

# TecomPlus Mobile User Guide

**User Guide, valid for version 2.0.4.174**

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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. Please note that as of version 2.0.4, tablet support has been introduced, and the app may be used in both landscape and portrait formats. Landscape is currently available only on tablet devices.

**You can find TecomPlus mobile app on:**

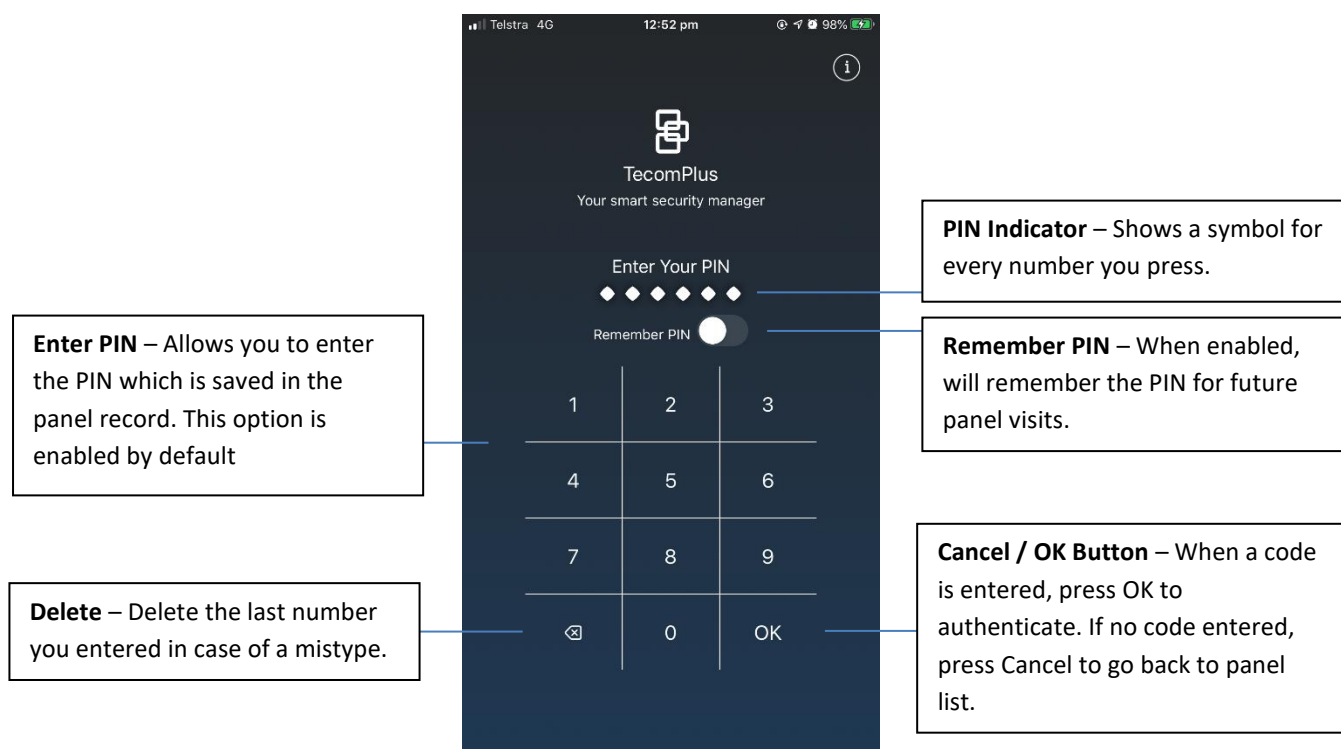
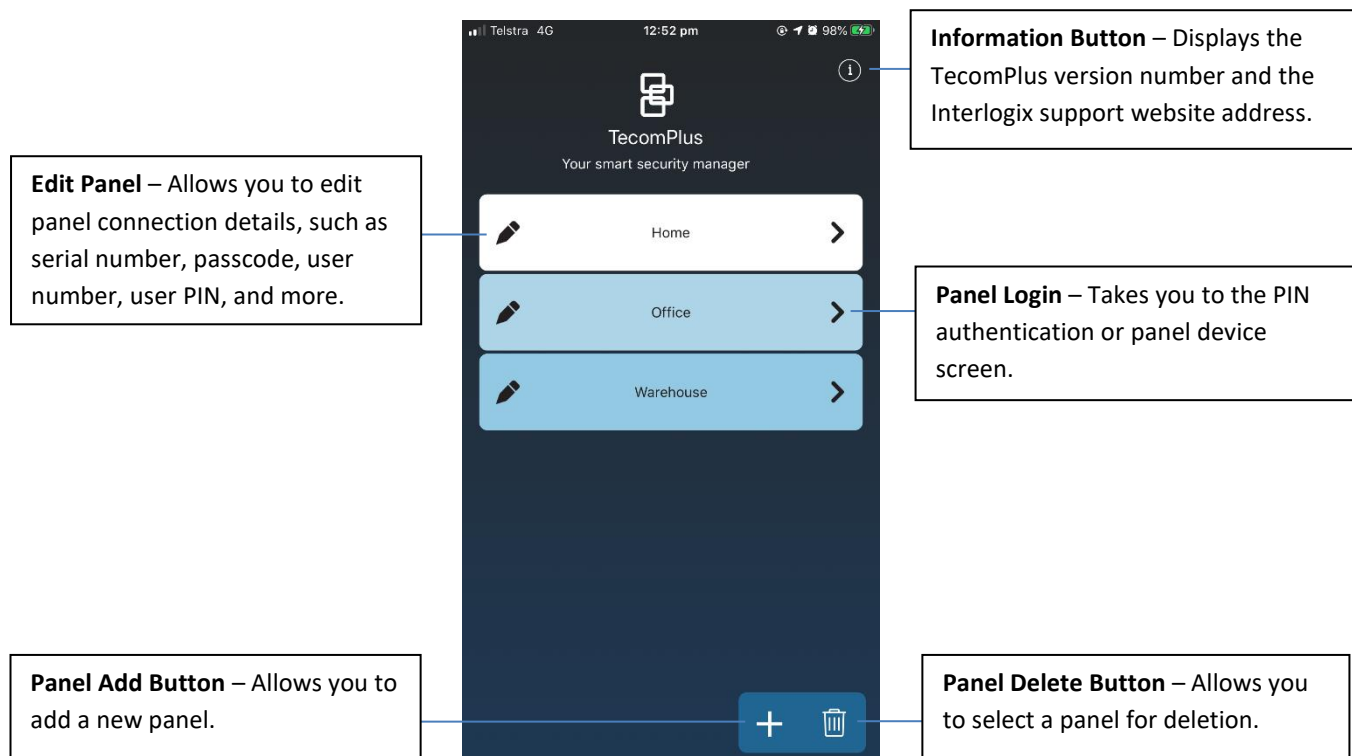


