Tech APP™ Android and iOS

January 2017

Version 1.2.0 Software Update

Effective January 16, 2017, the Tech APP™ is updated to Version 1.2.0 (1/16/17) for Android and iOS Software.

Features

Fingerprint and PIN Login

The first time you open the Tech APP after updating to Version 1.2.0 (1/16/17), you will be introduced to **Fingerprint and PIN Login**. A series of screens will explain how to set up your fingerprint and PIN login. See Figures 1 through 3.

Navigate to **Settings** in the side menu and enable **Fingerprint Login**, **PIN Login**, or both. If you enable **PIN Login**, you will be prompted to enter a six-digit PIN. If you enable both **Fingerprint** and **PIN logins**, the Tech APP defaults to fingerprint authentication upon opening the app. If you select **Use PIN**, you can enter your pin instead.
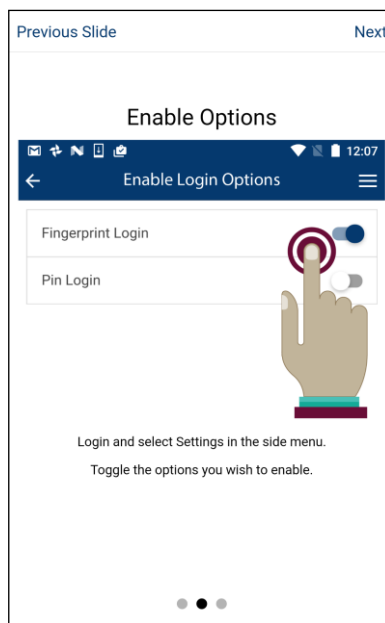

Figure 1: Fingerprint & PIN Login
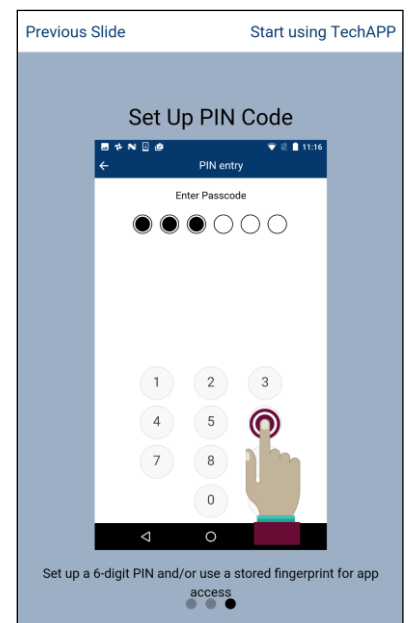

Figure 2: Enable Options

Figure 3: Set Up PIN Code

Additional Panels

The Tech APP now allows you to create and edit system information for XR and XTL Series Panels, as well as CellComSL and iComSL Universal Alarm Communicators. See Figure 4.
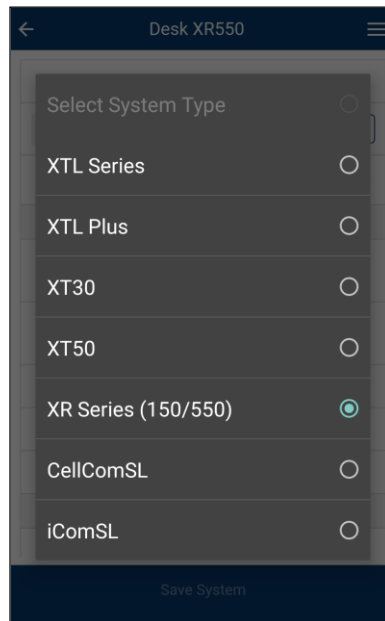

