



App User Guide



Welcome to Prima Pro!

This document will guide you through using the Prima Pro mobile app for the first time



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Logging In

Once you’ve downloaded the Prima Pro mobile app, log in using the Username and Password you use for the Prima Dealer Portal.

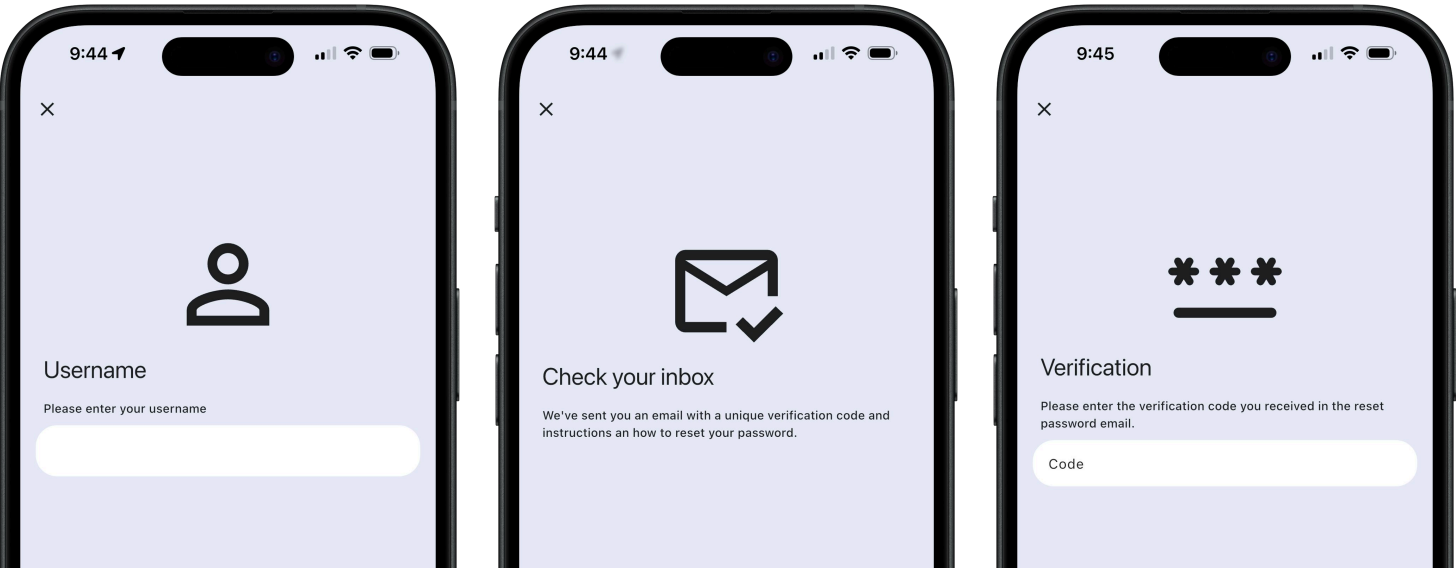
These are the same credentials, making it easy for you to access the app and start managing user accounts right away.



Forgot Password

If you forget your password, click Forgot Password on the login page. Enter your username, and you will receive a verification code sent to your registered email address.

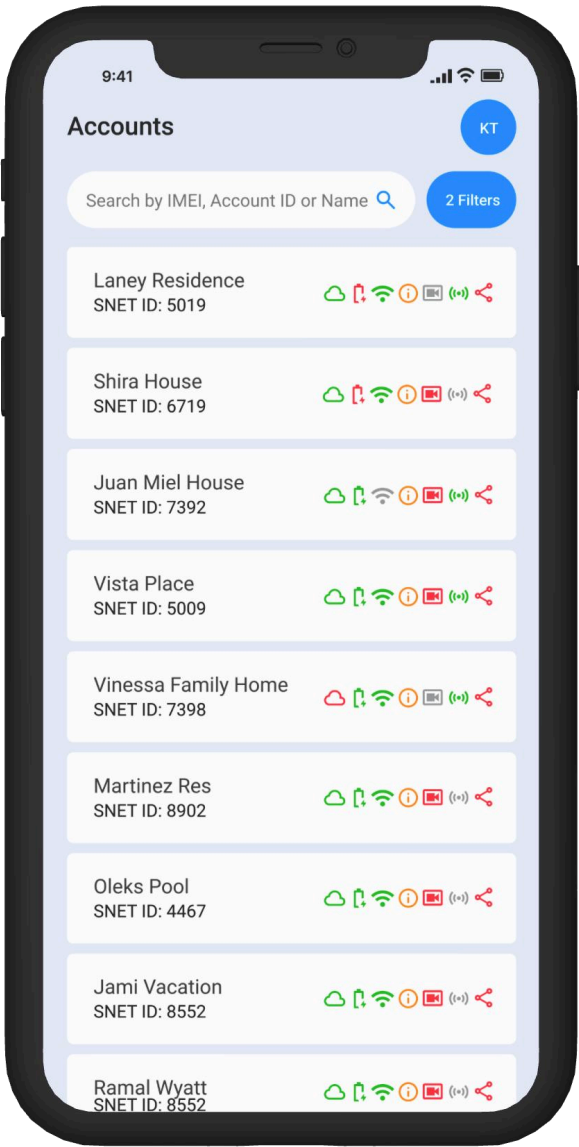
Check your inbox, then enter the verification code on the screen. Once verified, you will be directed to the password reset page where you can create a new password.



Accounts

The **Accounts** page is the first screen you see after signing into the Prima Pro mobile app.

It displays a complete list of all accounts linked to your dealer profile, giving you a clear overview of your systems. You can quickly search for a specific account using details like account name or number, or apply filters to show only accounts with certain statuses, such as active systems, reported issues, or specific communication paths (e.g., cellular or Wi-Fi).

