Virtual Keypad Help

Desktop — Last update: 27 September 2021

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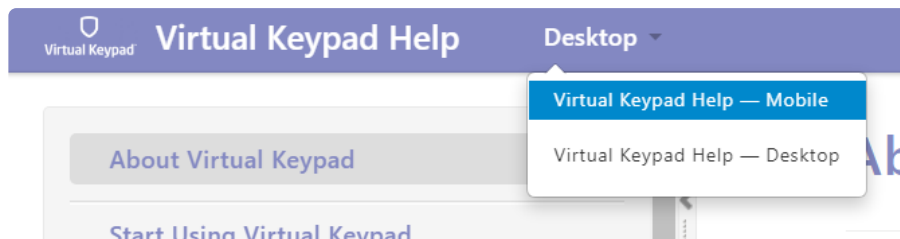
About Virtual Keypad

> **Note:** The options available to you in Virtual Keypad may differ depending on your system or features selected during installation. Contact your security provider to learn more about available options on your system. For help with X1 Series cloud-based access control systems, refer to Virtual Keypad X1 Help.

This collection of help topics applies to the Virtual Keypad web app. To access Virtual Keypad on a mobile device, download the Virtual Keypad app from the Google Play Store (Android) or App Store (iOS) and change the help file version from **Desktop** to **Mobile**.

VirtualKeypad.com enables you to fully control your security system from anywhere in the world. You can control any of the following devices using Virtual Keypad:

- Automated (Z-Wave) lights, thermostats, appliances, door locks, and garage doors

- Cameras

- Access control doors (compatible systems only)

You can also arm or disarm your system, control system outputs, check your system's status, and view system history. Whether you need to automate your home, arm a system, or allow an employee to access your facilities, Virtual Keypad provides an easy-to-use security system interface at your fingertips.

Get Started

To sign up for Virtual Keypad, contact your security provider so they can set up your system and send you a temporary password. After you receive the email with your password, go to VirtualKeypad.com and follow the steps in the next section to log in.

Contents

Log In and Access Your System

> **Important:** Five consecutive, unsuccessful attempts to log in locks your account. Admins can reset passwords in **Users**. If you experience issues, contact your security provider to request a password reset.

1. Go to VirtualKeypad.com.

2. Enter your email address. Enter the auto-generated password that you received in your welcome email. The website will prompt you to update your password.

3. Select **Set Password** to set a new password, **Remind Me Later** to postpone the notification, or **Don't Ask Again** to keep the current password.

4. Select **Save**.

5. Enter your email and new password. To save your login credentials in your browser, select **Remember Me**.

6. Select **Log In**.

7. Read the Terms and Conditions, then select **Agree** to continue.

8. Enter your user code.

9. To save your user code, switch on **Save user code**. To make the current system the default, switch on **Default system**.

10. Select Forward to connect.

If you would like to log into a different system, select **Switch System** in the menu. Select the appropriate system and enter your user code.

Reset Your Password

1. Select **Forgot Your Password** near the bottom of the login screen.

2. Enter your email address and select **Reset Password**. A new auto-generated password will be sent to your email address.

3. Use the temporary password to access your account and change your Virtual Keypad password.

The new password must contain a minimum of 10 characters and must contain two of these four types of characters:

- Lowercase letters

- Uppercase letters

- Numbers

- Symbols

System Overview

The **System Overview** dashboard is the main page for Virtual Keypad. From this page, you can quickly arm or disarm your system, lock or unlock doors, activate favorites, use Z-Wave devices like lights, and view system history.

To access **System Overview** from the menu, select your system's name.

To reorder items on the page, select ✎ Edit. Drag and drop each item in the desired location, then select **Save**.

Menu

Depending on your system and the options selected during installation, the menu enables you to access the following categories:

System Name (System Overview page)
This is the main page for Virtual Keypad. Quickly arm or disarm your system, lock or unlock doors, activate favorites, use Z-Wave devices like lights, and view system history.

Video
Access video devices, configure cameras or video doorbells, and manage clips.

History
View your system history and search for specific events or dates.

Favorites
Activate favorites. You can also add, edit, or delete favorites on this page.

Doors
Lock or unlock doors. You can also add, edit, or delete doors on this page.

Thermostats
Set Z-Wave thermostats. You can also add, edit, or delete thermostats on this page.

Lights
Turn Z-Wave lights on, off, or dim them. You can also add, edit, or delete lights on this page.

Schedules

Add, edit, or delete schedules that automate actions like arming or disarming your system, activating favorites, or toggling outputs at a specific time. For example, automatically arm your system at 9:00 AM every day.

Actions

View system actions or create custom actions that automate the activation of favorites. For example, when the perimeter is armed, lock all doors.

Users

View, add, edit, and delete user codes for your system.

Profiles (XR150/XR550 systems only)

View, add, edit, or delete profiles for commercial systems. For example, create an opening profile that allows an employee to disarm a system and unlock all doors except the manager's office.

Reports

Generate system reports. For example, generate a report to view all system troubles during the past month.

Settings

Configure your Virtual Keypad settings, such as your name and password. You can also configure general system settings on this page.

Arming, Disarming, and Zone Status

Learn how to arm or disarm your system, check zone status, and handle faulted zones by completing the following steps.

Contents

Arm or Disarm Your System

Your system operates in one of three ways: All/Perimeter, Home/Sleep/Away, or Area. To arm or disarm your system, select the appropriate option:

All/Perimeter Systems

All

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

Perimeter

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

Home/Sleep/Away or Home/Away Systems

Home

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

🛏 Sleep

Arms/disarms the perimeter of your home as well as a portion of the interior. Bedrooms and nighttime parts of your home are left unarmed, allowing you access to parts of your home during the night. Other areas of the house that are not used at night are armed.

🚗 Away

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

Area Systems

🛡 Area

Select the Shield icon next to your programmed zones to arm or disarm those zones. You can also choose to arm or disarm your entire system by selecting **Arm All** or **Disarm All**.

Check Zone Status

To check the status of a zone, select **Zone Status** in the upper right corner of the **Arming** section. All the zones programmed on that system display with **Faulted Zones** listed first, followed by **OK Zones**.

An icon is displayed in each zone's row under the **Status** column:

✓ The zone is normal.

⚠ The zone is faulted.

🚫 The zone is bypassed.

⊗ The zone is missing.

To bypass a zone, switch on **Bypass** in the row of that zone and select **Close**. To return the zone to normal, switch off **Bypass** and select **Close**.

> **Note:** Fire, Panic, Emergency, Supervisory, and 24-Hour zones cannot be bypassed.

Manage Faulted Zones

When arming your system, some zones may not be in a normal condition. For instance, a window has been left open or a door is not fully closed. A list of **Faulted Zones** is displayed in **Zone Status**. Depending on system configuration, you can choose how the system handles the faulted zones from the following options:

- **Okay**—The faulted zones will be armed when they return to normal, such as the door is shut properly or the window is closed.

