VirtualKeypad.com Help File

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Exported on 09/26/2025

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2 About Virtual Keypad

Virtual Keypad is a mobile and web app that enables you to fully control your security system from anywhere in the world.

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https://vimeo.com/668693501

Virtual Keypad is a mobile and web app that enables you to fully control your security system from anywhere in the world.

You can also control the following devices using Virtual Keypad:

- Z-Wave devices, including lights, thermostats, appliances, door locks, and garage doors
- Cameras
- Video doorbells (Virtual Keypad mobile app only)
- Access control doors (compatible systems only)

You can also arm and disarm your system, control system outputs, check your system's status, and view system event 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 security system interface at your fingertips.

Access the web app at VirtualKeypad.com, or download the mobile app from the Google Play Store (Android) or App Store (iOS).

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

2.1 Virtual Keypad Help

This collection of help files applies to VirtualKeypad.com, the Virtual Keypad web app.

For help with the Virtual Keypad mobile app, refer to Virtual Keypad App Help File.

For help with X1 Series cloud-based access control systems, refer to Virtual Keypad X1 App Help or VirtualKeypad.com X1 Help.

3 Login

The **Login** page enables you to login to your account and reset your password.

- Set Up Your Virtual Keypad Account
- Log In and Access Your System
- Use Single Sign-On
- Reset Your Password

The **Login** page enables you to login to your account and reset your password.

3.1 Set Up Your Virtual Keypad Account

After your security provider sets up your system, you receive an email with a link to set up your Virtual Keypad account. If you do not receive this email, contact your security provider.

To set up your Virtual Keypad account:

1. Click **Set Up Account** in the email from your security provider.
2. Enter a new **password**, then re-enter to confirm it.
3. Select **Create Password**. Your Virtual Keypad account is set up.

3.2 Log In and Access Your System

Important: Five consecutive, unsuccessful attempts to log in locks your account. If you experience issues logging in, reset your password. If your account is locked, contact your security provider to reset your password.

1. Go to VirtualKeypad.com.
2. Enter your **email** and **password**.
3. Select **Log In**.
4. Read the Terms and Conditions, then select **Agree** to continue.
5. Select the **system** you want to connect to in the left menu. This feature is only available if you have multiple systems.
6. Enter your **user code**.
7. Switch on **Save user code** to save your user code (optional).
8. Switch on **Default system** to make the current system the default (optional). This feature is only available if you have multiple systems.
9. Select the **Lock** or **Arrow** to connect to the system.

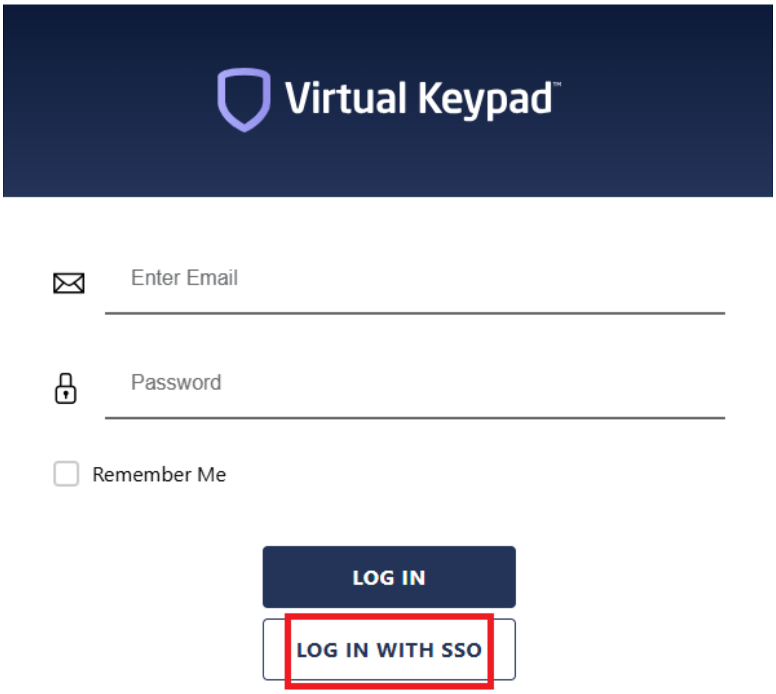
If you have multiple Virtual Keypad logins, you can combine them into one login. Refer to Combine Logins for more information.

If you want to set up Two-Factor Authentication, refer to Two-Factor Authentication.

3.3 Use Single Sign-On

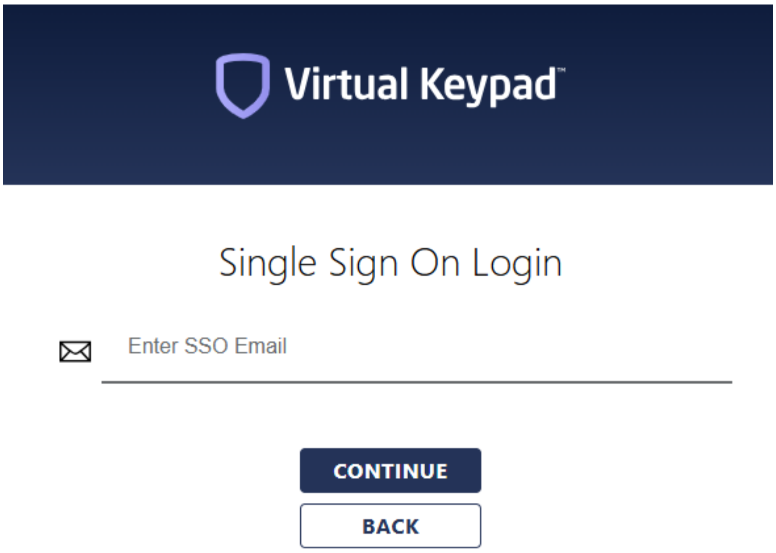
To use Single Sign-On (SSO), complete the following steps:

1. Go to VirtualKeypad.com
2. Select **Log In With SSO**.



1 SSO Login

3. Enter your **SSO Email**, then select **Continue**.



2 SSO Email

4. You are navigated to your company login page. Enter your email and password.

You are automatically returned to Virtual Keypad and successfully logged in.

3.4 Reset Your Password

Note: Resetting your password is not available for SSO passwords. If you need to reset your SSO password, contact your Administrator.

To reset your password if you forgot it or experience issues logging in:

1. Go to the VirtualKeypad.com login screen.
2. Select **Forgot Your Password**.
3. Enter your **email**.
4. Select **Update Password**. This sends you an email with a link to set up your new password.
5. Select **Update Password** in the email.
6. Enter your new **password**, then re-enter it to confirm.
7. Select **Update Password**. Your password is reset.

4 System Overview

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The **System Overview** dashboard is the main page of VirtualKeypad.com. It enables you to quickly arm and disarm your system, lock and unlock doors, activate favorites, control Z-Wave devices, and view events.

To access System Overview, select the system's name at the top the left side of the screen. If you have multiple systems, select **Switch System** in the top left area of the screen to switch to other systems.

To **reorder** items on the System Overview page:

1. Select the **Edit** icon.
2. Drag and drop each item in the desired location.
3. Select **Save**.

4.1 Arm and Disarm

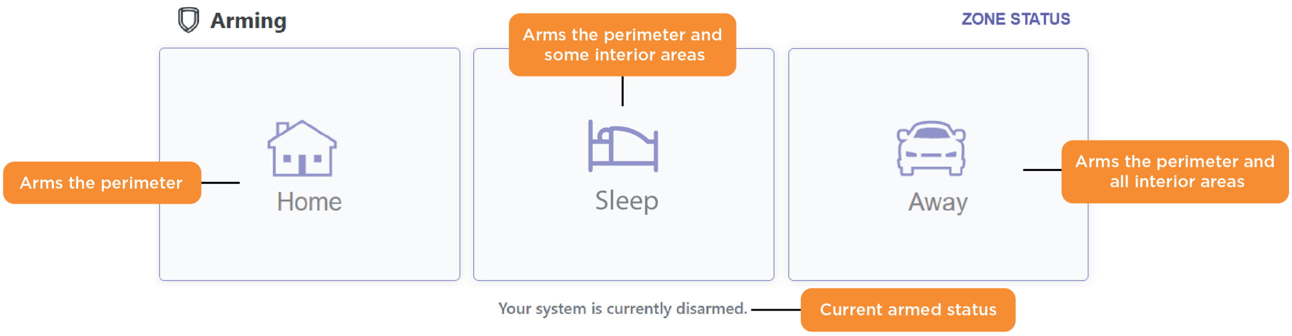
Your system type determines how you can arm and disarm the premises. There are three system types:

- All/Perimeter
- Home/Sleep/Away or Home/Away
- Area

To **arm** your system, tap an icon that corresponds with the areas you want to arm.
To **disarm** your system, tap the icon again.

To arm and disarm your system automatically, set up a schedule.

4.1.1 Home/Sleep/Away



3 Home/Sleep/Away System

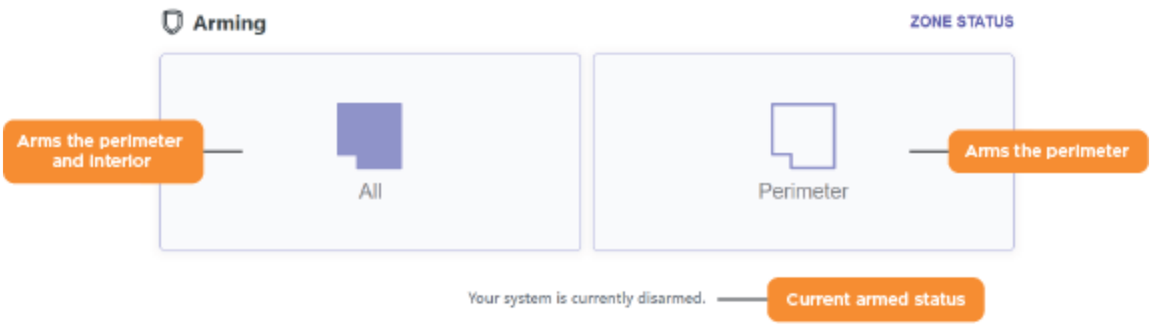
When to Use Each Arming Style

Home—Use when someone is inside and no one is going in or out.

Sleep—Use when everyone is sleeping and/or only occupying some areas of the premises.

Away—Use when no one is inside the premises.

4.1.2 All/Perimeter



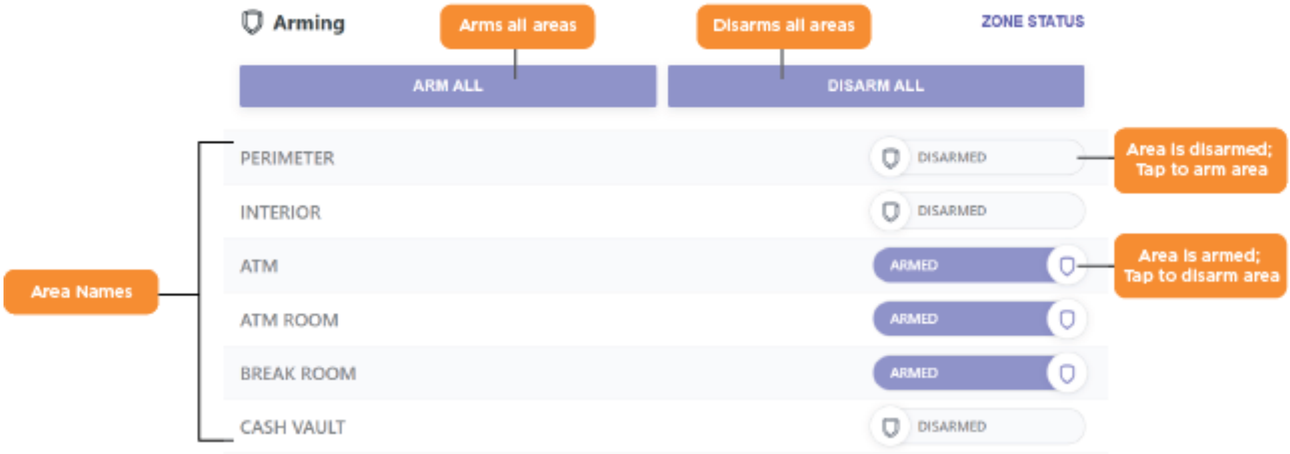
4 All/Perimeter System

When to Use Each Arming Style

All—Use when no one is inside.

Perimeter—Use when someone is inside and no one is going in or out.

4.1.3 Area



5 Area System

4.2 Zone Status

Zone Status shows you the current status of your zones.

To check the zone status, select **Zone Status** in the upper right corner of the **Arming** section. The current status is indicated by the icon displayed in each zone's row under the **Status** column.

There are four zone statuses:

- ✓ —Zone is **normal**.
- ⚠—Zone is **faulted**.
- ⊘ —Zone is **bypassed**.
- ⊗ —Zone is **missing**.

4.2.1 Manage Faulted Zones

A faulted zone is a zone not in a normal condition. For instance, a window has been left open or a door is not fully closed.

If there are faulted zones when you arm your system, you are prompted to manage the faulted zones. Depending on your system, you can choose to manage the faulted zones by selecting one of 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 canceled and the system remains disarmed.

4.2.2 Bypass a Zone

Bypass a zone if you want to arm the system without arming the zone. To **bypass** a zone, open Zone Status and toggle on **Bypass** next to the zone name. To return the zone to normal, toggle off **Bypass**.

Note: Fire, Panic, Emergency, Supervisory, and 24-Hour zones cannot be bypassed.

4.3 Events

The **Events** section displays a summary of your system's most recent events. To view all events, tap **View All**. To learn more about events, refer to Events.

4.4 Video

The **Video** sections displays your camera feeds. Tap a camera to view the video feed in fullscreen. To learn more about video, refer to Video.

4.5 Favorites

The **Favorites** section displays your favorites. Tap **activate** next to a favorite to activate it. To learn more about favorites, refer to Favorites.

4.6 Doors

The **Doors** section displays your **Z-Wave deadbolts** and your **access control doors**. In this section, you can control and manage your doors. To learn more about doors, refer to Doors.

4.7 Thermostats

The **Thermostats** section displays your **Z-Wave thermostats**. In this section, you can control and manage your thermostats. To learn more about thermostats, refer to Thermostats.

4.8 Lights

The **Lights** section displays your **Z-Wave lights**. In this section, you can control and manage your thermostats. To learn more about lights, refer to Lights.

5 Video

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In **Video**, you can view live and recorded video and edit your camera settings. The Video page displays your cameras' views.

5.1 Edit Video Page Display

Customize how your cameras display in Video by adjusting columns and reordering cameras.

5.1.1 Adjust Columns

You can display your cameras in one, two, or three columns. To adjust the columns:

1. Go to **Video**.
2. Select a column **icon** in the top right of the screen.
   - —Cameras display in **three** columns.
   - —Cameras display in **two** columns.
   - —Cameras display in **one** column.

5.1.2 Reorder Cameras

1. Go to **Video**.
2. Tap the **Reorder** icon.
3. **Drag** the cameras to reorder them.
4. Select **Save**.

5.2 View Videos

In Video, you can view live and recorded video.

5.2.1 Live Video

To view live video:

1. Go to **Video**. Some cameras show live video on this page, while others show still image previews of live video.
2. Select a **camera** to open the live view page.

To view live video in full screen mode, tap the ⤡ **Fullscreen** icon.

To take a snapshot of the live video, tap the **Snapshot** icon.

5.2.2 Recorded Video

Video recordings are divided into short clips. Some cameras enable you to view a continuous stream of recorded video.

View Recorded Clips

1. Go to **Video**.
2. Select the **camera** you want to view the clips from.
3. Select the **Clips** icon. Clips are stored with the most recent clips at the top.
4. Select a **clip** to view it.

To return to live footage, tap **Go Live**.

View Continuous Recorded Video

1. Go to **Video**.
2. Tap the **Calendar** icon.
3. Select a **date** and **time**.
4. Tap **Set Date**. The cameras play continuous video starting from the date and time you selected.

To return to live footage, tap **Go Live**.

View Recorded Clips on a Timeline (XV Gateway Only)

Video timeline lets you quickly scroll through recorded videos. You can adjust the timeline length to display recordings over different time periods from one hour to one month.

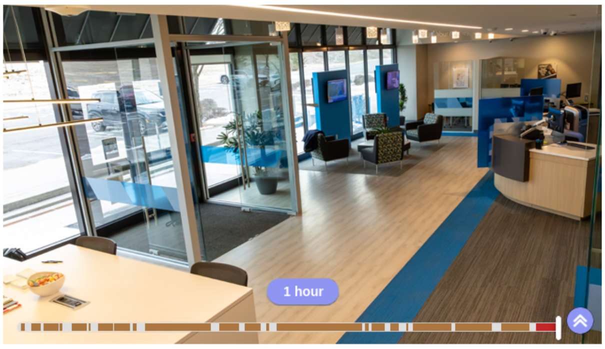
Alarm zone and detection region events are bookmarked on the timeline, allowing you to skip to those specific sections.

The timeline uses color coding to indicate different video statuses:

- **Red** – No footage available
- **Grey** – Default timeline for footage
- **Orange** – Verified analytic detection regions or lines (animal, vehicle, or person)
- **Tan** – Verified motion detection

To view the video timeline, complete the following steps:

1. Go to **Video**.
2. Select the **camera** you want to view the clips from.
3. At the top of the page, select the Timeline icon.
4. Scrub through the timeline to view recorded videos.



