



USER MANUAL

Paradox Dealer Portal: paradoxdealer.com

Paradox Dealer Portal User Manual

Date: 14 August 2025

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What's New

This release of the Service Company Portal includes the following new features and enhancements:

Release Version	Release Date	What's new in this release
1.00.10	14 August 2025	• Deleting Company Profile • Bug Fixes

Intended Users

This manual is intended only for:

- Installers responsible for setting up the Paradox M system.

Supported version of the Dealer Portal: version 1.00.00 or later.

Overview

The Paradox [Service Company Portal](#) (installer/dealer portal: ***paradoxdealer.com***) is a dedicated platform designed for professional installers to efficiently manage their installed sites, installer users, site payments, and more. This portal provides installers with a centralized interface to oversee their assigned sites, collaborate with other installers, and handle administrative tasks with ease.

Each service company, after registration with the Paradox ecosystem, will receive a unique Paradox Company ID (PCI), which is a 6-character alphanumeric ID.

User Roles

The following table lists various user roles along with descriptions for each role.

User Role	Description
Company Owner	Company Owner: • Has full visibility of all sites under the company ID • Fully manage the Service Admins and Technicians • Can do single or batch payments
Service Admin	Service Admin: • Has the same privileges as the Company Owner, except they cannot delete the Company Owner. • Can delete themselves from the company
Technician	Technician • Can install new systems (BlueEye) • Access sites after permissions granted by the Site Owner or Site Master (BlueEye). • Can delete himself from the company

Requirements

To become an installer and install an M system, you must:

1. Sign up (register in the Paradox ecosystem as an M System user)
2. Obtain a Paradox Company ID (PCI)

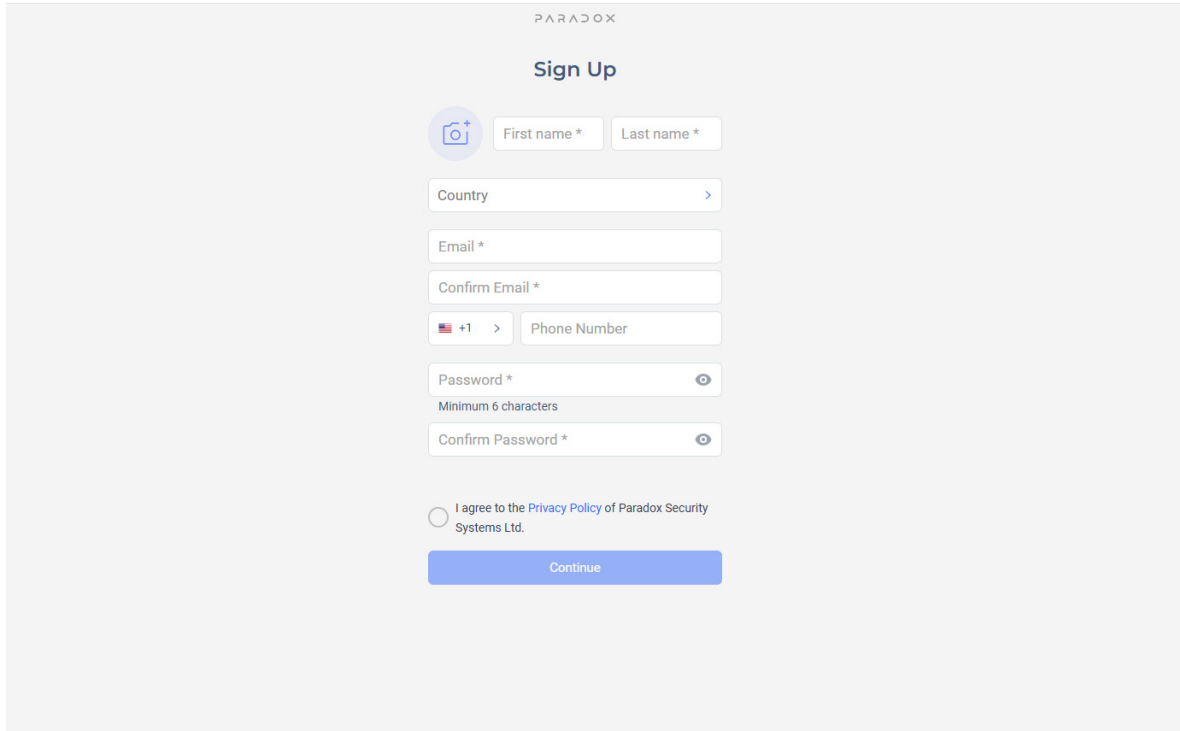
NOTE: This can be done even through the BlueEye application. For details, see the [BlueEye user manual](#) (Documentation > User Manuals).

