Tech APP Help

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DMP

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Get Started

Tech APP (Automatic Panel Programming) enables technicians to configure, program, test, and troubleshoot systems with their mobile device.

To use Tech APP, you must download and install it from the Google Play store for Android or the App Store for iOS.

You must also have a username and password given to you by a Dealer Admin administrator. If you already have a Dealer Admin account, you can log in to Tech APP with your Dealer Admin credentials.

When you log in, the role assigned to you by a Dealer Admin administrator determines what you can see and program in Tech APP.

Contents

- Sign In
- Enable a Fingerprint or Pin Login
- Reset Your Password

Sign In

Prefer a Video?
In this clip, we'll show you how to sign in and view an existing system.

Tech APP

AUTOMATIC PANEL PROGRAMMING

How to Sign In & View a System

https://player.vimeo.com/video/307501154

After you've installed Tech APP, complete the following steps to sign in.

1. Open Tech APP.
2. Enter your **Email** and **Password**.
3. If you want Tech APP to remember your email, turn on **Remember Email**.
4. Tap **Log in**.

If you leave Tech APP, you will be prompted to re-enter your password to unlock it.

To sign out of Tech APP, tap Menu, then tap **Log Out** near the bottom of the menu.

Enable a Fingerprint or Pin Login

To enable fingerprint or pin login, tap Menu, then select **My Settings**. To log in with your fingerprint, switch on **Fingerprint Login**. To log in with a 6-digit pin, switch on **Pin Login**.

If you enable both **Fingerprint Login** and **Pin Login**, Tech APP will use **Fingerprint Login** as the default login method.

> **Caution:** Tech APP supports only one fingerprint and pin login per device. If you use the app on a

> shared device, fingerprint or pin login can be used to unlock any Tech APP account that is logged in on that device.

Reset Your Password

To reset your password, tap **Forgot password** near the bottom of the login screen. Enter your email and tap **Reset my password**. An email is sent containing a new auto-generated password.

Customers

When you add a new customer or find an existing customer, the app opens the **Customer Summary** which contains the following sections:

- **Map** displays the locations of systems owned by a customer. To go to the customer's location on the map, tap Location.
- **Customer** displays the name of the customer. To edit the customer's information, tap Edit.
- **Systems** displays the number of systems owned by a customer. To view the customer's systems, tap **Systems**.
- **App Users** displays the number of app users that are associated with a customer. To view, add, edit, or delete app users, tap **App Users**.

This section covers how to find, add, and edit customers.

> **Note:** Customers can only be deleted from Dealer Admin.

Find a Customer

To find a customer and open their **Customer Summary**, complete the following steps.

1. On the home screen, tap **Search**.
2. Enter the customer's name. Search terms must be at least three letters long.
3. In **Select a Customer**, tap the customer's name.

Add a Customer

To add a customer, complete the following steps.

1. On the home screen, tap **Add a Customer**.
2. Enter the customer’s **Name** and **Email**.
3. Enter additional contact information as needed.
4. Tap **Save**.

Edit a Customer

To edit a customer, complete the following steps.

1. Go to **Customer Summary**.
2. Next to the customer's name, tap Edit.
3. Make your changes, then tap **Save**.

Systems

This section covers how to add, edit, and delete a system.

Add a System

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

Contents

- Program Your App Key
- Set Up the System
  - Schedule Cell Activation
- Configure Virtual Keypad Options
- Configure Other Features
- Glossary

Program Your App Key

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

> **Note:** EASYconnect only works on panels that are capable of wireless or wired network communication. For EASYconnect and Network connections, **ALLOW NETWORK REMOTE** must be set to **YES** in panel **REMOTE OPTIONS**.

Set Up the System

The options available to you during system setup will depend on the device and connection type. For more information about these options and inputs for each field, refer to Glossary in this topic.

Prefer a Video?

