



# TecomPlus Mobile User Guide

**User Guide, valid for version 2.0.3.135**

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# TecomPlus Mobile App Overview

The TecomPlus Mobile app allows you to control your ChallengerPlus system from your Android or iOS mobile device, enabling you to view history, alarms, users, and control devices such as doors and areas. Now with support for UltraSync, connecting to the ChallengerPlus panel has never been easier.

This guide will take you through setting up your panel, configuring notifications, and explaining the various screens and options available.

You can find TecomPlus mobile app on:



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## Panel list (Home Screen)

The panel list acts as the home screen for the TecomPlus app. From here, you can create a new panel, edit an existing panel, and enter a panel's device menu. Additionally, you can view some basic info about the app. Refer to the information below for further details.

**Information Button** – Displays the TecomPlus version number and the Interlogix support website address.

**Edit Panel** – Allows you to edit panel connection details, such as serial number, passcode, user name, user number, user PIN, and more.

**Panel Login** – Takes you to the PIN authentication or panel device screen.

**Panel Add Button** – Allows you to add a new panel.

**Panel Delete Button** – Allows you to select a panel for deletion.

**PIN Indicator** – Shows a symbol for every number you

**Remember PIN** – When enabled, will remember the PIN for future panel visits.

**Enter PIN** – Allows you to enter the PIN which is saved in the panel record. This option is enabled by default

**Delete** – Delete the last number you entered in case of

**Cancel / OK Button** – When a code is entered, press OK to authenticate. If no code entered, press Cancel to go back to panel list.

## Add, Edit, or Delete a Panel

To add a panel to the TecomPlus mobile app, tap on the Add button in the bottom right of the Panel list (home screen) to bring up the panel configuration page. Alternatively, if you wish to edit or delete an existing panel, tap on the edit icon to the left of the panel that you wish to modify.

Once you do this, you will be presented with the Panel Options screen. This will allow you to configure options related to the panel connection, as well as delete the panel if it is no longer required.

**Panel name** – Enter a name for the panel, this will be displayed on the panel list home page. Optionally, you may also enter a **Description** for the panel.

**Challenger serial number** – Enter the serial number of the ChallengerPlus panel.

**Passcode** – Enter the 10 digit passcode which has been configured on the ChallengerPlus.

**User number** – Enter the user number on the ChallengerPlus being used to connect.

**Card type** – Select a card type and Site code if you will be creating card credentials through the app.

**Connection type** – Select between TCP/IP and UltraSync.

**User name** – Enter the User name as it's stored on the ChallengerPlus  
**NOTE: This must be entered correctly for notifications to work!**

**User PIN** – Enter the user PIN which matches the specified User number on the panel.

**Remember PIN** – When enabled, will not prompt for PIN when you enter or edit a panel

**Auto sync** – When enabled, panel will sync whenever you visit the device screen.

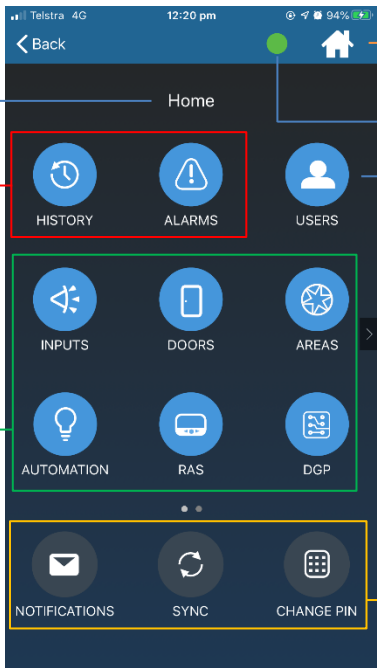
To go back, press the back arrow button. This will prompt you to save any pending changes first.

To save your changes, tap on the Save button. If you are creating a panel for the first time, you will be taken to the devices page, and a Sync will automatically be performed.

If you wish to delete the panel, tap on the delete button and confirm your decision. You will then be returned to the panel list page.

