



Virtual Keypad™

Virtual Keypad App Help File

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2 About Virtual Keypad

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

This collection of help topics applies to the Virtual Keypad mobile app. To access Virtual Keypad from a web browser, visit [VirtualKeypad.com](#).

Virtual Keypad enables you to fully control your security system from anywhere in the world. You can control any of the following devices using Virtual Keypad:

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

You can also arm or disarm your system, control system outputs, check your system's status, and view system history. Whether you need to automate your home, arm a system, or allow an employee to access your facilities, Virtual Keypad provides an easy-to-use security system interface at your fingertips.

3 Get Started

To sign up for Virtual Keypad, contact your security provider so they can set up your system and send you an email to set up your password. After you receive the email and set up your password, download and install the Virtual Keypad app from the [Google Play store](#) for Android devices or the [App Store](#) for iOS devices.

After you've installed the app on your device, follow the steps in the next section to log in.

Prefer a video?

Watch a brief Virtual Keypad introductory video.



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But you can reach it using the following URL:

<https://vimeo.com/660779826>

3.1 Log In



Important: Five consecutive, unsuccessful attempts to log in locks your account. Admins can reset passwords in **Users**. If you experience issues, contact your security provider to request a password reset.

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

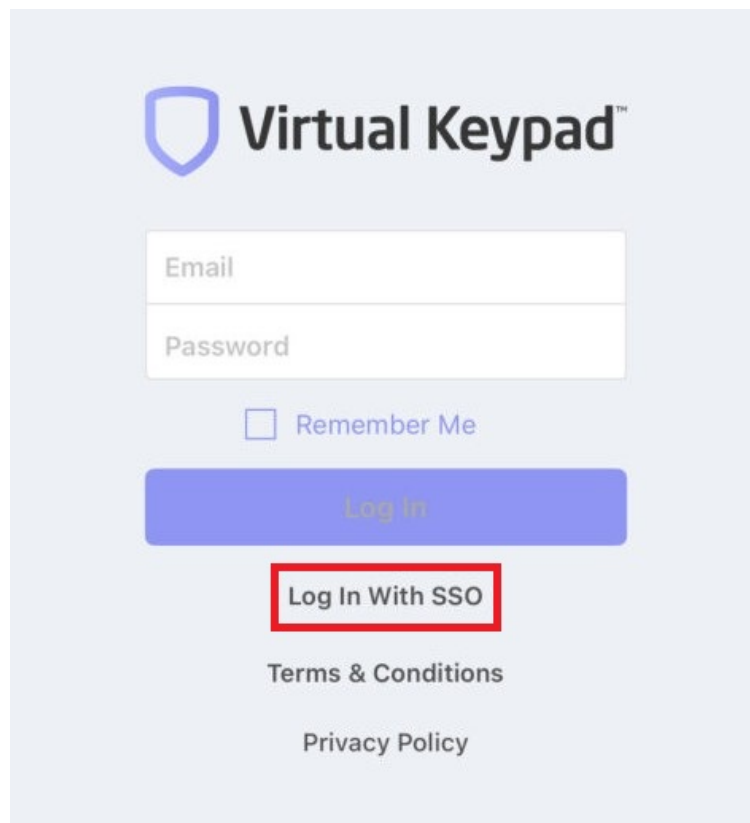
1. Open the Virtual Keypad app. The app will prompt you to allow notifications.
2. Select **Allow** or **Don't Allow**.
3. Enter your email address and password.
4. Tap **Save**. If you set a new password, re-enter your login information.
5. Tap **Log In**.
6. Read the Terms and Conditions, then tap **Agree** to continue.
 - The app will ask you to allow access to your location even when you are not using the app. This allows the app to monitor your location for geofencing.
7. Tap **Allow** to allow the app to monitor your location.

After logging in, you can access the system of your choice.

3.1.1 Use Single Sign-On

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

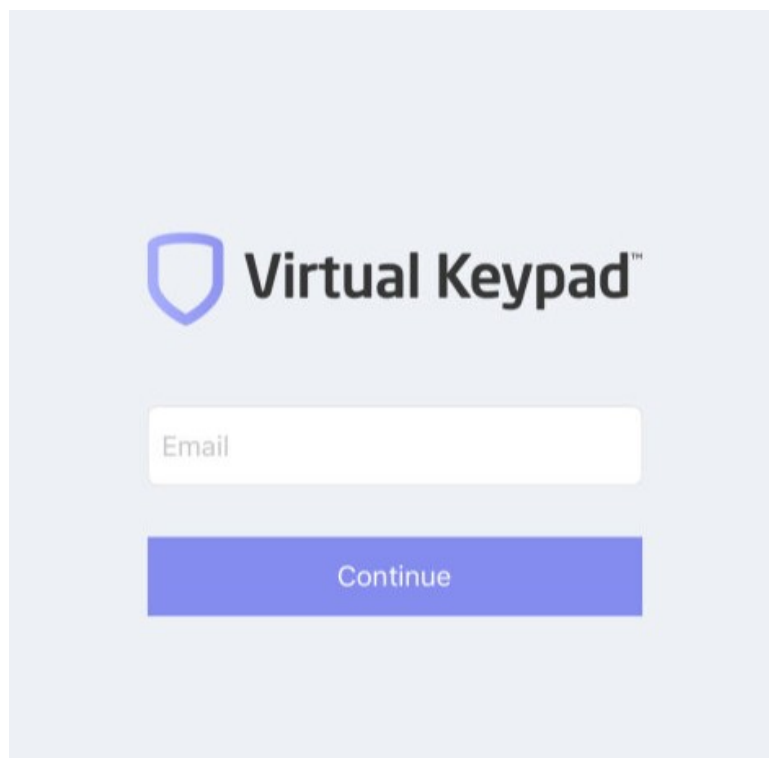
1. Open the Virtual Keypad app.
2. Select **Log In With SSO**.



The image shows the Virtual Keypad login interface. At the top is the Virtual Keypad logo, which consists of a blue shield icon followed by the text "Virtual Keypad™". Below the logo are two input fields: "Email" and "Password". Under the password field is a checkbox labeled "Remember Me". Below these is a large blue button labeled "Log In". Directly below the "Log In" button is a button labeled "Log In With SSO", which is highlighted with a red rectangular border. At the bottom of the screen are two links: "Terms & Conditions" and "Privacy Policy".

1 SSO Login

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



The image shows the Virtual Keypad SSO email entry screen. At the top is the Virtual Keypad logo, which consists of a blue shield icon followed by the text "Virtual Keypad™". Below the logo is a single input field labeled "Email". Below the email field is a large blue button labeled "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.

3.2 Access Your System

To access your system, complete the following steps.

- [Select a System](#)
- [Enter Your User Code](#)
- [Set a Cover Photo on an iOS Device](#)

3.2.1 Select a System

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

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

3.2.2 Enter Your User Code

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

3.2.3 Set a Cover Photo on an iOS Device

The app asks you if you'd like to set a cover photo. If you select **Later** and want to add a cover photo at a later time, tap the Edit icon on the **Arming** screen then select **Cover Photo**.

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

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

3.3 Forgot Your Password



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

1. Select **Forgot Your Password** near the bottom of the login screen. This will send you an email to set up your new password.
2. Complete the form to set up your new password.
3. Select **Update Password**.
4. Use the new password to access your account.

