Virtual Keypad App Help

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About the Virtual Keypad App

> ✳ The options available to you in Virtual Keypad may differ depending on your system or features selected during installation. Contact your security company to learn more about available options on your system.

This collection of help topics applies to the Virtual Keypad mobile app. To access Virtual Keypad from a web browser, visit https://www.virtualkeypad.com/.

Virtual Keypad allows you full control over your alarm system from anywhere in the world. You can control any of the following devices using Virtual Keypad:

- Automated (Z-Wave) lights, thermostats, appliances, door locks, and garage doors
- Cameras
- Video Doorbells
- Access control doors (compatible systems only)

You can also arm or disarm your system, control system outputs, check your system's status, and view system history.

Whether you need to automate your home, arm a system, or allow an employee to access your facilities, Virtual Keypad provides an easy-to-use alarm system interface at your fingertips.

Start Using Virtual Keypad

This section covers how to log in, access your system, silence an alarm, and contact your security company.

Log In

Log In for the First Time

After downloading the Virtual Keypad app, log in to your account using the following steps:

1. Open the Virtual Keypad app.
   The app prompts you to allow notifications.
2. Select **Allow** or **Don't Allow**.
3. Enter your email address and password.
   Use the automatically generated password you received in your welcome email. The app prompts you to update your password.
4. Select **Set Password**, **Remind Me Later**, or **Don't Ask Again**.
5. Tap **Save**.
   If you set a new password, re-enter your login information.
6. Tap **Log In**.
7. Read the Terms and Conditions, then tap **Agree** to continue.
   The app asks you to allow access to your location even when you are not using the app. This allows the app to monitor your location for geofencing.
8. Tap **Allow** to allow the app to monitor your location.

You are now logged in to the app and can access the system of your choice.

Reset Your Password

Complete the following steps to reset your password:

1. On the log in screen, tap **Forgot Password?**
2. Enter your email address.
3. Tap **Reset Password**.
4. Use the temporary password to access your account and change your Virtual Keypad password.

The new password must contain a minimum of 10 characters and two of these four types of characters:

- Lowercase letters
- Uppercase letters
- Numbers
- Symbols

Access Your System

Select a System

The name of the selected system is displayed at the top of the app. Complete the following steps to switch systems.

Tap the currently displayed system name. A list of all available systems becomes visible. Select the system that you want to access. The app redirects you to the user code login screen.

Enter Your User Code

1. Enter your user code.
2. To have your user code automatically entered when you sign in, switch on **Save User Code**.
3. Tap the Arrow icon to proceed.

Set a Cover Photo (iOS only)

The app asks you if you'd like to set a cover photo. This is a one-time message. If you'd like to do so, complete the following steps:

1. Select **Set Cover Photo**.
2. Select **Choose From Library** or **Camera**.
3. The app asks for permission to access your photos or camera. If you agree to grant permission, select **OK**.
4. Select or take a photo.

Once a photo is selected, it appears at the top of the **Arming** screen.

If you select **Later** and want to add a cover photo at a later time, tap the Edit icon on the **Arming** screen then select **Cover Photo**.

Silence an Alarm

When your system goes into alarm, your app's background turns red and immediately displays any cameras on your system.

Is this a false alarm? Yes No displays.

Complete the following steps to silence the alarm:

- Tap **No** if the burglar alarm is valid.
  A verification message is sent to the central station. Your security system remains armed.
- Tap **Yes** if a valid alarm has not occurred.
  This cancels the alarm and send an abort message to the central station. Your security system is disarmed.

✳ For area systems, the false alarm question only displays if the entered user code has the authority to disarm the area.

Contact Your Security Company

Complete the following steps to contact your security company through the Virtual Keypad app:

1. Tap the Menu icon.
2. The menu options appear, along with your security company's logo at the top. Tap your security company's logo.
3. Contact information for your security company appears. Choose one of the following contact options:
    - To immediately call your security company, select the phone number.
    - To send an email to your security company, select the email address.
    - To visit the company's website, select the Website icon.
    - To connect with your security company's social media sites, select the Facebook or Twitter icons.
5. To return to the previous screen, select **Back**.

Virtual Keypad Menu

Select the Menu icon in the upper right corner of the screen to open the Virtual Keypad menu.

Systems

Select Administration to manage multiple systems or select a specific system.

Arming, Disarming, and Zone Status

Learn how to arm or disarm your system, check zone status, and handle faulted zones by completing the following steps.

Arm or Disarm Your System

Your system operates in one of three ways: All/Perimeter, Home/Sleep/Away, or Area. To arm or disarm your system, select the appropriate option:

All/Perimeter Systems

All

Arms/disarms both the perimeter and the interior of your home. Use this when you are leaving the house and no one will remain inside.

Perimeter

Arms/disarms just the perimeter of your home. Use this when you are staying home but would like to arm your exterior doors and windows.

Home/Sleep/Away or Home/Away Systems

Home

Arms/disarms the perimeter of your home. Use this when you are staying home but would like to arm your exterior doors and windows.

Sleep

Arms/disarms the perimeter of your home as well as a portion of the interior. Bedrooms and nighttime parts of your home are left unarmed, allowing you access to parts of your home during the night. Other areas of the house that are not used at night are armed.

Away

Arms/disarms the perimeter, interior, and bedrooms. Use this when you are leaving the house and no one will remain inside.

Area Systems

Area

Press the Shield icon next to your programmed zones to arm or disarm those zones. You can also choose to arm or disarm your entire system by selecting **Arm All** or **Disarm All**.

Check Zone Status

To check the status of a zone, select **Zone Status** in the upper right corner of the **Arming** section. All the zones programmed on that system display with **Faulted Zones** listed first, followed by **OK Zones**.

An icon is displayed in each zone's row under the **Status** column:

✓   The zone is normal.

⚠   The zone is faulted.

🚫   The zone is bypassed.

To bypass a zone, turn on the **Bypass** toggle in the row of that zone and select **Apply**. To return the zone to normal, turn off the **Bypass** toggle and select **Apply**.

