Dealer Admin Help

Desktop — Last update: 26 October 2021

DMP

Table of Contents

Get Started

[Dealer Admin](#) is a centralized, cloud-based administrative portal that combines many keypad and Remote Link programming features with powerful tools like system analytics. Dealer Admin enables you to quickly program systems, optimize your services, run reports, update panels remotely, manage your customers, and much more.

For help with other products like Tech APP and Virtual Keypad, visit the [DMP Help Files](#) page.

Contents

- [Get a Dealer Admin Account](#)

- [Sign In](#)

- [Reset Your Password](#)

- [Sign Out](#)

- [Edit Your Account Settings](#)

Prefer a Video?

In part 1 of this webinar, we walk you through the basics of using Dealer Admin.

https://player.vimeo.com/video/476043661

In part 2 of this webinar, we show how you can use Dealer Admin to manage your business.

https://player.vimeo.com/video/479081391

Get a Dealer Admin Account

Contact SecureCom Customer Service at 877-300-8030 or customerservice@securecomwireless.com.

Sign In

Go to [Dealer Admin](). Enter your **Email** and **Password**, then select **Sign In**.

Reset Your Password

On the login page, select **Forgot Your Password**. Enter your **Email** address, then select **Reset Password**. An email is sent containing an auto-generated password.

Sign Out

To sign out of Dealer Admin, select your avatar and select **Sign Out**. You are signed out and automatically redirected to the login page.

Edit Your Account Settings

To change account settings like your username and email, select Avatar and go to **Settings**.

Search

Dealer Admin offers two ways to use search. The search field on the **Customers** page provides a quick and powerful means to find specific information. The search field in the menu can help you find more general information by category. To search Dealer Admin from the menu, complete the following steps.

1. After signing in to Dealer Admin, select **Search** in the menu.

2. Choose an option from the **Select a Category** dropdown to narrow down your search results. Searchable categories include: **Customers**, **Users**, **Systems**, and **Video Device MAC\Serial Numbers**.

3. Search terms must be at least three characters long. Enter the word or phrase that you want to search for into the search field.

4. Press Enter or select **Search**.

Customers

After logging into Dealer Admin, the **Customers** page opens. This page displays a list of your customers and their systems.

Customers contains an interactive map that shows the location of your systems. To show the map, press the **Show Map** button. The page also includes a table of your customers. In this section, you can use the embedded search bar to search for a specific customer or system using any of the categories included in the table columns. By default, the **Customers** table displays the following columns:

- **Account** is the account number associated with a system

- The **Customer** column contains the name of the customer associated with a system

- **System** is the name given to a system

- **Type** is the panel model (XTLplus, XTLtouch, XT30/XT50 Series, XR150/XR550 Series, iComSL, CellCom, or DualCom)

- The **Version** column contains the firmware version of the system

- The **Connection** field indicates how the system connects to SecureCom servers

In **Customers**, you can choose which details to view in the table by pressing the **Columns** button and selecting the columns that you want to include in the table. You can also export information to a CSV file by pressing **Export to CSV**. Finally, you can add customers from this page. For more information, refer to "[Add a Customer](#)".

Add a Customer

https://player.vimeo.com/video/570037277

To add a customer, complete the following steps.

1. Go to **Customers**.

2. Select ⊕ Add.

3. Enter the customer's name and email.

4. Enter the customer's address.

5. Select **Save**.

Edit a Customer

To edit a customer's information, complete the following steps.

1. Go to **Customers**.

2. Select the customer's name.

3. In the top summary section, select **Edit**.

4. Edit the information as needed.

5. Select **Save**.

Delete a Customer

To delete a customer, complete the following steps.

1. Go to **Customers**.

2. Select the customer's name.

3. In the top summary section, select **Delete**.

4. A dialog pops up to confirm your decision. To delete the customer, select **Delete**.

Systems

Dealer Admin helps you install and manage your customers' systems. In this section, you'll learn how to add, edit, and delete a system. For information about programming systems, refer to "Programming".

For more information, refer to the appropriate installation and programming guides from DMP.com/resources.

Prefer a Video?

In this clip, we'll walk you through the System Information, System Status, and System Test pages.

https://player.vimeo.com/video/571843472
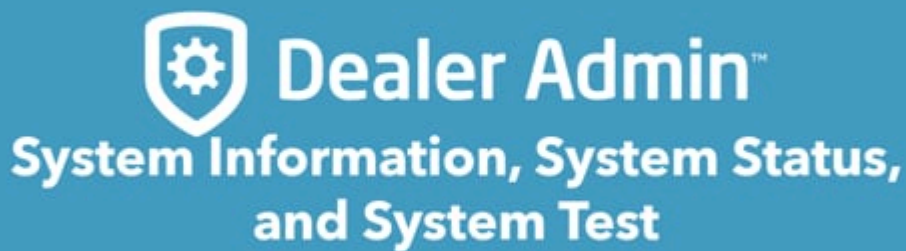
Add a System

To add a new system to a customer, complete the following steps.

Contents

> **Prefer a Video?**
>
> In this clip, we'll show you how add a system.

Step 1: Program Your App Key

Before adding a system in Dealer Admin, program your App Key into the panel in **REMOTE OPTIONS** if you changed the default. If your panel uses the default App Key, it will be automatically programmed by SecureCom. The App Key allows Dealer Admin, the Tech APP, and Virtual Keypad to connect to a panel. To view your App Key, go to **Settings > Dealer**. For more information about remote options programming, refer to the appropriate panel programming guide.

Step 2: Set Up the System

The options available to you during system setup will depend on the device and connection type. Before you can program or remotely update a panel, you must add it and connect to the panel from Dealer Admin.

> **Note:** EASYconnect only works on panels that are capable of wireless or wired network communication. For EASYconnect or network connections, ensure **ALLOW NETWORK REMOTE** is set to **YES** in the panel's **REMOTE OPTIONS**. For EASYconnect, network outbound port 4001 must be open.

1. Go to **Customers**.

2. Select a customer to open the **Customer Summary**.

3. In **Systems**, select ⊕ Add.

4. Enter the system name, then select the panel model from **System Type**.

5. Select a **Connection Type**. Enter the required connection information as follows:
   - For a **Cellular** connection, enter a SIM number, then select **Get Status**. If the module is inactive, select **Activate**. To schedule cell activation, refer to [Auto-Program a System](#).

   - For a panel that only uses **EASYconnect**, enter the panel serial number In **Serial Number**.

   - For a panel that uses **EASYconnect + Cell Backup**, enter a SIM number, then select **Get Status**. If the module is inactive, select **Activate**. Enter the panel serial number In **Serial Number**.

   - For a **Network** connection, enter the panel network's public IP address or DDNS hostname in **Network Address**.

6. In **Account Number**, enter the system's receiver number in the leftmost field and the system account number in the rightmost field.

7. If you've programmed a remote key in the panel's **REMOTE OPTIONS** menu, enter it in **Remote Key**.

8. Configure additional options as needed.

9. To establish connection, select **Test Connection**, then select **Yes** to start the test. If the connection fails, troubleshoot connection type settings in Dealer Admin, panel **COMMUNICATION** and **REMOTE OPTIONS** programming, and physical configurations.

10. Continue to the next section to configure Virtual Keypad options. Otherwise, select **Save**.

Step 3: Configure Virtual Keypad Options

Configuring Virtual Keypad options determines how your users interact with their system in the app. Dealer Admin allows you to choose a system package, then enable or disable any of the options as needed.

1. Choose a system package.

2. In **Additional Features**, select any features that you want to activate.

3. If necessary, add tracked outputs, sensors, and doors.

4. For access systems, choose any doors that you want to include in the app.

5. In **Video**, choose any options that you want to include.

6. Continue to the next section to configure other features. Otherwise, select **Save**.

Step 4: Configure Other Features

Select any other features from **Additional Options**, **Virtual Keypad Access**, and **Video** that you want to include in the system, then select **Save**.

Glossary

System

- **Auto-Program** enables you to automatically push programming to a system when it connects to our servers for the first time. If enabled, you must select a panel firmware version. You must also enter the panel serial number regardless of communication type. Auto-programming is designed for initialized panels, so it will overwrite any existing programming in the panel. If you want to send programming manually, you can do so by enabling pre-programming and not enabling auto-programming. For more information, refer to Auto-Program a System.

- **Pre-Program** enables you to program the panel with a specific firmware version.

- **System Name** is required. Give your system a descriptive name that differentiates it from other systems.

- **Use Billing Address** automatically fills in the customer's address based on their address in **Customer Summary**. For more information, refer to Add a Customer.

- **Edit Service Address** enables you to edit the customer's address for this system. Only visible if **Use Billing Address** is not enabled.

- **System Type** is the panel model. This field is required.

- **Firmware Version** enables you to select a specific panel firmware version. Required if **Auto-Program** or **Pre-Program** is enabled.

- **Programming Template** enables you to send programming to a system from one of your templates. For more information, refer to Programming Templates.

- **Connection Type** determines how the system communicates with our servers. This field is required. For detailed information, refer to Connection Types.

- **Sim Number** (Cellular connection) is the SIM number assigned to the panel's cellular communicator.

- **Status** (Cellular connection) is the activation status of the cellular communicator.

- **Rate Plan** (Cellular connection) enables you to select panel's cellular rate.

- **Account Number** is the account number that you choose to identify a system. You can enter a two-digit receiver prefix from 1-99 and a five-digit account number from 1-65535. Both the receiver prefix and account number are required.

- **Cellular Number** (Cellular connection) is the number of the cellular communicator. Filled out

automatically if you activate a new SIM. This field is required for cell.

- **Network Address** (Network connection) is the address of the network that you are connecting the system to. This field is required for network.

- **Serial Number** is the panel serial number. This field is required if you choose an EASYconnect connection type or if you enable **Auto-Programming**.

- **Remote Key** if you've changed the default remote key in the panel, enter it in this field to enable remote connection.

- **Store User Codes** allows Dealer Admin and the Tech APP to save and display user codes. Required for system backups. For more information, refer to [System Backups](#).

Installer Information

- **Installation Type** is filled out automatically depending on system type chosen. Options are **Commercial** or **Residential**.

- **Install Date** defaults to the date the system is created.

- **Primary Installer** defaults to user currently signed in.

- **Sales Person** enter the name of the person who sold the system.

Virtual Keypad

- **Arming** restricts the Virtual Keypad app to arm/disarm only.

- **Standard** includes all items from **Included Features**.

- **Standard + Video Doorbell** (Residential and XT Series Commercial installations) includes all standard system features plus **Video Doorbell**.

- **Virtual Keypad Access** (Commercial Installations for XR150/XR550) includes all standard system features plus access control with **Advanced Reports** (non-cellular systems only).

- **None** disables Virtual Keypad.

Additional Features

- **Automation** enables Z-Wave devices like lights, locks, thermostats, and appliances.

- **User Code Management** allows app users with adequate permissions to fully manage their users in Virtual Keypad.

- **Schedule Management** allows app users with adequate permission to maintain Arming, Doors, Favorites and Output Schedules based on a system configuration.

- **Geofencing** enables users to create geofences so favorites are activated when they leave or enter a geographical area.

- **Traffic Count** enables tracking and reporting for zone activity counts.

- **Visible Outputs** allows app users with adequate permission to control system outputs.

- **Sensor Activity** enables users to receive notification on activity for up to 50 zones.

Virtual Keypad Access

- **Door Control** allows app users with adequate permission to lock, unlock temporarily grant access, and lock down public doors.

- **Advanced Reports** enables real-time status for access control doors and allow users to receive reports on related events.

Video

- **SecureCom Video and NVRs** enables SecureCom video devices. Stream live video from up to two eight-channel NVRs. Or view recorded clips from up to 16 SecureCom or Digital Watchdog/DMP video cameras.

- **Video Doorbell** enables the SecureCom Video Doorbells.

- **Central Station Video Verification** provides Video Verification services to the monitoring center.

- **OpenEye** enables OpenEye Cloud-to-Cloud integration.

- **Hikvision NVR** enables Hikvision NVR integration.

- **EagleEye** enables Eagle Eye Cloud-to-Cloud integration.

- **DW Spectrum®** enables Digital Watchdog Spectrum IPVMS and DW Cloud integration.

- **Hanwha WAVE®** enables Hanwha Wisenet WAVE integration.

Edit a System

To edit a system, complete the following steps.

Contents

-

-

Edit System Information

1. Go to **Customers**.

2. Select the system name.

3. At the top of **System Information**, select **Edit**.

4. Edit the system information as needed.

5. Select **Save**.

Change a System's Account Number

1. Go to **Customers**.

2. Select the system name.

3. At the top of **System Information**, select **Edit**.

4. Next to **Account Number**, select **Change Account Number**.

5. Edit the account number, then select **Change Account Number**.

6. A dialog pops up to confirm your decision. Select **Yes**.

7. After the account number is saved successfully, edit remaining system information as needed.

8. Select **Save**.

Delete a System

Deleting a system from Dealer Admin removes the system and its programming, but doesn't deactivate cellular modules. To deactivate a SIM before deleting a system, edit the system, select **Deactivate Cellular Device**, then save the changes.

To delete a system from Dealer Admin, complete the following steps:

1. Go to **Customers**.

2. Select the customer's name.

3. In the row of the system that you want to delete, select ⊙ More.

4. Select **Delete**.

5. A dialog pops up to confirm your decision. To delete the system, select **Delete**.

Auto-Program a System

Auto-programming allows you to automatically push programming to a new or initialized panel when it connects to Dealer Admin for the first time.

Contents

- [Requirements](#)

- [Auto Program a System](#)

- [Schedule Cell Activation](#)

Prefer a Video?

In this clip, we'll show you how to use auto-programming and pre-programming.

https://player.vimeo.com/video/617184064

Requirements

Auto-programming requires the following:

- Panel Series: XR150/XR550, XT30/XT50, XTLplus, XTLtouch, CellCom, or DualCom

- Users with **Preset Roles** require the **Administrator**, **Operator**, or **Technician** role

- Users with **Custom Roles** require that **Permissions > System** is set to **View, add, and edit** and that **System Programming** has **Full/Fast Programming** enabled

Auto-Program a System

> **Note:** Auto-programming overwrites all existing programming in the panel.

1. Go to **Customers**.

2. Select a customer to open the **Customer Summary**.

3. In **Systems**, select ➕ Add.

4. Enter the system name.

5. Select a **System Type**.

6. Select **Auto-Programming**.

7. Select a panel firmware version.

8. Select a **Connection Type** and enter the appropriate connection information. For more information, refer to Connection Types.

9. Enter an **Account Number**.

10. Enter the panel **Serial Number**.

11. Select other system options as needed. For more information about initial system creation options, refer to Add a System.

12. Select **Save**.

After saving the system, you can create programming in Full Programming, Profiles, User Codes, and Schedules and select **Save to Dealer Admin** so its pushed to the panel on connection. Existing programming cannot be retrieved from the panel until a connection is established.

You can view the **Auto-Programming Errors** report in **Tools > Reporting & Analytics** to see any issues that occurred when attempting auto-programming. This report also provides details about any auto-programming performed after the system's original installation date.

Schedule Cell Activation

When a new system is pre-programmed or auto-programmed, cellular modules are automatically scheduled for activation on the panel's installation date.

1. When adding a new system, select **Auto Programming** or **Pre-Program System**.

2. When **Install Information** pops up, select an **Installation Date**. This determines when the panel communicator's SIM is activated.

3. Choose **Cellular** as the connection type, enter the communicator's SIM number, and select **Get Status** to finish scheduling activation.

4. Finish entering required information for the new system, then select **Save**.

Connection Types

When creating or editing a system, the system **Connection Type** determines how the panel connects to our servers. After configuring the required fields for your connection type, select **Test Connection** to perform initial connection to the panel.

