

Virtual Keypad App Help

19022 — Last update: 2019/01/10

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1. Virtual Keypad App Help Center

The Virtual Keypad App allows you full control over your alarm system from anywhere in the world. You can control any of the following devices using the Virtual Keypad App:

- lights
- thermostats
- appliances
- cameras
- Z-Wave door locks

You can also control features like locking, unlocking, and securing access control doors as well as standard features such as arming, disarming, checking status, area arming, output control, and viewing the history. Whether you need to arm your system or let an employee in your building, the Virtual Keypad App provides an easy-to-use interface at your fingertips.

2. How to Begin

[Log Into Your App](#)

[Enter Your User Code](#)

2.1. Log Into Your App

Log In for the First Time

After downloading the Virtual Keypad app, log into your account using the following steps:

1. Open the Virtual Keypad app.
The app will prompt you to allow notifications.
2. Select **Allow** or **Don't Allow**.
3. Enter your email address and password.
Use the automatically generated password you received in your welcome email. The app will prompt you to update your password.
4. Select **Set Password**, **Remind Me Later**, or **Don't Ask Again**.
5. Select **Save**.
If you set a new password, you will need to re-enter your log in information.
6. Enter your email address and password.
7. Select **Log In**.
8. Select **Agree** to the terms and conditions.
The app will ask you to allow access to your location even when you are not using the app. This allows the app to monitor your location for geofencing.
9. Select **Allow**.

You are now logged into the app and can choose the system you wish to enter.

Forgot Password

Use the following steps to reset your password:

1. On the log in screen, select **Forgot Password?**
2. Enter your email address.
3. Tap **Reset Password**.

A new automatically-generated password will be sent to your email address. Use that password to log into your account and reset your password.

2.2. Enter Your User Code

Select Your System

The current system selected is displayed at the top of the app. Use the following steps to switch systems:

1. Tap the system name currently displayed.
A list of all available systems becomes available.
2. Select the system you want to access.
The app will navigate to the user code log in.

Enter Your User Code

1. Enter your user code.
Option: Use the **Save User Code** toggle underneath the user code to have your user code automatically entered the next time you sign in.
2. Press the arrow to submit the code.

Cover Photo

(iOS only) The app will ask you if you'd like to set up a cover photo. This is a one-time message. If you'd like to do so, use the following steps:

1. Select **Set Cover Photo**.
2. Select **Choose From Library** or **Camera**.
The app will ask for permission to access your photos or camera.
3. Select **OK**.
4. Select or take a photo.
Once a photo is selected, it will appear at the top of the Arming screen.

If you select **Later** and want to add a cover photo at a later time, use the following steps:

1. Tap the edit icon on the Arming screen to access the action menu.
2. Select **Cover Photo**.

3. Use Your App

[Silence an Alarm](#)

[Contact Your Security Company](#)

3.1. Silence an Alarm

When your system goes into alarm, your app turns red and immediately displays any cameras on your system.

IS THIS A FALSE ALARM? YES NO displays.

Use the following steps to silence the alarm:

- Press **NO** if the burglar alarm is valid.
A verification message will be sent to the central station. Your security system will remain armed.
- Press **YES** if a valid alarm has not occurred.
This will cancel the alarm and send an abort message to the central station. Your security system will be disarmed.

Note: For area systems, the false alarm question only displays if the entered user code has the authority to disarm the area.

3.2. Contact Your Security Company

Use the following steps to contact your security system through the Virtual Keypad App:

1. Select the app's navigation menu.
The menu options will appear, along with your security company's logo at the top.
2. Select your security company's logo.
Contact information for your security company will appear.

Choose one of the following contact options:

- Select the phone number to immediately call your security company.
- Select the email address to send an email to your security company.
- Select the Facebook or Twitter icons to connect with your security company's social media sites.

To return to the previous screen, select **Back**.

