



Connect your life  
to your home  
and your security



**Texecom  
Connect V2  
now administered  
through Texecom  
Cloud**

## Texecom Connect V2 App

Texecom system user app with professional installer management

Texecom Connect puts users in control of their security systems. Available on Android or iOS, the Texecom Connect app allows users to control Premier Elite security systems directly from their compatible smartphone or tablet device.



Texecom Connect V2 is a new version of the Texecom Connect app. Featuring the same intuitive user interface, Texecom Connect V2 now allows professional installers to manage their portfolio of app users directly from their Texecom Cloud account.

Add new users, migrate existing Texecom Connect users, manage your portfolio. With a free Texecom Cloud membership tier and free Texecom Connect app management, Texecom Connect V2 remains completely free of charge.



Texecom Cloud Gold members gain premium benefits, with the ability to remotely disable or delete users and brand users' apps with your company logo.

In addition to cloud-based app user management, Texecom Connect V2 contains a host of outstanding features:

- Enhanced speed and performance
- Automatic migration of existing Texecom Connect users to V2
- Enhanced user enrolment experience
- Compatibility with upcoming SmartCom 4G communicator

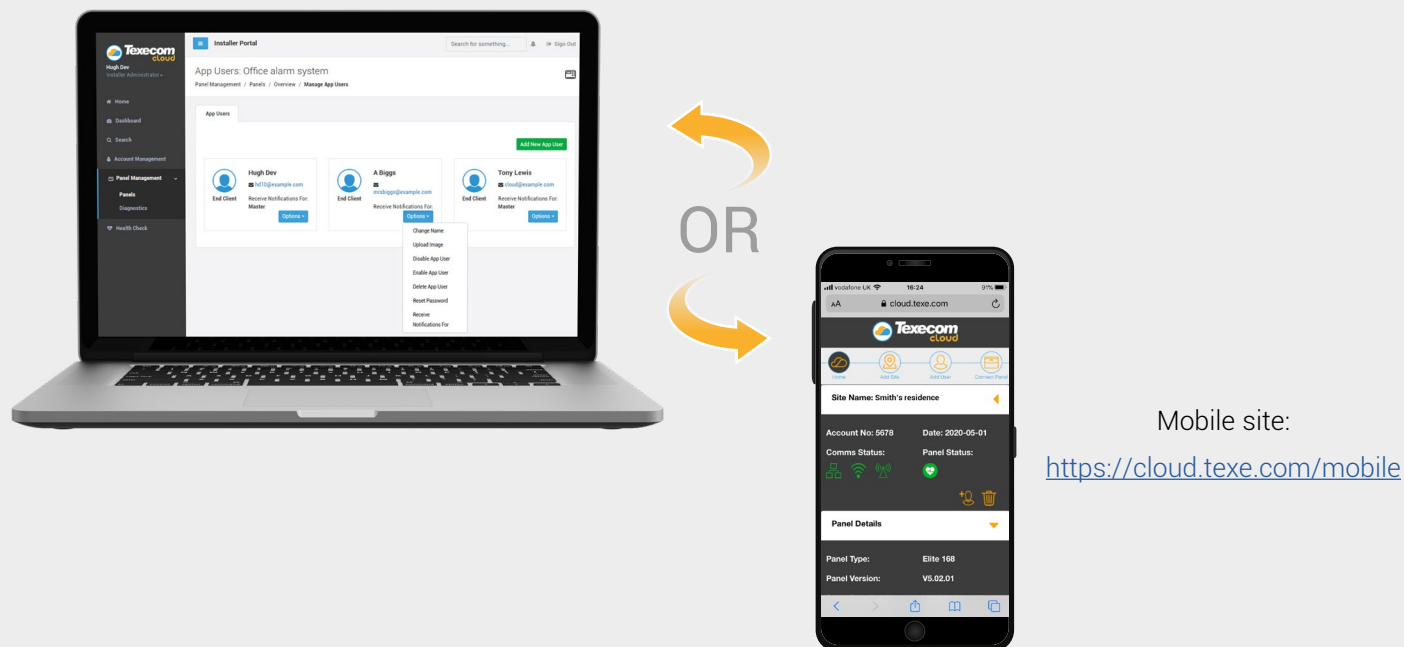


## Completing new installations with the Texecom Connect V2 App

All new installations will now require the site to be entered on to your Texecom Cloud Account.

If you don't have an account, you can apply at <https://cloud.texe.com/signup.html>

There are two user interfaces for adding a system to your Texecom Cloud account:





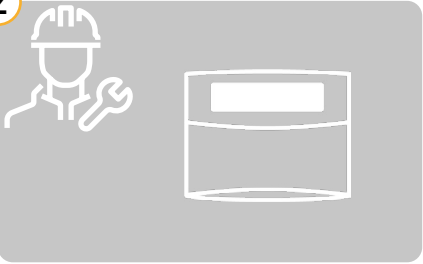

Within your Texecom Cloud Account, you can create a site before you connect a panel, this means that you can enter the users details in the office in preparation, and then just attach the panel to the site when you get there.