> ✳ Fire, Panic, Emergency, Supervisory, and 24-Hour zones cannot be bypassed.

Manage Faulted Zones

When arming your system, some zones may not be in a normal condition. For instance, a window has been left open or a door is not fully closed. A list of **Faulted Zones** is displayed in **Zone Status**. Depending on system configuration, you can choose how the system handles the faulted zones from the following options:

- **Okay**—The faulted zones will be armed when they return to normal, such as the door is shut properly or the window is closed.
- **Bypass**—The zones will be ignored even if they become normal while the system is armed. If the zones return to normal, they will be included the next time the system is armed.
- **Cancel**—Arming is cancelled and the system remains disarmed.

Video

View a list of the cameras on your system. Tap on a camera to view live video.

To edit camera settings, select the Edit icon in the top left corner, then tap **Edit**. Tap the Settings icon next to the camera you want to edit. After you're done making changes, tap **Save**.

Rename Camera
Tap your camera name to rename your camera.

Record on Motion
Set a camera to record when motion is detected. Choose **Always**, **Never**, or **When Armed**.

Record on Alarm
Toggle this setting on to record when the system goes into alarm. The camera attempts to provide footage beginning five seconds before an alarm and continuing through fifteen seconds after the alarm. Two additional twenty-second clips are available for a total of one minute of footage.

Flip Image
Toggle this setting on to change the perspective of ceiling-mounted cameras.

Motion Detection Regions
Place, adjust, and delete up to four regions of motion detection per camera. The camera attempts to record footage from five seconds before until fifteen seconds after motion is detected in one of the regions of motion detection.

Camera

View live video from a camera on your system. If you are given the option, tap **Low** or **High** to change the resolution.

Set Point

On pan and tilt cameras, there is an option to set up to three set points. Once set up, these are quick ways to move the camera field of view to different areas around the room. Adjust the camera using the two bars on the side and bottom of the viewer window. When the camera is covering the area you would like, press and hold the Set Point icon below the viewer window to create the set point. When you tap the Set Point icon, the camera relocates to that exact set point.

Record Video Clips

Tap the red Record button to manually record a video clip.

View Recorded Video Clips

Select the Clips icon to view a list of previously recorded video clips.

Clips

View recorded video clips listed with the newest at the top of the app. Select **Edit** near the upper right corner of the screen to delete clips.

Tap a clip to view it. You can edit the following clip settings:

Rename Clips
Select **Video Clip** to rename the clip.

Protect Clips
Toggle on to prevent the video clip from being overwritten.

Download and Share Clips
Select **Share** to download a clip to your photos or share to another app.

Add a Video Doorbell

Learn how to set up a video doorbell by completing the following steps. For more information about installing a video doorbell, refer to the V-4060DB Installation Guide.

✳ The video doorbell requires a 2.4 GHz Wi-Fi signal. It does not support 5 GHz Wi-Fi.

Ensure that your phone is connected to the same Wi-Fi network that the video doorbell will use. This allows the doorbell to automatically inherit your Wi-Fi network during configuration.

After powering up, the doorbell announces that it is ready to be configured. If no action is taken within three minutes, reset the doorbell by pressing and holding the RESET button for 5 seconds. The doorbell announces when the reset sequence is complete.

1. Go to the **Doorbell** tab.
2. Tap the Edit icon.
3. Tap **Set Up Doorbell**.
4. Scan the QR code on the front of the video doorbell. Suggested scanning distance is 2-4 inches. The doorbell sounds when it is synced. If the device is not able to read the QR code, you can try scanning the code again or enter the information manually. If you select manual entry, enter the Serial Number and Verification Code located on the front of the video doorbell.
5. Select **Configure Wi-Fi**.
6. When prompted, enter the passphrase for your Wi-Fi network. Tap **Continue**.
7. A QR code appears on your device screen. Hold the QR code in front of the doorbell. Suggested scanning distance is 2-4 inches. When connection is successful, the doorbell states: "Wi-Fi is connected. Doorbell is registered."
8. Give your doorbell a name and tap **Finish**.

When installation is successful, the doorbell automatically opens a live view window on your device. From the live view, you can arm your system, disarm your system, or activate a favorite. You can also download clips from your doorbell onto your device.

Reconnect a Doorbell

If you change your network SSID or password, you'll need to remove, reboot, and reconnect your video doorbell in the Virtual Keypad app. To re-add a doorbell to your system, complete the following steps:

1. Tap the Menu icon and select **Video**.
2. Tap the Edit icon, then tap **Delete**.
3. Tap the Delete icon of the doorbell that you want to delete.
4. Tap **OK** to delete the doorbell.

5. Remove the cover from the video doorbell.
6. Hold the reset button for 25 seconds or until the doorbell states "Doorbell is rebooting".
7. Follow the instructions in "Add a Doorbell".

Connect to a Third-Party Service

Complete the following steps to connect to a third-party service, like OpenEye or DW Spectrum, from the Virtual Keypad app.

1. Tap the Menu icon, then tap **Video**.
2. Tap the **Edit** icon, then tap connect for the appropriate third-party service.
3. Enter your credentials for the service, then tap **Log In**.

Once your third-party service's account is connected in Virtual Keypad, you can connect to and manage cameras.

History

View your system's event history. The app displays the notification events for your system in descending order. The date, device type, specific sensor, and type of event are displayed. Tap the search box to search the event history.

Alarm notifications include:

- Alarm Events
- Arming/Disarming
- Opening/Closing Events (access control systems)
- Troubles
- Sensor Activity

The system must have push notifications enabled in **Settings** for messages to display.

Favorites

Favorites are multiple Z-Wave devices grouped together. Favorites can only be activated. A separate favorite must be activated to change the conditions set by the previous favorite. In the row of the favorite that you want to activate, tap **Activate**.

Add a Favorite

1. Tap the Menu icon and select **Favorites**.
2. Tap the Edit icon, then tap **Add**.
3. Enter a name for the favorite, select an icon, and control how you would like Z-Wave devices to respond when the favorite is activated.
4. Tap **Save**.