- **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.

- **Cancel**—Arming is cancelled and the system remains disarmed.

Video

In **Video**, you can view a list of the cameras on your system and edit camera settings. To view live video, select a camera.

Contents

- [Edit Camera Settings](#)

- [Additional Information](#)

Edit Camera Settings

1. To edit a camera, select ⌄ More in the upper right corner of the camera's tile and select **Edit**. If a camera doesn't have ⌄ More, then its settings cannot be edited.

2. Make changes to camera settings as needed:

   - *Rename Camera*: Select the camera's name, then enter the new name.

   - *Record on Motion*: Choose if and how a camera records when motion is detected. Options are **Always**, **Never**, or **When Armed**.

   - *Record on Alarm*: Turn this setting on to start recording when the system goes into alarm.

   - *Flip Image*: Turn this setting on to change the orientation of video from ceiling-mounted cameras.

   - *Motion Detection Regions*: Place, adjust, and delete up to four motion detection regions for a camera.

3. After you're done making changes, select **Save**.

Additional Information

Recording on Alarm

The camera records footage starting 5 seconds before an alarm until 15 seconds after the alarm started. Two additional 20 second clips are available for a total of 1 minute of footage.

Recording on Motion Detection

The camera records footage starting 5 seconds before motion is initially detected until 15 seconds after motion is initially detected in one of the configured motion detection regions.

Cameras

Learn how to configure camera settings by completing the following steps.

Contents

- [Configure the Set Point](#)
- [Record Video Clips](#)
- [View and Manage Clips](#)

Configure the Set Point

On pan and tilt cameras, you can configure up to three set points. Once configured, you can quickly move the camera's field of view to different areas. Adjust the camera's view with the bars on the side and bottom of the viewer window. When the camera is positioned, press and hold ⊕ Set Point below the viewer window to create the set point. When you select the **Set Point** button, the camera will relocate to that exact set point.

Record Video Clips

Select the red **Record** button to manually record a video clip.

View and Manage Clips

Select **Clips** to view a list of previously recorded video clips. Clips are ordered by date and time.

To rename the clip, select it and enter the new name.

To protect a clip from being overwritten, open it and select 🔓 Protect.

To download a clip, open it and select ⬇ Download.

Connect to a Third-Party Service

Complete the following steps to connect to a third-party service, like OpenEye or DW Spectrum, from Virtual Keypad.

1. In the menu, select **Video**.

2. Select **Options**, then select the connect option for the appropriate third-party service

3. Enter your credentials for the service, then select **Connect Account**.

Once your third-party service's account is connected in Virtual Keypad, you can connect to and manage cameras.

History

View your system's event history from the **History** page.

The page displays the notification events for your system in descending order. The date, device type, specific sensor and type of event are displayed. You can also search your system history to find specific events or show information for specific dates. The following is a list of notifications for your system.

- Alarm Events

- Arming/Disarming

- Opening/Closing Events (access control systems)

- Troubles

- Sensor Activity

Add Card

VirtualKeypad.com enables you to quickly add an unknown user to a system from **History**. When an unknown user attempts to access a door with a card, you can add that user to the system by selecting **Add Card**. To add the new user, complete the required fields and select **Save**. The internal number for the credential is automatically populated. For more information about adding users, refer to "Users".

Favorites

A **Favorite** is a group of Z-Wave devices. Favorites can only be activated. A separate favorite must be activated to change the conditions set by the first favorite. Tap a favorite in the list to activate the favorite.

Learn how to add, edit, or delete a favorite by completing the following steps.

Contents

- [Add a Favorite](#)
- [Edit a Favorite](#)
- [Delete a Favorite](#)

Add a Favorite

1. Go to **Favorites**.
2. Select ✛ Add.
3. Name the favorite and select a device.
4. Choose how Z-Wave devices to respond when the favorite is activated.
5. Select **Save**.

Edit a Favorite

1. Go to **Favorites**.
2. To edit a favorite, select ⌄ More at the end of the favorite's row and select **Edit**.
3. Adjust the settings for an existing favorite, then select **Save**.

Delete a Favorite

1. Go to **Favorites**.

2. Select ⌄ More at the end of the favorite's row and select **Delete**.

3. A dialog pops up to confirm your decision. To delete the favorite, select **Confirm**.

Doors (Access Control)

The **Doors** page displays your system's access control doors. Permissions for doors are configured in user profiles.

Learn how to manage access control doors by completing the following steps.

Contents

Quick Reference

Lock the door	🔒
Unlock the door	🔓
Grant temporary access to the door	🚪 **ACCESS**
View events from the door	🕒
Initiate a lockdown	LOCKDOWN
End a lockdown	RESET

Lock or Unlock a Door

Go to **Doors**. To lock a door, select the Lock icon in that door's tile. To unlock a door, select the Unlock icon in that door's tile.

> **Requirement:** Profile permissions for **Door Lock/Unlock**.

Grant Access

Go to **Doors**. Select **Access** to momentarily allow access to a locked door.

> **Requirement:** Profile permissions for **Door Access**.

Initiate a Lockdown

Go to **Doors**. Select **Lockdown** to immediately lock all public doors in an emergency situation.

> **Requirement:** Profile permissions for **Lockdown**.

End a Lockdown

Go to **Settings**. Select **Reset** to end the lockdown and restore the system.

> **Requirement:** Profile permissions for **Sensor Reset**, **Lockdown Override**.

Locks

The **Doors** page displays your system's automated locks. Learn how to manage locks by completing the following steps.

Contents

- [Add a Lock](#)

- [Lock or Unlock a Door](#)

- [Rename a Lock](#)

- [Remove a Lock](#)

Add a Lock

Go to **Doors**. Select ✛ **Lock**. Name the lock, then follow the onscreen instructions to add the device to your system.

Lock or Unlock a Door

Go to **Doors**. To lock a door, select the Lock icon in that door's tile. To unlock a door, select the Unlock icon in that door's tile.

Rename a Lock

1. Go to **Doors**.

2. Select ⌄ More in the upper right corner of the lock's tile and select **Rename**.

3. Rename the lock and select **Save**.

Remove a Lock

1. Go to **Doors**.

2. Select ⌄ More in the upper right corner of the lock's tile and select **Remove**.

3. A dialog pops up to confirm your decision. To delete the lock, select **Confirm**.

Garage Doors

The **Doors** page displays your system's automated garage doors. Learn how to manage garage doors by completing the following steps.

Contents

- [Add a Garage Door](#)

- [Rename a Garage Door](#)

- [Remove a Garage Door](#)

Add a Garage Door

Go to **Doors**. Select ✛ **Garage Door**. Name the garage door, then follow the onscreen instructions to add the device to your system.

