Tech APP™

AUTOMATIC PANEL PROGRAMMING

- 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

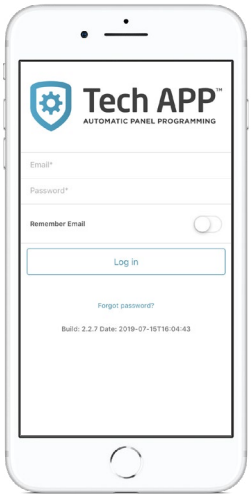
FEATURES

- 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

HOW TO BEGIN

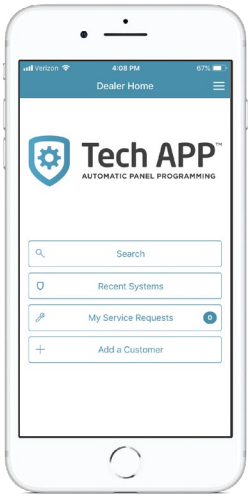
Using the Tech APP, you can either search for an existing customer or create a new customer. From either of these options, you can add, edit or delete systems and app users.

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.



FIND A CUSTOMER

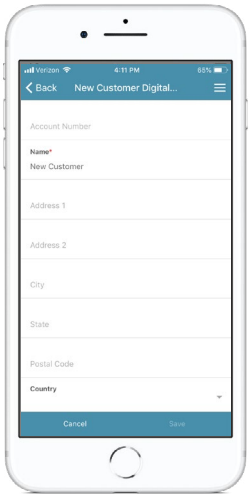
You have the option to Find a Customer by searching though your customer database.



CUSTOMERS

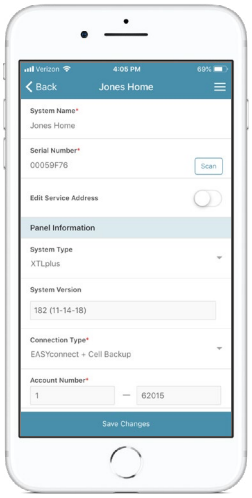
Easily add customers by inputting their information.

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



SYSTEMS

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

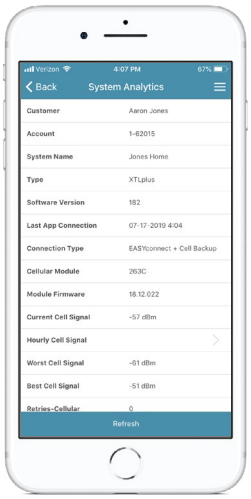


TECH TOOLS

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

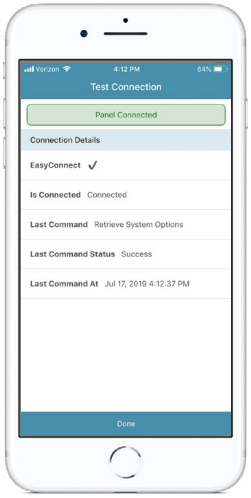
SYSTEM ANALYTICS

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.



TEST CONNECTION

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

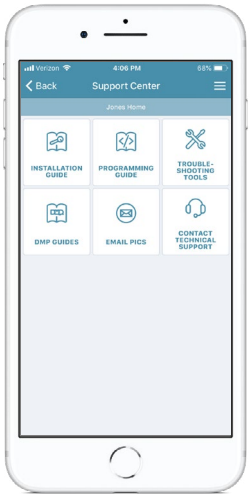


FULL PROGRAMMING

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.

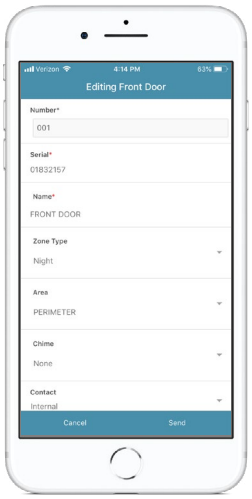


VIDEO

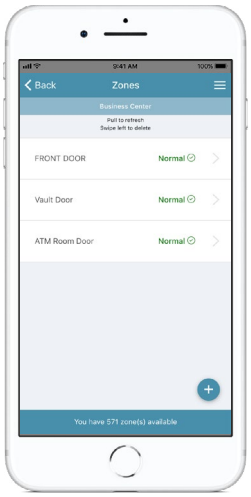
Add, edit or delete video cameras. You can also add converters.

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.



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



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.

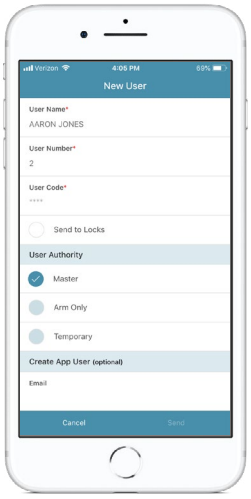
OUTPUTS

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

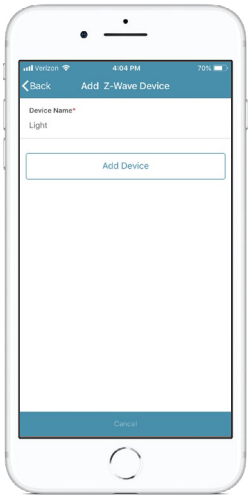
Add, edit or delete user codes. Easily enter the user name, number and code and select the authority level. Also enter a valid email address on this step and set up this user for the Virtual Keypad app.

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.



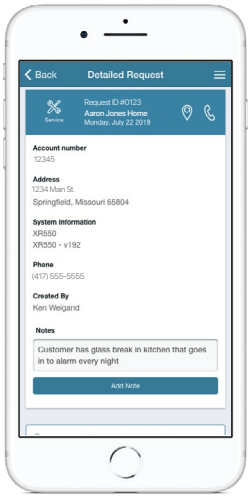
Z-WAVE

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



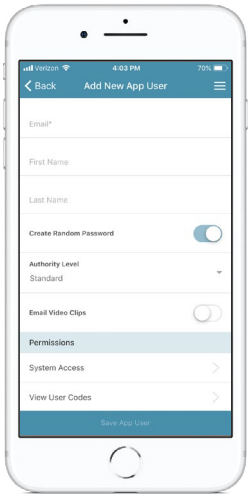
SERVICE TICKET

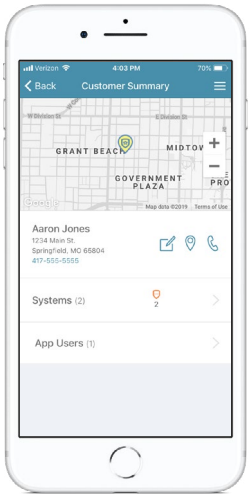
Service requests created in Dealer Admin are available to the assigned technician in the Tech APP. In the Tech APP, technicians can view details about the customer or system, add notes and close a service request.



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.





Compatibility

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

Ordering Info

The Tech APP is available for download.

Download on the App Store | GET IT ON Google Play

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

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