

## EC-i 4G (EliteSim card included)



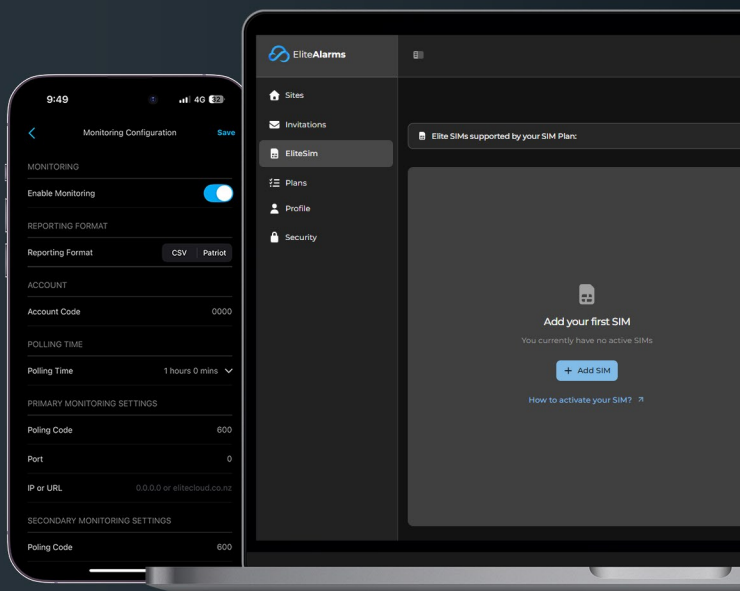
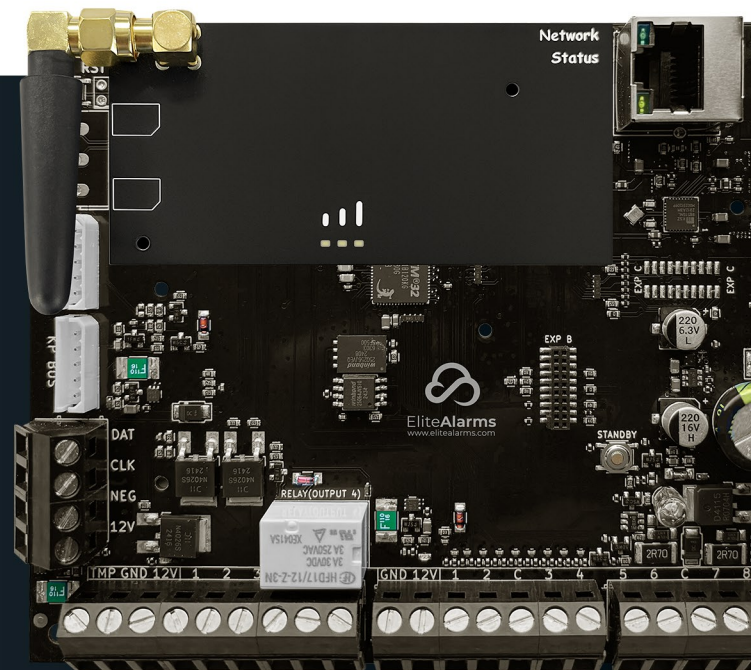
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### Cellular App, Dashboard & Monitoring Module

Frequency Bands: LTE-FDD B1/3/7/8/20/28 - GSM B3/8

The 'EC-i 4G' plugs directly into the 'EC-i' control panel which removes the need for wiring looms or terminals & also saves real estate within the security cabinet.

Being native to the 'EC-i' control panel, the 'EC-i 4G' supports all Elite Cloud services (app and dashboard) and also enables multipath central monitoring station reporting via 'CSV IP', 'Patriot IP', or 'DC-09'.



### Monitoring Configuration

Central monitoring reporting settings are configurable via the Elite installer dashboard, app, 'EC-i' built in web browser or traditional keypad address programming.



EliteSim

Each 'EC-i 4G' module comes fitted with an EliteSim.

Simply sign-in via the link below to activate your EliteSim from your account dashboard side-bar:  
[elitecloud.co.nz/sim](https://elitecloud.co.nz/sim)





EliteSim



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## How to Activate your Sim & EC-i 4G Module

*Make sure the control panel is powered down before connecting (or disconnecting) the 'EC-i 4G' module.*

### Subscribe to the EliteSim Plan

EliteSim QR Link



1. Go to [elitecloud.co.nz/sim](https://elitecloud.co.nz/sim) or scan the QR code.
2. Select the 'Subscribe' button.
3. Complete your 'EliteSim Plan' registration within the 'stripe' secure payment portal.

### Activate your SIM card *(It is important to activate your sim card at least 5mins before use)*

4. Select the 'Add SIM' button found on the [elitecloud.co.nz/sim](https://elitecloud.co.nz/sim) page.
5. Give your EliteSim a name that is associated with the site (such as the site address).
6. Enter the 19 digit number as written on the supplied sim card (or scan the sim number QR code).
7. Once the name & sim number fields are complete & correct, select the 'Confirm' button.

