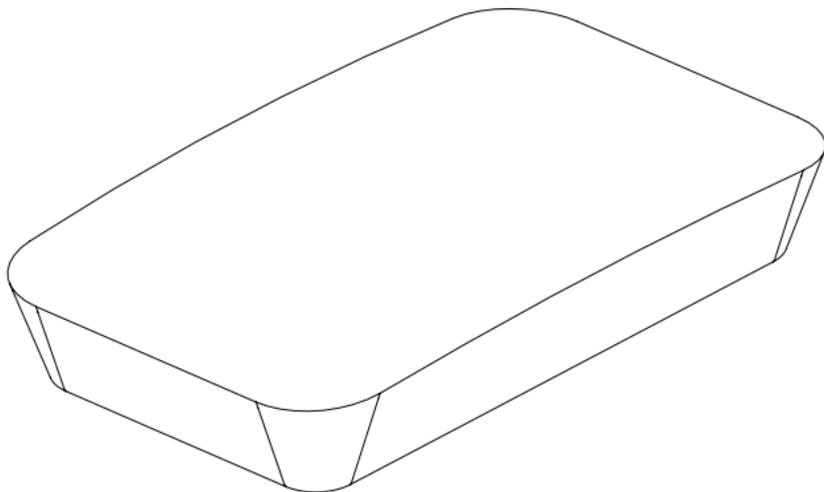# XTLplus-GW

SYSTEM USER GUIDE

DMP

SILENCING AN ALARM

When the alarm bell or siren is sounding, enter your user code or present your keyfob to your keypad.

IS THIS A FALSE ALARM? YES NO displays.

REAL ALARM

If the alarm is valid, press **NO** to confirm the alarm and notify the Emergency Monitoring Station that a real alarm is happening. Your security system remains armed.

FALSE ALARM

If it's a false alarm, press **YES** to cancel the alarm and send an abort message to the Emergency Monitoring Station. Your security system disarms.

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

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CURRENT
82
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Schedules

WEDNESDAY HI 85 LO 68

DISARMED

LOCAL WEATHER

This guide will help you learn to use your keypad to interact with your security system. Your home screen is the display you will see the most. Below are descriptions of each of the areas on your home screen.

SYSTEM STATUS ICONS

System status icons are located at the top of your home screen. The following icons indicate the status of your system:

System Ready to Arm
The check mark indicates that your system is ready to arm. If you don't see the check mark, a door or window may be open.

Attention List
When pressed, the attention list icon displays the type of event or trouble message your system has recorded. It also shows the name and number of any affected zones.

Chime On
This icon means your chime is turned on. A tone will sound each time a door or window is opened. You can activate this feature in the **Chime** section of the user menu.

AC Power Trouble
If you see this icon, your system's isn't receiving AC power.

Battery Trouble
If you see this icon, your system's battery is low or disconnected.

WEATHER

Your system has been programmed to provide local weather information based on your ZIP code. Current weather conditions and forecasted HI and LOW temperatures are available on the home screen.

SECURITY PROVIDER LOGO

Press the logo at the top of the keypad to bring up your security provider's contact information.

POWER/ARMED LED

The LED at the top-center of the keypad indicates the keypad's power status and your system's arming status. Depending on the situation, the LED will be red or blue. See the table below for more information.

COLOR AND ACTIVITY	ARMED STATUS	KEYPAD POWER STATUS
Blue Steady	Disarmed	AC Power OK, Battery OK
Blue Blinking	Disarmed	AC Power OK, Battery Trouble
No Light	Disarmed	AC Power Trouble, Battery OK
Red Steady	Armed	AC Power OK, Battery OK
Red/Blue Alternate	Armed	AC Power OK, Battery Trouble
Red Blinking	Armed	AC Power Trouble, Battery OK

PROXIMITY CARD READER

Your keypad provides a built-in proximity card reader located behind the power/armed LED. Present your proximity card or keyfob here to disarm your system.

INTERACTIVE SHIELD

The interactive shield allows arming and disarming from the home screen. Depending on your system type, you will see either the All/Perimeter or Home/Sleep/Away options when you press the shield to arm your system.

All

This arming type arms both the perimeter and the interior of your home. Use this when you are leaving the house and no one will remain inside.

Perimeter

This arming type arms just the perimeter of your home. Use this when you are staying home, but would like to arm your exterior doors and windows.

Home

This arming type arms the perimeter of your home. Use this when you are staying home, but would like to arm your exterior doors and windows.

Sleep

This arming type arms 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 to access parts of your home during the night. Other areas of the house that are not used at night are armed.

Away

This arming type arms the perimeter, interior, and bedrooms. Use this when you are leaving the house and no one will remain inside.