> **Note:** If you enable **Auto-Programming** when you create a system, you must enter the panel's serial number regardless of connection type.

Contents

- [Cellular](#)

- [EASYconnect](#)

- [EASYconnect + Cell Backup](#)

- [Network](#)

Cellular

Uses cellular to communicate with the panel. Requires a cell module to be installed on the panel.

To activate a cell module, enter the SIM or MEID, select **Get Status**, then select **Activate**. To deactivate a cellular device, select **Deactivate Cellular Device**.

EASYconnect

Uses the panel serial number and app key to establish initial communication with the panel. Requires a panel with network communication capability (Wi-Fi or Ethernet).

In both Dealer Admin and the panel, program matching account numbers and serial numbers in System Options. In panel the **REMOTE OPTIONS** menu, program your app key and ensure that **ALLOW NETWORK REMOTE** is set to **YES** and network outbound port 4001 must be open.

EASYconnect + Cell Backup

Uses EASYconnect to establish connection to the panel, then uses cellular for a backup connection. Requires a panel with network communication capability (Wi-Fi or Ethernet) and an installed, active cellular module.

In both Dealer Admin and the panel, program matching account numbers and serial numbers in System Options. In panel the **REMOTE OPTIONS** menu, program your app key and ensure that **ALLOW NETWORK REMOTE** is set to **YES** and that network outbound port 4001 is open. To activate a cell module, enter the SIM or MEID, **Get Status**, then select **Activate**. To deactivate a cellular device, select **Deactivate Cellular Device**.

Network

In panel the **REMOTE OPTIONS** menu, ensure that **ALLOW NETWORK REMOTE** is set to **YES**. This connection type uses a standard network protocols to communicate with the panel over Wi-Fi or Ethernet.

In **Network Address**, enter the panel network's public IP address or DDNS hostname.

Replace a System

If a panel needs to be replaced, you can install a panel of the same model then send programming directly to it or retrieve programming from it. **Send Programming to New Panel** overwrites existing programming in the replacement panel. **Retrieve Programming from New Panel** overwrites existing programming in Dealer Admin.

Contents

- [Replace a System](#)
- [Supported Programming Actions](#)

Replace a System

For easier installation, program the original panel's App Key into the replacement panel before completing this replacement process.

1. Go to **Customers**.

2. Select the system name.

3. At the top of **System Information**, select **Edit**.

4. Next to the account number, select **Replace Panel**.

5. Enter the **Serial Number** of the replacement panel.

6. In **Data Source**, select the version of programming from the original panel that you want to send to the replacement.

7. To send programming to the new panel, select **Send to System**.

8. Select either **Send Programming To New Panel** or **Retrieve Programming From New Panel**. For more information on which programming options are sent or retrieved, refer to [Supported Programming Actions](#) in this article.

9. After initial programming is completed, **Full Programming** opens. Make additional changes if necessary and send any new programming to the panel.

Supported Programming Actions

The following programming actions are supported when sending or retrieving programming from the new panel. Some programming options only apply to specific panel models.

Panel Programming Options	Send Programming to New Panel	Retrieve Programming from New Panel	Applies to Panel Model
Communication	Yes	Yes	All
Network Options	Yes	Yes	All
Messaging Setup	Yes	Yes	All
Device Setup	Yes	Yes	All
Remote Options	Yes	Yes	All
System Reports	Yes	Yes	All
System Options	Yes	Yes	All
Bell Options	Yes	Yes	All
Output Options	Yes	Yes	All
Output Information	Yes	Yes	XT30/XT50, XR150/XR550
Output Setup	Yes	Yes	XTLplus
Output Groups	Yes	Yes	XR150/XR550
Status List Display	Yes	Yes	XR150/XR550
Area Information	Yes	Yes	All
Zone Information	Yes	Yes	All
Key Fobs	Yes	Yes	All
Lockout Code	No	No	All
Schedules	Yes	Yes	All
Profiles	Yes	Yes	XR150/XR550
User Codes	Yes	Yes	All

Favorites	No	Yes	All
Z-Wave Devices	No	Yes	All
Push Notification Settings	Yes	No	All

Move a System

Move an existing system from one customer to another in the same dealer account. To move a system, personnel must be Administrators or have the **Move Systems** custom role permission.

To move a system, complete the following steps:

1. Go to **Customers**.

2. Select the customer's name.

3. In the row of the system that you want to move, select ⊙ More.

4. Select **Move System**.

5. Start typing to search for the customer that you want to move the system to, then select the customer from the list.

6. Select **Move System**.

7. A dialog pops up to confirm your decision. To move the system, select **Yes**.

System Backups

> **Note:** To use backups, **Store User Codes** must be enabled in Dealer Admin. This allows SecureCom to send full programming and user codes back to the panel, eliminating the need to manually reprogram user codes after a system is restored.

When a system is created in Dealer Admin, programming is backed up automatically and once per month afterward. Each panel has a total of three backups in Dealer Admin. One is permanently reserved for initial programming created within 24 hours of the installation. The other two can be overwritten and are used for automatic or manual backups. To access Backups, go to **System Information**.

X1 Series

The X1 Series is a line of cloud-based access controllers programmed entirely in Dealer Admin and managed in Virtual Keypad. This guide explains how to program X1 Series devices after hardware installation is complete. For more information about installing and configuring communication for an X1 Series Door Controller, refer to the following literature:

- X1 Door Controller Installation and Programming Guide

- X1-8 Door Controller Installation and Programming Guide

- X1 Elevator Controller Installation and Programming Guide

- X1 Output Expansion Module Installation and Programming Guide

Before you get started, here are some basics about the X1 Series:

- A **system** can have one or more door controllers

- A **door controller** or **elevator controller** processes access logic when given instructions from card readers or Virtual Keypad

- A **door** is a physically secured point of access managed with door controllers, hardware accessories, card readers, and Virtual Keypad

- A **floor** is a point of access managed by card readers through Virtual Keypad

- The **X1** is a cloud-based door controller with a total of 1 door (integrated)

- The **X1-8** is a cloud-based door controller with a total of 8 doors (1 integrated and 7 modular)

- The **X1-ELEV** is a cloud-based elevator controller with a total of 90 floors (10 integrated and 80 added through the X1-ELEV-EXP and X1-ELEV-PCB)

- The **X1-OUT-EXP** is an accessory to the X1 or X1-8 allowing for a total of 90 additional outputs (10 outputs per module, 9 additional modules per X1 or X1-8)

Add an X1 Door Controller

A customer must exist before you can add a system to their account. To learn about creating customers, refer to [Add a Customer](#).

1. Go to **Customers**.

2. Select the customer's name.

3. In **Systems**, select ⊕ Add.

4. Enter a name for the system.

5. In **System Type**, select **X1**.

6. Configure billing address and time options as needed.

7. Enter the door controller's serial number.

8. Select **Save**.

Configure an X1 Door Controller

> **Note:** OSDP readers must be either new or factory reset so they can bind properly with the system. A unique OSDP secure key is automatically programmed.

If door options don't open automatically, select the X1 that you want to configure.

1. Enter a descriptive name for the door.

2. In **Strike Time**, enter the number of seconds that you want the door to unlock when access is granted.

3. In **Strike Delay**, enter the number of minutes that you want to delay the door unlock when access is granted.

4. In **Reader Protocol**, choose a protocol for this door's readers: **Wiegand** or **OSDP**. For OSDP readers, configure buzzer and LED options.

5. In **Authorization**, choose which authorization type can be used to access any of the doors.

6. Turn on other options as needed. For details about each option, refer to [Available Door Options](#).

7. Select **Save**.

Available Door Options

- **Buzzer** (OSDP) allows the reader to beep when a card is read.

- **LED** (OSDP) allows the reader LED to turn on and operate the same as a Wiegand reader LED, lighting green when the module relay activates. If disabled, the reader LED is turned off and does not operate in any condition.

- **Card** (Authorization) enables the use of cards for any of the doors.

- **Fire Zone** indicates this custom output triggers with a fire alarm.

- **Fire Exit** allows the door to unlock during a fire so people can exit the area.

- **Include in Lockdown** allow this door to be included when a lockdown is initiated.

- **Door Sensor** allows a motion detector mounted near the door to trigger a request to exit.

- In **Prop Time**, enter the number of seconds that you want to allow the door to remain open without triggering an alert.

- **Door Forced Message** sends a status message any time a door is forced open.

- **Request to Exit** (REX) requires people to request exit. REX is usually triggered by motion near the door or a button press.

- **Unlock on REX** appears when the Request To Exit toggle is switched on. Default is switched on. To allow the door to unlock when a Request to Exit input is received, enable the toggle. This is typically for magnetic locks. To allow the door to remain locked when a Request to Exit input is received, disable the toggle. This is typically for door strikes.

Add an X1 Elevator Controller

To add an X1 Series Elevator Controller, complete the following steps.

1. Go to **System Information**.

2. Under **Elevators**, select ⊕ Add.

3. Enter the serial number of the elevator controller.

4. Enter a descriptive name for the elevator controller.

5. In **Floor Activation Time**, enter the number of seconds that the elevator module relays remain active after access granted. This is provided by the elevator service company and varies by manufacturer.

6. In **Reader Protocol**, choose a protocol for this door's readers: **Wiegand** or **OSDP**. For OSDP readers, configure buzzer and LED options.

7. If using the onboard outputs, enter descriptive names in **Onboard Output 1 Name *and** Onboard Output 2 Name*. If not using the onboard outputs, leave the name fields blank.

8. Turn on other options as needed. For details about each option, refer to Available Elevator Options.

9. When the first elevator module populates, enter the name and address of the module. The address is the number that the address rotary dial is set to.

10. Name up to 10 floor relays. If additional elevator control modules are being used, skip to step 1 of Add Additional Floors.

11. Select **Save**.

Available Elevator Options

- **Buzzer** (OSDP) allows the reader to beep when a card is read.

- **LED** (OSDP) allows the reader LED to turn on and operate the same as a Wiegand reader LED, lighting green when the module relay activates. If disabled, the reader LED is turned off and does not operate in any condition.

- **Include in Lockdown** allow this elevator to be included when a lockdown is initiated.

- **Request to Exit** (REX) not typically used for elevator access.

Add Additional Floors

1. If additional elevator modules are being used, follow the steps below. Otherwise skip this section.

2. Under **Floors**, select the ⊕ Add.

3. Enter the name and address of the Elevator Module. Unnamed relays will not be programmed.

4. Name up to 10 floor relays.

5. Select **Save**.

Update an X1 Controller

Automatically Update

X1 Controllers automatically update 8 hours after being powered up or 8 hours after the latest firmware is available.

Manually Update

If a newly added or an already existing controller needs to be updated sooner than the 8-hour automatic update, an "Update Available" notification appears in System Information. Select **Yes** to update.

Add an X1 Output Expansion Module

Make sure to keep track of the address number that Dealer Admin provides. This is the number that the address rotary is set to.

1. Go to **System Information**.

2. Under **Outputs**, select Add.

3. Select the X1 that the module is connected to.

4. For **Output Name**, use a descriptive name for the output expansion module's location,

5. For each **Relay**, name each output that you intend to use. Unnamed outputs will not be programmed.

6. Select **Save**.

Add Card Formats

To add card formats to an X1, complete the following steps.

1. In **Card Formats**, select ⊕ Add.

2. Give the card format a name.

3. Select a card format and configure format settings. For details about each option, refer to [Card Format Options](#).

4. Select **Save**.

Card Format Options

- **DMP** (card format) use cards with DMP's format with a 26 – 45 bit data string.

- **Custom** (card format) use cards with a custom bit length and configuration.

- **Any** (card format) unlock the door with any valid card read.

- **Wiegand Length** is the total number of bits to be received in Wiegand code including parity bits.

- **Site Code Position** is the site code start position in the data string.

- **Site Code Length** is the site code length.

- **User Code Position** defines the user code start bit position.

- **User Code Length** defines the credential user code length.

- **User Code Digits** defines the user code length.

- **Require Site Code** restricts the door so it only unlocks when the card's site code matches one programmed in **Site Code**.

Enable Video Services

Choose the cameras, NVRs, and third-party video services you want to add to the system.

1. In **Video Services**, select ⊕ Add.

2. Select the types of cameras or NVRs that you want to enable on the system.

3. Select any third-party applications that you want to enable on the system. This allows users to sign in to their services from Virtual Keypad.

4. Select **Save**.

5. Back on the **System Information** page, select the number of cameras or choose the number of doorbells that you want to add to the system.

Add a Virtual Keypad App User

Adding an app user to an X1 system automatically adds them as a user in Virtual Keypad.

1. Go to **Customers**.

2. Select the customer's name.

3. In the **App Users** section, select ⊕ Add.

4. For a user that doesn't have a Virtual Keypad account, select **New**. For a user that already has an account, select **Existing**.

5. For a new user, enter their email address. For an existing user, start typing to search for their email and select it from the list.

6. Set the user's authority level to either **Administrator** to manage multiple systems or **Standard** to manage a single system.

7. For a new user, enter their first and last name. If you don't want to generate a random password for the user, clear **Create Random Password** then manually enter one.

8. If you want to email the user video clips, select **Email Video Clips**.

9. Select systems and permissions for the user.

10. Select **Save**.

> **Note:** If you receive a message that says the email is already in use, the user already has a Virtual Keypad account. Select **Existing** below the user's email address.

Log in as a Customer

To log in to Virtual Keypad and view the system like a customer would, select **Log in as Customer**. This adds you to the system as a temporary app user with admin privileges without the capability to view video. Your temporary app user expires and is automatically removed from the system after 1 hour.

For more information, refer to [Virtual Keypad Help](#).

Perform System Tests

Learn how to remotely test a system.

Contents

- [Available Tests](#)

- [Test a System](#)

> **Prefer a Video?**
>
> In this clip, we'll show you how to perform system tests.

https://player.vimeo.com/video/571843472
https://player.vimeo.com/video/571843472#t=125
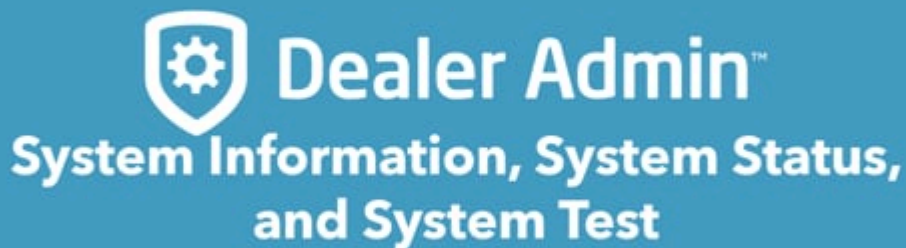
Available Tests

Dealer Admin enables you to perform the following system tests:

- **Communications Test**—Perform a communication test according to connection type.

- **Standard Walk Test**—Perform a standard walk test of a system's programmed zones.

- **Wireless Test**—Perform a test to determine whether programmed wireless devices are checking in with the panel.

- **Z-Wave Test**—Perform a diagnostics test to determine whether Z-Wave devices are communicating with the panel. Tests up to 10 devices at a time.

- **Z-Wave Optimization**—Optimize a system's Z-Wave mesh network.

- **PIR Test**—Perform a PIR walk test.

Test a System

To conduct a system test, complete the following steps:

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **System Test**.

4. If you want to test connection to the panel, select **Test Connection**.

5. Open of the test that you want to conduct.

6. Select options if necessary, then select **Start Test**.

When testing system communication, Dealer Admin displays the same pass or fail messages at each stage as a keypad would. For more information about what these messages mean, refer to [Communication Test Reference](#).

Communication Testing and Troubleshooting

When conducting a communication test, refer to the following sections for cellular and network test details. For more information, refer to the DMP Troubleshooting Guide and DMP Tech FAQs.