In this clip, we show you how to add a new system in Tech APP.

https://player.vimeo.com/video/307501204

To add a system, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Tap Add.
3. Enter the **System Name**. To pre-program the device with a specific firmware version, switch on **Pre-Program**.
4. Enter the panel **Serial Number**.
5. Choose a **System Type**.
6. If you enabled Pre-Program, select a **Firmware Version**.
7. Select a **Connection Type**.
    a. **Cellular**—Enter a SIM number, then select **Get Status**. Select **Activate**.
    b. **EASYconnect**—In **Serial Number**, enter the panel serial number.
    c. **EASYconnect + Cell Backup**—In **Serial Number**, enter the panel serial number. Enter a SIM

number for the cellular module.

   d. **Network**—In **Net Addr**, enter the panel network's public IP address or DDNS hostname.

8. Enter an **Account Number**.
9. Enter the panel **Remote Key**. The remote key must match the one programmed in panel **REMOTE OPTIONS**.
10. Enter additional information and select additional options as needed. For more information, refer to "Programming Options Reference" in this document.
11. Tap **Save**.

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**.

Configure Virtual Keypad Options

Configuring Virtual Keypad options determines how your users interact with their system in the app. Tech APP 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**.

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 Icons

To view the **Status Icon Legend**, tap Legend when you have a system open.

Low Battery *Alarm* *Poor Cell* *AC Trouble* *Trouble* *Arm Inactivity*

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.
- **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 Tech APP to save and display user codes.

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

> **Note:** The system must be connected to perform these changes. You can connect the Tech APP to the panel by tapping **Perform Initial Connection** when prompted.

To edit a system, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to edit.
3. Tap Edit.
4. Edit the system information as needed.
5. To keep your changes, tap **Save Changes**.

Delete a System

> **Note:** Only users with administrator permissions can delete a system in the Tech APP.

To delete a system, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Swipe left on the system that you want to delete.
3. Tap **Delete**.
4. A dialog pops up to confirm your decision. To delete the system, tap **OK.**

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. 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

> **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**.

When the system is saved, Dealer Admin will attempt to connect to the panel. If a connection isn't established, auto-programming is scheduled to initiate when the panel responds to the connection request.

After saving the system, you can create programming in Full Programming, Profiles and User Codes, then 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.

The auto-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. You can also 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.

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 Tech APP 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 Tech APP 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.

Testing and Support

This section covers additional resources in the Tech APP, including Tech Tools and Tech Notes.

Tech Tools

Prefer a Video?

In this clip, we show you how to use Tech Tools.

https://player.vimeo.com/video/307552398

To use Tech Tools, complete the following steps. For details about what each feature does, refer to Tech Tools Reference.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Tech Tools**.
   Note: If you have set up a system but haven't set up a connection, you can connect the Tech APP to the panel by tapping **Perform Initial Connection**. Until the panel is connected, you will only have access to the **Support Center** and **Perform Initial Connection** in Tech Tools.
4. To view information about a system's operation, tap **System Analytics**.
5. To test a connection to the system, tap **Test Connection**. The test begins automatically. When you're finished, tap **Done**.

6. To access guides and troubleshooting tools, tap **Support Center**.
7. To run standard tests on a system, like walk tests, select **System Tests**.

Tech Tools Reference

The following section summarizes the features in each Tech Tools category.

System Analytics
Contains system information such as:

- **Customer**—The customer's name.
- **Account**—The customer's account number.
- **System Name**—The name of the customer's system.
- **Type**—The system type, such as XR150, XT30, XTLplus, CellCom, etc.
- **Software Version**—The current system firmware version.
- **Last App Connection**—The date and time of the last connection to the system with the Virtual Keypad app.
- **Connection Type**—The system connection type such as network, cellular, or EASYconnect.
- **Hourly Cell Signal**—Information about cell signal communication. This applies only to systems with an active cellular module. For more information, refer to the appropriate DMP guides.
- **Retries**—Information about connection retries. The information displayed depends on the system's connection type.
- **AC Voltage**—Information about current system voltage.
- **Battery Voltage**—Information about current battery voltage.

Test Connection
Test the system connection. Results include details like whether the system is connected, the last command sent, status of the last command, and the date and time of the last command.

Support Center
The Support Center contains the following resources:

- **Installation Guide**—View the system's panel installation guide.
- **Programming Guide**—View the system's panel programming guide.

