How to set up Multicom TechTools for your business.

TechTools is a comprehensive installation tool for Multicom technicians that lets you manage, configure and commission your Multicom alarm communicators in the field, in real-time.

Available on the App Store   Get it on Google play

< click to download the free app.

TechTools utilises a powerful, easy-to-use permission-based security structure to protect devices from unauthorised access. TechTools uses a "TechCode" to identify who has access to which devices.

I want to work on devices

As a technician (eg. installer) you should complete the registration, take note of your TechCode and give it to your employer(s) who will in turn give you permission to work on their panels.
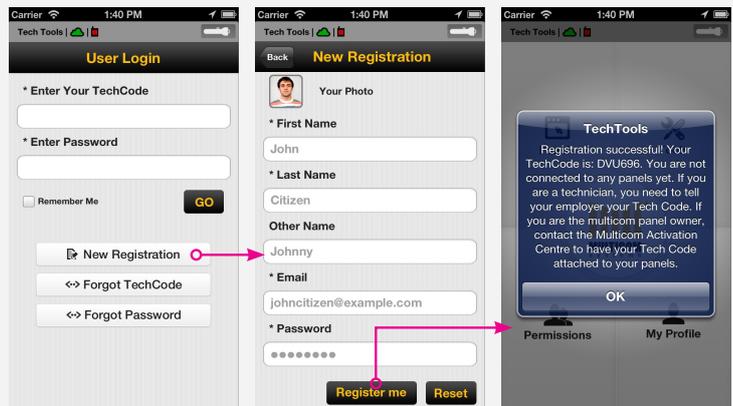
I own devices

As a device owner, that is a Suretek account holder for at least one device, you should complete the registration, take note of your TechCode, call Suretek (1300 65 44 33) to confirm your identity and tie your TechCode to your Multicom account.
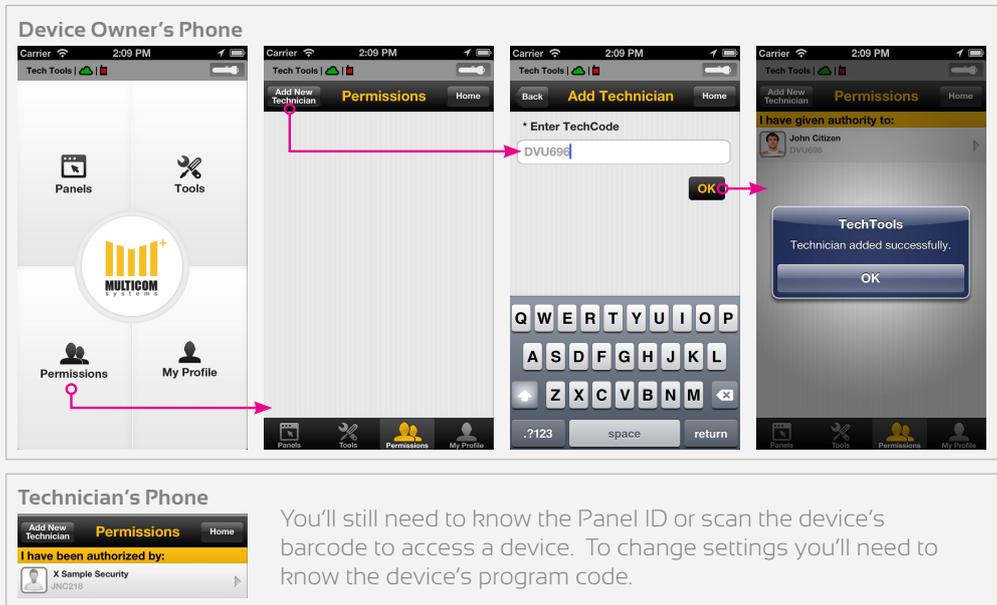

Register for a TechCode

1. Press New Registration on the login screen.

2. Fill in your details and press Register me to submit

3. You'll be automatically logged in but it's important to remember your TechCode and Password

4. If you're a device owner you'll need to call Suretek to tie your TechCode to your Multicom account. (once-off)

Granting & Receiving Permissions

1. A device owner needs to follow the simple steps to the right to authorise another user to access their Multicom Panels

2. Once complete, the technician is automatically authorised

3. You can remove permissions at any time by clicking on the user's name and pressing Remove

Device Owner's Phone

Technician's Phone

You'll still need to know the Panel ID or scan the device's barcode to access a device. To change settings you'll need to know the device's program code.