## Panel device screen

To interact with a panel, tap on it from the panel list (Home screen). This will enable you to perform a range of functions, including viewing history, alarms, users, and controlling devices such as doors and areas. Functions which you do not have permission to use (based on the alarm group in the panel) will appear as a light-grey colour.



**Panel Name** – Displays the name of the panel as configured from the home page.

**History & Alarms** – History displays events from the panel, separated into access and alarm events; Alarms displays and can also reset current active alarms.

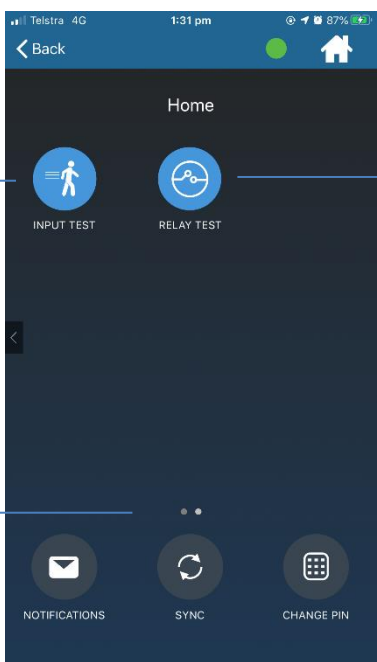
**Panel Devices** – These buttons allow you to perform commands on your panel, such as arming/disarming, door control, isolating devices, etc.

**Home Button** - Returns you to the panel list (home screen).

**Connection Status LED** - Indicates connection status to the panel:  
 ● Connected  
 ● Connection is being established  
 ● Failed to connect

**Users** – Displays a list of users on the ChallengerPlus and allows some basic configuration.

**Panel Toolbox** – This section allows you to setup notifications, synchronize device names with the panel hardware, and update your user PIN.



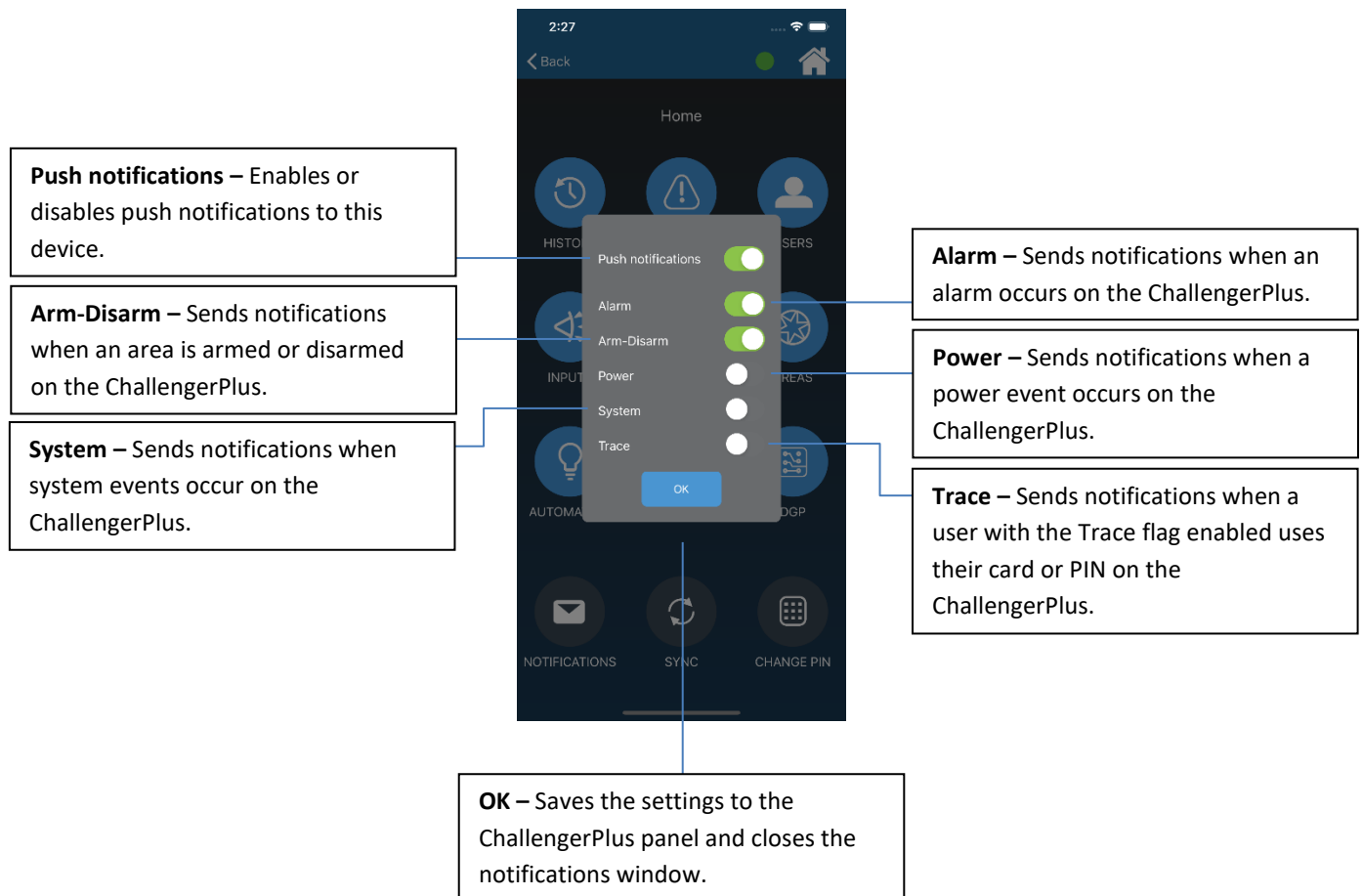
**Input Test** – This function allows the user to test their inputs, if configured.