Contents

Cell

Refer to the following sections when testing and troubleshooting cellular communication.

Cell Test Messages

In order for the communications test to pass, the panel must pass all stages. When one stage fails, the entire test fails and the panel stops testing.

Cell		
Stage	Pass Message ✓	Fail Message ✗
1	Modem Operating	No Modem Found
2	Identified	No SIM Card
3	Tower Detected	No Tower

4	Registered	Not Registered
5	APN Accepted	APN Error
6	Comm Path Good	No ACK Received
		Not Activated
		Connect Error
		No Signal

Troubleshoot Cell Communication

When troubleshooting port configurations, refer to the Important Ports for DMP Whitepaper.

Issue	Likely Causes	What to Try
No Modem Found	• The panel can't communicate with the modem. • The modem may be damaged or incorrectly installed. • Panel firmware does not support the modem type. • The cell card is 3G (CDMA or HSPA) and is no longer supported by the carrier in your area.	• Check the cell module installation and antenna. • Check panel hardware. • Check panel firmware version. Refer to DMP Tech FAQs for a list of firmware requirements. • Update the panel. • Upgrade to a 4G cell card.
No SIM Card	• After reading the SIM, the panel received an error from the modem. • The SIM card is not installed or it's installed incorrectly.	• Install a SIM. • Go to **System Information** and check SIM status.
No Tower	• The modem can't find a tower. • The SIM is not activated, signal strength is poor, or the tower is down.	• Go to **System Information** and check SIM status. • Go to **System Analytics** or **Tools > Reporting & Analytics** and check cell trouble and tower information.

Not Registered	• The modem tells the panel that registration is denied. • The modem is not registered, the modem has extremely poor signal and has failed repeatedly to connect, the APN is incorrect.	• Go to **System Analytics** or **Tools > Reporting & Analytics** and check cell trouble and tower information. • Go to **Communication** and check **Cell APN**.
APN Error	• The panel received an error from the modem related to PDP context. • No IP address or port is configured in panel communication programming. • The APN is not configured or is incorrect. • The modem is registered but is now deactivated.	• Go to **Communication** and check APN; For XR Series v192 and higher, ensure an IP address is programmed. • Go to **System Information** and check SIM status. • Go to **System Analytics** or **Tools > Reporting & Analytics** and check cell trouble and tower information.
No ACK Received	• The modem sent a message but didn't receive an acknowledgement in the allotted time. • The IP or port is incorrect or port forwarding is not configured. • Ports are not configured for UDP outbound. • The receiver is down.	• Go to **System Information** and check communication options. • Go to **Communication** and check APN, TCP/UDP protocol, and receiver IP/Port settings.
Not Activated	• The modem is not active. • The modem hasn't been activated or failed to OTA.	• Go to **System Information** and check SIM status.
Connect Error	• The modem is unable to open a socket to send a message. • The internet gateway is down or the	• Go to **System Information** and check SIM status. • Go to **System Analytics** or **Tools**

	modem hasn't been activated.		**> Reporting & Analytics** and check cell trouble and tower information. • Check your local communications service.
No Signal	• Configuration is correct, but communication can't be established due to poor signal.		• Go to **System Analytics** or **Tools > Reporting & Analytics** and check cell trouble and tower information. • Check your local communications service.

Network

Refer to the following sections when testing and troubleshooting network communication.

Network Test Messages

In order for the communications test to pass, the panel must pass all stages. When one stage fails, the entire test fails and the panel stops testing.

Network		
Stage	**Pass** ✅	**Fail** ❌
1	Link OK	Link error
2	DHCP OK	DHCP error
3	Gateway found	No gateway
4	Destination found	No destination
5	Network communication good	Not connected
		Remote connect
		Invalid port

		No ACK received

Troubleshoot Network Communication

When troubleshooting port configurations, refer to the [Important Ports for DMP Whitepaper](#).

Issue	Likely Cause	What to Try
Link Error	• Panel is not connected to the network. • Hardware may be damaged, or incorrectly installed.	• Check cabling. • Check panel hardware. • Check the network's hardware such as routers and switches.
DHCP Error	• The DHCP server is not receiving the panel's request for an IP address.	• Go to **Network Options** and check DHCP and other network configuration options. • Go to **Communication** and check IPv6 and related communication options. • Check your local network's configuration.
No Gateway	• The panel can't reach the gateway address. • The IP address is incorrect, or ports between panel and gateway are configured incorrectly.	• Go to **Network Options** and check the IP, subnet, and gateway addresses. • Check port configurations. • Check the customer's local network's configuration. • Check the ISP's network status and settings.
No Destination	• The IP address is incorrect • Ports are configured incorrectly.	• Go to **Network Options** and check IP, subnet, and DNS settings. • If using IPv6, go to **Communication** and check settings for that protocol.

		• If connecting with Wi-Fi, check for sources of interference. • Check router configuration and DNS settings on the local network.
Not Connected	• The IP address is incorrect. • The ports are configured incorrectly. • Receiver IP address or port is incorrect.	• Go to **Network Options** and check settings. • Go to **Communication** and check receiver IP and port settings. • Check the network for closed ports and port conflicts. • Check local network configuration and network firewall settings.
Remote Connect	• Cannot test because a remote programming connection is open.	• Wait for programming changes to be saved and the remote connection to be closed, then retry.
Invalid Port	• The port is not a valid value or ports are configured incorrectly.	• Go to **Communications** and check the receiver port. • Check the network for closed ports and port conflicts. • Check local network configuration and network firewall settings.
No ACK received	• The panel is connected but received no acknowledgement from the server.	• This may be a temporary interruption in service; try again. • If connecting with Wi-Fi, check for sources of interference. • Check router configuration and local network status.

Programming

Dealer Admin helps you remotely program your customers' systems. You'll learn how to Fast Program a system, fully program a system, mass program panels, and view print programming.

For quick reference when programming devices, zones, or outputs, see the Quick Programming Reference Guide. For complete information, refer to the appropriate installation and programming guides from DMP.com/resources.

Fast Programming

Fast programming enables you to quickly modify several basic programming functions of a system.

> **Note:** Fast programming is only applicable to XTLplus, XTLtouch, iComSL, CellCom, and DualCom systems. Fast programming is not applicable to XT30/XT50 Series systems or XR150/XR550 Series systems. Refer to the appropriate system programming guide for more information.

Contents

- [Use Fast Programming](#)
- [Manage Zones](#)
  - [XTLplus and XTLtouch](#)
  - [iComSL, CellCom, and DualCom](#)

Use Fast Programming

> **Prefer a Video?**
> In this clip, we'll show you how to use fast programming.

To use fast programming, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Fast Programming**.

4. Modify fast programming settings such as the **Receiver IP**, **Weather ZIP Code**, **System**, and additional options as needed.

5. Select **Send to System**.

Manage Zones

In **Zone Information**, you can add or remove zones as needed.

XTLplus and XTLtouch

1. To add a zone, select ✓ Add Zone and enter the device's **Serial Number**.

2. To remove a zone, select ✕ Remove Zone.

3. Select **Send to System**.

iComSL, CellCom, and DualCom

1. Select **Add Zone**.

2. Enter a **Zone Name**, **Zone Number**, and **Zone Type**.

3. Configure settings in the **Advanced** and **Action** tabs as needed.

4. Select **Send to System**.

Full Programming

Full programming allows you to configure more settings during system installation than fast programming. To program your system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. To retrieve programming from the panel, select **Retrieve From System**.
   Note: Dealer Admin also enables you to retrieve and send programming in specific sections.

5. Select a category name to expand the programming options. Configure the settings in each category as needed. For descriptions of each category, see the reference section below.

6. Send the programming to the system. Select one of the following options:

   • **Send All to System**—Overwrites all panel programming with Dealer Admin programming. This does not include items that aren't programmed in **Full Programming** like User Codes, Profiles, and Schedules.

   • **Send Changes to System**—Only sends programming changes to the panel.

Full Programming Category Reference

The following section contains descriptions of each category in **Full Programming**. For more detailed information, reference the appropriate DMP guides. When programming devices, zones, or outputs, refer to the Quick Programming Reference Guide.

Communication: Choose how the system communicates and modify communication settings. Additionally, you can modify receiver settings. For XR Series systems, the number of available communication paths is displayed at the bottom of the **Communication** section.

Network Options: Program the system's network connection settings, such as the local IP address, gateway, and ports.

Messaging Setup: Enable messaging for the system. This feature is not supported for panels with Version 202 or higher firmware.

Device Setup: The number of devices that you can add depends on panel type and the number of

feature keys you have enabled. Select **Add Device** and enter the device's information. You can also delete existing devices. For XR150/XR550 Series panels, you can program access control devices. The number of available devices to program displays at the bottom of the **Device Setup** section.

Remote Options: Modify how the system interacts with the Virtual Keypad App, Remote Link, and Entré.

> **Note:** The Remote Key cannot be modified in **Remote Options**, but it can be edited from the **System Information** page. For more information, refer to Add a System.

System Reports: Determine which reports the system will generate. Additionally, you can enter the **Late to Open** and **Early to Close** times.

System Options: Modify various settings for a system, such as the system arming mode, entry and exit delays, bypass settings, time settings, and more.

Bell Options: Modify the system's bell settings and enable automatic bell tests.

Output Information: Add outputs to the system depending on system type. You can also delete existing outputs.

Output Options: Enter the system's outputs, as well as other information for the system's outputs.

Output Groups: Assign outputs to groups. Output groups can be assigned to output options or alarm actions like single outputs, allowing an entire group of outputs to turn on and off as required.

Area Information: Add or delete areas. The type and number of areas you can add are dependent on the arming type of the system. Select an area's name to edit that area's settings.

Zone Information: Add or delete zones. The number of zones that can be added depends on the system's capabilities. Select a zone's name to edit its **Wireless**, **Advanced**, and **Actions** settings.

Key Fobs: Add or delete key fobs.

Feature Keys: View and activate feature keys for XR550 Series panels. For more information, refer to the Feature Keys topic.

Lockout Code: Program a lockout code which limits the ability to program the system locally.

Mass Programming

Mass programming enables you to program multiple systems at once with the same settings.

> **Prefer a Video?**
>
> In this clip, we'll show you how to use mass programming.

To program multiple systems, complete the following steps.

1. In the menu, go to **Tools > Mass Programming**.

2. Select ⊕ Add.

3. In **System Type**, select the appropriate system family.

4. In **Reason for Change**, enter a brief description of the changes.

5. Expand a category to see programming options. Select the checkbox next to the items that you want to change and configure the settings as needed.

6. Select **Add Systems** and select the systems that you want to program.

7. When you've finished adding the systems, select **Send**.

8. A dialog pops up to confirm the changes. To send the changes to all of the selected systems, select **OK**.

Print Programming

To view a system's programming reference sheet, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Print Programming**.

4. The **Programming Sheet** opens.

5. To print the programming sheet, right-click the page and select **Print**.

6. Choose the appropriate settings, then select **Print**.

Feature Keys

The following feature keys can be activated and programmed in Dealer Admin:

Feature Key	Description
32 Door Add-On A (64 total doors)	Add 32 more doors to the panel, increasing the maximum number of doors to 64. Requires XR550 Series with firmware Version 111 or higher.
32 Door Add-On B (96 total doors)	Add 32 more doors to the panel, increasing the maximum number of doors to 96. Requires XR550 Series with firmware Version 111 or higher and 32 Door Add-On A.
Encryption (128-bit AES or 256-bit AES)	Enable encryption on XR550 Series panels with Network capability. Requires XR550 Series with Network.

Activate a Feature Key

To activate a feature key, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming > Feature Keys**.

4. To retrieve current feature key programming, select **Retrieve Feature Keys**.

5. To get your feature key, call DMP Customer Service at 866-266-2826 and give the representative the panel serial number from **Serial No**.

6. Enter the key in the text box, then select **Send Key**.

Auto Configure ECP and DSC Passthru

After setting up the host panel and installing the communicator, complete the following steps to remotely configure the communicator.

Contents

- [ECP Setup](#)

- [DSC Setup](#)

ECP Setup

1. Go to **Customers**.

2. Find and select the system name.

3. In the menu, go to **Full Programming > System Options**.

4. In **Keypad Input**, select **ECP**.

5. In **ECP Partition**, enter the number of the partition where you want the communicator to operate.

6. Select **Begin ECP Setup**.

7. If the host panel is a VISTA 128, turn on **VISTA 128**.

8. Enter the host panel's installer code in **VISTA Installer Code**.

9. Select **Begin**.

10. After setup is complete, Dealer Admin automatically retrieves zones from the host panel. If you need to retrieve zones again later, open **System Options** and select **Get Zones**.

DSC Setup

1. Go to **Customers**.

2. Find and select the system name.

3. In the menu, go to **Full Programming > System Options**.

4. In **Keypad Input**, select **DSC**.

5. Select **Begin DSC Setup**.

6. Enter the host panel's installer code in **Installer Code**.

7. Select **Begin**.

8. After setup is complete, Dealer Admin automatically retrieves zones from the host panel. If you need to retrieve zones again later, open **System Options** and select **Get Zones**.

Programming Templates

Dealer Admin enables you to program panels with templates and automatically push programming to a panel. In this section, you'll learn how to add, edit, and delete programming templates. You'll also learn how to configure Virtual Keypad templates and program a system with a template.

Create a Programming Template

You can use programming templates to automatically configure some features when installing panels with Dealer Admin or the Tech APP. To create programming templates, complete the following steps.

> **Note:** XR Series panels using EASYconnect with firmware Version 191 and lower must have an App Key programmed before using programming templates.

1. In the menu, go to **Settings > Programming Templates**. If necessary, open the **Programming** tab.

2. Select ⊕ Add.

3. Name the template and choose a **System Type**.

4. To only apply the template to a specific customer's systems, select a **Customer**.

5. In **Communication**, choose a **Communication Type**.
   Note: You must choose a **Communication Type** for the system. If you choose **Cell**, you must select a **Rate Plan** and a **Text Plan**.

6. If you programmed a Remote Key in the panel, go to **Remote Options** and enter the **Remote Key**.

7. Program other options according to your customer's needs. For more information about programming, refer to [Full Programming](#) or the applicable [panel programming guide](#).

8. Select **Save**.

Edit a Programming Template

To edit programming templates, complete the following steps.

1. In the menu, go to **Settings > Programming Templates**. If necessary, open the **Programming** tab.

2. Select **Edit** in the row of the template that you want to edit.

3. Edit information in **Communication**, **Remote Options**, **System Options**, and **System Reports**. In each section, select the options that you want to include.

4. Select **Save**.

Delete a Programming Template

> **WARNING:** You will receive no message when deleting templates. When you select **Delete**, the template is immediately and permanently deleted.

To delete programming templates, go to **Settings > Programming Templates** and open the **Programming** tab. Select **Delete** in the row of the template that you would like to delete.

Create Virtual Keypad Templates

To create Virtual Keypad templates, complete the following steps.

1. In the menu, go to **Settings > Programming Templates** and open the **Virtual Keypad** tab.

2. In **App Type**, choose either **Arming** or **Standard**.

3. In **Included Features**, **Add-on Features**, and **App User Defaults**, select the options that you want to include in the default programming for Virtual Keypad.

4. Select **Save**.

Program a System with a Template

Programming templates allow a dealer to manually push programming to a panel during installation.

1. Go to **Customers**.

2. Select a customer to open the **Customer Summary**.

3. In **Systems**, select ⊕ Add.

4. Enter the system name.

5. Select a **System Type**.

6. In **Programming Templates**, choose a template.

7. Select a **Connection Type** and enter the appropriate connection information. For more information, refer to [Connection Types](#).

8. Enter an **Account Number**.

9. Enter the panel **Serial Number**.

10. Select other system options as needed. For more information about initial system creation options, refer to [Add a System](#).