*The new sim should now appear in your account dashboard within the [elitecloud.co.nz/sim](https://elitecloud.co.nz/sim) page as shown below:*

| App | Sim                                       | Site / Panel | Add Sim + |
|-----|-------------------------------------------|--------------|-----------|
|     | <br>1A Emirali Road<br>893204200002245744 |              |           |

### App Toggle Switch

The 'App' toggle switch (shown above) allows the subscribed installer account to turn on/off full app functionality for every cloud user on the site that the sim is connected to.

### Final Steps *(Note: The EliteSim should come pre-fitted to 'Sim1' slot).*

8. Make sure the 'EC-i' control panel is powered down.
9. Plug the 'EC-i 4G' into the 'EXP A' port of the 'EC-i' control panel. (Refer to the 'EC-i 4G' manual for more information).
10. Power up the system & wait for the signal LED's to indicate a successful connection (this can take up to 5 minutes).





Elite**Sim**

Billing, Diagnosis, Status & Other Information



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### Elite**Sim** Plan Overview

- The Elite**Sim** plan is \$84NZD/year/site & is specifically designed for use with the 'EC-i 4G' module.
- This plan also gives up to 100 Elite**Cloud** users full app functionality of the 'EC-i' control panel that the sim is connected to. I.e. You do not require a separate 'App Plan' for any site with an active Elite**Sim**.

### Billing

- Each Elite**Sim** that is added to your account is billed at \$84NZD/year.
- Your Elite**Sim** billing cycle begins on the day that the first Elite**Sim** is added to your account.
- Each Elite**Sim** that is added to your account thereafter will be billed for the remaining period of your billing cycle on a pro rata basis. I.e. If a second sim is added 8 months into your billing cycle you will be charged the 4 month balance of \$28NZD until the following billing cycle.

### Credits

- The subscription for each Elite**Sim** on your account can be cancelled at any time from your account dashboard. Your account will receive a credit for the remaining balance at the time of cancellation. I.e. If a sim was cancelled with 6 months of your billing cycle remaining, then a \$42NZD credit would be issued to your EliteCloud account.
- Cancelling an Elite**Sim** will incur an early termination fee of up to \$20NZD. This will be deducted from the remaining balance at the time of cancellation.

### Binding Your Elite**Sim** to a Site

- Your Elite**Sim** will automatically bind to the 'EC-i 4G' & 'EC-i' control panel that it is connected to, allowing you to turn on/off full app functionality for the site it is connected to from your Elite installer dashboard.
- Your Elite**Sim** can simply be removed from one control panel and fitted to another. The sim will then automatically bind to the new control panel.

### Signal Strength & Module State

- Accurate signal strength for the Elite**Sim** & 'EC-i 4G' module is displayed as a percentage via the 'EC-i' control panel built in web browser or Elite installer dashboard. This includes which path the control panel is currently using (Ethernet or 4G).
- The operating state of the Elite**Sim** & 'EC-i 4G' module can be viewed within the 'System' section of the 'EC-i' built in web browser, or keypad address programming P200E19E.





EliteSim



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## Troubleshooting

**Important** - Some monitoring stations may block roaming sim cards and therefore will need extra information to allow the EliteSim to communicate.

### Monitoring Events Not Reaching Control Room?

- The EliteSim is a roaming sim that allows it to operate almost anywhere and on most cellular networks - *Frequency Bands: LTE-FDD B1/3/7/8/20/28 - GSM B3/8*
- In some cases the EliteCloud app & installer dashboard will be operating correctly, however the monitoring station is not receiving signals. This is often caused by the station blocking international IP addresses.
- In this case it is important for the monitoring station to 'White-List' the EliteSim IP address range to allow communication with the control room.

### IP Addresses to White-List

- Scan the QR code below (or use the link) to view the IP address that must be white-listed for the EliteSim to communicate with the control room:



#### Web Link:

[elitealarms.com/manuals/installer/sim/whitelist](https://elitealarms.com/manuals/installer/sim/whitelist)

### No signal?

- Make sure the control panel location has good reception. Use optional extension antenna if the control panel is mounted in a faraday cage or surrounded by concrete.
- Make sure the EliteSim has been activated as per page 2 of this document. If not, activate the sim, wait 5 minutes then press & hold number 1 on the alarm keypad to force a new communication signal.
- Force a communication signal by pressing & holding number 1 on the alarm keypad. This will tell the EliteSim & EC-i 4G to try and re-connect.
- Ensure your local cellular provider supports permanent roaming. Some providers will allow the connection for a period of time and then shut it off.

**Consult the full EC-i 4G manual for more information.**



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[elitealarms.com](https://elitealarms.com)

