

## **E-CONNECT**

**Management, centralization and  
supervision system service**



Interface for fire alarm control panels

### **1 GENERALS**

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e-Connect is a cloud platform for the centralization, management and remote supervision of the intrusion detection, fire detection, CCTV systems and home and building automation applications based on EL.MO. products.

This manual describes in detail the management and supervision interface for fire detection control panels and how to access it via web browser.

#### **1.1 Summary of the functions of the "fire" interface**

- Monitoring of fire detection systems based on EL.MO. control panels from PC, tablet and smartphone.
- TCP-IP connection through Ethernet LAN or GPRS for the control panels of the TACÓRA series with FW v.5.2 or higher.
- Protected Server structure with proprietary protocol encrypted data sending.
- Management of the system components from graphic maps.
- Multiple clients management.

#### **1.2 For the end-users**

Through e-Connect, users can manage the fire alarm system of their home remotely, even from a smartphone or tablet, quickly dealing with any communication from the system.

e-Connect also allows to have most of the maintenance and configuration change interventions performed through remote assistance sessions, in order to reduce intervention times and remove the necessity of on-site interventions.

 *Attention: see the limitations detailed in chapter 16 p. 9.*

#### **1.3 Compatibility**

If you use Internet Explorer to access the platform, ensure that the version is 10 or higher.

### **2 ACCOUNTS CREATION**

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Users managed by their installer will receive the domain name (e.g. installer\_name) and the login credentials from the installer himself after accepting specific contractual terms and conditions.

### **3 USER LOGIN**

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Via your web browser, log into the e-Connect portal through the address provided by the installer.

If the installer has created a user account, all your systems are generally available for you to view by logging in via the address <https://connect.elmospa.com/client>. Otherwise, with a system account, you can log in through the address [https://connect.elmospa.com/installer\\_name](https://connect.elmospa.com/installer_name) using the credentials provided by the installer.

**Note:** we suggest that you save the page address to the bookmarks for ease of use.

– enter user name and password defined in the registration procedure.

**Note:** in case you have forgotten the password, click on "Forgot Password?" and follow the steps.

– select **Remember Me** to speed up subsequent logins

– press **LOGIN**

At the first access, the user will be asked to read and accept all service conditions.

Check all the checkboxes to accept and press **OK**.










## 4 "SYSTEMS" PAGE

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This page comes up, after login, if the user has been assigned more than one system.

As many lines as there are systems assigned to the user appear on the display, along with a "Export data" button to download a file in .xlsx format containing information on all the systems associated with the account, which is placed in the browser's Download folder.

For each of the systems' lines, you can view:

|   |
|---|
| ▼ <b>SYSTEM</b>   |
| System name given by the installer.   |
| ▼ <b>DESCRIPTION</b>  |
| The model of the fire or intrusion control unit in the system.  |
| ▼ <b>ARMING STATUS</b>  |
| System on/off status.   |
|  = Sector on                                      |
|  = Sector off                                    |
|  = Unknown                                       |
| ▼ <b>ANOMALIES</b>  |
| Shows any faults and/or anomalies.  |
|  = Fault/anomaly detected                        |
|  = No fault/anomaly                              |
|  = Unknown                                       |
| ▼ <b>REMOTE CONN.</b>   |
|  = Takes you to the page of the relevant system. |
| ▼ <b>CONNECTION</b>   |
| Indicates whether the system is connected to the internet.  |
|  = System connected                              |
|  = System disconnected                           |

**Please note:** this manual is applicable only for fire detection systems; for intrusion-detection systems, please refer to the relevant manual.

