



## INSTALLATION AND PROGRAMMING GUIDE



### 9800 Series Graphic Touchscreen Keypad

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# GET STARTED

9800 Series Wireless Graphic Touchscreen Keypads offer an easy to use touchscreen interface, optional panic keys, an AC Power/Armed LED, an internal speaker, built-in prox reader, and other model-specific features. Keypads can be mounted in a conduit or backbox, or on a flat surface with appropriate fasteners.

## Model-Specific Features

FEATURE	9862	9862USB
Built-in proximity card reader	X	X
Wall tamper	X	
Wire-in power supply	X	
Micro-USB adapter		X
Deskstand legs		X

## What's Included

- ▶ One 9800 Series Graphic Touchscreen Keypad
- ▶ Double-sided tape
- ▶ Four screws (#6 x 1") (9862)
- ▶ 12 VDC Wire-In Power Supply (9862)
- ▶ Wiring harness (9862)
- ▶ Deskstand legs (9862USB)
- ▶ 5 VDC micro-USB adapter with security strap (9862USB)

## What You'll Need

These materials apply only to the Model 9862 keypad if you mount it on a surface with screws.

- ▶ 5/64" (2.0mm) drill bit
- ▶ #2 Phillips screwdriver

## Procedure

To install a 9800 Series keypad, this guide walks you through these required steps:

1. Select a location.
2. Install the keypad.
3. Auto Pair the keypad with the panel or program it into **DEVICE SETUP**.
4. Program the keypad.
5. Test the keypad.
6. Train your customers.

# SELECT A LOCATION

## 1 LED Survey

9800 Series Wireless Graphic Touchscreen Keypads provide a built-in survey capability to allow one person to confirm keypad communication with the wireless receiver or panel. This allows you to determine the best location for the keypad.

To see how to perform the wireless survey with an 1106 Universal Transmitter, watch the video [1100 Series Programming and LED Survey](#).

If you want to perform the wireless survey with the keypad, temporarily connect it to a power source and perform an RF survey:

1. Press **Options** in the carousel menu.
2. Press the installer options icon at the bottom-left corner of the screen.
3. Enter **3577** (INST) and press **CMD**.
4. Press the select key under **KPD RF** to start the survey communication. The keypad displays its wireless serial number and **RF SURVEY**. Determine if communication is confirmed or faulty.

 **Confirmed:** Communication successful. The Armed/Power LED turns blue.

 **Faulty:** Communication failed. The Armed/Power LED turns red. Relocate the device or wireless receiver until the survey LED confirms communication.

# INSTALL THE KEYPAD

## 1 Remove the Cover

To see how to remove the cover, watch the video [How to Open a Touchscreen Keypad](#).

The keypad housing is made up of two parts: The cover, which contains the circuit board and components, and the base. When removing the cover, refer to Figure 1.

To separate the keypad cover from the base, insert the flat tip of a slotted screwdriver into one of the slots on the bottom of the keypad, then press in slightly to disengage the tab and pry open. Repeat with the other slot. Remove the cover from the base and set aside.

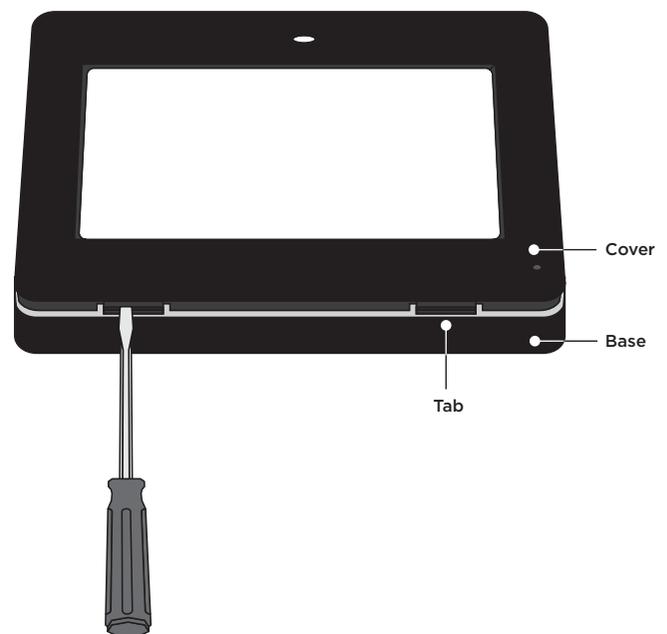


Figure 1: Removing the Cover

## 2 Run Wire

If installing the 9862 keypad with a wire-in power supply, run wire 18 - 22 AWG from an unswitched power outlet to the keypad mounting location.

### 3 Mount the Keypad

All DMP keypad housings are designed to install on any 4" square box, 3-gang switch box, compatible backboxes, or directly on a flat surface. Additionally, the 9862USB can be mounted on deskstand legs. For more information about mounting accessories, refer to ["Ordering Information"](#).

#### Mount with Screws

1. Route the keypad wires through the cutouts in the base. See Figure 6.
2. Use the keypad base to mark the holes for the screws on the mounting surface.
3. Set the base aside and drill the holes.
4. Use the included screws to secure the keypad base to the surface. Do not overtighten.
5. When all wire connections have been completed, place the keypad cover back onto the base and snap it into place.

#### Mount on Deskstand

Insert one leg into the deskstand holes on the back of the keypad. Slide the leg upwards until the leg firmly snaps into place. Repeat the process to attach the second leg.

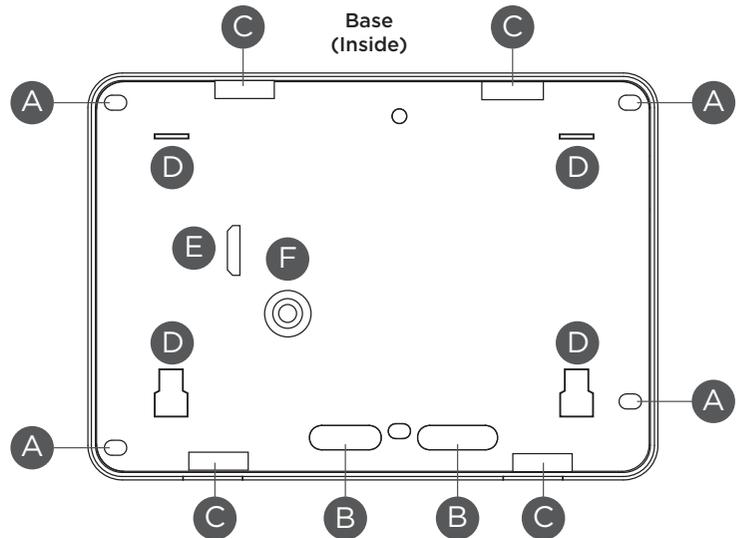


Figure 2: Mounting Hole Locations

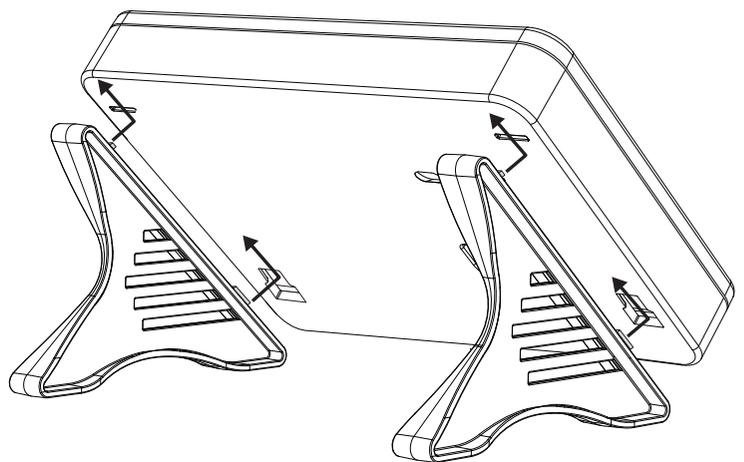


Figure 3: Deskstand Installation

## 4 Wire the Keypad

To wire the 9862 keypad, connect it to the wire-in power supply as shown in Figure 4. To wire the 9862USB keypad, connect the micro-USB adapter and install the adapter security strap as shown in Figure 5.

**⚡ Caution:** Disconnect all power before wiring. Failure to do so may result in equipment damage or injury. Observe polarity when making power connections.

### 9862

1. Plug the 4-wire harness into the back of the keypad with the black wire at B and the white/black wire at R.
2. Connect the power supply's positive wire to the white/black wire. Connect the power supply's negative wire to the keypad's black wire.
3. Connect the power supply to power.

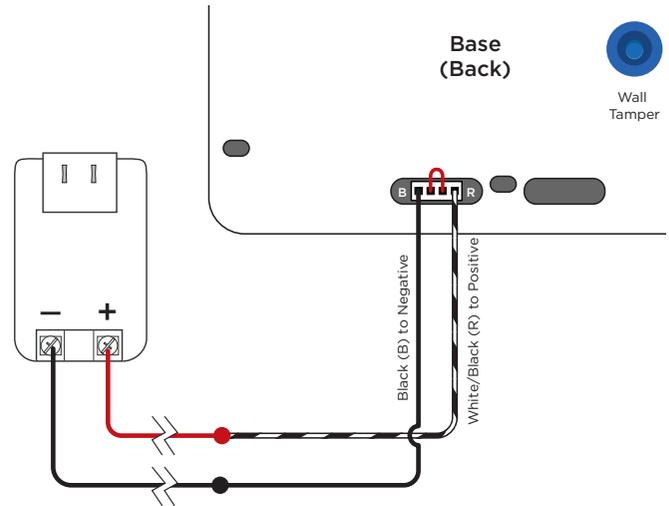


Figure 4: Model 9862 Wiring

### 9862USB

1. Plug the cable end with the micro-USB connector into the back of the keypad.
2. Fit the security strap over the adapter with the wire slit facing up. Feed the cable through both slits in the strap.
3. Plug the cable end with the USB connector into the adapter.
4. Plug the adapter into the outlet.
5. Remove the center screw from the outlet's wall plate. Thread the outlet screw through the security strap and into the wall plate, then tighten.

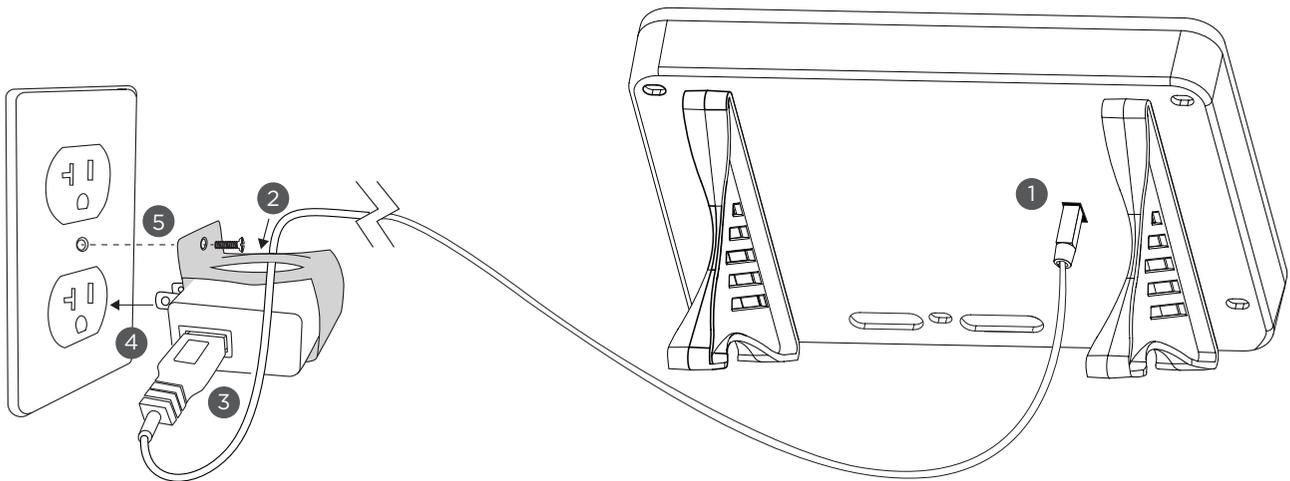


Figure 5: Model 9862USB Wiring

## 5 Pair the Keypad with the Panel

Auto Pair automatically connects your keypad to the panel. This option is available for keypads with firmware Version 109 or higher. If you want to program the keypad into the panel manually in **DEVICE SETUP**, skip to [“Program the Panel”](#) later in this guide.

To see how to initiate Auto Pair for specific panel models, watch one of the following videos:

- ▶ [XTL Series](#)
- ▶ [XT Series Control Panels](#)
- ▶ [XR Series](#)

A maximum of seven keypads can be paired with each panel.

### Pair the Keypad

1. Ensure the panel has a house code programmed in the panel's **SYSTEM OPTIONS**.
2. Enable pairing:
  - a. For XTL Series Control Panels, press the Reset button for 2 seconds.
  - b. For XT Series and XR Series Control Panels, reset the panel three times, allowing the transmit LED (PROG XMIT) to flash between each reset.
3. If pairing doesn't start automatically, tap **Press to Pair** on the keypad screen.

The keypad attempts to pair for 10 minutes.



**Paired:** The keypad displays the home shield screen.



**Not Paired:** The keypad displays **Pairing Failed**. Repeat the steps above to reattempt pairing.

# USE THE KEYPAD

## Keypad Layout

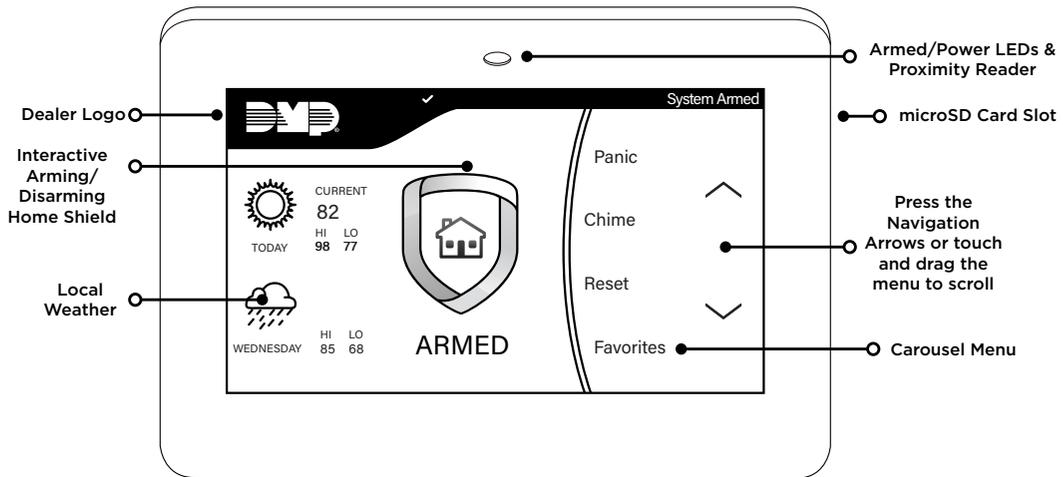


Figure 6: Keypad Layout

## Enter Characters

To see how to enter characters, watch the video [How to Type on a Keypad](#).

### Number Pad

1. Choose a character from Table 1.
2. Identify the **Number** the character correlates with and press that number on the number pad.
3. Identify the **Select Area** for the character and press that select area on the keypad. Press that select area again for the lowercase letter. See Figure 7.
4. When the desired character displays on the keypad, return to Step 1 to enter another character or press **CMD** if finished.

NUMBER	SELECT AREA			
	1	2	3	4
1	A	B	C	< [ {
2	D	E	F	) ] }
3	G	H	I	! ^ -
4	J	K	L	? "
5	M	N	O	/ \ `
6	P	Q	R	& \$
7	S	T	U	@ %
8	V	W	X	, =
9	Y	Z	Space :	_ ;
0	- +	. ' .	* <	# >

Table 1: Characters

### Standard Keyboard

- ▶ Press **ABC** to enter uppercase letters.
- ▶ Press **abc** to enter lowercase letters.
- ▶ Press **!@#** to enter special characters.
- ▶ Press **123** to enter numbers and to return to the number pad. See Figure 8.

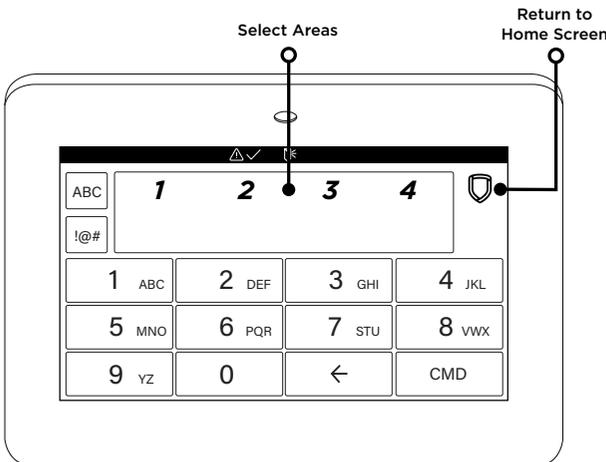


Figure 7: Number Pad

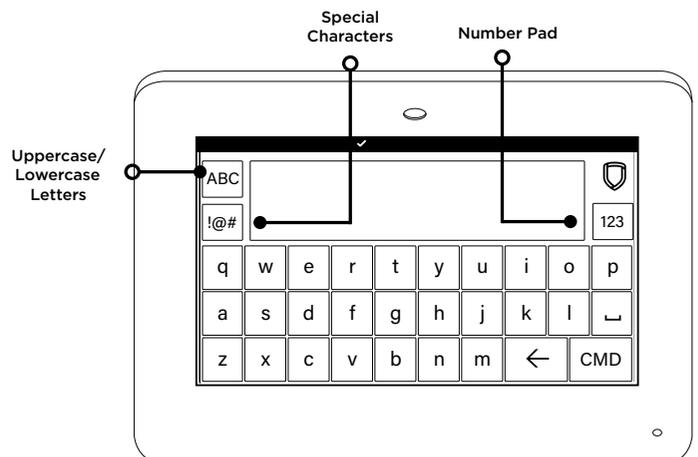


Figure 8: Standard Keyboard

## Power/Armed LED Indicator

The LED at the top-center of the keypad indicates the keypad's power status and your system's arming status. Depending on the status, the LED will be red or blue. See the table below for more information.

COLOR AND ACTIVITY	ARMED STATUS	KEYPAD POWER STATUS
Blue Steady	Disarmed	AC Power OK, Battery OK
Blue Blinking	Disarmed	AC Power OK, Battery Trouble
No Light	Disarmed	AC Power Trouble, Battery OK
Red Steady	Armed	AC Power OK, Battery OK
Red/Blue Alternate	Armed	AC Power OK, Battery Trouble
Red Blinking	Armed	AC Power Trouble, Battery OK

**Table 2: LED Status Indicator**

# PROGRAM THE PANEL

Before continuing with programming and setup, you'll program the keypad in the panel as a device.

To access the Programmer menu, reset the panel, press **Keypad** in the carousel menu, enter **6653** (PROG), then press **CMD**.

After completing each of the following steps, press **CMD** to advance to the next option. Refer to the panel programming guide as needed.

DEVICE SETUP

## DEVICE SETUP

Advance to Device Setup, then press a select area to enter the setup menu.

DEVICE SETUP  
DEVICE NO: -

### Device Number

Set the keypad address.

Panel Models	Compatible Device Numbers
XR550	2 - 16
XR150	2 - 8
XT Series	2 - 8
XTLplus	2 - 8
XTLtouch	2 - 8

DEVICE SETUP  
\*UNUSED\*

### Device Name

Enter the a name for the device.

DEVICE SETUP  
TYPE: **KEYPAD**

### Device Type

For use as a standard keypad, select **KPD**. For use as an access control keypad, press any select area, then select **DOOR**.

DEVICE SETUP  
COMM TYPE: **WLS**

### Communication Type

Press any select area, then select **WLS** (Wireless) as the communication type.

DEVICE SETUP  
SERIAL#:-

### Serial Number

Enter the eight-digit wireless serial number. Range is 14500000-14999999.

DEVICE SETUP  
SUPRVSN TIME: **240**

### Supervision Time

Press any select area and choose a supervision time. Options are **0**, **60**, or **240** minutes.

Configure additional options as needed. To configure custom card options for the keypad, do not program **CARD OPTIONS** in Device Setup.

# PROGRAM THE KEYPAD

Refer to the appropriate panel programming guide as needed. Keep in mind that operation for some programming options is restricted to the appropriate model. To access the Keypad Options menu, press **Options** in the carousel menu. Press the Installer Options wrench icon, enter **3577** (INST), then press **CMD**.

<b>KPD</b> KPD
<b>OPT</b> DIAG      STOP

## KEYPAD OPTIONS

To program keypad options, press the select area under **KPD OPT**. When finished programming, press **STOP** to save all programming.

DEFAULT KPD MSG:
------------------

## Default Keypad Message

Enter a custom message of up to sixteen characters to appear at the top of the keypad display. Press any select area, enter a new message, and press **CMD**. See Enter Characters.

ARM PANIC KEYS:
*PN      *EM      *FI

## Arm Panic Keys

Use this option to enable or disable the panic keys. Press the icon name: **PN** (panic), **EM** (emergency), and **FI** (fire). Once the panic option is enabled, an asterisk displays next to the selected options.

ALL?              NO   YES
DELAY:                              2

## Arming/Disarming Wait Time

Select the number of seconds (1-9) the keypad should wait to arm and disarm when an area system displays **ALL? NO YES** or an H/S/A system waits during arming only. If a selection is not made before the delay expires, the keypad automatically selects **YES** or **AWAY**. Select zero (**0**) to disable this feature. The delay also occurs when a credential is presented for arming the H/S/A system. Default is **2**.

For non-Area systems with keypads that have firmware version 205 or higher, presenting a credential to the keypad automatically initiates the arming sequence after the arming wait time expires. All/Perimeter systems arm All. Home/Sleep/Away and Home/Away systems arm Away.

ENABLE TAMPER?
<b>NO</b> YES

## Enable Tamper

If the keypad is mounted on a wall, select **YES** to enable the wall tamper. Default is **NO**.

CARD OPTIONS  
**DMP** CUSTOM ANY

## Card Options

Select **DMP** to allow credentials that use a 26-45 bit data string. The menu advances to **REQUIRE SITE**.

Select **CUSTOM** to disable DMP format and program slots 1-8 as needed. The menu advances to **FORMAT NO.**

Select **ANY** to allow all Wiegand card reads to activate the door strike relay. The door strike relay is activated for the length of time programmed in **ZN 3 REX TIME**. No user code information is sent to the panel. The menu advances to **NO COMM WITH PNL.**

The default card format is **DMP**.

CARD FORMATS  
FORMAT NO: -

## Card Format Number

Select the slot number (1-8) that you want to program for a custom non-DMP card format. The format that is programmed into slot 1 is the default format. In the event that a card with an unrecognized format is used, that card will be read in the format that is programmed in slot 1. To restrict card reads to specific formats, only program slots 2-8.

See Public Card Formats for some publicly available card formats that can be used with the keypad. Other private or custom formats may also be compatible. Please contact the credential supplier or manufacturer for the bit structure.



**Note:** If you select slot 1 and you are upgrading from XR panel version 182 or earlier, **FORMAT NAME** will automatically be named **SINGLE CARD FORMAT** and **WIEGAND CODE LENGTH** will default to 45.

FORMAT NAME  
\*UNUSED\*

## Format Name

Press any select area to rename the card format. Press **CMD** to save and advance.

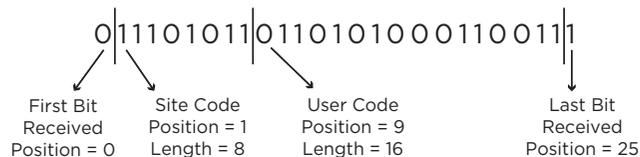
WIEGAND CODE  
LENGTH: **26**

## Wiegand Code Length

When using a custom credential, enter the total number of bits to be received in Wiegand code including parity bits.

Press any select key or area to enter a number between 1-255 to equal the number of bits. Default is **26** bits.

An access card contains data bits for a site code, user code, and start/stop/parity bits. The starting position, location, and code length must be determined and programmed into the keypad. See Figure 9.



**Example:** Wiegand Code Length = 26 bits

**Figure 9: Wiegand Data Stream Bit Location**

SITE CODE  
POS: **1**      LEN: **8**

### Site Code Position and Length

Enter the site code start position and length in the data string. Press select area 2 to clear the site code start position and enter a number between 0-255. Press **CMD** to save. Default is **1**.

Press select area 4 to clear the site code length and enter a number between 1-24. Press **CMD** to save. Default is **8**.

USER CODE  
POS: **9**      LEN: **16**

### User Code Position and Length

Define the user code start bit position and length. Press select area 2 to clear the user code position and enter a number between 0-255. Press **CMD** to save. Default is **9**.

Press select area 4 to clear the user code length and enter a number between 16-64. Press **CMD** to save. The default is the DMP value of **16**.

REQUIRE SITE  
CODE:    **NO** YES

### Require Site Code

Press the top row select key or area under **YES** to use a site code and press **CMD** to view the site code entry display. Press **NO** to advance to **NO OF USER CODE DIGITS**. Default is **NO**.

In addition to user code verification, door access is only granted when any one site code programmed at the **SITE CODE ENTRY** option matches the site code received in the Wiegand string.

SITE CODE 1:

*Site Code Display:* You can program up to eight 8-digit site codes. The site code range is 0-16,777,214.

In the keypad display, enter site code 1 and press **CMD**. The display will ask for site code 2 followed by site code 3 and so on. When you have selected the site code you want to change, press **CMD**.

NO OF USER CODE  
DIGITS:      **5**

### Number of User Code Digits

The keypad recognizes user codes from 4-12 digits long. Press any top row select key or area to enter a user code digit length. This number must match the user code number length being programmed in the panel. The device will recommend a number of user code digits based on the user code length. Default is **5**.

All bits are read and converted into a decimal number string. The number string is left padded with 0 (zero) if needed for long user code lengths.



#### Example:

# decoded	1234567
10 digits	0001234567
4 digits	4567

NO COMM WITH PNL  
**OFF**

## No Communication with Panel

Define the relay action when communication with the panel has not occurred for 5 seconds: **OFF**, **SITE**, **ANY**, **ON**, or **LAST**. Default is **OFF**. Press any select key or area to change the default relay action:

OFF SITE ANY ON

Press the first select key or area to choose **OFF** (Relay Always Off). The relay does not turn on when any Wiegand string is received. **OFF** does not affect any REX operation. If communication is lost during a door strike, the relay remains on for the door strike duration but turns off at the end of the door strike timer.

OFF SITE ANY ON

Press the second select key or area to choose **SITE** (Accept Site Code). Door access is granted when the site code string received matches any programmed site code. Refer to Require Site Code for more information.

OFF SITE ANY ON

Press the third select key or area to choose **ANY** (Any Wiegand Read). Access is granted when any Wiegand string is received.

OFF SITE ANY ON

Press the fourth select key or area to choose **ON** (Relay Always On). The relay is always on.

LAST

Press **CMD** to display additional actions. Press the first select key or area to choose **LAST** (Keep Last State). The relay remains in the same state and does not change when communication is lost.

SYSTEM OPTIONS  
AREA A/P H A/A HSA

## System Type

Program the keypad as the same system type selected in panel programming.

DEALER LOGO  
ADD DELETE

## Dealer Logo

Use this option to add a custom dealer logo to the main screen of the keypad. Prior to selecting **ADD**, insert a microSD card containing the logo file in to the slot on the right side of the keypad. Refer to Figure 11. Select **ADD** to upload the file to the keypad.

ADDING LOGO  
SURE? NO YES

## Adding Logo Sure?

The keypad will display **ADDING LOGO SURE?**. Select **YES** to proceed. While the logo is being uploaded, the keypad displays **ADDING LOGO**. **ADDING LOGO COMPLETED** displays to confirm a successful upload.



## Dealer Info

Select **ADD** at the **DEALER INFO** prompt to include information about the dealer when the logo is pressed. The keypad displays **ADDING INFO SURE?** to confirm the selection. Press **YES** to proceed.



## Adding Info Sure?

While the info is being uploaded to the keypad, the keypad displays **ADDING INFO**. **ADDING INFO COMPLETED** displays to confirm a successful upload. Press and release the microSD card to eject.

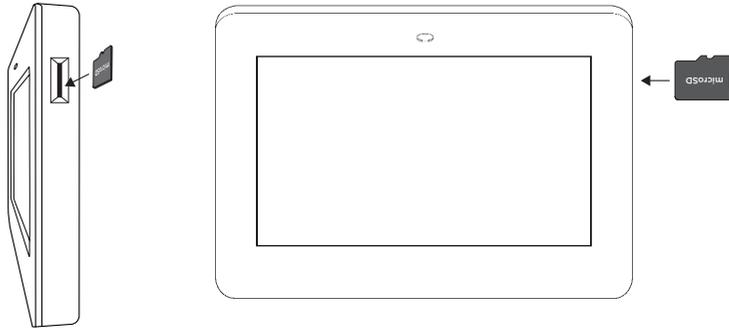


Figure 10: Inserting a microSD Card

## Program the Carousel Menu

The carousel menu allows the user to pick and choose what displays within the carousel menu on the home screen. Press Options in the carousel menu. From here, adjust the keypad screen brightness, keypad tone, and keypad volume. Press a box under **Display In Menu** to select that option to display in the carousel menu. Press that box again to deselect that option. See Figure 11.

A **Brightness** setting of 1 allows the keypad display to turn off automatically after a brief period of inactivity. The Arm/Disarm LED remains lit. A **Brightness** setting of 0 allows both the keypad display and LED to turn off automatically after a period of inactivity. To wake the display, tap any part of the touchscreen surface.

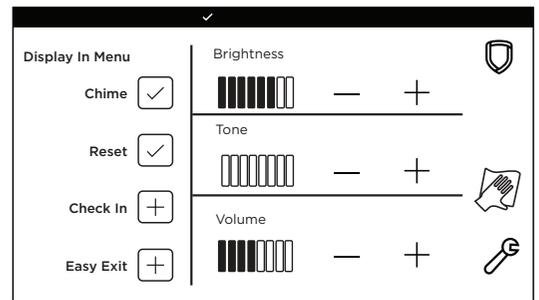


Figure 11: Keypad Options

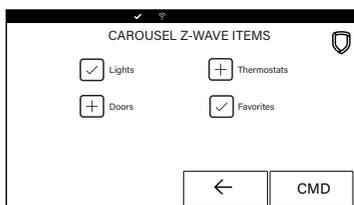


Figure 12: Carousel Z-Wave Items

## Carousel Z-Wave Items

Carousel Z-Wave Items allows you to select the Z-Wave options to display in the carousel menu. Press an item to select and a check-mark displays. Press again to deselect that option. Items for the carousel include Lights, Doors, Thermostats, and Favorites. Press **CMD** at the bottom of the screen to advance to the next options screen and the back arrow return to the previous screen. Default is no items selected. See Figure 12.

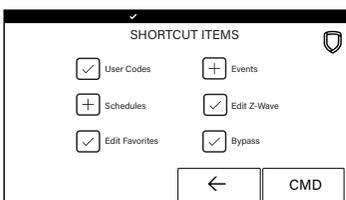
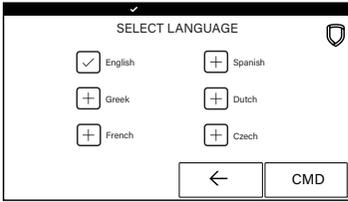


Figure 13: Shortcut Items

## Shortcut Items

Shortcut Items allows you to select additional menu items to display in the carousel menu. Press the item to select and a checkmark displays. Press again to deselect that option. Items for the carousel include User Codes, Schedules, and Events. Default is no items selected. Select Edit Z-Wave to display the Edit Z-Wave icon for the Lights, Doors and Thermostats screens. Select Edit Favorites to display the Edit Z-Wave icon on the Favorites screen. See Figure 13.



**Figure 14: Select Language**

## Select Language

**Select Language** allows you to select the language for text on the home screen, the carousel menu screens, and some programming screens. Press a box to select a language and a check mark displays. Press that box again to deselect that option. Only one language can be selected at a time. Default is **English**.



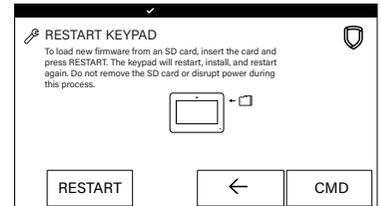
**Note:** The keypad does not translate information from the panel that displays on the keypad screen. See Figure 14.

## Additional Programming

### Update the Keypad

To see how to update a touchscreen keypad, watch the video [How to Update Your 5-Inch Keypad](#).

Restart Keypad on keypads running Version 107 or higher allows the technician to restart the keypad to initiate a firmware update from a microSD card. This process takes approximately 5 minutes to complete.



**Figure 15: Restart Keypad**

1. Go to [Product Firmware Downloads](#) on DMP.com.
2. Select the latest firmware update.
3. Click **Download** and enter **Your Name, Your Company,** and **Email** information.
4. After the .zip download is complete, unzip the files and save them all to the root directory of a FAT32 format microSD card.
5. Insert the microSD card into the microSD card slot on the right side of the keypad. Refer to Figure 10.
6. Press **Options** in the carousel menu and press the **Installer Options** or wrench icon.
7. Enter **3577** (INST) at the keypad and select **KPD OPT**.
8. Press **CMD** until **Restart Keypad** displays.
9. Press **Restart**. Do not remove the microSD card or disrupt power.
10. When the keypad is finished restarting and returns to the home screen, remove the microSD card.

# TEST THE KEYPAD

Test the keypad to ensure keypad lighting, individual shortcut keys, and any programmed zones work properly. Access the Keypad Diagnostics menu by pressing **Options** in the carousel menu. Press the **Installer Options** or wrench icon and enter **3577** (INST) and press **CMD**.

KPD	<b>KPD</b>	
OPT	<b>DIAG</b>	STOP

## KEYPAD DIAGNOSTICS

Press the select area for **KPD DIAG**. The keypad lights all display segments and illuminates red. The display then changes to green. The keypad alternates between these two states for up to two minutes. Press **CMD** at any time to begin testing individual keys.

INPUT WIEGAND
---------------

## Test the Credential Reader

This option tests the internal and external reader input from proximity credentials. The display shows **OKAY** each time a good proximity read is received.

To exit the Installer Options menu, press **CMD** until the display returns to the Installer Options screen and select **STOP**.

# TRAIN YOUR CUSTOMERS

This section contains instructions on how users can arm and disarm their system, use access control, and entry delay. All of the examples displayed assume that **CLOSING CODE** is **YES** in panel programming.

For more information about using your system, refer to the appropriate system user guide.

## Access the User Menu

1. In the Carousel Menu, select **Keypad**.
2. Tap **CMD** to advance to **MENU? NO YES**. Tap **YES**.
3. Enter your user code, then tap **CMD**.
4. Tap **CMD** to advance through the menu items. To enter a menu, tap any select area.

## Arm and Disarm the System

### Area System Type

1. Tap the home screen shield in the center of the keypad. Tap your preferred option.
2. If arming, the keypad displays **ALL? NO YES**. Select **NO** to arm individual areas. Select **YES** to arm all areas.
3. If disarming, the keypad displays **ENTER CODE**. Enter your user code or present a credential to the reader.

### All/Perimeter System Type

1. Tap the home screen shield in the center of the keypad.
2. If arming, select **ALL** to arm all areas or **PERIM** to arm only the perimeter. If **ENTER CODE** displays, enter a user code at the keypad or present a credential to the proximity reader.
3. If disarming, enter a user code at **ENTER CODE** or present a credential to the proximity reader.

### Home/Sleep/Away System Type

1. Tap the home screen shield in the center of the keypad.
2. If arming, **HOME SLEEP AWAY** displays. Select **HOME** to arm the perimeter, select **SLEEP** to arm everything except the bedroom areas, or select **AWAY** to arm all areas. If a selection is not made, all areas will automatically arm **AWAY**.
3. If **ENTER CODE** displays, enter a user code at the keypad or present a credential to the proximity reader.

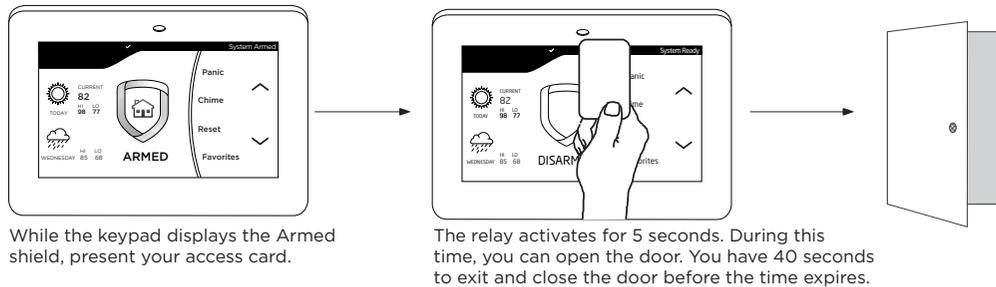
## Touchless Arming

Present a credential to the built-in reader to automatically arm the system without touching the keypad. After the arming delay expires, All/Perimeter systems arm **All**. Home/Sleep/Away and Home/Away systems arm **Away**.

## Use Access Control

### Access an Area with a Door Strike

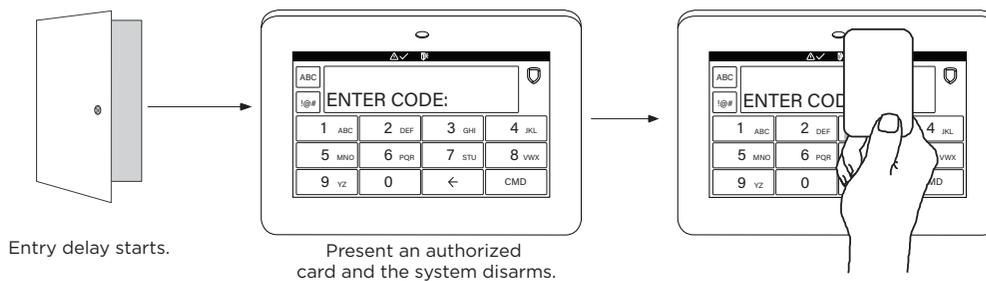
If the Door Strike Relay was wired and programmed at the keypad, present a credential to the proximity reader. Once the system validates the card, the Door Strike Relay activates. See Figure 16.



**Figure 16: Present Access Card**

### Use Entry Delay When Disarming

If Entry Delay was programmed at the keypad for Area system types, the keypad sounds an entry tone and displays **ENTER CODE** if an access door was accessed. Present a credential to the proximity reader. Once validated, the system disarms all areas accessible by the credential and activates the Door Strike Relay. Area systems provide a delay to allow selected areas only to be disarmed. See Figure 17.



**Figure 17: Entry Delay**

## Change System Wi-Fi Password

When you change your network's Wi-Fi password on a 5-inch Touchscreen Keypad, the alarm system detects that the password has changed and asks you to update it. Refer to Figures 18 and 19

To change your password and re-establish communication on a 5-inch Touchscreen Keypad, complete the following steps:

1. In the top right-hand corner of the screen, **CHANGE?** **NO YES** displays to notify you that the Wi-Fi has been disconnected. In the carousel menu, select **Keypad**.
2. **INVLD WIFI PSWRD CHANGE? NO YES** displays. Select **NO** to dismiss the message. Select **YES** to change your Wi-Fi password.
3. Enter your user code.
4. Enter Wi-Fi password.
5. Select **CMD**.

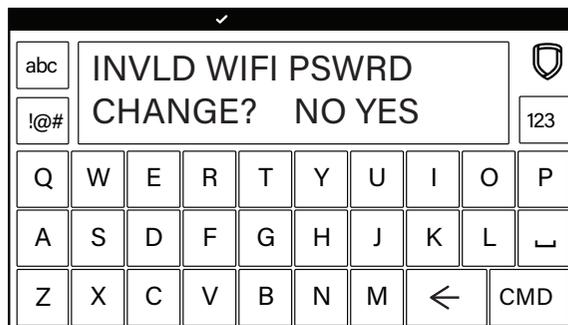


Figure 18: Invalid Wi-Fi Password Screen

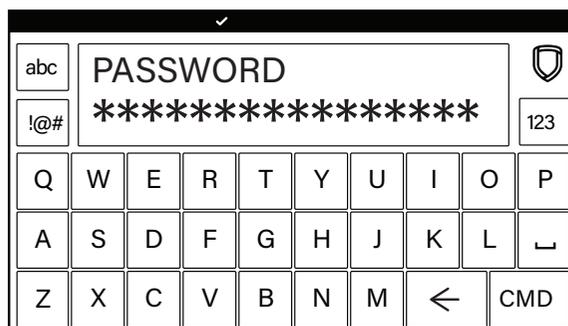


Figure 19: Enter Wi-Fi Password Screen

## Clean the Keypad

Failure to follow cleaning recommendations may result in equipment damage.

The Clean Keypad Screen option locks the screen for 40 seconds so you can clean it without accidentally pressing buttons.

Use gentle pressure to clean the display, screen, keys, and housing. Use only alcohol sprays or wipes that contain 70% isopropyl alcohol to clean keypad surfaces.

Avoid spraying cleaner directly onto the keypad, oversaturating cleaning cloths, or allowing cleaner to make contact with internal electronic components, cables, or power sources.

- ▶ Do not apply excessive force to keypad displays, touchscreens, keys, or housings when cleaning.
  - ▶ Do not use harsh cleaners to clean keypad surfaces.
  - ▶ Do not oversaturate cleaning cloths or allow cleaner to make contact with internal electronic components, cables, or power sources.
  - ▶ Do not spray cleaner directly onto the keypad. Use alcohol sprays or wipes that contain 70% isopropyl alcohol.
1. In the Carousel Menu, tap **Options**.
  2. Tap  Clean Keypad Screen.
  3. Use an alcohol wipe or spray a small amount of rubbing alcohol onto a clean, dry microfiber cloth to gently wipe down all keypad touch surfaces, removing any excess cleaner.
  4. Wait 10 seconds, then completely dry all keypad surfaces.
  5. If necessary, use a clean, dry microfiber cloth to gently remove streaking.

After the countdown timer expires, the keypad returns to normal operation. To exit the countdown early, press and hold the  Shield icon for 2 seconds.

# Icons

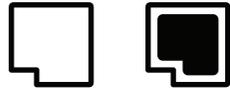
## Arming Shield Icons

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### Armed



Home Sleep Away



Perimeter All System

### Alarm



Burglary Fire

### Quick Arm



Ready To Exit

## Exit Timer

---



Enter Code



Arm Instant

## Popups

---



Attention List



Alert

## Menu

---



Home



Installer



Navigation



Edit



Clean Screen

## Arming Options

---



Home Sleep Away



Perimeter All System

## Panic Options

---



Police



Emergency



Fire

## Z-Wave

---



Lights



Appliances



Doors



Garage Door



Favorites

## Z-Wave Thermostats

---



Auto



Heat



Cool



Off



Fan



Room Temp

## Controls

---



Decrease



Increase

## Status Bar Header

---



System Ready



Attention List



Armed (Area)



Home



Sleep



Away



Perimeter



All System



Chime



Battery Trouble



AC Trouble



Wi-Fi

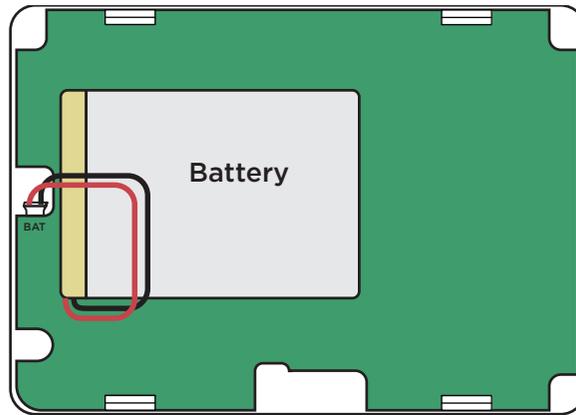
# REFERENCE

## Replace the Keypad Battery

The 9800 Series Keypad rechargeable battery provides up to 24 hours of backup battery power when AC or DC power is not available. The battery is intended for backup power only and should not be used to operate the keypad on a daily basis. If the battery is low, or not plugged into the battery connector, a low battery condition is indicated. See Figure 20.

Use the following steps to replace the keypad battery. DMP recommends replacing the battery every 3 years under normal use.

1. Disconnect the battery lead connector from the keypad battery header.
2. Remove the standby battery from the PCB.
3. Observe polarity and connect the battery lead connector to the keypad battery header.



**Figure 20: Replace the Battery**

4. Place the new battery on the keypad PCB using double-sided mounting tape. See Figure 20.

## Requirements for Listed Installations

- ▶ The keypad LED brightness setting must be set above the minimum setting.
- ▶ Degraded Mode must be set to Relay Always Off.
- ▶ Do not mount keypad on metal surfaces or metallic electrical boxes.
- ▶ Do not use double-sided tape for listed installations.

## Public Card Formats

CARD FORMAT	WIEGAND CODE LENGTH	SITE CODE POSITION	SITE CODE LENGTH	USER CODE POSITION	USER CODE LENGTH	USER CODE DIGITS
H10301 26 BIT	26	1	8	9	16	5
H10302 37 BIT W/O FAC	37	0	1	1	35	11
H10304 37 BIT W/FAC	37	1	16	17	19	6
FARPOINTE 39 BIT	39	1	17	18	20	7
CORPORATE 1000 35 BIT	35	2	12	14	20	6
CORPORATE 1000 48 BIT	48	2	22	24	23	7

## Readers and Credentials

125 kHz PROXIMITY CREDENTIALS	
PSC-1	Standard Light Proximity Card
PSK-3	Proximity Key Ring Tag
PSM-2P	ISO Imageable Proximity Card
1306	Prox Patch™
1326	Proxcard II® Card
1346	ProxKey III® Access Device
1351	ProxPass®
1386	IsoProx II® Card

## Ordering Information

### Keypads

9862-B	Wireless Graphic Touchscreen Keypad (black, prox reader)
9862-W	Wireless Graphic Touchscreen Keypad (white, prox reader)
9862-USB-B	Wireless Graphic Touchscreen Keypad, Micro-USB (black, prox reader)
9862-USB-W	Wireless Graphic Touchscreen Keypad, Micro-USB (white, prox reader)

### Accessories

#### *Batteries*

BAT2400/8	Replacement Battery for 9800 Series Keypads (3.8 V, 2400 mAh, 8 pack)
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#### *Wiring Harnesses and Power Supplies*

300-9800-4	Replacement 4-Wire Keypad Harness
300-9800-PWR	Replacement Power Harness (Hardware Level 101 and higher)
371-500U-B	Replacement Adapter, USB cable, and Security Strap for 9862USB (black)
371-500U-W	Replacement Adapter, USB cable, and Security Strap for 9862USB (white)
372-500-W	Replacement Power Supply for 9862 (white)

#### *Backboxes, Mounting Plates, and Stands*

9800-STAND-B/10	Replacement Deskstand for 9800 Series Keypads (black, 10 pack)
9800-STAND-W/10	Replacement Deskstand for 9800 Series Keypads (white, 10 pack)

# SPECIFICATIONS

Operating Voltage	12 VDC
Standby Current	120 mA at 12 VDC
Alarm Current	206 mA at 12 VDC
Dimensions	5.8" W x 4.135" H x 0.6" D

# COMPATIBILITY

- ▶ XTL Series Control Panels
- ▶ XT Series Control Panels
- ▶ XR Series Control Panels

# CERTIFICATIONS

- ▶ FCC Part 15: CCKPC0132
- ▶ Industry Canada: 5251A-PC0132

## Intertek (ETL) Listed

ANSI/UL 1023	Household Burglar
ANSI/UL 1610	Central Station Burglar
ANSI/UL 985	Household Fire Warning

## FCC Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made by the user and not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

 **Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Industry Canada Information

This device complies with Industry Canada License-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. l'appareil ne doit pas produire de brouillage, et
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



Designed, engineered, and  
manufactured in Springfield, MO  
using U.S. and global components.

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