





FEATURES

- Log in using your Dealer Admin[™] credentials
- Scan barcodes on panels and other devices to quickly add them to the system
- Create, edit and search for customers
- Create, edit and delete systems
- Full system programming

- Run system tests including the Communications Test, Sensor Test, Wireless Test, Z-Wave® Diagnostics Test and the Z-Wave Device Optimization
- View system analytics
- Test the panel's connection
- View the Support Center for panel-specific guides and help files

- Add sensors, devices and outputs
- Add, edit or delete user codes
- Add, edit or delete video cameras
- Add or delete Z-Wave/ Z-Wave Plus[®] devices
- Add, edit or delete Virtual Keypad™ app users
- Customizable technicians' access to systems

- Program and test systems
- ► Search for a customer
- Add a new system
- Add sensors, devices and user codes
- Panel programming has never been faster or easier



HOW TO BEGIN

Using the Tech APP, you can either search for an existing customer or create a new customer. From either of these options, you can add, edit or delete systems and app users.

You also have the option of enabling a fingerprint and/or a PIN login. If you enable PIN Login, you will be prompted to enter a six-digit PIN. If you enable the fingerprint and PIN logins, the Tech APP defaults to fingerprint authentication, or you can select Use PIN.

Email* Password* Renember Email
Password*
Remember Email
\cup
Log in
Forgot password?
Build: 2.2.7 Date: 2019-07-15T16:04:43

FIND A CUSTOMER

You have the option to Find a Customer by searching though your customer database.

	Dealer Home	=
•	Tech AF	
۹	Search	
O	Recent Systems	
P	My Service Requests	0
+	Add a Customer	

CUSTOMERS

Easily add customers by inputting their information.

Edit a customer by tapping the edit icon listed under the Customer section of the Customer Summary screen.

			N =
A Back New	Customer Digi	ital	
Account Number			
Name*			
New Customer			
Address 1			
7100100012			
City			
State			
Postal Code			
Country			Ŧ
Cancel		Save	

SYSTEMS

Add, edit or delete systems. Enter the system name, enter the panel serial number or scan the panel's barcode.

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васк	Jones Home	
System Name*		
Jones Home		
Serial Number*		
00059F76		Scan
Edit Service Addi	ress	\mathcal{O}
Panel Informati	on	
System Type		
XTLplus		÷
System Version		
182 (11-14-18)		
Connection Type		
EASYconnect +	Cell Backup	Ŧ
Account Number		
1	- 62015	
	Save Changes	

TECH TOOLS

The Tech Tools menu includes the Communications Test, Sensor Test, Wireless Test, Z-Wave Diagnostic Test and Z-Wave Device Optimization.

SYSTEM ANALYTICS

View System Analytics for each system including: Current cell signal, worst cell signal, best cell signal, retries-cellular, retries-network, AC voltage and battery voltage.

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Cellular Module 283C Module Firmsere 8.12.022 Current CH Signal - 57.d1m Hourty Cell Signal - 61.d8m Best Cell Signal - 61.d8m	Connection Type	EASYconnect + Cell Back
Module Firmware 18.12.022 Current Cell Signal -57 cltm Hourly Cell Signal -01 cltm Best Cell Signal -51 cltm Retries-Cellular 0	Cellular Module	263C
Current Cell Signal -57 dlbn Hourly Cell Signal -01 dbn Best Cell Signal -51 dbn Retries-Cellular 0	Module Firmware	18.12.022
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Worst Cell Signal -61 dBm Best Cell Signal -51 dBm Retries-Cellular 0	Hourly Cell Signal	
Best Cell Signal -51 dBm Retries-Cellular 0	Worst Cell Signal	-61 dBm
Retries-Cellular 0	Best Cell Signal	-51 dBm
	Retries-Cellular	0

TEST CONNECTION

Test a panel's connection to the server. This tool helps provide more information when troubleshooting connection issues in the field.