Edit a Favorite

1. Tap the Menu icon and select **Favorites**.
2. Tap the Edit icon, then tap **Edit**.
3. Tap the Settings icon in the row of the favorite that you want to edit.
4. Adjust the settings for an existing favorite, then tap **Save**.

Delete a Favorite

1. Tap the Menu icon and select **Favorites**.
2. Tap the Edit icon, then tap **Delete**.
3. Tap the Delete icon in the row of the favorite that you want to delete.
4. Tap **OK** to delete the favorite.

Reorder Favorites

Tap the Edit icon, then tap **Reorder**. Drag the favorites to reorder them, then tap **Save**.

Doors (Access Control)

Manage access control doors on large commercial systems. Permissions for doors are configured in user profiles.

Learn how to manage access control doors by completing the following steps.

✳ Access control doors can only be added, edited, or deleted by your dealer. Contact your security company to learn more about access control system configuration.

Lock or Unlock a Door

Tap the Menu icon and select **Doors**. Tap the Lock icon to lock the door. Tap the Unlock icon to unlock the door.

*Required profile permissions: **Door Lock/Unlock**.

Grant Access

Tap the Menu icon and select **Doors**. Tap **Access** to momentarily allow access to a locked door.

*Required profile permissions: **Door Access**.

Initiate a Lockdown

Tap the Menu icon and select **Doors**. Tap **Lockdown** to lock all public doors and Z-Wave door locks in an emergency situation.

*Required profile permissions: **Lockdown**.

End a Lockdown

Go to **Settings**. Tap **Sensor Reset** to end the lockdown and restore the system.

*Required profile permissions: **Sensor Reset**, **Lockdown Override**.

Reorder Doors

Tap the Menu icon and select **Doors**. Tap the Edit icon, then tap **Reorder**. Drag the doors to reorder them, then tap **Save**.

Locks

Manage the automated locks on your system.

Add a Lock

Tap the Menu icon and select **Doors**. Tap the Edit icon, then tap **Add**. Name the new lock. Follow the on-screen instructions to add the lock to your system.

Edit a Lock

Tap the Menu icon and select **Doors**. Tap the Edit icon, then tap **Rename**. Tap the Settings icon in the row of the lock that you want to rename. Rename the lock, then tap **OK**.

Remove a Lock

Tap the Menu icon and select **Doors**. Tap the Edit icon, then tap **Remove**. Follow the on-screen instructions to remove the lock from your system.

Reorder Locks

Tap the Menu icon and select **Doors**. Tap the Edit icon, then tap **Reorder**. Drag the locks to reorder them, then tap **Save**.

Garage Doors

Manage automated garage doors on your system.

Add a Garage Door

Tap the Menu icon and select **Doors**. Tap the Edit icon, then tap **Add**. Name the new garage door. Follow the on-screen instructions to add the garage door to your system.

Edit a Garage Door

Tap the Menu icon and select **Doors**. Tap the Edit icon, then tap **Rename**. Tap the Settings icon in the row of the garage door that you want to rename. Rename the garage door, then tap **OK**.

Remove a Garage Door

Tap the Menu icon and select **Doors**. Tap the Edit icon, then tap **Remove**. Follow the on-screen instructions to remove the garage door from your system.

Reorder Garage Doors

Tap the Menu icon and select **Doors**. Tap the Edit icon, then tap **Reorder**. Drag the garage doors to reorder them, then tap **Save**.

Thermostats

Manage the automated thermostats on your system.

Add a Thermostat

Tap the Menu icon and select **Thermostats**. Tap the Edit icon, then tap **Add**. Name the new thermostat. Follow the on-screen instructions to add the thermostat to your system.

Edit a Thermostat

Tap the Menu icon and select **Thermostats**. Tap the Edit icon, then tap **Rename**. Tap the settings icon near the upper right corner of the thermostat's tile. Rename your thermostat, then tap **OK**.

Remove Device a Thermostat

Tap the Menu icon and select **Thermostats**. Tap the Edit icon, then tap **Remove**. Follow the on-screen instructions to remove the thermostat from your system.

Reorder Thermostats

Tap the Menu icon and select **Thermostats**. Tap the Edit icon, then tap **Reorder**. Drag the thermostats to reorder them, then tap **Save**.

Set Your Thermostat

Tap the Menu icon and select **Thermostats**. To adjust the temperature, tap the Plus or Minus icons. Change how the thermostat operates by tapping **Off**, **Cool**, **Heat**, or **Auto**. The current room temperature is displayed above the fan setting.

Lights

View the automated lights on your system. You can turn lights on, off, or dim them from Virtual Keypad.

Add a Light

Tap the Menu icon and select **Lights**. Tap the Edit icon, then tap **Add**. Name the new light. Follow the on-screen instructions to add the light to your system.

Edit a Light

Tap the Menu icon and select **Lights**. Tap the Edit icon, then tap **Rename**. Tap the Settings icon in the row of the light that you want to rename. Rename the light, then tap **OK**.

Remove a Light

Tap the Menu icon and select **Lights**. Tap the Edit icon, then tap **Remove**. Follow the on-screen instructions to remove the light from your system.

Reorder Lights

Tap the Menu icon and select **Lights**. Tap the Edit icon, then tap **Reorder**. Drag the lights to reorder them, then tap **Save**.

Users

Manage the user codes on your system. This feature is only available if the user code you entered is authorized to manage user codes on your system.

User Information

Select a user to view user information.

User Photo
Tap the Avatar icon at the top of the screen to update the user photo.

User Name
Tap the user name to make changes if needed.

Profiles
Toggle on **Apply to All** to apply the same authority settings to every credential for that individual user.
Toggle on **Master** if the user should have master authority level.
Toggle on **Arm Only** if the user should only have access to arming options.
Toggle on **Temporary** if the user code is for a temporary resident or visitor.
Tap **Profile** to choose existing profiles for the user.

User Codes & Credentials
View the user number assigned to the user on the system (1-99). This number identifies the user to the system and can be transmitted to the central station when they arm or disarm the system. Select the user number to see credential information, including the 4-digit user code. For more information, refer to "Codes and Credentials".