Rename a Garage Door

1. Go to **Doors**.

2. Select ⌄ More in the upper right corner of the door's tile and select **Rename**.

3. Rename the garage door and select **Save**.

Remove a Garage Door

1. Go to **Doors**.

2. Select ⌄ More in the upper right corner of the door's tile and select **Remove**.

3. A dialog pops up to confirm your decision. To delete the garage door, select **Confirm**.

Thermostats

The **Thermostats** page displays the automated thermostats on your system. Learn how to add, rename, remove, or set a thermostat by completing the following steps.

Contents

- [Add a Thermostat](#)

- [Rename a Thermostat](#)

- [Set Your Thermostat](#)

- [Remove a Thermostat](#)

Add a Thermostat

Go to **Thermostats**. Select ✛ Add. Name the thermostat, then follow the onscreen instructions to add the device to your system.

To change the temperature unit of your thermostat, go to **Settings > General Settings** and select **F** for Fahrenheit or **C** for Celsius.

Rename a Thermostat

1. Go to **Thermostats**.

2. Select ⌄ More in the upper right corner of the thermostat's tile and select **Rename**.

3. Rename the thermostat, then select **Save**.

Set Your Thermostat

Go to **Thermostats**. Increase the temperature by pressing ⌃ Up next to the temperature. Decrease the temperature by pressing ⌄ Down next to the setpoint temperature.

You can select how the automated thermostat operates by choosing **Off**, **Cool**, **Heat**, or **Auto**. The

current room temperature and temperature units are displayed on the thermometer under **Current**.
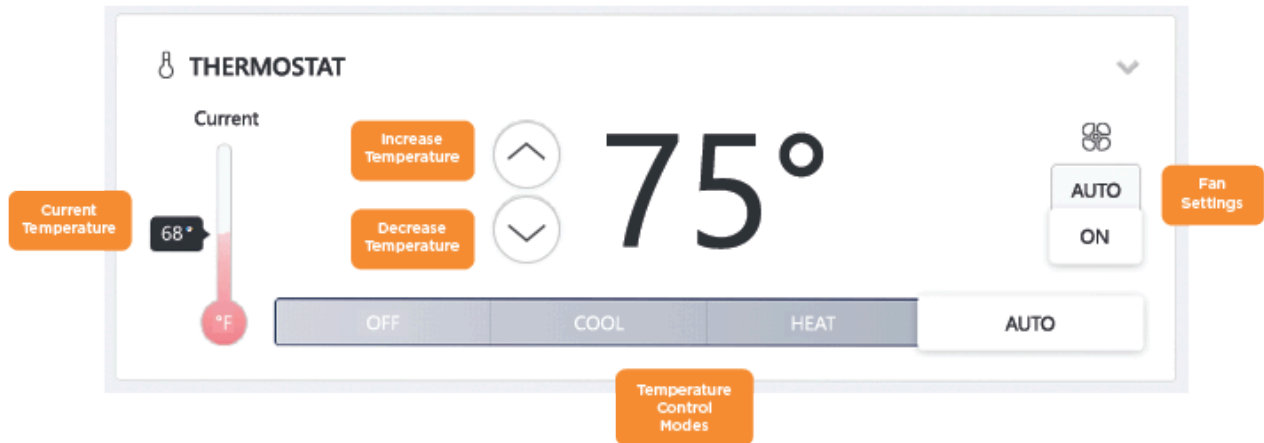

Remove a Thermostat

1. Go to **Thermostats**.

2. Select ⌄ More in the upper right corner of the thermostat's tile and select **Remove** to remove that thermostat.

3. A dialog pops up to confirm your decision. To remove the thermostat, select **Confirm**.

Lights

The **Lights** page displays the automated lights on your system. Learn how to add, rename, remove, and use lights by completing the following steps.

Contents

- [Add a Light](#)

- [Rename a Light](#)

- [Use a Light](#)

- [Remove a Light](#)

Add a Light

Go to **Lights**. Select ✛ Add. Name the light, then follow the onscreen instructions to add the device to your system.

Rename a Light

1. Go to **Lights**.

2. Select ⌄ More in the upper right corner of the light's tile and select **Rename**.

3. Rename the light, then select **Save**.

Use a Light

Go to **Lights**. For lights with a dimmer switch, drag the brightness slider to the left to turn down the light. Drag the brightness slider to the right to turn up the light. For lights with an on/off switch, select **On** to turn the light on. Select **Off** to turn the light off.

Remove a Light

1. Go to **Lights**.

2. Select ⌄ More in the upper right corner of the light's tile and select **Remove** to remove that thermostat.

3. A dialog pops up to confirm your decision. Select **Confirm** to remove the light.

Schedules

Schedules allow you to automate actions like arming or disarming your system, activating favorites, or toggling outputs at a specific time. Learn how to add, edit, or delete a schedule by completing the following steps.

Contents

Types of Schedules

- **Arming Schedules (Permanent Schedules)**—Used for automatic arming and disarming and always occur at the same time until you change or delete them.

- **Extend Schedules**—Allow an authorized user to extend the present day's permanent scheduled closing time.

- **Favorite Schedules**—Used to schedule automatic activation of Z-Wave favorites.

- **Output Schedules**—An output is turned on or off according to a schedule.

- **Sunrise/Sunset Schedules**—Use the system's zip code to stay synced with sunrise and sunset times throughout the year. You can use the Virtual Keypad app to add this feature to Favorite and Output schedules. If you would like your devices to activate before or after the default times, enable the offset feature and specify an amount of time for the offset. This feature is available for Android and iPhone users.

Add a Schedule

1. Go to **Schedules**.

2. Select ＋ Add.

3. Name the schedule and choose a number.

4. If applicable, select **Favorite Schedule**, **Output Schedule**, or **Temporary Schedule**.

5. For favorite or output schedules, select the favorite or output that you want to apply the schedule to and select **Times** for the schedule.

6. For all other schedules, enter **Times** and choose **Areas**, **Doors**, and **Outputs** for the schedule.

7. If applicable, select the **Activate** dropdown and select when you want the schedule to activate.

8. Select **Save**.

Edit a Schedule

1. Go to **Schedules**.

2. Select the schedule that you want to edit.

3. Edit the schedule, then select **Save**.

Delete a Schedule

> **Note:** Only output and favorite schedules can be deleted.

1. Select the schedule that you want to delete.

2. Select **Delete**.

3. A dialog pops up to confirm your decision. To delete the schedule, select **Confirm**.

Holiday Dates

> **Note:** Holiday schedules can only be created and deleted from VirtualKeypad.com or the system's User Menu.

Holiday schedules are useful for days when exceptions need to be made to normal opening and closing times. To add, remove, and assign holiday dates, complete the following steps.

