

EliteAlarms EC-i 4G & EliteSim Manual v1.1



Plug in 4G APP/Dashboard/Monitoring module for EC or EC-i
EC or EC-i must be 'V10.3.47' & above to support EC-i 4G & Dashboard

Specifications

Support	EliteCloud APP, Dashboard & CMS Reporting
Power	Supplied from 'EC' or 'EC-i'
Installation	EXP A Port Only
Current Draw	50mA max
Compatibility	EC or EC-i (V10.3.47 or above)
SMA Antenna	Included (also includes 200mm 'chassis mount' extension)
Frequency Bands	LTE-FDD-B1/3/7/8/20/28 GSM-B3/8
Dual SIM	Supported
Reporting Path	Primary or backup cellular
IP Reporting	CSV, Patriot & DC09 (ADM-CID)
Dimensions	74 x 39 x 55mm max
SIM Card	Roaming Elite Sim (included)
SIM Plan	Visit elitealarms.com/sim

Prefer your own carrier? EC-i 4G also supports most 3rd party sim cards.

EC-i 4G Features

The EC-i 4G provides cellular connectivity for the EC or EC-i control panel, enabling EliteCloud App, Dashboard and/or CMS Reporting without a fixed internet connection.

Supports primary cellular connection or as a backup to Ethernet.

EliteSim (included)

Elite**Sim** can be activated via your Elite Installer Dashboard at www.elitealarms.com/sim



Hardware Setup Procedure

- 1. Power OFF the EC or EC-i control panel.**
- Activate the Elite**Sim** (as per page 3 of this manual) then insert sim into '**Sim1**' &/or '**Sim2**' port
- Plug 'EC-i 4G' directly into the 'EC' or 'EC-i' 'EXP A' port as shown in 'Figure 1'. Be sure to secure 'EC-i 4G' module with xthe 3 x supplied stand-offs.
- Ensure the supplied antenna is securely screwed directly onto the gold SMA connector as shown in Figure 1.
- The 'chassis mount antenna extension' provided should be utilised to mount the antenna outside of metal enclosures as shown in Figure 2.
- If you are also using an Ethernet internet connection, you must unplug this**, then power up the system to allow the 4G & sim to correctly initialise. The 'EC-i 4G' takes 30 - 60 seconds to power ON & initiate connection, however this process can take up to 5 minutes.

Figure 1

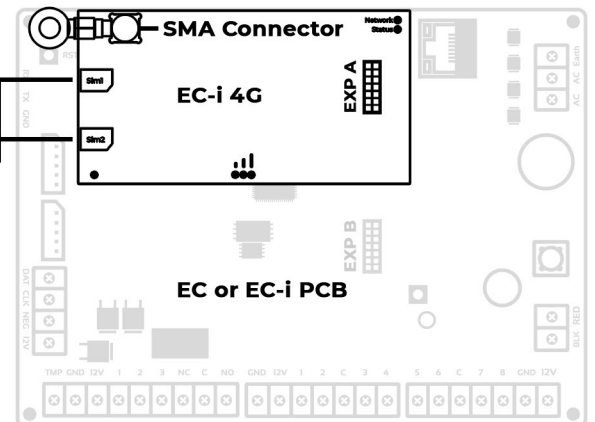
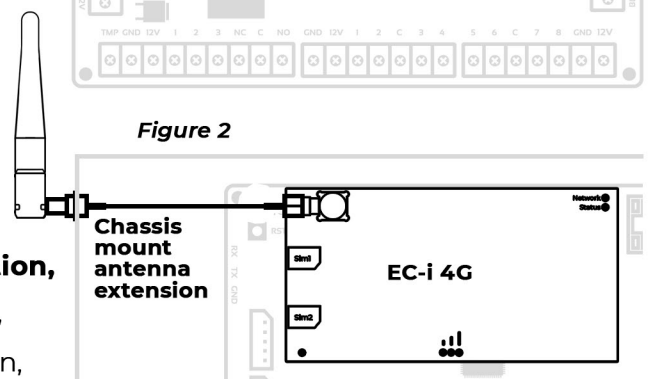


Figure 2



Firmware Checklist

- The 'EC' or 'EC-i' MUST be firmware version 10.3.47 or above to communicate with the 'EC-i 4G'.
- All connected keypads must also be updated to support the 'EC-i 4G' diagnostic options. Bus updates are initiated at address P200E7E or from the 'Update' section of the Elite Installer Dashboard.