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## Panel list (Home Screen)

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.



## 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.

The screenshot shows the 'Panel Options' screen with the following fields and controls:

- Panel name:** A text field containing 'Home'.
- Description:** A text field containing 'Description'.
- Connection type:** A toggle switch between 'TCP/IP' and 'UltraSync'.
- Challenger serial number:** A text field containing '123456789012'.
- Passcode:** A text field containing '\*\*\*\*\*'.
- User number:** A text field containing '50'.
- User PIN:** A text field containing '\*\*\*\*\*'.
- Remember PIN:** A toggle switch that is currently turned on.
- Auto sync:** A toggle switch that is currently turned off.
- Card type:** A text field containing 'Tecom 27 bit'.
- Site code:** A text field containing '1'.

At the bottom of the screen, there are three icons: a back arrow, a save icon, and a delete icon.

Annotations on the left side of the screen:

- 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.

Annotations on the right side of the screen:

- Connection Type** – Select between TCP/IP and UltraSync.
- 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.

**Synchronize Button** – Retrieves device names from the panel.

**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, view the video screen, and update your user PIN.

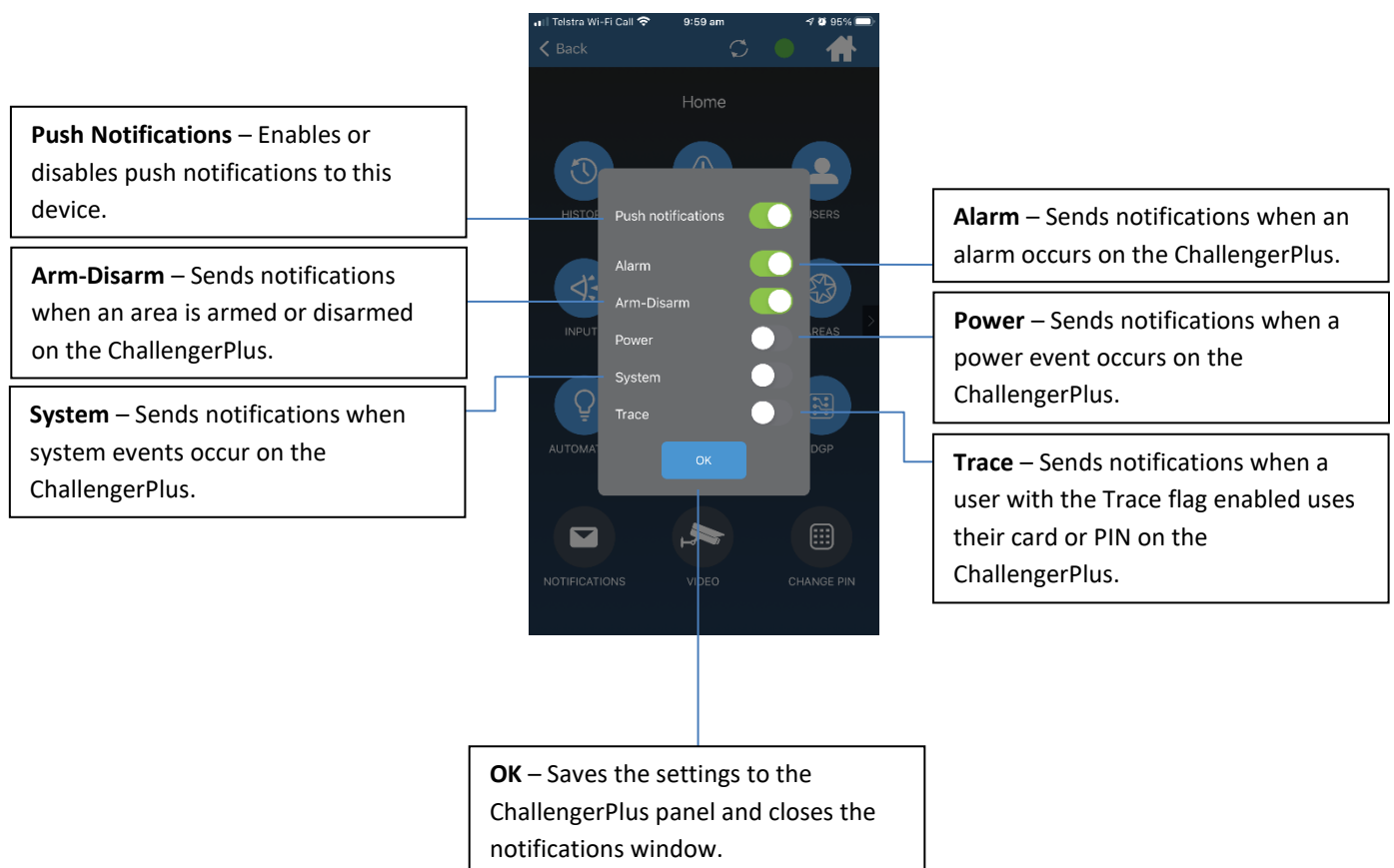
**Input Test** – This function allows the user to test their inputs, if configured.

**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 number and PIN 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.

TecomPlus Mobile 2.0.4 introduces a new ability to view related video footage for each event. If the device which generated an event has a preferred camera record, you will see a video icon to the right of that event. Tapping any event will bring up the video playback screen (with the preferred camera, if present), with the start and end date and time of the event pre-set. By default, the video start time is set 5 mins before the event time, with the end time set as 60 mins after the event time. These can be changed at will from the video playback screen.

The screenshot shows the 'HISTORY EVENTS' screen in the TecomPlus Mobile App. The screen has a dark blue header with a back arrow, the title 'HISTORY EVENTS', a search icon, a green status dot, and a home icon. Below the header are two tabs: 'ALARM' (selected) and 'ACCESS'. The main content area displays a list of events, each with a timestamp, location, and user. Some events have a video icon to their right. A white bar is visible under the 'ALARM' tab. A filter icon (a funnel) is located at the bottom right of the event 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.