UNDERSTANDING THE KEYPAD SCREEN

SELECT AREAS

BACK TO HOME SCREEN

KEYPAD DISPLAY

ENTER CODE: -

1 ABC	2 DEF	3 GHI	4 JKL
5 MNO	6 PQR	7 STU	8 VWX
9 YZ	0	←	CMD

COMMAND (CMD)

BACK ARROW
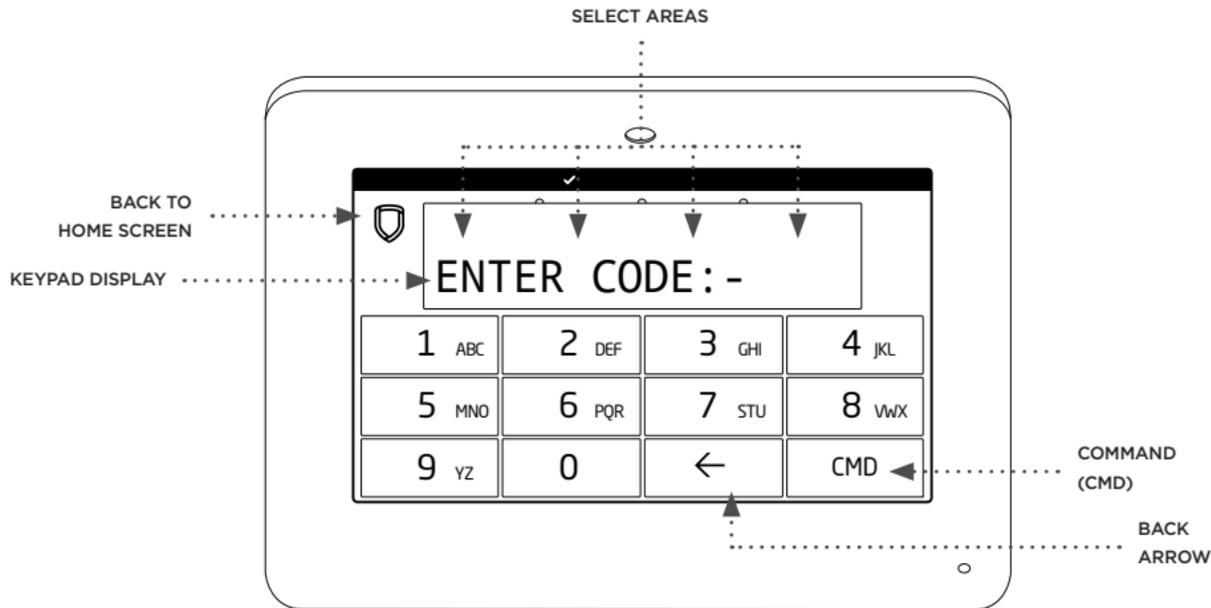
You will see the keypad screen any time you access the user menu or enter your user code.
The keypad screen's main features are described in the following section.

COMMAND (CMD)

Use CMD to move forward through each section of the user menu. You can also press CMD to save information you have just entered.

BACK ARROW

Use the back arrow to back up one step while in the user menu. You can also press the back arrow once to erase the last character you entered.

SELECT AREAS

Your keypad has a top row of select areas. Each time you press a select area, the keypad displays a function or series of options.

When there are more than four options available, press CMD to display the remaining options. Pressing the back arrow allows you to review the previous four choices.

ENTERING CHARACTERS

1. Choose a letter or symbol from the table below.

2. Identify the correlating number key and enter it in the keypad.

3. Identify the select area for that number and press that select area on the keypad.

4. When your letter or symbol displays on the keypad, return to Step 1 or press CMD if you are finished.

NUMBER KEY	SELECT AREA			
	1	2	3	4
1	A	B	C	(
2	D	E	F	)
3	G	H	I	!
4	J	K	L	?
5	M	N	O	/
6	P	Q	R	&
7	S	T	U	@
8	V	W	X	,
9	Y	Z	space	_
0	-	.	*	#