3.4 Combine Logins

If you have more than one login with access to different systems, you can combine them into a single login. Follow the instructions below:

1. Go to **Settings > Login Settings**.
2. Select **Combine Login**.
3. Enter the login credentials of another system or systems.
4. Select **Combine**. The newly added system(s) will be listed alongside your original system.

Note: If the secondary login has Two Factor Authentication but the primary does not, the Two Factor Authentication will be applied to the primary login. If Two Factor Authentication is configured with text messages, the secondary login's phone number will be retained. If Two Factor Authentication is configured with email, the primary login's email will be retained.

3.5 False Alarm

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

Is this a false alarm? Yes No displays.

Complete the following steps to silence the alarm:

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

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

3.6 Contact Your Security Provider

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

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

4 Systems

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

5 Arming, Disarming, and Zone Status

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

- [Arm or Disarm Your System](#)
 - [All/Perimeter Systems](#)
 - [Home/Sleep/Away or Home/Away Systems](#)
 - [Area Systems](#)
 - [All/Perimeter Systems](#)
 - [Area Systems](#)
- [Check Zone Status](#)
- [Manage Faulted Zones](#)

Prefer a Video?

In this video, we'll show you how to arm and disarm your system.



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<https://vimeo.com/660779826?share=copy>

5.1 Arm or Disarm Your System




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

5.1.1 All/Perimeter Systems

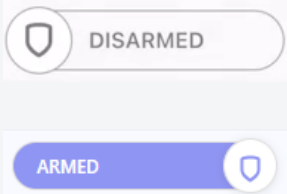
With an All/Perimeter system, you can either arm the interior and perimeter of the premises or only the perimeter. To arm or disarm the All/Perimeter System, select the appropriate icon.

| Arming Style | Action | Use Case |
|---|--|--|
| All  | Arm or disarm both the perimeter and the interior of the premises. | No one is inside. |
| Perimeter  | Arm or disarm just the perimeter of the premises. | Someone is inside and no one is going in or out. |

5.1.2 Home/Sleep/Away or Home/Away Systems

| Name | Icon | Action | Use Case |
|-------|---|---|--|
| Home |  | Arm or disarm the perimeter of your home. | Someone is inside and no one is going in or out. |
| Sleep |  | Arm or disarm the perimeter of your home and a portion of the interior. Bedrooms and nighttime parts of your home are left unarmed, allowing you access to parts of your home during the night. | Everyone is sleeping and/or only occupying some areas of the premises. |
| Away |  | Arms/disarms both the perimeter and the interior of your home. | No one is inside. |

5.1.3 Area Systems

| | |
|--|---|
| <p>Area</p>  | <p>Select the Shield icon next to your programmed zones to arm or disarm those zones. You can also choose to arm or disarm your entire system by selecting Arm All or Disarm All.</p> |
|--|---|

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

5.1.4 All/Perimeter Systems

All

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

Perimeter

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

Home

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

Sleep

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

Away

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

5.1.5 Area Systems

Area

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


5.2 Check Zone Status

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

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

- A green check mark means the zone is normal.
- A yellow caution triangle with an exclamation point in it means the zone is faulted.
- An orange circle with a forward slash through the middle means the zone is bypassed.
- A red circle with an "X" in the middle means the zone is missing.

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

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

5.3 Manage Faulted Zones

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

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

6 Video

In **Video**, you can view a list of the cameras on your system. To view live video, tap a camera's tile.

Prefer a Video?

In this clip, we'll show you basic Video setup in the Virtual Keypad App.



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

<https://vimeo.com/660995266>

6.1 Cameras

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

- [Configure the Set Point](#)
- [Record Video Clips](#)
- [View and Manage Clips](#)
 - [View Recorded Clips on a Timeline \(XV Gateway Only\)](#)

6.1.1 Configure the Set Point

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

6.1.2 Record Video Clips

Tap the Record icon to manually record a video clip.

6.1.3 View and Manage Clips

Select **Clips** to view a list of previously recorded video clips. Clips are ordered by date and time.

- To rename the clip, select it and enter the new name.
- To protect a clip from being overwritten, open it and select the Protect icon.
- To download a clip, open it and select the Download icon.

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

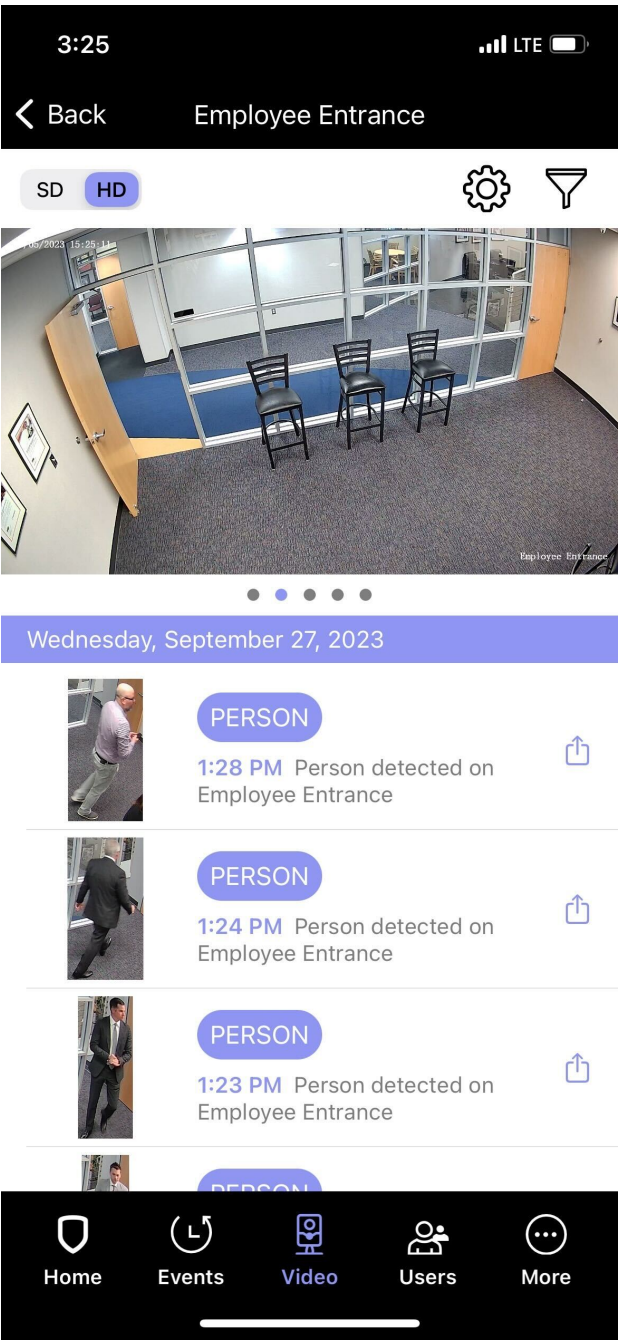
To view the video timeline, complete the following steps:

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

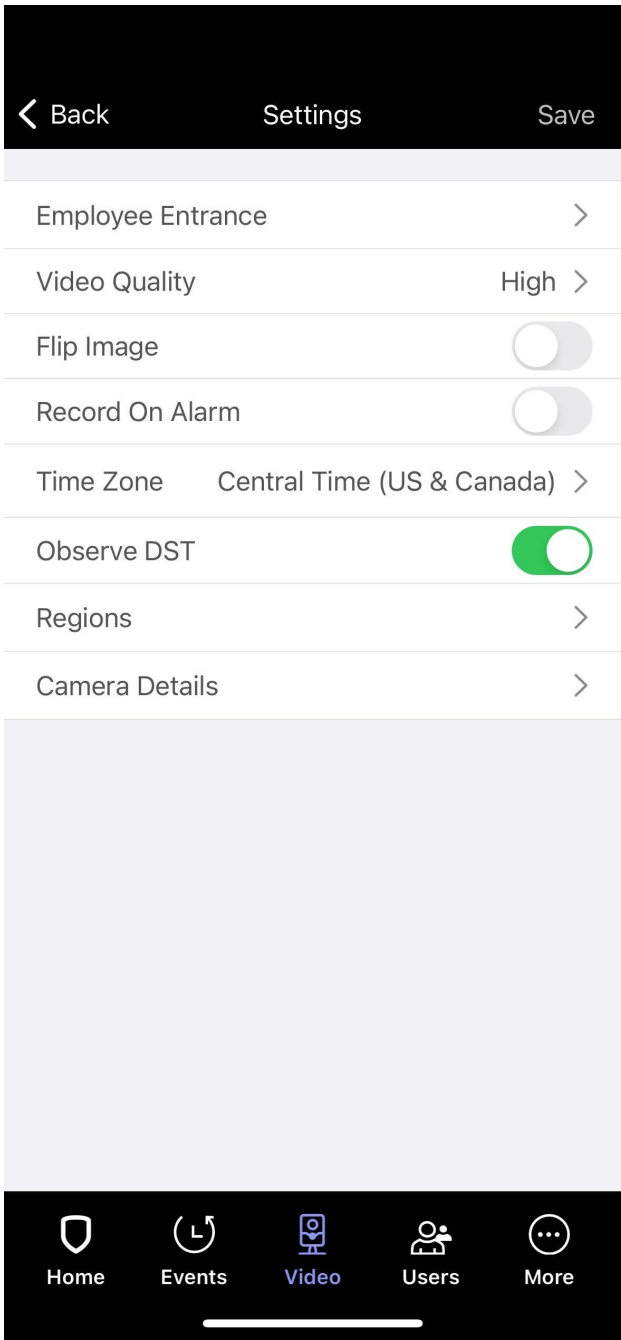
6.1.4 Video and Camera Settings

Edit Camera Settings

1. Select the camera you want to edit.
2. Select the Edit icon in the top left corner. If a camera doesn't have the Edit icon, then its settings cannot be edited.
3. Make changes to camera settings as needed:
 - *Camera Name*: Select the camera's name, then enter the new name.
 - *Video Quality*: Choose if you want the video quality to be **Low**, **Medium**, or **High**.
 - *Flip Image*: Turn this setting on to change the orientation of video from ceiling-mounted cameras.
 - *Record on Alarm*: Turn this setting on to start recording when the system goes into alarm. The camera will record starting 5 seconds before an alarm is initiated and 15 seconds after an alarm is initiated. Two additional 20 second clips are available for a total of 1 minute of footage.
 - *Time Zone*: Select the proper time zone from the drop-down menu.
 - *Observe DST*: Enable this setting to have the time observe daylight savings time.
 - *Regions*: Place, adjust, and delete up to four motion detection regions for a camera.
 - *Camera Details*: View the camera's name, MAC address, serial number, last check-in, and wireless signal strength.
4. After you're done making changes, select **Save**.



3 Camera Live View



4 Camera Settings

Configure Motion Detection Regions (All V-6000 Camera Models)

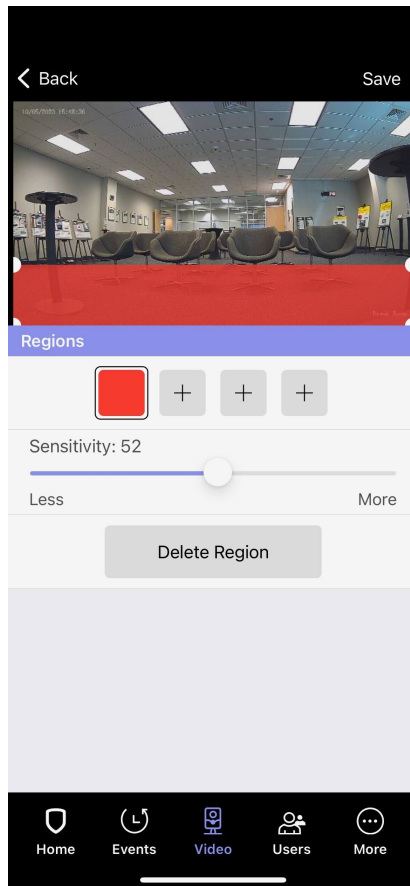
If your camera has **Motion Detection Region settings**, you can add up to **four regions**. Regions allow your camera to detect motion. If your camera does not have at least one region set up, it will not detect motion.

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.

To configure a detection region, complete the following steps:

1. Navigate to Virtual Keypad and select the camera you want to add a motion detection region to.

2. In the camera live view, select the Settings icon in the top left corner.
3. Select **Regions**. A screen populates with the camera live view.
4. Press the **+** under the camera live view to add a region. A 4-point rectangle will populate in the camera view screen. Press and drag an endpoint to change the size of the region.
5. Select the sensitivity of the region. Default is **50**.
6. Select Save at the top of the screen.



5 Camera Motion Detection Region

Configure Video Analytics (V-6012B, V-6014B, V-6042T, and V-6044T)

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.

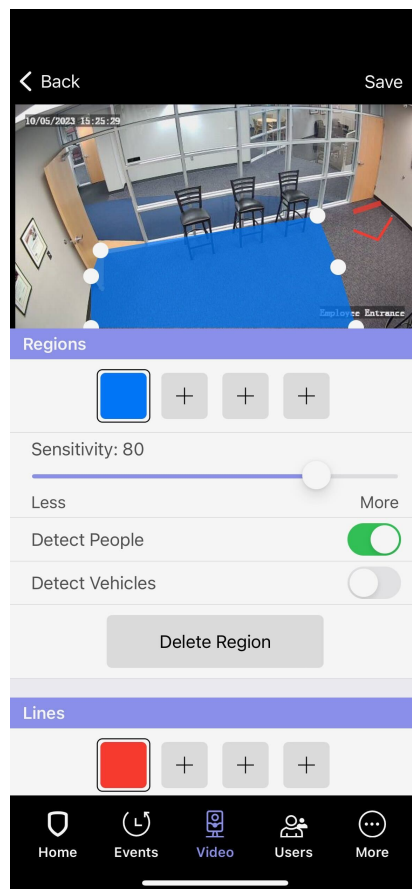
Lines are sections of a room where motion has to cross for the camera to detect motion. For example, a line at the doorway will detect motion if someone crosses the line at the doorway.

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.

To configure analytics settings, complete the following steps:

1. Navigate to Virtual Keypad and select the camera you want to add video analytics to.

2. In the camera live view, select the Settings icon in the top left corner.
3. Select **Regions**. A screen will populate with the camera live view.
4. In the **Regions** section, press the **+** icon. A 4-point rectangle will populate in the camera view screen. Press and drag an endpoint to change the size of the region. Up to 6 endpoints can be created and manipulated to create a custom region.
5. Select the sensitivity of the region. Default is **50**.
6. In the **Line Cross** section, press the **+** icon. Select **+ Line Cross**. A 2-point line will populate in the camera view screen. Press and drag an endpoint to change the length of the line.
7. In the **Direction** section, choose whether the direction of the line cross will be an **Entry**, **Exit**, or both.
8. Use the toggles to select whether you want the region or line cross to detect **People**, **Vehicles**, or both.
9. Select **Save** at the top of the screen.