Virtual Keypad App
Select **Add** to add an email address for the user. An invite to download Virtual Keypad app is sent to the email address. This allows the user to set up login information.

Add a User

1. Tap the Menu icon and select **Users**.
2. Tap the Edit icon, then tap **Add**.
3. Enter the **User Name**, **User Number**, and select a **Profile** then tap the Back icon.
4. In **User Codes and Credentials**, tap **Add** to create a new credential or **Choose Existing** to assign an existing credential.
5. Select a credential **Type**, **Number**, and assign a user **Code** to use at the keypad. If creating a proximity card or token, either enter the **Internal Number** if known, or use a USB card reader to identify the card or token number being assigned.
6. By default, new credentials apply the same user profile that is assigned to that user. To disable this

option and manage codes and credentials manually, tap the box next to **Apply the same profiles to all user codes and credentials**.

7. If necessary, enter an **External Number**.
8. Tap the Back icon.
9. To allow the user to access Virtual Keypad, go to **Virtual Keypad Login** and tap **Add**. To assign an existing login, tap **Choose App User**. To create a new login, tap **Create App User** and enter the user's email.
10. Tap **Save**.

Edit a User

1. Tap the Menu icon and select **Users**.
2. Tap the user that you want to edit.
3. Make your changes, then tap **Save**.

Delete a User

1. Tap the Menu icon and select **Users**.
2. Tap the Edit icon, then tap **Delete**.
3. Tap the Delete icon in the row of the user that you want to delete.
4. To delete the user, tap **OK**.
5. Tap the Close icon.

Codes and Credentials

Add a Code or Credential

1. Tap the Menu icon and select **Users**.
2. Select the user that you want to edit.
3. Go to **User Codes & Credentials**. Tap **Add**.
4. Tap in the name field and give the code or credential a name.
5. In **Type**, select **Code** or **Credential**.
6. If necessary, edit the user **Number**.
7. In **Code**, enter the user's code.
8. For credentials, enter an **External Number**.
9. To send the code to Z-Wave locks, toggle on **Send to Lock**.
10. To make the code temporary, toggle on **Temp Code**, then select a **Start Date** and **End Date**.
11. To make the code or credential inactive, tap **Inactive**. Codes and credentials are set to **Active** by default.
12. Tap the Back icon. After making changes to the user, tap **Save**.

Remove a Credential

1. Tap the Menu icon and select **Users**.
2. Select the user that you want to edit.
3. In **User Codes & Credentials**, tap the credential that you want to remove.
4. Tap **Remove**.
5. Tap **Save**.

Codes and Credentials Reference

Codes and credentials are used to control access to parts of a system based on associated user profiles or permissions.

Code—The number that the user enters at a keypad to perform actions.
Credential—A card or patch that communicates with card readers when it's scanned.
Number—Identifies the user to the system and used by Virtual Keypad to store user data, such as credential details and disarming actions.
Internal Number—The number stored inside a card that is transmitted to a reader when it's scanned. The internal number contains the site code, user code, and other bits of data programmed into the card by the manufacturer.
External Number—The number that is printed on the outside of the card. The external number is different from the internal number and is used for keeping track of the cards that are assigned to specific users.

Card Plus Pin

Enable Card Plus Pin

1. Tap the menu icon, then tap **Profiles**.
2. Select the profile that you want to edit.
3. In **Options**, turn on **Card Plus PIN**.
4. Tap **Save**.

Add a Pin to a User

1. Tap the menu icon, then tap **Users**.
2. Select the user that you want to edit.
3. Tap **Profile**, choose the profile with Card Plus Pin enabled, then go back to **User Settings**.
4. Select the user code that you want to add the PIN to, then enter a PIN for the user.
5. Tap **Save**.

Schedules

Schedules allow you to program the time you want your system to arm or disarm each day of the week. You can also schedule when you want your Z-Wave favorites to activate.

Types of Schedules

- **Arming Schedules (Permanent Schedules)**— Enable automatic arming and disarming. Arming Schedules always occur at the same time until you change or delete them.
- **Extend Schedules**—Allow an authorized user to extend the present day's permanent scheduled closing time.
- **Favorite Schedules**—Schedule automatic activation of Z-Wave favorites.
- **Output Schedules**—Schedule when an output turns on or off.
- **Sunrise/Sunset Schedules**—Use the system's zip code to stay synced with sunrise and sunset times throughout the year. You can use the app to add this feature to favorite and output schedules. If you would like your devices to activate before or after the default times, enable the offset feature and specify an amount of time for the offset.

Add a Schedule

1. Tap the Menu icon and select **Schedules**.
2. Tap the Edit icon, then tap **Add** or **Create**, depending on your system.
3. If applicable, select **Create a favorite schedule** or **Create an output schedule**.
4. For favorite or output schedules, select the favorite or output that you would like to create a schedule for and fill in all the times.
5. For all other schedules, enter **Times**, **Areas**, and **Doors**.
6. After you're done adding the schedule, tap **Save**.

Edit a Schedule

1. Tap the Menu icon and select **Schedules**.
2. Tap the schedule that you want to edit.
3. Make your changes, then tap **Save**.

Delete a Schedule

> ✳ Only output and favorite schedules can be deleted.

1. Tap the Menu icon and select **Schedules**.
2. Tap the Edit icon, then tap **Delete**.
3. Tap the Delete icon in the row of the schedule that you want to delete.
4. To delete the schedule, tap **OK**.

5. Tap the Close icon.

Area Settings

> **!** Area Settings apply to all schedules on a system.

1. Tap the Menu icon and select **Schedules**. Tap **Area Settings**.
2. If necessary, enable **Closing Check**. You can use the Closing Check feature with schedules to ensure your system is armed by an authorized user at a specific time.
3. To setup automatic arming, switch **Disarm** or **Arm** on or off for each area. When auto arm or auto disarm is on, the system arms and disarms at the same times until you change or delete the schedule.
4. Tap **Save**.

