiFi and the fact that devices of all types can just "drop off" a WiFi network, certain circumstance may cause an ATS Failure to be displayed to the end user. The panel will automatically recover itself providing the WiFi network is still 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 WiFi connection has a tendency to drop devices, this could be a source of frustration. Two options are available as detailed below.

Setting an ATS Fault delay

- Enter Engineers Mode
- Press ③ then (Yes)/(✓) (**Global Options**)
- Press (Yes)/(✓) (**System Timers**)
- Use (⬆) and scroll to **ATS Fault Delay**
- Press (No)/(✗) , then enter 002 to set a two minute delay
- Press (Yes)/(✓)
- Exit Engineers Mode

Disabling ATS failed messages

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

- Enter Engineers Mode
- Press ③ then ⓨ/✓ (**Global Options**) Press ③ then ⓨ/✓ again (**Monitor Hardware**)
- Press ⓝ/✗ Press ⓝ/✗ again to toggle ATS Path Faults OFF Press ⓨ/✓
- Exit Engineers Mode

✎
NOTE *If the ComWiFi 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 the setup is correct.

- Login to the App
- **Connect To Site**, you should now be online with the 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 the ISP and will match the WAN IP address shown in the router.

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

9. Defaulting the Com WiFi

Factory Settings

If you are experiencing connection problems we would first suggest returning the *ComWiFi* to factory settings. The below steps provide a step by step guide on how to do this.

- Using a Wi-Fi enabled computer, tablet or mobile device scan for new wireless networks.
- Select the '*Com WiFi*' network.
- Enter the password **texecom2015** and press **Connect**.
- Open a Web browser and type the IP address 10.10.100.254 into the address bar.
- You will need to enter the user name and password that you have setup previously.
- Click on '**Restore**' on the left side of the screen.
- Click on 'OK' to restore factory settings. All user data including the user name and password will be set back to default and you should start the process again from the beginning of this manual.
- The Restore process can take several minutes, so please be patient.

Restore Factory Setting

System
STA Setting
AP Setting
Network
UART Setting
Account
Upgrade SW
Restart
Restore

After restoring Factory Defaults, all user programmed settings will be deleted. You can reconfigure the ComWiFi by connecting to it from a WiFi enabled device, and opening http://10.10.100.254 in your browser. The default Account User Name is "master" and the Password is "123456". It will take a few minutes to restore the device, so please be patient.

OK   Back

10. Changing the *ComWiFi* Language

Introduction

The *ComWiFi* is capable operation with two languages. By default units are shipped with English loaded.

As they become available language file updates will be available from our website on the *ComWiFi* Downloads section.

To upgrade the WebPages displayed by the *ComWiFi* do the following:

- Assign an IP address as per the previous instructions on Page 11 or 13
- Using a PC connect to the IP address of the *ComWiFi* in a web Browser
    - In the address bar type the IP address for example 192.168.0.25
    - Enter the User Name & Password to access the device
- The page will look something like this.