**Event List** – Tap any event to automatically open playback view at the event's date and time. Camera(s) may be selected manually from that view.

**Video Icon** – Indicates that this event's device has a preferred camera record. Tap to automatically open playback view for that camera at the event's date and time.

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

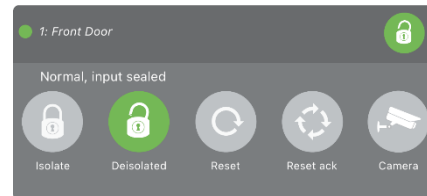
**Filter** – Apply a date / time range filter to the history events

## Control devices

TecomPlus Mobile allows you to perform control commands on your ChallengerPlus devices. Commands will vary by device type, and a quick action is available on the right-hand side of each item in list view. This quick action shows you the current state of that device, 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.

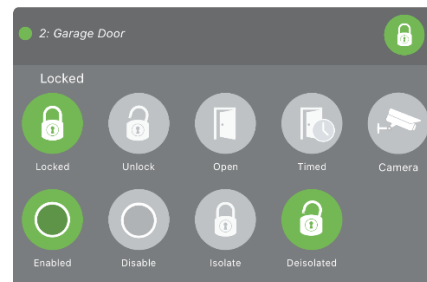
### INPUTS:

- Isolate
- Deisolate
- Reset
- Reset ack
- Camera



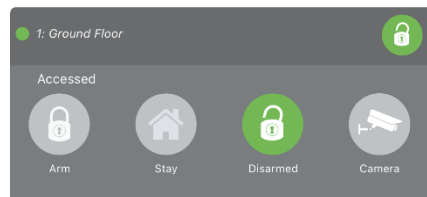
### DOORS:

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



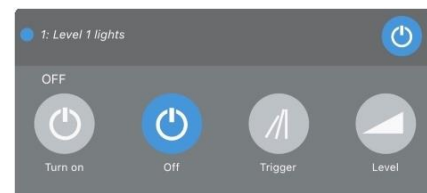
### AREAS:

- Arm
- Stay
- Disarm
- Camera



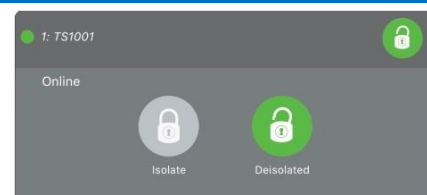
### AUTOMATION:

- Turn on
- Turn off
- Trigger
- Level



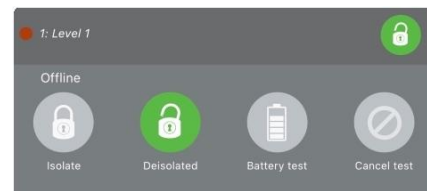
### RAS:

- Isolate
- Deisolate



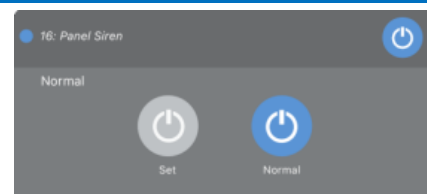
### DGP:

- 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 has a dark blue header with a back arrow, 'Users', and 'User Info'. Below the header are several input fields and toggle switches. Callout boxes provide detailed explanations for these fields:

- User Number** – The user number this user will be saved as on the ChallengerPlus. (Field contains '50')
- User name** – The name of this user. (Field contains 'TECOM Master')
- User PIN** – The PIN code for the user. This may be between 4 to 10 digits long. (Field is empty)
- Access Groups** – Configure the Alarm group, Door group, and Floor group assigned to this user. Can be cleared by tapping the icon. (Fields contain 'Alarm group', 'test dg', and 'Floor group')
  - Alarm group**
  - Door group**
  - Floor group**
- 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. (Field contains 'Tecom 27 bit')
- 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. (Fields contain '0' and '0')
- 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. (Field contains '0.0.0.0.0.0.0')
- 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.
  - Trace
  - Card only
  - Privileged
  - High security
  - Long access
  - Start time
  - End time

At the bottom right, there are two buttons: a 'Save' button (document icon) and a 'Delete' button (trash icon).

