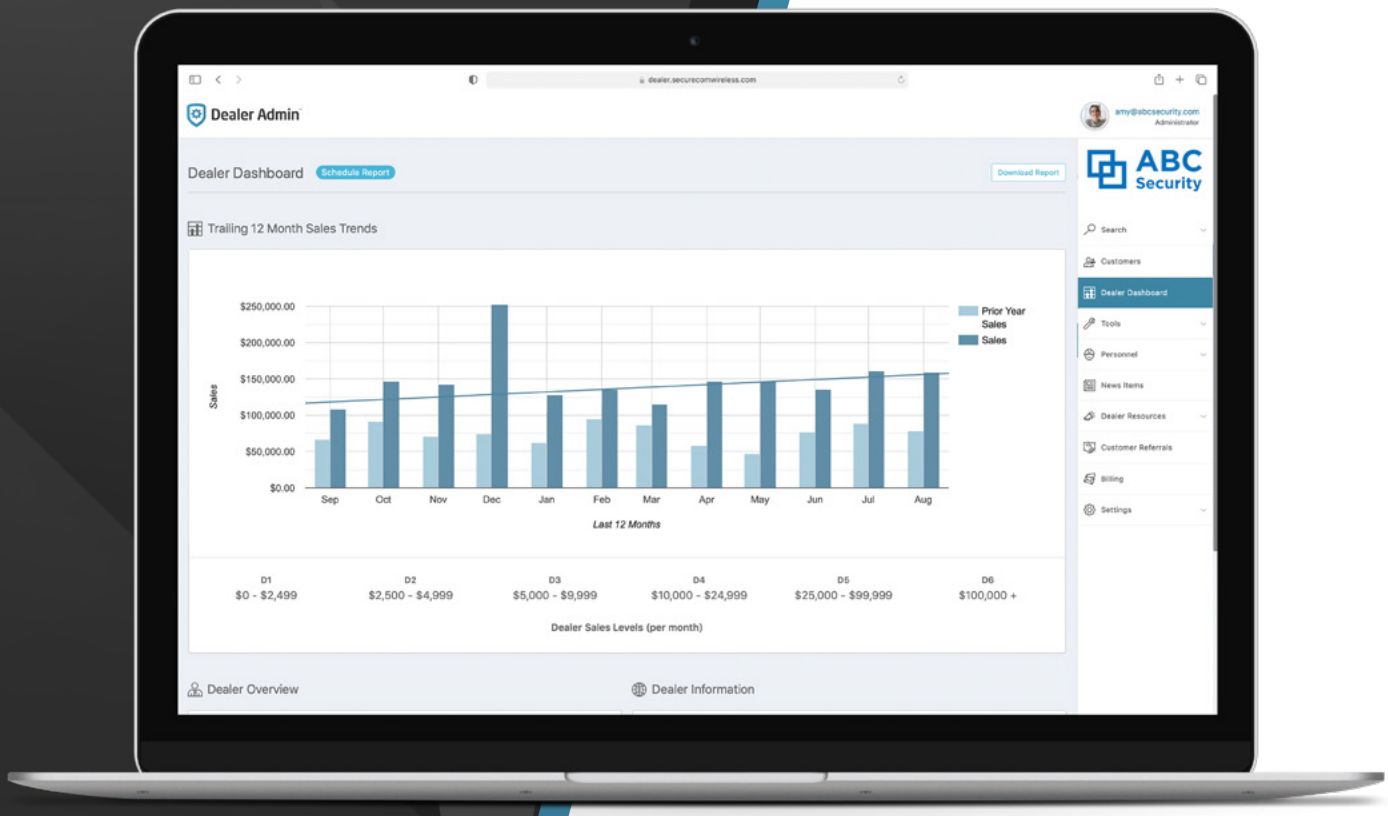
