



# TecomPlus Mobile User Guide

**User Guide, valid for version 2.0.4.180**

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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:**

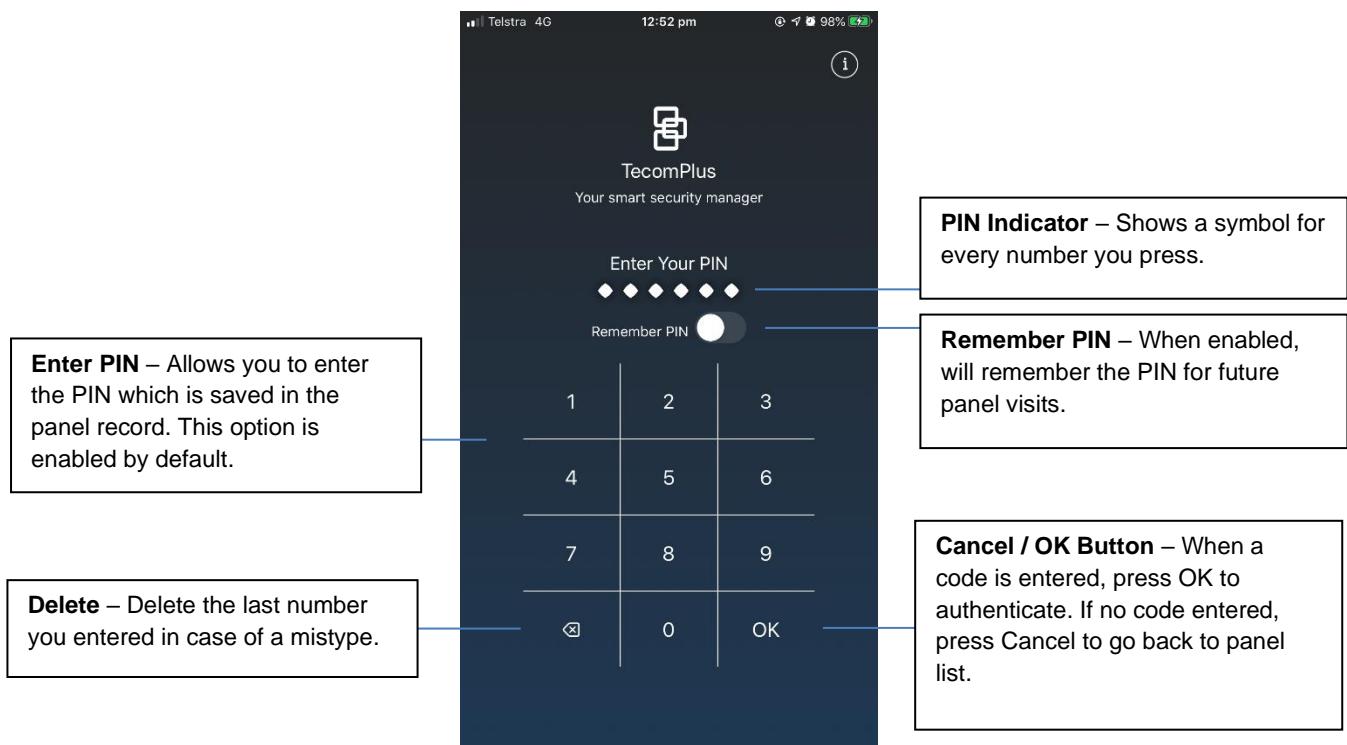
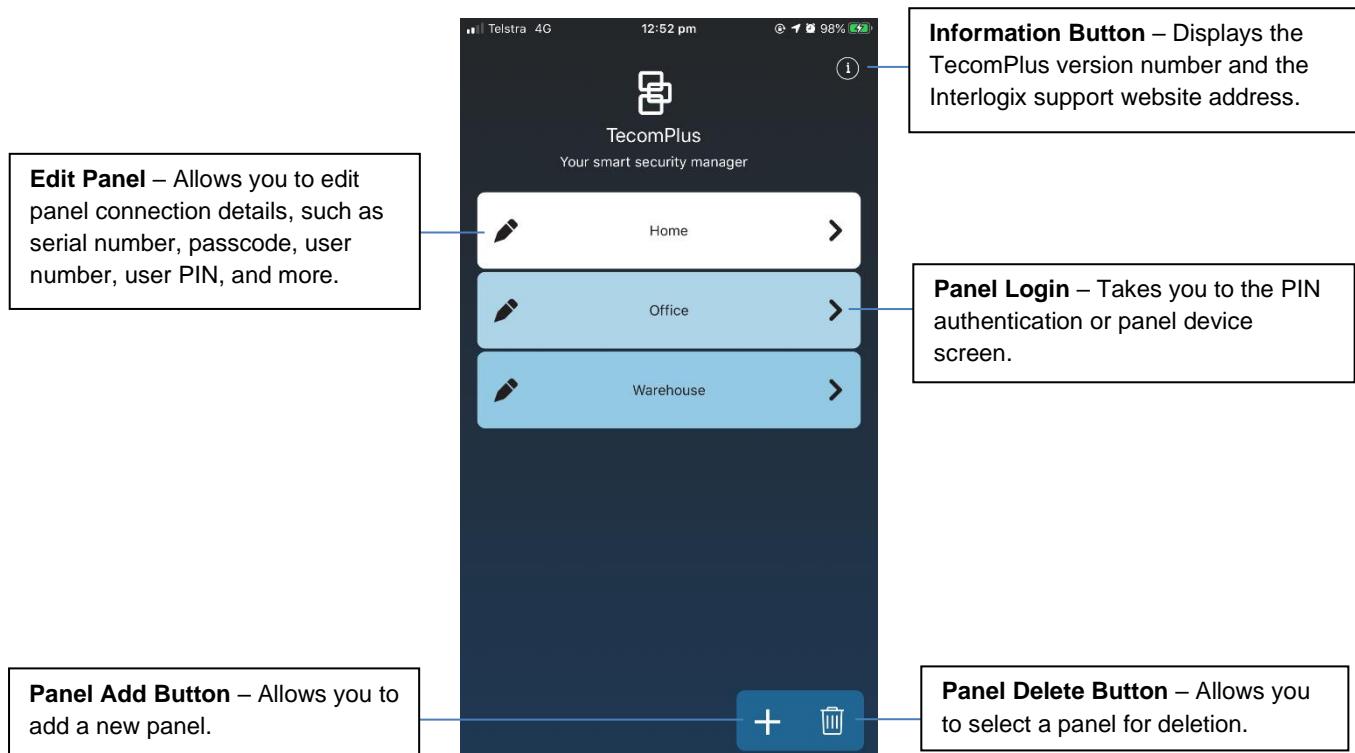


