

The Texecom SmartCom communicator enables Texecom Premier Elite systems to be connected to Texecom Cloud service.

Once connected to the Cloud, services are available to the installation company and their clients.

- Texecom Monitor - Our primary alarm signalling service for use with Alarm Receiving Centres and other response authorities
- Texecom Connect - Our End User mobile application which enables users to manage their installed systems.



DO NOT EXTEND THE LENGTH OF THE SUPPLIED CABLE. DOING SO MAY RENDER THE UNIT INOPERABLE AND MAY INHIBIT OVER THE AIR UPGRADES OF BOTH THE SMARTCOM AND THE PANEL.

Static IP Feature

A static IP address can be manually assigned to the SmartCom. Currently this is for ETHERNET CONNECTIONS ONLY (doesn't affect WiFi which remains as DHCP). The IP data is entered into the panel in the same way as for a Com-IP module.

WiFi

To enable a WiFi connection you will need access to the customers network SSID & password. The SmartCom 4G will only function on networks with DHCP enabled.

The SmartCom 4G operates at 2.4 GHz supporting 802.11b/802.11g & 802.11n wireless technology. 5GHz bands are not supported.

Managed Networks

The SmartCom communicator has been designed to work with minimal setup or help from IT professionals, however on high security or managed networks typically seen in larger commercial properties, it may be necessary to open some outbound ports to ensure the SmartCom 4G operates correctly.

Remember the SmartCom 4G does not require any inbound ports to be opened on the network, this ensures the network remains as secure as possible. We recommend following the below steps for correct operation of your SmartCom communicator.

Where a network is restricted, we suggest reviewing the port list with the IT administrator prior to attending site. Or if it's easier ask the IT administrator to perform a wildcard setup opening all outbound traffic to *.texe.com and *.pool.ntp.org.

Cloud Connections

The Texecom Cloud service uses two connections from the SmartCom to the Cloud.

Connection 1: - Outgoing connection over https to the cloud server. This is used for all event posts and notifications from the system to the Texecom Cloud or Texecom Connect app.

Connection 2: - Outgoing connection to MQTT broker service that enables the Texecom Connect app or the cloud service to connect and query the Premier Elite system without opening a port to the device. This is also protected using a secure TLS1.2 service.

The cloud uses connections to an NTP server to enable synchronisation and to the Google DNS service.

Detailed Ports and Addresses

Port	Protocol	Direction	Destination URL	Destination IP	Notes
443	TCP	Outbound	https://cloud.texe.com	34.248.181.184 52.209.59.219 34.249.140.153	Main web server
8883	TCP	Outbound	broker.texe.com	34.249.140.153 52.209.59.219 34.248.181.184	MQTT broker services are used to enable poll response communication
			broker2.texe.com	63.35.94.43	
			broker3.texe.com	52.31.23.9	
			broker4.texe.com	63.35.94.43	
			broker5.texe.com	52.211.84.220	
			broker6.texe.com	54.216.76.216	
			broker7.texe.com	54.76.107.134	
			broker8.texe.com	52.16.123.2	
broker9.texe.com	34.248.136.241				
123	UDP	Outbound	server 0.pool.ntp.org server 1.pool.ntp.org server 2.pool.ntp.org server3.pool.ntp.org	IP addresses are dynamic	
53	TCP/ UDP	Outbound		8.8.8.8 8.8.4.4	When a fixed IP is used on SmartCom, we default to using the Google DNS server. (If DHCP then we use the DNS provided by the DHCP server)



Secure & Supported

Texecom Monitor is your secure alarm communications provider. Designed from the ground up to feature state-of-the-art cyber security, multi-path and multi-redundancy resiliency, and scalable, expandable, always available cloud system architecture, Texecom Monitor is an alarm signalling solution you can depend on.