ARMING YOUR SYSTEM
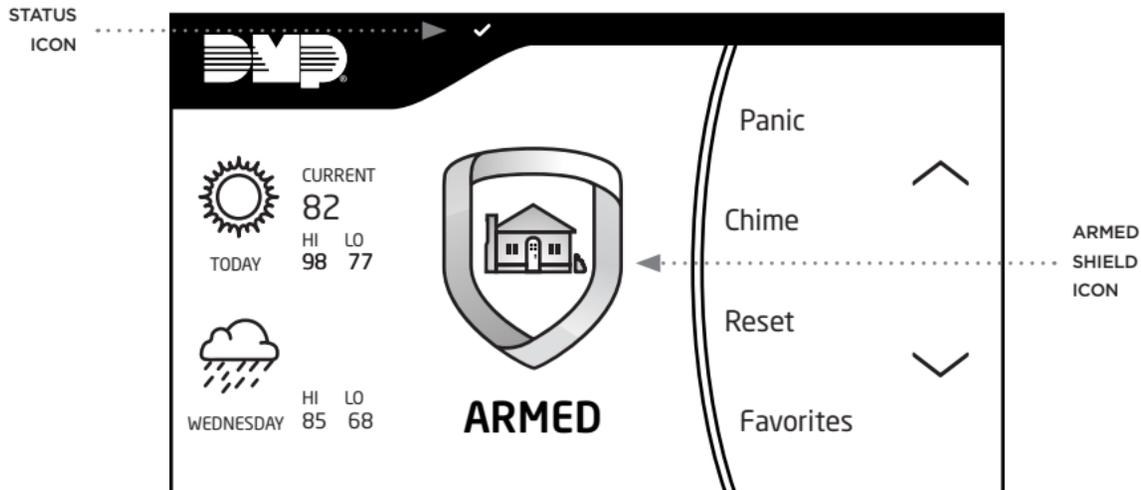
You can easily arm your system from your keypad's home screen.
Choose to arm or instant arm, depending on your needs.

ARMING

1. On the home screen, press the center of the shield icon and release. This displays the **ARMING** options screen.

2. Choose your arming type. The **Exit Timer** screen displays and begins counting down your programmed exit time.

   Note: To cancel arming your system during the exit timer count down, press **ENTER CODE TO CANCEL**. The keypad screen displays. Enter your **User Code** to stop the arming process.

3. If any zones are faulted or bypassed, the system displays those zones. See Bypass Zones.

4. When the exit timer ends, the keypad home screen displays with the ARMED shield. Your system is now armed.

INSTANT ARMING

1. On the home screen, press and release the shield icon to open the **ARMING** options screen.

2. Press **INSTANT**.

3. Instant arming bypasses the exit timer and instantly arms the system.

BYPASS ZONES

If a problem exists on any zones, the zone name and a brief description are shown followed by **OK BYPASS STOP**.

▶ Press **OK** to force arm the zone(s) before arming.

▶ Press **BYPASS** to bypass the zone(s) before arming.

▶ Press **STOP** to stop the system from arming. Correct the zone problem(s) and then press OK.

Note: Panic, emergency, fire, flood detector, and temperature sensor zones cannot be bypassed.

DISARMING YOUR SYSTEM

STATUS ICON

Panic

Chime

DISARMED SHIELD ICON

CURRENT
82
HI   LO
98   77
TODAY

Reset

HI   LO
WEDNESDAY   85   68

DISARMED

Favorites
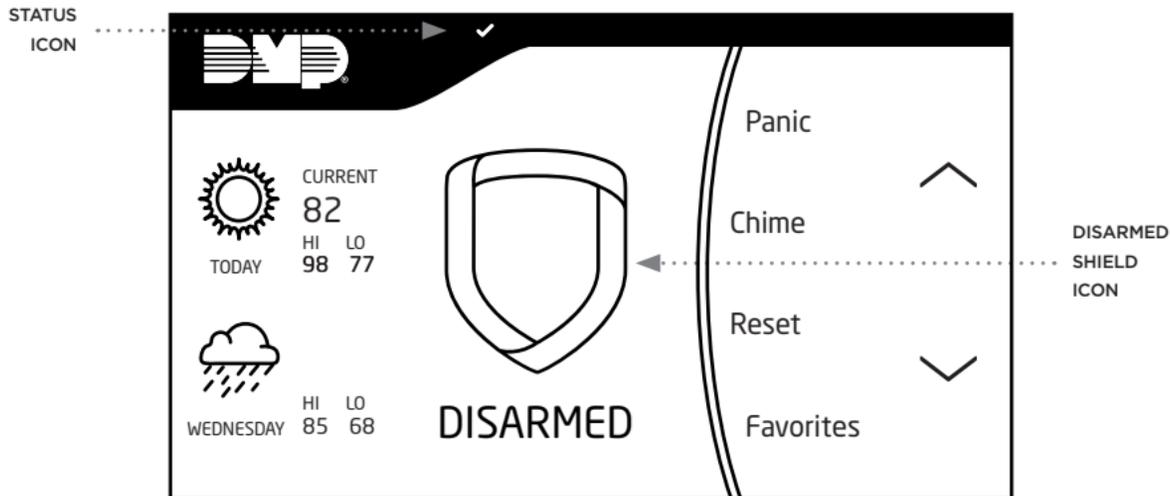
There are three main times when you will disarm your system: when your system is in alarm, when you're at home and already inside your house, and when you're entering your house through an armed door.

WHEN THERE'S AN ALARM

When the alarm bell or siren is sounding, enter your user code or present your keyfob to your keypad. **IS THIS A FALSE ALARM? YES NO** displays.