6 Camera Video Analytics

6.2 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.


6.2.1 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.

6.2.2 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 VirtualKeypad.com.
3. On the login page, select **Generate QR Code**. The **Generate QR Code for Wi-Fi Camera** 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.

6.3 Connect a Third-Party Service

Complete the following steps to connect to a third-party service from the Virtual Keypad app. Available third-party services include EagleEye, Digital Watchdog Spectrum®, and Hanwha Wisenet WAVE®.

For any third-party service, you must have an account with the third-party service and your security provider must enable the service for your system.

1. Go to Settings.
2. Tap **Video**.
3. Select the third-party service you want to connect your device to.
4. Enter your credentials for the service, then tap **Log In**.

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

7 History

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

Alarm notifications include:

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

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

8 Favorites

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

- [Add a Favorite](#)
- [Edit a Favorite](#)
- [Delete a Favorite](#)
- [Reorder Favorites](#)

Prefer a Video?

In this clip, we'll show you how to add Favorites in the Virtual Keypad App.



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8.1 Add a Favorite

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

8.2 Edit a Favorite

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

8.3 Delete a Favorite

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

8.4 Reorder Favorites

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

9 Doors (Access Control)





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


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

Note: Access control doors can only be added, edited, or deleted by your security provider.

- [Quick Reference](#)
- [Lock or Unlock a Door](#)
- [Grant Access](#)
- [Initiate a Lockdown](#)
- [End a Lockdown](#)
- [Reorder Doors](#)

9.1 Quick Reference

| | |
|------------------------------------|--|
| Lock the door |  |
| Unlock the door |  |
| Grant temporary access to the door |  |
| View events from the door |  |

| | |
|---------------------|--|
| Lock the door |  |
| Initiate a lockdown | LOCKDOWN |
| End a lockdown | RESET |

9.2 Lock or Unlock a Door

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

✓ **Requirement:** Profile permissions for **Door Lock/Unlock**.

9.3 Grant Access

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

✓ **Requirement:** Profile permissions for **Door Access**.

9.4 Initiate a Lockdown

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

✓ **Requirement:** Profile permissions for **Lockdown**.

9.5 End a Lockdown

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

✓ **Requirement:** Profile permissions for **Sensor Reset, Lockdown Override**.

9.6 Reorder Doors

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

10 Locks

Manage the automated locks on your system.

- [Add a Lock](#)
- [Rename a Lock](#)
- [Remove a Lock](#)
- [Reorder Locks](#)

10.1 Add a Lock

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

10.2 Rename a Lock

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

10.3 Remove a Lock

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

10.4 Reorder Locks

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

11 Garage Doors

Manage automated garage doors on your system.

- [Add a Garage Door](#)
- [Rename a Garage Door](#)
- [Remove a Garage Door](#)
- [Reorder Garage Doors](#)

11.1 Add a Garage Door

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

11.2 Rename a Garage Door

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

11.3 Remove a Garage Door

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

11.4 Reorder Garage Doors

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

12 Thermostats

Manage the automated thermostats on your system.

- [Add a Thermostat](#)
- [Rename a Thermostat](#)
- [Set Your Thermostat](#)
- [Remove a Thermostat](#)
- [Reorder Thermostats](#)

12.1 Add a Thermostat

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

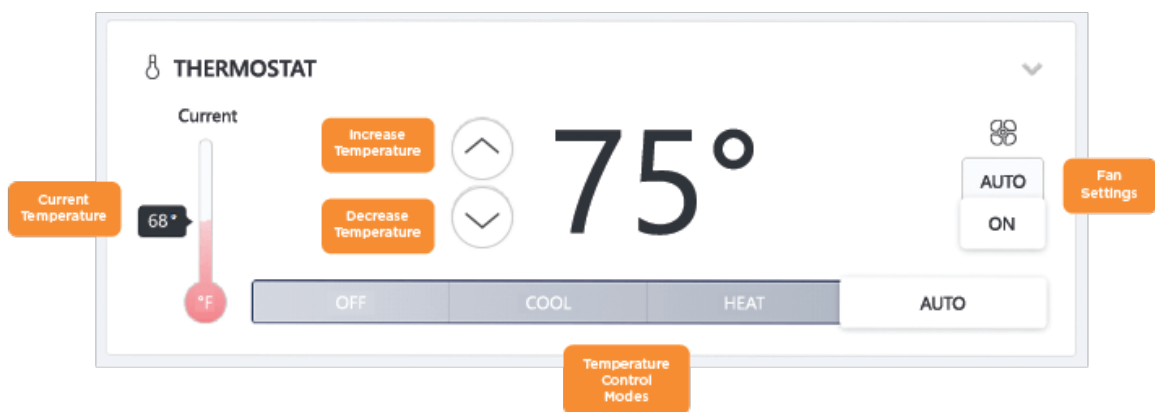
Note: To change the thermostat's units, tap the Menu icon and go to **Settings > Temperature Units**.

12.2 Rename a Thermostat

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

12.3 Set Your Thermostat

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



12.4 Remove a Thermostat

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

12.5 Reorder Thermostats

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

13 Lights

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

- [Add a Light](#)
- [Rename a Light](#)
- [Remove a Light](#)
- [Reorder Lights](#)

13.1 Add a Light

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

13.2 Rename a Light

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

13.3 Remove a Light

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

13.4 Reorder Lights

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

14 Users

The Users menu item is displayed if you are authorized to manage user codes on your system. Learn how to add, edit, and delete a user code by completing the steps in each of the following sections.

- [Add a User](#)
 - [Code or Credential Type](#)
- [Glossary](#)
- [Edit a User](#)
- [Delete a User](#)

Prefer a Video?

In this clip, we'll show you how to add users on the Virtual Keypad App.



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<https://vimeo.com/660796261>

14.1 Add a User

When adding a user, you can either create a standard code, credential, or Digital Key user.

14.1.1 Code or Credential Type

For more information about user authority levels, refer to [Authority Level Reference](#). For more information about profiles, refer to [Profiles](#). For more information about groups, refer to [Groups](#).

1. Tap the Menu icon and select **Users**.
2. Tap the Edit icon, then tap **Add**.
3. Enter the **User Name** and **User Number**.
4. Select **Tap to change photo** to upload a photo.
5. Assign the user an authority level or select a Profile or Group, then tap **Back**.
6. In **User Codes and Credentials**, tap **Add** to create a new credential or **Choose Existing** to assign an existing credential.
7. Select **Temporary** if you want to create a temporary user code.
8. Select a credential **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.
9. If you selected **Code**, enter a 4-digit code to assign to the user.
10. 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.

11. If you selected **Digital Key**, select how you want the Digital Key delivered to the user:

- Select **Text** to send the Digital Key credential to the user's phone number.
- 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.

11. By default, new credentials apply the same user profile or group that is assigned to that user. To disable this option and manage codes and credentials manually for profiles, tap the box next to **Apply the same profiles to all user codes and credentials**. For groups, tap the box next to **Apply the same groups to all user codes and credentials**.

