



 VirtualKeypad | **Help Guide**

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## Log In

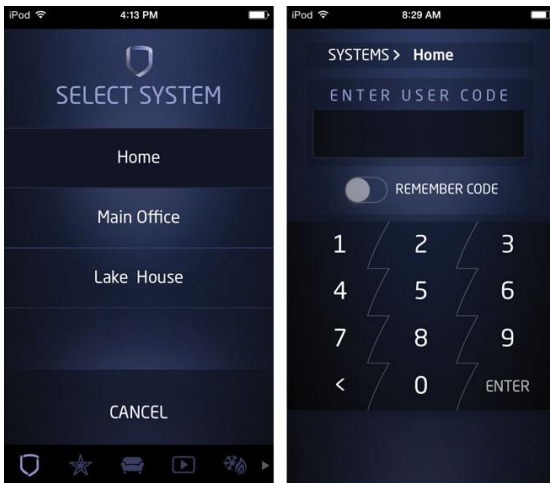


### Enter Email / Enter Password:

Enter your valid e-mail address and the password provided by Redwire via email (It will be located at the bottom of the email).

### Log In:

Tap Log In. When the e-mail address and password have been verified the User Code screen will display.



### Enter User Code

#### SYSTEMS:

When tapped, displays a list of all available systems for this account.

#### ENTER USER CODE:

Enter your User Code and tap the ENTER button. The user code is authorized by the panel.

#### REMEMBER CODE toggle:

When toggled the app will save the last User Code you entered in the User Code field.

After you have logged in, you can:

- Tap the Redwire logo in the top left of the screen to display contact information for Redwire.
- Tap the phone number to immediately call Redwire.
- Tap the e-mail address and immediately e-mail central station.
- Tap the Facebook icon to go to Redwire's Facebook page or the Twitter icon to go to Redwire's Twitter page.
- Tap the logo to return to the previous screen.
- Use the Scrolling Tab Bar at the bottom of the screen. To Scroll the Tab Bar, slide your finger across the bar. Tap on an item to open that item.

### Change Your Password:

The system will automatically assign a password to the account. To change it to your preferred password visit [www.myvirtualkeypad.com](http://www.myvirtualkeypad.com), log in and enter your user code.

Your email address will appear in the top right hand corner of the webpage. Click on the arrow to the right, and select change password.

## Arming

Tap the Arming tab bar item on the tab bar at the bottom of the Virtual Keypad app screen to access the arming/disarming options for your system. Your system has been programmed to operate in one of four configurations: Area, All/Perimeter, Home/Away or Home/Sleep/Away.



### Area Systems

Your system may be divided into separate areas for burglary protection. Each area will have a custom name and can be turned on or off independently of other areas.

#### Arm Area

Tap any area you wish to arm. When armed, the shield glows and changes from DISARMED to ARMED. To arm all areas tap ARM ALL.

#### Disarm Area

Tap any area that displays ARMED to disarm. When disarmed, the shield dims and changes ARMED to DISARMED. To disarm all areas tap DISARM ALL.



### All/Perimeter Systems

Your burglary protection is divided into two areas. Tapping the shield in the middle of the screen will display the following options.

#### All

ALL arms both the Perimeter and Interior of the system. You want to arm both of these areas when leaving the building and no one is left inside.

#### Perimeter

PERIMETER arming is for when you are staying inside but want the comfort of knowing the exterior doors and windows are armed. Perimeter arming allows you to move freely about inside without setting off any interior alarms.

#### Disarm

DISARM disarms the entire system.



## Home/Away Systems

Your burglary protection is divided into two areas. Tapping the shield in the middle of the screen will display the following options.

### Away

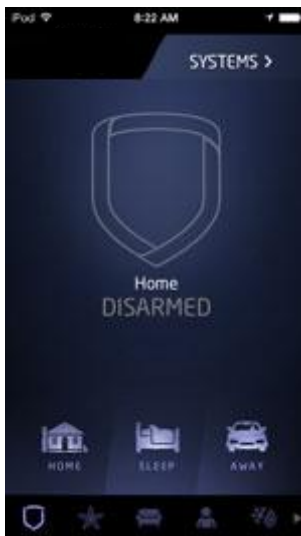
AWAY arms both areas for when you leave the building and no one is left inside. Tap the AWAY icon to arm both areas.

### Home

HOME arming is for when you are staying inside but want the comfort of knowing the exterior doors and windows are armed. Tap the HOME icon to arm.

### Disarm

DISARM disarms the system.



## Home/Sleep/Away Systems

Your burglary protection is divided into three areas. Tapping the shield in the middle of the screen will display the following options.

### Home

HOME arming is for when you are staying inside but want the comfort of knowing the exterior doors and windows are armed. Tap the HOME icon to arm.

### Sleep

SLEEP arms all areas except those near bedrooms and night time areas. Tap the SLEEP icon to arm.

### Away

AWAY arms all three areas for when you leave the building and no one is left inside. Tap the AWAY icon to arm all areas.

### Disarm

DISARM disarms the system.

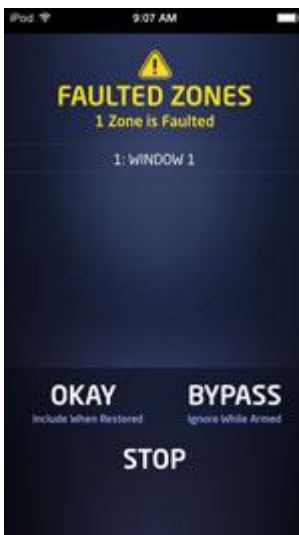


## Alarm Screens

When an alarm has occurred on your Home/Sleep/Away, Home/Away, or All/Perimeter system, the shield will turn red and ALARM will be displayed.

When an alarm has occurred on your Area System, the Area with the burglary alarm will be shown as red.

Once the system is disarmed, the screens will return to normal.



## Faulted Zones

When arming your system, some zones may not be in a normal condition, such as, a window is left open or a door is not fully closed. A list of FAULTED ZONES will display. Choose how the system handles the faulted zones.

### OKAY

When you tap OKAY, the zones that are faulted 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.



## IS THIS A FALSE ALARM?

A **Burglary Alarm** Push Notification displays when your system goes into alarm, Tap on the message to immediately open the APP.

Enter your User Code.

The message "IS THIS A FALSE ALARM?" displays.

The APP may display the following options:

### YES

Tap YES to cancel the Alarm, the system will disarm, and Central Station will be notified the Alarm was cancelled by the user.

### NO

Tap NO if a valid alarm has occurred, the system will not disarm and Central Station will alert Authorities.

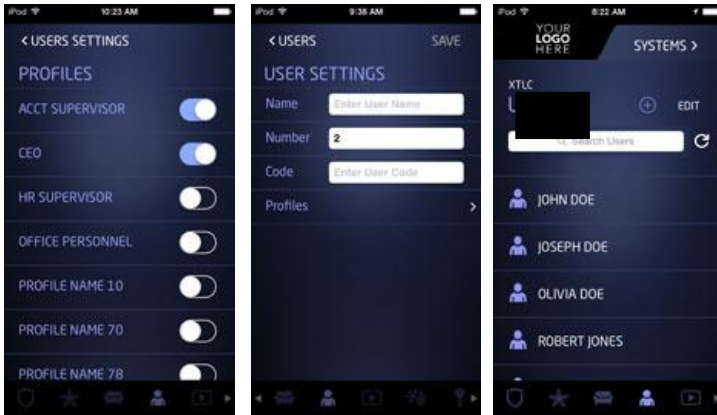
### LOGO

Tap the Redwire logo to call Central Station.



 **Users**

The USERS tab bar item is displayed if your security company authorized User Codes Management when setting up your account and the User Code you entered to login is authorized to manage User Codes on your system. User Codes management includes the ability to add, remove or edit users from your system, as well as edit user permissions. Tap the Users tab bar item on the scrolling tab bar from the bottom of the screen to access the Users Code options programmed for your system.



 **Add Icon**

Tap the Add icon to create a User in your system.

**User Name** - Enter up to 32 characters for the name.

**User Number** - The next available user number is displayed by default. You may enter a different number.

**User Code** - Users also have a user code entered into the keypad when arming or disarming.

**XT Series panels allow 4 digit User Codes.**

**XR550 Series panels allow for 3 to 6 digit User Codes.**

**User Level** - The user is also assigned a level of authority (Master, Arm only or Temporary) by the person administrating the system to determine the functions the user can access.

**XT Series Panels User Options:**

- Master - All Authority allowed
- Arm Only - No disarm authority
- Temporary - The user is automatically deleted in seven days.

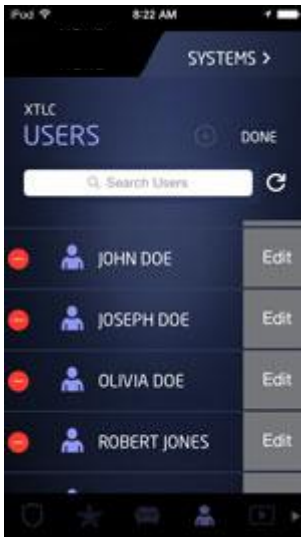
**XR550 Series Panel User Levels:**

- Profiles - At least one profile must be selected and up to four may be assigned to the User. The default Profile is 1.

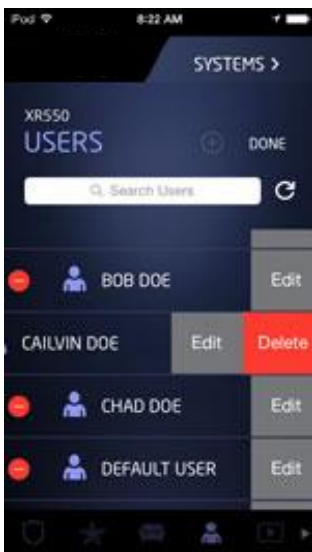
**Temporary User** - You may use this feature to add the user for a limited time if the User only needs access to your system on a temporary basis. Temporary is only an option if a selected profile has the Temp Code option selected in the panel. Tap Expiration to set a date and time for the User Code to expire. Default is 7 days.

**Note:** A User Code cannot be left blank.

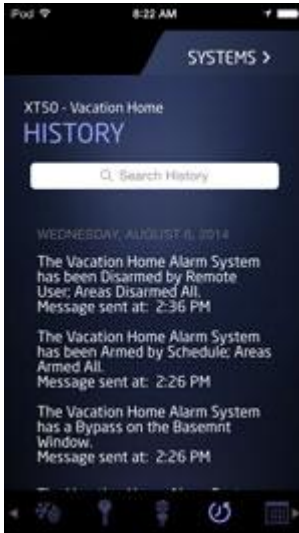


**EDIT** Edit

Tap on Edit to display a list of Users with two options: EDIT and the Delete Icon. Tap EDIT to edit their name, User Code, their assigned areas and profiles.

 Delete

Tap on the EDIT Icon from the main Users Menu. Then tap the Delete Icon to delete a User from your system.

 **History**

Tap the HISTORY icon and the app displays the notification events for your system in descending order. The date, device type, specific sensor and type of event is displayed. The system must have either Alarms, Troubles, or Arm/Disarm enabled in Push Notifications in the Settings screen for messages to display. You may search your system history by tapping the Search History text field, enter the search topic, and tap the search icon.

The alarm notifications for your system include:

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



## Settings



**System Name** - In the settings menu, you can enter a specific name for your system, such as Office, Lake House or Home.

**Default System** - You can turn on this toggle to make this the first system displayed when opening the Virtual Keypad App.

**Save User Code** - Choose save your User Code so you will not have to retype it each time you log in.

You may choose to receive Push notifications for your system including:

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

When selected types of events occur at our system, a push notification will be sent to your device.

**RELOAD**- Retrieves updated information from all your available systems.

**LOGOUT** - Tap to log out of the app. (The app will not automatically log you out.)