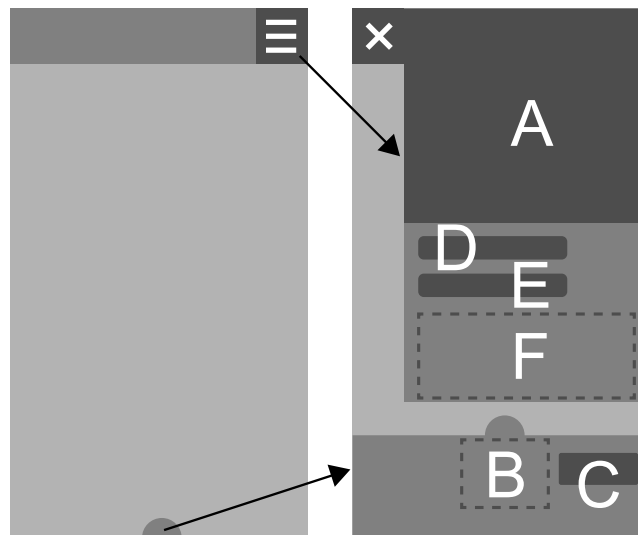
## 5 INTERFACE

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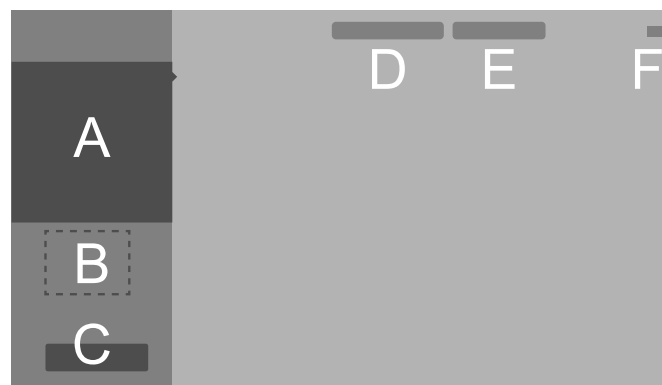
This chapter describes the menus and other elements that you can access from each screen of an e-Connect system.

Examples in the following chapters refer to the interface for wide screens.

## On small screens (e.g. smartphone)



## On wide screens (e.g. PC)



- A - Navigation menu
- B - Control panel information
- C - "Login" button
- D - Quick link to other accounts
- E - Change language
- F - Account options

### 5.1 Navigation menu

Each menu item corresponds to a different page.  
Each single page is described in a dedicated chapter.

### 5.2 Control panel information

The following items are listed:

- Control panel connection status.
- Control panel model and firmware version.
- Control panel IP address.
- Last connection start date.

### 5.3 "Login" button

The button only appears if the control panel is connected and it has the following states:

#### ▼ Login

No user is authenticated.

Click to log in.

The user ID is the progressive number that identifies the different users that may access control panel.

The user code is the personal secret code assigned to that ID.

#### ▼ **Busy**

Another user has logged in or a remote assistance session through e-Connect is in progress.  
It is not possible to authenticate.

#### ▼ **Exit**

Click to exit and make the control panel available to other users.

If no operations are carried out, or if you close the browser page without logging out, the control panel will be disconnected after a short while.

### **5.4 Quick link to other accounts**

This menu allows to link other accounts already registered in the e-Connect server and to quickly switch from one to another without exiting the e-Connect platform.

When you select a new account, a window will appear to request login credentials.

The new identified account will then appear in the list of the available accounts.

The list shows the accounts of the control panels registered in the e-Connect server and linked to one's account.

To remove the account of a control panel that you do not want to display anymore, click on the red "x".

### **5.5 Change language**

This drop-down menu allows to choose the display language.

### **5.6 Account options**

Use this menu to set the most common options for management of e-Connect accounts.

Some functions, marked by a star, are not available to users managed by an installer since the installer himself manages them.

#### ▼ **Systems**

Takes you to the Systems page (chap. 4 p. 2).

#### ▼ **Connect to DVR**

This option is only available if the installer has configured the function for the user.  
It allows to open the login page of the DVR/NVR installed at the user.

#### ▼ **Redirect to panel IP**

This entry only appears if the control panel is connected.

It allows you to access other active services connected to the same network as the control panel, using the same IP address.

For example, it is possible to connect to the login page of a DVR or of a domotics service.

#### ▼ **Change Password**

Use this function to change the password for logging in to e-Connect.

The new password will be valid from the next login.

#### ▼ **Change Email**

Use this function to change the e-mail address that e-Connect writes to.

#### ▼ **\*Read Panel Data**

Use this function to import to e-Connect zone names, output names, loop devices names... set by the installer.

We suggest that you read control panel data after each control panel configuration maintenance session.

The operation requires approx. 1 min and is affected by connection speed.

#### ▼ **\*Delete History**


Use this function to clear the events from the "History" page.

The password is the same as the one used to access e-Connect.

The history log saved inside the control panel will not be deleted.


#### ▼ **\*Delete Account**

You cannot delete an existing account while you are connected to the control panel.

 *We advise against using this function. Cancellation of an existing account is an irreversible event: you will not be able to use the e-Connect service anymore. Installer intervention will be required to restore the service.*

### ▼ \*Generate Key

Generate a new registration key: this procedure is necessary in case you need to replace the control panel.

 *We advise against using this function. If you generate a new key, the previous one will be deleted from the server and the control panel that uses the previous key will no longer be able to connect to the e-Connect account, but it will keep consuming data traffic upon each connection attempt. At the same time, the new control panel will not be able to connect until the new code is inserted. Key insertion and removal require installer intervention.*

### ▼ Settings → Supervision

Disabled: the installer cannot modify system configuration (default option).

Enabled: the installer is allowed to access system configuration and perform remote assistance for control panels connected via e-Connect.

Enabled until 24:00: supervision is enabled; it will be disabled at midnight.