11. Select **Save**.

The programming status is displayed at the top of the system information page and confirms when the process is complete. The process can take up to 10 minutes, depending on the amount of programming to be sent to the panel. To confirm that programming is complete in the field, enter panel programming from a keypad (**6653**), then go to **COMMUNICATION > ACCOUNT NO** and ensure that the correct account number is programmed in the panel.

Devices

Dealer Admin helps you manage devices on your customers' systems. In this section, you'll learn how to add, edit, and delete devices.

For quick reference when programming devices, zones, or outputs, see the Quick Programming Reference Guide. For complete information, refer to the appropriate installation and programming guides from DMP.com/resources.

Add a Device

> **Note:** When installing wireless devices, DMP recommends programming devices into the panel before installing batteries, then performing an LED survey. For more information, refer to the following video and the appropriate device installation guides.

To add a device to a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **Device Setup**.

5. Select **Add Device**.

6. Enter a number and name for the device.

7. Choose a **Device Type** and **Device Communication Type**.

8. For wireless devices, enter additional device information, such as the device **Serial Number** and **Supervision Time**.

9. Select **Send Device Setup**.

Edit a Device

To edit a device, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **Device Setup** and select a device.

5. Edit the device information as needed, such as the **Device Number** and **Device Name**.

6. Select **Send Device Setup**.

Delete a Device

To delete a device from a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **Device Setup**.

5. Find the device that you want to delete and select **Delete**.

6. A dialog pops up to confirm your decision. To delete the device, select **OK**.

Outputs

Dealer Admin helps you manage outputs on your customers' systems. In this section, you'll learn how to add, edit, and delete outputs.

For quick reference when programming devices, zones, or outputs, see the Quick Programming Reference Guide. For complete information, refer to the appropriate installation and programming guides from DMP.com/resources.

Add an Output

To add an output to a system, complete the following steps.

> **Note:** Dealer Admin has tooltips that can help you determine what to put in each output field. Hover over text with a blue underline to view the tooltips.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **Output Information**.

5. Select **Add Output**.

6. Enter the output number, name, serial number, and supervision time.

7. If needed, select **Trip with Panel Bell**.

8. Select **Send Programming to System**.

Add an Output to Virtual Keypad

> **Note:** Before starting, you'll need to record the **Output Number** and **Output Name** of each output that you want to add to Virtual Keypad.

1. In the menu, go to **System Information** and select **Edit**.

2. Go to **Additional Features > Visible Outputs**.

3. In **Tracked Outputs**, select **Add**.

4. In the first field, enter the **Output Number**.

5. In the second field, enter the name of the output as you want it displayed in Virtual Keypad.

6. Select **OK**.

7. In **System Information**, select **Save**.

Edit an Output

To edit an output, complete the following steps.

> **Note:** Dealer Admin has tooltips that can help you determine what to put in each output field. Hover over text with a blue underline to view the tooltips.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **Output Information** and select an output.

5. Edit the output information, such as the **Output Number**, **Output Name**, **Serial Number**, and **Supervision Time**.

6. To keep your changes, select **Send Programming to System**.

Delete an Output

To delete an output from a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **Output Information**.

5. Find the output that you want to delete. Select **Delete**.

6. A dialog pops up to confirm your decision. To delete the output, select **OK**.

Access Control Doors

For quick reference when programming devices, zones, or outputs, see the Quick Programming Reference Guide. For complete information, refer to the appropriate installation and programming guides from DMP.com/resources.

To add an access door to be managed in Virtual Keypad, complete the following steps:

Contents

- Add the Device

- Add the Door to Virtual Keypad

- Configure Profile Options

- Access Control Profile Options

Add the Device

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **Device Setup**.

5. Select **Add Device**.

6. In **Device Name**, give the door a name according to its location or purpose.

7. In **Device Type**, select **Door**.

8. To make the door a private door that can only be accessed by the profiles it's assigned to, turn on **Private Door**.

9. In **Device Communication Type**, select the appropriate connection for the door.

10. Configure other options as needed.

11. To add a card format, expand **Card Formats**, select **Add Card Format**, and configure the options as needed.

12. Select **Send Device Setup**.

Add the Door to Virtual Keypad

1. In the menu, go to **System Information** and select **Edit**.

2. Go to **Virtual Keypad Access**.

3. In **Door Control**, select **Add**.

4. Select the doors that you want to add, then select **OK**.

5. Select **Save**.

Configure Profile Options

1. In the menu, go to **Profiles**.

2. In the row of the profile that you want to edit, select ⚙️ Settings. Otherwise, create a new profile.

3. In **Access Areas**, select the areas that you want profile users to have the ability to access.

4. If necessary, go to **Private Doors** and select the doors that you want profile users to access.

5. In **Options**, select the access control options that you want profile users to have. For more information, refer to [Access Control Profile Options](#).

6. Select **Send Changes to System**.

Access Control Profile Options

These access control options allow profile members to perform the following actions:

Door Lock/Unlock—Lock and unlock doors.

Door Access—Temporarily unlock a door for access.

Lockdown—Initiate a lockdown.

Sensor Reset—Reset all system sensors. A sensor reset is required for system restoral after a lockdown is ended (**Lockdown Override**).

Lockdown Override—End a lockdown and restore the system. **Sensor Reset** is also required to override a lockdown.

Anti-Passback—Require anti-passback. Profile members are required to properly exit (egress) an area previously accessed. Users cannot re-access the area until they properly exit it. **Egress Areas** are configured in **Device Setup**.

Card Plus Pin—Require Card Plus Pin. Profile members are required to use two access methods to operate the system from a keypad. The first method must be a credential such as a proximity patch, card, or key fob. The second method must be a PIN number entered at the keypad.

Dual Authority—Require Dual Authority. Two user codes must be entered within 30 seconds of each other at a system keypad to arm or disarm a specific area. Dual Authority must be enabled in **Area Information** to use this feature.

Key Fobs

In this section, you'll learn how to add, edit, and delete key fobs from a system.

For quick reference when programming devices, zones, or outputs, see the Quick Programming Reference Guide. For complete information, refer to the appropriate installation and programming guides from DMP.com/resources.

Add a Key Fob

For detailed information about programming key fobs and panic buttons, refer to the appropriate installation and panel programming guides. To add a key fob to a system, complete the following steps.

Contents

- [Optional: Enable Wireless Encryption and Panic Supervision](#)

- [Add a Key Fob](#)

Optional: Enable Wireless Encryption and Panic Supervision

Enable **Wireless Encryption** for encrypted key fob models. **Both** allows both encrypted and unencrypted key fob models to operate on the system. **All** requires that all key fobs programmed must be encrypted models.

Enable **Panic Supervision** if you want fobs to have a 30-day supervision that reports transmitter lost or low battery conditions without requiring a **Supervision Time** for the key fob.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **System Options**.

5. To enable wireless encryption, go to **1100 Wireless Encryption**, select **Both** or **All**.

6. To enable panic supervision, turn on **Panic Supervision**.

7. When you're done, select **Send System Options**.

Add a Key Fob

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **Key Fobs**.

5. Select **Add Key Fob**.

6. In **Key Fob Number**, enter a number depending on your system type. Refer to the table following this section.

7. In **Number of Buttons**, select **1**, **2**, or **4**. Default is **4**.

8. In **User Number**, select an existing user.

9. In **Serial Number**, enter the 8-digit key fob serial number. Valid range is 05000000-05999999.

10. If the key fob should be supervised, select a **Supervision Time**. For applications where the key fob may be taken off site, supervision time should be **None**. Default is **None**.

11. Program each button as needed, including the **Action**, **Select Time**, **Output** (panic), **Output Action** (panic), and **Areas**.

12. Select **Send Key Fobs**.

Panel Model	Key Fob Zone Numbers
XR150/XR550 Series	400-449
XT30/XT50 Series	31-34 (slow) 41-44 (fast)
XTLplus and XTLtouch	51-54 (slow) 61-64 (fast)

Edit a Key Fob

To edit a key fob, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **Key Fobs** and select a key fob.

5. Edit key fob programming as needed.

6. Select **Send Key Fobs**.

Delete a Key Fob

To delete a key fob from the system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Full Programming**.

4. Expand **Key Fobs**.

5. Find the key fob that you want to delete and select **Delete**.

6. A dialog pops up to confirm your decision. To delete the key fob, select **OK**.

Video Devices

In this section, you'll learn how to add, edit, or delete cameras and NVRs/Converters. You'll also learn how to enable video doorbells on a system.

Enable Video Devices

To enable video devices on a system, complete the following steps.

Contents

- [Enable Cameras or NVRs](#)

- [Enable Video Doorbells](#)

Enable Cameras and NVRs

> **Note:** Video Verification must be enabled in **Settings** before enabling it for specific cameras or NVRs. For more information, refer to "Set Up Video Verification".

1. Go to **Customers**.

2. Select the system name.

3. At the top of **System Information**, select **Edit**.

4. In **Video**, select the types of cameras or NVRs that you want to enable on the system.

5. If you want to enable Video Verification for your cameras or NVRs, select **Video Verification**.

6. Select **Save**.

Enable Video Doorbells

> **Note:** Video doorbells must be enabled in Dealer Admin before they can be added to a system from Virtual Keypad. For more information about adding video doorbells to a system, refer to Virtual Keypad App Help.

1. Go to **Customers**.

2. Select the system name.

3. At the top of **System Information**, select **Edit**.

4. In **Video**, select a type of doorbell. For SecureCom™ Video Doorbells, choose the number of doorbells to include.

5. Select **Save**.

Add a Camera

> **Note:** Video must be enabled on a system to add, edit, or delete cameras. For more information, refer to "Enable Video Devices".

To add a camera to a system, complete the following steps. To add a camera to an NVR, follow the steps in Add a Camera to an NVR.

1. Go to **Customers**.

2. Select the system name.

3. In **Video**, select Add Camera and enter the 12-digit MAC Address located on the back of the camera. Select **Next**.

4. Enter a name for the camera.

5. Select the camera's time zone. If necessary, select **Observe Daylight Savings Time**.

6. If the video needs to be flipped because the camera is mounted upside down, toggle **Flip Image**.

7. To allow this camera to record motion triggered video clips, select **Clips**.

    a. If you only want this camera to offer a live camera view through the Virtual Keypad app, choose **Never Record Motion**.

    b. If you want this camera to record video clips any time it detects motion, choose **Always Record on Motion**.

    c. If you want the camera to record motion triggered clips only when the system is armed, choose **Record Motion When Armed**.

8. To record video clips continuously during the first minute after the system triggers an alarm, select **Record on Alarm**.

9. Select **Save**.

Enable Email Clips

1. Go to **Customers**.

2. Select the customer's name.

3. In **App Users**, find the user's row and select ⊙ More, then select ⚙ Edit.

4. In **Video**, select **Email Video Clips**.

5. Select **Save**.

Prevent End Users from Editing Camera Settings

The **Allow End User Settings** option enables you to individually restrict which cameras' settings can be edited by users in Virtual Keypad. These camera settings include **Name**, **Record on motion**, **Record on alarm**, **Flip image**, and **Motion detection regions**.

By default, end users are allowed to edit settings for each camera. To remove these options, turn off **Allow End User Settings**.

NVRs and Analog Converters

In this section, you'll learn how to add NVRs and analog converters. You'll also learn how to add a camera to an NVR.

Add an NVR/Converter

> **Note:** Video must be enabled on a system before you can add an NVR or analog converter. For more information, refer to "Enable Video Devices".

To add an NVR or analog converter to a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In **Video**, select Add NVR/Converter.

4. Enter the **Serial Number** found on the NVR label.

5. Select **Next**. When the NVR has successfully connected, the **NVR Serial Number** is assigned.

6. Select the **Time Zone**. If necessary, enable **Observe Daylight Savings Time**.

7. To create a local user account, enable **Local User**, then create an **NVR Username** and **Password**.

8. Select **Save**.

Add a Camera to an NVR

To connect over PoE/Network, connect one end of the network cable to one of the eight provided ports on the back of the NVR. Up to eight cameras can be connected using PoE. The NVR will automatically add any 4000 Series SecureCom camera that is connected to one of the eight PoE ports. When using PoE, no power cable is needed.

Contents

- [Camera Configuration](#)
- [4000 Series: Connect a Camera Directly to the NVR](#)
- [5000 Series: Connect a Camera Directly to the NVR](#)
- [Connect a Camera over Network to the NVR](#)
- [Add an ONVIF Camera in Dealer Admin](#)

For more information about connecting specific cameras to the SecureCom NVR, refer to the appropriate [Video Installation Guide](#).

> **Note:** Cameras that are connected to an NVR must be assigned a static IP address or have a DHCP reservation configured. When managing 5000 Series cameras with both the V-4408D NVR and Dealer Admin, cameras must be connected to the NVR through a switch.

Camera Configuration

Refer to the following information for the configuration details of specific camera models.

V-4061DB Admin Verification

For the V-4061DB Doorbell, the password is the verification code that is on the doorbell's label found under the cover below the serial number.

V-4060DB Admin Verification

For the V-4060DB Doorbell, the password is a combination of the word "admin" followed by the

verification code that is on the doorbell's label found under the cover below the serial number. As an example, if the verification code is **ILGWQM** then the password would be **adminILGWQM**.

5000 Series Default Passwords

For V-5012B or V-5052D cameras with lower than D3.2.1_20200818_DMP firmware and V-5014B or V-5054D cameras with lower than D4.2.1_20200818_DMP firmware, the default password is **scw12345user**.

For V-5012B and V-5052D cameras with firmware Version D3.2.1_20200818_DMP and higher or V-5014B and V-5054D cameras with firmware Version D4.2.1_20200818_DMP and higher, the default password is **scw** plus the last six *alphanumeric* characters in the camera's MAC address. As an example, if the MAC address **1A:2B:3C:4D:5E:6F**, the default password is **scw4D5E6F**.

Default Usernames and Passwords

Model	Management port	Protocol	Username	Password
V-4022C	8000	Hikvision	**admin**	blank
V-4052D	8000	Hikvision	**admin**	blank
V-4061DB	8000	Hikvision	**admin**	verification code *(See above)*
V-4060DB	8000	ONVIF	**admin**	**admin** + verification code *(See above)*
V-4072MD	8000	Hikvision	**admin**	blank
V-5012B*	80	ONVIF	**scwuser**	**scw12345user** or **scw** + [last 6 of MAC uppercase]
V-5014B*	80	ONVIF	**scwuser**	**scw12345user** or **scw** + [last 6 of MAC uppercase]
V-5052D*	80	ONVIF	**scwuser**	**scw12345user** or **scw** + [last 6 of MAC uppercase]
V-5054D*	80	ONVIF	**scwuser**	**scw12345user** or **scw** + [last 6 of MAC uppercase]

*Default password depends on firmware version. Refer to 5000 Series Default Passwords for more information.

4000 Series: Connect a Camera Directly to the NVR

On the NVR monitor, make sure **Plug and Play** is selected as the adding method for the port that you want the camera to use. No further configuration is required.

5000 Series: Connect a Camera Directly to the NVR

When connecting a 5000 Series camera directly to the NVR, you'll need to start by configuring the camera with a static IP address before connecting the camera directly to the NVR.

Set Up a Static IP

> **Note:** Leave the camera disconnected from the NVR until you've finished configuring the static IP.

1. On the NVR monitor, right-click in the window and select **Menu**. Enter the username and password that you used during activation.

2. Select **Camera** to open the **Camera Management** window. Find the NVR camera port that you want to connect the camera to and record its IP address.
   Note: This IP address may be in a different address range than other IP addresses used on the network.