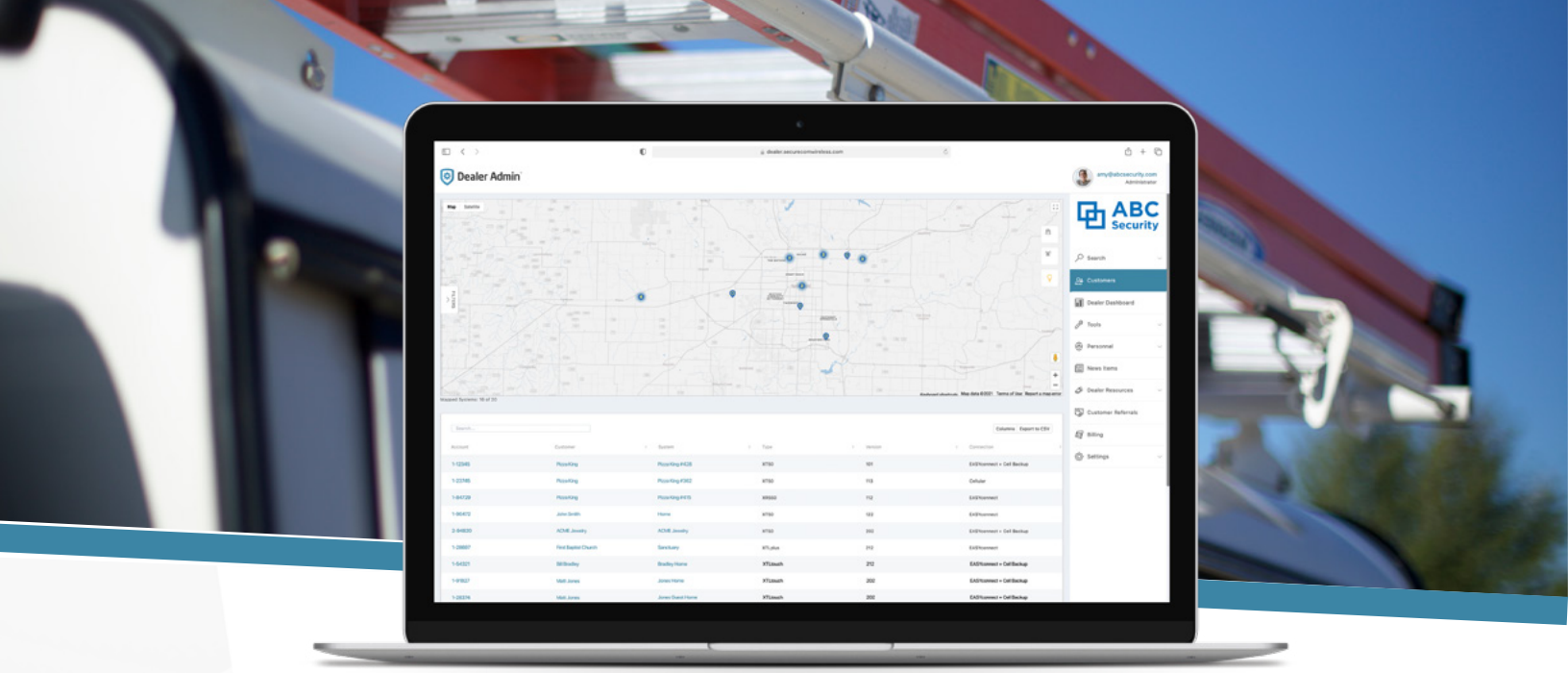