Cloud, Browser & Keypad Diagnostics

Reporting path, signal strength & 'EC-i 4G' modem reset can be accessed via the 'EC' or 'EC-i' built in web browser or Elite Installer dashboard within the 'System' tab.

Alternatively the 'EC-LCD' keypad can report this information as detailed below:

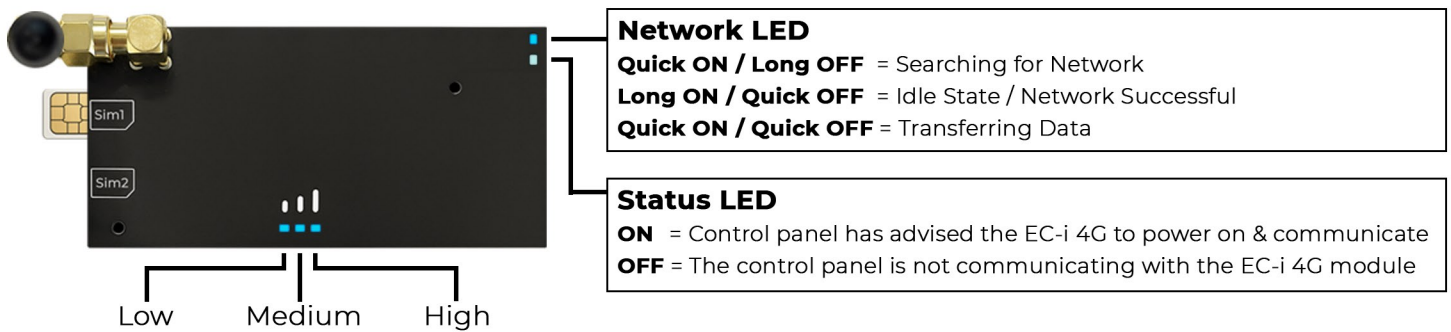
- EC-i Reporting Path** - Press & hold number 6 ('ETH' or '4G' will be displayed. Press ENTER to exit)
- Signal Strength** - Installer programming - P200E18E
- EC-i 4G Modem Reset** - Installer Programming - P200E20E (OR press & hold the 1 key).

This information can also be accessed within the 'EC-TOUCH' 'Service' tab (coming soon)



LED Indicator Diagnostics

The 'Status', 'Network' & 'Signal' LEDs found on board the 'EC-i 4G' hardware can be used to identify the module status as detailed below:



Estimated Data Usage

- The 'EC-i 4G' data usage will vary dramatically depending on how regularly the device is communicating with our server (for app & dashboard) &/or central monitoring station (direct).
- The examples below are estimates only and are likely to vary from site to site:



Monitoring (Calculated based on polling only with cloud connection OFF)

- 1 minute polling = 20Mb/month
- 4 hourly polling = 80Kb/month



EliteCloud APP (No central monitoring)

- APP usage estimated at 2 - 3 times per day = 7 - 10Mb/month



Elite Installer Dashboard

- There is no data available for this due to the wide variation of use cases for this service.

How to Enable/Disable Cloud Connection for EC & EC-i Control Panels

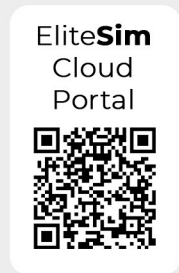
If the 'EC-i 4G' is to be used for monitoring purposes only (no APP or dashboard) then it is recommended to turn off the cloud connection to save data. This is performed at address P201E4E Turn option 5 ON E (option 5 ON = Cloud connection disabled).

See the next page for instructions on activating and managing your included EliteSim.



EliteSim Cloud Management Portal

1. Go to elitealarms.com/sim **OR** scan the 'EliteSim Cloud Portal' QR code:
2. Sign-In using your EliteAlarms cloud account **OR** Sign-Up.
3. Select the 'Subscribe' button & complete the 'EliteSim Plan' registration within the 'Stripe' secure payment portal.



Activate your EliteSim Card *(it is important to activate sim card at least 5 minutes before use).*

4. Select the 'Add SIM' button found on the elitealarms.com/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 elitealarms.com/sim page as shown in 'Figure 3'.