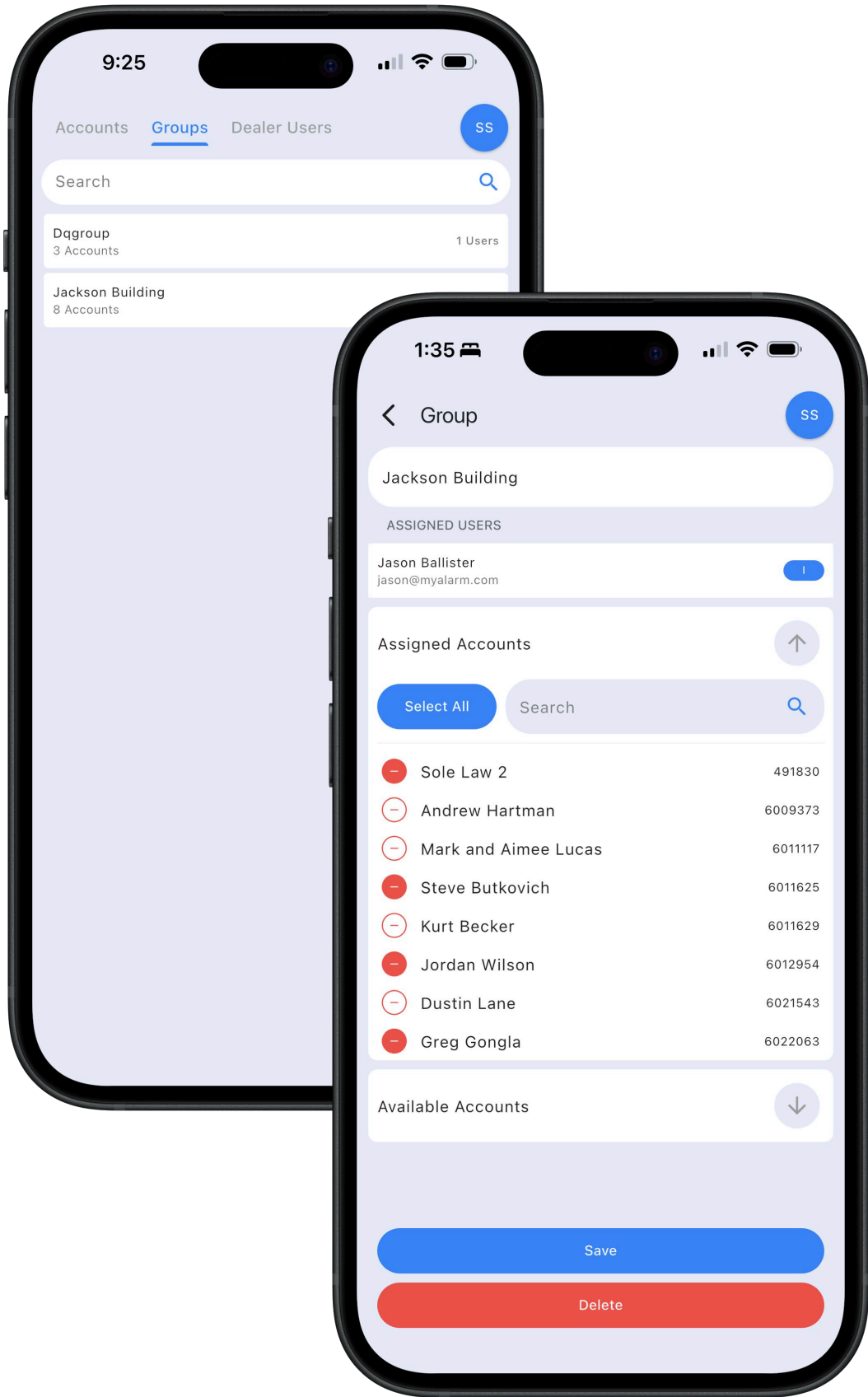


The user interface (UI) in this manual may differ from the latest Prima Pro mobile application. For the most up to date UI and features, please check the app via your app store.

Depending on your access level, some features may not be available to you.

Groups

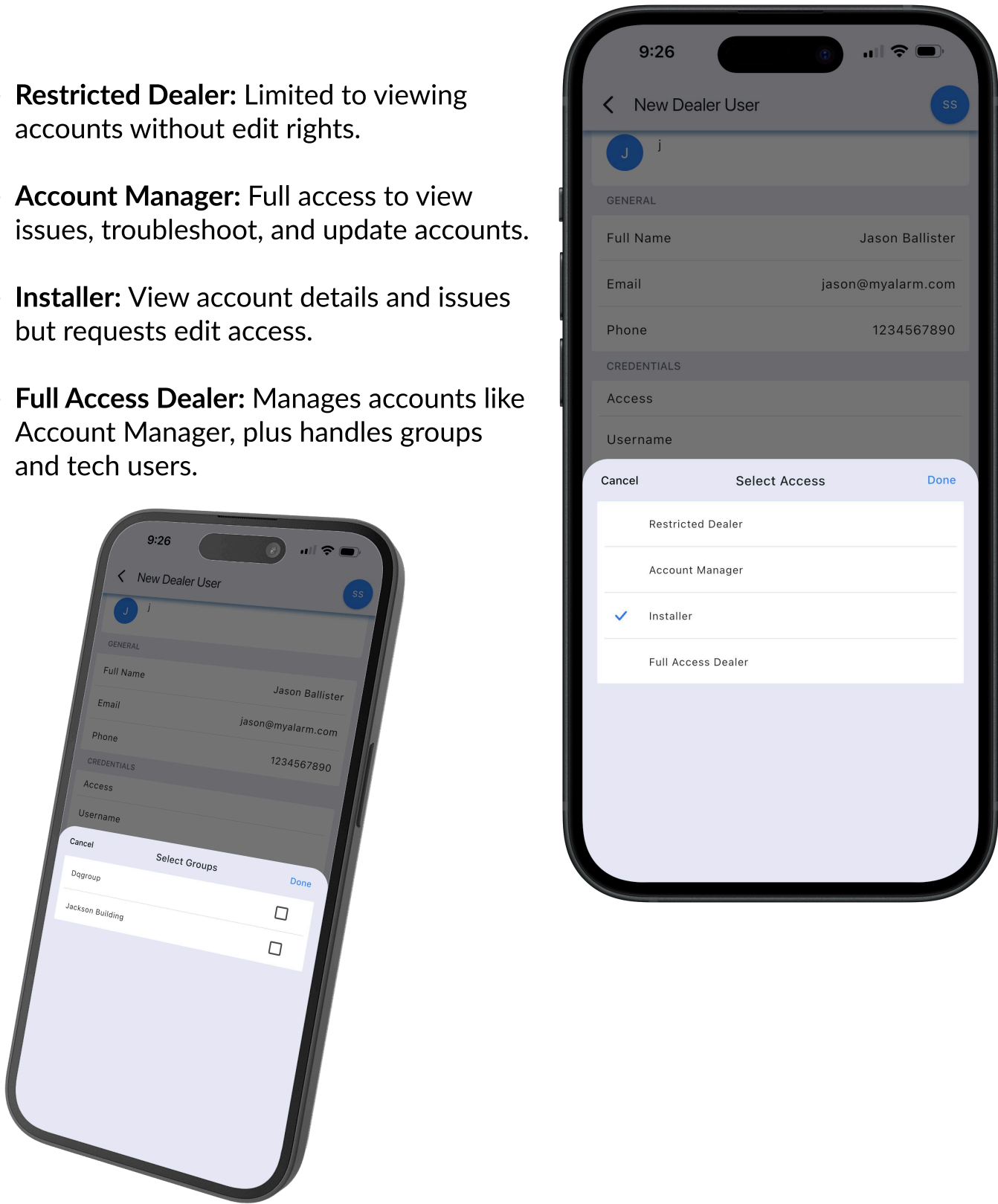
The **Groups** feature lets dealers organize accounts into custom groups for easier management. You can assign these groups to technicians or sales team members, ensuring they only access the accounts in their assigned group. This helps streamline workflows, making it simple to delegate tasks while keeping account access secure and organized.