Contents

- [Add a Holiday Date](#)

- [Remove a Holiday Date](#)

- [Assign a Holiday to a Schedule](#)

Add a Holiday Date

1. Go to **Schedules > Holiday Dates**.

2. Select ✛**Add Holiday**.

3. Name the holiday.

4. Choose a **Date**.

5. Choose a **Class**.

6. In the row of the new holiday schedule, select ⊘ Finish.

7. To return to the **Schedule** page, select ✕ Close.

Remove a Holiday Date

1. Go to **Schedules > Holiday Dates**.

2. In the row of the holiday that you want to remove, select ⊖ Delete.

3. A dialog pops up to confirm your decision. To remove the holiday, select **Confirm**.

Assign a Holiday to a Schedule

1. Go to **Schedules**.

2. Select a schedule. The **Holiday** section is displayed under **Times**.

3. To view basic information about the Holiday Dates, select ⓘ Info next to **Holiday**.

4. The default for holiday schedules is **Closed**. To change the start or end time of the holiday for that schedule, choose times in **Begin** and **End**.

5. Select **Save**.

Area Settings

> **Important:** Area Settings apply to all schedules on a system.

Go to **Schedule > Area Settings**.

In **Automatic Arming**, you can toggle **Disarm** and **Arm** for each area. If both **Disarm** and **Arm** are turned on, the selected area automatically disarms at the scheduled **Begin** time and arms at the scheduled **End** time.

If your system does not use automatic arming, you can use the Closing Check feature to ensure that your system is armed by an authorized user at a specific time.
To enable Closing Check, select **Area Settings**. Select **Remind me when my system is not armed at the scheduled time**, then select **Save**.

Actions

The following topics cover how to manage system actions, custom actions, and video actions.

System Actions

Learn how to activate and deactivate system actions.

Contents

- [Activate a System Action](#)

- [Deactivate a System Action](#)

Activate a System Action

Go to **Actions > System Actions**. In the row of the event that you want to trigger an action, select an action. For example, to lock the doors when all areas are armed, select **Lock Doors** in the **When Armed All** row. Your edits are saved automatically. When a ✓ Checkmark displays next to the field, the action has been saved.

Deactivate a System Action

Go to **Actions > System Actions**. In the row of the event that you don't want to trigger an action, choose **Select a favorite**. Your edits are saved automatically. When a ✓ Checkmark displays next to the field, the action has been saved.

Custom Actions

Learn how to create, edit, and delete custom actions.

Contents

- [Create a Custom Action](#)

- [Edit a Custom Action](#)

- [Delete a Custom Action](#)

Create a Custom Action

1. Go to **Actions > Custom Actions**.

2. Select ✛ Add.

3. Name your custom action.

4. Select an action type: **Zone** or **System Action**.

5. If you selected **Zone**, select the zone that you want to tie the action to, then select a **Zone State** and an **Area State**.

6. If you selected **System Action**, select a system event that triggers the action.

7. In **Actions**, select and configure **Favorites**, **Lights**, **Doors**, and **Outputs** as needed.

8. If necessary, specify a duration for the action.

9. To enable the action to occur during a scheduled time, select a schedule for the action.

10. Select **Save**.

11. To return to the **Actions** page, select ✕ Close.

Edit a Custom Action

1. Go to **Actions > Custom Actions**.

2. Select the custom action that you want to edit.

3. Edit the action, then select **Save**.

4. To return to the **Actions** page, select ✕ Close.

Delete a Custom Action

1. Go to **Actions > Custom Actions**.

2. Select the custom action that you want to delete.

3. Select **Delete**.

4. A dialog pops up to confirm your decision. To delete the custom action, select **Confirm**.

Video Actions

Learn how to create, edit, and delete video actions.

Contents

- [Create a Video Action](#)

- [Edit a Video Action](#)

- [Delete a Video Action](#)

Create a Video Action

1. Go to **Actions > Video Actions**.

2. Select ✛ Add.

3. Select one of the following event types: **Arm**, **Disarm**, **Access Granted**, or **Access Denied**.

4. For arming and disarming events, select an area from the **Area** dropdown. For access events, select a door from the **Door** dropdown.

5. Select a camera from the **Camera** dropdown.

6. Select **Save**.

Edit a Video Action

1. Go to **Actions > Video Actions**.

2. Select the video action that you want to edit.

3. Edit the action, then select **Save**.

Delete a Video Action

1. Go to **Actions > Video Actions**.

2. Select the video action that you want to delete.

3. Select **Delete**.

4. A dialog pops up to confirm your decision. To delete the video action, select **Confirm**.

Outputs

Outputs are used to control interior and exterior lighting, heating, air conditioning, or other appliances. Your security provider must add each output to your app before you can use them.

You can turn your system outputs on and off by tapping each of them. To turn on all outputs on, select **Turn All On**. To turn off all outputs, select **Turn All Off**.

Users

The Users menu item is displayed if you are authorized to manage user codes on your system. Learn how to add, edit, and delete a user code by completing the steps in each of the following sections.

Contents

Add a User

When adding a user, you can either create a standard code or credential user, or you can create a mobile credential user.

Code or Credential Type

For more information about user authority levels, refer to Authority Level Reference. For more information about profiles, refer to Profiles.

1. Go to **Users**.

2. Select ✛ Add.

3. In **Personal Information**, enter the user's first and last name.

4. Depending on system type, specify the user's authority level or select profiles for the user.

5. In **User Codes & Credentials**, choose a **Type**.

6. For a code, enter a 4-digit user code that the user must enter to arm or disarm the system.

7. For a credential, enter the card's internal number and configure additional options as needed.

- **Internal Number**—The number stored inside a card that is transmitted to a reader when it's scanned. The internal number contains data programmed into the card by the manufacturer; It is used to determine access.

- **External Number**—The number that is printed on the outside of the card. The external number is used to keep track of who the card is assigned to; It doesn't determine access.

8. To allow the user to access the system in the Virtual Keypad mobile app, enter their email or an existing user login.

9. Select **Save**.

When you add a new user to your system, you can also choose to add the user to the Virtual Keypad app. This feature is available for Android and iPhone users. When you create a new app user, select **Create a New Login**. You will be prompted to enter a new email address to associate with the new app user. Once the app user has been created, their email will show up on the user screen.

Mobile Credential Type

To create a mobile credential user, complete the following steps. For more information about using them, refer to [Mobile Credentials](#).

1. Go to **Users**.

2. Select + Add.

3. Enter the user's name and contact information.

4. Assign the user an authority level or select profiles.

5. Go to **User Codes and Credentials**.

6. In **Type**, select **Mobile**.

7. In **Virtual Keypad App Access**, add the user's email address.

8. To restrict the user so they can only use Virtual Keypad for Mobile Credentials, turn on **Mobile Credential Only**.

9. Select **Save**.

Reference

Personal Information: The user's name and contact information. **First Name** is required.

