FEATURE UPDATE

Version 2.11 Update

Effective January 17th, 2019, VirtualKeypad.com is updated to Version 2.11. The following features are available.

Features

Login As Customer

With VirtualKeypad.com Version 2.11, dealers can log into Virtual Keypad as customers would. This is useful for troubleshooting and support sessions, as this allows dealers to see exactly what customers are having difficulties with. Only dealers with Admin authority can use Login As Customer, and the setting must be enabled through dealer settings before it can be used.

Follow the directions below to use Login As Customer to see a customer's account:

1. Log into Dealer Admin.

2. Navigate to the customer's page.

3. Select **Login As Customer**. A popup appears, stating that access has been granted.

4. Select **Open Virtual Keypad**. A new browser session begins, automatically redirecting to the customer's Virtual Keypad site. The system bypasses the user code and automatically goes to the customer's arming page.

Note: Customer cameras cannot be accessed using Login As Customer.

Enhanced App

VirtualKeypad.com Version 2.11 omits going through the previous **Enter Code** screen if **Save User Code** on the **Enter Code** screen is saved or the user code is saved in the **Settings** tab. This allows for a smoother and quicker operating experience. Specific tabs can also be bookmarked in Virtual Keypad that will bypass logging in when they are selected in the browser.

Support for Spanish

VirtualKeypad.com Version 2.11 features support for Spanish language.