Dealer Users

The **Dealer Users** section allows you to manage user accounts for your team. You can add new users, edit existing ones, or remove them as needed, as well as set their access levels (e.g., account manager, installer, or restricted dealer). You can also assign users to groups to organize their account access

- **Restricted Dealer:** Limited to viewing accounts without edit rights.
- **Account Manager:** Full access to view issues, troubleshoot, and update accounts.
- **Installer:** View account details and issues but requests edit access.
- **Full Access Dealer:** Manages accounts like Account Manager, plus handles groups and tech users.



Account Dashboard

The **Account Dashboard** gives you a clear overview of a user's account, system, and connected devices. This page provides quick access to key details and menus to manage the panel, cameras, Z-Wave devices, and more, making it easy to oversee and support the user's security setup.

Return to **Account** lookup.

Current User Access Level.

Access the User Menu.

Check user account info and update profile or service plan.

Review logs of recent panel, sensor, device, and account updates.

Monitor the status of door, motion, and other sensors.

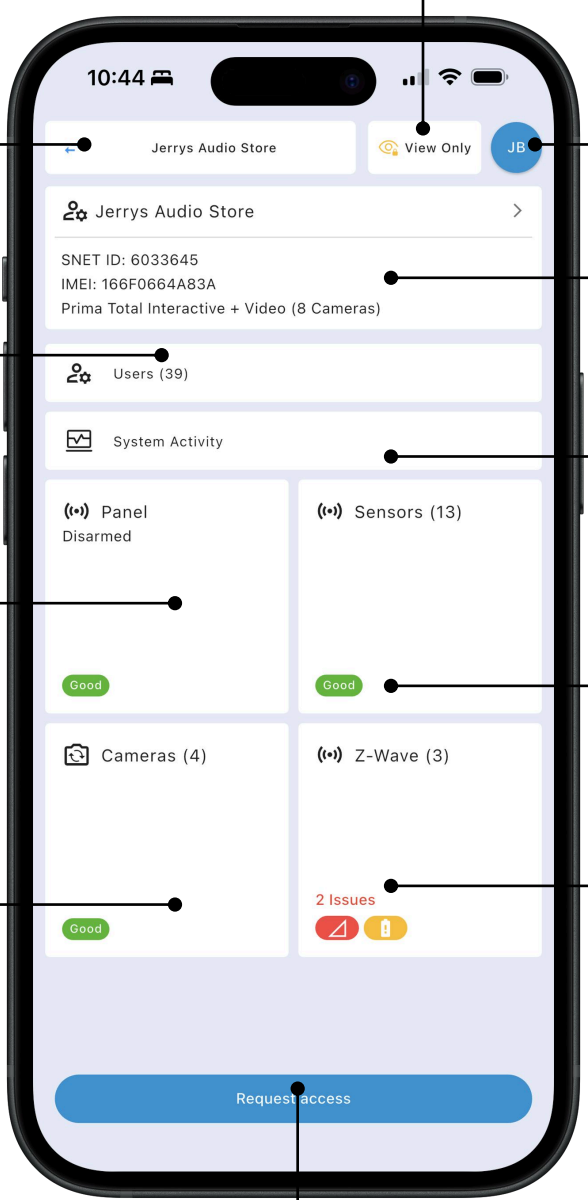
See paired devices with network details; operate locks, garage doors, and thermostats.

Submit a request to the user for full access to the account and panel.

Review profiles of users tied to the panel, adjust user settings, and change access codes.

View the panel's current status and reported troubles, send firmware updates, and remotely arm or disarm the system.