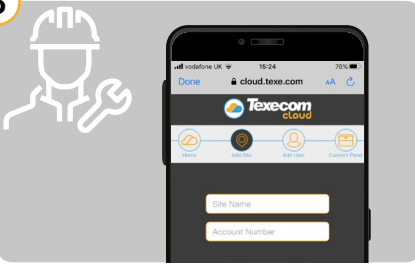

Sign up for your free Texecom Cloud account today!

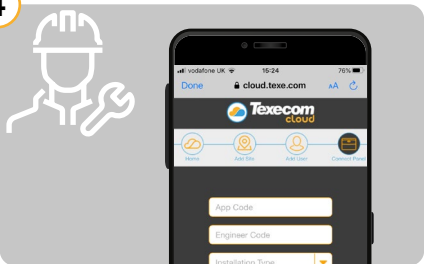





## How to manage your **new** customer Connect V2 installation:

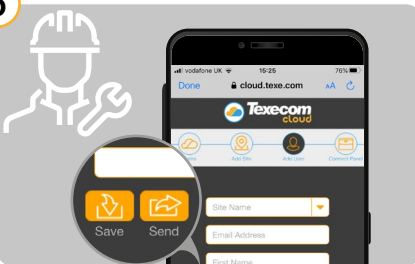

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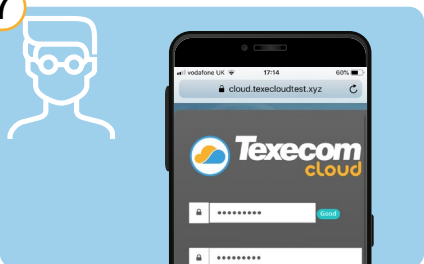

Install control panel and set up SmartCom
- 

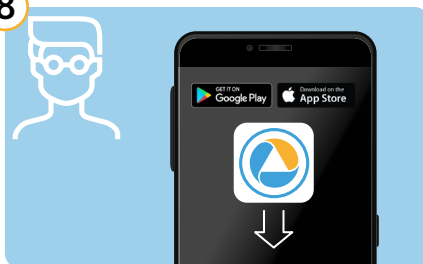

Generate app code
- 

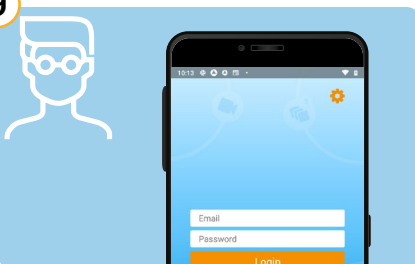

Add site to Texecom Cloud (mobile or desktop)
- 

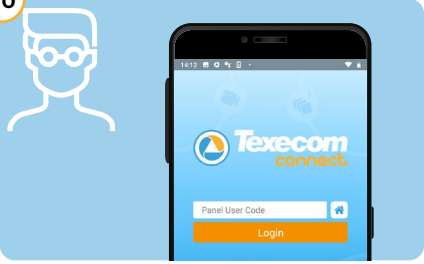

Connect panel to site
- 

Select service plan\*
- 

Add user to site and send them email with Connect app V2 sign up instructions
- 

End user creates password from link in email and follows on screen instructions
- 

End user downloads Texecom Connect V2 app and follows on screen instructions
- 

End user enters user name/password previously created
- 

End user enters panel user code to log in


\*Connect V2 App Visibility is free of charge, whereas System & V2 App Management is charged at the normal Texecom Cloud per panel rate and enables configuration, maintenance and management of the Premier Elite panel.

# Upgrading existing Texecom Connect V1 app customers to the Connect V2 app

## You have a choice...

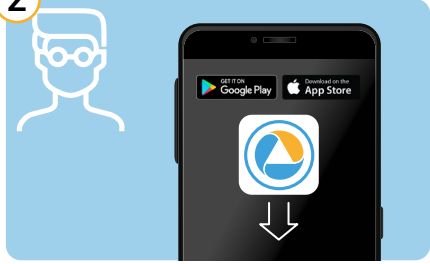
- **Manage your customers.** Add them to your Texecom Cloud account as Connect App only or as Texecom Cloud customers and gain the facility to manage their use of the Connect App from your Cloud account.
- **Enable your customers to upgrade their Connect App themselves.** You can inform them directly or we will notify them via Push notification in 3 months time. If they follow this route, then their systems will not be associated with your Texecom Cloud Account (unless they are already Texecom Cloud customers).
- **Do nothing.** The Texecom Connect V1 App will continue to operate for at least 6 months.