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## Panel list (Home Screen)

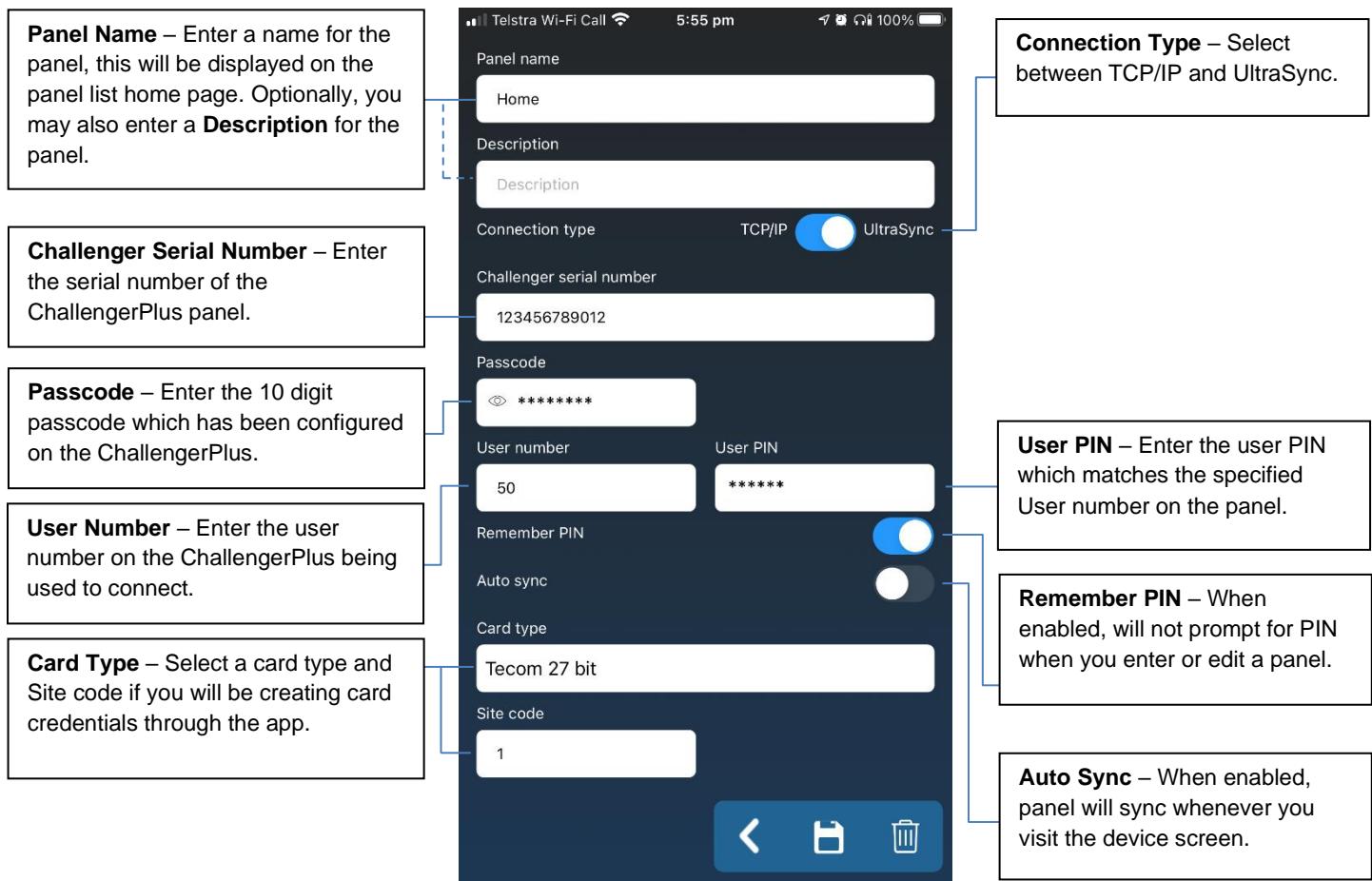
The panel list acts as the home screen for the TecomPlus app. From here, you can create a new panel, edit an existing panel, and enter a panel's device menu. Additionally, you can view some basic info about the app. Refer to the information below for further details.



