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Tecom Mobile App configuration Guide



Colin Wain
1 year ago · Updated

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Tecom Mobile App configuration

Requirements are as follows:

Challenger 10, SE or LE with firmware V10-06-8215 or above

Android 4.4.1 or iOS 7

Note: User management is not supported on Challenger panels with Memory Expansion Module (TS1084) fitted.

Modem with fixed WAN address (or internal network)

Port Forwarding/NAT:

To communicate from the outside world you will need to setup port forwarding or N.A.T. on your modem/router

This will involve creating a rule that puts data received by your modem via its WAN (External I.P. address) through the specific communications port (3001 on Challenger by default) to a specific I.P. address (That of the Challenger) on the internal network,

Example Rule

Port 3001 > 192.168.000.17

Breakdown:

Inbound traffic (From App) to WAN IP xxx.xxx.xxx.xxx

xxx.xxx.xxx.xxx =Modems external address

3001 =Challengers Send/Receive port

to

192.168.000.17 =Challenger I.P.

via TCP/IP

Setting up your Challenger:

You need to set this up as you would for any TCP/UDP management software connection,

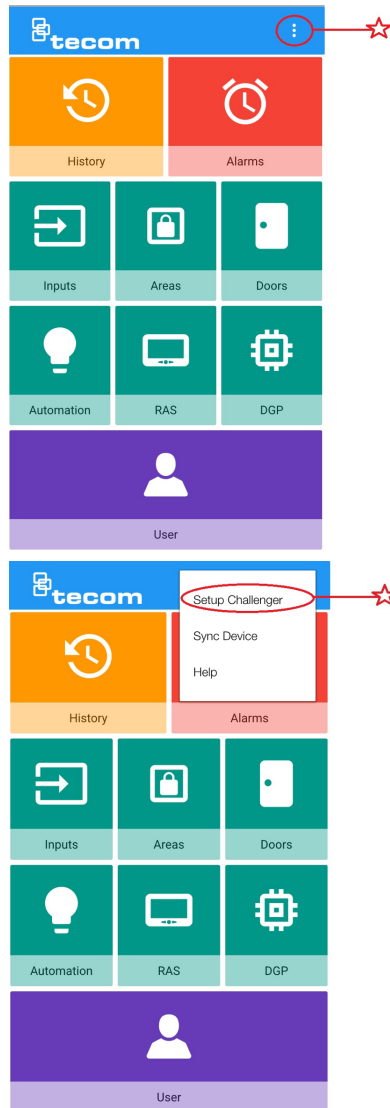
If you already have management software connected you do not need to change

anything, this will use the same I.P. address, send/receive port and password as your software.

Setting up the App:

You would program the app to see the external IP address of you modem (Also known as the WAN address) You would need to access you modem/router to identify what this is locally.

The App sends data to the external "WAN" address and the specified port, the rule in the router/modem pushes it through to the correct I.P. address of the Challenger.



←

Settings

Setup

Challenger name

Challenger

Challenger IP address

100.100.13.112 WAN IP ADDRESS

Challenger IP port

3001 PORT NUMBER

Challenger account

1 ACCOUNT CODE / CHALLENGER NUMBER

Challenger security password

..... CHALLENGER PASSWORD AS PER
MANAGEMENT SOFTWARE

AES passphrase

up to 16 characters passphrase

Enter user PIN

..... INSTALLER PIN -E.G. 4346

Timeout

10

Record fetching count

100

Card type

Select a card format from the list...

Site code

Card offset

REMEMBER TO SAVE

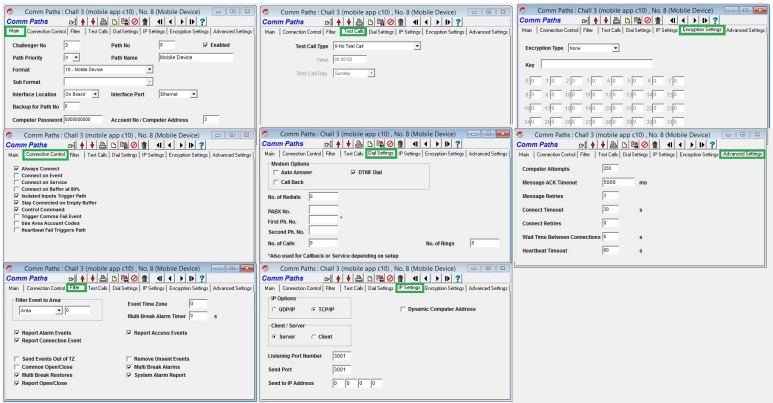
Save

There is also a new comms path 8 in the V10-06-8215 or above firmware, ensure this

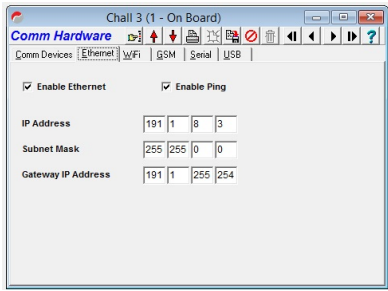
path is enabled.

1	- CID DIALLER
2	- USB INSTALLER
3	- MANAGEMENT SOFT
4	- NONE
5	- NONE
6	- NONE
7	- NONE
8	- Mobile Device
9	- MODEM AUTO-ANSW
10	- SERVICE

Here is a sample of what the Challengers mobile app communications path should look like:



Communications Hardware:



NOTES:

"IP Address" is your Challengers Address.

"Gateway IP" is your modems internal I.P. address.

No "Send to IP Address" is required.



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