COMPANY STORE
FAQ GUIDE
FOR SUPPORT PERSONNEL

Welcome to the Company Store! This FAQ guide consists of three sections: VirtualKeypad™ App, SecurityGateway™, and SecurityKeypad™. Its purpose is to assist your support personnel in giving the best solutions to the most commonly asked questions from your end users.

VirtualKeypad™ App

?   **How do I download the Virtual Keypad app?**

1. If you are an iPhone user, open the App Store app. If you are an Android user, open the Play Store app.
2. Search for "Virtual Keypad" in your app store.
3. Select the app that displays a blue shield.

?   **Can I still download the app if my phone isn't iPhone or Android?**

No, the Virtual Keypad app is only available for iPhone and Android devices. However, using a web browser and going to www.myvirtualkeypad.com, you can log in with the same credentials you would use with the app.

?   **What if I can't remember my e-mail address to log in to the app?**

An administrator for dealeradmin.securecomwireless.com will have to log in and verify the End User's e-mail address.

?   **What do I do if I forgot my system user code?**

An administrator for dealeradmin.securecomwireless.com will have to log in and verify the End User's user code.

?   **Why is the app displaying "invalid code" when I log in?**

1. Verify the code you entered is valid.
2. Verify it's the same code you use when arming and disarming your system.

If the End User is still having trouble, an administrator for dealeradmin.securecomwireless.com should log in and verify the code.

? **Why is the app displaying "unable to connect" when I log in?**

Verify your gateway is connected to power and the blue LED is solid.

*If the blue LED is not solid, refer to the SecurityGateway™
section to help the End User reset the gateway.*

SecurityGateway™

? **How do I reset my gateway?**

1. Unplug the power cord from your gateway and wait three seconds.
2. Reconnect the power cord to your gateway.
3. Verify the blue LED that's on the back of your gateway is solid blue.

If the LED is still blinking, ensure the gateway is connected to Wi-Fi and power then repeat steps 1 and 2.

SecurityKeypad™

? **What if I forgot my user code for arming and disarming?**

*An adminstrator for dealeradmin.securecomwireless.com
has to log in and verify the code.*

? **Why is the keypad displaying "transmit fail"?**

Ensure your system is connected to Wi-Fi and your keypad is connected to power, then observe the blue LED on the back of your gateway.

1. **Slow blink or no blue LED:**
   Your gateway is not plugged in properly, the battery is not powered, and/or there is no Wi-Fi connection.

2. **Fast blink:**
   Your gateway is not connected to Wi-Fi.

If the End User is still having trouble, refer to the SecurityGateway™ section to reset the gateway.

? **Why is my keypad displaying "system busy/trouble"?**

1. Verify the power cords to your keypad and gateway are plugged in properly.
2. If your gateway is powered up and the blue LED is solid, unplug your keypad and move it closer to your gateway.
3. Reconnect your keypad and wait three minutes.

*If the keypad is not connecting, refer to the SecurityGateway™
section to help the end user reset the gateway.*

? **Why is my keypad displaying "AC trouble"?**

1. Confirm the outlet you are using for your keypad has power and the supplied power cord is plugged in.
2. Disconnect the power cord from your keypad, wait for three seconds, then reconnect it.

If you have questions, please call DMP's Inside Sales Department at **1 (877) 757-4367** or e-mail your question to **insidesales@dmp.com**.