



DEALER ADMIN HOW-TO

Lab Guide

SYSTEM SET UP

SIGN IN TO DEALER ADMIN

1. Go to **dealer.securecomwireless.com**. Enter your **EMAIL** and **PASSWORD**, then press **SIGN IN**

ADD A CUSTOMER

1. At **CUSTOMERS**, select the **PLUS** icon
2. Enter the customer's **NAME** and **EMAIL**
3. Enter the customer's **CONTACT INFORMATION** if desired
4. Select **SAVE**

ADD A SYSTEM

1. At the **CUSTOMER SUMMARY** menu, select the **PLUS** icon next to **SYSTEMS** to add a system
2. Enter a **SYSTEM NAME** and select a **SYSTEM TYPE**
3. Select **PRE-PROGRAM SYSTEM** if you would like to make programming selections for a system before it comes online.
 - Select **AUTO-PROGRAMMING** for Dealer Admin to automatically send the pre-programmed selections to the system when it comes online
 - If wanting to manually send programming to the system when it comes online, do not select **AUTO-PROGRAMMING**
4. Select the **CONNECTION TYPE**
5. Enter an **ACCOUNT NUMBER**
6. Enter the panel's **SERIAL NUMBER**
7. If applicable, enter the panel's **REMOTE KEY**
 - Prohibits unauthorized remote access to the system
8. If applicable, toggle **ENABLE VIRTUAL KEYPAD & WEBSITE SERVICES**
9. If applicable, toggle any **ADDITIONAL FEATURES**
10. Select **SAVE**

ADD APP USERS

1. At the **CUSTOMER SUMMARY** menu, select the **PLUS** icon next to **APP USERS** to add an App User
2. Enter the App User's **EMAIL**
3. Enter **FIRST NAME** and **LAST NAME**
4. Select the App User's **AUTHORITY LEVEL**
5. Adjust any additional options as needed
6. Select **SAVE**

BASIC SYSTEM PROGRAMMING

1. Select **PROGRAMMING**

ADD A COMMUNICATION PATH

1. Select **ADD COMMUNICATION PATH**
2. Enter the **COMMUNICATION PATH**
3. Select the **COMMUNICATION TYPE**

4. Enter the **RECEIVER IP ADDRESS** and **RECEIVER IP PORT**

5. Adjust additional options as needed

ADD A KEYPAD

1. Go to **DEVICE SETUP**
2. Select **ADD DEVICE**
3. Enter a **DEVICE NUMBER**
4. Enter in the **DEVICE NAME**
5. Select **KEYPAD** in **DEVICE TYPE**
6. Adjust additional options as needed

CONFIGURE SYSTEM OPTIONS

1. Go to **SYSTEM OPTIONS**
2. Select the **SYSTEM TYPE**
3. At **HOURS FROM GMT**, enter in the hours from GMT for your location
4. At **WIRELESS HOUSE CODE**, enter a house code from 1-50
5. At **WEATHER ZIP CODE**, enter a local ZIP code to display weather alerts on the keypad

ADD AN AREA

1. Go to **AREA INFORMATION**
2. Select **ADD AREA**
3. Enter an **AREA NUMBER** and an **AREA NAME**
4. Adjust additional options as needed

ADD A WIRELESS ZONE

1. Go to **ZONE INFORMATION**
2. Select **ADD ZONE**
3. Enter a **ZONE NUMBER** and a **ZONE NAME**
4. Select the **ZONE TYPE**
5. Select the **AREA** the zone is assigned to
6. Toggle **DMP WIRELESS**
7. Enter the **SERIAL NUMBER**
 - Install the battery into the wireless device only after programming has been sent to the panel
8. Adjust additional options as needed

ADD A WIRED ZONE

1. Go to **ZONE INFORMATION**
2. Select **ADD ZONE**
3. Enter a **ZONE NUMBER** and a **ZONE NAME**
4. Select the **ZONE TYPE**
5. Select the **AREA** the zone is assigned to
6. Adjust additional options as needed