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

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

14. Tap **Back**.

15. In **Virtual Keypad**, tap **Add**, and 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. To assign an existing login, tap **Choose App User**. To create a new login, tap **Create App User**.

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

16. Tap **Save**.

When you add a new user to your system, you can also choose to add the user to the Virtual Keypad app. This feature is available for Android and iPhone users. When you create a new app user, select **Create a New Login**. You will be prompted to enter a new email address to associate with the new app user. Once the app user has been created, their email will show up on the user screen.

14.2 Glossary

- **Personal Information:** The user's name and contact information. **First Name** is required.
- **Number:** A number that identifies a user to the system and central station. This number is automatically assigned to each user.
- **Type:** The type of user code: **Code** or **Credential**.
- **Code:** The 4-digit user code that a user enters into the keypad or app when disarming their system.
- **Credential:** A card or prox device that a user presents to a credential reader to gain access to a specific area.
- **Digital Key:** A mobile credential that is compatible with an NFC multi-technology reader.
- **Internal Number** (credential only): The number stored inside a card that is transmitted to a reader when it's scanned. The internal number contains the bits of data programmed into the card by the manufacturer and is used to determine access.
- **External Number** (credential only): The number that is printed on the outside of the card. The external number is different from the internal number and is used for keeping track of the cards that are assigned to specific users. It doesn't determine access.
- **Profiles, Groups, or Authority Level:** Option name depends on system type. Determines the options that the user has permission to access, as well as the expiration for those permissions.
- **Send User Codes to Locks:** This feature allows a master user to send user codes 2-20 to the automated (Z-Wave) locks associated with the system.
- **Active and Inactive:** Determines if the user is active in the system. If the user is inactive, their user code and credentials won't work.

14.3 Edit a User

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

14.4 Delete a User

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

14.5 Authority Level Reference

When creating a user code, you either select a pre-defined authority type or assign profiles to the user depending on your system type. For more information about profiles, refer to the help article on [Profiles](#).

The following sections include definitions of authority level types, the permissions that each level has, and definitions of each permission.

- [Authority Level Types](#)
- [Permissions by Authority Level](#)
- [Permissions Glossary](#)

14.5.1 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.

14.5.2 Permissions by Authority Level

| Permission | Master | Standard | Limited | Scheduled | Arm Only | Access Only |
|---------------------|--------|----------|---------|-----------|----------|-------------|
| Arm | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ |
| Disarm | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Door Access | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ |
| Alarm Silence | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| User Check-in | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Zone Activity Check | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Sensor Reset | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Display Events | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Zone Monitor | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Outputs On/Off | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| System Test | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Favorites Setup | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Bypass Zones | ✓ | ✓ | ✗ | ✗ | ✗ | ✗ |

| Permission | Master | Standard | Limited | Scheduled | Arm Only | Access Only |
|-----------------|--------|----------|---------|-----------|----------|-------------|
| Z-Wave Setup | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Wi-Fi Setup | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |
| User Codes | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Schedules | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Extend | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Set Time | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Service Request | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |

14.5.3 Permissions Glossary

- **Arm:** Arm the system.
- **Disarm:** Disarm the system.
- **Door Access:** Grant temporary door access.
- **Alarm Silence:** Silence a system alarm.
- **User Check-in:** The system checks in to determine if the user is on the premises.
- **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. A sensor reset is required for all smoke detectors, flood sensors, and temperature sensors that have triggered an alarm, as well as system restoral after a lockdown is ended. A sensor reset is also required to clear a low battery (LOBAT) message after changing a wireless device's batteries.
- **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 Z-Wave favorites for the system.
- **Bypass Zones:** Bypass zones when arming the system.
- **Z-Wave Setup:** Add, edit, and delete Z-Wave devices like appliances, locks, lights, and thermostats.
- **Wi-Fi Setup:** View the system's Wi-Fi settings, connect to available Wi-Fi networks, and use WPS association.
- **User Codes:** Add, change, or delete user codes.
- **Schedules:** Add, edit, or delete schedules.
- **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.

14.6 Card Plus PIN

- [Enable Card Plus PIN](#)
- [Add a PIN to a User](#)

14.6.1 Enable Card Plus PIN

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

14.6.2 Add a PIN to a User

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

14.7 Two-Factor Authentication

To enable Two-Factor Authentication, follow the steps below.

1. Login to Virtual Keypad from a browser.
2. Select **Admin**.
3. Select **Users**.
4. Click the checkbox next to **Require Two-Factor Authentication**. This will require all app users on this customer's systems to use Two-Factor Authentication.
5. Click **Save**.

15 Profiles

Note: Profiles are only available on XR150/XR550 Series systems.

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

- [Add a Profile](#)
- [Edit a Profile](#)
- [Delete a Profile](#)

15.1 Add a Profile

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

Prefer a Video?

In this clip, we'll show you how to add and manage profiles on the Virtual Keypad App.



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

<https://vimeo.com/660922529>

15.2 Edit a Profile

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

15.3 Delete a Profile

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

15.4 Profiles Reference

Refer to the following information when configuring profiles.

- [Profile Information](#)
- [Areas](#)
- [Access Schedules](#)
- [Private Doors](#)
- [Profile Options](#)

15.4.1 Profile Information

- **Number:** The ID 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**. Range is 1 – 99.
- **Rearm Delay:** When the user disarms an area outside of a schedule, delay automatic rearming by the number of minutes entered. To disable this feature, enter **0**. Range is 0 – 720 minutes.
- **Output Group:** Assign outputs groups to a profile, allowing an entire group of outputs to turn on or off as required like when door access is granted. Enter the number of the output group that you want to assign to the profile. To disable this feature, enter **0**. Range is 0 – 10.

15.4.2 Areas

The **Arm/Disarm** setting supersedes **Arm** and **Disarm** in **Profile Options**.

The **Access** setting supersedes **Door Access** in **Profile Options**.

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

15.4.3 Access Schedules

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

- **On:** Allow profile members to access and edit a schedule.
- **Off:** Do not allow profile members to access and edit a schedule.

15.4.4 Private Doors

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

- **On:** Allow profile members to access selected private doors.
- **Off:** Do not allow profile members to access private doors.

15.4.5 Profile Options

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

- **Arm:** Arm the system according to the options configured in **Areas**.
- **Disarm:** Disarm the system according to the options configured in **Areas**.
- **Alarm Silence:** Silence a system alarm.
- **Sensor Reset:** Reset all system sensors. A sensor reset is required for all smoke detectors, flood sensors, and temperature sensors that have triggered an alarm, as well as system restoral after a

lockdown is ended. A sensor reset is also required to clear a low battery (LOBAT) message after changing a wireless device's batteries.

- **Lockdown:** Initiate a lockdown.
- **Lockdown Override:** End a lockdown and restore the system.
- **Door Lock/Unlock:** Lock and unlock doors.
- **Door Access:** Grant temporary door access.
- **Armed Areas:** View armed areas at a keypad.
- **Outputs On/Off:** Turn outputs on or off from 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

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

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.

- **X1 Systems**
 - [Create a Group](#)
 - [Group Permissions](#)
 - [Edit a Group](#)
 - [Delete a Group](#)
- **XT75 Systems**
 - [Create a Group](#)
 - [Group Permissions](#)
 - [Edit a Group](#)
 - [Delete a Group](#)

Prefer a Video?