### ▼ Settings → Default Page

Choose which page will be first displayed when opening software interface.

### ▼ Settings → Time zone

Set proper time zone.

### ▼ Exit

Log out.

## 6 "STATUS" PAGE

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### 6.1 Control panel status



The following icons provide information on control panel status.

#### ▼ Power supply

Green: the control panel is correctly powered.

Yellow: power failure.

– click to open "History" page

#### ▼ Faults

Grey: no fault detected.

Yellow: presence of faults.

– click to open "Faults" page

#### ▼ Disablement

Grey: no devices disabled.

Yellow: presence of at least one disablement.

– click to open "History" page

#### ▼ Alarm

Grey: no current alarm.

Red: ongoing alarm.

Red with crossed out bell: ongoing alarm with silenced sounders.

– click to open "History" page

### 6.2 Additional information

The three central panes provide additional information.

#### ▼ Recent events

Last 5 events stored in the memory of the control panel.

– select "View All" to open "History" page

▼ **Alarmed Zone**  
Details on alarmed zones.

▼ **Active panel Outputs**  
Details on active zones.

### 6.3 Remote control

This panel hosts the buttons for the remote control of the control panel.

These controls can only be used if remote control (level 2) via e-Connect is enabled for the control panel and if the logged user has a level 2 or above password.

If the logged user is level 1, an error message will appear upon pressing a command.

**Note:** only use the remote control buttons if fully aware of their effect on the control panel's operative status. Detailed information about these commands can be found in the manuals for the specific control panel.

▼ **Day/Night**  
Green: deactivated (night mode).

Yellow: active (day mode).

If the day/night mode is enabled, the control panel delays the alarm: when an automatic detector signals a fire the control panel will enter an "acknowledgement" mode for a set time before starting the bells and dialler.

During this time, the operator will be able to perform an inspection in order to confirm the alarm or reset the panel.

▼ **Reset**  
Resets a control panel with an active alarm or fault.

During the reset, all buttons are greyed out.

At the end of the reset, alarm and faults that are still active are signalled again.

▼ **Silenced**  
Green: not silenced.

Yellow: silenced.

Press during an alarm or during the acknowledgement phase (day/night mode) to silence the buzzer and the bells.

▼ **Evacuation**  
Press to manually start an alarm. The sounders, the dialler and all the other outputs configured for this purpose will activate.

▼ **GSM disablement**  
Green: GSM activated.

Yellow: GSM disabled.

Press to disable the GSM module.

## 7 "FAULTS" PAGE

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This page shows the active faults.

## 8 "HISTORY" PAGE

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This page shows the events stored in the control panel.

▼ **Export history**  
Click to export the server's history log to an unformatted .txt file.

▼ **Server Time**  
Hour at which the event occurred, measured by the e-Connect server.

▼ **Panel time**  
Hour at which the event occurred, communicated by the control panel.

▼ **Description**  
Event description, communicated by the control panel.

▼ **Details**  
Additional event details, communicated by the control panel.

▼ **ID**  
Progressive event number in the log.

To clear event log, see chapter 5.6 *p. 4*.

## 9 "ZONE" PAGE

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This page shows the status of the system zones.

|   |
|---|
| <b>▼ ID</b>   |
| Zone number.  |
| <b>▼ Zone</b>   |
| Zone name.  |
| <b>▼ Status</b>   |
| <input checked="" type="checkbox"/> - Idle zone.  |
| <input type="checkbox"/> - Zone with fault.   |
| <input type="checkbox"/> - Disabled zone.   |
| <input type="checkbox"/> - Zone with alarm.   |
| <b>▼ Disablement</b>  |
| Click on a button to disable the respective zone.   |
| You will be asked to log in: enter credentials and press OK.  |
| The button is yellow if the zone is disabled, grey if it is not disabled.   |
| <b>▼ Output status</b>  |
| <input checked="" type="checkbox"/> - Idle output.  |
| <input type="checkbox"/> (conventional zone) - Active output.   |
| <input type="checkbox"/> (loop zone) - At least one active output.  |
| - click on the "+" icon to the left of an analogue-addressable zone to display the status of the devices that are part of that zone |
| - click on the "-" icon to the left of an analogue-addressable zone to hide the status of the devices that are part of that zone    |
| - select "Hide devices in idle status" to remove idle devices from the list   |
| <b>▼ Description</b>  |
| Device name.  |
| <b>▼ Disablement</b>  |
| Click on a button to disable the respective device.   |
| You will be asked to log in: enter credentials and press OK.  |
| The button is yellow if the device is disabled, grey if the device is not disabled.   |
| <b>▼ Fault</b>  |
| <input type="checkbox"/> - No fault for this device.  |
| <input type="checkbox"/> - Fault on this device.  |
| <b>▼ Active</b>   |
| <input checked="" type="checkbox"/> - Idle device.  |
| <input type="checkbox"/> - Active device.   |
| <b>▼ Maintenance</b>  |
| Some detectors can signal to the panel the necessity to be cleaned.   |
| This section of the "Zones" page in e-Connect shows the devices that require maintenance.   |
| <input checked="" type="checkbox"/> - This device does not require maintenance.   |
| <input type="checkbox"/> - This device requires maintenance.  |