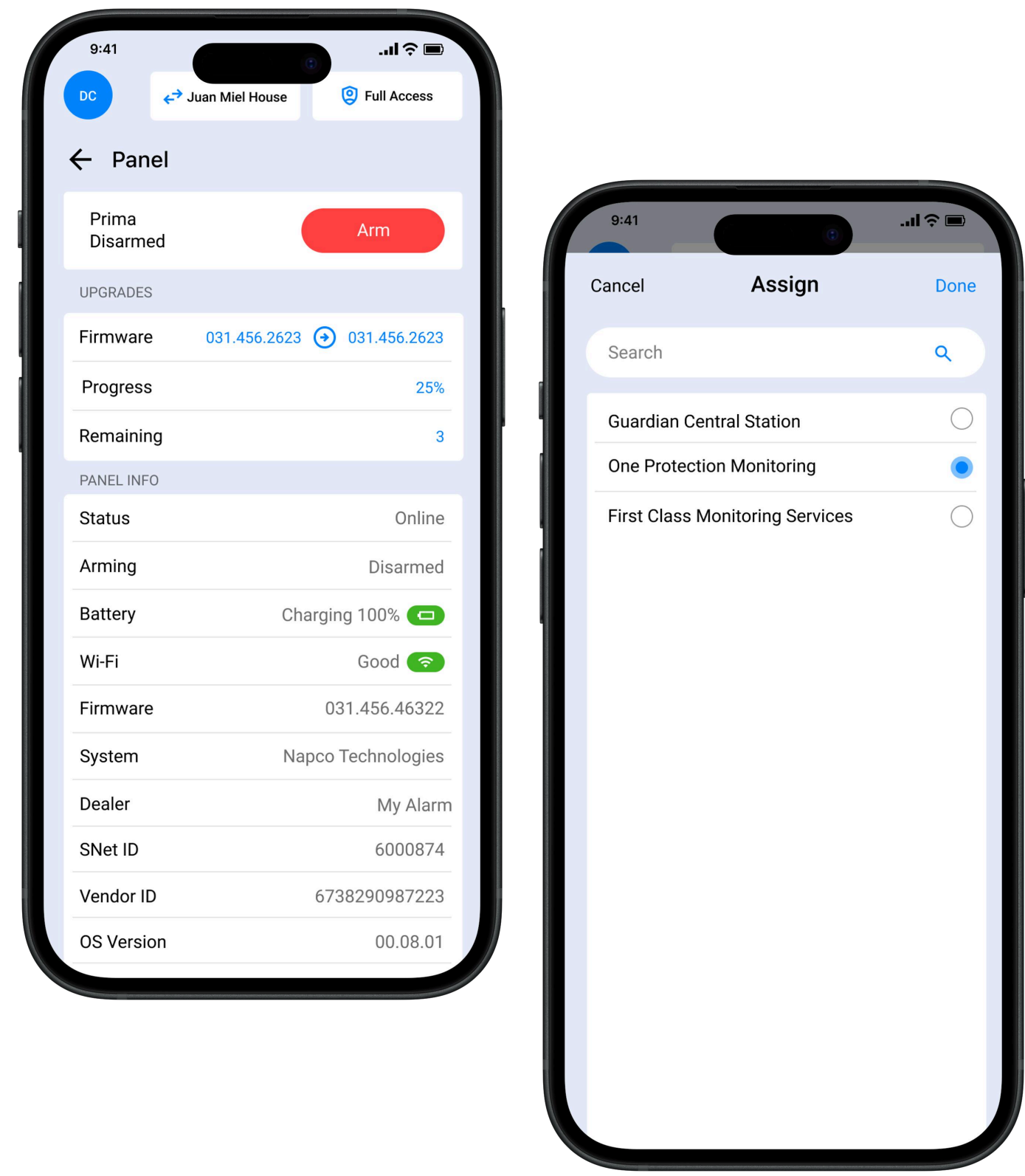
Check camera statuses, adjust settings, and review network info.



The screenshot shows the Account Dashboard interface. At the top, it displays the user's name 'Jerry's Audio Store' and a 'View Only' button. Below this, there's a section for 'Users (39)' with a 'System Activity' log. The main area is divided into four panels: 'Panel Disarmed', 'Sensors (13)', 'Cameras (4)', and 'Z-Wave (3)'. Each panel shows a 'Good' status. At the bottom, there's a 'Request access' button. Callouts point to various features: 'Return to Account lookup' points to the top left; 'Current User Access Level' points to the top right; 'Access the User Menu' points to the top right; 'Check user account info and update profile or service plan' points to the 'Users (39)' section; 'Review logs of recent panel, sensor, device, and account updates' points to the 'System Activity' log; 'Monitor the status of door, motion, and other sensors' points to the 'Sensors (13)' panel; 'See paired devices with network details; operate locks, garage doors, and thermostats' points to the 'Z-Wave (3)' panel; 'Submit a request to the user for full access to the account and panel' points to the 'Request access' button; 'Review profiles of users tied to the panel, adjust user settings, and change access codes' points to the 'Users (39)' section; 'View the panel's current status and reported troubles, send firmware updates, and remotely arm or disarm the system' points to the 'Panel Disarmed' panel; and 'Check camera statuses, adjust settings, and review network info' points to the 'Cameras (4)' panel.

Panel Information

The **Panel Info** page offers a comprehensive view of a user's panel, including its current status, reported issues, and system details. You can remotely arm or disarm the system, initiate firmware updates with real-time progress reporting to monitor the update process, reboot the system remotely to resolve issues, and assign or edit the central station settings to manage monitoring services.