Figure 4: Additional Supported Panel Types

Add Cameras and Video Products

With Version 1.2.0 (1/16/17), you can add cameras and video products through the Tech APP. Navigate to the system menu and select **Video**. See Figure 5. From the **Video** screen, you can add and edit cameras, V-4408D 8-Channel NVRs, or V-4404A 4-Channel Analog Input Converters. See Figure 6. For customer privacy, video is only viewable for sixty minutes after a camera is added.
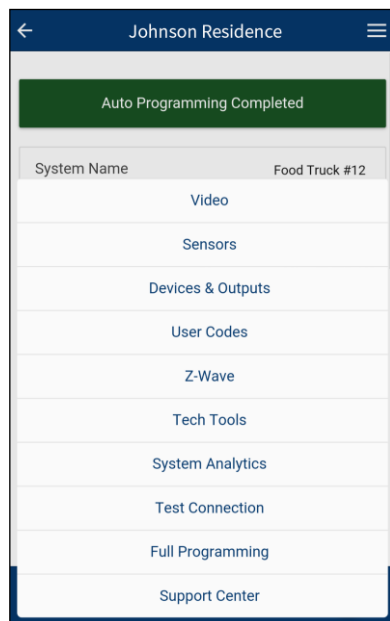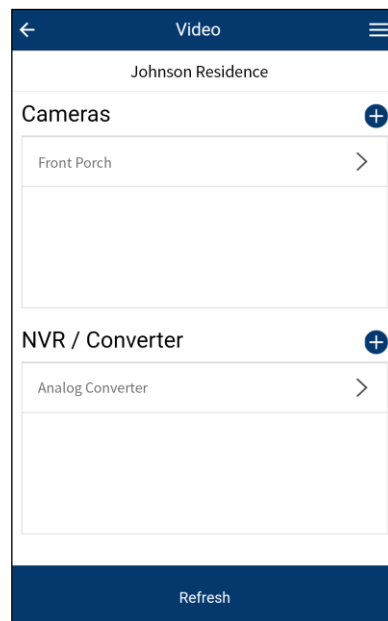

Figure 5: System Menu

Figure 6: Cameras and Video Products

View Zone Statuses

Within the **Sensors** list, you can now view the current status of all sensors. See Figure 7. If the status has been retrieved recently, it will automatically appear. If **Unknown** is displayed, pull down to refresh the list. Possible zone statuses include **Missing**, **Low Battery**, **Bypassed**, **Normal**, **Short**, and **Opens**.
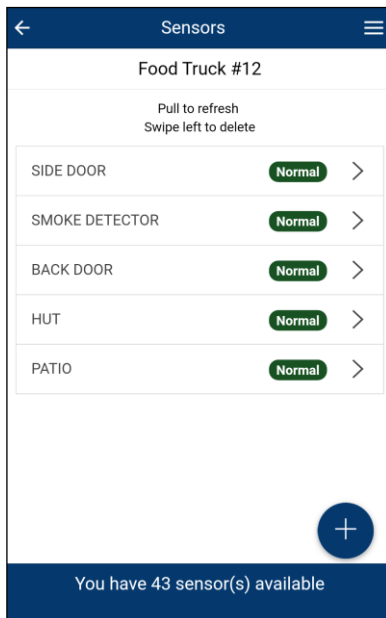
Figure 7: Zone Statuses

Test Panel Connection

Technicians can now test a panel's connection through the Tech APP. See Figure 8. This feature helps provide technicians with more information when troubleshooting connection issues in the field. Navigate to a system and tap the system menu icon. Select **Test Connection** and the app displays the following connection details:

- Connection type and status
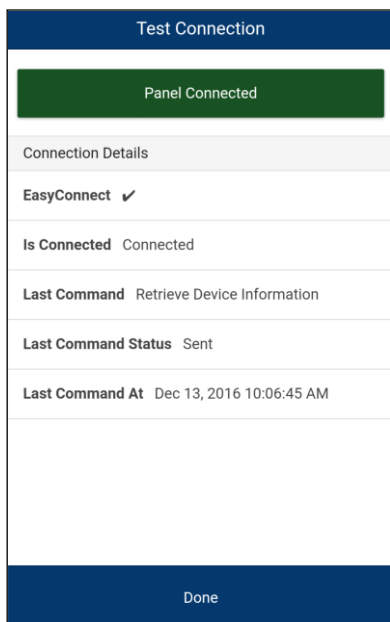- Last command type, status, and time sent
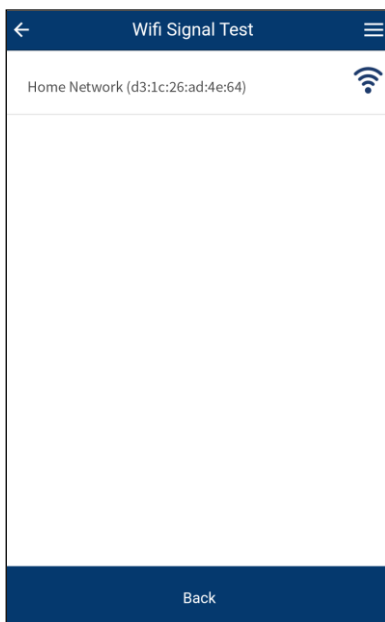
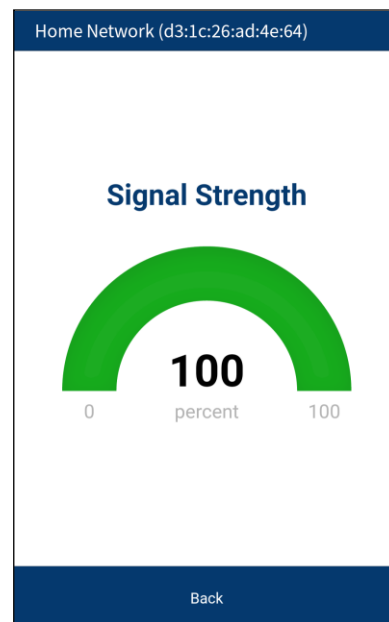**Figure 8: Test Panel Connection**   **Figure 9: Available Wi-Fi Networks**   **Figure 10: Wi-Fi Signal Strength**

