

Introduction

This bulletin provides information about the backwards compatibility of the SmartCom and Premier Elite panels, and how to resolve a possible issue.

Compatible solutions

The Premier Elite Version 5.00 is compatible with SmartCom Version 1.03 and above. If you have these you can proceed with installation as normal.

The SmartCom Version 2.00 is compatible with all versions of Premier Elite panels above Version 4.00

Incompatible solutions

The Premier Elite Version 5.00 is incompatible with SmartCom Version 1.02 and below, but there is a simple work around to enable you to upgrade.

What to do if your SmartCom is Version 1.02 or lower to use Premier Elite Version 5.00 or above

If the panel is already installed, then upgrade your SmartCom first to Version 2.00 or above, then upgrade the panel to Version 5.00

If the panel is a new panel, then :-

1. Configure the Premier Elite Version 5 panel as normal.
2. Change the ARC configuration Primary phone No. to: 52.34.136.45/50501 (login to engineer's menu) 7 ✓ 3 ✓ ✓ * {Input new number} ✓)
3. Change the ARC configuration Secondary phone No. 52.212.160.114/50502 (Shortcut Continued from above ↓ * [Input new number] ✓ {menu})
4. Generate the App Code (Shortcut continued from above 7 ✓ {menu} {menu} {menu} ✓)

The system will now work normally but it is recommended to continue below:

- 1 Use the App code to add the panel to your Texecom Cloud Service account*
- 2 Go to the Overview page and then click on the SmartCom button to identify the SmartCom. This should show the current version of the SmartCom.
- 3 Go to the SmartCom button again and click upgrade firmware from the dropdown menu. You may have to enter an app code depending on your panel settings. From the list select Version 2.00.xx
- 4 Disable and re-enable SmartCom protocol through the panel. (Shortcut (login to engineer's menu) 7 ✓ 9 ✓ 2 * 0 ✓ * ↑ ✓ {menu})
- 5 Disable and then re-enable the ARC (so that the new Loopback Primary and Secondary Telephone No. will be re-assigned). (Shortcut continued from above 3 ✓ * 0 ✓ * ↑ ✓ {menu} {menu} {menu} ✓)

* If you don't have a Texecom Cloud Service account you can sign up for a trial or to use the service at <https://cloud.texe.com>

To Upgrade panels to V5 firmware

If you wish to upgrade a Version 2, 3 or 4 panel to Version 5, you will still need to use the Premier Elite Flasher hardware and software. Please ensure that you use the version of Flasher software V2.0.2 provided with the Version 5 firmware. USE OF AN OLDER VERSION OF FLASHER will result in requiring flashing back to Version 4.0x firmware and then using the V2.0.2 Flasher to upgrade to Version 5.00 again.