Outputs

Outputs are used to control interior and exterior lighting, heating, air conditioning, or other appliances.

How do I turn my outputs on and off?

Turn your system outputs on and off by tapping each of them. Your system may use these outputs to control interior and exterior lighting, heating, air conditioning, or other appliances. Your security company needs to add each output to your app before they become available.

Geofences

Geofencing uses your mobile device's location services to automatically activate favorites on your system. Favorites are activated when you enter or leave the boundary of your geofence area.

Add a Geofence

1. Tap the Menu icon and select **Geofences**.
2. Tap the Edit icon, then tap **Add**.
3. Name your geofence, then enter information into the following fields to create a new geofence.
4. Tap **Save**.

On the map, a map pin appears at your location. Pinch open to zoom in and create a smaller area for your geofence. Pinch close to zoom out and create a larger area for your geofence.
If you are not at the location you wish to set up your geofence, you can enter the address manually by typing in the address in the **Find Address** text field or tap and drag your finger on the screen to move to the area you want to set as your geofence.

Devices
Toggle each device to include or exclude it in the geofence.

Enters Area
When your mobile device enters the boundary of the geofence, choose which favorite to activate or choose **None**.

Exits Area
When your mobile device exits the boundary of the geofence, choose which favorite to activate or choose **None**.

Smart Arming Reminder
When the creator of the geofence is the last to leave, the creator receives a notification to arm the system if the system was left disarmed.

Favorite Activation
The creator of the geofence receives a push notification when a favorite assigned to the geofence is activated by any device associated with the geofence.

Device Enter and Exit
The creator of the geofence receives a push notification when any active device enters or exits the geofence.

Edit a Geofence

1. Tap the Menu icon and select **Geofences**.
2. Tap the geofence that you want to edit.
3. Make your changes, then tap **Save**.

Delete a Geofence

1. Tap the Menu icon and select **Geofences**.
2. Tap the Edit icon, then tap **Delete**.
3. Tap the Delete icon in the row of the geofence that you want to delete.
4. To delete the geofence, tap **OK**.
5. Tap the Close icon.

Reorder Geofences

Tap the Menu icon and select **Geofences**. Tap the Edit icon, then tap **Reorder**. Drag the geofences to reorder them, then tap **Save**.

What if I have multiple devices?

If more than one device is active for the geofence, then the first device to enter activates the Enters Area favorite and the last device to exit the geofence activates the Exits Area favorite.

Profiles

✱ Profiles are only available on XR150/XR550 Series systems.

On commercial systems, profiles allow you to assign custom access permissions for different employee groups in your system. Learn how to add, edit, and delete profiles by completing the following steps. For more information, refer to "Profiles Reference".

Add a Profile

1. Tap the Menu icon and select **Profiles**.
2. Tap the Edit icon, then tap **Add**.
3. Name the profile.
4. If necessary, enter values for **Rearm Delay**, **Output Group**, and **Inactive Audit User Days**.
5. In **Areas**, select the areas and permission levels that apply to members of the profile.
6. In **Schedules**, select any schedules that apply.
7. In **Options**, select the options that apply to members of the profile. For information about what each permission does, select the information icon next to the appropriate option.
8. Tap **Save**.

Edit a Profile

1. Tap the Menu icon and select **Profiles**.
2. Select the profile that you want to edit.
3. Make your changes, then tap **Save**.

Delete a Profile

1. Tap the Menu icon and select **Profiles**.
2. Tap the Edit icon, then tap **Delete**.
3. In the row of the profile that you want to delete, tap the Delete icon.
4. A dialog pops up to confirm your decision. To delete the profile, press **OK**.
5. Tap the Close icon.

Profiles Reference

Refer to the following reference information when configuring profiles.

Number: The id number automatically assigned to the profile.

Rearm Delay: Delay automatic rearming by the number of minutes entered when the user disarms an area outside of a schedule. To disable this feature, enter **0**. Range is 0 – 720 minutes.

Output Group: Assign outputs to groups, allowing an entire group of outputs to turn on or off as required. Enter the number of the output group that you want to assign to the profile. To disable this feature, enter **0**.

Inactive User Audit Days: Enter a number of days that a user code can remain unused before it is automatically deactivated. To disable this feature, enter **0**. Range is 0 – 425 days.

Areas

The **Arm/Disarm** setting supersedes **Arm** and **Disarm** in **Options**. The **Access** setting supersedes **Door Access** in **Options**.

Arm/Disarm: Allow users with this profile to arm and disarm an area.

Access: Allow users with this profile to access an area.

Access Schedules

This setting supersedes **Schedules** in **Options**.

On: Allow profile members to access and edit a schedule.

Off: Do not allow profile members to access and edit a schedule.

Private Doors

When enabled, these permissions allow profile members to access up to 4 private doors. Only doors that have been configured as private doors by your alarm company are displayed in **Profiles**.

On: Allow profile members to access selected private doors.

Off: Do not allow profile members to access private doors.

Options

When enabled in a profile, these permissions allow profile members to perform the following actions:

Arm: Arm the system according to the options configured in **Areas**.

Disarm: Disarm the system according to the options configured in **Areas**.

Alarm Silence: Silence a system alarm.

Sensor Reset: Reset all system sensors. A sensor reset is required for all smoke detectors, flood sensors, and temperature sensors that have triggered an alarm, as well as system restoral after a lockdown is ended. A sensor reset is also required to clear a low battery (LOBAT) message after changing a wireless device's batteries.

Lockdown: Initiate a lockdown.

Lockdown Override: End a lockdown and restore the system.

Door Lock/Unlock: Lock and unlock doors.

Door Access: Grant temporary door access.

Armed Areas: View armed areas at a keypad.

Outputs On/Off: Turn outputs on or off from the User Menu.

Zone Status: View the status of zones.

Bypass Zones: Bypass zones when arming the system.

Zone Monitor: Enable the chime function.

System Status: View the system's status.

System Test: Initiate a system test from the User Menu.

Profiles: Add, change, or delete profiles.

User Codes: Add, change, or delete user codes.