Number: A number that identifies a user to the system and central station. This number is automatically assigned to each user.

Type: The type of user code: **Code**, **Credential**, or **Mobile**.

Code: The 4-digit user code that a user enters into the keypad or app when disarming their system.

Credential: A card or prox device that a user presents to a credential reader to gain access to a specific area.

Internal Number (credential only): The number stored inside a card that is transmitted to a reader when it's scanned. The internal number contains the bits of data programmed into the card by the manufacturer and is used to determine access.

External Number (credential only): The number that is printed on the outside of the card. The external number is different from the internal number and is used for keeping track of the cards that are assigned to specific users. It doesn't determine access.

Mobile: A mobile credential that is scanned by a Bluetooth reader.

Profiles or **Authority Level**: Option name depends on system type. Determines the options that the user has permission to access, as well as the expiration for those permissions.

Send User Codes to Locks: This feature allows a master user to send user codes 2-20 to the automated (Z-Wave) locks associated with the system.

Active and **Inactive**: Determines if the user is active in the system. If the user is inactive, their user code and credentials won't work.

Edit a User

1. Go to **Users**.

2. Select the user that you want to edit.

3. Make your changes, then select **Save**.

Delete a User

1. Go to **Users**.

2. Select the user that you want to delete.

3. Select **Delete**.

4. A dialog pops up to confirm your decision. To delete the user, select **Confirm**.

Authority Level Reference

When creating a user code, you either select a pre-defined authority type or assign profiles to the user depending on your system type. For more information about profiles, refer to the help article on Profiles.

The following sections include definitions of authority level types, the permissions that each level has, and definitions of each permission.

Contents

- Authority Level Types

- Permissions by Authority Level

- Permissions Glossary

Authority Level Types

Master: The highest authority level. The user is granted all system permissions.

Standard: The user is granted all system permissions except administrative permissions.

Limited: The user is granted all system permissions except administrative permissions and they cannot bypass zones.

Scheduled: The user is granted basic system permissions that don't include administrative or maintenance permissions.

Arm Only: The user can only arm the system.

Temporary: The user code expires at the date and time that you specify. Any authority level except Master can be defined as a temporary code.

Permissions by Authority Level

Permission	Master	Standard	Limited	Scheduled	Arm Only
Arm	✓	✓	✓	✓	✓

Disarm	✓	✓	✓	✓	✗
Door Access	✓	✓	✓	✓	✗
Alarm Silence	✓	✓	✓	✓	✗
User Check-in	✓	✓	✓	✓	✗
Zone Activity Check	✓	✓	✓	✓	✗
Sensor Reset	✓	✓	✓	✓	✗
Display Events	✓	✓	✓	✓	✗
Zone Monitor	✓	✓	✓	✓	✗
Outputs On/Off	✓	✓	✓	✗	✗
System Test	✓	✓	✓	✗	✗
Favorites Setup	✓	✓	✓	✗	✗
Bypass Zones	✓	✓	✗	✗	✗
Z-Wave Setup	✓	✗	✗	✗	✗
Wi-Fi Setup	✓	✗	✗	✗	✗
User Codes	✓	✗	✗	✗	✗
Schedules	✓	✗	✗	✗	✗
Extend	✓	✗	✗	✗	✗
Set Time	✓	✗	✗	✗	✗
Service Request	✓	✗	✗	✗	✗

Permissions Glossary

Arm: Arm the system.

Disarm: Disarm the system.

Door Access: Grant temporary door access.

Alarm Silence: Silence a system alarm.

User Check-in: The system checks in to determine if the user is on the premises.

Zone Activity Check: Monitor a zone for non-activity. This could be used for a person living alone to detect when they have not moved about to trip a disarmed zone within a programmed period of time. This feature is optional. The Zone Activity Check is disabled when a schedule is entered to allow for sleeping hours and is automatically enabled when an area is disarmed.

Sensor Reset: Reset all system sensors. A sensor reset is required for all smoke detectors, flood sensors, and temperature sensors that have triggered an alarm, as well as system restoral after a lockdown is ended. A sensor reset is also required to clear a low battery (LOBAT) message after changing a wireless device's batteries.

Display Events: View system events.

Zone Monitor: Enable the chime function.

Outputs On/Off: Turn outputs on or off.

System Test: Initiate a system test from the User Menu.

Favorites Setup: Configure Z-Wave favorites for the system.

Bypass Zones: Bypass zones when arming the system.

Z-Wave Setup: Add, edit, and delete Z-Wave devices like appliances, locks, lights, and thermostats.

Wi-Fi Setup: View the system's Wi-Fi settings, connect to available Wi-Fi networks, and use WPS association.

User Codes: Add, change, or delete user codes.

Schedules: Add, edit, or delete schedules.

Extend: Extend a schedule for 2, 4, 6, or 8 hours.

Set Time: Change the system date and time from the User Menu.

Service Request: Request a service call from your alarm provider.

Assign a User Photo

You can assign user photos to users. The user photo appears alongside their assigned user code in event history.

To add a user photo, follow the directions below.

1. Go to **Users**.

2. Select the intended user for the photo.

3. In **Personal Information**, select **Choose Photo**.

4. Select the photo you would like to upload, then select **Open**.

5. Select **Save**.

Card Plus Pin

Contents

- [Enable Card Plus Pin](#)

- [Add a Pin to a User](#)

Enable Card Plus Pin

1. Go to **Profiles**.

2. Find the profile that you want to enable Card Plus Pin for and select it.

3. In **Profile Options**, turn on **Card Plus Pin**.

4. Select **Save**.

Add a Pin to a User

1. Go to **Users**.

2. Select the user that you want to edit.

3. In **Profiles**, select **Add Profile** and choose the profile with Card Plus Pin enabled.

4. In **Pin**, enter a PIN for the user.

5. Select **Save**.

Bulk Import Users (CSV Import)

Virtual Keypad Access enables you to bulk import users with a CSV template. To bulk import users, complete the following steps.

> **Note:** If you enter an **External Number**, the user is imported with a card credential type. Otherwise, the user is imported with a code credential type.

Contents

XT Series, XTL Series, COM Series

1. Go to **Users**.

2. Select **CSV Import**, then select **Download the CSV Template**.

3. Enter the user's information in each column. The red asterisk * indicates required fields:

   - **Name***—Enter the user's first and last name.

   - **Code***—For a standard user code, enter the user's code. For a credential, enter the number stored inside the user's credential. The Internal Number is the number that's transmitted to a reader when it's scanned, not the number printed on the outside.

   - **Level***—Enter the user's permission level. For more information, refer to [Authority Level Reference](#).

   - **External (optional)**—If the user has a credential, enter the number printed on the outside of the user's credential. Otherwise, leave this field blank.