3. Connect the camera to the local network.

4. Using the camera's MAC address, determine the IP that the camera is currently using.

5. Open a web browser and enter the camera's IP address.

6. Enter the camera's default username and password.

7. Go to **Network > Network Settings**.

8. In **Network Type**, select **Static**.

9. In **IP setup**, enter the IP address the NVR assigned to the port that you want to use.

10. Change the gateway address to the first address on the NVR's subnet: **192.168.254.1**.

11. Press **Apply**. Disconnect the camera from the network, then connect it to the NVR port that you want to use.

Add the Camera to the NVR

1. On the NVR monitor, right-click in the window and select **Menu**.

2. Select **Camera** to open the **Camera Management** window.

3. Select **Edit** to open the **Edit IP Camera** window.

4. Set the **Adding Method** to **Manual**.

5. Use the information from Table 1 to set the **Management Port** and **Protocol**, then enter the username and password.

6. Press **OK**. The NVR attempts to connect to the camera.

Connect a Camera over Network to the NVR

1. On the NVR monitor, choose **Manual** as the method to add a 4000 Series camera, a V-4060DB doorbell, or a 5000 Series camera.

2. Open a web browser and enter the camera's IP address.

3. Enter the camera's default username and password.

4. Use the information from Table 1 to set the **Management Port** and **Protocol**.

5. Select the **Channel Port** and **Transfer Protocol**, then enter the username and password.

6. Press **OK**. The NVR attempts to connect to the camera.

Add an ONVIF Camera in Dealer Admin

1. Find the customer and select the relevant account number.

2. In **Video**, find the NVR and select **Edit**.

3. To add the camera, select ⊕ Add.

4. Enter the camera's name and IP port.

5. Select the type from **Camera Type**.

6. Press **Save**.

Edit a Video Device

> **Note:** Video must be enabled on a system to add, edit, or delete cameras and NVRs/Converters. For more information, refer to "Enable Video Devices".

To edit a video device, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In **Video**, select the name of the video device that you want to edit.

4. Select **Edit**.

5. Edit the device information as needed.

6. Select **Save**.

Delete a Video Device

> **Note:** Video must be enabled on a system to add, edit, or delete cameras and NVRs/Converters. For more information, refer to "Enable Video Devices".

To delete a video device, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In **Video**, select the name of the video device that you want to delete.

4. Select **Delete**.

5. A dialog pops up to confirm your decision. To delete the video device, select **OK**.

Assign a Camera to a Zone

Note: Video devices must be enabled on a system to assign a camera to a zone. For more information, refer to "Enable Video Devices".

Dealer Admin allows you to assign cameras to zones. This feature allows clips to be recorded when specific zones go into alarm.

To assign a camera to a zone, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In **Video**, select **Assign Cameras to Zones**.

4. In each zone's row, select **Choose a Camera** and select the cameras that you want to assign to that zone.

5. Select **Save**.

Configure Video Verification

> **Note:** Video Verification does not postpone or interfere with communication with the central station. Additionally, Video Verification feeds are only viewable by authorized personnel and automatically expire after a designated time period.

Dealer Admin supports video verification, which allows central station operators to view live or recorded video from system cameras only in the event of an emergency. This feature helps central station operators make faster, better-informed decisions when determining whether to deploy emergency personnel to a customer's home or business.

Contents

> **Prefer a Video?**
>
> In this clip, we'll show you how to set up video verification.

https://player.vimeo.com/video/579601417

Set Up Video Verification

To set up Video Verification, configure global settings on the **Dealer** page, then configure system settings in **System Information**.

Step1: Configure Dealer Settings

To configure global Video Verification settings, complete the following steps.

1. In the menu, go to **Settings > Dealer** and open the **Video Verification** tab.

2. Select **Allow Video Verification**.

3. Enter a number of minutes in **Time Window**. The default is **30** minutes.

4. In **Video URL Auth Type**, select either **Require personnel login** or **Use Secure ID**.
   Require personnel login requires the operator to log in to SecureCom servers.
   Use Secure ID allows the operator to access video with a URL and does not require them to log in.

5. If using **Secure ID**, select **Generate SecureID** to generate a secure ID for authorization.

6. If necessary, enter a name for the authorization type.

7. Select **Save**.

Step 2: Configure System Settings

To configure Video Verification for a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. At the top of **System Information**, select **Edit**.

4. In **Video**, select the types of cameras or NVRs that you want to enable on the system.

5. Select **Video Verification**.

6. Select **Save**.

Exclude a Camera from Video Verification

To exclude a camera from central station Video Verification, complete the following steps:

1. Go to **Customers**.

2. Select the system name.

3. In **Video**, select the camera that you want to edit.

4. Select **Edit**.

5. Turn off **Allow Video Verification**.

6. Select **Save**.

Z-Wave

> **Note:** You can view lists of Z-Wave Favorites and individual Z-Wave devices associated with your customer's systems. However, Z-Wave devices can only be added and deleted from the Tech APP.

Dealer Admin helps you manage Z-Wave devices on your customers' systems. In this section, you'll learn how to enable or disable Z-Wave device types and how to view system automation.

Enable Z-Wave Devices

To enable a Z-Wave device type for a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. At the top of **System Information**, select **Edit**.

4. In **Additional Features**, select **Automation (Lights, Locks, Thermostats, & Appliances)**.

5. In **Allow Editing**, select **Enabled** or **Disabled**.

6. Select **Save**.

Disable a Z-Wave Device Type

To disable a Z-Wave device type for a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. At the top of **System Information**, select **Edit**.

4. In **Additional Features**, clear **Automation (Lights, Locks, Thermostats, & Appliances)**.

5. Select **Save**.

View Automation

To view all of the favorites and Z-Wave devices on a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Automation**.

4. To update Z-Wave device information, select **Retrieve from System** at the top of the page.

Receivers

Dealer Admin helps you manage your receivers. In this section, you'll learn how to add, edit, and delete receivers.

Add a Receiver

To add a central station receiver, complete the following steps.

1. In the menu, go to **Settings > Receivers**.

2. Select ⊕ Add.

3. Enter the receiver's **Name**, **Number**, **IP Address**, and **Port**. If desired, enter a brief description about the receiver in **Description**.

4. Select **Save**.

Edit a Receiver

To edit receiver settings, complete the following steps.

1. In the menu, go to **Settings > Receivers**.

2. In the row of the receiver that you want to edit, select ⚙ Settings.

3. Edit the receiver information as needed, including the **Name**, **Number**, **IP Address**, **Port**, and **Description**.

4. Select **Save**.

Delete a Receiver

To delete a receiver, complete the following steps.

1. In the menu, go to **Settings > Receivers**.

2. In the row of the receiver that you want to delete, select Delete.

3. A dialog pops up to confirm your decision. To delete the receiver, select **OK**.

Profiles

> **Note:** Profiles are only applicable to XR150/XR550 Series systems.

Dealer Admin helps you manage user profiles on XR150/XR550 Series systems. The profiles assigned to a user determine their permissions and access areas within a system. In this section, you'll learn how to view, add, edit, and delete profiles.

View Profiles

To view a list of system profiles, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Profiles**.

The system's profiles page opens with a list of all the profiles that are set up on the system. From this page, you have the option to **Edit**, **Delete**, or **Add** a profile. You can also search for existing profiles.

If you make changes to a system's profiles and they don't automatically show on the **System Profiles** page, try refreshing the profiles by selecting **Refresh**.

Add a Profile

To add a profile to a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Profiles**.

4. Select ⊕ Add.

5. Enter profile information as needed, such as **Profile Name**, **Rearm Delay**, **Output Group**, **Access Areas**, and additional options. For more information, refer to "Profiles Reference".

6. Select **Send Changes to System**.

Edit a Profile

To edit a profile, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Profiles**.

4. In the row of the profile that you want to edit, select ⚙ Settings.

5. Edit the profile information as needed, such as the **Profile Name**, **Rearm Delay**, **Output Group**, **Access Areas**, and additional options. For more information, refer to "[Profiles Reference](#)".

6. Select **Send Changes to System**.

Delete a Profile

To delete a profile, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Profiles**.

4. In the row of the profile that you want to delete, select 🗑 Delete.

5. A dialog pops up to confirm your decision. To delete the profile, select **Confirm**.

Profiles Reference

Refer to the following reference information when configuring profiles.

Contents

- [Profile](#)

- [Options](#)

Profile

Number: The id number automatically assigned to the profile.

Rearm Delay: Delay automatic rearming by the number of minutes entered when the user disarms an area outside of a schedule. To disable this feature, enter **0**. Range is 0 – 720 minutes.

Output Group: Assign outputs to groups, allowing an entire group of outputs to turn on or off as required. Enter the number of the output group that you want to assign to the profile. To disable this feature, enter **0**.

Inactive User Audit Days: Enter a number of days that a user code can remain unused before it is automatically deactivated. To disable this feature, enter **0**. Range is 0 – 425 days.

Access Areas: Allow profile members to access selected areas. This setting supersedes **Door Access** settings in **Options**.

Arm/Disarm Areas: Allow profile members to arm or disarm selected areas. This setting supersedes **Arm** and **Disarm** settings in **Options**.

Access Schedules: Allow profile members to access and edit a schedule. This setting supersedes **Schedules** settings in **Options**.

Private Doors: Allow profile members to access selected private doors. Only doors that have **Private Door** turned on in **Device Setup** are displayed in **Profiles**. When enabled, these permissions allow profile members to access up to 4 private doors.

Options

When enabled in a profile, these permissions allow profile members to perform the following actions:

Arm: Arm the system according to the options configured in **Arm/Disarm Areas**.

Disarm: Disarm the system according to the options configured in **Arm/Disarm Areas**.

Alarm Silence: Silence a system alarm.

Sensor Reset: Reset all system sensors. A sensor reset is required for all smoke detectors, flood sensors, and temperature sensors that have triggered an alarm, as well as system restoral after a lockdown is ended. A sensor reset is also required to clear a low battery (LOBAT) message after changing a wireless device's batteries.

Lockdown: Initiate a lockdown.

Door Lock/Unlock: Lock and unlock doors.

Door Access: Grant temporary door access.

Armed Areas: View armed areas at a keypad.

Outputs On/Off: Turn outputs on or off from the User Menu.

Anti-Passback: Use anti-passback. Profile members are required to properly exit (egress) an area previously accessed. Users cannot re-access the area until they properly exit it. **Egress Areas** are configured in **Device Setup**.

Easy Arm/Disarm: Arm or disarm all areas that are assigned to a code automatically.

Use Secondary Language: Display a secondary language.

Card Plus PIN: Use Card Plus Pin. Profile members are required to use two access methods to operate the system from a keypad. The first method must be a credential such as a proximity patch, card, or key fob. The second method must be a PIN number entered at the keypad.

Wi-Fi Setup: View the system's Wi-Fi settings, connect to available Wi-Fi networks, and use WPS association.

Lockdown Override: End a lockdown and restore the system. **Sensor Reset** is also required to override a lockdown.

Profiles: Add, change, or delete profiles.

User Codes: Add, change, or delete user codes.

Schedules: Add, edit, or delete schedules.

Extend: Extend a schedule for 2, 4, 6, or 8 hours.

Time: Change the system date and time from the User Menu.

Display Events: View system events.

Service Request: Request a service call from your alarm provider.

Fire Drill: Initiate a fire drill.

Zone Status: View the status of zones.

Bypass Zones: Bypass zones when arming the system.

Zone Monitor: Enable the chime function.

System Status: View the system's status.

System Test: Initiate a system test from the User Menu.

Technician User: Use the profile for test purposes. A technician user cannot disarm a system that has been armed by a standard user. If the system is armed by a Test User, that person can disarm it.

Dual Authority: Requires two user codes to be entered within 30 seconds of each other at a system keypad to arm or disarm a specific area. Dual Authority must be enabled in Area Information to use this feature.

User Codes

Dealer Admin helps you manage user codes on you customers' systems. In this section, you'll learn how to add, edit, and delete user codes.

Default User Codes

> **WARNING:** To protect customer security, DMP strongly recommends changing the default user code after installation is complete.

Before XR v193 and XT/COM v194

The default user code is **99**.

For XR Series v193 or XT/COM Series v194 and Higher

Panels ship with a unique 4-digit master code on the serial number label in parentheses next to the serial number. The code can be modified or deleted in panel programming. To revert the default code to 99, use a programming keypad and go to the Initialization menu, then select Clear All Codes.

```
MAC : 00:01:22:33:44:55
MOD : XT50NS
VER : 194 122319
SN : 0012345A (21852)            Default
TD : 011520                       User Code
KEY : 100
```
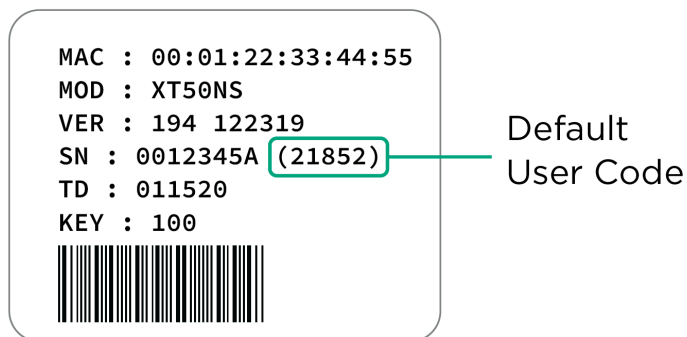
Add a User Code

For more information about user authority levels, refer to Authority Level Reference. For more information about profiles, refer to Profiles.

Contents

- Add a Standard User Code

- Add an Ambush User Code

Add a Standard User Code

> **Note:** If you plan to add an ambush (duress) code to a system, reserve User Code 1 for that code. For more information, refer to "Add an Ambush User Code" in this article.

To add a user code to a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **User Codes**.

4. Select ⊕ Add.

5. Enter the **User Name**.

6. To use the next available user number on the system, select **Next Available Number**. Otherwise, enter a **User Number**.

7. Select the **Credential Type**. For a typical user code that can be used at a keypad or in the Virtual Keypad app, select **Code**. For a physical credential that is used for access control, select **Card**.

8. Depending on the credential type you selected, enter either a code or an external card number.

9. To make the user temporary, select **Temp User** and specify a start date and end date.

10. To send the code to all Z-Wave locks installed on the system, select **Send to Locks**.

11. Depending on system type, specify the user's authority level or select profiles for the user. For

more information about user authority levels, refer to "Authority Level Reference". For more information about profiles, refer to "Profiles".

12. Select the systems that you want this user code to access.

13. Select **Send**.

Add an Ambush User Code

An ambush code sends a silent duress signal when the user disarms a system with User Code 1. To add an ambush code to a system, complete the following steps.

> **Caution:** After creating the code, you must enable Ambush Reports on each system where you want User Code 1 to function as a duress code. If Ambush Reports are not enabled on a system, User Code 1 functions as a standard code. For more information, refer to the appropriate panel programming guide.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **User Codes**.

4. Select ⊕ Add.

5. In **User Name**, enter a descriptive name for the ambush code.

6. Clear **Next Available Number**.

7. In **User Number**, enter **1**.

8. For **Credential Type**, select **Code**.

9. In **User Code**, enter a unique code.

10. Select profiles or authority levels as needed.

11. In **Apply to Systems**, select applicable systems for the ambush code.

12. Select **Send**.

13. In the menu, go to **Full Programming**.

14. Expand **System Reports**.

15. Turn on **Ambush Reports**.

16. Select **Send System Reports**.

Edit a User Code

To edit a user code, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **User Codes**.

4. In the row of the user code that you want to edit, select ⚙ Settings.

5. Edit the **User Name**, if necessary.

6. Set the user's authority level:
   - For XT30/XT50 Series panels, edit the user's authority level by selecting **Master**, **Arm Only**, or **Temporary**.

   - For XR150/XR550 Series panels, select profiles for the user.