## 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.



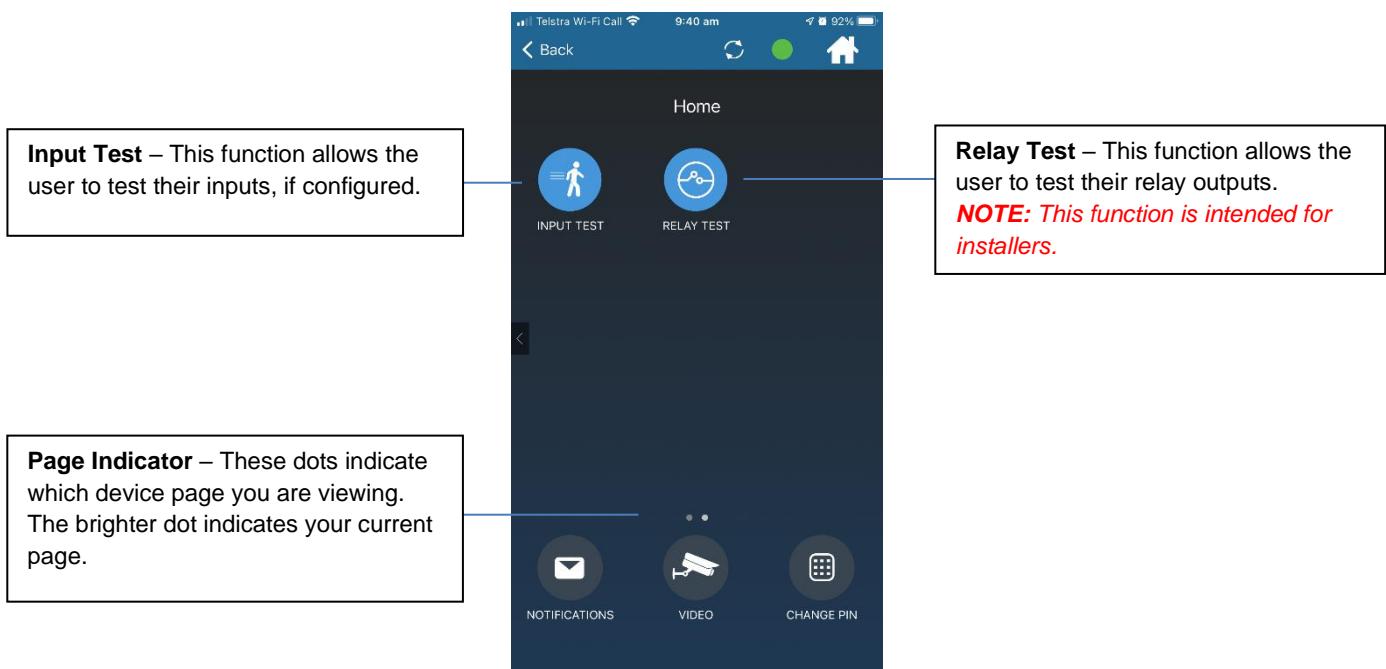
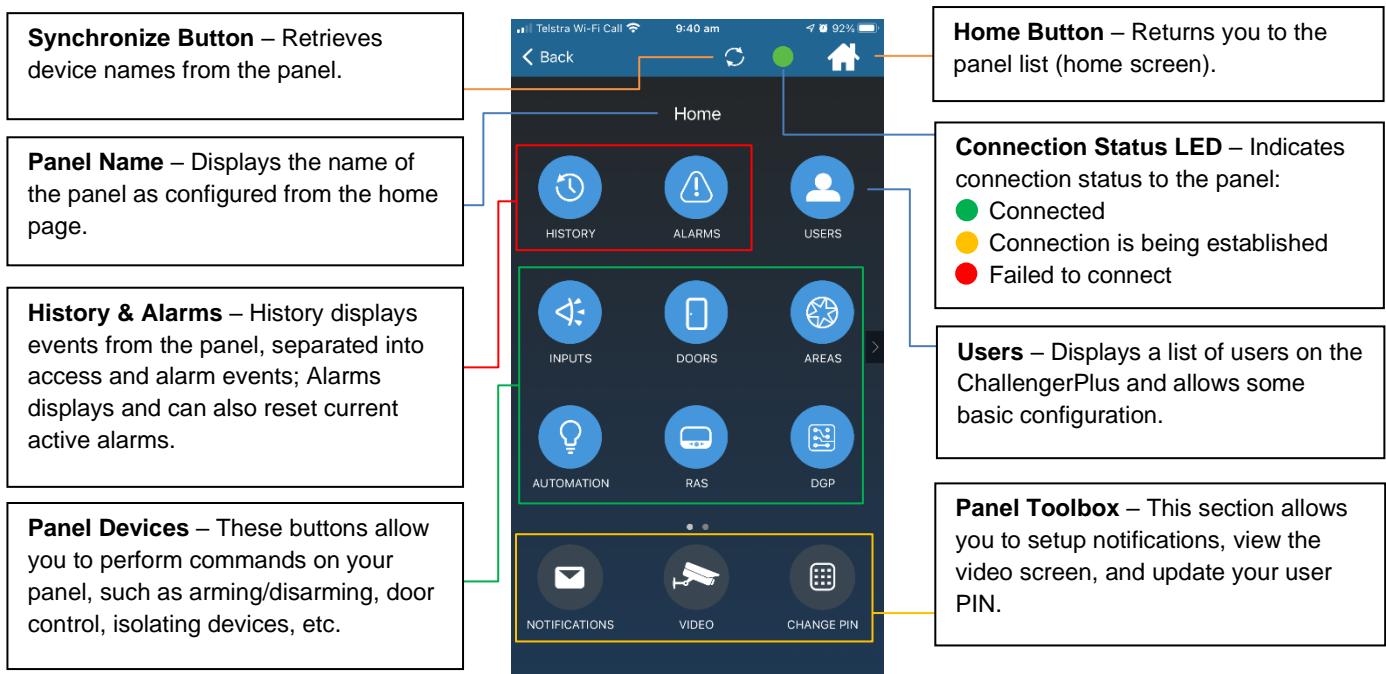
To go back, press the back arrow button. This will prompt you to save any pending changes first.