4. Virtual Keypad Menu

Select the navigation icon in the top right corner to open the Virtual Keypad menu.

Not all options described in this help file will be available to every user. Contact your security company to have these options added or for more information.

4.1. Systems

View all the systems available on your account. You can switch between systems by tapping the system name.

Select **ADMINISTRATION** to make multi-system changes or updates to users and schedules without having to go into each system individually. If your log in email address was programmed with administration authority, **ADMINISTRATION** will be listed at the top of your screen.

4.2. Monitoring

Schedule on-demand monitoring from the Virtual Keypad App. This feature allows you to pay a per-day monitoring rate during a specific period of time. For example, if you are planning to be away from your home or business for a vacation, you can use the Virtual Keypad App to set up monitoring during that period of time.

Schedule Monitoring

The first step to setting up monitoring is creating a schedule.

1. In the **Add** section, tap the **Starts** date and select the date when monitoring should begin.
2. Tap the **Ends** date and select the date when monitoring should end. A total dollar amount and number of days appears below the selected dates. It is important to note that monitoring can only be scheduled in 24-hour increments.
3. Tap **Schedule** to finalize the monitoring schedule.

Selecting a Payment Method

Once a schedule is selected, you will be prompted to select a payment method. You can add multiple cards and switch between them or, if you are an iPhone user, you can select Apple Pay as a payment method.

1. When the card information screen appears, enter the card **Number**, **Exp Month**, **Exp Year**, and **CCV**.
2. Tap **Done**. The card will be charged for the selected schedule's total amount.

View and Delete Schedules

Once monitoring is scheduled, you have the option to view or delete your schedules by tapping **Scheduled** at the top of the **Monitoring** screen. All scheduled monitoring periods are shown. To delete a scheduled period, tap the delete icon. When a schedule is deleted, any remaining unused 24-hour periods are credited to your account and shown at the bottom of the **Add** tab as **Credited Days**. The credits are not applied to your credit or debit card. The next time you schedule a monitoring period, the credited days will be applied to that schedule. You will only be charged for time that is above and beyond the available credits.

4.3. Arming

Arm and disarm your system, view history, and add frequently-used favorites or cameras for quick access. To customize the display, tap the Edit icon in the top left corner.

Arming

Your system operates in one of three ways: All/Perimeter, Home/Sleep/Away, or Area. Arm your system instantly by pressing the appropriate arming option. Select **ZONE STATUS** to check the status of a zone. See [Zone Status](#) for more details.



All

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



Home

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



Sleep

Arms 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 as night are armed.



Away

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

If you have an area system...

Your burglary protection is divided into up to six areas. Each area can have a custom name, be turned on or off independently of other areas, and limit access to users with proper authority. Select **ARM ALL** to instantly arm all areas. Select **DISARM ALL** to disarm all areas.

History

A brief overview of events is displayed. Select **VIEW ALL** to see a full list of events in the History screen.

4.3.1. Zone Status

View all programmed zones along with the status of each zone. You will see one of the following status indicators:

- Green check mark: The zone is normal.
- Yellow triangle: The zone has faulted.
- Red no sign: The zone has been bypassed.

Insufficient Permissions

If you do not have sufficient authorization to arm all areas, Virtual Keypad will send you an alert. The zone will remain disarmed but all other areas with sufficient permissions will arm.

Faulted Zones

Some zones may not be in a normal condition. For instance, a window may be open or a door is not fully closed. A list of faulted zones displays. Choose one of the following options to resolve faulted zones:

- 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 stopped and the system remains disarmed.

4.4. Video

View a list of the cameras on your system. Tap on a camera to view live video. See [Camera](#) for more details.

To edit camera settings, select the Edit icon in the top left corner. Select **Edit**. Select the Settings icon next to the camera you want to edit.

Rename Camera

Tap your camera name to rename your camera.

Record on Motion

Set a camera to record when motion is detected. Choose **Always**, **Never**, or **When Armed**.