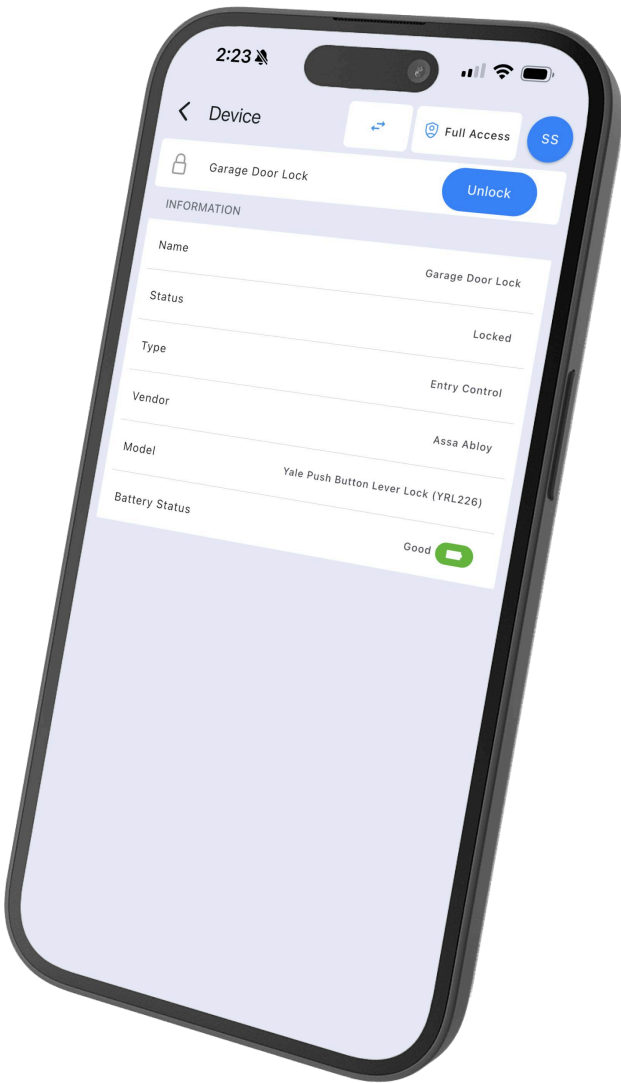
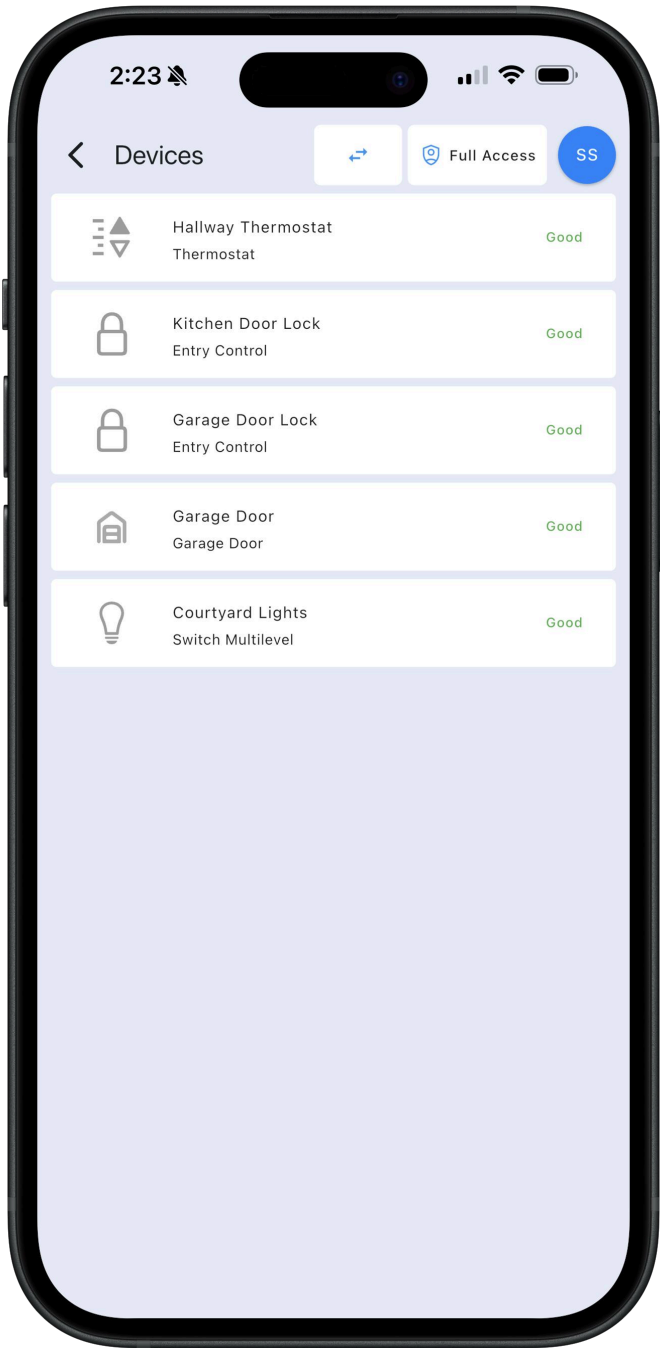
The screenshots show the Panel Information interface. The first screenshot shows the 'Panel' screen with a 'Prima Disarmed' status and an 'Arm' button. Below this, there's a section for 'UPGRADES' showing 'Firmware' with a progress bar at 25% and 'Remaining' at 3. The second screenshot shows the 'Assign' screen with a search bar and a list of services: 'Guardian Central Station', 'One Protection Monitoring' (selected), and 'First Class Monitoring Services'.

Depending on your access level, some features may not be available to you.