In this clip, we'll show you basic Video setup in the Virtual Keypad App.



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But you can reach it using the following URL:

<https://vimeo.com/642792635>

16.1 X1 Systems

16.1.1 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 **Doors**, add the doors that you want group members to have authority to access.
5. In **Floors**, add the floors that you want group members to have authority to access.
6. In **Access 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**.

16.1.2 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.

The screenshot shows the configuration screen for a group named "Net X1 Door". At the top, under "Doors", there is a toggle switch for "Net X1 Door". Below this is the "Access Schedules" section with an "Add Schedule" button. The "Options" section contains the following settings:

- Authentication Type:** Card
- Manager First:** Requires a Manager
- Lockdown:** Off
- Swipe Twice to Arm:** On
- Disarm on Access:** On

7 X1 Group Permissions

16.1.3 Edit a Group

1. Go to **Groups**.
2. Select the group that you want to edit.
3. Make your changes, then tap **Save**.

16.1.4 Delete a Group

1. Go to **Groups**.
2. Tap the Edit icon, then tap **Delete**.
3. In the row of the group that you want to delete, tap the Delete icon.
4. A dialog pops up to confirm your decision. To delete the group, tap **OK**.
5. Tap the Close icon.

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.

The screenshot shows the 'MASTER' configuration screen for a group. At the top, there are 'BACK', 'SAVE', and 'DELETE' buttons. Below the title, there are three tabs: 'PERIMETER', 'INTERIOR', and 'GARAGE'. The 'Areas' section is currently active. Below this, the 'Doors' section shows 'None available'. The 'Schedules' section has a '+ Add' button and an 'Edit Holiday Dates' button. The 'Options' section contains six toggle switches: 'Arm Authority' (on), 'Disarm Authority' (on), 'Swipe Twice to Arm' (off), 'Lockdown' (on), 'User Programming' (on), and 'Audit Days' (off). Each toggle has an information icon (i) next to it.

8 XT75 Group Permissions

16.2.3 Edit a Group

1. Go to **Groups**.
2. Select the group that you want to edit.
3. Make your changes, then tap **Save**.

16.2.4 Delete a Group

1. Go to **Groups**.
2. Tap the Edit icon, then tap **Delete**.
3. In the row of the group that you want to delete, tap the Delete icon.
4. A dialog pops up to confirm your decision. To delete the group, tap **OK**.
5. Tap the Close icon.

16.3 Groups Reference

Refer to the following information when configuring groups.

- [X1 Systems](#)
 - [Group Information](#)
 - [Areas](#)
 - [Access Schedules](#)
 - [Private Doors](#)
 - [Group Options](#)
- [XT75 Systems](#)
 - [Group Information](#)
 - [Areas](#)
 - [Schedules](#)
 - [Doors](#)
 - [Group Options](#)

16.3.1 X1 Systems

Group Information

- **Number:** The ID number automatically assigned to the group. Leave this number as assigned unless you plan on using custom group number configurations. Manually changing this number can cause conflicts when managing multiple systems in **Admin**. Range is 1 – 99.
- **Name:** The name given to the group.
- **Rearm Delay:** When the user disarms an area outside of a schedule, delay automatic rearming by the number of minutes entered. To disable this feature, enter **0**. Range is 0-10.
- **Output Group:** Assign output groups to a group, allowing an entire group of outputs to turn on or off as required, such as when door access is granted. Enter the number of the output group that you want to assign to the group. To disable this feature, enter **0**. Range is 0-10.

Areas

The **Arm/Disarm** setting supersedes **Arm** and **Disarm** in **Group Options**.

The **Access** setting supersedes **Door Access** in **Group Options**.

- **Arm/Disarm:** Allow users with this group to arm and disarm an area.
- **Access:** Allow users with this group to access an area.

Access Schedules

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

- **On:** Allow group members to access and edit a schedule.
- **Off:** Do not allow group members to access and edit a schedule.

Private Doors

When enabled, these permissions allow group members to access up to 4 private doors. Only doors that have been configured as private doors by your security provider are displayed in **Groups**.

- **On:** Allow group members to access selected private doors.
- **Off:** Do not allow group members to access private doors.

Group Options

When enabled in a group, these permissions allow group members to perform the following actions for X1 systems:

- **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.

16.3.2 XT75 Systems

Group Information

- **Number:** The ID number automatically assigned to the group. Leave this number as assigned unless you plan on using custom group number configurations. Manually changing this number can cause conflicts when managing multiple systems in **Admin**. Range is 1 – 99.
- **Name:** The name given to the group.

Areas

The **Arm/Disarm** setting supersedes **Arm** and **Disarm** in **Group Options**.

The **Access** setting supersedes **Door Access** in **Group Options**.

- **Arm/Disarm:** Allow users with this group to arm and disarm an area.
- **Access:** Allow users with this group to access an area.

Schedules

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

- **On:** Allow group members to access and edit a schedule.
- **Off:** Do not allow group members to access and edit a schedule.

Doors

When enabled, these permissions allow group members to access up to 8 doors.

- **On:** Allow group members to access selected doors.
- **Off:** Do not allow group members to access doors.

Group Options

When enabled in a group, these permissions allow group members to perform the following actions for XT75 systems:

- **Arm Authority:** Allow group members to arm the system according to the options configured in **Areas**.

- **Disarm Authority:** Allow group members to 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.
- **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.

17 Schedules

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

To create holiday dates, log in to the Virtual Keypad web app at VirtualKeypad.com.

- [Types of Schedules](#)
- [Add a Schedule](#)
- [Edit a Schedule](#)
- [Delete a Schedule](#)

17.1 Types of Schedules

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

17.2 Add a Schedule

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

Prefer a Video?

In this clip, we'll show you how to add **Schedules** in the Virtual Keypad App.




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<https://vimeo.com/660983155>

17.3 Edit a Schedule

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

17.4 Delete a Schedule

 **Note:** Only output and favorite schedules can be deleted.

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

17.5 Area Settings

 **Important:** Area Settings apply to all schedules on a system.

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

18 Outputs

Outputs are used to control interior and exterior lighting, heating, air conditioning, or other appliances. Your security provider must add each output to your app before you can use them.

You can turn your system outputs on and off by tapping each of them. To turn on all outputs on, select **Turn All On**. To turn off all outputs, select **Turn All Off**.

19 Geofences

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

- [Add a Geofence](#)
- [Edit a Geofence](#)
- [Delete a Geofence](#)
- [Reorder Geofences](#)
- [Using Geofences with Multiple Devices](#)

Prefer a Video?

In this clip, we'll show you how to use Geofences in the Virtual Keypad App.



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<https://vimeo.com/659792050>

19.1 Add a Geofence

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

On the map, a Map Pin is displayed at your current location. Pinch open to zoom in and create a smaller area for your geofence. Pinch closed to zoom out and create a larger area for your geofence.

If you're not at the location where you want to set up your geofence, you can manually enter the address in **Find Address** or tap and drag your finger on the screen to move to the area you want to set as your geofence.

Devices

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

Enters Area

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

Exits Area

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

Smart Arming Reminder

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

Favorite Activation

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

Device Enter and Exit

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

19.2 Edit a Geofence

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

19.3 Delete a Geofence

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

19.4 Reorder Geofences

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

19.5 Using Geofences with Multiple Devices

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

20 Rooms

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

- [Add a Room](#)
- [Edit a Room](#)
- [Delete a Room](#)

20.1 Add a Room

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

20.2 Edit a Room

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

20.3 Delete a Room

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

21 Actions

The following topics cover how to manage system actions, custom actions, and video actions.