6 Timeline

7 Timeline Expanded

5.3 Save Clips

On some cameras, clips are deleted after 60 days. On other cameras, clips are overwritten once the cloud storage is full.

To prevent the loss of a clip, you can protect a clip from being overwritten or download a clip before it is deleted.

5.3.1 Protect a Clip

Some cameras enable you to protect clips. To protect a clip:

1. Go to **Video**.
2. Select the **clip** you want to protect from being overwritten.
3. Tap the **Protect** icon. The clip cannot be overwritten.
   - —The clip is **unprotected**.
   - —The clip is **protected**.

If your camera does not have the Protect feature, clips cannot be protected from being overwritten. To ensure you do not lose the clip permanently, download the clip.

5.3.2 Download a Clip

1. Go to **Video**.
2. Select the **clip** you want to download.
3. Tap the **Download** icon (or). The clip downloads to your device. The clip can be overwritten, but the downloaded version is not affected.

5.4 Record Video

Cameras can record video automatically, and some can record video manually.

5.4.1 Automatically Record Clips

You can set up your camera to automatically record during an alarm and when motion is detected. You can also create video actions to automatically record in response to certain events.

Record on Alarm

If you want your camera to record during an alarm, enable **Record on Alarm**. Alarm clips are 60 seconds long, beginning 5 seconds before the alarm. The 60-second clips are separated into three 20-second clips.

To enable Record on Alarm:

1. Go to **Video**.
2. Select the **camera**.
3. Tap the **Gear** icon.
4. Toggle the **Slider** next to **Record on Alarm** to enable the setting.

Record on Motion

If you want your camera to record when motion is detected, set up motion detection regions and/or lines. Motion clips without analytics are 20 seconds long. Motion clips with analytics are 30 seconds long.

If you do not want your camera to record when motion is detected, delete all motion detection regions and/or lines. Some cameras enable you to disable recording on motion. To edit **Record on Motion** settings:

1. Go to **Video**.
2. Select the **camera**.
3. Tap the **Gear** icon.
4. Find **Record on Motion** near the top of the settings. Then, select **Always**, **Never**, or **When Armed**.
    - **Always**—The camera will always record when motion is detected.
    - **Never**—The camera will never record when motion is detected.
    - **When Armed**—The camera will only record if the system is armed when motion is detected.

5.4.2 Manually Record Clips

Some cameras enable you to manually record clips. The clips are 20 seconds long, beginning 2 seconds before you tap record.

To manually record a clip:

1. Go to **Video**.
2. Select the **camera** you want to record a clip from.
3. Tap the **Record** button.

5.5 Camera Settings

Your permissions and camera model affect what is available to you in your camera's settings.

Setting	Description
Camera Name	Designates the name of the camera. To change the camera name, select the camera's name, then enter the new name.

Setting	Description
Video Quality	Determines the quality of the video. You can set the video quality to **Low**, **Medium**, or **High**.
Flip Image	Determines the orientation of the camera view. Enable this setting to flip the image 180 degrees. Flip Image is typically used for ceiling-mounted cameras.
Record on Motion	Determines if a camera records when it detects motion. Refer to Record on Motion to learn more.
Record on Alarm	Determines if a camera records when the system goes into alarm. Refer to Record on Alarm to learn more.
Motion Detection Regions	Determines where and how a camera detects motion. Refer to Motion Detection Settings for more information.
Regions & Analytics	Determines where and how a camera detects motion, including analytics. Refer to Motion Detection Settings for more information.
Time Zone	Determines the time zone of the camera. To set the time zone, select an option from the drop-down menu.
Observe DST	Determines whether your camera observes Daylight Savings Time (DST). Turn this setting on if you want the camera to change its time automatically during DST.

To open Camera Settings:

1. Go to **Video**.
2. Select a **camera** you want to edit.
3. Select the **Gear** icon. The Camera Settings page opens. If you do not see the Gear icon, you do not have access to camera settings.

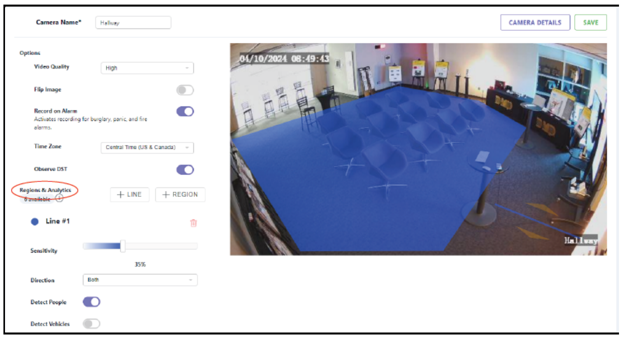
5.5.1 Motion Detection Settings

Customize where and how your system detects motion through motion detection settings. Motion detection settings vary by camera.

To get to motion detection settings, complete the following steps:

1. Go to **Video**.
2. Select a **camera**.
3. Tap the **Gear** icon.
4. Find **Regions & Analytics** or **Motion Detection Regions**.

8 Motion Detection Regions



9 Regions & Analytics

To configure motion detection settings, complete one of the steps below:

- If you have Motion Detection Regions settings, refer to Motion Detection Regions Settings.
- If you have Regions & Analytics setting, refer to Regions & Analytics Settings.

Motion Detection Regions Settings

If your camera has **Motion Detection Region settings**, you can add up to **four regions**. Regions allow your camera to detect motion. If your camera does not have at least one region set up, it will not detect motion.

Regions are sections of an area where cameras detect motion. Motion that occurs outside a region is not detected. For example, a region covering the doorway to a room only detects motion in the doorway.

Configure Motion Detection Regions

1. Go to **Video**.
2. Select the **camera** you want to add a region to.
3. Tap the **Gear** icon.
4. Select **Motion Detection Regions**.
5. Tap the **Plus** icon. A rectangle populates in the camera view screen.
6. Drag the **endpoints** and **edges** to adjust the size and location of the region.
7. Adjust the **sensitivity** of the region. The default is 80%. If the sensitivity bar does not appear on the screen, tap the rectangle to make it appear.
8. Tap the **Back Arrow** next to the sensitivity bar.
9. Select the **Check Mark** to save.

Regions & Analytics Settings

If your camera has **Regions & Analytics settings**, you can add up to **four regions** and **four lines**. Regions and lines allow your camera to detect motion. If your camera does not have at least one region or line set up, it will not detect motion. You can also add **analytics** to your camera.

Regions are sections of an area where cameras detect motion. Motion that occurs outside a region is not detected. For example, a region covering the doorway to a room will only detect motion in the doorway.

Lines are sections of a room where motion has to cross for the camera to detect motion. For example, a line at the doorway will detect motion if someone crosses the line at the doorway.

Analytics allow your camera to **detect people** and **detect vehicles**. When analytics are enabled, your camera records a 30-second clip on motion. The clip is stored in Events with information about what was detected, when, and where.

Configure Regions and Analytics

1. Go to **Video**.
2. Select the **camera** you want to add regions, lines, and analytics to.
3. Select the **Gear** icon.
4. Add regions and add lines.

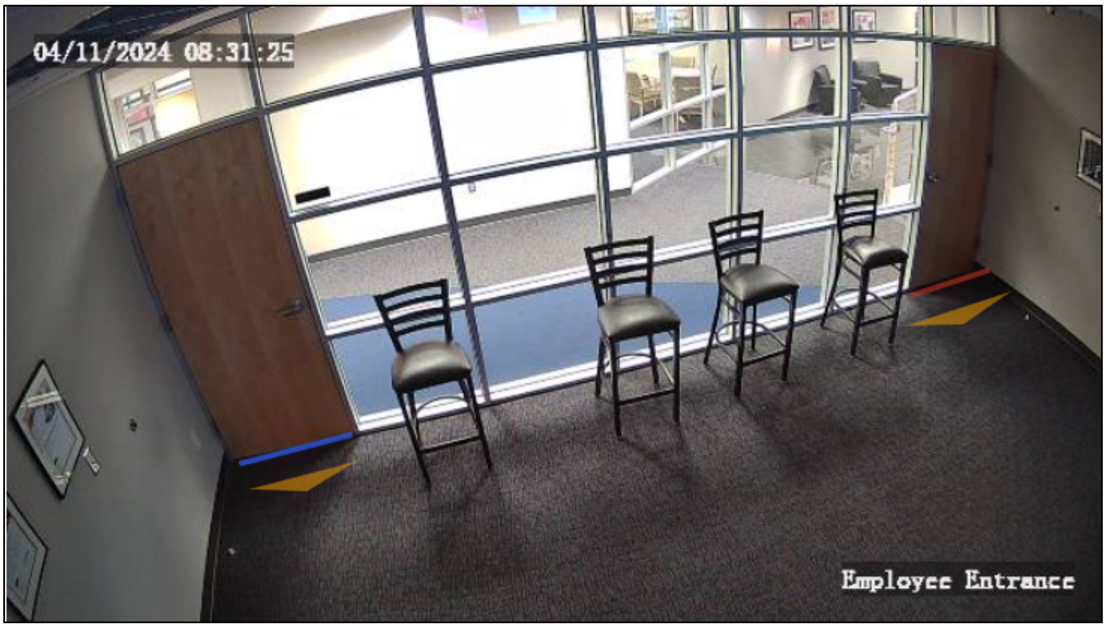
Add Regions

1. Tap **+ Region** in Regions & Analytics. A rectangle appears in the camera view screen.
2. Drag the **endpoints** to adjust the size, shape, and location of the region. Click an **edge** of the rectangle to add two more endpoints to the rectangle, creating a six-sided shape.
3. Adjust the slider to set the **sensitivity** of the region.
4. Enable or disable **Detect People** and **Detect Vehicles**.
5. Select **Save**.

Add Lines

1. Select **+ Line** in Regions & Analytics. A line with moving arrows appears in the camera view.
2. Adjust the direction of the **arrows** using the drop-down menu or by dragging the endpoints. The arrows tell the camera which direction motion has to cross in before it is detected.
    a. **Enter**—Motion has to cross the line in the direction of the arrow.
    b. **Exit**—Motion has to cross the line in the direction of the arrow.
    c. **Both**—Motion can cross the line in either direction.
3. Drag the **endpoints** of the line to adjust its size and orientation.
4. Adjust the slider to set the **sensitivity** of the region.
5. Enable or disable **Detect People** and **Detect Vehicles**.
6. Select **Save**.

The following image is an example of two lines that detect motion only when someone enters the room. The camera will not detect motion if someone exits the room.



10 Two Motion Detection Lines

5.6 Adjust Camera View

If have a pan and tilt camera, you can adjust the angle of the camera view. For example, if your camera view is pointing too high, you can adjust the camera view to point lower. You can save up to three camera views to quickly change the camera view.

To adjust and save the camera view:

1. Go to **Video**.
2. Select the **camera**.
3. Tap the **Set Point** icon. This displays a bar on the left and bottom sides with a circle on each bar.
4. Slide the circle along each bar to adjust the camera view.
5. Press and hold **Number 1, 2,** or **3** near the bottom of the viewer window to save the camera view. It is saved in the chosen number slot.
6. Repeat steps 3 and 4 to create up to two more camera views (optional).
7. Switch between camera views by selecting a number at the bottom of the viewer window.

5.7 View Camera Details

Some cameras enable you to view camera details. Details include:

- Camera Name
- MAC Address
- Serial Number
- Last Check In
- Wireless Signal Strength

To view camera details:

1. Go to **Camera Settings**.
2. Select **Camera Details** in the top right area of the screen next to the Save button.

5.8 Rename Clips

Some cameras enable you to rename clips. To rename a clip:

1. Go to **Video**.
2. Select the **clip** you want to rename from the list of clips.
3. Tap the clip’s **name**. You can rename the clip if the name of the clip highlights and a check mark appears next to the name.
4. Enter the **new name**.
5. Press the **Check Mark** to save the new clip name.

5.9 Update Your Camera's Wi-Fi Network & Password

If your Wi-Fi network name and password has changed, update the Wi-Fi information for all of your connected cameras you use through Virtual Keypad.

5.9.1 Update V-4000 Series Cameras

Using a Wireless Access Point (WAP)

To update the V-4000 Series Cameras to Wi-Fi using a WAP, complete the following steps:

1. While powered on, open the camera’s side access panel.
2. At the WAP, press the WPS button on the back for 1.5 seconds.
3. Within 1 minute of pressing the WPS button, press and hold the camera’s **WPS/RESET** button for 3 seconds.
4. The WPS LED on the WAP turns on when connection is complete.
5. Close the camera’s side access panel.

Using a Wi-Fi Router with WPS

Note: WPS functionality varies for each Wi-Fi router. To connect a V-4000 Series Camera using WPS, a router with WPS is required.

To update the V-4000 Series Cameras to Wi-Fi using WPS, complete the following instructions:

1. While powered on, open the camera’s side access panel.
2. Place the router in WPS mode.
3. Within 1 minute of placing the router in WPS mode, press and hold the **Reset/WPS** button on the camera for 3 seconds. Refer to the router’s instruction manual to determine when the camera and router are connected.
4. Close the camera’s side access panel.

5.9.2 Update V-6000 Series Cameras

To update the V-6000 Series Cameras to Wi-Fi, complete the following steps:

1. Press and hold the camera’s **Reset** button for 10 seconds until the camera restarts. This removes all previous Wi-Fi network information. As the camera restarts, the camera’s LED turns red.
2. On a mobile device, navigate to **dealer.securecomwireless.com**.
3. On the login page, select **Generate QR Code**. The **Add V-6000 Series Device** window displays.
4. In the **Enter SSID** field, enter the new Wi-Fi network name.
5. In the **Enter Passphrase** field, enter the new Wi-Fi network password.
6. Select **Next**. The new QR code displays.
7. The camera flashes blue when it is ready to connect to the Wi-Fi network. Hold the QR code 6-12 inches away from the front of the camera.

When the LED goes steady blue, the Wi-Fi connection is successful. If the LED flashes red, restart the process.

8. After 3 minutes, log in to VirtualKeypad.com and enter your user code to confirm the camera is visible.
9. In **Video**, select the camera you just updated.
10. Select the **Settings** icon, then select **Save** at the top of the screen.

6 Events

The **Events** page shows your system's history of events, like when your system was armed. In Events, you can search and filter events, view clips associated with events, and add a new user.

- View Events
    - View Clips Associated with Events
- Filter Events
    - Filter Categories with Descriptions
- Add Card

6.1 View Events

To view events for one system, select **Events** in the main menu. If you have multiple systems, refer to View All Events to learn how to view events for all your systems in one place.

Events are displayed with the most recent events at the top. Each event shows details about the event, including:

- Date and time of the event.
- Location where the event occurred.
- User involved in the event.
- Type of event.
- Snapshots of the event.
- Clips associated with the event.

To update the page with the most recent events, tap **Refresh**.

6.1.1 View Clips Associated with Events

On some cameras, clips are deleted after 60 days. On other cameras, clips are overwritten once the cloud storage is full. To prevent the loss of video event clips, download the clip.

Some events include video clips of the event. For example, events when a person is detected include clips of the person in the camera view. To view clips, tap the thumbnail image in the event. Some systems show related events alongside the video.

- To download a clip, tap the **Download** button.
- To view a clip in fullscreen mode, tap the **Fullscreen** icon.
- To take a snapshot of the clip, tap the **Snapshot** icon.

6.2 Filter Events

Filters enable you to display specific types of events and hide others. To filter events:

1. Tap the **filter category**. A drop-down menu opens.
2. Select the **events** you want to show. The page refreshes and displays only the events that match the filter criteria.

To clear filters:

- Tap the **X** next to the filter category, or
- Tap the **filter category**, then tap the **check mark** next to the events you want to remove from display.

6.2.1 Filter Categories with Descriptions

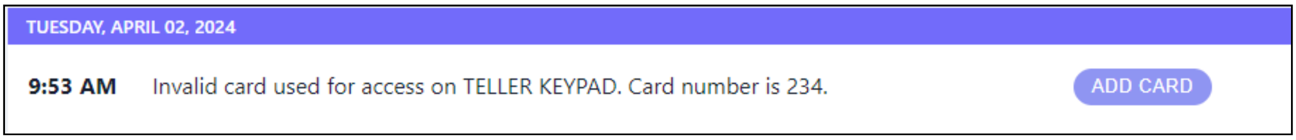
Filter categories are available to you based on the devices connected to your system. For example, if you do not have cameras, you do not have the option to filter by camera.

Date	
Today	Events that occurred on the current day.
Yesterday	Events that occurred on the previous day.
Past 7 Days	Events that occurred during the past 7 days, including the current day.
Past 30 Days	Events that occurred during the past 30 days, including the current day.
Camera	
Name of Camera	Events that involve the corresponding camera.
Detected	
Person	A person was detected.
Vehicle	A vehicle was detected.
Animal	An animal was detected.
Motion	Motion was detected.
Event	
Arm	One or more areas were armed or failed to arm.
Disarm	One or more areas were disarmed or failed to disarm.
Access Granted	A person gained access to an area via a keypad or reader.
Access Denied	A person requested to access an area via a keypad or reader but was denied.
Trouble	The system experienced trouble, like low battery.
Bypass	A zone was bypassed.

Door Propped	A door was propped open.
Door Forced Open	A door was forced open.
Alarm	The system went into alarm or an alarm was canceled.
Lockdown	The system went into lockdown or a lockdown was ended.
Sensor Activity	A sensor detected activity, like motion, breaking glass, and flooding.
Door	
Name of Door	Events that involve the corresponding door.