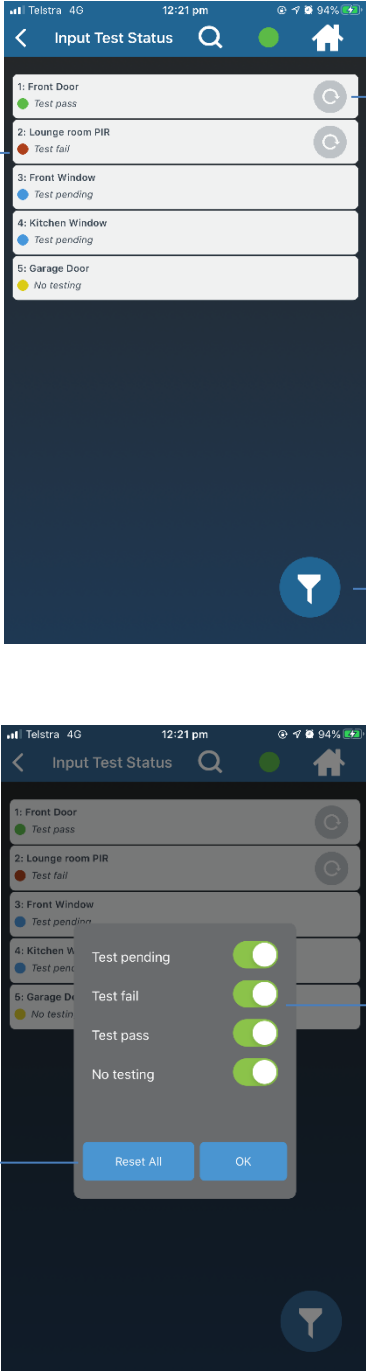
To save your changes and return the user list, tap on the Save button.

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 introduced 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.

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

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

## Relay Test

TecomPlus Mobile 2.0.3 introduced 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. Access to this screen requires that the user number belonging to the person who has logged in to the mobile app has access to Menu 19 – Installer Menu.

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).

## Video

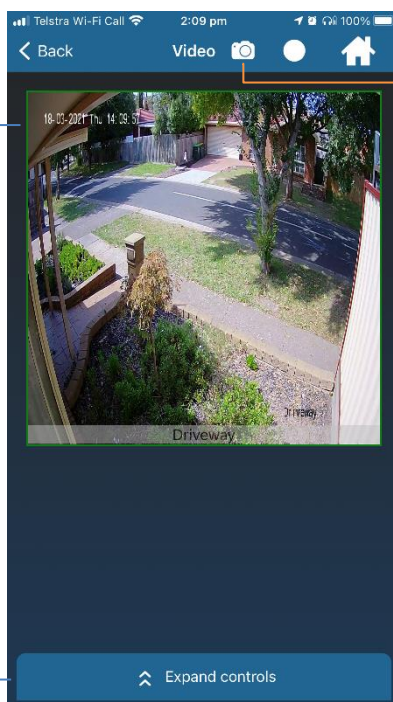
TecomPlus Mobile 2.0.4 introduces a new feature which allows you to view live and recorded playback of video from a related TruVision NVR. The TruVision NVR information is configured using CTPlus (requires version 2.5 or later) and is stored in the ChallengerPlus firmware (requires V10-07.55850 or later) along with a preferred camera for each supported device. Supported devices include Inputs, Areas, and Doors.

### Live View – Single Camera

**Camera Image** – Displays the video feed from a selected camera.

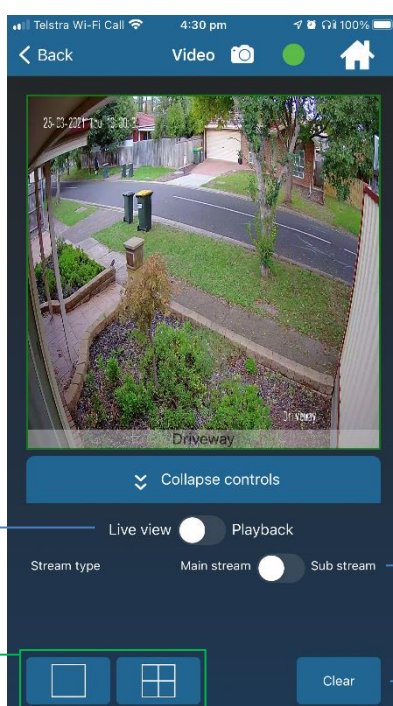
**Snapshot** – Tap to save an image of the current camera view to the camera roll. Only available with live view.

