

UltraSync Solution

Frequently Asked Questions

General Information

1. What is UltraSync?

UltraSync is a cloud based service which provides a secure way to remotely communicate with your security system. The UltraSync app allows you to control and monitor your system via your mobile device.

2. What is the Tecom Mobile UltraSync+ app and how can I get it?

The UltraSync+ app and Tecom Plus Mobile app is a free download from the Apple Store (iOS) or Google Play for Android devices. The app allows you to control and monitor your system via your smart device, from anywhere in the world. You can connect multiple devices to the one security panel in your home or premises.

3. What devices are using UltraSync?

ChallengerPlus and Reliance XR Pro. ChallengerPlus uses Tecom Mobile App and Hills Reliance XR Pro uses Ultrasync+ App

4. How do I connect my security panel over LAN/WiFi?

If you are connecting your panel over your local LAN/WiFi your panel is already UltraSync ready. Simply download the app, configure your smart device to your security panel and start managing your security system.

5. How do I connect my security panel via the onboard modem with SIM card?

You have the option to connect your security panel to UltraSync via the 3G/4G Cellular module with SIM card. If you would like to proceed with this option you will need to contact your security installer or a registered Monitoring Station to have your panel 'Activated.' Please note there is a monthly fee for this service. For a list of monitoring stations in Australia & New Zealand please visit <https://aritech.com.au/ultrasync/>

6. What version iOS and Android are supported for the UltraSync+ app?

iOS – iOS 8.0 or later
Android – 6.0 or later

7. Is there a cost associated with using the UltraSync+ app?

No, there is no cost to download and use the app.

8. How many concurrent connections does my panel support?

Up to 10 concurrent app connections

9. Can I connect my panel to my own broadband router and 3G/4G modem?

Yes. You can have dual path communications which allow you to connect to your panel at any time.

Monitoring

10. What details do I need to provide the control room to activate my device, if applicable?

You will need to provide details of your product. Most importantly, the SID: 12 digit serial number of the device

11. How do I switch from self-managed to a base monitored service?

Simply contact the Monitoring Station of your choice, you will need to provide them with the serial number of your panel. You can also find the serial number on the UltraSync+ app.

12. How do I change Monitoring providers?

You will need to contact Aritech at cs@firesecurityproducts.zendesk.com to deactivate your device before moving across to a new Monitoring Station. The new Monitoring Station will then reactivate the device for you. Please note there will be some down time during this process where you will not be able to access a cellular connection.

- 13. I am an Installer/Integrator and I would like to manage my customers on UltraSync. How do I do that?**
Contact your Monitoring Station to request an UltraSync login. This will allow you to manage your customers via the UltraSync Portal.

Connecting via Cellular

- 14. Is there any cost associated with using UltraSync?**

There is a monthly cost for the data SIM provided with the cellular modem. Your Monitoring Station can provide a quote for the SIM which may also include a cost for their services. This is dependent upon the Monitoring Station plan.

There is no cost for the UltraSync+ or Tecom Mobile app.

- 15. My device has been supplied with a SIM card in it; do I need to activate the SIM card?**

The SIM card provided comes pre-activated. It will start billing once the panel it is connected to is activated with UltraSync.

- 16. Can I swap the SIM out for a SIM by my preferred carrier?**

No. Doing this will void the warranty of your system.

- 17. Does UltraSync support video over 3G/4G communications module for self-managing my system?**No, video is supported over 3G/4G communications only. Contact your control room for more information as the device will need to be activated in UltraSync.

- 18. Can I use the Interlogix proprietary 3G/4G communications for self-managing my system?**

No, you will need to activate the device with a control room to use 3G/4G. We recommend you use your own NBN or Broadband router for self-monitoring if you do not require back-to-base monitoring as well.

- 19. Where do I find a list of Monitoring Stations that support UltraSync.**

For a list of Monitoring Stations that support UltraSync Connections visit <https://aritech.com.au/ultrasync/>

Monitoring Stations and End-Users with in-house monitoring

- 20. Do I need an UltraSync Account?**

Yes, you will require an UltraSync account to manage your lines and cellular activations.

If you are a Bureau you will be provided an UltraSync account through your preferred Monitoring station.

- 21. How do I set up an UltraSync account?**

An application request can be submitted online at <https://aritech.com.au/ultrasync/>

- 22. How and when am I billed?**

The billing period starts on the 1st day of the month and ends on the last day of the month. You should check with your UltraSync account provider to understand when you will receive the invoice.

	ChallengerPlus	Hills Reliance XR Pro	ZeroWire
App	Tecom Mobile	UltraSync+	UltraSync+
Management Software	CTPlus	DLX900	DLX900
IP (internet supplied by customer)	Free	Free	Free
Self Monitoring via UltraSync	IP only via Tecom Plus Mobile App	IP only via UltraSync+ App	Contact Monitoring Centre
4G modem - single SIM	TS1054SS	NXX-4G-WF-NZ	ZW-HSPA-AU
4G Modem - dual SIM	TS1054DS	NXX-4G-WF-AU	N/A