Record on Alarm

Toggle this setting on to record when the system goes into alarm. The camera will attempt to provide footage beginning five seconds before an alarm and continuing through fifteen seconds after the alarm. Two additional twenty-second clips will be available for a total of one minute of footage.

Flip Image

Toggle this setting on to change the perspective of ceiling-mounted cameras.

Motion Detection Regions

Place, adjust, and delete up to four regions of motion detection per camera. The camera will attempt to record footage from five seconds before until fifteen seconds after motion is detected in one of the regions of motion detection.

4.4.1. Camera

View live video from a camera on your system. If you are given the option, tap **Low** or **High** to change the resolution.

Set Point

On pan and tilt cameras, there is an option to set up to three set points. Once set up, these are quick ways to move the camera field of view to different areas around the room. Adjust the camera using the two bars on the side and bottom of the viewer window. When the camera is covering the area you would like, press and hold the set point icon below the viewer window to create the set point. With the press of the set point button, the camera will relocate to that exact set point.

Record Video Clips

Tap the red button to manually record a video clip.

View Recorded Video Clips

Select the clips icon to view a list of previously recorded video clips. See [Clips](#) for more details.

4.4.1.1. Clips

View recorded video clips listed with the newest at the top of the app. Select **Edit** in the top right corner to delete clips.

Select a clip to view. You can edit the following clip settings:

Rename Clips

Select **Video Clip** to rename the clip.

Protect Clips

Toggle on to prevent the video clip from being overwritten.

Download and Share Clips

Select **Share** to download a clip to your photos or share to another app.

4.5. History

View your system's event history. The app displays the notification events for your system in descending order. The date, device type, specific sensor and type of event are displayed. Tap the search box to search the event history.

Alarm notifications for your system include:

- Alarm Events
- Arming/Disarming (Opening/Closing Events)
- Troubles
- Sensor Activity

The system must have push notifications enabled in **Settings** for messages to display.

4.6. Favorites

Favorites are multiple Z-Wave devices grouped together. Each of the 20 available Z-Wave favorites support up to 25 Z-Wave devices per favorite. 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.

To add, edit, delete, or reorder a favorite, select the Edit icon.

Add

Enter a name for the favorite, select an icon, and control how you would like Z-Wave devices to respond when the favorite is activated.

Edit

Adjust the settings for an existing favorite.

Delete

Select **Delete** and then select the favorite you would like to remove.

4.7. Doors

View the Z-Wave doors on your system. Lock or unlock Z-Wave-equipped doors and open or close Z-Wave-equipped Garage Doors. On some panels, the **Doors** menu will allow you to control access doors. Select the Edit icon to add, edit, or remove a device.

Add

Enter the device name. Follow the onscreen instructions to add a Z-Wave door to your system.

Edit

Rename the Z-Wave door.

Remove Device

Remove a Z-Wave door from your system.

Lock / Unlock

Toggle the lock icon to lock or unlock the door.

Access (larger systems only)

Momentarily allow access to a locked door.

Lockdown (XR150/XR550 Series panels only)

Lock all public doors and Z-Wave door locks in an emergency situation.

4.8. Thermostats

View the Z-Wave thermostats on your system. You can turn your thermostat on and off, select heat, cool, or fan, and adjust the temperatures. To add, edit, or remove a thermostat, select the Edit icon.

Add

Name the new thermostat. Follow the on-screen instructions to add the Z-Wave thermostat to your system.

Edit

Rename your Z-Wave thermostat.

Remove Device

Remove your Z-Wave thermostat from your system.

To adjust the temperature, select the **+** or **-** icons. Select how the Z-Wave thermostat operates by choosing **OFF**, **COOL**, **HEAT**, or **AUTO**. The current room temperature is displayed between the fan setting.

4.9. Lights

View the Z-Wave lights on your system. You can turn Z-Wave lights on, off, or dimmed. To add, edit, or remove Z-Wave lights, select the Edit icon.