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.

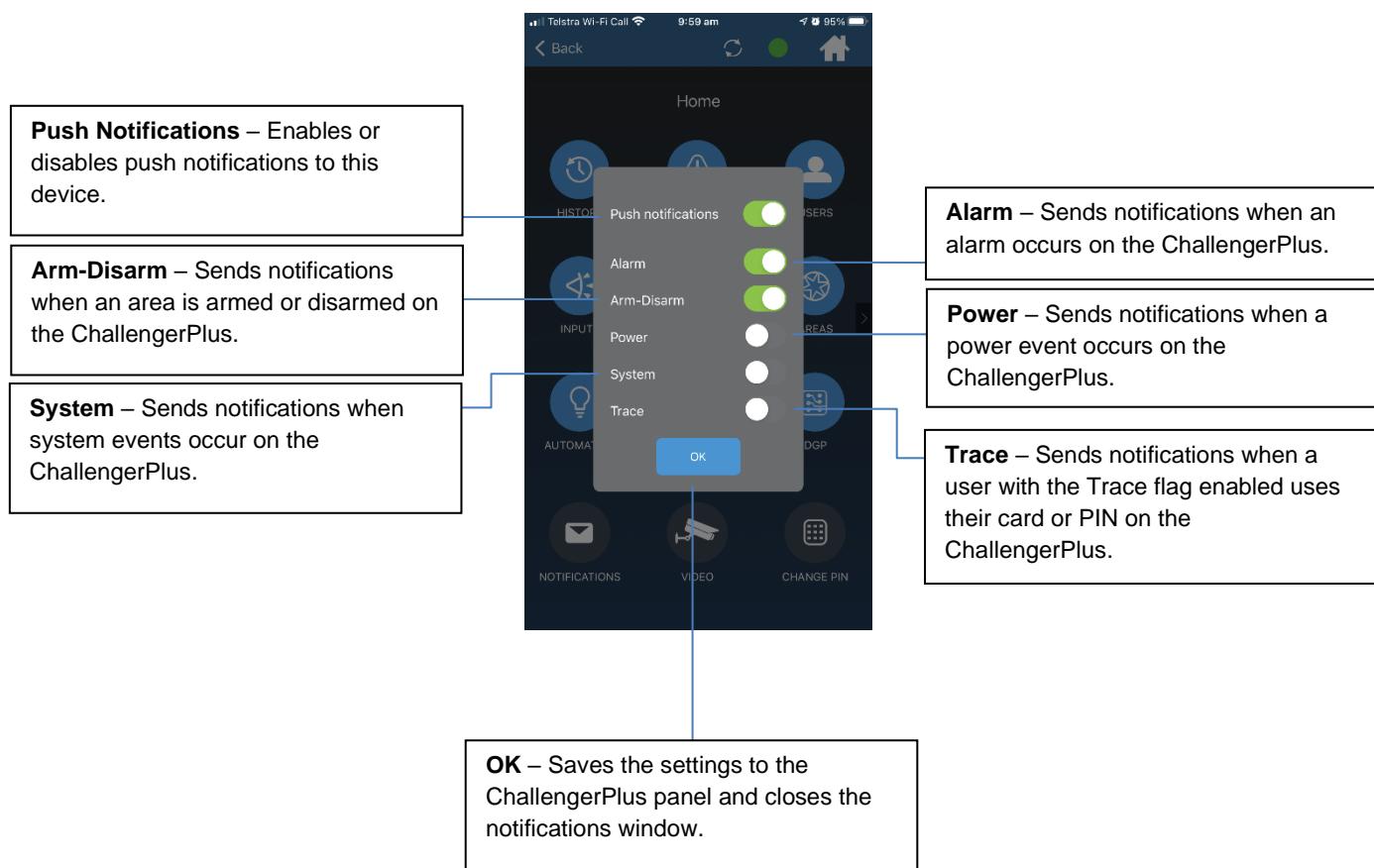
## Panel device screen

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.