   - **Areas***—Enter the area numbers that you want the user to have permission to arm or disarm, separated by a comma.

4. Save and close the template.

5. On the **CSV Import** page, press **Select CSV File**.

6. Choose your saved template, then select **Upload**.

Example

	A	B	C	D	E
1	Name	Code	Level	External(optional)	Areas
2	Bob Konig	6549	Master	123123	1,3,5, 6
3	Sophie Namir	9874	Master	456456	1,2,3,4,5,6
4	Kim Nguyen	5432	Standard		1,2
5	Raj Thakur	2524	Standard		1,2,3,4
6					

XR Series

> **Requirement:** For XR Series systems, you must have profiles set up before trying to bulk import users. For information about creating profiles, refer to Profiles. When entering profiles in the template, you must enter the profile number. Before starting the following process, we recommend that you export system profile information. You can view and export details about all system profiles by going to **Reports > Quick Reports**. In **Report**, select **All System Profiles**, then select a format to export the report.

1. Go to **Users**.

2. Select **CSV Import**, then select **Download the CSV Template**.

3. Enter the user's information in each column. The red asterisk * indicates required fields:
   - **Name***—Enter the user's first and last name.

   - **Code***—For a standard user code, enter the user's code. For a credential, enter the number stored inside the user's credential. The Internal Number is the number that's transmitted to a reader when it's scanned, not the number printed on the outside.

   - **Profile***—Enter the number of the profile assigned to the user in each slot. To leave a slot empty, leave the profile field blank.

   - **External (optional)**—If the user has a credential, enter the number printed on the outside of the user's credential. Otherwise, leave this field blank.

   - **PIN***—Only required if you've enabled Card + PIN. Enter the user's PIN.

4. Save and close the template.

5. On the **CSV Import** page, press **Select CSV File**.

6. Choose your saved template, then select **Upload**.

Example

	A	B	C	D	E	F	G
1	Name	Code	Profile 1	Profile 2	Profile 3	Profile 4	External(optional)
2	Jaques Agbede	4455	2	6	3		789456123
3	Katrin Arendt	2323	1	2	6	11	
4	Malcolm Butler	2031	2	4	6		321456987
5							

Profiles

> **Note:** Profiles are only available on XR150/XR550 Series systems.

On commercial systems, profiles allow you to assign custom access permissions for different employee groups in your system. Learn how to add, edit, and delete profiles by completing the following steps. For more information about available options, refer to Profiles Reference.

Contents

- Add a Profile

- Edit a Profile

- Delete a Profile

Add a Profile

1. Go to **Profiles**.

2. Select ✛ Add.

3. Name the profile.

4. If necessary, enter values for **Rearm Delay**, and **Output Group**.

5. In **Areas**, select the areas and permission levels that apply to members of the profile.

6. In **Access Schedules**, select any schedules that apply.

7. In **Profile Options**, select the options that apply to members of the profile. For information about what each permission does, select ⓘ Info next to the appropriate option. To enable all options, select **Enable All**.

8. Select **Save**.

Edit a Profile

1. Go to **Profiles**.

2. Select the profile that you want to edit.

3. Make your changes, then select **Save**.

Delete a Profile

1. Go to **Profiles**.

2. Select the profile that you want to delete.

3. Select **Delete**.

4. A dialog pops up to confirm your decision. To delete the profile, select **Confirm**.

Profiles Reference

Refer to the following information when configuring profiles.

Contents

- [Profile Information](#)

- [Areas](#)

- [Access Schedules](#)

- [Private Doors](#)

- [Profile Options](#)

Profile Information

- **Number**: The ID number automatically assigned to the profile. Leave this number as assigned unless you plan on using custom profile number configurations. Manually changing this number can cause conflicts when managing multiple systems in **Admin**. Range is 1 – 99.

- **Rearm Delay**: When the user disarms an area outside of a schedule, delay automatic rearming by the number of minutes entered. To disable this feature, enter **0**. Range is 0 – 720 minutes.

- **Output Group**: Assign outputs groups to a profile, allowing an entire group of outputs to turn on or off as required like when door access is granted. Enter the number of the output group that you want to assign to the profile. To disable this feature, enter **0**. Range is 0 – 10.

Areas

The **Arm/Disarm** setting supersedes **Arm** and **Disarm** in **Profile Options**.
The **Access** setting supersedes **Door Access** in **Profile Options**.

- **Arm/Disarm**: Allow users with this profile to arm and disarm an area.

- **Access**: Allow users with this profile to access an area.

Access Schedules

This setting supersedes **Schedules** in **Profile Options**.

- **On**: Allow profile members to access and edit a schedule.

- **Off**: Do not allow profile members to access and edit a schedule.

Private Doors

When enabled, these permissions allow profile members to access up to 4 private doors. Only doors that have been configured as private doors by your security provider are displayed in **Profiles**.

- **On**: Allow profile members to access selected private doors.

- **Off**: Do not allow profile members to access private doors.

Profile Options

When enabled in a profile, these permissions allow profile members to perform the following actions:

- **Arm**: Arm the system according to the options configured in **Areas**.

- **Disarm**: Disarm the system according to the options configured in **Areas**.

- **Alarm Silence**: Silence a system alarm.

- **Sensor Reset**: Reset all system sensors. A sensor reset is required for all smoke detectors, flood sensors, and temperature sensors that have triggered an alarm, as well as system restoral after a lockdown is ended. A sensor reset is also required to clear a low battery (LOBAT) message after changing a wireless device's batteries.

- **Lockdown**: Initiate a lockdown.

- **Lockdown Override**: End a lockdown and restore the system.

- **Door Lock/Unlock**: Lock and unlock doors.

- **Door Access**: Grant temporary door access.

- **Armed Areas**: View armed areas at a keypad.

- **Outputs On/Off**: Turn outputs on or off from a keypad's User Menu.

- **Zone Status**: View the status of zones.

- **Bypass Zones**: Bypass zones when arming the system.

- **Zone Monitor**: Enable the chime function.

- **System Status**: View the system's status.

- **System Test**: Initiate a system test from a keypad's User Menu.

- **Profiles**: Add, change, or delete profiles.

- **User Codes**: Add, change, or delete user codes.

- **Extend**: Extend a schedule for 2, 4, 6, or 8 hours.

- **Schedules**: Add, edit, or delete schedules.

- **Set Time**: Change the system date and time from a keypad's User Menu.

- **Display Events**: View system events.

- **Service Request**: Request a service call from your alarm provider.

- **Fire Drill**: Initiate a fire drill.

- **Anti-Passback**: Use anti-passback. Profile members are required to properly exit (egress) an area that they previously accessed. They cannot access the first area again until they properly exit through the second area.

- **Easy Arm/Disarm**: Arm or disarm all areas that are assigned to a code automatically.

- **Use Secondary Language**: Display a secondary language.