Add

Name the new light. Follow the onscreen instructions to add the Z-Wave light to your system.

Edit

Rename a Z-Wave light.

Remove Device

Remove a Z-Wave light from your system.

4.10. Users

Manage the user codes on your system. Only available if the user code you entered is authorized to manage user codes on your system.

User Information

Select a user to view user information.

User Photo

Tap the avatar at the top of the screen to update the user photo.

User Name

Tap the user name to make changes if needed.

Authority

Toggle on **Apply to All** to apply the same authority settings to every credential for that individual user.

Toggle on **Master** if the user should have master authority level.

Toggle on **Arm Only** if the user should only have access to arming options.

Toggle on **Temporary** if the user code is for a temporary resident or visitor.

User Codes & Credentials

View the user number assigned to the user on the system (1-99). This number identifies the user to the system and can be transmitted to the central station when they arm or disarm the system. Select the user number to see credential information, including the 4-digit user code. Select the **Send Code to Locks** toggle to send user codes 1-20 to Z-Wave locks associated with the system.

Select **Add** to add another credential for the user. See [Credentials](#) for more information.

Virtual Keypad App

Select **Add** to add an email address for the user. An invite to download Virtual Keypad App is sent to the email address. This allows the user to set up login information.

To add, edit, or delete a user, select the Edit icon.

Add

Enter the **User Name**, **User Number**, **User Code**, and **Authority Level**. Add the user to the Virtual Keypad app if desired.

Edit

Make changes to **User Name**, **User Number**, **User Code**, or **Authority Level**.

If you want to add an existing user to the Virtual Keypad app, select **Use Existing Login**. A list of email addresses display. Choose the email address associated with that user.

Delete

Remove the user from the system.

4.10.1. Credentials

Create and edit users and credentials from your Virtual Keypad App. You may have more than one way to interact with the system such as having a user code to use at the keypad or proximity card or token to use for access control. Use this feature to have user codes, proximity cards, and proximity tokens displayed within each user in your app.

Create a New User and Their Credential(s)

1. Access your system and select **Users** in the navigation menu.
2. Tap the plus icon by **Users** and enter a **First** and **Last Name** and assign yourself or the user a **Profile**.
3. Tap the plus icon by **User Codes and Credentials** to add a credential.
4. Select a credential **Type**, **Number**, and assign a user **Code** to use at the keypad. If creating a proximity card or token, either enter the **Internal Number** if known, or use the 1301N Nano Card Reader to identify the card or token number being assigned.
5. New credentials will default to apply the same user profile that is assigned to that user. To disable this option and manage codes and credentials manually, tap the box next to **Apply the same profiles to all user codes and credentials**.
6. Tap **Save**.

4.11. Schedules

Schedules allow you to program the time you want your system to arm or disarm each day of the week. You can also schedule when you want your Z-Wave favorites to activate.

Types of Schedules

- **Arming Schedules** (also known as Permanent schedules) are 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** are used to schedule automatic activation of Z-Wave favorites.
- **Output Schedules** are used to schedule when an output will turn on or off.
- **Sunrise/Sunset Schedules** allow you to use the system's zip code to stay synced with sunrise and sunset times throughout the year. You can use the app to add this feature to Favorite and Output schedules. If you would like your devices to turn on or to turn off before or after sunrise or sunset, enable the offset feature with the amount of time desired. This feature is available for Android and iPhone users.

To add, edit, or delete a schedule, select the Edit icon.

Add

Create a Favorite or Output Schedule. Select the Favorite or Output that you would like to create a Schedule for and fill in all the times.

Edit

View a list of schedules on your system. Edit times for arming and disarming and Favorite activation.

Delete

Remove schedules from your system. Only Output and Favorite Schedules can be deleted.

In Area Settings near the bottom of your arming schedule, you may turn **Auto Arm** and **Auto Disarm** on or off for each area. When auto arm or auto disarm is on, the system will arm and disarm at the same times until you change or delete the schedule.