## 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:

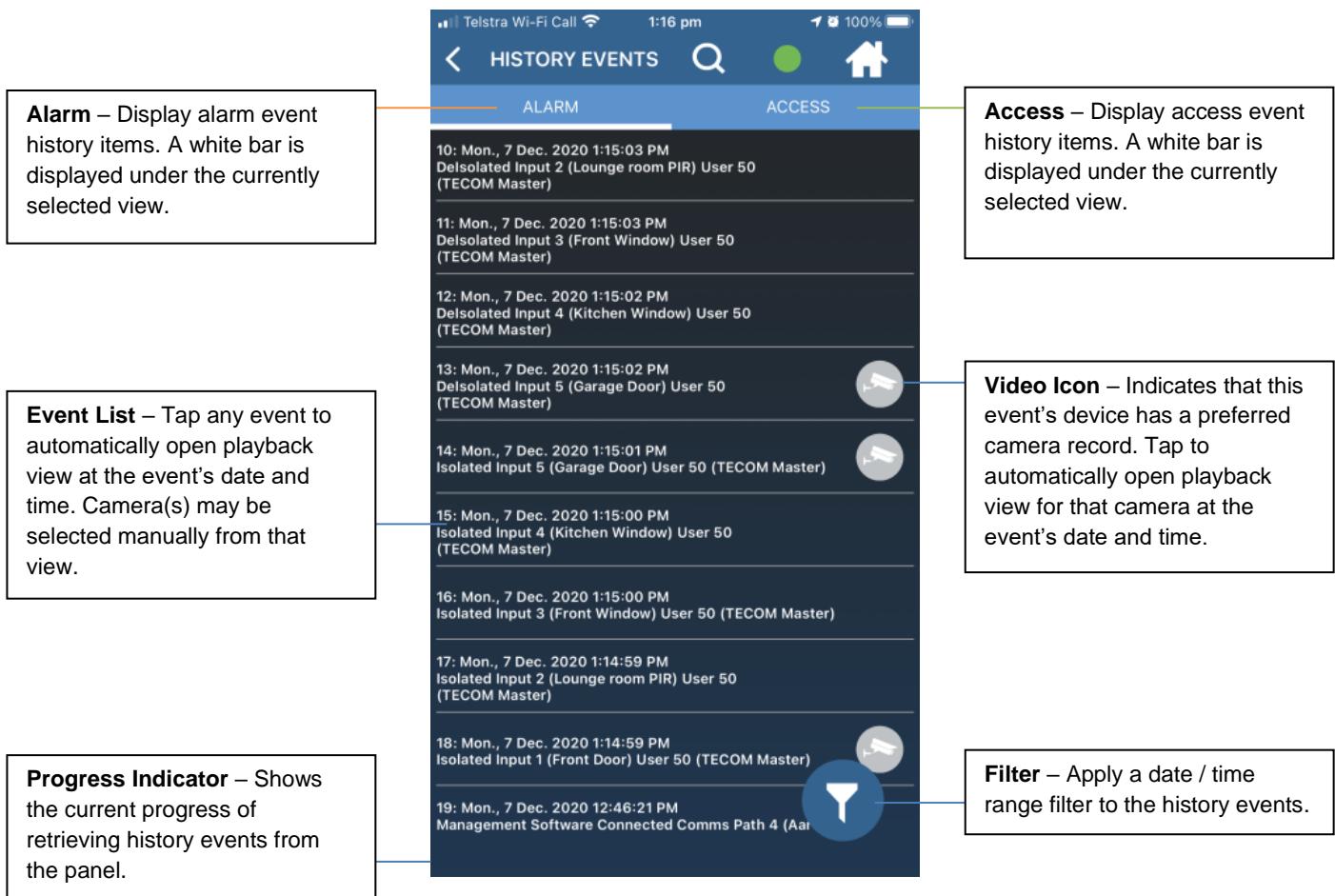
- **Miscellaneous** – These are the notifications displayed when the app is closed or running in the background.
- **FCM Notifications** – These are the notifications displayed while the app is currently open in the foreground.

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.

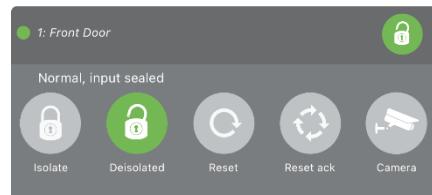


## Control devices

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.

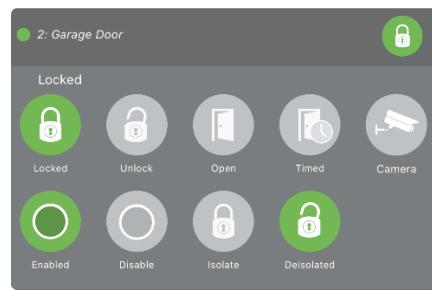
### Inputs:

- Isolate / Deisolate
- Reset
- Reset ack
- Camera



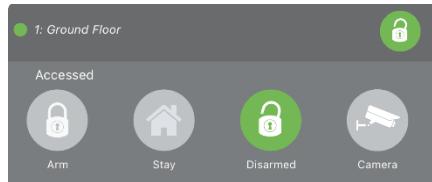
### Doors:

- Lock
- Unlock
- Open
- Timed
- Enable / Disable
- Isolate / Deisolate
- Camera



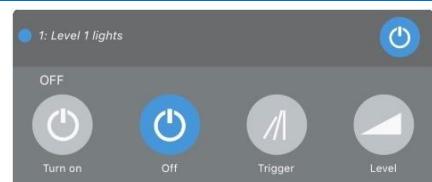
### Areas:

- Arm
- Stay
- Disarm
- Camera



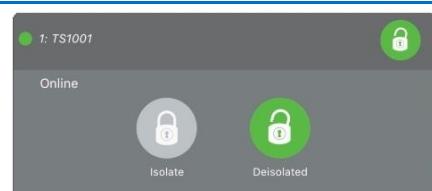
### Automation:

- Turn on
- Turn off
- Trigger
- Level



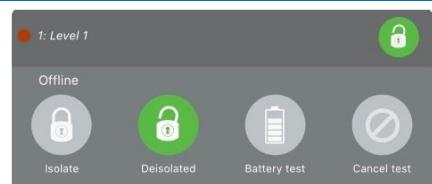
### RAS:

- Isolate
- Deisolate



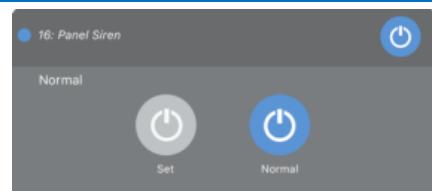
### DGP:

- Isolate
- Deisolate
- Battery test
- Cancel test



### Relay Test:

- Set
- Reset

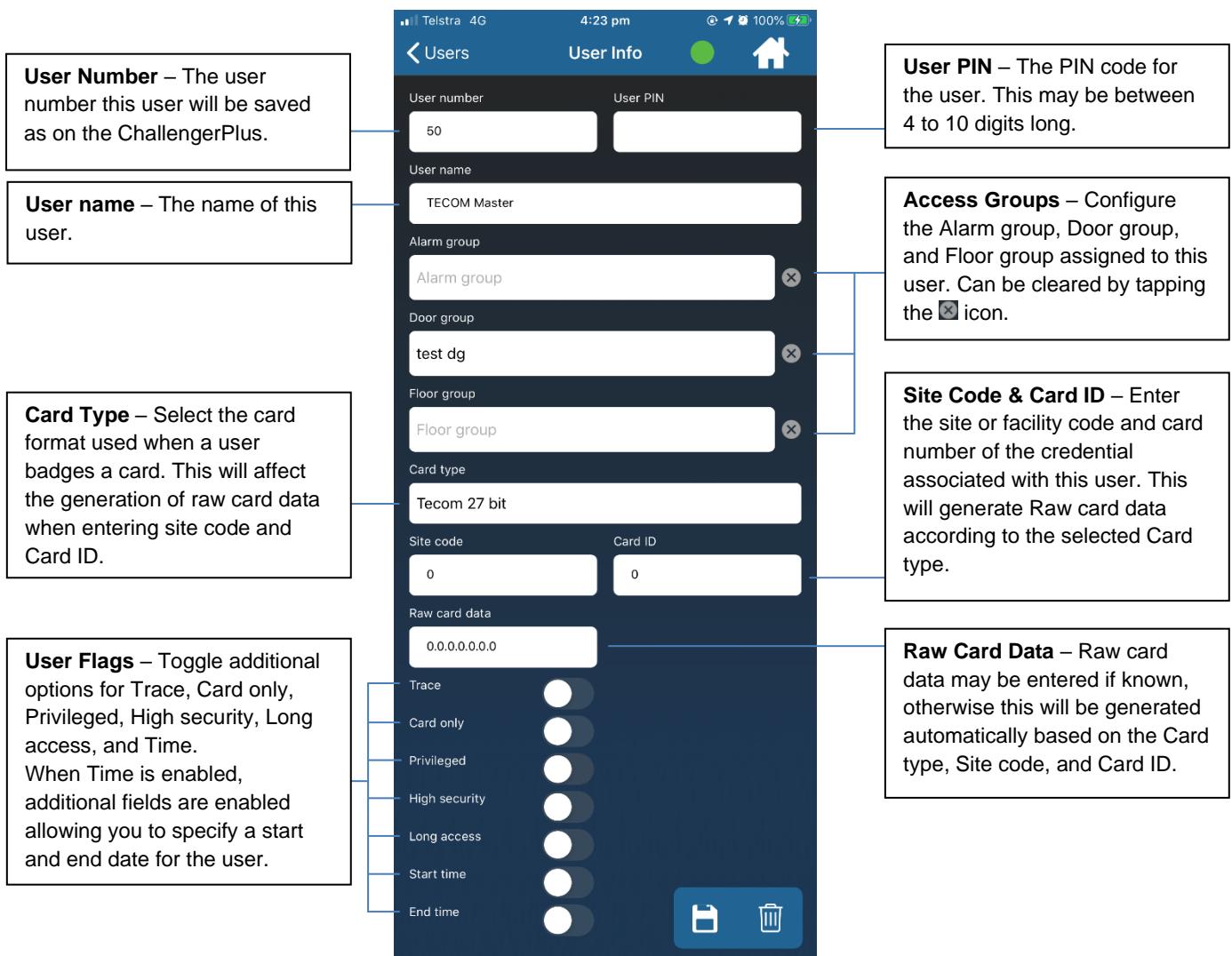


## Add, Edit, or Delete a User

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.