**Relay Test** – This function allows the user to test their relay outputs.  
**NOTE: This function is intended for installers.**

**Page Indicator** – These dots indicate which device page you are viewing. The brighter dot indicates your current page.

## Setup Push Notifications

To set up push notifications to the TecomPlus Mobile app, ensure you have first created a panel, and ensured the user name and user number exactly matches the one stored in the ChallengerPlus panel. Tap on the panel to enter the device screen, and then tap on the NOTIFICATIONS button in the bottom-left. Tap the 'Push notifications' toggle to turn it on, and then tap the various options you would like to receive notifications for.



## Android notifications

**Note:** On Android devices, some additional configuration may be required, depending on how you want notifications to be displayed. This will vary based on your device's configuration, and will typically be available in the Notifications section in the app info, usually found in your settings. From there, you may configure 2 categories of alerts:

- Miscellaneous – These are the notifications displayed when the app is closed or running in the background.
- FCM Notifications – These are the notifications displayed while the app is currently open in the foreground.

Each of these categories provides you with the option to configure the Notification Style, which may include options for sound and pop-up, sound only, silent, etc. The default for some devices may be set to "Sound", which will show the icon, but no pop-up when a notification is received. It is recommended that you check and adjust these settings if required.



## View History

Alarm and Access history events may be viewed on the TecomPlus Mobile app. To view history, tap on the History icon on the device page, and then select Alarm or Access events.

The screenshot shows the 'HISTORY EVEN...' screen in the TecomPlus Mobile App. At the top, there are navigation icons: a back arrow, a search icon, a green dot, and a home icon. Below these are two tabs: 'ALARM' (selected) and 'ACCESS'. The main content is a list of 11 events, each with a number, date, time, and description. A white bar is visible under the 'ALARM' tab. At the bottom right, there is a blue circular filter icon. A progress indicator is shown at the bottom left of the list.