Closing Check

If your system does not use automatic arming, you can use the **Closing Check** feature with Schedules to ensure your system is armed by an authorized user at a specific time.

4.12. Outputs

Outputs are used to control interior and exterior lighting, heating, air conditioning, or other appliances.

How do I turn my outputs on and off?

Turn your system outputs on and off by tapping each of them. Your system may use these outputs to control interior and exterior lighting, heating, air conditioning, or other appliances. Your security company will need to add each output to your app before they will become available.

4.13. Geofences

Geofencing uses your mobile device's location services to automatically activate Favorites on your system. Favorites are activated when you enter or leave the boundary of your geofence area. You can create up to 20 customized geofence areas. To add, edit, or remove a geofence, select the Edit icon.

Add

On the map, a map pin appears at your location. Pinch open to zoom in and create a smaller area for your geofence. Pinch close to zoom out and create a larger area for your geofence. If you are not at the location you wish to set up your geofence, you can enter the address manually by typing in the address in the **Find Address** text field or tap and drag your finger on the screen to move to the area you want to set as your geofence.

Devices

Toggle each device to include or exclude it in the geofence.

Enters Area

When your mobile device enters the boundary of the geofence, choose which Favorite to activate or choose **None**.

Exits Area

When your mobile device exits the boundary of the geofence, choose which Favorite to activate or choose **None**.

Smart Arming Reminder

When enabled and the creator of the geofence is the last to leave, the creator will receive a notification to arm the system if the system was left disarmed.

Favorite Activation

When enabled, the creator of the geofence will receive a push notification when a Favorite assigned to the geofence is activated by any device associated with the geofence.

Device Enter and Exit

When enabled, the creator of the geofence will receive a push notification when any active device enters or exits the geofence.

Edit

Adjust the settings of the geofence.

Delete

Remove a geofence from your app.

What if I have multiple devices?

If more than one device is active for the geofence, then the first device to enter will activate the Enters Area Favorite and the last device to exit the geofence will activate the Exits Area Favorite.

4.14. Profiles

Profiles are only available on some systems and can only be accessed if your user code has the authority to do so. Profiles define the authority of each user code in the system. Up to four profiles may be assigned per user. When adding users, use default profiles 1 through 10.

To add, edit, or delete a profile, select the Edit icon.

Add

Create a new profile.

- **Profile Name** – You can assign each profile a name with up to 32 characters. The Profile Number is the default name.
- **Profile Number** – You can assign each profile a unique number from 1 to 99.
- **Rearm Delay** – Set the number of minutes before the system rearms if the system has been disarmed in the middle of a scheduled arm.
- **Output Group** – You can assign each profile an output group number from 1 to 10.
- **Access Areas** – For each profile, you can assign a door access area.
- **Arm/Disarm Areas** – Assign specific arming and disarming areas to individual profiles.
- **User Menu Assignments** – Each user profile may have any of the menus assigned to it as shown in the User Profile Record. The User Profile Record lists the user menu profile assignments and the system functions users are allowed to access based on the profile numbers assigned to their codes.

Edit

Adjust profile settings.

Delete

Remove a Profile from your system.

4.15. Rooms

Rooms allows you to take a picture of your room or view the room from a live camera stream. You can place hotspots on the photo to control your Z-Wave devices. Once devices have been assigned to a hotspot, you can change the condition of the Z-Wave device by tapping the hotspot.

To add, edit, or delete a room, select the Edit icon.

Add

1. Choose whether to take a photo using the camera on your device or use one from your gallery.
2. Enter a name for the room.
3. Select specific places to create hotspots for your Z-Wave devices or Favorites.
 - Favorite – Select to add a favorite to the hotspot.
 - Device – Select to add a single Z-Wave device to the hotspot.

Edit

Change room settings.

Delete

Remove a room from your system.