6.3 Add Card

When someone tries to access an area using an invalid card, they are denied access. This event appears in Events with an Add Card button. **Add Card** enables you to make invalid cards valid by assigning the card to a new user. Then, the new user may use the card to access permitted areas.



11 Example of an Event with an Add Card Button

To use the Add Card feature:

1. Find the event in **Events** where an invalid card was used.
2. Tap **Add Card**.
3. Select **Temporary** to make the card work for a limited time (optional). Enter the date you want the card to start and stop working.
4. Enter the user's **personal information**.
5. Assign one or more **Profiles** to the user. Profiles are available only on some systems.
6. Select the user's **Authority Level**. Authority Levels are available only on some systems.
7. Select **Credentials** as the type in User Codes & Credentials. The invalid card's internal number is automatically filled in.
   - **Internal Number**—The number stored inside a card that is transmitted to a reader when the card is scanned.
8. Enter the **External Number** (optional).
   a. **External Number**—The number printed on the outside of the card used for keeping track of the cards.
9. Select **Active**.
   - **Active**—The user is active in the system, and their user code and/or credentials work.
   - **Inactive**—The user is inactive in the system, and their user code and/or credentials do not work.
10. Enter the user's **email** in Virtual Keypad App Access to grant them access to the Virtual Keypad (optional).
11. Select **Save**. The user is added to the system and the card is now valid. The user may use the card to access permitted areas.

7 Favorites

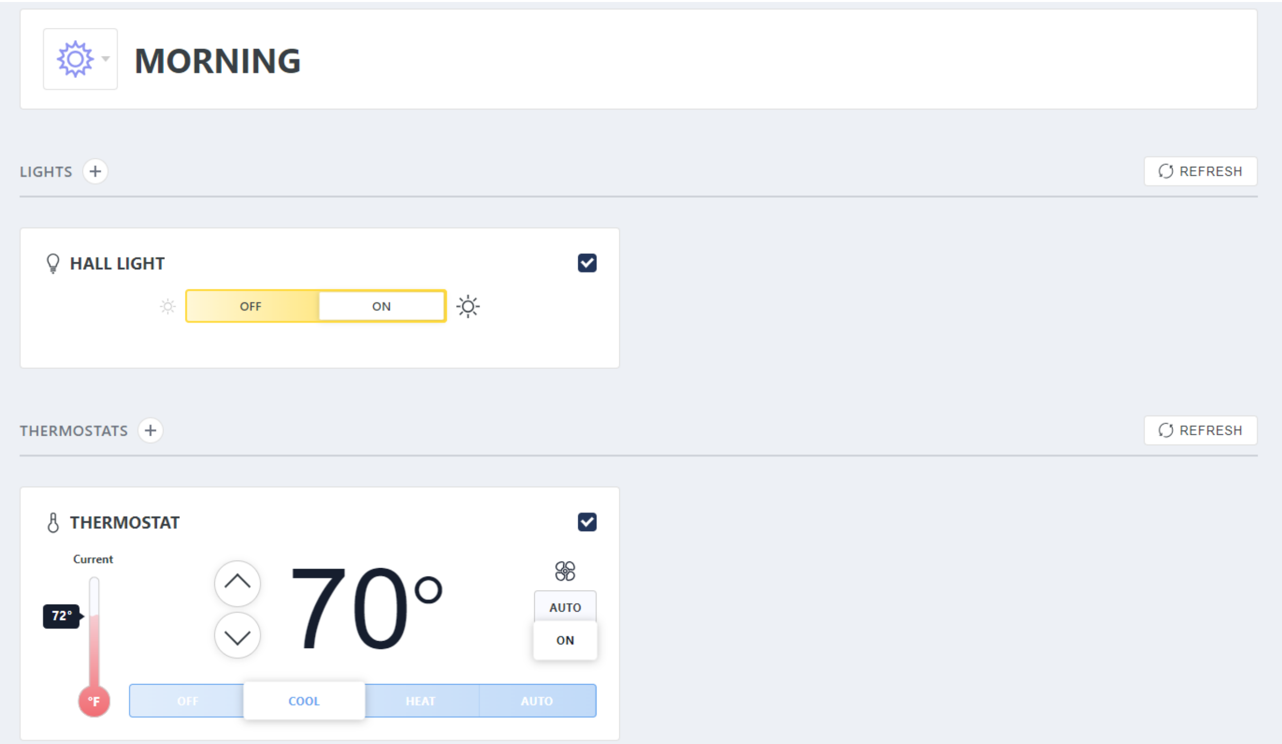
- Create a Favorite
- Activate a Favorite
- Edit a Favorite
- Delete a Favorite
- Configure Device Responses
    - Lights
    - Thermostats
    - Doors (Deadbolts and Garage Doors)

In **Favorites**, you can manage and activate Favorites, enabling you to control multiple Z-Wave devices with a single button. Compatible Z-Wave devices include lights, deadbolts, thermostats, and garage doors.

To use favorites:

1. Create a favorite. A **favorite** is a group of Z-Wave devices configured to respond a specific way when the favorite is activated.
2. Activate the favorite. You can activate favorites as needed, or you can add them to a schedule to activate them automatically.

The following is an example of a favorite named “Morning” that turns the hall light on and sets the thermostat to 70° when activated:



12 “Morning” Favorite

7.1 Create a Favorite

1. Go to **Favorites**.
2. Select the + **Plus** icon.
3. **Name** the favorite.

4. Select an **icon** to the left of the favorite name (optional).
5. Tap the **Square** next to the devices you want to include in the favorite. You can include up to 25 devices in a favorite. Tap the **Plus** icon next to the device type if you want to add a new Z-Wave device to your system.
6. Choose how you want the devices to **respond** when the favorite is activated. Refer to Configure Device Responses for more information.
7. Tap **Save**. Activate the favorite as needed or add it to a schedule to activate it automatically.

7.2 Activate a Favorite

To activate favorites as needed:

1. Go to **Favorites**.
2. Tap **Activate** next to the favorite you want to activate. The devices respond how they were configured to respond.

To activate favorites on a scheduled basis, add them to a schedule.

Once a favorite is activated, the devices stay in their configured condition until another favorite is activated or the devices are changed manually. For example, if you activate a favorite that turns a light on, the light stays on until you activate a favorite that turns the light off or you manually turn the light off.

7.3 Edit a Favorite

1. Go to **Favorites**.
2. Tap the **Down Arrow** at the end of a favorite's row.
3. Select **Edit**.
4. Adjust the settings.
5. Select **Save**.

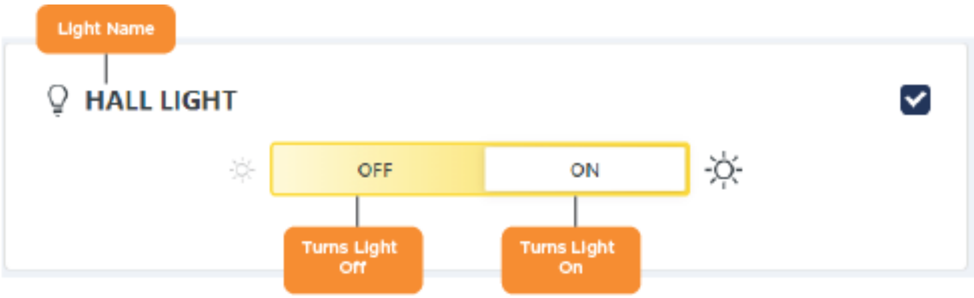
7.4 Delete a Favorite

1. Go to **Favorites**.
2. Tap the **Down Arrow** at the end of a favorite's row.
3. Select **Delete**. A dialog pops up to confirm your decision.
4. Select **Confirm** to delete the favorite.

7.5 Configure Device Responses

When you create a favorite, you configure how Z-Wave devices will respond when the favorite is activated. For example, you can configure a light to turn on when the favorite is activated.

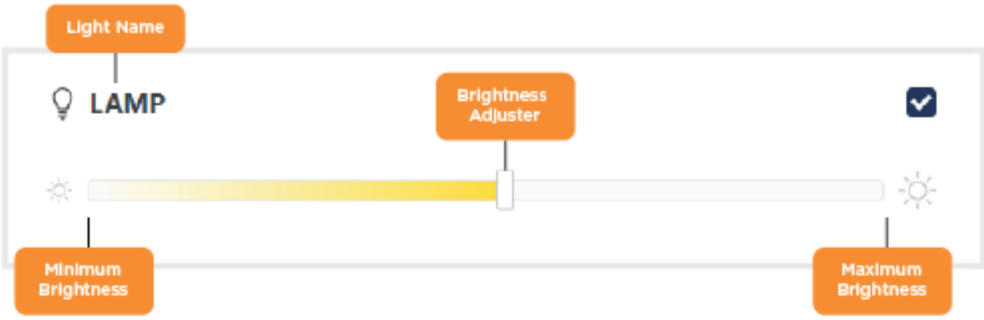
7.5.1 Lights



13 Light with On and Off Button

If the light has **on and off buttons**:

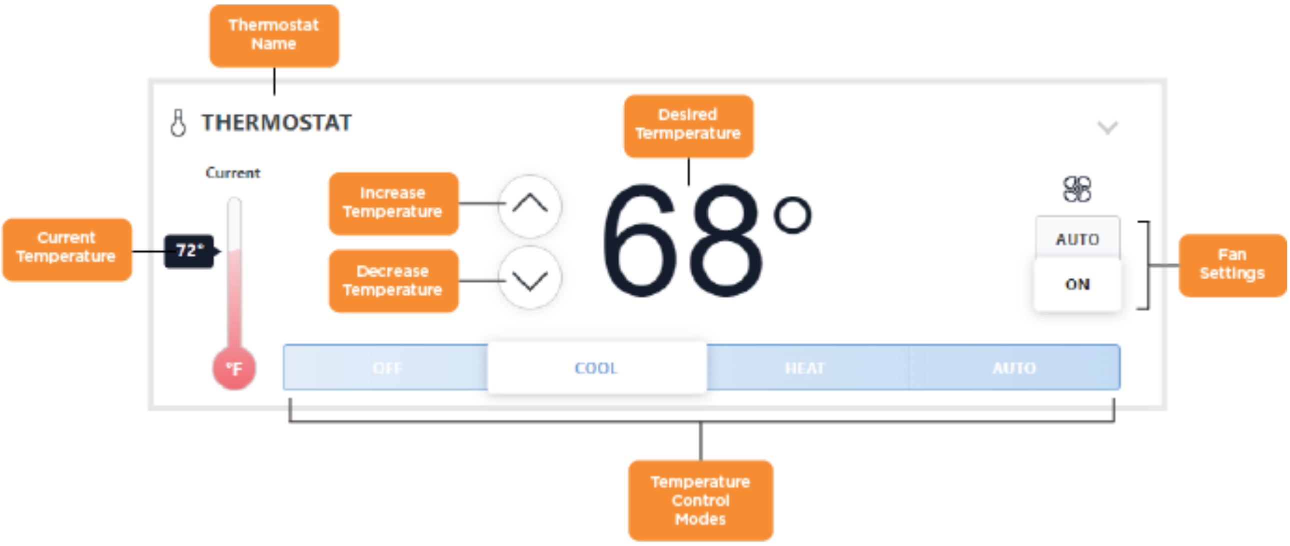
- Select **ON** to turn the light on.
- Select **OFF** to turn the light off.



14 Light with a Brightness Adjuster

If the light has a **brightness adjuster**, move the adjuster along the slider to set the brightness of the light. Move the adjuster all the way to the left to turn the light off when the favorite is activated.

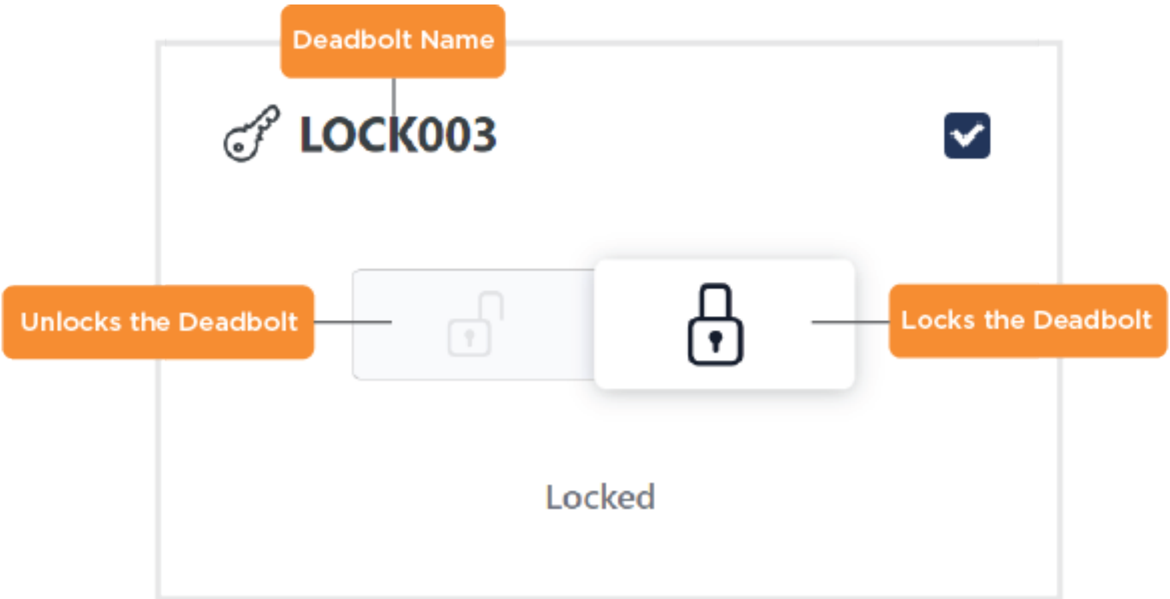
7.5.2 Thermostats



1. Select **COOL**, **HEAT**, or **AUTO** to set the thermostat mode.
2. Tap the **Up** or **Down** arrow to set the temperature. The temperature cannot be set if the thermostat mode is set to Off.

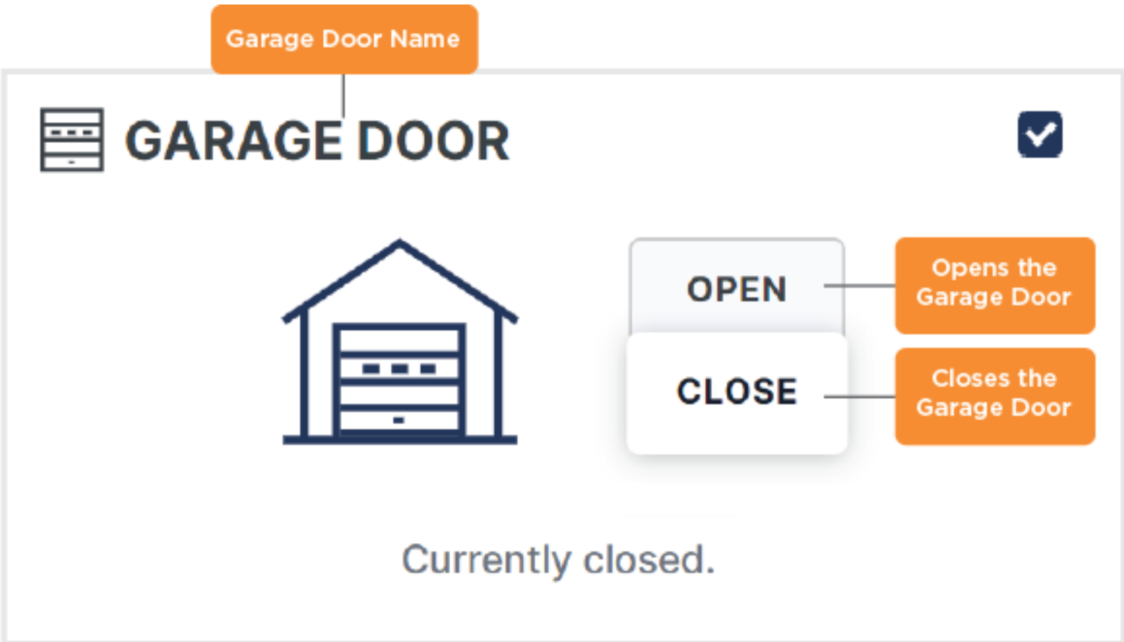
3. Select **AUTO** or **ON** to set the fan mode.

7.5.3 Doors (Deadbolts and Garage Doors)



To configure a deadbolt:

- Select **Lock** to lock the deadbolt.
- Select **Unlock** to lock the deadbolt.



To configure a garage door:

- Select **OPEN** to open the garage door.
- Select **CLOSE** to close the garage door.

8 Doors

In Doors, you can lock and unlock doors, open and close garage doors, and add and remove deadbolts and garage doors.

In **Doors**, you can lock and unlock doors, open and close garage doors, and add and remove deadbolts and garage doors. Each tile on the Doors page represents one door, including deadbolts, access control doors, and garage doors.

8.1 Quick Reference

The icons available to you vary depending on the types of doors you have. If you have access control doors, your profile affects what icons are available to you.

Icon	Function
	Locks the door.
	Unlocks the door.
ACCESS	Unlocks the door for five seconds.
OPEN	Opens the garage door.
CLOSE	Closes the garage door.
LOCKDOWN	Initiates a Lockdown.