- **Troubleshooting Tools**—Research common door access, keypad, cellular, and network error messages. Each entry contains the error message, possible causes, and troubleshooting instructions the fix the issue.
- **DMP Guides**—View all the DMP product guides.
- **Email Pics**—Take a picture of an installation and send to someone who can help you.
- **Contact Technical Support**—Contact DMP technical support.

System Tests

Perform the following tests:

- **Communications Test**—Test communication with the panel according to connection type. For example, test a primary Network connection and a Cellular backup connection.
- **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 Diagnostics 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 Device Optimization**—Optimize a system's Z-Wave mesh network.
- **PIR Test**—Perform a PIR walk test.

For more information about system tests, refer to the appropriate panel programming guides.

Tech Notes

To create and delete Tech Notes, complete the following steps.

Create a Note

> **Note:** Any notes that you create are visible to anyone with access to this system in the Tech APP or Dealer Admin.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Tech Notes**.
4. Tap Add.
5. Give the note a title. In **Content**, write your note.
6. Tap **Save**.

Delete a Note

> **Caution:** You will receive no warning message when deleting notes. When you tap **Delete**, the note is immediately and permanently deleted.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Tech Notes**.
4. To show the delete button, swipe left on the note that you want to delete.
5. To delete the note, tap **Delete**.

System Analytics

To access analytics, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **System Analytics**. You can view a summary of system information and data including connection type, signal information, retries, and voltage.
4. To refresh the data, tap **Refresh**.

Each value is an average of data from the last two minutes. As long as a system has been online for more than 24 hours, system analytics will show the most recent statistics for cell signal, retries, and voltage.

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
  - Cell Test Messages
  - Troubleshoot Cell Communication
- Network
  - Network Test Messages
  - Troubleshoot Network Communication

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 **Tools > System Analytics** and check **Hourly Cell Signal**.
Not	• The modem tells the panel that	• Go to **Tools > System Analytics** and

Registered	registration is denied. • The modem is not registered, the modem has extremely poor signal and has failed repeatedly to connect, the APN is incorrect.	check **Hourly Cell Signal**. • Go to **Full Programming > 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 **Full Programming > 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 **Tools > System Analytics** and check **Hourly Cell Signal**.
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 **Full Programming > 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 modem hasn't been activated.	• Go to **System Information** and check SIM status. • Go to **Tools > System Analytics** and check **Hourly Cell Signal**.

		• Check your local communications service.
No Signal	• Configuration is correct, but communication can't be established due to poor signal.	• Go to **Tools > System Analytics** and check **Hourly Cell Signal**. • 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 **Full Programming > Network Options** and check DHCP and other network configuration options. • Go to **Full Programming > 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 **Full Programming > 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 **Full Programming > Network Options** and check IP, subnet, and DNS settings. • If using IPv6, go to **Full Programming > 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 **Full Programming > Network Options** and check settings. • Go to **Full Programming > 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 **Full Programming > 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

This section covers how to program a system. In the Tech APP, you can program devices, zones, outputs, user codes, Z-Wave devices, video devices, and profiles. To refresh any list of items, such as devices or outputs, swipe down.

To view DMP product guides, go to **Tech Tools > Support Center**. For more information, refer to Tech Tools.

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.

> **Note:** The system must be connected to perform these changes. You can connect the Tech APP to the panel by tapping **Perform Initial Connection** when prompted.

Full Programming

To access full programming, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Full Programming**. The Tech APP will redirect you to **Full Programming** in Dealer Admin.
4. Program the system as required.
5. Tap **Send to System**.

For more information about full programming, refer to the appropriate panel programming guide or Full Programming in Dealer Admin Help.

Full Programming Category Reference

The following section contains descriptions of each category in **Full Programming**. For more detailed information, reference the appropriate DMP guides.

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. Press **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.

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

Fast Programming

Note: Fast programming is only applicable to XTLplus and XTLtouch systems. Fast programming is not applicable to XT30/XT50 Series systems or XR150/XR550 Series systems. Reference the appropriate system programming guide for more information.