Dealer Admin™

Your cloud-based dealer platform that allows you to manage your business.



Customers
- Customer List
- Customer Summary
- Map & Weather

Dealer Dashboard
- Sales Trends
- Account Overview
- Top Ten Products
- New Products & Services

Tools
- Bulk Remote Update
- Remote Update Dashboard
- Cellular Sunset
- Programming
- Mobile Credentials
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- Service Request Dashboard

Personnel
- Personnel List
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Dealer Resources
- Marketing Central
- DMP University
- Help

Customer Referrals

Billing

Settings

Monitoring Center

Dealer Admin is a cloud-based administrative portal that allows you to manage your business and your customer's systems.

CUSTOMERS

Upon logging into your account, you can see your market at a glance with the Customer Dashboard. This screen includes a map and list of all of your customers.

CUSTOMER LIST

View your customer's name, account number, system name, type, version and connection information. Use the search box to find specific information such as panel type, system, carrier, technology, status and other system criteria.

CUSTOMER SUMMARY

Clicking on a customer's name brings up the Customer Summary page. On this page you can view your customer's account information as well as add systems and app users.

You can also view the customer score, which is based on criteria that indicates the earnings potential, customer loyalty and activity of your customers. With the customer score, you can see at a glance if you are maximizing your potential and creating high-quality, long-term customers.

MAP AND WEATHER

View your customers' locations. Sort and filter by panel, system, carrier, technology, status and other system criteria.

Zoom in to a specific area to view your customers' addresses in street view or satellite and apply a filter to see if any customers are experiencing alarms, power outages or cell coverage.

Turn on the weather activity display to view which customers' systems might be affected by severe storms. This helps predict where service calls could potentially come from.

Export your results as a CSV so you can easily send the data to a technician or save the results to your device.

> Filter customers by carrier to see which carrier worked best on other systems in the area. This helps ensure that you order and install the product that will provide the best cellular service for that area.

DEALER DASHBOARD

Having business analytics at your fingertips any time you want can help you reduce costs and improve operational efficiencies. The Dealer Dashboard is an easy way to review those analytics with personalized metrics so you can harness more data from Dealer Admin and gain insights into the most important aspects of your business.

SALES TRENDS

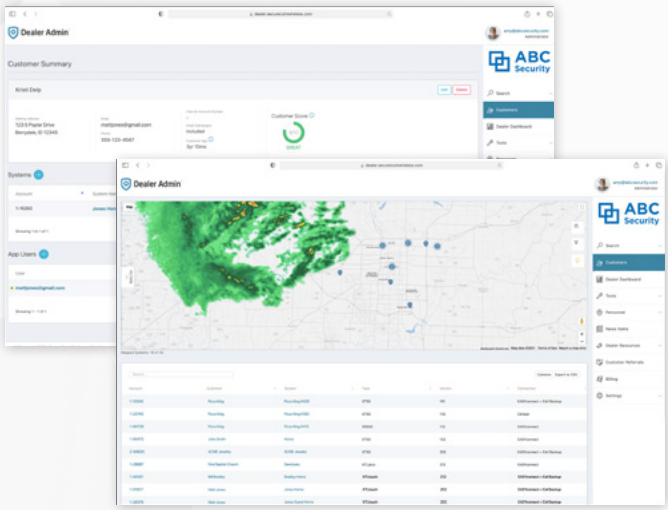
One of those metrics is your company's sales trends, including your DMP year-to-date sales, a comparison with all of the previous year's sales and a sales trend graph for the past 12 months.

ACCOUNT OVERVIEW

View a summary of customer and system information for the current month, year or the total values for each item. For example, view the number of customers added this month, this year or in total.

TOP TEN PRODUCTS

Along with sales trends, the Dashboard also includes metrics for the top 10 products you've purchased, along with the part numbers and how many you've ordered.



See Your Market at a Glance

The Customer Systems Map provides you the opportunity to manage and grow your business in many ways:

- Plan service routes by filtering search results by Low Battery and other system criteria.
- Know in advance which cell modem to install in a specific area by filtering search results by Carrier.
- See an overview of your customers' locations.
- Predict where service calls could potentially come from with the weather activity display.

NEW PRODUCTS & SERVICES

Reviewing this analysis will help identify potential opportunities. Included is a table of the newest products and services with their adoption rates and totals.

TOOLS

BULK REMOTE UPDATE

Even if you have dozens or thousands of DMP panels that support remote updates, Bulk Remote Update lets you start the update process all at the same time. From the Bulk Remote Update page, you can select a single panel or multiple panels. This gives you the ability to control which panels are updated.

With a few clicks of the mouse, you can keep your customers up to date faster than ever before without leaving your office.

REMOTE UPDATE DASHBOARD

The Remote Update Dashboard gives you the status of system updates. For each system listed, you'll see who made the update, what version the system was operating on and updated to, as well as when the update was completed and the reason why if the update was unsuccessful.