Prefer a Video?

In this clip, we'll show you how to create System and Custom Actions in the Virtual Keypad App.



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<https://vimeo.com/660983281>

21.1 System Actions

Learn how to activate and deactivate system actions.

- [Activate an Action](#)
- [Deactivate an Action](#)

21.1.1 Activate an Action

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

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

21.1.2 Deactivate an Action

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

21.2 Custom Actions

Learn how to create, edit, and delete custom actions.

- [Create a Custom Action](#)
- [Edit a Custom Action](#)
- [Delete a Custom Action](#)

21.2.1 Create a Custom Action

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

Custom actions use if-then conditions on zone or system states that enable you to control parts of your system. For example, *if* the front door is opened, *then* turn on living room lights.

When more than one zone is included, the state of both zones must change to trigger the action. For example, *if* the front door is opened *and* the system is armed, *then* turn on all the lights in the house.

Note: Configure any [favorites](#), [lights](#), [doors](#), or [outputs](#) that you want to use before completing the following steps.

To create a custom action, complete the following steps:

1. Tap the Menu icon and select **Actions**.
2. Tap **Custom Action**.
3. Tap the Edit icon, then tap **Add**.
4. Name your custom action.
5. Select an action type: **Zone Action**, **System Action**, or **Card Swipe Action**.
6. Name your custom action.
7. Select a **system action** if you selected **System Actions**. Skip to step 10.
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. For Zone and System 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.
11. In **Actions**, select and configure **Favorites**, **Lights**, **Doors**, and **Outputs** as needed.
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. If needed, create a **Schedule**. The system responds to events only during the days specified in the schedule. Select **Custom Days**, check the squares next to the days you want to include in the schedule.
14. Tap **Save**.

21.2.2 Edit a Custom Action

To edit a custom action, complete the following steps.

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

21.2.3 Delete a Custom Action

To delete a custom action, complete the following steps.

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

21.3 Video Actions

Learn how to create, edit, and delete video actions.

- [Create a Video Action](#)
- [Edit a Video Action](#)
- [Delete a Video Action](#)

21.3.1 Create a Video Action

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

21.3.2 Edit a Video Action

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

21.3.3 Delete a Video Action

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

5. To delete the action, tap **OK**.
6. Tap the Close icon.

22 Traffic Count

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

Traffic analytics allow you to compare daily traffic to a previous day, week, month, or 3-month period. Along the top of the traffic count graph, you can select the following options to change how the data is displayed:

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

23 Panic

Initiate a system panic from Virtual Keypad. Available options include **Police**, **Fire**, and **Emergency** panics. These options are configured by your security provider.

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

Prefer a Video?

In this clip, we'll show you how to activate a Panic in the Virtual keypad App.



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<https://vimeo.com/657961679>

24 Mobile Bluetooth Credentials

- [Download Virtual Keypad](#)
- [Bind a Credential to Your Device](#)
- [Use the Credential](#)
- [Reduce Notifications on Android Devices](#)

Prefer a Video?

In this clip, we'll show you how to assign and use Mobile Bluetooth Credentials in the Virtual Keypad App.



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<https://vimeo.com/660758589>

24.1 Download Virtual Keypad

Note: If you already have Virtual Keypad, update the app and skip to *Bind a Credential to Your Device*.

When your system administrator assigned you a Mobile Bluetooth Credential, you received an email notifying you of the credential assignment. You should have also received an email with your temporary Virtual Keypad account password. After downloading Virtual Keypad, use your email address and the temporary password to sign in for the first time.

1. Go to the Google Play™ store (Android) or the App Store® (iOS) and download Virtual Keypad.
2. After it finishes installing, open Virtual Keypad. Enter your email and the temporary password you received in your welcome email, then tap **Log In**.
3. Virtual Keypad prompts you to change your password. Set a new password, then tap **Save**.
4. If the app prompts you to enter your system user code, enter it then tap the Forward icon.

24.2 Bind a Credential to Your Device

Before using your device to access a door, bind the credential that was assigned to you to that device:

1. Tap the Menu icon and select **Mobile Bluetooth Credentials**.
2. New Bluetooth credentials are labeled as **New Credential**. To bind the credential to your current device, select **Tap to link to this device**.
3. When the dialog box displays, tap **Yes** if you are sure you want to link the credential to your current device.
4. When the credential is successfully bound, the label changes to **Linked to this device**.



24.3 Use the Credential

After you've bound a credential to your device in Virtual Keypad, you're ready to use your device to access a door with a compatible reader:

1. The LED ring is white when the reader is idle. Wave your hand in front of the reader. If you are wearing gloves, you may need to remove them so the reader can sense your movement.
2. The reader LED ring turns blue and starts spinning. Move into range of the reader with your device. The reader beeps when it finds a device.
3. If access is granted, the reader's LED ring flashes green. If access is denied, the LED ring goes back to solid white, the door remains locked, and the sequence starts over.



24.4 Reduce Notifications on Android Devices

Because of Android's app requirements, Virtual Keypad sends a notification to your device's notification drawer every time you use a mobile credential. You can hide these notifications from your device's **Settings** menu.

When you receive a notification from Virtual Keypad after using your mobile credential, swipe left on the notification and tap Settings. Turn off **Mobile Credential Notifications**.

25 Digital Key Credentials

- [Bind a Credential to Your Device](#)
- [Use the Credential](#)

25.1 Bind a Credential to Your Device

Note: The Virtual Keypad App is not required to bind a Digital Key credential to your device.

Before using your device to access a door, bind the credential that was assigned to you to that device:

1. Check for an email or text that a Digital Key has been assigned to you.
2. Select the link in the email or text to add the Digital Key to your wallet.
3. A credential displays. Select **Add to Wallet**.
4. Once you are redirected to the Apple® or Google® Wallet page, add the credential to your device. A message appears to confirm that the credential was successfully added to your wallet.

25.2 Use the Credential

After you've bound the credential to your device, you're ready to use your device to access a door with a compatible reader:

1. The LED is red or off when the reader is idle. Move into range and present your device to the reader. Your credential works even if your device is locked or the screen is turned off. If your device is powered down due to low battery, it still works up to 5 hours for Apple® devices.
2. If access is granted, the reader's LED turns green. If access is denied, the LED turns red, the door remains locked, and the sequence starts over.



1

When the LED is solid red or off

Present the reader with your device.

2

When the LED beeps and flashes green

Access is granted, open the door. If access is denied, the sequence starts over.

26 Settings

The Settings section provides personal preference options for your app.

- [General Settings](#)
 - [Rename System](#)
- [Login Security](#)
 - [Save User Code](#)
 - [Default System](#)
 - [Log In with Touch ID/Face ID \(iOS\) or Fingerprint Authentication \(Android\)](#)
 - [Disarm requires Touch ID/Face ID \(iOS only\)](#)
 - [Fingerprint Disarm \(Android Only\)](#)
 - [Change Password](#)
 - [Two-Factor Authentication](#)
- [Temperature Units](#)
- [Full Screen \(Android\)](#)
- [Widgets](#)
 - [iOS](#)
 - [Add a Widget in an iOS Device](#)
 - [Arm Your System from the Widget in an iOS Device](#)
 - [Stack Multiple Widgets in an iOS Device](#)
 - [Android](#)
- [Push Notifications](#)
- [Snooze Sensor Activity](#)
- [Optimize Z-Wave](#)
- [Chime](#)
- [Sensor Reset](#)
- [Monitoring Center](#)
- [Geofence Devices](#)
- [Online Help](#)
- [Terms and Conditions](#)
- [Logout](#)
- [Local System Settings](#)

26.1 General Settings

Change basic system information

26.1.1 Rename System

Tap your system name to rename your system. Other Virtual Keypad users can see the custom system name anywhere the system name is referenced, including in push notifications and emails.