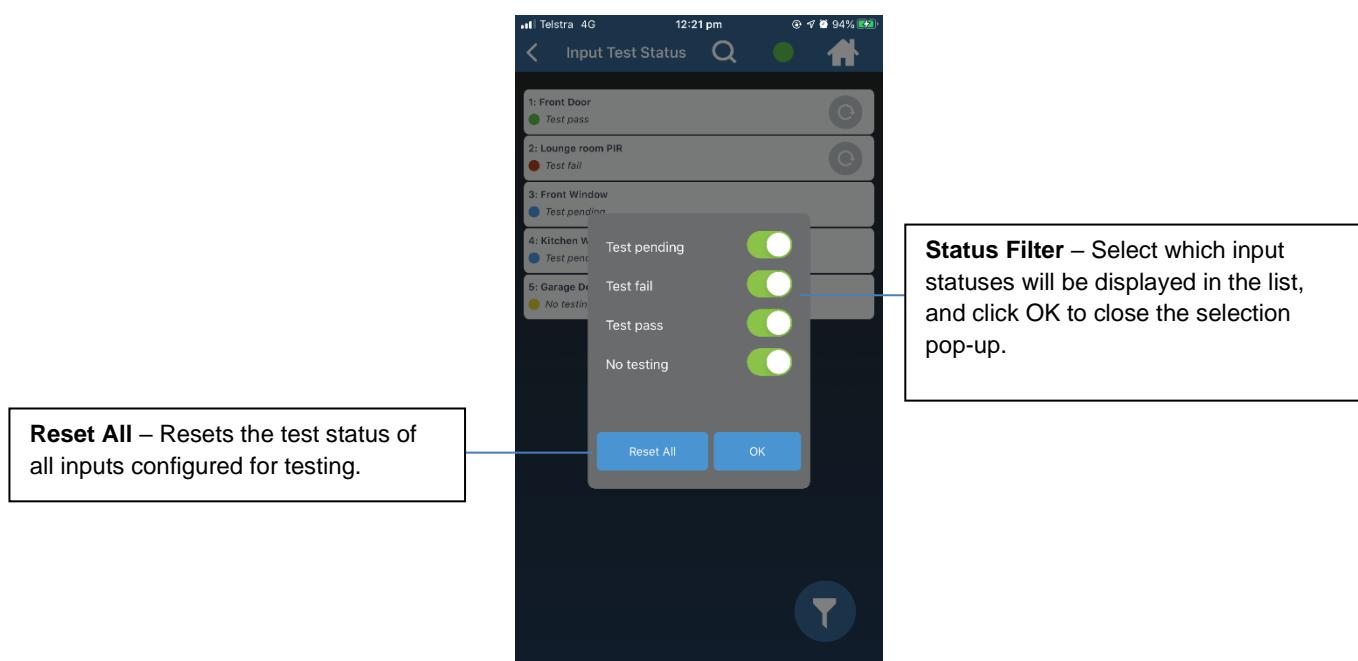
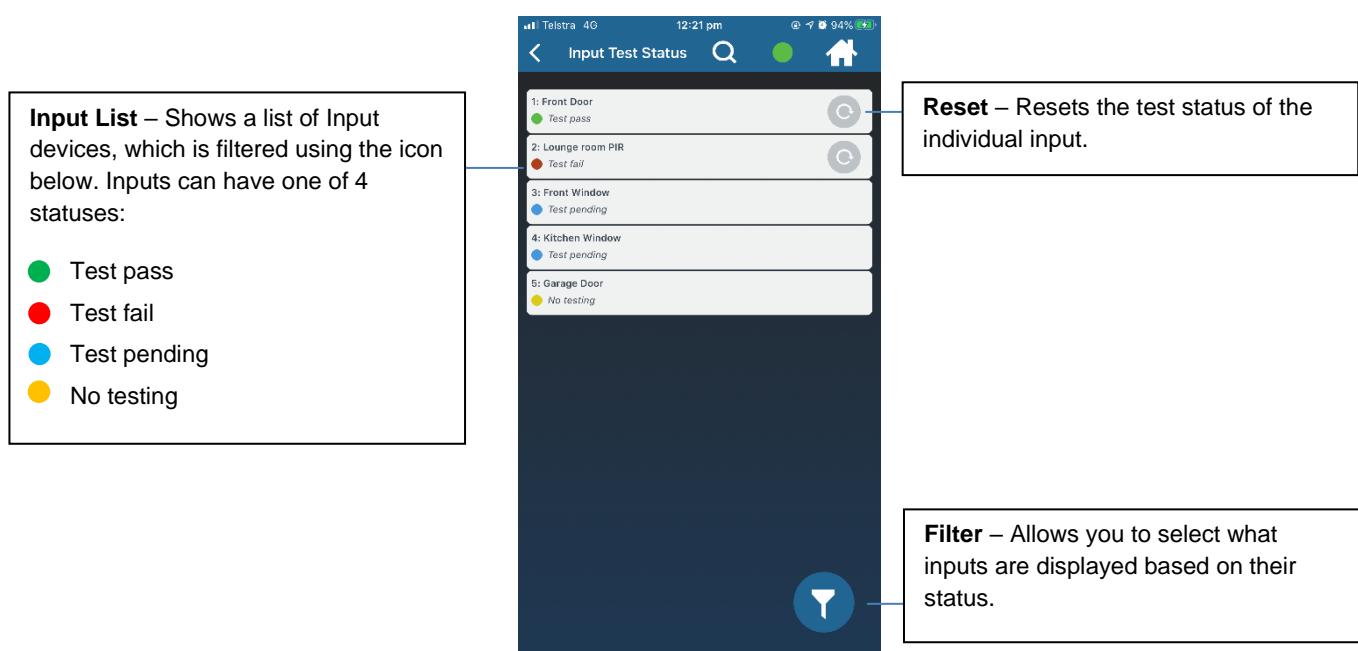
To save your changes and return the user list, tap on the Save button.

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.