Extend: Extend a schedule for 2, 4, 6, or 8 hours.

Schedules: Add, edit, or delete schedules.

Time: Change the system date and time from the User Menu.

Display Events: View system events.

Service Request: Request a service call from your alarm provider.

Fire Drill: Initiate a fire drill.

Anti-Passback: Use anti-passback. Profile members are required to properly exit (egress) an area previously accessed. If they fail to exit through the proper location they cannot access it until they properly exit.

Easy Arm/Disarm: Arm or disarm all areas that are assigned to a code automatically.

Use Secondary Language: Display a secondary language.

Card Plus PIN: Use Card Plus Pin. Profile members are required to use two access methods to operate the system from a keypad. The first method must be a credential such as a proximity patch, card, or key fob. The second method must be a PIN number entered at the keypad.

Wi-Fi Setup: View the system's Wi-Fi settings, connect to available Wi-Fi networks, and use WPS association.

Rooms

Rooms allows you to take a picture of your room or view the room from a live camera stream. You can place hotspots on the photo to control your Z-Wave devices. Once devices have been assigned to a hotspot, you can change the condition of the Z-Wave device by tapping the hotspot.

Add a Room

1. Tap the Menu icon and select **Rooms**.
2. Tap the Edit icon, then tap **Add**.
3. Choose whether to take a photo with your device's camera or use a photo from your gallery.
4. Enter a name for the room.
5. Select specific places to create hotspots for your Z-Wave devices or Favorites.
   - **Favorite**—Select to add a favorite to the hotspot.
   - **Device**—Select to add a single Z-Wave device to the hotspot.
3. Tap **Save**.

Edit a Room

1. Tap the Menu icon and select **Rooms**.
2. Tap the room that you want to edit.
3. Adjust room settings, then tap **Save**.

Delete a Room

1. Tap the Menu icon and select **Rooms**.
2. Tap the Edit icon, then tap **Delete**.
3. Tap the Delete icon in the row of the room that you want to delete.
4. To delete the room, tap **OK**.
5. Tap the Close icon.

Actions

You can set your **Favorites** to activate along with specific system events. The following topics cover how to manage system actions, custom actions, and video actions.

✳ The options available to you in **Actions** depend on your system type and configuration.

System Actions

Activate an Action

Tap the Menu icon and select **Actions**. Tap **System**. Select what you want to happen: **Lights Off**, **Lights On**, **Going To Bed**, **Home**, and **Leaving** when you perform the following actions:

- **When Armed Home**
- **When The System Is Armed Sleep**
- **When Armed Away**
- **When Armed Perimeter**
- **When Armed All**
- **When The System Is Disarmed**
- **When The Exit Delay Starts**
- **When The Exit Delay Ends**
- **When The Entry Delay Starts**
- **When There Is A Fire Alarm**
- **When There Is A Panic Alarm**
- **When There Is A Burglary Alarm**

Deactivate an Action

Tap the Menu icon and select **Actions**. Tap **System**. Tap the action that you want to deactivate, then tap **None**.

Custom Actions

The Custom Actions feature gives users more options for creating actions, such as a favorite that activates or deactivates Z-Wave devices within a specific timeframe.

Add a Custom Action

1. Tap the Menu icon and select **Actions**.
2. Tap **Custom**.
3. Tap the Edit icon, then tap **Add**.
4. Name your custom action, select a **Zone**. If necessary, select a **Zone State** and an **Area State**.
5. In Actions, select and configure **Favorites**, **Lights**, **Doors**, and **Outputs** as needed. If desired, specify a duration for the action.
6. To enable the action to occur automatically, create a schedule for the action.
7. Tap **Save**.

Edit a Custom Action

1. Tap the Menu icon and select **Actions**.
2. Tap **Custom**.
3. Tap the action that you want to edit.
4. Edit the action, then tap **Save**

Delete a Custom Action

1. Tap the Menu icon and select **Actions**.
2. Tap **Custom**.
3. Tap the Edit icon, then tap **Delete**.
4. Tap the Delete icon in the row of the custom action that you want to delete.
5. To delete the action, tap **OK**.
6. Tap the Close icon.

Video Actions

Video actions gives users the option to record clips when specific events occur. Learn how to add, edit, and delete video actions by completing the following steps.

Add a Video Action

1. Tap the Menu icon and select **Actions**.
2. Tap **Video**.
3. Tap the Edit icon, then tap **Add**.
4. Tap **Event Type**. Select one of the following event types: **Armed**, **Disarmed**, **Access Granted**, or **Access Denied**.
5. For arming/disarming events, tap **Area** and select an area. For access events, tap **Door** and select a door.
6. Tap **Camera** and select a camera.
7. Tap **Save**.

Edit a Video Action

1. Tap the Menu icon and select **Actions**.
2. Tap **Video**.
3. Tap the action that you want to edit.
4. Edit the action, then tap **Save**

Delete a Video Action

1. Tap the Menu icon and select **Actions**.
2. Tap **Video**.
3. Tap the Edit icon, then tap **Delete**.
4. Tap the Delete icon in the row of the video action that you want to delete.
5. To delete the action, tap **OK**.
6. Tap the Close icon.

Traffic Count

Keep track of the number of times a zone (e.g front door sensor or motion detector) trips. Your traffic count is updated each time the system is armed. Install a motion detector to count people walking down a hallway or use a door sensor to record the number of entries and exits each day.

Easy to view analytics allow you to compare daily traffic to a previous day, week, month, or 3-month period. Along the top of the traffic count graph, you can tap on the following options to change the display:

- One Day: 1D
- One Week: 1W
- One Month: 1M
- Three Months: 3M
- Six Months: 6M

Panic

System Panics in Virtual Keypad enables users to initiate a system panic from the Virtual Keypad app and website. Available options include **Police**, **Fire**, and **Emergency** panics. These options are configured by your security company.

To initiate a system panic, select **Panic** in the menu. Press and hold the desired panic option for three seconds.

Settings

The Settings section provides personal preference options for your app.

Rename System

Tap your system name to rename your system.