7. Select the systems that you want this user code to access.

8. Select **Send**.

Deactivate a User Code

There may be instances when you want to deactivate a user code rather than delete it. For example, when a card is lost you can quickly deactivate the user code that has the card assigned to it, which automatically revokes all of the profile and access permissions assigned to that user.

To deactivate a user code, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **User Codes**.

4. In the row of the user code that you want to deactivate, select Settings.

5. Turn off **Active**.

6. Select **Send**.

Delete a User Code

To delete a user code from a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **User Codes**.

4. In the row of the user code that you want to delete, select 🗑 Delete.

5. A dialog pops up to confirm your decision. To delete the user code, select **OK**.

Authority Level Reference

When creating a user code, you either select a pre-defined authority type or assign profiles to the user depending on your system type. For more information about profiles, refer to "Profiles."

The following sections include definitions of authority level types, the permissions that each level has, and definitions of each permission.

Contents

- Authority Level Types

- Permissions by Authority Level

- Permission Definitions

Authority Level Types

Master: The highest authority level. The user is granted all system permissions.

Standard: The user is granted all system permissions except administrative permissions.

Limited: The user is granted all system permissions except administrative permissions and they cannot bypass zones.

Scheduled: The user is granted basic system permissions that don't include administrative or maintenance permissions.

Arm Only: The user can only arm the system.

Temporary: The user code expires at the date and time that you specify. Any authority level except Master can be defined as a temporary code.

Permissions by Authority Level

Permission	Master	Standard	Limited	Scheduled	Arm Only
Arm	X	X	X	X	X

Disarm	X	X	X	X	
Door Access	X	X	X	X	
Alarm Silence	X	X	X	X	
User Check-in	X	X	X	X	
Zone Activity Check	X	X	X	X	
Sensor Reset	X	X	X	X	
Display Events	X	X	X	X	
Zone Monitor	X	X	X	X	
Outputs On/Off	X	X	X		
System Test	X	X	X		
Favorites Setup	X	X	X		
Bypass Zones	X	X			
Z-Wave Setup	X				
Wi-Fi Setup	X				
User Codes	X				
Schedules	X				
Extend	X				
Set Time	X				
Service Request	X				

Permission Definitions

Arm: Arm the system.

Disarm: Disarm the system.

Door Access: Grant temporary door access.

Alarm Silence: Silence a system alarm.

User Check-in: The system checks in to determine if the user is on the premises.

Zone Activity Check: Monitor a zone for non-activity. This could be used for a person living alone to detect when they have not moved about to trip a disarmed zone within a programmed period of time. This feature is optional. The Zone Activity Check is disabled when a schedule is entered to allow for sleeping hours and is automatically enabled when an area is disarmed.

Sensor Reset: Reset all system sensors. A sensor reset is required for all smoke detectors, flood sensors, and temperature sensors that have triggered an alarm, as well as system restoral after a lockdown is ended. A sensor reset is also required to clear a low battery (LOBAT) message after changing a wireless device's batteries.

Display Events: View system events.

Zone Monitor: Enable the chime function.

Outputs On/Off: Turn outputs on or off.

System Test: Initiate a system test from the User Menu.

Favorites Setup: Configure Z-Wave favorites for the system.

Bypass Zones: Bypass zones when arming the system.

Z-Wave Setup: Add, edit, and delete Z-Wave devices like appliances, locks, lights, and thermostats.

Wi-Fi Setup: View the system's Wi-Fi settings, connect to available Wi-Fi networks, and use WPS association.

User Codes: Add, change, or delete user codes.

Schedules: Add, edit, or delete schedules.

Extend: Extend a schedule for 2, 4, 6, or 8 hours.

Set Time: Change the system date and time from the User Menu.

Service Request: Request a service call from your alarm provider.

Bulk Import User Codes

Import User Codes with a Remote Link export file or a CSV template from Dealer Admin. To perform a Bulk User Code Import, complete the following steps.

Contents

- [Use a Remote Link Export File](#)

- [Use the Dealer Admin CSV Template](#)

- [CSV Template Field Reference](#)

Use a Remote Link Export File

Remote Link Export only works with XR150/XR550 Series panels. To bulk import user codes from any compatible panel model, use the Dealer Admin CSV Template.

1. In Remote Link, open the appropriate panel, then go to **Program > User Codes**.

2. Select **Batch**, then open the **Export** tab.

3. Select the users that you want to export.

4. Select the More button next to **File Name**.

5. Name the file, select **Save**, then select **Export**.

6. In Dealer Admin, go to **Customers** and select the system name.

7. In the menu, go to **User Codes**.

8. Select **CSV Import**.

9. In **Import From**, select **Remote Link User Code Export**.

10. Select the **Upload Remote Link File** button and select Remote Link file that you just exported.

Use the Dealer Admin CSV Template

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **User Codes**.

4. Select **CSV Import**, then select **Download CSV Template**.

5. Enter user information in the relevant columns. For more information, refer to <u>CSV Template Field Reference</u> in this document.

6. Save and close the template.

7. On the system **User Codes** page in Dealer Admin, select **CSV Import**.

8. In **Import From**, select **CSV File**.

9. Select the **Upload File** button and select the saved template.

CSV Template Field Reference

> **Note:** If you enter an **External Number**, the user is imported with a card credential type. Otherwise, the user is imported with a code credential type.

XT Series, XTL Series, COM Series

- **Name**—Enter the user's name as you want it displayed.

- **Code**—Enter the user code. If this is a card credential user, this is the card's Internal Number.

- **PIN (optional)**—If the user has Card Plus PIN enabled, enter their PIN.

- **Level**—Enter a level for the user: Master or Standard.

- **External (optional)**—If this is a card credential user, enter their card's External Number. Otherwise, leave this field blank.

- **Areas**—Enter the area numbers that you want the user to access separated by a comma. These numbers cannot exceed the total number of areas in the system.

XR Series

- **Name**—Enter the user's name as you want it displayed.

- **Code**—Enter the user code. If this is a card credential user, this is the card's Internal Number.

- **PIN (optional)**—If the user has Card Plus PIN enabled, enter their PIN.

- **Profiles**—In each column, enter a profile **Number** that you want to assign to the user. Otherwise, leave these fields blank.

- **External (optional)**—If this is a card credential user, enter their card's External Number. Otherwise, leave this field blank.

- **Areas**—Enter the area numbers that you want the user to access separated by a comma. These numbers cannot exceed the total number of areas in the system.

Card Plus PIN

Card Plus PIN requires a user to present their card to a reader and enter their user code at a keypad to access a restricted area.

Contents

Step 1: Enable Card Plus PIN

These instructions assume that you've already created a profile. To learn more about creating and configuring profiles, refer to [Profiles](#).

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Profiles**.

4. In the row of the profile that you want to edit, select ⚙ Settings.

5. In **Options**, turn on **Card Plus PIN**.

6. Select **Send Changes to System**.

Step 2: Add a PIN to a User

These instructions assume that you've already enabled Card Plus PIN in a profile and created a user code. To learn more about creating and configuring user codes, refer to [User Codes](#).

1. If you need to open the system, go to **Customers** and select the system name.

2. In the menu, go to **User Codes**.

3. In the row of the user that you want to edit, select ⚙ Settings.

4. In **Select Profiles for this User**, select the profile that has Card Plus PIN enabled.

5. In **Pin**, enter a PIN for the user.

6. Select **Send**.

App Users

Dealer Admin helps you manage Virtual Keypad app users on you customers' systems. In this section, you'll learn how to add, reset, edit, and delete app users.

Add an App User

To add an app user, complete the following steps.

1. Go to **Customers**.

2. Select the customer's name.

3. In the **App Users** section, select ⊕ Add.

4. For a user that doesn't already have a Virtual Keypad account, select **New**. For a user that already has an account, select **Existing**.

5. For a new user, enter their email address. For an existing user, start typing to search for their email and select it from the list.

6. Enter the user's first and last name.

7. Select an authority level:
   - To allow the user to manage multiple systems, set the user's authority level **Administrator**.
   - To allow the user to manage a single system, set their authority level to **Standard**.

8. If you don't want to generate a random password for the user, clear **Create Random Password** and manually enter a password for the user.

9. If you want to email the user video clips, select **Email Video Clips**.

10. Select the systems and permissions that you want your user to have authority to access.

11. Select **Save**.

> **Note:** If you receive a message that states the email is already in use, the user already has a Virtual Keypad account. Select **Existing** below the user's email address.

After you add an app user in Dealer Admin, they receive an email that contains their Virtual Keypad login information.

Reset an App User's Password

To reset an app user's password, complete the following steps.

1. Go to **Customers**.

2. Select the customer's name.

3. In **App Users**, find the user's row and select ⊙ More, then select 🖰 Reset Password.

4. A dialog pops up to confirm your decision. To reset the user's password, select **Confirm**.

Edit an App User

To edit an app user, complete the following steps.

1. Go to **Customers**.

2. Select the customer's name.

3. In **App Users**, find the user's row and select ⓘ More, then select ⚙ Edit.

4. Edit the user's **Email**, **Password**, **Authority Level**, name, and optional settings as needed.

5. Select **Save**.

Delete an App User

To delete an app user, complete the following steps.

1. Go to **Customers**.

2. Select the customer's name.

3. In **App Users**, find the user's row and select ⊙ More, then select 🗑 Delete.

4. A dialog pops up to confirm your decision. To delete the user, select **Delete**.

Enable System Panics in Virtual Keypad

Allow Virtual Keypad users to initiate a system panic from the app and website. Available options include **Police**, **Fire**, and **Emergency** panics. To enable System Panics in Virtual Keypad, complete the following steps.

1. Go to **Customers**.

2. Select the customer's name.

3. In **App Users**, find the user's row and select ⊙ More, then select ⚙ Edit.

4. Select the panic options that you want to enable in Virtual Keypad.

5. Select **Save**.

To initiate a system panic, sign in to Virtual Keypad, open the ☰ Menu, and select **Panic**. Press and hold the desired panic option for three seconds.

Schedules

> **Note:** Some of the options available to you, as well as the look of the **Schedules** interface, may change depending on the system type. Additionally, schedules can only be applied to systems of the same series.

Dealer Admin helps you configure and manage schedules on your customers' systems. In this section, you'll learn how to add, edit, and delete a schedule. You'll also learn how to configure area settings.

Add a Schedule

To add a schedule to a system, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Schedules**.

4. Select ⊕ Add.

5. Enter a schedule name and number.

6. In **Times**, enter the begin and end times for the schedule in the appropriate day slots in either 24-hour or 12-hour format. For 12-hour format, enter the time with either **AM** or **PM**.

7. To set specific times for holiday schedules, enter them in the holiday slots (**Hol A**, **Hol B**, or **Hol C**).
Note: Holiday schedules can only be created from VirtualKeypad.com or the panel User Menu. To create a holiday schedule, finish configuration in Dealer Admin, then Log In as a Customer.

8. Choose **Areas**, **Outputs**, **Favorites**, and **Doors** for the schedule, if applicable.

9. In **Copy to Systems**, select the schedule types to send to the system.

10. Select systems to be affected by the schedule.

11. Select **Send Changes to System**.

Edit a Schedule

To edit a system schedule, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Schedules**.

4. In the row of the schedule that you want to edit, select ⚙ Settings.

5. Edit the schedule's information, such as the **Schedule Name**, **Times**, and additional options as needed.

6. Select systems to be affected by the schedule.

7. Select **Send Changes to System**.

Delete a Schedule

> **Note:** You can delete schedules from an XTLplus, XTLtouch, or XT30/XT50 Series system in Dealer Admin.

To delete system schedules, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Schedules**.

4. In the row of the schedule that you want to delete, select 🗑 Delete.

5. A dialog pops up to confirm your decision. To delete the schedule, select **Confirm**.

Configure Area Settings

You can enable auto arming and disarming as well as closing checks for schedules on a system from Dealer Admin. These settings apply to every schedule on the system. To configure area settings, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Schedules**.

4. Select **Area Settings**.

5. If you want a reminder when the system is not armed on time, select **Closing Check**.

6. Select **Auto Arm** or **Auto Disarm** to enable auto arming or disarming for specific areas.

7. Select **Save**.

Log In as a Customer

To log in to Virtual Keypad as a customer, complete the following steps.

1. Go to **Customers**.

2. Select the customer's name.

3. In **Systems**, find the system's row and select **Login as Customer**.

4. A dialog pops up to confirm the request. To log in as a customer, select **Open Virtual Keypad**.

To learn how to use Virtual Keypad, refer to [Virtual Keypad Help](#).

System Status

> **Note:** To remotely manage systems in Dealer Admin, personnel must be an **Administrator** or have a custom role with **Arming** permission. For more information, refer to Personnel.

Contents

- Arm or Disarm a System

    - All/Perimeter Systems

    - Home/Sleep/Away Systems

    - Area Systems

- Check Zone Status

- Manage Faulted Zones

- Access Control Doors

> **Prefer a Video?**
>
> In this clip, we'll show you how to use the System Status page.

https://player.vimeo.com/video/571843472
https://player.vimeo.com/video/571843472#t=125
https://player.vimeo.com/video/571843472#t=65

Learn how to arm or disarm a system, check zone status, and handle faulted zones by completing the following steps. To access system status: Go to **Customers**, select the system's name, then open **System Status** from the menu.

Arm or Disarm a System

Systems operate in one of three ways: All/Perimeter, Home/Sleep/Away, or Area. To arm or disarm a system, select the appropriate option:

All/Perimeter Systems

 All

Arm or disarm both the perimeter and the interior of your customer's home.

 Perimeter

Arm or disarm only the perimeter of your customer's home.

Home/Sleep/Away or Home/Away Systems

🏠 Home

Arm or disarm only the perimeter of your customer's home.

🛏 Sleep

Arm or disarm the perimeter of your customer's home as well as a portion of the interior. Bedrooms and nighttime parts of the home are left unarmed, allowing residents access to parts of your home during the night. Other areas of the house that are not used at night are armed.

🚗 Away

Arm or disarm the perimeter, interior, and bedrooms of your customer's home.

Area Systems

🛡 Area

Arm or disarm individual areas. You can also choose to arm or disarm the entire system by selecting **Arm All** or **Disarm All**.

Check Zone Status

All the zones programmed on that system display with **Faulted Zones** listed first, followed by **OK Zones**. An icon is displayed in each zone's row under the **Status** column:

✓ Normal
⚠ Faulted
🚫 Bypassed
⊗ Missing

Manage Faulted Zones

> **Note:** Fire, Panic, Emergency, Supervisory, and 24-Hour zones cannot be bypassed.

When arming a system, some zones may not be in a normal condition. For instance, a window has been

left open or a door is not fully closed. A list of **Faulted Zones** is displayed in **Zone Status**. Depending on system configuration, you can choose how the system handles the faulted zones from the following options:

- **Okay:** The faulted zones will be armed when they return to normal, such as when the faulted door or window is shut properly.

- **Bypass:** The zones will be ignored even if they return to normal while the system is armed. If the zones return to normal, they will be included the next time the system is armed.

- **Cancel:** Arming is cancelled and the system remains disarmed.

Manage Access Control Doors

> **Note:** Viewing doors requires that **Advanced Reports** is enabled in **System Information**. Locking, unlocking, and granting access to doors requires that **Door Control** is enabled in **System Information**.

Lock the door	🔒
Unlock the door	🔓
Grant temporary access to the door	🚶 **ACCESS**

Reset Sensors

When some kinds of sensors are tripped, they need to be reset before the system can work properly. You might need to reset sensors to restore a system after lockdown, reset a smoke detector, or reset a device after you change its batteries.

To remotely reset a sensor, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. At the top of the page, select **Sensor Reset**.

An alert pops up when the sensor reset command is sent to the panel.