**Expand Controls** – Tap to view various camera and layout controls.



**Live View / Playback** – Toggles the video between live video and recorded video.

**Camera Views** – Select from 2 different camera view layouts: single camera (displayed), or 2x2 matrix layout

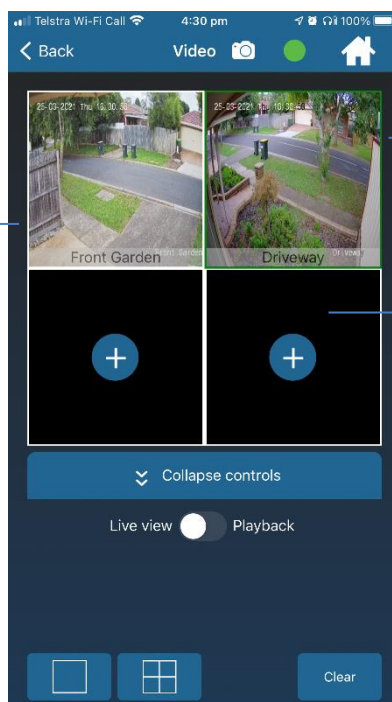


**Stream Type** – When a single camera is displayed, tap the toggle to switch between the Main stream and the Sub stream. Main stream offers higher quality picture and framerate but uses more bandwidth, whereas the Sub stream is lower quality but uses less bandwidth.

**Clear** – Clears the currently displayed camera(s) so that you may select new ones to show.

## Live View – Matrix / Multi-Camera

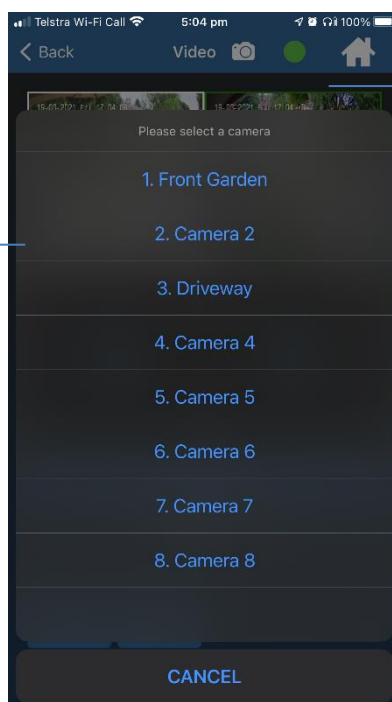
**Camera Image** – Displays a matrix view of the video feeds from all selected cameras.



**Selected Camera** – The green box around a camera indicates that it's selected. Tap once on any displayed camera to select it, or double tap to switch to Single Camera View for the selected camera.

**Add Camera** – Tapping this will bring up a list of cameras to select from.

**Camera List** – Displays a list of all the cameras available. Camera names are configured within CTPlus when the DVR is being configured.



**Select Camera** – After tapping the icon to add a camera to the current view, you will see a list of cameras available for you to select from. Tap on the camera you want to view, and it will be added to the tile you selected.



## Playback View

Playback view for video allows you to view historical footage from your TruVision recorder, and can be accessed directly from the video icon, or by tapping on a history event. Controls are available in this screen to set the start and end time / date ranges, manually control the playback position from the timeline slider, and adjust the speed of playback footage.

**Start Date / Time** – Tap on the date or time at the left of the screen to set the start range for playback.

**End Date / Time** – Tap on the date or time at the right of the screen to set the end range for playback.

**Speed Controls** – Increases or decreases the playback speed, or toggle play / pause.

**Timeline Slider** – Drag the white dot to jump directly to a specific point between the start and end date / time. The text above the dot will update as you drag it to assist with playback from the correct time. The playback time will affect all cameras simultaneously.

**Live view / Playback** – Toggles the video between live video and recorded video. When Playback is selected, this toggle also shows the current playback speed.