Z-Wave Devices

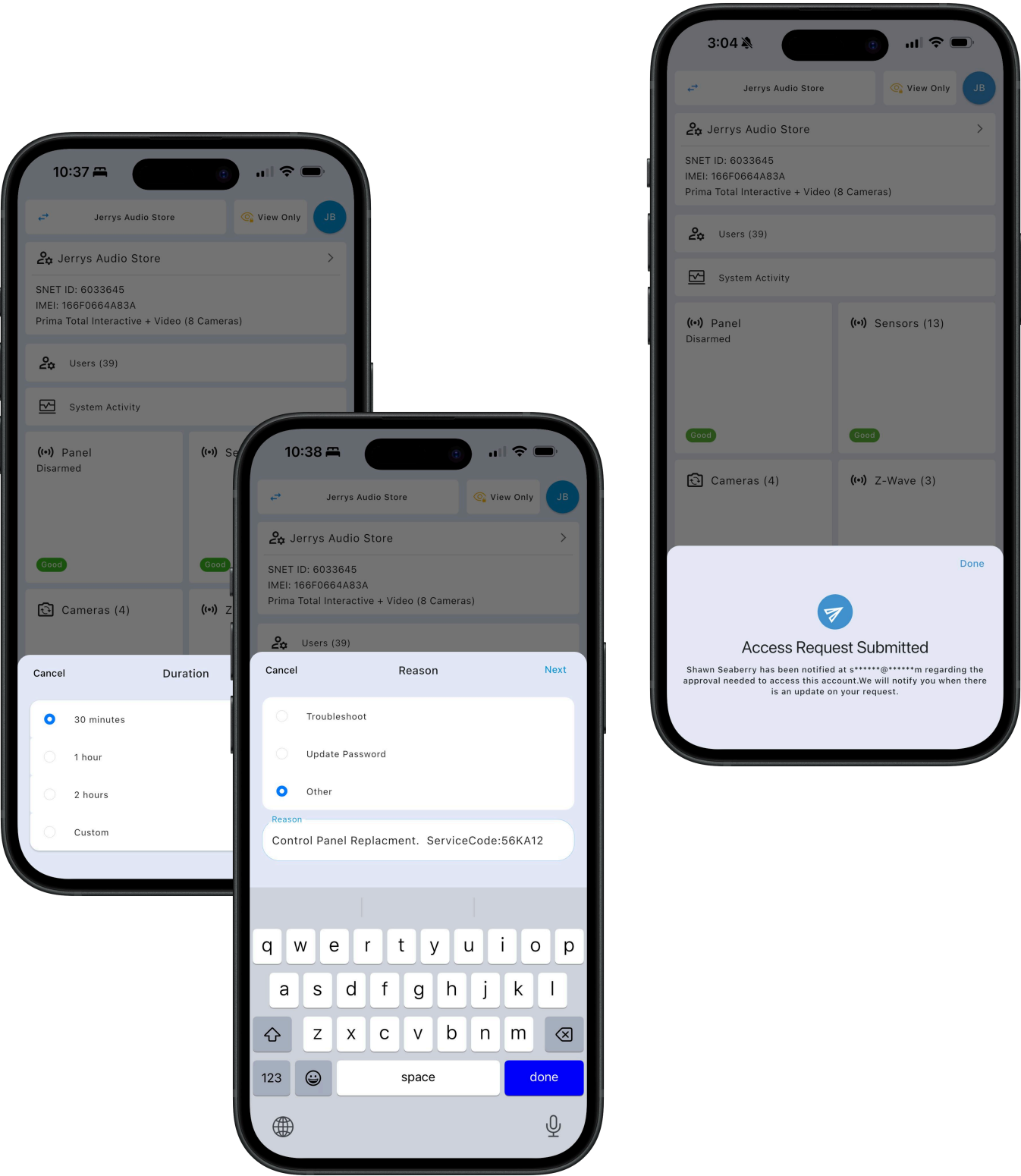
The **Z-Wave** page enables you to manage a user’s Z-Wave devices with detailed information on each, including status and settings.

You can adjust thermostats to optimize the user’s setup, remotely lock or unlock smart locks and open or close garage doors.



Request Access

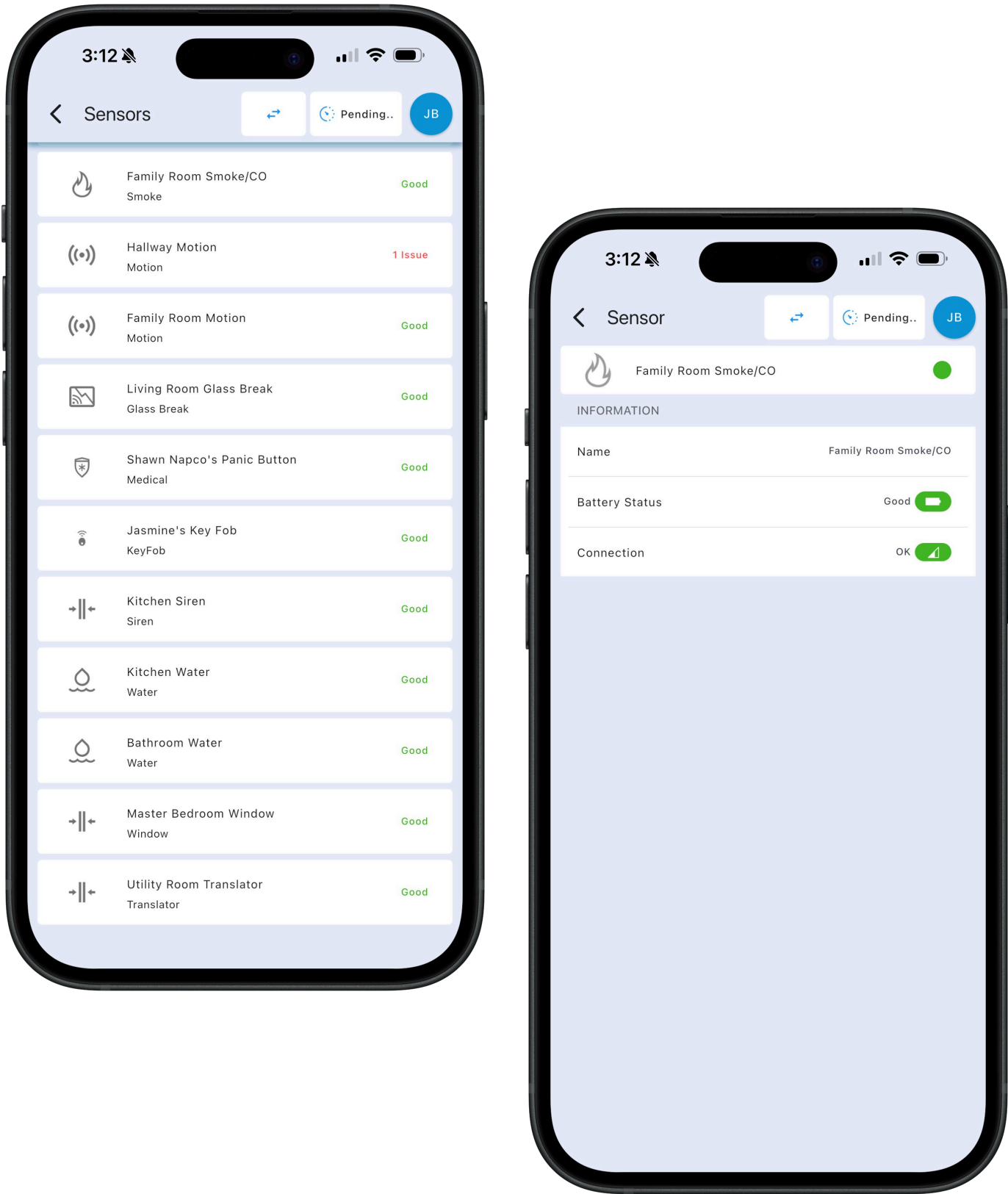
The **Request Access** feature lets you request full access to a user’s account and system for a limited time. Submit the request with a reason, set the period, and select a recipient for approval. Once approved, your access level updates to full for the specified duration. Note: Users can revoke access anytime.