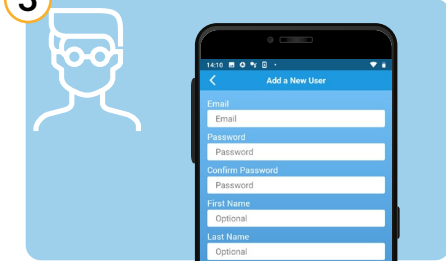
## How to manage your customer Connect V2 upgrade:


- 

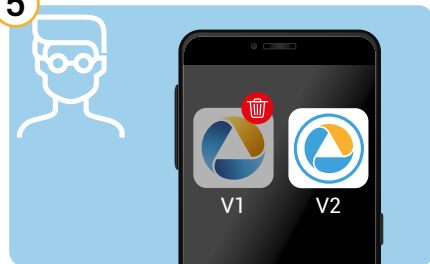
Ensure customers current Connect App is up to date to enable upgrade

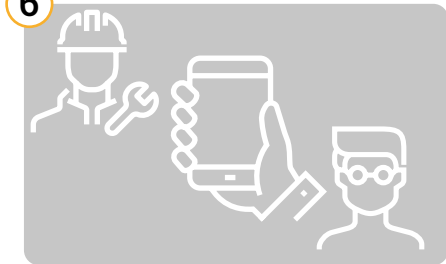
Send your customer details of how to upgrade to the Connect V2 app

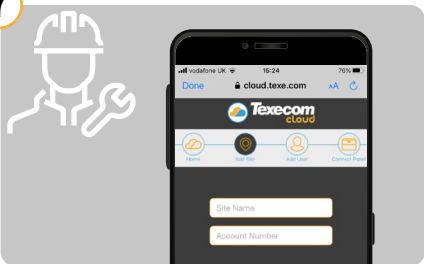
[End User Guide >](#)
- 

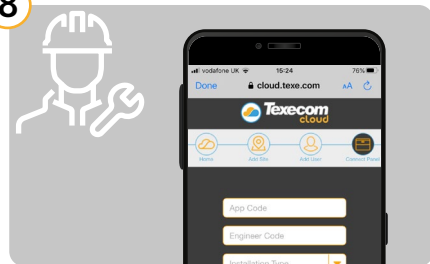
End user downloads Texecom Connect V2 app and follows on screen instructions
- 

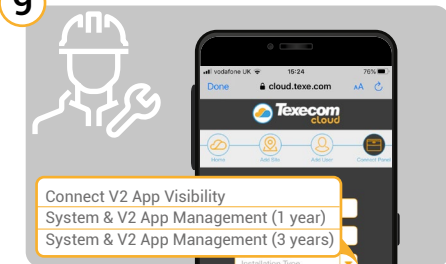
End user creates user name & password
- 

Settings from Connect V1 app detected and automatically transferred
- 

End user deletes Connect V1 app
- 

End user generates app code (valid for 60 mins)
- 

Add site to Texecom Cloud (mobile or desktop)
- 

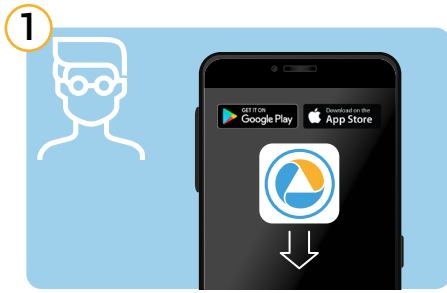
Connect panel to site
- 

Select service plan\*

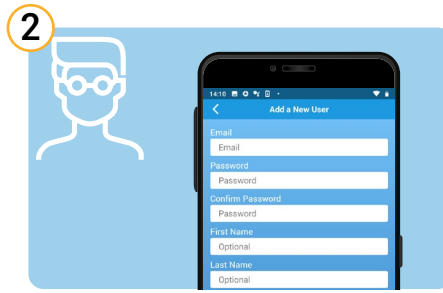
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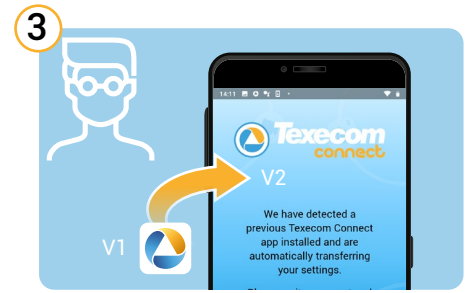
## How customers can upgrade to the Connect V2 App themselves:



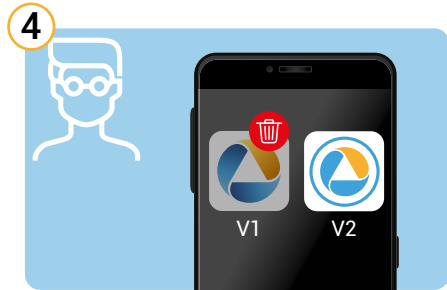
End user downloads Texecom Connect V2 app



End user creates user name & password



Settings from Connect V1 app detected and automatically transferred



End user deletes Connect V1 app

**Remember :** If you haven't added the panel to your cloud service then you won't be able to support or manage your customers' installation. It costs nothing to add the panel to your cloud service portal for Connect V2 App Visibility.

Sign up for your free Texecom Cloud account today!

