

Get Started on Virtual Keypad™

 Install and open the app from the Google Play™ store or the App Store®. Sign in, then enter your user code to access your system.

1 Arm or Disarm Your System

To arm your system, go to **Arming** and select one of the available arming types. To disarm your system, tap the **Disarm** button. The options available to you depend on your system type.

Perimeter

Arm the perimeter of your home. Use this when you are staying home but would like to arm your exterior doors and windows.

All

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

Home

Arm the perimeter of your home. Use this when you are staying home but would like to arm your exterior doors and windows.

Sleep

Arm the perimeter of your home and some interior areas. Excluded areas, like bedrooms, remain disarmed. Use this when you are sleeping.

Away

Arm the perimeter, interior, and bedrooms. Use this when you are leaving the house and no one will remain inside.

Area

Press the Shield icon next to each area to arm or disarm it. You can also choose to arm or disarm your entire system by selecting **Arm All** or **Disarm All**.

2 Check Zone Status and Manage Faulted Zones

To check the status of a zone, select **Zone Status** in the upper right corner of the **Arming** card. An icon is displayed in each zone's row under the **Status** column:

-  **Checkmark:** The zone is normal.
-  **Caution Triangle:** The zone is faulted.
-  **No Sign:** The zone is bypassed.

Select one of the following options to manage faulted zones. Fire, Panic, Emergency, Supervisory, and 24-Hour zones cannot be bypassed.

- Okay:** Faulted zones will be armed when they return to normal, such as the door is shut properly or the window is closed.
- Bypass:** Zones are ignored the system is armed. If the zones return to normal, they are included the next time the system is armed.
- Cancel:** Arming is canceled. The system remains disarmed.

3 Manage Alarms

When your system goes into alarm, the app's background turns red, displays any cameras on your system, and asks if this is a false alarm. For area systems, the false alarm question only displays if the entered user code has the authority to disarm the area.

Is this a false alarm? Yes No:

- If this is a **false** alarm, tap **Yes**.
The alarm is canceled and an abort message is sent to the central station. Your security system is disarmed.
- If this is a **real** alarm, tap **No**.
A verification message is sent to the central station. Your security system remains armed.

4 Add a User

- Go to the Virtual Keypad App, then enter your User Code.
- Tap  **Users** at the bottom of the screen.
- Tap  Edit, then tap **Add**.
- Enter the user's **First Name** and **Last Name**.
- Assign the user an **Authority Level** or **Profiles**.
- In **User Codes and Credentials**, tap **Add**.
- Tap **Type** and choose **Code**.
- In **Code**, enter the user's arm/disarm code.
- Toggle **Temp User** ON if this is a temporary user.
- Tap < Back.
- Tap **Save**.

More Information



Virtual Keypad App Help File
virtualkeypadapp.dmp.support/vka/



Other Guides
dmp.com/technical-documentation



Contact Your Security Company
Tap  Menu, then tap your security company's logo or tap **Contact Support**.

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1. Select  **Users**.
2. Select **+ Add**.
3. Enter the user's **First Name** and **Last Name**.
4. Assign the user an **Authority Level** or **Profiles**.
5. In **User Codes**, go to **Type**, and choose **Code**.
6. In **Code**, enter the user's arm/disarm code.
7. Select the checkbox next to **Temporary** if this is a temporary user.
8. In **Virtual Keypad App Access**, enter the user's email or an existing user login to allow the user to access the system in the Virtual Keypad mobile app.
9. Select **Save**.

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