Depending on your access level, some features may not be available to you.

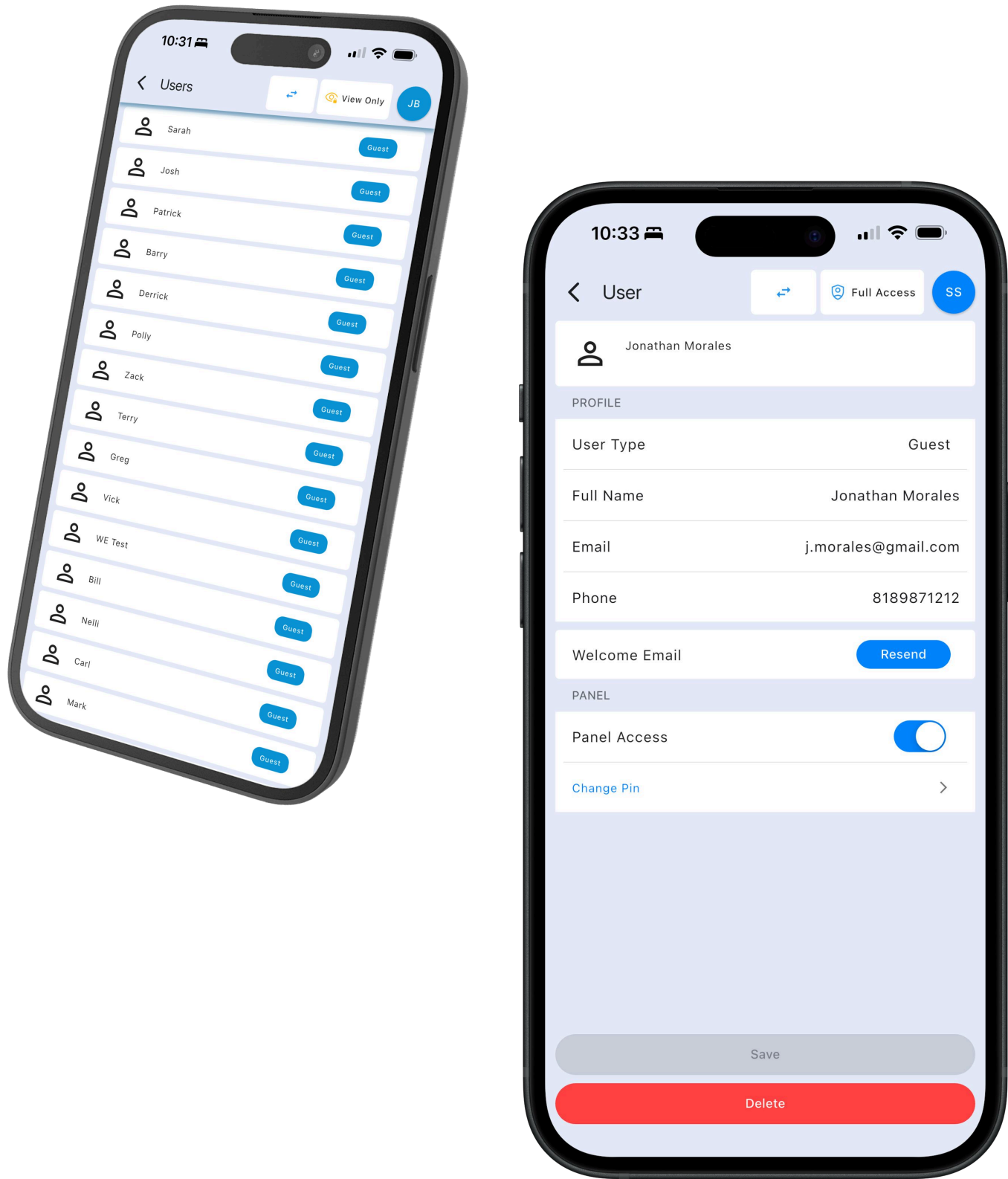
Sensors

The **Sensors** page lets you monitor and manage the sensors tied to a user's panel. You can check real-time statuses for door, motion, and other sensors, review any alerts or issues, and ensure the system is running smoothly