▶ **REAL ALARM**

If the alarm is valid, press **NO** to confirm the alarm and notify the Emergency Monitoring Station that a real alarm is happening. Your security system remains armed.

▶ **FALSE ALARM**

If it's a false alarm, press **YES** to cancel the alarm and send an abort message to the Emergency Monitoring Station. Your security system disarms.

WHEN YOU'RE AT HOME

1. On the home screen, press and release the shield icon.

2. The screen displays **ENTER CODE.** Enter your user code or present a keyfob to disarm the system.

3. You should see **ALL SYSTEM OFF** displayed in the upper right corner after the system disarms. The shield outline indicates a disarmed status.

WHEN YOU'RE ENTERING THROUGH AN ARMED DOOR

1. When you open an armed door, the prewarn tone sounds and the keypad displays **ENTER CODE**. Enter your user code or present a proximity card or keyfob to disarm the system. Only those areas authorized for your user code will disarm.

2. Your system silences the tone as soon as the first user code digit is pressed. If a valid user code is not entered within 5 seconds or an invalid user code is entered, the prewarn tone begins sounding again.

3. You should see **ALL SYSTEM OFF** displayed in the upper right corner after the system disarms. The shield outline indicates a disarmed status.

USING THE CAROUSEL MENU
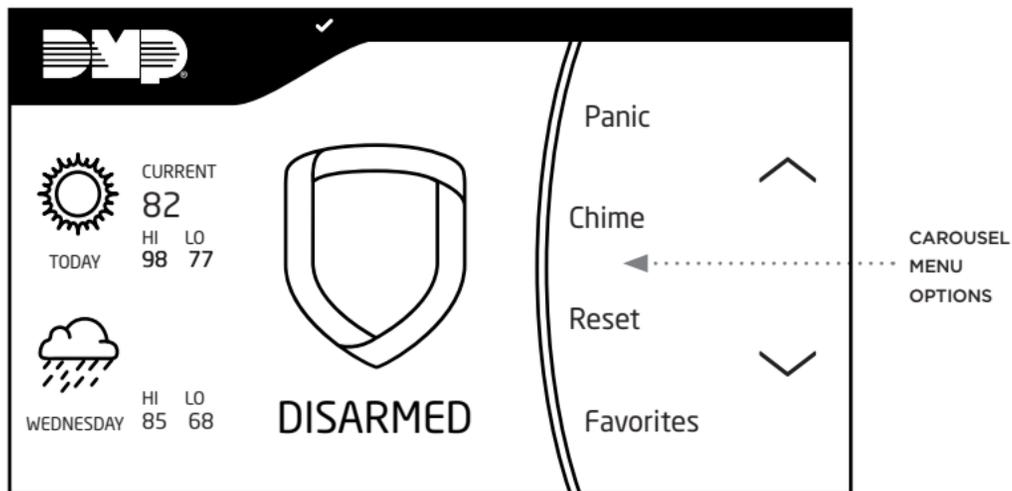
Use the navigation arrows or touch and drag to scroll through the carousel menu options.
This section includes brief descriptions of each carousel option.

PANIC*

Select **POLICE**, **EMERGENCY**, or **FIRE** to send a panic report to the Emergency Monitoring Station.

CHIME

Select this option to turn the chime feature on and off. If chime is on, the keypad will sound an alert and display a notification when external doors and windows (with sensors installed) are opened.

RESET

Use this option to reset smoke detectors after a fire alarm.

FAVORITES*

Favorites displays a list of your Z-Wave™ favorites. Select a Z-Wave favorite to activate it.

EASY EXIT

When your system is armed, select this option to allow you to leave through an exit door without triggering the alarm or needing to disarm and re-arm your system.

OPTIONS

Select **Options** to display the **Setting Options** screen. From here you can adjust your keypad's screen brightness, tone, and volume.

KEYPAD

Displays a standard DMP keypad. Use this option to access the system user menu.

USER CODES*

This option allows you to add, edit, and delete user codes on your system. You will be required to enter your user code to access this feature.

SCHEDULES*

This option allows you to add, edit, and delete schedules. You can also use it to assign schedules to outputs and favorites, as well as auto-arming and auto-disarming features.

EVENTS*

The Events option allows you to view up to 200 past events that occurred on your system over the last 45 days.

THERMOSTATS*

Select Thermostats to display the Z-Wave thermostats screen. From here you can adjust the temperature or select **ON**, **OFF**, **HEAT**, **COOL**, or **FAN**.

DOORS*

Doors displays the Z-Wave doors screen. From here you can lock or unlock Z-Wave-quipped doors. You can also open and close Z-Wave-equipped garage doors.

LIGHTS*

The **Lights** option displays the Z-Wave lights screen. From here you can turn **ON**, turn **OFF**, and **DIM** Z-Wave-equipped lights.