CELLULAR SUNSET

Rather than spending time contacting each of your customers whose systems need 3G upgrades, Dealer Admin allows you to reach out to multiple customers automatically via their Virtual Keypad™ app. Everything is set up through Dealer Admin, including the customers you choose to contact and a schedule you configure by selecting the days of the week and time slots your technicians are available for upgrades. Select Save, and you're ready to send a personalized message offering a schedule of your available service appointments, which customers can easily choose from.

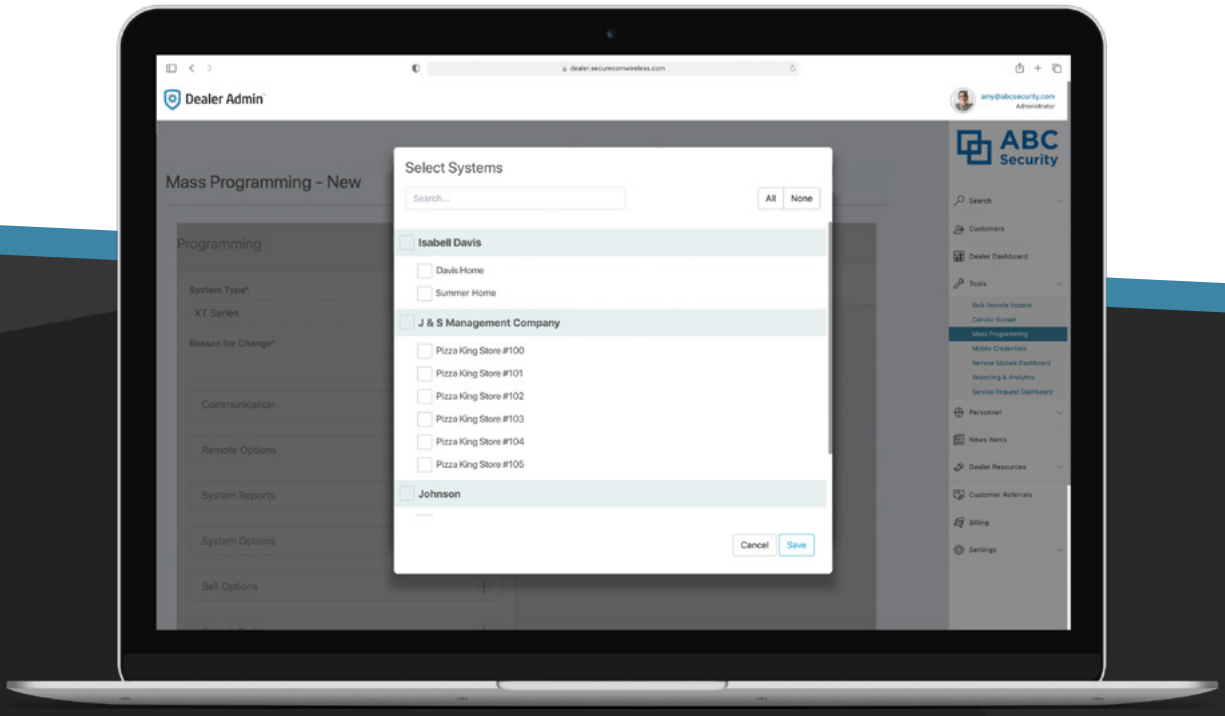
PROGRAMMING

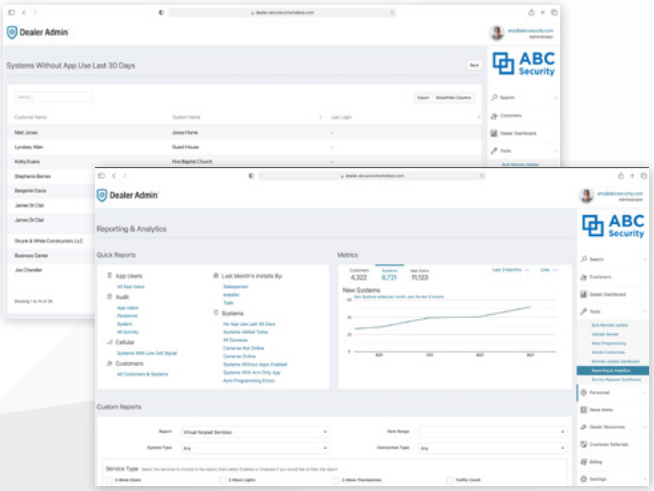
Mass Programing

The Mass Programming Dashboard allows you to make the necessary changes, apply them to the desired systems and then send the changes to all selected systems. On the Mass Programming Dashboard, you can also check the status of your programming changes to see when they are complete.

