Tech APP™ Android and iOS

April 2018

Version 1.6.0 Update

Effective April 25, 2018, the Tech APP is updated to Version 1.6.0 for Android and iOS devices. The following features are available.

Features

Store User Codes

The Tech APP can now access all user codes connected to a panel. If enabled, this option allows you to view end user's user codes when forgotten. When first enabled in Dealer Settings and then in the customer's System Information, Dealer personnel with Administrator authority will have the ability to view customer's user codes.

Enable in Customer System Information

1. Log in to the Tech APP.
2. Tap **Find a Customer** and then select a customer.
3. Select a **System**.
4. If the Store User Codes option was enabled in Dealer Settings on the Dealer Admin site, you will see a **Store User Codes** toggle. Tap the toggle to enable this option.
5. Tap **Save Changes**.

View User Codes

Once Store User Codes is enable in customer System Information, navigate to a customer's user code and tap the view icon located next to the user code to view it, and then tap the icon again to hide it.

Support Center

The Support Center has been added to the navigation menu. This allows technicians to access troubleshooting tools when they can not access systems in the Tech APP.

Obtaining the New Software

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