Fast programming allows you to quickly modify several basic programming functions of a system. To access fast programming, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Fast Programming**. The app opens Dealer Admin in a separate browser window.

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

https://player.vimeo.com/video/616336201

For more information about fast programming, refer to the appropriate DMP guide or Fast Programming in Dealer Admin Help.

Devices

This section covers 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

When installing wireless devices, DMP recommends that you program devices into the panel, install batteries, then perform an LED survey to confirm device placement. For more information, refer to the appropriate device installation guides.

Prefer a Video?
In this clip, we'll show you how to perform a wireless LED survey.

https://player.vimeo.com/video/138803227

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

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Devices**.
4. Tap  Add.
5. In **Device Type**, select a device such as **Door**, **Fire**, **Keypad**, or **Zone Expander**
6. If the new device has wireless capabilities, switch on **Wireless**.

7. For wireless devices, enter or scan the 8-digit **Wireless Serial Number**.
8. For a **Door**, select a **Communication Type**. For a wireless door, enter or scan the **Wireless Serial Number**.
9. Enter a device **Name** and **Number**.
10. Tap **Send**.
11. Follow additional setup instructions if needed to complete device setup.

Edit a Device

To edit a device, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Devices**.
4. Select the device that you want to edit.
5. Make your changes, then tap **Send**.

Delete a Device

> **Caution:** You will receive no warning message when deleting devices. When you tap **Delete**, the device is immediately and permanently deleted.

To delete a device, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Devices**.
4. Swipe left on the device that you want to delete.
5. Tap **Delete**.

Zones

This section covers how to add, edit, and delete zones.

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 Zone

Prefer a Video?

In this clip, we show you how to edit a system and add a zone.

https://player.vimeo.com/video/307501265

To add a zone, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Zones**.
4. Tap Add.
5. If the new zone device is wireless, turn on **Wireless**.
6. For wireless devices, enter or scan the 8-digit serial number.
7. Enter a descriptive name for the zone.
8. If necessary, choose a **Zone Type** and select an **Area**.
9. Configure additional options as needed.

10. Tap **Send**.

Edit a Zone

To edit a zone, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Zones**.
4. Select the zone you want to edit.
5. Make your changes, then tap **Send**.

Delete a Zone

Caution: You will receive no warning message when deleting zones. When you tap **Delete**, the zone is immediately and permanently deleted.

To delete a zone, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Zones**.
4. Swipe left on the zone that you want to delete.
5. Tap **Delete**.

Outputs

This section covers 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, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Outputs**.
4. Tap Add.
5. Enter or scan the 8-digit wireless serial number.
6. Enter a descriptive name for the output.
7. Assign a number for the output.
8. Enter additional information and select additional options as needed.
9. Tap **Send**.

Edit an Output

To edit an output, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Outputs**.
4. Select the output that you want to edit.
5. Make your changes, then tap **Send**.

Delete an Output

> **Caution:** You will receive no warning message when deleting outputs. When you tap **Delete**, the output is immediately and permanently deleted.

To delete an output, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Outputs**.
4. Swipe left on the output that you want to delete.
5. Tap **Delete**.

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 **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **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 **Customer Summary > Systems**.
2. Select the system that you want to program.

3. Tap **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 **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Full Programming**.
4. Go to **Key Fobs**. Select the key fob that you want to edit.
5. Edit key fob programming as needed, then press **Send Key Fobs**.

Delete a Key Fob

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

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Full Programming**.
4. Go to **Key Fobs**.
5. In the row of the key fob that you want to delete, press **Delete**.
6. A dialog pops up to confirm your decision. To delete the key fob, press **OK**.

Video Devices

This section covers how to add, edit, or delete video devices.

> **Note:** Video must be enabled on a system to add, edit, or delete video devices. For more information, refer to Add a System.

Add a Video Device

Prefer a Video?