Mobile Credentials

This section covers how an Administrator purchases credentials for a customer in Dealer Admin. These steps can only be completed after the SR3 Bluetooth Reader is installed and [associated with a customer's system in Tech APP](#).

To purchase and issue credentials in Dealer Admin, you must either have an **Administrator** role or a custom role with **Mobile Credential** permissions. For more information, refer to [Personnel Roles](#).

> **Prefer a Video?**
>
> In this clip, we'll show you how to purchase mobile credentials.

https://player.vimeo.com/video/613890240

To purchase credentials, complete the following steps.

1. In the menu, go to **Tools > Mobile Credentials**.

2. Go to the **Purchase Credentials** section.

3. In **Customer**, select a customer for the credentials.

4. In **Quantity**, select the number of credentials you want to assign.

5. If needed, enter notes. You can use the **Notes/PO** field to help you track items like why the credentials were issued and who requested them.

6. To purchase the credentials for your customer, select **Purchase Credentials**.

7. Notify your customer that you completed their purchase.
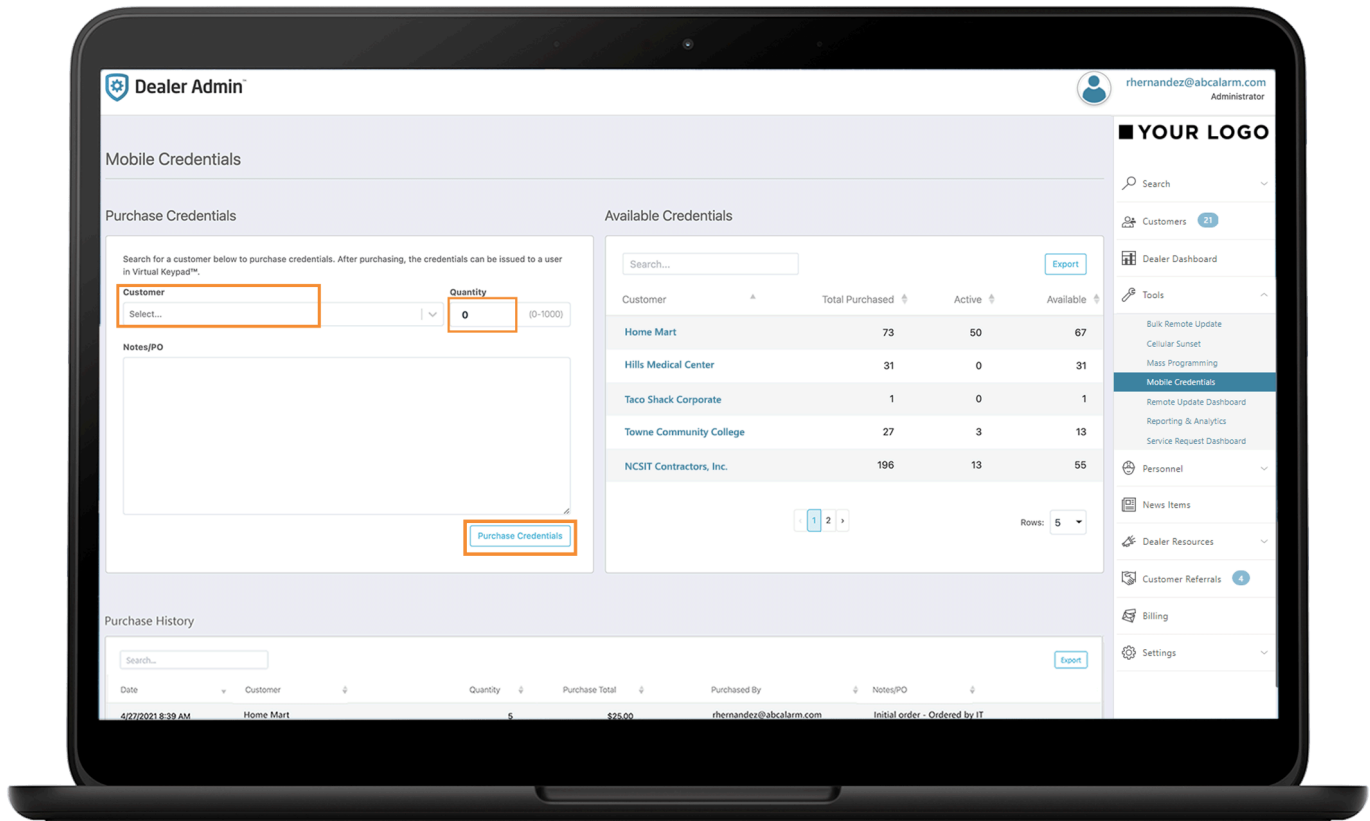
Update System Firmware

You can update system firmware remotely from Dealer Admin using **Remote Update**. You can also monitor updates from **Tools > Remote Update Dashboard**. To perform remote updates, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **Remote Update**.

4. If you want to view details before updating, go to **View Release Notes** and select Open PDF.

5. Select **Update System**.

If you go to a different page, the system will continue updating in the background.

Update Multiple Systems

Prefer a Video?

In this clip, we'll show you how to update multiple systems.

To update multiple systems, complete the following steps.

1. In the menu, go to **Tools > Bulk Remote Update**.

2. To filter your systems, select applicable filters from **Model**, **Connection**, and **System Firmware**.

3. Select the systems that you want to update.

4. Select **Update Selected Systems**.

5. A dialog pops up to confirm your decision. To update the selected systems, select **Confirm**.

6. A popup confirms that updates are queued for the selected systems. To view the status of updates, select **View** or go to **Tools > Remote Update Dashboard**.

Personnel

Dealer Admin helps you manage personnel access to specific Dealer Admin and Tech APP features. In this section, you'll learn how to add, edit, and delete personnel.

> **Prefer a Video?**
>
> In this clip, we'll show you how to add personnel.

https://player.vimeo.com/video/600484359

Add Personnel

To add personnel, complete the following steps.

1. In the menu, go to **Personnel > Personnel List**.

2. Select ⊕ Add.

3. Enter the user's information, including their **First Name**, **Last Name**, and **Email**.

4. Select the user's role. For more information about the permissions associated with each role, refer to "Preset Roles" or "Custom Roles".

5. If you want to upload an image for the user, select **Choose File** under **User Image**. Find the image and select it, then select **Open**. For best results, photos should be a 300 × 300 pixel PNG file.

6. Select **Save**.

Edit Personnel

To edit personnel, complete the following steps.

1. In the menu, go to **Personnel > Personnel List**.

2. Select the email address of the user that you want to edit.

3. Edit the user's information as needed. For information about user permissions, refer to "Preset Roles" or "Custom Roles".

4. Select **Save**.

Delete Personnel

To delete personnel, complete the following steps.

1. In the menu, go to **Personnel > Personnel List**.

2. In the row of the user that you want to delete, select 🗑 Delete.

3. A dialog pops up to confirm your decision. To delete the personnel account, select **OK**.

Personnel Roles

Dealer Admin helps you manage personnel access to specific Dealer Admin and Tech APP features. In this section, you'll learn about personnel roles and permissions.

> **Prefer a Video?**
> In this clip, we'll show you how to assign preset roles and custom roles.

https://player.vimeo.com/video/600484359
https://player.vimeo.com/video/600484359#t=35

Preset Role Permissions

The following tables provide an overview of the abilities associated with each preset role.

Contents

Customers

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
View	✓	✓	✓	✓	✗	✓	✗

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
Add	✓	✓	✓	✓	✗	✓	✗
Edit	✓	✓	✓	✓	✗	✓	✗
Delete	✓	✗	✗	✗	✗	✗	✗

Systems

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
View	✓	✓	✓	✓	✗	✓	✗
Add	✓	✓	✓	✓	✗	✓	✗
Edit	✓	✓	✓	✓	✗	✓	✗
Delete	✓	✗	✗	✗	✗	✗	✗

Users

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
View	✓	✓	✓	✓	✓	✓	✗
Add	✓	✗	✗	✗	✗	✗	✗
Edit	✓	✗	✗	✗	✗	✗	✗
Delete	✓	✗	✗	✗	✗	✗	✗

App Users

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant

View	✓	✓	✓	✓	✓	✓	✗
Add	✓	✓	✓	✓	✗	✓	✗
Edit	✓	✗	✗	✗	✗	✓	✗
Delete	✓	✗	✗	✗	✗	✓	✗

Panels

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
Update	✓	✓	✓	✓	✗	✓	✗
Program	✓	✓	✗	✗	✗	✓	✗

Reports

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
Create	✓	✓	✓	✓	✗	✓	✗

Video Devices

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
Test	✓	✓	✓	✓	✗	✓	✗
Add	✓	✓	✓	✓	✗	✓	✗
Edit	✓	✓	✓	✓	✗	✓	✗
Delete	✓	✗	✗	✗	✗	✗	✗

Video Verification

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
Verify	✓	✓	✓	✓	✓	✓	✗

Dealer Dashboard

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
View	✓	✗	✗	✗	✗	✗	✗

Dealer Settings

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
View	✓	✓	✓	✓	✗	✓	✗
Edit	✓	✗	✗	✗	✗	✗	✗
Delete	✓	✗	✗	✗	✗	✗	✗

Invoices

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
View	✓	✗	✗	✗	✗	✗	✓
Download	✓	✗	✗	✗	✗	✗	✓

Reset Passwords (All)

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
Reset	✓	✗	✗	✗	✗	✗	✗

Reset Passwords (Self and app users)

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
Reset	✓	✓	✓	✓	✗	✓	✗

Service Requests

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
View	✓	✗	✗	✗	✗	✓ *	✗
Close	✓	✗	✗	✗	✗	✓ *	✗
Add	✓	✗	✗	✗	✗	✗	✗
Edit	✓	✗	✗	✗	✗	✗	✗
Delete	✓	✗	✗	✗	✗	✗	✗

*Technicians can only view and close service requests in the Tech APP.

Mobile Credentials

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant

View, Issue, Purchase	✓	✕	✕	✕	✕	✕	✕

System Status

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
View and Manage	✓	✕	✕	✕	✕	✕	✕

Add, Edit, and Delete Custom Roles

In addition to preset roles, Dealer Admin now gives you the ability to create custom roles. This enables you to choose the Dealer Admin and Tech APP features that personnel have permission to manage. For more information about available permissions, refer to "Custom Role Permissions".

Contents

- Add a Custom Role

- Edit a Custom Role

- Delete a Custom Role

Add a Custom Role

To add a custom role, complete the following steps.

1. In the menu, go to **Personnel > Custom Roles**.

2. Select ⊕ Add.

3. Enter a name for the role and a brief description.

4. In **Applications**, select whether you want the role to apply to Dealer Admin, the Tech APP, or both

5. In **Day/Time**, enter a start time, end time, and choose days of the week to restrict when the user has access to the apps. Configure remaining information as needed.

6. Select the permissions from preset roles that you want the user to have. For more information, refer to Preset Role Permissions.

7. In each of the remaining sections, select which pages and functions you want the user to have access to. For more information, refer to Custom Role Permissions.

8. In **Assign to Personnel**, select the users that you want to assign the new custom role to. Otherwise, Add Personnel.

9. Select **Save**.

Edit a Custom Role

To edit a custom role, complete the following steps.

1. In the menu, go to **Personnel > Custom Roles**.

2. Select the name of the role, then make changes as needed.

3. Select **Save**.

Delete a Custom Role

To delete a custom role, complete the following steps.

1. In the menu, go to **Personnel > Custom Roles**.

2. In the row of the role that you want to delete, select 🗑 Delete.

3. A dialog pops up to confirm your decision. To delete the role, select **OK**.

Custom Role Permissions

The following table outlines role permissions associated with Dealer Admin and Tech APP features. For more information, refer to "Add, Edit, and Delete Custom Roles".

Contents

- Permissions

- Administrative

- Firmware Updates

- Reports

- System Programming

	Feature	Options	Applies To
Permissions	*Customers*	Hidden View Only View, Add, and Edit View, Add, Edit, and Delete	Dealer Admin, Tech APP
	Systems	View Only View, Add, and Edit View, Add, Edit, and Delete	Dealer Admin, Tech APP
	App Users	Hidden View Only View, Add, Edit, and Delete	Dealer Admin, Tech APP
	Personnel	Hidden View Only View, Add, Edit, and Delete	Dealer Admin
	Users (User Codes)	Hidden View Only View, Add, Edit, and Delete	Dealer Admin, Tech APP
	Schedules	Hidden View Only	Dealer Admin

		View, Add, Edit, and Delete	
	Profiles	Hidden View Only View, Add, Edit, and Delete	Dealer Admin, Tech APP
	Cellular	View Only View & Activate View, Activate, & Deactivate	Dealer Admin, Tech APP
	Mobile Credentials	Hidden View/Issue/Purchase	Dealer Admin
Administrative	*Customer List*	Hidden or View, Add, Edit, and Delete	Dealer Admin
	Dealer Settings	Hidden or View, Edit, and Delete	Dealer Admin
	Receivers	Hidden or View, Add, Edit, and Delete	Dealer Admin
	Login as Customer	Allow or Deny	Dealer Admin
	Sensor Reset	Allow or Deny	Dealer Admin
	Service Requests	Hidden or View, Edit, Close, and Delete	Dealer Admin
	Move Systems	Allow or Deny	Dealer Admin
Firmware Updates	*Remote Update*	Allow or Deny	Dealer Admin, Tech APP
	Bulk Remote Updating	Allow or Deny	Dealer Admin
	Remote Update Dashboard	Allow or Deny	Dealer Admin
Reports	*Dealer Dashboard*	Allow or Deny	Dealer Admin
	Reports & Analytics	Allow or Deny	Dealer Admin
	Marketing Central	Allow or Deny	Dealer Admin

	Billing & Pricing	Allow or Deny	Dealer Admin
	System Analytics	Allow or Deny	Dealer Admin, Tech APP
	Cellular Sunset	Allow or Deny	Dealer Admin
System Programming	*Full/Fast Programming*	Hidden or View, Add, Edit, and Delete	Dealer Admin, Tech APP
	Print Programming	Hidden or View	Dealer Admin
	Default Programming (Programming Templates)	Hidden or View, Add, Edit, and Delete	Dealer Admin
	Mass Programming	Hidden or View, Add, Edit, and Delete	Dealer Admin
	Automation	Hidden or View	Dealer Admin
	View User Codes	Allow or Deny	Dealer Admin, Tech APP
	Tech Tools	Hidden or View	Tech APP
	System Status	Hidden or View, Arm/ Disarm, Manage Zones, and Manage Access Control	Dealer Admin

Service Requests

Create a service request in Dealer Admin that sends a Tech APP notification to the assigned technician. In Dealer Admin, users can also view, edit, close, and delete service requests from the **Service Request Dashboard**.

> **Note:** Access to the **Service Request Dashboard** and the ability to manage service requests is restricted to users with Admin authority or the appropriate custom role permissions. Technicians can only view or close service requests in the Tech APP. For more information about these permissions, refer to Personnel Roles.

Contents

- Create a Service Request

- Edit a Service Request

- Close a Service Request

- Reopen a Service Request

- Delete a Service Request

> **Prefer a Video?**
>
> In this clip, we'll show you how to create and manage service requests.

https://player.vimeo.com/video/575103749

Create a Service Request

To create a service request in Dealer Admin, complete the following steps.

1. Go to **Customers**.

2. Select the customer's name.

3. In the row of the system that needs to be serviced, select ⋯ More.

4. Select ⚒ Service Request.

5. In **Select Technician**, choose the technician that you want to assign to the service request.

6. In **Service Date**, choose a date for service to be completed.

7. If necessary, add details for the request in **Notes**.

8. Select **Save**.

When the technician opens Tech APP, they'll see the new service request that you assigned to them. To view your service requests, go to **Tools > Service Request Dashboard**.