4.16. Actions

You can set your **Favorites** to activate along with specific system events.

Activating an Action

Select what you want to happen: **Lights Off**, **Lights On**, **Going To Bed**, **Home**, and **Leaving** when you perform the following actions:

- When The System Is Armed Home
- When The System Is Armed Sleep
- When The System Is Armed Away
- When The System Is Disarmed
- When The Exit Delay Starts
- When The Entry Delay Starts
- When There Is A Fire Alarm
- When There Is A Panic Alarm
- When There Is A Burglary Alarm

Custom Actions

The Custom Actions feature gives users deeper customization options for Z-Wave devices, such as selecting a Favorite or specific Lights, Locks, and Thermostats to activate or deactivate during specific times and days. Custom Actions are also supported on VirtualKeypad.com.

4.17. Traffic Count

Keep track of the number of times a zone (e.g front door sensor or motion detector) trips. Your traffic count is updated each time the system is armed. Install a motion detector to count people walking down a hallway or use a door sensor to record the number of entries and exits each day.

Easy to view analytics allow you to compare daily traffic to a previous day, week, month, or 3 month period. Along the top of the traffic count graph, you can tap on the following options to change the display:

- One Day – 1D
- One Week – 1W
- One Month – 1M
- Three Months – 3M
- Six Months – 6M

4.18. Settings

The Settings section provides personal preference options for your app.

Rename System

Tap your system name to rename your system.

Default System

Toggle on to make the current system the first one displayed when opening the Virtual Keypad App.

Save User Code

Toggle on to allow the app to remember your user code. When activated, your user code will not need to be entered every time you log into this system.

Temperature Units

Change how the thermostat feature displays the temperature. Toggle to choose between **Fahrenheit** and **Celsius**.

Today Widget (iOS) or Widget Settings (Android)

Select one of the widget selections to display arming options and choose favorites. Turn on the **Show History** toggle to enable the History Widget.

(Android only) Toggle on **Show Cameras** to enable the Cameras Widget. iOS devices automatically have the Camera Snapshots Widget enabled in the Today Widgets menu.

Change Password

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

- Lowercase letters
- Uppercase letters
- Numbers
- Symbols

Full Screen (Android only)

Toggle on to make the app go full screen. The navigation menu collapses as a result.

Push Notifications

Receive push notifications for your system. You can toggle on **Alarms**, **Troubles**, and **Arms/Disarms**.

Snooze Sensor Activity

Turn on the Snooze Sensor Activity toggle to snooze push notifications for an increment of time.

Optimize Z-Wave (iOS only)

When selected, a box appears that says, "Would you like to optimize Z-Wave devices? Your devices will be unavailable during this time."

Chime (iOS only)

Select the zone chime for the zones connected with your system. You can select **Ascend**, **Descend**, **Doorbell**, or **Off**.

Geofencing

Create a geofence. Your device needs to check your location to determine when you enter and exit the geofence. Below are descriptions of each option:

- **Low**: Provides the best battery usage, but will result in less frequent location updates.
- **Medium**: Balanced location updates with less battery consumption than **High** but more than **Low**.
- **High**: Provides most location updates, but may result in reduced battery performance.

Geofence Devices

Delete devices no longer used with the app.

Login with Touch ID/Face ID (iOS) or Fingerprint Authentication (Android)

Toggle on to use fingerprint or facial recognition to log into the app.

Disarm requires Touch ID/Face ID (iOS only)

Toggle on to require user to use Touch ID or Face ID to disarm.

Fingerprint Disarm (Android Only)

Toggle on to use fingerprint for disarming.

Reload

Retrieve updated information from all your available systems.

Online Help

Open the online help files for the app.

Terms and Conditions


Open the terms and conditions for the app.

Logout

Sign out of the app.

5. Apple TV App

The Virtual Keypad App for Apple TV allows you to view your system's cameras, view recorded clips, and activate your Z-Wave favorites. This app can be used with only one system or with multiple systems.