✱ *Some options are only available on the carousel menu if they were enabled at installation. Pressing the shield that displays in the upper left corner of any of the Carousel Menu screens will return you to the home screen.*

USER MENU OPTIONS

```
               ✓
  🛡    ○        ○        ○

      MENU?          NO  YES
```

1 ABC	2 DEF	3 GHI	4 JKL
5 MNO	6 PQR	7 STU	8 VWX
9 YZ	0	←	CMD
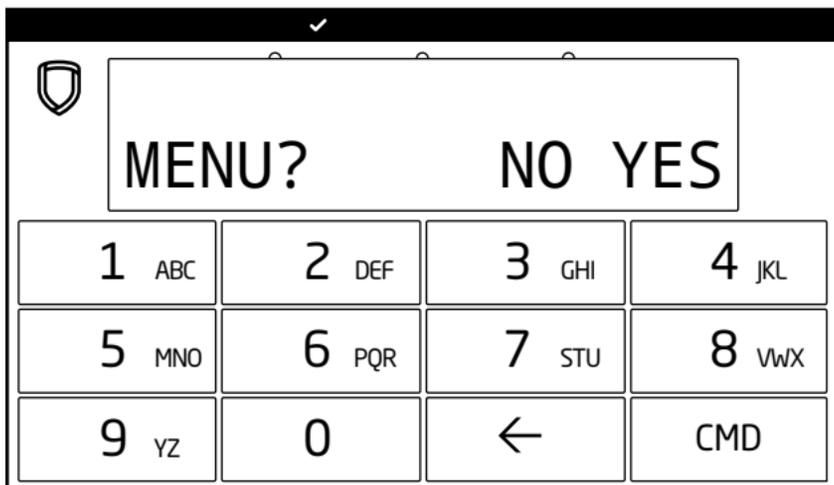
Many of your system's options have been put into a user menu that you can access from your keypad. The options available are based on your authority level in the system. See the Working with User Codes section for more information on user code authority levels.

ACCESSING THE USER MENU

To access your user menu follow these steps:

1. Select **Keypad** from the carousel menu and press **CMD** until **MENU? NO YES** displays.

2. Select **YES** and enter your user code. Then press **CMD**.

SENSOR RESET

Use the sensor reset function to reset smoke detectors, flood detectors, and temperature sensors after an alarm.

FAVORITES

You can create groups of up to 25 Z-Wave devices per favorite. The 20 available favorites can only be activated, not turned on and off.

For example, turning the lights on and unlocking the front door would be one favorite. Turning the lights off and locking the front door would be a separate favorite.

Z-WAVE SETUP

Allows you to program Z-Wave devices into your system.

- ▶ **ADD**: Add up to 140 Z-Wave devices to your system.

- ▶ **LIST**: Displays a list of Z-Wave devices already added to your system.

- ▶ **REMOVE**: Remove a Z-Wave device from your system.

- ▶ **FAV**: Add, edit, or remove a favorite.

- ▶ **XFER**: Transfer Z-Wave device information into your system from a separate system.

- ▶ **OPT**: Optimize the communication path Z-Wave devices use to interact with your system.

WI-FI SETUP

Wi-Fi Setup allows you to add, remove, or test Wi-Fi networks in your system.

- ▶ **WPS**: Automatically connect a Wi-Fi network to your system.

- ▶ **LIST**: Display a list of Wi-Fi networks in range of your system. The system will detect the network's security type and ask for the wireless key.

- ▶ **MANUAL**: Enter the Wi-Fi network name (SSID) you want your system to connect to. The system will detect the security type and ask for the wireless key.

- ▶ **TEST**: Verify the your system is connected to a Wi-Fi network.

BYPASS ZONES

Allows you to bypass a zone (e.g. an open window or door) before arming the system.

ZONE MONITOR (CHIME)

Zone Monitor and Chime provide the same function. You can also enable this feature by touching Chime on the carousel menu. See the Using the Carousel Menu section for more information.

SYSTEM TEST

Use this feature to test the battery, alarm system, and communication with the Emergency Monitoring Station.

USER CODE

Allows you to add, edit, and delete user codes on your system. You will be required to enter your user code to access this feature.

SCHEDULES

Allows you to add, edit, and delete schedules. You can also use this option to assign schedules to outputs and favorites, as well as auto-arming and auto-disarming features.

TIME

Allows you to set or adjust the time and date shown on your keypad.

DISPLAY EVENTS

Allows you to view up to 200 past events that occurred on your system over the last 45 days.

REQUEST SERVICE

Allows you to send a message to your security provider requesting service on your system.