View Wi-Fi Signal Strength

The Tech APP now shows all available SSIDs and MAC addresses along with their signal strengths. Navigate to the side menu and tap **Tools**. Then tap **Wireless Strength Test**. A list of all available networks displays. See Figure 9. Select a network to view the percentage of signal strength. See Figure 10. This feature is only available on Android devices.

Deactivate Cellular Device

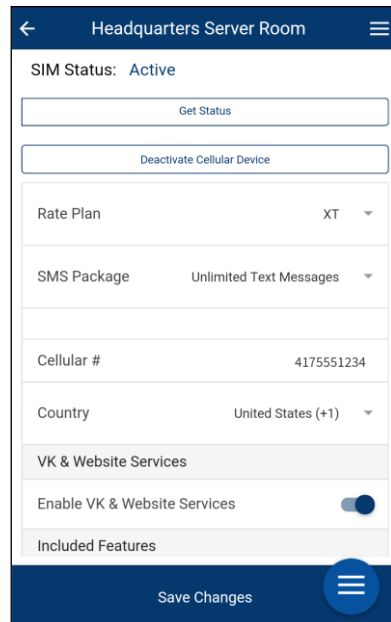Version 1.2.0 (1/16/17) allows you to deactivate cellular devices from the system information display. See Figure 11.
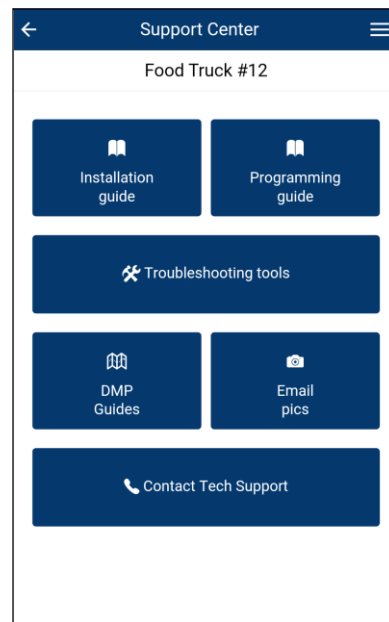

Figure 11: Deactivate Cellular Device

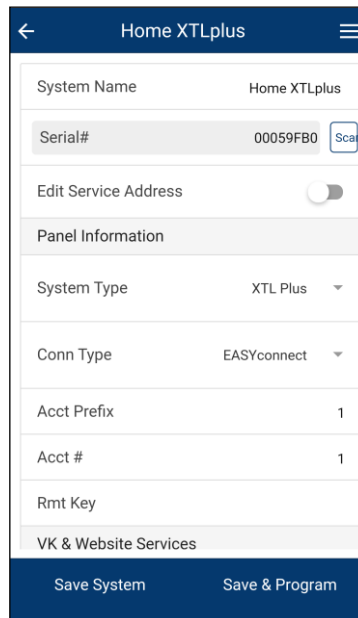**Figure 12: Support Center**

Panel Guides and Troubleshooting Information

With Version 1.2.0 (1/16/17) you now have access to panel-specific guides and troubleshooting information through the Tech APP. After selecting a system, tap the system menu icon and then tap **Support Center**. See Figure 12. The following options are available.

- **Installation Guide** – Opens a PDF of the panel-specific installation guide.
- **Programming Guide** – Opens a PDF of the panel-specific programming guide.
- **Troubleshooting Tools** – Allows you to select an error type and view information on the error message and possible cause.
- **DMP Guides** – Opens the DMP Guides page on dmp.com.
- **Email Pics** – Allows you to take a picture of the issue you are having and send it to Tech Support.
- **Contact Tech Support** – Displays the information Tech Support needs to assist you. From this screen, you can call Tech Support and send troubleshooting pictures.

Save and Program

When creating a new system, you now have the option to **Save System** or **Save & Program**. See Figure 13. If you would like to save the system without pushing the programming to the panel, select **Save System**. To save and push all programming to the panel, select **Save & Program**.

Figure 13: Save and Program

Obtaining the New Software

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