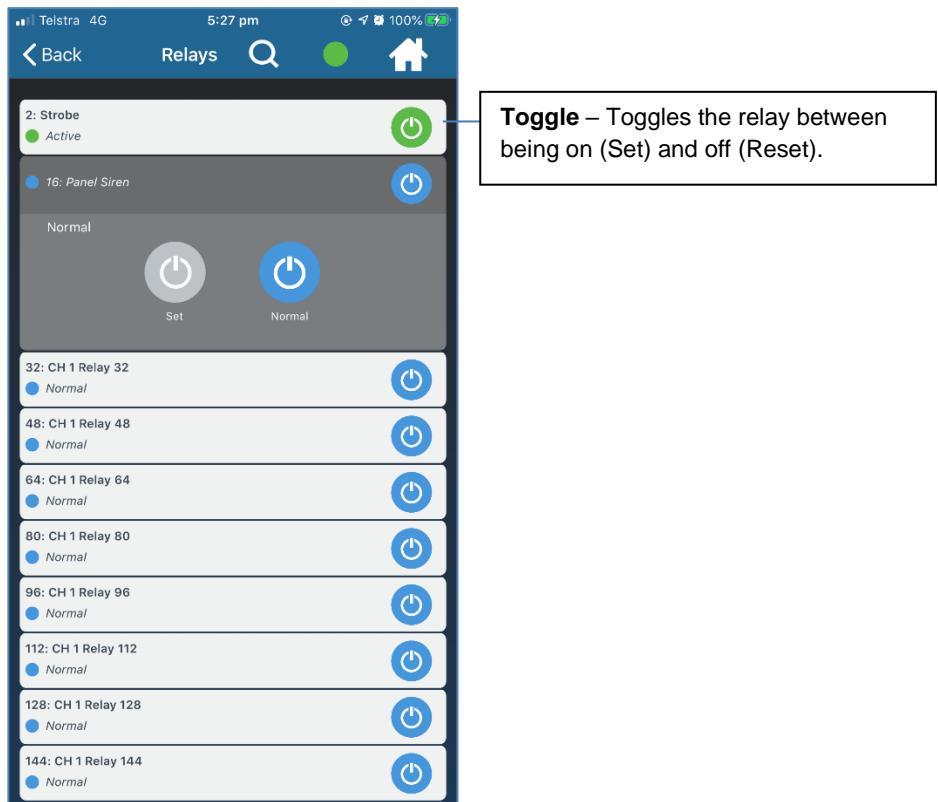
From this screen you can filter results to only show devices with relevant statuses (for example, only viewing devices with a pending test, or a failed test), and also reset the test status either per device, or for all devices on the panel, allowing you to perform a walk test to validate that inputs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



## 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.



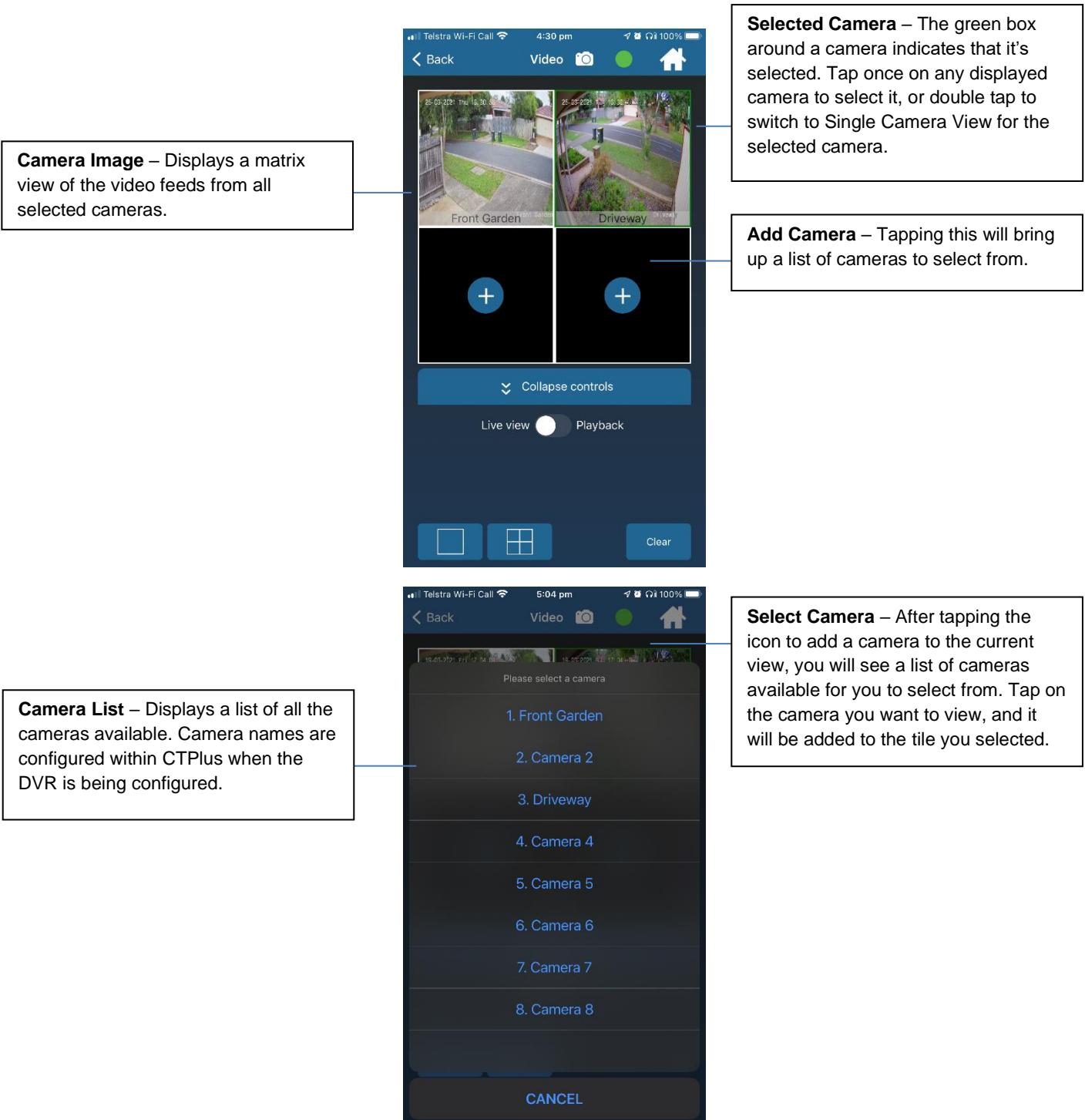
## Video

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



## Live View – Matrix / Multi-Camera



## 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.