WORKING WITH USER CODES

USER CODES?
ADD DEL CHG

1 ABC	2 DEF	3 GHI	4 JKL
5 MNO	6 PQR	7 STU	8 VWX
9 YZ	0	←	CMD
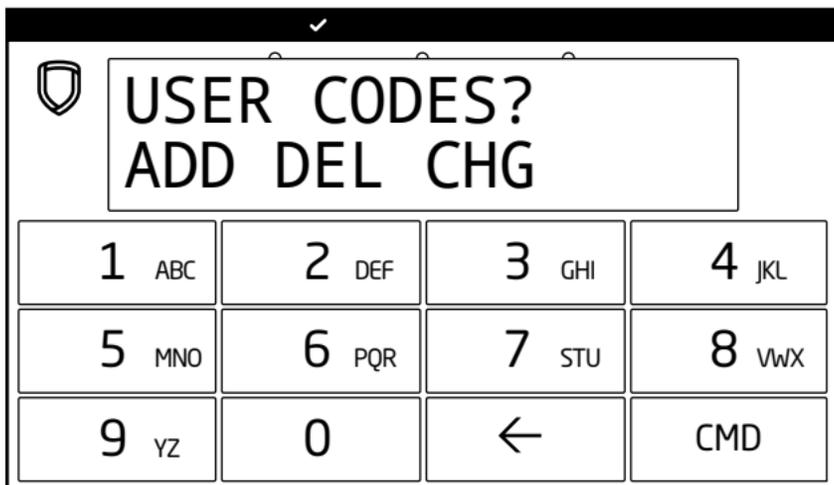
A user code is a four-digit code that allows you to do several things from the keypad or app.
Every user on the system should be assigned a user code.

WHAT IS A USER CODE?

A user code is made up of the following elements:

- ► **USER NUMBER**: Each user on your system is assigned a number (1–99). This number identifies them to the system and can be transmitted to the Emergency Monitoring Station when they arm or disarm the system.

- ► **USER CODE**: Each user also has a four-digit user code. They enter this code when they disarm the system from the keypad or app.

- ► **USER NAME**: The user's name.

- ► **AUTHORITY LEVEL**: A user's authority level determines which User Menu options he or she can access. A user code can be set to master or standard. Master users can access the entire User Menu. Standard users can access everything except Z-Wave Setup, Wi-Fi Setup, User Codes, Schedules, Set Time, and Service Request.

ADDING A USER CODE

1. From the home screen, access **User Codes** from the carousel menu. Enter your user code and press **CMD**, then Press **ADD**.

2. Enter the new user number from 1–99, a four-digit user code, and the new user name. Press **CMD** to cycle through the system prompts.

3. At the **CODE NO** prompt, enter the 4-digit user code.

4. Enter the new user's name.

5. At the **MASTER** screen, leave **YES** selected to set the user's authority level to master or select **NO** to set it to standard. If you selected **NO**, you will see the **TEMP CODE** and **ARM ONLY** options.

   - If **TEMP CODE** displays, select **YES** to assign a number of days for the user code to be active (1–250 days). At the end of this period, the user code expires.

- If **ARM ONLY** displays, select **YES** to restrict the user to arming only. Select **NO** to allow the user to arm the system and access standard level user menu options.

6. At the **IN LOCKS?** screen, choose whether or not to send the user code to all of your system's Z-Wave locks.

   Note: This option is only available for user codes 2-20. Once the user code has been received by the lock, entering it at the lock will lock the door or unlock the door and disarm the system depending on the user's privileges.

DELETING A USER CODE

1. From the home screen, access **User Codes** from the carousel menu. Enter your user code and press **CMD**, then Press **DEL**.

2. Enter the user code number you would like to delete and press **CMD**. The system displays that the user code has been deleted.

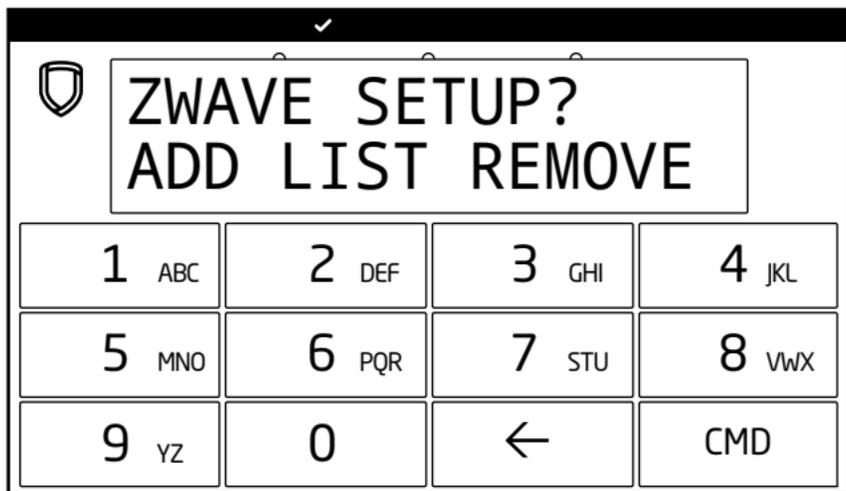## EDITING A USER CODE

1. From the home screen, access **User Codes** from the carousel menu. Enter your user code and press **CMD**, then Press **CHG**.