**Alarm** – Display alarm event history items. A white bar is displayed under the currently selected view.

**Access** – Display access event history items. A white bar is displayed under the currently selected view.

**Progress indicator** – Shows the current progress of retrieving history events from the panel.

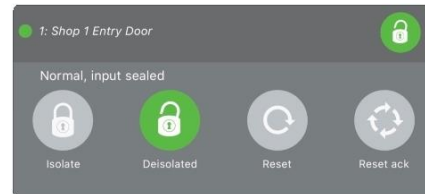
**Filter** – Apply a date / time range filter to the history events

## Control devices

TecomPlus Mobile allows you to perform some basic tasks on your ChallengerPlus panel devices. Control commands that can be sent will vary by device type, and are listed below. Additionally, a quick-action is available on the right-hand side of each item in list view. This quick-action shows you the current state, and tapping on it will perform a typical command related to that state. For example, if an area is armed, tapping the icon will disarm it.

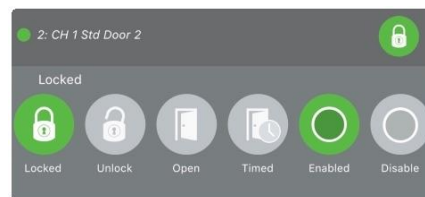
### INPUTS:

- Isolate
- Deisolate
- Reset
- Reset ack



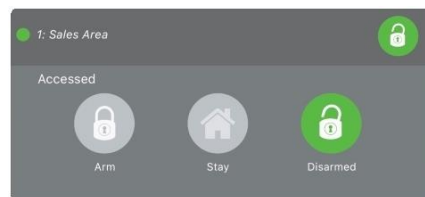
### DOORS:

- Lock
- Unlock
- Open
- Timed
- Enable
- Disable



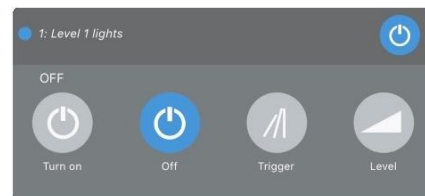
### AREAS:

- Arm
- Stay
- Disarm



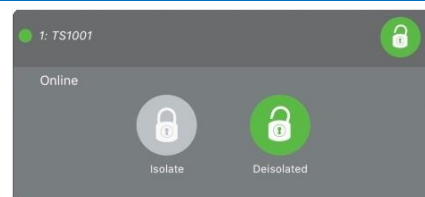
### AUTOMATION:

- Turn on
- Turn off
- Trigger
- Level



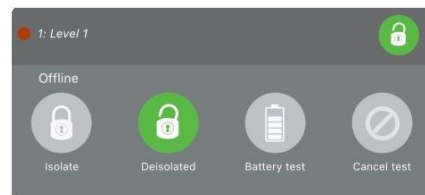
### RAS:

- Isolate
- Deisolate



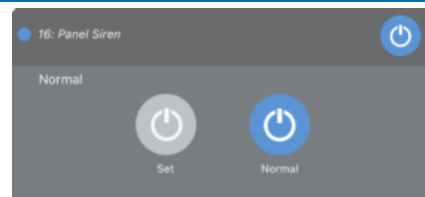
### DGP:

- Isolate
- Deisolate
- Battery test
- Cancel test



### RELAY TEST:

- Set
- Reset



## Add, Edit, or Delete a User

Users on the ChallengerPlus panel may be viewed in the TecomPlus Mobile app. A list is available when you tap on “Users” from the device page, and users may be added or modified from this list.

To add a user to the ChallengerPlus, tap on the Add button in the bottom right of the Users list to bring up the User Info page. Alternatively, if you wish to edit or delete an existing user, tap on the user who you wish to modify.

Once you do this, you will be presented with the User Info screen. This will allow you to configure options related to a new or existing user, as well as delete the user if they are no longer required. All changes made to users are saved directly to the ChallengerPlus panel.

