How are panel templates applied? (Downloader Templates)

Important: If you do not see the options outlined on this page, you may not have the required permissions to complete this action.

Please contact your Dealer Administrator for more information.

The purpose of a panel (downloader) templates are to allow panel programming remotely using a preset selection of programming options all at once instead of changing each individual setting. This is especially useful for new accounts to apply settings that are used for most customers that differ from the panel's default programming.

Compatibility

Templates can be created for the following panels:

- Interlogix Simon XT/XTi
- Interlogix NX
- Qolsys IQ Panel/DSC Touch
- Qolsys IQ Panel 2
- 2GIG GoControl/GC2e
- 2GIG GC3/GC3e
- DSC iotega
- DSC PowerSeries Neo/Pro
- SEM - DSC PowerSeries
- SEM - Honeywell/ADEMCO Vista Dual-Path
    - **Important**: The SEM-Honeywell/ADEMCO Vista must be using a Dual-Path module with a successful uploader/downloader scan to be compatible. For information about verifying this functionality, see SEM-Honeywell/ADEMCO Vista Dual-Path - Troubleshooting Guide.

Templates are created for individual panel and firmware versions. The firmware of the panel must match the firmware of the template firmware in order for the template to be applied.

Create a template

Panel templates can be created for compatible panels using the Partner Portal.

To create a template using the Partner Portal:

1. Log into the Partner Portal.

2. Mouse over *Customers,* then click **Customer Configuration.**

3. Click **Panels**.

4. In *Panel Templates*, click **Create New Template.**

5. Using the *Panel Type* dropdown menu, select the panel type.

6. Using the *Panel Version* dropdown menu, select the panel version.

7. The *Template Base* dropdown menu appears if templates have already been created for the selected panel type. If a base template is selected, the new template is created with setting values from the base template instead of the default values.

8. In *Template Name*, enter a name for the template.

9. Click **Create Template**.

10. In each section of the *Edit Template* page, click the **Edit** button on a setting to change the value of the programming setting.

Apply a template to a customer account

The most common time to send a template is during account creation. This pushes all of the template settings to the panel immediately upon the panel communicating with Alarm.com. For more information about creating accounts, see How to create an Alarm.com customer account.

Panel templates can also be sent to existing accounts using the Partner Portal or MobileTech app. This causes any programming in the panel to be overwritten by the template settings.

Note: It takes around 5-10 minutes for the template to apply after it has reached the panel. The panel doesn't specifically acknowledge the changes because they are just a series of downloads.

To apply a template to an account using the Partner Portal:

1. Log into the Partner Portal.

2. Find the customer account to apply the template to.

3. Click **Remote Toolkit**.

4. In the *Command Catalog*, click to expand **General**.

5. Click **Apply Panel Template**.

6. Using the dropdown menu, select the AirFX Panel Template to apply.

7. Click **Apply**.

To apply a template to an account using the MobileTech app:

1. Log into the MobileTech app.

2. Find the customer account to apply the template to.

3. Tap **Remote Toolkit**.
4. Tap **Command Catalog**.
5. Tap to expand **General**.
6. Tap **Apply Panel Template**.
7. Using the dropdown menu, select the AirFX Panel Template to apply.
8. Tap **Apply**.