- **Card Plus Pin**: Use two access methods to operate the system from a keypad. The first method

must be a credential such as a proximity patch, card, or key fob. The second method must be a PIN number entered at the keypad. Both the credential and PIN are configured in **Users**.

- **Wi-Fi Setup**: View the system's Wi-Fi settings, connect to available Wi-Fi networks, and use WPS association.

Reports

Virtual Keypad enables you to run reports that give you information about your system's events. In **Reports**, you can either run a quick report or a custom report. You can only run or receive reports for systems that you can access.

Learn how to run reports by completing the following steps.

Contents

- [Run a Quick Report](#)

- [Run a Custom Report](#)

Run a Quick Report

1. Go **Reports > Quick Reports**.

2. In **Report**, choose one of the following:
   - **Today's System Events**

   - **All Troubles and Alarms**

   - **All System Users**

   - **All System Profiles**

   - **Arming/Disarming Exceptions**.

3. The report is displayed on the screen. To export the report as a **CSV**, **PDF**, or **XLSX** (Excel Spreadsheet), select the appropriate option in **Export** near the bottom of the page. Your report is sent in an email.

Run a Custom Report

1. Go **Reports > Custom Reports**.

2. Select ➕ Add.

3. Name the report.

4. In the calendar, choose a date for the report.

5. In **Systems**, choose systems for the report. To remove a system, select ✕ Remove next to it. To add a system, select ✛ Add.

6. In the events dropdown, choose **All Events, Alarms**, **Arming/Disarming**, **Arming Exceptions**, or **Troubles**.

7. Enter other information as needed, such as **Zones**, **Users**, or **Types**.

8. If you want to schedule this report to run automatically and sent to you as a PDF, select **Schedule**.

9. Select **Run**.

To edit the report, select **Edit**. After you've made your changes, select **Run**.

Custom Notifications

Custom notifications make it possible for your personnel to receive important notifications on their device without requiring access to the Virtual Keypad website or app.

Virtual Keypad users can create custom notifications and choose whether they are sent in a push notification, text message, or email. For example, a user can create a notification so Virtual Keypad sends their IT manager a text message when the network room door is opened.

Create a custom notification by completing the following steps:

1. Go to **Notifications**. Select ＋ Add.

2. In **Category**, select one of the following event types:

    • **Alarms**

    • **Arming/Disarming**

    • **Custom Actions**

    • **Door Access**

    • **Door Status**

    • **Lockdown**

    • **Sensor Activity**

    • **Troubles**

3. Select event type options as needed, such as **Event**, **Areas**, **Doors**, **Zones**, or **Users**.

4. To restrict when users receive notifications, go to **Schedules** and select start and end times to restrict when users receive notifications.

5. In **Recipients**, select ＋ Add.

6. The **Personnel** window opens. To create personnel, select ＋ Add. To edit existing personnel, select ✎ Edit next to the person's name.

7. Make your changes, then select **Save**.

8. Select people to receive the notification, then select **Done**.

9. Next to each recipient, select any applicable notification types: **Push**, **Text**, or **Email**.

10. Select **Save**.

Panic

Initiate a system panic from Virtual Keypad. Available options include **Police**, **Fire**, and **Emergency** panics. These options are configured by your security provider.

To initiate a system panic, go to **Panic** in the menu. Press and hold the desired panic option for three seconds.

Settings

The **Settings** page provides personal preference options for your Virtual Keypad space. Learn how to edit your settings by completing the following steps.

Contents

- [Edit Your Name](#)

- [Change Your Password](#)

- [Change Thermostat Temperature Unit](#)

- [Edit System Settings](#)

- [Edit Zone Chime Sounds](#)

- [Sensor Reset](#)

- [Help](#)

- [Local System Settings](#)

Edit Your Name

Select **First Name** or **Last Name** to edit the first or last name on your profile.

Change Your Password

The new password must contain a minimum of 10 characters and must contain two of these four types of characters:

- Lowercase letters

- Uppercase letters

- Numbers

- Symbols

In **New Password**, enter your new password. Enter you new password again in **Confirm Password**.

Select **Change Password**.

Change Thermostat Temperature Unit

Change how the thermostat feature displays the temperature. Choose either **F** (Fahrenheit) or **C** (Celsius).

Edit System Settings

Switch on the **Save User Code** toggle to save your user code so you won't need to enter your code every time you log in to Virtual Keypad.

Switch on the **Default System** toggle to make the current system the first one displayed when you open Virtual Keypad.

Edit Zone Chime Sounds

You can assign a chime sound to certain zones in your system.

To assign a chime to a zone, choose **Doorbell**, **Ascend**, or **Descend** from the dropdown in that zone's row.

To remove a chime from a zone, choose **Off** from the dropdown in that zone's row.

Sensor Reset

The Sensor Reset button enables you to remotely reset system sensors when a user has **Sensor Reset** permission. Pressing this button performs the following actions:

- Reset fire and smoke sensors

- Reset fire and fire bell outputs

- Reset fire and supervisory alarms

- Reset panic sensors

- Reset ambush outputs

- Reset glassbreak sensors

- End a lockdown (also requires **Lockdown Override** permission)

- Reset LOBAT (low battery) after replacing batteries in wireless devices

Help

View this user documentation from the app. For help with system configuration, upgrades, and troubleshooting, contact your security provider.

Local System Settings

Some settings are saved in local system programming and cannot be accessed from Virtual Keypad. These include time (clock), volume, and chime settings. To change these settings from your keypad's User Menu, refer to the appropriate guide for your system type:

- [XTLtouch System User Guide](#)

- [XTLplus System User Guide](#)

- [XT30/XT50 Series User Guide](#)

- [XR150/XR550 Series User Guide](#)

Administrator Tools

If you have administrator permissions in Virtual Keypad, you can manage your systems' app users, users, schedules, reports, and system groups in the **Admin** panel. This section covers how to use Admin tools in Virtual Keypad.

To access admin tools, log in to Virtual Keypad and select ✂ **ADMIN**.

Arming

To access **Arming**, go to **Admin > Arming**. The arming page contains a list of systems. The arming status of each system is displayed next to the system name.

To view arming, disarming, and related actions for a particular system, select the system's name.

Admin Users

Administrator tools allow you to add, edit, and delete users across multiple systems at once. You can also create multiple user codes and credentials for a user on more than one system. Learn how to manage system users by completing the following steps.

Contents

- [Add a User](#)
- [Edit a User](#)
- [Delete a User](#)

Add a User

1. Log in and select ⚒ **ADMIN**.
2. Go to **Users**.
3. Select ✛ Add.
4. Name the user.
5. Select a **Profile**.
6. In **User Codes & Credentials**, name the code, then enter a **User Code**.
7. To make the user an app user, enter their email in **Virtual Keypad App Access**.
8. Select **Push to Systems**.