Default System

Make the current system the first one displayed when opening the Virtual Keypad app.

Save User Code

Allow the app to remember your user code. When activated, you won't need to re-enter your user code every time you log into this system.

Temperature Units

Change how the thermostat feature displays the temperature. Toggle to choose between **Fahrenheit** and **Celsius**.

Full Screen (Android only)

Make the app go full screen. The Menu collapses as a result.

Today Widget (iOS) or Widget Settings (Android)

Select one of the widget selections to display arming options and choose favorites. Turn on the **Show History** toggle to enable the Show History Widget.

(Android only) Toggle on **Show Cameras** to enable the Cameras Widget. iOS devices automatically have the Camera Snapshots Widget enabled in the Today Widgets Menu.

Change Password

Change your existing password. The new password must contain a minimum of 10 characters and two of these four types of characters:

- Lowercase letters
- Uppercase letters
- Numbers
- Symbols

Push Notifications

Receive push notifications for your system. You can toggle on **Alarms**, **Troubles**, and **Arms/Disarms**.

Snooze Sensor Activity

Snooze push notifications related to sensor activity for an increment of time.

Optimize Z-Wave

Improve device performance by optimizing the communication of devices on a Z-Wave network. This feature can be useful when devices stop communicating properly with a system, like when a Z-Wave light is moved and stops working.

Chime

Select the zone chime for the zones connected with your system. You can select **Ascend**, **Descend**, **Doorbell**, or **Off**.

Sensor Reset

The Sensor Reset button enables you to remotely reset system sensors when a user has **Sensor Reset** permission. Pressing this button performs the following actions:

- Reset fire and smoke sensors
- Reset fire and fire bell outputs
- Reset fire and supervisory alarms
- Reset panic sensors
- Reset ambush outputs
- Reset glassbreak sensors
- End a lockdown (also requires **Lockdown Override** permission)
- Reset LOBAT (low battery) after replacing batteries in wireless devices

Geofence Devices

Delete devices no longer used with the app.

Login with Touch ID/Face ID (iOS) or Fingerprint Authentication (Android)

Toggle on to use fingerprint or facial recognition to log in to the app.

Disarm requires Touch ID/Face ID (iOS only)

Toggle on to require user to use Touch ID or Face ID to disarm.

Fingerprint Disarm (Android Only)

Toggle on to use fingerprint for disarming.

Online Help

Open the online help files for the app.

Terms and Conditions

Open the terms and conditions for the app.

Logout

Sign out of the app.

Local System Settings

Some settings are saved in local system programming and cannot be accessed from Virtual Keypad. These include time (clock), volume, and chime settings. To change these settings from your keypad, refer to the appropriate guide for your system type:

- [XTLtouch System User Guide](#)
- [XTLplus System User Guide](#)
- [XT30/XT50 Series User Guide](#)
- [XR150/XR550 Series User Guide](#)

Apple TV App

The Virtual Keypad App for Apple TV allows you to view your system's cameras, view recorded clips, and activate your automation favorites. This app can be used with one system or with multiple systems.

✳ The Virtual Keypad App only works with 4th generation and newer Apple TVs.

Use the Apple TV App

Log In to the App

1. From your Apple TV's home screen, use your remote to open the Virtual Keypad app.
2. Once the login screen loads, enter your Virtual Keypad email address and password.
3. Select **Log In**.
4. If your login credentials are associated with multiple systems, select the system that you want to access.
5. The app's home screen loads with options to view **Cameras** and **Clips**, to activate **Favorites**, and to **Logout**.

Log Out of the App

To log out of the Virtual Keypad app, select **Logout** from the app home screen.

App Options

Within the Virtual Keypad app, you can use the following options:

Cameras
View a live video feed from the cameras on your system. You can view multiple camera views at once or a single view in fullscreen mode.

Clips
View pre-recorded clips from the cameras on your system. A list of clips displays on the right side of the screen and selected clips display on the left side.

Favorites
Activate favorites on your system. You can only activate favorites, you cannot add or remove them from the Virtual Keypad app for Apple TV.

View Cameras

After logging in to your Virtual Keypad app on Apple TV, complete the following steps to view a live video feed from the cameras on your system.

1. From the Virtual Keypad app home screen, select **Cameras** near the top of the screen.
2. The screen displays multiple camera views. If needed, cycle through the camera views to see all of your cameras.
3. To view a camera in fullscreen mode, select the desired camera view.

View Clips

After logging in to your Virtual Keypad app on Apple TV, complete the following steps to view pre-recorded clips from your cameras.

1. From the Virtual Keypad app home screen, select **Clips** near the top of the screen.
2. Once the screen loads, it is divided into two different sections. The section on the right side of the screen contains a list of your system's pre-recorded clips. The section on the left side of the screen contains a viewing window that plays selected clips.
3. To view a clip, scroll through the list of clips, locate the desired clip, and select it. The clip begins playing on the left side of the screen.

Favorites

After logging in to your Virtual Keypad app on Apple TV, complete the following steps to view your cameras live.

✳   You cannot add or remove favorites from Virtual Keypad on Apple TV.

1. From the Virtual Keypad app home screen, select **Favorites** near the top of the screen.
2. The screen displays a list of the existing favorites on your system.
3. To activate a favorite, select the favorite from the list.

Amazon Echo Skill

The Virtual Keypad skill for the Amazon Echo offers an easy way for you to arm your system and control home automation (Z-Wave) devices. All of the available functions and verbal commands are listed below.

✳ To get the new Virtual Keypad skill for the Amazon Echo, download the Amazon Alexa app and log in with your Amazon account information. Search for the Virtual Keypad skill and enable it. Use your Virtual Keypad email and password to log in and select the system that you want to control.

Arming

All arming commands must start with "*Alexa, tell Virtual Keypad to…*" Then, say one of these phrases to select an arming type:

- "… arm my system home."
- "… arm my system sleep."
- "… arm my system away."
- "… arm my system all."
- "… arm my system perimeter."

✳ Arming is the only type of command that requires you to specifically say "Virtual Keypad".