In this clip, we show you how to add video to a system.

https://player.vimeo.com/video/307551745

To add a video device, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Video**.
4. To add a camera to the system, tap Add next to **Cameras**. To add an NVR/Converter to the system, tap Add next to **NVR/Converter**.
5. Enter the required information when prompted, then tap **Next**.
6. After the device is added to the system, configure additional settings as needed.
7. Tap **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, **Allow End User Settings** is on. To prevent users from editing a camera's settings, turn off **Allow End User Settings**.

Edit a Video Device

To edit a video device, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Video**.
4. Select the device that you want to edit.
5. Make your changes, then tap **Save Changes**.

Delete a Video Device

Caution: You will receive no warning message when deleting video devices. When you tap **Delete**, the device is immediately and permanently deleted.

To delete a video device, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Video**.
4. Swipe left on the video device that you want to delete.
5. Tap **Delete**.

Exclude a Camera from Video Verification

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

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Video**.
4. Select the device that you want to edit.
5. Turn off the **Allow Video Verification** toggle.
6. Tap **Save Changes**.

Z-Wave

This section covers how to add or delete Z-Wave devices.

> **Note:** In the system's add-on features, **Automation (Lights, Locks, Thermostats, & Appliances)** must be enabled before attempting to add a Z-Wave device.

Add a Z-Wave Device

Prefer a Video?

In this clip, we show you how to add Z-Wave devices to a system.

https://player.vimeo.com/video/307520347

To add a Z-Wave device, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Z-Wave**.
4. Near the lower right corner, tap Menu.
5. Tap **Add**.
6. Enter a **Device name**.
7. Tap **Add device**.
8. Follow the onscreen instructions to finish adding the device.

Delete a Z-Wave Device

> **Note:** In the system's add-on features, **Automation (Lights, Locks, Thermostats, & Appliances)** must be enabled before attempting to delete a Z-Wave device.

To delete a Z-Wave device, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Z-Wave**.
4. Near the lower right corner, tap ☰ Menu.
5. Tap **Delete**.
6. Tap **Remove Device**.
7. Follow the onscreen instructions to remove the device.

Force Delete a Z-Wave Device

> **Caution:** You will receive no warning message when force deleting Z-Wave devices. When you tap **Delete**, the device is immediately and permanently deleted.

Occasionally, you may need to force delete a Z-Wave device from a system when troubleshooting device installation. To force delete a Z-Wave device, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Z-Wave**.
4. Swipe left on the device that you want to force delete.
5. Tap **Force Delete**.

Bluetooth Readers

Prefer a Video?

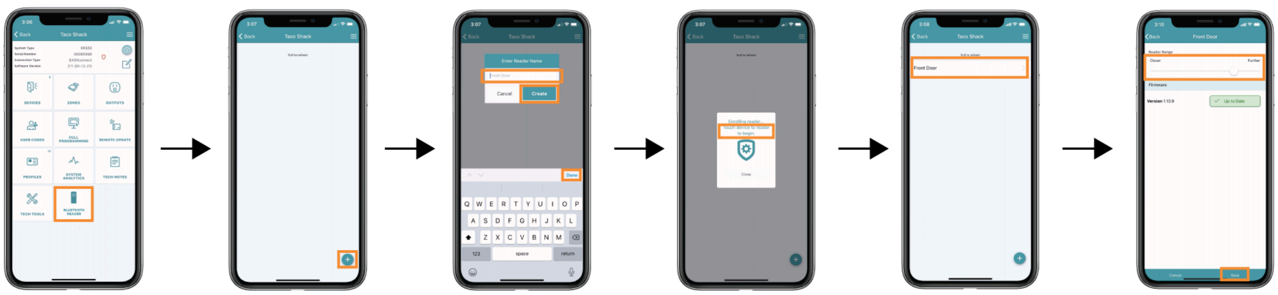
In this clip, we show you how to enroll the SR3 Bluetooth Reader after you install it.

https://player.vimeo.com/video/543830493

A technician on site must associate each reader with a system before mobile credentials can be purchased in Dealer Admin by an Administrator.

