

T4000 Tecom Challenger Setup

1 Remote Arm/Disarm

The T4000 offers end users control of their Tecom Challenger systems, allowing smartphone management of security areas and output relays with instant user feedback. Remote Arm/Disarm is offered in addition to Contact-ID alarm reporting via the dialer port. Upload/Download remote programming functionality is provided via the same serial connection.

- If connecting to Challenger V10, a Challenger interface lead (IR_993042) is required
- If connecting to Challenger V8, a Computer Printer Interface card (TS0091) is required

This process and these components are compatible with all models of the T4000.



Initiating an **Upload/Download** connection will interrupt the **Remote Arm/Disarm** feature for the duration of the software session and resume after the session ends.

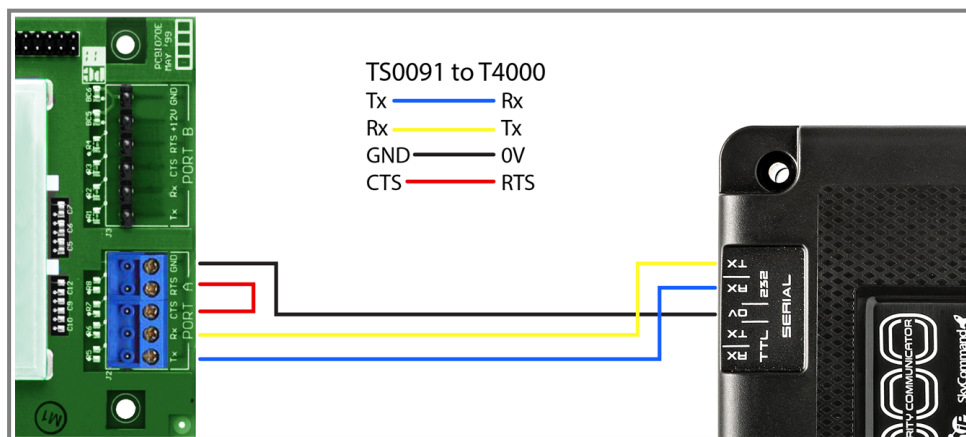
1.1 Connecting to Challenger

To connect the T4000 to a Challenger V10:

1. Plug the Challenger interface lead into the **RS232** port on the T4000
2. Plug the other end into the **J15** port on the Challenger panel

To connect the T4000 to a Challenger V8:

1. Connect the three wires to the **RS232** port on the T4000
2. Connect the other end into **Port A** on the Challenger panel
3. Connect a short between **CTS** and **RTS**



1.2 Configuring the Panel for Remote Control

1.2.1 Challenger Software

To configure the panel to allow remote control, the connection mode must be set to allow a serial RS232 connection to Titan.

1. Launch the Challenger software and navigate to the **Install** menu
2. In the **Challenger** tab under **Mode**, select the **Direct** option
3. Changes will be automatically saved when the window is closed

The screenshot shows the 'Challenger' software window. The 'Challenger' tab is selected. The 'Type' is set to 'Challenger10' and 'IUM installed' is checked. The 'Challenger No' is '2'. The 'Authentication Type' is 'Security Password' with a password field containing '0000000000'. There are fields for 'User Name' and 'Password'. Below these are fields for 'Description', 'Location', 'Phone', 'Route', 'Port' (set to 1), and 'Address' (set to 2). The 'Mode' section has radio buttons for 'None', 'Multi-Ring', 'UDP/IP', 'Direct' (selected), 'Call Back', and 'USB'. At the bottom, there is a checkbox for 'SecureStream Pass-through'.

Make note of the programmed Titan Security password. This can be found in the following menus:

- V10: Install Menu > Option 9
- V8: Install Menu > Option 29

1.2.2 Multipath-IP Client

The T4000 requires firmware v4.4.0.xxxx to use this feature. If your T4000 is not yet on this firmware or higher, it can be updated via the Multipath-IP Client Software.

If your firmware is up to date, the Tecom serial protocol must be enabled.

1. Launch the Multipath-IP Client software and navigate to the **STU Programming** tab
2. In the **Alarm Communications** section, select **Tecom Serial Protocol** from the **Communications Mode** drop-down menu
3. **Save** the changes

STU Details

Save Changes Cancel Changes Save & Write Programming

STU Programming Upload / Download Schedules SkyCommand Users STU Console Router Config Programming Preview

General

Site Name: Challenger High-Level

Enrollment Date: Sunday, 8 December 2019

Time Zone: (UTC+10:00) Canberra, Melbourne, Sydney

Hardware Info

Model: T4000 Version: 4.4.0.4497

Serial Number: TM005197 Network: 3G SIMs: 2

SIM 1 Serial: 89610199888055000063

SIM 2 Serial: 8965011509230476775

Alarm Communications

Communications Mode: Tecom Serial Protocol

Serial Interface: RS232 - Uart

Client Code: 02.1272 Multi Client Codes

Reporting Format: Contact ID

Plan: P15 - Class 3 Telstra Dual SIM Ethernet

Modem Data Pack: None

Bureau: (None)

Ethernet Configuration

Additional Settings

IP Addressing: ☒ DHCP ☐ Static

IP Address: . . .

Subnet Mask: . . .

Gateway: . . .

DNS: . . .

Send Port No: 0

Notes

Advanced Configuration

☐ Disable 910 PABX Detection

#	Name	Enabled	Swap Seal Alarm	Seal Alarm Only
1	ZONE1	☐	☐	☒
2	ZONE2	☐	☐	☐
3	ZONE3	☐	☐	☐
4	ZONE4	☐	☐	☐
5	ZONE5	☐	☐	☐
6	ZONE6	☐	☐	☐
7	ZONE7	☐	☐	☐
8	ZONE8	☐	☐	☐
9	ZONE9	☐	☐	☐
10	ZONE10	☐	☐	☐
11	ZONE11	☐	☐	☐
12	ZONE12	☐	☐	☐
13	RESET	☒	☐	☐
14	PROG CHANGE	☐	☐	☐
15	PANIC	☐	☐	☐
16	LOW BATTERY	☐	☐	☐
17	BATTERY TEST	☐	☐	☐
18	LOW AC POWER	☐	☐	☐
19	TEST	☐	☐	☐
20	LOST ALARMS	☐	☐	☐
21	ARMED	☐	☐	☐
22	PANEL PABX	☐	☐	☐
23	GSM HARDWA...	☐	☐	☐
24	GSM REGISTR...	☐	☐	☐
25	GSM LOW SIGN...	☐	☐	☐

1.2.3 SkyCommand

Once enabled, the panel's PIN must be set in the SkyCommand Dealer Portal to match the Titan security password.

1. Log in to SkyCommand using your SkyCommand dealer account
2. Under the **Dealer Devices** tab, enter the customer name into the search box
3. In the results list, click the **T4000** to be taken to the device page
4. On the device page, click **SkyCommand Actions**
5. Click **Sync From Device**
6. You will be prompted to enter the Titan Security Password PIN
7. Click **Go** to create an action for each of the controllable items

This will load all areas and auxiliaries from the panel. Once the confirmation message has been displayed, you can control the actions from the SkyCommand app or through the Remote Control menu on the website.

Any actions not required can be removed via the Action List.