ESX V2 APP Upgrade (EliteCloud APP support & 248 inputs)

How to upgrade an ESX V2 control panel for use with the EliteCloud APP.
Important: *Some ESX V2 can not be updated on site. See below for more information.*

Requirements for APP Support

- Any ESX V2 control panel with a MAC Address of 4C:78:97:03:00:00 or above is compatible with the EliteCloud APP.

- Any ESX V2 control panel with a MAC Address between 4C:78:97:01:05:00 & 4C:78:97:01:05:75 can be updated as detailed on the following page for use with the EliteCloud APP.

- Any ESX V2 control panel outside of the MAC Addresses detailed above need to be returned to Arrowhead Alarm Products for a certificate update to utilise the EliteCloud APP.

Important Downloads - *Clickable links below*
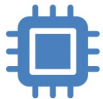
EC-i Firmware	**Get the APP**	**EC-TOUCH Firmware**
Click to download control panel firmware with EliteCloud APP support		**Click to download** touch screen firmware with MAC & Serial & 248 input support

ESX V2 Update Procedure - **Make sure you save the system config before updating**

1. Enter the control panel IP Address on your PC web browser to access the log in page. *(Press & hold button 9 (on the Full LCD keypad) or press 'Service' > 'TCP/IP Address' (on the touch screen) to retrieve the IP Address).*

2. Enter the correct 'User Name' & 'Password' to access the ESX V2 web browser. *(Users 1 to 30 can access the web browser, however only 'User 1' has access to all programming options by default).*

3. Go to 'Settings' > 'Config Files', then select 'Small' or 'Full Config' to backup your current settings.

4. Go to 'Settings' from the menu bar, then select 'Firmware Update'. Click the 'Select File' button & open the 'EC-i Firmware' previously downloaded from the link above. *(The firmware update will start as soon as the new firmware file is selected. The update will take around 3 minutes and then the control panel should reboot automatically).*

5. Default the system *(enter Installer programming on the alarm keypad, then press P 200 E 1 0 E E).*

6. Lastly, go to 'Settings' > 'Config Files', then select 'Upload & Install' to load your original settings back into the control panel.

7. To view the updated GUI you may need to press 'ctrl & F5' on each of the ESX V2 web pages.

EliteCloud   Connect your ESX V2 control panel to the cloud

Peripheral Update Procedure

- Once you have updated the control panel to 'EC-i Firmware', it is important to update all connected peripherals such as keypads & expander modules.

  The steps below will allow the ESX-KP1, ESX-KP1-P, EC-TOUCH & KP-TOUCH to display the system 'MAC Address' & 'Serial Number' (required for the APP) & also up to 248 inputs.

How to update the EC or KP-TOUCH

Important: *Your touch keypad must be version 8 or above to perform this update.*

1. Download the 'EC-TOUCH Firmware' from the link found on page 1 of this manual.

2. Load the 'EC-TOUCH Firmware' onto an SD card and place into the touch keypad SD port.

3. Enter the touch screen 'User Settings' menu by going to 'Settings' (from the home screen) and then entering the correct master code.

4. Scroll down and enter the 'Update Firmware' menu, select the file that you loaded onto the SD card in step 2 & press the tick to start the update. The touch screen will power cycle itself and return to the 'Home' screen when the update is complete.

How to update firmware & text files to all keypads & Expanders

1. Enter installer programming on your alarm Keypad.

2. Press P 200 E 7 E E to update ESX-KP1 & expander module firmware.

3. Press P 200 E 8 E E to update ESX-KP1 & EC-TOUCH text files.

## EliteCloud APP Details (MAC Address & Serial Number)

- Keypads must be updated as detailed above to display this information.

ESX-KP1 or ESX-KP1-P Full LCD Keypad

1. Press & hold button 7 on the keypad to retrieve the Serial Number.

2. Press & hold button 8 on the keypad to retrieve the MAC Address.

EC-TOUCH or KP-TOUCH 5" Touch Screen Keypad

1. From the touch screen home page, press the service tab then scroll down.

2. Press the 'MAC Address' tab and then the 'Serial Number' tab to retrieve the details from the control panel.
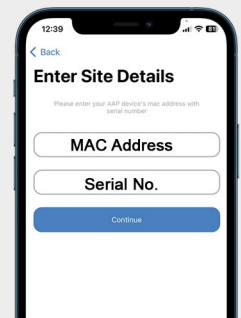
Network/Cloud Programming

- Make sure your updated ESX V2 is connected to the internet via Ethernet before proceeding to the EliteCloud APP setup on the next page.

- **Cloud Connection:** Make sure Option 5 is OFF at address P 201 E 4 E as shown on pg24 of the attached 'EC-i Prog Summary' Guide.
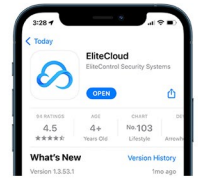
App & Site Setup

It is recommended to test each site on your own smart device before giving ownership to the site owner. See steps below for 'Adding Users' & 'Transferring Ownership'.

Download the EliteCloud App
Search EliteCloud on your smart device store, **OR** scan the QR code below:

Sign Up, Sign In & Select a Plan
Open the EliteCloud app, press 'Sign Up' & follow the prompts. This process will ask you to register, verify your email, 'Sign In' & select a plan.

If you already have an EliteCloud account, simply open the app, 'Sign In' & move on to the next step.

Adding a Site - *Each Site can only be added/owned by 1 User.*
After pressing 'Add Site' & accepting the T & C, a QR scanner will appear. Use this to scan the QR code found on your 'ESX V2 or EC-i control panel. Site ID (MAC & Serial) can also be manually added using the 'Enter manually' button.

Scan this QR code for a step by step video on how to add a site.

Adding & Inviting Users - *All users must have their own EliteCloud account. See step 2*
Go to the 'Users' list found in the main app menu, then press the 'Invite User' icon. Next you can scan the new users 'Account QR Code' found in their 'User Settings' or manually enter their EliteCloud registered email address.

Scan this QR code for a step by step video on how to invite & manage users.

Accepting Invitations & Transferring Ownership
New users must accept any site invitations from within the 'Envelope' icon found at the top left of the sites screen. Once accepted the 'Owner' of the site can transfer ownership from within the 'Users' list found in the main menu.

Scan this QR code for a step by step video on accepting site invitations

Monitoring
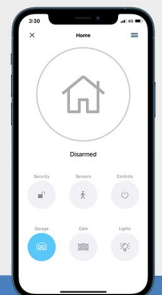IP monitoring via the ESX V2 or EC-i is configured directly from the EliteCloud app.

This is accessed from within 'Settings' > 'Advanced Settings' > 'Monitoring Configuration'.

EliteCloud Tutorials
Scan the QR code below to view our EliteCloud & EliteControl tutorial videos.

www.elitecloud.co.nz

Important
* *Due to the nature of technology development, EliteCloud may not be compatible with all devices.*

* *It is essential to make sure that all push notification types are being received on your smart device before the system is ready for use. These include: Armed, Stay Armed & 24Hr input alarms, Tamper activations & Arm/Disarm Alerts.*

EliteCloud

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