After obtaining the PCI, any user registered under the company can perform installations. The Owner and Master can add or delete masters and users within the company, and grant sites service access to users for service (with Master or User rights).

Signing Up and Obtaining the PCI

To sign up and obtain the PCI:

1. Open the [Service Company Portal](#) in a browser and do either of the following:
 - If you are not a registered M System user, click **Sign Up**.
 - If you are a registered M System user, then enter the credentials and click **Log in**. After email verification, proceed to Step 4.
2. Enter your details and set up a password.

A screenshot of the Paradox 'Sign Up' form. The form is centered on a light gray background. At the top, the word 'PARADOX' is in small, spaced-out letters. Below it, the title 'Sign Up' is in a bold, dark blue font. The form contains several input fields: a profile picture icon with a plus sign, followed by 'First name *' and 'Last name *' fields; a 'Country' dropdown menu; an 'Email *' field; a 'Confirm Email *' field; a phone number field with a country code dropdown (showing '+1') and a 'Phone Number' label; a 'Password *' field with a minimum 6 characters requirement and a toggle for visibility; and a 'Confirm Password *' field with a toggle for visibility. At the bottom, there is a checkbox for 'I agree to the Privacy Policy of Paradox Security Systems Ltd.' and a blue 'Continue' button.

3. Verify your email and phone:
 - i. Enter the access code received via email and click **Continue**.
 - ii. Enter the access code received via mobile and click **Continue**.
4. To obtain the PCI ID, enter the following details:
 - a. In the **Workspace Name*** field, enter your company name.
 - b. Enter other details > click **Submit**.

PARADOX

M Installer Sign Up



Neethu1 Sunny
neethusunny1@outlook.com
+1 4383682554

Business Details (Optional) ⓘ

A message **successfully registered as a company** appears on the screen along with your PCI ID.

5. Click **Continue**.

You can now log in to the Service Company Portal using your registered email ID and password.

Using the Dealer Portal

The Company Owner and Service Admin can do the following in the Service Company Portal.

- View the sites
 - Manage other installers, including inviting installers from another company
- Owner and master's grant, edit, and revoke access to Technicians
- Requesting access to the M site from Site Owners (for non-permanent access level)
- Single or batch payments
- Edit profile
- Delete account
- Company profile management

NOTE: *The Technician can only view sites to which they have been granted access. They can also remove themselves from a company.*

PARADOX

Welcome

Jordan ABC Alarm Installations

Company ID: 6J093E

Owner

Site List

Users

VIPC20

Log Out

Installer Portal

1.00.05

Sites (12)

Site Token

Search

Play Group

Installation

Site Name	Site Token	Status
Paradox Milton Street	3FZGX7	Installation in Progress
M25 914-2 test pompano	79D9SU	Installation in Progress
test 868 pompano	9AEEG4	Installation in Progress
Paradox Milton St	9ARWSC	Installation in Progress
test pompano 914-2	9JCGSF	Installation in Progress

In Service

Site Name	Site Token	Issued By	Service Left	Users Allowed		
M25 Jordan CAN 868	3DCEHT	-	24h	-	Edit Session	End Session
M25 Jordan CAN 915	3DQGQS	-	24h	-	Edit Session	End Session
Laval M25 8A	5L21EG	-	24h	Mauricio L	Edit Session	End Session
M25 Jordan USA 915	77PP24	-	24h	-	Edit Session	End Session
Laval M25 9A	ADZ1A3	-	24h	-	Edit Session	End Session
M25 LTE JORDAN CAN 9A	AQ3VXT	-	24h	Mauricio L, Shmuel Hershkovitz	Edit Session	End Session

All Sites

Site Name	Site Token	Last Service	Swan Service	
M25 JORDAN CAN 868	4YXFPG	24 Jan 2025	173 days left	Grant Access

View the Sites

To view the sites:

- In the [Service Company Portal](#), click **Site List** on the left navigation pane.
All the sites based on your user role are displayed along with their status.

Invite Other Installers

The Company Owner or Service Admin can invite other installers through the Service Company Portal.

To invite an installer:

- In the [Service Company Portal](#) > click the **Users** tab on the left navigation pane.
- Click **Invite User**.
- Select either of the following options:
 - Service Admin
 - Technician
- Enter the email ID of the selected user.
- Click **Invite**.

After being invited by the Company Owner or Service Admin, the installer will receive an email with instructions to follow.

