



# TECH APP LAB GUIDE

Instructor-Led Training

## DEALER ADMIN & DEFAULTS

1. Identify the settings you most often change when programming
2. Log in to Dealer Admin
3. Select **TOOLS**, then **DEFAULT PROGRAMMING** from the side menu
4. Select **ADD NEW** to add a new default
5. **NAME** this default and configure it based on your needs
6. Select **SAVE** to save this default

## INSTALLATION

1. Locate Tech APP in the Apple or Android App Stores
2. Download Tech APP
3. Log in to the Tech APP by entering your e-mail address and password used for Dealer Admin
4. Select **LOG IN**
5. Select **SETTINGS** in the side menu and enable **FINGERPRINT LOGIN & PIN LOGIN**

## FINDING A CUSTOMER

1. On the **DEALER HOME** screen, tap **FIND A CUSTOMER**
2. Enter a customer's account name
3. Select a customer
4. Select a system

## ADD A CUSTOMER

1. On the **DEALER HOME** screen, tap **ADD A CUSTOMER**
  - › Activating interactive app services is not required
2. Enter an **ACCOUNT NUMBER** and information
3. Select **SAVE** to save this customer

## ADD A SYSTEM

1. Navigate to the **CUSTOMER SUMMARY** menu
2. Select the **PLUS** icon next to **SYSTEMS** to add a system
3. Enter a **SYSTEM NAME**
4. **SCAN** the panel's **SERIAL NUMBER** or type it in
5. Select the the **SYSTEM TYPE** and **CONN TYPE**
6. Enter an **ACCOUNT NUMBER**
7. Select **PROGRAM DEFAULTS** to display a list of available defaults
8. Select a default for this system and select **SEND DEFAULTS**
9. If applicable, enter the panel's **RMT KEY**
10. If applicable, enter the **MEID/SIM** of the cellular communicator

11. If applicable, toggle **ENABLE VK & WEBSITE SERVICES**

12. Select **PROGRAMMING DEFAULTS** at the bottom of the screen
  - › A "Programming Panel with Defaults" message will display signalling that auto programming is in progress
13. Add **SENSORS, DEVICES, & OUTPUTS**, and **USER CODES**
14. Select **SAVE & PROGRAM** to push programming to the system

## ADD ZONES, DEVICES & OUTPUTS

1. Select the **MENU** icon at the bottom right of the **CUSTOMER SUMMARY** screen
2. Select **ZONES**
3. Select the **PLUS** icon to add a zone
4. Toggle **WIRELESS** if adding a wireless device
5. **SCAN** or enter in the serial number
6. Configure this zone
7. Tap **SAVE**

## ADD USER CODES

1. Select the **MENU** icon at the bottom right of the **CUSTOMER SUMMARY** screen
2. Select **USER CODES**
3. Select the **PLUS** icon to add a user
4. Enter a **USER NAME & USER NUMBER**
5. Enter a **USER CODE**
6. Select the **AUTHORITY LEVEL**
7. Enter an e-mail address to add an app user

## TECH TOOLS

1. Select the **MENU** icon at the bottom right of the **CUSTOMER SUMMARY** screen
2. Select **TECH TOOLS**
3. Select a test to perform it
  - › Some tests are not available on all systems

## SUPPORT TOOLS

1. Select the **MENU** icon at the bottom right of the **CUSTOMER SUMMARY** screen
2. Select **TECH TOOLS**
3. Select **SUPPORT CENTER** at the bottom of the tech tools list
4. Select **INSTALLATION GUIDES, PROGRAMMING GUIDES, TROUBLESHOOTING TOOLS, DMP GUIDES, E-MAIL PICS** or **CONTACT TECH SUPPORT**