26.2 Login Security

26.2.1 Save User Code

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

26.2.2 Default System

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

26.2.3 Log In with Touch ID/Face ID (iOS) or Fingerprint Authentication (Android)

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

26.2.4 Disarm requires Touch ID/Face ID (iOS only)

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

26.2.5 Fingerprint Disarm (Android Only)

Toggle on to use fingerprint for disarming.

26.2.6 Change Password

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

- Lowercase letters
- Uppercase letters
- Numbers
- Symbols

26.2.7 Two-Factor Authentication

Opt in to use Two-Factor Authentication. Change your trusted phone number or email where you receive a security code to sign in to Virtual Keypad.

26.3 Temperature Units

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

26.4 Full Screen (Android)

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

26.5 Widgets

26.5.1 iOS

iOS devices use the Today Widget.

You can enable the Cameras Widget by turning on **Show Cameras**. iOS devices automatically have the Camera Snapshots Widget enabled in the Today Widgets Menu.

Add a Widget in an iOS Device

Be sure to enable **Save User Code** in Virtual Keypad **Settings** for systems with a Home Screen widget.

1. On the Home Screen, long-press until you can begin editing the Home Screen.
2. In the top left corner, select the plus button and scroll down to **Virtual Keypad**.
3. Select **Virtual Keypad**.
4. Choose between the available widget sizes.
5. Select **Add Widget**.
6. To select which system you want the widget to display, tap the widget and then **System**.
7. Select the system you want to display.
8. Tap outside of the editor.
9. Select **Done**.

Arm Your System from the Widget in an iOS Device

1. To arm the system, tap the widget and select your arming preference.
2. Close Virtual Keypad. The widget displays the system as armed.

Stack Multiple Widgets in an iOS Device

1. If you have more than one system widget, but want to take up less space, stack the widgets.
2. On the Home Screen, long-press until you can begin editing the Home Screen.
3. Hold and drag each widget to stack them.
4. Select **Done**. Scroll through the widgets to view each system's armed status.

26.5.2 Android

Android devices use Widget Settings.

Select a widget to display arming options and choose favorites. To enable the Show History Widget, turn on **Show History**.

You can enable the Cameras Widget by turning on **Show Cameras**.

26.6 Push Notifications

Receive push notifications for your system. Open each section, turn on the notifications that you want to receive, then tap **Save**.

26.7 Snooze Sensor Activity

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


26.8 Optimize Z-Wave

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

26.9 Chime

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

26.10 Sensor Reset


 **Note:** You can reset latched fire and smoke sensors, fire bell outputs, and fire and supervisory alarms, but this does not reset the bell circuit or stop the keypad from sounding.

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

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

26.11 Monitoring Center

Manage emergency contacts and their details. Place the system on test for the central station.

 **WARNING:** Placing your system on test means that the system will send signals to the central station 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.

26.12 Geofence Devices

Delete devices no longer used with the app.

26.13 Online Help

View this user documentation from the app. For help with system configuration, upgrades, and troubleshooting, [contact your security provider](#).

26.14 Terms and Conditions

Open the terms and conditions for the app.

26.15 Logout

Sign out of the app.

26.16 Local System Settings

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

- [XTLtouch System User Guide](#)
- [XTLplus System User Guide](#)
- [XT30/XT50 User Guide](#)
- [XT75 User Guide](#)
- [XR Series User Guide](#)

27 Create Siri Shortcuts

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

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

- [Create a Siri Shortcut from Virtual Keypad](#)
- [Create a Siri Shortcut from the Settings Menu](#)
- [Siri Commands Reference](#)
 - [Arming](#)
 - [Favorites](#)
 - [Lights](#)
 - [Locks](#)
 - [Thermostats](#)

27.1 Create a Siri Shortcut from Virtual Keypad

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

27.2 Create a Siri Shortcut from the Settings Menu

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

27.3 Siri Commands Reference

The following are some of the most common commands that you can record for Siri.

27.3.1 Arming

To arm your system, say “Hey Siri, arm my system (*arming type*).” For example, “Hey Siri, arm my system *perimeter*.”

27.3.2 Favorites

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

27.3.3 Lights

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

27.3.4 Locks

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

27.3.5 Thermostats

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

28 Use Apple TV

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

 **Note:** The Virtual Keypad App only works with 4th generation and newer Apple TVs.

To use Virtual Keypad through the Apple TV App, complete the following steps.

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

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

28.1 View Cameras

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

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


28.2 View Clips

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

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

28.3 Favorites 2

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

 **Note:** You cannot add or remove favorites from Virtual Keypad on Apple TV.

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

29 Use Amazon Alexa

The Virtual Keypad skill for the Amazon Echo offers an easy way for you to arm your system and control home automation (Z-Wave) devices. To learn how to set up and use Alexa with Virtual Keypad, complete the following steps.

- [Get the Virtual Keypad Skill](#)
- [Arm Your System](#)
- [Activate Favorites](#)
- [Turn Lights On or Off](#)
- [Use an Automated Lock](#)
- [Set a Thermostat](#)

29.1 Get the Virtual Keypad Skill


To get the Virtual Keypad skill for Alexa, complete the following steps.

1. If you haven't set up Alexa yet, follow [Amazon's Alexa Setup Guide](#) before continuing.
2. Open the Alexa app.
3. Go to **Skills & Games**, then search for the Virtual Keypad skill.
4. Select the Virtual Keypad skill, then enable it.
5. Open Virtual Keypad and select the system that you want to control with Alexa.
6. Give Alexa a command from one of the following sections.

29.2 Arm Your System

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

- *arm my system home*
- *arm my system sleep*
- *arm my system away*
- *arm my system all*
- *arm my system perimeter*

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

29.3 Activate Favorites

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

29.4 Turn Lights On or Off

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

29.5 Use an Automated Lock

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

29.6 Set a Thermostat

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

30 Snooze Notifications

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

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

30.1 Android

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

30.2 iOS

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

31 Administrator Tools

If you have administrator tools in Virtual Keypad, you can manage both system users and app users. This section covers how to use administrator tools in the Virtual Keypad mobile app. More administrator tools are available in the [desktop version](#) of the app.

31.1 Admin Users

To manage users on multiple systems, complete the steps in each of the following sections.

- [Add a User](#)
- [Edit a User](#)
- [Delete a User](#)

31.1.1 Add a User

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

31.1.2 Edit a User

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

31.1.3 Delete a User

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

31.2 Admin Schedules

To manage schedules on multiple systems, complete the steps in each of the following sections.

- [Add a Schedule](#)
- [Edit a Schedule](#)
- [Delete a Schedule](#)

31.2.1 Add a Schedule

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

31.2.2 Edit a Schedule

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

31.2.3 Delete a Schedule

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

32 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**.



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

<https://vimeo.com/422946584>