 The Virtual Keypad App only works with the 4th generation Apple TV.

5.1. Using the App

Logging on to the App

1. From your Apple TV's home screen, use your remote to open the Virtual Keypad App.
2. Once the login screen loads, enter your email address and password associated with your Virtual Keypad App.
3. Select **Log In**.
4. If your login credentials are associated with multiple systems, select the system you want to access.
5. The app's home screen loads with options to view **Cameras** and **Clips**, to activate **Favorites**, and to **Logout**.

Logging Out of the App

To log out of the Virtual Keypad App, simply select **Logout** from the app home screen.

App Options

Within the Virtual Keypad App, you can use the following options:

“Cameras”

The **Cameras** option lets you view the cameras on your system live. You can view multiple camera views at once or a single view in full-screen.

“Clips”

The **Clips** option lets you view pre-recorded clips from the cameras on your system. A list of clips displays on the right side of the screen and selected clips display on the left side.

“Favorites”

The **Favorites** option lets you activate Z-Wave favorites on your system. You can only activate favorites, you cannot add or remove them from the Virtual Keypad App for Apple TV.

5.2. View Cameras

After “logging on” to your Virtual Keypad App on Apple TV, complete the following procedure to view your cameras live.

1. From the Virtual Keypad App home screen, select **Cameras** from the top of the screen.
2. The screen will display multiple camera views. If needed, cycle through the camera views to see all of your cameras.
3. To view a camera in full-screen, locate the desired camera view, and select it.


5.3. View Clips

After “logging on” to your Virtual Keypad App on Apple TV, complete the following procedure to view pre-recorded clips from your cameras.

1. From the Virtual Keypad App home screen, select **Clips** from the top of the screen.
2. Once the screen loads, it is divided into two different sections. The section on the right side of the screen contains a list of your system’s pre-recorded clips. The section on the left side of the screen contains a viewing window that plays selected clips.
3. To view a clip, scroll through the list of clips, locate the desired clip, and select it. The clip will begin playing on the left side of the screen.

5.4. Z-Wave Favorites

After “logging on” to your Virtual Keypad App on Apple TV, complete the following procedure to view your cameras live.

 **Note:** You cannot add or remove favorites from this app.

1. From the Virtual Keypad App home screen, select **Favorites** from the top of the screen.
2. The screen displays a grid-list of the existing Z-Wave favorites on your system.
3. To activate favorite, select the favorite from the grid-list.

6. Amazon Echo Skill

The Virtual Keypad skill for the Amazon Echo offers an easy way for you to arm your system and control Z-Wave devices. All of the available functions and verbal commands are listed below.

- ✿ To get the new Virtual Keypad skill for the Amazon Echo, download the Amazon Alexa App and log in with your Amazon account information. Search for the Virtual Keypad skill and enable it. Use your Virtual Keypad email and password to log in and select the system you would like to control.

Arming

All arming commands must start with “Alexa, tell Virtual Keypad to...” Then, say one of these phrases to select an arming type:

- “arm my system home.”
- “arm my system sleep.”
- “arm my system away.”
- “arm my system all.”
- “arm my system perimeter.”

Note: Arming is the only type of command that requires you to specifically say “Virtual Keypad”.

Favorites

To activate a favorite, say “Alexa, activate (*favorite name*).”

Lights

To turn Z-Wave lights on or off, say “Alexa, turn on (*light name*).” or “Alexa, turn off (*light name*).” You can also dim Z-Wave lights to any percentage by saying “Alexa, turn on (*light name*) to (*percentage*).” For example, “Alexa, turn on kitchen light to 50%.”

Locks

Z-Wave locks can be locked by saying “Alexa, lock my (*lock name*).”

Thermostats

To set the temperature using your Amazon Echo and a Z-Wave thermostat, say “Alexa, set my temperature to *(degree)*.”