Favorites

To activate a favorite, say "Alexa, activate *(favorite name)*." For example, "Alexa, activate Leaving."

Lights

To turn automated lights on or off, say "Alexa, turn on *(light name)*." or "Alexa, turn off *(light name)*." You can also dim lights to any percentage by saying "Alexa, turn on *(light name)* to *(percentage)*." For example, "Alexa, turn on Kitchen Light to 50%."

Locks

Automated locks can be locked by saying "Alexa, lock my *(lock name)*." For example, "Alexa, lock my Front Door."

Thermostats

To set the temperature using your Amazon Echo and an automated thermostat, say "Alexa, set my temperature to *(temperature)*." For example, "Alexa, set my temperature to 75."

Create Siri Shortcuts

✳ Siri Shortcuts work only on devices with iOS 12 or higher.

Virtual Keypad allows you to create Siri Shortcuts that activate favorites like arming your home or turning on automated lights. To create a Siri Shortcut, complete the following steps.

Create a Siri Shortcut from Virtual Keypad

1. Open Virtual Keypad and tap **Add to Siri**.
2. Tap the Record icon. Record the command that activates the favorite.
3. Tap **Done**.

Create a Siri Shortcut from the Settings Menu

1. Go to **Settings > Siri & Search**.
2. Tap **All Shortcuts**.
3. Tap the Add icon.
4. Tap the Record icon. Record the command that activates the favorite.
5. Tap **Done**.

The following is a list of example commands that you can record for Siri Shortcuts.

Arming
To arm your system, say "Hey Siri, arm my system_(arming type)_." For example, "Hey Siri, arm my system perimeter."

Favorites
To activate a favorite, say "Hey Siri, activate *(favorite name)*." For example, "Hey Siri, activate Leaving."

Lights
To turn automated lights on or off, say "Hey Siri, turn on *(light name)*." or "Hey Siri, turn off *(light name)*." You can also dim lights to any percentage by saying "Hey Siri, turn on *(light name)* to *(percentage)*." For example, "Hey Siri, turn on Kitchen Light to 50%."

Locks
Automated locks can be locked by saying "Hey Siri, lock my *(lock name)*." For example, "Hey Siri, lock my Front Door."

Thermostats
To set the temperature using Siri and an automated thermostat, say "Hey Siri, set my temperature to *(temperature)*." For example, "Hey Siri, set my temperature to 75."

Snooze Notifications

Virtual Keypad allows you to snooze notifications for a brief time. This feature only snoozes notifications for sensor activity, not important items like alarms or doorbell activity. For more notification options, open Virtual Keypad and go to **Settings > Push Notifications**.

To snooze notifications, choose your device type and complete the following steps.

Android

Press and hold the notification to open additional options. From the list, choose the amount of time to snooze notifications.

iOS

Swipe down on the notification. From the list, choose the amount of time to snooze notifications.

Administrator Tools

If you have administrator tools in Virtual Keypad, you can manage both system users and app users. This section covers how to use administrator tools in the Virtual Keypad app.

Admin Users

Manage users on multiple systems.

Add a User

1. Tap the **Select System** dropdown and select **Administration**.
2. Select the appropriate system.
3. Tap the Edit icon, then tap **Add**.
4. Enter the **User Name**, then select a **Profile**.
5. In **User Codes and Credentials**, tap **Add** to create a new credential or **Choose Existing** to assign an existing credential.
6. Select a credential **Type**, **Number**, and assign a user **Code** to use at the keypad. If creating a proximity card or token, either enter the **Internal Number** if known, or use a USB card reader to identify the card or token number being assigned.
7. By default, new credentials apply the same user profile that is assigned to that user. To disable this option and manage codes and credentials manually, tap the box next to **Apply the same profiles to all user codes and credentials**.
8. If necessary, enter an **External Number**.
9. Tap the Back icon.
10. In **Apply to Selected Systems**, enable the systems that you want the user to access.
11. Tap **Apply**.

Edit a User

1. Tap the **Select System** dropdown and select **Administration**.
2. Select the appropriate system.
3. Tap the user that you would like to edit and make changes as needed.
4. Tap **Apply**.

Delete a User

1. Tap the **Select System** dropdown and select **Administration**.
2. Select the appropriate system.
3. Tap the Edit icon, then tap **Delete**.
4. Tap the Delete icon in the row of the user that you want to delete.
5. Tap **OK** to delete the user, then tap the Close icon.

Admin Schedules

Manage schedules on your systems.

Add a Schedule

1. Tap the **Select System** dropdown and select **Administration**.
2. Tap the Menu icon and select **Schedules**.
3. Select the appropriate system.
4. Tap the Edit icon, then tap **Create**.
5. Enter a name for the schedule, assign a number to the schedule, then select **Areas** and **Doors** as needed.
6. In **Apply to Systems**, choose the appropriate systems.
7. Select additional options as needed.
8. In **Apply to Selected Systems**, enable the systems for the schedules.
9. Tap **Apply**.

Edit a Schedule

1. Tap the **Select System** dropdown and select **Administration**.
2. Tap the Menu icon and select **Schedules**.
3. Select the appropriate system.
4. Tap the schedule that you want to edit and make changes as needed.
5. Tap **Apply**.

Delete a Schedule

1. Tap the **Select System** dropdown and select **Administration**.
2. Tap the Menu icon and select **Schedules**.
3. Select the appropriate system.
4. Tap the Edit icon, then tap **Delete**.
5. Tap the Delete icon in the row of the schedule that you want to delete.
6. Tap **OK** to delete the favorite.
7. Press the Close icon.

System Upgrades

To schedule a system upgrade, complete the following steps or refer to the video.

1. At the bottom of the screen, select the **System Upgrade Required** banner.
2. After reading the message from your alarm company, select **Schedule Service**.
3. Select a date from the calendar.
4. Select a time slot for the upgrade.
5. A confirmation dialog pops up. To finish scheduling the upgrade, select **Confirm**.
6. A message pops up to confirm that service has been scheduled. Select **OK**.