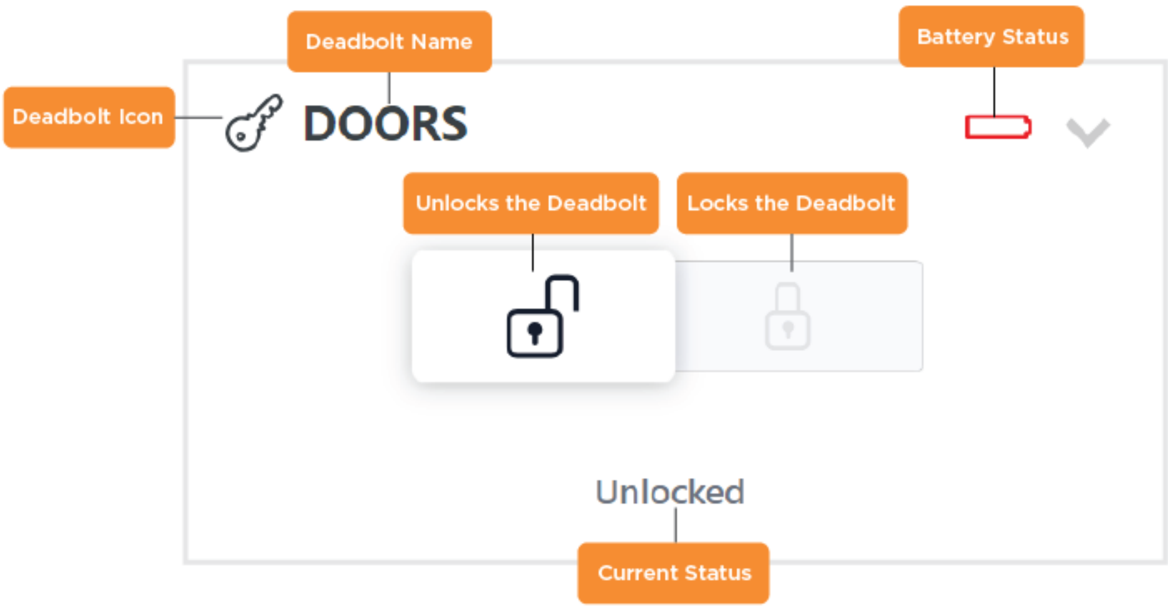
8.2 Deadbolts

15 Z-Wave Deadbolt

Tiles with a **Key** icon are your Z-Wave deadbolts.

A Z-Wave **deadbolt** replaces a traditional deadbolt with an **automated deadbolt** and a **keypad**. You can lock and unlock deadbolts by:

- Entering a valid **code** on the **keypad**.
- Using a traditional **key**.
- Through **Virtual Keypad**.



8.2.1 Lock and Unlock a Deadbolt

To unlock a deadbolt, tap **Unlock**. To lock a lock, tap **Lock**.

If you want to lock and unlock your deadbolt automatically, add it to a favorite, then add the favorite to a schedule.

8.2.2 Add a Deadbolt

1. Go to **Doors**.
2. Tap **+ Lock**.
3. Enter a **name** for the new deadbolt, then tap the arrow.
4. Follow the prompts on your screen to add the deadbolt.

8.2.3 Remove a Deadbolt

1. Go to **Doors**.
2. Tap the **Down Arrow** next to the deadbolt you want to remove.
3. Select **Remove**. A dialog pops up to confirm your decision.
4. Select **Confirm**. The deadbolt is removed.

8.2.4 Rename a Deadbolt

1. Go to **Doors**.
2. Tap the **Down Arrow** next to the deadbolt you want to rename.
3. Select **Rename**.
4. Enter the new **name**.
5. Tap the **Check Mark** to save your changes.

8.2.5 Deadbolt Battery Status

To view the battery status of a deadbolt, find the battery symbol to the right of its name. Hover your cursor over the battery symbol to view its percentage.

—Battery is at 0% and needs to be charged.

—Battery is at low capacity and should be charged.

and —Battery is at around medium capacity.

—Battery is fully charged.

8.3 Access Control Doors

16 Reader

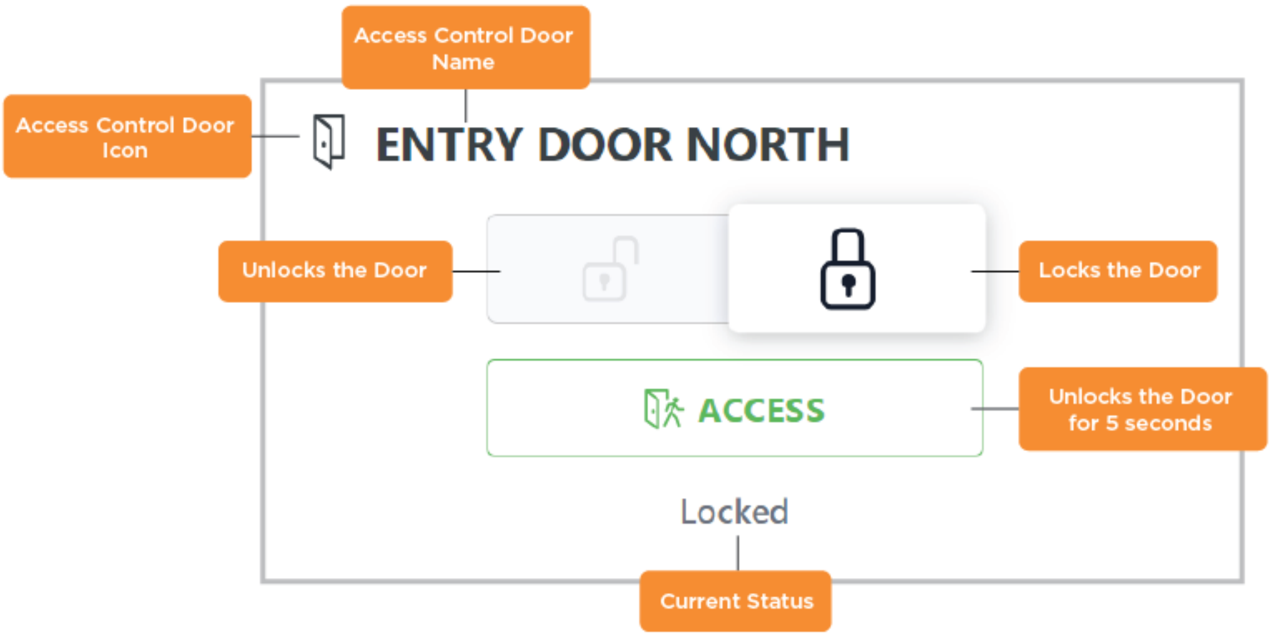
17 Reader with Keypad

18 Key Fob (Credentials)

Tiles with a **Door** icon are your access control doors.

An **access control door** is a door that controls **who** can lock and unlock it and **when**. You can unlock access control doors by:

- Holding valid **credentials**, like a key fob, to the door's **reader**.
- Entering a valid **user code** on the reader's **keypad**.
- Through **Virtual Keypad**.



8.3.1 Lock and Unlock Access Control Doors

> Your profile determines which access control doors you can lock and unlock and when. Only the doors you can control are visible to you in Virtual Keypad.

To unlock an access control door, tap the **Unlock** icon. To lock an access control door, tap **Lock**. To unlock an access control door for five seconds, tap ACCESS.

If you want to lock and unlock an access control door automatically, add the door to a schedule.

8.3.2 Add, Remove, and Rename Access Control Doors

Your security provider adds, removes, and renames access control doors.

8.3.3 Lockdown

The **Lockdown** feature enables you to lock your **public doors** with a single button. Public doors include access control doors and deadbolts that were programmed as public doors by your security provider. If your garage door is programmed as a public door, it will automatically close during a Lockdown.

Your profile and system type determine whether you can initiate and end a Lockdown.

To initiate a Lockdown:

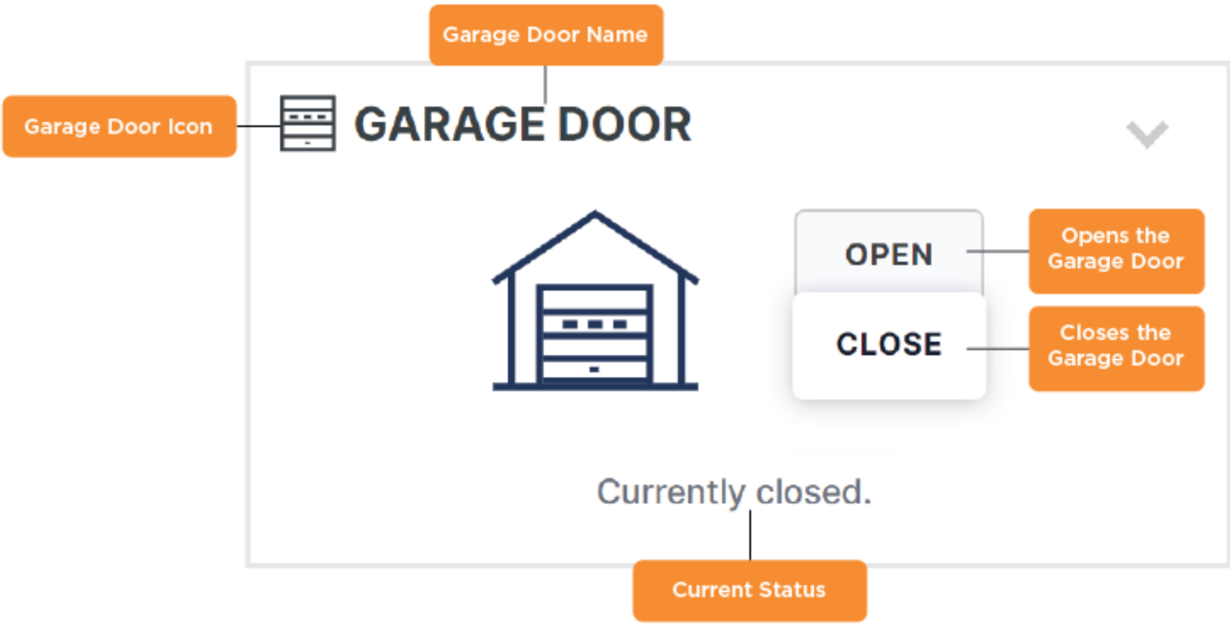
1. Go to **Doors**.
2. Tap LOCKDOWN.

To end a Lockdown:

1. Go to **Settings**.
2. Tap **Sensor Reset**.

8.4 Garage Doors

Tiles with a **Garage Door** icon are your Z-Wave garage door controllers.



8.4.1 Open and Close a Garage Door

To open a garage door, tap **OPEN**. To close a garage door, tap **CLOSE**.

If you want to open and close your garage door automatically, add it to a favorite, then add the favorite to a schedule.

8.4.2 Add a Garage Door

1. Go to **Doors**.
2. Tap **+ Garage Door**.
3. Enter a **name** for the new garage door, then tap the forward arrow.
4. Follow the prompts on your screen to add the garage door.

8.4.3 Remove a Garage Door

1. Go to **Doors**.
2. Tap the **Down Arrow** next to the garage door you want to remove.
3. Select **Remove**. A dialog pops up to confirm your decision.
4. Select **Confirm**. The garage door is removed.

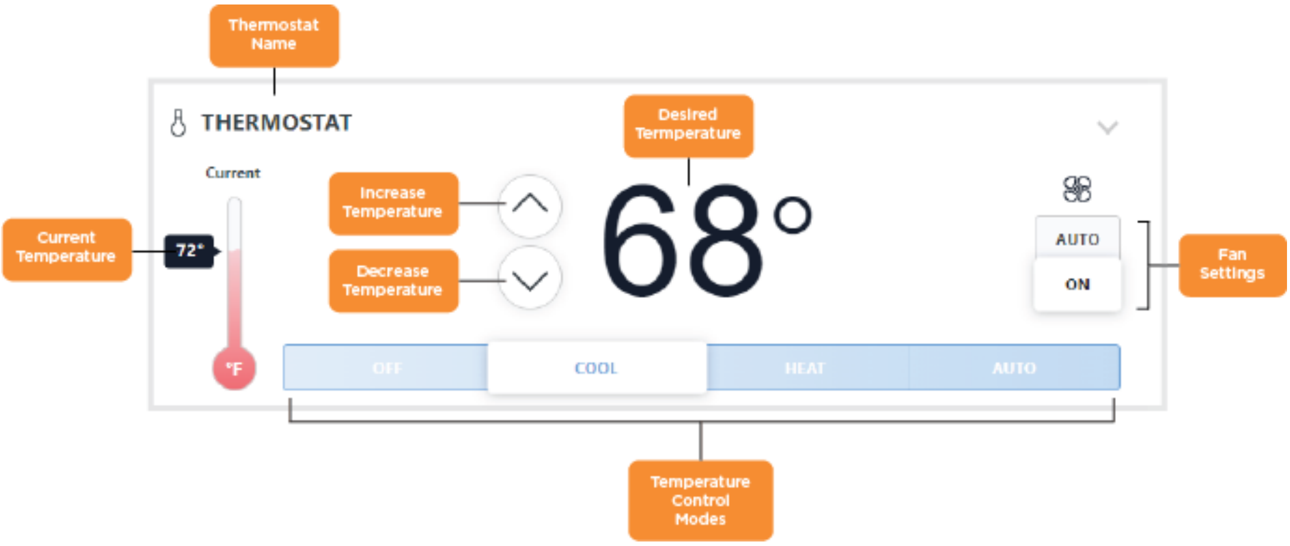
8.4.4 Rename a Garage Door

1. Go to **Doors**.
2. Tap the **Down Arrow** next to the garage door you want to rename.
3. Select **Rename**.
4. Enter the new **name**.
5. Tap the **Check Mark** to save your changes.

9 Thermostats

In **Thermostats**, you can adjust, add, rename, and remove Z-Wave thermostats.

9.1 Adjust Your Thermostat



To adjust your thermostat as needed:

1. Go to **Thermostats**.
2. Select **COOL**, **HEAT**, or **AUTO** to adjust the thermostat mode.
3. Tap the **Up** or **Down** arrow to adjust the temperature. The temperature cannot be adjusted if the thermostat mode is set to off. You can change the temperature unit in Settings.
4. Select **AUTO** or **ON** to adjust the fan mode.

To adjust your thermostat automatically, add it to a favorite, then add the favorite to a schedule.

9.2 Add a Thermostat

1. Go to **Thermostats**.
2. Select the + **Plus** icon.
3. Enter a **name** for the new thermostat, then tap the forward arrow.
4. Follow the prompts on your screen to add the thermostat.

9.3 Rename a Thermostat

1. Go to **Thermostats**.
2. Tap the **Down Arrow** next to the thermostat you want to rename.
3. Select **Rename**.
4. Enter the new **name**.
5. Tap the **Check Mark** to save your changes.

9.4 Remove a Thermostat

1. Go to **Thermostats**.
2. Tap the **Down Arrow** next to the thermostat you want to remove.
3. Select **Remove**. A dialog pops up to confirm your decision.
4. Select **Confirm**. The thermostat is removed.

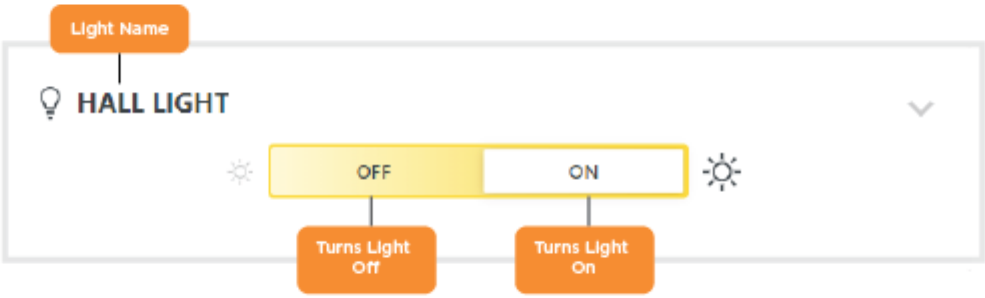
10 Lights

In **Lights**, you can add, rename, remove, and turn on and off Z-Wave lights.

10.1 Turn Lights On and Off

Some lights have on and off buttons, while others have dimmers.

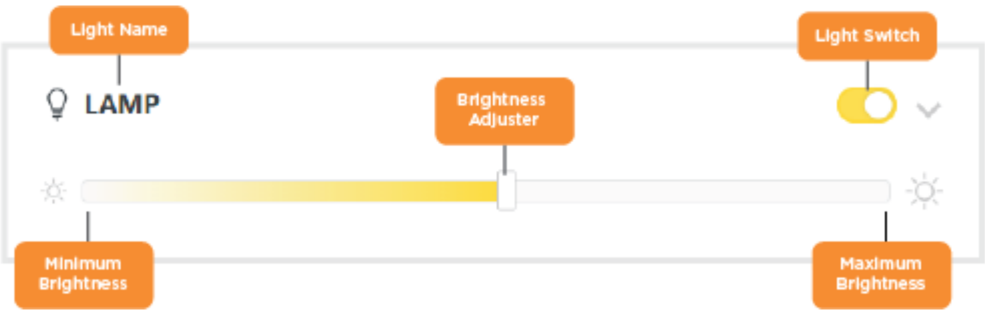
10.1.1 Lights with On/Off Buttons



To turn the light on, tap **ON**. To turn the light off, tap **OFF**.