Programming Templates

Programming templates allows you to standardize your programming across your customer base. A variety of templates can be made based on the needs of your customers or your market.





Dealer Analytics

Dealer Analytics helps you track your business growth with detailed metrics including:

- An overview summary of customer and system information for the current month and year or the totals for each item.
- Detailed information on Virtual Keypad™ app usage, number of systems installed, new customers and access control metrics.
- Data from both the current month and last month for quick comparison.
- Full reports can be emailed daily, weekly or monthly so you can share with team members who don't have a Dealer Admin login.

Pre-Programming

Pre-programming is for staging systems in advance of installation. You can enter all programming aspects of the system including users, profiles and schedules to then be sent to the panel once the panel is connected.

Auto Programming

Auto Programming allows you to use a template or anything you've set up in pre-programming for that particular system. Once the system comes online, Dealer Admin automatically programs the panel for you—eliminating the need for your technicians to program systems while on-site.

MOBILE CREDENTIALS

You can purchase and deploy thousands of credentials instantly, nationwide. Rather than having to ship, mail or deliver physical credentials, Dealer Admin lets you instantly assign and electronically transmit the desired number of mobile credentials to your customers. The Mobile Credentials page also allows you to manage how many credentials each customer purchased, how many are activated and how many are left.

The tools you need so you can serve customers more strategically and proactively.

REPORTING & ANALYTICS

Pull reports on almost any information that's stored in Dealer Admin. For instance, you can generate a report that identifies customers with the Virtual Keypad app who have systems with — and without — Z-Wave devices or cameras. All of this information can be exported and saved as an Excel, CSV or PDF file, along with your customers' email addresses and contact information. When you're ready to focus on upselling opportunities, account upgrades and more, the Reporting feature is a definite time saver.

You also can view analytics in a live dashboard that creates graphs and charts, allowing you to see your customers, systems, app users and more. Use this valuable information for sales reports, marketing data, identifying coaching needs or whatever you need.

SERVICE REQUEST DASHBOARD

View open service requests as well as their assigned technician, customer name and system type. Close tickets from this page.

PERSONNEL

PERSONNEL LIST

View your staff, their authority level, email address, technician role and status. Reset your employee's password or delete the user. Search for a specific employee by various keywords in the search box.

CUSTOM ROLES

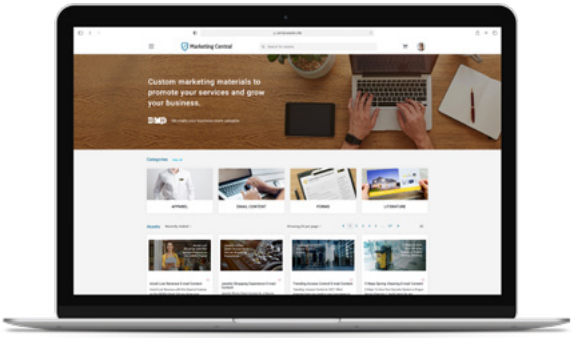
Assign roles to technicians, which removes their access to Dealer Admin and restricts their access to your systems during scheduled times. While adding a safeguard for your customer database, this feature lets your technicians take full advantage of the Tech APP™ and gives them the tools they need, only when they need it.

NEWS ITEMS

Stay up to date on the latest product releases, software updates, cellular outages and other announcements from DMP with the News Items page.

Upon logging into your account, if there has been a recent news item posted, an announcement bar will drop down with the news item information.