Edit a Service Request

To edit a service request in Dealer Admin, complete the following steps.

1. In the menu, go to **Tools > Service Request Dashboard**.

2. In the row of the service request that you want to edit, select ⓘ More.

3. Select **Edit**.

4. Edit the request as needed.

5. Select **Save**.

Close a Service Request

To close a service request in Dealer Admin, complete the following steps.

> **Note:** After a service request is closed, it cannot be edited until you Reopen a Service Request.

1. In the menu, go to **Tools > Service Request Dashboard**.

2. In the row of the service request that you want to close, select ⓘ More.

3. Select **Edit**.

4. Select **Close Request**.

Reopen a Service Request

To reopen a service request in Dealer Admin, complete the following steps.

1. In the menu, go to **Tools > Service Request Dashboard**.

2. Select **Show Closed Service Requests**.

3. In the row of the service request that you want to reopen, select ⓘ More.

4. Select **Reopen Request**.

Delete a Service Request

To delete a service request in Dealer Admin, complete the following steps.

1. In the menu, go to **Tools > Service Request Dashboard**.

2. In the row of the service request that you want to delete, select More.

3. Select **Delete**.

4. To delete the service request, select **Confirm**.

System Reports

Dealer Admin helps you manage your customers' systems with reporting. In this section, you'll learn how to run a User by System Report, an Events by Date Range Report, a Profiles Report, and how to export reports.

A *User by System Report* lists the system's user codes and their associated authority levels. The *Events by Date Range Report* lists system events by type and a date/time range. On XR150/XR550 Series systems, the *Profiles Report* lists all the profiles associated with a system.

Run a User by System Report

To run a User by System Report, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **System Reports**.

4. Select **User by System Report**.

5. To run the report on specific profiles, search for and select profiles from the results.

6. To generate and open the report, select **Create Report**.

Use **Search** to find a specific user if necessary. Use the **Previous**, **Next**, and number buttons to view other pages. If you want to save your report, refer to "Export a Report".

Run an Events by Date Range Report

To run an Events by Date Range Report, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **System Reports**.

4. Select **Events by Date Range Report**.

5. To run the report on specific events, search for and select events from the results.

6. If needed, enter start dates and times to restrict the report to a specific timeframe.

7. To generate and open the report, select **Create Report**.

Use **Search** to find a specific user if necessary. Use the **Previous**, **Next**, and number buttons to view other pages. If you want to save your report, refer to "[Export a Report](#)".

Run a Profiles Report

Note: A Profiles Report can only be run for XR150/XR550 Series systems.

To run a Profiles Report, complete the following steps.

1. Go to **Customers**.

2. Select the system name.

3. In the menu, go to **System Reports**.

4. Select **Profiles Report**.

5. To run the report on specific access areas, search for and select areas from the results.

6. To generate and open the report, select **Create Report**.

Use **Search** to find a specific profile if necessary. Use the **Previous**, **Next**, and number buttons to view other pages. If you want to save your report, refer to "Export a Report".

Export a Report

To export a report, complete the following steps.

1. After creating a report, select **Export**.

2. Before downloading the report, you can choose to save it as a **CSV**, **Excel**, or **PDF** file.

3. A dialog pops up to ask where you want to save the file. Choose a location, then select **Save**.

Reporting & Analytics

To manage your services with Reporting & Analytics, complete the following steps.

Contents

- [Generate a Quick Report](#)

- [Generate a Custom Report](#)

- [Export a Report](#)

Prefer a Video?

In this clip, we'll show you how to use Reporting & Analytics.

https://player.vimeo.com/video/616188746

Generate a Quick Report

1. In the menu, go to **Tools > Reporting & Analytics**.

2.   In **Quick Reports**, select a report from the list.

3.   To export the report, select **Export**.

4.   To return to **Reporting & Analytics**, select **Back**.

Generate a Custom Report

1.   In the menu, go to **Tools > Reporting & Analytics**.

2.   In **Custom Reports**, choose a **Report** type, **System Type**, **Date Range**, and **Connection Type**.
     Choose additional options as needed.

3.   Select **Run Report**. The custom report opens in a new window. You can export the report from this
     page.

4.   If you want to save the report, select **Save Report**. Enter information in the **Save Report** form and
     select **Save**.

Export a Report

1.   After creating a report, select **Export**.

2.   Before downloading the report, you can choose to save it as a **CSV**, **Excel**, or **PDF** file.

3.   A dialog pops up to ask where you want to save the file. Choose a location, then select **Save**.

Dealer Settings

Dealer Admin helps you manage your company's interactions with customers. In this section, you'll learn how to view and edit your account information and upload logos.

View and Edit Dealer Account Information

The **Dealer** page allows you to view your App Key and view or edit information about your company. To view and edit your Dealer Admin account information, complete the following steps.

1. In the menu, go to **Settings > Dealer**.

2. In the **Account** tab, you can edit your **Basic Information**, **Contact Information**, and **Social Information** as needed.

3. Select **Save**.

Upload a Logo

To upload a logo to display for your users in the Virtual Keypad app, complete the following steps.

> **Note:** For best results, logos should be a 240 × 100 pixel PNG file with a transparent background.

1. In the menu, go to **Settings > Dealer**.

2. Open the **Logos** tab.

3. In the appropriate section, select **Upload**.

4. A file upload dialog opens. Select the logo that you want to upload and select **Open**. To preview your logo, select **Preview**.

5. Select **Save**.

Customer Referrals

> **Note:** After customer referrals are enabled in Dealer Admin, **Refer Friend** is visible to all of your customers in the Virtual Keypad app.

Contents

- [Enable and Configure Customer Referrals](#)

- [Set Up Referral Notifications](#)

Prefer a Video?

In this clip, we'll show you how to set up customer referrals.

---

https://player.vimeo.com/video/583555681

In this clip, we'll show you how to manage your customer referrals.

https://player.vimeo.com/video/584061663

Enable and Configure Customer Referrals

To enable customer referrals, complete the following steps.

1. In the menu, go to **Settings > Dealer**.

2. In **Account**, select **Customer Referrals**.

3. Open the **Customer Referrals** tab.

4. In **Current Customer Offer**, enter a message for the existing customer who sends referrals.

5. In **New Customer Offer**, enter a message for the person who receives a referral.

6. If necessary, upload a photo for the new customer offer. For best results, images should be in landscape layout with a file size of less than 5 MB.

7. Select **Save**.

Existing customers can send referrals by opening Virtual Keypad, tapping **Refer Friend** in the menu, then tapping **Invite**. The customer is then prompted to compose and send a text message that contains a link to the referral form.

When the new customer opens the form, they are required to enter their name and email or phone number. When they submit the completed referral form, their contact information is populated on the

Customer Referrals page in Dealer Admin.

Set Up Referral Notifications

You can add up to six email addresses to be automatically notified when a new referral or email campaign response is received. To set up notifications, complete the following steps:

1. In the menu, go to **Customer Referrals**.

2. Select **Settings**.

3. Enter the email addresses of people that you want to receive notifications, then select **Save**.

Email Campaigns

The Email Campaigns feature enables you to send pre-composed emails to customers who aren't using the Virtual Keypad™ app or don't have specific features enabled on any of their systems.

Emails can be sent once per week. Your company logo, phone, and email address are automatically inserted into each pre-composed email, along with a contact button. When a customer presses the button, they are redirected to a "Thank You" page and their information is automatically populated in **Customer Referrals**.

This feature automatically sends emails to all of your customers, but you can exclude specific customers. Customers can also opt out of email campaigns themselves by selecting the link to opt out in the email.

> **Note:** Email campaigns are only available to users with permission to access **Dealer Settings**. For more information about permissions, refer to Personnel Roles.

Contents

- Exclude a Customer from a Campaign

- Open an Email Campaign

- Set Up Referral Notifications

> **Prefer a Video?**
>
> In this clip, we'll show you how to use email campaigns.

Exclude a Customer from a Campaign

To exclude a customer from email campaigns, complete the following steps.

1. Go to **Customers**.

2. Select the customer's name.

3. In the top summary section, select **Edit**.

4. Select **Exclude from Email Campaigns.**

5. Select **Save**.

Open an Email Campaign

To open an email campaign, complete the following steps.

1. In the menu, go to **Settings > Dealer > Email Campaigns**.

2. In the row of the email that you want to preview, select **Preview**.

3. The send the email, select **Send**.

4. A dialog pops up to confirm your decision. To send the email to qualifying customers, select **Send**.

Set Up Referral Notifications

You can add up to six email addresses to be automatically notified when a new referral or email campaign response is received. To set up notifications, complete the following steps:

1. In the menu, go to **Customer Referrals**.

2. Select **Settings**.

3. Enter the email addresses of people that you want to receive notifications, then select **Save**.

IP Whitelisting

IP Whitelisting allows you to restrict connection to Dealer Admin with a list of allowed public IP addresses and a custom role option. For example, only allow panel programmers to log in to Dealer Admin when their computer is connected to your corporate network.

> **Note:** Do not add dynamic IP addresses the list of allowed addresses.

To restrict connection to certain IP addresses, complete the following steps:

1. In the menu, go to **Settings > Dealer**.

2. In the **Security Features** section, select **IP Whitelist**, then select **Add**.

3. Select Add. Enter the public IP addresses and locations. To add your current IP address, select **Current IP**.

4. Select **Save**.

5. Go to **Personnel > Custom Roles** and select the role that you want to restrict to allowed IP addresses.

6. In the **Limit Access** section, select **Only Allow Access to Dealer Admin from whitelisted IP addresses**, then select **Save**.

Dealer Dashboard

Dealer Dashboard enables you to track, analyze, and manage your business from Dealer Admin.

Contents

- [Requirements](#)

- [Reference](#)

Prefer a Video?

In this clip, we'll show you how to use Dealer Dashboard.

https://player.vimeo.com/video/611091393

Requirements

To access this feature, personnel must either have Admin authority or a Custom Role with **Dealer Dashboard** permissions. For more information, refer to Personnel Roles.

Reference

Trailing 12 Month Sales Trends

Displays 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. This section also contains color-coded dealer level badge so you can see your current level and the direction your company is trending:

Red	Trending toward previous dealer level
Green	Maintaining current dealer level
Blue	Trending toward next dealer level

Dealer Overview

Includes information about you, such as:

- How far you are from your next dealer level

- Your month-to-date (MTD) sales

- Orders shipped year to date

- RAN (return authorization number) units for year

Dealer Information

Includes more detailed information like:

- How long you've been a dealer

- Your current dealer level

- Your number of tech support calls and topics most called about

- Training and certifications data

Top Ten Products Purchased

Includes metrics for the top 10 products that you've purchased. This includes items like the part number and how many you've ordered.

New Products & Services

Includes a table of the newest products and services with their adoption rate and totals.

Billing

Download SecureCom invoices directly from Dealer Admin. To download invoices, users must have a preset Admin or Accountant role, or a custom role with Billing & Pricing permission. To access SecureCom Billing, log in to Dealer Admin and select **Billing**. In the row of the invoice that you want to download, select PDF or CSV.

Cellular Sunset

Generate a report that enables you to view all of your CDMA and HSPA modems so you can upgrade them before the 3G cellular sunset. The generated report lists all of your modems, whether or not they are in Dealer Admin, and links to systems if they are in Dealer Admin. To generate sunset modem reports, go to **Tools > Cellular Sunset**.

To learn about DMP's upgrade options, see [Cellular Upgrade Program](#).

> **Prefer a Video?**
>
> In this clip, we'll show you how to create a system from Cellular Sunset.

https://player.vimeo.com/video/577352496

Dealer Admin enables you to create systems from the **Cellular Sunset** page that are listed as **Not in Dealer Admin**. To create a system, complete the following steps.

1. In the menu, go to **Tools > Cellular Sunset**.

2. In the row of a system that you want to add to Dealer Admin, select **Add System**.

3. To add the system to an existing customer, select **Existing Customer**, search for the customer, and select their name from the list.

4. To create a new customer for the system, select **New Customer**, then enter their name and email.

5. Select **Create System**.

6. You are redirected to the new system page. Enter the **System Name**, select a **System Type**, and enter an **Account Number**.

7. Configure other system settings as needed.

8. Select **Save**.

Configure 3G Upgrade Settings

> **Note:** The 3G Upgrades tool requires panel firmware Version 201 or higher. When a user schedules a service request in Dealer Admin, their system is automatically updated to Version 201.

The 3G Upgrade tool allows Virtual Keypad users to schedule service upgrades so your technicians can replace 3G cellular communicators with LTE communicators. Before users can schedule an upgrade in Virtual Keypad, you must configure 3G upgrade settings in Dealer Admin.

> **Prefer a Video?**
>
> In this clip, we'll show you how to configure 3G upgrade settings in Dealer Admin.

https://player.vimeo.com/video/423296798

To configure 3G Upgrade settings, complete the following steps or refer to the video.

1. In the menu, go to **Tools > Cellular Sunset**.

2. In **Requested Upgrades**, select **Configure**.

3. In **Service Days**, select the days of the week that your technicians are available for upgrades.

4. In **Service Times**, select the time blocks when your technicians are available for upgrades.

5. To limit the number of upgrades that can be scheduled on your selected days and times, enter the maximum number of upgrades in **Limit Upgrades per Timeframe**.

6. In **Service Message**, enter an upgrade message displayed to users in Virtual Keypad.

7. In **Dealer Contact**, enter the email address where you want scheduling confirmations to be sent.

8. In **Select Customers**, select the customers that you want to offer 3G upgrade scheduling.

9. Select **Save**.

Replace a 3G Cellular Communicator

For complete instructions on installing LTE cellular communicators, refer to the 263LTE, 265LTE, or 265LTE-V-TOUCH installation guides.

> **Prefer a Video?**
>
> In this clip, we'll show you how to upgrade a cellular communicator for XR Series panels.

https://player.vimeo.com/video/398657615

In this clip, we'll show you how to upgrade a cellular communicator for XT Series panels.

How to Update the Cellular Communicator
on an XT Series Panel

https://player.vimeo.com/video/391354884

To replace a cellular communicator, complete the following steps.

1. Touch grounded metal to discharge static before handling the panel.

2. Disconnect power from the panel. Unscrew and remove the installed communicator antenna.

3. Apply even pressure to carefully disconnect and pull the communicator away from the panel CELL MODULE connector. Do not bend the connector pins.

4. Hold the communicator inside the enclosure and install the antenna from the top enclosure hole.

5. Align the cell communicator connector with the panel CELL MODULE pins. Apply even pressure to seat the communicator.

6. Close the enclosure and reapply power to the panel. After the communicator is successfully replaced, Dealer Admin deactivates the replaced 3G communicator and activates the new LTE communicator.

7. Test cellular communication before closing the service request.

Dealer Resources

Dealer Resources gives you access to additional resources to market your business, learn about DMP products, and access Dealer Admin Help. For more information, refer to the following sections.

> For more information about our products and services or to contact us, visit DMP.com.

Contents

- [Marketing Central](#)

- [DMP University](#)

- [Help](#)

- [Downloads](#)

Marketing Central

Order custom materials to help you market your brand. The following materials are available to order or download from Marketing Central:

- Brochures

- Door Hangers

- Invoice Stuffers

- Email Marketing

- Logos

- Demo Boards

- Slide Decks

- Social Media

- Stock Photography

- Products Photography

- Videos

To get started in Marketing Central, visit [Marketing Central Help](). For more information or to sign up for Marketing Central, visit [DMP Marketing Support]().

DMP University

Access interactive training courses and quizzes designed to help you learn about DMP products, their features, and product installation. For example, learn how to install and program XR150/XR550 Series panels.

For more information, visit [DMP University]().

Help

Access Dealer Admin documentation, print individual pages, or download the complete PDF.

Downloads

View and download software updates for Remote Link.