(Panel Connected	
Connection D	etails	
EasyConnect	\checkmark	
Is Connected	Connected	
Last Comman	nd Retrieve System Optic	ons
Last Comman	nd Status Success	
Last Comman	nd At Jul 17, 2019 4:12:3	7 PM

TECH APP

FULL PROGRAMMING

Enter Full Programming for a system, and the Tech APP will redirect you to the Dealer Admin site (DealerAdmin. SecureComWireless.com) where you can access the full programming options.



SUPPORT CENTER

Gain access to panel-specific guides and troubleshooting information. In the Support Center, view installation guides, programming guides, troubleshooting tools and DMP Guides on DMP.com. Also email photos directly to DMP Tech Support or contact DMP Tech Support.

K Back		
	Jones Home	
P	<u></u>	×
INSTALLATION GUIDE	PROGRAMMING	TROUBLE- SHOOTING TOOLS
Ē		Q
DMP GUIDES	EMAIL PICS	CONTACT TECHNICAL SUPPORT

VIDEO

Add, edit or delete video cameras. You can also add converters.

📶 Verizon 🗢	4:06 PM	68%
K Back		
	Pull to refresh Swipe left to delote	
Video Door	bell Devices	
Front Door		
Model	NSC-DB1	
Firmware Version	V1.4.62 build 190221	

ZONES

Add, edit or delete system zones by navigating to the customer's system. Enter the device serial number or scan the device's barcode.

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Number*	
001	
Serial*	
01832157	
Name*	
FRONT DOOR	
Zone Type	
Night	Ť
Area	
PERIMETER	Ÿ
Chime	
None	Ť
Contact	
Internal	Sand

View the list of zones currently associated with the system and the status of each one.

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Revent Court Second Secon	🗸 Back			
FRONT DOOR Normal > > > > > > > > > > > > > > > > > > >				
FRONT DOOR Nermal (C)		Pull to refresh Swipe left to delete		
Vauit Door Nermal O	FRONT DOOR		Normal 🕗	
ATM Room Door Normal O	Vault Door		Normal 🕑	
٥	ATM Room Door		Normal 🕑	

DEVICES

Devices can be viewed, added and deleted. This can include keypads, 734s, 1134s and other devices that you program into Device Setup. Hardwired, wireless and network devices can be programmed.

OUTPUTS

Outputs can be viewed, added and deleted. For wireless outputs you can enter or scan the serial from the output's barcode. Outputs can be wireless or hardwired.

USER CODES

Add, edit or delete user codes. Easily enter the user name, number and code and select the authority level. Also enter a valid email address on this step and set up this user for the Virtual Keypad app.

If customers forget their user codes, dealer personnel with administrative authority or with View User Codes enabled on their Custom Roles, can view user codes that are stored.

atl Verizon 🗢		69% 📼
User Name*		
AARON JONES		
User Number*		
2		
User Code*		

Send to Lo	ocks	
User Authority		
Master		
Arm Only		
Temporary		
Create App User	(optional)	
Email		
Cancel		Send

TECH APP

Z-WAVE

Add, edit or delete Z-Wave or Z-Wave Plus devices.



SERVICE TICKET

Service requests created in Dealer Admin are available to the assigned technician in the Tech APP. In the Tech APP, technicians can view details about the customer or system, add notes and close a service request.



MANAGE VIRTUAL KEYPAD APP USERS

Add, edit or delete app users. Enter a valid email address for the new app user and tap the Email Video Clips toggle to enable video clips to be sent to the user when an alarm is triggered or motion is detected. Toggle on Create Random Password to have an automatically generated password sent to the app user. The app user can change their password at any point through their app.

ul Verizon 😤 🕻 Back	4:03 PM Add New App User	70% 🗖
Email*		
First Name		
Last Name		
Create Random F	Password	
Authority Level Standard		*
Email Video Clip		\bigcirc
Permissions		
System Access		
View User Code	09	>



Compatibility

- ► XTLplus/XTLtouch
- XT Series
- XR Series
- ► CellCom Series
- DualCom Series

Ordering Info

The Tech APP is available for download.



800-641-4282 | DMP.com 2500 N. Partnership Blvd, Springfield, MO 65803 Designed, engineered & manufactured in Springfield, MO using U.S. & global components