DEALER RESOURCES



MARKETING CENTRAL

To sell at your best potential, you need quality marketing resouces ready to use when you need them. Marketing Central is your online source for customizable marketing assets.

At the click of a button, you'll find brochures, flyers, social media content, photos, videos, logos and more! Many items are "stock" and ready for you to download and use, while others are customizable with room to add your company's logo and other information — all at no charge. Marketing Central is continually expanding with all of DMP's latest marketing resources, each one professionally prepared. And best of all, it's a free service to all DMP dealers.

DMP UNIVERSITY

Take advantage of online training from wherever you are. Become more competent and confident in your DMP product knowledge with online, on-demand courses in our Learning Management System (LMS). Course curriculum ranges from alarm system basics to sales training and more.

HELP

Have a question on how to accomplish a specific task in Dealer Admin? Access immediate support with the Dealer Admin Help files. Search by topic in the sidebar or by keyword in the search box.

CUSTOMER REFERRALS

Satisfied customers are happy to tell others about exceptional products and services. Dealer Admin's Refer a Friend allows you to choose up to six individuals in your company to be automatically emailed every time a customer's referral arrives. Besides the referral's contact information, the email also includes who referred them and any special offerings so you'll have all the information you need to start the conversation.

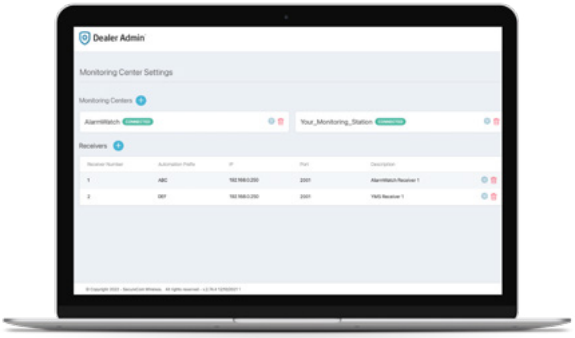
BILLING

View current and past SecureCom Wireless™ invoices. Save your statements as a PDF or CSV.

SETTINGS

View your app key and manage your contact information from the Dealer Settings page. Enable Video Verification for your customers. Upload your logos to be used on the Virtual Keypad app and browser.

Your logo is the visual indicator of your brand. By putting your logo on your customers' app, your customers will associate the safety and security of their homes and businesses with your company. The two will be synonomous.



MONITORING CENTER

From Dealer Admin's Central Station page, select your monitoring center to add an integration. This allows technicians to place systems on and off test through a Dealer Admin or the Tech APP™ — either one without a single call to your monitoring center. As a Dealer Admin account holder, this integration is yours to take advantage of and can help you eliminate wasted time during installations and service calls. You also can give your customers the ability to place their system on and off test and update their emergency contact lists. While many of your customers will appreciate being able to manage their security whenever they need to, if you have customers for which you want to maintain management of those services, you have that flexibility.

Your business relies on good communication for the best customer service. Together, Dealer Admin and Tech APP work in tandem to ensure professional customer service that's organized and efficient.

THE TOOLS YOUR TECHNICIANS NEED, BUT ONLY WHEN THEY NEED IT

From Dealer Admin, you can create as many Technicians Roles as you need — one for senior technicians, for instance. This allows you to define what type of access you want each technician to have to your customers' information via Tech APP. You can also set specific Permissions, giving technicians the ability to use the Tech APP to view but not edit or activate.

EASILY SCHEDULE SERVICE REQUESTS

Use Dealer Admin to schedule service requests. As a result, assigned technicians will receive them directly in the Tech APP and can mark the request as closed upon completion. This is an easy way to track service requests with notes for future reference. If plans change, you can view, edit, close or delete the request.

DOCUMENT IMPORTANT DETAILS ABOUT A SYSTEM

The Tech APP allows anyone with access to a system in the app or in Dealer Admin to see important notes and installation photos for quality assurance. This also helps for future reference in serving that customer.

DEFAULT PROGRAMMING FOR FAST INSTALLATIONS

Programming defaults created in Dealer Admin and available via Tech APP allow technicians to quickly program panels in the field, saving time and reducing the chance of errors.