2. Enter the user code number that you would like to edit and press **CMD**.

3. Press **CMD** to cycle through the different parts of the user code. Press a select area to edit a the displayed part of the user code.

HOME AUTOMATION OPTIONS

```
 ✓
🛡  ZWAVE SETUP?
   ADD LIST REMOVE

  1 ABC    2 DEF    3 GHI    4 JKL

  5 MNO    6 PQR    7 STU    8 VWX

  9 YZ      0        ←       CMD
```

Z-Wave technology adds home automation to your system. Using Z-Wave, you can control lights, locks, small appliances, and thermostats from your keypad, computer (VirtualKeypad.com), or smartphone (Virtual Keypad™ app). You can add up to 140 Z-Wave devices to your system.

ADDING A Z-WAVE DEVICE

1. Access the user menu and press **CMD** until **ZWAVE SETUP?** appears, and then press any select area.

2. Press **ADD**.

3. Press the Z-Wave button on the device you are adding and wait for your keypad to recognize it.

VIEWING A Z-WAVE DEVICE

1. Access the user menu and press **CMD** until **ZWAVE SETUP?** appears, and then press any select area.

2. Press **LIST**.

3. All of the Z-Wave devices that are connected to your system will display on the screen. Press **CMD** to cycle through your devices, if needed.

REMOVING A Z-WAVE DEVICE

1. Access the user menu and press **CMD** until **ZWAVE SETUP?** appears, and then press any select area.

2. Press **REMOVE**.

3. Press the Z-Wave button on the device you are removing. Wait for your keypad to display that the device has been removed.

TRANSFERRING Z-WAVE DEVICE INFORMATION

Follow these steps to replace your Z-Wave information with the information from another system:

1. Access the user menu and press **CMD** until **ZWAVE SETUP?** appears, and then press any select area. Press **CMD** to cycle through the Z-Wave options and press **XFER**.

2. The system warns you that transferring Z-Wave device information deletes your existing devices from the panel, and then asks if you are sure you want to continue the transfer. If you want to proceed, press **YES**.

3. The system deletes your existing Z-Wave devices from your panel and searches for another system from which to import Z-Wave information.

OPTIMIZING Z-WAVE DEVICE COMMUNICATION

If your Z-Wave devices aren't functioning properly, you may need to update the communication path between your Z-Wave devices and your system. Follow these steps to optimize Z-Wave device communication:

1. Access the user menu and press **CMD** until **ZWAVE SETUP?** appears, and then press any select area. Press **CMD** to cycle through the Z-Wave options and press **OPT**.

2. The system displays the names of your connected Z-Wave devices and updates the communication.

3. When the update is complete the system displays **OPTIMIZE SUCCESS**.

USING FAVORITES

```
                    ✓
 ⛊   FAVORITES?
     FAVORITE:-

  1 ABC      2 DEF      3 GHI      4 JKL

  5 MNO      6 PQR      7 STU      8 VWX

  9 YZ       0          ←          CMD
```

Favorites are preset combinations that allow you to quickly activate multiple Z-Wave devices
at once. For example, you could create a favorite that turns down your thermostat,
turns off your lights, and locks your front door and use it when you leave
your house. You can add up to 25 Z-Wave devices to each favorite.

ACCESSING FAVORITES

To add, edit, or activate a favorite, press **Favorites** on the carousel menu, and then press the pencil icon in the bottom-right corner of the screen.

You can also access favorites by selecting one of the following user menu options:

> ► Access the user menu, press **CMD** until **FAVORITES** appears, and then press any select area. This option is only used to activate or deactivate existing favorites. You cannot add or edit favorites using this option.

> ► Access the user menu, press **CMD** until **ZWAVE SETUP?** appears, and then press any select area. Then, press **CMD** to cycle through the Z-Wave options and press **FAV**.