If you want a light to turn on and off **automatically**, add it to a favorite, then add the favorite to a schedule.

10.1.2 Lights with a Brightness Adjuster



To turn the light on, **enable** the light switch. To adjust the brightness, move the **brightness adjuster** along the slider. The light is at its brightest when the adjuster is furthest to the right.

To turn the light off, **disable** the light switch.

If you want a light to turn on and off **automatically**, add it to a favorite, then add the favorite to a schedule.

10.2 Add a Light

1. Go to **Lights**.
2. Select the + **Plus** icon.
3. Enter a **name** for the new light, then tap the forward arrow.

4. Follow the prompts on your screen to add the light.

10.3 Rename a Light

1. Go to **Lights**.
2. Tap the **Down Arrow** next to the light you want to rename.
3. Select **Rename**.
4. Enter the new **name**.
5. Tap the **Check Mark** to save your changes.

10.4 Delete a Light

1. Go to **Lights**.
2. Tap the **Down Arrow** next to the light you want to delete.
3. Select **Remove**. A dialog pops up to confirm your decision.
4. Select **Confirm**. The light is deleted.

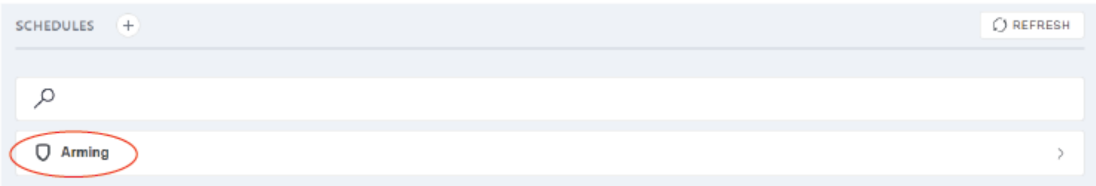
11 Schedules

In **Schedules**, you can add, edit, and delete schedules.

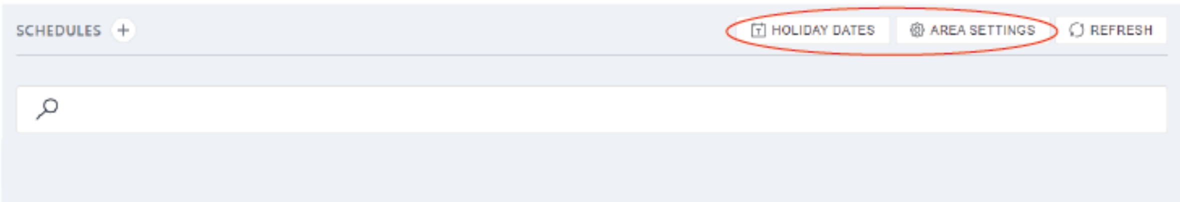
Schedules enable you to **automate tasks**, like arming and disarming your system and activating favorites. You can schedule tasks to start and end at **specific times**, or you can sync schedules with the **sunrise** and **sunset**. In a sunset or sunrise schedule, you can **offset** the tasks to occur up to an hour before or after the sunset or sunrise.

11.1 Know Your Schedule Type

If you see **Arming** (pictured below), your system offers Single Task Schedules.



If you see **Holiday Dates** and **Area Settings** (pictured below), your system offers Multi-Task Schedules.



11.2 Single Task Schedules

Single Task Schedules automate **one** task per schedule. To automatically arm and disarm, create an Arming Schedule. To automate the activation of favorites, create a Favorite Schedule. To automatically activate and deactivate outputs, create an Output Schedule.

11.2.1 Arming Schedules

Arming Schedules automatically arm and disarm your system and are labeled **Arming**.

Create an Arming Schedule

Arming Schedules are added to Virtual Keypad by your security provider when your system is installed. You can set the auto-arm and auto-disarm times by editing the schedule.

Edit an Arming Schedule

1. Go to **Schedules**.
2. Select **Arming**.
3. Select the **days** you want the system to auto-arm and auto-disarm.
4. Enter the **time** you want the system to auto-arm and auto-disarm.
5. Enable the **areas** you want to auto-arm and auto-disarm.
6. Enable **Closing Check** (optional).
7. Select **Save**.

Delete an Arming Schedule

Arming Schedules cannot be deleted. If you do not want your system to auto-arm or auto-disarm:

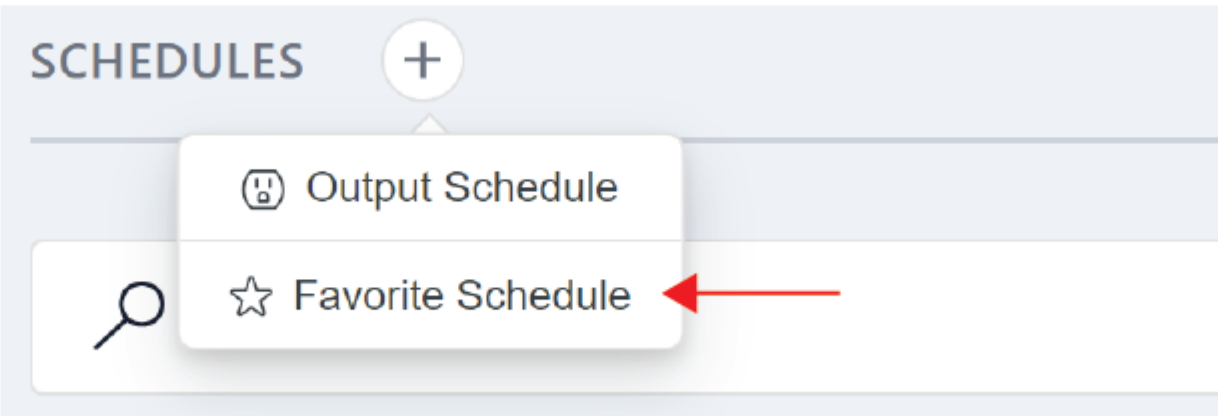
1. Go to **Schedules**.
2. Select **Arming**.
3. Delete the **times** in Disarm and Arm by selecting the **X** next to the time.
4. Disable **Disarm** and **Arm** next to all areas.
5. Select **Save**.

11.2.2 Favorite Schedules

Favorite Schedules automatically activate favorites. You can create one schedule for each favorite, and you can have up to 20 favorite schedules.

Once a favorite is activated, the devices stay in their configured condition until another favorite is activated or the devices are changed manually. For example, if you activate a favorite that turns a light on, the light stays on until you activate a favorite that turns the light off or you manually turn the light off.

Create a Favorite Schedule for XT30/XT50 Control Panels

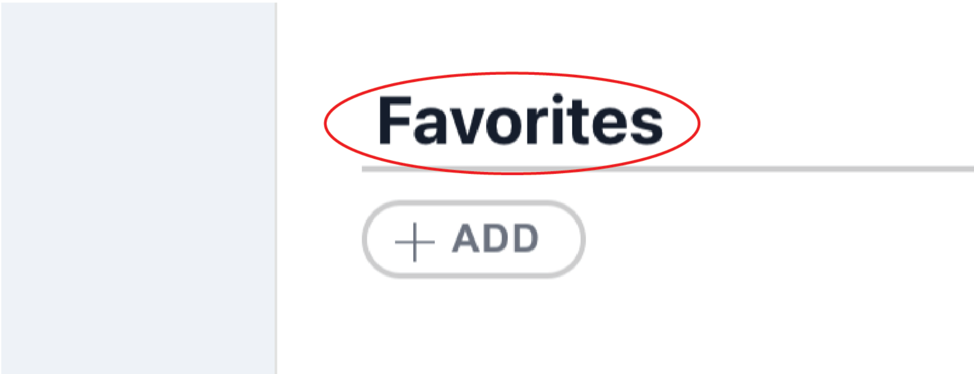


1. Go to **Schedules**.

2. Select the + **Plus** icon.*
3. Select **Favorite Schedule**.*
4. Select the **favorite** you want to automate from the drop-down menu.
5. Enter the **time** you want the favorite to activate.
6. Select **Save**.

*If you do not see the + Plus icon or if the Favorite Schedule option does not appear, all your favorites are already included in a schedule or you do not have any favorites.

Create a Favorite Schedule for XR Series and XT75 Control Panels



1. Go to **Schedules** and select the + **Plus** icon to create a schedule.
2. Enter the **time** you want the favorite to activate.
3. Go to **Favorites** and select **Add**.
4. Select the **favorite** you want to automate from the drop-down menu.
5. Select **Save**.

*If you do not see **Add** as an option or if there are no Favorites to choose from, all your favorites are already included in a schedule or you do not have any favorites.

Edit a Favorite Schedule

1. Go to **Schedules**.
2. Select the **Favorite Schedule** or **Favorites** you want to edit.
3. **Edit** the schedule.
4. Select **Save**.

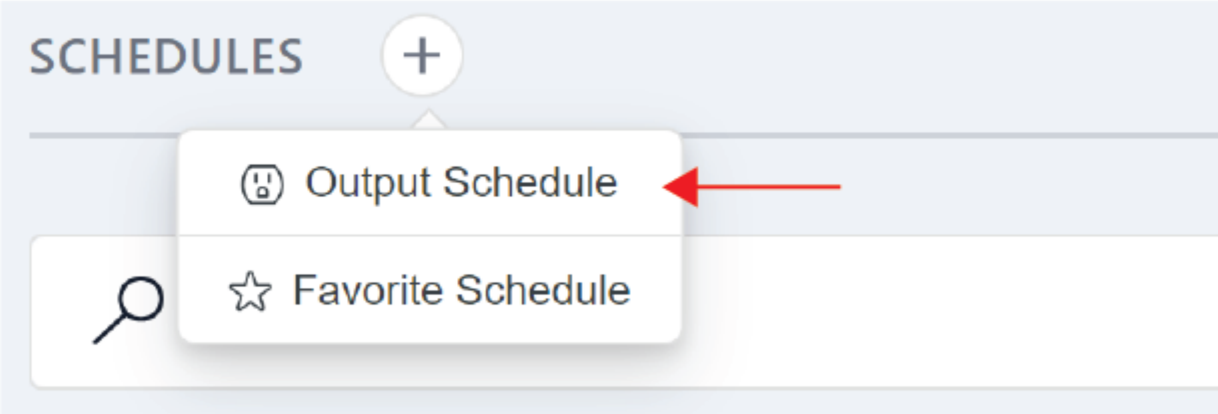
Delete a Favorite Schedule

1. Go to **Schedules**.
2. Select the **Favorite Schedule** or **Favorites** you want to delete.
3. Select **Delete**. A dialog box displays to confirm your decision.
4. Select **Confirm**. The schedule is deleted.

11.2.3 Output Schedules

Output Schedules automatically activate and deactivate outputs. You can create one schedule for each output, and you can have up to 20 output schedules.

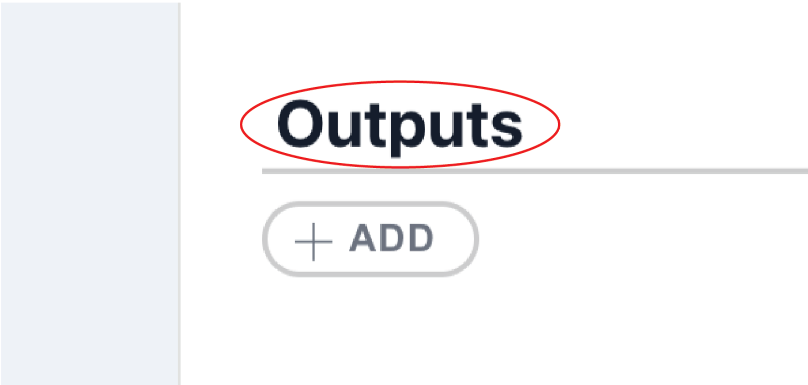
Create an Output Schedule for XT30/XT50 Control Panels



1. Go to **Schedules**.
2. Select the + **Plus** icon.*
3. Select **Output Schedule**.*
4. Select the name of the **output** you want to automate from the drop-down menu.
5. Enter the **times** you want the outputs to activate and deactivate.
6. Select **Save**.

*If you do not see the Plus icon or if the Output Schedule option does not appear, all your outputs are already included in a schedule or you do not have any outputs connected to your system.

Create an Output Schedule for XR Series and XT75 Control Panels



1. Go to **Schedules** and select the + **Plus** icon to create a schedule.
2. Enter the **times** you want the outputs to activate and deactivate.
3. Go to **Outputs** and select **Add**.*
4. Select the name of the **output** you want to automate from the drop-down menu.
5. Select **Save**.

*If you do not see the Plus icon or if there are no Outputs to choose from, all your outputs are already included in a schedule or you do not have any outputs connected to your system.

Edit an Output Schedule

1. Go to **Schedules**.
2. Select the **Output Schedule** or **Outputs** you want to edit.
3. **Edit** the schedule.
4. Select **Save**.

Delete an Output Schedule

1. Go to **Schedules**. The screen displays a list of your schedules.
2. Select the **Output Schedule** or **Outputs** you want to delete.
3. Select **Delete**. A dialog box displays to confirm your decision.
4. Select **Confirm**. The schedule is deleted.

11.3 Multi-Task Schedules

Multi-Task Schedules enable you to automate one or more tasks in one schedule. With one Multi-Task Schedule, you can:

- Arm and disarm **areas**.
- Lock and unlock **doors**.
- Activate and deactivate **outputs**.
- Activate **favorites**.

Each schedule has a begin and end time.

- **Begin** is the time the included areas disarm, doors unlock, and outputs and favorites activate.
- **End** is the time the included areas arm, doors lock, and outputs deactivate.

11.3.1 Create a Schedule

1. Go to **Schedules**.
2. Select the + **Plus** icon. A new schedule opens.
3. Enter a **name** for the schedule.
4. Enter a **number** for the schedule that has not already been assigned to a schedule.
5. Select **Temporary** if you want the schedule to occur for a limited time. If selected, enter the dates you want the schedule to start and end.
6. Select the **days** you want to include in the schedule.
7. Set the begin and end **times** for the schedule.
8. Set the begin and end **times** for your Holiday Classes (if applicable).
9. Select the **areas** you want to include (if applicable). Ensure the areas you include are enabled in Area Settings.
10. Select the **doors** you want to include (if applicable).
11. Select the **outputs** you want to include (if applicable).
12. Select the **favorites** you want to include (if applicable).
13. Select **Save**.

11.3.2 Edit a Schedule

1. Go to **Schedules**.
2. Select the **schedule** you want to edit.
3. **Edit** the schedule.
4. Select **Save**.

11.3.3 Delete a Schedule

1. Go to **Schedules**.
2. Select the **schedule** you want to delete.
3. Select **Delete**. A message pops up to confirm your decision.
4. Select **Confirm**. The schedule is deleted.

11.3.4 Area Settings

> **Note:** Area Settings apply to all schedules on a system. Changes made to an area in Area Settings affect all schedules that include the area.

Area Settings enable you to choose which areas can automatically arm and disarm when they are included in a schedule. If you disable automatic arming and disarming for an area in Area Settings, the area will not automatically arm and disarm, even if it is included in a schedule.

To edit Area Settings:

1. Go to **Schedules**.
2. Select **Area Settings**.
3. Enable **Disarm** next to the areas you want to auto-disarm at the scheduled time. Any area that is disabled cannot auto-disarm.
4. Enable **Arm** next to the areas you want to auto-arm at the scheduled time. Any area that is disabled cannot auto-arm.
5. Enable **Closing Check** (optional).
6. Select **Save**.

11.3.5 Holiday Dates

Holiday Dates are exceptions to reoccurring schedules, like closing a store four hours early for one day.

Create a Holiday Date

1. Go to **Schedules**.
2. Select **Holiday Dates**.
3. Select **+ Add Holiday**. A new Holiday Date populates at the bottom of the list of Holiday Dates.
4. Enter a **name** for the holiday.
5. Enter the **date** of the holiday.
6. Select a **class** for the holiday. All Holiday Dates in a class have the same begin and end times.
7. Select the **Check Mark** icon. The Holiday Date is automatically added to all of your schedules as part of the class. Edit each schedule to change the class's begin and end time.

Edit Holiday Class Times

1. Go to **Schedules**.
2. Select a schedule. Select the **Information** icon to see which Holiday Dates are included in each class.
3. Enter the begin and end time next to the Holiday Class. If you select closed, the areas will stay armed, the doors stay locked, and the outputs stay deactivated until the next non-closed begin time.
4. Select **Save**.

Delete a Holiday Date

1. Go to **Schedules**.
2. Select **Holiday Dates**.
3. Select the ⊖ **Minus** icon next to the holiday to delete it. A dialog pops up to confirm your decision.
4. Select **Confirm**. The holiday is deleted.

11.4 Closing Check

Closing Check verifies that all areas of the system are armed at a scheduled end or arm time. You can enable Closing Check in Single-Task Arming Schedules and Area Settings.

If an area is not armed at the scheduled end or arm time, the system emits an alert at the keypad(s) and in Virtual Keypad. If the system is not armed within ten minutes, a Late to Close report is sent to the monitoring center and areas included in auto-arm schedules will automatically arm.