PARADOX

Welcome, Jordan Peles

Jordan ABC Alarm Installations
Company id: 849536
Company Owner

Site List

Users

VIPC20

Company Profile

Log Out

Installer Portal
1.00.09

Users

Search

INVITE USER +

System Users: 11

First name	Last name	Email	Phone	Permissions	
Jordan	Peles			Company Owner	
Moran	Yona			Service Admin	
Hadi	Mrih			Service Admin	
Jordan	PS2			Service Admin	
Bogdan	Perianu			Service Admin	
Neethu	Sunny			Service Admin	
Alex	Chaplik			Service Admin	
hacene	lazli prod			Service Admin	
Mauricio	L			Technician	
Shmuel	Hershkovitz			Technician	
j	peles			Technician	

Revoke Access

To revoke access of other installers within the company:

1. In the [Service Company Portal](#), click the **Users** tab on the left navigation pane.
2. In the users list, locate the installer and click the delete icon in the last column to revoke the access.
3. Click **Delete** on the confirmation prompt to confirm.

Grant Access to Other Installers

To grant access to other Installers within the company:

1. In the [Service Company Portal](#), click **Site List** on the left navigation pane.
2. Under the **All Sites** section, locate the site and click **Grant Access** in the last column.
3. Select the username from the list.
4. Click **Grant Access**.
The access is granted for 24 hours.

Edit/End the Granted Access

After granting access to other installers, the Company Owner or Service Admin can modify or revoke their permissions as needed.

To edit the granted access:

1. In the [Service Company Portal](#), click **Site List** on the left navigation pane.
2. Under the **In Service** section, locate the site and do either of the following:
 - a. Click **Edit Session** in the last column > Select another installer > **Save**.
 - b. Click **End Session** in the last column.

PARADOX

Welcome, Jordan Peles

Jordan ABC Alarm Installations

Site List

Users

VIPC20

Company Profile

Log Out

Installer Portal

Sites (13)

Site Token

Search

Pay Group

Installation

Site Name	Site Token	Status
M25 914-2 test pompano	79D9SU	4d left Training in Progress
test 868 pompano	9AEEG4	Installation in Progress
Paradox Milton St	9ARW5C	Installation in Progress

In Service

Site Name	Site Token	Issued By	Service Left	Users Allowed
M25 Jordan CAN 868	3DCEHT	-	9h	Edit Session End Session
M25 Jordan CAN 915	3DQGGS	-	2h	Edit Session End Session
Paradox Milton Street	3FZ0X7	-	56m	Edit Session End Session

All Sites

Site Name	Site Token	Last Service	Swan Service
M25 JORDAN CAN 868	4YXFG	24 Jan 2025	138 days left
Laval M25 8A	SL21EG	24 Jan 2025	139 days left
Laval M25 9A	AD21A3	24 Jan 2025	1 year 170 days left

Requesting Access to M Site from Site Owner (Site Non-Permanent Access Level Set in BlueEye by the Site Owner)

After the 14-day *Installation in Progress* countdown, if Non-Permanent access is enabled by the Site Owner, then the installers (Company Owner/Service Admin/Technician) will lose access to the M site. To get access, the installer must request it from the Site Owner.

For information about the access levels, see the *14-Day Installation Period* section in the [BlueEye user manual](#) (*Documentation > User Manuals*).

To request access to a site:

- In the [Service Company Portal](#), click **Site List** on the left navigation pane.
- Under the **All Sites** section, locate the site and click **Request** in the last column.
- Select the installer's name for whom you are requesting access.
- Click **Request**.
The Site Owner will receive a notification in the BlueEye app and must approve the request. Once approved, the installer will have access to the site for 24 hours.

Single or Batch Payments

To perform a batch payment:

- In the [Service Company Portal](#), click **Site List** on the left navigation pane.
- In the table under the **All Sites** section, click **Renew Group** in the last column header.
- On the **Pay Group** window that appears, enter the necessary details to filter the sites.
- Click **Proceed**.
- Verify the payment details and click **Continue**.

Site Name	Site Token	Last Service	Swan Service	
Home Office	AADDBB	24 Jan 2025	2 years 363 days left	Renew Group Grant Access
Test M site	TESTM20	24 Jan 2025	2 years 363 days left	

Purchase VIPC20 License

To purchase a VIPC20 license:

1. Click the **VIPC20** tab > add the number of licenses required > click **Continue**.
2. Enter your billing information and payment details.
3. Click **Complete Payment** to finalize the purchase.

For more details about the VIPC20 installation, see the VIPC20 installation manual.

Edit User Profile

To edit the user profile:

1. In the [Service Company Portal](#), click the profile icon on the left navigation pane.
2. Update the details and then click **Save**.

You can update your company name, country, phone number, and password or delete your account.

Delete Account

To delete a company account:

1. In the [Service Company Portal](#), click your profile icon on the left navigation pane.
2. Click **Delete Account**.
You will receive an email with a link to update your account. Click on the link and then click **Confirm Deletion**.

Company Profile Management

Company Owners can now update company profile information directly through the **Company Profile** section.