SEND PROGRAMMING TO SYSTEM

1. Select **SEND PROGRAMMING** to send programming to system

TIME SAVERS TEMPLATES

› Create a template that can be applied across multiple systems

1. Select the **PLUS** icon next to **TEMPLATES**
2. Enter a name for the template
3. Select a system type under the **SYSTEM TYPE** drop-down menu
4. Select the tab on the side menu for each aspect of programming that should be added to the template
5. Select the checkbox next to each aspect of programming that should be added to the template
6. Edit the enabled fields as desired
7. Select **SAVE TEMPLATE**

PRE-PROGRAMMING

› Select **PRE-PROGRAMMING** if you would like to make programming selections for the system before it comes online.

1. Select the **CUSTOMERS** tab on the side menu
2. Select a **CUSTOMER** to open the customer summary page
3. Select the **PLUS** icon next to Systems
4. Enter a name for the system
5. Select the system type under the **SELECT A SYSTEM TYPE** drop-down menu
6. Select **PRE-PROGRAMMING**
7. Select the **INSTALLATION DATE**
8. Fill in the system's information and select a Virtual Keypad package
9. Select any additional features then press **SAVE**
10. Select **PROGRAMMING** to configure all programming settings
11. Select **SAVE TO DEALER ADMIN**
12. Select **SEND ALL CHANGES** when the system comes online

AUTO PROGRAMMING

› Select **AUTO-PROGRAMMING** for Dealer Admin to automatically send the pre-programmed selections to the system when it comes online

› If wanting to manually send programming to the system when it comes online, do not select **AUTO-PROGRAMMING**

1. Select the **CUSTOMERS** tab on the side menu
2. Select a **CUSTOMER** to open the customer summary page
3. Select the **PLUS** icon next to Systems
4. Enter a name for the system
5. Select the system type under the **SELECT A SYSTEM TYPE** drop-down menu

6. Select **AUTO-PROGRAMMING**
7. Select the **INSTALLATION DATE**
8. Fill in the system's information and select a Virtual Keypad package
9. Select any additional features then press **SAVE**
10. Select **PROGRAMMING** to configure all programming settings
11. Select **SAVE TO DEALER ADMIN**

TOOLS

1. Select the **TOOLS** tab on the side menu
2. Select one of the following:
 - › Select **BULK REMOTE UPDATE** to update multiple panel firmwares at once
 - › Select **MASS PROGRAMMING** to create a programming change that can be made to multiple panels at once
 - › Select **MOBILE CREDENTIALS** to purchase credentials, view available credentials, and view purchase history
 - › Select **REMOTE UPDATE DASHBOARD** to view a list of all systems and their update status
 - › Select **REPORTING & ANALYTICS** to view analytics for your Dealer Admin and to run quick or custom reports
 - › Select **SERVICE REQUEST DASHBOARD** to view all service requests

GLOBAL HOLIDAY DATES

› Allows you to create a holiday date and add the date to multiple panels at once

1. Select the **TOOLS** tab on the side menu
2. Select **GLOBAL HOLIDAY DATES**
3. In the **CREATE GLOBAL HOLIDAY DATES** tab, click the **PLUS** icon next to **GLOBAL HOLIDAY DATES**
 - A. Enter a descriptive **NAME** for the holiday.
 - B. Enter the **DATE** of the holiday.
 - C. Select a **CLASS** from the drop-down menu.
 - › The class allows you to group holidays together for easier schedule management.
 - D. Add any additional information for the holiday in **DESCRIPTION**
 - E. Click **SAVE**
4. In the **SEND GLOBAL HOLIDAYS** tab, click the **PLUS** icon next to **SEND GLOBAL HOLIDAY DATES**
 - A. Select the **CHECKBOX** next to the holiday date you want to send to your customer.
 - B. Select **ADD SYSTEMS**
 - C. Select the **CHECKBOX** next to the customer to send the holiday date to all panels under the customer.