1. Stand at the reader and ensure your device has Bluetooth turned on.
2. Open Tech APP, then find and open the appropriate system.
3. Tap the **Bluetooth Readers** tile.
4. Tap + Add. Name the reader, then tap **Create**.
5. When prompted, touch your device to the reader. When paired successfully, the reader beeps.
6. In Tech APP, pull down the screen to refresh the reader list, then open the reader you created.
7. Use the slider to adjust the **Reader Range** closer or farther as needed. Range is 3 in to 30 ft (7.62 cm to 9.14 m).

8. To update the reader’s firmware, go to **Firmware** and tap **Update**. If no new firmware is available, this button is not displayed.
9. Tap **Save**.



After being enrolled, the reader’s LED changes from steady yellow to steady white.

If you receive a message that states the 56-bit card format cannot be added, you must add the format manually in **Full Programming > Device Setup > Card Formats**:

Name	Wiegand Code Length	Site Code Position	Site Code Length	User Code Position	User Code Length	User Code Digits
BLUETOOTHFORMAT	56	1	16	17	34	10

Profiles

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

This section covers how to add, edit, and delete profiles.

Add a Profile

To add a profile, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Profiles**.
4. Tap + Add.
5. Enter a **Profile Name**, **Number**, **Rearm Delay**, **Inactive User Audit Days** and **Output Group**.
6. Configure **Access Areas**, **Arm/Disarm Areas**, **Access Schedules**, and **Profile Options** as needed.
7. Tap **Send**.

Edit a Profile

To edit a profile, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Profiles**.
4. Select the profile that you want to edit.
5. Make your changes, then tap **Send**.

Delete a Profile

> **Caution:** You will receive no warning message when deleting profiles. When you tap **Delete**, the profile is immediately and permanently deleted.

To delete a profile, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Profiles**.
4. Swipe left on the profile that you want to delete.
5. Tap **Delete**.

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

Tech APP 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

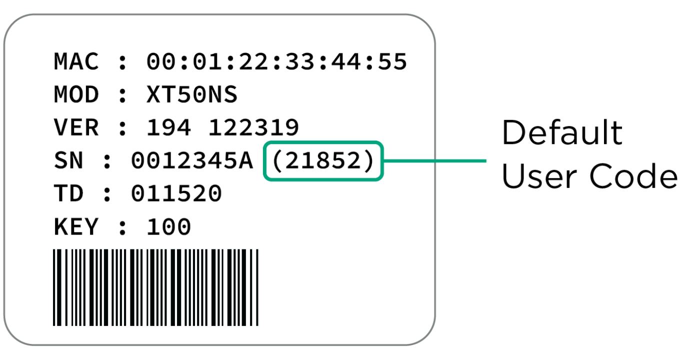
> **WARNING:** To protect customer security, DMP strongly recommends changing the default user code after installation is complete.

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.



Add a User Code

> **Note:** Users must exist in the system before you can add user codes.

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

To add a standard user code, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **User Codes**.
4. Tap Add.
5. Enter the **User Name**, **User Number**, and **User Code**.
6. Depending on system type, specify the user's authority level or select profiles for the user.
7. To create an app user, go to **Create an App User** and enter the user's **Email**, **First Name**, and **Last Name**.
8. Tap **Send**.

Add an Ambush 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.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **User Codes**.
4. Tap  Add.
5. In **User Name**, enter a name for the ambush code.
6. Clear **Next Available Number**.
7. In **User Number**, enter **1**.
8. In **User Code**, enter a unique code to signal duress to the central station.
9. Select profiles or authority levels as needed.
10. Tap **Send**.
11. Go to **Full Programming**.
12. In **System Reports**, switch on **Ambush Reports**.
13. Select **Send System Reports**.

> **Note:** To function as an ambush code, Ambush Reports must be enabled on each system where you applied User Code 1. 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.

Edit a User Code

To edit a user code, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **User Codes**.
4. Select the user code that you want to edit.
5. Make your changes, then tap **Send**.

Delete a User Code

> **Caution:** You will receive no warning message when deleting users. When you tap **Delete**, the user is immediately and permanently deleted.

To delete a user code, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **User Codes**.
4. Swipe left on the user code that you want to delete.
5. Tap **Delete**.

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.