The screenshot displays the 'Company Profile' management page in the Paradox system. The interface includes a dark blue sidebar on the left with navigation options: 'Welcome, Jordan Peles', 'Jordan ABC Alarm Installations' (selected), 'Site List', 'Users', 'VIPC20', and 'Company Profile'. The main content area is titled 'Company Profile' with a 'Company ID: 6J953E' and a 'Save' button. It is divided into three sections: 'Company Details', 'Outgoing Email Server (SMTP)', and 'Converters'. The 'Company Details' section contains fields for 'Workspace Name' (Jordan ABC Alarm Installations), 'Address 1' (2881 w mcnaab rd), 'City' (Pompano beach), 'Postal Code' (33069), 'Country' (United States of America), and 'Business Details (Optional)' (Address 2, Phone Number). The 'Outgoing Email Server (SMTP)' section includes 'SMTP Outgoing' (Outgoing Server (SMTP), Port) and 'Authentication (Optional)' (User Name, Password). The 'Converters' section has two columns: 'Main Converter' (CMS Name: pompano New, Converter Name) and 'Backup Converter' (CMS Name: Pompano VIPC, Converter Name). Each converter column has a 'Clear Data' link.

To update the company profile:

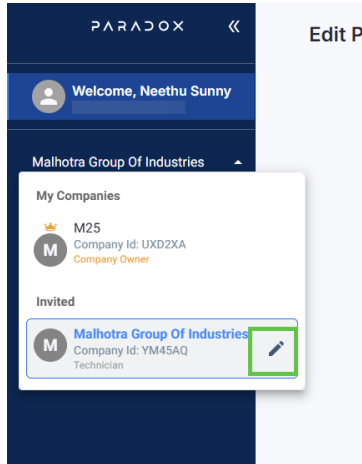
1. Click **Company Profile** from the left navigation pane.
2. Edit the required details.
3. Click **Save**.

Removing Oneself from a Company

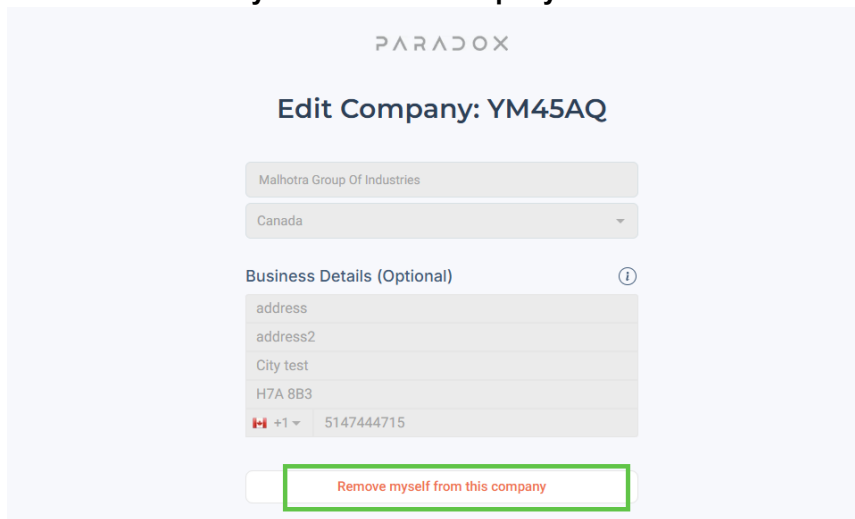
The Service Admin and Technician can remove themselves from their company via the Dealer Portal.

To remove:

1. Click the edit button next to the company name.



2. Click the **Remove myself from this company** button.



Deleting Company Profile

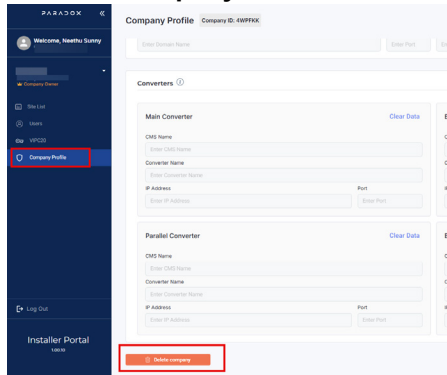
The Company Owner can delete the company profile from the Dealer portal.

IMPORTANT: *The company profile can only be deleted if:*

- *There are no sites associated with the company, and*
- *There is no active VIPC20 license.*

To delete the company profile:

1. Click the **Company Profile** tab and then click **Delete Company** at the end of the screen.



Updates to Previous Releases

The following features and enhancements were introduced in previous releases of the Service Company portal:

Release Version	Release Date	What's new in this release
1.00.09	24 July 2025	• Company profile management (only for Company Owners). • Service Admins and Technicians can remove themselves from a company. See Removing Oneself from a Company.
1.00.06	18 June 2025	• Bug fixes/improvements
1.00.05	11 June 2025	• Supports purchase of VIPC20 license via dealer portal. • Bug fixes/improvements