## 10 "PANEL OUTPUTS" PAGE

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This page shows the status of the panel outputs.

|   |
|---|
| <b>▼ Output</b>                                     |
| Output name.  |
| <b>▼ Status</b>                                     |
| <input checked="" type="checkbox"/> - Idle output.  |
| <input type="checkbox"/> - Output with a fault.     |
| <input type="checkbox"/> - Disabled output.         |
| <input type="checkbox"/> - Active output.           |
| <b>▼ Disablement</b>                                |
| Click on a button to disable the respective output. |

You will be asked to log in: enter credentials and press OK.

The button is yellow if the output is disabled, grey if the output is not disabled.

## 11 "LOOP" PAGE

This page shows the status of the system loops.

### ▼ Loop

Loop number.

### ▼ Generic failure

☹️ - Presence of a generic fault.

### ▼ Communication error

☹️ - Failed communication between the control panel and the loop.

### ▼ Loop open/short circuit

☹️ - The loop circuit is open or shorted.

### ▼ Not registered

☹️ - The self-learning of the loop has failed.

- click on the "+" icon to the left of a loop to display the status of the devices that are part of that loop
- click on the "-" icon to the left of a loop to hide the status of the devices that are part of that loop
- select "Hide devices in idle status" to remove idle devices from the list

The single device indications are the same as those provided in page "Zones" (chap. 9 p. 7).

## 12 "EXTINGUISH" PAGE

This page is only available if the control panel is equipped with an extinguishing module (e.g. MEXTING) and it shows its status.

### ▼ Disablement

The columns correspond with the disablement LEDs on panel front.

Click on **Disablement** button to disable the item indicated on column heading.

You will be asked to log in: enter credentials and press OK.

The button is yellow if the item is disabled, grey if it is not disabled.

### ▼ Faults

List of the detected faults.

### ▼ Output

- Idle output or zone.

- Active output or zone.

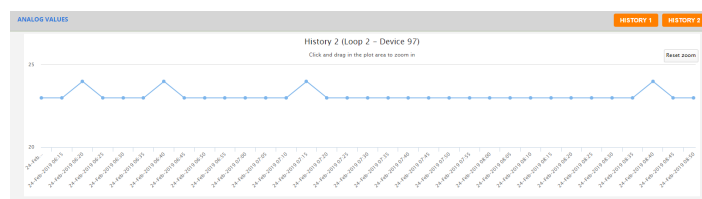
## 13 "MAPS" PAGE

This page shows system zone and output positions and their status.

## 14 "ANALOGUE VALUES" PAGE

This page shows the evolution over time of the analogue value of two detectors.

The elements in the diagrams (involved detectors, analogue value sampling frequency etc.) refer to the settings programmed via BrowserOne software.



- click on **HISTORY 1** to display the analog values of the first detector, **HISTORY 2** to display the analogue values of the second detector

Position the cursor on a point of the diagram to read its value.

To expand a portion of the diagram:

- position the cursor at one end of the area of interest
- drag the cursor without releasing it to enlarge the selection window
- release the cursor once you have reached the other end of the area

Click on **Reset zoom** to set the window size to early dimensions.

## **15 PERIODIC MAINTENANCE**

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The service is periodically submitted to scheduled maintenance, usually on the first Wednesday of each month.

The maintenance session duration is kept as limited in time as possible; nevertheless, during such sessions it is not possible to access the service: a specific display message signals the state of unavailability, including also an estimate of the maintenance session duration.

Maintenance sessions may also be performed at other times due to binding technical necessities.

## **16 LIMITS OF THE SERVICE VIA GPRS**

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The e-Connect service, when enabled via GPRS, can suffer some limitations.

- Less speed: slower response time for the web interface operations and for the e-Connect remote assistance.
- Activation of the GSM dialler: the activation of the GSM dialler for voice calls or for remote assistance sessions might disconnect the control panel from the e-Connect service. The connection will be automatically restored at the end of the calls.
- Effect on SMS, GSM remote assistance and voice call services: the operation of these services is not guaranteed when the e-Connect connection is active; especially if an user is logged to the web interface. When the e-Connect connection is active, it is recommended to use the e-Connect web interface to check your intrusion detection control panel.

User manual - June 2024 Edition

The information and product features herein are not binding and may be changed without prior notice.

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