

Updated Products

Effective May 12th, 2020, Dealer Admin (dealer.securecomwireless.com) is updated to Version 2.45. The Tech APP is updated to version 2.7.0. The following feature is available:

Feature

Detailed Communication Test Results

Previously, all communication tests were performed at the keypad. Dealer Admin and the Tech APP now provide a live communication test status along with detailed results when conducting a communication test. To test communication using Dealer Admin, select the system that you want to test, then go to **System Tests**. To test communication using the Tech APP, select the system that you want to test, then go to **Tech Tools**.

In the event that a device is not communicating properly, the specific error is immediately identified, allowing you to troubleshoot your issue quickly.

The chart below shows possible success or failure messages when performing a communication test.

Successful Cell Communication Display	Failure Cell Communication Display
Modem Operating	No Modem Found
Identified	No SIM Card
Tower Detected	No Tower
Registered	Not Registered
APN Accepted	APN Error
Connected	Connect Error Not Activated
COMM Path Good	No ACK Received

Successful Network Communication Display	Failure Network Communication Display
Link OK	Link Error
DHCP OK	DHCP Error
Gateway Found	No Gateway
Destination Found	No Destination
COMM Path Good	Not Connected No ACK Received

The communication test is compatible with XT Series firmware Version 125 and higher and XR Series firmware Version 182 and higher.

Obtaining the New Software

Tech APP updates are available for download, free of charge, from the Google Play™ store and the App Store®.