Edit a User

1. Log in and select ⚒ **ADMIN**.
2. Go to **Users**.
3. Select the user that you want to edit.
4. Make your changes, then select **Push to Systems**.

Delete a User

1. Log in and select ✂ **ADMIN**.

2. Go to **Users**.

3. Select the user that you want to delete.

4. Select **Delete from Systems**.

5. A dialog pops up to confirm your decision. To delete the user, select **Confirm**.

Admin Schedules

Administrator tools allow you to add, edit, and delete schedules across multiple systems at once. Learn how to manage system schedules by completing the following steps.

Contents

- [Types of Schedules](#)

- [Add a Schedule](#)

- [Edit a Schedule](#)

- [Delete a Schedule](#)

Types of Schedules

- **Arming Schedules (Permanent Schedules)**—Used for automatic arming and disarming and always occur at the same time until you change or delete them.

- **Extend Schedules**—Allow an authorized user to extend the present day's permanent scheduled closing time.

- **Favorite Schedules**—Used to schedule automatic activation of Z-Wave favorites.

- **Output Schedules**—An output is turned on or off according to a schedule.

- **Sunrise/Sunset Schedules**—Use the system's zip code to stay synced with sunrise and sunset times throughout the year. You can use the Virtual Keypad app to add this feature to Favorite and Output schedules. If you would like your devices to activate before or after the default times, enable the offset feature and specify an amount of time for the offset. This feature is available for Android and iPhone users.

Add a Schedule

1. Log in and select ✂ **ADMIN**.

2. Go to **Schedules**.

3. Select ＋ Add.

4. Name the schedule.

5. If applicable, select **Favorite Schedule** or **Output Schedule**.

6. For favorite or output schedules, select the favorite or output that you want to apply the schedule to and select **Times** for the schedule.

7. For all other schedules, enter **Times**.

8. Choose and configure **Areas**, **Doors**, and **Outputs** for the schedule.

9. If applicable, select the **Activate** dropdown and select when you want the schedule to activate.

10. Select **Push to Systems**.

Edit a Schedule

1. Log in and select ⚒ **ADMIN**.

2. Go to **Schedules**.

3. Select the schedule that you want to edit.

4. Make your changes, then select **Push to Systems**.

Delete a Schedule

> **Note:** Only output and favorite schedules can be deleted.

1. Log in and select ⚒ **ADMIN**.

2. Go to **Schedules**.

3. Select the schedule that you want to delete.

4. Select **Delete from Systems**.

5. A dialog pops up to confirm your decision. To delete the schedule, select **Confirm**.

Admin Reports

Administrator tools allow you to run reports for multiple systems at once. Learn how to generate system reports by completing the following steps.

Contents

- [Run a Quick Report](#)

- [Run a Custom Report](#)

Run a Quick Report

1. Log in and select ✄ **ADMIN**.

2. Go **Reports > Quick Reports**.

3. In **Report**, choose one of the following:
   - **Today's System Events**

   - **All Troubles and Alarms**

   - **All System Users**

   - **All System Profiles**

   - **Arming/Disarming Exceptions**.

4. The report is displayed on the screen. To export the report as a **CSV**, **PDF**, or **XLSX** (Excel Spreadsheet), select the appropriate option in **Export** near the bottom of the page. Your report is sent in an email.

Run a Custom Report

1. Log in and select ✄ **ADMIN**.

2. Go **Reports > Custom Reports**.

3. Select + Add.

4. Name the report.

5. In the calendar, choose a date for the report.

6. In **Systems**, choose systems for the report. To remove a system, select ✕ Remove next to it. To add a system, select ﹢ Add.

7. In the events dropdown, choose **All Events, Alarms**, **Arming/Disarming**, **Arming Exceptions**, or **Troubles**.

8. Enter other information as needed, such as **Zones**, **Users**, or **Types**.

9. If you want to schedule this report to run automatically and sent to you as a PDF, select **Schedule**.

10. Select **Run**.

To edit the report, select **Edit**. After you've made your changes, select **Run**.

Admin Profiles

> **Note:** To simplify creation of multi-system profiles, arrange systems into groups if needed before proceeding. For more information, refer to the help article for System Groups.

When configuring profiles, use the search bar in each section to quickly locate items to include in the profile. To create a multi system profile, complete the following steps:

1. Log in and select ⚒ **ADMIN**.

2. Go to **Profiles**.

3. Name the group, then select the Checkmark icon to save the name.

4. In **Systems**, choose the system groups or individual systems that you want to include in the profile.

5. To combine settings from an existing profile, select **Link Existing Profile**, then select the profile name that you want to combine into the current Admin profile.

6. In **Profile Options**, select the options that apply to members of the profile. For information about what each permission does, select the information icon next to the appropriate option. For full information about profile options, refer to Profiles Reference.

7. When settings from existing profiles conflict with the default Admin profile, you'll receive a message that profiles have conflicting settings. Select the settings that you want to be applied to all selected systems. These new settings override existing settings in each selected system's profile.

8. If necessary, choose **Output Groups** for the profile. To copy a specific output group to all systems, select **Copy to All**.

9. In **Arm/Disarm Areas**, select the areas and permission levels that apply to members of the profile.

10. In **Access Areas**, select any areas that you want the profile to have the ability to access.

11. In **Access Schedules**, select any schedules that apply to profile members.

12. Select **Save**.

System Groups

Administrator tools allow you to group multiple systems into system groups. Learn how to manage system groups by completing the following steps.

Contents

- [Add a System Group](#)
- [Edit a System Group](#)
- [Delete a System Group](#)

Add a System Group

1. Log in and select ✖ **ADMIN**.

2. Go to **System Groups**.

3. Select ✛ Add.

4. Name the group.

5. In **Included Systems**, select the systems that you want to include in the group.

6. Select **Save**.

> **Note:** System groups can be nested, meaning that a group can contain other groups.

Edit a System Group

1. Log in and select ✖ **ADMIN**.

2. Go to **System Groups**.

3. Select the system group that you want to edit.

4. Make your changes. All changes are automatically saved.

Delete a System Group

1. Log in and select ✂ **ADMIN**.

2. Go to **System Groups**.

3. Select the system group that you want to delete.

4. Select **Delete**.

5. A dialog pops up to confirm your decision. To delete the system group, select **Confirm**.

System Upgrades

To schedule a system upgrade, complete the following steps or refer to the video.

1. At the bottom of the screen, select the **System Upgrade Required** banner.

2. After reading the message from your security provider, select **Schedule Service**.

3. Select a date from the calendar.

4. Select a time slot for the upgrade.

5. A confirmation dialog pops up. To finish scheduling the upgrade, select **Confirm**.

6. A message pops up to confirm that service has been scheduled. Select **OK**.

https://player.vimeo.com/video/422946584