12 Actions

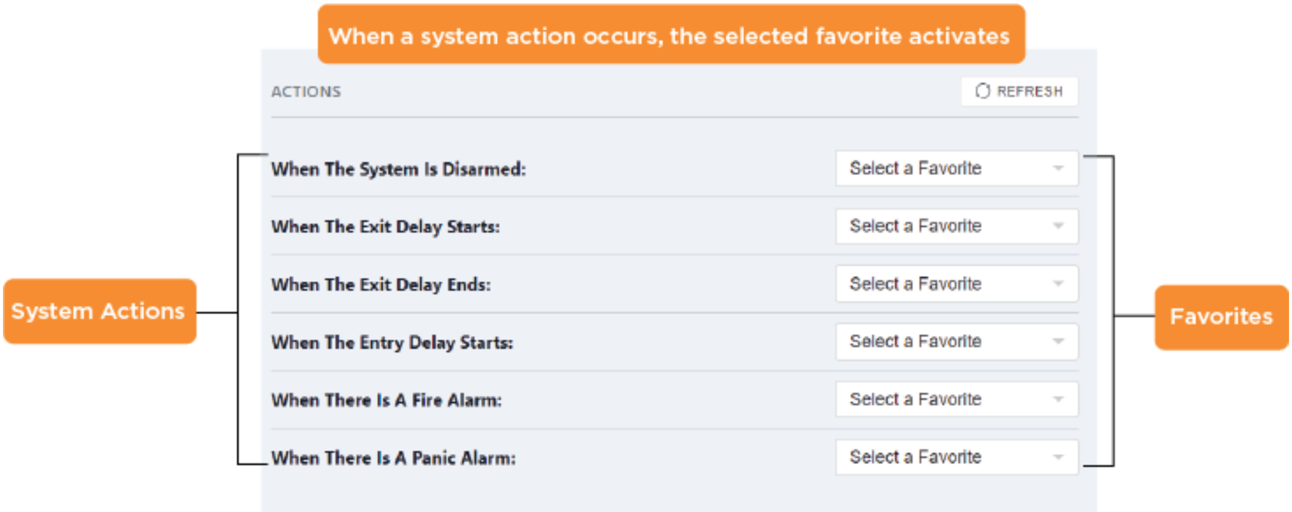
In **Actions**, you can create actions that automate your system's responses to certain events. For example, you can create an action that tells your system to turn the lights on in response to a fire alarm.

The actions available to you vary depending on your system.

12.1 System Actions

The **System Actions** tab enables you to create actions that activate favorites in response to system actions.

System actions are the most common events in a security system, such as arming and disarming.



To create an action in System Actions:

1. Go to **Actions**.
2. Tap **System Actions** in the top menu.
3. Select a **favorite** in the drop-down menu next to a system action. The selected favorite will activate when the corresponding system action occurs.

To delete an action, open the drop-down menu next to a system action, then select **Select a Favorite**. A favorite will no longer activate when the system action occurs.

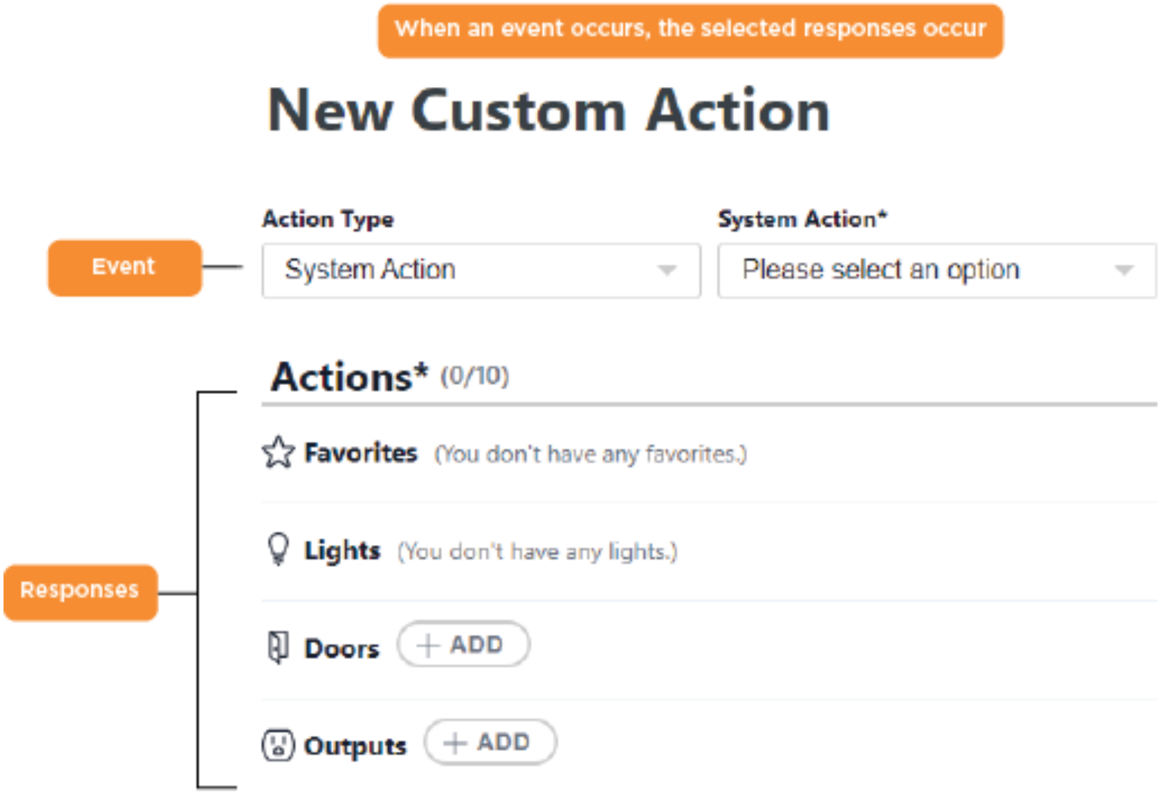
Edits are saved automatically.

12.2 Custom Actions

Custom Actions enable you to automatically activate favorites and control lights, doors, and outputs in response to certain events. Events in custom actions include **system actions, card swipe actions,** and **zone** activities.

Note: Card Swipe Actions can only be enabled on XR Series and XT75 Control Panels.

System Actions are the most common events in a security system, such as arming and disarming. **Zones** are your detection points, like doors, windows, doorbells, smoke detectors and glassbreak detectors.



To create a custom action, complete the following steps:

1. Go to **Actions**.
2. Tap **Custom Actions** in the top menu.
3. Select the + **Plus** icon.
4. Enter a **name** for the Custom Action.
5. Select an **Action Type** in the drop-down menu: **Zone Action**, **System Action**, or **Card Swipe Action**.
6. Select a **system action** if you selected **System Actions**. Skip to step 9.
7. For Zone Actions, refer to the following steps:
    - In **Zone**, select the zone(s) you want the action to apply to.
    - If necessary, select a **Zone State** and an **Area State**.
        - **Zone State**—The zone state determines the type of zone activity required to happen before the system responds.
        - **Area State**—The system will respond to zone activity only if the area where the zone is located is in the state you select.
8. For Card Swipe Actions, refer to the following steps:
    - In **Swipe Action**, select **Swipe Twice** or **Swipe Three Times**.

Note: **Swipe Three Times** to arm is only available for XR Series panels.

9. Select which door(s) and user(s) you want the action to apply to.

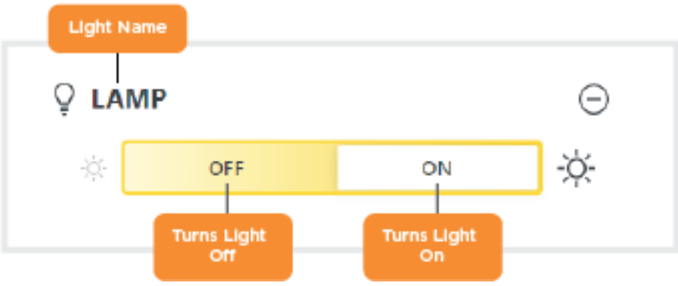
Note: When you **Swipe Twice** or **Swipe Three Times** to arm for XR Series panels, zones that may not be in a normal condition are armed based on what is programmed for **Bad Zones** in **Area Information**.

10. Add **Favorites**. The added favorites activate when an event occurs.
11. Add and configure **lights**, **doors**, and **outputs**. Refer to Configure Device Responses for more information.
12. If desired, enter the **duration** and **delay** time:
    - **Duration**—The length of time the lights, doors, and outputs stay in their response conditions. For example, the porch light stays on for five minutes after the doorbell is rung. Duration time does not apply to favorites.
    - **Delay**—The length of time the system waits to respond to an event. For example, the light turns off after the door has been closed for one minute.
13. Choose a **schedule** (optional). The system responds to events only during the days specified in the schedule. If you choose **Custom Days**, check the squares next to the days you want to include in the schedule.
14. Set the **Start Time** and **End Time**. The system responds to events only if they occur within the specified start and end time.

12.2.1 Configure Device Responses

When you create a **custom action**, you configure how lights, doors, and outputs respond to an event. For example, you can configure a light to turn on when the specified event occurs.

Lights

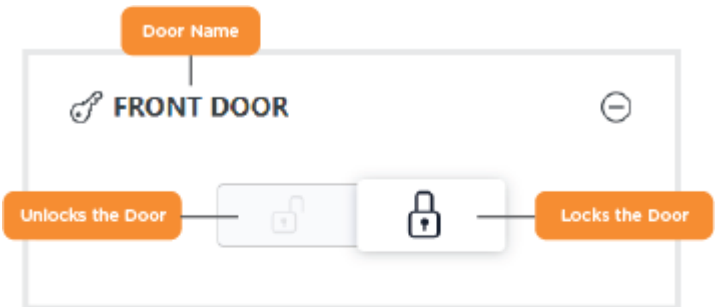


To turn the light on, tap **ON**. Lights with dimming capabilities will turn on to their maximum brightness.

To turn the light off, tap **OFF**.

To remove the light from the custom action, tap the **Remove** icon in the light's tile.

Doors



To unlock the door, tap the **Unlock** icon.

To lock the door, tap the **Lock** icon.

To remove the door from the custom action, tap the **Remove** icon in the door's tile.

> Doors in custom actions include Z-Wave deadbolts and garage doors. If you add an access control door to a custom action, the unlock and lock icons will be greyed out and the door will not automatically lock or unlock in response to events.

Outputs

To turn the output on, tap **ON**.

To turn the output off, tap **OFF**.

To remove the output from the custom action, tap the **Remove** icon in the output's tile.

12.3 Video Actions

Video actions enable you to automatically record video in response to certain events, including:

Event Type	Description
Alarm	The system went into alarm or an alarm was canceled.
Armed	One or more areas were armed or failed to arm.
Disarmed	One or more areas were disarmed or failed to disarm.
Zone Bypassed	A zone was bypassed.
Door Propped	A door was propped open.
Access Granted	A person gained access to an area via a keypad or reader.
Access Denied	A person requested to access an area via a keypad or reader but was denied.

To create a video action:

1. Go to **Actions**.
2. Tap **Video Actions** in the top menu.
3. Select an **event type**. The area or zone field appears depending on the event type you selected.
4. Select an **area** or **zone**. This determines where the event has to occur before the camera will record automatically.
5. Select a **camera**. The camera will automatically record in response when the selected event type occurs in the area or zone that you selected.
6. Tap **Save**.

To edit a video action, select the video action, make edits, then tap **Save**.

To delete a video action, select the video action, then tap **Delete**.

13 Outputs

In **Outputs**, you can activate and deactivate outputs.

An **output** controls external devices, like a door sounder, a siren, lights, and an HVAC system. Your security provider adds outputs to Virtual Keypad.

13.1 Control Outputs

To activate an output, tap **On**.

To deactivate an output, tap **Off**.

To activate all your outputs, tap **Turn All On**.

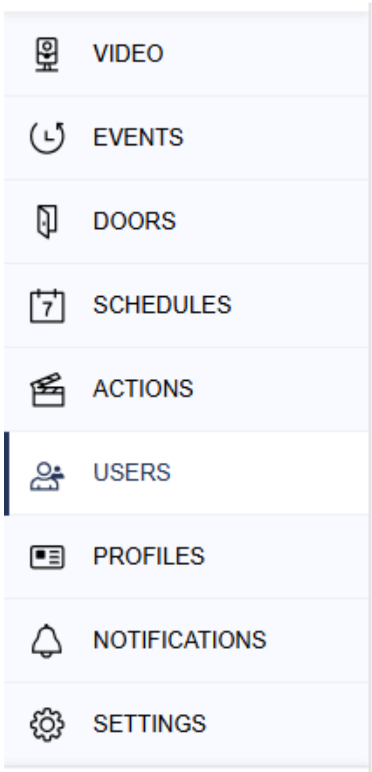
To deactivate all your outputs, tap **Off**.

14 Users

In **Users**, you can add, edit, and delete users. Users is only visible in Virtual Keypad if you are authorized to manage user codes on your system.

14.1 Add a User

1. Go to **Users**.



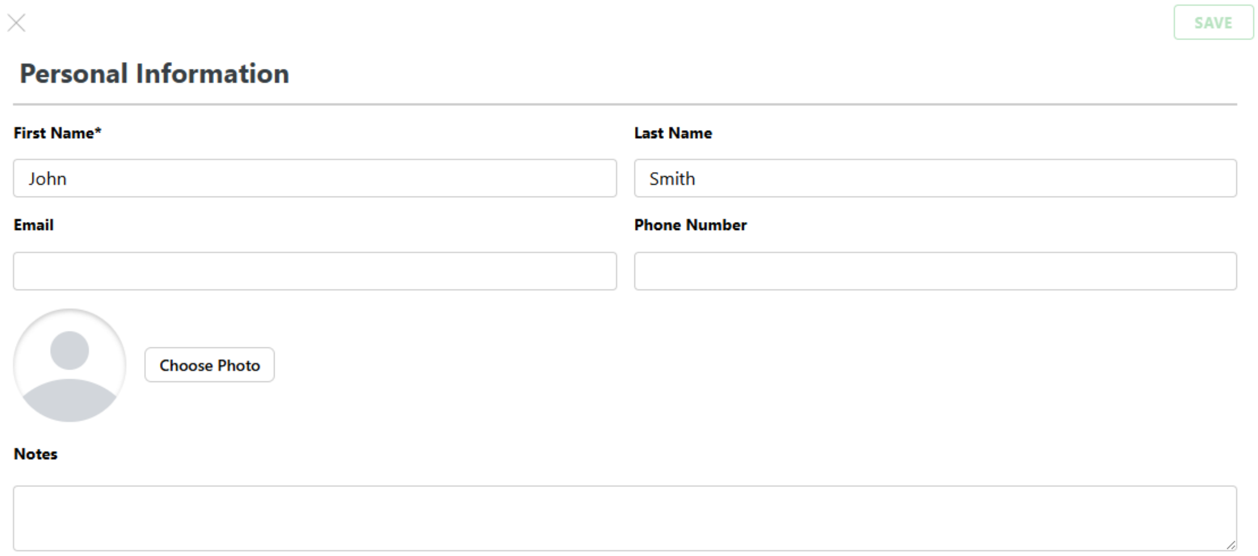
19 Users Side Menu

2. Select the + Plus icon.

20 Add a User

3. Enter the user's **First Name** and **Last Name**.
4. Enter the user's **Email** and **Phone Number**.

5. Select **Choose Photo** and upload a photo.
6. If needed, enter any **Notes** about the user.

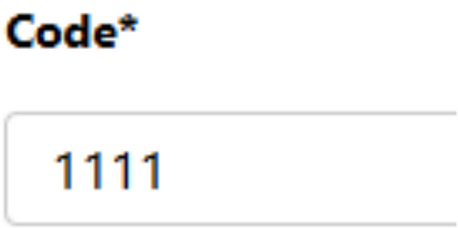


21 Personal Information

6. Select the user's authority level, select **+Add Profiles** to add profiles to the user, or select **+Add Groups** to add groups to the user.
7. Choose a **Type**:
    - **Code**—A set of numbers that a user enters at a keypad to access doors and Virtual Keypad, arm and disarm the system, and enter the user menu on a keypad.
    - **Credential**—A device (such as a key fob, card, or phone) that a user presents at a reader to access doors.
    - **Digital Key**—A credential on mobile device that grants access to doors with compatible NFC multi-technology readers.

22 User Code Type

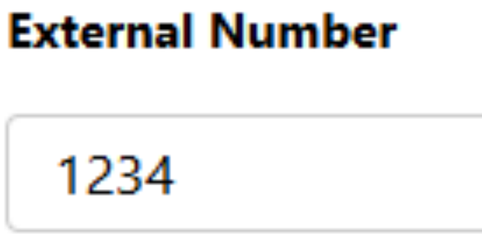
8. If you selected **Code**, enter a 4-digit code to assign to the user.



23 4-Digit Code

9. If you selected **Credential**, enter the internal number and the external number:
    - **External Number**—The number that is printed on the outside of the card. The external number is used to keep track of who the card is assigned to and doesn't determine access. The external number is the first set of numbers (typically before a colon or dash) written on the sheet provided with the credential.
    - **Internal Number**—The number stored inside a card that is transmitted to a reader when it's scanned and determines access. The internal number is the second number (typically after a colon or dash) written on the sheet provided with the credential.

