

Problem: Unable to Locate/Download Updated Firmware, Software, User Manuals, Data Sheets, etc.

Platform: All DPS Products

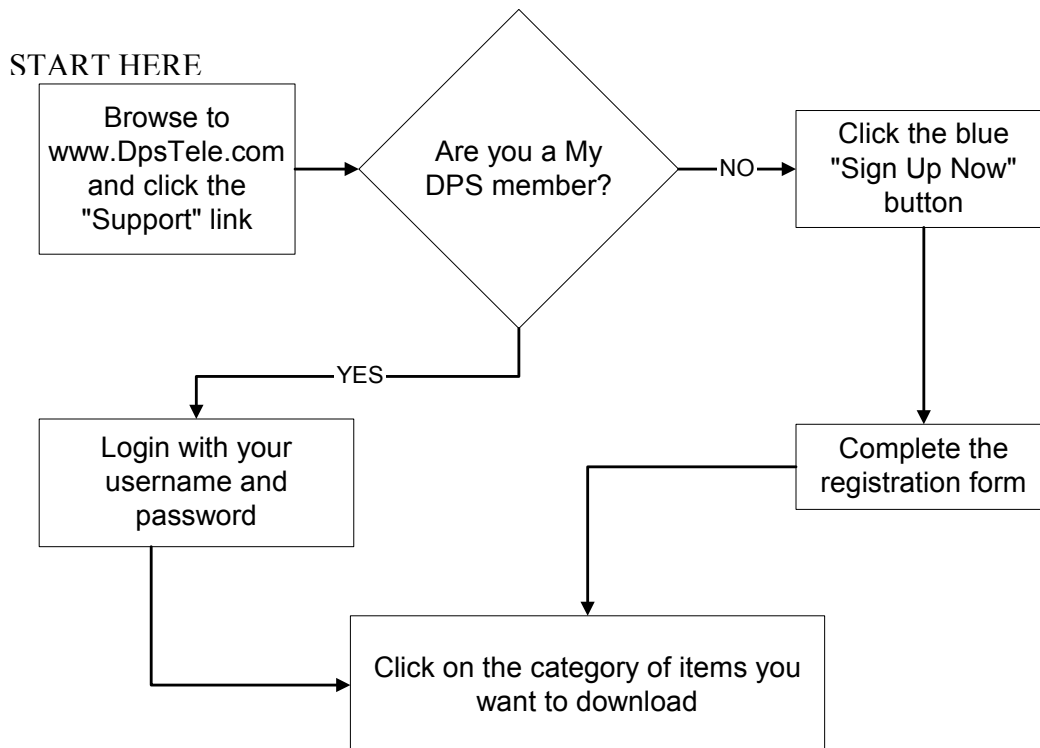
Downloading the latest documentation and firmware/software from DPS Telecom allows you to maximize the capabilities of your DPS products. This process involves just a few quick steps. Use the following "Techno Knowledge" paper to locate and download the most recent materials you need for your DPS gear

This techno knowledge paper can help you if:

- You are unable to locate and download updated firmware/software, user manuals, data sheets, how-to guides, etc. from the DPS website.

Quick Reference Chart

(for more details, review the troubleshooting checklist, starting on page 2 of this guide)



Troubleshooting Checklist

- ☐ **Navigate to DpsTele.com and click the “Support” link**



Click the “Support” link on the bottom-left of the page

❑ Log into your My DPS account

- If you are a member, simply enter your username and password and click “Login”
- If you are not currently a member, click “Sign Up Now” and complete the registration form

DPS Tech Support

When you call DPS you're NEVER trapped in Voice Mail Hell. You'll be connected to a live, competent human being who understands your equipment and can solve your problem.

Check out the FAQs and the other resources on this page for a fast answer to your problem. If you need more help, don't hesitate to call. If it's urgent for you, it's urgent for me, and I'll get you a solution, no matter what it takes.



Chris Hower
Technical Support Engineer

Access to Firmware, Software, User Manuals and Product Documentation

Email Address:

Password:

Not registered? [Sign up now!](#)

Get Help Now!

Tech Support
(559) 454-1600
support@dpstele.com

Login with your username and password, **OR**, if you have not registered...

Access to Firmware, Software, User Manuals and Product Documentation

Email Address:

Password:

Not registered? [Sign up now!](#)

Not a My DPS Member? Sign-up and Get Instant Access

If you want to learn more about how you can improve your network's reliability, create a MyDPS Account and get instant access to product manuals, datasheets, and more ...

Fields with an asterisk (*) denote a required field.

* First Name:

* Last Name:

* Title:

* Company:

* Phone:

* Email:

Your email will be used as your username login as well as to retrieve a forgotten password. We will also send you our informative eMagazine.

Create and Enter a New Password

Think of an alpha-numeric password, that you can remember, to login into your My DPS Members area.


* Password:

* Re-Enter Password:

Click "Sign Up Now" and complete the registration form to get My DPS access

- ❑ **Click on the latest DPS materials you want to download**

My DPS is here to help with your alarm monitoring applications. You have access to product data sheets, full user manuals, informational articles and how-tos at your finger tips.

- DPS Projects**
View documents which have been specially prepared for you.
- Subscriptions**
- Product User Manual Downloads** 
- Firmware / Software Downloads**
- Product Data Sheet Downloads**
- T/Mon Users Group**
- "How-To" Guides**
- 2007 Product Showcase**
This 2007 product showcase features powerful new monitoring solutions that will maximize your network visibility.

If you remain unable to locate and download these DPS support materials, please contact DPS Telecom Tech Support at (559) 454-1600.