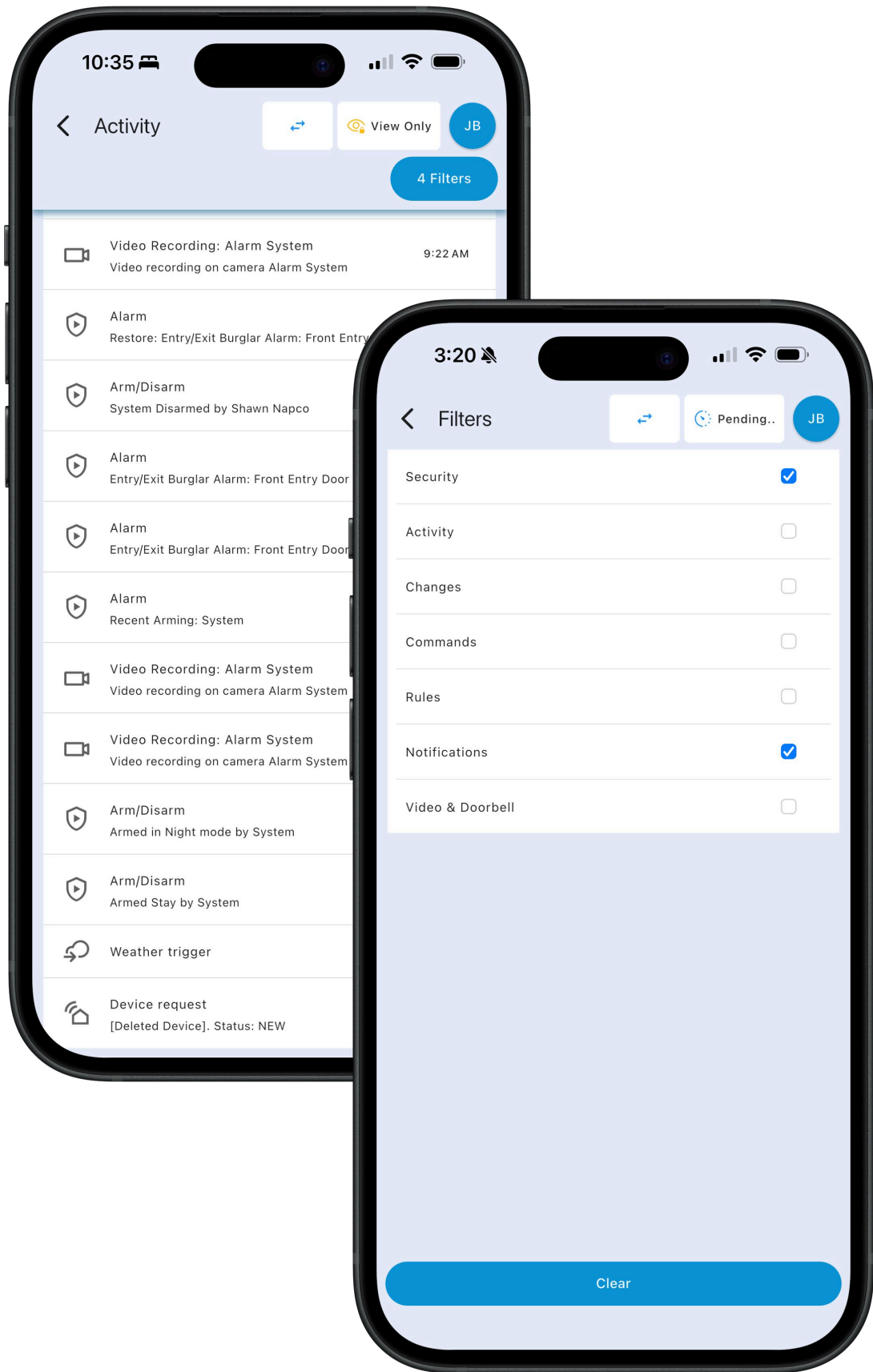
Users

The **Users** page lets you manage all user profiles tied to a panel. You can view each profile, update personal details, adjust mobile app credentials, assign or modify panel access codes, and resend welcome emails to ensure users stay connected.



System Activity

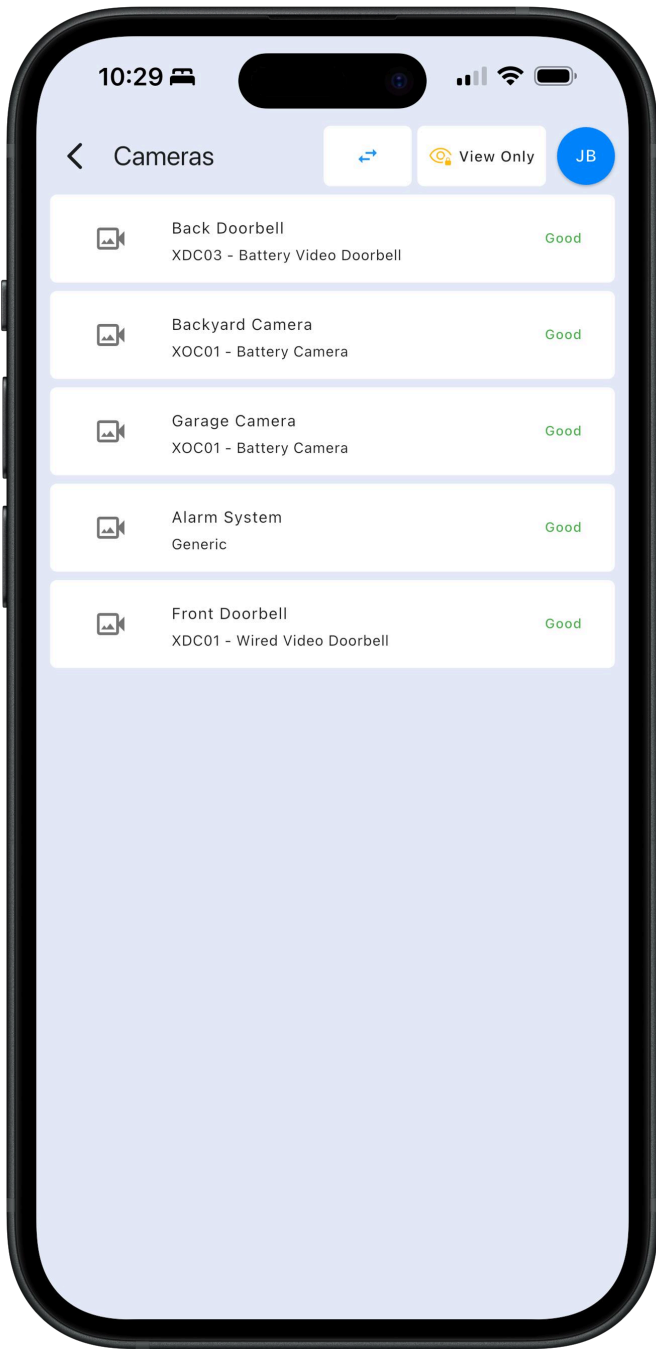
The **System Activity** page provides a detailed log of recent events for a user's account. You can track changes to the panel, sensor updates, device actions, and account modifications



Cameras

The **Cameras** page displays all cameras paired to a user's system, showing their current status at a glance.

Future updates will include remote reboot options, device configuration, and firmware updates.



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