24 Internal Number



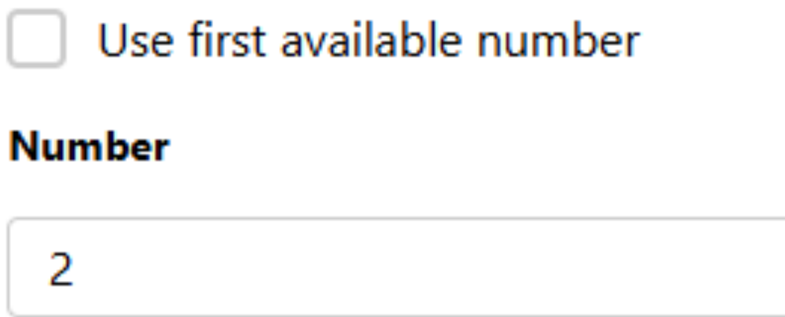
25 External Number

10. If you selected **Digital Key**, select how you want the Digital Key delivered to the user:
    a. Select **Text** to send the Digital Key credential to the user's phone number.
    b. Select **Email** to send the Digital Key credential to the user's email address.

> **Note**: If an email address or phone number was already entered during the user creation process or already exists, it automatically populates in the corresponding text or email field.

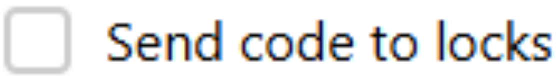
26 Deliver Digital Key

11. Select **Use first available number** or enter a number to assign to the user. This number identifies a user to the system and monitoring center.



27 Assign a Number to the User

11. Select **Send code to locks**. This enables the user to use the code to control Z-Wave deadbolts.

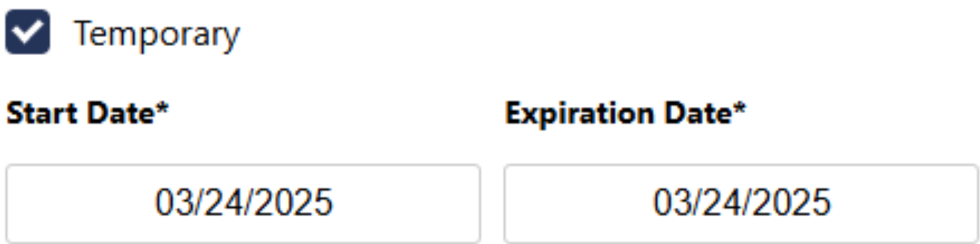


28 Send Code to Locks

12. Verify that **Active** is turned on. An inactive user's code or credentials do not work.

29 Activate User Code

13. If you want the user code to be temporary, select **Temporary** and enter a **Start Date** and **Expiration Date**.



30 Temporary User Code

14. In **Virtual Keypad App Access,** enter the user's **email** to provide the user with access to Virtual Keypad. This sends the user an email with prompts to sign up for Virtual Keypad.

> **Note**: Access to Virtual Keypad is not required for users to bind a Digital Key to their devices.

15. Select **Save** at the top of the screen.

31 Save

To **edit** a user, select the user you want to edit, make changes, then select **Save**.

To **delete** a user, select the user you want to delete, select **Delete**, then select **Confirm**.

14.2 Authority Level

Authority level's determine a user's permissions.

14.2.1 Authority Level Types

- **Master**: The highest authority level. The user is granted all system permissions.
- **Standard**: The user is granted all system permissions except administrative permissions.
- **Limited**: The user is granted all system permissions except administrative permissions and they cannot bypass zones.
- **Scheduled**: The user is granted basic system permissions that don't include administrative or maintenance permissions.
- **Arm Only**: The user can only arm the system.
- **Access Only**: The user is only granted temporary door access and cannot lock and unlock doors. The following features are hidden from the user:
  - Events
  - Video
  - Video Doorbell
  - Video Actions
  - Rules (X1 only)
  - Lockdown
  - Push Notifications
- **Temporary**: The user code expires at the date and time you specify. Codes set up with Virtual Keypad and Dealer Admin can stay active for up to 7 days, then will automatically expire. Codes active for more than 7 days can be set up only with the keypad. Any authority level except master can be defined as a temporary code.

14.2.2 Authority Level Permissions

Permission	Master	Standard	Limited	Scheduled	Arm Only	Access Only
Arm—Arm the system	✓	✓	✓	✓	✓	
Disarm—Disarm the system	✓	✓	✓	✓		
Door Access—Grant temporary door access	✓	✓	✓	✓		✓
Alarm Silence—Silence a system alarm	✓	✓	✓	✓		

Permission	Master	Standard	Limited	Scheduled	Arm Only	Access Only
User Check-In—The system checks in to determine if the user is on the premise.	✓	✓	✓	✓		
Zone Activity Check—Monitor a zone for non-activity.*	✓	✓	✓	✓		
Sensor Reset—Reset all system sensors.*	✓	✓	✓	✓		
Display Events—View system events.	✓	✓	✓	✓		
Zone Monitor—Enable the chime function.	✓	✓	✓	✓		
Outputs On/Off—Turn outputs on or off.	✓	✓	✓			
System Test—Initiate a system test from the user menu.	✓	✓	✓			
Favorites Setup—Configure favorites for the system.	✓	✓	✓			
Bypass Zones—Bypass zones when arming the system.	✓	✓				
Z-Wave Setup—Add, edit, and delete Z-Wave devices.	✓					
Wi-Fi Setup—View the system's Wi-Fi settings, connect to available Wi-Fi networks, and use WPS association.	✓					
User Codes—Add, change, and delete user codes.	✓					
Schedules—Add, edit, and delete schedules.	✓					

Permission	Master	Standard	Limited	Scheduled	Arm Only	Access Only
Extend—Extend a schedule for 2, 4, 6, or 8 hours.	✓					
Set Time—Change the system date and time from the user menu.	✓					
Service Request—Request a service call from your security provider.	✓					

***Zone Activity Check**—Monitor a zone for non-activity. This could be used for a person living alone to detect when they have not moved about to trip a disarmed zone within a programmed period of time. This feature is optional. The Zone Activity Check is disabled when a schedule is entered to allow for sleeping hours and is automatically enabled when an area is disarmed.

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

14.3 Card Plus Pin

Card Plus Pin requires a user to present their credentials to a reader, then enter a pin or a second credential. This provides added security for restricted areas. Card Plus Pin is only available on systems with profiles.

To add Card Plus Pin to a user:

1. Go to **Profiles**.
2. Select the **Profile** that the user is assigned to.
3. Enable **Card Plus Pin** in Profile Options.
4. Select **Save**.
5. Go to **Users**.
6. Select the user that you want to use Card Plus Pin.
7. Select **Add Profile** in Profiles and choose the profile with Card Plus Pin enabled.
8. Enter a **pin**.
9. Select **Save**.

14.4 Bulk Import Users (CSV Import)

CSV Import enables you to bulk import users with a CSV template.

1. Go to **Users**.
2. Select **CSV Import**.
3. Select **Download the CSV Template**, then open the template.
4. Enter the user information in each column:
    - **Name**—Enter the user's first and last name.
    - **Code**—For a standard user **code**, enter the user's code. For a **credential**, enter the Internal Number. The **Internal Number** is the number inside that's transmitted to a reader when it's scanned, not the number printed on the outside. The internal number is the second number (typically after a colon or dash) written on the sheet provided with the credential.

- **Profile (available only on some systems)**—Enter the number of the profile to assign the profile to the user. Add up to four profiles to one user by entering one number per profile column. To find the profile numbers, go to **Profiles** and select each profile. To view information on your system's profiles in one location, export an All Systems Report in Quick Reports.
- **Level**—Enter the user's Authority Level.
- **External (optional)**—If the user has a credential, enter the number printed on the outside of the user's credential. Otherwise, leave this field blank.
- **Areas**—Enter the area numbers that you want the user to have permission to arm or disarm, separated by a comma.
- **Pin (available only on some systems with Card Plus Pin enabled)**—Enter the user's pin for Card Plus Pin.

5. Save and close the template.
6. Press **Select CSV File** on the **CVS Import** page in Users.
7. Choose your saved template, then select **Upload**.

14.5 Two-Factor Authentication

This option allows new users to set up **Two-Factor Authentication** to input their password and enter a one-time passcode received via email or text to log in to Virtual Keypad.

Users can enable Two-Factor Authentication for their own account by selecting Configure next to Two-Factor Authentication in their account settings.

15 Profiles

- Create a Profile
- Edit a Profile
- Delete a Profile
- Profile Options

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But you can reach it using the following URL:

https://vimeo.com/655111081

In **Profiles**, you can add, edit, and delete profiles. Profiles are available only on some systems, typically in commercial settings.

Profiles provide custom **permissions** for different employee groups in your system. To use profiles, create a profile, then assign the profile to users, granting them the permissions defined in the profile.

15.1 Create a Profile

1. Go to **Profiles**.
2. Select the **Plus** icon.
3. Enter a **name** for the profile.
4. Enter values for **Number**, **Rearm Delay**, **Inactive User Audit Days**, and **Output Group** (available only on some systems).
    a. **Number**—The **identification number** automatically assigned to the profile. Leave this number as assigned unless you plan on using custom profile number configurations. Manually changing this number can cause conflicts when managing multiple systems in Admin. The range is 1 – 99.
    b. **Rearm Delay**—The number of **minutes** the system waits to rearm after an area is manually disarmed outside of a schedule. This applies only to areas with automatic rearming enabled. Enter **0** for no delay. The range is 0-720 minutes.
    c. **Inactive User Audit Days**—The number of **days** a user code can remain unused before the user code becomes inactive.
    d. **Output Group**—The number assigned to the output group. Assign outputs groups to a profile, allowing an entire group of outputs to turn on or off as required, such as when door access is granted.
5. Enable the desired **Arm/Disarm** and **Access** permissions in Areas. This provides profile members permission to arm and disarm the enabled areas and the ability to access the enabled areas with their codes and credentials. The permissions in this section supersedes the **Arm and Disarm** and **Door Access** permissions in **Profile Options**.
6. Enable **schedules** in Access Schedules. This provides profile members with the defined permissions only during the selected scheduled times.
7. Select **+Add** in Private Doors, then select **up to four doors** to provide profile members permission to access the selected doors. Only doors that have been configured as private doors by your security provider are displayed.
8. Enable permissions in Profile Options to provide profile members permission to the options.

   Select the **Information** icon next to an option to learn about each option or refer to Profile Options.
9. Select **Save**.

15.2 Edit a Profile

1. Go to **Profiles**.
2. Select the profile you want to edit.
3. Make your changes, then select **Save**.

15.3 Delete a Profile

1. Go to **Profiles**.
2. Select the profile you want to delete.
3. Select **Delete**.
4. A dialog pops up to confirm your decision. To delete the profile, select **Confirm**.

15.4 Profile Options

Options enabled in Profile Options provide profile members permission to perform the enabled actions. Profile Options include:

- **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. After a **lockdown** is ended, a sensor reset is required for all smoke detectors, flood sensors, and temperature sensors that have triggered an alarm, as well as system restoral 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 a keypad’s 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 a keypad’s 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.
- **Set Time**—Change the system date and time from a keypad’s 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 that they previously accessed. They cannot access the first area again until they properly exit through the second area.
- **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 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. Both the credential and pin are configured in **Users**.

- **Wi-Fi Setup**—View the system’s Wi-Fi settings, connect to available Wi-Fi networks, and use WPS association.

16 Groups

Groups enable you to assign access control permissions to users. This includes the doors that users can access, the times when they can access them, and the authorization types required to access a door.

Note: Groups are only available on X1 and XT75 systems.

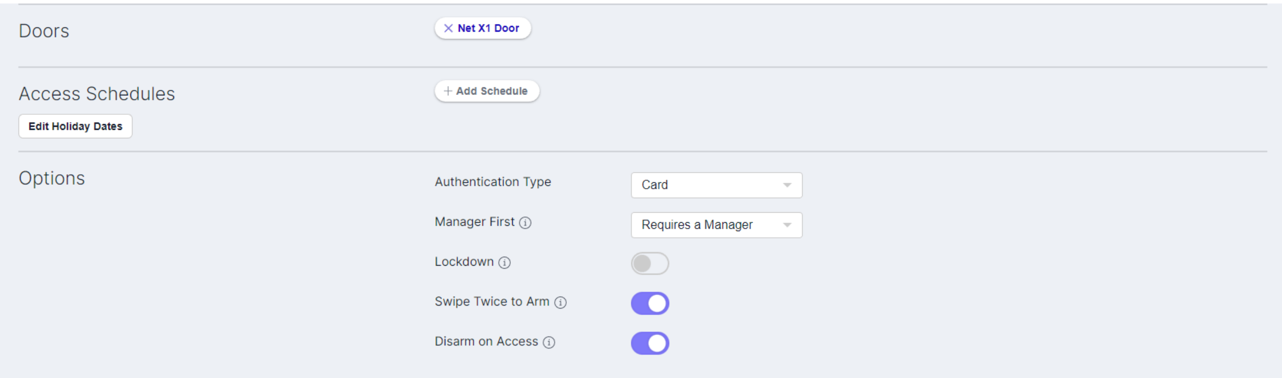
16.1 X1 Systems

16.1.1 Create a Group

1. Go to **Groups** and click the Add icon.
2. Select the name placeholder and enter a descriptive name for the group.
3. In **Doors**, add the doors that you want group members to have authority to access.
4. In **Floors**, add the floors that you want group members to have authority to access (X1 only).
5. In **Access Schedules**, choose when group members can access the assigned doors.
6. Select permissions for group members. For detailed information about permissions, refer to Group Permissions.
7. Click **Save**.

16.1.2 Group Permissions

- **Authentication Type:** Assign the group the type of authentication to unlock doors. For options see the following:
  - **Card**: A valid card swipe at the reader unlocks the door.
  - **Card Plus Pin**: A valid card swipe at the reader plus user code entry at a keypad unlocks the door.
  - **Dual Authority**: Two valid user codes, entered sequentially, are required to unlock the door.
- **Manager First**: Turn on to require a manager to access the associated doors before users in other groups can gain access.
- **Lockdown**: Allow group members to initiate and end a lockdown.
- **Swipe Twice to Arm**: Allow group members to swipe twice at any door in this group to arm the alarm panel.
- **Disarm on Access**: Turn on to disarm the alarm panel when access is granted.



32 X1 Group Permissions

16.2 XT75 Systems

16.2.1 Create a Group

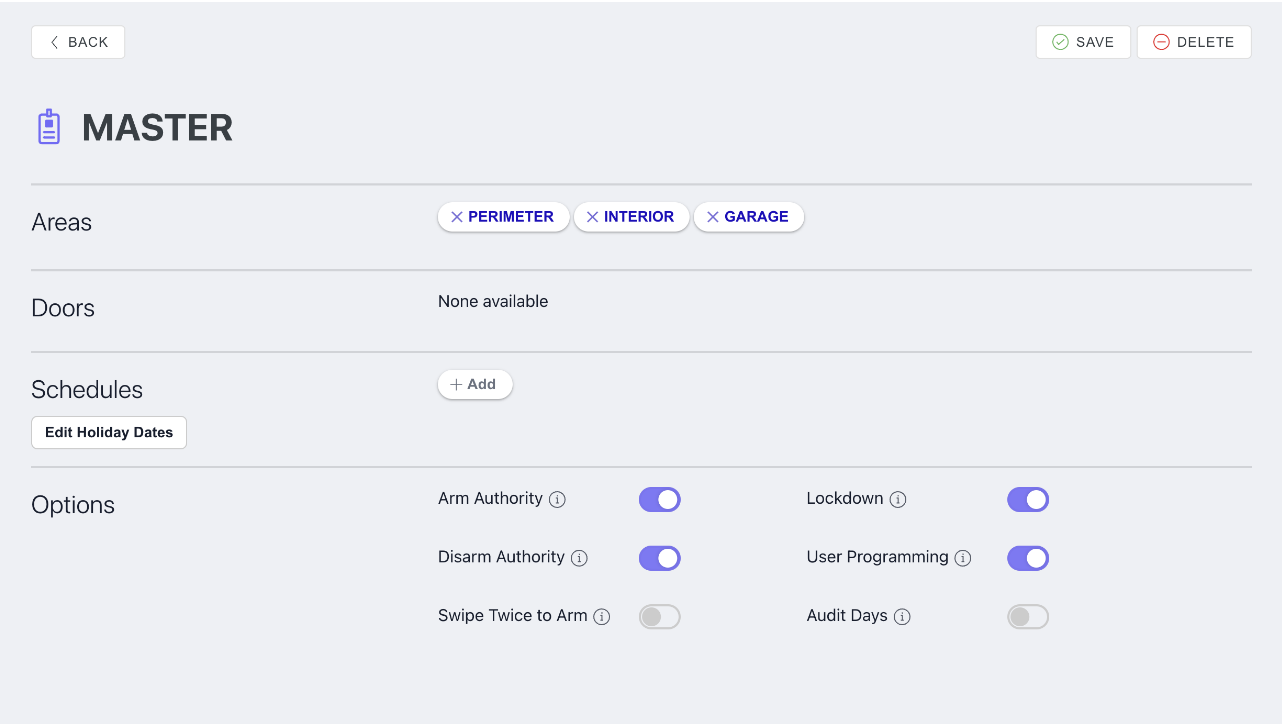
1. Go to **Groups**.
2. Tap **Edit**, then tap **Add**.
3. Select the name placeholder and enter a descriptive name for the group.
4. In **Areas**, add the areas that you want group members to have authority to access.
5. In **Doors**, add the doors that you want group members to have authority to access.
6. In **Schedules**, choose when group members can access the assigned doors.
7. Select the permissions that you want group members to access. For detailed information about permissions, refer to Group Permissions.
8. Tap **Save**.