The screenshot shows the 'User Info' screen in the TecomPlus Mobile App. The screen is titled 'User Info' and has a back arrow labeled 'Users'. The fields and their values are as follows:

- User number:** 50
- User PIN:** (empty)
- User name:** TECOM Master
- Alarm group:** Alarm group
- Door group:** test dg
- Floor group:** Floor group
- Card type:** Tecom 27 bit
- Site code:** 0
- Card ID:** 0
- Raw card data:** 0.0.0.0.0.0
- User flags (all disabled):** Trace, Card only, Privileged, High security, Long access, Start time, End time.

Callout boxes provide the following explanations:

- User number** – The user number this user will be saved as on the ChallengerPlus.
- User name** – The name of this user. Important to note if setting up Notifications under this user.
- Card type** – Select the card format used when a user badges a card. This will affect the generation of raw card data when entering site code and Card ID.
- User flags** – Toggle additional options for Trace, Card only, Privileged, High security, Long access, and Time. When Time is enabled, additional fields are enabled allowing you to specify a start and end date for the user.
- User PIN** – The PIN code for the user. This may be between 4 to 10 digits long.
- Access groups** – Configure the Alarm group, Door group, and Floor group assigned to this user. Can be cleared by tapping the icon.
- Site code & Card ID** – Enter the site or facility code and card number of the credential associated with this user. This will generate Raw card data according to the selected Card type.
- Raw card data** – Raw card data may be entered if known, otherwise this will be generated automatically based on the Card type, Site code, and Card ID.

To save your changes and return the user list, tap on the Save button.

If you wish to delete the user, tap on the delete button, and you will be returned to the user list.

## Input Test

TecomPlus Mobile 2.0.3 introduces a new function which allows you to view the status of and perform some basic input device testing on your ChallengerPlus panel. This means that when configured on the panel, inputs will be tested in their day to day usage, and a user or technician can quickly view devices which may not be functioning correctly.

From this screen you can filter results to only show devices with relevant statuses (for example, only viewing devices with a pending test, or a failed test), and also reset the test status either per device, or for all devices on the panel, allowing you to perform a walk test to validate that inputs are functioning correctly.

**Input List** – Shows a list of Input devices, which is filtered using the icon below. Inputs can have one of 4 statuses:

- Test pass
- Test fail
- Test pending
- No testing

**Reset** – Resets the test status of the individual input.

**Filter** – Allows you to select what inputs are displayed based on their status.

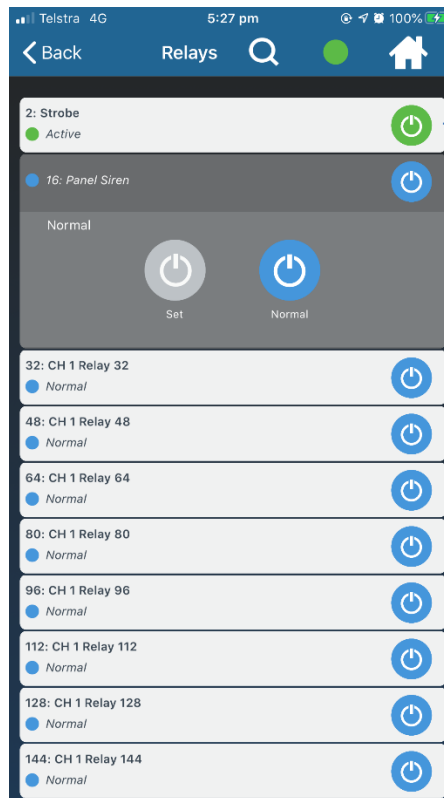
**Status Filter** – Select which input statuses will be displayed in the list, and click OK to close the selection pop-up.

**Reset All** – Resets the test status of all inputs configured for testing.

## Relay Test

TecomPlus Mobile 2.0.3 introduces a new function which allows you to toggle and view the status of relays on your ChallengerPlus panel. This allows a technician to quickly and easily test whether a device attached to a relay output is functioning correctly.

From this screen you can view relays and control them. Quick action, tap to expand, turn on, turn off. Automatically updates.



**Toggle** – Toggles the relay between being on (Set) and off (Reset).