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
- Step 2: Add a PIN to a User

Step 1: Enable Card Plus Pin

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Profiles**.
4. Select the profile that you want to edit.
5. Tap **Profile Options**.
6. Turn on **Card Plus PIN**, then tap **Back**.
7. Tap **Send**.

Step 2: Add a Pin to a User

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **User Codes**.
4. Select the user that you want to edit.
5. In **Select Profiles**, select the profile with Card Plus Pin enabled.
6. In **Pin**, enter a PIN for the user.
7. Tap **Send**.

App Users

This section covers how to add, edit, and delete app users.

Add an App User

To add a Virtual Keypad app user, complete the following steps.

1. Go to **Customer Summary > App Users**.
2. Tap ⊕ Add.
3. Enter an email address, first name, and last name for the new app user.
4. To create your own password, turn off **Create Random Password**.
5. 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**.
6. If you want the user to receive video clips when an alarm is triggered, switch on **Email Video Clips**.
7. Enter additional information and assign user permissions as needed.
8. Tap **Save App User**.

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

Edit an App User

To edit a Virtual Keypad app user, complete the following steps.

1. Go to **Customer Summary > App Users**.
2. Select the app user that you want to edit.
3. Make your changes, then tap **Save App User**.

Delete an App User

To delete a Virtual Keypad app user, complete the following steps.

1. Go to **Customer Summary > App Users**.
2. Swipe left on the app user that you want to delete.
3. Tap **Delete**.
4. A dialog pops up to confirm your decision. To delete the app user, tap **OK.**

Remote Update

To update a system remotely, complete the following steps.

1. Go to **Customer Summary > Systems**.
2. Select the system that you want to program.
3. Tap **Remote Update**.
4. If an update is available, the system's current version and new version are displayed. Tap **Update System**.

Roles and Permissions

Tech APP roles and permissions are configured in Dealer Admin. The following sections describe preset roles and custom roles with associated permissions in Dealer Admin and the Tech APP. For more information, refer to Dealer Admin Help.

Preset Roles

The following tables provide an overview of the abilities associated with each preset role.

Contents

- Customers
- Systems
- Users
- App Users
- Panels
- Reports
- Video Devices
- Video Verification
- Dealer Dashboard
- Dealer Settings
- Invoices
- Reset Passwords (All)
- Reset Passwords (Self and app users)
- Service Requests
- Mobile Credentials
- System Status

Customers

	Administrator	Operator	Sales Person	Sales Manager	Video Verifier	Technician	Accountant
View	✓	✓	✓	✓	✗	✓	✗

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	✓	✗	✗	✗	✗	✗	✗

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

Dealer Admin allows dealers to create service requests and assign them to technicians with the Tech APP.

View a Service Request

To view a service request and related information, complete the following steps.

1. On the home screen, tap **My Service Requests**.
2. In the **To Do List**, select a service request to view details.
3. To get directions, tap Location. To call the customer, tap Call.
4. To view the **Customer Summary**, tap **Customer Information**. To view **Systems**, tap **System Information**.
5. To return to the **To Do List**, tap < Back.

Add a Note

To add a note to a service request, complete the following steps.

> **Note:** Technician notes can only be added to open service requests.

1. On the home screen, tap **My Service Requests**.
2. In the **To Do List**, select a service request to view details.
3. Tap **Add Note**.
4. Enter the note text and tap **Save Note**. Notes that are added to a service request after the first one are marked with date, time, and author.
5. To return to the **To Do List**, tap **Back** near the top of the screen.

Close a Service Request

To close a service request, complete the following steps.

1. On the home screen, tap **My Service Requests**.
2. In the **To Do List**, select the service request that you want to close.
3. Tap **Close Request**.
4. To return to the home page, tap **Back** near the top of the screen.

3G Upgrades

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.

Contents

- View Upgrade Requests
- Replace a 3G Cellular Communicator

View Upgrade Requests

1. Tap **Requested Upgrades**.
2. To view details of a scheduled upgrade, tap one of the listed items.
3. To return to the 3G upgrades list, tap < Back.

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.

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.