



# Virtual Keypad App Help

16461 — Last update: 2017/02/02

# Table of Contents

- Virtual Keypad App Help Center ..... 1
- Managing Your App Account ..... 2
- Using Your App ..... 3
  - System in Alarm ..... 4
  - Contacting Your Security Company..... 5
  - How to Arm Your System ..... 6
  - How to Disarm Your System ..... 7
- Virtual Keypad Menu ..... 8
  - Systems ..... 9
  - Home ..... 10
  - Arming ..... 11
  - Cameras ..... 12
  - History ..... 14
  - Favorites ..... 15
  - Doors ..... 16
  - Thermostats ..... 17
  - Lights ..... 18
  - Users ..... 19
  - Schedules ..... 20
  - Outputs ..... 21
  - Geofences ..... 22
  - Profiles ..... 24
  - Rooms ..... 25
  - Actions ..... 26
  - Traffic Count ..... 27
  - Settings..... 28
- Apple TV App..... 31
  - Using the App ..... 32
  - View Cameras..... 35
  - View Clips ..... 36
  - Z-Wave Favorites..... 37

# Virtual Keypad App Help Center

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The Virtual Keypad App allows you to remotely control lights, thermostats, door locks, appliances, cameras, and more via an easy-to-use interface along with standard features such as arming/disarming, checking status, area arming and output control.

Test

# Managing Your App Account

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## Log In

To log into your Virtual Keypad account, enter your email address and password. If you are logging in for the first time, use the automatically generated password you received in your welcome email. Check the **Terms & Conditions** option below the **Log In** button. Then, select **Log In**.

When tapped, **SYSTEMS** displays a list of all available systems for your account. Select the system you want to access and then enter your user code. Use the **REMEMBER CODE** option to have your user code automatically entered the next time you sign in. Tap the **ENTER** button.

### Forgot Password

If you have forgotten your password, simply select **Forgot Password?** Make sure the correct email address is shown and tap **Reset Password**. A new automatically-generated password will be sent to your email address. Use that password to log into your account and reset your password.

## Entering Your User Code

After logging in to your App, you will be required to enter your user code to access your system. You can choose to have your user code saved in the app so you do not have to enter it every time you launch the app. Go to **Settings** and turn on **Save User Code**.

# Using Your App

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# System in Alarm

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## Silencing an Alarm

In the event your system goes into alarm, your app will change colors to red and immediately display any cameras on your system.

**IS THIS A FALSE ALARM? YES NO** displays.

## Real Alarms

If a burglar alarm is valid, press **NO** to send a verification message to the Central Station. Your security system will remain armed

## False Alarms

If a valid alarm has not occurred, press **YES** to cancel the alarm and send an abort message to the Central Station. Your security system will be disarmed.

**Note:** For area systems, the false alarm question only displays if the entered User Code has the authority to disarm the area.

# Contacting Your Security Company

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1. Select the logo at the top of your screen to display contact information for your security company.
2. Select the phone number to immediately call your security company.
3. Select the email address to send an email to your security company.
4. Select the Facebook or Twitter icons will directly connect you to your security company's social media sites.
5. To return to the previous screen, select the logo again.

# How to Arm Your System

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Select the shield on the home screen or arming screen and select how you would like the system to arm.

## 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** displays. Choose how the system handles the faulted zones.

### OKAY

When you tap **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

When you tap **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.

### STOP

When you tap **STOP**, arming is stopped and the system remains disarmed.



# How to Disarm Your System

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To disarm your system, tap the shield icon on the home or arming screens when the system is armed.

# Virtual Keypad Menu

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Select the icon in the top left corner to open up the Virtual Keypad menu.

Not all options described in this help file will be available to every user. Contact your security company to have these options added or for more information.

# Systems

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The systems screen lists all the systems available on your account.

## Administration

**Administration** allows you to make multi-system changes or updates to users and schedules without having to go into each system individually.

If your login email address was programmed with administration authority by your security company or by another administrator, **Administration** will be listed at the top of your **Select System** list.

# Home

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The home screen is a customizable screen where you can add frequently-used favorites or camera tiles for quick access. The **Arming and Disarming** tile is a standard tile used for easy arming and disarming of your system.

To add a cameras or favorite tile, select the icon. Then select **Add** and choose Favorites or Cameras.

# Arming

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The Arming screen features an interactive shield. The shield is used to arm and disarm your system. Press it and, depending how your system is programmed, one of the following options will display.

## All/ Perimeter

- **All** arms both the Perimeter and the Interior of your home. Use this when you are leaving the house and no one will remain inside.
- **Perimeter** arms just the Perimeter of your home. Use this when staying home but want your exterior doors and windows armed.

## Home/Sleep/Away

- **Home** arms the Perimeter of your home. Use this when you are staying home but want your exterior doors and windows armed.
- **Sleep** arms the Perimeter and a portion of the Interior. Bedrooms and nighttime parts of your home are left unarmed so that you can move around at night if needed. Other areas of the house that are not used at night are armed.
- **Away** arms the Perimeter, Interior, and Bedrooms. Use this when you are leaving the house and no one will remain inside.

## Area

An **Area** system is used for security systems (usually commercial) that need to be divided into more than a few areas. Each area will have a custom name and can be turned on or off independently of other areas.

# Cameras

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From the **Cameras** menu, you can view a list of the cameras that are on your system. Tap on a camera to view live video.

## Set Point

On pan and tilt cameras, there is an option to set up to three set points. Once setup 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. With the press of the set point button, the camera will relocate to that exact set point.

## Recording Video Clips

Simply select the red record button to manually record a video clip.

## View Recorded Video Clips

Select the clips icon to view a list of previously recorded video clips. Clips are listed by date and time. Select a clip to view. Use the **Previous** and **Next** buttons to navigate through your clips list.

### Name Recorded Clips

Select the text box to rename the clip.

### Protect Clips

When viewing a clip, select the **Protect Clip** toggle to save the video from being overwritten.

### Download Clips

Select **Download** to download a clip.

## Camera Settings

To edit a cameras settings, select the icon and select **Edit**. Then select the camera you would like to edit.

### Edit Camera Name

To change the camera name, select the current name and replace it with the new name.

**Record on Motion**

To set a camera to record when motion is detected, tap the **Record on Motion** option and then choose from **Always**, **Never**, or **When Armed**.

**Record on Alarm**

To set a camera to record when the system goes into alarm, turn the option on in the cameras settings. When enabled, the camera will provide recorded footage beginning five seconds before an alarm and continuing through fifteen seconds after the alarm. Two additional twenty-second clips will be available for a total of one minute of footage.

**Flip Image**

Turn this option on in camera settings to change the perspective of ceiling-mounted cameras and keep the correct perspective.

**Motion Detection Regions**

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

# History

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View your system's event history from the **History** menu.

The app displays the notification events for your system in descending order. The date, device type, specific sensor and type of event are displayed.

The alarm notifications for your system include:

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

The system must have these notifications enabled in **Push Notifications** in the **Settings** screen for messages to display.

## Search History

Search your system event history by tapping the **Search History** text field, enter the search topic, and tap the search icon.



# Favorites

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A **Favorite** is made up of multiple Z-Wave devices grouped together. Each of the 20 available Z-Wave favorites supports up to 25 Z-Wave devices per favorite. Favorites are only activated. A separate favorite must be activated to change the conditions set by the first favorite. Tap a favorite in the list to activate the favorite.

To **Add**, **Edit**, or **Delete** a favorite, select the icon and select from the list.

## Add

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.

## Edit

Adjust the settings to an existing favorite.

## Delete

Select **Delete** and then select the favorite you would like to remove.

# Doors

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Displays the Z-Wave doors on your system and allows you to lock or unlock Z-Wave-equipped doors or open or close Z-Wave-equipped Garage Doors. On some panels the **Doors** menu will allow you to control access doors.

## Add

Select the icon and press **Add**. Enter the **Device Name**, and follow the onscreen instructions to add a Z-Wave door to your system.

## Edit

Select the icon and press **Edit** to change the name of a Z-Wave door.

## Delete

Select the icon and press **Delete** to remove a Z-Wave door from your system.

## Lock / Unlock

Select **Lock** to lock the door and **Unlock** to unlock the door.

## Access

Larger systems may be programmed to allow access control doors on your system. Select **Access** to momentarily allow access to a locked door.

## Lockdown

The **Lockdown** feature is only available for XR550 Series panels with Z-Wave locks, Z-Wave garage doors, and door devices. Tap **Lockdown** to immediately lock all public doors and Z-Wave door locks in an emergency situation.

# Thermostats

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Displays the Z-Wave thermostats on your system. You can turn your thermostat **On** and **Off**, select **Heat**, **Cool**, or **Fan**, and adjust the temperatures.

To **Add**, **Edit**, or **Delete** a thermostat on your system, select the icon and select from the list.

## Add

Select **Add** and give the thermostat a name. Then follow the on-screen instructions to add the Z-Wave thermostat to your system.

## Edit

Select **Edit** to rename your Z-Wave thermostat.

## Delete

Select **Delete** to remove your Z-Wave thermostat from your system.

To adjust the temperature, just select either the **+** or **–** icons.

You can select how the Z-Wave thermostat operates by choosing **OFF**, **COOL**, **HEAT**, or **AUTO**. The current room temperature is displayed between the fan setting. The **Setpoint Temperature** is the temperature the system is set to maintain.

# Lights

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Displays the Z-Wave lights on your system. You can turn **On**, turn **Off**, and **Dim** Z-Wave equipped lights.

To **Add**, **Edit**, or **Delete** a Z-Wave light on your system, select the icon and select from the list.

## Add

Select **Add** and give the Light a name. Then follow the on-screen instructions to add the Z-Wave light to your system.

## Edit

Select **Edit** to rename a Z-Wave light.

## Delete

Select **Delete** to remove a Z-Wave light from your system.

# Users

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The Users menu item is displayed if the User Code you entered to login is authorized to manage User Codes on your system.

A User Code is made up of the following components:

- User Name – Enter the name of the user.
- User Number – Each user on your system is assigned a number (1-99). This number identifies them to the system and can be transmitted to the central station when they arm or disarm the system.
- User Code – Users also have a 4-digit user code they enter into the keypad or app when disarming their system.
- Authority Level – determines what user menu options the user has access to and for how long.

To **Add**, **Edit**, or **Delete** a User, select the icon and select from the list.

## Add

Select **Add** and enter the **User Name**, **User Number**, **User Code**, and **Authority Level**.

## Edit

Select **Edit** to make changes to **User Name**, **User Number**, **User Code**, or **Authority Level**.

## Delete

Select **Delete** to remove the User from the system.

# Schedules

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

## Types of Schedules

- **Arming Schedules** ( also known as Permanent schedules) are used for automatic arming and disarming and 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** are used to schedule automatic activation of Z-Wave favorites.
- **Output Schedules** are used to schedule when an output will turn on or off.

In Area Settings, you may turn **Auto Arm** and **Auto Disarm** on or off for each area. When auto arm or auto disarm is on, the system will arm and disarm at the same times until you change or delete the schedule.

## Closing Check

If your system does not use automatic arming, you can use the **Closing Check** feature with Schedules to ensure your system is armed by an authorized user at a specific time.

To **Add**, **Edit**, or **Delete** a Schedule, select the icon and select from the list.

## Add

Select **Add** to create a Favorite or Output Schedule. Select the Favorite or Output that you would like to create a Schedule for and fill in all the times.

## Edit

Select **Edit** to display a list of schedules on your system. Edit times for arming and disarming and Favorite activation.

## Delete

Select **Delete** then tap the delete icon to remove a schedule from your system. Only Output and Favorite Schedules can be deleted.

# Outputs

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

## **How do I turn my outputs on and off?**

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

# Geofences

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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. You can create up to 20 customized geofence areas. To **Add**, **Edit**, or **Delete** a Geofence, select the icon and select from the list.

## Add

On the map, a map pin appears at your location. Pinch open to zoom in and create a smaller area for your geofence. Pinch close to zoom out and create a larger area for your geofence.

If you are not at the location you wish to set up your geofence, you can enter the address manually by typing in the address in the Find Address text field or tap and drag your finger on the screen to move to the area you want to set as your geofence.

### Devices

Tap the toggle on 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 **Smart Arming Reminder** is enabled and the creator of the geofence is the last device to leave, the creator will receive a notification to arm the system if the system was left disarmed.

### Favorite Activation

When **Favorite Activation** is enabled, the creator of the geofence will receive a push notification when a Favorite assigned to the geofence is activated by any device associated with the geofence.

### Device Enter and Exit

When **Device Enter and Exit** is enabled, the creator of the geofence will receive a push notification when any active device enters or exits the geofence.



## **Edit**

Select **Edit** to adjust the settings of the geofence.

## **Delete**

Select **Delete** then tap the delete Icon to remove a geofence from your app.

## **What if I have multiple devices?**

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

# Profiles

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Profiles are only available on some systems and can only be accessed if your User Code has the authority to do so. Profiles define the authority of each user code in the system. Up to four profiles may be assigned per user. When adding Users, use default profiles 1 through 10.

To **Add**, **Edit**, or **Delete** a Profile, select the icon and select from the list.

## Add

Select **Add** to create a new profile.

- **Profile Name** – You can assign each profile a name with up to 32 characters. The Profile Number is the default name.
- **Profile Number** – You can assign each profile a unique number from 1 to 99.
- **Rearm Delay** – Set the number of minutes before the system rearms if the system has been disarmed in the middle of a scheduled arm.
- **Output Group** – You can assign each profile an output group number from 1 to 10.
- **Access Areas** – For each profile, you can assign a door access area.
- **Arm/Disarm Areas** – Assign specific arming and disarming areas to individual profiles.
- **User Menu Assignments** – Each user profile may have any of the menus assigned to it as shown in the User Profile Record. The User Profile Record lists the user menu profile assignments and the system functions users are allowed to access based on the profile numbers assigned to their codes.

## Edit

Select **Edit** on the Profile you wish to change.

## Delete

Select **Delete** then tap the delete Icon to remove a Profile from your system.

# Rooms

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Rooms allows you to take a picture of your Room, or view the room from a live camera stream, and 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.

To **Add**, **Edit**, or **Delete** a room, select the icon and select from the list.

## Add

1. Choose whether to take a photo using the camera on your device or use one from your gallery.
2. Enter a name for the Room.
3. 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.

## Edit

Select **Edit** on the Room you wish to change.

## Delete

Select **Delete** then tap the delete Icon to remove a Room from your system.

# Actions

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You can set your **Favorites** to activate along with specific system events.

## Add

Select an **Action** to display the list of **Favorites**. Select a\* Favorite\* to activate when an **Action** occurs.

# Traffic Count

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

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

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

# Settings

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The Settings section provides personal preference options for your Virtual Keypad App™.

## System Name

Tap **System Name** to rename your system.

## Default System

Turn on the **Default System** toggle to make the current system the first one displayed when opening the Virtual Keypad App.

## Save User Code

The **Save User Code** toggle allows the app to remember your user code. When activated, your user code will not need to be entered every time you log in to this system.

## Start on Home

Set the **Home** screen to be the default screen when launching the app.

## Full Screen

Turn on to view the app in **Full Screen**.

## Widget Settings

There are two widgets that you can add to the Today and Notifications screens of your device. The Alarm and Favorite widget allows you to choose up to five Favorites or Arming options to activate from the Today screen without logging into the app. Turn the Show History toggle on to display real-time history from your app in the Notification screen.

**Note:** Save User Code must be enabled to use arming and favorite widget options.

## Add a Today Widget

Select Today Widget. Select one of the five widget options to display arming options, choose a favorite, or delete the widget settings.

- Arm All will display for an Area system.
- Arm Perimeter or Arm All will display for All/Perimeter systems.
- Arm Home, Arm Away, and Arm Bedrooms will display for Home/Sleep/Away systems.

You can also tap Choose Favorite... to list the favorites already created on your system.

Turn on the Show History toggle to enable the History Widget. The History Widget displays in the Notifications screen.

## Temperature Units

Change how the thermostat feature displays the temperature. Tapping **Temperature Units** allows you to choose between **Celsius** and **Fahrenheit**.

## Push Notifications

You may choose to receive push notifications for your system, including:

- Alarms
- Arms/Disarms
- Troubles
- Sensor Activity

When selected, specific types of events will send push notifications to your device.

## Change Password

Select **Change Password** to change your existing password. The new password must contain a minimum of 10 characters and must contain two of these four types of characters.

- Lowercase letters
- Uppercase letters
- Numbers
- Symbols

## Fingerprint Authentication

Turn on **Fingerprint Authentication** to require a fingerprint when accessing your system.

## Fingerprint Disarm

Turn on **Fingerprint Disarm** to require fingerprint authentication when disarming your system.

## Geofencing Mode

When you create a geofence in **Geofences**, your device needs to check your location to determine when you enter and exit the geofence. Below are descriptions of each option:

- **Low** – Provides the best battery usage, but will result in less frequent location updates.
- **Medium** – Balanced location updates with less battery consumption than **High** but more than **Low**.
- **High** – Provides most location updates, but may result in reduced battery performance.

## Geofence Devices

Selecting\* Geofence Devices\* allows you to delete devices no longer used with the app.

## Reload

**Reload** retrieves updated information from all your available systems.

## Send Diagnostics

Tapping **Send Diagnostics** allows you to choose from a list available options for sending diagnostics.

## Online Help

Opens the online help files for the app.

## Logout


Select **Log Out** to sign out of the app.



# Apple TV App

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

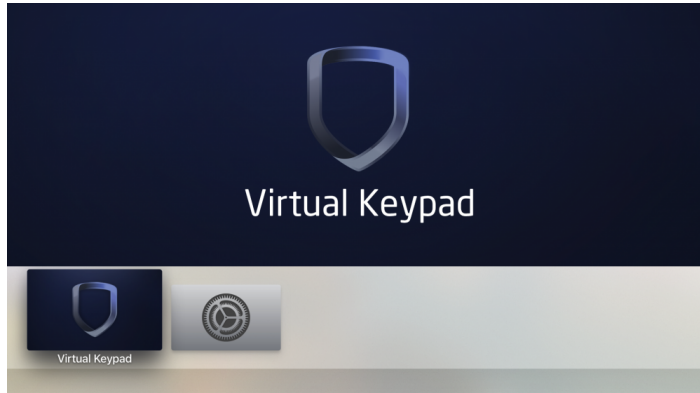
 The Virtual Keypad App only works with the 4th generation Apple TV.

# Using the App

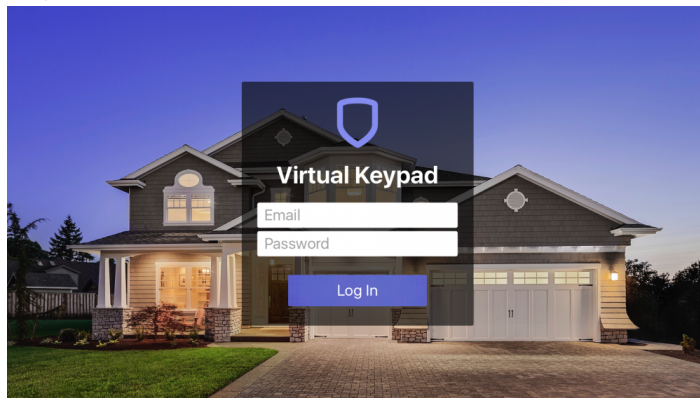
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## Logging on to the App

1. From your Apple TV's home screen, use your remote to open the Virtual Keypad App.



2. Once the login screen loads, enter your **Email** address and **Password** associated with your Virtual Keypad App.



3. Select the **Login** button.
4. If your login credentials are associated with multiple systems, then select the system you want to access.
5. The app's home screen loads with options to view **Cameras** and **Clips**, to activate **Favorites**, and to **Logout**.

## Logging Out of the App

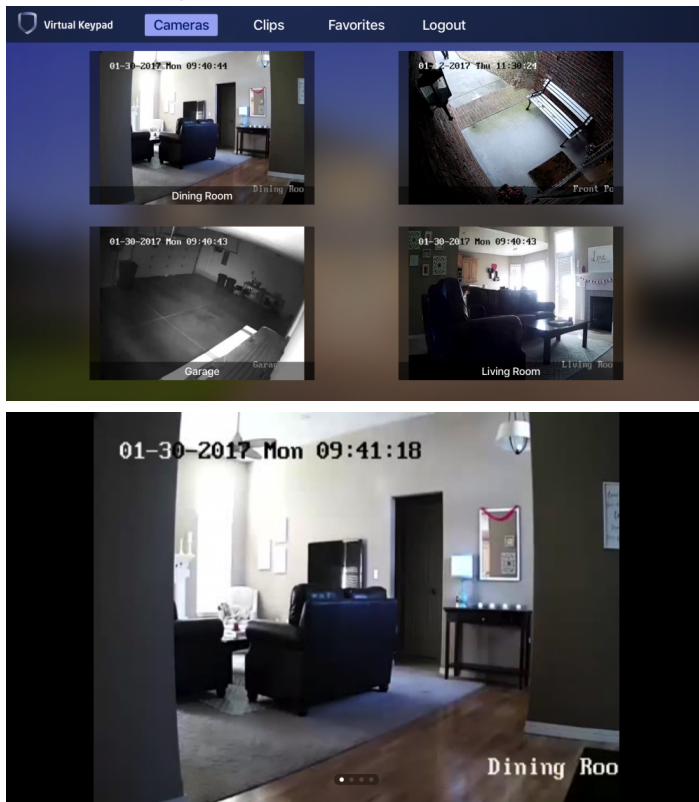
To log out of the Virtual Keypad App, simply select **Logout** from the app home screen.

## App Options

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

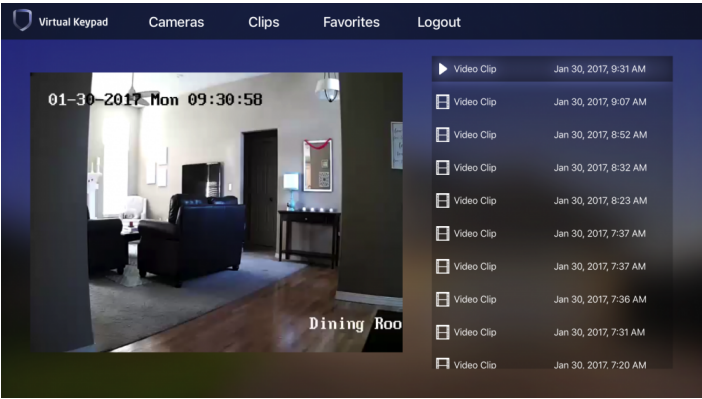
### Cameras

The **Cameras** option lets you view the cameras on your system live. You can view multiple camera views at once or a single view in full-screen.



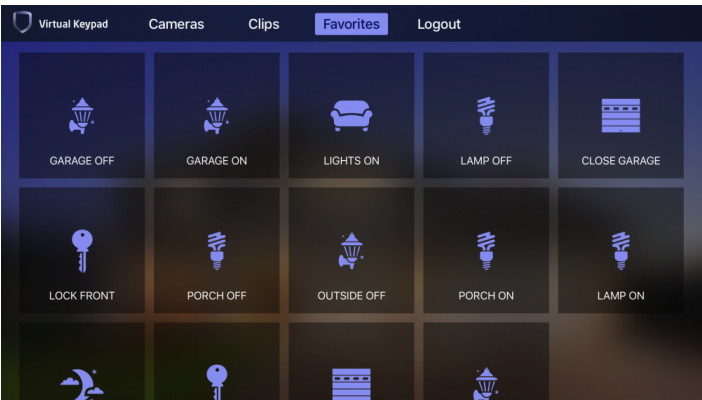
**Clips**

The **Clips** option lets you view pre-recorded clips from the cameras on your system. A list of clips displays on the right side of the screen, and selected clips display on the left side.



**Favorites**

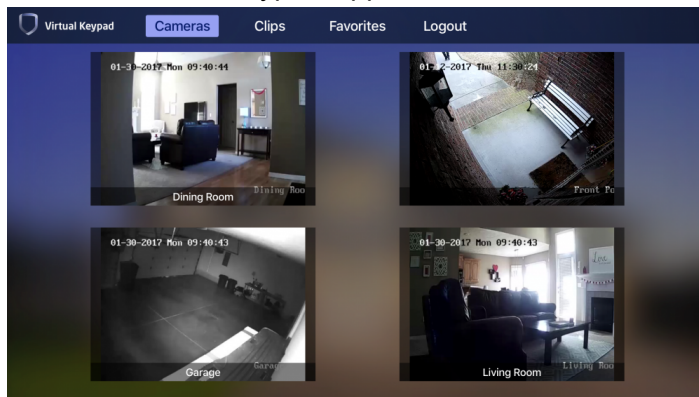
The **Favorites** option lets you activate Z-Wave favorites on your system. You can only activate favorites, you cannot add or remove them from the Virtual Keypad App for Apple TV.



# View Cameras

After [logging on](#) to your Virtual Keypad App on Apple TV, complete the following procedure to view your cameras live.

1. From the Virtual Keypad App home screen, select **Cameras** from the top of the screen.



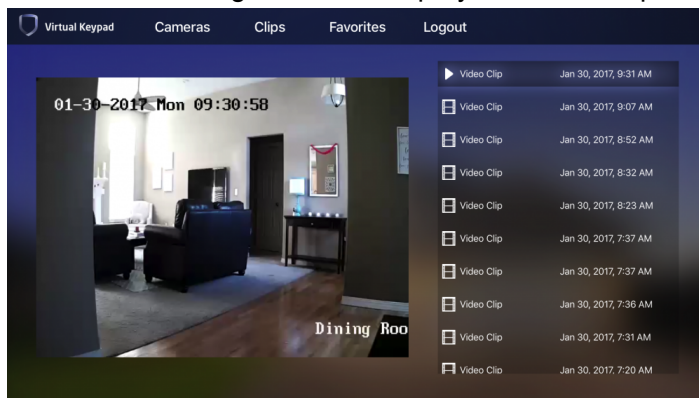
2. The screen will display multiple camera views. If needed, cycle through the camera views to see all of your cameras.
3. To view a camera in full-screen, locate the desired camera view, and select it.



# View Clips

After [logging on](#) to your Virtual Keypad App on Apple TV, complete the following procedure to view pre-recorded clips from your cameras.

1. From the Virtual Keypad App home screen, select **Clips** from 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.



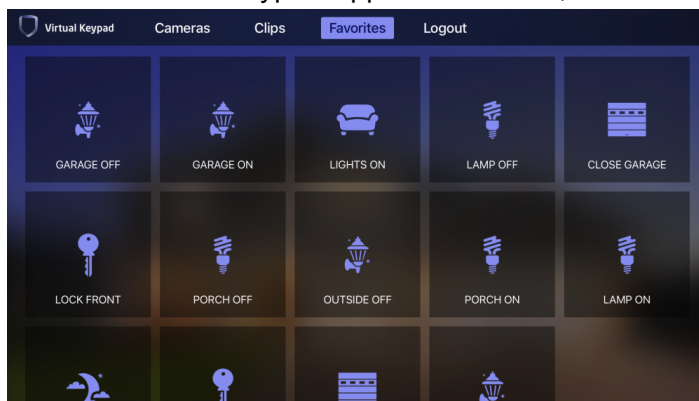
3. To view a clip, scroll through the list of clips, locate the desired clip, and select it. The clip will begin playing on the left side of the screen.

# Z-Wave Favorites

After [logging on](#) to your Virtual Keypad App on Apple TV, complete the following procedure to view your cameras live.

\* **Note:** You cannot add or remove favorites from this app.

1. From the Virtual Keypad App home screen, select **Favorites** from the top of the screen.



2. The screen displays a grid-list of the existing Z-Wave favorites on your system.
3. To activate favorite, select the favorite from the grid-list.