ADDING A FAVORITE

1. Access the **FAVORITES** option on your keypad from the carousel menu or **ZWAVE SETUP?**.

2. Enter a new number for the favorite and press **CMD**. The screen displays that the favorite is unused.

3. Press **UNUSED**, enter a name for the favorite, and then press **CMD**. The screen displays your new favorite.

4. Press **ADD** to add your connected Z-Wave devices to the favorite. Follow any on-screen prompts that may appear when adding Z-Wave devices to the favorite.
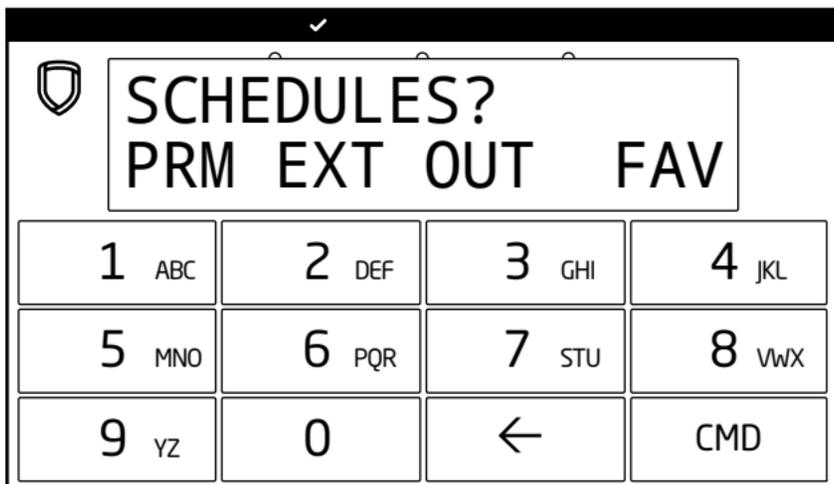
EDITING A FAVORITE

1. Access the **FAVORITES** option on your keypad from the carousel menu or **ZWAVE SETUP?**.

2. Enter the number of the favorite you want to edit and press **CMD**. The screen displays the favorite along with several options.

3. Press **EDIT**. The Z-Wave devices associated with the favorite appear. Press **CMD** to cycle through the devices. Press the device name to edit the device settings.

4. To remove a device from a favorite, return to the screen with the favorite's options, and then press **REMOVE**. Select the device you want to remove from the favorite. The system asks you if you want to remove the device. Press **YES**.

ACTIVATING A FAVORITE

1. Access the **FAVORITES** option on your keypad from the user menu or carousel menu.
   Note: If you use the carousel menu option to activate a favorite, then do not press the pencil icon.

2. If you are using the user menu option, then enter the number of the favorite, and then press **CMD**. The screen displays that the favorite is activated.

3. If you are using the carousel menu option, then a list of your favorites appears on the screen. Press the desired favorite to activate it.

WORKING WITH SCHEDULES

```
✓
🛡  SCHEDULES?
    PRM EXT OUT    FAV
```

```
 1 ABC    2 DEF    3 GHI    4 JKL
 5 MNO    6 PQR    7 STU    8 VWX
 9 YZ     0        ←        CMD
```

Schedules allow you to set recurring times when your system arms or disarms. You can also set schedules for when you want your Z-Wave devices to turn on and off.

ADDING A PERMANENT SCHEDULE

Permanent schedules are used for automatic arming and disarming and always occur at the same time until you change or delete them.

1. Access the user menu and press **CMD** until **SCHEDULES?** displays. Press any select area.
2. **SUN MON TUE WED** displays. Press **CMD** to display **THU FRI SAT**. Select a day of the week you would like to create a schedule for.
3. **OPENING TIME?** displays. Press **CMD** and enter the time you want the system disarmed. Use a 12-hour clock only (12:00 to 11:59) and select **AM** or **PM**.
4. **CLOSING TIME?** then displays. Press **CMD** and enter the time you want the system to arm.

EXTENDING A SCHEDULE

Allows you to extend today's programmed closing time schedule.

1. Access the user menu and press the **CMD** key until **SCHEDULES?** displays. Press any select key or area.
2. The keypad displays **PRM EXT OUT FAV.** Select **EXT**.
3. The keypad displays **– : AM PM**. Enter in the new time for the closing schedule to expire.

ADDING A SCHEDULE TO A FAVORITE

1. Access the user menu and press **CMD** until **SCHEDULES?** displays. Press any select area.

2. Press **FAV** and enter the number of the Z-Wave favorite you would like to give a schedule to and press **CMD**.

3. **SUN MON TUE WED** displays. Press **CMD** to display **THU FRI SAT**. Select a day of the week you would like to create a schedule for.

4. **Activate Time** displays. Press **CMD** and enter the time you want the Z-Wave Favorite to activate.
   Note: Remember, Z-Wave Favorites are only activated, not turned on and off.

ADDING OUTPUT SCHEDULES

1. Access the user menu and press **CMD** until **SCHEDULES?** displays. Press any select area.

2. Press **OUT** and enter the output number you would like to give a schedule to and press **CMD**.

3. When **SUN MON TUE WED** displays, press **CMD** to display **THU FRI SAT**. Select a day of the week you would like to create a schedule for.

4. When **Activate Time** displays, press **CMD** and enter the time you want the output to activate.