16.2.2 Group Permissions

- **Arm Authority**: Arm the system according to the options configured in **Areas**.
- **Disarm Authority**: Disarm the system according to the options configured in **Areas**.
- **Swipe Twice to Arm**: Allow group members to swipe twice at any door in this group to arm the alarm panel.

> **Note**: When you **Swipe Twice to Arm** for XT75 panels, all **Bad Zones** are force armed.

- **Lockdown**: Allow group members to initiate and end a lockdown.
- **User Programming**: Allow group members to edit groups, assign users, and assign groups to users.
- **Audit Days**: Enter a number of days that a user code can remain unused before it is automatically deactivated. Range is 0-425 days.



33 XT75 Group Permissions

17 Reports

In **Reports**, you can run reports on your system events, users, and profiles.

17.1 Quick Reports

In **Quick Reports**, you can run reports on your system events, users, and profiles.

To run and export a Quick Report:

1. Go to **Reports**.
2. Select **Quick Reports** from the top navigation menu.
3. Select a **report type** from the Report drop-down menu. The report begins running. Types include:
    - **Today's System Events**—Displays all events that occurred on the system for that day.
    - **All Troubles and Alarms**—Displays all troubles and alarms that have recently occurred on the system.
    - **All App Users**—Displays email, name, authority level, and last login for app users **or** system name for app users.
    - **All System Users**—Displays all users that have access to a system **or** systems, including the user code and/or internal number.
    - **All System Profiles**—Displays number, name, profile options, and number of users assigned to a profile **or** number of users assigned to each profile ordered by system name.
    - **Arming/Disarming Exceptions**—Displays all overrides of faulted zones when arming and disarming the system.
4. Scroll to the bottom of the page and tap an **export** option—**CSV**, **PDF**, **XLSX (Excel Spreadsheet)**—to export the report. Your report is sent in an email.

17.2 Custom Reports

In **Custom Reports**, you can run reports on specific events for one or multiple systems on specific days. Custom Reports prompts are displayed in the Custom Reports page after they are created. You can run Custom Reports **immediately** or **schedule** them to run on a regular basis.

17.2.1 Create and Run a Custom Report

1. Go to **Reports**.
2. Select **Custom Reports** from the top navigation menu.
3. Select the + **Plus** icon.
4. Enter a **name** for the report.
5. Choose the **date(s)** to retrieve information from for the report. Select an option from the drop-down menu, or select the specific dates on the calendar. Tap the begin and end date to set a range of dates or select one date to retrieve information only from one day.
6. Select **+Add** in Systems, then select the **systems** to include in the report. To remove a system, tap the **X** next to the system name.
7. Select a **category** in the drop-down menu. Additional fields appear below the Category field depending on the type of category selected.
8. Complete the additional fields below the Category field.

9. Tap **Schedule** to run the report at a later time. Fill in the fields to set the time and date(s) to run the report.
10. Tap **Run**. The report is sent in an email automatically or at the scheduled time and date(s).

To run a Custom Report that has already been created, select **Run** next to the report name.

17.2.2 Edit a Custom Report

1. Select **Edit** next to the report name.
2. Make changes.
3. Select **Run**.

17.2.3 Delete a Custom Report

1. Select **Edit** near the top of the page.
2. Select the box next to the reports you want to delete.
3. Select **Delete** near the top of the page.

18 Notifications

In **Notifications**, you can create **custom notifications**, enabling personnel to receive notifications with or without Virtual Keypad. Notifications can be sent via email, text, or through a push notification.

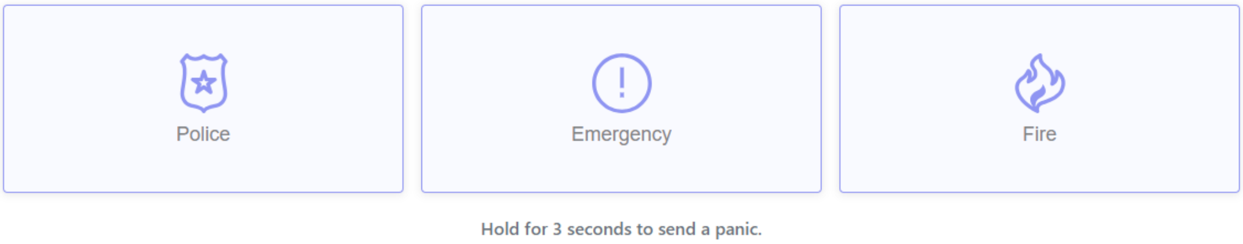
18.1 Create a Custom Notification

1. Go to **Notifications**.
2. Tap the **Plus** icon.
3. Select an **event type** in Category.
4. Select a **specific event** in Event. Additional fields may appear under Event.
5. Complete additional fields under Event.
6. Select a **schedule** option from the drop-down in Schedule to restrict when users receive notifications. Select a **start** and **end** time as needed. If you select **custom**, tap the check box next to a day to include it in the schedule.
7. Tap the **Plus** icon in Recipients. The personnel window opens.
8. Tap the **check box** next to personnel you want to receive the custom notifications. Tap the **Edit** icon next to a name to edit their contact information.
9. Tap the **Plus** icon to add new personnel to receive the custom notifications. Fill in their contact information, then select **Save**.
10. Tap **Done** to save the recipient information.
11. Select the **check box** next to each name to determine the notification type(s). If you select push, the recipient will only receive notifications if they have enabled pushed notifications from Virtual Keypad.
12. Select **Save**.

To edit a custom notification, select the notification, make changes, then select **Save**. To delete a custom notification, select the notification, select **Delete**, then select **Confirm**.

19 Panic

In Panic, you can press a button to call for help. The panic options include Police, Fire, and Emergency and are configured by your security provider.



34 Panic Options

19.1 Initiate a Panic

To call for the police, press and hold the **Police** icon for three seconds.

To call for an ambulance, press and hold the **Emergency** icon for three seconds.

To call for the fire department, press and hold the **Fire** icon for three seconds.

20 Settings

In Settings, you can customize your Virtual Keypad experience and edit some system settings.

In **Settings**, you can customize your Virtual Keypad experience and edit some system settings. The settings available to you depend on your system and permissions.

20.1 General

20.1.1 Rename System

Modify the name of your system and select **Save**. Other Virtual Keypad users can see the custom system name anywhere the system name is referenced, including in push notifications and emails.

20.1.2 Save User Code

Enable to save your user code so you won't need to enter your code every time you log in to Virtual Keypad.

20.1.3 Default System

Enable to make the current system automatically display after logging in.

20.1.4 Temperature Unit

Choose either **F** (Fahrenheit) or **C** (Celsius).

20.2 Login

20.2.1 Two-Factor Authentication

Tap Configure to enable Two-Factor Authentication, then complete the prompts on the screen. Two-Factor Authentication requires you to enter a security code from a text or email each time you log into Virtual Keypad. This provides an extra layer of security for your Virtual Keypad account.

20.2.2 Change Password

Tap Configure to change your password. The new password must contain a minimum of 10 characters and must contain two of the following four types of characters:

- Lowercase letters
- Uppercase letters
- Numbers
- Symbols

Enter your new password in New Password, then enter your new password in **Confirm Password**. Select **Change Password**.

20.2.3 Combine Logins

If you have multiple Virtual Keypad logins, you can combine them into one login. For example, if you have one login for your work system and another for your home system, you can combine these logins to access both systems with a single email and password. To combine logins:

1. Log in to Virtual Keypad using the email and password you want to use to access all your systems. This is your primary login.
2. Tap the profile icon in the top right corner, then select **Settings**.
3. Select **Login** in the top menu.
4. Select **Configure** next to Combine Logins.
5. Select **Add another login**.
6. Enter the email and password of your other system. These credentials will become invalid once combined with the primary login.
7. Select **Combine Logins**. A list of the systems connected to the primary login appears.
8. Repeat Steps 5-7 to combine more logins.

> **Note:** After combining logins:
> - If the primary login used Two-Factor Authentication, you will continue using the primary email or phone number to do Two-Factor Authentication.
> - If the primary login did **not** use Two-Factor Authentication and the secondary login did via email, you will use the primary email to do Two-Factor Authentication.
> - If the primary login did **not** use Two-Factor Authentication and the secondary login did via text message, you will use the secondary logins' phone number to do Two-Factor Authentication.

20.3 Chime

20.3.1 Zone Chime Sounds

You can assign a chime sound to certain zones in your system.

- To assign a chime to a zone, choose **Doorbell**, **Ascend**, or **Descend** from the dropdown in that zone's row.
- To remove a chime from a zone, choose **Off** from the dropdown in that zone's row.

20.4 Monitoring Center

20.4.1 Emergency Contacts

Tap Configure to manage emergency contacts and their details.

20.4.2 Place System on Test

Tap Configure to place the system on test for the monitoring center.

WARNING: Placing your system on test means that the system will send signals to the monitoring center but emergency services will not be contacted for 1 hour. You should not place your system on test unless instructed to do so by your security provider.

20.5 Video

20.5.1 All Video Access Any Time

Enable to allow your security provider to access your video at any time from their system management software. You can revoke access at any time.

20.5.2 Temporary Access

Select Grant Access to allow Alarm Tech Security Systems to access your video for 12 hours. You can revoke access at any time.

20.5.3 Third Party Video

Tap Configure next to any available third party cameras. Follow the prompts on the screen to connect the camera to Virtual Keypad and view camera feeds.

21 Admin

In **Admin**, you can manage users, schedules, reports, profiles, and system groups. Only users with administrator permissions have access to Admin in Virtual Keypad.

To enter Admin, log in to Virtual Keypad and select **ADMIN** in the top right corner.

Prefer a video?

In this vide, we'll show you how to use VirtualKeypad Admin.

Sorry, the widget is not supported in this export.
But you can reach it using the following URL:

https://vimeo.com/659679464

21.1 Statuses

The **Statuses** page in Admin contains a list of your systems. The arming status of each system (excluding fire systems) is displayed next to the system name.

To **arm** or **disarm** a system, select the system name, then tap the arm or disarm icon. Refer to Arm and Disarm to learn more about arming.

To view the statuses of a **fire system**, select the fire system's name. Alarms and system troubles display in this window, if applicable. To view the zone status, tap **Zone Status**.

21.2 Events

The **Events** page in Admin contains a list of **all** your systems' events in one spot. The information on this page is only a summary of each event. To view additional details of an event, view the event on the individual system's Events page.

21.3 Users

The **Users** page in Admin enable you to add, edit, and delete users across multiple systems at once. You can also create multiple user codes and credentials for a user on more than one system.

21.3.1 Add a User

1. Select **ADMIN**.
2. Go to **Users**.
3. Select the + **Plus** icon.
4. Enter the user's **personal information**.
5. Choose **By Admin Profiles** or **By Systems** for how you want to manage the user's code and/or credentials.
6. Select one or more **Profiles** if you selected **By Admin Profiles**.
   Select one or more **Systems**, **Profiles**, or **Areas** if you selected **By Systems**.
7. Add **Groups** in X1 Groups (if applicable).
8. Complete the **User Codes & Credentials** section. Refer to Add a User for more information.
9. Tap **Has Virtual Keypad login**, then enter the user's **email** to provide the user access to Virtual Keypad.
10. Choose a **role** to assign to the user.
    a. **Standard**—Users have access to the systems on which they have user codes.
    b. **Admin**—Users have access to any system for which you grant them permissions. These users also have access to Admin in Virtual Keypad.
11. Tap **Automatically send camera clips when they are created** (optional and if applicable).
12. Select the **systems** you want to grant the user permission to access.
13. Select **Save** in the top right area of the window.

21.3.2 Edit a User

1. Select **ADMIN**.
2. Go to **Users**.
3. Select the **user** you want to edit.
4. Make your changes, then select **Save**.

21.3.3 Delete a User

1. Select **ADMIN**.
2. Go to **Users**.
3. Select the **user** you want to delete.
4. Select **Delete**. A dialog pops up to confirm your decision.
5. Select **Confirm**. The user is deleted.

21.4 Profiles

The **Profiles** page in Admin enables you to create multi-system profiles. **Profiles** provide custom **permissions** for different employee groups in your system. Refer to Profiles to learn more about profiles.

21.4.1 Create a Profile

Note: Create System Groups to simplify the creation of multi-system profiles.

1. Select **ADMIN**.

2. Go to **Profiles**.
3. Tap the + **Plus** icon.
4. Enter a **name** for the profile.
5. Add the **system groups** or **individual systems** you want to include in the profile in **Systems**.
6. Select **Link Existing Profile** to combine settings from an existing profile. Then, add an existing profile. This automatically checks the profile options enabled in the existing profile.
7. Select additional **options** in **Profile Options** to apply to the profile. Tap the ⓘ **Information** icon next to an option to learn more about it.
8. Enter the **Rearm Delay** and **Inactive User Audit Days** information.
9. Choose an **Output Group** for the profile. To copy a specific output group to all systems, select **Copy to All**.
10. Select **areas** and **permission levels** to apply to the profile.
11. Add **access areas** you want profile members to be able to access.
12. Add **access schedules** to apply to the profile.
13. Add **private doors** you want profile members to be able to access.
14. Select **Save**.

21.4.2 Edit a Profile

1. Select **ADMIN**.
2. Go to **Profiles**.
3. Select the **profile** you want to edit.
4. Make your changes, then select **Save**.

21.4.3 Delete a Profile

1. Select **ADMIN**.
2. Go to **Profiles**.
3. Select the **profile** you want to delete.
4. Select **Delete**. A dialog pops up to confirm your decision.
5. Select **Confirm**. The profile is deleted.

21.5 Schedules

The **Schedules** page in Admin enables you to add, edit, and delete schedules across multiple systems at once. **Schedules** enable you to **automate tasks**, like arming and disarming your system and activating favorites.

Select a system to view and add schedules. To learn more about schedules, refer to Schedules.

21.6 Reports

The **Reports** page in Admin enables you to run reports for one system or multiple systems at once.

21.6.1 Quick Reports

In **Quick Reports**, you can run reports on one system or all of your systems' events, users, and profiles.

To run and export a Quick Report:

1. Select **ADMIN**.
2. Go to **Reports**.

3. Select **Quick Reports** from the top navigation menu.
4. Select a **system** or select **All Systems** from the System drop-down menu.
5. Select a **report type** from the Report drop-down menu. The report begins running. Report types include:
   - **Today's System Events**—Displays all events that occurred on the system(s) for that day.
   - **All Troubles and Alarms**—Displays all troubles and alarms that have recently occurred on the system(s).
   - **All App Users**—Displays email, name, authority level, and last login for app users or system name for app users.
   - **All System Users**—Displays all users that have access to a system or systems, including the user code and/or internal number.
   - **All System Profiles**—Displays number, name, profile options, and number of users assigned to a profile **or** number of users assigned to each profile ordered by system name.
   - **Arming/Disarming Exceptions**—Displays all overrides of faulted zones when arming and disarming the system(s).
6. Scroll to the bottom of the page and tap an **export** option—**CSV**, **PDF**, **XLSX (Excel Spreadsheet)**—to export the report. Your report is sent in an email.

21.6.2 Custom Reports

In **Custom Reports**, you can run reports on specific events for one or multiple systems on specific days. Custom Reports prompts are displayed in the Custom Reports page after they are created. You can run Custom Reports **immediately** or **schedule** them to run on a regular basis.

Create and Run a Custom Report

1. Go to **Reports**.
2. Select **Custom Reports** from the top navigation menu.
3. Select the + **Plus** icon.
4. Enter a **name** for the report.
5. Choose the **date(s)** to retrieve information from for the report. Select an option from the drop-down menu, or select the specific dates on the calendar. Tap the begin and end date to set a range of dates or select one date to retrieve information only from one day.
6. Select **+Add** in Systems, then select the **systems** to include in the report. To remove a system, tap the **X** next to the system name.
7. Select a **category** in the drop-down menu. Additional fields appear below the Category field depending on the type of category selected.
8. Complete the additional fields below the Category field.
9. Tap **Schedule** to run the report at a later time. Fill in the fields to set the time and date(s) to run the report.
10. Tap **Run**. The report is sent in an email automatically or at the scheduled time and date(s).

To run a Custom Report that has already been created, select **Run** next to the report name.

Edit a Custom Report

1. Select **Edit** next to the report name.
2. Make changes.
3. Select **Run**.

Delete a Custom Report

1. Select **Edit** near the top of the page.

2. Select the box next to the reports you want to delete.
3. Select **Delete** near the top of the page.

21.7 System Groups

The **System Groups** page in Admin enables you to group multiple systems into groups. System groups helps you manage multi-system groups and simplifies the creation of multi-system profiles.

21.7.1 Add a System Group

1. Select **ADMIN**.
2. Go to **System Groups**.
3. Select the **Plus** icon.
4. Enter a **name** for the system group.
5. Select the **systems** to add them to the group.
6. Select **Save**.

Note: System groups can be nested, meaning that a group can contain other groups.

21.7.2 Edit a System Group

1. Log in and select the **ADMIN** icon.
2. Go to **System Groups**.
3. Select the system group that you want to edit.
4. Make your changes. All changes are automatically saved.

21.7.3 Delete a System Group

1. Log in and select the **ADMIN** icon.
2. Go to **System Groups**.
3. Select the system group that you want to delete.
4. Select **Delete**.
5. A dialog pops up to confirm your decision. To delete the system group, select **Confirm**.

22 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 security provider, 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**.

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