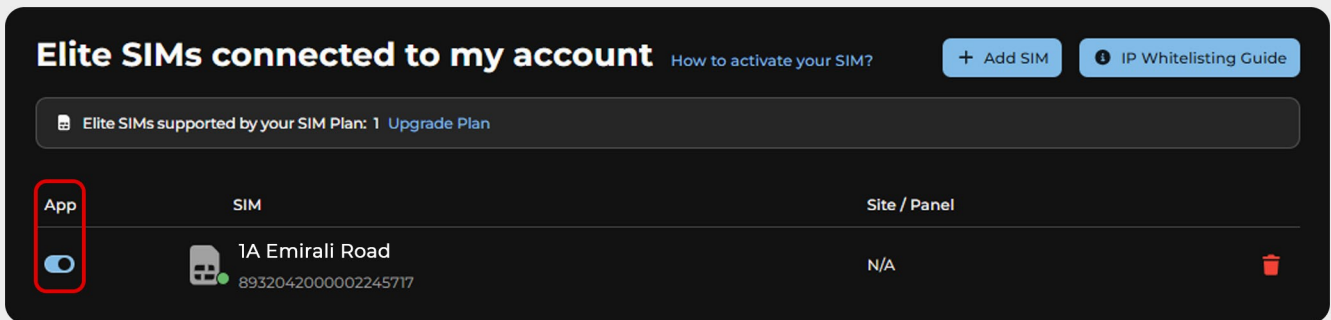


Figure 3

App Toggle Switch *(Note: This does not turn off the sim subscription, it only affects the app)*

The 'App' toggle detailed above in red 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 *(use in conjunction with page 1 & 2 of this manual)*

8. Make sure the 'EC' or 'EC-i' control panel is powered down & remove any other form of internet connection to the panel. I.e. Ethernet.
9. Insert activated EliteSim into 'Sim 1' or 'Sim 2' slot of the 'EC-i 4G' as per 'Figure 4'
10. Plug the 'EC-i 4G' into the 'EXP A' port of the control panel as per page 1 of this manual.
11. Power up the control panel & wait for the signal LED's to indicate a successful connection. This can take up to 5 minutes.

See the next page for more information & troubleshooting.



Figure 4



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 & Elite 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

- To view our whitelisting guide for control rooms, go to elitealarms.com/sim & press the 'IP Whitelisting Guide' button as highlighted in red below:

The screenshot shows a dark-themed interface titled "Elite SIMs connected to my account". At the top right, there are two buttons: "+ Add SIM" and "IP Whitelisting Guide". The "IP Whitelisting Guide" button is highlighted with a red rectangular box. Below the title, there is a sub-header "Elite SIMs supported by your SIM Plan: 1 Upgrade Plan". A table below lists the SIM details:

App	SIM	Site / Panel
	1A Emirali Road 893204200002245717	N/A

No Signal?

- Make sure the control panel location has good reception. Use the optional extension antenna if the control panel is mounted in a faraday cage or surrounded by concrete.
- Make sure the Elite**Sim** has been activated on your account as per page 3 of this manual.
- Try to force a new 4G initialisation by pressing & holding number 1 on the 'EC-LCD' keypad. *This can also be done within installer programming at address P200E20E.*
- Ensure your cellular provider supports permanent roaming. Some providers will allow the connection for a period of time before automatically shutting off the connection.
- Power cycle EC or EC-i control panel.

Signal Strength & Module State

- Accurate signal strength for the 'EC-i 4G' module is displayed as a percentage via the 'EC' or 'EC-i' control panel built in web browser OR Elite Installer Dashboard. This also includes which communication 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' OR 'EC-i' built in web browser, OR at keypad address programming P200E19E.

See the next page for billing & other useful information.



EliteSim Plan Overview

- The EliteSim Plan is \$84NZD/year/site & is specifically designed for use with the 'EC-i 4G module.
- This plan includes the EliteCloud app, allowing up to 100 cloud users full app functionality for the site ('EC' or 'EC-i' control panel) that the EliteSim is connected to. I.e. You do not require a separate 'App Plan' for any site that has an active/subscribed EliteSim connected to it.

Billing *(All pricing on this page are inclusive of GST)*

- Each EliteSim that is added to your EliteAlarms account is billed at \$84NZD/year.
- Your EliteSim billing cycle begins on the day that the first EliteSim is added to your account.
- Each EliteSim 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 your 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 EliteSim on your EliteAlarms 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 EliteAlarms account.
- Cancelling an EliteSim 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 EliteSim to a Site

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

Installer Only Resources

Create (or sign-in to) your **free installer account at elitealarms.com** for up-to-date manuals, training presentations & more:

Web

elitealarms.com



LinkedIn

[linkedin.com/company/elite-alarms](https://www.linkedin.com/company/elite-alarms)

