

TECHNICAL NOTE

TruPortal™, TruPortal Mobile Application v1.6

Release Date: 05/2015

Subject

TruPortal Mobile application v1.6 compatibility issues with TruPortal System Control Panel v1.5

Note:

It has come to our attention that users whom have updated their TruPortal mobile application from version 1.5 to version 1.6 are unable to launch video streaming and cannot connect to their TruPortal v1.5 system. Regrettably, this is because the new TruPortal mobile application v1.6 has limited compatibility with the TruPortal v1.5 System Control Panel.

Because the TruPortal mobile application v1.5 is no longer available for download, users that have updated the application to version 1.6 will not be able to revert to the previous version on the iOS platform. However, if immediate resolution to this issue is required, users can easily upgrade their system to TruPortal v1.6 by downloading the new TruPortal v1.6 firmware from the website.

The TruPortal team is focused on addressing this issue and will launch a new version of the TruPortal mobile application that is compatible with TruPortal v1.5 systems. The new iPhone and iPad mobile applications will be available for download on June 12, 2015.

An updated, backward compatible, Android mobile application will be available with the TruPortal v1.7 released scheduled for later this year.

However, Android users can revert to the TruPortal mobile application v1.5 by downloading and installing the Android Application Package (APK). Below are the instructions:

How to install APK files from a computer

Before users install the APK, they will need to connect the phone to the computer and ensure that third-party apps are allowed on the device. Users can enable this by going to Menu > Settings > Security > and selecting "Unknown Sources". This will allow the smartphone to install apps from sources other than the Google Play Store.

The APK for TruPortal mobile app v1.5 is located in the Interlogix.com Download Library. Upon downloading the app, users may be asked to charge the device or connect it as a "media device." Users should choose "media device". Access the device folder on the computer (it will be in "My Computer" or "Computer" on Windows machines) and copy the APK file into any folder on the Android smartphone. Once this process is complete, users can find the APK file on their smartphone or tablet and select the file to begin the installation process.

How to install APK files from an Android smartphone/tablet

Users can also install the APK for the TruPortal mobile application v1.5 file from their Android smartphone or tablet by locating and downloading the file directly. The file is available on the Download Library. Once the file has been downloaded, users will be able to go to the app drawer on the device, select "Downloads" and open the file to begin the installation process.