- In The address bar type the following or edit the web address to read http://192.168.0.25/iweb.html
- The following page will appear
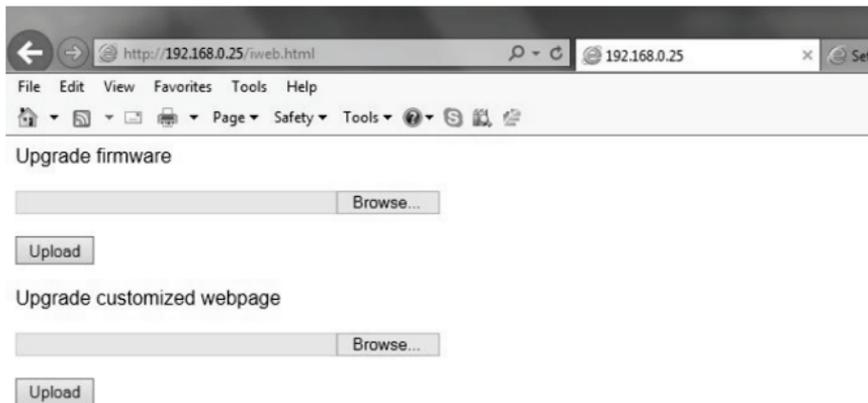
- Browse to the new .BIN file you downloaded, this will contain new WebPages which will include English and the chosen Language.
- Press Upload, the page will look like this.
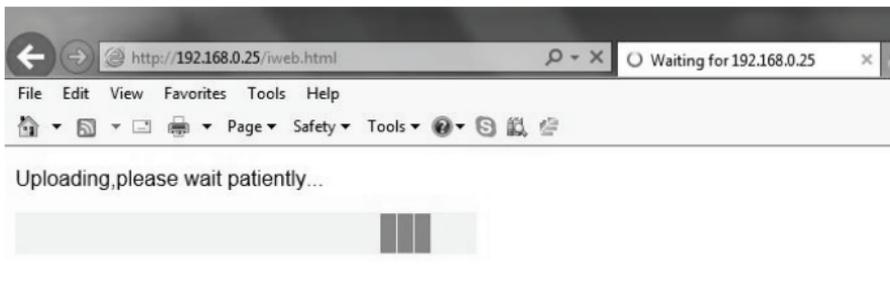
- The process can take several minutes, so please be patient.
- Once complete the page will change, and may appear as below depending on your browser. The web address will read http://192.168.0.25/data_success.html, indicating the operation has been completed successfully
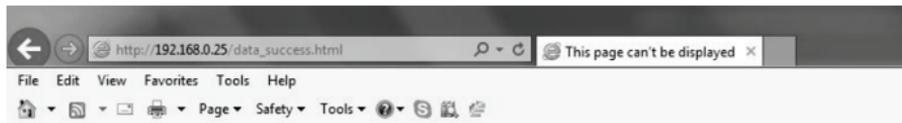
This page can't be displayed

- Make sure the web address http://192.168.0.25 is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

Fix connection problems

- Please wait for a few minutes for the *ComWiFi* to reset.
- Reconnect to the *ComWiFi* through the browser and the new language chosen will now be available to select from the top right hand corner of the WebPage.

Web Ver:1.0.11

11. Disclaimer

Operation

Texecom cannot guarantee the operation of a WiFi network or an 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 an alarm system, or indeed receipt of push notifications. If you cannot access a system or receive notifications on a particular network, you should switch the 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 *ComWiFi* 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.

12. Troubleshooting

Q: My web browser is not displaying the login page for the *ComWiFi*.

A: Ensure that you are running the latest version of the web browser. If need be try using a different web browser such as Google Chrome.

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

A: Change the comport that the *ComWiFi* is connected to Nothing Fitted on the Panel and press Yes. Then change this back to *Com-IP*. This will resend the settings to the unit.

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 the router.

Q: My Router does not support port forwarding for fixed IP addresses outside the DHCP pool

A: Assign an IP address from within the DHCP pool and reserve it using the MAC address.

Q: My control panel shows "ATS failed" and I cannot access the panel through the App.

A: Ensure that the WiFi device you used for the initial setup has not joined the *ComWiFi* network. Ensure that the WiFi device is not setup to remember the *ComWiFi* Network.

Q: I have a Premier 412/816 or 832, how do I enter the IP address?

A: The IP address should be entered without dots. For example 1921680110001 instead of 192.168.0.1/10001

Specifications

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

Standards

$C\epsilon$ Texecom declares that this product complies with the requirements of the following directives:

- 1999/5/EC   R&TTE Directive
- 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.

Com Wi-Fi **DOES NOT** comply with the requirements of EN50136-2-3, EN50136-1-1 and is **NOT** suitable for use in systems designed for use with ATS level 2 and environmental class 1 or 2. *Com WiFi* **SHOULD NOT** be used as a primary form of signalling to an ARC or other response authority.

Warranty

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

Notes: