SecurityGateway™

SYSTEM USER GUIDE

HAVE QUESTIONS? CONTACT YOUR SECURITY PROVIDER

SILENCING AN ALARM

When the alarm bell or siren is sounding, enter your user code
or present your SecurityProx™ credential to your keypad.

IS THIS A FALSE ALARM? YES NO displays.

REAL ALARM

If an alarm is valid, then press **NO** to send a
verification message to the Emergency Monitoring Station.
Your security system will remain armed

FALSE ALARM

If an alarm is not valid, then press **YES** to cancel the alarm and
send an abort message to the Emergency Monitoring Station.
Your security system will be disarmed.

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GET TO KNOW YOUR SYSTEM

This guide will introduce you to your home security system and teach you how to navigate through its basic, everyday operation. **Note:** When you are initially setting up your system, remember to refer to the step-by-step poster included with the Security Gateway for help.

SecurityGateway™
The gateway acts as the system's brain. It communicates with your keypad and all the other security devices throughout your home.
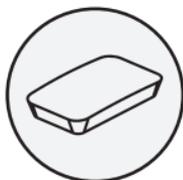
SecurityKeypad™
The SecurityKeypad is a touchscreen controller that allows you to intuitively use your entire system.

SecuritySiren™
The SecuritySiren sounds when an alarm occurs.

SecuritySensor™
SecuritySensors are small, wireless devices that detect motion inside your home, sense when your doors or windows have been opened, and can alert you to smoke and carbon monoxide in your home.

Z-Wave™ Home Automation
Z-Wave technology allows you to remotely control a variety of devices. Z-Wave options are offered for your lights, small appliances, garage door, thermostat, and locks.

SecureCom™ Video
With SecureCom Video, you can add wireless cameras inside or outside your home, and then record clips or view live video at any time.

SecurityRemote™ KeyFob

The SecurityRemote is just like the remote to your car, but for your home. It provides an easy way to arm and disarm your system.

SecurityProx™ ProxKey

SecurityProx keyfobs and patches are impact-resistant credentials that can fit on any standard key ring or stick to a surface. They allow for codeless arming and disarming when used with the reader in your keypad.

SecurityBridge™

The SecurityBridge is a secure, high-speed Wireless Access Point (WAP). It can be easily set-up with your SecureCom Video cameras or your SecurityGateway using an encrypted connection.
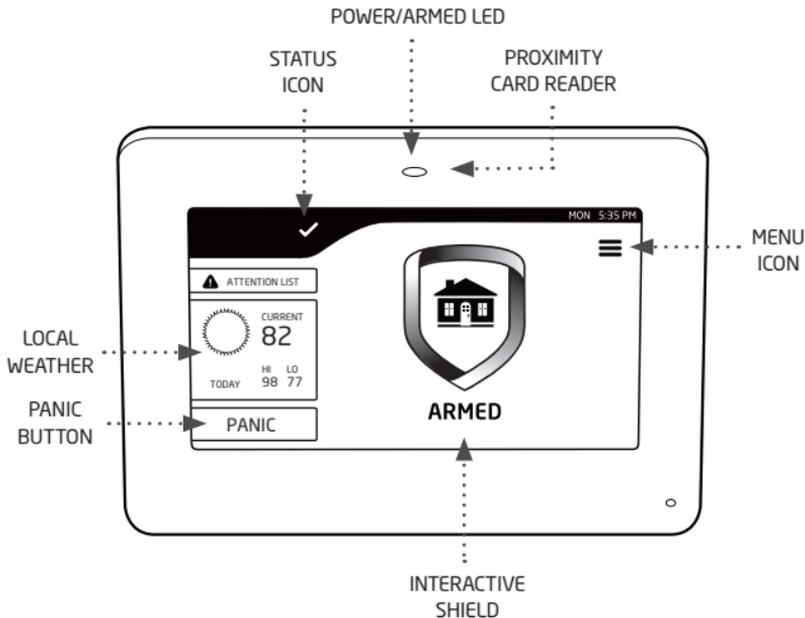
Virtual Keypad™ App

The Virtual Keypad app allows you to control and monitor your system on the go. The app is available for Apple© and Android devices. You can also use myvirtualkeypad.com to control and monitor your system from a computer.

It is important to note that your system may not include all the equipment found in this guide.

HOW TO USE YOUR KEYPAD

POWER/ARMED LED

STATUS ICON

PROXIMITY CARD READER

MENU ICON

LOCAL WEATHER

PANIC BUTTON

INTERACTIVE SHIELD

This section will help you learn to use your SecurityTouch keypad - your main interface when interacting with your system. During normal operation, your keypad's home screen will display. The following are descriptions of each of the areas on your home screen.

STATUS ICONS
A status icon is located at the top of your home screen. The following icons indicated the status of your system:

System Ready to Arm
If you don't see a check mark, then the system is not ready to arm. A door or window may be open.

Attention List
When pressed, the attention list icon displays the type of event or trouble message your gateway has recorded, along with the name and number of any affected zones.

Chime On
A tone will sound each time a door or window is opened. You can activate this feature in the Zone Monitor section of the user menu. See Zone Monitor.

AC Power Trouble
Your system's AC power supply is missing.

Battery Trouble
Your system's battery supply is low or missing.

WEATHER

Your system provides your local weather information. Current weather conditions, as well as the forecasted **HI** and **LOW** temperatures, are available on the home screen.

SECURITY PROVIDER LOGO

Press your security provider's logo to bring up their contact information.

POWER/ARMED LED

The LED at the top-center of the keypad indicates the keypad power status and the armed status of the panel. Depending on the operation, the LED displays red or blue as listed in the table.

Color and Activity	Armed Status	Keypad Power Status
Blue Steady	Disarmed	AC Power OK, Battery OK
Blue Blinking	Disarmed	AC Power OK, Battery Fault
No Light	Disarmed	AC Power Fault, Battery OK
Red Steady	Armed	AC Power OK, Battery OK
Red/Blue Alternate	Armed	AC Power OK, Battery Fault
Red Blinking	Armed	AC Power Fault, Battery OK

PROXIMITY CARD READER

Your keypad has an internal proximity card reader located behind the Power/Armed LED for codeless arming/disarming.

PANIC BUTTON

Pressing the **PANIC** button on your keypad's home screen displays **POLICE**, **EMERGENCY**, and **FIRE** icons. Press the desired icon to immediately send a report to the Emergency Monitoring Station.

INTERACTIVE SHIELD

The interactive shield allows arming and disarming from the home screen. Your system may be programmed as either an All/Perimeter system or as a Home/Sleep/Away system.

All/Perimeter

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

Perimeter
Perimeter arms just the perimeter of your home. Use this when you are staying home, but would like your exterior doors and windows to remain armed.

Home/Sleep/Away

Home
Home arms the perimeter of your home. Use this when you are staying home, but would like your exterior doors and windows to remain armed.

Sleep
Sleep arms the perimeter and a portion of the interior. Bedrooms and nighttime parts of your home are left unarmed, allowing you to access parts of your home during the night. Areas of the house that are not used at night are armed.

Away
Away arms the perimeter, interior, and bedrooms. Use this when you are leaving the house and no one is remaining inside.

ARMING YOUR SYSTEM

From your keypad's home screen, you can easily arm your system. Choose between arming or instant arming, depending on your needs.

ARMING

1. On the home screen, press the shield icon and release. This displays the **ARMING** options screen.
2. Choose your arming type. The **Exit Timer** screen displays and begins counting down your programmed exit time.

   Note: To cancel arming your system during exit timer count down, press **ENTER CODE TO CANCEL** and the keypad screen displays. You may now enter your **User Code** to discontinue arming. Faulted and bypassed zones are displayed. See Bypass Zones on the next page.

3. The screen displays **SYSTEM ON** if at least one area in the system is armed, and **ALL SYSTEM ON** if all areas in the system are armed.
4. The screen then displays the exit time in seconds and counts down the remaining time: **EXIT: # #** (# # = seconds remaining). When the entire system is armed, the keypad sounds the exit delay alert. When the delay expires, the zones are armed.

INSTANT ARMING

1. On the home screen, press and release the shield icon to open the **ARMING** options screen.
2. Press **INSTANT**.
3. Instant arming bypasses the exit timer and instantly arms the system.
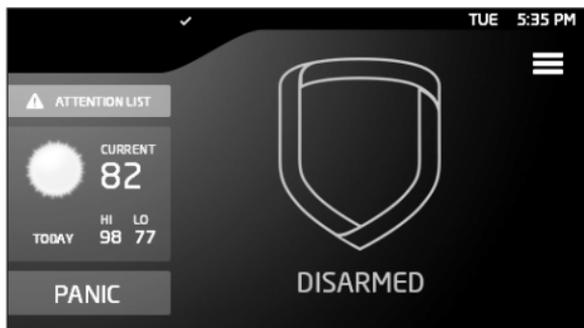
BYPASS ZONES

If a problem exists on any zones, the zone name and problem are shown followed by: **OK BYPASS STOP.**

- Press **OK** to force arm the zone(s) before arming.
- Press **BYPASS** to bypass the zone(s) before arming.
- Press **STOP** to stop the system from arming. Correct the zone problem(s) and reattempt arming your system.

Note: 24-hour zones cannot be bypassed.

DISARMING YOUR SYSTEM

You have two options for disarming your system. One is for when you're already home and are disarming your system from inside the house. The other is for when you're coming home and are disarming your system after entering the house.

WHEN YOU'RE AT HOME

1. On the home screen, press the shield and release.
2. The screen displays **ENTER CODE:**. Enter your user code or present a SecurityProx™ credential to disarm the system.
3. **ALL SYSTEM OFF** displays in the upper right corner after the system disarms and the shield outline indicates the **DISARMED** status.

WHEN YOU'RE COMING HOME

1. During the prewarn tone the screen displays **ENTER CODE:** and the zone you entered through. Enter your user code or present a SecurityProx™ credential to disarm the system.
2. Your system silences the tone as soon as the first user code digit is pressed. If a valid user code is not entered within 5 seconds or an invalid user code is entered, the prewarn tone begins sounding again.
3. **ALL SYSTEM OFF** displays in the upper right corner after the system disarms and the shield outline indicates the **DISARMED** status.

HOW TO HANDLE AN ALARM
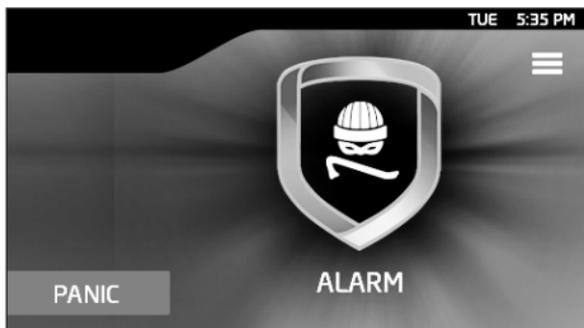
When the alarm bell or siren is sounding, enter your user code or present your SecurityProx™ credential to your keypad. **IS THIS A FALSE ALARM? YES NO** displays.

REAL ALARM
If the alarm is valid, then press **NO** to send an alarm verify message to the Emergency Monitoring Station. Your security system will remain armed.

FALSE ALARM
If an alarm is not valid, then press **YES** to cancel the alarm and send an abort message to the Emergency Monitoring Station. Your security system will be disarmed.

WORKING WITH USER CODES

User codes are four-digit codes needed to use several functions of the keypad, including the user menu and disarming the system. Every user on the system should be assigned their own user code.

A user code is made up of the following elements:

- **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 Emergency Monitoring 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.

- **USER NAME**
  The name of the user.

- **AUTHORITY LEVEL:**
  Determines what user menu options the user has access to. A user code can be set to master or standard.

ADDING A USER CODE

1. Access the user menu, press **CMD** until **USER CODES** appears, and then press any select area.
2. The screen displays **ADD**, **DEL**, **CHG**, and **SEND**. Press **ADD**.
3. Enter the new user number from 1–99, a four-digit user code, and the new user name. Press **CMD** to cycle through the system prompts.
4. Determine if the code is a master user code. If the user you are adding is a temporary user, then make the user a temporary user and assign a number of days for the code to be active (1–250 days).

5. Last, determine if the user is **ARM ONLY**. Select **YES** to restrict the user to arming only. Select **NO** to allow the user to arm the system and access standard level user menu options.

DELETING A USER CODE

1. Access the user menu, press **CMD** until **USER CODES** appears, and then press any select area.
2. The screen displays **ADD**, **DEL**, **CHG**, and **SEND**. Press **DEL**.
3. Enter the user code number to delete and press **CMD**. The system displays that the user code was deleted.

EDITING A USER CODE

1. Access the user menu, press **CMD** until **USER CODES** appears, and then press any select area.
2. The screen displays **ADD**, **DEL**, **CHG**, and **SEND**. Press **CHG**.
3. Enter the user code number you want to edit and press CMD. Press CMD to cycle through the different parts of the user code. Press any select area to edit the user code.

SENDING A USER CODE

1. Access the user menu, press **CMD** until **USER CODES** appears, and then press any select area.
2. The screen displays **ADD**, **DEL**, **CHG**, and **SEND**. Press **SEND**.
3. The system sends user codes for user numbers 2–20 (master and standard) to compatible Z-Wave locks.
4. After the locks receive the user codes, enter a valid user code at the lock to lock the door or to unlock and disarm the system. What the user codes can do at Z-Wave locks is based on the user's authority level.

WORKING WITH Z-WAVE DEVICES

Z-Wave technology provides home automation. Using Z-Wave, you can control lights, locks, small appliances, and thermostats from your keypad, computer, or smartphone (with the Virtual Keypad™ app). You can add up to 140 Z-Wave devices to your system.

ADDING A Z-WAVE DEVICE

1. Access the user menu, press **CMD** until **ZWAVE SETUP?** appears, and then press any select area.
2. Press **ADD**.
3. Press the Z-Wave button on the device you are adding and wait for your keypad to recognize it.

VIEWING YOUR Z-WAVE DEVICES

1. Access the user menu, press **CMD** until **ZWAVE SETUP?** appears, and then press any select area.
2. Press **LIST**.
3. All your Z-Wave devices that are connected to your panel display on the screen. Press **CMD** to cycle through your devices, if needed.

REMOVING A Z-WAVE DEVICE

1. Access the user menu, press **CMD** until **ZWAVE SETUP?** appears, and then press any select area.
2. Press **REMOVE**.
3. Press the Z-Wave button on the device you are removing and wait for your keypad to display that the device has been removed.

TRANSFERRING Z-WAVE DEVICE INFORMATION

Allows you to replace your Z-Wave information with the information from another system.

1. Access the user menu, press **CMD** until **ZWAVE SETUP?** appears, and then press any select area. Press **CMD** to cycle through the Z-Wave options, and then press **XFER**.

2. Your system warns you that transferring Z-Wave device information deletes your existing devices from the panel, and then asks if you are sure you want to continue the transfer. If you want to proceed, press **YES**.

3. The system deletes your existing Z-Wave devices from your panel and searches for another system to import Z-Wave information from.

OPTIMIZING Z-WAVE DEVICE COMMUNICATION

1. Access the user menu, press **CMD** until **ZWAVE SETUP?** appears, and then press any select area. Press **CMD** to cycle through the Z-Wave options and press **OPT**.

2. The system displays the names of your connected Z-Wave devices and updates the communication.

3. When the update is complete, the system displays **OPTIMIZE SUCCESS**.

WORKING WITH FAVORITES
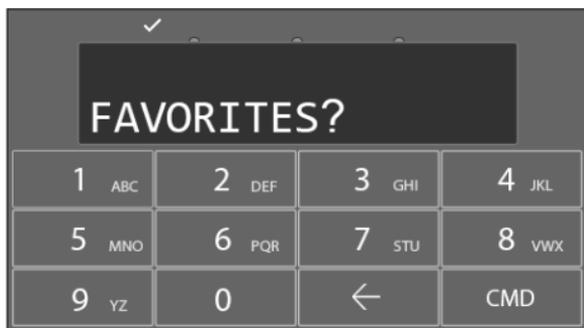
Favorites allow you to quickly activate multiple Z-Wave devices at once. For example, you could set turning off your thermostat, turning off your lights, and locking your door together as a favorite to activate when leaving your house. You can add up to 25 Z-Wave devices to a favorite.

To work with favorites, access the **FAVORITES** option from your keypad. You can do this three different ways:

- From the home screen, press the menu icon and then press **FAVORITES**.
- Access the user menu, press **CMD** until **FAVORITES?** appears, and then press any select area. This option is only used to activate or deactivate existing favorites. You cannot add or edit favorites using this option.
- Access the user menu, press **CMD** until **ZWAVE SETUP?** appears, and then press any select area. Then, press **CMD** to cycle through the Z-Wave options and press **FAV**.

CREATING A FAVORITE

1. Access the **FAVORITES** option from the home screen menu or from **ZWAVE SETUP?**.
2. Enter a new number for the favorite and press **CMD**. The screen displays that the favorite is unused.
3. Press * **UNUSED** *, enter a name for the favorite, and then press **CMD**. The screen displays your new favorite.
4. Press **ADD** to add your connected Z-Wave devices to the favorite. Follow any on-screen prompts that may appear when adding Z-Wave devices to the favorite.

EDITING A FAVORITE

1. Access the **FAVORITES** option from the home screen menu or from **ZWAVE SETUP?**.
2. Enter the number of the favorite you want to edit and press **CMD**. The screen displays the name of the favorite and you can press **CMD** to view options to work with the favorite.
3. Press **EDIT**. The Z-Wave devices associated with the favorite appear. Press **CMD** to cycle through the devices. Press the device name to edit the device settings.

ACTIVATING A FAVORITE

1. Access the **FAVORITES** option from the user menu or the home screen menu option.
2. If you are using the user menu option, then enter the number of the favorite, and then press **CMD**. The screen displays that the favorite is activated.
3. If you are using the home screen menu option, then a list of your favorites appears on the screen. Press the desired favorite to activate it.

REMOVING A DEVICE FROM A FAVORITE

1. Access the **FAVORITES** option from **ZWAVE SETUP?**.
2. Enter the number of the favorite you want to delete and press **CMD**. The screen displays the name of the favorite and you can press CMD to view options to work with the favorite.
3. Press REMOVE. A list of the Z-Wave devices on the favorite appear. Press CMD to cycle through the devices.
4. Press the device name you want to remove from the favorite. The screen displays **REMOVE DEVICE FROM FAV? NO YES**.
5. Press YES. The device is removed from the favorite.

WORKING WITH SCHEDULES
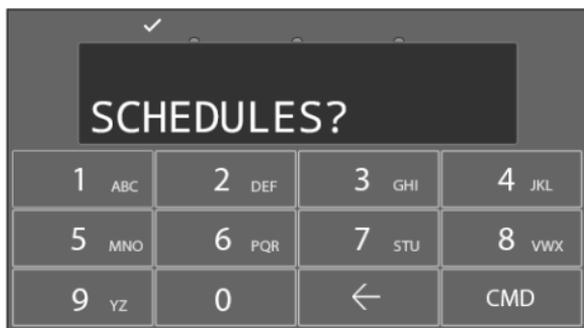
Schedules allow you to program the times you want your system to arm or disarm each day of the week or schedule when you want your Z-Wave devices to turn on or off.

ADDING A PERMANENT SCHEDULE

Permanent schedules are used for automatic arming and disarming. They always occur at the same time until you change or delete them.

1. Select the menu icon and then press **KEYPAD.**
2. Press **CMD** until **SCHEDULES?** displays. Press any select area.
3. The keypad displays **SUN**, **MON**, **TUE**, and **WED**. Press **CMD** to display **THU**, **FRI**, and **SAT**. Select a day of the week you would like to create a schedule for.
4. **OPENING TIME?** displays. Press **CMD** and enter the time you want the system disarmed. Use a 12 hour clock (12:00 to 11:59) and select **AM** or **PM**.
5. The keypad displays **CLOSING TIME?**. Press **CMD** and enter the time you want the system to arm.

EXTENDING A SCHEDULE

Allows you to extend the day's programmed closing time schedule.

1. Select the menu icon and then press **KEYPAD.**
2. Press **CMD** until **SCHEDULES?** displays. Press any select area.
3. The keypad displays **PRM**, **EXT**, **OUT**, and **FAV.** Select **EXT.**
4. The keypad displays **– : AM PM**. Enter in the new time for the closing schedule to expire.

ADDING A SCHEDULE TO A FAVORITE

1. Select the menu icon and then press **KEYPAD.**
2. Press **CMD** until **SCHEDULES?** displays. Press any select area.
3. Press **FAV**, enter the number of the Z-Wave favorite you would like to give a schedule to, and then press **CMD**.
4. The keypad displays **SUN**, **MON**, **TUE**, and **WED**. Press **CMD** to display **THU**, **FRI**, and **SAT**. Select a day of the week you would like to create a schedule for.
5. **ACTIVATE TIME** displays. Press **CMD** and enter the time you want the Z-Wave favorite to activate. **Note:** Remember, Z-Wave favorites are only activated, not turned on and off.

ADDING OUTPUT SCHEDULES

1. Select the menu icon and then press **KEYPAD.**
2. Press **CMD** until **SCHEDULES?** displays. Press any select area.
3. Press **OUT**, enter the number of the Output you would like to give a schedule to, and then press **CMD**.
4. When **SUN MON TUE WED** displays, press **CMD** to display **THU FRI SAT**. Select a day of the week you would like to create a schedule for.
5. When **ACTIVATE TIME** displays, press **CMD** and enter the time you want the output to activate.

HOW TO USE THE MENU
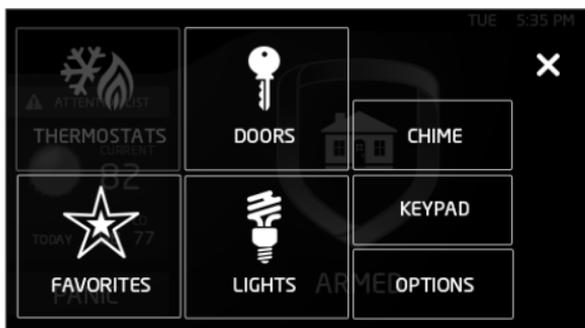
Press the menu icon on the home screen to access the home screen menu. Your menu items are listed in an easy-to-use layout. Below is a brief description of each menu item.

THERMOSTATS*

Displays the **THERMOSTATS** screen, allowing you to select **ON**, **OFF**, **HEAT**, **COOL**, **FAN**, and to adjust the temperature.

DOORS*

Displays the **DOORS** screen, allowing you to lock or unlock Z-Wave equipped doors. You can also open and close Z-Wave equipped garage doors.

CHIME

Select this option to turn Chime on and off. If active, when external doors and windows (with sensors installed) are opened, the keypad will sound an alert and display which door or window was opened.

FAVORITES*

Displays a list of your Z-Wave favorites. Select a Z-Wave favorite to activate it.

LIGHTS*

Displays the **LIGHTS** screen, allowing you to turn **ON**, turn **OFF**, and **DIM** Z-Wave equipped lights.

KEYPAD

Displays a standard-style keypad. Use this option to access the system user menu.

OPTIONS

Displays the **SETTING OPTIONS** screen where you can adjust the screen brightness, tone, and the keypad volume.

*Some options are only available on the menu if they were enabled at installation. Disabled items appear grayed out.

USER MENU OPTIONS

Many of your system's options have been put into a user menu that you can access from your keypad. The options available are based on your authority level in the system.

To access your user menu follow these steps:

1. Select the menu icon and then press **KEYPAD.**
2. Press **CMD** until **MENU? NO YES** displays.
3. Select **YES,** enter your user code, and then press **CMD**.

SENSOR RESET
Allows you to reset smoke detectors after a fire alarm.

FAVORITES
You can create groups of up to 25 Z-Wave devices per favorite. The 20 available favorites can only be activated, not turned on and off.

For example, one favorite could include turning the lights on, unlocking the front door, and adjusting the thermostat temperature down. Turning the lights off, locking the front door, and adjusting the thermostat temperature up could be a separate favorite.

Z-WAVE SETUP
Allows you to program Z-Wave devices into your system.

- **ADD:** Use this option to add up to 140 Z-Wave devices to your system.
- **LIST:** Use this option to display a list of Z-Wave devices connected to your system.
- **REMOVE:** Use this option to remove a Z-Wave device from your system.

- **FAV:** Use this option to add or edit a favorite, or to remove a device from the favorite.
- **XFER:** Use this option to transfer Z-Wave device information into your system from a separate system.
- **OPT:** Use this option to update communication with all Z-Wave devices programmed on your system.

WI-FI SETUP

Allows you to add, remove, or test Wi-Fi networks in your system.

- **WPS:** Use this option to automatically connect a Wi-Fi network (SSID) to your system.
- **LIST:** Use this option to display a list of Wi-Fi networks (SSIDs) in range of your system. The system will detect the security type in use and ask for the wireless key.
- **MANUAL:** Use this option to enter the Wi-Fi network name (SSID) you want your system to connect to. The system will detect the security type in use and ask for the wireless key.
- **TEST:** Use this option to verify the connection of your system to the Wi-Fi network.

BYPASS ZONES

Allows you to bypass a zone before arming the system.

ZONE MONITOR

If a zone is tripped when the system is disarmed and Zone Monitor is turned on, then the keypad sounds a chime tone and displays the tripped zone's name on the keypad.

SYSTEM TEST

Allows you to test the battery, alarm system, and Emergency Monitoring Station communication.

USER CODE

Allows you to add, edit, and delete user codes on your system. You will be required to enter your user code to access this feature.

SCHEDULES

Allows you to add, edit, and delete schedules. You can also use this option to assign schedules to outputs and favorites, as well as auto-arming and auto-disarming features.

TIME
Allows you to set or adjust the time and date shown on your keypad.
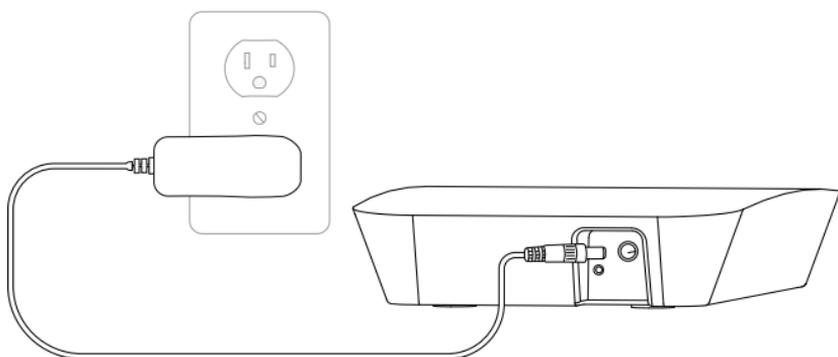
DISPLAY EVENTS
Allows you to view up to 200 past events that occurred on your system over the last 45 days.

REQUEST SERVICE
Allows you to send a message to your security provider requesting service on your system.

GATEWAY STATUS AND RESET

STATUS LED

The blue LED on the back of the SecurityGateway™, near the power cord, indicates the power status of the system and the status of the panel's Wi-Fi connection. Depending on the operation, the LED displays differently as listed in the table below.

LED Activity	AC Power	Battery Power	Wi-Fi Status
Solid	Good	Good	Good
Fast Blinking	Good	Good	Trouble
Slow Blinking	Trouble*	Trouble	Good

* If the LED is slowly blinking, then check the LED on the power supply plugged into the wall. If the power supply's LED is off, then the power supply (and not the SecurityGateway™) may be the source of the problem. Try connecting your SecurityGateway™ to a different power supply. If the problem persists, then your SecurityGateway's™ AC power is faulty.

SYSTEM RESET

If you change your password or if you get a new router and your Wi-Fi credentials change, then you will need to reset your system. To reset your system, unplug the power cord from the back of the SecurityGateway™ for at least three seconds, and plug it back in.

After reconnecting the power cord to the SecurityGateway™, you can use the Virtual Keypad™ app to reconnect your system to the Internet.